

Commercial Café Tenant Portal Guide

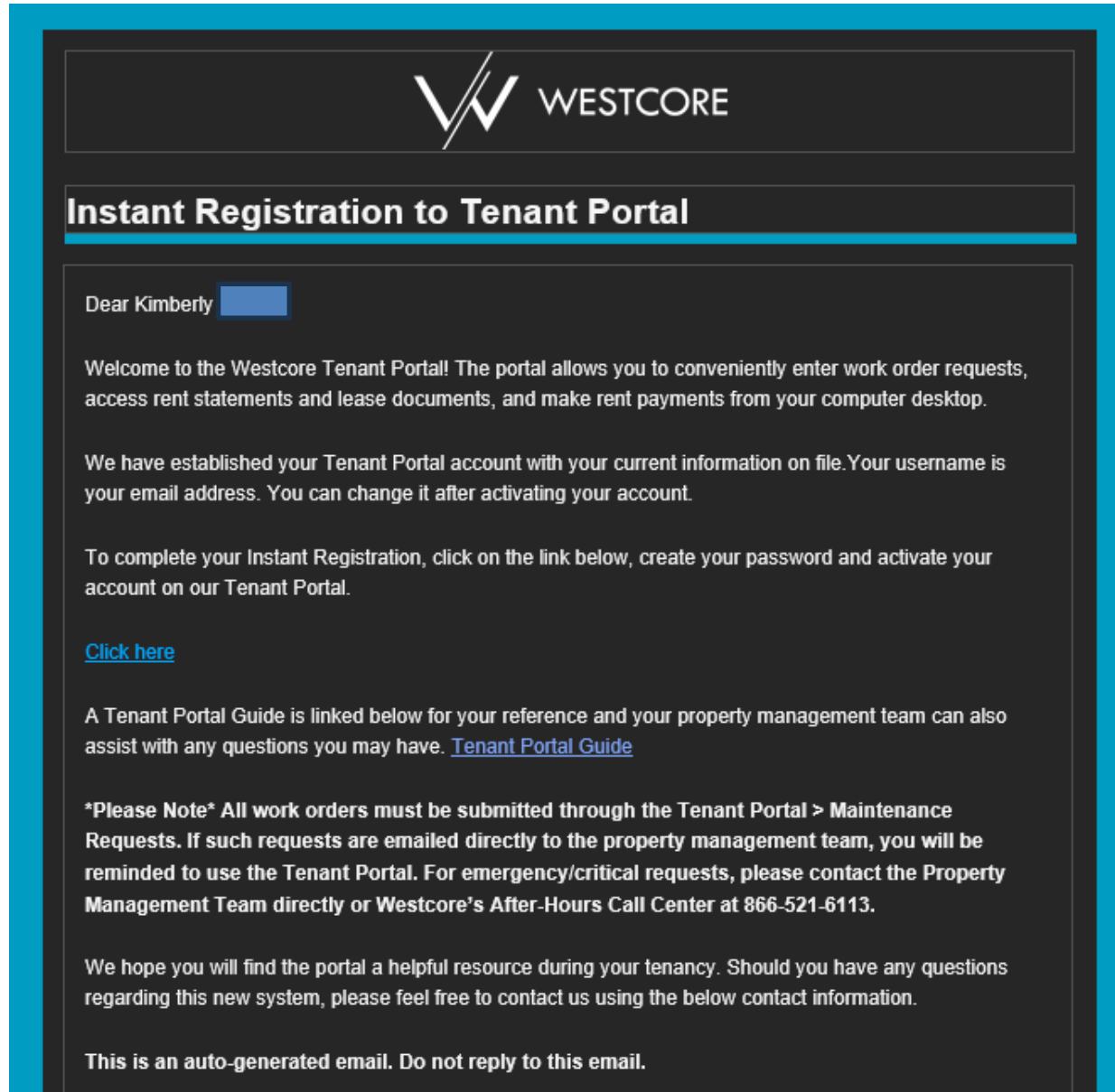
Last Updated: November 2023

This guide provides the Tenant Portal user with instructions on how to use the most popular features of the Tenant Portal. The topics discussed are listed below:

- [Tenant Registration](#)..... Page 2
- [Retrieve Password](#) Page 5
- [Edit Contact Information](#)..... Page 8
- [Change Password](#)..... Page 9
- [Make Payments](#)..... Page 10
- [Maintenance Requests](#)..... Page 14

Tenant Registration

1. You will receive an email invitation inviting you to register to use the Tenant Portal. Within the email there is a link to the Instant Registration page that says, "click here."



Tenant Registration

2. Click the link and you will be directed to the “Instant Registration” screen. The email field is automatically populated, and you must enter a new password and confirm that new password. Read and accept the terms and conditions with the checkbox, and then click “Submit.”

Create Password

Email *

New Password

Password must contain:

At least 1 uppercase letter (A-Z)

At least 1 lowercase letter (a-z)

At least 1 special character (!@#-\$. etc.)

At least 1 number (0-9)

At least 8 characters

Confirm Password

[View Terms and Conditions.](#)

I have read and accept the Terms and Conditions.

Submit

Tenant Registration


3. After clicking “Submit,” and you will be redirected to the login page of Tenant Portal. Enter the email used to register and the new password that you just created. Click “Sign In” and you will land on the Tenant Portal Home Page.

WESTCORE

Welcome to Westcore Tenant Portal

Email

Password

Remember Me

[Forgot Password](#)

Sign In

Rent Payments
Pay rent online, check payment status, and review payment history

Maintenance Requests
Submit online maintenance requests and review maintenance request history

User Support
[User Guide](#)
or
email Yam@CCSupport@westcore.net

Westcore | 4350 La Jolla Village Drive #900 | San Diego, CA 92122 | [Terms](#) | [Privacy Policy](#)

Retrieve Password

1. If you forget your password, click the “Forgot Password” link on the Tenant Portal sign in page.

WESTCORE


Rent Payments
Pay rent online, check payment status, and review payment history

Maintenance Requests
Submit online maintenance requests and review maintenance request history


User Support
User Guide
or
email Yards@CSupport@westcore.com

Welcome to Westcore
Tenant Portal

Email
Email *

Password
Password * 

Remember Me

Forgot Password 

Sign In

Westcore | 4350 La Jolla Village Drive #900 | San Diego, CA 92122 | [Terms](#) | [Privacy Policy](#)

Retrieve Password

2. You will be directed to the “Forgot Password” page where you will enter your email and click “Submit.” An email will be sent to allow you to reset your password.

Forgot Password

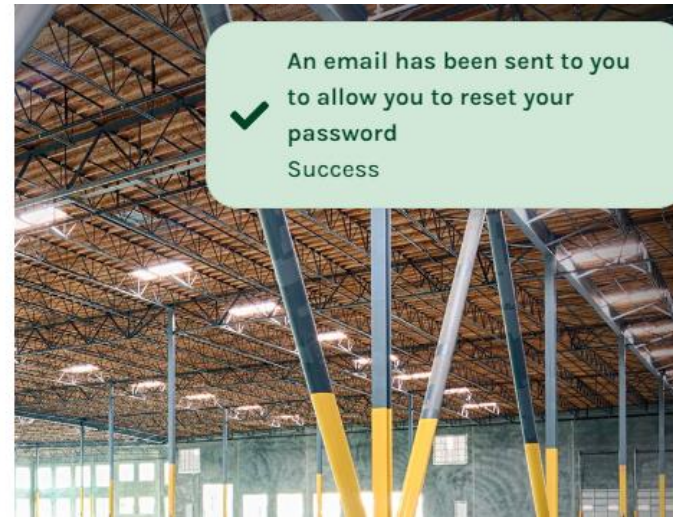
* indicates a required field

Email*

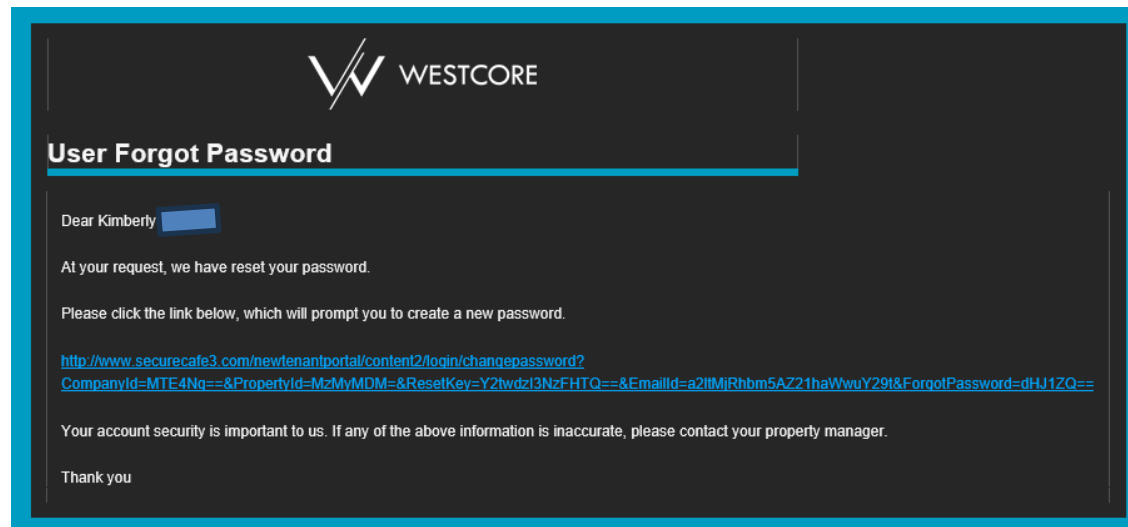
k [redacted]@westcore.net

Click here to Sign In.

Submit



3. The email will include a link to create a new password.



Retrieve Password

4. Click the link and you will be brought to the “Change Password” page. The email field is automatically populated, and you will need to enter a new password, confirm that password, and click “Submit.”
5. You will then be redirected to the login screen where you enter the new password to sign in.

Change Password

Email *

New Password

Password must contain:

At least 1 uppercase letter (A-Z)

At least 1 lowercase letter (a-z)

At least 1 special character (!@#-\$, etc.)

At least 1 number (0-9)

At least 8 characters

Confirm Password

Edit Contact Information

1. Once logged in to the Tenant Portal, the system lands on the “Home” page, which contains widgets for Payments (if applicable to the property), Maintenance Requests, What We Need from You, Announcements, and Events. And in the top right-hand corner of the screen, your initials are displayed in a circle.
2. Click on your initials to choose from “My Profile” or “Change Credentials.” Select “My Profile” and enter the updated information in the applicable fields and click the “Update Profile” button at the bottom of the screen.

The screenshot displays the Westcore Tenant Portal interface. The top navigation bar includes the Westcore logo, the text "Preview - Read Only", and a user profile icon with initials "KA". A dropdown menu is open from the profile icon, showing "My Profile" (highlighted in yellow) and "Change Credentials". The main content area is titled "User Profile" and contains a form with the following fields:

- First Name: Kimberly
- Last Name: [Redacted]
- Region: United States
- Language: [Dropdown]
- Office: [Input]
- Mobile: [Input]
- Fax: [Input]
- Address: Address
- Address 1: Address 1
- Address 2: Address 2
- Address 3: Address 3
- City: [Input]
- State: [Dropdown]
- Zip Code: [Input]

An "Update Profile" button is located at the bottom of the form.

Change Password

1. Once logged in to the Tenant Portal, the system lands on the “Home” page, which contains widgets for Payments, Maintenance Requests, What We Need from You, Announcements, and Events. And in the top right-hand corner of the screen, your initials are displayed in a circle.
2. Click on your initials to choose from “My Profile” or “Change Credentials.” Select “Change Credentials” and enter current and new passwords, then click “Submit” at the bottom of the screen.
3. You will be redirected to the Tenant Portal login screen where you must log in again with the new password that was just created.

The screenshot displays the 'Change Credentials' page in the Westcore Tenant Portal. The page layout includes a dark blue header with the Westcore logo on the left and the text 'Preview - Read Only' along with a calendar icon and a notification bell icon on the right. A circular profile icon containing the initials 'KA' is highlighted with a red box. A dropdown menu is open from this icon, showing two options: 'My Profile' and 'Change Credentials', with the latter highlighted in yellow. Below the header, a sidebar on the left lists navigation options: Home, Lease Profile, Make Payments, Maintenance Request, Account Activity, and Property Contacts. The main content area is titled 'Change Credentials' and features a form with the following fields and instructions:

- Email ***: A text input field containing 'k[redacted]@westcore.net'.
- Password ***: A text input field containing 'Password'.
- Please complete the section below to change your password:** A heading for the password change section.
- New Password ***: A text input field containing 'New Password'.
- Confirm Password ***: A text input field containing 'Confirm Password'.

Below the 'New Password' field, the following password requirements are listed:

- At least 1 uppercase letter (A-Z)
- At least 1 lowercase letter (a-z)
- At least 1 special character (!@#-\$, etc.)
- At least 1 number (0-9)
- At least 8 characters

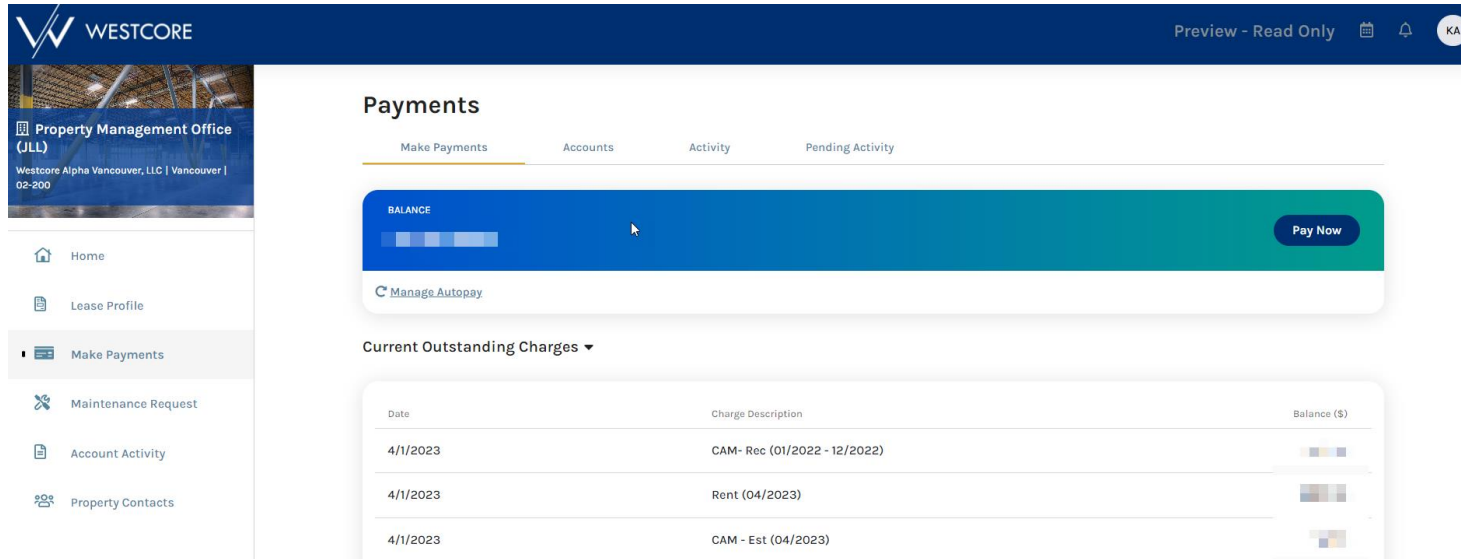
At the bottom of the form, there are two 'Submit' buttons. The footer of the page contains the text: 'Westcore | 4350 La Jolla Village Drive #900 | San Diego, CA 92122 | [Terms](#) | [Privacy Policy](#)'.

Make Payments

1. In the Tenant Portal, there is a “Make Payments” tab on the side menu. This is where a User can set up their payment accounts, auto-pay, or make a one-time payment. Before any payments can be made, a bank account must be set up.

NOTE: Certain properties will not have access to make online payments.

Note: Users who do not have payment permissions will not be able to make payments.



2. To add, edit, or remove a bank account, click the “Accounts” button which will direct you to the page below where you can Add Bank Account or edit existing bank accounts listed.

Payments

Make Payments

Accounts


Activity

Pending Activity

Bank Accounts ▾

+ Add Bank Account

Use the bank accounts listed below to make payments or schedule monthly automatic payments. [Learn More](#)

 KeyBank

Checking *  ⋮

Make Payments

RECURRING PAYMENTS

1. To set up or edit recurring payments, click on the “Manage Autopay” button under the Balance widget at the top of the “Home” or “Make Payments” page. You will select an account, a start date, an end date, and which day of the month to make the recurring payment. Click “Save” and the recurring payment will be set up.

NOTE: Certain properties will not have access to make online payments.

Note: The “Max Payment Amount” must equal or exceed your highest monthly scheduled rent through your entire lease term (Ex. The rent amount on the last day of the lease term).

Users who do not have payment permissions will not be able to setup recurring payments.

Payments

Make Payments

Accounts

Activity

Pending Activity

BALANCE

\$8,978.80

Pay Now

[Manage Autopay](#)

Manage Autopay

Add/Modify Autopay Enrollment

Automatic Payment Instructions

- To Automatically Pay Your Rent:
 - Select a payment source from the "Payment Account" column.
 - Enter a Start & End Date for the period you want the automatic payment to be active.
 - Select a "Pay on Day" as the day of the month that your payment will be made.
 - Enter your "Max Payment Amount." It must equal or exceed your highest monthly scheduled rent.
 - Select the Save button in the last column (Action).
- To EDIT your active Automatic Rent Payment, select the Edit button in the last column (Action) and edit the information.
- To CANCEL your active Automatic Rent Payment, simply select the Delete button in the last column (Action).

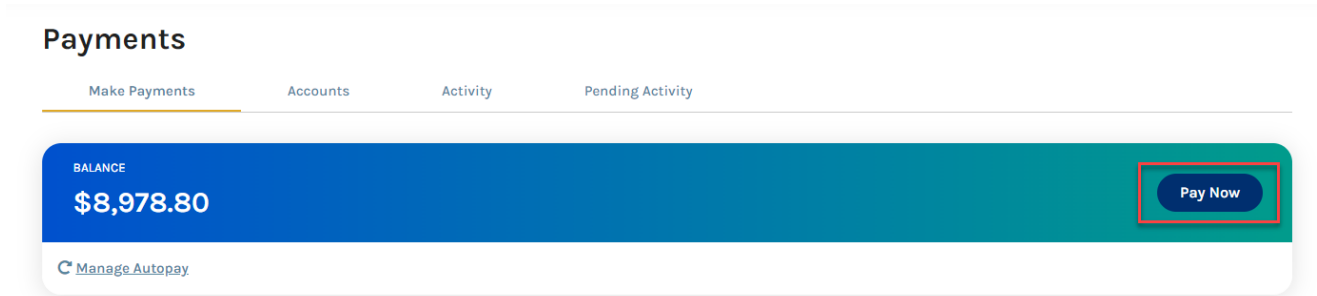
Make Payments

ONE-TIME PAYMENTS

1. To make a onetime payment, click the “Pay Now” button on the right of the Balance widget at the top of the “Home” or “Make Payments” page. This brings you to a screen that shows current charges.

NOTE: Certain properties will not have access to make online payments.

Note: Users who do not have payment permissions will not be able to make payments.



2. Select the charges to pay and click “Next.”

Payment ×

Payment method:*
KeyBank Chk *** + Payment Method

Charge Description*	Date	Charge (\$)	Payments (\$)	Balance (\$)	Your Payment (\$)
<input checked="" type="checkbox"/> CAM- Rec (01/2022 - 12/2022)	4/1/2023	1,797.77	361.09	1,436.68	1,436.68
<input checked="" type="checkbox"/> Rent (04/2023)	4/1/2023	5,572.80	0.00	5,572.80	5,572.80
<input checked="" type="checkbox"/> CAM - Est (04/2023)	4/1/2023	1,171.71	0.00	1,171.71	1,171.71
<input checked="" type="checkbox"/> Insurance - Est (04/2023)	4/1/2023	233.70	0.00	233.70	233.70
<input checked="" type="checkbox"/> Real Property Tax- Est (04/2023)	4/1/2023	563.91	0.00	563.91	563.91

Regular Payment	8,978.80
Extra Payment	0.00
Total Payment	8,978.80

Payments + Credits must be greater than ZERO.

Cancel Next

Make Payments

3. Review the payment information and click the box to accept the Terms and Conditions, then click "Submit Payment." A confirmation message will appear, and a confirmation email will be sent.

Payment ✕

Payment Info

Payment Account: KeyBank Chk **** Payment Amount: \$ 8,978.80

Charge Description	Amount (\$)	Total (\$)
CAM- Rec (01/2022 - 12/2022) 4/1/2023	1,436.68	1,436.68
Rent (04/2023) 4/1/2023	5,572.80	5,572.80
CAM - Est (04/2023) 4/1/2023	1,171.71	1,171.71
Insurance - Est (04/2023) 4/1/2023	233.70	233.70
Real Property Tax- Est (04/2023) 4/1/2023	563.91	563.91
		Extra Payment 0.00
		Total Payment 8,978.80

I have read and accept the Terms and Conditions*

[Back](#) [Submit Payment](#)

Maintenance Requests

The other major feature in the system is the ability to submit Maintenance Requests. A user can submit a request for their Unit or the Common Area, which is a maintenance request for areas that are used by all tenants and/or the public such as the parking lot, public restrooms, conference rooms, hallways, etc.

1. Click on “+ New Request” from the Maintenance Requests widget or “Maintenance Request” tab on the side menu.

The screenshot displays the Westcore Property Management Office (JLL) dashboard. The top navigation bar includes the Westcore logo, the text "Preview - Read Only", and a user profile icon labeled "KA". The main content area is titled "Home" and features a balance card showing "\$0.00" with a "Pay Now" button and a "Manage Autopay" link. Below this, there are four widgets: "Maintenance Requests" with a "+ New Request" button (highlighted with a red box), "Announcements", "What We Need From You", and "Events". The left sidebar contains navigation options: Home, Lease Profile, Make Payments, Maintenance Request (highlighted with a red box), Account Activity, and Property Contacts. The footer contains the address "Westcore | 4350 La Jolla Village Drive #900 | San Diego, CA 92122" and links for "Terms" and "Privacy Policy".

Maintenance Requests

2. Select the appropriate Unit and Category and enter a Brief Description and Details. You may also upload photos or documents. Click “Submit.”

If this is an emergency, please call (866) 521-6113 for immediate assistance.

New Maintenance Request



If this is an emergency, please contact (866) 521-6113 for immediate assistance.

* indicates required fields

Request for :

Unit Common Area

Unit *

Select Unit

Category*

Select Category

Brief Description *

Add Description

35 characters remaining

Details

Add Details

500 characters remaining

Attachment: 1

+ New Attachments



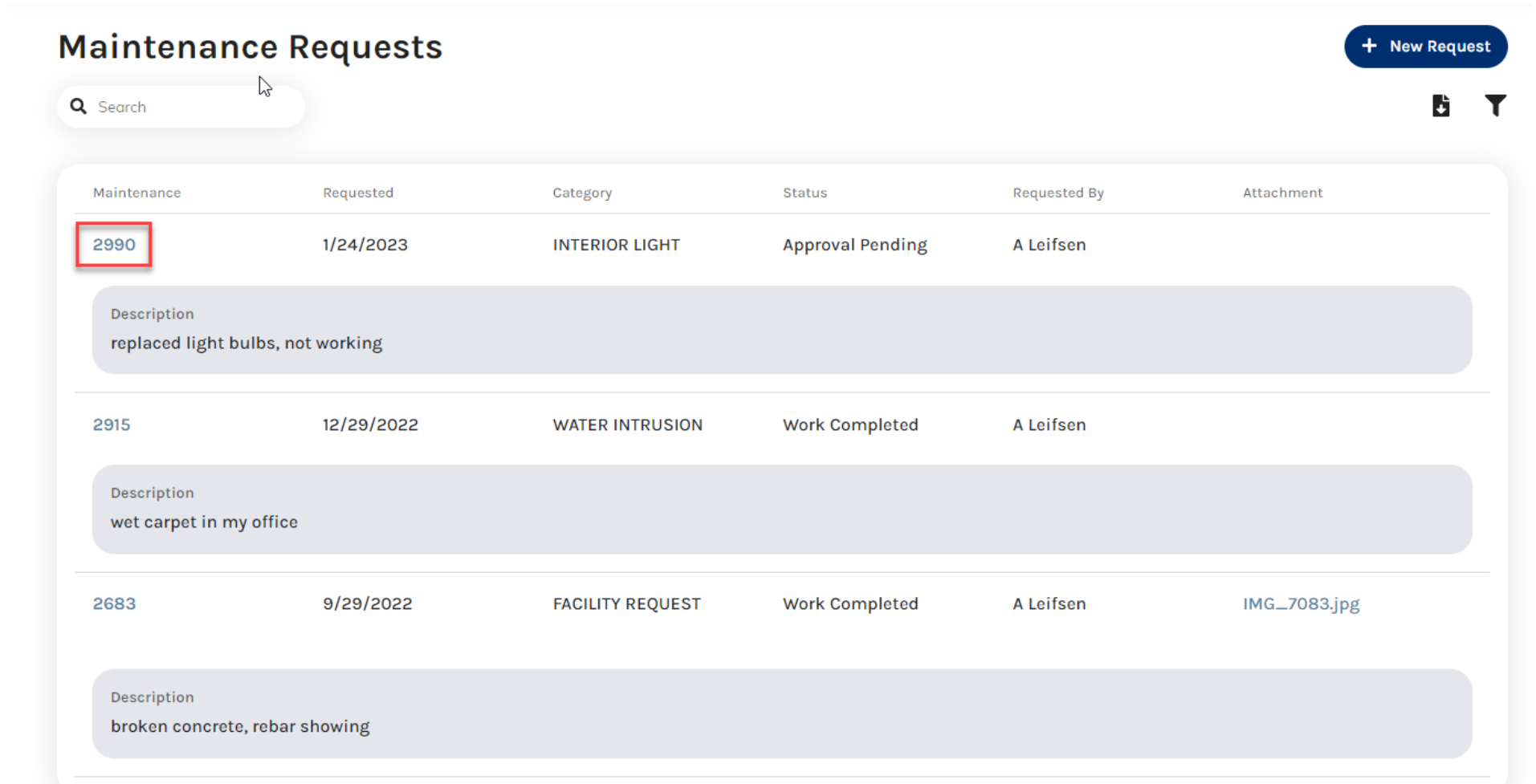
No attachments added

Cancel

Submit

Maintenance Requests

3. Select the side menu “Maintenance Request” tab to view a history of submitted work orders. By clicking a specific Maintenance number, you will drill in to see Request Details, Status History, and to submit new attachments.



The screenshot displays the 'Maintenance Requests' interface. At the top left is a search bar with a magnifying glass icon and the text 'Search'. At the top right is a blue button with a white plus sign and the text '+ New Request'. Below these are two small icons: a download icon and a filter icon. The main content is a table with the following columns: 'Maintenance', 'Requested', 'Category', 'Status', 'Requested By', and 'Attachment'. The first row has '2990' in the 'Maintenance' column (highlighted with a red box), '1/24/2023' in 'Requested', 'INTERIOR LIGHT' in 'Category', 'Approval Pending' in 'Status', and 'A Leifsen' in 'Requested By'. Below this row is a grey rounded rectangle containing the text 'Description' and 'replaced light bulbs, not working'. The second row has '2915' in 'Maintenance', '12/29/2022' in 'Requested', 'WATER INTRUSION' in 'Category', 'Work Completed' in 'Status', and 'A Leifsen' in 'Requested By'. Below this row is a grey rounded rectangle containing the text 'Description' and 'wet carpet in my office'. The third row has '2683' in 'Maintenance', '9/29/2022' in 'Requested', 'FACILITY REQUEST' in 'Category', 'Work Completed' in 'Status', 'A Leifsen' in 'Requested By', and 'IMG_7083.jpg' in 'Attachment'. Below this row is a grey rounded rectangle containing the text 'Description' and 'broken concrete, rebar showing'.

Maintenance	Requested	Category	Status	Requested By	Attachment
2990	1/24/2023	INTERIOR LIGHT	Approval Pending	A Leifsen	
Description replaced light bulbs, not working					
2915	12/29/2022	WATER INTRUSION	Work Completed	A Leifsen	
Description wet carpet in my office					
2683	9/29/2022	FACILITY REQUEST	Work Completed	A Leifsen	IMG_7083.jpg
Description broken concrete, rebar showing					

*Please contact your Property Management Team if you have any questions or concerns.
Thank you.*