

Using the Mobile Tenant Portal

Information

This feature is only available if you are using the Portals premium add-on module. For more details, please contact your account representative.

Propertyware's Tenant Portal affords you real-time access to contact information, tenant ledger, online payments, service requests, and documents.

Accessing the Mobile Tenant Portal

Before signing on to the mobile portal, the tenant must sign on to his or her portal from a desktop computer to accept the terms and conditions of use.

Tenants can sign on to the Mobile Tenant Portal from the same URL you use to sign on from the desktop version. Follow these steps to sign on:

1. Go to the **Sign-on** page for your tenant portal.
2. Enter your e-mail address and password in the designated fields, and then click **Sign In**.
3. The web site recognizes that a mobile device is being used and takes you to the mobile-optimized **My Account** page of the tenant portal.



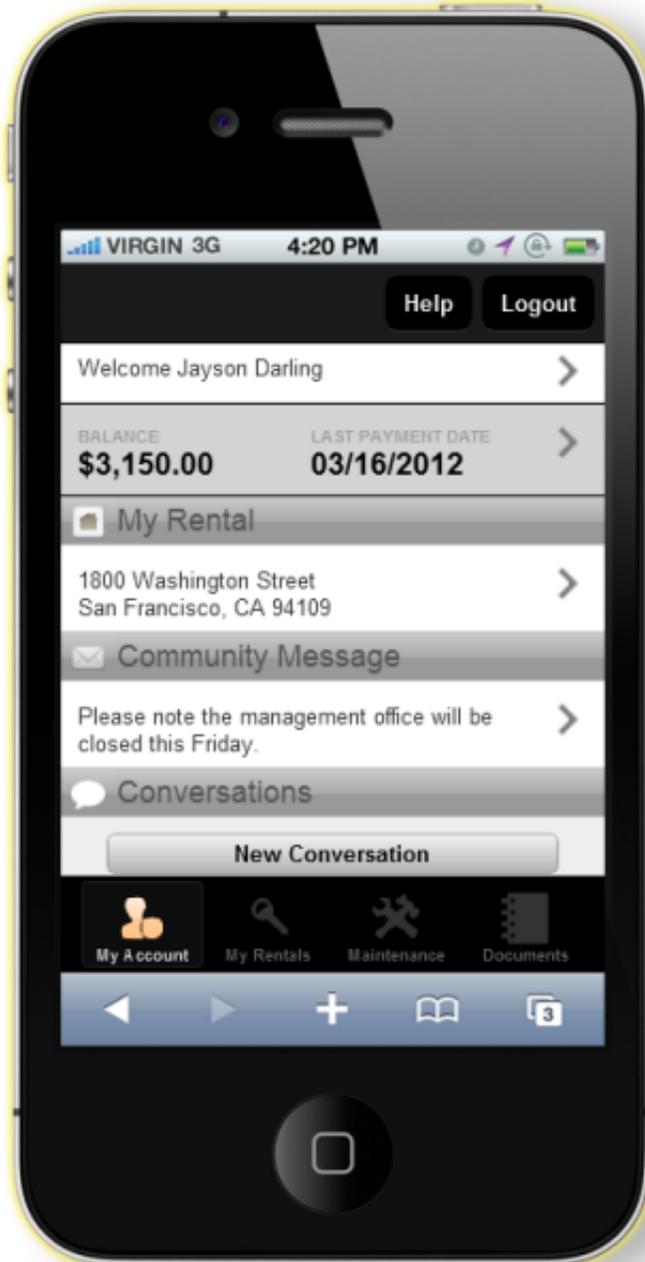
Navigating the Mobile Tenant Portal

The Mobile Tenant Portal has four basic pages that you can get to from the bottom of any page in the mobile portal:

- [My Account](#)
- [My Rental](#)
- [Maintenance](#)
- [Documents](#)

My Account

This page, which appears right after you sign on, gives you a basic summary of all activity on your account, plus tools to communicate with your property management team.



On the **My Account** page, you see the following sections:

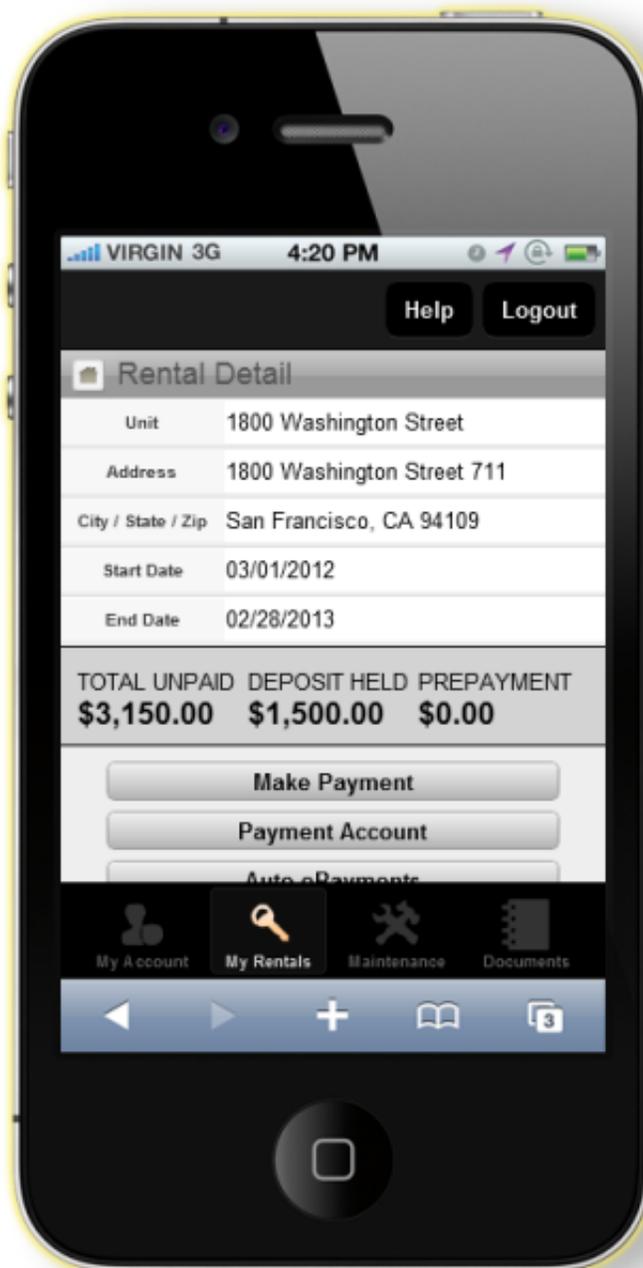
- **Welcome Banner:** This section displays the name on your account (such as “Welcome Jayson Darling”). Click the arrow > next to your name to view and edit your Contact Info.
- **Balance and Last Payment Date:** In addition to viewing this data, you can click the arrow to view a summary version of your

tenant ledger, showing full account detail of your charges and payments.

- **My Rental:** This page displays the address of your rental. If you have more than one rental on file with your company, each address is listed. You can click the arrow on this tab to view the **Rental Detail** page on the **My Rentals** tab, explained below.
- **Community Message:** Here you can view an message from your property management company.
- **Conversations:** View communications with your management team, or create new ones with the **New Conversation** button.

My Rental

This page provides more detailed information on your lease, including the full amounts still owed.

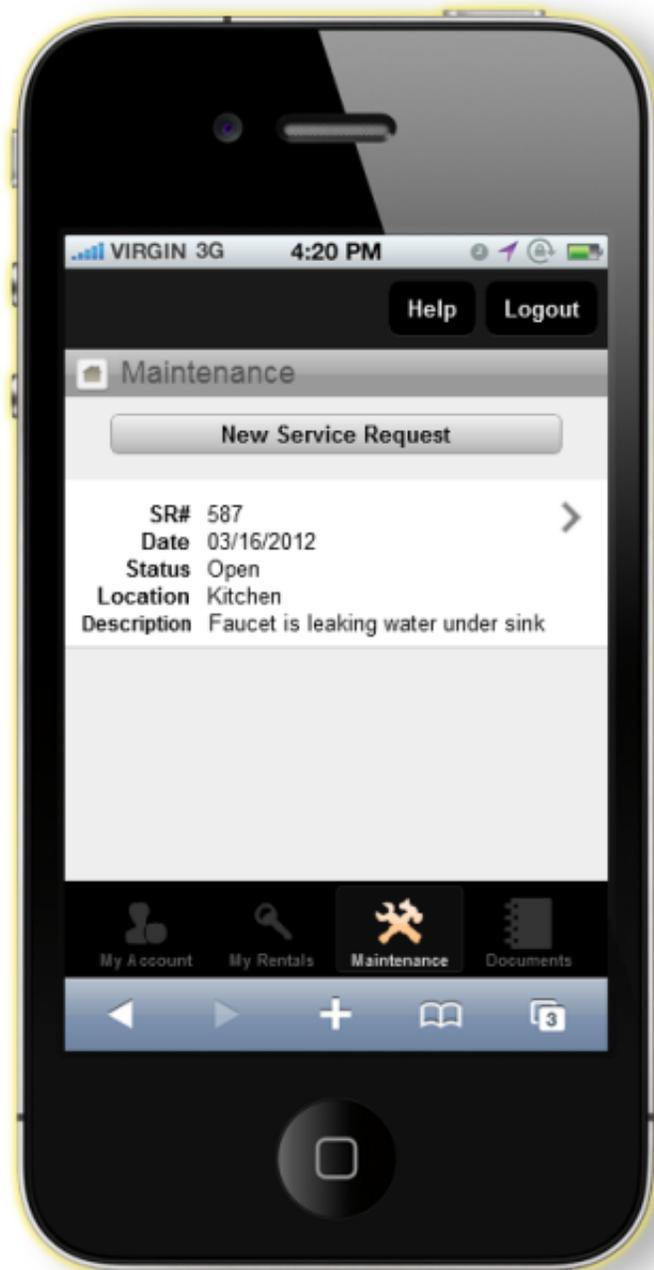


On the **My Rental** page, you see the following sections:

- **Rental Detail:** This section lists the unit description and address of your rental. It also shows your lease start and end dates.
- **Total Unpaid, Deposit Held and Prepayment:** Here you can refer to the total amount still owed on your lease, see the total deposit that is being held, and view the full amount (if any) that you have prepaid toward future charges.
- **Action Buttons:** Use these buttons to perform the following tasks:
 - **Make Payment:** You can pay some or all of your rent and/or other charges
 - **Payment Account:** Here, you can view or edit your online payment account information
 - **Auto ePayments:** You can schedule one or more automatic online payments toward rent and/or other charges.
 - **Give Notice:** You can give notice of when they are planning to move out or otherwise terminate their lease.
 - **Transactions:** This section provides a list of all transactions associated with your current leases.

Maintenance

This page allows you to view any open work orders or initiate a new service request.

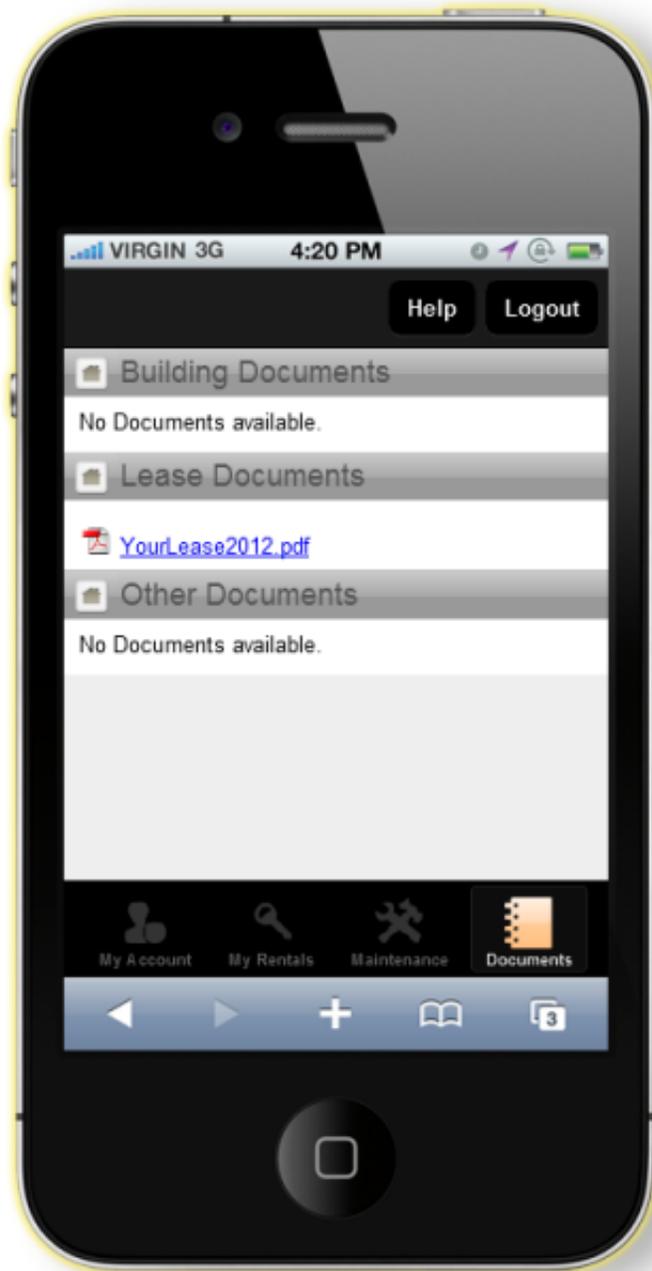


On the **Maintenance** page, you see the **Service Request** button. Click this button to open a new **Service Request Information** form, which you can fill out and submit to the management company.

If you like, click the **New Conversation** button at the bottom of the **Service Request Information** form and send a more informal message to the management team. If you click the **New Conversation** button after filling out the form, the information cannot be recovered by clicking **Back** and you must re-enter it.

Documents

This page allows you to review and download documents related to your lease.



On the **Documents** page, you see the following sections:

- **Building Documents:** These are documents that are available to every tenant in your building. These might include pool and fitness room hours and rules for a multi-family building, or covenants, conditions and restrictions for a single-family home.
- **Lease Documents:** These are your specific documents that are attached to your lease. These might include an electronic copy of the lease, a mold/mildew or lead paint notice, or a document that verifies proof of renter's insurance.
- **Other Documents:** Any document the property management company published to the Tenant Portal shows up here. These might include plans for a new common area, a notice of emergency procedures, or an updated maintenance contact list.

Related

Articles

- [Tenant Portal Settings and Account Management](#)
- [Tenant Portal Overview](#)
- [Tenant Portal Features](#)
- [Customized Fields in Tenant Portal](#)
- [Mobile Tenant Portal Overview](#)

Attachments

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