

## Using the Owner Portal

**Description of Issue** The Owner Portal is a special area of your property manager's web site that is designed to provide you with real-time information regarding your rental properties. The Owner Portal allows you to:

- View your statements and reports online.
- Communicate with the management team.
- View alerts for unpaid bills.
- Approve or reject work orders.
- Update contact information.
- Add a payment profile for electronic debits and credits.

**Instructions** Use the following quick links to jump directly to information on specific topics:

### **I. Getting Started with the Owner Portal**

- [Signing Up for a Portal Account](#)
- [Signing On to the Portal](#)
- [Owner Portal Navigation Tabs](#)

### **II. My Account**

- [Community Message](#)
- [My Alerts](#)
- [My Contact Information](#)
  - [Changing Your Address and Phone Numbers](#)
  - [Changing Your E-mail Address or Password](#)
  - [Managing Your Payment Accounts](#)
- [Conversations](#)
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- [Making a Contribution](#)

### **IV. Reports**

- [Viewing Reports](#)

### **V. Bills**

- [Viewing Your Bills](#)

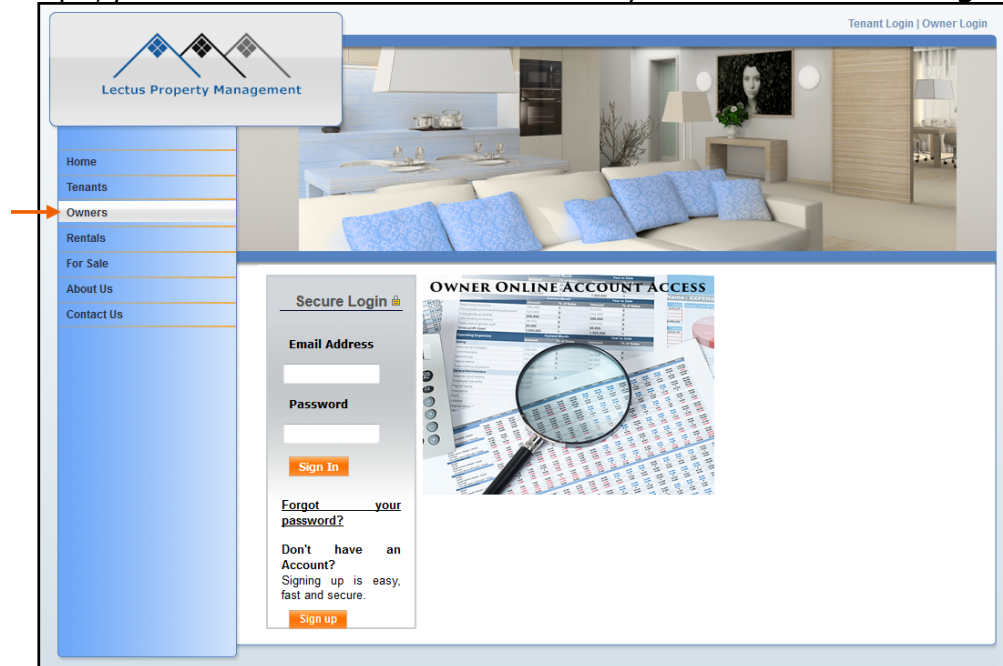
### **VI. Maintenance**

- [Viewing Work Orders](#)
- [Approving or Rejecting a Work Order](#)

## VII. Documents

### Getting Started with the Owner Portal

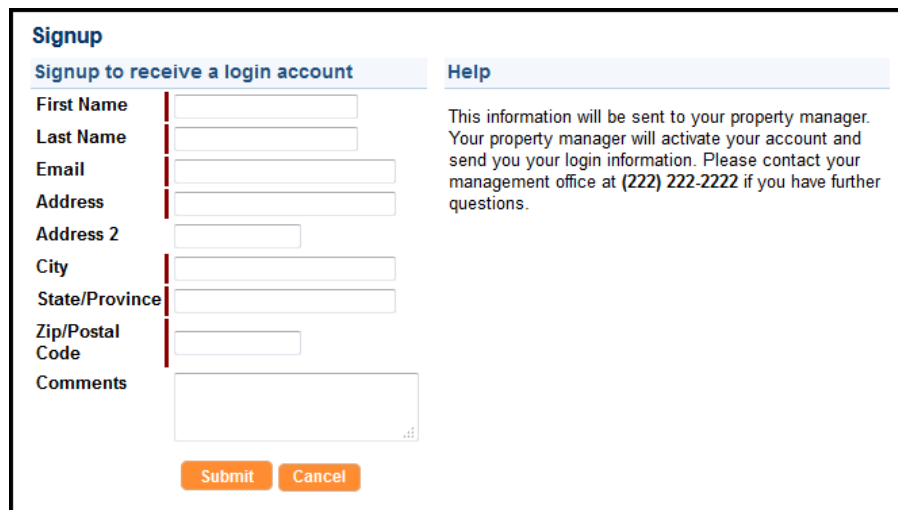
Access the Owner Portal from your property manager's web site. While every web site will be unique, you should see an obvious link that takes you to the Owner Portal **Sign-On** page.



The screenshot shows the Lectus Property Management website. On the left is a blue navigation menu with links: Home, Tenants, Owners (highlighted with an orange arrow), Rentals, For Sale, About Us, and Contact Us. The main content area features a large image of a modern living room. Below the image is a 'Secure Login' section with fields for 'Email Address' and 'Password', a 'Sign In' button, and a link for 'Forgot your password?'. To the right of the login section is a graphic titled 'OWNER ONLINE ACCOUNT ACCESS' showing a magnifying glass over a document. In the top right corner, there are links for 'Tenant Login' and 'Owner Login'.

### Signing Up for a Portal Account

1. If you don't have an account for the Owner Portal, click the **Sign Up** button to request one.
2. The **Sign-up** page opens. Complete all the required fields and click the **Submit** button. The information you submit must match to the information on file for you with your property management company.



The screenshot shows the 'Signup' page. It has a header with 'Signup' and a sub-header 'Signup to receive a login account'. Below this are several input fields: First Name, Last Name, Email, Address, Address 2, City, State/Province, Zip/Postal Code, and a large text area for Comments. To the right of these fields is a 'Help' section with text: 'This information will be sent to your property manager. Your property manager will activate your account and send you your login information. Please contact your management office at (222) 222-2222 if you have further questions.' At the bottom are 'Submit' and 'Cancel' buttons.

3. Your request is sent to your property manager, who will activate your Owner Portal account. When your account is activated, you will receive an e-mail message with sign-on instructions.

## Signing On to the Portal

You must have an e-mail address to have an account to your owner portal. Your property manager uses this address to set up your account and sends you an e-mail message with sign-on instructions to your portal. In most cases, your e-mail address is the username.



1. Enter your e-mail address in the **E-mail Address** field.
2. Enter the password provided in the e-mail message you received.
3. Click the **Sign In** button.

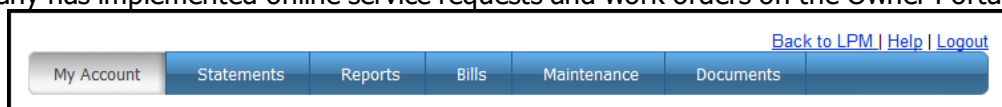
If you lose or forget your password, click the **Forgot Your Password?** link to request a new password. You need to provide your first and last names and e-mail address. Enter the same e-mail address that your property manager has on file for you.

If you use the same e-mail address with multiple management companies, you can sign on to the portal from any of your property managers' web sites. Once you enter your e-mail address and password, click **Sign In**, use the drop-down list to select the appropriate property manager, and then click **Sign In** again to sign on to the portal for that property manager.

To view your properties with a different property manager, you must first sign off of your current portal, sign back in, and then select the new property manager from the drop-down list.

## Owner Portal Navigation Tabs

The Owner Portal has navigation tabs on the top as shown below. Click a tab to select it. The selected tab changes to white. The **Maintenance** tab only appears if the management company has implemented online service requests and work orders on the Owner Portal.



## My Account

Use the **My Account** page to view your contact information, alerts for unpaid bills and work

orders waiting to be approved, and conversations with the property management team. The **My Account** screen is made up of four sections: **Community Message, My Alerts, My Contact Information,** and **Conversations.**

The screenshot shows the 'My Account' page with a navigation bar at the top containing links: My Account, Statements, Reports, Bills, Maintenance, and Documents. Below the navigation bar is a user profile section with a placeholder photo and the text 'Welcome Adrian Abbott!'. A link 'Set My Photo' is provided. The main content area is divided into four sections: 1. 'Community Message' with business hours (7:30 AM - 7:30 PM Mon- Fri), contact information for Lectus Property Management (222-333-4444 Office, 222-555-6666 Fax), and the website www.LectusPropertyManagement.com. 2. 'My Alerts' showing 'You Have 1 Unpaid Bill(s)' and 'You Have 1 Work Order(s) Pending Approval'. 3. 'My Contact Information' with fields for Home Phone, Work Phone, Mobile Phone (699) 237-0864, and Email (adrian.abbott@tellus.com). 4. 'Conversations' with a 'New Conversation' link. A recent conversation entry is shown at the bottom: 'Abbott — Adrian Abbott Please inspect 111 S. Cedar. Today at 8:44 AM — Comment'.

## Community Message

Your property manager uses this area to post messages to all property owners.

## My Alerts

The *My Alerts* section shows links to unpaid bills and work orders waiting your approval. Click a number link to go directly to the **Bills** or **Maintenance** pages, where you can view, approve, or reject the items.

This close-up shows the 'My Alerts' section with two items: 'You Have 1 Unpaid Bill(s)' and 'You Have 1 Work Order(s) Pending Approval'. The number '1' in each item is highlighted with a red box.

If there are no alerts, the *My Alerts* section displays "No Unpaid Bills" and "No Work Orders Pending Approval."

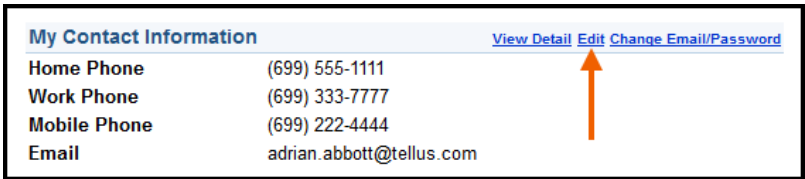
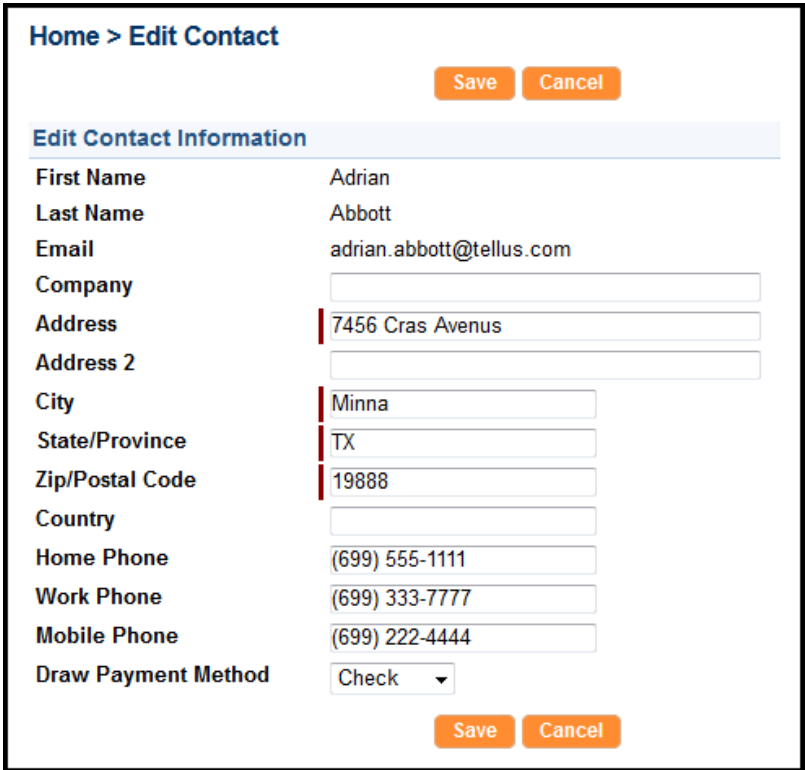
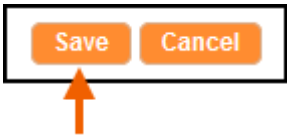
Work Order alerts only appear if the management company is using online work orders in the Owner Portal.

## My Contact Information

The **My Contact Information** section displays your contact information. There are two links that allow you to manage your account information: **Edit** and **Change E-mail/Password**.

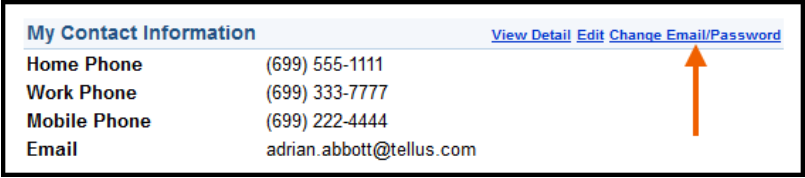
### Changing Your Address and Phone Numbers


Use the **Edit** link to update your address and phone contact information or your payment method.

Step	Action/Page
From the <b>My Account</b> page, click the <b>Edit</b> link.	
Update the relevant fields.	
Click the <b>Save</b> button.	

### Changing Your E-mail Address or Password

Use the **Change E-mail/Password** link to manage your Owner Portal sign-on.

Step	Action/Page
From the <b>My Account</b> page, click the <b>Change E-mail/Password</b> link.	
Update your e-mail address, if necessary. To change your Owner	

Portal sign-on, enter your current and new passwords.	<div> <div>Home &gt; Edit Email and Password</div> <div> <div>Save</div> <div>Cancel</div> </div> <div>Email and Password</div> <div> <div>Email</div> <div>adrian.abbott@tellus.com</div> </div> <div> <div>Current Password</div> <div>••••••••</div> </div> <div> <div>New Password</div> <div></div> </div> <div> <div>Confirm New Password</div> <div></div> </div> <div> <div>Save</div> <div>Cancel</div> </div> </div>
Click the <b>Save</b> button.	<div> <div>Save</div> <div>Cancel</div> </div> 


### Managing Your Payment Accounts

As an owner, you can manage two different payment accounts in the Owner Portal:

- One is your **Draw Payment Method**, which is how the management company pays you. You can choose to get a standard paper check, or, if your management company is using ePayments, you can choose an E-Check, which deposits your draws directly into your bank account by ACH.
- The other is the **Payment Account**. If your management company is using ePayments on the Owner Portal, the Payment Account defines the account you want to use to make and receive electronic payments.

If you chose "E-Check" as your **Draw Payment Method**, you should also choose "E-Check" as your **Payment Account**.

Use the **Edit** link at the **My Account** page to manage both of these types of payments.

Step	Action/Page
From the <b>My Account</b> page, click the <b>View Detail</b> link.	<div> <div>My Contact Information</div> <div> <a href="#">View Detail</a> <a href="#">Edit</a> <a href="#">Change Email/Password</a> </div> <div> <div>Home Phone</div> <div>(699) 555-1111</div> </div> <div> <div>Work Phone</div> <div>(699) 333-7777</div> </div> <div> <div>Mobile Phone</div> <div>(699) 222-4444</div> </div> <div> <div>Email</div> <div>adrian.abbott@tellus.com</div> </div> </div> 
Choose the <b>Draw Payment Method</b> : "Check" or "E-Check." This defines how you are paid by the management company. "E-Check" is only available if your	

management company is using ePayments on the Owner Portal.

[Home](#) > [Edit Contact](#)

[Save](#) [Cancel](#)

**Edit Contact Information**

First Name	Adrian
Last Name	Abbott
Email	adrian.abbott@tellus.com
Company	
Address	7456 Cras Avenus
Address 2	
City	Minna
State/Province	TX
Zip/Postal Code	19888
Country	
Home Phone	(699) 555-1111
Work Phone	(699) 333-7777
Mobile Phone	(699) 222-4444
Draw Payment Method	Check

[Save](#) [Cancel](#)

Click the **Save** button, even if you didn't change your **Draw Payment Method**.

[Save](#) [Cancel](#)

The **View Contact Info** page shows you all of your current account settings, including your current **Draw Payment Method** and your **Payment Account**. The *Payment Account* information is only available if your management company is using ePayments on the Owner Portal. This account defines how you make and receive online payments.

[Edit](#) [Edit Payment Account](#)

**Contact Information**

First Name	Adrian
Last Name	Abbott
Email	adrian.abbott@tellus.com
Company	
Address	7456 Cras Avenus
Address 2	
City	Minna
State/Province	TX
Zip/Postal Code	19888
Country	
Home Phone	(699) 555-1111
Work Phone	(699) 333-7777
Mobile Phone	(699) 222-4444
Draw Payment Method	E-Check

**Payment Account**

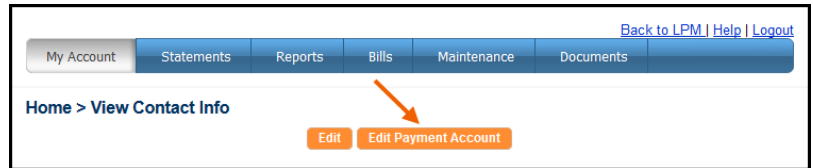
Payment Method	Credit Card
Card Type	Visa
Card Number	XXXXXXXXXXXX8291
Card Expiration	1 / 2025

**Billing Information**

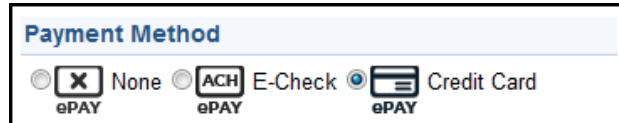
Billing Address	Billing Address
Address 2	
City	City
State/Province	SP
Zip/Postal Code	11111
Billing Email	

To change your

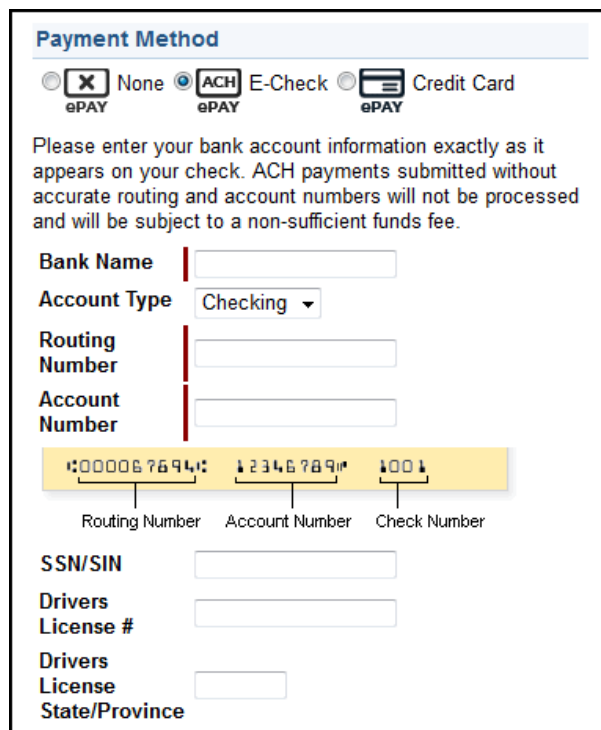
**Payment Account** information, click the **Edit Payment Account** button at the top of the page.



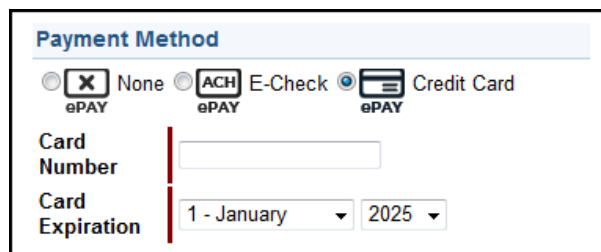
There are two types of electronic payments: **E-Check** (an ACH bank account payment) and **Credit Card**. However, while you can make online contributions using either method, you can only receive electronic owner draws using by E-Check. Therefore, if you are receiving draws electronically, The **Payment Method** should be "E-Check."



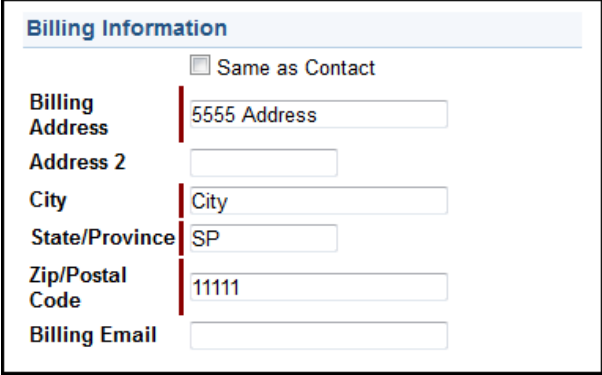
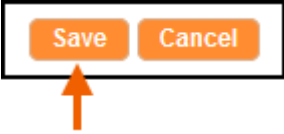
If you choose "E-Check," complete the information about the bank account you want to use to make and receive electronic payments.



If you choose "Credit Card," complete the information about the credit card you want to use to make electronic payments. You cannot receive electronic draws to a credit card.





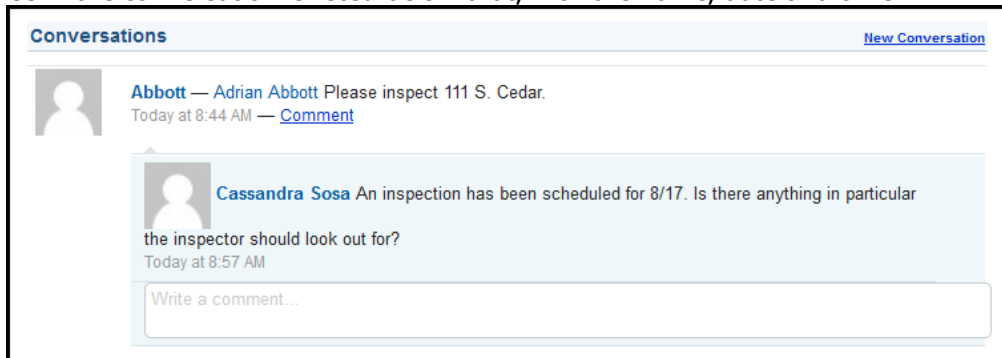
For both methods, make sure the billing address is correct on the right side of the page.	 <p><b>Billing Information</b></p> <p><input type="checkbox"/> Same as Contact</p> <p><b>Billing Address</b> 5555 Address</p> <p><b>Address 2</b></p> <p><b>City</b> City</p> <p><b>State/Province</b> SP</p> <p><b>Zip/Postal Code</b> 11111</p> <p><b>Billing Email</b></p>
Click the <b>Save</b> button.	 <p>Save Cancel</p>

## Conversations

Your Owner Portal allows you to view and initiate new conversations related to the management of your rentals. The *Conversations* section in **My Account** displays:

- Conversations between your property managers and tenants. These conversations are in read-only mode. This means you can view the conversation but you cannot participate.
- Your conversations between you and your property managers.

The *Conversations* section contains only active conversations. For each conversation, the name of the person who began the conversation is shown, along with the date and time. Each response in the conversation is listed below that, with the name, date and time.



**Conversations** [New Conversation](#)

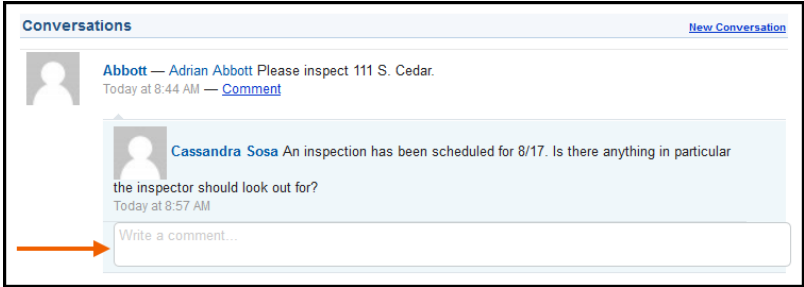
**Abbott** — Adrian Abbott Please inspect 111 S. Cedar.  
Today at 8:44 AM — [Comment](#)

**Cassandra Sosa** An inspection has been scheduled for 8/17. Is there anything in particular the inspector should look out for?  
Today at 8:57 AM

Write a comment...

## Adding Comments to a Conversation

To add a new comment to an existing conversation, perform the steps shown below:

Step	Action/Page
Click in the <b>Write a comment</b> field to add a comment to the conversation. If this is a conversation between the property manager and a tenant, the link is not active.	 <p><b>Conversations</b> <a href="#">New Conversation</a></p> <p><b>Abbott</b> — Adrian Abbott Please inspect 111 S. Cedar. Today at 8:44 AM — <a href="#">Comment</a></p> <p><b>Cassandra Sosa</b> An inspection has been scheduled for 8/17. Is there anything in particular the inspector should look out for? Today at 8:57 AM</p> <p>Write a comment...</p>

Click the **Save** button to post your comment.

The screenshot shows a 'Conversations' window with a header 'Conversations' and a 'New Conversation' link. It displays a comment from 'Abbott' and a comment from 'Cassandra Sosa' asking for inspection details. A text input field contains 'The walls and tile of the master bath.' and a 'Save' button is highlighted with an orange box.

## Starting a Conversation

Anytime a conversation is created or updated with a new comment, the participants are notified immediately by an e-mail message.

Step	Action/Page
Click the <b>New Conversation</b> link.	<p>The screenshot shows the 'Conversations' window with an orange arrow pointing to the 'New Conversation' link in the top right corner.</p>
If you have multiple portfolios, select the appropriate one and enter your comment or question in the <b>Description</b> field.	<p>The screenshot shows the 'Portfolio &gt; New Conversation' form. It has a 'Portfolio' dropdown menu set to 'Abbott' and a large 'Description' text area. 'Save' and 'Cancel' buttons are visible at the top and bottom right.</p>
Click the <b>Save</b> button to post your comment.	<p>A close-up of the 'Save' and 'Cancel' buttons. An orange arrow points to the 'Save' button, which is highlighted with an orange box.</p>

## Statements

Use the **Statements** tab is divided into three sections. At the top, you can view financial *Statements* for any portfolio and period you want. To the right, you'll see a quick *Balance Summary* for the same period. Below that, you'll see a full listing of *Draws and Contributions* that have been made to and from your portfolio. You can also make new contributions to your account from here, if you have set up a payment account.

[Back to LPM](#) | [Help](#) | [Logout](#)

[My Account](#)
[Statements](#)
[Reports](#)
[Bills](#)
[Maintenance](#)
[Documents](#)

YOUR STATEMENTS

Portfolio All
 Period Display All

Statements From: Display All

Portfolio	Statement Period			ABBOTT Balance Summary as of 08/15/2016
ABBOTT	07/01/2016 - 07/31/2016	<a href="#">Download</a>	<a href="#">View Bills</a>	\$1,000.00 <b>Prev. Balance</b>
ABBOTT	06/01/2016 - 06/30/2016	<a href="#">Download</a>	<a href="#">View Bills</a>	\$0.00 <b>Current Period</b>
ABBOTT	05/01/2016 - 05/31/2016	<a href="#">Download</a>	<a href="#">View Bills</a>	\$-3.00 Income
ABBOTT	04/01/2016 - 04/30/2016	<a href="#">Download</a>	<a href="#">View Bills</a>	\$997.00 Expenses
ABBOTT	03/01/2016 - 03/31/2016	<a href="#">Download</a>	<a href="#">View Bills</a>	\$0.00 Ending Balance
ABBOTT	02/01/2016 - 02/29/2016	<a href="#">Download</a>	<a href="#">View Bills</a>	\$1,000.00 Mgmt Fee
ABBOTT	01/01/2016 - 01/31/2016	<a href="#">Download</a>	<a href="#">View Bills</a>	<b>\$1,000.00 Portfolio Min.</b>
ABBOTT	12/01/2015 - 12/31/2015	<a href="#">Download</a>	<a href="#">View Bills</a>	<b>(\$35.41) Available Balance</b>
ABBOTT	11/01/2015 - 11/30/2015	<a href="#">Download</a>	<a href="#">View Bills</a>	<a href="#">Make Contribution Online &gt;&gt;</a>
ABBOTT	10/01/2015 - 10/31/2015	<a href="#">Download</a>	<a href="#">View Bills</a>	* Available Balance = Ending Balance less Portfolio Minimum. This is an estimated balance summary. For the actual summary please refer to the published statements.
ABBOTT	09/01/2015 - 09/30/2015	<a href="#">Download</a>	<a href="#">View Bills</a>	

**Draws and Contributions**

Portfolio	Date	Ref #	Type	Account	Amount
Abbott	06/30/2016	176	Check	Owner Draw	\$3,220.00
Abbott	05/31/2016	175	Check	Owner Draw	\$3,220.00
Abbott	04/30/2016	145	Check	Owner Draw	\$3,220.00
Abbott	03/31/2016	135	Check	Owner Draw	\$3,120.00
Abbott	03/08/2016	Mortgage Adjustment	-	-	-
Abbott	02/29/2016	124	Check	Owner Draw	\$3,220.00
Abbott	01/31/2016	117	Check	Owner Draw	\$3,220.00

[New Contribution](#)















## Viewing Owner Statements

To view your owner statement, click the **Download** link in the **Statements** list.

**YOUR STATEMENTS**


Portfolio: All Period: This Year

Statements From: This Year

Portfolio	Statement Period	Download	View Bills
ABBOTT	07/01/2016 - 07/31/2016	 Download	 View Bills
ABBOTT	06/01/2016 - 06/30/2016	 Download	 View Bills
ABBOTT	05/01/2016 - 05/31/2016	 Download	 View Bills
ABBOTT	04/01/2016 - 04/30/2016	 Download	 View Bills
ABBOTT	03/01/2016 - 03/31/2016	 Download	 View Bills
ABBOTT	02/01/2016 - 02/29/2016	 Download	 View Bills
ABBOTT	01/01/2016 - 01/31/2016	 Download	 View Bills

**ABBOTT Balance Summary**  
01/01/2016 - 12/31/2016

	Prev. Balance	Current Period
\$1,000.00		
\$21,000.00		Income
\$-1,783.00		Expenses
\$1,132.75		Liabilities
\$-19,220.00		Equity
\$-1,132.75		Assets
\$997.00		Ending Balance
\$1,680.00		Mgmt Fee
<b>\$1,000.00</b>		<b>Portfolio Min.</b>
<b>(\$35.41)</b>		<b>Available Balance</b>

 [Make Contribution Online >>](#)

This opens the statement as a PDF document.

Lectus Property Management  
900 West Camp Rd  
Su. 825  
Duncanville, TX 75004  
ph. (214) 222-2222 <http://lectusmanagementpropertyware.com/index.html>

Adrian Abbott  
7456 Cras Avenue  
Minna TX 75761

**OWNER STATEMENT**  
Report Period: 03/01/2016 - 03/31/2016

**Portfolio Summary**

Previous Balance		\$1,000.00
Income	+	\$3,500.00
Expenses	-	\$100.00
Mgmt Fees	-	\$280.00
Liabilities	+	\$1,132.75
Assets	-	\$1,132.75
Total		\$4,120.00
Contributions	+	\$0.00
Draws	-	\$3,120.00
Ending Balance		\$1,000.00
Portfolio Minimum	-	\$1,000.00
Unpaid Bills		\$0.00
Due To Owner		\$0.00

**Income**

Rent	\$3,500.00
Total Income	\$3,500.00

**Expenses**

Management Fees	\$280.00
Repairs	\$100.00
Total Expense	\$380.00

**Net Operating Income \$3,120.00**

**Total Net Income \$3,120.00**

**Current Liability**

Mortgage Principal	\$1,132.75
Total Current Liability	\$1,132.75
Total Liabilities	\$1,132.75

**Current Assets**

Mortgage Escrow	\$1,132.75
Total Current Assets	\$1,132.75
Total Assets	\$1,132.75

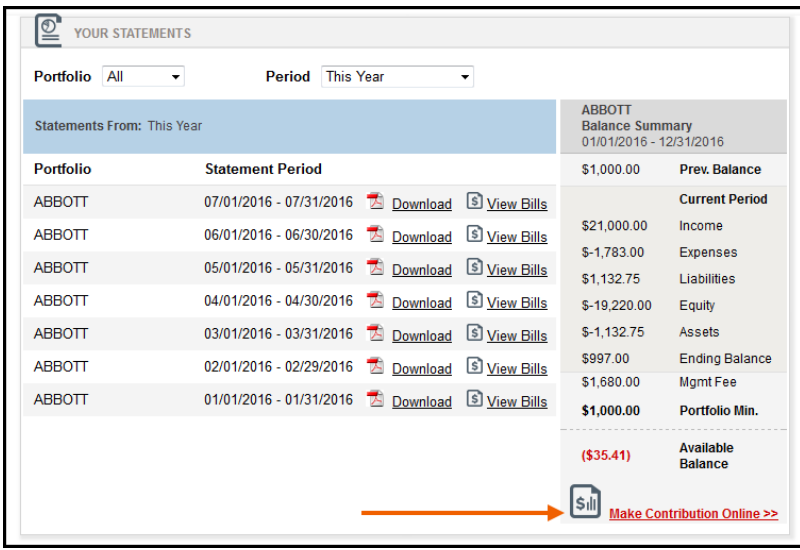
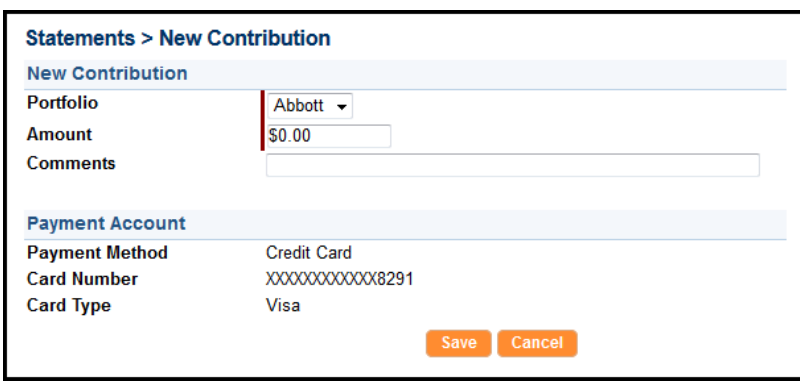
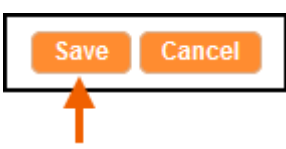
**Equity**

Owner Draw	-\$3,120.00
Total Equity	-\$3,120.00

If your computer does not have Adobe Acrobat installed, download it from <http://get.adobe.com/reader/>.

## Making a Contribution

If you have set up an online payment account, you make contributions to the property management account online.

Step	Action/Page
On the <b>Statements</b> page, click the <b>Make Contribution Online</b> link.	
If you have multiple portfolios, enter the amount and any comments. Confirm that this is the correct payment account.	
Click the <b>Save</b> button to post your contribution.	

If you are also receiving owner draws electronically, your **Payment Method** will be set up as an "E-Check" and will also be used to make the contribution. If you prefer to make the contribution using a credit card, you must change your **Payment Method** to "Credit Card," make the contribution, and then change the **Payment Method** back to "E-Check" so that your electronic draws process correctly. See [Managing Your Payment Accounts](#) for details.

## Reports

Use the **Reports** tab to view all reports regarding the management of your rental properties. All published reports use real-time data.

## Viewing Reports

1. To view a report, locate the report in the list of reports.
2. Click the **View** link in the *Action* column.

<a href="#">Back to LPM</a>   <a href="#">Help</a>   <a href="#">Logout</a>						
My Account	Statements	Reports	Bills	Maintenance	Documents	
<b>Reports</b>						
<u>Portfolio Name</u>	<u>Description</u>	<u>Action</u>				
Abbott	Balance Sheet Standard	A listing of Assets, Liabilities and Equity accounts as of a selected date. This report can be run in either cash or accrual accounting basis.				<a href="#">View</a>
Abbott	Leases	A list of all Active Leases				<a href="#">View</a>
Abbott	General Ledger	This report provides a detailed listing of all posted financial transactions along with a running balance of each account. Filter options are available to view specific accounts and date ranges.				<a href="#">View</a>

Here is an example of a published report:

<b>Leases</b> A list of all Active Leases								
Avg. Balance	Avg. Monthly Rent		Avg. Prepayments		Avg. Total Unpaid		Unique Lease Name(s)	
<b>\$0.00</b>	<b>\$1,166.67</b>		<b>\$0.00</b>		<b>\$0.00</b>		<b>3</b>	
<b>Lease Name</b>	<b>Status</b>	<b>Start Date</b>	<b>End Date</b>	<b>Move-In Date</b>	<b>Monthly Rent</b>	<b>Deposit Held</b>	<b>Balance</b>	<b>Total Unpaid</b>
Fisher, H.	Active	01/15/2015	01/31/2017	01/15/2015	\$900.00	\$900.00	\$0.00	\$0.00
Mejia, R.	Active	01/07/2015	01/31/2017	01/07/2015	\$1,700.00	\$1,700.00	\$0.00	\$0.00
Thompson, A.	Active	01/01/2015	12/31/2016	01/01/2015	\$900.00	\$900.00	\$0.00	\$0.00

## Bills

Use the **Bills** tab to review all bills and payments that have been recorded for your rental properties. These bills include a breakdown of the expense line items, descriptions, and invoices from vendors (if the property manager scans and attaches invoices to bills).

The footer filter allows you to increase or decrease the number of items shown and navigate among pages.

[Back to LPM](#) | [Help](#) | [Logout](#)

My Account	Statements	Reports	Bills	Maintenance	Documents
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## Bills

### My Bills

Filter By:
Bill Date
This Year
Go
Paid/Unpaid: All

Bill #	Bill Date	Vendor	Building	Unit	Status	Due Date	Payment Date	Amount	Amount Paid	Action
312	08/15/2016	Dunlap & Sons Pest Control	335 South Cedar Ridge Dr.	Unit B	Unpaid	08/15/2016		\$32.41	\$0.00	-- Choose --
308	06/30/2016	*LPM	- Split -		Paid	06/30/2016	06/30/2016	\$280.00	\$280.00	-- Choose --
296	05/03/2016	*LPM	- Split -		Paid	05/03/2016	05/03/2016	\$280.00	\$280.00	-- Choose --
285	04/01/2016	*LPM	- Split -		Paid	04/01/2016	04/04/2016	\$280.00	\$280.00	-- Choose --
277	03/08/2016	Livingston Masonry	- Split -		Paid	03/08/2016	03/08/2016	\$100.00	\$100.00	-- Choose --
275	03/01/2016	*LPM	- Split -		Paid	03/01/2016	03/08/2016	\$280.00	\$280.00	-- Choose --
268	02/01/2016	*LPM	- Split -		Paid	02/01/2016	02/29/2016	\$280.00	\$280.00	-- Choose --
260	01/11/2016	*LPM	- Split -		Paid	01/11/2016	01/19/2016	\$280.00	\$280.00	-- Choose --

Show rows: 50
[Set as Default](#)
1 - 8 of 8

## Viewing Your Bills

To view the list of all bills applied towards your account, follow these steps:

<b>Step</b>	<b>Action/Page</b>
-------------	--------------------

Select the bills you want to view:

**Filter By** billing date or payment date.

Select the time period you want to view.

Select paid, unpaid, or all bills.

Click **Go**.

**My Bills**

Filter By: Bill Date ▼ This Year ▼ Go Paid/Unpaid: All ▼

Select the **View Detail** option from the *Action* drop-down list.

268	02/01/2016	*LPM	- Split -	Paid	02/01/2016	02/29/2016	\$280.00	\$280.00	-- Choose -- ▼
260	01/11/2016	*LPM	- Split -	Paid	01/11/2016	01/19/2016	\$280.00	\$280.00	-- Choose -- ▼
Show rows: 50 ▼ Set as Default 1 - 8 of 8 ◀ ▶									
									View Detail

This step displays the bill, as shown below:

**Bills > Bill# 308**

[View Invoice](#)

**Bill Detail**

Vendor	*LPM
Ref No.	
Bill Date	06/30/2016
Due Date	06/30/2016
Terms	NET 30
Description	

**Bill Splits**

Portfolio/Building	Unit	Account	Comments	Amount
ABBOTT / 111SCEDAR		MANAGE - Management Fees		\$136.00
ABBOTT / 335SCEDAR		MANAGE - Management Fees		\$144.00
Total				\$280.00

**Payments**

Date	Paid From	Payment Method	Amount
06/30/2016	1000 - Operating Bank Account	Check(174)	\$280.00

**Documents**

No Documents

To view an invoice that is attached to the bill, click the **View Invoice** button located at the top of the screen.

**Lectus Property Management**

900 West Camp Rd  
Duncanville, TX 33333

**Bill To:**  
Adrian Abbott  
7456 Cras Avenus  
Minna TX 19888  
(699) 333-7777

**INVOICE**

DATE: 06/30/2016  
INVOICE #: 308  
FOR:

LOCATION	DESCRIPTION	AMOUNT
ABBOTT / 111SCEDAR	MANAGE - Management Fees	\$136.00
ABBOTT / 335SCEDAR	MANAGE - Management Fees	\$144.00
<b>TOTAL</b>		<b>\$280.00</b>

Make all checks payable to **Lectus Property Management**

If you have any questions concerning this invoice, please contact **Lectus Property Management** , [mpdoctesting@gmail.com](mailto:mpdoctesting@gmail.com)

THANK YOU FOR YOUR BUSINESS!

## Maintenance

Use the **Maintenance** tab to view all service requests submitted by the tenants occupying your rentals and work orders created by the management team. You can approve or reject a work order.

[Back to LPM](#) | [Help](#) | [Logout](#)

My Account
Statements
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Documents

**Maintenance**

**My Work Orders** Status: All All

WO #	Date Created	Location	Estimated / Invoiced	Status	Approved	Description	Action
64	08/15/2016	ABBOTT   335SCEDAR   UNITA	\$50.00 / \$0.00	Open	No	Toilet is clogged	<span style="background-color: #f4a460; padding: 2px 5px;">-- Choose --</span>
62	03/15/2016	ABBOTT   111SCEDAR	\$0.00 / \$0.00	Open	No		<span style="background-color: #f4a460; padding: 2px 5px;">-- Choose --</span>

Show rows: 25
[Set as Default](#)
1 - 2 of 2

◀
▶

## Viewing Work Orders

All open work orders created for your rentals are displayed on the **Maintenance** page. Use the **Status** drop-down lists at the top of the page to filter the list by all, open, closed, approved, or unapproved work orders. The footer options allow you to increase or decrease the number of items shown and navigate through multiple pages of work orders.

Step	Action/Page
Select the work orders you want to view. Select open, closed, or all work orders. Then, select approved, unapproved, or all.	<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> <span>My Work Orders</span> <span>Status: <span style="border: 1px solid black; padding: 2px;">All</span> <span style="border: 1px solid black; padding: 2px;">All</span></span> </div> </div>
Select the <b>View Detail</b> option from the <i>Action</i> drop-down list.	



Review the work order details. You can approve or reject the work order here, or enter comments.

My Work Orders									
Status: All									All
WO #	Date Created	Location	Estimated / Invoiced	Status	Approved	Description	Action		
64	08/15/2016	ABBOTT   335SCEDAR   UNITA	\$50.00 / \$0.00	Open	No	Toilet is clogged	-- Choose --		
62	03/15/2016	ABBOTT   111SCEDAR	\$0.00 / \$0.00	Open	No		-- Choose --		
Show rows: 25 Set as Default 1 - 2 of 2							View Detail Approve Reject		

### Maintenance > WO# 64

Approve

Comments

#### Work Order Detail

Status: Open

Location: ABBOTT | 335SCEDAR | UNITA

Description: Toilet is clogged

Specific Location In Unit: Guest bathroom

Preferred Time to Enter:

Date Created: 08/15/2016

Start Date: 08/15/2016

Completed Date:

Estimated / Invoiced: \$50.00 / \$0.00

Required Materials: Snaker

Managed By: Phillip Talley

#### Bills

No Bills

#### Work Order Documents

No Documents

#### Building Detail

Building Name/Number: 335 South Cedar Ridge Dr.

Building Abbreviation: 335SCEDAR

Building Address: 335 South Cedar Ridge Drive Duncanville, TX 75116

County:

Building Type: Duplex / Triplex

Building Category: Residential

Parcel Number:

Total Area: 0.00 Sq Ft

Number of Floors: 1

#### Building Documents

No Documents

#### Conversations

No Conversations

[New Conversation](#)

## Approving or Rejecting a Work Order

You can reject or approve a work order in the **My Work Orders** list.

Step	Action/Page																								
Select open work orders that have not been approved.	<div><div>My Work Orders</div><div>Status: All All</div></div>																								
In the <i>Action</i> drop-down list, select "Approve" or "Reject."	<div><div>My Work Orders</div><div>Status: All All</div><table><thead><tr><th>WO #</th><th>Date Created</th><th>Location</th><th>Estimated / Invoiced</th><th>Status</th><th>Approved</th><th>Description</th><th>Action</th></tr></thead><tbody><tr><td>64</td><td>08/15/2016</td><td>ABBOTT   335SCEDAR   UNITA</td><td>\$50.00 / \$0.00</td><td>Open</td><td>No</td><td>Toilet is clogged</td><td>-- Choose --</td></tr><tr><td>62</td><td>03/15/2016</td><td>ABBOTT   111SCEDAR</td><td>\$0.00 / \$0.00</td><td>Open</td><td>No</td><td></td><td>-- Choose --</td></tr></tbody></table><div>Show rows: 25 Set as Default 1 - 2 of 2</div><div>Approve Reject</div></div>	WO #	Date Created	Location	Estimated / Invoiced	Status	Approved	Description	Action	64	08/15/2016	ABBOTT   335SCEDAR   UNITA	\$50.00 / \$0.00	Open	No	Toilet is clogged	-- Choose --	62	03/15/2016	ABBOTT   111SCEDAR	\$0.00 / \$0.00	Open	No		-- Choose --
WO #	Date Created	Location	Estimated / Invoiced	Status	Approved	Description	Action																		
64	08/15/2016	ABBOTT   335SCEDAR   UNITA	\$50.00 / \$0.00	Open	No	Toilet is clogged	-- Choose --																		
62	03/15/2016	ABBOTT   111SCEDAR	\$0.00 / \$0.00	Open	No		-- Choose --																		
Click <b>OK</b> to confirm your action. Once you take an action, the																									

status of the work order is changed to **Closed**.

Are you sure you want to reject this work order?

OK

Cancel

## Documents

Use the **Documents** tab to open or download documents shared by your management company. When a new document is uploaded to the Owner Portal, you receive an e-mail notification. Click the name of the document to open it.

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My Account

Statements

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Maintenance

Documents


**Portfolio Documents**

Documents

File Name	Size	Uploaded	Uploaded by
 <a href="#">floor plan 01.jpg</a>	62k	8/15/2016	csosa
 <a href="#">TAA Rental Application.pdf</a>	43k	8/15/2016	csosa

**Lease Documents**

Documents

File Name	Size	Uploaded	Uploaded by
 <a href="#">dirty tile.jpg</a>	148k	8/15/2016	csosa

**Evaluation Documents**

Documents

There are no Evaluation documents available

**Other Documents**

Documents

There are no other documents available

You must have the appropriate software on your computer to view the document.

### Related Articles

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