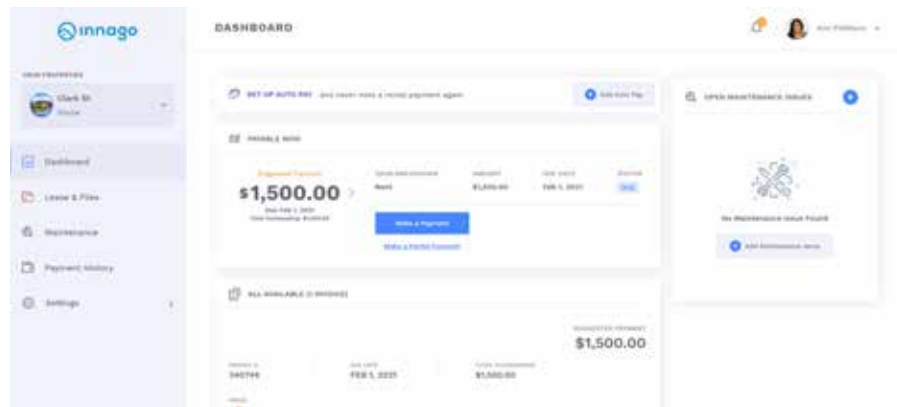# Welcome to Innago!

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

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: Other:

Google Chrome   Mozilla Firefox   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:
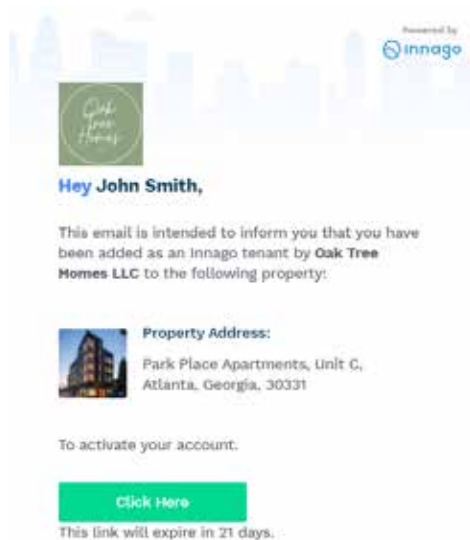
- Follow the verification link in the email (where it says "Click here")
- You will be asked to set your password and login to your account for the first time.

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.
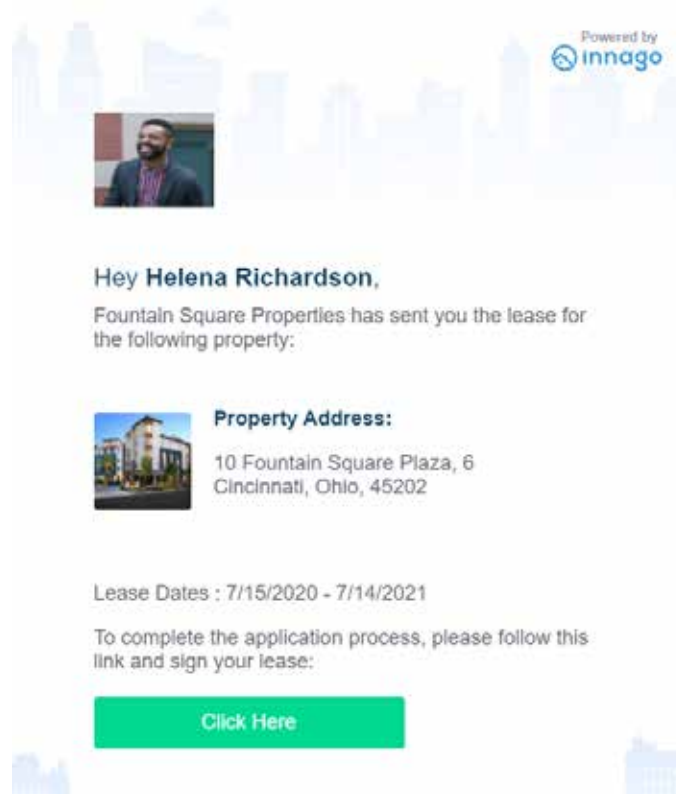
Logging In

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.
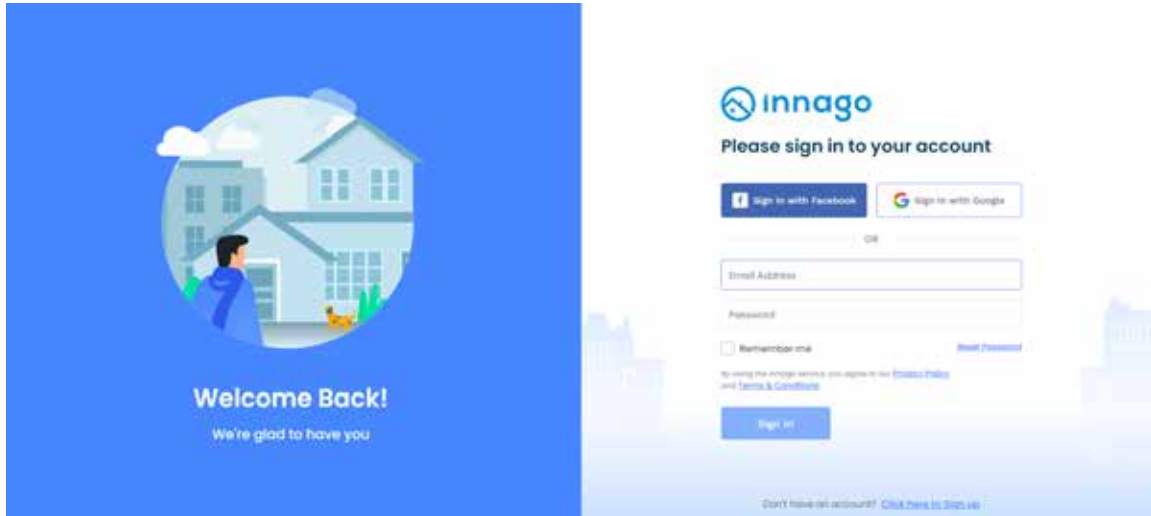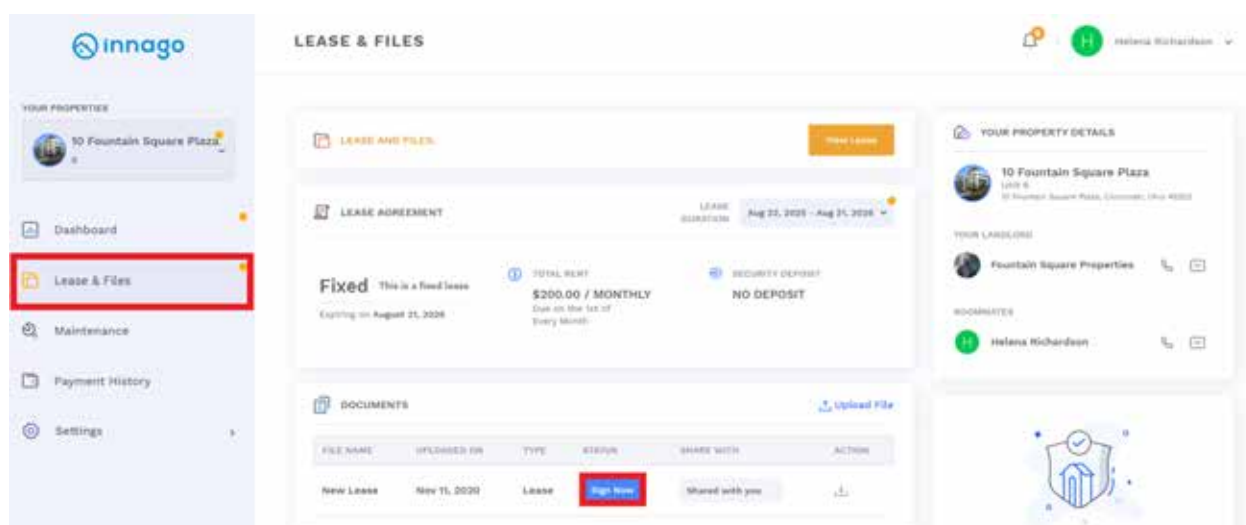
Online Leasing

## 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

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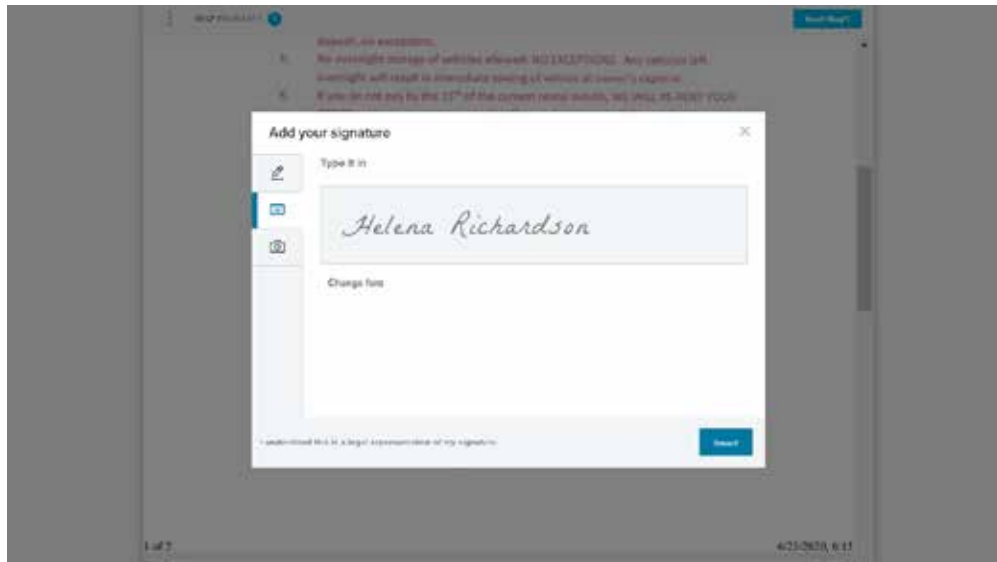
Viewing Your Lease

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.
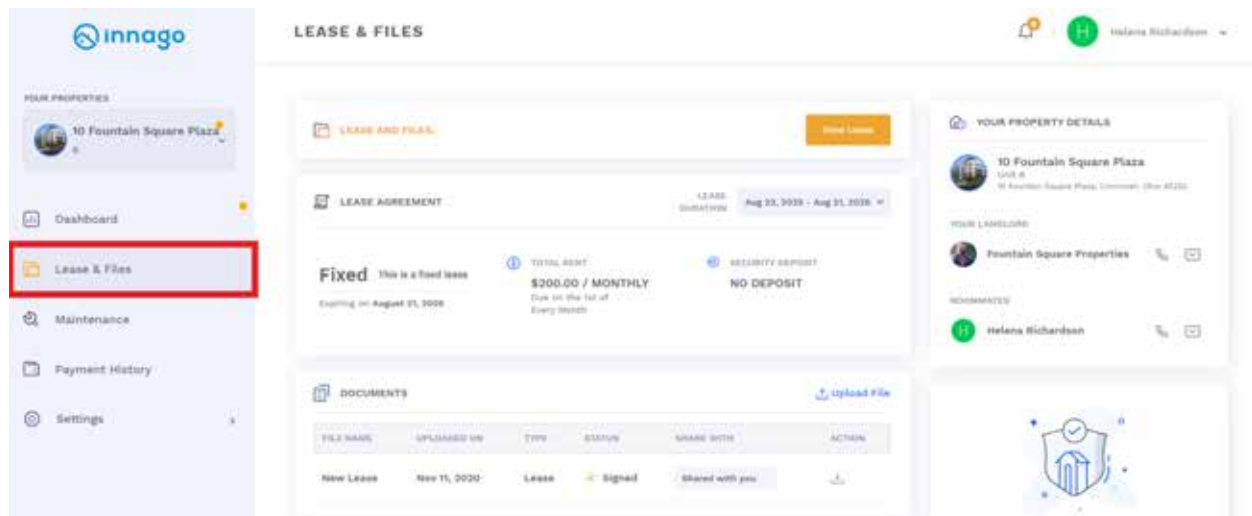
Setting Up Online Rent Payments

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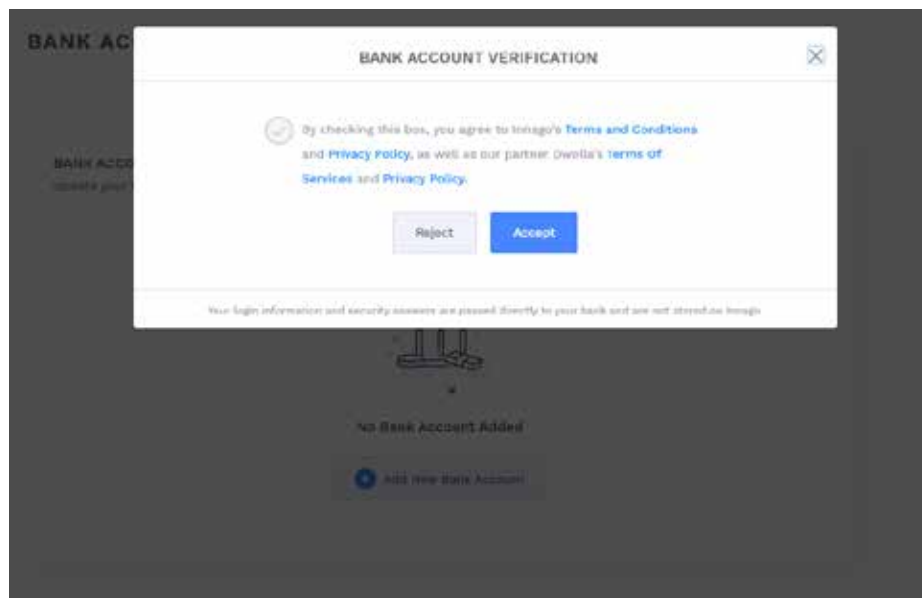
There are 2 ways to verify your account, outlined below:

BANK ACCOUNT VERIFICATION

Choose how you'd like to verify your account.

Instant Account Verification	Micro Deposit Verification
Requires your bank username and password.	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	Account Number
⑆ 000000000 ⑆	0000000000 ⑈ 1234

Routing number

Account number

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.

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
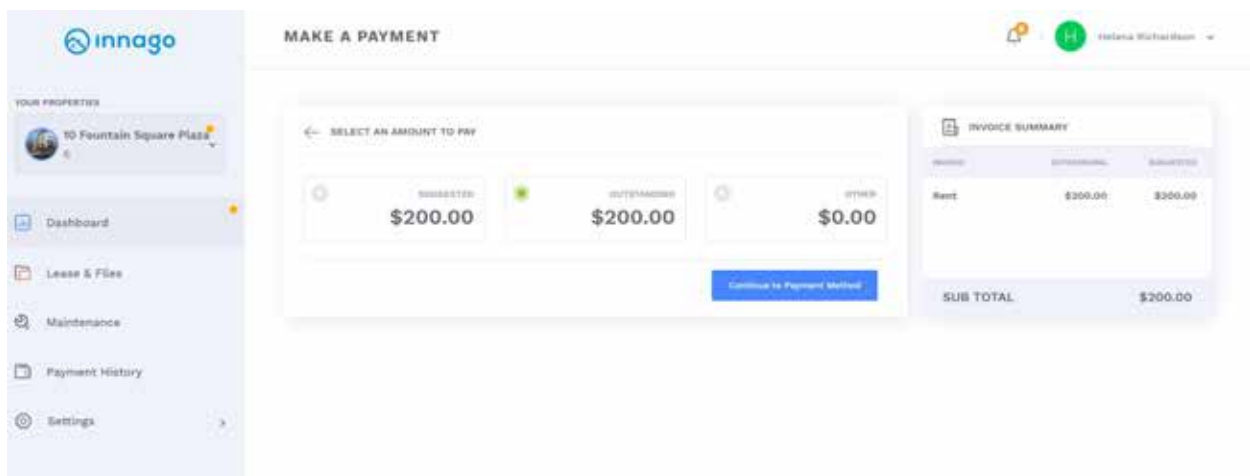- Enroll in auto-debits, which automatically deduct funds from your account each cycle.

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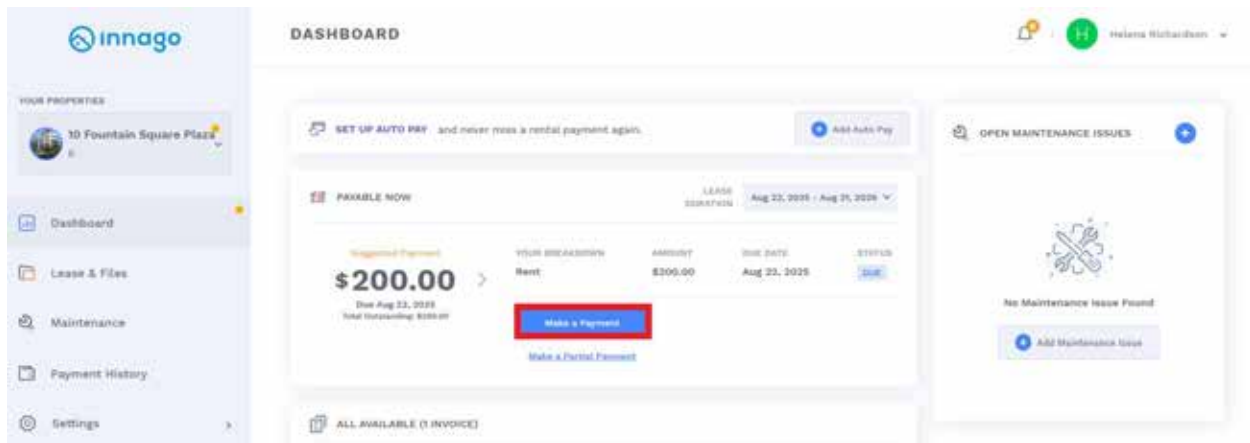
2. Select the payment amount and your desired payment method, and then submit your payment.
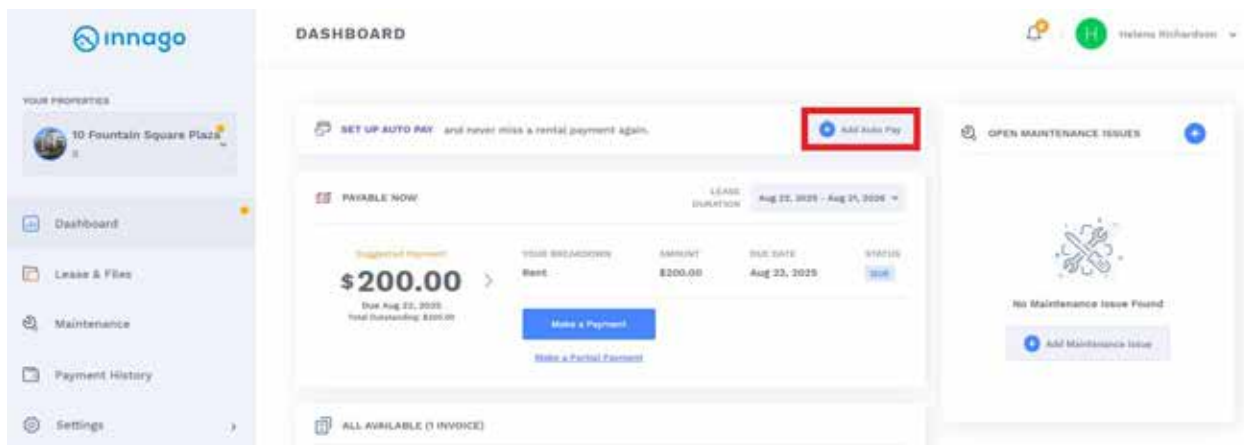

Auto-Debit/Recurring Payments

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)

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.

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.

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.

RECENT UPDATES (0)

No Update(s) Found

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):