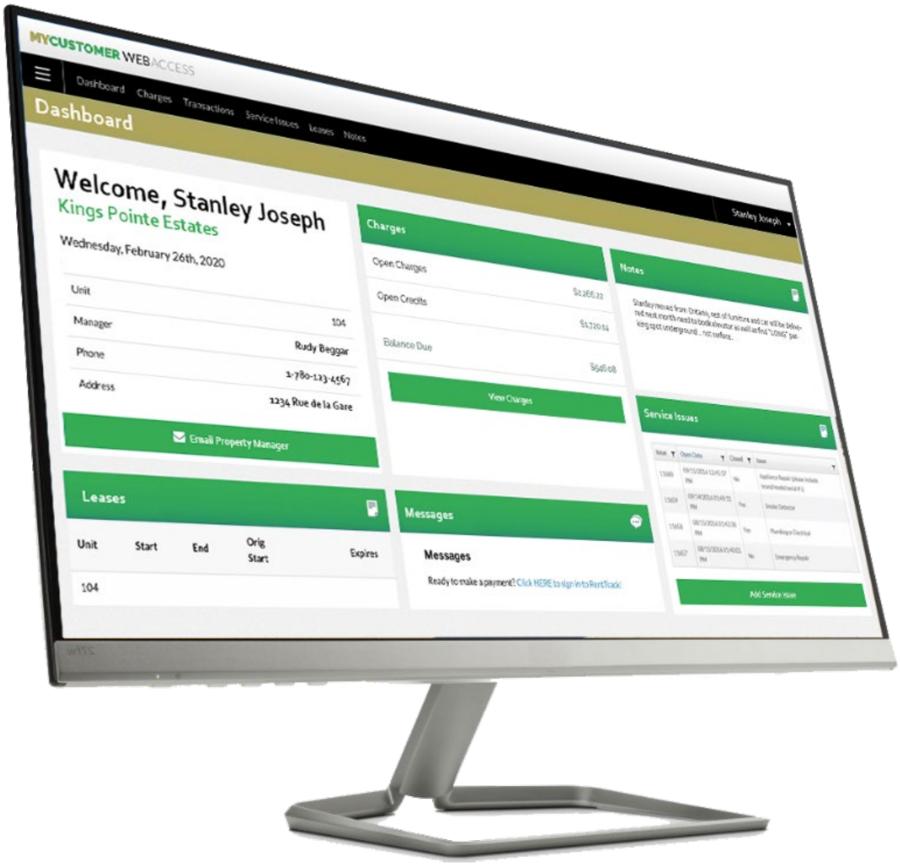
MYCUSTOMERWEBACCESS



USER MANUAL AND ONLINE PAYMENT GUIDE

Version 2_3

MAGNUMYORK
ALBERTA'S PROPERTY MANAGER

Magnum York is pleased to offer all our residents a 24/7 online portal that you can use to update your contact information, view notes and notices to your account, see a history of charges & transactions, submit/track MYCustomerCare maintenance service requests, communicate with us quickly, and pay using various secure online payment methods for those not using Pre-Approved Payments (PAP) from your financial institution. You will also have access to a Community Calendar and Amenity booking if that is set up for your property.

A NOTE ON ONLINE PAYMENTS

While the Magnum York portal allows for online payments, the preferred method of payment for rent or condo fees is by Pre-Approved Payments (PAP) from your financial institution. For access to this payment method, complete this online form:

- **forms.magnumyork.com/pap**

ACCESSING YOUR ONLINE PORTAL

On your mobile phone or computer browser, surf to:

- **mag.twa.rentmanager.com**

YOU WILL NEED YOUR MAGNUM YORK ACCOUNT NUMBER TO CREATE AN ONLINE ACCOUNT

To get started you can create a login on the portal, which you can do yourself – as long as you have your Magnum York Account Number handy.

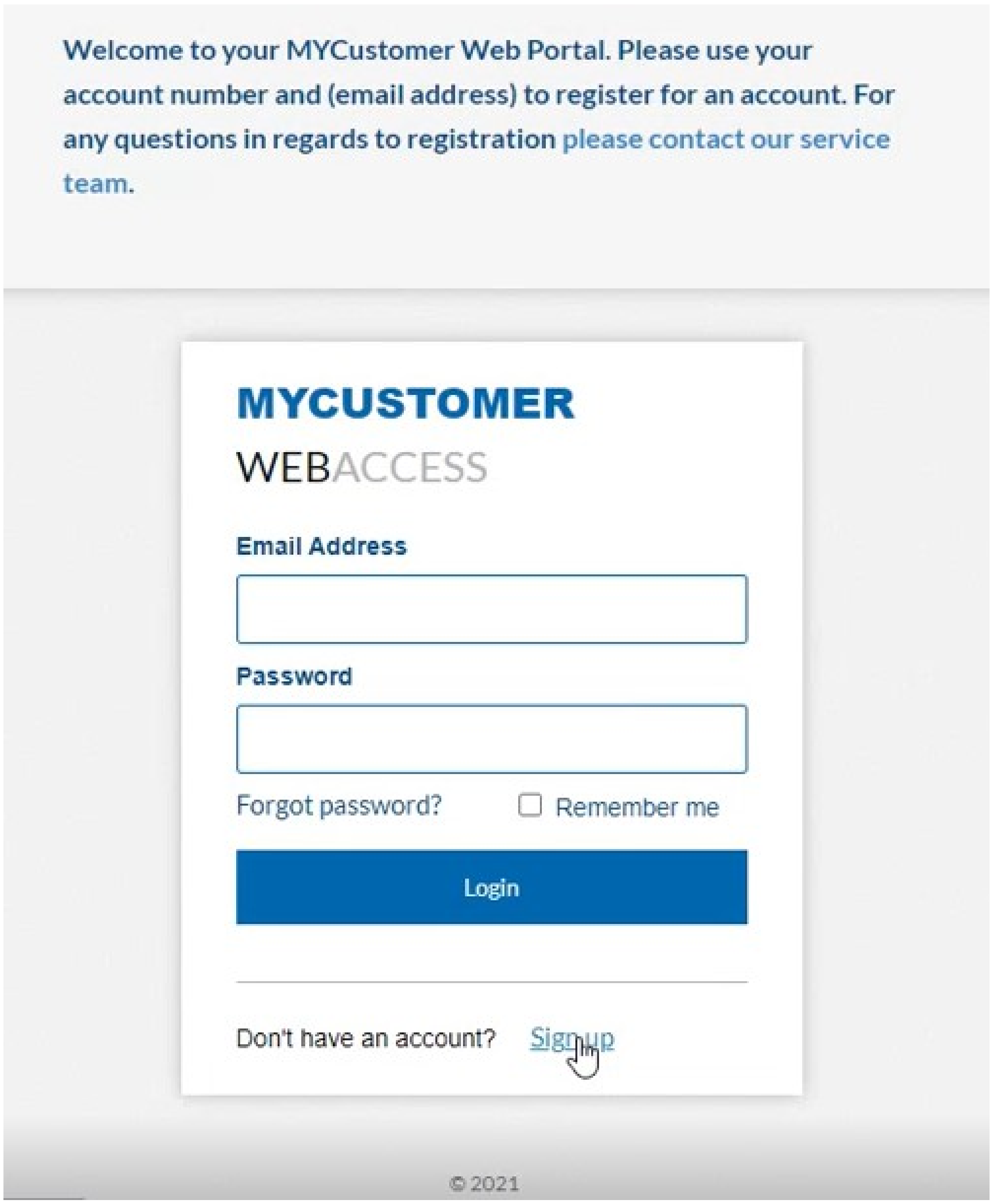
If you do not have it, submit a service ticket to us. On the drop-down list for "How may we help you?" choose the option "I need my Magnum York Account # to register for MYCustomerWebAccess online portal". If the personal information we have for you on file matches your submitted form, you will get a reply immediately, otherwise it may take up to 48 hours. To submit a service ticket, use the service form for the office that serves you:

- **Calgary:** www.magnumyork.com/yyc
- **Edmonton:** www.magnumyork.com/yeg
- **Red Deer:** www.magnumyork.com/yqf
- **Olds:** www.magnumyork.com/olds

THE BASICS

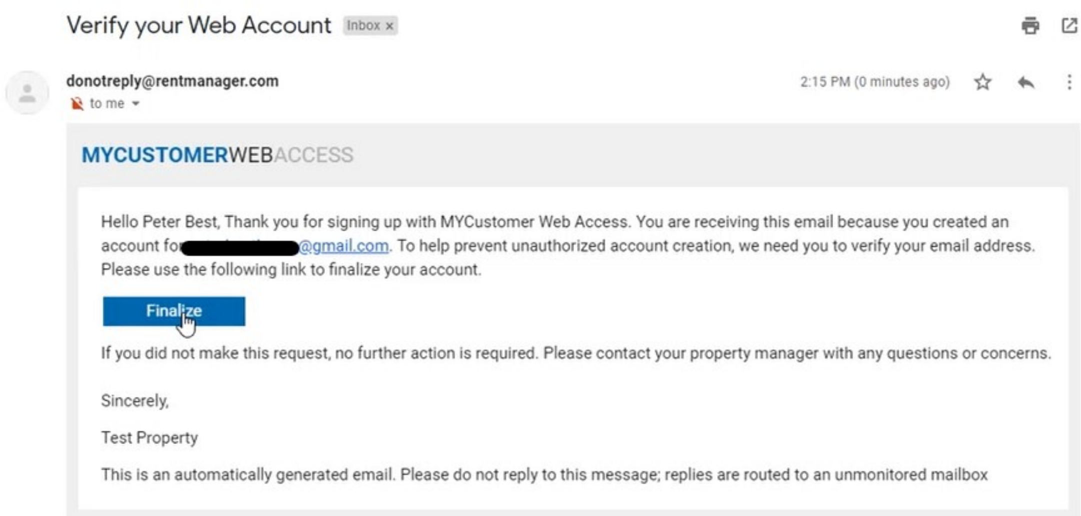
How to Create a Login

When you access MYCustomerWebAccess, you will see a screen like this:

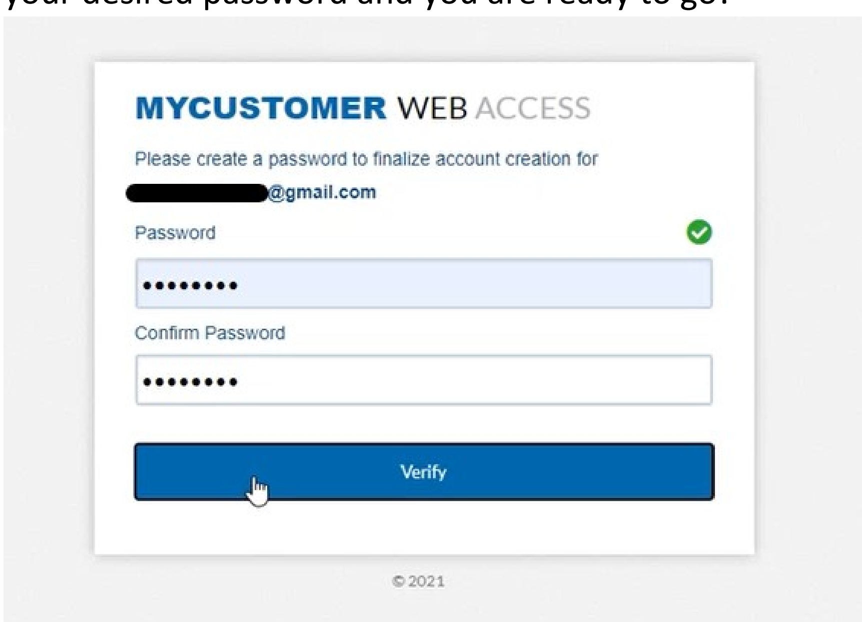


1. Click **Sign Up** to go to the Profile Information / Account Validation form.

2. Enter your **Account Number,** your **Email Address**, and any other validation fields that display on the page. You will use this email address to log into MYCustomerWebAccess in the future.
3. Click **Sign Up** again to submit your information.
4. Upon completion, you will receive an email asking you to finalize your account. In the email, simply click the **Finalize** button. The email will look like this:



5. You will then be prompted to create a password for your account. Create your desired password and you are ready to go!



Log Into MYCustomerWebAccess

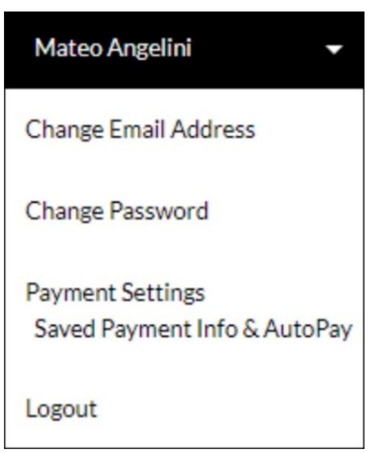
Once you've created your account, you're ready to login and take advantage of everything the portal has to offer! To log into your account:

1. Open a web browser and return to the Customer Portal (http://mag.twa.rentmanager.com)
2. Enter the **Email Address** that was used to create your login.
3. Enter your **Password**.
4. Check **Remember Me** to avoid re-entering this information each time you log in.
5. Click **Login** and you're in! You may also want to "bookmark" this web page so that you can quickly return to this web page in the future.

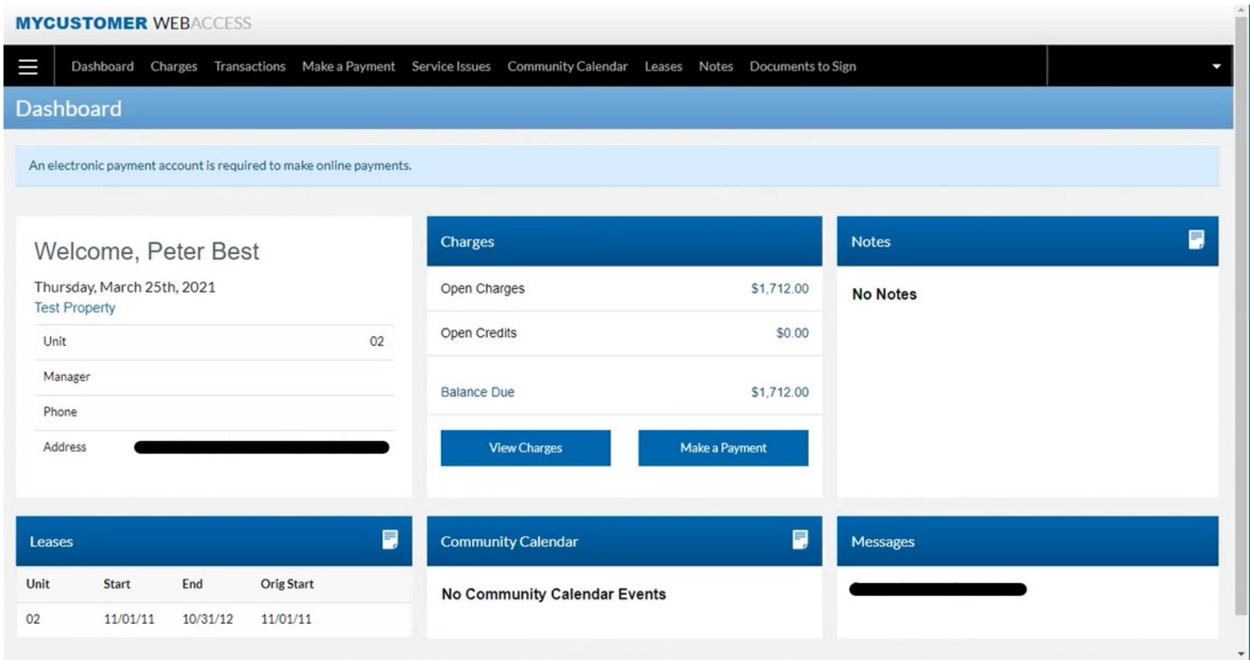
Change Your Resident Portal Password

If you need to change your password in the portal, follow the steps below:

1. Click the drop-down menu next to your name in the top-right corner of the screen.



2. Click the **Change Password** option.
3. Fill out the form and click **Change Password**.
4. Your password has now been changed. You will also receive an email letting you know that your password has been successfully updated.



MYCUSTOMERWEBACCESS DASHBOARD

Everything at your fingertips

When you access MYCustomerWebAccess, you will see a Dashboard "Home" screen like the one above.

Along the top of the screen is a thin black bar with words on it known as the "Menu" On mobile phones, you can click on the three little lines in the top left corner. Depending on your properties set up, you will see several menu items to click on and explore.

GETTING HOLD OF US WITH SERVICE REQUESTS

When you need to communicate with us, just submit a service request. That will enter our Magnum York MYCustomerCare system so you we can manage your request and help resolve efficiently and quickly.

Submit a New Maintenance Request

1. In the navigation menu at the top of the screen, click **Service Issues**.
2. Click **Add Service Issues** in the top-right corner of the **Service Issues** screen.

3. Fill out the form, including a title for your maintenance request, a description of the problem, and any additional information you feel is relevant.
4. Optionally, click **Attach** to include a picture or document to your service request.
5. Finally, click **Add Service Issues** to submit your maintenance request.

View Previous Maintenance Requests

1. In the navigation menu at the top of the screen, click **Service Issues**.
2. On this page, you can see every maintenance request you've made, including the date it was created, whether it's open or closed, the status, the issue, and its description.

PAYMENTS

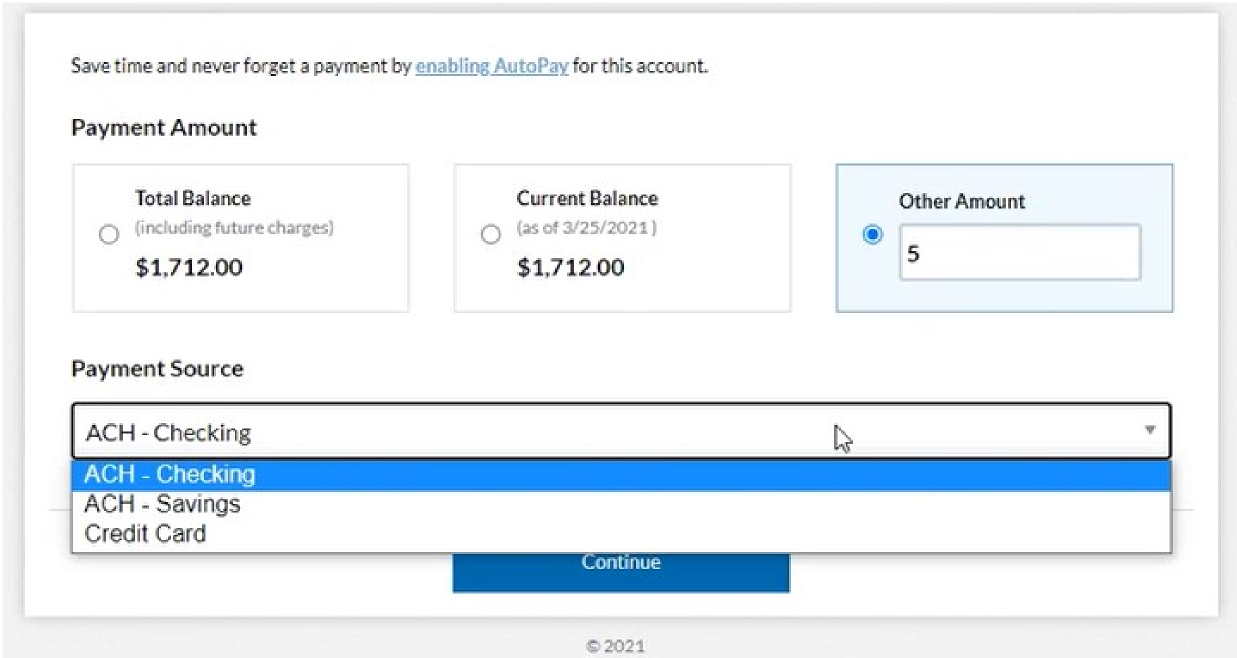
In the portal, click on the tabs at the top of the page to:

- View your open charges or your transaction history.
- Make a one-time payment or schedule automatic payments.
- Create a work order online (for emergencies, please call our office)
- View and add messages to the Message Board.
- View your Lease and Electronic Documents

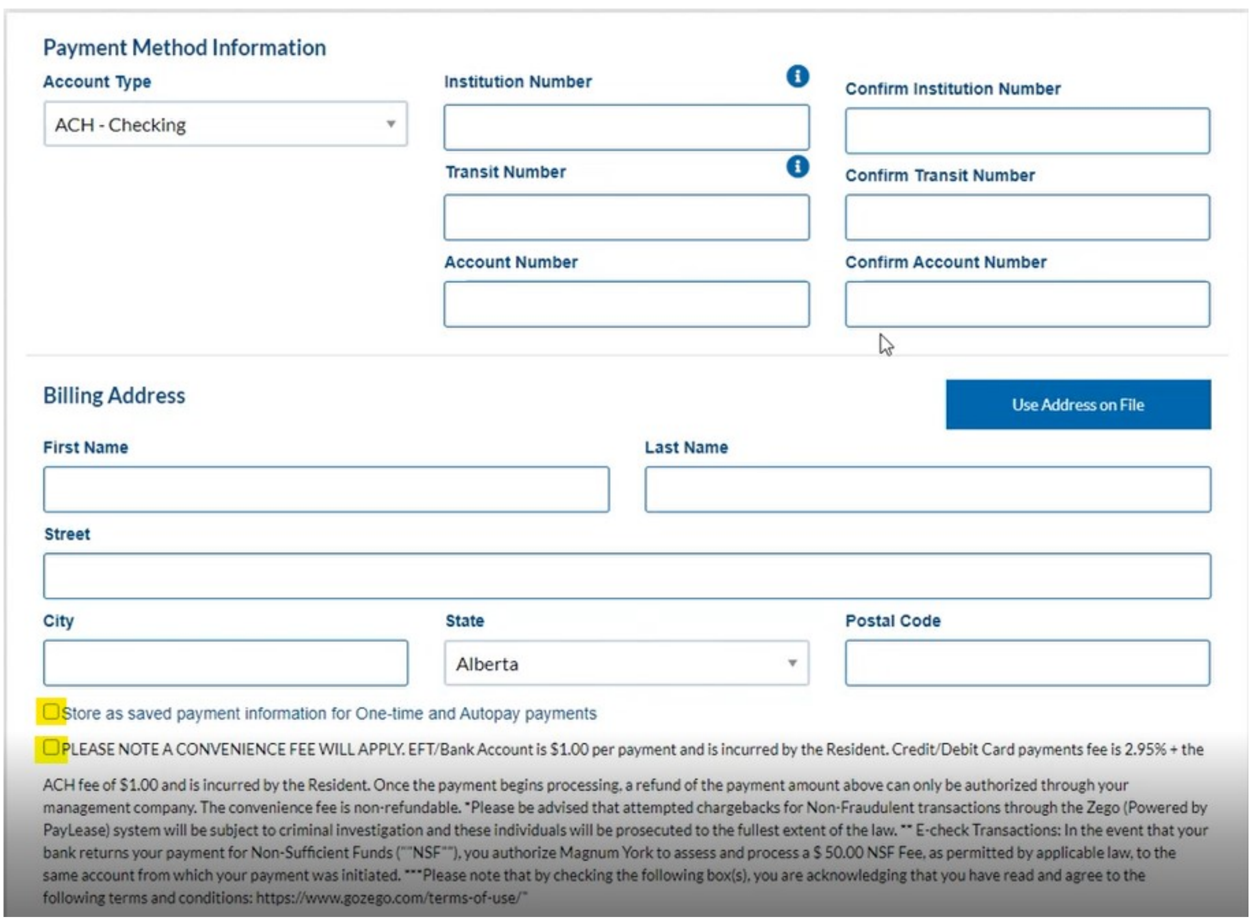
How to Make a Payment

Making payments within the Customer Portal is easy—just follow these quick steps!

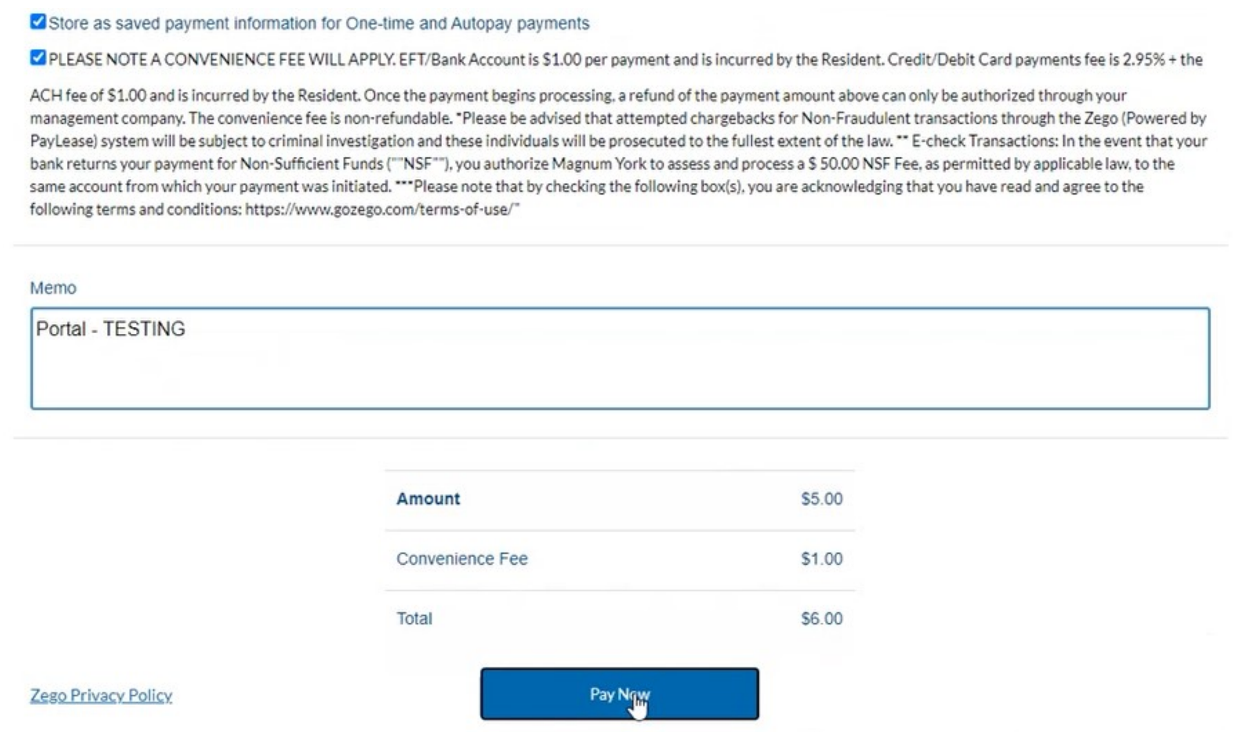
1. In the **Charges** tile on your home dashboard, click **Make a Payment**. Alternatively, you can click **Make a Payment** from the main menu bar at the top of the portal.
2. Enter a **Payment Amount** and choose your **Payment Source**, then click the **Continue** button. Please note, there may be certain restrictions as to whether you can partially pay or overpay your balance.



3. Once your **Payment Method Information** is entered, you will need to provide your **Billing Address**.



4. To save your payment information, check the box that says **Store as saved payment information for One-Time and Autopay payments**. Be sure to read the disclaimer and check the verification box, then click **Pay Now**.



5. A page confirming your payment will then display. You can print this page to keep a record of your transaction.

Edit Saved Banking Information

If you did not save your bank information during a previous payment or want to start paying from a different account, you can edit your banking information within our Customer Portal. To edit your saved payment information:

1. Click the **Settings** drop-down menu next to your name in the top-right corner of the screen.
2. Click the **Payment Settings** option.
3. On the **Payment Settings** screen click **Change** under a saved payment method, which allows you to edit your existing information.
4. Enter the new data in the **Payment Method** section.

5. Click **Save** to store the information.

To delete information that already exists, click **Remove** under the given payment method.

Setup Automatic Payments

If you prefer not to make manual payments each month, you can set up automatic payments within our Customer Portal.

To set up **Automatic Payments**:

1. Click the drop-down menu next to your name in the top-right corner of the screen.
2. Click the **Payment Settings** option.
3. Click **Add** to include a new payment method, or click **Update** to edit existing payment information.
4. Check the **Enable Your Automatic Payment** box.
5. Choose which **Day of Month** the automatic payment should be made.
6. Then choose the **Payment Type** and, if applicable, the **Max Amount** that can be withdrawn each month.
7. If a disclaimer displays, be sure to read it and check the verification box.
8. Click **Save**, and you're all set up!

Online Payments Managed by

ZE GO

Powered by PayLease

DOCUMENT SIGNING

Electronically Sign Documents (Leases, Addendums, Etc.)

If you are required to sign a document through the Customer Portal, you will receive an email from us that lets you know the document is available.

1. This email will prompt you to sign into your account.
2. After logging into your account, you will notice a banner at the top of the page that states a new document is available for you to sign.

3. Click the banner's **Sign** button.
4. The document will then open, with the sections that require a signature highlighted in yellow. All you need to do is click the highlighted sections to sign electronically.
5. After following the prompts, you will get a pop-up box telling you to check your email for a copy of the document.
6. Click **Okay**.

Once you return to your dashboard, you will notice the box previously marked **"Sign"** will now display **"View."** If you need to see the document in the future, simply click this box.