

One Login for Multiple Online Portals

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One Login for Multiple Online Portals

Residents who rent or own multiple units in your database (such as multiple condos in an HOA, storage spaces, garages, etc.) can manage all their units in a single Online Portal. Ensure that the same email is listed in the **Contact** block of their profile page before sending activation links to additional units. When a tenant or homeowner is sent an additional activation link, they'll land on the Online Portal login page with a notification that another unit has been added to their account. There is no need to create another password.

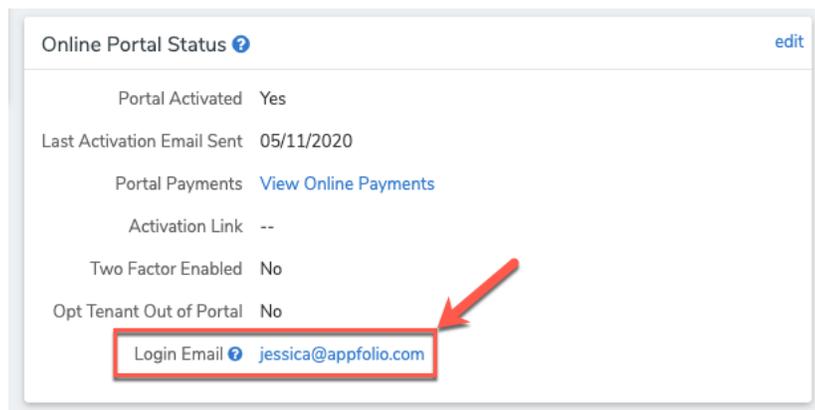
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Sending an Additional Online Portal Activation Link

Before you send an additional activation link, make sure the email listed in the **Contact** block of the tenant or homeowner profile page matches the login email (listed in the **Online Portal Status** block) for their existing Online Portal.

1. Using the search bar, navigate to the tenant or association homeowner page for the unit that currently has an activated Online Portal.
2. Scroll to the **Online Portal Status** block and copy the email listed for **Login Email**.



3. Using the search bar, navigate to the new unit that needs to be activated.
4. In the **Contact** block, ensure the email matches what is in your clipboard. If no email is listed, click edit and paste the email from your clipboard.

Contact edit

Phone Numbers

Click edit to add phone numbers.

Emails

Email jessica@appfolio.com ✉ Email

Addresses

Address 1669 Danjur Street - 809
San Diego, CA 92129

Primary Tenant Yes

5. Scroll to the **Online Portal Status** block, then click **Activate Portal**. Select whether you wish to **email** or **text** the activation link.

Online Portal Status edit

Portal Activated No Activate Portal

Last Activation Email Sent --

Activation Link [Click Here](#)

Two Factor Enabled No

Opt Tenant Out of Portal No

Login Email jessica@appfolio.com

6. The tenant or homeowner will land on their Online Portal login page with a message regarding the new unit being added. They can login with the password they already created.

✓ A new unit '5768 Merrill Road Apt. 11' has been added to your account. Login and select 'View Another Unit' to view and manage this unit.

Online Portal

Email address

Password

[Forgot Your Password?](#)

Combine Existing Online Portals

Combine tenant or association homeowner Online Portals if they have different login emails. Combining Online Portals involves *deactivating all but one* of the existing online portals.

Please note: it's recommended to notify the tenant or homeowner what you're doing because that they'll receive portal deactivation emails and new activation emails. Also let them know that **any existing auto payments will have been canceled, so they'll need to set those up again if necessary.**

Get Help

1. Navigate to a **tenant** or **homeowner** page and locate the Online Portal Status section. Click **Edit**.
2. Click **Delete Login**. In the confirmation message, click **Delete**. This will send the tenant or homeowner an Online Portal **deactivation email**.

The screenshot shows the 'Online Portal Status' form. The 'Portal Activated' status is 'Yes'. The 'Last Activation Email Sent' is '05/11/2020'. The 'Activation Link' is '--'. The 'Login Email' field contains 'jessica@appfolio.com'. At the bottom, there are three buttons: 'Save' (blue), 'Cancel' (white), and 'Delete Login' (white with a red border). A red arrow points to the 'Delete Login' button.

3. Enter the login email for the remaining Online Portal in the **Contact** block above.
4. Select **Activate Portal** from the **Online Portal Status** section. Select whether to **Email** or **Text** the activation.

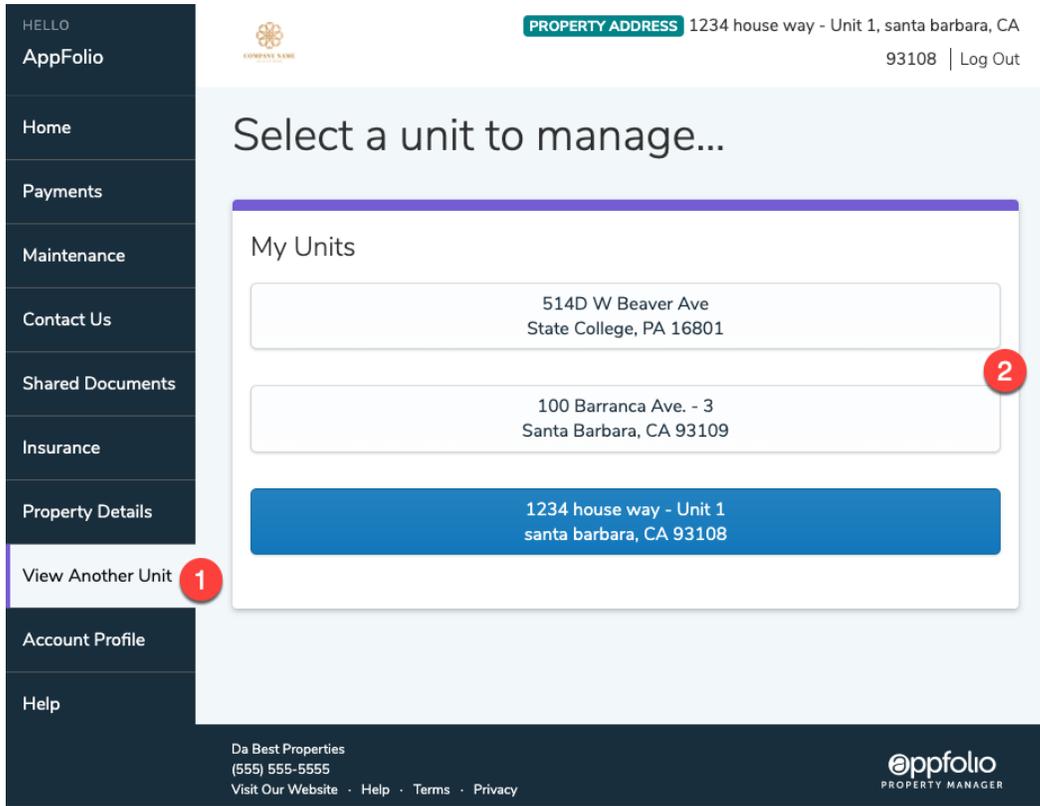
The screenshot shows the 'Online Portal Status' form. The 'Portal Activated' status is 'No'. The 'Last Activation Email Sent' is '--'. The 'Activation Link' is 'Click Here'. The 'Two Factor Enabled' status is 'No'. The 'Opt Tenant Out of Portal' status is 'No'. The 'Login Email' field contains 'jessica@appfolio.com'. At the top right, there is an 'edit' link. A red arrow points to the 'Activate Portal' button.

5. The tenant or homeowner will receive the new Online Portal Activation email for this unit. Once they click **Activate Now** from the activation email, they will land on the Online Portal login page with a **message** regarding the new unit being added to their existing account.

The screenshot shows the Online Portal login page. At the top, there is a green success message: 'A new unit '5768 Merrill Road Apt. 11' has been added to your account. Login and select 'View Another Unit' to view and manage this unit.' A red arrow points to this message. Below the message is a placeholder for a profile picture, the text 'Online Portal', and two input fields for 'Email address' and 'Password'. There is also a link for 'Forgot Your Password?'.

Viewing Another Unit in the Online Portal

A **View Another Unit** tab is available in the Online Portal for the user to switch between units. The default unit will always be the first unit that was activated. There is no limit to how many units can be managed in one Online Portal.



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Single-Online-Portal-Login

Was this article helpful?

Yes

Not Really

No

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