

RENTER'S PORTAL HANDBOOK

Hoffman Realty, LLC

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Hoffman Realty, LLC

Please keep this document in a safe place for future reference.

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WELCOME

Dedicated to Your Successes

Thank you for choosing a Hoffman Realty managed rental property as your home. We are aware that you had many choices and we appreciate that you have selected one of our properties.

As a renter with our company we provide you a self-service platform to manage your account with us online 24x7, from anywhere in the world. We call it the **Hoffman Realty Renter's Portal**

You can do the following through your **Hoffman Realty Renter's Portal**:

Update your contact information

- View your ledger
- Make a one time payment online
- Set-up a recurring automatic payment online
- Submit a service request and check the status online
- Communicate with Hoffman Realty via online conversations

To assist you in using the your **Hoffman Realty Renter's Portal**, we have prepared this *Renter's Portal Handbook* to assist you. We encourage you to take the time to review the information enclosed. If after reading the material, you have questions or any concerns, please contact us, using the company contact information provided in the following pages.

Once again, thank you for choosing a Hoffman Realty managed rental property. We look forward to a successful relationship.

Sincerely,

MaryAnn Hoffman & Andrew Dougill
Brokers and Owners

HOFFMAN REALTY CONTACT INFORMATION

Hoffman Realty Contact Information

Address information

Mailing address **3900 W. Dale Avenue**
Tampa, FL 33609-4405

Street address **3900 W. Dale Avenue**
Tampa, FL 33609-4405

Communication

Renter's Portal **www.HoffmanRealty.com**
Business # **813-875-7474**
FAX # **813-354-9278**
Email **Info@HoffmanRealty.com**

Office Hours

Property Management Monday – Friday **9:00 am – 5:00 pm**
 Monday – Friday **Open during lunch hour**
 Saturday **By appointment**
 Sunday **By appointment**
 Holidays **Closed**

Emergencies

For non-911 Emergency Repairs
Call **813-875-7474 extension 110**

INTRODUCTION

Hoffman Realty's Renter's Portal is a self-service platform for our renters to manage you accounts online 24x7, from anywhere in the world.

As a Hoffman Realty renter you can do the following through you Portal account:

Update your contact information

- View you ledger and make a payment online
- Submit a service request and check the status online
- Communicate with Hoffman Realty via online conversations

The Renter's Portal requires that you have registered for a Renter's Portal account through our [Renter's Portal at HoffmanRealty.com](http://HoffmanRealty.com).

REGISTERING FOR A RENTER'S PORTAL ACCOUNT ONLINE

You can self-register for a Renter's Portal account directly through our [Renter's Portal at HoffmanRealty.com](http://HoffmanRealty.com).

To self register for a Renter's Portal account:

- 1) You will need to visit our [Renter's Portal at HoffmanRealty.com](http://HoffmanRealty.com).
- 2) You can request account access online by clicking the Sign Up button on the Renter's Portal Login Screen.
- 3) You will need to complete the ensuing signup form that includes all your contact information.
- 4) Once the signup form has been completed, you click the Submit button. This will send the request to Hoffman Realty, where we will attempt to match the submitted information with the contact information we have on file for you.
- 5) A confirmation page will appear onscreen, indicating that your account request has been sent to your property manager.
- 6) If Hoffman Realty was successfully able to match the contact information, you will receive an email with your login information and a link to your Portal within a few minutes.
- 7) If you do not receive an email with your login information and a link to your Portal within a few minutes, it usually means that Hoffman Realty cannot match your contact information. Please contact our office during our regular business hours so we can verify we have your most recent contact information on file. The usual reason we can't match your contact information is we have a different email address on file to the one used when registering for an account.

LOGGING INTO THE RENTER'S PORTAL

You will enter your username and password in the login form. The username and password should have been received in an email when you signed up for an account or Hoffman Realty enabled your account directly

Once you log in, you will see a snapshot of your account on the **My Account Tab** and have access to the features of the Renter's Portal that you have enabled.

Important Notice: Renter's Portal Security

Your Renter's Portal leverages the latest in Internet security to ensure a secure connection between your browser and the Renter's Portal application.

Therefore, you must be using one of our supported browsers (Internet Explorer v7 or later, Mozilla Firefox v2 or later, Safari) and have **cookies enabled**. Your Renter's Portal uses cookie to establish a secure session.

RECOVERING A LOST PASSWORD FROM THE RENTER'S PORTAL

If you have lost your password, you can recover it online from the login page of the Renter's Portal.

You will need to visit your Renter's Portal at HoffmanRealty.com and the "Forgot Your Password?" link From the Renter's Portal Login Screen. This link appears just below the Sign In button. The ensuing **Forgot Password** page will allow you to retrieve your password via email. You will need to enter your first name, last name, and email address into the respective fields and clicks the **Submit** button.

A confirmation page will appear onscreen for you, indicating that your new password has been emailed to you.

MY ACCOUNT PAGE IN THE RENTER'S PORTAL

The **My Account** page of the Renter's Portal gives you a basic summary of all the activities on your account, with tools to communicate with Hoffman Realty. You can perform the following functions from the **My Account** page:

- View a community message.
- View a summary of you ledger.
- Setup an ePayment account and make a one-time or recurring auto payment.
- View or update your contact and login information.
- Submit a service request and check the status or all open work orders.
- Communicate with Hoffman Realty using Conversations

EDITING YOUR CONTACT INFORMATION IN THE RENTER'S PORTAL

You can update your contact information by following these steps:

- Log into your Renter's Portal account.
- Click the Edit button from the **My Contact** Information table that appears on the **My Account** page.
- The ensuing screen allows you to update your address information and contact phone numbers.
- Click the Save button to submit the changes.

CHANGING YOUR PASSWORD IN THE RENTER'S PORTAL

You can change your password from with your Renter's Portal account by following these steps:

- Log into you Renter's Portal account.
- Click the View Detail button from the **My Contact** Information table that appears on the **My Account** page.
- Click the **Change Email** and **Password** button on the ensuing screen.
- You can change your email address by updating the Email field.
- To change the password, you will need to enter you current password, followed by a new password.
- Click the Save button to submit the changes.

SETTING UP AN ELECTRONIC PAYMENT ACCOUNT IN THE RENTER'S PORTAL

You can use the convenient feature of viewing your Renter's ledger balance and make one-time or recurring electronic payment(s) online.

To setup an electronic payment account in the Renter's Portal:

- If you has never setup an ePayment account, a **Make Payment** button will appear on the **My Account** page. Alternatively, you can click the **Payments** button from the navigation and then the **Payment Account** button.
- Click the **Payment Account** button and then **Edit Payment Account**.
- The ensuing screen allows you to choose from either eChecks or Credit Cards. Once you have selected one of these options, the required fields will appear below.
- Click the **Save** button to submit your change.

With a payment account on file, you can now make an electronic payment through the Renter's Portal.

Making Payment in the Renter's Portal

Once you setup a **Payment Account**, you can make payments from the **Payments Tab** of the Renter's Portal, setup **Auto ePayments**, and view your **Account Balance** and **Renter's Ledger**. You can also **Give Notice** from this area of the Renter's Portal.

You can make payments from the Renter's Portal by following these steps:

- You can either click the **Make Payment** button or choose **Make Payment** from the Rental drop down menu.
- Enter the amount of the payment you wish to make. Below you will see the current account balance on your lease, while allowing you to enter the amount to pay electronically in the amount field. You will also see that your **Payment Account** information is displayed below.
- Click **Next** to proceed.
- You will confirm the payment by entering the exact amount of the payment in the **Confirm Payment Amount** field. To move ahead in the process, you click the **Save** button.

**Important Notice:
If you are paying your rent by credit card**

If you are paying your rent by credit card there is an additional **convenience fee**. This convenience fee is indicated below the amount field and will be reflected in the total you will confirm in the next step. This fee is charged to offset the fees charged to Hoffman Realty by the credit card providers.

Note: There is no convenience fee for making an ACH/eCheck payment.

If you are making an ACH/eCheck payment

You will need to take into consideration that the settlement of your payment can take 3 to 4 days in the case of ACH/eChecks.

To avoid a non-sufficient funds fee for eChecks, you will need to **be sure you entered the accurate banking information** and have sufficient funds to cover the payment.

Saving the confirmed payment brings you to your **Ledger**. The payment appears at the top of the list of transactions with the status of **Pending Settlement**; however the current balance will be updated immediately to reflect your payment. Once your electronic payment has been submitted and approved, it will appear on the **Renter's Ledger** as pending. When the ePayment has settled, the status will be updated.

View the Details of a Payment in the Renter's Portal

If you have never setup an ePayment account, a **Make Payment** button will appear on the **My Account** page. Alternatively, you can click the **Payments** button from the navigation and then the **Payment Account** button.

You can click the **Payment Account** button and then **Edit Payment Account**. Choose **View Detail** from the **Action** column next to the property.

The **Account Detail** will appear with the following fields:

Field Name	Description
Rental Detail	This table appears above the Renter's Ledger and displays the address of the unit, status, move in date and start date on the lease.
Renter's Ledger	Your Renter's Ledger displays a summary at the top with the total of all unpaid charges, sum of all deposits held and any credits in the form of prepayments. You can view a list of all transactions. This table will show all charges, payments, adjustments and more. The details will include the date of the transactions, reference number, comments, amount and balance.

You can print a copy of your **Renter's Ledger** by clicking the **Print** button at the top of the page.

Setting Up an Auto Payments in the Renter's Portal

With **Auto Payments** you can set up a monthly automatic debit from you credit card or checking account. You simply chooses the start date, day or the month you would like to make your payments and the amount they would like to pay. You can modify or cancel the scheduled payment at anytime. Once you schedule an auto payment they will never need to worry about late fees again.

You can setup an Auto Payment from the Renter's Portal by following these steps:

- From within the Renter's Portal, click the **Payments** button in the navigation.
- Click the **Auto Payments** button.
- If you do not have a previous Auto Payments scheduled, you will arrive at a page that explains how Auto Payments work. If you already have Auto Payments scheduled, you will arrive at a page that lists all current Auto Payments. To schedule the new Auto Payment, click the **Schedule Auto Payment** button.
- Choose the property from the **Rental** dropdown menu and enter the amount of the payment. Below you will see current account balance on your lease. Enter the amount to pay electronically in the amount field. Any convenience fees for using a credit card will be indicated below the amount field and be reflected in the total you will confirm in the next step. The **Start Date, Frequency** and **Pay Day** (which defaults to 1) are all required fields for you to complete. If no **End Date** is set, the Auto Payment will continue indefinitely.
- To continue, click the **Next** button.
- You will confirm the Auto Payment by entering the exact amount of the payment in the **Confirm Auto Payment Amount** field. Any convenience fees for using a credit card will need you to confirm the amount indicated that you would like to pay, plus the convenience fee. If you want to pay a different amount, you can click the **Previous** button and enter the new amount on the **Make a Payment** screen. To move ahead in the process, click **Save**.
- This action brings you to the **Auto Payments** screen, where you can **View the Detail** of, **Edit**, or **Delete** the Auto Payment.

If you are making an ACH/eCheck payment

You will need to take into consideration that the settlement of your payment can take 3 to 4 days in the case of ACH/eChecks.

To avoid a non-sufficient funds fee for eChecks, you will need to **be sure you entered the accurate banking information** and have sufficient funds to cover the payment.

Editing Auto Payments from the Renter's Portal

You can edit an Auto Payment from the Renter's Portal by following these steps:

- From within the Renter's Portal, click the **Payments** button in the navigation.
- Click the **Auto Payments** button.
- Choose **Edit** from the **Action** drop down next to the selected **Auto Payment**.

- You can choose the property from the **Rental** dropdown menu and modify the payment. To save the modified Auto Payment, click **Next**. To cancel the changes, click **Cancel** button.
- You will then need to confirm the Auto Payment by entering the exact amount of the payment in the **Confirm Auto Payment Amount** field. Any convenience fees for using a credit card will be indicated and you will need to confirm the amount you would like to pay, plus the convenience fee. To move ahead in the process, click **Save**.

The Auto Payment will be successfully saved.

Deleting an Auto Payment from the Renter's Portal

You can delete an Auto Payment from the Renter's Portal by following these steps:

- From within the Renter's Portal, click the **Payments** button in the navigation.
- Click the **Auto Payments** button.
- Choose **Delete** from the **Action** drop down next to the selected Auto Payment.
- A confirmation message will appear. You will have the option to either confirm or cancel the deletion of the Auto Payment. Clicking **OK** will delete the Auto Payment.
- This returns you to the **Auto Payment** Information screen.

SUBMITTING A SERVICE REQUEST FROM THE RENTER'S PORTAL

You can submit service requests and check the status of existing ones from you Renter's Portal account 24x7.

To create a new service request, you follow these steps:

- From within the Renter's Portal, click the **New Service Request** button on the **My Account** page or click the **Maintenance** link in the navigation and then the **New Service Request** button on the ensuing page.
- This action brings you to a form where you can inform us of your problem:

Field Name	Description
Building / Unit	Choose the location for the service request. If you occupy a unit in a multi-unit building, you will have the option to choose from your unit or the building.
Specific Location	Use this field to more specifically describe the location of the maintenance problem.
Description	A description of the maintenance problem. We encourage you to include thorough details of the problem you are encountering to help us service you needs.
Preferred Time to Enter	This field allows you to grant Hoffman Realty or a vendor access to you property. You can choose from Anytime or designate a Preferred Date and Time.
Attach Document	You can upload a photo or attach a document to help Hoffman Realty better understand the problem.

- Once you have filled out our form click, you can click the **Save** button.
- Once the service request has been created, you will be viewing the detail where you have additional options such as editing, cancelling or creating another service request.

Adding Comments to a Service Request

You can communicate with Hoffman Realty using the comments feature in the Renter's Portal. You can add comments to a work order 24x7 and view comments made by Hoffman Realty on the same work order. Your Renter's Portal will notify both you and the property manager assigned to your property, when a new comment has been added to the work order.

To add a comment to a work order:

- From within the Renter's Portal, click the **Maintenance** link from the navigation.
- The ensuing screen lists all the service requests submitted by you.
- You will need to locate the appropriate service request from the menu and then select the **View** option from dropdown in the **Action** column.
- The ensuing screen displays the detail of the service request submitted by you. You can submit a comment on the service request that you are viewing by clicking the **New Comment** button.
- You can enter a comment and click the **Save** button.

The additional comment will notify Hoffman Realty of a new comment alert once a new comment has been created in your Renter's Portal. This comment alert will be sent to the property manager assigned to your property.

Editing an Service Request from the Renter's Portal

To edit a service request, you follow these steps:

- From within the Renter's Portal, click the **Maintenance** link from the navigation.
- The ensuing screen lists all the service requests submitted by you. Choose **Edit** from the **Action** dropdown next to the applicable **Service Request**.
- This action brings you to the edit screen for the service request. You can make the appropriate changes to the service request and then click the **Save** button.

The edited service request will appear on the screen.

Cancelling a Service Request in the Renter's Portal

To cancel a service request, you follow these steps:

- From within your Renter's Portal, click the **Maintenance** link from the navigation.
- The ensuing screen lists all the service requests submitted by you.
- You will need to locate the appropriate service request from the menu and then select the **View** option from dropdown in the **Action** column.
- Click the **Cancel Service Request** button from the **Service Request Detail Screen**.
- The status on the **Service Request Detail** is now changed to **Cancelled By Tenant**.

The canceled Service Request no longer appears on the Home Tab under **Open Service Requests**.

VIEWING SHARED DOCUMENTS IN THE RENTER'S PORTAL

Hoffman Realty may make documents related to your lease available through your Renter's Portal, for self-service access.

If documents are available, you can view these documents by following these steps:

- From within you Renter's Portal, click the **Documents** link from the navigation.
- The ensuing screen lists all the documents you have attached to you building and/or unit in the **Buildings Documents** table. In addition, any documents related to you lease will appear in the **Lease Documents** table.
- To download a document, simply click the link in the **File Name** column.

CONCLUSION

We hope you have found the *Hoffman Realty Renter's Portal Handbook* informative and useful. If so, please inform us. If you feel there is any other information Hoffman Realty can provide, let us know so we can include it in future revisions. We encourage you to use your Renter's Portal.