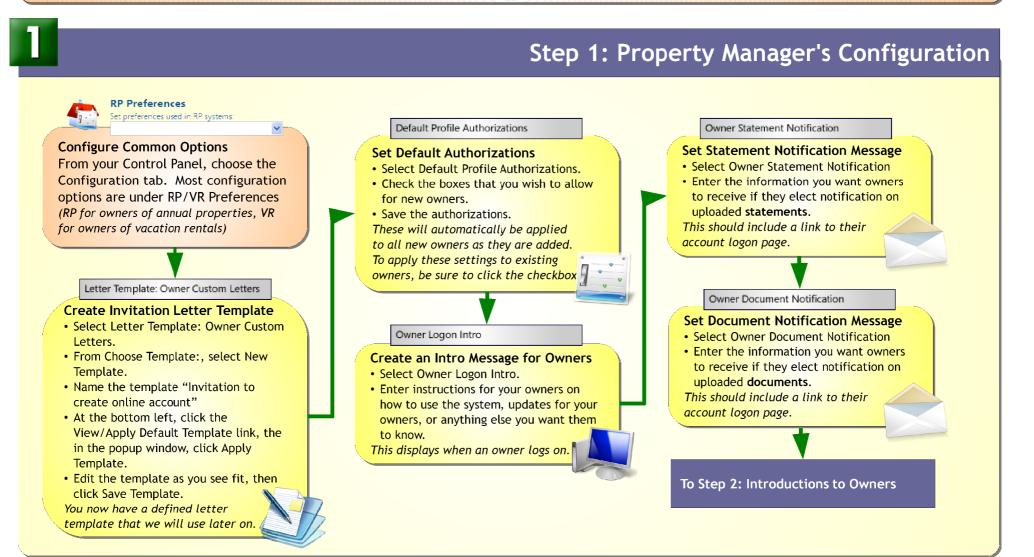
HEROPH Xplain: Setting Up Owners Online

With HEROPM, your owners, tenants, and vendors can have online accounts that allow them to log on and see information you post for them, through your Control Panel and from PROMAS. Setting up client logon accounts is simple, and can be done a number of ways. This document explains one way.

Before beginning, you should be sure you have either manually added owners, or published from PROMAS Central.



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Step 2: Introductions to Owners Add a Document **Owner Lookup** Add a document or letter for an owner Search your owner list Invite Your Owner Invite Owners to Create an Account Verify that Owners are Set Up Click the View/Print or Email icon beside From your Control Panel, choose the Click the RP/VR Management tab, the newly created invitation to print or **RP/VR** Management tab. Select then select Owners - Owner Lookup, email it. **Owners** - Add a Document. and look up an owner (or all owners). When emailing, ensure that the owner's (RP for owners of annual properties, VR Owners who have successfully set up name and email address are for owners of vacation rentals) their online account will display a properly entered. logon screen icon to the right of their name (🖹). Owners who have not set up their online account, but are authorized to do so, will display an email reminder Create an Invitation Letter icon to the right of their name (2). • Select a profile from the Assigned To Click this icon to send the owner a box, either by typing or using the **To Owners' Perspective** reminder to set up their account. drop-down. which includes their account set up Click the Create Notice/Letter button information. from the top right corner. From the drop down at the bottom right, select the template "Invitation to create online account" Customize the letter if you wish. Ensure that the owner's information is properly merged (if it is not, you will need to edit the profile manually or update PROMAS and publish again). Save this to the owner's account by

clicking Save Notice. This owner now has a document in his online filing cabinet that he can refer to at any time.



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This section is the property manager's overview of what their owners need to do. The actual process for owners is documented in the MyRentalHome Users Guide and in the Video Help on the logon page.

3

Each owner will receive either a printed or emailed invitation to sign up for an online account, from their property manager. This invitation will include set up instructions, a link to the website, and the codes they need to

verify their account.

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Most owners will set up their account by watching the three minute video or simply following the on-screen prompts.

Setting up a logon account, and linking it with a managed account, is a **onetime process** for an owner. After completing this set up, the owner will simply need to log on and click his account to use the system. The logon link will generally be included in your notifications and other messages to the owner.

The process for tenant and vendor signups is similar to the process for owners.



The owner will log on to the website using the link in the invitation. This could be:

- Your website
- PROMASCentral.com
- MyRentalHome.com From there, he will select the Create Account button.

The owner will enter his:

- Desired username (email address)
- Desired password

• Agreement to terms and conditions An email is sent to the owner with a link to verify the email account is his, is valid, and can receive email from this system.

The owner will click the verification link in the email message, verifying his email account and completing this part of the process.

Owners' Perspective

Part 2: Managed Account

An owner can connect his logon account to as many managed accounts as you provide. Also, multiple logon accounts can connect to the same managed account, as in the case of spouses or partnerships. Once the logon account is verified, the owner will click the Add button to add a managed account to this logon.

Here the owner will enter the information from his Invitation message (or his reminder email):

- Property Manager ID
- Client (owner) ID
- Email address or verification code (the system will accept either) After entering this information, the owner has successfully connected his logon account with his managed account, and he does not need to do this again.