



Estate & Property
Management
Company

Dwellant Easy user manual

Sandford Gate

East Point Business Park

Oxford OX4 6LB

Tel: 01865 910169

sitehelp@commonground.uk.com

www.commonground.uk.com

Contacting Common Ground via the web portal

Common Ground operates a web portal for all site we manage.

You can use the portal to access information about your property and to report any issues. It is also the most effective way of communicating with us in relation to your property.

All of the updates are in one place and you can access it at any time.

How to log in to the portal

The link to register:

portal.commground.uk.com

Display name or email address:
Password:
 Remember me
Forgotten Password?
SIGN IN
REGISTER
TERMS AND CONDITIONS PRIVACY POLICY HELP
© 2018-2021 COMMON GROUND, ALL RIGHTS RESERVED

Enter your invitation key which you will have received with the invitation letter.

Registering with the Website is **quick, saves paper** and helps us to **deliver news** to you faster.
The link to register:
portal.commground.uk.com
Your Invitation Key:
[Redacted]

This Is your building's summary home page

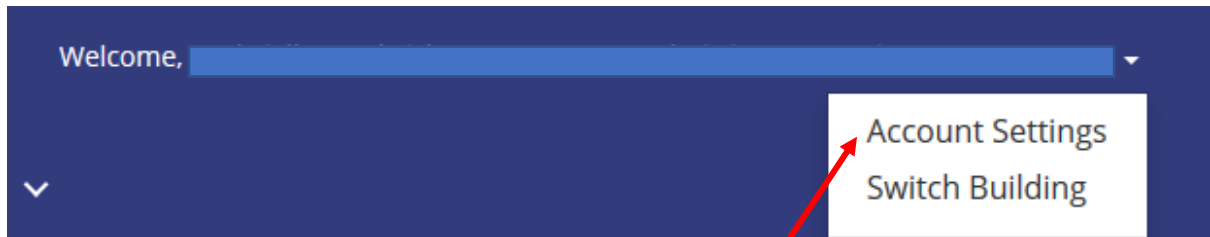
The screenshot shows the top navigation bar of a building management website. On the left is a logo with a stylized 'G'. On the right, it says "Welcome, 'Gabriella Hardwick (Common Ground)' Is impersonating 'Erlick 321011'" followed by a dropdown arrow. Below this, there are two dropdown menus: one for the user name and another for "RESIDENTS COMMUNITY". A red arrow points from the "RESIDENTS COMMUNITY" dropdown menu down to a text box below.

Click on the arrow to see requests, information on the building etc.

How to manage your account

If you wish to add or change information about your flat, address ect..Click on this arrow

This is a duplicate of the screenshot above, showing the building's summary home page. A red arrow points from the text box above to the user profile dropdown menu in the top navigation bar.



+ ADD POSTING

Click on account setting

Your information
Your settings | Your apartments at Shotover Mound RTM Company Ltd | Your location | Building invitation key

YOUR DETAILS

Full name*:

Salutation:

Display name*:

Email address*:

Retype email address*:

Password*:

Confirm the password*:

Correspondence address:

How to add your tenant or Estate agent to the portal



Your information
Your settings | Your apartments | Your location | Building invitation key

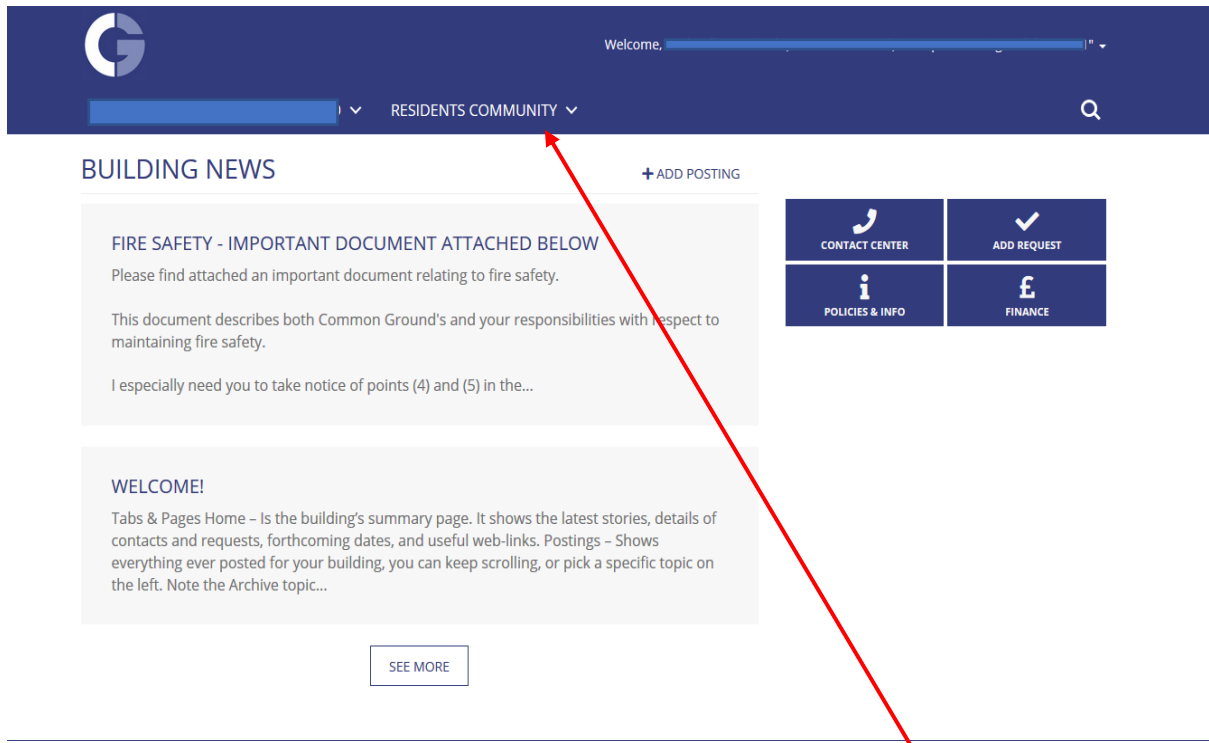
You may set up a Letting Agent for your apartments here and add tenants. If you have apartments in other buildings, you may go to another building's website

Apartment	Relationship	Actions
<input type="text"/>	You own this apartment; You live in this apartment	SELECT ACTION... ▾

Select -

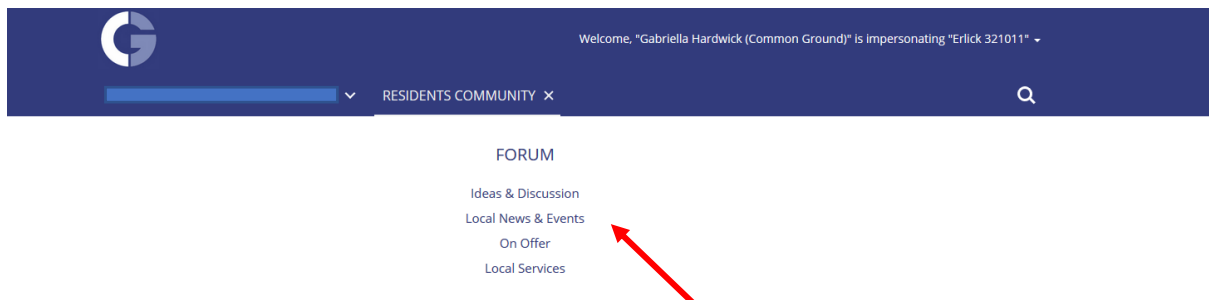
- Documents
- Change relationship with apartment
- Letting Agent Details
- Tenants
- Delete

How to create discussion between leaseholders



The screenshot shows a website header with a logo on the left and a user greeting "Welcome, [redacted]" on the right. Below the header is a navigation bar with a dropdown menu labeled "RESIDENTS COMMUNITY" and a search icon. The main content area is titled "BUILDING NEWS" and includes a section for "FIRE SAFETY - IMPORTANT DOCUMENT ATTACHED BELOW" and a "WELCOME!" section. A red arrow points from the "RESIDENTS COMMUNITY" dropdown menu to a text box below.

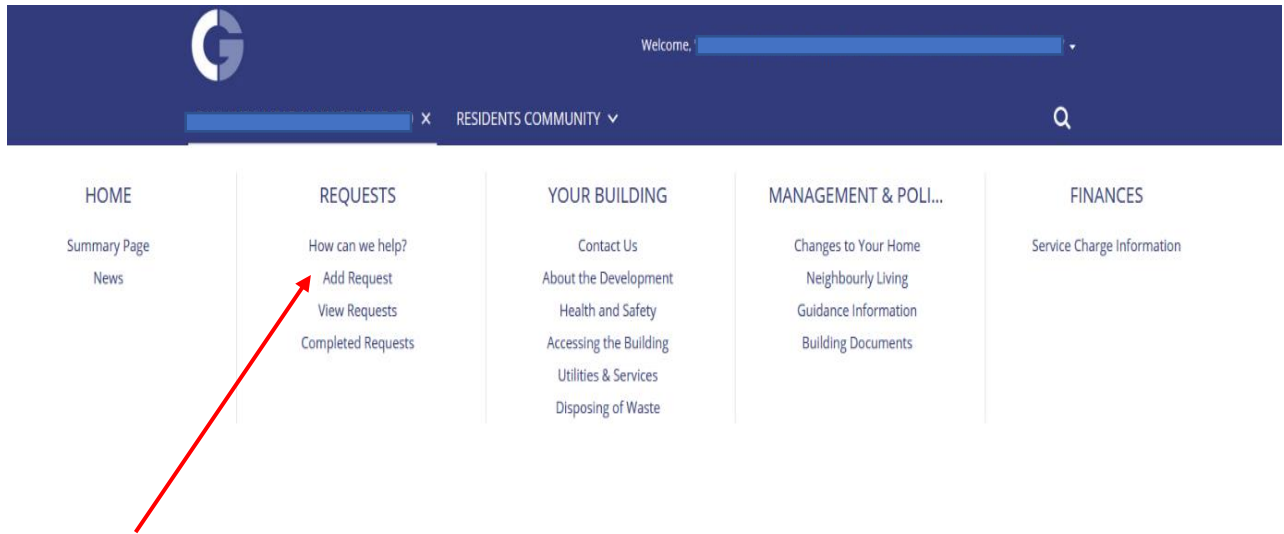
Click on the arrow "Residents Community", you can add information create discussion between owners etc.



The screenshot shows a website header with a logo on the left and a user greeting "Welcome, 'Gabriella Hardwick (Common Ground)' is impersonating 'Erllick 321011'" on the right. Below the header is a navigation bar with a dropdown menu labeled "RESIDENTS COMMUNITY" and a search icon. The main content area is titled "FORUM" and includes links for "Ideas & Discussion", "Local News & Events", "On Offer", and "Local Services". A red arrow points from the "Ideas & Discussion" link to a text box below.

Click on any of the items you wish to open

How to create a request



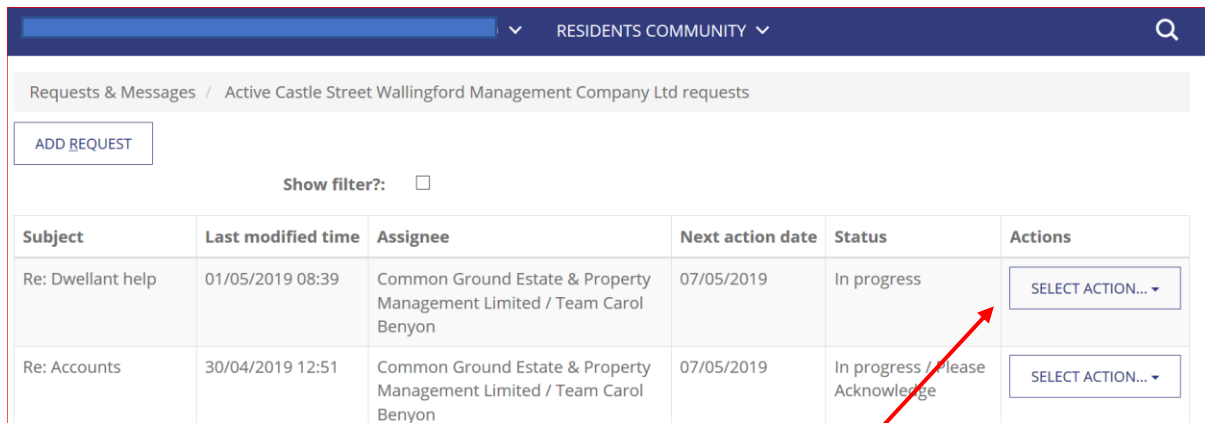
If you have any problems that need reporting in your building - just click “Add a Request”.

If you would like to follow up on an existing request just click “View Request”

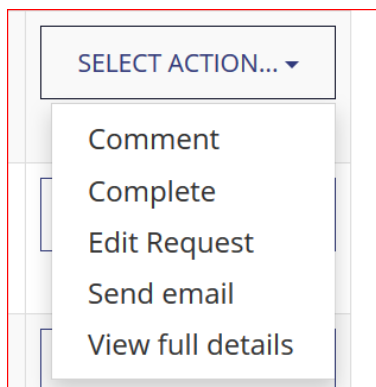
If you would like to view all completed request just click “Completed Requests”

The same for any other information, just click on the item you would like to view

Comment/Emailing from a Request on Dwellant



If you select action on the request you will see a drop down box:-



The headings are self-explanatory. You can make any comments under the comment heading. If you wish to send an email and the request hasn't come from the person you wish to respond to then you can press explicit email address and a box will drop down for you to put the email address in. This section also allows you to drag attachments/or select attachments to send with the email.

SEND EMAIL

Recipient*: Explicit address Assignee

Content*:

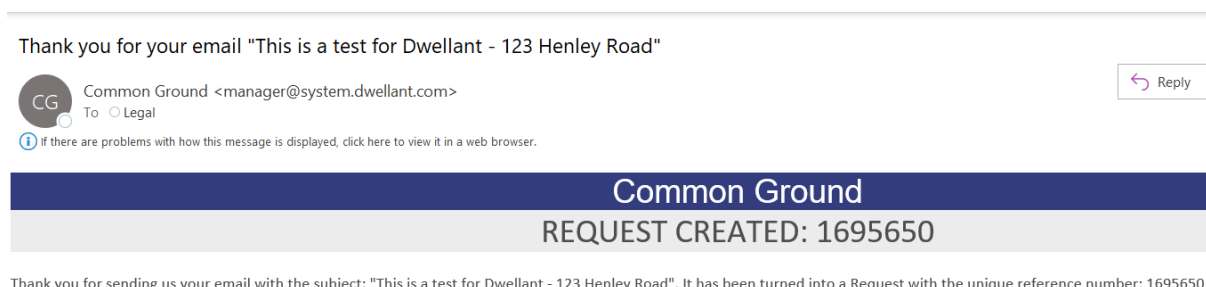
Next action date*: 08/05/2019

Attachments: DRAG FILES HERE OR CLICK TO SELECT

OK CANCEL HELP

Creating requests by email

You can also send your request by email to sitehelp@commonground.uk.com, including the first line of the address. You will then receive an automated response like the one below:



Checking the status of your request

Please log into Dwellant to check the status of your request. You can search for it using the Request ID provide in the automated email. In this instance '1695650'.

Further comments or updates on your request

If you have any further comments, questions or updates regarding the request logged, please log into the portal and update the request. **Please do not use the sitehelp email address for this as this will create a different request.**

Unable to locate the request logged

If you are having difficulty finding the request please email us on enquiries@commonground.uk.com. If you have the Request ID please provide this in your email.