

Troubleshooting

Common problems and how to fix them.

I can't find a property

- Type fewer words in **Search Properties**.
- If the list reads "**No Properties Found**," no property matches your search. See [Marketplace](#).

My application won't move forward

- Finish the questionnaire for the property.
- Complete the background check, including the fee. See [Background Check](#).

I don't see any documents

Documents appear once you apply. Before that, the screen reads "**No Documents Found**." Start in the [Marketplace](#).

My payment isn't showing

Open [Payments](#) and check the **Status** column. A new payment can take a moment to confirm.

Still stuck?

Message the LeaseOps team from [Messages](#).

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