

GETTING STARTED IN THE NEW RENET.COM.AU ADMIN AREA MY.RENET.COM.AU

Some of the most noticeable features of the new admin area is that it is now based around staff and not the office, each staff member now needs their own login to access any listing and contact information either they or your agency has within ReNet.com.au.

Your existing office log in details will give you access to the **'super user'** profile where you can setup each staff member with usernames and passwords, who will then have full access to ReNet.com.au's functionality.

What do I need to setup individual staff log ins?

You will need your Office **username** and **password** (**'super user'** details) to be able to log in and create staff and their usernames and passwords. If you are unsure of this ask your person in charge, and if they are unsure get the ReNet.com.au account holder to call us and request them **02 6658 8767**

What do I do when I have my office username and password ('super user' details)?

With the new my.renet.com.au you need login into the new admin area as the office **'super user'** login details then follow the steps below.

I have my office username and password ('super user' details), but I still can't get in?

1. Check you have the **'super user'** box ticked
2. Re-enter the username and password as you may have done a typo
3. Call the friendly ReNet.com.au staff support team and confirm you have the correct log in details.

Setting up staff members and log in details

1. You will need to setup yourself and other staff members up as a staff member to be able to access the new my.renet.com.au admin area. You are currently logged in as the **'super user'**. The **'super user'** can only add and edit staff, check staff login history, full access to the calendar with all staffs tasks and appointments, and check account status.
2. To add yourself and others as a staff member please click on the **<<staff>>** tab.
3. Now, in the middle of the screen you staff options will appear, showing
<<current staff>>
<<archived staff>>
<<new staff member>>
Please select the **<<new staff member>>** tab
4. Selecting the **<<new staff member>>** tab, this will open up another window for you with a number of details that you will need to fill out.

BASIC DETAILS	
Name	Enter first name and last name
AH Phone	You may enter your mobile or office number, this number here will be used as the contact number to listings you are attached to.
Email (external)	The external email address is used for enquiry from the web
Email (internal)	The internal email address is used for staff and listing alerts, calendar and task reminders.

LOGIN DETAILS	
Username	Please select a username
Password	Please select a password
	ReNet.com.au has high security on usernames and passwords. If the system prompts you that you username is already taken please enter a different one. We have this security set high for your protection.

POSITION DETAILS	
Position	Enter you position within the company
Department	this is a drop down box, with a selection different departments
Website display	This is used for if you have more than one agent attached to a listing, it will order them on the listing from highest ranked to lowest ranked. (only used on ReNet.com.au websites or ReNet.com.au powered websites).
Birthday	Day and month only, this if for internal use only and is also optional.
Photo 1	You can upload your staff image here to display against your listings (only used on ReNet.com.au websites, or ReNet.com.au powered websites)
Photo 2	Not applicable.
Profile	(optional) You may type in your staff profile. (staff profiles are only used on your website (if powered by ReNet.com.au) and if configured to do so by the team at ReNet.com.au

5. After you filled out the above fields correctly, please select <<save>>
6. Follow the above steps until you have completed all the necessary staff.
7. You can now logout of the 'super users' account by going to the top left hand corner and selecting the <<logout>> tab.
8. You can now login with the login details you created earlier and view the fabulous tools in **ReNet.com.au**

I am now LOGGED in as a Staff Member and it looks different from the Old admin area?

1. You should now be logged in as a staff and will have full access to all functionality of **ReNet.com.au**
2. In the centre of the page you will notice **YOUR** information eg. **My** listings, **My** contacts –this is all the information about the person you are logged in as
3. The four top left hand icons are quick links, hover the mouse over the icons and it will let you know the meaning of each one
4. Next to the icons is the search option used to locate properties, contacts or staff members at ease.
5. By clicking on the tabs underneath the icons **START>> LISTINGS>> CONTACTS>> OFFICE>> REPORTS>> WEBSITE>> MARKETING>> SETUP>> HELP** the left hand menu drop down will change with the different options relating to the main heading.

We are extremely confident that **ReNet.com.au** software will meet and exceed your expectations!! Our team is available for any questions you may have or please refer to the help manual in your admin area.

Please do not hesitate to contact your sales person or Head office on **02 6658 8767** or **support@re.net.com.au**

