

## Welcome to SmartLink

This is a manual to show you what to do next....



## SmartLink

SmartLink offers you the choice of two different top-up methods:

**PRE-PAID TOP UP**     **AUTOMATIC TOP UP**

### Cash-free System

Can prepay up to 3 utilities in a single transaction

Realtime usage means no unexpected bills

Automated Payment using a unique Threshold System

Registered card transactions through Barclay card

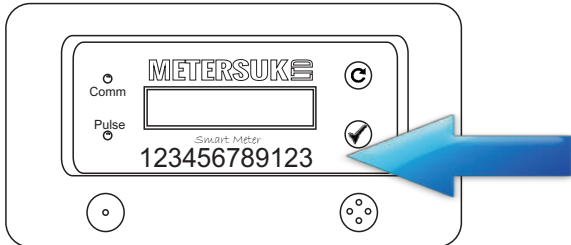
Landlord Web Portal for access to all tenant transactions





## INSTRUCTIONS

Welcome to SmartLink. All your utilities will be paid online. This is a pay-as-you-go system and all utilities are prepaid. In order to set up your account, please take note of the serial number found at the front of your SmartLink meter, as this will be needed when registering your details.



Please logon to [www.meters.co.uk](http://www.meters.co.uk). On the right hand side you will see CUSTOMER PORTAL. Click on the link.

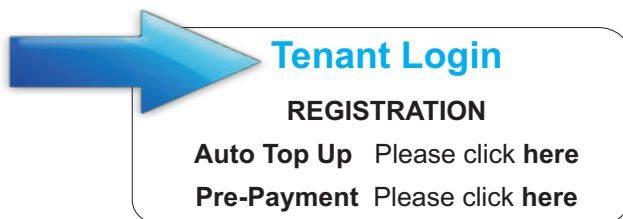


Please Click on the blue PRE-PAYMENT button.



This will take you into the registration screen. Information required for registration is as follows. Name, Email, Physical address, Password, Meter Serial number and Mobile number. The password has no rules attached to it.


Once registration is complete, you will need to login again and enter via the **TENANT LOGIN** page.



Meter No.
Email
Password



Once you enter all the details, press **LOGIN**.

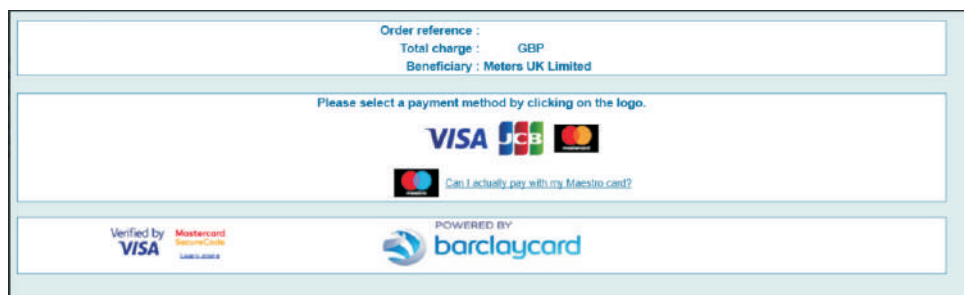
You will be directed to a page listing all your details and towards the bottom of the screen you will have the option to make a payment. Press the down arrow  and select the amount you would like to pay.

If you wish to make a payment, please select amount to pay and press button 'Payment'.

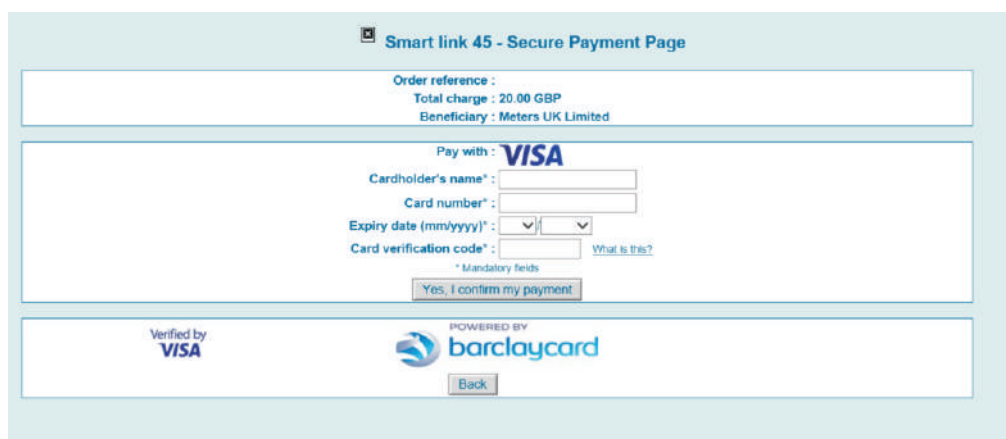
Once the amount has been selected, a green box stating PAYMENT will appear. Click on the box



The next screen will show you the order reference number and the amount you agree to purchase. You will need to select the method of payment, by clicking on one of the icons listed.



Once you click on the bank icon, it will bring you onto the Secure Payment Page. Enter your card number, expiry date and the verification code and press, [Yes, I Confirm my payment](#)




If you would like to change the amount you want to pay, press the [Back](#) button.

Once the payment has been processed, the paid amount will be credited remotely to your meter.

## REPORTS

Should you wish to check how much you have paid over a period of time you can do so on the first page when you login. Below the payment selection you will see two boxes with dates. You can select your date range, press [REPORT](#) and you will be able to see all your transactions for the period selected.

## HOW MUCH CREDIT IS ON THE METER

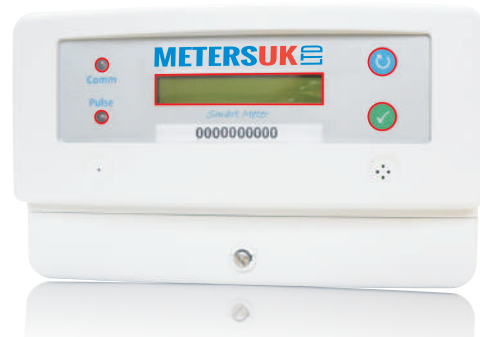
To see how much credit you have left on your meter, check the physical SmartLink meter. The default screen **CR** **£ 0.00** shows how much money is on the meter, to show the screen press the  **GREEN** button.

## EMERGENCY CREDIT

Should the credit balance on the meter reach zero, you can use the Emergency Credit function. This will be set at a predetermined amount (Your landlord should notify you of the amount) and will enable you to have electricity and/or gas until more credit has been purchased. However, once the emergency credit has been used up, the meter will switch off and you will not have access to any electricity or gas. When you go back online to pay, the amount of money used in emergency credit will be deducted off the amount purchased. ie. Emergency Credit used **£ 5.00**

Purchased amount **£ 15.00**

**Amount credited to meter £ 10.00**



## OPERATING THE SMARTLINK

### SCREENS

The following screens are available to view.



NEXT / SCROLL



DEFAULT TO MAIN SCREEN

#### SCREEN 1

DEFAULT SCREEN

CREDIT amount available on the meter. This will be shown in pounds.

CR

£ 0.00

#### SCREEN 2

ELECTRICITY usage total in KWh.

EL

0.0 KWh

#### SCREEN 3

GAS usage total in cubic metres

GA

0.0 m<sup>3</sup>

#### SCREEN 4

WATER usage total cubic metres

WA

0.0 m<sup>3</sup>

**PLEASE NOTE:** THE ABOVE READINGS MAY NOT ALL BE AVAILABLE ON YOUR METER. IF YOUR METER IS ONLY READING ELECTRICITY AND WATER, THEN GAS WILL NOT APPLY & VISA VERSA.

### CREDIT READINGS

#### SCREEN 1

CR - CREDIT - ELECTRICITY **ON**

EMERGENCY CREDIT AVAILABLE

DB - DEBIT - ELECTRICITY **OFF**

EC - EMERGENCY CREDIT - ELECTRICITY **ON**

EMERGENCY CREDIT USED

ED - EMERGENCY DEBIT - ELECTRICITY **OFF**

**PLEASE NOTE** ONCE ALL THE EMERGENCY DEBIT AMOUNT HAS BEEN USED - ALL UTILITIES WILL BE TURNED OFF

Once the Debit (DB) or EMERGENCY credit has been used, when you next top-up, the amount will be deducted off the amount credited. ie. Used Credit £ 7.00 - Top up £ 10.00 = Available Credit £ 3.00

### EMERGENCY CREDIT

To activate the EMERGENCY CREDIT facility press and hold both the **BLUE**



and **GREEN**



buttons together for 5 seconds.