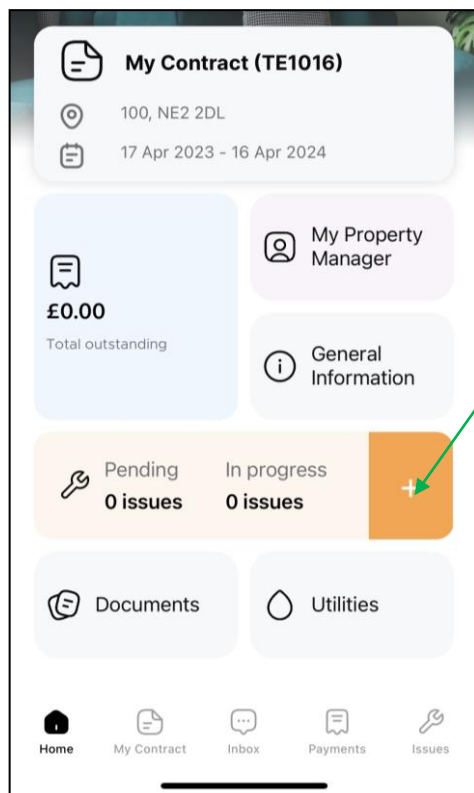


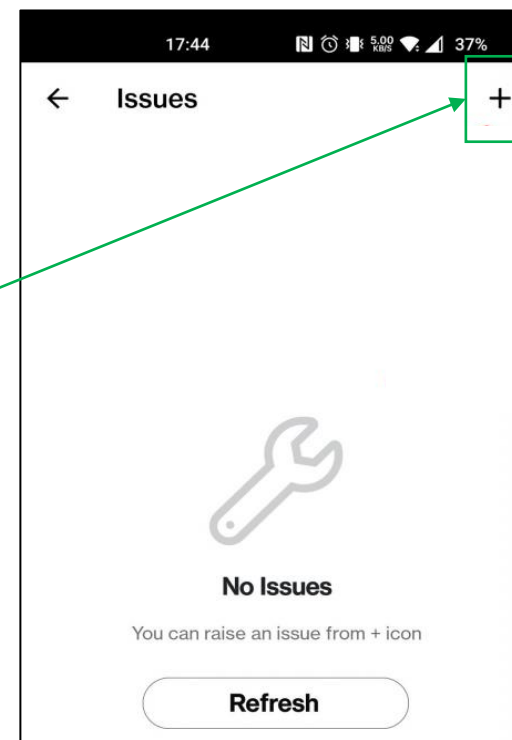
## How to register for Arthur Occupant:

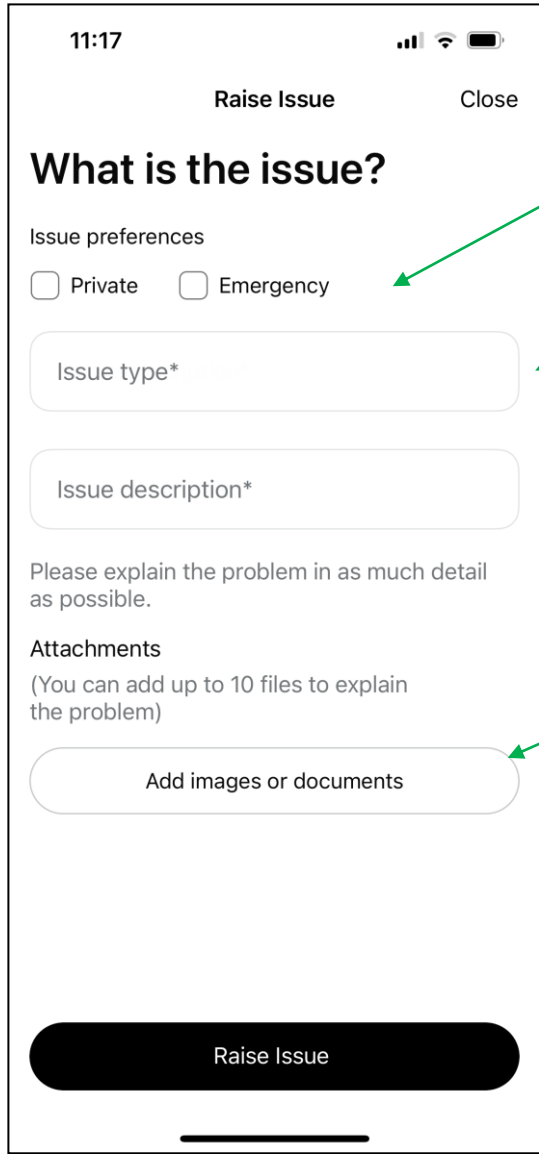
1. From the email from us inviting you to register for the system, click on the link at the bottom of the email and add a password.
2. Once you have registered, you will be able to access the desktop version or you can also obtain your app from Apple or Android by searching for 'Arthur Occupant' and logging in with your email and password.

## How to raise a maintenance issue:

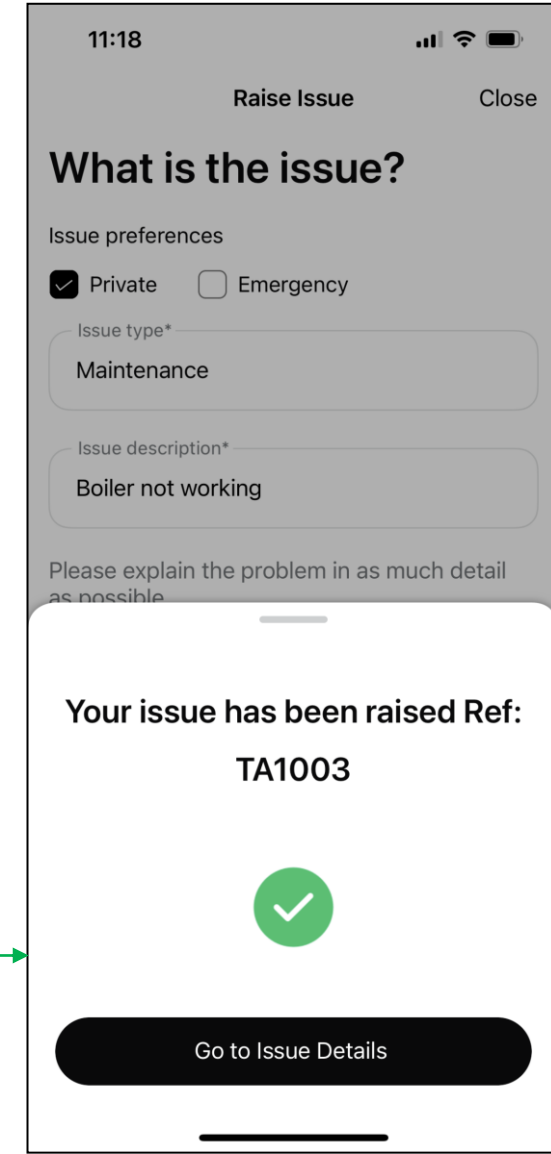


1. Once logged in, click on '+' icon on the home dashboard
2. Then '+' to add a new issue.

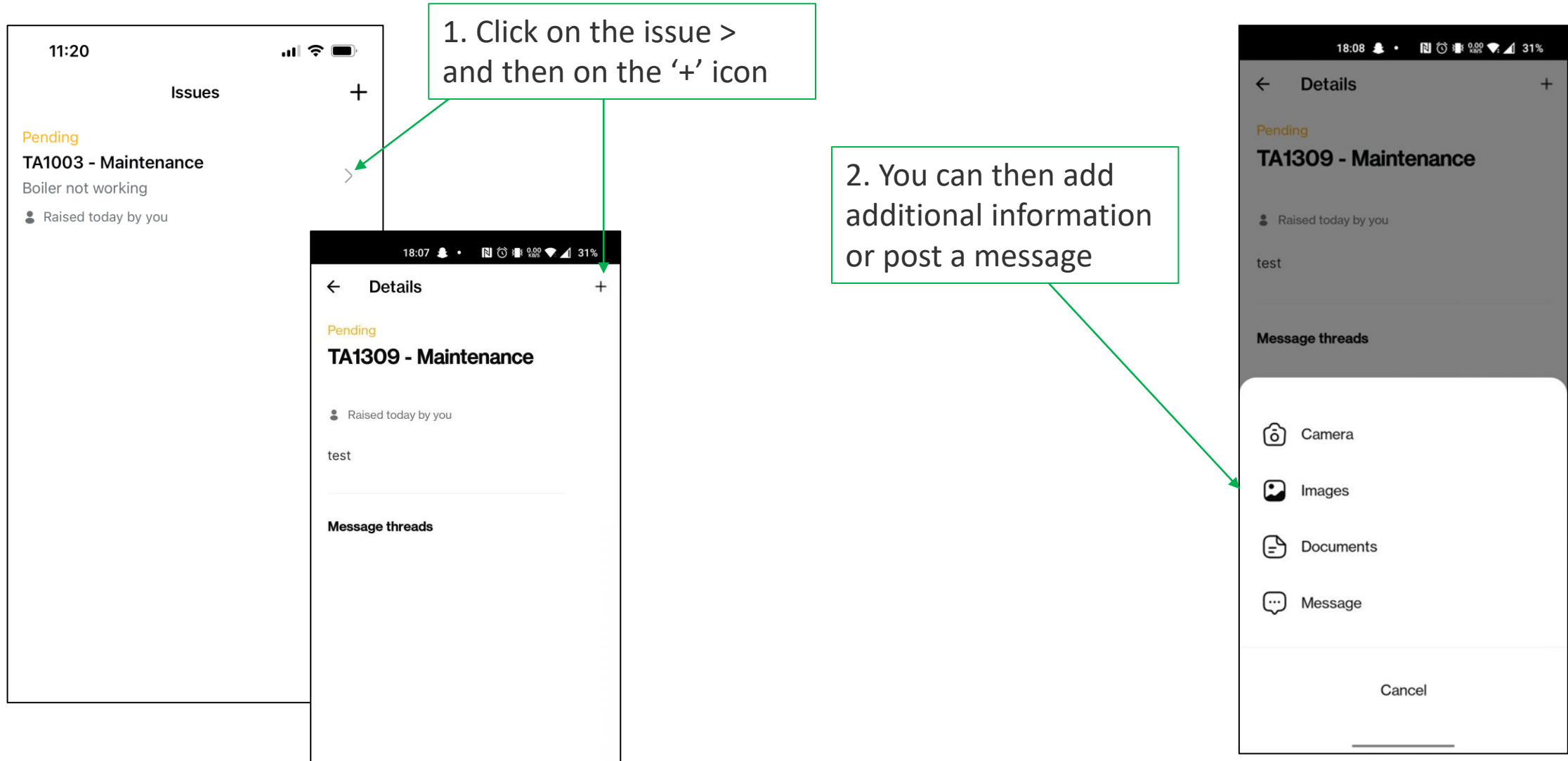




3. Leave blank unless you wish to select the 'Private' (so no other tenant at the property can view) or 'Emergency' toggle
  4. Choose 'Maintenance' from 'Issue type' drop down box.
  5. Add the 'Issue description' (Please provide as much details as possible)
  6. Add any images and documents.
  7. Click 'Raise Issue'
- You will then receive a confirmation message and reference number



## How to track and amend existing issues:



1. Click on the issue > and then on the '+' icon

2. You can then add additional information or post a message