

How to register single or multiple accounts for online access

You will need the following information;

Tenant Reference Number - This is a 12 digit reference number that begins with 5 and will be noted on any written correspondence from Landmark Collections Ltd.

If you are unable to locate your Tenant Reference Number(s) then please contact us using the “Contact Us” forms at www.landmarkcollections.co.uk/contact-us to request your details. Upon receipt of your request we will issue the details by post, to the correspondence address we have on record, within 14 days of receiving the request. For security reasons we are unable to issue this by any other means.

Property Post Code - This must be the post code of the property you wish to register an online account for.

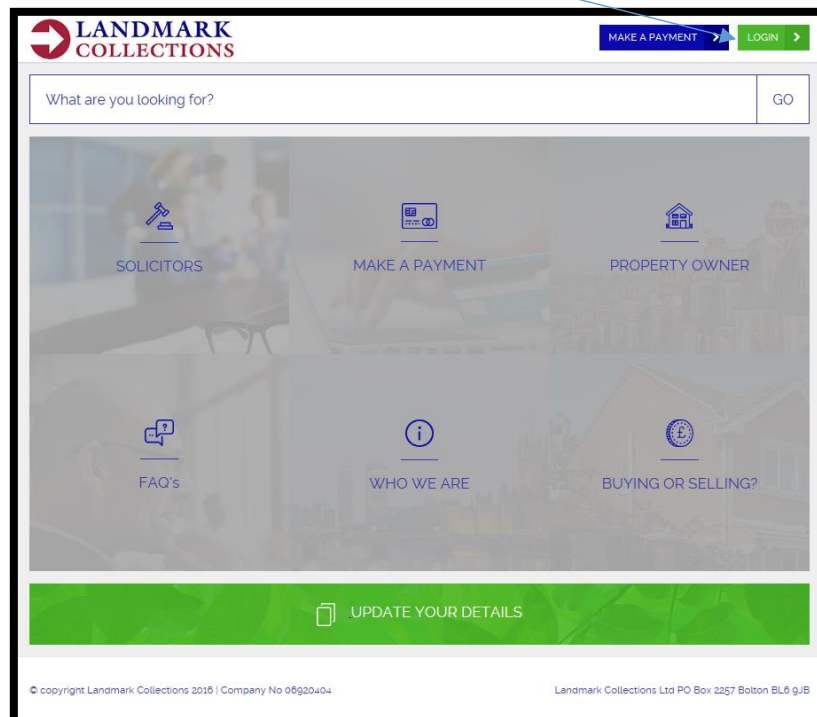
E-mail address – Your email address must be unique to the Landmark Collections online portal. Once you have registered your account your email address will become your username.

If you have more than one property managed by Landmark Collections Ltd;

You will have a Tenant Reference Number for each of your properties. To access more than one property you will need to select one property to register first, then once you are logged into your account you will then add the rest of your properties to your account from the link in the home screen. You will need the Tenant Reference Number and Property Post Code for each for each of the properties. For more details please see section 8 of this guide.

How to register;

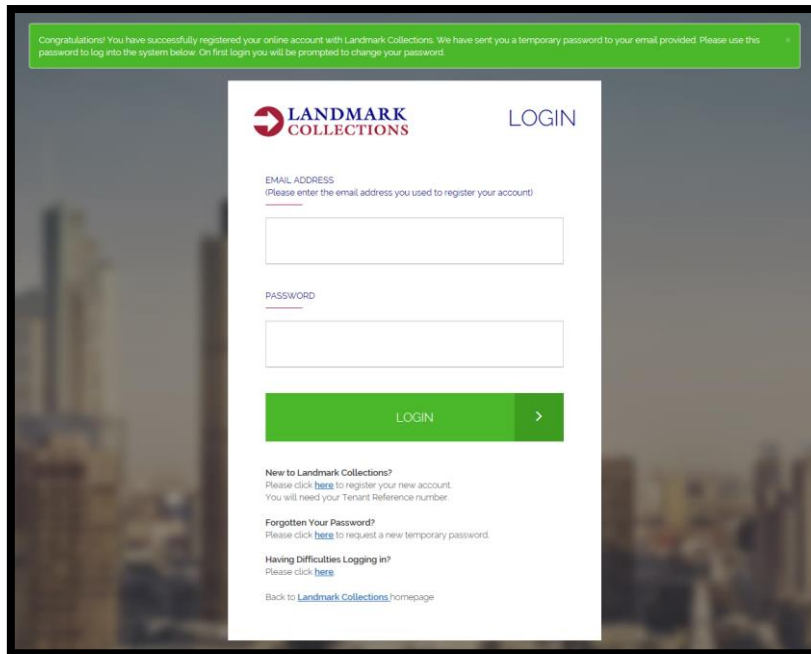
1. From <https://landmarkcollections.co.uk> select “Login”



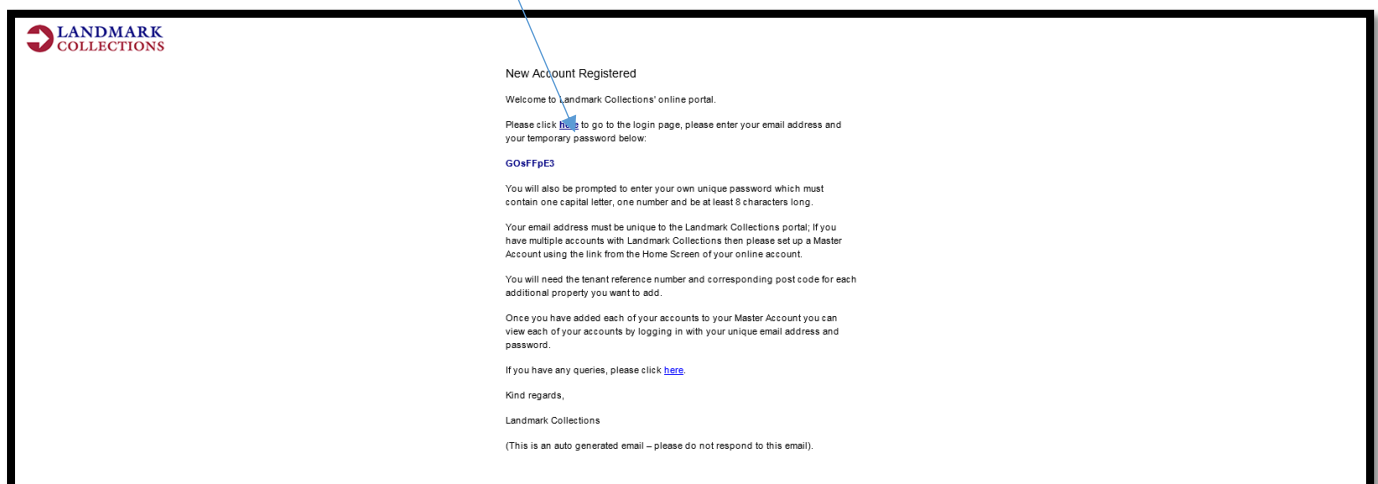
2. On the following screen click “here” to register a new account

3. You will then see the following screen where you will need to enter your information

4. If the registration is successful you will see the following message on screen.



5. An email will then be sent to the email address you provided which will contain a temporary password and a link for you to reset the password and log in to your account. Make a note of the temporary password and select the "Click Here" link from the email.



6. Enter the relevant details on the password reset screen;

The screenshot shows the 'RESET PASSWORD' screen for Landmark Collections. It features the company logo at the top left and the title 'RESET PASSWORD' at the top right. Below the title, there are four input fields, each with a label and a sub-instruction:

- USERNAME/EMAIL:** Please confirm the email address used for your account. A callout box points to this field with the text: "Enter the email address used to register your account".
- TEMPORARY PASSWORD:** A callout box points to this field with the text: "Enter the temporary password from the email you have received".
- NEW PASSWORD:** A callout box points to this field with the text: "Enter a new password that you will remember. Your password must contain one capital letter, one number and be at least 8 characters long".
- CONFIRM PASSWORD:** A callout box points to this field with the text: "Re-enter your new password".

At the bottom of the form is a green button labeled 'RESET PASSWORD' with a right-pointing arrow. A callout box points to this button with the text: "Select 'Reset Password'". Below the button is a link that says 'Back to Login'.

7. Your password will then be reset to your nominated details and you will be logged into your account.

If you only have one property managed by Landmark Collections Ltd then this is the end of the account registration/log in process.

If you have been unable to register and log into your account successfully then please see the last page of this guide for next steps.

If you have more than one property managed by Landmark Collections Ltd then please continue from section 8 (page 5) for instructions on how to add the additional properties to your account.

When you have more than one property managed by Landmark Collections Ltd;

8. From the home screen of your online account select “click here”

LANDMARK COLLECTIONS HOME YOUR DETAILS FAQ'S CONTACT US LOGOUT >

Your statement is currently empty

Welcome to your online account

If you have multiple accounts with Landmark Collections please [click here](#) to set up a Master Account. Once you have added each of your accounts to your Master Account you can view each of your accounts by logging in with your unique email address.

Tenant Reference Number:	TESTING10010	View Statement >	View Payment History >
Property address:	1 Smith Street London NW1 1AB	Standing Order Details >	Make a Payment >
Account Balance: (as of 04/10/2018)	£0.00		

* The outstanding balance shown may, or may not, include any pending or upcoming rent reviews. Please refer to the terms of the lease to establish whether any further rent may or may not be due.

9. On the following screen, enter the Tenant Reference Number and Property Post Code of your additional property and select “Find Property”

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ADD MORE ACCOUNTS

Please enter your Tenant Reference Number and the property postcode associated with your Tenant Reference Number.

Tenant Reference Number

Property Postcode

Press Find Property

10. On the following screen check that the search has returned the correct details. If the details are correct select “Add Property”. If not, please “Cancel” out of the screen, check the details of the property you wish to add and try again.

ADD MORE ACCOUNTS

Please enter your Tenant Reference Number and the property postcode associated with your Tenant Reference Number.

Tenant Reference Number

PLEASE ENTER YOUR TENANT REFERENCE NUMBER..

Property Postcode

PLEASE ENTER THE PROPERTY POSTCODE..

Press Find Property

Property details are displayed below - please confirm your property below and then press the *Add Property* button to assign the property to your account.

Property

2 Smith Street, London, NW1 1AB

If you have selected in error please press cancel.

11. When the additional property has been added to your account you should see the below screen. If you need to add more properties to your account select “Add a Property” and repeat the process again until you have added all of your properties. Once you have finished you will be able to access all of your properties from the one account using your nominated email address and password. To switch between your properties select “YOUR PROPERTIES” and choose the property you wish to view.

LANDMARK COLLECTIONS HOME YOUR PROPERTIES YOUR DETAILS FAQ'S CONTACT US

TESTING1020 has been assigned to your account

YOUR PROPERTIES

1 Smith Street - (TESTING10010)
London
NW1 1AB

2 Smith Street - (TESTING10020)
London
NW1 1AB

Issues registering your account?

Please check your details are correct and retry. The best way to check your details is against any correspondence issued by Landmark Collections Ltd. Your tenant reference number and property post code will be detailed here.

If you are still having difficulties please contact us at:

www.landmarkcollections.co.uk/contact-us/tenant-online-access-issues

Account registration email received but issues resetting the password?

Please try to reset your password at www.landmark-collections.co.uk/password/reset and then follow the instructions from the email you will receive.

If you are still having difficulties please contact us at:

www.landmarkcollections.co.uk/contact-us/tenant-online-access-issues