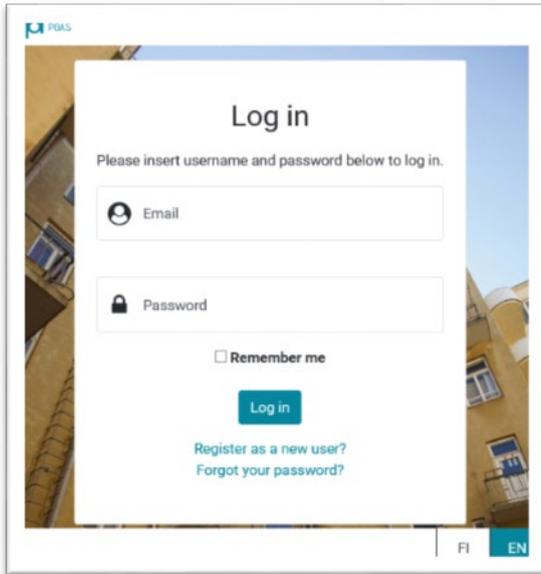


## User instructions for the asukassivusto.poas.fi tenant portal

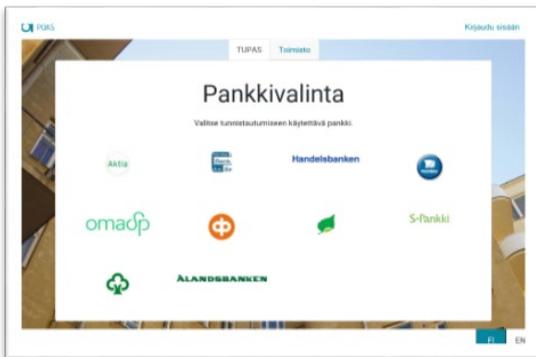
Asukassivusto.poas.fi is POAS's electronic service to tenants. In tenant portal tenants can look their agreements, rent payment information and balance, sent messages directly to customer service and to rent collection. On tenant portal it is also possible to make notice of defects which progress tenant can follow. While moving in to POAS apartment you need to fill in moving in audit which can be found on tenant portal. Tenant portal can be accessed on POAS website.



### User registration

Users need to register in connection to their first visit, either by using TUPAS authentication method or by personal identification at the customer service. The user's email address will be used as the user ID. The user must confirm the email address given during the authentication through a confirmation email.

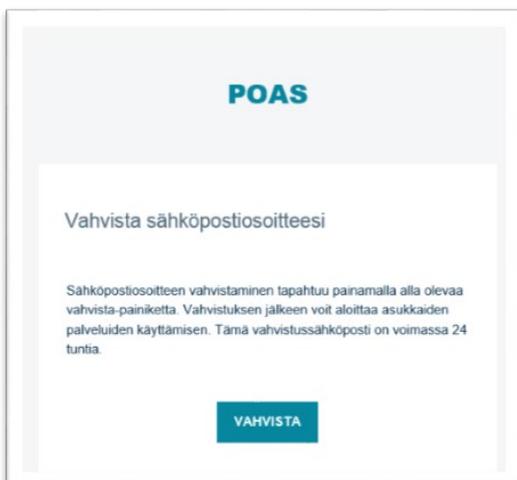
After confirming the address, the user can use their user ID to log into the tenant portal.



### TUPAS authentication

(digital banking authentication)

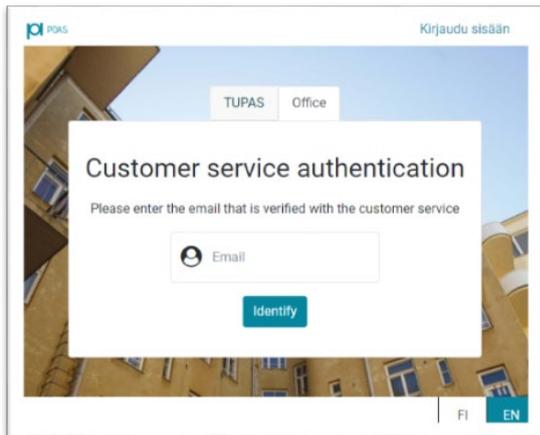
Users can create user IDs through TUPAS authentication. In such cases, the user will perform TUPAS authentication by using their online banking credentials, and the user ID will be created without a separate visit to the customer service.



### Email confirmation

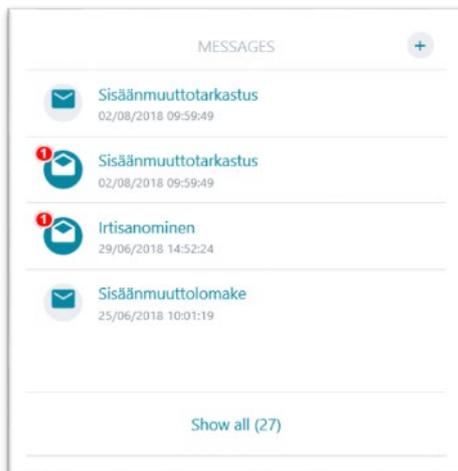
After creating the login, an email message will be sent to the user with a link for activating the account. Before activating the account, users cannot use their user ID to login. After clicking the link in the confirmation email, the user will be transferred to a page, where they must enter their email address and password. This ensures that the account cannot be activated by another user, if a wrong email address was entered when creating the ID.

**The confirmation link is valid for 24 hours.**



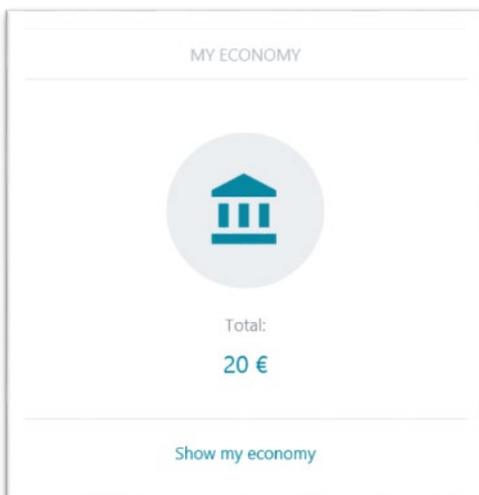
## Authentication at the office (e-mail)

Authentication at the office is intended for people who are not able to use the TUPAS authentication method. When authentication is done at the office, the user will create their account just based on their email address. Before creating their user ID, the user must visit the POAS office personally for authentication. During the authentication at the office, the user is identified either by their passport or ID card.



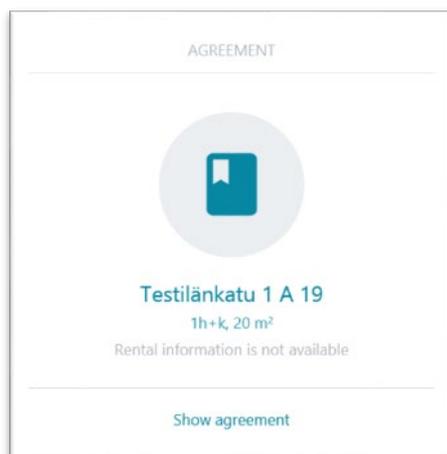
## Messages

Messages enable the user to communicate with the POAS customer services. The user is able to create new messages in the portal by using the + button, and they can also add attachments to the messages.



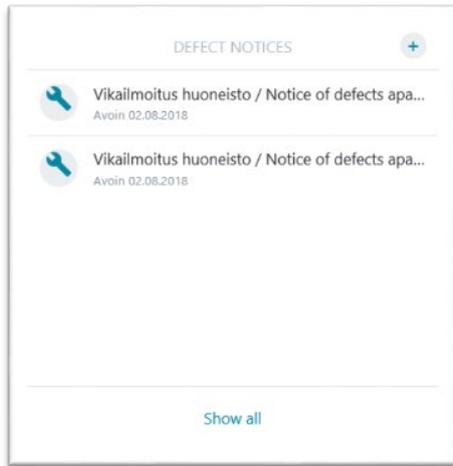
## My economy

My economy tab contains information about the user's payments as well as the balance, season invoice and payment instalments of the user.



## Agreement

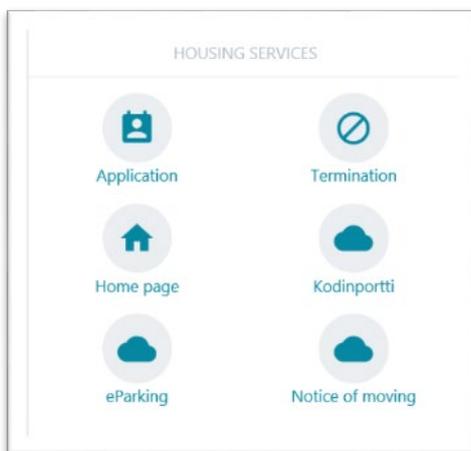
Agreement contains the tenant's rental agreement, security deposit information, the contract parties and moving in audit form.



## Defect notices

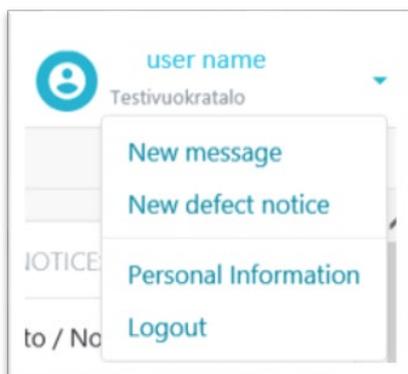
Users can submit a new notice of defect or browse their previous notices of defect.

A new notice of defect can be submitted by clicking.



## Housing services

Housing services has the links for applications, termination notices, POAS home page, Kodinportti, eParking and notification of moving.



## Editing user information

Users can edit their contact information by clicking the arrow under their login in the My Information section.

This function can also be used for sending a new message or notice of defect.