



User guide

OMASATO

sato

OmaSATO is meant just for you – our resident. Through OmaSATO, you can contact our customer services, check your rent payments, make a defect report, receive current information about your building and keep up with the latest customer benefits.

Home
in your
pocket
oma.sato.fi

REGISTRATION PROCESS

It's easy to register to OmaSATO at oma.sato.fi.

Select **REGISTRATION** and for identification, choose your bank or use your mobile ID. Type in your e-mail address and choose your password.

SIGN IN -PROCESS

When you sign in to OmaSATO, type in your e-mail address and the password you chose during registration. If you forgot your password, request a new one.

**OMA
SATO**

SHORTCUT ON YOUR HOME SCREEN

The swiftest way to use OmaSATO is by adding an shortcut to your home screen. Usually you can do this in your browser. Open OmaSATO frontpage, and search for the browser's "Add to home screen" function. On Safari for example, it can be found by clicking the action icon at the bottom of the browser window, and on Android Chrome by clicking the three dots on the upper right corner.



MY HOME

By selecting **MY HOME** you can find all the information and services related to your home.



RENT PAYMENT HISTORY

Unsure whether you have paid your rent or water bill? By selecting **PAYMENTS** in **MY HOME**, you can see if you have open payments or look through your payment history. You have to enter your password again to view payment information.



DEFECT REPORT

Do you have an issue with your apartment or the building? Is there something that needs to be fixed? Fill out the **DEFECT REPORT** and we will try to resolve the problem as quickly as possible.



CUSTOMER BENEFITS

Click **CUSTOMER BENEFITS**, and you will find all the current customer benefits we offer to SATOhome residents for easier living.



UPDATING YOUR INFORMATION

Did your phone number change or do you need to change your notification settings? Keep your information updated through **MY INFORMATION**.



CONTACTING CUSTOMER SERVICE

Are there home related questions on your mind, or is there something you need us to know? Select **MESSAGES**, pick a topic and tell us what's on your mind.



KEY ISSUES

Did you forget your key or do you need a new one? If you are using a computer, click **KEY ISSUES** on the front page. If you are on mobile, you'll find the services under **MY HOME**.



UPDATER'S MODEL

Is your family growing or did you get a new job in a different city? Let us know by clicking **LOOKING FOR A NEW HOME?** on the front page. We will help you find the right one!

HOME IN YOUR POCKET

*OmaSATO brings all the services related
to your home to your mobile phone.*

<https://oma.sato.fi>

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