

Date: [Insert Date]

Subject: MANDATORY TRANSITION: New Online Rent Payment Portal

Dear [Resident Name],

We are excited to announce that [Property Management Name] is upgrading to a new, more secure online resident portal. To ensure your payments are processed correctly, all residents are required to transition to this new system by [Effective Date].

What you need to do:

- **Deactivate Old Account:** If you have recurring payments or "Auto-Pay" set up on the current system, please log in and disable them by [Cut-off Date].
- **Register Your New Account:** Visit [Insert URL/Link] and click on "Sign Up." Use the email address we have on file for your account.
- **Set Up Payment Method:** Once registered, you can link your bank account (ACH) or credit/debit card to the new system.

Important Deadlines:

Starting [Effective Date], the old portal will no longer accept payments. All rent and utility charges must be paid through the new portal to avoid late fees.

Benefits of the New Portal:

- Improved mobile-friendly interface
- Real-time balance tracking
- Faster maintenance request submissions
- Enhanced data security

If you have any questions or need assistance setting up your new account, please contact the leasing office at [Phone Number] or [Email Address].

Thank you for your cooperation during this upgrade.

Best regards,

[Management Name/Building Name]
[Office Address]