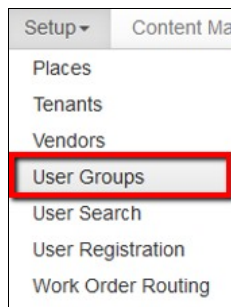# Creating a Tenant User

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:

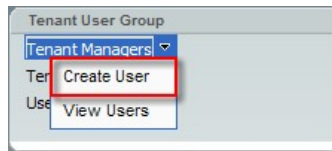1. Go to **Setup** > **User Groups**.

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**.

Import Lease Information

Peralta Hot Dogs

Telecom 1

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.
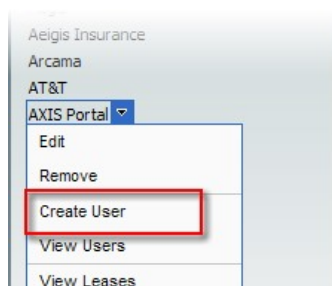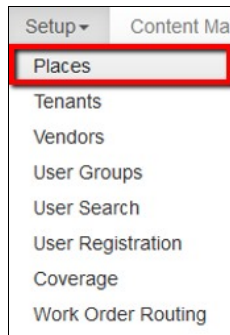
Method #3:

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

Setup ▾   Content Mar

Places

Tenants

Vendors

User Groups

User Search

User Registration

Coverage

Work Order Routing

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.

First Name	Email	User Group	Last Modified By	Last Modified Date	Action
Client	user@axisportal.com	Tenants	Axis	4/18/2008 11:04:19 AM	Edit

Setup   Create Remove

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**.

Tower One
  01
    1st Floor Men's Restroom
    1st Floor Womens Restroom
    101
      AXIS Portal 🔽
    102   Edit
      CBRE   Remove
      Peralta Hot D
      Turner Service   Create User
    105   View Users
      Adobe
      Downey Savin   View Leases
      Telecom 1   Import Lease Information
    108
      Aeigis Insurance

Places
Please select

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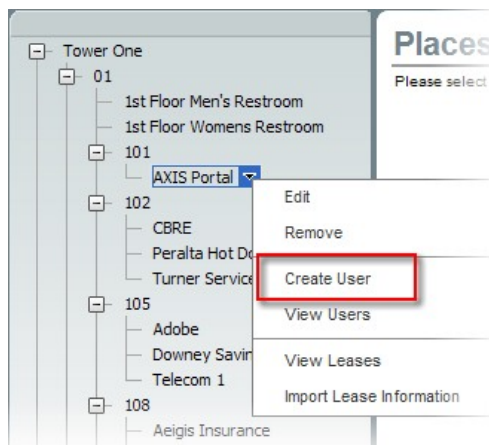10. Click on **Save** or **Save & Notify** to send the user a welcome email letting them know their account was created.