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How to Make Requests Through the Owner Portal

Contact your Property Manager via Requests



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Updated over 8 months ago

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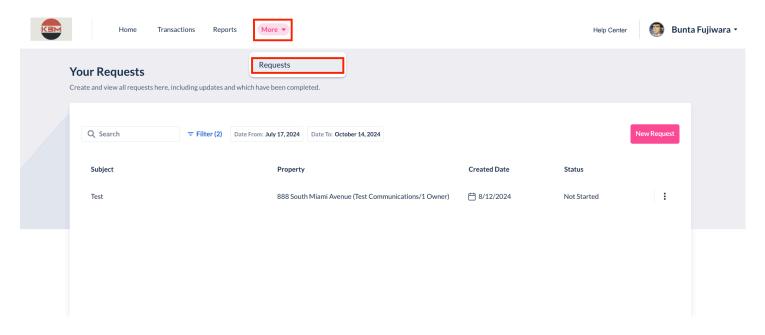
Overview

On the Owner Portal, Requests are another means of contacting your Property Manager. Through Requests, you can easily send a message along with an attachment that goes directly to the property manager.

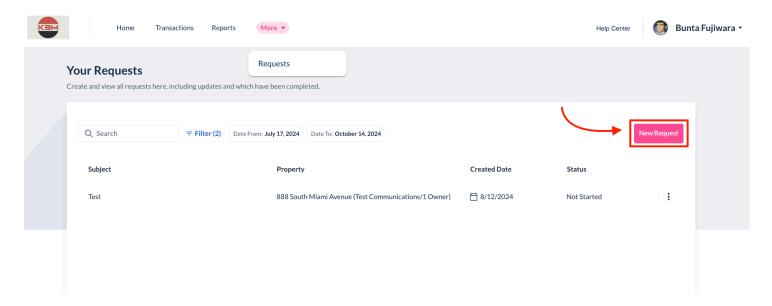
The Steps

Creating a New Request

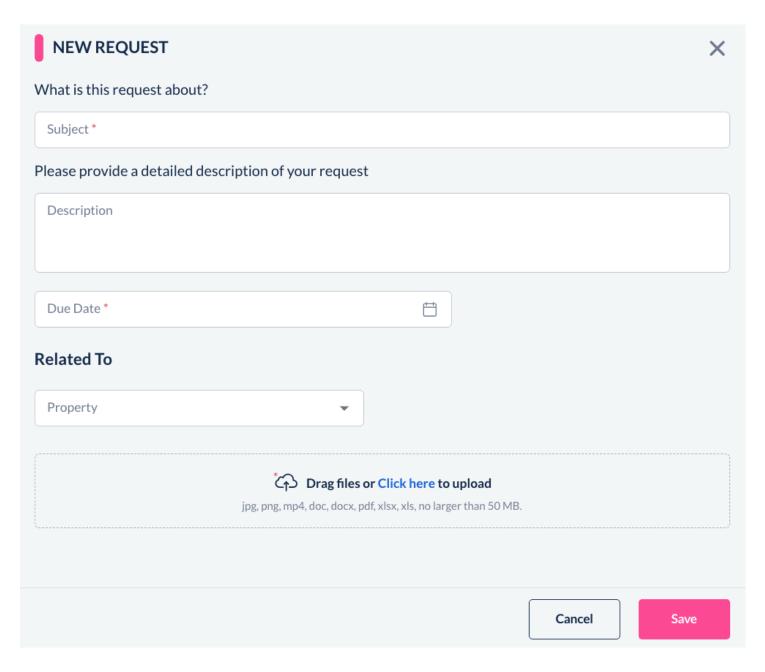
1. To send a Request, you'll want to click the **More** tab and then click **Requests**.



2. On the Request page, click **New Request**.



3. On the New Request window, there are several required fields you will need to fill in.

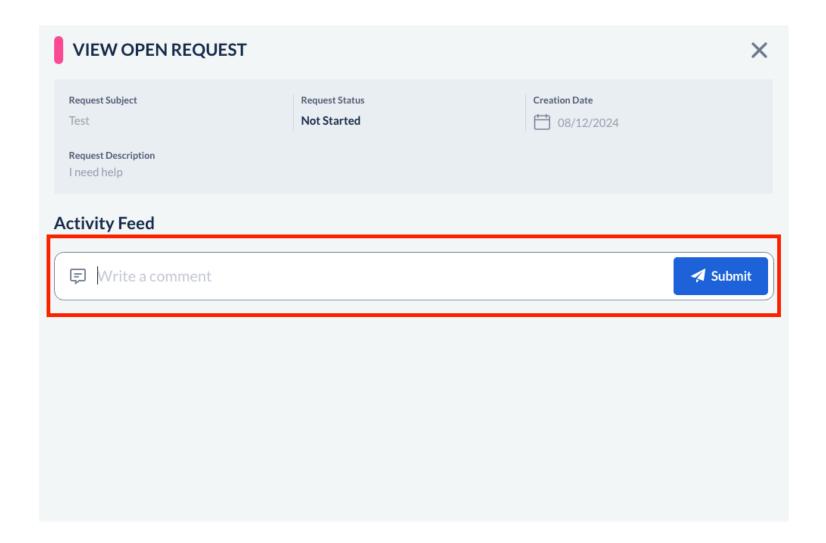


- **Subject**: enter the subject of your request, something short and exact.
- **Description**: enter a detailed description of what you need or expand on the subject.
- **Due Date**: this is the date that you need something completed or a question answered. For example, if you need an inspection done by a certain date.
- **Property**: Select the property that this request is in relation to.

- 4. You can also optionally Upload a File, such as a photo or a document if you need to send the property manger something.
- 5. Click **Save** to finish.

Receiving a Request Update

Once you create a request, you'll see those listed on the **More > Request** tab. From here, you'll also see the status of those requests and if they've been updated by the property manager. If you click on each request, you'll be able to view any updates, which will be in the Activity Feed. You'll also be able to add a comment to the request if you need to respond to any of the updates.



Completed Requests

When a **Request** has been completed by your property manager, you'll see either **Completed** or **Archived** in the **Status** column. You will still be able to click on each **Request** to view the Activity Feed and a history of all the updates.

Did this answer your question?









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