



Frequently Asked Questions

This document will answer questions you may have about posting and updating your agency's listing in the Almost Home guide.



If you should find that your question isn't addressed in this FAQ, feel free to contact us and we will do our best to assist you. Our contact information is on the last page of the documents.

Thank you!

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1. How do I log in to my new agency account?

First, it's important to make sure you've been assigned a user name and password. If you haven't been assigned a user name yet you will need to contact the Catholic Outreach ([click here](#)) before you can do anything. Once you have these two items you'll want to navigate over to www.catholicoutreach.org/cathol18/. Once the page has loaded input your user name in the "ENTER USERID" blank and your password in "ENTER PASSWORD" blank.

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AGENCY SIGN-IN

Enter Your Agency USER-ID and PASSWORD then Press "Submit ID" Button to Sign-In to your Property Maintenance Functions

ENTER USERID

ENTER PASSWORD

Done

Now click "Submit ID". It should prompt you with something similar to the example below.


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ALMOST HOME

AGENCY VERIFY

You have successfully signed-in to

ABC Properties, Inc.

If this is correct please press here to continue:

Otherwise press here to return to Sign-In screen:

http://www.catholicoutreach.org/cathol18/Property_Maintenance.php

Now click "Continue". A new screen should appear and you should be able to access your agency's account. It should look similar to the example below.

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PROPERTY MAINTENANCE

ABC Properties, Inc.

[Query Existing Property Information](#)

[Add a New Property to List](#)

[Change an Existing Property's Information](#)

[Delete a Property from List](#)

[Return to Sign In](#)

http://www.catholicoutreach.org/cathol18/Property_Add.php

At this point you have full access to your agency's listings. You can now add, modify, and delete any listings.

2. How do I add a property listing to my agency's account?

In order to add a listing you must first be logged into your agency's account. Once logged in navigate to the "Property Maintenance" page. From here you can add, modify, and delete property listing. You'll want to click on the "Add a New Property to List" button. It should load a page similar to the example below.

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Almost Home

PROPERTY ADD

Enter Property Information and Press "Add Property" button to add property to listing.

Press Here to Return to Property Maintenance Menu Without Adding a Property Record: [Return](#)

Area of City/County	Street No	Street Name	Unit	Available	
Grand Junction					
Bedrooms	Bathrooms	Type of Property	Utilities	Washer/Dryer	Property Le
1	.5	Info Not Available	Info Not Available	Info Not Vvailable	Info Not Availab
Pets Allowed	Smoking Allowed	Monthly Rent	Rental Deposit	Comment	
Info Not Available	Info Not Available				
CLICK HERE TO ADD PROPERTY: Add Property		CLICK HERE TO CANCEL: Cancel			

Done

From here you'll need to add the information specifying the details of your listing. We do not require that you fill in every blank but it really helps potential tenants in the selection of property and it will save you time by answering tenant questions on the property before they call. Once you've provided all the necessary information all you need to do is click on the "Add Property" button. If your listing was saved it should refresh

the web page and appear with blanks in all possible categories. (It should look the same as the example above.)
That's it. **Congratulations**, you've entered your first listing!

3. How do I modify a property listing on my agency's account?

In order to modify a listing you must first be logged into your agency's account. Once logged in navigate to the "Property Maintenance" page. From here you can modify property listings. You'll want to click on the "Change an Existing Property's Information" button. It should load a page similar to the below example.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying http://www.catholicoutreach.org/cathol18/Property_Change_List.p. The page content includes a banner image of a group of people in front of a brick building with the text "Almost Home". Below the banner is the heading "PROPERTY CHANGE LIST" and a prompt: "Select Property to be Changed or Press 'Return' Button to return to the Property Maintenance Screen:". A "Return" button is located to the right of this prompt. Below the prompt is a table with the following data:

Street #	Street Name	Unit #	Style	Rent	Available	Date Added	
123	Something Ave.	1	House	1000.00	01/31	2011-01-21	SELECT

From here you'll want to find the property listing you would like to modify. Click on the "Select" hyperlink to the right of the listing. This should load a web page containing all the specific property's information, which should be similar to the below example. Once you've made the necessary changes to the information you can save your modification by click on the "Change Property" button in red. That's it! You property's information has been modified.



PROPERTY CHANGE

Enter Property Information and Press "Change Property" button to change property information.

Press Here to Return to Property Maintenance Menu Without Changing a Property Record: [Return](#)

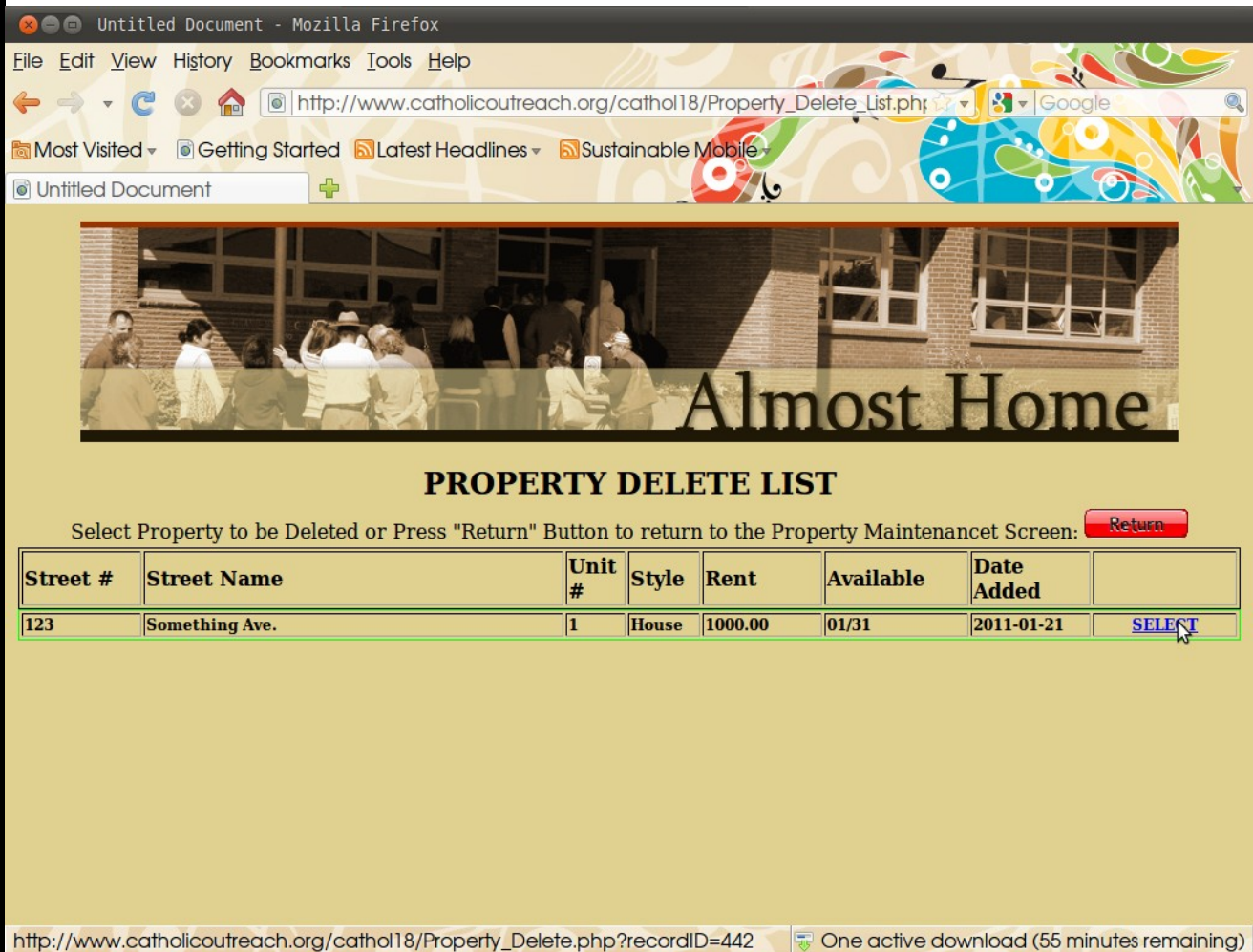
Area of City/County	Street No	Street Name	Unit	Available	
Grand Junction	123	Something Ave.	1	01/31	
Bedrooms	Bathrooms	Type of Property	Utilities	Washer/Dryer	Property Level
4	2	House	All-Renter Pays All	Washer Available	Upstairs Unit
Pets Allowed	Smoking Allowed	Monthly Rent	Rental Deposit	Comment	
Yes-Pets Allowed	No-Smoking Not Allowed	1000.00	950.00	1st month rent free!	

CLICK HERE TO UPDATE PROPERTY: [Change Property](#)

CLICK HERE TO CANCEL UPDATE: [Cancel](#)

4. How do I delete a property listing on my agency's account?

In order to delete a listing you must first be logged into your agency's account. Once logged in navigate to the "Property Maintenance" page. From here you can delete property listings. You'll want to click on the "Delete a Property from List" button. It should load a page similar to the below example.



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http://www.catholicoutreach.org/cathol18/Property_Delete_List.php

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Almost Home

PROPERTY DELETE LIST

Select Property to be Deleted or Press "Return" Button to return to the Property Maintenance Screen: [Return](#)

Street #	Street Name	Unit #	Style	Rent	Available	Date Added	
123	Something Ave.	1	House	1000.00	01/31	2011-01-21	SELECT

http://www.catholicoutreach.org/cathol18/Property_Delete.php?recordID=442 One active download (55 minutes remaining)

From here you'll want to find the property listing you would like to modify. Click on the "Select" hyperlink to the right of the listing. This should load a web page containing a warning in red which reads "PLEASE CONFIRM THIS IS THE PROPERTY YOU WISH TO DELETE THIS ACTION CANNOT BE UNDONE ONCE COMPLETED". Below is an example of the mentioned page. Please take the time to double check that this is the property listing you wish to delete. If you have selected the correct property you'll simply want to click on the "DELETE

PROPERTY” button. That's it! You've successfully deleted your unwanted property.

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PROPERTY DELETE

PLEASE CONFIRM THIS IS THE PROPERTY YOU WISH TO DELETE

THIS ACTION CANNOT BE UNDONE ONCE COMPLETED

CANCEL AND RETURN TO PROPERTY DELETE LIST: [Return](#)

Property Area:	G
Street Number:	123
Street Name:	Something Ave.
Unit Number:	1

CLICK HERE TO DELETE PROPERTY: [DELETE PROPERTY](#)

Done One active download (1 hour, 15 minutes remaining)

5. How do I check my existing property listings for my agency?

In order to check you agency's existing listings you must first be logged into your agency's account. Once logged in navigate to the "Property Maintenance" page. From here you can query your agency's property listings. You'll want to click on the "Query Existing Property Information" button. It should load a page similar to the below example. From here you can scroll through your agency's various listing and access their specific information.

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PROPERTY QUERY LIST

Select Property to be Queried or Press "Return" Button to return to the Property Maintenance Screen:

Street #	Street Name	Unit #	Style	Rent	Available	Date Added	
123	Something Ave.	1	House	1000.00	01/31	2011-01-21	SELECT

One active download (53 minutes remaining)

6. I'm on one of the web pages and I can't navigate back to the previous page. What should I do?

In order to navigate back on to previous web pages you recently viewed you'll want to find the "Return" button in the right hand corner of the page, it should have a bluish or red color. Clicking on the "Return" button should take you to your previous page. Below is an example of what your page with the "Return" button should look like.

(Notice that the "Return" button is under my pointer in the picture.)

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PROPERTY QUERY LIST

Select Property to be Queried or Press "Return" Button to return to the Property Maintenance Screen:

Street #	Street Name	Unit #	Style	Rent	Available	Date Added	
123	Something Ave.	1	House	1000.00	01/31	2011-01-21	SELECT

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Contact Us

If your question hasn't been answered or you need technical assistance feel free to contact us.

E-mail: almosthomeguide@catholicoutreach.org

Phone: Contact Ellen at 970-241-3658