

iStateSoft
Property Manager
Version 2.0

User Manual

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Introducing iStateSoft Property Manager

iStateSoft Property Manager is the full function software developed to **facilitate day-to-day property management operations**. It allows brokers, agents, property owners to **publish and maintain property listings**. No more vacancies, operating expenses, and endless guest-owner negotiations! With iStateSoft Property Manager real estate software your realty business turns into a pleasure.

Out-of-the-box, iStateSoft Property Manager has all the necessary features to run a professional, stable and profitable online real estate business. Fully automated, the application provides the **accurate management of your property listings**. Integration of this application to your real estate listings web site allows the guests to **search the database of properties by multiply criteria** to find the property, which suits their needs best. Likewise, the property owners can take advantage of **unlimited property photos uploads** as well as **movies about the house** and surrounding areas.

Home owners/real estate agents can submit as **detailed description of the property** as it is needed for a guest to select the appropriate house for vacations without contacting the owner directly. iStateSoft Property Manager helps you **generate significantly more revenue** due to the **savings of your time** and **complete automation of your listings tracking**. You can also **charge the owners for membership**; the application includes customizable membership levels, which meet particular needs of different home owners.

To use iStateSoft Property Manager engine, you do not need to have deep knowledge of computer technologies. It was designed to adapt to your needs so you don't have to adapt to it. Its administration panel allows you to manage the web site with ease and pleasure.

Advantages of iStateSoft Property Manager

How iStateSoft Property Manager can help real estate agents?

- ✓ Automate your day-to-day property rental operations
- ✓ Minimize your workload and free up your time for other vital activities rather than manual management of orders, answering phone calls, and meetings with clients
- ✓ Reduce the efforts while increasing your revenue
- ✓ Be your own boss and collect membership payments
- ✓ Take advantage of easy browser-based property management

How iStateSoft Property Manager can help property owners?

- ✓ Take full control of reservations. There is NO third party involvement.
- ✓ Do not share commissions with managing person
- ✓ Collect tenants' payments right from the web site
- ✓ Have potential tenants get 24 hour access to accommodation information
- ✓ Publish the photos and movies of property on the Web.

How iStateSoft Property Manager can help property tenants?

- ✓ Receive close match search results due to multiple search criteria
- ✓ Contact property owners directly, no managing persons are involved
- ✓ Get the detailed information on the property
- ✓ Pay property owners' invoices right from the web site
- ✓ Never face double-booking problem, due to availability calendar attached to each property

System Requirements

To install and run **iStateSoft Property Manager**, you need the following system requirements:

- Windows 2000
- IIS 5 +
- CDONTS
- ODBC or DSN-Less Connections
- MSSQL 2000/2005
- ASP enabled
- FTP Access

Get Support

If you fail to find the information you need in the FAQ section of the web site, or need installation or setup support, feel free to contact us. The iStateSoft Team values every customer and will be glad to answer your questions or give you a helping hand.

To get pre-sales consultation please email to:

info@istatesoft.com

To discuss sales-related and customization issues please email to:

sales@istatesoft.com

To get assistance on technical issues please email to:

support@istatesoft.com

Your feedback matters to us and allows us to improve the service we provide. We will respond to your email within 1 or 2 business days.

Installing

1. Unzip the software files to your computer making sure to preserve the directory structure that is stored in the zip file.
2. Create a directory for the iStateSoft Property Manager on your web server (e.g. /istatesoft/) and upload all files and directories there. Be sure to upload image files (*.gif or *.jpg) in binary transfer mode and everything else in plain text mode.
4. Modify **<install_dir>/base/rConst file**. You need to specify database name, login/password to access to the database. File **asp/rConst.asp** contains site specific setting. Please change these parameters before your web site goes live.
5. Run the installation program in your browser (i.e. <http://www.yoursite.com/iStatesoft/Install/Install.asp>) and complete the installation procedure. You'll see the screens as *Image 1* and *Image 2* below.
6. Once the installation procedure is completed successfully, remove **<install_dir>/Installation directory** form your server.
7. Start entering listings. (After the installation is completed successfully you can try to access your site from the web browser.)

Should you have any questions, please contact us at:

e-mail: support@istatesoft.com

tel: +380 61 270 98 44

Note: *If you run Norton Antivirus on the PC, on to which you are installing iStateSoft Property Manager, make sure you disabled "script blocking". Once you install iStateSoft Property Manager successfully, you can turn it back on.*

Overview | Advanced Search | User Home | | iStateSoft



**Demo of iStateSoft
Property Manager**
for real estate listings

Welcome to
iStateSoft Property Manager Demo
property friendly software





✓ **Step 1.**
Constants Settings

Step 2.
Database Installation

Parameter	Value
Database Type	MSSQL
Database Host Name	(Local)
Database Name	istesoft_db
Database Username	istatesoft_user
Database Password	istatesoft_passwd
Company name	iStateSoft Property Manager Demo
Company URL	http://istatesoft.com/propertymanager/
Main Link	istatesoft.com/propertymanager/
Support Mail	support@istatesoft.com
Support Phone	+38 111 222 3333
Max Custom Fields	10
Items Per Page	5
Pages To Display	10
Default Language	1
Default Country	240

Image 1 – Constants settings



**Demo of iStateSoft
Property Manager**
for real estate listings

Overview | Advanced Search | User Home | | iStateSoft

Welcome to
iStateSoft Property Manager Demo
property friendly software



Database Information

Database Type: MSSQL
Host: (Local)
Database Name: istate20test3
Database User: istateuser

Action	Result
Connecting to Database	Successful
Dropping Constraints and Procedures	Successful
Dropping Tables	Successful
Creating Tables	Successful
Creating Views	Successful
Creating Stored Procedure 'DelCustomer'	Successful
Creating Stored Procedure 'DelProperty'	Successful
Creating Stored Procedure 'DelTicket'	Successful
Creating Stored Procedure 'IsPropertyAvailable'	Successful
Creating Stored Procedure 'AddPayment'	Successful
Creating Stored Procedure 'AttributeMoveDN'	Successful
Creating Stored Procedure 'AttributeMoveUP'	Successful
Creating Stored Procedure 'UpdateAttributeValue'	Successful
Creating Stored Procedure 'sp_DelCBAItem'	Successful
Creating Stored Procedure 'IsPropertyPending1'	Successful
Creating Stored Procedure 'sp_MarkPriceDates'	Successful

Step 1.
Constants Settings

✓ **Step 2.**
Database Installation
done



Image 2 – Database installation

OWNER'S WORK AREA

Owner Registration

iStateSoft Property Manager has three levels of users: Property Owners, Property Tenants, and Administrator. To register as Owner, go to login page, press "[Click here for owner's registration](#)" link:

Login:
 Password:
[Forgot Password?](#)

Have you not registered yet?
 Click [here](#) for *tenant's* registration
 Click [here](#) for *owner's* registration

When you press this link, you are taken to the Registration Form Page, where you can see the sign up packages, available for Property Owners:

Owners/Managers Easy to get started!

Welcome  Choose a plan 

Once you take a look at what we have to offer, you will have to agree that we offer the best marketing value on the Internet!

No website anywhere on the web offers owners and guests more visual aid tools, virtual tour capabilities, storage of data, ability to use video clips, movies, or sound clip support- which is why we have such happy customers and visitors!

We go out of our way to make the most out of your listing! We have invested thousands of hours developing and improving our site to maximize your traffic and bring the most qualified and targeted web users to your property.

We strongly encourage you to post as much visual and descriptive information as possible to attract well informed, happy customers. Since each property is unique, please review and select one of these options:

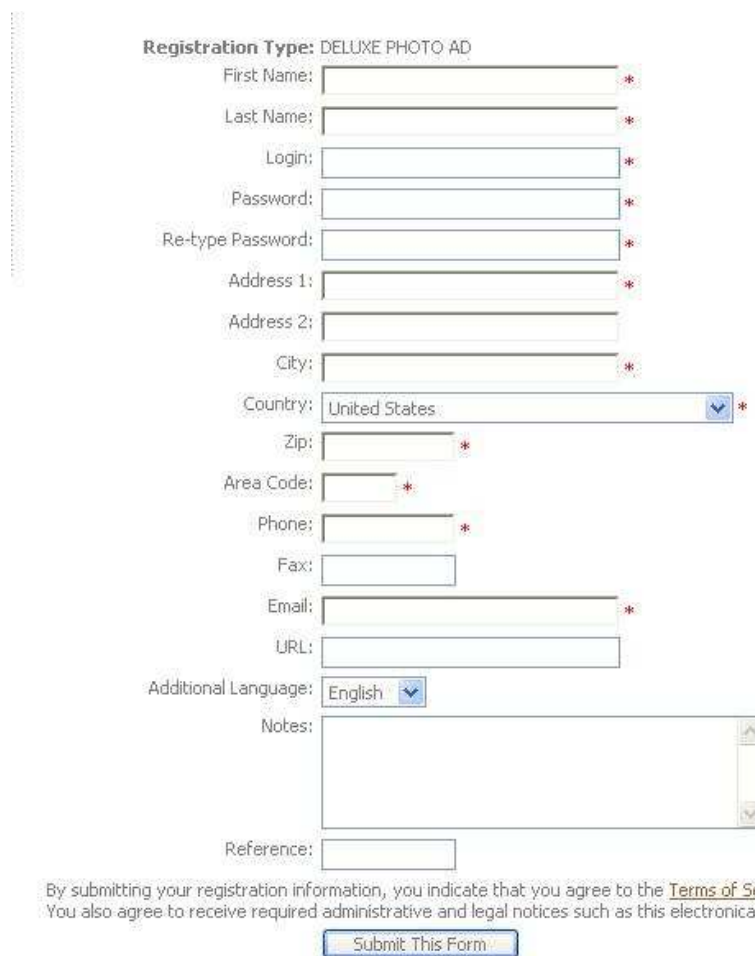
DELUXE PHOTO AD
\$95.00 per year
Up to 5 Properties!!

Up to 10 Photos
 Up to 10 Flash Photos
 Descriptions
 Attractions
 Appliances
 Amenities
 Free links to your Calendar's, URL's
 Affiliates Membership with 25% Commissions!!
Free 180 day trial (added)

VIP LISTING
Very Impressive Property Listing
\$65.00 per year

Free 90 Trial Period
 Up to 5 photos
 Appliance
 Descriptions
 Attractions
 Amenities
Affiliates Membership with 15% Commissions!!
 Free links to your Calendar's, URL's
 Includes Flash or Moving photo gallery, virtual tour links, Submit sound or moving video files at no added charge*
 (subject to editing)
Free 90 day trial

As soon as owner selects the package, he/she presses Sign Up button, and he/she is taken to the Registration Form, where he/she should fill in the fields with his contacts, addresses, phones, etc:



Registration Type: DELUXE PHOTO AD

First Name: *

Last Name: *

Login: *

Password: *

Re-type Password: *

Address 1: *

Address 2:

City: *

Country: *

Zip: *

Area Code: *

Phone: *

Fax:

Email: *

URL:

Additional Language:

Notes:

Reference:

By submitting your registration information, you indicate that you agree to the [Terms of Service](#). You also agree to receive required administrative and legal notices such as this electronically.

After filling in all the fields, the owner presses “Submit This Form” Button. Owner’s entries are checked automatically by the system. In case, some entries are invalid, the owner will see the error screen:

- The following errors appeared:**
- **First Name** must be filled
 - **Last Name** must be filled
 - **Login** must be filled
 - **Password** must be filled
 - **Address** must be filled
 - **City** must be filled
 - **Zip** must be filled
 - **Area Code** must be filled
 - **Phone** must be filled
 - **Email** must be filled

If the fields are valid, the registration process is successful and owner is taken to his/her newly created account:

The screenshot shows the iStateSoft Property Manager Demo interface. At the top left, there is a logo for 'Demo of iStateSoft Property Manager for real estate listings' and a photo of a house. The top navigation bar includes links for 'Overview', 'Advanced Search', 'User Home', 'FAQ', 'iStateSoft', and '[Logout]'. The main content area has a yellow header with the text 'Welcome to iStateSoft Property Manager Demo property friendly software'. Below this, a section titled 'Welcome to the property owner area' contains a calendar icon and a message: 'Information about your **Owned Properties** will be available within **90** day(s). Your property information can be seen or edited by clicking on the appropriate button to your left. After your property information is entered, you should be able to access it instantly.' There are also sections for 'Payment notes' and 'Notice to free trial customers'. The left sidebar contains a menu with items like 'Tickets', 'Properties', 'Rent Inquiries', 'Invoices', 'Payments', 'Make Payments', 'Payments Systems', 'Edit Profile', and 'Logout'. At the bottom of the sidebar, there is a support menu with 'FAQ', 'Payment Support', 'Profile Support', and 'Property Support'. The right sidebar contains a 'Confused? Lazy? Want your hand held?' section with contact information.

- 1 Owner uses these menu items to add, manage, edit or track his/her properties.
- 2 Here is the customizable area, where you can greet your newly registered owners, and give them a detailed overview of your services.
- 3 This is a general menu, available for every user of the system. Whenever owner encounters the issues, which require administrator's assistance, he can use this menu.
- 4 At the right upper corner owner can see his/her status, which indicates if he/she's currently logged in/out.

Creating Property Entry

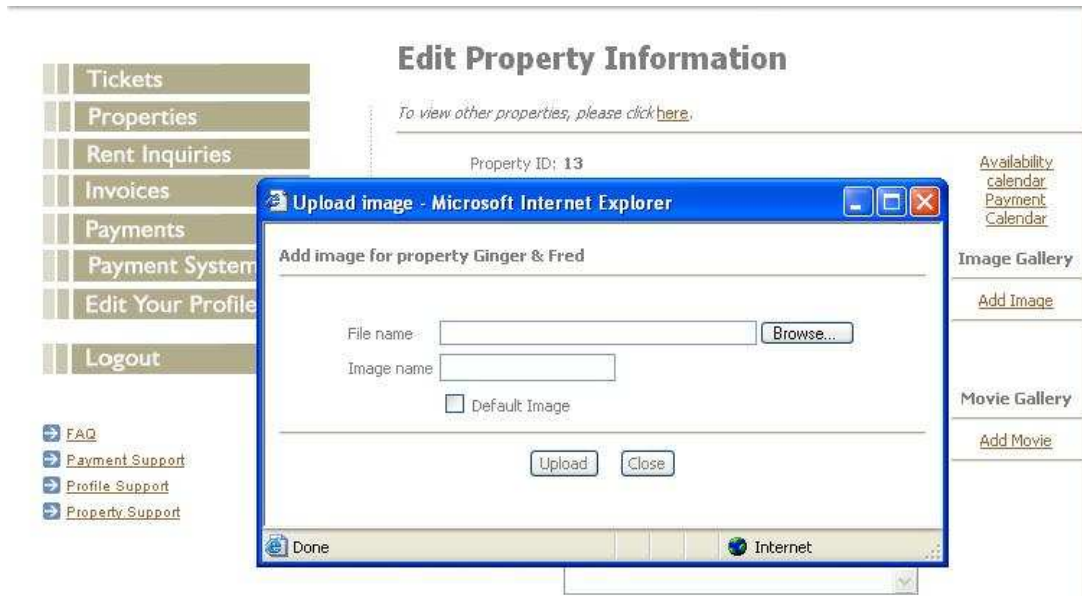
After successful registration, owner can add his properties to his account. For this, press Properties menu at the left column, and then click on “Add a new Property” link at the main screen. You’ll see the following Property adding form:

The screenshot shows a web form titled "Add new property". The form contains the following fields and options:

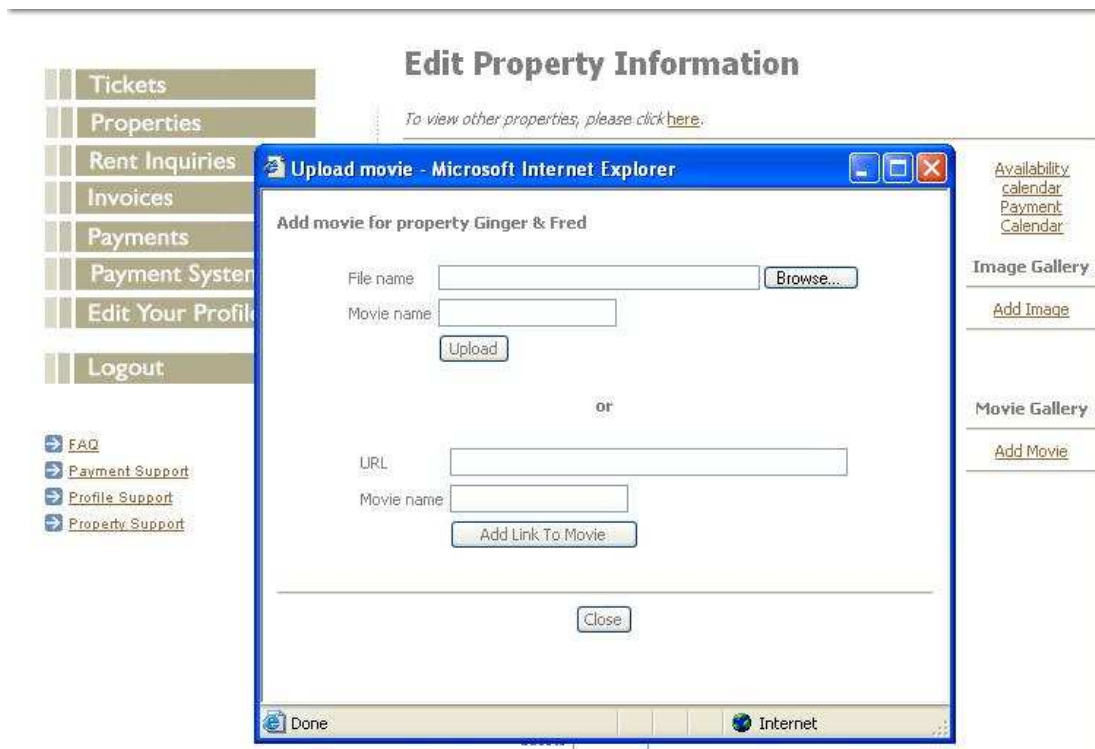
- * Property Name**: Text input field.
- Country**: Dropdown menu with "United States" selected.
- State**: Dropdown menu with "California" selected.
- City**: Text input field.
- Address**: Text input field.
- Zip Code**: Text input field.
- Community**: Text input field.
- Phone**: Text input field.
- Lodging Type**: Dropdown menu.
- Notes**: Text area.
- Language**: Dropdown menu with "English" selected.
- Bedrooms**: Text input field.
- Baths**: Text input field.
- Guests**: Text input field.
- Min. # of Nights**: Text input field.
- Beaches**: Dropdown menu.
- Parking**: Dropdown menu.
- Gay Friendly**:
- Smoking**:
- Pets**:
- Pools/Saunas/Hot Tub**:
- Handicap**:
- Dock**:

At the bottom of the form is a button labeled "Insert Record".

Fill in all the Property fields and click “Insert Record” button to proceed to the Edit Property Page, where you can upload the images of the property. For this, press “Add Image” link at the right part of the screen. Press “Browse” in the appeared pop up and upload the image from your hard drive:



Repeat the same for each photo of your property. You may also add the movie of your property in this screen. Click “Add Movie” link at the right part of the screen and get the pop up. Press “Browse” and upload the movie from your hard drive, or type in the URL of movie location on the web:



If a property has some outstanding tidbits, which are not included in system default check boxes, owner is allowed to add several custom fields, giving them the desired names and descriptions:

Custom Fields

1: Name

Text (255 ch. max)

2: Name

Text (255 ch. max)

3: Name


Text (255 ch. max)

Rates Editing

Owners are free to charge different rent fees for different times of the year. They can charge larger fee for on-season / holiday period, or smaller fee for off-season period. For this, they may use the Rates Calendar:

Payment Calendar

For any vacation rental there is a high season and a low season. You can choose up to 10 different rental rates for any occasion. Use the form below to specify different rate types for different times of the year.

If you see this button  next to a field, move your mouse over the button to view more information about that particular field.

To change other property parameters, please click [here](#).

 Rate Name	Start Date			End Date			Daily Rate (\$)
1 4th Of July 	Jun 	28 	2006 	Jul 	10 	2006 	\$550
2 Christmas 	Dec 	20 	2006 	Jan 	05 	2007 	\$600
3 							
4 							
5 							
6 							
7 							
8 							
9 							
10 							

 Time waiting payment for property: days

Rent History

To view the Rent History of his/her property, owner should login to his/her account, select “Properties” from the left-column menu, and then press “History” next to the property he/she wants to check out:

Property Information

Property Name	Country	State	City	Address			
Excelent Building	United States	California	Suwanee	6345 Olde Atlanta Pkwy	History	Edit	Delete
Fine Large House	United States	California	Roanoke	1625 Sunberry Circle	History	Edit	Delete
Nice House	United States	California	Ukraine	647 Dolphin Rd	History	Edit	Delete
Splendiferous Home	United States	California	Suwanee	6345 Olde Atlanta Pkwy	History	Edit	Delete
Very Nice House	United States	California	Suwanee	6345 Olde Atlanta Pkwy	History	Edit	Delete

Records 1 to 5 of 5

Click here to see Property Rent History

You’ll be taken to the page where all the property rent history is stored. All the rents, from the day the property was added till now, are recorded to this table:

Rent History

Property	Tenant	Arrival Date	Departure Date
Beautiful Home	test tenant	01.05.2006	05.05.2006
Beautiful Home	test tenant	01.09.2006	05.09.2006
Beautiful Home	stacey	05.03.2007	14.03.2007
Beautiful Home	test tenant	06.03.2007	08.03.2007
Beautiful Home	test tenant	08.03.2008	29.03.2008
Beautiful Home	test tenant	08.06.2008	29.06.2008
Beautiful Home	test tenant	08.12.2008	29.12.2008

Records 1 to 7 of 7

Responding to Inquiries

When property owner is logged in, he/she can look through the inquiries made by tenants, who would like to reserve this very property. For this, he/she should select “Rent Inquiries” from the left-column menu:

Rent Inquiries

You can operate by property inquiries by changing of status.

Show Only: 

Property Name	Tenant Name	Arrival Date	Departure Date	Description	Firstly Processed	Status	
Beautiful Home	test tenant	08/08/2008	08/29/2008	2008		Open	Edit
Beautiful Home	test tenant	05/08/2008	05/29/2008	2008		Open	Edit
Beautiful Home	test tenant	03/08/2009	03/29/2009	2009		Open	Edit
Beautiful Home	test tenant	07/01/2006	07/05/2006	jul		Open	Edit
Beautiful Home	test tenant	06/01/2006	06/05/2006	june		Open	Edit
Beautiful Home	test tenant	04/01/2006	04/05/2006	april		Open	Edit
Beautiful Home	test tenant	03/01/2006	03/05/2006	march		Open	Edit
Beautiful Home	test tenant	03/10/2007	03/13/2007	@2		Open	Edit
Beautiful Home	test tenant	12/08/2008	12/29/2008	2008:dec	03/01/2006	Confirmed	View
Beautiful Home	test tenant	06/08/2008	06/29/2008	2008	03/01/2006	Confirmed	View

Records 1 to 10 of 20

≥

≥≥

You can see that some inquiries are opened, some are confirmed. In total, there are 6 inquiry statuses:

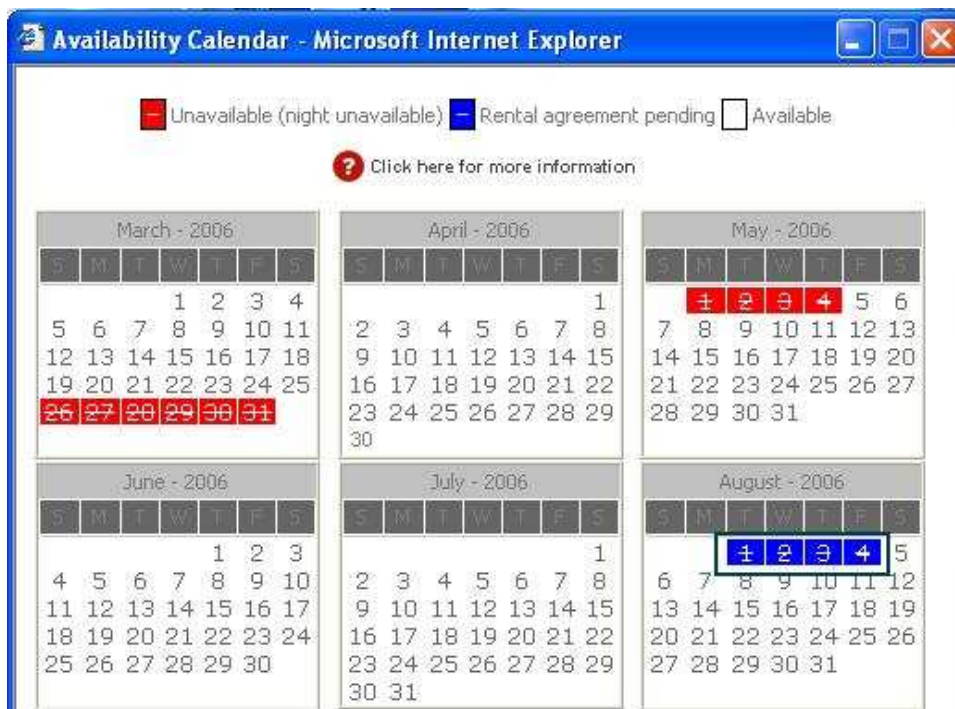
- **Open.** When a tenant sends his/her inquiry to a property owner, and the owner has not yet viewed it, this inquiry status remains open
- **Available.** If property is available for the inquired period, and has defined rates for it, owner can change the inquiry status to **available**. The automated status email is sent to tenant. Together with this email, there appears an invoice in Tenant’s area. The inquiry dates in Availability Calendar are changed to dark-blue and they are considered to be pending:

Edit Rent Inquiry

You can operate by property inquiries by changing of status.

Property Name: Beautiful Home
Tenant: test tenant
Tenant Email: stacey@istatesoft.com
Start Date: 08.08.2008
End Date: 29.08.2008
Tenant's Comment: 2008
Status: Available
Status Reason:

Availability Calendar/ Pending Dates



- Confirmed.** When tenant pays the invoice, the entry is automatically added to Owner's Invoices, and inquiry status gets changed to "Confirmed". The automated status email is sent to tenant again. The reserved dates in Availability Calendar are automatically changed to red and they are considered to be unavailable/reserved:

Tenant Payments

Property Name	Payment Source	Payment Type	Invoice #	Invoice Date	Invoice Sum, \$	Payment Date	Payment Sum, \$
Beautiful Home	ccGateway	Gateway Transfer	10	01.03.2006 11:42:52	1050	01.03.2006 11:52:17	1050

Records 1 to 1 of 1

Availability Calendar/ Reserved Dates

- **Closed.** Inquiry can be opened not more than during 1 month. If invoice was not paid by tenant during this period, owner can set the status to **Closed**.
- **Unavailable.** When there are several inquiries on the same property for the same period, owner makes “available” only one inquiry, and sets “unavailable” for others.

There might be the cases when owner has to set up the availability calendar manually, for instance, during off-season or due to some family emergencies. Then he/she logs in to his/her account, selects the needed property, presses “Edit” and then presses “Availability Calendar” at the right upper corner of the screen:

Availability Calendar

For making some dates *unavailable* just toggle checkboxes near by day and press "update" button.

To change other property parameters, please click [here](#).

Invoicing

To start working with invoices, owner presses Invoices button at the left side menu, and sees the following screen:

Tenant Invoices

Property	Date Entered	Tenant Name	Tenant Email	Amount	Paid			
Villa Paradise	13.03.2006 12:29:05	user1 user1	test@istatesoft.com	1200	0	Edit	Delete	Payments
Villa Paradise	13.03.2006 12:29:45	user1 user1	test@istatesoft.com	125	0	Edit	Delete	Payments
Villa Paradise	13.03.2006 12:31:13	user1 user1	test@istatesoft.com	670	0	Edit	Delete	Payments

Records 1 to 3 of 3

[Add New Invoice](#)

Buttons “Edit”, “Delete”, and “Payments” allow owner to edit invoice information, delete an invoice or see Tenants’ payment history.

To add a new invoice, he/she click the “Add New Invoice” link at the bottom of the form and he/she is taken to this screen:

Add New Invoice

Property: Villa Paradise ▾

Tenant: user1 user1 ▾ *

Amount: \$ 560 *

Description: Welcome to my House!

Insert Record

Payments

To see payments, made by Tenants for property rents, owner presses “Payments” button at the left side menu and sees the following table with Property ID, source, amount paid, etc.:

Tenant Payments

Property Name	Payment Source	Payment Type	Invoice #	Invoice Date	Invoice Sum, \$	Payment Date	Payment Sum, \$
Beautiful Home	ccGateway	Gateway Transfer	10	01.03.2006 11:42:52	1050	01.03.2006 11:52:17	1050
Beautiful Home	ccGateway	Gateway Transfer	15	01.03.2006 11:43:31	244	01.03.2006 11:52:34	244
Beautiful Home	ccGateway	Gateway Transfer	18	01.03.2006 11:43:54	1050	01.03.2006 11:52:56	1050
Beautiful Home	ccGateway	Gateway Transfer	17	01.03.2006 11:43:48	1050	01.03.2006 11:53:09	1050
Beautiful Home	ccGateway	Gateway Transfer	13	01.03.2006 11:43:21	1050	01.03.2006 11:53:27	1050

Records 1 to 5 of 5

Payment for Membership

Owners can be charged for membership. If the web site is not a free service, then owners should make membership payment as soon as they create their account. They may do it by pressing the Make Payment Button at the left side menu. Here is what they will see:

Payments

Payment Source	Payment Type	Payment Gateway	Payment Date	Payment Sum, \$
ccGateway	Gateway Transfer	cc	14.03.2006 17:19:47	65
ccGateway	Gateway Transfer	cc	14.03.2006 17:20:14	65

Records 1 to 2 of 2

Information about your **Owned Properties** will be available within **780** day(s).

Make Payments for Membership 65 \$ / 365 days

Then owner clicks Make Payments for Membership link and proceeds with the order:

Payment Method

January

Please select the preferred payment method to use on this order.

Please Select



Authorize.net

Credit Card Owner:
Credit Card Number:
Credit Card Expiry Date:

Credit Card

Credit Card Owner:
Credit Card Number:
Credit Card Expiry Date:

iPayment

Credit Card Owner:
Credit Card Number:
Credit Card Expiry Date:
Credit Card Checknumber: (located at the back of the credit card)

PayPal

2Checkout

Credit Card Owner First Name:
Credit Card Owner Last Name:
Credit Card Number:
Credit Card Expiry Date:
Credit Card Checknumber: (located at the back of the credit card)

PSiGate

Credit Card Owner:
Credit Card Number:
Credit Card Expiry Date:

SECPay

Continue Checkout Procedure
to confirm this order.

Continue

Delivery Information

Payment Information

Confirmation

Finished!

As soon as owner checks the box opposite the credit card (in case he/she pays by credit card), enters his/her cc number and presses “Continue” button, he/she’s taken to Confirmation page:

Payment Method Credit Card	
--------------------------------------	--

Payment Information

Credit Card: Visa	
Credit Card Owner:	Nastique Danil
Credit Card Number:	4111XXXXXXXX1111
Credit Card Expiry Date:	January , 2007



When owner presses “Confirm Order”, he’s taken to confirmation page:

You Have Completed Your Purchase

[return](#)

A horizontal progress bar with four steps: Delivery Information, Payment Information, Confirmation, and Finished!. The Finished! step is highlighted with a small orange circle above it, indicating the current page.

Click “return” link to get back to your account.

TENANT'S WORK AREA

Tenant Registration

iStateSoft Property Manager has three levels of users: Property Owners, Property Tenants, and Administrator. To register as Tenant, go to login page, press "[Click here for tenant's registration](#)" link:

Login:

Password:

[Forgot Password?](#)

Have you not registered yet?
Click [here](#) for *tenant's* registration
Click [here](#) for *owner's* registration

When you press this link, you are taken to the Registration Form Page, where you should fill in the form fields:

SIGN UP FORM page

Tenant Registration

Step 1: Please setup your information/profile below.

Note: Make sure to save your Login and Password

Step 2: Use your Login and Password to login and view you profile.

First Name: *

Last Name: *

Login: *

Password: *

Re-type Password: *

Address 1:

Address 2:

City:

Country: ▼

Zip:

Area Code:

Phone:

Fax:

Email: *

Additional Language: ▼

Notes:

By submitting your registration information, you indicate that you agree to the [Terms of Service](#). You also agree to receive required administrative and legal notices such as this electronically.

After filling in all the fields, the owner presses “Submit This Form” Button. Tenant’s entries are checked automatically by the system. In case, some entries are invalid, the tenant will see the error screen:

The following errors appeared:

- **First Name** must be filled
- **Last Name** must be filled
- **Login** must be filled
- **Password** must be filled
- **Email** must be filled

If the fields are valid, the registration process is successful and tenant is taken to his/her newly created account:

The screenshot shows the iStateSoft Property Manager Demo interface. At the top left, there is a logo for "Demo of iStateSoft Property Manager for real estate listings" above a photo of a house. A navigation bar at the top right contains links: "Overview | Advanced Search | User Home | FAQ | iStateSoft [Logout]". Below the navigation bar is a yellow banner with the text "Welcome to iStateSoft Property Manager Demo property friendly software" and a photo of keys. A callout circle '4' points to the "Logout" link in the navigation bar. Below the banner is a section titled "Welcome to the property tenant area" followed by a dotted line. A "Payment notes" section with a computer icon states: "iStateSoft Property Manager Demo accepts Visa, MasterCard, or Discover using our secured gateway partner, Verisign for maximum security." Below this is a "Confused? Lazy? Want your hand held?" section with contact information: "Call +38 061 270 9844 and time permitting, we do it all for you within 24 hours; simply or just email the information you have to support@istatesoft.com and our skilled support group will work together with you on your presentation." On the left side, there is a vertical menu with items: "Tickets", "Rent History", "Invoices", "Payments", "Edit Profile", and "Logout". A callout circle '1' points to this menu. Below the menu is another section with links: "FAQ", "Payment Support", "Profile Support", and "Property Support". A callout circle '3' points to this section. A callout circle '2' points to the main content area below the "Welcome to the property tenant area" section.

- 1 Tenant uses these menu items to make an inquiry, to manage his/her profile, track his/her payments for property.
- 2 Here is the customizable area, where you can greet your newly registered tenants, and give them a detailed overview of your services.
- 3 This is a general menu, available for every user of the system. Whenever tenant encounters the issues, which require administrator's assistance, he can use this menu.
- 4 At the right upper corner tenant can see his/her status, which indicates he/she's currently logged in.

Property Search

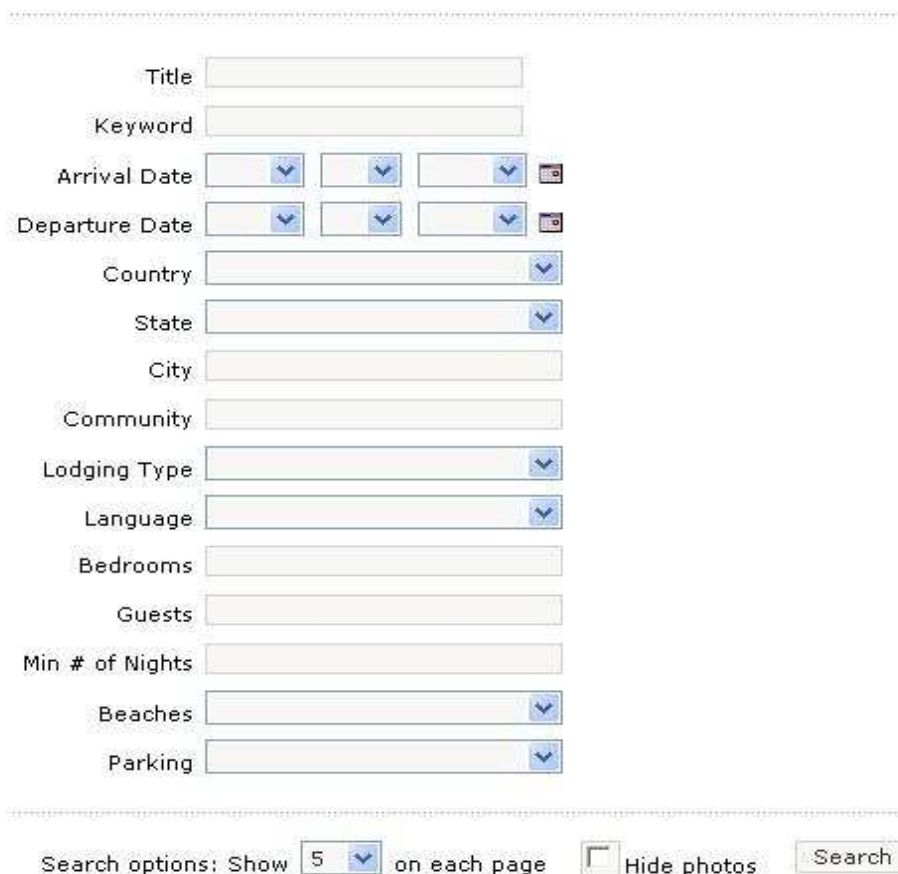
To search for property, tenant can use simple or advanced search option. Simple search looks in the following way:



The form is titled "Property Search" with a magnifying glass icon. It contains two columns of input fields. The left column includes: Listing # (text input), Country (dropdown), State (dropdown), and City (text input). The right column includes: Lodging Type (dropdown), Bedrooms (text input), and Guests (text input). A "Search" button is located at the bottom left of the form.

Tenant can receive close match search results, if he/she uses Advanced Search:

Advanced Search



The form is titled "Advanced Search" and is separated from the previous form by a dotted line. It contains a list of search criteria: Title (text input), Keyword (text input), Arrival Date (date picker), Departure Date (date picker), Country (dropdown), State (dropdown), City (text input), Community (text input), Lodging Type (dropdown), Language (dropdown), Bedrooms (text input), Guests (text input), Min # of Nights (text input), Beaches (dropdown), and Parking (dropdown). At the bottom, there is a "Search options" section with a "Show" dropdown set to "5", the text "on each page", a "Hide photos" checkbox, and a "Search" button.

After submitting the search criteria, tenant is taken to the search results page:

4 Vacations Rentals Have Been Found. Listing(s) 1 - 4 are shown.

Perfect Vacation Homes

aws



Lodging Type Bed and Breakfast
Bedrooms 2
Baths 3
Guests 4

Ginger & Fred



Lodging Type Condominium
Bedrooms 10
Baths 10
Guests 25

Villa



Lodging Type Home/Villa
Bedrooms 5
Baths 2
Guests 10

Villa Paradise



Lodging Type Home/Villa
Notes new
Bedrooms 5
Baths 2
Guests 10

1

[\[New search\]](#)

By clicking the Property Name Link or the Property Photo, tenant is taken to the Property Detailed Description Page:

[Availability Calendar](#)
[Inquiry](#)

Image Gallery







Movie Gallery

Beautiful Home

Listing number: 1
Available: Yes

[Email Page](#) [Print Page](#)



[Show picture in original size](#)

United States
Minnesota
unknown, unknown
Zip Code 12345

Community 67890
Phone 1234567890
Lodging Type Bed and Breakfast
Notes The best villa
Language English
Bedrooms 1
Baths 2
Guests 3
Min # of Nights 4
Beaches 1-2 Miles
Parking 2

Smoking
Pets
Pools/Saunas/Hot Tub
Handicap
Dock

The above page contains the detailed description of Property including the photos, movies, descriptions, attractions, and owner's contacts. If you scroll to the end of the page, you'll see owner contact information:

Contact Owner



Contact Via Email: [click here](#)

Contact Name: Stacey Daniels

Phone Number: +38 061 270 98 44

Remember: "Say you found it on www.istatesoft.com"

Checking out Property Availability

To check if the selected property is available on certain period, tenant can check out Availability Calendar at the left corner of the screen, above property photos. When clicked, it opens a new window:

Availability Calendar - Microsoft Internet Explorer

Unavailable (night unavailable)
 Rental agreement pending
 Available

? Click here for more information

March - 2006							April - 2006							May - 2006						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4	2	3	4	5	6	7	8	±	±	±	±	5	6	
5	6	7	8	9	10	11	9	10	11	12	13	14	15	7	8	9	10	11	12	13
12	13	14	15	16	17	18	16	17	18	19	20	21	22	14	15	16	17	18	19	20
19	20	21	22	23	24	25	23	24	25	26	27	28	29	21	22	23	24	25	26	27
26	27	28	29	30	31		30							28	29	30	31			

June - 2006							July - 2006							August - 2006						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3		2	3	4	5	6	7	8	±	±	±	±	5		
4	5	6	7	8	9	10	9	10	11	12	13	14	15	6	7	8	9	10	11	12
11	12	13	14	15	16	17	16	17	18	19	20	21	22	13	14	15	16	17	18	19
18	19	20	21	22	23	24	23	24	25	26	27	28	29	20	21	22	23	24	25	26
25	26	27	28	29	30		30	31						27	28	29	30	31		

September - 2006							October - 2006							November - 2006						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
					±	±	1	2	3	4	5	6	7				1	2	3	4
±	±	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11
10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18
17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25
24	25	26	27	28	29	30	29	30	31					26	27	28	29	30		

December - 2006							January - 2007							February - 2007						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2		1	2	3	4	5	6				1	2	3		
3	4	5	6	7	8	9	7	8	9	10	11	12	13	4	5	6	7	8	9	10
10	11	12	13	14	15	16	14	15	16	17	18	19	20	11	12	13	14	15	16	17
17	18	19	20	21	22	23	21	22	23	24	25	26	27	18	19	20	21	22	23	24
24	25	26	27	28	29	30	28	29	30	31				25	26	27	28			

Close
Year:

If the property is available on the desired period, tenant may make an inquiry.

Checking out Property Rates

To check out the Property Rates for different periods, tenant can refer to the Rates Calendar, located at the same Detailed Property Description Page:

Rates

Season (eg: High, Mid, Low, Easter)	Start Date	End Date	Daily Rate (\$)	
Spring	01/03/06	31/05/06	50	Rent Now
Christmas	10/12/06	10/01/07	100	Rent Now
4th Of July	01/07/06	10/07/06	100	Rent Now
Late Summer	11/07/06	31/08/06	80	Rent Now
Fall	01/09/06	31/10/06	60	Rent Now
Low Season	01/11/06	09/12/06	50	Rent Now

Making Inquiry

To make an Inquiry, tenant should scroll down Property Detailed Description Page, till he sees the Rates Calendar (see above). If he/she clicks the Rent Now link he/she is taken to the email form page:

Send Inquiry To Property Owner

Property: Excelent Building

Name: *

Email: *

Telephone:

Rooms: ▼

Guests: ▼

Arrival Date: ▼ ▼ ▼ ▼ *

Departure Date: ▼ ▼ ▼ ▼ *

Questions and Comments:

The submitted info is sent to owner's email, and when he/she replies, the message will be sent to tenant's email, specified in Email field of this form.

Paying an Invoice

Tenant's menu has "Invoices" button. When clicked, it displays the page where all tenant's invoices are collected. When property owner sends his/her invoice to tenant, it's getting stored to this table:

Invoices


Property	Date Entered	Owner Name	Owner Email	Amount	Paid		
Excelent Building	16.03.2006 16:44:37	Charlie Root		1000	0	Pay	History

Records 1 to 1 of 1

To pay this Invoice by Credit Card or Payment Gateway, tenant clicks the Pay link and he/she is taken to the Page where he should select the method of paying and then proceed with the order:

Payment Method

January

Please select the preferred payment method to use on this order. Please Select 

Authorize.net

Credit Card Owner:
Credit Card Number:
Credit Card Expiry Date:

Credit Card

Credit Card Owner:
Credit Card Number:
Credit Card Expiry Date:

iPayment

Credit Card Owner:
Credit Card Number:
Credit Card Expiry Date:
Credit Card Checknumber: (located at the back of the credit card)

PayPal


2Checkout

Credit Card Owner First Name:
Credit Card Owner Last Name:
Credit Card Number:
Credit Card Expiry Date:
Credit Card Checknumber: (located at the back of the credit card)

PSiGate

Credit Card Owner:
Credit Card Number:
Credit Card Expiry Date:

SECPay

Continue Checkout Procedure to confirm this order. 

Delivery Information **Payment Information** Confirmation Finished!

As soon as tenant checks the box opposite the credit card (in case he/she pays by credit card), enters his/her cc number and presses “Continue” button, he/she’s taken to Confirmation page:

Payment Method Credit Card	
--------------------------------------	--

Payment Information

Credit Card: Visa	
Credit Card Owner:	Nastique Danil
Credit Card Number:	4111XXXXXXXX1111
Credit Card Expiry Date:	January , 2007



When tenant presses “Confirm Order”, he’s taken to confirmation page:

You Have Completed Your Purchase

[return](#)

A horizontal progress bar with four steps: 'Delivery Information', 'Payment Information', 'Confirmation', and 'Finished!'. The 'Finished!' step is highlighted with a yellow background and a yellow dot above it.


Click “return” link to get back to your account.

Print Property Description Page


While searching the properties, a tenant can print the page, where the property he likes is described. He/she can then show it to his/her family to consider the property for staying in while vacations. For this, he/she goes to property description page and clicks “Print Page” link above the property photo:

[Availability Calendar](#)
[Inquiry](#)


Image Gallery



Beautiful Home

 **Listing number:** 1
Available: Yes

[Email Page](#) [Print Page](#)



[←](#) [Show picture in original size](#) [→](#)

Country United States
State Minnesota
City unknown
Address unknown
Zip 12345
Community 67890

Once clicked, the pop up window with property description of print-friendly format appears:

Beautiful Home

 Listing number: 1
Available: Yes

[PRINT THIS PAGE]



Country United States
State Minnesota
City unknown
Address unknown
Zip 12345
Community 67890
Phone 1234567890
Lodging Type Bed and Breakfast
Notes The best villa
Language English
Bedrooms 1


If scrolled down, the page displays the full description of the selected property.

Email Property Page to Friend


While searching the properties, a tenant can come across the house, which is not appropriate for himself/herself, but ideal for his/her friend. To let a friend know about this particular property, a tenant can email the page with a detailed property description right from the web site, by using the "Email Page" link above the property photo:

[Availability Calendar](#)
[Inquiry](#)


Image Gallery



Beautiful Home

 Listing number: 1
Available: Yes

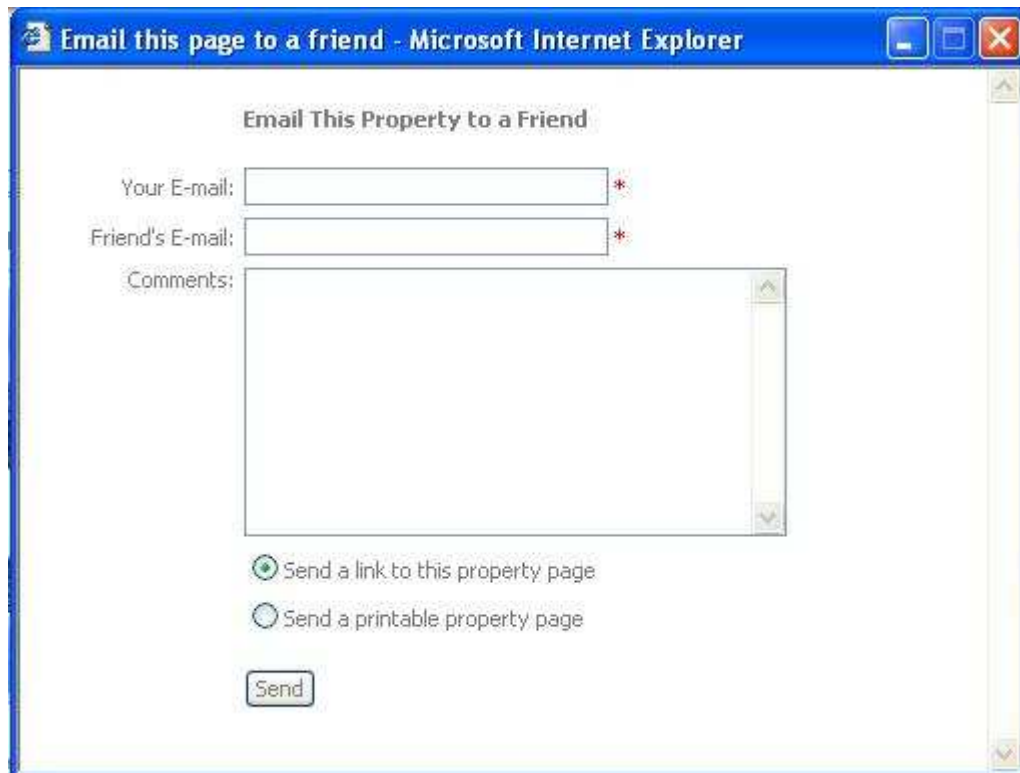
[Email Page](#) [Print Page](#)



[Show picture in original size](#)

Country United States
State Minnesota
City unknown
Address unknown
Zip 12345
Community 67890

Once clicked, the pop up window with email form appears:



Microsoft Internet Explorer window titled "Email this page to a friend - Microsoft Internet Explorer". The window displays a form titled "Email This Property to a Friend". The form includes three input fields: "Your E-mail:" with a red asterisk, "Friend's E-mail:" with a red asterisk, and a larger "Comments:" text area. Below the input fields are two radio button options: "Send a link to this property page" (selected) and "Send a printable property page". A "Send" button is located at the bottom of the form.

The option allows a tenant to forward the info on a property to his/her email either by sending the direct link to the web page, where the property is described, or by sending a printable page.

NOTE: "Search", "Email to a friend" and "Print Page" options are available to regular visitors of the web site, who do not have to register as tenant to use them.

ADMIN’S WORK AREA

iStateSoft Property Manager User Types

Administrator of the Property Rental Portal, working on iStateSoft Property Manager engine should know that there are two types of members: Owners and Tenants. Besides, owners can be signed up for different plans. This is also controlled by administrator. To set up these plans, available for owners to sign up for, administrator selects “Customer Types” button at the left side menu of his account and he is taken to this page:

Customer Types

Id	Name	Photos	Flash & Videos	Properties	Appliance	Attraction	Feature	Direct Contact
1	DELUXE PHOTO AD	10	10	5	+	+	+	+
2	Vip Listing	5	5	1	+	+	+	+
3	Property Link AD	1	0	1				+
4	Affiliate Membership	0	0	0				
5	Multi-Deluxe Photo Listing	10	10	15	+	+	+	+
6	Realty Deluxe	-1	-1	-1	+	+	+	+

[Add New Customer Type](#)

To delete or edit the existing Owner Type, scroll the horizontal bar to the rightmost and click Edit or Delete:

Customer Types

Direct Contact	External calendar	Affiliate	Duration	Price	Commission	Custom fields	Trial duration		
+	+	+	365	95	25	3	180	Edit	Delete
+	+	+	365	65	15	3	90	Edit	Delete
+		+	365	19	5	0	0	Edit	Delete
		+	365	25	50	0	365	Edit	Delete
+	+	+	365	145	25	3	180	Edit	Delete
+	+	+	365	295	25	10	0	Edit	Delete

[Add New Customer Type](#)

To add a new Customer type, administrator should click Add New Customer Type link below the table with existing types. Once clicked, he is taken to Customer Type creation page with a built-in HTML editor:

Add New Customer Type

Name: *

of properties (-1 for unlimited): *

of photos (-1 for unlimited): *

of Flash or Video (-1 for unlimited): *

of custom fields: 0

Appliance:

Attraction:

Features:

Direct Contact/External URL:

External calendar:

Affiliate:

Duration, days (-1 for unlimited): *

Trial duration, days: *

Price, USD: *

Commission, %: *

HTML Header:

Arial 3 (12 pt) **B** *I* U ^{x₂} ^{x²}

Vip Listings

Vip listings subsription is ideal for the owners of small houses for *one family...*

This form allows administrator to enter the allotted number of property photos/movies, which an owner can upload, by signing up to the given membership level. Administrator can also set up the account duration, price, number of custom fields, etc.

Adding/Editing New Property Owner

As soon as a new owner registers, administrator can see his/her details in newly created account as well as the property details, if owner has added his/her property by that time. To see the properties which have been added by owners, administrator selects “Property” at the left column menu:

Property Information

Property Name	Country	State	City	Address			
Excelent Building	United States	California	Suwanee	6345 Olde Atlanta Pkwy	History	Edit	Delete
Fine Large House	United States	California	Roanoke	1625 Sunberry Circle	History	Edit	Delete
Nice House	United States	California		647 Dolphin Rd	History	Edit	Delete
Splendiferous Home	United States	California	Suwanee	6345 Olde Atlanta Pkwy	History	Edit	Delete
Very Nice House	United States	California	Suwanee	6345 Olde Atlanta Pkwy	History	Edit	Delete

Records 1 to 5 of 5

To view the rent history of this property, administrator clicks “History” link.
 To edit property information, administrator clicks “Edit” and sees the following page:

Edit Property Information

To view other properties, please click here.

Property ID: 3 Enabled Featured

Property Name *

Country *

State

City *

Address *

Zip

Community

Phone

Lodging Type *

Notes

Language

Bedrooms *


Baths *

Guests *


Min # of Nights *

[Availability calendar](#)
[Payment Calendar](#)

Image Gallery



[Delete](#) [Default](#)



[Delete](#) [Set Default](#)



[Delete](#) [Set Default](#)

Ticked checkbox “Enabled” at the top of this page means that the property information, entered by property owner was enabled and is available on the web site for viewing. If enabled, property information will be seen in search results.

Ticked checkbox “Featured” is admin-only feature. Any property can be selected as “Featured” and be displayed at the start page of the web site or web site section, if “Featured” checkbox next to it is ticked:

Demo of iStateSoft Property Manager
for real estate listings

Overview | Advanced Search | User Home | FAQ | iStateSoft [Login]

Welcome to
iStateSoft Property Manager Demo
property friendly software

Property Search

Listing #

Country

State

City

Lodging Type

Bedrooms

Guests

Overview

*How iStateSoft Property Manager can help **real estate agents**?*

- ✓ Automate your day-to-day property rental operations
- ✓ Minimize your workload and free up your time for other vital activities rather than manual management of orders, answering phone calls, and meetings with clients
- ✓ Reduce the efforts while increasing your revenue
- ✓ Be your own boss and collect membership payments
- ✓ Take advantage of easy browser-based property management

*How iStateSoft Property Manager can help **property owners**?*

- ✓ Take full control of reservations. There is NO third party involvement
- ✓ Do not share commissions with managing person
- ✓ Collect tenants' payments right from the web site
- ✓ Have potential tenants get 24 hour access to

Nice Home 3
Country: United States
City: LA
Address: Boulevard, 45
Lodging Type: Bed and Breakfast

Nice Home 4
Country: United States
City: CityABC
Address: Avenue, 24
Lodging Type: Cottage/Cabin

Nice Home 5
Country: United Kingdom
City: HighCity
Address: Road, 2
Lodging Type: Bed and Breakfast

Save changes by clicking “Save changes” button at the bottom of the page.

Thus, iStateSoft Property Manager has two options of adding property owners: 1) A property owner can register himself through the registration form at the start page (see Owner’s Work Area Section); 2) Administrator can add a property owner via his administration panel. To do this, administrator selects “Owners” in the left column menu, and then presses “Add a New Owner” link:

Users

Id	Login	First Name	Last Name	Country	State	City			
16	1	1	1	United States		1	Properties	Edit	Delete
17	123	123	123	Yap		123	Properties	Edit	Delete
24	stacey	1	1	United States			Properties	Edit	Delete
21	stacey				CA		Properties	Edit	Delete
6	stacey	test	owner	United States		0	Properties	Edit	Delete
20	hikmetyavas	Hikmet	yavas	Turkey		istanbul	Properties	Edit	Delete
23	stacey					1	Properties	Edit	Delete
18	palmfrond	James	McGIlp	Australia		Sydney	Properties	Edit	Delete
19	qwerty	qwerty	qwerty	United States		qwerty	Properties	Edit	Delete
7	rodney	Rodneys	Gonzalez	United States		MIAMI	Properties	Edit	Delete

Records 1 to 10 of 12

>

>>

[Add New Owner](#)

By clicking the link, administrator is taken to a New User Form:

User Type: **Owner**

First Name: *

Last Name: *

Customer Type: DELUXE PHOTO AD *

Login: *

Password: *

Re-enter Password: *

Country: United States *

State: California

City: *

Address: *

Zip: *

Area Code: *

Phone: *

Fax:

Email: *

Url:

Links:

Additional Language: English

Notes:

Reference:

Once finished, press “Insert Record” button to save property owner details.

Adding / Editing New Tenant

iStateSoft Property Manager has two options of adding tenants: 1) A tenant can register himself through the registration form at the start page (see Tenants's Work Area Section); 2) Administrator can add a tenant via his administration panel. To do this, administrator selects "Tenants" in the left column menu, and then presses "Add a New Tenant" link:

Users

Id	Login	First Name	Last Name	Country	State	City		
27	1234567	5464	64564564	United States			Edit	Delete
26	nastique			United States			Edit	Delete
25			Sh	United States			Edit	Delete
8	Nomad						Edit	Delete
22	palmfrond2	James	McGilp	Australia		Sydney	Edit	Delete
5		test	tenant	United States			Edit	Delete
3	user1	user1	user1	United States	CA	Santa Barbara	Edit	Delete

Records 1 to 7 of 7:

[Add New Tenant](#)

By clicking the link, administrator is taken to a New User Form:

User Type: **Tenant**

First Name: *

Last Name: *

Login: *

Password: *

Re-enter Password: *

Country: ▼

State: ▼

City:

Address:

Zip:

Area Code:

Phone:

Fax:

Email: *

Url:

Links:

Additional Language: ▼

Notes:

Reference:

Once finished, press “Insert Record” button to save tenant details.

To edit the details of those tenants, who registered themselves via a registration form on the start page, administrator selects “Tenants” from the left column menu and clicks “Edit” link next to the tenant, whose details he would like to edit. Then he is taken to the Edit Tenant Page:

User Type: **Tenant**

First Name: *

Last Name: *

Login: *

Password: *

Re-type Password: *

Address 1:

Address 2:

City:

Country: ▼

Zip:

Area Code:

Phone:

Fax:

Email: *

Url:

Additional Language: ▼

Notes:

Once the editing is finished, press “Update Record” button.

Reports

Reports are admin-only features. Reports can be on New Users, Expired Users, and Customer Payments. To access the reports, administrator selects “Reports” from left column menu.

- 1) New Users Reports.

New Owners

Date range (mm/dd/yy) from to

Date reg.	Date exp.	Customer	First Name	Last Name	User Name	City	Country	State	Plan
03/13/06	04/12/06	26	Nastique		nastique		United States		DELUXE PHOTO AD
03/13/06	04/12/06	27	5464	64564564	1234567		United States		DELUXE PHOTO AD
03/06/06	04/05/06	25		Sh	Tenant		United States		DELUXE PHOTO AD
03/03/06	08/30/06	23				1			DELUXE PHOTO AD
03/03/06	08/30/06	24	1	1			United States		DELUXE PHOTO AD
02/28/06	05/29/06	21						CA	Vip Listing
02/28/06	03/30/06	22	James	McGilp	palmfrond2	Sydney	Australia		DELUXE PHOTO AD
02/24/06	02/24/06	20	Hikmet	yavas	hikmetyavas	istanbul	Turkey		Realty Deluxe
02/19/06	08/18/06	19	qwerty	qwerty	qwerty	qwerty	United States		DELUXE PHOTO AD
02/17/06	08/16/06	18	James	McGilp	palmfrond	Sydney	Australia		DELUXE PHOTO AD

Records 1 to 10 of 19

>

>>

[Print](#) [To Word](#) [To Excel](#)

2) Expired Owners

Expired OwnersDate range (mm/dd/yy) from to

Date reg.	Date exp.	Customer	FirstName	LastName	UserName	City	Country	State	Plan
02/28/06	03/30/06	22	James	McGilp	palmfrond2	Sydney	Australia		DELUXE PHOTO AD
02/24/06	02/24/06	20	Hikmet	yavas	hikmetyavas	istanbul	Turkey		Realty Deluxe
02/15/06	03/17/06	8			Nomad				DELUXE PHOTO AD
02/15/06	05/16/05	16	1	1	1	1	United States		Vip Listing
02/07/06	03/09/06	5	test	tenant			United States		DELUXE PHOTO AD
02/01/06	03/03/06	1	Charlie	Root	root	Suwanee	United States		DELUXE PHOTO AD
02/01/06	03/03/06	3	user1	user1	user1	Santa Barbara	United States	CA	DELUXE PHOTO AD

Records 1 to 7 of 7

[Print](#) [To Word](#) [To Excel](#)

3) Customer Payments

Customer PaymentsDate range (mm/dd/yy) from to

dt	Amount, USD	Property	Customer ID	First Name	Last Name
03/01/06	1050	Beautiful Home	4	Stacey	Daniels
03/01/06	244	Beautiful Home	4	Stacey	Daniels
03/01/06	1050	Beautiful Home	4	Stacey	Daniels
03/01/06	1050	Beautiful Home	4	Stacey	Daniels
03/01/06	1050	Beautiful Home	4	Stacey	Daniels

Records 1 to 5 of 5

[Print](#) [To Word](#) [To Excel](#)

Each report can be exported to Word or Excel format for local storage. For this, use “To Word” and “To Excel” links below the reports table.

You may also print the reports for accounting or tracking purposes. For this click “Print” link below the reports table.

Help Center

Help Center is available for all users of the system: tenant, property owner and administrator. All users see the following general menu at the left corner of the screen:



Whenever property owner or tenant needs more information, have a question or need help, he/she can address FAQ section of the web site:

Frequently Asked Questions

[Can I access and update my iStateSoft Property Manager listings from my computer at home?](#)

[Can iStateSoft Property Manager be tailored to meet my unique business requirements?](#)

[Do I need to have computer knowledge to use iStateSoft Property Manager?](#)

[Do you have a demo version?](#)

[Do you offer technical support for iStateSoft Property Manager?](#)

[Does a User Manual come with the software?](#)

[How can I charge the members of my site for vacation rental listings?](#)

[How can I track my site activities/ statistics?](#)

[How long has iStateSoft Property Manager been available on the market?](#)

[How many photos and movies can I upload?](#)

[How many properties can I track in iStateSoft Property Manager?](#)

[What are the minimum system requirements for iStateSoft Property Manager?](#)

[What if I'm having trouble installing it? Setting it up?](#)

[What makes iStateSoft Property Manager different than other real estate software solutions?](#)

[Will you be adding any new features in the future?](#)

[This FAQ didn't help me. Now what do I do?](#)

Can I access and update my iStateSoft Property Manager listings from my computer at home?

Yes, you can access and update your listings from any computer in the world; all you need is to be connected to the internet and your valid personal password.

[top](#)

Can iStateSoft Property Manager be tailored to meet my unique business requirements?

Yes, iStateSoft Team will be glad to customize the product if you need additional functionality. Contact us to discuss your ideas.

[top](#)

Do I need to have computer knowledge to use iStateSoft Property

The FAQ section is easy to customize. To add a frequently asked question and answer to the FAQ list, administrator goes to Help Desks and clicks “Add New Item” link:

Help Desks

Section: [View](#)

Question	Answer
How many properties can I track in iStateSoft Property Manager?	Unlike some property management software products, iStateSoft Property Manager does not limit you to a pre-defined number of properties (or reservations) that can be entered into the system. You just need to be sure you have enough amount of available disk space on your server or PC. Edit Delete
What are the minimum system requirements for iStateSoft Property Manager?	iStateSoft Property Manager runs on WinNT 4.x, Windows2000, WinXP, Windows2003. You also need to have MS SQL, IIS, ASP. Edit Delete
What if I'm having trouble installing it? Setting it up?	We offer a free complimentary installation. We ask that you attempt to install the software first, however, if you are having trouble installing it just contact us and we'll install it for you. Edit Delete
What makes iStateSoft Property Manager different than other real estate software solutions?	iStateSoft Property Manager is a flexible, time-tested program, which aims at the complete automation of your day-to-day property management operations. This is your "right-hand" assistant, which makes your deals smooth and well-tracked Edit Delete
Will you be adding any new features in the future?	Yes, the software will continually be updated with new features based on our customers' suggestions and comments. When a new feature is added, we send out a newsletter to you so that you can decide if you need it on your website. If yes, we will update the product version you have for free. In Edit Delete

Records **11 to 15** of **15** [<<](#) [<](#)

[Add New Item](#)

Once clicked, “Add New Item” link returns the form to be filled in:

Section: [FAQ](#)

Question: *

Answer:

You input of 8000 characters.

Once filled in and saved, the info gets to the FAQ section.

Troubleshooting

Both an owner and a tenant have “Tickets” menu in their accounts. If clicked, this menu returns the “Trouble Tickets” page, where all the tenant’s tickets (owner’s responses) are stored. To add a new ticket, a tenant clicks “Add New Ticket” Link below the table. A tenant sees the following form:

Add new ticket

Respondent: *

Category: Error *

Priority: Important *

Subject: *

Message: *

An owner can then respond to this ticket from his account.

NOTE: A tenant can send tickets to a property owner, if a tenant’s rent inquiry, made earlier, has been confirmed by a property owner.

All the tickets sent to a property owner are stored in a tenant’s account:

Trouble Tickets

Respondent: <All> Show closed

Id	Respondent	Category	Subject	Priority	Closed	Entered		
4	Stacey Daniels	Error	Print page error	Extremely Important	No	04.04.2006 13:39:41	View	Close
2	Stacey Daniels	Information Inquiry	Is pet allowed?	Very Important	No	04.04.2006 13:32:00	View	Close
3	Stacey Daniels	Information Inquiry	Do you have a parking lot?	Important	No	04.04.2006 13:38:24	View	Close

Records 1 to 3 of 3

[New Ticket](#)