

Convenient. Compliant. Secure.

## Welcome!

We're pleased to offer you more options to make paying your rent even easier and convenient. Through PropertyBridge, you can set up recurring payments from your bank account using the "Pay by Bank Account" (ACH) service, with your credit/debit card, or in cash at MoneyGram locations. You can also make payments by phone using our toll free number.

## Get a One-Time \$25 Credit from LumaCorp when you Sign up for Recurring ACH Payments!

Your monthly rent payment is automatically debited from your checking account at no cost to you, and you'll never have to remember when rent is due. Follow the instructions below to set up an account and get started!

## Create an Online Account

It takes a few minutes to sign up for an account to pay your rent online. Follow the steps below to create an account.

1. Access the payment portal at [www.justpayments.com/luma](http://www.justpayments.com/luma)
2. Click on the "Register" button
3. Select your **community name** from the drop down list and enter either your last name and unit number (*Values must match the data in your apartment community's system*) or your resident id number received from your apartment community office.
4. Enter your desired **user name** and **password**
5. Create a **security question** and **answer**.
6. Click "Register"

When your account has been created, go to the web address noted above, enter your user name and password, and click "Sign In." In the left hand navigation menu, click the tab for your payment method of choice.

## Pay by Bank Account

To make a one time payment or to schedule a recurring payment automatically withdrawn from your bank account using Automated Clearing House (ACH), complete the following steps after logging into PropertyBridge:

To make a one time payment:

1. Select "Pay by Bank Account"




One time payment (continued):

2. Select the **“Make one payment”** radio button
3. Click on the desired **date to process your payment**
4. Click **“Continue”**
5. Enter the **payment amount** at the top of the screen
6. Complete the **payer and bank account information**
7. Check the box to agree to the **terms of use/privacy**
8. Click **“Continue”**



To schedule a recurring payment:

1. Select **“Pay by Bank Account”**
2. Select the **“Schedule up to 12 recurring payments”** button
3. Select the **day of the month** to process payments
4. Select the **first and last month** for payments to be made
5. Click **“Continue”**
6. Enter the **payment amount** at the top of the screen
7. Complete the **payer and bank account information**, including routing and checking account numbers
8. Check the box to agree to the **terms of use/privacy**
9. Click **“Continue”**



To edit or delete a recurring payment:

1. Select the **“Review Scheduled Payments”** tab
2. Select **“Edit”** or **“Delete”**
3. If editing, change the amount
4. Click on **“Update”** to save changes

## Other Payment Options

We also offer other convenient payment options through PropertyBridge, including:

- Pay by Credit/Debit Card
- Pay by Phone (Dial 1-800-535-8774 and enter your PropertyBridge Account Number)
- Pay by Cash at MoneyGram

Click on the tabs in the left margin for more information on making a payment using one of the above methods.

## Customer Support

Please contact your community manager with any questions. They should be able to answer your questions or escalate your issue to PropertyBridge for resolution. You can also check the PropertyBridge Knowledge Base by clicking **“Support Center”** on the left side of the screen.



Representatives are also available to assist you during business hours of 8:00 A.M. to 8:00 P.M., ET, Monday through Saturday, and from 10:00 A.M. to 5:00 P.M., ET, on Sunday.

**Phone - (888) 988-5724 / Email – support@propertybridge.com**