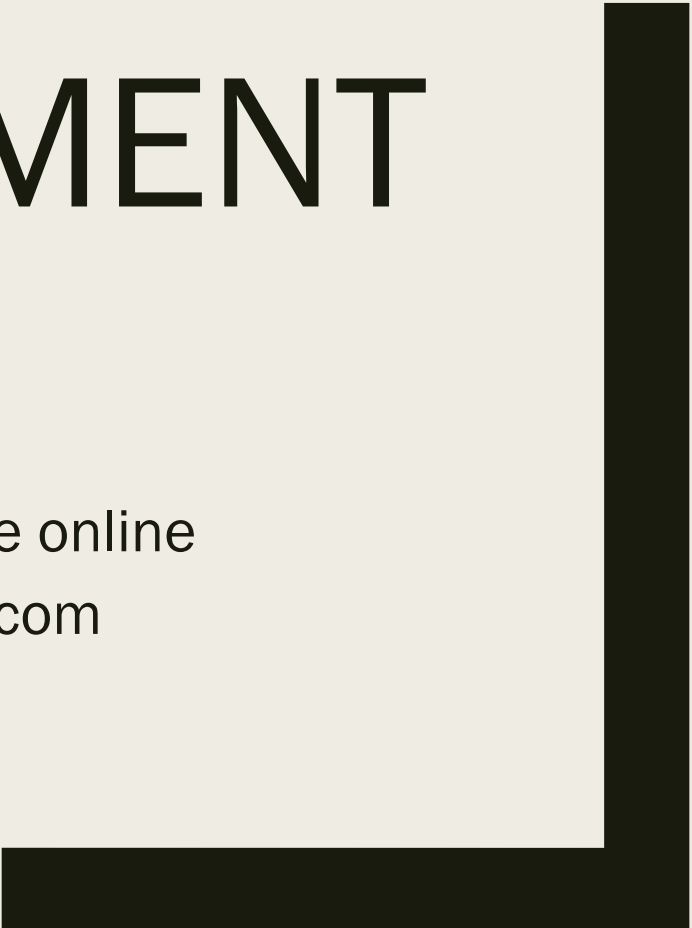




# AN ONLINE PAYMENT GUIDE

A step-by-step guide to paying through the online  
resident portal on [www.pacatubman.com](http://www.pacatubman.com)



# Login in to the resident portal.

- Go to [www.pacatubman.com](http://www.pacatubman.com) and click on 'Current Residents.'
- Click the 'login' button under the Resident Portal.

The image shows two screenshots of the Paca & Tubman Houses website. The top screenshot shows the homepage with the navigation menu. The 'RESIDENTS' dropdown menu is open, and the 'Current Residents' link is circled in yellow. A large yellow arrow points down from this link to the second screenshot. The second screenshot shows the 'CURRENT RESIDENTS' page. The 'RESIDENT PORTAL' button is circled in yellow, and the 'LOGIN' button is also circled in yellow. The 'CONTACT US' section is visible on the right side of the page.

**PACA & TUBMAN HOUSES**  
WHERE BETTER LIVING BEGINS

Current Residents Future Residents

**CURRENT RESIDENTS**  
Resident Portal and Helpful Information

**RESIDENT PORTAL**  
Pay Rent, Submit a Maintenance Request, and More

**LOGIN**

**CONTACT US**  
pacatubman@ccm.com  
410-704-7484  
410-704-7324

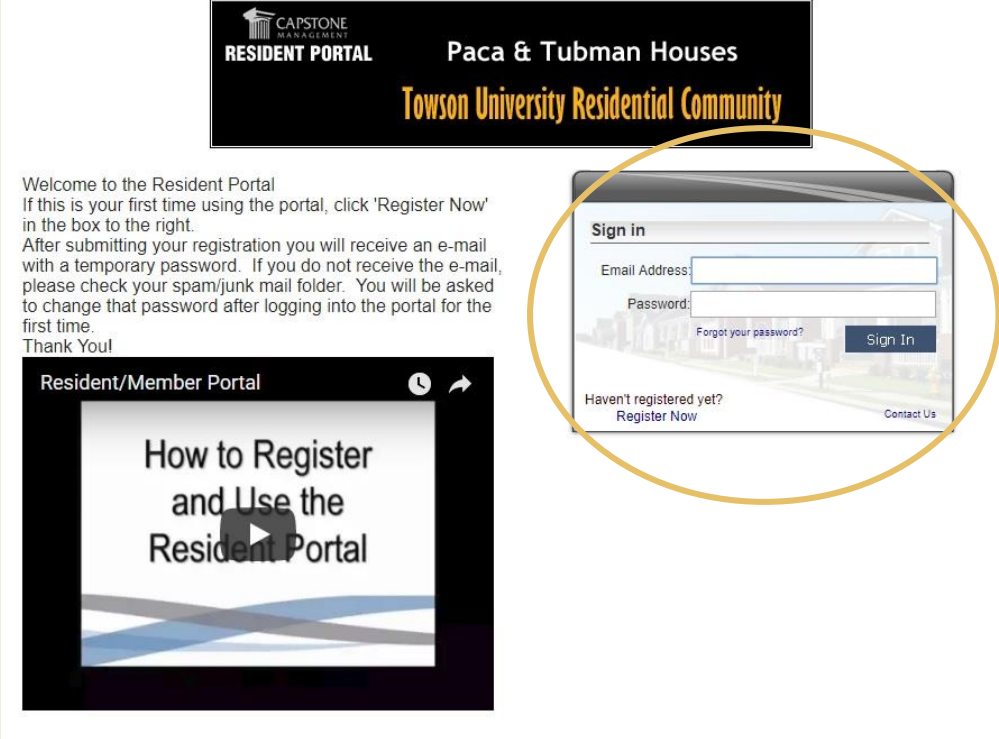
**APPLY NOW!**

# Login in to the resident portal

- Sign in to the Resident Portal using your registered email address and password.
- Note: If you have not registered, you will need to click 'Register Now' to register your email address.

Students **MUST** complete the registration. Parental Guarantors do not have access to the account until the student completes the registration. Once the student has access to the account, the student approves the guarantor's email addresses to have access to the account. (Registration instructions on the next two pages. There is also a video tutorial on the login page.)


*Please make sure that the spelling and punctuations are correct. The most common reason there is trouble accessing the portal is due to using an incorrect email address or a misspelled email address.*



The image shows a screenshot of the Resident Portal login page. At the top, there is a header with the Capstone Management logo and the text "RESIDENT PORTAL Paca & Tubman Houses Towson University Residential Community". Below the header, there is a welcome message: "Welcome to the Resident Portal. If this is your first time using the portal, click 'Register Now' in the box to the right. After submitting your registration you will receive an e-mail with a temporary password. If you do not receive the e-mail, please check your spam/junk mail folder. You will be asked to change that password after logging into the portal for the first time. Thank You!". To the right of the welcome message is a "Sign in" form with fields for "Email Address:" and "Password:", a "Sign In" button, and links for "Forgot your password?" and "Haven't registered yet? Register Now". Below the welcome message is a video player titled "Resident/Member Portal" with the text "How to Register and Use the Resident Portal".

# Registering for the Student Portal

1.



Capstone Management  
RESIDENT PORTAL  
Paca & Tubman Houses  
Towson University Residential Community

Welcome to the Resident Portal  
If this is your first time using the portal, click 'Register Now' in the box to the right.  
After submitting your registration you will receive an e-mail with a temporary password. If you do not receive the e-mail, please check your spam/junk mail folder. You will be asked to change that password after logging into the portal for the first time.  
Thank You!

Sign in  
Email Address:   
Password:   
Forgot your password?

Haven't registered yet?  
[Register Now](#)

Resident/Member Portal


How to Register and Use the Resident Portal

Registration Tutorial

1.) Click 'Register Now' in the Sign-in Box

*(Note: this process MUST FIRST be completed by the student. How to gain parental access is on the next page.)*

2.



Capstone Management  
RESIDENT PORTAL  
Paca & Tubman Houses  
Towson University Residential Community

[Login](#) Register for PropertyWeb  
**Register for PropertyWeb**

Email Address:   
Your Name:   
Your Phone Number:   
Your Property:   
Comments:

2.) Enter all the necessary information requested.

3.) Allow up to 48 hours for your registration to be processed.

# Registering for the Student Portal (continued)

## How to give parents access:

- 1.) Once the student has logged into the portal, click on 'contacts.'
- 2.) Click on your parental guarantor's name and click 'edit'
- 3.) Click to grant them and their email address to have permission to access the online portal account.



**CAPSTONE MANAGEMENT**  
**RESIDENT PORTAL** Paca & Tubman Houses  
Towson University Residential Community

Welcome Michelle | - Unit 135A

William Paca House

Lease Contacts Documents Work Orders RCR

**Lease**

Lease ID: 15195  
Lease Starts: 06/14/2017  
Lease Ends:

**Balance**

View My Statement Current Balance: \$0.00

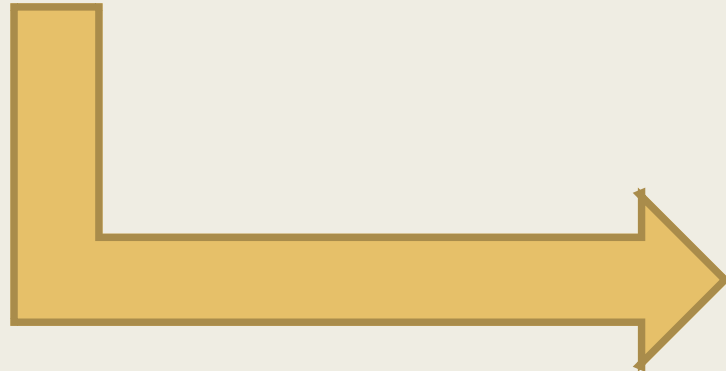
**Payments**

Make a One-Time Payment Last Payment Date:  
Last Payment Amount:

**Deposits Held**

# Make your payment

- Once you have logged into your Resident Portal account, you will click 'Make a One-Time Payment' located on the left hand side of the main page.



*Note: To grant your parental guardian permission to gain access to the portal, click 'contacts', 'update info', and click the box that says 'allow contact to log-in to portal.'*

The screenshot shows the Capstone Management Resident Portal interface. At the top, there is a black header with the Capstone Management logo and the text "Paca &amp; Tubman Houses" and "Towson University Residential Community". Below the header, the user is greeted with "Welcome Michelle" and "William Paca House - Unit 135A". A navigation menu includes "Lease", "Contacts", "Documents", "Work Orders", and "RCR". The "Contacts" menu item is circled in grey. Below the navigation menu, there are sections for "Lease" (Lease ID: 15195, Lease Starts: 06/14/2017, Lease Ends:), "Balance" (View My Statement, Current Balance: \$0.00), "Payments" (Make a One-Time Payment, Last Payment Date: , Last Payment Amount:), and "Deposits Held". The "Make a One-Time Payment" button is circled in yellow. A large yellow arrow points from the text on the left to this button.

# Make your payment

- This will bring you to the page on which you make your payment. Make your selection and enter the amount you would like to pay.

You may pay one of two ways:

- *Credit Card (Visa/Mastercard only). Visa/Mastercard debit cards process as a credit card. Cards are subject to a 2.5% fee.*
- *Bank Draft*


**CAPSTONE MANAGEMENT**  
**RESIDENT PORTAL** Paca & Tubman Houses  
Towson University Residential Community

SecureXchange™

Enter Payment Information | Make the Payment | View Confirmation

Account  
Name/Number 15195

Accepted Payment Methods \* Required Field

Credit Card   
 Bank Draft

Amount to Pay  
\*

Credit Card Information  
Card Number \*   
Expiration Date \* 01 2014  
Name on Card \*   
Card Security Code \*


Billing Information  
Address \*   
Address 2   
City / State / Zip \*     
Country   
Phone \*

Note: All payments made with Credit Cards are subject to a service fee. There are no service fees on payments made with Bank Drafts.

Visa, MasterCard, Discover  
The last 3-digits printed on the back of the card are the security code.

Note: All of these Credit Card types may be not accepted by your institution.

Quit Continue

 This information was obtained from sources believed to be reliable, but no representations or warranties, expressed or implied, as to the accuracy of the information are made. You are responsible for verifying the information and bear all risk for inaccuracies. Pricing and other details are subject to change. Contact the leasing office for the latest information.

Powered by **PROPERTYBOSS SOLUTIONS**



# Using a card to make an online payment

- Enter the amount you wish to pay.
- Complete all of the required information in the fields on the right.
- Click 'continue' to process the payment.
- You will receive a confirmation number that a payment attempt was sent to the office. This confirmation does not indicate that the transaction has been approved by the bank or credit card company.

Capstone RESIDENTIAL PORTAL Paca & Tubman Houses Towson University Residential Community

SecureXchange™

Enter Payment Information Make the Payment View Confirmation

Account Name/Number 15195

Accepted Payment Methods \* Required Field

Credit Card  Bank Draft

Amount to Pay \*

Credit Card Information

Card Number \* Expiration Date \* 01 2014 Name on Card \* Card Security Code \*

Billing Information

Address \* Address 2 City / State / Zip \* Country Phone \*

Note: All payments made with Credit Cards are subject to a service fee. There are no service fees on payments made with Bank Drafts.

Via, MasterCard, Discover The last 3-digits printed on the back of the card are the security code.

Note: All of these Credit Card types may not be accepted by your institution.

Quit Continue

This information was obtained from sources believed to be reliable, but no representations or warranties, expressed or implied, as to the accuracy of the information are made. You are responsible for verifying the information and bear all risk for inaccuracies. Pricing and other details are subject to change. Contact the leasing office for the latest information.

Powered by PROPERTYBOSS SOLUTIONS



# Using a bank draft to make an online payment

- Enter the amount you wish to pay.
- Complete all required fields.
- You will need your account routing number and accounting number to complete this form of payment.
- Click 'continue' to process payment.
- You will receive a confirmation number that a payment attempt was sent to the office. This confirmation does not indicate that the transaction has been approved by the bank or credit card company.
- Please note that it can take 2-3 business days for funds to be drawn from your account.

**CAPSTONE MANAGEMENT**  
**RESIDENT PORTAL** Paca & Tubman Houses  
Towson University Residential Community

SecureExchange™

Enter Payment Information | Make the Payment | View Confirmation

Account  
Name/Number 15195

Accepted Payment Methods \* Required Field  
 Credit Card   
 Bank Draft

Amount to Pay  
\*

Bank Draft Information  
Routing Number \*  Reenter:   
Account Number \*  Reenter:   
Name of Bank \*   
Name on Bank Account \*

Billing Information  
Address \*   
Address 2   
City / State / Zip \*     
Country   
Phone \*

Note: All payments made with Credit Cards are subject to a service fee. There are no service fees on payments made with Bank Drafts.

YOUR NAME  
1234 Main Street  
Anywhere, OH 00000 DATE 12/3

PAY TO THE ORDER OF \$   
DOLLARS

00001234 123456789 123  
ROUTING NUMBER ACCOUNT NUMBER CHECK NUMBER

Quit Continue

This information was obtained from sources believed to be reliable, but no representations or warranties, expressed or implied, as to the accuracy of the information are made. You are responsible for verifying the information and bear all risk for inaccuracies. Pricing and other details are subject to change. Contact the leasing office for the latest information.

Powered by  
**PROPERTYBOSS**  
SOLUTIONS

Terms of Use!

# What happens if my payment is denied?

- If your payment is declined, you will be notified via the email address you indicated as your preferred contact email to the office.
- You will need to log back into the resident portal and resubmit the payment information/payment.

# Common Reasons Payments are Declined

- Payments can be declined for a variety of reasons. Here are the most common:
  - *Some accounts have daily spending limits. Please contact your bank to verify if your account does.*
  - *Wrong account information was entered. Please go back and re-enter all numbers, verifying that each one is correct.*