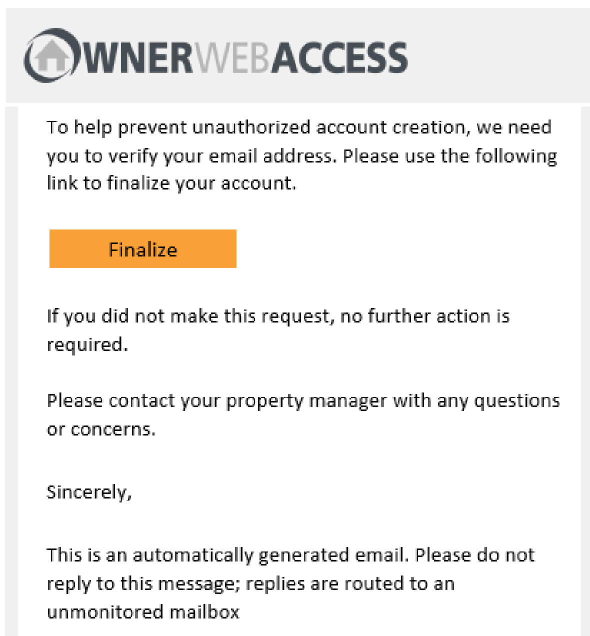
Hello and thank you for choosing Jamison Management Company to help you manage your portfolio! In order to keep up to date with tenant payments, review fees and distributions, stay in contact with us, and view maintenance requests, you will need to access your user account on our **Owner Web Access (OWA)** portal. This packet will give you all the information you need to use OWA. Read on as we give you the basics on how to set up your user account, make contributions, and so much more!

Create a Login

Now that we manage your portfolio, you will need an account for our Owner Web Access (OWA) portal. We will initiate this process for you.

1. You will receive an email asking you to finalize your account.



2. Click the **Finalize** button within the email.
3. You will then be prompted to create a password for your user account.
4. Once you choose your password, you are ready to go!

Logging Into the Owner Portal

Once you've created your account, you're ready to login and take advantage of everything the portal has to offer! To log into your account:

1. Open a web browser and go to

   https://jamison.owa.rentmanager.com/#/login?locations=default

   OR Scan Here to be directed to the portal.

2. Log in using the email address and the password you created in the step above.

3. Optionally, click **Remember Me** so you won't have to enter this information every time you log in.

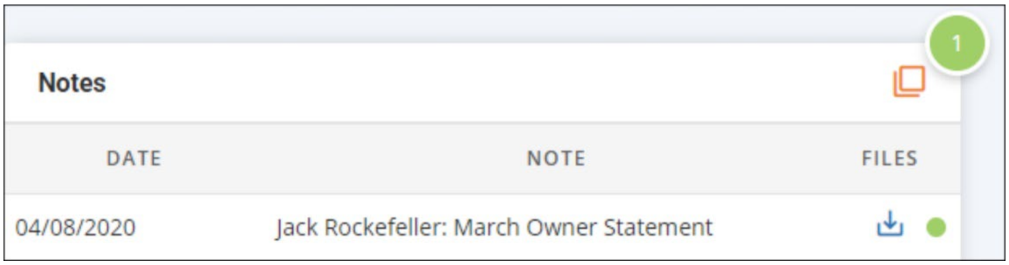
4. Click **Login** and you're in!

5. It's recommended that you bookmark this page to make it easier to access the portal again in the future.

   - Once you have logged into the portal, look for the bookmark icon or option in your browser. This is typically represented by a star icon near the address bar.
   - Click on the bookmark icon. A menu or dialog box will appear, giving you the option to name the bookmark and choose the folder where you wish to save it. You can leave the name as it is or change it to something more recognizable, like "Property Management Portal."
   - After naming and choosing the location for your bookmark, click on the 'Save' or 'Done' button to add the portal to your bookmarks.
   - To "Pin" the portal for quick access, open a new tab in your browser. If your browser supports pinning (most modern browsers do), you should see the bookmarked site appear as a suggested or most visited site.
   - Right-click on the portal's icon or title in the new tab page and look for the option to "Pin" the site. This option may be worded differently depending on the browser, such as "Pin to Top Sites," "Pin to Start," or simply "Pin."

The Dashboard

During your initial login, one of the first things you'll notice is your **Dashboard**. The **Dashboard** displays tiles of information related to the properties you own. These tiles cover all the important aspects your account, including information on **Bills**, **Service Issues**, **Management Fees**, and more. In addition, the tiles will keep you up to date on all the new activity that occurred since your last login. A green circle with the number of updates will display in the upper-right of any applicable tiles.



Run Reports

OWA offers a variety of reports that can give you all the information you need about the status of your properties. To generate reports:

1. On the navigation bar, click the **Reports** tab.
2. Choose a report from the list, or search for a specific report using the **Search** field.
3. Select the properties you want to run the report for, the **Date Range** or **As of Date**, and your preferred accounting method.
4. At the bottom-right of the screen, choose your preferred file format for the final report: PDF, CSV, HTML, Text, or Excel.
5. Click **Run Report** in the bottom-right of the screen to generate the report.
6. Click **Open** to view your report.

History/Notes

We may run certain reports on your behalf and save them to the **History/Notes** tile of OWA. To view these premade reports:

1. On the navigation bar, click the **History/Notes** tab.
2. To filter the history/notes list, click the **Filters** icon at the top left of the screen. Set the desired filters and then click **Apply** to narrow the list of bills.
3. Click on the download icon in the **Files** column to display the report.

View Open Bills

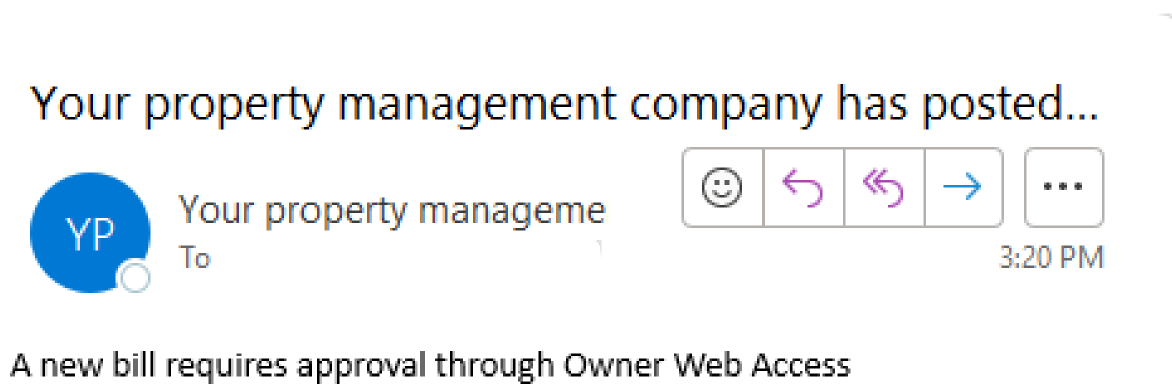
OWA allows you to view any bills that were charged to your properties. To view bills:

1. On the navigation bar, click the **Bills** tab.
2. To filter the bill list, click the **Filters** icon at the top left of the screen. Set the desired filters and then click **Apply** to narrow the list of bills.
3. To see further information, click on the desired bill. You will be able to review all information associated with the bill (ex. Property, due date, memo, etc.).

Approve Bills

OWA also enables you to approve open bills charged to your properties.

When a bill is entered for payment and exceeds your authority limit, you will receive an email that looks like this:



1. On the navigation bar, click the **Bills** tab.
2. To filter the bill list, click the **Filters** icon at the top left of the screen. You can filter by **Bill Date**; **Due Date**; payment status: **Paid**, **Unpaid**, **Paid & Unpaid**; **Properties**, or **Vendors**. Once you have selected your filter requirements, click **Apply**.
3. Click on the bill you want to review.
4. If you are ready to authorize the transaction, click **Approve This Bill** and then click **Submit**.

Owner Estimates

OWA also gives you the ability to approve and sign or reject estimates from us. To review these estimates:

1. On the navigation bar, click the **Estimates** tab.
2. To filter the fees list, click the **Filters** icon at the top left of the screen. You can filter by **Estimate Date**, **Properties**, and **Status**. Once you have selected your filter requirements, click **Apply**.
3. Next, you have the option to **Approve** or **Reject** the estimate. If you approve the estimate, you will be prompted to provide a digital signature. If you reject the estimate, you will be prompted to add additional comments.

View Maintenance Requests

OWA allows you to view existing service requests submitted by the tenants at your properties. To view these maintenance issues:

1. On the navigation bar, click the **Service Issues** tab.
2. To filter the service issue list, click the **Filters** icon at the top left of the screen. You can filter by **Open Date** and by status: **Open**, **Closed**, **Open & Closed**. Once you have selected your filter requirements, click **Apply**.
3. Click the maintenance request you want to view.
4. After clicking on your desired issue, you will see all the details associated with the submitted request.

Make Contributions

1. In the navigation bar, click the **Make Contributions** tab. You will then be taken to a page listing all your properties and their bank balances.
2. Choose the payment method for this contribution by selecting the appropriate **Contribution Type** from the drop-down menu. You can either use the saved account already saved on file with us, or you may choose to make a one-time contribution from a bank account or credit card of your choice.
3. Enter the amount you wish to contribute under **Contribution Amount** for the desired property and then click **Continue**.
4. Select the account you want to use for this transaction and click **Make Contribution**.
5. A pop-up window will display letting you know if the payment has been accepted or declined.

We hope these instructions help answer any questions you may have had about your user account and OWA. In the meantime, if you have any more questions, comments, or concerns, please feel free to contact us. We are excited to have you onboard as an owner!

JMC

Jamison Management Company

Property Management & Real Estate Services