

Portal Login Instructions

How owners access statements, reports, notices, and communication

Owner Note: This guide is designed for property owners using AC Management services and should be posted in the Owner Welcome Hub for quick reference.

Overview

AC Management uses an owner portal to centralize property documents, owner statements, transaction history, notices, and communication. The portal helps reduce missed messages and keeps each property record organized.

First-Time Login Steps

1. Watch for an invitation email from the portal provider or AC Management.
2. Click the invitation link and create your password.
3. Confirm your name, email address, phone number, and mailing address.
4. Review your property profile and notify ACM if any information is incorrect.
5. Save the login page as a browser bookmark for future access.

What You Can Access

- Owner statements and financial reports
- Property documents and notices
- Maintenance requests and updates when available
- Tenant and lease information where applicable
- Messages or announcements from ACM

Login Troubleshooting

Issue	Recommended Action
I cannot find the invitation email.	Check spam/junk and search for AC Management, TenantCloud, owner portal, or invitation.
My link expired.	Contact ACM and request a new portal invitation.
I forgot my password.	Use the forgot-password option on the portal login page.
My email address changed.	Notify ACM before creating a duplicate account.
I do not see my property.	Contact ACM so we can confirm your profile and permissions.

Security Reminders

- Do not share your password with tenants, vendors, or unauthorized parties.
- Use a strong password and update it if you believe access was compromised.
- Notify ACM immediately if you see incorrect records or unauthorized activity.

Important: For questions, contact AC Management at 726-213-5360 or visit www.theacmanagement.com. This document is a general owner resource and does not replace your signed property management agreement, lease documents, or applicable law.