



Arch Tenant App

Factsheet

What are the Benefits of Using the Tenant App?

- You can see payments and setup payment options
- Access your rental statements and payment method information, including viewing recent payments or invoices.
- You can see the address of your property, your lease, rent and bond details.
- You can see the contact information for your Housing & Property Manager and our office contact details

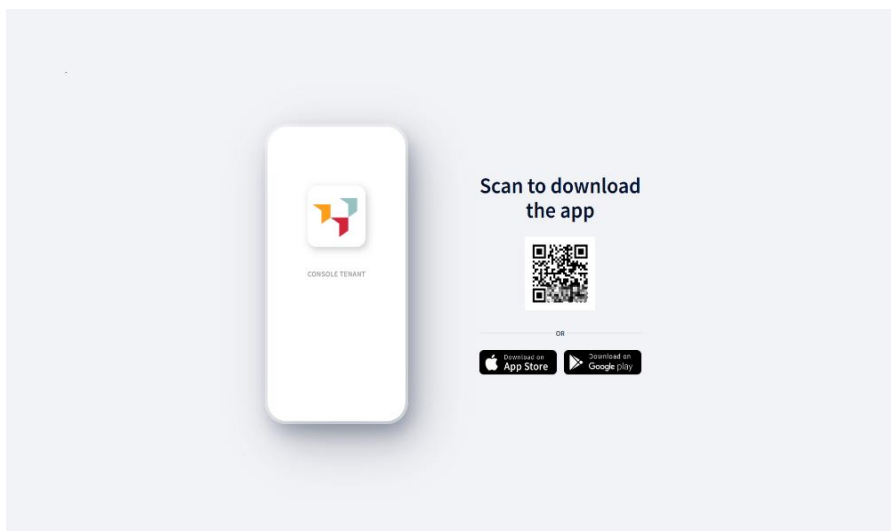
How to Sign Up to the Console Tenant App

Step by Step:

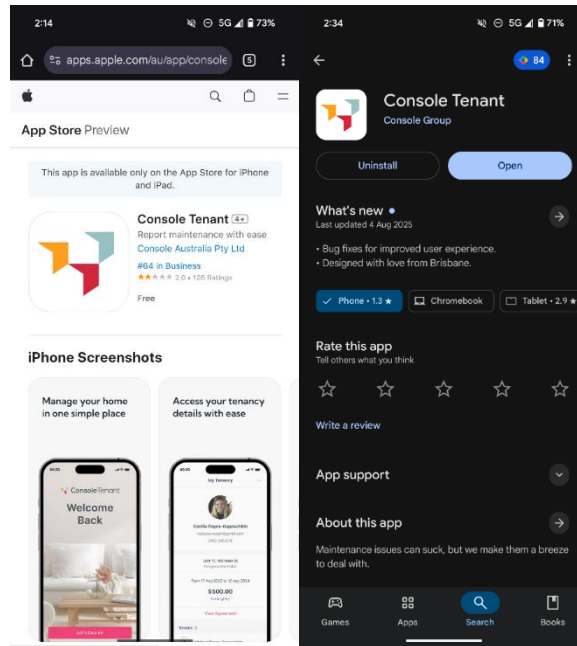
1. You will be sent an invitation email with your login details from your Housing and Property manager once you have been given your keys and welcome pack.
Tap the blue invite button titled 'Download Console Tenant App'.



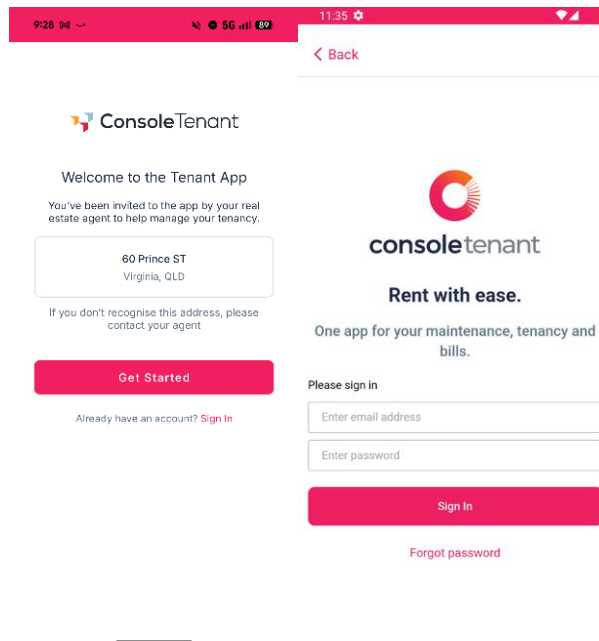
Note: If you open the invitation on a desktop browser, you will then be prompted to scan a QR code using your mobile device. This will redirect you to the app store link. Alternatively, if you tap the link directly from your phone, it will open the app store and allow you to download the app. The app is only available to download using your mobile phone.



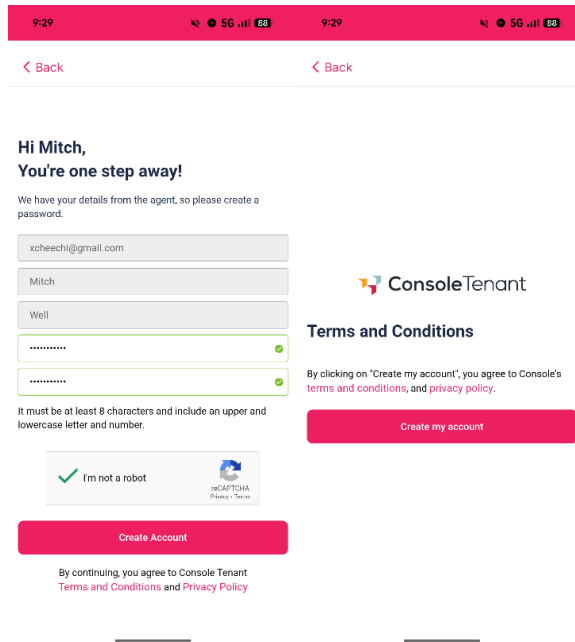
2. You will be taken to the app download page in Google Play Store or Apple App Store. Tap Install OR open if already downloaded to install the App, then tap **Open**.



3. You will be taken to the Sign-Up page and will tap **Get Started** OR if you have an account already it will say **Sign In**.

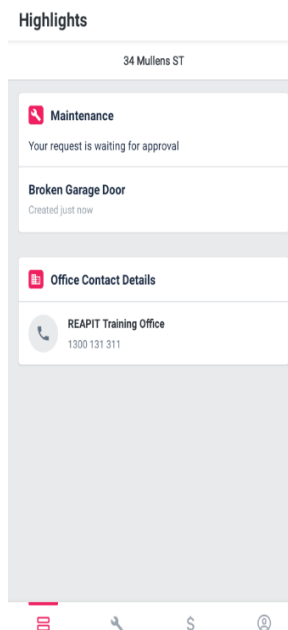


4. If this is a new account, you will need to enter a password, accept terms & conditions and then tap "Create Account".



Highlights Tab (Welcome Screen)

Under the Highlights tab, you will be able to see payments, Console Pay setup options as well as your Housing and Property Manager's details and the details for contacting the and office.

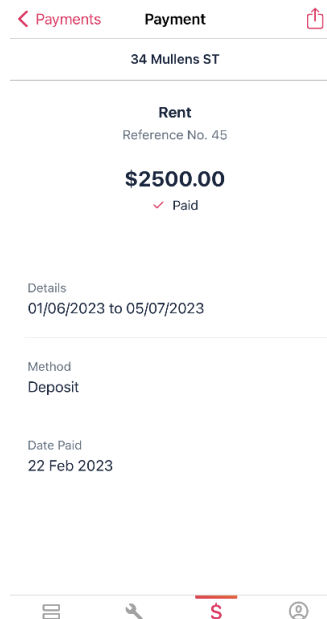


Maintenance Tab

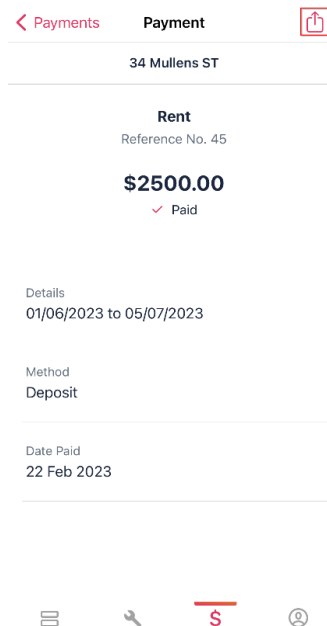
Note: Currently Arch tenants are not able to report maintenance on the app at this time. To report any maintenance issues please refer to the Repairs and Maintenance Factsheet in your welcome pack.

Payments Tab

1. Under the Payments tab, this will show recent payments or invoices.



2. To download the receipt from the app, navigate to the top right of the screen and click on the icon.

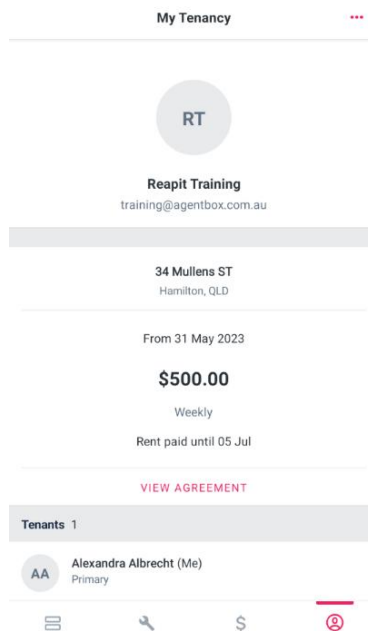


3. Push Notifications can also be sent for invoices. This includes if the payment is scheduled to be debited via Console Pay. When pressed, it will take you to the payment screen on the app.



My Tenancy App

1. Under the My Tenancy tab, you can see the address of your property, your lease, rent and bond details.



Need Help?

- Contact your Housing and Property Manager for assistance if the online help center does not give the answers you need.
- Your Housing and Property Manager will be able to assist in obtaining rental statements and updating personal details.