



Westland Cheatsheet

1. How to complete a Letus account? **(for tenants)**
 - Search the email sent "**Complete your LetUs account**" on your inbox
 - From the email invite, click **Complete My Account**
 - On the pop-up window, click **Setup My Password**
 - Review and acknowledge the Terms of Use, and click **Save & Continue**
 - Create a password or log-in with your Google account, and click **Save & Continue**
 - Review and then click **Complete Account**

2. The tenant account is Locked.
 - An account is blocked for 15 minutes after the max number of 5 logins has been reached. Wait 15 minutes and try to log in again.

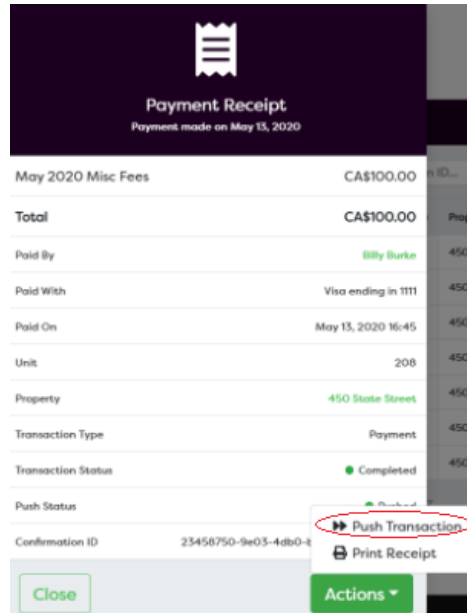
3. The tenant's balance due/ monthly payment does not match with the amount owed.
 - Find tenant, under **Billing** -> Click **Actions** -> **Import Charges**
 - Contact Lisa for Yardi updates on Rental accounts.
 - Contact Zan for Yardi updates on Mortgage accounts.

4. What if my resident doesn't have access to a computer?
 - You can create an account on behalf of the resident through the Onboarding option. Setting the resident up on auto payments means the payments will go out automatically, with no action required by the resident.

5. My resident link expired and cannot complete their Letus account.
 - Please contact help@let.us, confirm the tenant's email and we can resend the link.

6. I entered the wrong Integration ID (T-code), how do I change it?
 - Go to the Tenant's Page and scroll down to **Account ID** to change and **Save** it.
 - To further help, contact Lisa

7. My resident made a payment on Letus, but it is not reflected in their Integration ledger?
 - Confirm the Account ID is correct under the Tenant Page. If they are correct, go to **Transactions** find the transaction, click **Actions** and **Push Transaction**, on the pop-up window click again **Push Transaction**.



- If you are still facing problems please contact help@let.us and we can push this transaction through.
- To further help with Yardi, contact Lisa

8. Can I move a resident to a different property?

- Property changes are no longer available.
- For any changes, first, **terminate** the **wrong** lease and **create** a tenant for the **correct** lease.
- A t-code can only be used in one account. If you need to terminate an account because it's in the wrong property, make sure to **remove** the code from the **Account ID** field.

Tenant

First Name

Last Name

Birth Date

Email

User Identifier

Phone (Optional)

Account ID

Lease Status

Unit

Start Date

Payment Due

Partial Payments Block this tenant from making partial payments

Monthly Charges

9. How to “merge” accounts. On RentMoola tenants did not have the option to attach different leases to the same account. Some tenants had multiple accounts on RentMoola and when they get migrated they will still have multiple accounts (with different email addresses). There isn’t a way to merge these accounts, however, we can create new leases using the same email address (as one of the existing accounts).

- Find the accounts:
 - Account 1: Copy the correct email to your reference (so you can invite the tenant with that email)
 - Account 2: **Terminate** the second account (delete the Account ID and copy the Unit number)
- **Invite** the tenant with the existing (correct) email, watch for the message **This tenant already exists! Attach your lease to this tenant?** > Add the unit #, account ID, and start date > click **Attach Tenant**
- Next time the tenant logs in they will see both leases attached to their account.

Invite Tenants
✕

Inviting a tenant will send an email to your tenant with instructions to create their Letus account.

Property *

Account ID

Unit

Start Date *

Payment Due

Monthly Charges

Email *

This tenant already exists! Attach your lease to this tenant?

Mary Jane

maryjane@fake.com
Unit# 210, 450 State Street, RentMoola 2 Test Prop
Santa Barbara, Alabama
United States, 93101

maryjane@fake.com
Unit# 209, 450 State Street, RentMoola 2 Test Prop
Santa Barbara, Alabama
United States, 93101

Create new tenant instead
** Indicates a required field*

10. How to INVITE a tenant?

- Click **Tenants** tab > click **+Onboard Tenant** > click **Invite Tenant**
- On the pop-up window > Select **Property** > Type the t-code or click the **Search** button to link their **Account ID** (t-code) > this action will auto-populate unit, first and last name > Email is an optional field > add start date and payment due date > add **Monthly Charges*** > click **Invite Tenant**
- *Note: **do not add monthly charges** or import charges for tenants that are under **Rent**. Their monthly charges will be generated automatically by the Yardi imports.

11. Can I edit an Onboarding invite?

- Yes, to make any change, go to the **Tenants** tab, click **Invitations**, find the invitation you wish to edit, make the changes and click **Resend**.

Tenants

Tenants
Invitations
+ Onboard Tenant

🔍 Search
🗑️ Clear

Sent On	Tenant	Unit	Property	Monthly Charges	Status
May 01, 2020	Dan Hogan	1	900 Robson Street	\$1,000.00	● Pending

Show 25 records per page
SHOWING 1 TO 1 OF 1
<< < 1 > >>

12. Can more than one resident be associated with the same unit?

- Yes, there is no limit to the number of residents associated with a property.

13. Why are my tenants' payments getting declined?

- The most common reasons are insufficient funds, and incorrect banking details (in which case, the resident must add their banking information again). If the reason is not listed, please reach out to help@let.us.

14. Can I disable a resident's ability to make payments?

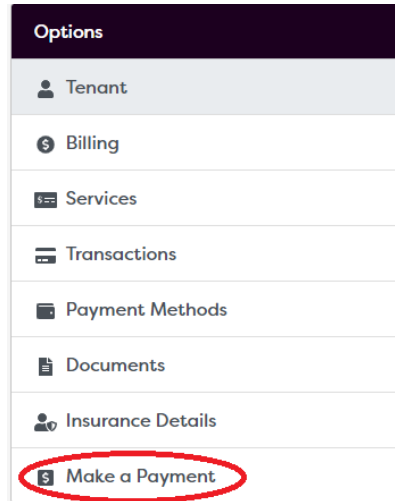
- Yes, you can disable the tenant's payment. This will also suspend a tenant from log-in into their account. Note: You can still view the tenant. Select **Tenant**, on the **Lease Status** drop-down menu, select **Suspend**, click **Save**.
- If the tenant moved out, Select **Tenant**, on the **Lease Status** drop-down menu, select **Terminate**, click **Save**.

15. Can I make a payment for a resident?

16.

- Yes, if you have the resident's payment information, you can make a one-time payment

for them. Go to the resident's account -> click **Make a Payment** -> add amount and payment method -> **Confirm the payment.**



17. How a **tenant** can **make a payment**?

- The tenant can make a payment even when the balance due is \$0.00 - overpayments are allowed.
- The tenant can make a partial payment, except when you set it the contrary.
- You can guide a tenant to make a payment > first log in to let.us/login > on the Dashboard click **Make a payment** > On the pop-up window add the **amount** and **select the payment method** > Click **Continue** > Review the Payment Summary and click **Confirm Payment** to complete the payment

Desert Palms MHP - Lease

1097 North State Street
Hemet, CA, US
92543

CURRENT BALANCE DUE
\$0

[SET UP AUTOPAYMENT](#)
[MAKE A PAYMENT](#)

Make A Payment

Your current balance due is
\$0.00

PAYMENT AMOUNT

PAYMENT METHOD

[CLOSE](#)
[CONTINUE](#)



Payment Summary

PAYMENT AMOUNT
\$ 500

PAYMENT METHOD
🇺🇸 Visa Credit ****1111 ▼

Total Balance	\$0.00
Payment Amount	\$500.00
Processing Fee	\$17.50
Total	\$517.50

[BACK](#) [CONFIRM PAYMENT](#)

- If a tenant is unable to make a payment make sure to ask them to take a screenshot or give you detailed information of the issue they are facing so you can escalate it to the Letus team at help@let.us.

18. Do residents need an email address for their Letus account?

- No. However, the resident will not receive the payment receipts that are typically sent by email. They will also not be able to log in to their account without an email address.

19. Letus Contact information

- help@let.us
- Call or text: 1 (888) 665-8870
- [Help Center](#)