

Date: [Insert Date]

Subject: Important: Resident Portal Account Recovery and Payment Reset

Dear [Resident Name],

This letter is to assist you with recovering your access to the Resident Portal and resetting your automated payment settings.

Step 1: Account Recovery

To regain access to your account, please follow these steps:

1. Visit the portal login page at: [Insert Portal URL]
2. Click on the "Forgot Password" link.
3. Enter your registered email address: [Insert Resident Email Address].
4. Follow the instructions sent to your email to create a new password.

Step 2: Payment Reset

Once you have logged in, please update your payment information to ensure timely rent processing:

1. Navigate to the "Payments" or "Billing" tab.
2. Review your current payment methods.
3. To reset or update Auto-Pay, select "Manage Auto-Pay" and enter your preferred banking or card details.
4. Save your changes and confirm the start date for the next transaction.

Important Note: To avoid late fees, please ensure your account is updated by [Insert Due Date].

If you encounter any technical difficulties, please contact the management office at [Insert Phone Number] or reply to this email at [Insert Support Email Address].

Sincerely,

Property Management Team

[Property Name]

[Office Address]