4. Tenant Portal Documentation

Information to Access and Communicate within the Tenant Portal

- Tenant Portal Quick Reference User Guide

Tenant Portal Quick Reference User Guide

The Tenant Portal keeps Landlords and Tenants on the Same Page

The Sytewise Tenant Portal allows tenants and local staff to communicate with Property Administrators.

Your Landlord may communicate with you individually, or with other tenants as a group to alert you about events that are happening on your property.   As a Tenant you can respond to memos you receive or initiate your own memo to alert your Property Management Staff about conditions on property.

Logging in to the Tenant Portal allows you to:

- Send and Receive messages from your Landlord or Property Management Staff
- Send and Receive Photographs of property conditions
- Indicate necessary work related to a specific Trade or Fixture
- Change your contact information you use to communicate with your Property Administrator
- Change your Log In Name and Password for the Tenant Portal.

Log In to the Tenant Portal

- Surf to tenant.sytewise.com. Using the Credentials from your Sytewise Administrator:
- Enter your Username and click on Enter
- Enter your Password and click on Enter

On the Tenant Portal Main Page you will see:

- Your Name and Tenant ID

- The Property Name and Address
- Your Unit or Suite Number
- Listing of Memos
- Home Icon that links to the Main Page
- Gear Icon that links to the Information Page
- The Exit Icon to Log Out of the Tenant Portal

Any memo can be opened or closed by clicking on the arrow on the right.

On the open menu you will see from top to bottom:

- Comments about the fixture. In this memo the comment says " The mop sink may need a new fixture."
- Photos related to this memo
- Indication of the Trade, in this case we see the Plumbing Fixture
- A list of Fixtures that are addressed in this memo. In this memo we are discussing the Mop Sink
- A Reply button. The reply button lets you respond to the memo with your own text and photos.

Clicking the Reply Button will open a Reply Form. On this form you can do the following:

- Select the Property Administrator you want to receive your Reply
- Type a message regarding the Fixture or Subject of the Memo
- Add photos
- Select the Fixture from a list of on site Fixtures in that trade

New Memo

Create a new Memo from the Main Page:

To: ☑ Joe and Jeff ☐ Jennifer LeRoy
☐ Charlotte Williams ☐ Peter Adams   Plumbing Fixtures

SYTEWISE

- Select the New Memo Button to open the New Memo Form

Send a New Memo by doing the following:

New Memo

To: ☑ Joe and Jeff ☐ Jennifer LeRoy   To include specific fixtures first select the proper trade
☐ Charlotte Williams ☐ Peter Adams

- Select the Contacts you want to receive the memo

Choose A Trade
Choose a Trade

- Type a Subject for the Memo, Just like you would for an email

Subject

- Type your message in the Body section of the Memo

Body

- Select a Trade from a list of trades on your property (In this example we are using Plumbing)

New Memo

To: ☑ Joe and Jeff ☐ Jennifer LeRoy   To include specific fixtures first select the proper trade
☐ Charlotte Williams ☐ Peter Adams

- Select a Fixture from the listing of Fixtures in your Selected Trade

Choose A Trade
Plumbing

Subject

- Click the Add An Image button to, you guessed it, Add an Image to your memo. Below is an image of the photos selection on a mobile phone. Select the option for My Files.

📶 AT&T LTE   9:01 PM   🎧 🔋

🛡 🔒 tenant.sytewise.com/app/ 📄   ⋮

- Once you Select My Files, select Photo Library to select an image from your mobile device or Take Photo to take an image with your mobile device camera.

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- Once you are back on the Memo Form Review all information and Choose Send

New Memo   ✕

To: ☑ Joe and Jeff ☐ Jennifer LeRoy   Plumbing Fixtures
☐ Charlotte Williams ☐ Peter Adams

☐ Breakroom sink
Subject
RE: Check the Mop Sink   ☐ Ladies sink #1

Select the Gear Icon to Edit your information.

☐ Ladies sink #2

Body   ☐ Ladies Toilet #1

On this page you can   ☐ Ladies Toilet #2

☐ Ladies Toilet #3

[Add An Image]   ☐ Ladies Toilet #4

- Change your Name   ☐ Main sewer line

- Change your Email Address   ☐ Mens Toilet #1

- Change your Phone Number   ☐ Mens Toilet #2

- Change your Mailing Address   ☐ Mens Toilet #3

- Change Your Password

Change Password