



# Your all-in-one home app

FolioSpace is designed to make managing your rental easier than ever. From secure online payments to simplified maintenance requests, FolioSpace brings everything you need into one convenient app.



## Move in. Get settled. Relax. All with FolioSpace.

### Why download FolioSpace?

- **Convenience:** Manage your security deposit, set up utilities and rental insurance, pay your rent, and track maintenance requests—anytime, anywhere.
- **Time-saving:** Auto-pay simplifies your monthly rent payment.
- **Peace of mind:** Built with bank-grade security to protect your information.
- **All-in-one:** From moving in to maintenance requests, FolioSpace centralizes everything you need to simplify your rental experience.

## Activate your account

- **Email or text setup:** You'll receive an email or text with a link to set up your FolioSpace account. Click the link and follow the steps to:
  - Provide your contact information
  - Set up your password
- **Mobile app:** Download the FolioSpace app by scanning the QR code below to stay logged in conveniently.



# Your move-in checklist:

## Set up essentials in FolioSpace

### ✓ Choose rental insurance

Protect your belongings with just a few taps.

- ✓ **Easy start:** Tap [Renters Insurance](#) from the home screen to explore options.
- ✓ **Tailored coverage:** Confirm your address, review policy options, and add additional residents or property managers as needed.
- ✓ **Flexible payment plans:** Select annual or monthly payment options to fit your budget.
- ✓ **Instant confirmation:** Get your policy details immediately and stay covered from day one.

### ✓ Set up utilities

Save time, get access to exclusive discounts, and ensure that your essential needs are ready when you move in.

- ✓ **Streamlined setup:** Navigate to [Set Up Utilities](#) from the home screen.
- ✓ **Choose your services:** Select utility types like Internet, Electricity, Water, or Gas.
- ✓ **Find the right provider:** Compare options (e.g., Google Fiber, Cox) by speed, pricing, and availability.
- ✓ **Seamless sign-Up:** Click [Sign Up](#) or call the listed provider to activate your service.
- ✓ **Track your progress:** Mark utilities as done once set up to keep your checklist updated.

## Get move-in help from a LiveEasy Concierge

Streamline your move-in process by letting a LiveEasy Concierge handle the stressful aspects of settling into your new home.

**Utility setup made easy:** Get assistance connecting your electricity, water, internet, and other essential utilities—all in one place.

**Real people, real support:** Speak directly with a dedicated concierge who can answer questions and guide you through each step.

**Exclusive deals:** Access special offers for services like cable, internet, and more.

**Hassle-free coordination:** Let the concierge handle logistics so you can focus on settling into your new home.



# Pay your rent online with FolioSpace

Pay your rent easily and securely on FolioSpace—anytime, anywhere.

## 1. eCheck

Pay rent directly from your checking or savings account by entering your bank account and routing numbers in the secure online portal.

## 2. Credit or debit card

Pay with your credit or debit card through FolioSpace. Note that a transaction fee of [X]% applies.

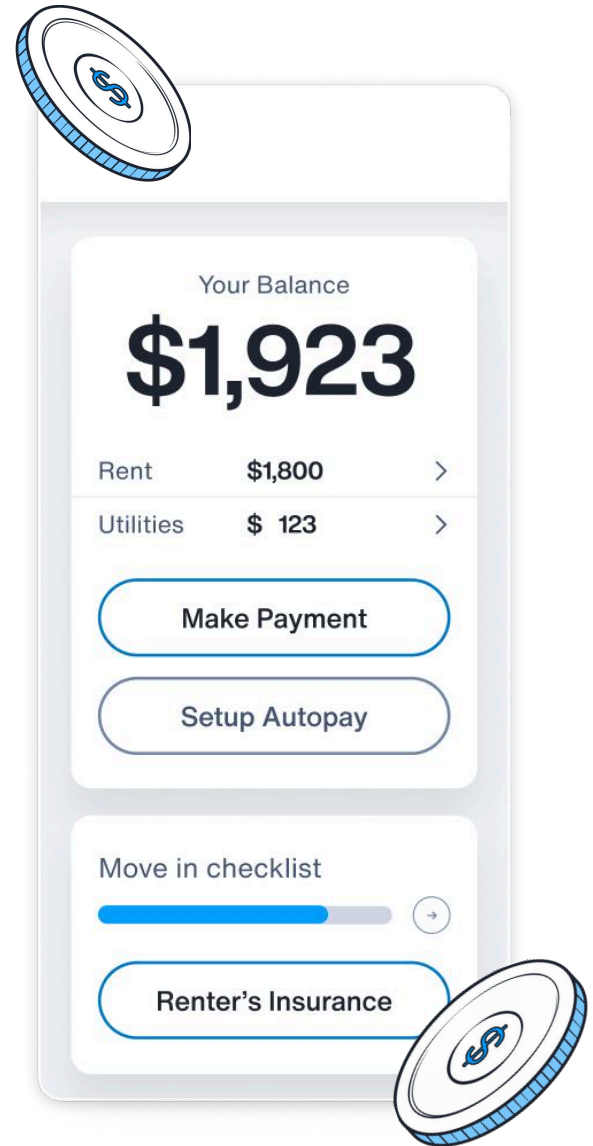
## 3. Apple Pay

Make secure and convenient payments using Apple Pay directly through the FolioSpace iOS mobile app.

## 4. Electronic cash payments

Pay rent in cash at participating locations using a reusable PaySlip. To find the nearest participating payment location, visit [www.paynearme.com/all-locations](http://www.paynearme.com/all-locations)

Transaction Fee: \$3.99 per payment  
Details: Payment limits vary by location; refer to your PaySlip for specifics.



## Set up AutoPay

Never miss a payment. Automate your rent payments for peace of mind.

### 1. Start from the home screen

From the home screen, select [Payments](#).

### 2. Start AutoPay setup

Tap [Make a Payment](#) to access the payment options.

### 3. Choose a payment method

Select your preferred payment method from your saved options.

### 4. Enter AutoPay details

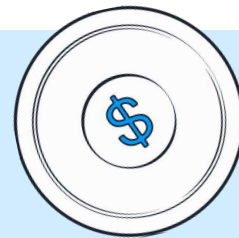
Choose to pay your full balance or a specific amount each billing cycle.

### 5. Review AutoPay details

Carefully check all the details, including payment method, amount, and frequency.

### 6. Activate AutoPay

Confirm and activate AutoPay. You'll receive a confirmation page to verify that AutoPay has been successfully set up.



# Stay on top of repairs and requests with FolioSpace

FolioSpace simplifies the maintenance process, ensuring your requests are logged, tracked, and addressed efficiently.

## Submitting a maintenance request

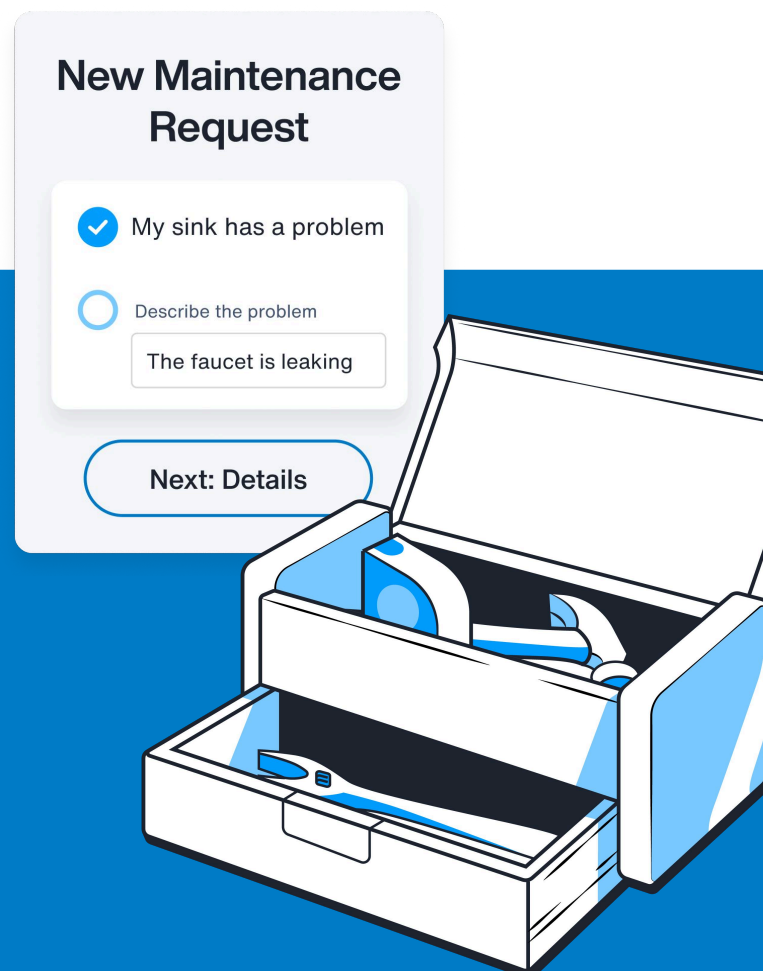
- 1. Get started:** From the home screen, select **Maintenance Requests** and tap **Submit New Maintenance Request**.
- 2. Describe the issue:** Provide a description of your problem and select the appropriate issue category.
  - Categories may prompt additional questions (e.g., selecting "Air Conditioner" might ask if it's turning on or blowing hot air).
  - Can't find your issue? Choose **Other** and search from the list of available categories.
- 3. Add photos:** Upload supporting photos directly from your camera or photo album.
- 4. Permission to enter:** Indicate whether you authorize entry for repairs.
- 5. Select preferred times:** Choose at least three preferred times for maintenance.

## Checking the status of a maintenance request

- After submitting your request, view it on the **Index Page**, which shows all current and past requests.
- Tap on a request to see a detailed overview, including a summary and status timeline.

## Viewing messages about your request

- If your management company sends messages, they'll appear in the **Messages Tab** of the request.
- Unread messages are highlighted with a red badge on the **Index Page**.
- Once viewed, the badge will disappear, keeping your messages organized.



# Frequently asked questions

## What is FolioSpace?

FolioSpace is your online portal for managing your rental. Within the app, you can set up your utilities and rental insurance, pay your monthly rent, submit maintenance requests, and more.

## I used the old online portal. Will I need to update my login details?

No, your username and password will remain the same. Just follow the link sent by your property manager and log in with your existing details.

## How do I get help?

Contact your property manager or visit the in-app Help Center for quick assistance.



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