

Arthur Occupant App Guide

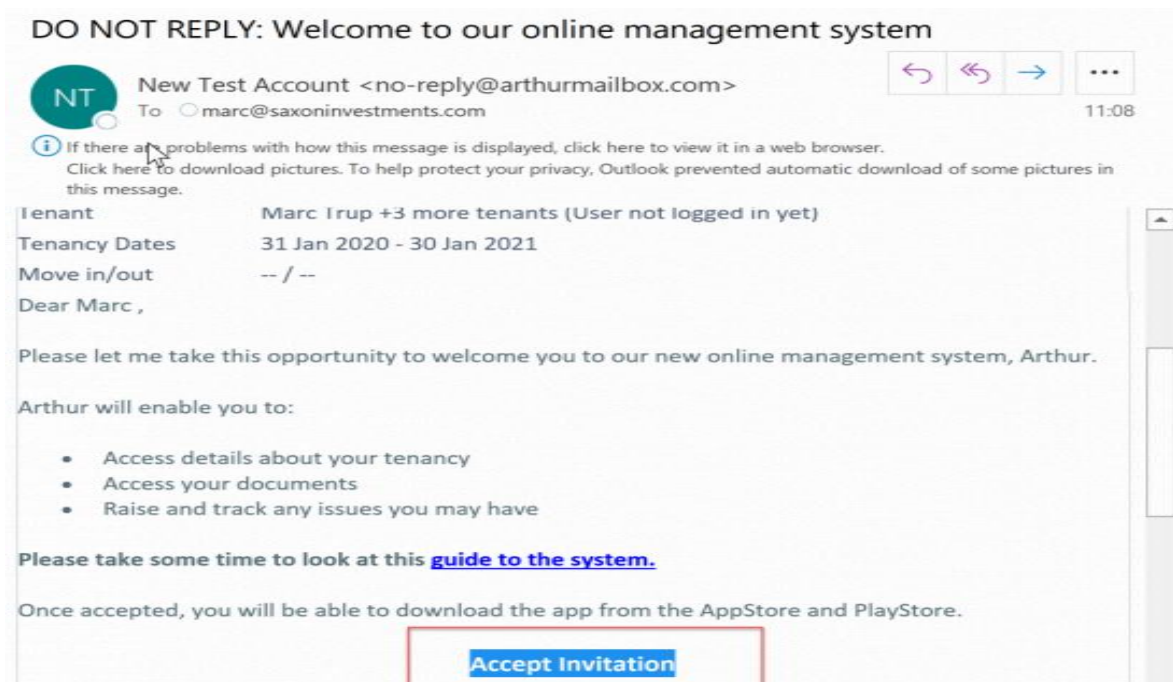
Unsure how to use our dedicated tenant/occupant portal by Arthur, please familiarise yourself with the guide below.

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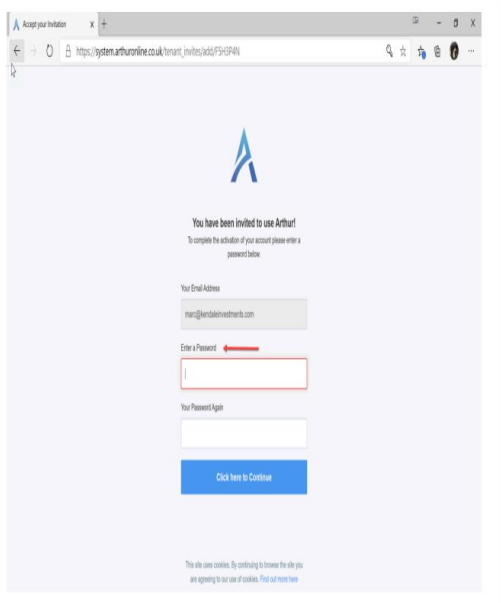
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How to Access your Account

Step 1 - You will receive an invite from Arthur via email to enter a password using the email address sent to.



Step 2 - Enter Password

A screenshot of a web browser window showing a password setup page. The browser's address bar displays "https://system.arthuronline.co.uk/tenant_invites/add/1543494N". The page content includes a blue house icon, the heading "You have been invited to use Arthur!", and a sub-heading "To complete the activation of your account please enter a password below". There are three input fields: "Your Email Address" (pre-filled with "mar@hendelinvestments.com"), "Enter a Password" (with a red error bar and a red arrow pointing to it), and "Your Password Again". A blue "Click here to Continue" button is at the bottom. A small footer note states "This site uses cookies. By continuing to browse the site you are agreeing to our use of cookies. Find out more here".

Step 3 – Access via

1. Access is via a web browser using <https://tenant.arthuronline.co.uk> then logging in via web.
2. Download the app from Apple Store or Android Playstore

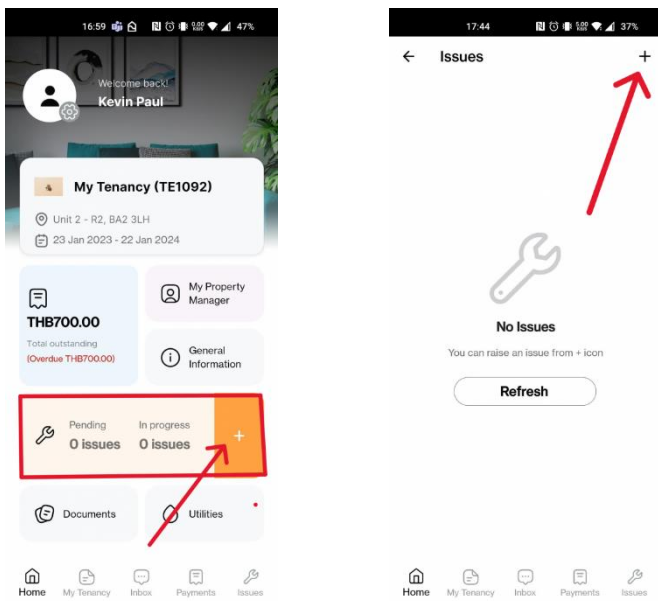
Search for *Arthur online tenant*

How to raise an issue, track it and add further information to it

The following few steps shows your how

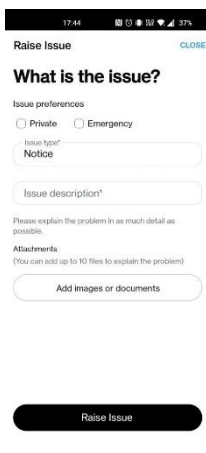
1. Raise an issue
2. Track the issue
3. Post messaged and add further details to the issue.

Step 1 - Click on the below icon on your dashboard -



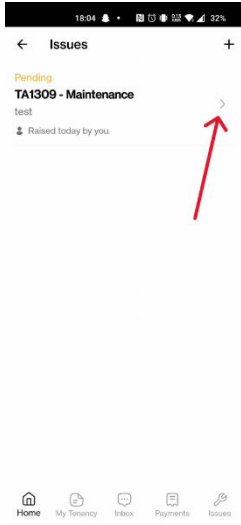
Step 2 - Choose issue type, add description, add images and documents if required.

Click on Raise Issue -



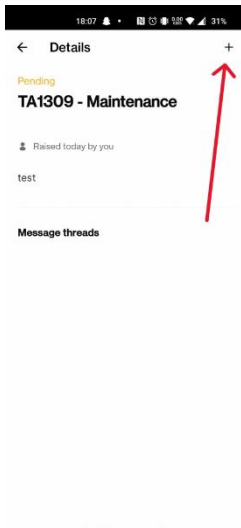
The issue will be raised and sent to the Manager.

Step 3 - To Track an issue –

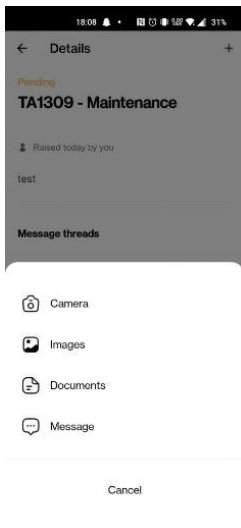


Step 4 - To review details, add further details and post a message

Click on the issue -> '+' icon

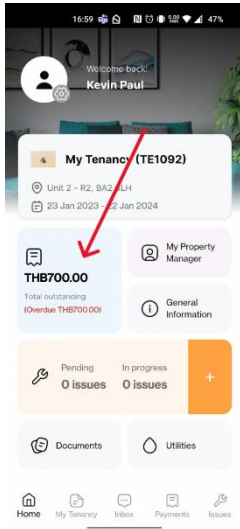


Step 5 - Add additional information and post a message –

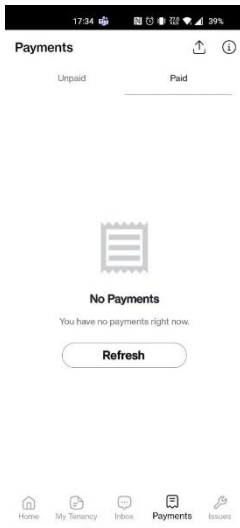


Viewing your Rent Statement

Step 1 - On the Dashboard, Click on the below icon -

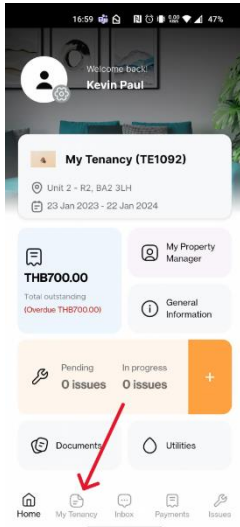


Step 2 - You will find the list of payments here -

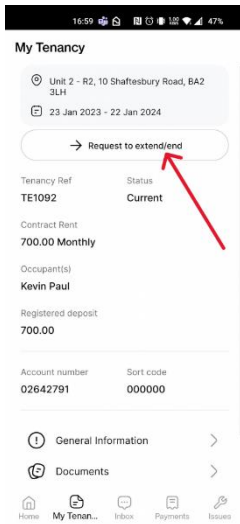


How to Request and End or an Extension of your Tenancy

Step 1 - Go to My Tenancy



Step 2 - Click on Request to extend/end



Select your request and click Continue.

These are **requests only** which will need to be confirmed by the property manager.