

Introducing The MidCity Utilities Portal

MIDCITY UTILITIES

Constantly striving to create new and improved methods to serve our clients through the innovative use of technology



REAL ESTATE SOFTWARE



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YOUR **SMART** SOLUTION

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INTRODUCTION

This document stands to serve as a user guide for the Tenant / Owner Portal. This Portal connects you to the MidCity Property Services system, allowing you to access key account information at any time, from any smart device.

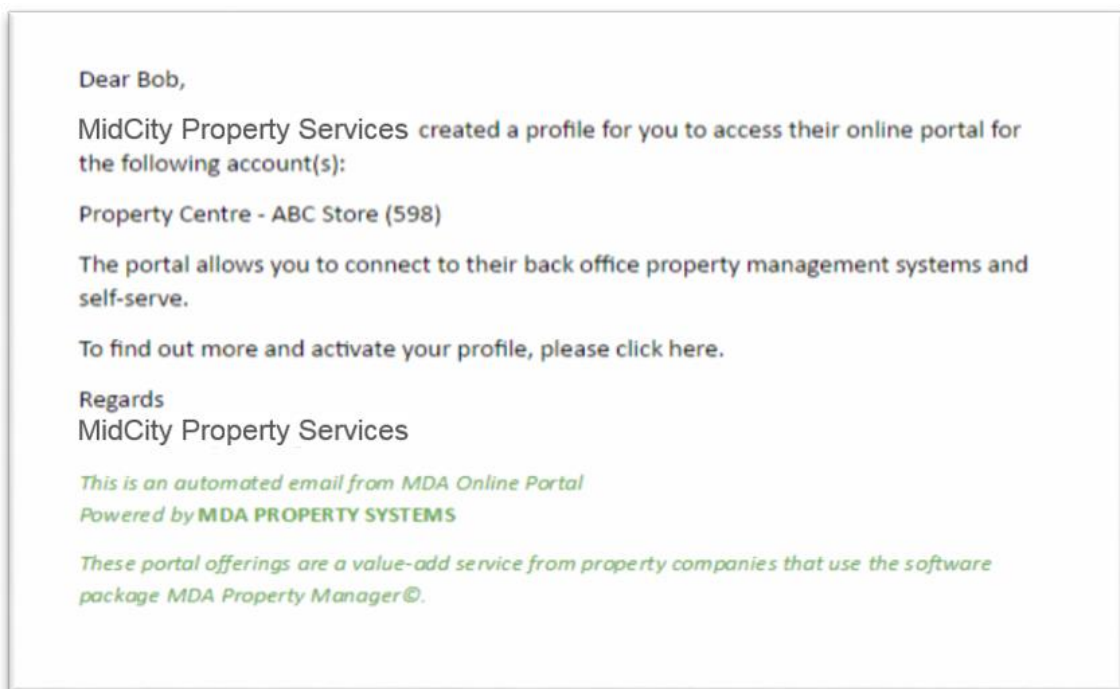
KEY FEATURES

- View your account balances and get copies of statements.
- Log and track service and maintenance requests.
- Be reminded of key dates and other notifications.
- View lease/contract schedules and other important documents.
- Analyse account charges and transaction history.
- Update contact details.

*** **At the discretion of MidCity Property Services Pty Ltd.**

ACTIVATION

MidCity Property Services will be activating your Portal shortly. You will receive an activation email, as per the example below.



After following the hyperlink within the email, create a preferred password. In addition, you'll be given the option to stay logged in to the Portal.



Activate your profile

An Online Portal profile has been created for you. To access your account information, please verify your details and choose a password. You will only need to do this once.

First name*

Last name*

Email address*

Mobile

Telephone

Choose password

Confirm password

Keep me logged in

By logging in you agree to the [Terms of Use](#).

Proceed to log into your account using your MidCity registered email address and the preferred password which you will create.



FUNCTIONALITY

Browse the dashboard for an overview of your account.

The screenshot displays the MidCity Utilities online portal dashboard. At the top, the header includes the company name 'MidCity Utilities (Pty) Ltd', contact information 'customer@midcityutilities.co.za' and '0124263400', and a user profile 'IT Support'. The navigation menu features 'Dashboard' (highlighted with a red circle), 'Account', 'Document Library', 'Service Requests', 'Lease/Contract', 'Notifications', and 'FAQ'. The main dashboard area is titled 'MidCity Corner (Campus Edge) (MCCSER) - MidCity Corner Service Account (1859)'. It is divided into several sections: 'Account Balance' showing a current balance due of R13 935; 'Document Library' showing the latest statement for Sep 2020, updated 3+ months ago; 'Service Requests' showing 0 outstanding cases and 0 incomplete jobs; 'Account Analysis' featuring a line chart of allocations from 2019 to 2020; and 'Key Dates' indicating a contract term expiring on 31/10/2020. A 'Notifications' section lists recent events such as 'Statement emailed' and 'Latest statement available'.



ACCOUNT INFORMATION

View your current Account Balance, and then drill down via the View Details button for further transactional analysis. This information can also be accessed via the Account tab on the menu at the top of the screen.

MidCity Utilities (Pty) Ltd | customercare@midcityutilities.co.za | 0124263400 | Portal Demo

MidCity UTILITIES

Dashboard | Account | Document Library | Service Requests | Lease/Contract | Notifications | FAQ

Dashboard

Transactions
Statements
Contact Details

MidCity Corner (Campus Edge) (MCCSER) - MidCity Corner Service Account (1859)

Account Balance
R72 566
Current Balance Due
View Details

Document Library
May 2019
Latest Statement
View Details

0 Documents Exist
View Details

Service Requests
Log New +
0 Cases Outstanding
View Details
0 Incomplete Jobs
View Details

Analyse charge allocations and receipts captured across multiple period selections.

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MidCity UTILITIES

Dashboard | Account | Document Library | Service Requests | Lease/Contract | Notifications | FAQ

Transactions
Account / Transactions

Transactions
Statements
Contact Details

MidCity Corner (Campus Edge) (MCCSER) - MidCity Corner Service Account (1859)

Transactions

202009 to 202009 By Financial Period To match my monthly statement

Allocations

25 records per page

Search across all fields

Period	Date	Allocation	Remarks	Exclusive	Tax	Inclusive
202009			Balance B/f			483.00
202009	01/09/2020	Elec Common Area	Apportioning Block A Service Lights for 2020-08-03	223.36	33.50	256.86
202009	01/09/2020	Elec Common Area	Apportioning Block B Service Lights for 2020-08-03	458.53	68.78	527.31



SERVICE REQUESTS

Log and track service/maintenance requests. These will automatically push through to MidCity's system for action. This information can also be accessed via the Service Requests tab on the menu at the top of the screen.

*This functionality is only available if activated by MidCity Property Services Pty Ltd.

**** This functionality will only become later on.**

The screenshot displays the MidCity Utilities online portal interface. At the top, the header includes the company name 'MidCity Utilities (Pty) Ltd', contact information 'customer@midcityutilities.co.za' and '0124263400', and a user profile 'IT Support'. The main navigation bar features several tabs: 'Dashboard', 'Account', 'Document Library', 'Service Requests', 'Lease/Contract', 'Notifications', and 'FAQ'. The 'Service Requests' tab is highlighted in yellow and circled in red. Below the navigation bar, the 'Service Requests' section is active, showing a dropdown menu with 'Service Requests' and 'Log New' options, both circled in red. The main content area displays a filter for 'Cases' set to 'Outstanding' and a 'Log New +' button. Below this is a table with columns: 'Case No', 'Logged', 'Status', 'Category', and 'Description'. A second filter for 'Actioned Jobs' is set to 'Incomplete'. Below this is another table with columns: 'Job No', 'Logged', 'Status', 'Nature', 'Description', and 'Cost'.



KEY DATES & NOTIFICATIONS

Be reminded of key dates and other notifications. This information can also be accessed via the Lease/Contract and Notifications tabs on the menu at the top of the screen.

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Dashboard | Account | Document Library | Service Requests | Lease/Contract | Notifications | FAQ

Key Dates

Lease/Contract / Key Dates

MidCity Corner (Campus Edge) (MCCSER) - MidCity Corner Service Account (1859)

Key Dates In the next: 3 months | 6 months | 12 months ^

Item	Details	Date
Contract Terms - Expiring	Monthly lease/contract with 1 month(s) notice period	31/10/2020

Previous | 1 | Next

* Key Dates are red when overdue



STATEMENTS & DOCUMENTS

View lease/contract schedules, your monthly statements and other important documents via the Document Library and Lease/Contract tabs on the menu at the top of the screen.

*This functionality is only available if activated by MidCity Property Services Pty Ltd.

The screenshot displays the MidCity Utilities (Pty) Ltd online portal. At the top, the header includes the company name, email (customer@midcityutilities.co.za), phone number (0124263400), and an IT Support dropdown. The main navigation menu features 'Dashboard', 'Account', 'Document Library', 'Service Requests', 'Lease/Contract', 'Notifications', and 'FAQ'. The 'Document Library' and 'Statements' options are circled in red. Below the navigation, the 'Statements' section is active, showing 'Document Library / Statements' and a sub-menu with 'Transactions', 'Statements', and 'Contact Details'. The 'Statements' option is also circled in red. The main content area displays 'MidCity Corner (Campus Edge) (MCCSER) - MidCity Corner Service Account (1859)'. Below this, there is a 'Statement Period' dropdown set to '202009', with 'Previous' and 'Next' buttons. A 'Supporting Documents (0)' button is visible on the right. A help link 'How do I save or print my statement?' is present. The main content area shows a preview of a 'Tax Invoice & Statement (Standard)' document, page 1 of 2, with a MidCity Utilities logo and a table header 'COPY Tax Invoice & Statement'.

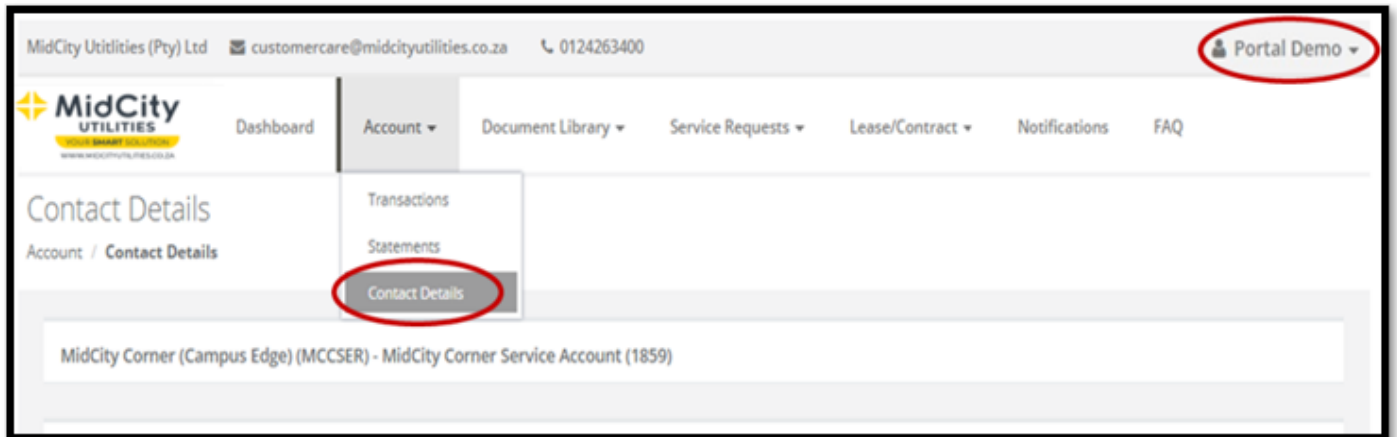
Entity	MidCity Utilities (Pty) Ltd



UPDATE CONTACT DETAILS

Update your contact details via the Account tab or your Portal Account drop down menu. This will automatically update your contact details MidCity Property Service's system.

*This functionality is only available if activated by MidCity Property Services Pty Ltd.



Click on Change and insert your updated contact information and then click Update.

Contact Details

List or Trading as Name	MidCity Corner Service Account
Account Code	1859
Property	MidCity Corner (Campus Edge)
Property Code	108
Main Unit	MCCSER

MidCity Utilities (Pty) Ltd has the following details on record for each of the contact types below.

General Accounts Premises Marketing & Legal

Name
Portal Demo

Mobile
082 000 0000

Email
PortalDemo@mdapropsys.co.za
* Your monthly statement is emailed to this address.

Telephone
012 426 3400

Change Details



FREQUENTLY ASKED QUESTIONS

Make use of the FAQ section to assist in navigating and managing your Online Portal.

Click on the drop downs to find more answers to questions that you may have.

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Dashboard | Account ▾ | Document Library ▾ | Service Requests ▾ | Lease/Contract ▾ | Notifications | **FAQ**

FAQ

Frequently asked questions

Profile

How do I change my profile details?

The first time you log in, you will be asked to verify your profile details. If you would like to update your profile details subsequent to this, click on the drop down arrow next to your name and go to 'Profile'. On smaller devices, your name can be found in the hamburger menu on the top right of the screen. Edit the details you want to change and then click 'Update'.

How do I change my password?

Can I link another account to my profile?

What are my profile details used for?

Account

What are the account contact details used for?

These details are used by the management company to contact representatives for this tenant/client account. Different contact types can be recorded, i.e. General, Accounts, Premises and Marketing & Legal.

How do I change my account contact details?

Transactions - Grand Total field: Why does the Exclusive plus Tax amounts not equal the Inclusive amount?

