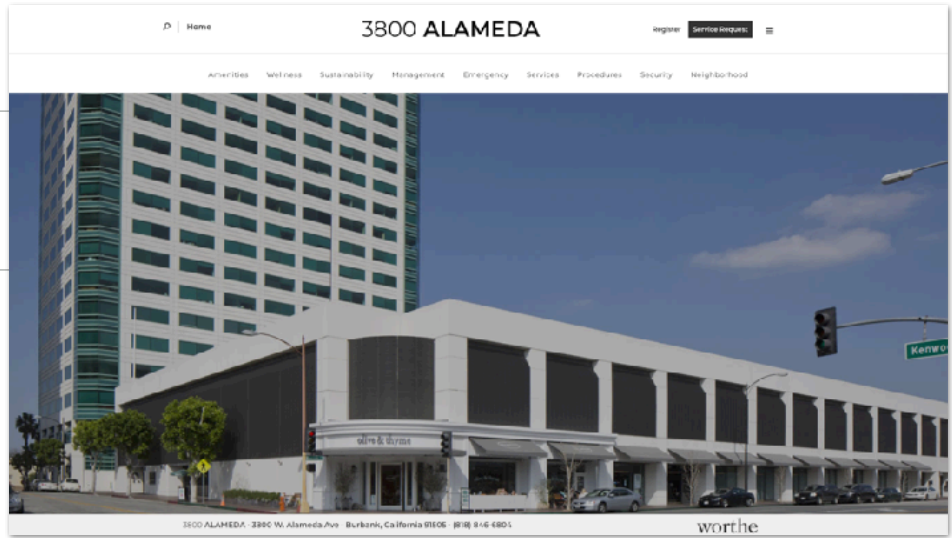## Electronic Tenant® Portal

The Electronic Tenant® Portal is an invaluable hub providing 24/7 access to any and all property information.
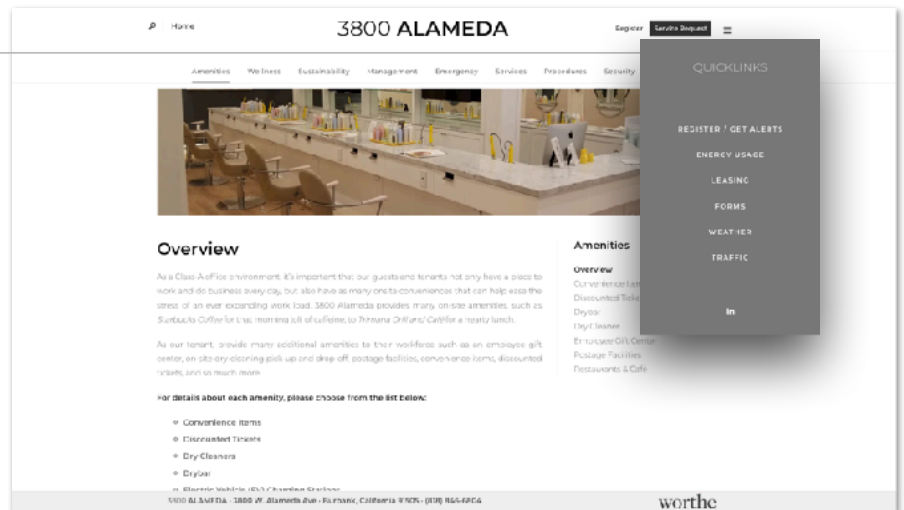
Communications can be posted through banners and calendar events on the site to provide you with up to date community and property information.

3800Alameda.com

Quicklinks

Quick Links appear on every page to provide you with single-click access to important information, documents and services most frequently used.

Go Mobile

By downloading and bookmarking the Mobile Property App to your Smart-Phone, you can add an icon to the 'home screen' of your mobile device and have all the information and features of your Electronic Tenant® Portal wherever you go.
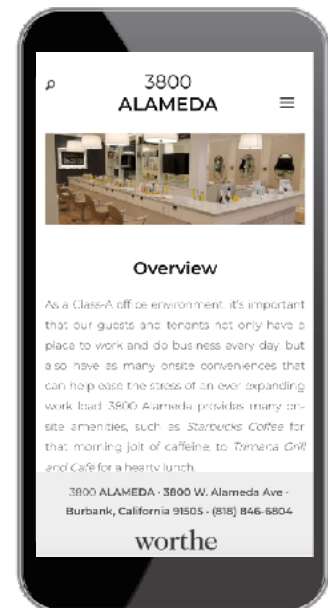
Tenant Center
(Service Requests, COI & Contact Management)

Update your contact information or notification preferences seamlessly for Property Management enabled communications.

Submit and COI's, contact information & service requests.

**Login to Your Tenant Center** (Click)

First time logging in?

Simply click on the Request Account link and enter the required fields of information and click submit. Property Management will review and respond to the request with the steps needed to complete registration.
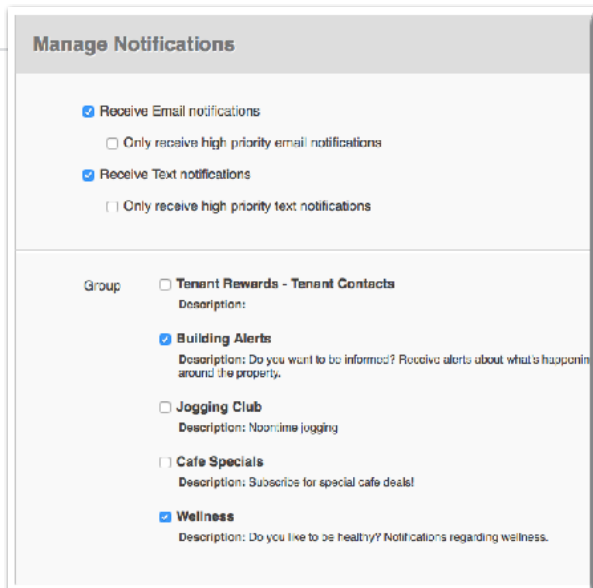
Download the App

The Tenant Center is available in the Apple App Store and Google Play.

Search **"Tenant Center"**
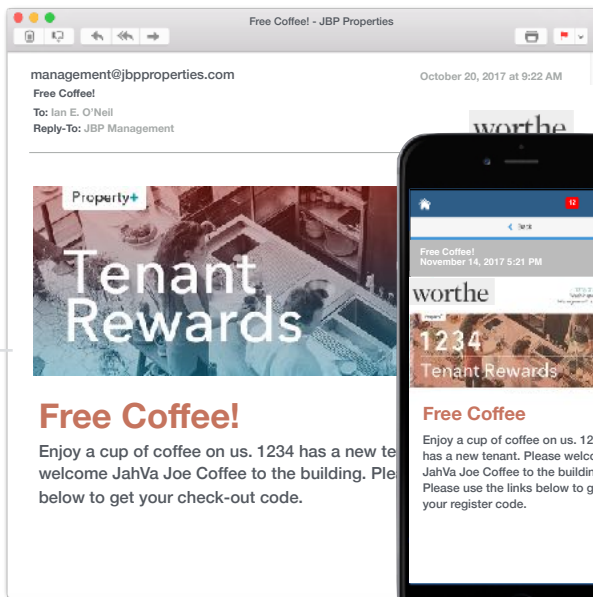
Customize Notifications

Choose what and how you want to be notified. Property Management can keep you up to date on everyday events, building announcements and emergency situations.

Benefits of Registering

• Receive real-time alerts during property emergencies.

• Be the first to know of new building amenities.

Service Requests

Submit and manage service and maintenance requests. All requests are immediately delivered to management for review and action.

Two Options: Place requests through the mobile app or your desktop!

Access ([Click Here](#))

Once you've entered the Tenant Center, the Service Request Application™ is accessed from the home screen - either directly from the application display box or from the dropdown menu.

Additional Communication

The Communication Log allows you to communicate with management regarding your request by allowing you to add notes, ask questions or attach files.
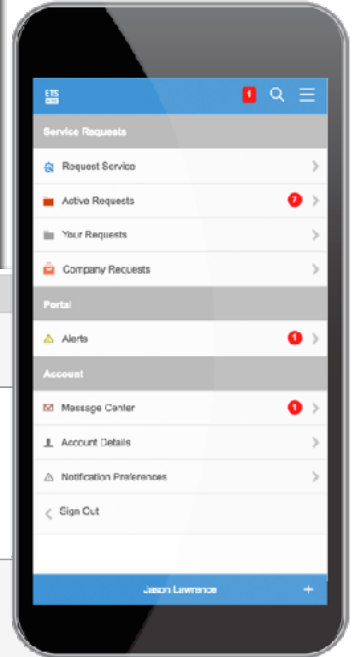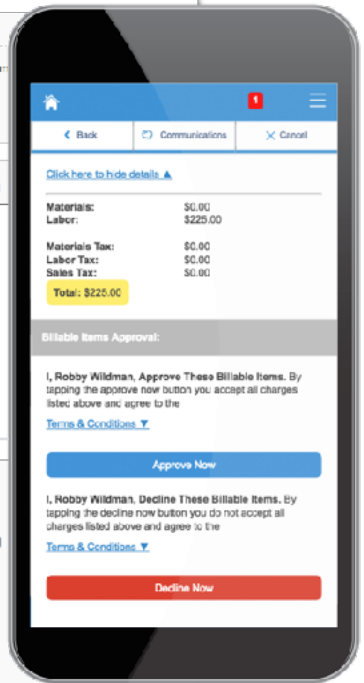
Submitting a Request

Step 1: Choose the Service Request Type (overtime HVAC, Lighting, etc)

Step 2: Enter the location and a brief description relating to the request.

Please enter any and all information that will assist management in locating and addressing the request.

Billable Items

If your service request requires additional charges not covered under your company's lease agreement, you may receive an email asking that you log in to the Tenant Center and approve or decline the charges.

Your Requests

Requests placed will display under Your Requests option. All requests and details can be downloaded for your convenience.

Certificate of Insurance

Submit, view and track insurance certificates.

Access ([Click Here](#))

Once you've entered the Tenant Center, the Certificate of Insurance Application is accessed from the home screen - either directly from the application display box or from the dropdown menu.

Submitting a COI

General Information: Information will pre-fill with date, building and company. If any of this information is incorrect please contact Property Management.

Step 1: Insured/Producer/Additional Insured/Companies Affording Coverage

Please take the time to populate as much of the information from your Certificate of Insurance into the corresponding fields.

Step 2: Adding a copy of the COI

Once you have filled in the on-line form, please click on "Choose File" to attach a copy of the Certificate of Insurance to include for management.

Your Certificates

To view the details of the Certificate you can simply click on the Certificate ID. This will bring up all Certificate information that was input into the system. Please note that you will not be allowed to edit the Certificate.

If the Certificate submitted does not meet the minimum insurance limits it will be marked as "non-compliant."

The right column will showcase the expiration date with the nearest expiring COI at the top of the list.

Based on management preferences you will be notified via email to update your COI, if needed.

Support

Help Center

Log in to your Tenant Center on the desktop. Make sure to click on the RED help button, and choose from categories listed on right.

Contact Your Property Management Team

If you have additional questions or are having any issues accessing the Tenant Center, please follow the link to connect with your Property Management Team.