



Blue Horizon Management Company
Resident Portal User Guide

Table of Contents

Section	Page
1. Logging into Portal	3
2. Registering for Portal	3-5
3. Home Page	6
4. Profile Page	7
5. Recent Activity Page	8
6. Payment Accounts Page	9-11
7. Making an Payment	12-15
8. Entering a Work Order Repair	16-24

BHMC Resident Portal Users Guide

LOGIN PAGE

The screenshot shows a web browser window with the URL <https://resportals.securecafe.com/residentservices/cha/userlogin>. The page features the Blue Horizon Management Company logo and a navigation bar with a phone number: (704) 336-5183. The main content area includes a login form with the following elements:

- 1. Enter your User name which is your email address**: A red box highlights the "User Name" input field.
- 2. Enter your password**: A red box highlights the "Password" input field.
- 3. Click here to register if you have not before.**: A red box highlights the "Click here to register." link below the "Sign In" button.

Additional features on the page include:

- Make Payments**: Pay online, check the status of your payments and review your payment history.
- Maintenance Requests**: Submit online maintenance requests.
- Download on the **App Store** and **Google Play** buttons.

BHMC Resident Portal Users Guide

Registration Page

The screenshot shows the registration page for the BHMC Resident Portal. At the top left is the logo for Blue Horizon Management Company, featuring the letters 'BH' in a blue box above the text 'BLUE HORIZON MANAGEMENT COMPANY'. At the top right, there is a phone icon and the text 'Call us : (704) 336-5183'. Below the logo, a red text prompt reads 'Please contact the leasing office if you don't know your registration code.' Underneath this is a text input field labeled 'Enter Your Registration Code' containing the value 't0038270'. To the right of the input field is a blue 'Go' button. A red box with the text '1. Enter your TCODE here' is positioned below the input field, with a red arrow pointing to it. To the right of the registration code field is a login section titled 'Already have an account? Login Now!'. It contains the word 'Login' in blue, followed by two input fields labeled 'User Name' and 'Password'. Below these fields are links for 'Forgot password?' and 'Click here to register', and a blue 'Login' button. A red box with the text '2. Click GO' is positioned to the right of the 'Go' button, with a red arrow pointing to it.

**BHMC Resident Portal Users
Guide**

Registration Page

BHMC Resident Portal Users Guide

Personal Details

First Name*

Last Name*

SSN#**


Account Information

Email Address* (Your email address is your user name)

Confirm Email Address*

Password*

Confirm Password*

I'm not a robot 

[Privacy](#) • [Terms](#)

Login

User Name

Password

[Forgot password?](#)
[Click here to register](#)

3. Enter your Resident information here on this screen

Remember your user named will be your email address

Make sure you remember your password

4. Click on the I am not a robot safety feature to proceed.

HOME PAGE

BHMC Resident Portal Users Guide

Call us : (704) 336-5622

BLUE HORIZON
MANAGEMENT COMPANY

Payments Maintenance Request

Logged in as: C

Payments

Make Payments Recent Activity Payment Accounts

Current Balance: \$90.44 As of: 2/25/2019

Charge	Amount	Charged on
Tenant Late Fee	\$0.44	12/6/2018
Tenant Late Fee	\$15.00	1/6/2019
Dwelling Rent	\$75.00	3/1/2018

Missing a payment can be expensive.
Set up auto-pay >

Pay Now

February Monthly Charges

1. You can see your balances here

2. Click here to see your profile

https://www.bluehorizon.com/residentservices/cha/payments.aspx?_yTrackUser=NDc2Njg0MDMylzE2MDYxMDY4OTM%3d-MwegKQp54g0%3d&_yTrackVisit=0DcyNTk3NjQyZiZiWmNDRkN20yMTQ%3d-wCmu8mQ3q0V%3d&_yTrackReqDT=03292020192502

PROFILE PAGE

BHMC Resident Portal Users Guide

The screenshot shows the 'My Profile' page in the BHMC Resident Portal. At the top, there are navigation tabs for 'Payments' and 'Maintenance Request'. A 'Logged in as:' field is visible. The main content area is titled 'My Profile' and features a user profile card with a blue header, a profile picture placeholder, and fields for name, address, and unit. To the right of the profile card are buttons for 'Edit Profile' and 'Change Password'. Below the profile card are two sections: 'Lease Information' and 'User Settings'. The 'Lease Information' section contains a table with dates for Move In, Lease From, and Lease To. The 'User Settings' section contains a table with checkboxes for Email Notifications, Voice Calls, and Statement Options. A 'Vehicle Information' section at the bottom shows 'No vehicle information'. Two red callout boxes with arrows point to the profile card and the 'Change Password' button.

1. This screen holds your basic resident information

2. Click here to change your password

Payments Maintenance Request

Logged in as:

My Profile

[Edit Profile](#) [Change Password](#)

[Profile Picture Placeholder]

[Redacted Name] .Y
(Primary Resident)
[Redacted Address]
Unit: [Redacted]
CHARLOTTE, NC 28203

Email: [Redacted]@gmail.com Office:
Home: (704): [Redacted] FAX:

Lease Information

Move In Date	5/31/2017
Lease From Date	5/31/2017
Lease To Date	5/31/2018

User Settings

Subscribe to Email Notifications	Yes
Subscribe to Voice Calls	Yes
Statement Options	

Vehicle Information

No vehicle information

Recent Activity Page (Ledger)

BHMC Resident Portal Users Guide

Call us : (704) 336-5622

Payments Maintenance Request

Logged in as:

1. Check here to see your tenant ledger of charges and payments

Make Payments Recent Activity **Payment Accounts**

Online payments are reflected as Pending until they are fully processed.

10 records per page Search:

Date	Payments and Charges	Charge	Payments	Balance
3/1/2019	Dwelling Rent	\$75.00	\$0.00	\$90.44
2/21/2019	Payment	\$0.00	\$1.02	\$15.44
2/21/2019	Payment	\$0.00	\$1.01	\$16.46
2/21/2019	Payment	\$0.00	\$1.00	\$17.47

Payment Accounts Page

BHMC Resident Portal Users Guide

Payments Maintenance Request

Logged in as:

Payments

Make Payments Recent Activity **Payment Accounts**

Bank Accounts

Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
	111	****4	Checking	Edit	Delete

Showing 1 to 1 of 1 entries

Credit Cards or Debit Cards

Use the credit cards or debit cards listed below to make one-time payments or schedule monthly automatic payments.

Card Type	Card Number	Edit	Delete
MC (Credit Card)	XXXX-	Edit	Delete
Visa (Debit Card)	XXXX-3	Edit	Delete

Showing 1 to 2 of 2 entries

[Add Bank Account](#) [Add Credit Card](#) [Add Debit Card](#)

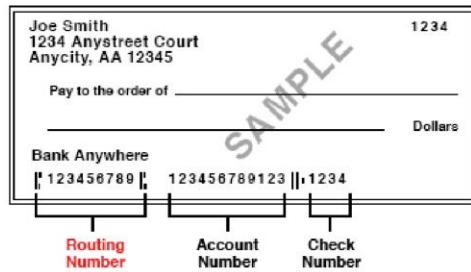
1. Click here to view payment accounts used to pay balances
2. You can see this account has three payment methods Check, Credit Card and Debit Card
3. To add an account click on the link here that matches the type of account you want to add
4. To delete or edit an account click here

Bank Account Screen

BHMC Resident Portal Users Guide

Add A Bank Account

[Back to Payment Accounts](#)



1. When you click add bank account this page will appear
2. Fill out the information and Save

Account Name

Routing Number (9 digits)

Confirm Routing Number

Account Number (3-17 digits)

Confirm Account Number

Account Type

Checking Account
 Savings Account

BHMC Resident Portal Users
Guide

Credit or Debit Card Page

YARDI CARD SERVICES

Card Details

CARD INFORMATION



Card Number *

Name on the Card *

Exp Date * Month Year

CVV Code * ?

BILLING ADDRESS

Country * ▼

Address Line 1 *

Address Line 2

City *

State * ▼

Zip *

I have read & agree to the [terms & conditions](#).

Fields marked with (*) are required.



Cancel

Save

The information on this form is collected to process a payment card transaction. It will be stored on our secure servers in Texas. For information about this collection or how to obtain access to or correct your personal information you may contact our privacy officer at privacy@yardi.com.

Company Details

BLUE HORIZON MANAGEMENT
CO.

Tel: 7043365294

Email: accts_receivable@cha-nc.org

3. When you click add credit or debit account this page will appear
4. Fill out the information and Save

BHMC Resident Portal Users Guide

Making a Payment

The screenshot shows the Blue Horizon Management Company resident portal. At the top left is the logo for Blue Horizon Management Company. At the top right, there is a contact number: Call us: (704) 336-5622. Below the header, there is a navigation bar with 'Payments' and 'Maintenance Request' tabs. A 'Logged in as:' dropdown menu is visible. The main content area is titled 'Payments' and has three sub-tabs: 'Make Payments', 'Recent Activity', and 'Payment Accounts'. The 'Make Payments' tab is active. It displays a 'Current Balance: \$90.44' as of 2/25/2019. Below this is a table of charges:

Charge	Amount	Charged on
Tenant Late Fee	\$0.44	12/6/2018
Tenant Late Fee	\$15.00	1/6/2019
Dwelling Rent	\$75.00	3/1/2019

Below the table, there is a section for 'February Monthly Charges'. To the right of the table, there is a warning box that says 'Missing a payment can be expensive.' with a 'Set up auto-pay >' button. Below that is a large green 'Pay Now' button. A red box highlights the 'Pay Now' button with the text '1. Click on Pay Now'.

residentservices/cha/payments.aspx?_yTrackUser=NDc2Njg0MDMyZlE2MDYxMDY4OTM%3d-MwegKQp54g0%3d&_yTrackVisit=ODcyNTk5NjQyZlZlNDk1NzUyMTQ%3d-wCmu8mQ3qOY%3d&_yTrackReqDT=56312020192502

BHMC Resident Portal Users Guide

Making an Payment

One-Time Payment

Payment Options » Payment Details » Review Payment » Confirmation

A service fee will be charged at the time of payment for Debit Card, Bank Account and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.

Add Credit Card Add Debit Card Add Bank Account

Date	Description	Amount
12/6/2018	Tenant Late Fee	\$0.44
1/6/2019	Tenant Late Fee	\$15.00
3/1/2019	Dwelling Rent	\$75.00
	Account Balance	\$90.44

2. Select the Payment account

Enter Payment Details

Select Payment Account
d Chk *****4;
Visa XXXX- ---9
MC XXXX- ' 4

Enter Payment Amount

Extra Payment Amount

Total Amount \$0.00

3. Click Next

Next

BHMC Resident Portal Users
Guide

Making an Payment

One-Time Payment

Payment Options » Payment Details » Review Payment » Confirmation

A service fee will be charged at the time of payment for Debit Card, Bank Account and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.

Add Credit Card

Add Debit Card

Add Bank Account

Date	Description	Amount
12/6/2018	Tenant Late Fee	\$0.44
1/6/2019	Tenant Late Fee	\$15.00
3/1/2019	Dwelling Rent	\$75.00
	Account Balance	\$90.44

Enter Payment Details

Select Payment Account

Chk *****-****

Enter Payment Amount

1.00

Extra Payment Amount

0.00

Total Amount

\$1.00

Next

4. Enter Amount

5. Click Next

Making an Payment

BHMC Resident Portal Users Guide

6. Review the Payment

7. Take note of service Fees. They are different for each payment type

ACH = \$1.00

**Debit Card = \$3.95 for payment less than \$1,000
\$4.95 for payment equal to or greater than \$1,000 but less than \$2,000**

Credit Card = 2.5% of payment amount

8. Accept terms and conditions

9. Submit Payment or cancel by clicking on Back to Payment details

Submitting Work Orders for Repairs

BHMC Resident Portal Users Guide

Call us : (704) 336-5622

1. Click on Maintenance Repairs

Payments Maintenance Request

Logged in as:

Payments

Make Payments Recent Activity Payment Accounts

Current Balance: \$90.44 As of: 2/25/2019

Missing a payment can be expensive.
Set up auto-pay >

Pay Now

Charge	Amount	Charged on
Tenant Late Fee	\$0.44	12/6/2018
Tenant Late Fee	\$15.00	1/6/2019
Dwelling Rent	\$75.00	3/1/2019

February Monthly Charges

pm/residentservices/cha/payments.aspx?_yTrackUser=NDc2Njg0MDMytE2MDYxMDY4OTM%3d-MwegKQp54g0%3d&_yTrackVisit=ODcyNjYwNTczlzwNjA4ODU3MDg%3d-XppQs6i3pnM%3d&_yTrackReqDT=51072120192502

BHMC Resident Portal
Users Guide

Submitting Work Orders for Repairs

BHI
BLUE HORIZON
MANAGEMENT COMPANY

Call us : (704) 336-5622

Payments Maintenance Request

2. This will bring you to the Maintenance Request entry screen

Logged in as:

Maintenance Request

If this is an Emergency Work Order, you must call 1-800-770-1235. If this is a life or safety issue please call 911

Submit Maintenance Request Request History

Priority*

Category*

Sub Category

Location

residentservices/cha/maintenance.aspx?_yTrackUser=NDc2Njg0MDMyIzE2MDYxMDY4OTM%3d-MwegKQp54g0%3d&_yTrackVisit=ODcyNjYwNTczIzlwNjA4ODU3MDg%3d-XppQs6i3pnM%3d&_yTrackReqDT=10082120192502

BHMC Resident Portal
Users Guide

Submitting Work Orders for Repairs

Payments Maintenance Request

Logged in as:

Maintenance Request

If this is an Emergency Work Order you must call 1-800-770-1235. If this is a life or safety issue please call 911

[Submit Maintenance Request](#) [Request History](#)

My Requests already on file.

10 records per page

Request #	Requested	Category	Description	Status	Date Completed
385679	2/21/2019	HEATING	*TEST*	Web	
385639	2/21/2019	AIR CONDITIONING	The Thermostat does not work (This is a TEST)	Canceled	
385559	2/20/2019	PLUMBING - INTERIOR	Bathroom " Sink faucet is NOT SECURED PROPERLY "	Call	
382505	1/13/2019	PLUMBING - INTERIOR	Ms. Mosely stated the hot water heater busted and water is leaking everywhere.	Work Completed	1/13/2019
357984	2/13/2018		toilet seat wobbles. please tighten up	Work Completed	2/13/2018
357889	2/12/2018		No hot water, and toilet seat rocks	Work Completed	2/12/2018
356136	1/16/2018		filter needed	Work Completed	1/16/2018

3. Click on Request History to see all work orders submitted previously

BHMC Resident Portal
Users Guide

Submitting Work Orders for Repairs

Payments Maintenance Request

Logged in as:

Maintenance Request

If this is an Emergency Work Order you must call 1-800-770-1235. If this is a life or safety issue please call 911

Submit Maintenance Request

Priority*
2-Routine

Category*
ADMINISTRATIVE
AIR CONDITIONING
APPLIANCES
BUILDING EXTERIOR
CARPENTRY
COMMON AREAS
ELECTRICAL
FINISHES
GAS
HEATING
JANITORIAL
LOCKSMITH
MAKE READY
PEST CONTROL
PLUMBING - EXTERIOR
PLUMBING - INTERIOR
SERVICES
SITE WORK
UPCS INSPECTION
WINDOWS/EXTERIOR DOORS

Sub Category

Location

Full Description*

4. Click on Submit Maintenance Request to submit a work order

NOTE All emergency repairs have to be called in to the Work Order number above.*** Do not enter emergency work order here.******

5. Enter the Category

BHMC Resident Portal
Users Guide

Submitting Work Orders for Repairs

Payments Maintenance Request

Logged in as: []

Maintenance Request

If this is an Emergency Work Order you must call 1-800-770-1235. If this is a life or safety issue please call 911

Submit Maintenance Request Request History

Priority*
2-Routine

Category*
APPLIANCES

Sub Category
Garbage Disposal
Range Hood
Repair Refrigerator
Repair Stove
Replace Refrigerator
Replace Stove
Dishwasher

Location

Full Description*

**6. Enter the Sub Category.
Leave empty if you cannot
find a match**

BHMC Resident Portal
Users Guide

Submitting Work Orders for Repairs

Payments Maintenance Request

Logged in as:

Maintenance Request

If this is an Emergency Work Order! you must call 1-800-770-1235. If this is a life or safety issue please call 911

Submit Maintenance Request Request History

Priority*
2-Routine

Category*
APPLIANCES

Sub Category
Range Hood

Location

Full Description*

- Living Room
- Bathroom
- Bedroom
- Kitchen
- Dining Room
- Foyer

7. Enter the location of the issue.

BHMC Resident Portal
Users Guide

Submitting Work Orders for Repairs

Category*	<input type="text" value="APPLIANCES"/>
Sub Category	<input type="text" value="Range Hood"/>
Location	<input type="text" value="Kitchen"/>
Full Description*	<input type="text" value="Range Light will not come on (test)"/> 1463 characters remaining
Access Instructions	<input type="text" value="Watch out for Cat"/>
Permission to Enter*	<input type="text" value="Yes"/>
Attachment i	<input type="text" value="Browse"/>

8. Enter the description of the problem

9. Enter and special instructions

10. Give permission to enter if you are not there.

11. Upload a picture of the issue if needed

BHMC Resident Portal
Users Guide

Submitting Work Orders for Repairs

Range Light will not come on (test)

1463 characters remaining

Access Instructions

Watch out for Cat

Permission to Enter*

Yes

Attachment ⓘ

Browse...

Files Uploaded:

- 2018-06-07_12-10-31.png

Submit

12. you can see an attachment was uploaded

13. Click on Submit

BHMC Resident Portal
Users Guide

Submitting Work Orders for Repairs

The screenshot displays the BHMC Resident Portal interface. At the top left is the logo for Blue Horizon Management Company. At the top right, there is a phone icon and the text "Call us : (704) 336-5622". Below the logo, there are navigation tabs for "Payments" and "Maintenance Request". A "Logged in as:" field is visible. A blue banner contains the text: "If this is an Emergency Work Order you must call 1-800-770-1235. If this is a life or safety issue please call 911". Below this banner are two buttons: "Submit Maintenance Request" and "Request History". The "Request History" button is highlighted with a red box and a callout that says "14. Click on Request History to view submitted Work Order". Below the buttons, the text "My Requests already on file." is displayed. A dropdown menu shows "10 records per page". A table lists the submitted work orders with columns for Request #, Requested, Category, Description, Status, and Date Completed. The table contains three rows of data. A red box highlights the "Request History" button and the table, with a callout that says "15. You can see the submitted Work Order here and the number."

14. Click on Request History to view submitted Work Order

15. You can see the submitted Work Order here and the number.

Submit Maintenance Request Request History

My Requests already on file.

10 records per page

Request #	Requested	Category	Description	Status	Date Completed
385912	2/25/2019	APPLIANCES	Range Light will not come on (test)	Web	
385679	2/21/2019	HEATING	*TEST*	Web	
385639	2/21/2019	AIR CONDITIONING	The Thermostat does not work (This is a	Canceled	