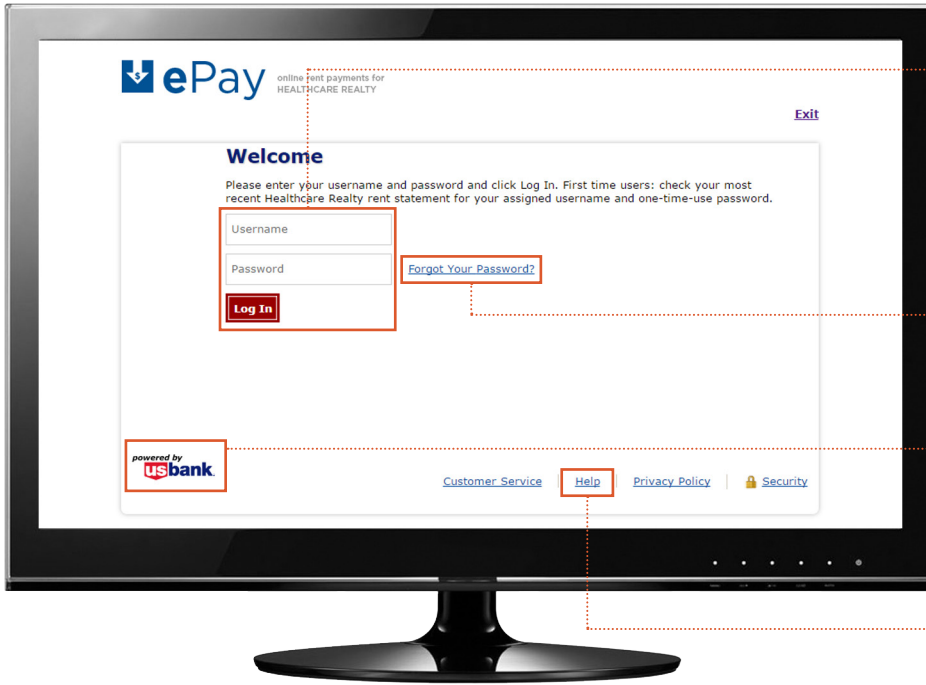




online rent payments for
HEALTHCARE REALTY

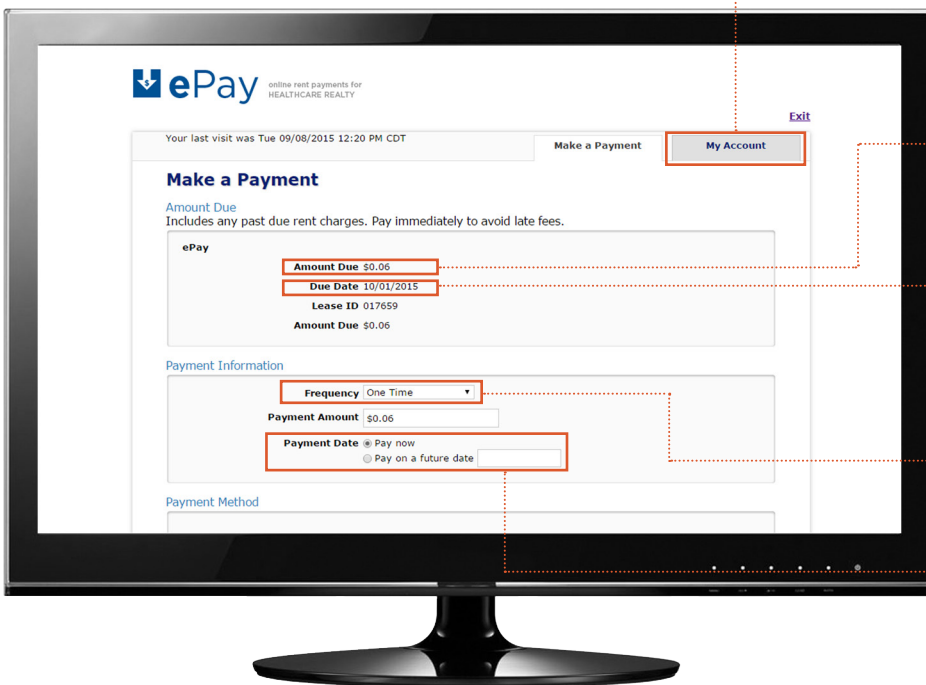


First time users can log into ePay with the username and password printed on your rent statements. Your username and password is also printed on the ePay postcards, letters and emails sent from Healthcare Realty. You will be asked to change your password upon initial login.

Forgot your password? Reset your password by clicking this link and answering a security question.

U.S. Bank. Healthcare Realty has partnered with U.S. Bank for online rent payments. Tenants do not have to be U.S. Bank customers to use ePay.

Need help? ePay's Help website tells you everything you need to know, from registration to account maintenance.



Visit the "My Account" section to edit your profile information and payment methods, and view your scheduled payments and payment history.

Amount Due indicates your current rent plus any past due rent and/or late fees.

Due Date. All rent is due in accordance with your Lease Agreement. This date is system-generated and not does necessarily indicate when your next payment is due.

Schedule automatic payments by selecting the frequency.

Pay now or later. You have the option to pay your amount now, or schedule the payment for later.

Please contact the Management Office for further assistance.



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Troubleshooting checklist

✓ **Make sure your browser is compatible with ePay.**

- Microsoft Internet Explorer versions 8.0+
- Mozilla Firefox versions 16.0+
- Google Chrome
- Apple Safari versions 6.0+
- Mobile Android
- Mobile Firefox
- Mobile Chrome
- Mobile Safari

If your browser is not on this list, contact your organization's IT department for assistance updating your browser.

✓ **Enable cookies in your browser.**

Contact your organization's IT department for assistance enabling cookies in your browser.

✓ **Make sure you are using the correct username and password.**

If this is your first time logging in, double-check your username and one-time-use password against your most recent Healthcare Realty rent statement or rent coupon.

If you've used ePay before, remember that you changed your password upon initial log-in. Use the username provided by Healthcare Realty and your own personal password that you set to log in.

✓ **Contact Healthcare Realty if ePay times out while you are submitting a payment.**

ePay times out if the internet is slow; if you were in the middle of a payment, it may be unclear whether or not the payment went through. Contact your Healthcare Realty Management Office for confirmation.

✓ **Check out the help section of the website for detailed instructions.**

Click the "Help" link at the bottom of the screen on the ePay website.