



TenHub User Guide



Navigating the TenHub mobile application

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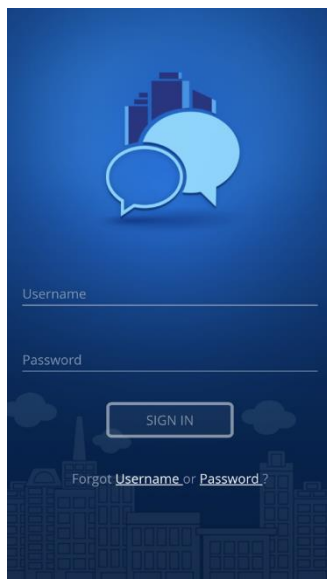
Overview

The TenHub mobile application empowers you to stay connected to your property management team, view and create work orders, update your user profile, and view messages from your Android, iPhone, or iPad.

Logging In

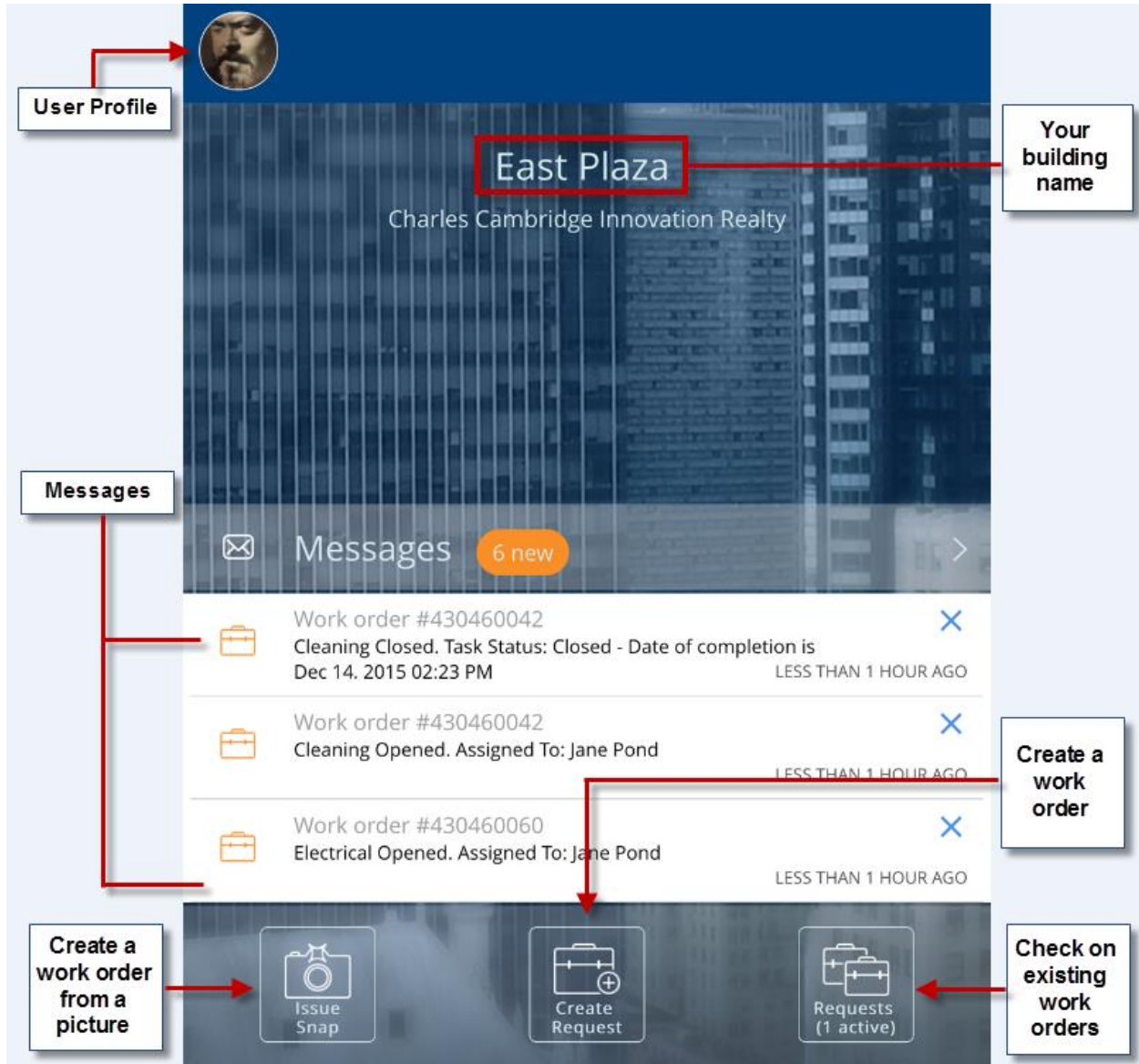
To login into the TenHub mobile application:

1. Navigate and click on the TenHub icon  on your smartphone.
2. Enter your username and password. *Note: Login credentials are case sensitive.*
3. Click **SIGN IN**.



Home Screen Navigation

The TenHub home screen allows you to quickly access your User Profile, Messages, existing Work Orders, and create new Work Orders. The following image demonstrates where each function can be found.



Viewing Messages

The TenHub mobile application allows you to receive and manage communications from your property management team. This section describes how to view and manage your messages.

To view your messages:

1. From the home screen, click **Messages**. *Note: The number in the orange bubble represents your new messages, however, only your three most recent messages appear on the home screen.*
2. Scroll down and click the message you want to view.
3. (Optional) To delete a message, click and swipe the message left. *Note: Only the last 50, or two weeks' worth of, messages are displayed on the mobile application.*

Updating Your Profile Picture

This section describes how to update your profile picture.

To update your profile picture:

1. Click the user profile circle, or user photo, in the upper left corner of the home screen.
2. Click the **(+)** symbol located next to the user profile circle.
3. Click **TAKE PHOTO** to use your device's camera feature, or **CHOOSE FROM GALLERY** to select a photo from your device's photo gallery.
4. Confirm the photo to save.

Updating Your Password

This section describes how to update your password.

To update your password:

1. Click the user profile circle, or user photo, in the upper left corner of the home screen.
2. Scroll down and click **CHANGE PASSWORD**.
3. Enter your **Current Password**, followed by your **New Password**.
4. Confirm your **New Password**, and click **SAVE**.


Work Orders

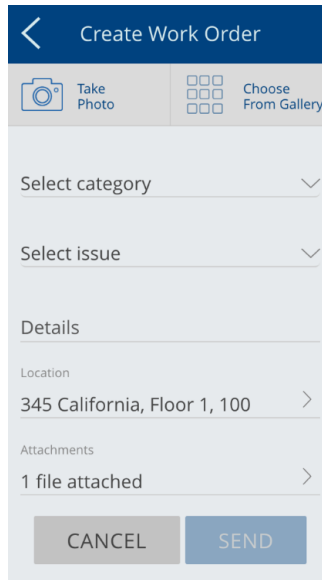
The Work Order module on the TenHub mobile application allows you to quickly and efficiently communicate problems to your management team. This section describes how to create and check on your existing work orders.

Create a Work Order

This section describes how to create and submit a new work order.

To create a work order:

1. From the home screen, click the **Create Request** icon .
2. (Optional) To add a photo, click either **Take Photo** or **Choose from Gallery**. After your photo is taken, or selected from your device’s gallery, click **Done** to add it to your work order.
3. (Optional) Select a work order **category**.




4. Select a work order **issue** type.
5. Enter the work order **Details**.
6. Confirm your **Location** and click **SEND** to submit your work order.
7. (Optional) To cancel the work order, click **CANCEL**.

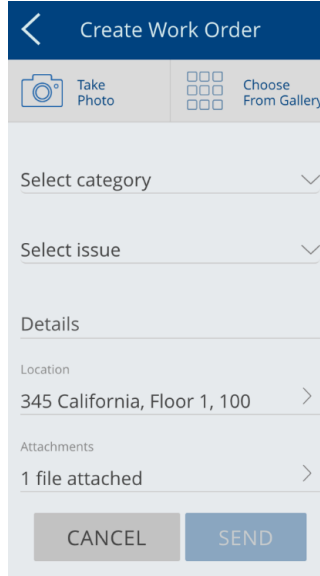
Create a Work Order from a Photo

This section describes how to create and submit a new work order using your mobile device’s camera.

To create a work order using a photo:

1. From the home screen, click the **Issue Snap** icon .
2. Use your mobile device’s camera to take a picture.

3. (Optional) Click **Add more** to take additional photos.
4. After you finish taking your photo(s), click **Done**.
5. (Optional) Select a work order **category**.




6. Select a work order **issue** type.
7. Enter the work order **Details**.
8. Confirm your Location, and click **SEND** to submit your work order.
9. (Optional) To cancel the work order, click **CANCEL**.

Viewing a Work Order

This section describes how to view open and recently completed or closed work orders. *Note: Only the last 50, or two weeks' worth of, completed and/or closed work orders are displayed on the mobile application.*


To view you your company's work orders:

1. From the home screen, click the **Requests** icon .
2. Scroll down and click on the work order you want to view.

Rating a Work Order

If your Property Management Company has elected to setup the Tenant Satisfaction module you have the ability to rate a work order after they have completed the work. This section describes the process of rating a work order.

To rate a work order:

1. From the home screen, click the **Requests** icon .
2. Scroll down and click the work order list until you find the work order you want to rate. *Note: Only work orders marked as COMPLETED or CLOSED allow a rating to be applied.*

3. Using the thumb symbol icons , select your satisfaction rating.

- a. **Green Thumbs Up:** Click this icon if you are satisfied with the work done.
- b. **Blue Thumb to the Side:** Click this icon if you consider the work done as average or “so-so”.
- c. **Red Thumbs Down:** Click this icon if you feel the work isn’t completed, or hasn’t met your expectation. *Note: A comment is required when a dissatisfied rating is selected.*