Renter Support

Getting Started for Renters

- Signing Up / Creating An Account
- Logging In
- Requirements For Making A Rental Request
- Am I Requesting on Behalf Of An Individual or An Organization?
- Account Types for Renters
- Forgot Password
- Associating Users With Organization Accounts
- I Haven't Received An Account Verification Email
- Where can I get a W-9 Form?
- Requesting a Facility Quick Start Guide

Making and Managing Reservations Requests

- [Video]: Making Reservation Requests
- How To Search For Facilities
- When Will My Request Be Approved?
- How to Make a Payment
- How Do I Upload My Insurance Certificate?
- Requesting A Change
- Cancelling A Reservation
- Commenting on Reservation Renters
- Paying By Check
- Requesting Multiple Dates or Facilities
- Requesting A Particular School or District
- "Grayed Out" Or Unavailable Facilities
- Reservation Approval Notifications
- Declined Requests
- Using The Dashboard
- Where Are My Reservations?
- Voluntary Product Accessibility Templates