

The Owner Portal is a special area of our website that is designed to provide you with real-time information regarding your rental properties. The Owner Portal allows you to:

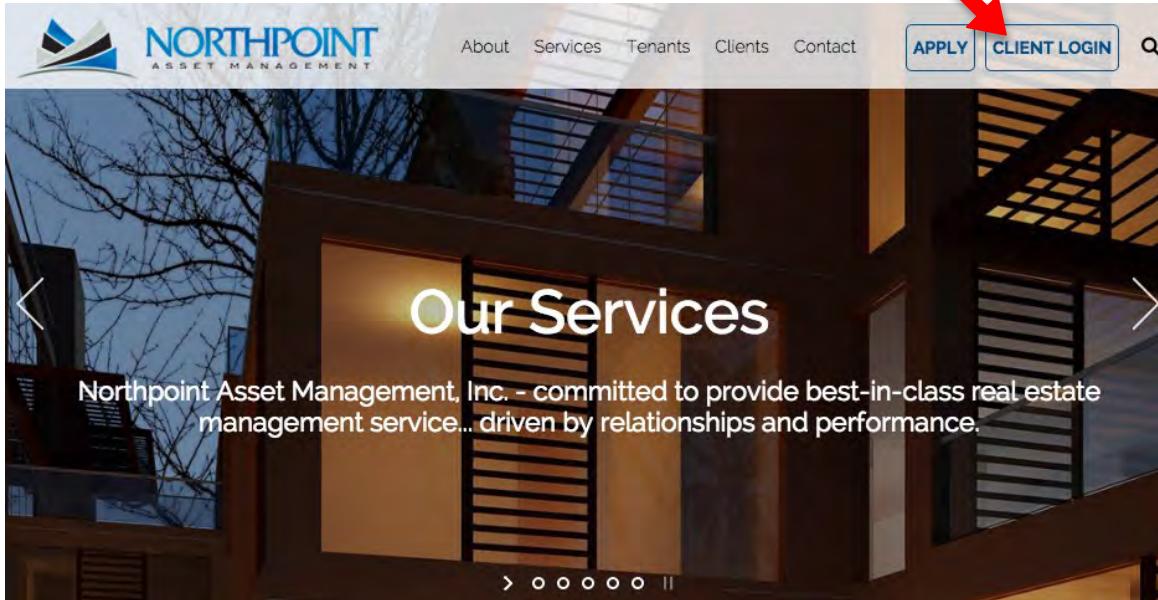
- View your statements and reports online. Communicate with the management team. View alerts for unpaid bills.
- Approve or reject work orders. Update contact information.
- Add a payment profile for electronic debits and credits.

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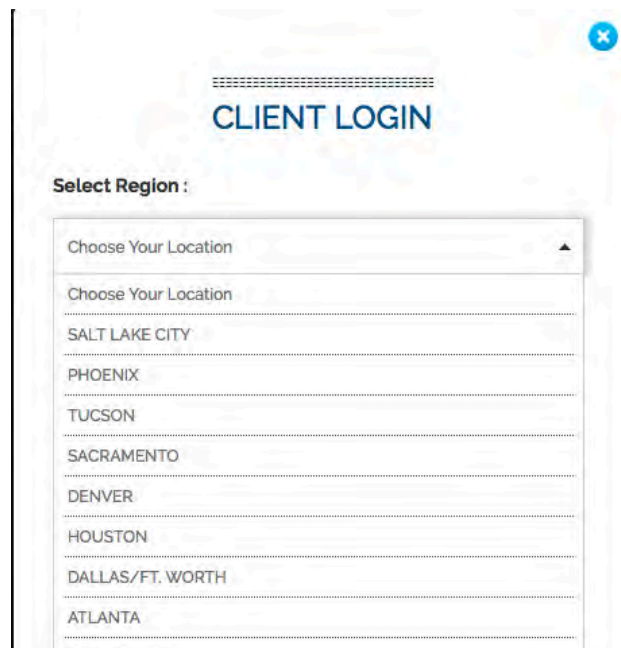
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Getting Started with the Owner Portal

Access the Owner Portal from the Northpoint website by clicking on the **CLIENT LOGIN** button in the upper right corner



A popup will appear prompting you to select the city or region in which the managed property is located.



CLIENT LOGIN

Select Region :

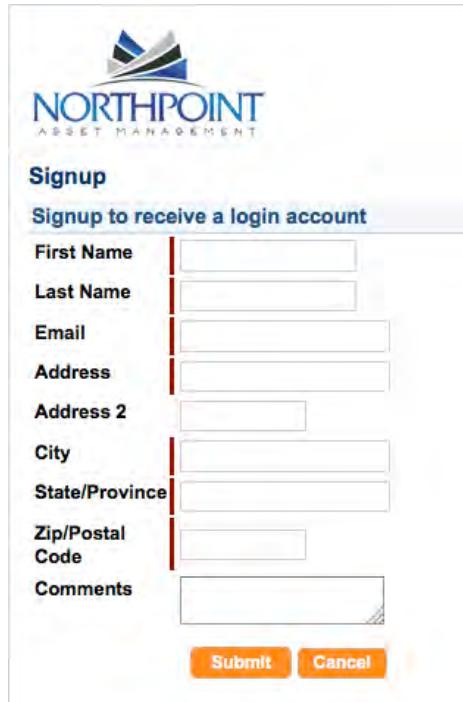
Choose Your Location

- Choose Your Location
- SALT LAKE CITY
- PHOENIX
- TUCSON
- SACRAMENTO
- DENVER
- HOUSTON
- DALLAS/FT. WORTH
- ATLANTA

Select your region and click **SUBMIT**.

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.

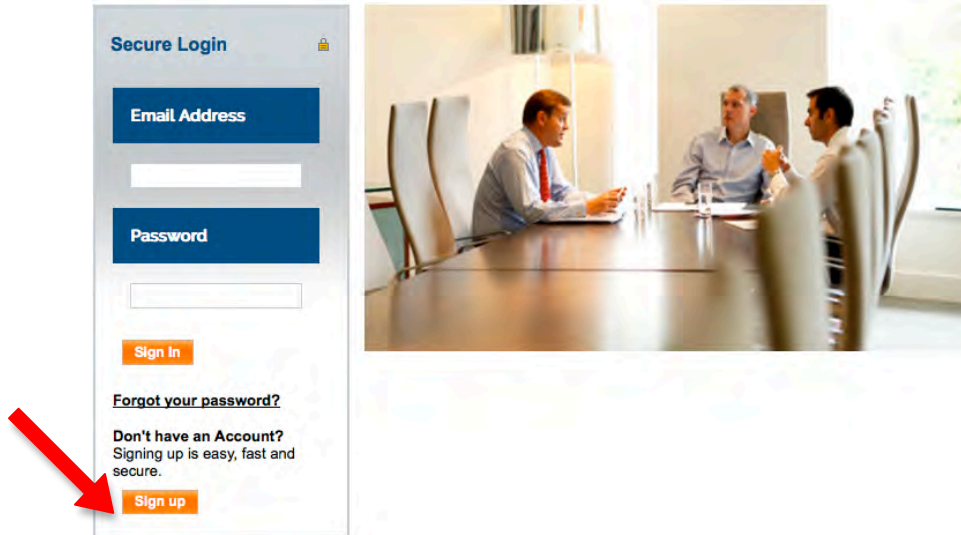



The screenshot shows a web form titled "Sign-up" for Northpoint Asset Management. The form is titled "Sign-up to receive a login account" and contains the following fields: First Name, Last Name, Email, Address, Address 2, City, State/Province, Zip/Postal Code, and Comments. At the bottom of the form are two buttons: "Submit" and "Cancel".

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

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.

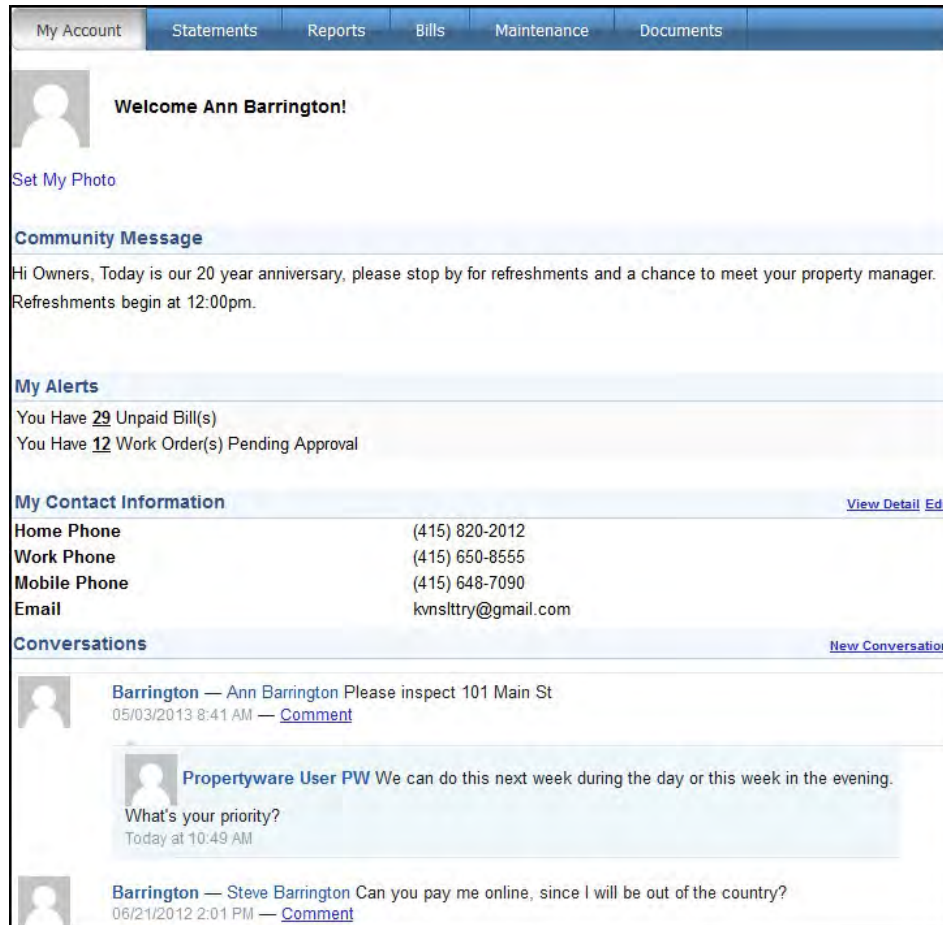
Owner Portal Navigation Tabs

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**.



The screenshot shows the 'My Account' page with a navigation bar at the top containing 'My Account', 'Statements', 'Reports', 'Bills', 'Maintenance', and 'Documents'. The main content area is divided into several sections:

- Welcome Ann Barrington!**: A greeting with a 'Set My Photo' link.
- Community Message**: A message from the property manager: '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**: A section showing 'You Have 29 Unpaid Bill(s)' and 'You Have 12 Work Order(s) Pending Approval'.
- My Contact Information**: A table listing contact details:

Home Phone	(415) 820-2012
Work Phone	(415) 650-8555
Mobile Phone	(415) 648-7090
Email	kvnsltry@gmail.com
- Conversations**: A list of messages from other users, including one from 'Barrington' and one from 'Propertyware User PW'.

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.



This close-up shows the 'My Alerts' section with the following text: 'You Have 2 Unpaid Bill(s)' and 'You Have 6 Work Order(s) Pending Approval'. A red arrow points to the number '2' in the first line.

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

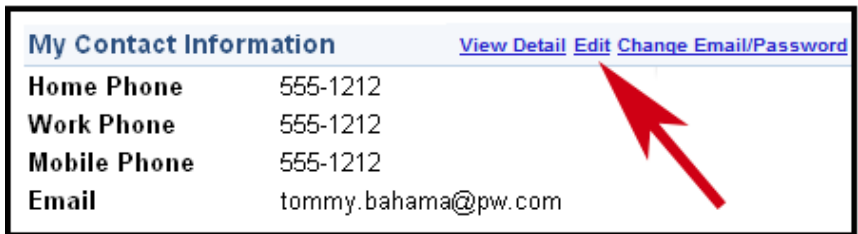
Work Order alerts only appear if the management company is using online work orders in the Owner Portal.


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 My Account page, click the Edit link.	 <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e6f2ff;"> <th colspan="2" style="text-align: left; padding: 5px;">My Contact Information</th> <th style="text-align: right; padding: 5px;"> View Detail Edit Change Email/Password </th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Home Phone</td> <td style="padding: 5px;">555-1212</td> <td></td> </tr> <tr> <td style="padding: 5px;">Work Phone</td> <td style="padding: 5px;">555-1212</td> <td></td> </tr> <tr> <td style="padding: 5px;">Mobile Phone</td> <td style="padding: 5px;">555-1212</td> <td></td> </tr> <tr> <td style="padding: 5px;">Email</td> <td style="padding: 5px;">tommy.bahama@pw.com</td> <td></td> </tr> </tbody> </table>	My Contact Information		View Detail Edit Change Email/Password	Home Phone	555-1212		Work Phone	555-1212		Mobile Phone	555-1212		Email	tommy.bahama@pw.com	
My Contact Information		View Detail Edit Change Email/Password														
Home Phone	555-1212															
Work Phone	555-1212															
Mobile Phone	555-1212															
Email	tommy.bahama@pw.com															

<p>Update the relevant fields.</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Home > Edit Contact</p> <p style="text-align: right;"> <input type="button" value="Save"/> <input type="button" value="Cancel"/> </p> <p>Edit Contact Information</p> <p> First Name Ann Last Name Barrington Email ann.barrington@pw.com Company <input type="text"/> Address 3561 Paradise Drive Address 2 <input type="text"/> City Tiburon State/Province CA Zip/Postal Code 94920 Country <input type="text"/> Home Phone (415) 820-2012 Work Phone (415) 650-8555 Mobile Phone (415) 648-7090 Draw Payment Method Check ▾ </p> <p style="text-align: right;"> <input type="button" value="Save"/> <input type="button" value="Cancel"/> </p> </div>
<p>Click the Save button.</p>	

Changing Your E-mail Address or Password

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

Step	Action/Page
<p>From the My Account page, click the Change E-mail/Password link.</p>	<div style="border: 1px solid black; padding: 5px;"> <p>My Contact Information View Detail Edit Change Email/Password</p> <p> Home Phone 555-1212 Work Phone 555-1212 Mobile Phone 555-1212 Email tommy.bahama@pw.com </p>  </div>

<p>Update your e-mail address, if necessary. To change your Owner Portal sign-on, enter your current and new passwords.</p>	
<p>Click the Save button.</p>	

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
<p>From the My Account page, click the Edit link.</p>	

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	<input type="text"/>
Address	3561 Paradise Drive
Address 2	<input type="text"/>
City	Tiburon
State/Province	CA
Zip/Postal Code	94920
Country	<input type="text"/>
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

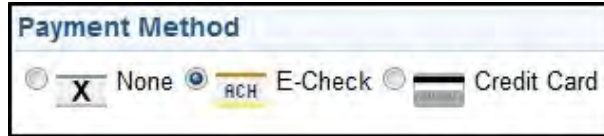
Billing Address	123 Main
Address 2	
City	San Francisco
State/Province	CA
Zip/Postal Code	94114
Billing Email	

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

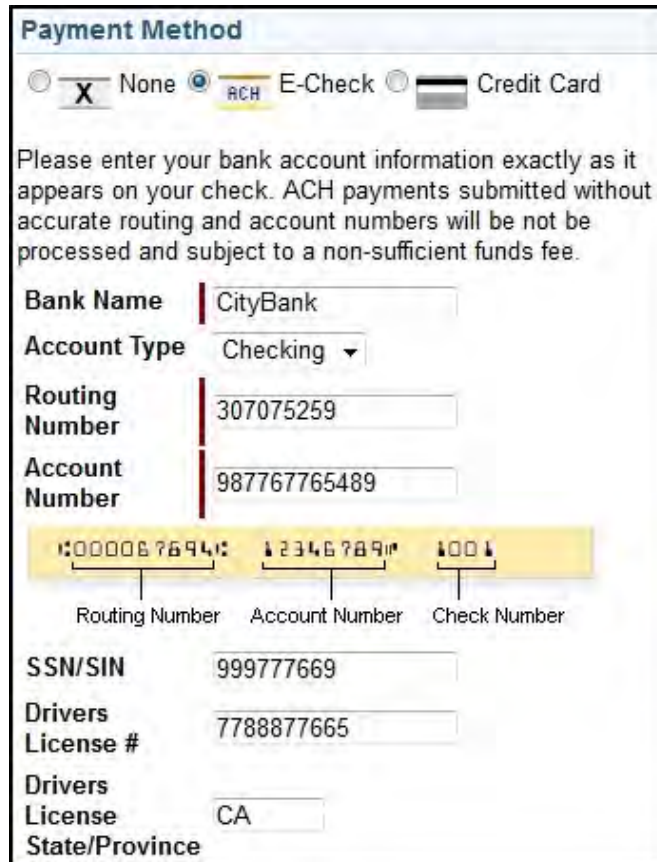
There are two types of electronic payments: **E-Check** (an ACH bank account payment) and **Credit Card**. However, while you can make online contributions using either method, you can only receive electronic owner draws using by E-Check. Therefore, if you are receiving draws electronically, The **Payment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



Payment Method

None
 ACH 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
 ACH 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

⑆000067694⑆ ⑆2346789⑆ ⑆00⑆
 Routing Number Account Number Check Number

SSN/SIN | 999777669
Drivers License # | 7788877665
Drivers License State/Province | CA

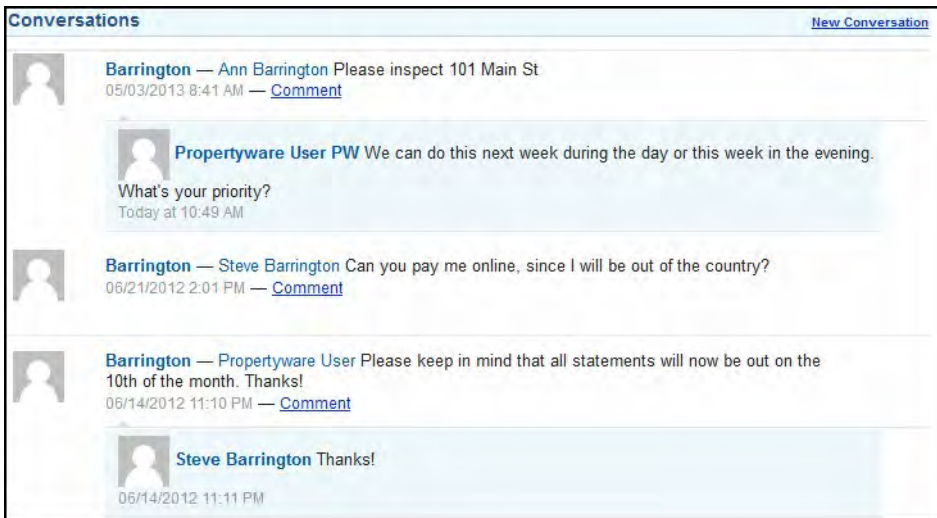
<p>For both methods, make sure the billing address is correct on the right side of the page.</p>	 <p>Billing Information</p> <p><input type="checkbox"/> Same as Contact</p> <p>Billing Address 123 Main</p> <p>Address 2</p> <p>City San Francisco</p> <p>State/Province CA</p> <p>Zip/Postal Code 94114</p> <p>Billing Email</p>
<p>Click the Save button.</p>	 <p>Save Cancel</p>

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.



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

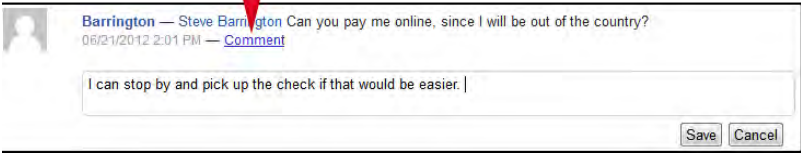
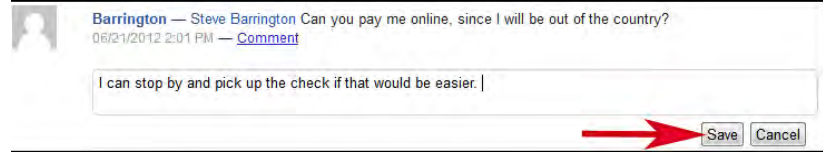
Barrington — Steve Barrington Can you pay me online, since I will be out of the country?
06/21/2012 2:01 PM — [Comment](#)

Barrington — Propertyware User Please keep in mind that all statements will now be out on the 10th of the month. Thanks!
06/14/2012 11:10 PM — [Comment](#)

Steve Barrington Thanks!
06/14/2012 11:11 PM

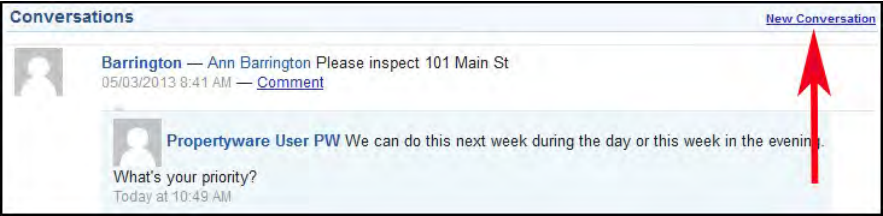


Adding Comments to Conversations

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

Step	Action/Page
Click the Comment 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.	 <p>Barrington — Steve Barrington Can you pay me online, since I will be out of the country? 06/21/2012 2:01 PM — Comment</p> <p>I can stop by and pick up the check if that would be easier. </p> <p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>
Click the Save button to post your comment.	 <p>Barrington — Steve Barrington Can you pay me online, since I will be out of the country? 06/21/2012 2:01 PM — Comment</p> <p>I can stop by and pick up the check if that would be easier. </p> <p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>

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
<p>Click the New Conversation link.</p>	
<p>If you have multiple portfolios, select the appropriate one and enter your comment or question in the Description field.</p>	
<p>Click the Save button to post your comment.</p>	

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

YOUR STATEMENTS

Portfolio: BARRINGTON Period: Last Year

Portfolio	Statement Period					
Statements From: Last Year					BARRINGTON Balance Summary 01/01/2013 - 12/31/2013	
				\$12,301.46	Prev. Balance	
BARRINGTON	07/16/2013 - 08/15/2013		Download		Current Period	
BARRINGTON	06/01/2013 - 06/30/2013		Download		\$198,411.05	Income
BARRINGTON	04/01/2013 - 04/30/2013		Download		-\$196,354.97	Expenses
BARRINGTON	03/01/2013 - 03/31/2013		Download		\$30.00	Liabilities
BARRINGTON	02/01/2013 - 02/28/2013		Download		\$14,403.54	Ending Balance
BARRINGTON	01/16/2013 - 02/15/2013		Download		\$10,526.20	Mgmt Fee
BARRINGTON	01/16/2013 - 02/15/2013		Download		\$300.00	Portfolio Min.
					\$11,522.15	Available Balance

[Make Contribution Online >>](#)

* Available Balance = Ending Balance less Portfolio Minimum. This is an estimated balance summary. For the actual summary please refer to the published statements.

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

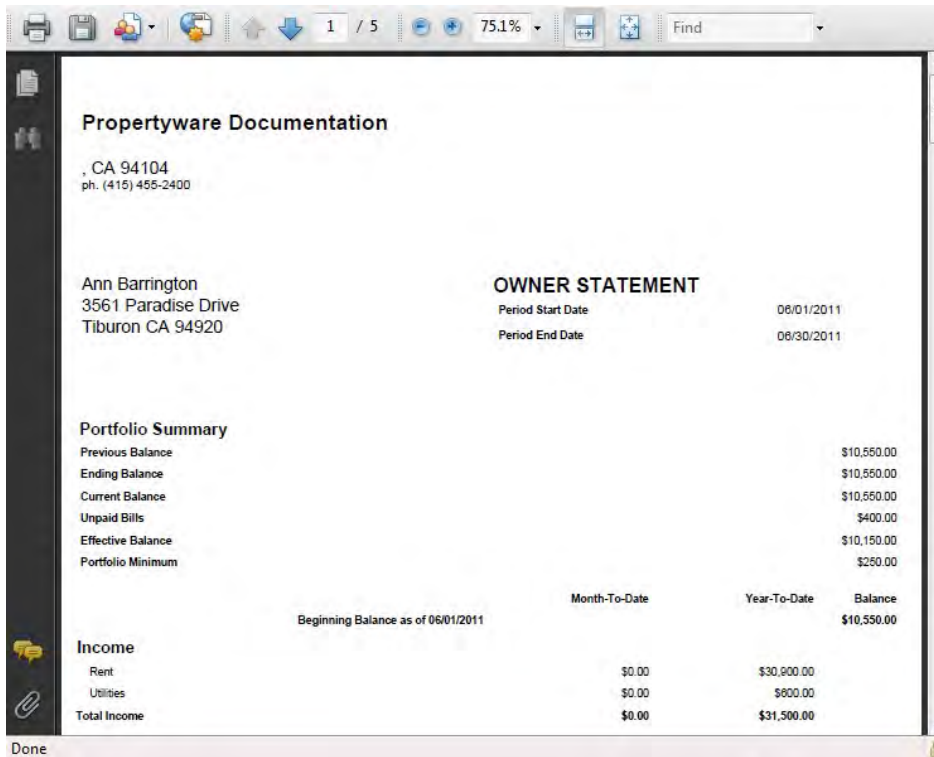
Viewing Owner Statements

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	 Download	 View Bills
BARRINGTON	06/01/2013 - 06/30/2013	 Download	 View Bills
BARRINGTON	04/01/2013 - 04/30/2013	 Download	 View Bills

This opens the statement as a PDF document.



Propertyware Documentation
CA 94104
ph. (415) 455-2400

Ann Barrington
3561 Paradise Drive
Tiburon CA 94920

OWNER STATEMENT
Period Start Date: 06/01/2011
Period End Date: 06/30/2011

Portfolio Summary		
Previous Balance		\$10,550.00
Ending Balance		\$10,550.00
Current Balance		\$10,550.00
Unpaid Bills		\$400.00
Effective Balance		\$10,150.00
Portfolio Minimum		\$250.00

	Beginning Balance as of 06/01/2011	Month-To-Date	Year-To-Date	Balance
Income				\$10,550.00
Rent		\$0.00	\$30,600.00	
Utilities		\$0.00	\$600.00	
Total Income		\$0.00	\$31,500.00	

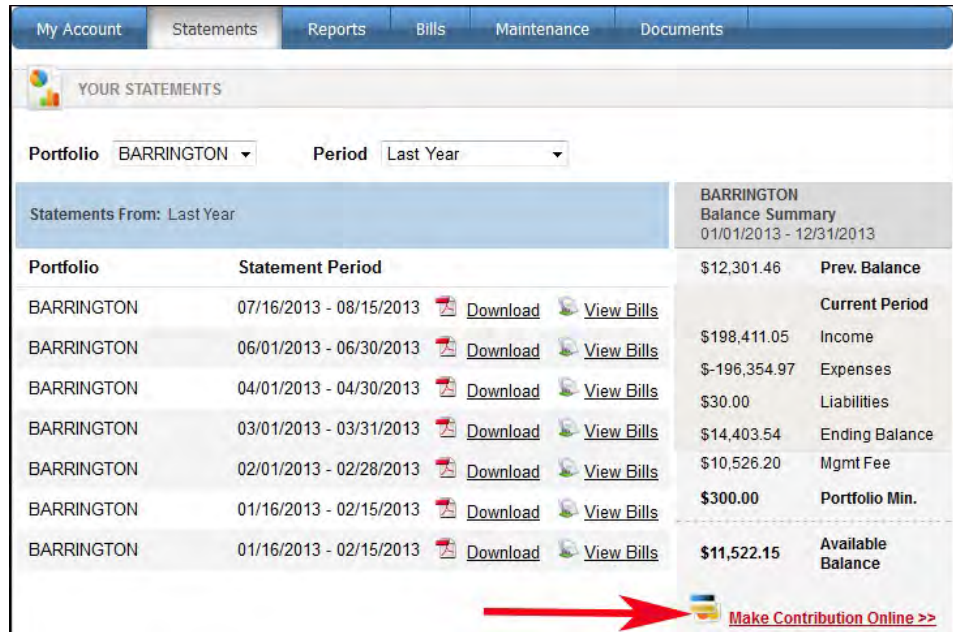
If your computer does not have Adobe Acrobat installed, download it from <http://get.adobe.com/reader/>.

Making a Contribution

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

Step	Action/Page
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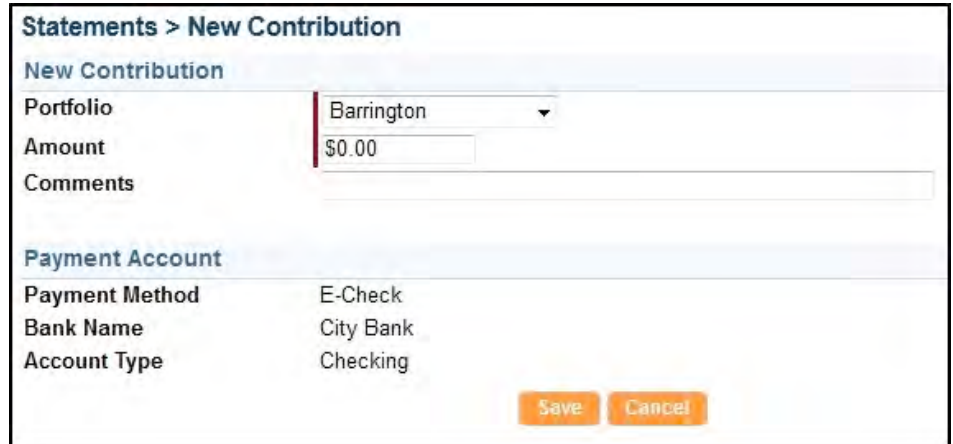
On the **Statements** page, click the **Make Contribution Online** link.



Portfolio	Statement Period	Download	View Bills
BARRINGTON	07/16/2013 - 08/15/2013	Download	View Bills
BARRINGTON	06/01/2013 - 06/30/2013	Download	View Bills
BARRINGTON	04/01/2013 - 04/30/2013	Download	View Bills
BARRINGTON	03/01/2013 - 03/31/2013	Download	View Bills
BARRINGTON	02/01/2013 - 02/28/2013	Download	View Bills
BARRINGTON	01/16/2013 - 02/15/2013	Download	View Bills
BARRINGTON	01/16/2013 - 02/15/2013	Download	View Bills

BARRINGTON Balance Summary 01/01/2013 - 12/31/2013	
\$12,301.46	Prev. Balance
	Current Period
\$198,411.05	Income
-\$196,354.97	Expenses
\$30.00	Liabilities
\$14,403.54	Ending Balance
\$10,526.20	Mgmt Fee
\$300.00	Portfolio Min.
	Available Balance

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: [Text Box]

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
Reports					
Portfolio	Name	Description	Action		
Barrington	Vacant Units	This report only displays the rentable units that are vacant (no active lease attached).	View		
Barrington	Cash Flow Detail	Description: Cash Flow Detail report.	View		
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.	View		
Barrington	Income Statement Standard		View		

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


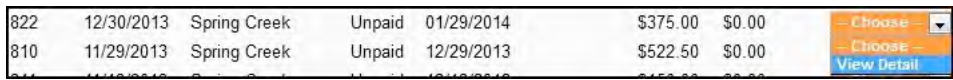
Use the **Bills** tab to review all bills and payments that have been recorded for your rental properties. These bills include a breakdown of the expense line items, descriptions, and invoices from vendors (if the property manager scans and attaches invoices to bills).

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: Filter By billing date or payment date. Select the time period you want to view. Select paid, unpaid, or all bills. Click Go .	
Select the View Detail option from the Action drop-down list.	

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
Total				\$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	Bluecloud Management Company
Date: 12/30/2013	Phone (415) 555-8000 Fax (415) 455-2401
Invoice #: 822	
Bluecloud Management Company Ann Barrington 3581 Paradise Drive Calgary AB 6AB59C (415) 650-8555	JOB Spring Creek 1920 Spring Creek Dallas TX 75080

Description	Account Code	Total
Emergency service - burst pipes	PLUMBING	\$375.00
Total Amount		\$375.00

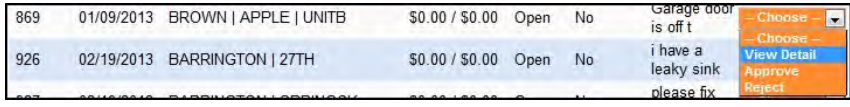
Maintenance

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									
Maintenance									
My Work Orders									
WO #	Date Created	Location	Estimated / Invoiced	Status	Approved	Status: All			
6	01/19/2010	BARRINGTON ROSEWOOD	\$0.00 / \$35.00	Closed	No	All	All	Open	Approved
14	02/17/2010	BARRINGTON 27TH	\$0.00 / \$0.00	Closed	Yes	Closed	Unapproved	leaky sink	- Choose -
15	02/19/2010	BARRINGTON AZTEC	\$0.00 / \$0.00	Closed	No	leaky sink	- Choose -	leaky sink	- Choose -
17	02/19/2010	BARRINGTON AZTEC	\$0.00 / \$0.00	Closed	Yes	leaky sink	- Choose -	This is a test using	- Choose -
19	04/06/2010	BARRINGTON 27TH	\$0.00 / \$0.00	Closed	Yes	- Choose -	- Choose -	- Choose -	- Choose -
37	06/03/2010	BARRINGTON 27TH	\$0.00 / \$610.00	Closed	Yes	- Choose -	- Choose -	- Choose -	- Choose -

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

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

Maintenance > WO# 869

Approve No ▾

Comments [Text Area]

[Save](#)

Work Order Detail

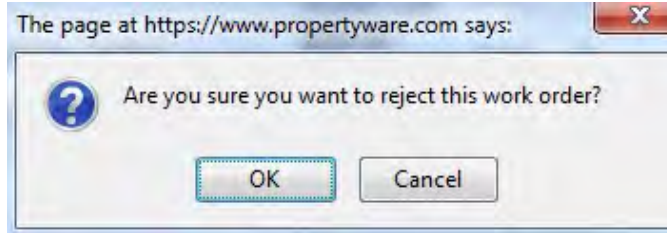
Status	Open
Location	BROWN APPLE UNITB
Description	Garage door is off track
Specific Location In Unit	Garage
Preferred Time to Enter	
Date Created	01/09/2013
Start Date	
Completed Date	
Estimated / Invoiced	\$0.00 / \$0.00
Required Materials	
Managed By	
Type of Call	Other
Construction or Maintenance 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.	
In the Action drop-down list, select "Approve" or "Reject."	

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



Documents

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

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

You must have the appropriate software on your computer to view the document (Adobe Reader).