



REAL ESTATE SOFTWARE

**MRI PROPERTY CENTRAL / MDA PROPERTY MANAGER  
USER MANUAL: TENANT/CLIENT ONLINE PORTAL**

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### INTRODUCTION

This document stands to serve as a user guide for the Tenant/Client Portal. This Portal connects you to your property manager's system, allowing you to access key account information at any time, from any smart device.

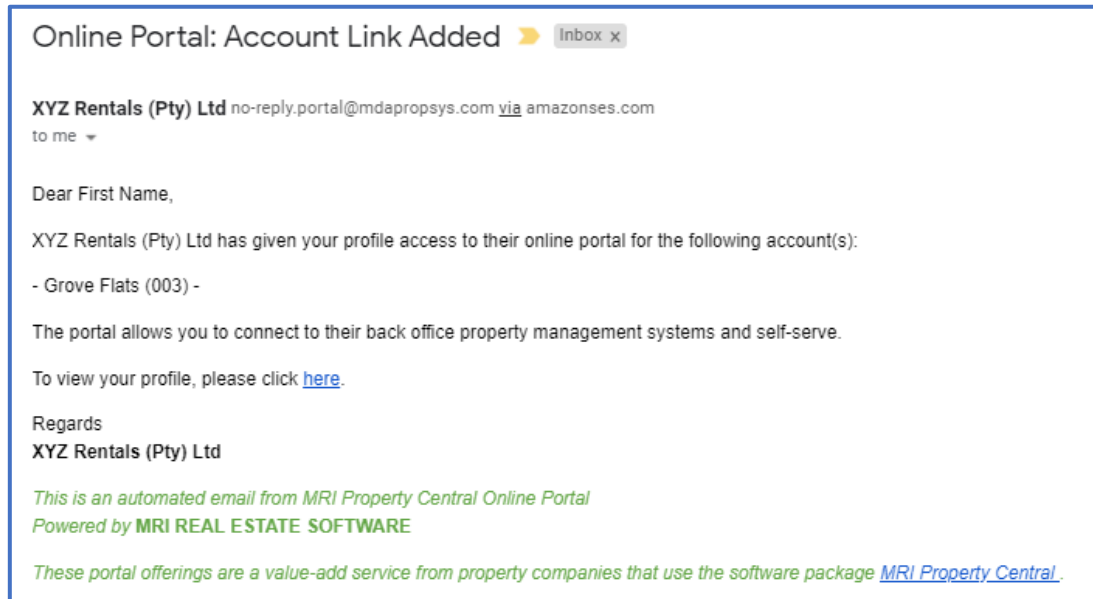
### KEY FEATURES

- View your account balances and get copies of statements.
- Log and track service and maintenance requests. \*
- Be reminded of key dates and other notifications.
- View lease/contract schedules and other important documents. \*
- Analyse account charges and transaction history.
- Update contact details. \*

\* At the discretion of your Property Manager.

### ACTIVATION

Your property manager will be activating your portal shortly. You will receive an activation email, as per the example below.



After following the hyperlink within the email, create a preferred password. In addition, you will be given the option to stay logged in to the portal.



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A screenshot of a web form titled "Activate your profile". At the top right, there is a navigation menu with links for "HOME", "FEATURES", "ONLINE PORTALS", "DEVICES", and "ACCESS". Below the navigation, the form has a heading "Activate your profile" and a sub-heading "An Online Portal profile has been created for you. To access your account information, please verify your details and choose a password. You will only need to do this once." The form contains several input fields: "First name\*" with a placeholder "First Name", "Last name\*" with a placeholder "Last Name", "Email address\*", "Mobile", "Telephone", "Choose password", and "Confirm password". There is a checkbox labeled "Keep me logged in" which is checked. Below the form is a blue "Log in" button. At the bottom of the form, there is a small text link: "By logging in you agree to the [Terms of Use](#)."

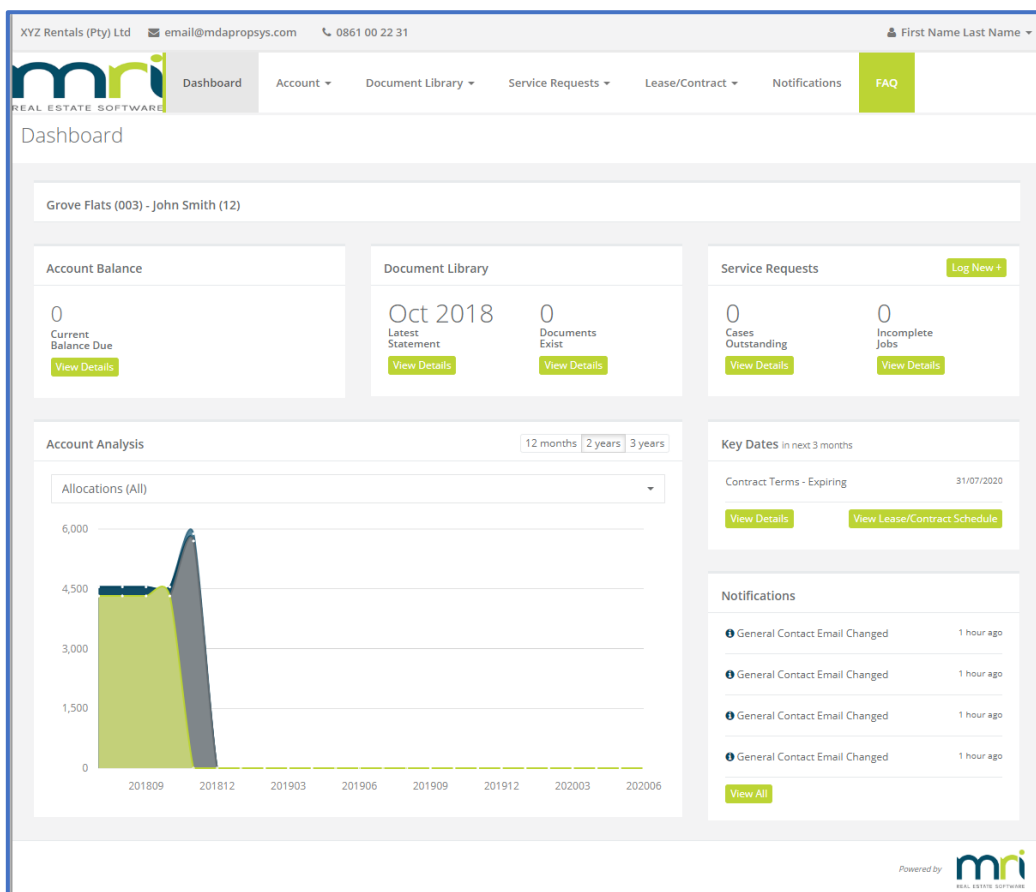
Proceed to log in to your account using your email address and preferred password.

NOTE: If you are already linked through another managing agent, a new profile would not need to be created. The new link will simply be added to your current profile if both managing agents use the same email address for you.

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### FUNCTIONALITY

Browse the Dashboard for an overview of your account.



#### Account Information

- View your current account balance, and then drill down via the *View Details* button for further transactional analysis. This information can also be accessed via the *Account* tab on the menu at the top of the screen.
- Analyse charge allocations and receipts captured across multiple period selections.

#### Service Requests

- Log and track service/maintenance requests.\* These will automatically push through to your property manager's system for action. This information can also be accessed via the *Service Requests* tab on the menu at the top of the screen.
- \* This functionality is only available if activated by your property manager.
- Insert case details and submit your service request.

#### Key Dates and Notifications

Be reminded of key dates and other notifications. This information can also be accessed via the *Lease/Contract* and *Notifications* tabs on the menu at the top of the screen.

#### Statements and Documents

View lease/contract schedules, your monthly statements and other important documents via the *Document Library* and *Lease/Contract* tabs on the menu at the top of the screen. \*

\* This functionality is only available if activated by your property manager.



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### Update Contact Details

Update your contact details via the *Account* tab or your *Portal Account* drop down menu. This will automatically update your contact details on your property manager's system.\*

\* This functionality is only available if activated by your property manager.

### FREQUENTLY ASKED QUESTIONS

Make use of the FAQ section to assist in navigating and managing your Online Portal.