





**RentRight™**

Property Management Software

## **RentRight User Manual**

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## YOUR NEW SOFTWARE

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RentRight will work with mobile home communities, storage facilities, home or condo associations, apartment complexes, commercial property or any business where rental units are being managed.

Prices for RentRight are based on the total number of rental units you want to manage. A building with four apartments would count as four units.

**If you obtain more units later:** You only pay an upgrade price to move to the next level. Upgrade prices are listed below. All of the information from other levels of RentRight will transfer into your next product.

<b>RentRight Products</b>	<b>Upgrade Credit</b>
RentRight 10 for up to 10 rental units	\$80
RentRight 25 for up to 25 rental units	\$160
RentRight 50 for up to 50 rental units	\$300
RentRight 125 for up to 125 rental units	\$600
RentRight 250 for up to 250 rental units	\$1000

### Modules that can be added to any version of RentRight for a fee:

**CheckRight** This module allows you to track multiple checking accounts, enter bills to be paid later and memorize transactions. This module is included in the RentRight 250 and PRO.

**QuickBooks Export** Export your income records to QuickBooks.

**1099 Printing** This module will allow you to print directly on 1099 tax forms. This module is included in the RentRight 250 and RentRight PRO.

**Network Enabling** This module allows you to network 2 computers together. It is included in the RentRight PRO. Additional network seats cost more.

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UPGRADE ORDER FORM		
Product Ordering	Current Price*	Amount
RentRight 25	\$159.99	
RentRight 50	\$299.99	
RentRight 125	\$599.99	
RentRight 250	\$999.99	
RentRight PRO	\$1699.99	
CheckRight	\$99.99	
1099 Printing	\$99.99	
Export To QuickBooks	\$149.99	
Network Enabling	\$499.99	
Add. Network Seat	\$249.99	
	<b>Subtotal</b>	
	Upgrade Credit	-
	<b>Shipping**</b>	
	Tax	
	<b>Total</b>	

\*Prices subject to change

\*\*\$6.00 Regular / \$26.00.00 Overnight (US) No shipping charges if activating only

### Ship To

**Company:**

**Name:**

**Address:**

**City/State/Zip:**

**Phone:**

**Fax:**

	1-800-RENT-065 1-800-736-8065
	(937) 886-9108 Fax 24 Hours!
	RentRight, Inc. P.O. Box 750790 Dayton, Ohio 45475

Payment Information	
<input type="checkbox"/> Check or Money Order enclosed, made payable to: RentRight, Inc.	
<input type="checkbox"/> VISA <input type="checkbox"/> MasterCharge <input type="checkbox"/> American Express <input type="checkbox"/> Discover	
Acct. No. _____	Exp Date _____
Print Name of Cardholder _____	

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Authorized Signature \_\_\_\_\_


# GETTING STARTED


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Follow this quick tutorial to set up one owner, building, and unit. Set up charges for one tenant and collect one rental payment. You can return later to specific sections in the manual to learn about details and extra features.

1. First, click once on the building icon  on the tool bar. A blank form will appear on which you can enter information about your buildings. A building may contain only one unit (a single family home) or many units (an entire mobile home park). Type in the name of your building. Press the “Tab” key on your keyboard to move through the fields to record the address, city, state, and zip code of your building.

2. Click once on the Unit icon  on the Building Form to open the Unit Form. The building address will appear. At this point, you can specify address information about the particular unit by tabbing through the fields as on the Building Form. It is important to fill in the rental amount of this unit in the “market rent” field. This amount will serve as a guideline in creating a recurring rent charge for a tenant. To



add additional units within this building, push . This saves all information about the unit already entered, and clears the form so that you can add more units. To view the list of units within the building, click the blue down arrow to the right of the address field. Double click on the unit you want to view or edit. Now close the Unit Form by clicking on the black X in the upper right-hand corner of the Unit Form. You are now back in the Building Form. Close the Building Form by clicking on the black X in the upper right hand corner within the Building Form.

3. Click once on the Tenant icon  on the tool bar and the blank Tenant Form will appear. Type in the tenant's last and first name. Click the blue down arrow next to the address field to display the list of buildings and units. If the list displays buildings and not units, click on the plus (+) sign to the left of the building address. Now a sub-list of that building's units will be displayed. Caution: You can only assign a tenant to a unit address, not a building address. Double click

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on the unit address that the tenant resides in and that address will be displayed.

4. Click on the tab of the Rent Folder on the bottom of the Tenant Form. You will see that the tenant now has a charge for rent, based on the amount you recorded as “market rent” on the Unit Form this tenant now resides in. The amount of the charge can now be changed if you wish by highlighting and typing over the rental amount. Make sure that the date field displays the date you want this charge to begin, and the period shows how often you want the tenant to have this charge. To change how often the rent is charged, click on the “Period” column and choose from a drop down list. Ignore the “shared” column for now. If the tenant has shared roommate charges, it will be explained later in the manual. If you want to assign a late fee to the rent, click in the “Late” column to select one or more types of late fees. You can add a memo if you want to the “Memo” column. Now you have completed one recurring charge.
5. Click once on the green Income icon  on the tool bar. After the form opens, click on the blue down arrow to the right of the name field. You will see the name of the tenant displayed. Double click on the tenant name to select that record. You will see the recurring rent charge that you recorded on the Tenant Form. Now you can collect this charge. Today’s date will appear in the “Date Paid” field. This is the date you collected from the tenant, and can be changed if needed. Tab over and type in the amount of any checks or cash collected in the appropriate fields. Push the Enter key on your keyboard and the amount paid will display in the “Apply Amount” column. Click once on “Done” in the bottom left-hand side of the Income Form. You have now collected a rental payment! If you want to print a receipt of this payment, click once on  next to the “Days Late” field.
6. Now you can return to areas that you have questions about by reading the more detailed chapters about each form and folder. Also, you can push F1 on your keyboard when your cursor is in any form or folder when you want detailed information about that topic.



## BUILDING FORM

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Use this form to enter as much or as little information as you would like about a building. A building can be an entire mobile home community, an apartment building, a strip center, a storage unit complex or any other rental property that contains rental units. The units themselves are the mobile home lots, apartments, or other entities that are being rented.

A building may contain one or many units. The Building Form will contain information about the building itself (the mortgage, insurance, and contents of the building such as the roof and common areas). The Unit Form will contain information about each of the individual units within the building (i.e., list of repairs needed and contents of the units themselves).

On the top portion of the form you can enter general information about your building (total square footage, number of bedrooms and bathrooms, key number and phone number, and the date built). You can identify this building by your own description in the blank for this purpose (North Duplex) and by its address. Both description and address will be helpful later when printing reports. The total rental amount for this building will be calculated for you and displayed in the Market Rent field. The total market rent is based on the market rents you record on the Unit Form for each of the units within this building.

Record more information in the folders for this purpose, including; Owners, Contents, Appliances, Rooms, Mortgages, Insurance, To Do List, and Notes.

**To add a new building**

Push the New button. Now fill in as many fields as you want. Areas that are grayed out such as market rent are fields that can not be changed on this form. Add the next new building by pushing New to save your changes and clear the form.

**To record each of the units within the building**

Press the Unit icon (looks like a small doorway) to display a blank Unit Form. The title bar on top of the Unit Form will display the building address that

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contains this unit. Make changes to the address as necessary. Fill in the market value (or the rent you expect to charge for this unit). Press the New button again to save your changes and add the next unit. Use the blue arrow beside the address line to display all of the units listed within this building.

**To find your units** Use the blue drop down arrow beside the address line to display the list of buildings and units that you have entered. The units will be shown below the building that they are in with a small door beside each of them. The buildings will have a red building picture beside their listings. The plus or minus sign beside the building picture is used to display or hide the units within the building. Click on this sign to change the display.

**If your building is a single family dwelling, and the building and unit are the same** You must go to the Unit Form to enter the address of the building again. You must fill in the rental amount on the Unit Form. Fill in the folders on the Building Form. There is an additional folder (Classified Ad Folder) on the Unit Form.

**To set up apartment complexes** Set up each complex as a separate “Owner” on the Owner Form. Then assign each building in the complex to that “Owner”. Now you will be able to run reports that combine all of the apartment buildings in a complex. (See Owner Folder and Owner Form for more details).

**To delete everything about a building** Double click on the building to be deleted from the building hierarchy and that building will be displayed on the Building Form. Press the Delete button.

### **Building Owners Folder**

Use this folder to keep track of who owns this building. If there is more than one owner for this building, you can record here each owner’s percentage. If one owner holds all of your buildings, this folder can be ignored.

If you have complexes of apartments, you can choose to set up each complex using the Owners Folder. In this way you can run reports that will combine all of the buildings in that complex, by running “Owner” specific reports.

- To assign owners to a building** Click on the Owner field to see a list of owners previously recorded on the Owner Form. (See Owners section for help on creating the owner list). Choose the owner by highlighting the name you want from the pull down menu. Now fill in the percentage of ownership that this owner has in this building. Note: The total of all owner percentages combined will appear at the bottom right of this form, and should equal 100%.
- To set up apartment complexes** First set up your complexes on the Owner Form. Now for each building within that complex, choose the correct complex name in the Owner Folder.

### **Building Mortgages Folder**

Use this folder to record information about each of the mortgages for this building. Tracking of mortgage payments is not done from this folder. You can record many different mortgages. For example, you may want to record information about your original mortgage, and any later mortgages if you refinance. If your mortgage company has resold your loan to another company, you will also want to record information about this company. Here you can also record mortgage payment information (payment address, amount of payment, phone numbers to make inquiries about your balance).

In the spaces provided you can enter the name of the mortgage company, total amount paid for the building, and amount financed. You can also record the type of loan (fixed, variable or balloon interest), and the current percentage rate, as well as the origination date of the loan, number of years financed, date the loan is due, and payment amount.

In the blank titled "Other", you may want to record additional details about the loan, such as where to send extra principal payments. You could record more information about the interest rate, such as when the balloon payment is due or when the interest rate will change.

- To add information** Type in the information in the spaces provided.
- To add information about another mortgage** Push the New button. This will save your current information, and clear the form so that you can add information about the next mortgage.
- To delete everything about the current mortgage** Push the Delete button.

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**To view your list of mortgages**      Use the Navigation icons.

### **Building Insurance Folder**

Fill out this form for each type of insurance you have for this building (title, property, liability, worker's compensation, employer's liability or insurance on a vehicle used for this building). There is also a place to record policy number, agent's name, phone number and address.

In the "Notes" section, you can list any details about the policy including deductibles, coverage and limits, claim history, incident reports, liability loss reports, and property loss reports.

**To add information**      Enter the information in the spaces provided.

**To add a new insurance policy**      Push the New button to save the information and clear the form so that you can enter the new policy information.

**To delete everything about a particular policy**      Push the Delete button.

**To view your list of policies**      Use the Navigation icons.

### **Building Contents Folder**

Use this folder to record information about all of the appliances and other contents that are common to the building and not located in individual units. You can record as much or as little as you want or need. Record contents of individual units in the Unit Contents Folder on the Unit Form for that particular unit. If the building is a single family dwelling, you can choose to record content information in either Building Contents Folder or Unit Contents Folder.

A record of contents could be helpful for insurance purposes. Having repair records and names of previous contractors used will save time. You will be able to organize all of this information in one place.

It is important in a rental situation to have a record of the model and serial numbers of contents in a building. When a repair is necessary, you will often need the brand name, serial number and model number before you can schedule a repair-person or pick up parts yourself. Rather than traveling to the unit or asking the tenant to look at the appliance to find the

information for you, simply access this record.

Appliances common to the building (such as a coin-operated washer and dryer) can be recorded in the body of the Contents Folder. Here you could include outside and inside plumbing fixtures common to the building and even record the size of washers needed for faucets, etc. You may want to describe the electric service to the building (where located, type of service, size of fuses needed, etc.). Record here information about and location of any building smoke alarms or security devices.

You could also keep a record of other building features. For example, you may want to keep a record of the size of driveways or parking areas for future paving information or to hire someone to plow snow. You could also keep the records of when the area was last paved. Other features you might include are; Roofing (date roofed, number of layers, color and type of shingle, etc.), Chimney (when cleaned or repaired), Patio or Deck, and Pool. Landscaping could also be described on the Building Contents Folder. Any plants that have a guarantee could be listed. You could also list other features of landscaping, such as when they were planted, as well as when pruned or the type of fertilizer required.

**To add information** Type in the name of the item and any identifying information in the "Item" space. Add other information you would like in the "Description/Condition" space provided. This folder works as a Data Grid.

### **Appliances Form**

You can record warranty, installation date and repair information about appliances common to the building on the Appliances Form. Access information about major appliances by pressing the Appliances button.

After pushing the Appliances button, the Appliances Form will be displayed. Within the Appliances Form there are six folders (Water Heater, Air Conditioner, Other, Furnace, Refrigerator, and Stove). Enter the folder desired by clicking on it. Each of the folders has spaces where you can enter important information about each of these appliances, such as: Manufacturer, model and serial number, installation date, and warranty information. There is also a section for a description of the appliance. In each folder there is a section for the service record of this appliance.

**To record service information in the Appliances Form** Record the date of service in the "Date" column. Under the "contractor" column you can record the name of the contractor used, if any. Click on the appropriate blank. A down arrow will appear with an alphabetical list of contractors you have

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listed on the Contractor Form. Click on the appropriate choice and a number will be entered into the table. Later, you can click on this number to see the name of the contractor. In the "Description" column, enter any additional information about the repair. Record the cost of the repair in the "Cost" column. This form works as a Data Grid.

### **Building To Do List Folder**

Use this folder to keep a list of any tasks specific to this building that need your attention. Each item on the To Do list represents a Work Order for this building. If you do not use Work Orders, you can simply fill in the date reported, reminder, and problem. If you want more detail, click the Work Order button on this folder to bring up a Work Order for this item. See Work Order Form for more details about how to use Work Orders.

Certain items that are on your To Do List that are of priority can be flagged to the Reminder System. Incomplete Work Orders will automatically have a light bulb beside them.

- |   |  |
|---|--|
| <b>To add information</b>                         | Enter the date in the first column. All the entries in the Building To Do List are arranged chronologically when you exit this form. In the "Description" column, type the task that is to be performed. This folder works as a Data Grid. |
| <b>To activate a task for the Reminder System</b> | Click in the second column, which has a small light bulb as its heading to place a light bulb by this task.  |
| <b>To create a work order for this building</b>   | Press the Work Order button on this folder. Now create a Work Order as explained on the Work Order Form.   |
| <b>To edit a Work Order for this building</b>     | Highlight the line the Work Order is displayed on. Then click on the Work Order button on this folder. This will open the Work Order that you have selected. Now you can edit it.  |

### **Building Rooms Folder**

Here you can record as much or as little as you would like about each room common to the building, including hallways, basements, etc.

For each room you can record the length, width, and height.

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In each space provided, you can record features of the room:

<b>Walls</b>	Record the type of wall covering (i.e. painted, textured or papered). For papered walls, you could list the color, design and condition of the paper in that room. Here you could also list the number and location of electrical outlets, cracks in plaster in need of repair, etc.
<b>Floor</b>	List the type of floor covering. If it is hardwood, you could list when it was last sanded and refinished, type of wood, etc. For ceramic tile or linoleum, you could list the color, lot number, date installed, and even the location of repair materials (in the attic in box #2). For carpeting, you may want to note the location of any stains, date of last cleaning, date of installation, installer, color and description.
<b>Windows</b>	List the manufacturer, model number, and condition of the windows and screens (when screens were last re-screened). You could also list any blinds or window coverings that are included as well as their condition.
<b>Ceiling</b>	List lighting fixtures, ceiling fans, installation and warranty information. You could list the size of your ceiling and the type of ceiling (textured, plaster, drop ceiling, etc.).
<b>Other</b>	You can list other features of the room that you think are significant. For example, describe closets, doorknobs, and doors (scratches present from previous tenant's dog).
<b>To add information</b>	Type in the name of the room and other information in the spaces provided.
<b>To add information about another room</b>	Push the New button. This will save your current information, and clear the form so that you can add information about the next room.

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**To delete everything about a room** Push the Delete button.

**To view or change your list of rooms** Use Navigation icons.

### **Building Notes Folder**

Use this folder to record any notes or information not included elsewhere on the Building Form or in the folders.

**To add information** Type in the information in any form that you like (paragraphs, outline, etc.). If you fill the box, a scroll bar will be displayed so that you can add more information.

**To view your notes** Use the scroll bar to scroll down through your notes.



### UNIT FORM

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Use this form to record as much or as little as you want about a unit. A unit can be an individual apartment, a mobile home lot or any other unit that is being rented.

Record general information in the top portion of the form, such as: key number, square footage, and the number of bedrooms and bathrooms. Fill in the market value for this unit. This is used for the calculation of the total market value for the building and for creating recurring rent charges for tenants who move to this unit.

Record more information in the folders on this form: Contents, Rooms, Classified Ad, To Do List, and Notes. Use these folders exactly the same as the folders on the Building Form except here you can record the details of each unit within the building. You can check that you are in the appropriate building by looking at the title bar at the top of the Unit Form.

**To record each of the units within the building**

Press the Unit icon to display a blank Unit Form. The title bar on top of the Unit Form will display the building address that contains this unit. Make changes to the address as necessary. Fill in the market value (or the rent you expect to charge for this unit). Press the New button again to save your changes and add the next unit. Use the blue arrow beside the address line to display all of the units listed within this building.

**To find your units**

Use the blue drop down arrow beside the address line to display the list of units that you have entered within this building. You can select another unit by double clicking on it's listing.

**To delete everything about a unit**

Press the Delete button.

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### ***Unit Classified Ad Folder***

In this folder, you can compose and save your classified ad for this unit so that you will not need to rewrite it each time it becomes vacant. There is room for more than one ad for your unit.

You can also store notes here about your advertisement. It may be important to note what techniques worked in the past for this unit (sign on the door, in the yard, or ad the in paper or other local newsletter). You could note the number of responses for each technique, and even the telephone numbers of the classified ad sections of local papers, etc.

**To add information**      Type your ad in any format you like. If you fill up the box provided, a scroll bar will appear so that you have more room.

## OWNER FORM

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To get to the owner form, go to Setup on the Menu Bar. You can list individual owners here, so that you can get separate reports for each owner. First put in each of your owners one by one. Then you can go to the Owner Folder on the Building Form to choose one or more owners for each building. Later you can run reports for each owner showing their particular percentage of ownership on reports.

Or you can use this form to combine buildings into groups or complexes. For example you may want to set up more than one building in the same apartment complex so that you can run reports for all of the buildings in this complex combined. To do this, set up each complex name separately on this form. Then associate each of the buildings in the complex by going to the Owner Folder on the Building Form and choosing this complex name.

This form can also be used to enter the name of the property manager or an owner whose name you want to display as letterhead on reports that are not specific to one owner or apartment complex.

- |  |   |
|--|---|
| <b>To add an owner or apartment complex</b>              | Select Setup from the Menu Bar. Then choose the Owner folder. Click the New button. Record the information. Exit the form to save.                |
| <b>To find an owner already listed</b>                   | Click on the arrow next to the Last Name field and highlight the desired owner. You can also use the navigation icons to move through the list.   |
| <b>To set up a name to show as letterhead on reports</b> | Fill out the Owner form and check the "Letterhead" box on the right side of the form. This name will show on reports that are not owner specific. |



## TENANT FORM

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Use this form to record as little or as much as you would like about a tenant. Record general information on the top portion of the form and more specific information in the folders below. Folders include Rent, Lease, Incidents, Notes, Addresses, Employer, Occupants, and Vehicles.

There are three types of tenants: Active (living in one of your units), Inactive (previously lived in one of your units), and Prospective (being screened to live in one of your units). When adding a new tenant, select Active in the Status box. Do not delete names of previous tenants as they move. Change their status to Inactive by marking Inactive in the Status box. When screening a Prospective tenant, mark the Prospect box.

You may have more than one tenant associated with an address if you wish. If there is more than one tenant, you may enter each tenant separately on the Tenant Form. Please see the section titled "Roommates" for information about the two ways to set up roommate charges. You may also choose to list other tenants in the Occupants Folder if they are not responsible for rent.

**To record your list of tenants**

Press the New button. Fill in the tenant's name and as much information as you wish.

**To record the address of the unit the tenant lives in**

Press the down arrow next to the address field to display the list of properties. Double click on the unit that the tenant resides in to display that address in the address field. NOTE: You must have already recorded your list of buildings and units on their respective forms. If you see your list of buildings but do not see the units, click on the small plus sign beside the building address to display the units within that building. If you are not able to select the address, check that you have selected Choose Address for a Tenant from BuildingOutline on the Menu Bar.

<b>To display a tenant record</b>	Press the small arrow after the Last Name box, an alphabetical listing of all tenants will appear. Click on the tenant you wish to bring that person's information to the current screen.
<b>To find which tenant is in a unit</b>	First, select Find a Tenant Based on Address from BuildingOutline on the Menu Bar. Now, highlight the appropriate address from the building hierarchy and the tenant assigned to that address will be displayed.
<b>To access only Active, Inactive or Prospective tenant lists</b>	Go to Menu Bar: View. Select the type of list you would like to display by clicking on and highlighting that selection. For example, to display only active tenants, highlight Display Active Only.
<b>To delete everything about the current tenant</b>	This is not recommended! If you delete a tenant record, you also lose all Income information associated with the tenant and that unit, as well as incident records. To retain the Income information and make the unit vacant, change the tenant's status to inactive.
<b>To change zip code, social security number and phone number fields on the Tenant Form</b>	You can also change the words "Zip Code" to read anything you want throughout RentRight. For example, you could change the words Zip Code to say Postal Code and this change would be reflected in all RentRight screens. You can also change the words "Social Security Number". Some users change this field to say Email or Fax Number. To change these settings go to File on the menu bar and choose International Settings.
<b>To move a tenant to a different unit</b>	Select Choose Address for a Tenant from the BuildingOutline section of the Menu Bar. Find the tenant you want. Press the down arrow next to the address field to display the list of buildings and units. Double click the new unit. All income past income records will be associated with the old unit, and new income will be associated with the new unit.

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### **Tenant Incidents Folder**

Use this folder to record everything that happens with this tenant. This record could protect you in the future if there should be a dispute or threatened suit. It will also help you to decide whether to renew a lease or not.

Here you can record any complaints the tenant makes. You can record any complaints made about the tenant by other tenants or neighbors. You may also want to note anything you and the tenant have agreed upon.

Maintain good rapport with tenants by responding quickly to any legitimate needs or requests. If the tenant makes a request or a complaint, turn on the reminder light to access the Reminder System. After you respond to a complaint, you may want to add the date the problem was resolved and remove the reminder light.

Some events can be automatically logged to the Incident Folder if you activate the Autolog function. For example each time you send a letter to this tenant or change the rental amount it can be automatically recorded here for you. You can choose restrict the use of this folder by some RentRight users through the Security System. This may be helpful since the Autolog function maintains a good log of activity to this tenant's record.

Incidents will sort chronologically when you close the folder.

<b>To add a new incident</b>	First enter the incident date in the column to the left. Click in the second column if you want to add the Reminder bulb. This will activate the Reminder System. Type the incident in the right column. This folder works as a Data Grid.
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<b>To activate Autolog</b>	See Autolog.
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### **Tenant Rent Folder**

Use this folder to enter information about the recurring charges for this tenant (charges that occur more than one time). You can record rent, rental taxes, parking fees, furniture rental, utilities or other regular charges. Each of the charges will be charged to the tenant on the schedule you choose, monthly, weekly, etc. Charge schedule is based on the start date of the charge that you choose. For example, you may want weekly rent beginning on September 1, 1998. The rent will be charged on the same day of the week thereafter.

One or more late fees can be added to any tenant charges you wish. Add any one-time charges directly on the Income Form for this tenant.

<b>To Add a Recurring Charge</b>	This folder works as a Data Grid. See “Data Grids” for information about deleting lines, changing heading widths, etc. First fill in the date the charge should begin. See “Filling in Date Fields”. Put in an end date for the charge if there is one. If the rent will be changing on a certain date, fill it in here. If you do not know when the rent will increase, leave this field blank for now. Next, click on the icon in the “Account” field to view the Chart Of Accounts. Double click on the desired charge to select it. To add a charge not listed, see Chart of Accounts. Now select the “Period” from the drop down menu. This is how frequently you want that tenant to have this charge added <u>based on the start date of the charge.</u>
<b>To record rent increases</b>	Fill in the start and end date of the current rental amount. Then on the second line of the data grid, enter the increased rental amount along with the start date when the new rental amount charge should begin. Enter as many rent increases as you wish, each on it’s own line.
<b>To record past rental history</b>	Start with the date when you want to begin recording the past collections of rent. Fill in that start date. Fill in what the rental amount was at that time. Then fill in the end date through which that rental amount was charged. Go to the Income Form to collect the charges. Then return to the Rent Folder to record the next date range of rents.
<b>For roommates sharing charges</b>	There are two ways to set up roommate charges: <ol style="list-style-type: none"><li>1. Non-shared charges for roommates. If you have a monthly rental amount of \$300, you may want each of three roommates to be responsible for \$100. Each would be billed \$100 monthly. The tenant Invoices, receipts, etc. would only show the charges and payments toward \$100 per month). To set this up, assign each of the tenants to the same address. A message will appear asking if you want the roommates to share charges, choose “No”. In each of the tenant’s Rent folders, also choose “no” to the “Shared” field for their charges.</li></ol>

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2. Shared charges for roommates. (With the same three roommates, and a rental amount of \$300, you would want each of the roommates to be responsible for the entire \$300. Each would receive a bill for the entire amount, and payments from any and all roommates would show on the invoices, receipts, etc. to each of them.) To choose this option, when you assign the second roommate to the same address, you will be asked whether you wish to share charges with roommate #1, choose "Yes". On each individual charge for each of the roommates, you can choose to share or not. For example, you may want all roommates to share the electric bill, but only one to be charged for a monthly pet fee. Set this up on the "Shared" field within the tenant Rent folder.

**NOTE:** For roommates with shared charges, you must fill in the move in and move out dates for each of the roommates so that the reports will work correctly.

### **To pick a Late Fee Type**

Click on the "Late" field. You can now make a selection of one or more late fees by filling in the dollar amount for each type. You can fill in the boxes below with a minimum and maximum late charge to be assessed for each period. You can also determine a grace period (the number of days after the due date that the late fee should begin). After you have selected the Late Fee Type(s) and filled in the dollar amounts, push the Save icon to save and exit this box.

### **To set up a grace period**

To calculate the grace period, subtract 2 from the date the late fee should be charged. For example if the rent is due on the 1<sup>st</sup> of the month, and you want the late charge to begin on the 5<sup>th</sup> of the month, put "3" in the grace period field.

### **To have no late fee for a charge**

Tab over the late fee field. If the late fee box appears, close or choose cancel. "No" will then show in the box titled "late", and no late fee will be assessed for this charge.

### **Tenant Deposit/Lease Folder**

Use this folder to record important facts about the current lease. You can record the move in and move out date for the tenant. The move out date

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can be Autologged into the Incident Folder for this tenant. Each time a new lease is signed, the lease begin date can be entered. The date that you enter in lease-end will be used as a reminder date to remind you when a lease will soon expire, if the Reminder System light is turned on.

In the Security Deposit History box, you can record all transactions relating to security deposits. Any collection of deposit money or return of money from the tenant's deposit account will show on the Bank Deposit Report. The total amount held in security deposit for this tenant will be displayed in the box labeled, "Deposit Account" at the bottom of the form. If there is any shortage that the tenant owes, it will be displayed on the bottom of the form, and labeled "Account Short".

Security Deposits listed here must include *both* a charge and a payment to be recorded correctly. In this way you can add more than one deposit charge (one for cleaning, another for a pet, etc.). You can also track multiple payments toward the deposit due. Make sure to list both the charge (Deposit Amount) and the tenant's payment (Payment Toward Deposit) in the Lease/Deposit Folder.

Security Deposit Receipts can be printed on regular paper. Or for a more professional look, you can purchase our pre-printed invoice paper. These receipts will have your company name imprinted on the top. They fit in RentRight compatible double window envelopes. To order or receive a sample, call 1-800-704-0292.

**To charge a deposit**

Type in the date the security deposit was charged. (See "Filling In Date Fields" for more about dates). Tab over to the Account field. From the drop down selection, choose "Deposit Amount". Now tab over to the Amount field to fill in the charge amount. Leave the payment field blank, and in the Memo field fill in any notes you want about the deposit charge.

**To record the tenant's payment of deposit**

Fill in the Date field. In the Account field, choose "Payment Toward Deposit". In the Amount field fill in the payment amount. In the Payment field, choose Check or Cash. Any memo such as tenant's check number can be typed in the Memo field.

**To record deductions from the deposit**

To deduct money from the deposit account for damage etc., fill in the date of the charge, tab to the Account field, and choose "Charge for Damage/Other" from the drop-down choices. Fill in the amount of the deduction in the Amount field,

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leave the Payment field blank and fill in any memo you wish in the Memo field.

**To calculate interest added to the deposit account**

Fill in the deposit amount and payment toward deposit with the correct date of collection. On the next line of the data grid, fill in the date that the interest is to be calculated to. Choose Interest for the account type. Now go to Options on the Menu Bar and Select Deposit Percent. Set up the percentage of interest that you want. Now go back to the data grid. Click in the amount column and a small box will pop up in that field. Click on that box and the interest will be calculated for you.

**To record return of security deposit money to the tenant**

Fill in the date of return of deposit. "Choose Return of Deposit" in the Account field. Tab to the Amount field and record the amount returned to the tenant. In the Payment field, choose Check or Cash as the method you paid the tenant. In the memo field record your check number or any other memo. The security deposit report provided in the Letters/Forms folder of the Reports Form will no longer show any deposit held for this tenant when the entire deposit had been returned.

**To have interest calculated for you**

Go to Options on the Menu Bar, and select Deposit Percent. Set up the percentage of interest you want calculated for you, and press the Done button. Now fill in the date you want the interest to be calculated on. In the second column, choose Interest. In the amount column, click once then click again in the box that appears. The interest will be calculated for you based on the number of days the deposit was held.

**To collect additional deposit of last months rent**

Some managers collect "last months rent" along with the security deposit. To handle this, record this charge as a separate "Deposit Amount" in the Account field. In the Memo field type in "Last month's rent". When it is time to apply this money toward the last month's rent; in the Account field, choose "Charge for Damage/Other", in the Amount field, fill in the amount returned. On this tenant's Income Form, apply this amount with either cash or credit to the tenant's rent charge for this month. Fill in the memo by the cash or credit as "return security deposit".

<b>To print a receipt for a security deposit payment</b>	Highlight the "Payment Toward Deposit" that you want a receipt for, by clicking to the left of the line. If you are using regular paper do not click in the "Pre-Printed Receipt Stock" box. If you are using pre printed forms with your company information printed on them, click to add a check mark to this box. Click on the Receipt button on the bottom of this folder.
<b>To print a security deposit statement</b>	This statement will show all security deposit transactions for this tenant. Push the "Statement" button on this form.
<b>To order receipt or other forms or check stock that is compatible with RentRight software</b>	Call 1-800-704-0292

### **Tenant Employer Folder**

Use this folder to record where the tenant works. If there is more than one tenant, or a tenant has more than one job, record each of the places of employment on a separate form. Here you can also record a prospective tenant's place of employment.

In the space labeled "Contact", add the name of the reference person for a prospective tenant. For a current tenant, you could list their supervisor or other person for emergency contact. In this same space, you could also note hours or shift the tenant works so it can be easier to reach her/him during working hours.

<b>To add information</b>	Type in the information you would like to record in the spaces provided.
<b>To add information about another employer</b>	Push the New button. This will save your current information and clear the form so that you can add information about the next employer.
<b>To delete everything about the employer</b>	Push the Delete button.
<b>To view your list of employers</b>	Use the Navigation icons.

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### **Tenant Addresses Folder**

Use this folder to record where the tenant or tenants previously lived. You may want to enter this information about a Prospective tenant as part of the screening process. You can also record here the new address a tenant moves to after moving out of your unit. This is important in collecting any unpaid rent, returning deposit, and in case the tenant needs to be contacted in the future for any other reason.

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|---|--|
| <b>To add information</b>                             | Enter the information in the spaces provided.  |
| <b>To add information about another address</b>       | Push the New button. This will save your current information, and clear the form so that you can add information about the next address. |
| <b>To delete everything about the current address</b> | Push the Delete button.  |
| <b>To view your list of addresses</b>                 | Use the Navigation icons.  |

### **Tenant Occupants Folder**

Use this folder to record all occupants allowed in the unit with this tenant, including pets. You can also note any special allowances for this tenant. You can list the number of pets allowed in the boxes provided for "Number of Pets". Additional information about allowed pets may also be noted in the "Other Occupants" box.

In the "Other Occupants" box, you can note the names and ages of others living in the unit, and not responsible for rent. Any other pertinent information about these occupants (place of employment, social security number, etc.) can also be added here. In this same box you can also note other special allowances you have made. For example, you may have allowed them to have a waterbed.

- |                           |   |
|---------------------------|---|
| <b>To add information</b> | Type in the number of pets allowed in appropriate boxes. In the "Other Occupants" box, you can type in any form you like (paragraphs, numbered outlines, etc.). |
|---------------------------|---|

### **Tenant Vehicles Folder**

Use this folder to record all of the vehicles that you allow in this tenant's parking area.

**To add information**      Simply type in the information in the spaces provided.

### **Tenant Notes Folder**

Use this folder to keep notes about the tenant not recorded elsewhere.

- Emergency contact information
- Reminders to yourself about the tenant
- Credit card number
- Comments about prospective tenants during the screening process

**To add information**      Type in the information in any form you like (paragraph form, outline form, etc.). If you fill the box, a scroll bar will be displayed so that you can add more information.

**To view your notes**      Use the scroll bar to scroll down through your notes.

### **Tenant Bill To Folder**

Use this folder to record a different billing address for a tenant. For example, you may want to send invoices, receipts and other correspondence to the tenant somewhere other than the rental unit itself, such as in the case of rental storage units.

**To add information**      Fill in the Bill To Folder for each tenant that you want to use a different billing address. Then click to check the box on the right side of the form indicating that you want to use this alternate address. You will now be able to choose this Bill To information as merge fields in the Letters/Forms Folder.

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### **Tenant Move Out Procedures**

1. Go to the Tenant Form, and click Inactive for this tenant's new status. (This will cause this unit to be listed on the vacancy report). Now this tenant will be listed with Inactive tenants. This will preserve all Income records about this tenant. Do not delete a tenant that has Income information.
2. On the Tenant's Lease/Deposit Folder, fill in the Move Out date. (This will prevent the Lease Reminder from reminding you this tenant's lease is about to expire).
3. Return the security deposit amount if any that is held for this tenant. If you are charging the tenant for damages or cleaning, you will need to choose "Charge for Damage/Other" and fill in the amount held. Then for any remaining portion of the deposit that you are returning to the tenant, choose "Return of Deposit". If you want to use security deposit toward last months rent, choose Return of Deposit and return the amount held. Then go to the Income Form, and fill in that same amount as payment in the Credit Field. In the memo field you can type in "Applied Security Deposit".
4. Go to the Income Form. Then go to View on the menu bar. Choose to Display Inactive Tenants. Now find the tenant, and make any adjustments to the Outstanding Charges. If you want to reduce the rental amount for the last period, delete the charge, and then Create A Charge for the new amount. If you want to charge the tenant for the remainder of the lease, use Create A Charge to add in that charge also. Collect any remaining charges.
5. Move in the new tenant. Push the New button to clear the form. Now fill in the Tenant Form and select the address for the new tenant in this address.

## HOW TO SCREEN PROSPECTIVE TENANTS

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You can use the Tenant Form to record information about a prospective tenant during the application process. An application form can be printed from the Letters/Forms Folder on the Reports Form. You can record information from the application, and add more information as you gather it from current rental manager and employer. It is important to approve a prospective tenant as quickly as possible before they find another rental, or before you lose other prospective tenants. Ask the prospective tenant to expedite matters by informing current rental manager, and employer that they will be asked to supply information.

Begin by filling in some information on the top portion of the Tenant Form. In the Status box, mark this as a prospective tenant (Prospect) so that this record can be kept separate from Active and Inactive tenant records.

On the top of the Tenant Form you can record name, social security number, date of birth and driver license number. The social security number and date of birth will be necessary when doing a credit check. Always check the driver license to make sure the person is who they say they are.

In the Addresses Folder: Record the current address information and person to contact for referral information. *HINT*: You will want to ask the previous rental manager questions similar to that asked on your application to see if the tenant was honest (for example, length of time the tenant lived there). You will also want to ask if rental payments have been timely (number of late payments). Ask about any problems encountered, or complaints by other tenants or neighbors. You will also want to ask if the rental manager was informed that the tenant was moving. If they are breaking their lease they may be likely to do the same with your lease. Ask if the manager would rent to this person again.

In the Employer Folder: You can record place of employment and the

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name of a supervisor or other reference person. *HINT*: You will want to ask about the prospective tenant's current salary to determine if they can afford the rental amount. If they cannot afford it and you would still like to rent to them, you could get a cosigner or additional deposit if this is legal in your state. Also ask about the prospective tenant's title, job description, and length of employment to see if it matches what the tenant has told you. Inquire about this person's reliability and how they get along with coworkers (a good indication about how they will get along with other residents and with you). If the supervisor is hesitant to answer questions, tell her/him the information that you have been given by the tenant (salary, etc.). Ask if s/he can simply verify the information, or ask the tenant to show you a current pay stub to verify salary.

In the Notes Folder: You can make notes and comments about the prospective tenant as you gather information from each source.



## INCOME FORM

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Use this form to record rent and other payments collected from tenants. Late charges will be calculated for you.

**To select a tenant record**

Display the name of the tenant whose rent was collected by pressing the down arrow beside the Name box. An alphabetical listing of tenants will be displayed. Double click on the name you desire.

**For quick selection of a tenant**

Do not press the down arrow beside the name. Instead, simply begin to type the tenant's last name. The highlight bar will move to the correct name. Press Enter on your keyboard to select the name.

**To select a tenant by address**

To collect rent by address, press the down arrow beside the address box. A list of buildings and units will appear. Click on the desired unit, and that unit's rent information will appear.

**To select a tenant by unit number**

If all of your unit addresses are unique numbers, just type in the unit number in the unit field to bring up that record.

Collecting money from tenants involves two main factors: (1) what your tenants owe you, (charges) and (2) their payments of those items to you (payments). Charges must be listed in the Payment Detail area waiting for payments, before you can record payments.

**Charges can be listed in the Payment Detail Area in these ways:**

1. Recurring charges (such as rent) can be billed automatically. The charges will appear in the tenant's Income Form on the schedule you set (monthly, weekly, etc) based on the beginning charge date of each charge. This is all set up on the tenant Rent Folder. When it is set up

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correctly, the charges are automatically billed and are waiting to receive payment.

2. One-time charges can be added for the tenant directly from the Income Form.
3. If you want all tenants charges to show in the Income Form before the charge dates you can set this up as a global charge-a-head.

### **To set all tenants charges to show up before the due dates**

Click on the Charge-A-Head button. On the bottom of the form that comes up you will see a field to set the number of days ahead to charge ALL tenants for all charges. This will enable you to see the charges early in case a tenant pays before the due date of the charges.

### **To add a one-time charge for a tenant**

Click on the Create A Charge box. Select the Folder titled "Normal". In the date field, enter the date of this charge. Tab over to the "Shared" field, and choose whether this charge will be shared with roommates in this unit. Fill in the amount of the charge, and choose the type of from the Account list by highlighting it. (If an account you want is not listed, see Menu Bar: File for changing the Chart of Accounts.) Now click on the Done button and the charge will appear in the Outstanding Charges box for this tenant.

### **To add an old unpaid balance to the list of tenant's charges**

When setting up a tenant for the first time, there may be an unpaid balance remaining from charges the tenant has accrued before you began setting up RentRight. These unpaid charges can be set up exactly the same as a one-time charge, described above. You can choose the Income Category "Rent" or create a new category. If you want to create a new Income category called Outstanding Balance, go to the Menu Bar: File, and choose Chart of Accounts. Once you have added that Income category, simply choose it for the "Outstanding Charges" field.

### **To charge pro-rated rent**

First set up the recurring charges in the tenant Rent Folder to begin on the first full period of charges. For example if a tenant moves in on the 20th of November, and the charges will be monthly and due on the 1st, then the start date of the rent charge is 12-1. This will create recurring monthly charges for rent beginning on the 1st of December. Now go to the Tenant's Income Form

and you will need to add a one-time charge for the partial month. Click on the Create A Charge Button on the Income Form, and add the charge date of 11-20, the amount (for the partial month) and choose the Income account (Rent). Now this partial rent charge will be in the Outstanding Charges Box so you can collect the payment.

**To delete a charge** Click on the appropriate line that the charge occurs on. Now press the Delete button directly above the Payment Detail Box.

### **Metered Utility Charges**

You can easily add metered utility charges for tenants. Just put in the meter reading and automatically calculate the total charge that will appear in the Outstanding Charges box for this tenant. You can set up multiple meters for each tenant. When the unit price of the meter changes, you can change that meter unit price or choose to change all of the same type of meter's prices at the same time.

**To add metered utility charges** Click on the Create A Charge button. Select the folder titled "Metered". First you will need to click on the New button to add a meter. Fill out the information about the meter in the bottom portion of the form, including a meter description on the first line. From the Account drop down list, choose the account that this meter will go to (electric, gas, etc). If the account that you want is not listed, close all RentRight windows, go to File on the Menu Bar and choose Chart of Accounts to add accounts. Next, choose if this charge will be shared with roommates in this unit. Fill in the last reading of the meter, the last reading date (if known), and the last charge amount (if known). Also fill in the unit price for this utility. After you fill in the unit price you will be prompted if you want to set the unit price for all meters with the same account (gas, electric etc.). After you have filled in the fields for the new meter click on Done.

**To calculate the metered charge** Choose the meter from the drop down list of meters (previously entered by pressing the New button). Now enter the date of the charge in the date field. Put in the current meter reading and the total charge will be calculated for you. Click

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on the Done button and the charge will be displayed in the Outstanding Charges box for this tenant, ready to collect now or later.

### **To edit meter information**

Open then the "Metered" folder. Choose the meter you want to change from the drop down list. Click on the Edit button. The edit form will pop up. Make the changes you want. If you are changing the unit price of this utility, you will be prompted if you want to change the unit price for all meters of the same account type (with the same chosen Chart of Account category). Press the Done button to save.

### **Things to remember when you collect a payment:**

1. You can not collect a payment if there are no charges listed.
2. You must apply the amount of money you collected to the charges listed, by putting in the Apply amount column the amount of the payment you want to apply to each charge. This gives you the ability to choose how you want to apply the payment to the charges.
3. When payments and allocations are equal, the "discrepancy" field will be zero, and the charge will post properly. If the allocations do NOT balance, you will not be able to save the payment.

### **To Collect a Payment**

After you have selected the tenant or unit, you will see the list of outstanding charges in the payment detail grid below. First record the date of the payment in the "Date Paid" field. Below the date paid field you will see fields to record the amount of any check cash and/or credits. Any comments about check number, or reason for the credit can be recorded in the boxes to the right of those fields. After the payment amount is entered, push the Enter key on your keyboard. This will apply the payment amount to the charges listed below. Check the Apply Amount column to be sure that the payment was applied correctly. If the charges are applied correctly, push the Enter key again to save the payment. If you want to apply the payment to the charges differently, type over the "Apply Amounts" you want to change. Click on Done, and the payment will be saved and moved to the payment history box shown to the right. Note: Pushing Enter only works when posting a new transaction and while your cursor is in the check or cash field.

**When a tenant pays more than they owe**

Create a charge for an upcoming period by pushing the Charge-A-Head button. RentRight keeps track of charges that have been automatically billed, so it knows when the next rental billing is due. For this reason, it is better to invoke charges using Charge-A-Head instead of adding them individually as one time charges. By using Charge-A-Head, the billed-through date will be updated, and the system will know when the next charge is due.

**If a tenant pays ahead**

You will need to add next period's charges, because charges in the future do not yet show up in the list of outstanding charges. You need to click on the Charge-A-Head icon to select how many days in advance you want to add charges. A form will appear. First click on the arrow to the right of the Period field and you can choose from a list of period time frames. Choose the appropriate period, and below, type in the number of periods. For example, a tenant who is charged for monthly rent may want to pay ahead 3 months. Choose monthly for the period, and 3 for the number of periods. Now the upcoming three rental charges will be displayed so that you can collect the payment and apply it to the correct charges. Push Done to complete.

**To see the original charge and all payments made toward it**

Put your cursor over the remaining charge amount in the Outstanding Charges box. A pop-up box will appear with the original charge and all payments listed.

**To review a previous payment**

Click on the desired line of the Payment History Box to highlight it. The payment information will now be displayed in the Payment Detail Area ALONG WITH any current outstanding charges. Review or change and push the Done button to complete. **CAUTION** - If the Payment Detail Area contains any new or revised information you need to keep, be sure to press the Done button to save it **Before** clicking on a past payment record from the list.

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- To delete a previous payment from the Payment History Box** Highlight the entire line that the charge is on by clicking on the desired line. Now, click on the Large blue X directly above the Payment History Box.
- To delete a payment due to non-sufficient funds** Highlight the appropriate payment from the Payment History Box, and then click on the NSF button. This will mark the payment as NSF while re billing the original charge with the current date. It will also apply a NSF charge for the bounced check.
- To set the NSF charge amount** Push the NSF button and a form will appear. You can type in the amount you want to charge for returned checks. If you have already set the amount, and want to change it, go to the Menu Bar Tools/Options to change the amount.
- To delete a charge** Select the charge you want to delete by clicking to the left of the line, to highlight it. Now press the large blue X directly above the Payment Detail Area. If a charge already has payments toward it, you can not delete it. In this case you must first determine what payments have been made (put your cursor over the amount left and a box will appear listing the payments toward this charge). Then you must go back and adjust all of those previous payments. If you still can not delete a charge after you have deleted all payments toward it, go to Tools on the Menu Bar and choose Rebuild tenant Charges. Then try to delete the charge again.
- To write-off a charge** If a tenant moves out and you no longer want the unpaid balance to show on the Reminder System as past due, you can delete the charges for this tenant. If you collect the charge as a credit it will show as Income on some reports.
- To make changes to color codes set up to show lateness of payments** Click anywhere on the color code chart on the upper right of the Income Form. An edit form will appear. You can change the caption for each time period by typing over the caption displayed. Change the start day of that time period also by typing over. Click on the color square to change the color associated with that number of days late.

Press OK when you have selected the new color. FOR THE COLOR BLIND: Go to the Menu Bar: Options while in the Income Form and select Color Code Caption. The next time you open the Income Form, the numbers associated with each color will now be displayed in the color squares so you can identify the lateness of each payment.

### **Printing From the Income Form**

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| <b>To print a receipt</b>                                     | Click anywhere in the row of the payment history box you are interested in, and that payment information will be displayed in the Payment Detail Box. Now press the Print button or go to Menu Bar: Reports to choose Print Receipt.  |
| <b>To print a custom message on the bottom of the receipt</b> | Go to the “Add a Message” area at the bottom of the Income Form. Click on the New button and then type the message in the space provided. You can add as many messages as you wish, and select different ones for each receipt if desired. The message chosen for a specific receipt will be stored with that payment information. For example, if you reselect an old payment to view it, the message highlighted is the message you printed with that specific receipt. |
| <b>To use pre-printed receipt forms</b>                       | Receipts can be printed on regular paper. Or for a more professional look, you can purchase our pre-printed receipts. These receipts will have your company name imprinted on the top. They fit in RentRight compatible double window envelopes. To order or receive a sample, call RapidForms at 1-800-704-0292. To use the pre-printed forms, go to Options on the Tool bar and choose “Use Receipt Form”.  |
| <b>To print 2 receipts at a time</b>                          | If you want to print out 2 receipts automatically, go to Options on the Menu Bar and choose “Print Duplicate Receipt”.  |
| <b>To print a payment history report</b>                      | From the <i>Menu Bar: reports</i> choose Payment History for a report while in the Income Form. You can also print from the Reports Form.   |



### EXPENSE FORM

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Use this form to record and view expenses for your properties. You can also record here any income that is associated with a unit or building that you did not receive from a tenant in the form of rent or other payment. For example, here you could record laundry income, a refund from an insurance check, owner input of cash or other miscellaneous income. You can record and view the expenses/income based on the individual unit that it relates to, or you can enter an expense/income that relates to the building itself. You can view all of the expenses and miscellaneous income for a unit, a building, or for all properties combined.

Checks entered on the Check Form will appear as one or more expenses on the Expense Form. They will appear under the appropriate building or unit. Checks that are split to more than one expense category or more than one property will show as multiple expenses with the same check number. These check expenses will be grayed out on the Expense Form and can not be changed from the Expense Form. To change them you must go to the Check Form.

You can import expenses from Quicken, Microsoft Money (or any other software that can export to a QIF formatted file) to RentRight.

You can distribute your commissions from this form by clicking on the Distribute button. Read the section titled Commissions for further detail.

**To choose the building or unit the expense/income will be related to**

Press the down arrow beside the description box. An outline of your buildings and units will be displayed. Click on the unit or building desired, and its address will be displayed on the top of the Expense Form. You can now record or view your expenses and miscellaneous Income for this unit or building.

**To make an entry into the Data Grid**

First enter the date of the expense into the grid. Next in the Amount column, enter the amount of

the expense. In the Check # column you can enter the check number or type in the word cash, or the name of a credit card. Next tab to the Category column. A down arrow will be displayed. Click the appropriate income or expense category. Click the next column and another down arrow will be displayed. After clicking the down arrow you can choose "Yes" or "No" based on whether this expense will be depreciated. In the Payee/contractor column, type in whom the expense was paid to, or push the down arrow to choose from a list of previously recorded contractors from the Contractor Form. Each time you add a new payee you will be prompted whether you would like this new name added to the payee list. In the "Description" column, you can describe the expense in further detail.

**WARNING:** As you are recording expenses make sure they are associated with the correct unit. The unit you are working in will be displayed on the top of Expense Form.

**For quick recording  
of expenses**

Tab to each field, then press Enter on your keyboard to select the highlighted options. The options will default to the last fields used. For example when entering electric bills for each building, the payee list will default to the electric company, and you only need to press enter in that field.

**To record  
miscellaneous  
income not  
associated with a  
tenant**

Fill out the date of the income, and any other details you want. From the Account column, choose the appropriate Income category. This income will now show on Income reports such as the Bank Deposit, Income Category and Profit and Loss Reports.

**To determine which  
building an expense  
is already linked to**

Select any section of the expense record by clicking on its row. The help section of the status bar will display the current unit or building's address.

**To move an expense  
from one building  
to another**

Select an expense by clicking the left-most column to highlight it. Drag the mouse until all the expenses that you wish to move are highlighted.

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Right mouse click on the highlighted area of the expense(s), and your cursor will turn into a sheaf of papers. At the same time the building outline list will drop down. Drag highlighted expenses by holding down the right mouse button while moving the cursor to the appropriate building or unit. Release the mouse when the correct unit is highlighted. A message will appear asking if you are sure you want to move the expense(s). Answer "yes".

### **To edit the Chart Of Account categories**

Click on the Categories button to select the Chart of Accounts. Some categories such as Rent and Late Fee can not be changed. To add a new income or expense category, click the New button. Now fill in the form with an account number if desired, name of the category, and any description you wish. You can choose to use account numbers or not, by clicking on the box at the bottom titled "Use Account Numbers". Close the form to save any changes.

### **To sort expense dates chronologically**

Close the Expense Form.

### **To match imported categories with RentRight categories, to prepare for importing data**

First, match categories from the imported data to the RentRight categories. For example, the category "Repairs" from Quicken can be matched to the "Repairs" category in RentRight. Highlight the RentRight category in the box on the left, move to the Import category box, and type in the categories you want to match. Add a ^ sign before and after the name of the imported category. **NOTE:** The category number is stored with the Expense, not the category description. If you change a category description, any previous expenses will have their descriptions changed as well.

### **To import expenses into the Expense Form**

Press the Import Expenses icon. Choose the expense file (\*.QIF) you have previously exported (see Quicken or other software manual for help on exporting). A window with the exported expenses will appear. Find and select the expense file you want to import. A data grid of exported expenses

will appear. Select one or more of these Expenses by clicking the left-most column. Right mouse click on the import data grid and the cursor will change to sheets of paper. Drag them by holding down the right mouse button to the appropriate building.

**To move checks listed on the Expense Form to the Check Register**

When you begin using the Check Writing feature you may have checks that you entered on the Expense Form, that you want to move into one or more checking accounts. Do not write checks from the Expense Form. To move these Expenses, first open both the Expense Form and the Check Register. On the Expense Form, highlight the checks that you want to move. Highlight them by clicking to the far left of the line the first one is on, and then pull the mouse to highlight a section. After the checks are highlighted, right click on the highlighted section, and a pile of papers will appear. Drag the mouse to the tab (top of the folder) of the checking account you want to drag this check to. There will be a message verifying and asking if you want to move these expenses to a particular checking account.

**To save your grid settings on the Expense Form**

First size the grid the way you want by widening some columns and narrowing others. See Data Grids for changing the grid. Once you have the grid the way that you like it, go to the Menu Bar: Options and choose Save Grid Width. The check mark will indicate if Save Grid Width mode is on. Your settings will be remembered. To return to the standard settings, click again on Save Grid Widths to uncheck it.

**To print reports of your expenses**

Choose reports from the toolbar. Then select the Building Financial Folder.

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### Payees

The payee list includes all payees you have typed into the Expense Form or Check Form, contractors from the Contractor Form and owners listed on the Owner Form. All changes made to a payee's address will be changed everywhere for that Payee. For example, if you change information about a contractor on the Contractor Form, those changes will show on checks written to that contractor, and on contractor reports. The memo field is saved with the payee, and will show on every check written to that payee. The Tax ID number for a Payee will not show on checks but will show on printed 1099 forms.

#### **To edit the payee list**

To add, change or delete payee names, first open the Expense Form, then go to Menu Bar: Edit. Click and highlight "Payee". A Data Grid will appear with the list of payees. Edit the list the same way as all Data Grids. To close the payee list, return to Menu Bar: Edit and highlight "Payee".

#### **To remove a payee from the pop up list**

You can not delete a payee if there is any expense associated with them. However, if there is a payee that you do not want to see on the list you can choose not to view them. You can do this by opening the Expense Form. Then go to Edit on the Menu bar and choose Edit Payees. A list of all of your payees will appear. Find the payee that you do not want to see in the pop up list and scroll to the far right of the line that the Payee is displayed on. In the column titled "In Pop-Up?" change the setting to No.

#### **To print payee reports including total paid to each**

See Reports, Contractor/Payee Folder.



### CHECK FORM

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CheckRight is an add-on module that must be purchased separately. Call 1-800-RENT-065 to inquire. This module is included in the RentRight 250 and RentRight PRO.

From this form you can enter bills to be paid and print checks. You can track multiple checking accounts, credit card accounts and others such as savings accounts. You can set up accounts for each building, or owner. A property management company may choose to have one account for all properties. Checks that you print from the Check Form will also appear on the Expense Form for the unit or building that they are associated with, and will be reflected in Expense and Profit and Loss Reports.

Checks can be allocated to more than one building. For example, you may want to pay a plumber one check for work on 3 different units. You can also divide a check into multiple expenses categories, each of which can be associated with a different building. An example of a check that may be divided between buildings and expense categories would be a check to a mortgage company for more than one property. You can allocate principal and interest that for each of any number of different properties. In this way you will have detailed expense records and accurate reporting on each building and expense category.

NOTE: Deposits entered into the Check Form *do not* show as income on reports. Income on reports comes from money collected from tenants, and miscellaneous income associated with a building that has been entered on the Expense Form.

For check stock compatible with your RentRight software, call RapidForms at 1-800-704-0292.

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- To set up your accounts** Close all forms and go to File on the Menu Bar. Choose Check Writing Set Up and Set Up Accounts. Now enter information about each account. Push the New button to clear the form and enter information about another account. Close the Set Up Accounts form. Click on the Checks icon to open the Checks Form. You will be prompted to enter a beginning balance for the account. You can change the beginning balance at any time by simply typing over it on the Check Register.
- To enter bills to be paid later** From the Check Register, or the Write Checks Form, create checks with "Print" in the Num column. Now this bill will be set up to be paid later. In the date column, put in the date the bill is due. When you are ready to pay bills, choose the Print Checks option. You will be able to choose from the list of previously entered bills. Just select the ones you want to pay today. As they are printed, the date of the check will default to the day the check was actually printed (the day the bill was paid).
- To move checks listed on the Expense Form to the Check Register** When you begin using the Check Writing feature you may have checks that you entered on the Expense Form that you want to move into one or more checking accounts. To move these Expenses, first open both the Expense Form and the Check Register. On the Expense Form, highlight the checks that you want to move. Highlight them by clicking to the far left of the line (in the gray area) that the first one is on, and then drag the mouse to highlight a section. After the checks are highlighted, right click on the highlighted section, and a pile of papers will appear. Drag (while keeping the mouse button down), to the tab (top of the folder) of the checking account you want to drag this check to. There will be a message verifying and asking if you want to move these expenses to a particular checking account.

### Writing Checks from the Check Register

Checks can be written by typing them in directly on the Check Register. This is the fastest method for checks that have no splits. Detailed checks can also be individually filled out by pressing the Write Checks button. Checks written in both ways will show up on the Check Register.

Checks and double window envelopes compatible with RentRight Property Management Software can be purchased from RapidForms by calling 1-800-704-0292.

The Building, Category, Depreciation and Description columns on the Check Register are associated with expenses, not with the check itself.

Some checks on the Check Register will be grayed out. This means that this is a split check that can not be changed from the Check Register. You must highlight it and choose Edit Checks to make changes on grayed out lines.

The Check Register can be resized. First size the grid the way you want by widening some columns and narrowing others. Once you have the grid the way that you like it, go to the Menu Bar: Options and choose Save Grid Width. The check mark will indicate if Save Grid Width mode is on. Your settings will be remembered. To return to the standard settings, click again on Save Grid Widths to uncheck it.

To write simple checks (that have no splits) directly on the register, fill in the appropriate columns.

**"Num" column** Click in this field to choose from a drop down list. If this is a check that you want to print, choose "Print Check". This will then put this entry in a list of checks To Be Printed. You can also choose "ATM" for a bank machine transaction, "Deposit" if it is a deposit, or "Transfer" if it is a transfer deposit from another account. (ATM, and Transfer are labels, and no special handling of them exists.)

**"Date" column** Works the same as date fields throughout RentRight.

**"Payee" column** You will be able to choose from a list of previously entered payees. To add details about a payee, use the Write Checks Form.

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- “Building” column** You can choose the building or unit that you want the expense from this check to be associated with. This drop down list consists of the buildings and units that you previously entered on the Building Form. If you do not choose a particular building, the expense will go to All Properties.
- "Split" column** This will show the number of splits this check has. When a check is split, the split column has a drop down box that will allow you to view your split information without going into the Write Checks Form. If you want to create a split check you must do this from the Write Checks Form.
- "C" column** This is the cleared column. If you double click on this column, it rotates between "X" which means that the check has been cleared, "R", which means that the check has been marked cleared in a Reconciliation that has been postponed, and " " means that the check has not been cleared.
- "Category" column** Choose from a list of expense categories. You can change and add categories if you go to File/Chart of Accounts on the Menu Bar.
- "Dpr" column** You can choose whether this expense will be listed on reports of expenses being depreciated.
- "Payment and Deposit" columns** Put in the amount of either the payment or the deposit in the appropriate column. These columns are mutually exclusive. If you enter an amount in one, the other will be blanked out automatically.
- "Balance" column** The running balance will be calculated for you in this column. If you put items in a non-chronological date order, you must close this Check Register Form and re-open it for the balance to calculate correctly. You can not edit this field.
- “Description” column** Here you can type any description about the deposit or check.

### Writing Checks from the Write Checks Form

More detailed checks must be written from this form. You can write split checks (for more than one building and/or Expense category). You can also fill in details about new Payees, including the mailing address that you want printed on the check.

**To fill in the date field on the Write Checks Form** The current date will be filled in on the check. Change the date as all dates are changed. If you are entering bills that you are going to pay (print) in the future, you can put the date the bill is due on the check. When the check is actually printed, the print date will replace the date you fill in now.

**To fill in the Pay To section from the Write Checks Form** After opening the Write Checks Form, you can click on the down arrow to view a list of previously entered contractors, payees and owners. You can scroll down this alphabetical list to find the payee you want. Single click on the payee and the name will go into the Pay To area of the check. The payee's address will appear in the address section of the check below. If this is a new payee, simply type in the payee's name and address in the fields provided. Click the check box if you want the payee to show up in the drop down box in the future.

**To fill in the voucher section from the Write Checks Form** The bottom section of the check works as a Data Grid. Each line of the Data Grid represents a different portion of the check total. Each portion is an expense that can be associated with different units, jobs etc. For example, say you want to write a check to Affordable Home Repairs for work on three different units for a total of \$300.00. You can break up the total on the Data Grid so that each portion of the total will go to the expense record for each of the three units. First push the down arrow by the "building description" to choose from the list of buildings and units you previously entered on the Building Form. Single click on the building or unit to select it. Then a building description will be added to the description column. Next push the down arrow by the "Cat." column to choose the expense category this portion of the check should be assigned to. You can change categories by going to File on the Menu Bar, and choosing Chart of

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Accounts. In the "description" column, type in any description, memo or Work Order # you want to appear on the Expense Form. Now enter the amount that you want this portion of the check to go to. Continue to enter each portion of the check until they are all completed. Check the bottom of the voucher to see if you have correctly assigned all of the money from this check. If correct, the word "Assigned" will appear. If incorrect, the word "Unassigned" will appear along with the dollar amount difference between the amount that you made the check out for and the total of all split sections of the check. If you choose "Done" and a check is not in balance, you get a message box that allows you to go back and edit the check, or else it adjusts the check to be equal to the total of all of the expenses in the voucher grid.

**To edit a check** Find the check you want to edit on the Check Register. Click on the line the check is on to highlight it and then press the Edit Check button on the bottom of the check register. Make changes as needed by typing over the areas you want to change. Press Done to save the changes and close the Edit Check Form. Push the "Adjust Check" button if you want the check to be adjusted to the total of all Expenses in the voucher grid.

**To delete a check** If you are in the Check Register, highlight the line the check is on by clicking to the far left of that line. See the section titled "Using Data Grids" for more detailed directions. After the line is highlighted, press the Delete key on your keyboard. If you want to delete a check directly from the Write Checks Form, find the check you want and click on the Delete button on the right side of the form. There is also a Delete button on the Edit Checks Form.

### **Printing Checks**

**To view your list of unprinted checks** Open the checking account that you want to view. Then click on the Print Checks button on the bottom of the Check Register. The list of unprinted checks in this account will appear.

**To print checks** Open the account that you want to print checks from. Now, click on the Print Checks button on the bottom of the Check Register. In the box that pops up you will see a list of all unprinted checks in this account. You can select the checks that you want to print at this time. The checks that you highlight will be printed; the rest can be printed at a later time. To highlight the entire list click on the button "All". To un-highlight the entire list click the button "None". Clicking on the button "Reverse" will cause highlighted checks to be un-highlighted and vice versa. This is useful if you want to print all but one check. You can first highlight the one check you do not want to print, by clicking on it, then click the "Reverse" button and then all checks will be highlighted except the one you chose. After you have selected the checks that you want to print, type in the first check number from the series that you are putting into the printer. Put the checks into the printer, and select the printer from the drop down printer list. Click on the Done button. After the checks print, check to see if the printing was correct. If so, answer yes in the box that pops up. If not, put in the check number that printed incorrectly that you want to reprint. Checks compatible with RentRight Property Management Software can be purchased from RapidForms by calling 1-800-704-0292.

**To reconcile an account** Open the account you want to reconcile by clicking on the tab for that account. Click on the Reconcile button on the bottom of the Check Register. At the top of the form that pops up, you need to enter the Beginning Balance and Ending Balance from your bank statement. After you reconcile the first time, the beginning balance will be filled in for you for your convenience. (This number comes from the previous statement's ending balance). Make sure to check that these numbers correspond to the statement from your bank. Now enter any Service Charges. If there is more than one fee, you must add them together and enter one number. (Later you can go to Edit Splits form to break down the Service Fee transaction into multiple expenses if you want). Fill in the date of any service charges or interest payment. To the right, choose the account

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for the interest and the bank fees. You will see a list of all un-cleared deposits and checks in separate boxes. If you want to view the boxes vertically, click the button titled "Vertical". Now you can click on the individual deposits and checks to mark them as cleared, or use the buttons to the right to "Mark All" or "Mark None" of the deposits and/or checks as cleared. You should clear those transactions that are listed in your bank statement. When you are finished, the balance "Difference" at the bottom of the Reconcile Form should be zero. If it is not, go back to check for inconsistent check amounts or incorrectly entered beginning or ending balances from the statement. Also check that you did not miss a bank statement since the last time you reconciled. Click on "Done" when you are finished with reconciling. You can choose to make an adjusting entry at this time if the balance is not correct.

**To print the check register** Click on the "Print Register" button on the bottom of the Check Register. You can choose to print the entire Check Register by choosing "Print all checks" or print a date range. You can also choose to include cleared checks or not.

**To set up memorized transactions (recurring bills)** Fill out the check from the Write Checks Form. After complete, click on the Memorize button. A form will come up where you can set up how often you want the bill to recur. Also decide whether you want to be reminded of the bill.

**To view your list of memorized transactions** Go to View on the Menu Bar and select Memorized Transactions. A list will come up.

**To edit the payee list** The payee list includes all payees you have typed into the Expense Form or Check Form, contractors from the Contractor Form and owners listed on the Owner Form. To add, change or delete payee names, go to Menu Bar: Edit. Click and highlight "Payee". A Data Grid will appear with the list of payees. Edit the list the same way as all data grids. To close the payee list, return to Menu Bar: Edit and highlight "Payee".



## WORK ORDER FORM

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Use this form to track Work Orders. Fill out a Problem Folder and Assign the job to a contractor. Print the Work Order to give to the contractor. When completed mark the job as complete and record charges for labor and materials. Charge back all or part of the charges to a tenant. Be reminded of incomplete Work Orders through the Reminder System. Mark some items as higher priority. You can search for Work Orders by the property, tenant, work order number, contractor name and date or date range of the work order. Print a series of Work Orders (such as all that go to the same contractor), or one at a time. Work Orders that you create for a unit or building will be displayed on that property's To Do List Folder also.

**To complete a Work Order** First record the name of the person who reported the problem. Choose the name of the tenant from the "Reported By" field by clicking on the down arrow next to that field and double clicking on the tenant's name. Or, you can type in the "Or Contact" field, the name of another contact person. Next choose a property address. Click on the blue drop down arrow beside the Description field to display your list of buildings and units. Double click on the correct one and the complete address will fill into the appropriate fields. The Work Order number will be assigned for you and can not be changed.

**To fill in the Problem Folder** The "Date Reported" and "Time Reported" fields will default to the current day and time. Make changes as needed. When you fill in the "Date Reported" field, this Work Order will be posted to the Reminder System. You can choose the priority of the problem as High, Normal or Low from the

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drop down list of choices. You can note here whether you have permission from the tenant to enter the dwelling by choosing Yes or No from the "Permission to Enter" field. In the "Problem Report" box fill in the description of the problem with as much detail as you want.

**To fill in the Assigned Folder** Fill in the "Date Assigned" and "Date Due" fields as all dates are filled in. Choose the contractor to assign this Work Order to by clicking on the drop down arrow beside the "Assigned To" field. The list will display the contractors previously filled in on the Contractor Form. The contractor's address information will be filled in for you.

**To fill in the Completed Folder** When the job is complete, fill in the "Date Completed" field. When you fill in this completed date, the reminder light will automatically turn off of this item. You can type any comments you wish into the "Comments" field.

**To fill in the Materials Folder** This form works as a Data Grid. For materials costs, fill in the Date and Description fields. Then fill in any quantity in the Qty field, along with the cost in the Cost field. For labor costs, fill in the same fields, and put the number of hours in the Qty field. The total will be calculated for you. In the TC column, check the box if the tenant should be charged back for these costs.

**To charge a tenant for work on a Work Order** Click on the TC column beside the charges you want to charge to the tenant. Then click on the Charge Tenant button on the bottom of the Work Order Form. The charge will appear in the Outstanding Charges box for this tenant.

**To add a new Work Order** Press the New button on top of the Work Order Form. This will save your Work Order and clear the form to add the next one.

**To find a Work Order by a Work Order number** Type in the Work Order number if known and press the Enter key on your keyboard to bring that one up. Or choose the Work Order from the drop down list by clicking on the drop down arrow beside the "Work Order #" field. Double click on the one you want to select.

- To find all Work Orders within a date range** You can find a Work Order within a date range that it was reported, assigned, completed or due. Just type in the first date in the first column and the second date in the "To" column. Then click on the Search Button. All Work Orders within the specified type of date range will be displayed and highlighted below in the Data Grid. Push the Print button to print all of them or double click on one to select it.
- To find all Work Orders assigned to a particular contractor** Click on the down arrow beside the "Assigned To" field to choose from a list of contractors. Double click on one you want to select it. Now press the Search button to find all of the Work Orders assigned to that contractor. They will be displayed and highlighted in the Data Grid below. Press the Print button to print all of the highlighted ones or double click on one to bring that Work Order up.
- To find Work Orders associated with a property** Select the property address by clicking on the down arrow beside the "building" field. Double click on the unit or building to select it. Now press the Search button. The list will be displayed in the Data Grid below and all selections will be highlighted. Press the Print button to print all, or double click on one to select it.
- To print only part of a selected list** Highlight the entire list in the data grid. Now click on one or more to un highlight them. The remaining highlighted items will be printed if you click on the Print button.
- To print 2 Work Orders at a time** Go to Options on the Menu Bar and choose Print Duplicate Work Order.
- To delete a Work Order** Press the Delete button on the top of the Work Order Form.
- To print a Work Order** Press the Print button on the top of the Work Order Form.



## CONTRACTOR FORM

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Use this form to keep a record of contractors used or recommended including their name, address, phone number, and notes to yourself about their quality of work. Contractors will be added to the payee list for easy selection on Work Orders, appliance repair records and when writing checks and adding other expenses.

**To add information  
about a new  
contractor**

Click on the All button, then on the New button and the form will clear. Add new information. Then choose the type(s) of work this contractor does by clicking on the box before the appropriate type(s) below.

**To view a list of all  
contractors**

Press the All button, and an alphabetical list of all contractors will be displayed. Click on the desired contractor's name.

**To view all  
contractors of one  
type**

Press the Find button, then check the type of contractor to display (for example: Plumbing). A list of all contractors of this type will appear. You can select a contractor from this list.

**WARNING:** You can only find one type of contractor at a time. If you mark a second box, you will be changing the record of the contractor displayed rather than finding a new one.



## PHONE BOOK

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Use this Phone Book to keep a record of all phone numbers and addresses needed to run your rental business.

The first five sections (Tenants, Contractors, Buildings, Mortgages, and Insurance) in the Phone Book will be filled with information you recorded in their respective folders or forms. In these sections, changes cannot be made unless you go back to the original form where the information was recorded. Changes will not be saved to the Phone Book until the original form where the changes were made is closed, and the Phone Book has been reopened.

In the section of the Phone Book marked as "Other", you can add a list of other addresses and phone numbers that you need. Examples might be: real estate agents, mortgage broker, address for mortgage payments, or people who have expressed interest in renting a unit when available.

**To move through  
your Phone Book**

Click on the tab desired to open that section. Page through each section by clicking on the arrows in the bottom right or left corner of each page.

**To add new addresses  
and phone numbers  
in "Other" section**

Click on any of the empty boxes in the "Other" section. You can now record your information on the form that is displayed.

**To change  
information about an  
address in "Other"  
section**

Click on the box with the information you would like to change. This address information will then be displayed on an edit form. Make the desired changes.

**To delete an address  
entered in "Other"  
section**

Click on the address you would like to delete. The edit form will be displayed with that information. Press the Delete button.



## REPORTS FORM

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Reports can be viewed and printed from this form. You can print information that you entered throughout RentRight in the Reports Folders labeled Letters/Forms, Tenant Financial, Tenants, Contractor, Building Financial, and Buildings.

**To specify the owner or manager to be displayed as letterhead on reports**

From the Menu Bar: Forms, choose Owner and a form will be displayed on which you can record the names of owners. Click the "letterhead" box on an Owner's Form and that owner's name will be displayed as letterhead on all Non Owner Specific reports.

**To view a report**

After selecting the information wanted on a specific report, press the Done button. (Printing is different on the Letters/Forms folder.) A report preview form will appear so that you can see what you will be printing. Use the scroll bar to scroll through the report.

**To enlarge the view of the report**

Press the down arrow in the "Zoom" box to select the size.

**To view each report page individually**

Use the Navigation icons.

**To print the final report**

Press the Print button.

### **Reports Letters/Forms Folder**

Use this folder to print forms such as applications and leases. Also write form letters to tenants or others using our samples, or make your own. Keep a record of all correspondence to tenants. You can also have all letters to tenants Autologged to the Tenant Incidents Folder. After creating a new letter or report, you will be prompted for a title, subject, author, key words and comments. Only the title is required. The title will be displayed on the Letters/Forms screen to choose again later.

**To create a new letter**

Press the New button on the bottom of the form. The Word Processor will appear. See Word Processor Form for details about adding a letter with merge fields in order to insert tenant information into the letter.

**To edit an existing letter**

Highlight the desired letter from the box at the left. Press the Edit icon on the bottom of the form. The desired letter will be displayed. To edit, simply type in the changes.

CAUTION: If you want to edit one of the letters supplied in your RentRight program, you must first copy the letter, and paste it into a new document. Then make the changes you want and save it with a new document name. Other wise when you get updates your changes to our letter will be overwritten.

**To display a history of all letters sent to a tenant**

Select the tenant's name from the box at the right. Now press the History icon. The titles of all letters sent will be displayed in the left box. Click on a listed letter to view.

**To print a letter to particular tenants**

Highlight one or more tenant names, and the letter desired, then press the Merge icon on the bottom of the form. To select All, None, or only those tenants with outstanding balances (Balance), select the appropriate button in the middle of the screen.

**For mass mailing of letters to some or all tenants**

Choose the desired letter from the left box. Now click and drag through the list of tenants to highlight it, or choose a select group by clicking the appropriate button on the middle of the form. Choose Merge icon on the bottom

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of the form. You can not preview reports that are being sent in this manner. To preview, choose one tenant to merge with the desired letter.

**To delete a report** Highlight the desired letter or report and press the Delete button.

### **Reports Contractor/Payee Folder**

Here you can view a list of contractors, payees, and owners and print it if desired. The list you choose can simply list the name of the company and phone number, or you can choose a more detailed listing including: company name, address, phone number and your notes. You can also get reports of all of the money you have paid to each contractor, payee or owner. (Payee Report) This report can also be detailed showing each transaction or without details. You can choose a date range for any report. You can also print 1099 Forms from this folder if you have purchased this add on module.

**To choose a list of contractors, payees, and or owners** Depress the buttons of the types that you want to display, and leave the other buttons in the non-depressed position.

**To select one or more from the group displayed** Highlighted names will be on the report you choose. To highlight or un-highlight names click on them. To highlight most of the list and de-select a few, first left click to highlight the ones you want to remove from the list, then right click on the entire list to reverse the selection. (This way you can easily choose all but one or two names from the list).

**To choose a list of one or more types of contractor only** Press the contractor button on the top of the form. Then click on the desired type or types of contractor to display them only.

**To choose level of report detail** Click on the Detail box on the upper left. The Information and the Payee reports can be run as a summary or detailed.

**To view the list of contractors, payees or owners** Press the Done button to view the list as it will appear if printed.

<b>To page through the Report Preview</b>	Press the blue right or left arrow buttons. The page number you are viewing will be displayed in the box titled "Page".
<b>To print the report chosen</b>	Press the Done button to view the list as it will appear if printed. Now press the Print button from the preview form.
<b>To print 1099s</b>	1099 Printing is an Add On Feature. Call 1-800-RENT-065 to inquire. This feature is included in the RentRight 250 and PRO. Load 1099 laser forms into your printer. Select the list of contractors, owners and or payees as described above. Choose date range of January 1 to December 31 of the year that you want the 1099's. Then press Done to print. You can get 1099 Laser Forms from RapidForms by calling 1-800-704-0292.

### **Reports Tenants Folder**

Use this folder to retrieve and print information you recorded on the Tenant Form. You could choose a one-line information report that lists tenants with name, address and phone number. Or choose a more detailed report on one or all tenants. You can print incident report and mailing labels.

<b>To print a list of tenants</b>	First mark <i>Information</i> in the "Report Type" box. Next choose <i>Active</i> , <i>Inactive</i> and/or <i>Prospective</i> tenants to be listed by marking them in the "tenants" box. Now mark <i>1 Line/Tenant</i> in the "Report Detail" box. Press the Done button at the bottom of the form to view and print report.
<b>To print a detailed report from the Tenant Form for one tenant</b>	Mark <i>Information</i> in the "Report Type" box. Highlight the tenant's name on the tenant list, and choose <i>1 Page/tenant</i> in the "Report Detail" box. Now press the DONE button to view and print.
<b>To print an incident report for one or more tenants</b>	Choose <i>Incident</i> from the "Report Type" box. Choose a tenant name from the tenant box and push the Done button to view and print report.
<b>To print mailing labels</b>	Choose mailing labels from the "Report Type" box. Choose a tenant name from the tenant box, or

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highlight the entire list for labels of all tenants. You can choose from the list of Active, Inactive and or Prospective tenants. Or you can choose mailing labels for one building only by marking "Building List" on the Pick Tenant box. Next choose your label type from the "Label Type" box. Insert labels into your printer and push the done icon to view and print labels.

**To find a tenant whose name you do not know**

Mark *Building List* on the "Pick Tenant" boxes. A hierarchy of buildings and units will be displayed. Now highlight the appropriate address and the correct tenant will be found.

### **Reports Tenant Financial Folder**

Here you can view and print reports pertaining to tenants. There are a number of options for reports; you can choose the date order of reports in the "Date Range" box. If you leave the date range blank, all records will be included in the report you choose. From the "Date Order" box you can choose to view and print the report from the oldest or the newest date first.

When choosing which tenants to report on, you can select from the list of either Active, Inactive and or Prospective tenants. Some reports you can run by all of the tenants in a building or with the same owner. Do this from the "Pick Tenant" box. Then select the building or owner you want to report on.

Late Rent and Next Month Invoices can be printed on regular paper. Or for a more professional look, you can purchase our pre-printed invoice paper. These invoices will have your company name imprinted on the top, and have a tear off section for your tenants to enclose with payment. They fit in our double window envelopes. To order or receive a sample, call 1-800-704-0292.

**Tenant Statement**

Choose Payment History from the "Report Type" box. You can choose from a list of either active or inactive tenants from the "tenant" box. Now highlight the desired tenant's name from the tenant list in the "Tenant" box and push the Done button. Choose all of the tenants in a building by marking the "Pick tenant:" box with By building List, and highlighting the desired building. Go to Options on the Menu Bar and choose "Show Future Charges" if you want to show credits toward future charges or not.

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<b>Summary of Income Report</b>	Choose Summary Income Report and push the Done button.
<b>Late Rent Report</b>	Choose the Summary Income Report. Then go Select on the Menu Bar and choose “Have a Balance”.
<b>Security Deposit</b>	Mark <i>Security Deposit</i> in the “Report Type” box and push the Done icon.
<b>Lease Expirations</b>	Mark <i>Lease Expiration</i> in the “Report Type” box and push the Done icon.
<b>Late Rent Invoices</b>	Choose Late Rent Invoice. Now a new option will appear on the <i>Menu Bar</i> . Go to Menu Bar: Select and choose “Have a Balance” to choose only those who have outstanding balances. Click the check box on the bottom right if you are using the pre-printed forms compatible with RentRight.
<b>Next Month Invoices</b>	Choose Next Period Invoice. Right click on the tenant list to select all tenants, or go to Menu Bar: Select to choose to send invoices only to select groups of tenants. You will be prompted to choose how many days ahead you want the charges to appear. For example, you may choose 5 days ahead, if you want the invoice to show all charges due now and within the next 5 days. Click the check box on the bottom right if you are using the pre-printed forms compatible with RentRight.

### **Reports Buildings Folder**

Here you can view and print a list of your buildings and units. This list will include total rental amount for each building or unit, total square footage, number of beds and baths and whether the unit is currently available. You can also view and print a more detailed report on a building or unit including all of the information you entered in the building or unit folders. A To Do list can be printed based on the information you entered on the To Do List Folder on the Building Form or the To Do List Folder on the Unit Form. You can run a Vacancy Loss Report showing all vacant units with the amount of lost rent since the move out date.

Choose to run the reports on the building only or to include the units in the report by marking the Report Depth box.

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Choose any of these reports to be displayed or printed for one building or owner by selecting from the Pick building box and highlighting the appropriate owner or building.

<b>To print a list of buildings or units including vacancies</b>	Mark <i>Information</i> from the "Report Type" box. Then mark <i>1 Line/Building</i> from the "Report Detail" box. Choose to include units or not from the "Report Depth" box.
<b>To print a list of vacant units</b>	Choose <i>Vacancy Loss</i> from the "Report Type" box. Highlight the desired building or All Properties from the "Buildings" list and push the Done button.
<b>To print a more detailed building or unit report</b>	Choose <i>Information</i> from the "Report Type" box. Now mark <i>Details</i> in the "Report Detail" box. Click on the Select button to choose from a list of details that you want to be included on the report. Simply mark or un-mark items from the list by clicking. Now highlight the desired building or unit from the building hierarchy.
<b>To print a list of Work Orders for a building or unit</b>	Mark <i>To Do</i> on the "Report Type" box. Include all of the To Do Lists of all of the units within this building by marking <i>Include units</i> on the "Report Depth" box.

### Reports Building Financial Folder

In this section you can view and print financial reports about your buildings. You can choose on most reports to have a simplified or more detailed version. For more detail, click the "Detail" box near the bottom, middle of the form, for less detail, click again to remove the check mark.

From the "By Building List" box, you can choose to run a report based on the building list or by the owner list. For example, you may want a Profit/Loss Report for one owner. The report chosen will show that owner's percentage of the total profit and loss. Or you can choose the same report for one unit. In this case, choose the unit from the building list.

<b>Income By Categories</b>	All income from a building, unit or all properties separated into income categories.
<b>Building/Unit Expenses Expense By Categories</b>	Detail of all expenses for a chosen building, unit or all properties, in chronological order. Expenses divided into the categories previously chosen on the Chart of Accounts.

<b>Depreciating Expenses</b>	A list of all expenses you marked as being depreciated and the date the depreciation began.
<b>Profit/Loss Statement</b>	Income minus expenses for any date range chosen.
<b>Net Income</b>	All income minus expenses for a unit, building, or all properties.
<b>Net Income Ledger</b>	All income and expenses in ledger format with a running balance.
<b>Rent Roll</b>	A current list of all unit addresses, with tenant name, rental amount, security deposit and lease begin and lease end date. Totals for each building chosen.
<b>Rent History</b>	A list by months of the year showing total rent collected.
<b>To customize the Rent Roll Report</b>	Click on the small magnifying glass to the right of the Rent Roll option. A box will come up displaying your income categories. Select 3 categories that you want to show on the report. The report will show the total paid toward this category for the selected month. At the bottom of the form you can also choose to display either square footage or number of bedrooms on the report.
<b>Bank Deposit Report</b>	All cash, checks, and credits collected from rental Income, security deposits, and other miscellaneous income.
<b>To change the order of the Bank Deposit Report</b>	Go to Options/Bank Deposit on the Menu Bar. Then you can choose from three ways to order your report: 1- By Date and Order that the checks were entered into the Income Form, 2- Date and building or 3-Date and tenant Name.
<b>To choose a date range</b>	Type in the beginning and ending date range for the report you choose. If you leave this form blank, all dates will be included.

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**To choose a building  
or unit for this  
report**

Click on the desired choice in the building hierarchy.

**To have any of the  
above reports be  
owner specific**

Select “By Owner” from the Pick building Box. Highlight the appropriate owner from the owner list that appears on the right.

**Quick Find Report Overview**

<b>REPORT NAME</b>	<b>FORM OR FOLDER</b>	<b>SELECTION</b>
<b>Appliances</b>	Reports Buildings	Information, Details
<b>Bank Deposit</b>	Reports Building Financial	Bank Deposit
<b>Building Expense</b>	Reports Building Financial	Expense By Building
<b>Building Income</b>	Reports Building Financial	building Income
<b>Buildings List</b>	Reports Buildings	Information, 1 Line / building
<b>Contents of building or unit</b>	Reports Buildings	Information, Details (Select)
<b>Categorized Expenses</b>	Reports Building Financial	Expense By Category
<b>Classified Ad</b>	Reports Buildings	Information, Details (Select)
<b>Contractor List</b>	Reports Contractor Folder	Choose Type or All
<b>Deposit Receipt</b>	Reports Letters/Forms	Sample Deposit Receipt
<b>Depreciating Expenses</b>	Reports Building Financial	Depreciating Expenses
<b>Invoice</b>	Reports Tenant Financial	Next Period Invoice
<b>Insurance Company</b>	Reports Buildings	Information, Details (Select)
<b>Late Rent Invoice</b>	Reports Tenant Financial	Late Rent Invoice
<b>Lease Sample</b>	Reports Letters/Forms	Sample Lease
<b>Leases Soon to Expire</b>	Reminder System	Lease Expiration Folder
<b>Lease Expirations</b>	Reports Tenant Financial	Lease Expiration or Summary Payment History
<b>Mailing Labels</b>	Reports Tenants	Mailing Labels
<b>Mortgage Company</b>	Reports Buildings	Information, Details (Select)
<b>Net Income</b>	Reports Building Financial	Net Income
<b>Notes building/unit</b>	Reports Buildings	Information, Details (Select)
<b>Payment History</b>	Reports Tenant Financial or Income Form	Detailed Payment History Reports or Menu Bar: Reports
<b>Profit/Loss</b>	Reports Building Financial	Profit/Loss Report
<b>Rent Receipt</b>	Income Form	Menu Bar: Reports or Print button
<b>Rent Roll</b>	Reports Building Financial	Rent Roll
<b>Rental Application</b>	Reports Letters/Forms	Sample Application
<b>Rooms of building or unit</b>	Reports Buildings Folder	Information, Details (Select)
<b>Security Deposits</b>	Reports tenant Financial	Security Deposit or Summary Payment History
<b>Security Deposit Receipt</b>	Tenant Lease/Deposit	Receipt button
<b>Security Deposit Statement</b>	Tenant Lease/Deposit	Statement button
<b>Tenant Incidents</b>	Reports Tenants Folder	Incident

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<b>Tenant Incidents</b>	Reminder Screen	Incident Folder
<b>Tenant List</b>	Reports Tenants Folder	Information, 1 Line / tenant
<b>Tenant Details</b>	Reports Tenants Folder	Information, 1 Page / tenant
<b>To Do List</b>	Reports Buildings	To Do, 1 Line / building
<b>To Do List Flagged</b>	Reminder System	To Do Folder
<b>Unit Income</b>	Reports Building Financial	unit Income
<b>Unpaid Rent List</b>	Reminder System	Late Rent Folder
<b>Unpaid Rents Total</b>	Reports Tenant Financial	Summary Payment History
<b>Vacancy List</b>	Reports Buildings	Vacancy or Information 1 Line/Building
<b>Welcome Letter</b>	Reports Letters/Forms	Sample Welcome Letter
<b>Work Order</b>	Building/Unit To Do	Work Orders



## WORD PROCESSOR FORM

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This Word Processor works much like every other word processor. The Menu Bar changes in this form to enable you to do word processing functions.

**Icon Bar 1** Here you will find New, Open, Save, Print, Spell Check, Cut, Copy, Paste, Undo, Redo, Zoom and Paragraph Marks.  
See below for instructions about the dropdown box.

**Icon Bar 2** The first drop down box will change the current font type.  
The second drop down box will change the current font size.  
The next three icons (B, I, U) represent Bold, Italics, and Underline.  
The next four icons are for paragraph formatting, left, right, center and fill edge to edge.  
The last four down arrow icons represent respectively left, right, decimal and centered tab stops.

Other options for formatting can be done from the Menu Bar. Choose Options while you have the Word Processor open.

**Character** This sets font type, size, attributes (such as italics, bold, etc.), and position.

**Color** Choose the text color or define a custom color.

**Paragraph** Set up line spacing, alignment, indents, and distances of paragraphs.

**Frames** Set up paragraph frames.

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**Document** Set up page size and margins.

**Document Color** Set up document color.

**To insert data from RentRight into a form letter** The drop down box on Icon Bar 1 contains elements of a tenant record. For example, the tenant's first name or the day the rent is due. These fields can be inserted throughout the document to create a form letter. The information will be substituted for these fields when you choose a tenant letter, a tenant name and select Merge from the Letters/Forms Folder on the Reports Form. Several examples of form letters are already included in the Letters/Forms Folder.

Part of the Sample Welcome Letter looks as follows:

```
<<Tenant FirstName>> <<Tenant LastName>>  
<<Tenant Address>> <<Tenant Apartment>>  
<<Tenant City>>, <<Tenant State>> <<Tenant ZipCode>>
```

Dear <<Tenant FirstName>>,

Welcome to <<Tenant Address>> <<Tenant Apartment>> Upon moving into your new apartment we like to answer some frequently asked questions.

When a tenant moves in, instead of creating a welcome letter for that tenant, use the form tenant letter (you may have modified). The fields surrounded by << and >> will be substituted with the new tenant's information. For example, when merged with our example, the tenant letter would appear as follows:

Bill Borox  
126 Delaware Ave.  
Dayton, OH 45405

Dear Bill,

Welcome to 126 Delaware Ave. Upon moving into your new apartment we like to answer some frequently asked questions.

**To save a letter  
or form you  
have created**

After you create a new report and close the form, you will be prompted for Summary Information including; a title, subject, author, key words and comments. Only the title is required. Press Done. On the next form that appears, type a file name followed by either 1) .rtl (RentRight tenant Letter - will also show up on the reports Letters/Forms Folder), 2).xtf (RentRight Forms - will also show up on the reports Letters/Forms Folder, or 3) .rtf (rich text format - a format that other word processors such as Word, Word Perfect can recognize). The summary information can not be saved when saving in this format, and it will not be available in the Letters/Forms Folder.



### AUTOLOG

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Some events can be automatically logged to the Incidents Folder if you activate the Autolog function. For example, if you make a change to a tenant's record (i.e., print a late notice), a record that the letter was sent can be automatically recorded in the Incidents Folder of this tenant. Incidents will be logged on the date that the change is made in the record (the current date on your screen).

Some of the incidents you can choose to Autolog include:

- Each time a letter or notice is printed with reference to this tenant
- Each new lease beginning and ending date
- Any time a change is made to rental amount
- Any changes made to late fee type
- Any changes made to Occupants allowed
- All changes made to list of vehicles
- Each time a new employer is added
- If a tenant moves from one of your units to another of your units
- The date entered of tenant move out
- Information about the return of tenant's security deposit

All incidents will be arranged chronologically.

It is always possible to delete (or make changes to) any entries in the Incidents Folder after they have been Autologged unless your access is blocked by the Security System.

**To activate Autolog** Press the Autolog icon and a list of possible Autolog items will be displayed. Mark the entries that you want to be logged for all tenants. You can change your selections whenever you like, in the same manner.

**HINT:** You may want to inactivate Autolog before entering all of the initial information about a tenant, otherwise your Incidents Folder may have many entries that will be unnecessary.



## REMINDER SYSTEM

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This system is set up with reminders that will be displayed each time you start Windows. For the Reminder System to work, the icon must be activated (lighted) on the Tool Bar, and there must be late rent or other reminders that are needed.

Reminders include:

- Tenants who are late with rent based on the date due in the Rent Folder of the Tenant Form.
- Tenants whose lease is going to expire soon - determined from the Lease Folder on the Tenant Form.
- Incidents in the Tenant's Incidents Folder that you mark as important to follow up.
- Incomplete Work Orders that are marked in the Unit or Building To Do List Folder.

**To activate the  
Reminder System**

Push the Reminder System icon on the Tool Bar to light.

**To print from the  
reminder screen**

Choose the desired folder and push print on the menu.

**To go to the form  
or folder in  
RentRight from  
which a reminder  
originates**

This only works if RentRight is not already running. Just double click on any entry in the Reminder System to go to that form or folder. This will work on late rent, incidents, and lease expirations.

**To set a shortcut  
on your desktop  
for the Reminder  
System**

Right click on your desktop in an empty area. Go to New/Shortcut. Then Browse for Reminder.exe. When you find it, select it for the shortcut. Now you will have a shortcut on the desktop that you can click on whenever you want to run the Reminder System.

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**To have the  
Reminder System  
to come up when  
Windows starts  
up**

Right mouse click on the Start button on the bottom left-hand side of your computer. Choose Explore. Windows Explorer will be up. On the right-hand side on the top will be the folder Programs. Double click on this. Double click on the folder StartUp. Here you will see everything in your start up folder. Click on file on the Menu Bar and choose New and then Shortcut. Click the Browse button and go to C:\RentVer3. Double click on RentVer3. In here you will see a list of programs. Double click on reminder with a picture of a light bulb to the left. Now click Next on the Browse screen and Finish. You should now see Reminder in the StartUp folder.

**To view active  
and/or inactive  
tenants on the  
Late Rent  
Reminder**

Open the Late Rent section. At the top right hand side you will see a check box where you can select active and/or inactive tenants. In this way you can choose to see only current tenants who are late on rent, and/or all past tenants with unpaid balances.



## EXPORT TO QUICKBOOKS

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Export to QuickBooks is an add-on module that must be purchased and activated separately in your software. Call 1-800-RENT-065 to inquire.

You can export all your income records (rents, late fees etc. collected from tenants), as well as your security deposits collected from RentRight into QuickBooks. Some RentRight users like to keep expenses, assets and liabilities in QuickBooks and move RentRight income data into QuickBooks.

Exporting is also useful if you want to make more than one deposit in a day since you can export in batches.

When you export your income records, you will be able to go to the Undeposited Funds window in QuickBooks to select one or more checks or cash to deposit. Then you can choose which checking account to deposit the selections to.

**Each exported income record will create a Sales Receipt in QuickBooks. On the Sales Receipt for an exported income record you will see the following:**

**Customer:Job:** This will display the name of the tenant in RentRight who made the payment.

**Sold To:** This will also display the tenant's name.

**Item:** This will display one or more types of income such as Rental Income or Late Fee. The Sales Receipt will correctly identify all of the parts of the payment. Each item will be tied to a corresponding Income chart of accounts in QuickBooks.

**Class:** This will display the Owner, Building and or Unit address where the income came from. (Determined by you upon setup of the export feature).

**Each exported security deposit will create a Sales Receipt in QuickBooks. On these Sales Receipts you will see the following:**

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Customer:Job: This will display the name of the tenant who made the security deposit payment.

Sold To: This will also display the tenant's name.

Item: This will be Security Deposit. The Security Deposit item will be tied to the Security Deposit (Other Current Liability) Account.

Class: This will display the name of the property or owner as set up in the export process.

**How to set up class:** During the Setup of the Export feature, you will be prompted to choose the class distinction of each income record. You can choose from these options: (Building), (Building, Unit), (Owner), (Owner, Building), or (Owner, Building, Unit). Based on your choices the export will create new Class categories as you export. For example if you choose (Building) class, as payments are exported into QuickBooks, a new Class will be created with the address of each of your buildings.

If you choose (Building), your class list in QuickBooks would look like this:

Building A

Building B

If you choose (Owner, Building, Unit), your class list in QuickBooks would look like this:

Smith, Building A, Unit 102

Smith, Building A, Unit 103

Later you can run reports in QuickBooks that will sort the income by these classes. For example you could run a Sales Report by Class to get all of the sales for one particular Building etc. If you want to run Profit and Loss reports by Class, then you will need to use the same class distinctions when you write a QuickBooks check. There is a place on the check vouchers to choose the class for each check.\*

If you choose just (Building) or (Owner) for your classes, you will have fewer classes in QuickBooks. Having fewer classes means a shorter dropdown list to choose from in QuickBooks, but also means less detail on QuickBooks reports.

**\*Please Note:** We do not provide QuickBooks support.

**To set up the export file:** Click on the QuickBooks icon on the tool bar. Then click on Setup. You will then follow prompts for setting up the export file.

**To export to  
QuickBooks:**

First follow the steps to setup the export file. Then click on the Export button. Then click on Finish.

**To import into  
QuickBooks:**

After the export file has been created and exported you need to import this file into QuickBooks. To do this, open QuickBooks and go to File on the menu bar. Choose Import. Then in the "Look In" box, choose "C:\RentVer3 and then find the file rrExport.IIF. This is the default file. The file may be located elsewhere if you have changed the destination during setup. The name of the file may be different if you have changed the name during setup.

**To make a deposit  
for one owner at a  
time into different  
QuickBooks  
checking accounts:**

Print a Bank Deposit Report for each owner in RentRight. Then you can use this report as a guide for selecting which checks from the Undeposited Funds window to deposit in each batch.



### RENTRIGHT SECURITY

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Use this feature to restrict access to all or parts of RentRight from other users. You can choose to set up security or not use it at all. Passwords limit access to your RentRight data. To open RentRight each user must enter their user name as well as a secret password. This will be required every time RentRight is opened.

If you are the only one in the office that uses RentRight, a password will prevent others from accessing your data. If you allow others access to your data, you can use the password system to make sure that the other users only have access to the areas of RentRight that you want them to use.

RentRight does not provide complete security. It will not prevent someone from going into your computer and deleting your database. To prevent data loss, frequently back up your data and put your back up disks in a secure location.

**To set up the administrator of RentRight**

The administrator is the user who has access to all areas of RentRight and can restrict the access of other users. Start by clicking on the small icon of a lock in the lower left-hand side of your RentRight screen. A wizard will guide you through the process of setting up your security. You will be asked to enter your sign in name, and a secret password. Finally you will have a choice to return to RentRight or add more users.

**To add more users**

Click on the lock icon in the lower left-hand side of your RentRight screen. This will bring up the "User Maintenance Screen". To add a new user, click on the New button. Now type in this user's name. The first time this user logs into RentRight, they will have an opportunity to set

up their personal secret password. Now you can put a check mark by the functions that you want this user to be able to perform. Leave blank any functions that you want to restrict.

**To delete a user or  
the entire security  
system**

Click on the closed lock icon on the lower left-hand side of your RentRight screen to open the "User Maintenance Screen". Select the users from the drop down box of user names. Push the Delete button to delete each user including the administrator.

### *MENU BAR*

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The Menu Bar changes depending upon which RentRight form is currently active.

#### *Menu Bar: File*

- Network Setup** If you have purchased the networking option, more than one computer can access the same RentRight database. See the separate heading of Network Setup for further information.
- International** Here you can change the settings for phone numbers, zip codes and social security numbers. You can set up how you want these fields to accept your data throughout RentRight. See the separate heading titled International, for further information.
- Back Up** You should back up frequently to prevent permanent data loss. Having more than one back up disk and rotating their use will prevent loss of your back up due to a faulty disk. You will be reminded about back up when you close RentRight. To back up, choose a destination for backup file (where you want to store a copy of the data you entered). If you are unsure about the destination, choose to put your data on your floppy drive. Your data will be compressed for you and you will be able to put your data on more than one floppy if necessary.
- Restore** This copies your back up data into the RentRight program after you identify where the back up is located (floppy drive, etc.). CAUTION: Restoring from this data will overwrite any changes you have made since you created the back up disk and will restore that original data.

<b>Chart of Accounts</b>	Here you can change or add to the income and expense categories. Some categories (such as Rent, Late Fee and Discount) can not be changed. To add a new income or expense category, click the New button. Now fill in the form with an account number if desired, name of the category, and any description you wish. You can choose whether or not to use account numbers by clicking on the box at the bottom titled "Use Account Numbers". Print the Chart of Accounts by clicking on the Print button. Close the form to save any changes.
<b>Compact Database</b>	Compresses any unused space in the data you entered.
<b>Close all Windows</b>	Closes all open RentRight forms.
<b>Screen Resolution</b>	Displays current screen resolution. Change the screen resolution within Windows. In Windows 95: Choose Start, Settings, Control Panel, Display, Setting, Desktop area.
<b>Exit</b>	Exits RentRight.

### **Menu Bar: Edit**

This is only available in selected areas of RentRight.

<b>Undo</b>	This will replace changes made in a field to its original data.
<b>Cut</b>	Highlight the area to cut, then choose "Cut" to carry the area elsewhere and remove it from its original location.
<b>Copy</b>	Highlight the area to copy, then choose "Copy" to copy it to another field. The original data copied from will remain unchanged.
<b>Paste</b>	Highlight where you want to place the data, go back to choose "Paste" and it will move there.
<b>Payee</b>	Choose this to edit a list of payees from the Expense Form. A list box will be displayed. Edit or delete and close by selecting Payee again.

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### **Menu Bar: Options**

<b>Set NSF Amount</b>	Only available while in the Income Form. Choose this option to set a new amount for payment with non-sufficient funds.
<b>Tool Bar</b>	Check here to display the Tool Bar.
<b>Status Bar</b>	Check here to display a window at the bottom of the RentRight screen that will have context sensitive help, current date, time, and free system resources. To change the size of these windows, position your mouse cursor to the edge of the window you want to resize. When the cursor changes to a double arrow, click and drag the mouse.
<b>Balloon Help</b>	Highlight Balloon Help and a sub menu will appear. Choose the amount of delay before balloon pop up help will appear. Only icons have balloon help. To disable balloon help, select None.
<b>New Font</b>	This changes the font throughout RentRight. Changing the font may cause forms to display slightly slower. If speed is an issue set the font back to the default font.
<b>Set Back to Default Font</b>	Sets the font back to Windows® defaults.

### **Menu Bar: Forms**

Bring up forms by selecting your choice. All active forms will have a check mark. If more than one form is active, choosing a form will bring it to the top. If you have turned off the Tool Bar, the only way to bring up forms (Building, Income, etc.) is to select the appropriate form from this list.

### **Menu Bar: Setup**

Set up your owner list from the form. Set up your commission schedule from this form also. See Commissions and Owner Form for more information.

### **Menu Bar: Window**

<b>Cascade</b>	Arrange all active forms starting in the top left corner. Each successive form will be down and to the right of the previous form.
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<b>Tile Horizontally</b>	Resize and arrange all active forms placing one above the other so that all forms are visible. This is only practical with two active forms. This also works better at screen resolutions greater than 640x480 (standard VGA).
<b>Tile Vertically</b>	Resize and arrange all active forms placing one beside the other, so that all forms are visible. This is only practical with three or fewer active forms. This also works better at screen resolutions greater than 640x480 (standard VGA).
<b>Arrange Icons</b>	Rearrange all minimized forms at the bottom of the RentRight Screen.
<b>Background</b>	<p><i>Tile Bit Map:</i> Select a picture file (bit map, meta file, or icon) to tile across the RentRight background.</p> <p><i>Center Bit Map:</i> Select a picture file (bit map, meta file, or icon) to center in the middle of the RentRight background.</p> <p><i>Large Bit Map:</i> Select a picture file (bit map, meta file, or icon) to stretch vertically (not horizontally) to fit the RentRight background.</p> <p><i>Stretch Bit Map:</i> Select a picture file (bit map, meta file, or icon) to stretch to fit (horizontally and vertically) the RentRight background</p> <p><i>Solid:</i> Select a color for the RentRight background.</p> <p><i>None:</i> Use the Windows default for the RentRight background.</p>
<b>Application Size</b>	Select a size for the RentRight Program. This is useful for matching up the size of RentRight with the screen resolution in order to completely fill the computer screen.
<b>Window</b>	<p><i>Max Height:</i> Make the current form (or RentRight itself if no forms are active) as large vertically as possible.</p> <p><i>Move to Top Left:</i> Moves the current form (or RentRight itself if no forms are active) to the upper left corner.</p>

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### **Menu Bar: View**

This Menu Bar option changes based on which form is open. Some possibilities are listed below.

- |  |   |
|--|---|
| <b>Display unit or building Address or Description</b> | On the building hierarchy choose to display either the building or unit's description or address. |
| <b>Display tenants</b>                                 | Choose to display Active only, Inactive only, Prospective only or All tenants on tenant lists.    |

### **Menu Bar: Selection**

- |                 |   |
|-----------------|---|
| <b>Multiple</b> | Check this to select one row at a time from a Data Grid. To select a range of rows, click on the first row in the range, then hold down the shift key and click on the last row in the range. |
| <b>Tag List</b> | Check here to select more than one row at a time from a Data Grid. If you make this choice, you can not select a range of rows.   |

### **Menu Bar: BuildingOutline**

While in the building hierarchy, you can choose addresses for tenants by selecting Choose Address for tenant. This will give the tenant an address or change the existing address to the address chosen (double clicked) in the building hierarchy.

If you choose Find a Tenant Based on Address, you can highlight an address from the hierarchy and the tenant at that address will be displayed.

### **Menu Bar: Help**

- |                        |   |
|------------------------|---|
| <b>Contents</b>        | Search through a Table of Contents of Help topics.  |
| <b>Getting Started</b> | Read the Getting Started Section about how to set up one building, unit, and tenant with recurring charges. |

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<b>Search For Help On</b>	Easy search for help by topics.
<b>How to Use Help</b>	Explains how to use on-line help.
<b>Technical Support</b>	Here you can quickly reference technical support information.
<b>Communicate With RentRight</b>	To connect to RentRight web site, download the latest update, or quickly send us e-mail, choose Communicate With RentRight. Read Technical Support section for more detail.
<b>RentRight Sales</b>	To activate your software.
<b>Registration Information</b>	The name your software is registered under.
<b>About</b>	This lists the RentRight version you are currently using. Check here to be sure that you have the most recent version of RentRight. If you do not have the latest version, easily download the update by choosing Communicate with RentRight.
<b><u>Menu Bar: Tools</u></b>	
<b>Print Receipt</b>	View and print a receipt for the highlighted payment. This menu option will not be displayed if there is no payment highlighted in the Payment History Box.
<b>Payment History</b>	Print a payment history report for the current tenant on the Income Form.

# USING DATA GRIDS

---

There are Data Grids throughout RentRight. They all work the same way.

- |                                     |  |
|-------------------------------------|--|
| <b>To select a row</b>              | Click on the empty box to the left of the row.   |
| <b>To select a range of rows</b>    | Choose <b>Multiple</b> on Menu Bar: Selection. Click on the first row in the range. Hold down the shift key and click on the last row in the range. If Tag List is checked on Menu Bar: Selection a range of rows cannot be selected.  |
| <b>To select a column</b>           | Click on the column heading.   |
| <b>To select a range of columns</b> | Click on the first column heading in the range, then hold down the shift key and click on the last column in the range.  |
| <b>To add a row of information</b>  | Position the cursor on the last row of the grid that has the  icon. The  icon will change to the  icon. You can now enter the new information directly into this row. When you leave the row, the information will be saved and added to the table. |
| <b>To cut and paste</b>             | Control and C on your keyboard will copy information and Control and V on your keyboard will paste it in somewhere else into a Data Grid. Also use edit options on the Menu Bar.   |
| <b>To delete rows</b>               | Select the entire row or range of rows, then press the delete key on your keyboard.  |
| <b>To change row data</b>           | Position the cursor on the information you want to change. Start typing in the new information. The icon on the left will change to  |

 to indicate a change is being made. When you leave the row, the change will be saved and added to the table.



**To cancel changes  
you have made to a  
row**

Press the escape key to replace the original information.

**To cancel *all* changes  
in a row**

Press the escape key twice and the original information will return.

**To save information  
to the Data Grid**

Leave a row to save the information and add it to the table. Leave the row by clicking the mouse in the blank space of the Data Grid, or clicking on any other fields on the current form. When the icon to the left of the current row changes from  to , you know the data is saved.

### FILLING IN DATE FIELDS

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Date fields work the same in all forms and folders within RentRight. Here are some of the ways to fill in date fields.

**To select today's date on a date field that is empty**

Press Control and the letter "D" on your keyboard.

**To change a date by one day**

Press the + or - key. If the date field is empty, press the + or - key to display today's date.

**To bring up a calendar**

Double click on the date field. If there was a valid date already entered, the calendar will highlight it. If there is no date in the field, the calendar will highlight today's date.



Sundays are in red, the current date is blue and the rest of the days are black. Double clicking on a date will close the calendar and insert the date chosen into the field, or press Enter on your keyboard.

**To move through  
the calendar by  
one month**

Use the arrow icons to the left of the Cancel icon.

**To move through  
the calendar by  
one year**

Use the arrows to the right of the cancel icon to change the date by one year.

## INTERNATIONAL

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Here you can change the settings for phone numbers, zip codes and social security numbers. You can set up how you want these fields to accept your data throughout RentRight. To set up phone numbers, you have 21 spaces, zip codes have 15 spaces, and social security numbers have 21 spaces available if needed. Use the table below to determine the type of characters you need.

You can also change the words “Zip Code” to read anything you want throughout RentRight. For example, you could change the words Zip Code to say Postal Code and this change would be reflected in all RentRight screens. You can also change the words “Social Security Number”. Some users change this field to say Email or Fax Number. In this way you can change the fields on the Tenant Form.

<b>The following table lists the edit-type characters and their meaning:</b>	*	Any Character
	%	0-9 only
	#	0-9, minus, decimal point
	U	Upper case alpha
	L	Lower case alpha

Any other character in a mask will be displayed in the field on RentRight and can not be edited from the field it is displayed in. If you want to display one of the mask characters (such as the number sign) in a field, put the backslash sign before the character in the mask.

Examples of Masks:

To have a phone number consisting of only numbers with the area code in parenthesis and an extenuation of any characters	(%%% ) %%%-%%% % x*****
Phone number with no area code	%%%-%%% %
US 9 character zip codes	%%%%%%%%-%%% %
Alpha-numeric characters in zip	*****-*****

## COMMISSIONS

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Management fees or commissions can be calculated for you as you collect rent and other income. After the income is collected, the commissions can be distributed either as a check in your check register, or as an expense on your expense form. You can choose the type of expense you want the fees to be categorized as when you set up the commission schedule. The commission can be a flat fee, a percentage, or whichever is greater, flat or percentage. You can set different commission rates for each income category and for each building or unit.

To set the  
commission  
rate

Click on Setup on the Menu Bar. Then choose the Commissions folder. From the list of your buildings and units, choose the building(s) or unit(s) to set up by highlighting them in the list. You can choose all but one building, or only one building, or a selected group. Now you can set the commission schedule for these buildings. For each income category that the commission should be calculated for, first choose the calculation method from the first box. After clicking in this field a small magnifying glass will appear. Click on the magnifying glass to choose from the drop down list. Then if you have selected a percentage calculation method, fill in the percentage amount. If you have chosen a flat fee, fill in the flat fee amount. If you have chosen the greater of flat fee or percentage, then fill in both fields. Finally fill in the expense account type that you want to use for the commission expense. Follow this procedure for each income category for which you receive a commission for this building or group of buildings. After you have this completed, click on the Set button on the bottom of the form. This will set the commission schedule for the selected buildings.

You can distribute your commissions either as a check or an expense on the Expense Form. To distribute a check, open the Check Form. Click on

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the Distribute button on the bottom of the Check Register. You will see a list of all of the commissions you have accumulated as you collected income.

**To select all of the commissions for a given month**

Choose the month from the drop down list of months on the top of the form.

**To select a portion of the commissions**

Click on the All button to highlight the entire list and then click again to un-highlight selected items. Press the None button to highlight none of the items and then highlight one at a time the ones you want.

**To create a check for the commission**

Select Write Check from the box at the top, fill in the date of the check, check number, and then select the checking account you want the commission check to be drawn from. Then click on the Done button to create the check on the check register.

**To create an expense for the commission**

Open the Expense Form. Click on the Distribute button. Select Create Expense, fill in the date of the expense and click on the Done button to create the expense.

## NETWORK SETUP

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To have more than one computer access the same RentRight database you need to need to purchase network-enabling option through RentRight.

By default, the RentRight database is in the same directory as RentRight was installed. You can either set up a peer-to-peer or a client-server network.

### **Peer-to-Peer:**

In this type of network, each workstation can share the drives and printers of each of the other workstations. To set up this type of network for RentRight, install RentRight on each of the computers. First, designate one of the computers as the "server"; this should probably be the fastest (newest) of your computers. All other workstations will use its database. This way there is only one database, so changes made by one workstation will be seen by all the other workstations. All of the non-server workstations now need to map to the server's disk drive.

### *Server Set Up*

Right mouse click the Network Neighborhood icon and choose properties, this will bring up network settings. Click the button labeled File and Print Sharing... Make sure "I want to be able to give others access to my files" is selected. Then click on the Start button and select Programs->Windows explorer. Here Right mouse click the drive that has RentRight installed (probably the 'C' Drive) and select Sharing... and select Shared As: and Access Type of Full.

### *Workstation Set Up*

Open RentRight and go to File on the Menu Bar and select Network Setup. At the top of the box that comes up there is a label titled "Look In", click on the down arrow and choose Network Neighborhood. Then find and double click on the "Server". Then go to it's C drive and find RentVer3. Double click on RentVer3 and then double click on aptment.mdb.

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### **Client Server:**

In this type of network, the workstations can share the drives and printers of the server. Only the RentRight data needs to be on the server, not the software itself. In this way, all changes made by any workstation will be seen by all other workstations. Install RentRight on each of the workstations, but not the server.

### *Server Set Up*

Create a directory (a folder) on the server for the RentRight database. Share this folder so all of the users have sufficient permission to read and write to this folder.

Copy aptment.mdb and the Document Folder from one of the workstations to the folder you just created. If you installed RentRight directory, these will be located in C:\RentVer3.

### *Workstation Set Up*

Open RentRight and go to File on the Menu Bar and select Network Setup. At the top of the box that comes up there is a label titled "Look In", click on the down arrow and choose Network Neighborhood. Then find and double click on the "Server". Then go to the folder you created, and double click on aptment.mdb.

**CAUTION To prevent data loss:** When getting updates to RentRight when Networked, make sure that you install the exact same version number on each computer. If you try to run different versions of RentRight through a network it could corrupt your data. To check your version numbers, go to Help->About on the Menu Bar. The numbers should be exactly the same. Example 3.7.02. Install new updates to all computers at the same time. Then reboot all computers.

## HELP

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**For quick help  
anywhere on any  
RentRight screen or  
form**

Position your mouse pointer on any icon, list box, check box, etc. Help will be displayed at the bottom of the RentRight window.

**For more detailed  
help**

Position and click your cursor on the form or folder you have questions about and press F1. Detailed help about that form or folder will pop up. This help is often updated and you will get new help with some updates that you install.

**For detailed  
information about  
how to use help**

Go to Menu Bar: Help, and choose “How to Use Help”.

**For answers to  
Frequently Asked  
Questions**

See our web site at [www.rent-right.com](http://www.rent-right.com) and follow the link to the Support page. Or go to Help on the Menu Bar in RentRight and select Frequently Asked Questions. This help topic and others are updated with updates to your program.

### TECHNICAL SUPPORT

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Here are some suggestions that we have found to solve the majority of problems:

1. **Reboot your computer.** Close all open programs. Now shut down Windows and turn off your computer for at least 15 seconds and then turn it back on. When you open RentRight, go to Menu Bar: File, and choose Compact Database.
2. **Download the most recent update from our web site.** Updates fix all known problems. New updates are on the Internet as often as weekly, so if you are having a problem, we may already have the solution for you here. This will also assure that you have the latest version. When you or e-mail us for help we will be looking at the same version that you are, and can more easily diagnose the problem.
3. **Read the Frequently Asked Questions.** They are posted on Help on the menu bar and on our web site at [www.rent-right.com](http://www.rent-right.com).

**To download and install the latest update of RentRight free of charge** Go to Help on the menu bar and choose "Download Update" and the download will begin. Choose Run From It's Current Location from the box that comes up. Follow the directions to install. After installation, check to see if you have the newest version by going to Menu Bar: Help and selecting About.

**Communicate With RentRight** To connect to RentRight web site or download the latest update, go to Help on the menu bar, and choose Communicate with RentRight. To send a message to RentRight, choose "Communicate". Fill in the boxes including your e-mail address so we can respond to you. In the message box type any message to RentRight. Make sure that you clearly define the problem or

question in the message. For example, if a problem occurs, tell us the tenant's name, name of the report, etc. where the problem occurs. Tell us the exact sequence of events that leads up to the problem. The checked files below will be attached to your message, including your database. (This is all of the data that you have typed into RentRight.) With an exact description of the problem and your attached data, we will be able to respond to you promptly.

**web site**     [www.rent-right.com](http://www.rent-right.com) Here you will find answers to Frequently Asked Questions and updates to RentRight.

**updates**     The most recent changes and new features to the current version can be downloaded at no charge to registered users from our web site.

**e-mail**       support@rent-right.com

**mail**          RentRight  
P.O. Box 750790  
Dayton OH 45475

**Fax**            (937) 886-9108

### **System Requirements**

- Pentium or Equivalent
- Windows 95 or greater
- 32 Meg RAM
- 10 Meg Free Hard Disk
- CD-ROM Drive

# TROUBLESHOOTING

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### ***Reminder System Questions***

**My reminder system no longer runs on start up of Windows. What can I do?**

1. Check the light bulb icon in RentRight. It needs to be lit up or “on” in order for the reminder system to work. If it is not on, just click on it once to turn it on.
2. The other possibility is that there is nothing to be reminded of in the RentRight system. To check this, create a reminder by putting in a tenant incident with a light bulb beside it. Then try to run the reminder system again.
3. You may not have the reminder in your start up folder any more. To put it back in there, right mouse click on the Windows Start button and choose Explore. Then Choose Programs and then Choose Start Up. Then go to file on the menu bar and choose new. Click on shortcut. Click browse. In the C drive choose RentVer3. You will see a file called reminder.exe. Select that file and then click on open. Then follow the prompts to install the shortcut and then the Reminder system will run upon start up.

**The data in the reminder system does not match the Income Form. Some tenants are showing up with late balances that**

This means that your reminder system is pulling up an older copy of your data. To fix this, go to the Start button on the bottom of your computer. Then choose Programs, and Startup and find “RentRight Reminder”. Right mouse click on “RentRight Reminder” and choose Properties. A box will come up. Look in the Start In box. It should say C:\RentVer3. If that is not correctly displayed in that box, just type it in.(If you installed RentRight

**should not be on the reminder.**

somewhere other than the default C Drive, then change the Start In box accordingly).

**I want a shortcut on my desktop that runs the reminder system.**

Right click somewhere on the empty part of your desktop. Choose New and then choose Shortcut. A box will pop up. Click on the Browse button. Look in C. Find the folder RentVer3. Select reminder.exe. Then click on the Next button and the Finish button to install the shortcut. The shortcut to the RentRight Reminder System will now be on your desktop.

**My reminder system starts running, gets partially complete and stops running.**

This means there is probably a problem with your data. First download and install the latest version of the software. If the problem still persists, send your database and an explanation to [support@rent-right.com](mailto:support@rent-right.com).

### ***Building Form Questions***

**Why can't I enter the number of units in a building?**

The number of units on the building form is grayed out to indicate that you can't enter information here. As you create units within a building, the number of units is calculated and that total is automatically filled on the Building Form.

**Why can't I type the market value on the Building Form?**

The market value field on the Building Form is a calculated field and cannot be changed. To change the market value of the building, press the unit button. This will bring up the list of units for this building. You can change the market value here for each unit within the building. The total market value of all units combined will appear on the Building Form.

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<b>What is the Market Rent field used for?</b>	The amount you put in as market rent for a unit is used as the default rent amount when you are putting a new tenant in a unit. It is also used to calculate the amount of vacancy loss on the Vacancy Loss Report. On the Rent Roll Report, market rent is displayed for each unit and can be compared to actual charges listed on the same report.
<b>I can't see my units on the drop down list of properties.</b>	On the dropdown list of properties, click on the plus sign to the left of the picture of the building and the building address. This will expand the view so you can see the units that you have entered within the building.
<b>What should I type in the description field on the building or unit form?</b>	You can leave this field blank if you want, and the buildings and units will sort by address order. Or you can choose to put in a label for the building such as Building #1 or however you would like to sort and identify your buildings and units.
<b>How do I add a unit to a building?</b>	After you have typed in the information about your first building, click on the small picture of the doorway on the right side of the Building Form. This button will take you to the Unit Form. Now push the New button to add information about the first unit. When you are done, just push New again to save and clear the form so that you can add the next unit in this building.
<b>How do I set up a single family home?</b>	You must create a building and also one unit within the building, as described above. You will need to create one unit because when you set up the tenants, they can only be associated with <i>Unit</i> addresses.

**Tenant Questions**

**My tenants disappeared! Where did they go?**

Tenants are stored as Active, Inactive or Prospective based on the status you check on each tenant's form. You can change the list that you are seeing by changing the View on the Menu bar. If you have changed the view see only Inactive Tenants for example, and you have no inactive tenants, you will not see any tenants. To change the view of tenants, go to View on the Menu Bar. Then you can choose to Display Active, Inactive or Prospective, or all tenants in the list.

**How do I associate a tenant with an address?**

When you are in the Tenant Form, press the down arrow to get the list of buildings and units. If there is a little plus (+) sign to the left of the building it means that the units are hidden. Click on the plus sign to show the units. Find the unit you want to assign the tenant to, double click on the address of the unit. This will associate a tenant with an address, and fill in the address and rent information.

**I am double clicking on the unit address to assign a tenant to an address, and the address will not pop in.**

Check the double clicking speed set up on your computer. To do that, go to the Start button on your computer. Then go to Settings->Control Panel and choose Mouse. You will see a test area to test your speed. Set your speed closer to the slow side.

**How do I keep a list of letters sent to a tenant? I have a problem tenant and want a good paper trail to protect myself.**

The date and the name of every letter you print will be automatically logged to the tenant's Incident Folder if you have checked this option from the AutoLog icon. You can also see a list of all of the letters sent to a tenant from the Letters/Forms Folder. Choose the History icon and then highlight the tenant you want. A list of all of the letters sent to the highlighted tenant will appear. Double click on any letter from the list to view or re-print.

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**Can I put in a prospective tenant before I move out the current tenant?**

Yes, just push the New button on the Tenant Form and put in the new tenant's information. Then mark "Prospect" in the status box on the right side of the Tenant Form. Put this tenant in the same address. You will be asked "Are sure you want to put this tenant in the same unit?" just answer "Yes". If you are asked if you want to share charges with the current tenant, say "No" to this question.

**How do I set up roommates?**

There are two ways to set up roommate situations. You can either have each roommate receive their own portion of the charges and be billed only for their portion. (\$150 each for the total rental amount of \$300) Or, you can set up roommates to share charges, and each roommate will be responsible for the total charges. By choosing to share charges, each roommate will receive invoices, etc which reflect the total due for the unit (in this example \$300). Any payments by either roommate toward the total due will be reflected on records and invoices for both tenants. To set up charges to be shared, simply choose "yes" in the column marked "Shared" on the Tenants Rent Folder.

**I set up charges as shared and they do not seem to be working correctly.**

You have to be sure to set the charges up as shared *Before* the charges get charged on the Income form. If the charges are already listed on the Income form and you go to the Rent folder to set charges as shared, then only the charges that are charged from now on will be "shared" charges. To fix the problem you will need to delete any charges that are on the Income Form and set them to be charged again. To set RentRight to recharge those charges, you need to change the Last Charged date. Go to the Rent folder and click once on the Start Date of the charge. Then click on the magnifying glass that comes up in that field and change the date there.

**I want all roommates in the same unit to be equally responsible for the rent and electric, but I charge them individually for storage units. How can I do this?**

On the Tenant's Rent Folder, there is a column labeled "shared." Just select Yes to share the charges labeled rent and electric, and select No on the storage unit charge.

**How does the security deposit form work within the Tenant Form?**

This form was designed to keep a complete record of the security deposit without it being reflected as income, since our users have different account requirements. This folder requires both a charge and payments to work correctly. The first entry made to this record will be the amount the tenant owes for their deposit (or charge). Set this up by choosing the account "Deposit Amount". Then the additional lines are provided for when the tenant actually makes the payments. For each payment, enter the date, the amount and choose the account "Payment Toward Deposit". Room is also available to calculate the interest if any, and to charge the tenant for damages and to return part of all of the security deposit to the tenant. You can print a statement of the account for the tenant and/or a receipt for a security deposit payment.

### ***Income Questions***

**I have a tenant who is renewing their lease and their rent is increasing. What is the best way to handle this situation?**

Go to the Tenant Form and choose the tenant. Change their lease ending date in the Lease/Deposit folder. Now go to the Rent folder and put an end date on the current line in the Recurring Charges list. Choose the last day of the last period for the old charge. Then add a new line with the new recurring rent amount and put a start date in for when you want the charge to begin.

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**How do I quickly find the tenant or unit when I am collecting rents?**

There are 4 methods to open an income record on the Income Form.

To find the tenant by name you can either 1) click on the name field, and start typing the tenant's name. The list of tenants will appear and as you type, the closest tenant will be highlighted. It shouldn't take more than a few letters to find the tenant. Or 2) click on the drop down list of tenant names, and select the correct one from the alphabetical list.

If you want to find the tenant by address, you can 1) click the drop down list next to the address field, and then select the unit from the list. Or 2) if you have unique unit numbers for all units, you can type the unit number in the unit field to bring up that record.

**How do I quickly record payments?**

On the Income Form, first enter the date of the tenant's payment. Then if the tenant is paying the amount they owe then click in the check or cash field, and hit the "Enter" key on your keyboard. What the tenant owes will automatically be filled in. Hit "Enter" again and it will apply the rent to the outstanding charges. Check to see if the payment has been applied correctly then hit the "Enter" key once again to accept and complete the payment.

If the tenant is only paying part of their balance, type in the payment amount and then hit the "Enter" key. It will apply the payment for you. Check to see if it was applied the way you want it to be. If so, hit "Enter" again to post the payment to the Payment History.

**How do I enter pro-rated rent?**

First set up the recurring charges in the Tenant Rent Folder to begin on the first full period of charges. For example if a tenant moves in on the 20th of November, and the charges will be monthly and due on the 1st, then the start date of the rent charge is 12-1. This will create recurring monthly charges for rent beginning on the 1st of December. Now go to the tenant's Income Form and you will need to add a one-time charge for the partial month. Click on the Add-A-Charge Button on the Income Form, and add the charge date of 11-20, the amount (for the partial month) and choose the Income account (Rent). Now this partial rent charge will be in the Outstanding Charges Box so you can collect the payment.

**How can I be sure that all of my tenants got charged this month?**

The Payment History Report listed on the Tenant Financial tab of Reports will show you all of the tenants with their charges. You can run it at the beginning of the month to make sure that all of your tenants got charged for the month.

**I want my tenant's charges to show up a few days before the first of the month, so that I can collect easily if tenants pay a few days early.**

Set up all charges for all tenants to show up a few days before the charges are due by clicking on the Charge A Head button. When the form pops up you will see a space at the bottom to set the number of days. Type 7 in the space, for example, if you want charges to be seen in the Outstanding Charges box 7 days before they are due every month, for every tenant. You will only need to set this number up once, but you can always change it later.

**How do you mark a payment for non-sufficient funds?**

Highlight the payment that was returned for non-sufficient funds (from the Payment History box on the Income form), and then click on the NSF button. The first time you do this you will set up the NSF charge amount. Then RentRight does the rest! The original charges are added back in and a NSF charge is also added to the tenant's bill. To change the NSF amount, go to Options on the Menu Bar and Set NSF Amount. This feature is not available for roommates sharing charges. If you have an NSF for a roommate, just highlight and delete the payment that was returned (this will replace the original charges). Then create a one time charge for NSF and mark in the memo field the check number that was returned.

**How do I enter historical rent data about my tenants when I set up RentRight?**

In the Tenant's Rent Folder, set up recurring charges. For each charge, set the start date as the first full month that the tenant rented from you. For example, put in 8-1-2000 as the start date if you want the charges to go back to August of 2000. Close the Tenant Form and open the Income Form for this same tenant. You will now see the charges listed one by one in the Outstanding Charges box (i.e. 8-1-00 and 9-1-00). Now that the charges are listed, you can collect them. First put in the actual payment date of the first payment in August, 2000 and the payment amount, then put that same amount in the apply amount column *beside the August charge*. Then press

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the Done button. When you have collected a payment, it will show in the Payment History box. You can not type in that box, it just shows payments you have collected. One by one, record the dates of payments, and apply the payments to the correct charges. You will now have an accurate history of this tenant's payments. If the tenant's rent was pro-rated for the first payment period, you can push the Create A Charge button in order to add the charge for the partial month. Once the charge is displayed, you can record the collection of this partial payment also.

**How do I enter historical data for a tenant who has a discount for paying early?**

When you are filling in past rent amounts, there will be a list of all of the past rent amounts with each showing a discount. In this case you can not use Enter to apply the payment to the charges because it will automatically use up ALL of the discounts listed on the first payment.

Do not use the Enter key until you are all caught up to the present and only one discount is displayed in the Outstanding Charges box.

**How do I collect discounted rent?**

With discounted rent, (or a credit for paying early), you will see a rent charge listed in the Outstanding Charges box on the Income form and you will also see a credit amount listed.

To collect the payment, put in the *actual amount of the tenant's payment* in the Check or Cash field. Then in the Apply Amount fields in the Outstanding Charges box below, make sure to apply the full rent amount to the rent charge and in the apply amount beside the discount amount, apply the negative amount. Then click on the Done button.

For example if the Rent Amount is \$500 and the discount for paying early is \$30, the payment amount would be \$470. Put \$470 in the Check field. Then in the apply amount beside the \$500 charge, type in \$500. Then beside the (\$30) discount, type in a negative \$30. Then click on Done to post the payment. The idea is to have the amount of the payment (\$470) equal the amount that you are applying to the charges (\$500 plus -\$30).

**A tenant is paying a few months ahead, how do I collect this payment?**

First you need to have enough charges in the Outstanding Charges box so that you can apply the payment to them. Click on the Charge Ahead button and fill in the number of months or periods the tenant is paying ahead and click on the Done button. Now you will be able to collect the payment and apply it to the future charges.

**I'm waiving a previous balance due but when I try to delete the remaining charge I get a message that says I can't.**

You can not delete any charge that has payments toward it. You will need to find the original payment toward that charge and delete it. Then delete the charge and create a new charge for the adjusted amount, by clicking on Create A New Charge button in the middle of the Income Form. Then you will be able to re post the payment.

**Some of my tenants do not have charges showing up this month.**

Tenants are charged based on the charge schedule you set up. If you delete a recurring charge out of the Outstanding charges box then that charge will not be recharged unless you re-set the charge schedule. So for example if you charge ahead for May and June and then realize you do not want that many charges and you delete them, that tenant will not again until July.

To reset the charge schedule, go to the Tenant Form, Rent Folder and click once on the Start Date of the charge. You will see a small magnifying glass appear. Click on the magnifying glass and a box will come up that says "Last Charged". This tells you when the tenant was last charged on the Income Form. Just set back this date to the month *previous* to when you want the charges to show. For example, set the "Last Charged" Date to April 1, if you want the tenant to be charged again for May.

**My tenant used to get charges, but is no longer getting charges, even when I use Charge Ahead.**

Check these things:

1. Make sure there is not a move in date for before today.
2. Make sure the status of the tenant on the Tenant Form is still Active.
3. Check the end date of the charge on the Tenant Rent Folder.
4. Check the Start Date's "Last Charged Date" to see if this charge has been charged into the future

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and deleted.

5. Check the date on your computer to make sure it is correct.

### **My tenant's late charge is not charging.**

When a charge is made a late fee is attached to it. If a recurring charge is already charged and the late charge is set up later, then that charge will not have a late fee associated with it, but all subsequent charges will. You can add the late fee in this month as a one-time charge (by using the Create A New Charge button) or you can follow these steps.

1. Delete the charge.
2. Go to the Tenant Form, and look up that tenant.
3. Click on start date, a magnifying glass will appear.
4. Click on the magnifying glass, Last Charged box will appear.
5. Change last charged to one month previous to the current month.
6. Go to the Income Form, go to the Menu Bar and select Tools>Calculate Charges/Late Fees
7. 7. Reselect the tenant, you will see the charge and the late fee will now work on that charge.

### **How do I record Miscellaneous Income?**

Income that is not associated with a tenant can be recorded on the Expense Form. This can be used for income from a building such as laundry income or an insurance refund. Open the Expense Form and then choose the building or unit that the income is associated with from the dropdown list of your properties. Fill in the date, amount and other columns. In the Account column, choose the appropriate *income* category. This income will be reflected on the appropriate reports.

**I usually collect last month's rent when a tenant moves in. How do I handle this and where should I record it?**

You can record this extra "deposit" amount on the tenant's security deposit folder. Just add a deposit amount and put "last month's rent" in the memo field. Make sure to also record the amount collected (when the tenant pays). Then when the last month of tenancy rolls around, just return that portion of the deposit, and record it as rent on that tenant's Income Form. OR you can add it in as a one time rent charge dated sometime in the future, and collect it. When the last month rolls around, you can change the date of the charge and re enter the payment.

**How do I record payments received by Section 8 or another government subsidy?**

First you can add a new income category. Go to File and choose Chart of Accounts. Name the category Section 8, HUD or whatever. Then when you set up the recurring charges for each tenant, add a second charge for the amount the subsidy pays. What the subsidy owes will now show up on the Tenant's Income Form as a charge on a regular basis. Just collect it as you would any other charge. You will be able to get an Income Category report showing totals paid by the subsidy.

**I increased rent for a particular apartment. I changed rent in tenant folder. In the Income Form under the tenant, it stays as the old rent. I've closed all folders, rebooted but still does not work.**

RentRight will charge up through when it is supposed to (example May) then if you go back to change the rent amount, the May amount will still be sitting in the Outstanding Charges box and dated May. Any new charges (June) will have the new amount. The system remembers the last date that was charged and it will not charge again until scheduled.

**How do you change the rent amount from two months ago?**

Any charges already in the outstanding charges box on the Income form will need to be deleted. Then put the new rent amount in the Rent folder and set the Start Date of the charge to the date two months ago. Now the charges for the last 2 months at the corrected amount will show up in the Outstanding Charges box.

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**I charged ahead six months by accident, then I deleted these charges. Now when I enter this tenant's income form there are no outstanding charges – what did I do wrong?**

When you use the Charge Ahead feature you are telling the system that these rents need to be charged to that account. If you delete the charges, the system does not know that you don't want them deleted permanently. You can either create charges for the ones you mistakenly deleted or go to the tenant's folder and change the last charged date.

### **Expense Questions**

**In our expense categories, every receipt we enter goes to all properties. Is that what is supposed to happen?**

The expenses should be entered based on what unit or building the expense is associated with. To do that, click the down arrow beside the address line. Choose the building or unit the expense should go with. Then when you run reports the expense will show under that particular unit or building.

Expenses that you list under a unit will automatically also show under the building for that unit, and also under the All Properties listing. Expenses that you list under a building will not show under any units for that building but *will* show under All Properties. All expenses that you enter will show under All Properties. You may also enter any office expenses or expenses that are associated with all of your units under the All Properties listing.

**How can I tell what unit or building an expense was input for?**

Just left mouse click on the expense you want and the unit or building address will be displayed on the status bar on the bottom of the expense form screen.

**Where do the "All Properties" expenses go? Do they get divided among units?**

The expenses that you list under "All Properties" will all be listed in one area on a report. You can run the report and then divide the total in any way you wish. Go to Reports. Select Building Financial Folder. Then select the Building/Unit Report. Highlight All Properties and check the Details box. This report will list all of the expenses that you have associated with All Properties.

**I have a payee in my pop up list that I do not want there, what can I do?**

You cannot delete a payee if there is any Expense associated with them. However, if there is a payee that you do not want to see on the list you can choose not to view them. You can do this by opening the Expense Form. Then go to Edit on the Menu bar and choose Edit Payees. A list of all of your payees will appear. Find the payee that you do not want to see in the pop up list and scroll to the far right of the line that the Payee is displayed on. In the column titled "In Pop-Up?" change the setting to NO.

**How can I change information about a Payee?**

The list of payees includes everyone you put in as a contractor on the Contractor Form, owners you put on the Owner form and payees you added in the Expense Form and the Check Form. You can access all of them to make changes from the Edit Payee form. Open the Expense Form, then go to Edit on the menu bar and choose Edit Payees. Make the changes you want. You can also make changes to the contractors and owners on their respective forms.

### ***CheckRight Questions***

**What is the best way to track and record deposits into the checking account?**

The way most people handle it is to collect the rents for as many days as you want for the deposit. Then go to Reports and run a bank deposit report for that date range. This is a double check for you so that you can check your pile of checks with the deposit report. Then you have to manually go to the Check register that you want to make the deposit to and put in the total. This way you have control of which account you want to make your deposit to and if you want to. The income that you collected on the Income Form will be shown in the reports, and the expenses from CheckRight feature will show in the reports also. The deposits that you put in the check register are not reflected in reports as income.

**How do I void a check without losing the information about the check number and payee?**

On the check register, just change the amount of the check to zero and leave everything else the same for your records.

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### **Report Questions**

**Why are my inactive tenants showing up on the Rent Roll Report?**

All tenants will show on the Rent Roll Report until you give them a move out date. First open the Tenant Form. Then go to View on the menu bar and choose Display Inactive Tenants. Then you can find each of the inactive tenants and give them a move out date in the Lease/Deposit Folder. As soon as you give them a move out date they will no longer show on the Rent Roll report.

**Where does the 'Rental Amount' field come from on the Rent Roll Report?**

That field shows the current charges you have listed on the Tenant Form in the Rent Folder for each tenant.

**How is the Per-Sqft column calculated on the Profit and Loss Report?**

The number displayed on this report is an accumulated total multiplied by the number of months so far in the year. To get this number: Take the Actual Income and divide it by the square feet. Now divide this number by 12 (number of months in a year). This will give you the monthly amount per square foot. Now take this number and multiply by the total number of months in the period listed on the report (number of months so far in the year).

**What do the merge fields stand for under Letters/Forms?**

*Tenant RentDue:* Lists the day of the month that the rent is due. If the rent is due on the first of the month, it will insert the number 1.

*Monthly Charges:* All Current Recurring Charges Listed in Rent Folder. (No Late Fees)

*Balance Due:* All Charges (recurring, and one time charges) Listed in the Outstanding Charges box on the Income form that are due (none that are future charges). Includes all late fees up to the current date.

*Base Rent:* Rent Charges (Current Rent Amount) in Rent Folder/Recurring Charges.

*Next Rent:* New Rent scheduled in the Rent Folder/Recurring Charges. (any rent amounts with a start date in the future)

*This Month Unpaid Late Fees:* Late Fees for the current month.

*This Month Unpaid Charges:* All unpaid charges for the current month, including late charges.

*Deposit Amount:* Lease/Deposit Folder, Deposit Amount.

*Deposit Paid:* Lease/Deposit Folder, Payment toward Deposit.

*Deposit Charges:* Lease/Deposit Folder, Charge for Damage/Other.

*Deposit Held:* Lease/Deposit Folder, Total in Deposit Account

**All I get is totals on a report; the details are not there.**

When you select the report, check the “Details” box on the report screen before clicking on the Done button.

**I ran a tenant invoice and my company name and the headers for the invoice are gone.**

With the Next Period or Late Rent Invoices, you can print them on regular paper or on pre-printed forms made for invoicing. You need to make sure you select the correct option when creating invoices. First select the type of invoice you want, and you will see a box on the bottom of the Tenant Financial folder labeled “use pre-printed forms”. Un-check this box.

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**How can I get a report that shows just the expenses I put under the All Properties category so I can count them for my taxes?**

Go to Reports. Select Building Financial Folder. Then select the Building/Unit Report. Highlight All Properties and check the Details box. This report will list all of the expenses that you have associated with All Properties.

**The security deposits are not showing up on my reports.**

Go back to the Lease/Deposit folder and check how you set up the security deposits. You need to be sure that you have a *Charge* (Deposit Amount) as well as one or more *Payments* (Payment Toward Deposit).

**I want my company name to appear on reports. How do I do this?**

To add an owner's name or company name to letterhead on reports, go to Setup on the menu bar, and then to Owner. Add in one or more owners/company names. Check the Letterhead box for the owner or company name that you want to be displayed on non-owner specific reports. For example if you have a management company and you want your name displayed on reports, check the letterhead box on the form with your company information.

**I manage for more than one company. I want reports to show the appropriate company or owners name.**

First you must set up your owners. Go to Setup on the menu bar and choose Owner. Add the owner names one by one. Now open up each building form and go to the Owner Folder. Choose the correct owner or owners and enter the percentage of ownership for each one. Now when you go to Reports and choose report, "By Owner List", the correct owner/company name will appear the top of the report.

**How do I get a report listing all tenants who owe rent?**

There are two reports that will list this for you. The first is Summary Income Report. You can find it by opening Reports (the printer Icon on the tool bar), then go to Tenant Financial Folder. You need to select Summary Income Report, and then choose to run the report by building list, tenant list or owner list. Click on the Done button. This report will list every tenant in the grouping, including the current balance due. You can change the report to show only the tenants that owe you money by clicking "Select" on the Menu bar, then choose "Have A Balance." The second late rent report can be found in the Reminder System. Run the Reminder System by going to the Start button and choosing Programs, RentRight and then select Reminder System. One of the tabs on the reminder has late rent on it. This report will list only those tenants who owe rent. You can print the report from the Reminder System. The Reminder System will come up each time you boot into Windows. Some users like to set a short cut on the desktop to the RentRight Reminder System.

**What should I do to "close" out the year?**

With RentRight, there is no need to "close" the year. Reports are available for any date range, making it possible to print year-end reports any time after the end of the year, even on April 14<sup>th</sup>. RentRight keeps records continually so that you can easily compare one profit and loss for any time period you choose to the next year's same period. Anytime after the 31<sup>st</sup> of December, you should have all the information you need to prepare for your taxes with RentRight.

**Will RentRight work with Storage Units?**

Yes, RentRight works with Storage Units and other rental situations in which the bill needs to go somewhere other than the rental unit itself. Just fill in the billing address on the Bill To Folder on the Tenant Form. Then check the check box to use this address. If you fill in this folder, the invoices and receipts and mailing labels will default to the new Bill To address.

**Can I import pictures or logos into RentRight letters?**

Yes, you can insert a bit map. Open the word processor, then go to Insert on RentRight's menu bar. Choose Image and then you can find the image to insert. We recommend that you make these documents directly in the Letter/Forms folder by

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pushing the new button. That way the new documents can be listed and accessed from the Letters/Forms Folder.

**Can I make changes to the Forms provided?**

Yes, you can use the RentRight forms or change them for the way you do business. CAUTION: If you want to change a RentRight form, you should copy the form you like, then make a new document, and paste the old RentRight document in. Then you can make the changes you want, and save it under a different name. This will prevent you from losing your changes when you get an update to RentRight, because the update process will replace the original documents into your software.

**Can I make custom reports or change the reports?**

You can not change the reports within RentRight except the ones that give you options to do so. If you buy a custom report writing software such as Crystal Reports you can make your own custom reports.

**I made a mistake in unit assignment but later corrected it so that it shows up correct in tenant and income forms. Now, however, the income reports are wrong and show income for that other unit.**

That report is actually working correctly. You originally collected rent as if the tenant was in the other unit. Then when you changed the unit assignment, the program began to record the new rent collected to the new unit. It works this way so that if a tenant moves from one unit to another, you can track the income based on the units. To correct the problem, you will need to put the tenant back in the original (incorrect) unit, open the income form and delete incorrectly collected income. Then you can put the tenant back in the correct unit, and collect the rent again.

### ***Printing Questions***

**RentRight does not print at all.**

You may have to change your parallel port from ECC to ECP mode. This can be done through your computer bios. You will need to check with your computer manual to do this. It is not something RentRight can help with.

**Last week I printed out lease renewals in legal size and no matter what I do I cannot change the paper size to print letter size.**

Go to the Start button. Then choose: Settings->Printers.

Right click on the printer you use and choose Properties. From there you can find the paper setting and change it back to letter size.

**Only the first section of the report prints, and it prints on numerous pages.**

You have your paper size set to envelope. Go to the Start button. Then choose Settings->Printers. Right click on the printer you use and choose Properties. From there you can find the paper setting and change it back to letter size.

**When I try to print, I just get a blank white screen for the preview and it will not print. What is wrong?**

If the preview screen is white, you need to reboot the computer and that will fix it.

**When I try to print, I get a preview screen that is gray with a small black dot in the middle.**

This means that you have no printer installed. You must have a printer installed on that computer in order to view the reports.

**Some things print in RentRight and other things don't print in RentRight.**

It could be that you have a USB printer. RentRight will not work consistently with some USB printers. If this is the kind of printer you have, then you need to purchase a parallel cable and attach it to the back of your computer and the printer.

Then reset the printer settings in Windows. Go to the Start button->Settings->Printers. Find your printer and right mouse click on it. Choose Properties. Choose Details and then in the section called "Print to the following port", change to LPT1.

If you do not have a USB printer, then it could be a problem with your printer driver. Download and

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install from your printer web site, the latest driver for your printer.

If you have a HP DeskJet USB printer and you can not print, try downloading and installing the 550C driver from the site [www.hp.com](http://www.hp.com).

**When I print, the printing font is either too large or too small.**

You need to make sure you are printing to the default printer that you have set up in Windows. Go to Start->Settings->Printers and see which one you have set as default. Open Reports and then go to Options on the Menu Bar. Choose Preview Printer and make sure it is the same printer that you have set as the default printer in RentRight. Now when you print in RentRight, make sure you choose the same printer.

**Can I fax a report directly from RentRight?**

Yes. First your fax machine must show up as a printer in your list of printers. Each printer is different, so you will need to set this up yourself. Then, change the fax machine to your default printer. To do this go to Start->Settings->Printers and right click on the fax machine to set it as the default. Now you push print on a report preview and it will fax the report. Make sure after you have faxed the report, to set the default back to the original printer.

### ***Backing up and Restoring Questions***

**After I back up it says “Backup Verification Failed” What does this mean?**

It means that you do not have a good backup. After you back up your data, RentRight automatically reads your back up file to verify that you did get a good back up. This message means that what was backed up is not a good file. Either the floppy is bad, the write protect tab is on, or something else has gone wrong. Try backing up through Windows Explorer until you figure it out. You can do this by copying the file C:\RentVer3\apartment.mdb to a floppy. This file has all of your data.

Things you can try to get the backup working are as follows:

1. Reboot your computer before you do the back up.
2. Try using a new floppy.
3. Get the latest update.
4. Try backing up to your hard drive to see it is the floppy or something else.

- How should I back up my data?**
- Because not all disks are reliable, we recommend backing up on a rotating set of disks. This way if you lose your data, you can find your data on the next latest disk. If you are a smaller company and only back-up weekly, you may want to use one disk labeled for each week of a month. Larger companies that need to back up daily should label disks Monday through Friday. If there should happen to be a problem with a disk, you can easily find the next latest back up by the labels.
- At the end of the month take one of the floppies out of service and label it "August" (or whatever month it is). Take this floppy home, and put a new floppy in its place. This way you keep getting new floppies so the old ones don't wear out, and you have an off site backup in case of a fire, or other catastrophe at the office.
- To back up, simply go to File on the menu bar. Put in a floppy. Then choose the Floppy Drive and click on Back up. After the backup, you will get a screen that shows you that your data was backed up successfully.
- How can I be reminded to backup?**
- RentRight has a reminder that pops up each time you close the program. It will tell you the number of days since you last backed up. You can set the reminder to warn you every time you exit RentRight or you can set how often you want to be reminded to back-up.
- I used to get a reminder to back up when I closed RentRight. I chose not to be reminded any more but now I want the reminder back.**
- Go to Start->Programs->Windows Explorer and find C:\RentVer3. Find the file called rental.ini and delete it. This will restore the backup reminder. If you are on a networked computer, you will need to reset your network connections in RentRight after you delete rental.ini.

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**Can I back up to a CD?**

If you know how to back up to a Writable CD that is fine, as long as you know how to extract your data if you need to restore it. We cannot help you with this procedure since every writable CD has a different procedure.

RentRight has an automatic back up and restore process that is made to work with floppy disks or your hard drive. If you back up your data in RentRight's system it will zip your data automatically for you, verify that you got a good back up and then it will unzip the data if you need to restore it.

**How can I see what I backed up?**

You can not open the back up file by double clicking on it. However after you backup you will get a verification screen that will show you some of the data that was backed up. You can review it to make sure that the latest data is in fact on the backup. Another way to verify a backup that you already have is to go to Start/Programs/RentRight3 and choose Verify Backup. Then click on "Pick Backup File" and select the backup location and double click on the file that you want to view.

**On the backup verification, I cannot see any expenses.**

The back up verification is there just to show you a sampling of some of your data so you can check it. It will not show all of your backed up data.

**I tried to restore my data and the only backup I had is on a damaged floppy. What can I do?**

RentRight occasionally backs up your data for you automatically. To restore from this data, go to File/Restore in RentRight. Then choose to Look In C:\RentVer3. Click on the folder called Backup. In the box at the bottom called "Files of Type" Choose Backup Files. You will see a list of files labeled .bak. The first 4 numbers identify the date of the backup and the next 4 numbers identify the time of the backup. So 09051015.bak is a backup from September 5<sup>th</sup> at 10:15. Just select the one you want and then click on the Restore button.

### **Error Messages and Problems**

**I open RentRight and there is a flash like it is opening and then it does not open.**

This means that you have more than one copy of RentRight running at the same time. Reboot the computer and this will close all running programs for you.

**RentRight has Caused a General Protection Fault.**

The type of error you are experiencing is a Windows error. A Windows error will usually occur randomly and could mean that your resources are getting low. You need to reboot the computer after you get this error once. (Actually shut down all open programs, and go to Start/Shut down. Then turn your computer off for a minute or two).

If you do not reboot after this type of error, you will begin to experience the error more and more frequently in RentRight and in all of your Windows programs.

**"Incompatible Files" message upon opening RentRight**

The incompatible files message means that you have another (probably older) program installed on your computer that has older versions of the files that RentRight needs to run. To fix the problem you just need to delete the files and reinstall the ones that RentRight needs. To do this, first re-boot your computer. After rebooting, go immediately to the Start button and choose Find->Files or Folders. Type in the name of each file listed in your message (separate each file name with a semicolon). When the file(s) are found, right click on them and delete each of them.

Now re-install RentRight from your original CD. (**DO NOT UNINSTALL** RentRight, simply re-install it).

This will replace the correct files into your computer.

If this does not work then copy the exact message you are getting on your screen about the incompatible files and send it to us in an email so we can get more details about what is happening.

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<b>Conflicting File message that says missing file: w32sys.dll</b>	This message means that you are missing a file that is needed in the C:\Windows\System. Send an email to us at <a href="mailto:support@rent-right.com">support@rent-right.com</a> and we will email you your missing file with directions about how to install it.
<b>Object Variable Not Set</b>	Get the latest version of RentRight. If that doesn't fix it, email your database to RentRight Support. Make sure to include an exact description of how to make the error message occur so we can try to reproduce the problem.
<b>Reserved Error There Is No Message For This Error</b>	Go to File on the menu bar and choose Compact database (this will perform the repair database function). Get the latest version of RentRight.
<b>Dynazip/Unzip Error</b>	Get the latest version of RentRight.
<b>Disc I/O Error During Read</b>	Go to File on the menu bar and choose Compact Database. This message means that your database needs to be repaired. If the Compact Database does not help, then you will need to restore your data from a back up.
<b>Sub or Function Not Defined (after installing new software for the first time when clicking on the RentRight icon on the desktop)</b>	Reboot Computer.
<b>When I boot up the computer I get the message C:\apartment.mdb isn't a valid path.</b>	You do not have your reminder system installed in the right place. Go to the Start button on the bottom of your computer. Then go to Programs, and Startup and find "RentRight Reminder". Right mouse click on "RentRight Reminder" and choose Properties. A box will come up. Look in the Start In box. It should say C:\RentVer3. If that is not correctly displayed in that box, just type it in.

**When I click on the RentRight icon I get the message apartment.mdb not found restore from backup and “License File is Missing”.**

That message tells us that you probably have a problem with your shortcut that starts RentRight. First try this and let us know if this fixes it.

1. Right click on the icon that starts RentRight
2. Choose Properties
3. Go to the Shortcut Tab
4. Make corrections so that it looks like this:

Target: C:\RentVer3\Rental.exe  
Start in: C:\Rentver3

### **General RentRight Questions**

**It is asking me to activate again, and I already did so. What is the problem?**

If you change your hard drive, or have a major hardware or operating system change, RentRight occasionally thinks that you moved the software to a new computer. Just email us the entry code and computer ID and we will send you back an activation code. You will have 30 days to do this. If you move your software from one computer to another, you will also need to re-activate.

**I want to move my copy of RentRight to a new computer. How do I do this?**

To move your software to a new computer, first install RentRight in the new computer. If you download the software, you will have the latest version on the new computer. To do this, go to our site at [www.rent-right.com](http://www.rent-right.com) and follow the Updates link. Then download "For the First Time" Version 3. Now go to the old computer and open RentRight, go to File on the menu bar and choose Backup to back up your data. Now go to the new computer and go to File and Restore your data. You will have 30 days before you will need to activate the software on the new computer. Make sure that your data transferred correctly.

Now you need to move your license to the new computer. You will need to call us at 1-800-RENT-065 with your computers open to RentRight. Go to Help and RentRight Sales on the menu bar of the old computer. We will ask for the entry code and computer ID numbers. We will give you an activation code to type in. You will read back a number to us that will remove RentRight off of that computer.

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Then we can give you an activation code for the new computer at no charge.

### **How do I update my software from the Internet?**

Go to Help on the menu bar, and choose Download Latest Update. When the Start Download box comes up, choose "Run From It's Current Location". The update will download and install automatically.

If you choose to save the file, you will need to select where you want to save the update file. A good choice is the rentver3 directory under the C drive, if this is where you have installed RentRight. It does not matter where you save the file, only that you know where you saved it so it can be executed later. Just find the file and then double click on it to install it.

You must download an update on the same computer where RentRight is installed. If you want to download it from a different computer, the download will not fit on one disk unless you know how to use a Zip program

### **I attempted to download an update, and it looks like the download happened very quickly. Then I went through the installation screens but my version did not update. What happened?**

This means that your Internet browser has saved you a previous copy of the update file and will not let you download it again until you clear your cache of temporary saved downloaded files.

Microsoft® Internet Explorer: Go to 'Tools' then 'Internet Options' and in the 'Temporary Internet files' section, click the 'Delete Files' button. Click 'OK' and 'OK' again on the Internet Options box.

Netscape® Navigator: Go to 'Edit' and select 'Preferences...' from the menu items. Click the "+" sign next to 'Advanced' and click 'Cache'. Click the 'Clear Memory Cache' and 'Clear Disk Cache' buttons.

AOL: Go to Start button on the bottom of your computer. Then go to Find/Files or Folders. Type in rrUpdV3.exe When you find the file(s) right click on each of them and choose Delete. OR if that does not work, go to Windows Explorer the C drive and find the Windows folder. You will see a folder under that called Temporary Internet Files. Just delete all of the

files in this folder.

Then try to download again. OR we can send you a CD for \$14.95, which is our cost to create the CD and ship it to you. Just call 1-800-RENT-065 to order.

**I need to send my database in to the support department. How do I do this?**

Go to Help on the Menu Bar in RentRight. Then choose "Communicate With RentRight". Open up the folder called Communicate. Fill out the form completely, making sure to give a brief description of the problem and any relevant facts. Sign on to your Internet provider, go back to this form and hit send. Give the system time to send the file and attachments and then sign off the Internet and close the communicate folder.

### **General Windows Questions**

**How do you create a short cut?**

You can create a short cut to a file or a folder. A short cut to a folder will open an entire folder, so that you can choose a file within it. A short cut to a file will open that file. You can place the short cut anywhere, but they're most useful on your desktop. To create a short cut on your desktop, right click anywhere on your empty desktop. Then choose New->Shortcut. Then click on the browse button and find the file that you want the shortcut to. For example if you want a shortcut for the RentRight reminder system, look under C:RentVer3 and find Reminder.exe. Select the file and then click on Next until the shortcut is installed.

**What's the best way to send my database to my owner to review?**

First, create a short cut for your database on your desktop. (The file is C:RentVer3 aptment.mdb) Then, right mouse click on the short-cut icon and choose "send to." Then, choose "mail recipient." Your email program will pop-up, and just type in the recipient's name and your database will be automatically attached. Click "send and receive" to send the message.

OR you can create an email to the recipient. The click on insert or attach at the top of your email message. Then attach the file C:\RentVer3 aptment.mdb and send the message.

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### **How do I find RentRight's folder in my computer after it's installed?**

First, go to Windows Explorer. Now you will see a desktop. RentRight is wherever you chose to install it. However, if you chose the defaults that were set-up during installation, this is how you will find RentRight. After you open Windows Explorer as explained previously, on the left-hand column on the top, you will see your C drive listed by a small icon with some letters and C in parentheses at the end. RentRight will be installed within the C drive. Look below alphabetically and find RentVer3. This is where RentRight is installed. To the left of the C drive, you will see a minus sign. Click on this, and it will turn into a plus sign and hide all of the folders within the C drive. If you click on the plus sign, the folders will be shown again. Now that you have found RentVer3, click on it. The contents of the RentRight folder will be shown in the large box to the right.

### **What does it mean that my data is corrupted?**

Having a corrupted database means that your data (everything you have typed into the program) may be lost. This can happen if there is a power surge, such as a discontinuation of power (for example, lightning). Adding a surge protector to your power supply will help prevent this disaster. Corrupted databases can also occur if you turn off your computer incorrectly (even if RentRight is not open at the time). To shut down correctly, first close RentRight, and all other open programs. Then go to the Start button at the bottom of your screen and choose "Shutdown." Then, wait until a message on your screen tells you that it is now safe to turn off your computer.

Should your database become corrupted, go to Start->Programs->RentRight and then choose Repair Database. If this does not work, restore from your last back up. (Read above questions about backup and restore to learn how to find other copies of your data if you have no backups.)

**How do I  
download an  
email with a  
database  
attachment  
using AOL?**

In AOL when you download an email with an attachment it brings up download manager. Download manager prompts for where to save the attached file. By default it will save it in C:\AOL\DOWNLOAD. We need to change it to C:\RENTVER3. To do this, click the down arrow by look in (that probably says "DOWNLOAD") and choose the "C" drive. Then you will see the contents of the "C" drive. One of the folders will be RENTVER3. Double click on it, then click the Save button.

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