



Tenant Portal Quick Guide for Tenants

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Quick Guide Overview

This document is intended as a quick reference guide for the Tenant Portal.

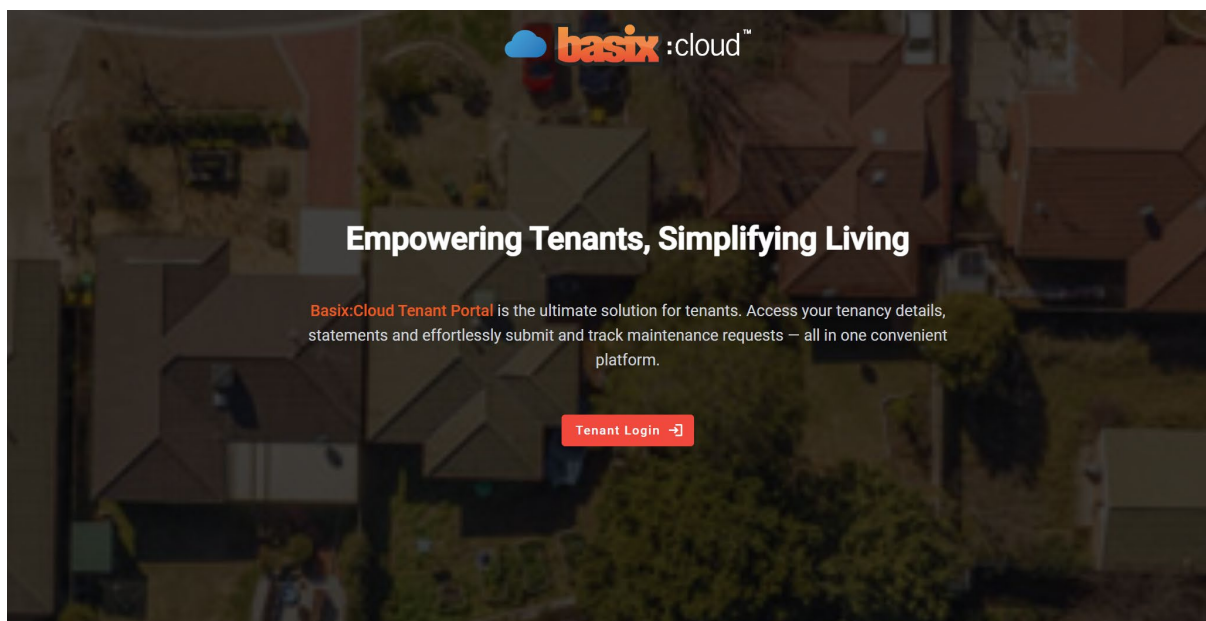
It contains the step-by-step instructions to help Tenants access the Tenant Portal.

This guide assumes that the reader is somewhat familiar with using a web browser and has email access.

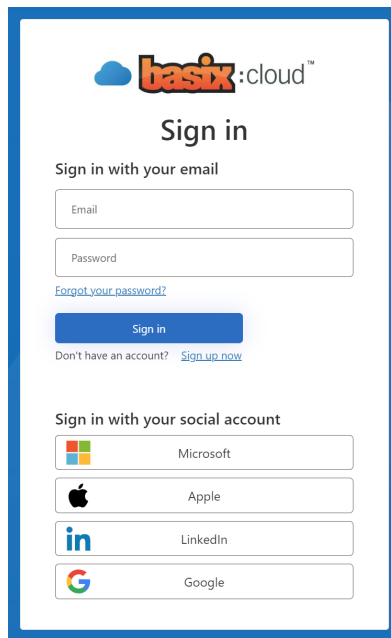
Accessing the Tenant Portal

To access the Tenant Portal, Access Community Housing will email a link to you. The link is <https://tenant.basixcloud.com>. Select on this link to start.

The following screen will appear, click on Tenant Login in the middle of the page to proceed.



The following login screen will appear, select - **Don't have an account? Sign up now.**



basix:cloud™

Sign in

Sign in with your email

Email

Password

[Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

Sign in with your social account

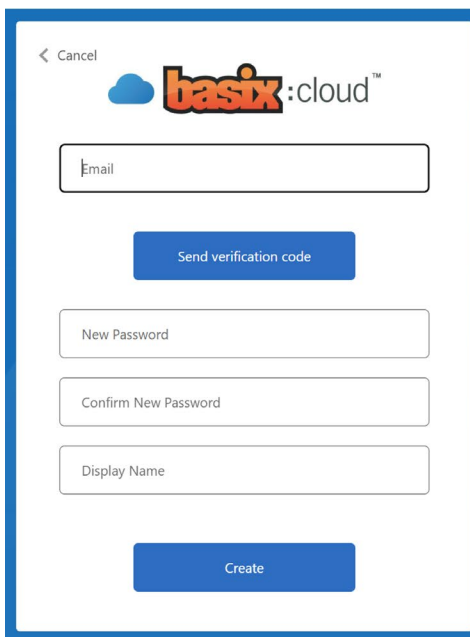
 Microsoft

 Apple

 LinkedIn

 Google

The following screens will appear. Enter the email address that the link was emailed to. This is the email address associated with your tenancy. You will not be able to access the tenant portal with a different email address. After typing your email address, select **Send verification code**.



< Cancel **basix:cloud™**

Email

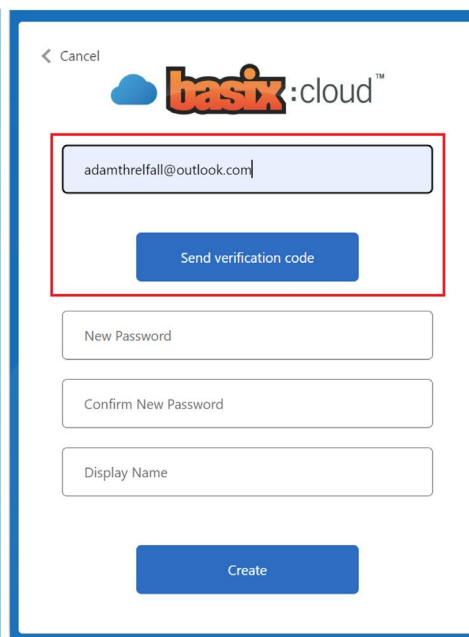
Send verification code

New Password

Confirm New Password

Display Name

Create



< Cancel **basix:cloud™**

adamthrefall@outlook.com

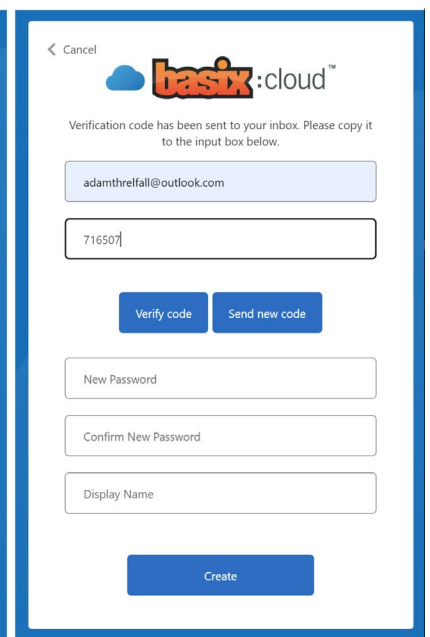
Send verification code

New Password

Confirm New Password

Display Name

Create



< Cancel **basix:cloud™**

Verification code has been sent to your inbox. Please copy it to the input box below.

adamthrefall@outlook.com

716507

Verify code **Send new code**

New Password

Confirm New Password

Display Name

Create

Enter the code that was sent to your email and select **Verify code**. After this, create a password that follows the security rules:

The password must be between 8 and 64 characters.

The password must have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a digit (number)
- a symbol (e.g., !, @, #, \$, %, ^, & etc.)

After the password has been entered and confirmed, enter the desired Display Name and select **Create** at the bottom of the window. The Display Name is how you would like to see your name whenever you use the tenant portal, usually just your first name.

Cancel



Verification code has been sent to your inbox. Please copy it to the input box below.

adamthrelfall@outlook.com

716507

Verify code

Send new code

Adam

Create

Cancel



Verification code has been sent to your inbox. Please copy it to the input box below.

adamthrelfall@outlook.com

Please wait while we process your information.

Verify code

Send new code

Adam

Create

Tenancy Agreement

When the login process has completed, the following screen will appear with the relevant information for your specific Tenancy.

Tenant Portal

tenant-demo.basixcloud.com/~tenancy/agreement

basix:cloud™ housing manager cloud

adamthrelfall@outlook.com

Settings

Logout

Tenancy Agreement

Maintenance Requests

Tenant Statements

Property Details

122 Aqua Avenue, Aqua, QLD 4999

Housing Type: Independent

Tenant Details

Adam Threlfall

Mobile: 0410049401 Email: adamthrelfall@outlook.com

Rent Details

Rent: \$250.00

Rent Due Now: \$0.00

Non-Rent Arrears: \$0.00

Last Payment Date: 15 May, 2024

Frequency: Weekly

Paid to Date: 04 Jun, 2024

Last Payment Amount: \$825.00

Next Rent Date: 04 Jun, 2024

Agreement Details

Agreement ID: 13705

Total Tenants:

Lease Start Date: 14 May, 2024

Agreement Status: Current

Bond Held: \$0.00

Next Inspection: 14 Nov, 2024

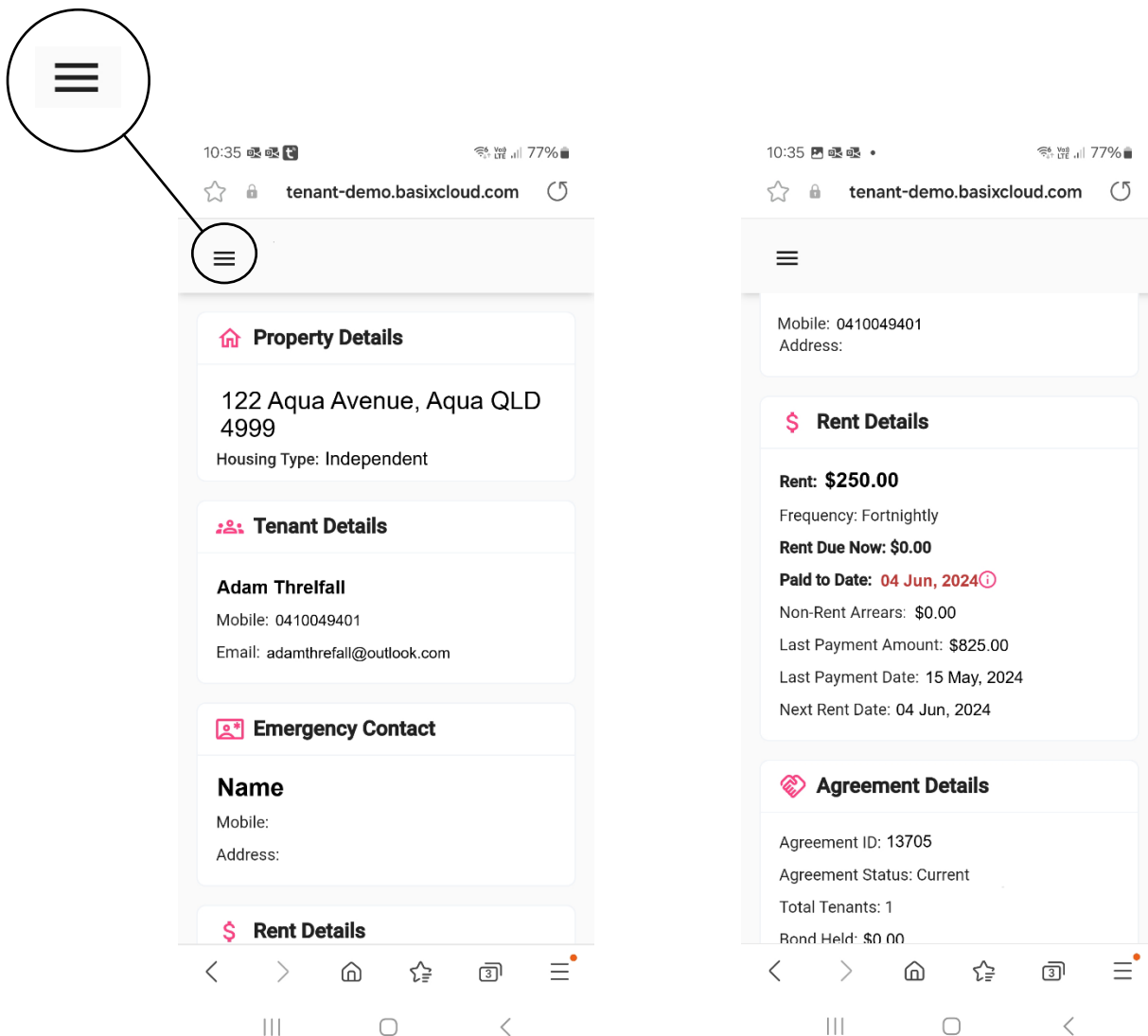
The left-hand side shows the logged in user with settings and logout buttons. Below that are three menu items.

On a mobile phone the screen will look like the following. Use the three horizontal bars symbol to access the main menu.

Access Community Housing

Tenant Portal Quick Guide

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Tenancy Agreements – This page is informative, only displaying the rented premise, Tenant Details, Rent Details and Agreement Details.

Maintenance Requests – This page allows maintenance requests to be raised directly to the Housing Provider. Photos can be uploaded here with a maximum size of 5MB.

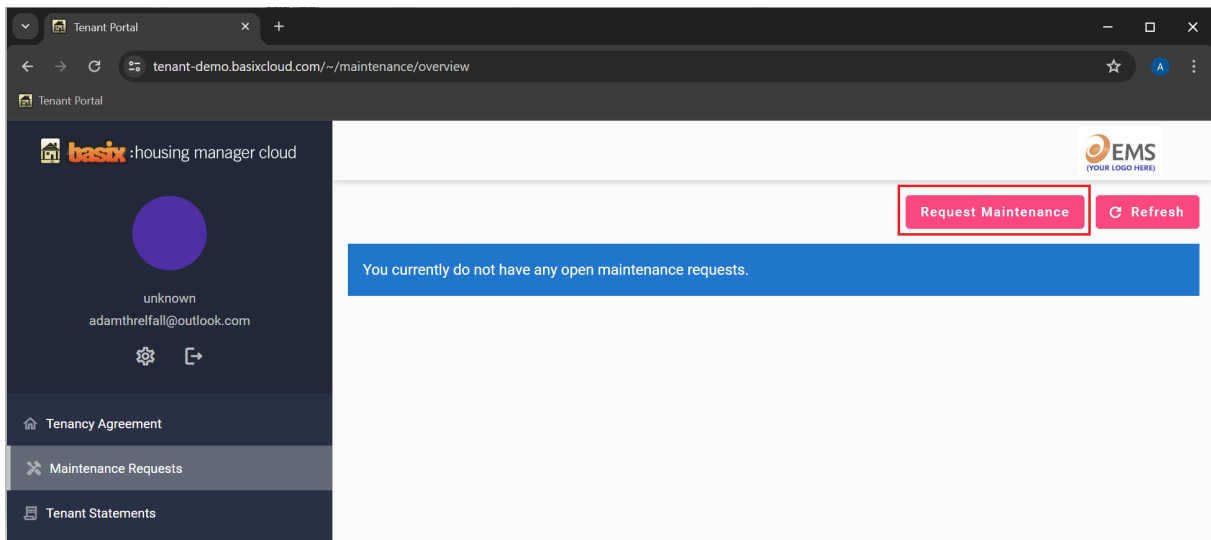
Tenant Statements – This page shows all Tenant Statements available for review.

Maintenance Requests

To raise a Maintenance request, select the **Request Maintenance** button.

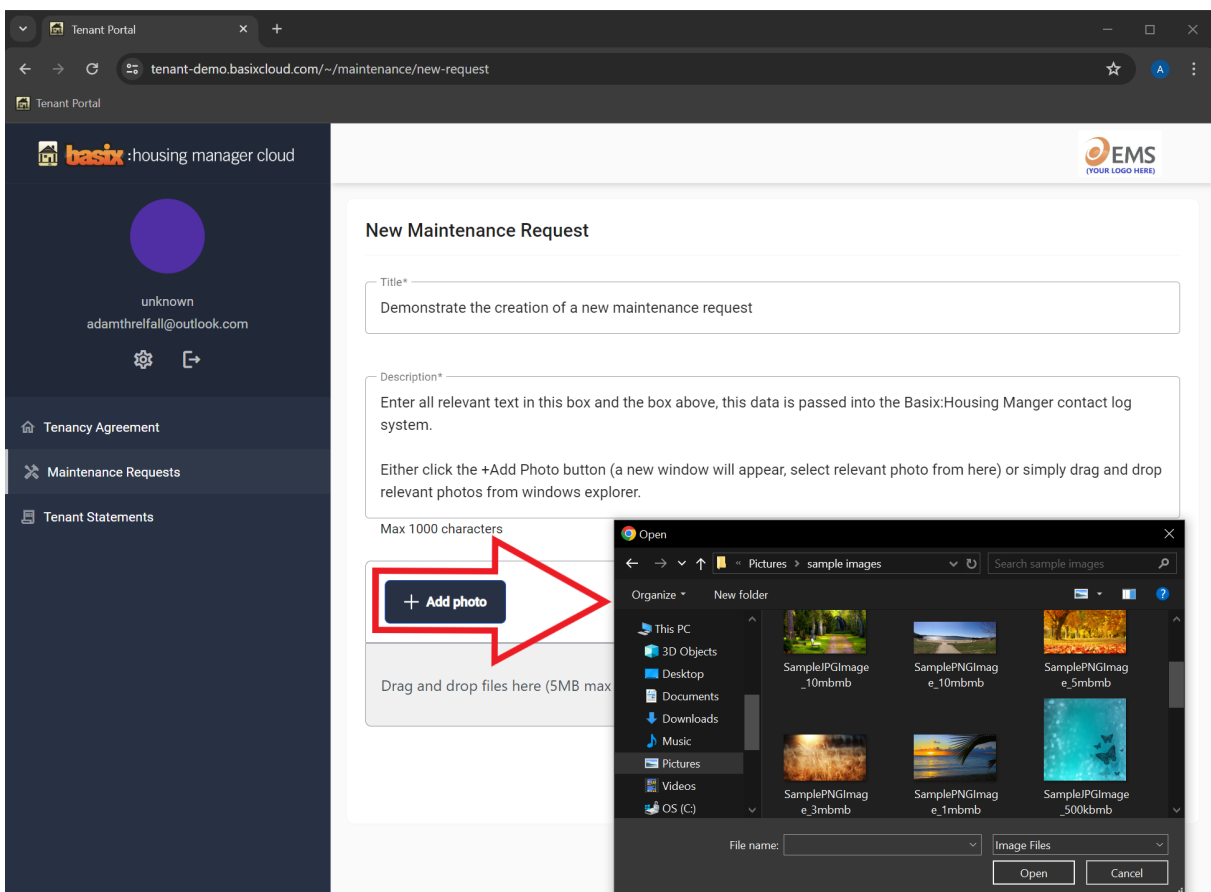
IMPORTANT

Please do not use this function for urgent maintenance requests where there is a risk of injury to any person or damage to the property. Urgent maintenance requests should be made by calling the ACHC office on 07 4031 6702 during office hours, or 1300 782 586 outside of office hours.



Enter all relevant information in the text boxes.

Photos can be dragged and dropped into the photos section or click the **+Add photo** button, where a new window will appear to select the relevant photos.

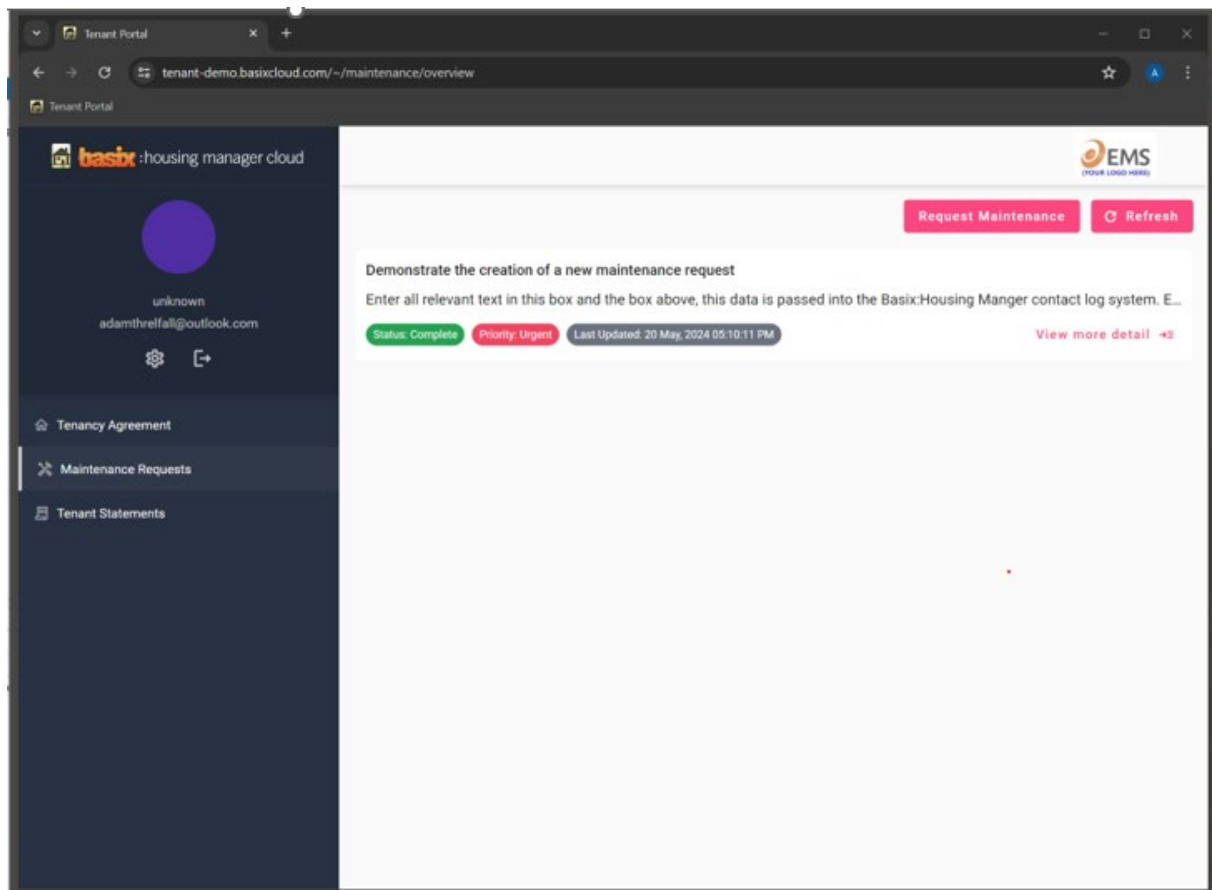
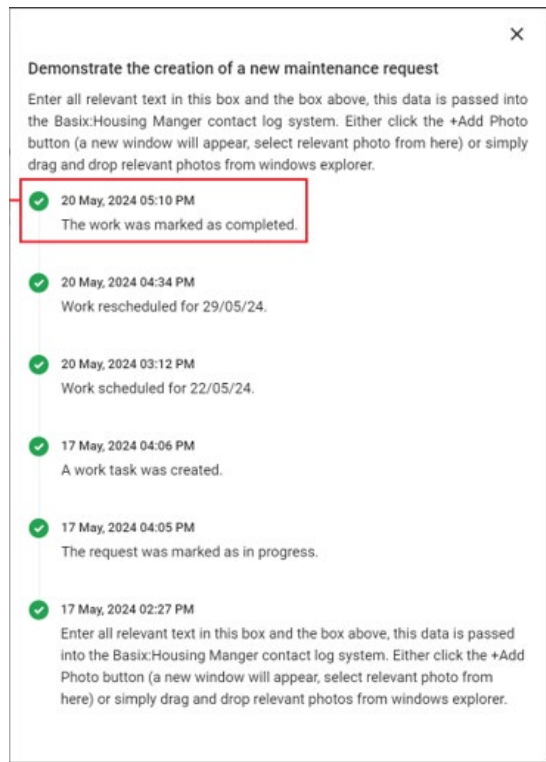


Once all relevant data has been entered and photos uploaded if required, click the Submit Request button at the bottom of the screen.

The screenshot shows a web browser window with the URL `tenant-demo.basixcloud.com/~maintenance/new-request`. The page has a dark sidebar on the left with the 'basix' logo and 'housing manager cloud' text. The sidebar also contains a user profile for 'unknown' with email 'adamthrealfall@outlook.com' and three menu items: 'Tenancy Agreement', 'Maintenance Requests' (which is highlighted), and 'Tenant Statements'. The main content area is titled 'New Maintenance Request' and features a form with the following elements: a 'Title*' field containing 'Demonstrate the creation of a new maintenance request'; a 'Description*' field with instructions to enter relevant text and a character count of '283/1000'; an '+ Add photo' button; a file upload area showing a sample image 'SamplePNGImage_3mb mb.png' (3.124 MB) with a 'Drag and drop files here (5MB max per file)' instruction; and two buttons at the bottom right, 'Submit Request' (highlighted with a red box) and 'Cancel'.

The status of the request can then be monitored through the portal. Select **View more detail** on the right side of the screen to see detailed information and progress of the request through until completion.

The screenshot shows the 'Maintenance Overview' page in the Tenant Portal, with the URL `tenant-demo.basixcloud.com/~maintenance/overview`. The sidebar is identical to the previous screenshot. The main content area displays a summary of a maintenance request: 'Demonstrate the creation of a new maintenance request'. It includes a 'Request Maintenance' button and a 'Refresh' button. Below this, there is a status bar showing 'Status: In Progress', 'Priority: Urgent', and 'Last Updated: 17 May, 2024 04:11:46 PM'. A 'View more detail' link with an external link icon is positioned on the right side of the status bar.



Tenant Statements

The Tenant Statements section of the Portal will show Tenant Statements available for preview and download. Click the cloud icon on the right side to view and save the Tenant Statement if desired. Please contact us on 07 4031 6702 or email admin@achc.org.au if there are no statements shown. We will produce one for you.

