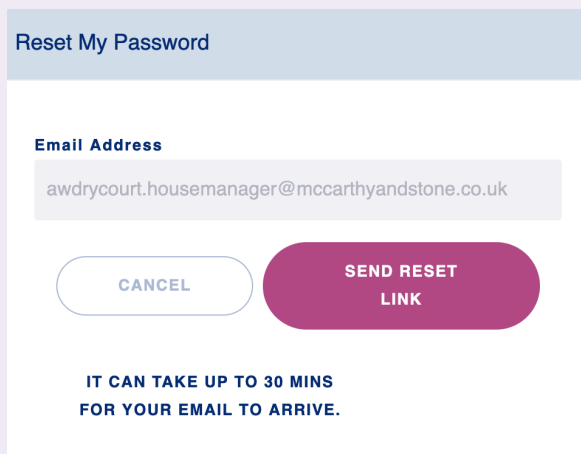


HOW DO I LOG IN?

Each development has an account for the portal using the Development Manager email address as the username. Named addresses are not used for Development Managers, therefore if the Development Manager changes, the password can be reset by the new manager to gain access to the same account. Also, if the Development Manager looks after more than one development, that means they need a separate login for each site.



At first login, click on the 'Forgot Your Password?' link on the homepage and enter your Development Manager email address and click 'Send Reset Link'.

If at this point you see an error, as below, please email us at support@finfo.io. It will likely be that we hold a different email address, or if it is a new development, it may not be in the system yet.

The reset email is then sent out and may take 20 minutes to arrive. They leave us immediately but have been taking this long sometimes to reach the recipient.

Unable to send password reset email.

If you're a development manager, you must use the generic 'developmentname.housemanager@' -type email address.

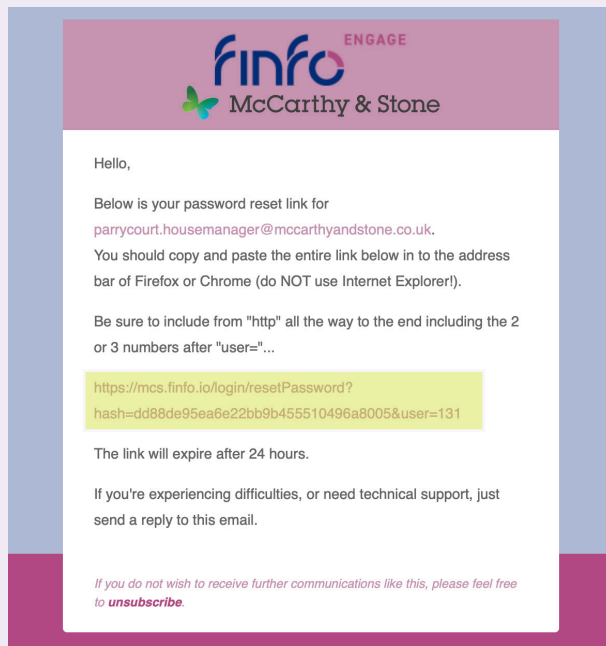
Area Managers and ARMs use your named email address.

If you still have difficulties, please contact finfo Support on mcs-support@finfo.io

HOW DO I LOG IN?

Upon receiving the email, click the highlighted link.

Due to the link being broken over two lines, sometimes a space is added, though rarely, so you may need to copy and paste it into the browser address bar.



Now you will be presented with the reset page to set your preferred password, using the requirements shown.

The image shows a password reset page with the following sections:

- PASSWORD REQUIREMENTS**
 - At least 6 characters long
 - Include a number
 - an UPPER CASE letter
 - a lower case letter
 - a special character (@, %, \$...)
- NEW PASSWORD**
 - Input field: Password
- RETYPE PASSWORD**
 - Input field: Password
- SET NEW PASSWORD** (button)

Once the password has been set, you will remain logged in.