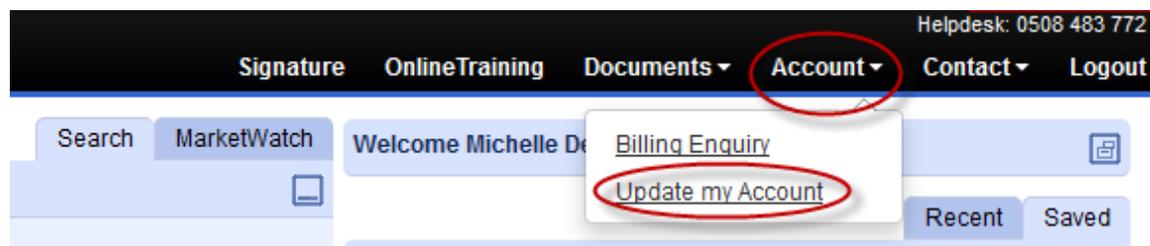


Changing your Account Details

Property Guru gives you total control over your account details allowing you to update your information as and when you want without having to go through security checks or having to wait for our support team to make the changes for you.

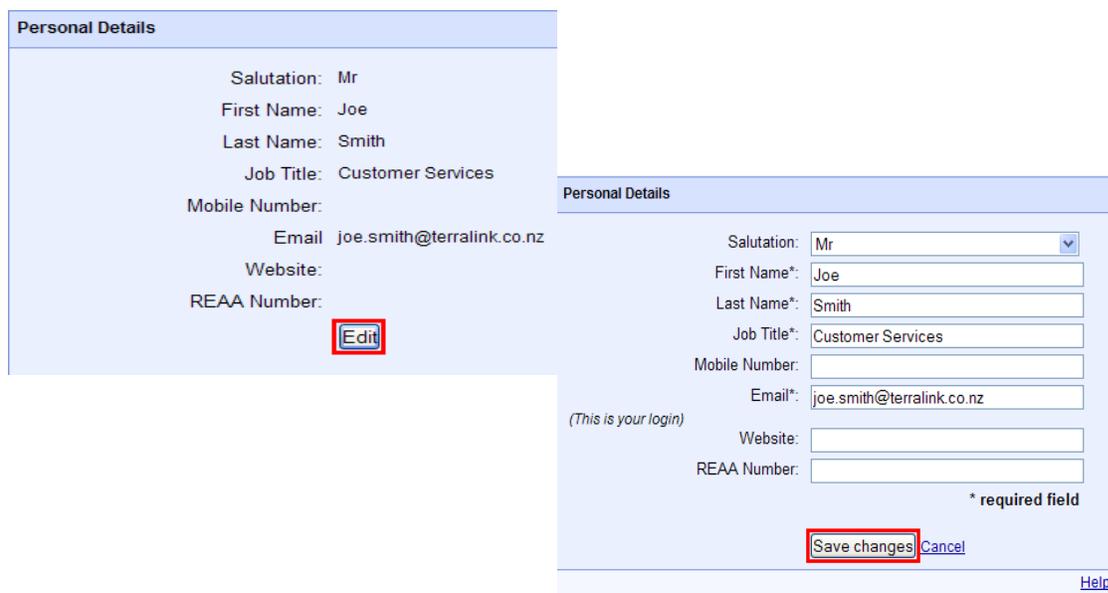
10.1 – Accessing your Account Details

You can access your account information by selecting the **'Update my Account'** feature found under both the panel showing your personal information and under the **'Account/Settings'** menu.



10.2 – Changing your personal details

Once you have accessed your account details, you are able to edit any of your personal details including your name, job title, contact details, website, and REAA membership number. Simply click on the **'Edit'** button shown in order to change any of your personal details.



The screenshot shows the 'Personal Details' form. The left side displays the current details: Salutation: Mr, First Name: Joe, Last Name: Smith, Job Title: Customer Services, Mobile Number: (blank), Email: joe.smith@terralink.co.nz, Website: (blank), REAA Number: (blank). The 'Edit' button is highlighted with a red box. The right side shows the form fields for editing: Salutation: Mr (dropdown), First Name*: Joe, Last Name*: Smith, Job Title*: Customer Services, Mobile Number: (blank), Email*: joe.smith@terralink.co.nz, Website: (blank), REAA Number: (blank). The asterisk indicates required fields. The 'Save changes' button is highlighted with a red box, and the 'Cancel' button is also visible. A 'Help' link is at the bottom right.

Click **'Save Changes'** when you are done to update your account.

10.3 – Changing your Password

You can change your password as often as often as is needed and we recommend that you update your password regularly for security purposes. The only requirements for your password are that it needs to be alphanumeric (a combination of letters and at least one number) and that you must be logged in in-order to change the password.

Should you need to change your password, select the **'Update my Account'** option and click on the words **'Change Password'**. You will be prompted for your current password and a new password. You will need to confirm the new password and once you have made the changes you will need to click on the **'Save Changes'** button.

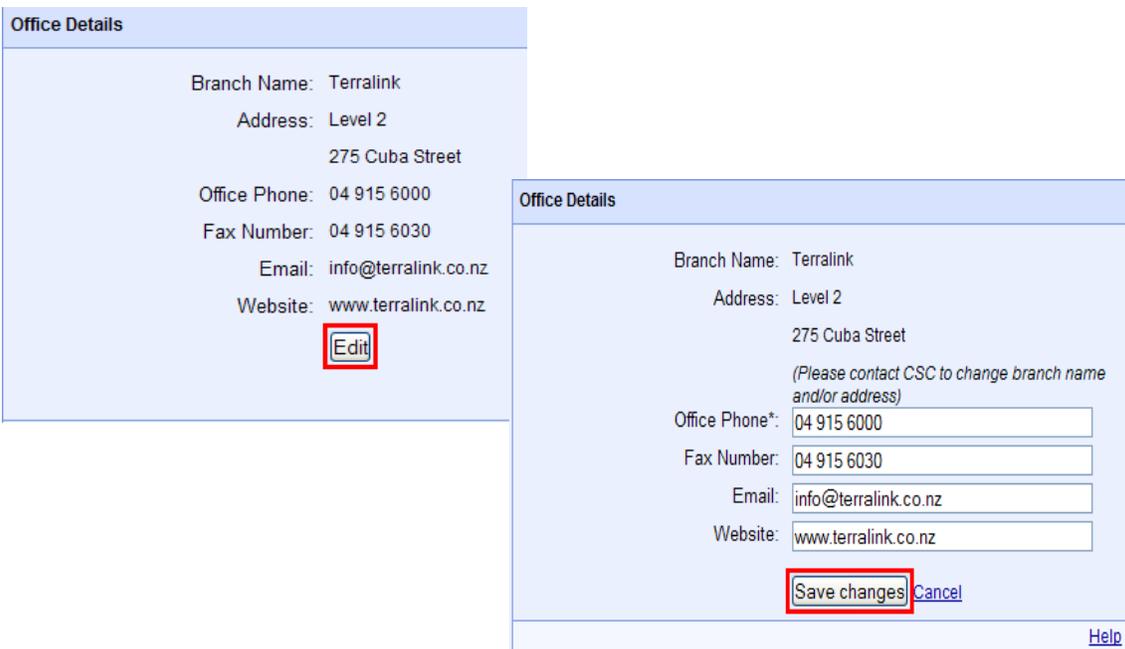


The screenshot shows a form titled "Password Details" with three input fields: "Old Password:", "New Password:", and "Confirm new Password:". Below the fields is a "Save changes" button.

You can also request that the Administration user for your account change the password for you if required.

10.4 – Changing your office details

You can change any of your office contact details under the **'Update my Account'** feature by selecting the **'Edit'** option under the **'Office Details'** panel.



The screenshot shows two views of the "Office Details" form. The left view shows the current details: Branch Name: Terralink, Address: Level 2, 275 Cuba Street, Office Phone: 04 915 6000, Fax Number: 04 915 6030, Email: info@terralink.co.nz, Website: www.terralink.co.nz. An "Edit" button is highlighted with a red box. The right view shows the form with input fields for each field, with "Office Phone*" and "Fax Number" fields containing the values 04 915 6000 and 04 915 6030 respectively. A note below the address field reads: "(Please contact CSC to change branch name and/or address)". The "Save changes" button is highlighted with a red box, and a "Cancel" link is visible next to it. A "Help" link is located at the bottom right of the form.

Enter in the new details and select '**Save changes**' in order to update your account. To change your office name or address details, please contact the Customer Services Centre (please note that changes to your office name and location are not immediate).

10.5 – Account Enquiry - Billing Enquiry Report

This option is used to get a break down of your account activity in Property Guru. It shows any reports and documents that you have selected or purchased, the date that the event occurred, the user name, any billing codes that may have been entered, and the costs (if any) associated. You are also able to generate an account report in an Excel format that can be saved or printed.



List account transactions

Report on all users within your company. Select 'All Users' for login name and run the report as usual. View the results on screen, or copy and paste them into Excel.

login name: Crash

billing code (optional):

date range: 01/06/2010 to 02/06/2010

sort by: Date/Time then by User

[Help](#)

Just complete the fields as prompted - once you are happy with these details you can click on '**View Report**'.

Individual users can only see transaction details under their own log in name; however the Administration User for your account can view all activity for all users.

10.6 - Manage Other Users

To add or remove users from your office Property Guru account you will need to contact our Customer Service Team via email info@terralink.co.nz