



Getting Started – Assistance for Landlords

Introduction

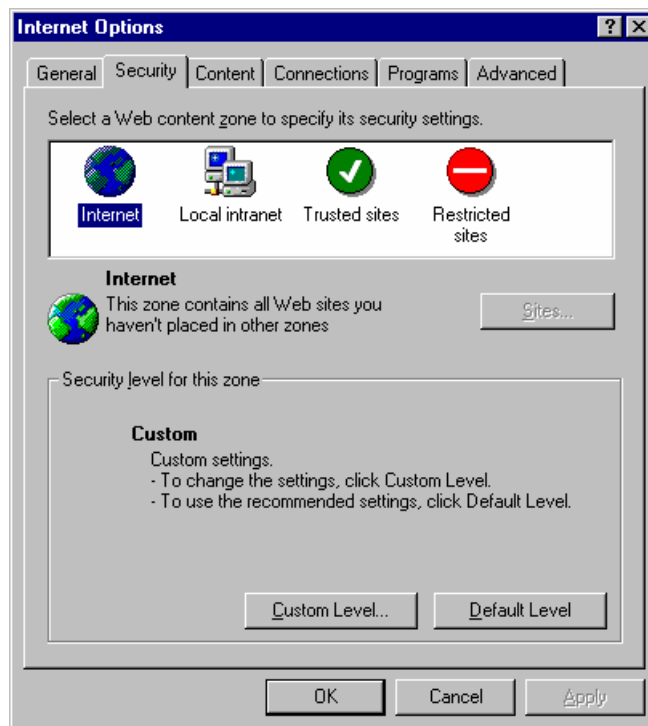
Our on-line information service provides an automated and secure means for you to obtain up-to-date information from us as your agent.

The site is found at <http://www.landlordsonline.co.uk>

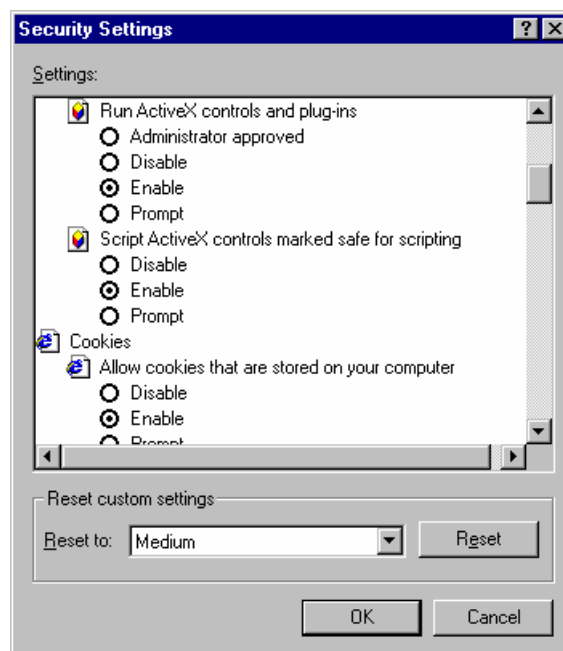
Check Browser Settings

Before using Landlords Online for the first time, you must first ensure that your Internet browser has the correct security settings. If these are not set as described below, Landlords Online will not function correctly. The settings below refer to Microsoft Internet Explorer.

1. In Internet Explorer, select Tools / Internet Options from the menu at the top of the screen.
2. On the Internet Options panel that appears, click the tab labelled 'Security'.
3. On the Security tab, select the Internet zone and click the Custom Level button.



4. On the Security Settings panel, use the scroll bar to move the list of options up and down as required.



The options are set when the radio button is 'on', i.e. a dot is in the centre of the circle. Check the following:

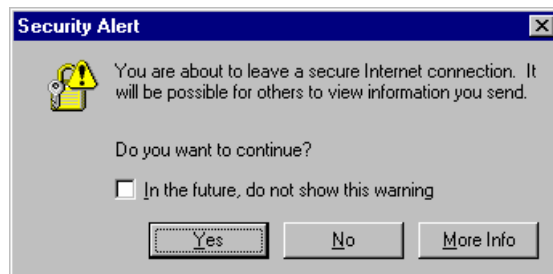
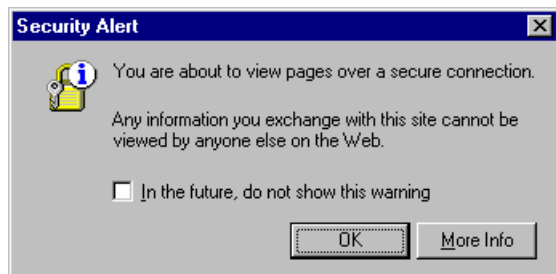
- Under ActiveX Controls and Plug-ins, Run ActiveX Controls and Plug-ins should be set to 'Administrator approved', 'Enable' or 'Prompt'.
- Under Cookies, Allow Per-session Cookies (not stored) should be set to either 'Enable' or 'Prompt'.
- Under Downloads, File Download should be set to 'Enable'.

Should you require further details about these options, select the setting and press the F1 key.

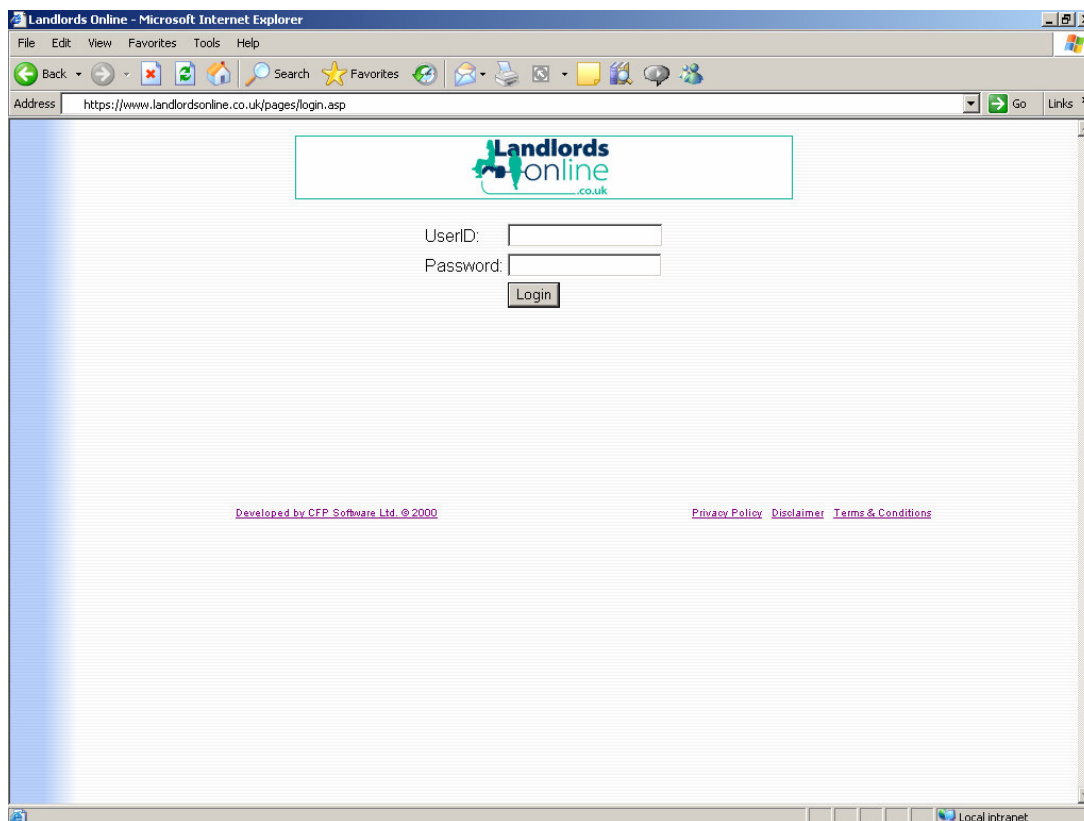
5. Click Ok. If you have made any changes you will be asked whether you are sure you want to change the security settings. Click Yes to confirm.

Logging in to Landlords Online

Landlords Online's login page, and all subsequent pages, are on a secure Internet site. The secure status is confirmed by the browser Address Bar, which shows the address as 'https://...', instead of the usual 'http://...', when at a secure site, and by the yellow lock symbol towards the bottom left of the browser screen. Furthermore, unless you have switched the warnings off, your Internet browser will warn when entering or leaving the secure site.



Landlords Online is accessed using a User-ID and Password supplied us. Enter your User-ID and Password in the appropriate boxes and click the Login button.



Please read the Privacy Policy, Disclaimer and Terms & Conditions carefully before accessing and using the Landlords Online website.

Welcome Page

When you first log in you see a 'Welcome' page, giving a choice of actions via the toolbar on the left.

Welcome to the On-Line Information service of XYZ Lettings

Welcome Mr T Vivian.
Your details were last updated on the 02/02/2006
You have 2 new messages.

Date	Property	Message
02/02/2006	12 Smith Str...	Welcome to the Landlords Online service!
02/02/2006	12 Smith Str...	An inspection has been arranged for 12 Smith Street on th...

Click a message to read the full text or [click here](#) to enter the messaging area.

The Welcome page also shows when the information was last updated, plus a list of all new messages. Clicking on a message displays it in full, and gives the option to send a reply.

Current Balance


This option enables you to see your current balance, the equivalent of the statement if paid at the date we uploaded the information to the Web page.

STATEMENT OF ACCOUNT FOR Mr T Vivian	
AS AT 02/07/2005	
	£
Balance b/fwd from previous statement	0.00
INCOME	
Amount Received	2400.00
DEDUCTIONS	
Agent's fees	(282.00)
Expenses on properties	0.00
Monies withheld / overseas tax	0.00
BALANCE	<u>2118.00</u>

Note!

1 All figures are inclusive of VAT where applicable.

This is displayed in a basic statement format: all figures are summated and no references are given.

The current balance can be printed by clicking the Print icon  on the browser toolbar.

Previous Statements

Previous Statements presents a list of 'filed' statements.

Statement Number	Date
59	02/02/2006
58	02/01/2006

You will need to have the Adobe Acrobat Reader installed to display the statements. If you do not have the Reader, you can link to a site where you can download it by clicking on the button labelled 'Get Acrobat Reader'.

Clicking on a statement number, or its issue date, opens a new browser window and displays the statement exactly as it was printed at the time of payment (in Adobe Acrobat format). Reversed statements will also be listed, with the word 'Reversed' following the original statement number.

Where there is a separate invoice page accompanying a landlord statement, this is recalled along with the statement from the Previous Statements list.

The statement can be printed by clicking the Print icon  on the Adobe Acrobat or browser toolbar.

Property Information

Clicking the Property Information option displays your property and tenancy details.

Property: 12 Smith Street, Chelsea, London, SW3 4EN

Beautiful detached property in a quiet location. The property is immaculately presented and is furnished to an unusually high standard. Both the kitchen and the bathroom have been recently re-fitted, and new gas central heating and double glazing has been installed. There are 2 reception rooms, 4 bedrooms, 2 bathrooms and a utility room. The gardens have been designed for low maintenance with much use of patios and Spanish gravel areas.

Electric Cert Due: 02/12/2006
Gas Cert Due: 02/12/2005
Status: MANAGED

Tenancy: Mr Peter Harris

Start Date: 28/04/2001 Term: 6 months Rent £825.00 per month
Status: PRIVATE

Tenant: Mr Peter Harris
Tenant: Mrs Jane Harris

The properties are listed in Property Code order, then by the Tenancy start date in reverse chronological order. This will include **only** the last three tenancies per property.

Personal Details

This page displays your details, as stored in our database. If anything is incorrect then you can send a message back to us, detailing the necessary correction: enter the correct information in the box and click the Send Message button.

[Current Balance](#)

[Previous Statements](#)

[Property Information](#)

Personal Details

[Messages](#)

Landlord Details

Name: Mr T Vivian

Address: 34 Station Hill
Redruth
Cornwall
TR15 2PP

Home Tel: 01209 523991
Work Tel: 01209 313121
Fax: 01209 314368
Mobile: 07877 85334
e-mail: viv@aol.co

If the details are not correct then please type the correct information and press post changes.

Messages

The Messages page contains past messages sent to and from the agent, by default in reverse chronological order.

[Current Balance](#)

[Previous Statements](#)

[Property Information](#)

[Personal Details](#)

Messages

Message Centre

Search By

Property:

Order: Search Text:

Sent: From Agency To Agency Both

Date	Property	Message
● 02/02/2006	12 Smith Str...	Welcome to the Landlords Online service !
● 02/02/2006	12 Smith Str...	An inspection has been arranged for 12 Smith Street on th...

● = Message from Agent
● = Message to Agent

Click a message to read the full text.

Please type here if you want to write to us:

Filtering and Sorting Message Lists

By default, all messages are listed. However, it is possible to list messages relating only to a specific property, that contain a certain word or phrase, or which were sent only from or to us, i.e. the message lists can be 'filtered'.

- To display messages related to a specific property only, click on the arrow button at the end of the Property box. This displays a list of properties; select one by clicking on it, then click the Search button to update the message list.
- To display only messages that contain a certain word or phrase, type the word(s) into the Search Text box and click the Search button.
- To display only messages sent from or to us click the From Agency or To Agency button, then click the Search button to update message list.

If, for example, a property **and** a word/phrase are specified, only messages that are **both** linked to that property and have that word or phrase will be listed.

To set the message list to show all messages once again, select All from the Property list, delete any word/phrase from the Search Text box and click the Both (from and to agency) button.

Message lists can also be sorted into either property or date order, with the most recent messages first. To do so, click the arrow button at the end of the Order box, click on Date or Property from the options that appear, then click the Search button to update the list.

Sending a Message

To send a message to us, type it in the box towards the bottom of the page and click the Send Message button when complete.

Message Display

Clicking one of the listed messages displays the full text of the message, and enables a reply to be typed in and sent.

The screenshot displays a web application interface for viewing and replying to a message. On the left side, there is a vertical navigation menu with icons and links for 'Current Balance', 'Previous Statements', 'Property Information', 'Personal Details', and 'Messages'. The main content area is titled 'Message from XYZ Lettings'. It shows the message details: 'Date: 02/02/2006 Property: 12 Smith Street, Chelsea, London, SW3 4EN'. The message body contains the text 'Welcome to the Landlords Online service !'. Below the message, there is a text input field with the placeholder text 'Please type here if you want to reply.' and a 'Send Reply' button. At the bottom of the message area, there is a dropdown menu for the property, currently set to '12 Smith Street, Chelsea, London, SW3 4EN'.

Note that the property reference '{None}' is shown at the top, and in the Property selection box at the bottom, if we did not link the message to a property when it was sent. Otherwise the property name is shown in both places. A property can be selected from the Property box if necessary before replying: click the arrow button, then click on the property in the list to select it.