OWNER PORTAL INSTRUCTIONS

IMPORTANT NOTE FOR OWNERS WITH MULTIPLE PROPERTIES

If you have multiple properties linked to your Portal account, please note that any changes, enrollments, or unenrollments must be completed separately for EACH property. You will need to select each property in the Portal and make the necessary updates individually.

HOW TO ENROLL IN AUTOPAY

- Log in to the Owner Portal: http://engage.goenumerate.com/s/rivcross/
- Click **Make a Payment**
- Click the **hamburger menu** (the icon with three horizontal lines) in the upper-left corner.
- Select **Settings**

IF YOU **DO NOT** HAVE A PAYMENT METHOD SAVED

- Click **Add New Payment Method** and enter your payment method details.
- Click **Save Payment Method to Your Account**
- Return to **Settings** by clicking the hamburger menu in the upper-left corner.
- Select your newly added payment method.
- Choose your AutoPay preference:
  - **AutoPay Full Balance** – automatically pays your entire account balance.
  - **AutoPay Select Charges Only** – automatically pays only designated charges.
- Click **Save Changes**

IF YOU ALREADY HAVE A SAVED PAYMENT METHOD

- In **Settings**, select the payment method you would like to use for AutoPay.
- Choose your AutoPay preference:
  - **AutoPay Full Balance** – automatically pays your entire account balance.
  - **AutoPay Select Charges Only** – automatically pays only designated charges.
- Click **Save Changes**

Your AutoPay enrollment is now complete.

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HOW TO UPDATE YOUR AUTOPAY PAYMENT METHOD

- Log in to the Owner Portal: http://engage.goenumerate.com/s/rivcross/
- Click **Make a Payment**
- Click the **hamburger menu** (the icon with three horizontal lines) in the upper-left corner.
- Select **Settings**
- Click **Add New Payment Method** and enter your payment method details.
- Click **Save Payment Method to Your Account**
- Return to **Settings** by clicking the hamburger menu in the upper-left corner.
- Click **Change** and select your newly added payment method.
- Click **Save Changes**
  Note: After AutoPay has been successfully updated, you can return to the Payment Methods section and delete the old payment method.

HOW TO CHECK AUTOPAY ENROLLMENT STATUS

- Log in to the Owner Portal: http://engage.goenumerate.com/s/rivcross/
- Click **Make a Payment**
- Click the **hamburger menu** (the icon with three horizontal lines) in the upper-left corner.
- Select **Settings**
  From this screen you can see if you are enrolled in AutoPay Full Balance *OR* AutoPay for Select Charges***. If neither option is selected then you are not enrolled in AutoPay.***

HOW TO UNENROLL IN AUTOPAY

- Log in to the Owner Portal: http://engage.goenumerate.com/s/rivcross/
- Click **Make a Payment**
- Click the **hamburger menu** (the icon with three horizontal lines) in the upper-left corner.
- Select **Settings**
- Select **Unenroll from AutoPay**
- Click **Save Changes**