



Mortgage Market Management (M3) Software

**Tenant
Software User Guide**

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Contents

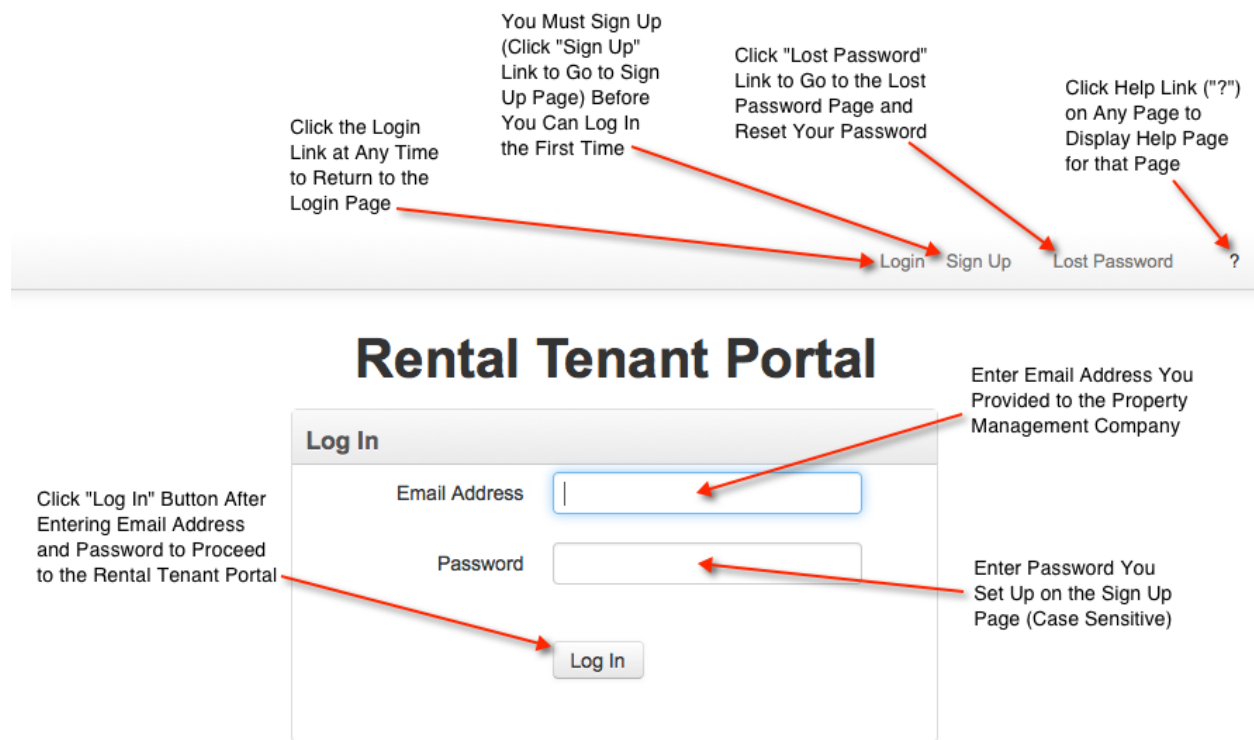
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Chapter 1

Tenant Login

1.1 Login Page

- Log onto the Rental Tenant Portal System at <http://www.ResidentialRentalLLC.com/>
 - **Note: You must have a valid email address on file with the property management company to use this system.**
- The following Rental Tenant Portal Login page appears:



Perform the following procedure to login to the Rental Tenant Portal: **Note: You must have a valid email address on file with the property management company to use this system.**

1. Click the **Sign Up** link to go to the Sign Up page and create a password if you have not previously registered to use the Rental Portal. *Note: You only have to do this the first time you use the Rental Tenant Portal. After setting up your password, you can skip this step and simply login the next time you want to access the Rental Portal. Note: You must have provided an email address to the property management company when you first applied for the rental before you can create a password and sign up to use the Rental Portal.*

2. Enter your email address in the **Email Address** field.
 - Contact your property management company if you did not provide a valid email address when you applied for the rental.
 3. Enter your password in the **Password:** field.
 - Click the **Lost Password** link to go to the Lost Password page and reset your password.

Note: Password is case sensitive.
 4. Click **Login** button.
 - The system sets your new password, logs you in and displays the Rental Tenant Portal Home Page.
- Click the Help Page link (? in the upper right of the page) to display a Help Page for the page you are currently on.

1.2 Sign Up

- Click the Sign Up link on the Login page to create your login and set your password as follows:

The image shows a 'Sign Up' form with the following fields and annotations:

- First Name**: Annotated with 'Enter First Name'.
- Last Name**: Annotated with 'Enter Last Name'.
- Email Address**: Annotated with 'Enter Email Address You Provided to Property Management Company on Your Rental Tenant Application'.
- Password**: Annotated with 'Enter Password (Case Sensitive)'. The field contains seven dots.
- Repeat**: Annotated with 'Enter Password 2nd Time to Verify It'. The field contains seven dots.
- Sign Up**: A button annotated with 'Click "Sign Up" Button After Filling In All Fields with Specified Information'.

1. Enter your first name in the **First Name** field.
 2. Enter your last name in the **Last Name** field.
 3. Enter the email address you provided to the property management company when you filled out your rental application in the **Email Address** field.
- *Note: Use updated email address if it changed after signing up/enrolling to use this software.*
1.
 - Contact your property management company if you did not provide a valid email address when you applied for the rental.
 2. Enter the password you want to use in the **Password** field.

- Use 4-10 characters and include both upper and lower case letters and one number for security.

Note: Password is case sensitive.

3. Re-Enter the password to verify it.
4. Click **Sign Up** button.

- The system returns you to the Login Page and displays a validation successful message (or an error message appears).
- Please check your email for a confirmation link. You can only access the Rental Tenant Portal after using the confirmation link in the email as follows:

Click "Confirmation"
Link to Complete the
Registration Process

From: Noreply <noreply@residentialms.com>
Date: February 26, 2014 10:31:01 AM PST
To: [REDACTED]
Subject: Rental Tenant Portal: Sign up confirmation

Dear [REDACTED],

Click on this link to complete signup:

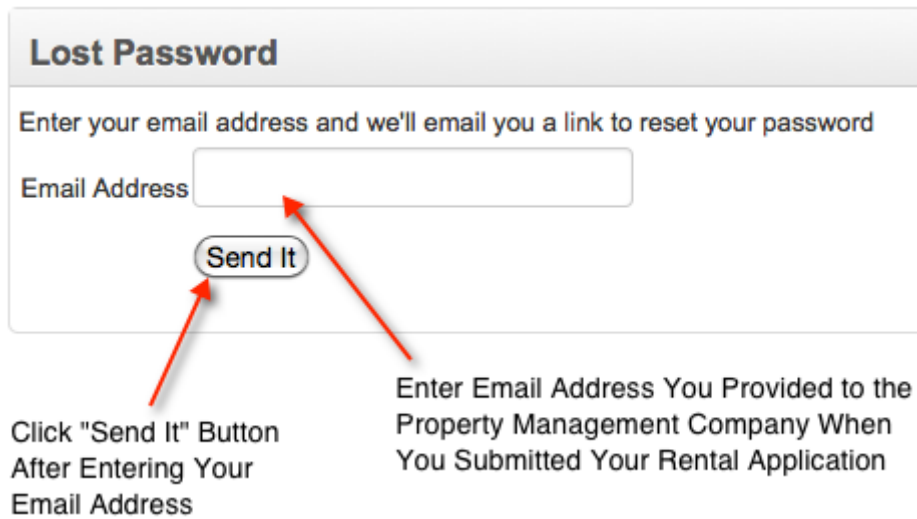
http://localhost:7070/tenant/validate_email/0X0/15N/1M4IN/1BBY51A99LDTYBZTVDM

Thank you

The information contained in this electronic mail transmission (including any attachments) is intended solely for its designated recipients and is confidential. If you are not the designated recipient and received this communication in error, please note that you are strictly prohibited from reading, copying, distributing, or otherwise disclosing any of the information contained herein. Please contact the sender immediately via telephone or by email and permanently discard the original and any copies of this message (including any attachments), without reading or saving in any manner.

- **Note:** You can log in as described above (Login Page) only after receiving and using the Confirmation link in an email as in the above illustration.

1.3 Lost Password



The screenshot shows a web form titled "Lost Password". The form contains the instruction "Enter your email address and we'll email you a link to reset your password". Below this is a text input field labeled "Email Address" and a button labeled "Send It". Two red arrows point from text annotations to the "Send It" button and the "Email Address" field.

Lost Password

Enter your email address and we'll email you a link to reset your password

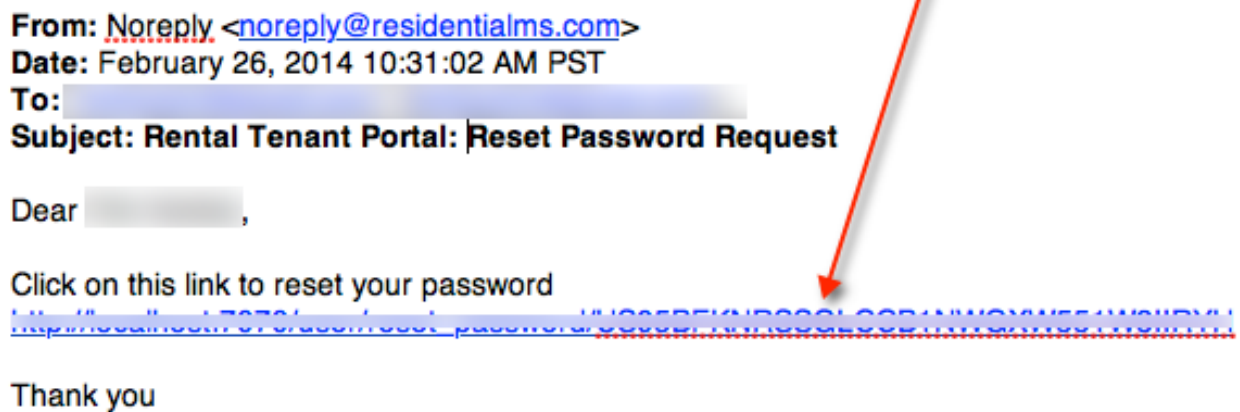
Email Address

Send It

Click "Send It" Button After Entering Your Email Address

Enter Email Address You Provided to the Property Management Company When You Submitted Your Rental Application

1. Enter the email address you provided to the property management company when you submitted your rental application in the **Email Address** field.
2. Click the **Send It** button after entering your email address.
 - The system returns you to the Login page and briefly displays a message to check your email for a link to use to reset your password as follows:



The screenshot shows an email message. The "Subject" line is "Rental Tenant Portal: Reset Password Request". The "Text" body contains a link to reset the password. A red arrow points from an annotation to the link.

From: Noreply <noreply@residentialms.com>
Date: February 26, 2014 10:31:02 AM PST
To: [Redacted]
Subject: Rental Tenant Portal: Reset Password Request

Dear [Redacted],

Click on this link to reset your password
http://residentialms.com/reset_password/!0005DF14N000L0001N102N551N010FY1/

Thank you

Click "Confirmation" Link to Reset Your Password

1. Click the link in the email to go to the **Reset Password** page.

Reset Password

Enter New Password

Enter the Same (New) Password to Verify It

Reset Password

Reset your password

Enter your new password

Enter your new password (repeat)

Click "Set Password" Button After You Have Entered Your New Password and Verified It

A screenshot of a web form titled "Reset Password". The form has a header "Reset Password" and a sub-header "Reset your password". Below this, there are two text input fields. The first is labeled "Enter your new password" and the second is labeled "Enter your new password (repeat)". Below the second field is a button labeled "Set Password". Three red arrows point from external text labels to the form: one from "Enter New Password" to the first input field, one from "Enter the Same (New) Password to Verify It" to the second input field, and one from "Click 'Set Password' Button After You Have Entered Your New Password and Verified It" to the "Set Password" button.

1. Enter a new password in the **Enter your new password** field.
2. Enter the same password in the **Enter your new password (repeat)** field.
3. Click the **Set Password** button.
 - The system sets your new password, logs you in and displays the Tenant Portal Home Page.

1.4 Login Link

- Click the **Login** link at the top right to return to the Login page at any time.

Chapter 2

Tenant Home Page

The Tenant Home Page displays basic information about your rental account.

2.1 Overview

- The Rental Tenant Portal Home Page displays basic information about your rental account in three sections as follows:
 - Payment Information
 - Lease Information
 - Maintenance Information
- The Rental Tenant Portal system displays the name of your property management company
 - In the example below (Rental Tenant Portal Home Page example), the property management company is displayed at the top of the page in this case: "RMS - MD" for Residential Mortgage Solution - Maryland

2.2 Usage

The Rental Tenant Portal Home Page includes five tabs that are links to various Rental Tenant Portal pages as follows:

- Home - the Rental Tenant Portal Home Page (this page)
- Payments - allows you to make a one-time payment and/or set up automatic payments
- Maintenance - displays maintenance history and/or allows you to create a new maintenance request
- Contact - provides contact information for your property management company and allows you to provide your contact information
- Profile - allows you to manage your account settings
 - *Note: Clicking on your name in the upper right of the screen also takes you to the Profile page.*
- Click any of the above tabs on the Rental Tenant Portal Home Page to go to that page.
- Click **Logout** in the top right of the screen to end your session and log out of the Rental Tenant Portal
- Click the Help link (?) in the upper right of the screen to display this Help page

2.3 Payment Information

Payment Information	
Payment Status:	Current
Last Payment Received On:	03/01/2014
Last Payment Amount:	\$1,025.00
Total Rent Due to Date:	\$2,050.00
Total Paid to Date:	\$2,050.00
Total Difference:	\$0.00

The Payment Information section displays payment information as follows:

- **Payment Status** - either "Current" or "Delinquent"
- **Last Payment Received On** - date of last payment received/applied
- **Last Payment Amount**
- **Total Rent Due to Date** - total rent amount expected to-date
- **Total Paid to Date** - amount of rent already paid
- **Total Difference** - amount of total rent paid less amount of total rent expected to-date

2.4 Lease Information

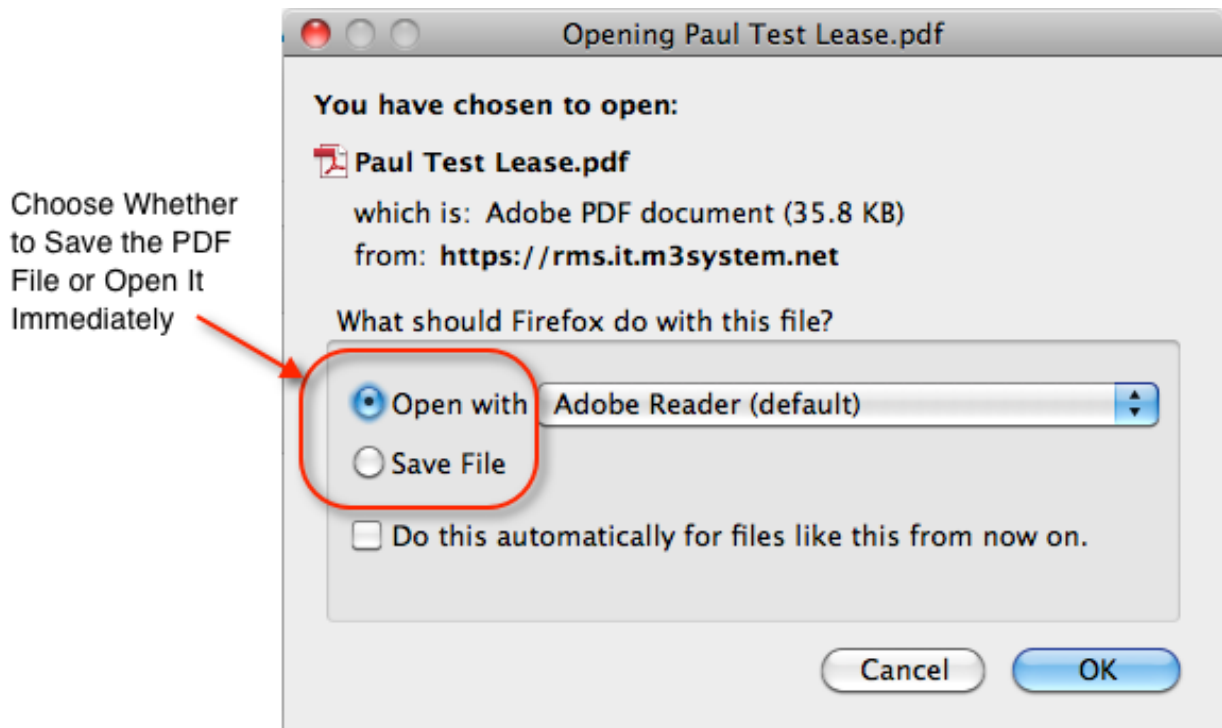
Click "Download Lease" to View
or Save a PDF File of Your Lease

Lease Information		Download Lease
Rent Type:	12 Month	
Lease Start Date:	11/18/2013	
Lease End Date:	11/17/2014	
Security Deposit:	\$543.21	
Pet Deposit:	\$1,000.00	

The Lease Information section displays lease information as follows:

- **Rent Type** - rent duration specified by rental lease agreement
- **Lease Start Date**
- **Lease End Date**
- **Security Deposit**

- **Pet Deposit**
- Click the **Download Lease** button to view or save a PDF (Adobe Acrobat) file of your lease as shown in the following illustration



2.5 Maintenance Information

Maintenance Information				
Date Received	Status	Description	Last Updated	Completed Date
12/16/2013	Schedule Repair Pending	The rental tenant is submitting a maintenance request for a broken window and/or door. -RLP	12/16/2013	
12/11/2013	Schedule Repair Pending		12/11/2013	

The Maintenance Information section displays maintenance information as follows:

- **Date Received** - date tenant created request
- **Status** - maintenance request status as follows:
 - **Pending Review** - waiting for property management company to review the request
 - **Pending Approval** - waiting for property management company to approve the request
 - **Pending Scheduling** - approved, waiting to be scheduled
 - **Request Scheduled** - approved and scheduled
 - **Completed** - maintenance request is complete
 - **Request Cancelled**
 - **Denied Request** - property management company denied the request
- **Description**

- Last Updated
- Completed Date

2.6 Rental Tenant Portal Home Page Illustration

Click on Tabs (Links) to Go to That Page in the Rental Tenant Portal System – in This Case, the Home Page is Selected

Displays Property Management Company Name and Contact Information

Displays Your Name As It Appears In Your Profile – Click It (It Is Also a Link) to Go to Your Profile Page

Click to Logout and End Your Session

Click to Display Help For Any Page You Are Currently On

Paul Test Logout ?

RMS - MD

Residential Mortgage Solution- Maryland
(310) 450-5858 | www.ResidentialRentalLLC.com

Home Payments Maintenance Contact Profile

Rental Information 0000 Test St | Annapolis, MD 21409

Payment Information		Lease Information	
Payment Status:	Delinquent	Rent Type:	12 Month
Last Payment Received On:	1/17/2014	Lease Start Date:	11/18/2013
Last Payment Amount:	\$0.00	Lease End Date:	11/17/2014
Total Rent Due to Date:	\$779.00	Security Deposit:	\$543.21
Total Paid to Date:	\$0.00	Pet Deposit:	\$1,000.00
Total Difference:	-\$779.00		

[Download Lease](#)

Maintenance Information

Date Received	Status	Description	Last Updated	Completed Date
12/11/2013	Schedule Repair Pending		12/11/2013	

Chapter 3

Tenant Payments

The Tenant Payments displays your Payment Information and History and allows you to make a single payment or set up automatic payments.

3.1 Overview

- The Rental Tenant Portal Payments page displays your Payment Information and History and allows you to make a single payment or set up automatic payments as follows:
 - Rental Information
 - Make Single Payment
 - Setting Up Automatic Payments
 - Payment Information
 - Payment History
- Click any of the above links to go directly to that help section

3.2 Usage

- Click the **Payments Tab** on any Rental Tenant Portal Page to go to that page.
- *Note: Clicking on your name in the upper right of the screen also takes you to the Profile page.*
- Click **Logout** in the top right of the screen to end your session and log out of the Rental Tenant Portal
- Click the Help link (?) in the upper right of the screen to display this Help page

3.3 Make Single Payment

- Click the **Make a Single Payment** button to make one rental payment

Click Any of These Links to Go Directly to That Page

[Home](#) [Payments](#) [Maintenance](#) [Contact](#) [Profile](#)

Enter Dollar Amount to Pay for This Single Payment

Rental Information

0000 Test St | Annapolis, MD 21409

Make a Single Payment

Payment Details Bank Account Info Verify Details Confirmation

Currently Due

Monthly Rent Amount: \$543.00

Payment Details

Pay This Amount:

Pay on this Date:

Next: Enter Bank Account Info

Click This Button to Proceed to the Next Step After Entering the Payment Amount and Payment Date

Click in This Field to Display Popup Calendar and Select Payment Process Date

- Enter the dollar amount you want to pay in the **Pay This Amount** field
- Enter the date you want to make the payment in the **Pay on this Date** field
- Click the **Next: Enter Bank Account Info** button to proceed to the next step

Click to Use Bank Account Information You Saved Previously

Click to Save Your Bank Information to Use Again for Future One-Time Payments

Enter Your Bank Account Routing Information and Bank Account Number Per Instructions in the Illustration at the Bottom of the Page

Make a Single Payment

Payment Details **Bank Account Info** Verify Details Confirmation

Bank Account Information

Use your previously saved payment information.

Save Routing and Accounting Numbers for next time.

Account Holder

First Name:

Last Name:

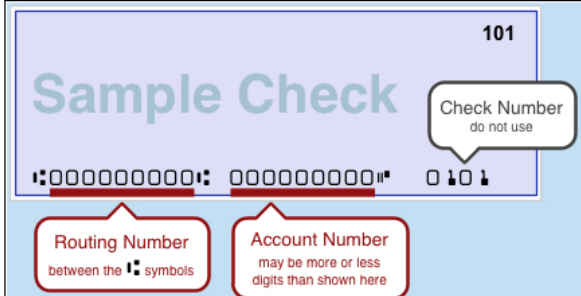
Account Information

Routing Number:

Account Number:

This Account is:

Back: Payment Details Next: Verify Details



101

Sample Check

Check Number do not use

Routing Number between the 12 symbols

Account Number may be more or less digits than shown here

Select "Checking" or "Savings" from Drop Down Menu

- Click the **Use your previously saved payment information** check box to automatically fill in all of the Single Payment fields on this page
- Click the **Save Routing and Accounting Numbers for next time** check box to save all of your bank account information to automatically fill in all of the Single Payments fields on this page the next time you make a single payment
- Enter the first name of the bank account holder in the Account Holder **First Name** field
- Enter the last name of the bank account holder in the **Last Name** field
- Enter the account routing information in the **Routing Number** field (See Sample Check at bottom of page to determine where to find your bank account routing number)
- Enter the actual bank account number in the **Account Number** field (See Sample Check at bottom of page to determine where to find your bank account number)
- Select **Checking** or **Savings** from the **This Account is** drop down menu to specify which account to use to make the payment
 - **Note: Make sure the bank information is correct. Banks deny payments and landlords assess a \$65 fee if any bank information is incorrect.**
- Click the **Back: Payment Details** button to go back and correct or enter Payment Details
- Click the **Next: Verify Details** button to proceed to the next step

Make a Single Payment

Payment Details Bank Account Info **Verify Details** Confirmation

The following payment will be made on **01/16/2014**, using this bank account:

Payment Details Verification

Account Holder:	John Doe
Routing Number:	****56789
Account Number:	****56789
Account Type:	Checking
Total Payment:	\$543.00

Back: Bank Account Info

Next: Make This Payment

Click to Go Back and Correct
or Enter Bank Account Details

Click After Verifying Bank Account
Information Is Correct to Proceed

- Verify the **Payment Details Verification** information is correct
 - **Note: Make sure the bank information is correct. Banks deny payments and landlords assess a \$65 fee if any bank information is incorrect.**
- Click the **Next: Make This Payment** button if the "Payment Details Verification" information is correct and proceed to the next step
 - The system generates and sends you a confirmation email as follows:

From: <noreply@residentialms.com>
Date: Wed, Dec 11, 2013 at 2:38 PM
Subject: Rental Tenant Portal: Rental Payment Submitted
To: [REDACTED]

Dear [REDACTED],

The following payment has been scheduled for rental [REDACTED]:

- Tenant ID: 344
- Payment Type: Rent
- Account Type: Checking
- Account Holder: [REDACTED]
- Routing Number: *****37522
- Account Number: *****304559
- Total Payment: \$543.21
- Payment Date: 01/01/2014
- Confirmation Number: 1004

[Log in](#) and manage the rental, request maintenance and review payment information.

Thank You

- **Note: Confirmation means payment information received, but does not mean funds actually debited.**
- Click the **Back: Bank Account Info** button to go back and revise bank account information
 - **Note: Make sure the bank information is correct. Banks deny payments and landlords assess a \$65 fee if any bank information is incorrect.**

Click Any Link to Go Directly to That Page
After Viewing the Payment Confirmation Below

[Home](#) [Payments](#) [Maintenance](#) [Contact](#) [Profile](#)

Rental Information

0000 Test St | Annapolis, MD 21409

Make a Single Payment

Payment Details Bank Account Info Verify Details **Confirmation**

Payment Confirmation

Account Holder:	John Doe
Routing Number:	****56789
Account Number:	****56789
Account Type:	Checking
Total Payment:	\$543.00
Payment Date:	01/16/2014
Confirmation Number:	1005

"Confirmation Number"
Confirms Payment Will Be
Made on Specified Date

- Click on another page tab upper left of the window to go to another page in the rental tenant system, or click **Logout** at the top right to end your session and log out

3.4 Setting Up Automatic Payments

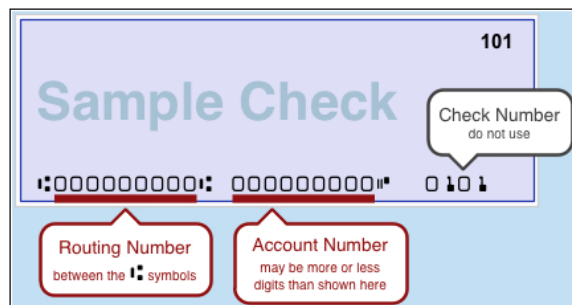
- Click the **Set Up Auto Pay** button to enable making automatic payments monthly or twice a month

Set Up Auto Payment

Pay This Amount: <input style="width: 80%;" type="text" value="\$543.21"/>	Repeat this Payment: <input style="width: 80%;" type="text" value="Semi-Monthly"/>
First Installment On: <input style="width: 80%;" type="text" value="1"/>	Second Installment On: <input style="width: 80%;" type="text" value="15"/>

Account Holder	Account Information
First Name: <input style="width: 80%;" type="text"/>	Routing Number: <input style="width: 80%;" type="text"/>
Last Name: <input style="width: 80%;" type="text"/>	Account Number: <input style="width: 80%;" type="text"/>
	This Account is: <input style="width: 80%;" type="text" value="Checking"/>

You may cancel this automatic payment at any time. If you move out, it will be canceled for you automatically.



- Enter dollar amount you want to automatically pay in the **Pay This Amount** field
- Select the day of the month you want to pay automatically in the **First Installment On** field
- Select **Monthly** to automatically make rental payments monthly from the **Repeat this Payment** drop down menu
- Select **Semi-Monthly** to automatically make rental payments twice a month (1/2 of rent due twice a month) from the **Repeat this Payment** drop down menu
 - Select the 2nd date of the month you want to make the 2nd rental payment (you specified the first payment day of the month in the **First Installment On** field above) from the **Second Installment On** drop down menu
- Enter the first name of the account holder in the **First Name** field in the "Account Holder" section
- Enter the last name of the account holder in the **Last Name** field in the "Account Holder" section
- Enter the account routing information in the **Routing Number** field (See Sample Check at bottom of page to determine where to find your bank account routing number)
- Enter the actual bank account number in the **Account Number** field (See Sample Check at bottom of page to determine where to find your bank account number)
- Select **Checking** or **Savings** from the **This Account is** drop down menu to specify which account to use to make the payment
- Click the **Cancel Auto Payment** button if you want to cancel automatic rental payments you have already set up
- Click the **Create An Auto Payment** to begin making automatic rental payments as specified in the above procedure
 - Click the **Update Auto Payment** button to update or revise a previously created automatic payment schedule
 - **Note: Make sure the bank information is correct. Banks deny payments and landlords assess a \$65 fee if any bank information is incorrect.**

3.5 Payment Information

Payment Information			
Payment Status:	Current	Total Rent Due to Date:	\$2,050.00
Rent Amount:	\$1,025.00	Total Paid to Date:	\$2,050.00
		Total Difference:	\$0.00
Last Payment Received On:	03/01/2014		
Last Payment Amount:	\$1,025.00	Security Deposit:	\$1,537.50
		Pet Deposit:	\$0.00

The Payment Information section displays payment information as follows:

- **Payment Status** - either "Current" or "Delinquent"
- **Rent Amount**
- **Last Payment Received On** - date of last payment received/applied
- **Last Payment Amount**
- **Total Rent Due to Date** - total rent amount expected to-date
- **Total Paid to Date** - amount of rent already paid
- **Total Difference** - amount of total rent paid less amount of total rent expected to-date
- **Security Deposit**
- **Pet Deposit**

3.6 Payment History

Click "Applied Payments" to Display All Processed and Applied Payments Regardless of How They Were Submitted

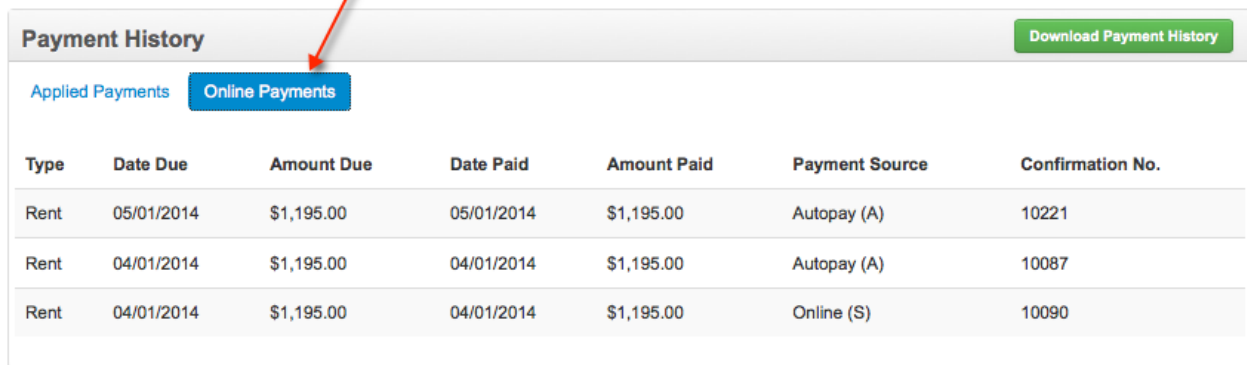
Click "Online Payments" to Only Display Payments Submitted Online

Click to Download an Acrobat (.pdf) File of Your Payment History, Including All Processed and Applied Payments Regardless of How They Were Submitted

Payment History					
Applied Date	Amount Due	Payment Rec'd Date	Collected/Credit Total	To Date - Amt Due	To Date - Collected/Credit
05/01/2014	\$1,195.00	05/01/2014	\$1,195.00	\$3,585.00	\$3,585.00
04/01/2014	\$1,195.00	04/01/2014	\$1,195.00	\$2,390.00	\$2,390.00
03/01/2014	\$1,195.00	03/01/2014	\$1,195.00	\$1,195.00	\$1,195.00

- Click the **Applied Payments** button/link to display all processed and applied payments regardless of how they were submitted as follows:
 - **Applied Date**
 - **Amount Due**
 - **Payment Rec'd Date** - date payment received
 - **Collected/Credit Total** - amount processed and applied toward rent due
 - **To Date - Amt Due** - to date amount due - cumulative total of all rent due to date
 - **To Date - Collected/Credit** - cumulative amount of rent processed and applied to date

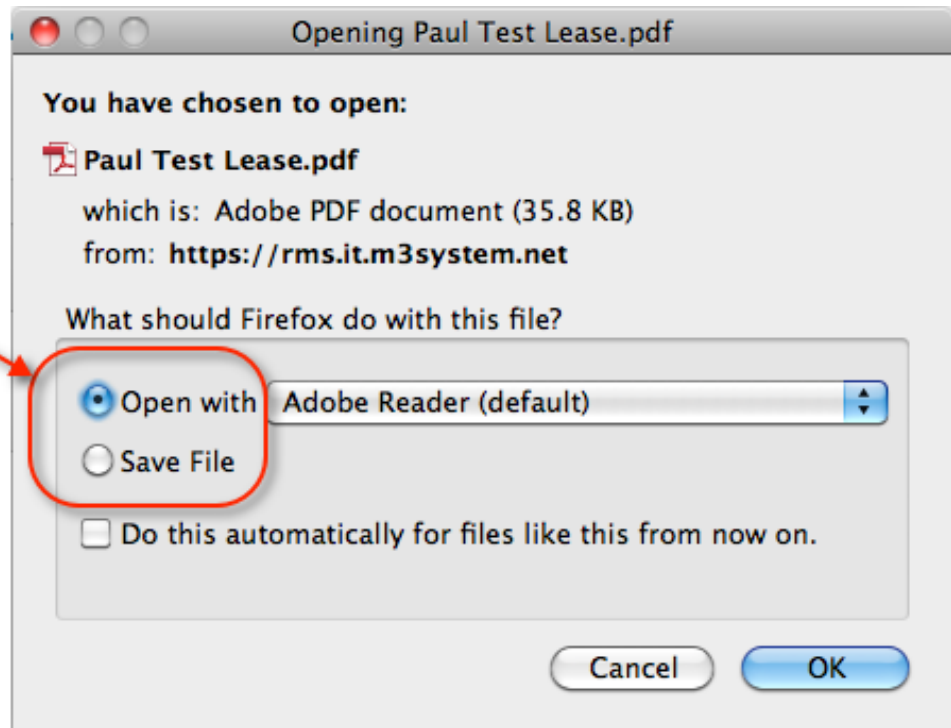
Click "Online Payments"
to Only Display Payments
Submitted Online



Type	Date Due	Amount Due	Date Paid	Amount Paid	Payment Source	Confirmation No.
Rent	05/01/2014	\$1,195.00	05/01/2014	\$1,195.00	Autopay (A)	10221
Rent	04/01/2014	\$1,195.00	04/01/2014	\$1,195.00	Autopay (A)	10087
Rent	04/01/2014	\$1,195.00	04/01/2014	\$1,195.00	Online (S)	10090

- Click the **Online Payments** button/link to display payments submitted online as follows:
 - **Type**
 - **Date Due**
 - **Amount Due**
 - **Date Paid**
 - **Amount Paid**
 - **Payment Source**
 - **Confirmation No.** - confirmation number
 - * *Note: Confirmation means payment information received, but does not mean funds actually debited.*
 - * *Note: Online Payments displays all payments submitted online. It is possible that some online payments displayed were submitted, but not processed and applied*
- Click the **Download Payment History** button to view or save a PDF (Adobe Acrobat) file of your payment history as shown in the following illustration
 - *Note: The PDF file includes payment information for all online and/or other payments that have been processed and applied.*

Choose Whether to Save the PDF File or Open It Immediately



3.7 Rental Tenant Portal Payments Page Illustration

Click Any Tab to Go Directly to the Corresponding Page ("Payments" is Currently Selected)

Click "Make a Single Payment" to Submit a One-Time Rental Payment Online

Click "Set Up Auto Pay" to Enable Automatic Rental Payments Electronically or to Cancel or Revise a Current Auto Pay Setting

Rental Information 22822 Sugar Bear Drive | Spring, TX 77389

Make a Single Payment **Set Up Auto Pay**

Payment Information

Payment Status:	Current	Total Rent Due to Date:	\$3,585.00
Rent Amount:	\$1,195.00	Total Paid to Date:	\$3,585.00
Last Payment Received On:	05/01/2014	Total Difference:	\$0.00
Last Payment Amount:	\$1,195.00	Security Deposit:	\$1,195.00
		Pet Deposit:	\$0.00

Payment History [Download Payment History](#)

Applied Payments [Online Payments](#)

Applied Date	Amount Due	Payment Rec'd Date	Collected/Credit Total	To Date - Amt Due	To Date - Collected/Credit
05/01/2014	\$1,195.00	05/01/2014	\$1,195.00	\$3,585.00	\$3,585.00
04/01/2014	\$1,195.00	04/01/2014	\$1,195.00	\$2,390.00	\$2,390.00
03/01/2014	\$1,195.00	03/01/2014	\$1,195.00	\$1,195.00	\$1,195.00

Chapter 4

Tenant Maintenance

The Tenant Maintenance displays current and past maintenance requests and allows you to generate and submit new maintenance requests, check maintenance request status, and/or cancel a maintenance request.

4.1 Overview

- The Rental Tenant Portal Maintenance page displays current and past maintenance requests and allows you to generate and submit new maintenance requests as follows:
 - Maintenance Information
 - Submit Maintenance Request
- Click any of the above links to go directly to that help section

4.2 Usage

- Click the **New Maintenance Request** button to go to the maintenance request page to generate and submit a new maintenance request.
- *Note: Clicking on your name in the upper right of the screen also takes you to the Profile page.*
- Click **Logout** in the top right of the screen to end your session and log out of the Rental Tenant Portal
- Click the Help link (?) in the upper right of the screen to display this Help page

4.3 Maintenance Information

Click "New Maintenance Request" Button to Submit New Maintenance Request to Property Management Company

Rental Information

Maintenance Information New Maintenance Request


Date Received	Status	Description	Last Updated	Completed Date
02/24/2014	Pending Approval	need a screen for the 2nd bedroom window which is located in the back yard on the side of the house.	02/24/2014	
02/24/2014	Pending Approval	Light on Deck doesn't work, I have changed the light bulbs but it still doesnt work	02/24/2014	

Click Any "Pencil" Icon to Cancel a Specific Maintenance Request

The Maintenance Information section displays information regarding previously submitted maintenance requests as follows:

- **Date Received** - date request submitted by tenant
- **Status** - displays current status of all maintenance requests as follows:
 - **Pending Review** - waiting for landlord to review the request
 - **Pending Approval** - waiting for landlord to approve the request
 - **Pending Scheduling** - approved, waiting to be scheduled
 - **Request Scheduled** - approved and scheduled, waiting for completion
 - **Completed** - maintenance request is complete
 - **Request Cancelled** - tenant cancelled request
 - **Denied Request** - property management company or investor/owner denied the request
- **Description** - provided by tenant when request was submitted
- **Last Update**
- **Completed Date**

Canceling a Maintenance Request

- Click the  icon (**Tenant Rental Portal Maintenance Page**) to view specific maintenance request information and data, and/or to cancel the request if it has not been approved by the investor/owner.

Update Maintenance Request			
Your Contact Information:		Do we have permission to enter the property with our key?:*	Yes
Name:*	<input type="text"/>	Best Day to Schedule Repair?:	Monday
Phone:*	<input type="text"/>	Best Time of Day?:	9am-12pm
Request Type:*	Plumbing/Flooding	Pets Present at Residence?:	No
Description:*		Is this an Emergency?:	Yes
Slab crack creating water leak			
<input type="button" value="Cancel Request"/>			

- Click the **Cancel Request** button to cancel the maintenance request

Submitting a New Maintenance Request

- Click the **New Maintenance Request** button to go to the maintenance request page to generate and submit a new maintenance request.

Note: Call 911 if you are experiencing an emergency, i.e., a situation that threatens imminent loss of life, injury or property destruction.

Rental Information			
Submit Maintenance Request			
Your Contact Information:		Do we have permission to enter the property with our key?:*	<input type="text" value="No"/>
Name:*	<input type="text"/>	Best Day to Schedule Repair?:	<input type="text" value="Please select a value..."/>
Phone:*	<input type="text"/>	Best Time of Day?:	<input type="text" value="Please select a value..."/>
Request Type:*	<input type="text" value="Please select a value..."/>	Pets Present at Residence?:	<input type="text" value="No"/>
Description:*		Is this an Emergency?:	<input type="text" value="No"/>
<input type="text"/>			
<input type="button" value="Submit"/>			

- Your name (determined by your login information) appears in the **Name** field
 - Displays names of all non-minors submitted during the application process
- Enter your phone number in the **Phone** field (required)
- Select the type of maintenance request you are submitting from the drop down menu as follows (required):
 - **Plumbing/Flooding**
 - **Roof**

- AC/Heating
 - Water Heater Malfunction
 - Water Leaks/Gas Leaks
 - Broken Window and/or Door
 - Appliance Issue
 - Peeling Paint
 - Pest Infestation
 - Lighting Problem
- Select **Yes** or **No** from the drop down menu in the "Do we have permission to enter the property with our key?" field (required)
 - Select a day of the week from the "Best Day to Schedule Repair?" drop down menu (required)
 - Select a time frame from the "Best Time of Day?" field (required) as follows:
 - 9am-12pm
 - 12pm-5pm
 - Evening
 - Select **Yes** or **No** from the "Pets Present at Residence?" field (required) - defaults to **No**
 - Select **Yes** or **No** from the "Is this an Emergency?" field (required) - defaults to **No**
 - Provide a brief description/details of the maintenance request in the "Description" field (required)
 - Click the **Submit** button after completing all of the above required steps to submit your new maintenance request
 - The system generates and sends you an email as follows:

From: <noreply@residentialms.com>
 Date: Mon, Dec 16, 2013 at 4:57 PM
 Subject: Rental Tenant Portal: Your Maintenance Request has been Submitted
 To: [REDACTED]

Dear [REDACTED],

Your request for Broken Window and/or Door has successfully been submitted. Non-emergency requests will be followed up within two business day by your Property Management Agent, [REDACTED].

Thank You!

Residential Mortgage Solution- [REDACTED]

Note: Call the property management company to verify it received the new maintenance request.

4.4 Rental Tenant Portal Maintenance Page Illustration

Click "New Maintenance Request" Button to Go to Maintenance Request Page and Submit a New Maintenance Request

Maintenance Information				
Date Received	Status	Description	Last Updated	Completed Date
02/24/2014	Pending Approval	need a screen for the 2nd bedroom window which is located in the back yard on the side of the house.	02/24/2014	
02/24/2014	Pending Approval	Light on Deck doesn't work, I have changed the light bulbs but it still doesnt work	02/24/2014	

New Maintenance Request



Click a "Pencil" Icon to Cancel a Specific Maintenance Request

Chapter 5

Tenant Contact

The Tenant Contact page displays contact information for your property management company and your property management agent, and allows you to generate and submit questions to the property management agent.

5.1 Overview

- The Rental Tenant Portal Contact page displays contact information for your property management company and your property management agent, and allows you to generate and submit questions to the property management agent:
 - Rental Information
 - Agent Contact Information
 - General Inquiry - submit a question to the property management agent
- Click any of the above links to go directly to that help section

5.2 Usage

- *Note: Clicking on your name in the upper right of the screen also takes you to the Profile page.*
- Click **Logout** in the top right of the screen to end your session and log out of the Rental Tenant Portal
- Click the Help link (?) in the upper right of the screen to display this Help page

5.3 Agent Contact Information

The Agent Contact section displays contact information for your property management agent as follows:

- Name
- Phone Number
- Address
- Emergency contact phone number for emergencies outside of regular business hours

5.4 General Inquiry

General Inquiry

Your Contact Information:

Name:

Phone:

Comment:

The General Inquiry section allows you to submit (send) general questions to your property management company/agent

- Select your name from the drop down menu
 - The names available in the drop down menu are determined by the tenants listed on your rental tenant application, not including minors
- Enter your phone number in the **Phone** field (required)
- Enter a question/comment in the "Comment" field (required)
- Click the **Send** button submit your question/comment to your property management agent
 - The system generates and sends you an email as follows:

From: <noreply@residentialms.com>

Date: Tue, Dec 17, 2013 at 8:50 AM

Subject: Rental Tenant Portal: Your General Inquiry has been Submitted

To:

Dear ,

Your general inquiry has successfully been submitted. Your property manager will be notify and will be contacting you within 5 business days.

Thank You!

Residential Mortgage Solution-

5.5 Rental Tenant Portal Contact Page Illustration

Rental Information

In case of fire, smoke, gas or any hazardous substance, call 9-1-1. Then notify your property management agent.

Agent Contact Information

111-111-1111
123 Main Street
Carlsbad, CA 92009

If you have an emergency outside of regular business hours,
please call: 222-222-2222.

General Inquiry

Your Contact Information:

Name:

Phone:

Comment:

Chapter 6

Tenant Profile

The Tenant Profile page allows you to edit/change your profile information and password.

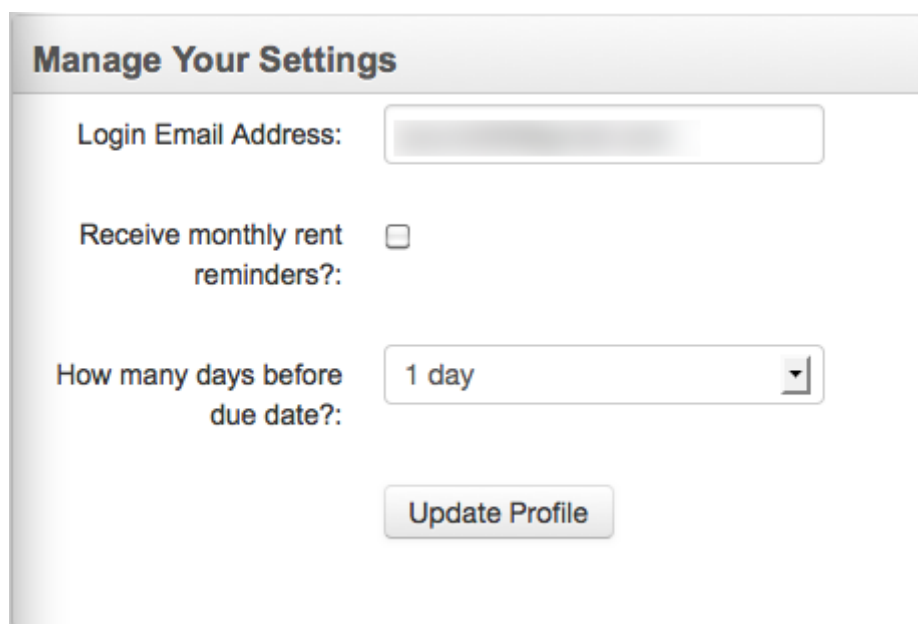
6.1 Overview

- The Rental Tenant Portal Profile page allows you to edit/change your profile information and password
 - Manage Your Settings
 - Update Your Password
- Click any of the above links to go directly to that help section

6.2 Usage

- Click the "Profile" tab on any rental tenant portal page to go to the Profile page
- *Note: Clicking on your name in the upper right of the screen also takes you to the Profile page.*
- Click **Logout** in the top right of the screen to end your session and log out of the Rental Tenant Portal
- Click the Help link (?) in the upper right of the screen to display this Help page

6.3 Manage Your Settings



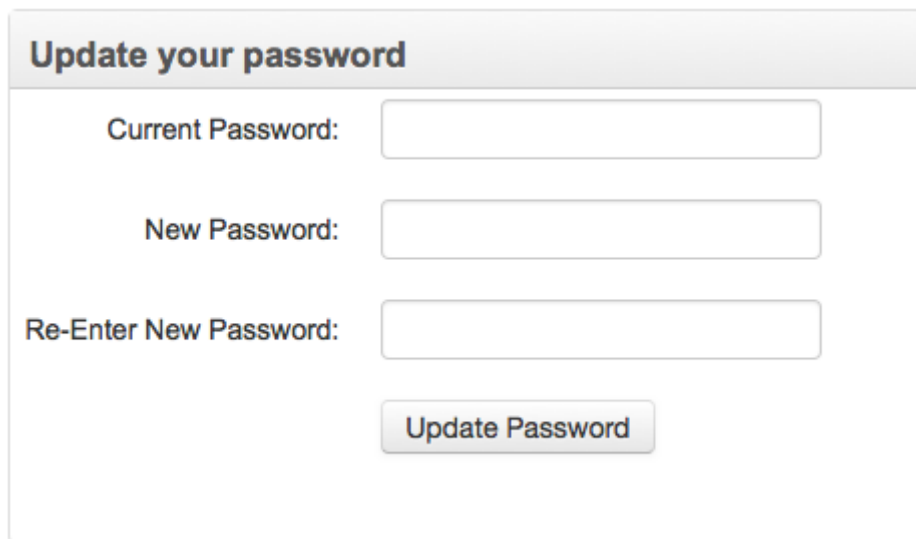
The screenshot shows a form titled "Manage Your Settings" with the following fields and controls:

- Login Email Address:** A text input field.
- Receive monthly rent reminders?:** A checkbox that is currently unchecked.
- How many days before due date?:** A dropdown menu currently set to "1 day".
- Update Profile:** A button at the bottom of the form.

The Manage Your Settings section allows you to change your settings as follows:

- Enter a new email address for login and other uses, if desired, in the "Login Email Address" field
- Click to place a checkmark in the "Receive monthly rent reminders" checkbox if you want reminder emails sent to the address in the "Login Email Address" field
- Select desired value from the drop down "How many days before due date?" menu, from 1 day to 5 days to set how many days in advance of your rent due date to receive an email reminder that the rent will be due
- Click the **Update Profile** button to make any changes to the above settings

6.4 Update Your Password



The screenshot shows a web form titled "Update your password". It contains three text input fields stacked vertically. The first field is labeled "Current Password:", the second is labeled "New Password:", and the third is labeled "Re-Enter New Password:". Below these fields is a button labeled "Update Password".

The Update Your Password section allows you to create/change your login password as follows:

- Enter your current password in the "Current Password" field
- Enter a new password in the "New Password" field (case sensitive)
- Re-enter the new password exactly as you entered it above in the "Re-Enter New Password" field (case sensitive)
- Click the **Update Password** button to change your login password

6.5 Rental Tenant Portal Profile Page Illustration

Rental Information

Manage Your Settings

Login Email Address:

Receive monthly rent reminders?:

How many days before due date?:

Update your password

Current Password:

New Password:

Re-Enter New Password: