Let’s get started with TenantCloud

TenantCloud
www.tenantcloud.com

TenantCloud software offers plenty of useful features for landlords and property managers, e.g., collecting rent online using one of our convenient payment methods (TC Payments powered by Dwolla, Stripe, PayPal), taking advantage of automatic accounting features, and pulling informative financial reports.

Using TenantCloud, you can also store all important rental info in one convenient place, upload move-in/out pictures, manage maintenance requests with ease, accept rental applications and sign lease agreements online, communicate with your tenants and team, and much more.

Let’s look at TenantCloud’s features in detail so you can see how simple property management can become:

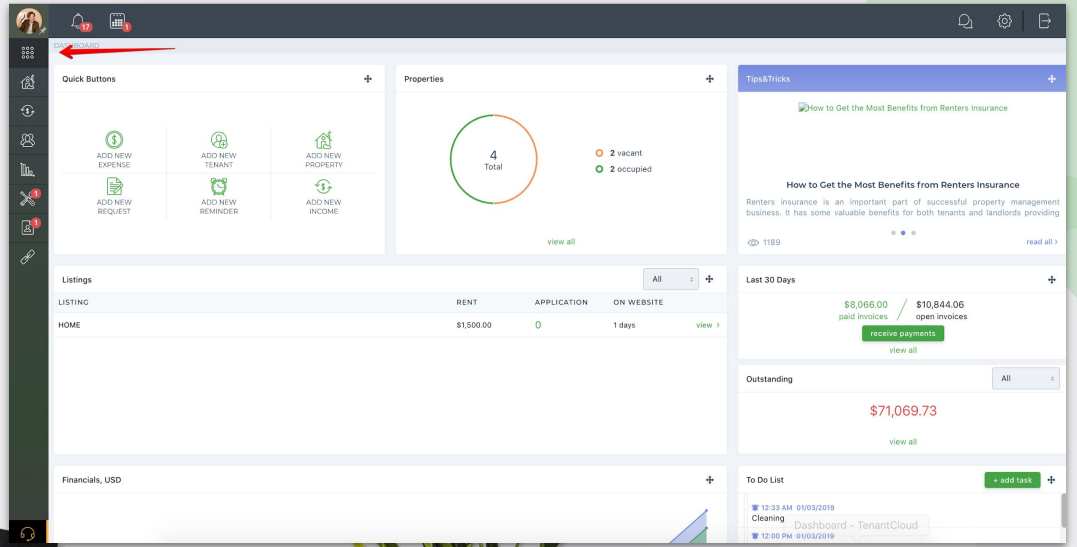


Dashboard

Here is your **Dashboard**. It includes various widgets with custom options, quick buttons, and features available for your account that give you quick access to important information and provide you with an overview of the activity within your landlord business. Use **"View all"** links and call-to-action buttons to navigate to different pages or features.

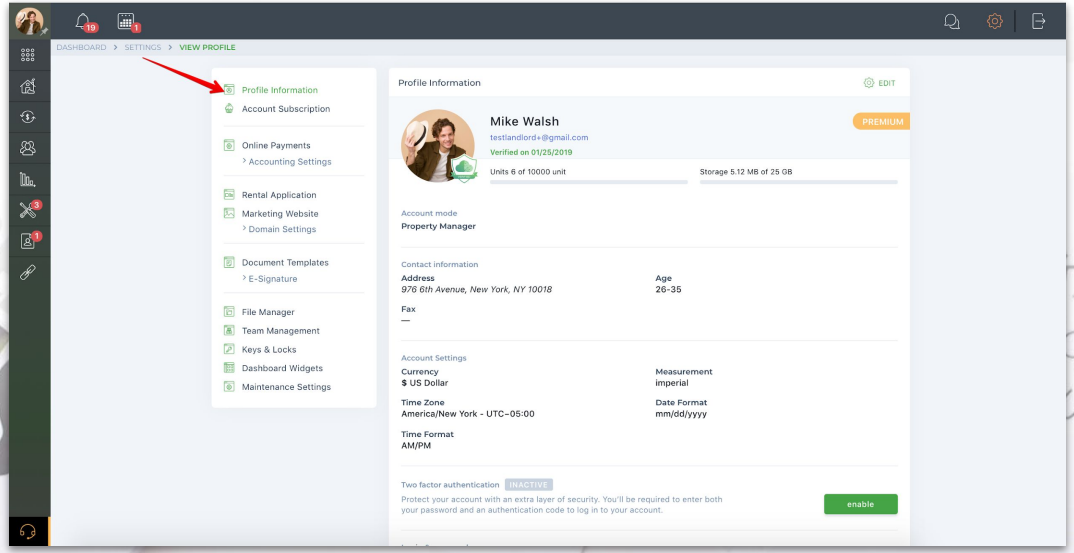
This link might be useful for you:

How do I customize the dashboard?



SETTINGS

The Settings section allows you to customize your account and tailor it the way your business requires. You can set up a website and get leads online right in your dashboard; customize your rental application template and set up application fees and pre-approve settings; add a notice, agreement, and addendum templates for the move-in flow; set up owner approval (if applicable) for maintenance requests and other request-related settings; and adjust online payments and accounting settings, such as late fees and management fees.



Properties

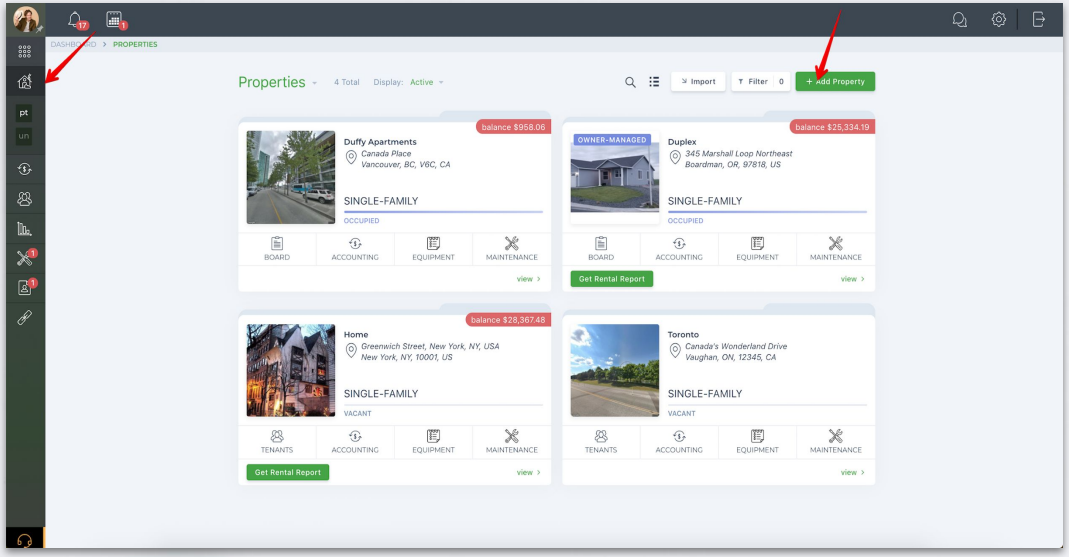
This page shows the list of all your property details, including tenants, accounting information, reminders, and maintenance requests for each property. Properties are organized into separate folders that contain no units (single-family) and many units (multi-family). Your property can contain different types of units. You can also import all property data, if necessary.

Please note!

The property and units will use the same address. Many of our landlords add apartment as a property and then add units as rooms (used mostly for students and roommates). Other landlords add a property as a whole building that contains units with the different types: commercial and rental units, storage, and even parking spots.

These links might be useful for you:

How do I add a property?
How do I add a unit?
How do I import property data?
How do I search for a specific property?



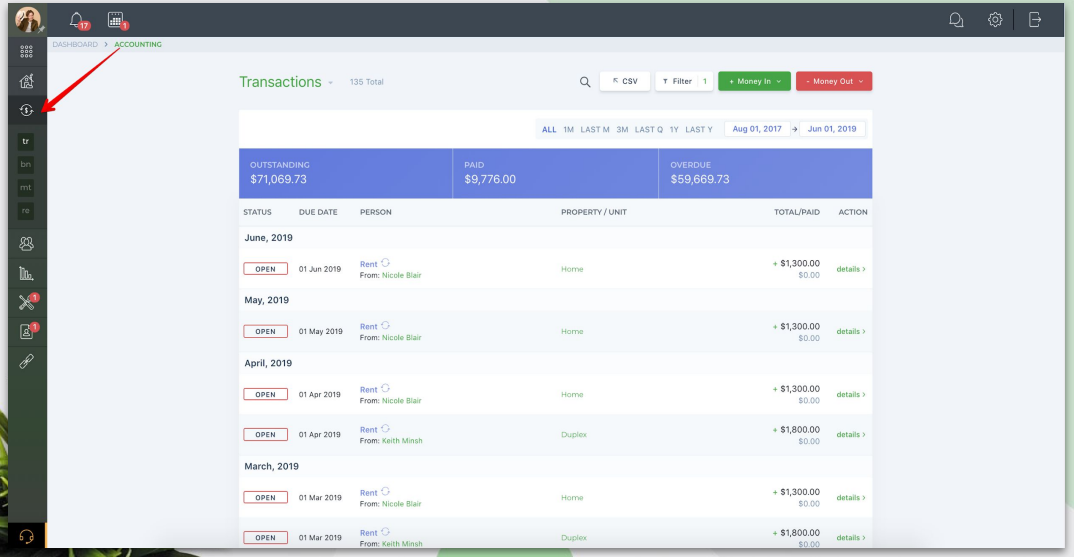
Accounting

The **Accounting** page will help you to keep track of income, expenses, and liability (deposits, pre-paid rent, etc.). It allows you to manage credits, apply credit/deposits towards open invoices, refund deposits, automate management and late fees, utilize recurring and one-time invoicing, automatically print receipts, and pay online to service professionals, tenants, and owners (if applicable).

The **Accounting** page is divided into **"Transactions," "Balances," Management/Owner Distributions Tools** (if in Property Manager Mode), and **“Recurring”** sections. You are welcome to create **property** income/expense (invoices which are related to a specific property) and **general** income/expense invoices (invoices which are not linked to a specific property).

The following links will lead you to all FAQs for the **Accounting** page:

Transactions and invoices
Income management
Expense management



Online Payments

Within TenantCloud you can collect rent and other payments online with three different online payment methods (ACH, Credit Cards, and PayPal) which are set up on your side to start collecting rent online from your tenants.

TCPayment powered by Dwolla

PAYMENTS powered by DWOLLA

PayPal

PayPal

Stripe

stripe

ACH

TC Payments powered by Dwolla (ACH) is a bank transfer functionality powered by Dwolla. Dwolla is a powerful payment platform that securely connects to bank or credit union accounts to enable the ACH payments for any individual or organization in the U.S. Learn more about this payment method.

Features:

- No transaction fees

- Up to six bank accounts

- TC Balance

- Unlimited transactions

- Unlimited transactions to service pros and owners

- Automatic withdrawal to a bank account

Please note!

The TC Payments option is available in our subscription plans starting from $9/month!





PAYMENTS
powered by DWOLLA

PAYPAL

PayPal is a transaction fee-based service. With PayPal, there is a fee of 2.9% of the transaction amount plus 0.3 USD where the receiver is responsible for the convenience fee. For more information, click here.

CREDIT CARDS

Stripe is a credit card processing system which enables you to receive/make payments with all major cards to/from customers around the world. Stripe takes a fee on each payment of %2.9 + 30¢, where the landlord can choose who will be responsible for the convenience fee: payer or receiver. Learn more about this payment method.



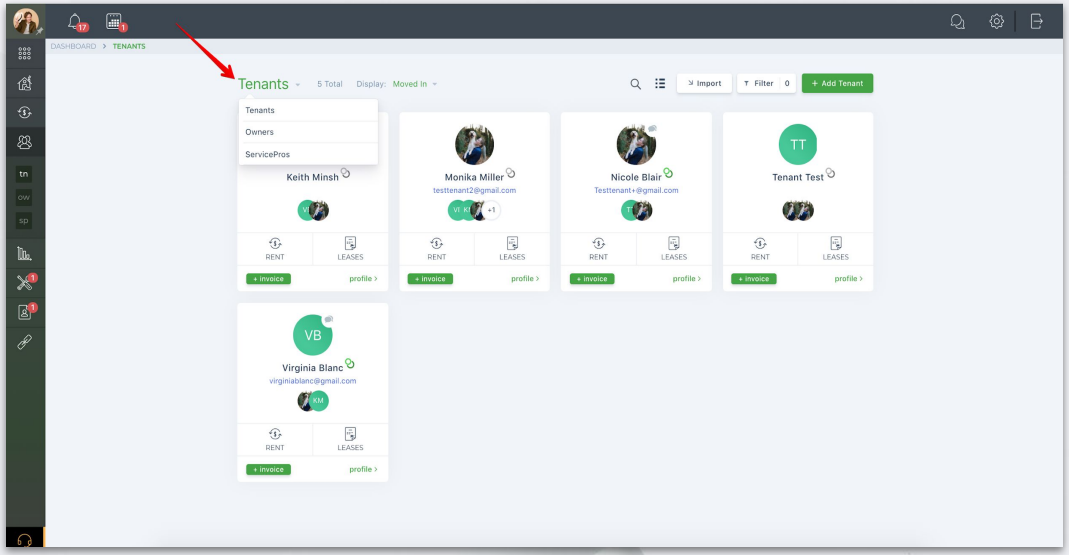
Contacts

Store all contacts in your TenantCloud account where you can view, add, and manage their profiles, as well as add notes, files, and reminders. Timeline allows you to have an overview of the contact's activity and keep track of updates. The **"Contacts"** section is divided into **"Tenants,"** **"Service Pros,"** and **"Owners"** (if you are in Property Manager Mode) sections. You can also import all user data by clicking the **"Import"** button.

Learn more about tenants.

Learn more about service professionals.

Learn more about owners.



Please note!

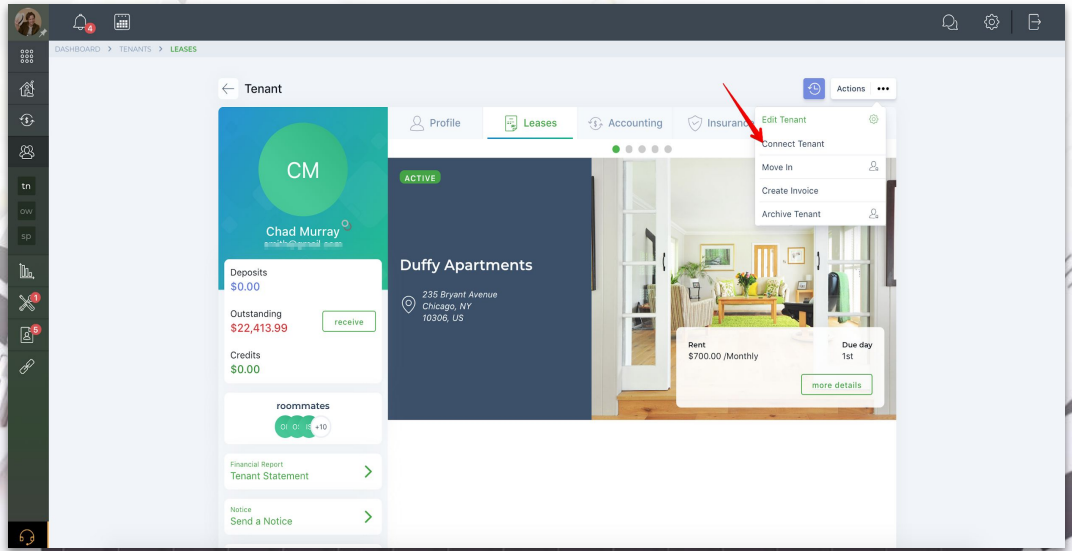
If you would like your tenants/servicepros/owners to be able to communicate with you, send invoices, and pay and receive payments within the system, you must be connected.

These links might be useful for you:

How do I connect with a tenant?

How do I connect with my professional?

How do I connect with my owner?

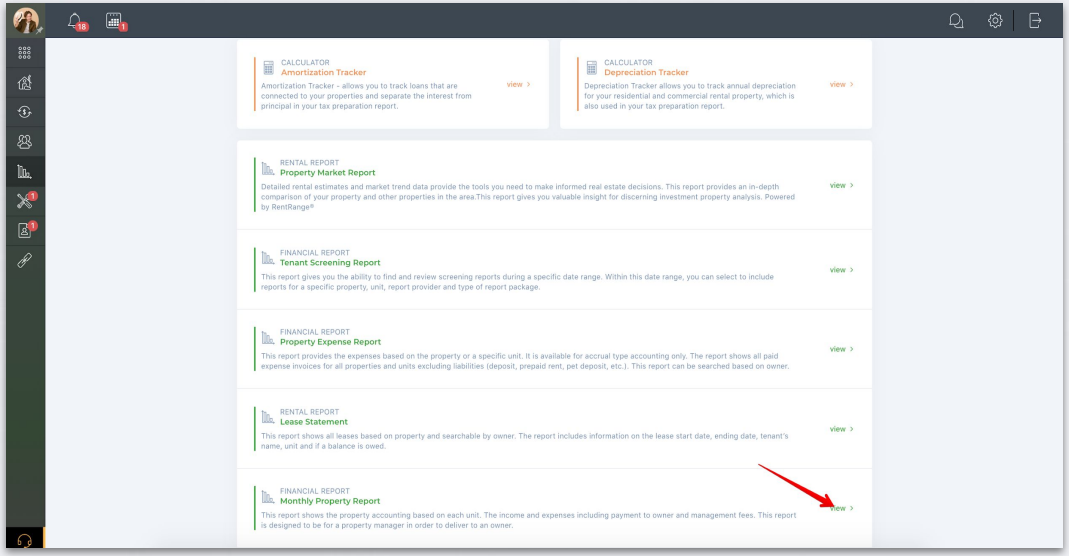


Reports

The **"Reports"** page allows you to pull various financial and rental reports to provide you with the most relevant data quickly and easily for you and your clients. Review the report summary or apply a filter to sort, total, and group criteria and generate the report you need. Print or export reports to PDF/Excel files. Learn more about reports.

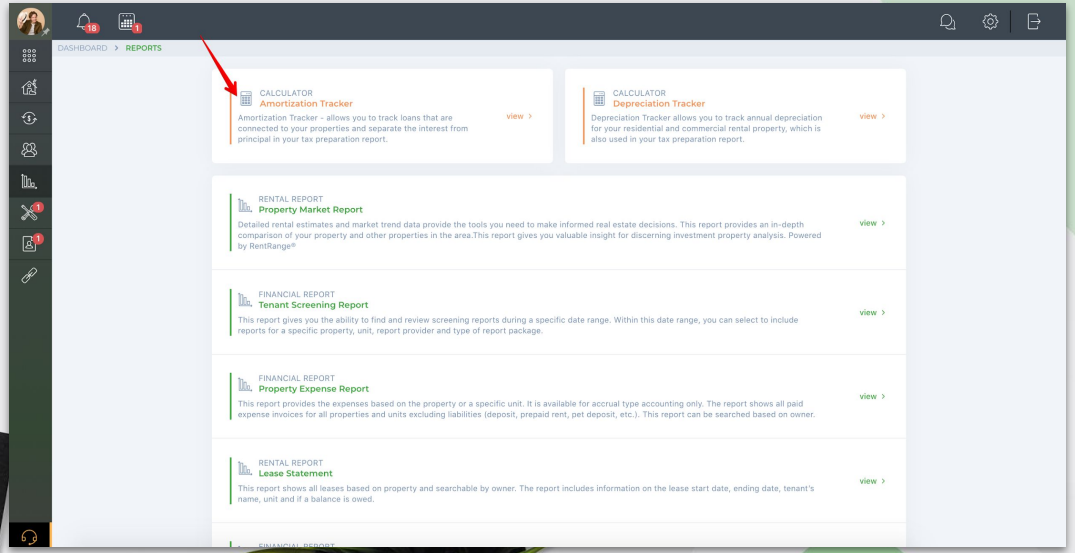
Using TenantCloud, you can view such reports as:

Screening Report
Property Expense Report
Monthly Property Report
Lease Statement
Operating Statement
Rent Roll
Tax Preparation Report
Tenant Statement
Provider Statement
Contacts Report
Maintenance Report
Online Payments Report
General Expense Report
General Income Report
Profit & Loss Statement Report
Property Owner Statement Report
Deposit Details Report



Landlords and property managers can use **Amortization** and **Depreciation Trackers** within the TenantCloud service. The **Amortization Tracker** allows you to track loans that are connected to your properties and separate the interest from the principal in your tax preparation report. The **Depreciation Tracker** allows you to track annual depreciation for your residential and commercial rental property, which is also used in your tax preparation report.

These links might be useful for you:
How do I use the Depreciation Tracker?
How do I use the Amortization Tracker?



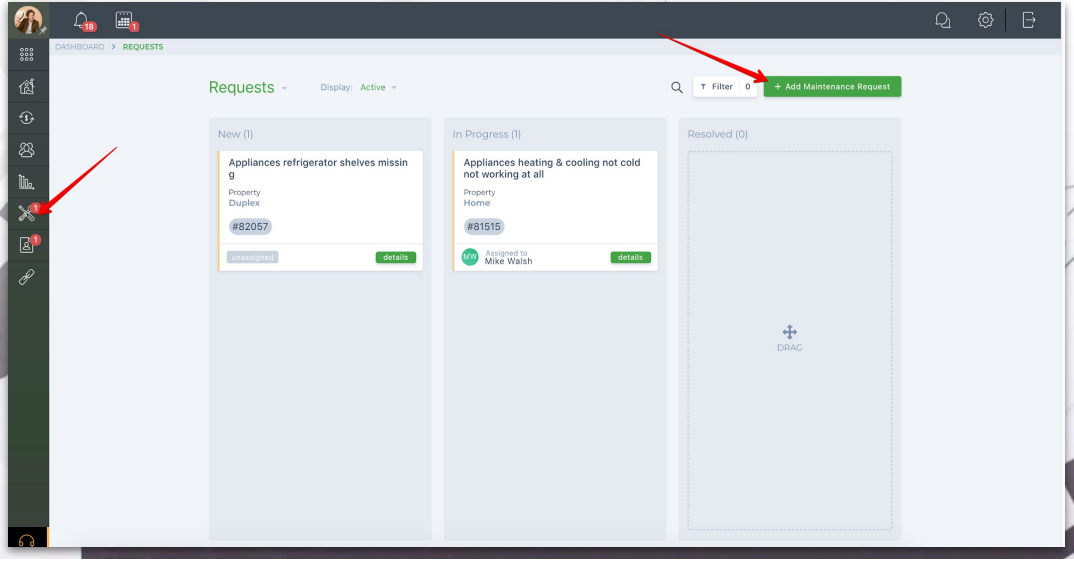
Maintenance Requests

You can manage maintenance requests, link equipment, add materials and costs, add pictures and videos, create invoices for tenants, and send payments to service pros. Your maintenance staff or handyman can create a free ServicePro account and receive orders online, change statuses, send you messages and files, create invoices, and receive payments. The **"Maintenance"** page is divided into the **"Requests"** and **"Reminders"** sections.

These links might be useful for you:

How do I submit a maintenance request?

How do I assign a maintenance request to my service pro?



Applications

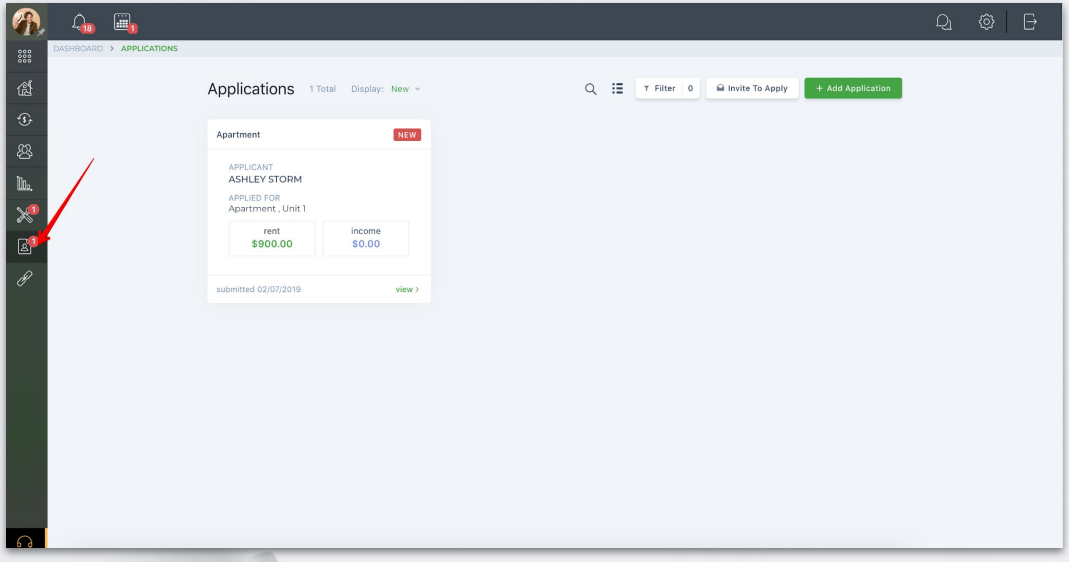
You can add and accept rental applications online as well as screening reports in the **"Applications"** page via the left side menu. On this page you will find applications added by prospective tenants and those added by you manually.

With **Rental Application Settings** you can allow your potential tenants to apply online to your listings; require applicants to submit an application fee and additionally select what payment option will be available on the checkout page; provide your applicants with customizable terms of agreement (e.g. nonrefundable fee, deposits, and other terms which will be visible to applicants while applying); configure template fields and make them required or optional; add up to 40 of your own questions to the RA template; add attachments (state or other related forms) for your applicants to download, fill out, and submit with the application; add your own disclaimer; and require your applicants to sign the rental application electronically to comply with state laws.

These links might be useful for you:

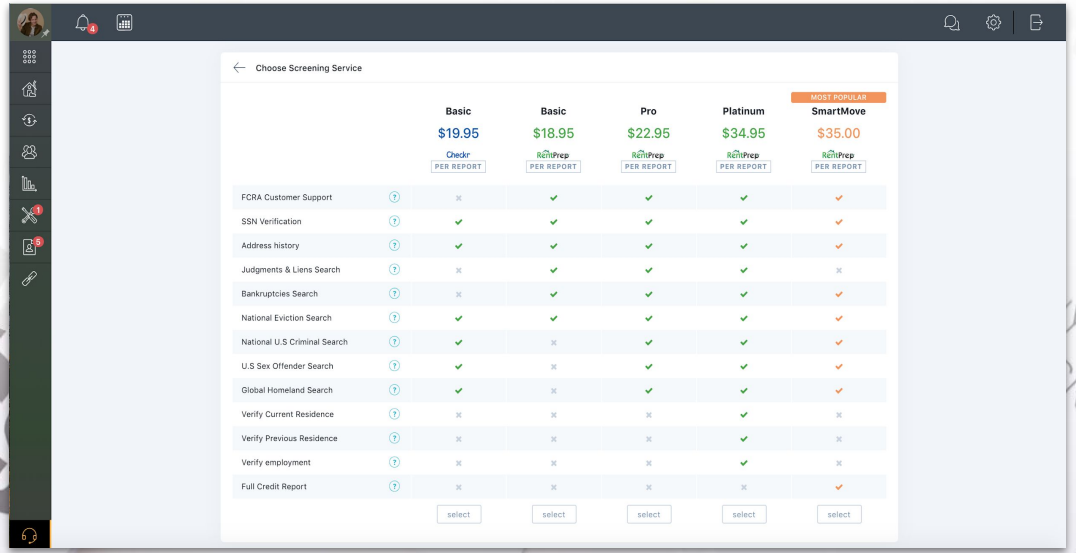
How do I invite applicants to apply online?

How do I add an application manually?



TENANT SCREENING

On this page you can also order a screening report for potential tenants. This service is available only for U.S.-based customers. TenantCloud offers background checks powered by **Checkr** and **RentPrep**. Also, you can order a credit check by using **SmartMove** powered by RentPrep. This gives you the applicant's specific credit score and full credit report. Learn more about packages.

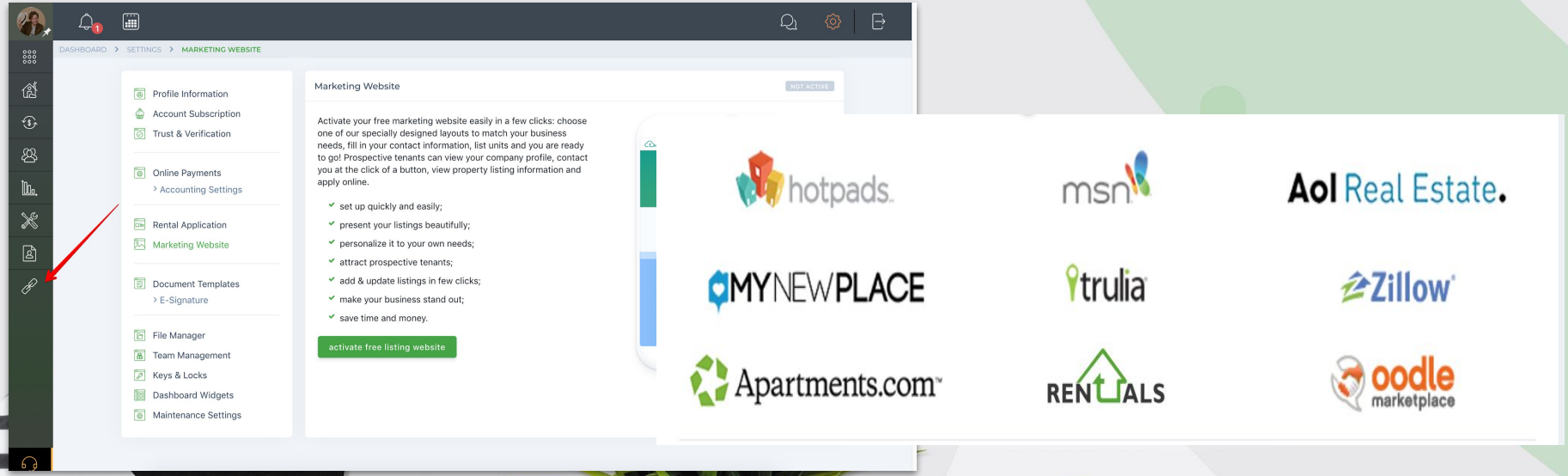


Listings

You can set up a free **landlord website,** list your vacant rentals, and receive application fees and rental applications online on the **"Listings"** page via the left side menu.

A TenantCloud **marketing website** can help with finding tenants, listing rentals, and sharing information about your company, agents, location, etc. The settings allow you to design your landlord website choosing one of our designed layouts to match your business needs, fill in your contact information, and set up your sub-domain name. Learn more about your free website.

The ILS syndication option will post your rentals to the most popular rental listing websites and return leads and applications right to your dashboard.



TC Messenger

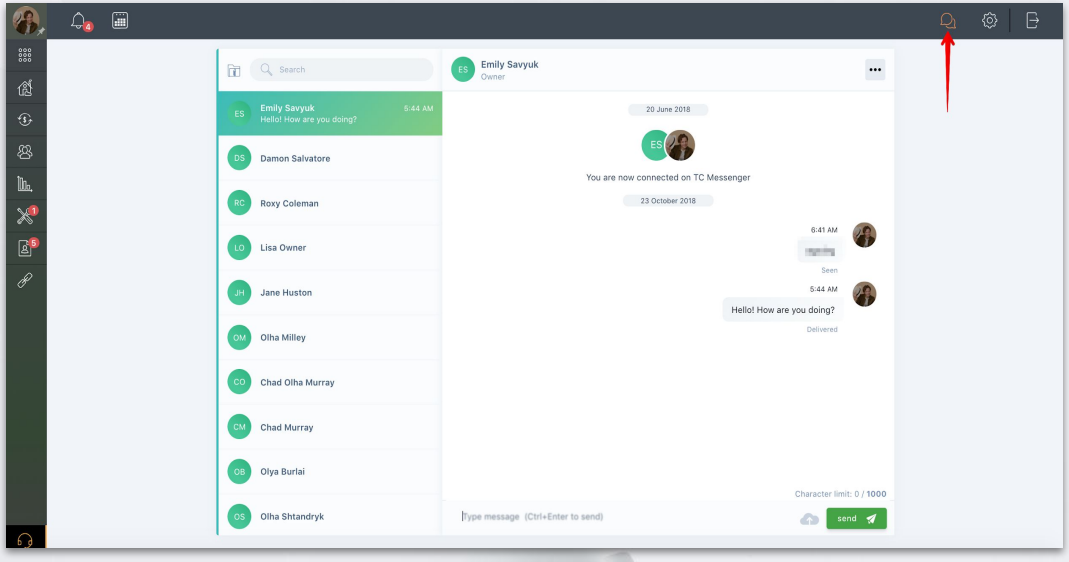
TC Messenger is an internal messaging system, meaning that you can only send and receive messages from other connected TenantCloud users. Your contacts will be notified when new internal messages arrive by an icon in the top menu as well as by email notification. In order to message you back, your contacts will need to log in to their TenantCloud account.

Please note!

You can communicate via TC Messenger only with connected users.

This link might be useful for you:

How do I send a message?

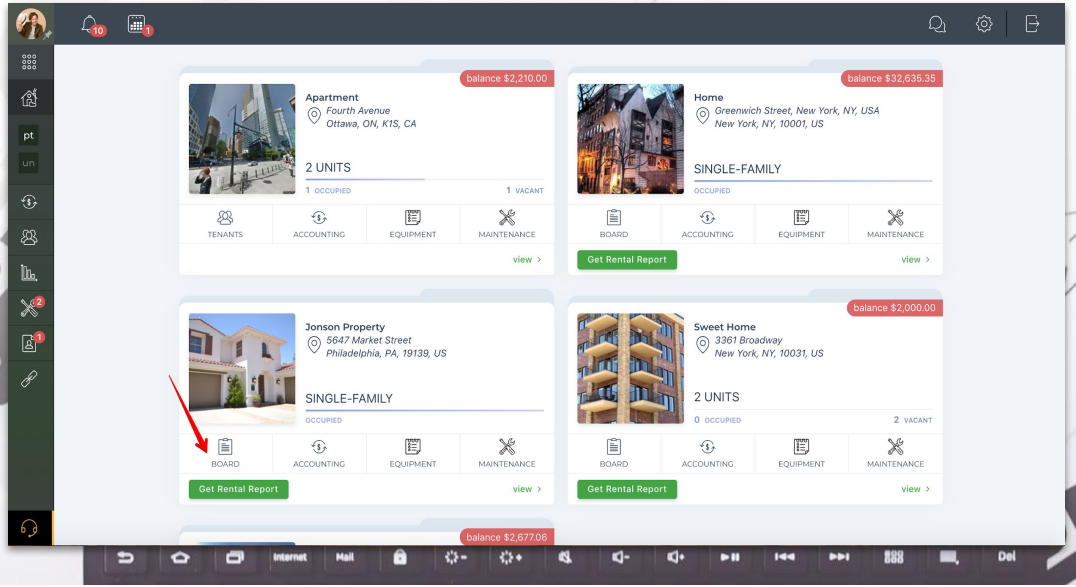


PROPERTY BOARD

The **Property Message Board** feature is where landlords can communicate and share files with their tenants within a specific property. It is restricted to connected tenants only. In order to access the Message Property Board, tenants should have a TenantCloud account and an active, connected lease. This option is available with the $35/month Advanced Plan. Landlords can activate the Property Message Board for any type of property.

This link might be useful for you:

How do I activate the Property Message Board?



Calendar

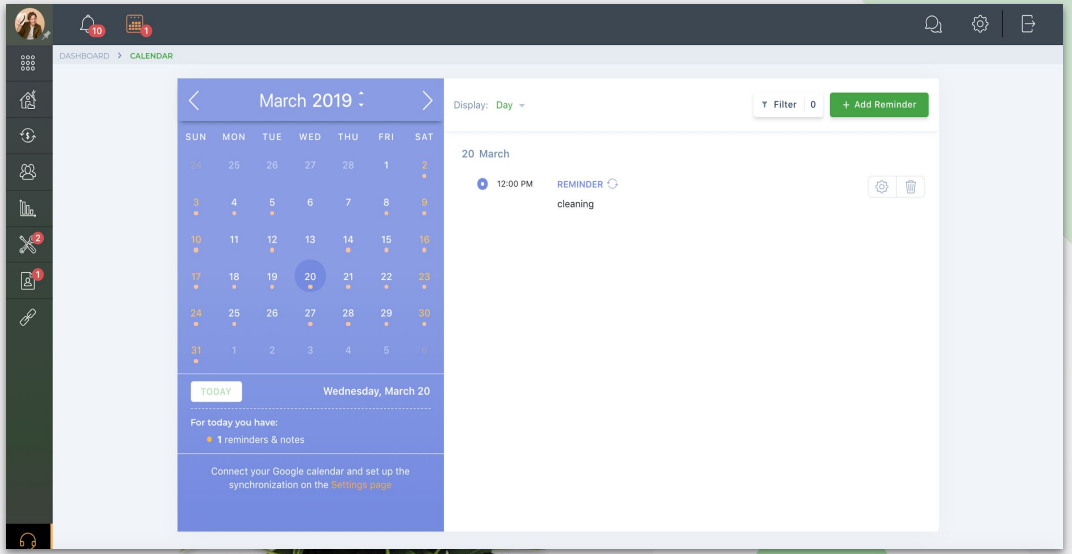
View to-do tasks and get notifications about upcoming expiration and renewal dates, invoice and maintenance due dates, rent increase/decrease reminders, and timeline notes and other reminders, so you always know what's next. Calendar is designed for one member or a team. It's simple to assign team member to-do tasks and timeline reminders.

These links might be useful for you:

How do I synchronize with Google Calendar?

How do I view calendar items?

How do I add a reminder to the calendar?

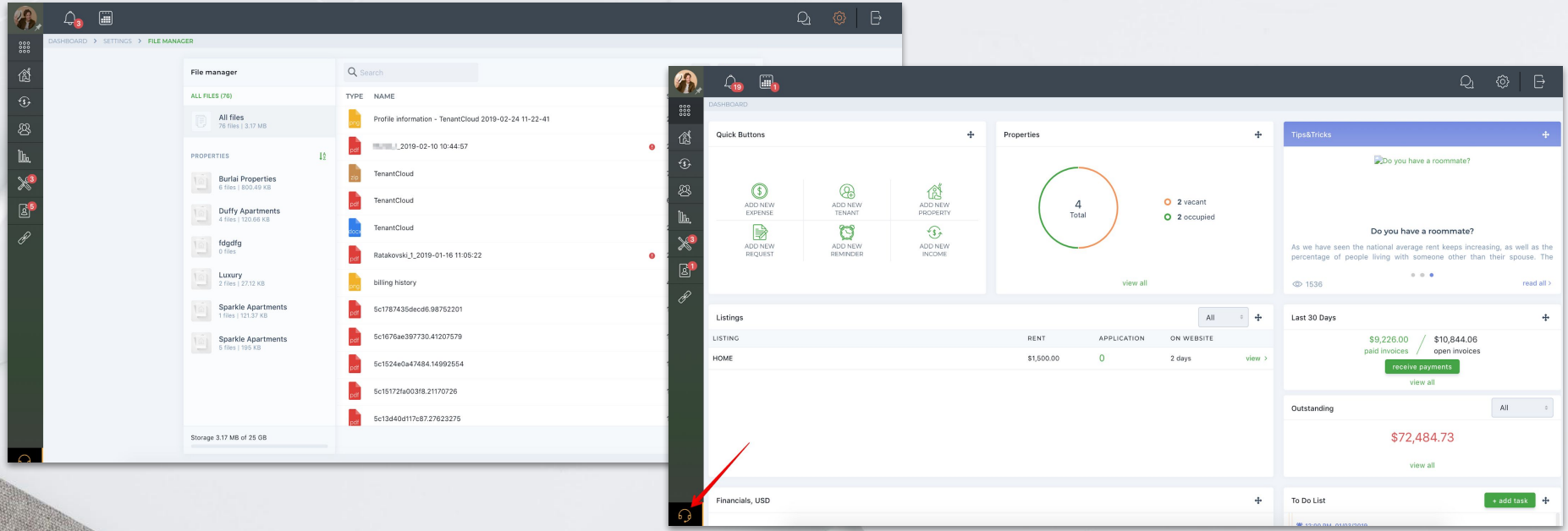


File Manager

The File Manager is a convenient place to preview, download, delete, and rename any of your saved files. All files uploaded to your account are automatically saved to the **“File Manager.”**

Customer Support

If you have any questions or need any assistance, submit a ticket to our support team, and we will do our best to help you as soon as possible! Support tickets are reviewed Monday through Friday from 8:00 a.m. to 5:00 p.m. UTC, except for holidays.




Enjoy!