



Landlord User Guide

A guide to using the Studentpad
software for Landlords.

Studentpad Landlord User Guide

Table of Contents

Introduction	4
Registering and Logging In	4
Forgotten Password or trouble logging in	7
Home	8
The Layout –	9
Alerts, Fees and Useful Links	10
Properties	11
Property Management Home	11
Add a New Property	12
Navigation	12
Find Property	12
Add Property Info	13
Photos	15
Edit your Photos	16
Video / Walkthroughs	17
Uploading a certificate	17
EPC certificates	18
Add a New Advert	18
Edit Property	20
Stop advertising a Property	22
Re-advertise a Property	23
Property Reviews	27
Property Communication Journal	27
Add Task	28
Property Dashboard	28
Alerts and Messages	30
Financial	31
Make a payment	31
Landlord Zone	32
Inventory	32
Help	32
Landlord Forum	32
My Account settings	33

Contacts	35
Communications Log	35
Datafeed Set-up – WRONG SCREENSHOT	35
Advertising Statistics	37
Reports	38

Introduction

The aim of this document is to provide Landlords and Letting agents a guide to using the Studentpad software. This user guide is separated into the key areas of the software and will have screen shots wherever possible, to provide a visual explanation of the instruction that has been given.



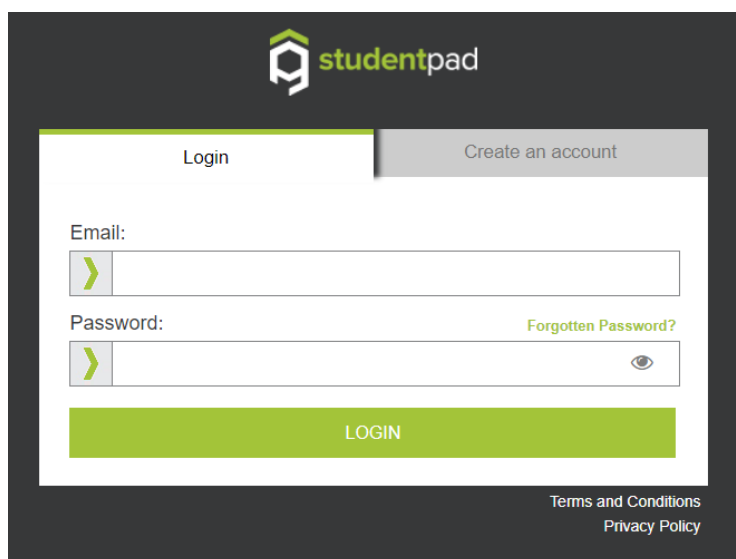
Please Note: Whenever you see this symbol you can click to see a short help video explaining what in the current area of the software.

Tip: These instructions are based on a standard configuration of the Studentpad software. Your feature set may be different to the features described in this manual. However, this manual should provide a good guide to using the software.

Tip: Throughout the software, wherever a grid is present, you can use the column headers to sort the data in the Studentpad software. Clicking once on a column header will sort the data in ascending order. Clicking a second time will sort the data in descending order.

Registering and Logging In

In order to register or log in to Studentpad you will need to look for a tab/ link called 'Agent/ Landlord' (usually found in the top right-hand corner: on the Studentpad site of the institution with which you wishing to register).



studentpad

Login Create an account

Email:

Password: [Forgotten Password?](#)

LOGIN

[Terms and Conditions](#)
[Privacy Policy](#)

In order to register, you will need to provide some basic information such as your name, address, telephone number. You will be asked to enter your email address and create a password. You should choose a password which meets the following criteria:

Must be longer than 4 characters
Must contain 1 capital letter
Must contain 1 number
Must NOT contain your name

When you log in to the site in future you will be asked to enter the email address and password you have entered when registering.

The image shows a registration form with a progress bar at the top containing four tabs: 'Account' (active), 'Your details', 'Your address', and 'Finish'. Below the tabs, the instruction reads 'Please enter your e-mail address and choose a password' with a '*Required Fields' note. The form contains four input fields: 'E-mail: *', 'Password: *', 'Re-type password: *', and 'Are you an agent or a landlord: *'. Each field has a green chevron icon on the left and a green question mark icon on the right. The 'Are you an agent or a landlord: *' field is a dropdown menu currently showing 'Please Select' with a downward arrow. Below the fields is a large green button labeled 'NEXT'. At the bottom, there is a link that says 'Already registered? Login here'.

Account Your details Your address **Finish**

Finish and register

Would you like to receive carefully selected marketing information from Studentpad and Studentpad. No

How did you hear about us?

REGISTER

Already registered?
[Login here](#)

When you register you will need to accept the terms and conditions. By logging in, you are accepting the terms and conditions, which can be viewed online by clicking on the text link at the bottom right of the logon screen.

Terms & Conditions

1. This page contains the terms and conditions on which Studentpad advertises properties on its website studentpad.co.uk (the Site).
2. Studentpad.co.uk is a site operated by Studentpad Limited. Our main trading address is The Old Flying Club, Office Suite 30, Skilling Lane, Brough, East Yorkshire HU15 1EN. Our VAT number is 647268606.

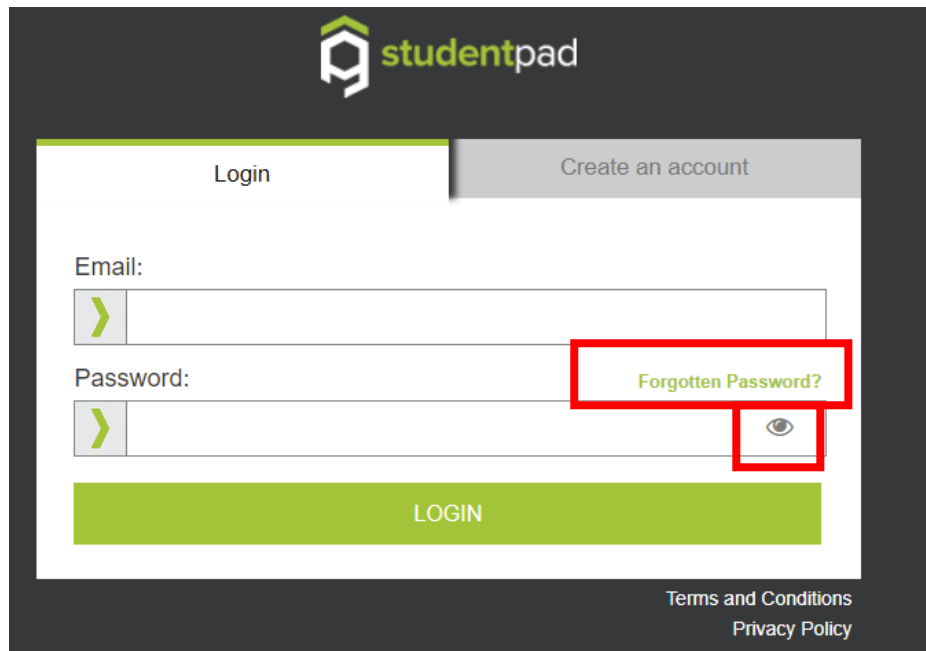
The term Studentpad shall include any third party institution/affiliated partner working with Studentpad to provide content for the Site.

3. The information on the Site constitutes an invitation to you to offer details of your property to Studentpad to be advertised on the Site. No contract shall arise between you and Studentpad until Studentpad has accepted your offer by proceeding with the advertisement of your property.
4. No such offer shall be accepted until Studentpad has received from you the fee, in cleared funds, relevant to your chosen advertising option.
5. You warrant to Studentpad that-
 - The property complies with all relevant regulations and guidance for such property as set out in the Housing Act 2004 (as amended) including but not limited to the Housing Health and Safety Rating System (England) Regulations 2005 (as

Accept Terms

SUBMIT

Forgotten Password or trouble logging in



studentpad

Login Create an account

Email:

>Password:

Forgotten Password?

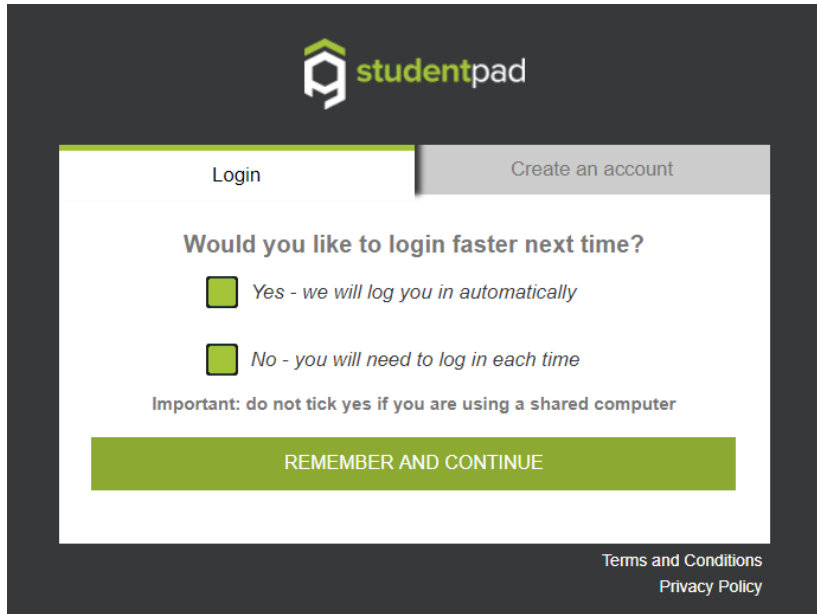
LOGIN

Terms and Conditions
Privacy Policy

Under the email address, you will see [Forgotten Password], this is where you would reset your password, should you for any reason have forgotten it. This will then request the institution via a dropdown list and for you to enter your email address, you will then be sent an email with a link to set up a new password.

You can also select the 'eye' to view your password as you type it to check you have it correct.

If you select 'Yes' and 'remember and continue' (on the next page), this will prevent you logging in and out repeatedly from your device (computer, phone, tablet). We do not recommend this if you are using a shared device.



Home

If you are logging in as a first-time user you will be shown the below screen and can start to add your 1st property. (See Add a New Property section)

Welcome Mrs Alix Hussain

Bookmark This  Page

You have successfully registered your details with Studentpad
We recommend you bookmark or create a shortcut to this site so you can get to it faster in the future.

Let's advertise your first property

To get started please select the type of accommodation you would like to advertise



Resident
Landlord/Host
Family



Studio



Bedsit



Flat

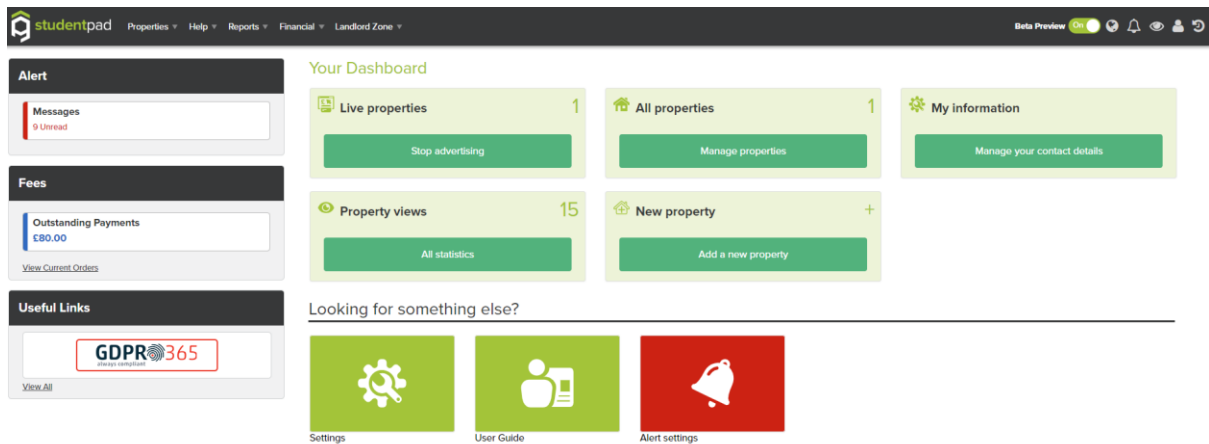


Private Hall Room



House

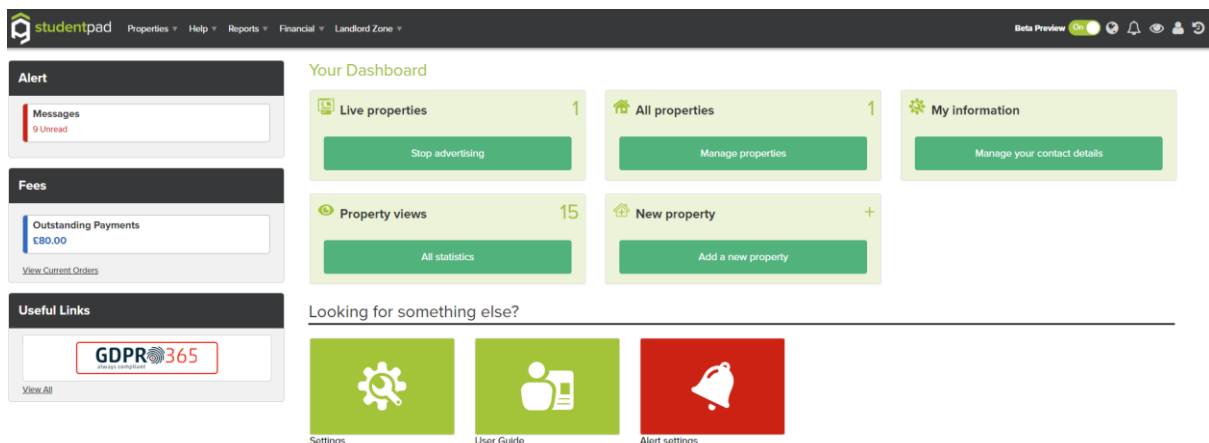
Once you have a registered property and are logged in you will be presented with your Dashboard.



To return to your home page/dashboard at any time, click on the Studentpad logo or university logo in the top left-hand corner of your screen.

The Dashboard contains button links to the key areas of the software. Clicking any of these links will take you to the chosen area of the software and its relevant subtexts.

The Layout



- **Top Navigation** – This is the top navigation area consisting of a tab strip. Clicking any of these will take you to the chosen area of the software. This area remains the same throughout the software.
- **Left Navigation** – This is the left-hand navigation menu. This menu changes to reflect the area of the software chosen from the top or dash navigation area.
- **Dashboard Navigation** – This area will display quick links to all your property and account details.
- **Right Navigation**– See icons below.



If you select this icon you will be taken to a new page with the Studentpad website for the account you are logged into.



This shortcuts to the internal messaging system within the Studentpad software, so you may view messages quickly (for example if your property/ advert is approved/ rejected or if you receive an enquiry from a student, for example).



This icon will shortcut you to any of your settings you may need to view or change



This allows you to return to a previous tab as you can view your history. Select where you would like to return to and it will navigate you to that page.

Alerts, Fees and Useful Links

Alert

Messages

41 Unread
1 are low priority

Alerts

On the Left-hand sidebar, you will find the "Alert" system, for example messages regarding gas safety alerts, any changes, property enquiries from students, approved adverts and properties.

Fees

Outstanding Payments

£1000.00

[View Current Orders](#)

Fees

This will show you any outstanding fees.

Useful Links

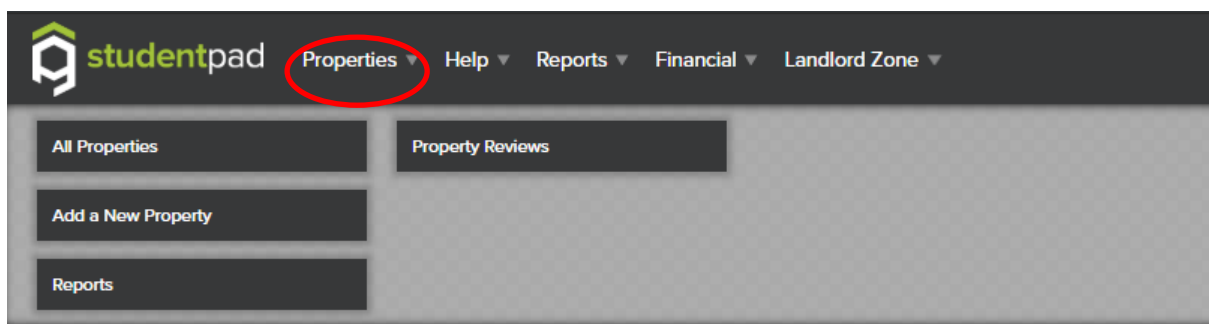
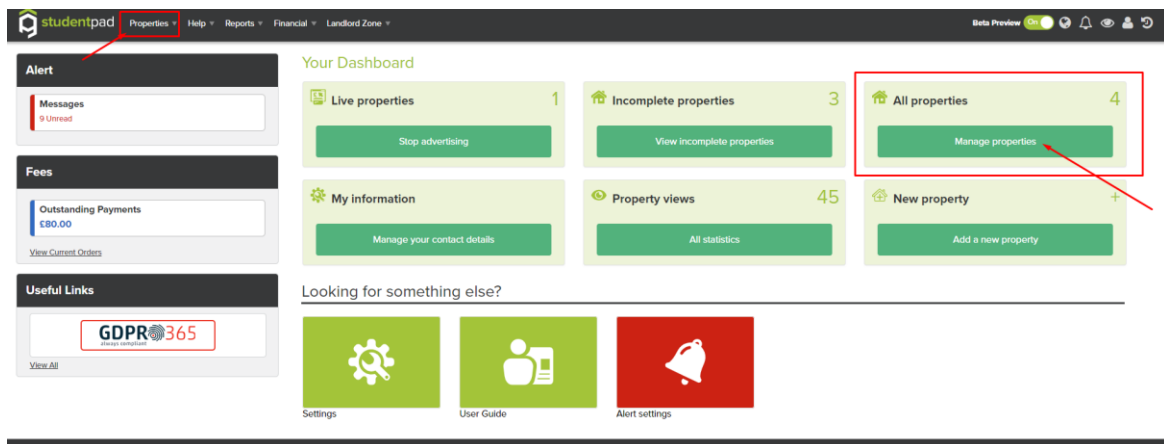
[View All](#)

Useful Links

Here you will find any services we think may be of use to you.

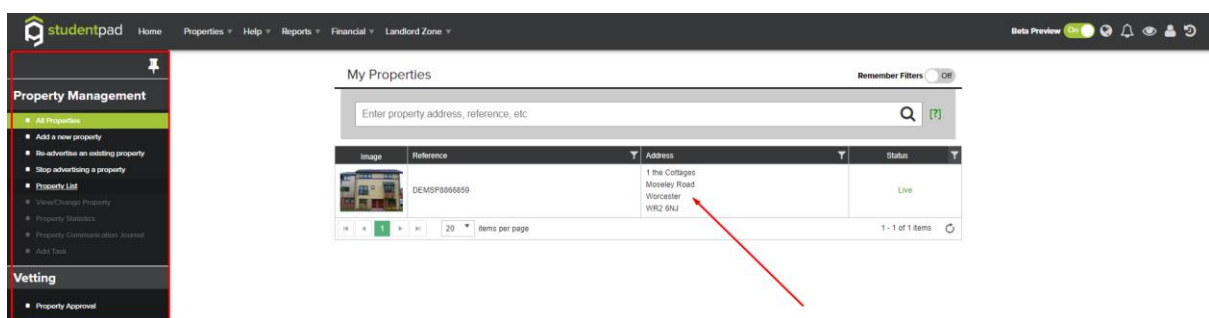
Properties

You can access and manage all aspects of your registered properties by selecting the All properties' button on your dashboard. Or using the top navigation menu as shown below.



Once you choose an option, you can quickly navigate to relevant areas via the left-hand menu, see following sections. Or you can select the home button and return to your dashboard and follow your chosen button link.

Property Management Home



You will see the following key areas.

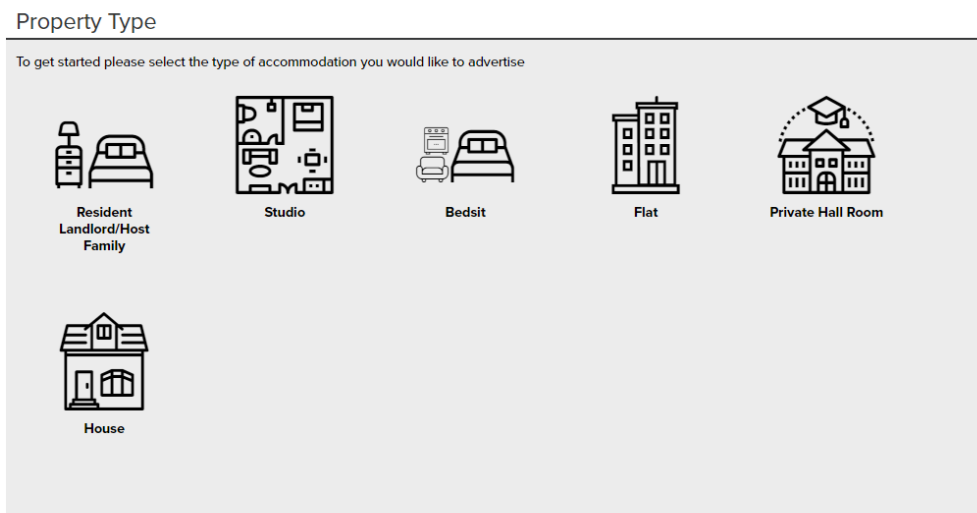
- **Add a new property** – Click to add a new property on to the system.
- **Re-advertise an existing property** – To view previous adverts and select a new start date. Alternatively, you can start a new advert.

- **Property List** – View a full list of your properties and their current status.
- **View/Change property** – To view or amend any properties.
- **Property Statistics** – information regarding page views etc.
- **Add task** – The “To do list” is the same as if accessing from the home menu, but it will filter to Property related tasks whilst in this view.

Add a New Property

Navigation

Clicking on the “Add a new property” on your Dashboard or by selecting the properties menu in the top navigation menu. This will load an empty form where you can enter all your property and advert information.



Find Property

Once you have selected your property type enter the properties postcode and select an address from the list. If the property you are looking for is not in the list, email support@studentpad.co.uk


Once you have entered the address, click the

Next - Add main details

button located at the

bottom right hand corner of the form.

Family



House

✓ Address

Find Address: *

Start typing a postcode, street or address

1 Railway Cottages
Skillings Lane
BROUGH
HU15 1EN
UNITED KINGDOM

Next - Add main details
Save

Add Property Info

You will then need to fill out the second part of the form adding the features of your property. Here you can also upload energy certificates, photographs of the property and specify who the property may be suitable for i.e. Non-smokers, pets etc.

When complete, click the next button at the bottom right to complete the next stage. You can use the previous button to return to previous sections or click the link on the menu bar.

Facilities Hide

Suitable For

Academic <input type="checkbox"/>	Children <input type="checkbox"/>	Couples <input type="checkbox"/>	< Prev Next >
Family <input type="checkbox"/>	Females <input type="checkbox"/>	Individuals <input type="checkbox"/>	
Males <input type="checkbox"/>	Mixed Group <input type="checkbox"/>	Pets <input type="checkbox"/>	
		Postgraduates <input type="checkbox"/>	

Please Note: Fields marked with an (*) asterisk are mandatory

As you add your property you will notice the steps will tick as you complete them in the left-hand menu.

← Menu
Property Add

Add Property

DEMSP8979064

33, Kings Court,
Mount Pleasant,
St. Albans,
AL3 4TH


- ✓ 1. Select property type
- ✓ 2. Add address
- ✓ 3. Add main details
- 4. Add facilities
- 5. Add photos
- 6. Add certificates
- 7. Enter pricing
- 8. Make payment
- 9. Advertise

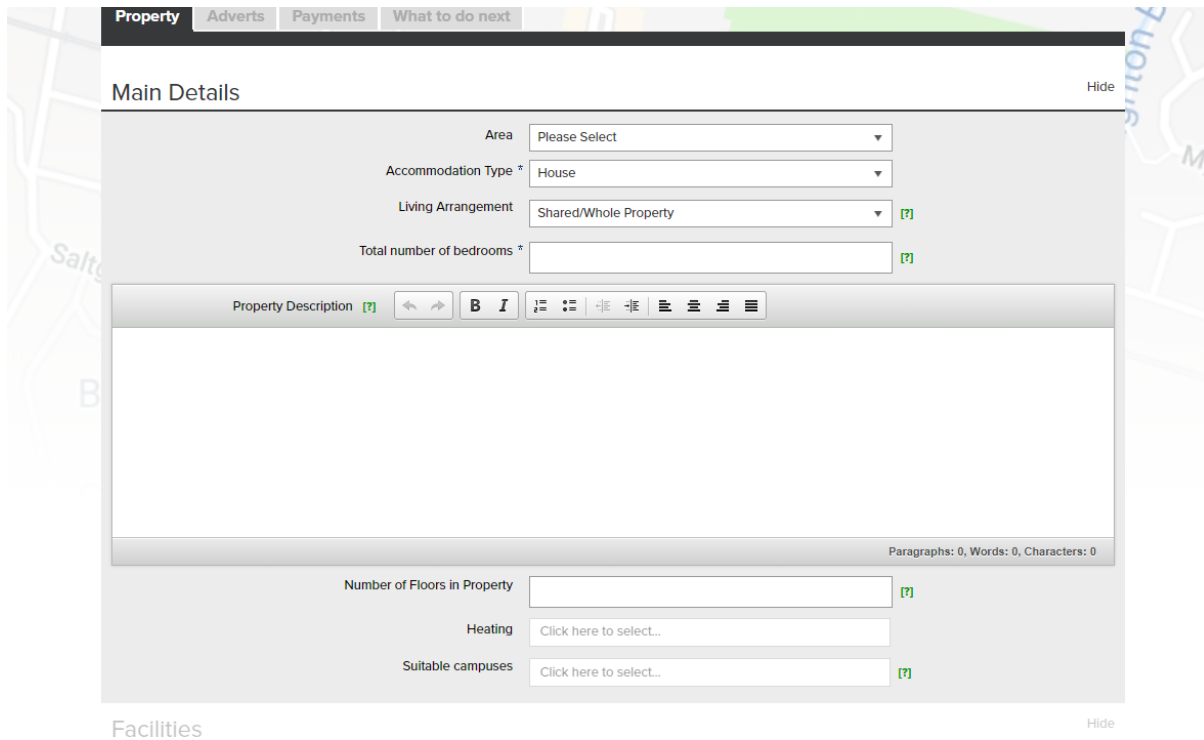
Main Details

The

tes

body p

Please note, every time you make a change your changes will be saved and you will see a note that the changes are being saved briefly flash up in the bottom right hand corner of the screen. 



The screenshot displays a web interface for property management. At the top, there are navigation tabs: 'Property' (selected), 'Adverts', 'Payments', and 'What to do next'. Below the tabs is a 'Main Details' section with a 'Hide' button on the right. The form includes several fields: 'Area' (a dropdown menu with 'Please Select'), 'Accommodation Type *' (a dropdown menu with 'House'), 'Living Arrangement' (a dropdown menu with 'Shared/Whole Property' and a help icon), and 'Total number of bedrooms *' (a text input field with a help icon). Below these is a 'Property Description' section with a rich text editor toolbar (containing icons for undo, redo, bold, italic, bulleted list, numbered list, link, unlink, indent, outdent, and table) and a large text area. At the bottom of the description area, it says 'Paragraphs: 0, Words: 0, Characters: 0'. Below the description are three more fields: 'Number of Floors in Property' (text input with help icon), 'Heating' (a button labeled 'Click here to select...'), and 'Suitable campuses' (a button labeled 'Click here to select...' with a help icon). At the bottom of the form is a 'Facilities' section with a 'Hide' button on the right.

The more detailed the information you record, the higher the chance of letting your room(s) or properties faster. Details of the property together with what is in the surrounding area. Public Transport, local facilities and distances from university and landmarks all add to make your property stand out from the rest.

Please Note: These are the details of the whole property – Not the individual room(s).

After filling in your main details you will proceed to the facilities, mobility and safety & security sections. Please add as much accurate detail as possible to enhance your advert.

Facilities

Hide

Suitable For

- | | | | |
|--|--------------------------------------|--------------------------------------|---|
| Academic <input type="checkbox"/> | Children <input type="checkbox"/> | Couples <input type="checkbox"/> | Disabled <input type="checkbox"/> |
| Family <input type="checkbox"/> | Females <input type="checkbox"/> | Individuals <input type="checkbox"/> | International Students <input type="checkbox"/> |
| Males <input type="checkbox"/> | Mixed Group <input type="checkbox"/> | Pets <input type="checkbox"/> | Postgraduates <input type="checkbox"/> |
| Professionals <input type="checkbox"/> | Smokers <input type="checkbox"/> | Staff <input type="checkbox"/> | Undergraduates <input type="checkbox"/> |

Number of Facilities

- | | | | |
|--------------------------------|-------------------------------|--------------------------------------|-------------------------------------|
| Bathrooms <input type="text"/> | En-Suite <input type="text"/> | Fridge Freezers <input type="text"/> | Parking Spaces <input type="text"/> |
| Showers <input type="text"/> | Toilets <input type="text"/> | | |

Shared Facilities

- | | | | |
|---|---|--|---|
| Bicycle Storage <input type="checkbox"/> | Broadband Internet <input type="checkbox"/> | Cooking Facilities <input type="checkbox"/> | Dishwasher <input type="checkbox"/> |
| Double Glazing <input type="checkbox"/> | Fridge Freezer <input type="checkbox"/> | Ground Floor Bathroom <input type="checkbox"/> | Ground Floor Bedroom <input type="checkbox"/> |
| Gym <input type="checkbox"/> | Lift <input type="checkbox"/> | Lounge <input type="checkbox"/> | Microwave <input type="checkbox"/> |
| Onsite Launderette <input type="checkbox"/> | Permit Parking <input type="checkbox"/> | Shower <input type="checkbox"/> | Telephone <input type="checkbox"/> |
| Television <input type="checkbox"/> | Tumble Dryer <input type="checkbox"/> | Washing Machine <input type="checkbox"/> | |

Private Facilities

- | | | | |
|---|------------------------------------|---|------------------------------------|
| Cooking Facilities <input type="checkbox"/> | Dead-Lock <input type="checkbox"/> | Double Bed <input type="checkbox"/> | En-Suite <input type="checkbox"/> |
| Garage <input type="checkbox"/> | Garden <input type="checkbox"/> | Off Road Parking <input type="checkbox"/> | Telephone <input type="checkbox"/> |
| Television <input type="checkbox"/> | | | |

Mobility

- | | | | |
|--|---|---|--|
| Adapted Bathroom <input type="checkbox"/> | Adapted Kitchen <input type="checkbox"/> | Adapted Toilet <input type="checkbox"/> | Allergy Free <input type="checkbox"/> |
| Ground Floor Bathroom <input type="checkbox"/> | Ground Floor Bathroom with Wheelchair Access <input type="checkbox"/> | Ground Floor Bedroom <input type="checkbox"/> | Ground Floor Bedroom with Wheelchair Access <input type="checkbox"/> |
| Ground Floor Toilet <input type="checkbox"/> | Ground Floor Toilet with Wheelchair Access <input type="checkbox"/> | Level Access Throughout <input type="checkbox"/> | Level Entry Shower / Wet Room <input type="checkbox"/> |
| Mid Height Sockets / Switches <input type="checkbox"/> | Moveable Access Ramp <input type="checkbox"/> | No Difficult Outside Steps <input type="checkbox"/> | Permanant Access Ramp <input type="checkbox"/> |
| Shower / Wet Room <input type="checkbox"/> | Shower Over Bath <input type="checkbox"/> | Shower Seat <input type="checkbox"/> | Visual / Vibrating Fire Alarm <input type="checkbox"/> |
| Wheelchair Friendly Doors <input type="checkbox"/> | | | |

Safety & Security

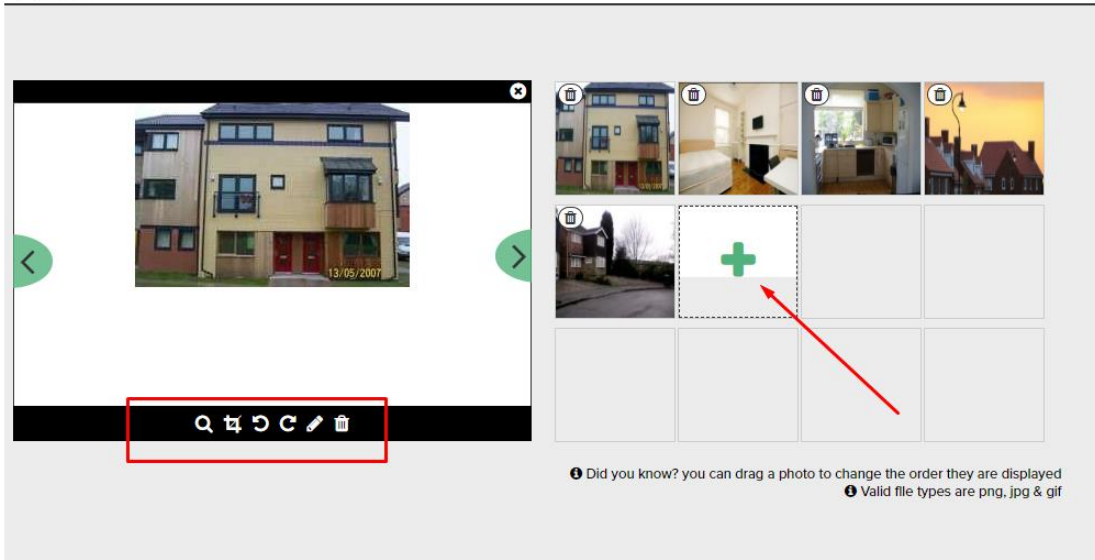
- | | | | |
|--|--|--|---|
| 24/7 Staff <input type="checkbox"/> | Burglar Alarm <input type="checkbox"/> | Carbon Monoxide Alarm <input type="checkbox"/> | CCTV <input type="checkbox"/> |
| Fire Alarm System <input type="checkbox"/> | Fire Extinguisher <input type="checkbox"/> | Key Code Entry System <input type="checkbox"/> | Smoke Alarm(s) <input type="checkbox"/> |

Other Facilities

Photos

Good quality photographs will allow potential tenants to get a good view of your property, so try to upload a range of views, both interior and exterior.

In order to upload a photo, select the green Plus (+) button as shown below.



You can then select multiple photos by pressing the next plus (+) button. Alternatively, you can drag and drop photos into the space for a quick and easy upload.

Edit your Photos

You can use the tools at the bottom of the photo editor to:

- Crop the photo
- Give the photo a title- this can help potential tenants
- View in a large window



You can also move the photos into different orders or change the main photo by dragging them.



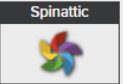


Video / Walkthroughs

If you have a video or 3D walkthrough of your property, then you can embed the URL against the advert.

You can use any of the listed video walkthrough file types and to add it you just copy and paste the embed code or link to your video in the box. You can then click 'Preview' to check it looks right.

Videos / Walkthroughs

Hide

				
---	---	---	---	--

Copy and paste the embed code or link to your video in the box. You can then click 'Preview' to check it looks right.

Embed Url [Preview](#) [?](#)




Certification

As a landlord, you are required to upload any relevant certificates for the property. Without the relevant certificates, your property and/or adverts may not be live on the site.

In order to complete this section, work through it answering the questions. If the property does have gas, electric or requires a HMO license you will be given the opportunity to upload a certificate and add a expiry date.




Certificates

Hide

Does the property have gas?	<input type="text" value="No"/>	?
HMO Licensed	<input type="text" value="Not Required"/>	?
Electrical Certificate Present	<input type="text" value="No"/>	?
Energy Efficiency	<input type="text"/>	Potential Energy Efficiency <input type="text"/>
Environmental Impact	<input type="text"/>	Potential Environmental Impact <input type="text"/>
EPC Reference	<input type="text"/>	Validate EPC  
EPC Expires	<input type="text" value="dd/mm/yyyy"/>	
Tenancy Deposit Protection Scheme	<input type="text" value="No Deposit Scheme"/>	?
Tenancy Deposit Protection Type	<input type="text" value="N/A"/>	

Uploading a certificate

You can upload a certificate by selecting the 'Add' button seen below, when it has been uploaded you can select the 'eye' to view it.

Does the property have gas?	Yes	[?]	New Documents  View  Add  Download
Gas Certificate Expires	dd/mm/yyyy	[?]	
HMO Licensed	Not Required	[?]	

EPC certificates

In the EPC section you can add the numbers on your EPC certificate. It will then show the corresponding letter to each section and these will also be shown on your property.

Energy Efficiency	76	C	Potential Energy Efficiency	85	B
Environmental Impact	72	C	Potential Environmental Impact	85	B

Once you have completed all your property details you should select the "Next -

Advertise Your Property" button.

< Prev

Next - Advertise Your Property

Add a New Advert

It's really important to note that you only need to add the property to the system once, no matter how many times it requires advertising on the front-end website. Each property can then have multiple adverts. For example, you may want to add one advert for each term/year or multiple adverts running parallel but for different details, such as a rent which includes utilities such as gas, or a rent where the tenant pays for these on top of the rent.

Once you have completed your property details you will notice that the Adverts tab at the top of the screen has now become available and your page is redirected to set an advert. Without an advert, the property will not appear on the front-end website.

An advert will not display on the front-end website without entering the number of bedrooms available to rent, rent amount, and the available from date.

- **Available From** – This is the date the property is available from, and not when the advert is to run from. The advert will not display on the front-end website before this date.
- **Bedrooms Available** – This is the number of bedrooms available for rent. Not the total number of bedrooms in the property.
- **Rent Amount** – This is the rental amount you would like to receive. This can be for the Whole Property or Per Room or Per Person. You can choose to advertise rent Monthly or Weekly.

Please Note: The display on website option must be set to “yes” for the advert to appear on the front-end website. This option can be used when editing adverts to quickly remove them from displaying on the website if the property becomes let.

Enter as much accurate information as possible and press the

Next - Advertise

button to complete.

Once the advert and property have been saved you will be presented with a choice of what to do next, this will look as below. If your institution has integrated payments you will also be taken through their payment screen.

[Move Map Pin](#)

[Property](#) | [Adverts](#) | [Payments](#) | **What to do next**

✔ Nearly done! Just a few more things...

⚙ Awaiting approval...

Thank you for adding a property advert. Your details have been successfully submitted and are awaiting approval. Before your advert can go live you must provide Studentpad with:

Copy of Gas Safe Register/Corgi certificate
Payment by Cheque (made payable to Studentpad Ltd)

Your property will be advertised until let or 1st May 2013, whichever is sooner.

✘ This property is not yet live because...

- The EPC certificate has expired or is invalid.
- Your advert is awaiting approval by an administrator.

💰 Charges

Please check your property details on a regular basis to ensure they are kept up to date.

[Add another property](#)
[Return to dashboard](#)

Edit Property

You can edit a property by selecting the Edit Property button on your dashboard as below.

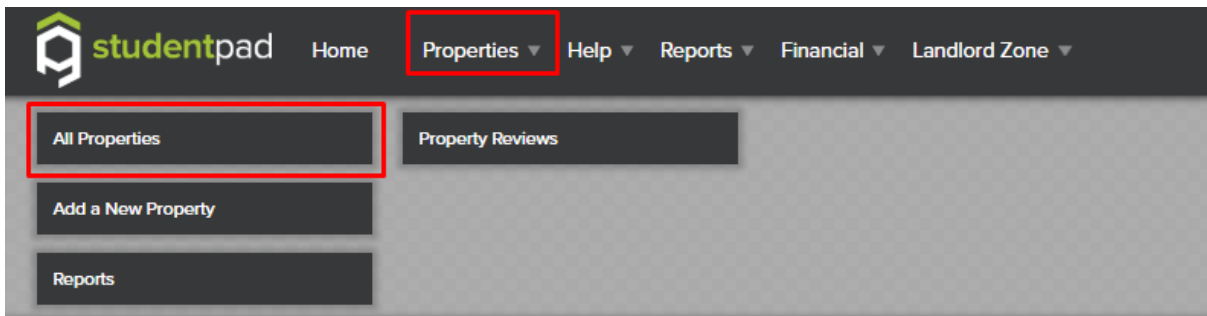
Your Dashboard

<p> Live properties 1</p> <p>Stop advertising</p>	<p> Incomplete properties 3</p> <p>View incomplete properties</p>	<p> All properties 6</p> <p>Edit properties</p>
<p> My information</p> <p>Edit your contact details</p>	<p> Property views 45</p> <p>All statistics</p>	<p> New property +</p> <p>Add a new property</p>

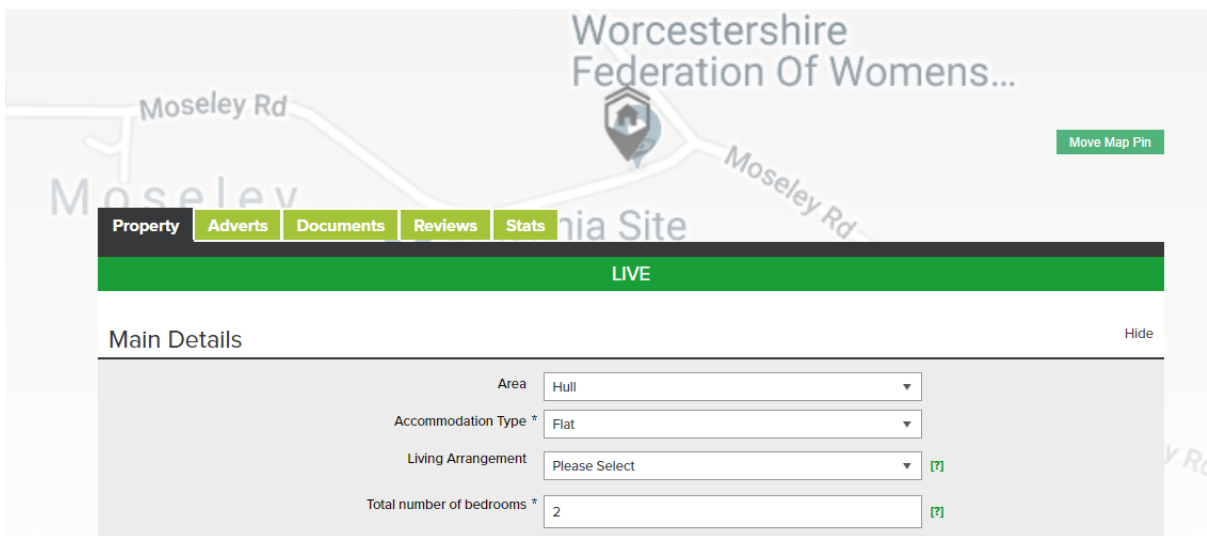
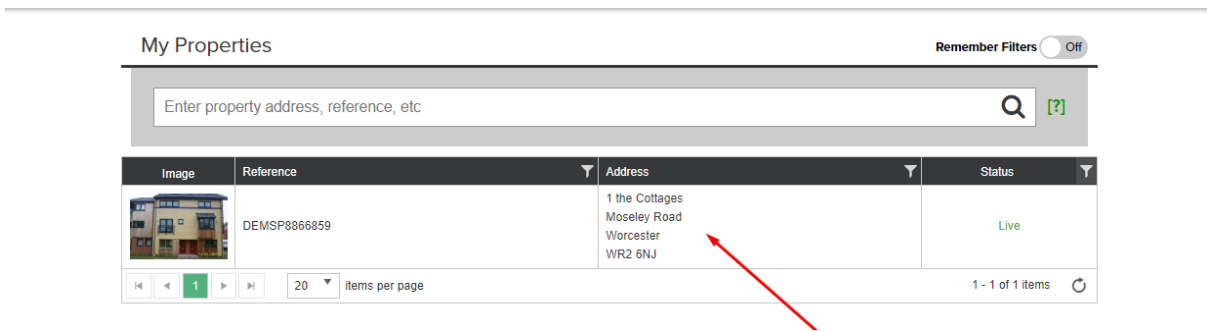
Looking for something else?

Settings	User Guide	Alert settings

Or you can access via the top navigation menu bar.



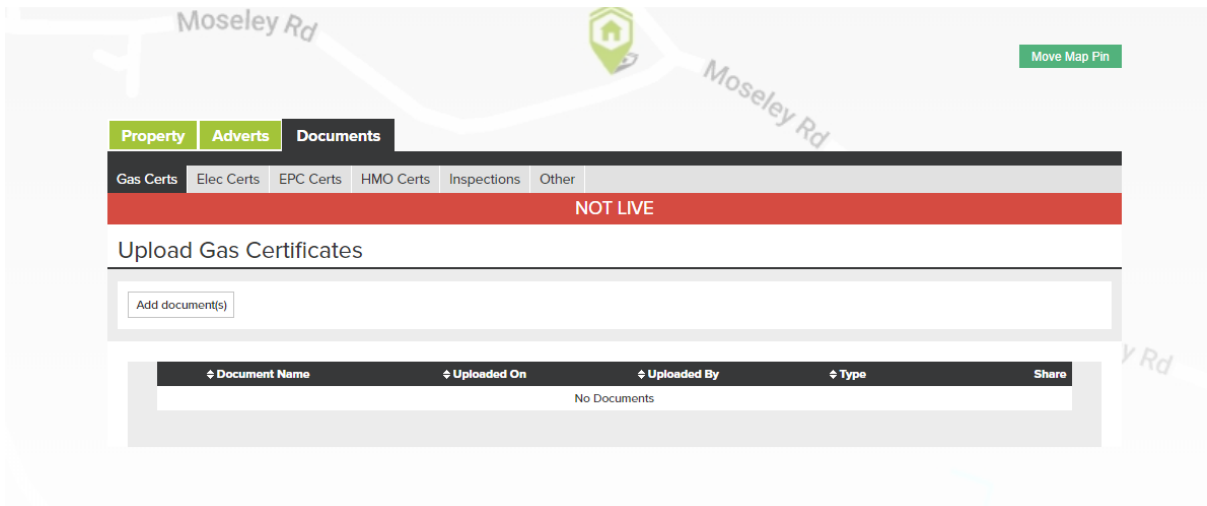
To edit a property select it from your list of properties.



Once you have clicked on a property it will be divided into key areas. These are in tabs as above, with each tab allowing you to view and edit that aspect of the property or advert. There are also options to upload documents to a particular property and log issues.

If your advert is not yet live because further detail is required you can amend details in any of the tabs.

You will be able to see if anything else is required to make an advert live, such as gas certificate required, this will be highlighted in red as shown below.



Stop advertising a Property

If you wish to stop advertising a property, click on the “Stop Advertising” button on your dashboard.

Your Dashboard

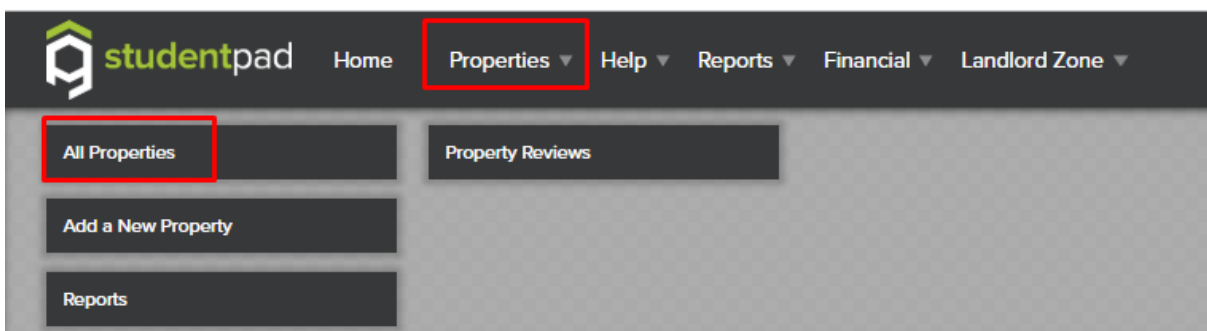
The dashboard consists of six widgets in a 2x3 grid. Each widget has a title, a count, and a button. A red arrow points from the 'Stop advertising' button in the 'Live properties' widget to the 'Edit your contact details' button in the 'My information' widget.

Widget Title	Count	Action Button
Live properties	1	Stop advertising
Incomplete properties	3	View incomplete properties
All properties	6	Edit properties
My information	-	Edit your contact details
Property views	45	All statistics
New property	+	Add a new property

Looking for something else?

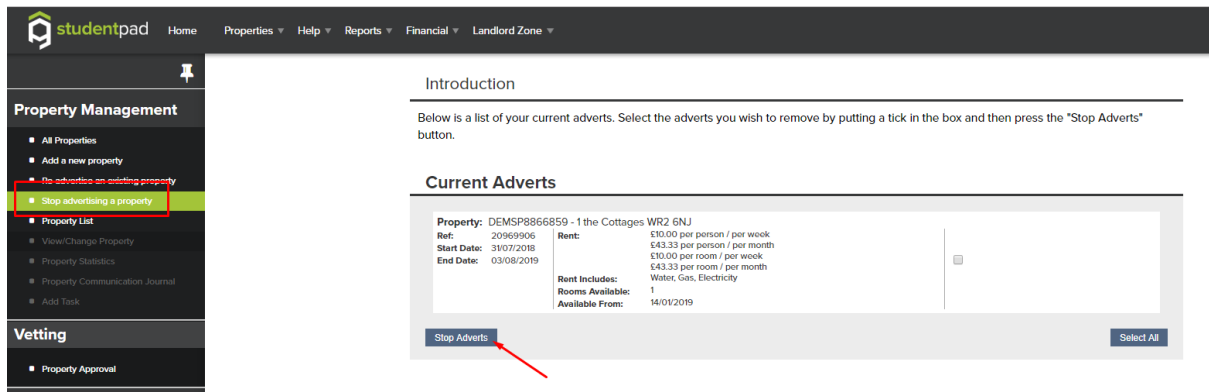
Three navigation icons are shown in a row: a green gear icon labeled 'Settings', a green icon of a person with a document labeled 'User Guide', and a red bell icon labeled 'Alert settings'.

Or in the top navigation menu.



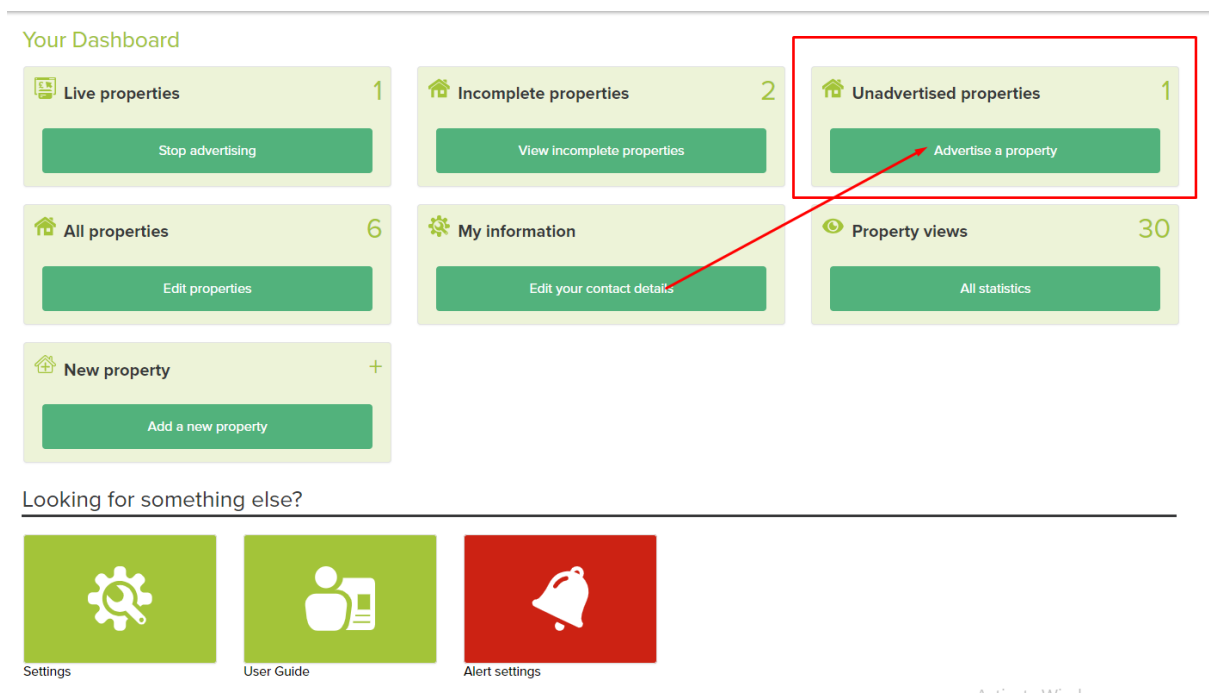
Clicking this option will show a screen with all your properties listed.

To stop advertising a property, select one or more of the listings. If you wish to select all of your properties, click on Select All. Once you are happy with your selection, click on "Stop Adverts".



Re-advertise a Property

You can re-advertise an existing property by either accessing it via your Dashboard.



Select the property you wish to re advertise and select the

Next

button to proceed to re advertise as shown below.



Add a new property

Re-advertise an existing property - Select Property

Please select the property you would like to re-advertise from the list below, once selected press the next button to proceed with the process.

Enter property address, reference, etc

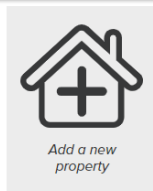
Select	Image	Reference	Address	Status
<input type="radio"/>		DEMSP8879146		Live
<input type="radio"/>		DEMSP8866859	1 the Cottages Moseley Road Worcester WR2 6NJ	Advert Disabled

1 20 items per page 1 - 2 of 2 items



Or you can use the top navigation menu as shown below.

When you reach the next screen again you need to select the property you wish to re-advertise. Then select the Next button at the bottom.



Re-advertise an existing property - Select Property

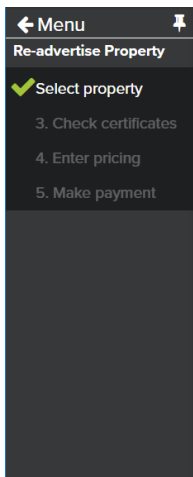
Please select the property you would like to re-advertise from the list below, once selected press the next button to proceed with the process.

Select	Image	Reference	Address	Status
<input type="radio"/>		DEMSP8879146		Live
<input checked="" type="radio"/>		DEMSP8866859	1 the Cottages Moseley Road Worcester WR2 6NJ	Advert Disabled

1 - 2 of 2 items



You can then take the opportunity to change or upload the certificate



Re-advertise a property - Check Certicates

Does the property have gas?	No	[?]	
HMO Licensed	Not Required	[?]	
Electrical Certificate Present	Yes	[?]	
Electrical Certificate Expires	23/01/2019	[?]	
Energy Efficiency	[?]	Potential Energy Efficiency	[?]
Environmental Impact	[?]	Potential Environmental Impact	[?]
EPC Reference		Validate EPC	[?]
EPC Expires	dd/mm/yyyy	[?]	[?]
Tenancy Deposit Protection Scheme	No Deposit Scheme	[?]	
Tenancy Deposit Protection Type	N/A		

Back Next

At the next step you can make any changes to rent, deposits and availability.

Re-advertise a property - Enter Pricing

How many bedrooms are available to rent? *

Let property to:

How much is the rent? *

[+ Add rent amount\(s\)](#)

Add your deposit amounts

From £ To £

What does your rent include?

Contract Length (weeks):

Available From *

Advertising Period

Display on website Yes

[Back](#) [Next](#)

Once you have updated your advert you will again be presented with a choice of what to do next, this will look as below.

Re-advertise a property - What To Do Next

✔ Nearly done! Just a few more things...

Thank you for adding a property advert. Your details have been successfully submitted and are awaiting approval. Before your advert can go live you must provide Studentpad with:
Copy of Gas Safe Register/Corgi certificate
Payment [see info below]

Your property will be advertised until let or 03/08/2018, whichever is sooner.

Payments You can now make payments using our new online payments system, using the link below. You may also pay by cash or cheque (made payable to Studentpad Ltd).

Pay for this property now.

⚙ Awaiting approval...

Thank you for adding a property advert. Your details have been successfully submitted and are awaiting approval. Before your advert can go live you must provide Studentpad with:

Copy of Gas Safe Register/Corgi certificate
Payment by Cheque (made payable to Studentpad Ltd)

Your property will be advertised until let or 1st May 2013, whichever is sooner.

✘ This property is not yet live because...

- There are no current adverts that are set to display on the website. Ensure you have entered a valid start date and the advert is set to display on website.

💰 Charges

The adverts for a property are divided into three further areas.

- **Current Adverts** – These are adverts that will be displayed on the front-end website, if an end date has been specified. Active adverts will display the key “Active” and those that require an end date will display the key “Requires End Date” as shown above. Clicking on any advert will load the advert details into the bottom detail block. You can add the advert end date here, if required, without going through the vetting processes.
- **Future Adverts** – These are adverts where the start date is later than today and therefore are not yet active adverts. They do not display on the front-end website until that date has arrived.
- **Historic Adverts** – These are adverts that have expired and therefore no longer appear on the front-end website. Historical adverts cannot be edited.

By default, when the edit property page is loaded, the latest advert will be automatically loaded. If you want to create a new advert, there is a “ [New Advert](#) ” link within the current adverts container, located on the right-hand side of the screen. Click this link to start a new blank advert. To save an advert, press either the [Add](#) button or the [Save](#) depending on whether you are adding a new advert or updating an existing one.

Please Note: Saving an advert will not save any property changes.

Property Reviews



A rating can be applied to a property or agent/landlord. These can be viewed on the front end and be seen by the end user. This is only available to organisations that have purchased this module. You can have an overall rating review and a user review.

Property Communication Journal

Clicking on the "Property Communication Journal" navigation button, on the left-hand navigation menu will display a grid containing all historical communication between the organisation and the agent/landlord, relating to the selected property.

Property Communication Journal

Method	Content	From	Date	Description
Phone	Other	Studentpad Admin (Studentpad Demo)	27/08/2015	Gas Safety Booked
Email	Mailshot	Studentpad Admin (Studentpad Demo)	27/08/2015	Gas Safety Failed

Add Task

Clicking the "Add Task" navigation button, on the left-hand navigation menu, will allow you to add a task to your "To do list" for the chosen property. You can also assign this to someone. It will show in your to do list.

Add Task Close

Title:

Priority:

Deadline:

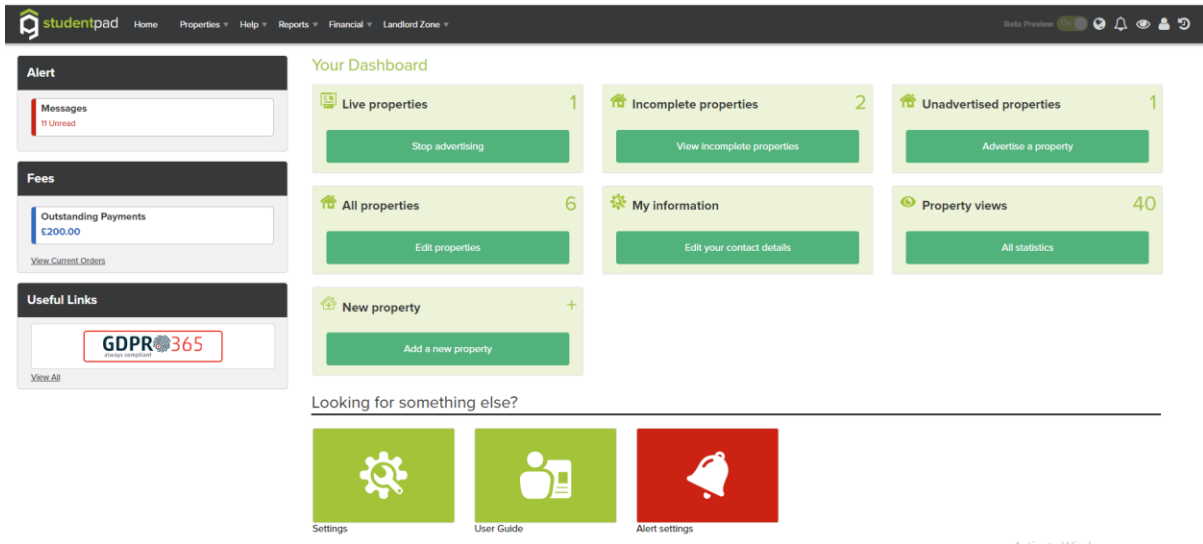
Description:

Software:Studentpad Content

The organisation must approve the property and then any adverts, if there are any.

Property Dashboard

When logging in as a landlord, you can see how many properties are live or inactive.



The example landlord above has 6 properties in total, 1 are live on the main site, and 1 is unadvertised and 2 incompletes.

By clicking on “All Properties”, you can view your properties and their status.

My Properties Remember Filters Off

Enter property address, reference, etc

Image	Reference	Address	Status
	DEMSP8879146		Live
	DEMSP8879145	1 the Cottages Moseley Road Worcester WR2 6NJ	Awaiting Property Approval Check Certificates
	DEMSP8879118	1 Railway Cottages Skillings Lane Brough HU15 1EN	Awaiting Property Approval Check Certificates
	DEMSP8879117	1 the Cottages Moseley Road Worcester WR2 6NJ	Incomplete Check Certificates
	DEMSP8879116	1 the Cottages Moseley Road Worcester WR2 6NJ	Incomplete Check Certificates
	DEMSP8866859	1 the Cottages Moseley Road Worcester WR2 6NJ	Awaiting Advert Approval

20 items per page 1 - 6 of 6 items

Of the 6 properties shown above 1 is Live, 2 are waiting property approval, 2 are incomplete properties and 1 is awaiting advert approval.

By clicking on the address, you are able to see detailed reason(s) for a property being inactive.

Alerts and Messages

Messages are accessed via the top right-hand menu by clicking on the bell icon (alerts and notifications), or can be viewed from your home page using alerts on the left of the page.

The dashboard features several sections:

- Alert:** Messages 13 Unread (highlighted with a red box and arrow).
- Fees:** Outstanding Payments £240.00.
- Useful Links:** GDPR 365.
- Your Dashboard:**
 - Live properties: 1 (Stop advertising)
 - Incomplete properties: 8 (View incomplete properties)
 - Unadvertised properties: 2 (Advertise a property)
 - All properties: 13 (Edit properties)
 - My information: Edit your contact details
 - Property views: 160 (All statistics)
 - New property: Add a new property

Looking for something else?

- Settings (gear icon)
- User Guide (person icon)
- Alert settings (bell icon)

The 'Inbox' view shows a list of messages:

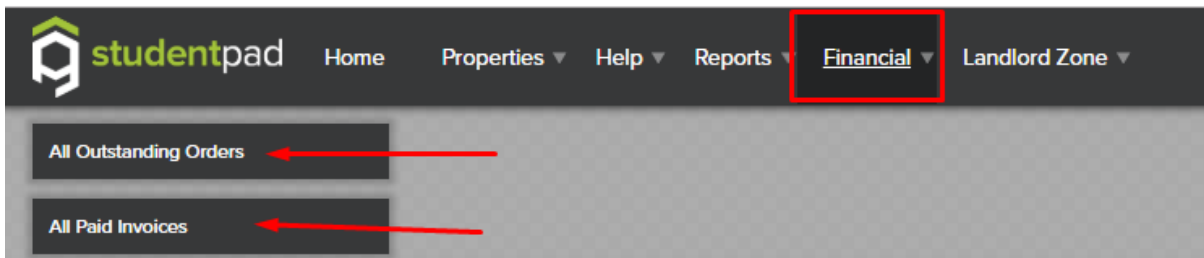
From	Subject	Received
System Alerts	Advert Approved	20/03/2019 13:00:22
System Alerts	Property Approved	20/03/2019 12:58:22
System Alerts	Advert Approved	20/03/2019 10:49:33
System Alerts	Property Approved	20/03/2019 10:49:12
Laura Jones	Property Enquiry	21/01/2019 10:03:28
System Alerts	Property Approved	18/01/2019 13:34:48
System Alerts	Advert Approved	14/01/2019 15:13:57
System Alerts	Advert expired	04/08/2018 00:26:08
System Alerts	Advert expired	04/08/2018 00:26:08
System Alerts	Advert Approved	23/07/2018 16:17:06
Laura Walker	Property Enquiry	16/07/2018 16:59:00
System Alerts	Advert Approved	16/07/2018 16:57:02
System Alerts	Property Approved	16/07/2018 16:56:39

The messages received will depend your settings.

E.g. If you have selected in settings that you wish to allow students to enquire online, and such enquiries will appear here as a message.

This feature allows you to e-mail within the software. You have access to an inbox, sent items and deleted items

Financial



Depending on the institution you are registered with, you may or may not have access to Financial information.

If this is available, you will be able to see Outstanding Orders and Payments.

Information

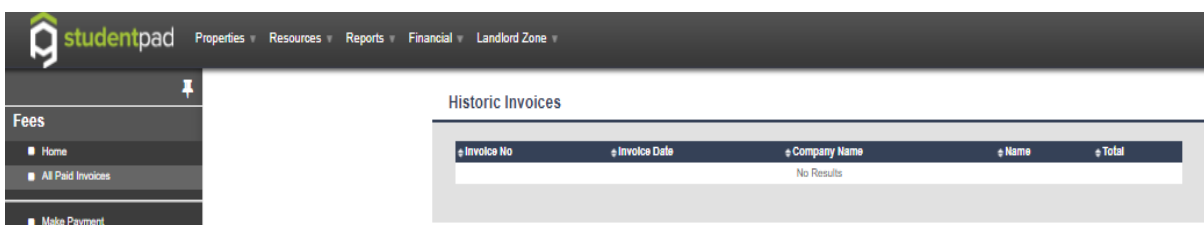
Welcome to the payments system. From here you can manage and pay for your orders.

- Outstanding Orders
 - These are automatically created orders that contain any adverts you have created and any other fees that require payment
- Credits
 - Credits are only available if the organisation supports pre-payment where you can purchase a batch of credits in advance and then consume these credits as you advertise.

Order Ref	Details	Total	Letting Period	Status	
00011773	Property Advertisement	£40.00	31/07/2017 - 31/07/2018	Open	View
00009323	Property Advertisement	£120.00	31/07/2016 - 31/07/2017	Open	View

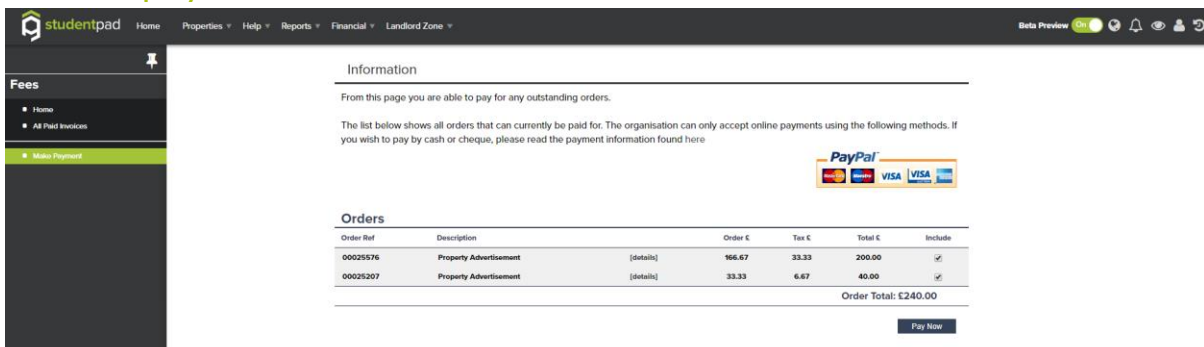
[Make a Payment](#)

You can view historical invoices via the "All Paid Invoices" link on the left side-bar.



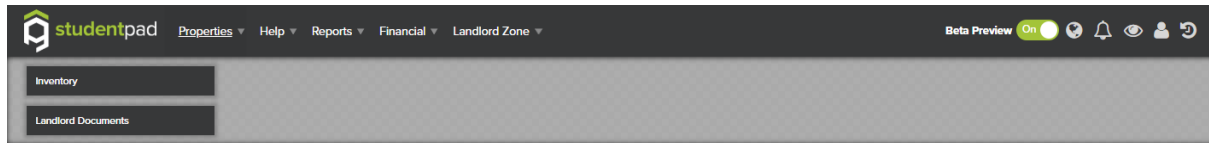
In addition, you can make payments to your account via the "Make Payment" link, again located in the left side-bar.

Make a payment



By selecting the item(s) that need to be paid, the Order Total will be displayed. To make that payment, click **Pay Now** and follow the steps.

Landlord Zone



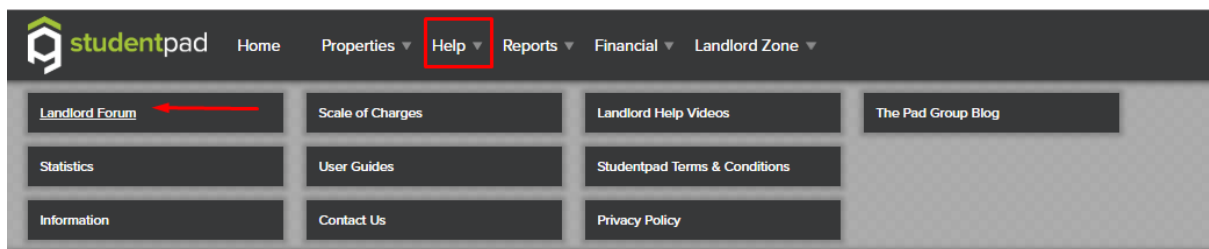
Inventory

Depending on the institution you are registered with, you may or may not have access to the 'Inventory' where property inventories would be stored.

Help

Landlord Forum

You can access the landlord forum via the top navigation menu as shown below.



Here you can interact with other landlords about issues that you may encounter or offer advice and compare situations with the network of landlords in your area.

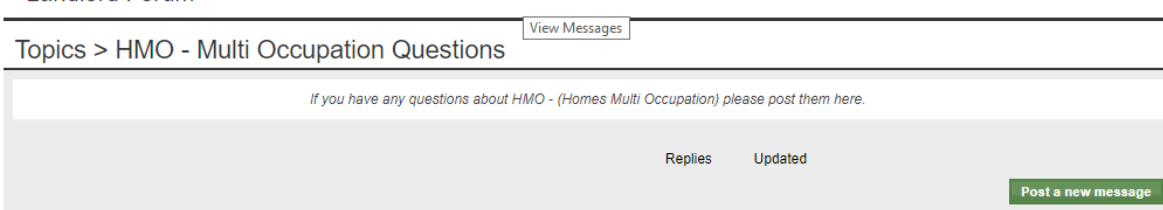
Landlord Forum

TOPICS

	Posts	Replies
HMO - Multi Occupation Questions	0	0
Insurance Questions	0	0
Residential Letting Questions	0	0
Tax and Finance	0	0

Simply post a new message on the subject you wish to comment on, click "Post a new message".

Landlord Forum



Create New

* Required Fields

New Post

Display Name * [?]

Subject * [?]

Message *

Once you have posted your message it will be sent for approval with your institution.

Landlord Forum

Topics > HMO - Multi Occupation Questions

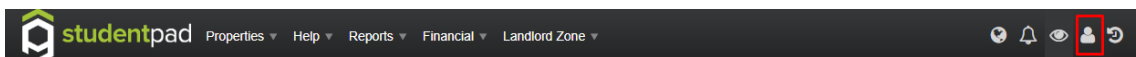
If you have any questions about HMO - (Homes Multi Occupation) please post them here.

	Replies	Updated
Waiting Approval: HMO question	0	14/11/2018

You will then see your pending message within the forum.

Settings

The settings are accessed via the person symbol on the top right-hand side of your screen as shown below.



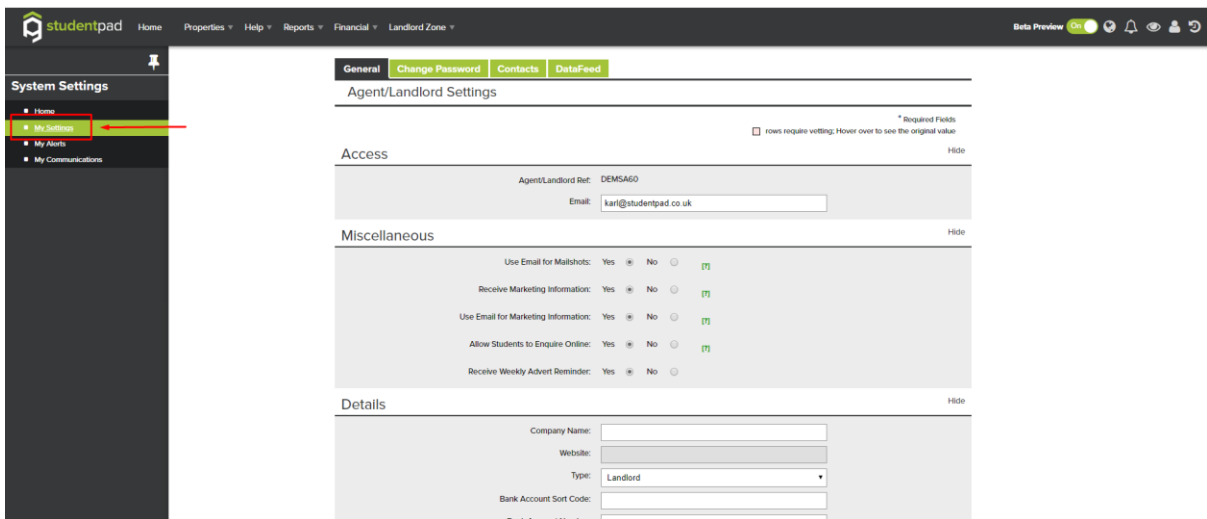
or you can access settings from your home screen dashboard as shown below.

Looking for something else?



My Account settings

In Account Settings you can change your password, contact information and any general settings for your account.



Once any changes have been made click save changes.

Under the 'Miscellaneous' section you can make further selections relating to the contact you receive via the software. Click on the question mark next to the options for an explanation of each:

Miscellaneous

Use Email for Mailshots:	Yes	<input checked="" type="radio"/>	No	<input type="radio"/>	[?]
Receive Marketing Information:	Yes	<input type="radio"/>	No	<input checked="" type="radio"/>	[?]
Use Email for Marketing Information:	Yes	<input type="radio"/>	No	<input checked="" type="radio"/>	[?]
Allow Students to Enquire Online:	Yes	<input type="radio"/>	No	<input checked="" type="radio"/>	[?]
Receive Weekly Advert Reminder:	Yes	<input checked="" type="radio"/>	No	<input type="radio"/>	

You can use the sliders to decide what you would like to receive emails and alerts.

My System Alert Settings

Hide

NOTE: These settings apply to this account only, if you have multiple accounts you will have to change the settings for each account separately. Turning off Receive Emails will not prevent alerts from appearing within the software.

Property Advert Alerts	Receive Emails	<input checked="" type="checkbox"/>	[?]
Electrical Certificate Alerts	Receive Emails	<input checked="" type="checkbox"/>	[?]
Fee & Payment Alerts	Receive Emails	<input checked="" type="checkbox"/>	[?]
Gas Certificate Alerts	Receive Emails	<input checked="" type="checkbox"/>	[?]
Review Alerts	Receive Emails	<input checked="" type="checkbox"/>	[?]
Account Alerts	Receive Emails	<input checked="" type="checkbox"/>	[?]
Task Alerts	Receive Emails	<input checked="" type="checkbox"/>	[?]
Vetting Alerts	Receive Emails	<input checked="" type="checkbox"/>	[?]

Please use the sliders to decide what you would like to receive emails and alerts.

Contacts

The screenshot shows the 'Contacts' management page in the Studentpad system. At the top, there are navigation tabs: 'General', 'Change Password', 'Contacts', and 'DataFeed'. A note indicates that fields with an asterisk are required. Below the tabs, the page title is 'Contacts'. A section explains the available contact types: Standard Contact (default), Website Contact (for front-end display), University Contact (for mailshots), Mailshot Contact (overrides others for mailshots), Additional Contact (reference only), and Agent Contact (for direct contact). A 'Please Note' section states that any contact information added to the standard contact will be visible on the website unless a 'Website Contact' type is added. The main interface is split into two panes: 'Details' and 'List'. The 'Details' pane contains a form for adding or editing a contact, with fields for Contact Type (Standard Contact), Title (Mr), First name (Karl), Last name (Studentpadtest), Email (karl@studentpad.co.uk), Skype, Primary Tel (01482 275416), Secondary Tel, Alternate Tel, Fax, House Number/Name (1 the Cottages), and Street 1 (Moseley Road). The 'List' pane shows a table with one contact: 'Standard Contact' for 'Mr Karl Studentpadtest' with phone number '01482 275416'. There is an 'Add new contact' link below the list.

You are able to set contact details for different audiences. Contact details for the properties and adverts shown on the website can be different to those for the University to mailshot or call you.

The "Standard Contact" is the system default if one contact is set.

Communications Log

This can be accessed via "My Communications"

The screenshot shows the 'Agent/Landlord Communication Journal' in the Studentpad system. The top navigation bar includes 'studentpad', 'Home', 'Properties', 'Help', 'Reports', 'Financial', and 'Landlord Zone'. A 'Beta Preview' indicator is visible. On the left, a 'System Settings' menu is open, highlighting 'My Communications'. The main area displays a table with the following data:

Method	Contact	From	Date	Description
Email	Mailshot	Pad Group Admin (Studentpad Demo)	07/03/2019	test unsubscribe

This shows you when the university have contacted you and how.

Datafeed Set-up

If your university have purchased the Data feed option, you can set up your details here so that you may automatically update your properties from your current software provider.

Looking for something else?



Setup a Datafeed



Settings



User Guide



Alert settings

You simply need to select your current software provider then follow steps within the software.

Step 1 - Select your software provider

General Communications Change Password Contacts **DataFeed**

Agent/Landlord Settings

* Required Fields
 rows require vetting; Hover over to see the original value

Lettings Management Software Sync

If you are a letting agent and you use another piece of software to manage your portfolio you might be able to set up automatic uploads of your properties. This means you can continue to manage your properties in your current lettings software and any these will upload to us keeping everything in sync automatically.

Your upload file must adhere to the Rightmove Automated Datafeed Specification Version 3. Please allow up to 3 hours for your changes to appear after any upload.

A user guide can be found here.

Step 1 - Choose your software provider

Please select your software provider from the list of supported providers below. If your provider is not listed please contact support@pad-group.com.

Software Provider:

Step 2 – Take a note of the details provided and contact your software provider with them or follow the instructions online provider by your software provider to set it up.

Step 2 - Contact your software provider

Now you need to configure your lettings software so that it can upload your property portfolio to us. If you know how to setup datafeeds within your software then the details you need are listed below. If not, please use the contact information provided below to get in touch with your provider. You will need to give them some or all of the information you see below.

Website: <http://www.reapit.com/>

Telephone: 0845 330 2965

Email: [href](#)

Host Name: ftp.studentpad.com

Branch ID: DEMSA79

Login Name: im_usr_reapit

Password: ufvhbent9776asdf

Step 3 - Once this is complete, do check your uploads are working.

Step 3 - Check your uploads are working

After you have completed the previous steps, you will be able to see the successful uploads in the grid below. Some lettings software will automatically upload properties at certain times, others will require you to manually upload them by clicking a button. Your software provider will be able to help you with this if you are not sure.

Date	Filename	Properties	Created	Updated
◀ ◁ 0 ▷ ▶ ▶▶ 20 items per page				
No items to display ↻				

Advertising Statistics

Here you can see statistics on how many times your property has been viewed and how well other properties are doing against the other. You can access statistics from your home screen dashboard:

The screenshot shows the 'studentpad' dashboard. On the left, there are sections for 'Alert' (13 Unread messages), 'Fees' (£240.00 outstanding), and 'Useful Links' (GDPR 365). The main 'Your Dashboard' area contains several cards: 'Live properties' (1), 'Incomplete properties' (8), 'Unadvertised properties' (2), 'All properties' (13), 'My information', 'New property', and 'Property views' (160). The 'Property views' card is highlighted with a red box and has a red arrow pointing to the 'All statistics' button. Below the dashboard, there are three icons for 'Settings', 'User Guide', and 'Alert settings'.

Or, whilst viewing your property, select 'Property Statistics' under the Property Management menu:

The screenshot shows the navigation menu of the studentpad interface. The 'Properties' menu item is highlighted with a red box. Below the navigation bar, there are three buttons: 'All Properties' (with a red arrow pointing to it), 'Add a New Property', and 'Reports'. The 'Property Reviews' button is also visible.

Property Management

- All Properties
- Add a new property
- Re-advertise an existing property
- Property List
- View/Change Property
- **Property Statistics**
- Property Communication Journal
- Add Task

Here you can see statistics on how many times your property has been viewed and how well other properties are doing against the other.

Property Viewing Statistics

Filters: Hide

Group By: Start Date: End Date:

[Run Report](#) [Back to List](#)

NOTE: Statistics below are based on total adverts and are taken once daily. [Last Update: 20/03/2019 @ 00:05:00].
Move your mouse over a column header for more information

Agent/Landlord	Property Address	Search Results View	Map Results View	Details View	Totals
Mr Karl Studentpadtest	1 the Cottages	9	-	4	13

Reports

Reports can be accessed either within the Reports tab or the Properties tab.

Both give you a list of reports relating to that subject that are available. You can search for them using the free text box based on keywords.

Reports

Enter HMO, Electrical or Gas etc

- All Expired Properties
This report shows all expired properties
- All Properties
This report lists all of the properties in your database
- All Properties with an Expired Electrical Certificate
This report details all properties whose electrical certificate is expired.
- All Properties with an Expired Gas Certificate
This report details all properties whose gas certificate is expired.

You can then filter these specifically to a property by selecting Property reports.

Reports can be filtered to your requirements, you can export a report to Excel or PDF.

Once you run a report you will see all your properties, so that you may compare them. Reports are in the same format throughout the software.

All Properties with an Expired Gas Certificate

This report details all properties whose gas certificate is expired.

Search

Accommodation Type:	Show All	Living Arrangements:	Show All	Property Live:	Show All
Agent / Landlord:	Show All	Gas in Property:	True	Gas Certificate Expires on or before:	14/11/2018
Report Actions				Reset Filters	Run Report

Reference	Agent / Landlord	House Number	Street	Post Code	Gas Certificate Expiry	Display Until	
DEMSP8872113	Laura2 Jonestest	n/a	James the Fish	WR10 1ZQ	31/10/2018	03/08/2019	<input checked="" type="checkbox"/>
DEMSP8872500	Laura2 Jonestest	5	hamlyn avenue	hu4 6bu			<input checked="" type="checkbox"/>
Reference Count: 2	Agent / Landlord Count: 1						

If there are any reports you feel would be useful, from the data we store for you, please let your institution know and we will look into creating the report for you.

If you require any further help please make contact with your institution following the contact instruction on their studentpad site.