

Creating a Tenant User

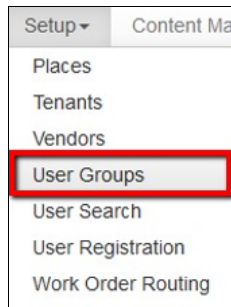
Creating a Tenant User:

Note:

- For information regarding **Email Settings** or for assistance in creating a password for new users, consult with your Property Administrator or reach out to the Axis Portal Support Team by sending an email to AxisSupport@cbre.com.

Method #1:

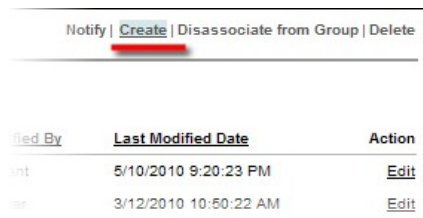
1. Go to **Setup > User Groups**.




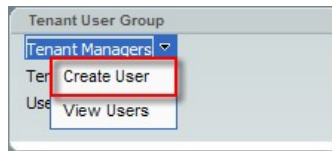
2. Click on the desired **Tenant User Group** you would like to add a Tenant user to (i.e. **Tenant Managers, Tenants**, etc.).



3. Click on **Create** on the top right of the **User Group Setup** page.



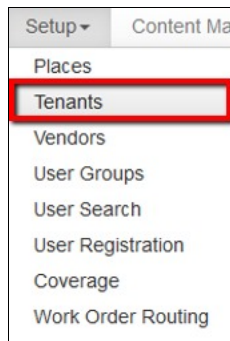
4. **OR** hover over the desired **Tenant User Group** and click on  to see the drop-down menu and its options.
5. Click on **Create User**.



6. Fill out the necessary information.
7. Click on **Save** or **Save & Notify** to send the user a welcome email letting them know their account was created.


Method #2:

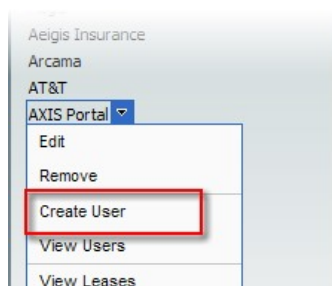
1. Go to **Setup > Tenants**.

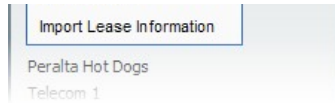


2. Click on the desired **Tenant** in the Tenant list on the left.
3. Click on **Create** on the top right of the **Tenants Setup** page.



4. **OR** hover over the desired **Tenant** in the Tenant list on the left and click on  to display the drop-down menu and its options.
5. Click on **Create User**.

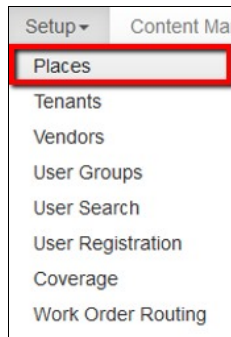




6. Fill out the necessary information.
7. Click on **Save** or **Save & Notify** to send the user a welcome email letting them know their account was created.


Method #3:

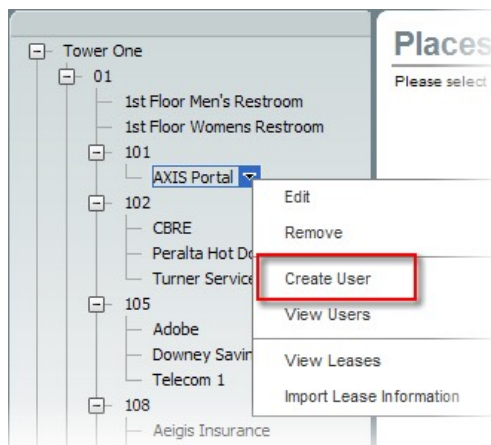
1. Go to **Setup > Places**.



2. Locate and click on the **Building** name.
3. Locate and click on the **Floor**.
4. Locate and click on the **Suite**.
5. Locate and click on the **Tenant**.
6. Click on **Create** on the top right in the **Places Setup** page.



7. **OR** hover over the desired **Tenant** in the **Places Tree** on the left and click on  to see the drop-down menu and its option.
8. Click on **Create User**.



9. Fill out the necessary information.
10. Click on **Save** or **Save & Notify** to send the user a welcome email letting them know their account was created.