



**BLUE HORIZON**  
MANAGEMENT COMPANY

**Blue Horizon Management Company**  
**Resident Portal User Guide**

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# 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 header includes the logo for Blue Horizon Management Company and a phone number: Call us : (704) 336-5183. The main content area features a login form with the following elements:

- User Name**: A text input field.
- Password**: A text input field.
- Sign In**: A blue button.
- Forgot password?**: A link.
- Click here to register.**: A link.

Three red boxes with arrows point to these elements, providing instructions:

- 1. Enter your User name which is your email address** (points to the User Name field)
- 2. Enter your password** (points to the Password field)
- 3. Click here to register if you have not before.** (points to the "Click here to register." link)

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**
- Google Play**

BHMC Resident Portal  
Users Guide  
Registration Page

The screenshot shows the registration page of the BHMC Resident Portal. At the top left is the logo for BHI Blue Horizon Management Company. At the top right is the contact information: "Call us : (704) 336-5183". Below the logo, there is a red text instruction: "Please contact the leasing office if you don't know your registration code." Underneath this is a form labeled "Enter Your Registration Code" with a text input field containing "t0038270" and a "Go" button. To the right of this form is a "Login" section with the heading "Already have an account? Login Now!". The "Login" section contains fields for "User Name" and "Password", a "Forgot password? Click here to register" link, and a "Login" button. Two red callout boxes with arrows point to the "Go" button and the "t0038270" input field. The first callout box contains the text "1. Enter your TCODE here" and the second callout box contains the text "2. Click GO".

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Registration Page

### 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.**

BHMC Resident Portal  
Users Guide  
HOME PAGE

The screenshot shows the BHMC Resident Portal Home Page. At the top left is the logo for Blue Horizon Management Company. At the top right is the phone number (704) 336-5622. Below the header is a navigation bar with 'Payments' and 'Maintenance Request' tabs. A user profile icon is visible in the top right corner of the navigation bar, with a red callout box pointing to it containing the text '2. Click here to see your profile'. Below the navigation bar is a section titled 'Payments' with sub-tabs for 'Make Payments', 'Recent Activity', and 'Payment Accounts'. The 'Make Payments' tab is active, showing a 'Current Balance: \$90.44' as of 2/25/2019. A table lists charges: Tenant Late Fee (\$0.44, 12/6/2018), Tenant Late Fee (\$15.00, 1/6/2019), and Dwelling Rent (\$75.00, 3/1/2019). A red callout box points to the current balance with the text '1. You can see your balances here'. To the right of the table is a 'Pay Now' button and a 'Set up auto-pay >' button. A warning message states 'Missing a payment can be expensive.' The URL at the bottom is .com/residentservices/cha/payments.aspx?\_yTrackUser=NDc2Njg0MDMyZlE2MDYxMDY4OTM%3d-MwegKQp54g0%3d&\_yTrackVisit=0DcywN1K3njqzizwNDK1N2oywTQ%3d-wCmu8mQ3qOY%3d&\_yTrackReqDT=03292020192502

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

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PROFILE PAGE

The screenshot shows the 'My Profile' page in the BHMC Resident Portal. At the top, there are navigation links for 'Payments' and 'Maintenance Request', and a 'Logged in as:' field. The main content area is titled 'My Profile' and features a user profile card. The profile card includes a user icon, a name field (partially obscured by a red box), a '(Primary Resident)' status, an email address ending in '@gmail.com', a home phone number starting with '(704)', and an address in 'CHARLOTTE, NC 28203'. To the right of the profile card are two buttons: 'Edit Profile' and 'Change Password'. A red box highlights the 'Change Password' button with the text '2. Click here to change your password'. Another red box highlights the profile card with the text '1. This screen holds your basic resident information'. Below the profile card, there are three sections: 'Lease Information', 'User Settings', and 'Vehicle Information'. The 'Lease Information' section contains a table with three rows: 'Move In Date' (5/31/2017), 'Lease From Date' (5/31/2017), and 'Lease To Date' (5/31/2018). The 'User Settings' section contains a table with three rows: 'Subscribe to Email Notifications' (Yes), 'Subscribe to Voice Calls' (Yes), and 'Statement Options'. The 'Vehicle Information' section contains a single row with the text 'No vehicle information'.

Payments Maintenance Request

Logged in as:

My Profile

1. This screen holds your basic resident information

2. Click here to change your password

Edit Profile Change Password

(Primary Resident)

Unit: CHARLOTTE, NC 28203

Email: @gmail.com Office: FAX:

Home: (704):

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

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Users Guide

Recent Activity Page (Ledger)

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



BHMC Resident Portal  
Users Guide  
Payment Accounts Page

The screenshot shows the 'Payment Accounts' section of the BHMC Resident Portal. It includes a navigation bar with 'Payments' and 'Maintenance Request', a 'Logged in as:' indicator, and a sub-navigation menu with 'Make Payments', 'Recent Activity', and 'Payment Accounts'. The main content area is titled 'Bank Accounts' and contains a table with one entry. Below this is a section for 'Credit Cards or Debit Cards' with a table listing two cards. Red callout boxes with arrows provide instructions: 1. Click here to view payment accounts used to pay balances (pointing to the 'Payment Accounts' link); 2. You can see this account has three payment methods Check, Credit Card and Debit Card (pointing to the table); 3. To add an account click on the link here that matches the type of account you want to add (pointing to the 'Add Credit Card' and 'Add Debit Card' buttons); 4. To delete or edit an account click here (pointing to the 'Edit' and 'Delete' links in the table).

**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**

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
	111	****4;	Checking	<a href="#">Edit</a>	<a href="#">Delete</a>

Showing 1 to 1 of 1 entries

Card Type	Card Number	Edit	Delete
MC (Credit Card)	XXXX-XXXX-XXXX-XXXX	<a href="#">Edit</a>	<a href="#">Delete</a>
Visa (Debit Card)	XXXX-XXXX-XXXX-XXXX	<a href="#">Edit</a>	<a href="#">Delete</a>

Showing 1 to 2 of 2 entries

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Bank Account Screen

## Add A Bank Account

[Back to Payment Accounts](#)

Joe Smith  
1234 Anystreet Court  
Anycity, AA 12345 1234

Pay to the order of \_\_\_\_\_ Dollars

Bank Anywhere  
⑆ 123456789 ⑆ 123456789123 ⑆⑆ 1234

Routing Number      Account Number      Check Number

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

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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](mailto:privacy@yardi.com).

### Company Details

BLUE HORIZON MANAGEMENT CO.

Tel: 7043365294

Email: [accts\\_receivable@cha-nc.org](mailto: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

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Making a Payment

The screenshot shows the BHMC Resident Portal interface. 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 are navigation tabs for 'Payments' and 'Maintenance Request'. A 'Logged in as:' field is visible. The main content area is titled 'Payments' and has sub-tabs for 'Make Payments', 'Recent Activity', and 'Payment Accounts'. The 'Make Payments' tab is active, showing a 'Current Balance: \$90.44' as of 2/25/2019. A table lists charges: Tenant Late Fee (\$0.44, 12/6/2018), Tenant Late Fee (\$15.00, 1/6/2019), and Dwelling Rent (\$75.00, 3/1/2019). A green 'Pay Now' button is prominently displayed, with a red callout box pointing to it containing the text '1. Click on Pay Now'. To the right of the table, there is a warning box: 'Missing a payment can be expensive.' with a 'Set up auto-pay >' button.

**1. Click on 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

residentservices/cha/payments.aspx?\_yTrackUser=NDc2Njg0MDMyZ2E2MDYxMDY4OTM%3d-MwegKQp54g0%3d&\_yTrackVisit=ODcyNTk5NjQyZlZlNDk1NzUyMTQ%3d-wCmu8mQ3qOY%3d&\_yTrackReqDT=56312020192502

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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

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

Enter Payment Amount

Extra Payment Amount

0.00

Total Amount \$0.00

3. Click Next

Next

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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
	<b>Account Balance</b>	<b>\$90.44</b>

Enter Payment Details

Select Payment Account

Enter Payment Amount

Extra Payment Amount

Total Amount \$1.00

[Next](#)

**4. Enter Amount**

**5. Click Next**

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Making an Payment

Payments Maintenance Request

Logged in as:

## One-Time Payment

[Payment Options](#) » [Payment Details](#) » Review Payment » Confirmation

Payment Details

Payment Account	Ken Wood Chk *****
Payment Amount	\$1.00
Service Fee <a href="#">i</a>	\$1.00
<b>Total Amount</b>	<b>\$2.00</b>

Service fee is non-refundable.

PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCEEDING. BY CLICKING ON THE "SUBMIT" BUTTON BELOW, YOU ACCEPT THE TERMS AND CONDITIONS. IF YOU DO NOT ACCEPT THESE TERMS, DO NOT CLICK "SUBMIT" BELOW.

I have read and accept the [Terms and Conditions](#)

[Back to Payment Details](#) [Submit Payment](#)

**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**

BHMC Resident Portal  
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Submitting Work Orders for Repairs

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 is a navigation bar with two tabs: 'Payments' and 'Maintenance Request'. The 'Maintenance Request' tab is highlighted with a red box, and a red arrow points from this box to the instruction '1. Click on Maintenance Repairs'. Below the navigation bar, there is a 'Logged in as:' section. The main content area is titled 'Payments' and has three sub-tabs: 'Make Payments', 'Recent Activity', and 'Payment Accounts'. The 'Make Payments' sub-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

To the right of the table, there is a message: 'Missing a payment can be expensive.' with a 'Set up auto-pay >' button and a large green 'Pay Now' button. At the bottom of the page, there is a URL: [bpm/residentservices/cha/payments.aspx?\\_yTrackUser=NDc2Njg0MDMyIzE2MDYxMDY4OTM%3d-MwegKQp54g0%3d&\\_yTrackVisit=ODcyNjYwNTczIzlwNjA4ODU3MDg%3d-XppQs6i3pnM%3d&\\_yTrackReqDT=51072120192502](http://bpm/residentservices/cha/payments.aspx?_yTrackUser=NDc2Njg0MDMyIzE2MDYxMDY4OTM%3d-MwegKQp54g0%3d&_yTrackVisit=ODcyNjYwNTczIzlwNjA4ODU3MDg%3d-XppQs6i3pnM%3d&_yTrackReqDT=51072120192502)



BHMC Resident Portal  
Users Guide

Submitting Work Orders for Repairs

Call us : (704) 336-5622

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

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\*

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**

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Users Guide

Submitting Work Orders for Repairs

The screenshot shows the 'Maintenance Request' form in the BHMC Resident Portal. At the top, there are navigation tabs for 'Payments' and 'Maintenance Request', and a 'Logged in as:' field. 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'. The form fields include: 'Submit Maintenance Request' (with a red arrow pointing to a red callout box), 'Priority\*' (set to '2-Routine'), 'Category\*' (with a red arrow pointing to a red callout box), 'Sub Category', 'Location', and 'Full Description\*'. A dropdown menu is open for 'Category\*', showing a list of repair categories. Two red callout boxes with arrows provide instructions: '4. Click on Submit Maintenance Request to submit a work order' and '5. Enter the Category'. A larger red callout box contains a note: 'NOTE\*\* All emergency repairs have to be called in to the Work Order number above.\*\*\* Do not enter emergency work order here.\*\*\*\*'.

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\*

Sub Category

Location

Full Description\*

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

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: [User Name]

### 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.**

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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 <a href="#">i</a>	<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 [i](#)

Files Uploaded:

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

**12. you can see an attachment was uploaded**

**13. Click on Submit**

BHMC Resident Portal  
Users Guide

Submitting Work Orders for Repairs

The screenshot shows the 'Request History' tab selected in the 'Maintenance Request' section. A table lists three submitted work orders with columns for Request #, Requested date, Category, Description, Status, and Date Completed. Red callout boxes highlight the 'Request History' tab and a specific row in the table.

**14. Click on Request History to view submitted Work Order**

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

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	