

This guide can only be viewed by logged in users. [Click here](#) to download a copy of this guide that can be sent to your tenants.

TRAINING MANUAL

Tenant portal

Signing up and logging in

There are three ways for your tenants to access the Tenant portal:

The first is to click on the 'View invoice' link on their the monthly rental invoice e-mail, sent by your letting agency via PayProp.



This is to confirm that a payment of

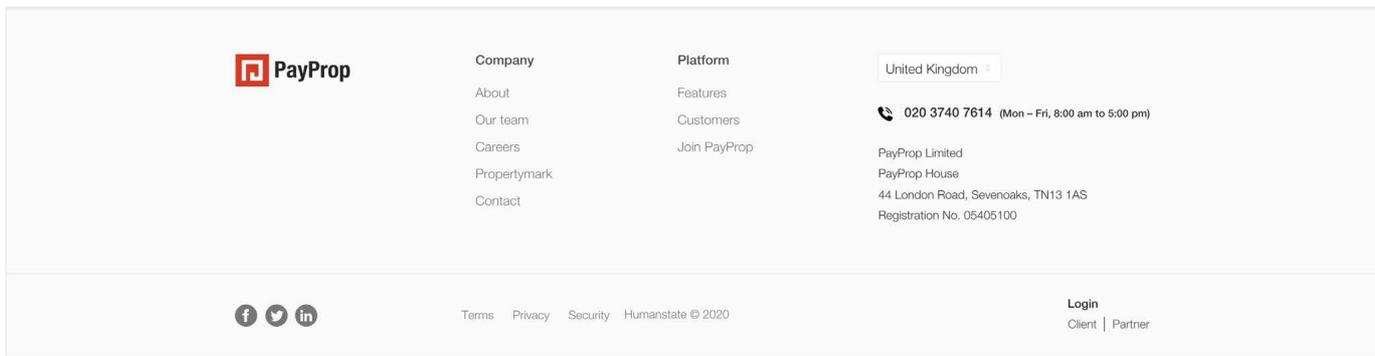
£1,195.00

is due on 21 Jun '20 for Woodlands Cottage, 2.

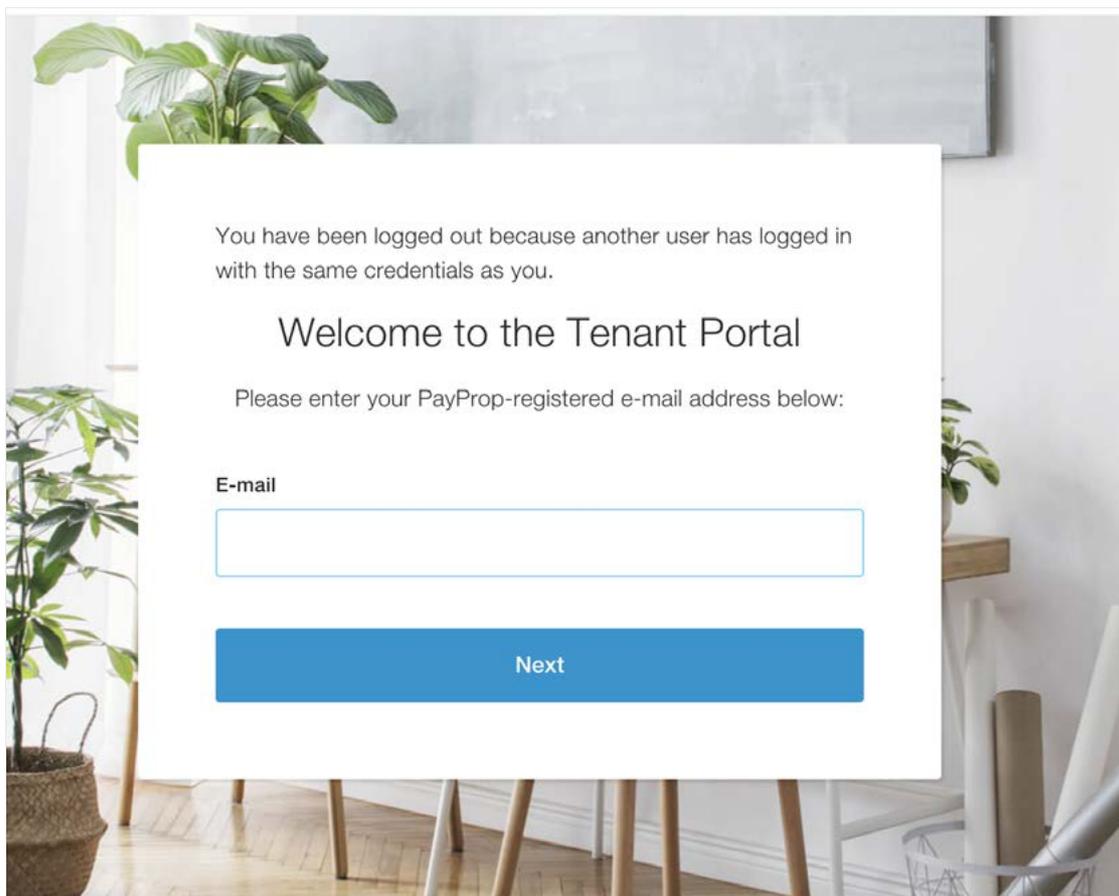
To view this invoice, please click below to visit our Tenant Portal, powered by PayProp.

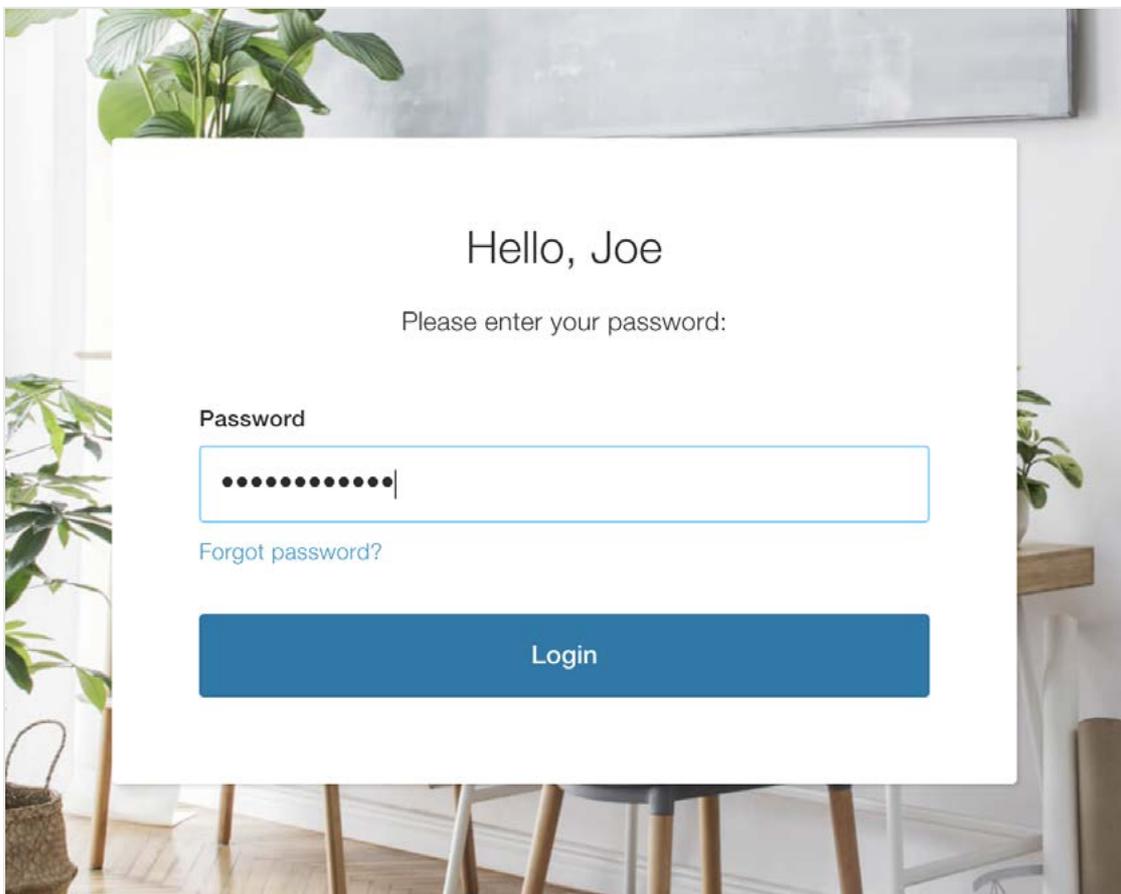
[**View invoice**](#)

The second way for the tenant to visit <http://uk.payprop.com/tenant/login>. If they forget the URL, they can visit www.payprop.co.uk, scroll to the bottom and click 'Tenant' at the bottom of the page.



Any of these methods will get your tenant to the same page. Once there, they simply create your account, log in and use this easy and convenient portal to see the money they owe and how to pay.

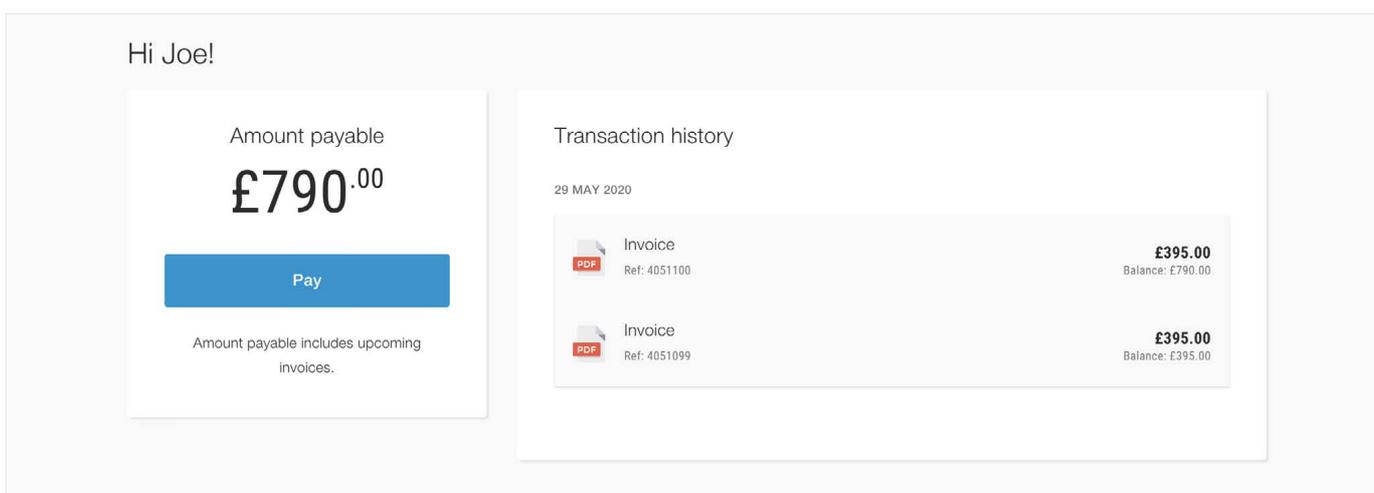




After successfully logging in to the Tenant portal, the tenant will see their transaction history, including any invoices sent by your letting agency. The total amount currently owed is displayed on the left-hand side.

Download an invoice

To download a current or historic invoice, the tenant can find the invoice they want to download in the 'Transaction history' section of the dashboard, click on the invoice's PDF icon and follow the browser prompts to save it.



Pay using online banking

The tenant can see how to pay any outstanding amount by clicking on the blue 'Pay' button under 'Amount payable'.

This will take the tenant to the 'Online payment' page which gives them all the details needed to pay online or through mobile banking.

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Online payment

Instructions

You can pay via online or mobile banking by using the following account details and payment reference.

Account number:

12345678

Sort code:

654321

Reference number:

L5555

Account name:

ABC Lettings

Bank name:

Natwest

Changing the password

To change the password, the tenant should click on 'Account' on the top menu. On the 'Account' page in the 'Password' section click the blue 'Change' link and icon.

On the next screen they must enter their current password, the new password and confirm the new password.

Account

Profile

Name

Joe Humphreys

E-mail

example@emailclient.com

Phone

07735627346

Password

 [Change](#)

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Change password

Don't use a password that you have used elsewhere or something too obvious, like your name or birthday.

Current password

New password

Strength: **Very strong**

Confirm password

Your passwords match

Change password

Once the 'New password' and 'Confirm password' match, they can click 'Change password'.