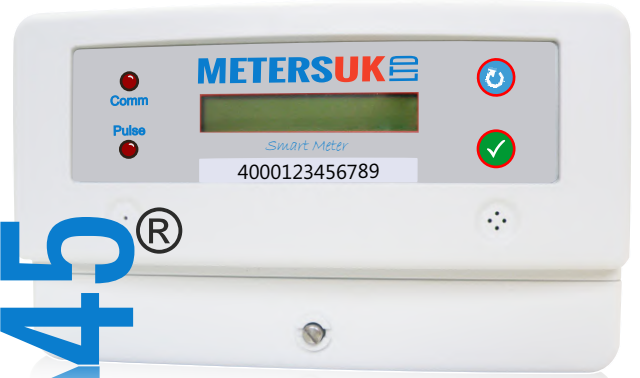


SmartLink⁴⁴⁵®



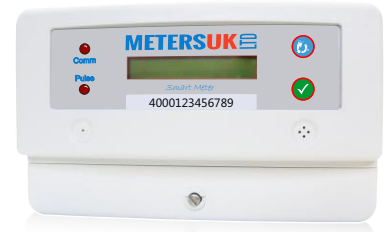
LANDLORD



Landlord Manual
Meter Prepayment
Manual V4:2020

METERSUK

www.meters.co.uk



INSTRUCTIONS

Welcome to SmartLink. As per your agreement with Meters UK, your tenants meter readings will be available to read online.

You will be given a Login and password on completion of the agreement and despatch of units to the designated site. All unit serial numbers relating to the agreement will be added onto the Meters UK site and allocated to your account. You will be able to view all units before they have been installed.

Once the SmartLink meters have been installed you will then be able to view and download reports.

Please logon to www.meters.co.uk. On the right hand side you will see CUSTOMER PORTAL. Click on the link.

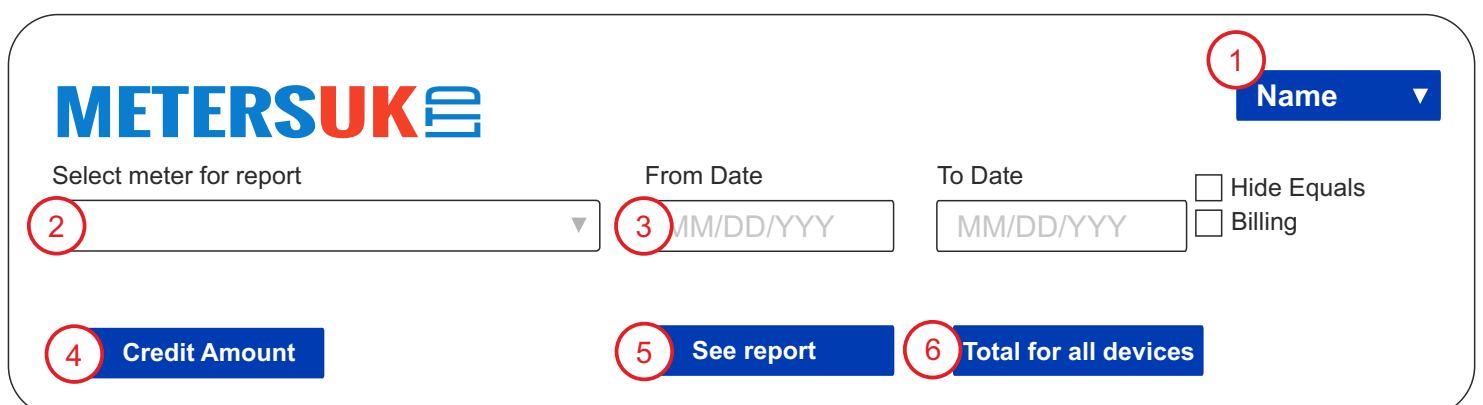
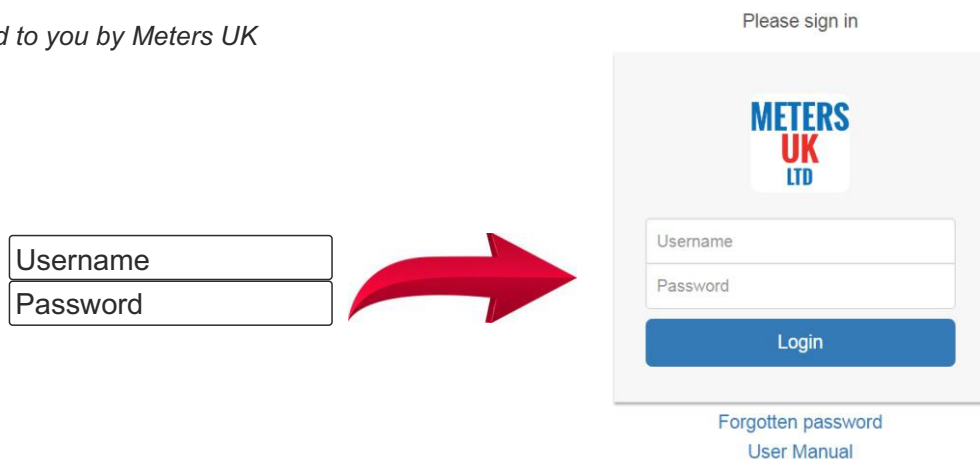


Please Click on the white LANDLORD Login button.



This will take you into the login screen. Information required for registration is as follows. Username and Password.

This information is supplied to you by Meters UK



1 **Name** ▼

- What to do next Manual
- Contact us
- Logout

If you click on the down arrow ▼ Access to tenant manual, Meters UK Contact and Logout button.

Logout button should be used if you don't want to go automatically into the account when clicking Landlord Login.

Select meter for report


- 2 ▼
- Complex - Flat 1, ID 16000000, 10
 - Complex - Flat 2, ID 16000001, 11
 - Complex - Flat 3, ID 16000002, 12
 - Complex - Flat 4, ID 16000003, 13
 - Complex - Flat 5, ID 16000004, 14

If you click on the down arrow ▼ All registered meters under your account will be listed.

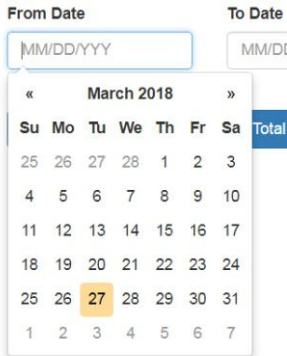
You can choose individual units or you can run reports on all the units by not selecting any. ie. leave it blank.

3

From Date To Date



Click in the **From** date box and a calendar will appear. Select your date using the << arrows on the left or right of the date.



Once your date has been selected, click on the **To** date box and select your date. Click on **See Report** for single unit or **Total for all Devices** to see all the meters.



4 **Credit Amount**

Click in the **Credit Amount** to see how much each of the tenants have in credit. This report will also show you when last the meter was read. ie. should show the date of the morning you check the credit amount.

If the meter has not been read make a note and then recheck, if the meter still continues not to be read, please contact us on 01524 555 929.


5 **See report**

In order to use this function, you need to select a specific meter. Once you have selected the Flat number/meter and put in your date range, when you click on

See Report, all the information for that specific meter will show. You will also be able to produce a chart by clicking the  button or exporting it into a CSV file, by clicking the  save button. Both of these symbols are at the bottom of the report.

Either of these reports can be sent to your tenant or saved for your records. To save a chart right click on the picture, Save as... either a JPEG or Bitmap file. CSV files can be imported into Excel by following the instructions on the next page.

6 **Total for all devices**

Should you wish to see all the units over a period of time, you can choose "Total for all Devices". The report will show on screen or you can download a CSV file. This function does not allow you to see charts for all the units. You can however, import the information into Excel and then generate reports from there. Click the Save to CSV icon  and follow the directions as below.

Payments

From Date

To Date

1 Customer, ID: 40001234567 ▼

MM/DD/YYYY 2

MM/DD/YYYY

3 See Payments

4 All Meters

5 Export

1 Customer

Select customer using drop down arrow [▼]

2 Date Range

Click within the blocks and choose *from* date and *to* date from preset calendars.

3 See Payments

Select this button, to view the meter selected in the ID Box 1

4 All Meters

Select this button, to view all the meters within your portfolio.

5 Export

Select this button, to export the information shown on screen to .csv format

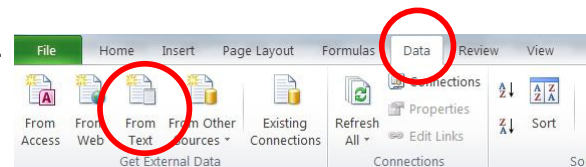
IMPORTING CSV FILE INTO Excel

Click on the Save in CSV icon or Export Button, the file will automatically download and show on the bottom right hand side of your screen. Right click on the name and click on "Show in folder", the computer will show you where the CSV file it is located. If you are happy to find it again, open Excel, if not right click on it, Copy and then right click and paste it somewhere you are comfortable finding it again.

Open a new file in Excel. Click on **Data** at the top of the page.

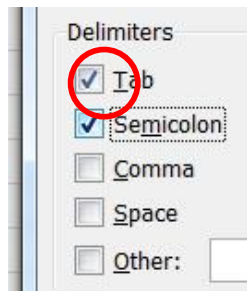
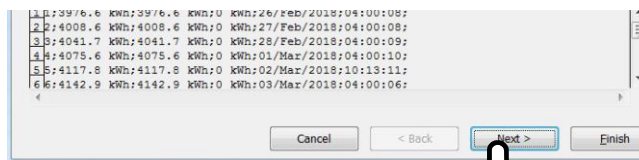
Click on **From Text**.

Find your file, click on it and click **Import**.



A grey box will appear in Excel.

Click Next.



Click Semicolon.

When you have clicked on the box, lines will appear between the text. These represent your columns. Click **Finish** and **OK**.

Your worksheet will now reflect your unit number and readings.

For more information on importing csv files, please Google importing csv files into Excel.