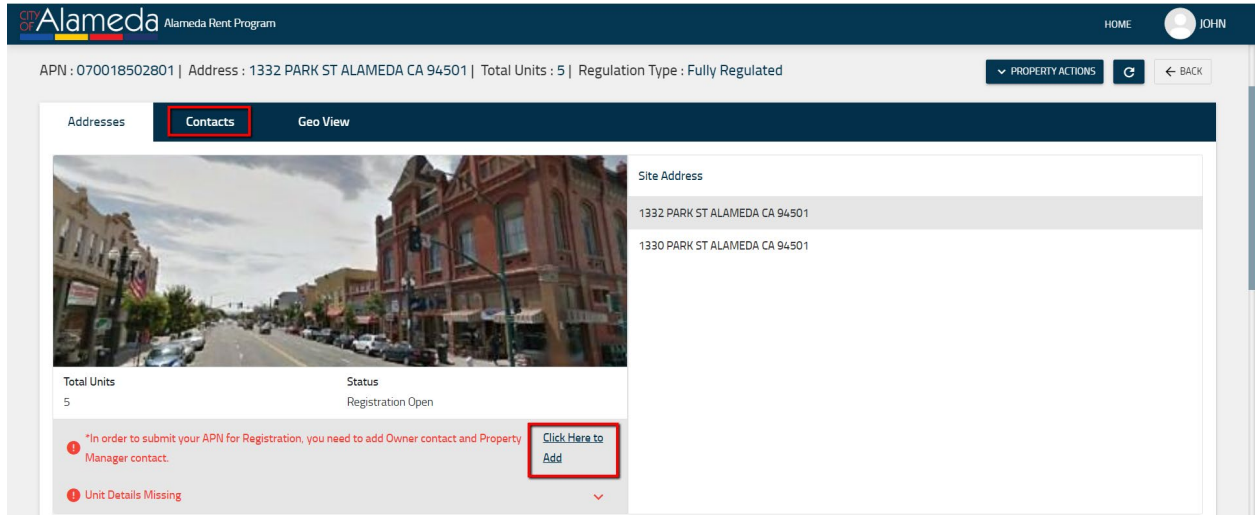


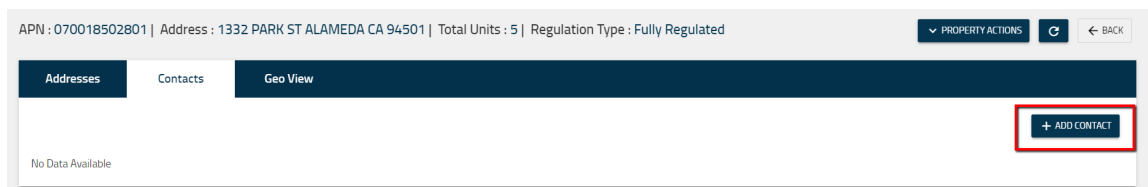
Verify Owner/ Property Manager Contact Information

In an effort to minimize the amount of information that Landlords need to provide during registration, the contact information that was provided by the Landlord in previous years when paying the Annual Program Fee has been preloaded into the system. However, certain data may be missing or outdated. It is important that the Landlord review the Contact tab and update or add contact information to ensure the data is current and accurate.

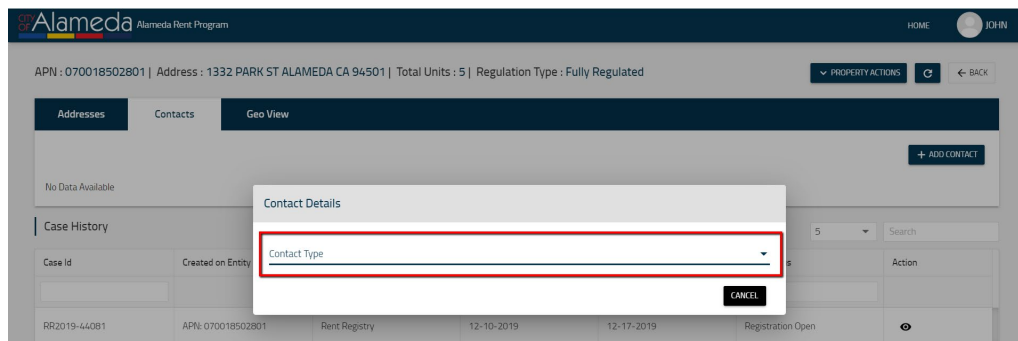
1. Click on the Contacts Tab OR click on the 'Click Here to Add' link in the error message as shown below.



2. On the Contacts Tab, click on the 'ADD CONTACT' button. The Add Contact pop-up window will appear.



3. Select a Contact Type from the drop-down list. It is easier to begin with the Owner Contact details as there is a shortcut that can be utilized if the Manager is the same as the Owner.



Questions? Contact the Alameda Rent Program at 510-747-7520 or rentprogram@alamedaca.gov

4. After selecting 'Owner' from the drop-down list, the Owner Contact fields will appear.

The screenshot shows a web form titled "Contact Details". At the top, there is a dropdown menu labeled "Contact Type" with "Owner" selected. Below this, the form is organized into a "Profile" section. It includes fields for "Business Name" and "Owner Type" (a dropdown menu). A note asks for the "Owner Name" if the owner is a Trust, LLC, Corporation, or Partnership, providing the name(s) of the Trustee(s)/CEO/Managing Partner. There are input fields for "First Name" and "Last Name", each with a question mark icon. Below these are "Preferred Language" (with a question mark icon) and "Telephone Number". There are also two radio button options: "Would you like to receive e-statements in place of mailed notices?" (Yes/No) and "Would you like to sign-up for program e-newsletters?" (Yes/No). At the bottom right, there are "CANCEL" and "ADD" buttons.

5. Enter all the required fields for the Owner Contact. The following is a list of fields for the Owner Contact along with a brief description:
- **Business Name (optional):** If the property is owned by a business, enter the Business Name.
 - **Owner Type (required):** Select an Owner Type from the drop-down list.
 - **First Name (required):**
 - **Last Name (required):**
 - **Preferred Language (optional):** Please contact staff directly to if you require interpretation services.
 - **Telephone Number (required):** Provide the best Contact Number to reach the Owner.
 - **Email (required):** Provide the best Email Address to reach the Owner.
 - **Newsletters (required):** Indicate if you would like to receive Program E-Newsletters
 - **Month & Year Purchased (required):** Select the Month and Year the property was purchased.
 - **Mailing Address (required):** Enter the best Mailing Address for the Alameda Rent Program to send letters and notices.

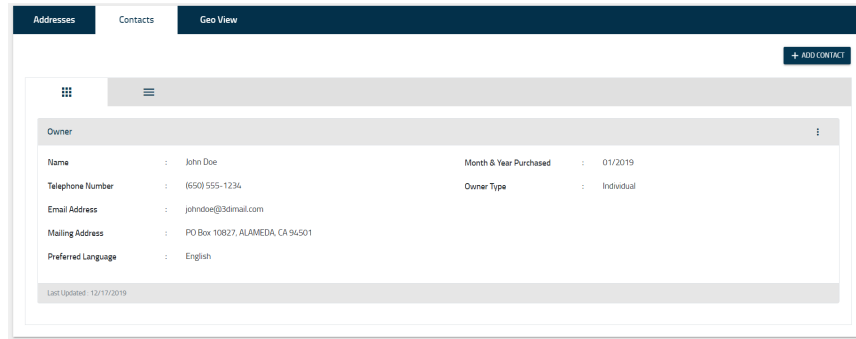
6. If there are any errors or missing fields, the system will display error messages in red on the screen to indicate what is missing, as shown below.

The screenshot shows a 'Contact Details' form with several fields. The 'Email' field contains 'johndoe@3dmail.com'. There are two radio button questions: 'Would you like to receive e-statements in place of mailed notices?' with 'No' selected, and 'Would you like to sign-up for program e-newsletters?' with 'Yes' selected. The 'When was the property purchased?' section has 'Month' set to '01' and 'Year' set to '2019'. The 'Mailing Address' section includes 'Street Address' (PO Box 10827), 'Apt/Unit Number' (empty), 'City' (ALAMEDA), and 'State' (California). The 'Zip Code' field is empty, with a red error message below it: 'Zip Code * This Field is Required'. At the bottom, there are 'CANCEL' and 'ADD' buttons. A red asterisk at the bottom left reads '*Please fill in all required fields'.

7. Once all the required fields are entered, click on the 'ADD' button on the bottom righthand side of the screen to add the Contact to the property.

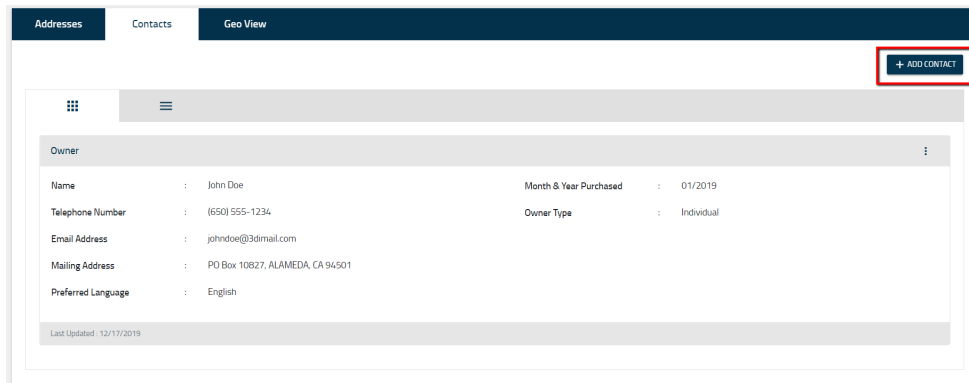
This screenshot shows the same 'Contact Details' form as above, but with the 'Zip Code' field filled with '94501'. The red error message is no longer present. The 'ADD' button at the bottom right is highlighted with a red rectangular box.

8. After clicking the 'ADD' button, the Owner Contact will be added to the APN.

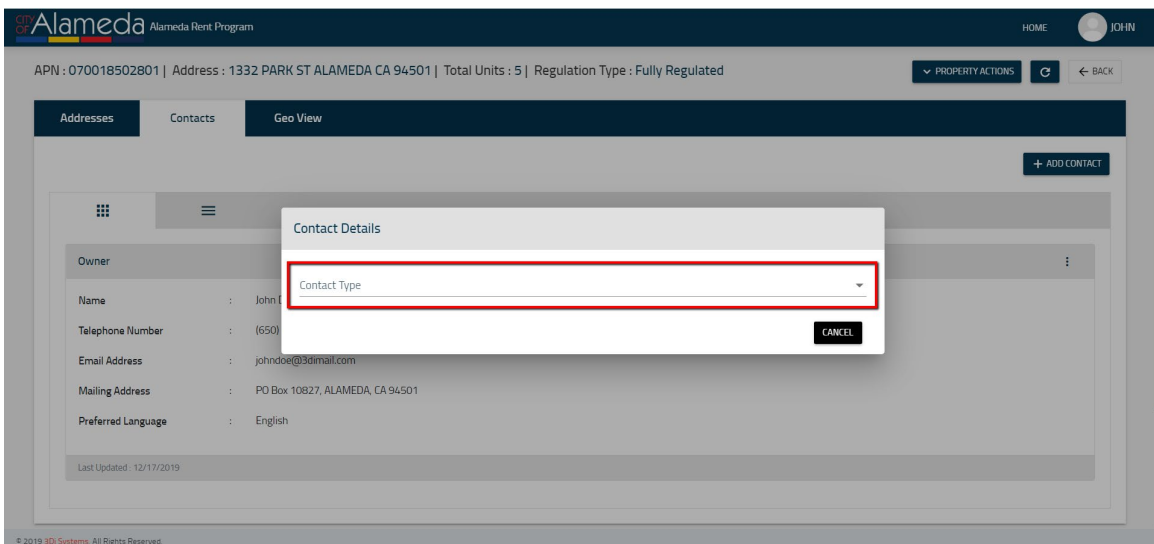


9. Now that the property has an Owner Contact added, the next step will be adding the Property Manager Contact.

10. Click on the 'ADD CONTACT' button. The Add Contact pop-up window will appear.



11. From the Add Contact pop-up window, select the 'Property Manager' Contact Type.



Questions? Contact the Alameda Rent Program at 510-747-7520 or rentprogram@alamedaca.gov

12. After selecting 'Property Manager' from the drop-down list, the Property Manager Contact fields will appear along with a checkbox which reads 'Same as Owner' as shown below.

Contact Details

Contact Type
Property Manager Same as Owner

Profile

Business Name First Name * ?

Last Name * ? Preferred Language ?

Telephone Number * Email *

Would you like to receive e-statements in place of mailed notices? *

Yes No

Mailing Address

Street Address * Apt/Unit Number ?

CANCEL **ADD**

13. If the Property Manager is the same as the Owner, click on the 'Same as Owner' checkbox. The system will prefill all the Contact Information to match with the Owner Contact.

Contact Details

Contact Type
Property Manager Same as Owner

Profile

Business Name First Name John ?

Last Name Doe ? Preferred Language English ?

Telephone Number (650) 555-1234 Email * johndoe@3dimail.com

Would you like to receive e-statements in place of mailed notices? *

Yes No

Mailing Address

Street Address PO Box 10827 Apt/Unit Number ?

CANCEL **ADD**

14. If the Property Manager is different from the Owner, enter all the required fields for the Property Manager Contact.

***TIP:** If the Property Manager Contact shares much contact information with the Owner, select the 'Same as Owner' checkbox for the system to prefill the data. Then click on the 'Same as Owner' checkbox again so the contact fields are editable and Edit the contact to make the adjustments to the data which is not the same as that of the Owner.

The following is a list of fields for the Property Manager Contact along with a brief description:

- **Business Name (optional):** If the property is managed by a property management business, enter the Business Name.
- **First Name (required):**
- **Last Name (required):**
- **Preferred Language (optional):** Please contact staff directly to if you require interpretation services.
- **Telephone Number (required):**
- **Email (required):**
- **Notification Preference (required):** Indicate if you would like the Property Manager to be notified about registration and payment information.
- **Mailing Address (required):** Enter the best Mailing Address for the Alameda Rent Program to send letters and notices.

15. Once all the required fields are entered, click on the 'ADD' button to add the Contact to the property.

Contact Details

Property Manager Same as Owner

Profile

Business Name First Name
John

Last Name Preferred Language
Doe English

Telephone Number Email *
(650) 555-1234 johndoe@3dimail.com

Would you like to receive e-statements in place of mailed notices? *

Yes No

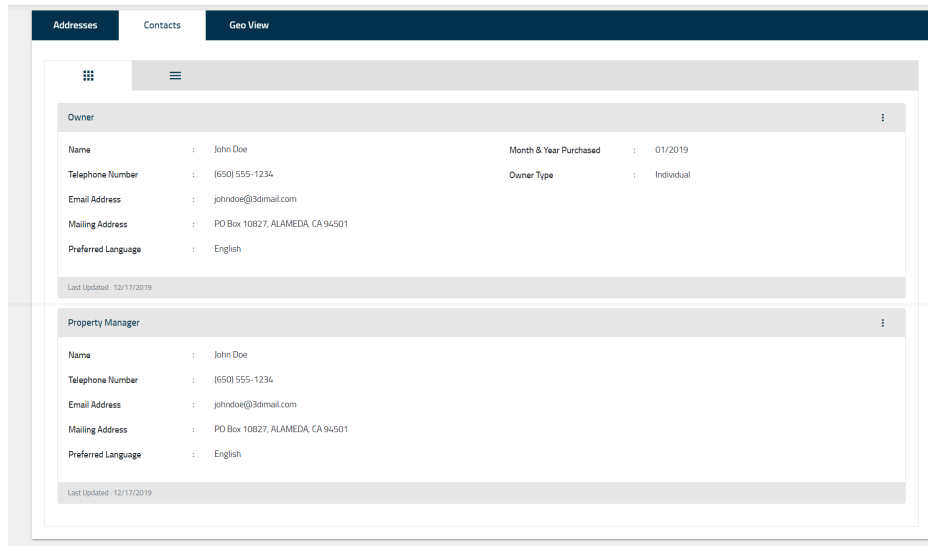
Mailing Address

Street Address Apt/Unit Number
PO Box 10827

City State

Questions? Contact the Alameda Rent Program at 510-747-7520 or rentprogram@alamedaca.gov

16. After clicking the 'ADD' button, the Property Manager Contact will be added to the property.



17. Now that the property has both Contacts added, the 'ADD CONTACT' button will no longer appear. Additionally, the system will remove the 'APN Contact Error Message' from the Address Tab.