

Move Me In Agency Portal How-To Guide

Covering:

How to Log-in for the First Time

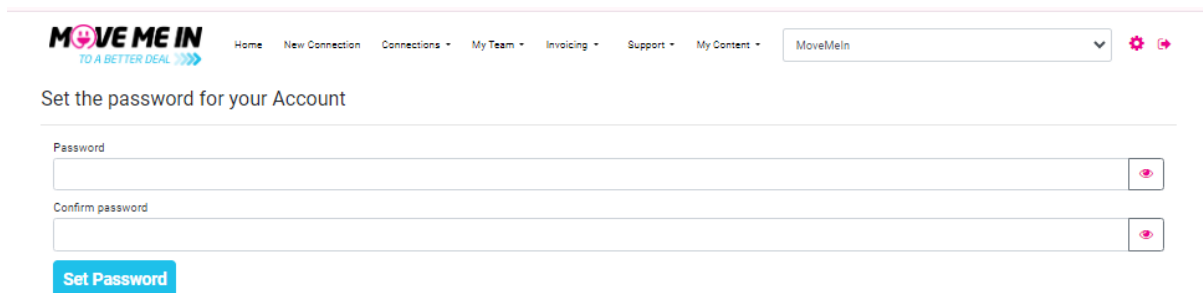
How to Use Your Agency Portal

How to Reassign Connections

How to Look at Your Connections

How to Log-in for the First Time

1. You will get a link to your Agency Portal where you will need to set your password. Follow the link that is provided in an email from Move Me In and it will take you to a page that looks like below to set a new password for your account.



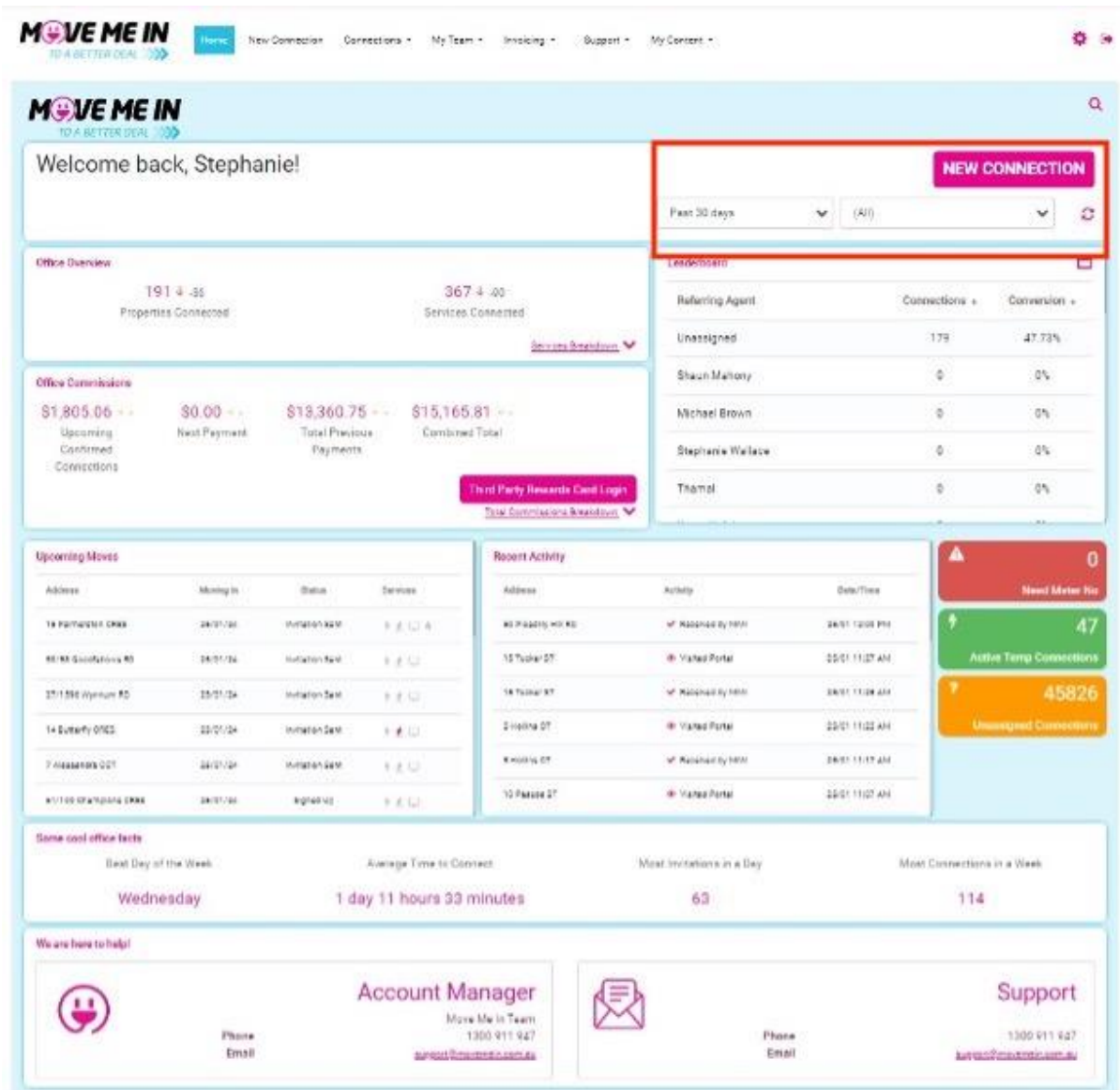
The screenshot shows the Move Me In Agency Portal interface. At the top left is the Move Me In logo. To its right is a navigation menu with links: Home, New Connection, Connections, My Team, Invoicing, Support, and My Content. Further right is a search bar containing 'MoveMeIn' and a settings icon. Below the navigation is the heading 'Set the password for your Account'. There are two input fields: 'Password' and 'Confirm password', each with a toggle icon to its right. Below the fields is a blue button labeled 'Set Password'.

2. Your password must be:
 - At least 12 Characters
 - One number
 - One Symbol
3. Once you have set your password this screen will appear. Press the pink link and you'll be dropped into your Agency Portal dashboard.

Your password has been changed. Please [click here to log in](#)



How to Use Your Agency Portal



The screenshot shows the Move Me In Agent Portal dashboard. At the top, there is a navigation bar with the following items: Home, New Connection, Connections, My Team, Invoicing, Support, and My Contact. Below the navigation bar, the dashboard is divided into several sections:

- Welcome back, Stephanie!**: A personalized greeting with a **NEW CONNECTION** button. Below the button are filters for "Past 30 days" and "(All)".
- Office Overview**: Shows 191 Properties Connected and 367 Services Connected. A "Services Breakdown" link is visible.
- Office Commissions**: Displays four commission categories:

\$1,805.06	\$0.00	\$18,360.75	\$15,165.81
Upcoming	Next Payment	Total Previous	Combined Total
Confirmed		Payments	
Connections			

 A "Third Party Rewards Card Login" button and a "Total Commissions Breakdown" link are also present.
- Upcoming Moves**: A table with columns for Address, Moving In, Status, and Services.

Address	Moving In	Status	Services
18 Parkside CRK	28/01/24	Invitation Sent	...
40 Parkside CRK	28/01/24	Invitation Sent	...
27/150 Wynburn RD	29/01/24	Invitation Sent	...
14 Euterpe CRT	22/01/24	Invitation Sent	...
7 Alabaster CRT	28/01/24	Invitation Sent	...
4/1100 Springfield CRK	28/01/24	Agreed	...
- Recent Activity**: A table with columns for Address, Activity, and Date/Time.

Address	Activity	Date/Time
40 Parkside CRK	✓ Matched by team	28/01 12:08 PM
12 Tudor ST	✗ Value Portal	22/01 11:27 AM
18 Tudor ST	✓ Matched by team	28/01 11:28 AM
2 Hobart ST	✗ Value Portal	22/01 11:22 AM
8 Hobart ST	✓ Matched by team	28/01 11:19 AM
10 Palace ST	✗ Value Portal	22/01 11:07 AM
- Summary Widgets**:
 - Need Meter: 0
 - Active Temp Connections: 47
 - Unassigned Connections: 45826
- Some cool office facts**:

Best Day of the Week	Average Time to Connect	Most Invitations in a Day	Most Connections in a Week
Wednesday	1 day 11 hours 33 minutes	63	114
- We are here to help!**:
 - Account Manager**: Move Me In Team, 1300 911 947, support@move-me-in.com.au
 - Support**: 1300 911 947, www.move-me-in.com.au

1. This is the home screen of your Agent Portal. Choose the data range for "Office Overview". Toggling the period of time you want to look at and/or the referring agent associated with the lead.

Please note: This view of the dashboard is only for the primary person with full permission access, however others who have access will not see all of these widgets.

The dashboard includes the following sections:

- Navigation:** Home, New Connection, Connections, My Team, Invoicing, Support, My Content.
- Welcome:** Welcome back, Stephanie! [NEW CONNECTION](#)
- Office Overview:**
 - 191 +36 Properties Connected
 - 367 +90 Services Connected
 - [Services Breakdown](#)
- Office Commissions:**
 - Upcoming Confirmed Connections: \$1,805.06
 - Next Payment: \$0.00
 - Total Previous Payments: \$13,360.75
 - Combined Total: \$15,165.81
 - [Third Party Rewards Card Login](#)
 - [Total Commissions Breakdown](#)
- Leaderboard:**

Referring Agent	Connections	Conversion
Unassigned	179	47.75%
Shaun Mahony	0	0%
Michael Brown	0	0%
Stephanie Wallece	0	0%
Themel	0	0%
- Upcoming Moves:**

Address	Moving In	Status	Services
18 Palmerton CRK	26/01/24	Invitation Sent	
33/33 Goodfellow RD	25/01/24	Invitation Sent	
27/1525 Wynnum RD	25/01/24	Invitation Sent	
14 Sutarby CRK	25/01/24	Invitation Sent	
7 Alexandria CRT	25/01/24	Invitation Sent	
41/100 Champions CRK	24/01/24	Signal Up	
- Recent Activity:**

Address	Activity	Date/Time
40 Pridely Hill RD	✓ Received by MII	26/01 12:00 PM
14 Tucker ST	✗ Visited Portal	26/01 11:27 AM
12 Tucker ST	✓ Received by MII	25/01 11:22 AM
5 Hollins CT	✗ Visited Portal	25/01 11:22 AM
5 Hollins CT	✓ Received by MII	25/01 11:17 AM
10 Paddock ST	✗ Visited Portal	25/01 11:07 AM
- Summary Cards:**
 - Need Meter No: 0
 - Active Temp Connections: 47
 - Unassigned Connections: 45826
- Some cool office facts:**
 - Best Day of the Week: Wednesday
 - Average Time to Connect: 1 day 11 hours 33 minutes
 - Most Invitations in a Day: 63
 - Most Connections in a Week: 114
- We are here to help!**
 - Account Manager:** Move Me In Team, 1300 911 947, support@movemein.com.au
 - Support:** 1300 911 947, support@movemein.com.au

- The leaderboard in this section above shows you how many referrals we have had from each team member and how they are converting in the system.

The screenshot shows the Move Me In dashboard for user Stephanie. The 'Office Commissions' section is highlighted with a red box and contains the following data:

Upcoming Confirmed Connections	Next Payment	Total Previous Payments	Combined Total
\$1,805.06	\$0.00	\$13,360.75	\$15,165.81

Below this, the dashboard includes sections for 'Upcoming Moves', 'Recent Activity', 'Some cool office facts', and 'We are here to help!' with contact information for the Account Manager and Support.

3. This shows the office commissions:

- Upcoming – confirmed connections that are yet to be paid to the agency
- Next payment – how much will come in the next payment run
- Total previous payment – how much we have paid out
- Combined – all that has come and all that will come

The dashboard displays the following sections:

- Welcome back, Stephanie!** with a **NEW CONNECTION** button and filters for 'Past 30 days' and '(All)'.
- Office Overview:** 191 Properties Connected, 367 Services Connected.
- Office Commissions:** \$1,805.06 Upcoming Confirmed Connections, \$0.00 Next Payment, \$13,360.75 Total Previous Payments, \$15,165.81 Combined Total.
- Leaderboard:**

Referring Agent	Connections	Conversion
Unassigned	179	47.73%
Shaun Mahony	0	0%
Michael Brown	0	0%
Stephanie Wallace	0	0%
Thamal	0	0%
- Upcoming Moves:**

Address	Moving In	Status	Services
18 Palmerston CREB	28/01/24	Invitation Sent	Grey icons
80/82 Goodfellow RD	28/01/24	Invitation Sent	Grey icons
271/304 Wynnum RD	28/01/24	Invitation Sent	Grey icons
14 Butcherly CREB	28/01/24	Invitation Sent	Pink icons
7 Alexander CDT	28/01/24	Invitation Sent	Pink icons
81-100 Champions CREB	28/01/24	Signed Up	Pink icons
- Recent Activity:**

Address	Activity	Date/Time
80 Goodfellow RD	Received by client	28/01 12:00 PM
18 Tucker ST	Visited Portal	28/01 11:27 AM
18 Tucker ST	Received by client	28/01 11:28 AM
8 Holme CT	Visited Portal	28/01 11:22 AM
8 Holme CT	Received by client	28/01 11:17 AM
10 Passio ST	Visited Portal	28/01 11:07 AM
- Summary Cards:**
 - Need Meter No: 0
 - Active Temp Connections: 47
 - Unassigned Connections: 45826
- Some cool office facts:**
 - Best Day of the Week: Wednesday
 - Average Time to Connect: 1 day 11 hours 33 minutes
 - Most Invitations in a Day: 63
 - Most Connections in a Week: 114
- We are here to help!**
 - Account Manager:** Move Me In Team, 1300 911 947, support@movemein.com.au
 - Support:** 1300 911 947, support@movemein.com.au

- Upcoming moves provides a live version of what is happening with the leads
 - Signed up – they took up a service
 - Invitation sent – we’ve tried to talk to them, but they have all the information they need to do it themselves
 - Connected – they moved in and their connection was completed
 - Need Meter No. – means we can’t find the address to provide power, we will reach out to you if this is the case

Please Note: The services that are pink rather than grey highlight which services were connected.

The dashboard displays the following sections:

- Welcome back, Stephanie!** with a **NEW CONNECTION** button and filters for 'Past 30 days' and '(All)'.
- Office Overview:** 191 4 -36 Properties Connected, 367 4 -00 Services Connected.
- Office Commissions:** \$1,805.06 Upcoming Confirmed Connections, \$0.00 Next Payment, \$13,360.75 Total Previous Payments, \$15,165.81 Combined Total.
- Leaderboard:**

Referring Agent	Connections	Conversion
Unassigned	179	47.73%
Shaun Mahony	0	0%
Michael Brown	0	0%
Stephanie Wallace	0	0%
Thamal	0	0%
- Upcoming Moves:**

Address	Moving In	Status	Services
18 Palmerton CRES	26/01/24	Invitation Sent	⊕ ⊖ ⓧ
83 SE Goodfellow RD	26/01/24	Invitation Sent	⊕ ⊖ ⓧ
27/1824 Myrum RD	26/01/24	Invitation Sent	⊕ ⊖ ⓧ
14 Butterfly CRES	26/01/24	Invitation Sent	⊕ ⊖ ⓧ
7 Alessandra CDT	26/01/24	Invitation Sent	⊕ ⊖ ⓧ
81/100 Champions CRES	26/01/24	Signed Up	⊕ ⊖ ⓧ
- Recent Activity:**

Address	Activity	Date/Time
80 Pileady Hill RD	✓ Received by MIMI	26/01 12:03 PM
18 Tucker ST	✗ Visited Portal	26/01 11:27 AM
18 Tucker ST	✓ Received by MIMI	26/01 11:28 AM
8 Holme CT	✗ Visited Portal	26/01 11:28 AM
8 Holme CT	✓ Received by MIMI	26/01 11:17 AM
10 Passara ST	✗ Visited Portal	26/01 11:27 AM
- Summary Cards:**
 - Need Meter No: 0
 - Active Temp Connections: 47
 - Unassigned Connections: 45826
- Some cool office facts:**
 - Best Day of the Week: Wednesday
 - Average Time to Connect: 1 day 11 hours 33 minutes
 - Most Invitations in a Day: 63
 - Most Connections in a Week: 114
- We are here to help!**
 - Account Manager:** Move Me In Team, 1300 911 947, support@movemein.com.au
 - Support:** 1300 911 947, support@movemein.com.au

- Recent Activity shows you what the mover is doing and when, including showing when people are accessing the wheel.
 - The coloured boxes: If you click the box it will take you to the relevant page
 - Need Meter no. – means we can't find the property to service electricity and we will reach out to you in order to get this filled in
 - Temp connections – how many temporary connections are still in the agent's name
 - Unassigned connections – leads with no referring agent

The dashboard features a navigation bar with 'Home', 'New Connection', 'Connections', 'My Team', 'Invoicing', 'Support', and 'My Content'. A search bar is located in the top right corner.

Welcome back, Stephanie! NEW CONNECTION

Filters: Past 30 days | (All)

Office Overview

- 191 4 -36 Properties Connected
- 367 4 -40 Services Connected

Office Commissions

- \$1,805.06 - - Upcoming Confirmed Connections
- \$0.00 - - Next Payment
- \$13,360.75 - - Total Previous Payments
- \$15,165.81 - - Combined Total

Leaderboard

Referring Agent	Connections +	Conversion +
Unassigned	170	47.73%
Shaun Maholy	0	0%
Michael Brown	0	0%
Stephanie Wallace	0	0%
Thamal	0	0%

Upcoming Moves

Address	Moving In	Status	Services
18 Palmerton ORES	28/01/24	Invitation Sent	+ 2 0 0
80 98 Goldfynova RD	28/01/24	Invitation Sent	+ 2 0 0
271804 Wynnum RD	28/01/24	Invitation Sent	+ 2 0 0
14 Euterley ORES	28/01/24	Invitation Sent	+ 2 0 0
7 Alessandra CDT	28/01/24	Invitation Sent	+ 2 0 0
81100 Champions ORES	28/01/24	Signed Up	+ 2 0 0

Recent Activity

Address	Activity	Time
80 Poastly Hill RD	✓ Received by tenant	28/01 12:00 PM
18 Tuller ST	✗ Visited Portal	28/01 11:27 AM
18 Tuller ST	✓ Received by tenant	28/01 11:28 AM
8 Hollis CT	✗ Visited Portal	28/01 11:23 AM
8 Hollis CT	✓ Received by tenant	28/01 11:17 AM
12 Passie ST	✗ Visited Portal	28/01 11:07 AM

Cool office facts

- Best Day of the Week: **Wednesday**
- Average Time to Connect: **1 day 11 hours 33 minutes**
- Most Invitations in a Day: **63**
- Most Connections in a Week: **114**

We are here to help!

Account Manager

Move Me In Team
1300 911 947
support@movemein.com.au

Support

1300 911 947
support@movemein.com.au

6. Cool office facts – exactly what they sound like!

Please Note: At the very bottom of the screen you will see the Account Manager person who is your best contact for Move Me In support.

You will also see the Support line details should there be questions or concerns about a specific connection.

How to Look at Your Connections

1. Go to “Connections” at the top of the page and then “all connections” in the drop down.

Connections

Potential Commission amounts are the maximum total that could be paid assuming

- the connection is not cancelled.
- the connection is accepted by the retailer(s) and the client passes a 30-day cooling off period, and
- no fees are associated with your commission payment method.

Clear Create Export Total results: 52082

	Address	Agency	Referring Agent	Move In Date	Status	NMI Solved
?	90 Whittington Road, Davoren Park SA 5113	MoveMeIn		25/01/24	Signed Up	Solved
?	50 Picadilly Hill Road, Coopers Shoot NSW 2479	MoveMeIn		25/01/24	Received	Solved
?	15 Tucker Street, Blayney NSW 2799	MoveMeIn		25/01/24	Invitation Sent	Solved
?	5 Hollins Court, Salisbury Downs SA 5108	MoveMeIn		25/01/24	Invitation Sent	Solved
?	10 Pascoe Street, MITCHELTON QLD 4053	MoveMeIn		25/01/24	Invitation Sent	Solved
?	155/54 Slobodian Avenue, EIGHT MILE PLAINS QLD 4113	MoveMeIn		25/01/24	Invitation Sent	Solved
?	14 Berrima Street, Wynnum QLD 4178	MoveMeIn		25/01/24	Received	Unsolved
?	22/38 Shoreline Drive, RHODES NSW 2138	MoveMeIn		25/01/24	Invitation Sent	Solved
?	30 Freshwater Circuit, FOREST LAKE QLD 4078	MoveMeIn		25/01/24	Invitation Sent	Solved
?	4/50A Wanda Street, MULGRAVE VIC 3170	MoveMeIn		25/01/24	Invitation Sent	Solved
?	86 Treehaven Way, MALENY QLD 4552	MoveMeIn		24/01/24	Received	Solved
?	32 Bray Street, SOUTH YARRA VIC 3141	MoveMeIn		25/01/24	Invitation Sent	Embedded Network
?	2/23 Amelia Street, COORPAROO QLD 4151	MoveMeIn		25/01/24	Invitation Sent	Solved
?	19 Mari Funaki Street, Whitlam ACT 2611	MoveMeIn		15/03/24	Invitation Sent	Solved
?	43 Jenalyn Crescent, Avoca QLD 4670	MoveMeIn		26/01/24	Signed Up	Electricity Regulated

1 2 3 4 5 > >>

2. You can filter and sort each place to make the data sit how you want.
3. You can export the data by saying export – this will NOT provide commissions or service connection types



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4. You can click on a connection to get more information:

Connection Request

Address	15 Tucker ST, Blayney NSW 2799
Referring Agent	
Agency	MoveMeIn
Move In Date	25-01-2024
Status	Invitation Sent
Request Source	Connect Page
Reference	MMI9N55MJ4
Opted Out	<input type="checkbox"/>
Temporary	<input type="checkbox"/>
Gas Meter Install Required	<input type="checkbox"/>
NMI Solved	<input checked="" type="checkbox"/>
Disable Electricity Connections	<input type="checkbox"/>
Disable Natural Gas Connections	<input type="checkbox"/>
Disable Bottled Gas Connections	<input type="checkbox"/>
Disable Internet Connections	<input type="checkbox"/>
Disable PayTV Connections	<input type="checkbox"/>
Disable Home Phone Connections	<input type="checkbox"/>
Date Created	25-01-2024
Is Power On	Yes <input type="radio"/>

Services

The client has not connected any services yet.

- [Edit](#)
- [Cancel Request](#)
- [View Status History](#)
- [View Contact History](#)

How to Reassign Connections

1. Go into your Connection Request and when inside the connection press edit, this screen below will appear.

Edit Connection

Address	15 Tucker ST, Blayney NSW 2799
Referring Agent	(none) ▼
Move In Date	25-01-2024
Status	Invitation Sent
Request Source	Connect Page
Reference	MMI9N55MJ4
Opted Out	<input type="checkbox"/>
Temporary	<input type="checkbox"/>
Disable Electricity Connections	<input type="checkbox"/>
Disable Natural Gas Connections	<input type="checkbox"/>
Disable Bottled Gas Connections	<input type="checkbox"/>
Disable Internet Connections	<input type="checkbox"/>
Disable PayTV Connections	<input type="checkbox"/>
Disable Home Phone Connections	<input type="checkbox"/>
Date Created	25-01-2024

Clients

[+ Add Client](#)

Services

The client has not connected any services yet.

 Save

2. Press the drop-down box to find the referring agent, chose a person and press save.