



TENANT SITE INSTRUCTIONS

GET YOUR PASSWORD AND SIGN IN

Your password will be sent by email. The email will contain the website, login ID, and temporary password to use when you sign in the first time. Sign in using the Resident sign in box on the right side of the screen.



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Resident Sign In

Email

Password

☐ Remember me

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[SIGN IN](#)

Management Sign In

Property managers, rental owners, and
vendors
[Sign in here](#)

You will be prompted to change your
password the first time you sign in.

GENERAL SETTINGS

You can use the My info page to keep your contact information up-to-date and to change your password.

PAYMENTS TAB

The Payments tab shows ledger history - charges, payments, refunds, and so on.

Make a payment online by clicking the Make payment button. You have the option to make a one-time payment or set up an automatic payment to process on a regular basis.

The screenshot shows the Coastal Group Inc. website's Payments tab. At the top, there's a navigation bar with 'Payments', 'Messages', and 'Community'. Below this, a summary section shows 'Owed: \$4,125.00' and a green 'Make payment' button. A 'Scheduled payments' section indicates 'No payments scheduled'. The 'Transactions history' section includes a table with columns for Date, Memo, Amount, and Balance. A green box highlights the 'Make payment' button in the summary section.

Date	Memo	Amount	Balance
11/17/2016	Balance carried over to renewed lease	(\$2,340.36)	\$4,125.00
11/1/2016	Payment	(\$12,000.00)	\$6,465.36
10/19/2016	Charge - Rent	\$1,375.00	\$18,465.36
9/19/2016	Charge - Rent	\$1,375.00	\$17,090.36
8/19/2016	Charge - Rent	\$1,375.00	\$15,715.36
7/19/2016	Charge	\$85.04	\$14,340.36
7/19/2016	Charge - Rent	\$1,375.00	\$14,255.32

The screenshot shows the 'Make a payment' form. It has three steps: 1. Payment info, 2. Review payment, and 3. Receipt. The form includes fields for 'Pay with' (eCheck), 'Pay this amount' (\$4,125.00), 'On this date' (12/8/2016), and 'Frequency' (One time payment). There are also fields for 'Account owner name' (Amy Bridge), 'Account type' (Checking), 'Routing number' (9-digit number), and 'Account number' (Account number). A green box highlights the 'Frequency' dropdown menu.

1 Payment info 2 Review payment 3 Receipt

Make a payment

Pay with
eCheck

Pay this amount On this date Frequency
\$4,125.00 12/8/2016 One time payment

Account owner name
Amy Bridge

Account type
Checking Savings

Routing number Account number Help?
9-digit number Account number Help?

☐ Save my Banking info for next time

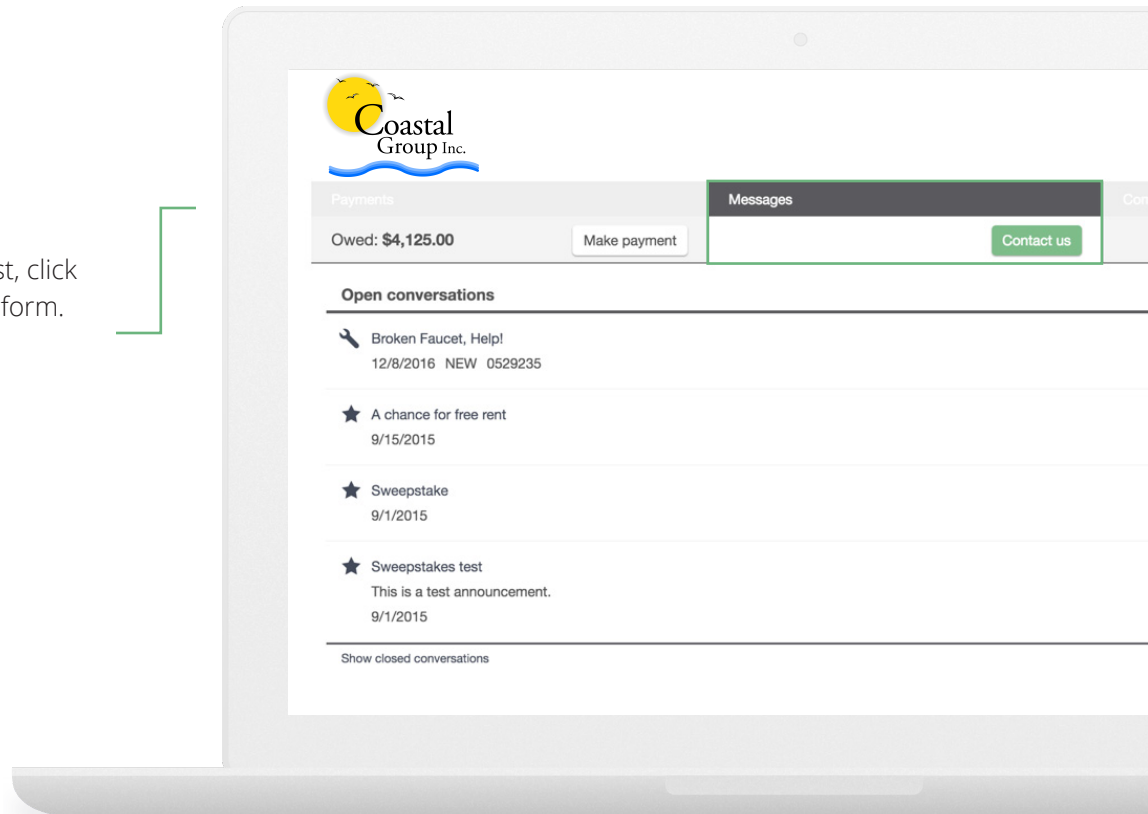
Review Cancel

Once you make a payment, it will be credited instantly to your account. It may take a day or two for the charge to affect your bank account or credit card. If an online payment is refused by your bank, the Payments tab will be updated automatically.

MESSAGES TAB

The Messages tab allows for the submission of maintenance requests and other contact requests. It also contains resident announcements from your property management company.

To add a maintenance request, click Contact us and complete the form.

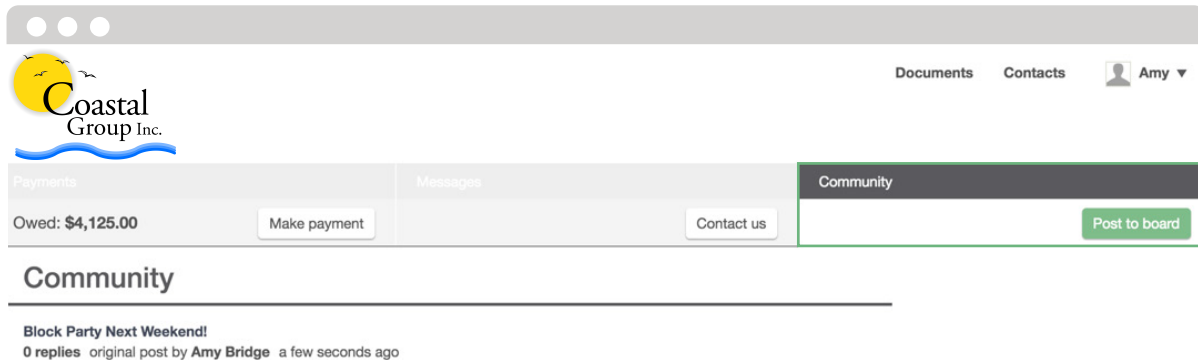


Once submitted, your request is saved and available here. When we update your request, we'll let you know by email and on this page.

A screenshot of the 'Broken Faucet, Help!' message form. The form includes a subject line 'Broken Faucet, Help!' and a message text area containing the text 'Our faucet has been continuously leaking for the past 3 days. Please help!'. Below the text area is an 'Add attachments...' button and two buttons: 'Save message' and 'Cancel'.

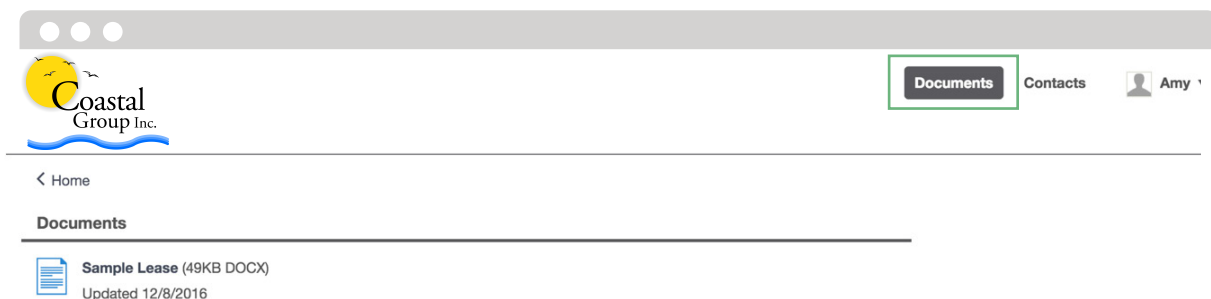
COMMUNITY TAB

The Community tab is a place where residents can add topics and submit replies to ongoing conversations.



DOCUMENTS

The Documents section shows all files that have been shared with you. For example, you might find a scanned copy of your lease, move-in report, and local maps of the area on this page.



CONTACTS

The Contacts section helps you find your way in your neighborhood. You will find phone numbers and websites for local utilities, municipal services, restaurants, and other useful information.

