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Description of Issue

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

Propertyware's Owner Portal affords you real-time access to statements, reports, bills, work orders, and documents.

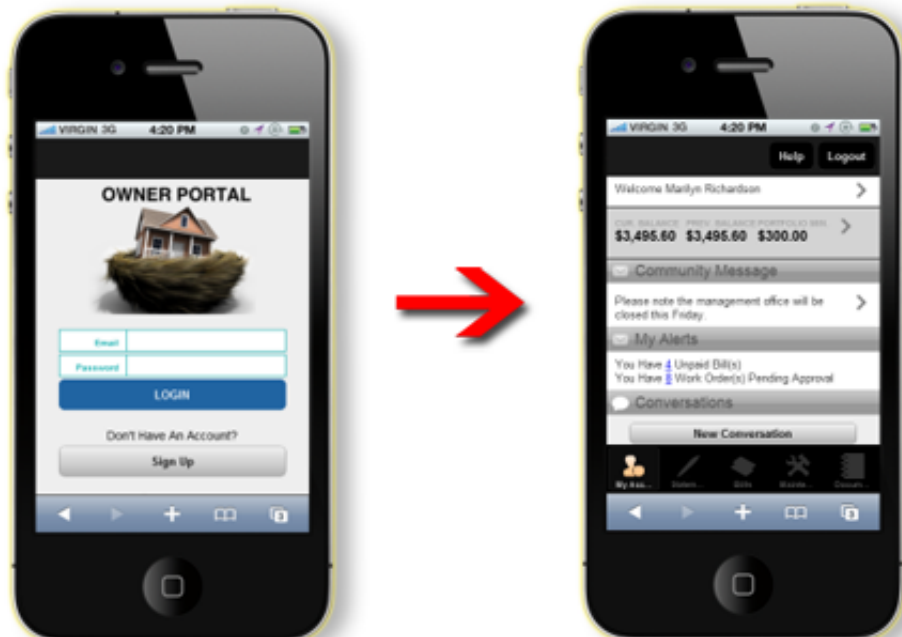
Instructions

Accessing the Mobile Owner Portal

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

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

1. Go to the **Sign-on** page for your Owner Portal.
2. Enter e-mail address and password in the designated fields, and then tap **Sign In**.
3. The web site will recognize that a mobile device is being used and will take you to the mobile-optimized **My Account** page of the Owner Portal.



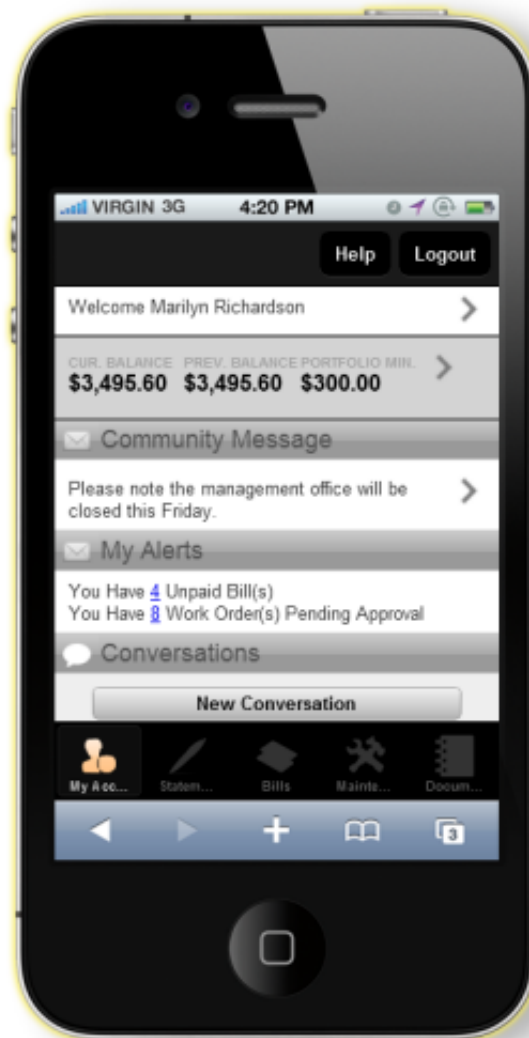
Navigating the Mobile Owner Portal

The Mobile Owner Portal has five basic pages that you can get to at the bottom of any page in the mobile portal:

- [My Account](#)
- [Statements](#)
- [Bills](#)
- [Maintenance](#)
- [Documents](#)

My Account

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



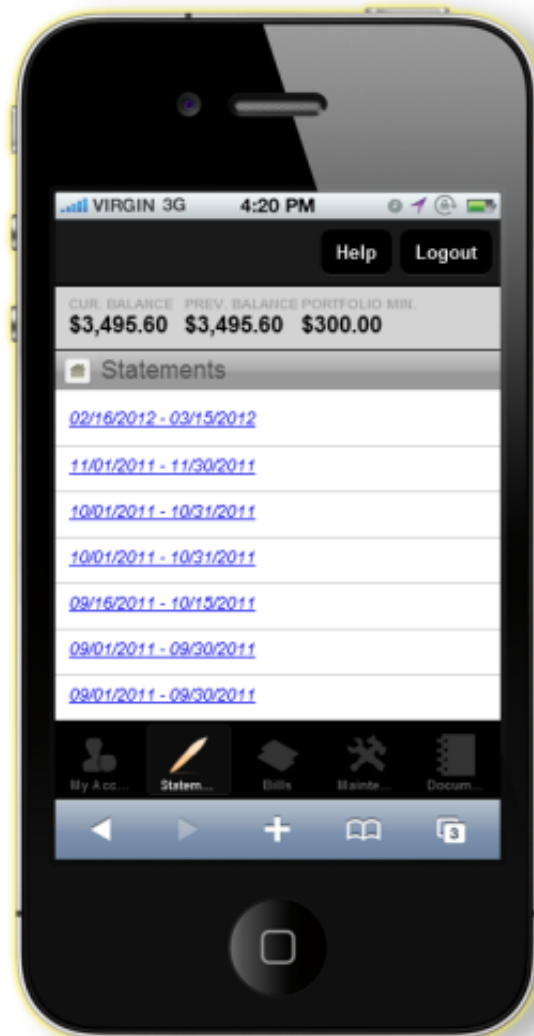
On the **My Account** page, you will see the following sections:

- **Welcome Banner:** This section displays the name on your account (such as, "Welcome Jayson Darling"). Tap this name to view and edit your **Contact Info**.

- **Balances and Portfolio Minimum:** This area provides a snapshot of your Current Balance and Previous Balance, as well as the **Portfolio Minimum per portfolio.**
- **Community Message:** Here, you can view any messages the property management company sends to all owners.
- **My Alerts:** This area shows the number of Unpaid Bills and Work Orders Pending Approval. You can tap the number links to view details on each bill or work order.
- **Conversations:** This section allows you to view conversations you are having with your management team, or to create new ones using the **New Conversation** button.

Statements

This page provides your owner with owner statements, as well as balance, draw and contribution information.



On the **Statements** page, you will see the following sections:

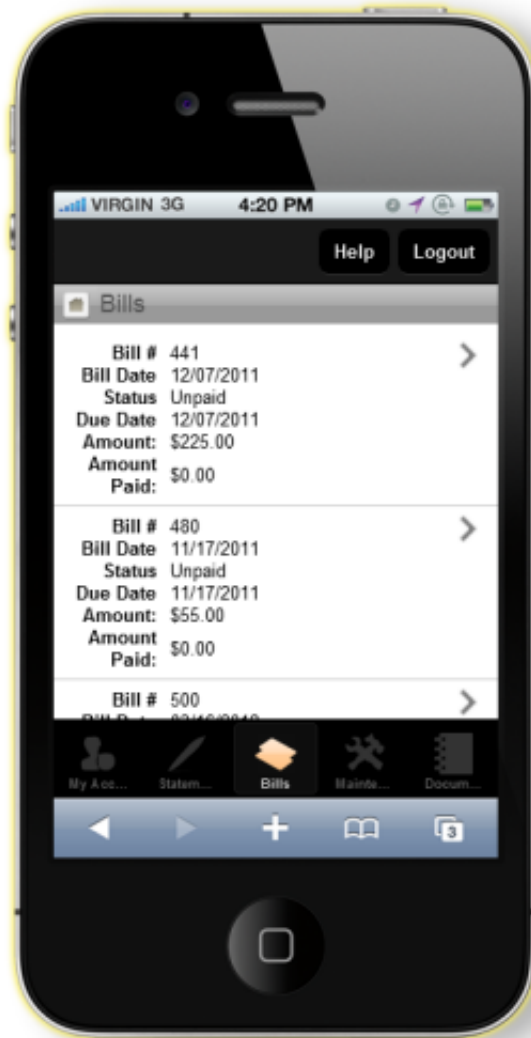
- **Balance Information:** At the top of the page, your Current Balance, Previous Balance, and Portfolio Minimum are displayed for **easy reference.**
- **Statements:** This section gives you access to every statement the management company has prepared. Each statement, listed by date range, links to a PDF that can be

viewed on the spot or downloaded to your mobile device.

- **Draws and Contributions:** This section displays your draw and contribution history with the management company. All draws and/or contributions associated with your portfolio are listed here.

Bills

This screen lets you view any outstanding bills associated with your account.

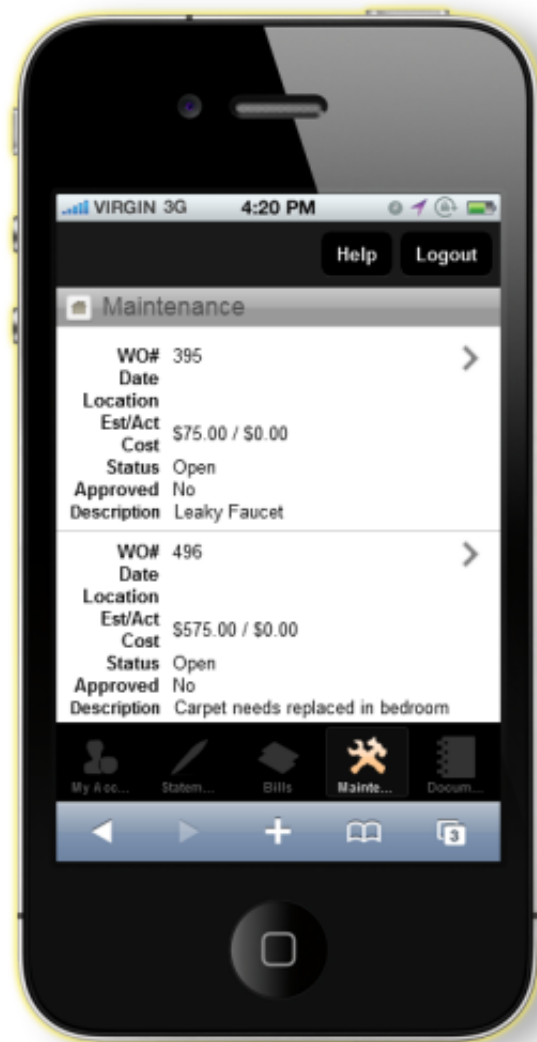


On the **Bills** page, you will see each unpaid bill associated with the your portfolio by reference number. Tapping the individual bill number allows you to view:

- Details for that particular bill including the billing and due dates.
- Any bill splits or payments made toward the bill.
- Any documents associated with the bill.

Maintenance

This page allows you to view all open work orders for your buildings.

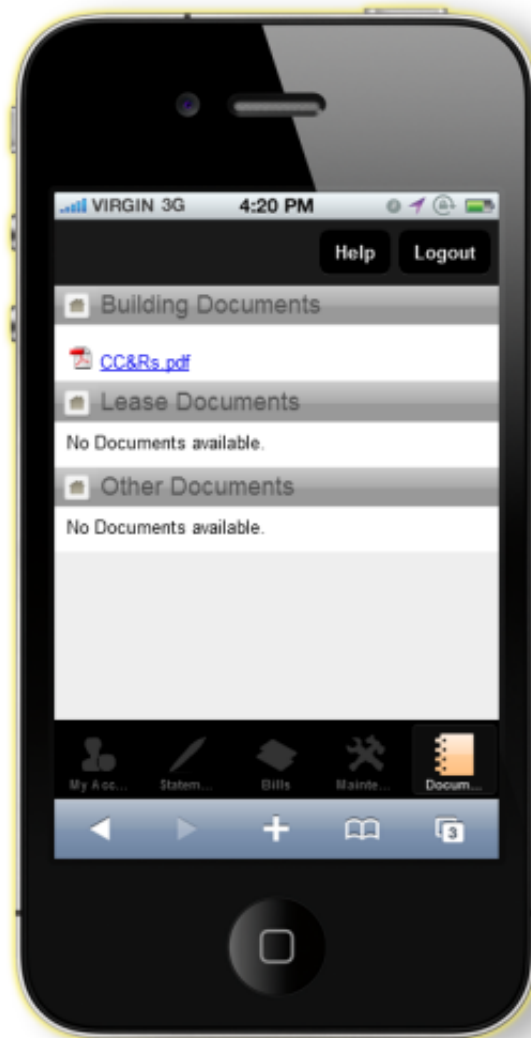


On the **Maintenance** page, you will see a list of all unapproved work orders. Tapping an individual work order opens a page where they can:

- Approve or reject the work order.
- Enter a comment regarding the work order using Conversations.

Documents

This page allows you to review and download documents related to your properties. Please note that you can only open and view documents that are supported by your mobile device. For example, to open a PDF, you must have a PDF viewing application, such as Adobe Acrobat.



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

- **Building Documents:** These are documents published to the owner portal that are attached to your building(s).
- **Lease Documents:** These are lease-specific documents that are attached to a lease related to one of your properties.
- **Other Documents:** These are documents attached directly to your contact record.

Related Articles

- [Using the Owner Portal](#)
- [Mobile Owner Portal Overview](#)

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