Logging In

In this section, you will learn about:

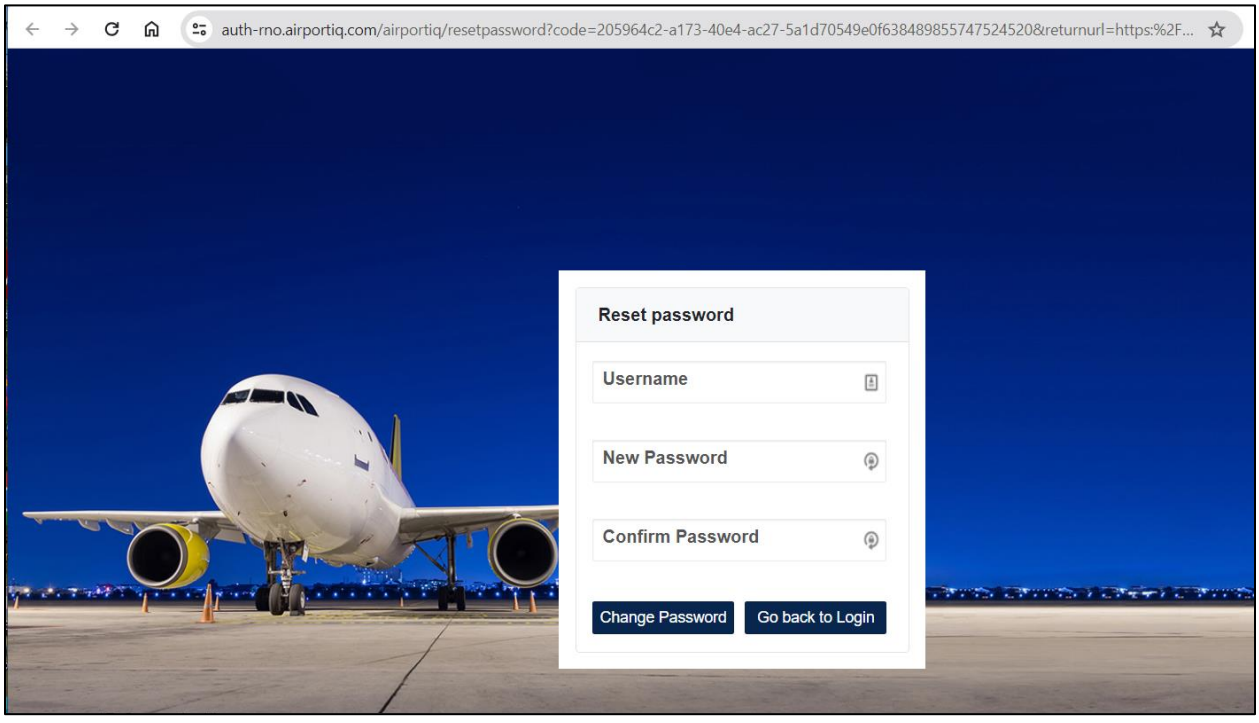
- Logging in to the ABRM Tenant Portal
- Managing your password
- Viewing and accepting Terms and Conditions
- ABRM Home Page

First Time Login and Password Re-Set

To access the ABRM Tenant Portal, you must first log in by entering a valid User ID and password into the fields of the Application Entry window.

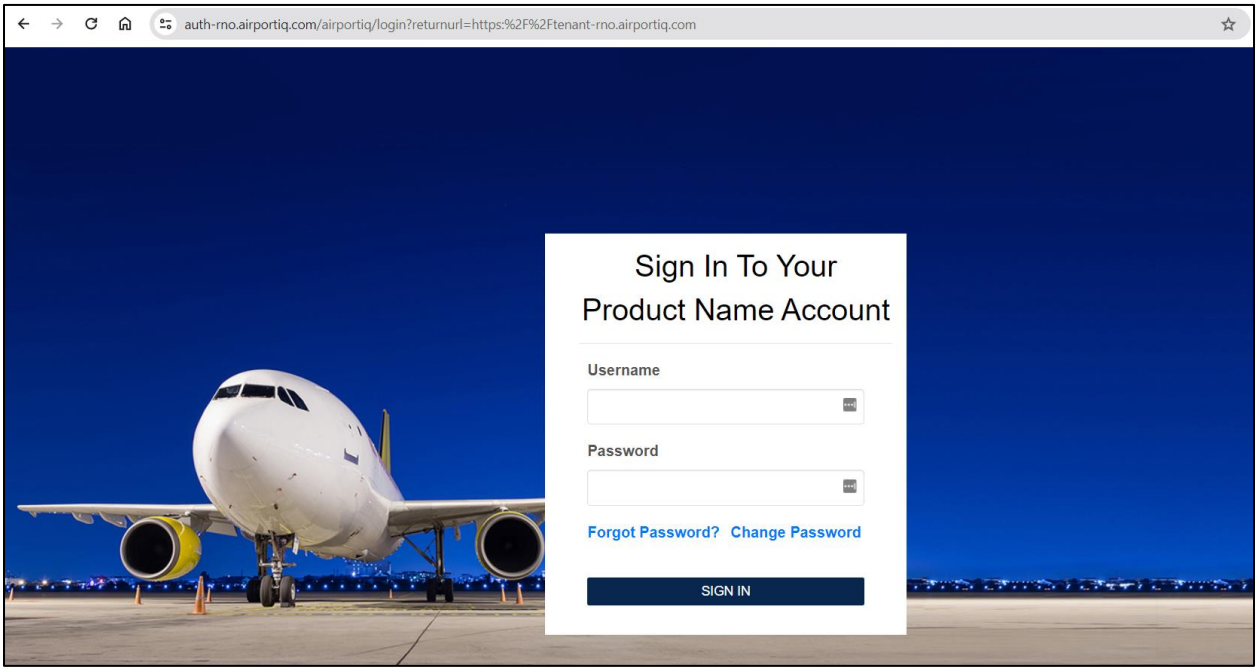
Your airport administrator will create your User ID and will generate an automated email providing you the ID information. In a separate email, they will generate a link for you to set a password. If you do not have a user ID and password, or if you are unable to log in successfully, contact your airport administrator. Please note that each user will need a unique username and password for each contract with RTAA and for any other airports that may launch another ABRM Tenant Portal for their airport. Therefore, your user name will have your company abbreviation and the airport identifier included to ensure you can access another company or another airports' ABRM Tenant Portal.

When you receive the email with the link for setting the password, click the link to display the Tenant Portal Reset Password screen:



Enter the Username that was sent to you.

1. Enter a new, valid password. Valid passwords should meet the following recommendations:
    a. 8-15 characters
    b. At least 1 numeral
    c. At least one capital letter
    d. No special characters
2. Confirm the password by entering it again.
3. Click Change Password to complete the change.
4. Close the browser window you used to re-set the password.
5. Open the ABRM Tenant Portal link that was provided to you by your airport administrator (the password reset screen or the regular login screen that displays after you set your password should not be used to access the Portal).

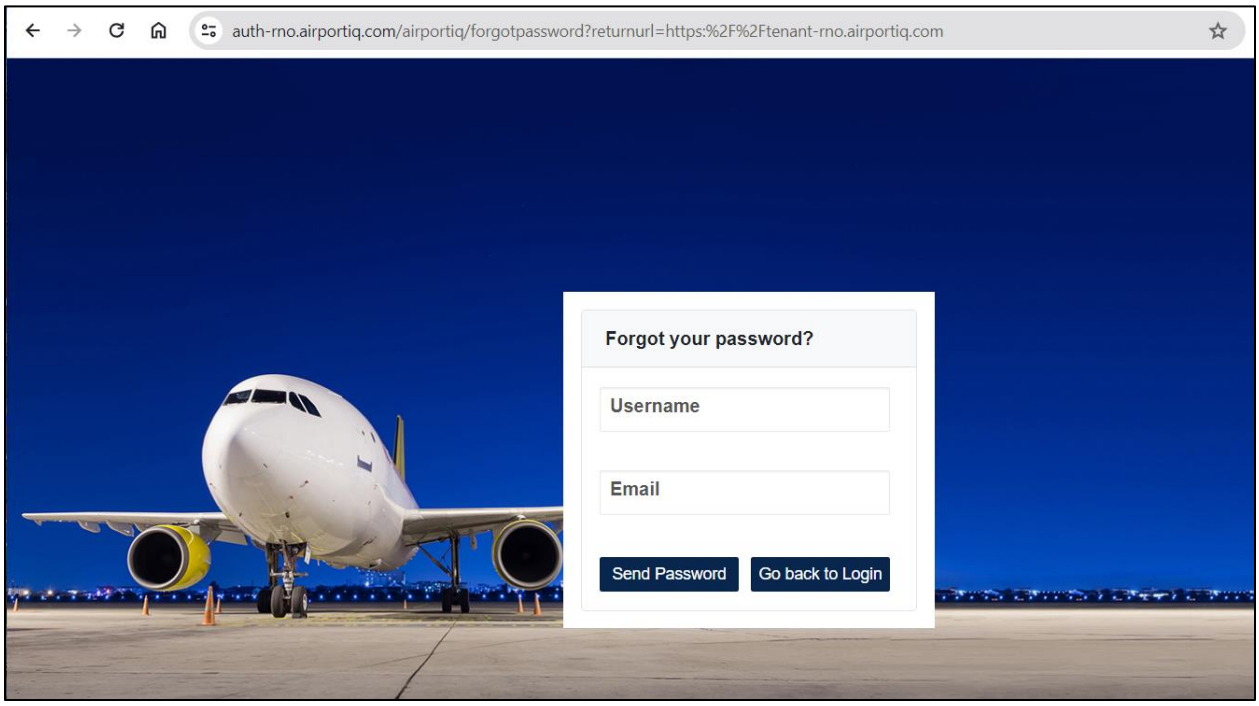


6. Enter your Username and the Password you created.
7. Click Sign In.

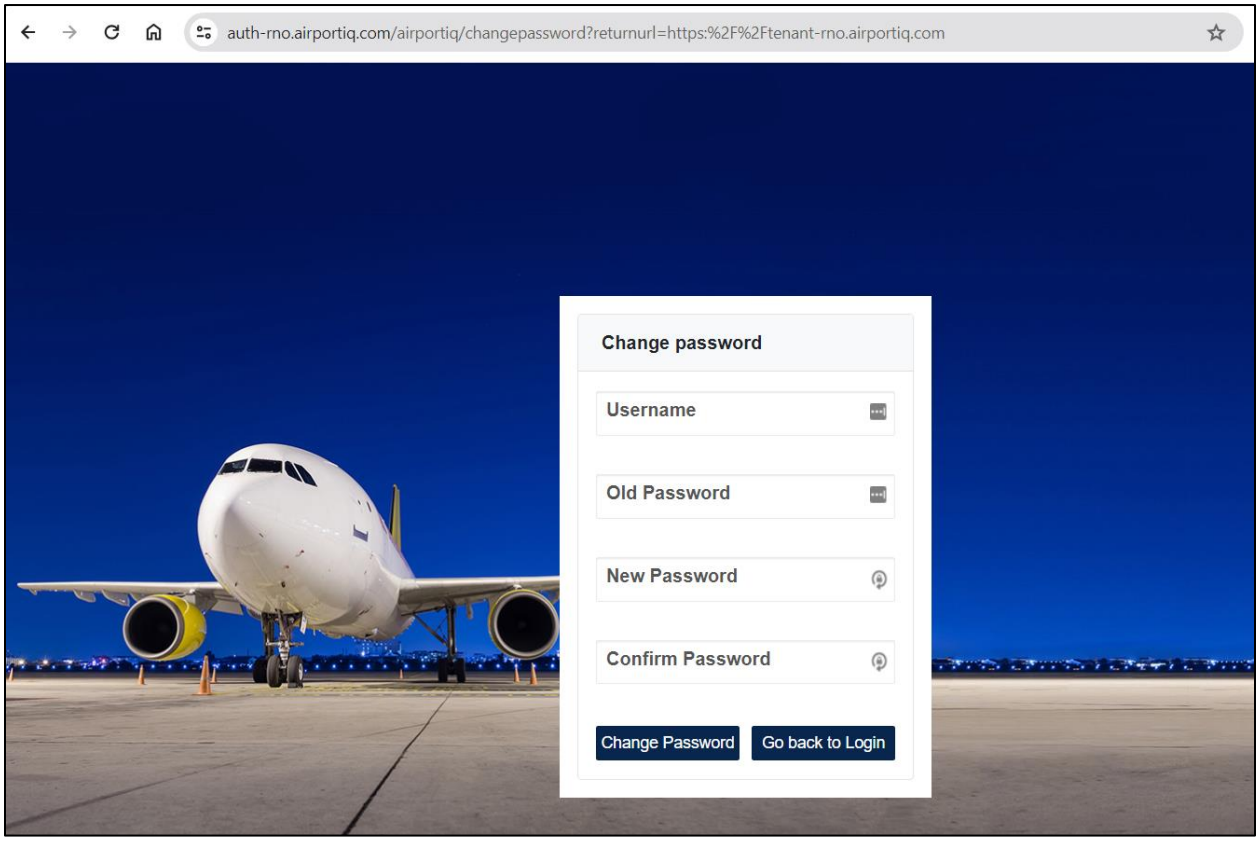
Forgot Password

If you forget your Tenant Portal password, you can contact your airport administrator to generate a new password link, or you can click the Forgot Password link on the Login screen. If you click the link, the following screen displays:

If you enter your valid Username and your valid email address, the system will generate a new password email, similar to the one you received for first-time login. Use the same process used to create a new password.



Change Password

If you wish to change your own password at any time, for any reason, you can do so by clicking the Change Password link on the Login screen. If you click the link, the following screen displays:

If you enter your valid Username and your correct Old Password, followed by a valid format for your new password in the “New Password” and “Confirm Password” fields, the system will change the password when you click the Change Password button. Be sure to close any browser window that displays after you change your password and use the ABRM Tenant Portal link that was provided to you by your airport administrator to log in fully with the new password.