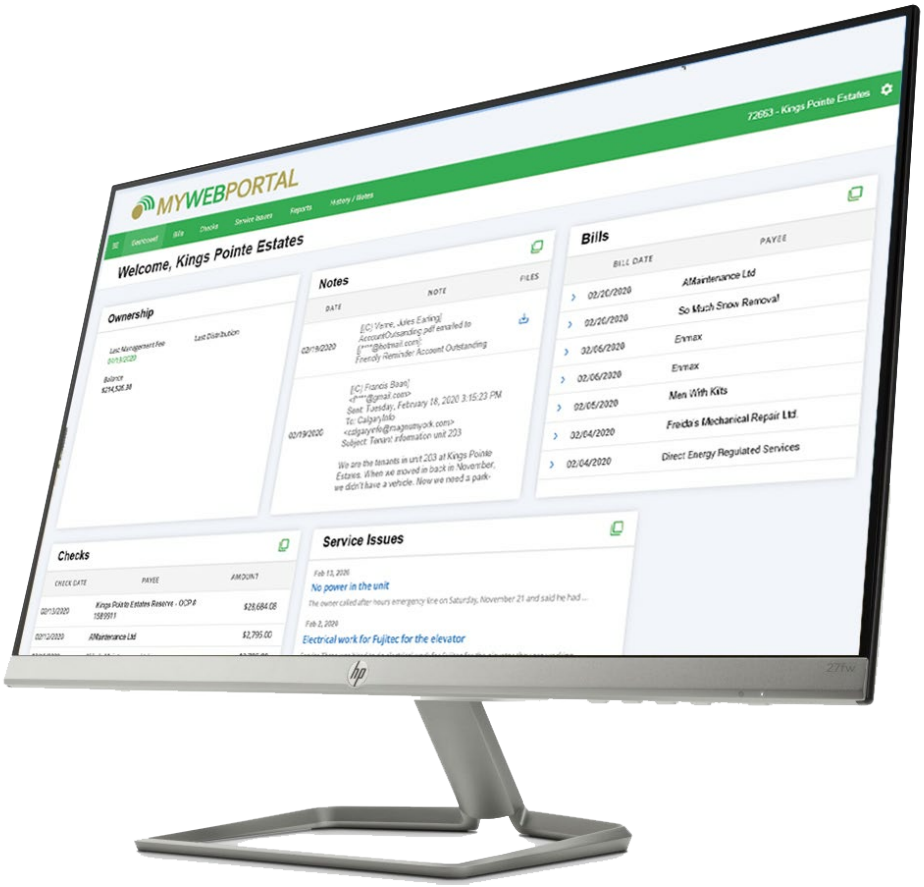
MYWEBPORTAL

For Condo Board Members | Rental Investment Owners



USER MANUAL
ONLINE GUIDE

Version 2_3

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MAGNUMYORK
ALBERTA'S PROPERTY MANAGER

EFFICIENT COMMUNICATION AND TRANSPARENCY ARE A CRITICAL PART OF MAGNUM YORK'S PROPERTY MANAGEMENT ADVANTAGE.

Online Access to Magnum York management data allows Condo Boards and Rental Investment Owners stay to current with how their property is being managed allowing everyone to work more efficiently:

- Vendor Invoices & Payments: Get details on bills received, payees, payment status, and cheques that were written.
- Notes and Service Issues: A complete listing of notes, notifications and
- service issues documented in the system.
- Over 19 customizable reports and financial statements including cash flow, balance sheets, profit & loss, Unit profit & loss, financial statements, general ledger, move in / move out and much more.

ACCESSING YOUR ONLINE PORTAL

On your mobile phone or computer browser, surf to:

- mag.owa.rentmanager.com

FOR SECURITY PURPOSES, YOU WILL NEED TO BE INVITED TO YOUR MYWEBPORTAL ONLINE ACCOUNT TO GET STARTED

To get started you'll need to have access to your MYWebPortal Online Account.

This is as simple as asking your Property Manager to set it up.

Or, if you wish, just send the request in a service ticket. It may take up to 48 hours to get a reply. To submit a service ticket, use the service form for the office that serves you:

- **Calgary:** www.magnumyork.com/yyc
- **Edmonton:** www.magnumyork.com/yeg
- **Red Deer:** www.magnumyork.com/yqf
- **Olds:** www.magnumyork.com/olds

Do Residents in the property have Web Access too?

Magnum York is pleased to offer all our residents a 24/7 online portal called MYCustomerWebAccess that they can use to manage their residential lifestyle.

Its functionality is different from your MYWebPortal as they have different things to take care of -- They can update contact information, view notes and notices to the account, see a history of charges & transactions, submit/track MYCustomerCare maintenance service requests, communicate with Magnum York quickly, and pay using various secure online payment methods for those not using Pre-Approved Payments (PAP) from your financial institution (PAP is still our preferred format of paying). There is also new access to a Community Calendar and Amenity booking if that is set up for the property.

THE BASICS

Create a Login

Now that we manage your portfolio, you will need an account for our MYWebPortal. We will initiate this process for you.

1. You will receive an email from **Magnum York** asking you to finalize your account.
2. Click the **Finalize** button within the email.
3. You will then be prompted to create a password for your user account.
4. Once you choose your password, you are ready to go!

Logging Into the Owner Portal

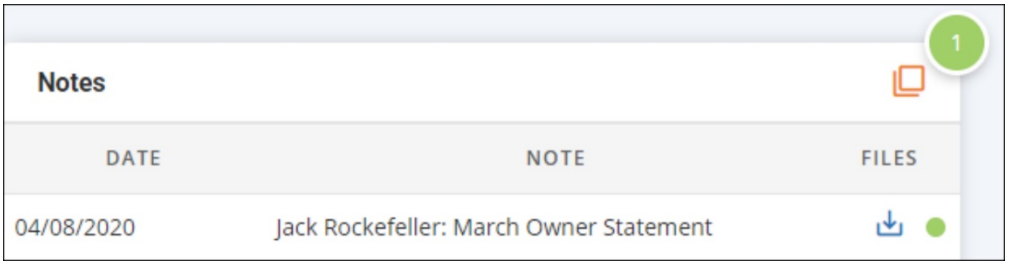
Once you've created your account, you're ready to login and take advantage of everything the portal has to offer! To log into your account:

1. Open a web browser and go to http://mag.owa.rentmanager.com.
2. Log in using the email address and the password you created in the step above.

3. Optionally, click **Remember Me** so you won't have to enter this information every time you log in.
4. Click **Login** and you're in! It's recommended that you bookmark this page to make it easier to access the portal again in the future.

The Dashboard

During your initial login, one of the first things you'll notice is your **Dashboard**. The **Dashboard** displays tiles of information related to the properties you own. These tiles cover all the important aspects your account, including information on **Bills**, **Service Issues**, **Management Fees**, and more. In addition, the tiles will keep you up to date on all the new activity that occurred since your last login. A green circle with the number of updates will display in the upper-right of any applicable tiles.



PAYMENTS

Make Contributions

1. In the navigation bar, click the **Make Contributions** tab. You will then be taken to a page listing all your properties and their bank balances.
2. Choose the payment method for this contribution by selecting the appropriate **Contribution Type** from the drop-down menu. You can either use the saved account already saved on file with us, or you may choose to make a one-time contribution from a bank account or credit card of your choice.
3. Enter the amount you wish to contribute under **Contribution Amount** for the desired property and then click **Continue**.
4. Select the account you want to use for this transaction and click **Make Contribution**.
5. A pop-up window will display letting you know if the payment has been accepted or declined.

REPORTING

Run Reports

OWA offers a variety of reports that can give you all the information you need about the status of your properties. To generate reports:

1. On the navigation bar, click the **Reports** tab.
2. Choose a report from the list, or search for a specific report using the **Search** field.
3. Select the properties you want to run the report for, the **Date Range** or **As of Date**, and your preferred accounting method.
4. At the bottom-right of the screen, choose your preferred file format for the final report: PDF, CSV, HTML, Text, or Excel.
5. Click **Run Report** in the bottom-right of the screen to generate the report.
6. Click **Open** to view your report.

History/Notes

We may run certain reports on your behalf and save them to the **History/Notes** tile of OWA. To view these premade reports:

- On the navigation bar, click the **History/Notes** tab.
- To filter the history/notes list, click the **Filters** icon at the top left of the screen. Set the desired filters and then click **Apply** to narrow the list of bills.
- Click on the download icon in the **Files** column to display the report.

BILLING

View Open Bills

OWA allows you to view any bills that were charged to your properties. To view bills:

1. On the navigation bar, click the **Bills** tab.
2. To filter the bill list, click the **Filters** icon at the top left of the screen. Set the desired filters and then click **Apply** to narrow the list of bills.
3. To see further information, click on the desired bill. You will be able to review all information associated with the bill (ex. Property, due date, memo, etc.).

REVIEW DISTRIBUTIONS AND FEES

Review Distributions

OWA lets you view a history of payouts you've received from [ManagementCompany.Name()]. To review these owner distributions:

1. On the navigation bar, click the **Owner Distributions** tab.
2. You will then see a list of dates and total amounts. Each date represents a received payout.
3. To see a breakdown of the payout by property, click the arrow next to each of the dates.
4. To filter the distributions list, click the **Filters** icon at the top left of the screen. You can filter by **Date** and by **Properties**. Once you have selected your filter requirements, click **Apply**.

MAINTENANCE REQUESTS

View Maintenance MYCustomerCare Ticket Requests

OWA allows you to view existing service requests submitted by the tenants at your properties. To view these maintenance issues:

1. On the navigation bar, click the **Service Issues** tab.
2. To filter the service issue list, click the **Filters** icon at the top left of the screen. You can filter by **Open Date** and by status: **Open**, **Closed**, **Open & Closed**. Once you have selected your filter requirements, click **Apply**.
3. Click the maintenance request you want to view.
4. After clicking on your desired issue, you will see all the details associated with the submitted request.

We hope these instructions help answer any questions you may have had about your user account and MYWebPortal. In the meantime, if you have any more questions, comments, or concerns, please feel free to contact us.