

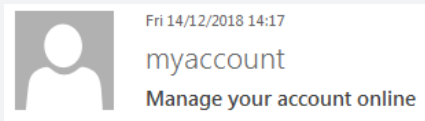


 Chase Evans

Tenant App User Guide



Welcome To Chase Evans



You will be invited to use our 'Online Portal' and 'Smartphone App' from myaccount@chaseevans.co.uk.

Dear Mark Smith,

Did you know you can manage your account with us online?

As part of our ongoing commitment to provide the very best service, you can now review your details with us online - available 24/7 for your convenience.

[Click here to get started!](#)

Your account registration key is: **fZ3r14sc3**

Kind regards,

Chase Evans Property Management Team



Remember and save your registration key and click to get started.

Please take a moment to open your account.

Since this is the first time you've used our online agency service, we just need to confirm a few details with you.

Full name:

Create a password

You will need your password when logging into this service in the future.

Your password must be at least 4 characters long.
Avoid using common words or something easy to guess.
We can reset your password for you if you forget it later.

Create your password:

Confirm your password:

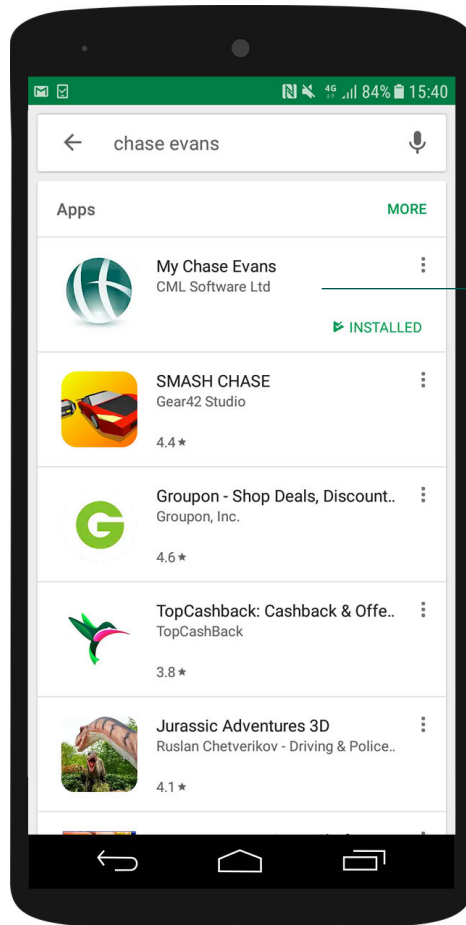
[Open My Account](#)

When you first login you will need to create your password.

Getting The App

When you have registered through your email invite you will then be able to start using our smartphone app.

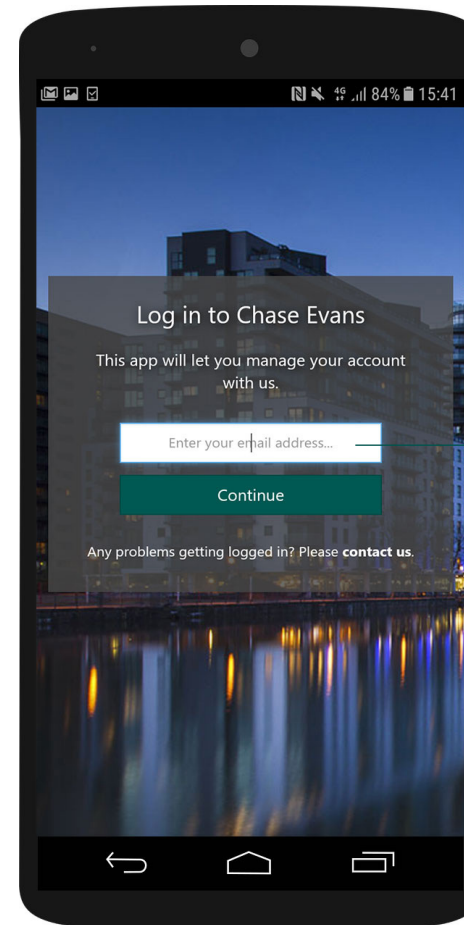
A quick search on your app store for “Chase Evans “ will bring up the app and will be labelled CML Software Ltd - this is our software provider. Simply click to download and install.



Will appear first in list with Chase Evans logo.

Logging In

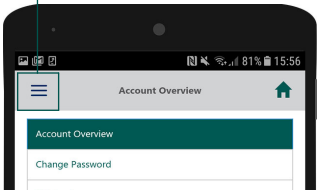
Upon opening the app you will be prompted to login.



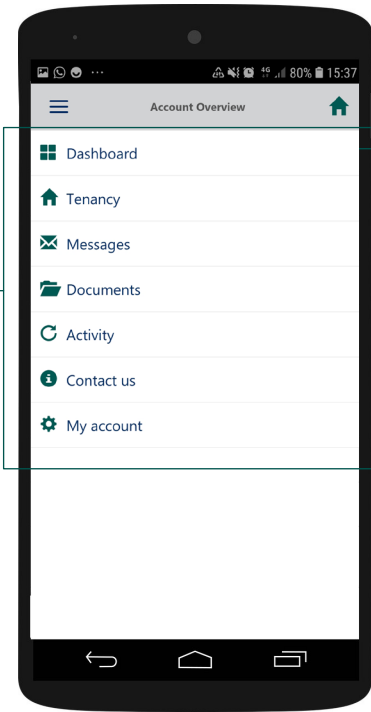
Enter email, you will then be prompted to enter your password. If you have forgotten any details there are options to request them.

Basic Navigation

Upon successful login you will have two options to navigate.
Firstly click on the menu icon to bring up the basic menu.



You can just
navigate direct
from the menu.

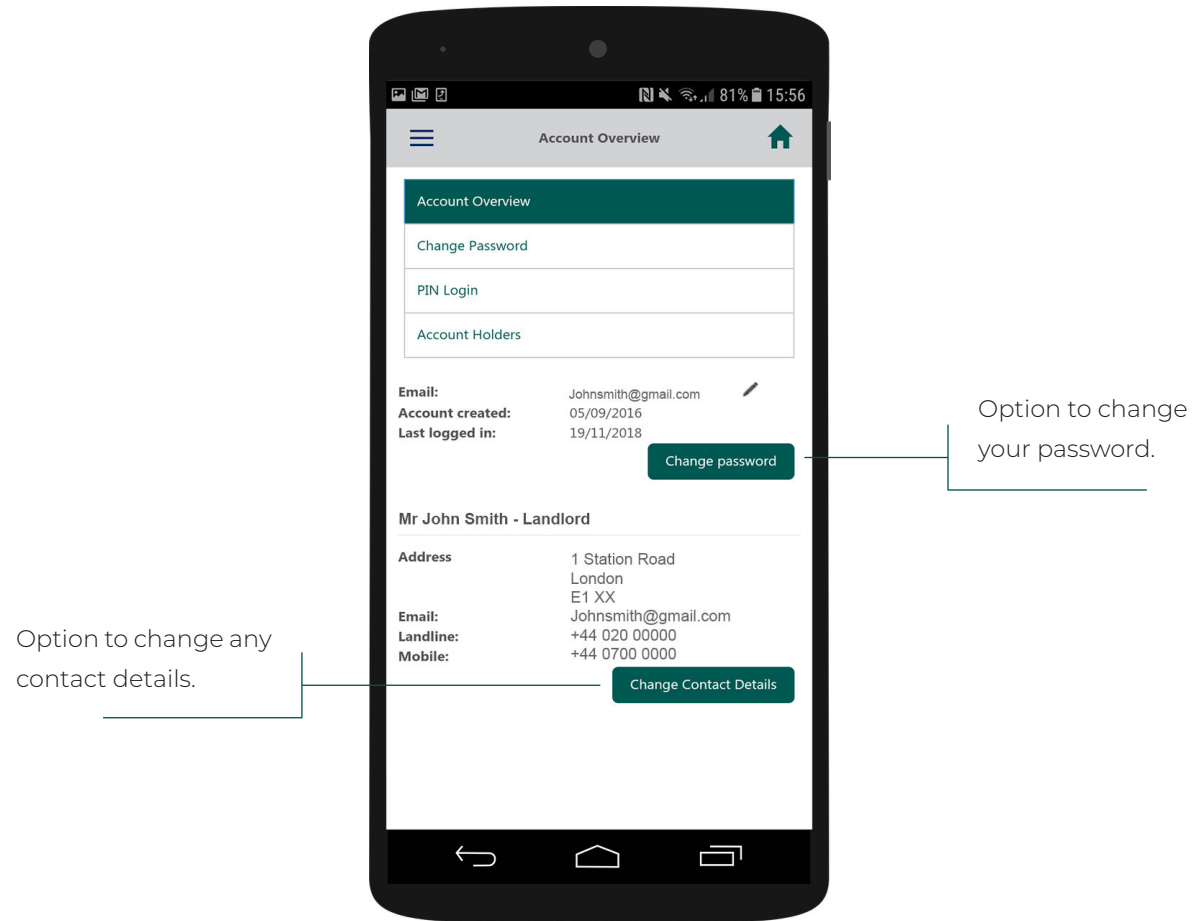


Click on '**Dashboard**'
to bring up full menu.



Account Overview

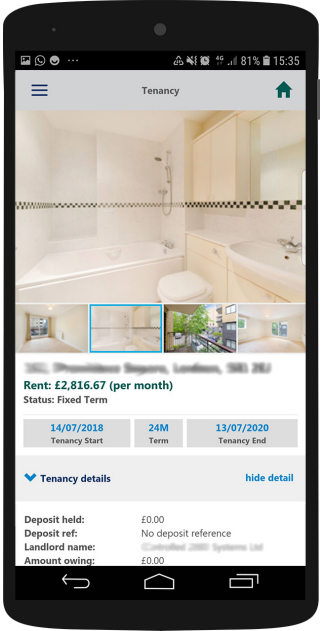
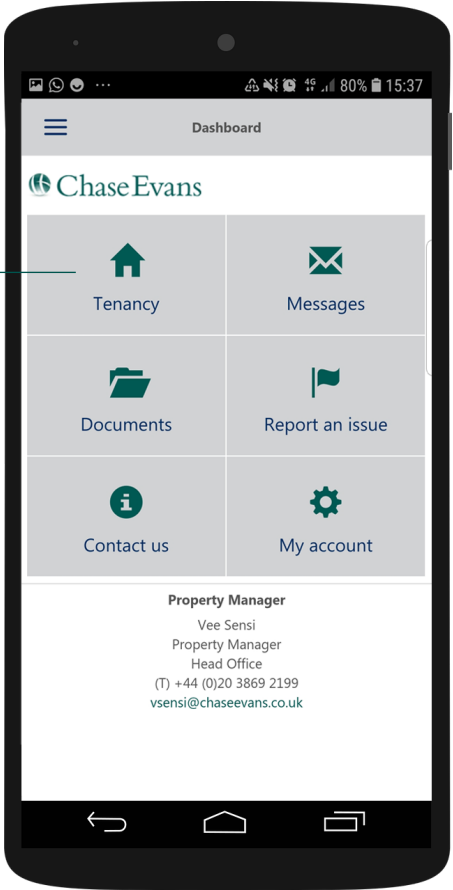
Upon login you will be presented with your 'Account Overview' page.
Here you will find basic information such as address and contact information.



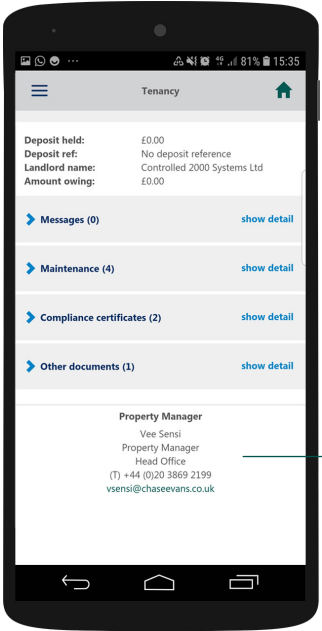
Tenancy

In your tenancy you will be able to view details of your property including the marketing images.

To view your current tenancy click on the house icon.



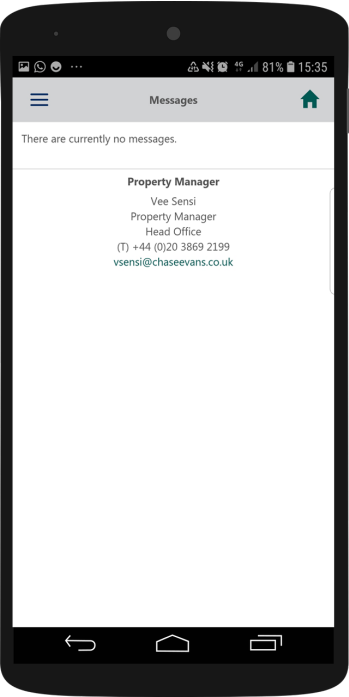
Scroll down to find further information such as any maintenance notes carried out, your property compliance documents and any other documents such as tenancy agreement.



Contact details for your property manager can also be seen here.

Messages

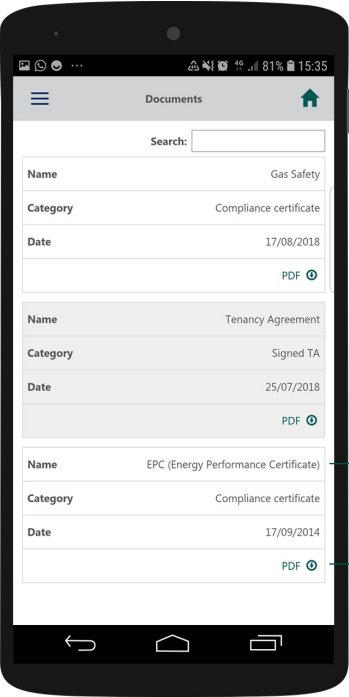
To view your messages click on the property tab.



Within the messages you will have messages from Chase Evans. These could include rent payment reminders, property maintenance updates or any other updates regarding your tenancy.

Documents

To view and download any related documents select documents on the dashboard.



Any important documents are available for download, this could be tenancy agreements or compliance certificates.

Name of the document

Click to download the document

Report an Issue



Reporting an issue is **quick** and **easy**...
To report an issue click on 'Report an issue' icon.

1

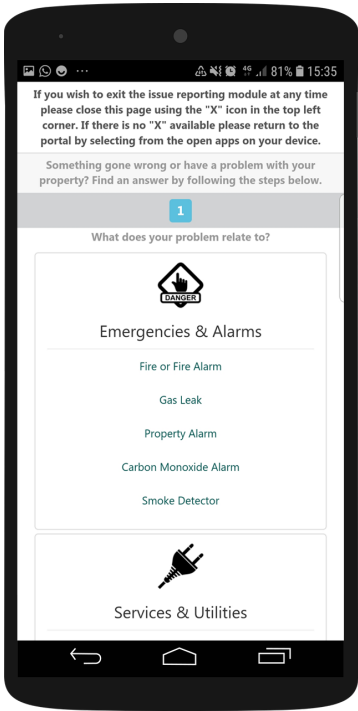
Find the most appropriate category from the options on the first page after navigating to the 'report an issue' page.

2

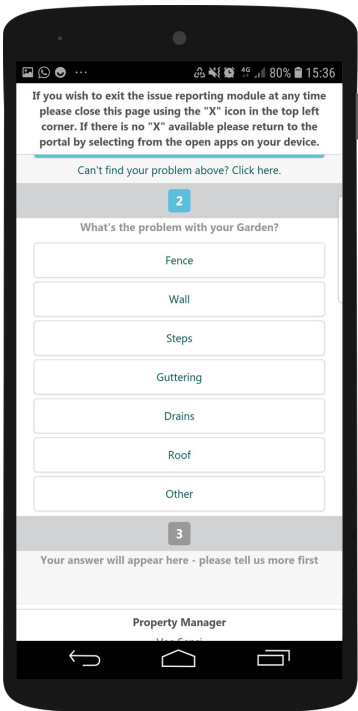
Next step you will be given more specific options based on what your first category selection is.

3

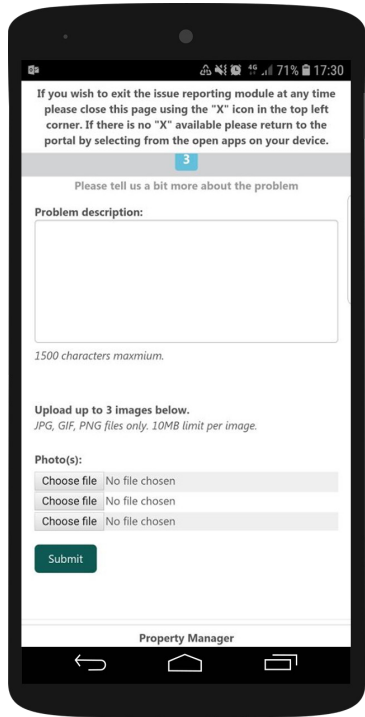
Finally you can describe in more detail the issue. You can also upload images to show us the issue. This way we can quickly establish what is required.



> >

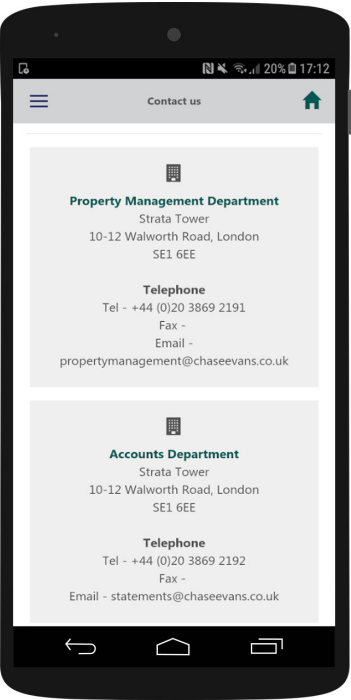


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Contact Us

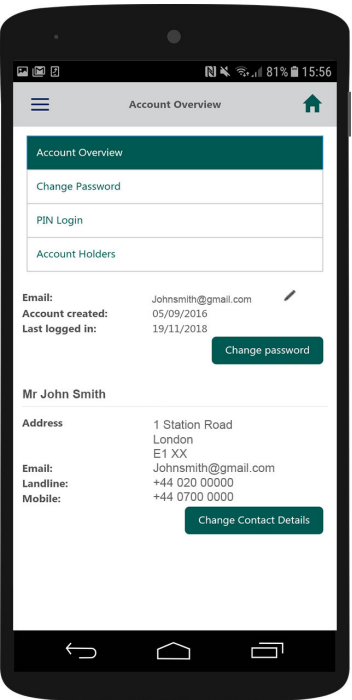
All our contact details can be found in 'Contact Us' tab.



For any further questions you can find contact details for all our offices in London and across Asia.

My Account

Click the cog icon to go to 'My Account'



After Clicking on 'My Account' you will be taken back to your account overview.

