

Getting to know your AppFolio Tenant Portal

Home

The Home page features a dark sidebar with navigation options: Home, Payments, Maintenance, Contact Us, Shared Documents, Insurance, Property Details, Account Profile, and Help. The main content area is titled "Home" and contains two informational banners at the top. The first banner welcomes tenants and provides contact information. The second banner indicates that the account setup is incomplete, with a "Learn More" link. Below the banners are two main cards. The left card, titled "Your Current Balance", states "There is nothing for you to pay." and includes "Pay Now" and "Set Up Autopay" buttons. The right card, titled "Renters Insurance", is powered by AppFolio Insurance Services and offers a "Purchase Renters Insurance" button and a "Learn More" link. At the bottom of the main content area, there is a partial view of an orange bar.

Payments tab (Activities: Pay rent, view full account ledger, set up auto pay, view past payment receipts)

The Payments page features the same dark sidebar as the Home page. The main content area is titled "Payments" and contains two informational banners at the top, identical to the Home page. Below the banners are three main cards. The left card, titled "Your Current Balance", is identical to the one on the Home page. The middle card, titled "Account Ledger", asks "Need more help understanding your balance?" and includes a "View full account ledger" button. The right card, titled "Past Payments", shows a single payment record: "Paid on 09/29/2021" for "\$975.00", with confirmation number "F6E7-C540", paid by "You", and including "Online Prepayment".

Maintenance tab (Activities: submit maintenance requests, check status of/cancel current requests, view completed maintenance requests)

The screenshot shows the 'Maintenance' tab interface. On the left is a dark sidebar with navigation options: Home, Payments, Maintenance (highlighted), Contact Us, Shared Documents, Insurance, Property Details, Account Profile, and Help. The main content area is titled 'Maintenance' and features a light blue informational banner at the top. Below the banner are two panels: 'Maintenance Requests' and 'Closed Maintenance Requests'. The 'Maintenance Requests' panel includes a 'Request Maintenance' button and a list of requests, with one request from the Property Manager on 07/27/2021 marked as 'TECHNICIAN CONTACTED'. The 'Closed Maintenance Requests' panel shows two completed requests from the Property Manager on 08/10/2021 and 07/19/2021.

Contact Us tab: (Activities: view office phone number, request maintenance, provide notice to vacate)

The screenshot shows the 'Contact Us' tab interface. The sidebar on the left is the same as in the previous screenshot, with 'Contact Us' highlighted. The main content area is titled 'Contact Us' and features the same light blue informational banner. Below the banner, the contact information for '518 Management Group LLC' is displayed, including the phone number '(315) 207-7468'. At the bottom, there is a section titled 'Contact Options' with two buttons: 'Request Maintenance' and 'Request Notice to Vacate'.

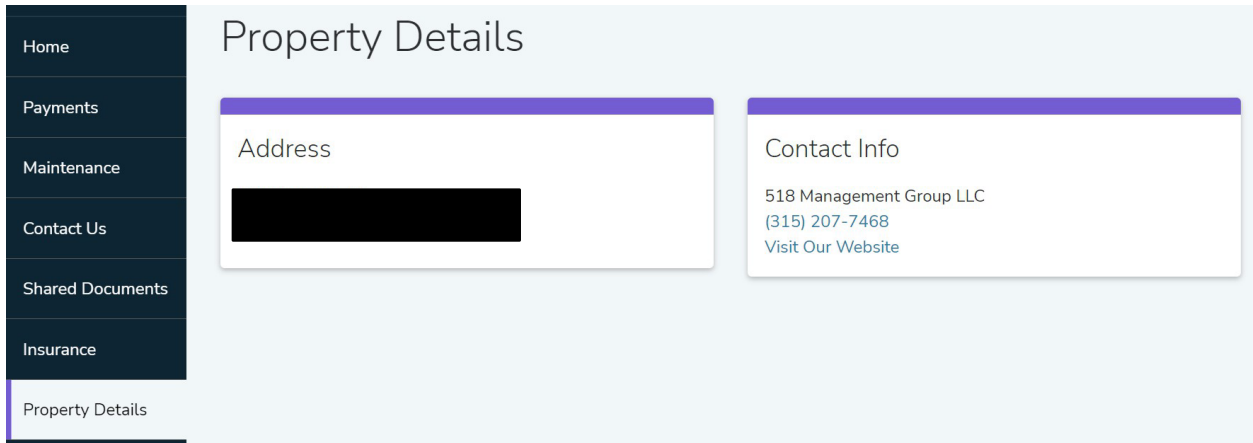
Shared documents tab (Activities: view and print lease documents, etc.)

The screenshot shows the 'Shared Documents' page. On the left is a dark navigation sidebar with menu items: Home, Payments, Maintenance, Contact Us, Shared Documents (highlighted), Insurance, Property Details, and Account Profile. The main content area has a light blue header with the title 'Shared Documents'. Below the header is a teal notification box with an information icon and a close button (X). The notification text reads: 'Welcome to Appfolio! We are very excited to bring our Tenants a new, secure way to make payments, communicate with their property manager, and request maintenance work orders. If you have any trouble, please note that the "Help & Training" link in the top right hand corner of your screen can help answer any of your questions. As always, if you have any questions/concerns, please reach out to us at 518-535-1169.' Below the notification is a white box with the text: 'There are no files currently shared with you. Please allow a few minutes for recently shared documents to be available.'

Insurance tab (Activities: get renters insurance through AppFolio, input your insurance information)

The screenshot shows the 'Insurance' page. The left sidebar is identical to the previous page, but 'Insurance' is highlighted. The main content area has a light blue header with the title 'Insurance'. Below the header are two white panels with pink headers. The left panel is titled 'Renters Insurance' and includes a home icon, the text 'Powered by AppFolio Insurance Services', and icons for a laptop, camera, sofa, jacket, and bicycle. Below the icons is a paragraph: 'Renters insurance offers you protection for your personal belongings. When you sign up, your policy information will automatically be sent to your property manager for your convenience.' At the bottom of this panel is a blue button labeled 'Get Renters Insurance'. The right panel is titled 'Upload Other Renters Insurance Policy' and contains the text: 'You can upload your renters insurance policy from any provider and your policy information will be sent to your property manager.' Below this text are three form fields: 'Insurance Company Name *' (a dropdown menu), 'Policy Number *' (a text input field), and 'Policy Expiration Date *' (a date picker showing 'mm/dd/yyyy'). At the bottom of the right panel is a file upload section with a document icon and the text 'Add Proof of Insurance (Declaration or Certificate) *', followed by the text 'No files added'.

Property Details tab (Activities: view property address, and 518 Management Group contact info)



Account Profile tab (Activities: view/edit tenant contact info and vehicle info, view contact preferences and saved payment methods)

