

Date: [Insert Date]

Dear [Tenant Name],

Subject: Action Required - New Rent Payment Portal

We are upgrading our property management system to provide you with a better experience. As a result, we are launching a new online rent payment portal effective [Insert Date].

To ensure your next rent payment is processed correctly, please complete the following steps by [Insert Deadline Date]:

- **Step 1:** Visit the new portal at: [Insert Link]
- **Step 2:** Click on "Sign Up" or "Activate Account" using your email address on file.
- **Step 3:** Set up your preferred payment method (ACH/eCheck, Credit, or Debit Card).
- **Step 4:** If you had "Auto-Pay" enabled on the old system, please cancel it there and set up a new recurring payment in the new portal.

Important Note: The old payment system will be deactivated on [Insert Date]. Payments made through the old portal after this date will not be processed.

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

Thank you for your cooperation during this transition.

Sincerely,

[Your Name/Property Management Name]
[Contact Information]