How do I Log in to my Tenant Portal?

Follow these instructions if this is your first time logging in to your Tenant Portal
The first time you log in must be done on a Desktop Computer the Mobile Version will not work for the first log in

> After successfully logging in for the first time and accepting the user agreements you will be able to access the portal from some mobile devices

You should have received an e-mail from Propertyware when you moved in

> The e-mails Subject line is "Propertyware Tenant Portal Access" (you can search it)
>
> The e-mail went to the e-mail address that you provided when you applied and/or signed the lease
>
> Look in your Junk Mail as sometimes the e-mail is Spam Blocked

Click on the Link in the "Propertyware Tenant Portal Access" e-mail
Set Up/Change your Password
Log in using the same e-mail address that the access e-mail was sent to and the new password that you created
The original link expires if not used right away, if this happens request a new link by e-mailing office.azhr@gmail.com and a new link will be e-mailed to you within 24 business hours

I can't Log in to my Tenant Portal

If this is your first time logging in follow the instructions listed above
Make sure you are using the correct e-mail address; you should be getting e-mails monthly from Propertyware such as rent reminders

> If you are not getting monthly e-mails from Propertyware you should verify what e-mail address you provided when you moved in

If you forgot your password click on the "Forgot Password" Link
If you no longer have access to the e-mail you provided at move-in you must request a change of e-mail address for Portal Log in by e-mailing office.azhr@gmail.com and a new link will be e-mailed to you within 24 business hours

How to Change your Auto ePayment (*echeck*) Amount

Log in to your Tenant Portal Account online at
https://app.propertyware.com/pw/portals/azhomerenters/tenant.action

Click on "View Scheduled Payments"
Delete the Recurring Payment(s) listed by clicking on the Trashcan icon
Click on "Schedule Recurring Payment"
Input the info requested, use the new Rent Total Due from your Renewal Notice
Leave the end date blank if you want it to be a recurring payment every month

You can find more information on how to use the Tenant Portal at
http://propertyware.force.com/KB2/articles/How_To/Using-the-Tenant-Portal/