



USER MANUAL

PROPERTYPAL.COM

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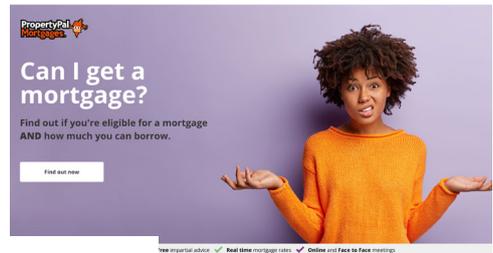
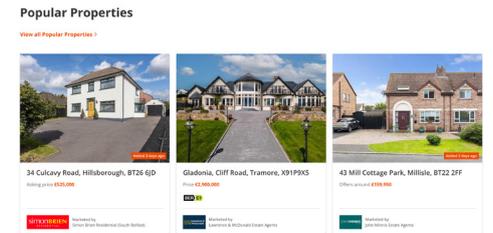
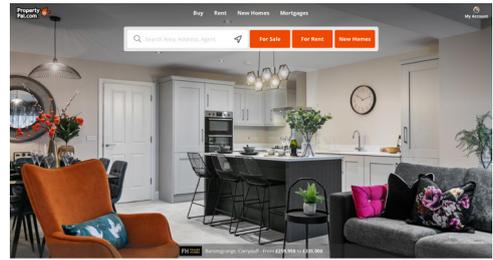
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LOGGING IN TO PROPERTYPAL.COM

LOGGING IN

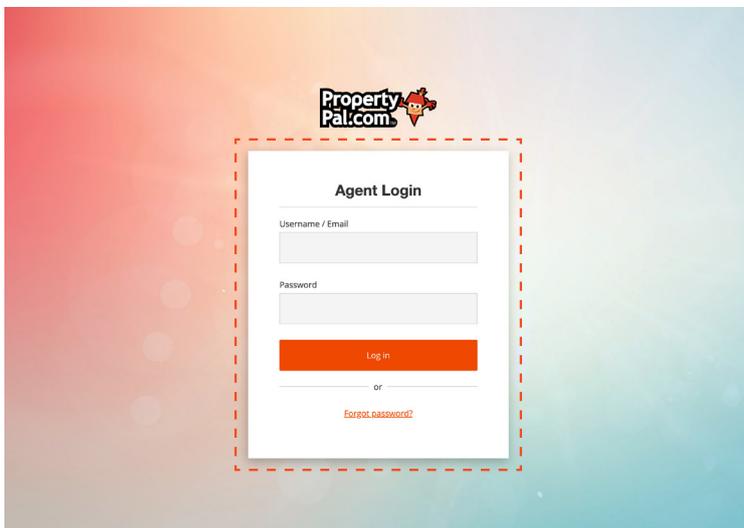
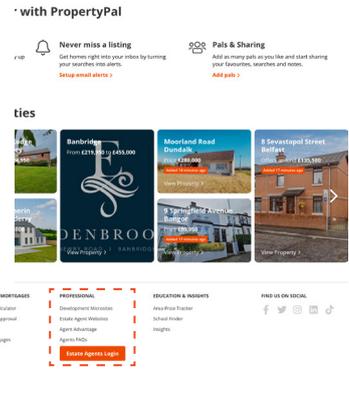
1. Go to www.propertypal.com.
2. Scroll to the bottom of the page.
3. Click on the button marked "Estate Agents Login".
4. Insert your username and password in the fields provided and click "Log In".



PROFESSIONAL

- Development Microsites
- Estate Agent Websites
- Agent Advantage
- Agents FAQs

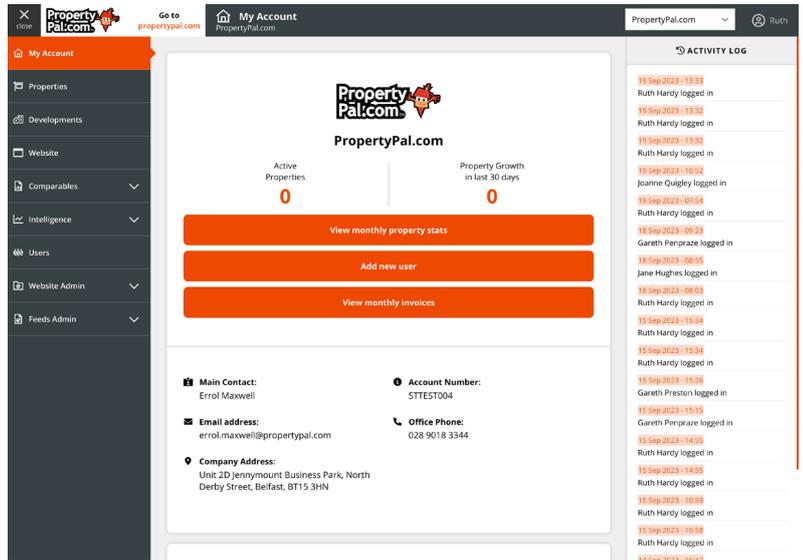
Estate Agents Login



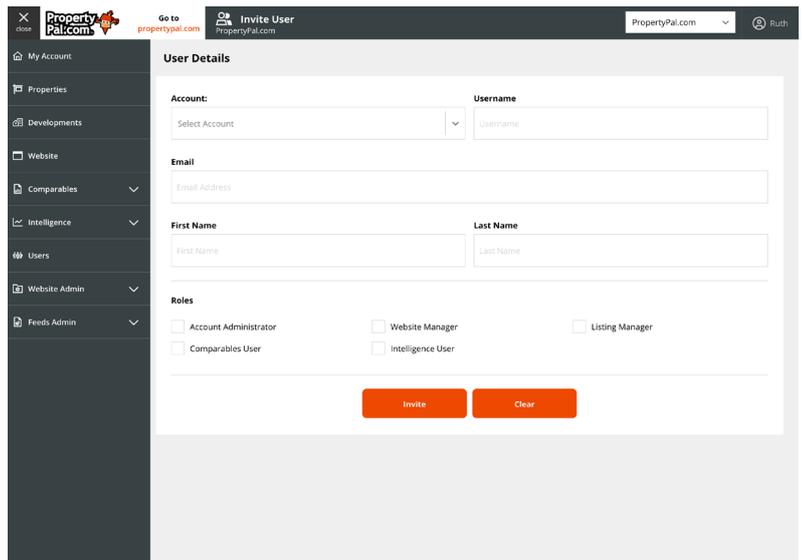
MY ACCOUNT

ADD A NEW USER

1. Login to PropertyPal.com.
2. Click on your name in the top right hand corner and choose Manage Users.
3. Click on Invite User and complete the form using the new users own email address and details.



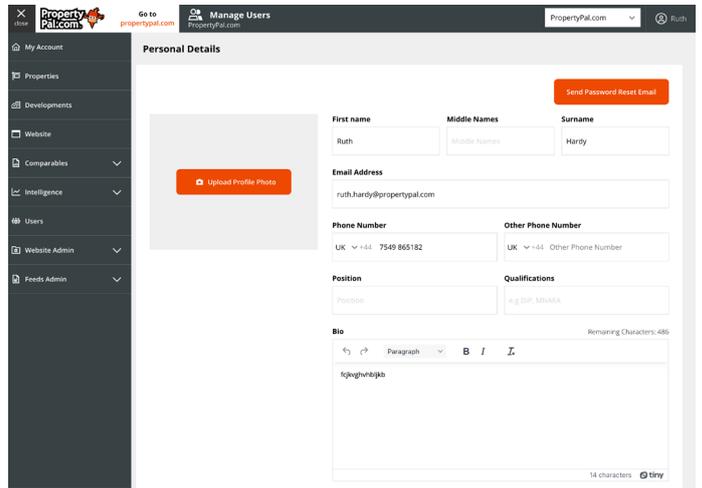
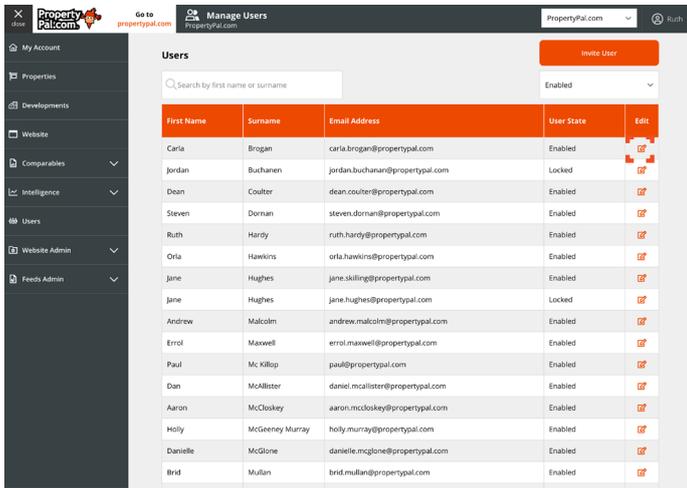
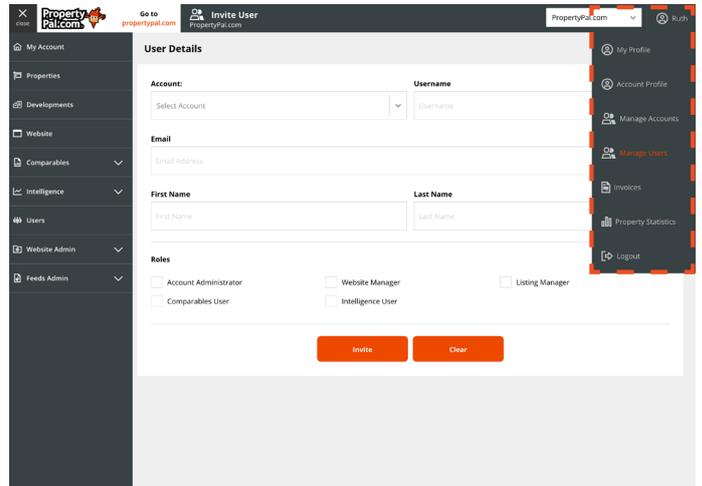
Please note that for security purposes, only certain users on each account will have the access rights to add a new user. Typically these will be one of the Directors of your Company or the Office Manager. This also means that this user will be able to disable users, if an employee leaves the Company.



MY ACCOUNT

CHANGE A PASSWORD FOR SOMEONE ELSE

1. Login to PropertyPal.com.
2. Click on your name in the top right hand corner and choose Manage Users.
3. Click on the Edit icon on the relevant User.
4. Click Send Password Reset Email.
5. The User will then receive an email asking them to reset their password.



CMS PASSWORD RESET

A request has been submitted to reset the password for your PropertyPal.com CMS login.

Your login is currently locked and a reset is required to gain access.

[RESET PASSWORD](#)

If you are unsure please contact us on **(0044) 28 90 999 999 Option 2** or email your request to **help@propertypal.com**

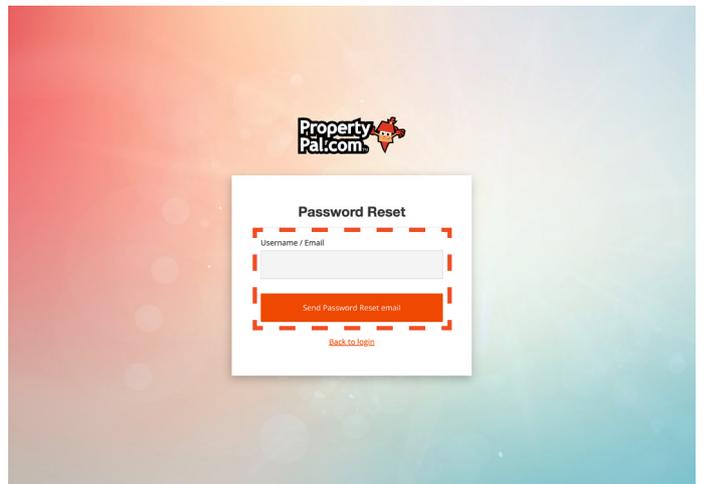
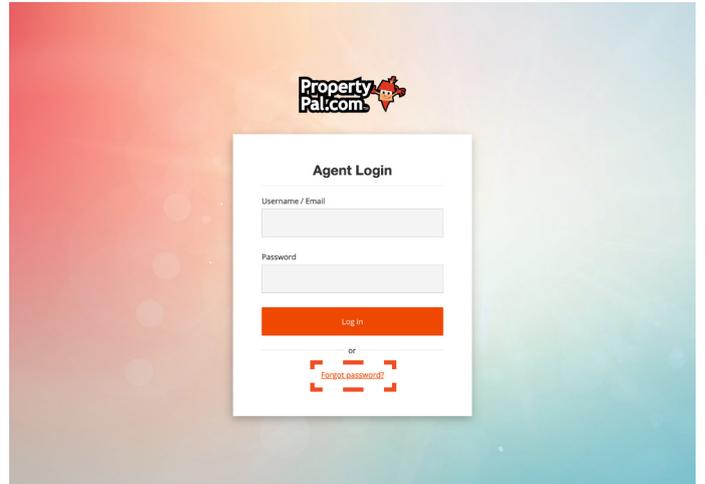


PropertyPal.com Ltd Unit 2D, Jennymount Business Park, North Derby Street, Belfast, BT15 3HN.
Need help? Send an email to help@propertypal.com

MY ACCOUNT

FORGOTTEN YOUR PASSWORD

1. Go to PropertyPal and scroll to the bottom of the page.
2. Click on Estate Agents Login
3. Click Login and then click Forgot Password.
4. Enter your Username or Email address and click Send Password Reset email.
5. You will then receive an email asking you to reset your password.



CMS PASSWORD RESET

A request has been submitted to reset the password for your [PropertyPal.com](#) CMS login.

Your login is currently locked and a reset is required to gain access.

[RESET PASSWORD](#)

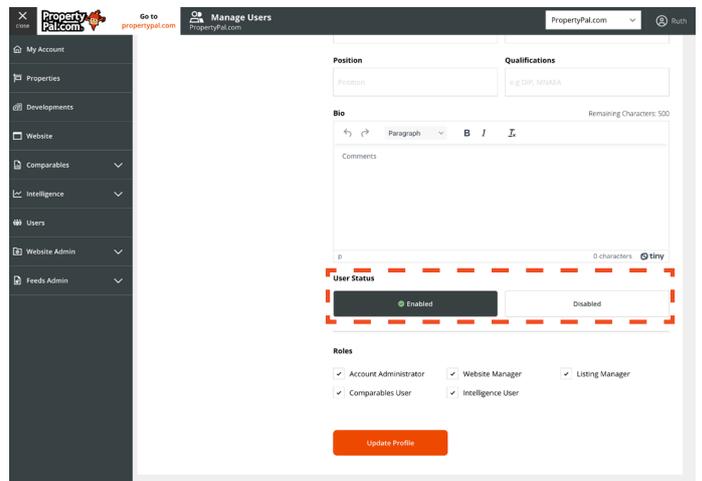
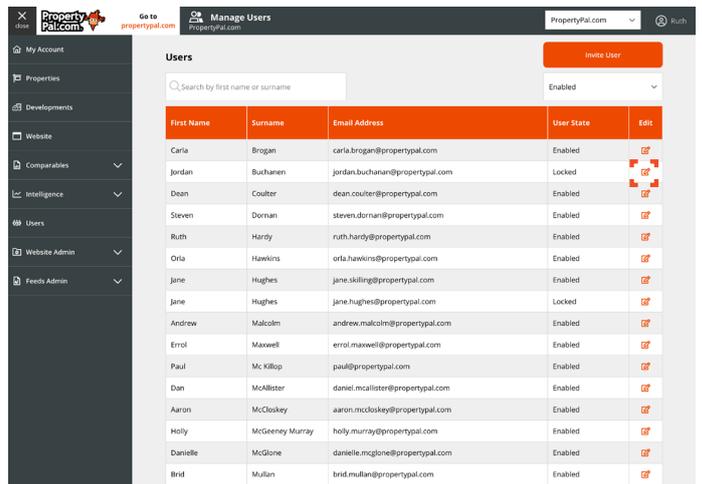
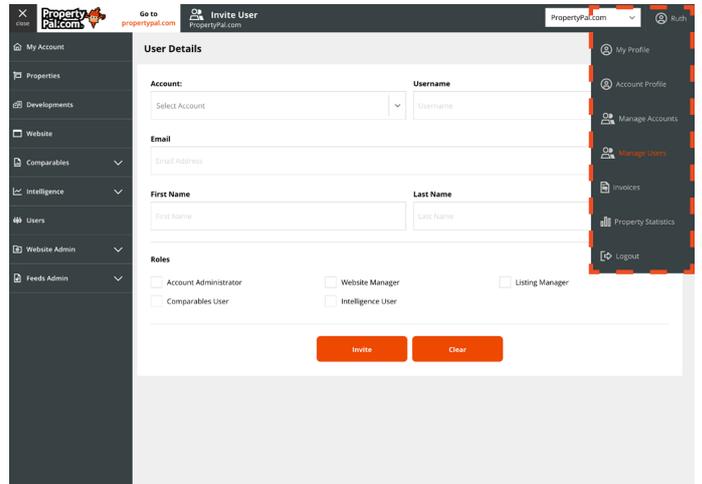


PropertyPal.com Ltd Unit 2D, Jennymount Business Park, North Derby Street, Belfast, BT15 3HN.
Need help? Send an email to help@propertypal.com

MY ACCOUNT

DISABLE A USER

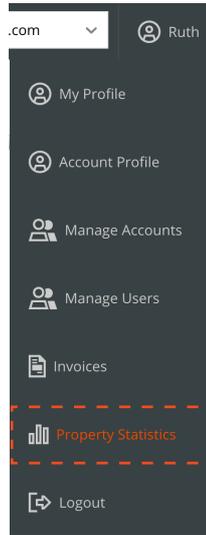
1. Login to PropertyPal.com.
2. Click on your name in the top right hand corner and choose Manage Users.
3. Click on the Edit icon on the relevant User.
4. You will see a User Status and below this you will see Enabled.
5. Click on Disabled and then click Update Profile.



MY ACCOUNT

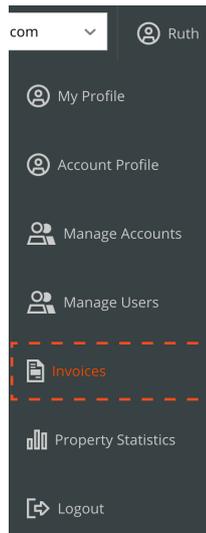
DOWNLOAD MONTHLY STATISTICS

1. Login to PropertyPal.com.
2. Click on your name in the top right hand corner and choose Property Statistics.
3. Click Download PDF for the relevant month.
4. This PDF will be downloaded in the usual way.



COPY INVOICES

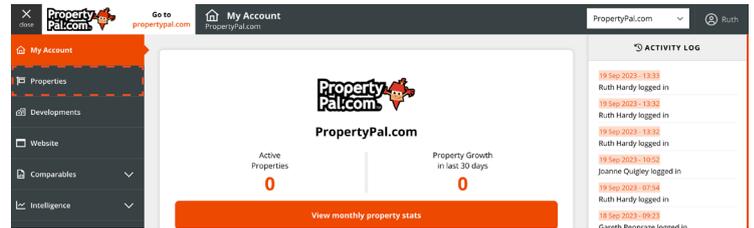
1. Login to PropertyPal.com.
2. Click on your name in the top right hand corner and choose Invoices
3. Click on Email Sent in the relevant month to see the Invoice.
4. Click on View Items to see a breakdown of properties invoiced in that month.



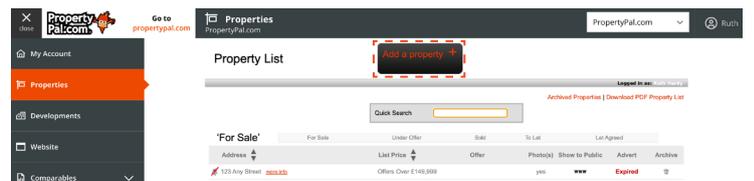
Reference	Date Issued	Billing Period	Emails	View Items	Xero Invoice
I-2999-18	31 Jul 2018	Jul-2018	Email Sent	View Items	-

ADD A PROPERTY

1. After logging in to PropertyPal.com you will be taken to the My Account page
2. Click on Properties on the Left hand side of the page. You will be taken to your list of properties.
3. Click on the Add a Property button at the top of the page and choose the relevant property type.



4. Complete the property details. **Please note that some of these fields are mandatory.**



The Tag Line is a 60 character field that allows you to distinguish this property from the others, ie Detached Farmhouse with 10 acres and Granny Annexe

When this page is complete click Next

5. The following page is the property description. This is a free text box which allows you to type directly into the box or to copy and paste text from another document. When you are happy with the layout etc, click Next.



ADD A PROPERTY

- This is the vendor information page. Some customers use this system as a database and need to keep the vendor details. If this is the case with you, fill in the details of the vendor of the property. These details are private to your company and will never be published. Click Next when you are ready to move on.
- To upload photos of the property click on the Upload Some Photos button. This will open a pop up for the Fast Image Uploader. Click on + Add more photos, then locate the relevant file where the photos are stored. You can either double click on a photo to upload it or, if you are uploading several photos, hold down the shift key on your keyboard and click on multiple photos. Once you have made your selection (as many photos as you like) click Upload. This will re-size the photos appropriately.

Details Description Vendor Photos Files Bids Map Alerts EPC Brochure Latest Price

This section is optional

Personal Details of the Property Vendor

First Names John

Surname Smith

Mobile Phone UK 07777777777

Other Phone UK 02890123456

Email Address john.smith@gmail.com

Second Vendor Details

First Names Jane

Surname Doe

Mobile Phone UK 07888888888

Other Phone UK 02890654321

Email Address janedoe36@hotmail.co.uk

Close

Details Description Vendor Photos Files Bids Map Alerts EPC Brochure Latest Price

There have been no photos uploaded for this property

Upload Some Photos +

You can change the order of the photos by dragging them left and right, then saving your changes. The left most photo, in the navy frame, is the primary photo.

Close

Fast Image Uploader

You can check multiple photos to upload at once. Enter a title for each uploaded photo if you wish.

Photos for upload

Change view: Tiles

Add more photos or remove all photos

+ Add more photos

No photos to upload

Upload

Having problems? Try the Traditional Image Uploader alternative

Close

- Once the images are uploaded you may find that they are not in the order that you would like them in. To re-order them you simply drag and drop them into the correct order.

Please note that the Primary image is the first image that will be seen on the website. When you are happy with the order, please click Next.

Details Description Vendor Photos Files Bids Map Alerts EPC Brochure Latest Price

PRIMARY

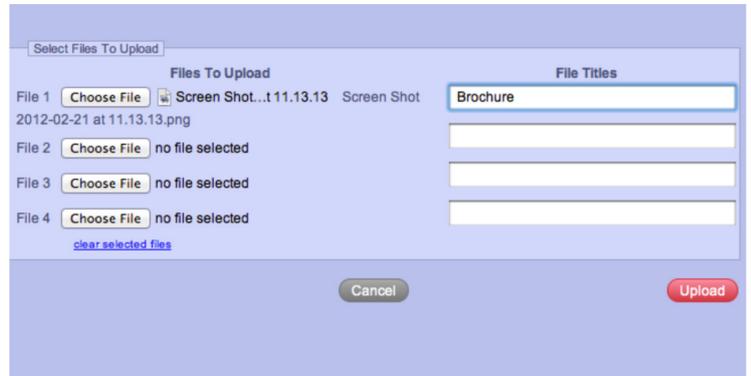
Upload Some Photos +

You can change the order of the photos by dragging them left and right, then saving your changes. The left most photo, in the navy frame, is the primary photo.

Close

ADD A PROPERTY

8. The Files page is where you will upload PDFs of the brochure of the property or any relevant planning permission or floor plans. This is not a mandatory item. To upload, simply click on the Upload PDF Files. This will open a window where you can choose your files. You will be required to specify names for these files when uploading; Brochure, or Floor Plan, etc will suffice.



9. The next screen is Status. This is where you can keep a secure record of any bids received on a Sale property. This is also where you will change the status of the property when it is Sold or Let. To do this simply click on the drop-down and choose the correct status.



10. We move on then to the Map screen. When we entered the postcode for the property on the Property Details screen a marker was placed on the map corresponding with this postcode. Occasionally Google Maps is not quite pinpoint accurate on the placing of this marker. To adjust the marker, simply zoom into the map using the + button and drag our mascot to the exact spot. You will then need to rate how accurate you are with the marker! To do this simply click on the relevant accuracy rating on the right hand side of the map.

Please note:
Internet Explorer has been retired by Microsoft and you may not be able to see our icon on the map. This is because Google Maps functionality is no longer supported on this platform. Please download Google Chrome or Mozilla Firefox to access the CMS, where the map and our icon show correctly.

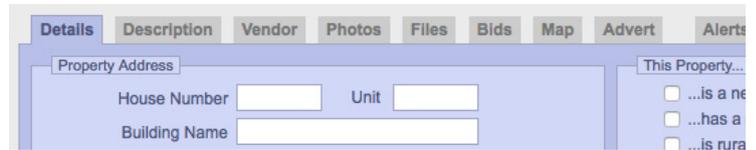
11. You can also choose to turn off Google Street View on PropertyPal.com. This is especially important if the vendor does not wish this to be shown. To turn it off simply un-tick the Show Google Street View on site box. Please note that we are unable to turn Google off, this will simply not show Street View on PropertyPal.com.



Please note: We no longer support Internet Explorer.

ADD A PROPERTY

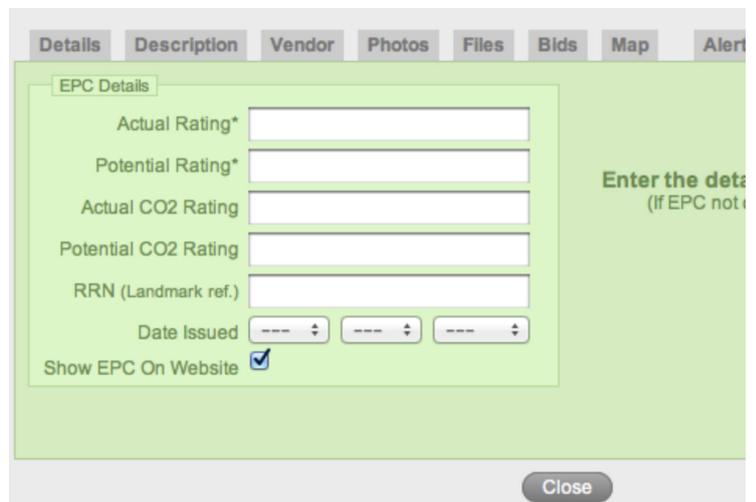
12. The next page you come to is the Advert page. This is the page that will show you the status of this property on PropertyPal.com. You will see that at present the property has No Advert on PropertyPal.com.
13. To list the property on PropertyPal.com click on the List on PropertyPal.com button. A pop up will then show asking you to confirm that you are happy to list this property.
14. If this is the case, click on List on PropertyPal.com.
15. Your property is now live on PropertyPal.com.
16. The next page is to enter the EPC details. You can also hide these details from public view by unticking the 'Show EPC' on Website box.
17. For Brochures, please see training section on Brochures and Lists.
18. Click Finish - You have just added your first property!



This screenshot shows the 'Advert' tab in the PropertyPal.com interface. The 'Property Address' section is visible, containing input fields for 'House Number', 'Unit', and 'Building Name'. To the right, there are checkboxes for 'This Property...' with options like '...is a ne...', '...has a', and '...is rura...'. The 'Details' tab is selected at the top.



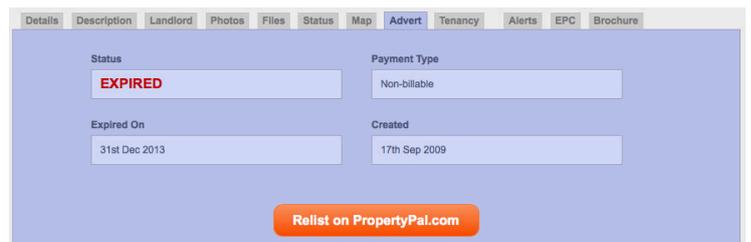
This screenshot shows the 'Advert' tab in the PropertyPal.com interface. The 'Status' is set to 'LIVE' and 'Payment Type' is 'Non-billable'. Other fields include 'Expires After' (30th Jun 2015) and 'Created' (16th Feb 2010). A message states: 'This advert can be relisted by the agent from 16th Jun 2015.' Below this is a red 'Undo Listing' button and a note: 'You cannot relist a hidden property. To resolve this check the 'Show Property To The Public' box on the Details tab.' A 'Close' button is at the bottom.



This screenshot shows the 'EPC Details' section in the PropertyPal.com interface. It contains input fields for 'Actual Rating*', 'Potential Rating*', 'Actual CO2 Rating', and 'Potential CO2 Rating'. There is also a field for 'RRN (Landmark ref.)' and 'Date Issued' with dropdown menus. A checkbox for 'Show EPC On Website' is checked. A large green box on the right says 'Enter the deta... (If EPC not...'. A 'Close' button is at the bottom.

RELIST AN EXPIRED PROPERTY

1. Locate the property you would like to relist on PropertyPal.com either in your Property List or in your Archived Properties (see page 19 for details on how to Unarchive a Property).
2. Click on More Info on the property and go to the Status tab.
3. Change the Status of the property if necessary and Save your Changes.
4. Click on the Advert tab. This tab will inform you of the current state of the advert, the date of expiry and whether the property will appear on your bill or not. If the property has expired or is about to expire within the next 2 weeks you can choose to relist the property.
5. Relisting the property will remove the price history, any statistics on property views and the property will go to the top of the search results, as though it is a brand new listing.

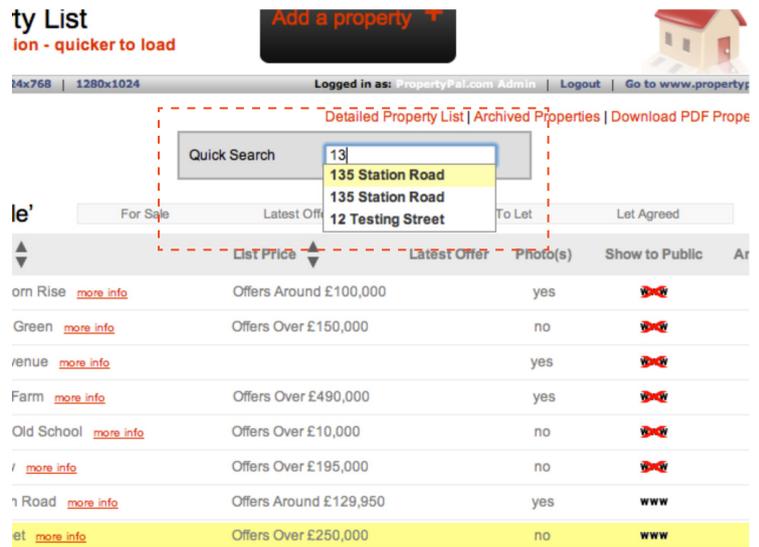


For more information on this please refer to our leaflet, PropertyPal Relistings. If you have not received this document, please email help@propertypal.com and we will send a copy of this through to you.

EDIT A PROPERTY

SEARCH FOR AN EXISTING PROPERTY

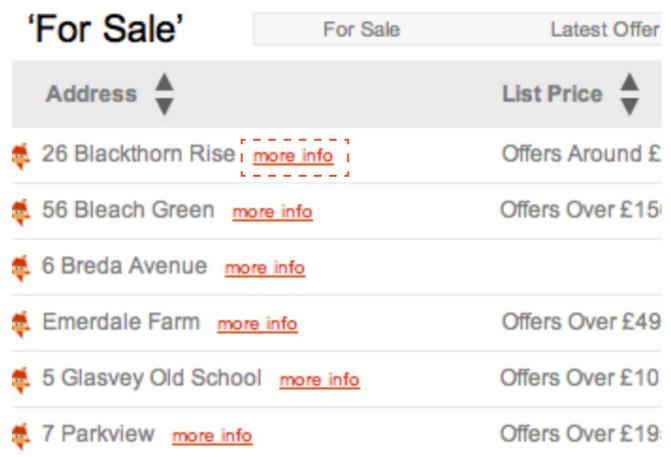
1. To search for an existing property simply start to type the address of the property into the search box at the top of the Property List Page.
2. When the address appears, click on it and you will be taken to the property which will “glow” red to draw attention to it.



EDIT A PROPERTY

1. Click on More Info on the relevant property on the Property List Page.
2. This will then open the Property Details page where you can change any of the details of the property with the exception of the House Number or the Address Line 1.
3. To change either the House Number or the Address Line 1 please email your request, stating the incorrect address along with the correct address to help@propertypal.com.

We will change this incorrect address for you and let you know when we have done it.



EDIT A PROPERTY

CHANGE THE STATUS OF A PROPERTY

1. Click on More Info on the relevant property on the property list page.
2. Click on Bids or Status tab.
3. Using the dropdown menu click on the appropriate status.

Please note that if you are changing a Sale property's status we will ask you for the offer price or the sale agreed/sold price. We never publish these figures to the public.

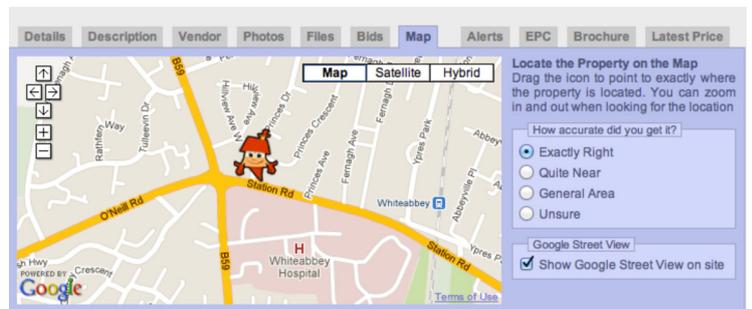
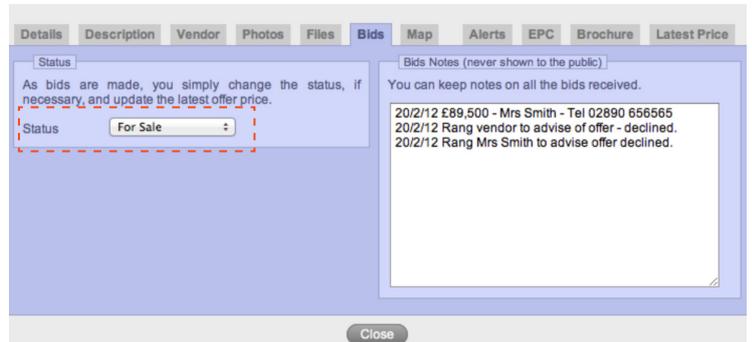
CHANGE THE MAP POSITION ON A PROPERTY

1. Click on More Info on the relevant property on the Property List Page.
2. Click on Map Tab.
3. Drag the icon to the exact property. You can zoom in and out using the + and - buttons. To accurately pinpoint the property it may be easier to use the Hybrid view by clicking on it. This shows an aerial photo of the area with the roads marked out on it.

SHOW / HIDE GOOGLE STREETVIEW

1. Click on More Info on the relevant property on the Property List Page.
2. Click on Map Tab.
3. To hide Streetview ensure that the Show Google Street View on site is NOT ticked.

Please note that this will only turn Google Streetview off on PropertyPal.com. We are unable to turn off Google!



EDIT A PROPERTY

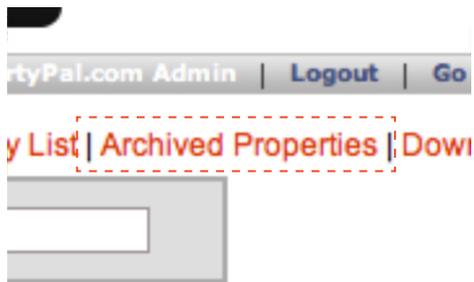
The archiving and unarchiving of properties is a great time-saving feature. When a property is archived it “disappears” from your property list. Don’t worry though! You can easily unarchive it again, photos, and all!

ARCHIVE A PROPERTY

1. To archive a property go to the Property List page and locate the relevant property.
2. On the right hand side of the list page you will see a bin icon, click this.
3. A pop up will appear asking if you are sure you wish to archive the property. Click OK.
4. The property is now archived.

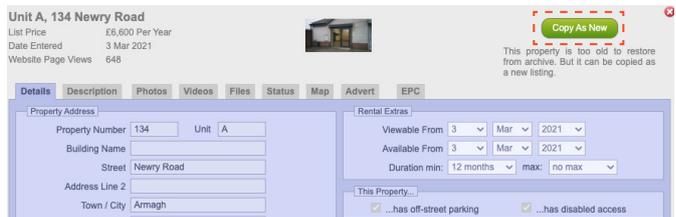


135 Station Road more info	Offers Around £129,950	yes	www	
1 Test Street more info	Offers Over £250,000	no	www	



UNARCHIVE A PROPERTY

1. To un-archive a property, go to the Property List Page and click on Archived Properties
2. Locate the property you wish to unarchive and click on More Info.
3. You will see a green button in the top right hand corner saying either “Copy as New” or “Restore”. Click this.
4. Your property is now restored to the Live Properties List. You can access this by clicking on Live Property List at the top of the page.
5. Your property may not be advertised on PropertyPal at this stage, you will need to edit the Property in the live list and click to advertise it on PropertyPal.com.



ADD A NEW DEVELOPMENT

Adding a New Development is slightly different from adding a single re-sale property on PropertyPal.com. You will need to add the New Development then add the property types and finally the individual unit (properties for sale). This section explains how to do this.

1. After logging in to PropertyPal.com you will be taken to the My Account page.
2. Click on Developments on the Left hand side of the page. You will be taken to your list of Developments.
3. Click on the Add a Development button at the top of the page. This will open the Select a Developer page.
4. Select your developer from the drop down list. If your chosen developer is not on the list email developments@propertypal.com with the details and we will add it for you. Click Next

Sole Agents

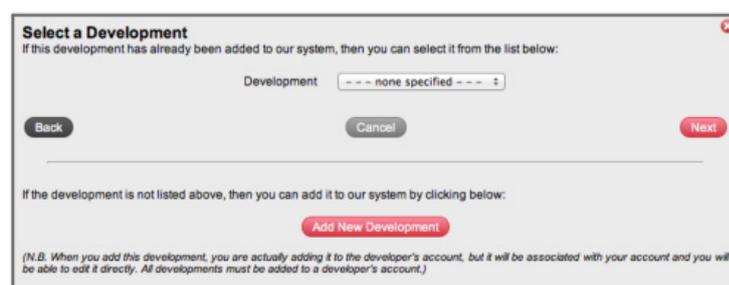
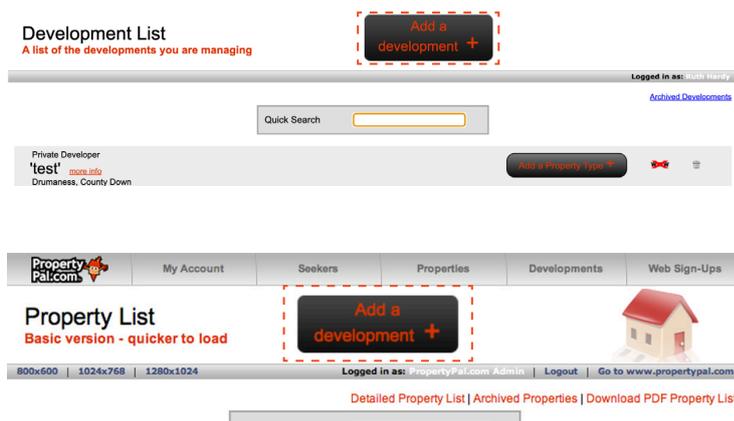
If you are a sole agent on this development click the Add New Development button and move to step 6.

Joint Agents

If you are a joint agent on this development, use the drop down to see if the development has been added by the other agent. Click on your chosen development and click Next. You have been added as an agent to this Development!!!

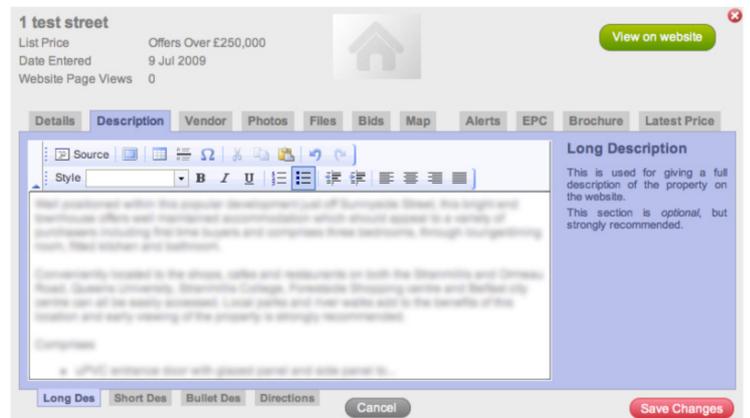
5. Fill in the details of the Development. Please note that this is the description of the whole development, and not of individual properties. The Tag Line is a 40 character field that allows you to say something about the property, ie Spacious family home or Close to excellent schools, etc. When this page is complete, click Next.

The Tag Line is a 60 character field that allows you to distinguish this development from the others, ie Eco friendly development with Solar Panels.

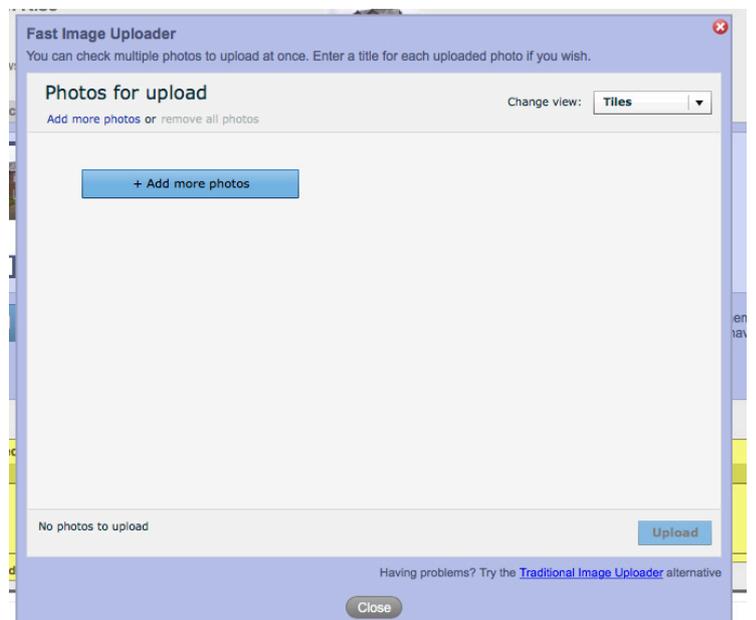


ADD A NEW DEVELOPMENT

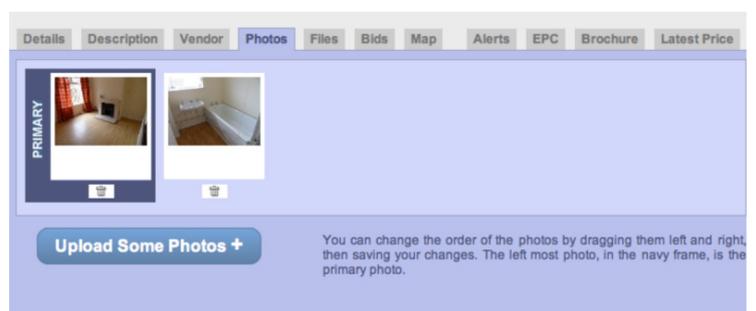
7. The following page is the development description. This is a free text box which allows you to type directly into the box or to copy and paste text from another document. When you are happy with the layout etc, click Next.



8. To upload photos of the property click on the Upload Some Photos button. This will open a pop up for the Fast Image Uploader. Click on + Add more photos, then locate the relevant file where the photos are stored. You can either double click on a photo to upload it or, if you are uploading several photos, hold down the shift key on your keyboard and click on multiple photos. Once you have made your selection (as many photos as you like) click Upload. This will re-size the photos appropriately.

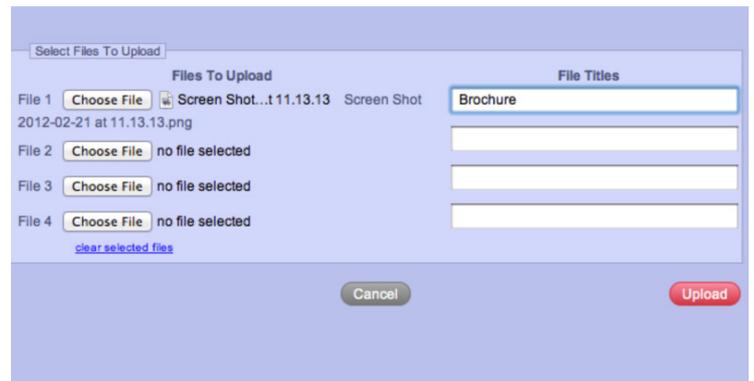


9. Once the images are uploaded you may find that they are not in the order that you would like them in. To re-order them you simply drag and drop them into the correct order. Please note that the Primary image is the first image that will be seen on the website. When you are happy with the order, please click Next.



ADD A NEW DEVELOPMENT

10. The Files page is where you will upload PDFs of the brochure of the Development or any relevant floor plans. This is not a mandatory item. To upload, simply click on the Upload PDF Files. This will open a window where you can choose your files. You will be required to specify names for these files when uploading. Brochure, or Floor Plan, etc will suffice.



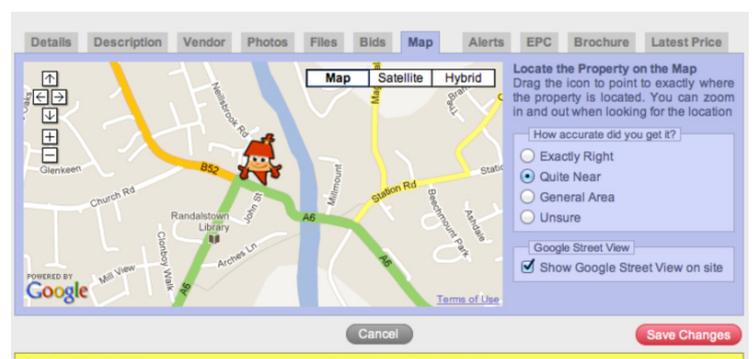
11. We move on then to the Map screen. When we entered the Town for the development on the Details screen a marker was placed on the map corresponding with this town.

To adjust the marker, simply zoom into the map using the + button and drag our mascot to the exact spot. You will then need to rate how accurate you are with the marker! To do this simply click on the relevant accuracy rating on the right hand side of the map.

You may find it easier to swap the view on this screen to Hybrid view which shows the roads and a satellite view of the terrain. To switch to Hybrid view simply click the Hybrid button on the top right hand side of the map.

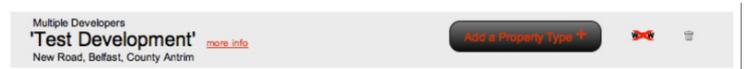


12. You can also choose to turn off Google Street View on PropertyPal.com. This is especially important if the vendor does not wish this to be shown. To turn it off simply un-tick the Show Google Street View on site box. Please note that we are unable to turn Google off, this will simply not show Street View on PropertyPal.com.



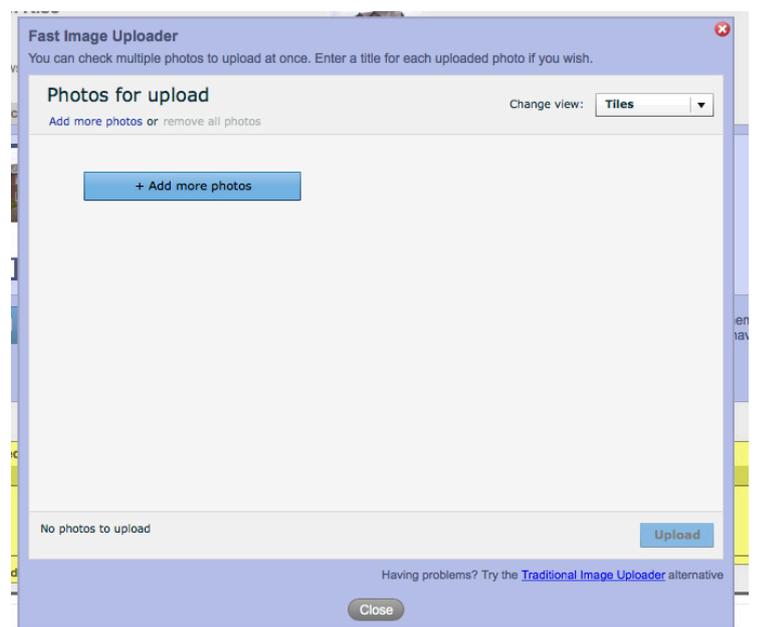
ADD A NEW DEVELOPMENT

13. The next page simply shows you the agent or agents selling the development. Click Finish to move on to the next step. You have now added the development as a whole, you now need to add the property types and individual units.
14. You will find yourself back on the Development List page at this point. To add a property type click on the black Add a Property Type button on the development.
15. Fill in the details of the Property Type. Please note that this is the description of the particular property type, and not of individual properties or the whole development. The Tag Line is a 40 character field that allows you to say something about the property, ie Spacious family home or Close to excellent schools, etc. When this page is complete, click Next.
16. The following page is the Property Type description. This is a free text box which allows you to type directly into the box or to copy and paste text from another document. When you are happy with the layout etc, click Next.

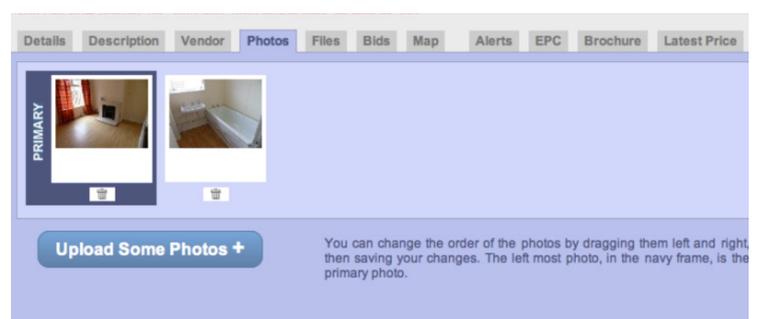


ADD A NEW DEVELOPMENT

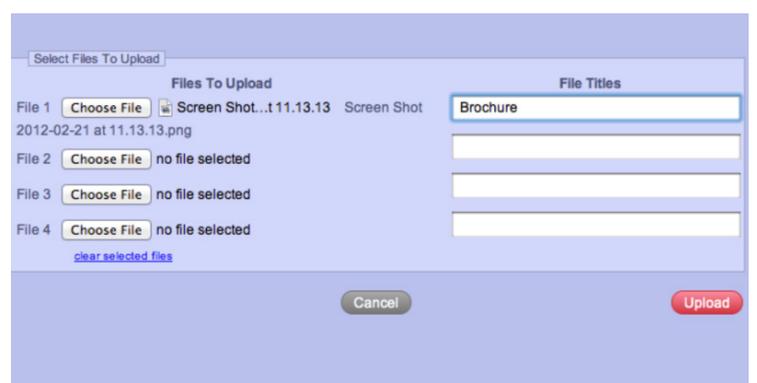
17. To upload photos of the property click on the Upload Some Photos button. This will open a pop up for the Fast Image Uploader. Click on + Add more photos, then locate the relevant file where the photos are stored. You can either double click on a photo to upload it or, if you are uploading several photos, hold down the shift key on your keyboard and click on multiple photos. Once you have made your selection (as many photos as you like) click Upload. This will re-size the photos appropriately.



18. Once the images are uploaded you may find that they are not in the order that you would like them in. To re-order them you simply drag and drop them into the correct order. Please note that the Primary image is the first image that will be seen on the website. When you are happy with the order, please click Next.



19. If you have added the Development Brochure on the development, you don't need to add it again here. This is where you will upload PDFs of the individual house type brochures or any relevant floor plans. To upload, simply click on the Upload PDF Files. This will open a window where you can choose your files. You will be required to specify names for these files when uploading. Brochure, or Floor Plan, etc will suffice.



ADD A NEW DEVELOPMENT

20. The next page is where you add the individual units or properties. Click on the Add a Property Unit button.
21. Fill in as many details as you have on this page, and click Finish when you are happy with your selections.
22. To add another property unit click again on the Add a Property Unit button, this time click the Copy Last Unit Added button. This will copy all the details from the last unit except the Site or Postal Number. Repeat this step until you have all your Property Units added.
23. Please note that your New Development will not show on PropertyPal.com unless you have at least one Property Type and Property Unit added.
24. The next page you come to is the Advert page. This is the page that will show you the status of this property on PropertyPal.com. You will see that at present the property has No Advert on PropertyPal.com.
25. To list the property on PropertyPal.com click on the List on PropertyPal.com button. A pop up will then show asking you to confirm that you are happy to list this property.
26. If this is the case, click on List on PropertyPal.com
27. Your property is now live on PropertyPal.com

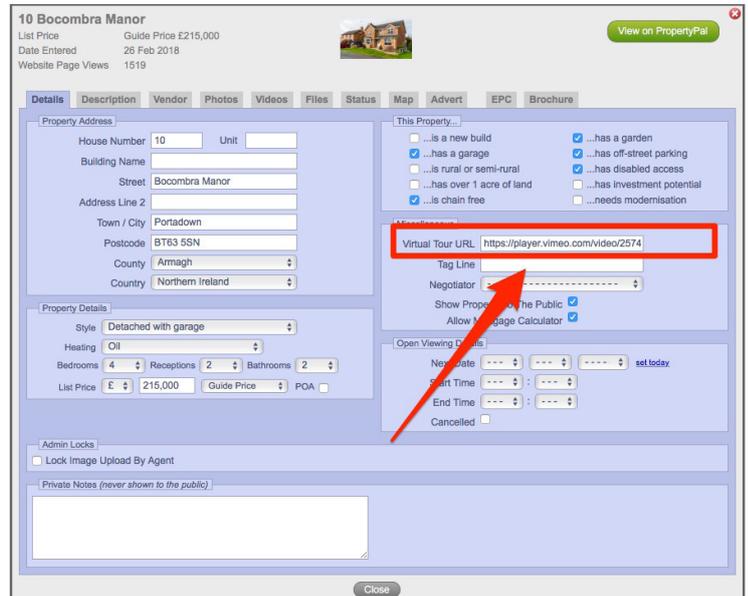


ADD A VIDEO OR VIRTUAL TOUR

We have 2 methods of uploading a video to a property, depending on the format of the video.

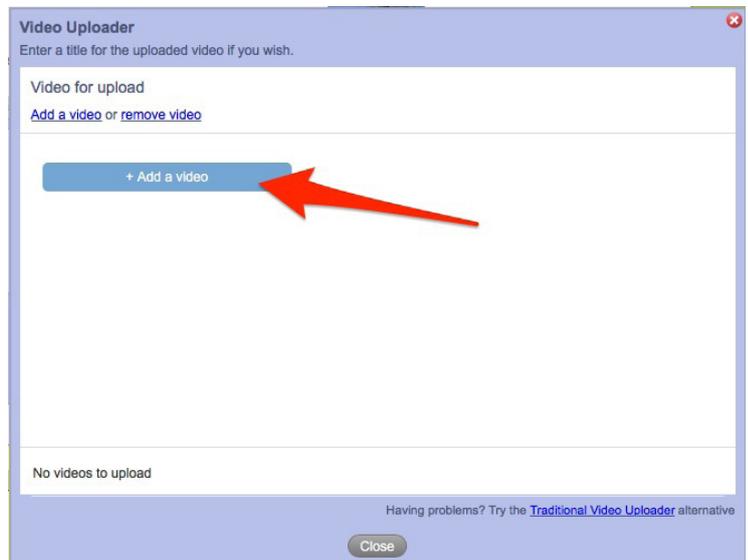
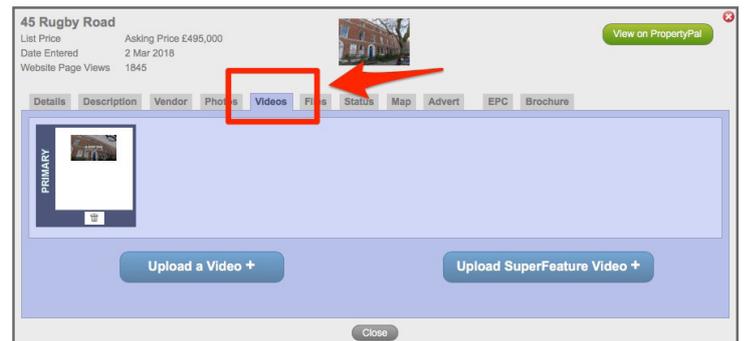
If you have been sent a URL from your photographer please follow the steps below:

1. On the Details page you will see a field for Virtual Tours as per the screenshot below. Simply paste the URL for the video into this field.
2. Save your changes.



If you have a video in file format, please follow the steps below;

1. Go to the 'Videos' tab as per the screenshot.
2. Upload the video by clicking Upload a Video, then Add a video. You will be taken to the file system on your computer where you can then choose the video to upload.



We have a limit of 200mb for video files. Please use a tool to resize the video to below this limit. Here are some example free tools you could use: veed.io or handbrake.fr/downloads.php.

FEATURE A PROPERTY

Featuring a property can give it a much needed boost in views up to 1.5 times the number of enquiries. Featured properties are listed in the thousands of email alerts that we send to our customer base, and highlighted at the top of searches performed by our users. The process is simple - just follow our steps below:

1. Go to PropertyPal.com and find the property you would like to feature.
2. Click onto the property and scroll to below the Key Information, where you will find a line saying "Is this your property? Attract more buyers by upgrading your listing"
3. Click on the "upgrading your listing" You will be taken to this page:
4. Choose Book a featured Listing and you will be taken to the following page:

Key Information

Price	£325,000	Rates	£1,296.73 pa*1
Stamp Duty	Calculate Stamp Duty	Typical Mortgage	£1,407.49 per month <small>£55,000 (20%) deposit (30 year term)</small>
Style	Detached House	Bedrooms	4
Receptions	2	Bathrooms	3
Heating	Oil	EPC	D59/D61
Broadband	↓ Highest download speed: 900 Mbps ↑ Highest upload speed: 110 Mbps More details *3	Status	For sale

Is this your property? Attract more buyers by [upgrading your listing](#)

BEST PERFORMING OPTION

Premier Listing
Advertise until sold

350% more enquiries

Price
£49.00

Grab more attention with this larger advert, extra and bigger photos

[Book a Premier Listing](#)

PROMOTE YOUR PROPERTY

- ✓ Stand out - with 4 photos on the search results page showing the best features of your property as chosen by you
- ✓ Adverts appear above standard ads and are twice the size of a standard ad
- ✓ Premier properties receive 3.5x more email enquiries than standard ads
- ✓ Reach more buyers - push your advert up to the top of the search results every week for the first four weeks
- ✓ Advertise until sold - with no limits or expiry date, your advert stays up until it's sale agreed

Featured Listing
You choose the duration

150% more enquiries

Minimum Spend
£12.00

Attract buyers with this bigger advert and extra photos

[Book a Featured Listing](#)

PROMOTE YOUR PROPERTY

- ✓ Stand out - in an area specifically chosen by you for as long as you want
- ✓ Adverts appear above standard ads
- ✓ Featured properties receive 1.5x more email enquiries than standard ads
- ✓ Attract buyers - your advert will appear at the top of the search results every week for the duration of your order
- ✓ Upgrade your advert - to a premier listing with no limit or expiry date

Final cost of a featured listing is determined by search terms and duration of listing.

BOOK A FEATURED LISTING



FEATURED LISTING PREVIEW



FEATURE A PROPERTY

5. Scroll down the page until you see the chart below. Make your choices by ticking the appropriate boxes. Please note that the minimum order for sale properties is £12.00 and £6.00 for rentals.

6. When you are happy with your choices, decide whether you would like to add this to your monthly account or pay by credit or debit card. If you would like to add this to your account, please click Purchase as Estate Agent - you will then be asked to log in to your PropertyPal account. If you choose to pay by credit / debit card, please click Purchase as Homeowner and you will be taken to a secure payment page.

CHOOSE YOUR SEARCH TERMS AND DURATION NEXT 4 WEEKS >

SEARCH TERMS	5 Mar to 11 Mar	12 Mar to 18 Mar	19 Mar to 25 Mar	26 Mar to 1 Apr
BT17	<input type="checkbox"/> £4.23 1 slot left	<input type="checkbox"/> £2.00	<input type="checkbox"/> £2.00	<input type="checkbox"/> £2.00
Belfast	<input type="checkbox"/> £22.57 1 slot left	<input type="checkbox"/> £20.00	<input type="checkbox"/> £20.00	<input type="checkbox"/> £12.00
Malone	<input type="checkbox"/> £4.66	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95
South Belfast	<input type="checkbox"/> £15.05	<input type="checkbox"/> £12.00	<input type="checkbox"/> £12.00	<input type="checkbox"/> £12.00
Upper Malone	<input type="checkbox"/> £6.21	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95
Lisburn Area	<input type="checkbox"/> £18.81	<input type="checkbox"/> £16.00	<input type="checkbox"/> £16.00	<input type="checkbox"/> £12.00
Greater Belfast	<input type="checkbox"/> £15.05	<input type="checkbox"/> £20.00	<input type="checkbox"/> £16.00	<input type="checkbox"/> £16.00

FEATURED PRICE: **£0.00**
Minimum featured order is £3.99

[PURCHASE AS HOMEOWNER](#) [PURCHASE AS ESTATE AGENT](#)

PREMIER LISTINGS

Premier Listings can give a property a boost in views and up to 3.5 times the number of enquiries. Premier Listings allow you to choose the best 4 photos of a property, and give you a larger enhanced listing. The process is simple - just follow our steps below:

1. Go to PropertyPal.com and find the property you would like to feature.
2. Click onto the property and scroll to below the Key Information, where you will find a line saying "Is this your property? Attract more buyers by upgrading your listing"
3. Click on the "upgrading your listing" You will be taken to this page:

Key Information

Price	£325,000	Rates	£1,296.73 pa*1
Stamp Duty	Calculate Stamp Duty	Typical Mortgage	£1,407.49 per month <small>£55,000 (20%) deposit (30 year term)</small>
Style	Detached House	Bedrooms	4
Receptions	2	Bathrooms	3
Heating	Oil	EPC	D59/D61
Broadband	↓ Highest download speed: 900 Mbps ↑ Highest upload speed: 110 Mbps More details *3	Status	For sale

Is this your property? Attract more buyers by [upgrading your listing](#)

4. Choose Book a Premier Listing and you will be taken to the following page:

BEST PERFORMING OPTION

Premier Listing
Advertise until sold

350%
more enquiries

Price
£49.00

Grab more attention with this larger advert, extra and bigger photos

[Book a Premier Listing](#)

PROMOTE YOUR PROPERTY

- ✓ Stand out - with 4 photos on the search results page showing the best features of your property as chosen by you
- ✓ Adverts appear above standard ads and are twice the size of a standard ad
- ✓ Premier properties receive 3.5x more email enquiries than standard ads
- ✓ Reach more buyers - push your advert up to the top of the search results every week for the first four weeks
- ✓ Advertise until sold - with no limits or expiry date, your advert stays up until it's sale agreed

Featured Listing
You choose the duration

150%
more enquiries

Minimum Spend
£12.00

Attract buyers with this bigger advert and extra photos

[Book a Featured Listing](#)

PROMOTE YOUR PROPERTY

- ✓ Stand out - in an area specifically chosen by you for as long as you want
- ✓ Adverts appear above standard ads
- ✓ Featured properties receive 1.5x more email enquiries than standard ads
- ✓ Attract buyers - your advert will appear at the top of the search results every week for the duration of your order
- ✓ Upgrade your advert - to a premier listing with no limit or expiry date

Final cost of a featured listing is determined by search terms and duration of listing.

BOOK A PREMIER LISTING



PREMIER LISTING PREVIEW

5 SPRING MEADOW, MAGHERRY BT28
Marketed by Robert Wilson Estate Agents (Moor)

Price **£325,000**

4 Bed Detached House For Sale

DESCRIPTION
Welcoming to the market this fantastic 4 bedroom detached family home in the much sought after 'Spring Meadow' development, Magherry. Boasting 4 bedrooms, 3 reception room and 3 bathrooms, along with beautiful gardens which enjoy a south facing aspect, this home will appeal greatly to a...

£49

FEATURE A PROPERTY

5. You will see a photo reel below the mock up of the ad. Deselect any images you do not want to use, and select the ones you would like to use. You will see the images changing on the advert mock up.

6. When you are happy with your choices, decide whether you would like to add this to your monthly account or pay by credit or debit card. If you would like to add this to your account, please click Purchase as Estate Agent - you will then be asked to log in to your PropertyPal account. If you choose to pay by credit / debit card, please click Purchase as Homeowner and you will be taken to a secure payment page.

CHOOSE YOUR SEARCH TERMS AND DURATION

NEXT 4 WEEKS >

SEARCH TERMS	5 Mar to 11 Mar	12 Mar to 18 Mar	19 Mar to 25 Mar	26 Mar to 1 Apr
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Malone	<input type="checkbox"/> £4.66	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95
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Upper Malone	<input type="checkbox"/> £6.21	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95
Lisburn Area	<input type="checkbox"/> £18.81	<input type="checkbox"/> £16.00	<input type="checkbox"/> £16.00	<input type="checkbox"/> £12.00
Greater Belfast	<input type="checkbox"/> £15.05	<input type="checkbox"/> £20.00	<input type="checkbox"/> £16.00	<input type="checkbox"/> £16.00

FEATURED PRICE: **£0.00**

Minimum featured order is £3.99

[PURCHASE AS HOMEOWNER](#)

[PURCHASE AS ESTATE AGENT](#)

OPEN VIEWINGS

Setting up an Open Viewing can give a property a boost in terms of the number of people viewing the property. They can be organised with the vendor outside of normal office hours, at a time that suits both the agent and the vendor. When you add an Open Viewing on PropertyPal, we list these in the thousands of email alerts that we send to our customer base and bump the property up the listing on the day of the Open Viewing. To add an Open Viewing please follow the steps below:

1. After logging in to PropertyPal.com you will be taken to the My Account page
2. Click on Properties on the Left hand side of the page. You will be taken to your list of properties.
3. Locate the relevant property and click More Info.
4. On the details page you will see the Open Viewings fields as per the screenshot.
5. Simply complete these details and save your changes.

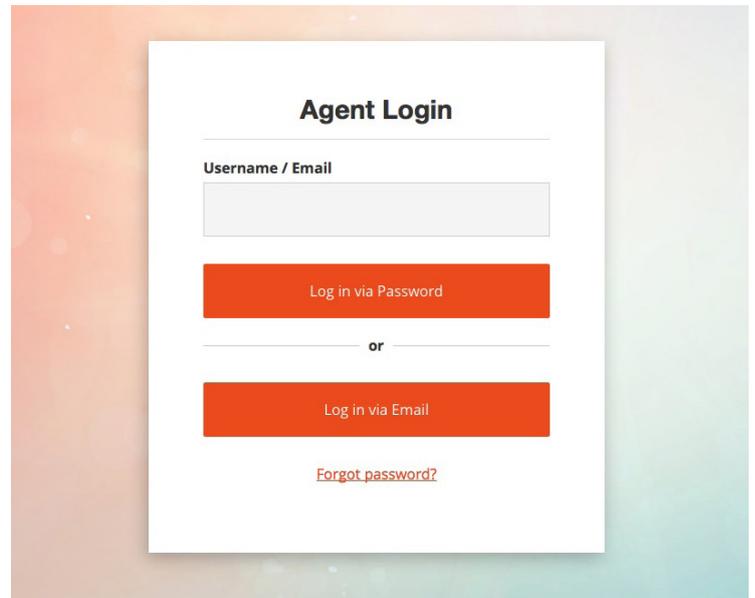
The screenshot shows a web form for configuring an open viewing. It is organized into three main sections:

- This Property...:** A grid of 10 checkboxes for property features:
 - ...is a new build
 - ...has a garden
 - ...has a garage
 - ...has off-street parking
 - ...is rural or semi-rural
 - ...has disabled access
 - ...has over 1 acre of land
 - ...has investment potential
 - ...is chain free
 - ...needs modernisation
- Miscellaneous:** A series of input fields and checkboxes:
 - Property Ref:
 - Virtual Tour 1 URL:
 - Virtual Tour 2 URL:
 - Tag Line:
 - Negotiator:
 - Show Property To The Public:
 - Allow Mortgage Calculator:
- Open Viewing Details:** A section enclosed in a red dashed border, containing:
 - Next Date: : : [set today](#)
 - Start Time: :
 - End Time: :
 - Cancelled:

FREQUENTLY ASKED QUESTIONS

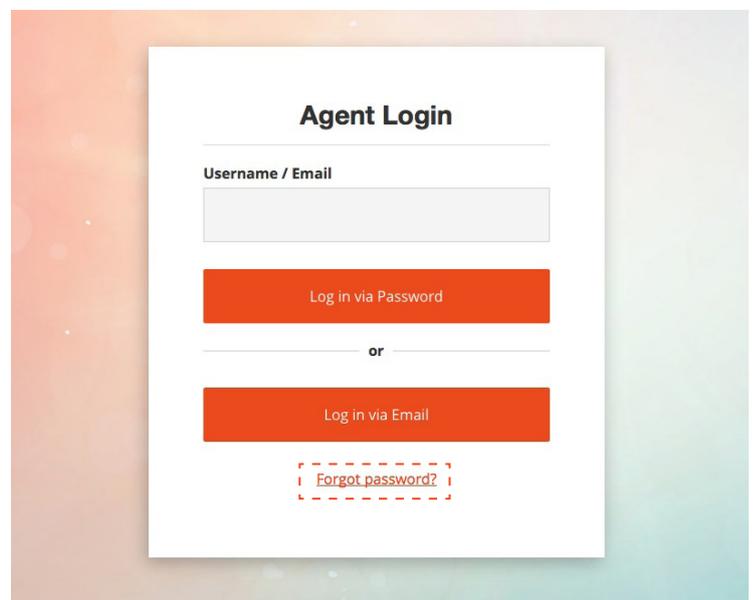
I CAN'T LOG IN TO THE SYSTEM, WHAT DO I DO?

1. Please enter your normal PropertyPal username and click "Log in via Password" you will then be able to enter your usual password.
2. Alternatively, you can log in using your email address and your usual password.
3. If you have forgotten your password, please click the Forgot Password link and follow the instructions there.



I HAVE FORGOTTEN MY PASSWORD, WHAT DO I DO?

1. Please enter the email address associated with the account and click 'Forgot Password?'
2. This will automatically send you out a magic link to this email address.
3. From here, click on the link and reset your password.

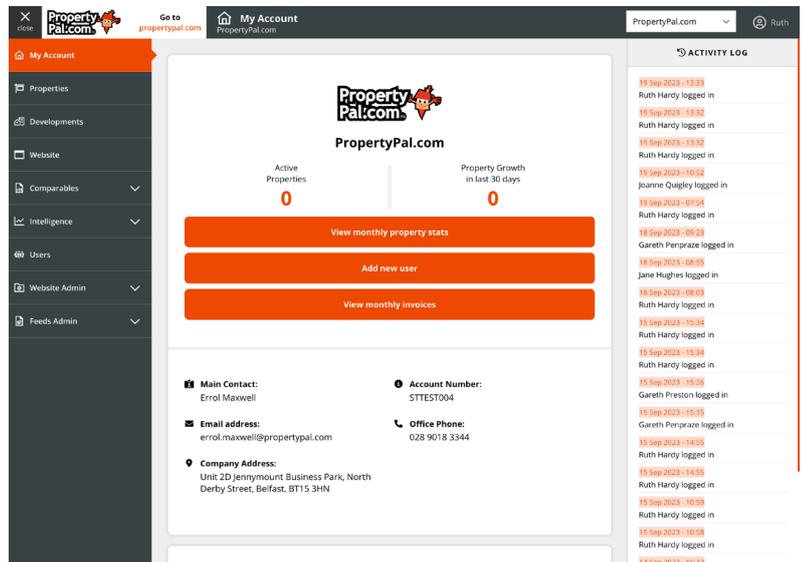


I NEED TO ADD A NEW USER, WHAT DO I DO?

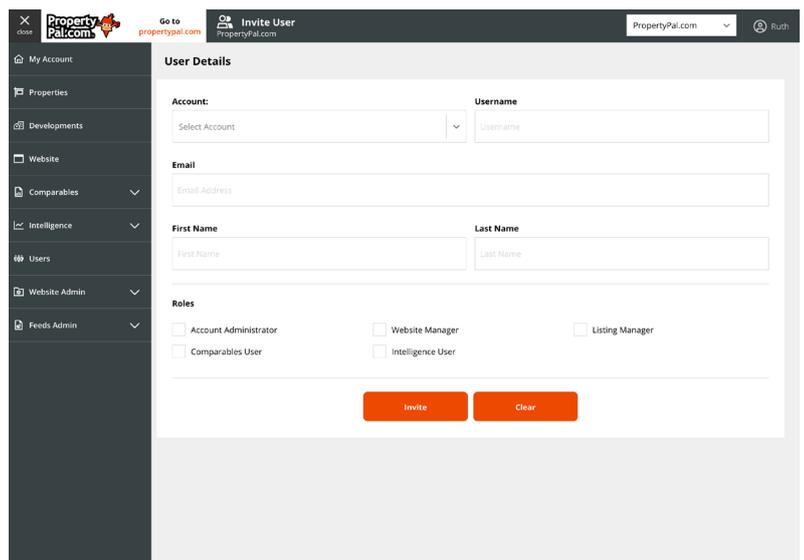
ADD A NEW USER

1. Login to PropertyPal.com.
2. Click on your name in the top right hand corner and choose Manage Users (See Picture 3).
3. Click on Invite User and complete the form using the new users own email address and details. (See Picture 4).

Please note that for security purposes, only certain users on each account will have the access rights to add a new user. Typically these will be one of the Directors of your Company or the Office Manager. This also means that this user will be able to disable users, if an employee leaves the Company.



Picture 3

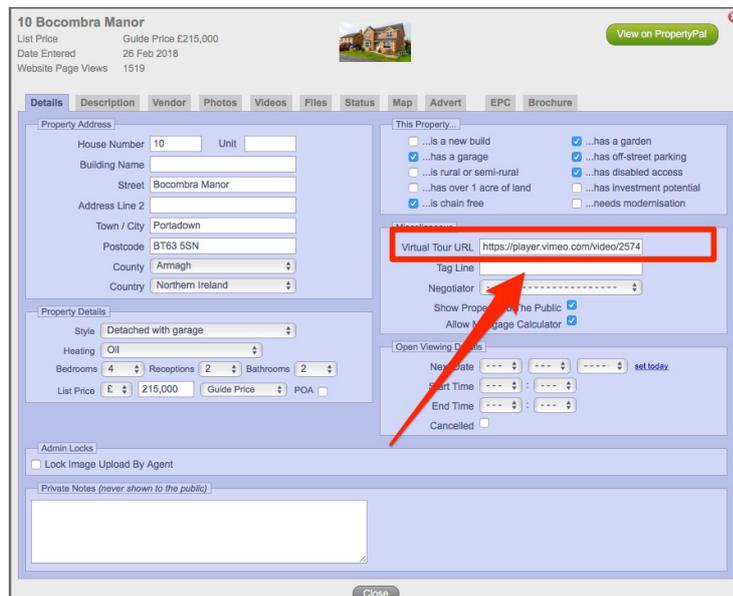


I NEED TO ADD A VIRTUAL TOUR LINK OR VIDEO, WHERE DO I DO THIS?

We have 2 methods of uploading a video to a property, depending on the format of the video.

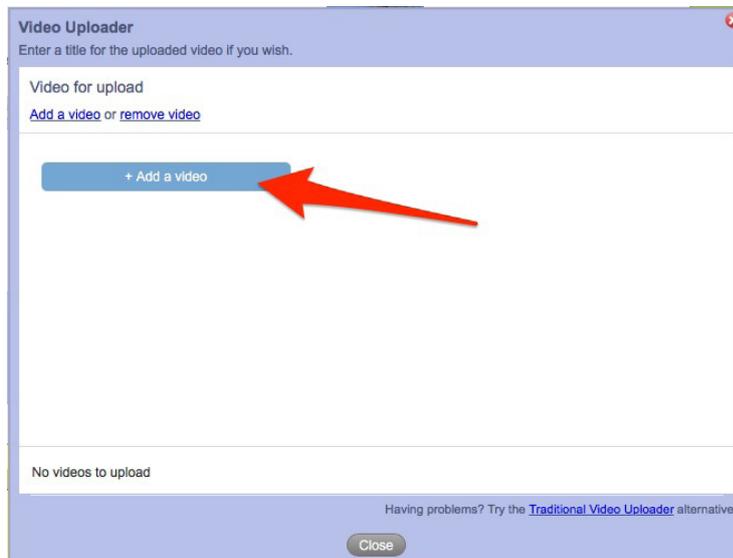
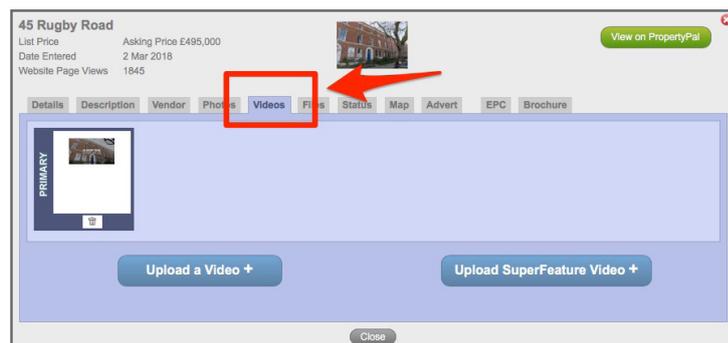
If you have been sent a URL from your photographer please follow the steps below:

1. On the Details page you will see a field for Virtual Tours as per the screenshot below. Simply paste the URL for the video into this field.
2. Save your changes.



If you have a video in file format, please follow the steps below;

1. Go to the 'Videos' tab as per the screenshot.
2. Upload the video by clicking Upload a Video, then Add a video. You will be taken to the file system on your computer where you can then choose the video to upload.



We have a limit of 200mb for video files. Please use a tool to resize the video to below this limit. Here are some example free tools you could use: veed.io or handbrake.fr/downloads.php.

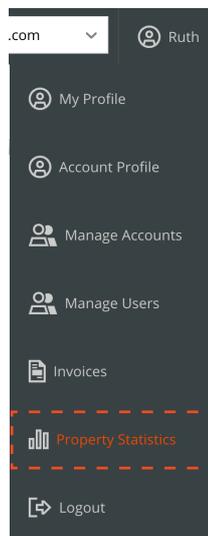
MY PROPERTY IS NOT SHOWING ON PROPERTYPAL (FEED CUSTOMER)

There are a few of reasons why your property would not feed through to us, we have listed these below:

- 1.** Please check your software to ensure that the property is available for sale and it is marked to send to PropertyPal.
- 2.** The property is Sale Agreed. We do not add properties via a feed that are Sale Agreed or Sold. This is because we do not want to charge you for advertising properties that are not available.
- 3.** Every feed that we receive, comes through at different times of the day. Some feeds come through almost immediately, however others come through at set times during the day. Perhaps your feed has not yet come through to us?
- 4.** Our system is holding the property out as it thinks the property is part of a nearby new development. Please let us know about this and we will manually over-ride this so that the property shows correctly.
- 5.** The property has got “stuck” in the feed system between your software provider and us! Please make a small change to the property description, as in the majority of cases this will give the property a little push and it will come through in the next feed.
- 6.** The property is part of a New Development. All New Development listings must be added and updated manually on PropertyPal.com. If you are unsure how to do this, please let us know and we will help you with this.

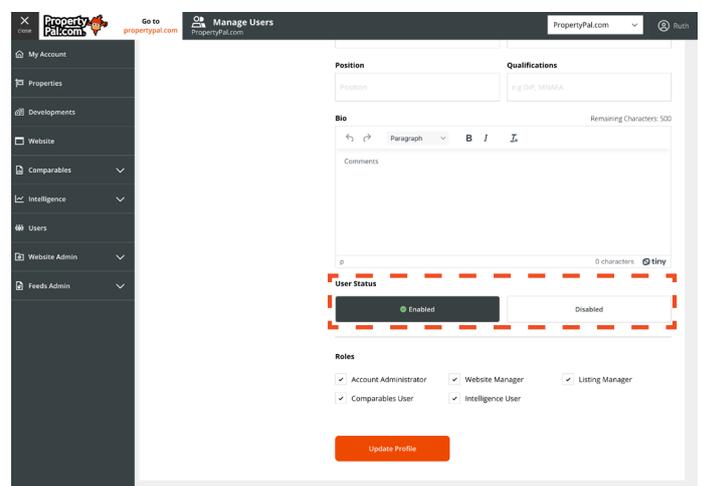
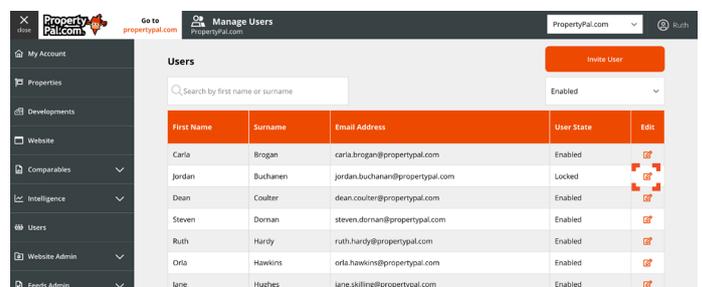
WHERE CAN I ACCESS THE MONTHLY STATS FOR MY AGENCY?

1. Login to PropertyPal.com.
2. Click on your name in the top right hand corner and choose Property Statistics.
3. Click Download PDF for the relevant month.
4. This PDF will be downloaded in the usual way.



A MEMBER OF STAFF HAS MOVED ON AND NO LONGER WORKS WITHIN OUR COMPANY. WHAT DO WE DO?

1. Login to PropertyPal.com.
2. Click on your name in the top right hand corner and choose Manage Users.
3. Click on the Edit icon on the relevant User which will open their profile.
4. Click on Disabled under User Status, and save your changes.



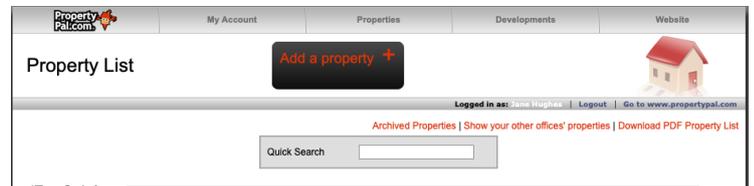
Please note that for security purposes, only certain users on each account will have the access rights to add a new user. Typically these will be one of the Directors of your Company or the Office Manager. This also means that only this user will be able to disable users, if an employee leaves the Company.

MY PROPERTY IS NOT SHOWING IN THE CORRECT AREA ON THE MAP, WHAT DO I DO?

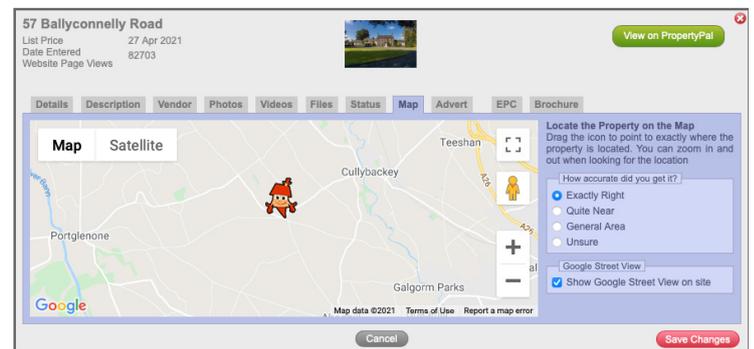
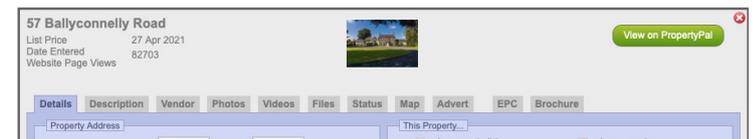
To relocate a property on our Map section please follow the points below:

1. Log in to your PropertyPal Account
2. Got to 'Properties' in the tabs at the top of the page.
3. Locate the property which is incorrect and click on 'More Info'.
4. Go to the 'Map' tab and drag our icon (Charley) to the correct location.
5. Save your changes.

NOTE: Internet Explorer has been retired by Microsoft and if you use this browser, you may not be able to see our icon on the map. This is because Google Maps functionality is no longer supported on this platform. Please download Google Chrome or Mozilla Firefox to access the CMS, where the map and our icon show correctly.



'For Sale'							
Address	List Price	Latest Offer	Photo(s)	Lock	Show to Public	Advert	Archive
Apt 311, Margarita Plaza, 81 Adelaide Street more info	Asking Price £125,000		yes		www	Live	
51 Agincourt Avenue more info	Asking Price £150,000		yes		www	Live	
Apt 4, 16 Annadale Avenue more info	Asking Price £177,500		yes		www	Live	
Unit 32, The Stern Building, 37 Annadale Crescent more info	Asking Price £155,000		yes		www	Live	



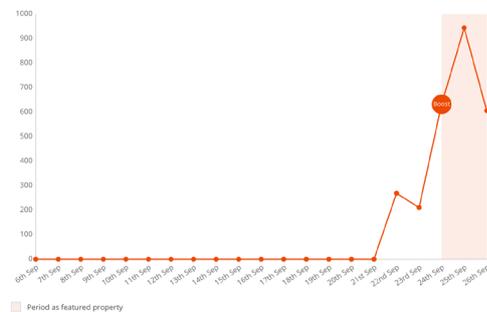
WHAT IS THE DIFFERENCE BETWEEN A 'FEATURED PROPERTY' AND A 'PREMIER LISTING'?

When you Feature a property, the property is shown at the top of the search results for the areas and time periods chosen.

By featuring your property you should see a spike in people viewing it online. In turn we would hope that these higher viewing figures will translate into viewers and offers. You can see how the property's views have improved when the property is featured by scrolling down the page until you see the property listing views graph. The property statistics highlight this (as the background colour on the graph changes to pale orange during the featured time period).

Property Statistics

Listing Views (in the last 21 days)



Total Views (since advertised)

15,438



1st most popular ranking today in West Belfast (£175,000 - £200,000)

Get more views

Premier Listings make the property stand out within the listings and you are able to choose which 4 photos are displayed on the search page.

Premier Listings also provide you with an automatic "Boost" every week for the next 4 weeks – ensuring the property appears at the top of the listings for the time period it is 'Premiered' for.

62 Shandon Park, Belfast, BT5 6NY
Asking price **£475,000**
4 Bed Semi-detached House

DESCRIPTION
Found within one of East Belfast's most sought-after residential neighbourhoods, 62 Shandon Park is a wonderful family home providing a spacious modern living layout that will cater for a host of potential purchasers. The layout comprises a covered entrance porch, entrance hall with panelling and under stair storage, living room with fireplace and feature bay window, formal dining room, modern...

Marketed by Simon Brian Residential (East Belfast)

SIMON BRIAN
RESIDENTIAL

WHAT OPTIONS ARE THERE TO PROMOTE A PROPERTY ON PROPERTYPAL?

We have 2 options which enable you to boost or promote your property / properties on PropertyPal.

OPTION 1: FEATURED LISTING

This option provides you with one "Boost it Back" every week for the duration of your order.

Additionally, your property appears with a Featured Banner, and appears at the top of the search results on selected dates and locations (chosen by card holder).

A "Featured Listing" enables you to select the area/s and date/s you would like the property to become "Featured" under (Please see example table below).

NOTE: The final cost of the Featured Listing is determined by search terms and duration of the listing. The minimum spend on a Featured Listing is £6 for Rental Properties and £12 for Sale Properties.

Cost: Rental Property: Minimum spend – £6 AND Sale Property: Minimum spend – £12.

OPTION 2: PREMIER LISTING

This option provides you with an automatic "Boost it Back" every week for the next 4 weeks.

Additionally, your property appears enhanced with extra photos (card holder is able to have choice of which 4 photos appear on the Premier Listing) and a description for the lifetime of your listing.

Cost: Rental Property: £24 AND Sale Property: £49.

CHOOSE YOUR SEARCH TERMS AND DURATION

NEXT 4 WEEKS >

SEARCH TERMS	6 Nov to 11 Nov	12 Nov to 18 Nov	19 Nov to 25 Nov	26 Nov to 2 Dec
BT36	<input type="checkbox"/> £1.58	<input type="checkbox"/> £2.00	<input type="checkbox"/> £2.00	<input type="checkbox"/> £2.00
Newtownabbey	<input type="checkbox"/> £3.92	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95
Greater Belfast	<input type="checkbox"/> £7.13	<input type="checkbox"/> £9.00	<input type="checkbox"/> £9.00	<input type="checkbox"/> £9.00
Newtownabbey Area	<input type="checkbox"/> £3.92	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95
Glengormley	<input type="checkbox"/> £3.92	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95
Glengormley Area	<input type="checkbox"/> £3.92	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95
Collinbridge	<input type="checkbox"/> £3.92	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95	<input type="checkbox"/> £4.95

FEATURED PRICE: £0

PURCHASE AS HOMEOWNER

PURCHASE AS ESTATE AGENT

FEATURED LISTING PREVIEW



3A FINAGHY PARK NORTH, BELFAST BT10
Marketed by Simon Brien Residential (South Belfast)

Offers over **£425,000**

4 Bed Detached house For Sale



PREMIER LISTING PREVIEW



3A FINAGHY PARK NORTH, BELFAST BT10
Marketed by Simon Brien Residential (South Belfast)

Offers over **£425,000**

4 Bed Detached house For Sale

DESCRIPTION
This red brick double fronted detached family home was constructed in 2016 to a high specification, and will be well suited to the growing family wanting to set up home...



SELECT THE PHOTOS YOU WOULD LIKE TO APPEAR IN YOUR LISTING:



PRICE: £49

PURCHASE AS HOMEOWNER

PURCHASE AS ESTATE AGENT

I HAVE FEATURED MY PROPERTY BUT ITS NOT SHOWING, WHAT DO I DO?

Before contacting us about your featured listing, we ask that you check a couple of things.

Please have a look at your order confirmation email you received when you placed your order. On this email you will see the areas you have chosen to feature your property and the dates that you have chosen. You can see an example on the screenshot below:

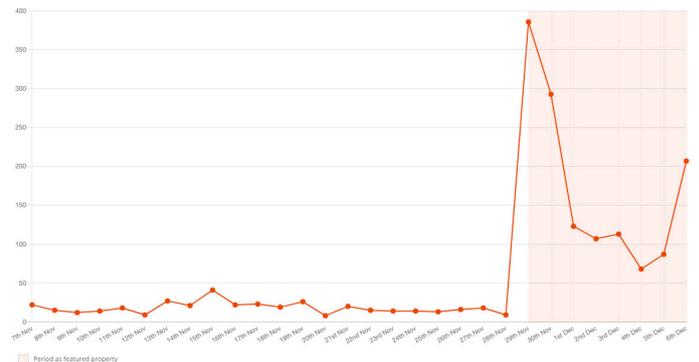
Please go to PropertyPal.com and search for one of the areas you have chosen to feature your property (provided this is not for a date in the future) and your property should be showing as one of the top 3 properties.

You can also check the views graph at the bottom of the property details page, as you should be able to see the spike in views since the property was featured.

Description	Price
BT9 (6 Dec 21 to 12 Dec 21)	£1.79
Lisburn Road Area, Belfast (6 Dec 21 to 12 Dec 21)	£4.42
Lower Lisburn Road Area, Belfast (6 Dec 21 to 12 Dec 21)	£4.42
BT9 (13 Dec 21 to 19 Dec 21)	£2.00
Subtotal ex. VAT	£10.52
VAT	£2.11
Total inc. VAT	£12.63

PROPERTY FOR SALE IN BT9
Page 1 of 10 (89 properties)

LISTING VIEWS
(in last 30 days)



I HAVE FEATURED MY PROPERTY BUT THE PHOTOS ARE NOT SHOWING IN THE CORRECT ORDER, HOW DO I FIX THIS?

When you feature a property, the system shows the photos in the order that the estate agent has uploaded them.

To choose the photos you would like to show, you would need to have chosen to make your property a Premium Listing. To show the photos of your property in a different order without choosing a Premium Listing, we recommend you ask your estate agent to swap the order of the photographs.

NOTE: This may possibly affect the agents' own website as well as the other portals.

I HAVE PAID TO MAKE MY PROPERTY A PREMIER LISTING BUT THE PHOTOS I CHOSE ARE NOT SHOWING CORRECTLY, CAN YOU HELP?

Oh no! We apologise for this inconvenience. Please email us on help@propertypal.com and let us know which photographs you had chosen.

WHEN WILL I BE INVOICED?

Depending on the services you have with PropertyPal you will be invoiced at different times. Please see below for details:

Property Listings

You will be invoiced on the 1st day of each month for properties listed in the previous month. The credit terms on this billing is 14 days.

If you pay by Direct Debit this will be taken 14 days after the date of the invoice, this date will be stated on each invoice. For example payments for March will be invoiced on 1st April, and will be collected by Direct Debit on or around 14th April.

If you pay by BACS, cheque, credit/debit card or internet transfer, payment is due within 14 days of the date of invoice.

Featured Properties booked by agents on account

The featured properties will be included in your property listings billing as above.

Domain Hosting

This is an annual charge, which will be invoiced after renewal of you domain(s) has been made. The credit terms on this billing is 14 days.

If you pay by Direct Debit this will be taken 14 days after the date of the invoice, this date will be stated on each invoice. For example an invoice raised on 1st April, will be collected by Direct Debit on or around 14th April.

If you pay by BACS, cheque, credit/debit card or internet transfer, payment is due within 14 days of the date of invoice.

Domain Hosting

This can be charged either monthly or annually depending on your request at initial set up.

Monthly Invoice – If you are invoiced monthly, the credit terms are 14 days.

Annual Invoice – If you are invoiced annually, the credit terms are 30 days.

If you pay by Direct Debit this will be taken 14 days after the date of the invoice, this date will be stated on each invoice. For example an invoice raised on 1st April, will be collected by Direct Debit on or around 14th April.

If you pay by BACS, cheque, credit/debit card or internet transfer, payment is due within 14/30 days of the date of invoice depending on your service level agreement terms.

Please note that most of our other services are on 30 days credit terms however this will be discussed with you when our sales team is booking the service.

I WOULD LIKE TO SET UP A DIRECT DEBIT, WHAT DO I DO AND HOW LONG DOES THIS TAKE?

Please email us on help@propertypal.com and we will send you a link to set up your Direct Debit. Once you complete the information on the link, the Direct Debit will be set up within 24 hours.

I NEED A STATEMENT OF ACCOUNT, HOW CAN I GET THIS?

If you require a Statement of account please email us on help@propertypal.com with your request and we will forward a statement as required.

I NEED A COPY OF AN INVOICE WHICH IS NOT FOR PROPERTY LISTINGS, HOW CAN I GET THIS?

If you require a copy invoice for any of our services other than property listings, e.g. domain hosting, email hosting, website build, etc, please email us on help@propertypal.com with the details and we will forward you the invoices you require.

I NEED A COPY INVOICE FOR MY LISTINGS, WHERE CAN I FIND THIS?

1. Log in to your PropertyPal Account.
2. Click on your name in the top right hand corner and choose Invoices.
3. Locate the invoice you require and click on View Items for a list of properties included on this invoice.
4. For a copy of the invoice for accounting purposes, click on Xero Invoice and you will be able to download this.

I HAVE PAID FOR 1 YEARS WEBSITE HOSTING BUT MY WEBSITE PROVIDER HAS CHANGED, WHAT DO I DO?

We are sorry to see you leave us! Please contact us by emailing help@propertypal.com and we will be able to edit / refund you for any complete months remaining on your hosting.

I HAVE ORDERED A FEATURED PROPERTY BUT THE PROPERTY HAS BEEN SALE AGREED / WITHDRAWN, CAN I GET A REFUND FOR THIS?

If you have ordered a Featured Property in advance, and this has not started yet, please contact us by emailing help@propertypal.com. Please include as many details about the featured property as possible (eg, property address, dates of feature requested, etc).

I HAVE BEEN INVOICED TWICE FOR A PROPERTY, HOW DO I GET CREDIT FOR THIS?

Occasionally an agent will add a property twice by mistake! If the agent then archives this incorrect listing, they think this is the end of the matter and they will not be charged for it. Unfortunately that is not the way our system works!

If you have made an error, please submit a form below as soon as possible, and we will remove the property so that you are only charged for the live listing.

If, when you receive your invoice, you find that one of your staff has mistakenly listed a property twice, please let us know and we will arrange a credit for the incorrect listing. Our contact details are help@propertypal.com.

HOW DO I CANCEL DOMAIN HOSTING?

To cancel or transfer your Domain hosting, please email us on help@propertypal.com to request this.



GET IN TOUCH

028 90 999 999

help@propertypal.com

Unit 2D, Jennymount Business Park,
North Derby Street, Belfast BT15 3HN

