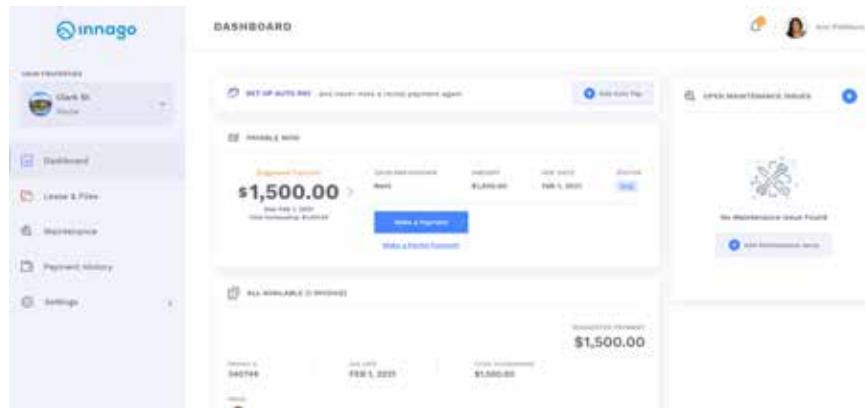


Welcome to Innago!

Our simple platform allows you to sign your lease, pay rent, create maintenance requests, and more.

This step-by-step guide will help you get familiar with the software:



Contents

Welcome to Innago!	1
Getting Started	2
Devices	2
Internet Browsers	2
Email Providers	2
Accessing Your Account	3
Activating Your Account for the First Time	3
Logging In	4
Signing Your Lease Electronically	5
Viewing Your Lease	6
Setting Up Online Rent Payments	7
eCheck Payments	7
Debit/Credit Card Payments	10
Making Online Rent Payments	11
Manual/One-Time Payment	11
Auto-Debit/Recurring Payments	11
Maintenance Portal	13
Creating a Maintenance Request	13
Viewing Maintenance Status	13

Getting Started

In order to use Innago, you will need the following:

- An internet-enabled device
- An internet browser
- An email address

Devices

You can use Innago on any device with an internet connection. This includes desktop or laptop computers, smartphones, and tablets. For the best experience on your mobile phone, download our mobile app available for both Android and iOS.

Internet Browsers

Innago is compatible with any internet browser. This includes the following:

Recommended:



Google Chrome



Mozilla Firefox

Other:



Apple Safari



Internet Explorer



Microsoft Edge

Email Providers

A valid email is required to use Innago. We recommend using one of the following email providers:



Gmail



Yahoo! Mail



Microsoft Outlook



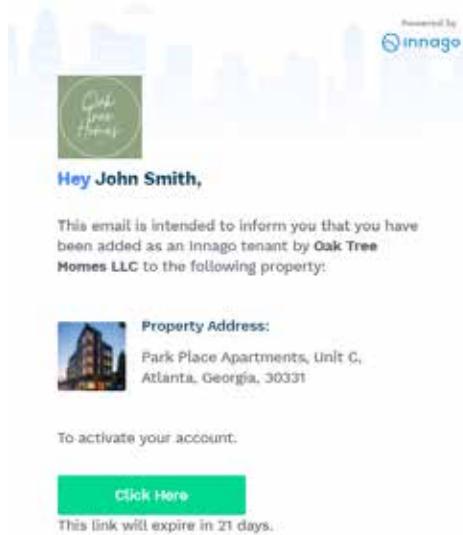
Apple Mail



Accessing Your Account

Activating Your Account for the First Time

- You will receive the following email from Innago prompting you to setup your account for the first time:



- Follow the verification link in the email (where it says “Click here”)
- You will be asked to set your password and login to your account for the first time.

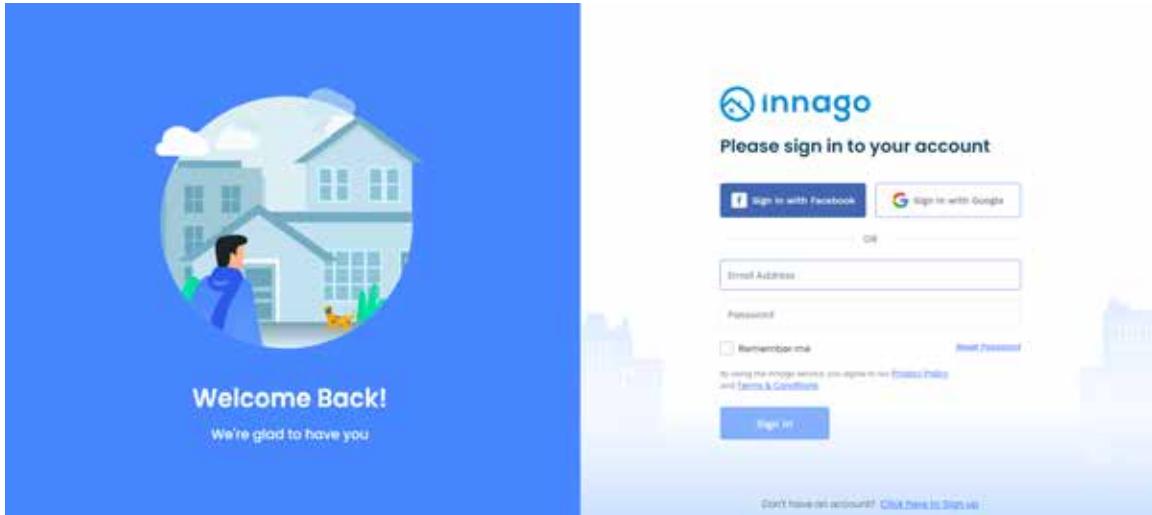
Tips:

- If you don't see an email from Innago in your Inbox, be sure to check the “Spam” or “Junk” folder.
- If you continue having issues, click on the “Need Help Signing In?” link on the Innago login screen.



Logging In

Once your account has been setup, you should sign in from **my.innago.com** (shown below) using the same email and password you used above.



Welcome Back!
We're glad to have you

Please sign in to your account

OR

Email Address

Password

Remember me [Forgot Password?](#)

By using the innago service you agree to our [Privacy Policy](#) and [Terms & Conditions](#)

[Sign in](#)

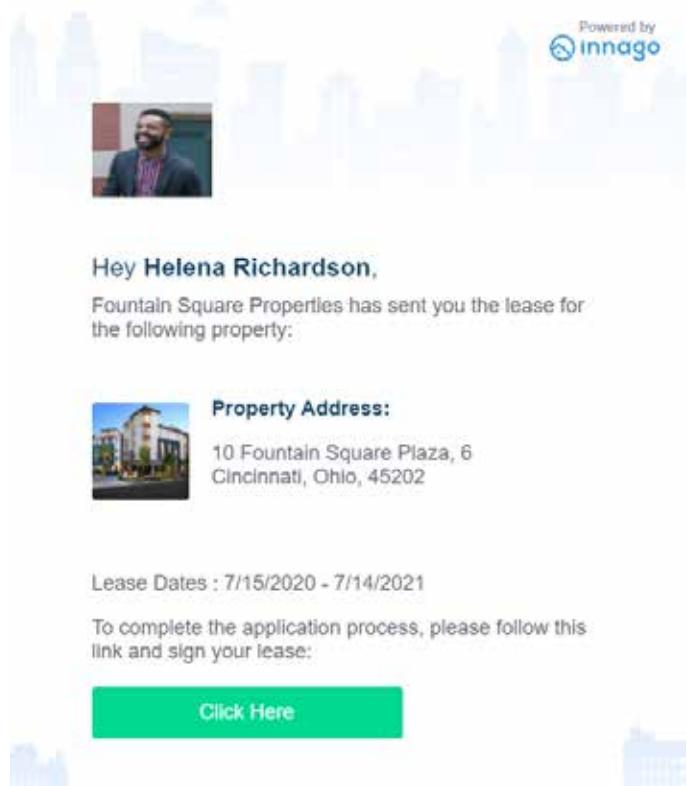
Don't have an account? [Create one](#)



Online Leasing

Signing Your Lease Electronically

- Once a digital lease is ready for you to sign, your landlord will send you the following email:

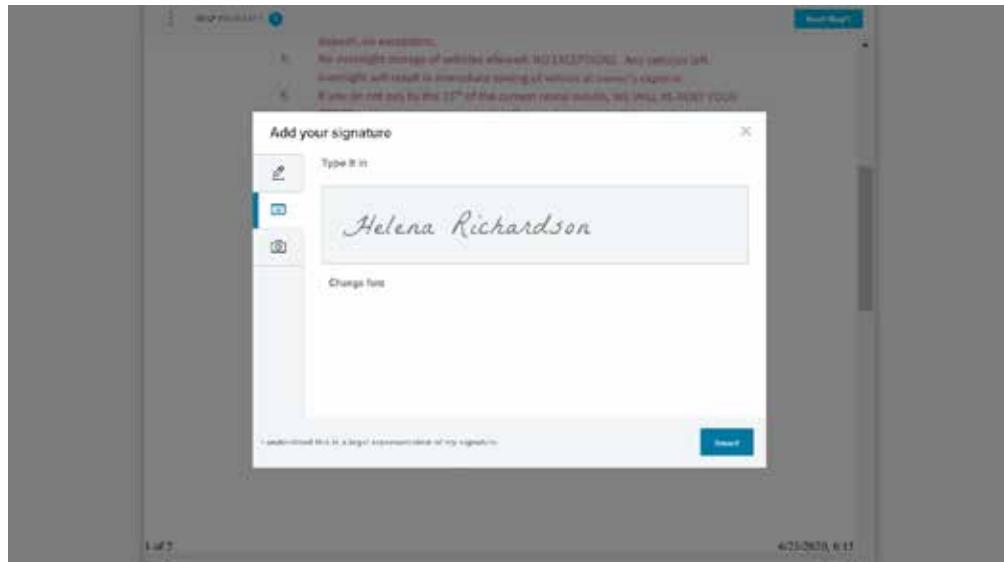


- You can access the lease in the following ways:
 - Click on the "Click Here" link in the email above, or
 - Click on "Leases & Files" option in Innago (on the left side of the screen, shown below) and click the blue "Sign Now" button

The image is a screenshot of the Innago software interface. On the left, there is a sidebar with options: "Dashboard", "Lease & Files" (which is highlighted with a red box), "Maintenance", "Payment History", and "Settings". The main content area is titled "LEASE & FILES". It shows a "LEASE AND FILES" section with a "SIGN LEASE" button. Below it is a "LEASE AGREEMENT" section with a "LEASE DATES" dropdown set to "Aug 21, 2020 - Aug 21, 2021". The lease is described as "Fixed" and "This is a fixed lease Expiring on August 21, 2020". It specifies "TOTAL RENT \$200.00 / MONTHLY Due on the 1st of Every Month" and "SECURITY DEPOSIT NO DEPOSIT". To the right, there is a "YOUR PROPERTY DETAILS" section with the property address "10 Fountain Square Plaza, Unit 6, 10 Fountain Square Plaza, Cincinnati, Ohio 45202", the "YOUR LANDLORD" section with "Fountain Square Properties", and the "ROOMMATE" section with "Helena Richardson". At the bottom, there is a "DOCUMENTS" section with a table showing a single document: "New Lease" uploaded on "New 11, 2020" as a "Lease" file, with a "Sign Now" button and a "Shared with you" link. A shield icon with a checkmark is also present.



- Follow the on-screen prompts to sign and initial the lease document as needed.



Viewing Your Lease

Once your lease agreement is signed online or uploaded by your landlord, you can view it on Innago at any time.

- Click “Leases & Files” on the left side of the screen (in the side menu, as shown below)
- You can click the “View Lease” button to view your signed lease, and also download/view any other uploaded or signed documents from this page.



Setting Up Online Rent Payments

Innago enables you to quickly & securely make your rent payments online. You can make online payments using the following methods:

- eCheck (An electronic transfer made directly from your checking account)
- Debit & Credit cards

We've outlined the steps for each method below:

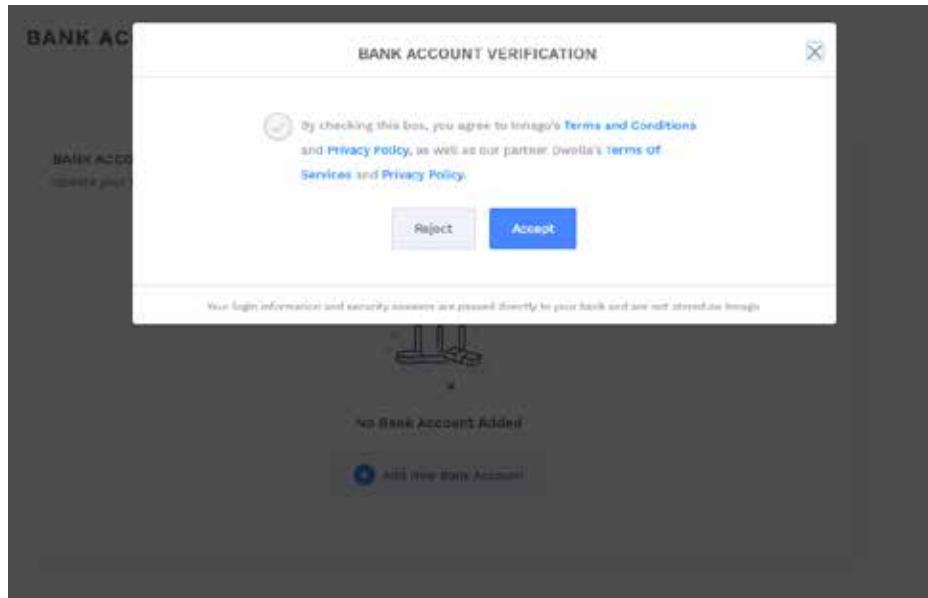
eCheck Payments

In order to make eCheck payments, you must verify the bank account you will be using to make rent payments.

Note: Choosing to pay via eCheck will incur a \$2 transaction fee.

Verifying the Account

1. From the Innago menu on the left, **click 'Settings'** (the gear icon).
2. From the Settings menu, **select the Bank Account tab** (it may already be selected).
3. Click the button that says '**Add new bank account**'.
4. You'll then be taken through a step-by-step process by our partners Dwolla to verify your bank account.



There are 2 ways to verify your account, outlined below:



BANK ACCOUNT VERIFICATION

Choose how you'd like to verify your account.

Instant Account Verification

Requires your bank username and password.

Micro Deposit Verification

Requires your account and routing number.

Takes 1-3 business days for two small deposits to appear in your account.

[Use instant verification](#)

[Use deposit verification](#)

[Back](#)

Your login information and security answers are passed directly to your bank and are not stored on Innago.

Option #1: Instant Verification

This option requires your bank username and password. Over 80% of financial institutions offer you the ability to instantly verify your bank account.

To do so, you'll need to:

- Click the “Use Instant Verification” button
- Enter in your username, password, and any authentication requirements your financial institution has set.

Note: Innago cannot see or access this information at any time. Once verified, your bank simply passes us your account and routing number. It's simple, secure, and fast.

Option #2: Micro-Deposit Verification

If your bank does not offer the ability to instantly verify your account or if you'd prefer not to do so, you can verify using micro-deposits.

The purpose of Micro-Deposits:

When you add your bank account to Innago, we need to verify it for security reasons. If you only had to enter your account and routing numbers in order to make payments, that would be bad, because you could just find a check in someone's garbage can, and then enter the account and routing numbers you found on it, and start pulling money out of that person's bank account.

We need to know it's your bank account, and that *you* have access to it. The micro-deposits are like a password that we send to your bank account so we can confirm that this is your bank account and that *you* have access to it.



To verify via Micro-Deposit verification, you'll need to:

- Click the “Use Deposit Verification” button
- Indicate the account type and enter in your account and routing numbers.
- Two deposits, each less than ten cents, will then be sent to your bank account within 1-3 business days.
- Once you receive the deposits in your bank account, you can login to Innago and enter the two deposit values that you received to finish verifying your bank account.
- You will then be able to make rent payments with that bank account!

Bank Account Verification

Please provide your bank or credit union account details.

Account type

Checking Savings

Routing number

0000000000

Account number

0000000000 1234

How should we refer to this account?

I authorize Dwolla, Inc. to share my bank account number and routing number with Innago LLC for the purpose of Innago LLC's provision of services to me, subject to Innago LLC's Privacy Policy.

[Back](#) [Agree & Continue](#)

Your login information and security answers are passed directly to your bank and are not stored on Innago.



Debit/Credit Card Payments

You can make rent payments on Innago using a debit or credit card. We accept the following:



Note: Choosing to pay with a credit card will incur a 2.99% processing fee.

Adding a Card

1. From the Innago menu on the left, click 'Settings' (the gear icon).
2. From the Settings menu, select the "Credit/Debit Cards" tab.
3. Click the button that says 'Add new card.'
4. Enter the necessary card details & billing address to add the card to Innago.

A screenshot of the Innago software interface. The left sidebar shows a navigation menu with options like Dashboard, Lease & Files, Maintenance, Payment History, Settings (which is currently selected), Bank Account, Credit/Debit Cards (which is highlighted in purple), Auto Pay, Email, My Profile, and Help. The main content area is titled 'CREDIT/DEBIT CARDS'. A sub-modal window titled 'CARD DETAILS' is open, containing fields for 'Card Number' (with placeholder 'XXXX XXXX XXXX XXXX'), 'Expiration Date' (MM/YY), 'CVV' (with placeholder 'CVV'), and 'Name on Card' (with placeholder 'Name on card'). A blue button at the bottom right of the modal says 'Next: Add Billing Address'.



Making Online Rent Payments

Note: Ensure your preferred payment method is set up (per the steps above) before making a rent payment.

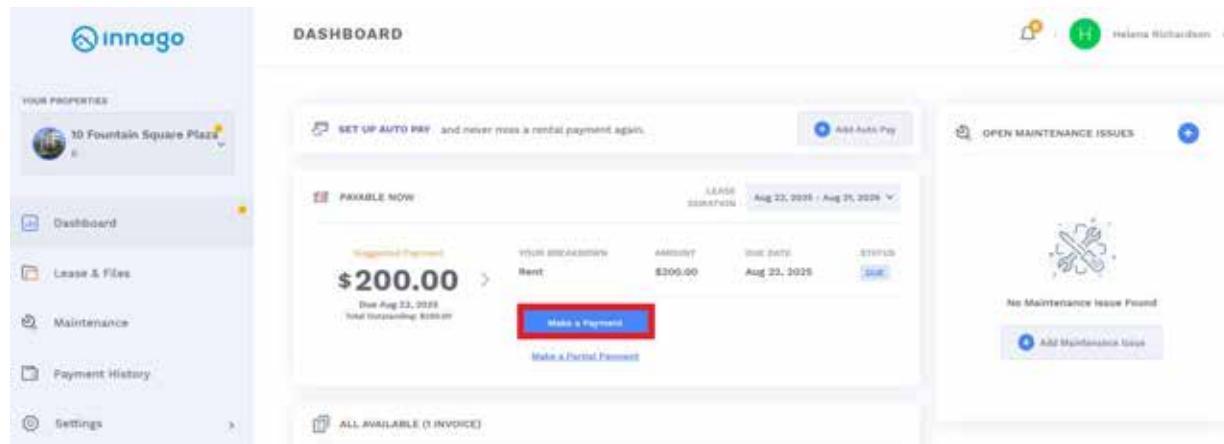
In Innago, you can pay one of the following ways:

- Manually select your preferred payment method before each rent payment, or
- Enroll in auto-debits, which automatically deduct funds from your account each cycle.

Manual/One-Time Payment

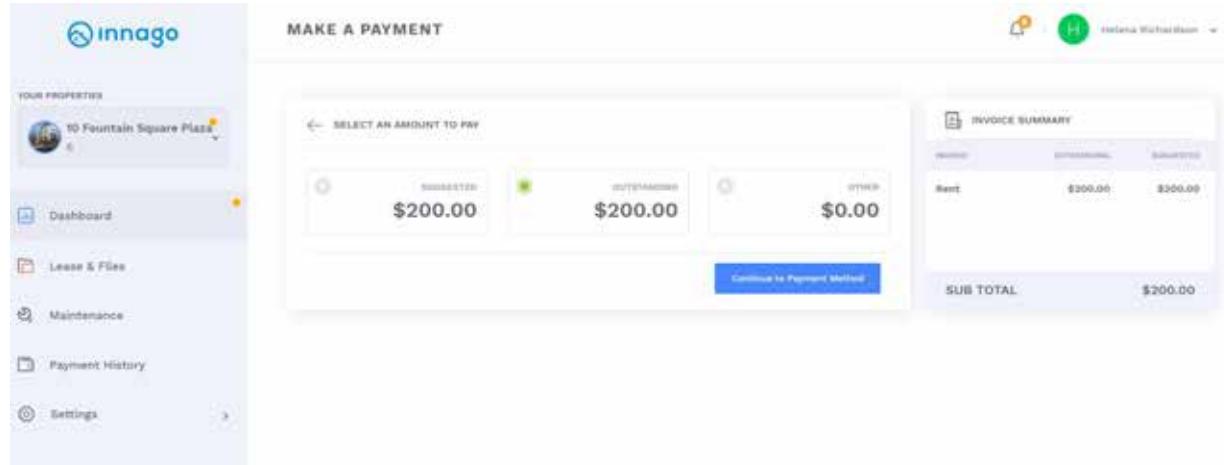
To manually make a rental payment:

1. From the Innago dashboard, **click the blue “Make a Payment” button** (as shown below)



The screenshot shows the Innago dashboard. On the left, there's a sidebar with 'YOUR PROPERTIES' (10 Fountain Square Plaza), 'Dashboard', 'Lease & Files', 'Maintenance', 'Payment History', and 'Settings'. The main area is titled 'DASHBOARD' with a 'SET UP AUTO PAY' button. Below it, there's a section for 'PAXABLE NOW' showing a rent payment of '\$200.00' due on Aug 22, 2025. A red box highlights the 'Make a Payment' button. To the right, there's a 'OPEN MAINTENANCE ISSUES' section with a 'No Maintenance Issue Found' message and a 'Add Maintenance Issue' button.

2. Select the payment amount and your desired payment method, and then submit your payment.



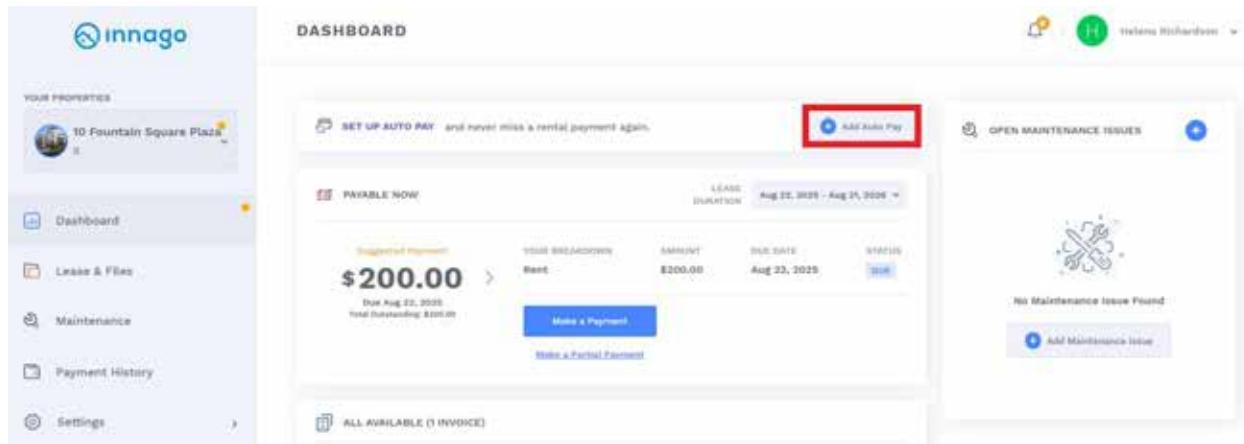
The screenshot shows the 'MAKE A PAYMENT' page. The left sidebar is the same as the dashboard. The main area has a 'SELECT AN AMOUNT TO PAY' section with three fields: 'RENT DUE BY 8/22' (\$200.00), 'OUTSTANDING' (\$200.00), and 'OTHER' (\$0.00). A red box highlights the 'Continue to Payment Method' button. To the right, there's an 'INVOICE SUMMARY' table with 'RENT' (\$200.00), 'SUB TOTAL' (\$200.00), and 'AMOUNT DEDUCTED' (\$200.00).

Auto-Debit/Recurring Payments

There are two ways to enable auto-debit payments:

1. From the Innago dashboard, **click the “Add Auto Pay” button** on the top, right portion of the dashboard (as shown below)





The screenshot shows the innago dashboard. On the left, a sidebar lists 'Dashboard', 'Lease & Files', 'Maintenance', 'Payment History', and 'Settings'. The main area is titled 'DASHBOARD' and features a 'SET UP AUTO PAY' button with the text 'and never miss a rental payment again.' Below it is a 'PAYABLE NOW' section showing a 'Projected Payment' of '\$200.00' due on Aug 22, 2020. It includes buttons for 'Make a Payment' and 'Make a Partial Payment'. To the right is a 'OPEN MAINTENANCE ISSUES' section with a 'No Maintenance Issue Found' message and a 'Add Maintenance Issue' button.

2. Toggle the gray Auto Pay button so it turns blue, and you'll be taken through steps to select your desired payment method and the number of days before each invoice you would like payments to be automatically pulled.

AUTO PAY

TURN ON AUTO PAY

Auto pay settings only apply to rental invoices.



Maintenance Portal

Innago's maintenance portal allows you to both submit maintenance requests and view their status.

Creating a Maintenance Request

1. From the Innago menu on the left, **click 'Maintenance'**.
2. In the middle of the screen you will see a form you can fill out to submit a new maintenance request.
3. You can select the category and type out the description of the request.
4. You can also upload images or videos of the maintenance issue if you wish.
5. Select 'Yes' or 'No' to grant maintenance personnel permission to enter the premises if necessary.
6. **Click 'Submit Request'** to send the request.

The screenshot shows the Innago Maintenance Portal. On the left, there's a sidebar with 'YOUR PROPERTIES' showing '10 Fountain Square Plaza'. The 'Maintenance' option is selected. The main content area is titled 'MAINTENANCE' and contains a form titled 'RAISE A NEW MAINTENANCE REQUEST'. The 'Select Category' section has icons for Electrical, Plumbing, A/C, Heat, Kitchen, and Appliance. The 'Electrical' category is highlighted with a blue border. There's an 'Upload Image' section with a 'Drop Files Here or Browse' button. A note says 'File format supported: jpg, jpeg, png, gif, mp4, mpeg, webm, wmv, amv, avi, avi, mov, avi'. The 'Description' section is an empty text area. Below it is a question 'Do you grant maintenance personnel permission to enter the premises if necessary?' with 'Yes' and 'No' radio buttons. At the bottom is a 'Submit Request' button.

Viewing Maintenance Status

1. From the Innago menu on the left, **click 'Maintenance'**.
2. On the right side of the screen, you will be able to see the '**Recent Updates**' section (shown below), where the landlord or maintenance personnel might have left you any relevant update messages.





3. Towards the bottom of the screen, you will also be able to view the status of all past maintenance requests entered into Innago (shown below):

