OWNEROPS ONE

Tenant / Renter

Step-by-step guide

Current instructions for your workspace. Start with the task you need, follow the numbered steps, then check the result.

Revised October 23, 2026 • Revision 2

Start here

Use the email associated with your landlord invitation. If your rental is missing, ask the landlord to check the invitation and account association. Do not create an owner property.

Open OwnerOpsOne.com. Features and access depend on your account. Use the live plan screen for current subscription terms.

Silent training

Every training video uses on-screen instructions and contains no audio. Pause or replay any step. Open Help & Tutorials for the matching video collection and role guides.

Find your task

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01. Connect to your rental

Landlord invitation > Sign in

1. Open the lease or tenant invitation supplied by your landlord. Keep the original link available.

2. Sign in with the email/account associated with that invitation. If you need an account, complete the registration presented by the link.

3. Return to the invitation if registration takes you elsewhere. Open Home and My Lease.

4. Check the address and unit. If no lease is linked or you see an owner workspace, ask the landlord to check the invitation and account association. Do not add the rental as a property you own.

Check: My Lease identifies the correct rental. Creating an account alone does not link or sign a lease.

02. Find your tenant screens

Home > Tenant navigation

1. On desktop, use Home, Maintenance Requests, My Lease, Messages and Smart Capture in the tenant menu.

2. On mobile, use Home, Requests, Capture, Lease and Messages; open More for other available items.

3. Open My Lease for rental details, payment history and shared documents.

4. Use Messages for communication and Maintenance Requests for a trackable repair report.

Check: You can return to My Lease without entering the landlord workspace.

03. Review your lease

My Lease

1. Open My Lease and verify Property, Unit, Monthly Rent, Rent due day and Lease term.

2. Review the security deposit and status shown on the page.

3. Open the lease document or the signing link sent by your landlord; read the complete document before using its signing controls.

4. After signing, reopen the document and check its signature status. Ask the landlord about missing or incorrect information.

Check: A tenant signature and Fully Signed status are different. Keep a copy of the final lease when available.

04. Make a rent payment

My Lease > Payment History

1. Open My Lease and locate the correct rent record. Check its due date, amount, recorded late fee and status.

2. Choose Pay when available. Review Total charged by this checkout and the selected payment method before submitting once.

3. If checkout reports Processing, retain the confirmation and wait for the final result. Processing is not Paid; bank payments can take time.

4. Return to Payment History. If the status is unclear, ask the landlord or provider before retrying. Ask the landlord about missing payment controls.

Check: Do not assume a pending transaction has settled. This guide does not set or promise payment fees.

05. Report a maintenance issue

Maintenance Requests > New

1. Open Maintenance Requests and choose New. Check that your linked rental and unit are correct.

2. Enter a clear title, location and description. Choose a category and priority; add photos and wait for uploads to finish.

3. Choose Submit Request once. Confirm Request saved identifies your rental and the request appears in the list. If saving fails, review the error and retry.

4. Follow the status and landlord response in the list. If saving fails, review the error; your entered details remain available to retry.

Check: A new request appears with a status. For immediate danger, use emergency services and the landlord emergency contact; the app is not an emergency response service.

06. Follow up on a request

Maintenance Requests

1. Find the submitted request and review its status: New, Acknowledged, In Progress, Completed or Cancelled.

2. Read any Landlord response beneath the request.

3. Use Messages to clarify access or follow-up details; include the request title and rental unit.

4. If the request is no longer needed, Cancel request is available for New or Acknowledged items. Check the resulting status.

Check: The status and response describe the same issue; avoid submitting duplicate requests.

07. Send a message

Messages

1. Open Messages and choose the landlord conversation shown for your account.

2. Write one clear topic and identify your property or unit when needed.

3. Review the recipient and text, then send using the displayed control.

4. Confirm the message appears in the conversation and return there for replies.

Check: Your sent message appears in the correct conversation.

08. View shared documents and account details

My Lease > Shared Documents / More > Profile

1. Scroll to Shared Documents on My Lease.

2. Choose a document to open it; save a copy using your device if needed. Only documents shared with tenants appear here.

3. Open Profile to review your account details and available settings.

4. For missing rental records, contact the landlord; for app problems, use the site support links and describe the screen and error.

Check: You can open the intended document. Never send passwords or payment credentials in a support message.

09. Help & Tutorials

Get help with this step • Help & Tutorials

1. Choose Get help with this step on your current screen for instructions relevant to your task.

2. Expand Watch the short silent tutorial. Read the on-screen steps; all training videos have no audio.

3. Choose Return to my task to continue. Use Help & Tutorials for role PDFs and the complete video collection.

4. If you still need help, use the support link and describe the screen and problem. Do not include passwords or payment credentials.

Check: Return to your task and continue where you left off.

Keep your work reliable

Before saving

Confirm the property, unit, people, dates and amounts. Review imported or AI-generated information before relying on it.

After saving

Look for confirmation and reopen the record. If an error appears, review it and retry only after checking whether the record or payment already exists.

When you need help

Choose Get help with this step, read the relevant instructions, then Return to my task. For more help, use the support link with the screen name and a short description of what happened.

About this edition

Aligned with the updated app source and training curriculum. These instructions describe workflows; they do not certify a completed live transaction. Screen availability depends on role and account. Public records, AI suggestions and estimates need review.