OWNEROPS ONE

Tenant onboarding

Your proposed sequence, from invitation to completion

1. **LANDLORD** — Invite tenant by email using the property invitation link
2. **TENANT** — Submit rental application
3. **LANDLORD** — Approve application
4. **LANDLORD** — Create and sign the lease
5. **TENANT** — Sign the lease
6. **AUTOMATION** — Send tenant portal invitation email
7. **TENANT** — Log in to the tenant portal
8. **TENANT** — Make rent payment
9. **FINISH** — Complete onboarding

Sequence, not elapsed time

The sketch contains no dates or durations. This diagram preserves its order; it does not verify the current app behavior.

Recommended controls

The order in your sketch is coherent. The main risk is advancing a tenant before the prior step is complete. The controls below are recommendations for this design, not verified app functions or legal requirements.

1 Keep application and resident access distinct

The first invitation should lead to the rental application. If an account is needed to apply or sign, allow applicant access without treating that account as an active tenant portal.

2 Require approval before preparing the lease

After submission, keep the application in a pending-review state until the landlord approves it. If more information is needed, return it for correction; if declined, stop this onboarding path.

3 Send the portal email after both signatures

In your requested sequence, the landlord signs first and the tenant signs next. Trigger the portal invitation only after the required signatures are recorded. A sent lease is not a completed lease.

4 Reuse the tenant identity

The portal email should open the correct property and tenant record. Existing users should log in rather than create a duplicate account. Provide a clear recovery path for an expired invitation.

5 Separate payment started from payment confirmed

Before payment, show the rent amount and due date from the lease. Record pending, successful and failed payment states separately. Mark this onboarding flow complete after the required first rent payment is confirmed.

6 Handle incomplete steps without skipping ahead

If a signature is missing, retain the signing step. If payment fails or is pending, retain the payment step. Resending an invitation should not create another tenant, lease or charge.

What is not specified in the sketch

Security deposit, screening, co-tenants, move-in inspection and key handoff are not shown. Add them only if they belong in your intended process; they have not been inserted into the primary timeline.