

Account Log In Issues

Are you a vendor?

Vendors are able to access *Vendor Portal* if they have received work orders from a client using *AppFolio Property Manager*.

I am not a vendor

- If you are an **owner** or **landlord**, you may be looking for [the Owner Portal](#).
- If you are a **tenant** or **homeowner**, you may be looking for [the Online Portal](#).

Has your client assigned you to a work order?

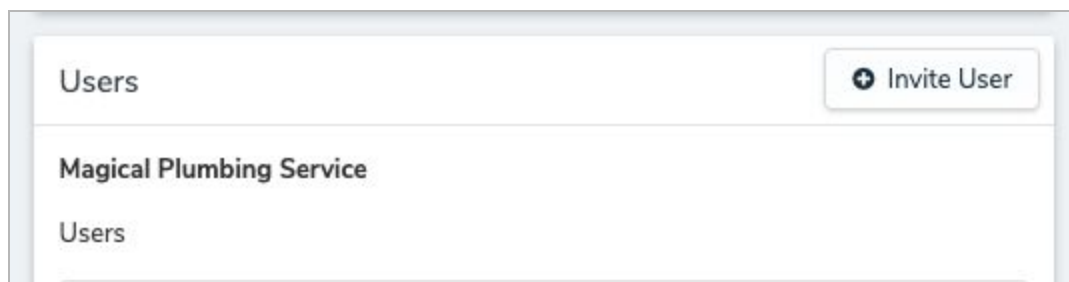
When you are assigned to a work order through *AppFolio Property Manager*, your client can send you an email with a link to *Vendor Portal*.

I have never been assigned

If your email address has never been assigned to a work order with a link to the *Vendor Portal*, you will not have access unless an existing user of *Vendor Portal* sends you an invitation to their account.

Someone else at my company has been assigned

If someone else at your company has access to *Vendor Portal*, they can go to the *Settings* page and click *Invite User*. After they send the invite to your email address, you will receive an email with a link to your *Vendor Portal* account.



No one at my company has ever been assigned

If no one at your company has access to *Vendor Portal*, please contact your property management client and inform them that you need to be emailed a link to *Vendor Portal*. They will be able to assign you to a work order and send you an email with the link.

Are you using the correct email address to log in?

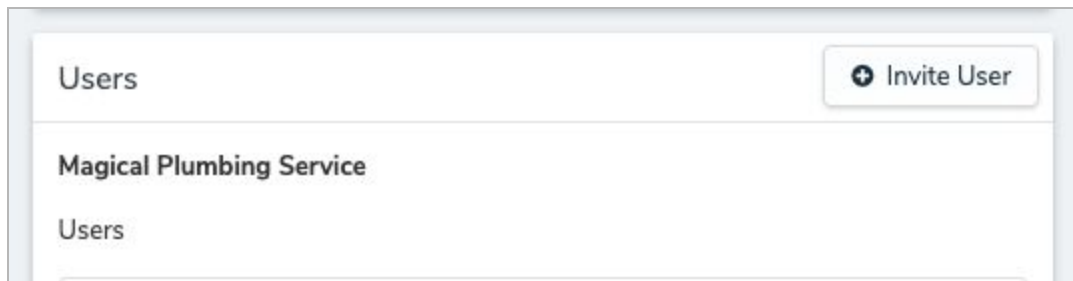
Property management clients have email addresses saved for each vendor they work with. When they assign you to a work order, they use that email address to give you access to *Vendor Portal*. Any other email addresses will not have access to your *Vendor Portal* account.

I don't know which email address to use

Please verify that the email address you are using to log in to *Vendor Portal* is the same as the email address your client is using to assign you to work orders.

If those email addresses do not match, you can do one of the following:

1. Access *Vendor Portal* through the email address that your property management client has used. Navigate to the *Settings* page and click *Invite User*. You can then add any email addresses you would like to use to log in.



2. You can ask your property management client to change the email address they have saved for your business. After doing so, you can send an *access link* to the updated email address and log in.
 - a. **Note:** Your client will need to re-send the work order link after they change your email address in order for the change to take effect in *Vendor Portal*

I am using the correct email address but I cannot log in

Please send us an email at vendor-portal@appfolio.com and we will do our best to assist you. Please provide the following information in your email:

1. Brief summary of the issue and what has happened
2. Names of any property management clients that you will be using *Vendor Portal* for
3. Your email address that you would prefer to use to log in to *Vendor Portal*