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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**.

The screenshot shows the top navigation bar with the KEM logo, 'Home', 'Transactions', 'Reports', and a highlighted 'More' button with a dropdown arrow. On the right, there is a 'Help Center' link and a user profile for 'Bunta Fujiwara'. Below the navigation bar, the 'Your Requests' section is visible, featuring a 'Requests' tab that is highlighted with a red box. The main content area includes a search bar, a 'Filter (2)' button, and date range selectors for 'Date From: July 17, 2024' and 'Date To: October 14, 2024'. A 'New Request' button is located in the top right corner of the content area. Below these elements is a table with the following data:

Subject	Property	Created Date	Status	
Test	888 South Miami Avenue (Test Communications/1 Owner)	8/12/2024	Not Started	⋮

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

This screenshot is identical to the one above, but with a red curved arrow pointing from the top right towards the 'New Request' button, which is highlighted with a red box. The 'More' button in the navigation bar and the 'Requests' tab are also highlighted with red boxes. The table data remains the same:

Subject	Property	Created Date	Status	
Test	888 South Miami Avenue (Test Communications/1 Owner)	8/12/2024	Not Started	⋮

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

NEW REQUEST


✕

What is this request about?

Subject *


Please provide a detailed description of your request

Description

Due Date *

Related To

Property ▼



Drag files or [Click here](#) to upload

jpg, png, mp4, doc, docx, pdf, xlsx, xls, no larger than 50 MB.

Cancel

Save

- **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.

VIEW OPEN REQUEST

X

Request Subject Test	Request Status Not Started	Creation Date 08/12/2024
Request Description I need help		

Activity Feed

Write a comment

Submit

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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