

Owner Web Portal

Use and Registration

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Owner Web Portal

Registration

The first step to gain access to the web portal is registering. To register you need to click on the "Register Now" link on the web portal's login page.

Enter your e-mail address, owner name, your name, and phone number. Enter company name or your name in the "Owner Name" field. All of the fields are required for registration except the Comments field.

The e-mail address will be your username and that is where the temporary password will be sent. Check your spam or junk mail folder if you haven't received the temporary password e-mail.

Once you fill in the required fields and select submit, you will see the following message.

"Thank you for registering. An e-mail has been sent to newowner@pbsdemo.com with login information."

Welcome to the Owner Portal

If this is your first time using the portal, click 'Register Now' in the box to the right.

After submitting your registration you will receive an e-mail with a temporary password. If you do not receive the e-mail, please check your spam/junk mail folder. You will be asked to change that password after logging into the portal for the first time.

Thank You!

Sign in

Email Address

Password

Sign In

Haven't registered yet?
[Register Now](#)

[Contact Us](#)

Login> Register for PropertyWeb

Register for PropertyWeb

Email Address:

Owner Name:

Your Name:

Your Phone Number:

Comments:

Register



Thank you for registering. An e-mail has been sent to newowner@pbsdemo.com with login information.

Welcome to the Owner Portal

If this is your first time using the portal, click 'Register Now' in the box to the right.

After submitting your registration you will receive an e-mail with a temporary password. If you do not receive the e-mail, please check your spam/junk mail folder. You will be asked to change that password after logging into the portal for the first time.

Thank You!

Sign in

Email Address

Password

Sign In

Haven't registered yet?
[Register Now](#)

[Contact Us](#)

Initial Login

Your confirmation e-mail will look similar to this.

This is the only e-mail you will receive once you have registered.

Thank you for submitting your Web Portal registration. This is your registration confirmation. Your property management company must approve your registration before you can login and manage your account. Please allow up to 1 business day for your registration to become active.

The following information is needed to login.

Login e-mail address is: newowner@pbsdemo.com
Your temporary password is: *deficits*

The password field is case sensitive so please be careful when entering your password. You will be required to change the temporary password the first time you login.

Owner Web Portal

Changing the Password

You must enter the Old Password and then enter a New Password. As you create the password and it meets each requirement, the red dots will turn green.

Hovering over the "?" icon displays the list of acceptable Special Characters as shown. Strong passwords are recommended to protect your personal information.

The image shows two screenshots of the 'Change Password' form. The left screenshot shows the form with a tooltip for special characters. The right screenshot shows the form with a tooltip for password requirements.

Special Characters are ! @ #

Minimum 6 characters in length
Includes at least 1 number
Includes at least 1 letter
at least 1 special character

Old Password:

New Password:

Confirm Password:

Change

Owner Web Portal

Provides access to view or update your information. The web portal may not immediately reflect changes and could require up to 2 business days to update. The available tabs may vary based on the options provided by your property manager.

In this example, the **Choose Company** option is next to the Contact Us link and allows the owner to select more than one business entity in the event that they are setup in this manner within the PropertyBoss database, example: Bayberry Investments exists as an owner and Bayberry Investments East exists as an owner.

Welcome Bayberry Investments Choose Company Contact Us Logout

Units and Leases My Account Contact Info Documents Call Logging Work Orders

Units and Leases

Rental Units: 9
Occupied: 9

Gross Market Rent: \$7,105.00
Net Rental Income: \$7,125.00

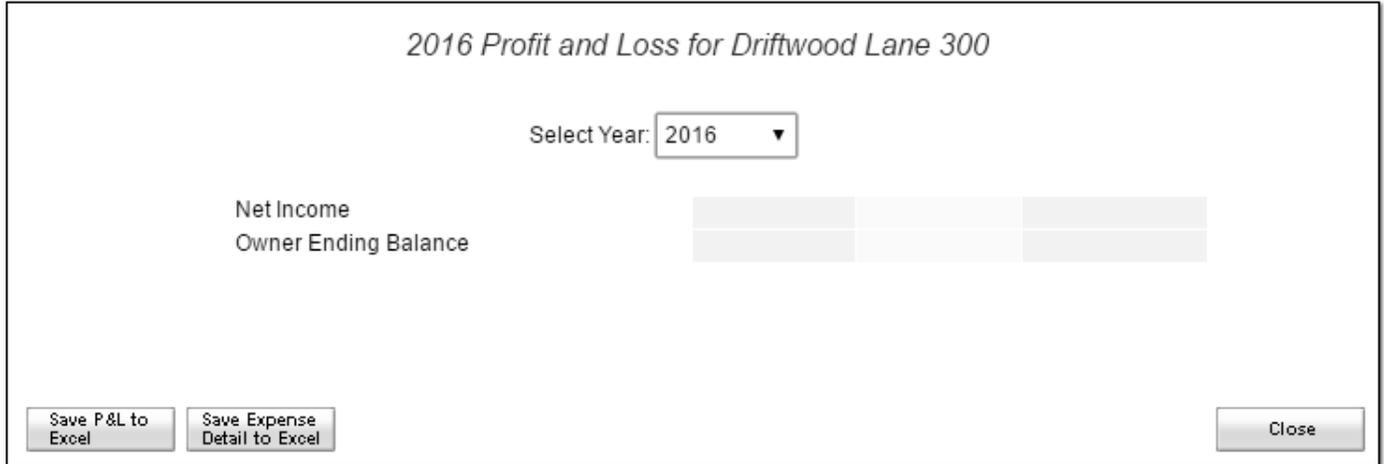
Last 30 Days
Move Ins: 1
Move Outs: 0

Next 30 Days
Expiring Leases: 1
Future Leases: 0

Property	Percentage Owned	Current Primary Tenant	Lease End Date	Last Payment Date	Last Payment Amount	View Profit & Loss
10 West Street	100%	Williams, Sandy	08/31/2013			View P&L
30 Hawkins Glen	100%	Gray, Jean		01/18/2012	\$4,160.00	View P&L
Avondale Road	100%	Barton, Mr. Henry M.		01/18/2012	\$15,840.00	View P&L
Oakview Apartments	50%					View P&L
Oakview Apartments - 1	50%	Ables, Pam		08/23/2012	\$10.50	View P&L
Oakview Apartments - 2	50%	Lane, Ms. Sharon	02/28/2014			View P&L
Oakview Apartments - 3	50%	Lane, Ms. Sharon		01/31/2013	\$100.50	View P&L
Oakview Apartments - 4	50%	Doe, Jane		01/18/2012	\$13,200.00	View P&L

Viewing Units and Leases

The screen will open and display by default the contents of the first tab. In this case that would be a list of the Units and Leases assigned to this owner. The owner has the ability to **View P&L** from within this screen. By selecting the P&L option, a new window will open. From this window, the owner has two options for saving to an Excel worksheet.



My Account

Available options are:

- View Statement
- View Profit & Loss
- View Delinquent Rent Report
- Make a Payment

This screen will also display:

- Current Balance
- Reserve
- Outstanding Bills
- Last Payment to You (date)
- Last Payment Amount



Options to download the Statement or the Delinquent Rent Report in Excel or as a PDF document are available. The Profit and Loss only has the option to save in the Excel format.

The bottom portion of this screen displays any Held Bills and lists the transactions that pertain to each Held Bill. They also have the ability to view each transaction. Any Related Work Orders are available for viewing at the bottom of the window.



Payment Option

If available, the option will allow you to make payments against the current balance.

Contact Info

Displays your contact information.

By selecting one of the following options, a new window will open which displays the current information in an editable form. Add or change information as needed.

- **Update Contact Information**
 - Update Phone Numbers and Addresses
 - Update the e-mail address used to log into the web portal. This change could take up to 2 business days before it is effective. It is now possible for multiple users to register and log into the same Owner Web Portal. If editing the **E-Mail Address**, multiple addresses MUST be separated by a comma.
 - If you have opted in to receive **Text Notifications**, the **Cell Phone** can only be changed in **Notifications**.
- **Change My Password** to change your current web portal password
- **Notifications** to select preferences for receiving via email or text and to enter a valid cell phone number

Notifications – Set Preferences and View Notifications

There are several types of Notifications that can be received via e-mail or text. Select your preferences and enter a valid, text-enabled cell phone number, then click the checkbox to indicate that you have read, understand, and agree to the Terms and Conditions. Click **Save Changes** to submit this information to your property management company. The property manager must process your preferences submission so this change could take up to 2 business days before it is reflected on the web portal.

Once processed, you will receive and **Opt-In** text to which you must reply **Yes** before you can receive texts from your property manager.

Owner Web Portal

Welcome to Text Notifications from your Property Mgmt Co! Msg Freq Varies. Reply YES to confirm, HELP for info, STOP to cancel, RESUME to resume. Msg&Data rates may apply.

To opt out at any time, reply **Stop** to a Notification. Reply **Resume** to begin receiving texts again or opt in again via the web portal.

If you submitted an invalid cell number or a landline number, you will receive an e-mail and not a text. You cannot opt in via this email. You must resubmit your preferences via the web portal.

Examples of the email explaining that the cell number is either invalid or is not covered under SMS.

View My Notifications

View Notifications

Set Notification Preferences for Knight, Casey

Set the method for the following types of Notifications.

Deliver Notifications Regarding	Via	
Alerts <small>Notifications regarding weather, crime, power outages, etc.</small>	<input type="radio"/> Email	<input checked="" type="radio"/> Text Message
Account <small>Notifications regarding your account</small>	<input type="radio"/> Email	<input checked="" type="radio"/> Text Message
Marketing <small>Notifications that seek to sell or advertise goods or services</small>	<input type="radio"/> Email	<input checked="" type="radio"/> Text Message
Other <small>Other types of Notifications that are not covered by the categories above</small>	<input type="radio"/> Email	<input checked="" type="radio"/> Text Message

** Message Frequency is based on type of message.
 * Standard Message and Data rates may apply.
 * You may opt out at any time by replying STOP to a text message.
 * After stopping, you may resume by replying RESUME.*

Cell Phone * Must be valid, text message enabled number.

I have read, understand, and agree to the [Terms and Conditions](#)

Save Changes

--- ATTENTION ---

We attempted to send an SMS message to a number that appears to be a land line or is being reported as not covered under SMS. Please login and verify that your phone number information is correct.

>>> SMS MESSAGE BELOW <<<

--- ATTENTION ---

We attempted to send an SMS message to a number that is not valid. Please login and verify that your phone number information is correct.

>>> SMS MESSAGE BELOW <<<

Click **View Notifications** to view a list of the texts that have been sent to you.

Date	Type	Sent Via	Phone	Email	Status	Body
3/21/2016	Alert	email	1864-████████	████████@████████.ss.com	sent	Stop pending in Web Activity - should go as email
3/16/2016	opt-in	text	1864-████████	████████@████████.ss.com	sent	Welcome to Text Notifications from your Property Mgmt Co! Msg Freq Varies. Reply YES to confirm, HELP for info, STOP to cancel, RESUME to resume. Msg&Data rates may apply.

Documents

Any available documents will be listed. Click to select and view the document.

Welcome Bayberry Investments Choose Company Contact Us Logout

Units and Leases My Account Contact Info **Documents** Call Logging Work Orders

Documents

Bayberry Investments

	Statement 20120309.pdf	03/09/2012
	Statement 20110207.pdf	02/07/2011
	February 2010.pdf	02/03/2010
	November 2009.pdf	11/04/2009
	Owner Document.pdf	09/25/2009
	April 2009.pdf	06/12/2009
	May 2009.pdf	06/11/2009
	Expiration List.pdf	03/02/2009
	February 2009.pdf	03/02/2009
	January 2009.pdf	03/02/2009
	4th quarter 2008.pdf	03/02/2009
	December 2008.pdf	03/02/2009
	November 2008.pdf	03/02/2009

Call Logging and Work Orders

If available, you can create a new call to the management company or submit a work order. They are under different tabs, but both function in the same manner.

Any previously created calls or work orders will be displayed allowing you to see the current status. Choose to display **All**, **Open**, or **Completed** work orders within the respective tab or define a specific date range.

Welcome Bayberry Investments Choose Company Contact Us Logout

Units and Leases My Account Contact Info Documents **Call Logging** Work Orders

Call Logging

Enter a New Phone Call

Scheduled Date: All Dates [v] 01/01/1900 [31] Thru 12/31/2199 [31] [Go]

Display

- All
- Open
- Completed

	Number	Sched Date	Start Date	Description	Status
10 West Street					
View	C0000005	02/18/2013	02/18/2013	Maintenance Issue	Open
Avondale Road					
View	C0000001	09/29/2009	09/29/2009		Open
Oakview Apartments - 3					
View	C0000002	02/18/2013	02/18/2013	Complaint	Open

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By selecting a work order in the list, you can add comments by selecting the **View/Update** button. Click **Enter a New Work Order** and complete the fields then click **Save**. This will create the work order.

Contact Us

At the top right of the web portal screen, the owner has the ability to send an e-mail to the management company while in the web portal.

Selecting the **Contact Us** link will open this window.

Enter a Work Order

(Call the office if immediate action is required)
Thank you for using our online Maintenance Request system. Please be as thorough as possible and give us as much information as you think is necessary so that we may direct the issue to the proper maintenance technician. The more information you give us will assist us in streamlining the process to get your issue resolved. -Staff

Work Order:

Property:

Description:

Special Instructions:

When would you like to have the work done?
(Actual scheduling will be made based on availability of resources.)

Date: Time:



The Bluffton PM Co.
403 Woods Lake Rd.
Suite 208
Greenville, SC 29607
Phone: (800) 562-0661
FAX:
Email: web@propertyboss.com

Send an Email to the Office

Your Email Address:

Your Name:

Your Company Name:

Message:

Web Portal Messages

When logging into the web portal, you may encounter one of the following messages.

1. Registration has not been completed for this e-mail address. Please register.

You need to register the e-mail address you're trying to login with. You can only use one e-mail address with the web portal because it serves as your username. If you decide to use a different e-mail address, you will have to go through the registration process with the new e-mail address.

If your property manager has multiple web portals, make sure you are logging into the correct one. You may have previously registered in another web portal.

2. The e-mail address you entered has been registered, but the Office has not permitted access to this account. If you have just registered, it may take 1 to 2 business days for your account to be activated.

You are registered. However, your information has not been updated yet. Either try again later or contact your property manager to verify that you are allowed to login and that they have your correct web portal e-mail address.

3. The e-mail address you entered has been registered, but there are no owners associated with this e-mail address. If you have just registered, please try again later.

You are registered, but your e-mail address is not associated with an owner in the PropertyBoss database. The address is either not there or is different from what is in the PropertyBoss database. Either try again later or contact your property manager to verify that they have your correct web portal e-mail address.

4. The e-mail address you entered has been registered and is valid, but the Office has not permitted access to this account. Please e-mail the Office to request access.

You are registered, and your information has been updated, but the "Allow Login to Web Portal" box is not checked. Contact your property manager to verify that you are allowed access to login.

5. The Notifications page states an update to preferences and/or cell phone is pending and has not been processed by the office. This page does not reflect that change.

You have submitted an update to your Notification Preferences and/or changed or corrected the cell phone number. Your request has not been processed yet by the property manager so the web portal does not reflect these changes. If you notice that the cell phone number was incorrect, you can resubmit with the correction. Both requests will be processed in the order in which they were received so your information will reflect the correct cell phone number.

6. I cannot change my cell phone number in my contact information.

If you have opted in for text notifications, your cell phone number can only be updated on the **Notifications** page.