



Welcome to modern renting.

Innago Tenant Management software is designed to make life easier for both you and your landlord.  
The following document contains information, instructions, and tips to get started.

# Features



Online Lease Signing



Maintenance Requests



Communication Tools



Pay Rent Online



Access Anywhere

Innago provides simple and intuitive tools to make managing your lease even easier.

# Account Setup

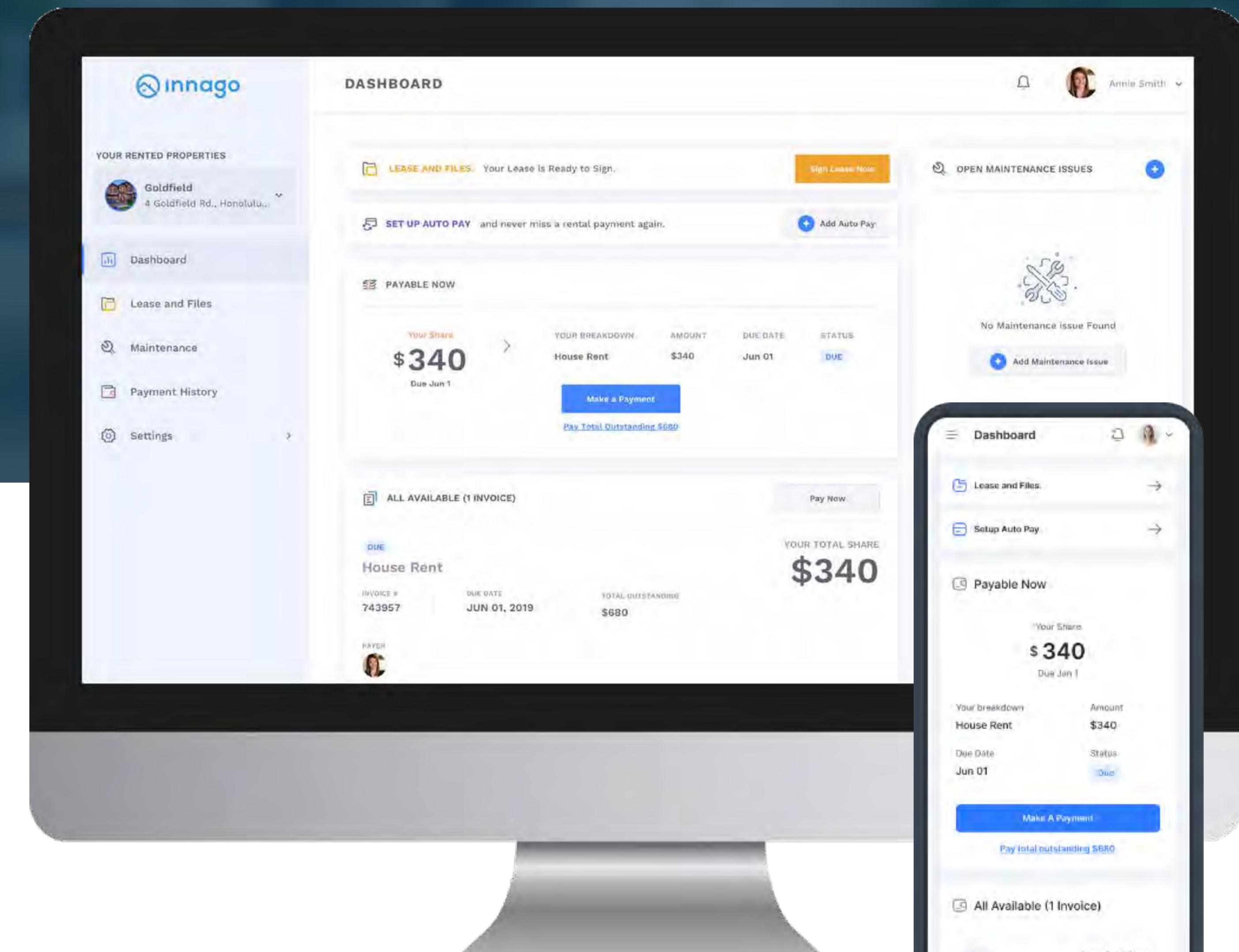


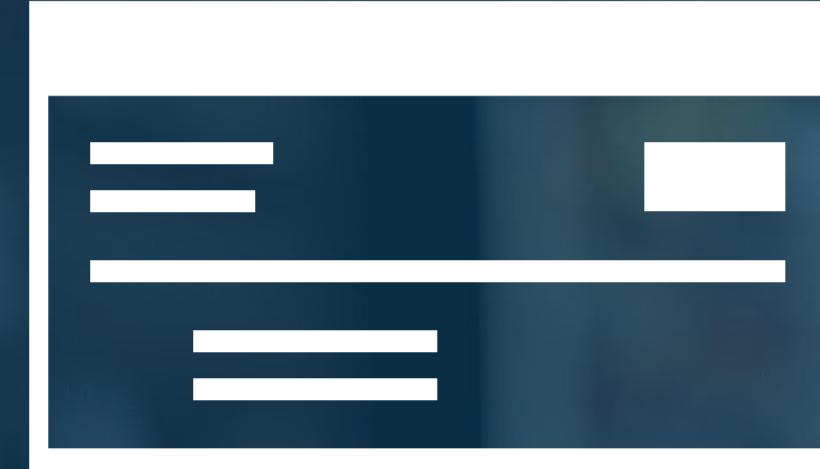
## Innago Account Setup in 2 Easy Steps:

1. Follow the verification link sent to your email to activate your account. Your email address will be your username.
2. Set a password and then login!

If you do not receive an email, be sure to check your spam folder. If you continue to have issues, use the "Need Help Signing In?" link on the Innago login screen. And feel free to reach out to us if problems persist.

**Download the Innago Mobile App!**  
Easily access your account at home or on the go.

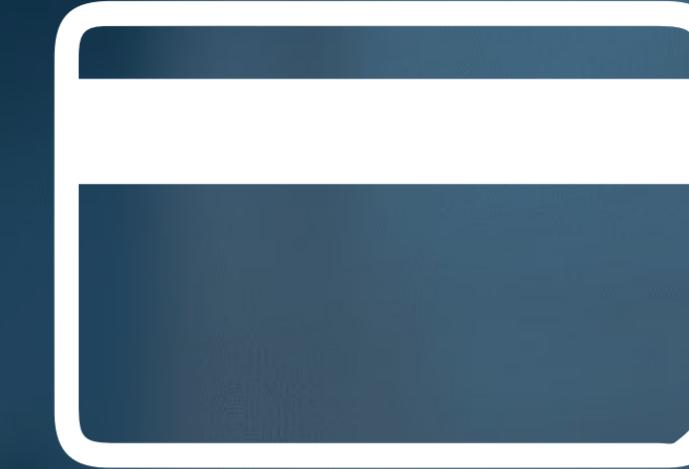




## eCheck/ ACH\*

\*some fees may apply

Login directly to your online banking account for a secure, convenient payment method.



## Credit Card/ Debit Card\*

\*small processing fee

Pay using any major credit card.  
International cards too!



## Enroll in Auto Debits and never forget a payment again!

# Common Questions



**How long does it take to process my funds?**  
We submit your payment immediately, but your bank may take up to 3-5 business days to display the transaction on your account.

**What is a shared invoice?**  
A shared invoice displays the entire rental amount shared by all roommates. For example, if you and a roommate each pay \$500, the invoice will display \$1,000.

**What is your credit card fee?**  
We charge 2.99% on all credit / debit card transactions. Please keep in mind, eChecks are entirely free.

**“Your Share” is incorrect on my account?**  
The “your share” amount is split evenly amongst tenants by default. So if you and a roommate pay \$1000 total, it will display \$500. When actually paying, you can submit any amount you like.

## Our Goal

At Innago, we strive to make renting easier for both tenants and their landlords.

If you've got any questions or suggestion, we'd love to hear from you. Don't hesitate to reach out to us!

## Contact Innago:

 513-964-0172

 [support@innago.com](mailto:support@innago.com)