



## **Online Tenant Portal Directions:**

**Dear Tenant(s),**

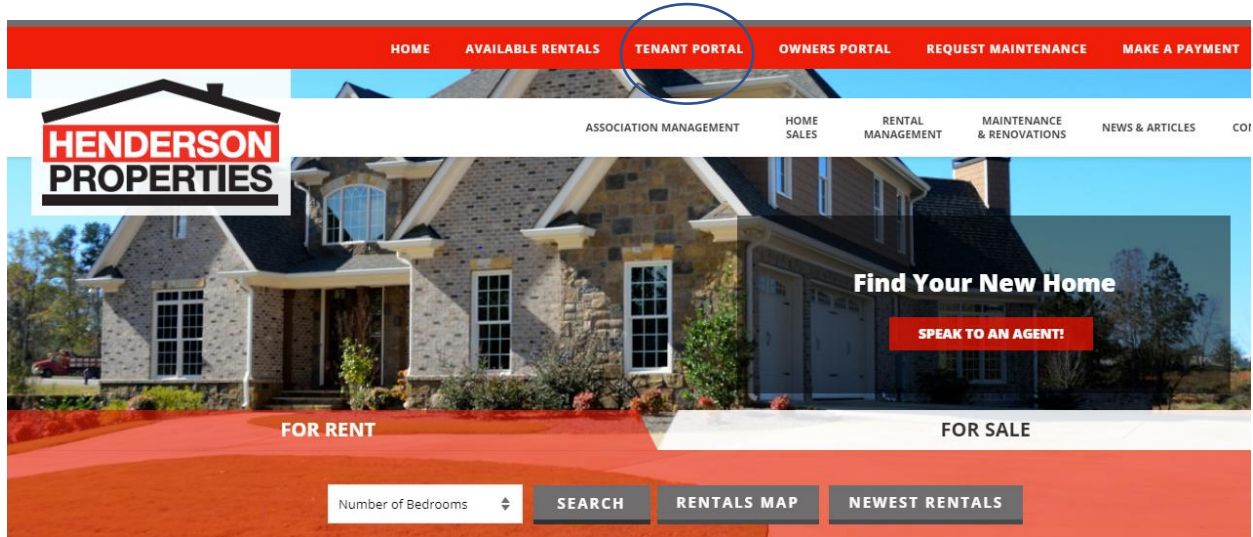
**Thank you for taking the time to learn more about how your online tenant portal works. These directions will be good for any tenant to find items such as basic accounting information, how to make a payment, submit a maintenance request, and much more. We highly suggest that all tenants get familiar with their portal. These directions are designed to be a helpful tool to understand what you can do in the tenant's portal and how to do it.**

**As we would like to get back to you as fast as possible, most of the time a tenant will be able to get the answer they are looking for faster and with more accurate answers through the tenant portal. Please keep in mind that these screenshots and directions may change over time due to updates, but please feel free to contact our office to obtain the most recent copy of the Portal Directions.**

|  |                   |
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## Login

Go to <https://www.hendersonproperties.com/> and select in the top ribbon “Tenant Portal”.

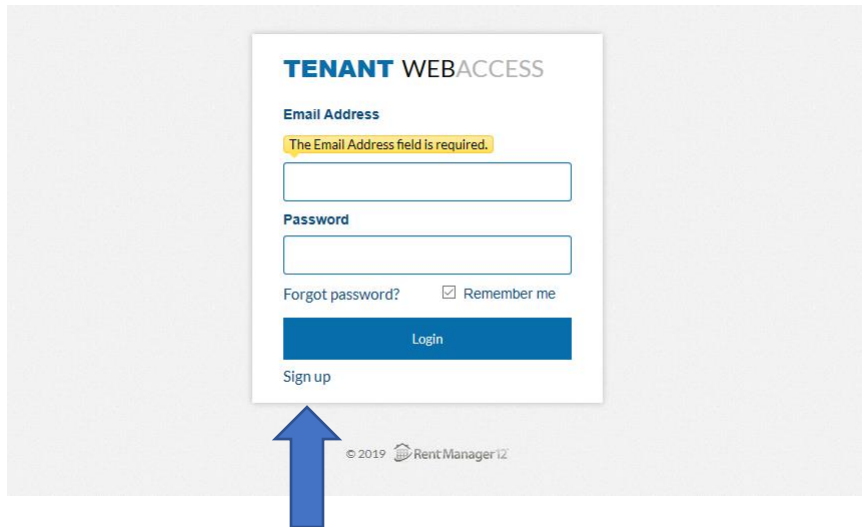


You then will be directed to the login screen image below. Please enter your email and password associated with your account.

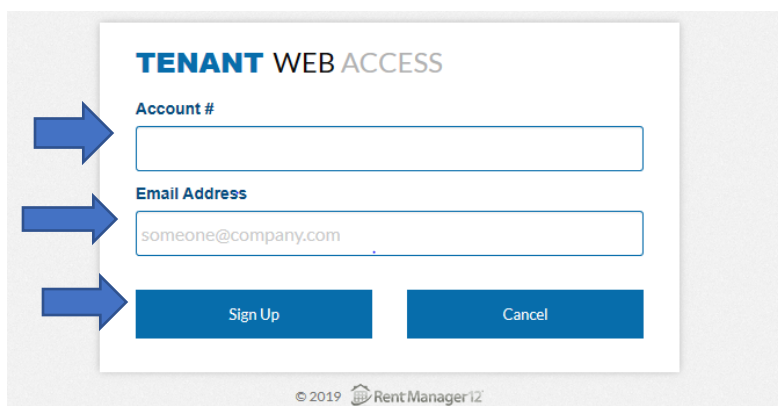
A screenshot of the Tenant WebAccess login screen. The title is "TENANT WEBACCESS". Below it is the "Email Address" label, followed by a yellow warning box that says "The Email Address field is required." and an empty text input field. Below that is the "Password" label, followed by an empty text input field. Under the password field are two links: "Forgot password?" and "Remember me" with a checked checkbox. A blue "Login" button is below these links. At the bottom left of the form is a "Sign up" link. At the very bottom of the page is the copyright notice "© 2019 Rent Manager iZ" with a small logo.

**If you do not have a login, please follow the instructions below.**

1. Please select “sign up”.



2. The screen below will appear next. If you do not know your account number, please check your Welcome Packet with the listed move in information that was provided to you by our leasing consultant at move in.
3. Please input your account number and email address. Then, proceed to the sign-up button.



## Dashboard

1. Once you log into your portal you will see your dashboard. This is the default page you will see as soon as you log in. From this screen you can email your tenant service specialist, see charges on your account, make a payment, and view leases.

Welcome, Henderson Properties, Inc.

Wednesday, September 25th, 2019  
305 Post Office Drive, Suite 3

|         |   |
|---------|---|
| Unit    | 305POD  |
| Manager | Phil Henderson  |
| Phone   | 704-535-1122  |
| Address | 305 Post Office Drive, Suite 3 Indian Trail, NC 28079 |

Email Property Manager

**Charges**

|              |        |
|--------------|--------|
| Open Charges | \$0.00 |
| Open Credits | \$0.00 |
| Balance Due  | \$0.00 |

View Charges Make a Payment

**Notes**

No Notes

**Leases**

| Unit   | Start    | End | Orig Start | Expires |
|--------|----------|-----|------------|---------|
| 305POD | 10/01/14 |     | 10/01/14   |         |

**Message Board**

**Messages**

For questions regarding registration or account balance inquiries please contact the office at [704-970-4148](tel:704-970-4148).

2. In the top left corner where the 3 lines are located you can view all the same options that are in the top ribbon if you are using a mobile device. Instructions for each tab are below.

TENANT WEBACCESS

Dashboard Charges Transactions Make a Payment Service Issues Leases Notes

Henderson Properties, Inc.

Change Email Address

Change Password

Payment Settings

Saved Payment Info & AutoPay

Logout

Dashboard

An electronic payment account is required to make online payments.

Welcome, Henderson Properties, Inc.

**Charges**

**Notes**

Dashboard

Charges

Transactions

Make a Payment

Service Issues

Leases

Notes

10/4/2019 DD

## How to make a payment

1. Select “make payment” in the top ribbon OR under charges on the dashboard select “Make Payment”.

The screenshot shows the Tenant WebAccess dashboard for Henderson Properties, Inc. The top navigation bar includes links for Dashboard, Charges, Transactions, Make a Payment, Service Issues, Leases, and Notes. A blue arrow points to the 'Make a Payment' link in the top ribbon. Below the navigation bar, the dashboard displays a welcome message, user information, and a table of charges. A second blue arrow points to the 'Make a Payment' button located below the 'Balance Due' row in the Charges table.

| Charges      |        |
|--------------|--------|
| Open Charges | \$0.00 |
| Open Credits | \$0.00 |
| Balance Due  | \$0.00 |

Buttons: View Charges, Make a Payment

Once you select the make payment tab, it will bring you to the screen below showing your open charges, pending late fees, open credits, and the balance that you have due. You can then proceed to entering the amount you choose to pay and how you choose to pay it via credit card or checking or savings account with the drop down box. Please note there is a convenience fee associated with the online payments.

The screenshot shows the payment entry screen. It includes a 'Balance Information' section with a table of charges, an 'Amount' input field, a 'Payment Type' dropdown menu, and a 'Make a Payment' button. A blue arrow points to the 'Payment Type' dropdown menu, which currently shows 'Checking or Savings Account'.

| Balance Information |        |
|---------------------|--------|
| Open Charges:       | \$0.00 |
| Pending Late Fees:  | \$0.00 |
| Open Credits:       | \$0.00 |
| Balance Due:        | \$0.00 |

Amount:

Payment Type:

Make a Payment

## How to check charges on your account

1. In the top ribbon please select the charges tab.
2. It will then route you to the below screen, so you are able to view charges on your account. You can view your original amount, amount paid, late fees that have occurred, and the amount that you have due. You can also make a payment on this screen as well.



Charges

Make a Payment

10 items per page

| Date                       | Reference | Type | Comment | Original Amount | Amount Paid | Late Fee | Amount Due |
|----------------------------|-----------|------|---------|-----------------|-------------|----------|------------|
| No data available in table |           |      |         |                 |             |          |            |

Showing 0 to 0 of 0 entries

10 items per page

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## How to view your transaction history

1. Select the transactions tab in the top ribbon to be able to view your account balance and all transactions associated with your account.
2. You also have the option to filter these by dates by simply selecting the calendar icon and items per page that you would like to view. Once you filter the dates and items per page that you prefer, please click the filter button afterwards to put that filter into place.

The screenshot shows the 'Transactions' page in a web application. The top navigation bar includes 'Dashboard', 'Charges', 'Transactions', 'Make a Payment', 'Service Issues', 'Leases', 'Notes', and 'Henderson Properties'. The 'Transactions' tab is selected. Below the navigation bar, there are filters for 'From Date' (3/25/2019) and 'To Date' (9/25/2019), both with calendar icons. A 'Filter' button is to the right. Below the date filters is a dropdown for 'Items per page' set to 10. The main table displays transaction history with columns: Date, Reference, Type, Comment, Amount, and Balance. Annotations include a blue arrow pointing to the 'Transactions' tab, a blue arrow pointing to the 'From Date' field, a blue arrow pointing to the 'Items per page' dropdown, and a blue arrow pointing to the 'Filter' button. A bracket on the left side of the table indicates the list of transactions.

| Date     | Reference | Type             | Comment      | Amount      | Balance   |
|----------|-----------|------------------|--------------|-------------|-----------|
| 9/5/2019 | DD        | Payment Received | Direct Debit | \$(1250.00) | \$0.00    |
| 9/1/2019 |           | Rent Charge      |              | \$1250.00   | \$1250.00 |
| 8/5/2019 | DD        | Payment Received | Direct Debit | \$(1250.00) | \$0.00    |
| 8/1/2019 |           | Rent Charge      |              | \$1250.00   | \$1250.00 |
| 7/5/2019 | DD        | Payment Received | Direct Debit | \$(1250.00) | \$0.00    |
| 7/1/2019 |           | Rent Charge      |              | \$1250.00   | \$1250.00 |



## How to add a maintenance request

**All maintenance request and repairs must be entered through the Tenant Portal.**

1. In the top ribbon please select “Service Issues”.
2. Then proceed to “Add service issue”.



Service Issues

REQUIRED: PLEASE ATTACH PICTURES WITH NEW SERVICE ISSUE REQUEST. OTHERWISE, IT WILL DELAY THE PROCESSING OF YOUR REQUEST.

Open/Closed: Open And Closed

From Date: 9/25/2018

To Date: 9/25/2019

10 items per page

Buttons: Add Service Issue, Filter

Table Headers: #, Date, Closed, Status, Subject, Description

Showing 0 to 0 of 0 entries

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3. Once you select “add service issue” it will route you to the screen below.
4. **Please ensure to put a subject and description with detail and any attachments that you may have, or it will delay the processing of your request.** If maintenance can enter without scheduling an appointment, please ensure to check the “allowed to enter” box, or if you have pets, please ensure to select that box as well. Then proceed to “add service issue” to complete your request.

Open Date: 9/25/19 3:30 PM

Subject: test / do not dispatch

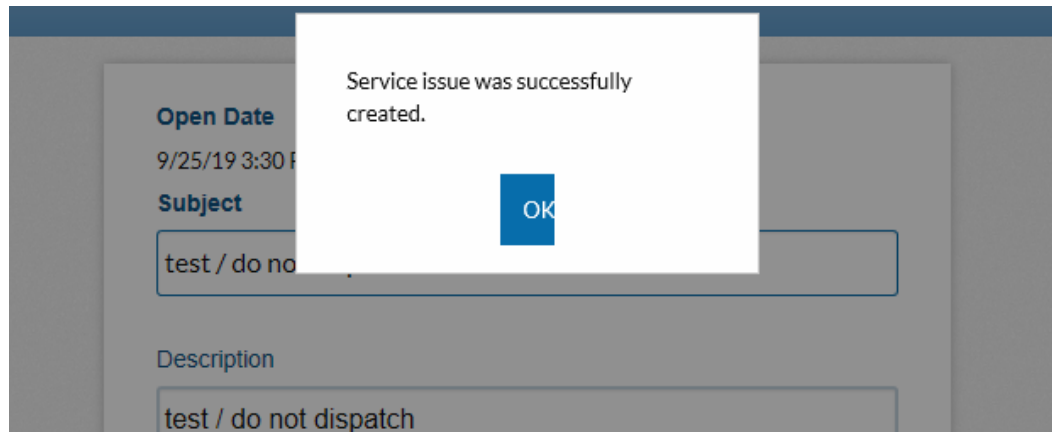
Description: test / do not dispatch

☒ Allowed to Enter ☒ Pets?

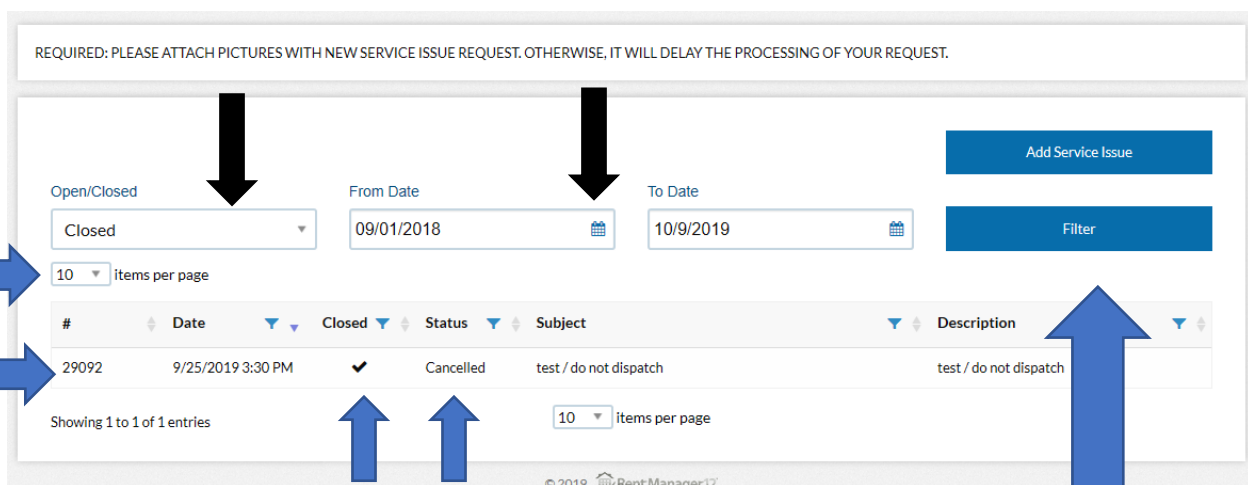
Buttons: Add Attachment, Add Service Issue, Cancel

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5. If the screen below does not give you confirmation that it was submitted, that request was not successful.



6. Once the request is successfully submitted, you will then be able to view this service issue once you click the services issues in the top ribbon, so you are aware of the previous work orders submitted.
7. You have the option to filter these by dates by selecting the calendar icon, items per page that you would like to see, and you can filter for open and closed issues as well with the drop-down box. Once you filter the items that you prefer, please click the filter button afterwards to put that filter into place. The work orders submitted in the current list will state if the item was cancelled, closed, or open.



## How to view your current or past lease dates.

1. Select “leases” in the top ribbon.
2. You will then be able to view your lease dates. If you need a copy of your lease, you have the option to view this in your notes section. Please proceed to the next page for note information.



| Unit  | Lease Start | Lease End | Lease Documents | Expires |
|---|-------------|-----------|-----------------|---------|
| 305POD - 305 Post Office Drive, Suite 3 - Original Start: 10/1/2014 | 10/1/2014   |           |                 |         |

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## How to view the notes on your account

1. Please select the “notes” tab in the top ribbon.
2. You will then be able to view all notes associated with your account. Below are bullet points of items that you have access to. You also have the option to filter these by dates by clicking the calendar icon, and items per page that you would like to view.

The screenshot shows the 'TENANT WEBACCESS' interface. At the top, a navigation bar includes links for Dashboard, Charges, Transactions, Make a Payment, Service Issues, Leases, and Notes. The 'Notes' tab is selected. Below the navigation bar, the 'Notes' section is displayed. It features a filter area with a 'Filter' button, a 'From Date' field set to 4/10/2019, and a 'To Date' field set to 10/10/2019. A blue arrow points to the 'Filter' button. Below the date fields, there is a dropdown menu for 'Items per page' set to 10, with a blue arrow pointing to it. The main content area shows a table with columns for Date, Note, and File. At the bottom, it indicates 'Showing 0 to 0 of 0 entries' and another 'Items per page' dropdown set to 10. A large blue arrow points down from the instructions to the 'Notes' tab in the navigation bar.

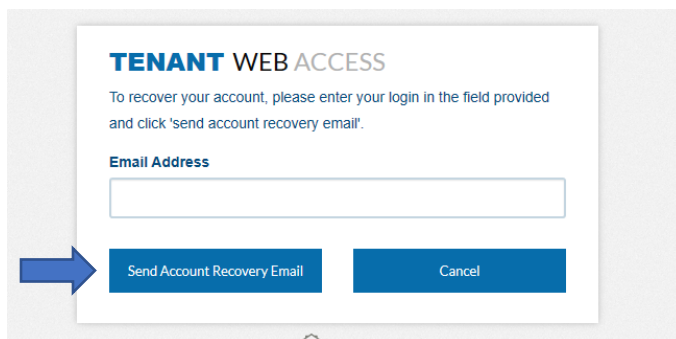
### Items that are accessible to you:

- Collection Letters
- Pet Inspections
- Returned Mail
- Returned Payment
- Semi-Annual Inspections
- Tenant Charge / Credit
- Violations
- Welcome Packet
- Courtesy Letters
- Eviction Notes
- In-Person Contact
- Payment Plans
- Returned Payment
- Insurance Documents
- Late Letters
- Move in – Lease
- Lease Renewals
- Move in Monies
- Pet Documentation
- Auto Draft Form
- Welcome Packet
- Move in Inspection forms
- Move out Notice

## **Resetting your password**

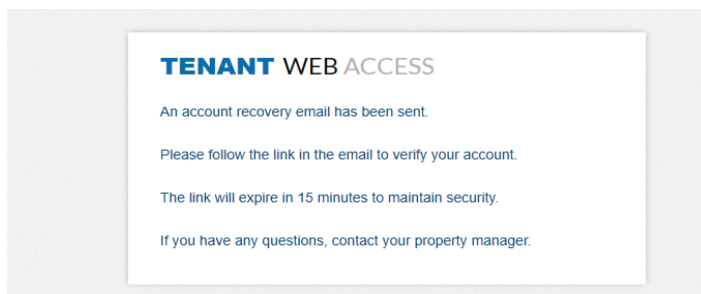
Here are a few suggestions to help you remember your password and login info as well in the event you lost it. Above on the screenshot of the online portal, you will see an arrow pointing to the forgot password option and another arrow pointing at the checkbox for remember me. We would not recommend selecting the "Remember Me" box due to security concerns. By selecting this box on this browser on the computer you are using, you will not need to type in that log in email address again in the future. Depending on which browser you are using, you may also be able to save your password. This would allow you to not have to enter either when you log into your portal. Another trick would be to add this link <https://henpro.twa.rentmanager.com/> above to your browser favorites. Please keep in mind, depending on your browser, if you were to delete your browser's data, you may have to re-enter this information.

If you must click the "forgot password option", you should get an email to your email account on file to reset your password once you enter that email. If you clicked this option and don't receive an email to reset your password, please make sure you check your junk/spam folders. The image below will show once you select "forgot password". Please enter in your email on file and select send account recovery email.



The screenshot shows a web form titled "TENANT WEB ACCESS". Below the title, it says "To recover your account, please enter your login in the field provided and click 'send account recovery email'." There is a text input field labeled "Email Address". Below the field are two buttons: "Send Account Recovery Email" and "Cancel". A blue arrow points to the "Send Account Recovery Email" button.

You will then see this screen pop up to remind you that you only have **15 mintues** to change the password.



The screenshot shows a confirmation screen titled "TENANT WEB ACCESS". It contains the following text: "An account recovery email has been sent.", "Please follow the link in the email to verify your account.", "The link will expire in 15 minutes to maintain security.", and "If you have any questions, contact your property manager."

The link should appear like the below image that comes to your email and you will only have 15 minutes before the link expires. Please select "reset".

## TENANTWEBACCESS

An account recovery request has been made for your account. Please click the following link to reset your password:

[Reset](#)

Sincerely,

Phil Henderson

[Rentals@hendersonproperties.com](mailto:Rentals@hendersonproperties.com)

305 Post Office Drive, Suite 3

The image below will appear next to reset your password. Then proceed to “change password” it will automatically direct you to the log in page to enter in your new log in information.

**TENANT WEB ACCESS**

Please choose a new password for this account.

Email Address: [Jason.Swierzynski@hendersonproperties.com](mailto:Jason.Swierzynski@hendersonproperties.com)

**New Password**

.....

**Confirm New Password**

.....

[Change Password](#)

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Once you are logged in, please note that in the top right corner that states “Henderson Properties” on the dashboard you can change your email, password, and add account information for payments. This is also the location where you log out of your account. **However, this does NOT update your account in the system. You must call the office in order to change this information in our system.**

**TENANT WEB ACCESS**

Dashboard Charges Transactions Make a Payment Service Issues Leases Notes

Henderson Properties, I...

Change Email Address

Change Password

Payment Settings

Saved Payment Info & AutoPay

Logout

Dashboard

An electronic payment account is required to make online payments.

Welcome, Henderson Properties,

Charges Notes

Henderson Properties, I...

Change Email Address

Change Password

Payment Settings

Saved Payment Info & AutoPay

Logout

## **In Conclusion**

**As you can see your tenant portal can offer a lot of information quickly and easily. The portal is always being updated with more information to allow you to have the most updated information possible. Please also keep in mind that in the future there could be software updates as well that may slightly change some of the looks of the screens. If the portal does not answer your questions, please don't hesitate to contact our office. The tenant portal should be utilized for all request and questions you have regarding your rental home. We hope you find these directions helpful.**

**Sincerely, The Rental Division at Henderson Properties.**