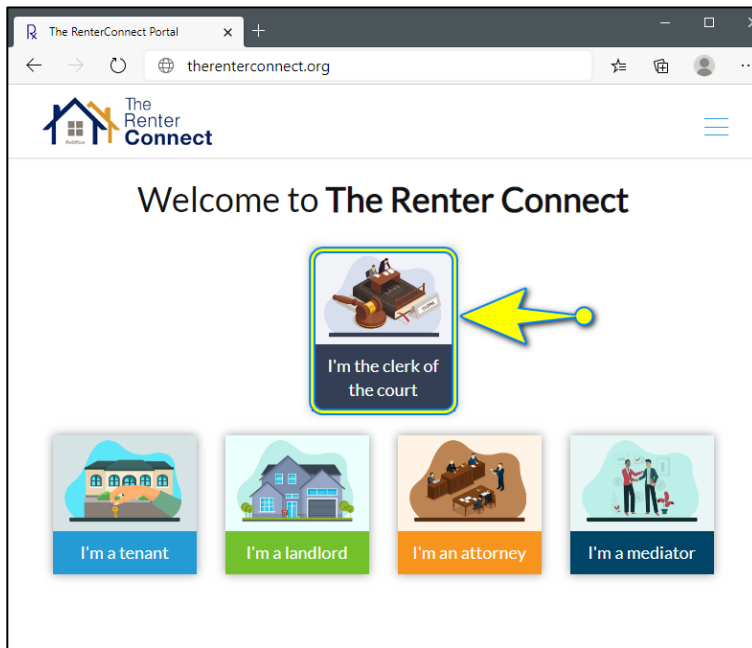
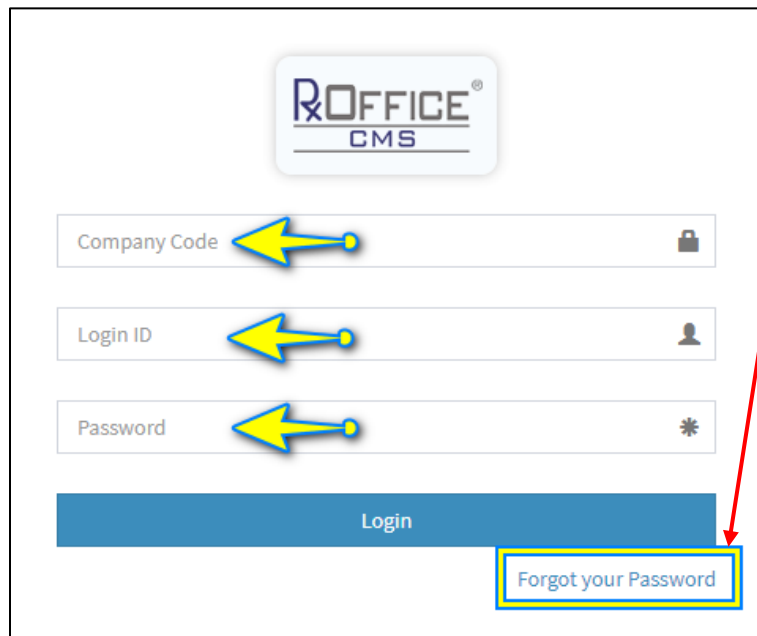


How to Login for the first time:



Go to <https://therenterconnect.org> and click the “I’m the clerk of the court” icon as shown.



Enter the Company Code, Login ID and Password information that was provided to you and click “Login”.

NOTE: If you forgot your password, click on the “Forgot your Password” link to reset your password and follow the reset password instructions.

What you will see when you first log in:

Once you successfully logged in, you will see a dashboard showing the following:

Navigation Tabs: Dashboard, Case search, Admin, Quick Forms, Event, Help and Message tabs.

Recent Cases: This section lists the most recent cases created in the system.

Recent Messages: This section provides the most recent messages within the system.

Announcement: This section shows any system announcement(s) regarding upgrades, notifications, etc.

NOTE: Since this is your first time, there will be no cases listed.

The screenshot displays the Renter Connect dashboard interface. At the top, there is a navigation bar with tabs for Dashboard, Case Search, Admin, Quick Forms, Event, Help, and Message. Below this is a sub-navigation bar with 'View Cases for Demo User' and a 'View' dropdown menu set to 'Recent Cases'. The main content area is divided into three sections: 'Recent Cases', 'Messages', and 'Announcement'. The 'Recent Cases' section contains a table with columns for Case ID, Case Type, Client, Loan#, Open Date, Days Open, Case Status, Days in Status, Designated User, Update Date, Guarantor, and Flag. The 'Messages' section has columns for Case Id, Loan#, Client, Subject, Sender, and Date & Time. The 'Announcement' section shows a message: 'No Announcement available!'. Three callout boxes are overlaid on the dashboard to highlight the 'Recent Cases section', 'Recent Messages section', and 'Announcement section'.

Case ID	Case Type	Client	Loan#	Open Date	Days Open	Case Status	Days in Status	Designated User	Update Date	Guarantor	Flag
157628	Rental Mediation					Complaint	0	Demo User	10/14/2020	HUD	
157577	Rental Mediation					Complaint Scheduled	1	Demo User	10/14/2020	HUD	
157560	Rental Mediation					Complaint	1	Demo User	10/13/2020	HUD	
157508	Rental Mediation	albert doe		10/12/2020	2	Active Complaint	2	Demo User	10/12/2020	HUD	
157543	Rental Mediation	Billy Nichols		10/12/2020	2	Active Complaint	2	Demo User	10/12/2020	HUD	

How to Create a New RxOffice CMS Case:

HMN can create new case by clicking on “New Case” Tab and selecting “Rental Mediation” as the case type to add the Tenant and Landlord Information.

New Case

Case Type: Rental Mediation

Rental Data

Rental Information

Court Case # * [] Department # []

County * [Please Select]

Rental Property Address

Same as mailing address

Address Line1 * []

Address Line2 []

Zip Code * [] City * []

State * [Please Select] County * [Please Select]

Property Type * 1 unit/home 2-4 units

Tenant

Tenant List Add Tenant

Tenant Name	SSN	Language	Action
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Landlord Information

Landlord Name * []

Contact Name * []

Address * []

Zip Code * [] City * []

State * [Please Select] County * [Please Select]

Contact phone * []

Email Address * []

To choose a Tenant if they have already registered with the portal, click on “Tenant List” as shown below.

Tenant

Tenant List Add Tenant

Tenant Name	SSN	Language	Action
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Once the “Tenant List” window opens, you can either search for a specific Tenant using the search fields or select from the list of Tenants as shown below.

Tenant List

First Name [] Last Name []

Date of Birth [] Phone Type [Please Select]

Tenant ID []

SSN Last 4 Digit [] Phone Number []

State [Please Select] County []

Search

Name	ID	SSN	Birth Date	Address	Primary Phone#	Email	Create Date
albut deo	0			2727 Martha Ellen			
Brett Freeborn	76694			Linco	775-729-4431	ashwini.more@itsh astra.com	10/30/2020
Brett Freeborn	76696			en	Linco 775-729-4431	ashwini.more@itsh astra.com	10/30/2020
Gary Gibson	0						
Jackq Name	76654	000000000	01/01/1900	123 Forbs Avn Boulder City, Nevada,89005,Clark	654-654-6546	tejas.patil@rdhast a.com	10/29/2020

If you do not see the desired Tenant from the “Tenant List”, you will need to click on “Add Tenant” a shown below.

Tenant			
		Tenant List	Add Tenant
Tenant Name	SSN	Language	Action

Once you click on Add Tenant, a pop up open where you will type in the Tenant Information and click Save.

Note: Fields marked with * are mandatory.

All Fields marked (*) are required

Tenant Information			
Name*	First name	Middle name	Last name
Suffix	Please Select		

Tenant Contact Information			
<input type="checkbox"/> Same as Rental address			
Address*	Address line 1		
	Address line 2	Address line 3	
Zip*	Zip	City*	City
State*	Please Select	County*	Please Select
	Phone Number	Phone Type	Best Time To Contact
Primary*	Primary	Please Select	Please Select
Secondary	Secondary	Please Select	Please Select
Third	Third	Please Select	Please Select
Email	Email		
	<input type="checkbox"/> Refused to give email Id		
Preferred Contact Type*	Please Select		
Twitter	Twitter		
Facebook	Facebook		
LinkedIn	LinkedIn		

[Save](#) [Cancel](#)

Similarly, click on "landlord List" to choose the Lanlord if they have already registered, if not fill in the Lanlord infomration to add them to the case as shown below.

Landlord Information		Landlord List
Landlord Name*		
Contact Name*		
Address*		
Zip Code*	City*	
State*	Please Select	County*
		Please Select
Contact phone*		
Email Address*		

Once you are done completing the Rental Information, Rental Property Address, Tenant and Landlord Information, you will now have to upload necessary documents, especially the mandatory Document Types marked in red asterix(*) such as “Landlord Complaint of Summary Eviction” by clicking on the Upload button as shown below.

Note: If you have other documents you can upload them here now or visit the Document Upload page once the case is created to have them uploaded later. Visit Page 6 to learn how to upload documents after a case has been created.

#	Document Type	Document Name	Action
1	*Landlord Complaint of Summary Eviction		<input type="button" value="Upload"/>
2	Tenant Answer to Summary Eviction		<input type="button" value="Upload"/>
3	Mediation Scheduling Notice		<input type="button" value="Upload"/>
4	Notice of Hearing		<input type="button" value="Upload"/>
5	Other		<input type="button" value="Upload"/>

Once the upload button is clicked, you will need to choose the file from your machine and click “Upload” as shown below to save it to the case.

Documents ✕

Document Landlord Complaint of Summary Eviction

File Name TEST-DOC.pdf

Once the Documents have been uploaded, click on the check box approving third party authorization and click “Save” as shown below to create a New Rental Mediation Case.




a. I am a stakeholder in this case or an authorized representative thereof, with authority to access the information on this case.

b. I hereby provide RxOffice CMS with authorization to provide assistance to process this case. I acknowledge that RxOffice CMS is providing a platform for the communication of data and documents and is not responsible for the contents of the data or documents or the outcome of any decision to provide or not provide any loan resolution assistance.

c. I authorize to receive by electronic transmission any/all notification(s) required as part of the State of Rental Mediation Program at each stage of the process of rental mediation through the RxOffice CMS portal.

d. I acknowledge that communication of data and documents through the portal do not satisfy or replace the court filing of documents that must be filed with courts or the recording of any mandated documents that must be recorded.


Once you create a new case you are now taken into the case Info tab of that case and Initial case status is set to “Active Complaint” as shown below.

Case Info	Mediation Info	Q & A	Documents	Tracking	Notes	Event	Message	
Tenant	Billy Smith Jr.		Case ID	157994		Case Type	Rental Mediation	
Rental Property Address	410 S Main St, Lamberton, Redwood, Minnesota, 56152			Landlord	Demo Landlord 1		Case Status	Active Complaint  
Court Case#	98765		Department #	46464646		Sub Case Status		
County	Redwood							

Party	Log Date	Notes	Phone	Log Time
Information not available				

Case Information

Case Information			
Case ID	157994	Case Created By	Demo User
Case Open Date	10/23/2020	Close Case Date	
Close Reason			
Close Remarks			
Change Case Status	Update Case Status		
Days In Case Status	0	Days In Case Sub Status	0

Tenant			
		Generate Credentials	Tenant List
		Add Tenant	
Tenant Name	Tenant ID	Primary Phone#	Action
Billy Smith Jr. (English)	75828	410-800-3144	Employment Info 

How to Upload Documents:

Click on Document Upload under the Documents Tab as shown below to upload additional documents.

Case Info	Mediation Info	Q & A	Documents	Tracking	Notes	Event	Message		
Tenant	Michael Johnson		Document Upload			Case ID	158197	Case Type	Rental Mediation
Rental Property Address	123, street, Yonkers, Acadia Parish, New York, 77777			Landlord	John Doe	Case Status	Active Complaint		
Court Case #	123655			Department #		Sub Case Status	Refresh		
County									

For example, to upload “Bank Statement” document, click on “Action” button and then select “Upload” as shown below.

Documents

Document Uploads

Blank Forms Please Select Pre-Filled Forms Please Select Generate

Documents highlighted with "Bold Lettering"

#	Request	Document Type	Document Name	Action	Upl
1	<input type="checkbox"/>	* Landlord Complaint of Summary Eviction	Court Orders.pdf	Action	Dem
2	<input type="checkbox"/>	Bank Statement		Action	
3	<input type="checkbox"/>	Case Appeal Statement		Upload	
4	<input type="checkbox"/>	Confidentiality Acknowledgement		Request	
5	<input type="checkbox"/>	Court Communication if No Agreement Reached		Action	
6	<input type="checkbox"/>	Court Orders		Action	
7	<input type="checkbox"/>	Court 10 Affidavit		Action	

You will then see the below pop up screen where you will need to choose file from your machine and click Upload to save it to the application.

Supporting Documents

Document Bank Statement

File Name Choose File TEST-DOC.pdf

Validity N/A Required

Comment

Upload Close

The file types supported for eSignature are: PDF, DOC, DOCX, ODT, RTF and TXT.

Support Information

Users who need to communicate with any stakeholder can go to the Message Tab and send messages to each other. Users who need technical assistance can contact our support team at support-premium@indisoft.us