

RESIDENT PORTAL Q&A

What website do I go to?

www.castocommunities.com

How do I set up an account?

Log in with the email address you provided to the leasing office to set up your personal profile. If you are having issues setting up your user profile, please contact your leasing office to verify the correct information is in the system. Please note that set up must be completed on a desktop computer. Mobile devices are not compatible for account set up.

What if it gives me an error setting up my account?

Please note the exact error message you have received and notify your leasing office.

How do I set up payments?

Once your profile is complete, go to the e-Payments tab. Select either the Single Payments tab or the Recurring Payments tab. You will need your banks' routing number and your account number to create your payment. These items can be found at the bottom of a check or you can contact your banking institution for the information.

What is the difference between a one time and recurring payments?

A one time payment will require you to log into the portal on the 1st of each month and submit a payment. You will not need to enter your banking information each time since that information is stored after you set up your initial profile. By selecting a recurring payment you are authorizing Casto Communities to initiate an ACH Debit on the 1st of every month without having to log into the portal and submit a payment.

Why should I pay online vs. bringing a check to the office?

This option provides much more convenience and there is no need to write a check and remember to drop it off at the office.

What if I change bank accounts?

You will need to log into the portal, delete the old banking institution's information, and enter the routing number and account number to your new bank. At this time, you must do this on a desktop rather than a mobile device.

Can my roommate and I each pay half?

We apologize for any inconvenience but unfortunately no. The portal is designed to retrieve 100% of the amount due at a single time.

Can I use a credit card?

No, we do not have this feature. You may contact the office for credit card payments. There may be other fees applicable.

How do I find my routing number?

You may locate this number on the bottom left side of your checks. The number is 9 digits long and precedes your account number.

Why did my payment not post to my account?

The portal retrieves payments similar to a bank. If the 1st falls on a weekend or Holiday, your payment will not be pulled until the following business day after 3pm. Am I late? No, you will not be considered late.

Why can't I pay earlier than the 1st of the month?

Your monthly rent charge must be added to your account in order for the portal to pull a payment that does not occur until the 1st of each month.

I am putting in my notice, what do I need to do?

Please log onto the Portal and cancel your Recurring Payment.

Why do I have to stop my recurring payment before the last month?

Since move out dates change quite frequently, the portal will not pull the final month's payment until the date you are moved out which could cause your payment to be considered late or could also create a second payment to be deducted from your account.



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Why won't it pull on my last month?

It will pull your last month but not until the date of move out. You may create a one time payment on the portal but not a recurring payment.

Can I pay my final month's prorated portion online?

Unfortunately no. The portal is designed to retrieve 100% of the total due therefore it will not allow you to make less than the full rent payment.

What if I have a credit or balance on my account?

If you use recurring payment options, this feature will not recognize a credit or balance. In this case you will need to discontinue the recurring payment prior to the first of the month. On the first, make a one time payment. After the one time payment, you may set up recurring payment.

The portal pulled my payment twice! Why and what do I do now?

One of the most common occurrences in this situation is a resident has set up a recurring payment and accidentally also makes a one time payment. Unfortunately the only way to receive a refund is to dispute the second charge with your bank which could take up to 6 six weeks. You may also opt to leave that credit on your account for next month.

The portal pulled a rent payment even though I moved out yesterday! What do I do?

This is due to the recurring payment not being cancelled when you put in your notice to vacate. You will need to dispute this with your banking institution.

I accidentally paid with a check even though I was signed up for recurring payments? What do I do?

You will need to dispute the recurring payment with your banking institution.

Tips:

If you set up recurring payment, please remember NOT to authorize another one time payment on the 1st. It will not pull recurring until after 3pm on the 1st. Therefore, it will still show a balance on your ledger until then. Do not authorize it again.

You should receive an email confirmation for everything you do on the portal: set up account, change bank info, set up one time payment, set up recurring payment. If you do NOT receive an email, please call the office to confirm that your change or payment went through!

