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SIGNING UP YOUR ACCOUNT

- **YOU WILL RECEIVE AN ACTIVATION EMAIL TO SET UP YOUR ACCOUNT, AS SHOWN BELOW. PLEASE FOLLOW THE STEPS.**

Dear Tenant,

In order to facilitate Tenant work order requests and billing questions, we have established an online portal for you to easily contact us.

We created an account for you, please activate your account by setting up a password.

Confirmation Code: abc123

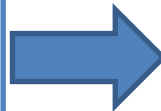
Click [here](#) and enter the confirmation code above.

If above link does not work, you can paste the following address into your browser:

<http://tenant.lovetcommercial.com/#/register/>

Once you register you will be able to view your account and set up a maintenance request or inquire about billing.

Sincerely,
Lovett Commercial Management Team



**Click on link
And enter code: abc123**

**Begin to Register by
following
the steps**

WELCOME PAGE

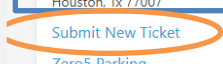
➤ **AFTER YOU SIGN UP YOU WILL BE DIRECTED TO THE WELCOME PAGE AS SHOWN IN IMAGE BELOW**

DBA or company name & Address



WELCOME

Paragon Max
9001 Bellaire Suite 102 Houston, Tx 77007
Submit New Ticket >
Zero5 Parking >
Saltines and Nuts
401 Franklin St Houston, Tx 77201
Submit New Ticket >
Zero5 Parking >



Click here to submit a new ticket

If you are leasing more than one property with Lovett Commercial, then multiple locations will be listed on the Welcome Page

CREATING A TICKET

New Maintenance Request

Tenant

TYPE DBA/COMPANY NAME

Name of Requestor *

TYPE NAME OF PERSON OPENING A TICKET

Request Category *

SELECT A CATEGORY OF REQUEST

Priority *

SELECT PRIORITY LEVEL

Location of Service *

SELECT A LOCATION

Upload Photos (max 9)



UPLOAD
PHOTOS AS
NEEDED

- Select ---
- Select ---
- Immediately
- 1-2 days
- 3 days

- Select ---
- Inside Suite
- Outside Suite

Description *

TYPE DESCRIPTION OF ISSUE

- Select ---
- Select ---
- Billing
- HVAC – Hot/Cold
- Plumbing
- Electrical
- Lighting
- Roof Leak
- Smell
- Janitorial
- Elevators
- Doors
- Landscape
- Other

Submit



CLICK SUMBIT

AFTER SUBMITTING TICKET REQUEST

- **AFTER YOU SUBMIT TICKET REQUEST, TICKET REQUEST WILL GET SAVED ON YOUR ACCOUNT AS SHOW ON IMAGE BELOW. YOU WILL BE ABLE TO SEE PRESENT/PAST TICKETS.**

The screenshot displays the Tenant Portal interface. At the top, there is a navigation bar with 'Tenant Portal' on the left and 'Home', 'Profile', and 'Logout' on the right. The main content area is divided into two sections. On the left, a table with three columns: 'Date', 'Service Requested', and 'Status'. A blue box highlights the first row of the table. On the right, there are two property detail cards. The first card is for 'Paragon Max' and the second is for 'Saltines and Nuts'. Each card shows the address and two links: 'Submit New Ticket' and 'Zero5 Parking'.

Date	Service Requested	Status
May 21, 09:05 AM	Ticket NO.1 AC not cooling, has been doing this for 2 days now. Please help	New Ticket view ticket

Paragon Max
9001 Bellaire Suite 102
Houston, Tx 77007
[Submit New Ticket](#) >
[Zero5 Parking](#) >

Saltines and Nuts
401 Franklin St
Houston, Tx 77201
[Submit New Ticket](#) >
[Zero5 Parking](#) >

STATUS OF TICKET

- **YOU WILL RECEIVE AN EMAIL WHEN TICKET HAS BEEN**
 - **ACKNOWLEDGE**
 - **COMPLETED & CLOSED**
- **STATUS OF TICKET WILL UPDATE ON TENANT PORTAL**

Dear Tenant Name,

The following work order has been RECEIVED and ACKNOWLEDGED.

Property: Nails by CeCe
Number: 7281
Date Reported: 06/16/2020
Location: Unit 5203
Category: Online Work Order
Description: Landscape
Notes:

Our team is currently working on this, thank you for your patience.

Sincerely,

Your dedicated Lovett Commercial Team

401 Franklin St.
Houston TX, 77201
info@lovetcommercial.com
713-961-3877

Dear Tenant Name,

We are pleased to inform you that the following work order submitted on 06/16/2020 has been COMPLETED and CLOSED.

Work Order Number: 728175
Location: Unit 5203
Description: AC

If you have any questions regarding this work order, please call the office, we are happy to assist you. We thank you for allowing us to provide you service and for choosing Lovett Commercial.

Sincerely,

Your dedicated Lovett Commercial Team

401 Franklin St.
Houston TX, 77201
info@lovetcommercial.com
713-961-3877

FORGOT PASSWORD

- IF YOU FORGOT YOUR PASSWORD, GO TO LOG-IN PAGE AND CLICK ON “FORGOT PASSWORD”

Tenant Portal

WELCOME

We Created a Tenant Portal that you can access at any time to request and monitor the progress of warranty work on your house.

This portal also includes other important information such as emergency maintenance numbers and general care instructions relating to features of your house.

If you have any questions or issues using our tenant portal, please reach out to us at hello@posthtx.com.

Sign In

LOVETT

COMMERCIAL

Email:

Password:

[Forgot your password?](#)

Login

- TYPE IN THE EMAIL ASSOCIATED WITH YOUR ACCOUNT AND CLICK “SUBMIT”

Tenant Portal

Forgot Your Password?

Enter the email address associated with your homeowner account.

Submit

- YOU WILL RECEIVE AN EMAIL WITH INSTRUCTIONS ON HOW TO CHANGE A PASSWORD

CHANGING PASSWORD

- **CLICK ON PROFILE, TOP RIGHT CORNER**
- **ONCE YOU ARE ON THE PROFILE PAGE, CLICK ON CHANGE PASSWORD**

Tenant Portal Home Profile Logout

Profile

First Name
John

Last Name
Smith

Email
rfletez@gmail.com

Phone

Home Phone
832-909-3245

Address
9001 Bellaire Suite 102

Updates

- Profile
- Update Profile
- Change Password**

- **TYPE IN NEW PASSWORD AND CLICK SUBMIT**

Tenant Portal Home Profile Logout

Change Password

Old Password

New Password

Confirm Password

Updates

- Profile
- Update Profile
- Change Password