



## How to register Multiple Property Management accounts using JG+



This guide will explain how you can manage multiple accounts through one username

doing it the  
right way



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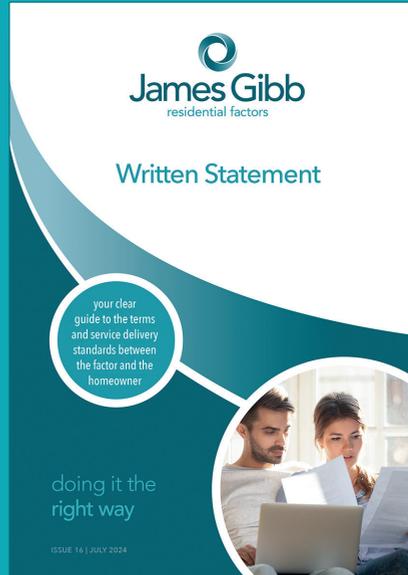
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At James Gibb residential factors, we strive to offer an exemplary level of service at all times.

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

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

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Registered Factor No.PF000103

You can view and manage more than one property account using the same username and password. Follow this step-by-step guide to be able to manage multiple property management accounts online through your JG+ account.

## Registering additional accounts

Log into your account and at the top right hand corner of the screen, click 'Add Property' and follow the instructions below.

Each time you add a property, James Gibb will receive a request for authorisation. Once authorised, you will be able to view all accounts using the same username and password.

Complete the following registration details:

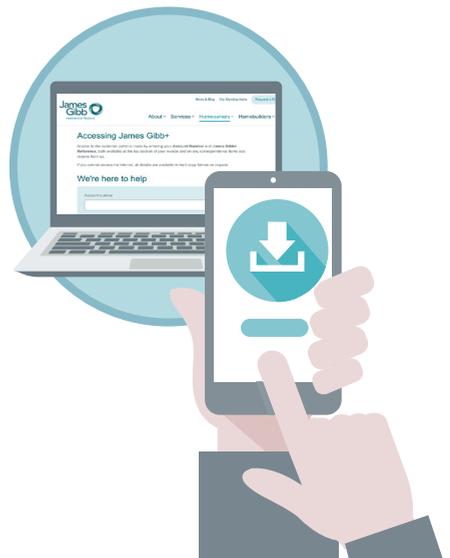
- **Account Number** - this is the unique nine-digit account number of the property being added.
- **Address** - this is the development property address being added.
- **Postcode** - this is development property postcode being added.

## Security Check

- **'I'm not a Robot'** - this is a security question; tick the box to confirm.
- If a pop up box appears with pictures, follow the instructions and select the relevant pictures
- If a picture is unclear, click to receive a new challenge.
- Click 'Add Property'.



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.*

## Registration Confirmation

The next screen confirms your registration details have been sent to James Gibb to be verified by a member of the team who manage your property. You will receive an automated email confirming your registration details have been sent for authorisation and that your account will be authorised within 2 working days.

Once the account has been authorised, you will receive a further automated email confirming your details have been authorised. You will then be able to access all registered properties using one username and password.



**In the unlikely event that you experience any difficulty with the 'add property' registration process, please contact your regional office for advice.**



## 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](http://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.



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