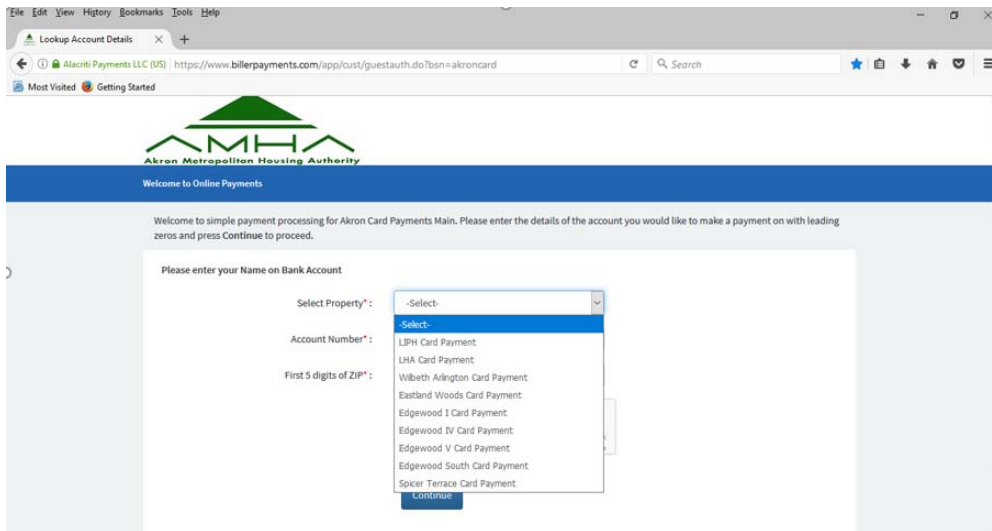# AMHA Rent Payment Website
# Resident Guide

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.
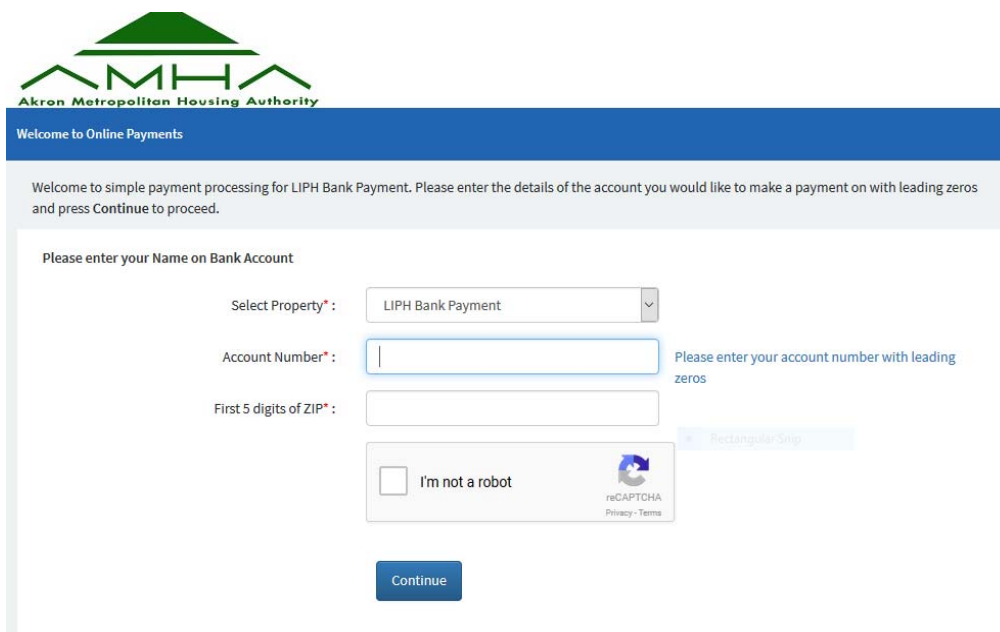
The Payment Card Industry (PCI) including VISA and Mastercard require a CAPTCHA. CAPTCHA is an acronym for "**C**ompletely **A**utomated **P**ublic **T**uring test to tell **C**omputers and **H**umans **A**part", which is a type of challenge-response test used in computing to determine whether or not 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.
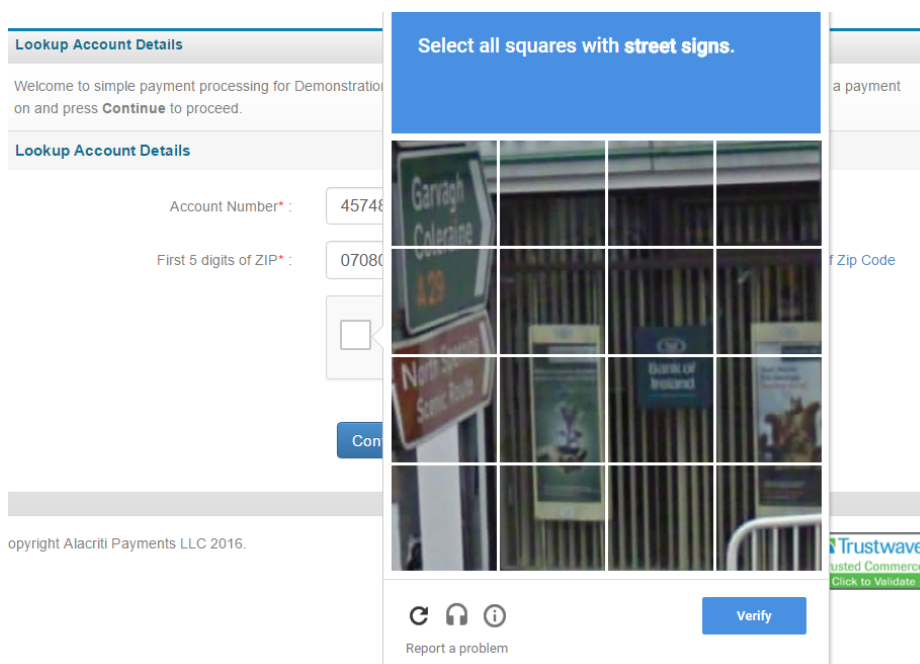
After you click on the appropriate squares and hit "Verify", the data entered is then authenticated and if there is a mismatch an error message is shown. If there are no errors you will be shown the next page.

Option 1 – Bank Account

Funding Source Details

Payment Method* :   Bank Account ⌄

Memo...........
⑈080989430⑈   0014409843⑈'   1436
Routing Number   **Account Number**

Name on Account* :   JANE SMITH

Personal or Commercial Account* :   ◉ Personal Bank Account
       ○ Commercial Bank Account

Account Type* :   Checking ⌄

Routing Number* :   041001039

Re-Enter Routing Number* :   041001039

Account Number* :   ••••••••

Re-Enter Account Number* :   11223344   ✕   Please re-enter your Bank Account Number.

☑ Save Payment Method Details for next time

Option 2 – Credit Card or Debit Card
PLEASE NOTE: All card payments will have a 2.5% convenience fee.

Funding Source Details

Payment Method* :   Card Account ⌄

☐ Card Address same as customer address?

Name on Card* :   JANE SMITH   Please enter your Name on Card

Card Number* :   [   ]
VISA   ⬤   AMEX   DISCOVER

Expiry Date* :   [   ]
(mm/yy)

Card CVV No* :   [   ]
What is this?

Address Line 1* :   [   ]

Address Line 2 :   [   ]

City* :   [   ]

State* :   -Select- ⌄

Country* :   USA ⌄

Zip* :   [   ] - [   ]

☐ Save Payment Method Details for next time

Enter Payment Details

Payment Date :   📅 01/25/2018

Payment Amount* :   ◉ Current Statement Balance Amount ($1.01) This is Current Statement Balance based on your statement

Your Account will not be charged until the Payment is confirmed on the next page

Cancel   Continue

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

Account Details

Account Number :	030284
Name on Account :	
Account Address :	127 Public Square, Cleveland, OH 44114
Email Address :	echambers@akronhousing.org

Funding Source Details

Name on Account :	
Account Type :	Checking
Routing Number :	041001039
Account Number :	Checking - xxxxxxxx6953

Payment Details

Payment Date :	01/27/2018
Payment Amount :	$1.01

By clicking **Confirm** to confirm your payment, you authorize us to initiate a debit from the **Payment Method Account** to make a payment to the **Account**, as detailed above. The payment to your account will be made on the **Payment Date** detailed above, and the debit from your account will occur within two business days of that date, but no earlier than that date. You also authorize your financial institution (and its successors or assigns), to process this debit to your account.

Cancel   Edit   Confirm

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.

Payment Details

Payment Date :	01/25/2018
Payment Amount :	$1.04
Fee :	$0.03

By clicking **Confirm** to confirm your payment, you authorize us to initiate a debit from the **Payment Method Account** to make a payment to the **Account**, as detailed above. The payment to your account will be made on the **Payment Date** detailed above, and the debit from your account will occur within two business days of that date, but no earlier than that date. You also authorize your financial institution (and its successors or assigns), to process this debit to your account.

Cancel   Edit   Confirm

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.

Payment Confirmed

Your payment has been successfully processed. Please make a note of the confirmation number shown below or print this page for your records. A confirmation email has also been sent to the email address shown below. Please call us on 330-252-9260 if there is a problem with this payment.

Payment Confirmed

Confirmation Number :	MHRVDQQVHM

Account Details

Account Number :	120978
Name On Account :	MARTY MCFLY

Funding Source Details

Name on Card :	
Card Number :	MasterCard -
Card Type :	MasterCard

Payment Details

Payment Date :	01/25/2018
Payment Amount :	$1.04
Fee :	$0.03
Total Amount :	$1.07

Print this Page

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.