



ONLINE USER REGISTRATION AND INITIAL LOGIN

- 1. Go to our website at www.wolfkline.com and click on “Tenant Login.”**
- 2. Click on “Register Now.”** The user will be asked to enter their e-mail address, name, phone number and address. After submitting your registration, you will receive an e-mail with a temporary password. If you did not receive the e-mail, please check your spam/junk mail folder. **PLEASE NOTE:** If your e-mail address is already in our system, you will be able to login immediately and will need to change your password right away. If your e-mail address is not in our system or if we have a different one on file than what you have just entered, you may have to wait two business days in order for the information to be synchronized to our database.
- 3. You will be asked to change your temporary password to a permanent password** after logging into your account for the first time. Passwords are required to be a minimum of 6 characters in length, include at least 1 number, include at least 1 letter, and at least 1 special character. Hovering over the “?” icon displays the list of acceptable special characters as shown below. The reason for the password requirements is added security. As you create the password and it meets each requirement, the circle turns green. Passwords are case specific. An example of a good password is: WolfKline1!.

VIEWING YOUR ACCOUNT REGISTER

If you would like to view your account register, you may do so by clicking under the Balance tab, “View my statement.” You may customize the dates for which you may view your payments and open an individual payment to see what charges were paid. Making Online Payments

If you would like to make a one-time payment, click the Payments tab and “Make a Payment.” Payments can be made via bank draft from a savings or checking account at no cost to you. Payments can also be made via debit or credit card for a transaction fee. We currently accept Visa, MasterCard, and Discover. Enter all necessary information in the appropriate fields. Missing, false, or incorrect information will not allow your payment to go through.

If you would like to make a recurring payment, click the Payments tab on “Manage Recurring Payments.” Along with your appropriate account information, you will be required to enter how often you will like payments to be made. Please note that rent is due on the 1st. Online payments received after the 5th will be considered late and will receive a late fee per your residential lease agreement with no exceptions.

UPDATING CONTACT INFORMATION

If you need to update your contact information with Wolf & Kline, you can do that by clicking on the Contacts Tab. Along the left-hand side you may update your information, update your emergency contact, and change your password by clicking on the appropriate link.

Please Note – Transactions are NOT seen in real time

When you make a payment or change to your account via the tenant portal you will not see the changes right away, they are not shown in real time. Your confirmation number confirms your onetime payment, please retain for your records. During normal business hours these transactions are brought into our system and then will reflect in the tenant portal. Example if you make a onetime payment on a Saturday it will not reflect in your account until Monday when the office opens again after all web activity has been updated. All web payments are posted for the day they were made by the tenant. Example: Saturday’s web payment that is brought into the system on Monday will be posted with Saturday’s date.

QUESTIONS?

If you have any questions, you may contact Wolf & Kline by e-mailing info@wolfkline.com or by calling (717) 859-2010.

