Introduction

This document provides a guide to the features and functions of the AMHA Rent Payment website. This option allows residents to make rent payments without needing to enroll.

Authenticated Payments

Lookup Account Details

This page will prompt you to enter details about your AMHA account to access the next page. Click the drop down arrow; select your property site name, which is found on the first line of your current rent statement. You will also be required to type your AMHA account number, which is located on the upper right side of your rent statement. Finally, enter the first 5 digits of your zip code.
The Payment Card Industry (PCI) including VISA and Mastercard require a CAPTCHA. CAPTCHA is an acronym for "Completely Automated Public Turing test to tell Computers and Humans Apart", which is a type of challenge-response test used in computing to determine whether or not the user is human. Most residents will need to only check the “I’m Not a Robot” checkbox to pass the validation. However, you may be prompted to verify you are a human by responding to a request, such as “Select all squares with street signs” as shown on the image below.

After you click on the appropriate squares and hit “Verify”, the data entered is then authenticated and if there is a mismatch an error message is shown. If there are no errors you will be shown the next page.
Option 1 – Bank Account

Payment Method*: Bank Account

Name on Account*: JANE SMITH

Personal or Commercial Account*: Personal Bank Account

Account Type*: Checking

Routing Number*: 041001039

Account Number*: ********

Re-Enter Account Number*: 11223344

PLEASE NOTE: All card payments will have a 2.5% convenience fee.

Option 2 – Credit Card or Debit Card

Payment Method*: Card Account

Name on Card*: JANE SMITH

Card Number*:

Expiry Date*: (mm/yy)

Card CVV No*:

Address Line 1*:

Address Line 2*:

City*:

State*: -Select-

Country*: USA

Zip*:

PLEASE NOTE: All card payments will have a 2.5% convenience fee.
Enter Payment Details

Once you have been authenticated (or the single-sign on message has been processed successfully) you will be shown either the bank account or credit card payment method page—whichever you selected as your option.

Details of your account will be shown.

You will then be prompted to enter a payment method, or if you have chosen to save a payment method, you can select it to re-use it.

Next you will then be shown the payment date, and may be given the option of selecting a future date. (You will be unable to select a future date after the 8th of the month.)

Finally, you will be able to only select the current statement balance amount. If there are any issues (say a missing mandatory field) an error message will be displayed. If there are no issues you will be shown the next page.
Verify Payment Details

This page allows you to review the details of the payment you want to make before confirming it. Card payments only will have an additional line for the 2.5% convenience fee in their payment details. You can Cancel or Edit the payment at this point.

Once confirmed, any business rules will be run, and if a card is being used for payment an authorization will be processed. Error messages will be displayed if there are any issues.
Payment Confirmed

If there are no issues a payment confirmed page will be displayed with a unique confirmation number and an email receipt sent to the email address entered by you.

Rent Payment Cancellation

Please call and leave a message on Tenant Accounting’s voicemail line (330-252-9260) by 4:00PM of the same business day you completed your transaction. You can also email Tenant Accounting at tenant_accounting@akronhousing.org. Transactions completed after 8:00PM will become the next day’s business. AMHA will be unable to cancel transactions completed from 4:00PM to 8:00PM.