

Re-Leased Discover Webinar - Audience Q&A

General Navigation & Properties

General Navigation

Q. How many attempts do I get to log into Re-Leased?

You have 5 attempts to log into Re-Leased. At this point your account will be locked and a System Administrator will need to unlock your account for you.

Q. How do I remove an event from the calendar?

To remove an item from the calendar, you can use Re-Leased functionality to say the event no longer needs attention. Rent Due and Term expiry events require actions such as processing rent invoice payments or renewing the terms on the tenancy. Other events such as Maintenance, Inspections and reminders can be completed from within the calendar.

Q. How do I limit the information in the Calendar?

You can select which events to show in your calendar by ticking the boxes at the bottom of the Calendar Dashboard. For example, if you do not wish to see the Property Anniversary events, you can de-select it to remove it from your calendar.

Q. Can three of us use a shared email address as our separate usernames with our own password?

For security purposes, we strongly recommend having individual user accounts. Each individual should have their own email address to log in to Re-Leased.

Q. Is it possible to tailor notifications to go to a global shared email address rather than the individual user accounts?

You cannot have your user notification emails go to multiple email addresses, however there are alternate options to gain visibility of other user's calendar dashboard events. You can select the 'Global Calendar' to view all user's calendars, or you may choose to delegate any task to a second user. Delegating will result in that user receiving all notifications to do with that particular user who delegated to them.

Properties

Q. In documents, can I add a sub-folder within a folder?

Currently, you are only able to have one layer of folders within your documents screen. If this is important to you, we recommend you visit the Re-Leased Product Roadmap to submit a feature ticket on folder structures within Re-Leased. While you're there, we encourage you to provide any other feedback, or vote for feature tickets already posted by customers.

Q. Do you need areas for residential properties?

You are required to put an area in all types of property if you want to see the property as occupied. This is because the occupation is based on having an area assigned to a tenancy.

Q. Will we still be able to see invoices from a property once it has been archived?

Yes, you can still access those under the Income & Expenses tab. The tenancy will be archived but you can also restore that at any point too.

Q. Is there any way of seeing all keys checked out for my whole company, or do I need to look into each property?

Within your reports section (green toolbar), you have a report called **Property Key Status** which will summarise all statuses across all keys and you can filter by property.

Q. If there is one Insurance Policy for several properties, do we have to upload to each property?

Yes, that is correct. There is no option to link one insurance policy to multiple properties. We would recommend recording that information on each property.

Have another question? Get in touch with your Implementation Consultant or Customer Success Manager, and we'll be happy to help.