

**Regency[®]
Centers.**

INTRODUCING: VERSAPAY

Regency's Tenant Payment Platform

Last updated December 2021



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GETTING STARTED

Step 1:

Sign-In to VersaPay by visiting tenants.regencycenters.com!
Or, if visiting for the first time, expand 'Need help signing in?' to Register or Reset your Password.

Step 2:

If registering,
Check your inbox for a verification email.

Step 3:

Next steps will require you to setup two-factor authentication for your security protection. Then, you will be all set to enjoy the benefits of VersaPay!

Regency Centers.

Sign In

Email

Password

Remember me

Sign In

Need help signing in?

Regency Centers.

Verification email sent

We just sent a verification email to Ckendall@regencycenters.com. Please check your email and verify your account to continue.

Back to Sign In

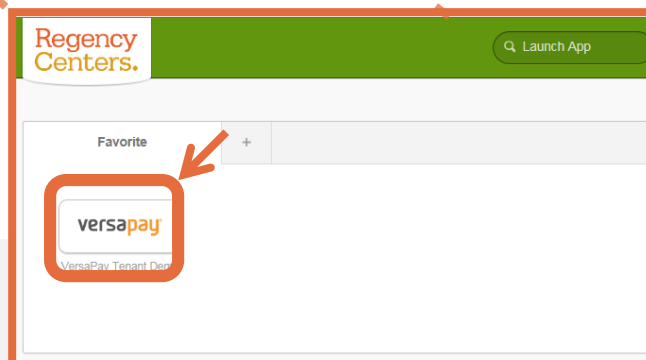
Regency Centers.

Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

SMS Authentication
Enter a single-use code sent to your mobile phone.
Setup

Voice Call Authentication
Use a phone to authenticate by following voice instructions.
Setup



When Signing in, you will be brought to a screen like this. Click the VersaPay token to launch the App.

From: Okta <noreply@okta.com>
Date: June 5, 2020 at 8:51:01 AM EDT
To: Clarakendall3+Test6@gmail.com
Subject: Welcome to Okta!

Regency Centers. + okta

Welcome to Regency's web application for VersaPay!

You will receive the email from noreply@okta.com.

MANAGE YOUR ACCOUNT BALANCE

View Invoices

Once logged in, you will land here on the Invoice tab!

Various Filters are available to help you narrow down search results and navigate to what's Open to pay as well as to help you reconcile historically paid billing records.

If ready to make a payment, select one or more billing records and proceed with the option to Pay.

To view Invoice Detail, simply click on the Invoice # or anywhere on the billing record.

Billing records may contain several line items (such as BASE, CAM, Tax and Insurance) as indicated by Bill Code 'Multiple' or just a single line item, such as Waste or Utilities (TNNT).

Regency Centers. youremail@domain.com

TENANT NAME (last login 4 minutes ago) Balance Due: **\$38,424.96**
Credits: (\$11,924.58)
Last Payment: \$742.90 on 06-08-2020

Invoices Payments Activities Documents

[Send a Comment](#) Ready to pay (1) [Sign Up for AutoPay](#)

Invoice # or PO #

Open Items What should I pay? Scheduled Payments More

Status: All **Open** Closed All Current Overdue Credit

Dates: All Invoice Date Due Date

Pay All Export

Pay Mark for Payment PDF

4 invoices, \$38,424.96 Owing / \$38,424.96 Total.
1 credit, (\$11,924.58) available / (\$11,924.58) Total.

<input type="checkbox"/>	Invoice #	Reference #	Autopay Invoice Type	Amount	Status	Invoice Date	Due Date	Balance
<input checked="" type="checkbox"/>	RD06425163	LEASE # 89432 TENANT # 64656 LEASE STAUS ACTIVE BILL CODE MULTIPLE	RECURRING	\$11,925.48	OVERDUE	04-01-2020	04-01-2020	\$11,925.48
<input type="checkbox"/>	RH06424580	LEASE # 89432 TENANT # 64656 LEASE STAUS ACTIVE BILL CODE TNNT	NON-RECURRING	\$2,401.76	OVERDUE	03-20-2020	04-19-2020	\$2,401.76
<input type="checkbox"/>	RD06446762	LEASE # 89432 TENANT # 64656 LEASE STAUS ACTIVE BILL CODE MULTIPLE	RECURRING	\$11,925.48	OVERDUE	05-01-2020	05-01-2020	\$11,925.48
<input type="checkbox"/>	<input checked="" type="checkbox"/>	RD06492498	LEASE # 89432 TENANT # 64656 LEASE STAUS ACTIVE BILL CODE MULTIPLE	RECURRING	\$12,172.24	OVERDUE	07-01-2020	\$12,172.24

60

Various fields are organized to help you make sense of the billing records such as the amount originally billed, the balance remaining open, invoice and date due, etc.

You may click on these headers to help sort things like Due Date, chronologically, or Balance, by greatest to least.

MANAGE YOUR ACCOUNT BALANCE

View Invoice Detail

You're still here! However, by clicking on the invoice record you were brought to this screen which displays the invoice detail.

Proceed with payment by selecting Pay Now.

The detail of your charges will be shown here.

Have questions?

Open a dispute or begin dialogue with your Property Manager by leaving a comment here.

When your Property Manager has had a chance to review your inquiry, you will receive an email notifying you once they have responded.

Invoices Payments Activities

TENANT NAME #RT06008580 Balance: \$808.91

Amount: \$808.91 Invoice Date: 10/11/2018 Due Date: 10/11/2018 Status: **Overdue**

Regency Centers. Return Address: REGENCY CENTERS, 2700 N. MILITARY TRAIL, SUITE 380, BOCA RATON, FL 33431

Invoice

Invoice Date:	10/11/2018
Invoice Due Date:	10/11/2018
Invoice Number:	RT06008580
Shopping Center:	Aventura Shopping Center
Tenant #:	89432
Lease #:	64656
Lease Expiration:	02/29/2028

Tenant: TENANT NAME, TENANT MAILING ADDRESS, CITY, STATE, POSTAL CODE

Make Check: Aventura Shopping Center
Payable To: c/o Regency Centers LP, P.O. Box 532937, Atlanta, GA 30353-2937

Payments are due on the 1st day of the month. Late Fees will be assessed according to your lease.

Amount Enclosed: _____
If paying by check, please Reference your Tenant # on the check or return the top portion of this statement with your payment.

Paying Rent is Simple, Convenient and Electronic. Help us Eliminate Paper by Going Green. Manage your account Online by Signing Into VersaPay at <https://www.regencycenters.com/tenants> Today!

Item #	Description	Charge	Sales Tax	Total Due
001	Late Fees	\$808.91	\$0.00	\$808.91

Based on a 0.0% Sales Tax Rate

AMOUNT DUE:

For Questions or Comments, please communicate with your Property Manager Jill Lachaise thru the VersaPay Portal, by phone at (561)630-2305 1973 or by emailing .

Recent Activity: Invoice published

Are you viewing a monthly balance that it makes sense to setup on AutoPay?

Click here to enroll in AutoPay!

Disputing a charge? Please make sure to check the box in the lower left-hand corner to distinguish a true dispute from other comments. This will help our team prioritize your inquiry. Also, it will keep the invoice from being paid if you are setup on AutoPay.

PAYMENTS

Make a Payment

By choosing to proceed with a payment, you arrived here!

If credits are available, you will be alerted again here in case you wish to add them prior to submitting payment!

Add your bank account to start making safe and secure Online Payments!

We also now offer the ability to pay by Credit Card (effective December 2021). Be aware however, if paying by Credit Card, a 3.5% convenience fee will be charged to cover the cost of bank processing fees. See more detail on this experience on the slide 10.

Sign Up for AutoPay!



TENANT NAME
(last login 10 minutes ago)

Balance Due: **\$70,124.98**
Credits: **\$10,300.08**
Last Payment: \$199.24 on 04-30-2019

Invoices **Payments** Activities

[Send a Comment](#) Ready to pay (1) [Sign Up for AutoPay](#)

You have other credits that are not in this list. [Add them now.](#)

 Add Bank Account  Add Card

Ready To Pay Total Payment: \$808.91

<input checked="" type="checkbox"/>	Invoice #	Amount	Owing	Payment	Balance	Note
<input checked="" type="checkbox"/>	RT06008580	\$808.91	\$808.91	\$808.91 Details	\$0.00	
			Total	\$808.91	\$0.00	

[Clear List](#) [Continue](#)

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Need to make changes to your payment amount, such as to short-pay or apply a credit? Edit your payment instructions here by expanding the 'Details'.

Once (1) a valid payment method has been added, and (2) the breakdown of your payment is input, this button will become available and allow you to submit payment. If the payment total exceeds the amount due, the button will remain disabled until the payment breakdown has been corrected.

PAYMENTS

Setup a Payment Method / Enroll in AutoPay

To setup a payment method, you were brought to this screen (Payment Methods) within your profile settings, above.

Below the banking information, you may opt to enroll in AutoPay.

Make sure to distinguish whether you would like All of your Invoices to be auto-paid or just Monthly Recurring Rent.

- Recurring is defined as the minimum rent billable per your lease (typically BASE, CAM, Tax and Insurance).
- Non-recurring relates to other billings that may be posted to your account from time to time, based on your lease's billing structure (ex: utilities, waste charges, late fees, etc.).

One or both may be chosen.

Additionally, there are options further below the Recurring/Non-recurring selections to instruct VersaPay how to treat credits.

As a reminder, Invoices can temporarily be stopped from being auto-paid by opening a dispute and engaging in dialogue with the PM. See Slide 7 for a reminder of those instructions.

You may update and make changes to your settings, such as to un-enroll from AutoPay, from this screen, at anytime.

The screenshot shows the 'Add a bank account' form with the following fields:

- Routing number: 123456789
- Account number: [Empty]
- Bank Account Type: [Dropdown]
- Account holder: REGENCY CENTERS COF
- Address Line 1: 123 Your Street
- Address Line 2: Apt. 2208
- City: [Empty]
- Province/State: [Dropdown]
- Postal/Zip: [Empty]

The 'Setup this account for AutoPay' section includes:

- Radio buttons for 'Yes' (selected) and 'No'.
- 'This account should be automatically debited:' with a dropdown menu set to 'On Due Date'.
- 'AutoPay should apply available credits:' with radio buttons for 'Yes' and 'No'.
- 'Only pay invoices with:' with radio buttons for 'RECURRING' (selected) and 'NON-RECURRING'.
- 'You have outstanding [] for this AutoPay.'
- 'Do you want AutoPay to pay these, or will you pay them manually?' with radio buttons for 'Let AutoPay pay these according to the specified criteria.' and 'I will pay these myself. AutoPay should pay my new invoices only.' (selected).
- A checkbox for 'I agree to the Pre-authorized Debit Agreement allowing Versapay to debit this account to pay invoices according to my instructions.'
- 'Add Bank Account' button.

Payments are sometimes rejected by the bank due to an incorrect combination of Routing and Account numbers. Despite the image, left, have tenant check with their bank to ensure they're using the correct Routing number. Banks often have an Electronic Routing number separate from the one listed on checks.

AutoPay Options	Description	Experience
On Receipt Date	Payment will pull the same night the invoice gets billed to the account providing an option to pay early, ahead of the first.	Works Well
On Due Date	Payment will draft on the 1 st , per the due date we list on our invoices.	Works Well
On a Specific Day	Select which day of the month you would like autopay to draft on between the 1 st and 10 th of the month, before the payment becomes late.	Works Well
On a Specific Day	Do not select a date after the 10 th as they will pull late and on the 25 th into the invoice month (rather than early, and the 25 th ahead of the 1 st).	Does Not Work Well

PAYMENTS

Setup a Payment Method / Credit Cards

To setup a payment method, you were brought to this screen (Payment Methods) within your profile settings, above.

Effective December 2021, Regency began offering tenants the ability to pay by Credit Card.

For Credit Card payments, we impose a convenience fee of 3.5% of the transaction amount to cover the cost of bank processing fees. This fee does not apply to payments made by any other permitted payment method. We offer our tenants the opportunity to pay rent by ACH, wire, check, debit and credit card.

We accept Visa, MasterCard and Discover credit card options. We do not accept Amex.

A variety of opportunities are displayed to be able to view and accept the 3.5% surcharge before proceeding with a payment. Those opportunities appear:

1. As a blurb on every invoice and statement
2. As a checkbox for acceptance, from the payment method setup screen
3. And again at the review payment screen

We offer our tenants the opportunity to pay rent by ACH, wire, check, debit card or credit card. For credit card payments paid via online, we impose a convenience fee of 3% on the transaction amount. This fee does not apply to payments made by any other permitted payment methods.

For Questions or Comments, please communicate with your Property Manager thru the Versapay Portal, by phone at or by emailing .

SUMMARY OF PAYMENT TO REGENCY CENTERS

Pay with: Visa **1111
Amount: \$16,388.23
Surcharges: \$491.65
TOTAL CHARGE
\$16,879.88

By completing your payment, you agree to the card surcharge

Cancel

Complete Payment

Regency
Centers

youremail@domain.com

TENANT NAME

(last login 34 minutes ago)

Balance Due: **\$19,122.79**

Credits: **(\$818.07)**

Last Payment: \$8,016.67 on 05-21-2019

Invoices

Payments

Activities

Documents

[Send a Comment](#)

[Ready to pay \(1\)](#)

[Sign Up for AutoPay](#)

My Profile

Company Profile

Payment Methods

My Notifications

Users

Exports

Add a card

Your card information will be securely stored in Versapay's vault to simplify making future payments.

* Card Number:

* CVV:

* Expires: 01 21

* Cardholder Name: John A. Appleseed

Card Nickname: John's Card

* Zip/Postal:



Flip your card over and look at the signature box. You should see either the entire 16-digit card number or just the last four digits, followed by a special 3-digit code. This 3-digit code is your Card Verification Value.

accepted.

* Setup this card for AutoPay Yes No

This account should be automatically debited:

AutoPay should apply available credits: Yes No

Only pay invoices with:

Autopay Invoice Type

By choosing "Yes" above, I instruct Versapay and its financial service providers on behalf of Regency Centers to automatically debit this card to pay invoices that satisfy the criteria I have specified according to the timing indicated.

I understand that AutoPay will pay invoices regardless of Invoice Approval Status.

I agree to allow Versapay and its financial service providers on behalf of Regency Centers to debit this card to pay invoices according to my instructions.

I understand that a surcharge of 3.5% will be added to payments made with a credit card.

Add Card

1

2

3

PAYMENTS

View Payment Transactions

Regency Centers. youremail@domain.com

TENANT NAME (last login less than a minute ago) **Balance Due: \$70,124.98**
Credits: \$10,300.08
Last Payment: \$199.24 on 04-30-2019

Invoices **Payments** **Activities** [Send a Comment](#) [Ready to pay \(1\)](#) [Sign Up for AutoPay](#)

Payment #, Invoice #

Status: **All** In Progress Paid Error Period: **Any Time** Last 7 days Last 31 days to [Export](#)

Date	Payment #	Invoice #	Reference #	Status	Method	Source	Amount
04-30-2019	VP1850	RD06150082		PAID		ERP	\$199.24
04-18-2019	VP1849	RD06150082		PAID			\$20,599.76

2 payments, (\$20,799) Total.

You are here!

Various Filters are available to help you narrow down search results and navigate historical records.

Payments generally do take two business days to complete, settle and transfer bank accounts. So, failed/returned payments are not likely to appear immediately, but after two business days.

Each record represents a payment transaction made against an Invoice as identified here and on the invoice tab by Invoice #. Click for details of where this payment spread to.

If a payment has been returned, you will see a Status of Reversal. Additionally, you can hover the status to reveal more detail such as NSF (non sufficient funds) or incorrect routing number. In the even payment is returned due to an incorrect routing number, you are encouraged to check with your bank; often, banks provide different routing numbers based on the region or method (electronic/check) of payment.

Payments will show as being made through VersaPay (Arc) or coming from an External Payment Source (ERP) such as a payment made by check.

Payment Amount

PAYMENTS

View Payment Detail

You are still here.

However, when clicking on a payment transaction you were brought to this page to view even more of the transaction details.

Various fields are available to help you understand more about the payment that was made.

More specifically, this section helps you understand which invoices the payment would have spread to and paid.

Additionally, if you were to click on the Invoice Number, you'd be taken back to the detail that made up that invoice.

Dashboard Tenants Invoices **Payments** Activities

AutoPay of \$6,636.76 from (2345) on 01-23-2020 Status **ERROR (DECLINED)**

SUMMARY OF PAYMENT

Paid With: (2345)
Amount: \$8,836.78

▫▫▫ **TOTAL CHARGE** ▫▫▫

\$6,636.76

Transaction Token:	4HM3JJ2GVXLS	Source:	ARC
Authorization Code:		Entered By:	
Customer:	TENANT NAME	Payment Date:	01-23-2020
References:			
Division:	Greenwood Shopping Centre		
Note:			

Transaction history

- ✓ Transaction created by YOUR CREDENTIALS HERE Thursday, January 23, 2020
- ⚠ Transfer \$6,636.76 from TENANT'S bank account to your bank account (1156) Friday, January 24, 2020




Invoices Paid

Division	Invoice Number	Reference	Status	Due Date	Amount Paid	Balance	Note
Greenwood Shopping Centre	RD06230634	80045058	OVERDUE	08-01-2019	\$6,636.76	\$6,636.76	

Attachments

This payment has no attachments

Recent Activity [See All](#) All Comments Other New Comment

-  Payment 16PMN5V66U3E of \$6,636.76 was made via AutoPay January 23
-  Payment of \$6,636.76 was returned because . January 23
-  Re: [Invoice RD06230634](#) - [TENANT \(64656\)](#)
Invoice was paid in full January 23

ACTIVITY

View Account Activity

Regency Centers. youremail@domain.com

TENANT NAME
(last login 23 minutes ago)

Balance Due: \$40,365.51
Last Payment: \$16,293.59 on 03-15-2019

Invoices **Payments** **Activities**






[Send a Comment](#) [Sign Up for AutoPay](#)

Activity Feed My Notifications

Search

Type: Re: Timeframe:

All Comments Other **All** Invoice Payment **All** On Or Before

	Re: <u>Invoice RD05794263</u> Invoice published	comment	June 19
	Re: <u>Invoice RD05770548</u> Invoice published	comment	June 19
	Re: <u>Invoice RD05757549</u> Credit Created	comment	June 19
	Re: <u>Invoice RD05749585</u> Invoice published	comment	June 19
	Re: <u>Invoice RD05744093</u> Invoice published	comment	June 19

You are now here!

Various Filters are available to help you narrow down search results and navigate through the activity that has occurred on your account.

From the Activity Feed you will be able to view when invoice and comment activity has occurred on the account, in addition to login activity and bank account setups.

My Notifications on the other hand will reveal a log of electronic notifications that would have been generated and sent to this account's email box.

SETTINGS

Explore Your Options

Explore the flexibility offered by your profile settings by accessing the drop-down menu located in the top-right of your screen just adjacent to your username.

From the main landing page, you have the ability to:

1. Configure Spanish or French Language Options

2. Password changes and changes to your contact information must be communicated/managed differently. Email contact information changes to your Property Manager and see the next page for instructions on how to change your password.

Contact Information must be managed differently and communicated to the Regency team due to the other systems reliant upon the same information. Updates attempted to be made here will be rewritten by those other system integrations with the contact information we have stored on file elsewhere unless communicated to the Regency team.

Tech teams do have plans to integrate a full Contact Management System in the future, making these processes more seamless and universally sharing the same contact information. In the meantime however, all contact information updates should be emailed to your Property Manager.

- View the contact information Regency shows on file for you, and
- Manage Print and Paperless Statement options
- Manage the payment methods you have setup
- Configure Notification Options
- View the Users setup to view/access your account
- Setup Invoice Approval workflows to manage various user approval limits
- Schedule AR ledgers to be delivered to your inbox automatically

Regency Centers. youremail@domain.com

TENANT NAME (last login less than a minute ago) Balance Due: **\$70,124.98**
Credits: **\$10,300.08**
Last Payment: \$199.24 on 04-30-2019

Invoices Payments Activities

Send a Comment Ready to pay (1) Sign Up for AutoPa

My Profile

- Company Profile
- Payment Methods
- My Notifications
- Users
- Invoice Approval
- Exports

User Profile

Email: youremail@domain.com

First name:

Last name:

Title:

Department:

Telephone:

Timezone: (GMT-05:00) Eastern Time (US & Canada) ▾

Change Password

• Current Pa

New pa

Repeat Pa

At least 8 characters
At least 1 lowercase letter
At least 1 uppercase letter
At least 1 number

SETTINGS

Manage Email Notifications

Regency Centers. youremail@domain.com

TENANT NAME
(last login less than a minute ago)

Balance Due: **\$40,365.51**
Last Payment: \$16,293.59 on 03-15-2019

Invoices Payments Activities [Send a Comment](#) [Sign Up for AutoPay](#)

- My Profile
- Company Profile
- Payment Methods
- My Notifications**
- Users
- Invoice Approval
- Exports

My Notifications

Select the events you want to receive notifications for

▼ Invoice (2)

Comment Added Notifies when someone makes a comment on an invoice Only notify for: All Properties	<input checked="" type="checkbox"/>
Dispute Closed Notifies when an invoice dispute is closed by a user	<input type="checkbox"/>
Dispute Closed With Payment Notifies when an invoice dispute is resolved because the invoice is paid in full.	<input type="checkbox"/>
Dispute Opened Notifies when an invoice dispute has been opened. Only notify for: All Properties	<input checked="" type="checkbox"/>
Invoice Not Delivered Notifies when an invoice could not be delivered to at least one customer user	<input type="checkbox"/>
No Longer Scheduled for Payment - Cancelled by User Notifies when a scheduled payment is cancelled by a user	<input type="checkbox"/>
No Longer Scheduled for Payment Due to Payment Rule Violation Notifies when an invoice that was scheduled for payment was not paid because the payment method is no longer eligible	<input type="checkbox"/>
Short Payment Notifies when a short payment is made against an invoice	<input type="checkbox"/>

► Payment Methods (6)
► Data Sync (0)

[Update Notifications](#)

You are still here within Profile Settings but now you're exploring your notification options.

Do you feel like you're receiving too many or too few notifications?

Update your notification settings here by checking and unchecking these boxes to receive only the emails you are interested in receiving.

Take notice, there are a few notification categories/areas you'll wish to expand to explore all available notifications types.

SETTINGS

Example of Email Notifications

If you are setup to receive email notifications, you will receive emails from VersaPay from 'no-reply@versapay.com'

View invoice detail or return a comment to your Property Manager by clicking the link in the email and logging into VersaPay to engage with your Property Manager.

From: Regency Centers <no-reply@versapay.com>
To: Kendall, Clara
Cc:
Subject: Statement for October 2019 from Regency Centers

Regency
Centers.

The following is a summary of your open Account Balance with Regency Centers as of October 25, 2019

[View Invoices](#)

For TENANT NAME (64656):

Current	1 - 30	31 - 60	61 - 90	91+	Balance
(\$1,077.19)	\$0.00	\$0.00	\$0.00	\$994.21	(\$82.98)

Last Payment Made On: 08/06/2019 for \$100,053.81

Open Invoices And Credits:

Invoice #	PO #	Type	Date	Due	Days	Balance
RN05439844	8802	Invoice	12/28/2016	12/28/2016	Overdue by 1031	\$375.87
RN05915616	8802	Invoice	06/15/2018	06/15/2018	Overdue by 497	\$325.00
RN06103246	8802	Invoice	02/04/2019	02/04/2019	Overdue by 263	\$293.34

We noticed you haven't yet visited our online invoicing and payment service, powered by Versapay ARC. We've already set up your account for you. Simply click on a link in any email from us and you'll enjoy the convenience of accessing all of your invoices and communicating with us at any time.

[Get Started Now](#)

This message was sent to you from [Versapay ARC](#)

From: regency2 <no-reply@versapay.com>
To: Kendall, Clara
Cc:
Subject: [username@domain.com](#) commented on Invoice #RN05966065

[External Sender] Caution using links/attachments

Regency
Centers.

[username@domain.com](#) commented on invoice #[RN05966065](#) at Oct 28, 2019 15:51:
"Why do I owe this - test"

[Login Now](#)

This message was sent to you from [Versapay ARC](#)

Versapay Corporation, 18 King Street E, Suite 1800, Toronto, ON M5C 1C4

[Contact Us](#) | [Privacy Policy](#)

Note: You may notice a support link at the bottom of the VersaPay webpage. By default, this link directs you to the VersaPay support team.



However, due to the unique nature of Regency-Tenant relationships, VersaPay's support team is not equipped to help with account related questions.

Thus, for questions or additional support, please contact your Property Manager.

If you need help locating your Property Manager, navigate to your Shopping Center's managing office here: <https://www.regencycenters.com/contact>.

If you're locked out of your account and need technical support above-and-beyond the help that is provided by the 'Forgot Password' link, please contact Regency's Information Technology Team at ITSupport@regencycenters.com.