

ONLINE OCCUPIER PORTAL & ELECTRONIC INVOICING



**MAKING
PROPERTY
WORK**
SHW.CO.UK

FEATURES OF THE OCCUPIER PORTAL

- Access to your financial records 24 hours a day, 7 days a week and the ability to update your contact details and preferences.
- You can pay your charges online.
- View live account information including service charge statements.
- The Property Noticeboard will keep you up to date with the latest news at your property.
- The Document Manager will hold key documentation relating to your property which will be available for you to download.
- Guidance notes and advice sheets on common issues relating to leasehold property will be available to download free of charge.
- There is no additional charge to you or the buildings service charges for this enhancement to your service.

FIRST TIME REGISTRATION

- To register now please go to www.shw.co.uk and click on the Occupier Portal button located in the top right hand corner of the opening page and select Registration.
- Enter your Unique Tenant Reference which can be found on all invoices you receive from us. If you can't find it, please call us on 01273 876200.
- Choose a username. You will need this username each time you log in.
- Enter your email address. This must be the same email address that we currently hold for you. If the e-mail address you enter does not match the one for you we have on record, the account will not be created and you will need to call us or email us at occupierportal@shw.co.uk
- The portal will automatically e-mail you confirmation of your account details, an instruction manual & send you an automatically generated password.
- We recommend you then log in and change your password to a more memorable one.
- Passwords need to contain at least 8 characters including at least one capital and one number.
- Remember to log in regularly to receive the maximum benefit from this service.
- To receive all your property related correspondence electronically, please email us at occupierportal@shw.co.uk or call 01273 876200, confirming the email address that you wish the documents be sent to.

LINKING MULTIPLE ACCOUNTS

- Where a single entity holds multiple records, these can be linked into one single log in.
- First register, in the usual way, for any one of the records in your name.
- Once that registration is complete and the first log in has been successful, navigate to the "linked accounts" menu option across the top tool bar and follow the instructions.
- You will need each unique reference for each record you wish to link, the username should match the one originally created, and as with the initial registration, an email address must be in place, and must match, that which is held on our system.
- Once complete you will be able to move between the linked accounts without additional log ins.