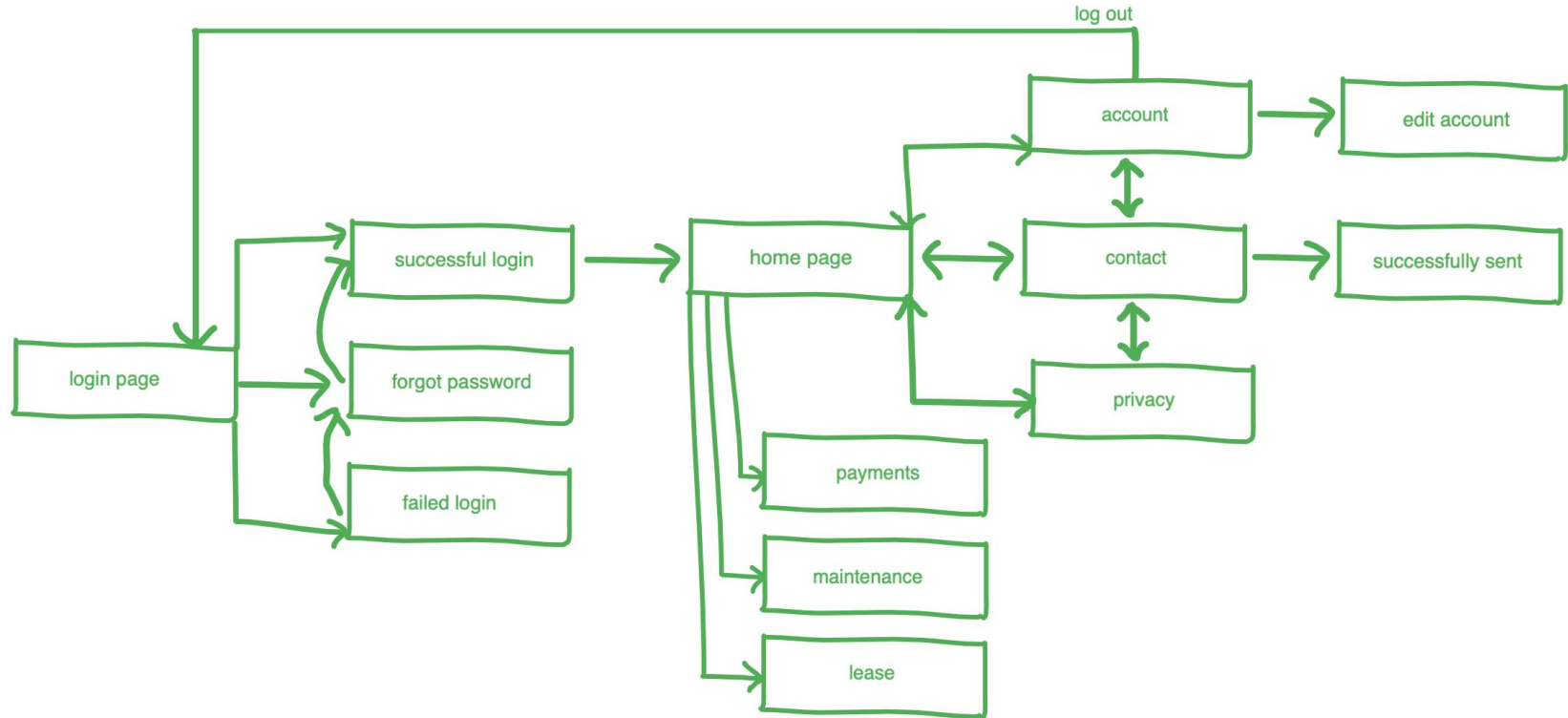I created this online tenant portal system to fix the issues I often found with the property management website my building uses: *excessive information*, *repeated pages*, and *inconsistent interfaces*.

I began by creating an outline of the workflow for the different interactions

After I identified the different interfaces I would need to consider and how they worked together, I started to create the designs.

log out

account → edit account

successful login → home page ↔ contact → successfully sent

login page

forgot password

failed login

privacy

payments

maintenance

lease

Roomie - Tenant Portal

I chose to create a simple and consistent theme with a basic, angular logo that resembles a house.

The login screen is straightforward and offers standard email and password reminder link for when a user cannot log in.
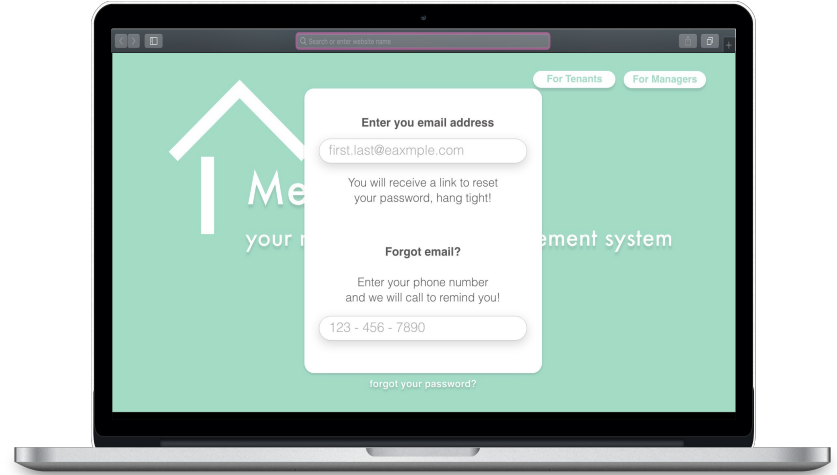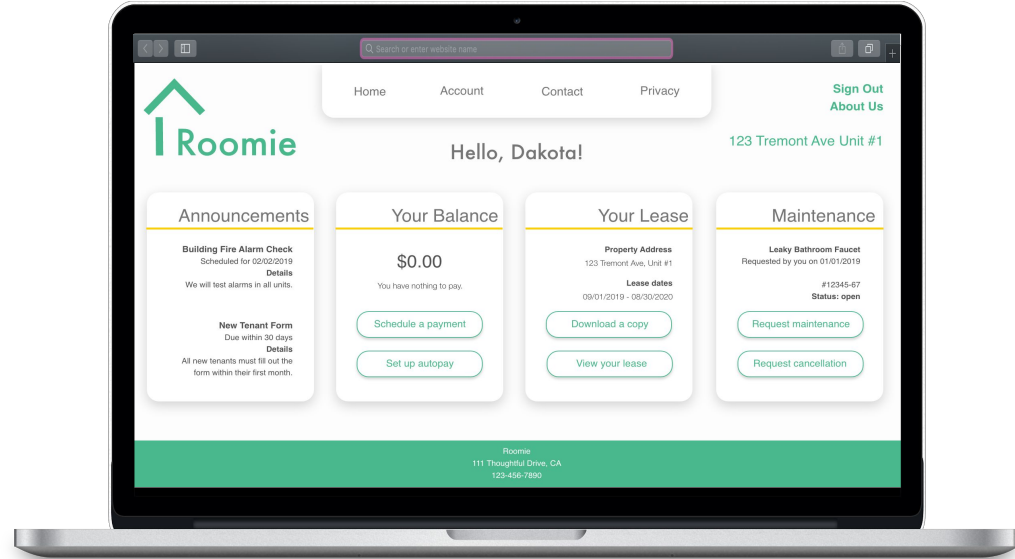
Roomie - Tenant Portal

I chose the four most important things you need to know about your important to display as items on the home page: *building announcements*, *payment balance*, *apartment lease*, and *maintenance requests*.

Within each of these sections are the desired information and possible actions to take.
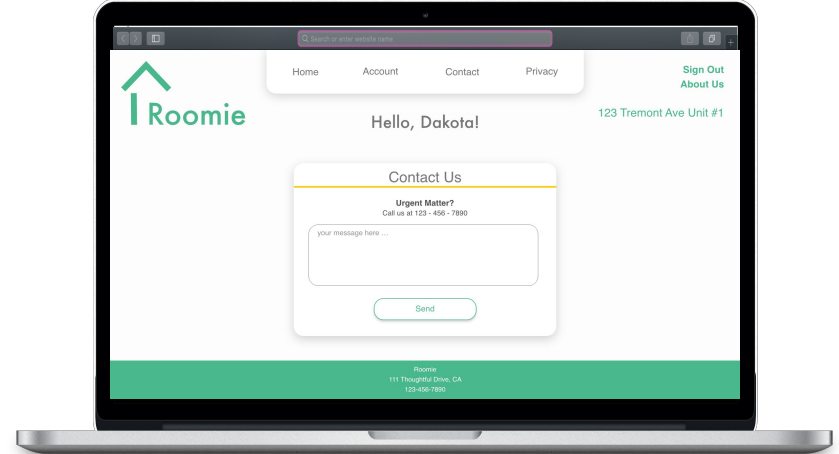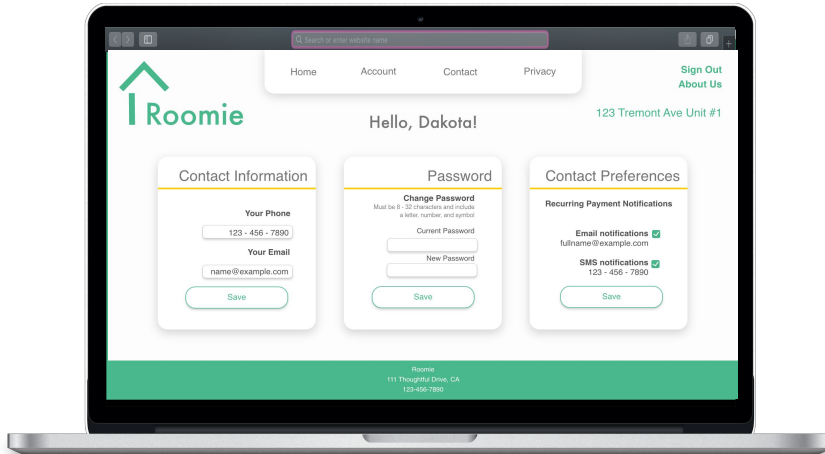
I wanted to eliminate repetition of information over pages so focused everything on the home screen. Information that is less-frequently accessed can be found in the meu.

Roomie - Tenant Portal

The account information page offers the user the ability to view and update their contact information, change their password, and manage notification settings. I made the decision to keep these three sections on a secondary page because they are frequented less than other information on the home screen.

The contact screen offers a standard message view with the phone number listed for urgent needs.

Q Search or enter website name

Roomie

Hello, Dakota!

Sign Out
About Us

123 Tremont Ave Unit #1

Announcements

Building Fire Alarm Check
Scheduled for 02/02/2019
Details
We will test alarms in all units.

New Tenant Form
Due within 30 days
Details
All new tenants must fill out the
form within their first month.

Your Balance

$0.00

You have nothing to pay.

Schedule a payment

Set up autopay

Your Lease

Property Address
123 Tremont Ave, Unit #1

Lease dates
09/01/2019 - 08/30/2020

Download a copy

View your lease

Maintenance

Leaky Bathroom Faucet
Requested by you on 01/01/2019

#12345-67
Status: open

Request maintenance

Request cancellation

Roomie
111 Thoughtful Drive, CA
123-456-7890

Sign Out
About Us

Roomie

Hello, Dakota!

123 Tremont Ave Unit #1

Contact Information

Your Phone

123 - 456 - 7890

Your Email

name@example.com

Save

Password

Change Password
Must be 8 - 32 characters and include
a letter, number, and symbol

Current Password

New Password

Save

Contact Preferences

Recurring Payment Notifications

Email notifications ☑
fullname@example.com

SMS notifications ☑
123 - 456 - 7890

Save

Roomie
111 Thoughtful Drive, CA
123-456-7890

Search or enter website name

Roomie

Sign Out
About Us

Hello, Dakota!

123 Tremont Ave Unit #1

Contact Us

Urgent Matter?
Call us at 123 - 456 - 7890

your message here …

Send

Roomie
111 Thoughtful Drive, CA
123-456-7890