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Tenant Portal User Manual

PURPOSE

This User Manual for the Tenant Portal guide is designed to help you navigate and utilize the application with ease. This manual will provide you with all the information you need to effectively engage with the application's features. The primary goal of this User Manual is to empower you with the knowledge and tools required for a seamless experience with the Tenant Portal. By offering clear and comprehensive guidance, we aim to make your interactions with the application as smooth and efficient as possible. Our objective is to enhance your overall experience and access important information.

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Tenant Portal Description

The Tenant Portal is designed to help users efficiently manage their leases. It allows tenants to track lease information and rent details and access various options for paying rent. The portal simplifies lease management by offering features that streamline tasks such as making payments, managing bank accounts, and adding sub users, ensuring a seamless payment management experience.

Key Features of Tenant Portal:

- **View Your Open Charges:** View the open charges of the current month and make payments as needed.
- **Charge Schedule:** Provide the visibility of viewing the Charge Schedule (Recurring Billing) for the upcoming months, which helps inform the Tenants of the upcoming Recurring Charges for the year.
- **Handle Payments Efficiently:** Setup automatic payments, manage bank accounts, use existing unused cash and credits against the payment, and check payment history.
- **Access Features:** Add a sub user for leases and assign access to someone else to make payments in the Portal.

Roles

The Tenant portal defines permission levels and regulates user interactions with the application. This system enables precise management of user privileges, allowing Tenants to access and update their personal information. Each access level is designed to restrict or permit functions based on the Tenant's role, ensuring that users engage only with features that match their authorized permissions. The Tenant Portal utilizes a role-based access control system to categorize users, ensuring Tenants have the appropriate access and authority.

The roles are:

Tenant

Tenant is a specific type of user to which the leases are assigned by the landlord. Once onboarded to a lease, a tenant has various roles within the tenant portal, granting them access to essential features. These include the ability to view lease details, add bank accounts, make payments, and add sub-tenants. Additionally, if a tenant has multiple leases, they can manage each one individually, facilitating interactions with the landlord as needed. This multifaceted access empowers tenants to efficiently handle their rental responsibilities and maintain clear communication with their landlords, ensuring a smooth rental experience.

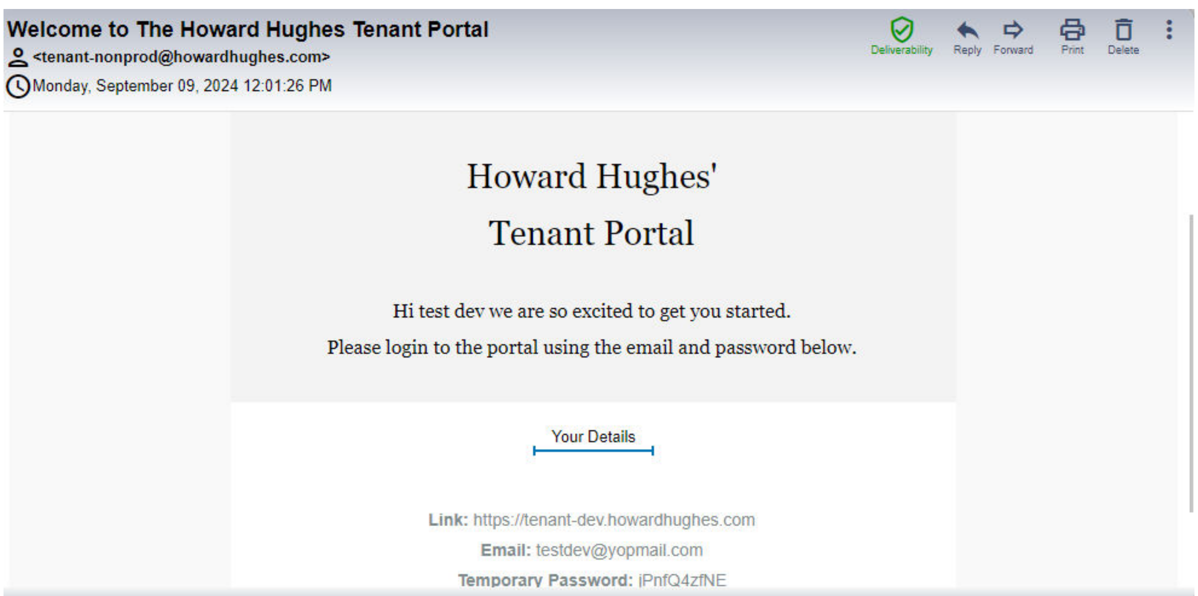
Sub User

Sub User is a user created by the tenant. The tenant can assign any of their leases to this user, to gain access to the specific lease. However, a sub user has specific restrictions: they can only access the leases assigned to them and they cannot setup a new bank account. When making payments, they can only use the payment methods added by the main user, and they cannot delete these accounts. A tenant is allowed a maximum of five active sub users added at any given time, and the same lease can be assigned to multiple sub users. Additionally, a sub user cannot simultaneously be a main tenant.

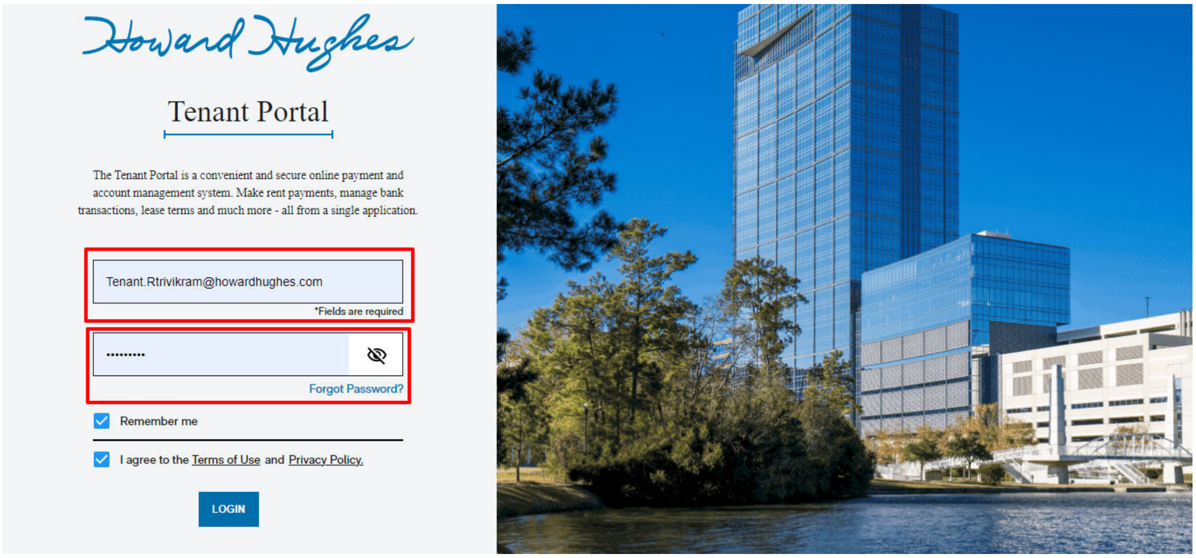
Onboarding Tenant

Tenant is created/onboarded by the landlord by assigning a lease. The tenant will receive an email with login details.

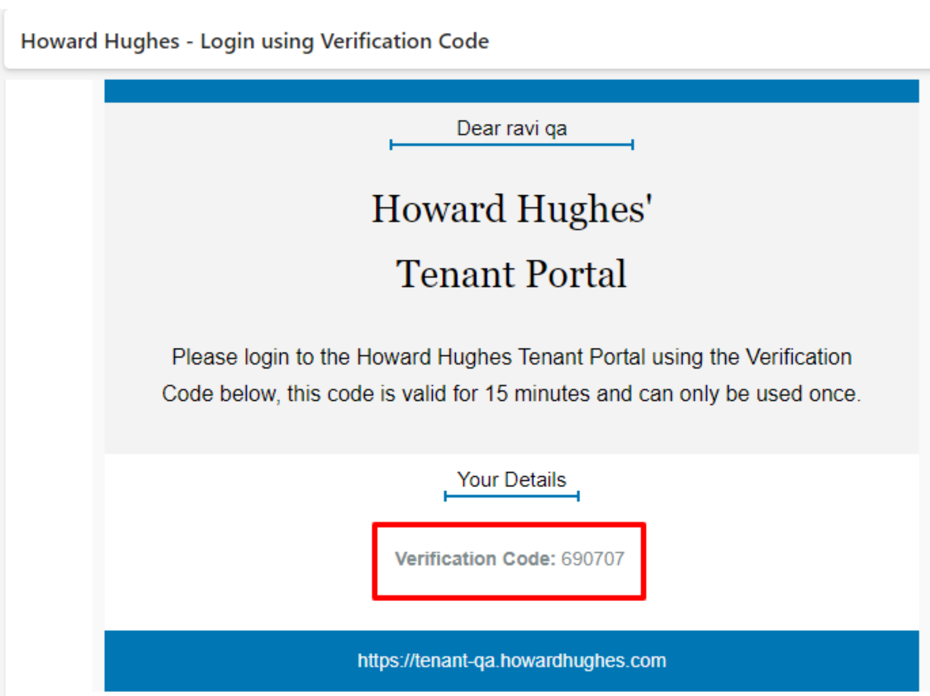
1) Once the tenant gets assigned/created from Landlord Portal, they will receive an onboarding email with the temporary password to access the login.



2) The tenant accesses the Tenant Portal application through the link provided in the email, which takes the user to the login page of the portal. Enter the email and temporary password and click on the “LOGIN” button (accept terms and conditions as it is mandatory).

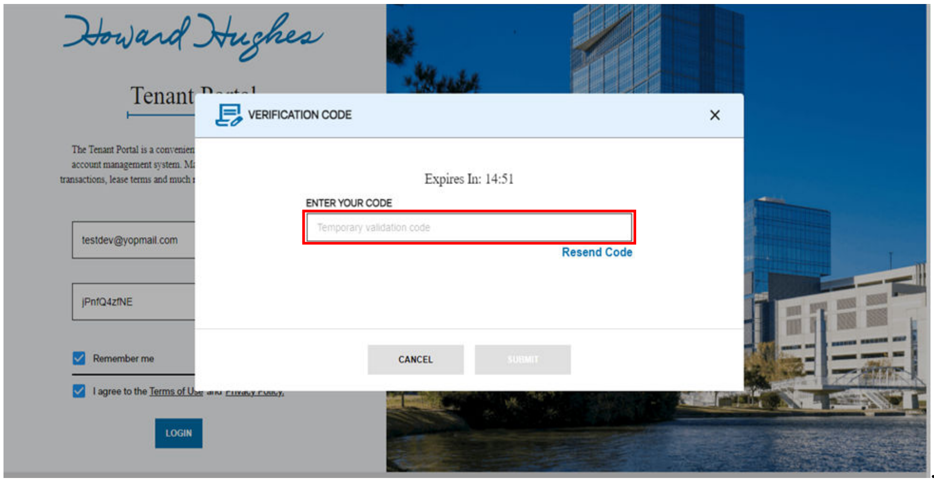


3) After clicking on the "LOGIN" button, an email gets triggered to the tenant with the verification code (MFA) as below,

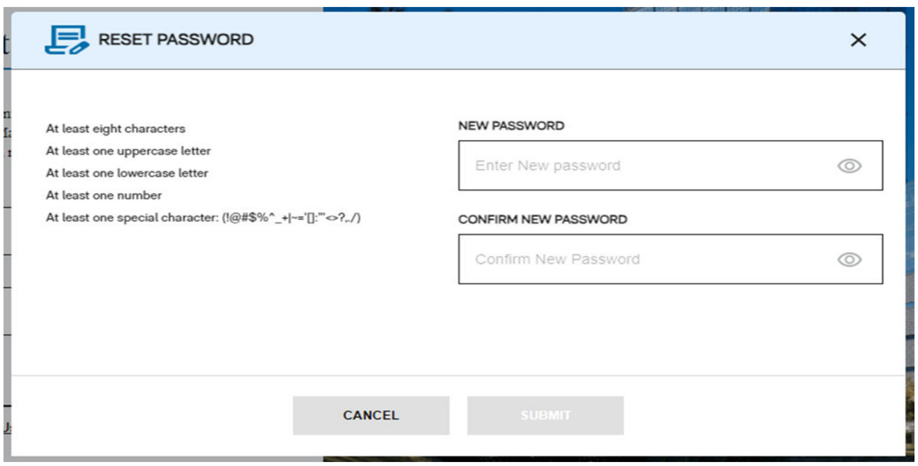


This verification happens only once per application client (browser) for the user.

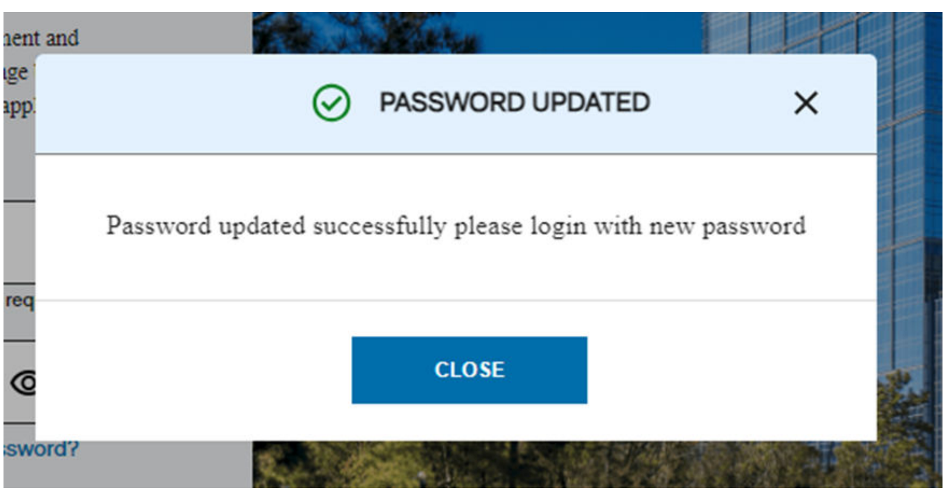
4) Enter the verification code on the screen,



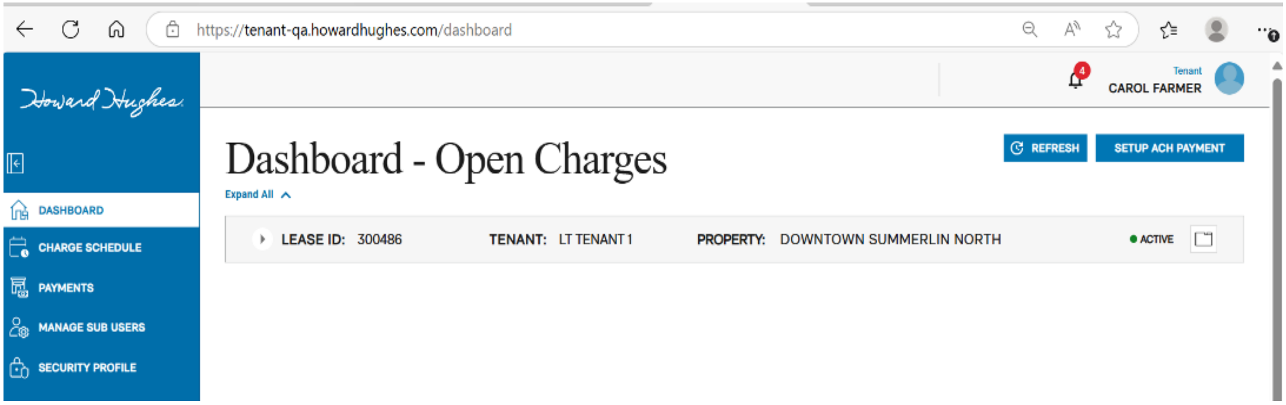
5) Upon clicking the “SUBMIT” button, a reset password window appears (This password reset flow is provided for the initial login). Please enter the new password and confirm password as per the criteria provided and click on “SUBMIT”



6) Once the new password is provided (along with confirming the password), the password update notification displays on the screen,



7) Click on the “CLOSE” button and login into the application with the email and new password to see the “DASHBOARD”



Application and Features

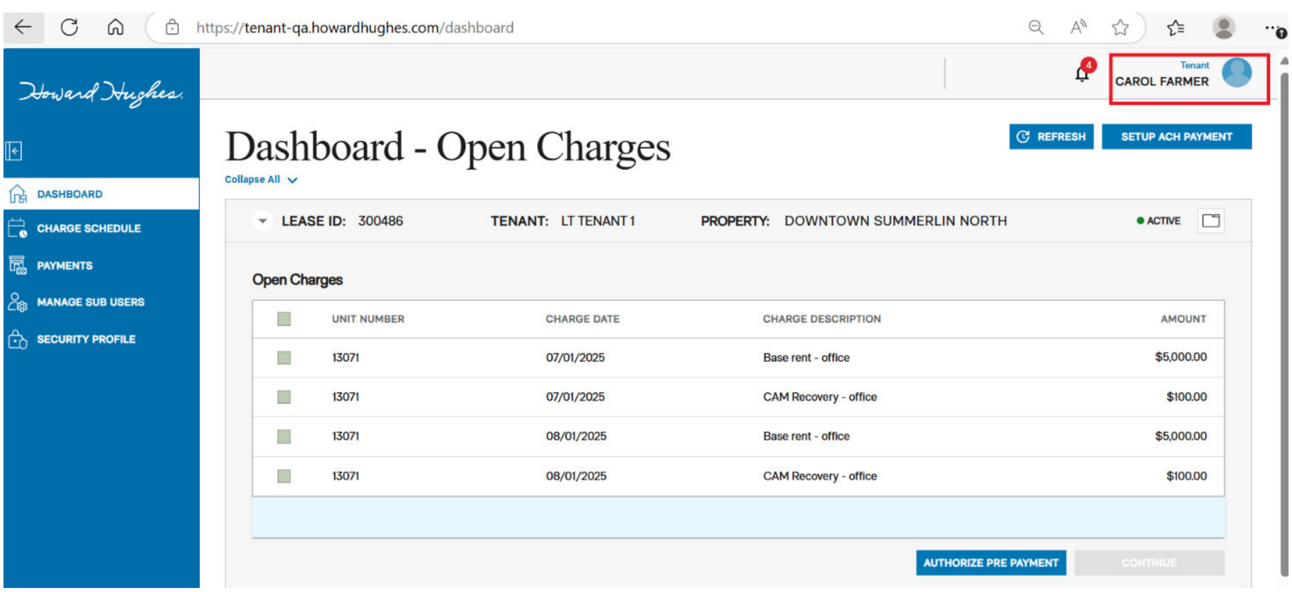
After successful login, Tenant should be able to access the following features as below.

Profile Overview

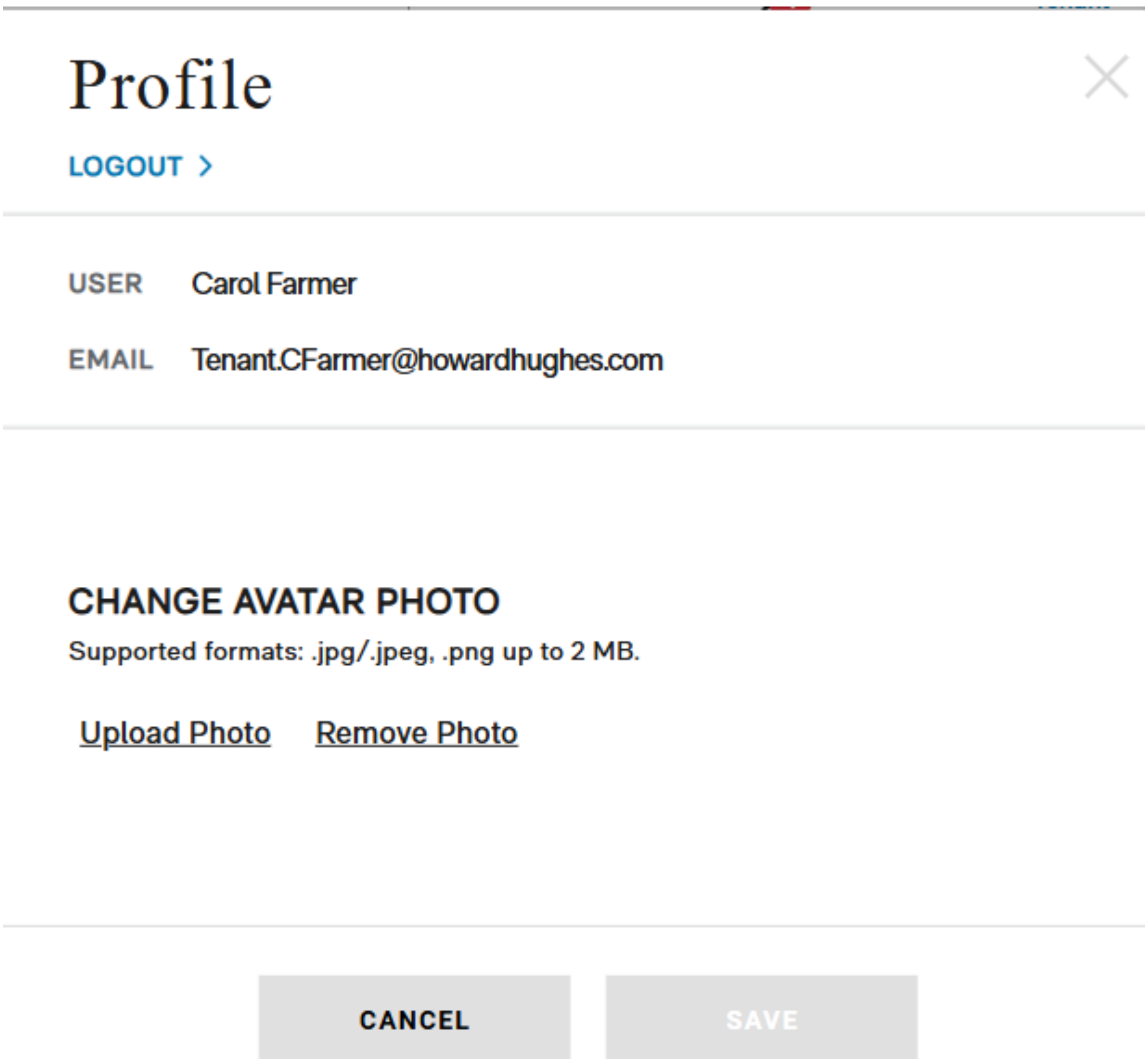
The Profile Overview section holds the tenant details (name and email) and they will be able to upload/update a profile picture as well.

The Tenant will be able to logout from the application from this section.

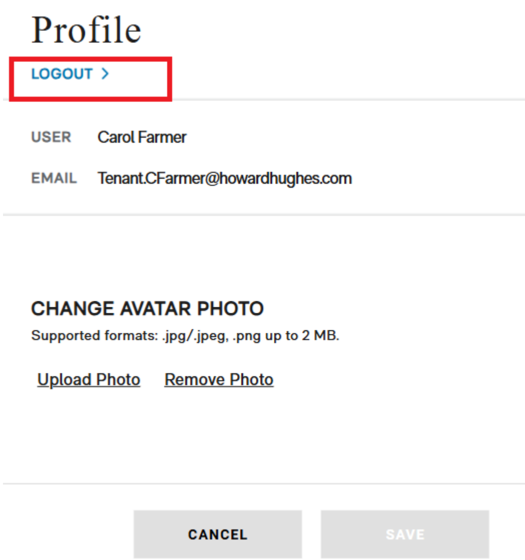
1) Click on the Profile Option (highlighted below) to view, update picture or logout.



2) After clicking on the profile option, a popup shows up with the details and other actions as below.

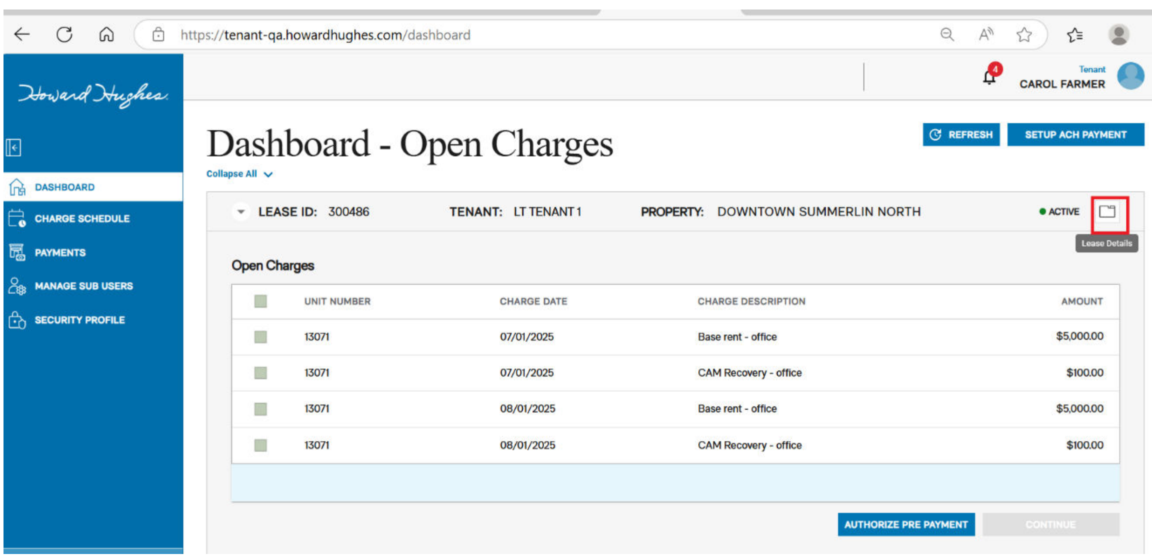


3) Click on the “LOGOUT” button to sign out from the portal (highlighted below),

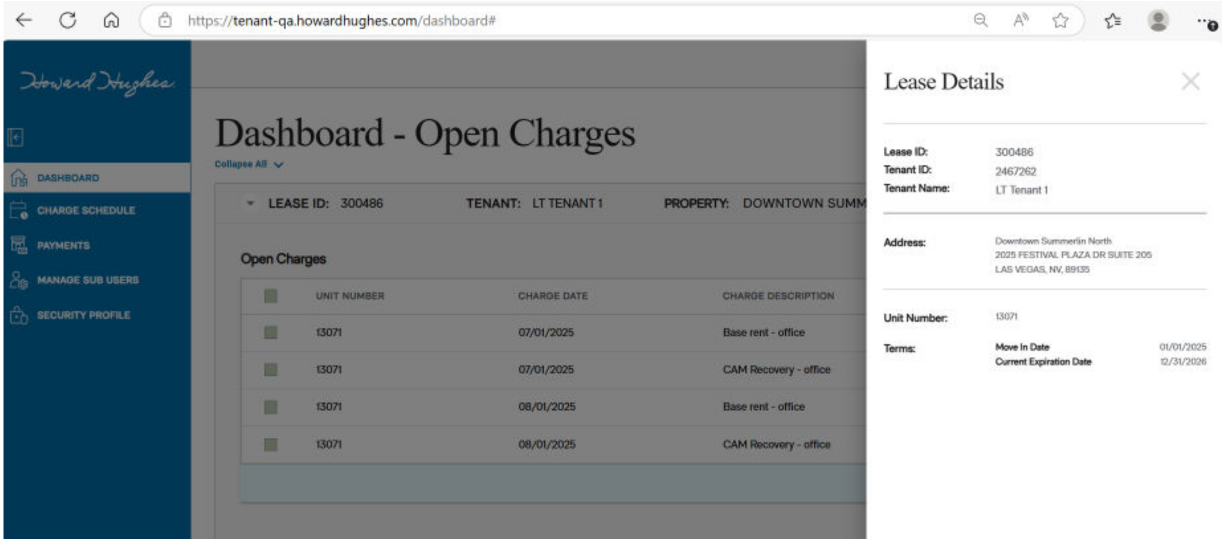


Validate Lease Details

1) Click on the folder icon highlighted below, to see the lease details.



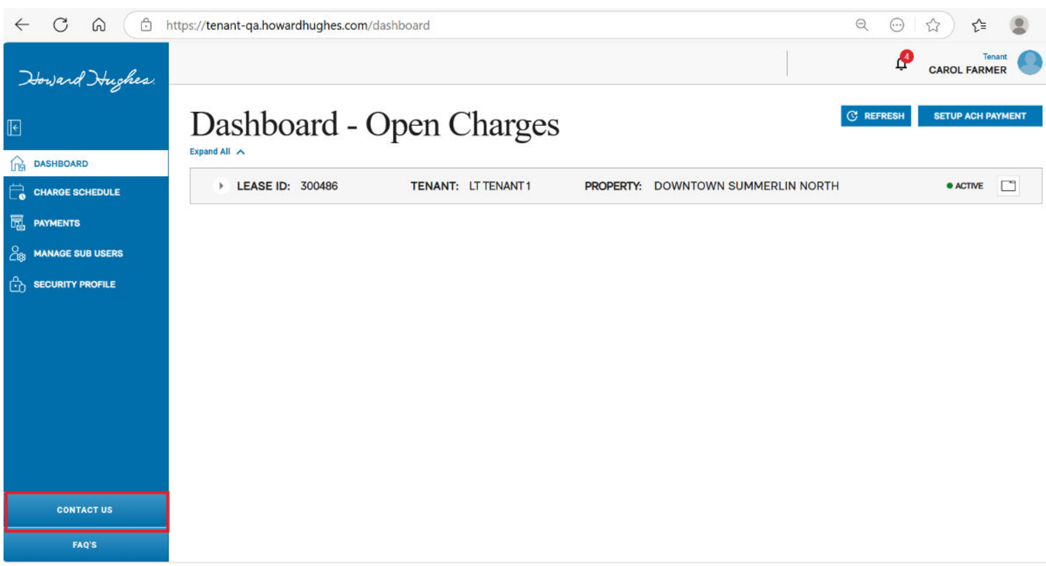
2) A popup opens on the right side with the lease details and property address along with the unit number.



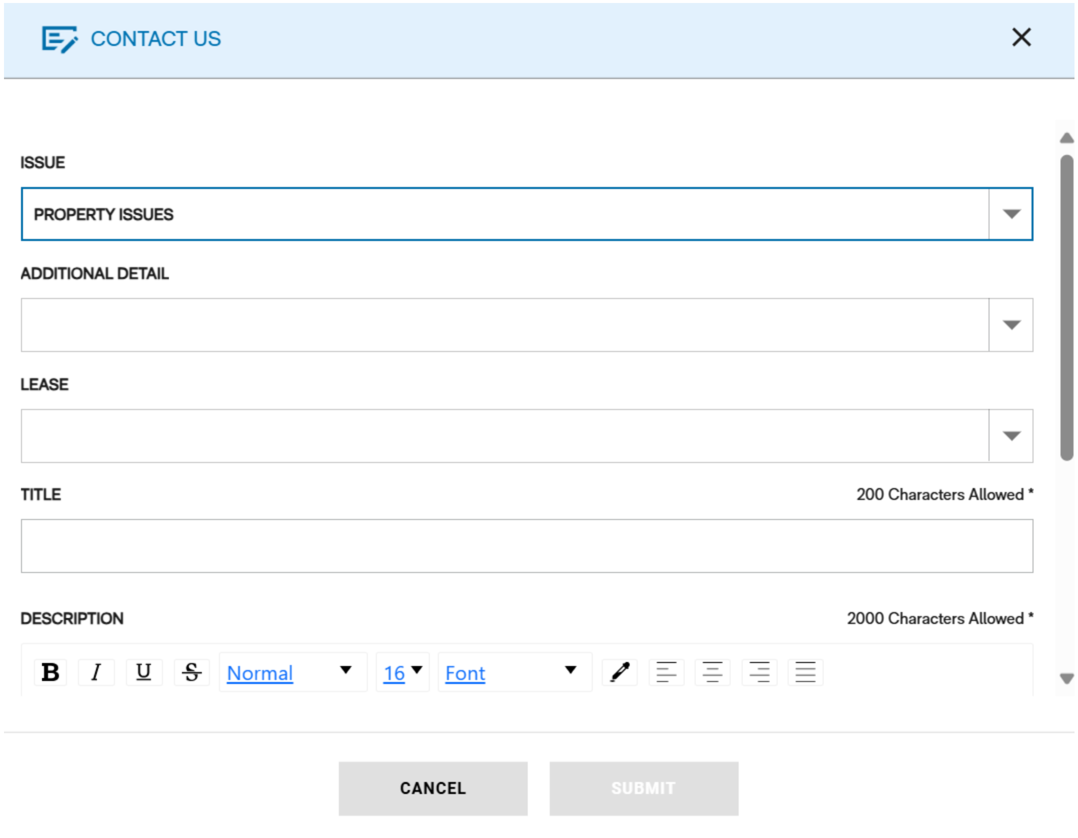
Contact Us

If the Tenant needs to contact the Landlord, they can do so via the Contact Us button.

1) Click on the Contact Us button on the bottom left side of the screen.



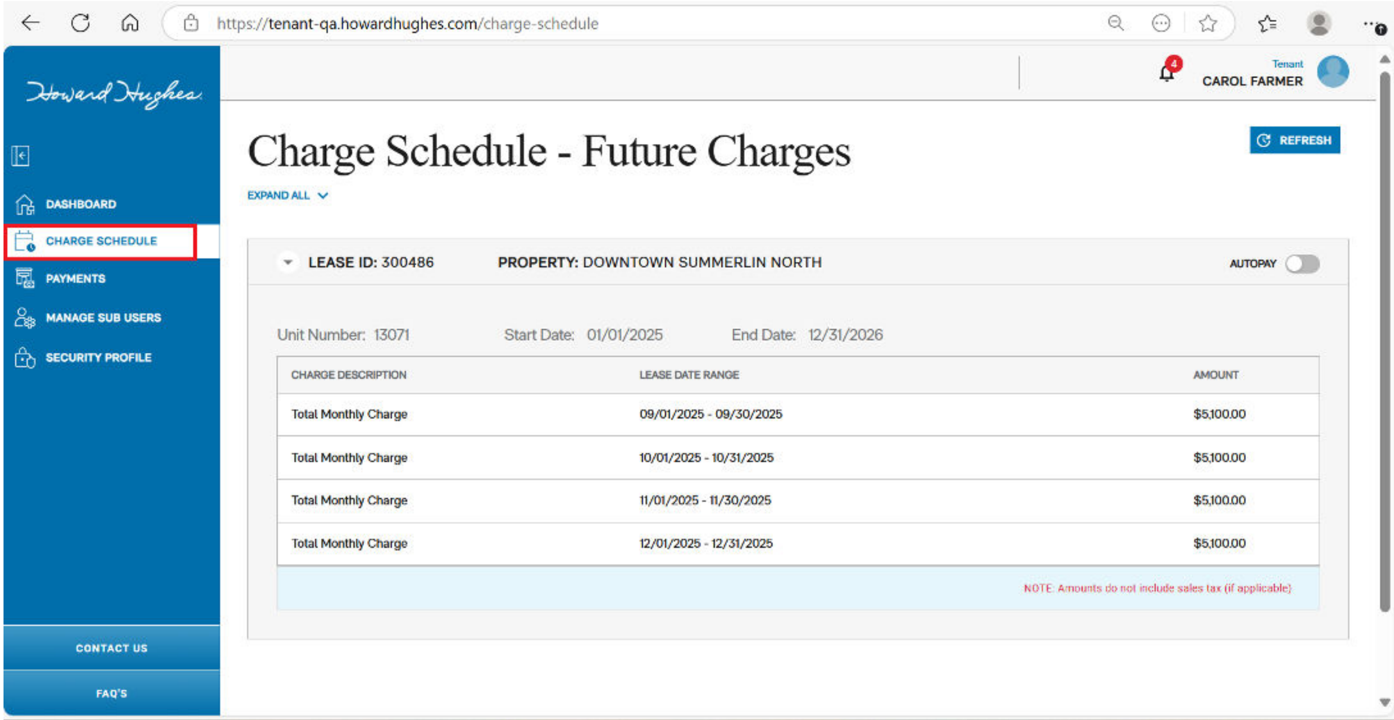
2) A form opens where you select the Issue, Additional Detail, Lease, Title and Description. For App Issues, the Lease Detail dropdown will not be available. Populate the information below and click the Submit button.



After clicking on "SUBMIT", system will send an e-mail to Tenantportalsupport@howardhughes.com.

Charge Schedule

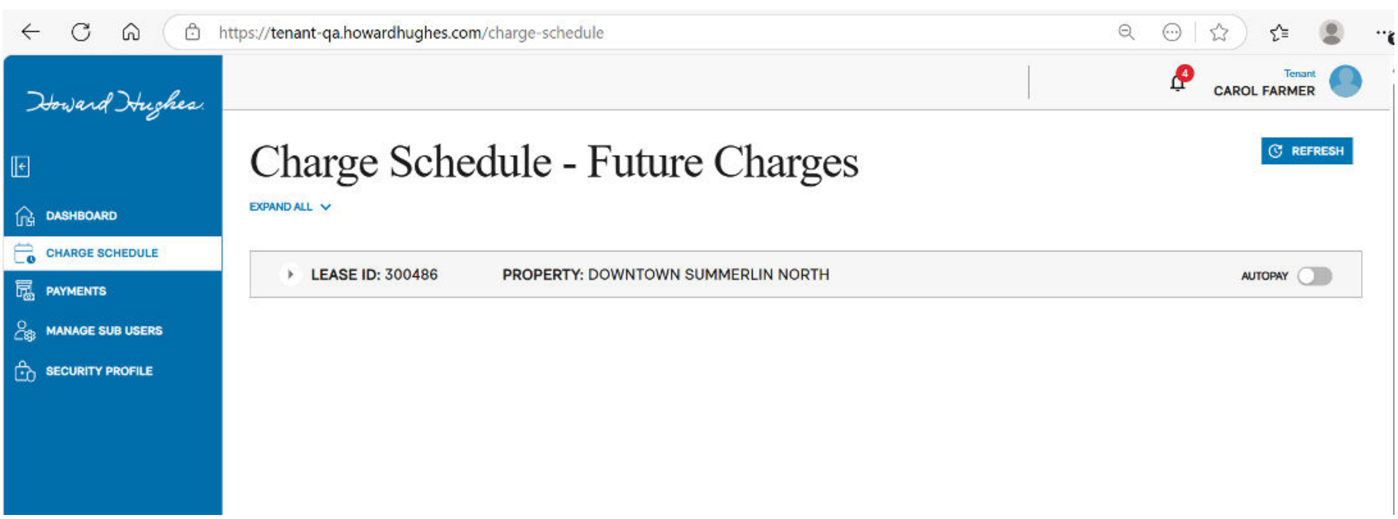
Tenant should click on the "CHARGE SCHEDULE" tab to access the recurring billing. The Charge Schedule provides the upcoming charges for the current year for the lease at a unit level as mentioned below. If accessing the portal at the end of the year, the charges for the next year will be visible.



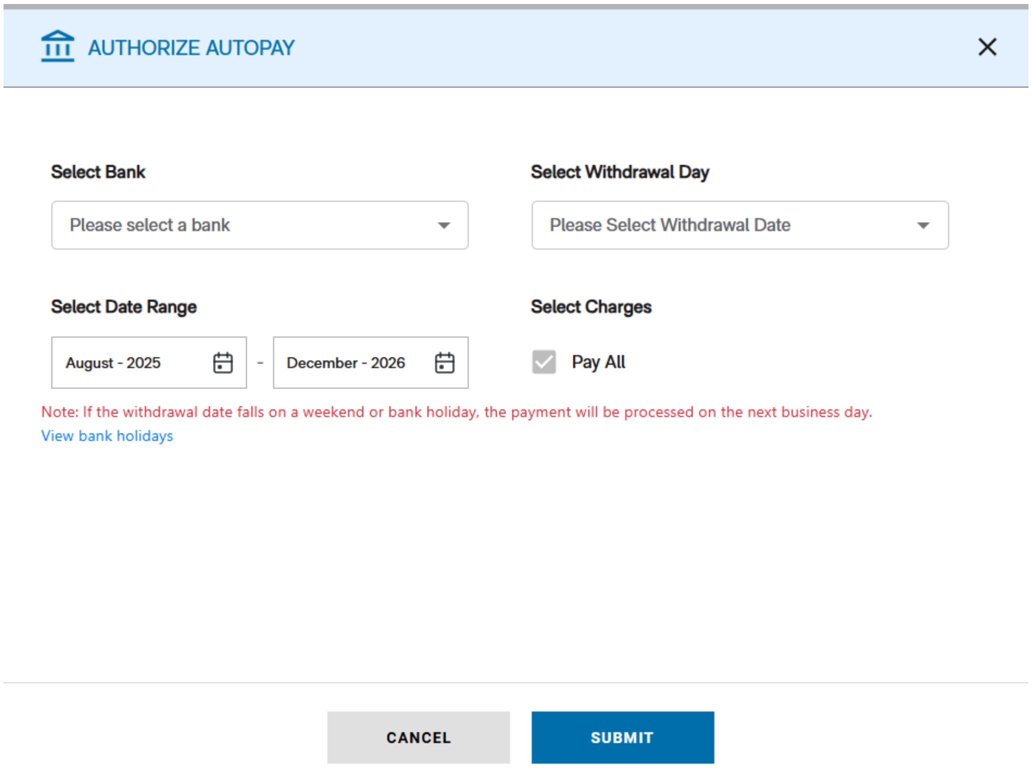
Enable Autopay

Tenants can setup autopay and schedule the payments to be made automatically on each month for the selected time period.

1) Click on the “AUTO PAY” toggle switch to enable/setup auto pay.

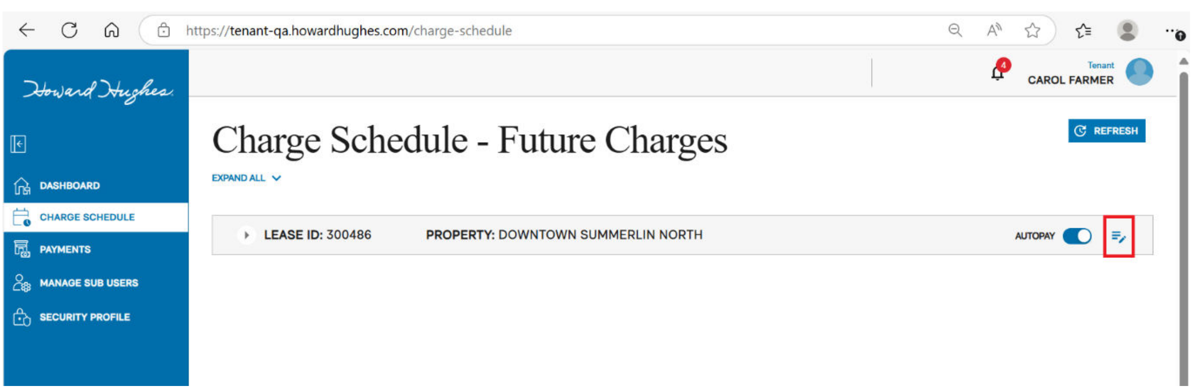


2) The window below opens to populate the requested details (select the day of each month for the withdrawal date, bank account, and on which period the auto pay should pick up and make payments)

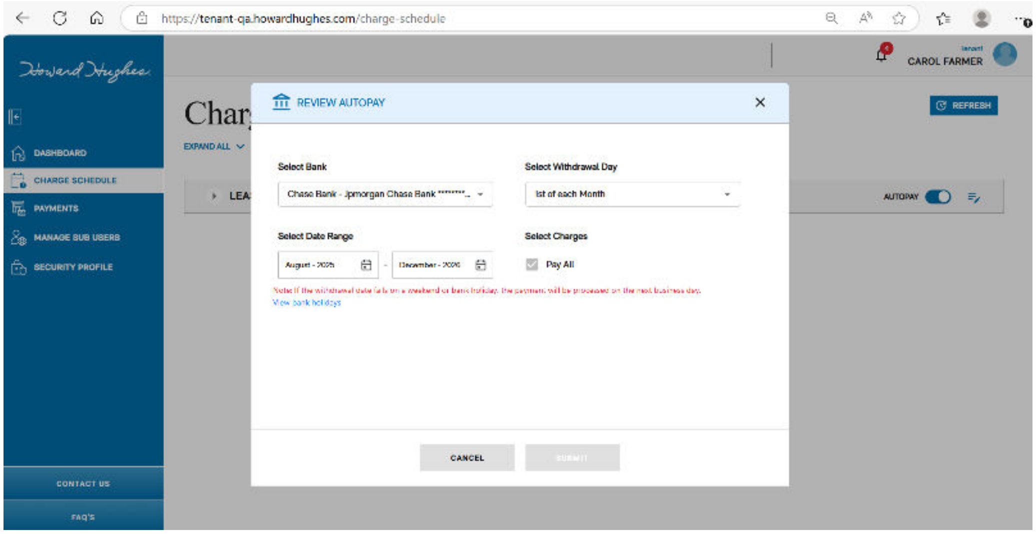


3) Click on the "SUBMIT" button and complete the auto pay setup.

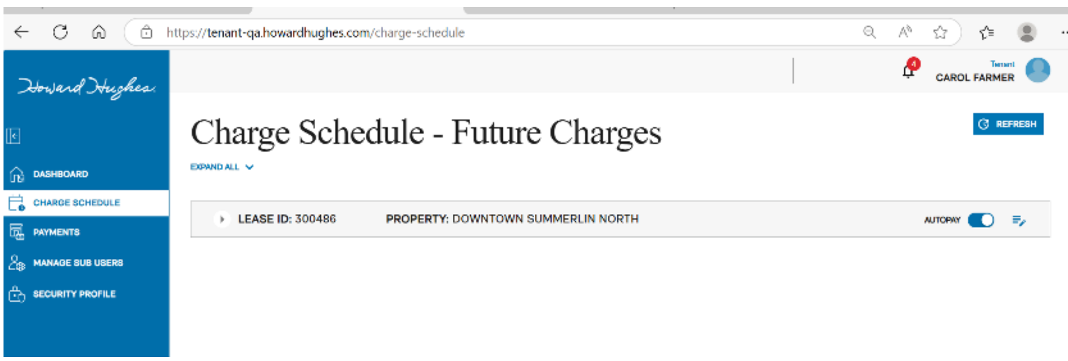
4) The AUTOPAY set-up can be viewed by clicking the icon to the right of the AUTOPAY radio button.



5) After clicking the icon, you can view, and make changes to the AUTOPAY configuration by making updates as necessary.

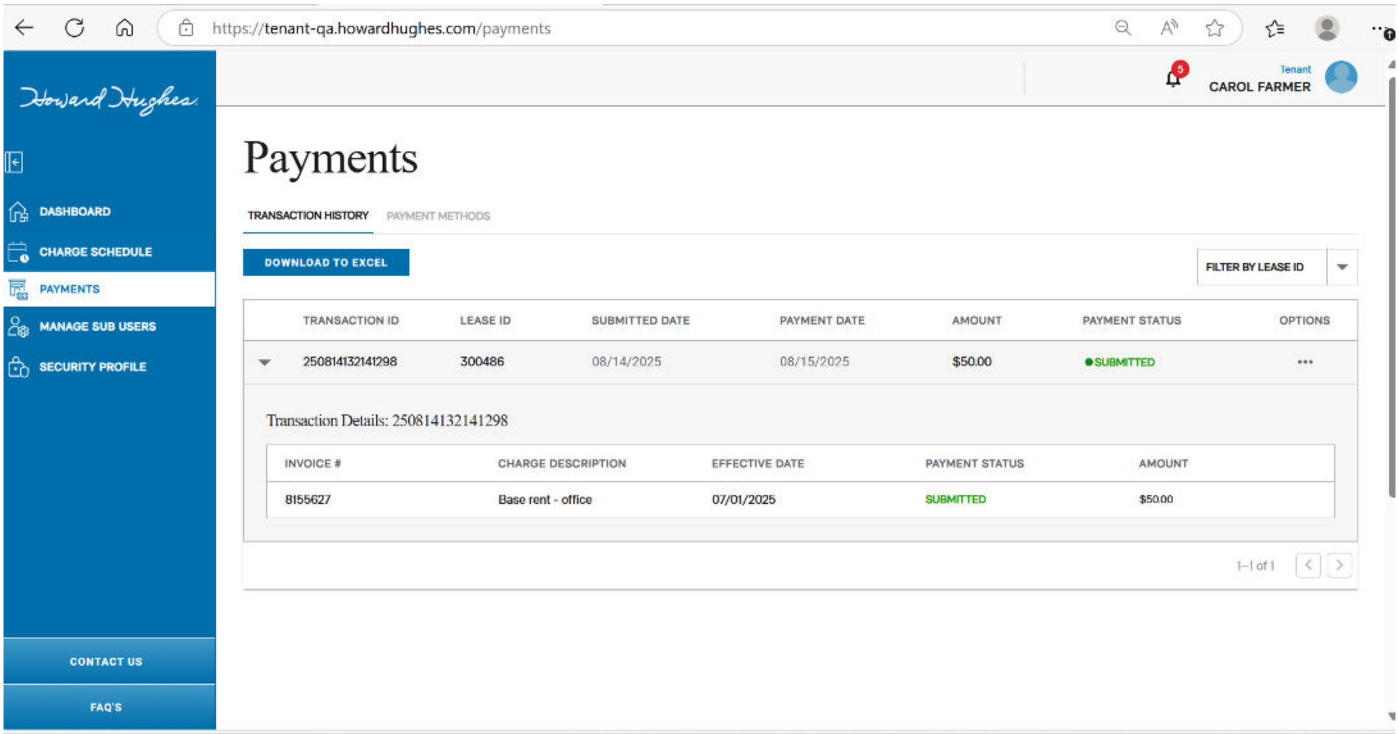


6) Click on the same “AUTO PAY” toggle button to disable (turn off) the auto pay.



View Payment History

To view all the payments submitted, click on the payments tab and select the transaction history section to see all the payments that were made.

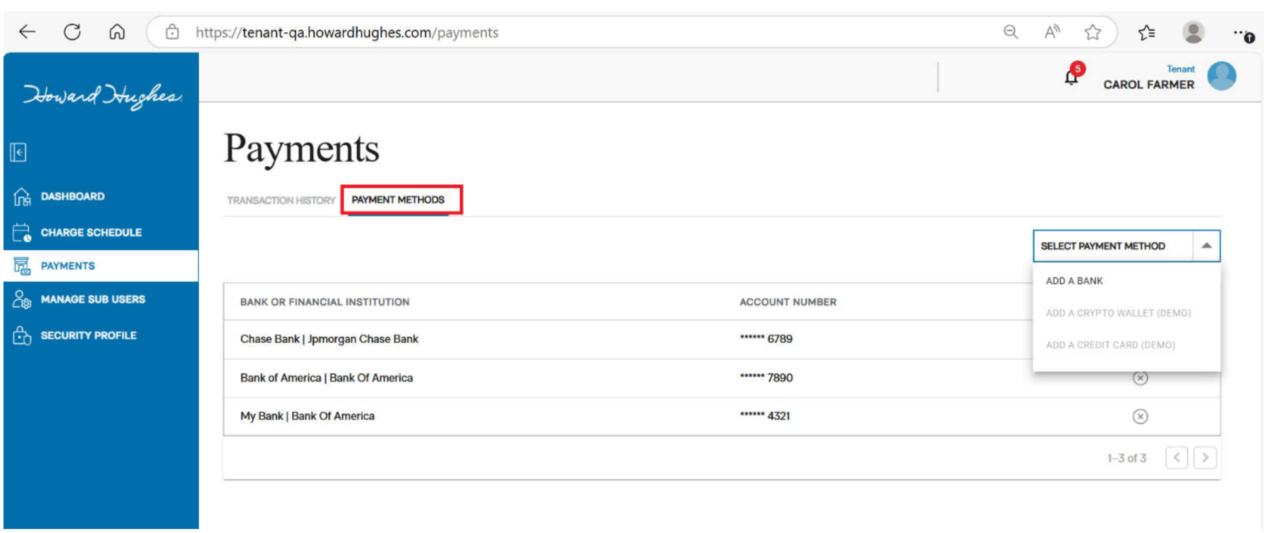


Add Bank Account

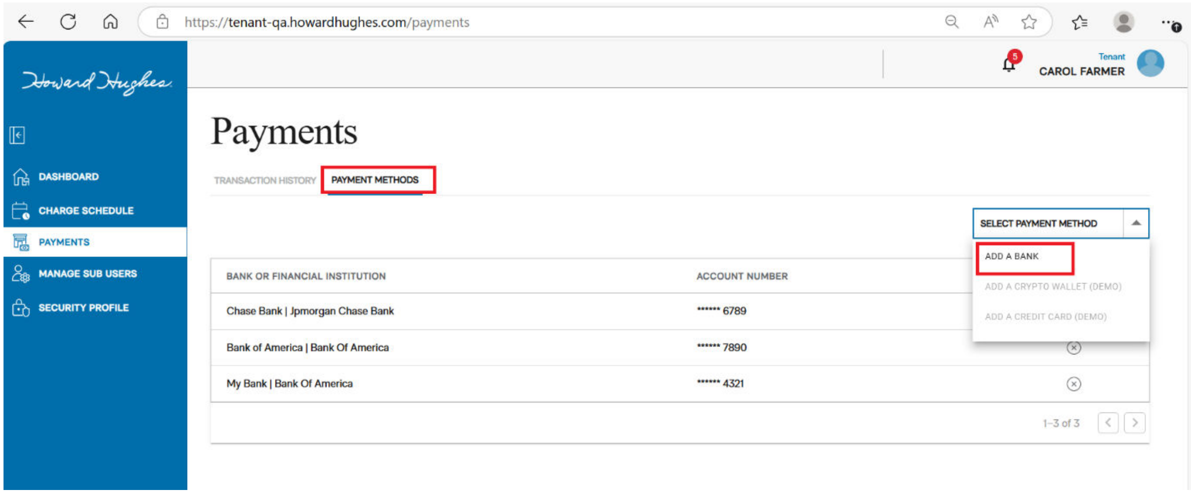
Adding Bank Account from Payments Tab

To add Bank Account,

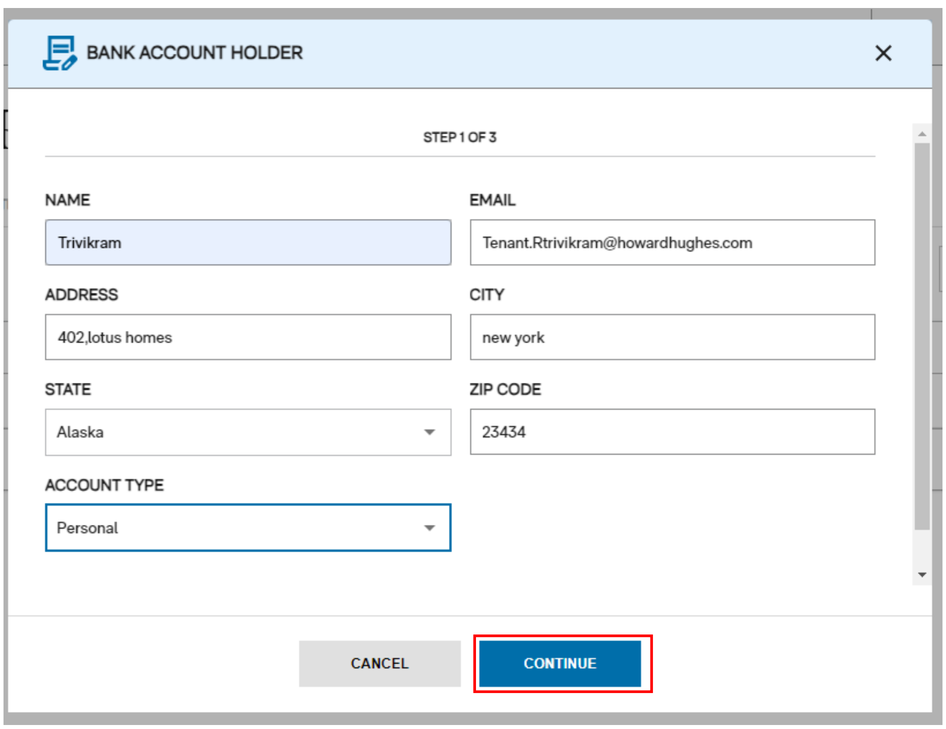
1) Click on “PAYMENTS” section and navigate to “PAYMENT METHODS” tab,



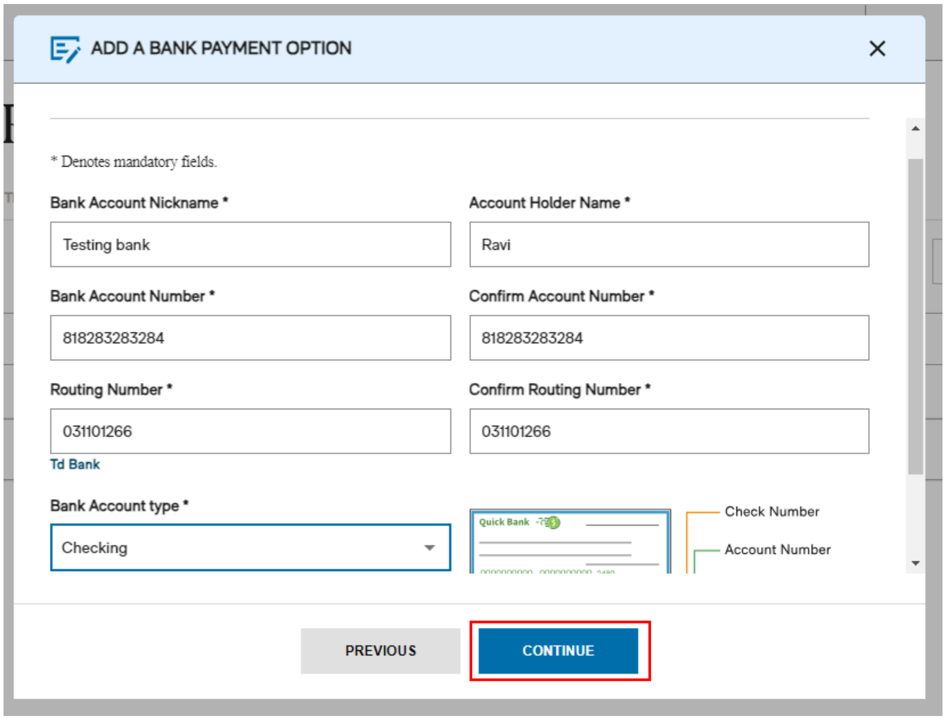
2) After navigating to the "PAYMENT METHOD" section, click on the "SELECT PAYMENT METHOD" dropdown and choose "Add Bank" option,



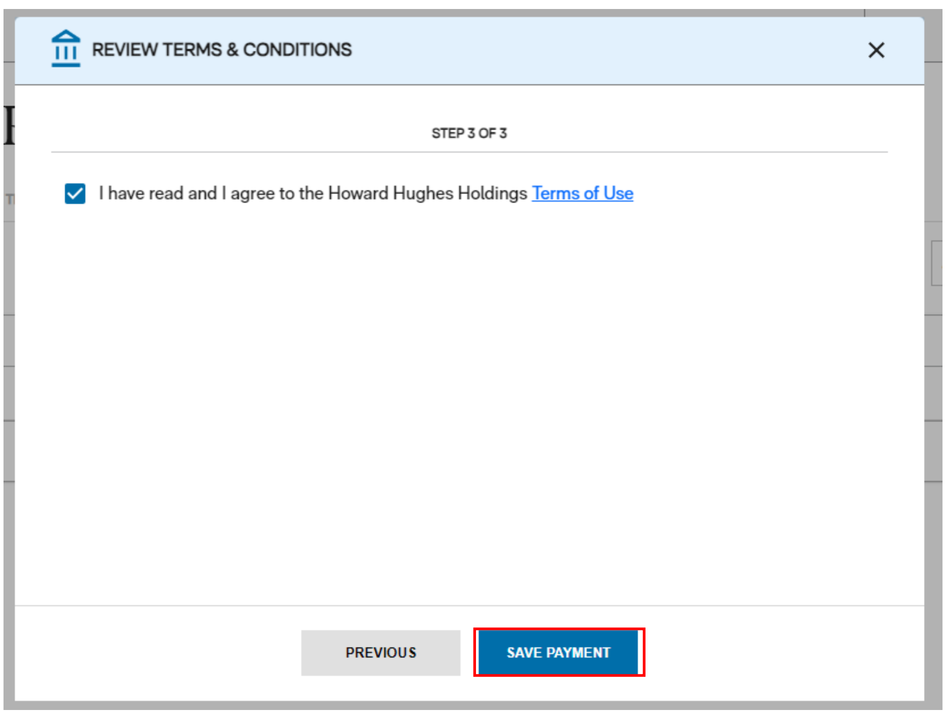
3) After clicking on "Add Bank", a popup appears asking for the personal details. Provide the necessary details and click "CONTINUE" button,



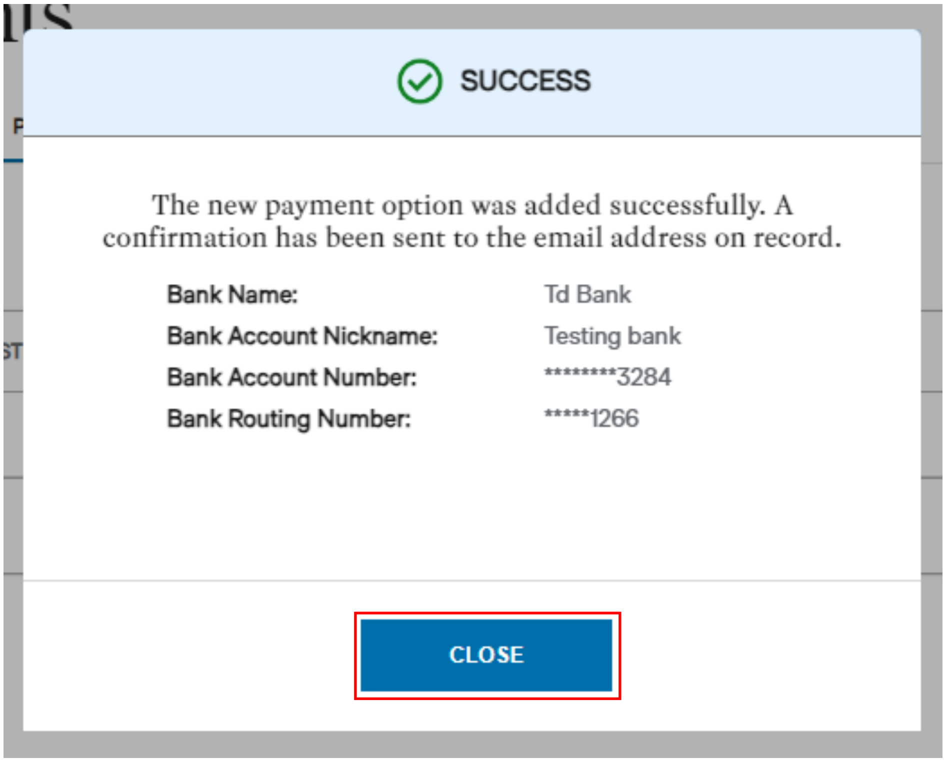
4) Populate the bank details required to add an account and click on “CONTINUE” button,



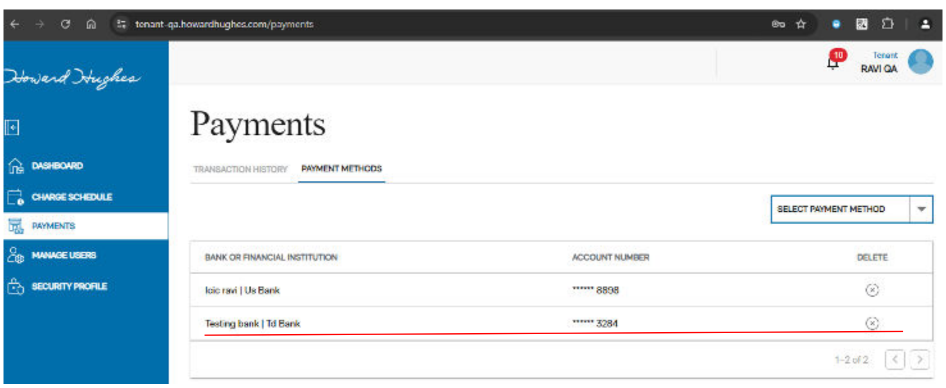
5) Review and agree to the terms and conditions, click on “SAVE PAYMENT”, to complete adding Bank Account



6) After clicking on “SAVE PAYMENT”, a popup shows up displaying the Bank details added. Click on “CLOSE” button to close the popup



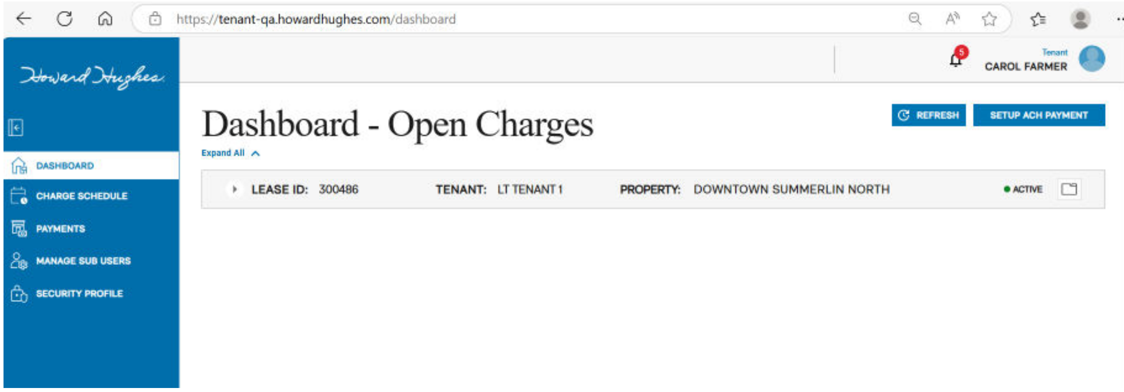
7) Added Bank Account is Visible under the “PAYMENT METHODS” tab like below,



Adding Bank Account from Dashboard

User can add the Bank Account from the “DASHBOARD” section itself.

1) Click on the “SETUP ACH PAYMENT” button from the Dashboard section

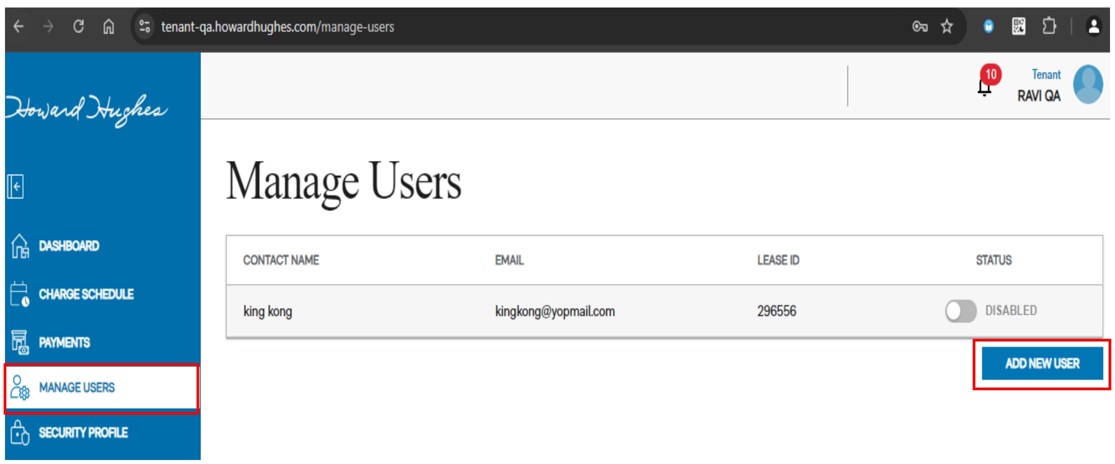


2) Complete the bank additions by repeating the steps mentioned in the above flow (Adding Bank Account from Payments Tab).

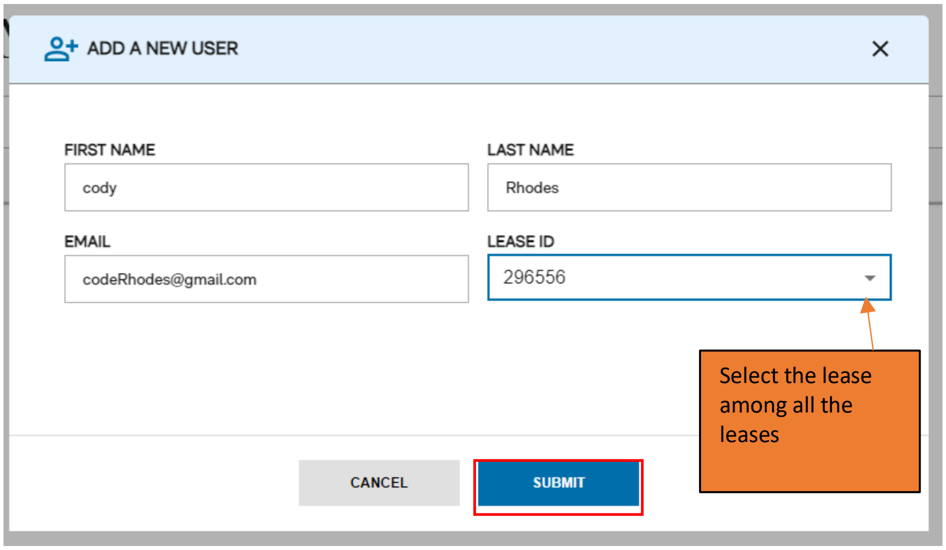
Create Sub User

Tenant can create a Sub User in the application and assign a lease to them for managing the payments.

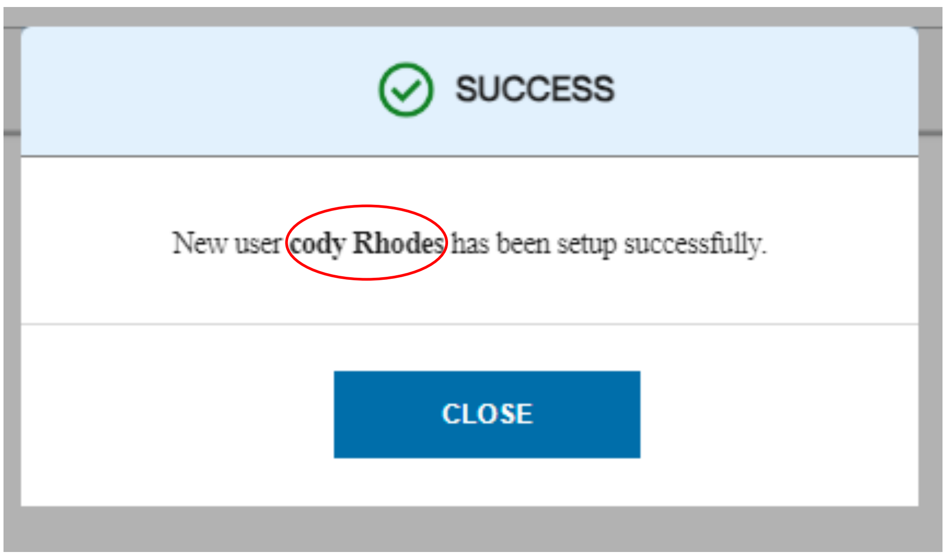
1) Navigate to the “MANAGE USERS” section and click on “ADD NEW USER” button,



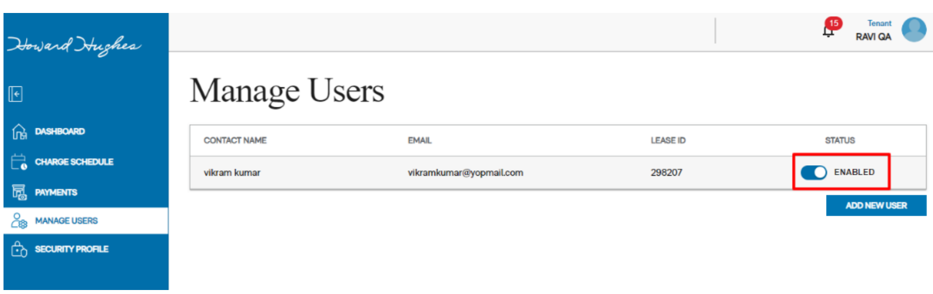
2) After clicking “ADD NEW USER”, a popup shows up asking to fill the details (first name, last name and email) of the user and lease to be assigned to the user. And click on the “SUBMIT” button.



3) After completing above, a popup opens displaying the name of the Sub user and showing successful notification on user addition



4) Added Sub User can be seen and managed (enabled/disabled) under the same section. The tenant should be able to disable/enable the sub user by toggling the “STATUS” button.

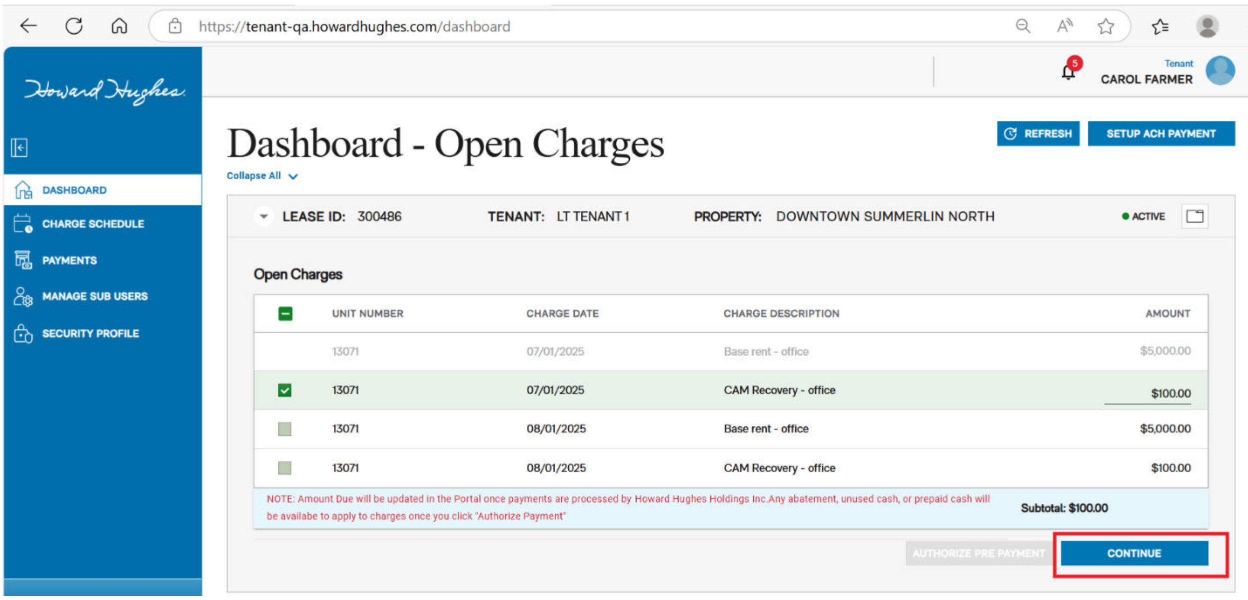


NOTE: A tenant may have multiple sub users, but can only enable five of them at a time.

Authorize/Make Payment

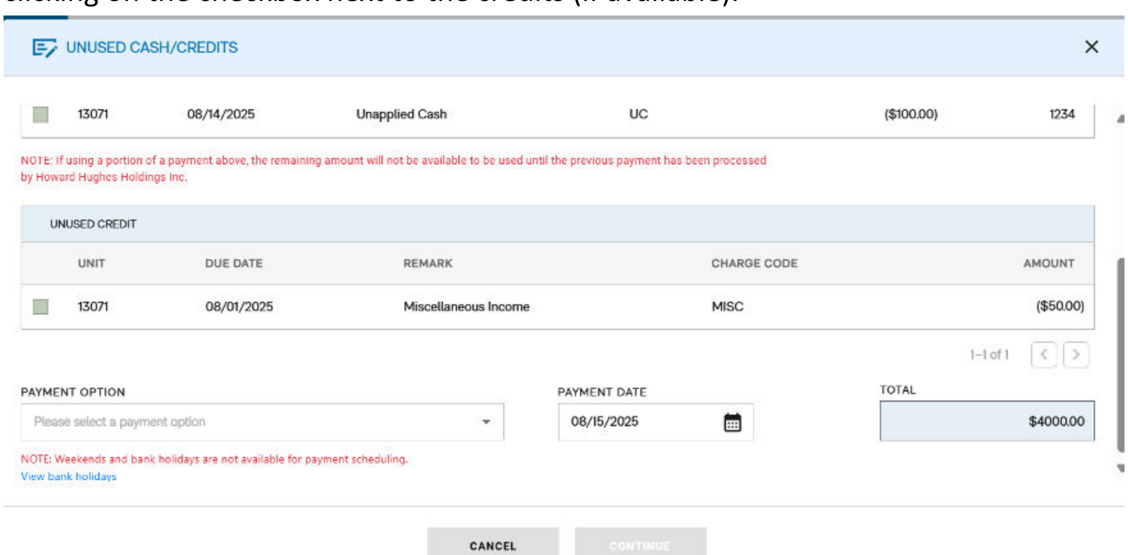
Authorizing (or making) a payment is one of the key features in Tenant Portal application. In order to make a payment follow steps below.

1) Go to the “DASHBOARD” and click on the specific lease to view the list of open charges available. Choose the charge(s) by selecting the applicable rows, and click the “CONTINUE” button to initiate the payment flow.



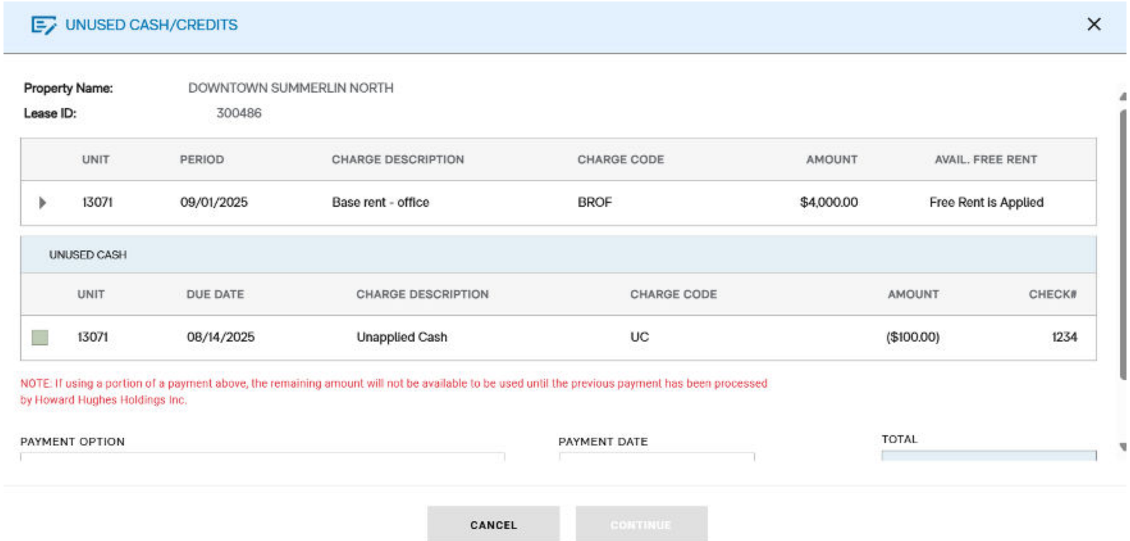
2) System shows a popup with the details of selected charge(s) along with the below credit options (applicable and displayed based on the charges selected),

   a. **Unused Credits**
   Select the multiple credits available for using to pay full (or partial) charge amount, by clicking on the checkbox next to the credits (if available).

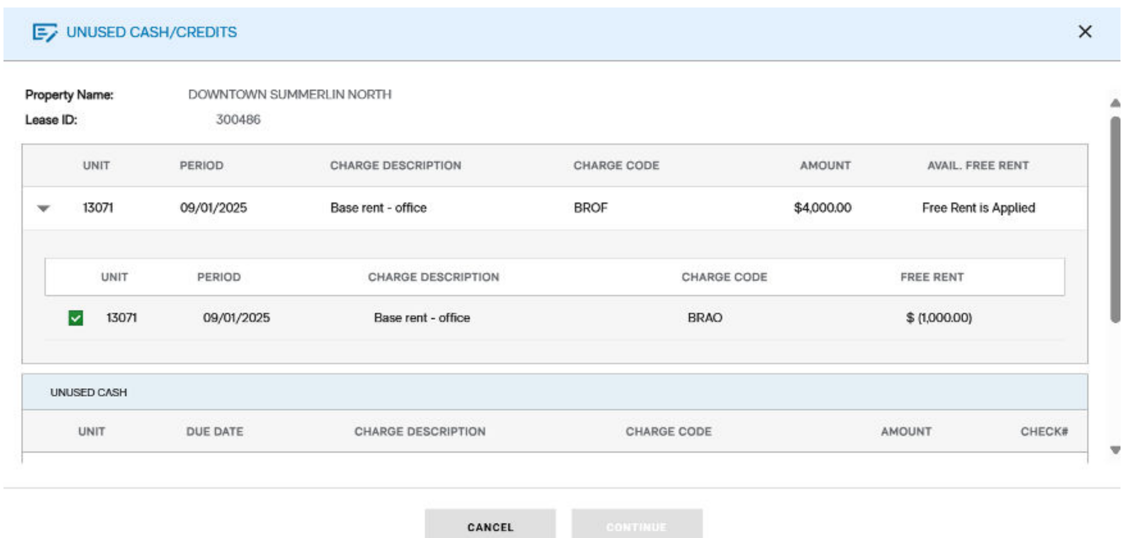


   b. **Free Rent**
   Check “Free Rent” column if it is available. The free rent amounts are automatically

selected.

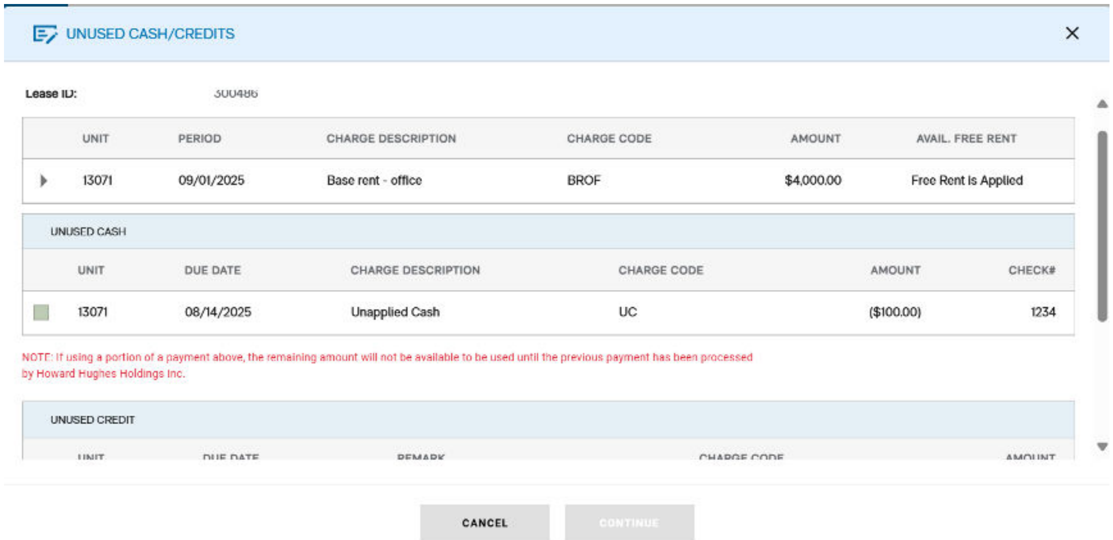


Details below

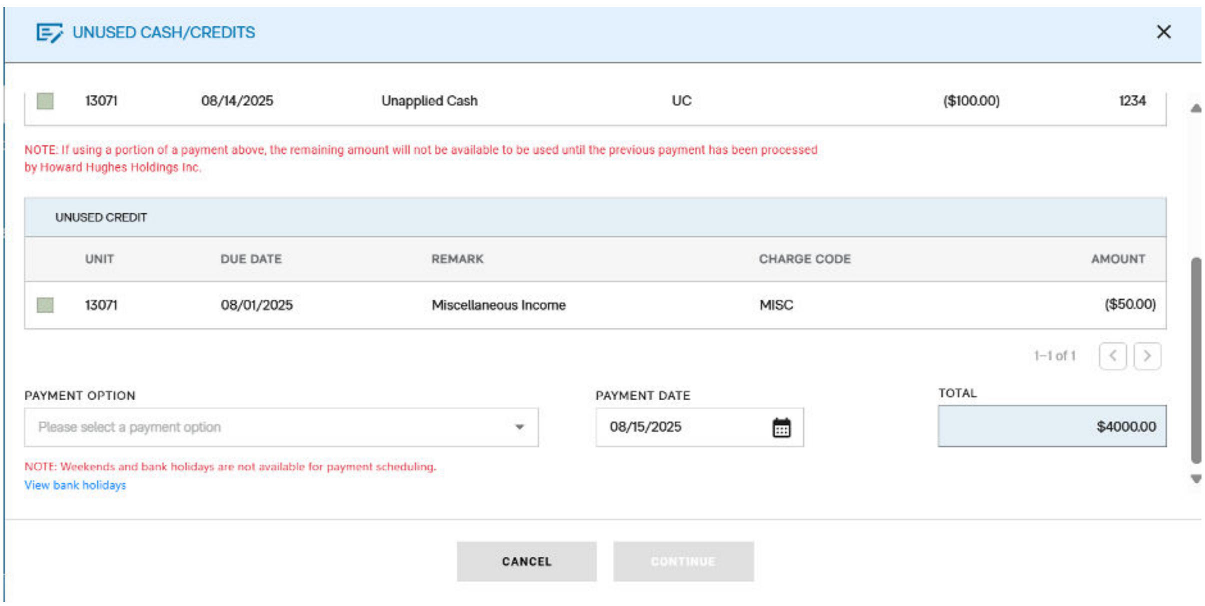


c. **Unused Cash**

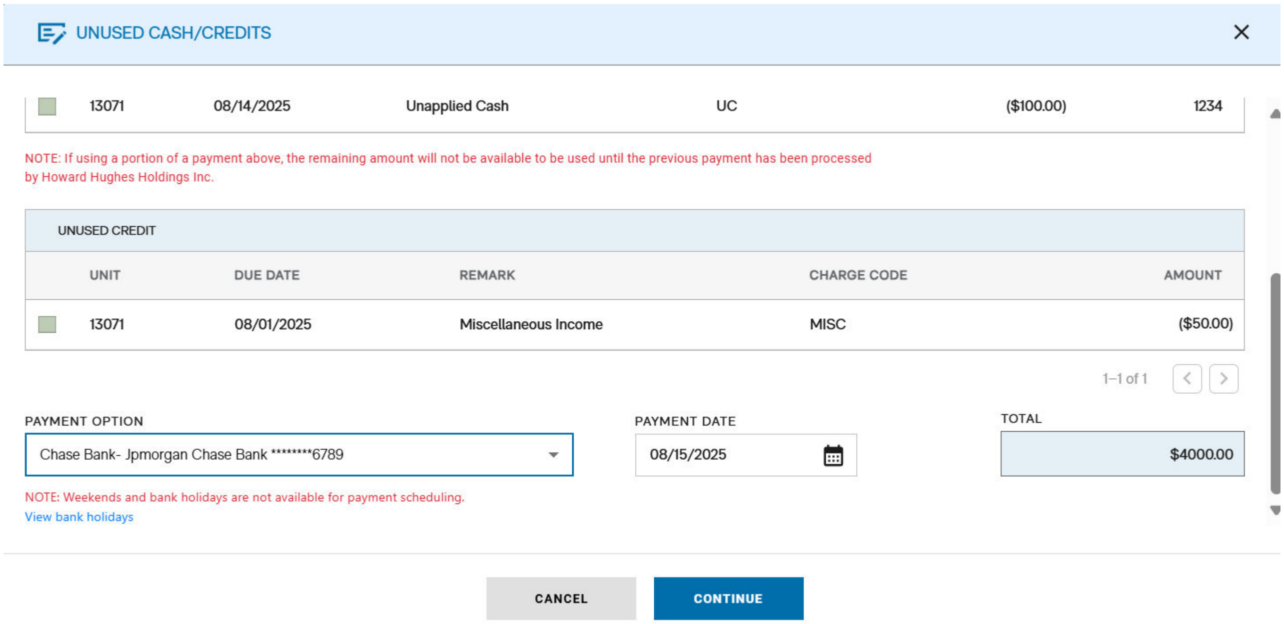
Similar to “Unused Credit”, Tenant can apply the “Unused Cash” amounts if available for the selected charges to pay.



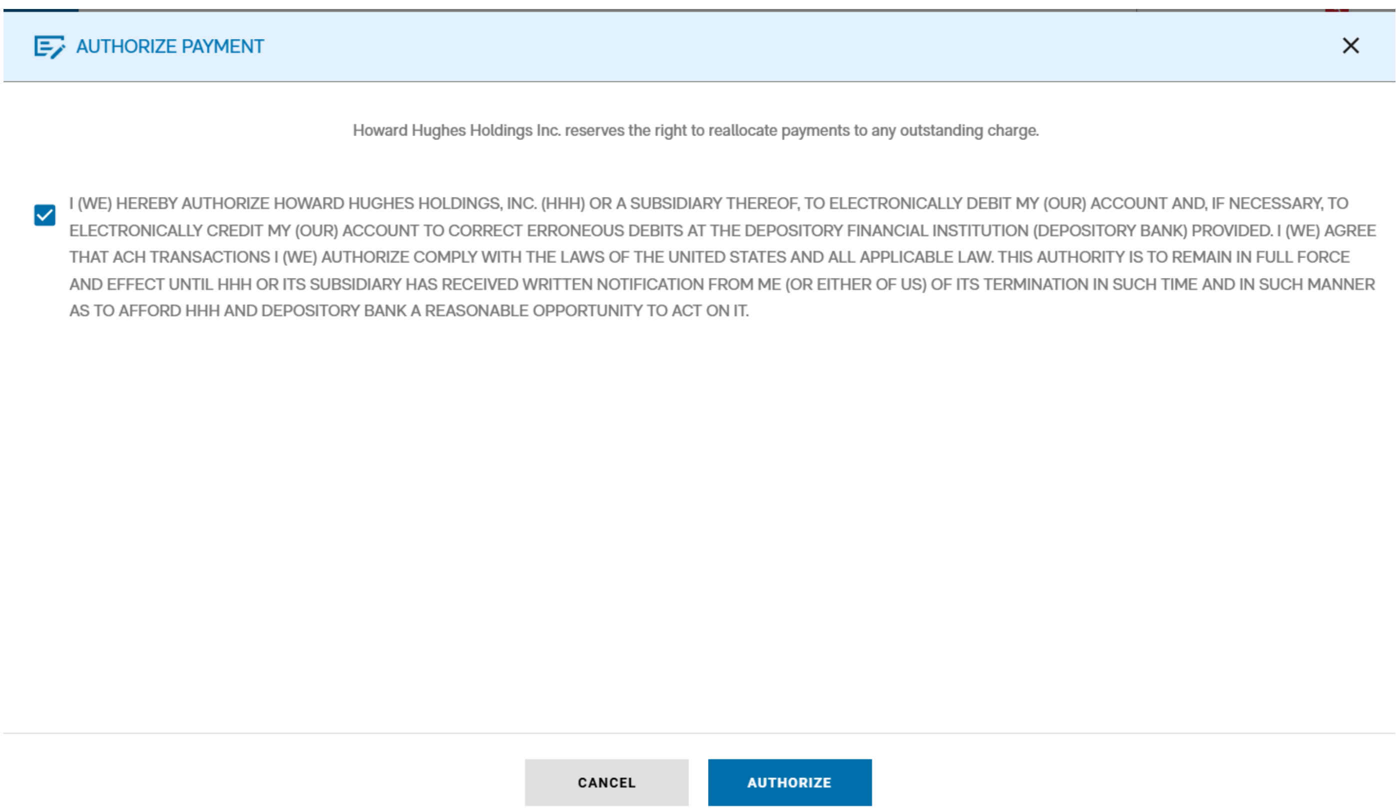
3) Choose the Bank from the “PAYMENT OPTION” dropdown, select the appropriate “PAYMENT DATE”.



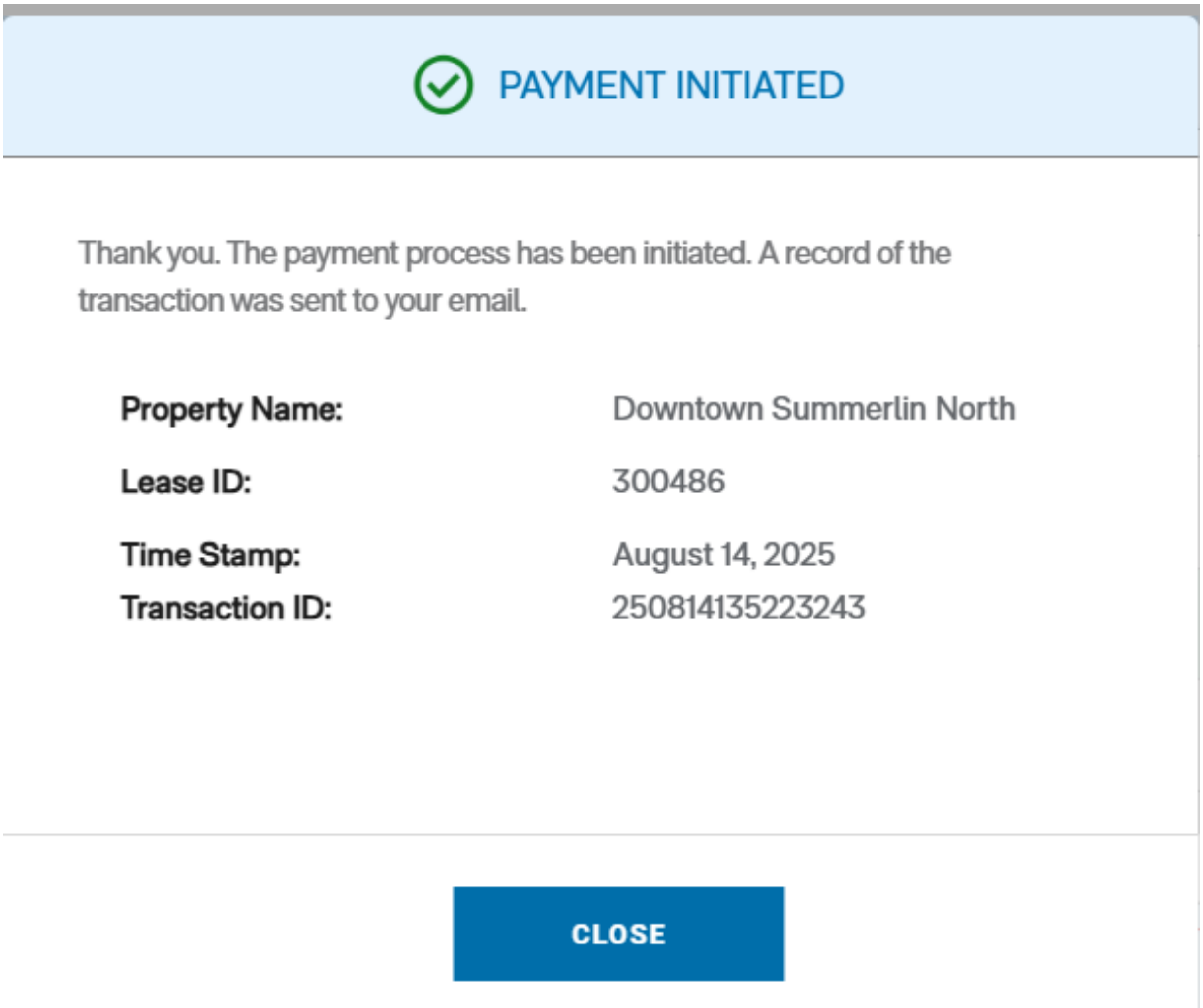
4) Click on the “CONTINUE” Button



5) Click the checkbox on the Authorize Payment box, and click “AUTHORIZE”.



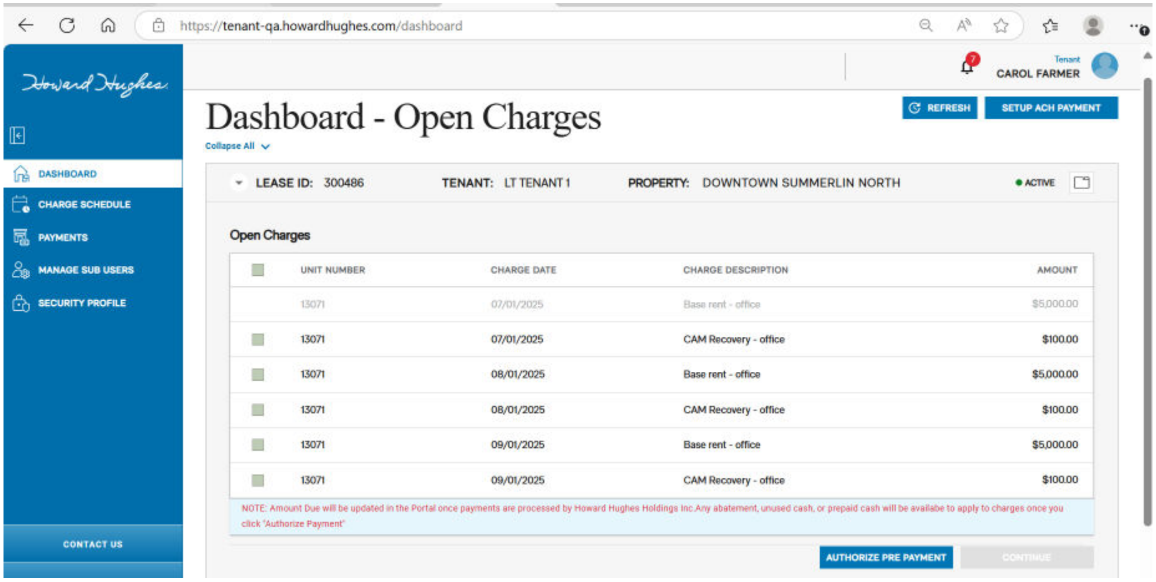
6) Click “CLOSE” on the Payment Initiated Pop-up



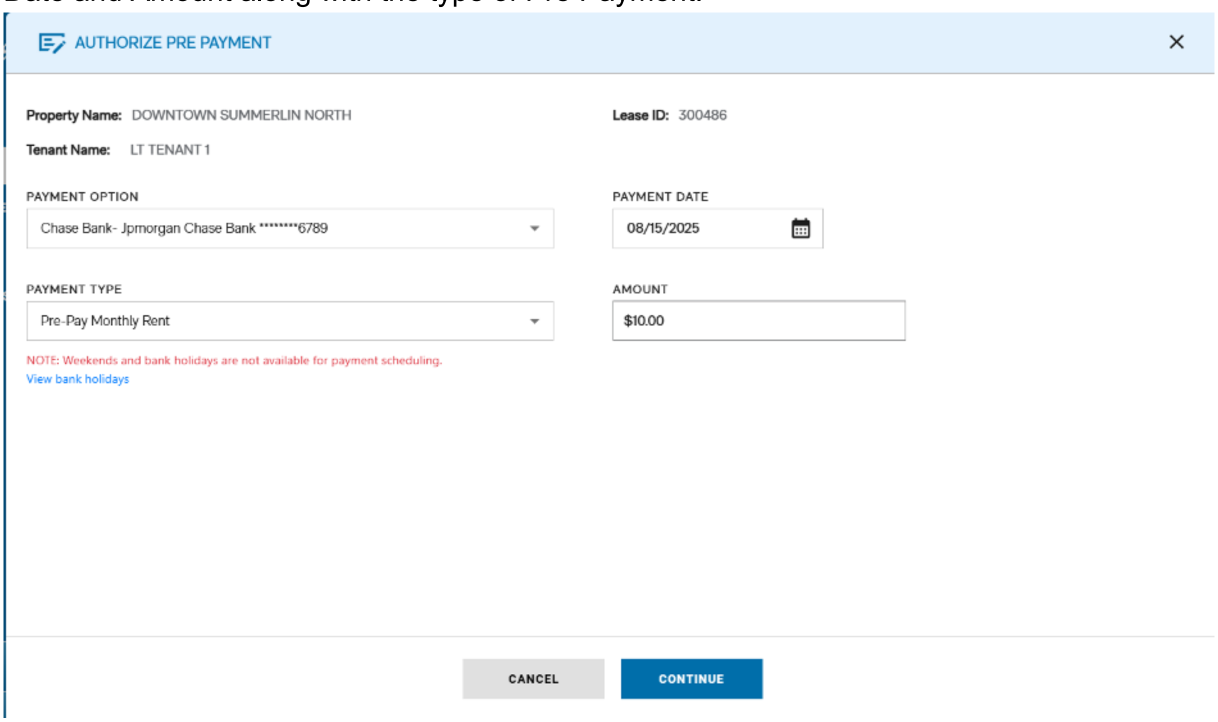
Authorize Pre Payment

User can make a Pre Payment (Advance Payment) as instructed below.

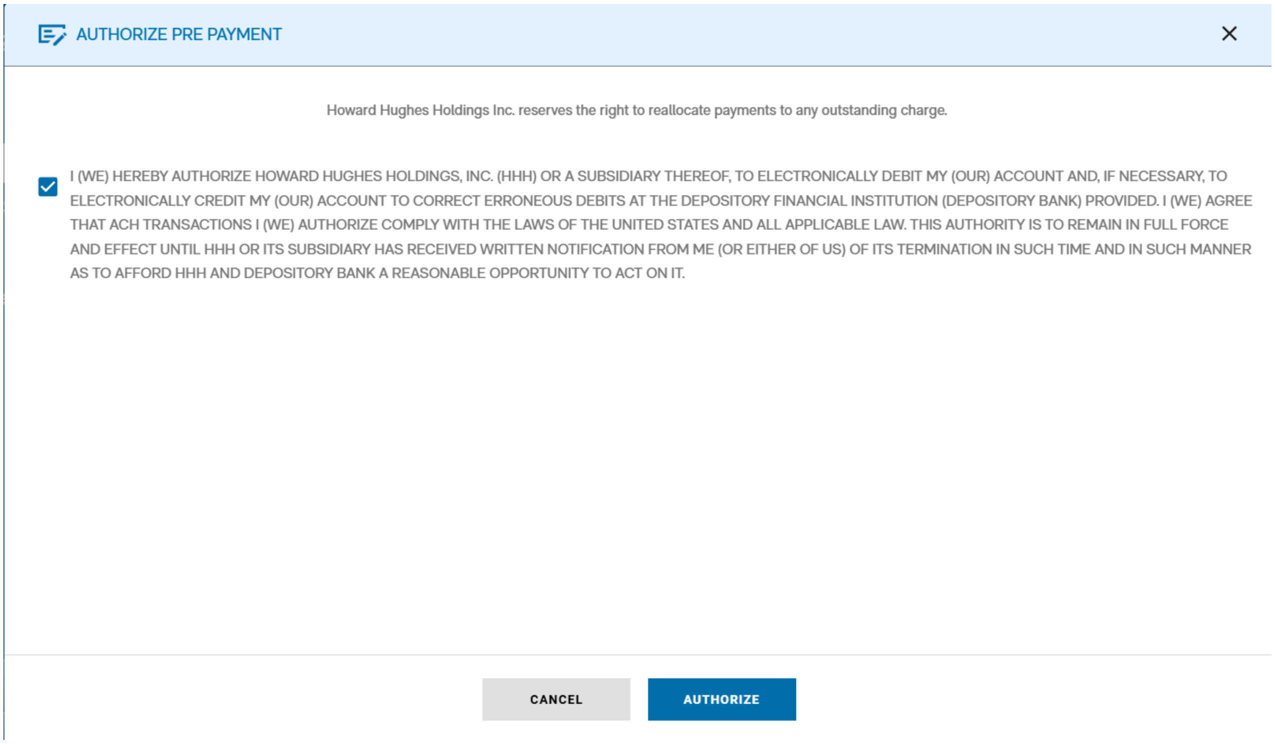
1) From the Dashboard and Lease, click on “AUTHORIZE PRE PAYMENT”. **NOTE: When making prepayments, do not select any charges under Open Charges.**



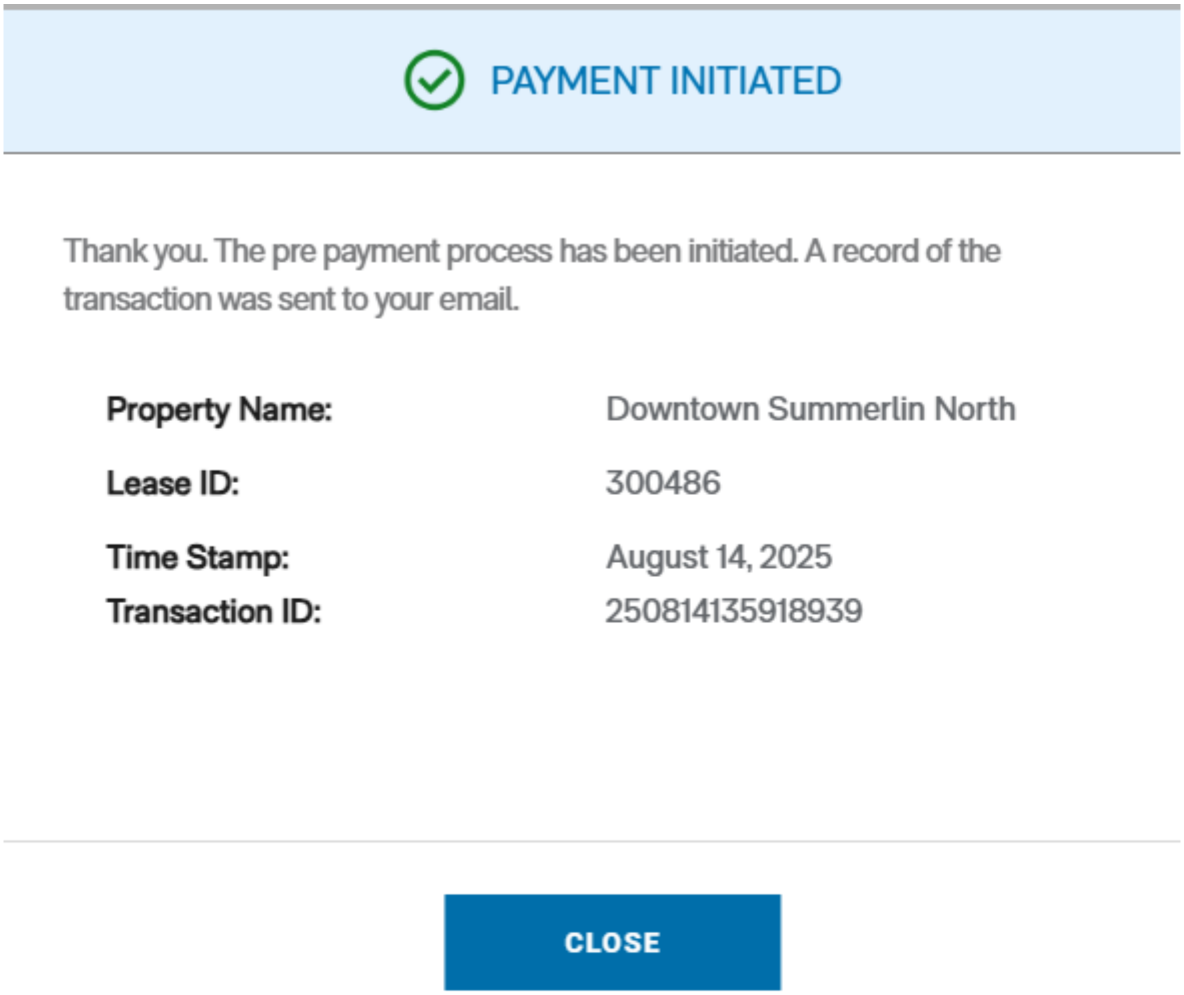
2) The “Authorize Pre Payment” pop-up opens and user should choose the Bank Account, Payment Date and Amount along with the type of Pre Payment.



3) Click the “CONTINUE” button
4) After clicking “CONTINUE”, click the checkbox on the Authorize Pre Payment pop-up, authorizing the electronic debit, and click “AUTHORIZE”.



5) Click “CLOSE” on the Payment Initiated pop-up.

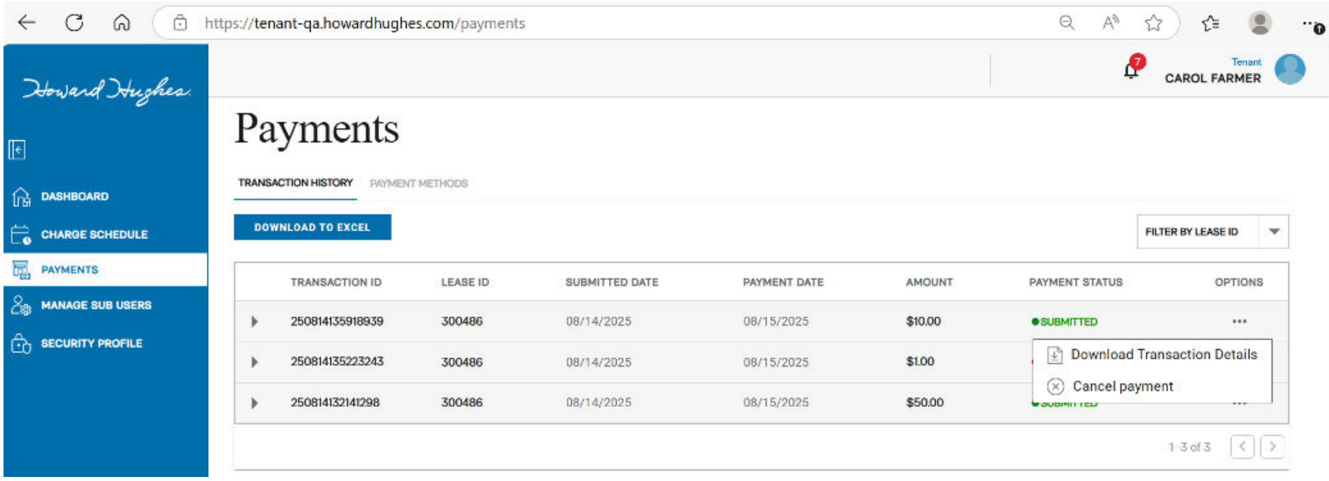


Payment Cancellation

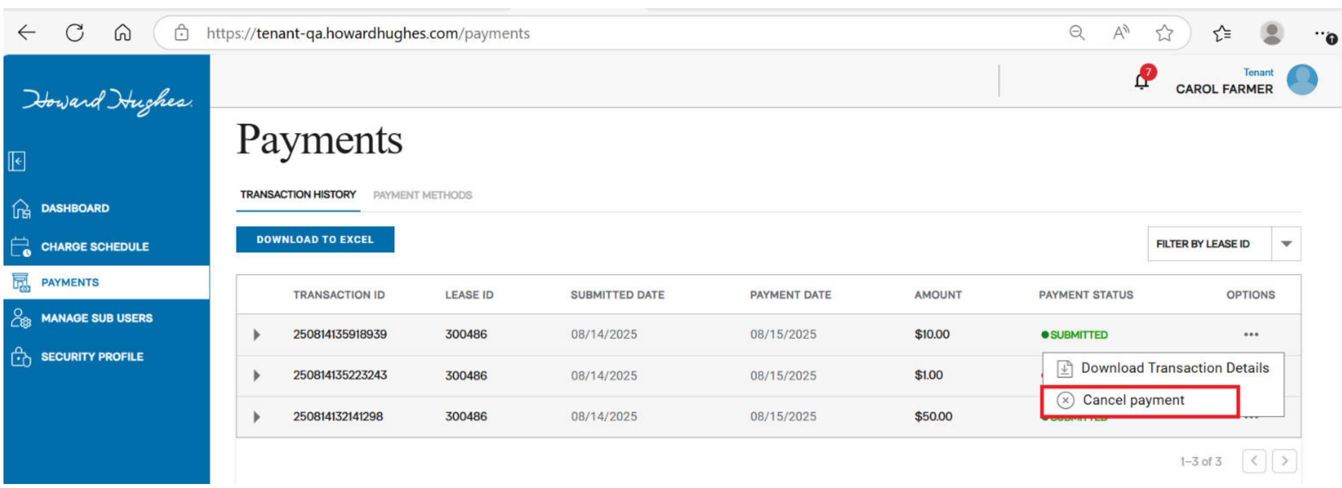
Tenants can cancel payments any time after submission, but before 6 pm CST (Central Time). Only payments made without using existing Unapplied Cash and Unused Credits (as outlined in the Authorize/Make Payment section) can be cancelled. If a payment has been made using unused cash or unused credits, and it needs to be cancelled, then contact your bank to cancel the payment.

1) Click on the Payments tab, and locate the payment to be cancelled. Only payments in Submitted status (without using unused cash or unused credits) can be cancelled, before 6 pm CST. Click the

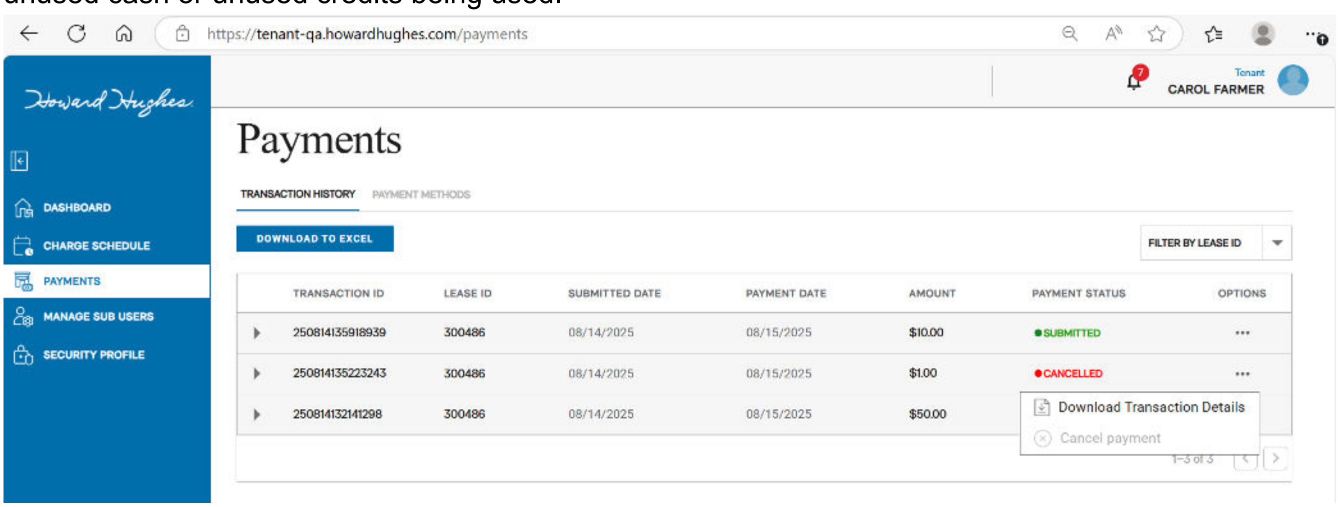
3 dots uner the Options column.



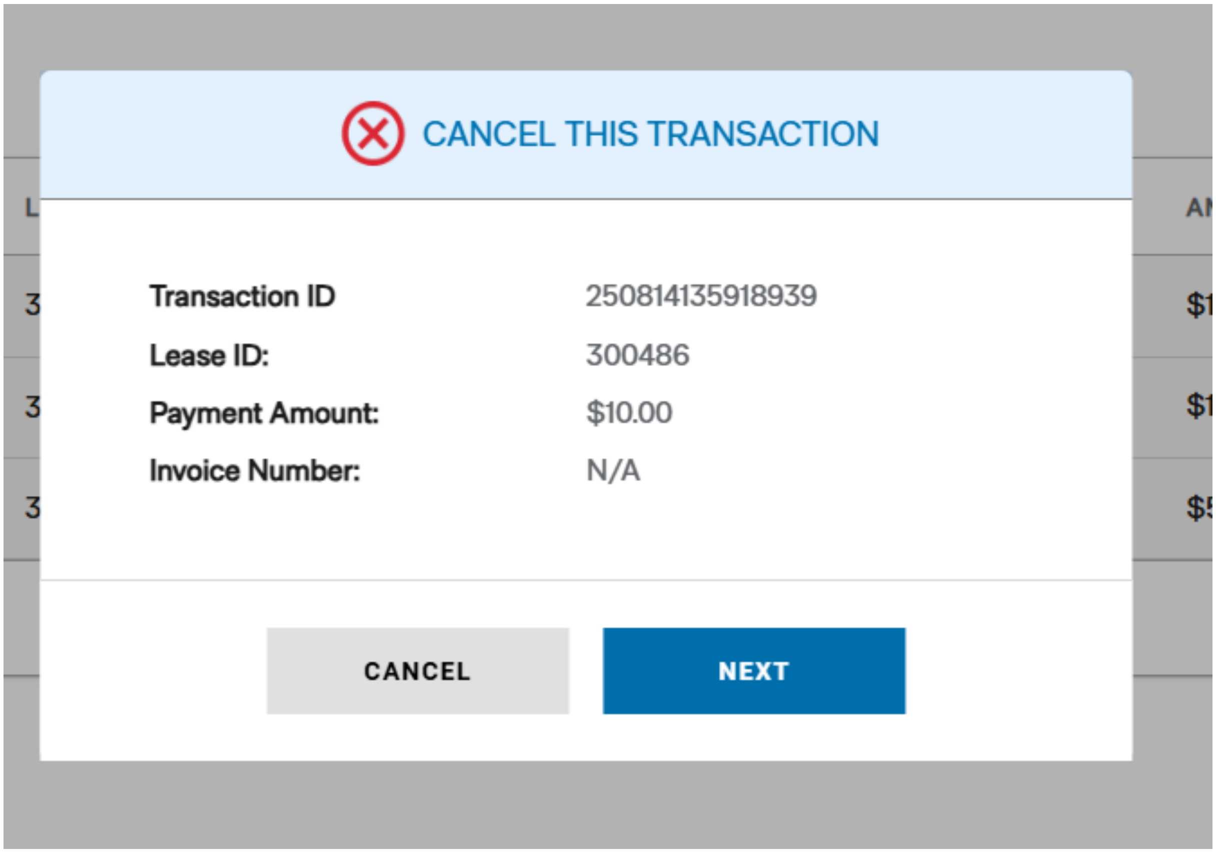
2) Click the Cancel payment button



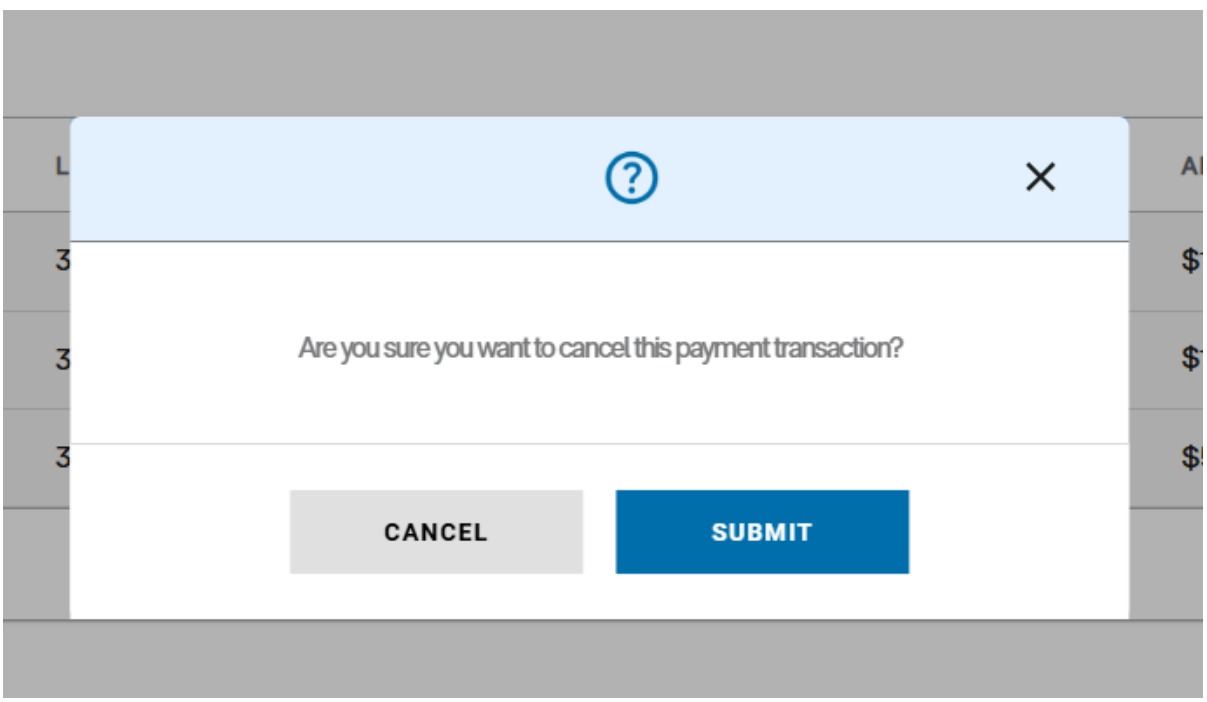
3) The cancel payment button will be greyed out if the Payment status is not Submitted, or if there is unused cash or unused credits being used.



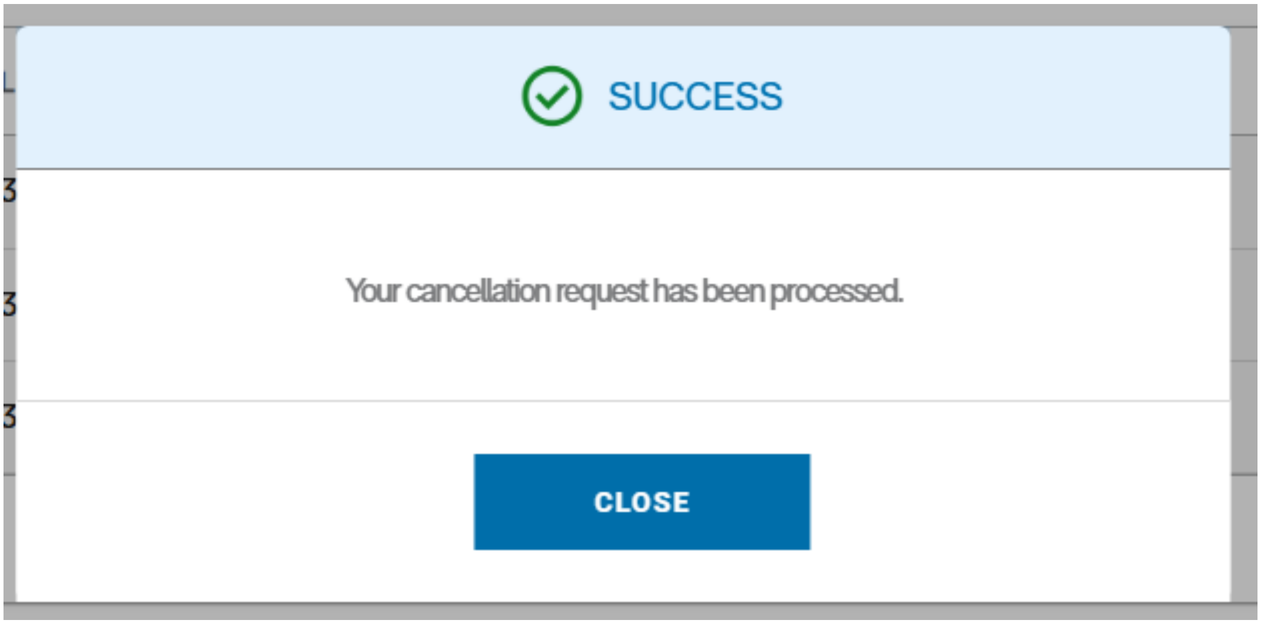
4) After clicking Cancel Payment, on the Cancel This Transaction pop-up, click “NEXT”



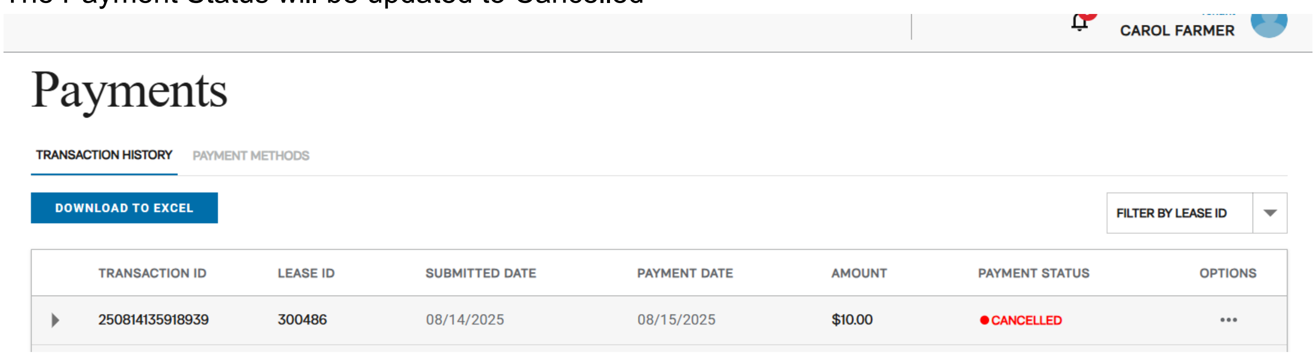
5) Click “SUBMIT”



6) Click “CLOSE” on the Success pop-up screen.



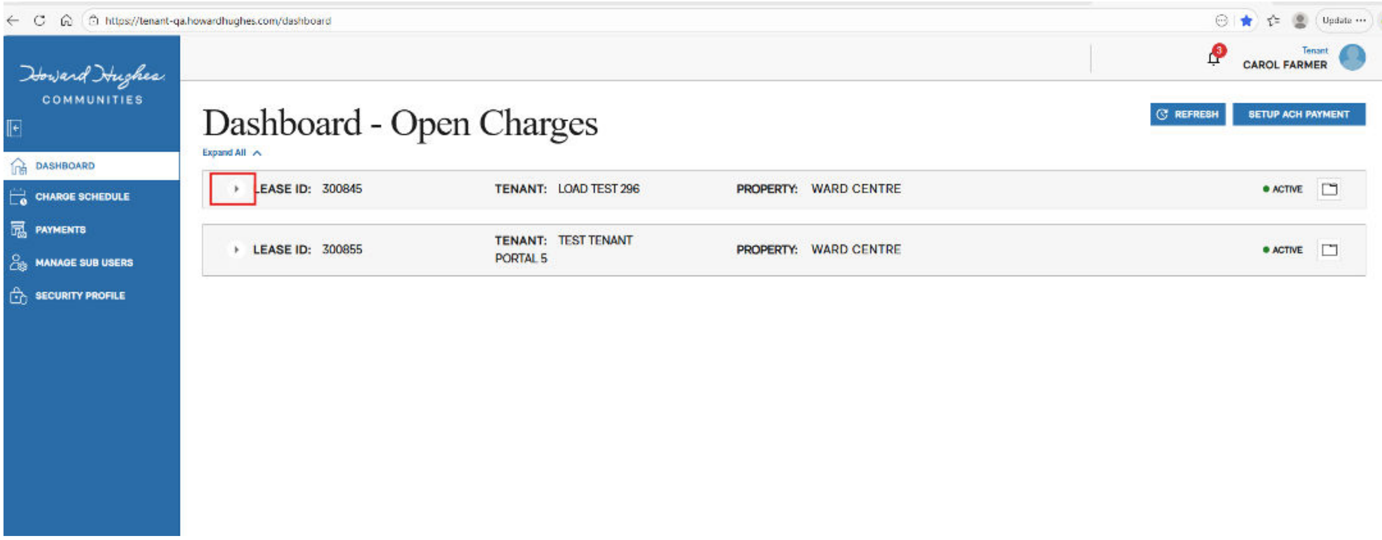
7) The Payment Status will be updated to Cancelled



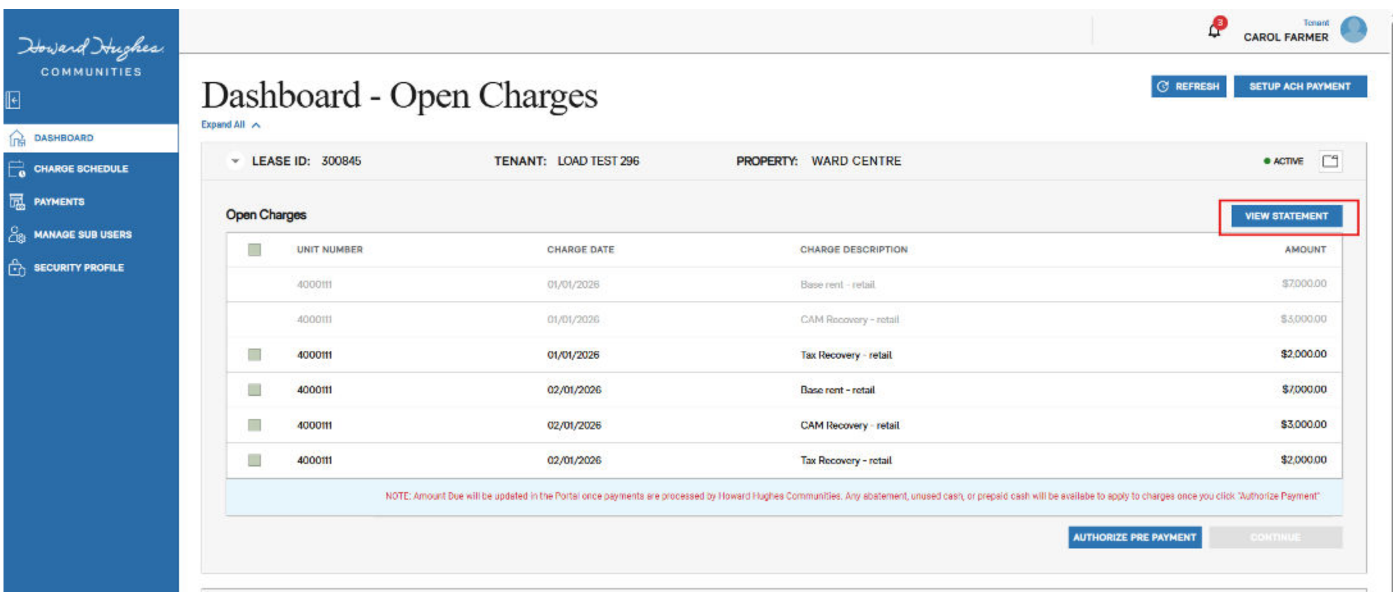
Statements

Tenants can access their monthly statements directly in the Tenat Portal.

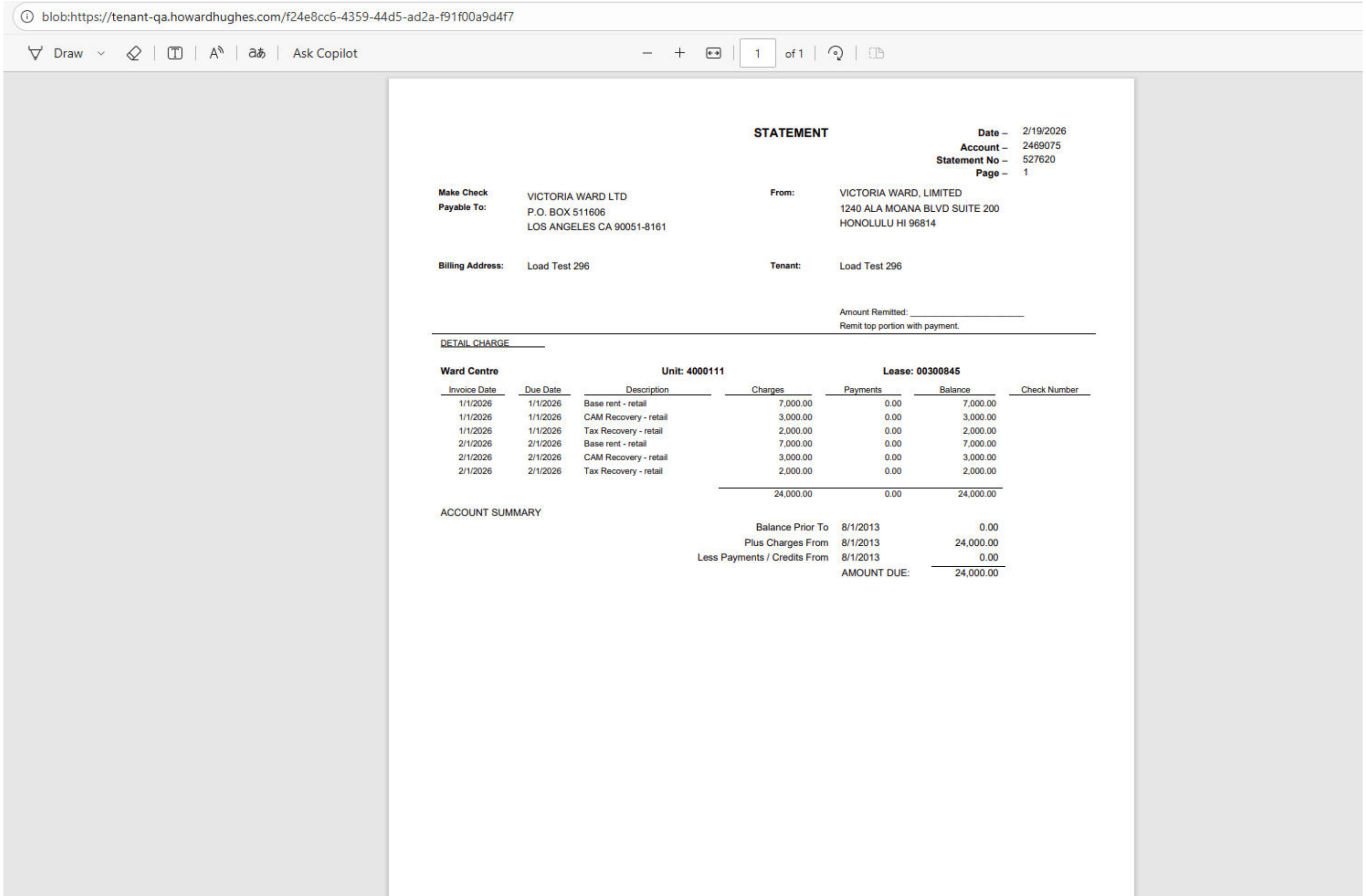
1) Click on the arrow next to the Lease ID to open the Dashboard.



2) Click the View Statement button.



3) The statement will open in a separate screen. From this screen, you'll be able to print or save the statement.



blob:https://tenant-qa.howardhughes.com/f24e8cc6-4359-44d5-ad2a-f91f00a9d4f7

STATEMENT

Date – 2/19/2026
Account – 2469075
Statement No – 527620
Page – 1

Make Check Payable To: VICTORIA WARD LTD
P.O. BOX 511606
LOS ANGELES CA 90051-8161

From: VICTORIA WARD, LIMITED
1240 ALA MOANA BLVD SUITE 200
HONOLULU HI 96814

Billing Address: Load Test 296

Tenant: Load Test 296

Amount Remitted: ____________________
Remit top portion with payment.

DETAIL CHARGE

Ward Centre **Unit: 4000111** **Lease: 00300845**

Invoice Date	Due Date	Description	Charges	Payments	Balance	Check Number
1/1/2026	1/1/2026	Base rent - retail	7,000.00	0.00	7,000.00	
1/1/2026	1/1/2026	CAM Recovery - retail	3,000.00	0.00	3,000.00	
1/1/2026	1/1/2026	Tax Recovery - retail	2,000.00	0.00	2,000.00	
2/1/2026	2/1/2026	Base rent - retail	7,000.00	0.00	7,000.00	
2/1/2026	2/1/2026	CAM Recovery - retail	3,000.00	0.00	3,000.00	
2/1/2026	2/1/2026	Tax Recovery - retail	2,000.00	0.00	2,000.00	
			24,000.00	0.00	24,000.00	

ACCOUNT SUMMARY

Balance Prior To	8/1/2013	0.00
Plus Charges From	8/1/2013	24,000.00
Less Payments / Credits From	8/1/2013	0.00
	AMOUNT DUE:	24,000.00

4) If no statements are available, you'll see the message below after clicking the View Statement button.