



Tenant Portal Guide



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PURPOSE

The purpose of this document is to review the features associated with the Tenant Portal.



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Tenant Portal

The Tenant Portal allows real-time access to lease information via the internet. From the Tenant Portal, you can:

- Review and edit contact information.
- Create and manage services requests.
- View your rental details.
- Give notice.
- Communicate with the property management team.
- Review documents shared by the owner or property management company.

Logging into the Tenant Portal

You need an email address to access your personalized portal. Your email address is your username for logging into your account. Your property manager sends an email with login instructions.

A screenshot of the 'Resident Login' page. On the left, there's a 'Login Again' section with fields for 'Email Address' and 'Password', a 'Sign In' button, and links for 'Forgot your password?' and 'Don't have an Account? Sign up'. On the right, there's a large image of a modern apartment building with the text 'Resident Login' and 'Tenants may log in here to access their online account and submit service requests.' A 'Home' link is in the top right corner.

If you forget your password, use the **Forgot your password?** link to request a new password. You need to provide your first and last names and email. Enter the same email address that your property manager has on file.

A screenshot of the 'Forgot Password' form. It has a title 'Forgot Password' and a subtitle 'Request a new password'. Below are three input fields labeled 'First Name', 'Last Name', and 'Email'. At the bottom are 'Submit' and 'Cancel' buttons.



Signing up for Tenant Account

You can sign up for your Tenant Portal account at the property management company website.

From the Tenant Portal link, click the **Sign up** button.

Don't have an Account?

Signing up is easy, fast and secure.

Sign up

Fill out all the required fields and click the **Submit** button.

Note that the information you submit must match to the information on your lease file.

Signup

Signup to receive a login account

First Name	<input type="text"/>
Last Name	<input type="text"/>
Email	<input type="text"/>
Address	<input type="text"/>
Address 2	<input type="text"/>
City	<input type="text"/>
State/Province	<input type="text"/>
Zip/Postal Code	<input type="text"/>
Comments	<input type="text"/>

After you submit, you receive an email with login instructions from your property management team.



Login to your account to access your personalized data published by the property management team.

Propertyware

Home | [Help](#) | [Logout](#)

343 Sansome Ave,
San Francisco, CA 94104

[My Account](#) | [My Rentals](#) | [Maintenance](#) | [Documents](#) | [Renter's Insurance](#)

Welcome Adam Bishop

[New Service Request](#)

My Contact Information

[View Detail](#) | [Edit](#) | [Change Email/Password](#)

Home Phone	(408) 852-4452
Work Phone	(408) 558-9910
Mobile Phone	(408) 996-3737
Email	a.bishop@pw.com

My Open Service Requests

[View All](#)

SR #	Date Created	Action
2	05/20/2010	-- Choose --

Conversations

[New Conversation](#)

No Conversations

Your landlord's insurance policy doesn't cover your belongings. Even if the damage was caused by Mother Nature or your neighbor, your landlord isn't responsible for replacing your things.
[READ MORE ->>](#)

Can you replace everything in your apartment for \$200? That's about the annual cost of renter's insurance. Your flat screen television, clothes, dishes. The cost of your belongings adds up quickly.
[READ MORE ->>](#)

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HAS YOU COVERED

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Tenant Portal Navigation Tabs

The Tenant Portal has navigation tabs on the top as shown below. Click a tab to select it. The selected tab changes to white.



Your management company may change default title names for the tabs. For example, they may rename **My Rentals** to **Statements**. However, the function of the tabs remains the same.

- **My Account** — provides an overview of your profile including contact information and lets you make service requests and conversations.
- **My Rentals** — shows lease details for rentals.
- **Maintenance** — lists all your maintenance requests in a chronological order regardless of status.
- **Documents** — provides links to shared building, lease, or any other document posted by the management company.
- **Renter's Insurance** — contains information about your renter's insurance policy.

The following links are located in the upper right-hand corner of your portal and direct you to different locations.



- **Home** — directs you to the management team homepage.
- **Help** — takes you to help topics for the Tenant Portal.
- **Logout** — closes the session in the portal. Always log out at the end of every session to maintain the security of your account.

My Account

The **My Account** has the following buttons and sections:

- **Setup Payment Account buttons:** Setup a payment account.
- **New Service buttons:** Create new service requests.
- **Community Message:** Look at the management team message.
- **Summary:** View your lease information and make payments.
- **My Contact Information:** View and edit contact information and change password.
- **My Open Service Requests:** Review, cancel, and edit existing service requests.
- **Conversations:** Converse with your management team.
- **Renter's Insurance Advertisement:** If you haven't purchased rental insurance, you see an eRenter Plan advertisement.

Welcome Adam Bishop

[Setup Payment Account](#)
[New Service Request](#)

Community Message

The management office will be closed Monday, September 6th for Labor Day. Enjoy your holiday. If you have an emergency, please dial 415-555-1234.

Summary

Address	Unit	Last Payment Date	Deposit Held	Total Unpaid	Balance	Action
43555 Grimmer blvd	-		\$0.00	\$0.00	\$0.00	-- Choose -- -- Choose -- View Detail Make Payment

My Contact Information
[View Detail](#)
[Edit](#)
[Change Email/Password](#)

Home Phone (415) 555-5555

Work Phone

Mobile Phone

Email aabedi@propertyware.com


My Open Service Requests
[View All](#)

SR #	Date Created	Action
294	06/13/2011	-- Choose -- -- Choose -- View Detail Edit Cancel

Conversations
[New Conversation](#)

Adam Bishop
6/13/11 10:49:47 AM

[Ants Problem](#)
It looks like the ants are coming from the storage shed outside. 1 Comment(s)




Your landlord's insurance policy doesn't cover your belongings. Even if the damage was caused by Mother Nature or your neighbor, your landlord isn't responsible for replacing your things. [READ MORE >>>](#)

Can you replace everything in your apartment for \$200? That's about the annual cost of renter's insurance. Your flat screen television, clothes, dishes. The cost of your belongings adds up quickly. [READ MORE >>>](#)


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This option is available only if the management team has activated electronic payment. First you need to setup your payment account. The tenant portal can be set to accept automatic checking (E-Check) or credit card payments, or both. The payment methods depend upon how the management team has set up the electronic payment options for the lease.

Revised 6/24/11

<p>If you select the Credit Card payment method, you need to complete all of the fields.</p>	<div> <div> Payment Method <input type="radio"/> E-Check <input checked="" type="radio"/> Credit Card </div> <div> Card Number <input type="text"/> Card Verification <input type="text"/> Card Expiration <input type="text"/> 1 - January <input type="text"/> 2008 </div> </div> <div> Billing Information <input type="checkbox"/> Same as Contact Billing Address <input type="text"/> Address 2 <input type="text"/> City <input type="text"/> State/Province <input type="text"/> Zip/Postal Code <input type="text"/> Billing Email <input type="text"/> </div> <div> <input type="button" value="Save"/> <input type="button" value="Cancel"/> </div>
<p>Click the Save button.</p>	



Once the payment account has been setup, you can initiate a one-time payment.

Step	Action/Screen
<p>Choose the Make Payment option from the dropdown Action menu or click the Make Payment button from the My Account screen.</p>	
<p>Enter the payment amount and click the Next button.</p>	<div> <div> Payment Amount Rental 40 Cervantes Blvd Unit 1 - Active Balance \$6,225.00 Amount <input type="text"/> Convenience Fee A convenience fee of <input type="text"/> will be added to your payment. </div> <div> Payment Account Payment Method E-Check Bank Name Bank Of America Account Type Checking </div> <div> <input type="button" value="Next"/> <input type="button" value="Cancel"/> </div> </div> <p>Note: Enter the convenience fee associated with ePayment. The transaction may take 1-4 business days depending on the transaction type.</p>

<p>Confirm the payment amount and click the Confirm button to process the payment.</p>	<p>Please Confirm Your Payment</p> <p>Payment Confirmation</p> <table> <tr> <td>Rental</td> <td>40 Cervantes Blvd Unit 1 - Active</td> </tr> <tr> <td>Amount</td> <td>\$6,225.00</td> </tr> <tr> <td>Convenience Fee</td> <td>\$3.00</td> </tr> <tr> <td>Total Amount</td> <td>\$6,228.00</td> </tr> <tr> <td>Confirm Payment Amount</td> <td><input type="text"/></td> </tr> </table> <p>Payment Account</p> <table> <tr> <td>Payment Method</td> <td>E-Check</td> </tr> <tr> <td>Bank Name</td> <td>Bank Of America</td> </tr> <tr> <td>Account Number</td> <td>XXX4567</td> </tr> </table> <p>Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment.</p> <p> Click Confirm Only Once!</p> <p>Previous Confirm</p>	Rental	40 Cervantes Blvd Unit 1 - Active	Amount	\$6,225.00	Convenience Fee	\$3.00	Total Amount	\$6,228.00	Confirm Payment Amount	<input type="text"/>	Payment Method	E-Check	Bank Name	Bank Of America	Account Number	XXX4567
	Rental	40 Cervantes Blvd Unit 1 - Active															
Amount	\$6,225.00																
Convenience Fee	\$3.00																
Total Amount	\$6,228.00																
Confirm Payment Amount	<input type="text"/>																
Payment Method	E-Check																
Bank Name	Bank Of America																
Account Number	XXX4567																
<p>Note: To change the payment amount, click the Previous button. To prevent duplicate billing, click the Confirm button only once.</p>																	

Setting up Auto Payments

Auto payments allow you to set up an automatic monthly debit from your credit card or checking account. You can choose a start date for recurring payments. You can cancel the auto payment at any time.

Step	Action/Screen
From the My Account or My Rental screen, click the Make Payment button.	
Click the Schedule Auto Payment button.	


<p>Complete all required fields.</p>	<div> <p>My Rentals > Auto Payments > New</p> <p>Auto Payment Information</p> <p>Rental: 40 Cervantes Blvd Unit 1 - Active</p> <p>Amount: \$600.00 A convenience fee of \$3.00 will be added to your payment.</p> <p>Start Date: 3/1/2010</p> <p>End Date: (Leave blank to continue until Lease termination)</p> <p>Frequency: Monthly</p> <p>Pay Day: 1</p> <p>Description:</p> <p>Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment.</p> <p>Next Cancel</p> </div> <p>Note: The convenience fee is displayed under the Amount field.</p>
<p>Confirm the total amount to be paid each month and click the Save button.</p>	<div> <p>Please Confirm Your Auto Payment</p> <p>Confirm Auto Payment</p> <p>Rental: 40 Cervantes Blvd Unit 1 - Active</p> <p>Amount: \$600.00</p> <p>Convenience Fee: \$3.00</p> <p>Total Amount: \$603.00</p> <p>Confirm Total Amount: \$603.00</p> <p>Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment.</p> <p>Previous Save Cancel</p> </div>

Creating a New Service Request


Creating a service request is an easy way to inform the management team that maintenance is required. You can use this feature to report a maintenance request, choose a time for the repairs, and attach any document that may be relevant to the process.

Step	Action/Screen
From the My Account or Maintenance screen, click the New Service Request button.	<div><div>Welcome Tommy Bahama</div><div><div><div>New Service Request</div></div><div><div><div>My Contact Information</div><div><div>Home Phone</div><div>Work Phone</div><div>Mobile Phone</div><div>Emailjohn_kettles@yahoo.com</div></div><div><div>Conversations</div><div>No Conversations</div></div></div><div><div><div>View Detail</div><div>Edit</div></div><div><div>My Open Service Requests</div><div><div><div>SR #</div><div>Date Created</div><div>Action</div></div><div><div>1</div><div>02/15/2010</div><div><div></div></div></div></div><div><div><div>View All</div><div>New Conversation</div></div></div></div></div></div></div></div>

<p>Fill in all the relevant fields:</p> <p>Building/Unit: Displays your address.</p> <p>Specific Location: Enter the location within your building or unit.</p> <p>Description: Describe the issue.</p> <p>Requested By: Displays your name.</p> <p>Email Address: Shows your email.</p> <p>Primary Phone: Choose or edit the contact phone number.</p> <p>Preferred Time to Enter: Defaults to Anytime. You can also select a specific date and time.</p> <p>Attach Document: Browse your computer for relevant files and attach the file to the request.</p>	<div> Maintenance > Edit SR# 2 Save Cancel </div> <hr/> <div> Service Request Information </div> <div> SR # 2 </div> <div> * Building/Unit 491 27th Street </div> <div> * Specific Location Bathroom </div> <div> * Description Leaky faucet </div> <div> Requested By Adam Bishop </div> <div> * Primary Phone Home (408) 852-4452 Edit </div> <div> * Email Address a.bishop@pw.com Edit </div> <div> * Preferred Time to Enter <input type="radio"/> Anytime <input checked="" type="radio"/> Preferred Date: 05/24/2010 Time: 1 00 AM </div> <div> Attach Document Browse... </div> <div> Save Cancel </div>
<p>Click the Save button to save and notify the management company via email.</p>	<div> Save Cancel </div>


Important

If you leave a required field as blank, an error message is displayed. Correct the errors and click the **Save** button again.


You must correct the following errors:

- Preferred Time to Enter is required
- Description is required



Reviewing, Cancelling, and Editing Existing Service Requests

You can view your service requests in the **My Account** screen. You can also review, cancel, and edit the existing service requests. The **My Open Service Requests** portion of the **My Account** screen displays the SR # (service request number), the date the request is created, and provides an **Action** dropdown with options to review, edit, or cancel the transaction.

SR #	Date Created	Action
1	02/15/2010	<div>-- Choose -- View Detail Edit Cancel</div>

- **View Detail** option directs you to the **Maintenance** screen and lets you review the specifics of the service request.
- **Edit** allows you to edit the fields in the request.
- **Cancel** option cancels the request.

Viewing the Contact Information

You can view your contact information directly from the **My Account** screen. The contact information includes home, work, and mobile phones as well as the email address that is on file.

Click the **View Detail** link to view your contact information.

My Contact Information View Detail Edit	
Home Phone	555-1212
Work Phone	555-1212
Mobile Phone	555-1212
Email	tommy.bahama@pw.com

Home Phone	555-1212
Work Phone	555-1212
Mobile Phone	555-1212
Email	tommy.bahama@pw.com

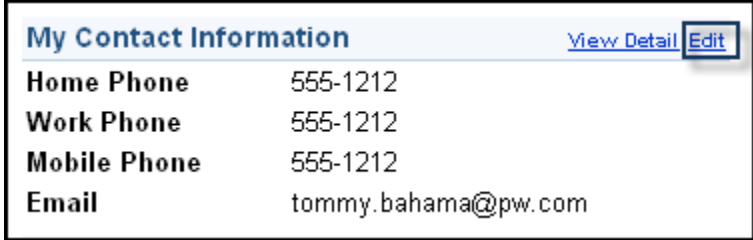
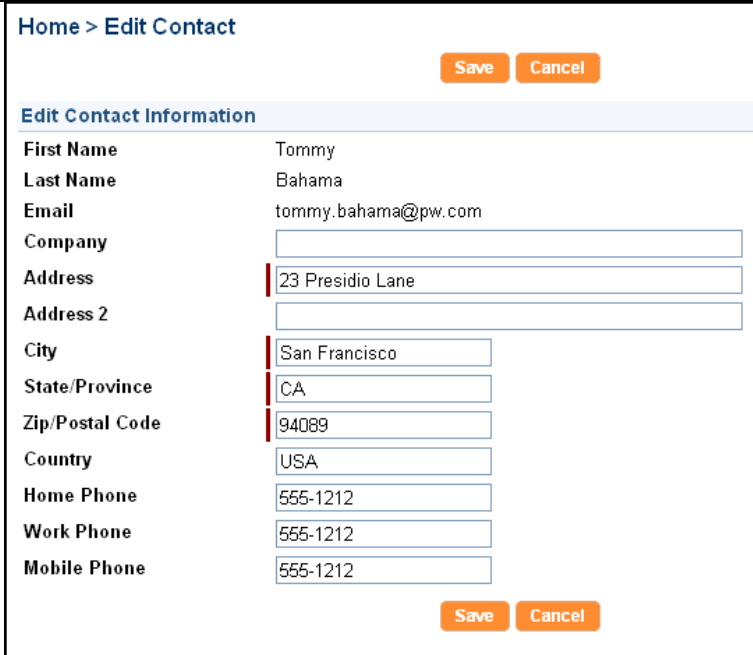

The following information is displayed:

- First name
- Last name
- Email
- Company
- Address
- Home Phone
- Work Phone
- Mobile Phone

Contact Information	
First Name	Tommy
Last Name	Bahama
Email	tommy.bahama@pw.com
Company	
Address	23 Presidio Lane
Address 2	
City	San Francisco
State/Province	CA
Zip/Postal Code	94089
Country	USA
Home Phone	555-1212
Work Phone	555-1212
Mobile Phone	555-1212

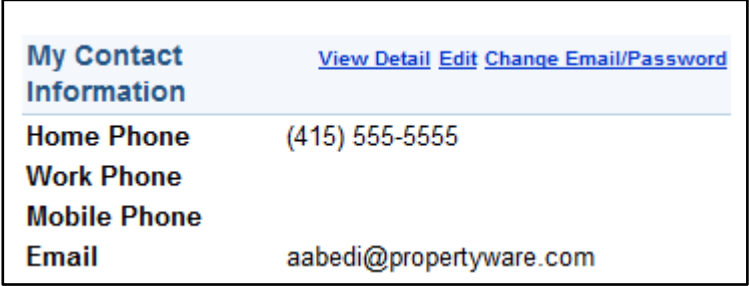
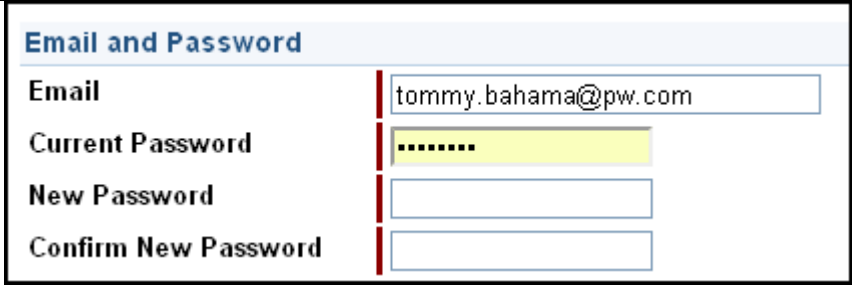

Editing the Contact Information

You can edit your contact information from the **My Account** screen.

Step	Action/Screen
From the My Account screen, click the Edit link.	
Update the relevant fields.	 <p>Note: The name cannot be changed. The email address can be changed but not from this view.</p>
Click the Save button.	

Changing the Email Address and Password

You can change the email address associated with your lease and password associated with the Tenant Portal from the **My Account** screen.

Step	Action/Screen
From the My Account screen, click the Change Email/Password link.	
Update the email address and password.	 <p>Note: The current password is automatically entered in its field.</p>
Click the Save button.	

Conversing with the Management Team

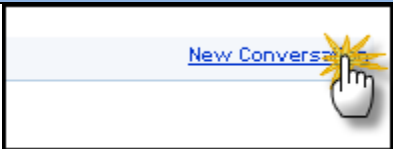

You or your management team can initiate conversations. All conversations are displayed at the bottom of the **My Accounts** screen.

Conversations New Conversation		
Tommy Bahama 3/1/10 4:5:42 PM	Rent Hi, Wanted to make sure you got my rent check.	1 Comment(s)

Both you and the management team are notified via email when a conversation is initiated. Conversations can be used to ask basic questions that fall outside the scope of a maintenance request. It provides you an easy way to communicate with your management team.

Starting New Conversations

Both you and your management team can start a new conversation. You can start a conversation from the **My Accounts** screen.

Step	Action/Screen
Click the New Conversation link.	
Complete all of the fields.	<div> <p>Lease > New Conversation</p> <p>Edit Comment</p> <p>Save Cancel</p> <p>Lease: 23 Presidio Lane - Active ▼</p> <p>Subject: <input type="text"/></p> <p>Description: <input type="text"/></p> <p>Save Cancel</p> </div> <p>The lease will automatically display. If the tenant has more than one lease, they can select the lease in question from the dropdown.</p>
Click the Save button.	

Continuing Existing Conversations

All existing conversations appear in the **Conversations** section of the **My Accounts** screen. Each time a comment is added, the recipient is notified via email. You can view the number of comments on your **Conversations**.

Conversations
[New Conversation](#)

John Kettles
3/1/10 4:14:20 PM

[Rent](#)
Hi Tommy, We did receive your rent. Please let me know if you have any additional questions. Mark

2 Comment(s)

Click the [Subject] link to launch the list of comments for review.

Conversations
[New Conversation](#)

John Kettles
3/1/10 4:14:20 PM

[Rent](#)
Hi Tommy, We did receive your rent. Please let me know if you have any additional questions. Mark

2 Comment(s)

The comments are listed in chronological order, starting with the original comment on top.

Conversation: Rent

Comments

Back
New Comment

Tommy Bahama
3/1/10 4:14:20 PM

Hi, I just wanted to make sure you received my March rent. Thanks, Tommy

John Kettles
3/1/10 4:16:28 PM

Hi Tommy, We did receive your rent. Please let me know if you have any additional questions. Mark

Back
New Comment

Click the **New Comment** button to reply.

Back
New Comment

Type your comment in the **Description** textbox and click the **Save** button to post the conversation.

Lease > New Comment

SaveCancel

New Comment

Description

SaveCancel



My Rentals

The **My Rentals** screen allows you to review the details of your lease(s). Each lease includes the following information:

- Address
- Unit (if applicable)
- Last Payment Date
- Deposit Held
- Total Unpaid
- Balance
- Action dropdown



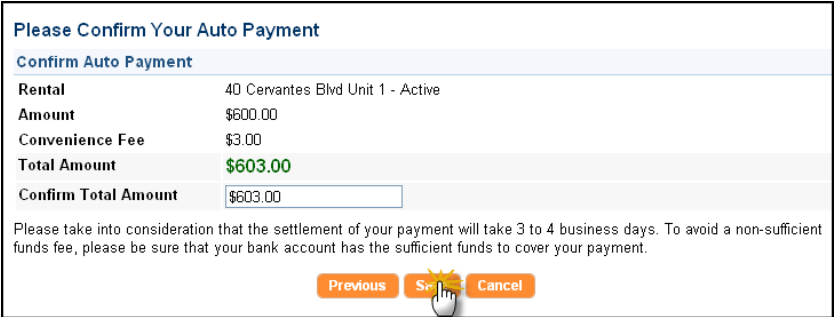
My Account	My Rentals	Maintenance	Documents	Renter's Insurance		
My Rentals						
Address	Unit	Last Payment Date	Deposit Held	Total Unpaid	Balance	Action
23 Presidio Lane	-	02/22/2010	\$1,500.00	\$750.00	\$750.00	<input type="text"/>

If the management team has enabled electronic payments, you can also manage electronic payments from the **My Rentals** screen.

My Rentals						
<div>Make Payment Payment Account Auto Payments</div>						
My Rentals						
Address	Unit	Last Payment Date	Deposit Held	Total Unpaid	Balance	Action
40 Cervantes Blvd Unit 1	Unit 1	12/16/2009	\$2,000.00	\$6,225.00	\$6,225.00	--- Choose ---

Setting up Auto Payments

You can also setup auto payments from the **My Rentals** screen.

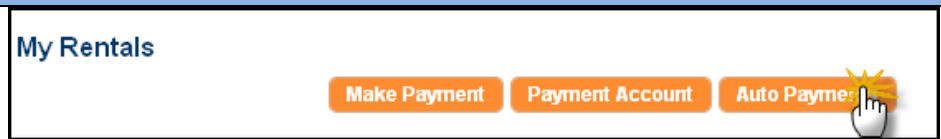
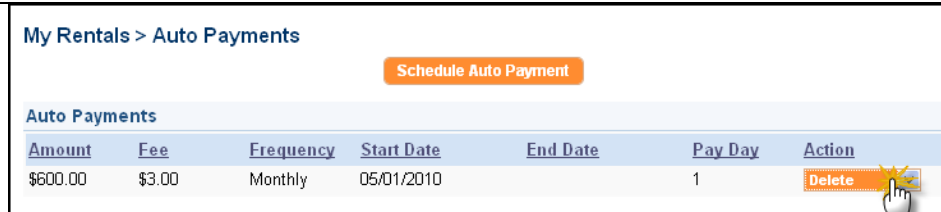
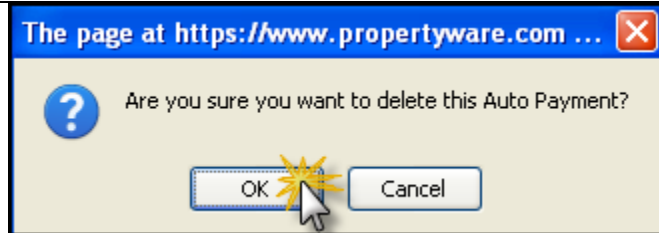
Step	Action/Screen
Click the Make Payment button.	
Click the Schedule Auto Payment button.	
Complete all required fields.	<div> <p>My Rentals > Auto Payments > New</p> <p>Auto Payment Information</p> <p>Rental: 40 Cervantes Blvd Unit 1 - Active</p> <p>Amount: \$600.00 A convenience fee of \$3.00 will be added to your payment.</p> <p>Start Date: 3/1/2010</p> <p>End Date: (Leave blank to continue until Lease termination)</p> <p>Frequency: Monthly</p> <p>Pay Day: 1</p> <p>Description:</p> <p>Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment.</p> <p>Next Cancel</p> </div> <p>Note: The convenience fee is displayed under the Amount field.</p>
Confirm the total amount to be paid each month and click the Save button.	

You are directed to the **My Rentals > Auto Payments** screen, confirming that the payment has been set for recurring.

My Rentals > Auto Payments							
Schedule Auto Payment							
Auto Payments							
Amount	Fee	Frequency	Start Date	End Date	Pay Day	Action	
\$600.00	\$3.00	Monthly	05/01/2010		1	-- Choose --	


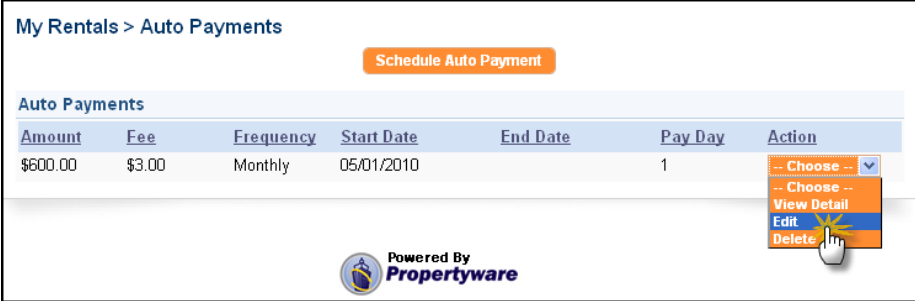
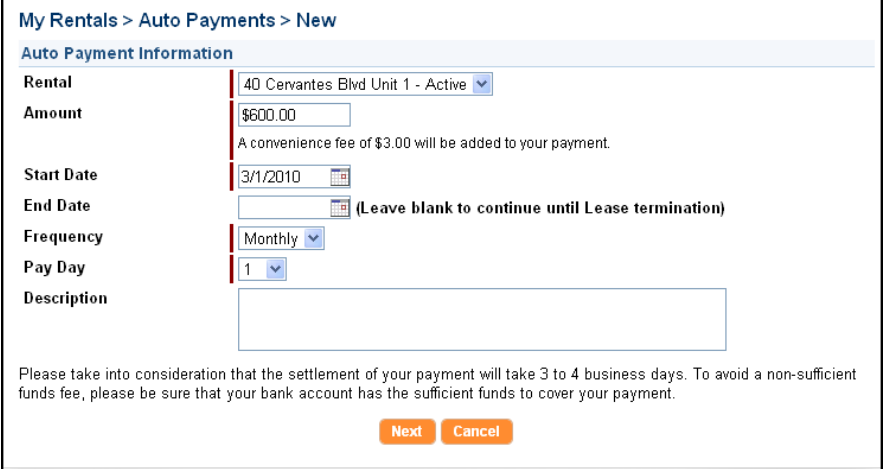
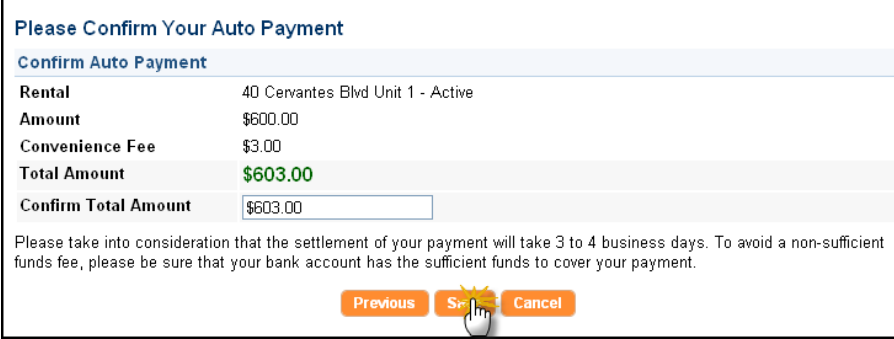
Deleting Auto Payments

You can delete your auto payments at any time.

Step	Action/Screen
From the My Rentals or My Account screen, click the Auto Payments button.	
Choose Delete from the Action dropdown.	
Click the OK button to confirm.	




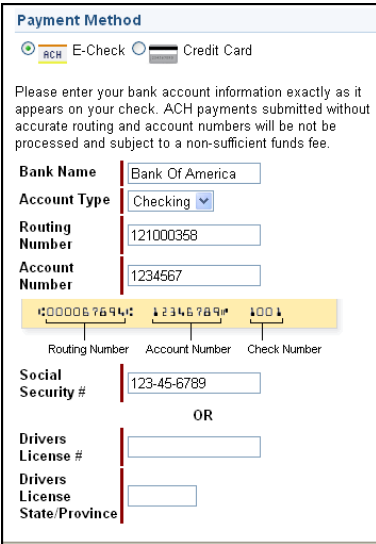
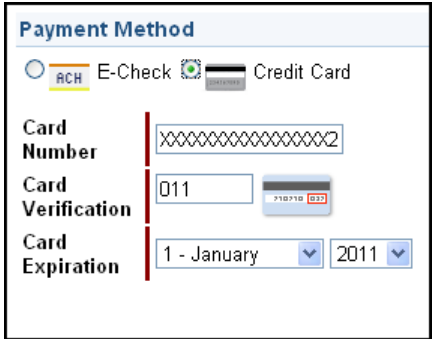
Editing Auto Payments

You can edit your auto payments at any time.

Step	Action/Screen
From the My Rentals or My Account screen, click the Auto Payments button.	
Click Edit from the Action dropdown.	
Fill out the required information.	
Confirm the total amount to be paid each month and click the Save button.	

Editing Payment Accounts

You can edit the account settings. You can edit credit card information for making payments or change your default payment option.

Step	Action/Screen
From the My Rentals screen, click the Payment Account button.	
Click the Edit Payment Account button.	
Select the radio button for the payment.	 <p>Note: The selected radio button drives the default payment account. All payments are drawn from that account moving forward.</p>
Edit the account details.	<div> <div> E-Check  </div> <div> Credit Card  </div> </div>

Viewing Lease Details

You can review your lease details from the **My Rentals** screen.

My Rentals > 23 Presidio Lane

1

Give Notice

Print

2

Rental Detail

Address	23 Presidio Lane in San Francisco, CA	Move In Date	02/16/2010
Unit	-	End Date	02/14/2011
Status	Active	Start Date	02/15/2010

3

Tenant Ledger

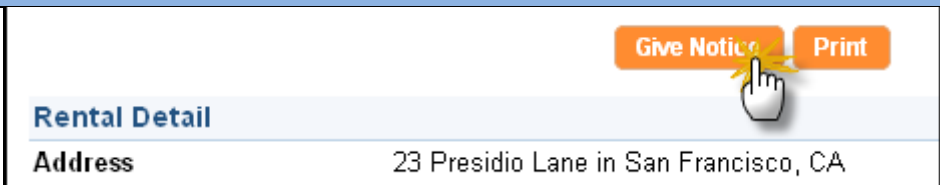
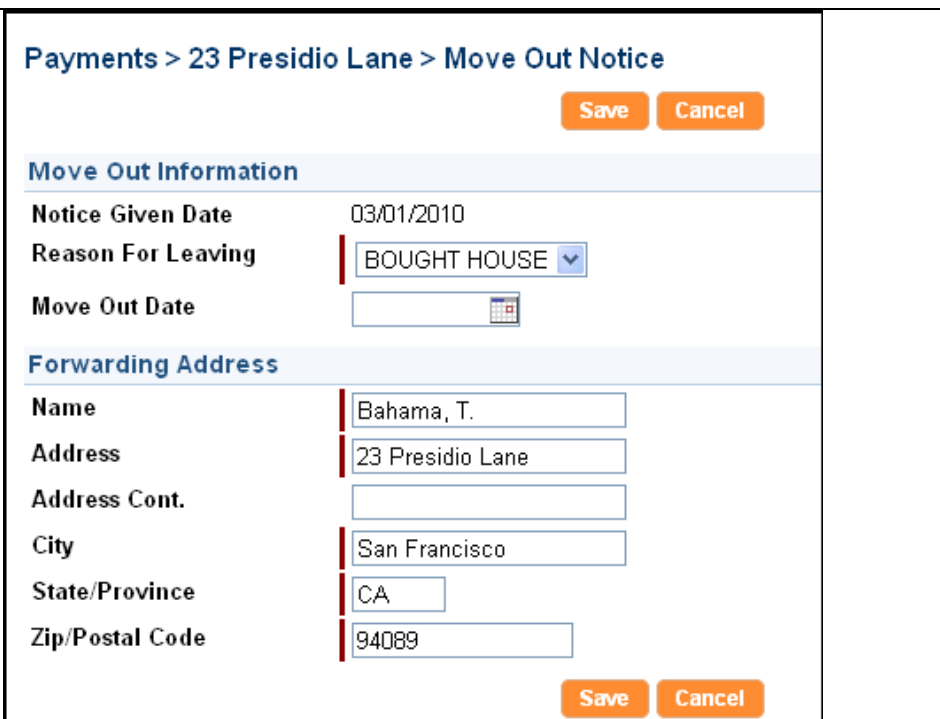

Total Unpaid	Deposit Held	Prepayments
\$750.00	\$1,500.00	\$0.00

Type	Date	Ref #	Comments	Amount	Balance
Rent	03/01/2010			\$2,000.00	\$2,000.00
Payment	02/22/2010	002		(\$35.00)	(\$0.00)
Late Fee (Manual)	02/22/2010	01	This a manual late fee since the earlier one was accidently credited	\$35.00	\$35.00
Payment	02/19/2010	948		(\$1,250.00)	(\$0.00)
Payment	02/16/2010	23		(\$2,428.57)	(\$0.00)
Security Deposit	02/16/2010			\$1,500.00	\$2,428.57
Rent	02/16/2010		Prorated for 13 days	\$928.57	\$928.57

1. The **Give Notice** button allows you to give notice that you are moving out. The notice is given in real time. The **Print** button allows you to print a paper copy of your ledger.
2. The **Rental Details** section includes the address, status, move in, and lease start and end dates.
3. The **Tenant Ledger** is not always available depending on how your management team has setup the portals. The ledger includes the details of payments and adjustments on the lease, including deposits.

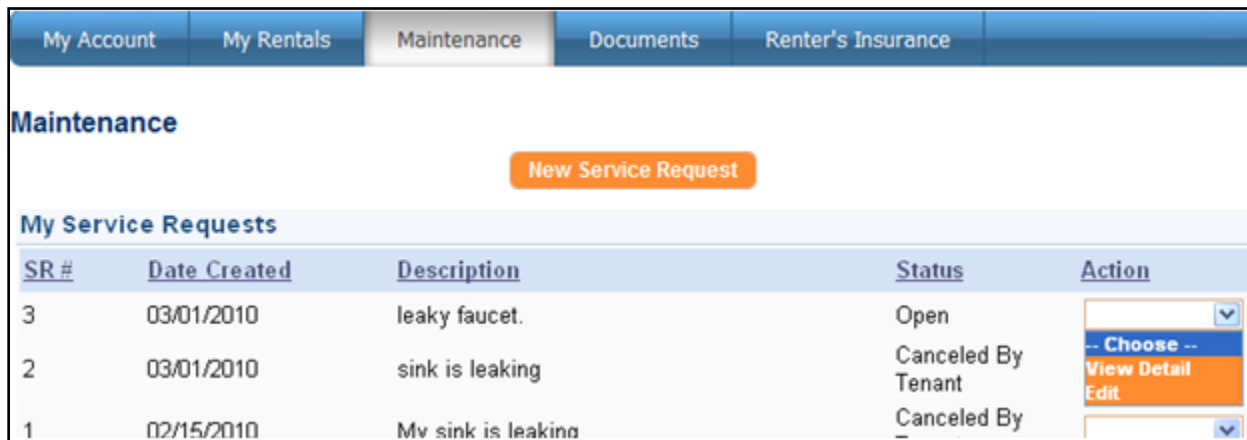
Giving Notice

The **Give Notice** button allows you to notify your management that you are moving out. This feature automatically notifies the management team that you have given a notice.

Step	Action/Screen
From the My Rentals screen, click the Give Notice button.	
Complete all relevant fields.	
Click the Save button.	

Maintenance

The **Maintenance** screen allows you to view both open and closed service requests, edit current requests, and open a new service request. The requests are listed in chronological order with the most recent requests at the top.

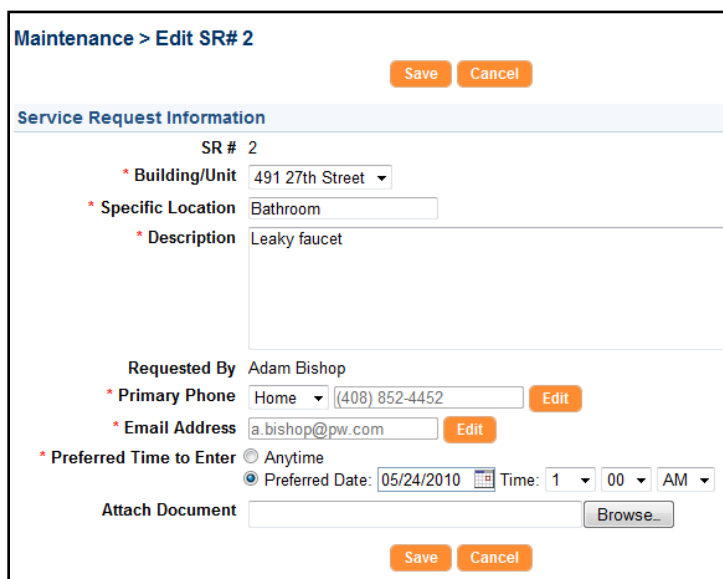


The screenshot shows the 'Maintenance' tab selected in the top navigation bar. Below the navigation bar is a 'New Service Request' button. The main section is titled 'My Service Requests' and contains a table with the following data:

SR #	Date Created	Description	Status	Action
3	03/01/2010	leaky faucet.	Open	Choose -- View Detail Edit
2	03/01/2010	sink is leaking	Canceled By Tenant	Choose -- View Detail Edit
1	02/15/2010	Mv sink is leaking	Canceled By	Choose -- View Detail Edit

The **Status** field displays open, closed, or cancelled requests. If you need more details, select **View Details** from the **Action** dropdown. The **Edit** button is available in the dropdown for **Open** requests.

To make changes to an existing service request, choose **Edit** from the **Action** dropdown.



The screenshot shows the 'Edit SR# 2' form. The form contains the following fields and options:

- SR #**: 2
- * Building/Unit**: 491 27th Street
- * Specific Location**: Bathroom
- * Description**: Leaky faucet
- Requested By**: Adam Bishop
- * Primary Phone**: Home (408) 852-4452
- * Email Address**: a.bishop@pw.com
- * Preferred Time to Enter**: Anytime (radio button selected)
- Preferred Date**: 05/24/2010
- Time**: 1:00 AM
- Attach Document**: Browse...

Buttons: Save, Cancel (top right), Save, Cancel (bottom right).

Click the **Save** button to update the changes you have made to the service request.



To open a new service request, click the **New Service Request** button. You need to fill out the required fields and describe your maintenance request. You can also browse your computer and attach a document or screenshot to the request.

Documents

Use the **Documents** tab to view building, lease, or other important documents shared by your management team.

When a new document is uploaded to the Tenant Portal, you receive an email notification. Click the **Documents** tab to see a link to the document along with its size, date uploaded, and the name of the person who uploaded the document. To open the document, click the link.

Building Documents

Documents

There are no Building documents available


Lease Documents

Documents

There are no Lease documents available

Other Documents

Documents

File Name	Size	Uploaded	Uploaded by
 System_Notes_JK.docx	438k	2/16/2010	jkettles



Note

You need the appropriate software installed on your computer to view the document.