



## The Resident Portal

The Resident Portal is your access point for all our online services. The portal allows you to pay rent online (including autopay), request maintenance, access your ledger, view your lease information, and communicate with management.

The portal can be accessed through our website at [www.SherzPM.com](http://www.SherzPM.com).

### How to create a portal...

- You must supply management with an email address.
- After signing your lease, check your inbox (and spam) for an email from “Propertyware.”
- Click on the link and follow the instructions to set up your new account.
  - **When setting up your account for the first time it must be completed from a computer, or the desktop mode of another device - NOT YOUR PHONE. After the setup is complete you may use ANY device to access your portal at any time.**
  - **The link in the email is only good for 48 hours. If initial time has exceeded the 48 hours, please contact Sherz. We will need to provide you with a new password.**

Difficulties with online payments... call **844.530.5785**

***\*\*Please note when paying your rent in the portal you will want to use your routing and account number for your bank as opposed to entering your credit/debit card for payments. Using your routing and account number has a \$1.95 processing fee while using a Mastercard, Discover, or AmEx has a fee of 2.95% of the payment and Visa has a 2.95% fee of your total rent (even if you pay just a portion).***