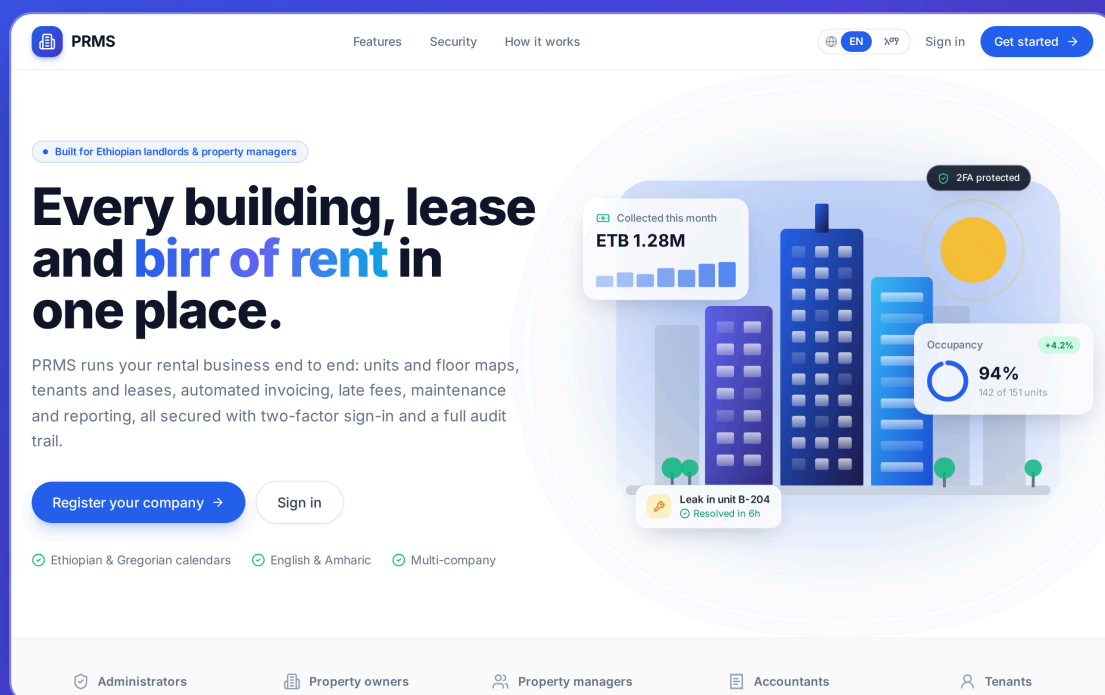


PRMS

PRMS User Manual

Property Rental Management System: properties, tenants, leases, rent, maintenance and reports.



For administrators, managers, accountants, owners and tenants

24 October 2026

Contents

This manual explains how to use PRMS step by step. Each section says who it is for. The same guide is available inside the app under **Help** in the left menu.

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SECTION 1

Signing in

How to sign in, use your company's login page, and what to do if you're locked out.

For: **Everyone**

← Home

EN

Welcome back

Sign in to your PRMS workspace.

Email

Password

[→ Sign in](#)

Don't have an account? [Register your company](#)

Protected by two-factor authentication and audit logging

PRMS

Leases, rent, maintenance and reports, running on schedule so you don't have to.

[Auto invoicing](#) [Late fees](#) [Lease alerts](#) [Tenant portal](#) [Audit trail](#)

- 1 Open the PRMS website and click **Sign in** (or go straight to **/login**).
- 2 Enter the **email** and **password** your administrator gave you, then click **Sign in**.
- 3 If two-factor authentication is on for your account, enter the **6-digit code** from your authenticator app and click **Verify**.
- 4 Staff land on the **Dashboard**; tenants land on **My Home**.

TIP

Each company also has its own branded login page at **/c/your-company** (for example **/c/addis**). An administrator can find the address under **Settings → Company**.

NOTE

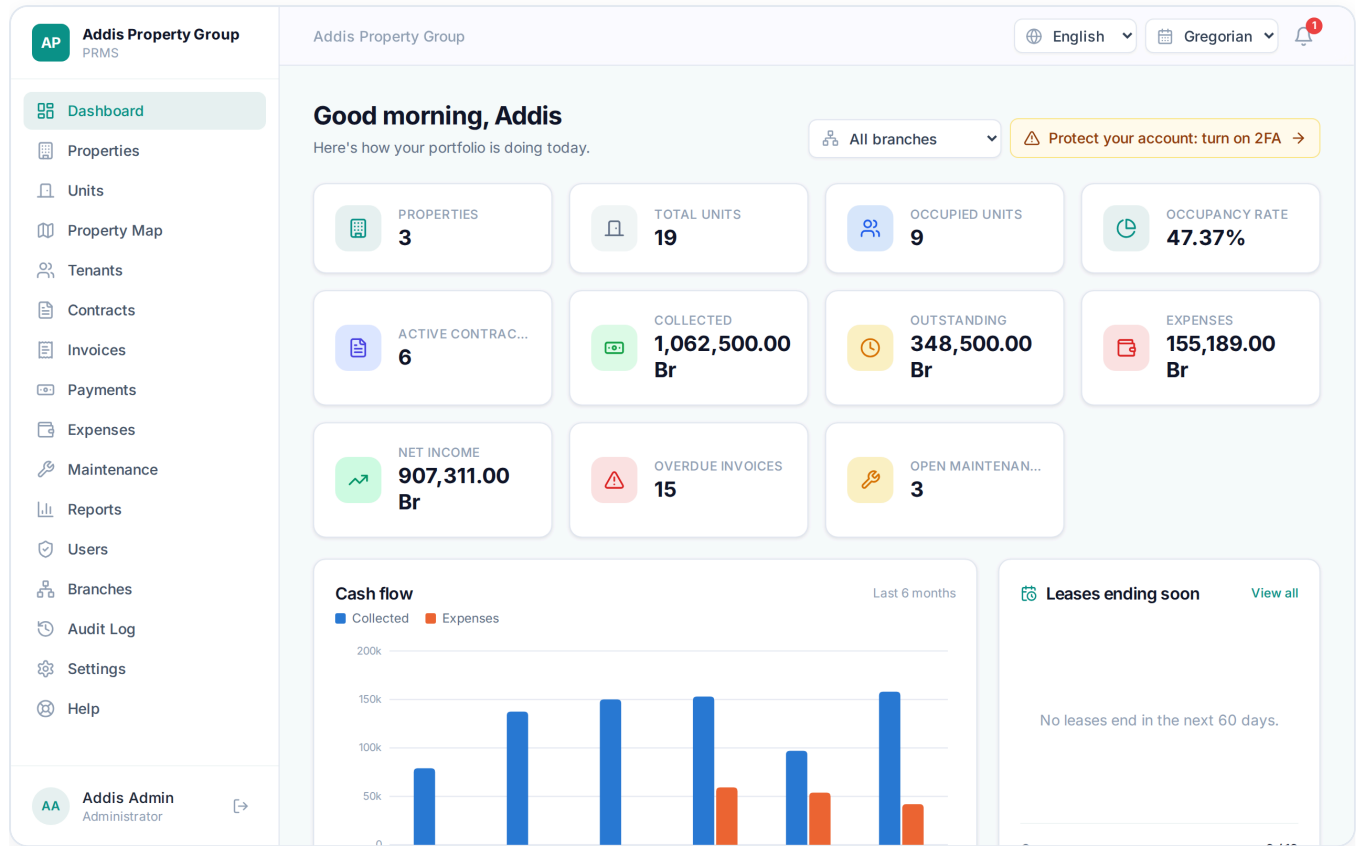
After **5 wrong passwords** the account is locked for **15 minutes**. Wait, then try again. If you have forgotten your password, ask your company administrator to set a new one for you from **Users**.

SECTION 2

Finding your way around

The menu, language and calendar switches, and the notification bell.

For: **Everyone**



- **Left menu** – every page you are allowed to use. On a phone, tap the ☰ button at the top-left to open it.
- **Language** (top-right) – switch between English and Amharic (አማርኛ). Everything follows, including messages and notifications. Your choice is saved to your account. Before signing in, use the **EN / አማ** switch at the top of the page.
- **Calendar** (top-right) – show and enter dates in the Ethiopian or the Gregorian calendar. All money is shown in birr (Br).
- **Bell** (top-right) – your notifications. A red number shows how many are unread; click one to open the related page.
- **Your name** (bottom-left) – the sign-out button is next to it.

Every list page has a **search box**, an **Export CSV** button (opens in Excel) and, when there are more than 25 records, **page arrows** at the bottom.

TIP

With the **Ethiopian** calendar selected, every date field becomes **Day / Month / Year** pickers in the Ethiopian calendar, with the Gregorian date shown underneath. Reports and charts are grouped by Ethiopian months.

SECTION 3

Roles and what they can do

Each user has one role that decides what they see and can change.

For: **Everyone**

ROLE	CAN DO
Administrator	Everything in the company and every branch, plus users, branches, company settings and the audit log.
Property Manager	Properties, units, floor maps, tenants, contracts, invoices, payments, expenses, maintenance.
Accountant	Invoices, payments and expenses; views properties, tenants, contracts and reports.
Property Owner	Views properties, tenants, contracts, finances and reports (read-only).
Tenant	Their own leases and invoices, maintenance requests, notifications (tenant portal).
Platform Administrator	Approves, edits and deactivates companies. Does not see company data.

TIP

Every company's data is completely separate. Inside a company, staff assigned to a **branch** only see that branch's data (see Branches).

SECTION 4

Registering a new company

Create a company workspace and get it approved.

For: **Everyone** **Platform admin**

- 1 On the home page click **Register your company**.
- 2 Enter the company name, contact details, logo and brand colour.
- 3 Enter the **first administrator's** name, email and password. This is the account you will sign in with.
- 4 Click **Submit**. The company is created as **Pending**.
- 5 A **platform administrator** opens **Companies** and clicks **Activate**. You can now sign in.

NOTE

Until the company is activated, its users cannot sign in. Deactivating a company signs all of its users out immediately.

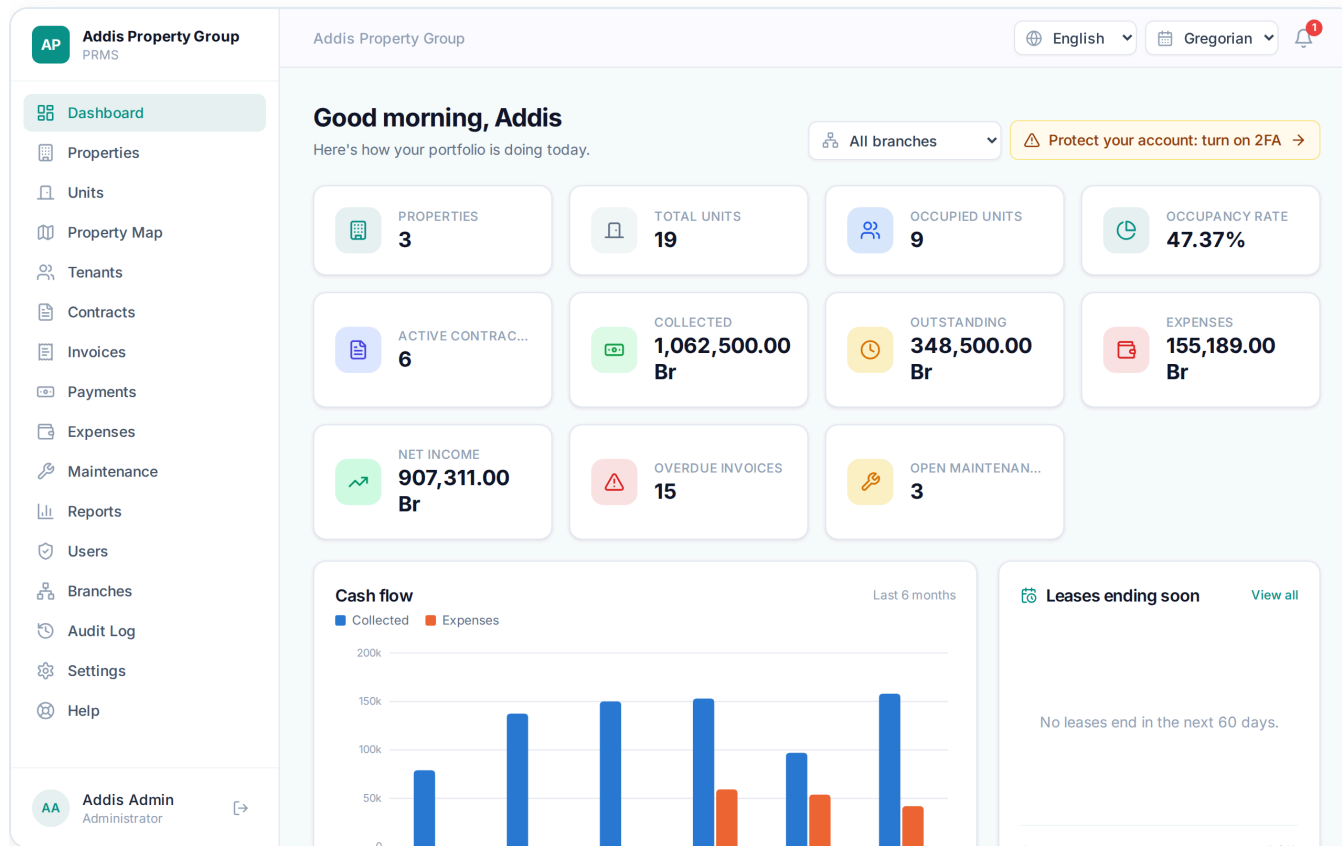
SECTION 5

Dashboard

Your portfolio at a glance.

For: **Administrators** **Managers** **Accountants** **Owners** **Platform admin**

Menu: /dashboard



- **Headline numbers** – properties, units, occupancy, active contracts, money collected, outstanding, expenses, net income, overdue invoices and open maintenance.
- **Cash flow** – money collected vs. expenses for the last 6 months. Hover a month to see the exact amounts.
- **Leases ending soon** – leases that end in the next 60 days, with days remaining.
- **Occupancy bar** – occupied units out of all units.

TIP

If you see an amber **Protect your account** banner, click it to turn on two-factor authentication.

Properties and units

Set up buildings and the rentable units inside them.

For: [Administrators](#) [Managers](#) [Accountants](#) [Owners](#)

Menu: /properties

Add a property

- 1 Open **Properties** and click **Add**.
- 2 Enter the name, address, **owner**, number of floors (including the ground floor) and total area.
- 3 Click **Save**. A floor page is created automatically for every floor.

Add a unit

- 1 Open **Units** and click **Add**.
- 2 Choose the property and enter the unit number, floor (0 = ground), type (apartment, shop, office, warehouse), **rent amount**, bedrooms and area.
- 3 Click **Save**. New units start as **Available**.

TIP

The unit's rent amount is what every new contract on that unit charges, so keep it up to date.

SECTION 7

Property map

A colour-coded floor plan of every building.

For: [Administrators](#) [Managers](#) [Accountants](#) [Owners](#)

Menu: </property-map>

The screenshot shows the 'Property Map' interface for 'Addis Property Group'. The left sidebar contains a navigation menu with options: Dashboard, Properties, Units, Property Map (selected), Tenants, Contracts, Invoices, Payments, Expenses, Maintenance, Reports, Users, Branches, Audit Log, Settings, and Help. The top header includes the logo, language (English), calendar (Gregorian), and a notification bell. The main content area is titled 'Property Map' with the subtitle 'Visualize floors, units and space utilization.' It features a dropdown for 'Bole Sunrise Apartments' and an 'Edit Map' button. Below this, a summary row displays key metrics: TOTAL AREA (0 m²), RENTAL AREA (622 m²), OCCUPIED (364 m²), AVAILABLE (70 m²), COMMON (100 m²), and OCCUPANCY (58.5%). A row of floor tabs (Ground Floor, Floor 1, Floor 2, Floor 3, Floor 4, Floor 5, Floor 6) is present, with 'Floor 2' currently selected. The floor plan itself is a grid of colored blocks representing different units and common areas. Each block contains a unit ID, description, area, and status. For example, 'A01' is an apartment (95 m²) occupied by 'Yonas Alemu'. 'B-203' is an apartment (70 m²) that is available. 'B-204' is an apartment (110 m²) that is reserved. 'B-205' is an apartment (64 m²) that is occupied. 'B-206' is an apartment (78 m²) that is under maintenance. 'B-207' is an office (120 m²) that is occupied. Other blocks include 'Elevator' (8 m²), 'Main corridor' (60 m²), 'Stairs' (18 m²), and 'Toilets' (14 m²). The bottom left corner shows the user 'Addis Admin' as an Administrator.

Unit ID	Description	Area (m²)	Status
A01	Apartment	95	OCCUPIED
B-202	Apartment	85	OCCUPIED
B-203	Apartment	70	AVAILABLE
B-204	Apartment	110	RESERVED
B-205	Apartment	64	OCCUPIED
B-206	Apartment	78	MAINTENANCE
B-207	Office	120	OCCUPIED
Elevator	Elevator	8	
Main corridor	Corridor	60	
Stairs	Stairs	18	
Toilets	Toilet	14	

- 1 Open **Property Map** and choose a property.
- 2 Use the floor tabs to switch floors. Units are coloured by status: occupied, available, reserved or maintenance.
- 3 Click a unit to see its tenant, rent and lease expiry.
- 4 Managers can click **Edit Map** to drag blocks into place and drag a corner to resize them. Use **Add Space** for corridors, toilets, stairs, parking and other non-rental areas.

Each floor shows its total, rental, occupied and common area, and its utilisation percentage.

Tenants

Tenant records, ID documents and portal logins.

For: **Administrators** **Managers** **Accountants** **Owners**

Menu: /tenants

- 1 Open **Tenants** and click **Add**.
- 2 Enter the full name, phone, email, national ID or passport number and address.
- 3 Optionally upload an **ID document** (PDF, JPG or PNG, up to 10 MB).
- 4 To let the tenant use the portal, fill in **Portal Login Email** and **Portal Password** (at least 8 characters). Give these details to the tenant.
- 5 Click **Save**.

TIP

Only tenants with a portal login receive notifications about their rent. Give every tenant a login if you can.

ID documents are private. Click **View** in the Document column to open one; every download is recorded in the audit log.

SECTION 9

Contracts (leases)

Create, renew and end leases.

For: **Administrators** **Managers** **Accountants** **Owners**

Menu: /contracts

Addis Property Group
PRMS

Addis Property Group

English Gregorian

Contracts

Rental agreements between tenants and units.

Export CSV Add

Search...

#	TENANT	UNIT	START	END	RENT	STATUS
1	Yonas Alemu	Bole Sunrise Apartments / A01	1 Jun 2026	1 Jun 2027	18,000.00 Br	Active
2	Marta Haile	Bole Sunrise Apartments / A02	1 May 2026	1 May 2027	22,000.00 Br	Active
3	Bereket Tadesse	Bole Sunrise Apartments / A03	1 Apr 2026	1 Apr 2027	15,000.00 Br	Active
4	Fatuma Nuru	Bole Sunrise Apartments / A04	1 Mar 2026	1 Mar 2027	28,000.00 Br	Active
5	Samuel Girma	Bole Sunrise Apartments / S05	1 Feb 2026	1 Feb 2027	40,000.00 Br	Active
6	Habesha Retail PLC	Kazanchis Business Plaza / O01	1 Jan 2026	1 Jan 2027	50,000.00 Br	Active

AA Addis Admin Administrator

Create a contract

- 1 Open **Contracts** and click **Add**.
- 2 Choose the **tenant** and an **available unit**. The rent is taken from the unit automatically.
- 3 Enter the start and end dates, deposit and **billing cycle** (monthly, quarterly or yearly).
- 4 Click **Save**. The unit becomes **Occupied** and invoices start on the start date.

Renew or terminate

- **Renew** (circular-arrow button) – choose a new end date after the current one.
- **Terminate** (stop button) – ends the lease now and makes the unit available again.

Leases that reach their end date are marked **Expired** automatically and the unit is freed. Leases ending within 60 days show a **days left** badge.

NOTE

A unit can only have one active contract at a time.

Invoices and late fees

Rent is billed automatically; you can add other charges by hand.

For: [Administrators](#) [Managers](#) [Accountants](#) [Owners](#)

Menu: /invoices

- **Automatic rent invoices** are created every night for each active contract when its billing period starts.
- **Manual invoice** – click **Add**, choose the contract, amount and due date. The tenant is notified.
- **Status** updates by itself: Unpaid → Partially Paid → Paid as payments are recorded.
- **Type** shows Rent, Late fee or Other charge.

Late fees

If your administrator sets a late-fee policy (**Settings → Company → Late fees**), a one-off late fee invoice is added automatically when rent is still unpaid after the grace period. It can be a flat amount or a percentage of the unpaid balance. Late fees are off until a grace period and amount are set.

SECTION 11

Recording payments

Record money received; the system checks it against what's owed.

For: **Administrators** **Managers** **Accountants** **Owners**

Menu: /payments

- 1 Open **Payments** and click **Add**.
- 2 Choose the **invoice**. Only invoices with money still owed are listed, oldest first, with their balance.
- 3 Enter the **amount**, method (cash, bank transfer, card, mobile money, cheque), payment date and reference.
- 4 Check the coloured message under the form: **green** = pays in full, **amber** = less than owed (shows what will still be owed), **blue** = more than owed (shows the excess).
- 5 Click **Save**. The invoice status updates and the tenant is notified.

TIP

When a payment is short or too much, the company's administrators and managers are alerted too, so someone can follow up.

Expenses

Track repairs, utilities, salaries, tax and insurance.

For: [Administrators](#) [Managers](#) [Accountants](#) [Owners](#)

Menu: /expenses

- 1 Open **Expenses** and click **Add**.
- 2 Choose the property and category, then enter the amount, date and description.
- 3 Click **Save**. Expenses appear in the dashboard cash flow and the reports.

Maintenance requests

Report problems and track repairs to completion.

For: **Everyone**

Menu: /maintenance

Tenants

- 1 Open **Maintenance** and click **Add**.
- 2 Choose your unit, give a short title (for example "Kitchen tap leaking"), describe the problem and set the priority.
- 3 Click **Save**. You'll get a notification each time the status changes.

Tenants can edit a request only while it is still **Open**.

Staff

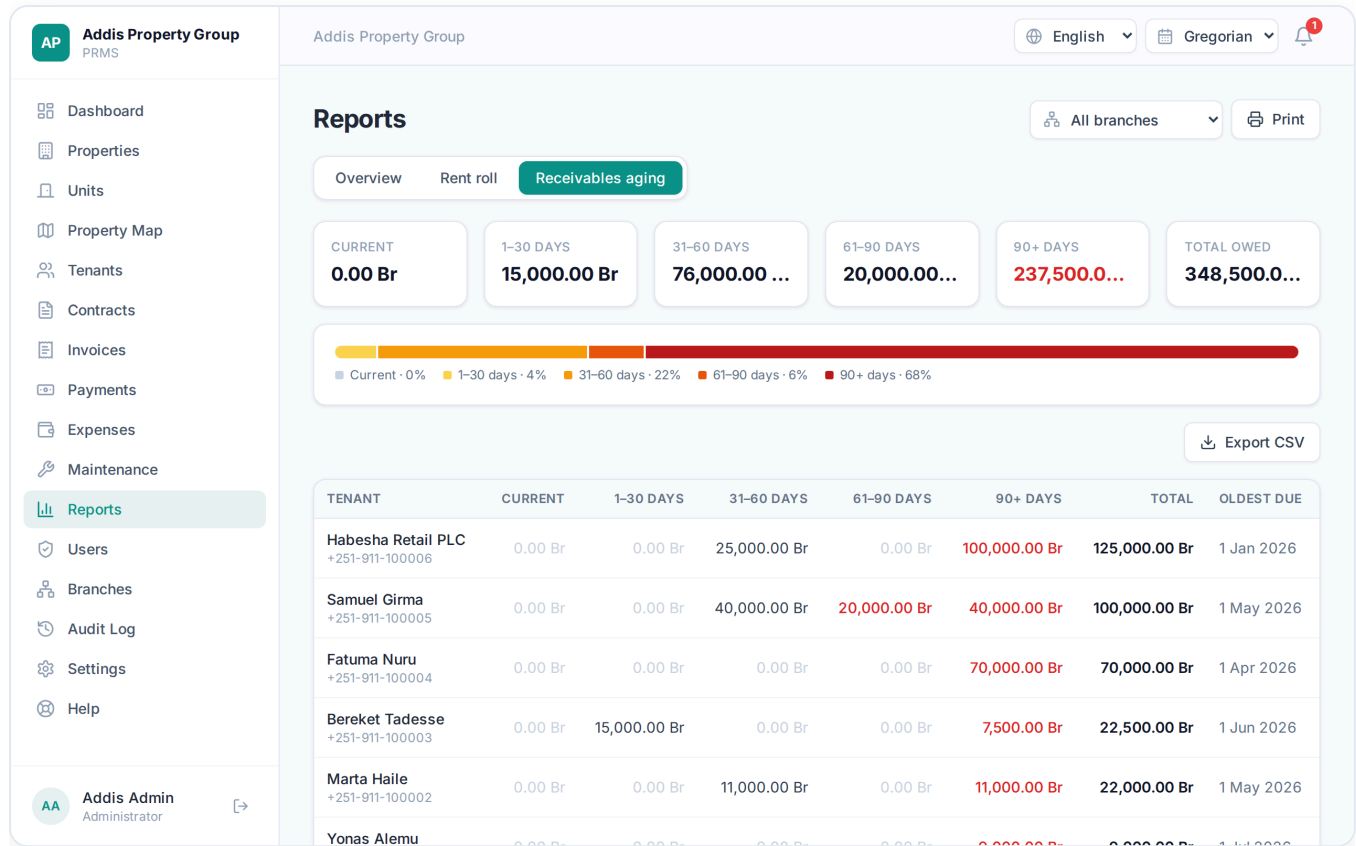
Click the pencil on a request to change its status (Open → Assigned → In Progress → Completed, or Cancelled) and record the repair cost. The completion date is filled in automatically.

Reports

Income, expenses, occupancy, rent roll and who owes what.

For: **Administrators** **Managers** **Accountants** **Owners**

Menu: /reports



- **Overview** – invoiced, collected and outstanding income; expenses by category; occupancy by status. Use **From/To** and **Apply** to choose a date range.
- **Rent roll** – every unit with its status, tenant, rent, lease end, deposit and balance owed, plus vacancy and scheduled rent.
- **Receivables aging** – how much each tenant owes, split into Current, 1–30, 31–60, 61–90 and 90+ days overdue.

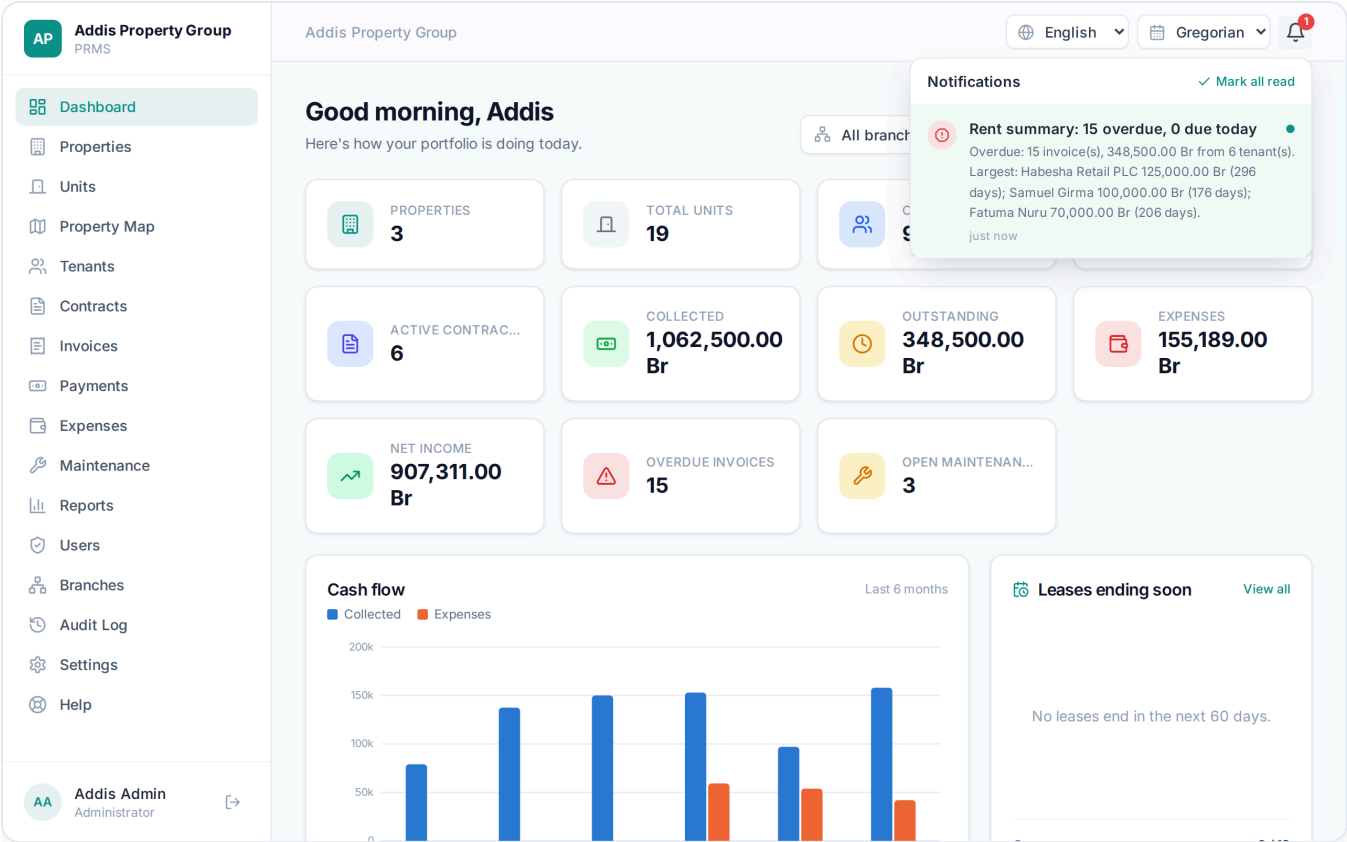
TIP

Use **Export CSV** to open a report in Excel, or **Print** for a paper copy or PDF.

Notifications

Who is told what, and when.

For: Everyone



Notifications appear under the **bell** and are also emailed when email is set up. Each person receives them in **their own language and calendar**. Colours: **red** = urgent, **amber** = needs attention, **green** = good news.

Branch managers are only told about their own branch. Administrators and managers without a branch hear about the whole company.

EVENT	TENANT	ADMINS & MANAGERS
Rent due in 7, 3 and 1 days	Yes	In daily summary
Invoice issued / rent due today	Yes	In daily summary
Rent overdue (1, 7, 14 days, then monthly)	Yes, with amount owed	Once, then in daily summary
Payment matches what's owed	Yes	No
Payment is less than owed	Yes, with amount still owed	Yes
Payment is more than owed	Yes, with the excess	Yes

EVENT	TENANT	ADMINS & MANAGERS
Late fee added	Yes	In daily summary
Lease ending soon (60, 30 and 7 days)	Yes	Yes
Lease expired	No	Yes
Maintenance status changed	Yes	No

Click **Mark all read** to clear the counter.

Tenant portal

What tenants see after signing in.

For: **Tenants**

Menu: /portal

The screenshot shows the tenant portal interface for Addis Property Group PRMS. The user is Samuel Girma, a tenant. The interface includes a sidebar with navigation links: My Home, My Invoices, Maintenance, Settings, and Help. The main content area displays a welcome message and a summary of rental information:

- Welcome, Samuel Girma**: Your rental at a glance
- OUTSTANDING BALANCE**: 100,000.00 Br
- NEXT DUE**: 1 May 2026
- PAID TO DATE**: 260,000.00 Br
- My Leases**: A list of active leases, including Bole Sunrise Apartments / S05. The lease details show a rent of 40,000.00 Br Monthly and a lease period from 1 Feb 2026 to 1 Feb 2027.
- View invoices**: A link to view invoices, with a notification badge showing 3 invoices.

The bottom of the interface shows the user's profile: Samuel Girma, Tenant.

- **My Home** – your outstanding balance, next amount due, total paid and your active leases.
- **My Invoices** – every invoice with the amount, what you've paid and what's left.
- **Maintenance** – report a problem with your unit and follow its progress.
- **Settings** – change your password and turn on two-factor authentication.

TIP

If a payment you made isn't showing, contact your property manager with your payment reference.

Managing users

Add staff, change roles, reset passwords and remove access.

For: **Administrators**

Menu: /users

- 1 Open **Users** and click **Add**.
- 2 Enter the name, email, phone, **role**, optionally a **branch**, and a password, then click **Save**. Share the email and password with the person.
- 3 To reset a password, click the pencil, type a new password and save.
- 4 To remove access, edit the user and set **Active** to **No**.

Changing a user's password, role, branch or active status signs them out of every device immediately. The **2FA** column shows who has two-factor authentication turned on.

NOTE

You cannot deactivate, delete or change the role of your own account. This stops a company from losing its only administrator.

Branches

Split the company into branches so each branch's staff only see their own properties, tenants and money.

For: **Administrators** **Managers** **Accountants** **Owners**

Menu: /branches

Set up branches (administrators)

- 1 Open **Branches** and click **Add**. Enter the branch name, address and phone, then **Save**.
- 2 Open **Properties**, edit each property and choose its **Branch**.
- 3 Open **Users**, edit each manager, accountant or owner and choose their **Branch**. Leave it empty for people who should see every branch.

What branch staff see

- Only their branch's properties, units, floor maps, contracts, invoices, payments, expenses and maintenance.
- Tenants registered by their branch, or renting a unit in their branch.
- Dashboard, reports and the daily rent summary for their branch only.
- New properties and tenants they add are placed in their branch automatically.

TIP

Administrators always see the whole company. On the **Dashboard** and **Reports** they can use the branch selector to look at one branch at a time.

NOTE

A branch with properties can't be deleted. Move its properties to another branch first.

Settings and account security

Your password, two-factor authentication, sessions and (for administrators) company settings.

For: **Everyone**

Menu: /settings

Addis Property Group PRMS

Addis Property Group

English | Gregorian

Settings
Addis Admin · admin@addis.local

Company
Branding and rent policy for your whole workspace.

Addis Property Group
Login URL: /c/addis

Logo
Choose File | No file chosen

Brand Color
[Color Picker]

Contact Email
info@addisproperty.et

Contact Phone
+251-11-555-0100

Address
Bole, Addis Ababa

Late fees
Charged once per overdue rent invoice, automatically, after the grace period. Set grace days to 0 to disable.

Grace days	Fee type	Amount
0	Flat amount	0.00

Billing calendar
Which months automatic rent invoices follow. With Ethiopian months, rent starting 1 Tikimt is next due 1 Hidar, and so on (Pagume is not billed separately).

Gregorian months

Addis Admin
Administrator

Turn on two-factor authentication (recommended)

- 1 Install an authenticator app on your phone (Google Authenticator, Microsoft Authenticator, Authy or 1Password).
- 2 Open **Settings** and click **Set up 2FA**.
- 3 Scan the QR code with the app (or type in the key shown).
- 4 Enter the 6-digit code the app shows and click **Verify & enable**.

From now on you'll be asked for a code each time you sign in. To turn it off you need your password and a current code.

Change your password

Enter your current password and the new one twice, then click **Update password**. Other devices are signed out.

Sign out everywhere

If you signed in on a shared or lost device, click **Sign out everywhere** to end every session at once.

Company settings (administrators)

- **Logo, brand colour and contact details** – used across the app and on your login page.
- **Late fees** – grace days, flat amount or percentage. Set grace days to 0 to turn them off.
- **Billing calendar** – whether automatic monthly, quarterly and yearly rent follows **Ethiopian months** (1 Tikimt → 1 Hidar ...) or Gregorian months.
- **Lease expiry notice** – how many days before a lease ends staff and tenants are first warned (also at 30 and 7 days).

Audit log

A permanent record of who did what, and when.

For: **Administrators**

Menu: /audit

Addis Property Group PRMS

Addis Property Group

English | Gregorian

Audit Log

Every sign-in, change and document download in your company, newest first.

Export CSV

Search: User, record or IP... | Filter: All actions

TIME	USER	ACTION	RECORD	IP
24 Oct 2026 07:03	admin@addis.local	Signed in	—	172.17.0.1
24 Oct 2026 07:03	samuel@addis.local	Signed in	—	172.17.0.1
24 Oct 2026 07:02	admin@addis.local	Signed in	—	172.17.0.1
24 Oct 2026 07:01	samuel@addis.local	Updated	User · Samuel Girma (Tenant)	172.17.0.1
24 Oct 2026 07:01	samuel@addis.local	Signed in	—	172.17.0.1
24 Oct 2026 07:00	admin@addis.local	Updated	User · Addis Admin (Administrator)	172.17.0.1
24 Oct 2026 07:00	admin@addis.local	Signed in	—	172.17.0.1
24 Oct 2026 07:00	samuel@addis.local	Updated	User · Samuel Girma (Tenant)	172.17.0.1
24 Oct 2026 07:00	samuel@addis.local	Signed in	—	172.17.0.1
24 Oct 2026 07:00	admin@addis.local	Updated	User · Addis Admin (Administrator)	172.17.0.1
24 Oct 2026 07:00	admin@addis.local	Signed in	—	172.17.0.1

AA Addis Admin Administrator

Every sign-in, failed sign-in, logout, password or 2FA change, document download and every record created, changed or deleted is listed with the user, time and IP address.

- Click the arrow on a row to see exactly which fields changed (old → new).
- Filter by action or search for a user, record or IP address.
- An amber banner warns you about failed or blocked sign-ins.
- **Export CSV** to keep a copy.

Approving companies

For the platform administrator.

For: **Platform admin**

Menu: /companies

- 1 Open **Companies**. New registrations show as **Pending**.
- 2 Check the details, then click **Activate**. The company's users can now sign in.
- 3 Click **Deactivate** to suspend a company. Its users are signed out immediately.

Questions and troubleshooting

Quick answers to common problems.

For: **Everyone**

I forgot my password.

Ask your company administrator to set a new one from Users. Platform administrators can reset theirs on the server.

It says "Too many failed attempts".

Your account is locked for 15 minutes after 5 wrong passwords. Wait and try again.

My authenticator code is rejected.

Make sure your phone's clock is set automatically, and use the newest code. If you lost your phone, ask an administrator for help.

My company's registration is pending.

A platform administrator must activate it before anyone can sign in.

A unit doesn't appear when creating a contract.

Only Available units can be leased. Check the unit's status, or whether it already has an active contract.

A tenant isn't getting notifications.

The tenant needs a portal login. Edit the tenant and fill in the portal email and password.

I was signed out unexpectedly.

Sessions end when your password, role or account status changes, or when someone uses Sign out everywhere. Just sign in again.

Dates look different from my colleague's.

Each person chooses the Ethiopian or Gregorian calendar at the top of the screen.