



ZRent User Guide for Landlords

Sign Up

Creation of Login Credentials – To sign up for ZRent, you must have a bank account with one of our partner financial institutions. You can sign up for ZRent by navigating to your partner bank's website and then to their ZRent page. To get started, you will enter your first and last name, agree to the terms and conditions, and create your secure login credentials.



[Home](#) [Why ZRent](#) [How It Works](#) [Dashboard](#) [Pricing](#) [Partners](#) [Contact Us](#)

Make Rent Collection Effortless

ZRent is a digital platform that offers true convenience for landlords and property managers, as well as their occupants. By automating and digitizing the collection of rent and condo dues, this innovative tool streamlines and simplifies the entire process.

🖱️ **Landlords and property managers, sign up today!**

[Log In](#) [Sign Up](#)

Start Collecting Rent Faster

Already have a ZDeposit account? [Log In](#)

First Name **Last Name**

Email Address

Password

Confirm Password

 [View & Accept Terms and Conditions](#)

Sign Up Today!



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User Type and Personal Address – Next, specify whether you will be using ZRent as a Landlord or a Property Manager (if you will be using the platform to collect monthly dues from condo associations or HOAs, or if you would like to be referred to as a Property Manager, toggle over to the “Property Manager” option). You will also enter your personal home address as well as an optional mailing address.

Awesome Michael! Tell us more about yourself.

Landlord **Property Manager**

Your Home Address

123 Main St Unit 1

City **State** **Zip**

[+ Add Mailing Address](#)

Continue

Personal Information – During this step, you will provide the personal information needed for us to verify your identity.

Verify your identity by providing more details.

Phone **Date of Birth**

SSN **Confirm SSN**

Continue



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Verification of Phone Number

During this step, you will verify ownership of the phone number associated with your ZRent account. A verification code, which you will be required to enter into the designated field, can be received via SMS text message or delivered through a phone call. Your choice!

Two Step Verification

Two step verification adds an extra level of security to your ZRent account. To verify your identity, select one of the options below and enter your security code.

Contact Number

(573) 555-1111

 Edit

Delivery Methods

 Text Me - 3 Attempts Left

 Call Me - 3 Attempts Left

Verification Code

Submit

Property Management

Get Started! – Once on the dashboard, you will add your first property by simply clicking the “Add Property” button.



 Dashboard  Manage Banks  View Profile  Contact Us  Log Out

Dashboard



Welcome Michael

Let's get started by creating your property to start collecting payments!

 Add New Property



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Enter Property Details

As part of this step, you will enter your property address. Our Google Maps integration will make suggestions on the address using predictive logic to make the process as convenient as possible.

The “Lessor Name” field is used to capture the name of the business entity that is listed on the leases for this specific property. All emails sent to the occupants on current and future leases associated to this property will state the business name instead of your personal name.

In the dropdown, you will specify whether this is a single-family property or if there are multiple units that should be created (which will all have their own individual leases).

“External ID” is an optional field that can be used to capture any unique identifiers that this property may have in other systems or platforms (ex: accounting software).

Edit Unit Details

On the next step, you will have the option of editing the units associated with the new property. Below are actions that you can take on this page:

- Edit the unit names
- Rearrange the order of display on the dashboard
- Delete units
- Add new units

Add Property

Search for your property and add the number of units.



Property Address

79 Main St

City

Concord

State

MA

Zip

01742

Lessor Name

Enter the name of the property owner

Number of Units

3

External ID

Tag your property with a unique ID to differentiate it

Manage Units

Give your property units at 79 Main St names or leave them as is. Drag and drop units to change their order.

 Unit 1

 Edit  Delete

 Unit 2

 Edit  Delete

 Unit 3

 Save  Cancel

Nickname

3-R

 Add Unit



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Add Bank Account Information

Next, you will add the details of the bank account that you would like to use to collect the rent payments / condo dues that are made for this property.

With authentication through microdeposits, ZRent will deposit two small deposits (under \$1 each) in your bank account. They should be visible in your bank account after one business day.

Once the microdeposits are visible, log back in to the ZRent and enter the amounts of each microdeposit. Click on "Manage Banks" and click "Verify Your Account" and enter the two microdeposit amounts.

Add Your Bank

Add your bank account to start collecting payments.

Bank Account Nickname

Name on Account

Account Type

Routing Number

Bank Name

Account Number

Confirm Account

Manage Bank Accounts

[Add Another Bank Account](#)

Bank Name	Account Holder	Account Type	Account Number	Actions
WELLS FARGO BANK, N.A.	John Doe	Checking Account	**6789	Assign Properties
WELLS FARGO BANK, N.A.	Test	Checking Account	**1234	Verify Your Account

Once the bank account has been added, you will have the option of associating the account with other properties that you set up within ZRent.



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Editing or Hiding a Property

You can both edit and hide a property straight from your ZRent dashboard.

Special Note: If you hide the property, it will no longer be visible in your dashboard, but any scheduled payments from your occupants will continue to be processed. If you would like to cancel any future scheduled payments, you will need to deactivate the occupants through the lease section (instructions below).

The screenshot shows the ZRent dashboard interface. At the top left is the ZRent logo. To the right are navigation links: Dashboard, Manage Banks, View Profile, Contact Us, and Log Out. The main heading is 'Dashboard' with an 'Add Another Property' button. Below this are two property listings. The first listing is '1237 Quintilio Dr, Bear, DE 19701' with a 'View' button. The second listing is '79 Main St, Concord, MA 01742' with a 'View' button and a dropdown menu open showing 'Edit Property' and 'Hide Property' options. At the bottom left is a home icon, and at the bottom center is another 'Add Another Property' button.



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Lease Management

Get Started! - Once on the dashboard, you will start by simply clicking “View” on the property for which you will be adding a lease.



[Dashboard](#) [Manage Banks](#) [View Profile](#) [Contact Us](#) [Log Out](#)

Dashboard

[Add Another Property](#)



1237 Quintilio Dr
Bear, DE 19701

... [View](#)



79 Main St
Concord, MA 01742

... [View](#)

Create Lease - From here, you will click “Create Lease”.

79 Main St, Concord, MA 01742

[Property Info](#)

[Lease Info](#)

[Payments](#)



Property Lease

No current lease.

Manage Property

Edit property information.

[Create Lease](#)

[Edit Property](#)



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Select Unit and Enter Lease Details – From here, you will select the unit that the lease will be associated with and then select “Create New Lease”. The due date is the day of the month that the occupant payment will be deducted from their bank account once they are enrolled in recurring payments (*if the due date falls on a weekend or holiday, the occupant payment will be processed on the following business day*). You will then receive the payment one business day later.

The screenshot shows the ZRent dashboard for property 79 Main St, Concord, MA 01742. It features a navigation bar with 'Property Info', 'Lease Info', and 'Payments'. Below this, there are two columns for 'Unit 1' and 'Unit 2'. Each unit has a 'Current Lease' section with a 'Create New Lease' button. The 'Unit 1' button is circled in red. To the right, a detailed form for 'Unit 1' is shown, including fields for 'Monthly Payment Amount' (\$0.00), 'Occupant(s) Due Date' (Select One), 'Start Date' (MM/DD/YYYY), 'Lease Term' (Select One), 'Have You Already Collected Payments?' (Select One), and 'New Occupant's Email Address' (Enter new occupants email address). Below the form is an 'Email Invitation Preview' section with a 'Personal Message' field and a 'Create Lease & Send Invite' button.

Editing Your Lease

Once the lease has been created and the invitation(s) sent to your occupant(s), you will have the option to make edits to your Current Lease. Here, you can adjust the amount due, lease dates, and/or due date.

Creating a New Lease

From here, you can also create a New Lease, which can contain entirely separate terms/details than the Current Lease. If there is an existing lease, the new lease will replace the current lease on the new lease start date.

The screenshot shows the ZRent interface for 'Unit 2'. It displays the 'Current Lease' section with the following details: 'Month Payments: \$1000.00' and 'Lease Duration: 07/01/2022 - 07/14/2023'. Below this information are two prominent buttons: 'Edit Current Lease' and 'Create New Lease'.



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Unit Management

Editing a Unit – To change the name of your unit (ex: Unit 1 to Unit 1A), simply navigate to your unit within the Lease Info section of your property and then select the “Edit” option.

Deleting a Unit – To delete an entire unit (ex: to entirely remove Unit 1 from the property, simply navigate to your unit within the Lease Info section of your property and then select the “Delete” option. In the screen that follows (see below), you will be prompted to confirm the deletion.

Special Note: Deleting a unit will remove all current and future leases and deactivate any active occupants. Any scheduled payments will also be cancelled as part of the unit deletion.

Unit 2

Current Lease

Month Payments: \$1000...
Lease Duration: 07/01/2022 - 07/14/2023

Edit Current Lease

Create New Lease

Current Occupants Email All

test3@yopmail.com

Payments

November 2022	Review	\$200.00
October 2022	Review	\$200.00
September 2022	Review	\$200.00

Delete Unit 1

Delete your Unit at 79 Main St, Unit 1, Concord, MA 01742

Note: Deleting this unit will cancel all leases and deactivate all attached occupants below. Please confirm below to make sure you want to delete this unit.

Current Lease

Monthly Payment: \$2000.00
Lease Duration: 09/01/2019 - 08/31/2020
Due Date: 1st of the Month

Current Occupants

jes_24@zrent.net

Keep

Confirm Delete



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Payment Information

Property Level Payment View – You can view the details of payments at the property level straight from your ZRent dashboard. The platform will display previously processed payments as well as future scheduled payments for the previous month, the current month and the upcoming month.

Special Note: In the example below, we are viewing the payment details in ZRent for the designated property as of January 18, 2020. We can see that \$10,234 was received in December, \$12,956 is the total for all scheduled payments in January (both processed and pending), and \$12,956 is scheduled to be paid in February.

Dashboard Add Another Property

	456 Tiger Rawr Way, #1 Arlington, MA 02474	\$10,234.00 December	\$12,956.00 January	\$12,956.00 February	... View
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Unit Level Payment View – You can view the details of payments at the unit level by navigating into the property and clicking into the “Payments” tab. ZRent will show previously processed payments as well as details of any scheduled payments for the next six months. By clicking on the link, you will be able to see exactly which occupants paid, the type of transaction (rent, utilities, late fees, etc.) and the amount collected per person.

456 Tiger Rawr Way, #1, Arlington, MA 02474

Property Info **Lease Info** **Payments**

Unit	Month	Amount
Unit 20	July 2020	\$10,000.00
	June 2020	\$10,000.00
	May 2020	\$10,000.00
	April 2020	\$10,000.00
	March 2020	\$10,000.00
	February 2020	\$10,000.00
	January 2020	\$10,000.00
	December 2019	\$10,000.00
	November 2019	\$10,000.00
	Load More Payments	
Unit 16	No Payments Scheduled. Your occupants have not scheduled any payments at this time.	
Unit 9	July 2020	\$2,222.00
	June 2020	\$2,222.00
	May 2020	\$2,222.00
	April 2020	\$2,222.00
	March 2020	\$2,222.00
	February 2020	\$2,222.00
	January 2020	\$2,222.00
	December 2019	\$0.00
	November 2019	\$2,222.00
	Load More Payments	



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Managing Bank Accounts

Managing Bank Account Details – At any point, you are able to see your bank account configuration under the “Manage Banks” link on your dashboard. From here, you can add new bank accounts, view existing accounts, and easily make assignment adjustments to your properties through the “Actions” option.



[Dashboard](#) [Manage Banks](#) [View Profile](#) [Contact Us](#) [Log Out](#)

Manage Bank Accounts

[Add Another Bank Account](#)

Bank Name	Account Holder	Account Type	Account Number	Actions
Bank	T. Smith	Checking Account	**123	Assign Properties
BANK	Smith	Checking Account	**3456	Assign Properties

Contacting Client Support



[Dashboard](#) [Manage Banks](#) [View Profile](#) [Contact Us](#) [Log Out](#)

Contact Us - If you ever need further assistance, feel free to reach out to the ZRent team by filling out the “Contact Us” pop up box available in your dashboard.

You can also contact us at any time via the options below:

Email: zrent@zrent.net



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Reporting

Automated Monthly Reports – On the 15th of each month, you will automatically receive a consolidated report via email with details of the payments that were processed through ZRent during the previous month. *Special Note: If you would like to receive the report on a different day each month, please contact the ZRent team at zrent@zrent.net.*

The report will contain the following information for the previous month:

- Total amount deposited into each bank account
- Total amount paid by property/unit
- Breakdown of all occupant payments
- List of any occupants that have not yet completed sign up



Overview for April 2019

Landlord payments funded as of 4/6/2019

Bank Account Name	Amount Paid
123 Bumble Bee Group LLC	\$13,630.00
5 Blah Blah Street LLC	\$4,100.00
Mickey Mouse Realty LLC	\$9,600.00
123 Main Street LLC	\$8,008.03
Grand Total	\$34,858.03



Transactions for April 2019

Tenant payments processed as of 4/6/2019

Address	Unit Number	Amount Owed	Amount Collected
123 Bumble Bee Lane			
	402	\$3,595.00	\$3,595.00
	104	\$3,540.00	\$3,540.00
	209	\$2,200.00	\$2,200.00
	A	\$2,020.00	\$2,020.00
	A11	\$1,900.00	\$1,900.00
	B12	\$225.00	\$225.00
	100	\$150.00	\$150.00
		\$13,630.00	\$13,630.00
5 Blah Blah Street			
	1	\$850.03	\$850.03
	2	\$1,100.00	\$1,100.00
	3	\$1,600.00	\$1,600.00
	5	\$1,480.00	\$1,000.00
	6	\$1,378.00	\$1,378.00
	11	\$1,600.00	\$1,600.00
		\$8,008.03	\$7,528.03
100 Mickey Mouse Circle			
	1	\$1,500.00	\$1,500.00
	3	\$1,600.00	\$1,600.00
	5	\$1,000.00	\$1,000.00
		\$4,100.00	\$4,100.00
123 Main Street			
	1	\$1,525.00	\$1,525.00
	2	\$1,525.00	\$1,525.00
	4	\$1,600.00	\$1,600.00
	5	\$1,650.00	\$1,650.00
	6	\$1,650.00	\$1,650.00
	8	\$1,650.00	\$1,650.00
		\$9,600.00	\$9,600.00
	Grand Total		\$34,858.03



ZRent User Guide for Landlords

Frequently Asked Questions

- 1) **Do both landlords and occupants need to verify their bank account?** Yes, bank accounts must be verified.
- 2) **How can occupants verify their accounts?** They can either 1) verify two small micro-deposits that are automatically processed once they enter their bank account information or 2) verify their bank account instantly by securely entering their bank account credentials through our trusted partner Plaid.
- 3) **What are the occupant's payment options when they sign up?** Occupants have the following options when scheduling their rent payments or condo / HOA dues:
 - a. They can schedule one-time payments to be processed for a date in the future.
 - b. They can schedule recurring payments with a scheduled end date.
 - c. They can schedule recurring payments with no scheduled end.
- 4) **Can occupants cancel the payment before the due date?** Yes, occupants are able to cancel a payment if they do so at least two business days before the payment date.
- 5) **Can occupants choose the amount that they are going to pay?** Yes, occupants have control over how much they are going to pay each month. If there are multiple roommates splitting the rent, they will all have the ability to designate their own "rent share" and each occupants bank account will be debited accordingly.
- 6) **Can occupants choose the date that they are going to pay?** The payment date is defaulted to whatever date you set as the "due date" when the lease is created. However, occupants do have the option of changing the date once the transactions have been created or scheduling "one-time" payments for any date that they choose.
- 7) **Can occupants pay for things other than rent?** Our one-time payment option is available for occupants and allows additional payments to be made for things like security deposits, trash, utilities, parking, rent, and late fees.
- 8) **Can both occupants and landlords invite roommates?** Yes!
- 9) **How do occupants notify ZRent that they are moving out?** Occupants will have an option to select a "Moving Out?" link which will trigger an email to the ZRent team. Once we have received the email and processed any pending transactions, we will deactivate the occupant's account.
- 10) **What notifications are sent to the landlords and occupants?** The landlords and occupants both receive email notifications once they have successfully signed up and before each payment is processed. You will also receive confirmation emails once each payment has been successfully made.
- 11) **Can landlords have different bank accounts for each property?** Yes.
- 12) **What if a payment is returned for NSF?** If a payment is returned, a notification gets sent to both the landlord and the occupant and any funds that have already been credited to your bank account will be taken out. The occupant will also be charged a non-refundable fee of \$20.00, but will have the ability to schedule a one-time replacement payment.
- 13) **Can my Condo Association use ZRent to collect dues each month?** Yes, in the second step of the sign-up process, simply choose the "Property Manager" option and this will allow you to specify whether each property should be set up for the collection of rent vs. condo / HOA dues.
- 14) **Who do I contact with questions?** For any questions, you can reach out to the ZRent team at zrent@zrent.net.