

LetMC.com[®]
lettings software

Getting Started

(Tantum eruditi sunt liberi)

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Support and Help

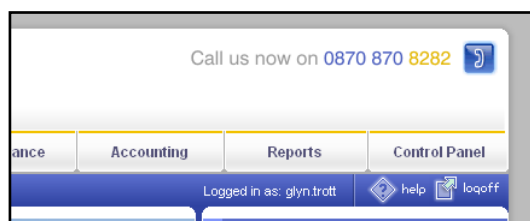
Access to the support team for users of LetMC.com by Telephone, Skype Messenger and email is all inclusive of the monthly charge, with no limitations

☎: 0870 8708282

Skype: **letmc.support**.

Messenger : letmc support

Email: support@letmc.com.



If you are unsure, it is better to phone than to continue and make a mistake. Some mistakes can not be reversed and may require re-entering the information and making accountancy corrections.

We strongly recommend that you make full use of the support line for the first 3 months

Website Help

Logon to www.letmc.com to access the latest issue of training manuals and help files.

Information available:

- Training Manuals
- Training Guides
- Software Updates

Select the client Support tab and then select Training Manuals



Training Manuals to download from the website

- Property Management
- Accounts
- Bank Reconciliation
- Complete Guide to creating tenancies

Other help guides

Select the Client Support Tab on the website and then Support Search. On the following screen click on Software Support, this will open a menu for all sections of the software. By clicking on individual sections you can access further menus which will open enable mini-guides for specific parts of the software.



Software updates

When logging on to the system and you find that part of the software is looking different then there has probably been a software update. Whilst every effort is made to keep the training manuals up to date the software release may be enabled prior to manual updating. It is worth checking the updates page to find out what functionality has been amended or added. The update page can be accessed by selecting Client Support, Developer Info then clicking on "view details". A review of planned future updates can also be accessed from here.



Software Updates



LetMC is regularly updated to improve usability, functionality, performance, and to match changes in legislation.

Next Release 1st September 2008. Version 2.8.0
Marketing Upgrade, EPCs and Multi Branch Improvements.
[View details of this release..](#)

[Read about planned future updates...](#)

Last Major Release 30th June 2008 Version 2.7.3.
Renewing Tenancies and Property Management Improvements.
[View full details of the last release ..](#)

[View Release Notes for Earlier Updates..](#)

Client Suggestions

All suggestions for improvements to the software are always welcome from clients. If you have any suggestions that you would like to see incorporated in the software click on planned future updates when in Developer Info and use the email address provided and send us your ideas.

SOAP Interface

If you have an existing property website and wish to query our system for available properties, we offer your developers a SOAP interface. Using this you can include property list functionality into your website by communicating with the SOAP service to receive the very latest property data.

Web Developers



If you have an existing property website and wish to query our system for available properties, we offer your developers a SOAP interface. Using this you can include property list functionality into your website by communicating with the SOAP service to receive the very latest property data.

SOAP (Simple Object Access Protocol) is an internet standard protocol for exchanging XML messages between servers. The SOAP standard has support in more or less all internet development languages, so can be integrated into any dynamic property site.

Here are some useful links:-

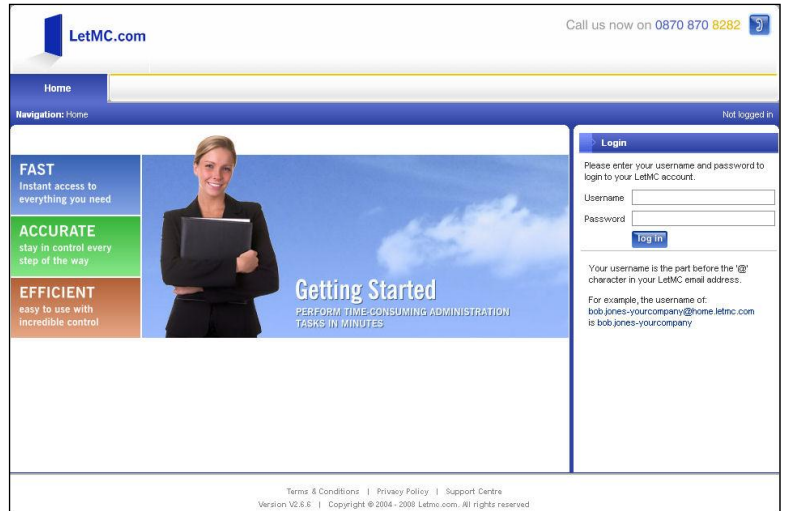
[Download ASP.net Samples](#)

Sample ASP.NET 2.0 website using our SOAP service.

[Our SOAP Interface Specification](#)

Login to LetMC.com

Access to the software only requires an internet connection and access to an internet browser (Firefox is the recommended web browser). You can access the software from work, home or any location with internet access.



Software internet address:

- <http://home.letmc.com> for direct access.
- <http://www.letmc.com> and select the login tab.

Once on the main login page, enter your login name and password.

For example '**jamie.amos-training**' and '**jamosp01**'

When choosing a password use a mixture of lower case, upper case and numbers

When you have successfully logged on to the system you will see that your logon name will be shown.

Logged in as: jamie.amos

You must always be aware that the system will not auto shut off and you will be logged on to the system until you log yourself out. Also just by closing the browser you will not log out.

“ALWAYS REMEMBER TO LOG OFF WHEN YOU LEAVE YOU WORKSTATION”

There are 5 security levels for access to the system, these are:

- **Colleague**
- **Staff**
- **Manager**
- **Finance**
- **Administrator**

These can be changed by going to the **Control Panel** and changing the access level of a login ('**modify a staff member**').

Log on to: <http://home.letmc.com>

- To create a new login select **Control Panel >> Create a Staff Member (Managers & Administrators Only)**
- To change your password select **Control Panel >> Change Password**

See charts at end of manual for Level access

Navigation of the Software



Section Tabs

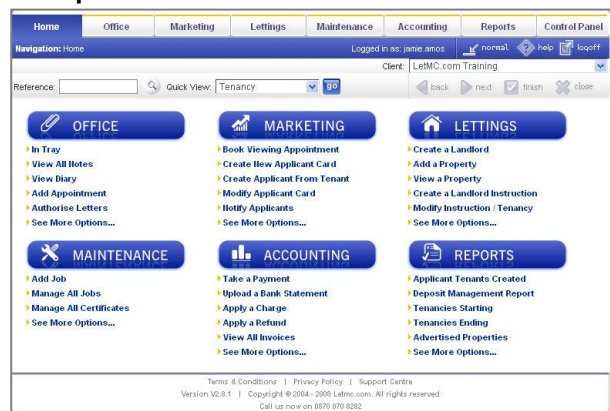
These tabs allow you to navigate between the different sections (departments) of the software. What you see in the menus will depend on your logon level, particularly in the accounting section.

If you prefer you can click on compact in the top right of the software to change the view. This will remove the Navigator to return to the full view click "Normal".

Normal View



Compact View



Quick Bar



The first selection box on the Quick Bar is 'Reference'. With every property, tenant, landlord and item of paperwork created, the system creates a unique reference for each.

If you know the reference you can find the following information:

- Properties: prop-NNN
- Landlords: lan-NNN
- Tenants: ten-NNN
- Contractors: con-NNN
- Instructions and Tenancies: inst-NNN
- Maintenance Jobs: job-NNN
- Invoices: inv-NNN
- Posted Documents: post-NNN
- Receipts for Payments: rec-NNN (where NNN is the transaction number found in the persons account)

Any documents that have been posted, including Tenancy Agreements, Invoices, Inventories and Section 21 Notices are given a post reference. This is particularly useful if you have a phone call from a Landlord/Tenant/Contractor querying a document that you have sent. The letter or email will have the reference printed at the top of the page.

By typing the reference in the **Reference** box, where NNN is the number generated for the document, and clicking on the magnifying glass, the information will be downloaded as a pdf document.

E.G. calling back a post reference document:

The example reference number entered is for a Management Report;

Welcome to your monthly Landlord Report

The **'Quick View'** drop down box will show information on **Tenancies, Landlords, Tenants, Contractors** and **Properties to Rent** that you are currently advertising. The properties to rent quick view will display quick views for: **Instructions, Utilities, Terms/Availability, Rooms and Photos.**

Select which quick view you require from the drop down menu and click the Go button. On each selection you will need to use the search criteria for the selection made.

Tenant Quick View

Selecting Tenant quick view and searching for the Tenant required you will be able to readily access all aspects of the tenants details.

- Pre Tenancy address
- Contact details
- Management details
- Finance Details
- Notes

Tenancy Quick View

Signed Tenancy(Renewal) on 278 Bryn Road, CF32 9JA (Ref: inst-253)

Property 278 Bryn Road Brynmenyn Bridgend Mid Glamorgan CF32 9JA		Landlord Sid James View / Add Sid James Notes	
Instruction View Landlord Instruction Rent: Payment of £850.00 per calendar month			
View Utility Bills Access Phone 1: ---		View Special Charges Service: Fully Managed - DPS Bond: Held by Company	
Agreed Rent View Payment Schedule		Keys View Property Keys	
Tenancy View/Add Tenancy Notes Tenancy Status: Signed Tenancy(Renewal) Advertise Date: --- Start Date: 07/07/2009 Fixed Date: 06/01/2010 End Date: ---			
Tenants Gavin Jones Ref: ten-237; Money Owed: None Home Address: 22 Hill Street, Porthcawl, Mid Glamorgan, CF35 1HS; Mobile Phone: 09887654445; Email: jamiea@letmc.com View / Add Notes			

At the bottom of the Tenants quick view you will be able to access the Tenancy details. Click on the magnifying glass and you will open the tenancy quick view

- Property Details
- Landlord Details
- Instruction
- Rent
- Keys
- Tenancy Notes
- Tenancy
- Tenants

Landlord Quick View

Gavin Evans (Ref: lan-2)

Contact Details 45 Bryn Hill Barry Vale of Glamorgan CF64 4BH			Land Line: --- Mobile: --- Fax: --- E-Mail: jamiea@letmc.com		
Management Details Management Fee: 11.50% NRL: Not applicable Email Letters: Yes		Finance Account Balance: £0.00 Last Invoice: 19/09/2008 View Bank Details		Notes View Landlord Notes Add a Note	
Currently Owned Properties					
25 prince charles st, cf34 6gt Ref: prop-119; Key Number: ; Keys Checked Out: No					
278 Bryn Road, CF32 9JA Ref: prop-1; Key Number: 001; Keys Checked Out: No					
12 Tondur Road, CF32 3TR Ref: prop-66; Key Number: 013; Keys Checked Out: No					
92 Penny Lane, CF61 7PL Ref: prop-74; Key Number: 014; Keys Checked Out: No					

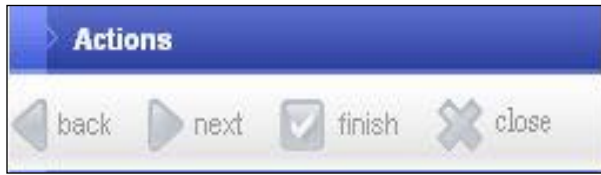
At the top of the Tenancy quick view you can access the Landlord quick view. Click on the Landlord magnifying glass to call up the landlord quick view, this will display;

- Contact details
- Management details
- Finance Details
- Notes
- Properties owned

Using these quick views as described above will allow you to open all details of the Tenancy Tenant and Landlord. This will prove particularly useful when talking on the phone to a tenant or landlord.

Other quick views available to you are: - Contractors and Properties to Rent

Action Buttons



Actions: The 'Actions' section will display buttons needed when carrying out various functions within the system. Always remember when entering information onto the system to click the finish button. If you are in the middle of a process and do not click finish, the

information will not be saved.

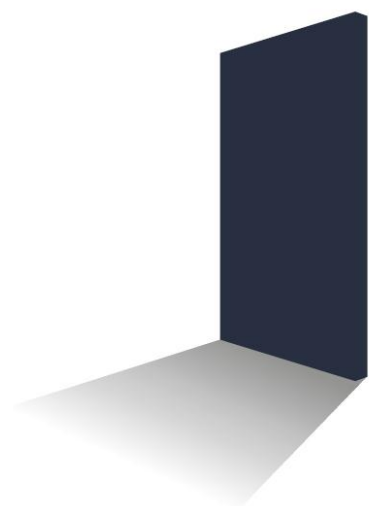
Help and Print Buttons

Extra Buttons: On certain pages the 'Help' and 'Print' button will appear (located top right). The help section will always be specific to the screen you are viewing. By clicking the help button you will be taken to that specific help page, click finish in the actions box to return to your original page. The Print button will be displayed at various points in the software; this can be used for printing out what is displayed on the screen e.g. a contractor job sheet. These printouts will either be in pdf or Excel spreadsheet format.



The navigation route description (top left) will show you where you are in the system, useful if you are on the phone to LetMC support as they will be able to go to where you are in the system and provide help quicker.





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