Tenant user guide

Why use the app

The app will give you access to all information regarding your tenancy, your documents, your rent statement as well as additional property information and functionality.

To gain access, you will need to have been invited by your property manager. An email will arrive and at the bottom is a link as follows:

https://system.arthuronline.co.uk/users/invite/4KHT987*

Please click on the link at the bottom of the email and add a password. Once you have registered, you will be able to access the desktop version. You can also obtain your app from Apple or Android by searching for Arthur Online and logging in with your email and password.

Access to the app is not possible until you have gone through the process above.

for illustration purposes

Features

My Tenancy:
This will give information about your property manager, tenancy dates, how to pay the rent and your deposit information.

Raise an issue:
All queries are raised via this button. If your query is maintenance related, you can attach a photo of the problem.

Track issue:
Track the progress of your query from here. If you have any further comments, add them to the query. **Do not** raise a further issue.

My documents:
All documentation regarding the property or the tenancy can be located here.

Statement:
Your rental statement can be viewed from here.

Property manager:
You will find details of your property manager.

Extend or end my tenancy:
From here you can make a request to extend or end your tenancy.

Edit my details:
Should your contact number change, then you can update this information.

For further information please contact
your property manager