

Apartments.com FAQ

1. What is Apartments.com and is it required for paying rent?

Apartments.com is a free online rent payment portal. Yes, all tenants are required to use it for monthly rent payments.

2. How does Apartments.com work?

Instead of mailing checks, your rent is automatically paid from your checking account using ACH (Automated Clearing House). It's fast, secure, and convenient.

3. How do I sign up for Apartments.com?

You'll receive an invitation email from Apartments.com about 30 days before your move-in date.

Didn't receive an invite from support@apartments.com?

Check your spam folder and then email your landlord with your new address (including apartment number) and include your mobile number.

Once invited, you can connect your bank account in two ways:

Instantly with your debit card or bank login (via Plaid) OR manually using your account and routing numbers (you'll verify two small deposits sent within 1–3 business days).

4. How long does registration take?

The online setup takes a few minutes, but account verification can take up to 3 business days. Please register in advance - rent is due on the 1st.

5. When is rent due and when should I schedule my payment?

Rent is due on the 1st of each month. As long as you schedule payment on or before the 1st, there's no late fee. It may take up to 5 days for Apartments.com to pull the funds from your account - so keep the money available until it clears.

6. What if I don't have a checking account?

ACH payments are 100% free, but you can also use a credit with a 2.75% transaction fee charged by Apartments.com, not your landlord. Need a checking/debit account? We recommend UW Credit Union located in the UWM Union.

7. How do I split rent with roommates?

Each roommate must create their own Apartments.com account. You decide how much each person pays (based on parking, room size, etc.) Everyone will still see the full rent amount, but you only pay the portion you set for yourself. As long as the total is paid each month by the 1st there is no late fee.

8. What are the benefits of using Apartments.com?

Automatic rent payments - no ever forget or pay late fees, no more checks or stamps, no more "lost check in mail", online access to your lease, documents and convenient place to shop for renters insurance.