Instruction Manual For
Online Certification Reporting (COL)

For the On-Site Manager

Detail Format

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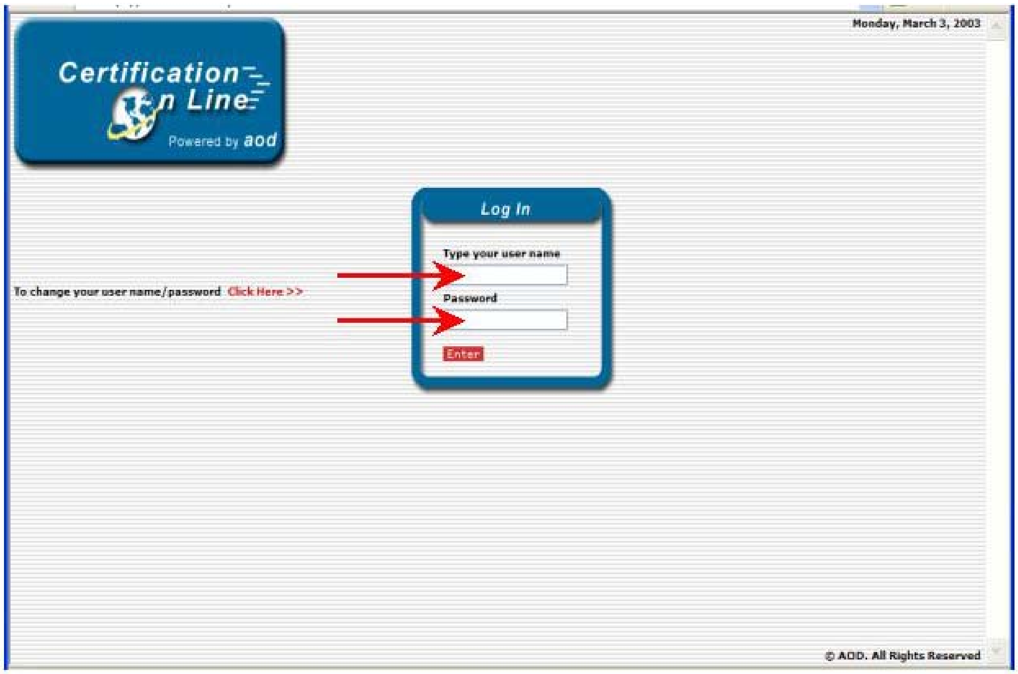
I. How do I log-in?



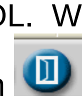
- Enter into the address box of your internet browser, the address that the Agency provides and click on the '**GO**' button.

  This is the first screen that you will see.

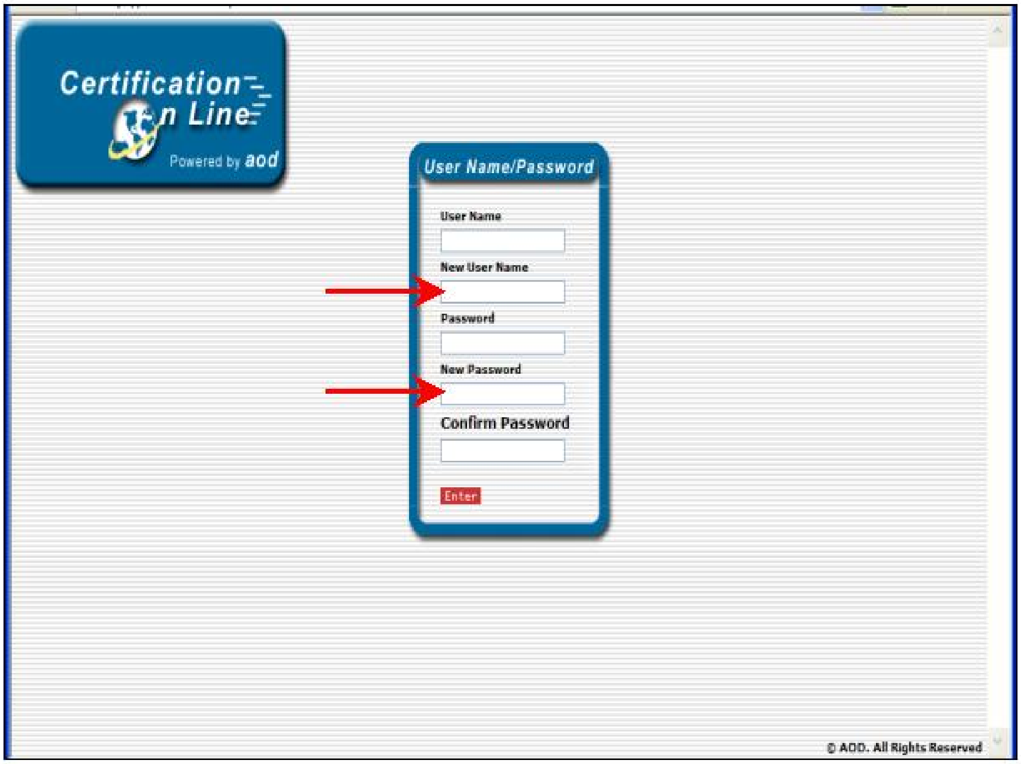
- ***PLEASE NOTE: The first time you log-in the system, you will be taken to a second log-in screen. If this is your first time to log-in, please see the next page, 1A, for further information.***

- After entering the name and password, click on the red '**Enter**' button or press '**Enter**' on your PC keyboard.

- You are now logged into the Certification On-Line reporting system and will be taken to the Project List assigned to you.

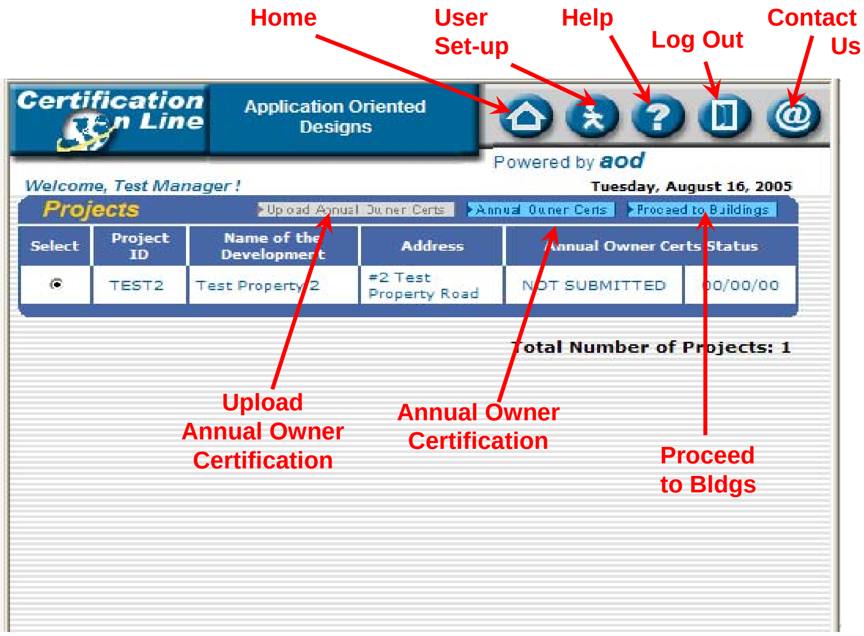
- This menu bar appears above all of the screens within COL. Whenever you wish to exit the system, please use the '**Log Out**' icon  on this menu bar.

I-A. First Log-In Is Different



- The first time you log in to the Certification On-Line reporting system, your User Name and Password will be one that your management company assigns to you.
- On this screen you will enter a new 'User Name' and a new 'Password'.
- **PLEASE NOTE**: **You will be taken to this screen on the first time *only* to allow you to establish codes known only to you.**
- When you have entered the required information, click on the red '**Enter**' key or press '**Enter**' on you PC keyboard.

II. List of Projects Assigned to You



- All of the properties that are assigned to your User Name will be displayed here by the LIHTC Project ID number. Next to the ID number is displayed the name and address of the property.

- In the boxes next to the address is listed the status of the Annual Owner Certification for the current reporting period. Now it displays 'Not Submitted' and the date field shows 00/00/00. This will be updated when the Annual Owner Certification is processed.

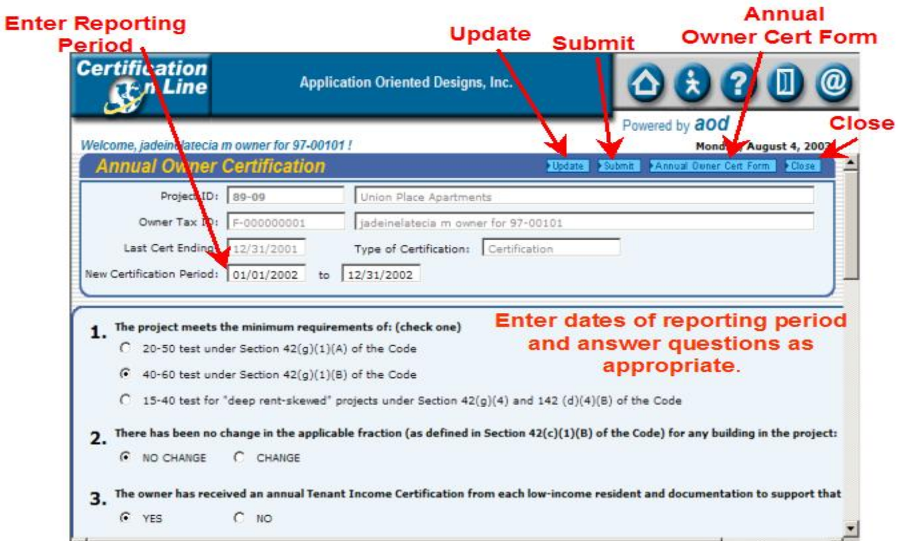
- To choose the property to work with, place the cursor of your mouse on the circle next to the Project ID of the property and click.

- At the top right hand corner of the Projects box are two buttons:
  A. **Annual Owner Certs**; and
  B. **Proceed to Buildings**

- To access the Annual Owner Certification process, place the mouse cursor on the '**Annual Owner Certs**' button and click.

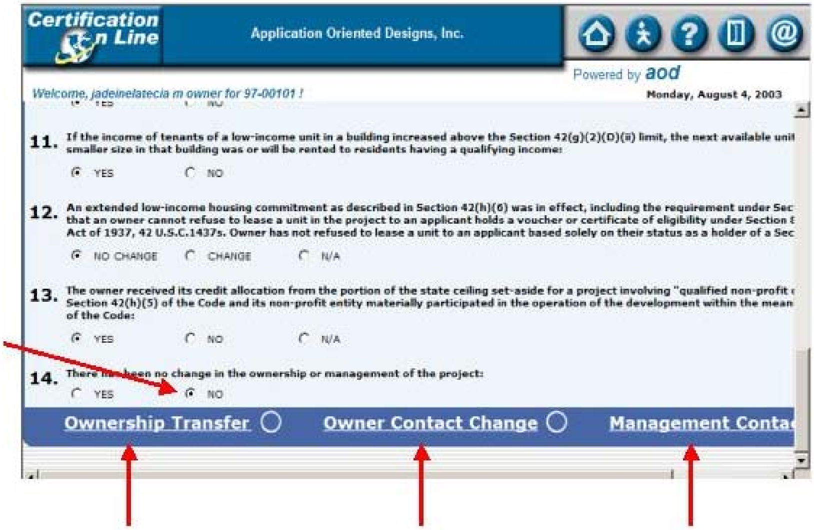
III. Annual Owner Certification

A. Completing the form



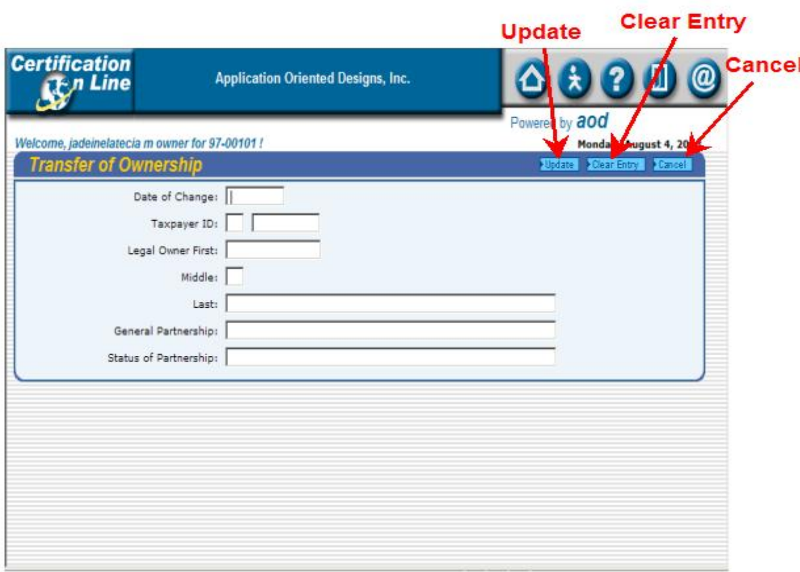
- The Annual Owner Certification form is ready for completion. The property information is automatically entered into the fields on the first three lines.
- The first entry you will make on this screen is to enter the **beginning and ending dates** of the reporting period you want to submit. You need enter only the numbers without any separating marks. For example, 010102. The numbers will then be converted to 01/01/2002.
- There are <u>14 questions</u> the owner is required to answer. Each question has a default marking. To change the answer, place your mouse cursor on the circle that indicates the correct answer, and click.
- To move through the page, you can use the 'Tab' key on your PC keyboard or place your mouse cursor on the blue vertical bar on the right side of the screen and click.
- Question number 14 addresses whether or not there has been a change in Ownership, or in the contact person for either the Ownership entity or Management of the property. <u>If no change, answer the question with a 'Yes'.</u>

- If a change has occurred, answer question 14 with a 'No'.



- When 'No' is chosen, three options appear. Place the cursor of your mouse on the appropriate choice and click.

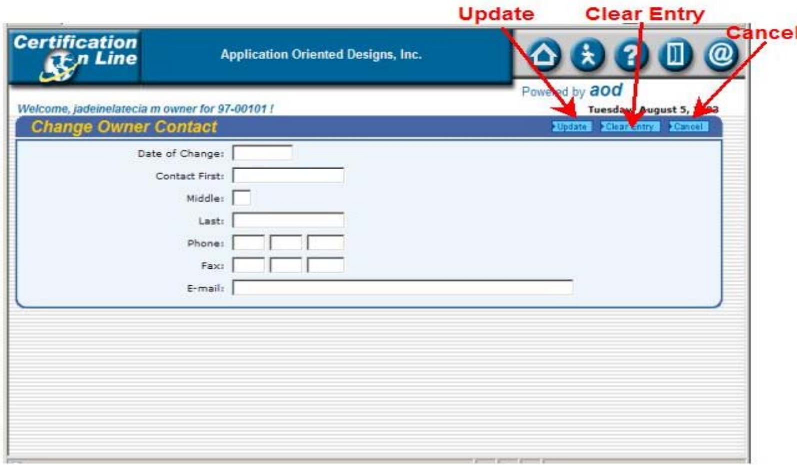
1. The '**Ownership Transfer**' button will take you to this screen.



- To enter the information, place the cursor of your mouse on the first white box and click. You can use the 'Tab' key in addition to your mouse to move through the page.

- When complete, place the cursor of your mouse on the '**Update**' button and click. You will return to the Annual Owner Certification screen.

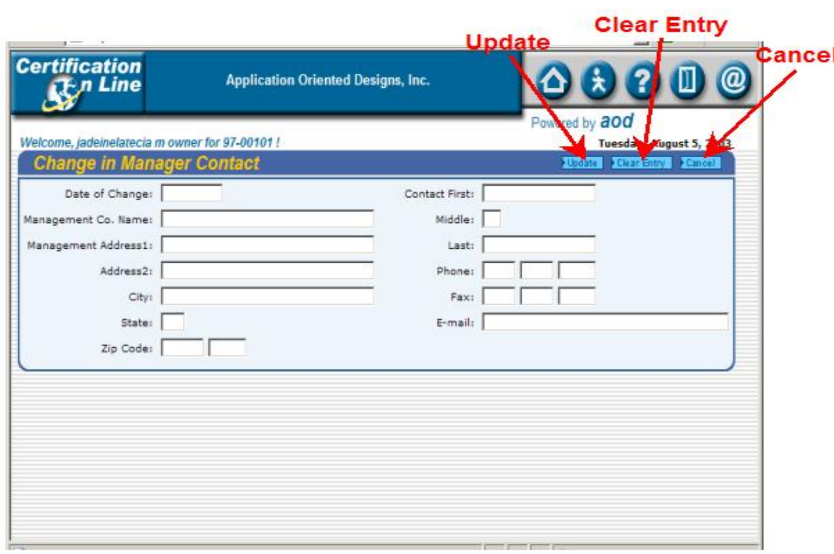
2. The ‘**<u>Owner Contact Change</u>**’ button will take you to this screen.



- To enter the information, place the cursor of your mouse on the first white box and click. You can use the ‘Tab’ key in addition to your mouse to move through the page.

- When complete, place the cursor of your mouse on the ‘**Update**’ button and click. You will return to the Annual Owner Certification screen.

3. The ‘**<u>Management Contact Change</u>**’ button will take you to this screen.

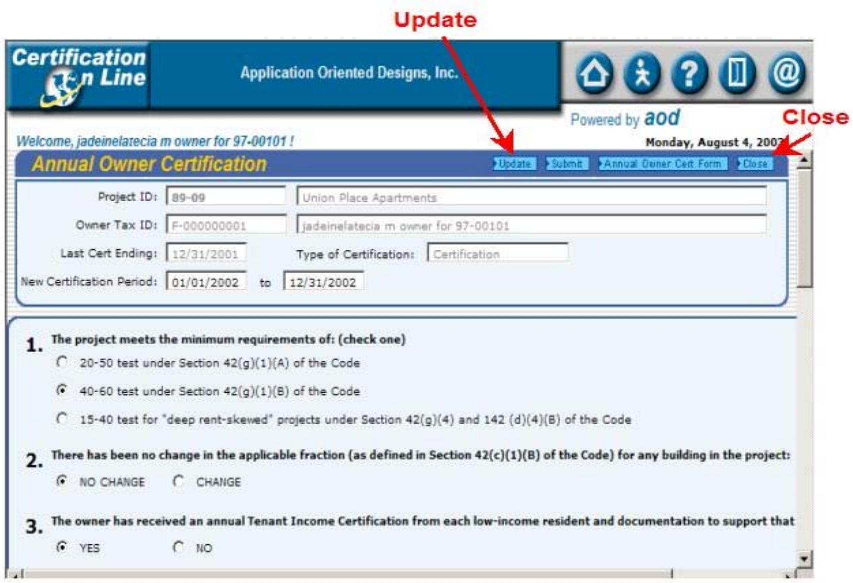


- To enter the information, place the cursor of your mouse on the first white box and click. You can use the ‘Tab’ key in addition to your mouse to move through the page.

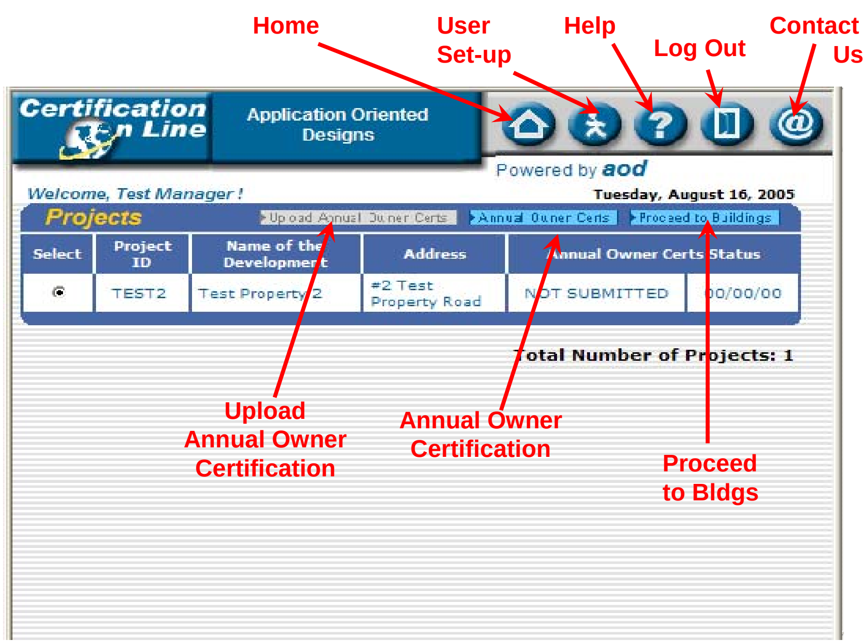
- When complete, place the cursor of your mouse on the '**Update**' button and click. You will return to the Annual Owner Certification screen.

- If you wish to stop at this point and not print or submit the form;

  a. To save the information, place the cursor of your mouse on the '**Update**' button and click; and then

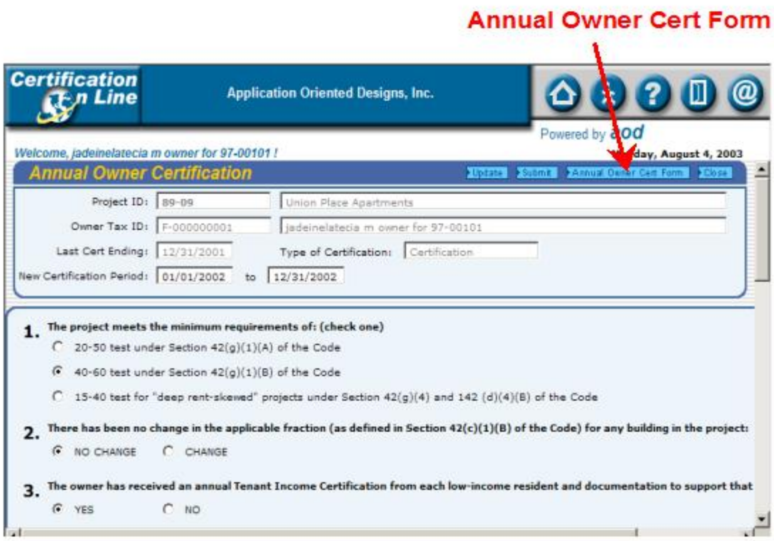


  b. Place the cursor of your mouse on the '**Close**' button and click. You will return to the 'Projects' screen, where you began.

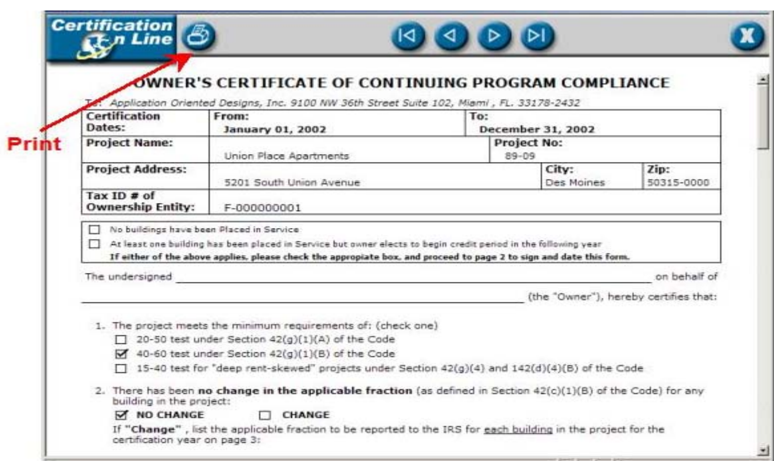


B. Printing the Form

- The completed Annual Owner Certification form can now be printed. To print the form, place the cursor of your mouse on the '**Annual Owner Cert Form**' button and click.



- The completed form will display in a view window for review. If everything is correct, place the cursor of your mouse on the print icon in the top left hand corner of the page and click. This will send the form to your printer

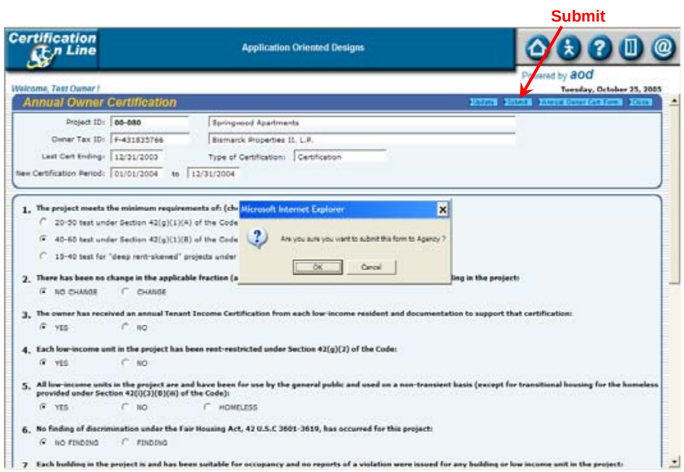


- The completed form can now be executed (BLUE INK, please) and notarized. Please send the executed original to the Agency and keep a copy for your files.

C. Internet Submission of Annual Owner Certification

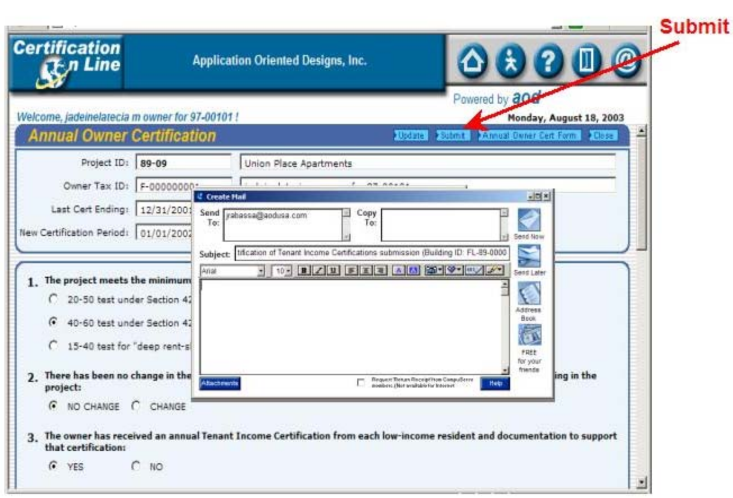
PLEASE NOTE: Only the Management Company can submit the Annual Owner Certification Form.

- To submit the Annual Owner Certification, place the cursor of your mouse on the '**Submit**' button and click.

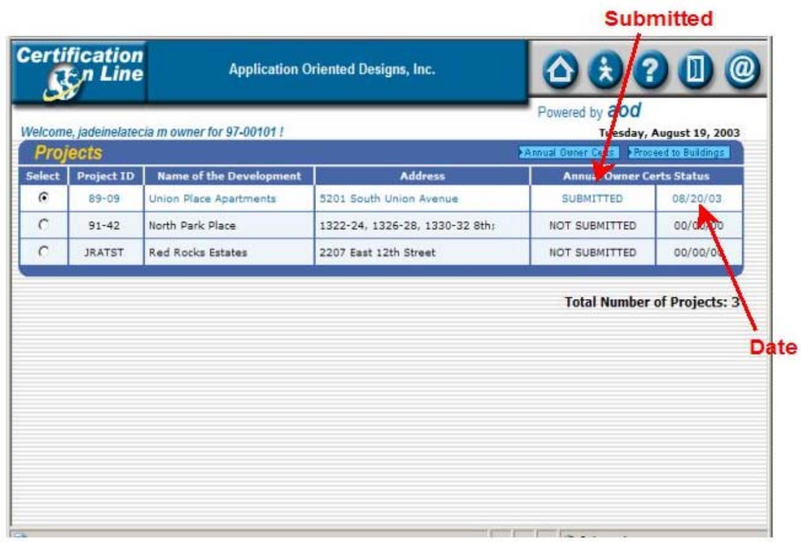


- A pop-up box will ask if you are sure you to want to submit the Annual Owner Certification. If you are ready, place the cursor of your mouse on the 'OK' button and click. If you are not ready, place the cursor of your mouse on the 'Cancel' button and click..

- If you answer, 'Yes', an email window will open. The 'To' and 'Subject' are already filled in. There is no need to add anything more. Place the cursor of your mouse on the '**Send**' button and click. The Agency will be notified that your Annual Owner Certification has been filed.



- You will be returned to the 'Projects' screen, where you began. The first 'Annual Owner Cert Status' box now shows '**Submitted**', the second box shows the **date of submission**.

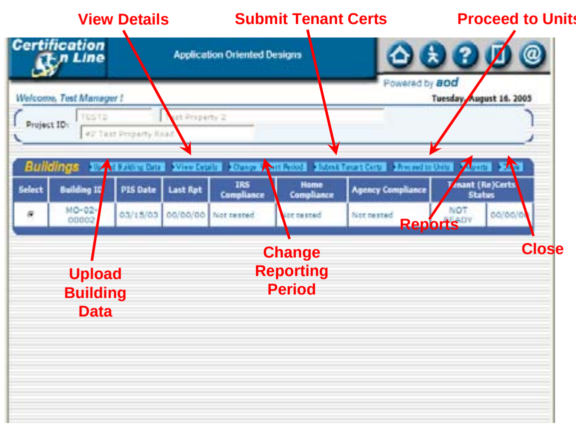


PLEASE NOTE: **The Annual Owner Certification Form is to be filed on an Annual basis along with the Occupancy Data.**

IV. List of Buildings within a Project

- At the top right hand corner of the Projects box are two buttons:
  a. **Annual Owner Certs**; and
  b. **Proceed to Buildings**

- To access the buildings within a project, place the mouse cursor on the '**Proceed to Buildings**' button and click.



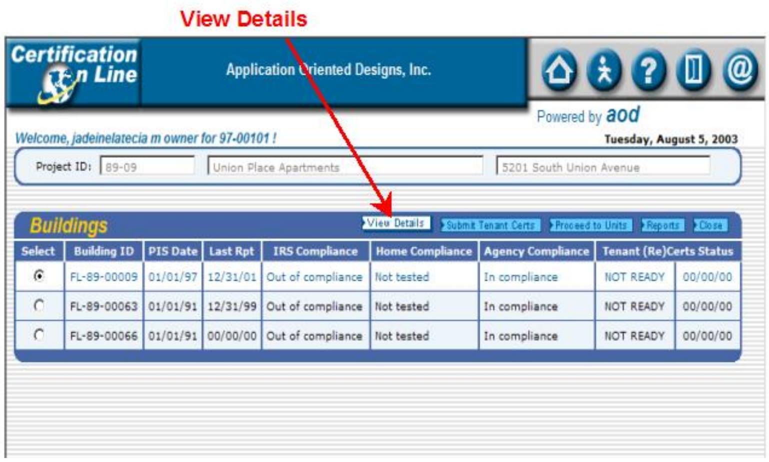
- All of the buildings in this project will be displayed in the order of the IRS Building Identification Number (the "BIN").

- At the top of the Buildings box are seven buttons:
  a. **Upload Building Data;**
  b. **View Details**;
  c. **Change Report Period**
  d. **Submit Tenant Certs**;
  e. **Proceed to Unit**;
  f. **Reports**; and
  g. **Close**

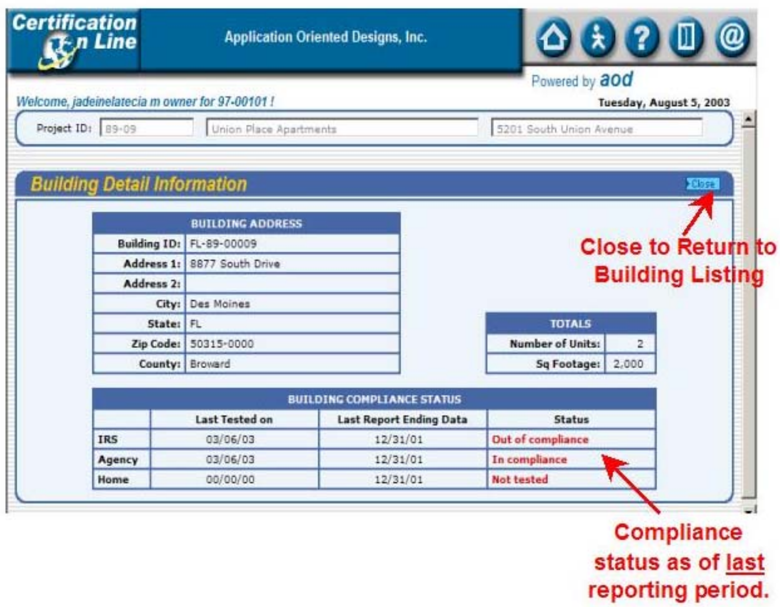
- To choose the building to work with, place the cursor of your mouse on the circle next to the BIN of the building and click.

- Upload Building Data will be discussed in Section VIII.

- To view the specifics of the building, place the cursor of your mouse on the '**View Details'** button and click.



- This is a view only screen. You cannot enter any information here. If there are errors, contact the Agency.



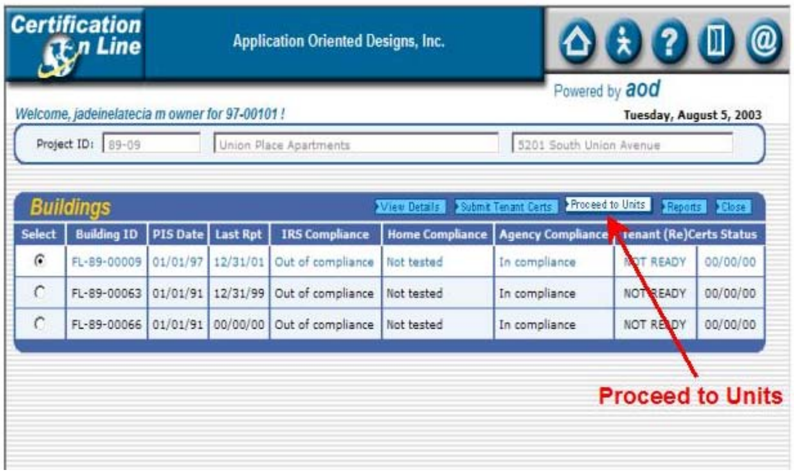
- The information displayed in the Building Compliance Status box is current as of the **last reporting period**.

- To exit this screen and return to the 'Buildings' screen, place the cursor of your mouse on the ''**Close**' button and click.

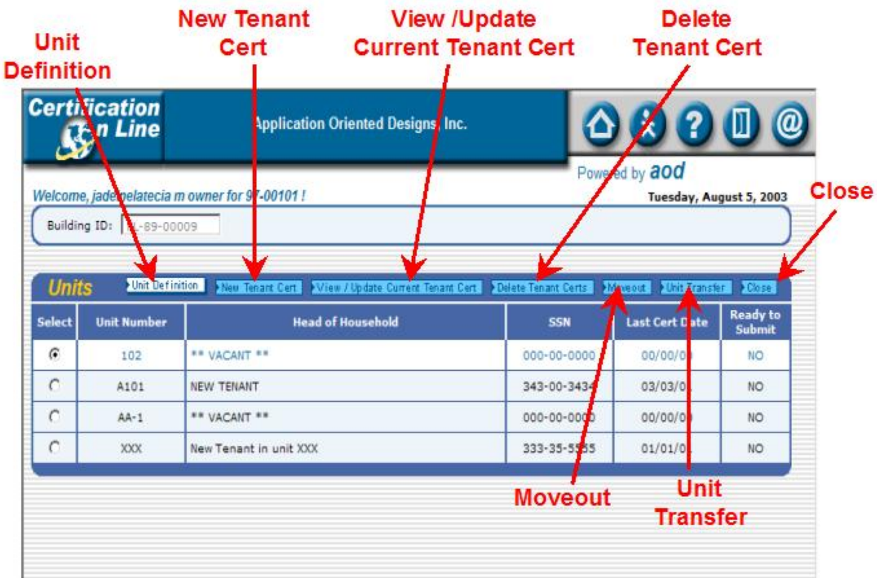
- Change Report Period will be discussed in Section VIII.

V. Units within a Building

- To access the units within a building, place the cursor of your mouse on the "**Proceed to Units**' button and click.



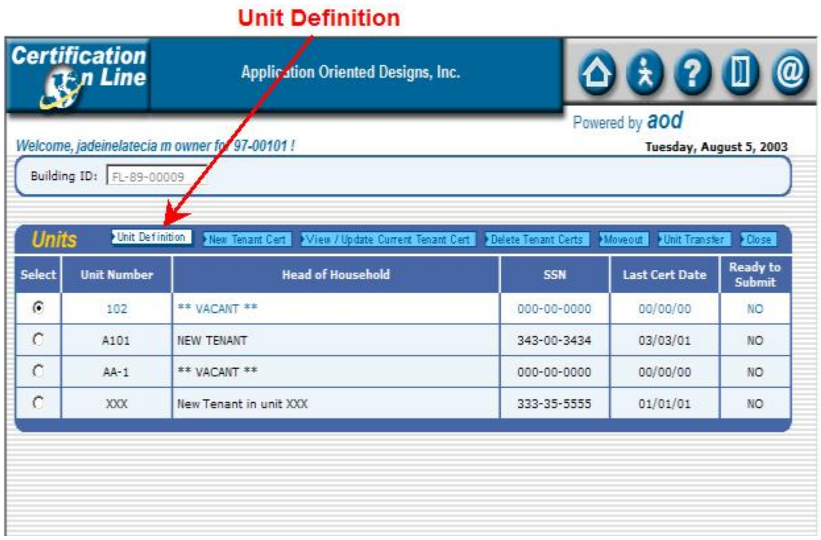
- All of the units in this building will be displayed here by unit number.



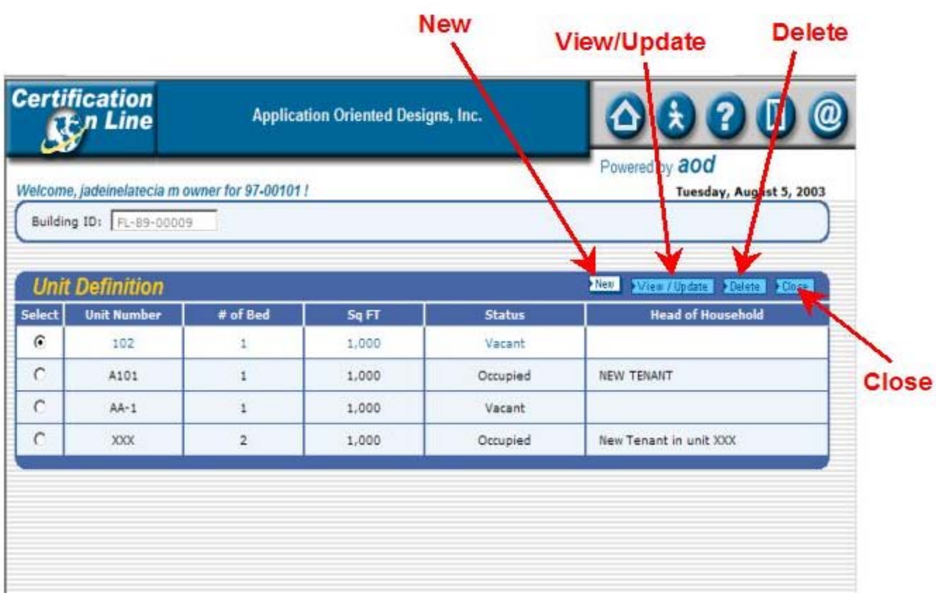
- At the top right hand corner of the Units box are seven buttons:
  a. **Unit Definition**;
  b. **New Tenant Cert**;
  c. **View/Update Current Cert**;
  d. **Delete Tenant Cert**
  e. **Move out;**
  f. **Unit Transfer; and**
  g. **Close**

- To choose the unit to work with, place the cursor of your mouse on the circle next to the unit number and click.

A. Unit Specifics



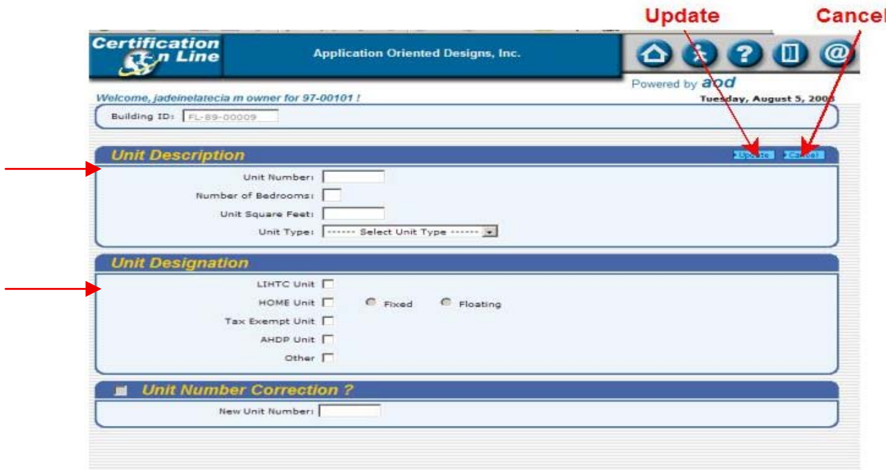
- To access the specifics of a unit, place the cursor of your mouse on the '**Unit Definition'** button and click.



- At the top right hand corner of the Unit Definition box are four buttons:
  1. **New**;
  2. **View/Update**;
  3. **Delete**; and
  4. **Close**

B. Create a New Unit

- To create a **new** unit, place the cursor of your mouse on the '**New**' button and click.



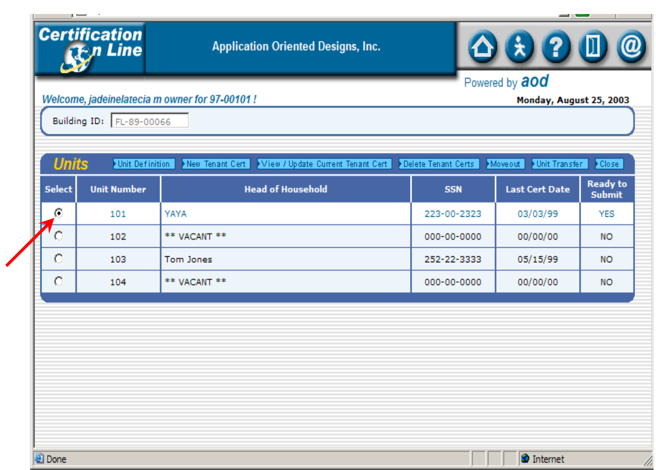
- Create the unit by entering the information in both the 'Unit Description' box and the 'Unit Designation' box.

- To enter the information, place the cursor of your mouse on the white boxes and click. You can use the 'Tab' key in addition to your mouse to move through the page. To choose a 'Unit Type', place the cursor of your mouse on the down arrow and click, then choose.

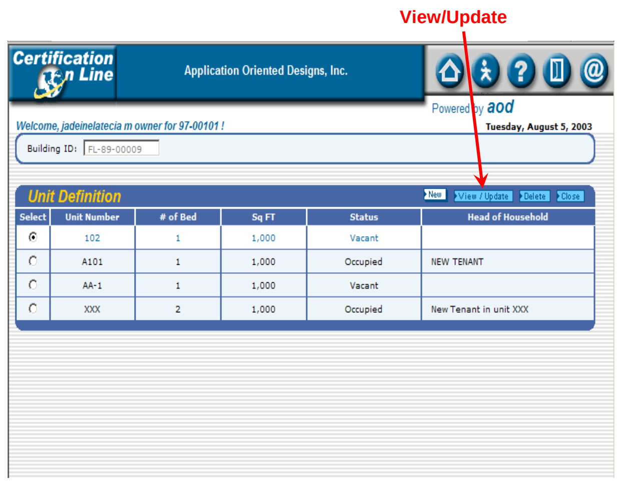
- Place the cursor of your mouse on the blue '**Update**' button and click.

C. Update Existing Unit

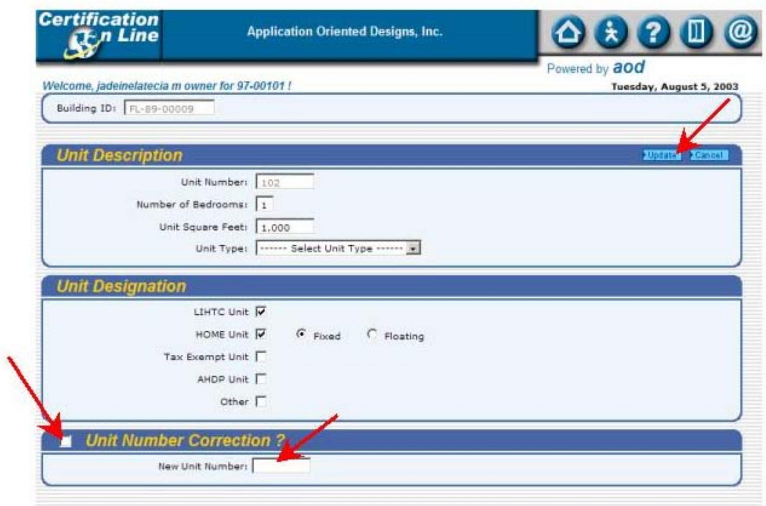
- To make changes to an **existing** unit, choose the unit you want to change, place the cursor of your mouse on the circle next to the unit number and click.



- Place the cursor of your mouse on the ‘**View/Update**’ button and click.



- You can change information in both the ‘Unit Description’ box and the ‘Unit Designation’ box.



- To change the information, place the cursor of your mouse on the white boxes next to the category and click. You can use the ‘Tab’ key in addition to your mouse to move through the page. To choose a ‘Unit Type’, place the cursor of your mouse on the down arrow and click, then choose the type.

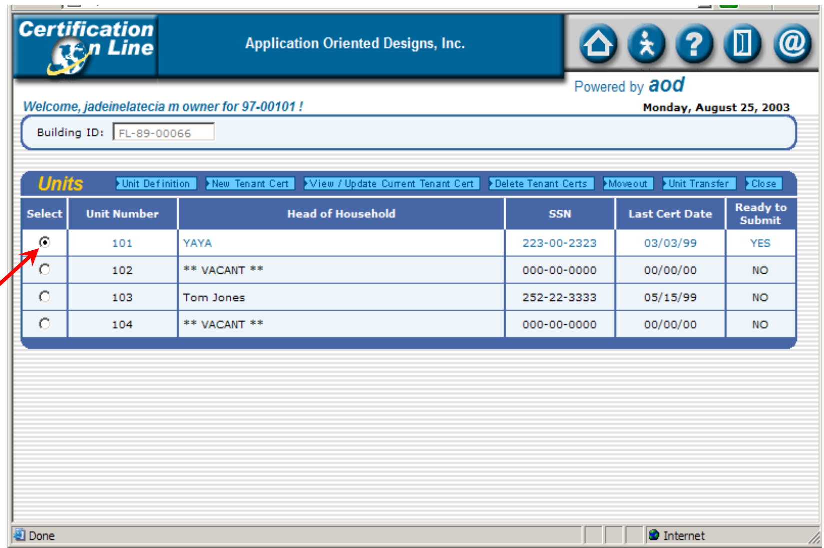
- If the unit number is incorrect, place the cursor of your mouse on the white box next to ‘Unit Number Correction’ and click.

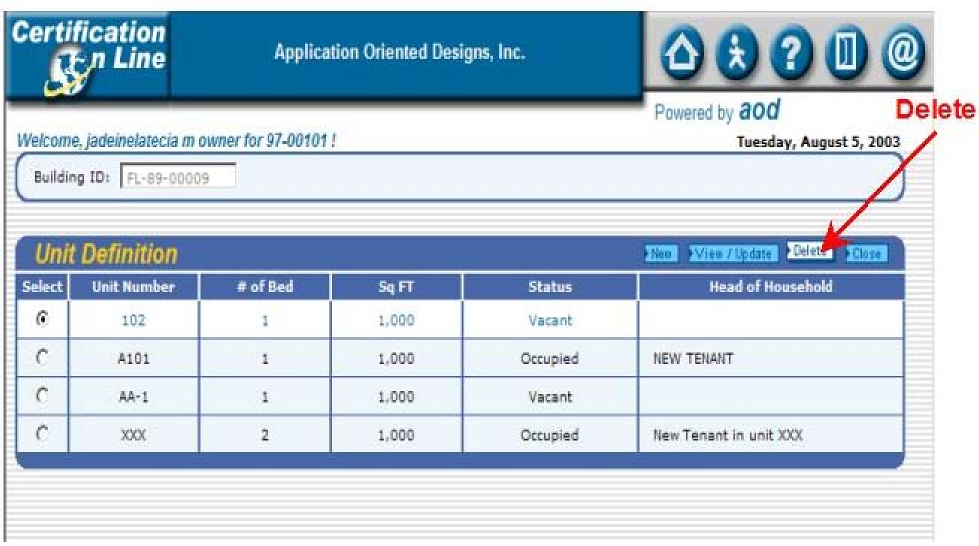
- Enter the **new** unit number.

- Place the cursor of your mouse on the blue ‘**Update**’ button and click.

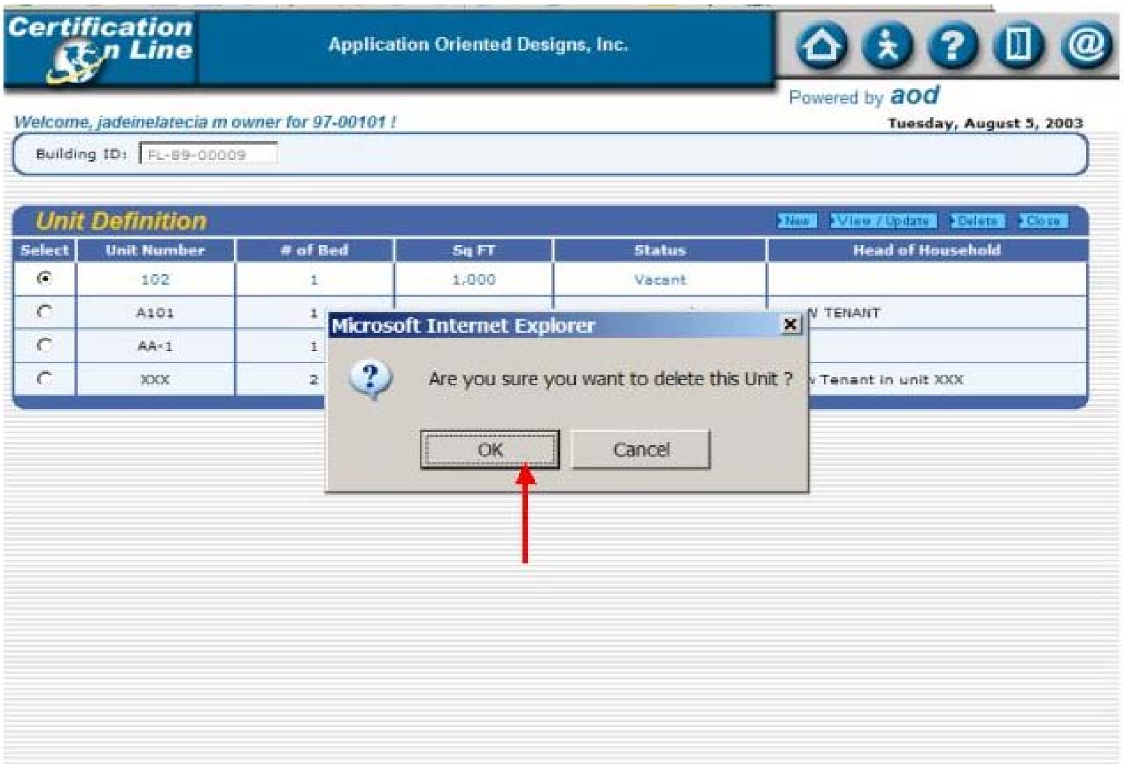
D. Delete a Unit

- To delete an existing unit, choose the unit you want to delete, place the cursor of your mouse on the circle next to the unit number and click.





- Place the cursor of your mouse on the '**Delete**' button and click.



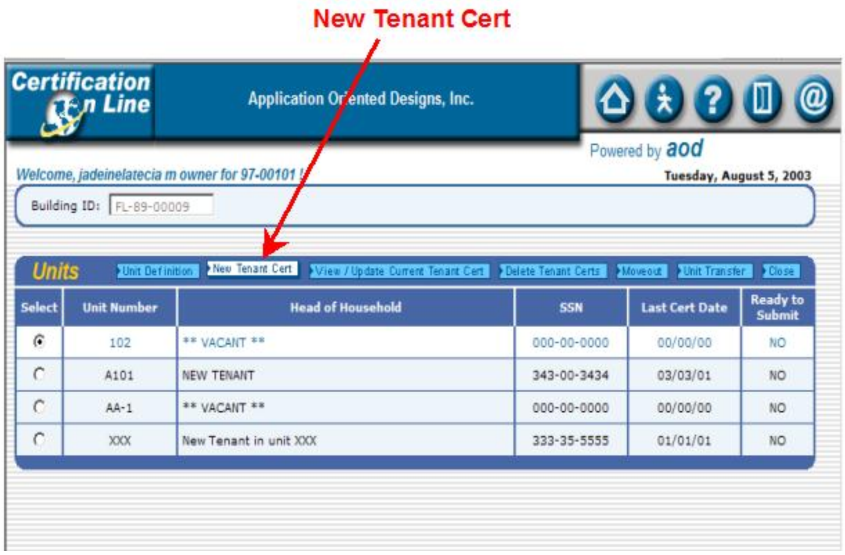
- You will be asked, “Are you sure you want to delete this unit?’ If yes, place the cursor of your mouse on the ‘**OK**’ button and click. If no, place the cursor of your mouse on the ‘**Cancel**’ button and click.

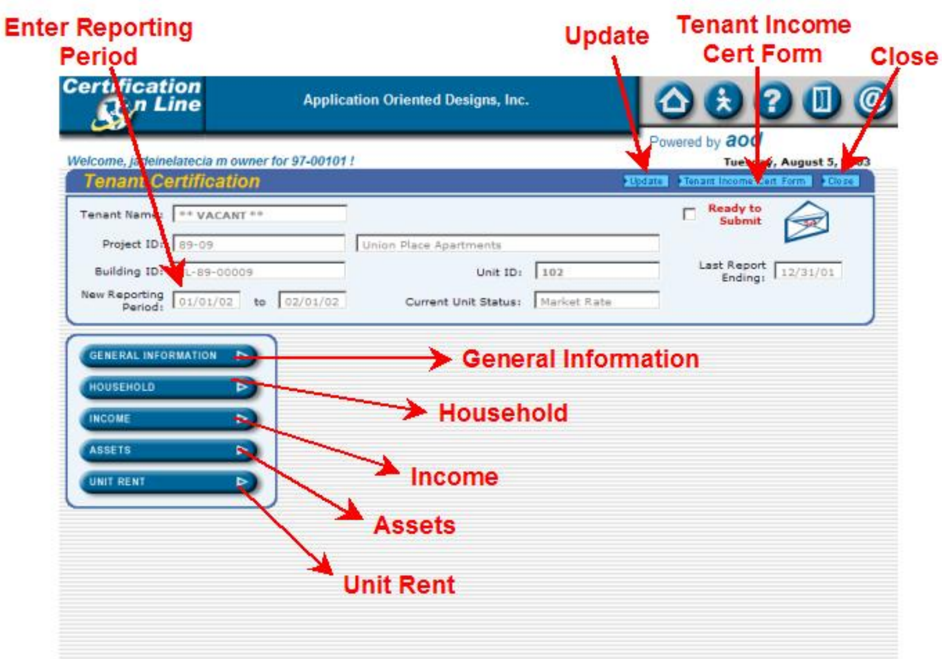
- **Be sure this is what you want to do before clicking ‘OK’. The unit cannot be retrieved after it is deleted.**

VI. Resident Processes

A. New Certifications and Recertifications

- To process a new certification, **<u>both for a new tenant and to recertify an existing tenant</u>**, place the cursor of your mouse on the '**New Tenant Cert**' button and click.





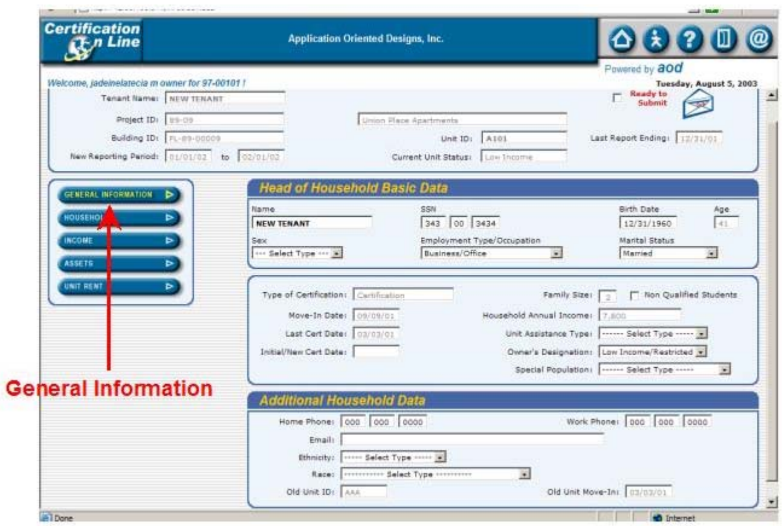
- At the top right hand corner of the 'Tenant Certification' box are three buttons:
  1. **Update**;
  2. **Tenant Income Cert form**; and
  3. **Close**

- On the left hand side of the screen, under the ‘Tenant Certification’ box is a box that contains five blue bars;
  1. General Information;
  2. Household;
  3. Income;
  4. Assets; and
  5. Unit Rent

- If the white boxes next to ‘New Reporting Period’ are blank, enter the <u>beginning and ending dates</u> of the reporting period that you are working with. You need enter only the numbers without any separating marks. For example, 010102. will then be converted to 01/01/2002.

A-1. Head of Household Information

- Place the cursor of your mouse on the first blue bar, ‘<u>General Information</u>’ and click.



- Three blue boxes will open
  1. Head of Household Basic Data;
  2. Head of Household Basic Data 2; and
  3. Additional Household Data

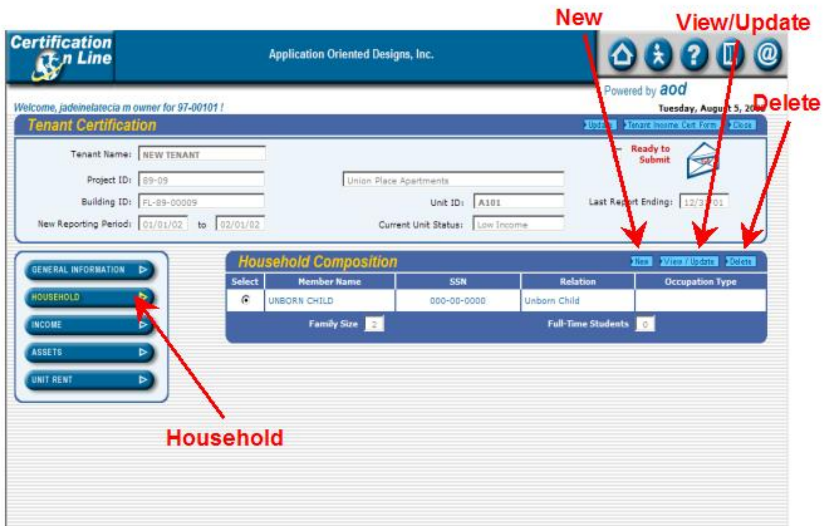
- To enter the information, place the cursor of your mouse on the white boxes and click. You can use the ‘Tab’ key in addition to your mouse to move through the page. To choose from a drop down box, place the cursor of your mouse on the down arrow and click, then choose.

- **Please Note:** Some boxes (Type of Certification, Last Certification and Family Size) are grayed out and will not allow you to enter data. These boxes will be populated with information from other screens

- To <u>save</u> the information and/or exit the screen, place the cursor of your mouse on one of the other blue bars and click.

A-2 Additional Household Members

- Place the cursor of your mouse on the second blue bar, 'Household' and click.



- A dark blue box, 'Household Composition' opens up. Here you choose:
  1. To add additional household members place the cursor of your mouse on the blue '**New'** button and click;
  2. To view or update existing household members place the cursor of your mouse on the blue '**View/Update'** button and click; or
  3. To delete existing household members place the cursor of your mouse on the blue '**Delete**' button and click.

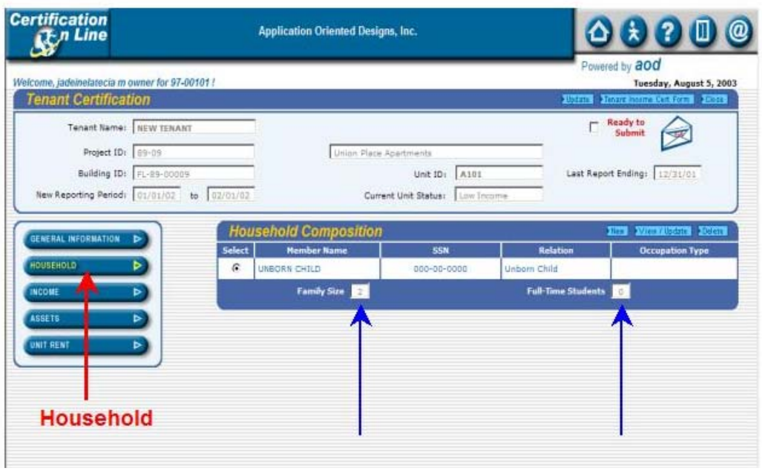
- When you click on the '**New**' and '**View/Update**' buttons, two blue boxes open;
  1. **Household Member Basis Data;** and
  2. **Household Member Demographics**

- To enter the information, place the cursor of your mouse on the white box and click. You can use the 'Tab' key in addition to your mouse to move through the page. To choose from a drop down box, place the cursor of your mouse on the down arrow and click, then choose.

- When complete, place the cursor of your mouse on the '**Update**' button and click.

- Each additional household member is displayed here as they are entered and the number of household members shown in the white box, 'Family Size'.

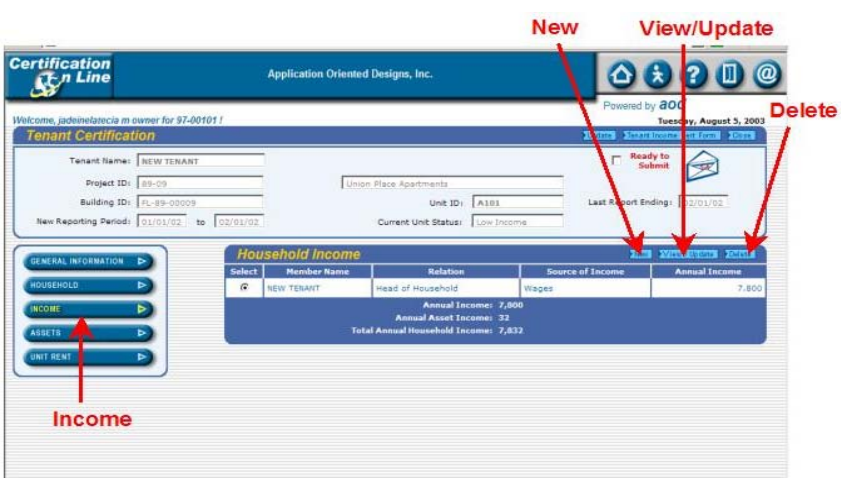
- If there are full-time students in the unit, the number shows in the white box, 'Full-Time Students'.



- To exit the Household section, place the cursor of your mouse on one of the other blue bars and click.

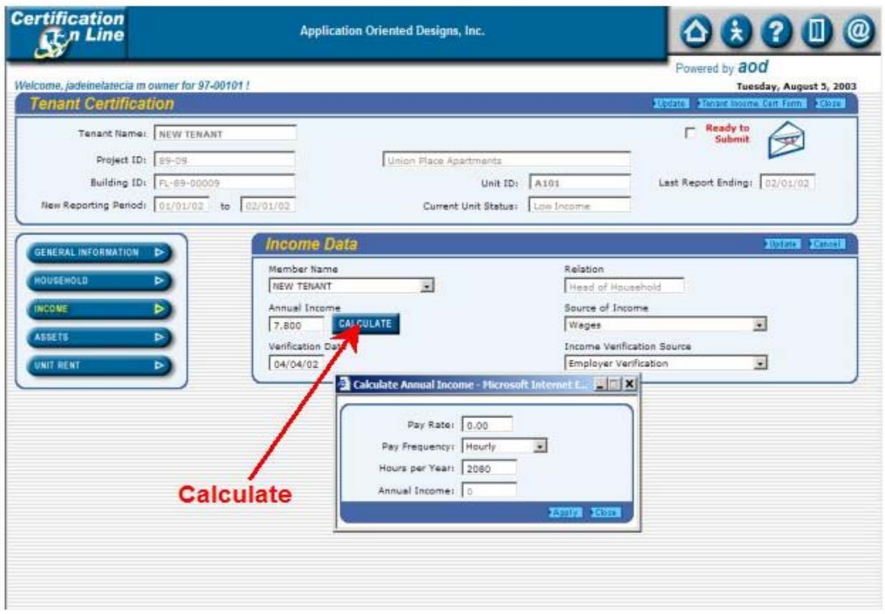
A-3. Household Income

- Place the cursor of your mouse on the third blue bar, 'Income' and click.



- A dark blue box, ‘Household Income’ opens up. Here you choose:
  1. To add income information for household members place the cursor of your mouse on the blue ‘**New’** button and click;
  2. To view or update existing income entries place the cursor of your mouse on the blue ‘**View/Update’** button and click; or
  3. To delete existing income entries place the cursor of your mouse on the blue ‘**Delete**’ button and click.

- When you click on the ‘**New**’ and ‘**View/Update**’ buttons, a blue box, ‘Income Data’ opens.

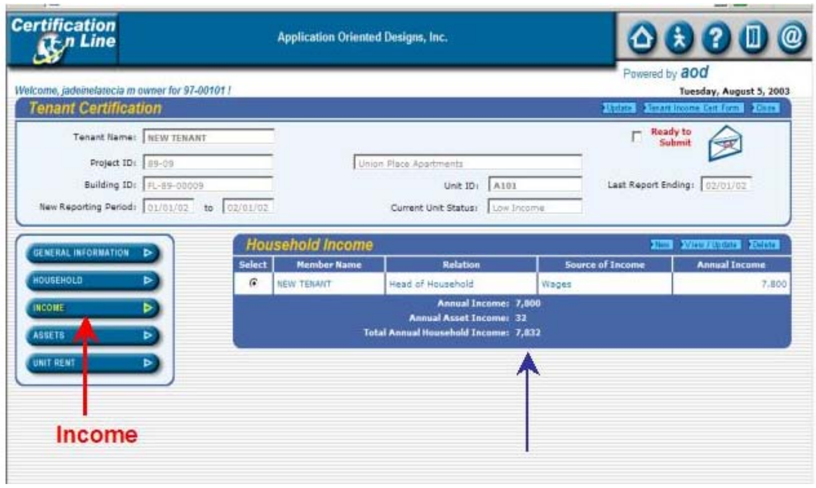


- To enter the information, place the cursor of your mouse on the white boxes and click. You can use the ‘Tab’ key in addition to your mouse to move through the page. To choose from a drop down box, place the cursor of your mouse on the down arrow and click, then choose.

- The blue ‘**Calculate**’ button opens up a window to assist you in the calculation of annual income. Place the cursor of your mouse on the white boxes and click to enter the specifics of the wages. Use the cursor of your mouse to click on the down arrow to open a list of different pay frequencies. When the information is complete, click on the blue ‘**Apply**’ button to enter the number into the ‘Annual Income’ box.

- When complete, place the cursor of your mouse on the ‘**Update**’ button and click.

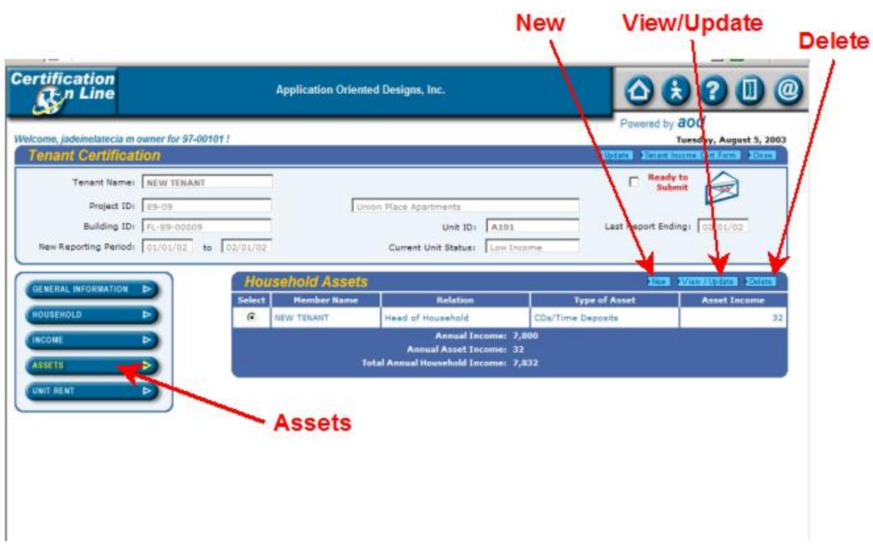
- Each income entry is displayed here as they are entered and the total Annual Income shown below.



- To exit the Income section, place the cursor of your mouse on one of the other blue bars and click.

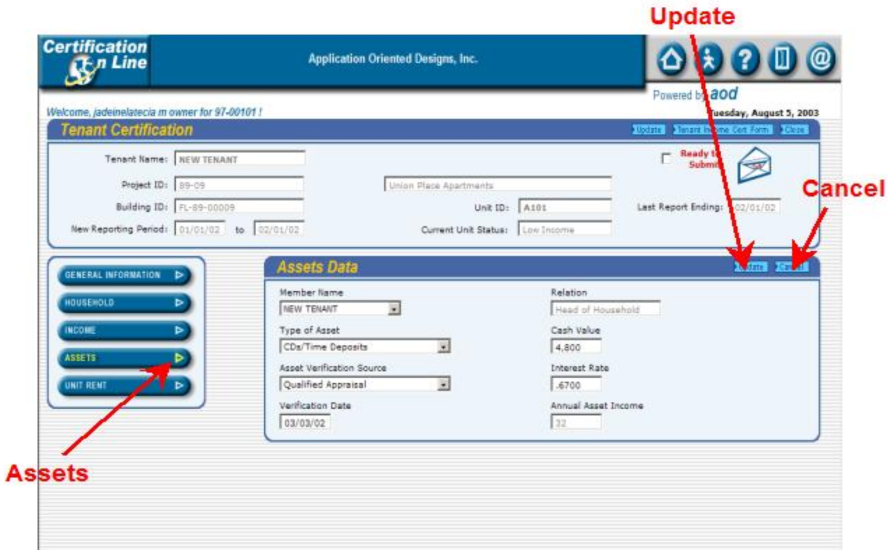
A-4. Household Assets

- Place the cursor of your mouse on the fourth blue bar, 'Assets' and click.



- A dark blue box, 'Household Assets' opens up. Here you choose:
  1. To add asset information for household members, place the cursor of your mouse on the blue '**New'** button and click;
  2. To view or update existing asset entries, place the cursor of your mouse on the blue '**View/Update'** button and click; or
  3. To delete existing asset entries, place the cursor of your mouse on the blue '**Delete**' button and click.

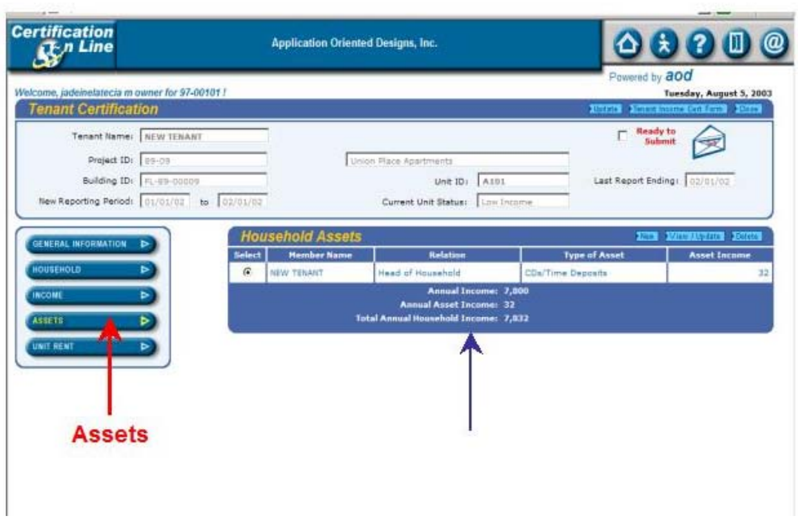
- When you click on the ‘**New**’ and ‘**View/Update**’ buttons, a blue box, ‘Assets Data’ opens.



- To enter the information, place the cursor of your mouse on the white boxes and click. You can use the ‘Tab’ key in addition to your mouse to move through the page. To choose from a drop down box, place the cursor of your mouse on the down arrow and click, then choose.

- When complete, place the cursor of your mouse on the ‘**Update**’ button and click.

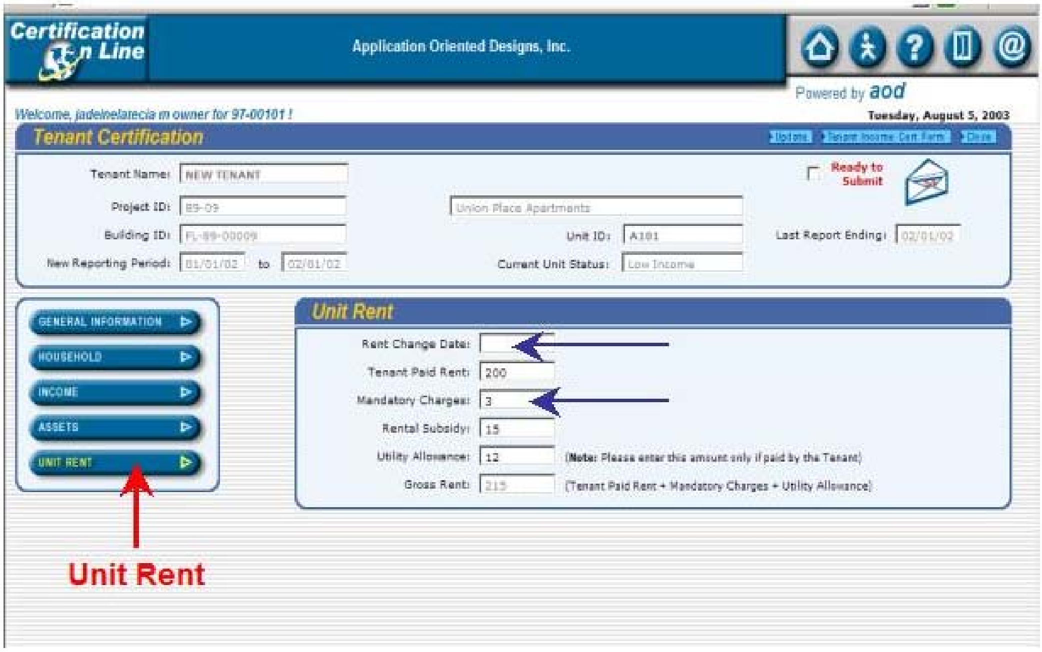
- Each asset entry is displayed here as they are entered and the total Annual Income shown below.



- To exit the Assets section, place the cursor of your mouse on one of the other blue bars and click

A-5. Unit Rent

- Place the cursor of your mouse on the fifth blue bar, '**Unit Rent**' and click.



- A blue box, 'Unit Rent' opens up. The different components of "Gross Rent' are listed here.

- To enter the information, place the cursor of your mouse on the white boxes and click. You can use the 'Tab' key in addition to your mouse to move through the page.

- Rent Change Date: If the rent for the unit is changed at a time **other than the time of certification**, enter that date here.

- Mandatory (charges): Any cost, other than rent and utilities that is **required to be paid** in order to live in the unit.

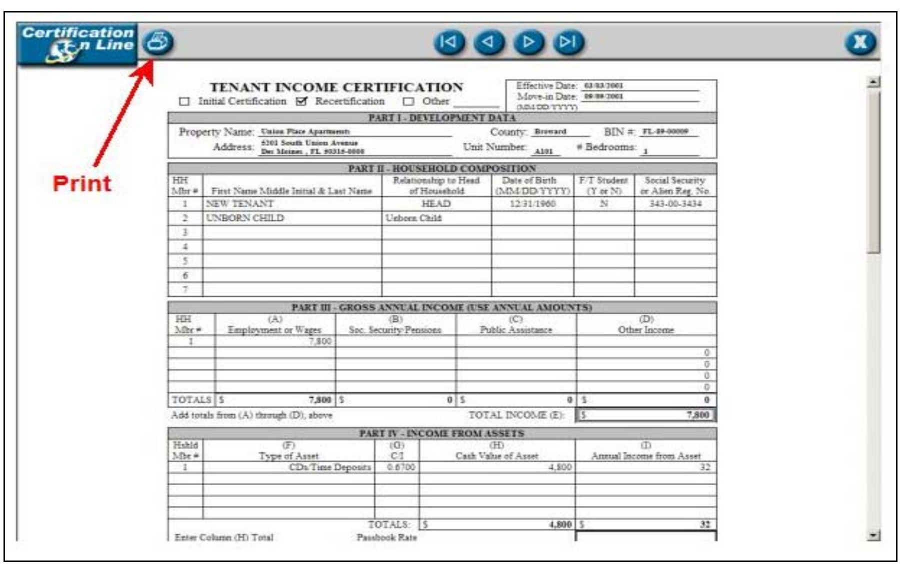
- When complete, place the cursor of your mouse on the fifth blue bar, '**Unit Rent**' and click.

- To exit the screen, place the cursor of your mouse on one of the other blue bars and click

B. Printing the Tenant Income Certification form

- The completed ‘Tenant Income Certification’ form can now be printed. To print the form, place the cursor of your mouse on the ‘**Tenant Income Cert Form**’ button and click.

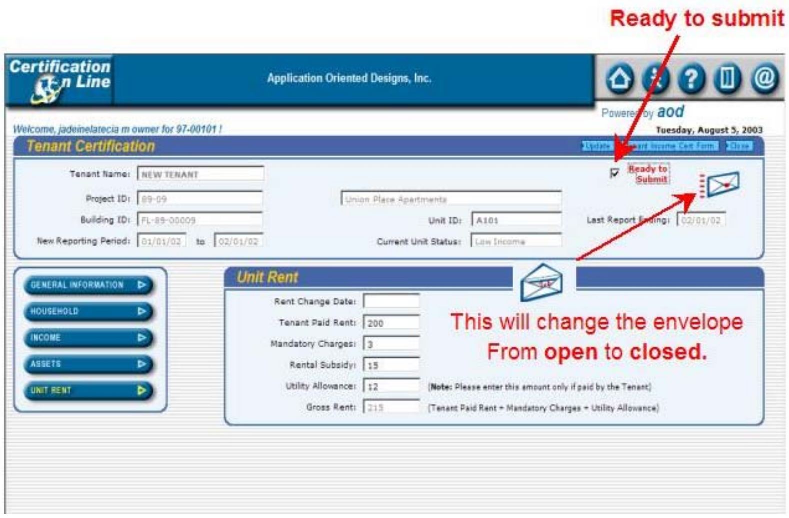
- The completed ‘Tenant Income Certification’ form can now be printed. To print the form, place the cursor of your mouse on the ‘**Tenant Income Cert Form**’ button and click.



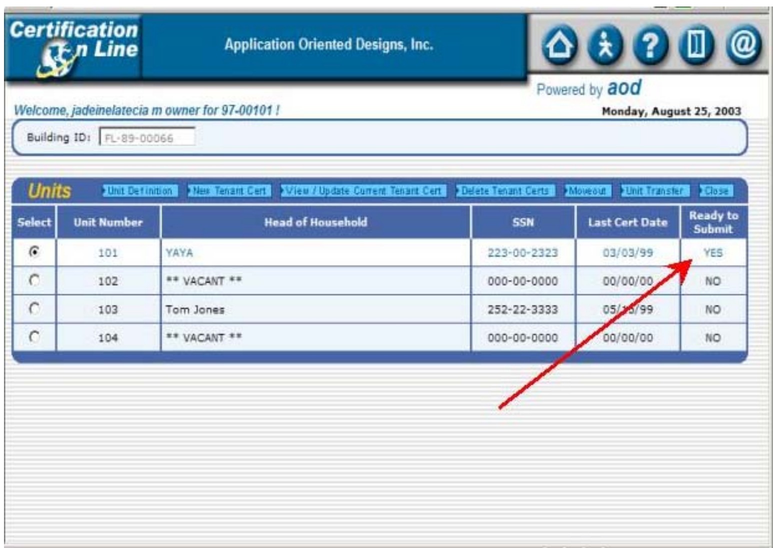
- The completed Tenant Income Certification form is displayed in a view window for review. If the form is correct, place the cursor of your mouse on the ‘**Print**’ icon in the upper left hand corner of the window and click.

C. Mark Unit as Ready to Submit

- This resident certification is now complete and ready to submit.

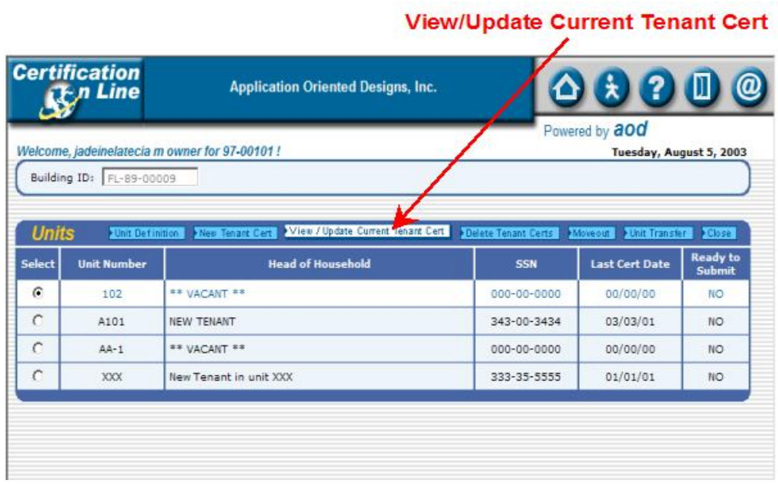


- To mark the unit as complete, place the cursor of your mouse on the white box next to '**Ready to Submit**' box and click.
- The open envelope image will change to a closed envelope.
- To exit this screen, place the cursor of your mouse on the blue '**Update**' button and click.
- On the 'Units' screen, at the right hand side, there is a 'Ready for Submission' column. This unit now displays 'Yes'.

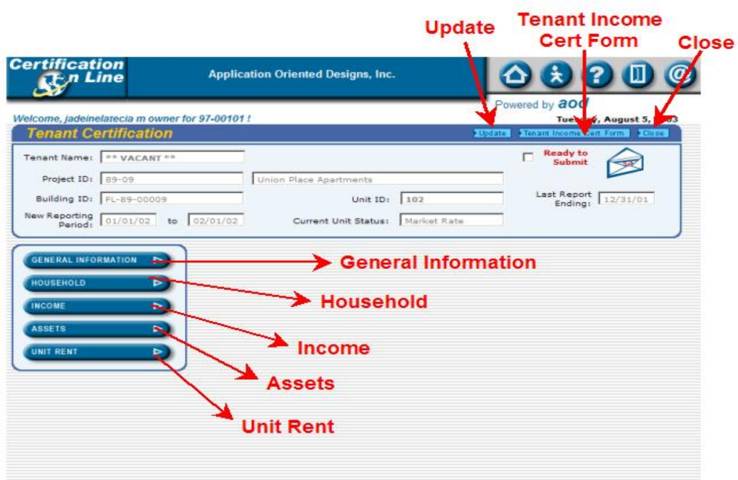


D. View or Update Current Certification

- To view or update a certification for an existing resident, place the cursor of your mouse on the '**View/Update Current Tenant Cert**' button and click.



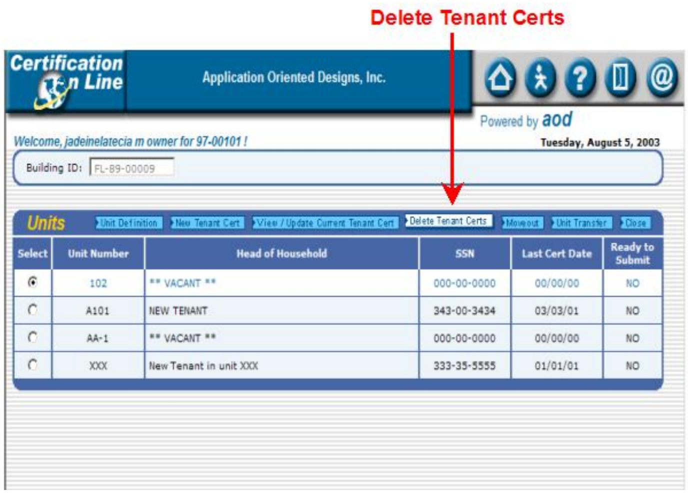
- This process allows you to view and or update certification information for an existing resident. The screens are the same as those used to process a new certification or recertification.



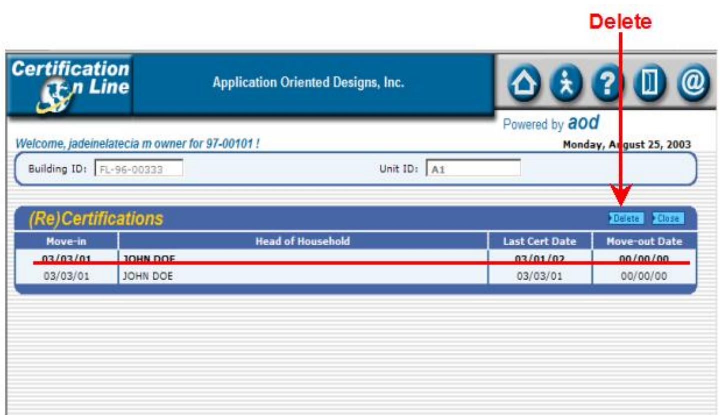
PLEASE NOTE: **Recertifications for existing residents must be processed by using the 'New Tenant Cert' button.**

E. Delete a Tenant Certification

- To choose the unit to delete, place the cursor of your mouse on the circle next to the unit number and click



- To delete a tenant certification, place the cursor of your mouse on the '**Delete Tenant Cert**' button and click.

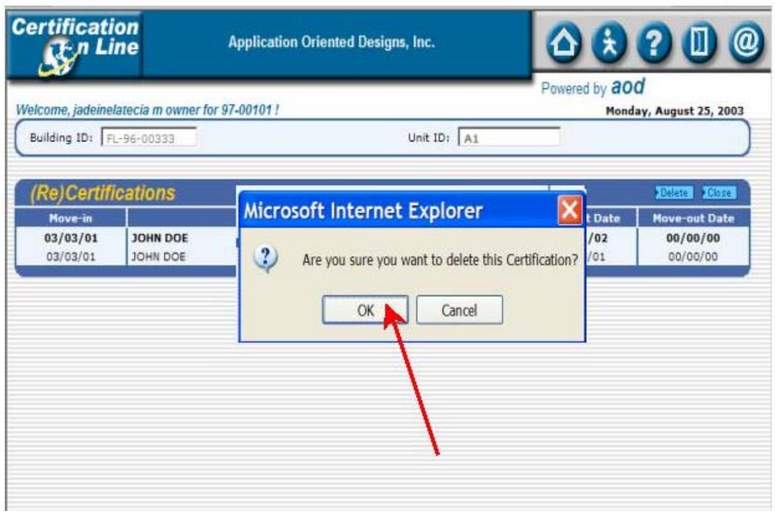


- Only Resident certifications in the current reporting period can be deleted.

- A list of certifications for the resident is displayed. The certifications in the current reporting period, are darker. Choose the certification you want to delete by placing the cursor of your mouse on the desired entry and click.

- To delete the selected entry, place the cursor of your mouse on the '**Delete**' button at the right hand corner of the (Re)Certifications box and click.

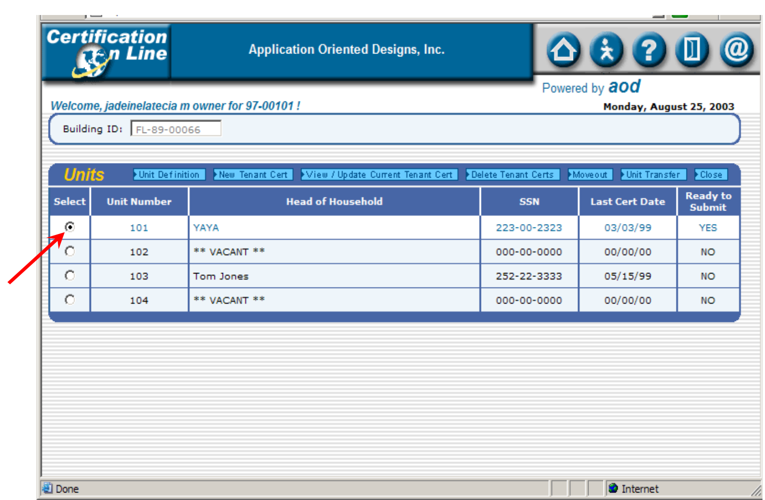
- You will be asked, "Are you sure you want to delete this certification? If yes, place the cursor of your mouse on the '**OK**' button and click. If no, place the cursor of your mouse on the '**Cancel**' button and click.



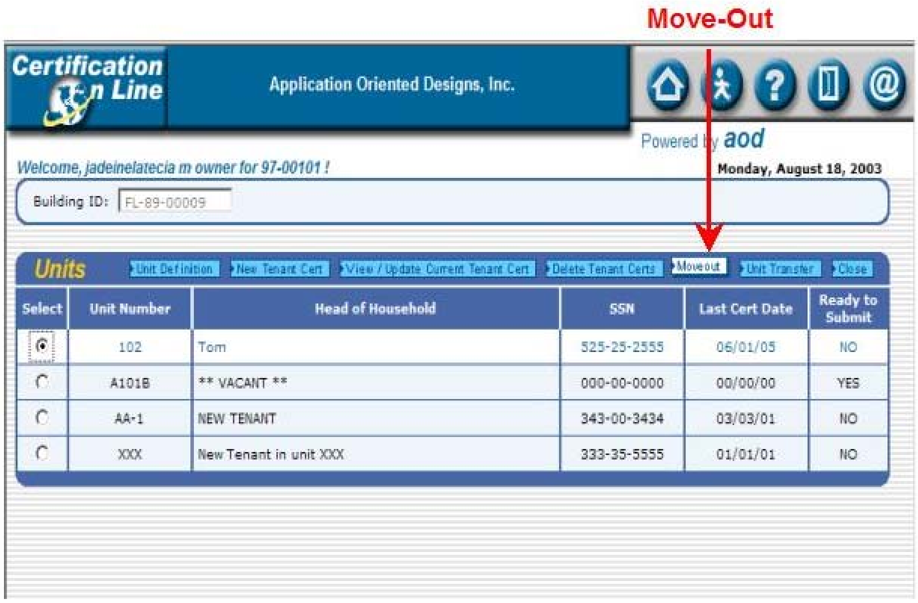
- **Be sure this is what you want to do before clicking 'OK'. The certification cannot be retrieved after it is deleted.**

F. Move out a Resident

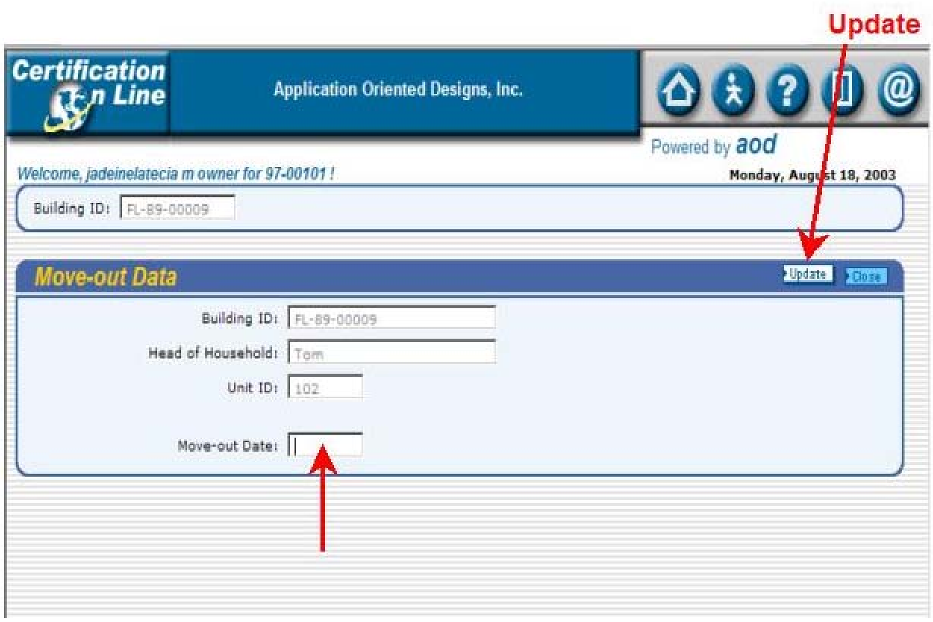
- To choose the unit to work with, place the cursor of your mouse on the circle next to the unit number and click



- To move-out an existing resident, place the cursor of your mouse on the '**Move-Out**' button and click.



- A blue box, 'Move-out Data', will open.

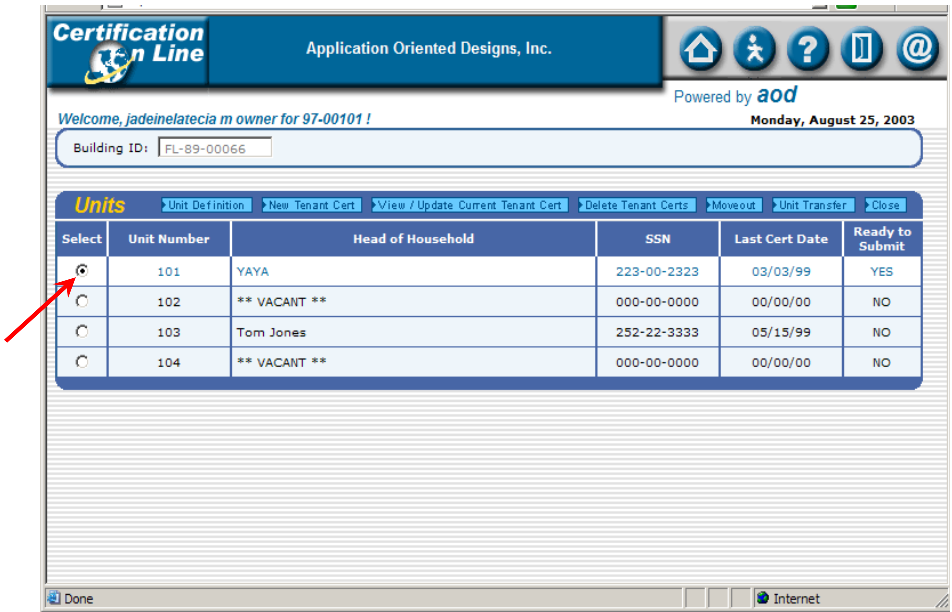


- To enter the information, place the cursor of your mouse on the white boxes and click.

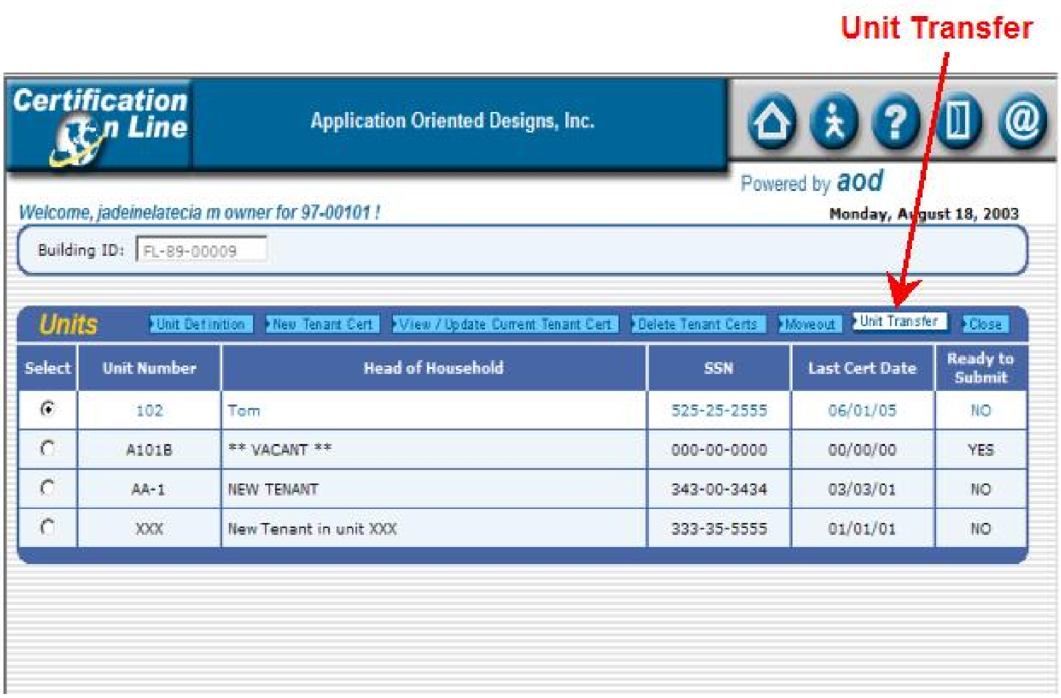
- When complete, place the cursor of your mouse on the '**Update**' button and click.

G. Unit Transfer

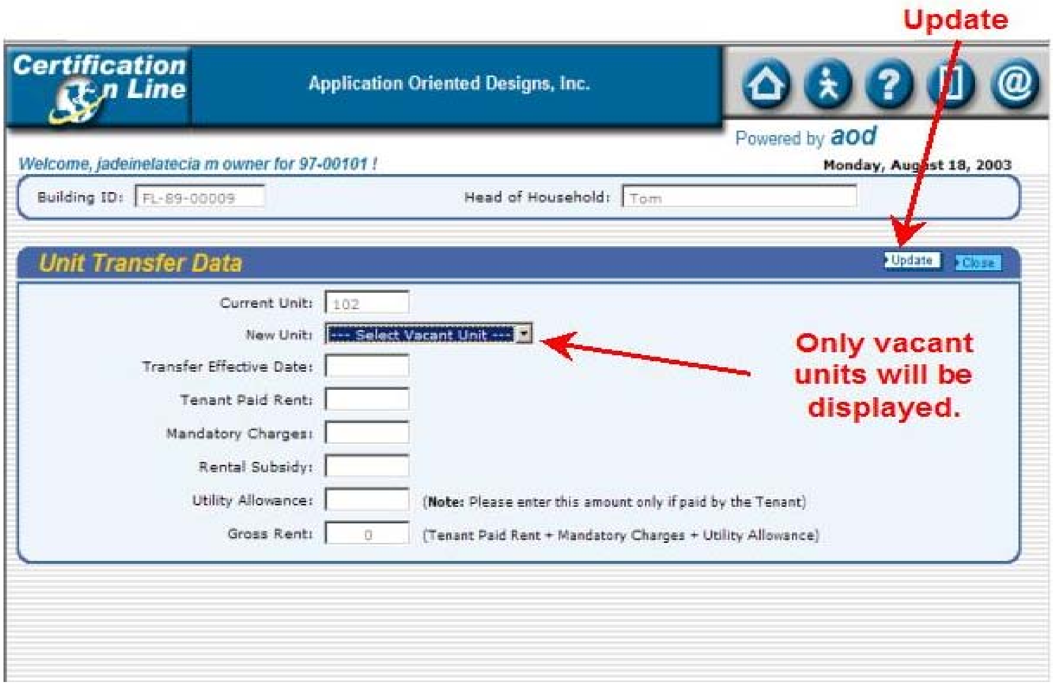
- To choose the unit to work with, place the cursor of your mouse on the circle next to the unit number and click



- To transfer an existing resident to another unit, <u>in the same building</u>, place the cursor of your mouse on the '**Unit Transfer**' button and click.

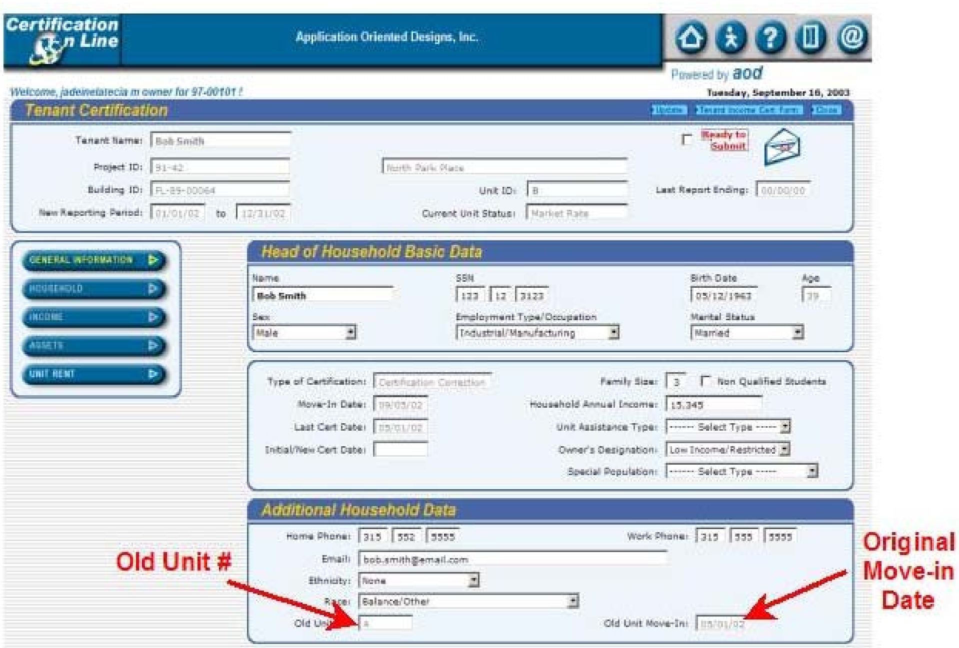


- A blue box, ‘Unit Transfer Data’, will open.



- To enter the information, place the cursor of your mouse on the white boxes and click. You can use the ‘Tab’ key in addition to your mouse to move through the page.

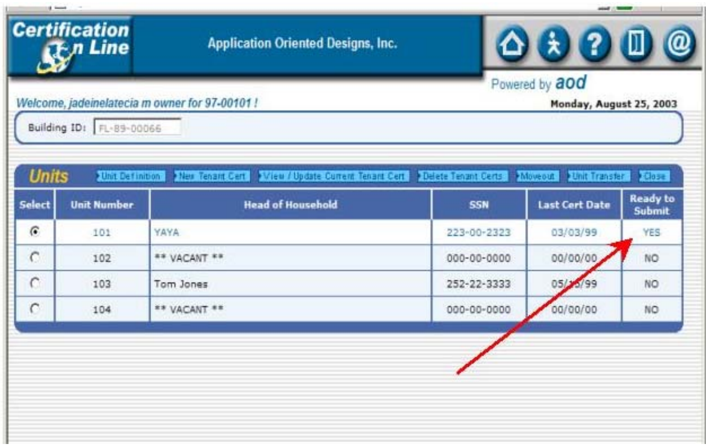
- When complete, place the cursor of your mouse on the ‘**Update**’ button and click.



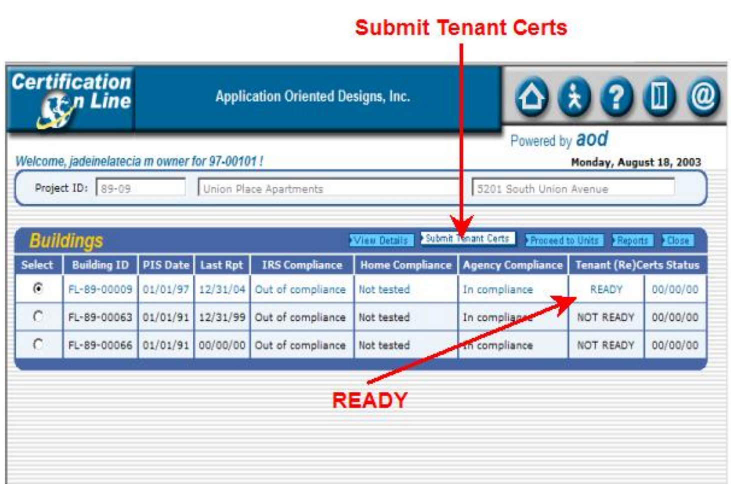
H. Internet Submission of Occupancy Data

> PLEASE NOTE: **Only the Management Company can submit Tenant Certifications.**

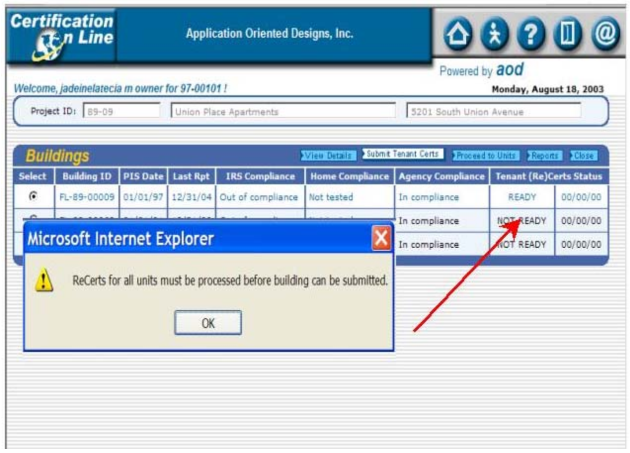
- On the ‘Units’ screen, you can easily track which units are ready for submission. At the right hand side of the Units box, the ‘Ready for Submission’ column shows either ‘Yes’ or ‘No’.



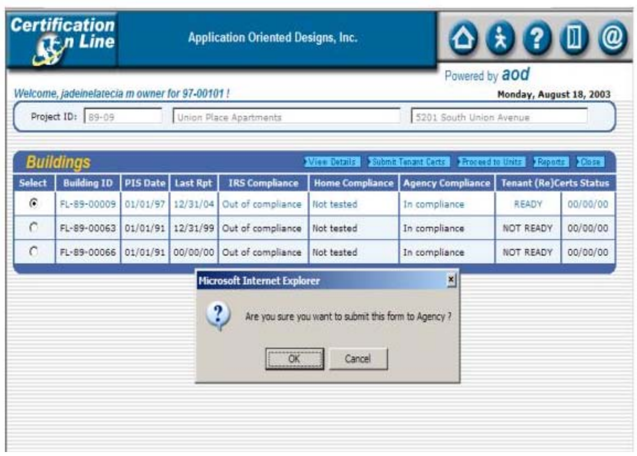
- When all of the units in the building are complete, the first box in the ‘Tenant (re)Cert Status column will display ‘Ready’. This building is now ready to submit.
- To return to the ‘Buildings’ screen place the cursor of your mouse on the ‘**Close**’ button and click.
- To submit the Occupancy Data for the building, place the cursor of your mouse on the ‘**Submit Tenant Certs**’ button and click.



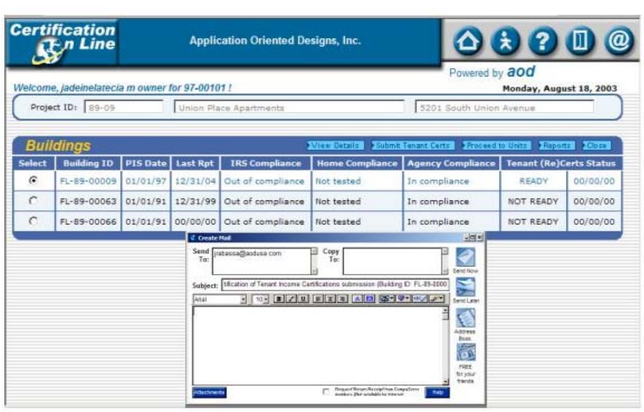
- You cannot submit a building until all of the units are complete.



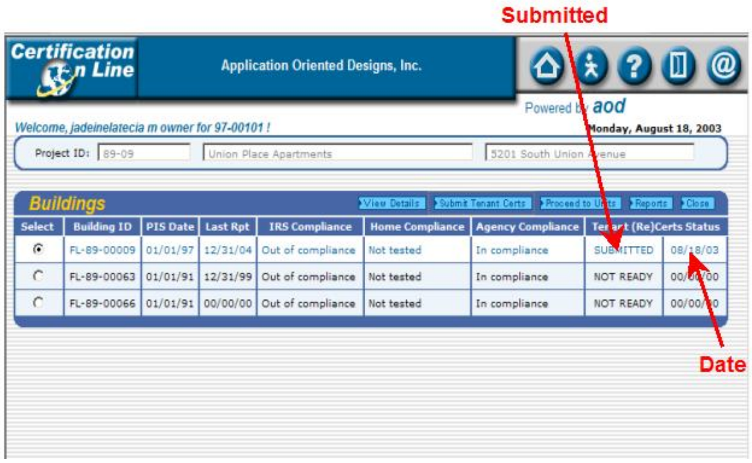
- A pop-up box will ask if you are sure you to want to submit to the Agency. If you are ready, place the cursor of your mouse on the '**OK**' button and click. If you are not ready, place the cursor of your mouse on the '**Cance**l' button and click..



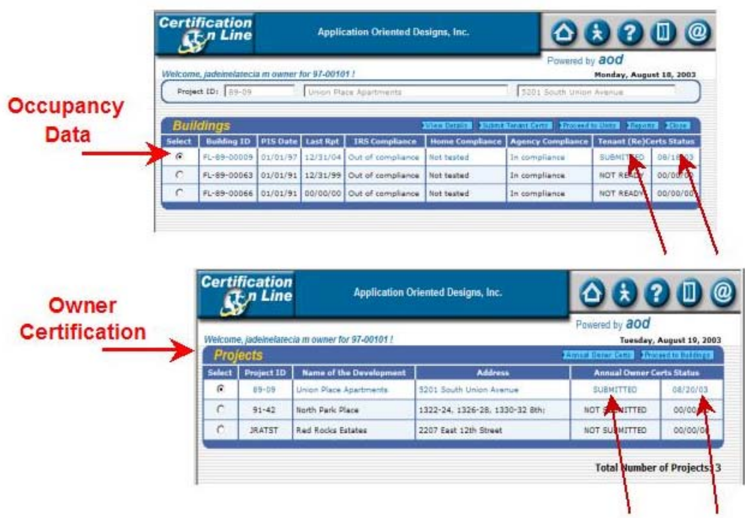
- If you answer, 'Yes', an email window will open. The 'To' and 'Subject' are already filled in. There is no need to add anything more. Place the cursor of your mouse on the '**Send**' button and click. The Agency will be notified that your Occupancy Data has been filed.



- Once the building is submitted, the ‘Tenant (Re)Cert Status boxes will display ‘Submitted’ and the date.



- Both the ‘Buildings’ screen and the ‘Projects’ screen displays ‘Submitted’ and the date.

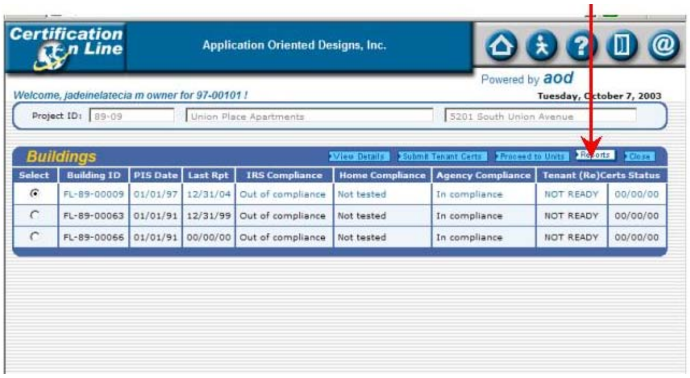


- This project is complete for this reporting period.

- Please use the ‘**Log Out**’ icon  to log-out of the system.

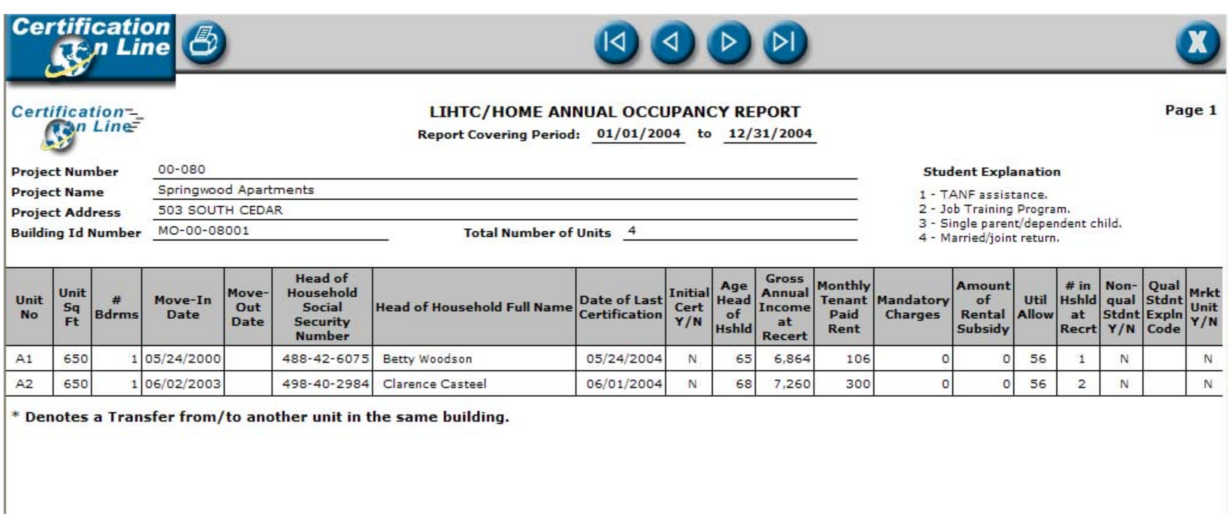
VII. Reports

- You can print reports from Certification On-Line. To access the reports, place the cursor of your mouse on the '**Reports**' button and click.



- The reports that are currently available are:
  A. LIHTC Annual Occupancy Report

- The reports that will be added are:
  A. 8823 Event Status
  B. IRS Noncompliance Issues Log
  C. Agency Non-Compliance Issues Log
  D. IRS HOME Set-Aside Compliance Status



LIHTC/HOME ANNUAL OCCUPANCY REPORT

Page 1

Report Covering Period: 01/01/2004 to 12/31/2004

Project Number 00-080
Project Name Springwood Apartments
Project Address 503 SOUTH CEDAR
Building Id Number MO-00-08001 Total Number of Units 4

Student Explanation
1 - TANF assistance.
2 - Job Training Program.
3 - Single parent/dependent child.
4 - Married/joint return.

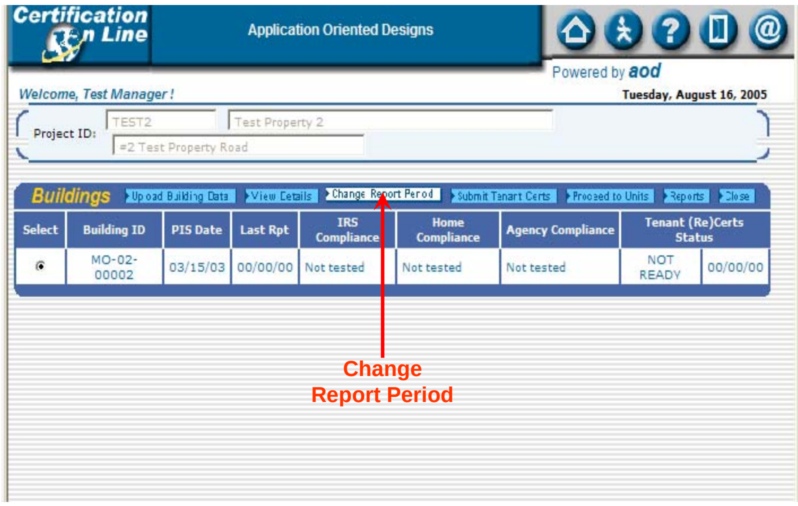
Unit No	Unit Sq Ft	# Bdrms	Move-In Date	Move-Out Date	Head of Household Social Security Number	Head of Household Full Name	Date of Last Certification	Initial Cert Y/N	Age Head of Hshld	Gross Annual Income at Recert	Monthly Tenant Paid Rent	Mandatory Charges	Amount of Rental Subsidy	Util Allow	# in Hshld at Recrt	Non-qual Stdnt Y/N	Qual Stdnt Expln Code	Mrkt Unit Y/N
A1	650	1	05/24/2000		488-42-6075	Betty Woodson	05/24/2004	N	65	6,864	106	0	0	56	1	N		N
A2	650	1	06/02/2003		498-40-2984	Clarence Casteel	06/01/2004	N	68	7,260	300	0	0	56	2	N		N

* Denotes a Transfer from/to another unit in the same building.

VIII. Other Information

A. Change Report Period

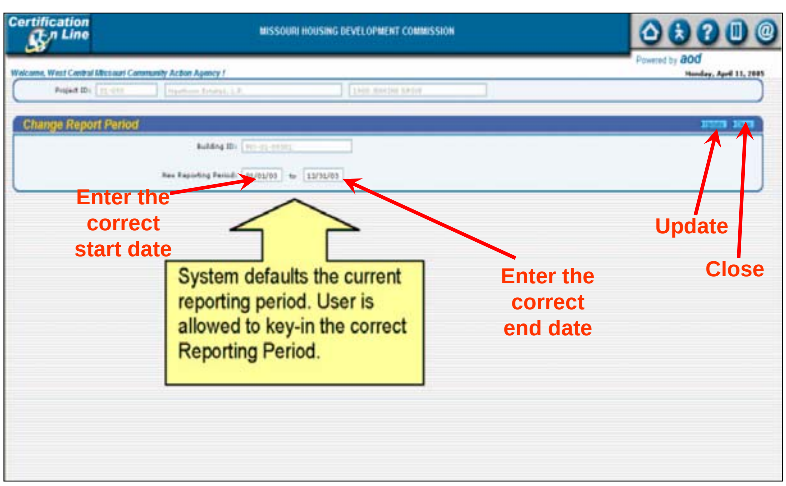
- If an incorrect reporting period is entered, it can be corrected. The Change Report Period process is accessed from the Buildings Screen. Place your mouse curser on the Change Report Period button and click.

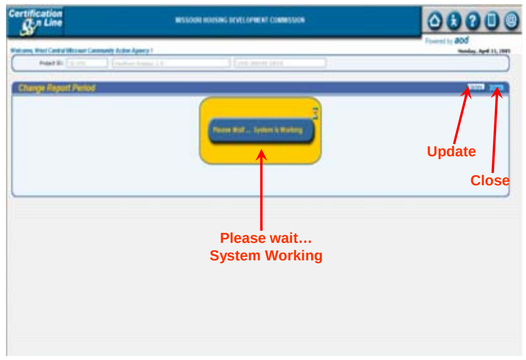


- That will take you to the Change Report Period screen. The current reporting period is the default, but can be changed.

- To change the reporting period, place your mouse curser on the first date box and click.

- Enter the correct start date and hit the Tab key to move to the next box. Enter the correct ending date and place your mouse curser on the Update button and click.



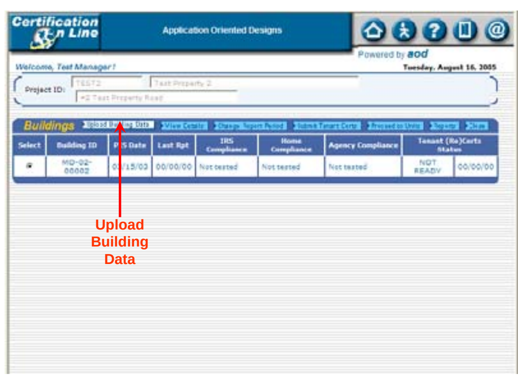


- Then move your mouse curser to the close box and click. You will be returned to the Buildings Screen.

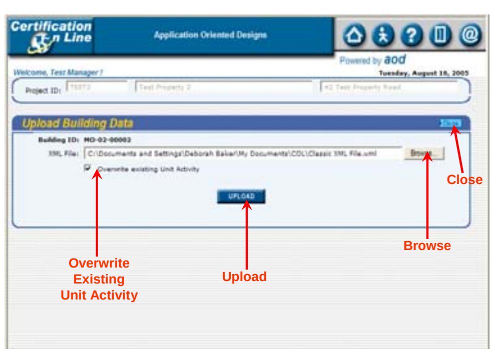
B. Upload Building Data

The Upload Building Data process enables property managers that use property management software to transfer the tenant transaction data (move-ins, move-outs, (re)certifications and unit transfers) to the Certification On-Line reporting system.

- The Upload Building Data process is accessed from the Buildings Screen. Place your mouse curser on the Upload Building Data button and click.



- This will take you to the Upload Building Data Screen.

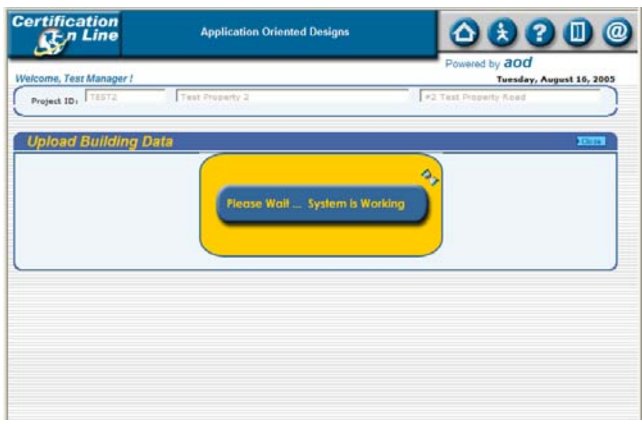


- Place your mouse curser on the Browse button and click. This opens your computer files directory. Locate the XML file that you want to upload and click to highlight the file. Then place your mouse curser on the Open button and click. The file path will show in the XML file window.

- You can overwrite existing data in COL and replace it with the new XML data. To activate this process, place your mouse curser on the Overwrite Existing Unit Activity box and click to place a check mark in the box.

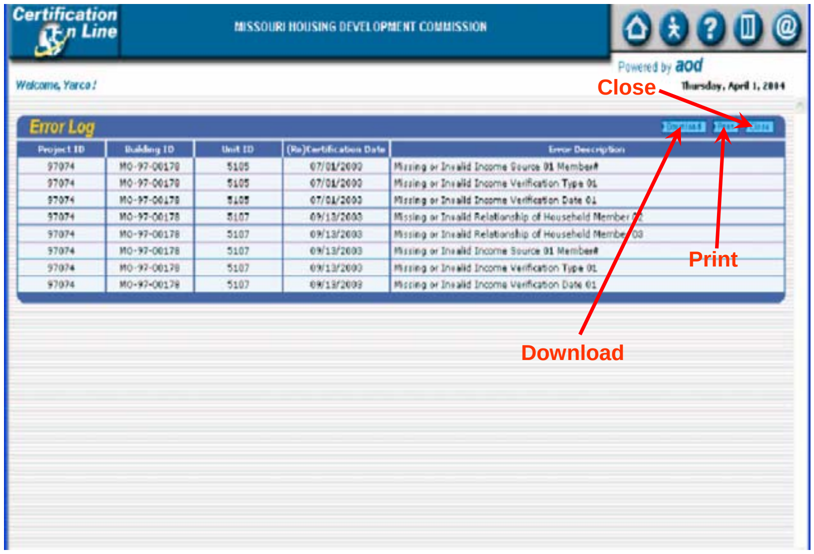
- If you do not want to overwrite existing data, leave the Overwrite Existing Unit Activity box blank.

- Place your mouse curser on the Upload button and click.



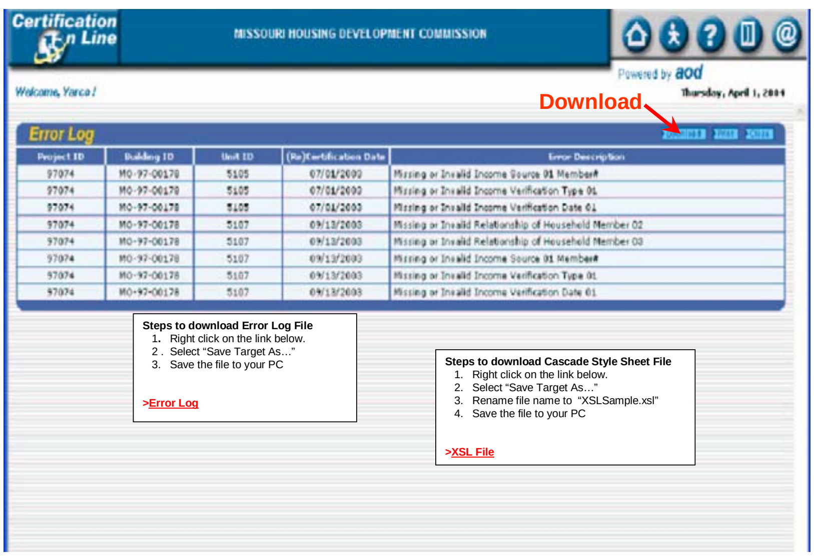
- If errors are detected in the XML file, you will get the Upload Status box with the message, "Errors found in your file. Click here to see Error Log."

- Place your mouse curser on the Click Here and click. This will take you to the Error Log Main Screen.



- Here you can choose to download or print the file or close.

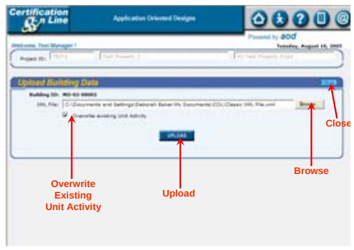
- To download the file, place your mouse curser on the Download button and click.

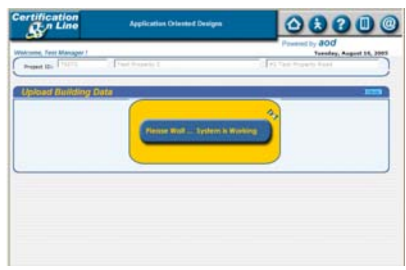


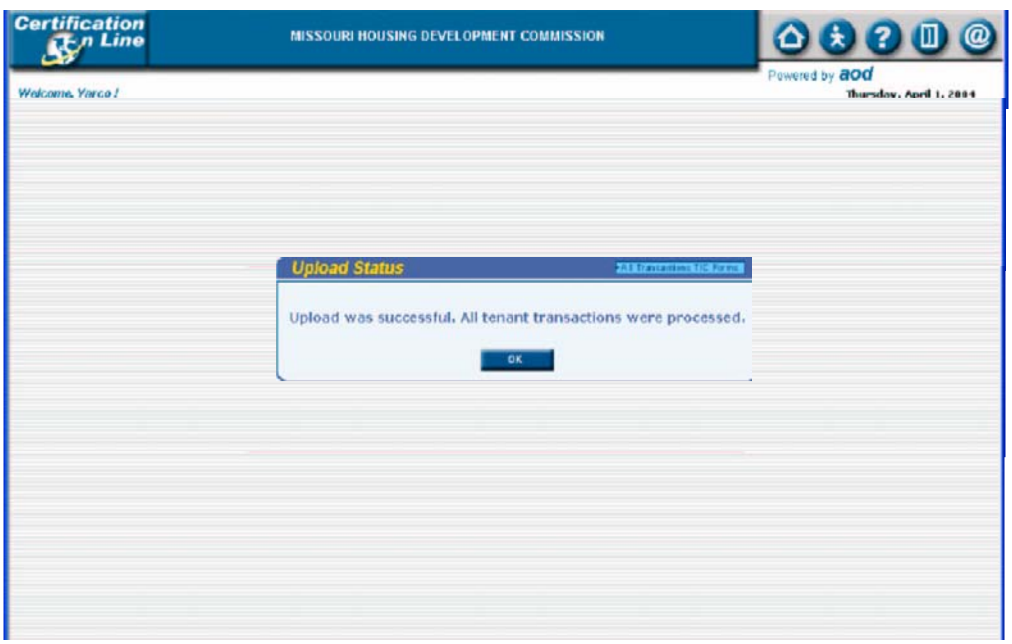
- Follow the instructions on the pop-window.

- Go back to the property management software and correct the errors listed in the Error Log.

- Return to the Upload Building Data Screen and repeat the Upload process.







- To complete the process, place your mouse courser on the OK button and click. This will return you to the List of Buildings screen.

- From the successful Upload Status box, you can print TIC forms for all tenant transactions uploaded.