

Alandalus Property Company

Commercial Café Yardi Professional Service Group



Version	Date	Author	Reviewed By	Comments
1.00	11 th June 2025	Yardi Systems Limited.		

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Welcome to the Alandalus Property Tenant Portal

Alandalus Property tenant Portal will provide our tenants with an easy-to-use web-based resource to access real-time information relating to their accounts, occupation, and activities in Alandalus Property. Users will be provided with individual login details to access their account and contract information, update information, submit service requests, and view property-related information within Alandalus Property.

For user ease and familiarization, we have decided to implement a phased approach to the launch of the Portal, with the initial features listed below available during the launch period. The Portal and this user guide will continue to be updated with new functions and services as they are introduced.

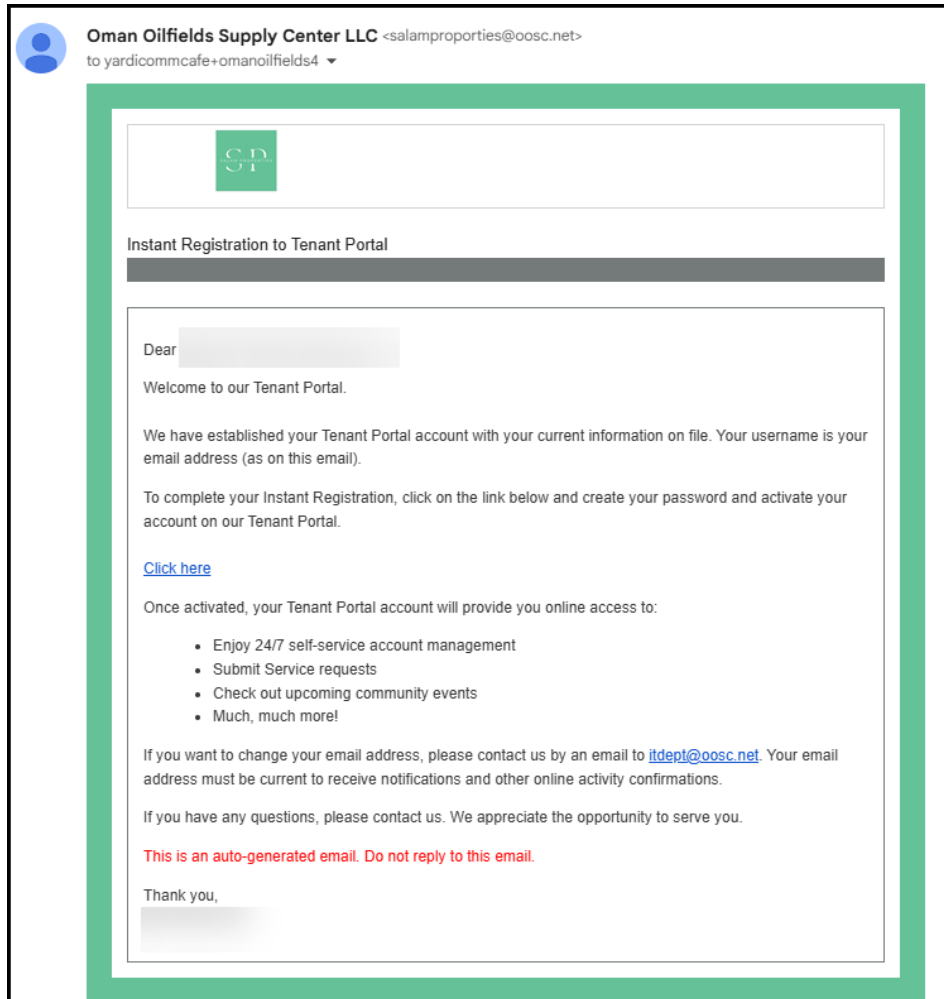
Our aim at Alandalus Property is to provide our tenants and partners with a market-leading customer experience. To this end, our tenant Portal aims to provide the following benefits:

- Enhanced communication and collaboration among tenants and Alandalus Property service and management teams.
- Convenient access to contract information, service requests, and management announcements.
- Streamlined processes for submitting service requests and tracking their status.
- Improved access to events and services in Alandalus Property.
- Enhanced customer experience through self-service options and timely communication.
- A centralized platform for accessing important documents, such as lease agreements and community guidelines.
- An opportunity for tenants to provide feedback and participate in community activities.

1.Registration

This section details the steps for logging into the Commercial Café - Tenant Portal.

With COMMERCIAL Café you will receive an email with instructions on how to register and what the portal will offer you.



You may require bookmarking the link for commercial cafe for easy future access.

Please follow the below steps:

1. Click on the [Click Here](#) Link from the email.
2. Link will navigate to the registration page.
3. By Default, username (email will be your username) will populate.
4. Enter Password.
5. View Terms and Conditions
6. Check the box of I have read and accept the Terms and Conditions.
7. Optionally, you may ask to choose the appropriate language.
8. Click on Submit
9. After Registration, users can login to the site using the email address and password.

Create Password

Email *

New Password

Password must contain:

At least 1 uppercase letter (A-Z)

At least 1 lowercase letter (a-z)

At least 1 special character (!@#-\$, etc.)

At least 1 number (0-9)

At least 8 characters

Confirm Password

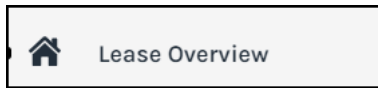
[View Terms and Conditions.](#)

☐ I have read and accept the Terms and Conditions.

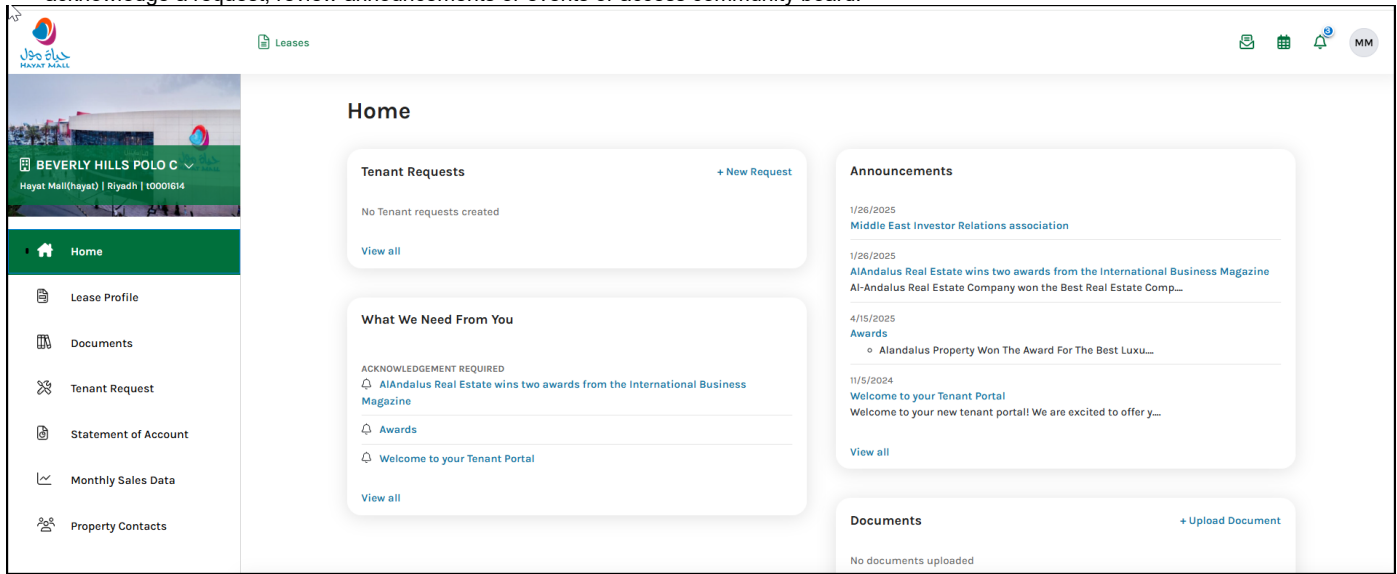
Submit

2. Lease Overview (Dashboard/Home)

Once you login, Lease Overview or Dashboard will appear by default, or you may click on Lease Overview link to review the home page.



From the home page you can check your outstanding navigate to the existing maintenance request, upload a document, acknowledge a request, review announcements or events or access community board.



a. Quick view of Service Request

This section offers quick view of the maintenance request recently created and view all navigates to the maintenance history section.

a. Quick view of Documents

This section offers quick view of the Document uploaded recently and view all navigates to the all the documents section.

b. Announcements

You will receive announcements from time to time of upcoming happenings in this section.

c. Events

Tenant meetings or community events will appear in this section.

d. What we need from You.

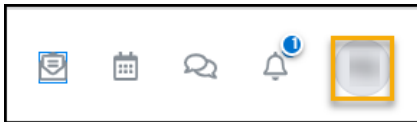
This section needs your attention to the acknowledgments of announcements.

3.Account Information

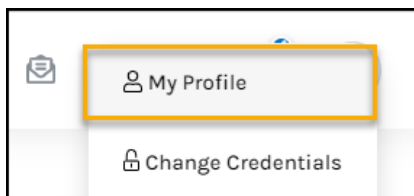
a. Add and edit lease Profile information.

You can add or edit your contact information.

- Click the username Initials in the upper-right corner.



- Click on My Profile you wish to change.



- This section is Read Only

User Profile

Change Credentials

First Name

Last Name

Region

Language

English - United Kingdom (en-GB)

Office

Mobile

Home

Address

Address 1

Address 2

Address 3

City

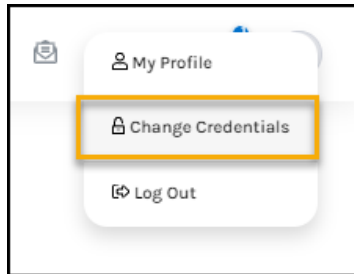
State

Zip Code

Update Profile

b. Add and edit lease Profile information.

- Click the username in the upper-right corner.
- Click the **Change Login Credentials** button.



- Enter your old password in the **Old Password** field.
- Enter a new password in the **New Password** field and confirm it by adding it to the **Confirm Password** field.
- Click **Update Profile**.

Change Credentials

* indicates required fields

Email *

Password *

Please complete the section below to change your password:

New Password

Confirm Password

Submit

Password must contain:
 At least 1 uppercase letter (A-Z)
 At least 1 lowercase letter (a-z)
 At least 1 special character (!@#-\$, etc.)
 At least 1 number (0-9)
 At least 8 characters

4. Lease Information

Lease Profile contains information about your lease including the contacts, Units, charge schedule and Clauses. To review lease information, click **Lease Profile** on the menu.

Lease Profile

[Contacts](#)
[Spaces](#)
[Charge Schedule](#)
[Clauses](#)

Billing

Lease Profile

[Contacts](#)
[Spaces](#)
[Charge Schedule](#)
[Clauses](#)

Description	Currency	Amount	Period	Billing Frequency
	aed		Annual	Quarterly

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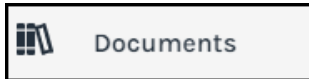
5. Review and Upload Documents

You can review, download, print and upload lease documents from the Documents menu.

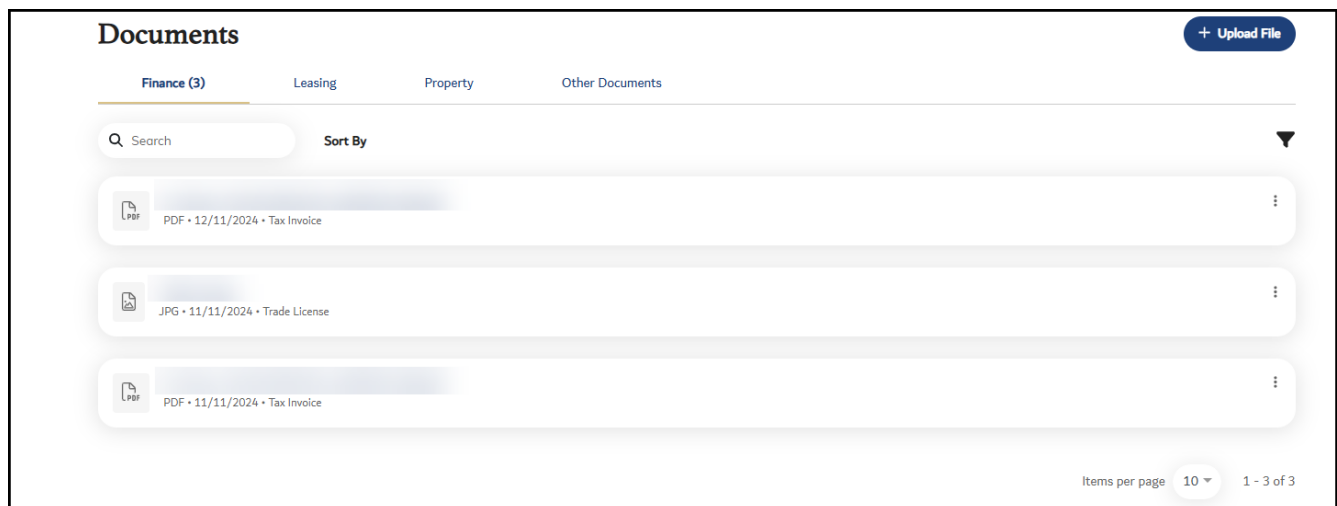
a. Review. Download, save lease document.

To review, download, and save a lease document:

- Click **Lease Documents** on the menu.



- Find the Categorized document in the list and click the name.



- Use the **Download** button and Print Button to download and print.



b. Upload Lease documents

To upload a lease document:

- Click **Documents** on the side menu.
- Click the **Upload Document** Icon.

Upload Documents

* Denotes Required fields

Document ***** 

File Description *****

Document Type *****

---Select---

---Select---

file preview (supported: images)

Submit **Close**

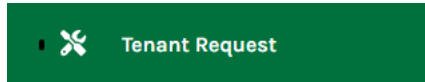
- Click **Choose File** and choose a file.
- Add a description and select the document type.
- Click **Submit**.

6. Maintenance

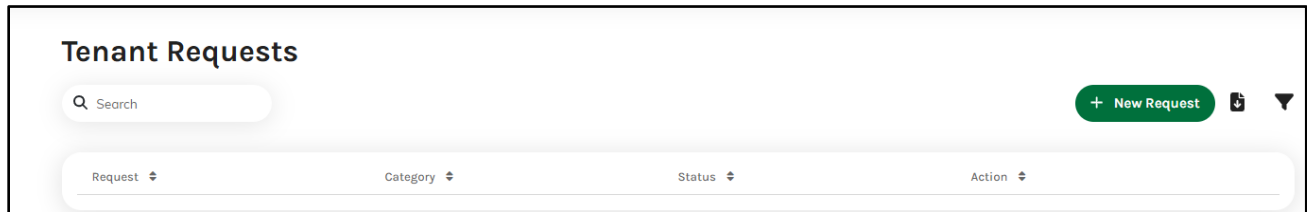
a. Request a service or repair.

You can request a service of your requests.

- Click **Tenant Request** on the side menu or from home page.



- Click + **New Request** tab, complete the maintenance request form.



New Tenant Request

×

* indicates required fields

Request for :

☒ Unit ☐ Common Area

Unit *

Select Unit

Priority *

Medium

Category *

Select Category

Brief Description *

Add Description

35 characters remaining

Details

Add Details

500 characters remaining

Access Instructions

Add Access Instructions

Permission to Enter

Yes

Attachment: ⓘ

+ New Attachments

Cancel

Submit

- Add **Attachments**.

Click **Submit**.

b. Review the Tenant request history.

You can review your Tenant Request history.

- Click **Tenant Request** in the menu.

 Tenant Request

- Click the Tenant Request number to review the work order in detail.

Tenant Requests

+ New Request

Request	Category	Status	Action
		Acknowledged	

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Request# 54943

Created : by

 Print

Request Details Status History Attachments

Unit Location:

Tenant

Status	Priority	Category	Sub Category
Work Completed	Routine	Electrical	Switches

Description
Swatches need replacement

Details
Swatches need replacement

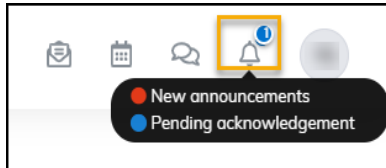
15

8. Announcements, Events, Contact Us

You can check the latest Announcements and Events published by your property management company.

To check Announcements and Events:

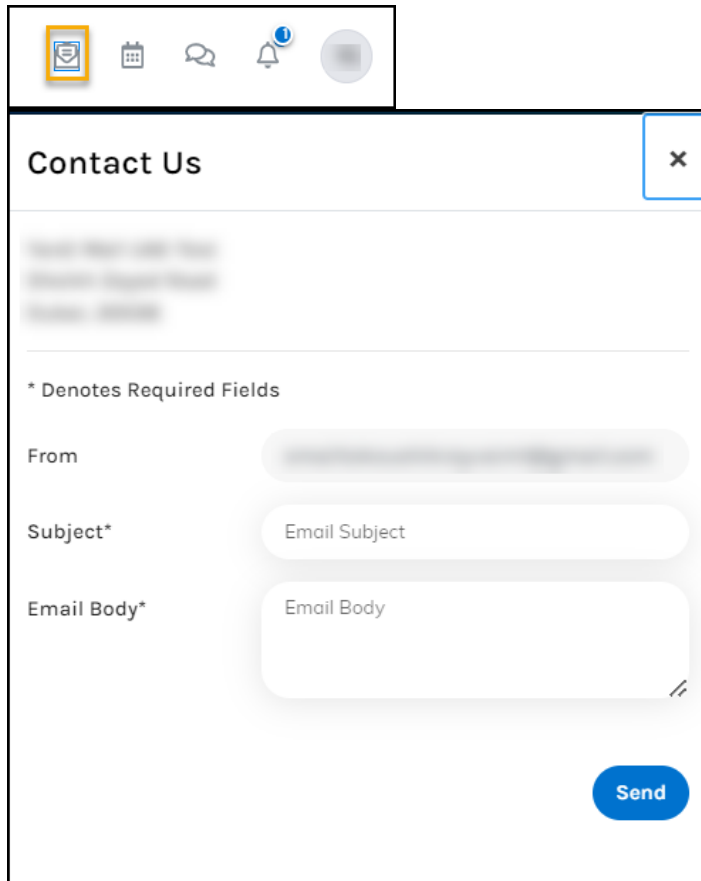
- Click on the **right-hand top pane**.
- Click on the Announcement symbol to view Announcement.



- Click on the Calendar Symbol to view Events.



- You can also send an email to your Property Manager for any additional help required by clicking on the email icon.

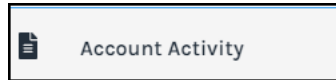


9. View Account Activity and Statement of Account

a. View Account Activity

To Review real time Account activity or ledger:

- Click on the **Account Activity** page.



- Account Activity Appears. The pink color represents charges, green color represents payments.

My Account

Ledger Pending Activity

Online payments are reflected in the Ledger only after they are fully processed

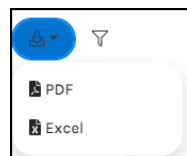
Q P

Administrative Charges					
Currency	Date	Invoice/Receipt#	Charge	VAT	Total
0.00	Balance	Payment Method	-		

Administrative Charges					
Currency	Date	Invoice/Receipt#	Charge	VAT	Total
0.00	Balance	Payment Method	-		

Payment					
Currency	Date	Invoice/Receipt#	Charge	VAT	Total
0.00	Balance	Payment Method	-		

- Download ledger by clicking on PDF / Excel.



- Sort ledger by Dates, Filter by charges /payments or by dates.

Sort By

A-Z (ascending)

Z-A (descending)

Date (ascending)

Date (descending)

Filter by Type

Charges

Payments

Filter By Date

From

To

Submit

b. View Statement of Account

Click on Statement of Account Menu



Statement of Account

- Statement of account report will Generate.

Statement of Accounts

Property Code	Property Name	LeaseCode	Lease Name	Report
				View Report

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- Click on **View Report** to download the statement of account.

10. Mobile Application

To use all the features of commercial café in Mobile application please download or scan the QR code in from your mobile.

Download App for Android:



Download App for IOS:

<https://apps.apple.com/us/app/commercialcafe-tenant/id1583765545>



To avail the café features in mobile, select appropriate region, email, and password to login.