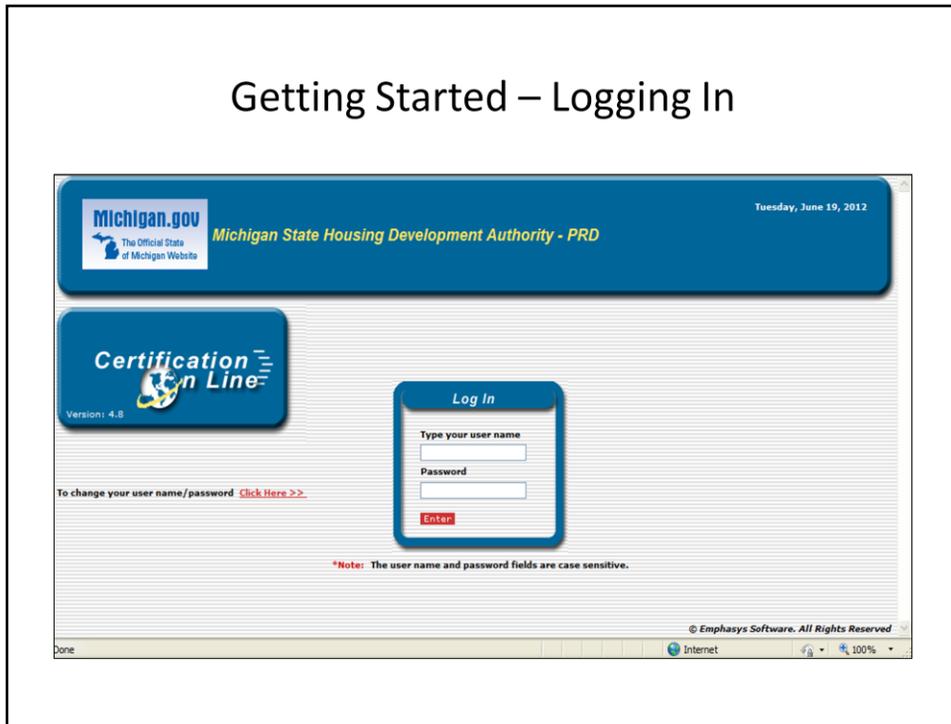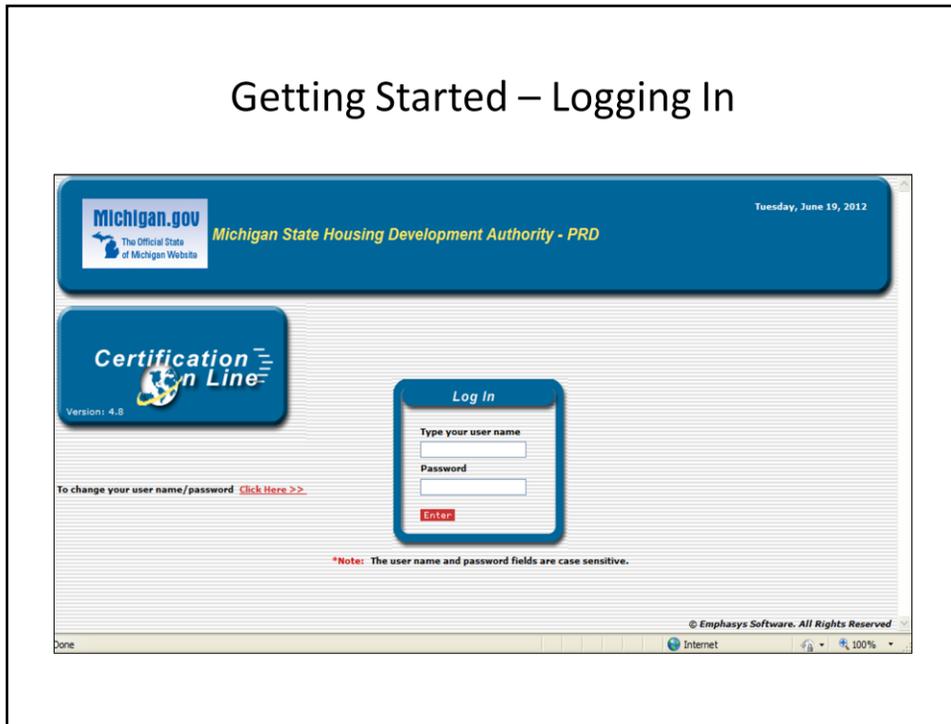Getting Started – Logging In

The management company initial username is its' Management Company Number. There is only one primary user per company. All on-site managers are treated as subsidiaries of this one primary user for the company.

Getting Started – Logging In

Note: If logging in as an on-site manager, you must use the username and password the primary account holder for your management company grants you.

Getting Started – Logging In

A new username and password must be chosen at initial login. This event will only occur at initial login. At all subsequent logins, the newly selected username and password should be used to access COL. Note: All on-site user password resets are to be handled by the primary account holder for the management company.

For the primary user, all properties managed by the management company are listed. On-site users will only see properties to which the primary user gives them access.