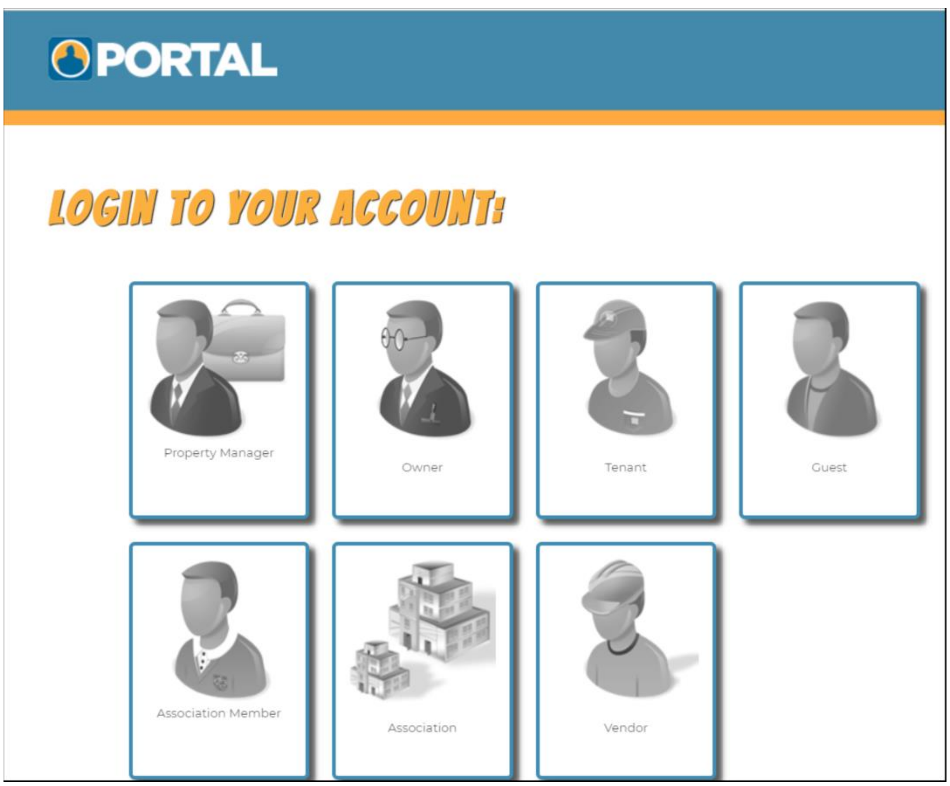
HeroPM Owner Setup

Property Management Solutions for Over 30 Years

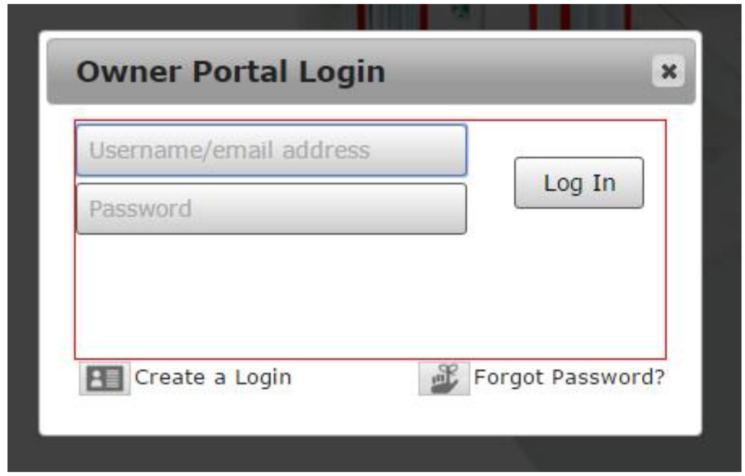
1. The first step in getting setup as an owner is have the email or letter from your Property Manager with the information you need - similar to the below.

> Dear Owner:
>
> Following is the information you will need to establish the connection to your managed account through our online portal.
>
> Our Property Manager ID: 101123VA
> Your Client ID: OWNER
> Your email address: owner@abc.com
> Your verification code: owner@abc.com
>
> Please log on to our website or contact us if you have any questions or need additional information.

2. Once you have that information, go to the HeroPM website: https://portal.heropm.com. Click on Owner.

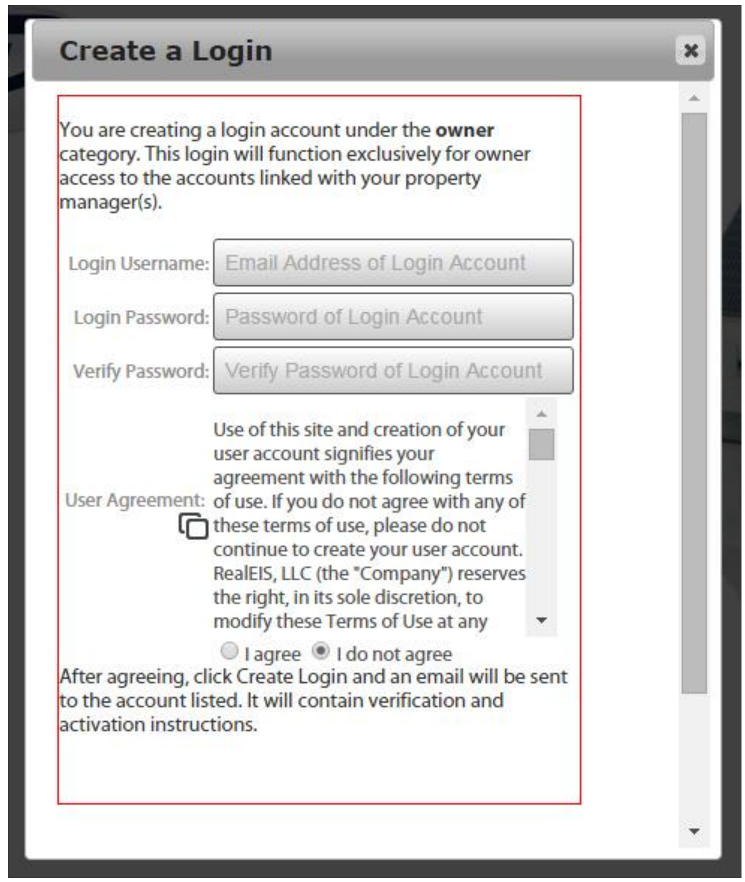


3. The owner portal Login screen displays. Click <Create a Login>.



4. Enter an email address and password. This is the email address (User ID) you will use to sign into HeroPM as well as the email address where your invitation email will be sent.

Mark <I agree>, then click <Create Login>.



5. Check your email for an email from Admin@myrentalhome.com, similar to the one below. It will have a link you can click on to finish the process.

From: Admin@MyRentalHome.com
To: jmccall@promas.com

Thank you for setting up a new portal login account. Your account is currently unverified and not active. Click the link below to activate your account. If the link cannot be clicked, copy and paste it into your Internet browser:

https://portal.heropm.com/MRH5/verify.mvc?clientType=OW&verifyCode=826ed573e0032be1dc0ca0427204e

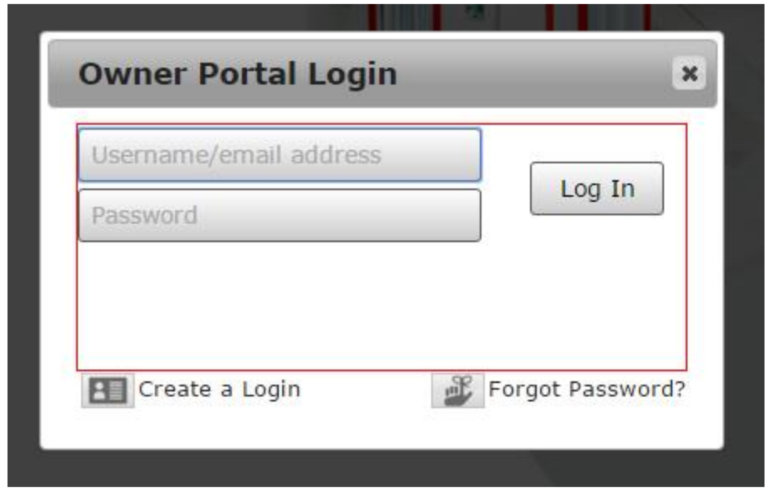
Please contact your property manager if you require additional support.

Regards,

The MyRentalHome.com Team

6. Click on the link in the email. Say OK and you will be back on the logon screen for HeroPM.

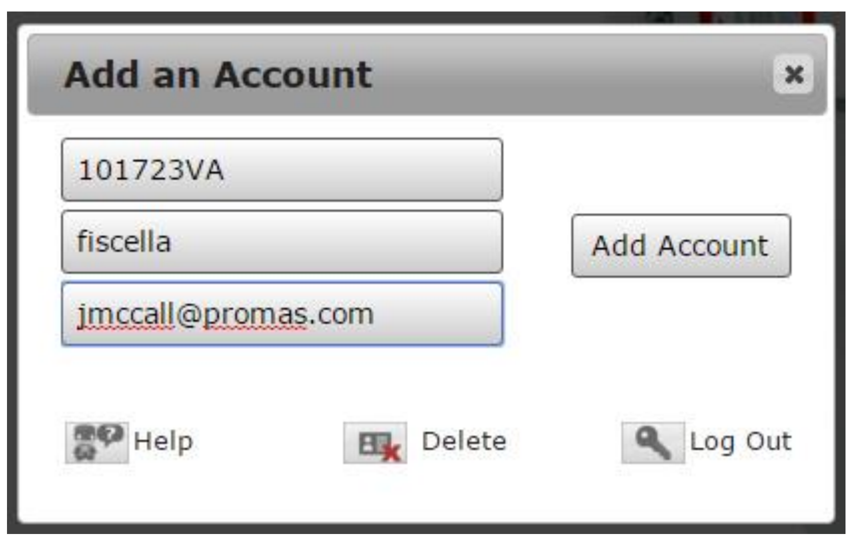
Enter the email address and password you used in Step 4 and click <Log In>.



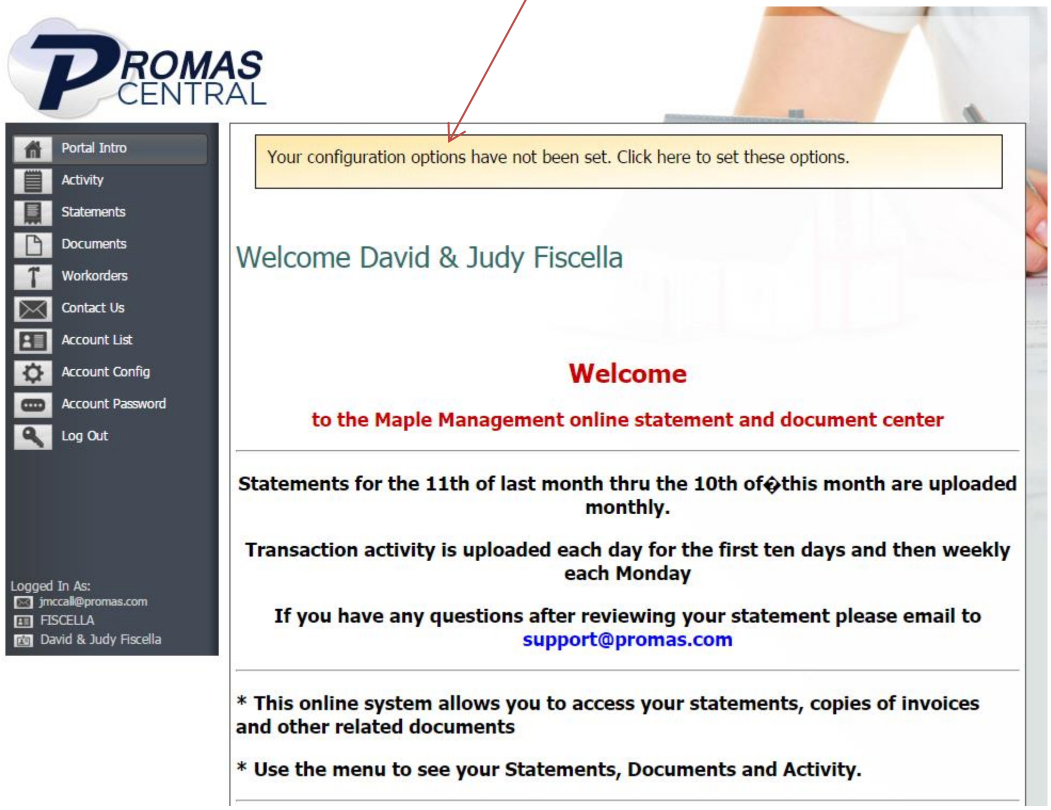
7. Enter the information contained in the email from your Property Manager (see Step 1). If there are more than one email addresses, they will appear separated by semi colons, but when entering the email or verification ID you should use commas as separators.

e.g. harry@promas.com; lola@promas.com should be entered as harry@promas.com, lola@promas.com

lick <Add Account>.



8. The screen similar to this one will display. Click to set your configuration options.



9. Choose whether you want to be sent an email when statements are uploaded, when documents are uploaded, and whether to organize your documents in folders. Click <Save Changes>.

10. You can now view your account information. On the menu on the left of the screen click Statements to see your statements, Activity to see recent transactions, etc.