AMERICANA
PROPERTY MANAGEMENT

AppFolio Owner Portal – Frequently Asked Questions

1. What is the AppFolio Owner Portal?

The Owner Portal is an online platform that allows property owners to easily view their property and financial information, access important documents, and communicate with management—all in one secure location.

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2. How do I log in to my Owner Portal?

1. Go to **https://www.americanapropertymanagement.com/owners**

2. Enter the **email address** associated with your account.

3. If it's your first time, click **"Forgot your password?"** to create a new one.

4. Once logged in, you'll have full access to your account dashboard.

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3. What information can I see in my Owner Portal?

You can view:

- Current and historical **owner statements**

- **Income and expense details** by property

- **Work orders and maintenance updates**

- **Tenant rent payments** and balances

- **Reports** and other shared documents

- **Messages** from property management

4. How often is information updated?

Most financial data, such as rent payments and expenses, are updated in **real time** as transactions occur. Monthly statements are typically posted **by the 10th of each month** unless otherwise noted.

5. Can I download or print my owner statements?

Yes.
 You can open any statement and click **"Download PDF"** or **"Print"** from your portal dashboard.

6. Can I access my Owner Portal on mobile?

Yes.
 The Owner Portal is mobile-friendly and works on any smartphone or tablet through your web browser. You can also download the **AppFolio Owner App** from the **App Store** or **Google Play** for quicker access.

7. How do I update my contact information or bank account?

- Log in to your Owner Portal.

- Go to **"Settings"** or **"Profile."**

- Update your **email, phone number, or mailing address.**

- For bank changes, please contact **[your management company's name]** directly to ensure account verification and security.

8. How are owner distributions paid?

Owner distributions are typically sent via **direct deposit (ACH)** to the account on file. Funds are generally disbursed **within a few business days** after monthly reconciliations are complete.

9. Where can I find maintenance updates?

Under the **"Work Orders"** or **"Maintenance"** section of your portal, you'll see open, in-progress, and completed work orders with status updates and notes from the management team.

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10. Can I message my property manager through the portal?

Yes.
Use the **"Messages"** feature to send and receive direct communications securely with your property manager.

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11. What if I forgot my password?

Go to the login page and click **"Forgot your password?"**. Enter your email address and follow the link sent to your inbox to reset it.

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12. Who do I contact if I have trouble accessing my account?

If you experience login issues or need technical help, please contact:
✉ **[insert your company support email]**
📞 **[insert phone number]**
Our team will verify your identity and help you regain access.

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13. Can I view multiple properties under one login?

Yes.
If you own multiple properties under the same email, they will all appear within your single Owner Portal account.

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14. Is my information secure?

Absolutely.
AppFolio uses industry-standard **encryption and data security measures** to ensure all personal and financial data remains protected.