


TRAINING MANUAL

TENANT PORTAL

Sign up and log in

There are three ways to access the Tenant Portal:

The first is to click on the 'View invoice' link in the monthly e-mail with your rental invoice, sent to you by your letting agency.



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 is to visit <http://uk.payprop.com/tenant/login>.

If you forget the URL, you can visit www.payprop.co.uk, scroll to the bottom and click on 'Tenant' at the bottom of the page.



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☎ **020 3740 7614** (Mon – Fri, 8:00 am to 5:00 pm)

PayProp Limited
PayProp House
44 London Road, Sevenoaks, TN13 1AS
Registration No. 05405100

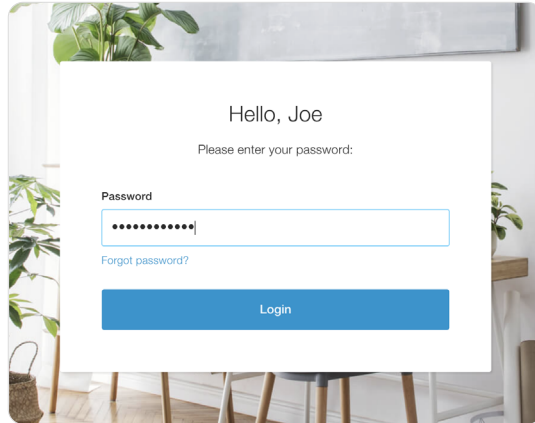
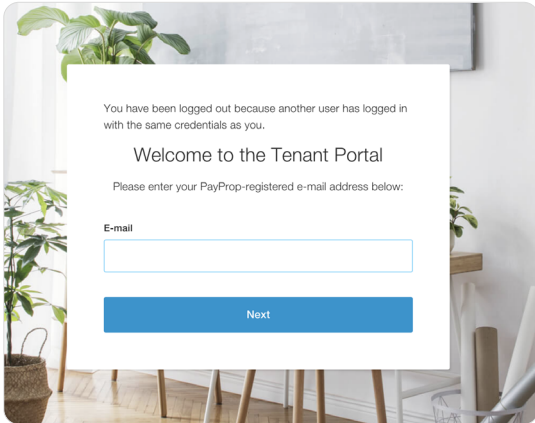


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Login

Client | Tenant | Partner

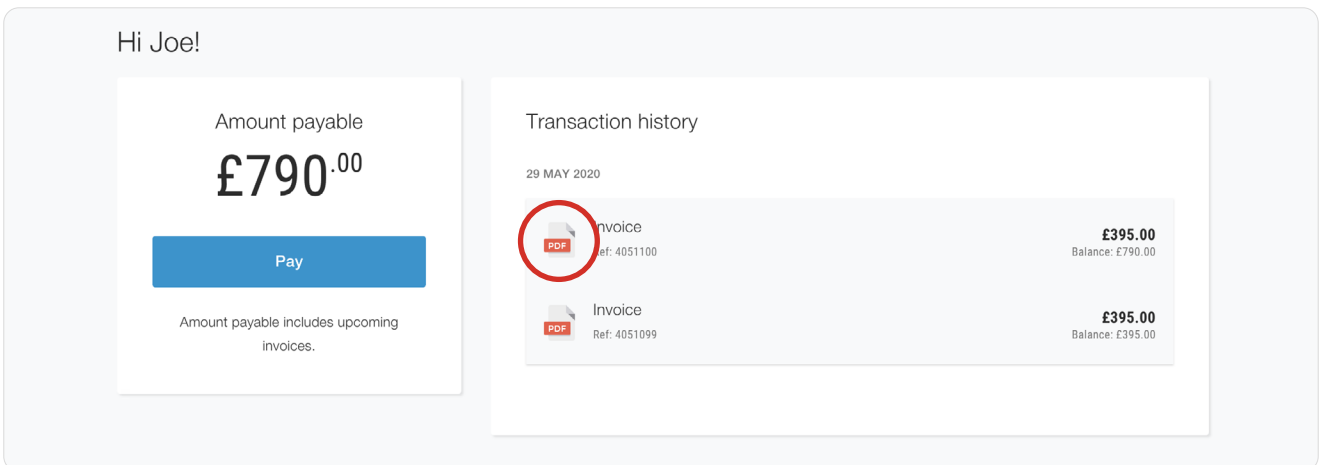
Any of these methods will get you to the same page. Once there, simply create your account, log in and use this easy and convenient way to see the money you owe and how to pay.



After successfully logging in to the Tenant Portal, you will see your transaction history, including any invoices sent to you by your agent. The total amount currently owed is displayed on the left-hand side.

Download an invoice

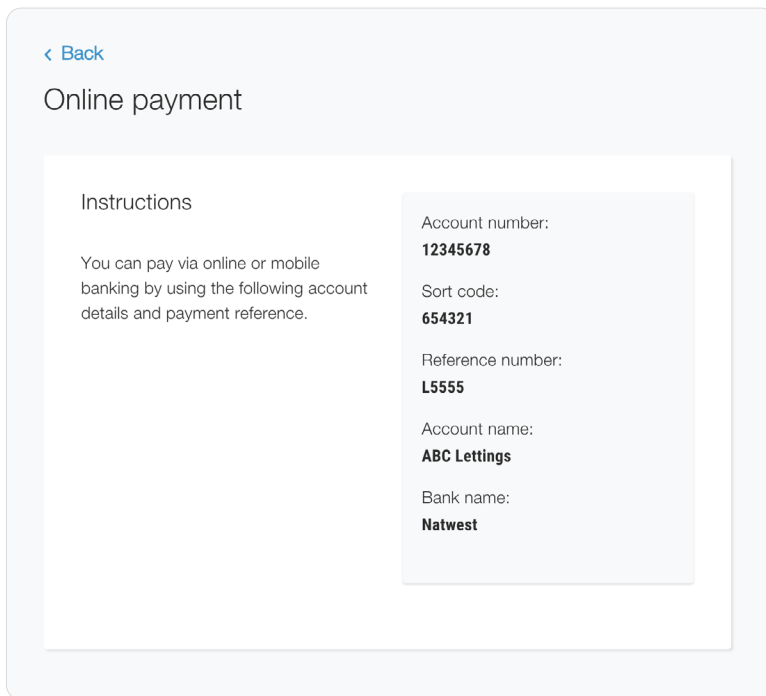
To download a current or historic invoice, simply find the invoice you want to download in the 'Transaction history' section of the dashboard, click on the invoice's PDF icon and follow the prompts in your browser to save it.



Pay using online banking

To see how to pay the outstanding amount, simply click on the blue 'Pay' button under 'Amount payable'.

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

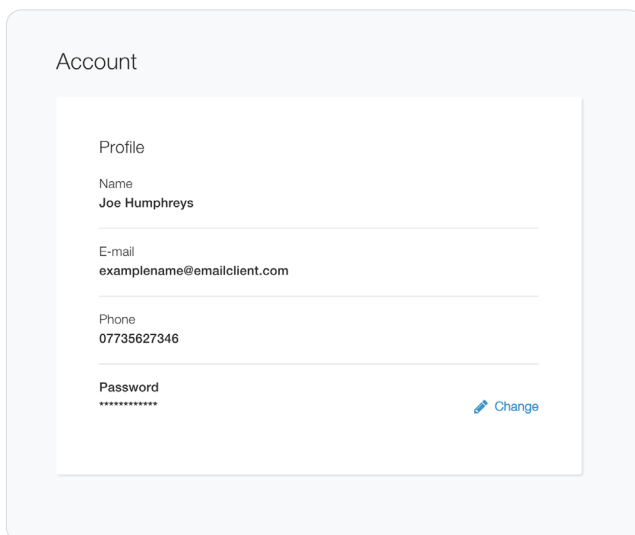


The screenshot shows a mobile application interface for online payments. At the top left, there is a blue '< Back' link. Below it, the title 'Online payment' is displayed. The main content area is divided into two sections. On the left, under the heading 'Instructions', there is a paragraph: 'You can pay via online or mobile banking by using the following account details and payment reference.' On the right, there is a light grey box containing the following details: 'Account number: 12345678', 'Sort code: 654321', 'Reference number: L5555', 'Account name: ABC Lettings', and 'Bank name: Natwest'.

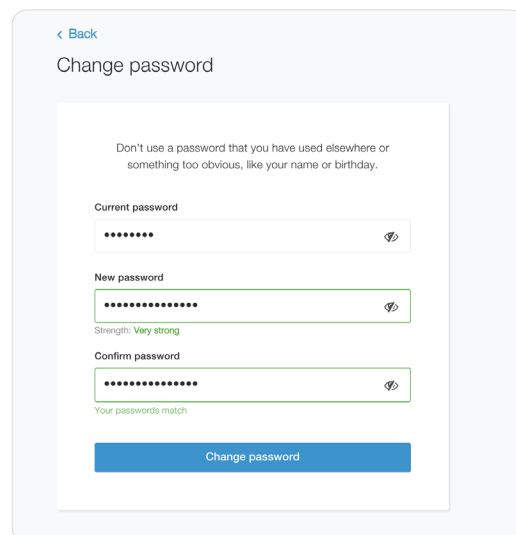
Change your password

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

On the next screen enter your current password, your new password and confirm your new password.



The screenshot shows the 'Account' page. At the top left, there is a blue '< Back' link. Below it, the title 'Account' is displayed. The main content area is a white box with the heading 'Profile'. It contains the following information: 'Name: Joe Humphreys', 'E-mail: exemplename@emailclient.com', and 'Phone: 07735627346'. At the bottom, there is a 'Password' field with a masked password '*****' and a blue 'Change' link with a pencil icon.



The screenshot shows the 'Change password' page. At the top left, there is a blue '< Back' link. Below it, the title 'Change password' is displayed. The main content area is a white box with a warning message: 'Don't use a password that you have used elsewhere or something too obvious, like your name or birthday.' Below this, there are three input fields: 'Current password' (masked with '*****'), 'New password' (masked with '*****'), and 'Confirm password' (masked with '*****'). Below the 'New password' field, there is a green strength indicator: 'Strength: Very strong'. Below the 'Confirm password' field, there is a green message: 'Your passwords match'. At the bottom, there is a blue 'Change password' button.

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