



Landlord Certificates
Customer Portal
Detailed User guide

Thank you for booking with Landlord Certificates Ltd, for your safety certification requirements. As you now have an active booking and appointment with us, you will be given access to our online customer portal. This user guide will provide a breakdown on how to register and use your portal effectively, to keep on top of all your past or present inspections, invoices, and certificates.

Main Features:



View real-time job status updates

The portal provides live access to job reports and dashboards, anytime, anywhere. Allowing you to access real-time updates on job progress on demand.



Approve quotes and pay invoices

Easily view, download, approve and pay deposits on quotes. Invoices can also be viewed and paid directly through the portal, streamlining your administrative process.

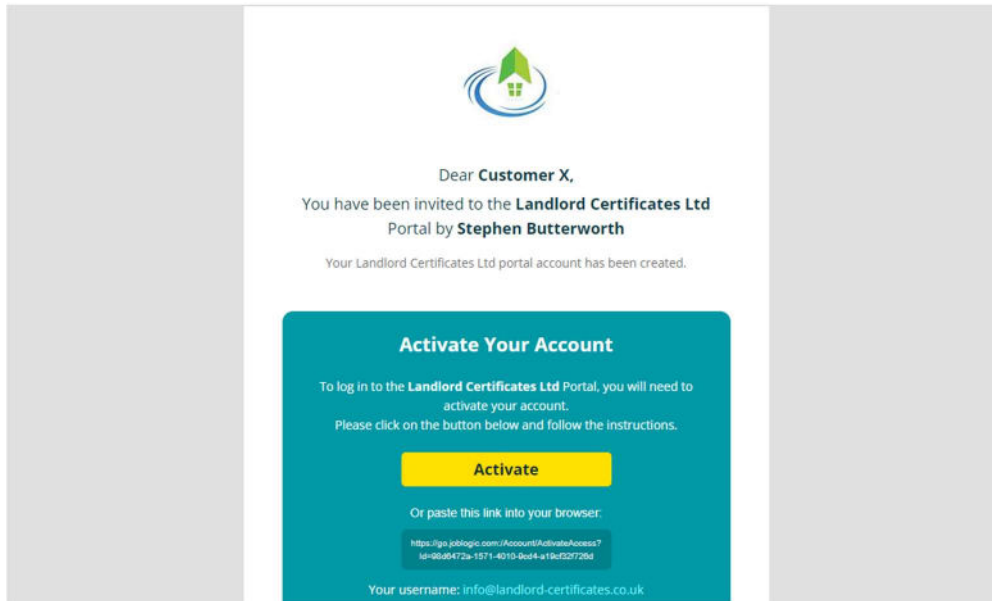


Instant access to completed forms and certificates

Easily view and search all onsite job documentation. Risk Assessments, job sheets, and service certificates are available to view immediately on completion, to quickly highlight any potential compliance issues.

GET STARTED...

Registering your details to use our portal.



You have now made a booking with Landlord certificates ltd and confirmed.

your appointment. 24 hours before your appointment is due to take place,

you will receive an email from our offices to log in to your portal.

The title of this email will be 'portal user created' and will require activation by yourself. You can activate your log in via the email itself or copy and paste the invitation link into your chosen browser (Please note this portal log in does not work with Samsung internet, as a result we recommend Android users use Google Chrome).

Important to note that your 'username' will be your email address.

From here, it will ask you to set your own password.

Navigating the portal

Once you have successfully signed into the customer portal – you will immediately be presented with your ‘Dashboard’.

You can utilise the Filters at the top of the page to search for a particular Job number, Inspection address, Job type (Inspection, repair, diagnostic etc) Status (whether a completed booking, allocated or new booking) and appointment date.

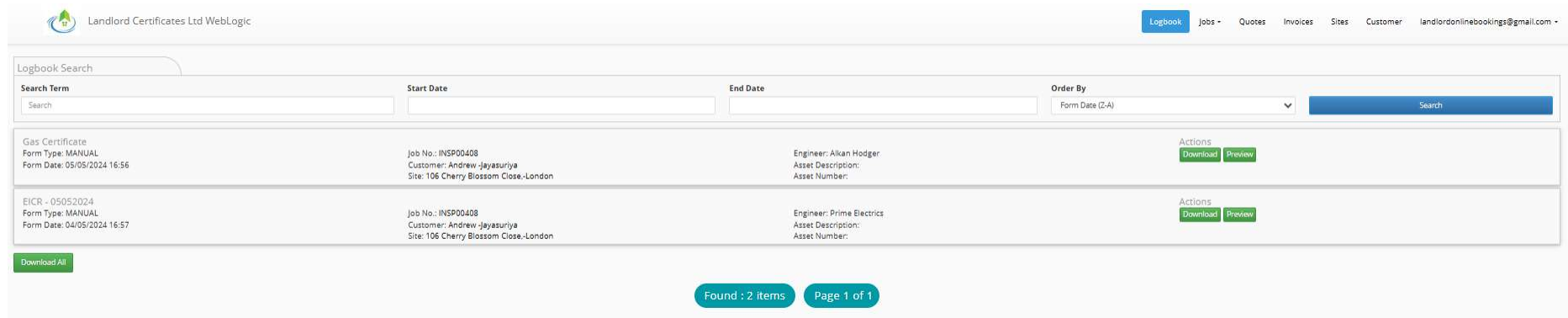
The screenshot displays the 'Landlord Certificates Ltd WebLogic' customer portal. At the top right, there is a navigation menu with links for 'Logbook', 'Jobs', 'Quotes', 'Invoices', 'Sites', 'Customer', and 'landlordonlinebookings@gmail.com'. Below the navigation is a 'Job Search' section with several filters: a search input field, 'Status' (Any -), 'Job Area' (Any -), 'Job Type' (Any -), 'Task Type' (All Task Types), 'Start Date', and 'End Date'. A 'Search' button is located to the right of these filters. Below the search filters, there are radio buttons for 'Filter Date by' with options: 'Date Logged' (selected), 'Est. App. Date', and 'Date Complete'. The main content area shows a job card for 'INSP00408'. The card is divided into three columns: 'Site', 'Job', and 'Visits'. The 'Site' column contains: Site, Customer: Andrew -Jayasuriya, Site: 106 Cherry Blossom Close-London W13 6BT, Site Area. The 'Job' column contains: Job, Description: testing, Status: Completed, Job Type: 01 Inspections / Certificates, Task Type, Customer Order Number, Date Logged: 03/05/2024 15:09, Appointment Date, Estimated Completion, Completion Date: 05/05/2024 16:56, Contact, Telephone, Job Area. The 'Visits' column contains: Visits, Darren Bryan.

Site	Job	Visits
Customer: Andrew -Jayasuriya Site: 106 Cherry Blossom Close-London W13 6BT Site Area:	Description: testing Status: Completed Job Type: 01 Inspections / Certificates Task Type: Customer Order Number: Date Logged: 03/05/2024 15:09 Appointment Date: Estimated Completion: Completion Date: 05/05/2024 16:56 Contact: Telephone: Job Area:	Darren Bryan

Logbook (certificates) – keep all your certificates in one place!

By clicking 'Logbook' you will be able to view and download all certificates or servicing documents conducted by us. You will have the option of viewing them via the portal or downloading onto your personal device. This may prove useful to you, as this is free lifetime space to archive all your certificates.

By Law, Landlords need to keep certificates up to 2 years or more.



The screenshot displays the 'Logbook' section of the 'Landlord Certificates Ltd WebLogic' portal. At the top right, there is a navigation menu with links for 'Logbook', 'Jobs', 'Quotes', 'Invoices', 'Sites', 'Customer', and 'landlordonlinebookings@gmail.com'. Below the navigation is a 'Logbook Search' section with four input fields: 'Search Term' (containing 'Search'), 'Start Date', 'End Date', and 'Order By' (set to 'Form Date (Z-A)'). A 'Search' button is located to the right of these fields. Below the search section, there are two rows of certificate data. Each row includes details such as 'Form Type', 'Form Date', 'Job No.', 'Customer', 'Site', and 'Engineer'. To the right of each row are 'Actions' buttons for 'Download' and 'Preview'. At the bottom left, there is a 'Download All' button. At the bottom center, there are two buttons: 'Found : 2 items' and 'Page 1 of 1'.

Search Term	Start Date	End Date	Order By	Search
Search			Form Date (Z-A)	Search
Gas Certificate Form Type: MANUAL Form Date: 05/05/2024 16:56	Job No.: INSP00408 Customer: Andrew-Jayasuriya Site: 106 Cherry Blossom Close-London		Engineer: Aikan Hodger Asset Description: Asset Number:	Actions Download Preview
EICR - 05052024 Form Type: MANUAL Form Date: 04/05/2024 16:57	Job No.: INSP00408 Customer: Andrew-Jayasuriya Site: 106 Cherry Blossom Close-London		Engineer: Prime Electrics Asset Description: Asset Number:	Actions Download Preview

Download All

Found : 2 items Page 1 of 1

Jobs

The job tab will display all the jobs you have booked with us.

Landlord Certificates Ltd WebLogic Logbook **Jobs** Quotes Invoices Sites Customer landlordonlinebookings@gmail.com

Job Search

Search Status Job Area Job Type Task Type Start Date End Date

Filter Date by Date Logged Est. App. Date Date Complete

INSP00408

<p>Site: Customer: Andrew Jayasuriya Site: 106 Cherry Blossom Close, London N13 6BT Site Area:</p>	<p>Job: Description: testing Status: Completed Job Type: 01 Inspections / Certificates Task Type: Customer Order Number: Date Logged: 03/05/2024 15:09 Appointment Date: Estimated Completion: Completion Date: 05/05/2024 16:56 Contact: Telephone: Job Area:</p>	<p>Visits <input type="text" value="Darren Bryan"/></p>
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INSP00378

<p>Site: Customer: Andrew Jayasuriya Site: 60 The Ridgeway-Greater London E4 6PU Site Area:</p>	<p>Job: Description: Transaction id =pl_3PBa50K0MhDEu5ZO08LWzaZZ Not required 0 Metered Parking E3 inc vat 3 Not Required 0 Not Required 0 Status: Completed Job Type: 01 Inspections / Certificates Task Type: New Online Booking Customer Order Number: 60 The Ridgeway, Greater London, Chingford, United Kingdom E4 6PU Date Logged: 01/05/2024 15:49 Appointment Date: 31/05/2024 08:00 Estimated Completion: Completion Date: 06/05/2024 09:33 Contact: Telephone: Job Area:</p>	<p>Visits <input type="text" value="Arshad Khan"/> <input type="button" value="G"/></p>
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INSP00377

When you click on a specific booking the following information will be displayed:

1. Your unique booking/job Number.
2. Your 'customer' name and site address.
3. The job description (Gas safety, EICR, EPC etc).
4. Your job Status.
5. Your job type (whether inspection or repair).
6. Date your Job was logged.
7. Appointment date (if applicable).

The screenshot displays the 'Landlord Certificates Ltd WebLogic' interface. At the top, there is a navigation menu with links for 'Logbook', 'Jobs', 'Quotes', 'Invoices', 'Sites', 'Customer', and a user profile 'lavinia.onofrei82@gmail.com'. Below the navigation is a 'Job Search' section with several filters: a search input field, 'Status' (Any), 'Job Area' (Any), 'Job Type' (Any), 'Task Type' (All Task Ty), 'Start Date', and 'End Date'. A 'Search' button is located to the right of these filters. Below the filters, there are radio buttons for 'Filter Date by' with options: 'Date Logged' (selected), 'Est. App. Date', and 'Date Complete'. The main content area shows a job entry for 'INSP00255'. The job details are organized into three columns: 'Site', 'Job', and 'Visits'. The 'Site' column lists 'Customer: Customer B', 'Site: Customer B - 11 Hatch Lane', 'E4 6LP', and 'Site Area:'. The 'Job' column lists 'Description: GAS SAFETY INSPECTION.', 'Status: Allocated', 'Job Type: 01 Inspections / Certificates', 'Task Type: 04 Not Paid - Appointment Confirmed', 'Customer Order Number:', 'Date Logged: 11/04/2024 10:38', 'Appointment Date:', 'Estimated Completion:', 'Completion Date:', 'Contact: Customer B', 'Telephone:', and 'Job Area:'. The 'Visits' column shows a list with 'Phil Pescud' and a green circular icon with a right-pointing arrow. At the bottom of the page, there are two teal buttons: 'Found : 1 item' and 'Page 1 of 1'.

Viewing your jobs.

By Clicking on a job number – you will be able to vie more details about your job.

Job Details

Complete To Job List Print

Details	Customer Details	Site Details
Job Number: INSP00255 Job Status: Allocated Job Type: 01 Inspections / Certificates Job Area: Task Type: 04 Not Paid - Appointment Confirmed Customer Order Number : Contact: Customer B Telephone: Fault Code: Sub Fault Code: Priority: Date Logged: 11/04/2024 10:38 Appointment Date: Est. Completion Date: Completion Date: Job Description: GAS SAFETY INSPECTION.	Id: 015580 Name: Customer B Address 1: 11 Hatch Lane Address 2: Chingford Address 3: London Address 4: Postcode: E4 6LP Type: Contact: Customer B Telephone: Email: lavinia.onofrei82@gmail.com	Site Number: C0155800000 Name: Customer B - 11 Hatch Lane Address 1: 11 Hatch Lane Address 2: Chingford Address 3: London Address 4: Postcode: E4 6LP Contact: Telephone: Email: Job Position:

Towards the bottom of your Job information, you will see a section highlighted in Green.

This section will allow you to view any specific notes, assets (appliances such as boiler or cooker etc) Attachments from your booking, Tasks, Job history for that address and a 'forms logbook,' where you will see all certificates conducted.. You will be able to preview or download your certificates linked to that job.

The screenshot shows a web interface for job information. It is divided into three main columns: 'Details', 'Customer Details', and 'Site Details'. Below these is a horizontal navigation bar with several tabs: 'Notes', 'Assets', 'Attachments', 'Tasks', 'Invoices', 'Other Jobs For Site', and 'Forms Logbook'. The 'Forms Logbook' tab is highlighted in green. Below the navigation bar is a 'Job Notes' section with the text 'There are no public notes' and a 'More Detail' button. A blue arrow points from the text above to the 'Forms Logbook' tab.

Details	Customer Details	Site Details
Job Number: INSP00230	Id: 015558	Site Number: C01555800000
Job Status: New Job	Name: stephen butterworth	Name: stephen butterworth - 45 burnside avenue
Job Type: 01 Inspections / Certificates	Address 1: 45 burnside avenue	Address 1: 45 burnside avenue
Job Area:	Address 2:	Address 2:
Task Type:	Address 3:	Address 3:
Customer Order Number	Address 4:	Address 4:
Number	Postcode: e4 8yj	Postcode: e4 8yj
Contact	Type: Domestic/Residential	Contact:
:	Contact: stephen butterworth	Telephone:
Contact:	Telephone: +447576540076	Email:
Telephone:	Email: sepbutterworth@outlook.com	Job Position:
Fault Code:		
Sub Fault Code:		
Priority:		
Date Logged: 28/03/2024 15:08		
Appointment Date:		
Est. Completion Date:		
Completion Date:		
Job Description: gas inspection.		

Navigation Bar: Notes | Assets | Attachments | Tasks | Invoices | Other Jobs For Site | **Forms Logbook**

Job Notes: There are no public notes More Detail

Invoices.

By Clicking 'Invoices' you will be presented with new, outstanding, or paid invoices connected to the services you have booked with us. You can preview or view these on the portal or download for your own records. You can also pay for them online using our payment facility.


Landlord Certificatcs Ltd WebLogic PPM Logbook Jobs **Invoices** Sites Customer sepbutterworth@outlook.com

Invoice Search

Search Start Date End Date Search

INV000115			
Schedule Of Rates Invoice Date: 08/04/2024 Due Date: 22/04/2024	Customer Customer: stephen butterworth		Total Excluding VAT: £41.67 VAT: £8.33 Total Including VAT: £50.00
INV000114			
Schedule Of Rates Invoice Date: 08/04/2024 Due Date: 22/04/2024	Customer Customer: stephen butterworth		Total Excluding VAT: £82.50 VAT: £16.50 Total Including VAT: £99.00
INV000113			
Schedule Of Rates Invoice Date: 08/04/2024 Due Date: 22/04/2024	Customer Customer: stephen butterworth		Total Excluding VAT: £37.50 VAT: £7.50 Total Including VAT: £45.00

Found : 3 items Page 1 of 1

WebLogic powered By 

You can then click on a particular Invoice to view which services have been included and billed as well as the total payment amount. Your billing address details, inspection address details and customer information can also be found on your invoice.

Sites

When clicking the 'Sites' section of your customer portal – It will allow you to view all the addresses you have provided to Landlord Certificates for your testing services or repairs.

Landlord Certificates Ltd WebLogic

Logbook Jobs ▾ Quotes Invoices **Sites** Customer lavinia.onofrei82@gmail.com ▾

Site Search

Search Status Show All ▾ Search

C0155800000 Active

Customer Name: Customer B	Address: 11 Hatch Lane, Chingford, London
Site: Customer B - 11 Hatch Lane	Postcode: E4 6LP
Telephone:	
Contact:	
Account Number:	
Customer Order Number:	

Found : item Page 1 of 1

Customer

This section will allow you to view the basic customer information you have provided us with: Your name, contact number and billing address.

Landlord Certificates Ltd WebLogic Logbook Jobs Quotes Invoices Sites Customer lavinia.onofrei82@gmail.com


Customer Search

Search Status Show All Search

015580 Active

Customer Name: Customer B Address: 11 Hatch Lane, Chingford, London Postcode: E4 6LP	Contact Name: Customer B Telephone:
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Found : 1 item Page 1 of 1

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For further information please contact us on 02037725959