

How to Access Your Account, Pay On-Line and Maintain Your Listings On-Line

In providing these instructions we assume that you have already received an email with information about your user name and temporary password to log into the system. If you have submitted your on-line application to OCS but did not receive a login and temporary password, please contact the office by phone, 215-898-8500 or email: ocliving@exchange.upenn.edu.

#1. Changing your temporary password and accessing your account:

Go to <https://ocl.campusexpress.upenn.edu/nav.cgi?page=welcome>, enter your assigned login (your full email address) and temporary password then click the “login” button. This will bring you to a screen where you are prompted to enter a password of your own choosing, which you will use every time you want to access your account home. You should now be in the “Landlords: Home” screen, from which you can access your account information, update your profile, make payments, access existing listings and create new ones.

Note: Passwords and email addresses entered are case sensitive which means that capital letters must be capitalized and spaces should be the same as when you enter it each time. Temporary passwords are only valid for 24 hours after they are sent to your email.

Example:

JohnDoe@email.com is not the same as johndoe@email.com, JohnDoe@e-mail.com, JohnDoe@e_mail.com, John_Doe@email.com or any other variation.

#2. Making a payment:

Go to the *Housing Search* option on the OCS page main menu (www.upenn.edu/offcampusservices). When the pull-down menu opens, choose “*Landlord log-in*”. After logging-in to your account, click on the “*Billing*” heading. Your balance due will appear at the top of the screen. Enter the payment amount in the box below and click on “Continue”. The screen will prompt you for your credit card information. Be sure to enter the information as it appears on your credit card. OCS usually processes payments within 24 hours on workdays, but at busy times can take up to two business days. As soon as the payment is processed in the office, any active listings you have will appear on the website.

Note: If you are a new subscriber or if you are renewing your subscription on-line, you must make a payment before your account is activated or renewed.

#3. Obtaining a new temporary password:

If you forget your password, the system provides you with an option to recover passwords. From the Log-in screen (<https://ocl.campusexpress.upenn.edu/nav.cgi?page=welcome>), type in your full email address and then click “*recover password*”. You will receive another temporary password via email. Once you receive the new temporary password, click on the link in the email to access the log-in page. Should you have any problems retrieving your password, contact the office at (215) 898- 8500 or email ocliving@exchange.upenn.edu.

Note: Temporary passwords are only valid for 24 hours after they are sent to your email.

#4. Updating listings:

Updating an existing listing:

To update your listings, log-in to your account

(<https://ocl.campusexpress.upenn.edu/nav.cgi?page=welcome>), and click on the “*My Listings*” heading. From the list generated, choose the listing you want to edit and click the “*Edit*” button and the right side of the screen. You can remove a listing from the website by clicking the “*Deactivate*” button. To reactivate an old listing you must click the “*Activate*” button and change the date available to current or future date. Please remember to click the “*Update Record*” button to make sure the changes are saved.

Note: Any changes to the comments section will be reviewed by the staff of OCS and updated online. Generally, changes to a listing appear online within 24 hours of the changes as long as the account is active and there are no discriminatory comments or discrepancies in information. If there are no changes to the comments section, the listing will appear online in its updated form immediately.

Adding a listing:

To add a new listing, click on the “*My Listings*” header once you are logged in to your account. Below the title of the page, there is a sentence telling you how many listings you have already and how many you are allowed to have. Click on the link “*New Listing*” below this sentence. Enter all the necessary information then click the “*Update*” button at the bottom of the page to save the changes.

Duplicating a listing:

If you have several units with many similar features (e.g. address, size, amenities, etc.) you can save yourself time by duplicating an existing listing, making the changes desired and then saving the modified, duplicated listing.

Deleting a listing:

You CANNOT remove a listing from the system. You can deactivate your listings (remove them from the website) if the units are no longer available. If you no longer own/manage the units, contact OCS and ask that they permanently remove the listings from your account.

Note: For your listing to appear on-line both the listing and the account MUST be active. The account is active if there is no balance due and a payment has been made within the last 12 months. The listing is active if the date available is a future date or a past date no older than 30 days. If your account is expired you can make changes to your listings but they will not appear on-line until a payment is made.

#5. Updating your account:

To change any information in your account, click on the “*My Account*” button from the “*Landlords: Home*” screen. Change the necessary information and click the “*Update Record*” button at the bottom of the page to save the changes. ***Changing the number of units does not change the Balance Due.*** For changes in the balance due, contact the office at 215-898-8500 or email ocliving@exchange.upenn.edu

Renewing your subscription:

Make sure you review our policy and check the box to indicate you reviewed the policy and agree to abide by it. From the “*Landlords: Home*” screen click on the “*Billing*” header. Enter the amount of your balance due for your Annual Subscription Renewal Application fee and click the “*Continue*” button.

You may also send your payment via check, made payable to the University of Pennsylvania, to our office, located at

3702 Spruce Street
Philadelphia, PA 19104-6027

If you choose to renew by mail, you must also fill out and sign the Annual Subscription Renewal Application and enclose it with your check. Please make sure you have read and agreed to the OCS listing policy. Your signature on the subscription form indicates that you have read and agreed to our annual subscription policy terms.

You do not have to subscribe and renew online. Even if you subscribe/renew by filling out the hard copy forms, you can still use the on-line system to access your information and make desired updates, changes or deletions as long as you have a valid email address on the application form. Once you have subscribed to our services, you will receive an email that will provide you with the necessary information to access your account. (See Step #1 above).

Frequently Asked Questions:

If my property has been rented, how do I take it off the website?

Log on to your account, click on “*My Listings*”, select the listing you want to take off the website, click on “*Edit*”, and click on “*Deactivate*”. Please remember to click the “*Update Record*” button, to save the changes. If you do not have access to a computer call our office at 215-898-8500.

How do I put an old listing back on line?

Log on to your account, select “*My Listings*”, select the expired listing you want to activate. Make all the changes necessary and CHANGE THE DATE AVAILABLE TO CURRENT DATE OR A FUTURE DATE. Click the “*Activate*” button. When you are finished, click the “*Update*” button at the bottom of the page to save the changes.

I no longer own that property and I want to delete the listing. How do I delete a listing completely?

The user does not have the ability to delete a listing from the system- only OCS staff can do that. If you no longer own/manage that property and you want it removed from your account, please email ocliving@exchange.upenn.edu or call us at 215-898-8500 and we will delete the listings that you no longer own/manage.

I am having problems logging into the system. What can I do?

On rare occasions, the database may be down. In that case, a message will be posted on our website informing you about that. Follow the instructions in the message. If you have forgotten your password, and you cannot retrieve it using the database system, simply contact our office. We will assist you in obtaining a new temporary password.

How do I add pictures to my listings?

Adding pictures, floor plans and/or text documents is an option available to all our subscribers from the comfort of their own computer terminals. Log into your account and click on “My Files.” Click on the “New File” link. Enter a Title, short description of the picture, and browse for the file. Once you have found the file, click “Open” and it will be added to the “Local Path” box. Next, select the kind of file you are uploading. Click on “Upload File.”

Once you have uploaded the file, you will want to include it to your listings. Go to “My Listings” at the top of the page. Click “edit” on the listing that corresponds to the picture. Scroll to the bottom of the page and on the right hand side under the heading “Files” you should see your attached pictures. Click the checkbox to add the pictures to your listing. Select, “Update Record” to complete the attachment to your listing.

If you want OCS to attach files to your listings, contact the office and we will upload the attachments for you. You can email your attachments to our office. Whether you upload the files yourself or have OCS do it for you, please make sure you mark files with correct name, address, apartment, etc.

I made changes to my comments but I don't see the changes in the on-line posting.

When a subscriber adds or modifies comments to a rental listing, OCS staff will review any text posted on our website for appropriateness of content. We make an effort to ensure comment review and approval within 24 hours when the office is open. At peak times of the year the process may take up to 48 hours. Weekends and holidays are exceptions to the 48-hour rule. Once your comments are approved, they will appear on-line.

How long is my listing active?

A listing is available online from the moment it is approved until 30 days after the “date available”. The computer automatically removes listings with a 30-day-old availability date. For example: you submitted your listing sometime in April for a rental available June 1. The listing will be active April, May and the whole month of June. On June 30, the listing will automatically become expired and no longer be visible online. To keep a listing active, change the “date available” field so that the date is never more than 30 days prior to the current date.

What is a blanket listing?

A blanket listing is a listing that does not have a “date available” because it is available year-round. You will not be able to designate a listing as blanket listing, but OCS can implement this feature for you. Call or email the office. It is not advisable for landlords to have blanket listings, unless units of that particular kind are available throughout the year. If you are listing units in an apartment building with hundreds of units, of which several are likely to be available at all times, then the blanket listing is for you. It is a landlord's responsibility to update the information on blanket listings. If rental rates change, please make sure to update the information.

How do I keep my listing active?

First, make sure that your account is paid and active. The computer automatically deactivates listings if the payment is not received thirty days after it is due. If your listing is inactive because you did not renew your subscription, then you will need to make a payment before your listing can become active.

Listings expire 30 days after “date available”. If you have not rented the unit and want to continue posting it online, simply log in to your account and change the “date available” on your listing.

I am a student and I want to reactive my listing. What do I need to do?

A student listing is a one-time listing, active for 30 days beyond the date available. If a student wants to keep a listing active for more than that, the student will need to pay an additional \$5.00 to reactivate their listing. You can pay online, mail a check or come into the office.