

## Using the Owner Portal

**Description of Issue** The Owner Portal is a special area of your property manager's web site that is designed to provide you with 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.

**Instructions** Use the following quick links to jump directly to information on specific topics:

### **I. Getting Started with the Owner Portal**

- [Signing Up for a Portal Account](#)
- [Signing On to the Portal](#)
- [Owner Portal Navigation Tabs](#)

### **II. My Account**

- [Community Message](#)
- [My Alerts](#)
- Contact Information
  - [Changing Your Address and Phone Numbers](#)
  - [Changing Your E-mail Address or Password](#)
  - [Managing Your Payment Accounts](#)
- [Conversations](#)
  - [Adding Comments to a Conversation](#)
  - [Starting a Conversation](#)

### **III. Statements**

- [Viewing Owner Statements](#)
- [Making a Contribution](#)

### **IV. Reports**

### **V. Bills**

### **VI. Maintenance**

- [Viewing Work Orders](#)
- [Approving or Rejecting a Work Order](#)

### **VII. Documents**

## **Getting Started with the Owner Portal**

Access the Owner Portal from your property manager's web site. While every web site will be unique, you should see an obvious link that takes you to the Owner Portal **Sign-On** page.

The screenshot shows the BLUE CL website interface. On the left, a navigation menu lists: Home, Rentals, Tenant Application, Confirmation, Contact Agent, Tenants, **Owners** (highlighted with a red arrow), Contact Us, and About Us. The main content area features a 'Secure Login' section with fields for 'Email Address' and 'Password', a 'Sign In' button, a link for 'Forgot your password?', and a 'Sign up' button for users without an account. To the right of the login form is a graphic titled 'Owner Online Account Access' showing a calculator and a pen over a document with financial data.

## Signing Up for a Portal Account

1. If you don't have an account for the Owner Portal, click the **Sign Up** button to request one.
2. The **Sign-up** page opens. Complete all the required fields and click the **Submit** button. The information you submit must match to the information on file for you with your property management company.

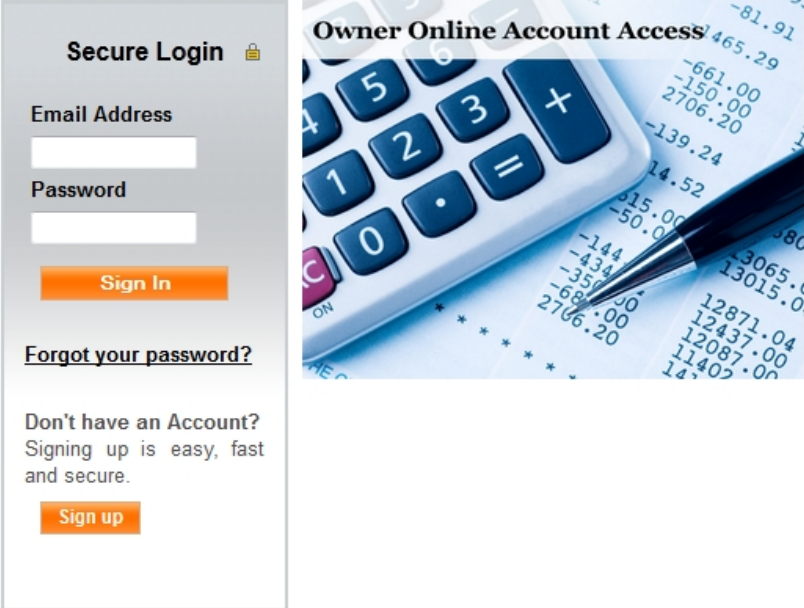
The screenshot displays the 'Signup' form. At the top, it says 'Signup' and 'Signup to receive a login account'. The form contains the following fields: First Name, Last Name, Email, Address, Address 2, City, State/Province, Zip/Postal Code, and a larger text area for Comments. At the bottom of the form are two buttons: 'Submit' and 'Cancel'.

3. Your request is sent to your property manager, who will activate your Owner Portal account. When your account is activated, you will receive an e-mail message with sign-on instructions.

## Signing On to the Portal

You must have an e-mail address to have an account to your owner portal. Your property

manager uses this address to set up your account and sends you an e-mail message with sign-on instructions to your portal. In most cases, your e-mail address is the username.



**Secure Login** 

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**

1. Enter your e-mail address in the **E-mail Address** field.
2. Enter the password provided in the e-mail message you received.
3. Click the **Sign In** button.

If you lose or forget your password, click the **Forgot Your Password?** link to request a new password. You need to provide your first and last names and e-mail address. Enter the same e-mail address that your property manager has on file for you.

### 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. The **Maintenance** tab only appears if the management company has implemented online service requests and work orders on the Owner Portal.



### My Account

Use the **My Account** page 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 four sections: **Community Message**, **My Alerts**, **My Contact Information**, and **Conversations**.

My Account
Statements
Reports
Bills
Maintenance
Documents

Welcome Ann Barrington!

Set My Photo

**Community Message**

Hi Owners, Today is our 20 year anniversary, please stop by for refreshments and a chance to meet your property manager. Refreshments begin at 12:00pm.

**My Alerts**

You Have **29** Unpaid Bill(s)  
You Have **12** Work Order(s) Pending Approval

**My Contact Information**
[View Detail](#)
[Edit](#)

Home Phone (415) 820-2012  
Work Phone (415) 650-8555  
Mobile Phone (415) 648-7090  
Email kvnslttry@gmail.com

**Conversations**
[New Conversation](#)

**Barrington** — Ann Barrington Please inspect 101 Main St  
05/03/2013 8:41 AM — [Comment](#)

**Propertyware User PW** We can do this next week during the day or this week in the evening.  
What's your priority?  
Today at 10:49 AM

**Barrington** — Steve Barrington Can you pay me online, since I will be out of the country?  
06/21/2012 2:01 PM — [Comment](#)

## Community Message

Your property manager uses this area to post messages to all property owners.

## My Alerts

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** pages, where you can view, approve, or reject the items.

**My Alerts**

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



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

Work Order alerts only appear if the management company is using online work orders in the Owner Portal.

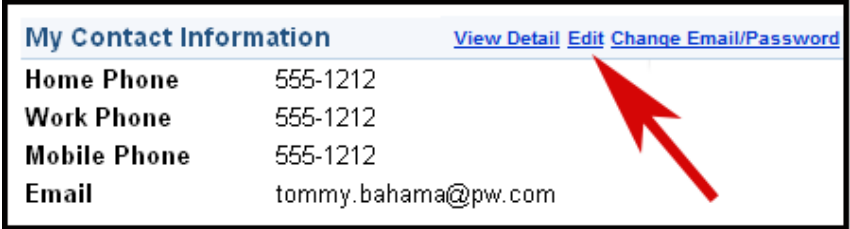
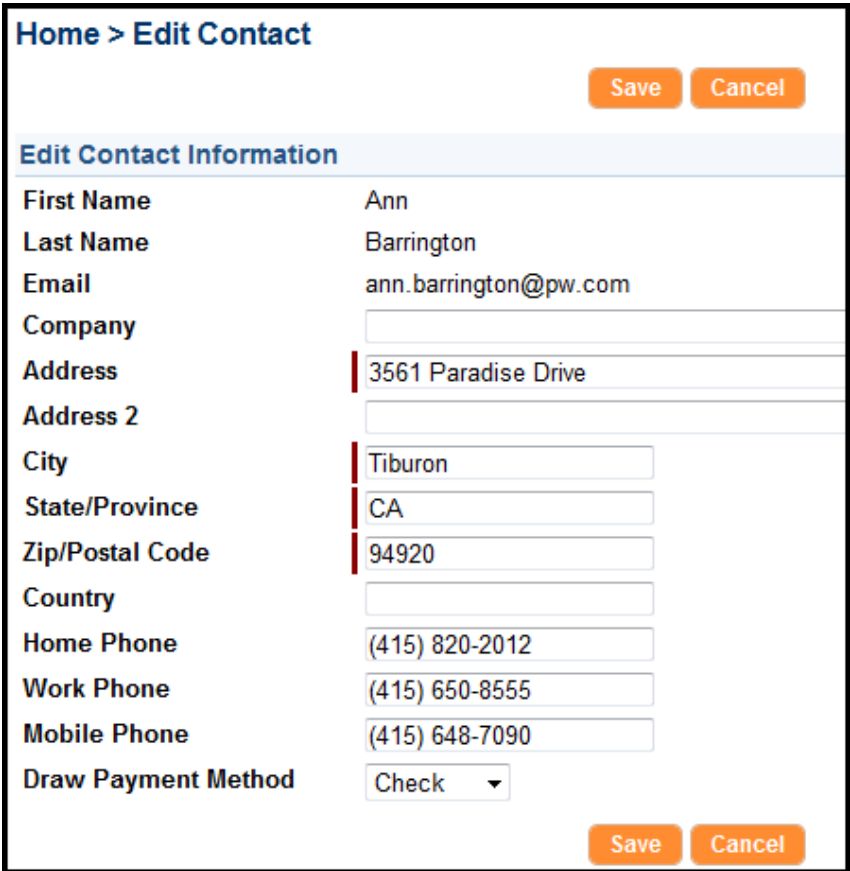

## My Contact Information

The **My Contact Information** section displays your contact information. There are two links that allow you to manage your account information: **Edit** and **Change E-**

**mail/Password.**

### Changing Your Address and Phone Numbers

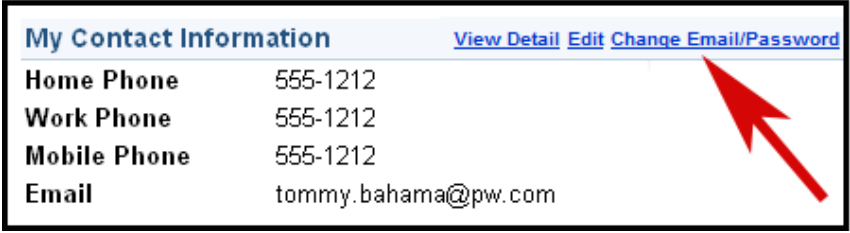
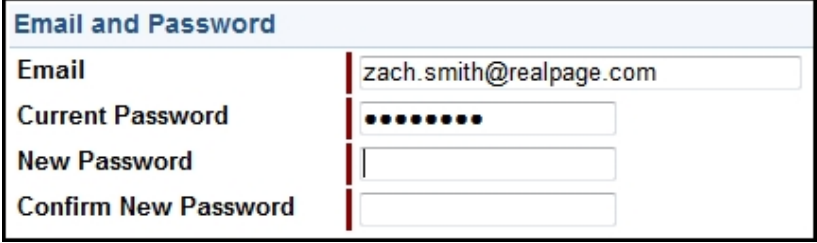

Use the **Edit** link to update your address and phone contact information or your payment method.

Step	Action / Page
From the <b>My Account</b> page, click the <b>Edit</b> link.	
Update the relevant fields.	
Click the <b>Save</b> button.	

### Changing Your E-mail Address or Password

Use the **Change E-mail/Password** link to manage your Owner Portal sign-on.

Step	Action / Page

From the <b>My Account</b> page, click the <b>Change E-mail/Password</b> link.	
Update your e-mail address, if necessary. To change your Owner Portal sign-on, enter your current and new passwords.	
Click the <b>Save</b> button.	

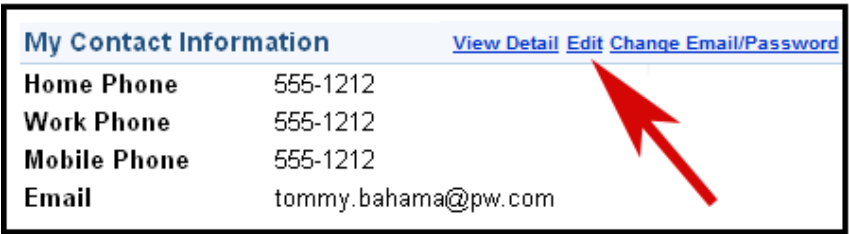
### Managing Your Payment Accounts

As an owner, you can manage two different payment accounts in the Owner Portal:

- One is your **Draw Payment Method**, which is how the management company pays you. You can choose to get a standard paper check, or, if your management company is using ePayments, you can choose an E-Check, which deposits your draws directly into your bank account by ACH.
- The other is the **Payment Account**. If your management company is using ePayments on the Owner Portal, the Payment Account defines the account you want to use to make and receive electronic payments.

If you chose "E-Check" as your **Draw Payment Method**, you should also choose "E-Check" as your **Payment Account**.

Use the **Edit** link at the **My Account** page to manage both of these types of payments.

Step	Action / Page
From the <b>My Account</b> page, click the <b>Edit</b> link.	

Choose the **Draw Payment Method**: "Check" or "E-Check." This defines how you are paid by the management company. "E-Check" is only available if your management company is using ePayments on the Owner Portal.

Home > Edit Contact

Save Cancel

Edit Contact Information

First Name	Ann
Last Name	Barrington
Email	ann.barrington@pw.com
Company	
Address	3561 Paradise Drive
Address 2	
City	Tiburon
State/Province	CA
Zip/Postal Code	94920
Country	
Home Phone	(415) 820-2012
Work Phone	(415) 650-8555
Mobile Phone	(415) 648-7090
Draw Payment Method	Check

Save Cancel

Click the **Save** button, even if you didn't change your **Draw Payment Method**.



The **View Contact Info** page shows you all of your current account settings, including your current **Draw Payment Method** and your **Payment Account**. The *Payment Account* information is only available if your management company is using ePayments on the Owner Portal. This account defines how you make and receive online payments.

Home > View Contact Info

Edit Edit Payment Account Change Email and Password

Contact Information

First Name	Amanda
Last Name	Troutman
Email	zach.smith@realpage.com
Company	
Address	6755 Westchester
Address 2	
City	Reno
State/Province	Nevada
Zip/Postal Code	87662
Country	
Home Phone	
Work Phone	
Mobile Phone	
Draw Payment Method	E-Check

Payment Account

Payment Method	E-Check
Bank Name	City Bank
Account Type	Checking
Routing Number	307075259
Account Number	XXXXXXXXXXXX4444


Billing Information

Billing Address	123 Main
Address 2	
City	San Francisco
State/Province	CA
Zip/Postal Code	94114
Billing Email	

To change your **Payment Account** information, click the **Edit Payment Account** button at the top of the page.



[Home > View Contact Info](#)

[Edit](#) [Edit Payment Account](#) [Change Email and Password](#)





There are two types of electronic payments: **E-Check** (an ACH bank account payment) and **Credit Card**. However, while you can make online contributions using either method, you can only receive electronic owner draws using by E-Check. Therefore, if you are receiving draws electronically, The **Payment Method** should be "E-Check."

**Payment Method**

☐ ☒ None ☒  E-Check ☐  Credit Card

If you choose "E-Check," complete the information about the bank account you want to use to make and receive electronic payments.

**Payment Method**

☐ ☒ None ☒  E-Check ☐  Credit Card

Please enter your bank account information exactly as it appears on your check. ACH payments submitted without accurate routing and account numbers will be not be processed and subject to a non-sufficient funds fee.

Bank Name

CityBank

Account Type

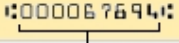
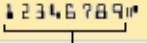

Checking ▾

Routing Number

307075259

Account Number

987767765489

Routing Number    Account Number    Check Number

SSN/SIN

999777669

Drivers License #

7788877665

Drivers License State/Province

CA

If you choose "Credit Card," complete the



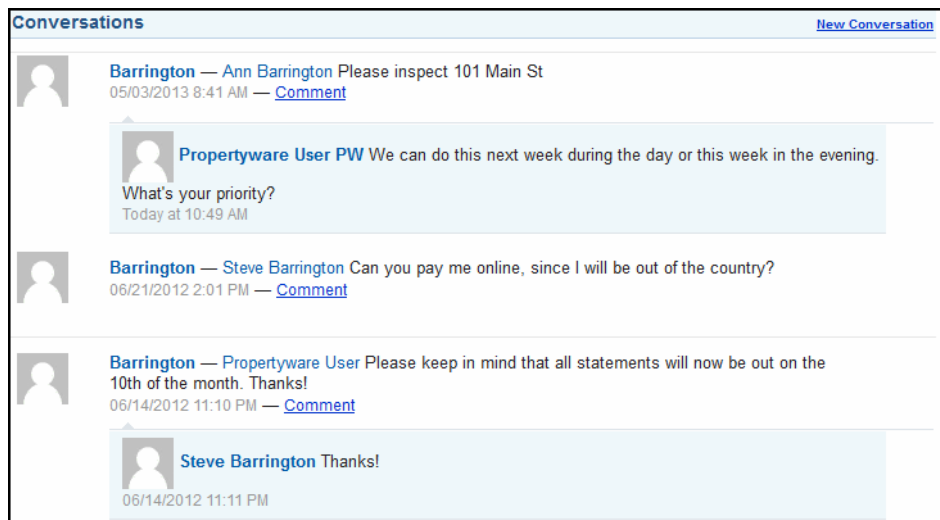
information about the credit card you want to use to make electronic payments. You cannot receive electronic draws to a credit card.	<div> <b>Payment Method</b>   <input type="radio"/> None <input checked="" type="radio"/> <b>X</b> <input type="radio"/> <b>ACH</b> E-Check <input checked="" type="radio"/>  Credit Card </div> <div> <b>Card Number</b> <input type="text" value="9898999977771111"/> </div> <div> <b>Card Expiration</b> <input type="text" value="1 - January"/> <input type="text" value="2015"/> </div>
For both methods, make sure the billing address is correct on the right side of the page.	<div> <b>Billing Information</b>   <input type="checkbox"/> Same as Contact </div> <div> <b>Billing Address</b> <input type="text" value="123 Main"/> </div> <div> <b>Address 2</b> <input type="text"/> </div> <div> <b>City</b> <input type="text" value="San Francisco"/> </div> <div> <b>State/Province</b> <input type="text" value="CA"/> </div> <div> <b>Zip/Postal Code</b> <input type="text" value="94114"/> </div> <div> <b>Billing Email</b> <input type="text"/> </div>
Click the <b>Save</b> button.	<div> <input type="button" value="Save"/> <input type="button" value="Cancel"/> </div>

## 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:

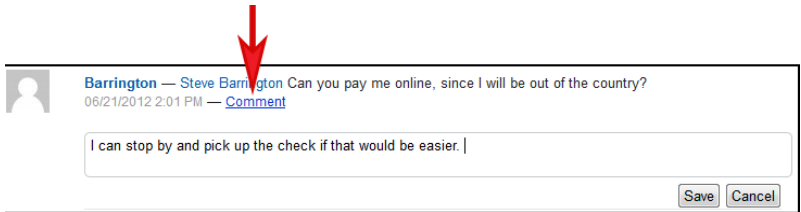
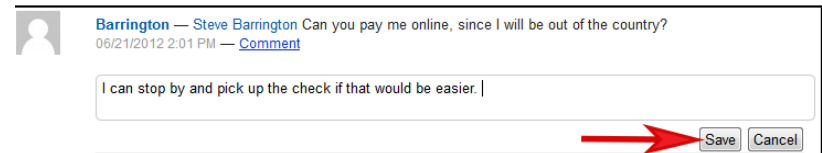
- Conversations between your property managers and tenants. These conversations are in read-only mode. This means you can view the conversation but you cannot participate.
- Your conversations between you and your property managers.

The *Conversations* section contains only active conversations. For each conversation, the name of the person who began the conversation is shown, along with the date and time. Each response in the conversation is listed below that, with the name, date and time.



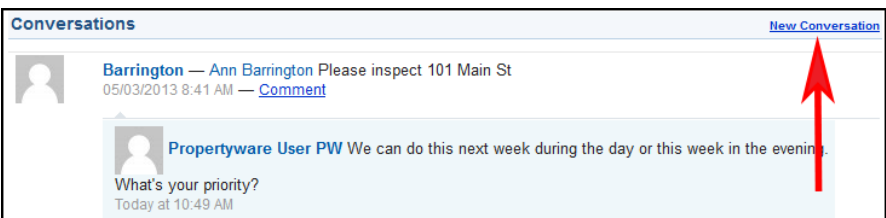
### Adding Comments to Conversations

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

Step	Action / Page
Click the <b>Comment</b> link to add a comment to the conversation. If this is a conversation between the property manager and a tenant, the link is not active.	
Click the <b>Save</b> button to post your comment.	

### Starting a Conversation

Anytime a conversation is created or updated with a new comment, the participants are notified immediately by an e-mail message.

Step	Action / Page
Click the <b>New Conversation</b> link.	

If you have multiple portfolios, select the appropriate one and enter your comment or question in the **Description** field.

**Portfolio > New Conversation**

**Edit Comment**

Save Cancel

Portfolio Barrington

Description



















Save Cancel

Click the **Save** button to post your comment.

Save Cancel







## Statements

Use the **Statements** tab is divided into three sections. At the top, you can view financial *Statements* for any portfolio and period you want. To the right, you'll see a quick *Balance Summary* for the same period. Below that, you'll see a full listing of *Draws and Contributions* that have been made to and from your portfolio. You can also make new contributions to your account from here, if you have set up a payment account.

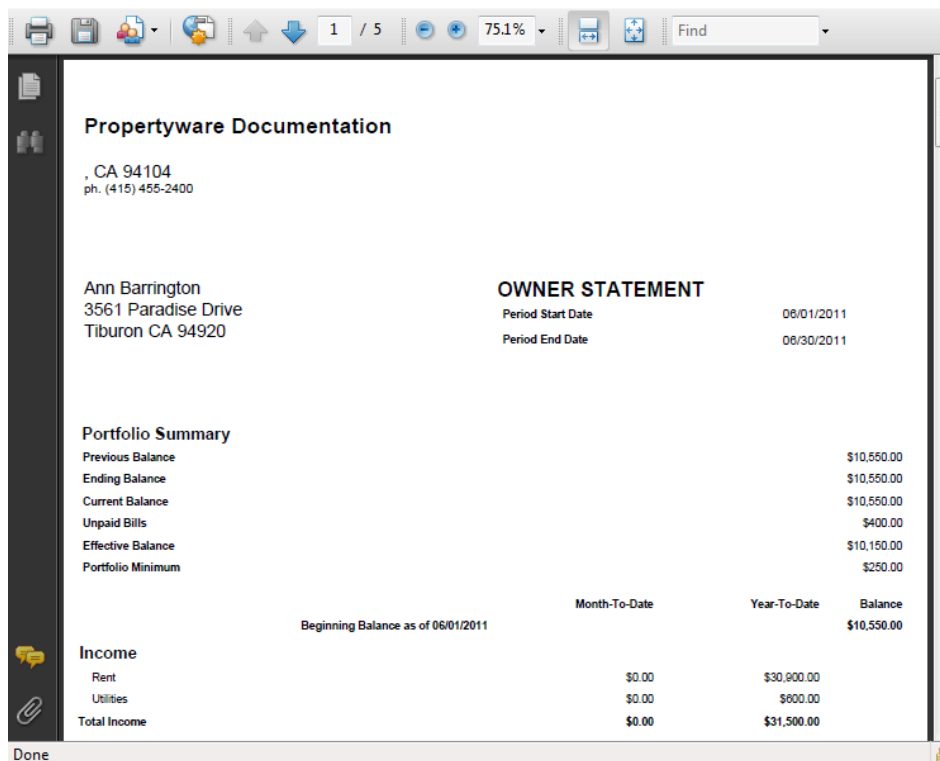
My Account		Statements		Reports		Bills		Maintenance		Documents	
<div> YOUR STATEMENTS</div>											
Portfolio		BARRINGTON		Period		Last Year					
Statements From: Last Year								BARRINGTON Balance Summary 01/01/2013 - 12/31/2013			
Portfolio		Statement Period						\$12,301.46		Prev. Balance	
BARRINGTON		07/16/2013 - 08/15/2013		 <a href="#">Download</a>		 <a href="#">View Bills</a>				Current Period	
BARRINGTON		06/01/2013 - 06/30/2013		 <a href="#">Download</a>		 <a href="#">View Bills</a>		\$198,411.05		Income	
BARRINGTON		04/01/2013 - 04/30/2013		 <a href="#">Download</a>		 <a href="#">View Bills</a>		\$-196,354.97		Expenses	
BARRINGTON		03/01/2013 - 03/31/2013		 <a href="#">Download</a>		 <a href="#">View Bills</a>		\$30.00		Liabilities	
BARRINGTON		02/01/2013 - 02/28/2013		 <a href="#">Download</a>		 <a href="#">View Bills</a>		\$14,403.54		Ending Balance	
BARRINGTON		01/16/2013 - 02/15/2013		 <a href="#">Download</a>		 <a href="#">View Bills</a>		\$10,526.20		Mgmt Fee	
BARRINGTON		01/16/2013 - 02/15/2013		 <a href="#">Download</a>		 <a href="#">View Bills</a>		\$300.00		Portfolio Min.	
BARRINGTON		01/16/2013 - 02/15/2013		 <a href="#">Download</a>		 <a href="#">View Bills</a>		\$11,522.15		Available Balance	
										<a href="#">Make Contribution Online &gt;&gt;</a>	
<p>* Available Balance = Ending Balance less Portfolio Minimum. This is an estimated balance summary. For the actual summary please refer to the published statements.</p>											
Draws and Contributions											
Portfolio	Date	Ref #	Type	Account	Amount						
Barrington	08/13/2013		Check	Owner Draw	\$5,072.92						
Barrington	08/13/2013		Check	Owner Draw	\$4,058.34						
Barrington	05/15/2013		Check	Owner Draw	\$111.57						
Barrington	05/09/2013		Check	Owner Draw	\$12,246.52						
Barrington	05/08/2013	108	Check	Owner Draw	\$19,072.68						
Barrington	05/08/2013	109	Check	Owner Draw	\$15,258.15						
Brown	01/30/2013	1234636	Check	Owner Draw	\$13,287.60						
Barrington	12/31/2012		-	-							
Investco Group, LLC	12/31/2012		-	-							
Barrington	12/12/2012		-	-							
Barrington	11/26/2012	200	Payment		\$200.00						
Barrington	10/31/2012	77	Check	Owner Draw	\$1,000.00						
Barrington	03/29/2012	1	Check	Management Fees	\$15.00						

## Viewing Owner Statements

To view your owner statement, click the **Download** link in the **Statements** list.

Statements From: Last Year					
Portfolio	Statement Period				
BARRINGTON	07/16/2013 - 08/15/2013	 <a href="#">Download</a>	 <a href="#">View Bills</a>		
BARRINGTON	06/01/2013 - 06/30/2013	 <a href="#">Download</a>	 <a href="#">View Bills</a>		
BARRINGTON	04/01/2013 - 04/30/2013	 <a href="#">Download</a>	 <a href="#">View Bills</a>		

This opens the statement as a PDF document.



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

### Making a Contribution

If you have set up an online payment account, you make contributions to the property management account online.

Step

On the **Statements** page, click the **Make Contribution Online** link.

Action / Page

My Account

Statements

Reports

Bills

Maintenance

Documents

YOUR STATEMENTS

Portfolio

BARRINGTON

Period

Last Year

Statements From: Last Year

Portfolio	Statement Period			
BARRINGTON	07/16/2013 - 08/15/2013		<a href="#">Download</a>	
BARRINGTON	06/01/2013 - 06/30/2013		<a href="#">Download</a>	
BARRINGTON	04/01/2013 - 04/30/2013		<a href="#">Download</a>	
BARRINGTON	03/01/2013 - 03/31/2013		<a href="#">Download</a>	
BARRINGTON	02/01/2013 - 02/28/2013		<a href="#">Download</a>	
BARRINGTON	01/16/2013 - 02/15/2013		<a href="#">Download</a>	
BARRINGTON	01/16/2013 - 02/15/2013		<a href="#">Download</a>	

BARRINGTON

Balance Summary

01/01/2013 - 12/31/2013

\$12,301.46	Prev. Balance
\$198,411.05	Current Period Income
\$-196,354.97	Expenses
\$30.00	Liabilities
\$14,403.54	Ending Balance
\$10,526.20	Mgmt Fee
\$300.00	Portfolio Min.
\$11,522.15	Available Balance

[Make Contribution Online >>](#)

If you have multiple portfolios, enter the amount and any comments. Confirm that this is the correct payment account.

**Statements > New Contribution**

**New Contribution**

**Portfolio** Barrington

**Amount** \$0.00

**Comments**

**Payment Account**

**Payment Method** E-Check

**Bank Name** City Bank

**Account Type** Checking

**Save** **Cancel**

Click the **Save** button to post your contribution.



If you are also receiving owner draws electronically, your **Payment Method** will be set up as an "E-Check" and will also be used to make the contribution. If you prefer to make the contribution using a credit card, you must change your **Payment Method** to "Credit Card," make the contribution, and then change the **Payment Method** back to "E-Check" so that your electronic draws process correctly. See [Managing Your Payment Accounts](#) for details.

## Reports

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

### Viewing Reports

1. To view a report, locate the report in the list of reports.
2. Click the **View** link in the **Action** column.

My Account	Statements	Reports	Bills	Maintenance	Documents
<b>Reports</b>					
Portfolio	Name	Description	Action		
Barrington	Vacant Units	This report only displays the rentable units that are vacant (no active lease attached).	<a href="#">View</a>		
Barrington	Cash Flow Detail	Description: Cash Flow Detail report.	<a href="#">View</a>		
Barrington	Money In - Charges	This report displays all charges created on your Leases. You can view the sum of the charge, amount paid, amount due, % collected and much more.	<a href="#">View</a>		
Barrington	Income Statement Standard		<a href="#">View</a>		

Here is an example 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

## Bills

Use the **Bills** tab to review all bills and payments that have been recorded for your rental properties. These bills include a breakdown of the expense line items, descriptions, and invoices from vendors (if the property manager scans and attaches invoices to bills).

The footer filter allows you to increase or decrease the number of items shown and navigate among pages.

My Account

Statements

Reports

Bills

Maintenance

Documents

Bills

My Bills

Filter By: Bill Date

Last Quarter

Go

Paid/Unpaid: All

Bill #	Bill Date	Building	Unit	Status	Due Date	Payment Date	Amount	Amount Paid	Action
822	12/30/2013	Spring Creek		Unpaid	01/29/2014		\$375.00	\$0.00	-- Choose --
810	11/29/2013	Spring Creek		Unpaid	12/29/2013		\$522.50	\$0.00	-- Choose --
811	11/18/2013	Spring Creek		Unpaid	12/18/2013		\$150.00	\$0.00	-- Choose --
814	11/18/2013	343 Mullen Ave		Unpaid	11/18/2013		\$220.00	\$0.00	-- Choose --
815	11/18/2013			Unpaid	11/18/2013		\$13.20	\$0.00	-- Choose --
816	11/18/2013	Brook Green Apartments		Unpaid	11/18/2013		\$22.00	\$0.00	-- Choose --

## Viewing Your Bills

To view the list of all bills applied towards your account, follow these steps:

Step	Action / Page
Select the bills you want to view: <b>Filter By</b> billing date or payment date. Select the time period you want to view. Select paid, unpaid, or all bills. Click <b>Go</b> .	<div>Filter By: Bill Date Last Quarter Go Paid/Unpaid: All</div>
Select the	

**View Detail**  
option from  
the **Action**  
drop-down  
list.

822	12/30/2013	Spring Creek	Unpaid	01/29/2014	\$375.00	\$0.00	-- Choose --
810	11/29/2013	Spring Creek	Unpaid	12/29/2013	\$522.50	\$0.00	-- Choose --
811	11/29/2013	Spring Creek	Unpaid	12/29/2013	\$158.00	\$0.00	<a href="#">View Detail</a>

This step displays the bill, as shown below:

**Bills > Bill# 822**
[View Invoice](#)

---

**Bill Detail**

**Ref No.**  
**Bill Date** 12/30/2013  
**Due Date** 01/29/2014  
**Terms** NET 30  
**Description** Emergency service - burst pipes

---

**Bill Splits**

Portfolio/Building	Unit	Account	Comments	Amount
BARRINGTON / SPRINGCK		PLUMBING - Plumbing		\$375.00
<b>Total</b>				\$375.00

---

**Payments**

No Payments

---

**Documents**

No Documents

To view an invoice that is attached to the bill, click the **View Invoice** button located at the top of the screen.

**INVOICE**  
 Date: 12/30/2013  
  
 Invoice #: 822  
  
 Bluecloud Management Company  
 Ann Barrington  
 3581 Paradise Drive  
 Calgary AB T2B 5P9  
 (415) 650-8555

**Bluecloud Management Company**  
  
 Phone (415) 655-8000 Fax (415) 455-2401  
  
**JOB Spring Creek**  
 1920 Spring Creek  
 Dallas TX 75080

Description	Account Code	Total
Emergency service - burst pipes	PLUMBING	\$375.00
<b>Total Amount</b>		\$375.00

**Maintenance**



Use the **Maintenance** tab to view all service requests submitted by the 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
<b>Maintenance</b>					
<b>My Work Orders</b>				Status: All	
WO #	Date Created	Location	Estimated / Invoiced	Status	Approved / Rejected
6	01/19/2010	BARRINGTON   ROSEWOOD	\$0.00 / \$35.00	Closed	No
14	02/17/2010	BARRINGTON   27TH	\$0.00 / \$0.00	Closed	Yes
15	02/19/2010	BARRINGTON   AZTEC	\$0.00 / \$0.00	Closed	No
17	02/19/2010	BARRINGTON   AZTEC	\$0.00 / \$0.00	Closed	Yes
19	04/06/2010	BARRINGTON   27TH	\$0.00 / \$0.00	Closed	Yes
37	06/03/2010	BARRINGTON   27TH	\$0.00 / \$610.00	Closed	Yes

### Viewing Work Orders

All work orders created for your rentals are displayed on the **Maintenance** page. Use the **Status** drop-down lists at the top of the page 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 through multiple pages of work orders.

Step	Action / Page																																								
Select the work orders you want to view. Select open, closed, or all work orders. Then, select approved, unapproved, or all.	<div>Status: Open Unapproved</div>																																								
Select the <b>View Detail</b> option from the <b>Action</b> drop-down list.	<table><tr><td>869</td><td>01/09/2013</td><td>BROWN   APPLE   UNITB</td><td>\$0.00 / \$0.00</td><td>Open</td><td>No</td><td>Garage door is off t</td><td>-- Choose --</td></tr><tr><td>926</td><td>02/19/2013</td><td>BARRINGTON   27TH</td><td>\$0.00 / \$0.00</td><td>Open</td><td>No</td><td>i have a leaky sink</td><td>-- Choose --</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>please fix</td><td>View Detail</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>Approve</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>Reject</td></tr></table>	869	01/09/2013	BROWN   APPLE   UNITB	\$0.00 / \$0.00	Open	No	Garage door is off t	-- Choose --	926	02/19/2013	BARRINGTON   27TH	\$0.00 / \$0.00	Open	No	i have a leaky sink	-- Choose --							please fix	View Detail								Approve								Reject
869	01/09/2013	BROWN   APPLE   UNITB	\$0.00 / \$0.00	Open	No	Garage door is off t	-- Choose --																																		
926	02/19/2013	BARRINGTON   27TH	\$0.00 / \$0.00	Open	No	i have a leaky sink	-- Choose --																																		
						please fix	View Detail																																		
							Approve																																		
							Reject																																		

Review the work order details. You can approve or reject the work order here, or enter comments.

Maintenance > WO# 869

Approve

No

Comments

Save

Work Order Detail

Status	Open
Location	BROWN   APPLE   UNITB
Description	Garage door is off track
Specific Location In Unit	Garage
Preferred Time to Enter	
Date Created	01/09/2013
Start Date	
Completed Date	
Estimated / Invoiced	\$0.00 / \$0.00
Required Materials	
Managed By	
Type of Call	Other
Construction or Maintenance Team?	Maintenance Team
Lock box code	
Location on site	1
Do you acknowledge the trip fee?	Yes
Asset Repaired Date	
Tenant Damage	No
Progress Status	None



## Approving or Rejecting a Work Order

You can reject or approve a work order in the **My Work Orders** list.

Step	Action/ Page																								
Select open work orders that have not been approved.	<div>Status: <span>Open</span> <span>Unapproved</span></div>																								
In the <b>Action</b> drop-down list, select "Approve" or "Reject."	<table><tr><td>869</td><td>01/09/2013</td><td>BROWN   APPLE   UNITB</td><td>\$0.00 / \$0.00</td><td>Open</td><td>No</td><td>Garage door is off t</td><td><div><div>-- Choose --</div><div>-- Choose --</div><div>View Detail</div><div>Approve</div><div>Reject</div></div></td></tr><tr><td>926</td><td>02/19/2013</td><td>BARRINGTON   27TH</td><td>\$0.00 / \$0.00</td><td>Open</td><td>No</td><td>i have a leaky sink</td><td></td></tr><tr><td>997</td><td>02/19/2013</td><td>BARRINGTON   BIRMGHAM</td><td>\$0.00 / \$0.00</td><td>Open</td><td>No</td><td>please fix</td><td></td></tr></table>	869	01/09/2013	BROWN   APPLE   UNITB	\$0.00 / \$0.00	Open	No	Garage door is off t	<div><div>-- Choose --</div><div>-- Choose --</div><div>View Detail</div><div>Approve</div><div>Reject</div></div>	926	02/19/2013	BARRINGTON   27TH	\$0.00 / \$0.00	Open	No	i have a leaky sink		997	02/19/2013	BARRINGTON   BIRMGHAM	\$0.00 / \$0.00	Open	No	please fix	
869	01/09/2013	BROWN   APPLE   UNITB	\$0.00 / \$0.00	Open	No	Garage door is off t	<div><div>-- Choose --</div><div>-- Choose --</div><div>View Detail</div><div>Approve</div><div>Reject</div></div>																		
926	02/19/2013	BARRINGTON   27TH	\$0.00 / \$0.00	Open	No	i have a leaky sink																			
997	02/19/2013	BARRINGTON   BIRMGHAM	\$0.00 / \$0.00	Open	No	please fix																			
Click <b>OK</b> to confirm your action. Once you take an action, the status of the work order is changed to <b>Closed</b> .	<div>The page at https://www.propertyware.com says:</div> <div><div>?</div><div>Are you sure you want to reject this work order?</div><div>OK</div><div>Cancel</div></div>																								

## 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 e-mail notification. Click the name of the document to open it.

My Account		Statements		Reports		Bills		Maintenance		Documents	
Portfolio Documents											
Documents											
File Name						Size	Uploaded	Uploaded by			
 Sample Doc.pdf						2932k	12/14/2009	sshekou			
Lease Documents											
Documents											
There are no Lease documents available											
Inspection Documents											
Documents											
There are no Inspection documents available											
Other Documents											
Documents											
File Name						Size	Uploaded	Uploaded by			
 0125lg02.jpg						11k	1/27/2014	puserpw			

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

## Related Articles

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