



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;

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Step I. Getting started

Once you've received your Welcome letter, logging on is easy. Just follow the steps below:

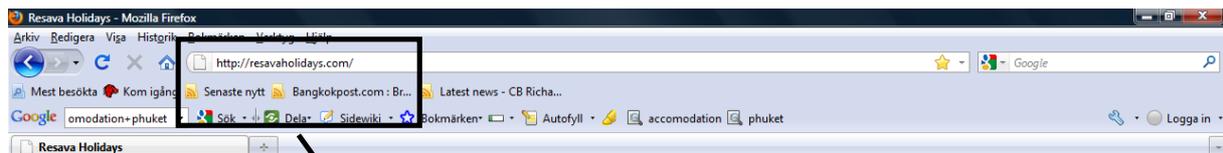
1. Ready

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:

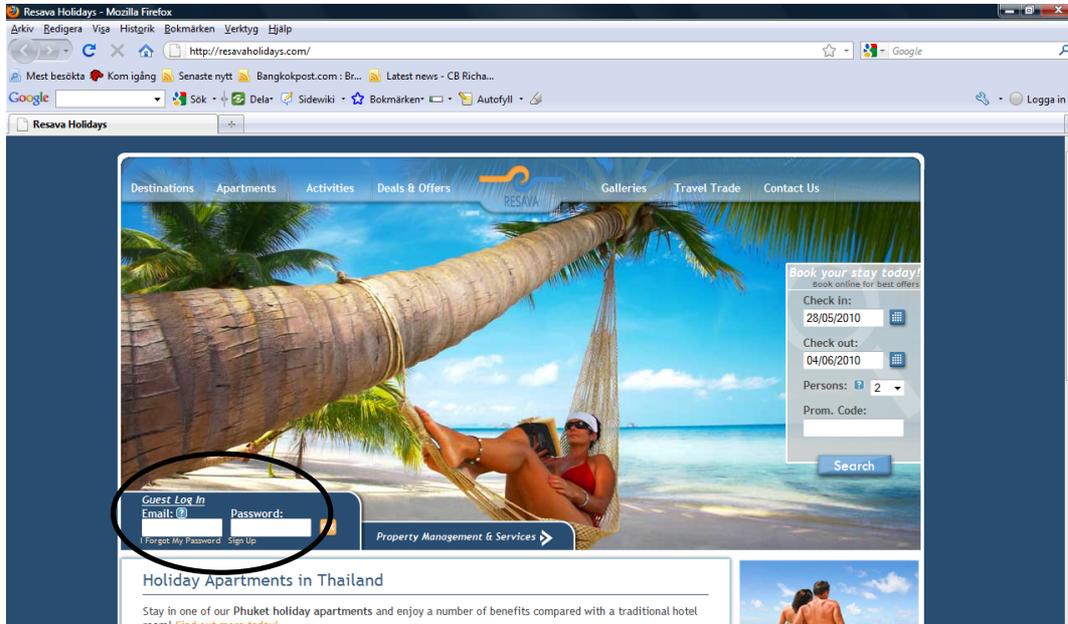
www.resavaholidays.com

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:

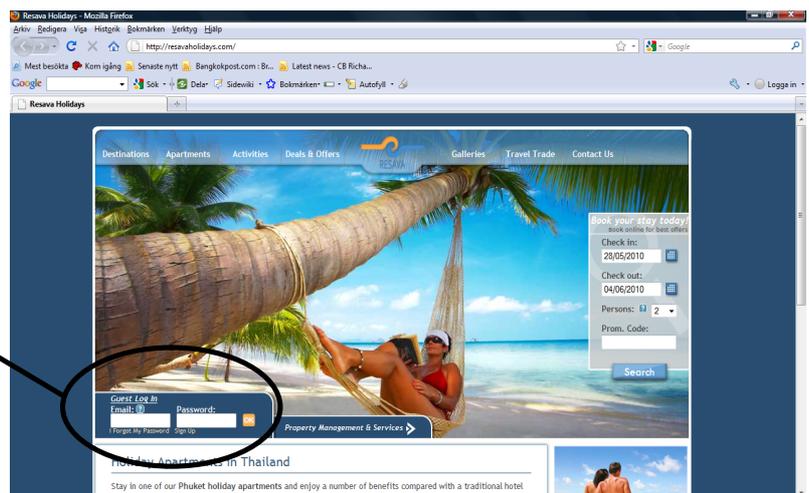
In "Guest Log In" you should enter:

- 1- your E-mail and
- 2- your Password



The close-up shows the 'Guest Log In' form with the following elements:

- Label: **Guest Log In**
- Input field: **Email:** (with a small icon)
- Input field: **Password:** (with a small icon)
- Button: **OK**
- Link: [I Forgot My Password](#)
- Link: [Sign Up](#)



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

Discover the “I Forgot My Password” function: The “Forgot Password”



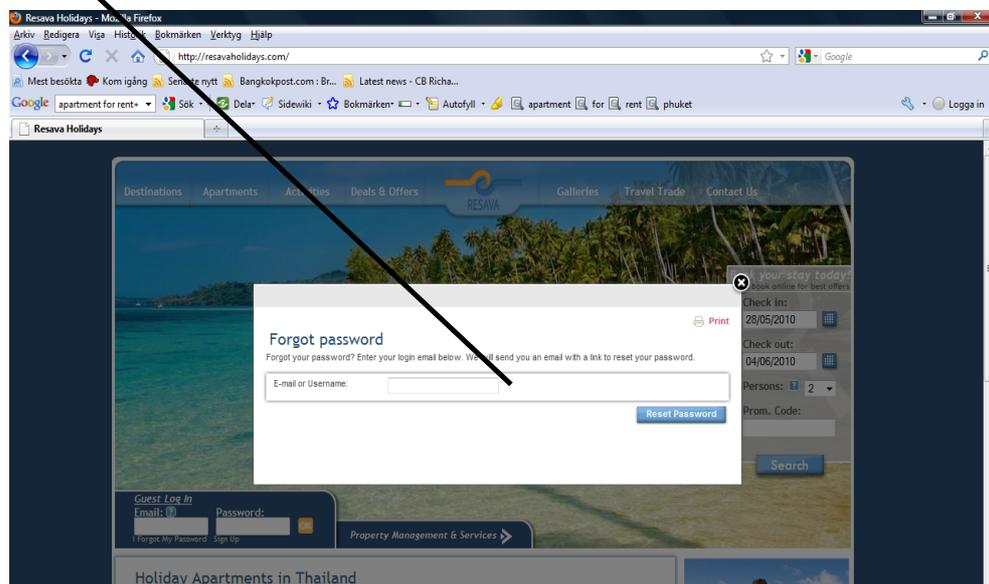
Guest Log In
Email: Password:
[I Forgot My Password](#) [Sign Up](#)

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.

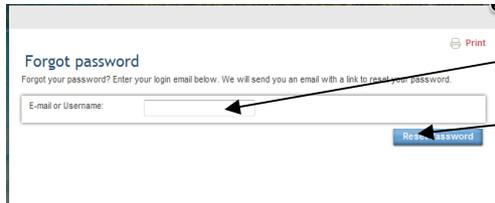
How does “I Forgot My Password” function work?



Guest Log In
Email: Password:
[I Forgot My Password](#) [Sign Up](#)



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.



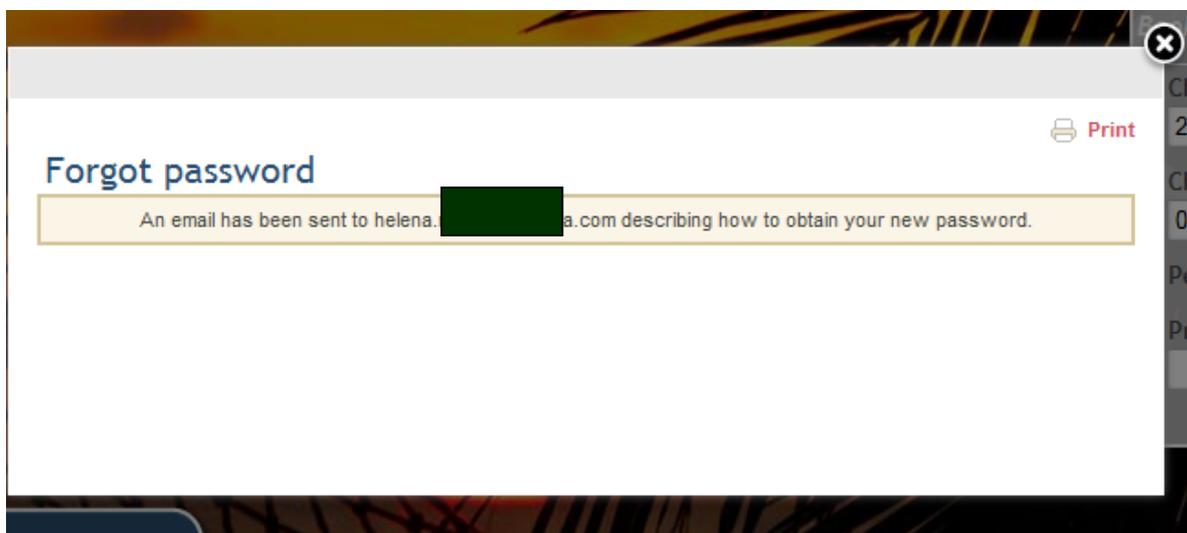
Forgot password Print

Forgot your password? Enter your login email below. We will send you an email with a link to reset your password.

E-mail or Username:

- Insert the email your registered with Resava
- Press Reset Password

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



Forgot password Print

An email has been sent to helena. [REDACTED]@xxx.com describing how to obtain your new password.

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=8srroqmdoo66z22kfwuwug5muwm77kvmk&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.

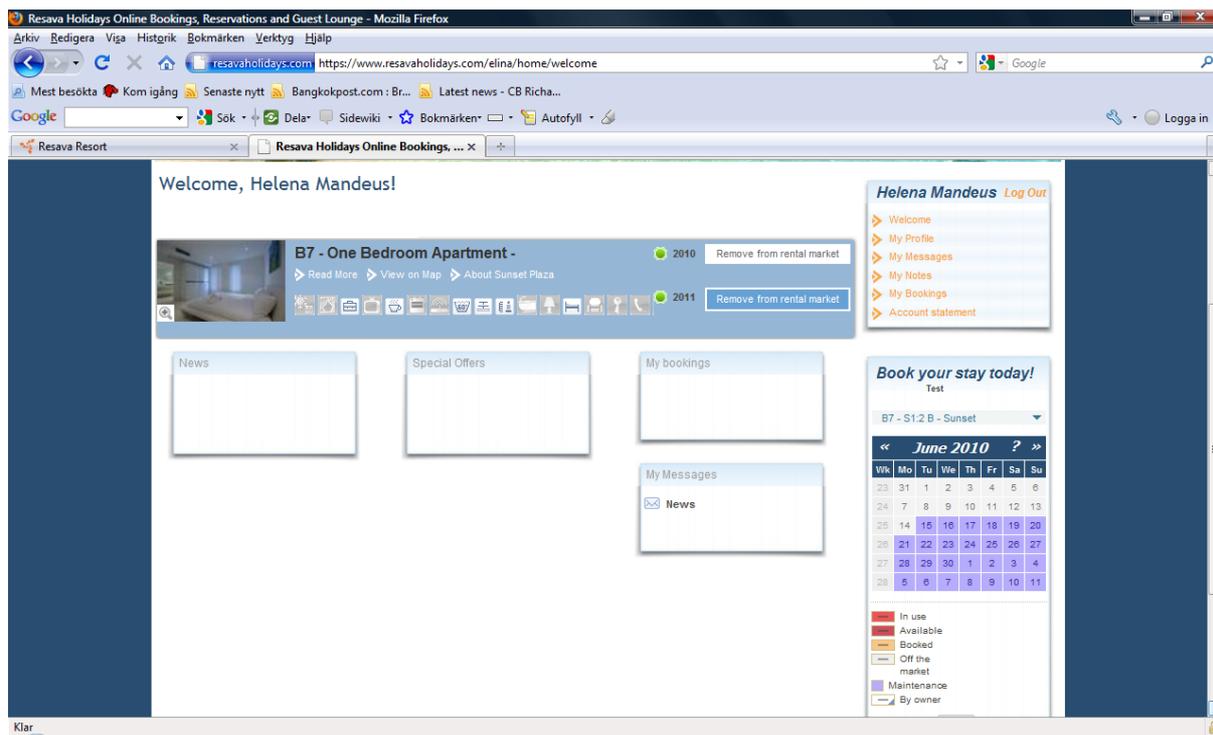
This email contains a link. By clicking on the link in blue, a new window appears where you will be asked to enter a “new password” and to confirm this new password (“confirm new password”). Enter your “new password” and “confirm” this “new password” and click on “Change password”. This will “log you”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

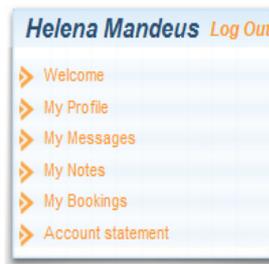


The Welcome page will give you access to all the information you need. On this page you find information about your property and you are able to manager your bookings to name a few functions.

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:

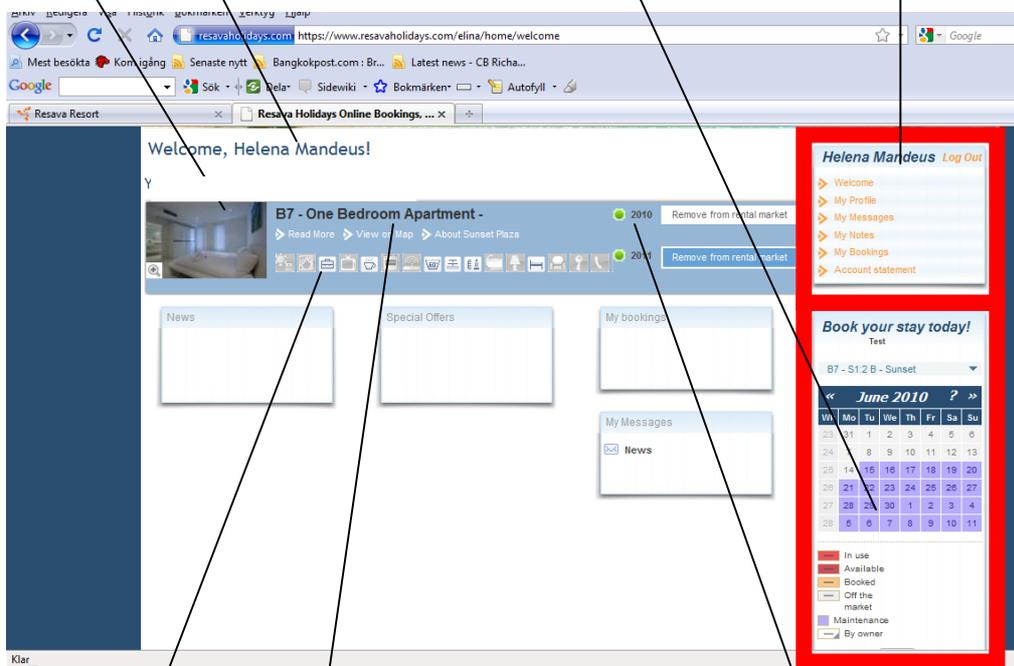


Welcome Mr./Mrs.

Your property's photo album

Availability calendar

Menu



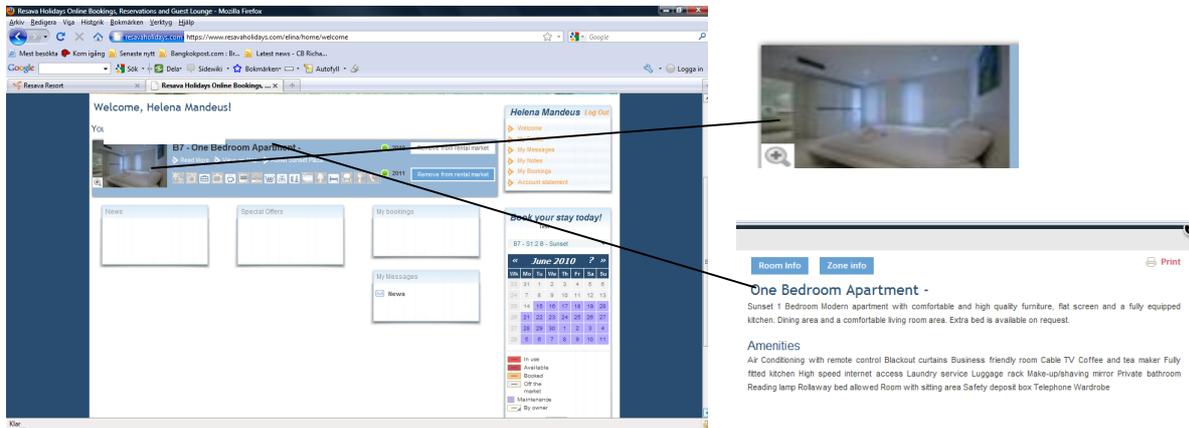
Your property Your property's status: on or off market

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.

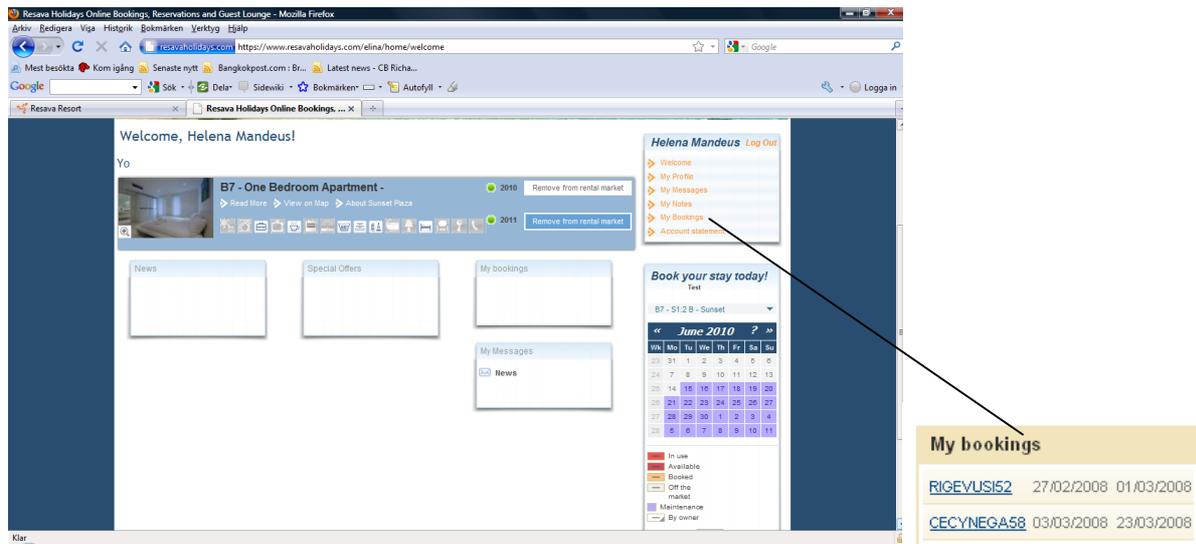
On your welcome page you find information on your property/ or properties if you own multiple properties. There is a small detailed written description of your property (or property category) with a photo gallery displaying photos of your property (or property category).



“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.



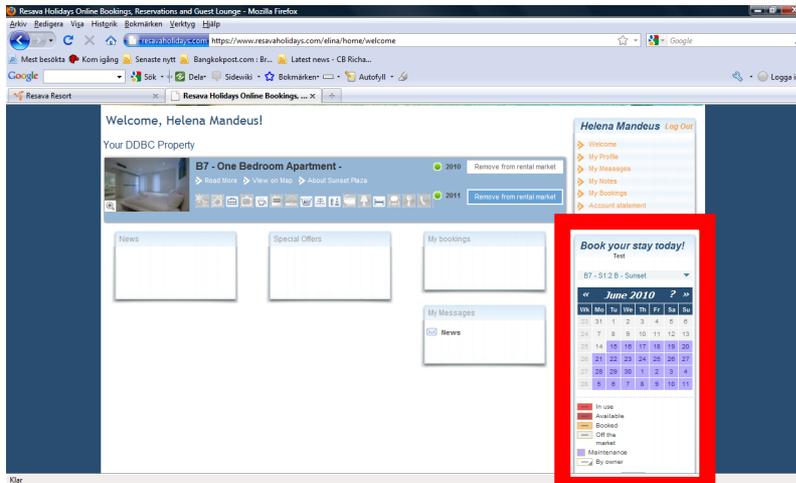
The “Availability Calendar”

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



June 2008							
Wk	Mo	Tu	We	Th	Fr	Sa	Su
22	26	27	28	29	30	31	1
23	2	3	4	5	6	7	8
24	9	10	11	12	13	14	15
25	16	17	18	19	20	21	22
26	23	24	25	26	27	28	29
27	30	1	2	3	4	5	6

Promotion Code:

- In use
- Booked
- Maintenance
- Available
- Off the market
- By owner

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.

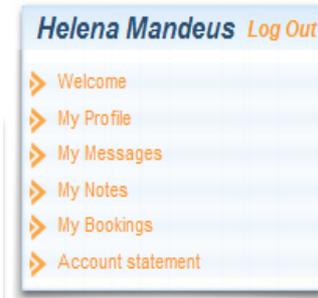
Example:

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.

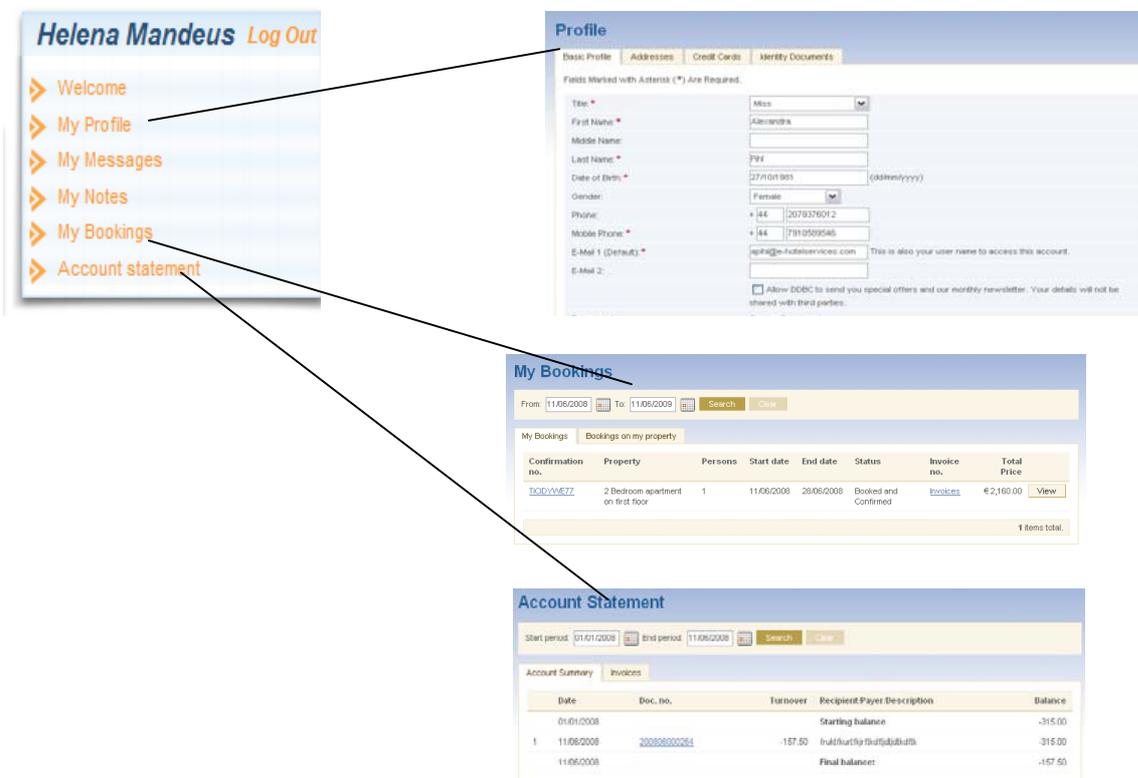
The "Wk" field is counting the week number in the year (the first week of the year beginning of January is week 1 and the last week of December is week 52).

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

Basic Profile | Addresses | Credit Cards | Identify Documents

Fields Marked with Asterisk (*) Are Required.

Title * Miss
 First Name * Alexandra
 Middle Name:
 Last Name * FFI
 Date of Birth * 27/01/1983 (dd/mm/yyyy)
 Gender * Female
 Phone: +44 2079376012
 Mobile Phone * +44 7810509546
 E-Mail 1 (Default) * apm@e-nubelservices.com This is also your user name to access this account.
 E-Mail 2:
 Allow DDBC to send you special offers and our monthly newsletter. Your details will not be shared with third parties.

My Bookings

From: 11/06/2008 To: 11/06/2009 Search Clear

My Bookings Bookings on my property

Confirmation no.	Property	Persons	Start date	End date	Status	Invoice no.	Total Price
TCQVWE77	2 Bedroom apartment on first floor	1	11/06/2008	20/06/2008	Booked and Confirmed	Invoices	€2,160.00 View
1 item total.							

Account Statement

Start period: 01/01/2008 End period: 11/06/2008 Search Clear

Account Summary Invoices

Date	Doc. no.	Turnover	Recipient/Payer Description	Balance
01/01/2008			Starting balance	-315.00
1 11/06/2008	200806000264	-157.50	Invoices	-315.00
11/06/2008			Final balance:	-157.50

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

My Bookings

From: To:

My Bookings
Bookings on my property

Confirmation no.	Property	Persons	Start date	End date	Status	Invoice no.	Total Price
TICIDYWE77	2 Bedroom apartment on first floor	1	11/06/2008	28/06/2008	Booked and Confirmed	Invoices	€ 2,160.00 <input type="button" value="View"/>

1 items total.

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

Start period: End period:

Date	Doc. no.	Turnover	Recipient/Payer/Description	Balance
01/01/2008			Starting balance	0
22/02/2008			Final balance:	0

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.

My Bookings

From: To:

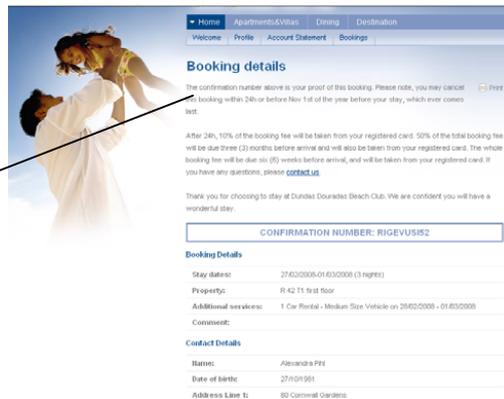
Confirmation no.	Property	Persons	Start date	End date	Status	Invoice no.	Total Price
TICIDYWEZ7	2 Bedroom apartment on first floor	1	11/06/2008	28/06/2008	Booked and Confirmed	Invoices	€ 2,160.00 <input type="button" value="View"/>

1 items total.

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:

My bookings		
RIGEVUS52	27/02/2008	01/03/2008
CECYNEGA58	03/03/2008	23/03/2008



Question: How do I Book my property?

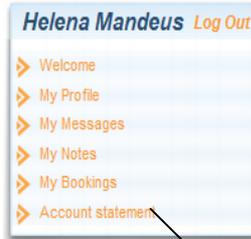
In order to book your stay at your property, go to the **"Availability Calendar"** on the welcome page. The calendar allows you to see the status of your property on any given date and gives you an overview of you property's availability, dates where it has been booked by clients, dates when it is in 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.



Account Statement

Start period: 16/10/2008 End period: 30/10/2008 Search Clear

Account Summary Invoices

Date	Invoice no.	Turnover	Recipient/Payer/Description	Balance
Final balance:				-6096.75
1 30/10/2008	200810001003	-498.72	Water August	-6,096.75
2 21/10/2008	200810000618	-63.71	laundry - 20th may	-5,598.03
Starting balance				-5534.32

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”.

Invoices

Start Period: 16/10/2008 End Period: 30/10/2008 Search Clear

Account Summary Invoices

Invoice no.	Date	Payment Date	Total price	Status
200810000618	21/10/2008	21/10/2008	63.71 EUR	Paid
200810001003	30/10/2008	30/10/2008	498.72 EUR	Paid

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.

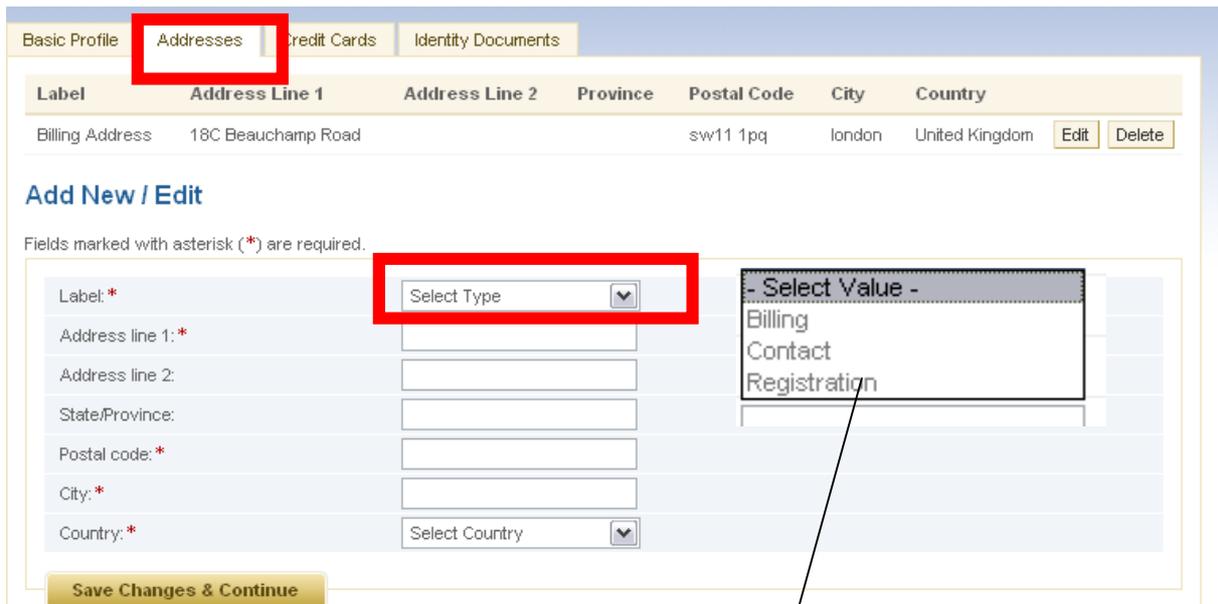


The image shows a user interface for a profile management system. On the left, a vertical menu bar displays the user's name 'Helena Mandeus' and a 'Log Out' link. Below the name, several menu items are listed: 'Welcome', 'My Profile', 'My Messages', 'My Notes', 'My Bookings', and 'Account statement'. The 'My Profile' item is highlighted with a red box. A line connects this box to the main profile page on the right. The main page has a header titled 'Profile' with a red border, and four sub-sections: 'Basic Profile', 'Addresses', 'Credit Cards', and 'Identity Documents'. Below the header, a note states 'Fields Marked with Asterisk (*) Are Required.' The form contains the following fields: Title (Miss), First Name (Alexandra), Middle Name, Last Name (Pihl), Date of Birth (27/10/1981), Gender (Female), Phone (+44 2079376012), Mobile Phone (+44 7910589546), E-Mail 1 (Default) (aphi@e-hotelservices.com), and E-Mail 2. There is a checkbox for 'Allow DDBC to send you special offers and our monthly newsletter. Your details will not be shared with third parties.' and a 'Change Password' link. At the bottom, there is a 'Save Changes & Continue' button.

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.



Label	Address Line 1	Address Line 2	Province	Postal Code	City	Country		
Billing Address	18C Beauchamp Road			sw11 1pq	london	United Kingdom	Edit	Delete

Add New / Edit

Fields marked with asterisk (*) are required.

Label: *	<input type="text" value="Select Type"/>	<input type="text" value="- Select Value -"/>
Address line 1: *	<input type="text"/>	<input type="text" value="Billing"/>
Address line 2:	<input type="text"/>	<input type="text" value="Contact"/>
State/Province:	<input type="text"/>	<input type="text" value="Registration"/>
Postal code: *	<input type="text"/>	
City: *	<input type="text"/>	
Country: *	<input type="text" value="Select Country"/>	

Save Changes & Continue

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.

Basic Profile Addresses Credit Cards Identity Documents				
Name on card	Card type	Card number	Valid until	
pihl	MasterCard	*****4978	2 / 2011	Edit Delete
pihl	VISA	*****3833	10 / 2008	Edit Delete

Add New / Edit

Fields marked with asterisk (*) are required.

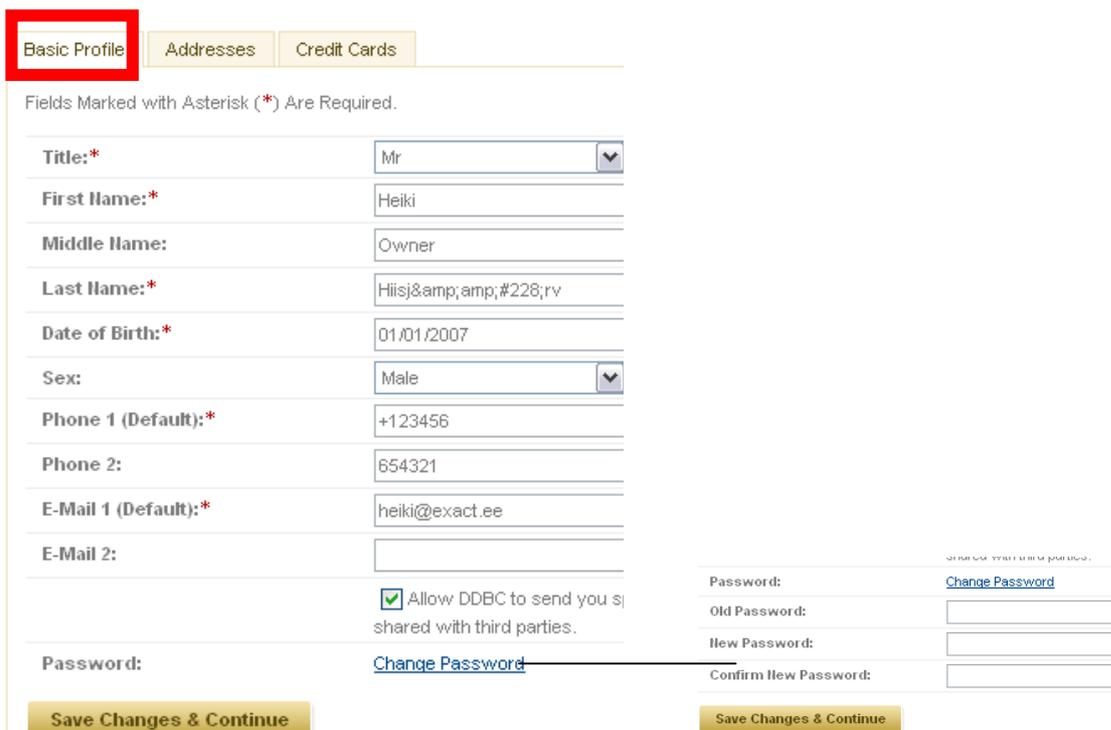
Card Type:*	Select Card Type <input type="button" value="v"/>
Card Number:*	<input type="text"/>
Name on Card:*	<input type="text"/>
Valid Until:*	Month <input type="button" value="v"/> Year <input type="button" value="v"/>
Billing Address:	New Address <input type="button" value="v"/>
Address line 1:*	<input type="text"/>
Address line 2:	<input type="text"/>
State/Province:	<input type="text"/>
Postal code:*	<input type="text"/>
City:*	<input type="text"/>
Country:*	Select Country <input type="button" value="v"/>

[Save Changes](#)

Question: How do I change my password?

If you would like to change your password, go to your 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.



The screenshot shows a user profile page with three tabs: "Basic Profile", "Addresses", and "Credit Cards". The "Basic Profile" tab is selected and highlighted with a red box. Below the tabs, a message states "Fields Marked with Asterisk (*) Are Required." The form contains the following fields:

- Title: * (Dropdown menu: Mr)
- First Name: * (Text input: Heiki)
- Middle Name: (Text input: Owner)
- Last Name: * (Text input: Hiisj&#228;rv)
- Date of Birth: * (Text input: 01.01.2007)
- Sex: (Dropdown menu: Male)
- Phone 1 (Default): * (Text input: +123456)
- Phone 2: (Text input: 654321)
- E-Mail 1 (Default): * (Text input: heiki@exact.ee)
- E-Mail 2: (Text input:)
- Allow DDBC to send you s shared with third parties.
- Password: (Text input:) with a [Change Password](#) link next to it.

At the bottom of the form, there is a yellow button labeled "Save Changes & Continue". To the right of the main form, a separate section for password change is visible, containing:

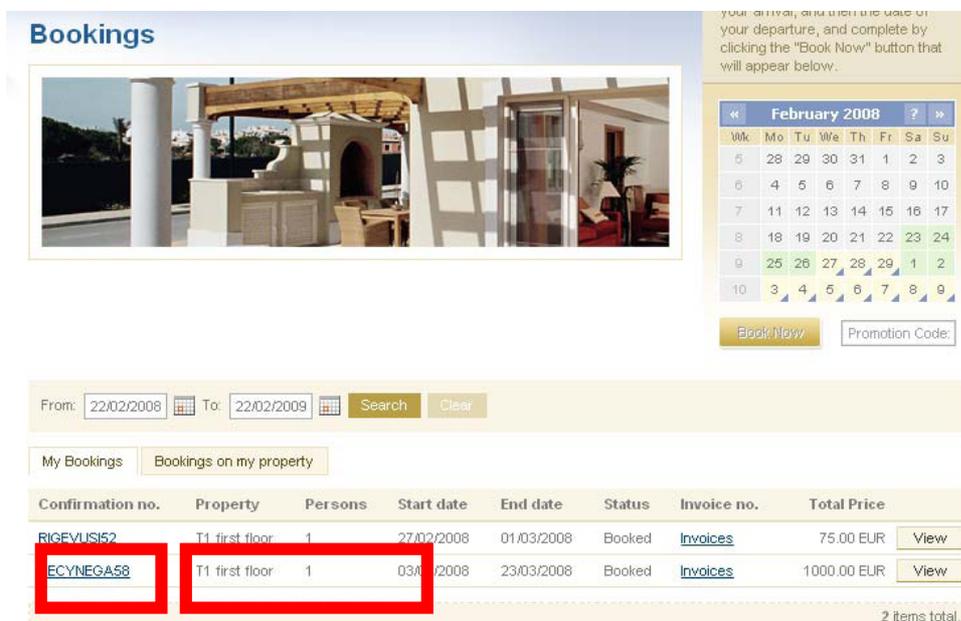
- Old Password: (Text input:)
- New Password: (Text input:)
- Confirm New Password: (Text input:)
- A yellow button labeled "Save Changes & Continue" at the bottom.

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”).



Confirmation no.	Property	Persons	Start date	End date	Status	Invoice no.	Total Price
RICEVUSI52	T1 first floor	1	27/02/2008	01/03/2008	Booked	Invoices	75.00 EUR View
ECYNEGA58	T1 first floor	1	03/03/2008	23/03/2008	Booked	Invoices	1000.00 EUR View

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.