

# HIRUM OWNERS PORTAL FOR THE UNIT/PROPERTY OWNER

HIRUM Software Solutions - Created:12.11.19 Last Modified:25.03.2021

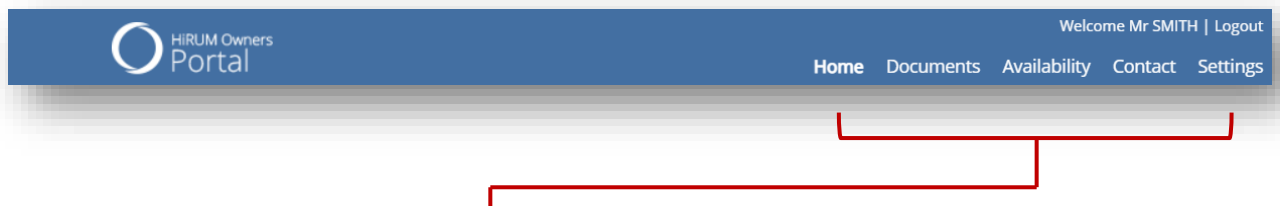


## TO ACCESS THE OWNERS PORTAL

Insert the following link in your browser <http://www.travelgate.com.au/OwnersPortal> then you will need to do the following:

- **First Step** When you first log on for the first time, you will need to select ‘**Forgot Password**’. As we do not provide a password for you, this is the only way to create a specific, personalised password.
- **Second Step** insert the email address that your Unit Statements go to.
- You will then receive an email in your inbox providing you with a password to access the Owners Portal

The portal will allow you to access your Unit Statements, End of Year reports, make Owner Bookings and receive/ send messages between the manager and yourself



In the top band, right-hand side, you will see the following options.

**Home:** This is the home screen and will default when logging onto the Portal  
It shows the following options:

- Messages – Messages from Manager
- New Documents that are Available
- Upcoming Bookings – Owner and Owner Friends and Family Bookings
- Owner Details of the Unit/property

### **Documents**

- This will show Statements and sent Messages

### **Availability**

- Shows Availability and Bookings for your Unit/Property

### **Contact**

- Is where you can send a message to Management

### **Settings**

- Unit/Property User Details

# HIRUM OWNERS PORTAL FOR THE UNIT/PROPERTY OWNER

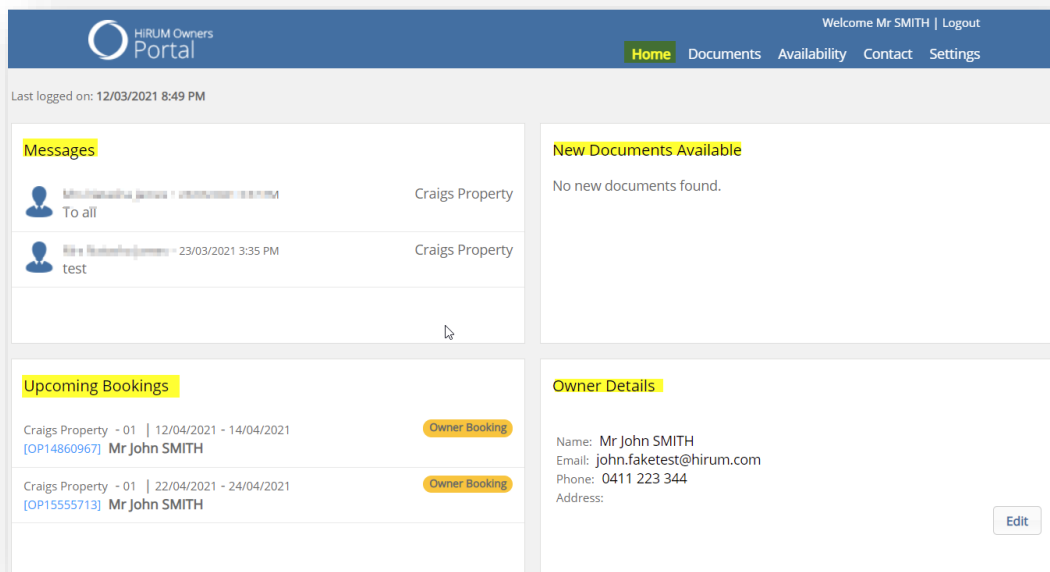
HIRUM Software Solutions - Created:12.11.19 Last Modified:25.03.2021



## Home

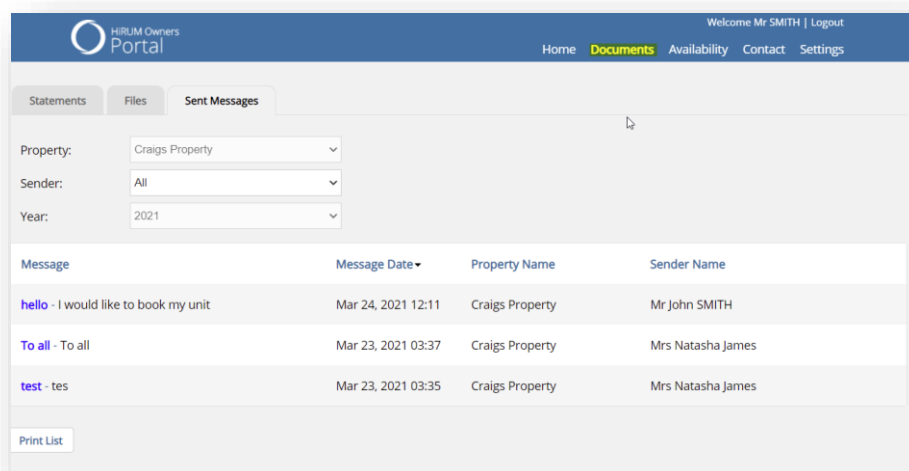
When logging onto the Owners Portal you will be on the **Home Page**

- **Messages** – Messages from Manager will show here– to read the message click on the message
- **New Documents Available** - Recently sent documents to you
- **Upcoming Bookings** – Owner and Owner Friends and Family Bookings that you have made



## Documents

- When clicking on the **Documents** tab you will see the Unit/Property Statements
- This will also show messages that Management has sent and Messages you have sent to Management, click on the message to read and you can also print this list



# HIRUM OWNERS PORTAL FOR THE UNIT/PROPERTY OWNER

HIRUM Software Solutions - Created:12.11.19 Last Modified:25.03.2021

3



## Availability

Bookings are colour coded to assist with identifying the type of booking

### Calendar Legend

- **Guest Bookings** - these are bookings that are made for Friends and Family on the Portal
- **Owner Bookings** – Owner bookings made on the portal
- **Other Bookings** – Guest Bookings
- **Selected Booking Range** – when selecting a date range on the Portal the dates will be highlighted in Blue

### To Make a Booking

Log on to the Owners Portal and click on the **Availability** Tab

Go to the Dates of the month you are wanting to make a booking.

- Click on the calendar on date your stay is to commence and the date the stay ends – when doing this you will see these dates are now marked blue
  - Click on Book on **Book Now** which is located in the bottom of the screen
- Please Note – past dates will show as faded where there is no booking and you cannot look at past months**

The screenshot shows the HIRUM Owners Portal interface. At the top, there is a navigation bar with the HIRUM logo, the text 'Welcome Mr SMITH | Logout', and menu items: Home, Documents, Availability (highlighted), Contact, and Settings. Below the navigation bar, there are two dropdown menus for 'Property:' (set to 'Storage Property') and 'Unit:' (set to '01'). The main content area displays three calendar grids for March 2021, April 2021, and May 2021. The calendars use color coding to indicate booking types: green for Guest Bookings, orange for Owner Bookings, yellow for Other Bookings, and blue for Selected Booking Range. A legend at the bottom left identifies these colors. A yellow 'Book Now' button is located at the bottom right of the calendar area.

# HIRUM OWNERS PORTAL FOR THE UNIT/PROPERTY OWNER

HIRUM Software Solutions - Created:12.11.19 Last Modified:25.03.2021



When you click on **Book Now** a Booking Form as shown below will populate the screen

- **Guest Details** - select if the booking is an **Owner** or **Owner Guest** booking
- **Guest Given and Surname** – defaults to the Unit Owners Name, change if the booking is not for the owner or is to go under another name
- **Phone** – defaults to the Owners phone number that is on file, change if needed
- **Email** - default email is the Owners email address the booking confirmation will go to this email address if you select to email the Booking Confirmation \* See Note Below
- **Special Requirements** can be added to the booking

**\*Note: If you want to email the confirmation to a different email address you will need to change the email address in this section prior to clicking on **Book****

On the top right of the screen the Dates of Stay are shown plus the number of nights the booking is for

To confirm the booking you need to click on **Book** which is located in the bottom right of the screen

Property: Craig's Property      Dates: Mar 24, 2021 to Mar 27, 2021 (3 Nights) [Return to Availability](#)

Unit: 01

Guest Details: Owner (selected)  
Title: Owner Guest

Given Name:\* John

Surname:\* SMITH

Phone: 0411 223 344

Email:\* john.faketest@hirum.com

Special Requirements:

**When making a booking select Owner if the booking is for you or Owner Guest if for a friend**

**Book**

When you click on **Book**, a **Booking Confirmation** will populate the screen

# HIRUM OWNERS PORTAL FOR THE UNIT/PROPERTY OWNER

HiRUM Software Solutions - Created:12.11.19 Last Modified:25.03.2021

5



## Booking Confirmation

Booking Confirmed!

Dear Mr/s. SMITH

Please find below the details of your reservation. Please take a moment to look over the details to ensure they are correct. Should you need to make any alterations, please contact us as soon as possible.

Guest Name:	Mr John SMITH
Arrival Date:	Mar 24, 2021
Departure Date:	Mar 27, 2021
Booking Reference:	OP241758350985

Note: Booking confirmation template can be edited by the manager in Administration Panel > Property Settings.

The **Booking Confirmation** can be emailed or printed

If you email the Confirmation pop up message will appear to say Email Sent, click on Ok to close this screen. Click on Close to close the Booking Confirmed screen

The Manager will automatically receive your booking in HiRUM

Email Sent

An email has been successfully sent to the email address(es) specified.

# HIRUM OWNERS PORTAL FOR THE UNIT/PROPERTY OWNER

HIRUM Software Solutions - Created:12.11.19 Last Modified:25.03.2021

6



## Contact

This is where you can send a message to the Manager

- The Senders Name and Senders Email will default to your details noted in HiRUM, you can change the Senders Name and Senders Email if you wish prior to sending the message however once you have sent this message these details will return to the default details
- Add the Subject and insert a Message

Anything with a red \* is a mandatory field you need to enter information

The screenshot shows the 'Contact' page in the HIRUM Owners Portal. The page header includes the HIRUM logo, 'Welcome Mr SMITH | Logout', and navigation links: Home, Documents, Availability, Contact (highlighted), and Settings. The form fields are as follows:

- Property: \* (Dropdown menu: Craigs Property)
- Sender's Name: \* (Text input: Mr John SMITH)
- Sender's Email: \* (Text input: john.smith@hirum.com)
- Phone: (Text input: 0411 123 123)
- Subject: \* (Text input: Electrical Issue)
- Message: \* (Text area: Please call me regarding that electrical problem in the Kitchen)

A 'Send Message' button is located at the bottom right of the form.

When you click on Send Message a **Message Sent** successfully will pop up on the screen

Click on **Close** to close this screen

If you go to **Documents>Sent Messages** you will see these messages in here.

The screenshot shows a 'Message Sent' notification pop-up. The text inside the pop-up reads:

Message Sent

Message has been successfully sent.

A 'Close' button is located at the bottom right of the pop-up.

# HIRUM OWNERS PORTAL FOR THE UNIT/PROPERTY OWNER

HIRUM Software Solutions - Created:12.11.19 Last Modified:25.03.2021

7



## Settings

- You can change your **Password**
- Set up another **New User** – for example you may want your accountant to access the portal for your financials

## Changing your Password

- Select **Settings** – in the bottom section of the screen click on **Edit**

HIRUM Owners Portal

Welcome Mr SMITH | Logout

Home Documents Availability Contact **Settings**

User Details

New User

Full Name : Mr John SMITH

User Type : Owner

Surname : SMITH

Given Name : John

Email Address : john.smith@hirum.com

Phone No : 0811 222 888

Mobile No : 0811 222 888

Account Login Details

Username : john.smith@hirum.com

Old Password :

New Password :

Confirm Password :

Edit

- **Account Login Details** - change your password in this section and click on Save

### Account Login Details

Username : \* john.smith@hirum.com

Old Password : \* .....

New Password : \*

Confirm Password : \*

Save

Cancel

# HIRUM OWNERS PORTAL FOR THE UNIT/PROPERTY OWNER

HIRUM Software Solutions - Created:12.11.19 Last Modified:25.03.2021

8



## Adding a New User

- Select **Settings**
- Click on **New User**

HIRUM Owners Portal | Welcome Mr SMITH | Logout

Home Documents Availability Contact **Settings**

**User Details**

Full Name : [Dropdown menu]

User Type : **Owner**

Surname : **SMITH**

Given Name : **John**

Email Address : [john.faketest@hirum.com]

Phone No: [0977 200 000]

Mobile No: [0977 200 000]

**New User**

- Complete the **User Details** and **Account Login** Details – click on **Save**

HIRUM Owners Portal | Welcome Mr SMITH | Logout

Home Documents Availability Contact **Settings**

**User Details**

User Type : Guest

**Surname** : \*

**Given Name** : \*

**Email Address** : \*

Phone No:

Mobile No:

**Account Login Details**

**Username** : \* [john.faketest@hirum.com]

**New Password** : \*

**Confirm Password** : \*

**Save** **Cancel**

Click on New User - User Type will default to Guest. Complete the mandatory fields in the User Section - Insert Account Log in Details. The Username will default to the Email Address entered under the User Details. Click on Save