

Welcome Home

Your Tenant Guide

Everything you need to get set up and make the most of your Blueoaks tenant portal — paying rent, requesting repairs, and getting help fast.

1. Getting started — your tenant portal

Your portal is where you pay rent, view your lease, submit maintenance requests, and see updates anytime.

- You'll receive a welcome email with a secure link to set your password. Click it and choose a password.
- After that, log in anytime at **blueoaksmanagement.com** → Tenant Portal Login.
- Forgot your password? Use the “Reset password” link on the login page — it emails you a new secure link.

2. Paying your rent

- Rent is due on the **1st** of each month.
- In the portal, click **Make a Payment** — pay by debit/credit card or bank account (ACH).
- Prefer set-and-forget? Turn on **Auto-Pay** and your balance is charged automatically each month — no missed due dates, no late fees.
- You can also pay an upcoming month early from the same screen.
- Your balance, payment history, and receipts are always visible under Rent & Statement Ledger.

Tip: paying by bank account (ACH) is best for larger balances, which can exceed a card's limit.

3. Maintenance requests

- Submit requests right in your portal — tap + **New Request**, describe the issue, and add photos. Submitting from the portal links it to your unit so it's handled faster.
- You'll get an instant confirmation, and an email each time we post an update.
- Track status in the portal: Open, In Progress, and Resolved.

Emergencies

For a life-threatening emergency or fire, call **911** first. For after-hours maintenance emergencies — active water leak, no heat in cold weather, gas smell, electrical hazard, or no power — call us immediately at **518-275-8363**, then submit a request marked Emergency so it's documented.

4. Your lease

- When a lease is ready, you'll see “Review & sign your lease” on your dashboard — review and e-sign in a couple of minutes.
- Once everyone signs, a copy is filed in your portal under Documents for download anytime.

5. Renters insurance

- Add your policy in the portal under Renters Insurance — carrier, policy number, coverage, and dates.
- We'll remind you by email before it expires so your coverage never lapses.

6. Questions & help

We're here to help. Reach us at support@blueoaksmanagement.com or **518-275-8363**. For billing questions, email payments@blueoaksmanagement.com. Most updates and answers will also appear in your portal.