

Owner Portal Guide

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PURPOSE

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

Table of Contents

Owner Portal	4
Logging to Your Portal	4
Signing up for Owner Account.....	5
Owner Portal Navigation Tabs	6
My Account	7
Viewing Alerts for Unpaid Bills and Work Orders	7
Updating Contact Information.....	8
Editing Payment Account Information	9
Changing Email and Password	9
Viewing and Deleting Conversations	10
Adding New Comments to Conversations	11
Creating New Conversations.....	12
Statements	13
Reports	15
Bills.....	Error! Bookmark not defined.
Maintenance	16
Documents	17

Owner Portal

Use your portal to access real-time information regarding your rental properties. The Owner Portal allows you to:

- View your statements and reports online.
- Communicate with the management team.
- View alerts for unpaid bills.
- Approve or reject work orders.
- Update contact information.
- Add a payment profile for electronic debits and credits.

Logging to Your Portal

You need an email address to access your portal. Your property manager sends an email with login instructions to the portal. Generally, your email address is the username.

Login Again

Email Address

Password

Sign In

Forgot your password?

Don't have an Account?
Signing up is easy, fast and secure.

Sign up

OWNER ONLINE ACCOUNT ACCESS

REAL-TIME VISIBILITY

If you lose or 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.

Signing up for Owner Account

Sign up for your Owner Portal account at the property management company website.
From the Owner 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. The information you submit must match to the information on your property management company 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"/>

Submit **Cancel**

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

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

My Account	Statements	Reports	Bills	Maintenance	Documents
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Welcome Matthew Alberts

My Alerts

You Have **2** Unpaid Bill(s)
You Have **6** Work Order(s) Pending Approval

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

Home Phone	866-793-6763
Work Phone	866-793-6763
Mobile Phone	866-793-6763
Email	asilverthorne@propertyware.com

Conversations [New Conversation](#)

Sina Shekou 3/17/09 7:45:27 AM	How does your statement look? Does it look correct this month?	1 Comment(s)
Sina Shekou 1/11/09 12:4:13 AM	I love this service!!!! Thank you! We love you too.	2 Comment(s)
Mrs. Margaret Ellis 1/10/09 11:57:19 PM	Work Order #10 they finally got it done thanks	3 Comment(s)
Mrs. Margaret Ellis 9/10/08 9:26:19 AM	Work Order #2 Thank you for taking care of this!	3 Comment(s)

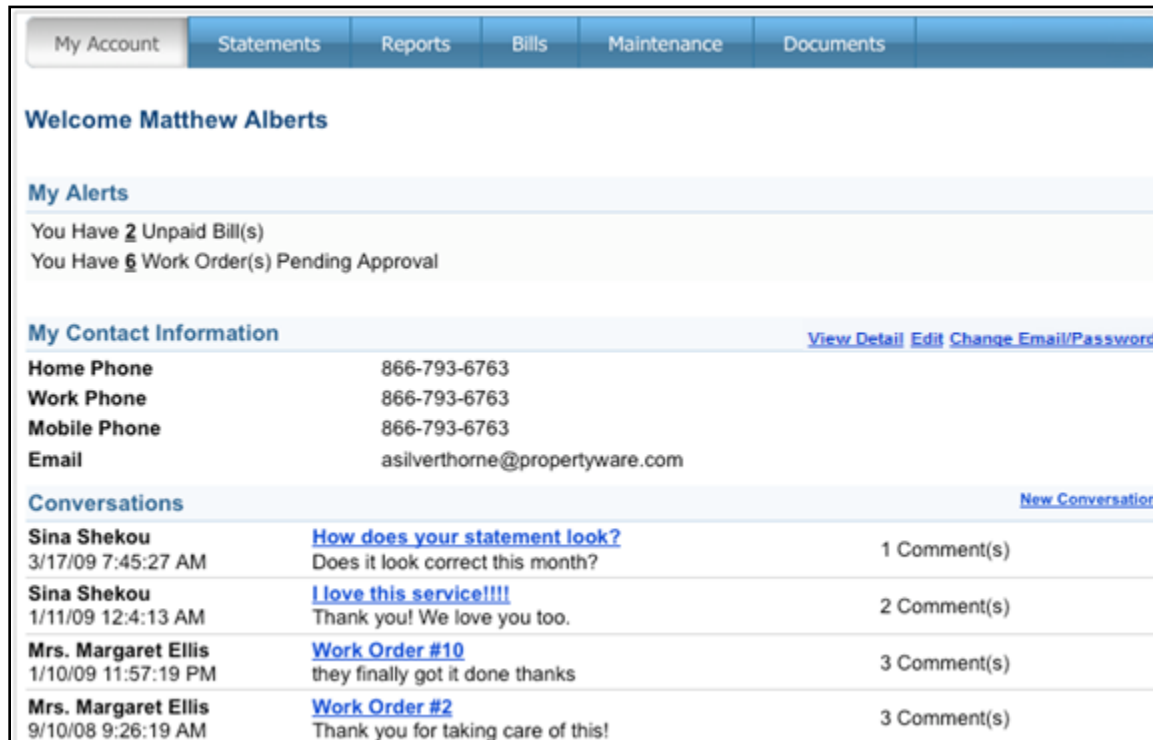
Owner Portal Navigation Tabs

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

My Account	Statements	Reports	Bills	Maintenance	Documents
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My Account

Use the **My Account** screen to view your contact information, alerts for unpaid bills and work orders waiting to be approved, and conversations with the property management team. The **My Account** screen is made up of three sections: **My Alerts**, **My Contact Information**, and **Conversations**.



My Account		
Welcome Matthew Alberts		
My Alerts		
You Have 2 Unpaid Bill(s)		
You Have 6 Work Order(s) Pending Approval		
My Contact Information		View Detail Edit Change Email/Password
Home Phone	866-793-6763	
Work Phone	866-793-6763	
Mobile Phone	866-793-6763	
Email	asilverthorne@propertyware.com	
Conversations		New Conversation
Sina Shekou 3/17/09 7:45:27 AM	How does your statement look? Does it look correct this month?	1 Comment(s)
Sina Shekou 1/11/09 12:4:13 AM	I love this service!!!! Thank you! We love you too.	2 Comment(s)
Mrs. Margaret Ellis 1/10/09 11:57:19 PM	Work Order #10 they finally got it done thanks	3 Comment(s)
Mrs. Margaret Ellis 9/10/08 9:26:19 AM	Work Order #2 Thank you for taking care of this!	3 Comment(s)

Viewing Alerts for Unpaid Bills and Work Orders

The **My Alerts** section shows links to unpaid bills and work orders waiting your approval. Click a number link to go directly to the **Bills** or **Maintenance** screen.



My Alerts

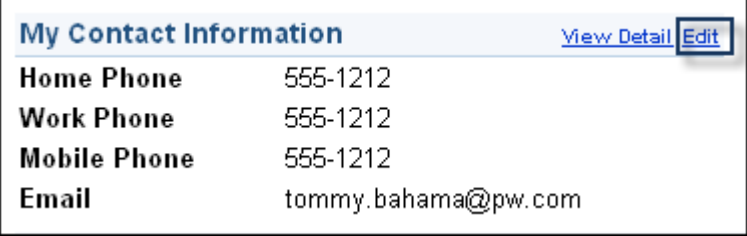
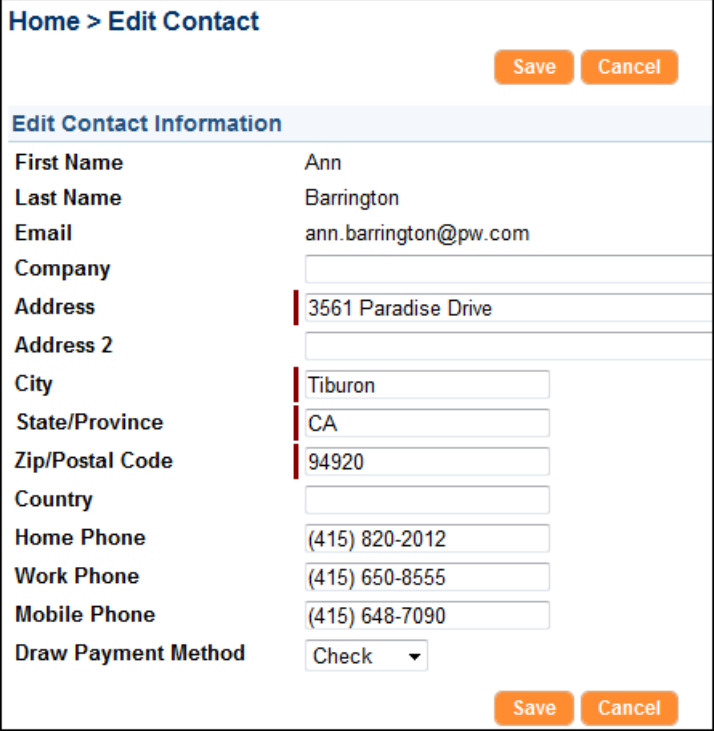

You Have **2** Unpaid Bill(s)

You Have **6** Work Order(s) Pending Approval

If there are no alerts, **My Alerts** displays **No Unpaid Bills** and **No Work Orders Pending Approval**.

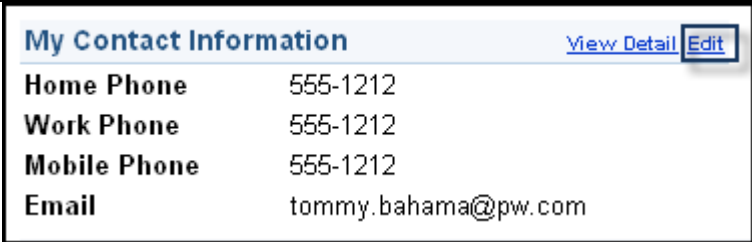
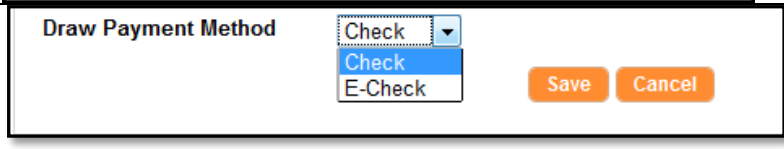

Updating Contact Information

The **My Contact Information** section displays your contact information. You can use the **Edit** link to update your contact information.

Step	Action/Screen
<p>From the My Account screen, click the Edit link.</p>	 <p>The screenshot shows the 'My Contact Information' section with the following details:</p> <ul style="list-style-type: none"> Home Phone: 555-1212 Work Phone: 555-1212 Mobile Phone: 555-1212 Email: tommy.bahama@pw.com <p>There are links for 'View Detail' and 'Edit'.</p>
<p>Update the relevant fields. Choose the Draw Payment Method: Check or E-Check to setup the payment account.</p>	 <p>The screenshot shows the 'Home > Edit Contact' screen with the following fields:</p> <ul style="list-style-type: none"> First Name: Ann Last Name: Barrington Email: ann.barrington@pw.com Company: [Empty] Address: 3561 Paradise Drive Address 2: [Empty] City: Tiburon State/Province: CA Zip/Postal Code: 94920 Country: [Empty] Home Phone: (415) 820-2012 Work Phone: (415) 650-8555 Mobile Phone: (415) 648-7090 Draw Payment Method: Check (dropdown menu) <p>Buttons for 'Save' and 'Cancel' are visible at the top and bottom right.</p>
<p>Click the Save button.</p>	 <p>A close-up of the 'Save' and 'Cancel' buttons. A mouse cursor is clicking on the 'Save' button.</p>

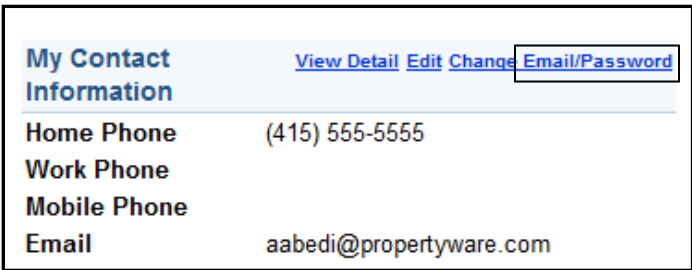
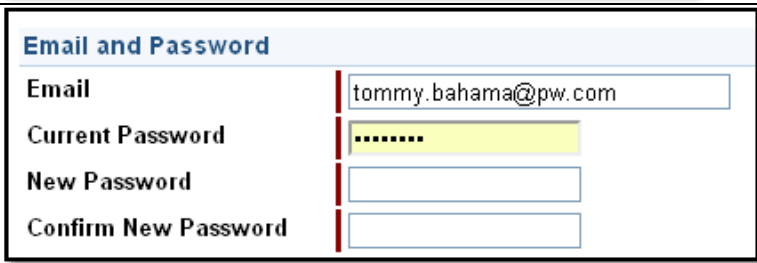
Editing Payment Account Information

Use the **Edit** link to change your payment method.

Step	Action/Screen
From the My Account screen, click the Edit link.	
Choose the Draw Payment Method : Check or E-Check.	
Click the Save button.	

Changing Email and Password

To change your email and password, click the **Change Email/Password** link.

Step	Action/Screen
From the My Contact Information section, click the Change Email/Password link.	
Update the email address and password. Enter your existing password in the Current Password field. To create a new password, enter it in both the New Password and Confirm New Password fields.	

Click the **Save** button.



Viewing and Deleting Conversations


Your Owner Portal allows you to view and initiate new conversations related to the management of your rentals. The **Conversations** section in **My Account** displays:

- Conversations between your property managers and tenants
- Your conversations with the property managers

Conversations		New Conversation
Sina Shekou 3/17/09 7:45:27 AM	How does your statement look? Does it look correct this month?	1 Comment(s)
Sina Shekou 1/11/09 12:4:13 AM	I love this service!!!! Thank you! We love you too.	2 Comment(s)
Mrs. Margaret Ellis 1/10/09 11:57:19 PM	Work Order #10 they finally got it done thanks	3 Comment(s)
Mrs. Margaret Ellis 9/10/08 9:26:19 AM	Work Order #2 Thank you for taking care of this!	3 Comment(s)

Subject Link

The **Conversations** section contains only active conversations. The column on the left displays the last person who has commented along with date and time the comment is posted. Click the subject link to view the list of comments.



Note

The conversations between your property manager and the tenant are in read-only mode. This means you can view the conversation but cannot participate.

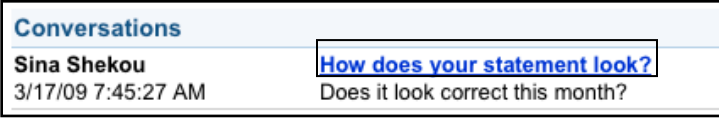
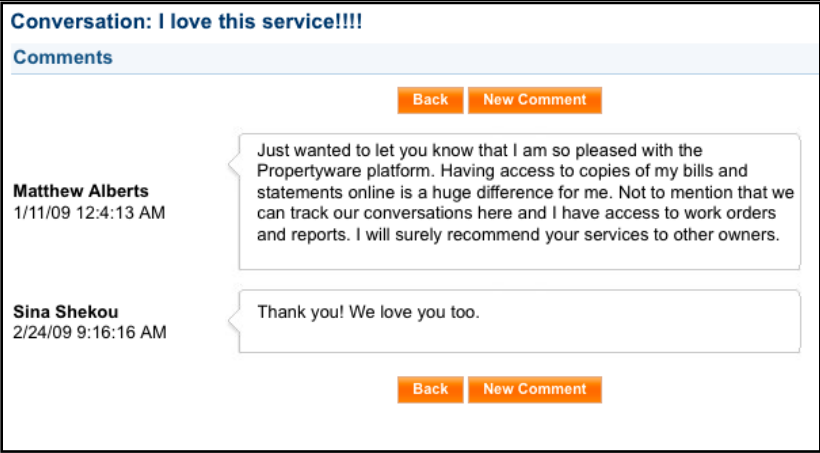

To delete a conversation from your account:

1. Move your mouse over the conversation. This brings up a **Close** link.
2. Click the **Close** link to delete the conversation.

Conversations		New Conversation
Aliya Abedi 6/23/11 4:4:39 PM	Reports Still waiting to hear about the report changes.	1 Comment(s) Close

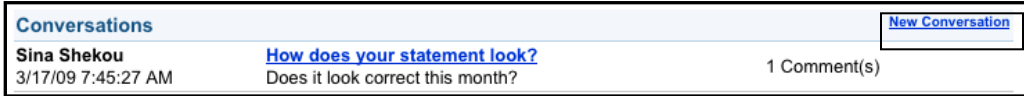
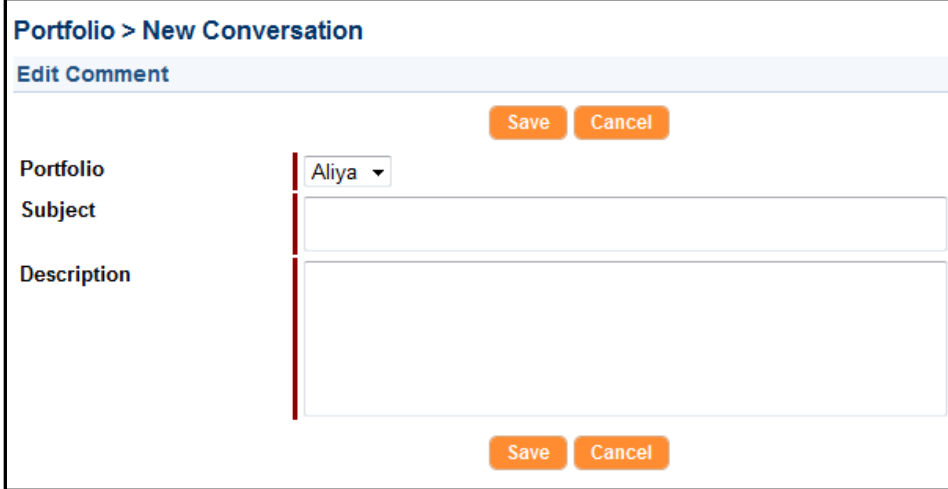

Adding New Comments to Conversations

To add a new comment to an existing conversation, perform the steps shown below:

Step	Action/Screen
Click the link which is the subject of the conversation to bring up the threaded comments in the conversation.	
Click the New Comment button to add a comment to the conversation.	
Click the Save button to post your comment.	

Creating New Conversations

Anytime a conversation is created or updated with a new comment, the participants are notified immediately via an email.

Step	Action/Screen
Click the New Conversation link.	 <p>The screenshot shows a list of conversations. At the top right is a 'New Conversation' button. Below it, a conversation by Sina Shekou is shown with the subject 'How does your statement look?' and the text 'Does it look correct this month?'. It has '1 Comment(s)'.</p>
Click the New Comment button to add a comment to the conversation.	 <p>The screenshot shows the 'Portfolio > New Conversation' form. It has an 'Edit Comment' header and 'Save' and 'Cancel' buttons. The 'Portfolio' dropdown is set to 'Aliya'. There are empty fields for 'Subject' and 'Description'.</p>
Click the Save button to post your comment.	 <p>A close-up of the 'Save' and 'Cancel' buttons. A mouse cursor is clicking on the 'Save' button.</p>

Statements

Use the **Statements** tab to view your statements, and all draws and contributions that have been made in and out of your portfolio. You can also make new contributions to your account.

My Account	Statements	Reports	Bills	Maintenance	Documents	
Statements						
Summary						
Address	Unit	Last Payment Date	Deposit Held	Total Unpaid	Balance	Action
40 Cervantes Blvd Unit 1	Unit 1	01/24/2011	\$2,000.00	\$19,725.00	\$19,725.00	-- Choose --
26891 La Alameda	UnitB	01/24/2011	\$0.00	\$0.00	\$0.00	-- Choose --
Draws and Contributions						
Portfolio	Date	Ref #	Type	Account	Amount	
Barrington	03/31/2011		Check	Owner Draw	\$6,090.00	
Barrington	02/28/2011		Check	Owner Draw	\$6,490.00	
Barrington	01/31/2011		Check	Owner Draw	\$6,090.00	
Barrington	12/31/2010		Check	Owner Draw	\$5,690.00	
<input type="button" value="New Contribution"/>						

Viewing Owner Statements

To view your owner statement, choose the **View** option from the **Action** dropdown menu.

Statements									
Portfolio	Date	Beg. Balance	Income	Expense	Mgmt Fee	End Balance	Port. Minimum	Due To Owner	Action
Barrington	06/01/2011 - 06/30/2011	\$10,550.00	\$0.00	\$0.00	\$0.00	\$10,550.00	\$250.00	\$9,900.00	<input type="button" value="-- Choose --"/> <input type="button" value="-- Choose --"/> <input type="button" value="View"/>

This step opens the Statement as a PDF  document.

Ann Barrington 3561 Paradise Drive Tiburon CA 94920		OWNER STATEMENT	
		Period Start Date	06/01/2011
		Period End Date	06/30/2011
Portfolio Summary			
Previous Balance			\$10,550.00
Ending Balance			\$10,550.00
Current Balance			\$10,550.00
Unpaid Bills			\$400.00
Effective Balance			\$10,150.00
Portfolio Minimum			\$250.00
		Month-To-Date	Year-To-Date
	Beginning Balance as of 06/01/2011		Balance
			\$10,550.00
Income			
Rent		\$0.00	\$30,900.00
Utilities		\$0.00	\$800.00
Total Income		\$0.00	\$31,500.00

If your computer does not have Adobe Acrobat installed, download it from <http://get.adobe.com/reader/>.

Reports

Use the **Reports** tab to view all reports regarding the management of your rental properties. All published reports use real-time data.

My Account	Statements	Reports	Bills	Maintenance	Documents
Reports					
Portfolio	Name	Description	Action		
Aliya	Unit Inventory	A list of all active units under management.	-- Choose --		
Aliya	Units - Vacant Unit Loss	A list of vacant units with a total of target rent.	-- Choose --		

Viewing Reports

To view a report, locate the report in the list of reports. Select the **View** option from the **Action** dropdown menu.

My Account	Statements	Reports	Bills	Maintenance	Documents
Reports					
Portfolio	Name	Description	Action		
Barrington	Units - Vacant Unit Loss	A list of vacant units with a total of target rent.	-- Choose --		
Barrington	Accts. Payable- Unpaid Bills	A list of all unpaid bills	-- Choose -- View		

Here is a sample of a published report:

Unit Inventory								
A list of all active units under management.								
Avg. Monthly Rent	Max. Monthly Rent	Min. Monthly Rent	Total Days Vacant	Total Monthly Rent	Total Target Rent			
\$1,200.00	\$1,200.00	\$1,200.00	0.0	\$1,200.00	\$1,200.00			
Portfolio Name	Building Name	Number Floors	Building Amenities	Unit Name	Type	Total Area	% of Building Sq Ft	Floor Number
Aliya	Bldg	1		Bldg	Business Office	1000.0	100.00%	1

Maintenance

Use the **Maintenance** tab to view all service requests submitted by tenants occupying your rentals, and work orders created by the management team. You can approve or reject a work order.

My Account		Statements		Reports		Bills		Maintenance		Documents	
Maintenance											
My Work Orders								Status:		<input type="button" value="Open"/> <input type="button" value="Approved"/>	
<u>WO #</u>	<u>Date Created</u>	<u>Location</u>	<u>Estimated / Actual Cost</u>	<u>Status</u>	<u>Approved</u>			<input type="button" value="All"/> <input type="button" value="Approved"/>		<input type="button" value="Open"/> <input type="button" value="Unapproved"/>	
2	05/20/2010	BARRINGTON 27TH	\$0.00 / \$0.00	Open	Yes			<input type="button" value="Closed"/> <input type="button" value="Unapproved"/>		<input type="button" value="Leaky faucet"/> <input type="button" value="-- Choose --"/>	
1	06/03/2011	BARRINGTON AZTEC	\$50.00 / \$0.00	Closed	No					<input type="button" value="-- Choose --"/>	
Show rows: 50 1 - 2 of 2											

Viewing Work Orders

All work orders created for your rentals are displayed on the **Maintenance** screen. Use the **Status** dropdown menus at the top of the screen to filter the list by open, closed, approved, or unapproved work orders. The footer options allow you to increase or decrease the number of items shown and navigate.

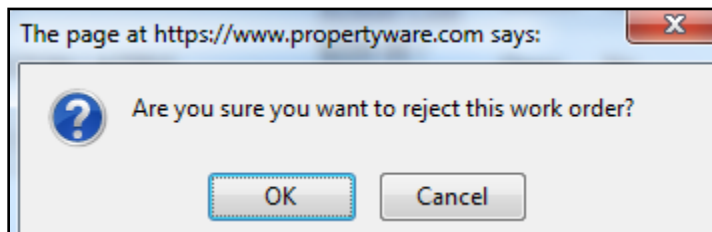
To view the detail of any work order, select the **View** option from the **Action** dropdown menu.

Approving or Rejecting a Work Order

You can reject or approve a work order in the **My Work Orders** list. Choose **Approve** or **Reject** from the **Action** column dropdown menu.

My Account		Statements		Reports		Bills		Maintenance		Documents	
Maintenance											
My Work Orders								Status:		<input type="button" value="All"/> <input type="button" value="Unapproved"/>	
<u>WO #</u>	<u>Date Created</u>	<u>Location</u>	<u>Estimated / Actual Cost</u>	<u>Status</u>	<u>Approved</u>	<u>Description</u>	<u>Action</u>				
1	06/03/2011	BARRINGTON AZTEC	\$50.00 / \$0.00	Closed	No					<input type="button" value="-- Choose --"/>	
4	06/24/2011	BARRINGTON AZTEC	\$220.00 / \$0.00	Open	No					<input type="button" value="-- Choose --"/>	
Show rows: 50 1 - 2 of 2											
										<input type="button" value="Approve"/> <input type="button" value="Reject"/>	


Click **OK** to confirm your action.



Once you take an action, the status of the work order is changed to **Closed**.

Documents

Use the **Documents** tab to open or download documents shared by your management company. When a new document is uploaded to the Owner Portal, you receive an email notification. Click the name of the document to open it.

My Account	Statements	Reports	Bills	Maintenance	Documents
Portfolio Documents					
Documents					
<u>File Name</u>		<u>Size</u>	<u>Uploaded</u>	<u>Uploaded by</u>	
 Sample Doc.pdf		2932k	12/14/2009	sshekou	
Lease Documents					
Documents					
There are no Lease documents available					
Other Documents					
Documents					
There are no other documents available					

You must have the appropriate software on your computer to view the document.