Utilizing Tenant Web Access

We are pleased to offer Tenant Web Access (TWA). Our portal allows our residents to make online payments, review all past and current transactions, and to notify our office of any maintenance concerns.

Setting up your account:

1. Your property manager has sent an activation email to the email address we have on file for you. If no email address is on file, please call our office so that we may obtain an email address from you to set up your TWA Account.
2. The email subject will be "Web Account Access" and it will be sent from donotreply@rentmanager.com.
3. If you do not see this email, check your spam folder as some mail systems filter our automated emails to that folder by default.
4. Click the **finalize** link in the email.
5. Create a Password.
6. Confirm the Password.
7. Click **verify.**
8. Enter your Username and Password to login at **https://plum.twa.rentmanager.com/** (this is the main address of the tenant portal. We recommend you bookmark it)

While logged into Tenant Web Access, click the tabs at the top of the page to:

- View your open charges
- Display your transaction history
- Make a payment
- Create a maintenance request ticket to report a non-emergency issue (for emergencies, please call 406-541-7586)
- Account settings (top right corner, look for the gear icon)

When using Tenant Web Access (TWA) please remember that fees may apply to your payment transactions. Review your payment summary before processing any payment.

Please review the next page for step-by-step directions on how to utilize TWA.

Accessing the portal from Plum's website.
1. Go to Plum's website, **https://www.rentplum.com/**
2. Press on the tab that says Current Residents.
3. Press the first red button on the page that says Tenant Web Access.

Make a payment.
1. Log into the online portal, Tenant Web Access. **https://plum.twa.rentmanager.com/**
2. Under the charges tab, there will be a blue Make a Payment button.
3. Choose your payment amount.
4. Choose your payment source.
5. Press Continue.
6. Enter in your payment method information.
7. Enter in your billing information.
8. If you accept the terms, there will be a small white box to check.
9. Press the Pay Now button.

Save your payment option and enable automatic payments.
1. In the top right corner of the screen, you will see your name listed.
2. Press on your name and a drop-down menu will appear.
3. Choose the "Payment Settings, Saved Payment Info & AutoPay"
4. Press the blue Add button.
5. Fill in all the boxes on the left side under Payment Method and Billing Address.
6. Press the Save button if that is all you would like to do. **Follow steps 7-12 for automatic payments.**
7. All the information to update will be on the right side of the screen under "Automatic Payments".
8. Press the Enable your Automatic Payment button. It will show a check mark when you select it.
9. Choose the day of the month you want your payment to be deducted.
10. Choose the payment type.
11. Check the last box for the disclosure. It will show a check mark when you click on it.
12. Press the blue Save button.

Create a Service Issue/Maintenance Request.
1. Press on the Service Issue tab found at the top of the page.
2. To the right of the page, you will see a blue button that says Add Service Issue. Select that option.
3. Select a subject that relates to the issue you are experiencing. There are several options to choose from.
   a. Should you not find a subject that describes your issue, select the TWA – Other option.

Should you have any questions about these processes, please email our office at assist.rentplum@gmail.com