

# Landlord Dashboard

## A User Guide

V2.1



*Revised October 2016*



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## How to Log on

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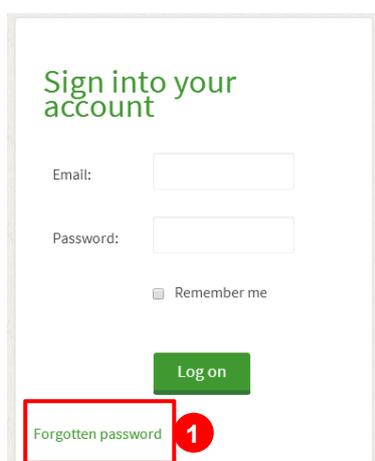
All users can access dashboards via the 'My Unipol Login' button located in the top right hand corner of the site or by using the following address: [www.unipol.org.uk/special-pages/login](http://www.unipol.org.uk/special-pages/login).



## Log on screen -

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When prompted to log on, enter your email address and password then click **Log on**

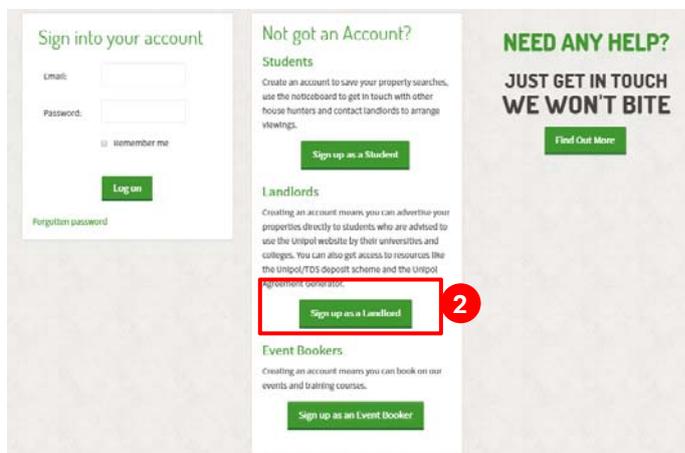


If you have forgotten your password select the **Forgotten password** link (1). This prompts you to enter your email address, you will then receive an email with a link attached. When clicked on, this link will take you back to the Unipol site and allow you to enter a new password.

After five incorrect attempts to enter a password your account will be locked and you will be emailed with a link to reset the logon.

## Creating an account

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If you do not already have an account click on the **sign up as a landlord** button (2) to the right of the logon panel.

Owner Sign Up

Username/Password

Select City to advertise in  
-- Select Option --

Email Address\*  
Email Address

Password  
Password

Password strength: Strong  
Confirm Password

Personal Details

Title: First Name\* Surname\*  
Title First Name Last Name

Company  
Company Name

Contact Name Contact Number  
Default Contact Name Contact Number

Website  
Website

Address

House Name  
House Name

House Number Street  
House Number Street

District  
District

Town/City  
City

County  
County

Post Code  
Post Code

Create My Unipol Account 3

Select the city you want to advertise in (if you advertise in more than one then you will need to create separate accounts), complete the required fields then press **Create My Unipol Account (3)**. You will then be taken the dashboard home.

## Dashboard Home

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The dashboard allows you to manage all aspects of letting your properties through Unipol and gives you access to special features like the Agreement Generator and Unipol / TDS deposit protection scheme.

The screenshot shows the 'My Unipol : Welcome John' dashboard. It features a central navigation menu with items 2 through 6, a 'Sign Out' button at the top right, and several informational panels. Panel 1 is the 'Profile Summary' showing user details. Panel 2 is 'My Profile' with a 'Manage' button. Panel 3 is 'My Messages (0)'. Panel 4 is 'My Properties'. Panel 5 is 'My Adverts'. Panel 6 is 'My Payments'. Panel 7 is 'Statistics' showing advert views and average rent. Panel 8 is 'Market Information and Products' with a 'Learn More' button. Panel 9 is 'Useful Links' with a 'Star Ready Reckoner' button. Panel 10 is 'Pay for Code Membership'. Panel 11 is 'Membership' with a 'Register' button. Panel 12 is 'Sub-Users' with an 'Add a sub-user' button.

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### 1. Profile Summary

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This panel lists your user number (or landlord ID) and Code status including length of membership and if you are a Golden Owner.

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### 2. My Profile

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This area allows you to update your contact information, landlord profile and contact preferences

Before you can make any changes to your profile you need to click on the **Edit Profile** [Edit Profile](#) button that appears at the top of each section.



### a. Basic information

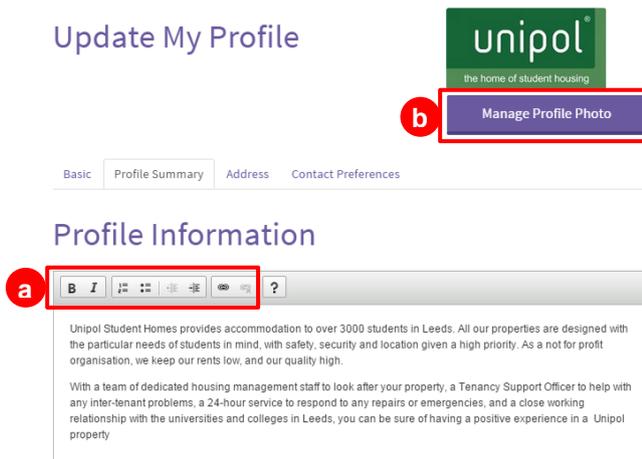
Contains details including your name, company name and Contact information

### b. Profile Summary

If you are member of a Unipol Code you can create a profile to show up in the Landlord Directory. The landlord's profile gives you an opportunity to promote your business directly to students and parents. You can use a photograph of yourself or your shop front (if you have one) or alternatively a logo.

Simple formatting can be applied to your profile using the tools, (a) you can bold or italicise text, apply bulleted or numeric lists, indent text and create links to external webpages.

## Update My Profile



### Profile photo

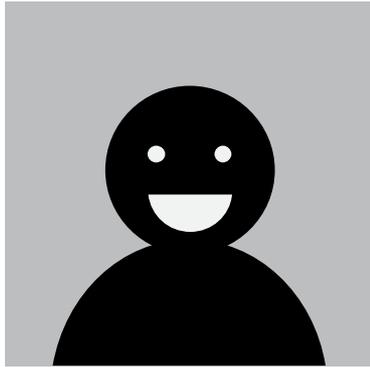
To add a photo click on **Manage Profile Photo** (b) button which will open the **My Picture** page. Select the Browse button which will open a new window to choose the image to upload.



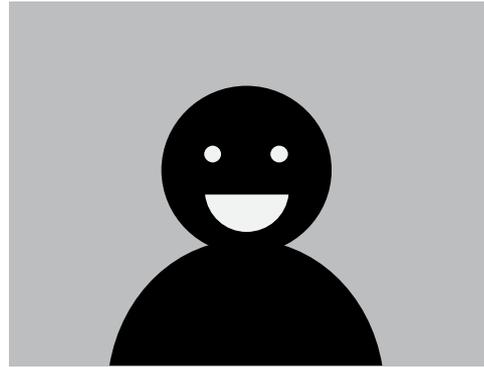
### Tips

- Photos can be supplied in a 4:3 aspect ratio (rectangle shape) which most digital cameras do by default and can be supplied in landscape or portrait. Photos will be resized on the website to a square format so supplying in a 1:1 aspect ratio (square shape) will mean images are reproduced without any squeezing. Some cameras have this option or they can be cropped using basic photo editing software.
- Photos should be taken against a neutral background (ideally white).
- Aim to get just head and shoulders in the shot with the face being central.

The example below shows two images with the ideal composition



1:1 Aspect Ratio image



4:3 Aspect ratio image

### c. Address

This area contains your postal address which will not appear on adverts.

### d. Contact preferences

These are a set of controls which allow you to specify what contact details appear on your adverts, how you would like to be contacted by Unipol and if you would like to be contacted by other third parties.

### e. Password change

Click on the **Change my Password** link, you will be prompted to enter your existing password and then what you want your new password to be. You will need to confirm the new password before pressing **Change Password**.

Change your Password

A strong password helps to prevent unauthorised access to your email account.

Your existing password:

New password:

Confirm password:

Password strength:

Change password

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## 3. My Messages

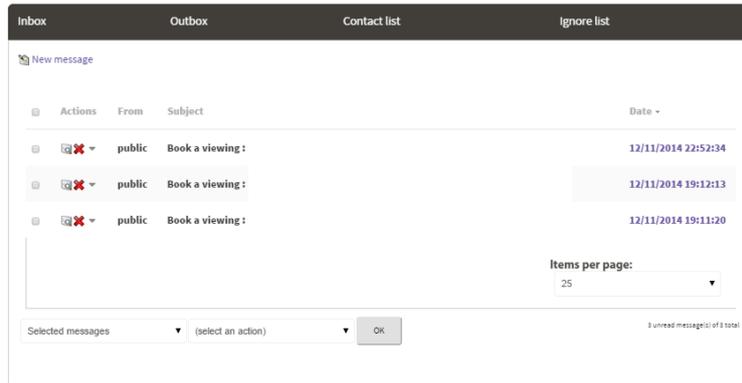
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Students can contact you directly through the website, either through your advert or your profile (if you have paid to advertised properties).

You will be sent a notification of new messages to your main email address which will contain the student's email address (it may also contain a phone number if supplied). Please note that you cannot respond directly to these messages but need to create a new email and insert the student's email address. Alternatively you can reply using 'My Messages' section on your dashboard.

### Replying to messages

Unread messages will have the sender (From) and subject line in bold - to respond to an email click either of these. You can only reply to messages where the sender is not listed as public, if you have received this type of message the contact details will need to be taken from the content of the email and responded to outside of the Dashboard.



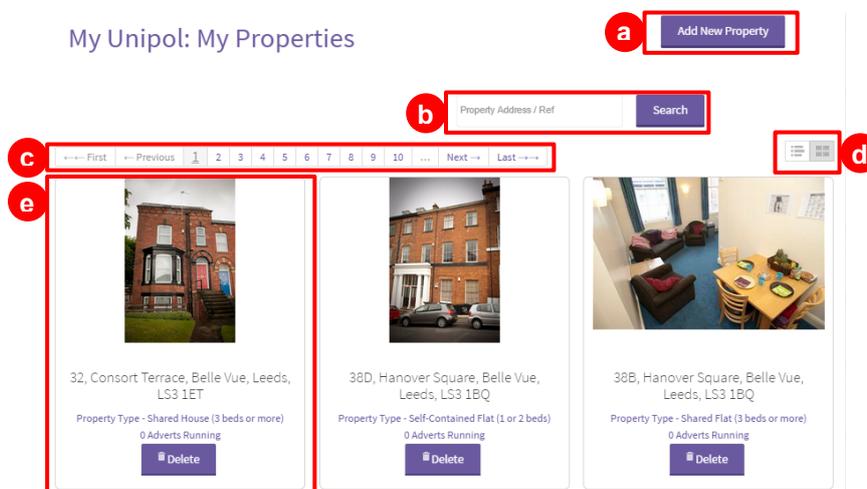
The full message will be displayed when you click on the individual email. Click **Reply**, type your message and press send. Ensure you've entered the correct delivery address if it was initially from 'public'



## 4. My Properties

This section will show you how to add a new property, how to amend a property record and how to copy a property record. Please note that the property record is not an advert but a record of your properties, their location and amenities.

Any advert you wish to display on the website will need to be 'attached' to a property (see my advert section on how to create an advert). It is important that any improvements you have done on your property are reflected in this section. You are advised to update and/or check your property record before creating a new advert.



Existing properties are displayed in a grid view or can be changed to a list view (d). Up to 24 properties are displayed on a single page, these can be filtered by typing in part of the address into the search box (b) and clicking **Search**, or by navigating through multiple pages using the navigation bar (c). The property summary (e) shows the primary photo, address, property type and how many adverts are currently running against it.

### Adding a new property

Click on the **Add New Property** button (a) and a pop up will appear asking you to select the type of property: either Large Development or Standard Property. Select one of the two options and the property edit screen will appear.

#### Create address and set map marker

Fill out the address details for the property and then click on the **Set location based on Address** button (a). A marker will be dropped at the centre of the property postcode, this position can be refined by dragging the marker around the map. You can re-centre the marker at any time by clicking on the set location button again.

**NOTE:** the area filed is locked once an advert has been published against a property and this can only be altered by Unipol staff.

#### Property Details

The property details section is split into 5 tabbed sections:

- Basic details
- Amenities and facilities
- Heating & Water
- Safety & security
- Energy Efficiency

Complete each section and then click on the **Save** button at the bottom of the page. If the property has been successfully saved you will see a green bar appear above the save button saying **Property was saved** with the date and time this happened below.



You will also be prompted to create an advert, clicking on the **Create an Advert** button will open a blank advert record (see section 5b)



If you have missed any mandatory fields a red error box will appear, the affected fields will also be highlighted in red.



If no box appears you may have settings and plugins to your web browser preventing this. You can download a separate guide for identifying and fixing this error from:

[http://www.unipol.org.uk/documents/landlords/landlordguide\\_disablingadblock](http://www.unipol.org.uk/documents/landlords/landlordguide_disablingadblock)

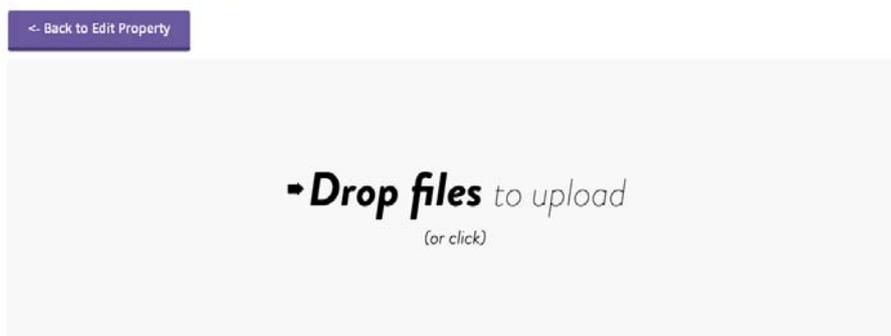
### Adding photos / floor plans

After you have saved a property, two new tabs for adding photos and floor plans will appear in the **Property Details** area. Images for both sections must be saved in a JPEG format and it is recommended that they are no more than 5MB in size.

**NOTE:** editing images does not requires you to save the property record to confirm changes.

To add images go into the **Photos** or **Floorplan** tab and click on the **Upload** button and an upload area will appear. You can drag multiple files from your computer onto the grey area and they will automatically upload, alternatively you can click on the grey area and select images one at a time.

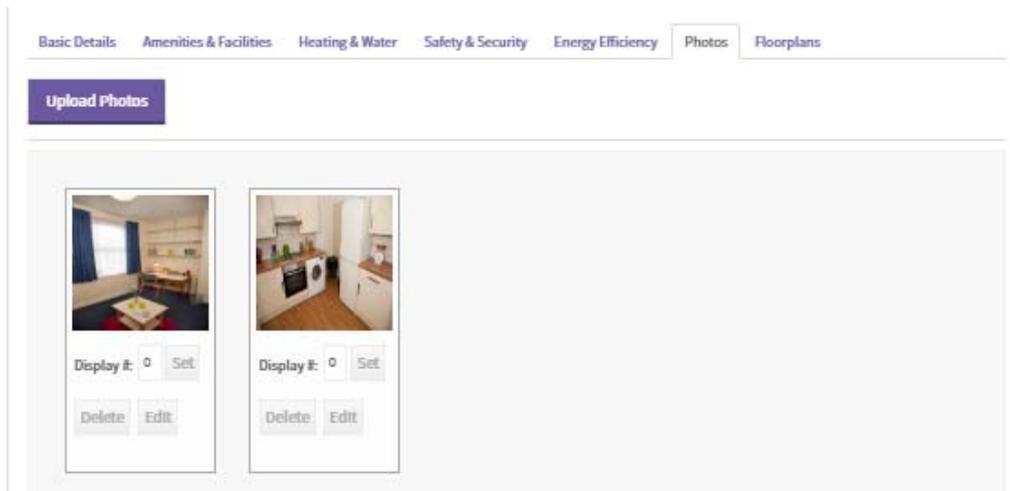
### Property Image/Floorplan Upload



### Image ordering

Once images have been added to a property, the order in which they will appear on the advert can be fixed, by setting the display number, with 0 appearing first and higher numbers appearing in order

after this. Each display value must be set individually; enter the order number required and press the **Set** button immediately to the right.



#### Rotating images

To rotate an image click on the **Edit** button then each time you click on the image it will rotate it 90 degrees. Press the **Update** button to confirm changes or **Cancel** to discard them

#### Deleting images

Click on the **Delete** image button underneath the relevant thumbnail image and a warning message will be displayed, click **OK** to confirm.

#### **Amend a property**

Click on the photo or text in the relevant **Property Summary** area (e) and the property edit screen will appear, make the required changes and click the **Save** button at the bottom of the page.

#### **Copy a property**

Click on the photo or text in the relevant **Property Summary** area and the property edit screen will appear. Select the **Copy Property** button under the property details area. You will be asked if you are sure you want to perform the copy; click **Copy** and you will be asked if you want to be redirected to the new copy - click **OK** to do this or **Cancel** if you want to remain in the current property view.

#### **Delete a property**

Click on the **Delete** button in the **Property Summary** area. You will be asked to confirm if you want to continue with the deletion - click **Delete** to complete this process

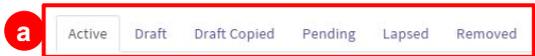
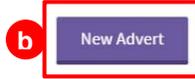
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## **5. My Adverts**

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While property records contain details about location and amenity levels, the advert contains more dynamic details about rent, additional charges, included items and availability that are more subject to change on an annual basis. Each advert is linked to a property record and therefore when the final advert is created it will 'pull' both information from that record and the new information you submit when you make an advert. Multiple adverts can be created from a single property record if required (e.g you can have one advert for 1 room available from 1st February and second advert for the whole house from 1st July). The information shown to students on the accommodation search will combine information from the property record and the advert information

## My Unipol: My Adverts



Active

First Name/Last Name/Address/Advert #

Reference No.	Title	Available From	Beds	Beds Available	PPPW	Live	Actions
1154	1, Barnborough Street , Burley, Leeds, LS4 2QY	01/07/2014	3	3	£68	Yes	Lapse
1208	12, Beechwood Mount, Burley, Leeds, LS4 2NQ	01/07/2014	4	4	£65	Yes	Lapse

### a. Advert Status

Advert records are categorised into six different tabs:

- Active - Approved and available to search (unless they are embargoed because the contract start date happens after the house hunting start date)
- Draft - Newly created adverts that are not ready for submission
- Draft Copied - copies of existing adverts that are not ready for submission
- Pending - adverts that have been submitted to be approved by the Accommodation Bureau
- Lapsed - adverts where properties have been let
- Removed - adverts that have been deleted

### b. Create a new advert

Click on the **New Advert**  button from the top right of the dashboard which will open a new record. Your contact details will already be prefilled depending on information entered in your profile but these can be changed on the advert if required.

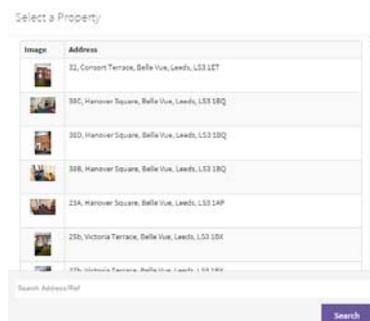
#### Select a property to advertise

In the right hand panel click the **Select a property** button.

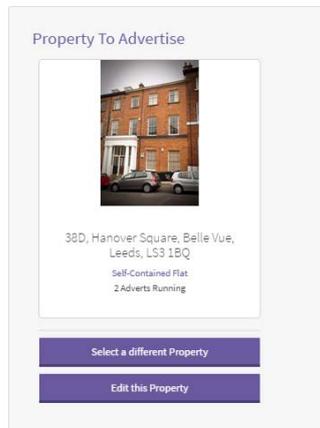
#### Create A New Advert

A screenshot of the 'Create A New Advert' form. It has three tabs: 'Advert', 'Rent & Charges', and 'Terms & Charges'. The 'Advert' tab is active. The form contains several input fields for contact information (Advert Name, Contact Name, Contact Number, Contact Email, Second Contact Name, Second Contact Number, 2nd Contact Email), a dropdown for 'Tenancy Agreement\*', a date field for 'Contract Start Date\*', a radio button for 'Fixed Start Date', and a number field for 'Available Beds\*'. On the right side, there is a 'Property To Advertise' section with a 'Please Select a Property For this Advert' message and a 'Select a Property' button. Below that is a 'Marketing Information' section with a rich text editor.

A list of all your available properties will appear, select the property required by clicking once on the address.



The 'property to advertise' panel will update to show a summary of the property you have chosen. You can choose to select a different property if you change your mind or have made a mistake. You can also go straight to edit the property - but make sure you save any changes to the advert before doing this.



### Advert information

Advert details are divided into the following categories (please complete all three sections below before saving the advert:

#### Basic Details

The screenshot shows a form with several sections. At the top, there are three tabs: 'Advert', 'Rent & Charges', and 'Terms & Charges'. The 'Advert' tab is active. The form contains the following fields and options:

- Advert Name\***: Text input field with 'Advert Name' as a placeholder.
- Contact Name\***: Text input field with 'John' as a placeholder.
- Contact Number**: Text input field with 'John' as a placeholder.
- Contact Email**: Text input field with 'test10@test.com' as a placeholder.
- Second Contact Name**: Text input field with 'Second Contact Name' as a placeholder.
- Second Contact Number**: Text input field with 'Second Contact Number' as a placeholder.
- 2nd Contact Email**: Text input field with 'Second Contact Number' as a placeholder.
- Tenancy Agreement\***: Dropdown menu with 'Assured Shorthold' selected.
- Contract Start Date\***: Date input field.
- Fixed Start Date**: Radio button with 'NO' selected.
- Available Beds\***: Text input field with '0' as a placeholder.
- Let Individually**: Radio button with 'NO' selected.
- Let Only**: Radio button with 'NO' selected.
- Suitable For**: A list of checkboxes:
  - Couples
  - Families
  - Postgraduates
  - Professionals
  - Undergraduates
  - Wheelchair accessible
- Direct Booking website**: Text input field.

On the right side of the form, there is a 'Property To Advertise' panel. It contains a message: 'Please Select a Property For this Advert' and a 'Select a Property' button. Below this is a 'Marketing Information' section with a rich text editor toolbar (containing icons for Bold, Italic, Underline, Bulleted List, Numbered List, Link, and Help) and a large text area.

## Rent & Charges

Advert Rent & Charges Terms & Charges

Rent (pppw)\*

Rent Collection Period

Deposit Taken  NO

Sign Up Fee  NO

Short Term Lets

Summer Rent Concession

Rent Guarantor Required  NO

Extra Rental Information

## Terms & Charges

Advert Rent & Charges Terms & Charges

### Inclusive & Supplement Items

Item	Not Inclusive	Inclusive	Supplement to Pay	Supplement Price (pppw)
Electricity	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	£ <input type="text"/>
Gas	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	£ <input type="text"/>
No Gas Present	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	£ <input type="text"/>
Water	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	£ <input type="text"/>
Utility Supplement (water, gas and electricity)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	£ <input type="text"/>
Energy Supplement (gas and electricity)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	£ <input type="text"/>
Telephone	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	£ <input type="text"/>
Internet	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	£ <input type="text"/>
Gardening	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	£ <input type="text"/>
TV Licence	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	£ <input type="text"/>
Other	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	£ <input type="text"/>
Contents insurance	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	£ <input type="text"/>

### Other Charges

Other Charges  NO

### Internet

Provider

Included in Rent  NO

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Details

Speed	<input type="text"/>	Mbps	£ Price
Speed	<input type="text"/>	Mbps	£ Price
Speed	<input type="text"/>	Mbps	£ Price
Speed	<input type="text"/>	Mbps	£ Price

### c. Advert Functions

At the bottom of the screen there are a set of function buttons:

- **Back to advert list** - takes you back to My Adverts
- **Save Advert** - saves any changes made to advert
- **Submit for Approval** - This will appear if you have purchased adverts (see section 11 membership and credits), when clicked your advert will be moved to pending and the accommodation Bureau will be notified. Once an advert has been submitted for approval you will no longer be able to change the linked property or the contract start date.
- **Preview** - Opens a new window to show you how the large version of advert will appear on the live site
- **Copy** - Takes a copy of the advert and saves it in the Draft Copied tab in My Adverts
- **Lapse** - If an advert is live you can click on this button to remove it from the property search.
- **Remove** - If the advert is in Draft, Draft Copied or Lapsed you can click this button to move it to the Removed tab

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## 6. My Payments

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This area lists details of all payments made through the dashboard or Unipol Bureau.

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## 7. Statistics

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This area of the dashboard shows how many times your adverts have been viewed this year, how many adverts you currently have running (active) and how many adverts are waiting for Unipol to approve (pending).



It will also show average rents for all advertised properties in the current year.

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## 8. Market Information and Products

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Clicking on the **Learn More** button under this section will open a section of advice for you that is not publically available elsewhere on the website.

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## 9. Useful Links

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Tenancy Deposit Scheme (TDS)



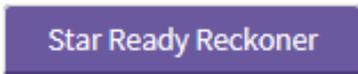
This link will allow you to register to use the Tenancy Deposit Scheme or access their website if you already have. It will only be visible if you are a member of the Unipol Code.

### Assured Shorthold Tenancy Generator (AST)



This link opens up the Unipol Agreement generator enabling creation of new contracts and access to previous saved ones. This link will only be visible if you are a member of the Unipol Code and currently advertising.

### Star Ready Reckoner



The Star Ready Reckoner allows you to test various amenity levels and see what star ratings would be applied. The star ratings of your property(ies) will only display on the website if you are a Unipol Code member.

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## 10. Pay for Code Membership

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Select this option if you want to join the Unipol Code or renew membership and a new payment window will open. Chose the amount of properties to be covered by the Code then read and agreed to the terms and conditions before typing your name. Then click **Continue to Checkout** and follow the on screen prompts to pay.

### Code Payment for Unipol Leeds

Select the code period

#### Some Important Information We Need You To Read

##### Terms and Conditions (expand & read)

I agree to the terms & conditions listed above

As part of the terms of code membership, we need to know your name.

Please enter your name:

Unipol may also pass information to third parties for direct marketing purposes. Tick here if you wish to opt out from this.

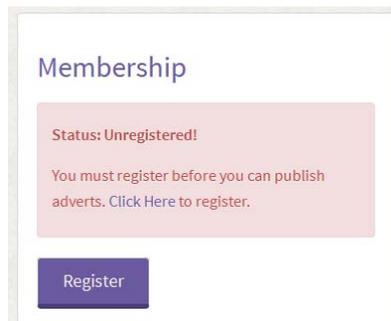
[< Back to my dashboard](#)

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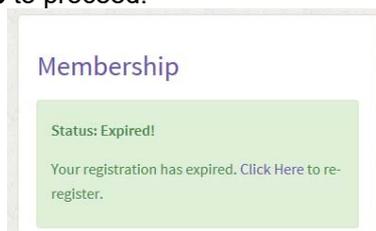
## 11. Membership and Credits

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If you have not registered to use the service before, or your registration has expired, click on the **Register** button in the Membership panel.



If you have previously registered then you will see a registration expired message and will need to select the link that says **Click Here** to proceed.



The registration page will open:

### a. Membership Fee

Select your owner status (what accreditation schemes you belong to) and membership type (based on the amount of properties you own).

### b. Advert Fee

Select what dates you want your adverts to appear in and then how many adverts you want to run - a summary of the costs will be displayed underneath these options.

If you are trying to advertise over 30 properties a button will appear to **Request a Negotiated Fee**. Clicking on this will alert the Unipol accommodation bureau, who will contact you to arrange this.

### c. Terms and Warranty

After completing the membership and advert details you will need to read and agree to the terms and conditions of using the service and agree to the warrant declaration. To read the relevant section, click on the text saying **expand & read**, to agree click in the tick box for the Terms and Conditions then type "warranty confirmed" in the text box under Warranty or Safety.

You will then be able to click on the **Continue to Checkout** button.

### d. Checkout

A summary of what you are purchasing and total cost will be shown.

Your Name	Payment Type	Fee Band	Advert Qty	Expires	Sub Total	VAT	Total (inc. VAT)
Unipol Leeds	Advert Fees	January to June 2014	3	January 31, 2015	£175.50	£35.10	£210.60

[Pay Online Now](#)

Please note, you will be taken off to Worldpay's website to process your card payment.

  
payments powered by  
WorldPay

[Pay in person at the Unipol Bureau](#)

You can chose to **Pay Online Now** where you will be asked to enter card payment details through secure Worldpay webpages. Once the transaction is complete, membership and any credits purchased will be immediately added to your account.

If you select to **Pay in person at the Unipol Bureau** then the system will store your transaction and it will be marked as paid by Unipol staff once monies are received.

#### Failed / incomplete online payments

If an online payment fails or you do not complete the process, the transaction will be saved and displayed in the membership panel on your Dashboard. You can complete the process by selecting the **Pay** link which will open the checkout page.

### e. Purchasing more adverts

If you need to purchase more adverts click on the [Purchase More Adverts](#) button in the membership panel, you will be asked to confirm when your adverts will run, your owner status and amount of adverts you need. You will then need to agree to the Terms and Warranty again before proceeding to the checkout.

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## 12. Sub-Users

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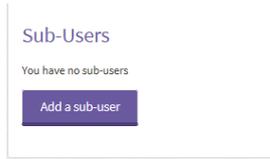
You can set up users to perform some functions within your dashboard. This is a facility that managing agents will find particularly useful as they can create multiple accounts for their staff:

Sub-users are able to:

- Manage adverts and properties
- Respond to messages
- Access the Tenancy Deposit Scheme and Agreement Generator

### Create Sub-User

Click on the **Add a sub-user** button on your dashboard



On the Sub-User Sign up page enter a name and email address, tick the checkbox to confirm the logon is enabled and select the **Create Sub-User** button. The dashboard will send out an email containing a randomly generated password.

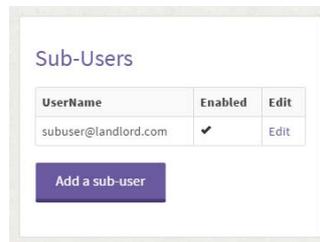
## Sub-User Sign Up

A screenshot of the "Sub-User Sign Up" form. The form is titled "User Details" and contains the following fields:

- First Name: Input field with placeholder text "First Name".
- Surname: Input field with placeholder text "Surname".
- Email Address\*: Input field with placeholder text "Email Address".
- Login Enabled: A checkbox that is currently unchecked.

Below the form is a purple button labeled "Create Sub-User".

Once sub users have been added their details can be edited from your dashboard homepage. Click on the **Edit** link next to the relevant username and the sub-user sign up page will open.



### Disable Sub-User

Click on the **Edit** button next to a user and on the Sub-user sign up page un-tick the **Login Enabled** option.