



What is eHomeManage Profile?

eHomeManage Profile is a web-based home management system featuring a secure login where clients access their customized **Home Profile** of essential home inventories and local preferred provider network (PPN). eHomeManage Profile includes **Home Reports** where clients access home maintenance and inspection schedules tailored to their homes exact requirements. On both the Home Profile and all Home Reports, clients have access to valuable information regarding their home & providers and can also request service through **Notes**. Lastly, **Maintenance Messaging** notifies clients via email of upcoming home maintenance or inspections that should be performed and/or scheduled.

How much does eHomeManage Profile cost?

The following price structure includes the initial Home Profile and Profiler database entry. Pricing is based on a sliding-scale fee structure and adjusts according to the square footage size of the home. An annual fee for ongoing account management and server maintenance also applies to all eHomeManage Home Profile clients.

Home Size	Home Profiler Fee	Annual Fee
< 3000 sq. ft.	\$499	\$48
3-4999 sq. ft.	\$699	\$48
5-6999 sq. ft.	\$899	\$48
7-9999 sq. ft.	\$1,099	\$48
> 10,000 sq. ft.	Per Estimate	\$48

What Internet browser should I use?

Microsoft Windows Internet Explorer 6 or higher, or Mozilla Firefox 5 or higher are recommended. Difficulties are known to occur when other Internet browsers are used. You can download Microsoft Windows Internet Explorer and Mozilla Firefox browsers free of charge at www.microsoft.com or www.mozilla.org respectively.

What are the minimum computer processing requirements?

eHomeManage works best with Windows XP or higher and MAC OS 9 or higher. Your computer may take longer to process the information in eHomeManage if these requirements are not met. In addition, we recommend your computer screen resolution be at a minimum resolution of 1280 x 960.

How do I access eHomeManage Profile information?

Once your eHomeManage Profile account has been processed, you will receive a "Welcome to eHomeManage!" email with your temporary username (email address) password. This will be indication that you may log on to eHomeManage Profile at www.ehomanage.com using your username and temporary password combination.

How do I choose a new eHomeManage Profile password?

Choose an eHomeManage Profile password that is easy for you to remember, but hard for others to guess. Your password must be a minimum of seven characters and is case sensitive and cannot include symbols. Please keep in mind that only you will know your password; Trust Master does not have access to your password.

Can I change my eHomeManage Profile password online?

Yes. You can change your confidential password at anytime online by accessing "Your Account" page.

I forgot my password. How can I get a new one?

You can get a new password by going to the eHomeManage Profile login page and entering your email address below the question "Forget your password?" Once you "Submit" your email address a new password will be generated and then emailed to you. Once you have received your new password you can then log in and change your password to something you can easily remember by accessing "Your Account" and then entering and confirming your new password.

What if I have a question about how to use eHomeManage?

You can call the Trust Master direct line at 763-213-0700 between 8-5 Monday-Saturday. In addition, links to helpful user instruction sheets can be accessed through the "Upload/Access Files" feature of eTools located on the left navigation bar of eHomeManage Profile.

Can others view my eHomeManage Profile information?

Yes. You may give others access to your eHomeManage Profile information by giving them your username (email address) and confidential password. In addition, for a nominal charge, we can setup multiple usernames (email addresses) and confidential passwords to access your eHomeManage Profile information.

Can I access multiple eHomeManage Profile addresses?

Yes. Multi home/property owners can access multiple eHomeManage Profiles and associated account information from a single username (email address) and confidential password.

Can I change my eHomeManage Profile Account information?

You can change your account information with the exception of your name online by accessing "Your Account" page.

Can I print information from eHomeManage Profile?

Yes. eHomeManage Profile offers a print friendly page link that will display and print all your home information in an easy-to read format. You will notice a "PRINT" button on the top of most pages.

Why am I not receiving Maintenance Messaging notifications?

eHomeManage Maintenance Messaging will automatically send you an email notifying you that your Home Profile has been updated or one of your tailored Home Reports is due. If you are not receiving emails, it is likely that an old or invalid email has been entered in "Your Account" page. You will need to update your email address before you can start receiving Maintenance Messaging email notifications.

What should I do if I have a question about my Profile information?

If you do not understand your eHomeManage Profile information you can call 763-213-0700 and ask to speak to an eHomeManage customer service representative.