



Qatari Diar Tenants Portal

Tenant User Manual

June-2023

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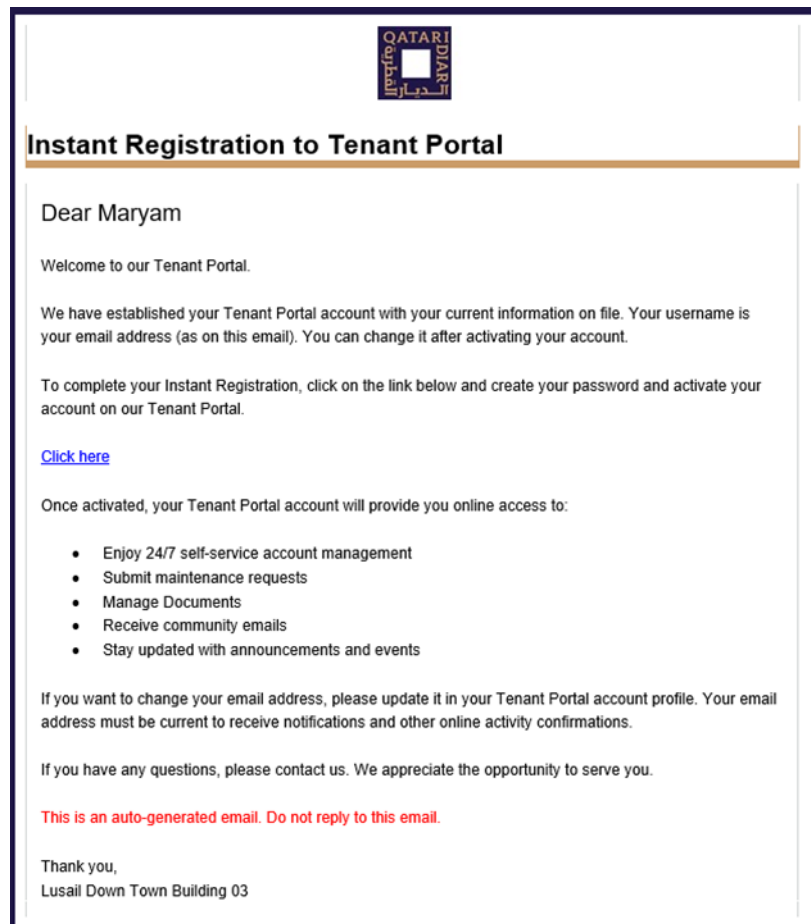
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1. Registration

Registration will be for existing QD commercial leasing customers, the process of registration is initiated by QD leasing team.

- 1- Tenant will receive an email invitation from QD with instructions on how to register
- 2- Tenant should follow the instruction in the email to complete registration and access the portal,

The image shows a screenshot of an email from QATAR DIAR. The email is titled "Instant Registration to Tenant Portal" and is addressed to "Dear Maryam". It welcomes her to the Tenant Portal and provides instructions on how to complete her registration. The email includes a list of benefits of the Tenant Portal account and a note that the email is auto-generated and should not be replied to. The email is signed by Lusail Down Town Building 03.



Instant Registration to Tenant Portal

Dear Maryam

Welcome to our Tenant Portal.

We have established your Tenant Portal account with your current information on file. Your username is your email address (as on this email). You can change it after activating your account.

To complete your Instant Registration, click on the link below and create your password and activate your account on our Tenant Portal.

[Click here](#)

Once activated, your Tenant Portal account will provide you online access to:

- Enjoy 24/7 self-service account management
- Submit maintenance requests
- Manage Documents
- Receive community emails
- Stay updated with announcements and events

If you want to change your email address, please update it in your Tenant Portal account profile. Your email address must be current to receive notifications and other online activity confirmations.

If you have any questions, please contact us. We appreciate the opportunity to serve you.

This is an auto-generated email. Do not reply to this email.

Thank you,
Lusail Down Town Building 03

2. Logging in

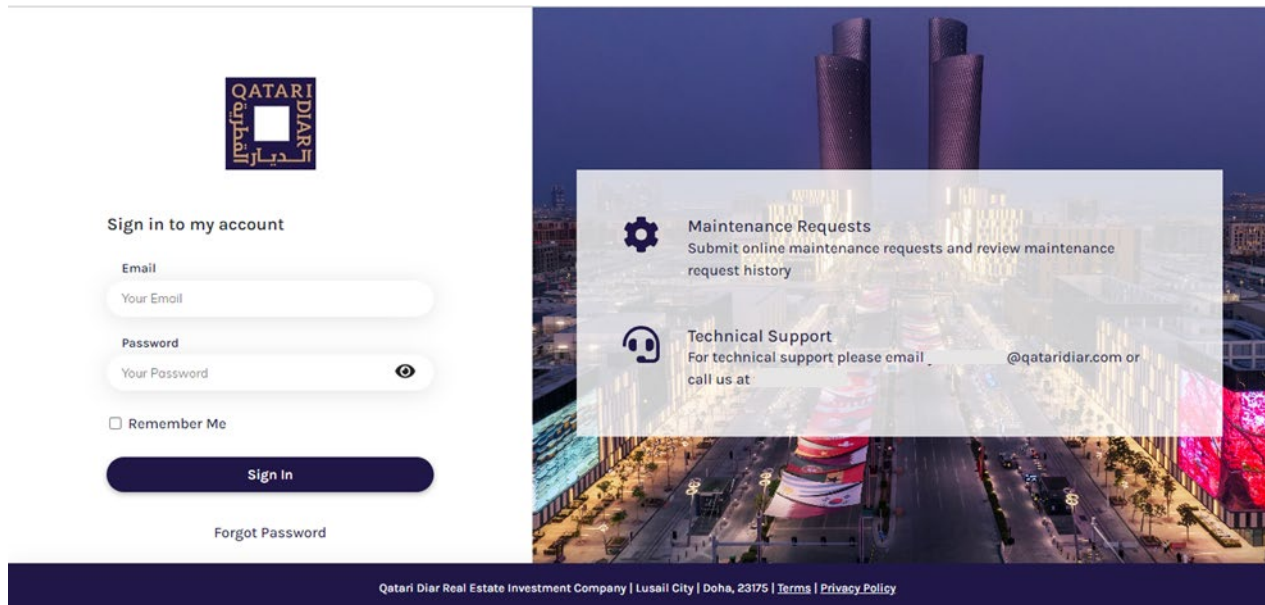
There are two options to access the system

- 1- Through the web portal: tenant.qataridair.com
- 2- By downloading the application for iOS and Android devices: CommercialCafe Tenant



- 3- Use the log-in credentials you have setup during the registration process

Note: navigate to Section 10 for mobile application login guide



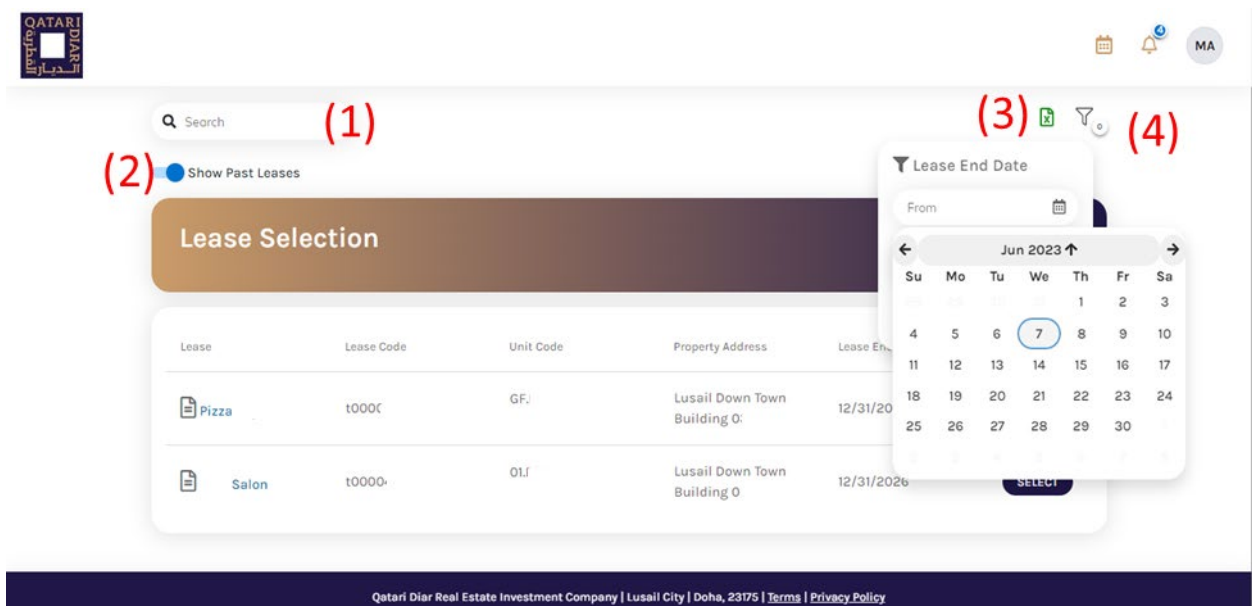
3. Landing Page & Home Page

Upon login, a tenant with multiple leases will view the full list of their leased units. Select one of the leases to go to the Home screen

The information displayed in all areas is based on the access the tenant has and the features provided by Qatari Diar to its tenants

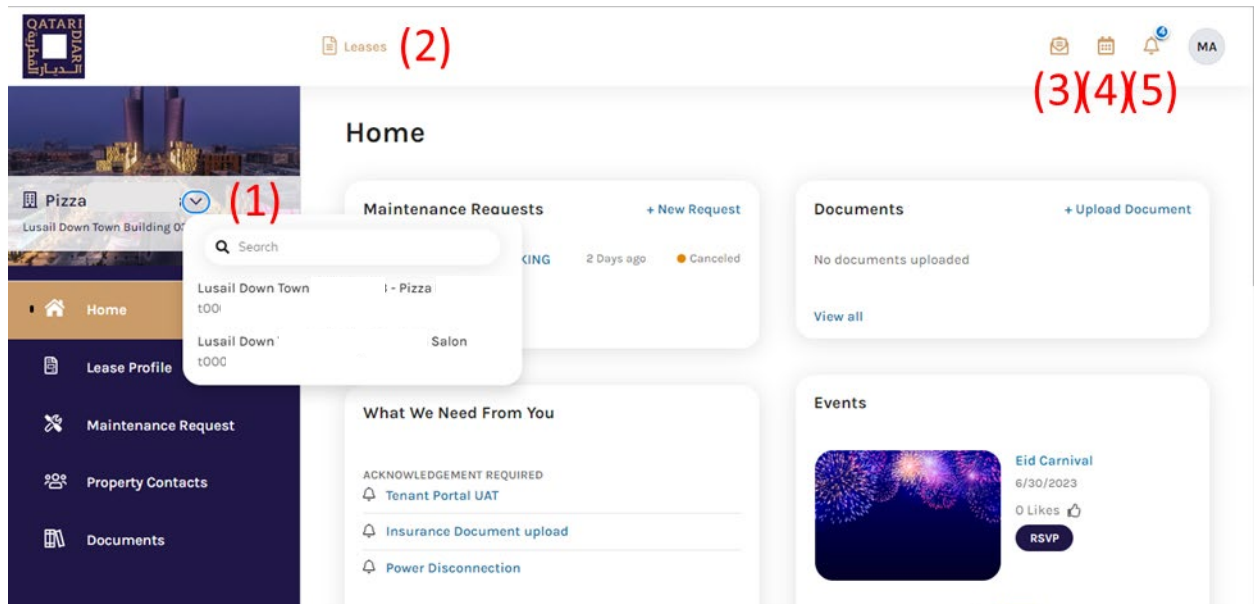
Leases landing page:

- 1- Search lease by name, lease code or unit code
- 2- Show expired leases
- 3- Export lease information in excel format
- 4- Filter leases by active lease date

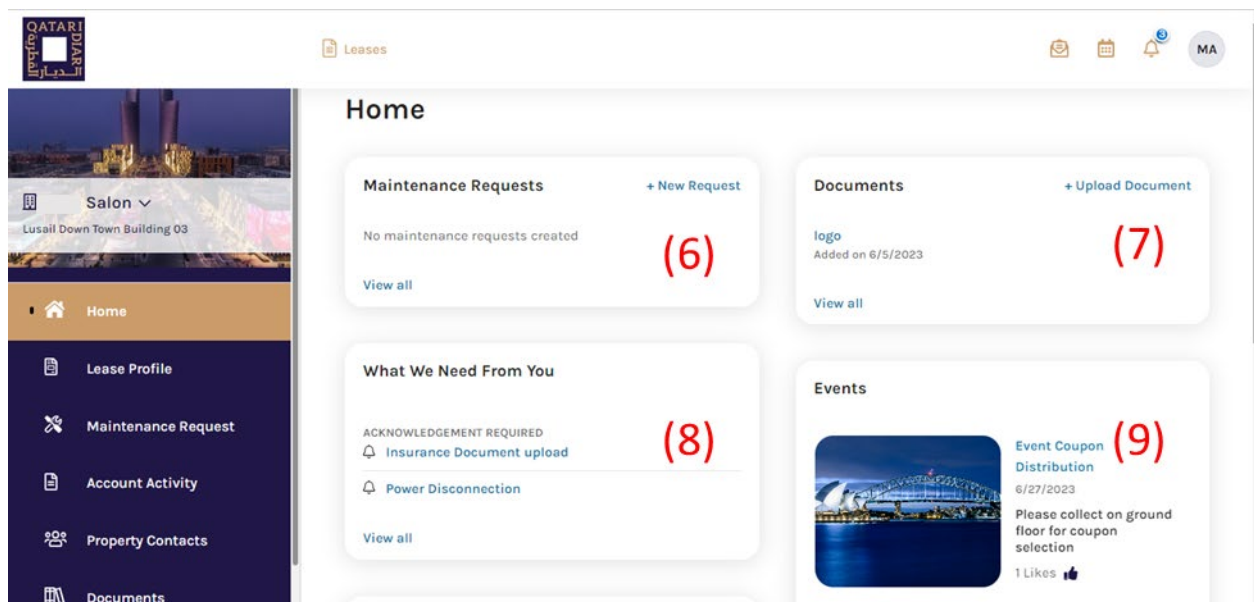


Home Screen

- 1- Select the active lease view
- 2- To view all leases in a list view
- 3- Contact us form which will send an email to the property manager in charge of the leased unit
- 4- Calendar to view events
- 5- Notifications list



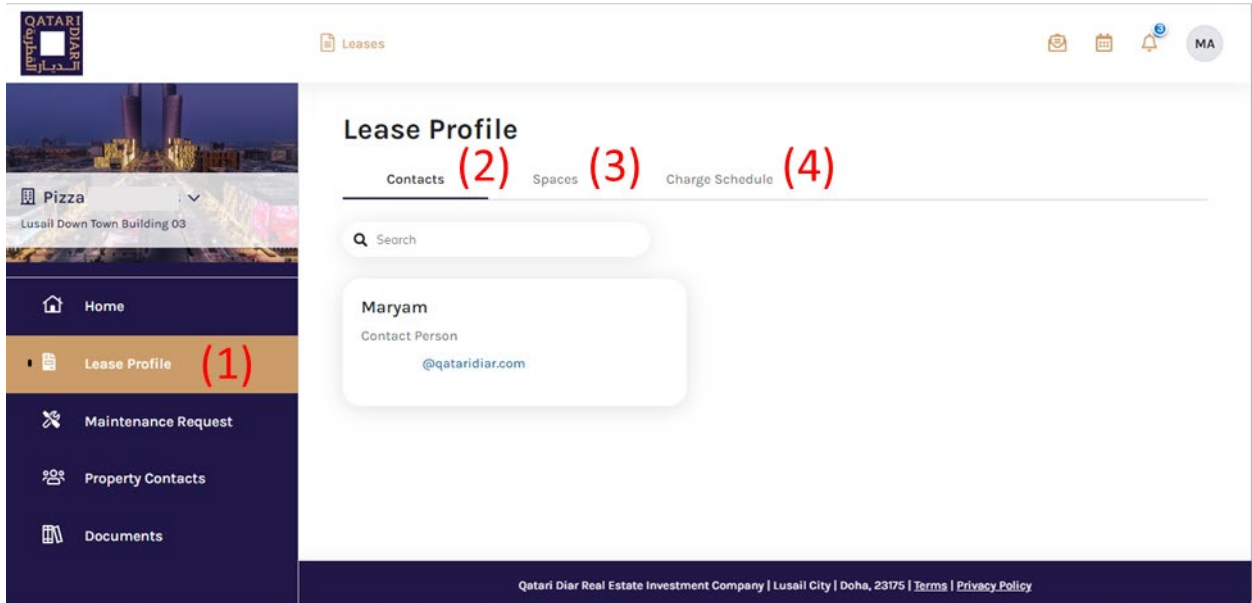
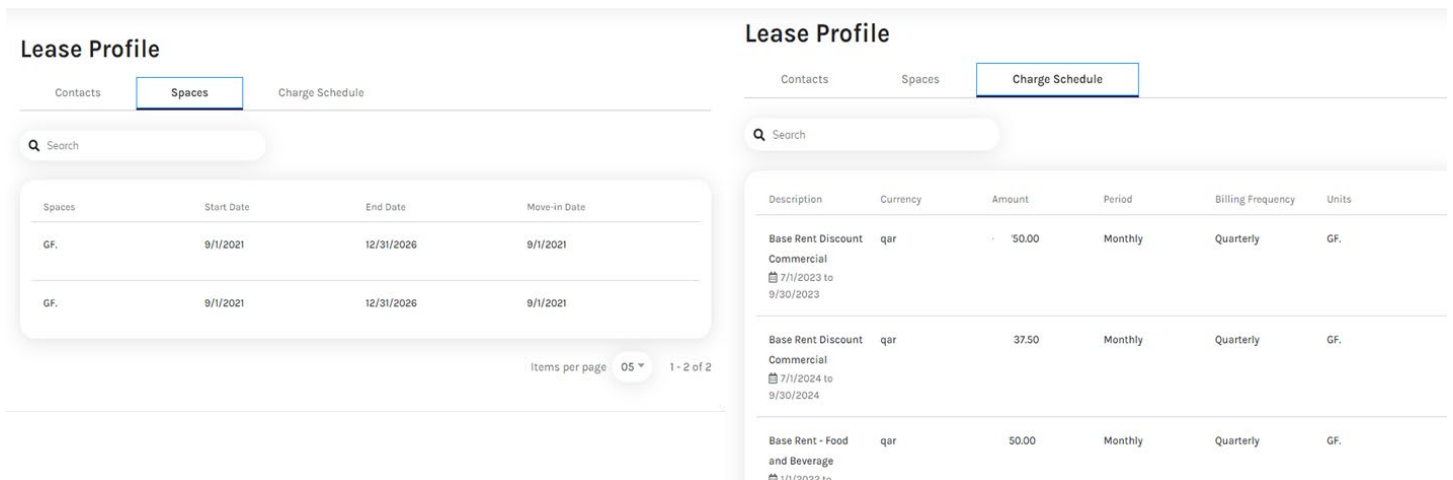
- 6- Quick view of Maintenance Requests view and option to add new requests
- 7- Quick Documents view and upload option
- 8- Announcements and notifications section
- 9- Events view



4. Lease Profile

Lease Profile section of the portal allows tenants to view all details related to their leases.

- 1- Lease Profile section link
- 2- Contacts: to view the tenants contacts list
- 3- Spaces: to view details of the leased spaces
- 4- Charge Schedule: view payment detailed related to the lease

Lease Profile

Contacts | **Spaces** | Charge Schedule

Q Search

Spaces	Start Date	End Date	Move-in Date
GF.	9/1/2021	12/31/2026	9/1/2021
GF.	9/1/2021	12/31/2026	9/1/2021

Items per page 05 1 - 2 of 2

Lease Profile

Contacts | Spaces | **Charge Schedule**

Q Search

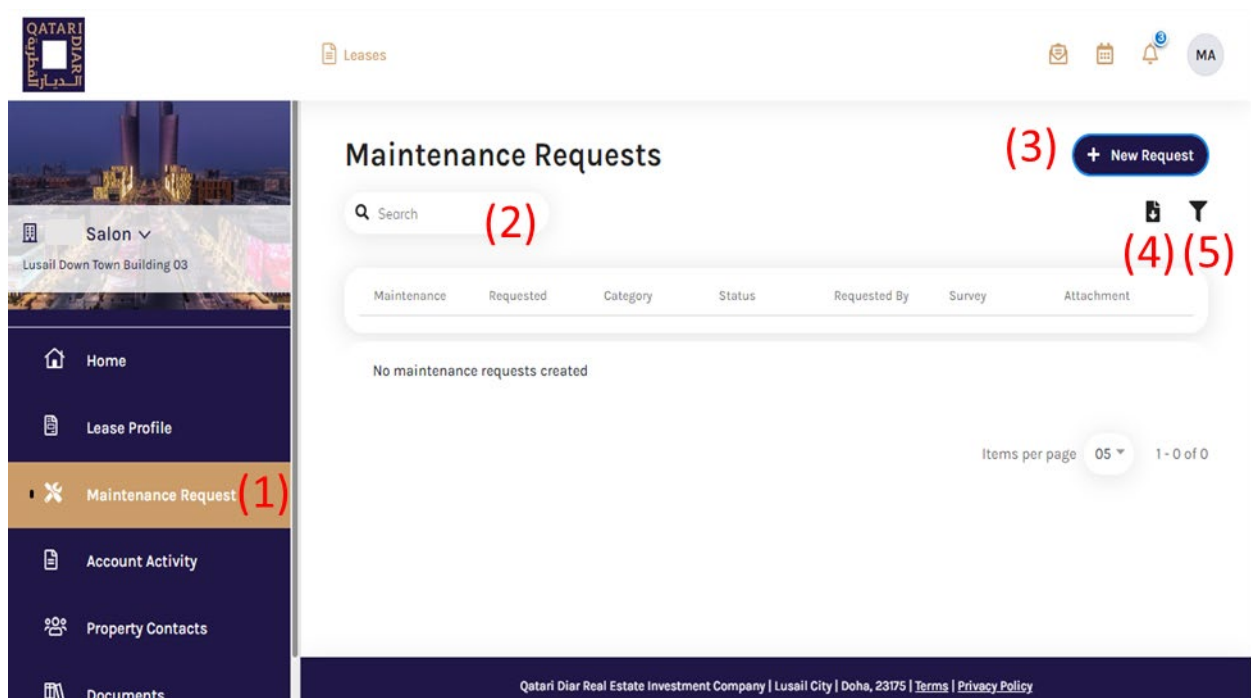
Description	Currency	Amount	Period	Billing Frequency	Units
Base Rent Discount Commercial 7/1/2023 to 9/30/2023	qar	50.00	Monthly	Quarterly	GF.
Base Rent Discount Commercial 7/1/2024 to 9/30/2024	qar	37.50	Monthly	Quarterly	GF.
Base Rent - Food and Beverage 1/1/2022 to	qar	50.00	Monthly	Quarterly	GF.

5. Maintenance

Navigation

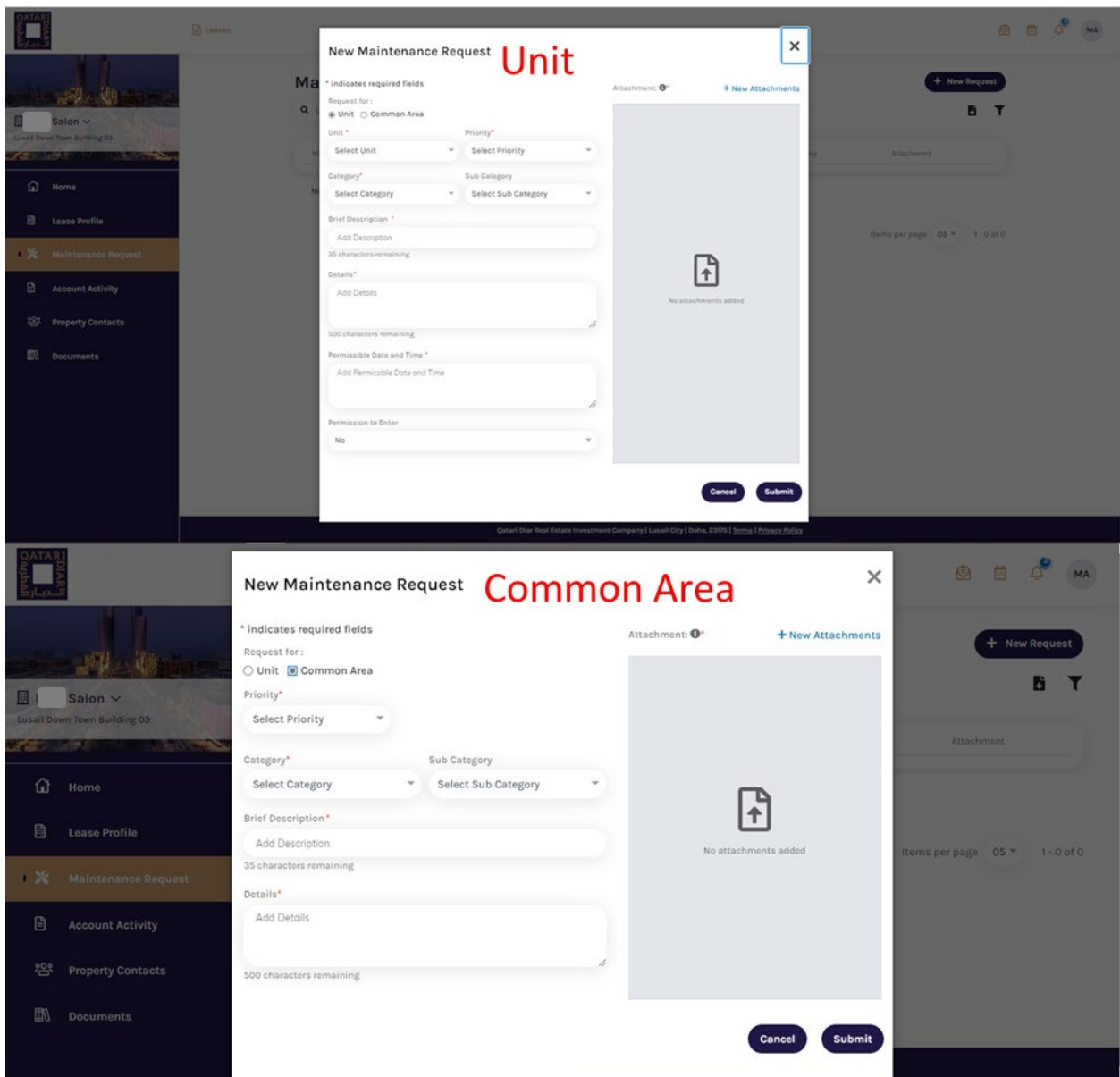
Tenants can raise maintenance requests and follow their progress through the portal:

1. Maintenance Request section
2. Search within the maintenance requests
3. Raise a new request
4. Export all requests in excel format
5. Filter by Status or Date



Raise a New Maintenance Request

1. Click Maintenance Request on the side menu.
2. Under the + New Request button
3. Select either Request for: Unit (the tenant's leased unit) or Common Area (for requests outside the boundaries of the leased unit). Based on the selection the fields will be different.
4. Complete the form, note that all fields marked with * are mandatory and must be filled before clicking Submit
5. Click Submit.



New Maintenance Request Unit

* Indicates required fields

Request for:
 Unit Common Area

Unit* Priority*

Category* Sub Category

Brief Description*
 35 characters remaining

Details*
 500 characters remaining

Permissible Date and Time*

Permission to Enter

Attachment:

New Maintenance Request Common Area

* Indicates required fields

Request for:
 Unit Common Area

Priority*

Category* Sub Category

Brief Description*
 35 characters remaining

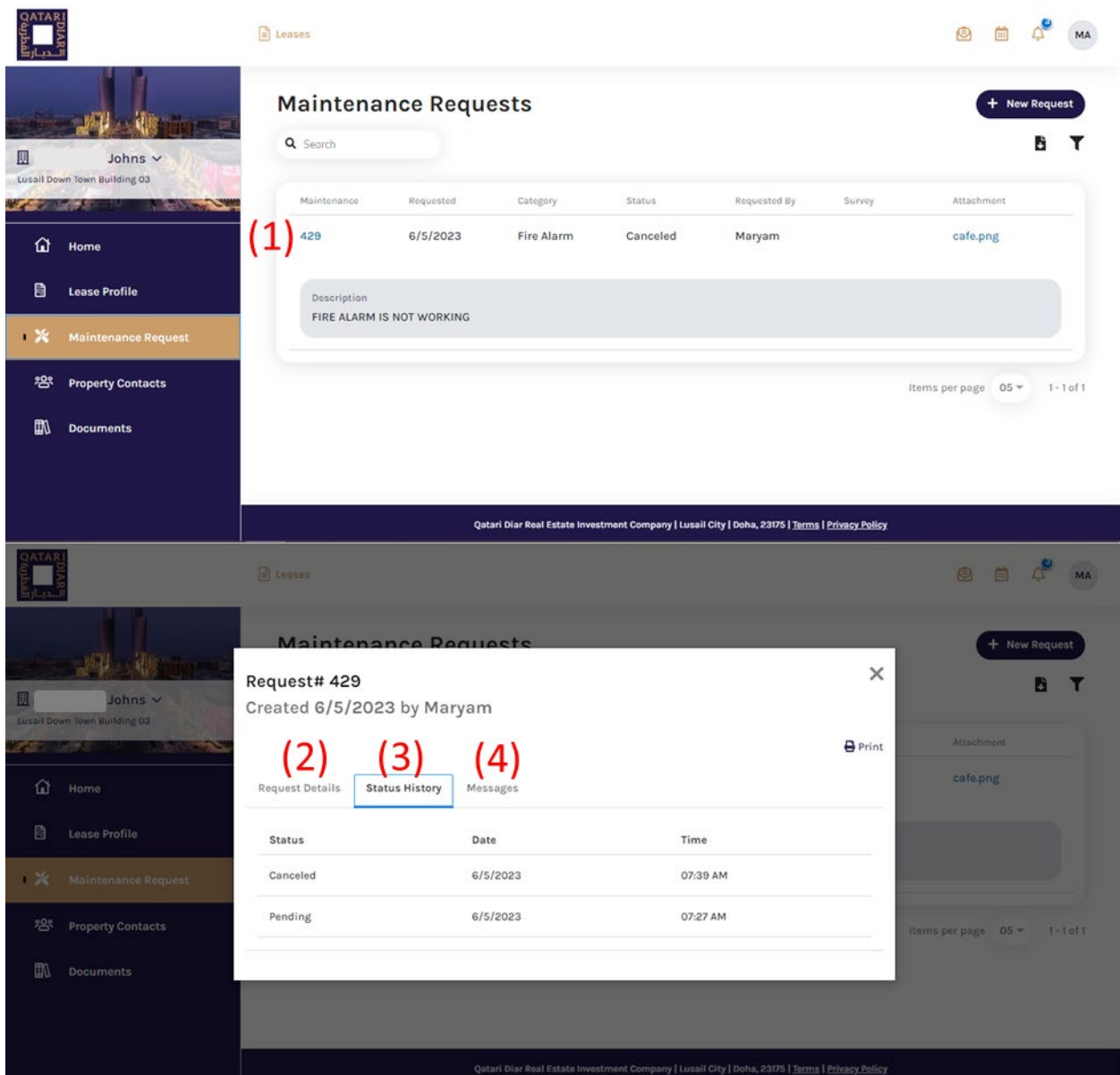
Details*
 500 characters remaining

Attachment:

View Request Details

In the Maintenance Request screen, the tenant will see all requests raised with the basic information of each request. To view more details

1. Click the Request number to drill down into the details
2. Tenant can see the details of the request
3. View the history of the request
4. View messages related to this request



The screenshot displays the 'Maintenance Requests' screen in the QATAR DIAR application. The interface includes a sidebar with navigation options: Home, Lease Profile, Maintenance Request (highlighted), Property Contacts, and Documents. The main content area shows a table of requests with columns for Maintenance, Requested, Category, Status, Requested By, Survey, and Attachment. A red circle (1) highlights the request number '429' in the first row. Below the table, a description box contains the text 'FIRE ALARM IS NOT WORKING'. At the bottom right, there is a pagination control showing 'Items per page 05' and '1 - 1 of 1'.

A modal window titled 'Request# 429' is overlaid on the screen, showing details for the selected request. It includes the text 'Created 6/5/2023 by Maryam' and a 'Print' button. Below this, there are three tabs: 'Request Details', 'Status History' (highlighted with a red circle (2)), and 'Messages'. The 'Status History' tab displays a table with the following data:

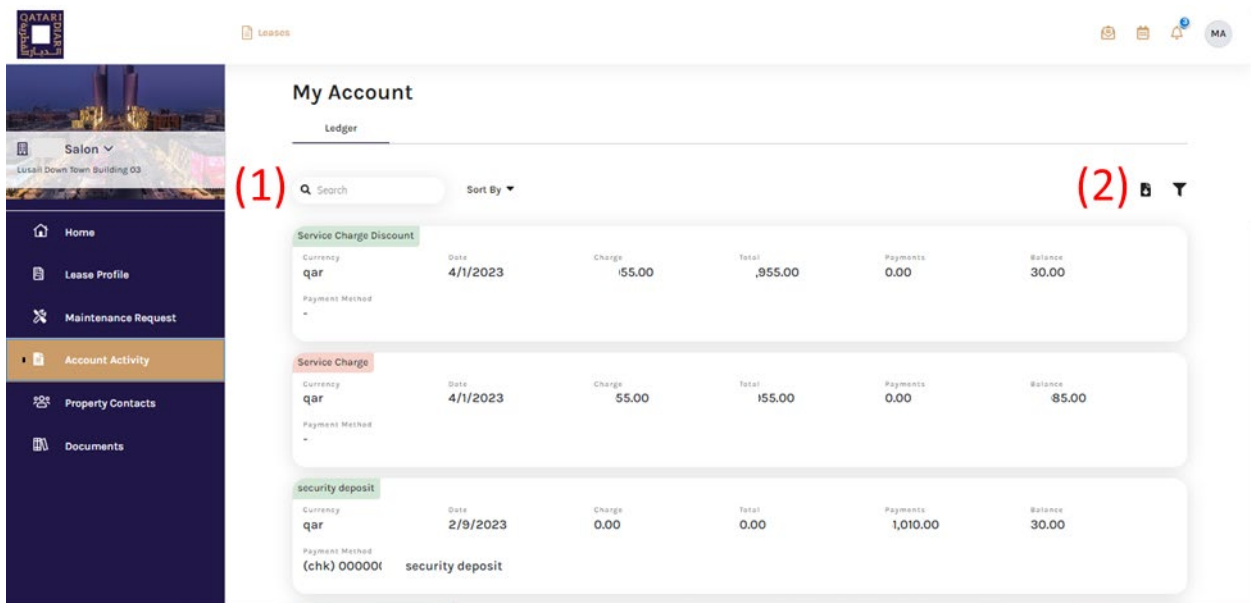
Status	Date	Time
Canceled	6/5/2023	07:39 AM
Pending	6/5/2023	07:27 AM

Red circles (3) and (4) highlight the 'Status History' and 'Messages' tabs, respectively, in the modal window.

6. Account Activity

Account Activity is available to the Billing Contact for the leased unit. This section provides the financial ledger of the leased unit.

1. Search and Sort options
2. Export ledger in excel format
3. Filter by Charge Type or Date



My Account

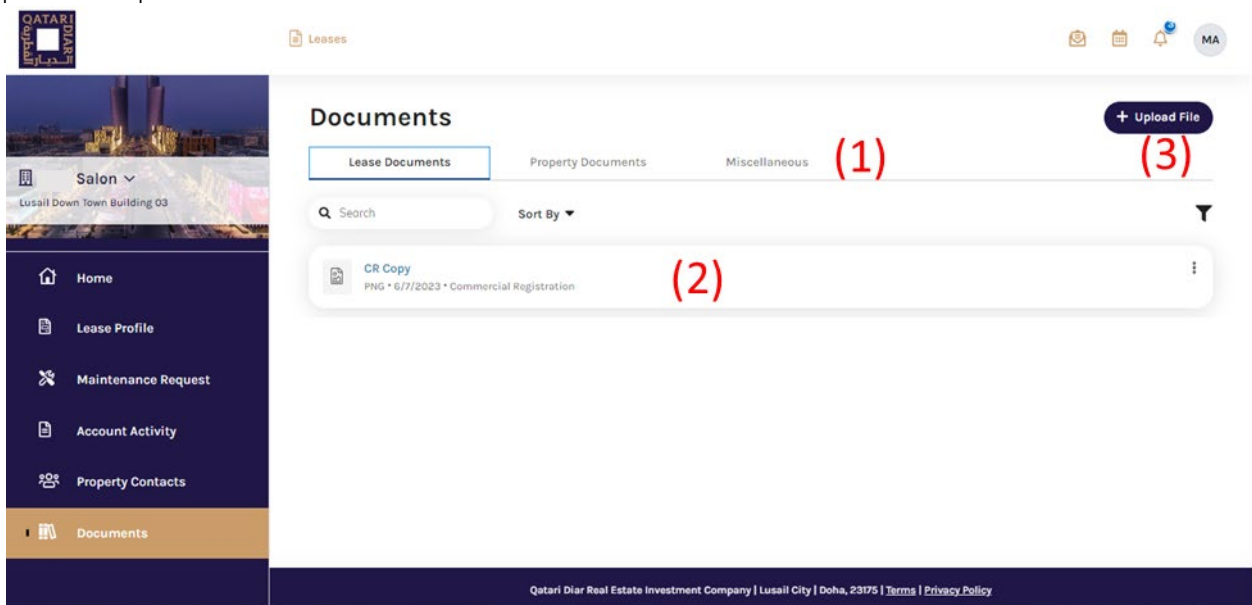
Ledger

(1) Search Sort By ▼ (2) B T

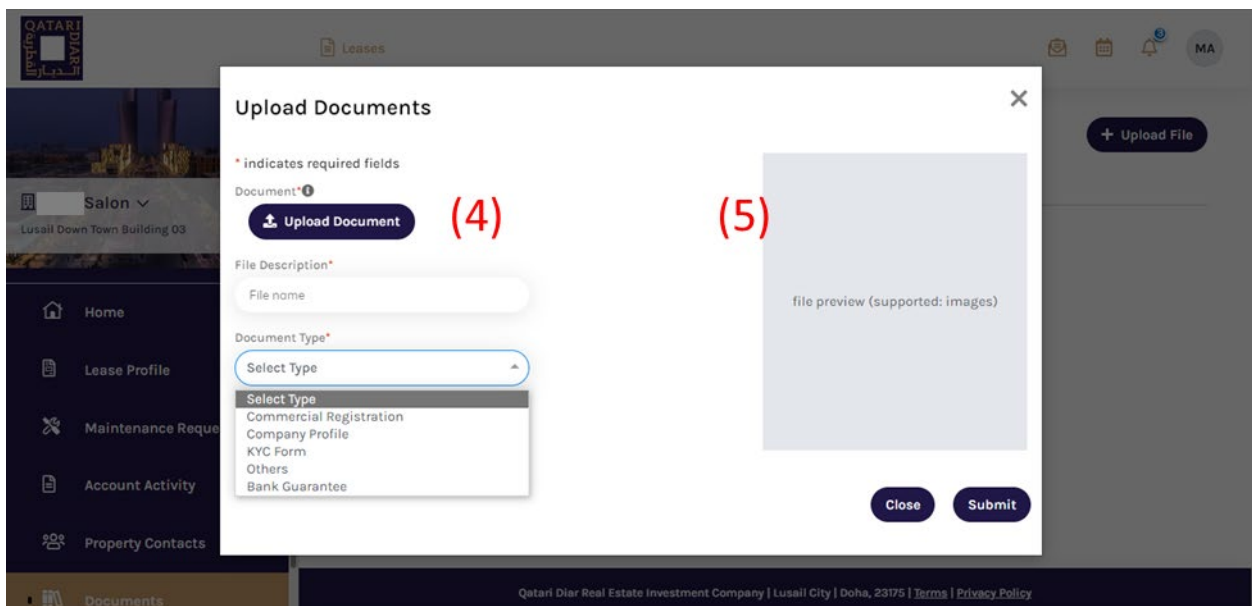
Service Charge Discount					
Currency	Date	Charge	Total	Payments	Balance
qar	4/1/2023	155.00	,955.00	0.00	30.00
Payment Method -					
Service Charge					
Currency	Date	Charge	Total	Payments	Balance
qar	4/1/2023	55.00	155.00	0.00	85.00
Payment Method -					
security deposit					
Currency	Date	Charge	Total	Payments	Balance
qar	2/9/2023	0.00	0.00	1,010.00	30.00
Payment Method (chk) 000001 security deposit					

7. Documents

1. Categories of documents to view
 - a. Property Document
Property Specific documents, uploaded by QD team and tenant can preview, download, and print as needed
 - b. Lease Document
Tenants would find all lease/tenancy related document under this section, uploaded by QD team tenants.
 - c. Miscellaneous
Other documents, including user manuals and QD guidelines
2. The list of documents uploaded by tenant for each category, click on document name to view
3. Upload File option

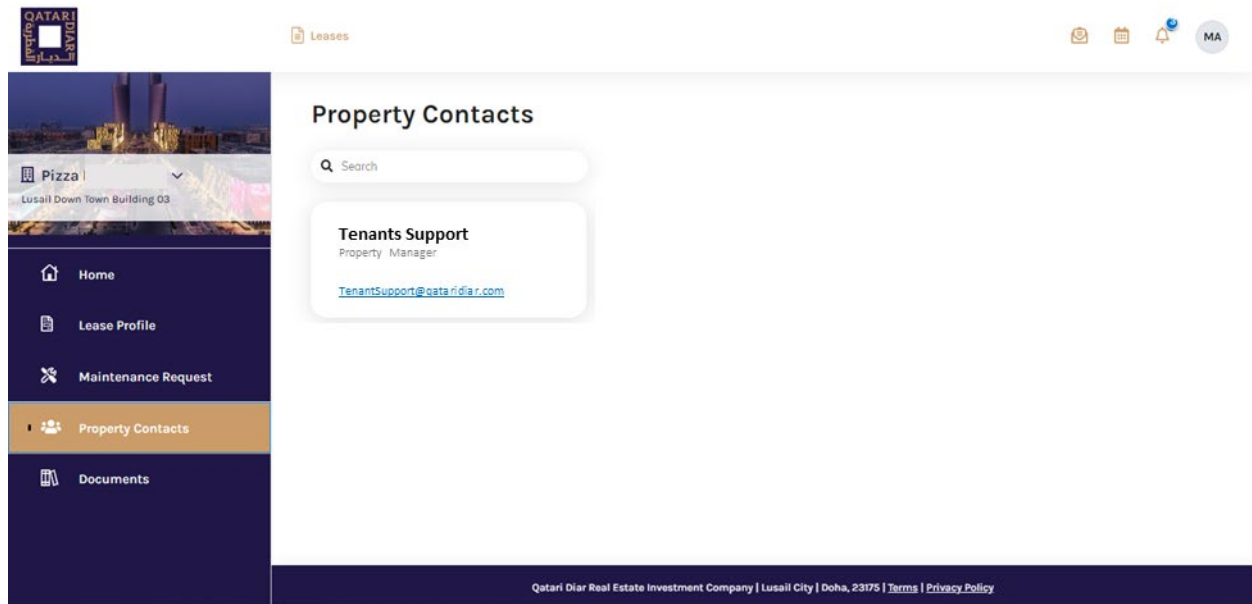


4. Upload document and fill in the required information and Submit (maximum size is 10MB)
5. Tenant will be able to preview the document before upload



8. Property Contacts

Within the property contacts the tenant will be able to view the contact detailed of the personnel in charge of the leased unit

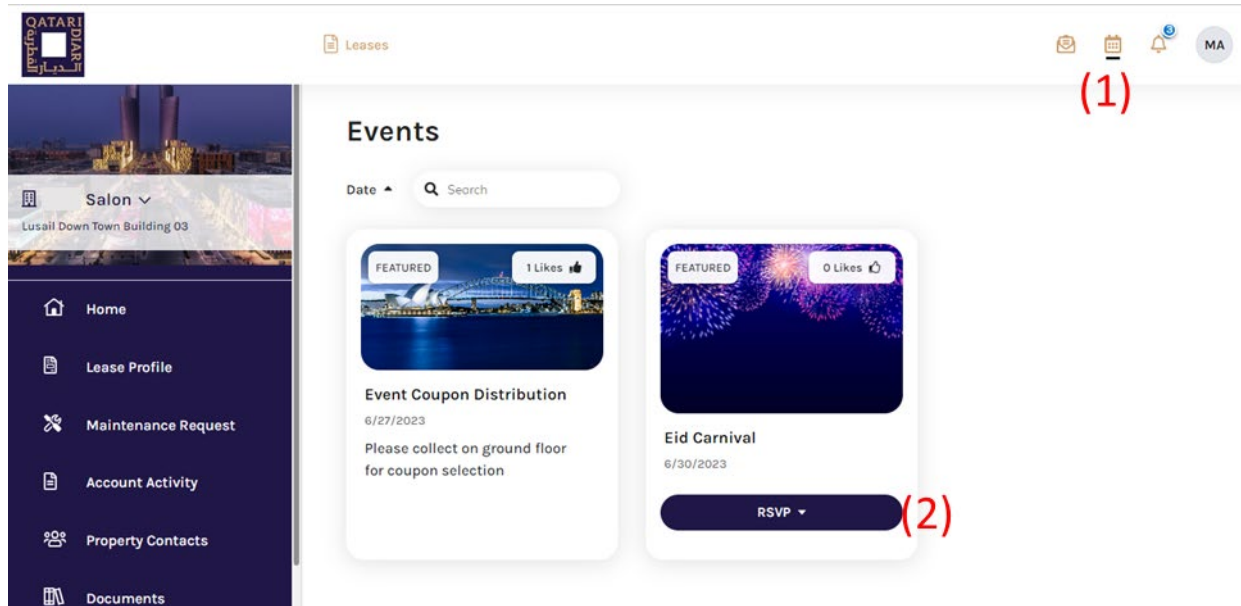


9. Announcements & Events

The portal provides details of public and private announcements and events that have been uploaded by QD team

Events

1. Click on calendar icon to view events, the events list can be sorted by date
2. For events that require RSVP, tenant is given the option to respond with the attendance status. The RSVP status can be modified

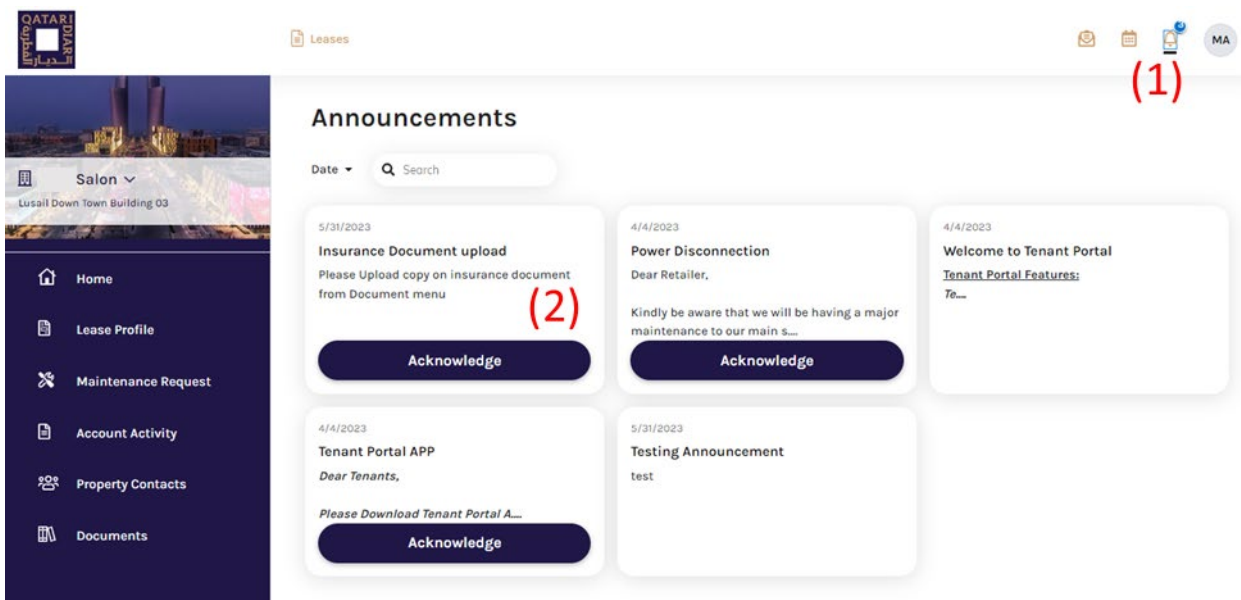


The screenshot shows the 'Events' section of the portal. At the top right, there is a navigation bar with icons for mail, calendar, notifications, and a user profile labeled 'MA'. A red '(1)' is placed over the calendar icon. Below this, the 'Events' section has a search bar and a date selector. Two event cards are displayed:

- Event Coupon Distribution** (6/27/2023): Please collect on ground floor for coupon selection. It has 1 Like.
- Eid Carnival** (6/30/2023): It has 0 Likes and an 'RSVP' button with a dropdown arrow. A red '(2)' is placed over this button.

Announcements

1. Click of the bell icon to view the announcements, the list can be sorted by date
2. Tenants have the option to Acknowledge the announcement



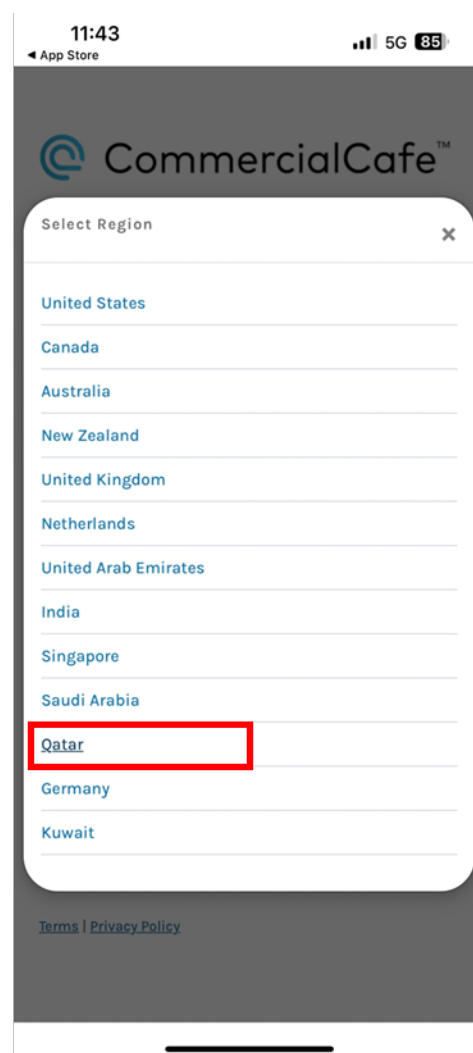
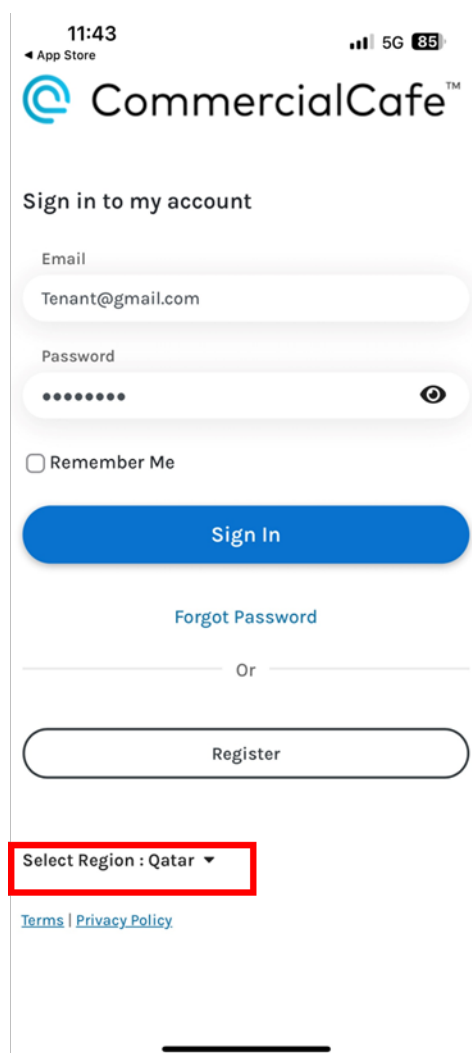
The screenshot shows the 'Announcements' section of the portal. At the top right, there is a navigation bar with icons for mail, calendar, notifications, and a user profile labeled 'MA'. A red '(1)' is placed over the notifications (bell) icon. Below this, the 'Announcements' section has a search bar and a date selector. Three announcement cards are displayed:

- Insurance Document upload** (5/31/2023): Please Upload copy on insurance document from Document menu. It has an 'Acknowledge' button. A red '(2)' is placed over this button.
- Power Disconnection** (4/4/2023): Dear Retailer, Kindly be aware that we will be having a major maintenance to our main s... It has an 'Acknowledge' button.
- Welcome to Tenant Portal** (4/4/2023): Dear Retailer, [Tenant Portal Features](#); Te...

10. Mobile Application

Logging in:

- 1- After the tenant receives the invitation and follow the registration details, they can use the same credentials to log into the CoomercialCafe mobile application.
- 2- Upon login, tenant must select the country: Qatar
- 3- The application provides the same functionality available on the web portal



11. Other functionality

Sales Data

- Tenant may have the facility to upload Sales Data, this is an option that is provided by QD team. Details of how to use this section will be provided to the tenants upon need.

Email Notifications

Tenants will receive email notifications upon the following actions:

1. Invitation to register to Tenant Portal.
2. Successful Registration Confirmation Email.
3. Work Order Submission acknowledgment.
4. Work Order status change notifications.
5. Work Order Cancel/Reopen acknowledgment.
6. Work order completion email with Survey Link.
7. Acknowledgment email after uploading lease document from Portal.
8. Updating profile information.
9. Announcement Acknowledgment Notification
10. Informatory emails from your property management team.