

# RESIDENTS QUARTER

Tenant Portal Login Instructions



# PLEASE NOTE FOR ALL NEW REGISTRATIONS YOU WILL NEED YOUR TENANT REFERENCE NUMBER

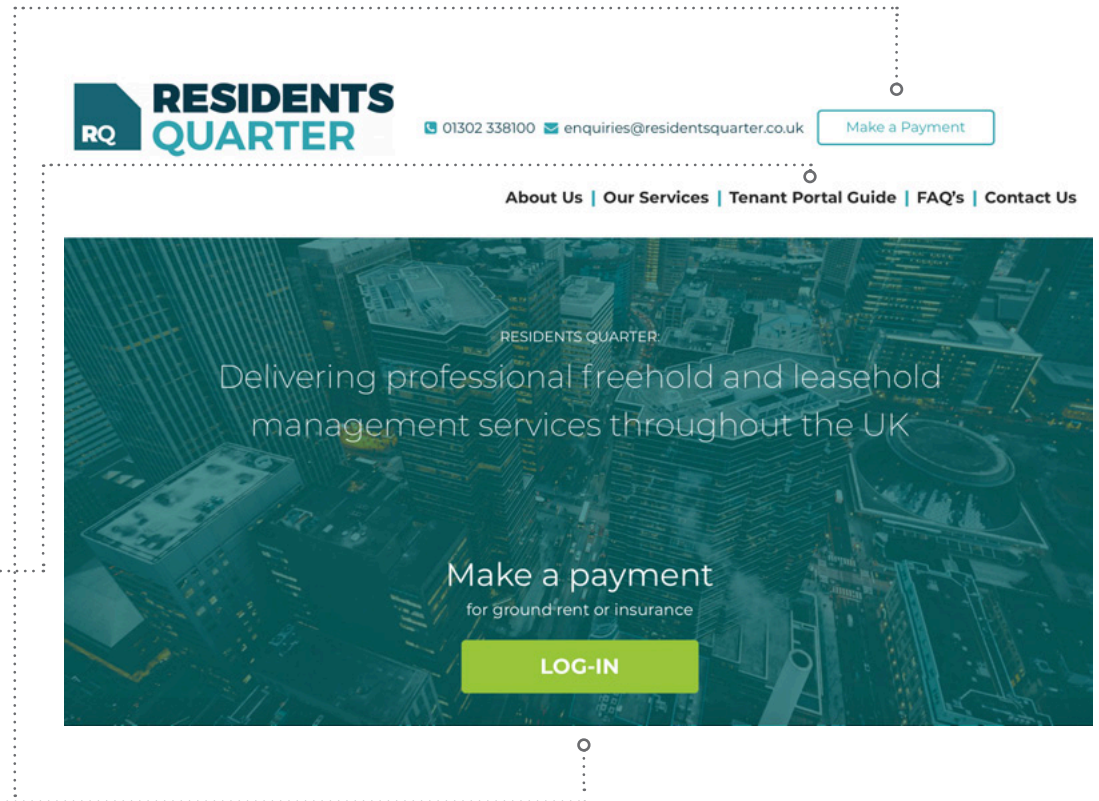
These instructions are to help you access the Residents Quarter Tenant Portal to enable successful registration and easy access to the on-line Tenant Portal.

- 1 Firstly you will need to open a web browser and visit our website. Once on the website you will find a link to the portal guide which provides you with instructions and information on using the 'Tenant Portal'.

[www.residentsquarter.co.uk](http://www.residentsquarter.co.uk)

- 2 Click the 'Make a Payment' or 'LOG-IN' button located to the homepage of the website.

If you are accessing the website from a mobile device you can find the 'Make a Payment' located at the top of the page.

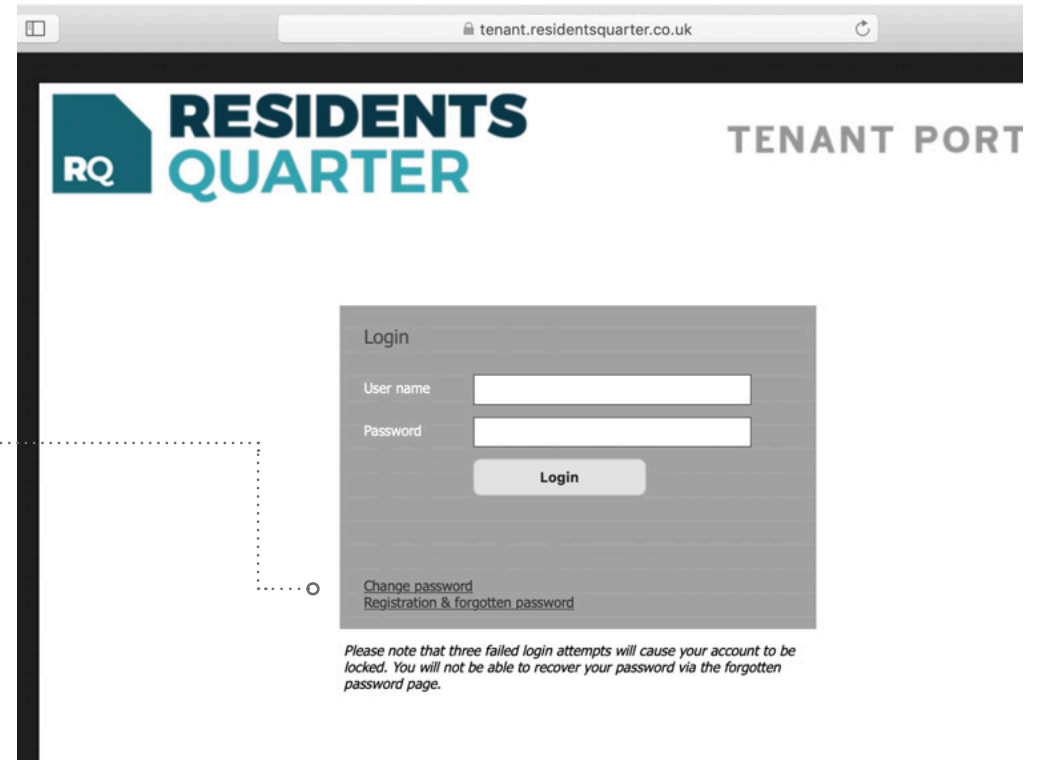


## THIS WILL TAKE YOU TO A LOGIN PAGE

For first time users, you will need to register your details.

- 3 This can be done by clicking on the 'Registration and forgotten password' link in the information box.

For any users who have forgotten their passwords the same steps can be followed to reset your password.



## YOU ARE REQUIRED TO ENTER YOUR 'TENANT REFERENCE' NUMBER AND 'TENANT NAME' TO REGISTER OR TO RESET YOUR PASSWORD

- 4 The 'Tenant Reference' and 'Tenant Name' must be entered exactly how it's shown on your ground rent demand or statement of account.
- 5 You will then need to enter a valid email address or the email you have previously registered your account with Residents Quarter.
- 6 Then choose the option 'Register' or 'Forgotten password' to continue.

Once you have registered you will receive an email containing your password or the password reset.

The screenshot shows the 'RESIDENTS QUARTER' logo on the left and 'TENANT PORTAL' on the right. Below the logo is the heading 'Registration & forgotten password'. There are three input fields: 'Customer Reference', 'Tenant Name', and 'Your Email'. Below the fields are three buttons: 'Register', 'Forgotten password', and 'Cancel'. At the bottom, there is a copyright notice: 'Copyright © 2008-2020 Qube Global Software Ltd'.

## YOUR 'USER NAME' WILL THEN DEFAULT TO YOUR 'TENANT REFERENCE' AS PER THE EXAMPLE

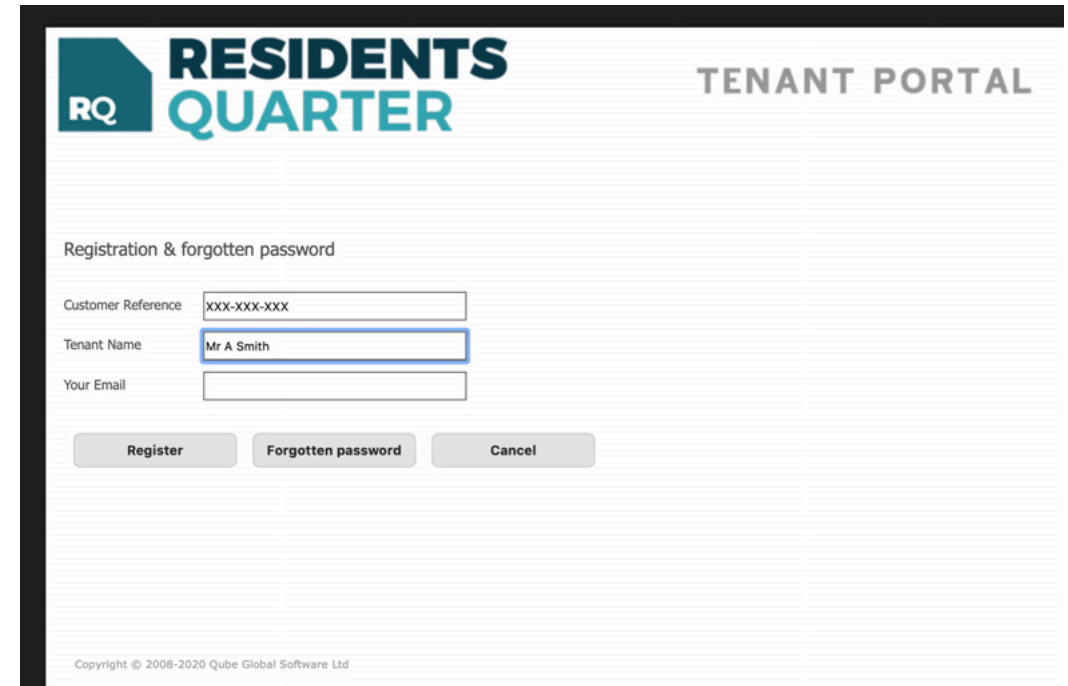
- 7 Type in the emailed password to enable login to the Tenant Portal.

You have the option to change your password to a more memorable password by clicking on the 'Change Password' link.

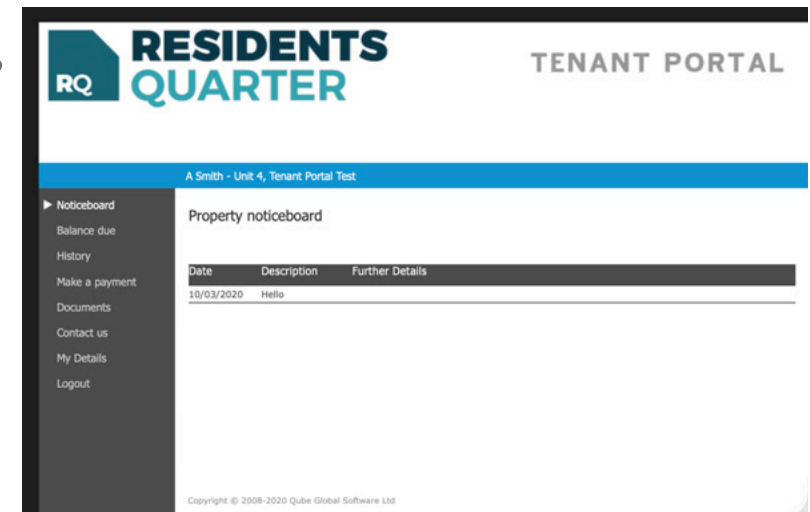
- 8 Once logged in your dashboard will look like this.

We hope you find this guide useful, however should you encounter any problems with your registration or access please contact us on:

01302 338100  
or email [enquiries@residentsquarter.co.uk](mailto:enquiries@residentsquarter.co.uk)



The screenshot shows the 'RESIDENTS QUARTER TENANT PORTAL' registration page. The form is titled 'Registration & forgotten password' and contains three input fields: 'Customer Reference' with the placeholder 'xxx-xxx-xxx', 'Tenant Name' with the value 'Mr A Smith', and 'Your Email'. Below the fields are three buttons: 'Register', 'Forgotten password', and 'Cancel'. The footer contains the copyright notice: 'Copyright © 2008-2020 Qube Global Software Ltd'.



The screenshot shows the 'RESIDENTS QUARTER TENANT PORTAL' dashboard. The user is logged in as 'A Smith - Unit 4, Tenant Portal Test'. The dashboard features a sidebar menu with the following items: Noticeboard, Balance due, History, Make a payment, Documents, Contact us, My Details, and Logout. The main content area is titled 'Property noticeboard' and contains a table with the following data:

Date	Description	Further Details
10/03/2020	Hello	

The footer contains the copyright notice: 'Copyright © 2008-2020 Qube Global Software Ltd'.

