

Step by step instructions for completing your online renewal

This letter will help you thru the process of signing your renewal document through Frontline's tenant portal.

1. Sign into your tenant portal - if there are multiple parties or roommates the signable document will be under the primary contact, sign on only; all signatures can be done thru the primary.
2. On the Dashboard you will see a yellow line just below the top letting you know a new document is available with a link to sign to the right. Additionally, on the bottom left there will be a link to sign.
3. After clicking the sign link, please read the renewal and addendum before proceeding.
4. After reading on page one you will see 2 options 1 for a 12-month renewal and the other for month to month, March-August only. Click on the 12-month box and choose yes or no; after choosing yes or no then click next and you must choose the opposite of the first option. i.e., if you choose yes to the 12-month then you would choose no for the month-to-month option.
5. Next click the start signing link, which will take you to the box for your initials and acknowledge that you have read and understand the insurance addendum. Put in your initials and click the initial check link below to go forward.
6. Next click on the first (click to sign) box in the document and enter your name. If more than one signature is required, click on the sign & next link and then the link to enter a new signature; which will allow you to enter a different name; repeat the process if any additional signatures are required.
7. Once all have signed Frontline will complete the document and it will be uploaded to your portal to view anytime.