



Online Payment Portal for Residents

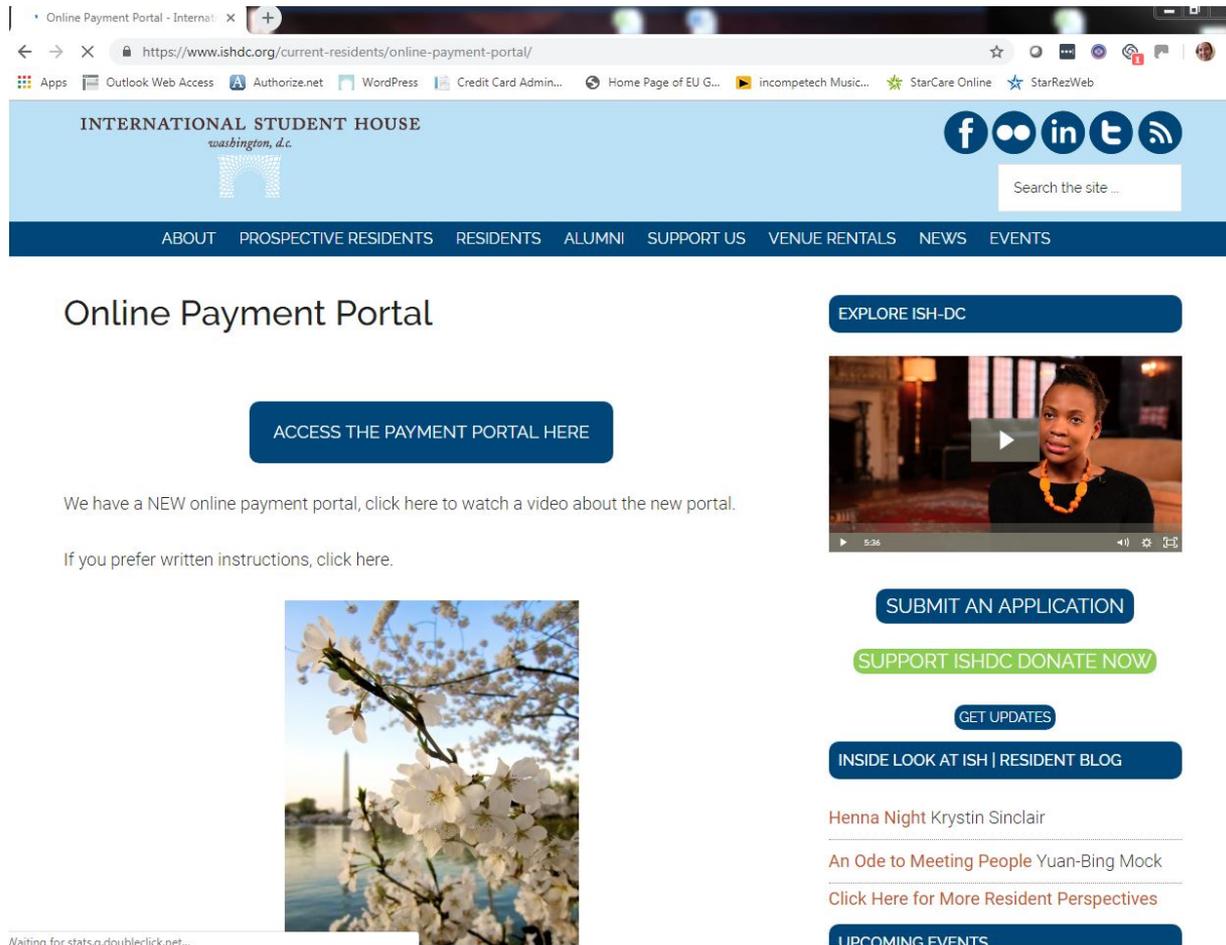
A step by step guide to
submitting a payment.

July 2019

1. Starting on the ISH-DC website, click “Online Payment Portal”

The screenshot shows the International Student House (ISH-DC) website. The navigation bar includes links for ABOUT, PROSPECTIVE RESIDENTS, RESIDENTS, ALUMNI, SUPPORT US, VENUE RENTALS, NEWS, and EVENTS. A dropdown menu is open under 'SUPPORT US', listing options such as Online Payment Portal, Checking In, Directions, Meals and Late Dinners, Local Resources, Life at ISH, Resident Handbook, Newsletter Archive, Community Volunteer Opportunities, and Inside Look | Resident Blog. The 'Online Payment Portal' option is highlighted with a green box, and a green arrow points to it with the word 'Click' written next to it. Below the navigation bar, there is a large image of a group of people at a 'BOLLYWOOD' event, with the text 'Re-affirming International Student House Mission' below it. To the right, there are several buttons: EXPLORE ISH-DC, SUBMIT AN APPLICATION, SUPPORT ISHDC DONATE NOW, GET UPDATES, and INSIDE LOOK AT ISH | RESIDENT BLOG. Below these buttons, there are links for 'Henna Night Krystin Sinclair', 'An Ode to Meeting People Yuan-Bing Mock', and 'Click Here for More Resident Perspectives'. At the bottom, there is a section for 'UPCOMING EVENTS' and a news article titled '"Happy Hour" at the Embassy of Liechtenstein' with a 'Read More...' link. The browser's address bar shows 'https://www.ishdc.org' and the taskbar at the bottom shows the date and time as 12:41 PM 7/25/2019.

2. Click “Access The Payment Portal Here” button



The screenshot shows a web browser window with the URL <https://www.ishdc.org/current-residents/online-payment-portal/>. The page header includes the International Student House logo and navigation links: ABOUT, PROSPECTIVE RESIDENTS, RESIDENTS, ALUMNI, SUPPORT US, VENUE RENTALS, NEWS, and EVENTS. A search bar is also present.

Online Payment Portal

[ACCESS THE PAYMENT PORTAL HERE](#)

We have a NEW online payment portal, click here to watch a video about the new portal.

If you prefer written instructions, click here.



[EXPLORE ISH-DC](#)



[SUBMIT AN APPLICATION](#)

[SUPPORT ISHDC DONATE NOW](#)

[GET UPDATES](#)

[INSIDE LOOK AT ISH | RESIDENT BLOG](#)

[Henna Night Krystin Sinclair](#)

[An Ode to Meeting People Yuan-Bing Mock](#)

[Click Here for More Resident Perspectives](#)

[UPCOMING EVENTS](#)

Waiting for stats.a.doubleclick.net...

3. Login

INTERNATIONAL STUDENT HOUSE
washington, d.c.

Home Register

Username/ Email Password [Log In](#) [Register](#)

Remember Me [Forgot Password?](#)

Housing Portal of International Student House-DC

All residents must be 21 or older before their reservation start date. Be as firm policy and no exceptions are made.

Under 21? The Harvard Kennedy School has a great [housing guide](#) for DC

Fall 2019 and Spring 2020 Availability

Date	Women	Men
August 1	7 Vacancies	8 Vacancies
August 15	6 Vacancies	4 Vacancies
September 1	6 Vacancies	5 Vacancies
September 15	7 Vacancies	5 Vacancies
October 1	9 Vacancies	6 Vacancies

Your Username/Email will be the email you used to register/gain access to the ISH-DC application.

If you forgot which email you used, please email the Resident Manager who oversees admissions.

If you forgot your password, use the forgot password link under the password field or email the Resident Manager who oversees admissions.

4. Press “Accounts”

INTERNATIONAL STUDENT HOUSE
washington, d.c.

Nathaniel Thompson

Home Resident Application Extend or Shorten Reservation **Accounts**

Profile Summary Resident Housing Application Portal Home

Name Nathaniel Thompson

Mobile

Username/Email nathanielthompson@comcast.net

Classification New Applicants

Date	Women	Men
August 1	7 Vacancies	8 Vacancies
August 15	6 Vacancies	4 Vacancies
September 1	6 Vacancies	5 Vacancies
September 15	7 Vacancies	5 Vacancies
October 1	9 Vacancies	6 Vacancies
October 15	9 Vacancies	7 Vacancies
November 1	10 Vacancies	7 Vacancies
November 15	10 Vacancies	7 Vacancies
December 1	10 Vacancies	7 Vacancies
December 15	18 Vacancies	13 Vacancies
January 1	25 Vacancies	21 Vacancies
January 15	25 Vacancies	21 Vacancies
February 1	20 Vacancies	17 Vacancies

5. Review account(s)

INTERNATIONAL STUDENT HOUSE
washington, d.c.

Nathaniel Thompson

Home Resident Application Extend or Shorten Reservation **Accounts**

Accounts Menu

1 Account Summary 2 Account Details 3 Make a Payment

Account Summary (Step 1 of 3)

Account	Account Balance
Room & Board	\$1,189.72 Dr
Totals:	\$1,189.72

[View Details](#)

Housing Portal - © StarRez Inc. 2019

6. Press “View Details” button to see all transactions under account names

The screenshot shows a web browser window with the URL <https://ishdc.starrezhousing.com/StarRezPortal/Modules/Account/AccountSummary.aspx?Params=L9ezxPcQnQv2lpXY6i...>. The page header includes the logo for International Student House, Washington, D.C., and the user name Nathaniel Thompson.

The navigation menu includes: Home, Resident Application, Extend or Shorten Reservation, and **Accounts**.

The Accounts Menu shows a progress bar with three steps: 1. Account Summary (highlighted), 2. Account Details, and 3. Make a Payment.

The Account Summary section is titled "Account Summary" and is labeled as "(Step 1 of 3)". It contains a table with the following data:

Account	Account Balance
Room & Board	\$1,189.72 Dr
Totals:	\$1,189.72

Below the table is a button labeled "View Details".

The footer of the page reads: Housing Portal - © StarRez Inc. 2019

7. Review transactions

StarRezPortal - Account Details

https://ishdc.starrezhousing.com/StarRezPortal/Modules/Account/AccountDetail.aspx?Params=L9ezxPcQnQv2lpXY6iXXo...

Home Resident Application Extend or Shorten Reservation **Accounts**

Accounts Menu

1 Account Summary 2 Account Details 3 Make a Payment

Account Details (Step 2 of 3)

Account View:
Room & Board

Date	Account	Description	Amount
5/28/2019 12:00:24 AM	Room & Board	Jun charge for room MP52A for 30 night(s) @ \$1,304.00/p/Month	\$1,304.00 Dr
6/1/2019 12:33:12 PM	Room & Board	Month Charge Reversal - Room MP57A, BookingID 1288	\$1,304.00 Cr
6/1/2019 12:33:12 PM	Room & Board	Jun charge for room MP57A for 30 night(s) @ \$1,472.00/p/Month	\$1,472.00 Dr
6/2/2019 5:23:21 PM	Room & Board	June R&B & First Payment (Elizabeth Thompson, CC)	\$1,472.00 Cr
6/13/2019 11:47:13 AM	Room & Board	Jul charge for room MP57A for 31 night(s) @ \$1,472.00/p/Month	\$1,472.00 Dr
7/2/2019 7:32:38 PM	Room & Board	R&B July (Nathaniel Thompson, CC)	\$1,472.00 Cr
7/12/2019 12:00:09 AM	Room & Board	Aug charge for room MP57A for 14 night(s) @ \$1,472.00/p/Month	\$664.72 Dr
7/21/2019 12:05:00 AM	Room & Board	7 @ \$75 (7/21/19 to 7/28/19)	\$525.00 Dr

8. Press “3 Make A Payment”

The screenshot shows a web browser window with the URL <https://ishdc.starrezhousing.com/StarRezPortal/Modules/Account/AccountDetail.aspx?Params=L9ezxPcQnQv2lpXY6iXXo...>. The page has a navigation bar with 'Home', 'Resident Application', 'Extend or Shorten Reservation', and 'Accounts'. Below this is an 'Accounts Menu' with three steps: '1 Account Summary', '2 Account Details', and '3 Make a Payment'. Step 3 is highlighted in blue. The main content area is titled 'Account Details (Step 2 of 3)' and includes an 'Account View:' dropdown menu set to 'Room & Board'. Below the dropdown is a table with columns: Date, Account, Description, and Amount.

Date	Account	Description	Amount
5/28/2019 12:00:24 AM	Room & Board	Jun charge for room MP52A for 30 night(s) @ \$1,304.00/p/Month	\$1,304.00 Dr
6/1/2019 12:33:12 PM	Room & Board	Month Charge Reversal - Room MP57A, BookingID 1288	\$1,304.00 Cr
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7/21/2019 12:05:00 AM	Room & Board	7 @ \$75 (7/21/19 to 7/28/19)	\$525.00 Dr

9. Under accounts to pay, select “Payment Break Up”

The screenshot shows a web browser window with the URL <https://ishdc.starrezhousing.com/StarRezPortal/Modules/Account/AccountAddPaymentRedirect.aspx?Params=L9ezxPcQ...>. The page header includes the text "INTERNATIONAL STUDENT HOUSE" and "washington, d.c." with a logo, and the user name "Nathaniel Thompson".

A navigation bar contains links for "Home", "Resident Application", "Extend or Shorten Reservation", and "Accounts". Below this is an "Accounts Menu" with a progress indicator showing three steps: "1 Account Summary", "2 Account Details", and "3 Make a Payment" (which is highlighted with a yellow circle and an upward arrow).

The main content area is titled "Make a Payment" and is labeled as "(Step 3 of 3)". It features a dropdown menu for "Account to Pay:" with the following options: "(Full Account)", "(Payment Break-Up)", and "Room & Board". The "(Payment Break-Up)" option is currently selected and highlighted in blue. To the right of the dropdown, the text "Balance: \$1,189.72" is displayed.

Below the dropdown menu is a "Pay Now" button. At the bottom of the page, the footer text reads "Housing Portal - © StarRez Inc. 2019".

10. Enter payment amount for each account & press “Pay Now”

INTERNATIONAL STUDENT HOUSE
Washington, D.C.

Home Resident Application Extend or Shorten Reservation **Accounts**

Accounts Menu

1 Account Summary 2 Account Details 3 Make a Payment

Make a Payment

Account to Pay:
(Payment Break-Up) Balance: \$1,189.72

Payment Amount (\$)

Account	Outstanding	Amount
Room & Board	1,189.72	1189.72
Total Amount	1,189.72	1189.7

Pay Now

In this example, there is only one account shown but there can be multiple accounts (Room and Board, Linen Fee, Resident Service Fee, Lost Key, etc.)

11. Enter card information and press “Pay Now” button on bottom of page (not pictured)

Online Payment Portal - Internet > Payment Portal > Payment Portal

← → ↻ 🏠 🔒 https://secure.authorize.net/gateway/transact.dll ☆ 🌐 🔄 📄 📱 🗂

Order Information * Required Fields

Invoice Number: 4139

Description:

Total: \$1189.72 (USD)

Payment Information

Card Number: ⓘ * (enter number without spaces or dashes)

Expiration Date: * (mmyy)

Card Code: * [What's this?](#)

Billing Information

Customer ID:

First Name: * Last Name: *

Company:

Address: *

City: *

State/Province: * Zip/Postal Code: *

Country: *

Email: *

Done- thank you for your payment

- Once redirected back to the housing portal, your payment is complete and posted to your account.
- If you have any questions contact ISH-DC's Staff Accountant or Resident Manager who oversees admissions.