

# Guide to using the tenant portal

Includes: How to pay your bills

# Page 1

Browser tabs: http://www.westonespace.com/ | Tenant Portal - Payment confir... | Student accommodation S...

**West.ONE** COMMERCIAL SPACE OFFICE SOLUTIONS RESIDENTIAL LETTINGS STUDENT ACCOMMODATION


About Us | FAQ | New Developments | Tenants Area | Search

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### WELCOME


West.One offer high quality property solutions for a wide range of commercial and residential markets - from stunning city centre apartments & student accommodation to 100,000 sq.ft industrial space.

Based in Sheffield, our portfolio spans the country with properties in Glasgow, Nottingham, Bradford, Doncaster, Sheffield and London.



Feel free to browse our properties - if you have any questions, please call our Head Office on 0114 229 6800.

### FEATURED COMMERCIAL




**Sellers Wheel, 151 Arundel Street, City Centre, Industrial Heritage Quarter, Sheffield**

Available now! Sellers Wheel, a sympathetically restored & refurbished listed building in our city's industrial quarter

From £13.50 per sq ft (per annum)

[read more](#)

### FEATURED RESIDENTIAL



**West.ONE, Fitzwilliam Street, City Centre, Sheffield**

West ONE 4 bedroom furnished apartment in arguably the best location for students in the city!


From £89.50 per person per week

[read more](#)

### NEW STUDENT DEVELOPMENT

**Broomgrove Apartments**

Excellent quality student accommodation, completely refurbished & very close to SHU. A range of 3, 4, 5, 6 & 7 bedroom student apartments **now letting for 2013 / 14.**



**Fabulous location... for Sheffield Hallam University**


[www.broomgrove.com](http://www.broomgrove.com)

### NEWS


Sellers Wheel, the brand new mixed use development on Arundel Street in Sheffield's City Centre will be completed this month!

[The old listed building facing Arundel](#)

### FEATURED STUDENT



### FEATURED OFFICE



### SEARCH PROPERTIES

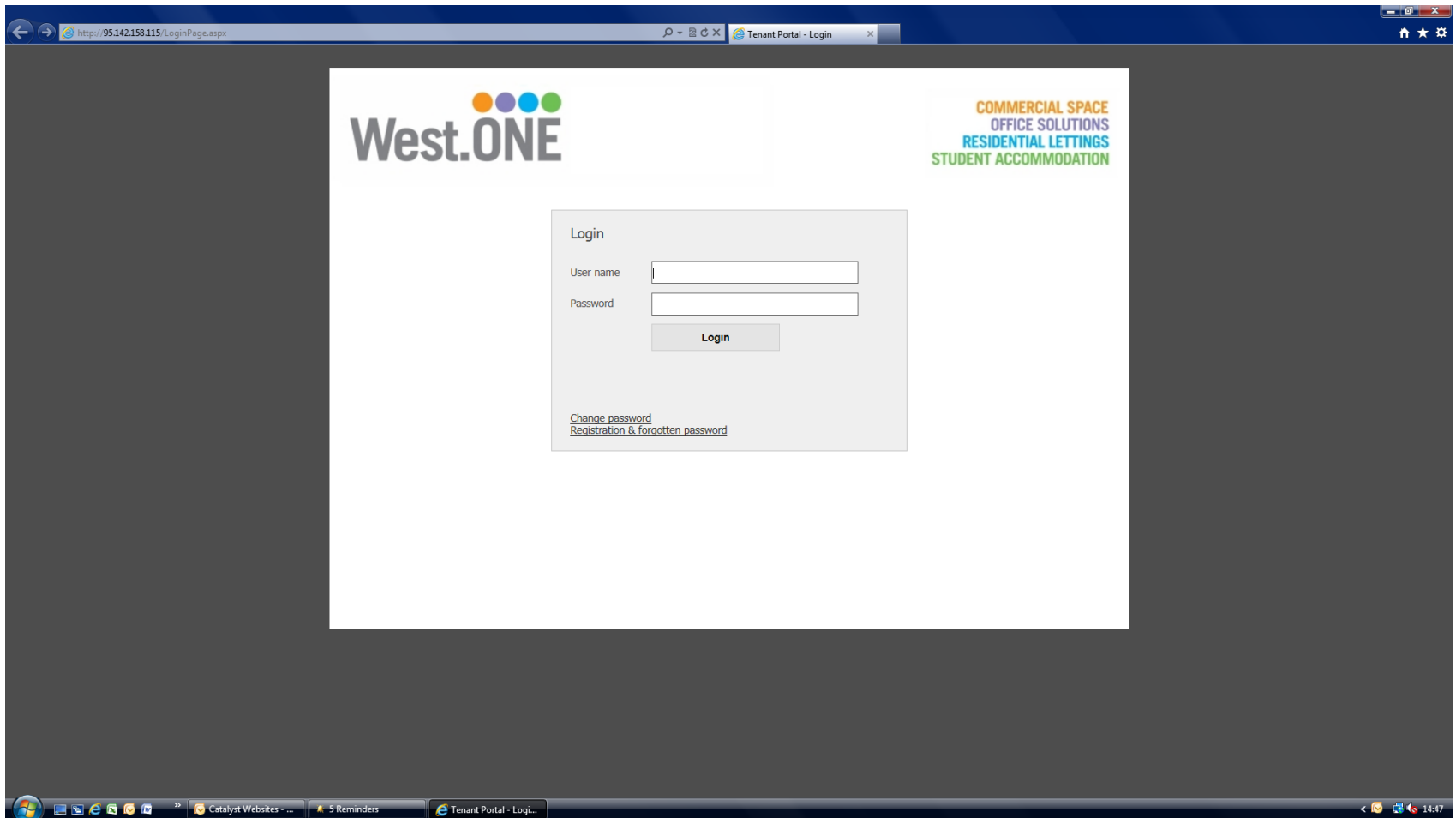
Location:

Property type:

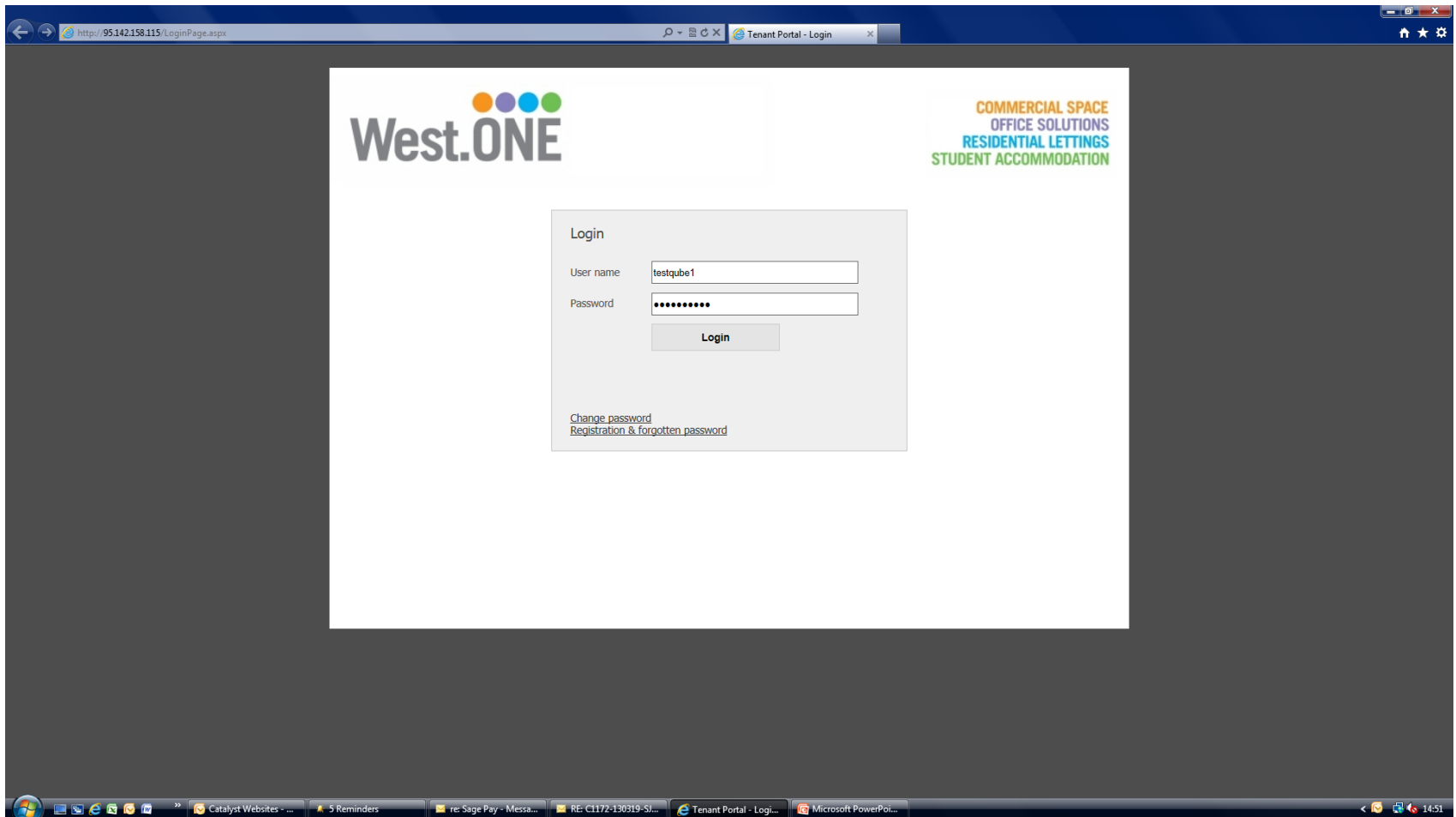
No. of bedrooms:

Taskbar: Inbox - Microsoft O... | 5 Reminders | re: Sage Pay - Messa... | Student accomod... | Account Work | Microsoft PowerPoi...

# Page 2



# Page 3



# Page 4

The screenshot shows a web browser window with the URL `http://95.142.158.115/NoticeBoard.aspx`. The page title is "Tenant Portal - Noticeboard". The main content area features the "West.ONE" logo and a list of services: "COMMERCIAL SPACE", "OFFICE SOLUTIONS", "RESIDENTIAL LETTINGS", and "STUDENT ACCOMMODATION". Below this, a green bar indicates the location "West One - 13A Victoria Street". A left-hand navigation menu includes links for "Noticeboard", "Balance due", "Service charge", "History", "Make a payment", "Documents", "Contact us", "My Details", "Logout", and "T&Cs". The "Noticeboard" section is titled "Property noticeboard" and contains the text "General property information notification area here...". A table with three columns—"Date", "Description", and "Further Details"—lists two items: "Information item 2" dated 04/04/2013 and "Information item 1" dated 04/03/2013. The Windows taskbar at the bottom shows several open applications, including "Inbox - Microsoft O...", "5 Reminders", "re: Sage Pay - Messa...", "Tenant Portal - Noti...", "Account Work", and "Microsoft PowerPoi...", with the system clock set to 16:25.

West.ONE

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West One - 13A Victoria Street

► Noticeboard  
Balance due  
Service charge  
History  
Make a payment  
Documents  
Contact us  
My Details  
Logout  
T&Cs

Property noticeboard

General property information notification area here...

Date	Description	Further Details
04/04/2013	Information item 2 description	further information line
04/03/2013	Information item 1 description	further information line

Inbox - Microsoft O... 5 Reminders re: Sage Pay - Messa... Tenant Portal - Noti... Account Work Microsoft PowerPoi... 16:25

# Page 5

The screenshot shows a web browser window with the URL `http://95.142.158.115/PaymentSelection.aspx`. The page title is "Tenant Portal - Make a pay...". The main content area features the "West.ONE" logo and a list of services: COMMERCIAL SPACE, OFFICE SOLUTIONS, RESIDENTIAL LETTINGS, and STUDENT ACCOMMODATION. Below this, a green bar indicates the address "West One - 13A Victoria Street".

A left-hand navigation menu includes the following items: Noticeboard, Balance due, Service charge, History, **► Make a payment**, Documents, Contact us, My Details, Logout, and T&Cs.

The "Make a payment" section displays the "Account balance" as 1,248.00. It includes a table with the following data:

Date	Description	Invoice	Demand	Outstanding	Payment
15/04/2013	Single Char Rent in Advance	85679		1,248.00	0.00

Below the table, it states "Minimum payment of 10.00" and "Payment amount total 0.00". A "Process payments" button is located at the bottom right of the payment section. A note at the bottom of the page states: "We use Sage Pay to collect/process transaction information. For Sage Pay security information please visit [http://www.sagepay.com/security\\_policy](http://www.sagepay.com/security_policy)".

The Windows taskbar at the bottom shows several open applications: "Inbox - Microsoft O...", "5 Reminders", "re: Sage Pay - Messa...", "Tenant Portal - Mak...", "Account Work", and "Microsoft PowerPoi...". The system clock shows the time as 16:26.

# Page 6 – Full Payment

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STUDENT ACCOMMODATION

West One - 13A Victoria Street

Noticeboard  
Balance due  
Service charge  
History  
► **Make a payment**  
Documents  
Contact us  
My Details  
Logout  
T&Cs

### Make a payment

Account balance **1,248.00**

Date	Description	Invoice	Demand	Outstanding	Payment
15/04/2013	Single Char Rent in Advance	85679		1,248.00	1,248.00

Minimum payment of 10.00

Payment amount total **1,248.00**

We use Sage Pay to collect/process transaction information.  
For Sage Pay security information please visit [http://www.sagepay.com/security\\_policy](http://www.sagepay.com/security_policy)

**Process payments**

Part Full Fully pay this item

# Page 7 – Part Payment

The screenshot shows a web browser window with the URL <http://95.142.158.115/PaymentSelection.aspx>. The page is titled "West.ONE" and lists services: COMMERCIAL SPACE, OFFICE SOLUTIONS, RESIDENTIAL LETTINGS, and STUDENT ACCOMMODATION. The address "West One - 13A Victoria Street" is displayed. A left sidebar contains navigation links: Noticeboard, Balance due, Service charge, History, Make a payment (selected), Documents, Contact us, My Details, Logout, and T&Cs. The main content area is titled "Make a payment" and shows an "Account balance" of 1,248.00. A table lists a payment entry for 15/04/2013: Single Char Rent in Advance, Invoice 85679, with an outstanding amount of 1,248.00 and a payment of 848.00. A "Cancel" button is next to the payment entry. Below the table, it states "Minimum payment of 10.00". The "Payment amount total" is 1,248.00, and a "Process payments" button is at the bottom right. A footer note mentions Sage Pay security information with a link to [http://www.sagepay.com/security\\_policy](http://www.sagepay.com/security_policy). The Windows taskbar at the bottom shows several open applications including Microsoft Outlook, Reminders, Sage Pay messages, the Tenant Portal, Account Work, and Microsoft PowerPoint.

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STUDENT ACCOMMODATION

West One - 13A Victoria Street

Noticeboard  
Balance due  
Service charge  
History  
► Make a payment  
Documents  
Contact us  
My Details  
Logout  
T&Cs

Make a payment

Account balance 1,248.00

Date	Description	Invoice	Demand	Outstanding	Payment
15/04/2013	Single Char Rent in Advance	85679		1,248.00	848.00

Cancel

Minimum payment of 10.00

Payment amount total 1,248.00

Process payments

We use Sage Pay to collect/process transaction information.  
For Sage Pay security information please visit [http://www.sagepay.com/security\\_policy](http://www.sagepay.com/security_policy)



# Page 8

The screenshot shows a web browser window with the URL `http://95.142.158.115/PaymentCardSelection.aspx`. The page title is "Tenant Portal - Payment ca...". The main content area features the West.ONE logo and a navigation menu on the left. The "Make a payment" option is selected. The "Payment card selection" form includes fields for Card type (Visa), First names, Last name, Address(1), Address(2), City, Postcode, Country (United Kingdom), and Phone. A summary row shows "Payment amount total" as 1,248.00. At the bottom, there are "Process payments" and "Cancel" buttons. A red asterisk indicates that fields marked with an asterisk are mandatory.

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OFFICE SOLUTIONS  
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STUDENT ACCOMMODATION

West One - 13A Victoria Street

Noticeboard  
Balance due  
Service charge  
History  
► Make a payment  
Documents  
Contact us  
My Details  
Logout  
T&Cs

Payment card selection

Card type:

First names:  \*

Last name:  \*

Address(1):  \*

Address(2):

City:  \*

Postcode:  \*

Country:

Phone:

Payment amount total 1,248.00

\* fields are mandatory

Process payments Cancel

# Page 9

The screenshot displays a web browser window with the URL `http://95.142.158.115/PaymentCardSelection.aspx`. The page features the West.ONE logo and a navigation menu on the left. The main content area is titled "Payment card selection" and contains a form with the following fields:

- Card type:
- First names:  \*
- Last name:  \*
- Address(1):  \*
- Address(2):
- City:  \*
- Postcode:  \*
- Country:
- Phone:

Below the form, a box displays "Payment amount total 1,248.00". A red asterisk indicates that fields marked with an asterisk are mandatory. At the bottom right, there are two buttons: "Process payments" and "Cancel".

West One - 13A Victoria Street

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OFFICE SOLUTIONS  
RESIDENTIAL LETTINGS  
STUDENT ACCOMMODATION

Noticeboard  
Balance due  
Service charge  
History  
► Make a payment  
Documents  
Contact us  
My Details  
Logout  
T&Cs

Payment card selection

Card type:

First names:  \*

Last name:  \*

Address(1):  \*

Address(2):

City:  \*

Postcode:  \*

Country:

Phone:

Payment amount total 1,248.00

\* fields are mandatory

Process payments Cancel

# Page 10

The screenshot displays a web browser window with the URL `http://95.142.158.115/PaymentUserConfirmation.aspx`. The page is titled "West.ONE" and lists services: COMMERCIAL SPACE, OFFICE SOLUTIONS, RESIDENTIAL LETTINGS, and STUDENT ACCOMMODATION. The address bar shows "Tenant Portal - Payment de...". The main content area is titled "West One - 13A Victoria Street" and "Payment details confirmation".

**Card details**

Card type : Visa

**Address:**

West One  
Devonshire Green House  
14 Fitwilliam Street  
Sheffield  
S1 4JL  
United Kingdom  
0114 229 6800

Date	Description	Invoice	Demand	Payment
15/04/2013	Single Char Rent in Advance	85679		1,248.00

**Payment amount total** 1,248.00

**Confirm and pay** **Cancel**

By clicking on 'Confirm and pay' you are accepting our Terms and Conditions.

The bottom of the screen shows a Windows taskbar with several open applications: "Inbox - Microsoft O...", "5 Reminders", "re: Sage Pay - Messa...", "Tenant Portal - Pay...", "Account Work", and "Microsoft PowerPoi...". The system clock indicates the time is 16:30.

[illegible]

# Page 12

The screenshot shows a web browser window with the URL <https://www.sagepay.com/gateway/transactiondetails>. The page header includes the Sage Pay logo and the West.ONE logo, which lists services: COMMERCIAL SPACE, OFFICE SOLUTIONS, RESIDENTIAL LETTINGS, and STUDENT ACCOMMODATION.

**Transaction Details**

To Pay For : Internet payment of 1 transaction(s), for 01V013A06F on 28/05/2013 16:30:22.  
Amount : 1,248.00 GBP

**Enter Card Details**

Card Number*	<input type="text" value="49290000000006"/>	(enter without spaces)
Payment type	Visa	
Firstname*	<input type="text" value="West"/>	(name as it appears on card)
Surname*	<input type="text" value="One"/>	(name as it appears on card)
Valid From	Month: <input type="text" value="05"/> Year: <input type="text" value="2012"/>	(if not present, leave blank)
Expiry date*	Month: <input type="text" value="12"/> Year: <input type="text" value="2014"/>	
Security Code*	<input type="text" value="123"/>	
Billing Address Line 1*	<input type="text" value="Devonshire Green House"/>	
Billing Address Line 2	<input type="text" value="14 Fitwilliam Street"/>	
Billing City*	<input type="text" value="Sheffield"/>	
Billing Post Code*	<input type="text" value="S1 4JL"/>	
Billing Country*	<input type="text" value="United Kingdom"/>	

**FAQs**  
If your browser is not showing the secure padlock on your screen click on this padlock.

The Windows taskbar at the bottom shows the following open applications: Inboxes - Microsoft O..., 5 Reminders, re: Sage Pay - Messa..., Sage Pay - Keeping..., Account Work, and Microsoft PowerPoi...

[https://test.sagepay.com/gateway/service/cardconfirmation](#)

sage pay

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RESIDENTIAL LETTINGS  
STUDENT ACCOMMODATION

Transaction Details

To Pay For : Internet payment of 1 transaction(s), for 01V013A06F on 28/05/2013 16:30:22.

Transaction Reference : 10\_01V013A06F\_18

Amount : 1,248.00 GBP

Card Details

Payment type	Visa
Card Number	XXXX XXXX XXXX 0006
Cardholder Name	West One
eMail	james.couldwell@cityestates.com
Billing Address	Devonshire Green House
Billing Post Code	S1 4JL
Delivery Address Line 1	Devonshire Green House
Delivery Line 2	14 Fitwilliam Street
Delivery City	Sheffield
Delivery Post Code	S1 4JL
Delivery Country	GB

Click proceed to complete your payment. Your transaction may take a few seconds to be authorised, please be patient.

Back

Proceed

Cancel

Sage Pay - Keeping Money Moving

FAQs

If your browser is not showing the secure padlock on your screen click on this padlock.

Inbox - Microsoft O...

5 Reminders

re: Sage Pay - Messa...

Sage Pay - Keeping ...

Account Work

Microsoft PowerPoi...

# Page 14



# Page 15

The screenshot shows a web browser window with the following elements:

- Browser Address Bar:** <http://95.142.158.115/PaymentReceipt.aspx?transactionId=209354>
- Tenant Portal - Payment co...** (tab title)
- West.ONE Logo:** Located at the top left of the page content.
- Navigation Menu (Left Sidebar):**
  - Noticeboard
  - Balance due
  - Service charge
  - History
  - Make a payment
  - Documents
  - Contact us
  - My Details
  - Logout
  - T&Cs
- Page Header:** West One - 13A Victoria Street
- Main Content Area:**
  - Payment success confirmation**
  - Payment for **1,248.00**
  - Reference - **209354**, please quote this in any correspondence.
  - | Invoice description         | Amount settled  |
|-----------------------------|-----------------|
| Single Char Rent In Advance | 1248.00         |
| <b>Payment amount total</b> | <b>1,248.00</b> |
  - If you have any queries, please contact -  
**City Estates**  
**James Couldwell**  
**james.couldwell@cityestates.com**  
**0114 229 6800**
  - [Print receipt](#)

The Windows taskbar at the bottom shows the following open applications: Inboxes - Microsoft O..., 5 Reminders, re: Sage Pay - Messa..., Tenant Portal - Pay..., Account Work, and Microsoft PowerPoi... The system clock shows 16:33.