



# ResMan **Support** Portal

Quick Start Guide



# The ResMan Support Portal

The ResMan Support Portal is your source for answers to your ResMan questions

- Quickly access over 600 knowledge base articles
- Create and track your support cases and enhancement requests
- Access release notes and update information
- See the most common articles from other ResMan users
- Live chat with support agents

# How to Access the Support Portal

Access the support portal from ResMan by clicking the help button on the left side of the screen.



AccountID: 500 **ResMan** ? Search

Analytics Personal Accounts Property Accounting Reporting Tools Admin Sign Out

The BoardRoom ? Property Apple Tree Go

**Maintenance Summary**

Non-Make-Ready  Make-Ready  Project

Work Orders Vacant units

Property	Not Started	Sched.	In Prog.	Overdue	Ready	Not Ready
Apple Tree	6	1	1	8	8	13

**Income and Expenses**

**Budget Variance**

**Exposure Control**

**Expirations**

■ AT Expiring

**Renewals**

Property	September		October		November		Cap.
	Exp.	Ren.	Exp.	Ren.	Exp.	Ren.	
Apple Tree	7	0	6	0	12	0	0%

*\*Signed leases only*

**Accounts Payable Summary**

**Property Summary**

**Occupancy**

■ Projected ■ Physical ■ Economic

**Statistics**

Statistic	AT
Total units	165
Occupied	144
Occupancy	87.27%
Vacant	21
Vacant Pre-Leased	5
Notice to Vacate (NTV)	4
NTV Pre-Leased	0
Percent Rentable	12.12%
Sep 2019 Projected Occ.	87.88%
Oct 2019 Projected Occ.	87.88%
Nov 2019 Projected Occ.	87.88%

**Move Ins and Outs**

Property	Move Ins			Move Outs			Net
	Today	7 Days	30 Days	Today	7 Days	30 Days	
Apple Tree	3	2	0	2	0	1	1

Updates Links Leads Advisor Calendar Tasks Availability Board Room Prospect Work Order Transaction Invoice Communication

# Navigating The Portal

1. **Knowledge Center** – Access over 600 articles about ResMan and our partners.
2. **Release/Updates** – Access release notes and highlights
3. **My Cases** – Access your open and closed tickets and your enhancement requests
4. **The Search Bar** – Type in a word, phrase, or question and a list of articles about that topic will be pulled up
5. **Featured Topics** – A rotating list of popular or seasonal topics
6. **Top 10 Articles** – A constantly updated top 10 most accessed articles
7. **Contact Customer Support** – Fill out the form if you can't find what you need in the knowledge center or if you need additional help
8. **Chat with an Expert** – Live chat with a support agent Monday – Friday 8:00 am to 7:00pm Central time

The screenshot shows the ResMan Support Portal interface. At the top, the navigation bar includes 'Home' (1), 'Knowledge Center' (2), 'Releases/Updates' (3), 'My Cases', and 'MyResMan.com'. A search bar (4) is prominently displayed with the text 'Ask a question...'. Below the search bar, the 'Featured Topics' section (5) features icons for 'Move In/Move Out', 'Reporting', 'Ledgers', 'Payments/Fees', 'Login Issues', and 'Budget'. To the right, the 'Top 10 Trending Articles' section (6) lists various articles such as 'How to Move Out a Roommate/Spouse' and 'Quick Search Feature'. At the bottom right, the 'Contact Customer Support' section (7) includes a form with 'Subject' and 'Description' fields. A 'Chat with an Expert' button (8) is located in the bottom right corner.

# Navigating Your Cases

## 1. My Open Cases

A list of your open cases. Access an individual case by clicking the blue case number

## 2. My Enhancement Requests

A list of your enhancement requests. With status and target release date

## 3. My Resolved ResMan Cases

A list of your previously resolved cases

Access any case or enhancement request by clicking the blue case number.



The screenshot shows the ResMan Support portal interface. At the top, there are navigation tabs: Home, Knowledge Center, Releases/Updates, My Cases (highlighted), and MyResMan.com. Below the navigation is a banner with the text "Welcome to ResMan Support" and a search bar. The main content area is divided into three sections: "MY OPEN RESMAN CASES", "MY ENHANCEMENT REQUESTS", and "MY RESOLVED RESMAN CASES". Each section contains a table with columns for Case Number, Subject, Status, and Date/Time Opened (or Target Release Date). A "View All" link is provided for each section. On the right side, there is a "Need Answers Fast?" section with a search bar and a "Contact Support" button.

CASE NUMBER	SUBJECT	STATUS	DATE/TIME OPENED
<a href="#">00257314</a>	testing the portal	New	9/16/2019 1:39 PM
<a href="#">00257604</a>	Move out	Pending – Customer	9/17/2019 3:16 PM
<a href="#">00257639</a>	can't move someone in	New	9/17/2019 4:25 PM
<a href="#">00257650</a>	My payments didn't batch	New	9/17/2019 4:29 PM
<a href="#">00257660</a>	Can't move someone out	New	9/17/2019 4:56 PM

[View All](#)

CASE NUMBER	SUBJECT	STATUS	TARGET RELEASE DATE
<a href="#">00257314</a>	testing the portal	New	
<a href="#">00257604</a>	Move out	Pending – Customer	
<a href="#">00257639</a>	can't move someone in	New	
<a href="#">00257650</a>	My payments didn't batch	New	
<a href="#">00257660</a>	Can't move someone out	New	

[View All](#)

CASE NUMBER	SUBJECT	STATUS	DATE/TIME OPENED
<a href="#">00257169</a>	testing cases for new client portal	Resolved	9/16/2019 8:45 AM
<a href="#">00257196</a>	testing portal	Resolved	9/16/2019 9:51 AM
<a href="#">00257317</a>	Test # 3	Resolved	9/16/2019 1:40 PM
<a href="#">00257584</a>	testing again	Resolved	9/17/2019 2:49 PM
<a href="#">00257630</a>	Need help moving out a resident	Resolved	9/17/2019 4:08 PM

# Submitting and Tracking a Case

## 1. Case Comments

Add new information on a case and respond to comments from support

## 2. Attachments

Upload and attach documents to your case

## 3. Close a Case

Close a case if the problem has been resolved or if you have found the answer to your question

The screenshot displays the ResMan Support portal interface. At the top, there is a navigation bar with links for Home, Knowledge Center, Releases/Updates, My Cases, and MyResMan.com. Below the navigation bar is a hero section with the text "Welcome to ResMan Support" and a search bar. The main content area shows a case titled "testing the portal" with a status of "New" and a case number of "00257314". The case details are organized into sections: "Case Comments (0)", "Case History (1)", and "Attachments (0)". The "Case History" section contains a table with the following data:

DATE	FIELD	USER	ORIGINAL VALUE	NEW VALUE
9/16/2019 1:39 PM	Created.	Jesse Jackson		

The "Attachments" section includes an "Upload Files" button and a dashed box for dropping files. On the right side of the interface, there is a "Post" section with a "Close Case" button, a "Share an update..." field, and a "Share" button. Below this is a search bar for the feed and a notification from Jesse Jackson (Customer) stating "Jesse Jackson (Customer) created this case. September 16, 2019 at 1:39 PM". At the bottom of the page, there is a footer with the ResMan logo and contact information: "ResMan Property Management Software, 2901 Dallas Pkwy #200, Plano, TX 75093, www.MyResman.com".