

Manage tenants on the iPad

Add tenants and their contacts, change delivery settings, and archive tenants who have moved out.

A tenant is a company or household at your location. Each tenant has tenant contacts: the named people packages are logged to. Managers and Associates can manage tenants in the iPad app. Owners and Admins can also do this in the customer dashboard. See **Add tenants and contacts**.

Add a tenant

- 1 In the iPad app, go to **Settings > Tenant management**.
- 2 Tap **Add Tenant**.
- 3 On **Create Tenant**, tap each field, enter a value, and tap **Done**:
 - **Company Name**: the tenant's name.
 - **Location**: where the tenant is, such as a suite number.
 - (Optional) **Mailroom Email**: an address that also gets delivery emails for this tenant.
- 4 Tap **Save**.

The tenant appears on the **Active** tab. Tap **Active** or **Archived** to switch lists, and pull down to refresh.

Add a contact

- 1 Go to **Settings > Tenant management** and tap the tenant.
- 2 Under **Contacts**, tap **Add Contact**.
- 3 Enter the **First Name**, **Last Name**, and **Floor / Unit**.
- 4 (Optional) Enter the contact's **Email** and **Phone**.
- 5 Tap **Save**.

The contact appears under **Contacts** on the tenant's page. Tap **Active** or **Archived** under **Contacts** to switch lists.

Edit a contact

- 1 On the tenant's page, tap the contact.
The contact's page shows their **Email**, **Phone**, and **Floor / Unit**. Under **Activity**, it lists their incoming and outgoing packages by month. Tap a package to open it.
- 2 Tap **Edit**.
- 3 Change the **First name**, **Last name**, **Floor / Unit**, **Email**, or **Phone**.
- 4 Tap **Save changes**.

Edit a tenant

- 1 On the tenant's page, tap **Edit**.
- 2 (Optional) Tap **Company Name** or **Mailroom Email**, change it, and tap **Done**.
- 3 (Optional) Under **Delivery settings**, turn on **Central Delivery** to deliver all the tenant's packages to one place, such as a mailroom. Then tap **Delivery Location**, enter where packages go, and tap **Done**.
- 4 Tap **Save**.

For how central delivery works, see [Deliver several packages to a central mailroom](#).

Archive or restore a tenant

Archiving hides a tenant from the active list. Archived tenants can be restored at any time.

- 1 On the tenant's page, tap **Edit**.
- 2 Under **Danger Zone**, tap **Archive Tenant**. For an archived tenant, tap **Restore Tenant**.
- 3 In the confirmation dialog, tap **Archive** or **Restore**.

The tenant moves to the **Archived** tab, or back to **Active** if you restored them.

Important: Archiving affects everyone at your location who logs packages.

Troubleshooting

- **Save is grayed out on Create Tenant:** enter both **Company Name** and **Location**.

- **Save is grayed out on Create Contact:** enter **First Name**, **Last Name**, and **Floor / Unit**.
- **Save changes is grayed out on Edit contact:** enter both **First name** and **Last name**.

See also

- Add tenants and contacts
- Import tenants from a CSV
- Deliver a package