

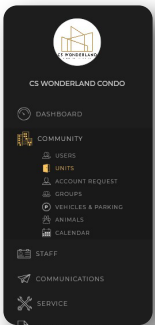


# STEPS FOR UPDATING A USER FROM THE UNIT SECTION OF POWER ADMIN

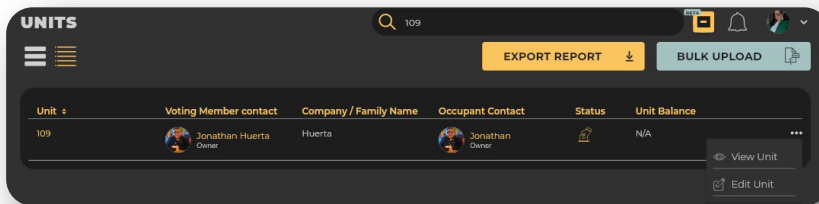
If you selected the option to replace the current owner/tenant when creating a new user, this step is not needed. It is only required if the user you are assigning as an owner or occupant is already in the system.



## 1 Assigning the User as the Owner of a Unit

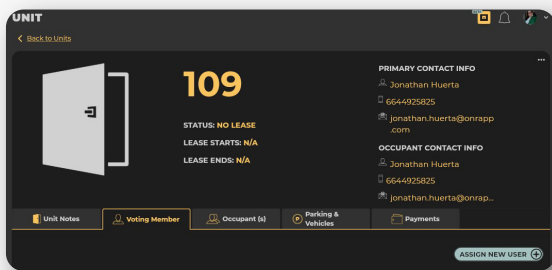


**A** From the main menu, click on **Community > Unit**.



**B** Search for the Unit Number/Home Address.

**C** Click on the three dots on the far-right side of the screen. From the drop-down menu, select **View Unit**.

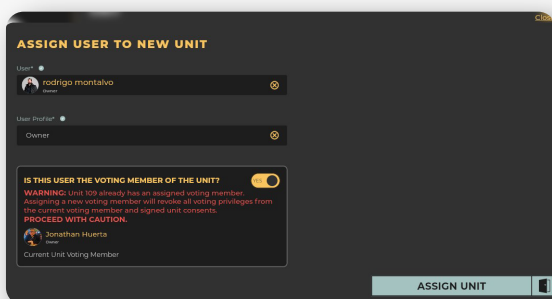


**D** Click on the **Voting Member** tab, and on the far-right side, click on **Assign New User**.

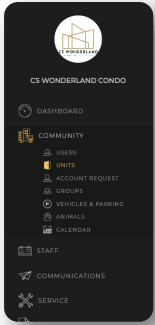
**E** **User:** Search for the new user you just added.

**F** **User Profile:** Select the type (Owner, Tenant, or Resident).

**G** **Is This User the Voting Member of the Unit?** Toggle **On** or **Off**. If you toggle **On**, a warning message will appear, informing you that this will replace the current voting member.

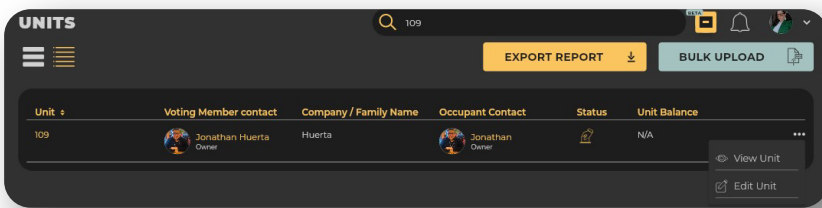


**H** Once all the information is complete, click **Assign Unit**.



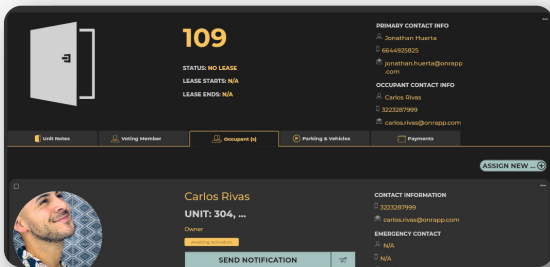
**2** Assigning the User as an Occupant of a Unit

**A** From the main menu, click on **Community > Unit**.



**B** Search for the Unit Number/Home Address.

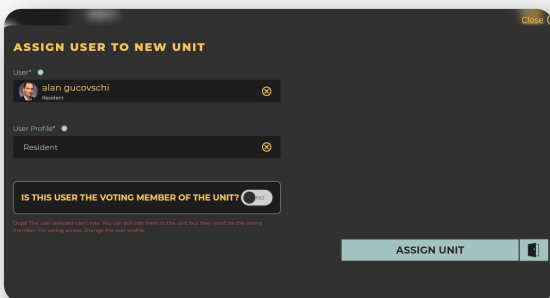
**C** Click on the three dots on the far-right side of the screen. From the drop-down menu, select **View Unit**.



**D** Click on the **Occupant(s)** tab, and on the far-right side, click on **Assign New User**.

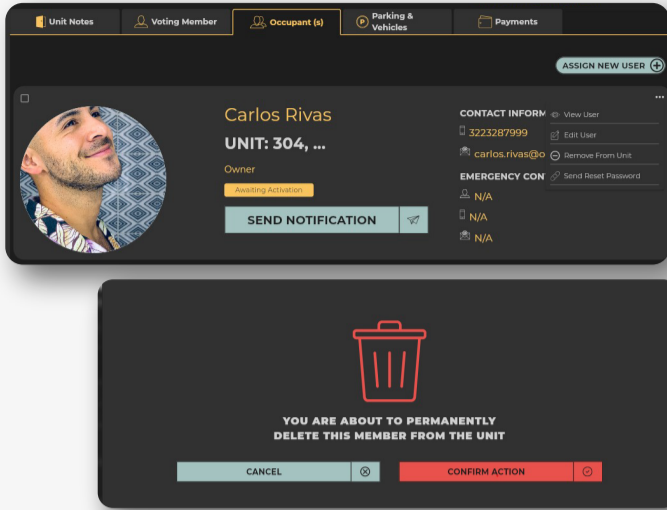
**E** **User:** Search for the new user you just added.

**F** **User Profile:** Select the type (Owner, Tenant, or Resident).



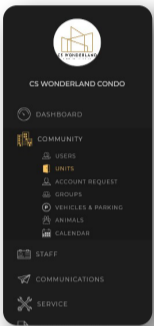
**G** **Is This User the Voting Member of the Unit?** Toggle **On** or **Off**. If you toggle **On**, a warning message will appear, informing you that this will replace the current voting member.

**H** Once all the information is complete, click **Assign Unit**.



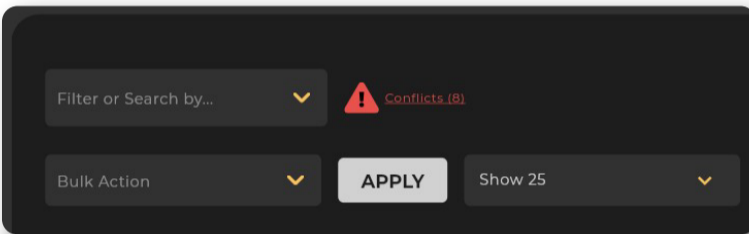
**3 Delete the Previous Occupant**

**A** To delete the previous occupant, click on the three dots on the far-right side of the screen and select **Remove from Unit**. Please click on **Confirm Action**. A confirmation message will appear to indicate the process was successful

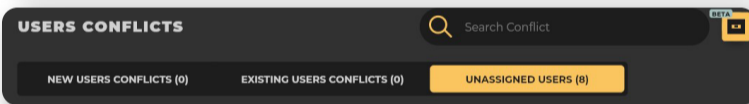


**4 Delete the previous user (owner, tenant or resident) from Power Admin**

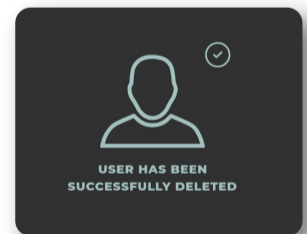
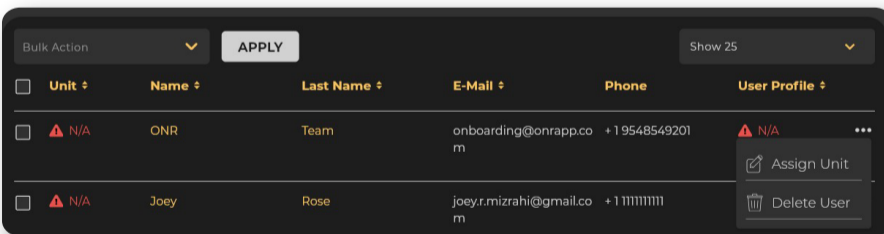
**A** Once you have removed the occupant from the unit, click on **Community > User**.



**B** Next to the filter or search by, click on the red letters that appear as **(Conflicts)**.



**C** From the tab options, select **Unassigned User**.



**D** Next to the user information, click on the three dots on the far-right side and select **Delete User**. Click on **Confirm Action**. A confirmation message will appear to indicate the process was successful

If you have any problems or need additional assistance, don't hesitate to reach out to our dedicated support team at [support@onrapp.com](mailto:support@onrapp.com)