

Welcome to PropertyHeads

This onboarding document is a guide to setting up your free business profile on PropertyHeads, and an overview of the services we offer to help you grow your business.

A > Claiming Your Profile

- If you have received a call from PropertyHeads in which you gave us your email address and permission to create a free profile for your business you can Claim your Profile (otherwise please skip to Registering your Account).
- To access/claim your profile [Click Here](#), enter your email address and click Send. You will receive an email (please check your junk/spam folder if necessary) containing a temporary password. Return to PropertyHeads.com home page where you will be able to Login using this password.

B > Registering Your Account

- Simply go to PropertyHeads.com and click the Join Now button on our home page. Be sure to register as a Business (otherwise clients won't be able to give you reviews or search for you by services offered).
- If you have been contacted by PropertyHeads previously you may get a "this email is already in use" message when you try to register. If this happens simply [Click Here](#), enter your email address and click Send. You will receive an email (please check your junk/spam folder if necessary) containing a temporary password. Return to PropertyHeads.com home page where you will be able to Login using this password.

C > Populating Your Profile

- Your free PropertyHeads profile is your shop window to the online customer.
- Once you have logged in open the menu at the top right of your screen and click Edit Profile. In addition to completing your basic information you should use the Strap Line (i.e. your business's slogan), Business Overview (i.e. services you provide and what sets you apart from the competition) and your Profile Video section to showcase some of your work to potential clients. Most importantly, ensure that your Industry is correct as this is how potential clients will most often find you.

- To edit your profile's Main Photo (typically your logo) and your Background Photo (perhaps a photo of your premises, sign written vehicles or a particularly attractive job completed) go back to the menu at the top right of your screen and click Your Photos. Click Choose File, then double click the photo you want to use from your device, click Upload and the photo will appear in your Portfolio further down the page. Hover over the photo and you can choose to click Set as Main or Set as Cover.

D > Inviting Your Contacts

- Unlike traditional "trusted traders" websites, PropertyHeads encourages you to connect and collaborate directly with potential clients and like-minded local firms. Inviting as many past clients, prospects and other companies you work with to connect with you on PropertyHeads strengthens your brand and helps grow your business.
- **A quick word on GDPR** - because your communication with people on PropertyHeads is covered by our Membership Agreement and Privacy Policy, those people in your network are deemed to have opted in to receiving messages from you on the PropertyHeads platform.
- Please click the Invite Contacts button under the Product Search box on the dashboard. Here you will be given two options for inviting your contacts: 1) you enter their email addresses either manually or copy-paste into the Friends Email box and hit Send (note that you can customise the invitation if desired via the Subject and Message boxes), and 2) upload a CSV file containing your contacts email addresses.

E > Posting Content & Other Networking

- The social network aspect to our services gives tradesmen a fantastic opportunity to develop a greater number of deeper relationships with potential clients in your area. You can post comment, links to articles, photos and videos from your dashboard. Please treat ALL PropertyHeads users with respect and remember that PropertyHeads reserves the right to delete a user's account if they post offensive content or violate our Membership Agreement and or Member Guidelines.

F > Instant Messaging

- The days of clients sending generic job requests via "trusted trader" websites, having no control over which firms reply, and having to wait hours or days for replies from paying tradesmen are rapidly coming to an end! PropertyHeads provides tradesmen and clients with an interactive chat wall available 24-7.
- In the bottom right of your screen you will find our instant chat feature giving you the opportunity to communicate with clients and other members of your PropertyHeads network in real time. We hope that this saves you time and also provides a benefit to your customers. Use instant messaging to book jobs and estimates, answer client queries, request documents or just to chat.

- Your PropertyHeads contacts are able to provide reviews of your business which will be displayed to their own contact network. Inviting your contacts to connect with you on PropertyHeads, and requesting that they provide reviews (only those reviews approved by you will be published meaning you retain control of your online reputation) in a great way to grow your business using "Word of mouth online".

Please enjoy using PropertyHeads. We would love to hear about how you are using PropertyHeads to grow your business and also any suggestions you may have on how we can improve our service.