

# Tenant Services Portal

## Instruction Guide



<https://NTCFoundation.eTenantCare.com>

# Welcome to the Tenant Services Portal

NTC Foundation is proud to introduce the Tenant Services Portal. We invite you to join our online portal, please register at <https://ntcfoundation.etenantcare.com>. In our effort to go green, NTC Foundation has moved to this online system to provide real time Tenant balances and payments. Additionally, NTC Foundation online services including Work Order Requests, Online Forms and Documents, and News & Announcements.

Please take a moment to register using the instructions provided within.

Thank You,

NTC Foundation



<https://NTCFoundation.eTenantCare.com>

# Tenant Services Portal

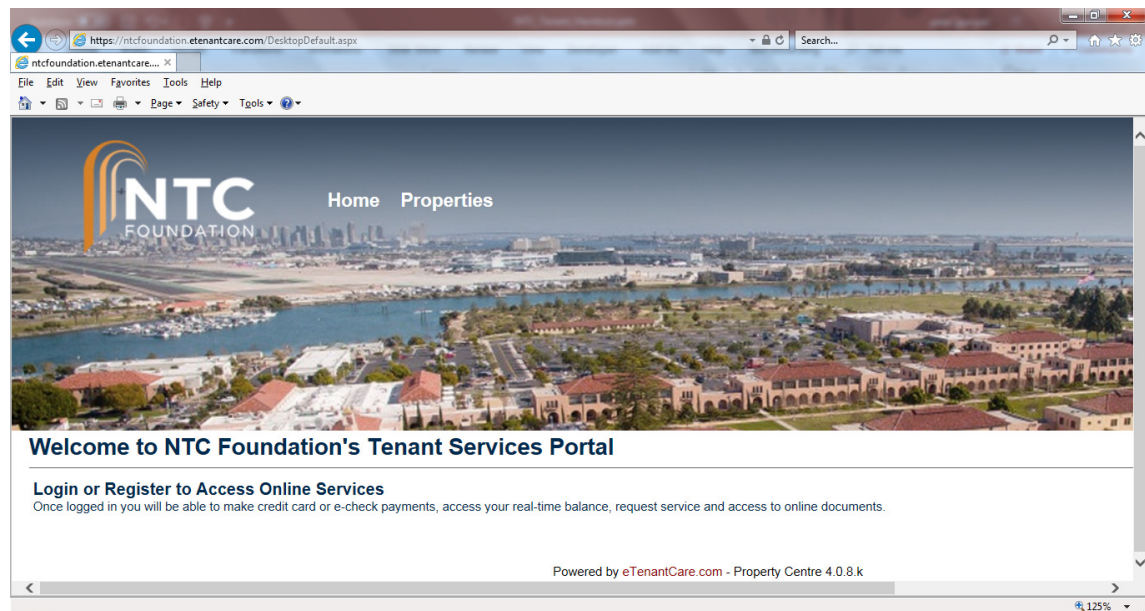
## Online Services

- Online Credit Card Payments
- Statements balances
- View Work Order History
- View Property Documents
- Receive News & Announcements

## Paperless Online Balances

## Online Service Requests

## Download Property Forms



<https://NTCFoundation.eTenantCare.com>

# How To Register

## 4 EASY STEPS TO REGISTER

- 1) Navigate internet browser:  
<http://TenantServices.cgpinc.com>
- 2) Click “Register”
- 3) Fill out new account form  
User ID --> your email address
- 4) Click submit button to register

Once you have registered, you will be notified by email once your account has been approved

Note: If you are an existing “Registered” Tenant of NTC you will not need to re-register. Simply login with your existing credentials

Account Login Register

Welcome to NTC Foundation's Tenant Services

Login or Register to Access Online Services

Once logged in you will be able to make credit card or e-check payments, access your real-time account information, and more.

Create a New Account

First Name: \*  
Last Name: \*  
Company Name: \*  
Unit/Suite Address: Please Select a Value \*  
Unit/Suite Number: Please Select a Value \*  
Billing Address: \*  
Billing Address 2: \*  
City: \*  
State: \*  
Zip Code: \*  
Work Phone: \*  
10 Digit Cell Phone: \*  
Cell Carrier Co.: AT&T Wireless/Cingular \*  
Email: \*  
Password: \*  
Confirm Password: \*  
Announcement Notify: ☒ \*  
All fields marked with an asterisk (\*) are required.



<https://NTCFoundation.eTenantCare.com>

# Online Payments

- 1) Verify your Billing Address
- 2) Enter amount to pay
- 3) Click Continue
- 4) Follow the on screen instruction to complete your payment

**Please Note:** A conveniences fee will be assed.

**Instructions**  
Please verify your billing information and enter your payment amount. Once you submit your payment you will be re-directed to a secure website for credit card input. We accept Debit Cards, Visa, MasterCard, American Express, Discover and PayPal.

For better protection and security, please note that your credit card information will not be stored.

NOTE: Statement Balances may not reflect recent charges or credits applied to your balance

**Online Invoice Display**  
Current Statement Balance: Not Available  
Select Month to View:

**Step One: Verify Billing Information**

Email: tenant@cpginc.com  
First Name: Tenant \*  
Last Name: Account \*  
Company Name: CPG, Inc. \*  
Suite Number: A \*  
Billing Address: 1237 Prospect \*  
City: San Diego \*  
State: Ca \*  
ZipCode: 92632 \*  
Property Name: 1237 Prospect

**Step Two: Enter Amount**

Amount: 1275 x

\*Please note a convenience fee of 3% will be added to your paym

**Step Three: Continue To Secure Site**

Continue



<https://NTCFoundation.eTenantCare.com>

# How to View Rent Statements

1) Click “Online Payments and Statements” \*

2) Select Month to View

Your Statement/Invoice will pop up in a new browser window.

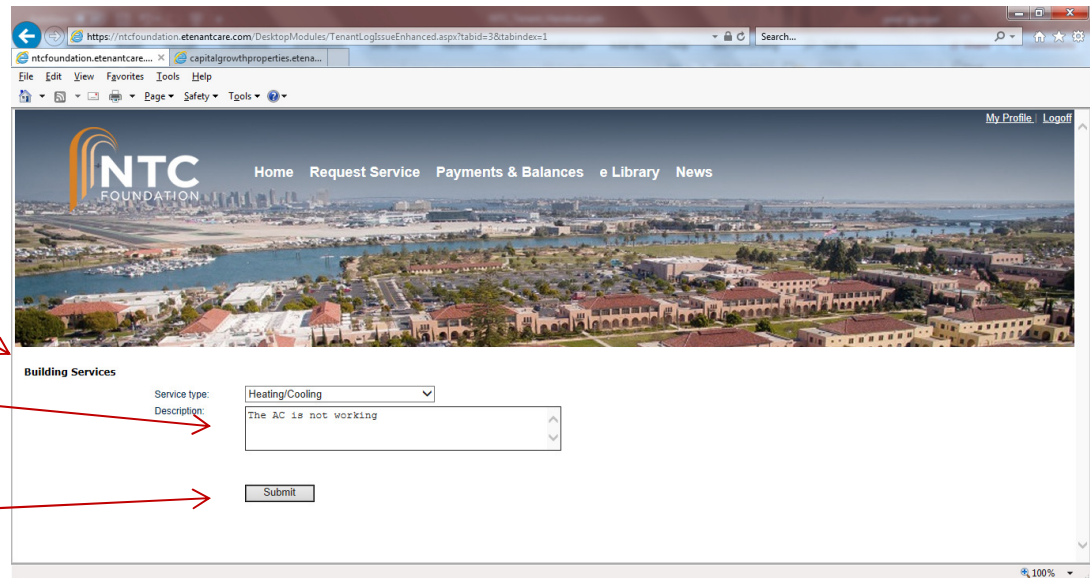
\*Online Payments and currently disabled

The screenshot shows the eTenantCare website interface. The browser address bar displays <http://capitalgrowthproperties.etenantcare.com>. The website has a navigation menu with links: Home, My Property, Request Service, Online Payments & Statements, e Library, News, Properties, and Availability. The main content area is divided into two columns. The left column contains an 'Instructions' section with text about verifying billing information and a security warning, followed by an 'Online Invoice Display' section showing a 'Current Statement Balance: \$77.36' and a 'Select Month to View' dropdown menu set to 'December 2012 - State'. A red arrow points from the dropdown menu to a 'View Invoice/Statement' link. The right column contains three steps: 'Step One: Verify Billing Information' with fields for Email, First Name, Last Name, Company Name, Suite Number, Billing Address, City, State, and Zip Code; 'Step Two: Enter Amount' with an 'Amount' field; and 'Step Three: Continue To Secure Site' with a 'Continue' button and a red message stating 'This property is not currently accepting Online Payments'. The footer of the website indicates it is 'Powered by eTenantCare.com - Property Centre 4.0.3.n'.

# How to Submit A Service Request

- 1) Click “Request Service”
- 2) Select Type of Service
  - Building Services
- 3) Select Service Type (from dropdown menu)
- 4) Enter Description of Request
- 5) Click “Submit” to log request

Property Management is instantly notified and a copy is emailed to you.



The screenshot shows a web browser window with the URL <https://ntcfoundation.etenantcare.com/DesktopModules/TenantLogIssueEnhanced.aspx?tabid=3&tabindex=1>. The page features the NTC Foundation logo and a navigation menu with links: Home, Request Service, Payments & Balances, e Library, and News. Below the navigation bar is a large image of a residential complex. Underneath the image, the 'Building Services' section is active, showing a 'Service type' dropdown menu set to 'Heating/Cooling' and a 'Description' text area containing 'The AC is not working'. A 'Submit' button is located at the bottom of the form. Red arrows from the instructions on the left point to the 'Request Service' link, the 'Building Services' section, the 'Service type' dropdown, the 'Description' text area, and the 'Submit' button.

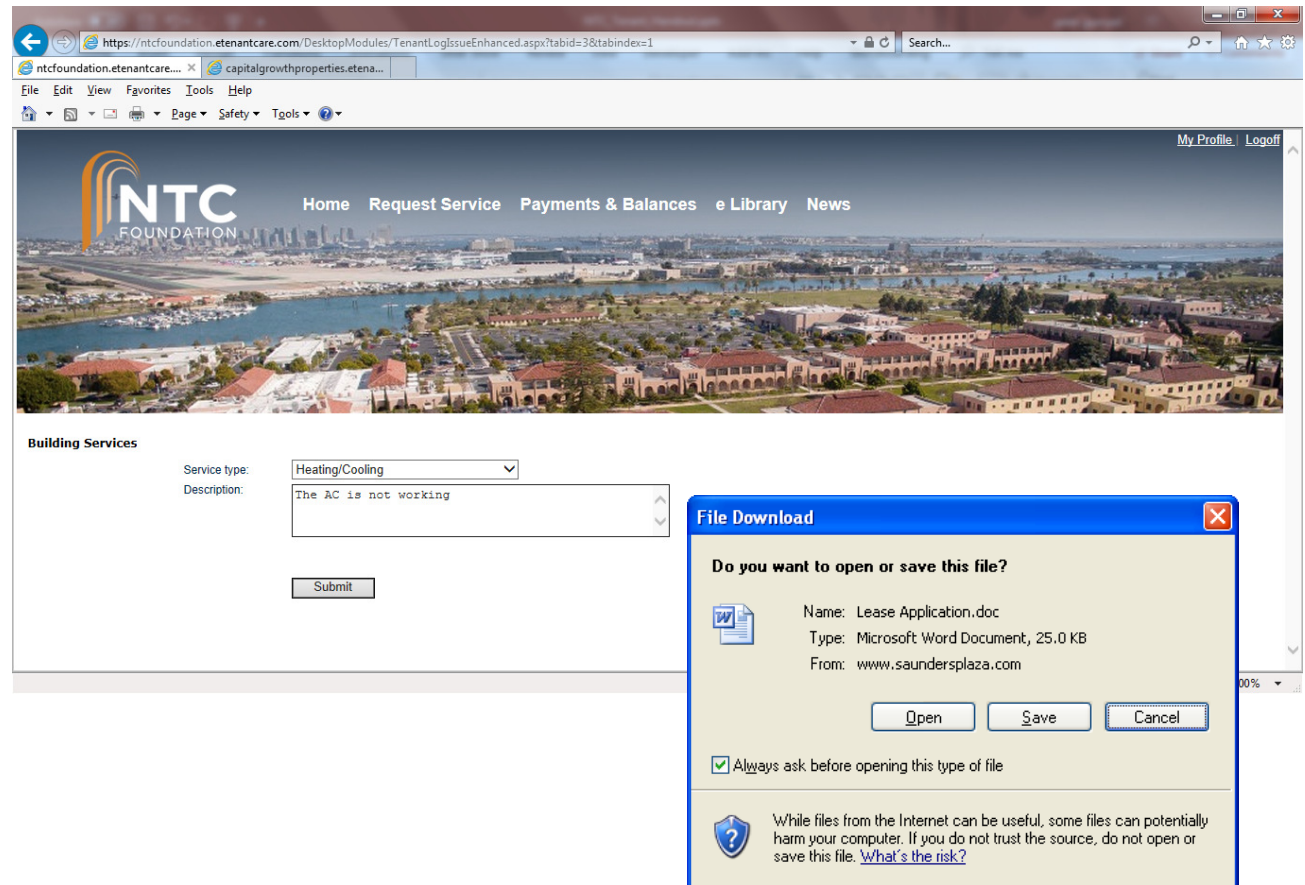


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# How to Download Property Forms

- 1) Click “Document Library”
- 2) Click to “View” the form you want
- 3) Open or Save to Form



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