

Portal

User Guide



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FUNCTIONALITY

1. Dashboard
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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.



01

VIEW ACCOUNT BALANCES

View your account balances and get copies of statements.

02

LOG AND TRACK

Log and track service and maintenance requests.

03

BE REMINDED

Be reminded of key dates and other notifications.

04

VIEW SCHEDULE

View lease / Contract schedules and other important documents.

05

ANALYSE CHANGES

Analyse account charges and transaction history.

06

UPDATE CONTACT DETAILS

Update contact details.

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

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



From: MidCity Utilities (Pty) Ltd <no-reply.portal@mdapropsys.com>
Sent: Tuesday, April 29, 2025 10:02 AM
To: MRI Support <mrisupport@midcity.co.za>
Subject: Online Portal: Account Link Added

Dear John Doe,

MidCity Utilities (Pty) Ltd has given your profile access to their online portal for the following account(s):

- MidCity Square (DEMSER) - MidCity Square Body Corporate (6953)

The portal allows you to connect to their back office property management systems and self-serve.

To view your profile, please click [here](#).

Regards,
MidCity Utilities (Pty) Ltd

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

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



Online Portal: Account Link Added



MidCity Utilities (Pty) Ltd <no-reply.portal@mdapropsys.com>
To: MRI Support

Dear John,

MidCity Utilities (Pty) Ltd has given your profile access to their online portal for the following account(s):

- MidCity Square - John Doe (36726)

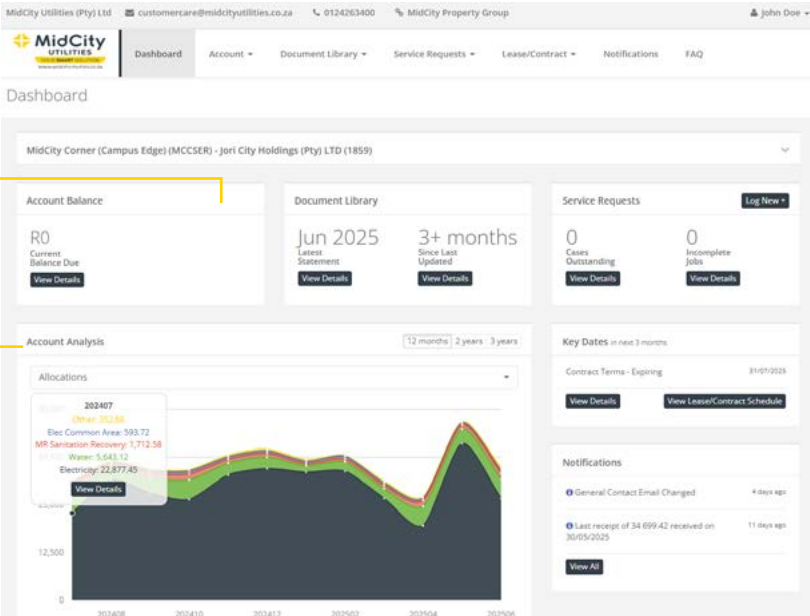
The portal allows you to connect to their back office property management systems and self-serve.

To view your profile, please click [here](#).

Regards,
MidCity Utilities (Pty) Ltd

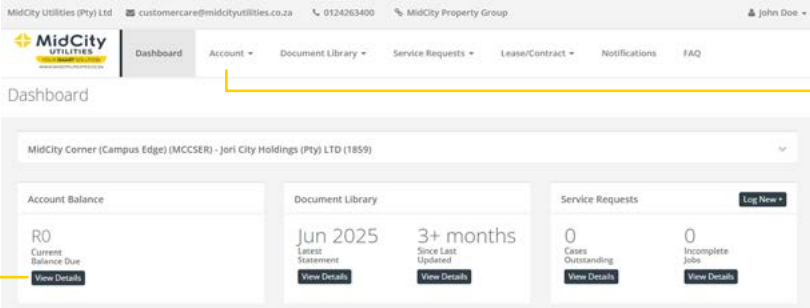
1. DASHBOARD

Browse the **dashboard** for an overview of your account.



View your account balance

View the account analysis

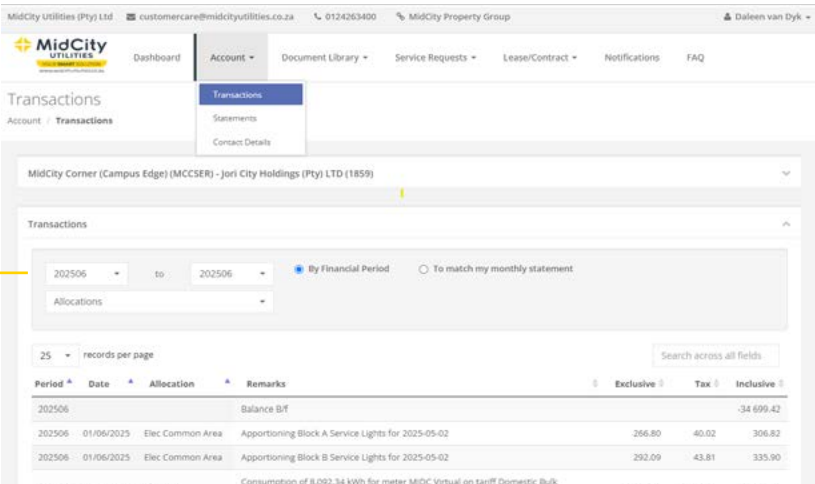


View your current Account Balance and then drill down via the View Details button for further transactional analysis

This information can also be accessed via the Account tab on the menu at the top of the screen.

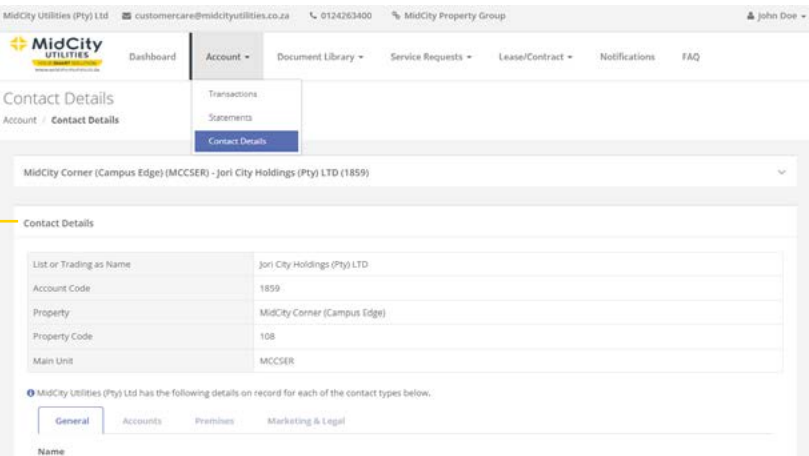
2. ACCOUNT INFORMATION

2.1 TRANSACTIONS



Analyse charge allocations and receipts captured across multiple period selections

2.2 CONTACT DETAILS

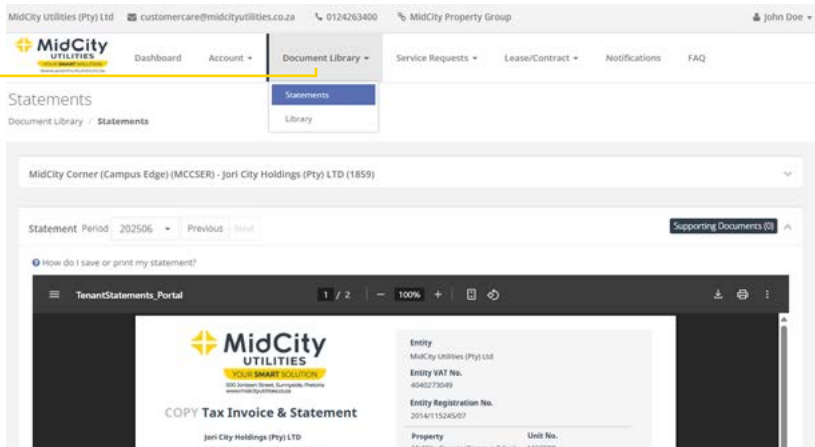


Update your contact details via the Account tab or your Portal Account drop down menu

3. DOCUMENT LIBRARY

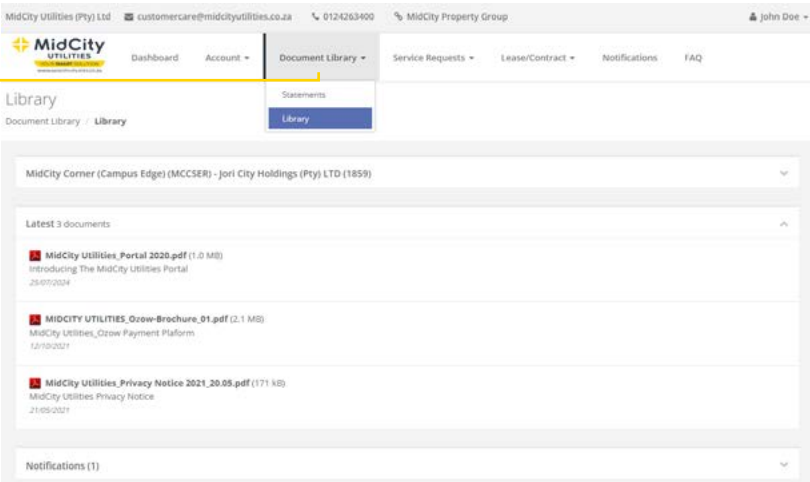
3.1 STATEMENTS

View your monthly statements and other important documents via the Document Library



3.2 LIBRARY

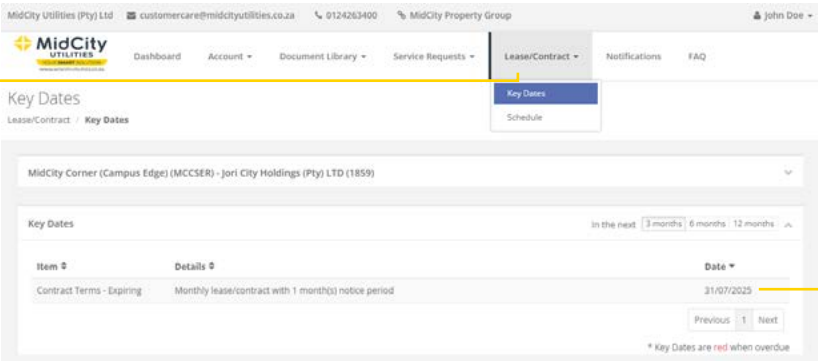
View your monthly statements and other important documents via the Document Library



4. LEASE CONTRACT

4.1 KEY DATES

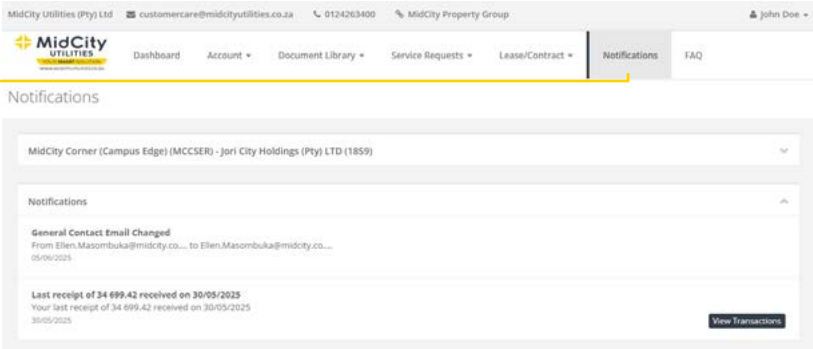
View your key dates and schedule in the Lease / Contract tabs



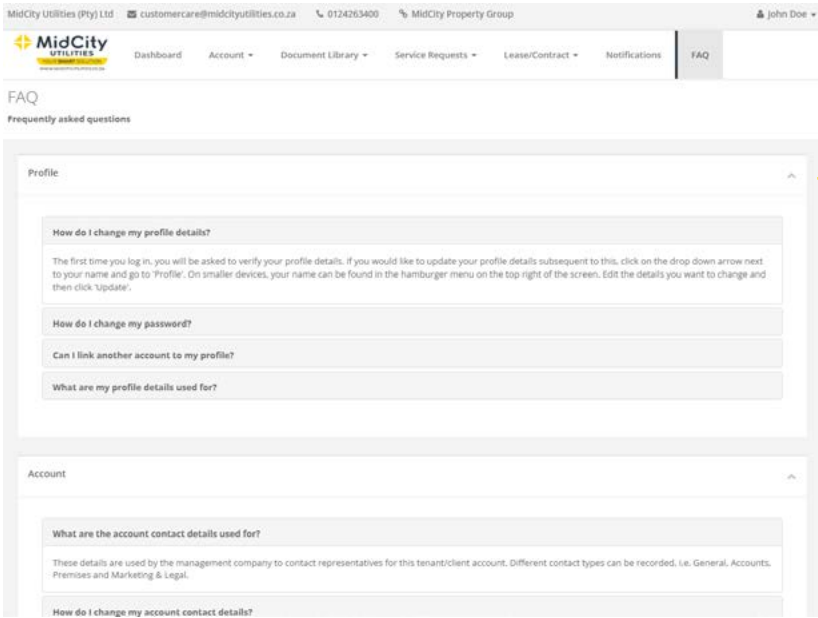
Be reminded of key dates and other notifications.

5. NOTIFICATIONS

This information can also be accessed via the Notifications tabs on the menu at the top of the screen



6. FREQUENTLY ASKED QUESTIONS



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

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

Visit our website

midcityutilities.co.za

The Savvy
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