

RealPage WelcomeHome Resident Portal FAQs

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How can site staff log-in to see what the Resident sees?

- If a staff member lives on site, have them create an account
- Setup a model unit with an account by creating a test resident with email address in OneSite

If there is no email address for the Resident in OneSite, can they self-register?

Yes! They will need to enter all of their other information as it appears in OneSite, but can enter their email address of choice. Entering the email address during registration will update the resident's email address in OneSite.

What should we do if a resident has trouble registering?

Information entered for self-registration must match the information that is in OneSite exactly. Verify they are entering the correct First Name, Last Name, Building Number (if applicable), Unit Number and email address if there is one in OneSite for the resident.

What if a resident forgets their username or password?

- Forgotten Password
 - There is a link on the log-in page for residents to reset their password
 - Site staff can also reset a resident's password by going to the Resident Profile tab in the resident's contact information in OneSite. Under the login name, there is an option to Reset Password. Follow the prompts to reset the password and send the new password email.
- Forgotten username
 - Site staff can change a resident's username by going to the Resident Profile tab in the resident's contact information in OneSite. A login name can either manually be changed in the field or the system can create the new username by clicking on the "Suggest" button next to the Login Name field. Once the login name field is updated, click save and you will be prompted to confirm the change and send an email to the resident with their new login information.

How do I increase resident registration in the portal?

- Add missing resident email address to resident information in OneSite
- The last week of the month, send resident portal invitations to residents who have not registered for the portal and for all new residents
 - From the household at-a-glance page in OneSite, click on Edit next to the resident you wish to invite
 - Go to the Resident Profile tab
 - Enter a login name or click the "Suggest" button
 - Click the Save button and follow the prompts to confirm the login name update and send out an email with the login information to the resident.
- Utilize any of these flyers to promote your new portal
 - [Resident Instructions](#)
 - [Payment Instructions](#)
 - [RealPage Resident Portal Roll Out Flyer](#)

How does our maintenance team get notified of service requests submitted in the Resident?

- Enter 1 or more email addresses you would like to receive an email notification when service requests are entered in the portal. In OneSite go to Setup>Resident Portal Setup>Online Service Requests and enter the email addresses in the field "E-mail Address to Receive Service Requests" and separate multiple email addresses with a semicolon.

- If you are using OneSite Facilities, service requests entered through the portal will automatically be added to the service request list in Facilities.

Where do I setup staff email addresses to receive notifications other than service requests from the Resident Portal?

In OneSite go to Setup>Websites>E-mail Setup

- Use the "Add" button to add new email addresses
- To add notifications to an email address, highlight the email address and click the "Edit" button
- Add notifications for notice to vacate and resident profile updates