Frequently Asked Questions (FAQ's)

General FAQ's

How do I learn more about the different features of Property Guru?

Property Guru now offers a comprehensive and in-depth training area that can help you to learn more about the many features available and which can enhance your overall Property Guru experience.

Simply click on the **Online Training** button (highlighted below) to be taken through to the available Training Video's, PDF Tutorials and the schedule for up-coming live tutorials available via our Webinar service.


What is a Webinar and how do I access these?

A Webinar is online seminar that you can access from any computer connected to the internet. We have available a series of seminars about using the many different features found in Property Guru that are hosted by a live operator. The operator is able to talk to you as they show you how to navigate through the different features (you will need speakers or headphones in order to hear the operator talking) and you will have the opportunity to ask questions at the end of each seminar.

The different seminars are scheduled for certain times on certain days and if you are interested in attending a particular seminar you simply need to log in at the scheduled time. A list of the schedules for our Webinar service is available in our **Online Training** section.

My personal details have changed, how can update these?

You can update any of your personal details (including your name and contact details) by accessing the **Personal Details** section of the **Update my Account** feature found under both the panel showing your personal information and under the **Account/Settings** menu.
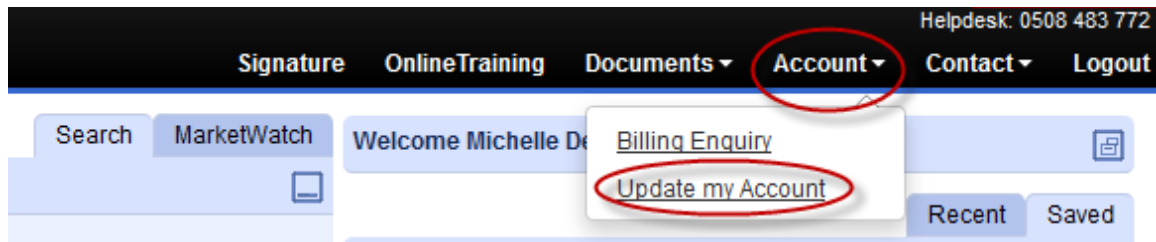
My company contact details have changed, how can update this?

If any of your major details have changed (for example, the company name, or the physical address) you will need to contact the customer support team to ensure all details are updated. Please note, this will not be an immediate update.

If you need to change a phone or fax number, or an email address, you can do so under the **Office Details** section of the **Update my Account** feature.

How do I change my Password?

Once you are logged into Property Guru you can choose to change your password by selecting the **Update my Account** option and then selecting **Change my Password**. For more information on this, please see Module 11.

I have forgotten my password, how can I log in?

You will need to contact the customer support team to have your password reset.

My document orders are being sent to the wrong person, how can I ensure they will be sent to me?

When you are placing your order the delivery email address will automatically populate for you, however this can be changed on a case by case basis as needed.

To ensure that your contact details, including your email address, are correct you can check the **Personal Details** section of the **Update my Account** feature. The email address (and other details) saved here is specific to your login. Please see Module 11 for more information on this.

The title number is missing from the Property Summary report – how can I get this?

If you ever come across any missing or incorrect details please contact our customer support team to notify them. Any data missing from the Property Summary report can often be found in other available reports for the property concerned.

My search is returning no results – why?

There could be one of several reasons as to why this is occurring;

1. Check the region in which you are searching is the correct one - see Module 1 for more information on this.
2. Check that there are 5 or more characters in the search field – Property Guru will only produce a list of possible results once you have typed a minimum of 5 characters.
3. Check the spelling - accidental miss-spelling of a road or street name will prevent any results being found.
4. Log out and log back in. Sometimes the session your are in needs to be reset.

If none of these options are affecting your search it may be that there is an error in the data that has been supplied to us so please contact our customer support team on 0508 483 772

What if I'm not sure of the spelling or my search criterion do not contain 5 characters?

You can use the % symbol as a wild card – type as many characters as you can and then add the % symbol on the end of what you are typing.

I want a Flats plan but there is no "Flat's plan" document type – how can I obtain a copy?

A flat's plan can be ordered as a Title Plan if you have the correct reference. Check the Survey Report in Property Guru and look for the plan references that are recorded here. One (or more) of these references will be indicated as "Flats" under the "Plan Type" column to show that it is the Flats plan reference;

Clyde				Street	
Plan (DP 77903)					
Land District	**Plan Reference**	**Plan Type**	**Description**	**Approved**	**Deposited**
Wellington	DP 77903	Flats (crosslease, Title Plan Only)	Flat 1 On Pt Lot 2 A/1995 & Lot 1 DP 4154	9/02/1994	28/02/1994
Parcel(s)					
Parcel Type		**Parcel Value**	**Index Type**		**Number Name**
Flat		1	Deposited Plan		77903

I'm still stuck; what do I do now?

If you are having trouble finding the information you need and the available tutorials aren't giving you the information that you require, you can always contact the friendly Customer Services team who are available 8am – 5.30pm, Monday – Friday.
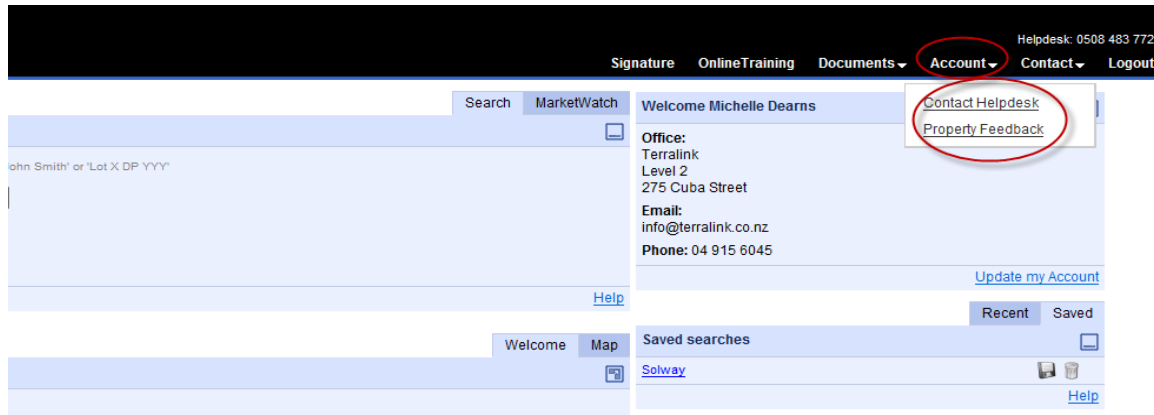
There is a **Help** menu available which will provide you with automated email templates allowing for a direct line of contact to the Customer Services centre.

You can also contact the Customer Services help desk using any of the below contact details:

Phone: 0508 483 772 or 04 915 6000 for local calls
Fax: 04 915 6030
Email: info@terralink.co.nz

Manager/Administrator FAQ's

How do I get a break down of my invoice?

Property Guru allows you to access and run a Billing Enquiry for All Users at any time. For information on this, please see Module 11.

How do I add or delete a new user?

New Users can be added ore removed from your account by contacting the customer support team info@terralink.co.nz

One of my users has forgotten their password, how can I reset the password so that they are able to log in again?

This can be done by contacting the customer support team info@terralink.co.nz .