Resava Property Management: Owner's Manual

On your personal pages on the Resava web-site you may control and administrate your apartment; our advanced and modern Property Management System helps you to monitor your economy, rentals and maintenance of your apartment from wherever you are in the world!

This Step-by-Step Guide takes you through the processes you need to follow so that you can start managing your property and account online;

Step I. Getting started

Once you've received your Welcome letter, logging on is easy. Just follow the steps below:
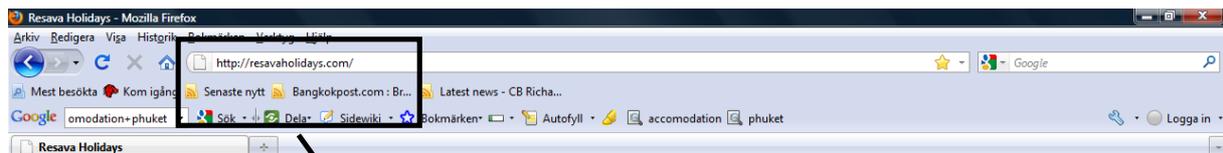
1. Ready
All the information you need is found in your Welcome Letter which contains:
- Your E-mail Address: The e-mail address that you have registered with at Resava.
- Your Password: The password you have been given, which you are advised to
change once you have logged in successfully your first time. (See editing my password in this manual.)

2. Set
The Resava website can be found at: www.resavaholidays.com

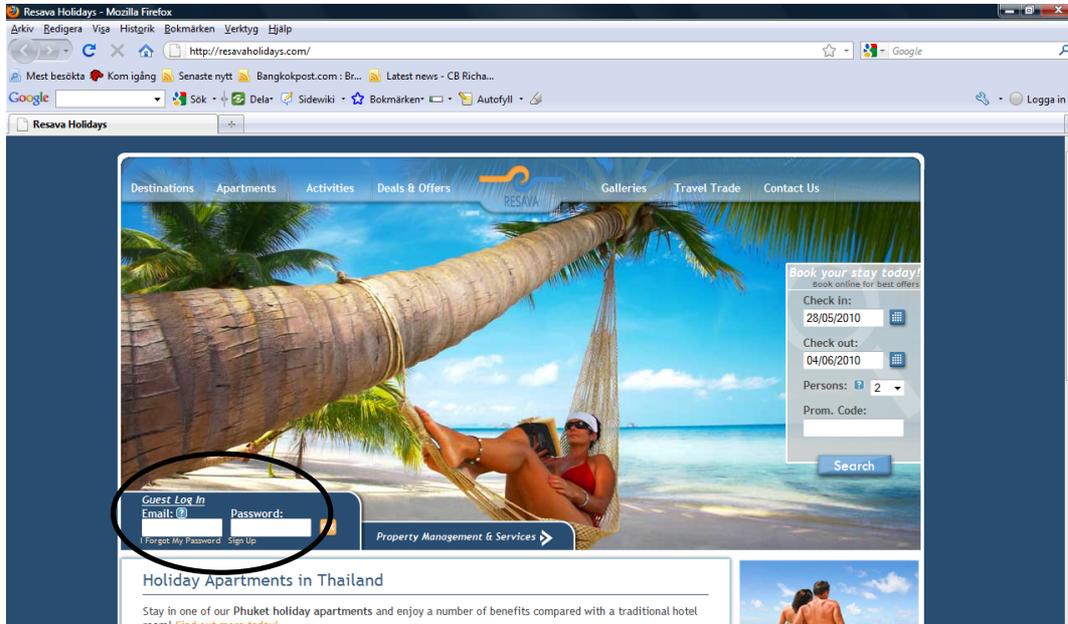Insert the Resava website address into the address location in your browser:
www.resavaholidays.com

3. Go!
- As soon as you have entered the Resava website address
(www.resavaholidays.com), and are on the site, you are ready to Log in...

Step II: Logging in
Logging in... as simple as it can get!

Under the booking engine on the lower left hand side of the home page window (first page when you access the website) you will find the "Guest Log In" function:
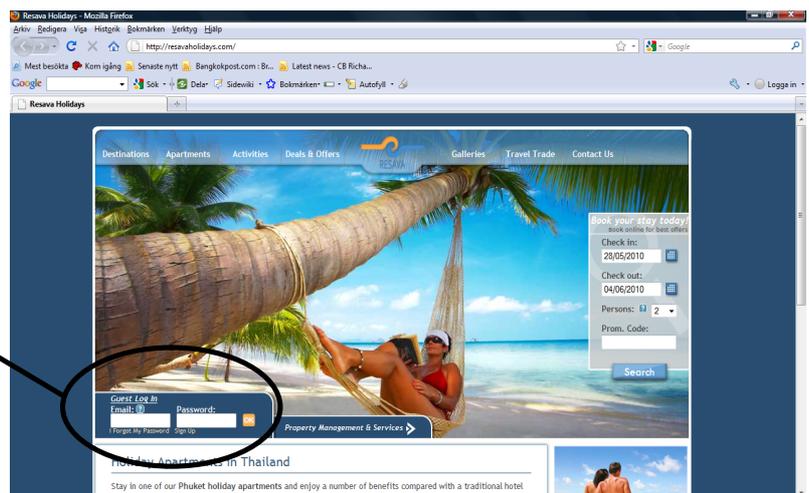
In "Guest Log In" you should enter:

1- your E-mail and
2- your Password

Have you forgotten you Password? Or are you experiencing trouble logging in?

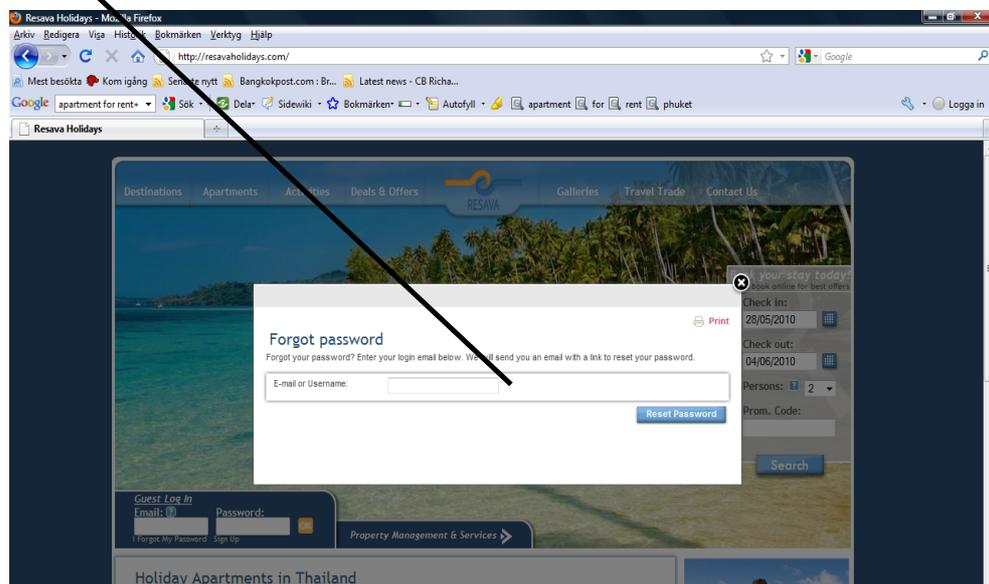Discover the "I Forgot My Password" function: The "Forgot Password"

At the bottom of the "Guest Log In", you can find the "I forgot my Password" function. If you forgot your password, if you cannot log-in for a reason or another, please use this function.

How does "I Forgot My Password" function work?

Losing or forgetting a password can happen to anyone. By clicking on the "I Forgot my Password function, a new window appears asking you to insert your e-mail (this is the same e-mail address that appears on the Welcome letter you have been sent – the E-mail you have registered with Resava). Once inserted, click on "Reset Password" and you will receive an e-mail (to the e-mail address inserted above) with instructions on how to proceed next.
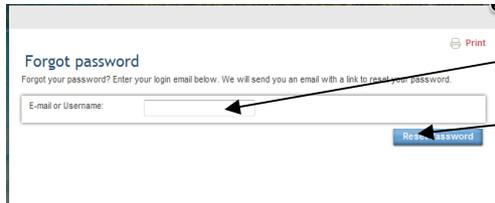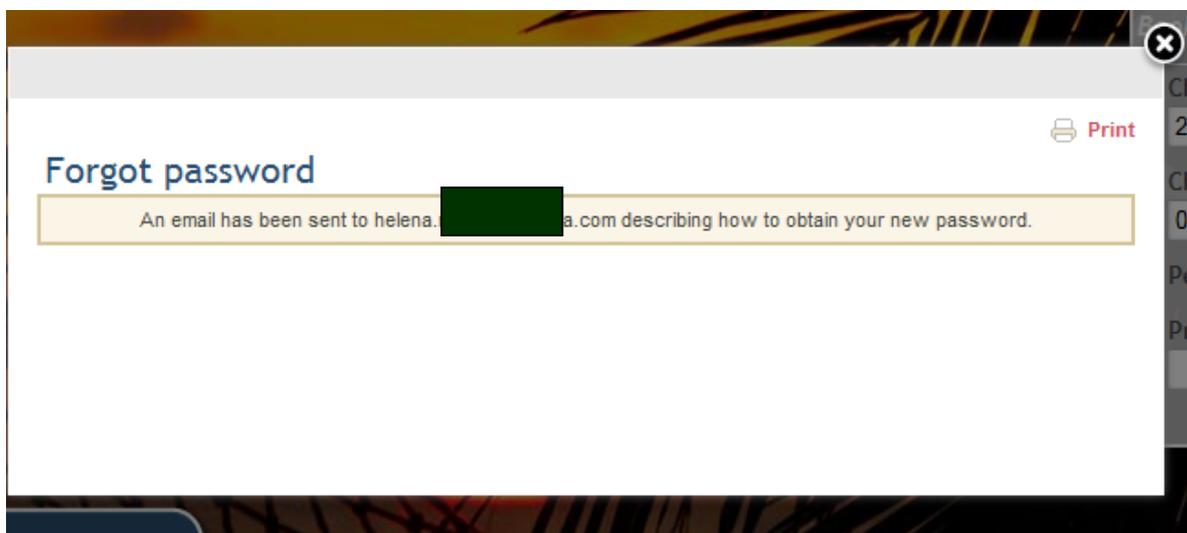
Insert the email your registered with Resava

Press Reset Password

A message will confirm that an email has been sent to your email.

You will then need to go to your email and you will have received an email like below…
Example of the email that will be sent to you:

Password reset information

Hello, Helena!
You recently requested to reset your password. To change your password, please follow the link below:
https://www.resavaholidays.com/elina/resetpwd?user=helena.xxx@xxx.com&c=8srroqmdoo66z22kfwwug5muwm77kvmk&redirect=~/home/welcome
If you did not reset your password, please disregard this message.
Kind regards,
The Resava Team

Please note that if you have not received this email, it might have arrived in your "junk" or "bulk" email section, please check.

This email contains a link. By clicking on the link in blue, a new window appears where you will be asked to enter a "new password" and to confirm this new password ("confirm new password"). Enter your "new password" and "confirm" this "new password" and click on "Change password". This will "log you" into your account.

Step III. Website Navigation: Where you can find what you are looking for

Finding your way around the website is easy! This step will give you a short overview of what you can find and where. At the next step, Step IV, you may search by functions and questions that you may have.

After you have successfully logged in, you will have access to your personal account pages, putting you in charge of all the information concerning your property; your own bookings, if you rent your property: visitors bookings, and many other important functions.

The Welcome page is the first page that will appear after you have logged in.
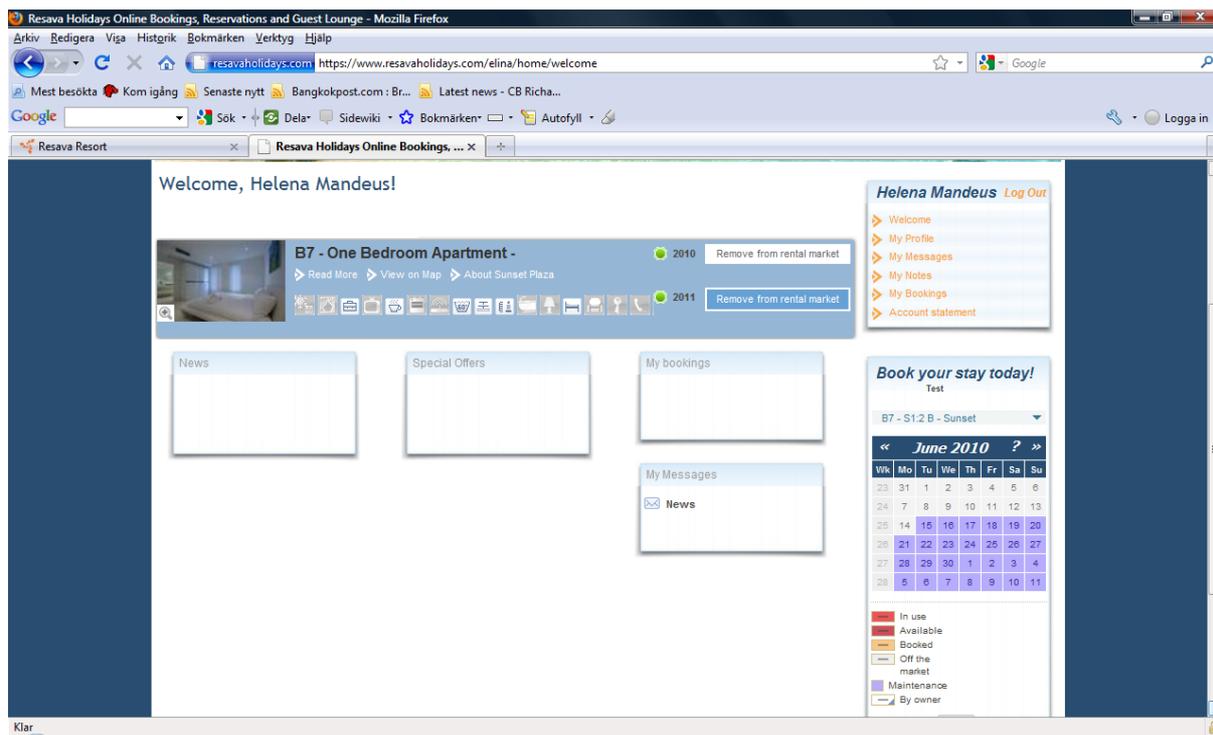

The Welcome page will give you access to all the information you need. On this page you find information about your property and you are able to manager your bookings to name a few functions.

On the Welcome Page you can access all the following information relating to your property and manage your property and its bookings. Below is a sample list of available actions:

- You can view your property description: A word description and a photo album
- Check your property's availability
- You can see the current booking made to your property
- You have a calendar overview of your property availability
- By using the menu bar at the top of the "Welcome page" you have complete access: your profile, your account statements, your booking history and your messages.
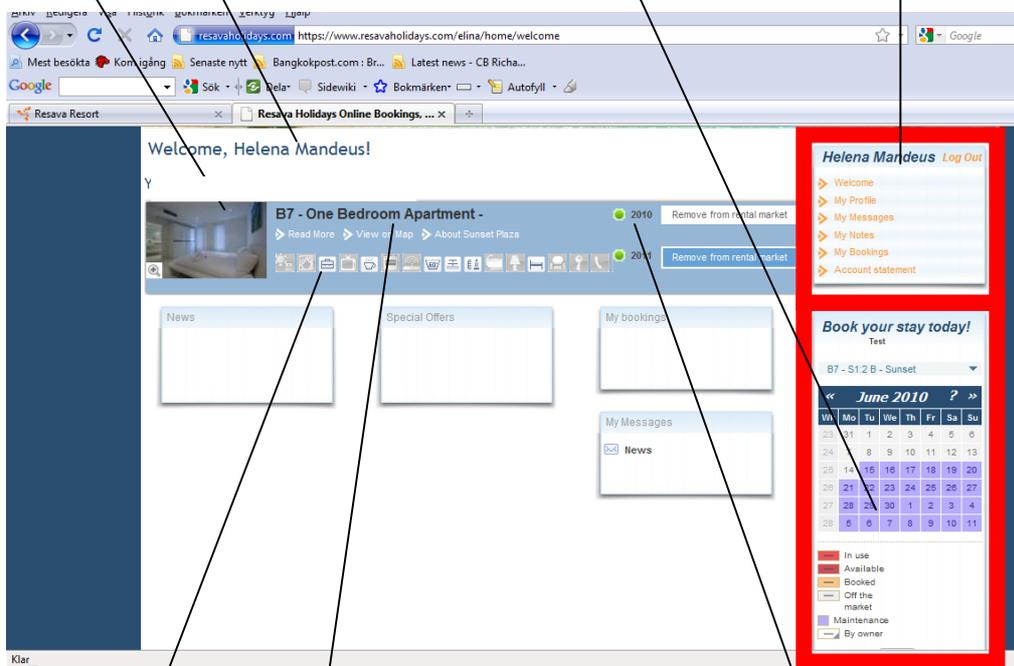
The menu looks like this:
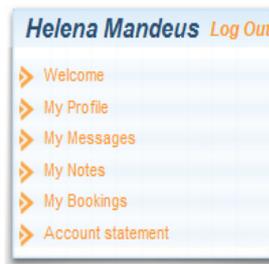
Welcome Mr./Mrs.

Menu

**Your property's photo album**

Availability calendar

Your property   **Your property's status: on or off market**

Description of property & amenities

From the Welcome's page top menu you can access all of your "Profile" information
(that is where you keep all of you personal details such as your contact details and banking
details, but also your "Account Statements", "Booking details", and "Messages".

**Your property Information Description: Your Property Photos and Description on
your welcome page.**

On your welcome page you find information on your property/ or properties if you
own multiple properties. There is a small detailed written description of your property (or
property category) with a photo gallery displaying photos of your property (or property
category).
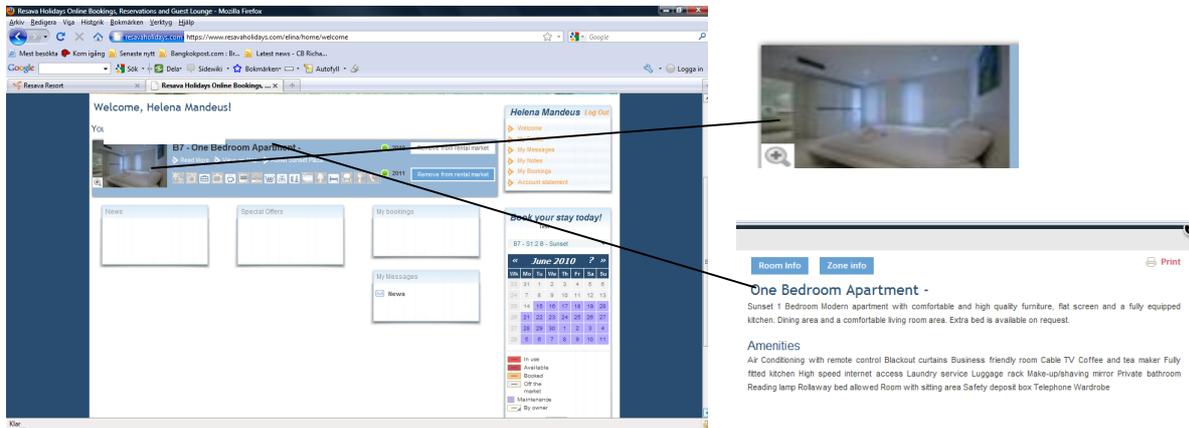
"My Bookings" on your welcome page are your own current bookings.

On your welcome page you find information on your own bookings in "My Bookings" (This appears only when and if there are bookings made by you to the property).

Here you will see reference numbers and dates displayed for your convenience. These references correspond to bookings you have made, and by clicking on a reference you can access your booking information in full.
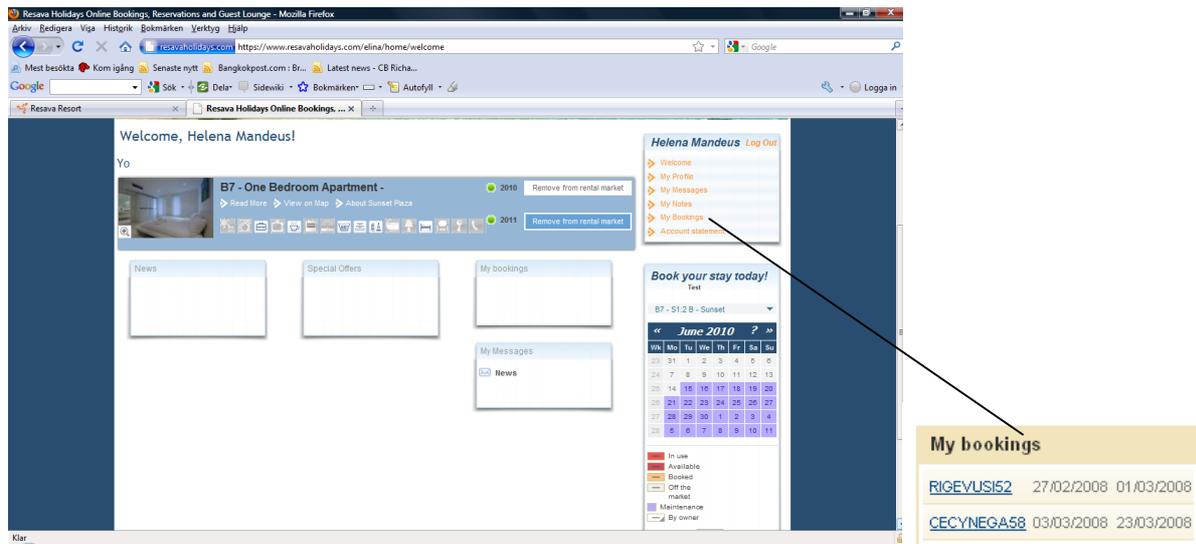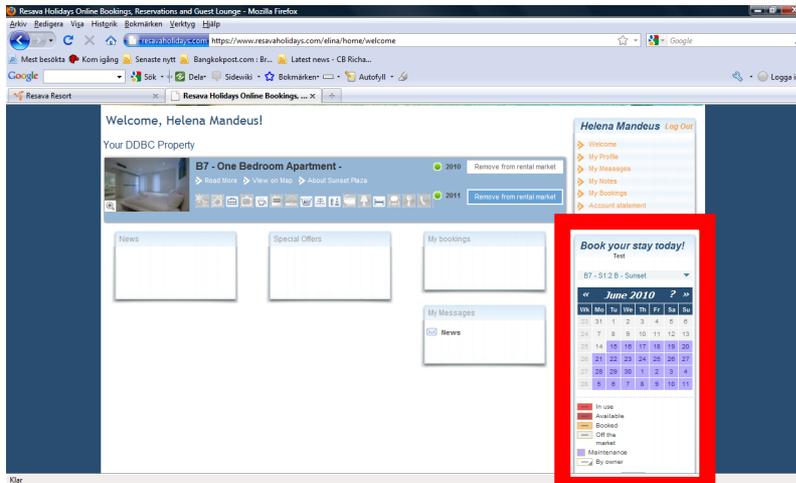

The "Availability Calendar"
What does the "Availability Calendar" do?

The "Availability Calendar" gives you your property's actual status for any given day. It tells you whether you property is available, booked by a client, booked by you or if it is not available to the market (off the market).

By looking at this availability calendar you are able to know at any given date if your property is available, or if it has been booked. This calendar, at a glance gives you an easy way to view you property's availability and status.

This calendar also allows you to block your apartment for private use. In order to do so, you simply click on the date of your arrival, and then the date of your departure, after which "Book now" will appear below.

The calendar
indicates the day,
week, month, year
and availability

The availability calendar functions according to the following principal: first click sets a
start date for a stay, the second click (only allowed on a date ahead of the start date) sets
the end of the stay, highlighting all the days in between. A third click clears the previous
selection, and sets a new start date, and so on.

For owners of multiple properties the welcome page will show the various properties, as will
the availability calendar. For multi-property owners, the availability calendars are individual
to each property. By pressing on the arrow if you own multiple properties, you can from a
drop down menu select the property for which you would like to see the availability
calendar.

Status Colour Codes

In use: The client/guest has "Checked-in" to your property, your property will be red until the guest checks-out
Booked: Your property has been booked by a client/ guest
Maintenance: The property is off the market for Maintenance
Available: Your property is currently available.
Off the Market: Your property is off the market, which means that it is not available for rental to clients/ guests on your request. You can however at any time change this.
By Owner: Your property has been booked by you.

Example:
The Calendar allows you to know the status of your property on any given date in real time. On this sample calendar, your property is booked from the 11th of June which is the day on which we are looking at the calendar by you (the owner). From the 28th of June till the 6th of July your property is available and therefore on the market.

You can therefore make a booking from the 28th of June. If you mouse passes over the green dates on the calendar they become red. If you click on an available "green date" in the calendar it becomes blue. By selecting available dates, a start and end date, "Book Now" appears below the calendar. You can proceed to book through the availability calendar your property for the available dates you have selected.

The "Wk" field is counting the week number in the year (the first week of the year beginning of January is week 1 and the last week of December is week 52).

The Menu:
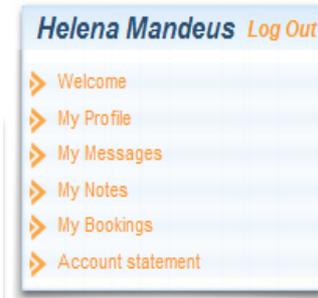
The Menu gives you access not only to the information contained on the Welcome page as seen above, but also to information concerning your Profile, Account Statements, Bookings.

By clicking on any of these menu sections, you will access new pages with detailed information:

Profile

Your "Profile" contains all your personal details. There are four sub-sections: "Basic Profile", "Addresses", "Credit Cards" and "Identity Documents".

The information will already be filled in according to the details you initially gave to Resava. Please update this information if you find errors and regularly thereafter. Any change in your address, e-mail, telephone number should be easily updated on these pages. You can also update or add a credit card.

Ensuring that your information is kept up-to-date as much as possible will give you the information that you need directly to you, quickly and easily. Do you have a new credit card or would you rather that your balance should be charged to another card? Just insert the details of that new card and your changes have been made!

My Bookings

Under "My Bookings" you will find the booking that you have made to your own property. In the "Bookings on my property" you will find bookings made by others on your property.

Each booking has a confirmation number and gives you information on the booking dates: start date/ end date, invoice number and total price.

Account Statement

Your "Account Statement" allows you to control your balance at any time. You may see all past transactions, your rental income and any outstanding bills. All invoices are found in "Account Statement" and classified by date. They are there for your convenience whenever you need them.

Step IV. Learning Functionality: What you can do on the owner website

Your area of the Resava website allows you to easily communicate, manage and get an overview of your property's information, bookings, invoices, maintenance, and many other areas.

Question: How do I see "My Bookings" for my property?

You can see the Bookings you have made to your property in either the **"My bookings"** on the welcome page, or in the **"Booking"** section under the "My bookings" sub-section.

The "My Bookings" section on the welcome page gives you information on the current bookings that you have made to your property. By clicking on the reference number, you gain access to more detailed information for each booking.

See the details of your bookings by clicking on their reference number:
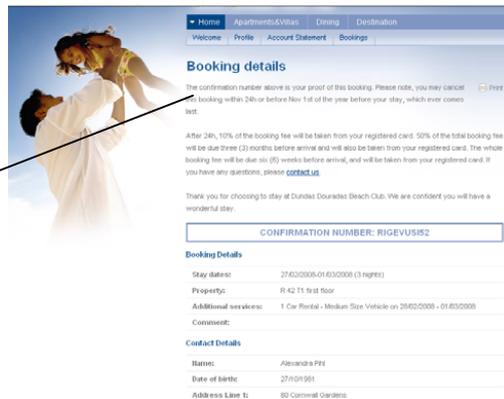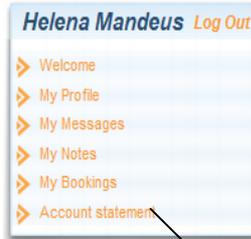

Question: How do I Book my property?

In order to book your stay at your property, go to the **"Availability Calendar"** on the welcome page. The calendar allows you to see the status of your property on any given date and gives you an overview of you property's availability, dates where it has been booked by clients, dates when it is in use, dates when you have booked your property for your use and also letting you know when it is available (on the market) or off the market.

To BOOK: Simply click the date of your arrival, and then the date of your departure, and complete by clicking the "Book Now" button that will appear below. The dates that you can select to book your property are green since green indicates that your property is on the market and available. (If you have chosen not to rent out your apartment (or not rent it out through Resava) the status should be "Off the Market". In that case it can not be booked.)

Each time you book your property, you will receive a reference number and a confirmation e-mail (sent the e-mail address that you have registered with Resava). After having booked your property for the dates you wish to stay, your booking will appear in "My Bookings" (on menu bar) and in "My Bookings" on the main page.

Question: How do I check "My accounts"?

You can check your accounts by going to your "**Account Statement**" in the Welcome Page menu bar.

Your account statement allows you to check your balance at anytime. You have a Starting Balance and a Final balance. You can also search by date for specific transactions. All transactions are placed in chronological order. You can also see all of your invoices in the "Account statement by going to the "Invoices tab".

Question: How do I update my contact details?

You should always make sure that your profile, which contains your personal details is updated at all times. You find the link to this information on the welcome page menu bar. Under "Profile" you find four sub-section, one containing your "Basic Profile", one containing your "Address", one containing your "Credit Cards" and one containing your "Identity Document" details.

How do I update "My Profile"?

Your profile contains all of your personal details. There are four subsections to it, Basic Profile, Addresses, Credit Cards and Identity Document. Please always make sure these are complete and up-to-date.

Please Note! You can change your password by clicking on "change password" on the "Basic Profile" page. When you click on "change password", you will be asked for your old password, and a new one. Please save this new password carefully. Then remember to *save changes* and continue.

How do I update my address?

Please go to your "Profile" and select the tab called "Address". You have the option of inserting multiple addresses and you can also decide to receive some correspondence (ex: billing) to a particular address such as your office whilst sending other correspondence to another address. (ex: your home address). Please always keep you address details updated.

You can select to receive different types of correspondence to different places.

How do I update my "Credit Card" details?

The "Credit Card" tab is found under your profile information. You have the option of adding one or multiple credit cards to this section. The "Credit Card" section of your profile contains your Credit Card details. If you would like to change the details of you card, if your card has expired and you have received a new one, or if you would simply like us to charge you on different card, this is where the details are entered.

Question: How do I change my password?

If you would like to change your password, go to you Basic Profile under "Profile" in the welcome menu bar. At the bottom of your "Basic Profile" page you will see a "Password" section, and a link called "Change Password". By clicking on it a window will open, asking for your "old password" and to insert a "new password" and to confirm this new password a second time.

Once you have done so, remember to always click on "SAVE CHANGES & CONTINUE" in order for any changes to take effect.

Question: Where do I see what bookings have been made to my property?

You can see the bookings that have been made to your property by looking at the **"Availability Calendar"** on the Welcome Page or by going to Booking in the Welcome page Menu.

The "Availability Calendar" allows you to see the status of your property at any given time. To see what bookings have been made to your property on the Calendar look for dates in red (which means the property is in use: that the clients have checked-in or booked) in orange (which means clients have booked your property). The "My Booking" section allows you to see both the bookings you have made to your property ("My Bookings") and the bookings made to you property ("Bookings on my property").
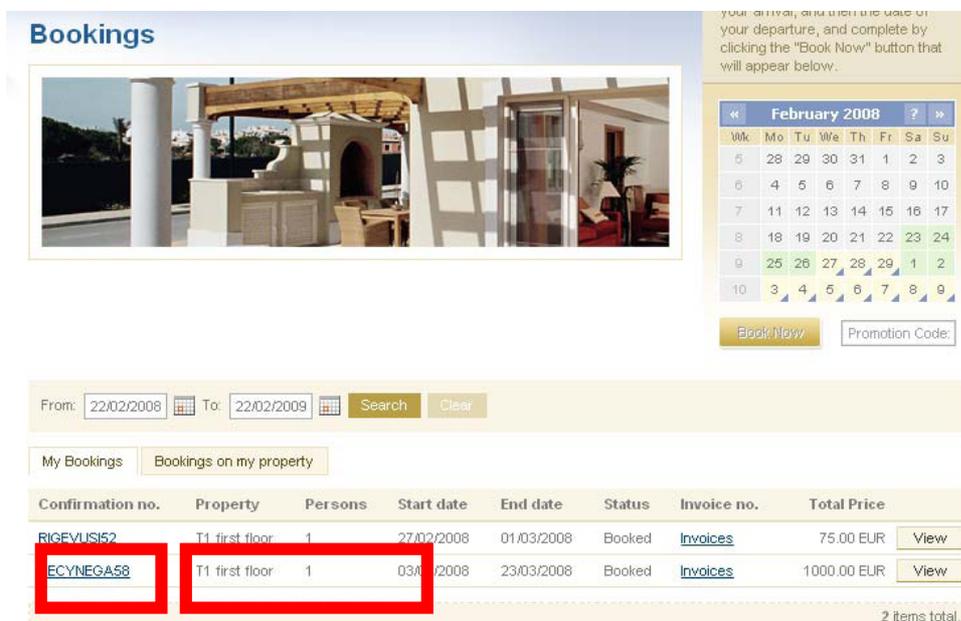
By clicking on "Bookings on my property" you will be able to view bookings that have been made to your property. You will also be able to see the bookings confirmation number and its dates.

Question: Should I require help, who should I contact?

If you have any questions or require assistance, please e-mail:
reservation@resavaholidays.com.