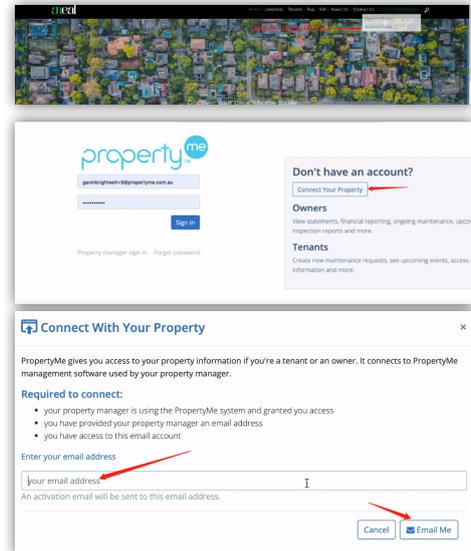


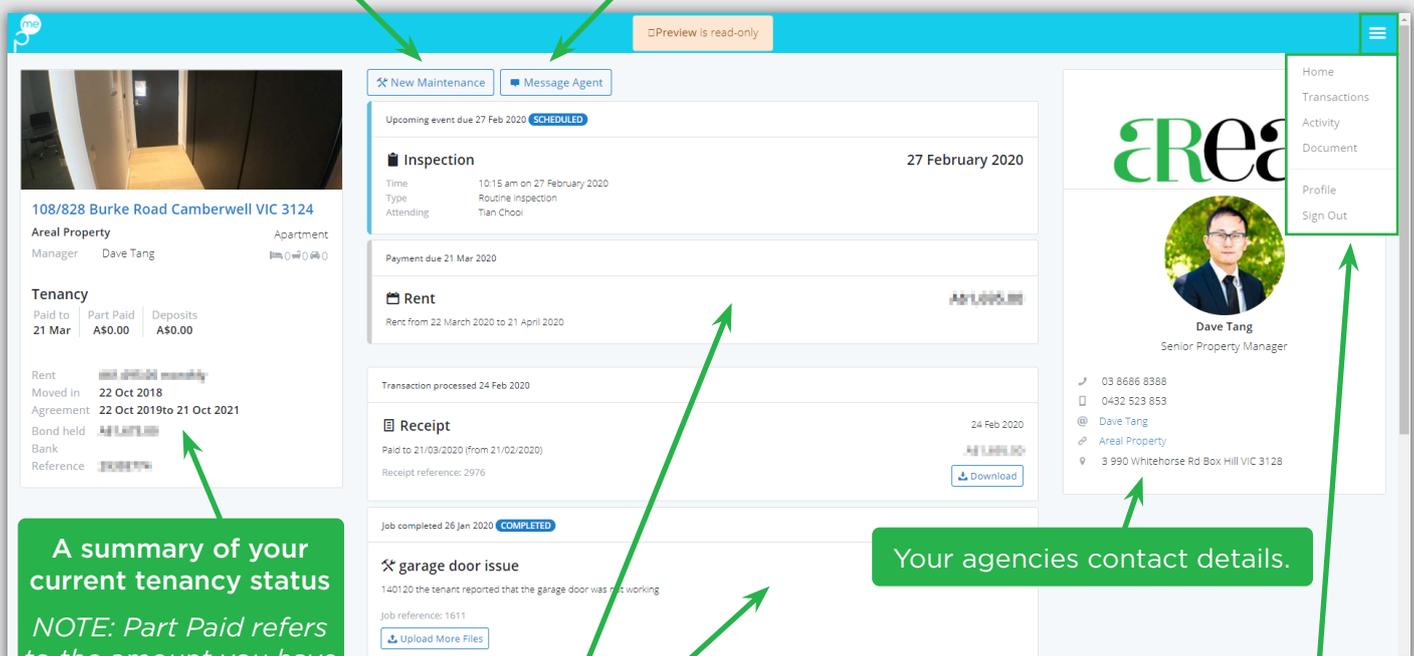
How to register Tenant Access Portal in PropertyMe

1. Go to AREAL.COM.AU and under the **Client Portal Access**, select [Tenant Access Portal](#).
2. Click on **Connect Your Property**.
3. Fill in your email and click **Email Me**. (this email has to be the same email recorded in our system)
4. You will receive an activation email, and please click on **Confirm Email Address**, and follow the instruction to setup you contact details and password, then click **Activate**.
5. Once you activate, you can login the tenant access portal by fill in your email and password, then click **Sign In**.



Where you can lodge a maintenance request.

Where you can send a message to your Property Manager.



A summary of your current tenancy status
NOTE: Part Paid refers to the amount you have partially made towards your next rent period.

A log of recent activity and transactions to do with your tenancy. See transactions upcoming inspections and keep track of jobs.

Your agencies contact details.

This Menu will show:
* **Transactions** - A list of all transaction against your tenancy.
* **Activity** - A list of pending and completed inspections and jobs.
* **Documents** - A list of documents you have loaded in relation to your tenancy.

How to create a New Maintenance

1. Go to our website AREAL.COM.AU, under the **Client Portal Access**, select **Tenant Access Portal**.
2. Login with your email and password.
3. Click **New Maintenance** on the top of the dashboard.
4. Fill in the **summary** and **description**.
 - The make and model number of the appliances (eg. brand name, model number, year make, etc).
 - History of events leading up to the issue.
 - Possible damage or injury that may result from the issue.
5. Take pictures of the appliance or issue that require repairs or maintenance from different angles and **upload** them on PropertyMe. Photos are compulsory.
6. Click **save** and we will process your request ASAP!

