



Association homeowners can activate Online Portals to securely pay recurring charges (if you are enrolled in our online payments platform), submit maintenance requests, access shared documents and more. The Online Portal is accessible from any mobile device.

Activate Your Account Online

- You'll receive an Online Portal Activation email or text message from your property management company. Click **Activate Now** in the email, or tap the link in the text message to establish a strong password to activate your portal. You can also self-sign up for the Online Portal at https://welchrandall.appfolio.com/connect/users/sign_in
- Click **Request access to the portal** and input your information.
- Bookmark, create a shortcut icon for the login page or download the mobile app so it is easy to return at any time.
- You will receive a confirmation email once your portal is activated.

What's in the Online Portal?

Explore the following pages in the Online Portal. If you do not see certain tabs it is because you do not have the user permissions to see related features in AppFolio:

- **Home** - Displays important information such as account balance, upcoming charges (from the 17th through the end of the month) and maintenance requests. Tenants will also see the option to purchase a [renters insurance](#) policy.
- **Payments**- Submit one-time payments, set up auto payments, edit or delete auto payments, or view an Account Ledger.
 - Charges show up to 15 days in the future.

- A message says if there is an existing credit on the account. Even if there is a credit, outstanding charges show in full but the balance due is adjusted for the credit.
- Section 8 and tenant-owed rent show as separate balances, if applicable.
- **Maintenance** - [Submit maintenance requests](#) with photos, or view a history of submitted requests.
- **Shared Documents** - [View or download documents](#).