

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

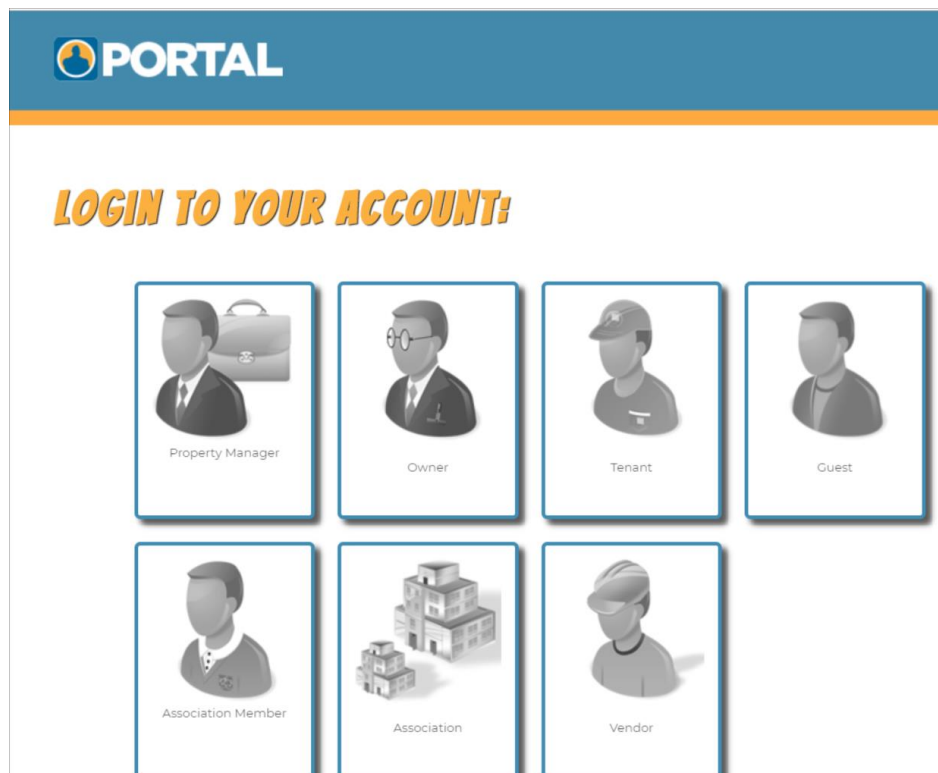
Dear Tenant:

Following is the information you will need to establish the connections to your managed account through our online portal.

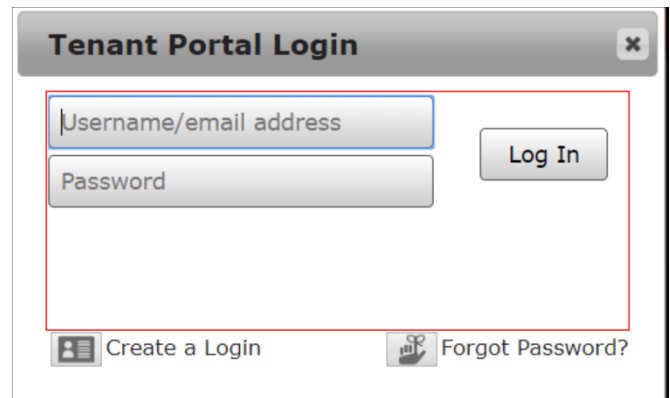
Our Property Management ID: 101123VA
Your Client ID: TENANT
Your email address: tenant@abc.com
Your verification code: tenant@abc.com

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 Tenant.



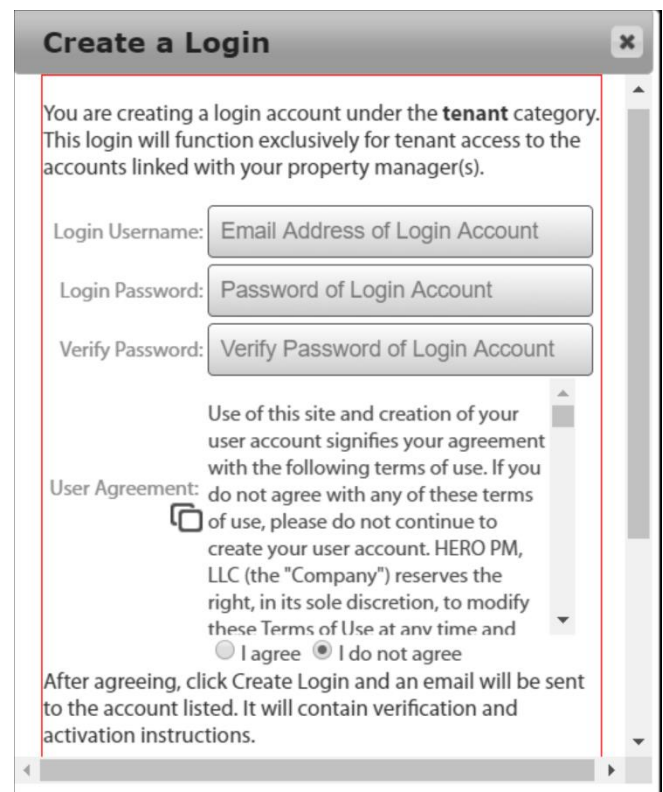
3. The tenant portal Login screen displays. Click <Create a Login>.



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>.

The screenshot shows a window titled "Tenant Portal Login" with a close button (X) in the top right corner. Inside the window, there are two input fields: "Username/email address" and "Password". To the right of these fields is a "Log In" button. At the bottom of the window, there are two links: "Create a Login" with a user icon and "Forgot Password?" with a hand icon.

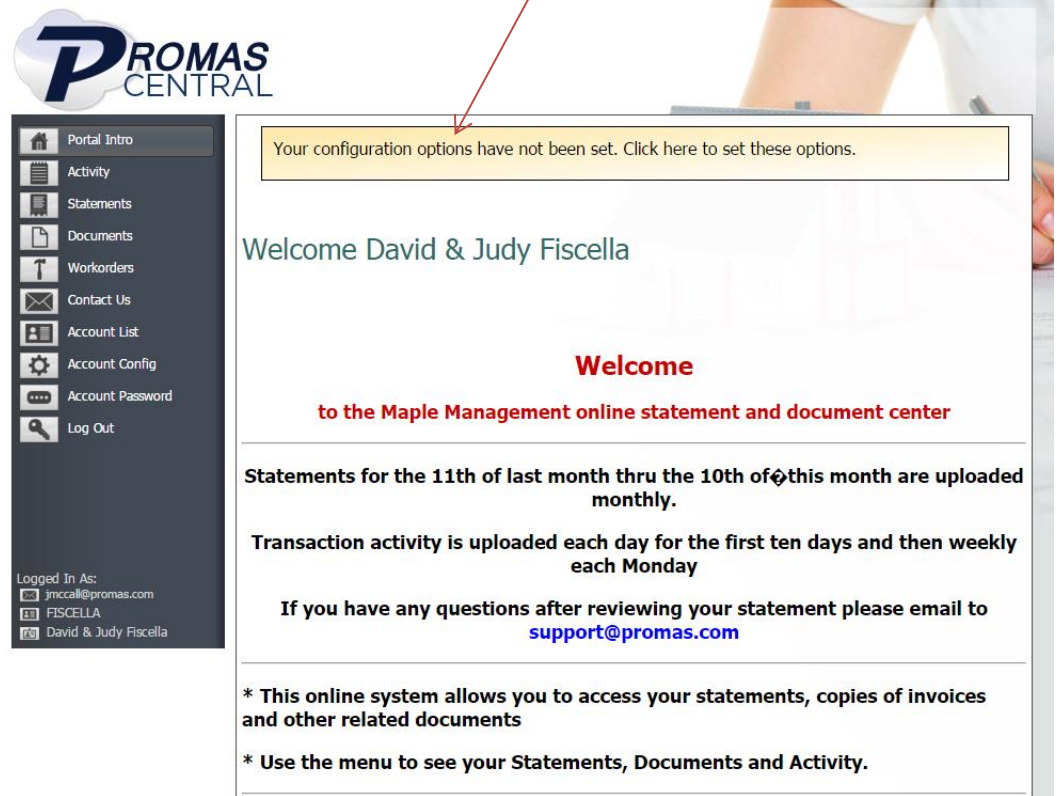
7. Enter the information contained in the email from your Property Manager (see Step 1).

The screenshot shows a window titled "Add an Account" with a close button (X) in the top right corner. Inside the window, there are three input fields: "Property Manager ID", "Client ID", and "Email or Verification ID". To the right of these fields is an "Add Account" button. At the bottom of the window, there are three links: "Help" with a question mark icon, "Delete" with a trash can icon, and "Log Out" with a key icon.

8. Click <Add Account>.

The screenshot shows the "Add an Account" window with the same layout as the previous one. The input fields now contain the following text: "101723VA" in the "Property Manager ID" field, "fiscella" in the "Client ID" field, and "jmccall@promas.com" in the "Email or Verification ID" field. The "Add Account" button is still present on the right. The bottom links "Help", "Delete", and "Log Out" are also visible.

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



10. 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>.

11. 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.