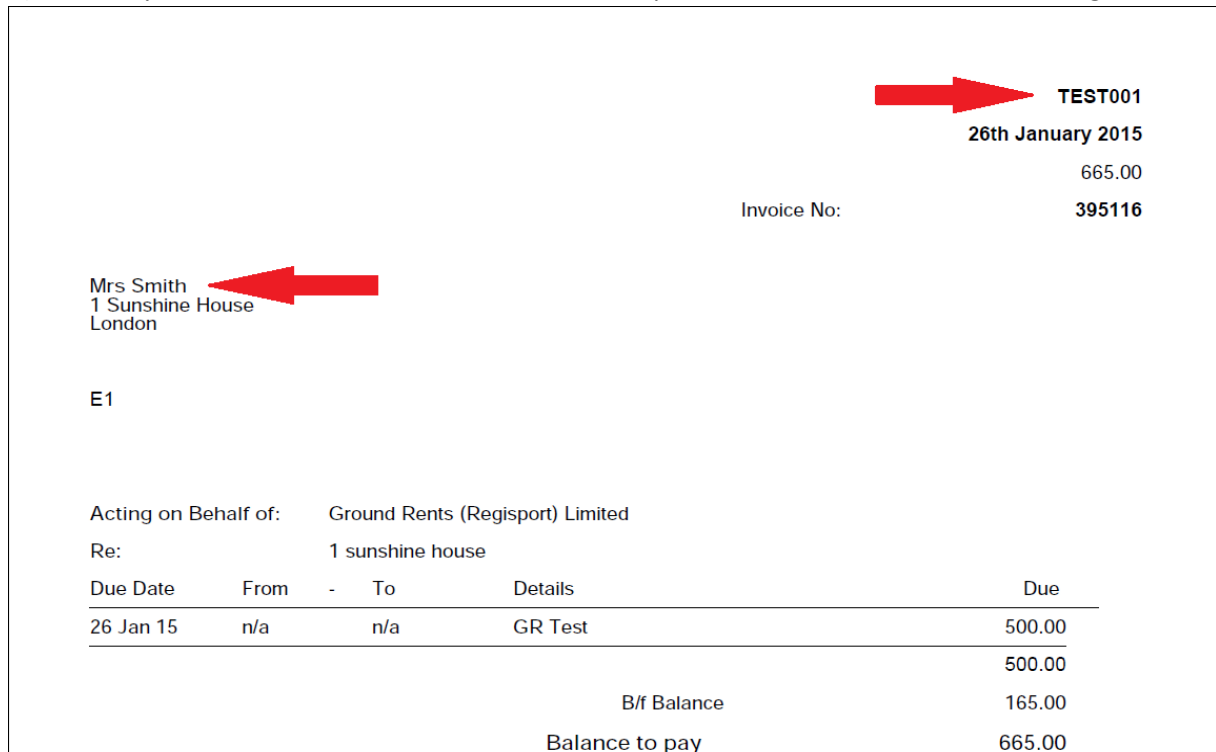


## Tenant Portal- How to guide

- 1) Locate your Tenant Reference and Name at the top of a recent invoice from Pier Management Ltd.



The screenshot shows an invoice header with the following details:

- Tenant Reference: **TEST001** (indicated by a red arrow)
- Date: **26th January 2015**
- Amount: **665.00**
- Invoice No: **395116**
- Recipient Name: **Mrs Smith** (indicated by a red arrow)
- Recipient Address: **1 Sunshine House London**

The invoice also includes a table of charges:

Due Date	From	-	To	Details	Due
26 Jan 15	n/a	-	n/a	GR Test	500.00
					500.00
B/f Balance					165.00
Balance to pay					665.00

- 2) Log on to the Pier Management Ltd Website ([www.piermanagement.com](http://www.piermanagement.com)) and click 'Tenant Portal' at the top of the homepage.



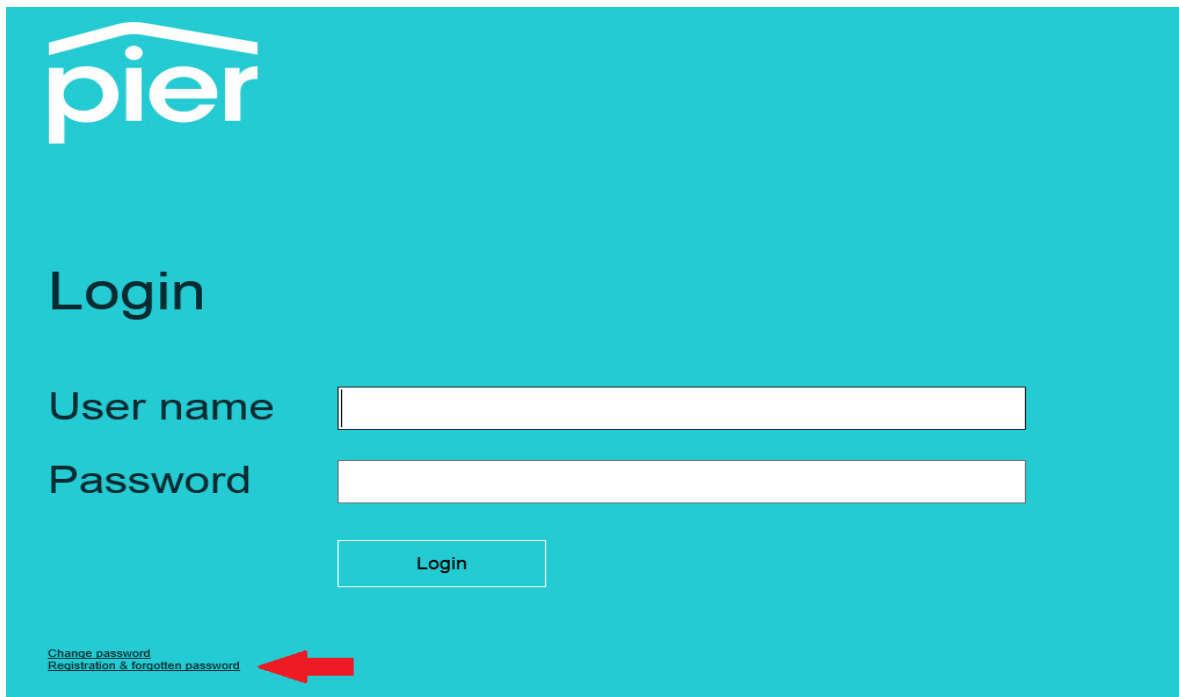
The screenshot shows the Pier Management Ltd website homepage. The navigation menu at the top right includes the following links:

- Our Services
- Staff Contacts
- FAQ's
- Careers
- News
- Contact Us
- Tenant Portal** (indicated by a red arrow)
- Online Payments
- Search
- 01702 303 333
- info@piermanagement.com

The main content area features the Pier Management logo and the tagline: "Pier Management Working for you and your property." Below this, it says "Call us today: 01702 303 333". On the right side, there is a short paragraph about their services.

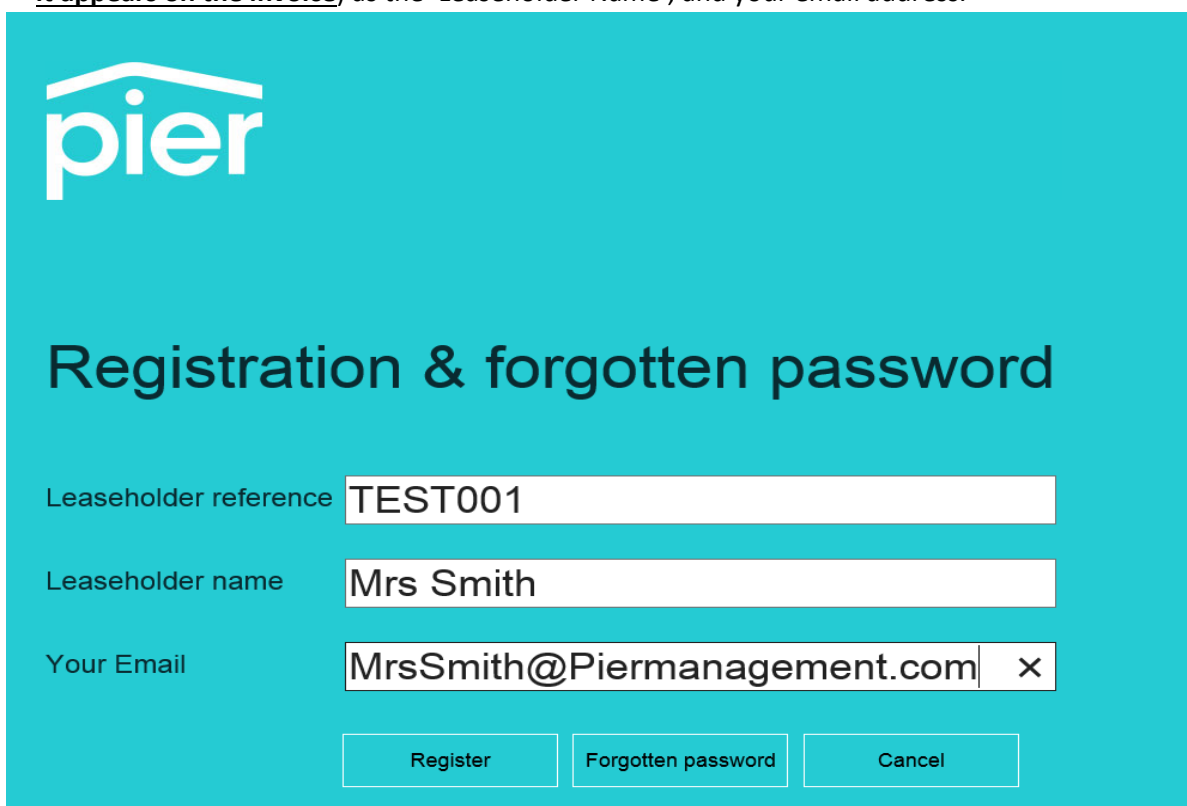
- 3) This will take you to the login screen. When using the Tenant Portal for the first time you will need to register this take just a few seconds and only has to be done once.

- 4) To register, click 'Registration and Forgotten Password' (Located in the bottom left corner as per the image below).



Change password  
Registration & forgotten password

- 5) Then fill in your Tenant Reference (found at the top of an invoice) as the Username, your Name (exactly as it appears on the invoice) as the 'Leaseholder Name', and your email address.



Leaseholder reference TEST001

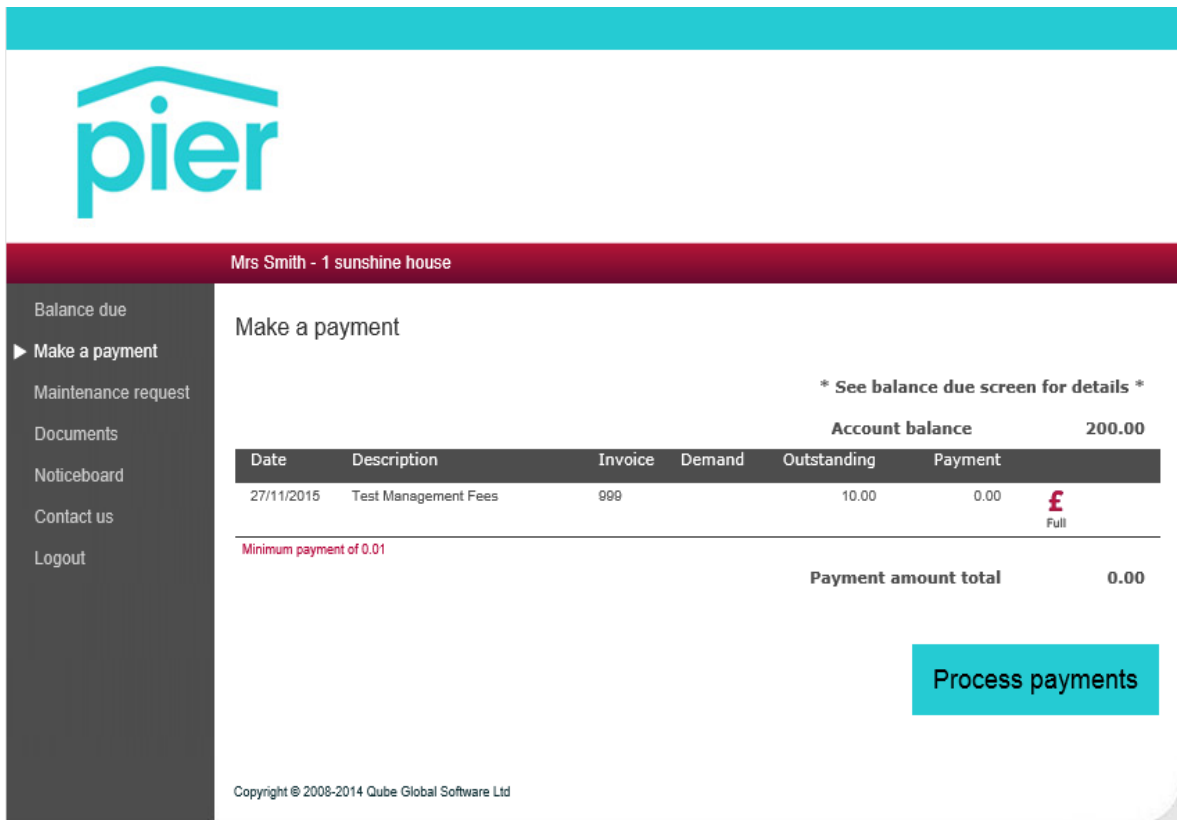
Leaseholder name Mrs Smith

Your Email MrsSmith@Piermanagement.com x

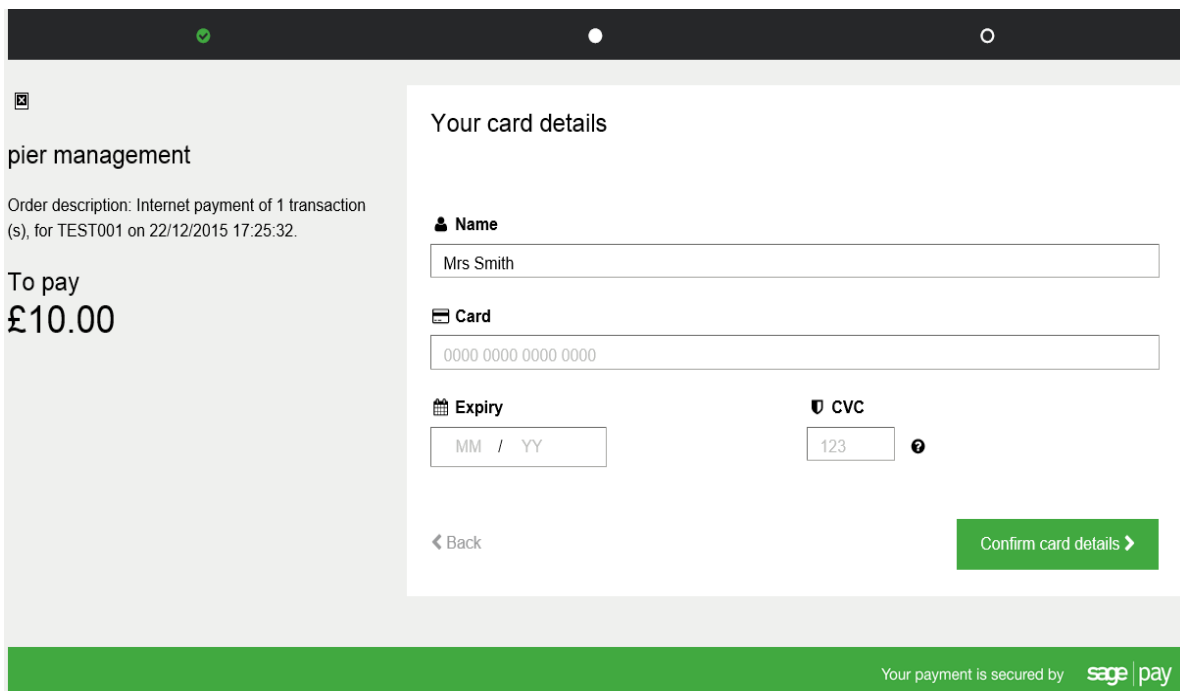
Register Forgotten password Cancel

- 6) You will then receive a password to your email address which you can use to login. **NB:** you can change this password via the login in screen at a later date.

7) Once logged in you will be able to view your statement, important documents and make payments.



**NB:** When making a payment the website will re-direct you to Sagepay in order to securely take the card details. The screen will look like the below.



If run into any problems please email [info@piermanagement.com](mailto:info@piermanagement.com)