

Using the Tenant Portal

Description of Issue The Tenant Portal provides you real-time access to information about your lease 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.

Instructions

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

I. Getting Started with the Tenant Portal

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

II. My Account

- [Viewing Your Contact Information](#)
- [Editing Your Contact Information](#)
- [Changing Your E-mail Address or Password](#)
- [Conversing with the Management Team](#)
- [Starting a New Conversation](#)
- [Replying to an Existing Conversation](#)
- [Creating a New Service Request](#)
- [Reviewing, Cancelling, and Editing Existing Service Requests](#)

III. My Rental

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- [Making a One-Time Payment](#)
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- [Editing Payment Accounts](#)
- [Giving Notice](#)

IV. Maintenance

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- [Changing a Service Request](#)
- [Cancelling a Service Request](#)

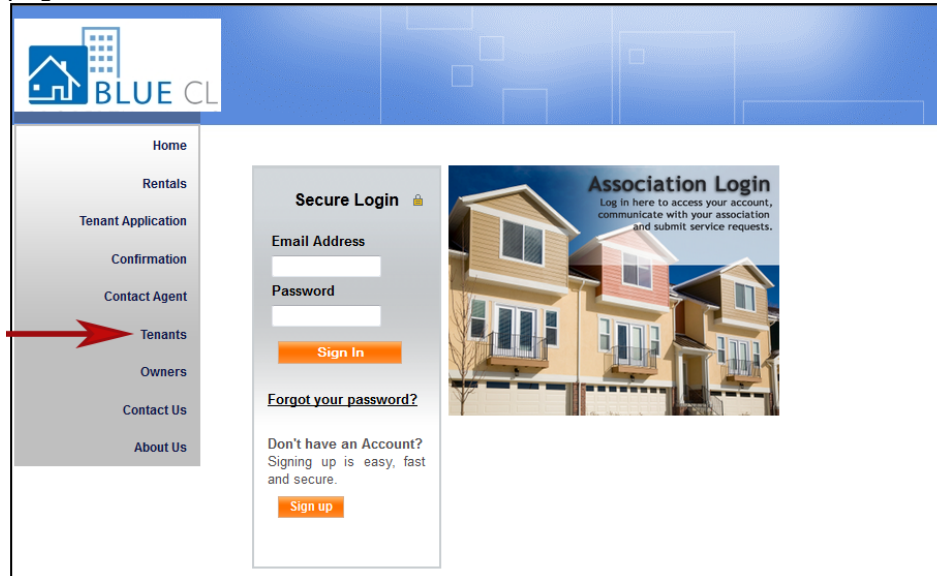
V. Documents

VI. Renter's Insurance

- [The eRenter Plan](#)
- [Enrolling in Renter's Insurance](#)
- [Viewing the Enrollment Confirmation E-mail](#)
- [Viewing Policy Details on the Portal](#)

Getting Started with the Tenant Portal

Access the Tenant 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 Tenant Portal **Sign-On** page.

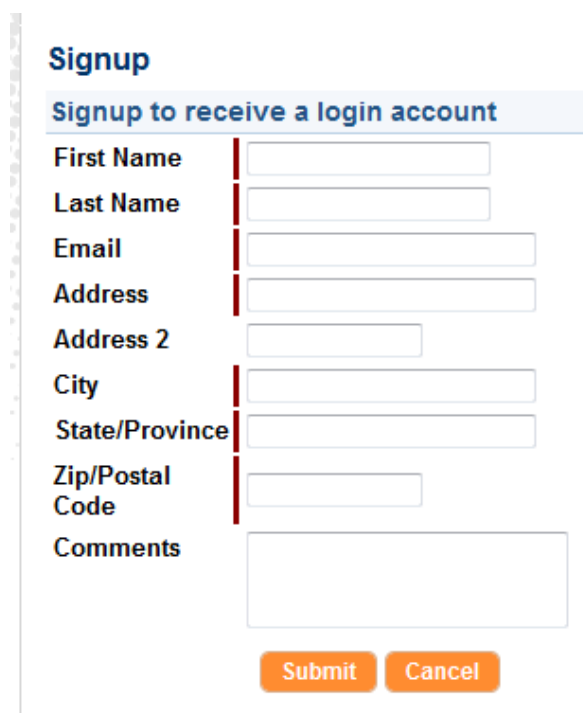


The screenshot shows the Blue Cloud Tenant Portal Sign-On page. On the left is a navigation menu with links: Home, Rentals, Tenant Application, Confirmation, Contact Agent, Tenants (highlighted with a red arrow), Owners, Contact Us, and About Us. The main content area is divided into two sections. The left section is titled 'Secure Login' and contains 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. The right section is titled 'Association Login' and features a background image of a multi-story apartment building with the text: 'Log in here to access your account, communicate with your association and submit service requests.'

Signing Up for a Portal Account

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

1. From the Tenant Portal link, click the **Sign up** button.
2. 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.



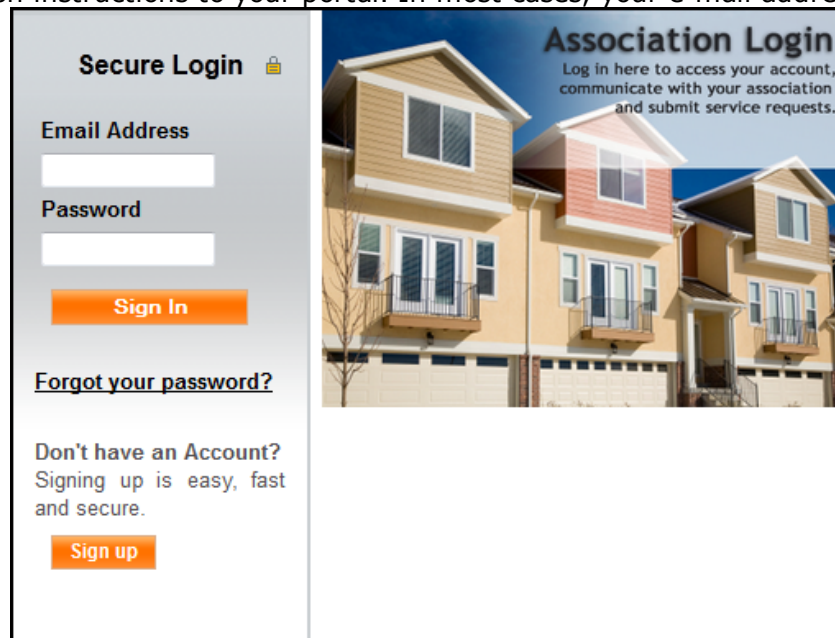
The screenshot shows the 'Signup' form with the title 'Signup to receive a login account'. The form contains the following fields: First Name, Last Name, Email, Address, Address 2, City, State/Province, Zip/Postal Code, and Comments. At the bottom of the form are two buttons: 'Submit' and 'Cancel'.

After you submit your request, your property manager will activate your account. When that is completed, you will receive an e-mail message from your property management team with sign-on instructions.

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

Signing On to the Tenant Portal

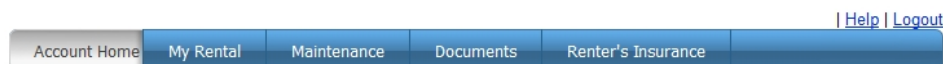
You must have an e-mail address to have an account to your owner portal. Your property manager uses this address to set up your account and sends you an e-mail message with sign-on instructions to your portal. In most cases, your e-mail address is the username.

The image shows a web portal for 'Association Login'. On the left, there is a 'Secure Login' section with a lock icon. It contains two input fields for 'Email Address' and 'Password', followed by an orange 'Sign In' button. Below this is a link for 'Forgot your password?'. Further down, it says 'Don't have an Account? Signing up is easy, fast and secure.' with an orange 'Sign up' button. On the right, there is a large image of a modern multi-story apartment building. Overlaid on the top right of this image is the text 'Association Login' and a sub-header 'Log in here to access your account, communicate with your association and submit service requests.'

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 e-mail address. Enter the same e-mail address that your property manager has on file for you.

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 Tenant Portal may have some or all of these tabs and the tabs might have different names. For example, the management company may rename **My Rental** to **Statements**. However, the function of the tabs remains the same.

- **My Account:** This tab provides an overview of your profile, your lease, and your contact information and lets you communicate with your management team.
- **My Rental:** This tab shows lease details about your lease.
- **Maintenance:** If your management company is using online service requests on

the Tenant Portal, this tab lists all your maintenance requests in chronological order regardless of status.

- **Documents:** This tab provides links to shared building, lease, or other documents posted by the property manager.
- **Renter's Insurance:** This tab 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.


- **Help:** This link takes you to help topics for the Tenant Portal.
- **Logout:** This link 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** page provides an overview of your account information and a series of options that allow you to manage your account. Which options are available depends on which online features your management team is using.

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

[Account Home](#)
[My Rental](#)
[Maintenance](#)
[Documents](#)
[Renter's Insurance](#)


Welcome Mr. Adam Bishop!

[Set My Photo](#)

[Make Payment](#)
[New Service Request](#)
[Auto ePayments](#)
[Add Insurance](#)

Community Message

Please note the management office will be closed this Friday for a huge office party.

Summary

Address	Unit	Last Payment Date	Deposit Held	Total Unpaid	Balance	Action
491 27th Street	-	04/19/2010	\$0.00	\$0.00	\$-50.00	-- Choose --

Renter's Insurance Policy

Policy Holder	Policy Number	Provider	Status	Effective Date	Next Renewal	Last Status Update	Policy Docs
No Policies							

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 mythili.madhavan@propertyware.com


My Open Service Requests
[View All](#)

SR #	Date Created	Action
------	--------------	--------

Conversations
[New Conversation](#)



Work Order #538 — Mr. Adam Bishop please hurry
12/28/2011 12:14 PM — [Comment](#)



Mr. Adam Bishop what is the status?
10/23/2012 1:07 PM

[Write a comment...](#)



Low Cost Renters Insurance

Up to **45% Less** With Better Coverage

Personal Liability Protection for up to \$100,000
 Personal Property Protection at Replacement Cost
 You're Pre-Approved – No Credit Checks
 Coverage For Up To 5 Roommates
 Pet Liability Coverage
 And Much More

[VIEW SPECIAL PRICES](#)

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.

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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 >>](#)

eRenterPlan
HAS YOU COVERED
 Get a **FREE QUOTE >>>>**

Powered by:  **Propertyware**
 A RealPage Company

The **My Account** page provides the following buttons and sections:

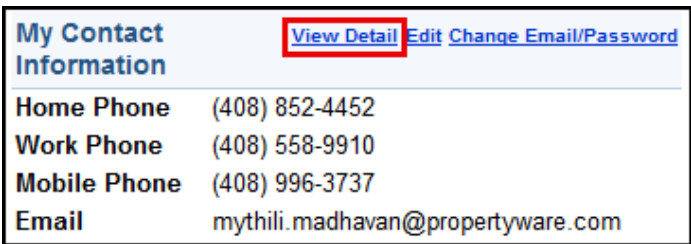
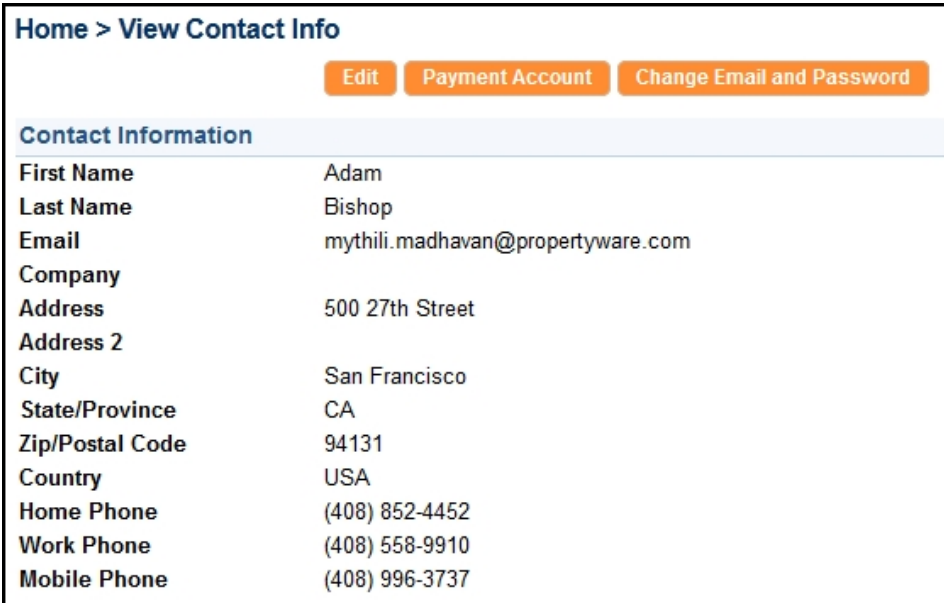
- **Make Payment:** If your management company is using online payments on the Tenant Portal, you can use this button to make an online payment for your account and to set up a payment account.
- **New Service Request:** If your management company is using online service

requests on the Tenant Portal, use this button create new service requests.

- **Auto ePayments:** If your management company is using online payments on the Tenant Portal, use this button if you want to set up an automatic ePayment for your rent.
- **Add Insurance:** Use this button to purchase a rental insurance policy.
- **Community Message:** This area is used by your management company to post messages to you and other tenants.
- **Summary:** This section shows your account balance and allows you to review your account activity. If your management company is using online payments on the tenant portal, you can also make payments here.
- **Renter's Insurance Policy:** If you have a renter's insurance policy, the policy information is shown here.
- **My Contact Information:** This section displays your contact information and allows you to manage that information and change your password.
- **My Open Service Requests:** If your management company is using online service requests on the Tenant Portal, this section allows you to review, cancel, and edit your open service requests.
- **Conversations:** This section allows you to have conversations with your management team.
- **Renter's Insurance Advertisement:** If you haven't purchased rental insurance, you see an eRenter Plan advertisement and can get more information.

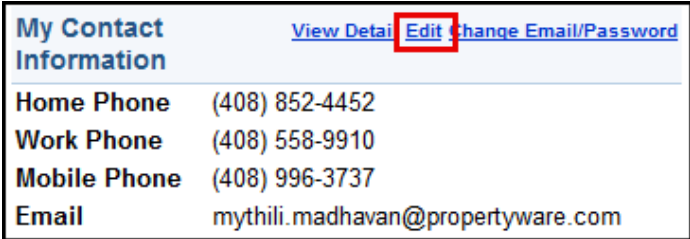
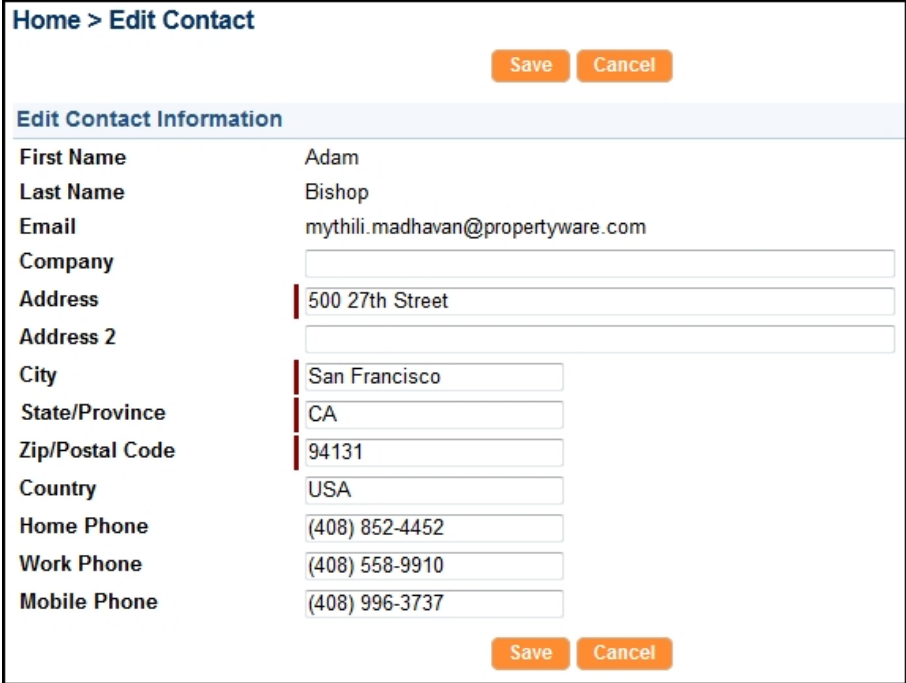

Viewing Your Contact Information

You can view your contact information directly from the **My Account** page. The contact information includes home, work, and mobile phones as well as the e-mail address that is on file for you.

Step	Action / Page
Click the View Detail link to view your contact information.	
The following information is displayed: First name Last name E-mail Company Address Home Phone Work Phone Mobile Phone	

Editing Your Contact Information

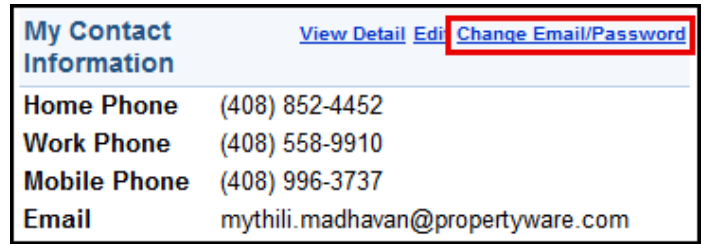
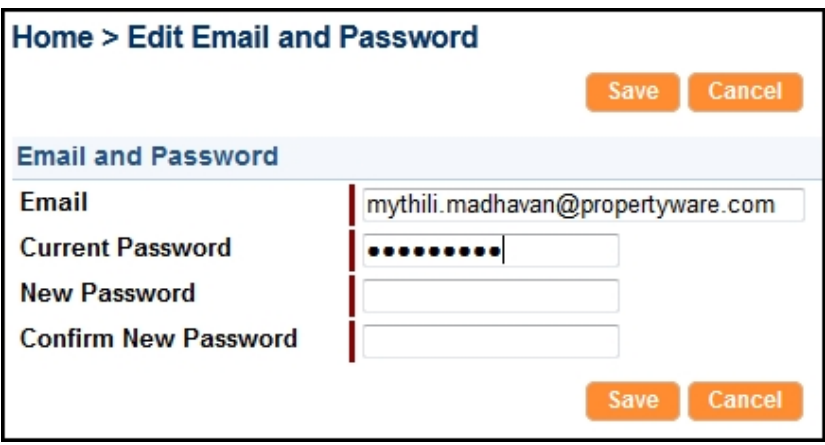

You can edit your contact information from the **My Account** page.

Step	Action/ Page
From the My Account page, click the Edit link.	 <p>My Contact Information View Details Edit Change Email/Password</p> <p>Home Phone (408) 852-4452 Work Phone (408) 558-9910 Mobile Phone (408) 996-3737 Email mythili.madhavan@propertyware.com</p>
Update the relevant fields. <div>You cannot change your name. You can change your e-mail address from the View page, but not from the Edit page.</div>	 <p>Home > Edit Contact</p> <p>Save Cancel</p> <p>Edit Contact Information</p> <p>First Name Adam Last Name Bishop Email mythili.madhavan@propertyware.com Company Address 500 27th Street Address 2 City San Francisco State/Province CA Zip/Postal Code 94131 Country USA Home Phone (408) 852-4452 Work Phone (408) 558-9910 Mobile Phone (408) 996-3737</p> <p>Save Cancel</p>
Click the Save button.	 <p>Save Cancel</p>

Changing Your E-mail Address or Password

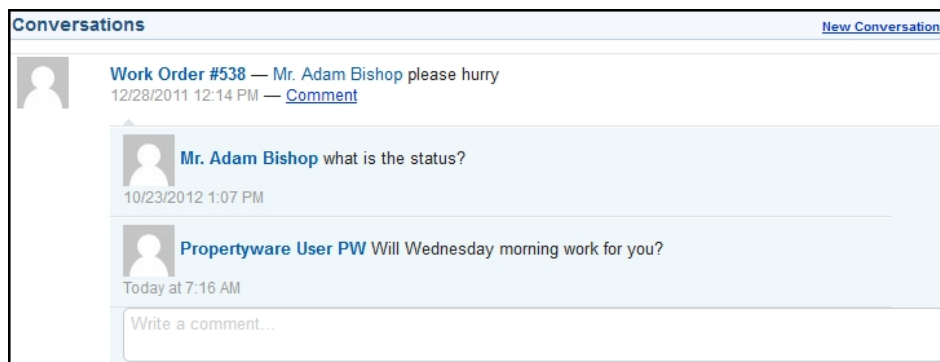
You can change your e-mail address or your Tenant Portal password from the **My Account** page.

Step	Action/ Page
From the My Account page, click	

the Change E-mail/Password link.	
<p>Update the e-mail address and/or password.</p> <div> <p>Your current password is automatically entered, but is hidden.</p> </div>	
Click the Save button.	

Conversing with the Management Team

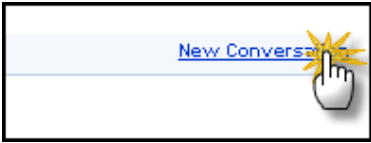
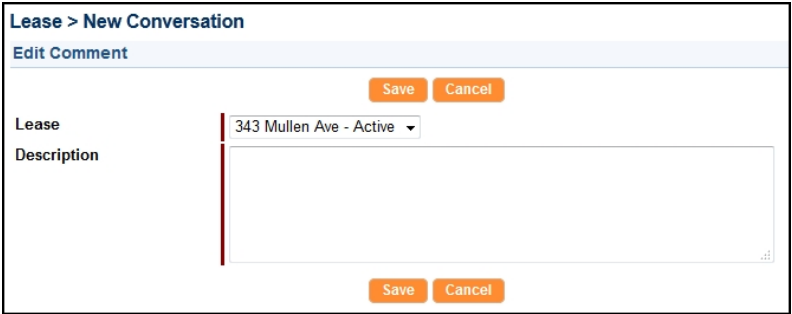

You or your management team can initiate conversations. They provide you an easy way to communicate with your management team. For example, conversations can be used to ask basic questions that fall outside the scope of a maintenance request. All conversations are displayed at the bottom of the **My Accounts** page, with the full conversation thread shown in chronological order.



Starting a New Conversation

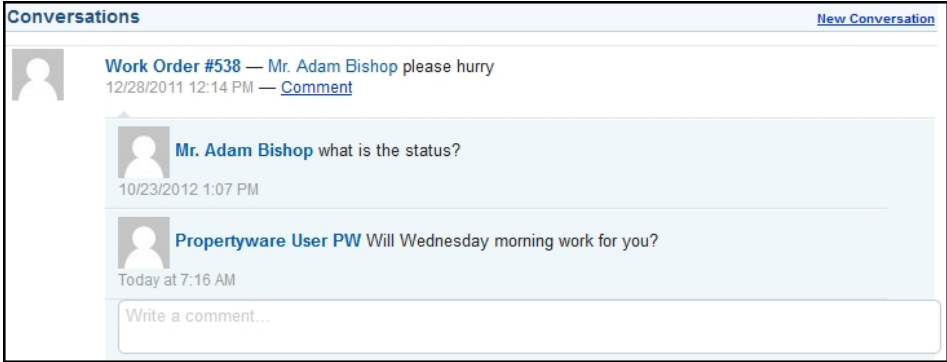
Either you or your management team can start a new conversation. Both you and the management team are sent e-mail notifications when a conversation is started. You can start a conversation from the **My Accounts** page.

Step	Action/Page

Click the New Conversation link.	
The lease displays automatically. If you have more than one lease, select the lease in question from the drop-down list. Enter your comment or question in the Description field.	
Click the Save button.	

Replying to an Existing Conversation

All existing conversations appear in the *Conversations* section of the **My Accounts** page. Each time a comment is added, the recipient is sent an e-mail notification. The comments are listed in chronological order, starting with the original comment on top.



1. To reply to a conversation, just type your response in the blank "Write a comment..." field at the bottom of the conversation.

Conversations [New Conversation](#)

Work Order #538 — Mr. Adam Bishop please hurry
12/28/2011 12:14 PM — [Comment](#)

Mr. Adam Bishop what is the status?
10/23/2012 1:07 PM

Propertyware User PW Will Wednesday morning work for you?
Today at 7:16 AM

Perfect! I'll be home all day. Please give me a call when you're on the way. |

[Save](#) [Cancel](#)

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

Creating a New Service Request

Creating a service request is an easy way to inform the management team that maintenance is required. If your management company is using online service requests on the Tenant Portal, 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/Page
From the My Account or Maintenance page, click the New Service Request button.	<p>Welcome Mr. Adam Bishop!</p> <p>Set My Photo</p> <p>Make Payment New Service Request Auto ePayments Add Insurance</p>
Fill in all the relevant fields: Building/Unit: Confirm your address. Requestor: Displays your name. Description: Describe the issue. E-mail Address: Confirm your e-mail address. Attach Document: Browse your computer for relevant files and attach the file to the request. Specific Location: Enter the location within your building	<p>Maintenance > New</p> <p>Save Cancel</p> <p>Service Request Information</p> <p>* Building/Unit 491 27th Street ▾</p> <p>* Requestor Adam Bishop</p> <p>Description</p> <p>* Email Address mythili.madhavan@property Edit</p> <p>Attach Document Browse... No file selected.</p> <p>Specific Location</p> <p>Priority Medium ▾</p> <p>Primary Phone Home ▾ (408) 852-4452 Edit</p> <p>Do you have a pet? No ▾</p> <p>Do you acknowledge the trip fee? Yes ▾</p> <p>Save Cancel</p>

or unit.
Priority: Identify how serious the problem is.
Primary Phone: Choose or edit your contact phone number.
Do you have a pet? Select "Yes" or "No."
Do you acknowledge the trip fee?: If your management team charges a service trip fee, you must acknowledge the fee.

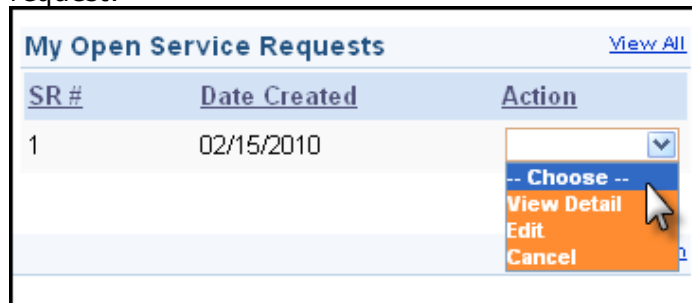
Click the **Save** button to save and notify the management company via email.



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

Reviewing, Cancelling, and Editing Existing Service Requests

If your management company is using online service requests on the Tenant Portal, you can view your service requests on the **My Account** page. You can also review, cancel, and edit the existing service requests. The *My Open Service Requests* section of the **My Account** page displays the SR # (service request number), the date the request was created, and provides an **Action** drop-down list with options to review, edit, or cancel the request.



- **View Detail** takes you to the **Maintenance** page and lets you review the details of the service request.
- **Edit** allows you to edit the fields in the request.
- **Cancel** option cancels the request.

My Rental

The **My Rental** page allows you to review the details of your lease(s). The page is divided into two sections: *Rental Detail* displays information about your lease and the *Ledger* shows charge and payment detail on your account. Buttons at the top of the page allow you to give notice or print your lease summary. If your management team has enabled electronic payments, you can also set up an online payment account, make a payment, and set up an automatic payment schedule here.

Account Home

My Rental

Maintenance

Documents

Renter's Insurance

My Rental > 491 27th Street

Make Payment

Payment Account

Auto ePayments

Give Notice

Print

Rental Detail

Address

491 27th Street in San Francisco, CA

Move In Date

01/17/2011

Unit

-

End Date

01/16/2015

Status

Terminated

Start Date

01/17/2011

Move Out Date

02/17/2010

Ledger

Total Unpaid

\$0.00

Deposit Held

\$0.00

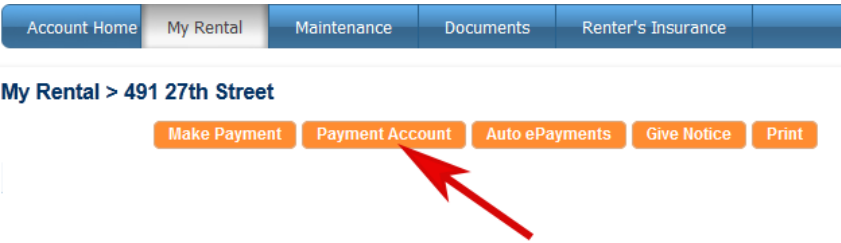
Prepayments

\$0.00

Type	Date	Ref #	Comments	Charges	Payments	Balance
Payment	04/19/2010	132			\$50.00	(\$50.00)
Charge Adjustment	04/19/2010		Credit for cleaning his own carpets		\$50.00	\$0.00
Maintenance Fee	04/19/2010		Carpet cleaning	\$100.00		\$50.00
Refund	02/17/2010	1	Refund Paid to Tenant	\$3,700.00	\$3,700.00	(\$50.00)
Payment	02/02/2010	56677			\$6,700.00	(\$50.00)
Rent	02/01/2010			\$3,200.00		\$6,650.00
Utilities	02/01/2010			\$100.00		\$3,450.00



Setting Up an Online Payment Account

If your management team has activated electronic payments for the Tenant Portal, you will be able to set up an online payment account and pay your rent online. First, you need to set up your payment account. Depending on how the management team has set up the Tenant Portal, you will be able to set up automatic checking (E-Check), credit card payments, or both.

Step	Action/Page
Click the Payment Account button.	 <p>The screenshot shows the 'My Rental > 491 27th Street' page with navigation tabs at the top. Below the tabs are five buttons: 'Make Payment', 'Payment Account', 'Auto ePayments', 'Give Notice', and 'Print'. A red arrow points to the 'Payment Account' button.</p>
Select your payment method.	
<div>You can store both credit card and e-</div>	

check information. The selected radio button determines the payment method that is used as the default method.




Payment Method

☐  E-Check ☐  Credit Card

If you select the **E-Check** option, enter either your driver's license or Social Security number for verification purposes.

The system verifies that the routing number is an active routing number. Always double-check the account number to make sure you have entered the correct information. Incorrect information can result in a returned check.

Payment Method

☒  None ☒  E-Check ☐  Credit Card

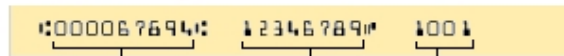
Please enter your bank account information exactly as it appears on your check. ACH payments submitted without accurate routing and account numbers will be not be processed and subject to a non-sufficient funds fee.

Bank Name

Account Type

Routing Number

Account Number


Routing Number Account Number Check Number




SSN/SIN

Drivers License #

Drivers License State/Province

If you select the **Credit Card** payment method, you need to complete all of the fields.

Payment Method

☐  None ☐  E-Check ☒  Credit Card

Card Number

Card Expiration

For both methods, enter your billing address.

	<div> <div>Billing Information</div> <div> <input type="checkbox"/> Same as Contact </div> <div> <div>Billing Address</div> <div>123 Main</div> </div> <div> <div>Address 2</div> <div></div> </div> <div> <div>City</div> <div>San Francisco</div> </div> <div> <div>State/Province</div> <div>CA</div> </div> <div> <div>Zip/Postal Code</div> <div>94114</div> </div> <div> <div>Billing Email</div> <div></div> </div> </div>
Click the Save button.	<div> <div>Save</div> <div>Cancel</div> </div>

Making a One-Time ePayment

Once your online payment account has been set up, you can make a one-time payment. Note that online transactions can take up to five business days to process, depending on the transaction type.

When you make an online payment, the information that is shown to you and the way you make the payment can vary, depending on your account and the way the management company has set up online Payments. You may see some or all of the following features:

- **Minimum Payment:** If you have an open balance, you may not be allowed to make a partial payment. In this case, you will see a **Minimum Payment** amount on the payment page.
- **Convenience Fee:** If your management company charges a convenience fee for online payments, you will see the fee amount displayed beneath the **Amount** field.

Step	Action/Page
Click the Make Payment button.	<div> <div>Account Home</div> <div>My Rental</div> <div>Maintenance</div> <div>Documents</div> <div>Renter's Insurance</div> </div> <div>My Rental > 491 27th Street</div> <div> <div>Make Payment</div> <div>Payment Account</div> <div>Auto ePayments</div> <div>Give Notice</div> <div>Print</div> </div>
Enter the payment amount, adding the	

amount for the convenience fee, if one is shown. Click the **Next** button.

My Rentals > Make a Payment

Payment Amount

Rental: 40 Cervantes Blvd Unit 1 - Active

Balance: \$6,225.00

Amount:

Convenience Fee: A convenience fee of will be added to your payment.

Payment Account

Payment Method: E-Check

Bank Name: Bank Of America

Account Type: Checking

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.

Next **Cancel**

Confirm the payment amount and click the **Confirm** button to process the payment.

To change the payment amount, click the **Previous** button.

To prevent duplicate billing, click the **Confirm** button only once.

Please Confirm Your Payment

Payment Confirmation

Rental: 40 Cervantes Blvd Unit 1 - Active

Amount: \$6,225.00

Convenience Fee: \$3.00

Total Amount: \$6,228.00

Confirm Payment Amount:

Payment Account

Payment Method: E-Check

Bank Name: Bank Of America

Account Number: XXX4567

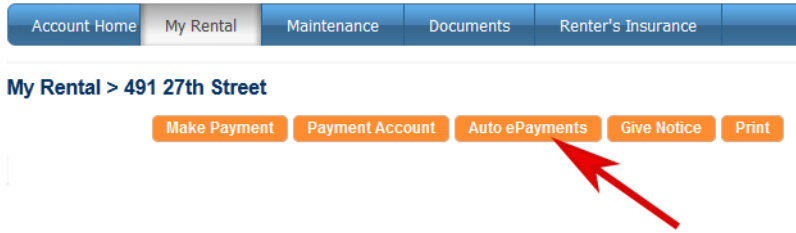
Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment.


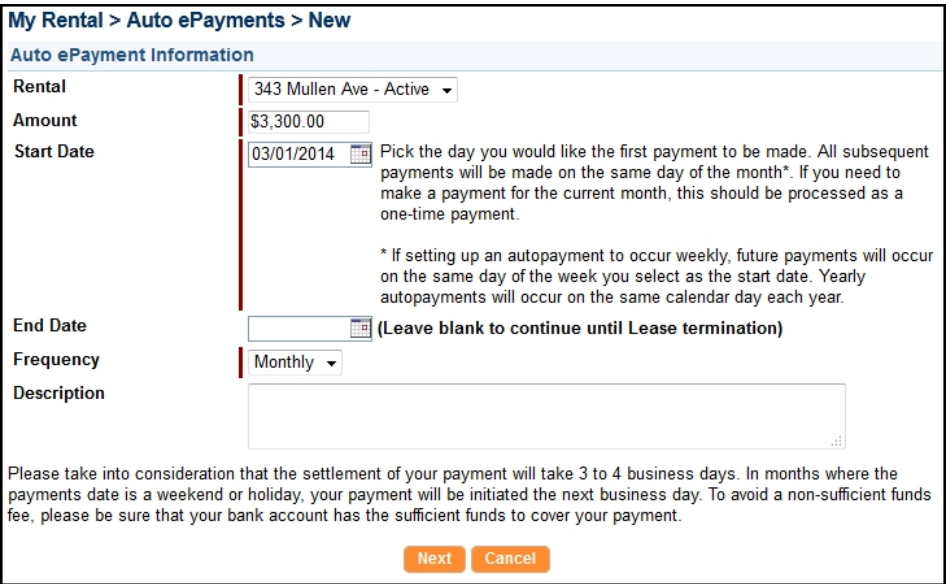
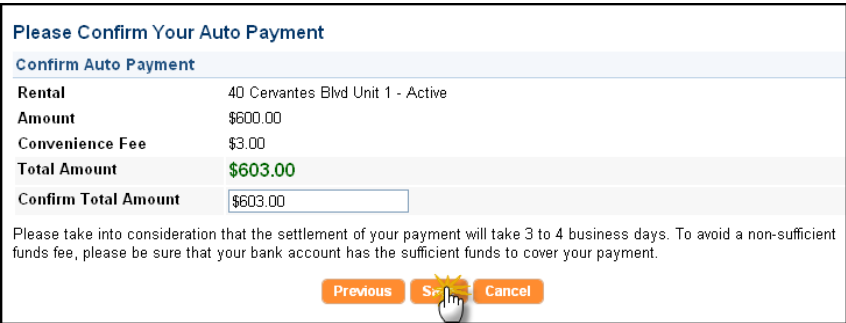
Click Confirm Only Once!

Previous **Confirm**

Setting Up Auto ePayments

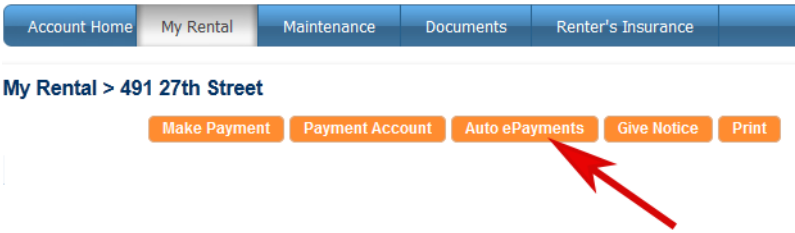
Once you have set up an online payment account, you can schedule an auto ePayment to automatically pay your rent from your credit card or checking account. You can choose a start date for recurring payments. You can cancel the auto ePayment at any time.

Step	Action/Page
Click the Auto ePayments button.	 <p>Account Home My Rental Maintenance Documents Renter's Insurance</p> <p>My Rental > 491 27th Street</p> <p>Make Payment Payment Account Auto ePayments Give Notice Print</p>
Click the Schedule	

Auto ePayment button.	
<p>Complete all required fields and click Next.</p> <div> <p>If there is one, the convenience fee is displayed under the Amount field.</p> </div>	
Confirm the total amount to be paid each time and click the Save button.	

Deleting Auto ePayments

You can delete your auto ePayments at any time.

Step	Action / Page
From the My Rentals or My Account page, click the Auto ePayments button.	
Choose	


Delete from the **Action** drop-down list.

My Rental > Auto ePayments

[Schedule Auto ePayment](#)

Auto ePayments

Rental	Amount	Fee	Frequency	Start Date	End Date	Next Payment	Action
343 Mullen Ave - Active	\$3,300.00		Monthly	03/01/2014		03/01/2014	-- Choose -- -- Choose -- View Detail Edit Delete

Powered by:  A RealPage Company


Click the **OK** button to confirm.

Are you sure you want to delete this Auto ePayment?

[OK](#) [Cancel](#)

Editing Auto ePayments

You can also edit your auto payments at any time.

Step	Action / Page																
From the My Rentals or My Account page, click the Auto ePayments button.	<div><div>Account HomeMy RentalMaintenanceDocumentsRenter's Insurance</div><div>My Rental > 491 27th Street</div><div>Make PaymentPayment AccountAuto ePaymentsGive NoticePrint</div></div>																
Select Edit from the Action drop-down list.	<div><div>My Rental > Auto ePayments</div><div>Schedule Auto ePayment</div><div>Auto ePayments</div><table><thead><tr><th>Rental</th><th>Amount</th><th>Fee</th><th>Frequency</th><th>Start Date</th><th>End Date</th><th>Next Payment</th><th>Action</th></tr></thead><tbody><tr><td>343 Mullen Ave - Active</td><td>\$3,300.00</td><td></td><td>Monthly</td><td>03/01/2014</td><td></td><td>03/01/2014</td><td><div>Delete-- Choose --View DetailEditDelete</div></td></tr></tbody></table><div>Powered by:  A RealPage Company</div></div>	Rental	Amount	Fee	Frequency	Start Date	End Date	Next Payment	Action	343 Mullen Ave - Active	\$3,300.00		Monthly	03/01/2014		03/01/2014	<div>Delete-- Choose --View DetailEditDelete</div>
Rental	Amount	Fee	Frequency	Start Date	End Date	Next Payment	Action										
343 Mullen Ave - Active	\$3,300.00		Monthly	03/01/2014		03/01/2014	<div>Delete-- Choose --View DetailEditDelete</div>										

Change the payment information, as needed, and click **Next**.

My Rental > Auto ePayments > New

Auto ePayment Information

Rental 343 Mullen Ave - Active

Amount \$3,300.00

Start Date 03/01/2014 Pick the day you would like the first payment to be made. All subsequent payments will be made on the same day of the month*. If you need to make a payment for the current month, this should be processed as a one-time payment.

* If setting up an autopayment to occur weekly, future payments will occur on the same day of the week you select as the start date. Yearly autopayments will occur on the same calendar day each year.

End Date (Leave blank to continue until Lease termination)

Frequency Monthly

Description

Please take into consideration that the settlement of your payment will take 3 to 4 business days. In months where the payments date is a weekend or holiday, your payment will be initiated the next business day. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment.

Next **Cancel**

Confirm the total amount to be paid each period and click the **Save** button.

Please Confirm Your Auto ePayment

Confirm Auto ePayment

Rental 343 Mullen Ave - Active

Amount \$3,300.00

Total Amount \$3,300.00

Confirm Total Amount

First Payment Date 03/01/2014

Next Payment 04/01/2014

End Date

Frequency Monthly


Please take into consideration that the settlement of your payment will take 3 to 4 business days. In months where the payments date is a weekend or holiday, your payment will be initiated the next business day. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment.

Previous **Save** **Cancel**

Selecting "Save" indicates your agreement to schedule the Auto ePayment indicated above, and authorizes the automatic debit of your bank or credit account on file. If you do not agree, select "Previous" to edit your Auto ePayment, or "Cancel" to return to Auto ePayments menu.

Editing Payment Accounts

You can edit the payment account settings, if necessary. For example, you may get a new credit card with an extended expiration date, or you may want to change your payment account from a credit card to a checking account. Once you change the account information, all payments are drawn from the new account moving forward.

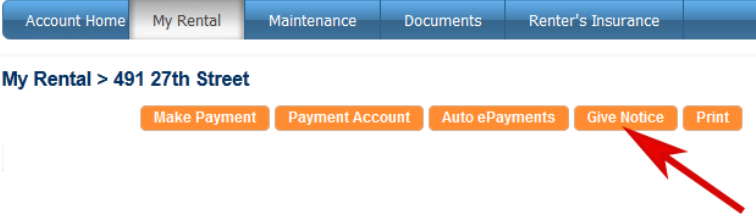
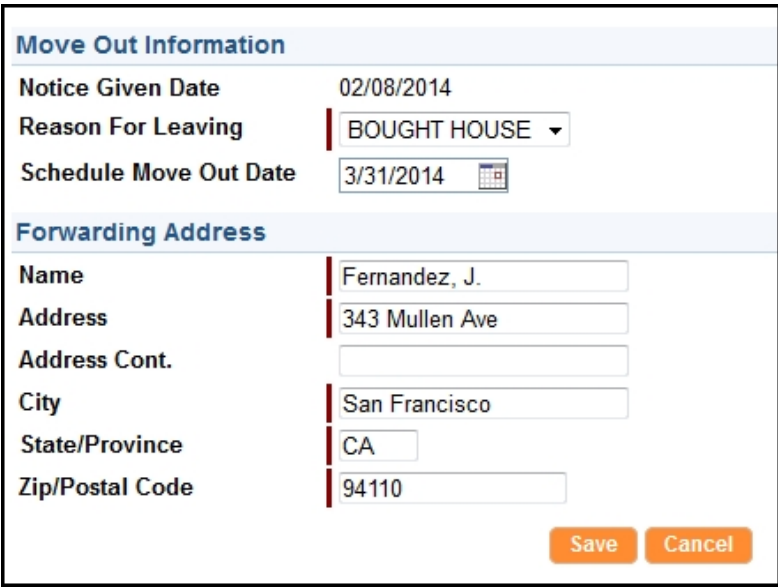

Step	Action / Page
From the My Rentals page, click the Payment Account button.	<p>Account Home My Rental Maintenance Documents Renter's Insurance</p> <p>My Rental > 491 27th Street</p> <p>Make Payment Payment Account Auto ePayments Give Notice Print</p> 

Click the Edit Payment Account button.	<div>My Rental > Payment Account</div> <div>Edit Payment Account</div> <div><div><div>Payment Account Detail</div><div><div>Payment Method</div><div>E-Check</div></div><div><div>Bank Name</div><div>Viewpoint test</div></div><div><div>Account Type</div><div>Checking</div></div><div><div>Routing Number</div><div>307075259</div></div><div><div>Account Number</div><div>XXXXXX9879</div></div><div><div>Social Security #</div><div>XXXXXXX1111</div></div></div><div><div>Billing Information</div><div><div>Billing Address</div><div>1612 East 7th Street</div></div><div><div>Address 2</div><div></div></div><div><div>City</div><div>Austin</div></div><div><div>State/Province</div><div>TX</div></div><div><div>Zip/Postal Code</div><div>78702</div></div><div><div>Billing Email</div><div>email@email.com</div></div></div></div>
Select the option for the type of payment.	<div>Payment Method</div> <div><div><input checked="" type="radio"/> <div>ACH</div> E-Check</div><div><input type="radio"/> <div>Credit Card</div></div></div>
Edit the account details.	<div>E-Check</div> <div><div><div><div>Bank Name</div><div>Viewpoint</div></div><div><div>Account Type</div><div>Checking</div></div><div><div>Routing Number</div><div>307075259</div></div><div><div>Account Number</div><div>89897776544321</div></div><div><div><div>00000676941</div><div>23467891</div><div>1001</div></div><div><div>Routing Number</div><div>Account Number</div><div>Check Number</div></div></div><div><div><div>Social Security #</div><div></div></div><div><div>Drivers License #</div><div></div></div><div><div>Drivers License State/Province</div><div></div></div></div></div><div>Credit Card</div><div><div><div>Card Number</div><div>6767555540016565</div></div><div><div>Card Expiration</div><div><div>1 - January</div><div>2015</div></div></div></div></div>
Click the Save button.	<div><div>Save</div><div>Cancel</div></div>

Giving Notice

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

Step	Action/Page

<p>From the My Rentals page, click the Give Notice button.</p>	
<p>Complete all relevant fields.</p>	
<p>Click the Save button.</p>	

Maintenance

If your management company is using online service requests on the Tenant Portal, you will have a **Maintenance** tab. The **Maintenance** page 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. For each request, you can see the date it was entered, the issue, and its status.

My Account	My Rentals	Maintenance	Documents	Renter's Insurance
Maintenance				
New Service Request				
My Service Requests				
SR #	Date Created	Description	Status	Action
3	03/01/2010	leaky faucet.	Open	View Detail
2	03/01/2010	sink is leaking	Canceled By Tenant	Edit
1	02/15/2010	My sink is leaking	Canceled By	

The **Action** field allows you to "View Details" of the service request or "Edit" to change an Open service request.

Viewing a Service Request

To view a service request in any status, select "View Details" in the **Action** list for that request. In addition to viewing the details of the request, you can also view any documents or photos attached to the service request or have a conversation with the management team.


Maintenance > SR# 693

NewEditCancel Service Request

Service Request Detail

Status	Open
Requestor	Scott Michaels
Description	door is leaking when it rains
Specific Location In Unit	
Priority	Med
Do you have a pet?	No
Do you acknowledge the trip fee?	Yes
Date Created	08/21/2012
Start Date	
Completed Date	

Documents

Filename	File Type	File Size	Created	Action
 4-29-2011 3-06-14 PM.png	Image	10k	8/21/12 12:1:59 AM	View Del

Attach Document

Conversations

[New Conversation](#)

No Conversations

Changing a Service Request

To make changes to an existing service request, choose "Edit" in the **Action** list for that request. Make any needed changes to the request and click **Save**.

Service Request Information

SR # 692

* Building/Unit1390 Santa Alicia Ave

* RequestorScott Michaels

DescriptionA/C is blowing, but is not cooling.

* Email Addresssmichaels@pw.comEdit

Attach DocumentBrowse...No file selected.

Specific Location

PriorityHigh

Primary PhoneHomeEdit

Do you have a pet?No

Do you acknowledge the trip fee?Yes

SaveCancel

Cancelling a Service Request

If you want to cancel a request, begin by selecting "View Details" in the **Action** list for that request. While viewing the request, click the **Cancel Service Request** button.


Maintenance > SR# 693

[New](#) [Edit](#) [Cancel Service Request](#)

Service Request Detail

Status: Open
 Requestor: Scott Michaels
 Description: door is leaking when it rains
 Specific Location In Unit:
 Priority: Med
 Do you have a pet?: No
 Do you acknowledge the trip fee?: Yes
 Date Created: 08/21/2012
 Start Date:
 Completed Date:

Documents

Filename	File Type	File Size	Created	Action
 4-29-2011 3-06-14 PM.png	Image	10k	8/21/12 12:1:59 AM	View Del

[Attach Document](#)

Conversations [New Conversation](#)

No Conversations

Documents

Use the **Documents** tab to view building, lease, or other important documents shared by your management team. Your management company may or may not include Inspection documents, as shown here. When a new document is uploaded to the Tenant Portal, you receive an e-mail 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.

[Account Home](#) [My Rental](#) [Maintenance](#) [Documents](#) [Renter's Insurance](#)



Building Documents

Documents

There are no Building documents available

Lease Documents

Documents

File Name	Size	Uploaded	Uploaded by
 two_logins.png	391k	2/19/2013	puserpw
 Move Out Instructions (11-29-2012 - 11-29-2012).pdf	9k	11/29/2012	puserpw



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
 Property Inspection.docx	12k	10/29/2010	puser

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

Renter's Insurance

The **Renter's Insurance** tab is only available if your property management company offers renter's insurance through the Tenant Portal. If this tab is available, your management company may offer insurance as an option or may require that you have renter's insurance as part of the terms of your lease. Once you purchase a policy and report that policy to the management team, the policy information is posted on the **Renter's Insurance** tab.


Account Home	My Rental	Maintenance	Documents	Renter's Insurance			
Insurance							
My Policies							
Policy Holder	Policy Number	Provider	Status	Effective Date	Next Renewal	Last Status Update	Policy Docs
Scott Michaels	9989887765541	Farmers Insurance	Active	10/15/2013	10/15/2014	02/08/2014	

The eRenterPlan

If you do not have a renter's insurance policy on file with the management team, the **My Account** page includes an insurance marketing banner at the bottom and an **Add Insurance** button at the top. Use these options to research and purchase an insurance policy.

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

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

**Welcome Mr. Adam Bishop!**

[Set My Photo](#)

[Make Payment](#) | [New Service Request](#) | [Auto ePayments](#) | [Add Insurance](#)

Community Message

Please note the management office will be closed this Friday for a huge office party.

Summary

Address	Unit	Last Payment Date	Deposit Held	Total Unpaid	Balance	Action
491 27th Street	-	04/19/2010	\$0.00	\$0.00	\$-50.00	-- Choose --

Renter's Insurance Policy

Policy Holder	Policy Number	Provider	Status	Effective Date	Next Renewal	Last Status Update	Policy Docs
No Policies							


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 mythili.madhavan@propertyware.com

My Open Service Requests[View All](#)


SR #	Date Created	Action
------	--------------	--------

Conversations[New Conversation](#)

**Work Order #538** — Mr. Adam Bishop please hurry
12/28/2011 12:14 PM — [Comment](#)

**Mr. Adam Bishop** what is the status?
10/23/2012 1:07 PM

Write a comment...




Low Cost Renters Insurance
Up to 45% Less With Better Coverage
Personal Liability Protection for up to \$100,000
Personal Property Protection at Replacement Cost
You're Pre-Approved – No Credit Checks
Coverage For Up To 5 Roommates
Pet Liability Coverage
And Much More

[VIEW SPECIAL PRICES](#)

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 >>](#)

eRenterPlan
HAS YOU COVERED
Get a **FREE QUOTE >>>**

Powered by:  **Propertyware**
A RealPage Company

The marketing banner contains information on why Renter's Insurance is important and specific information on eRenterPlan insurance. It also includes a special link to obtain a free quote from eRenterPlan. You receive a quote within minutes of clicking the **Get a Free Quote** link.

When you click the link, a pop-up notification lets you know that you are leaving the Tenant Portal web site. Click **I Agree** to continue.


You are about to leave your Property Management Company's web site (which is licensed from Propertyware, Inc.) and will be directed to another company's secured site. The site will include information about insurance from a licensed insurance agency. Such information is not provided by your Property Management Company or Propertyware, nor should it be construed as an endorsement or a solicitation to sell insurance by your Property Management Company or Propertyware. Your Property Management Company and Propertyware assume no liability or responsibility arising from the use of any product, information, idea or instruction contained on the site, and also do not guarantee or make any representations regarding the accuracy of any statements made on other web sites.

By continuing, you are agreeing to allow certain information about you and your lease to be provided to eRenterPlan to assist the site to help prepare a no cost, no obligation quote for an insurance policy for you.

To Continue, click "I Agree", or to go back, click "Go Back."

I Agree **Go Back**

At the the eRenterPlan web site, select the insurance policy options you are interested in, including personal property coverage, deductible (if available), and optional coverage, to complete the request for a pre-approved quote.





Call Us Today
1-888-205-8118

Mon. - Fri. 6 a.m. - 6 p.m. PST
Sat. 7 a.m. - 2 p.m. PST
Para Espanol, oprime el numero 8

[Click here](#) to leave a message.

FREE QUOTE and
Proof of Coverage in
minutes!
Enter your zip
code:

 [Contact customer service](#)

 [Policyholder Log In](#)

QUOTE **PRODUCTS** **FAQS** **ABOUT US** **CONTACT US** **LOG IN**

ActiveQuote

Based on the Zip Code: **94945 - Novato, CA** the following Renter's Insurance Policies are available to you on a Pre-Approved basis. Please select one of the coverage options from the box below to receive a detailed quote.

Please Note - eRenterPlan Policy Premiums may change based on the Policy Start Date selected.

Compare Policies **Enroll On-Line Now**

Renters Insurance Policy Selection

Please select one of the following insurance policy options to receive your quote.

☐ \$40K Personal Prop. / \$100K Personal Liab. (Pref)
☒ \$30K Personal Prop. / \$100K Personal Liab. (Pref)
☐ \$20K Personal Prop. / \$100K Personal Liab. (Pref)
☐ \$10K Personal Prop. / \$100K Personal Liab. (Pref)
☐ \$5K Personal Prop. / \$100K Personal Liab. (Pref)

\$30K Personal Prop. / \$100K Personal Liab. (Pref)	
Coverage	Limits
Personal Property and Additional Living Expenses	\$30,000
Personal Liability Coverage	\$100,000
Medical Payment to Others	\$1,000

Policy Notes: Unless otherwise provided, this policy contains a \$1,000 deductible for all Wind and Hail losses.

Click the **Enroll On-Line Now** button to complete the purchase online. You can also call the Customer Service Center at (888) 205-8118.

Referral fees for leads are earned only when you complete the purchase online. If you elect to call the toll-free number to purchase insurance, eRenterPlan cannot link the lead to your property.

Step	Action/Page

Provide your personal information. The eRenterPlan auto completes the information for this step. If the information is not available in **Online Enrollment** fields, you need to enter it. Click the **Continue to Step 2** button to proceed.

Online Enrollment: Step 1 of 5

Tell us about yourself, your spouse, and your roommates.

* First Name:

* Last Name:

Additional Occupant(s):	First Name	Last Name
	<input type="text" value="Ann"/>	<input type="text" value="Ruiz"/>
	<input type="text" value="Michael"/>	<input type="text" value="Ruiz"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>

Daytime Tel#:

Home Tel#:

* Email Address:

* Confirm Email Address:

We need to know the name of the primary insured occupant for this apartment. Please include all additional occupants over the age of 18 in the Additional Occupants section. This will ensure that coverage is extended to all occupants of this location.

* Required Fields

[Continue to Step 2 >>](#)

The address information is also filled automatically from the Tenant Portal. eRenterPlan checks that against the USPS database. You can update the street address but not the city, state, and ZIP Code. Click the **Continue to Step 3** button to proceed.

Online Enrollment: Step 2 of 5

Tell us the address of your apartment or home. Optionally you can provide a separate mailing address for anything we need to mail you regarding your eRenterPlan policy.

Insured Names: Ann Ruiz
Ann Ruiz
Michael Ruiz

* Insured Location:

City, State, Zip:

Mailing Address: (If different than Insured location)
Line 1:

Line 2:

City:

State:

Zip Code:

* Required Fields

[Continue to Step 3 >>](#)

Enter the **Policy Effective Date**.

The effective date can be the date of your move-in or you can start the policy on the next business day. Then, select a **Payment Plan**. You can choose a monthly, quarterly, semi-annual, or annual plan. Click the **Continue to Step 4** button to proceed.

Online Enrollment: Step 3 of 5

Policy Effective Date and Premium Payment Term

Insured Names: Ann Ruiz
Ann Ruiz
Michael Ruiz

City, State, Zip: 14 Robinhood Dr #
Novato, CA 94945-3408
ZIP+4 was changed

Mailing Address: None specified
(If different than insured location)

* Policy Effective Date: 5/19/2011 at 12:01 a.m. PST.

* Payment Period:

- ☐ **Monthly:** 12 Installments of **\$23.00**
- ☐ **Quarterly:** 4 Installments of **\$66.00**
- ☐ **Semi-Annual:** 2 Installments of **\$132.00**
- ☐ **Annual:** 1 Installment of **\$264.00**

** Monthly payments using a credit card, debit card, or ACH include a monthly processing fee of \$1.00.

* Required Fields

[Continue to Step 4 >>](#)

Confirm and accept the *Privacy Policy and Effective Date of Acknowledgement*. If you chose your move-in date as the policy effective date, you also have to confirm that you have not suffered losses prior to that date. Click **Accept and Continue** button to proceed.

Policy Effective Date Acknowledgement & Underwriting

You have requested your policy to be effective as of today. In order for us to process this request and issue your policy we need you to review carefully the following two questions and accept these conditions;

☒ **I am new resident of this apartment community**

☐ My move-in date is: **5/19/2011**.

☐ I certify that there have been no losses, accidents or circumstances that might give rise to a claim under this policy within the last 24 hours

☐ **Begin my policy as of: 5/20/2011.**

[Accept and Continue](#)

Select the payment type and

click the **Finalize Enrollment** button to complete the process.

Online Enrollment: Step 5 of 5

Please let us know what payment method to use for your periodic premium installments. For your convenience we'll automatically process your premium installments via your preferred method when due so that no lapse in your insurance coverage will occur until your policy is cancelled. You may cancel your policy at any time without penalty.



We use the latest in secure internet transaction protocols to ensure the safety and privacy of your purchase. Encryption will occur prior to the transmission, protecting your information from interception.

Payment Method

- ☐ Visa
- ☐ MasterCard
- ☐ American Express
- ☐ Discover
- ☐ Electronic Funds Transfer

Finalize Enrollment




Questions and inquiries about the policy and making claims should be directed to eRenterPlan Insurance. You receive a welcome email with contact information and a link for managing your policy online and customer service.

Viewing the Enrollment Confirmation E-mail

Once you have enrolled, you receive a confirmation e-mail as shown below:

Joe Resident


Subject: eRenterPlan Insurance Confirmation
Attachments: 2011051911554660401042.pdf



INSURANCE FOR APARTMENT RESIDENTS

home | about us | contact us

Stuff Happens. Be Prepared!



Expect the unexpected. Protect you and your stuff today.

Insurance Confirmation
Our office has received, and submitted your request for a renters insurance policy. We appreciate your business and look forward to serving you. Please call us with any questions that you might have.
A confirmation of your policy request is available on-line at the following URL;
[Insurance Confirmation](#)

You can access your account online 24/7 from eRenterPlan.com. Please [Click Here](#) for Login Instructions.


Privacy Notice
You have received this notice because you are a customer of LeasingDesk Insurance Services, have provided us with your email address, and consented to receive electronic communications from us. As required by law, LeasingDesk Insurance Services is providing you notice ("Privacy Notice") of our privacy practices. Specifically, Title V of the Gramm-Leach-Bliley Act (15 U.S.C. 6801 et seq.) requires LeasingDesk Insurance Services to deliver its Privacy Notice to consumers at their formation of the customer relationship with LeasingDesk Insurance Services, and to its customers annually. The Privacy Notice which describes how LeasingDesk Insurance Services protects and safeguards your non-public personal information, may be view here: [Privacy Notice](#).
LeasingDesk Insurance Services
36 Discovery
Suite 220
Irvine CA 92618
1-888-205-8118

Free Auto Insurance Quote
LeasingDesk Insurance Services now offers competitive Auto Insurance quotes. Get the coverage you need at the price you deserve. Start saving, 1-866-685-6967 for a free quote or [click here](#) to submit your information to our agents electronically

1

Viewing Policy Details on the Portal

The **Renter's Insurance** page contains information about your policy purchased through eRenterPlan. If the property management team elects to record policies purchased through a third party, information on that policy is also available. Information remains available until it is deleted, even on expired or cancelled policies.




BLUE CLOUD
PROPERTY MANAGEMENT

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

My Account | My Rental | Maintenance | Documents | **Renter's Insurance**

Insurance


My Policies

Policy Holder	Policy Number	Provider	Status	Effective Date	Next Renewal	Last Status Update	Policy Docs
Ann Allyn	0030460020	eRenterPlan (LeasingDesk)	Active	05/16/2011	05/16/2012		

The **Policy Docs** displays the Policy Confirmation Document for policies purchased

through the eRenterPlan web site. For policies purchased through third parties, the link displays the proof of coverage document you have sent to the property manager.

An example of the eRenterPlan Policy Confirmation document is given below.

 <p>Mailing Address: P.O. Box 17478, Irvine, CA 92623-7478 Customer Service: 1-888-205-8118 M-F 6:30am PST to 5:30pm PST</p>		<p>Confirmation Notice Date: 5/13/2011</p> <p>932231</p>																												
Name and Address of Insured: ANN ALLYN 1390 Santa Alicia Ave Chula Vista, CA 91913-1850	Additional Insured(s): Any new resident must be added to the policy in order to be eligible for coverage. Residents can be added or removed by logging onto http://www.eRenterPlan.com																													
Mailing Address:	Policyholder Contact Information: Telephone #: Email Address: a.allyn787@gmail.com																													
Policy Summary: <table border="1"><tr><td>Policy Number:</td><td>0030460020</td></tr><tr><td>Effective Date:</td><td>05/16/2011 12:01 AM CST</td></tr><tr><td>Coverage</td><td>Limit</td></tr><tr><td>Personal Property Coverage</td><td>\$30,000</td></tr><tr><td>Additional Living Expenses</td><td></td></tr><tr><td>Personal Liability Coverage</td><td>\$100,000</td></tr><tr><td>Medical Payments to Others</td><td>\$1,000</td></tr><tr><td>Deductible:</td><td>\$250</td></tr></table>		Policy Number:	0030460020	Effective Date:	05/16/2011 12:01 AM CST	Coverage	Limit	Personal Property Coverage	\$30,000	Additional Living Expenses		Personal Liability Coverage	\$100,000	Medical Payments to Others	\$1,000	Deductible:	\$250	Insurance Company: <table border="1"><tr><td>Insurance Company:</td><td>AMERICAN MODERN HOME INSURANCE COMPANY</td></tr><tr><td></td><td>Annville, OH</td></tr><tr><td>Claims (Toll Free):</td><td>1-800-375-2075</td></tr><tr><td>NAIC#:</td><td></td></tr><tr><td>Agent:</td><td>LEASINGPEAK INSURANCE SERVICES</td></tr><tr><td>Lic#:</td><td>OD12126</td></tr></table>	Insurance Company:	AMERICAN MODERN HOME INSURANCE COMPANY		Annville, OH	Claims (Toll Free):	1-800-375-2075	NAIC#:		Agent:	LEASINGPEAK INSURANCE SERVICES	Lic#:	OD12126
Policy Number:	0030460020																													
Effective Date:	05/16/2011 12:01 AM CST																													
Coverage	Limit																													
Personal Property Coverage	\$30,000																													
Additional Living Expenses																														
Personal Liability Coverage	\$100,000																													
Medical Payments to Others	\$1,000																													
Deductible:	\$250																													
Insurance Company:	AMERICAN MODERN HOME INSURANCE COMPANY																													
	Annville, OH																													
Claims (Toll Free):	1-800-375-2075																													
NAIC#:																														
Agent:	LEASINGPEAK INSURANCE SERVICES																													
Lic#:	OD12126																													
Optional Coverages: .	Premium Installments: Your credit/debit card will be charged Monthly for your period premium installments. Estimated billing dates are as follows: the 29th of each month.																													
Important Information Unless otherwise provided, this policy contains a \$1,000 deductible for all Wind and Hail losses.																														
Insuring Agreement: Your complete policy will be mailed to you via U.S. Mail within 15 days. The policy is your contract for insurance, not the Insurance Election Form or this Confirmation of Insurance. Please review all information closely for accuracy when received. The information given here is only a summary of coverage to be provided to you by this policy.																														
Policy Cancellation: Your policy will NOT automatically terminate when you move-out. You must inform us of your cancellation in writing to avoid any further premium being billed to you or deducted from your account. You may also cancel your policy on-line at http://www.eRenterPlan.com .																														
Notice of Cancellation: Your leasing office or apartment community manager may be notified of any notice of cancellation or non-renewal of your policy.																														
Premium Installment Charges: If you have chosen to have your periodic premium installment payments debited from your bank account or credit card, please note that these periodic installments will be charged to your account roughly 7 to 14 days prior to your installment due date. This is for your protection and allows us sufficient time to notify you in writing in the event your account is closed or your credit card is declined by your issuing bank.																														
<small>Revised 09/2005 Printed: 5/13/2011 11:48:48 AM</small>		<small>Form: COI-001</small>																												

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