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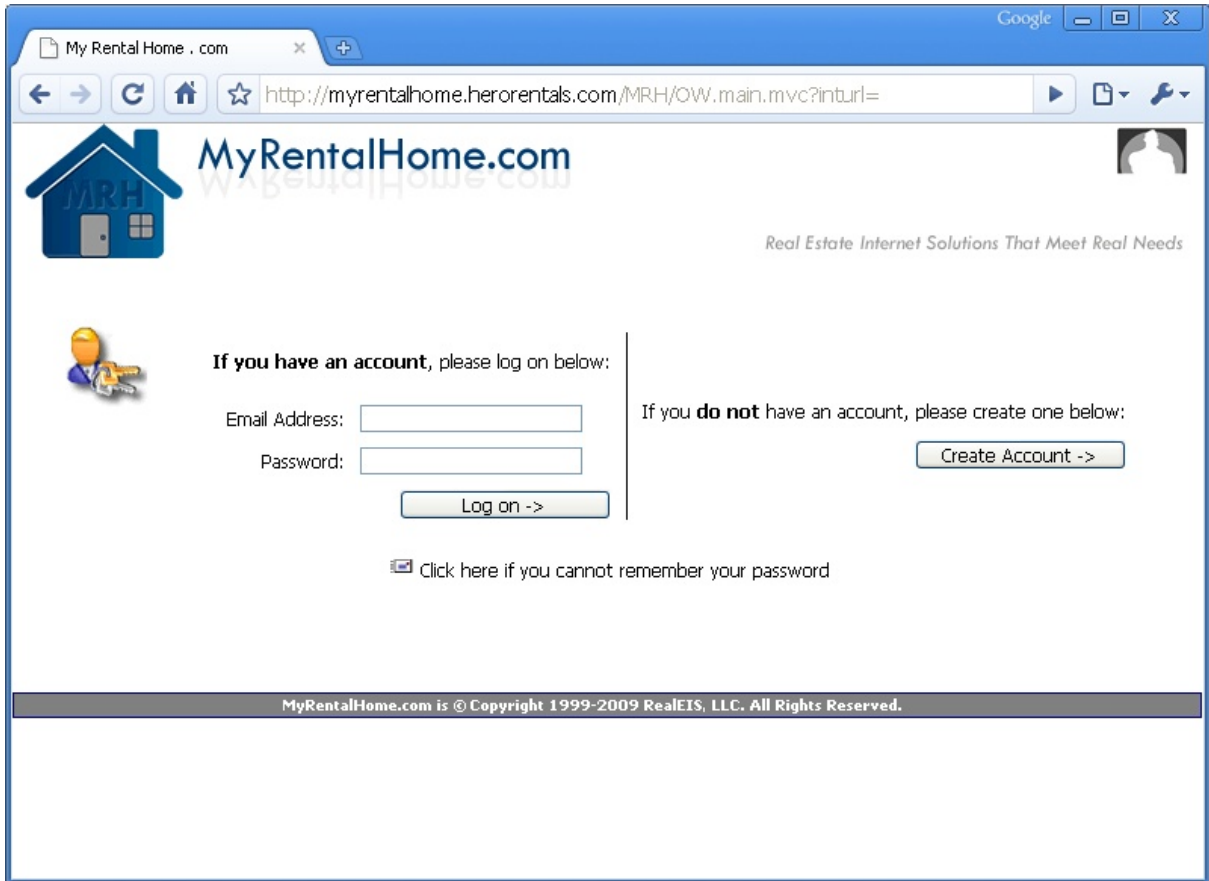
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1 Introduction

The MyRentalHome portal is a web-based solution for the owners, occupants, and maintainers of a rental property. Through your portal, you have direct access to the published information from your property manager, and can interact with your property manager online.

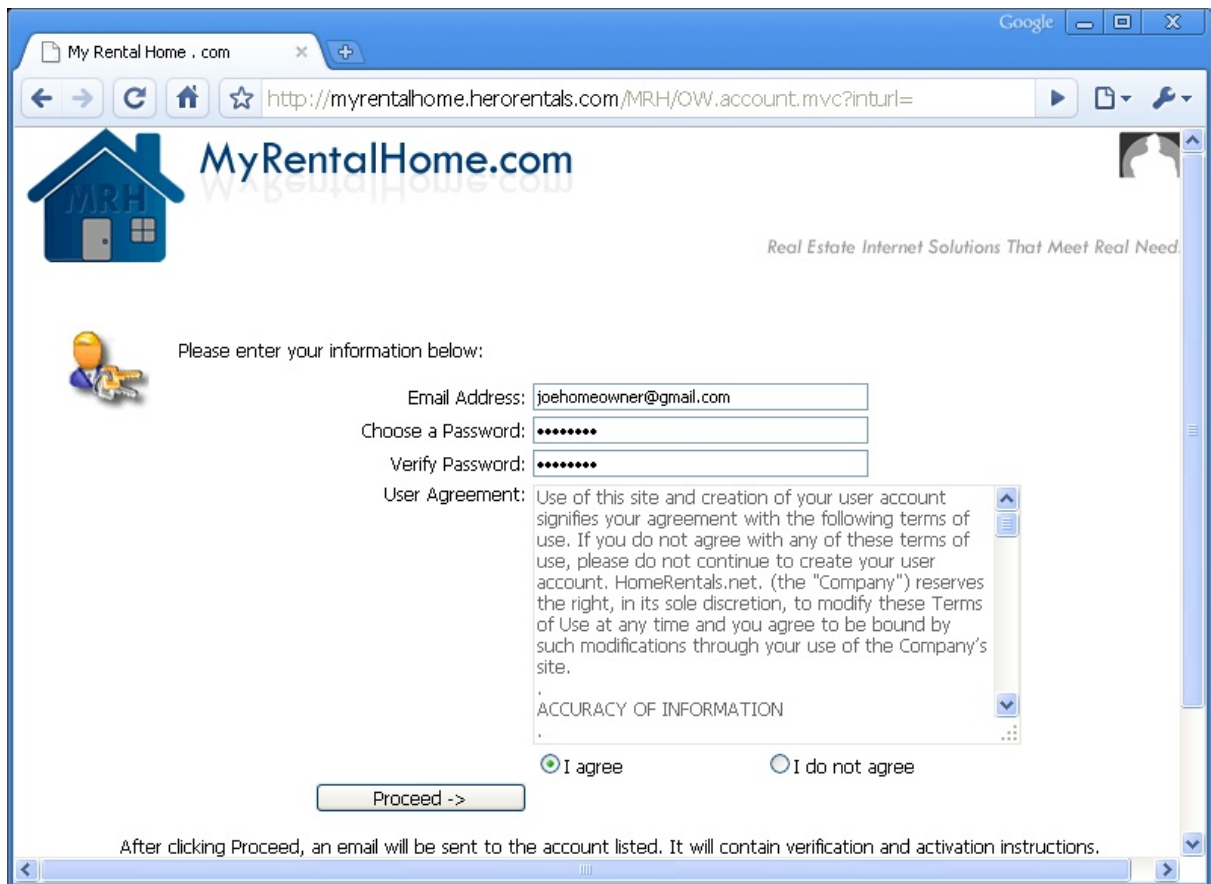
1.1 Creating An Online Account

Before you can access your online account for the first time, you must create a secure logon.



The screenshot shows a web browser window with the address bar displaying `http://myrentalhome.herorentals.com/MRH/OW.main.mvc?inturl=`. The page features the MyRentalHome.com logo, a navigation menu, and a user profile icon. The main content area is divided into two sections: a login section on the left and a registration section on the right. The login section includes a key icon, the text "If you have an account, please log on below:", and input fields for "Email Address:" and "Password:", followed by a "Log on ->" button. The registration section includes the text "If you **do not** have an account, please create one below:" and a "Create Account ->" button. A link "Click here if you cannot remember your password" is located below the login section. The footer contains the text "MyRentalHome.com is © Copyright 1999-2009 RealEIS, LLC. All Rights Reserved."

Figure 1a



My Rental Home . com

Google

MyRentalHome.com

Real Estate Internet Solutions That Meet Real Need.

Please enter your information below:

Email Address: joehomeowner@gmail.com

Choose a Password: *****

Verify Password: *****

User Agreement: Use of this site and creation of your user account signifies your agreement with the following terms of use. If you do not agree with any of these terms of use, please do not continue to create your user account. HomeRentals.net. (the "Company") reserves the right, in its sole discretion, to modify these Terms of Use at any time and you agree to be bound by such modifications through your use of the Company's site.

ACCURACY OF INFORMATION

I agree I do not agree

Proceed ->

After clicking Proceed, an email will be sent to the account listed. It will contain verification and activation instructions.

Figure 1b

To Create an Account:

1. Go to our company website.
2. Locate and click on the appropriate Account Logon Link - Owner, Tenant, Guest, or Vendor.
3. Click on the "Create Account" button (Figure 1a and 1b). Enter:
 - Your email address - this will be your logon username.
 - A password of your choosing - the password should be easy for you to remember, but hard for others to figure out.
 - Verify password - enter the same password again to ensure it is not mistyped.
4. Review the Terms of Use Agreement. If you agree, click the appropriate button and you will be able to proceed.
5. Click "Proceed" to save your account logon.

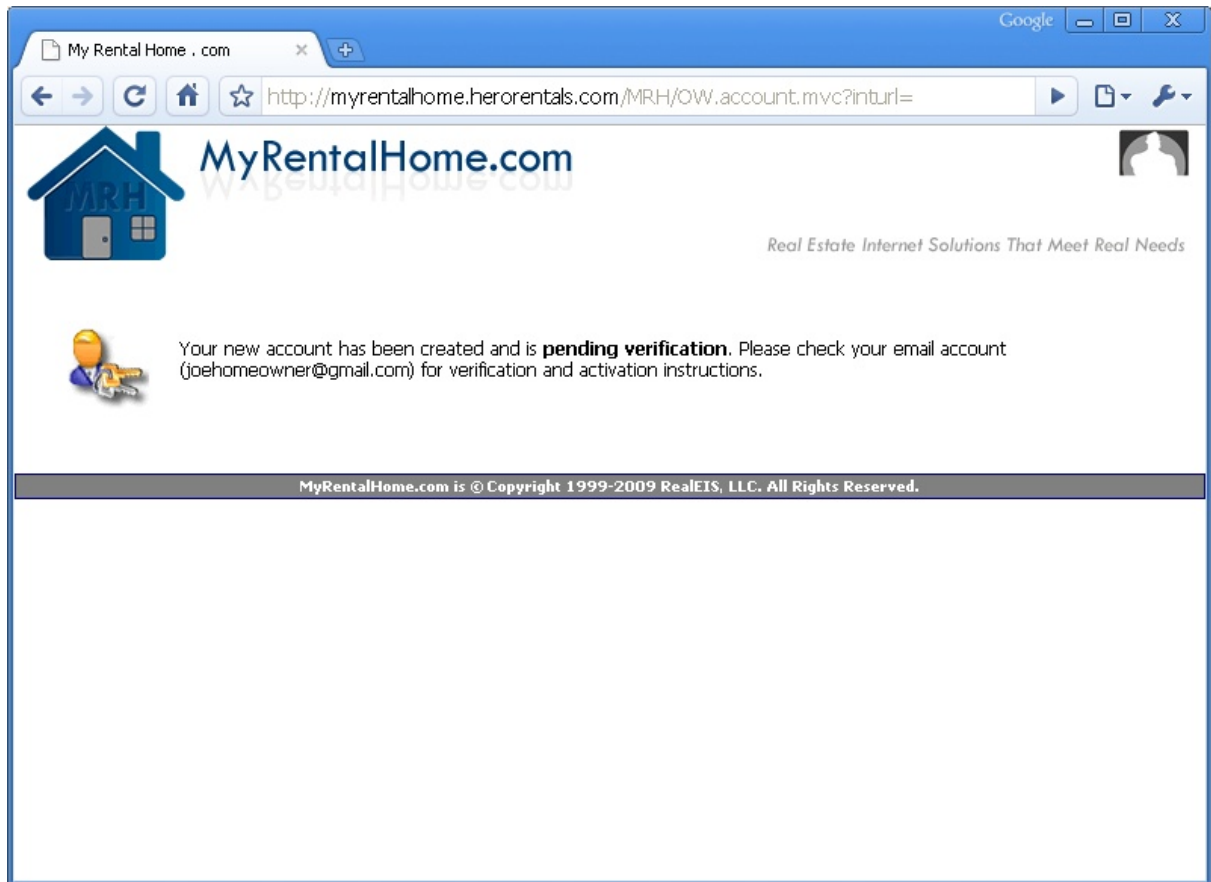


Figure 1c

At this point you have an **unverified** logon account. You must now check the email account associated with your logon to confirm the logon account.

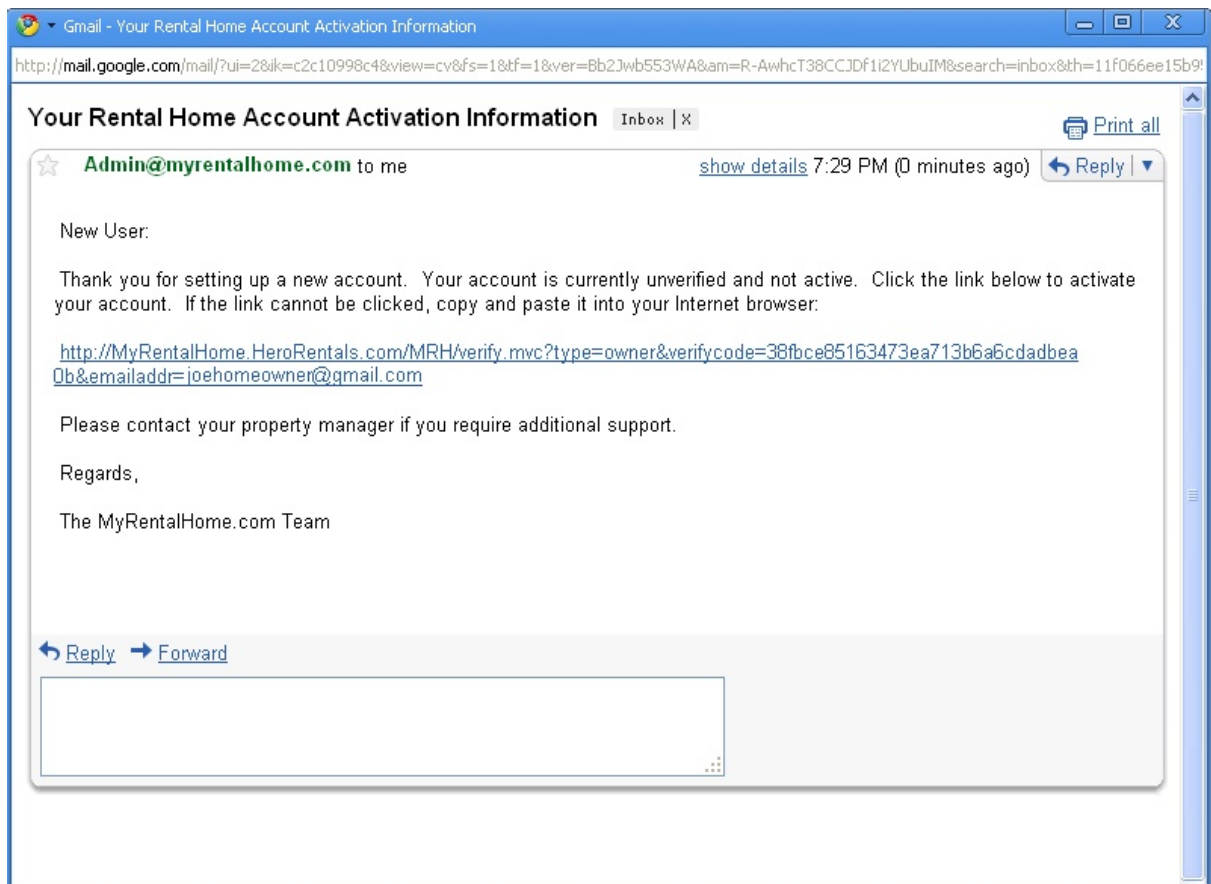


Figure 1d

The email message contains a specially coded link that allows you to verify and begin using your logon account. Click the link to automatically verify.

If your email program does not allow links to be clicked, copy the entire link, from "http:" to the end, and paste that into your Internet browser's address bar.

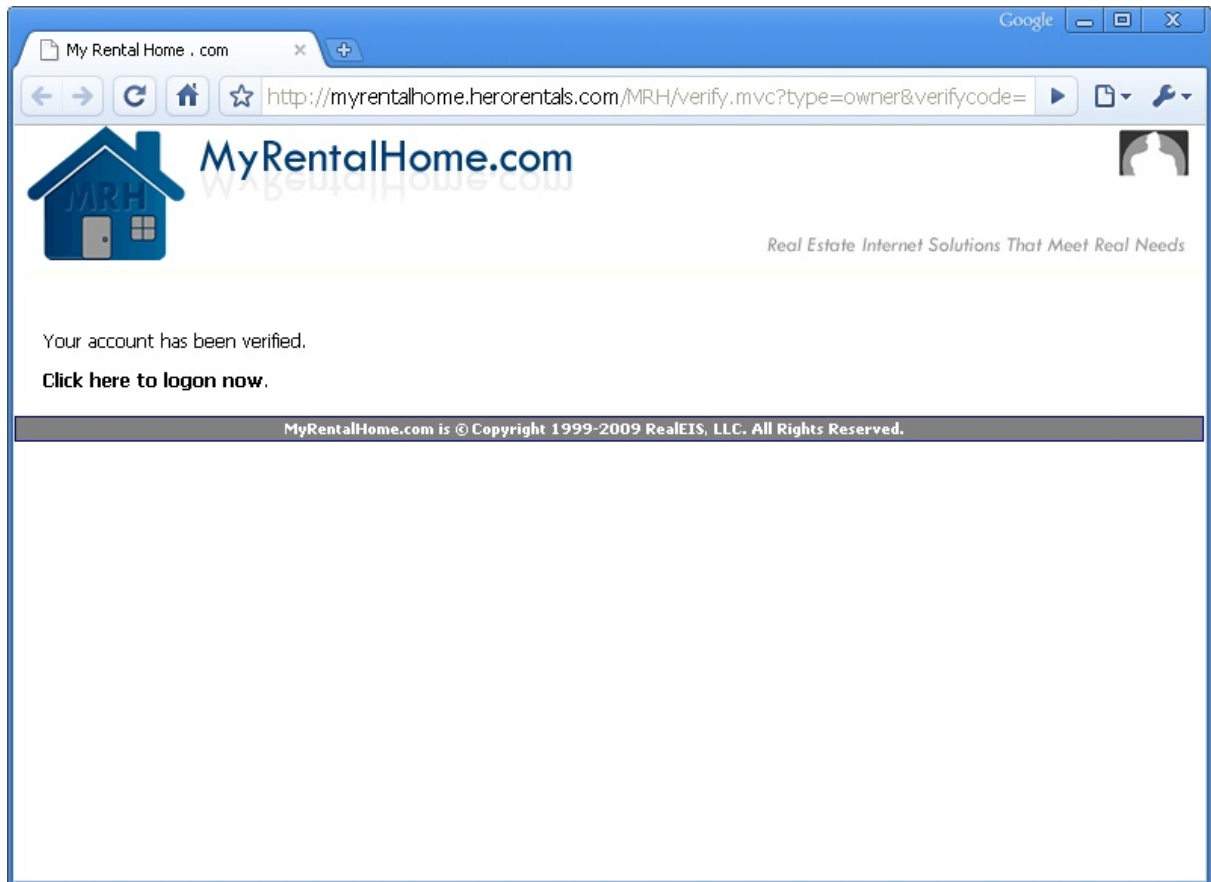


Figure 1e

After successfully verifying your logon account, you will see the message in figure 1e, and can proceed to logon by clicking the logon link.

If you have not received the verification email within 10 minutes, it is possible your email spam filter has blocked it. First, check your spam and/or quarantine folders for the message. If you still have not received it, allow or whitelist emails coming from MyRentalHome.com and HERORentals.com. After doing so, attempt to logon to your account using the email address and password you previously selected. You will be logged on, but since your account is unverified, will not have access to view any information.

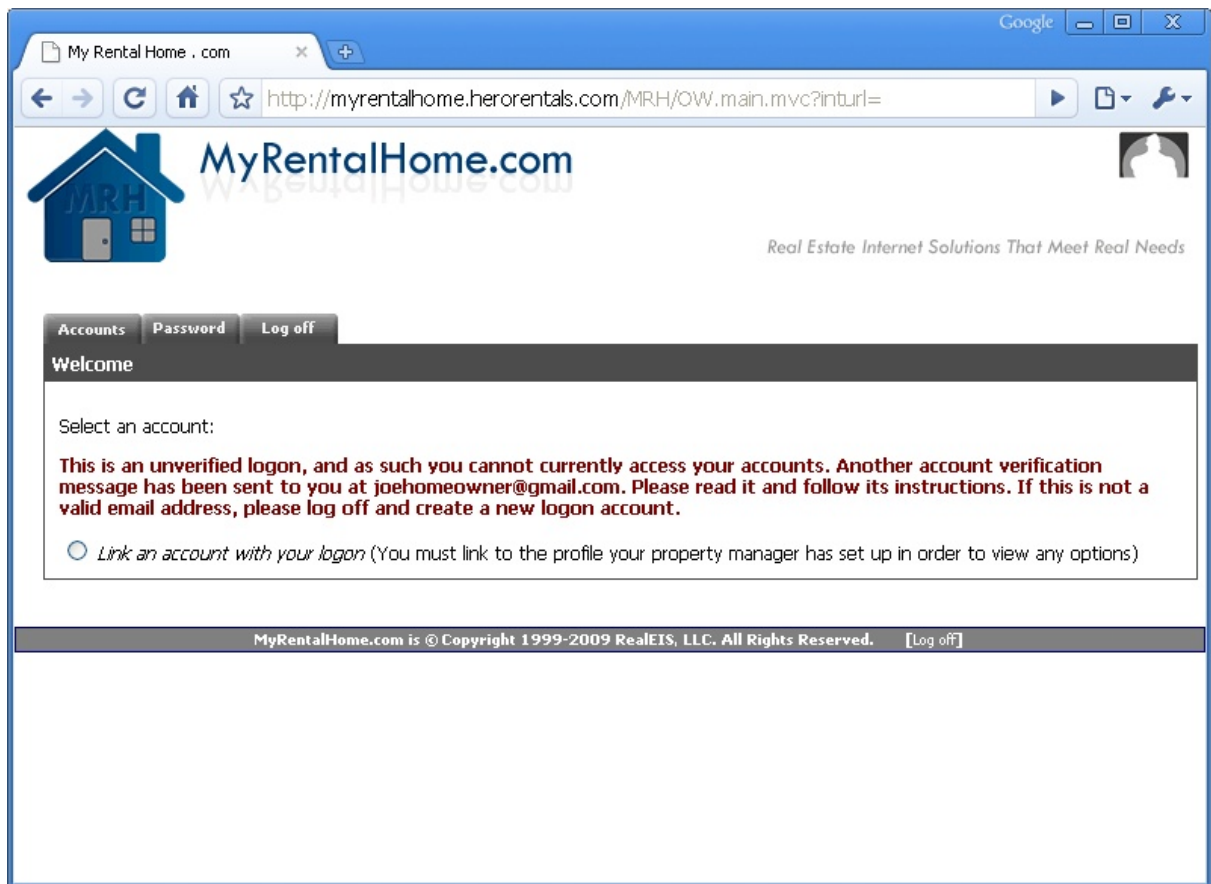


Figure 1f

When you receive the message in figure 1f, return to your email program, a new verification email has been sent to you. When you receive this email, proceed with the verification instructions above. If you cannot receive the verification email, please choose a different email address to use for your logon account and start the process over.

1.2 Connecting Accounts

Once you have created and verified your logon account, it's time to connect it with the account(s) your property manager is maintaining for you.

To begin, click the radio button next to "Link an account with your logon". This will take you to the account linking page, allowing you to link an unlimited number of accounts, from an unlimited number of property managers, with your single logon.

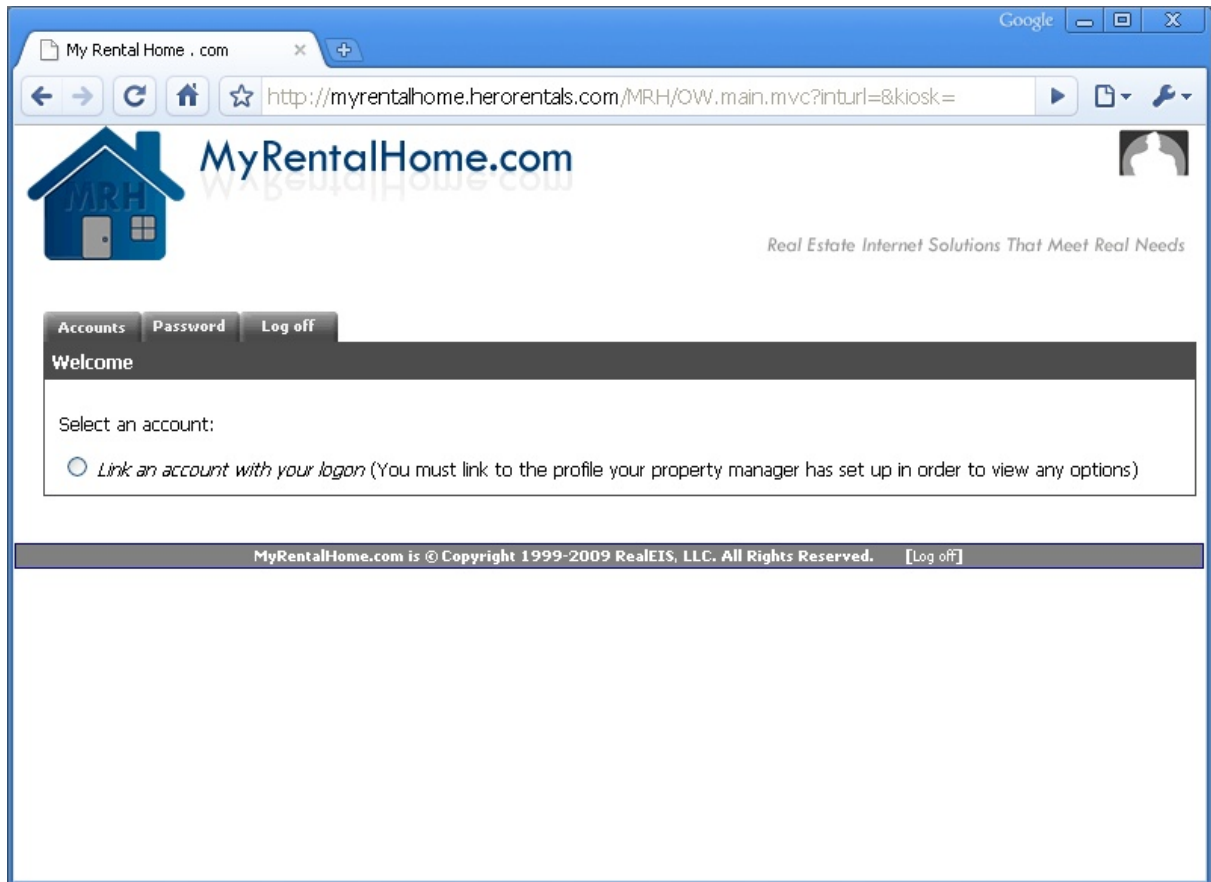
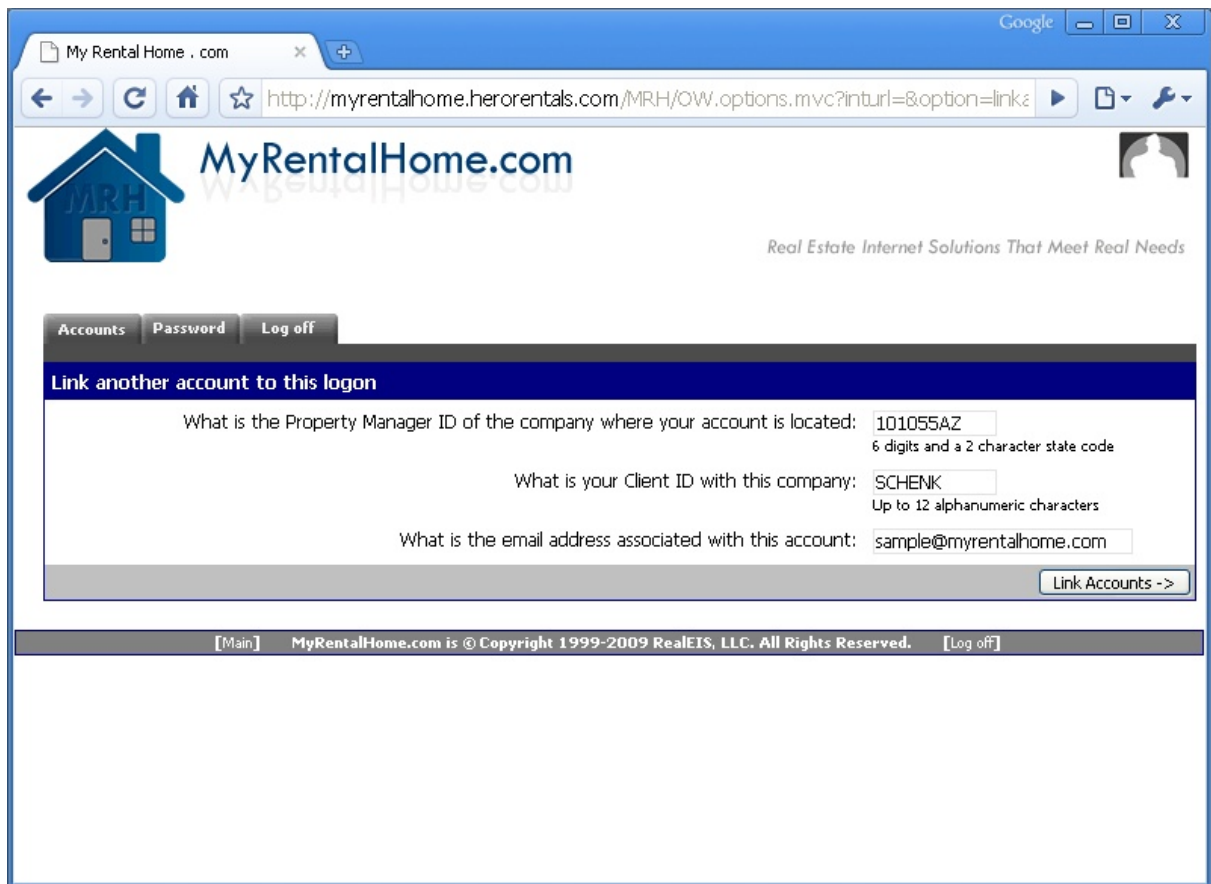


Figure 2a

You will need three pieces of information from your property manager:

- 1) Their account code, called a Property Manager ID
- 2) The account code they have assigned to you, called a Client ID
- 3) The email address they have associated with this Client ID, with exact spelling and case sensitivity



The screenshot shows a web browser window with the URL `http://myrentalhome.herorentals.com/MRH/OW.options.mvc?inturl=&option=link&`. The page header includes the MyRentalHome.com logo and the tagline "Real Estate Internet Solutions That Meet Real Needs". Below the header, there are tabs for "Accounts", "Password", and "Log off". The main content area is titled "Link another account to this logon" and contains three input fields:

- What is the Property Manager ID of the company where your account is located: (6 digits and a 2 character state code)
- What is your Client ID with this company: (Up to 12 alphanumeric characters)
- What is the email address associated with this account:

A "Link Accounts ->" button is located at the bottom right of the form. The footer contains the text: "[Main] MyRentalHome.com is © Copyright 1999-2009 RealEIS, LLC. All Rights Reserved. [Log off]"

Figure 2b

Enter the information into the appropriate boxes, and click "Link Accounts"

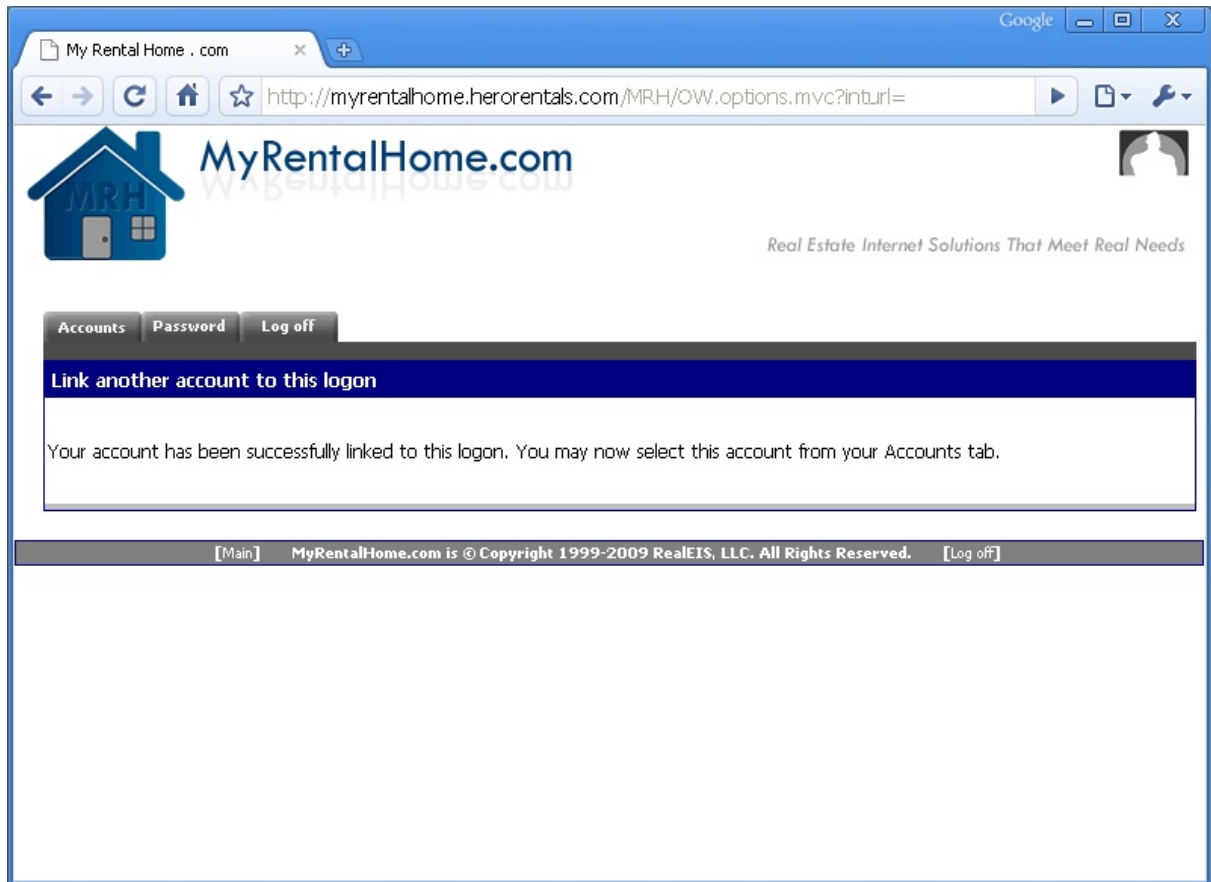


Figure 2c

You have now linked your the account your property manager maintains with your logon, and can begin using the system.

1.3 Using the System

After you have connected an account, you will be able to access it through the system. During subsequent visits, you will need to enter your email address and your password to gain access.

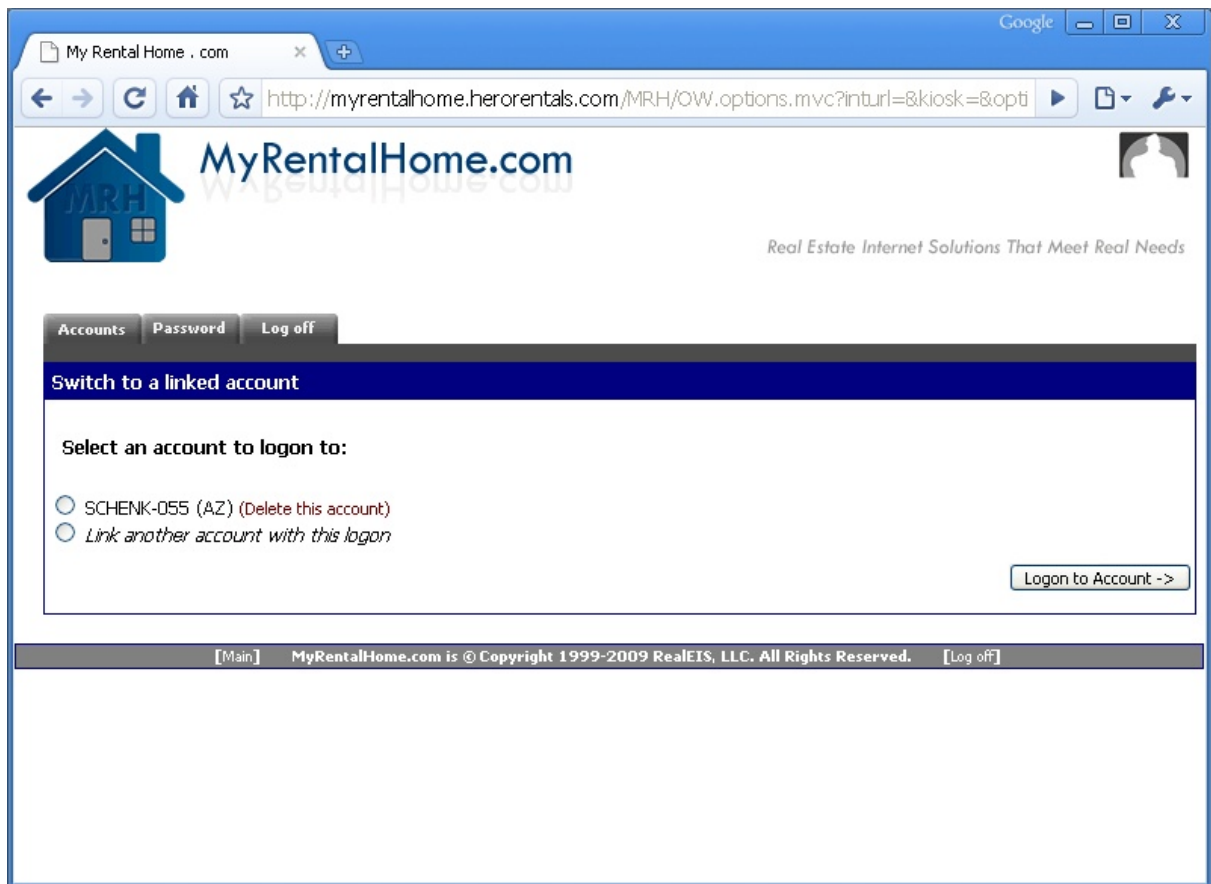


Figure 3a

From the account selection screen, click the radio button next to the account you wish to log on to, then click the "Logon to Account" button. Accounts are identified by your Client ID, the last three digits of your property manager's ID, and the state where the account is located.

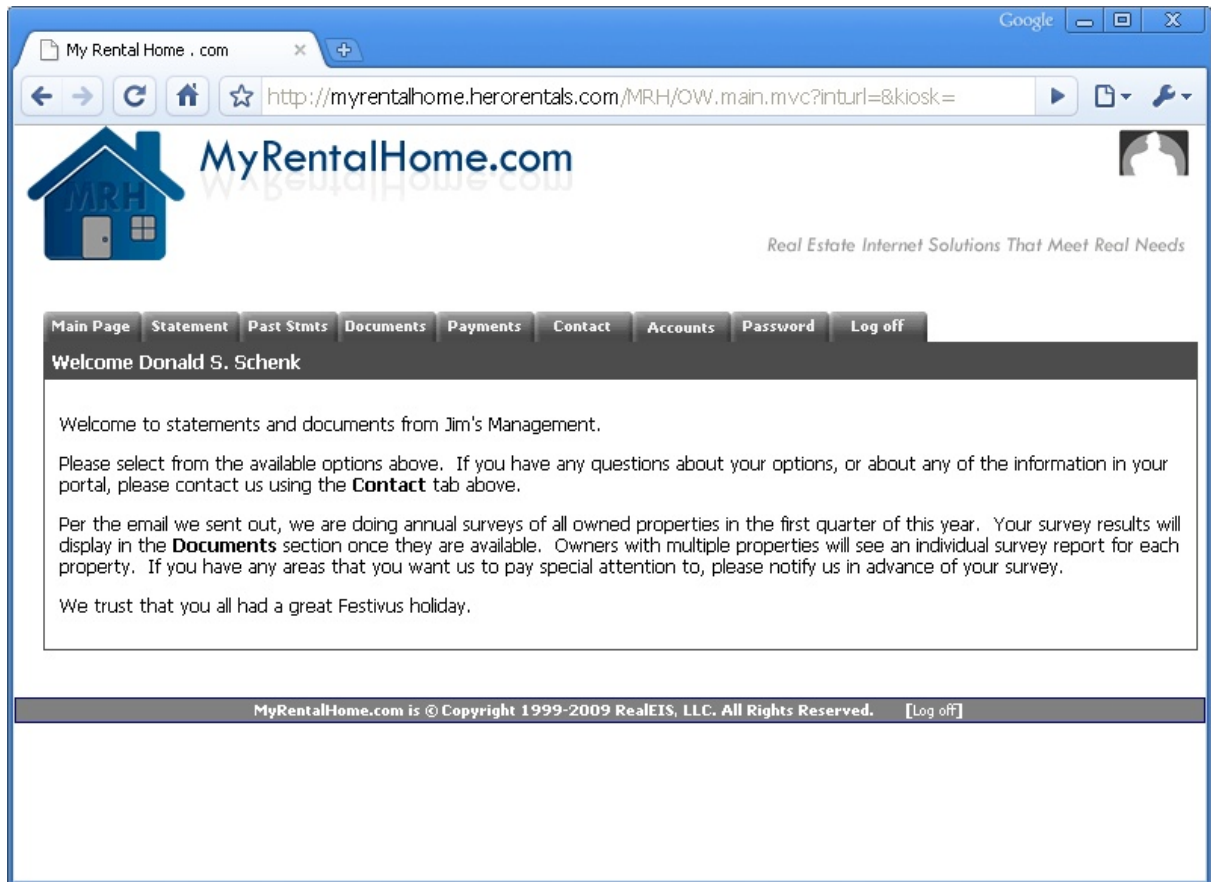


Figure 3b

You are now logged on to the account as provided by your property manager. A new series of tabbed options is displayed on the screen. These are the functions that are enabled within this managed account. Not all options are enabled in all accounts, so you may not see all of the options described in this document.

1.4 Forgotten Password

If you forget your password, you can request a password reminder from the Account Logon screen and a password reminder email will be delivered to your logon username/email address. If this email address is no longer valid, set up a new logon account according to the instructions above.

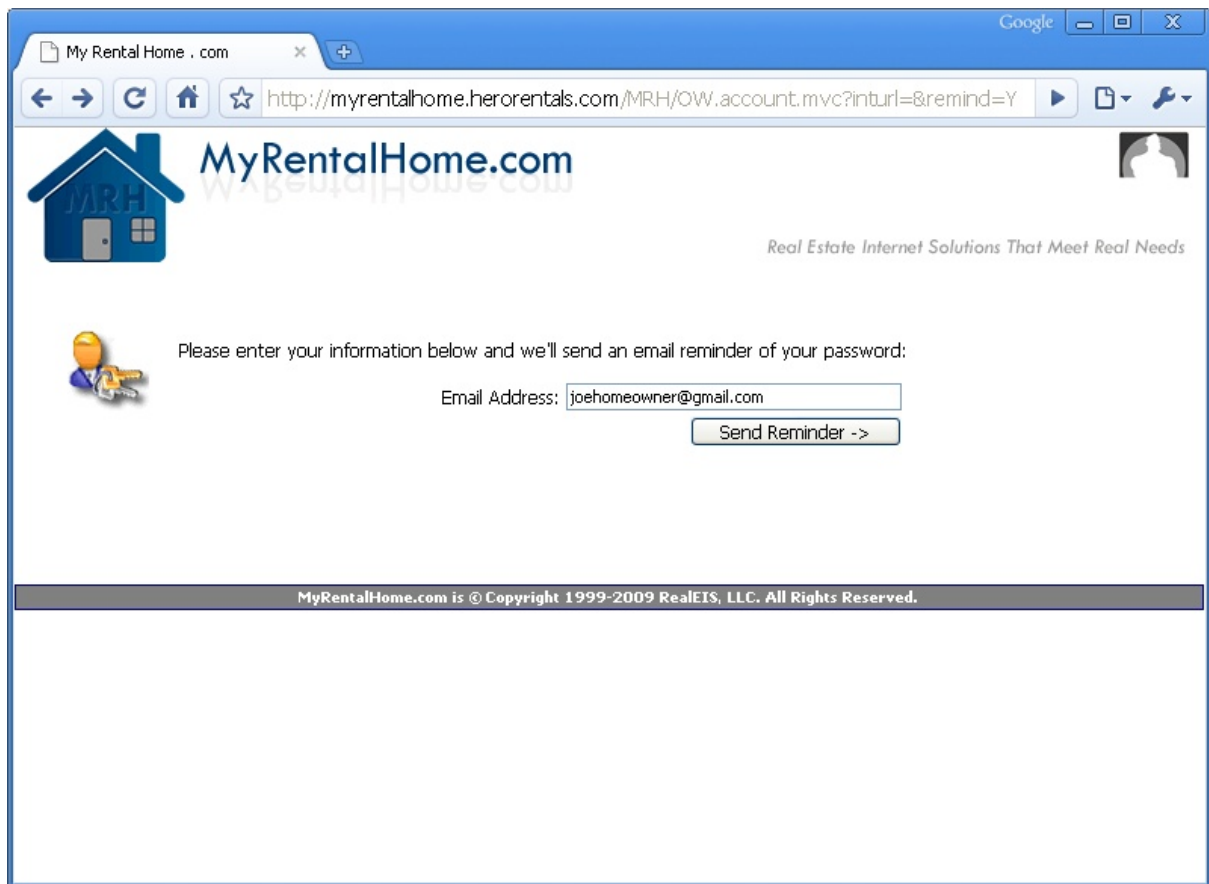


Figure 4a

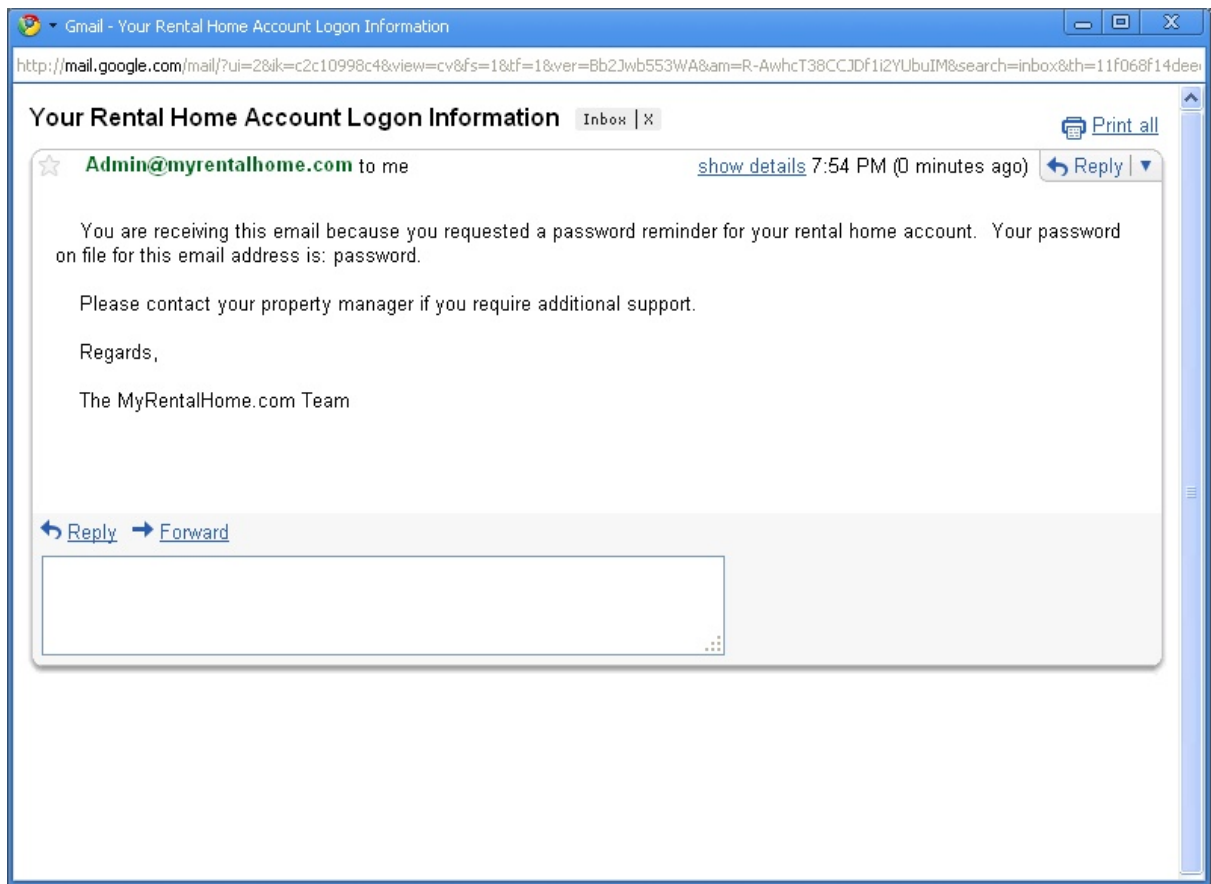


Figure 4b

2 Statements

Click on the "Statement" tab to view your most recent online statement. We publish online statements periodically, in much the same manner as printed statements were mailed to you. However online statements can be viewed by you immediately after they have been posted electronically.

When you open your current online statement, the statement summary view will be displayed (Figure 5a). The summary view provides an outline by category of all income and expenses for the statement period.

My Rental Home . com

http://myrentalhome.herorentals.com/MRH/OW.options.mvc?inturl=&kiosk=&opti

MyRentalHome.com

Real Estate Internet Solutions That Meet Real Need.

Main Page Statement Past Stmt Documents Payments Contact Accounts Password Log off

Donald S. Schenk Active Statement

Statement Style Running balance, sorted by date View Detail Print

SJPM

Slim Jim's Residential Property Management
 Slim Jim
 222 film
 Chandler, AZ 00000

Phone: 800 555 5550
 Fax: 800 555 0000
 Email: admin@homerentals.net
 Website:
 http://sample.homerentals.net

This is a header note.

ID	Owner	Beginning Date	Beginning Balance	Ending Date	Ending Balance
SCHENK	Donald S. Schenk	2008-01-01	\$600.00	2008-02-19	\$600.00

Figure 5a

To view statement details, click the "View Detail" button at the top of the statement. This will display the itemized transactions for the statement period. One or more statement line items may be displayed in color and be underlined. When you see this, it means that we have linked one of the documents in your online document folder to an item on your statement. The linked document will provide you with additional information about this statement item. Click on the text to view the associated document.

If more than one style preference is available, select the most suitable one by clicking "Statement Style" at the top of the statement screen.

If your online statement displays transactions for multiple units, you may prefer the a statement style that separates these units. When printing a statement style with separated units, you will have the option of printing one unit per page.

Click on the "Print" icon at the top of the statement view to print a copy of your online statement.

Your online statement will display our company information at the top, and may include some additional notes.

3 Past Statements

Click on the "Past Stmt" tab to access your statement archive. Select a statement from the drop down select list and then click on the "View/Print" button to review or print one of your past

statements (Figure 6a).

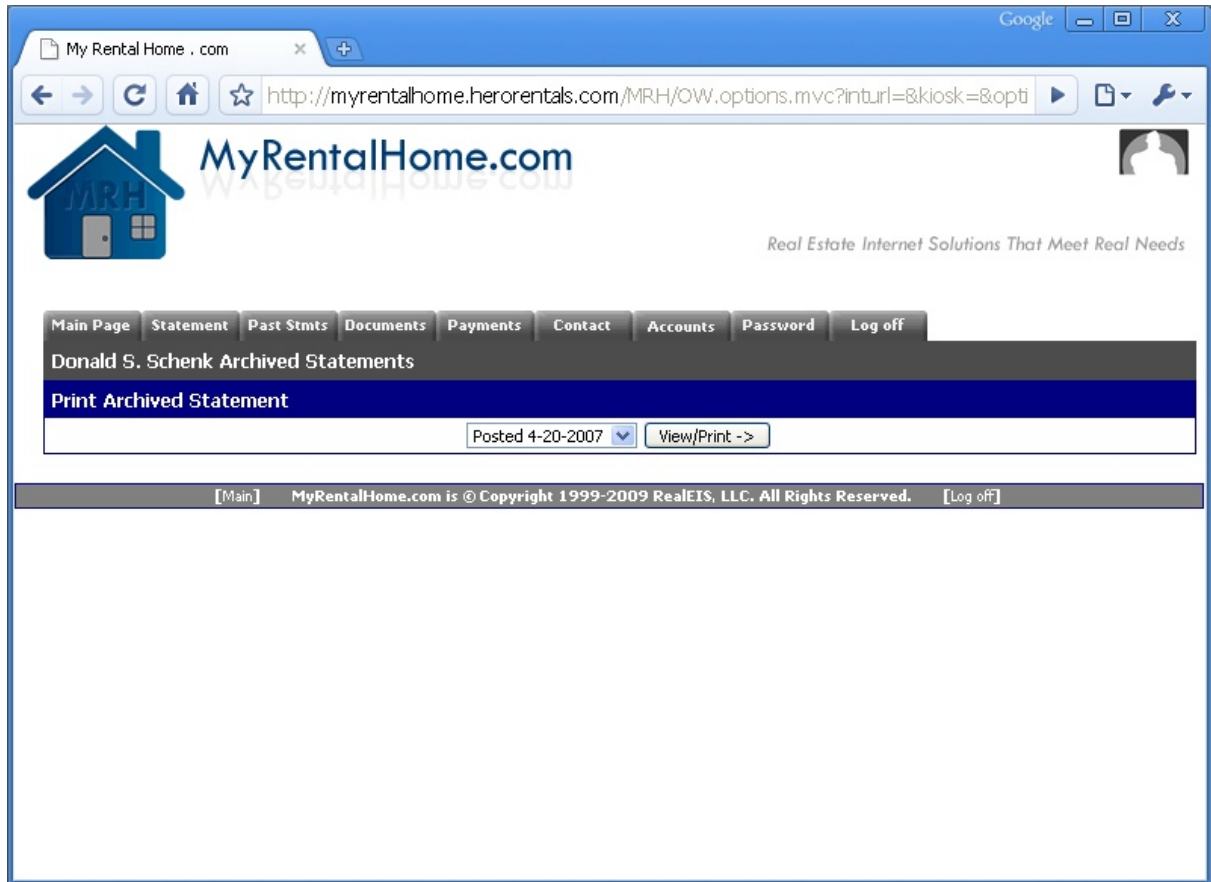


Figure 6a

4 Payments

The payment process is different for owners, tenants, and guests. Please select the appropriate instructions.

4.1 Payments from Owners

Click on the "Payments" tab to send a payment to your property manager. Owner payments can be any amount, for any reason, as requested by your property manager.

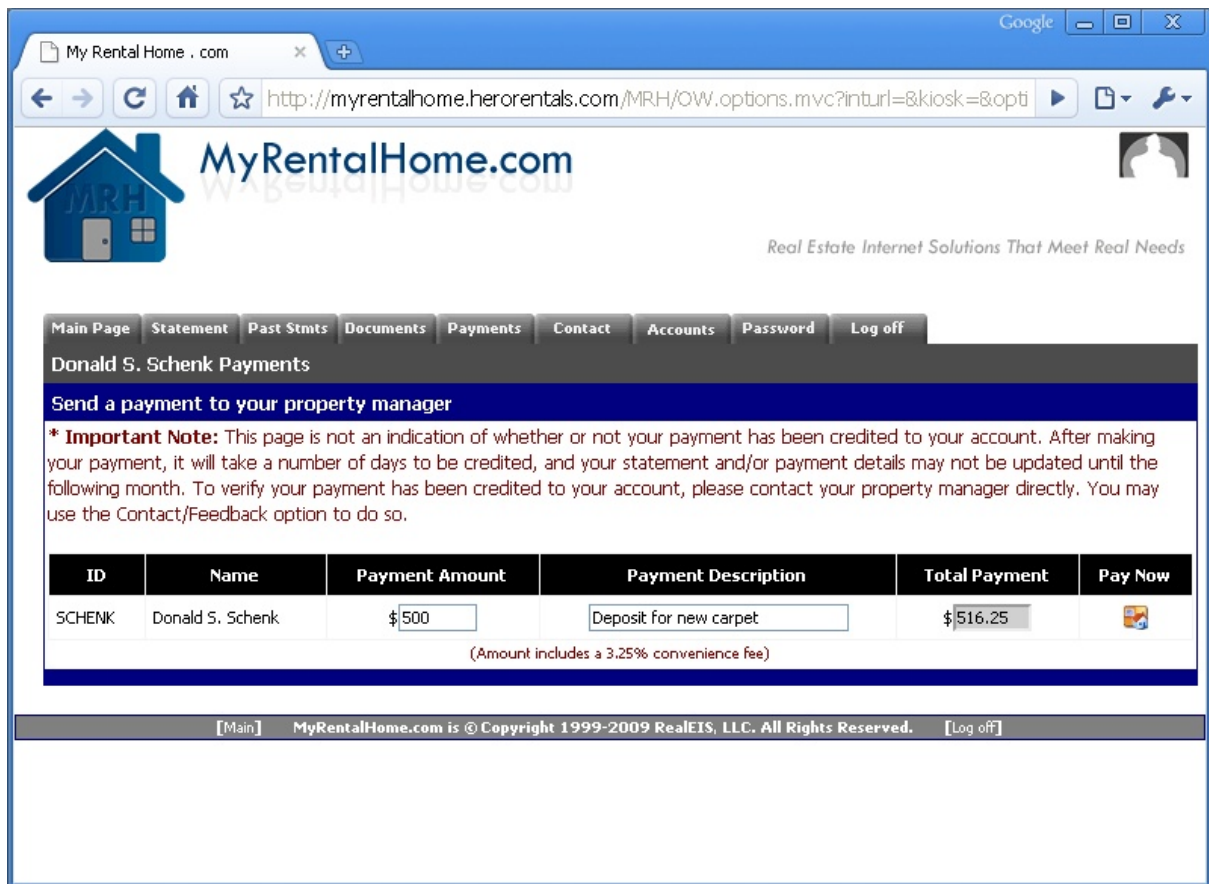


Figure 7a

There are two steps to set up the payment:

- 1) Enter the payment amount that is to be credited to your account.
- 2) Enter the reason for the payment in the Payment Description box, so the payment can be properly understood and credited.

If a convenience fee applies to this payment, it will be added to the payment amount to determine the Total Payment. The total payment is the amount that will be debited from your credit card or bank account.

Click the Pay Now button to proceed to the payment screen to enter your payment method and approve.

Google

Billing Information - PayPal

https://www.paypal.com/us/cgi-bin/webscr?cmd=_flow&SESSION=msywjSnb

Rent **Total: \$1.29 USD**

Pay with Credit Card or Log In **PayPal** [Secure Payments](#)

[Learn more](#) about PayPal - the safer, easier way to pay.

Enter your billing information **Already have a PayPal account?**

Country:

First Name:

Last Name:

Credit Card Number:

Payment Type

Expiration Date: / CSC: [What's this?](#)

Billing Address Line 1:

Billing Address Line 2: (optional)

Please log in

Email:

Password:

Forgot [email address](#) or [password](#)?

Figure 7b

On the payment screen, choose your method of payment (credit card, or log on to PayPal for credit card, bank account, or PayPal payment). Follow the instructions on these screens to complete payment. After successful payment, confirmation will be displayed.

4.2 Payments from Tenants

Click on the "Payments" tab to send a payment to your property manager. Tenant payments must be for the exact amount of current charges from your property manager, plus any applicable system usage convenience fee.

The screenshot shows a web browser window displaying the MyRentalHome.com website. The browser's address bar shows the URL: <http://myrentalhome.herorentals.com/MRH/TN.options.mvc?inturl=&kiosk=&optio>. The website header features the MyRentalHome.com logo and the tagline "Real Estate Internet Solutions That Meet Real Needs". A navigation menu includes links for Main Page, Statement, Documents, Payments, Repairs, Contact, Accounts, Password, and Log off. The main content area is titled "Joseph P. Bruno Payments" and contains a "Pay Rent" section. Below this is a table with the following data:

ID	Name	Current Balance Due*	Pay Now
BRUNO	Joseph P. Bruno	\$1.29	

(Amount includes a 3% convenience fee)

The footer of the page contains the text: [Main] MyRentalHome.com is © Copyright 1999-2009 RealEIS, LLC. All Rights Reserved. [Log off]

Figure 8a

Review the amount due to ensure it matches your expectations. If it does not appear to be correct, please contact your property manager using the Contact tab to have them confirm that all charges are posted to your account. Then click the Pay Now button to proceed to the payment screen to enter your payment method and approve.

Rent **Total: \$1.29 USD**

Pay with Credit Card or Log In **PayPal** [Secure Payments](#)

[Learn more](#) about PayPal - the safer, easier way to pay.

Enter your billing information

Country:

First Name:

Last Name:

Credit Card Number:

Payment Type:

Expiration Date: / CSC: [What's this?](#)

Billing Address Line 1:

Billing Address Line 2: (optional)

Already have a PayPal account?

Please log in

Email:

Password:

Forgot [email address](#) or [password](#)?

Figure 8b

On the payment screen, choose your method of payment (credit card, or log on to PayPal for credit card, bank account, or PayPal payment). Follow the instructions on these screens to complete payment. After successful payment, confirmation will be displayed.

5 Documents

Click on the "Documents" tab to view past and current online documents (Figure 10). Documents are filed according to the month they are posted to your account. The current month's folder will be displayed at the top, click on this folder to access the documents filed inside. Be sure to review all the current documents each month - they may contain critical information.

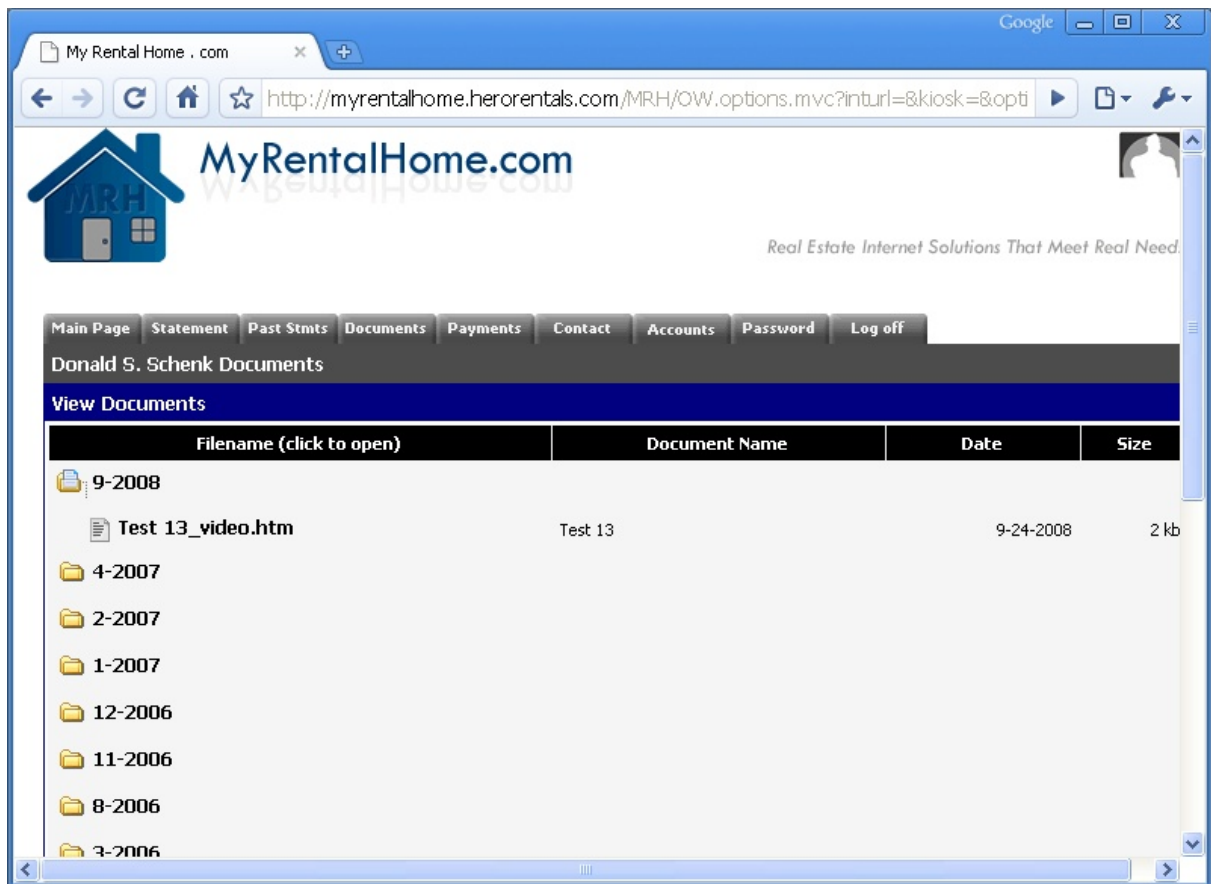


Figure 10

The documents displayed inside each folder are assigned a filename, a document name, the date of upload, and will display the file size. Click on an individual document filename to open the associated document. You must have a program installed on your computer that is suitable for opening the document, or you may receive an error message.

Common file types include:

Web document - .htm (could be anything viewable in a web browser)
 Open document text - .odt
 Open document spreadsheet - .ods
 Microsoft Word - .doc
 Microsoft Publisher - .pub
 Microsoft Excel - .xls
 Plain text - .txt
 Adobe Acrobat - .pdf
 Image File - .jpg
 Image File - .gif

If we post a document in a format that you cannot read, please notify us. If you do not have a PDF reader installed on your computer, you can download free reader software from Adobe.com.

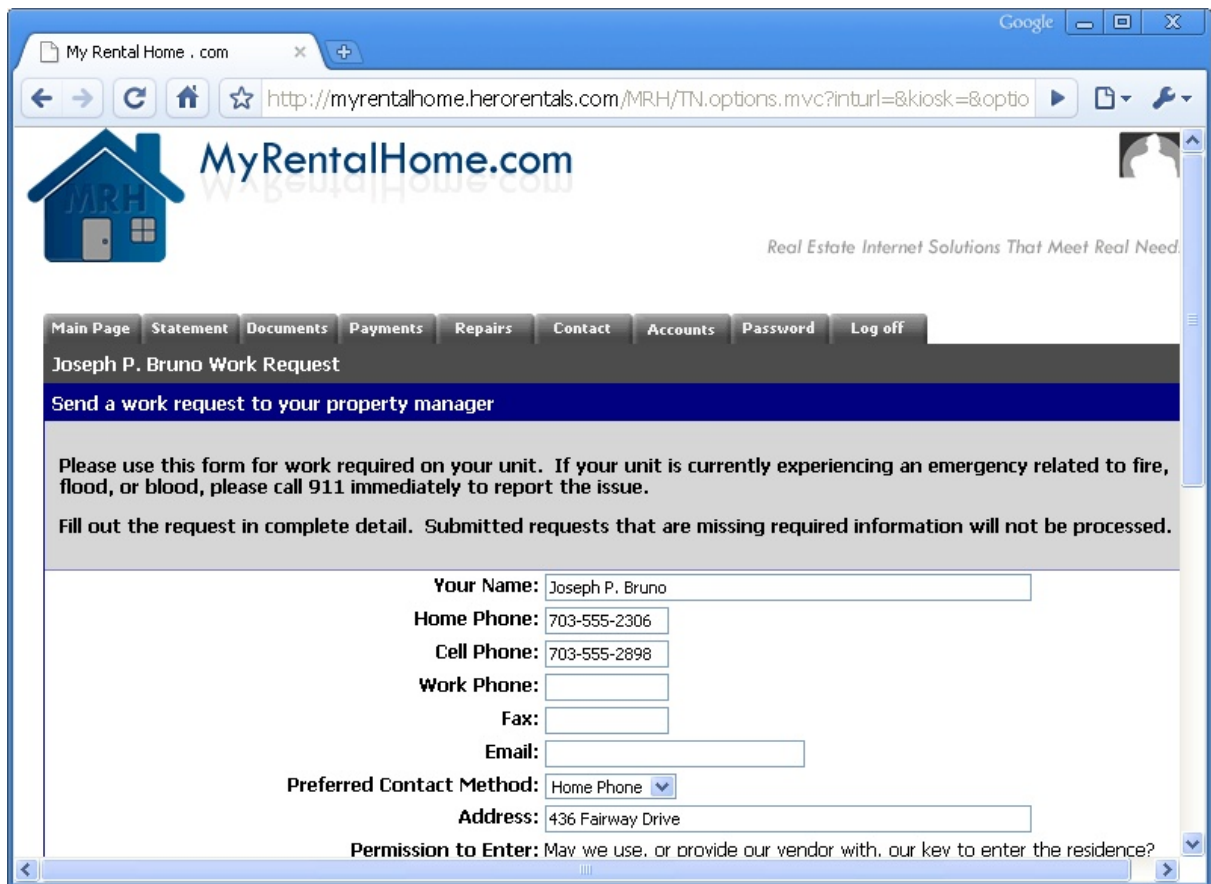
The color of the document icon differs based on the category of document that has been posted to your account.

Gray icon - personal, confidential documents specifically for you
Blue icon - document posted to all of our clients

Use the "Search Documents" feature at the bottom of the Documents screen to quickly locate a document by a keyword in the document name, subject, or description (Figure 10).

6 Repairs

Click on the "Repairs" tab to submit an online work request or locate alternate maintenance contact information for your property manager. When filling out a work request, be sure to complete all fields on the form. An incomplete form will not be sent to the property manager. The bottom of the form may contain an agreement, which you agree to by submitting the form.



The screenshot shows a web browser window with the URL <http://myrentalhome.herorentals.com/MRH/TN.options.mvc?inturl=&kiosk=&optio>. The page title is "MyRentalHome.com" and the tagline is "Real Estate Internet Solutions That Meet Real Need". The navigation menu includes: Main Page, Statement, Documents, Payments, Repairs, Contact, Accounts, Password, and Log off. The current page is titled "Joseph P. Bruno Work Request" and has a sub-header "Send a work request to your property manager". The main content area contains the following text: "Please use this form for work required on your unit. If your unit is currently experiencing an emergency related to fire, flood, or blood, please call 911 immediately to report the issue. Fill out the request in complete detail. Submitted requests that are missing required information will not be processed." Below this text is a form with the following fields: "Your Name:" (text box with "Joseph P. Bruno"), "Home Phone:" (text box with "703-555-2306"), "Cell Phone:" (text box with "703-555-2898"), "Work Phone:" (text box), "Fax:" (text box), "Email:" (text box), "Preferred Contact Method:" (dropdown menu with "Home Phone" selected), "Address:" (text box with "436 Fairway Drive"), and "Permission to Enter:" (checkbox area with text "May we use, or provide our vendor with, our key to enter the residence?").

Figure 11a

Upon successfully submitting your work request, confirmation is displayed.

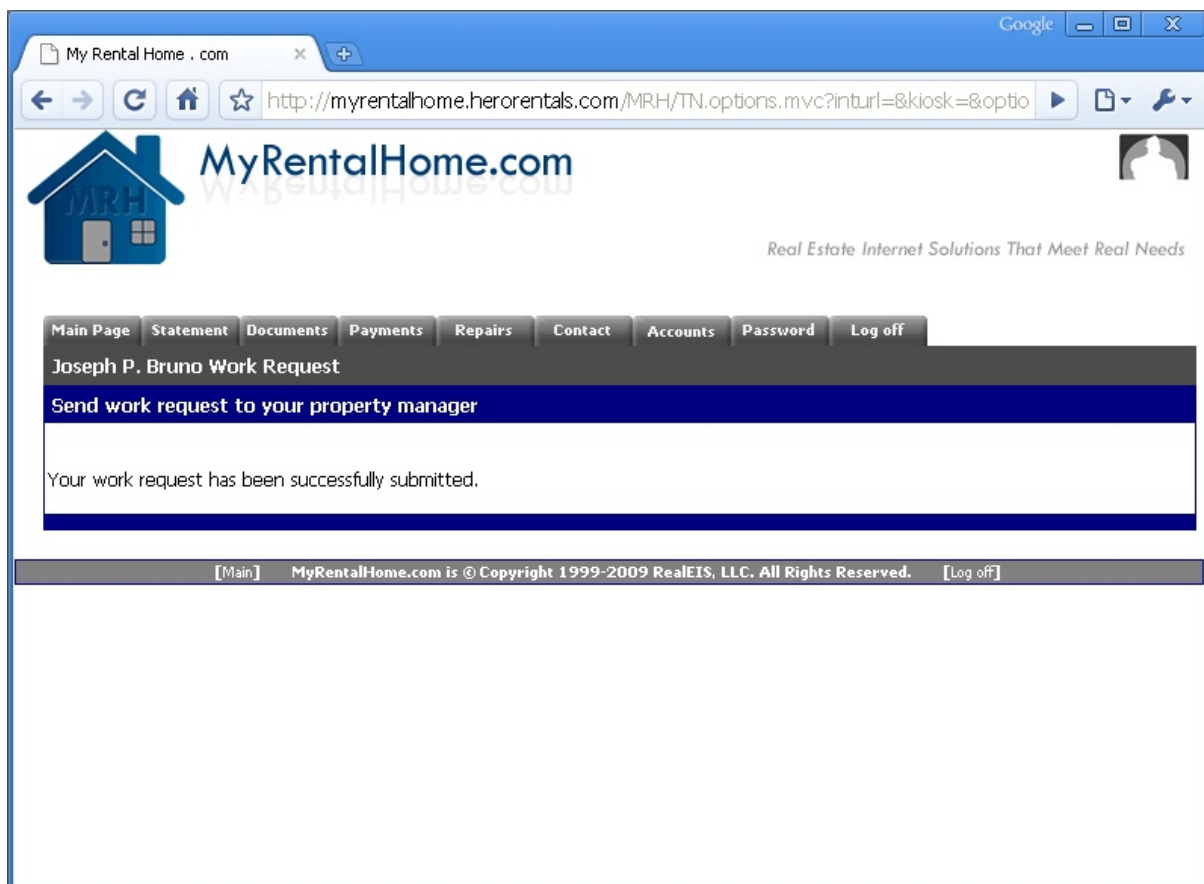


Figure 11b

7 Contact

Click on the "Contact" tab to send us your comments and/or questions by email. Complete the online feedback form and then click on "Send Message" to send the email to us (Figure 12). A confirmation message will be displayed to verify that your message has been sent. We will review your comments and follow up with you as needed.

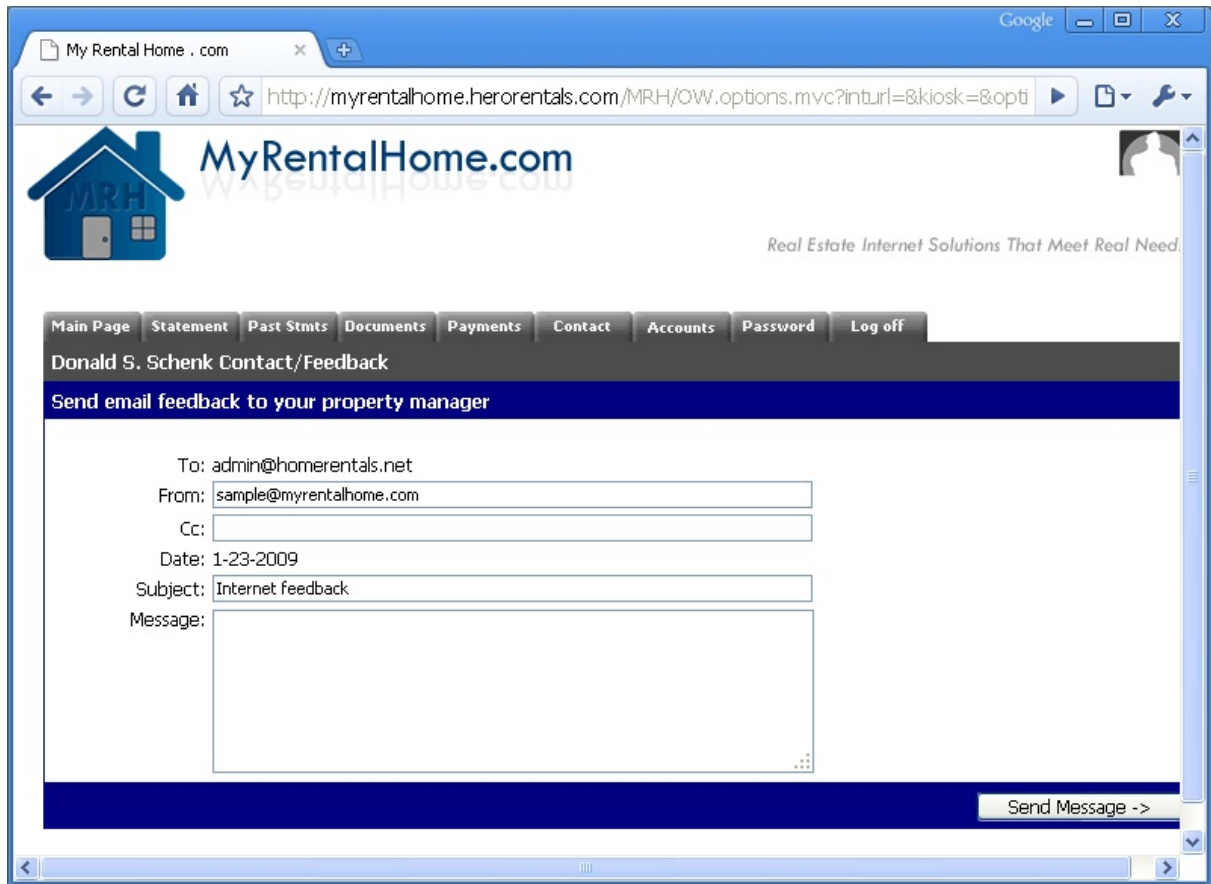


Figure 12

8 Accounts

The accounts option first seen when you log on is also available when logged on to an account, allowing for quick switching between property managers and managed accounts.

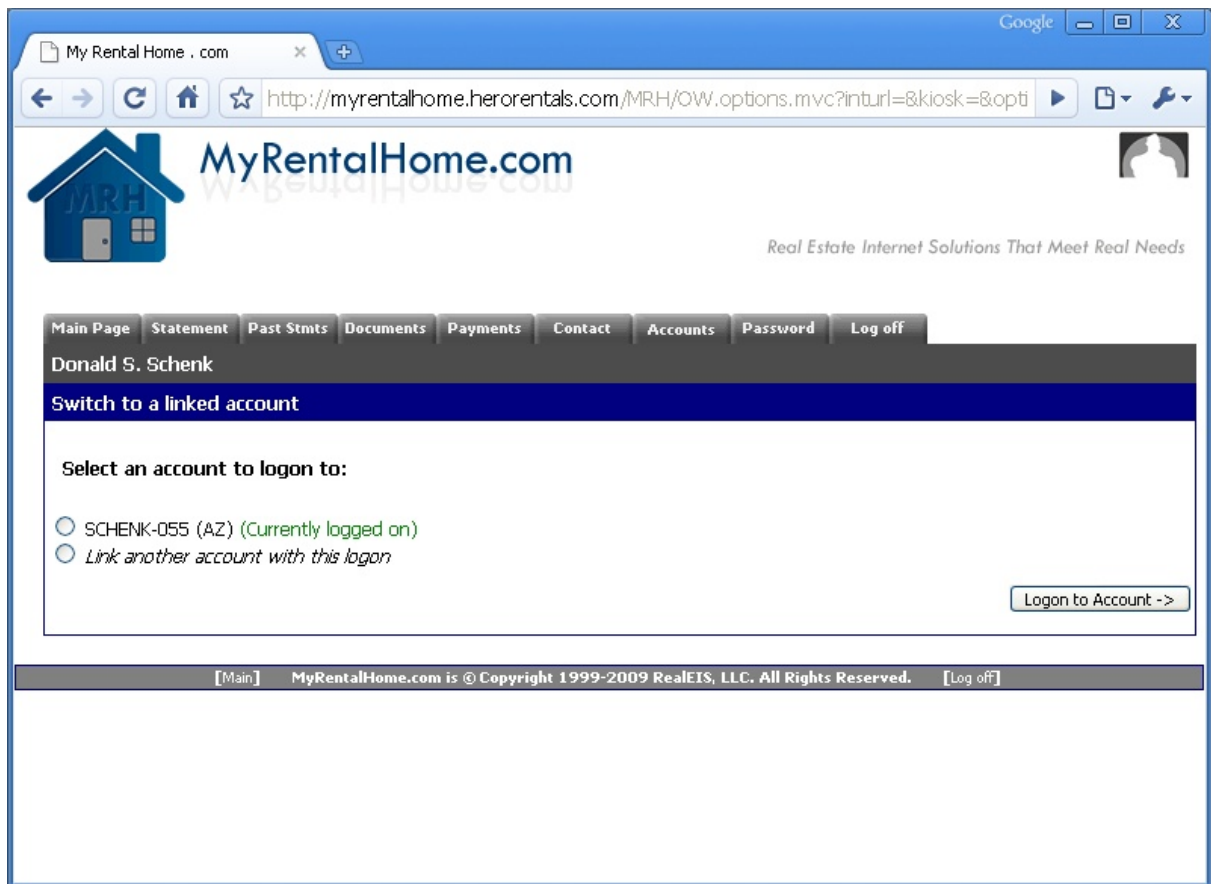


Figure 13

Follow the same instructions to link a new account with your logon. You may also confirm which account you are logged on to, and delete any linked accounts (except the one that you are currently using) from this screen.

9 Password

You maintain complete control over you online account password and may change it as you determine is necessary.

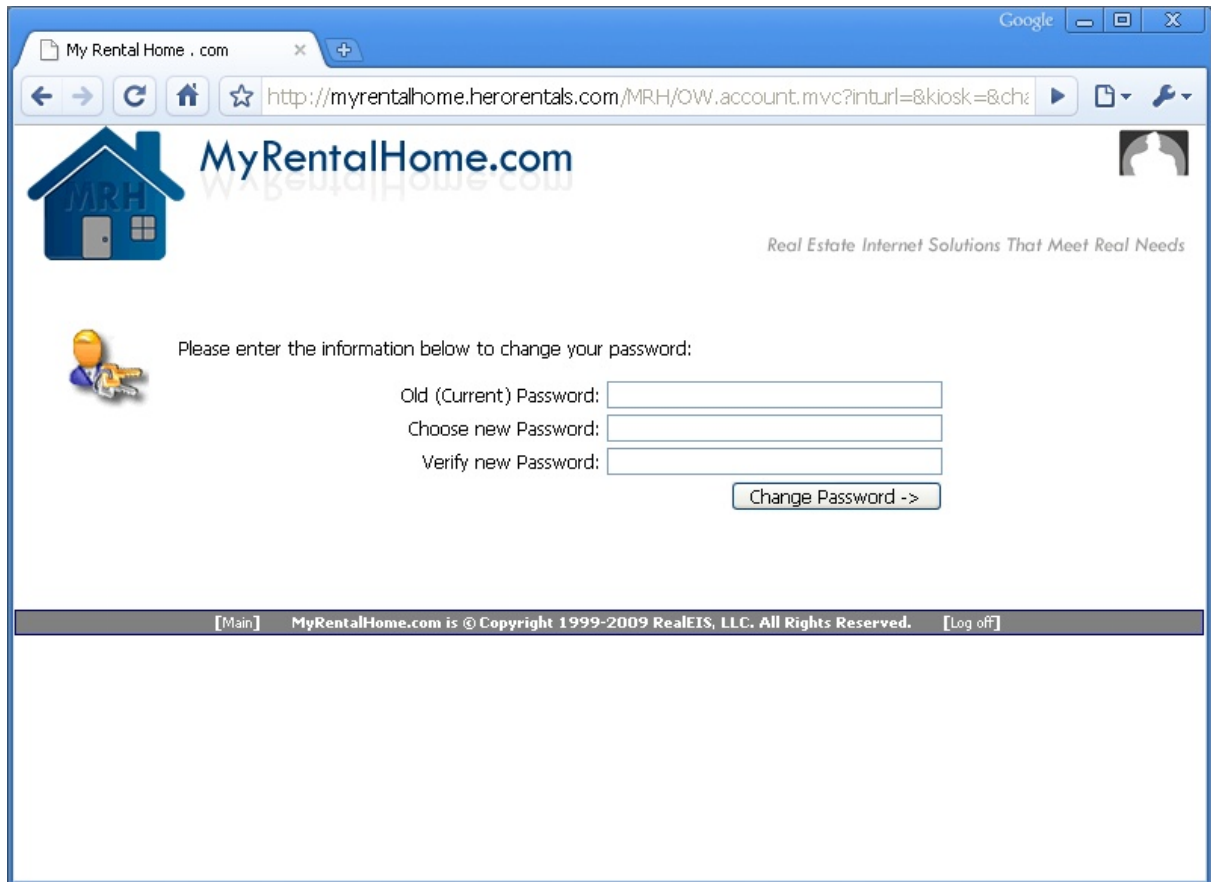


Figure 14

To change your password (Figure 14):

1. Click on the "Password" tab
2. Enter your current password.
3. Enter the new password. Your password should be easy for you to remember, but difficult for others to guess.
4. Click "Change Password" to save your new password. A confirmation message will be displayed to verify that your password has been updated. Be sure to record your new password and store it in a safe place.

If you forget your password, you can request a password reminder from the Account Logon screen and a password reminder email will be delivered to your logon username/email address. If this email address is no longer valid, please contact us so that we can update our records.

10 Log Off

When you are ready to exit your online account, click on the "Log Off" tab (Figure 15) to log off and secure the computer you are using. Logging off properly will ensure that no subsequent computer user will automatically log on to your account and access your statements and/or documents. However, if you leave the website or disconnect from the Internet without logging off of your online

account, the system will automatically log you off in an hour.

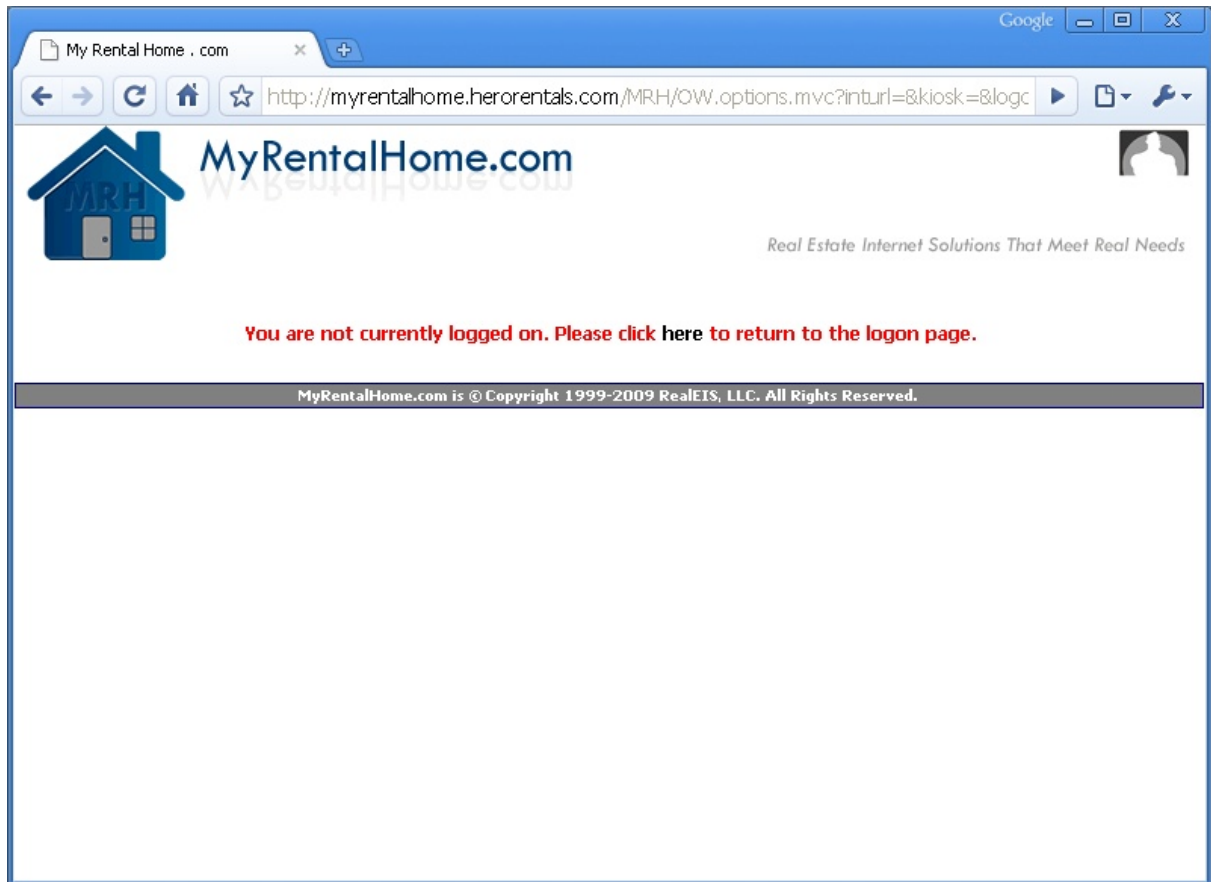


Figure 15