

Beeline Realty & Property Management

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Instructions for Website

You may use our website to submit work orders, check your account balance, or make your monthly rent payments. Below are instructions for basic Account Sign Up, Submitting Work Orders, and for making Online Rent Payments.

Account Sign Up

Go to our website www.BeelineRPM.com and click on the "Tenant Login" button on the left hand side of the page. Next click the "Sign Up" button. Enter all of your contact information. Once complete, a confirmation email will be sent to you. After you receive the confirmation email, you can return to the website to log in. The first time you log in please update all contact information so our system is correct and accurate. (If there is any difficulty logging in, it may be necessary to enable cookies and/or set propertyware.com as an allowed site in your web browser's "Internet Options" privacy settings.) If you are having problems, see the instructions at the bottom of the page or contact the office for further assistance.

Submitting Work Orders

Emergencies are a top priority and should always be handled by a direct phone call.

See the Important Phone Numbers List for emergency phone information.

To submit a work order for a non-emergency maintenance or repair request, you will need to log into your tenant account on the Tenant Login page of the website, BeelineRPM.com. Next, confirm that your contact information is up to date so our repair personnel know how to contact you. Third, click the orange "New Service Request" button. Fill out the form completely and submit. Please submit One (1) work order per maintenance item. Once your request is received, someone will be in touch with you as soon as possible to service your request.

Online Payments*

The first step is notify our office of your interest in setting up online payments. You may call or email us for this. Once you are setup to pay online, go to the website www.BeelineRPM.com and log in. Next, click the orange "Make Payment" button. (The first time you log in to pay online you will need to input your bank account and routing numbers. This account will be saved as your default payment account for future payments. You can change this account at any time on the website.) Next, on the Payment Amount screen, enter the amount you are paying and click "Next". Lastly, on the Payment Confirmation screen, enter your payment amount to confirm and click "Confirm" ONCE ONLY. After the payment process completes, you will see the payment entry on your tenant ledger.

***Please note** that there is a **\$3** fee for online transactions and a **\$69** fee for credit card payments. Please be aware that "debit cards" with Visa or Mastercard logos process as a CREDIT CARD for online transactions and incur the \$69 fee, which we offer as an emergency payment option only. Fees can not be refunded or waived for any online payment, so please be careful as to which method of payment you are choosing. Also, the settlement of your payment may take 3 to 4 business days and payments can still "bounce" if your account is overdrawn. To avoid a non-sufficient funds (NSF) fee, please be sure that your bank account has sufficient funds to cover your payment.

Internet Explorer Instructions: Open your Internet Explorer browser, click on the "Tools" tab on your upper menu bar. Click "Internet Options", then "Privacy", then click the "Sites" button. In the window that opens, type "propertyware.com" then click "Allow", then click OK to close out the remaining windows.

Mozilla Firefox Instructions: Open your Firefox browser, click on the "Tools" tab in your upper menu bar, then click "Options", then "Security", then locate and click the "Exceptions" button. In the window that opens, type "propertyware.com" then click "Allow", then click OK to close out the remaining windows.

If you have any further questions or require assistance, please call us at the office.

