MIDBORO TENANT PORTAL INSTRUCTIONS"

TO REGISTER

1- Select "new user".

2-Enter building number – this refers to the numbers appearing to the left of the first hyphen (-) from the account number that appears in the upper right hand section of your monthly billing statement. For example, if your account number is 9999-1A, your building number is 9999. If your account number is XYX-456-238, your building number is XYX.

3-Enter unit number – this refers to the characters to the right of the first hyphen (-) from the account number that appears on your monthly billing statement. For example, if your account number is 999-1A, your unit number is 1A. If your account number is XYZ-456-238, your unit number must be entered as 456-238.

4-Enter last four digits of social security number – If your unit is owned by more than one individual person or entity, this must be from the person or entity we have on record. We have only one social security number for each unit. So if the system does not accept the last four digits of your social security number, try that of your co-owner(s).

(For condo unit owners and renters - it is likely that we do not have a social security number on record for you. To complete the registration process call us at 212-877-8500 extension 228).

5-Select "next" to continue"

6-Enter a user name, your first and last name.

7- As instructed on the website, do not enter a password. Your password will be emailed to you.

8- Enter the relevant contact information as prompted, select your preferred contact method, select a personal security question and then write in the answer to the security question selected. This comes into play in the event you forget your username or password.

9-Select "submit".

TO USE THE SYSTEM

1-To view your account history select "ledger" from the menu and then select the month that you wish to see.

2-Select "next month charges" to view the next month's bill. Depending on what time of the month you are viewing your information, this may or may not reflect your final bill.

3-For a recent history of payments select "payments"

4-To edit your password and personal information, select "user profiles".   Passwords must contain between six to twelve characters and also must include at least one letter and one number.

5- To arrange an online payment select "make a payment now". A message will appear advising you that first time users of our online payment system must register separately for this service. To continue click on "make a payment now", the blue characters that appear just about this message. To learn about our online payment system, select "FAQ" on the menu appearing on the upper right corner of the registration\logon page.