



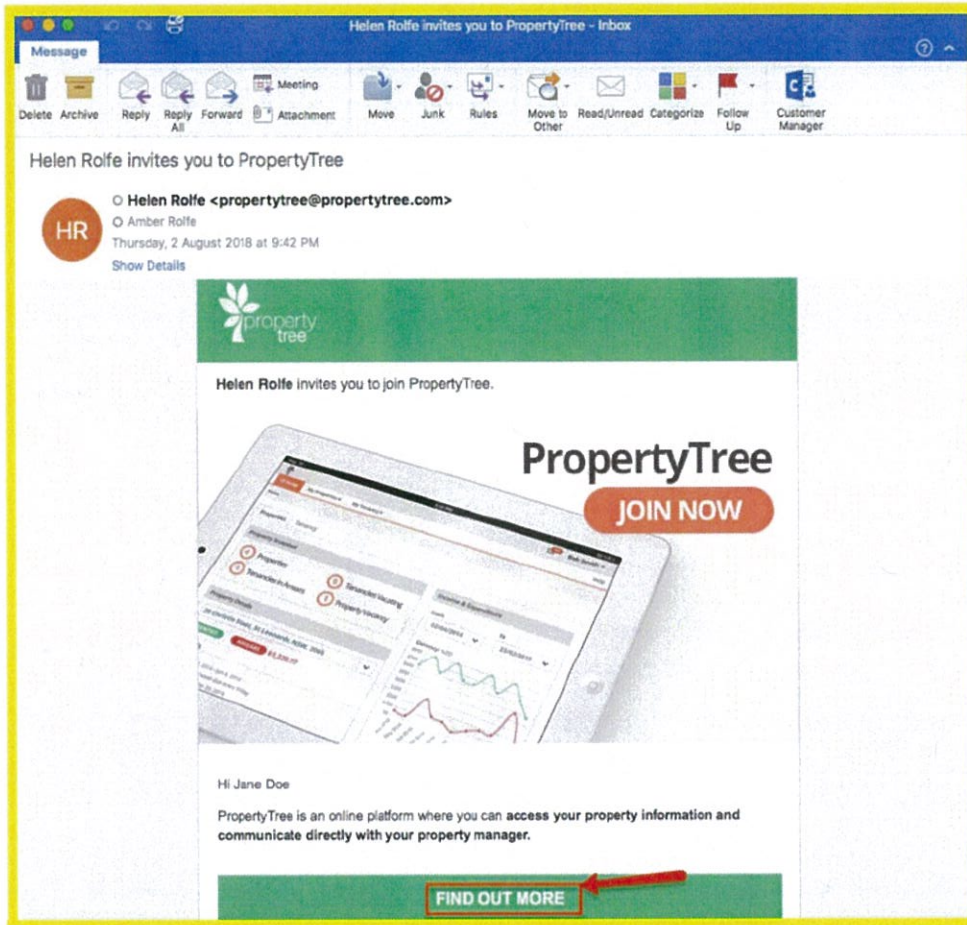
Tenant Portal Login

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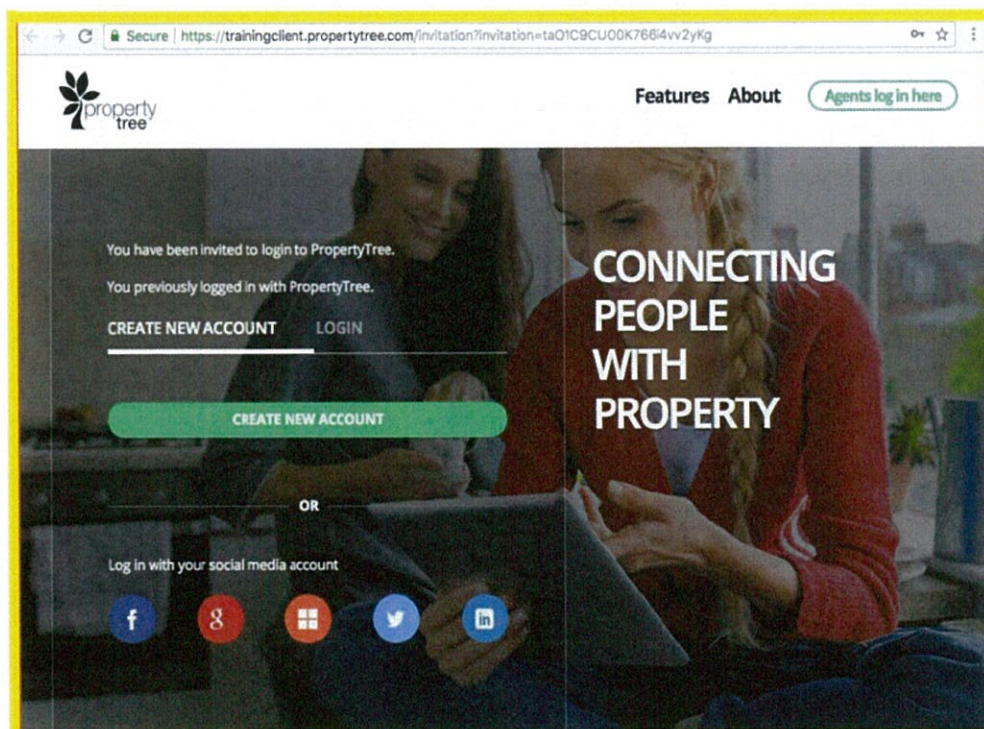
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Tenant Portal

1. Email Portal Logon

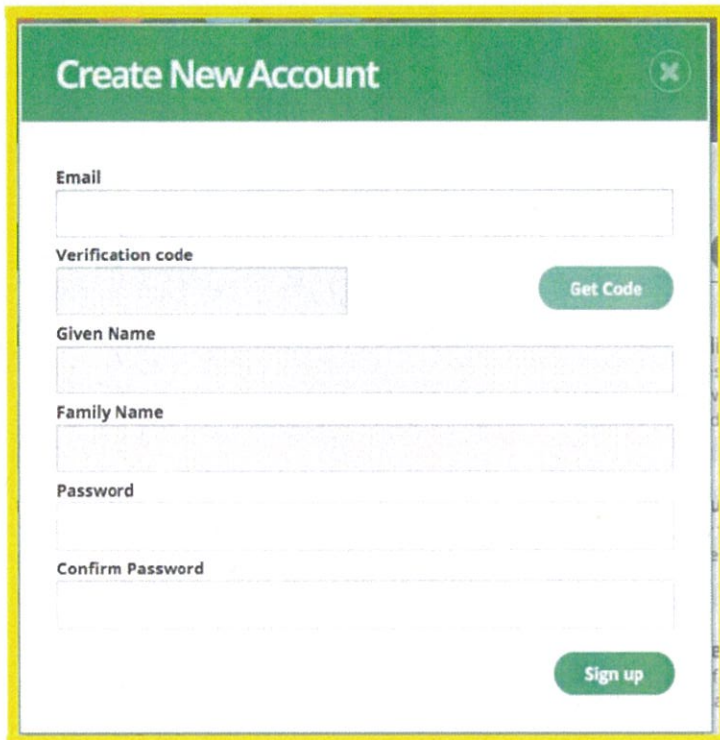


You will receive an email from propertytree@propertytree.com You will then see a 'Find Out More Button', if you click on this, it will open up your browser with more details on how to log on.



You can log in via Facebook, Gmail, Office 365, Twitter and Linked in. Or you can create a new account.

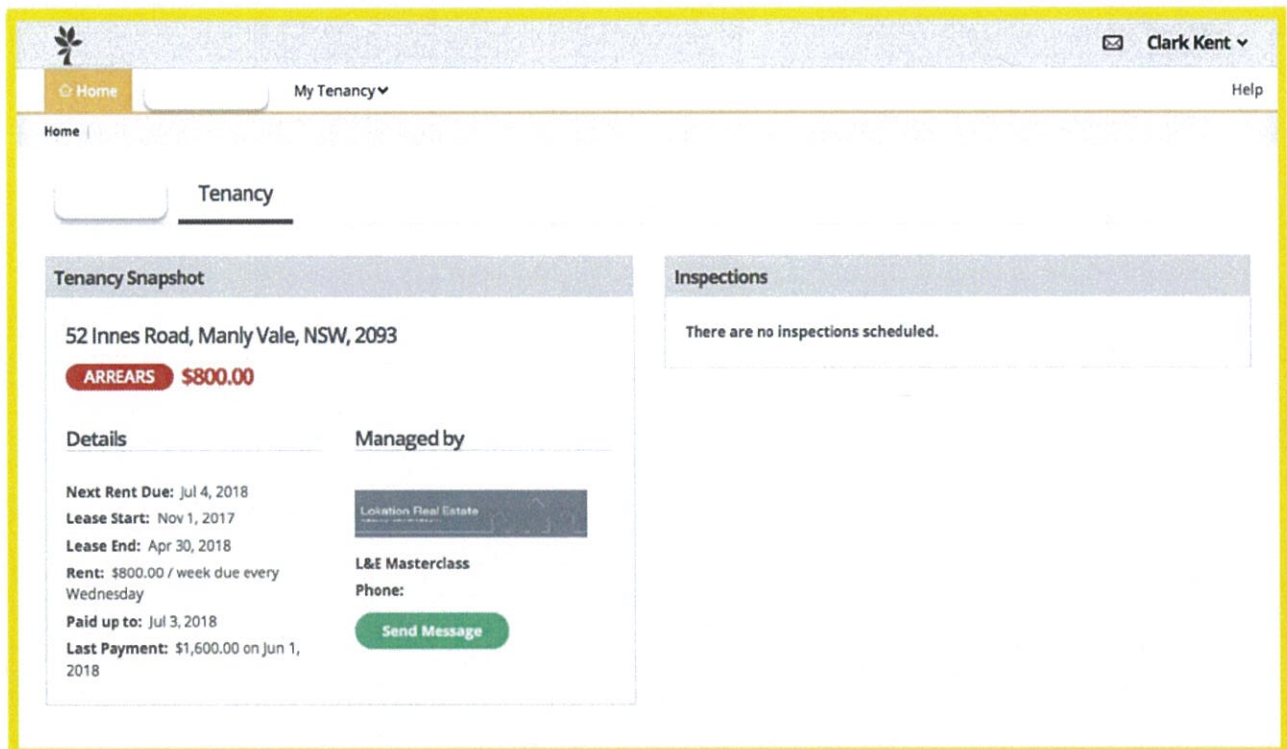
2. Create New Account



The screenshot shows a 'Create New Account' form with a green header bar. The form fields are: Email, Verification code (with a 'Get Code' button), Given Name, Family Name, Password, and Confirm Password. A 'Sign up' button is at the bottom right.

To create a New Account, you will need to validate your email address by entering in the verification code you will receive via email. Then you will need to enter in your Given and Family Name then you can create a password and confirm the password and then click 'sign up'.

3. Tenant Portal



The screenshot shows the Tenant Portal interface. The top navigation bar includes a logo, 'Clark Kent' with a dropdown arrow, and a 'Help' link. The main content area has a 'Home' link and a 'My Tenancy' dropdown. The 'Tenancy' section is active, showing a 'Tenancy Snapshot' for '52 Innes Road, Manly Vale, NSW, 2093'. It highlights 'ARREARS \$800.00' in a red box. Below this, there are two columns: 'Details' and 'Managed by'. The 'Details' column lists: Next Rent Due: Jul 4, 2018; Lease Start: Nov 1, 2017; Lease End: Apr 30, 2018; Rent: \$800.00 / week due every Wednesday; Paid up to: Jul 3, 2018; Last Payment: \$1,600.00 on Jun 1, 2018. The 'Managed by' column shows 'Lotation Real Estate' and 'L&E Masterclass' with a 'Send Message' button. To the right, the 'Inspections' section states 'There are no inspections scheduled.'

Once logged into your tenant portal you will see a snapshot of the details about your lease. All information is live and up-to-date with the information that is in PropertyTree.

Clark Kent ▾

Home My Tenancy ▾ Help

Tenancy

Tenancy Snapshot

52 Innes Road, Manly Vale, NSW, 2093

ARREARS \$800.00

Details

Next Rent Due: Jul 4, 2018
 Lease Start: Nov 1, 2017
 Lease End: Apr 30, 2018
 Rent: \$800.00 / week due every Wednesday
 Paid up to: Jul 3, 2018
 Last Payment: \$1,600.00 on Jun 1, 2018

Managed by

Lokation Real Estate

L&E Masterclass
 Phone:

Send Message

Inspections

There are no inspections scheduled.

If you scroll down to the bottom of the page you will see the 'Send Message' button. Here is where you can send a direct message to your Property Manager.

When a property Manager returns your message, you will get an email to check your portal and the Message will be able to be accessed via your portal log in.t

Clark Kent ▾

Home My Tenancy ▾ Help

Messaging

Compose

Regarding:
 52 Innes Road, Manly Vale, NSW, 2093

To: **L&E Masterclass**

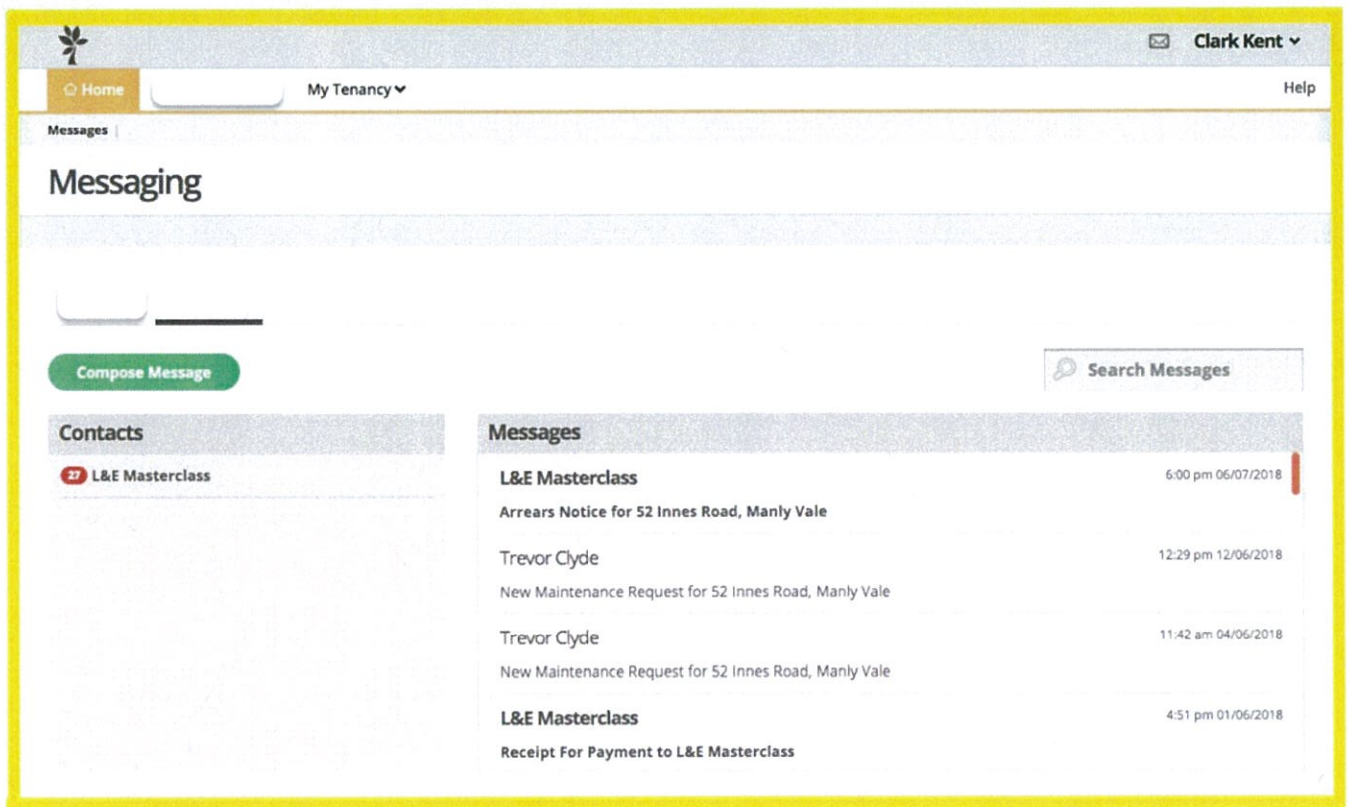
Subject

Rich text editor toolbar: Undo, Redo, Bold, Italic, Underline, Bulleted List, Numbered List, Link, Unlink, etc.

Characters: 0/4000

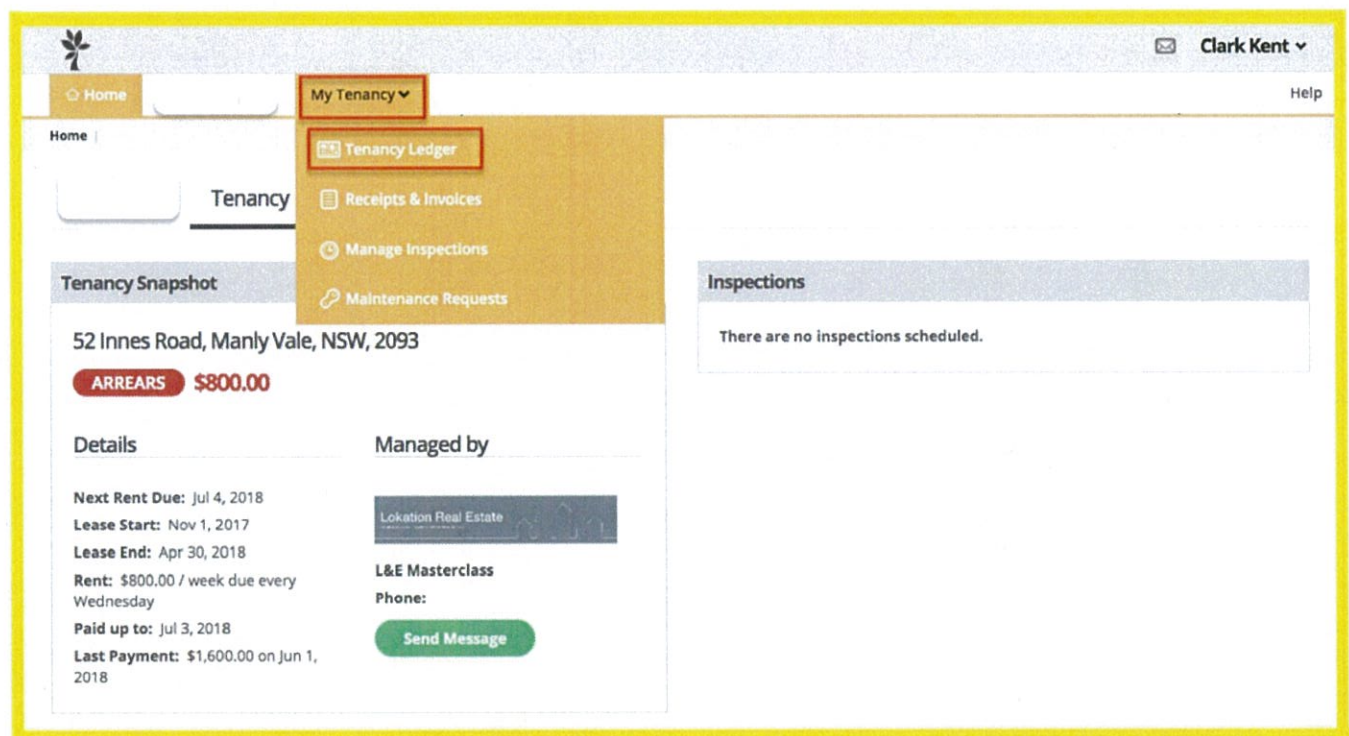
Add attachment Cancel **Send**

To access your message in your portal, just click on the envelope on the top righthand side.



In your Messaging Centre is where you can find your previous message and any new messages. You can also compose a Message from here by clicking on 'Compose Message'.

4. Tenancy Ledger



On the top right bar Click into 'My Tenancy.' Here is where you can access your Tenancy Ledger, Receipts and Invoices, Manage Inspections and view Maintenance Requests.

Tenancy Ledger

You can view your tenancy ledger for any date range you require. Enter the date range below:

From

To

Cancel
View ledger for this period

When you click into 'Tenancy Ledger' here is where you can change the Date Range then click 'view ledger for this period'

LedgerReport
1 / 1

Tenancy Ledger Transactions From: 1/06/2018 To: 9/07/2018									
Filter: For selected tenancies									
<div style="display: flex; justify-content: space-between;"> <div>Trevor Clyde (ID48)</div> <div>52 Jones Road, Mandy Vale, NSW 2093</div> <div>Rent \$800.00 Weekly</div> </div>									
Received	Entered	User	#	Type	Period From	To	Part Payments	Description	Payer/Payee
1/06/2018	1/06/2018	BPER	224	Receipt	2/05/2018	19/06/2018	\$0.00	Rent - Effective Paid To 19/06/2018	Trevor Clyde
1/06/2018	1/06/2018	BPER	238	Receipt	20/06/2018	3/07/2018	\$0.00	Rent - Effective Paid To 03/07/2018	Trevor Clyde
									Debit: \$0.00 Credit: \$7,200.00 Balance: \$7,200.00

A new tab will open with your Ledger Report and here is where you can view, save and/or print your ledger.

5. Receipt and Invoices

Home
My Tenancy ▾
Clark Kent ▾

Receipts & Invoice

Receipts Invoices

Tenancy Ledger

Receipts & Invoices

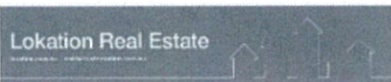
Manage Inspections

Maintenance Requests

Show Cancelled: ☒

RECEIPT TYPE	DATE ▾	RECEIPT #	AMOUNT	VIEW
Rent	01/06/2018	238	\$1,600.00	View
Rent	01/06/2018	224	\$5,600.00	View
Rent	01/05/2018	200	\$3,200.00	View
Rent	20/03/2018	181	\$1,600.00	View

Clicking into 'My Tenancy' then click into 'Receipts and Invoices' here is where you can view your preview and/or save your receipts and invoices.



29/57 Christie Street, St Leonards, NSW 2065, AUSTRALIA
Ph: Fax:
L&E Lokation Real Estate (182-222 394849584)

Trust Account Receipt


Tenancy Receipt

Received From: Trevor Clyde on behalf of Trevor Clyde (ID:48)
52 Innes Road, Manly Vale, NSW 2093, AUSTRALIA

Money Received: 1/06/2018
Receipt Completed: 1/06/2018
Receipt #: 238

Description		Amt Exc GST	GST	Amt Received
For Ownership	Peter Clyde (ID:46)			
Rent:	Rent from 20/06/2018 to 3/07/2018 - Effective Paid To* 3/07/2018	\$1,600.00	\$0.00	\$1,600.00
		\$1,600.00	\$0.00	\$1,600.00

Payment Method: Direct Deposit

By clicking on the  icon. You can view your statements which will open in a new internet browser tab.

Clark Kent

HomeMy TenancyHelp

Receipts & Invoices

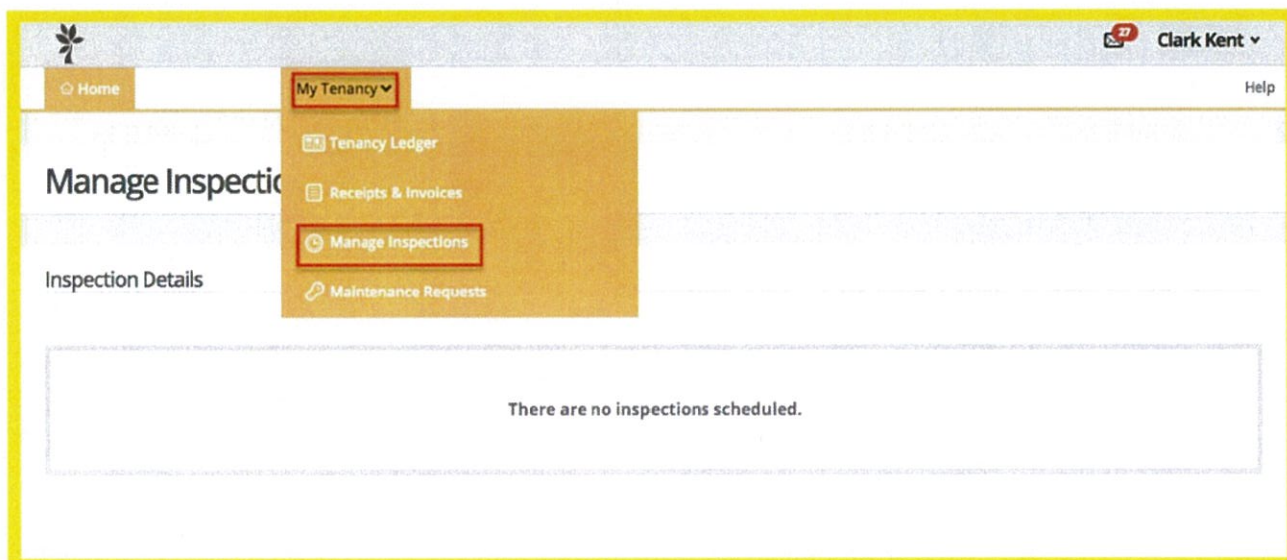
ReceiptsInvoices

Filters: Show All Invoices

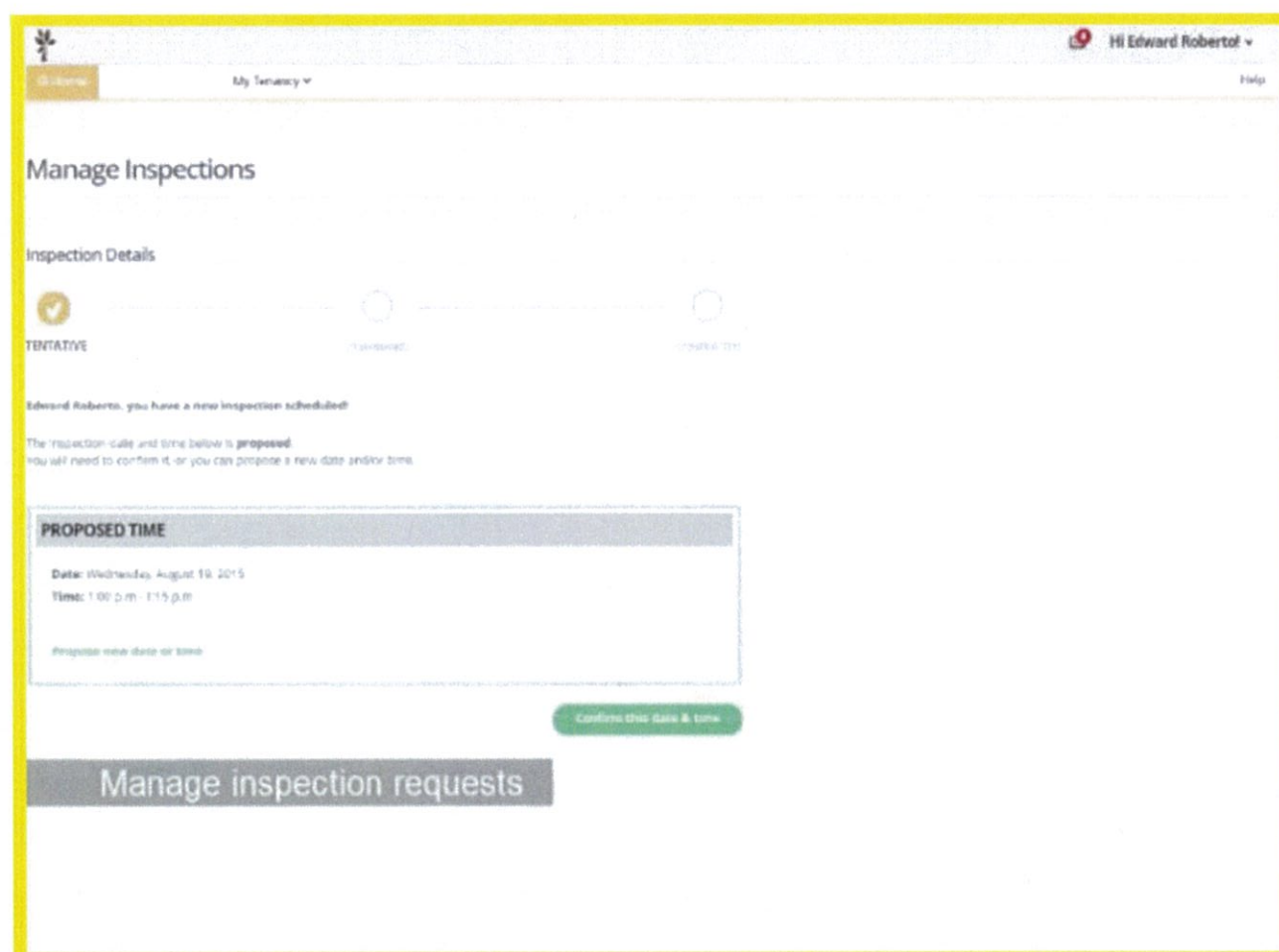
DUE DATE	DESCRIPTION	INVOICE #	STATUS	OWING	CREDITOR INVOICE	VIEW
No invoices to show.						

To access your Invoices, click into 'My Tenancy' then click into 'Receipts and Invoices' then click into the Invoices tab. Once an invoice has been created for you it will be able to be viewed and printed from here.

6. Manage Inspections



To view your inspections, click into 'My Tenancy' then 'Manage Inspections'.



You will be able to see the status of the inspection whether it is Tentative, Confirmed or Conducted.

If the Inspection status is Tentative you can request to change the time and date of the inspection by clicking on the green text, 'Propose New Date and Time'.

7. Maintenance Requests

The screenshot shows the 'My Tenancy' dashboard for a property at 52 Innes Road, Manly Vale, NSW, 2093. The dashboard includes a sidebar with navigation options: Home, My Tenancy (selected), Tenancy Ledger, Receipts & Invoices, Manage Inspections, and Maintenance Requests (highlighted with a red box). The main content area displays the property address, an 'ARREARS \$800.00' status, and a 'Details' section with lease information. A 'Managed by' section shows the agent's name, 'L&E Masterclass', and a 'Send Message' button. An 'Inspections' section indicates that there are no inspections scheduled.

Clark Kent ▾

Home | My Tenancy ▾

Home | Tenancy

Tenancy Snapshot

52 Innes Road, Manly Vale, NSW, 2093

ARREARS \$800.00

Details

Next Rent Due: Jul 4, 2018
Lease Start: Nov 1, 2017
Lease End: Apr 30, 2018
Rent: \$800.00 / week due every Wednesday
Paid up to: Jul 3, 2018
Last Payment: \$1,600.00 on Jun 1, 2018

Managed by

Location Real Estate

L&E Masterclass
Phone: [redacted]
[Send Message](#)

Inspections

There are no inspections scheduled.

To view any maintenance requests related to your property click into 'My Properties' then 'Maintenance Requests'.

The screenshot shows the 'Maintenance Requests' page. The top navigation bar includes 'Home', 'My Tenancy ▾', and 'Clark Kent ▾'. The page title is 'Maintenance Requests'. On the right, there is an 'Actions' button with a red arrow pointing to a 'Create Maintenance Request' link. Below the title, there is a section for 'Open' requests, which are displayed in a grid of cards. Each card shows the request title, status (OPEN), number of jobs, requested by, created date, completed date, and a maintenance description. The cards are: 'BROKEN SIDE FENCE' (ID: 16), 'HEDGE IS OVER GROWN' (ID: 15), 'LEAKING TAP' (ID: 14), 'TAP LEAKING' (ID: 13), 'LEAKING TAP' (ID: 12), and 'LAWNS NEED MOWING' (ID: 11). Each card has a 'View Details' link.

Clark Kent ▾

Home | My Tenancy ▾

Maintenance Requests |

Maintenance Requests

[Actions](#)

[+ Create Maintenance Request](#)

Open

BROKEN SIDE FENCE
OPEN
Number of Jobs: 1
Requested By: Trevor Clyde
Created Date: Jun 12, 2018 Completed Date: In Prog
Maintenance Description
Please fix the fence, there is a hole and the dog keeps getting out
ID: 16 [View Details](#)

HEDGE IS OVER GROWN
OPEN
Number of Jobs: 1
Requested By: Peter Clyde
Created Date: Jun 11, 2018 Completed Date: In Prog
Maintenance Description
fdfd
ID: 15 [View Details](#)

LEAKING TAP
OPEN
Number of Jobs: 1
Requested By: Trevor Clyde
Created Date: Jun 4, 2018 Completed Date: In Prog
Maintenance Description
Tap in the kitchen leaking
ID: 14 [View Details](#)

TAP LEAKING
OPEN

LEAKING TAP
OPEN

LAWNS NEED MOWING
OPEN

To create a new maintenance request, click the 'Actions' button on the top right and then click 'Create Maintenance Request'.

Create Maintenance Request

You can submit a maintenance request below. Your Property Manager will be notified of the request.

Details

Address: 52 Innes Road, Manly Vale, NSW, 2093

Summary: Pool gate is broken

Description:
The gate on the pool fencing is broken and the hinges need to be replaced.

Attachments:

Cancel [Submit maintenance request](#)

From here you will be able to add the following details:

- A Summary – short description.
- A Description – details about the maintenance request
- Any Attachments – you can attach images, relating to the maintenance request.\

Then click 'Submit Maintenance Request' to send the request to your Property Manager.

Clark Kent

Home
My Tenancy
Help

Maintenance Requests

POOL GATE IS BROKEN
OPEN

Number of Jobs: 1
Requested By: Peter Clyde
Created Date: Jul 10, 2018 Completed Date: In Prog

Maintenance Description
The gate on the pool fencing is broken and the hinges need to be replaced.

ID: 17 [View Details](#)

BROKEN SIDE FENCE
OPEN

Number of Jobs: 1
Requested By: Trevor Clyde
Created Date: Jun 12, 2018 Completed Date: In Prog

Maintenance Description
Please fix the fence, there is a hole and the dog keeps getting out

ID: 16 [View Details](#)

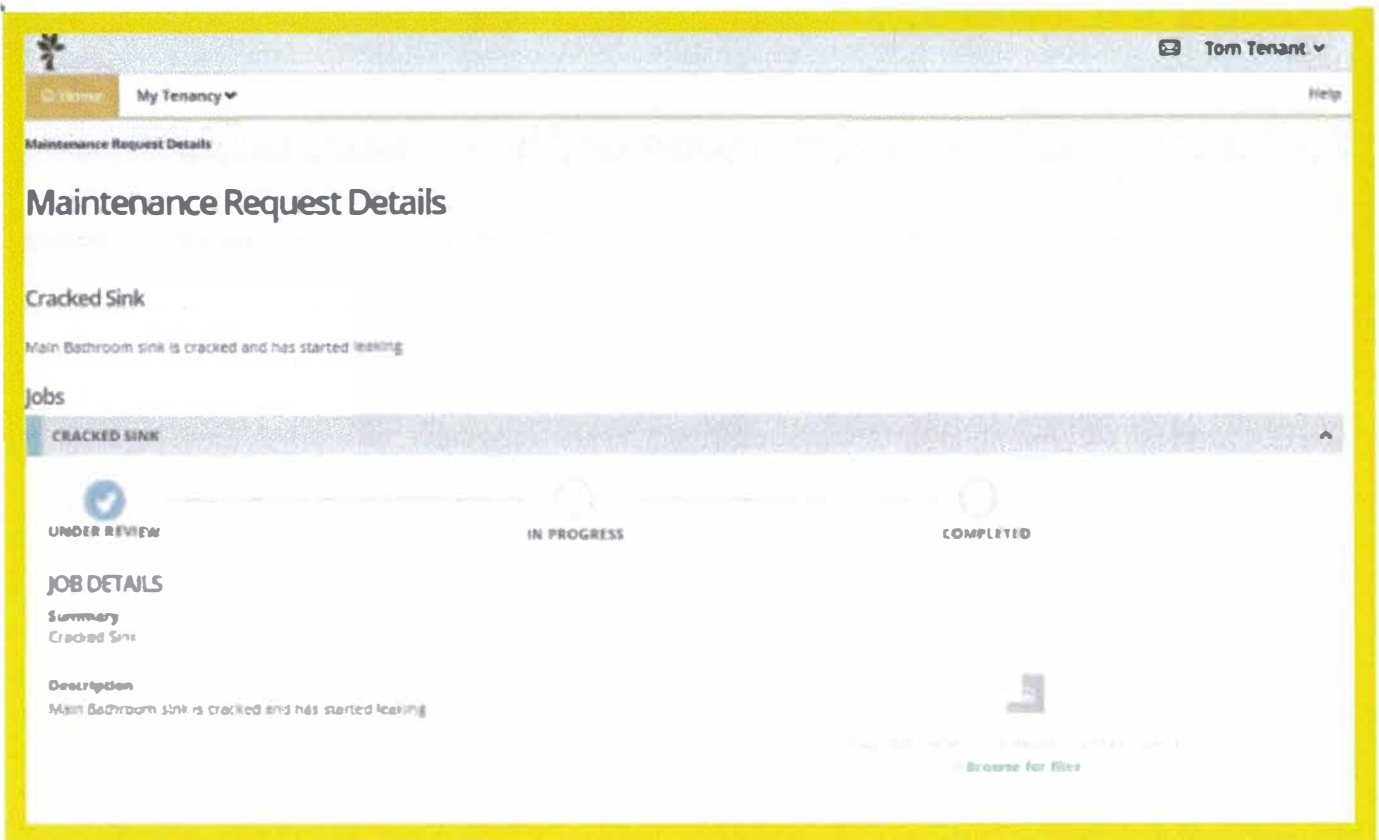
HEDGE IS OVER GROWN
OPEN

Number of Jobs: 1
Requested By: Peter Clyde
Created Date: Jun 11, 2018 Completed Date: In Prog

Maintenance Description
fdff

ID: 15 [View Details](#)

This will automatically generate an Open 'Maintenance Request'. You can track the progress/status by clicking 'view details'.



Once you click into the Maintenance Request, you will be able to see which status the maintenance request is up to. The statuses are:

- Under review – which means the Property Manager is reviewing the Maintenance Request.
- In progress – means the maintenance job is in progress
- Completed – the Maintenance Request has been completed/finalised

8. Summary:

Any questions please contact Ray White IMS 07 3139 1460.