

# User Guide - Client / Clientele

JuaBill is an online portal that provides Property Managers real time access to tenant account info, bills, payment information. It is designed to be used on desktops, laptops and tablets to empower its users by providing real-time information for payments and client history trails.

- How to Login into JuaBill
- How to Change my Password
- How to Update my Account Details
- How to Reset/Recover Password
- How to Check for my Current Bill
- How to Import Property Data to Account (CSV Import)
- How to Add Clients to Property (CSV Import)
- How to Add Meters to Property (CSV Import)
- How to Create Opening Balances for Clients (-/+)
- How to Create a Monthly Billing Period for Water Billing (every 30 days)
- How to Add Meterreadings (CSV Import)
- How to Check Meterreadings for Errors

# How to Login into JuaBill

- Access the platform via <http://juabill.com>

screenshot-(1).png

Image not found or type unknown

If you are not already registered on the platform, kindly contact your Property Manager.

- Click on **Login**

screenshot-(2).png

Image not found or type unknown

- Input your  Phone Number and  Password click

screenshot-(8).png

Image not found or type unknown

- Select Continue under HOUSE to access your House Dashboard

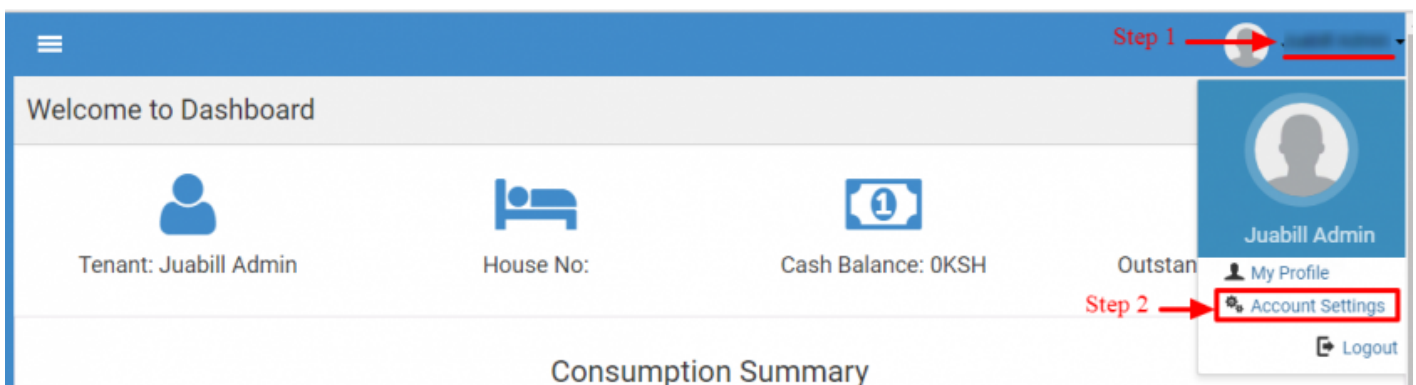
screenshot-(9).png

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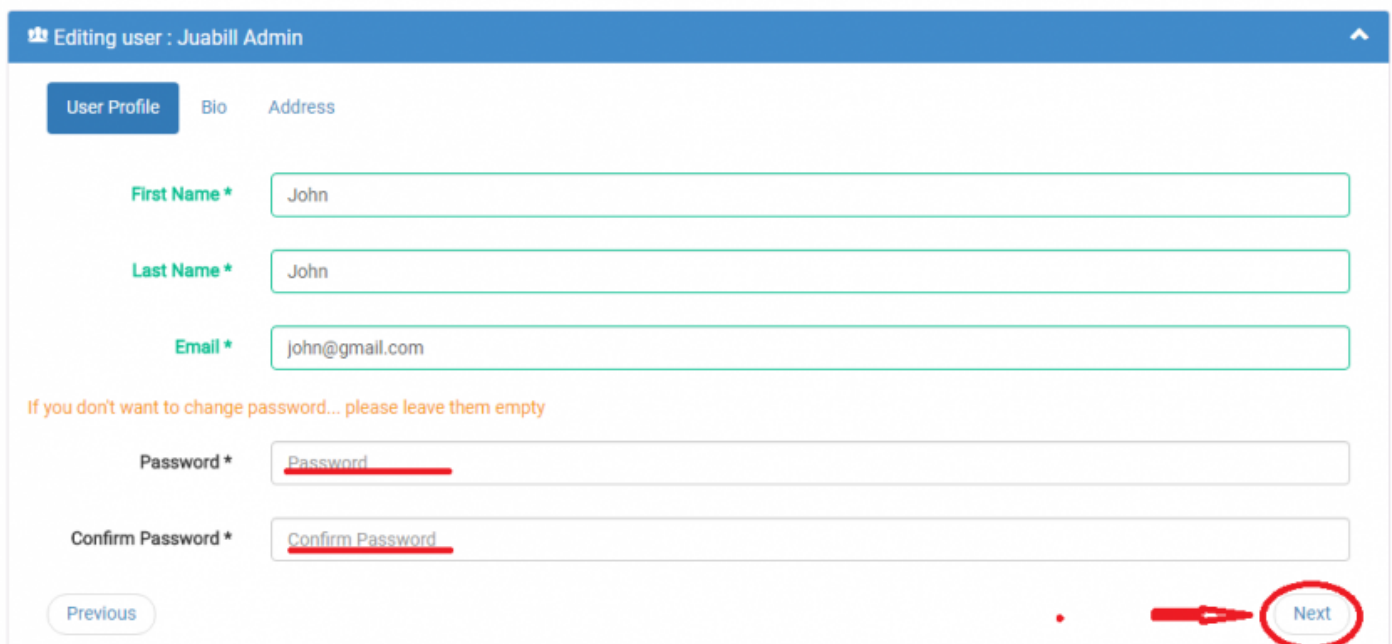
# How to Change my Password

Make sure you're logged in into your Account. If not, see how to [Here](#)

- Step 1: Access your Account Settings on the top right corner of your Dashboard under your Username.
- Step 2: Select Account Settings upon the revealing the options



- Change your password details as desired (as shown in the highlighted fields below)

A screenshot of a web form titled 'Editing user : Juabill Admin'. The form has three tabs: 'User Profile' (selected), 'Bio', and 'Address'. Under the 'User Profile' tab, there are four input fields: 'First Name \*' with the value 'John', 'Last Name \*' with the value 'John', 'Email \*' with the value 'john@gmail.com', and 'Password \*' with the placeholder 'Password'. Below these fields is a note: 'If you don't want to change password... please leave them empty'. There is also a 'Confirm Password \*' field with the placeholder 'Confirm Password'. At the bottom left is a 'Previous' button. At the bottom right is a 'Next' button, which is circled in red. A red arrow points to the 'Next' button.

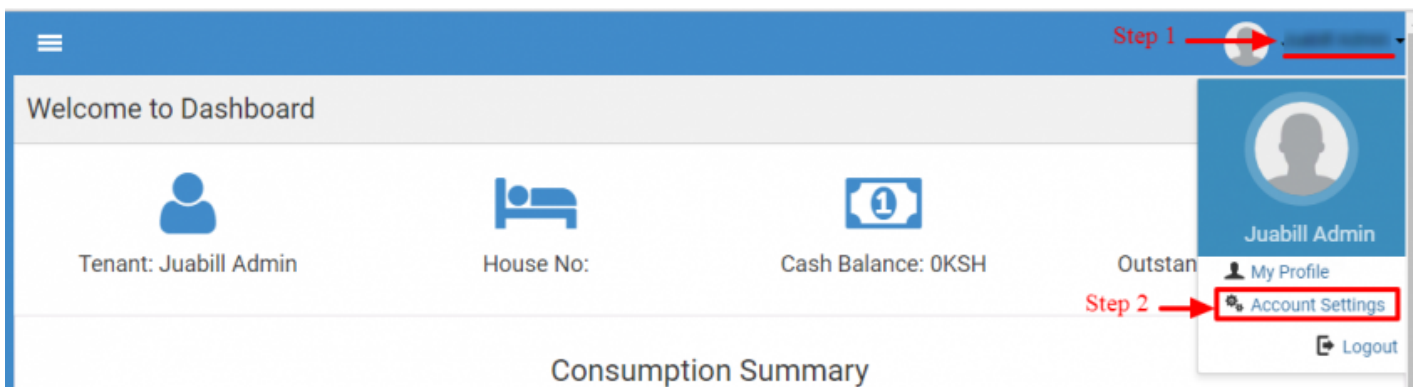
- Follow through the 3 Steps by clicking Next.

Select Finish when done.

# How to Update my Account Details

Make sure you're logged in into your Account. If not, see how to [Here](#)

- Step 1: Access your Account Settings on the top right corner of your Dashboard under your Username.
- Step 2: Select Account Settings upon the revealing the options



- Input or change the details as needed.

Editing user : [Jusufi, Jusufi](#)

User Profile Bio Address

First Name \* John

Last Name \* John

Email \* john@gmail.com

If you don't want to change password... please leave them empty

Password \* Password

Confirm Password \* Confirm Password

Previous Next

Update; name, email and phone number, or contact details like address, city, state or province, country and zip code.

- Follow through the 3 Step process by clicking Next.

Select Finish when done.

Editing user : [Jusufi, Jusufi](#)

1 User Profile 2 Bio 3 Address

Gender MALE

Country Kenya

State Nairobi

City Nairobi

Address Nairobi

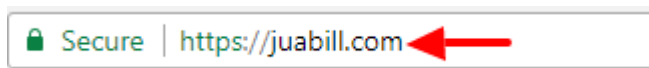
Postal/zip

Previous Finish

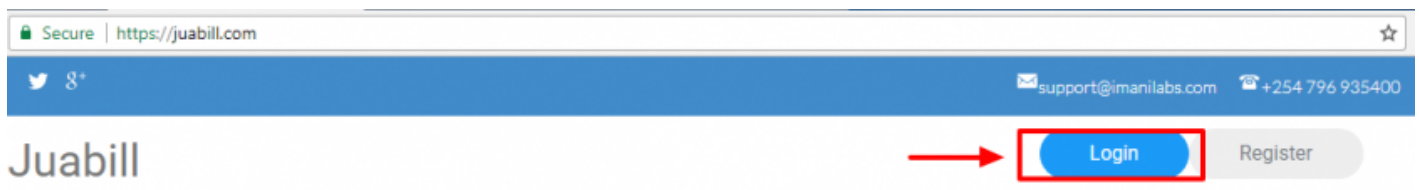
# How to Reset/Recover Password

To recover your password:

- Access the platform via juabill.com




- Select Login




- Click Forgot password
- Input the required details: your phone number (used upon registration)

Phone

 Phone

Password

 eg. X8df!90EO

☐ Keep me logged in

Login


Forgot password

Sign up

JUABILL  
Forgot Password

Enter your email address below and we'll send a special reset password link to your inbox.

Your phone Number

 0712 123456

Submit

Back

- Await for a password reset email.

This reset email shall be sent to the email associated with your account.



## Account Password Recovery



Inbox x



**Juabill** <vimanilabs@gmail.com>

to me ▾

Hello [REDACTED]

Please click on the following link to updated your password:

<https://test.juabill.com/forgot-password/4/MozTFwWbzlvDpRf1iokpZa9uC62h7NzE>

Best regards,

SiteName Team

- You will receive a password reset link in the email. Follow as the email instructs and update your password.

### LINK

Hello [REDACTED]

Please click on the following link to updated your password:

<https://test.juabill.com/forgot-password/4/MozTFwWbzlvDpRf1iokpZa9uC62h7NzE>

Best regards,



- Update your password as required once prompted upon opening the Link.

### Reset your Password

Enter your new password details

New Password

Confirm New Password

Submit to Reset Password



Click Submit. Proceed to [Login/Sign In](#)

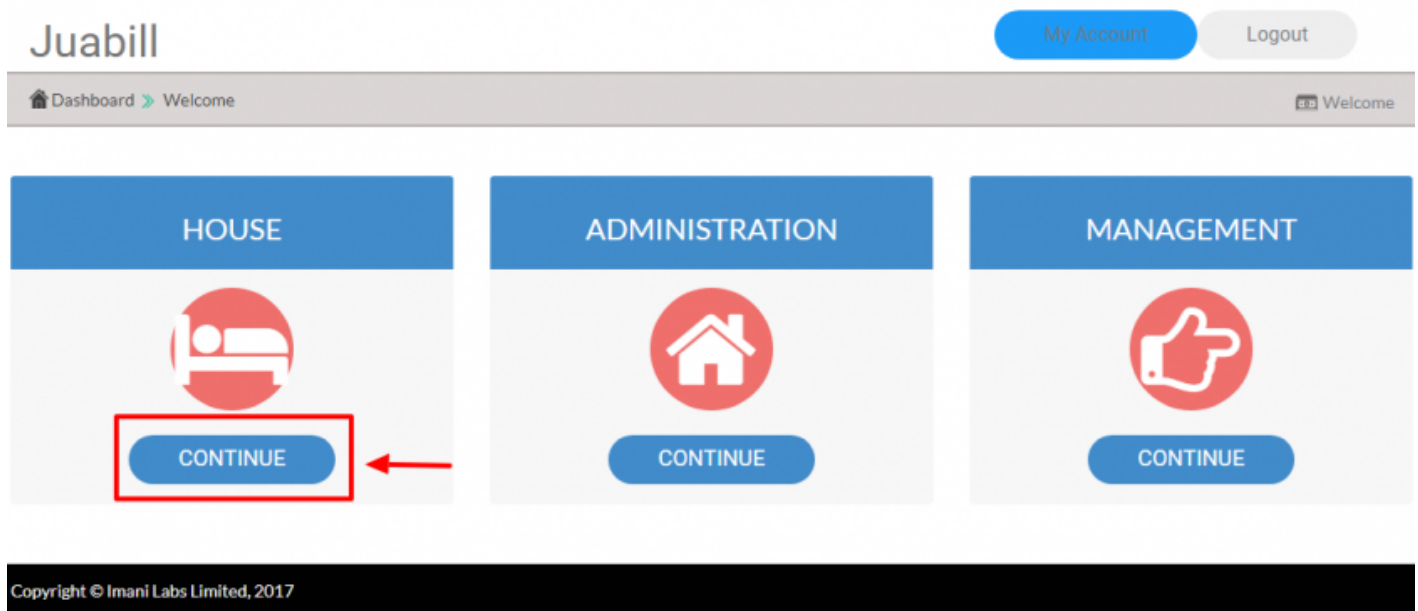
# How to Check for my Current Bill

To check for your bill(s) online

- Access the platform via <http://juabill.com>

Make sure you're logged in into your Account. If not, see how to [Here](#)

- Select Continue under HOUSE to access your House Dashboard



- Your most current bill is displayed on the House Dashboard under Outstanding Bill

[Dashboard](#)[My Bills](#)[My juabillpayments](#)

Welcome to Dashboard

[Dashboard](#)Tenant: [View Tenant](#)

House No:



Cash Balance: 0KSH

Outstanding Bill: 0KSH

## Consumption Summary

Show  entries

ID	Month	Units Used	Bill Amount
<input type="text" value="Search ID"/>	<input type="text" value="Search Month"/>	<input type="text" value="Search Units Used"/>	<input type="text" value="Search Bill Amount"/>

# How to Import Property Data to Account (CSV Import)

Make sure you're logged in into your Account. If not, see how to [Here](#)

## **How to Add Property Unit Owners / Property Clients / Meter Clients to JuaBill**

Locate Tenancy on the Menu on the left-side of the page.

Step 1: Click on the arrow and select House Owners.

Navigate to the Top right of your Desktop Screen, click on 'Add owner via excel'.

Step 2: Select 'Download Template'

Populate the Excel sheet and save.

Step 3: On 'Add owner via Excel', select 'Upload Excel'

Step 4: Click on choose file and select the saved excel sheet.

Step 5: Finish off by clicking on upload.



# How to Add Clients to Property (CSV Import)

Pointers;

- Use Section 'Tenant Contacts Import' from 'How to Import Property Data to Account (CSV Import)' (This Editor has a Drawing Manager FlowChart Tool\_\_^

- Generally demonstrate with screenshots Tenant Contacts Import Only

- Note; Clients are often sent invitation Text and Emails make sure to include Example Screenshot if possible (consult Emmanuel)

Extras (not urgent);

- You may Highlight Call Outs for Import Success and Failure or Errors where necessary and suggest possible troubleshoot

# How to Add Meters to Property (CSV Import)

Pointers;

- Use Section 'Meters Import' from 'How to Import Property Data to Account (CSV Import)' (This Editor has a Drawing Manager FlowChart Tool\_\_\_\_\_^
- Generally demonstrate with screenshots Meters Import Only
- Note; Also Highlight 'Assign Meter number' feature (consult Emmanuel)

Extras (not urgent);

- You may Highlight Call Outs for Import Success and Failure or Errors where necessary and suggest possible troubleshoot

# How to Create Opening Balances for Clients (-/+)

Pointers;

- Generally demonstrate with screenshots Call Outs for - Add; Arrears and Cash Balance (This Editor has a Drawing Manager FlowChart Tool\_\_\_\_\_^

- Note; Also Highlight the 'Confirmation of Successful' posting reflected on Tenant Statement

- Note; Hint 'on How Opening Balances are rendered as - Arrears on Bill or As Standing Order FIFO - (consult Emmanuel)

Extras (not urgent);

- You may Highlight Call Outs for Import Success and Failure or Errors where necessary and suggest possible troubleshoot



# How to Create a Monthly Billing Period for Water Billing (every 30 days)

Pointers;

- Generally demonstrate with screenshots How to 'Add New Billing Period' Only (This Editor has a Drawing Manager FlowChart Tool\_\_\_\_\_^
- Note; Also Highlight 'Opening Reading' feature (consult Emmanuel)
- Note; Hint 'Preview Billing Report' feature after successfully creating 'Add New Billing Period' (consult Emmanuel)

Extras (not urgent);

- You may Highlight Call Outs for Import Success and Failure or Errors where necessary and suggest possible troubleshoot

# How to Add Meterreadings (CSV Import)

Pointers;

- Generally demonstrate with screenshots Meterreadings Import Only (This Editor has a Drawing Manager FlowChart Tool\_\_\_\_\_ ^

- Note; Also Highlight 'Checkreadings' feature after successful 'Import' (consult Emmanuel)

Extras (not urgent);

- You may Highlight Call Outs for Import Success and Failure or Errors where necessary and suggest possible troubleshoot

# How to Check Meterreadings for Errors

Pointers;

- Generally demonstrate with screenshots Common Reading Errors flagged by Red and Amber  
(This Editor has a Drawing Manager FlowChart Tool\_\_\_\_\_^
- Note; Also Highlight the 'Confirmation of Readings' notification feature (Workflow Emails and SMS)
- Note; Hint 'Preview Billing Report' feature will fail if checkreadings has errors (consult Emmanuel)

Extras (not urgent);

- You may Highlight Call Outs for Import Success and Failure or Errors where necessary and suggest possible troubleshoot