

Commercial Café Tenant Portal Guide

Last Updated: February 2026

This guide provides the Tenant Portal user with instructions on how to use the most popular features of the Tenant Portal. The topics discussed are listed below:

- [Tenant Registration](#)..... Page 2
- [Edit Contact Information](#)..... Page 3
- [Make Payments](#)..... Page 4
- [Maintenance Requests](#)..... Page 8

Tenant Registration

1. You will receive an email invitation inviting you to register to use the Tenant Portal. Within the email there is a link to verify your account.
2. Click the link and you will be directed to the passwordless login.

Passwordless login is a security measure that requires you to authenticate your identity before accessing your account. This approach increases protection against threats like phishing and credential theft and significantly reduces the risk of unauthorized account access.

With passwordless login, you can access CommercialCafe Tenant Portal using these options:

- Unique link sent to your email address
- One-time verification code sent to your email address or mobile number

Before you begin

- Secure links sent via email are active for 30 minutes.
- One-time verification codes sent via email or SMS text messages are active for 10 minutes.
- If you use an expired link, it won't count as a failed attempt.
- You'll be locked out of your Tenant Portal account after six failed attempts. You may attempt to log in again after 15 minutes.

Secure Link Sent to Email

You can log in using the email address associated with your Tenant Portal account. Enter your email address and click Next. You will automatically be emailed a secure link to log in. You can also send verification code to your email or mobile device. Click Send Code.

Edit Contact Information

1. Once logged in to the Tenant Portal, the system lands on the “Home” page, which contains widgets for Payments (if applicable to the property), Maintenance Requests, What We Need from You, Announcements, and Events. And in the top right-hand corner of the screen, your initials are displayed in a circle.
2. Click on your initials to choose from “My Profile” or “Settings.” Select “My Profile” and enter the updated information in the applicable fields and click the “Update Profile” button at the bottom of the screen.

WESTCORE Preview - read only

KA

My profile

Settings

User profile

First name: Kimberly

Last name: [Redacted]

Region: United States

Office: [Redacted]

Mobile: [Redacted]

Fax: [Redacted]

Address: Address

Address 1: Address 1

Address 2: Address 2

Address 3: Address 3

City: [Redacted]

State: [Redacted]

Zip code: [Redacted]

Update profile

Property Management Office (JLL)
Westcore Alpha Vancouver, LLC | Vancouver | 02-200

- Home
- Lease profile
- Make payments
- Maintenance request
- Documents
- Account activity
- Property contacts

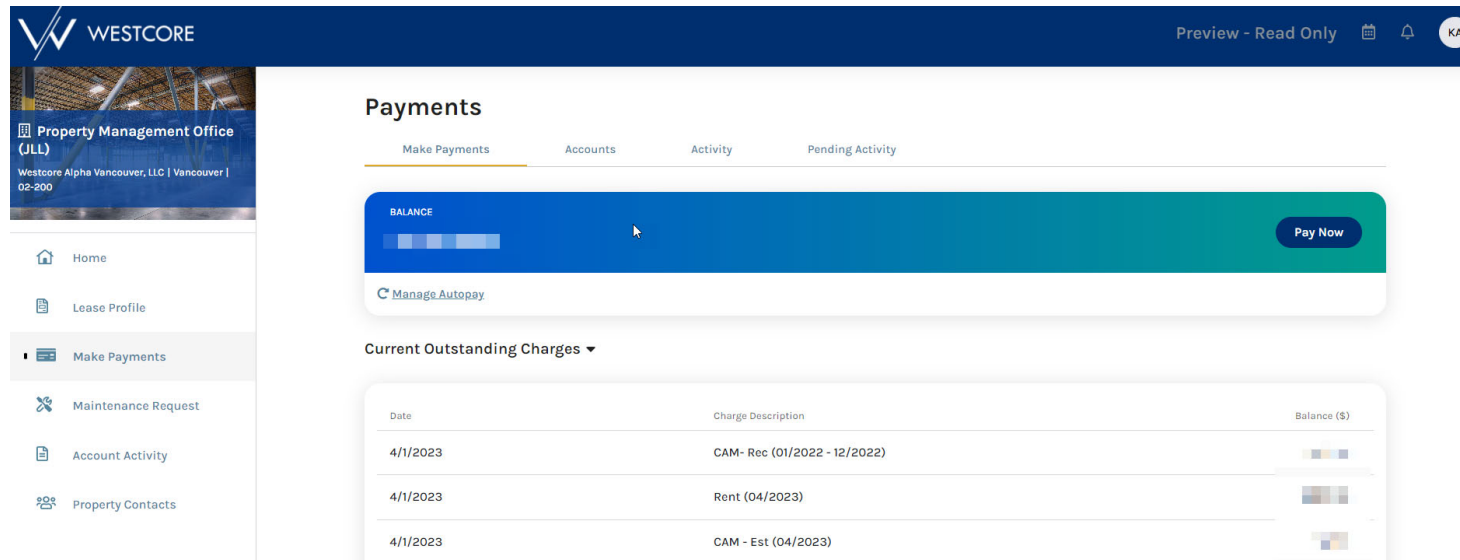
Westcore | 4350 La Jolla Village Drive #900 | San Diego, CA 92122 | [Terms](#) | [Privacy policy](#)

Make Payments

1. In the Tenant Portal, there is a “Make Payments” tab on the side menu. This is where a User can set up their payment accounts, auto-pay, or make a one-time payment. Before any payments can be made, a bank account must be set up.

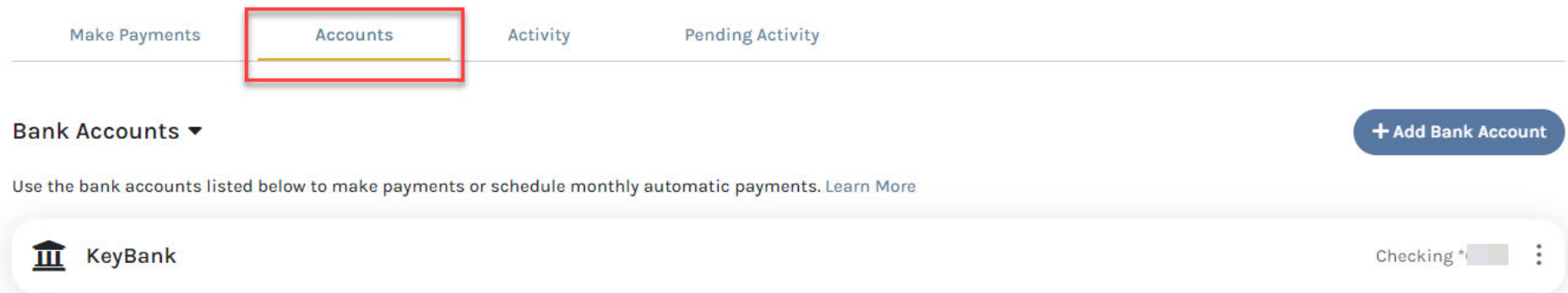
NOTE: Certain properties will not have access to make online payments.

Note: Users who do not have payment permissions will not be able to make payments.



2. To add, edit, or remove a bank account, click the “Accounts” button which will direct you to the page below where you can Add Bank Account or edit existing bank accounts listed.

Payments



Make Payments

RECURRING PAYMENTS

1. To set up or edit recurring payments, click on the “Manage Autopay” button under the Balance widget at the top of the “Home” or “Make Payments” page. You will select an account, a start date, an end date, and which day of the month to make the recurring payment. Click “Save” and the recurring payment will be set up.

NOTE: Certain properties will not have access to make online payments.

Note: The “Max Payment Amount” must equal or exceed your highest monthly scheduled rent through your entire lease term (i.e., the rent amount on the last day of the lease term). Users who do not have payment permissions will not be able to set up recurring payments.

Payments

Make Payments

Accounts

Activity

Pending Activity

BALANCE

\$8,978.80

Pay Now

[Manage Autopay](#)

Manage Autopay

Add/Modify Autopay Enrollment

Automatic Payment Instructions

- To Automatically Pay Your Rent:
 - Select a payment source from the “Payment Account” column.
 - Enter a Start & End Date for the period you want the automatic payment to be active.
 - Select a “Pay on Day” as the day of the month that your payment will be made.
 - Enter your “Max Payment Amount.” It must equal or exceed your highest monthly scheduled rent.
 - Select the Save button in the last column (Action).
- To EDIT your active Automatic Rent Payment, select the Edit button in the last column (Action) and edit the information.
- To CANCEL your active Automatic Rent Payment, simply select the Delete button in the last column (Action).

Make Payments

ONE-TIME PAYMENTS

1. To make a onetime payment, click the “Pay Now” button on the right of the Balance widget at the top of the “Home” or “Make Payments” page. This brings you to a screen that shows current charges.

NOTE: Certain properties will not have access to make online payments.

Note: Users who do not have payment permissions will not be able to make payments.

Payments

[Make Payments](#)[Accounts](#)[Activity](#)[Pending Activity](#)

BALANCE

\$8,978.80

Pay Now

[Manage Autopay](#)

2. Select the charges to pay and click “Next.”

Payment

Payment method:

KeyBank Chk ***

 + Payment Method

Charge Description*	Date	Charge (\$)	Payments (\$)	Balance (\$)	Your Payment (\$)
☒ CAM- Rec (01/2022 - 12/2022)	4/1/2023	1,797.77	361.09	1,436.68	1,436.68
☒ Rent (04/2023)	4/1/2023	5,572.80	0.00	5,572.80	5,572.80
☒ CAM - Est (04/2023)	4/1/2023	1,171.71	0.00	1,171.71	1,171.71
☒ Insurance - Est (04/2023)	4/1/2023	233.70	0.00	233.70	233.70
☒ Real Property Tax- Est (04/2023)	4/1/2023	563.91	0.00	563.91	563.91
				Regular Payment	8,978.80
				Extra Payment	0.00
				Total Payment	8,978.80

Payments + Credits must be greater than ZERO.

Cancel

Next

Make Payments

3. Review the payment information and click the box to accept the Terms and Conditions, then click “Submit Payment.” A confirmation message will appear, and a confirmation email will be sent.

Payment



Payment Info

Payment Account: KeyBank Chk ***** Payment Amount: \$ 8,978.80

Charge Description	Amount (\$)	Total (\$)
CAM- Rec (01/2022 - 12/2022) 4/1/2023	1,436.68	1,436.68
Rent (04/2023) 4/1/2023	5,572.80	5,572.80
CAM - Est (04/2023) 4/1/2023	1,171.71	1,171.71
Insurance - Est (04/2023) 4/1/2023	233.70	233.70
Real Property Tax- Est (04/2023) 4/1/2023	563.91	563.91
Extra Payment		0.00
Total Payment		8,978.80

☒ I have read and accept the Terms and Conditions*

Back

Submit Payment

Maintenance Requests

The other major feature in the system is the ability to submit Maintenance Requests. A user can submit a request for their Unit or the Common Area, which is a maintenance request for areas that are used by all tenants and/or the public such as the parking lot, public restrooms, conference rooms, hallways, etc.

1. Click on “+ New Request” from the Maintenance Requests widget or “Maintenance Request” tab on the side menu.

The screenshot displays the Westcore Property Management Office (JLL) dashboard. The top navigation bar includes the Westcore logo, the text "Preview - Read Only", and a user profile icon labeled "KA". The sidebar on the left contains the following navigation items: Home, Lease Profile, Make Payments, Maintenance Request (highlighted with a red box), Account Activity, and Property Contacts. The main content area is titled "Home" and features a balance widget showing "\$0.00" with a "Pay Now" button. Below this is a "Manage Autopay" link. The dashboard is divided into four widgets: "Maintenance Requests" (with a "+ New Request" button highlighted by a red box and the text "No maintenance requests created"), "Announcements" (with the text "No upcoming announcements at this time"), "What We Need From You" (with the text "Currently there are no pending items that require your attention"), and "Events" (with the text "No upcoming events at this time"). The footer contains the address "Westcore | 4350 La Jolla Village Drive #900 | San Diego, CA 92122" and links to "Terms" and "Privacy Policy".

Maintenance Requests

2. Select the appropriate Unit and Category and enter a Brief Description and Details. You may also upload photos or documents. Click “Submit.”

If this is an emergency, please call (866) 521-6113 for immediate assistance.

New Maintenance Request



If this is an emergency, please contact (866) 521-6113 for immediate assistance.

* indicates required fields

Request for :

☒ Unit ☐ Common Area

Unit *

Select Unit

Category*

Select Category

Brief Description *

Add Description

35 characters remaining

Details

Add Details

500 characters remaining

Attachment:

[+ New Attachments](#)



No attachments added

Cancel

Submit

Maintenance Requests

3. Select the side menu “Maintenance Request” tab to view a history of submitted work orders. By clicking a specific Maintenance number, you will drill in to see Request Details, Status History, and to submit new attachments.

Maintenance Requests					
Search + New Request					
Maintenance	Requested	Category	Status	Requested By	Attachment
2990	1/24/2023	INTERIOR LIGHT	Approval Pending	A Leifsen	
Description replaced light bulbs, not working					
2915	12/29/2022	WATER INTRUSION	Work Completed	A Leifsen	
Description wet carpet in my office					
2683	9/29/2022	FACILITY REQUEST	Work Completed	A Leifsen	IMG_7083.jpg
Description broken concrete, rebar showing					

*Please contact your Property Management Team if you have any questions or concerns.
Thank you.*