

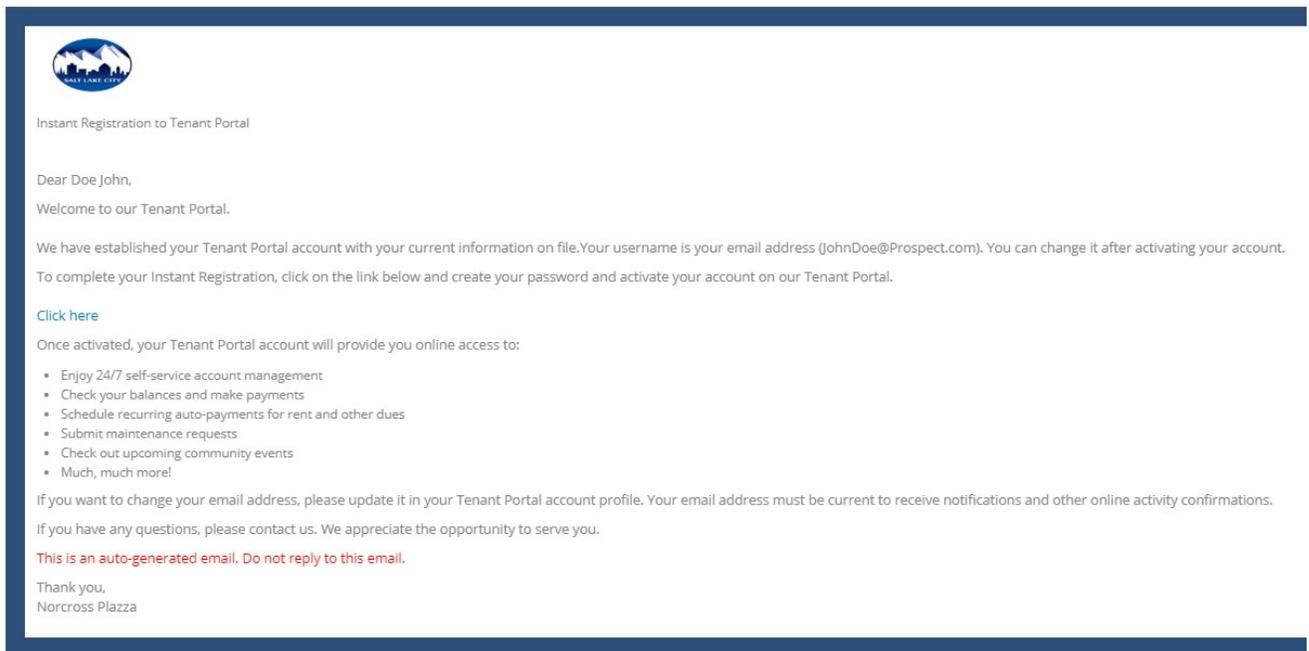
CommercialCafè Tenant Portal Guide

This guide provides the Tenant Portal User with a short explanation and instructions on how to use the most popular features of the Tenant Portal. The topics discussed in this quick guide are:

- Tenant Registration**
- Retrieve Password**
- Editing Contact Information**
- Changing Passwords**
- Making Payments**
- Maintenance Requests**

Tenant Registration

The User will receive an email invitation inviting them to register to use the Tenant Portal. Within the email there is a link to the Instant Registration page that says “click here”.



The User is directed to the “Instant Registration” screen. Here the email field is automatically populated and the User must enter a new password, and then confirm that new password. There is then a link to view the terms and conditions, and then a checkbox to be marked saying they have read and accepted the terms and conditions.

Instant Registration

Password

Email: johndoe@prospect.com

Create a Password: **Strong**

Confirm Password:

[View Terms and Conditions.](#)

I have read and accept the Terms and Conditions.

After filling in the fields, click submit and you will be redirected to the login page of Tenant Portal. Enter the email used to register and the new password that you just created, click “Login” and you are done.

Welcome to Tenant Portal

Email johndoe@prospect.com

Password

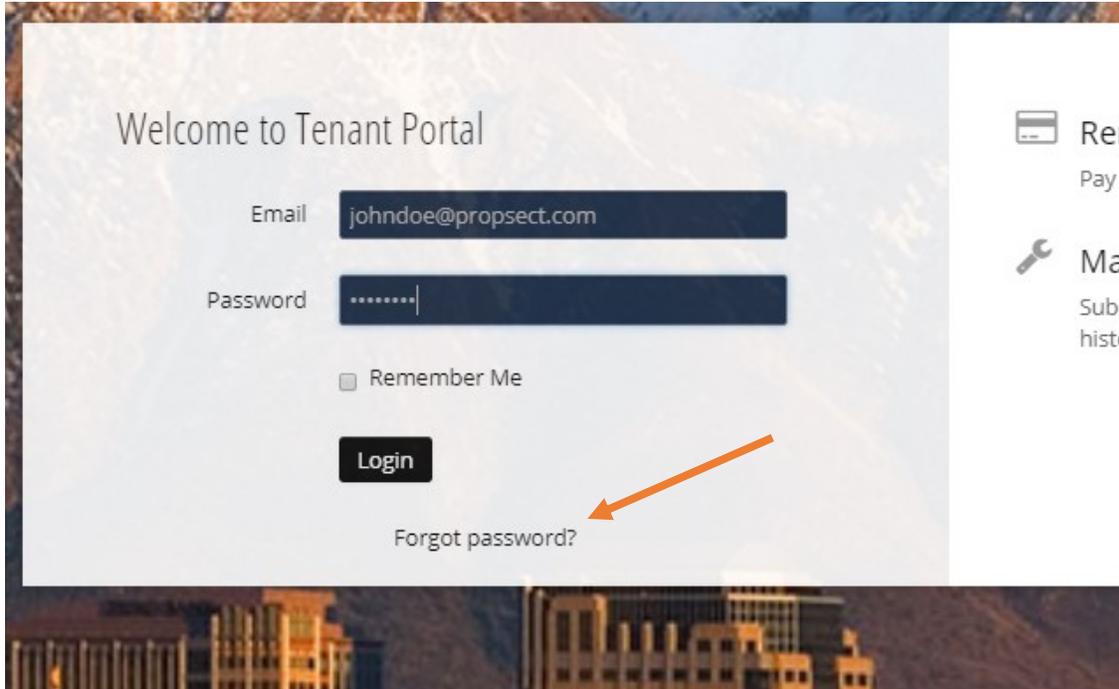
Remember Me

[Forgot password?](#)

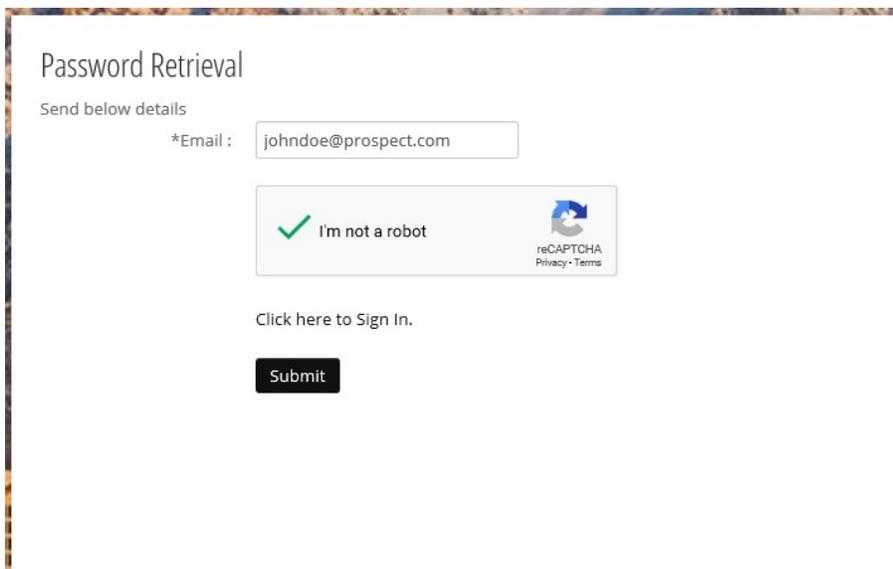
- Rental Payments
- Maintenance Subscriptions

Retrieve Password

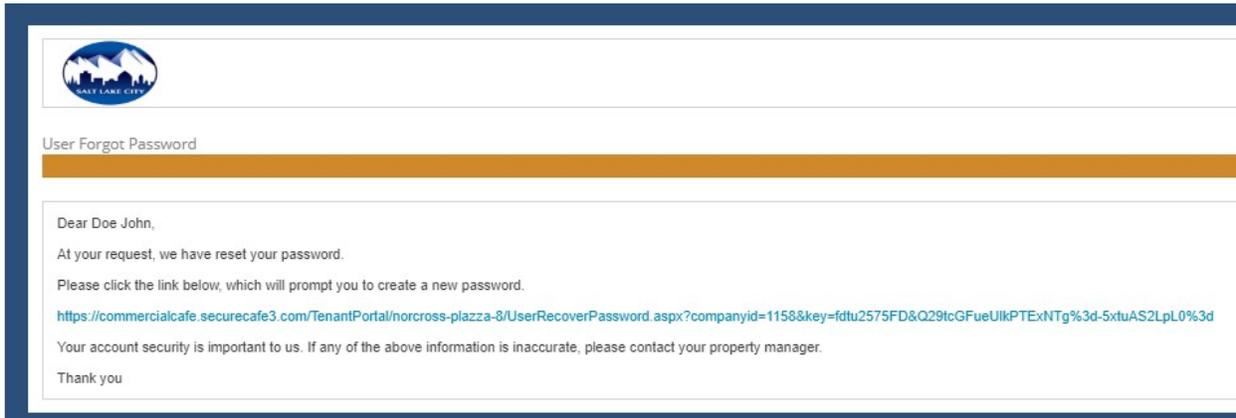
If the User forgets their password then they can click the “Forgot Password?” link on the Tenant Portal sign in page.



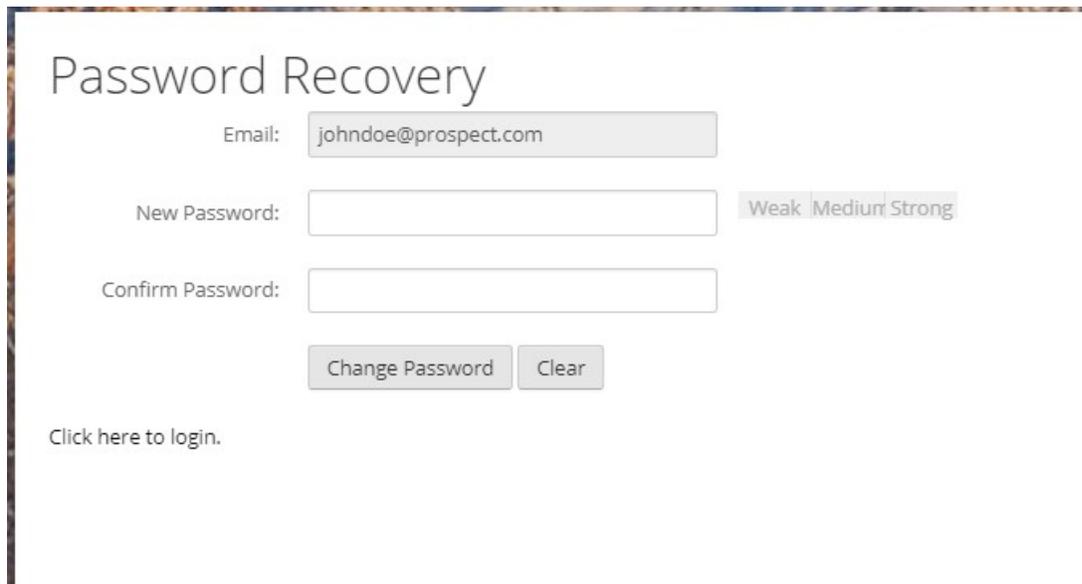
The User will be directed to the “Password Retrieval” page where they can enter their email and certify that they are not a robot. Then click “Submit”.



The user will then receive an email with a link to click on.



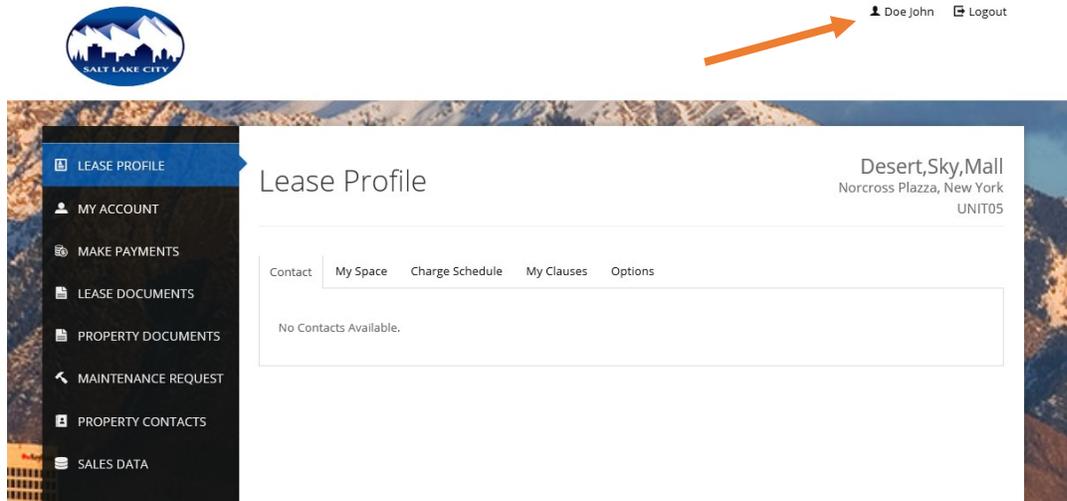
When clicked on, the link brings the User to the “Password Recovery” page. The email field is automatically populated, and the User needs to enter a new password, confirm that password, and click “Change Password”.



The User is then redirected to the login screen where they can enter the new password.

Editing Contact Information

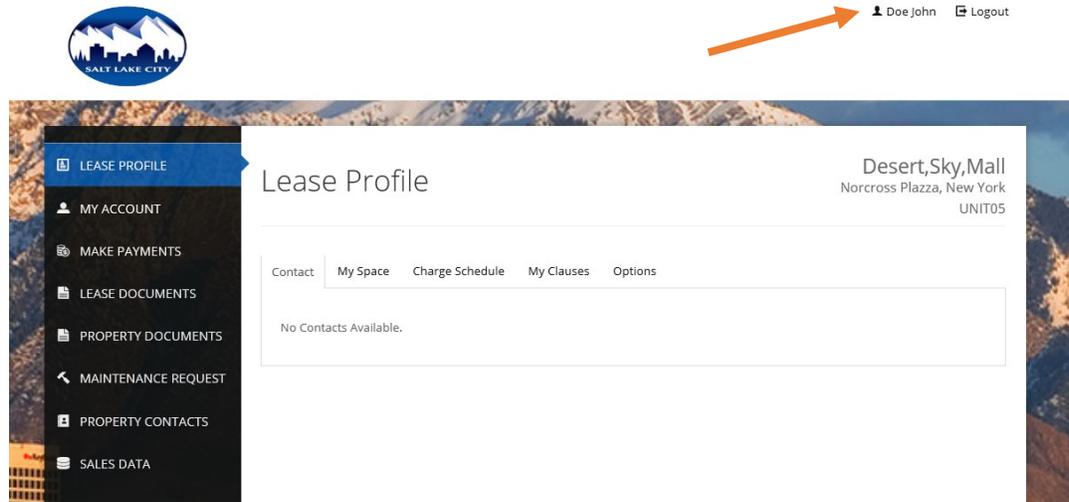
Once logged in to the Tenant Portal the system lands on the “home” page which contains any Announcements and Calendar Events that have been set up in the system. In the top right



hand corner of the screen the Users name is displayed as a link. When the link is clicked it directs the User to the “User Profile” screen. Enter any information in the correct fields and click the “Update Information” button at the bottom of the screen.

Changing Passwords

Once logged in to the Tenant Portal the system lands on the “home” page which contains any Announcements and Calendar Events that have been set up in the system. In the top right



hand corner of the screen the Users name is displayed as a link. When the link is clicked it directs the User to the “User Profile” screen. Click the “Change Login Credentials” button at the bottom of the page.

User Profile

Profile Information

First Name:

Last Name:

Office:

Home:

Mobile:

Region:

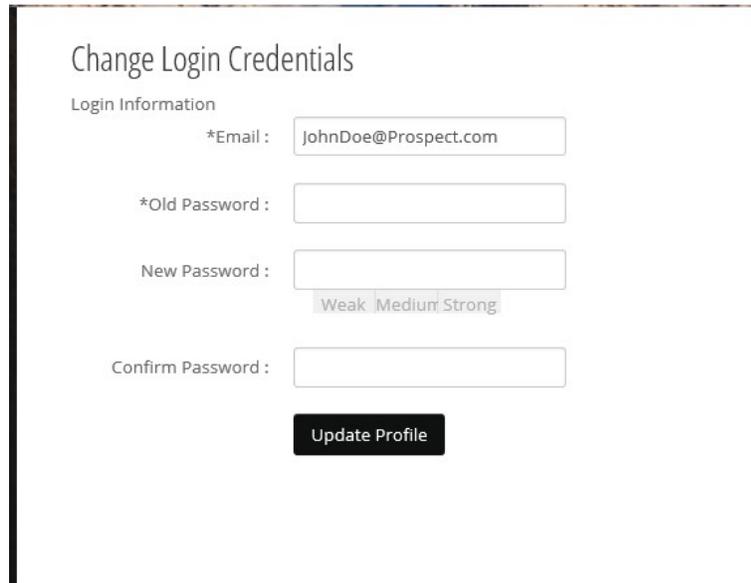
Language:

Address:

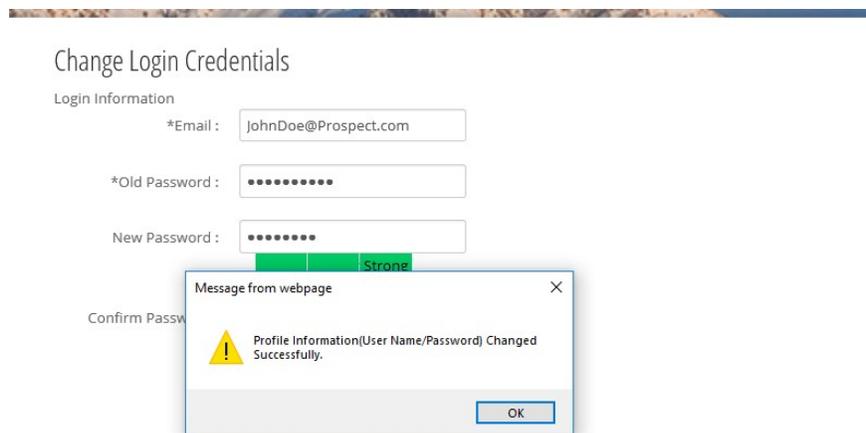
City:

State-Zip:

The link brings you to the “Change Login Credentials” screen. Here the email field is populated automatically, and the User must only enter their old password, the new password, and confirm the new password. Then click “Update Profile”.



When ready a message will pop up saying the password was updated. Click “OK” and you will be redirected to the Tenant Portal login screen where you must login again with the new password that was just created.



Making One-Time and Recurring Payments

In Tenant Portal there is a “Make Payments” tab on the side menu. This is where a User can set up their payment accounts, auto-pay, or make a one-time payment. Before any payments can be made a bank account, debit card, or credit card must be set up. These three options are seen under the “Payment Accounts” tab.

Desert, Sky, Mall
Norcross Plaza, New York
UNIT05

Payments

Make Payments Auto-pay Setup **Payment Accounts**

Bank Accounts Add Bank Account

Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments. A service fee of 1.95 will be charged at the time of payment. The property management company does not receive any portion of this fee. [» Learn More](#)

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
Grace & Test Lease	021114263	*****5231	Checking	Edit	Delete
testing 12345	123123123	*****458	Checking	Edit	Delete
Test Account	123123123	*****123	Savings	Edit	Delete
test email	123123123	*****3123	Savings	Edit	Delete

Credit Cards Add Credit Card

Use the credit cards listed below to make one-time payments or schedule monthly automatic payments. A service fee will be included with your payment. The fee will be displayed for your review before submitting the payment. The property management company does not receive any portion of this fee. [» Learn More](#)

Card Type	Card Number	Description	Edit	Delete
Visa (Credit Card)	XXXX-5550		Edit	Delete

Debit Cards Add Debit Card

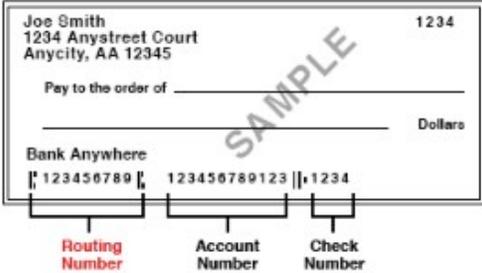
Use the debit cards listed below to make one-time payments or schedule monthly automatic payments. A service fee of 2.95 will be charged at the time of payment. The property management company does not receive any portion of this fee. [» Learn More](#)

Card Type	Card Number	Description	Edit	Delete
MC (Debit Card)	XXXX-7898	Auto-Pay Card	Edit	Delete

To link a bank account, click the “Add Bank Account” button which will direct you to the page below. When adding bank account information the routing number is validated. If the user should enter an invalid routing number the system will return an error. The bank account number is not validated, so it is important to be extremely careful when typing in the bank

account number. Once the routing number, account number, and other fields are completed, click the **Save** button.

Add a Bank Account



Joe Smith 1234
1234 Anystreet Court 1234
Anycity, AA 12345

Pay to the order of _____ Dollars

Bank Anywhere
123456789 123456789123 1234

Routing Number Account Number Check Number

Account Name

Routing Number (9 digits)

Account Number (3-17 digits)

Account Type
Checking Account

Set Default

To add a credit card click or debit card click their respective buttons and the following screen will pop up.

CARD SERVICES



Company Details

COMCAFE
SB Road
QA
goleta
AR
6456454

455645454

Manesh.Moghe@Yardi.Com

The payment will show on your statement as "Master Merchant CAFE".

Select Option

Credit Card

Card Information



Card Number *

Name on the Card *

Exp MM *

Exp YY *

CVV/CVD Code *



Billing Information

United States

Address Line 1

Address Line 2

City

State

Zip

Your card information will be stored on our secure, PCI compliant server and used in case a refund is requested or to pay another charge from this merchant.

I have read & agree to the [terms & conditions](#)

Cancel

Save

Fill in all of the fields with the appropriate information, read and agree to the terms & conditions, and then click "Save". Whichever account the User set up is now be ready to use.

To set up recurring payments click on the “Auto-pay Setup” tab at the top of the “Make Payments” page. This provides you with a place to select an account, a start date, and which day of the month to make the recurring payment. Click “Save” and the recurring payment will be set up.

Payments

Desert, Sky, Mall
Norcross Plaza, New York
UNIT05

Make Payments **Auto-pay Setup** Payment Accounts

New Monthly Auto-Pay Setup For Lease Charges

Your scheduled charges for the current period are **4,156.46/month**

Payment Account	Start Date	End Date	Pay on Day	Max Payment Amount	Action
Select Payment Account <input type="button" value="v"/>	M/D/YYYY	M/D/YYYY	<input type="button" value="v"/>	0.00	<input type="button" value="Save"/>

To make a one time payment, click the “Make Payments” tab. This brings you to a screen that shows the “Current Outstanding Charges” as well as charges for the coming month and other future charges.

Payments

Desert, Sky, Mall
Norcross Plaza, New York
UNIT05

Make Payments

Auto-pay Setup

Payment Accounts

\$

Current Outstanding Charges

Your account balance as of 10/5/2018

981.00

✓ Make Payment

Current Outstanding Charges

Date	Charge Description	Balance (\$)
1/7/2018	Rent - Office (01/2018)	635.00
1/7/2018	Rent - Office (01/2018)	450.00
9/21/2018	Rent- Retail*	1,250.63
Unapplied Prepayment		-104.00
Account Balance		981.00

*Charges on hold.

October Charge Schedules

Description	Monthly Amount (\$)	Sales Tax (\$)	Management Fee (\$)
Common Exp Estimate	481.80	0.00	4.82
Miscellaneous	1,000.00	10.00	0.00
Rent - Office	1,291.00	0.00	0.00
Rent - Office	1,342.00	13.42	13.42
Total:	4,114.80	23.42	18.24

Click the “Make Payment” button at the top.

This brings up the “One-Time Payment” screen with different charges. Select the charges you are wanting to pay and enter the amount desired to pay. Then select which account you want to pay with at the bottom of the screen and click “Next”.

One-Time Payment

Bonia
 Norcross Plaza, New York
 UNIT002, UNIT231, UNIT232, UNIT233, UNIT234, UNIT235,
 UNIT236, UNIT237, UNIT238

Add Credit Card
Add Debit Card
Add Bank Account

Charge Description	Charge Date	Charges (\$)	Payments (\$)	Balance (\$)	Your Payment	Select
Miscellaneous (09/2018)	9/1/2018	2,000.00	0.00	2,000.00	<input type="text" value="0.00"/>	<input type="checkbox"/>
Common Exp Recovery (09/2018)	9/1/2018	1,000.00	0.00	1,000.00	<input type="text" value="0.00"/>	<input type="checkbox"/>
Rent - Office (09/2018)	9/1/2018	5,000.00	0.00	5,000.00	<input type="text" value="0.00"/>	<input type="checkbox"/>
Miscellaneous (10/2018)	10/1/2018	2,000.00	0.00	2,000.00	<input type="text" value="0.00"/>	<input type="checkbox"/>
Common Exp Recovery (10/2018)	10/1/2018	1,000.00	0.00	1,000.00	<input type="text" value="0.00"/>	<input type="checkbox"/>
Rent - Office (10/2018)	10/1/2018	5,000.00	0.00	5,000.00	<input type="text" value="0.00"/>	<input type="checkbox"/>
Regular Payment					0.00	
Extra Payment					<input type="text" value="0.00"/>	
Total Payment					0.00	

Payments + Credits must be greater than ZERO

Select Payment Account
Next

This will bring up the summation of what you just selected. Read and accept the terms and conditions, and then submit your payment by clicking the “Submit Payment” button.

One-Time Payment

Bonia
Norcross Plaza, New York
UNIT002, UNIT231, UNIT232, UNIT233, UNIT234, UNIT235,
UNIT236, UNIT237, UNIT238

Payment Account: TEST ACCOUNT Chk *****5566 Payment Amount: 2,001.95

Charge Description	Amount (\$)
Miscellaneous (09/2018)	2,000.00
Service Fee	1.95
Total Payment	2,001.95

Service Fee ⓘ is non-refundable.

PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCEEDING. BY CLICKING ON THE "Submit Payment" BUTTON BELOW, YOU ACCEPT THE TERMS AND CONDITIONS. IF YOU DO NOT ACCEPT THESE TERMS, DO NOT CLICK "Submit Payment" BELOW.

I have read and accept the [Terms and Conditions](#)

[Back to Payment Details](#) [Submit Payment](#)

You should then see a screen confirming your payment.

One-Time Payment

Bonia
Norcross Plaza, New York
UNIT002, UNIT231, UNIT232, UNIT233, UNIT234, UNIT235,
UNIT236, UNIT237, UNIT238

Payment is pending and is not yet reflected in the ledger.

Your payment was successful! A confirmation email has been sent to Misteryardi@prospect.com

If you would like your charges paid automatically every month, please set up an automatic payment. You can access payment details anytime from the My Account page.

Payment Details [Print](#)

Confirmation Number:	600140108
Payment Date:	10/5/2018 12:47 PM (EST)
Payment Account:	TEST ACCOUNT Chk *****5566
Payment Amount:	2,001.95

Maintenance Requests

The other major feature in the system is the ability to submit Maintenance Requests. A user can submit a request for their unit or there is also the ability to submit Common Area Requests which is a maintenance request for areas that are used by all tenants and/or the public such as public restrooms, conference rooms, hallways, etc.

First click on the “Maintenance Request” tab on the side menu. In the tab on top to the far right, “Maintenance Request History”, a User can see every request they have submitted and its status.

Desert, Sky, Mall
Norcross Plaza, New York
UNIT05

[Add New Request](#)
 [Add New Common Area Request](#)
 Maintenance Request History

From: To: Status:

10 records per page Search:

Maintenance #	Requested	Category	Description	Status	Requested By	Attachment
3640	10/4/2018	Plumbing	Test plumbing	Canceled	Ron Gonda	
3638	10/4/2018	Air-con Extension	Air-con down! Air-con down!	Pending	Derek Test User	
3637	10/3/2018	Air-con	Musky Air	Canceled	Derek Test User	
3636	10/3/2018	Plumbing	Toilet plugged	Pending	Derek Test User	
3632	9/19/2018		John	Pending	Phoenix Mall'	
3631	9/18/2018		Yardi- Testing WO entry in Voyager	Pending	Shaun 2 Johnson 2	
3630	9/18/2018		Yardi Test	Pending	Shaun 2 Johnson	

The system retains the History of the Maintenance Requests submitted and the Status of the request. You can drill down on the Maintenance # and see the details of the Work Order submitted.

Maintenance Summary ✕

Work Order #	Work Request Date	Property	Address	Tenant Name	Requested By
3640	10/4/2018	Norcross Plaza	New York	Desert,Sky,Mall	Ron Gonda

Status	Priority	Category	Sub Category	Access Instructions	Permission to Enter
Canceled	Med	Plumbing	Category Test1		Yes

Description	Details	Technician Name	Upload Attachment
Test plumbing	Test plumbing		<input style="width: 100%;" type="text"/> Browse... <div style="text-align: right; margin-top: 5px;"><input type="button" value="Submit"/></div>

Status History

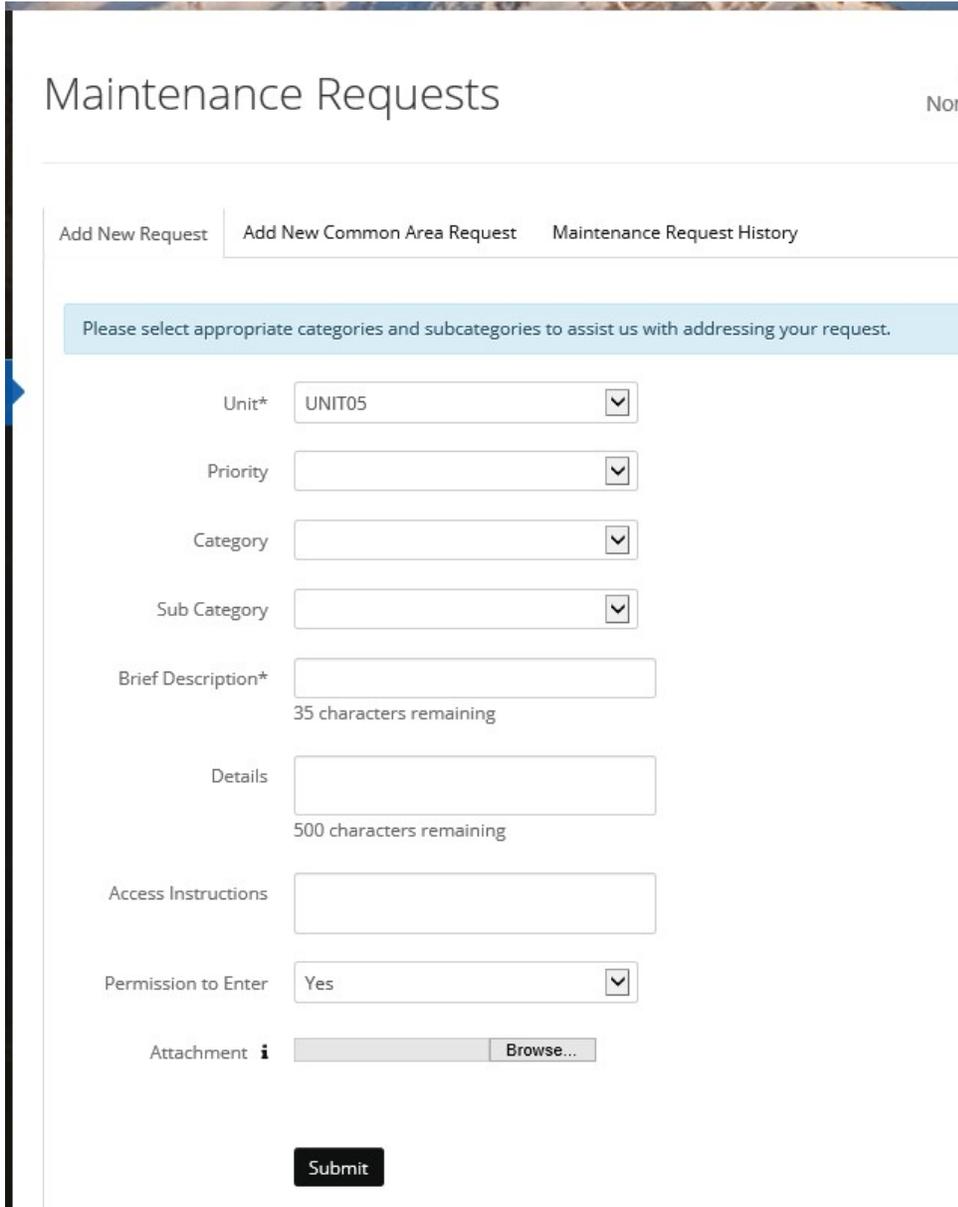
Status	Date	Time
Canceled	10/4/2018	2:16 PM
Call	10/4/2018	2:15 PM

Technician Note:

3637
10/3/2018
Air-con
Musky Air
Canceled
Derek Test User

Important Note: Maintenance Requests and Common Area Requests are not always used by the property management company, so Tenant Portal users may not have this functionality.

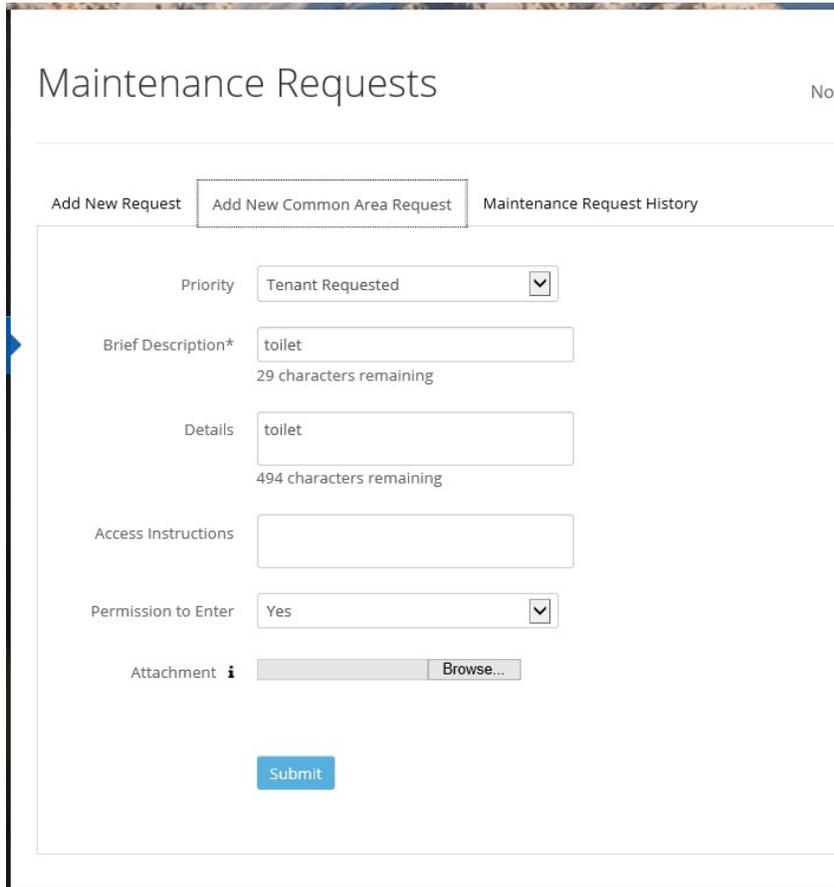
To submit a maintenance request for your unit, click the tab “Add New Request”. This will give you the following screen where you can fill in the information and then click “Submit”.



The screenshot shows the 'Maintenance Requests' page with the following elements:

- Page Header:** 'Maintenance Requests' on the left and a user profile icon labeled 'Norm' on the right.
- Navigation Tabs:** 'Add New Request' (active), 'Add New Common Area Request', and 'Maintenance Request History'.
- Instructional Banner:** A light blue box containing the text: 'Please select appropriate categories and subcategories to assist us with addressing your request.'
- Form Fields:**
 - Unit*:** A dropdown menu with 'UNIT05' selected.
 - Priority:** An empty dropdown menu.
 - Category:** An empty dropdown menu.
 - Sub Category:** An empty dropdown menu.
 - Brief Description*:** A text input field with a character count of '35 characters remaining' below it.
 - Details:** A text input field with a character count of '500 characters remaining' below it.
 - Access Instructions:** A text input field.
 - Permission to Enter:** A dropdown menu with 'Yes' selected.
 - Attachment:** A label with an information icon, a greyed-out input field, and a 'Browse...' button.
- Submit Button:** A black button with the text 'Submit' in white.

This is much like submitting a request for common area, with a few small changes. The biggest difference is that there is no unit associated with the common area requests. To submit a common area request click the top middle tab that says “Add New common Area Request”. Fill in the information and click “Submit”.



As seen in the pictures within this document there are several other features that the Tenant Portal can provide. We have covered the main areas of the system here. If you have any questions about the information contained here or questions about the other features and functionality of the CommercialCafé system, please contact your Site Administrator.

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