



The JG+App

A guide to downloading and
using the JG+ App



doing it the
right way



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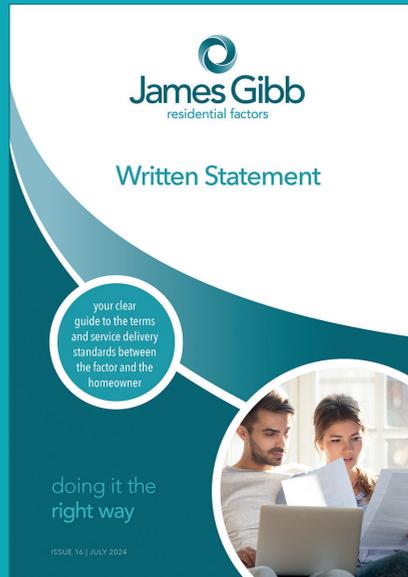
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James
Gibb 
residential factors



www.jamesgibb.co.uk

At James Gibb residential factors, we strive to offer an exemplary level of service at all times.

This guide, and others produced, should help answer any queries you may have.

Authorised and regulated by the Financial Conduct Authority for insurance mediation purposes only.

James Gibb residential factors is a trading name of James Gibb Property Management Ltd, registered as a limited company in Scotland (No. SC 299465).

Registered office: Red Tree Magenta, 3rd Floor, 270 Glasgow Road, Glasgow, G73 1UZ

Registered Factor No.PF000103

James Gibb - Innovation

Leading the way in the Scottish property management and factoring industry, James Gibb, in partnership with CPL Software, market leaders in Residential Property Management Software, have developed their customised JG+ App for Apple and Android. We recognise the need for clients to be able to manage their account and access up to date news regarding their property and development, at a time and place that suits their even busier lifestyles.

The JG+ App for Apple and Android accesses most areas of James Gibb's dedicated web portal, anywhere and anytime, directly from the palm of your hand. Functionality includes Online Payment and Account Management, Development News and Information and much more.

James Gibb truly believe in pushing the boundaries within the property management and factoring industry in Scotland and continue to find new and innovative ways to deliver against client needs to ensure achievement of the highest level of service, with the utmost level of transparency.



JG+ App for Apple and Android is available to download at the App Store and Google Play. Read on to find out more about downloading and using the JG+ App.



James Gibb are committed to continued investment in Client Communication.



Downloading the JG+ App is simple

If you have an iPhone visit the Apple Store. If your phone is android, visit Google Play. Search for 'James Gibb Plus', click the icon and click install. When the JG+ App is downloaded, a shortcut icon is saved to your screen. Alternatively, visit our website www.jamesgibb.co.uk and click on the App Store or Google Play icon on the homepage which will take you directly to the download screen.



Logging on to JG+

Click the JG+ icon on your screen to access your account. Log on using your unique nine-digit account number and password.

Making a Payment

Select the 'Make a Payment' option on the main screen. Your details will be automatically populated, along with the total outstanding balance on your account. Please ensure the details are correct.

- Click on Continue to Sage Pay link to be redirected to Sage Pay Europe Ltd.
- Follow the Sage Pay transaction instructions through to completion.

Viewing Account and Invoices

- Select the **View Statement** option on the main screen to view all transactions on your account, including all invoices raised and all payments made, for the past 24 months.
- Select the appropriate invoice to view all charges included within that invoice.
- To download a complete invoice - Click 'Download Invoice' at bottom of the screen.



Contractor invoices are also viewable on the JG+ App. Please see the *Viewable Contractor Invoices* guide for more information.

Viewing Development News

Select the **Development News** option on the main screen to access and view all news articles and up-to-date information published for your development.



Viewing Development Information

Select the **Development Info** option on the main screen to access contact details for your dedicated Development Manager and regional office details.

Viewing Documents

JG+ gives you the opportunity to view and download development specific information such as:

- **Key Development Information** - e.g Deed of Conditions
- **Financial Information** - e.g Estimated Service Charge Budget
- **Contracts and Specifications** - Grounds Maintenance and Cleaning Specifications
- **Contractor Reports** - Grounds Maintenance, Cleaning, Lift and Electrical Reports
- **Insurance Documentation** - Policy Schedule and Wording
- **Client Letters** - Information sent from James Gibb relating to your development
- **Site Plans** - Layout plans of the development

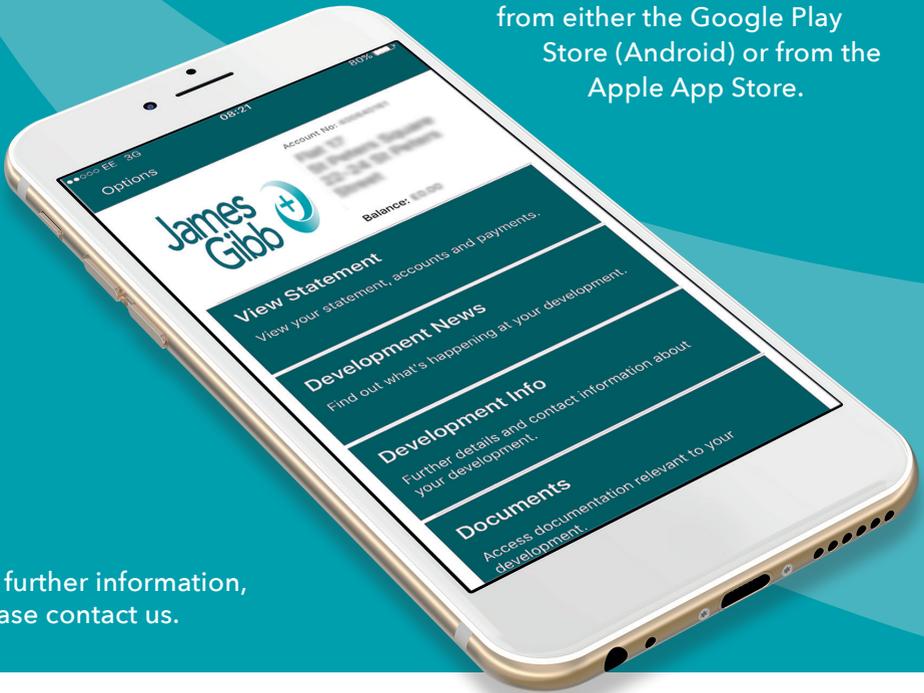
Notifications

By saving your login details, you will receive notifications when Development News has been updated and when Service Charge Invoices have been generated on your account, keeping you fully up to date with what's happening on your development and your account. Please ensure notifications on the App are allowed for notifications to function.



In the unlikely event that you experience any difficulty downloading the JG+ App, please contact your regional office for advice.

The James Gibb+ mobile phone app can be downloaded absolutely free from either the Google Play Store (Android) or from the Apple App Store.



For further information, please contact us.

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