



2121 Midpoint Drive, Suite 302, Fort Collins, CO 80525 ♦ Office: (970) 282-8281 ♦ Fax: (970) 797-1015

How To: Make Rent Payments

Please refer to the list below for all of the options available to make rent payments with Onsite.

IMPORTANT: Your rent is due on the 1st of each month and no later than 5:00 p.m. on the 3rd. If you are having issues with your online tenant portal OR making the rent payment in general, please contact the Onsite Residential team during business hours for assistance. If you have been switched over to Onsite as your property manager mid-lease, please **DO NOT** contact the previous manager/property owner about rent payments.

Option 1: Stop by the Onsite Property Management Office

- ♦ Our address is 2121 Midpoint Drive Suite 302, Fort Collins, CO 80525
- ♦ Our hours are 9:00 a.m. – 5:00 p.m. Monday through Friday (hours are affected by holidays, please call with any questions)
- ♦ We have an “after-hours” drop-box located exterior to the building for those dropping off payment after 5:00 p.m on weekdays and on weekends.
- ♦ We accept personal checks, cashier’s checks, and money orders (NO CASH PLEASE; credit cards must be processed through the online tenant portal)

Option 2: Pay rent online through tenant portal

- ♦ Set up your online tenant portal using the email address provided by you to Onsite (Contact Onsite for assistance in setting up tenant account – PRIOR TO RENT DUE DATE)
- ♦ Sign on to tenant portal
- ♦ Select green “Make payment” tab on upper middle portion of web page
- ♦ Follow prompts on payment screen to enter in information: Tenants have the option to pay with “eCheck” for \$3.00 flat-rate fee OR with credit/debit for 2.75% of payment amount (multiply payment amount by 0.0275 for fee amount)
 - **IMPORTANT NOTE:** Be sure that the name on the payment screen matches the name on the payment account you are using & verify all numbers before submitting payment.

Option 3: Mail rent payment

- ♦ See above address
- ♦ Be sure payment is sent *at least* 1 week in advance, as the mailing system does delay receipt of payment (We recommend mailing with tracking, as rent payments have often been lost in the mail; Checks are a better option for mailing, as they can be cancelled if the payment is lost in the mail.)
- ♦ Only personal checks, cashier’s checks, and money orders are accepted in as mail-in payments