

POST

Tenant Portal Guide

Introduction.

This guide is an introduction to our online tenant portal, including how to activate your account, manage your business profile, enter service requests, and view building updates.

Depending on the type of license / lease you have with POST, your interface may vary from the screenshots and diagrams in this document. Moreover, we are continuing to develop new features to better serve you and when such features are launched, we may issue additional tutorials. If you have any questions, please contact our management team, which is located at Suite 1400, Level 1 - Z Atrium.

Sec 1. Activate Your Account.

You will receive an activation email to set up your account. Please follow the steps below.

**Owners with multiple businesses at POST will receive one master account. If you would like to break them up into separate accounts with different email addresses for each account, please contact our management team for further assistance.*

Step 1 - Check Activation Email

Our system will send you an invitation email for you to set up your account.

Dear Tenant :

In order to facilitate Tenant work order requests and billing questions, we have established an online portal for you to easily contact us. We created an account for you, please activate your account by setting up a password.

Confirmation Code: yourcode YOUR ACTIVATION CODE

Click here and enter the confirmation code above.

 **CLICK HERE TO REGISTER**

If the above link does not work, you can paste the following address into your browser:

<https://tenant.posthtx.com/#/register/youremail@youremail.com>

With this system you can set up a maintenance request or ask for billing questions.

Step 2 - Set Up Your Password

The link will lead you to this web page, where you can activate your account and set up your password.

TENANT PORTAL Home

REGISTER

Your email:

Enter the code from your email.

Password:

Confirm password:

ENTER YOUR ACTIVATION CODE HERE

SET UP YOUR PASSWORD HERE

CLICK SUBMIT ONCE YOU FILL UP ALL THE FIELDS ABOVE

After submission, you will be logged into the dashboard.

TENANT PORTAL Home Account Settings Logout

WELCOME YOUR NAME

- [Inbox \(0 New messages\)](#)
- [Maintenance \(1 Ongoing Tickets\)](#)
- [Parking Management](#)

YOUR BUSINESS

BUSINESS ONE

Business Suite Number and general info

- [Business Profile](#)
- [Documents](#)
- [New Maintenance Request](#)
- [Submit Marketing Content](#)
- [Reconciliation Report](#)

Sec 2. Log In

You should be automatically logged into the portal after activation. However, if not, please go to <https://tenant.posthtx.com/> for your future logins.

Sec. 2.1 -- Forgot Password

Step 1 - Click Forgot Password

TENANT PORTAL Home

WELCOME TO THE TENANT PORTAL!

Here at Post, we make it easy for our tenants to submit online maintenance requests and/or inquire about billing.

Please log-in to access your account.

Thank you,
Post Management Team

QUESTIONS?

Please reference our [Tenant Portal Guide](#)

SIGN IN

POST

Email:

Password:

[Forgot your password?](#)

Log in

Step 2 - Submit the email associated with your account and we will send you an email with instructions to reset your password.

FORGOT YOUR PASSWORD?

Enter the email address associated with your tenant account.

Your email

Submit

Sec 3. Manage Your Account

As we keep developing new features to improve our management service, the below section shows the basic structure of the home page and its key features. Your actual interface may vary.

Sec. 3.1 -- Home Page Guideline

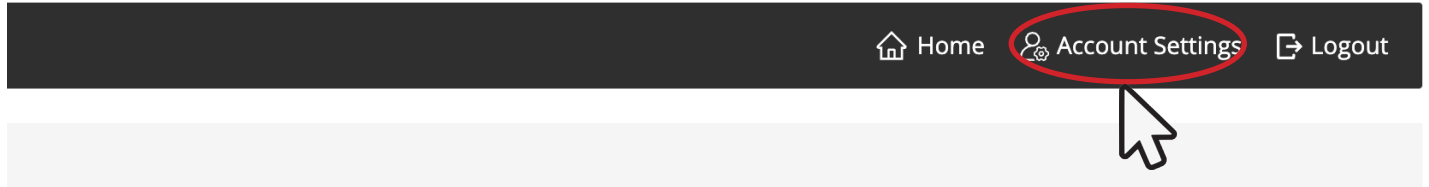
[Click here to come back to this page](#)

The screenshot shows the Tenant Portal interface. At the top is a dark navigation bar with 'TENANT PORTAL' on the left and 'Home', 'Account Settings', and 'Logout' on the right. The 'Home' link is circled in red. Below the navigation bar is a light gray header area with 'WELCOME YOUR NAME' and 'Messages from the management team'. To the right of this are two links: 'Inbox (0 New messages)' and 'Maintenance (1 Ongoing Tickets)'. A red arrow points from the 'Messages from the management team' text to the 'Inbox' link, and another red arrow points from the text 'Click here to check your maintenance requests' to the 'Maintenance' link. Below this is a section titled 'YOUR BUSINESS' enclosed in a red dashed border. It contains two business cards. The first card, 'BUSINESS ONE', has a dark header and lists: 'Business Suite Number and general info', 'Check documents, including agreement, contract, etc.', 'Submit new maintenance requests', 'Update your marketing assets (more details in Sec 3.4)', and 'Monthly reconciliation report (for tips at POST Market)'. To the right of these are links: 'Business Profile', 'Documents', 'New Maintenance Request', 'Submit Marketing Content', and 'Reconciliation Report', each with a right-pointing chevron. Red arrows point from the text annotations to these links. The second card, 'BUSINESS TWO', has a similar layout but without the text annotations.

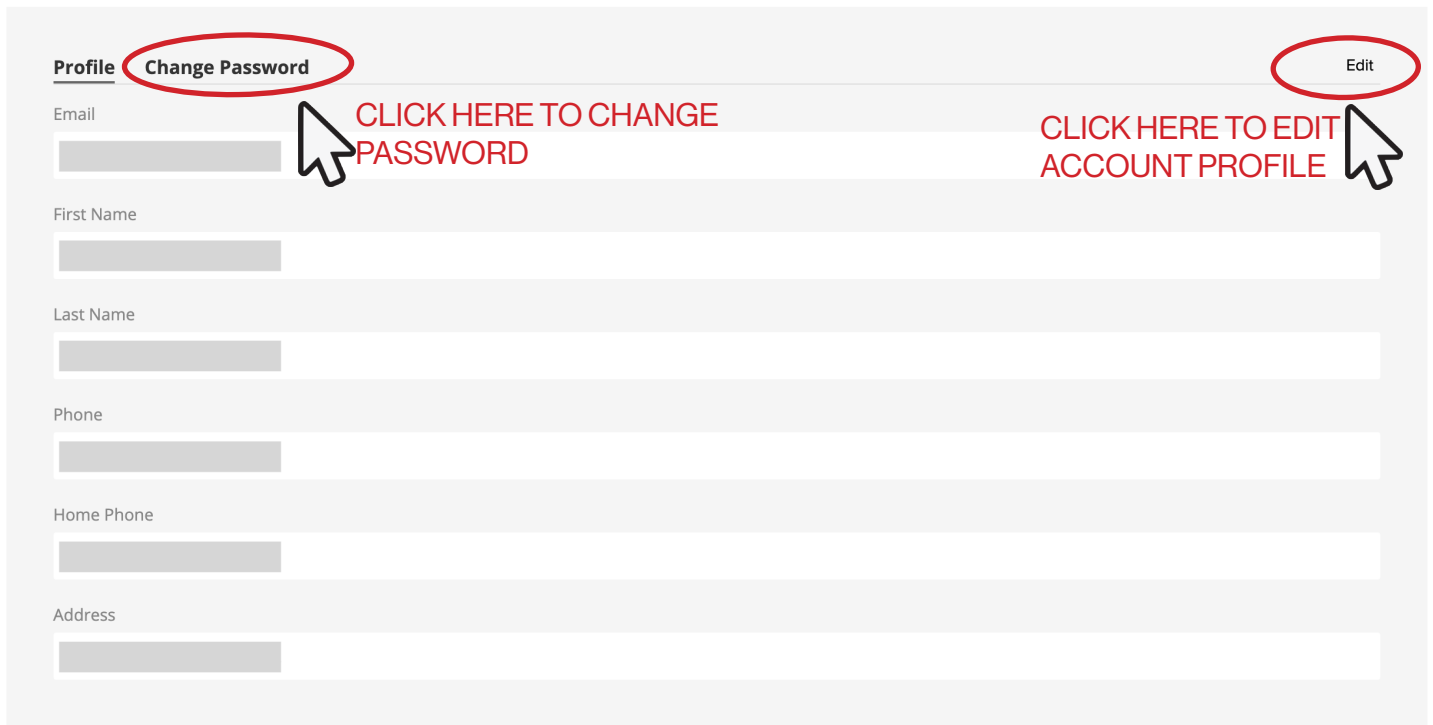
All businesses under the same owner are listed here and can be managed separately

Sec. 3.2 -- Account Settings and Change Password

Step 1 - Click Account Settings



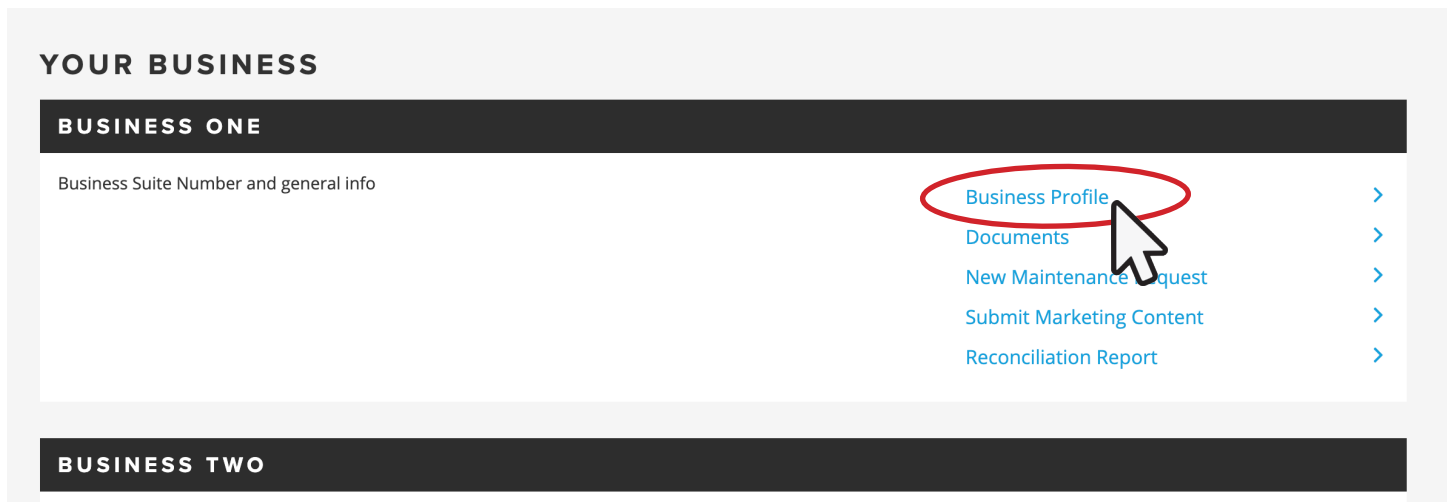
Step 2 - Edit Your Account Profile or Password



The account settings page has a header with 'Profile' and 'Change Password' (circled in red). On the right side, there is an 'Edit' link (circled in red). Below the header are several input fields: Email, First Name, Last Name, Phone, Home Phone, and Address. A red mouse cursor points to the 'Change Password' link with the text 'CLICK HERE TO CHANGE PASSWORD'. Another red mouse cursor points to the 'Edit' link with the text 'CLICK HERE TO EDIT ACCOUNT PROFILE'.

Sec. 3.3 -- Business Profile

Step 1 - Click Business Profile of the business you want to manage



Sec. 3.3 -- Business Profile (cont'd)

Step 2 - You can update the point contact for each business. For owners with multiple businesses at POST, you can have different contacts for different businesses.

BUSINESS PROFILE

Contacts **Public Information**

The information here will only be used for management team at POST. We will not share your information to the public.

Please make sure the information below is accurate for us to reach out to you.

PRIMARY CONTACT

[Edit](#)

First Name Last Name

Email Phone

ALTERNATIVE CONTACT (OPTIONAL) [Edit](#)

First Name Last Name

Email Phone

Annotation: A red circle highlights the 'Edit' link for the Primary Contact, with a mouse cursor pointing to it. A red arrow points from the text 'CLICK HERE TO EDIT' to the 'Edit' link.

Step 3 - You can check and update your public information here, which is displayed to the public on POST website.

BUSINESS PROFILE

Contacts **Public Information**

The information here will only be used for management team at POST. We will not share your information to the public.

Please make sure the information below is accurate for us to reach out to you.

Business Name **Website (optional, leave it blank if you don't have one yet)**

Email **Phone**

Operating hours

<input checked="" type="checkbox"/> Sunday	<input type="text" value="11:00 AM"/>	—	<input type="text" value="9:00 PM"/>
<input checked="" type="checkbox"/> Monday	<input type="text" value="11:00 AM"/>	—	<input type="text" value="9:00 PM"/>
<input checked="" type="checkbox"/> Tuesday	<input type="text" value="11:00 AM"/>	—	<input type="text" value="9:00 PM"/>

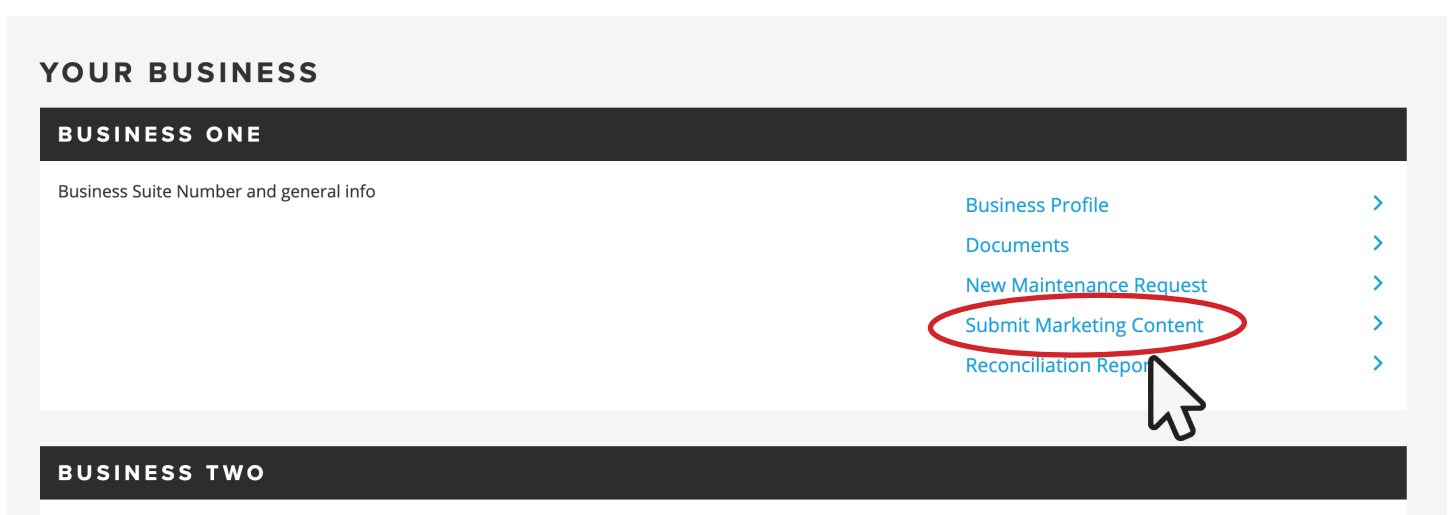
Annotation: A red circle highlights the 'Public Information' tab, with a mouse cursor pointing to it. A red arrow points from the text 'CLICK HERE TO COME TO THIS PAGE' to the 'Public Information' tab. Another red circle highlights the 'Edit' link, with a mouse cursor pointing to it. A red arrow points from the text 'CLICK HERE TO EDIT PUBLIC INFO' to the 'Edit' link.

Sec. 3.4 -- Submit Marketing Content

You can submit new marketing assets to the POST marketing team here, including business description, logo, photos, menu, etc.

High resolution files are required for approving your submission and some adjustments may be needed to comply with the POST branding system. If there are any problems with the files upon review, you will be notified as soon as possible.

Step 1 - Click the Business Profile of the business you want to manage.



YOUR BUSINESS

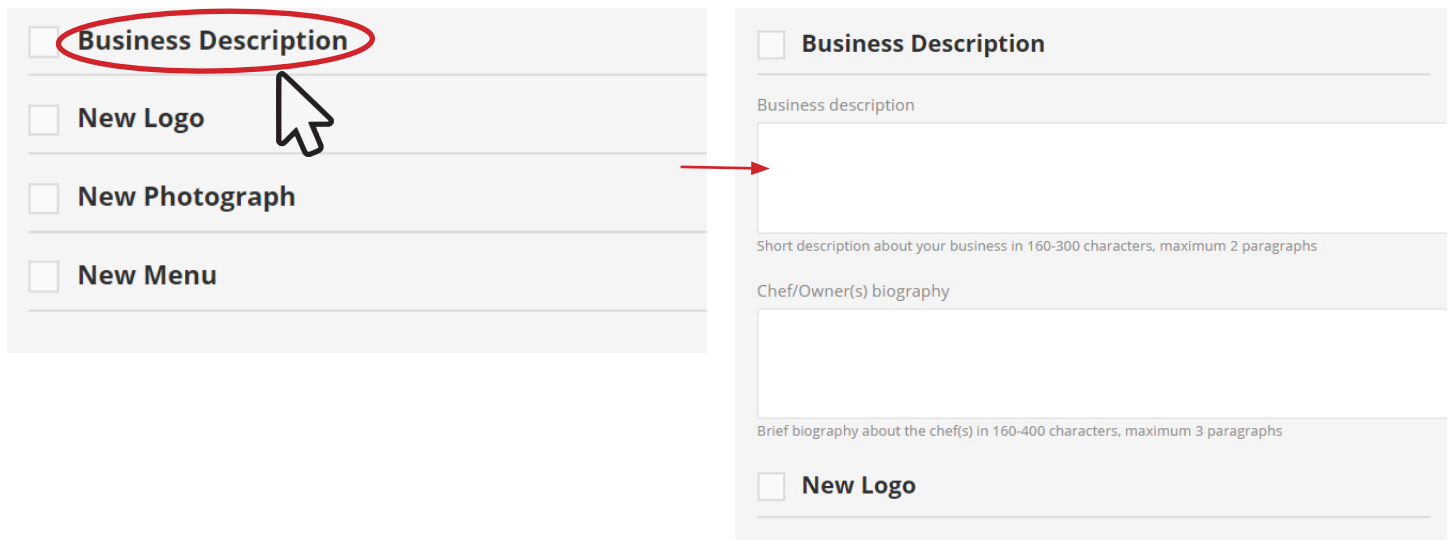
BUSINESS ONE

Business Suite Number and general info

- [Business Profile](#) >
- [Documents](#) >
- [New Maintenance Request](#) >
- [Submit Marketing Content](#) >
- [Reconciliation Report](#) >

BUSINESS TWO

Step 2 - Click to expand the sections you want to submit updates



Business Description

New Logo

New Photograph

New Menu

Business Description

Business description

Short description about your business in 160-300 characters, maximum 2 paragraphs

Chef/Owner(s) biography

Brief biography about the chef(s) in 160-400 characters, maximum 3 paragraphs

New Logo

Step 3 - Add notes if needed. If your business has a specific person we should reach out to regarding marketing assets, please also include it here.

Additional Notes

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Sec. 3.4 -- Submit Marketing Content (cont'd)

Step 4 - Click submit

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