



User Guide

We're here to help you!



Contents

Introduction & Important information	3
Setting up a login	4
Forgotten password	7
Property Manager	v
Managing your properties	9
Adding a property to your Property Manager	14
Request to manage an existing scheme property	15
Request to manage an existing stand-alone property	18
Add a new scheme property	21
Add a new stand-alone property	25
Add a new Scheme	28
View your change requests	31
Managing other users' properties	33
Contact us	36

Introduction

We have redefined what property portals should be, creating resources that offer more information and deliver more marketing impact than any other property site.

We've retained the unique features and the comprehensive data of our sites Completely Retail, Completely Industrial and Completely Office and added content and functionality that set new standards in property marketing. In addition, information from all three sectors can be accessed simultaneously through a new property platform, Completely Property.

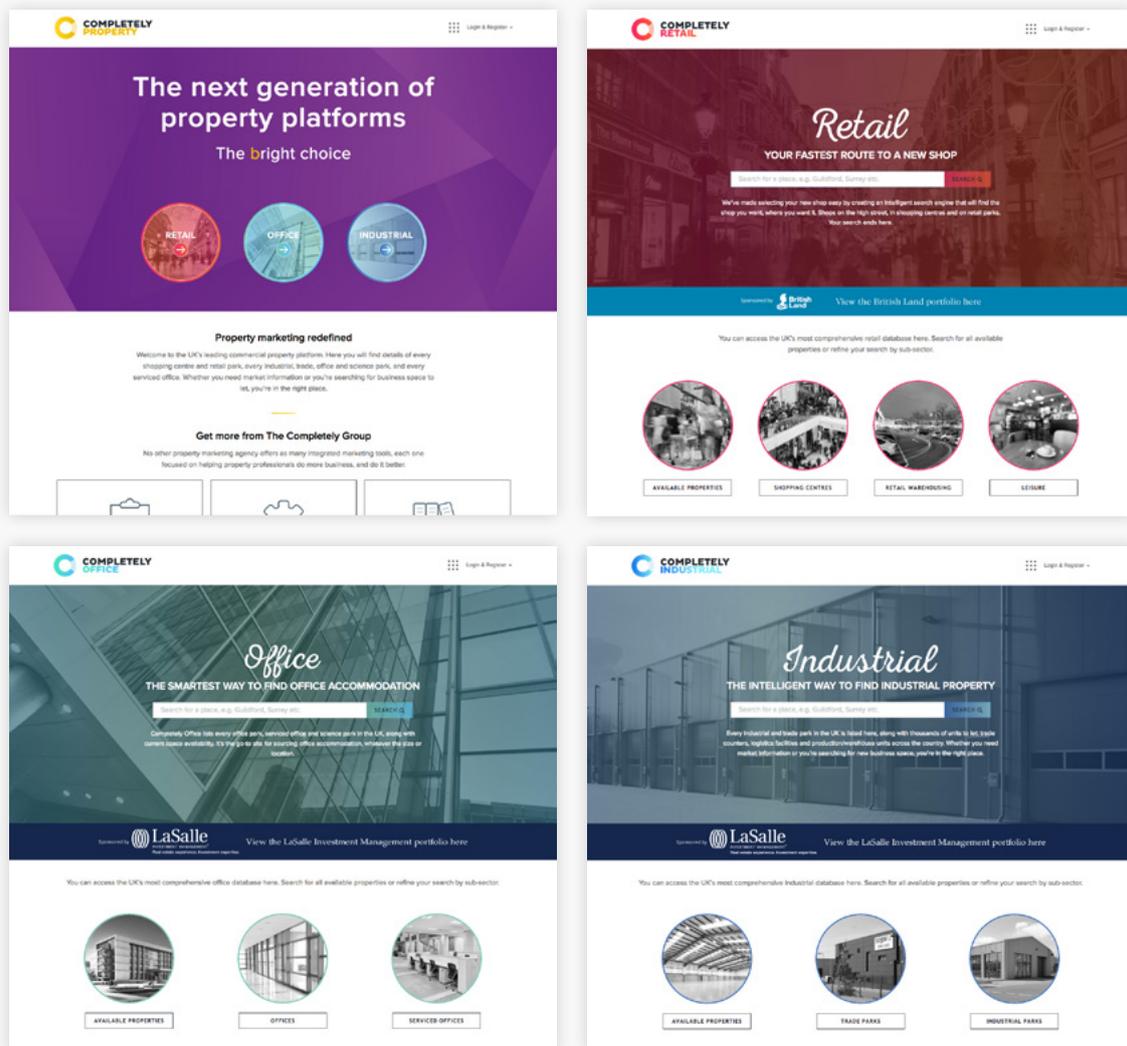
As part of the process, we've also made it easier to manage your properties on the sites. Take a look at this User Guide for detailed information.

Important information

One of the great benefits of Completely Property is that joint agents can access and amend the properties they are listed on. Due to this level of control we grant you, please work with your joint agents when carrying out updates to prevent conflicting information.

If you have any questions, or need further support, please contact us on support@completelygroup.com.

Setting up a Login

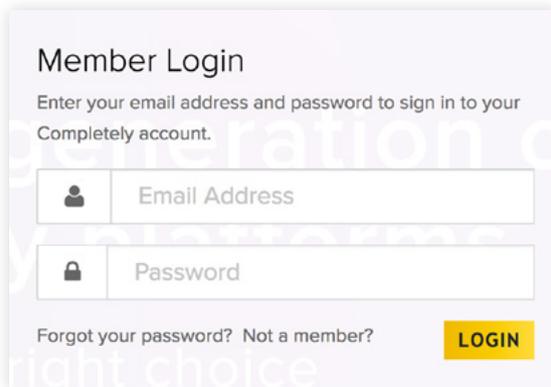


If you do not already have a Completely Property login, or a Completely Retail, Completely Office or Completely Industrial Login, open the website (<https://completely.property/index.html>) and follow the steps below:

1. Select 'Login & Register' in the top right of the page.



2. Select 'Not a member?'



Member Login

Enter your email address and password to sign in to your Completely account.

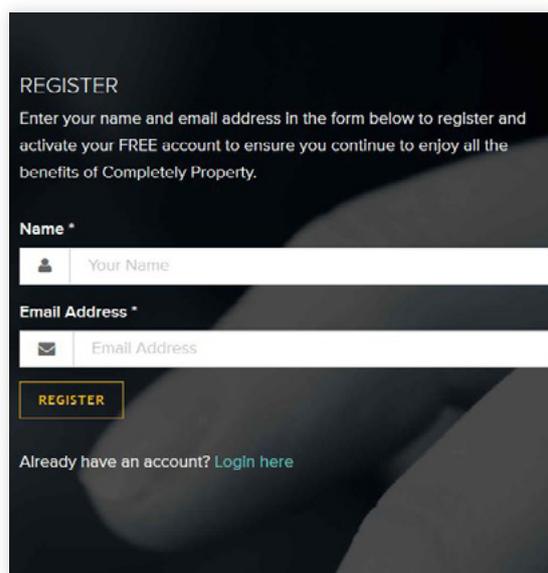
Email Address

Password

Forgot your password? Not a member? **LOGIN**

3. Enter your name and email address into the relevant fields in the form.

4. Click 'Register'



REGISTER

Enter your name and email address in the form below to register and activate your FREE account to ensure you continue to enjoy all the benefits of Completely Property.

Name *

Your Name

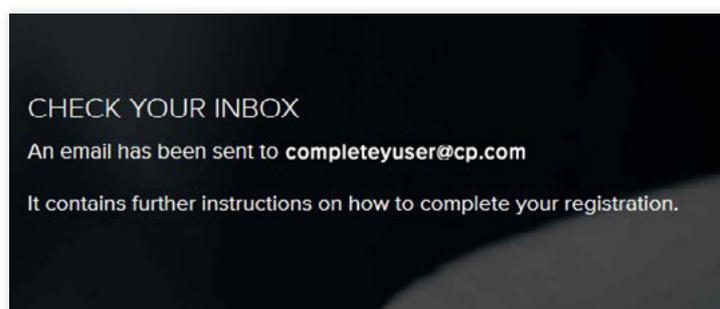
Email Address *

Email Address

REGISTER

Already have an account? [Login here](#)

5. You will receive an email requesting that you activate your account



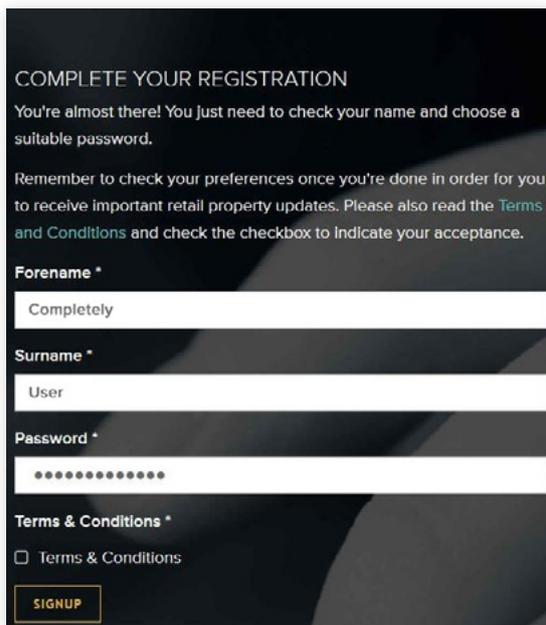
CHECK YOUR INBOX

An email has been sent to **completelyuser@cp.com**

It contains further instructions on how to complete your registration.

If you do not receive an email, be sure to check your spam/junk folder. If it isn't in your spam/junk folder it is likely that your company server is blocking the email. Ask your IT team to ensure the domain name 'completelygroup.com' is white-listed. You may need to submit your registration request again if the server has blocked the email.

6. Click the link in your email and fill in the form to complete your set up.



COMPLETE YOUR REGISTRATION

You're almost there! You just need to check your name and choose a suitable password.

Remember to check your preferences once you're done in order for you to receive important retail property updates. Please also read the [Terms and Conditions](#) and check the checkbox to indicate your acceptance.

Forename *

Surname *

Password *

Terms & Conditions *

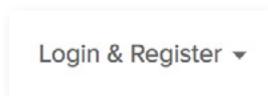
 Terms & Conditions

If you would like to upgrade your membership to a Completely View or Plus licence, please email sales@completelygroup.com with your request.

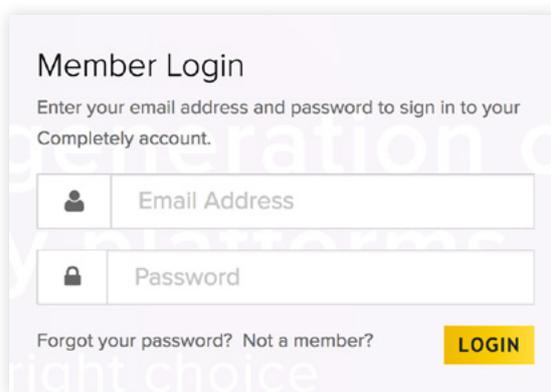
Forgotten password

If you have a Completely Property (or Completely Retail, Office or Industrial) account but have forgotten your password, you can reset this by following the steps below.

1. Select 'Login & Register' in the top right of the page.

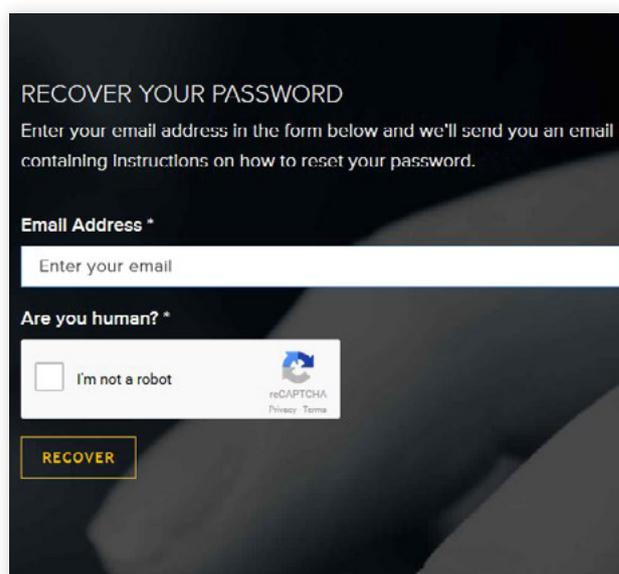


2. Select 'Forgot your password?' from the member login area.

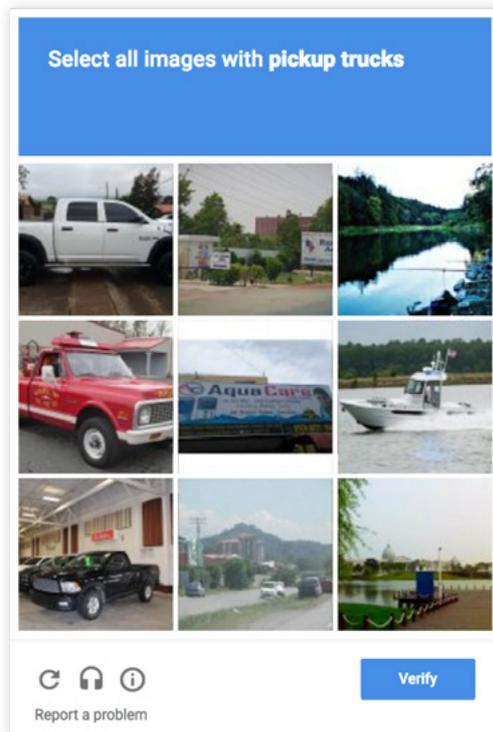
A screenshot of the "Member Login" form. It includes the title "Member Login", the instruction "Enter your email address and password to sign in to your Completely account.", two input fields: "Email Address" with a person icon and "Password" with a lock icon, and a yellow "LOGIN" button. Below the fields are links for "Forgot your password?" and "Not a member?".

3. Add your email address to the 'Email address' field.

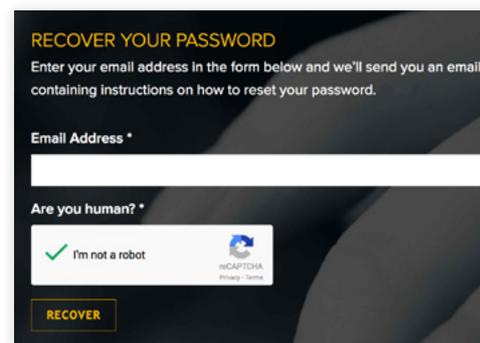
4. Tick the 'I'm not a robot' box.

A screenshot of the "RECOVER YOUR PASSWORD" form. It features the title "RECOVER YOUR PASSWORD", the instruction "Enter your email address in the form below and we'll send you an email containing instructions on how to reset your password.", an "Email Address *" field with the placeholder "Enter your email", an "Are you human? *" section with an "I'm not a robot" checkbox and a reCAPTCHA widget, and a yellow "RECOVER" button.

- Follow the instructions on the screen to prove you are not a robot. Here is an example of what you may see:



The robot box will now contain a green tick:



- Select 'Recover'

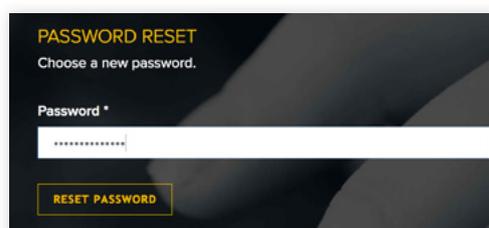


- You will receive an email with a link to reset your password.

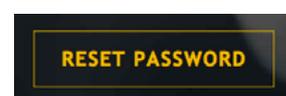


If you do not receive your email, be sure to check your spam/junk folder. If it isn't in your spam/junk folder it is likely that your company server is blocking the email. Ask your IT team to ensure the domain name 'completelygroup.com' is white-listed. You may need to submit your password reset request again if the server has blocked the email.

- Click the link in your email and enter a new password.



- Select 'Reset password'

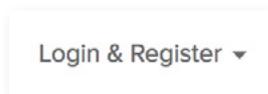


Property Manager

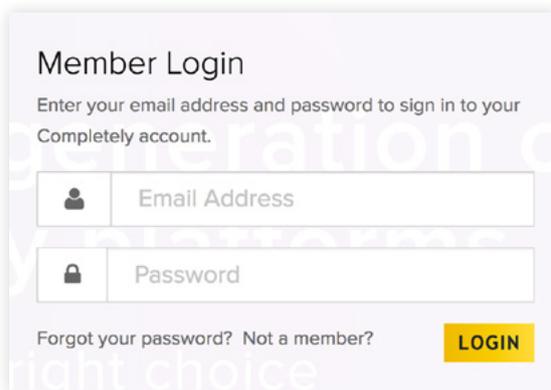
Managing your properties

If you have a Completely Plus (or CR+) licence, you are able to add and manage properties through your account. Follow the steps below to see the properties that you are listed as an agent/contact on, or are able to edit:

1. Select 'Login & Register' in the top right of the page.



2. Enter your log in details to the form and select 'Login'



Member Login

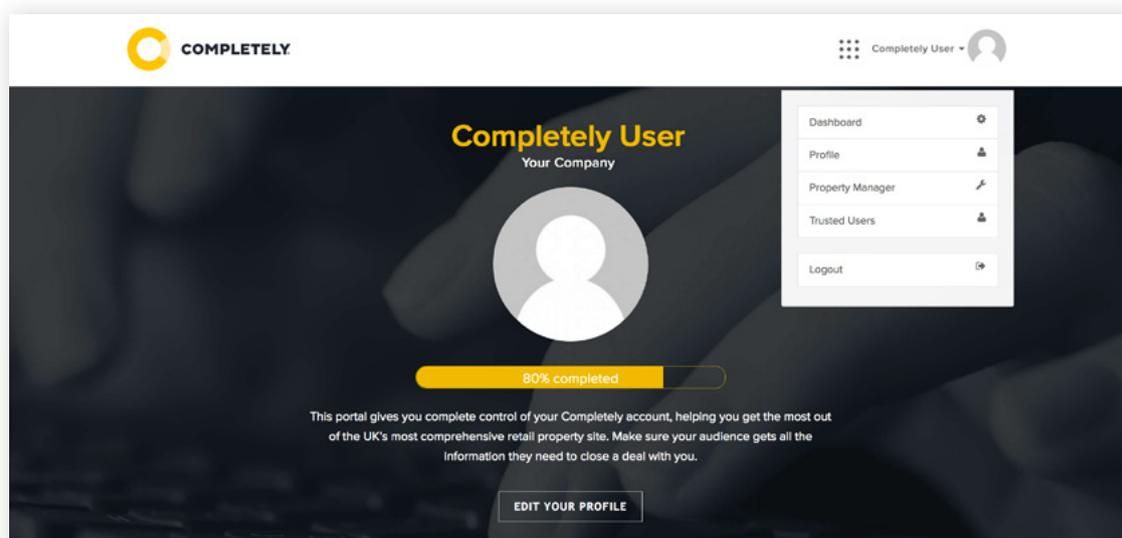
Enter your email address and password to sign in to your Completely account.

Email Address

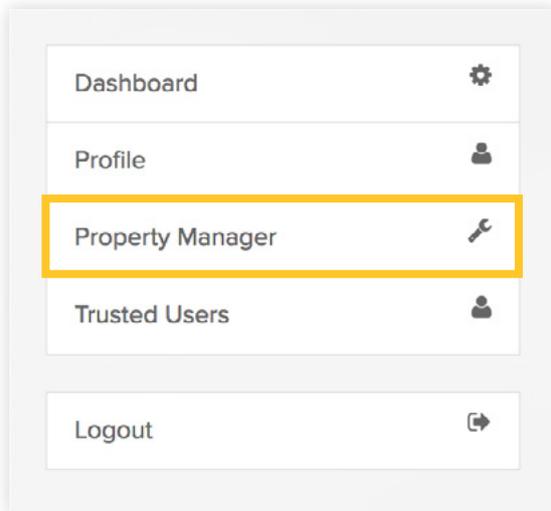
Password

Forgot your password? Not a member? **LOGIN**

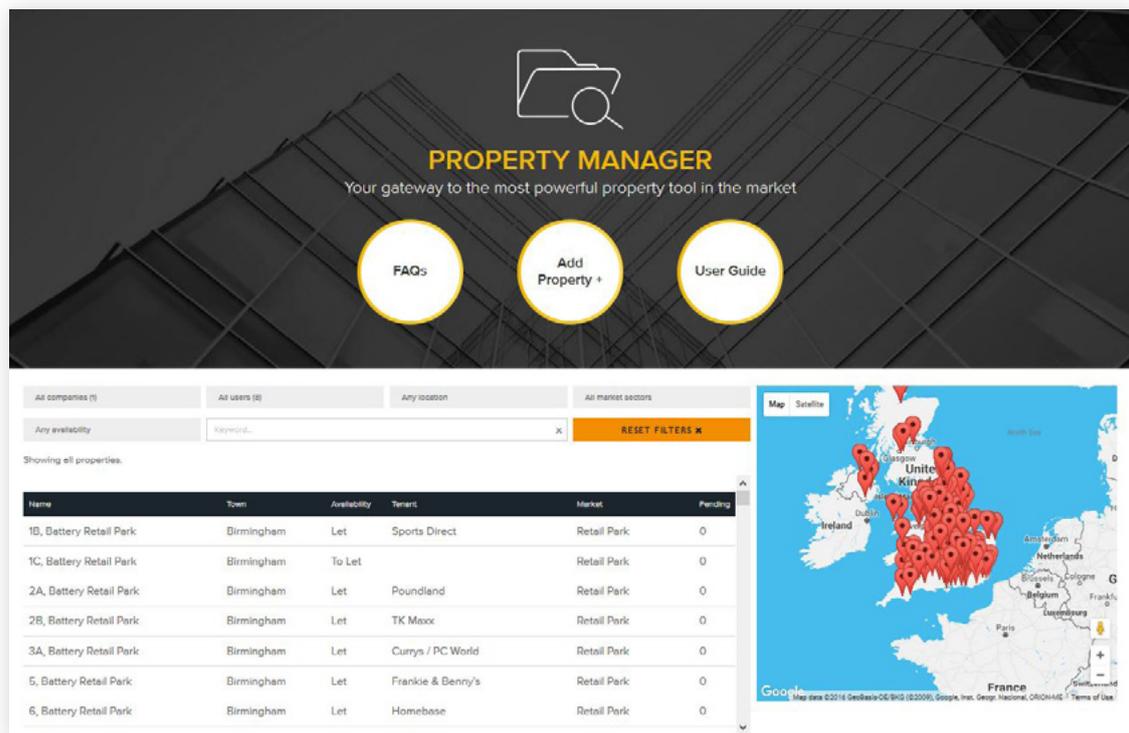
3. Select your name in the top right of the page to view the page menu.



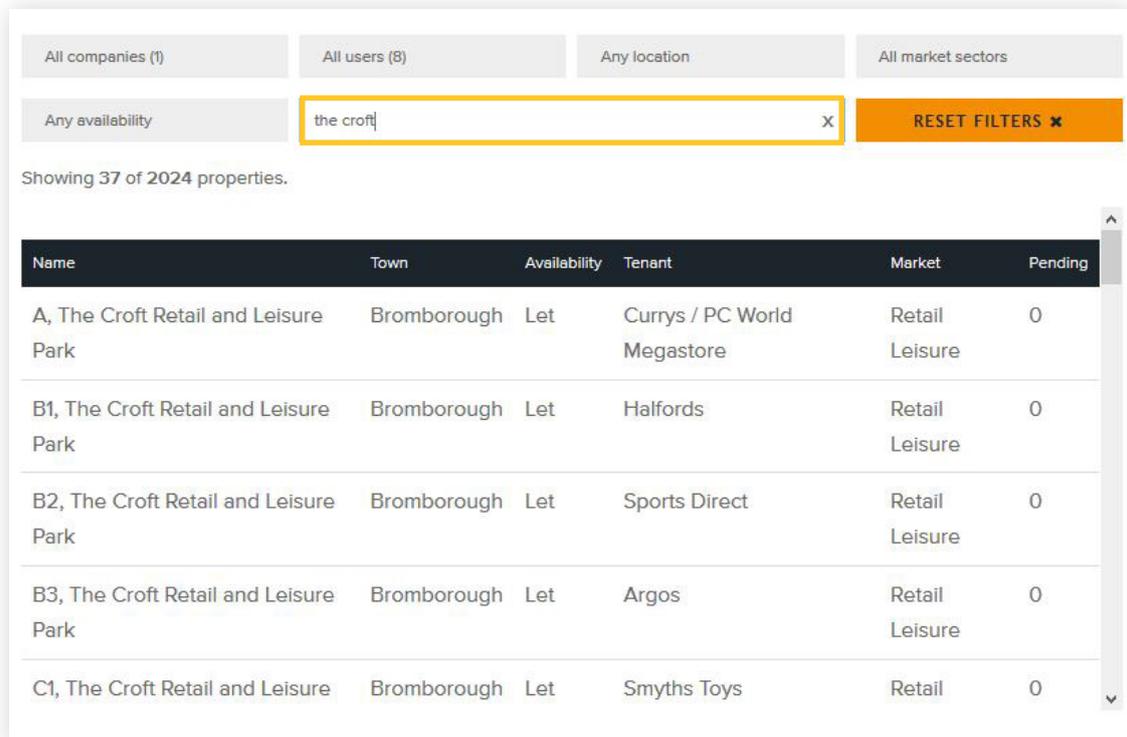
4. Select 'Property Manager' from the menu.



5. The Property Manager will display a list of your properties.



6. Use the keyword search filter at the top of the list to locate a property you wish to edit.



Filters: All companies (1), All users (8), Any location, All market sectors, Any availability

Search: the croft

RESET FILTERS

Showing 37 of 2024 properties.

Name	Town	Availability	Tenant	Market	Pending
A, The Croft Retail and Leisure Park	Bromborough	Let	Currys / PC World Megastore	Retail Leisure	0
B1, The Croft Retail and Leisure Park	Bromborough	Let	Halfords	Retail Leisure	0
B2, The Croft Retail and Leisure Park	Bromborough	Let	Sports Direct	Retail Leisure	0
B3, The Croft Retail and Leisure Park	Bromborough	Let	Argos	Retail Leisure	0
C1, The Croft Retail and Leisure	Bromborough	Let	Smyths Toys	Retail	0

By clicking the 'All Users' filter you can also search properties assigned to other users within your company, however, you may not have access to edit these.

7. Select a property you wish to edit by clicking on the property name. This will open the editable area below your property list.

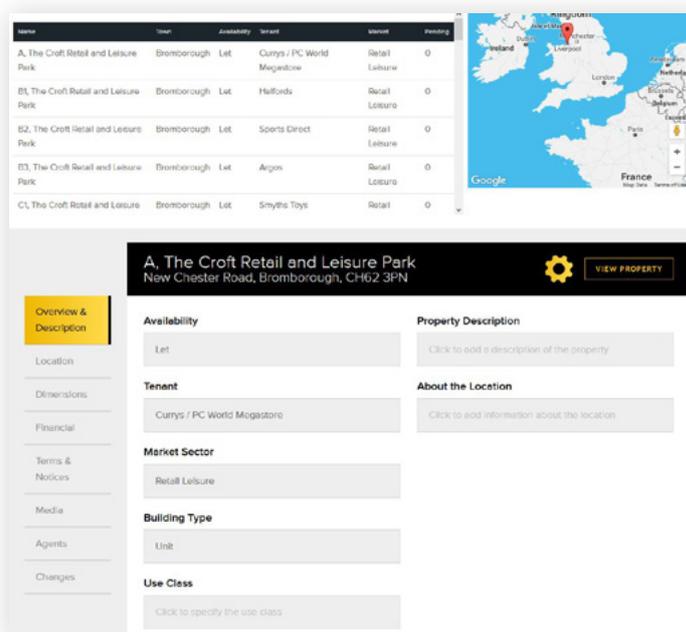


Table of properties (partial):

Name	Town	Availability	Tenant	Market	Pending
A, The Croft Retail and Leisure Park	Bromborough	Let	Currys / PC World Megastore	Retail Leisure	0
B1, The Croft Retail and Leisure Park	Bromborough	Let	Halfords	Retail Leisure	0
B2, The Croft Retail and Leisure Park	Bromborough	Let	Sports Direct	Retail Leisure	0
B3, The Croft Retail and Leisure Park	Bromborough	Let	Argos	Retail Leisure	0
C1, The Croft Retail and Leisure	Bromborough	Let	Smyths Toys	Retail	0

Map: Google Map showing location in Bromborough, CH62 3PN.

A, The Croft Retail and Leisure Park
New Chester Road, Bromborough, CH62 3PN

Availability: Let

Tenant: Currys / PC World Megastore

Market Sector: Retail Leisure

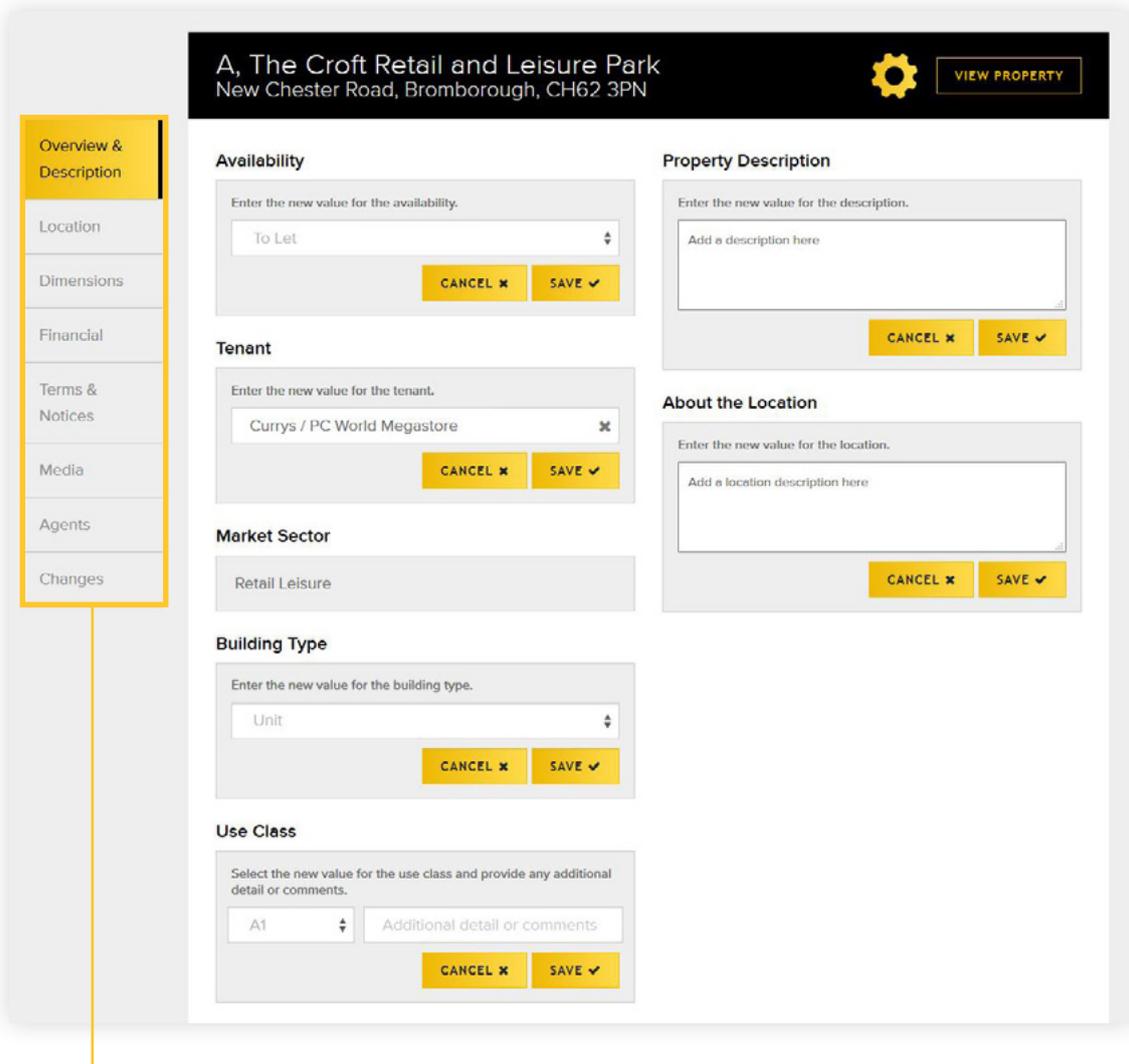
Building Type: Unit

Use Class: Click to specify the use class

Property Description: Click to add a description of the property

About the Location: Click to add information about the location

8. By clicking in the menu you are able to update the information as required.

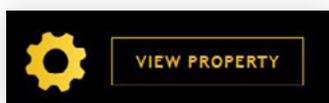


The screenshot displays a property management interface for 'A, The Croft Retail and Leisure Park, New Chester Road, Bromborough, CH62 3PN'. A sidebar menu on the left is highlighted, with 'Overview & Description' selected. The main content area contains several update sections, each with a 'CANCEL' and 'SAVE' button:

- Availability:** 'Enter the new value for the availability.' Field: 'To Let'.
- Tenant:** 'Enter the new value for the tenant.' Field: 'Currys / PC World Megastore'.
- Market Sector:** 'Retail Leisure'.
- Building Type:** 'Enter the new value for the building type.' Field: 'Unit'.
- Use Class:** 'Select the new value for the use class and provide any additional detail or comments.' Field: 'A1'.
- Property Description:** 'Enter the new value for the description.' Field: 'Add a description here'.
- About the Location:** 'Enter the new value for the location.' Field: 'Add a location description here'.

A 'VIEW PROPERTY' button is visible in the top right corner of the main content area.

9. Work your way through the menu on the left to update all the information.
10. Once you have finished editing you can see how your property looks on the live site by clicking the 'View Property' button.



Live Property

Completely User

DESCRIPTION
FINANCIAL
ACCOMMODATION
MAP
EPC
SCHEME
LOCATION

[VIEW SCHEME](#)

USE CLASS

RENT
n/a

SIZE
25,828 sq ft

A

New Chester Road, Bromborough, CH62 3PN

KEY FEATURES

SIZE
25,828 sq ft / 2,399 sq m

MORE ABOUT THE CROFT RETAIL AND LEISURE PARK

DESCRIPTION
Retail occupiers include M&S Food Hall, H&M, Next, Outfit, Superdrug, JD Sports, The Range, Argos, Sports Direct, Dunelm, Boots, Poundland, Mothercare, Smyths Toys, ScS, Currys PC World Megastore, adjacent to Asda.

Agent ^

For viewing enquiries please contact:

JP

CONTACT AGENT

Owner v

Do you own this property?

Property Manager

Adding a property to your Property Manager

If the property you need to edit does not exist in your property manager you will need to use the 'Add a Property' wizard – this will allow you to:

- A. Request to manage an existing scheme property or stand-alone property.
- B. Add a new scheme property i.e. unit in a shopping centre or on an industrial park.
- C. Add a new stand-alone property i.e. high street shop or an office.

NOTE:

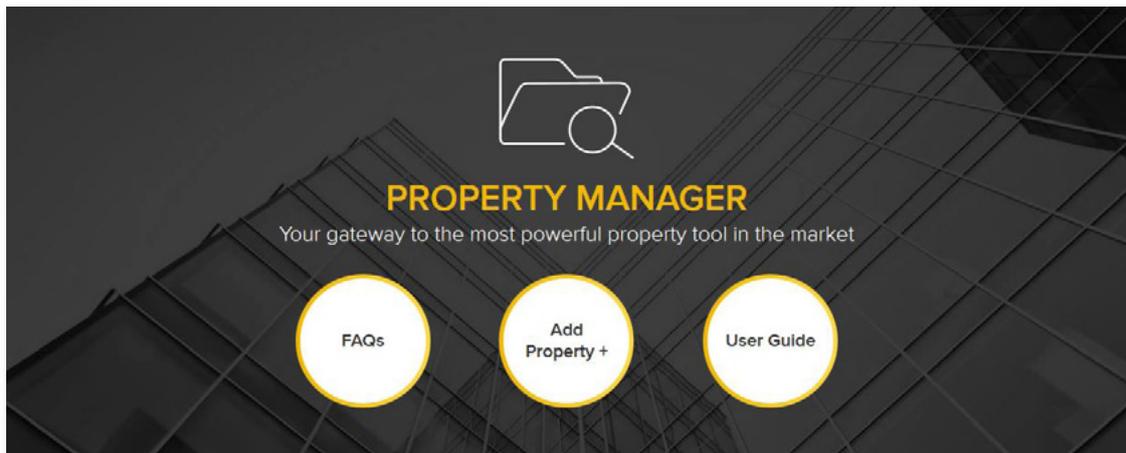
Scheme = Shopping centre/ Industrial Park/ Business Park/ Retail Park / Office Park.

Property = 4 Kings Street / Kiosk 1 / Block A / Unit 1.

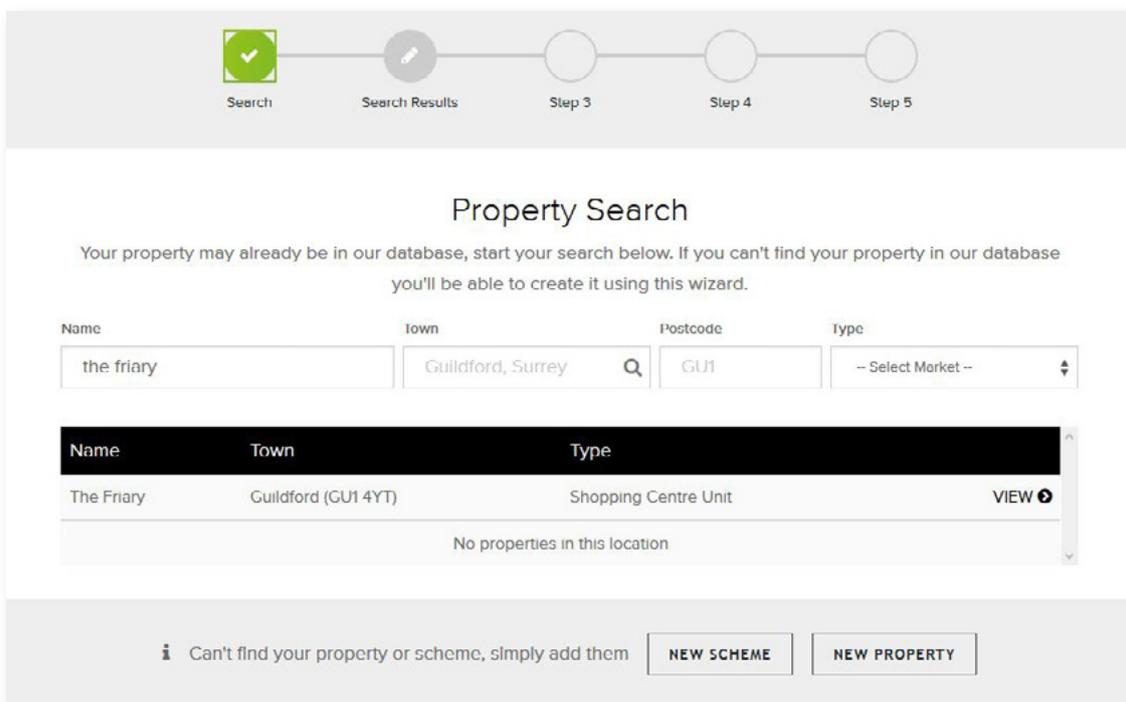
Property Manager

Request to manage an existing scheme property

1. Select the 'Add Property +' button to load the property wizard.



2. Type the scheme name you would like to be associated with and a list will load automatically. For this example, this search is for properties within the shopping centre scheme 'The Friary, Guildford'



If the scheme does not exist in the database go to 'Add A Scheme' section of this user guide.

- Once you have found the scheme, select 'View', this will load the tenancy list on this scheme.

The Friary, Guildford

You've selected The Friary, Guildford:

Name	Town	Type	
The Friary	Guildford (GU1 4Y1)	Shopping Centre Unit	NEW PROPERTY

To edit an existing property in The Friary, Guildford, find your property here and click to edit it's details.

Showing all 63 properties

Name	Tenant	Size	
Unit 2, The Friary	The Fragrance Shop	709 sq ft / 65 sq m	EDIT
Unit 3, The Friary	Met-Rx	897 sq ft / 78 sq m	EDIT
Unit 4, The Friary	Everything Everywhere Ltd	1,061 sq ft / 98 sq m	EDIT
Unit 5, The Friary	Not specified	2,023 sq ft / 187 sq m	EDIT
64/65, The Friary	HMV	3,068 sq ft / 285 sq m	EDIT
Unit 68-69, The Friary	Boux Avenue	2,683 sq ft / 249 sq m	EDIT
Unit 67, The Friary	Red 5	1,311 sq ft / 121 sq m	EDIT
Unit 66, The Friary	Sunglass Hut	1,324 sq ft / 123 sq m	EDIT
Unit MSU1, The Friary	Topshop	23,000 sq ft / 2,136 sq m	EDIT
Unit 22, The Friary	Schuh	4,182 sq ft / 489 sq m	EDIT
Unit 22A, The Friary	Everything Everywhere Ltd	602 sq ft / 55 sq m	EDIT
Unit 23-26, The Friary	Zara		EDIT
Unit 27, The Friary	Clintons	1,341 sq ft / 124 sq m	EDIT
Unit 28, The Friary	Holland & Barrett	1,770 sq ft / 164 sq m	EDIT

- If you want manage all units/properties on this scheme email support@completelygroup.com – we will then be able to add you to the whole scheme.

If you just require access to one property, select the unit/property you wish to manage by selecting 'Edit'.

Unit 2, The Friary	The Fragrance Shop	709 sq ft / 65 sq m	EDIT
--------------------	--------------------	---------------------	------

- Select 'Edit' again.

Unit 2, The Friary

You've selected Unit 2, The Friary. If you are an owner or an agent that has been instructed by the landlord for this property you can click to edit it below;

Name	Tenant	Size	
Unit 2, The Friary	Not specified	709 sq ft / 65 sq m	EDIT SUB-LET

6. Select 'Confirm' to submit your request to manage this property.

Access Request: Unit 2, The Friary

Check these details are correct and submit your request

Scheme	Property
The Friary	Unit 2, The Friary
Agent	Company
Your Name	Company Title

BACK
CONFIRM ✓

We aim to action all requests made during business hours within the same day.

7. If you do not have the right to access this property a request will be sent to The Completely Group team who will action your request accordingly – if you would like to chase an urgent request, please email support@completelygroup.com or call **01483 238 920** and ask to speak with the Operations team.

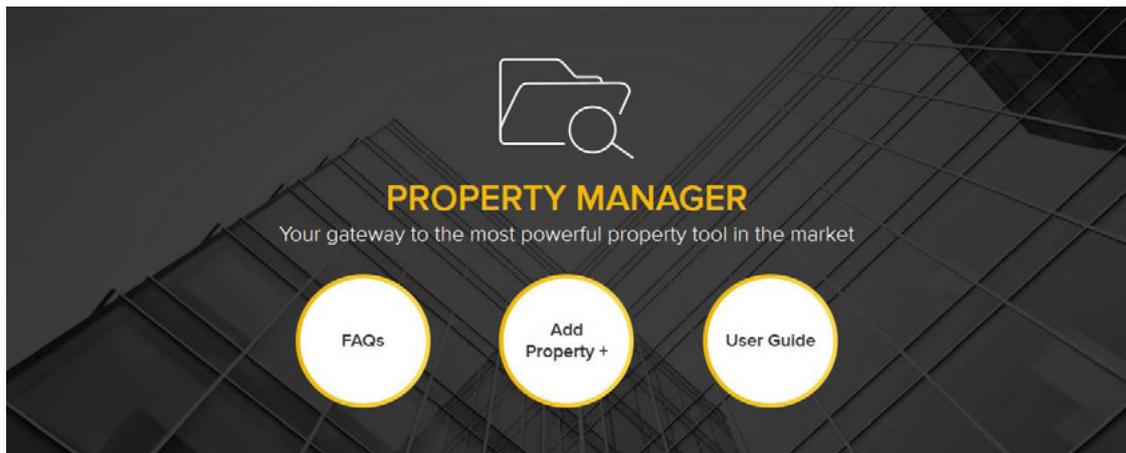
✓ Your request has been forwarded to our support team. Reference: 2738
✕

Subject	Summary	Requesting User	Status
Property: Unit 2, The Friary	Add Completely User of Your Company as agent for landlord instruction on existing scheme property #27537: Unit 2, The Friary	Completely User	Raised

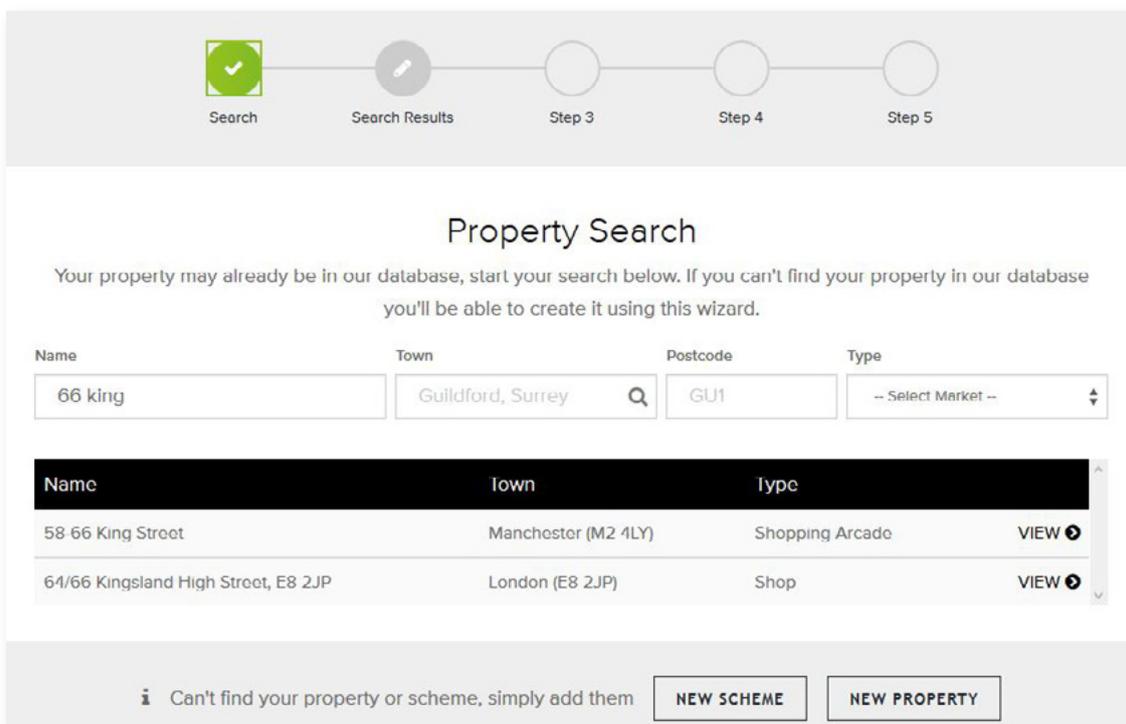
Property Manager

Request to manage an existing stand-alone property

1. Select the 'Add Property +' button to load the property wizard



2. Type the property name you would like to be associated with and a list will load automatically. For this example, this search is for a property called 64/66 Kingsland High Street, London'.



Name	Town	Type	
58 66 King Street	Manchester (M2 4LY)	Shopping Arcade	VIEW
64/66 Kingsland High Street, E8 2JP	London (E8 2JP)	Shop	VIEW

Can't find your property or scheme, simply add them
NEW SCHEME
NEW PROPERTY

- Once you have found the property, select 'View', this will load the property details.

64/66 Kingsland High Street, E8 2JP

You've selected 64/66 Kingsland High Street, E8 2JP. If you are an owner or an agent that has been instructed by the landlord for this property you can click to edit it below;

Name	Tenant	Size
64/66 Kingsland High Street, E8 2JP	Not specified	EDIT 

- Select 'Edit'.
- Select 'Confirm' to submit your request to manage this property.

64/66 Kingsland High Street, E8 2JP

Just one more step. Since you are not currently an agent on this property we need to add you. Check the details are correct and Submit your request.

Access Request: 64/66 Kingsland High Street, E8 2JP

Check these details are correct and submit your request

Property

64/66 Kingsland High Street, E8 2JP

Agent

Your Name

Company

Company Title

BACK
CONFIRM 

We aim to action all requests made during business hours within the same day.

7. If you do not have the right to access this property your request will be sent to The Completely Group team who will action your request accordingly – if you would like to chase an urgent request, please email support@completelygroup.com or call **01483 238 920** and ask to speak with the Operations team.

✓ Your property listing record has been created. Reference #133990.

Go to the [Property Manager](#) to manage your property

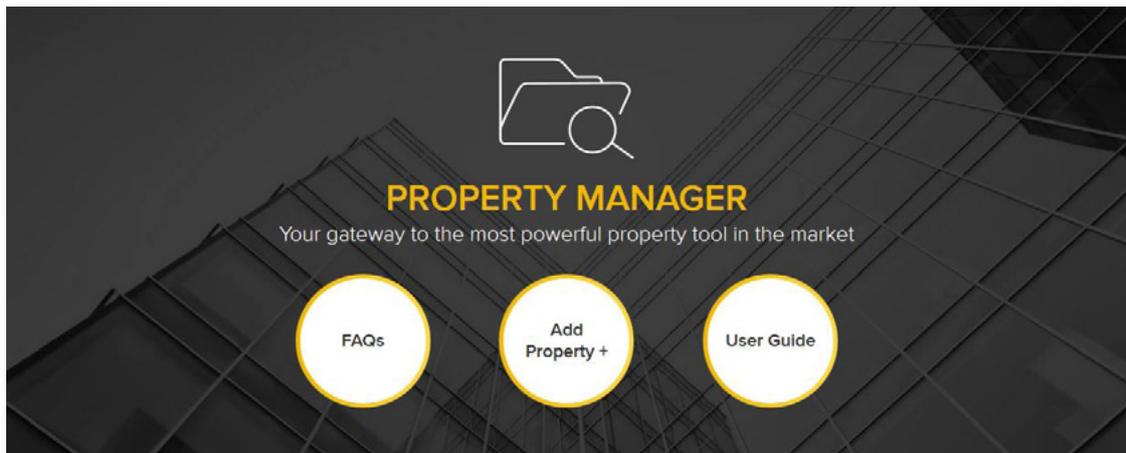
MANAGE 64/66 KINGSLAND HIGH STREET, E8 2JP

ADD ANOTHER

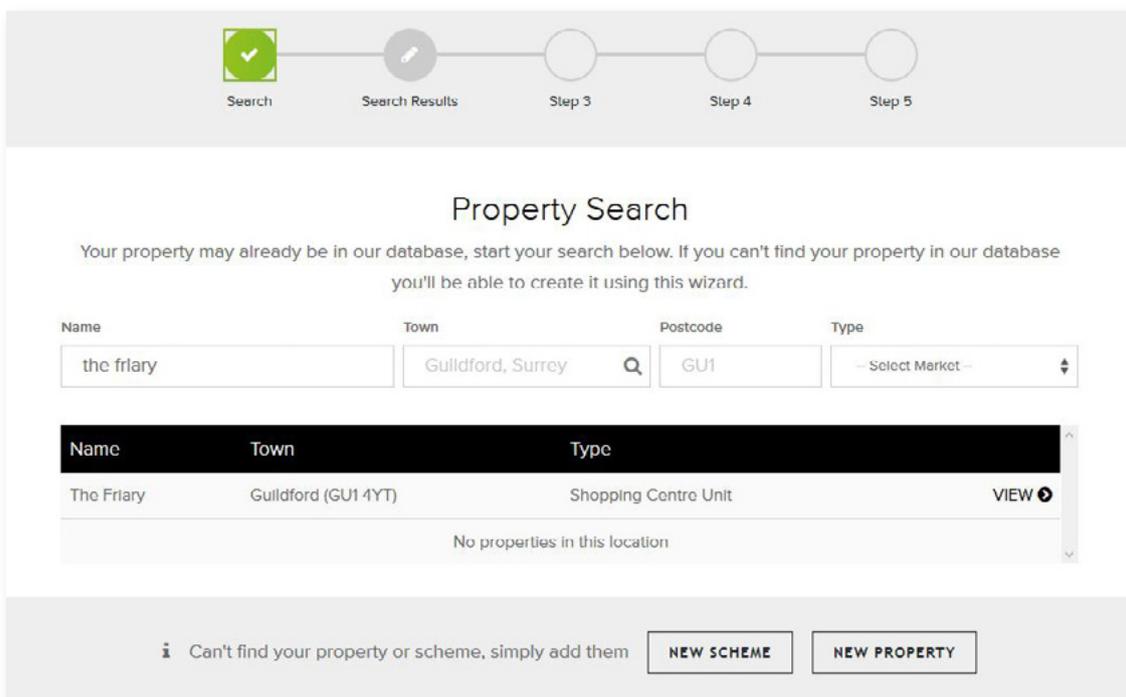
Property Manager

Add a new scheme property

1. Select the 'Add Property +' button to load the property wizard



2. Type the name of the scheme you would like to add a new property to and a list will load automatically. For this example, this search is for the shopping centre 'The Friary, Guildford'



Property Search

Your property may already be in our database, start your search below. If you can't find your property in our database you'll be able to create it using this wizard.

Name	Town	Postcode	Type
the friary	Guildford, Surrey	GU1	Select Market
The Friary	Guildford (GU1 4YT)	Shopping Centre Unit	VIEW

No properties in this location

Can't find your property or scheme, simply add them

[NEW SCHEME](#) [NEW PROPERTY](#)

If the scheme does not exist in the database go to 'Add A Scheme' section of this user guide.

- Once you have found the scheme, select 'View', this will load the tenancy list on this scheme.

The Friary, Guildford

You've selected The Friary, Guildford:

Name	Town	Type	
The Friary	Guildford (GU1 4YT)	Shopping Centre Unit	NEW PROPERTY 

To edit an existing property in The Friary, Guildford, find your property here and click to edit it's details.

Showing all 63 properties

Name	Tenant	Size	
Unit 2, The Friary	The Fragrance Shop	709 sq ft / 65 sq m	EDIT 
Unit 3, The Friary	Met-Rx	897 sq ft / 78 sq m	EDIT 
Unit 4, The Friary	Everything Everywhere Ltd	1,061 sq ft / 98 sq m	EDIT 
Unit 5, The Friary	Not specified	2,023 sq ft / 187 sq m	EDIT 
64/65, The Friary	HMV	3,068 sq ft / 285 sq m	EDIT 
Unit 68-69, The Friary	Boux Avenue	2,683 sq ft / 249 sq m	EDIT 
Unit 67, The Friary	Red 5	1,311 sq ft / 121 sq m	EDIT 
Unit 66, The Friary	Sunglass Hut	1,324 sq ft / 123 sq m	EDIT 
Unit MSU1, The Friary	Topshop	23,000 sq ft / 2,136 sq m	EDIT 
Unit 22, The Friary	Schuh	4,182 sq ft / 489 sq m	EDIT 
Unit 22A, The Friary	Everything Everywhere Ltd	602 sq ft / 55 sq m	EDIT 
Unit 23-26, The Friary	Zara		EDIT 
Unit 27, The Friary	Clintons	1,341 sq ft / 124 sq m	EDIT 
Unit 28, The Friary	Holland & Barrett	1,770 sq ft / 164 sq m	EDIT 

- Double check the property you need doesn't already exist in this tenancy list and then select 'New Property'.

The Friary, Guildford

You've selected The Friary, Guildford:

Name	Town	Type	
The Friary	Guildford (GU1 4YT)	Shopping Centre Unit	NEW PROPERTY 

- Complete the new property form and select confirm.

The Friary, Guildford

You've selected The Friary, Guildford:

Name	Town	Type	
The Friary	Guildford (GU1 4YT)	Shopping Centre Unit	NEW PROPERTY

New Property

You're about to create a property in The Friary, complete the details below and submit them to be reviewed.

Property name

Listing type

LANDLORD INSTRUCTION

SUB-LET

Category

Shopping Centre Unit

Address

USE SCHEME

Quickfind

8

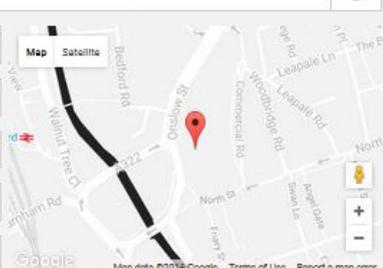
The Friary Shopping Centre

North Street

Address line 3

Guildford

GU1 4YT



Drag the marker to set the map location

Agent

James Potter

Company

Wilkinson Williams

BACK

CONFIRM

Not what you expected?

BACK TO THE FRIARY

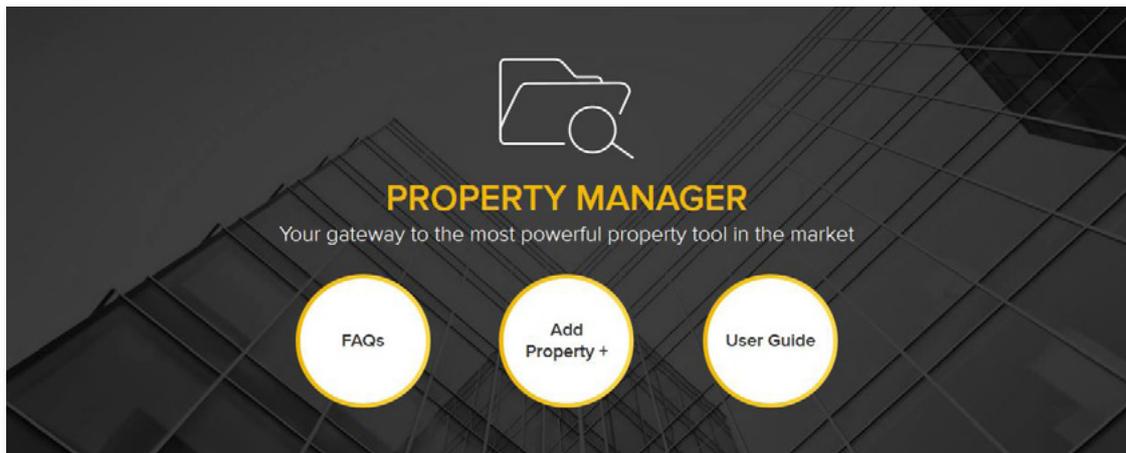
BACK TO RESULTS

6. A request will be sent to The Completely Group team who will action your request accordingly – if you would like to chase an urgent request, please email support@completelygroup.com or call **01483 238 920** and ask to speak with the Operations team.

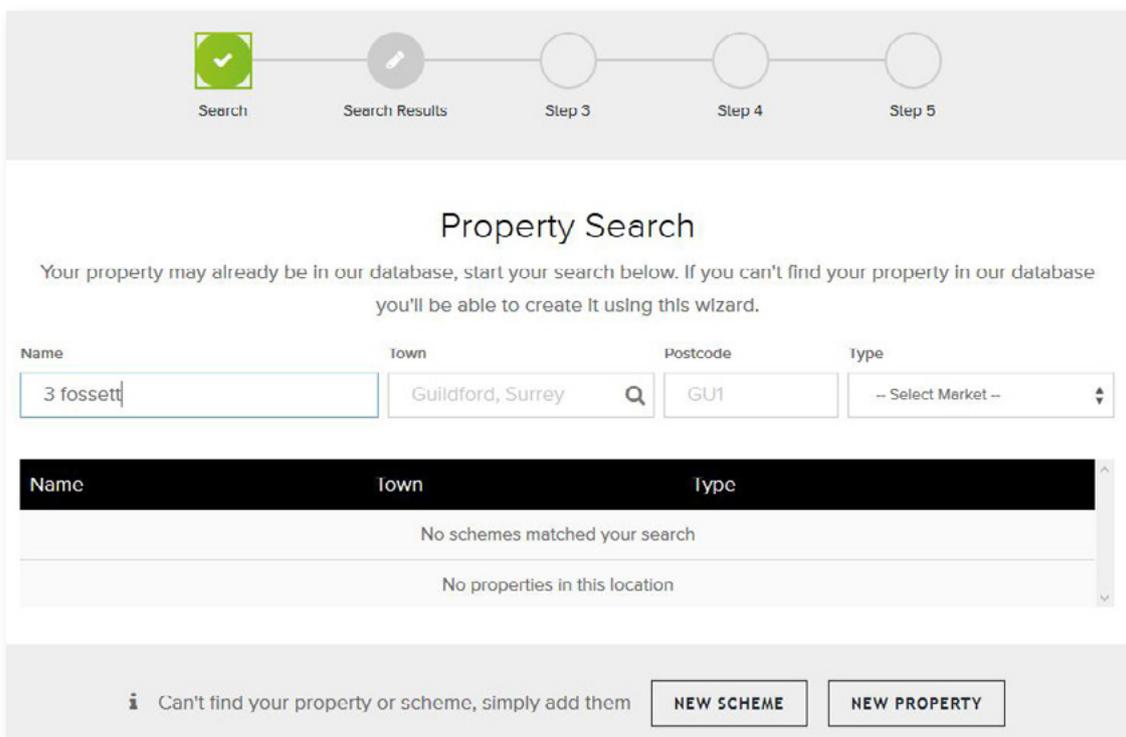
Property Manager

Add a new stand-alone property

1. Select the 'Add Property +' button to load the property wizard



2. Type the name of the property you would like to add to double check that it doesn't already exist. For this example, this search is for the property '3 Fossett Road, Godalming'.



Search Results Step 3 Step 4 Step 5

Property Search

Your property may already be in our database, start your search below. If you can't find your property in our database you'll be able to create it using this wizard.

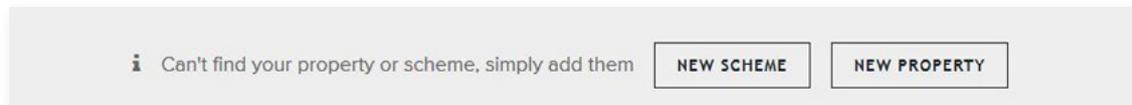
Name: 3 fossett | Town: Guildford, Surrey | Postcode: GU1 | Type: -- Select Market --

Name	Town	Type
No schemes matched your search		
No properties in this location		

Can't find your property or scheme, simply add them

[NEW SCHEME](#) [NEW PROPERTY](#)

3. Select 'New Property' as this property does not exist.



4. Complete the form with the property details and select 'Confirm'



New Property

You're about to create a stand-alone property, one that doesn't belong to a scheme, e.g. a High Street property.

Property name

Listing type

LANDLORD INSTRUCTION

SUB-LET

Category

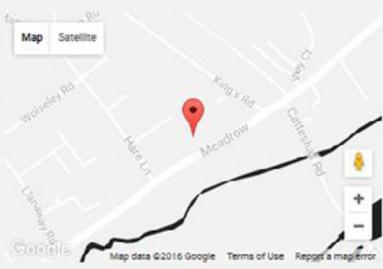
Shop

Address

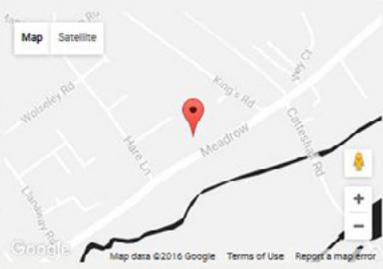
Meadow

Map Satellite

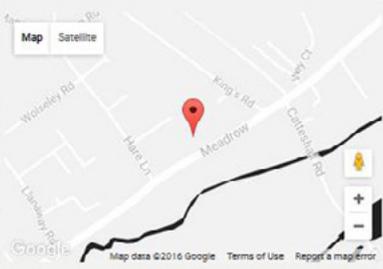
Address line 2



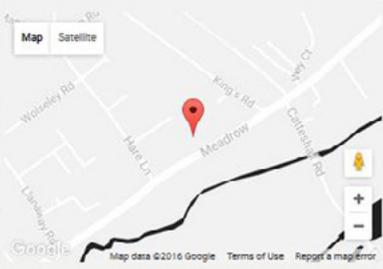
Address line 3



Godalming



GU7 3HS



Drog the marker to set the map location

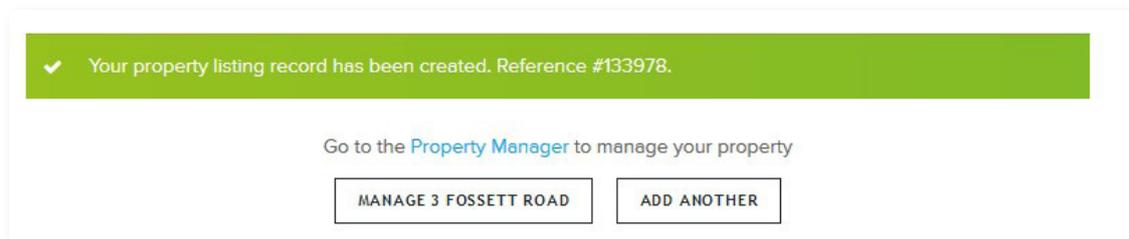
Agent

Company

BACK

CONFIRM ✓

5. You will see a notification advising that the property has been added. Select the 'Manage 3 Fossett Road' button.



A screenshot of a notification box with a green header bar. The header bar contains a white checkmark icon and the text "Your property listing record has been created. Reference #133978." Below the header bar, the text "Go to the [Property Manager](#) to manage your property" is displayed. At the bottom of the box, there are two buttons: "MANAGE 3 FOSSETT ROAD" and "ADD ANOTHER".

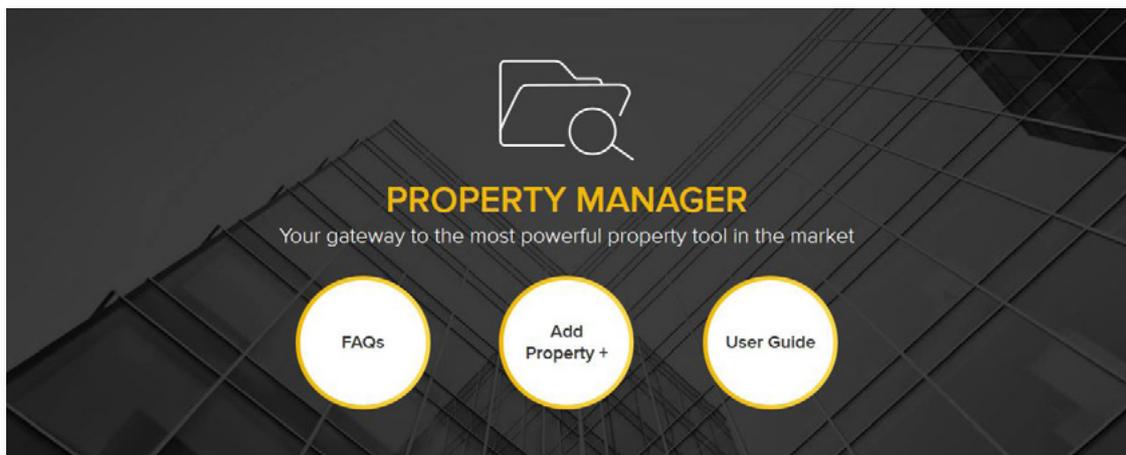
6. You can now manage this property from the Property Manager area.

Property Manager

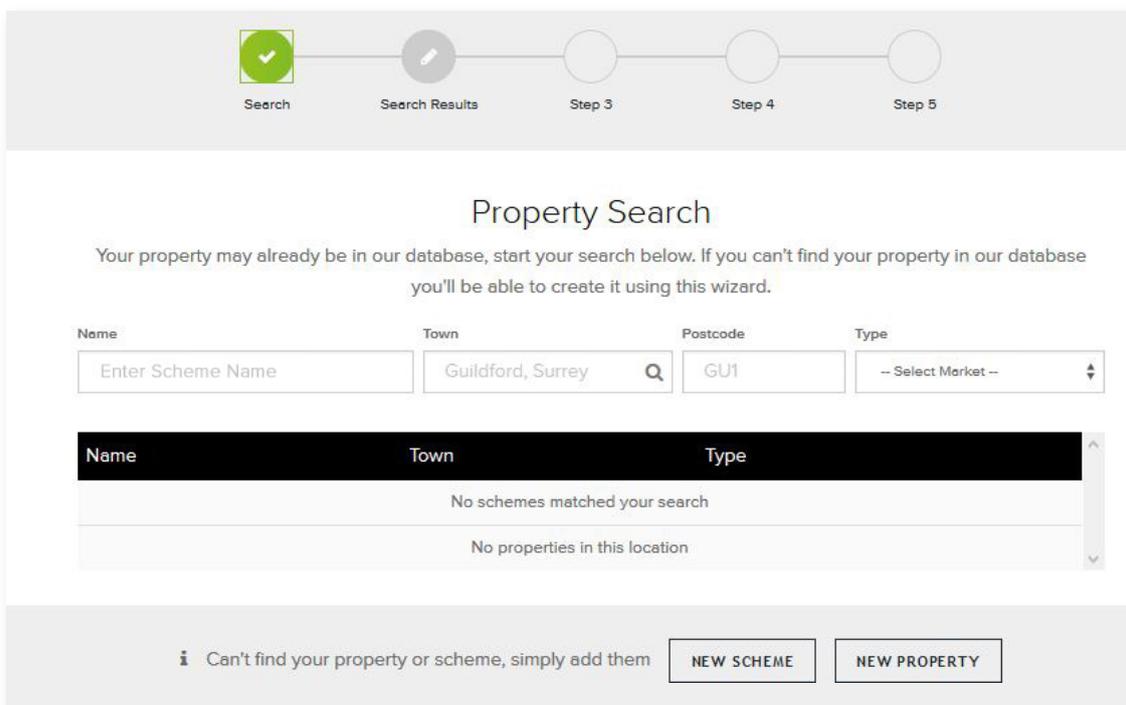
Add a new Scheme

If the scheme you need to add properties to does not exist in the database, you can send a request to add this via the 'Add Property +' wizard.

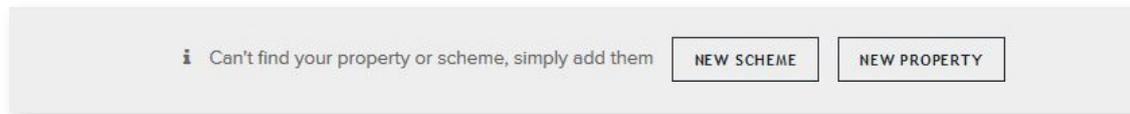
1. Select the 'Add Property +' button to load the property wizard



2. Type the name of the scheme in the name field to double check that it doesn't already exist.



3. Select 'New Scheme'.



4. Complete the new scheme form and select 'Confirm'.

New Scheme

You're about to create a new scheme, tell us about it using the form below. Once you confirm the details we'll review your request before adding it to our system.

Scheme name	Category
<input type="text" value="Completely Shopping Centre"/>	<input type="text" value="Shopping Park"/>
Address	
<input type="text" value="Guildford Castle, Castle Street, Guildford, United Kingdom"/>	
<input type="text" value="Castle Street"/>	
<input type="text" value="Address line 2"/>	
<input type="text" value="Address line 3"/>	
<input type="text" value="Guildford"/>	
<input type="text" value="GU1 3SX"/>	
<small>ⓘ Drag the marker to set the map location</small>	
Agent	Company
<input type="text" value="Completely User"/>	<input type="text" value="Company Title"/>

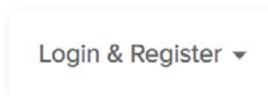
BACK
CONFIRM ✓

5. A request will be sent to The Completely Group team who will action your request accordingly – if you would like to chase an urgent request, please email support@completelygroup.com or call **01483 238 920** and ask to speak with the Operations team.

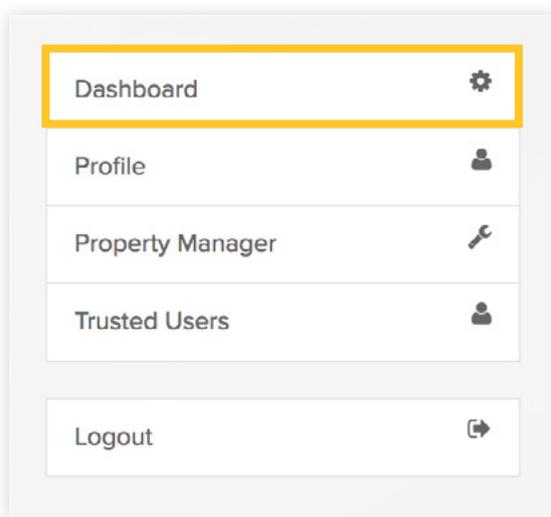
View your change requests

When you have submitted a form to access a property or add a property, your request will go into a table which you can view via your account. Here is where you can find that table.

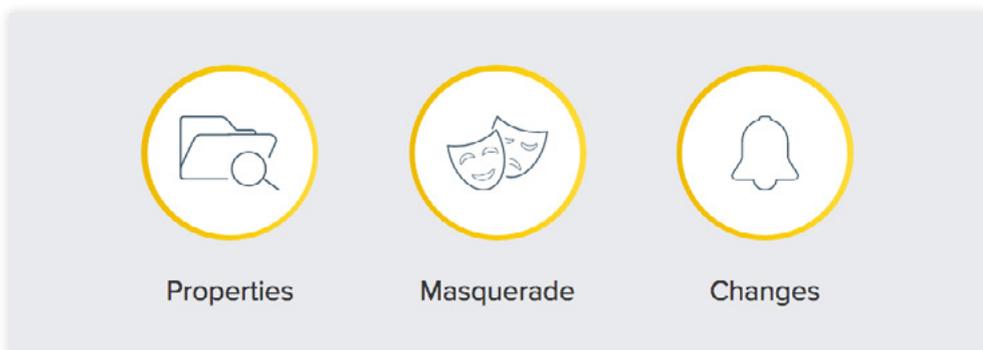
1. Login to Completely Property by selecting the Login & Register button in the top right of the page.



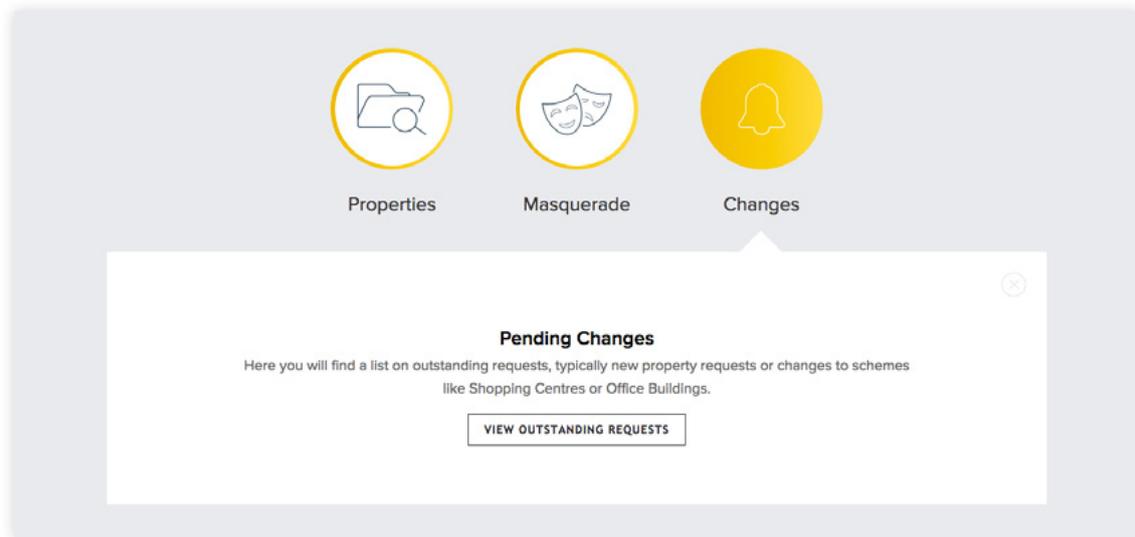
2. Click on your name in the top right of the page and select 'Dashboard' from the menu.



3. Select 'Changes' from the options on the page.



4. Select 'View Outstanding Request'.

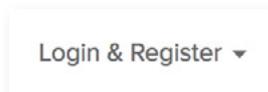


5. This will display a table of your outstanding requests.

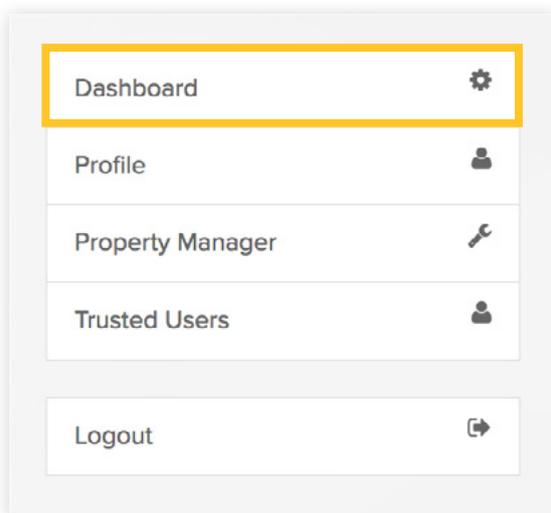
Managing other users' properties

Masquerading allows users to manage other users' properties without having to share log in details. This access must be granted by the account holder. Here is how you would grant someone masquerading permission:

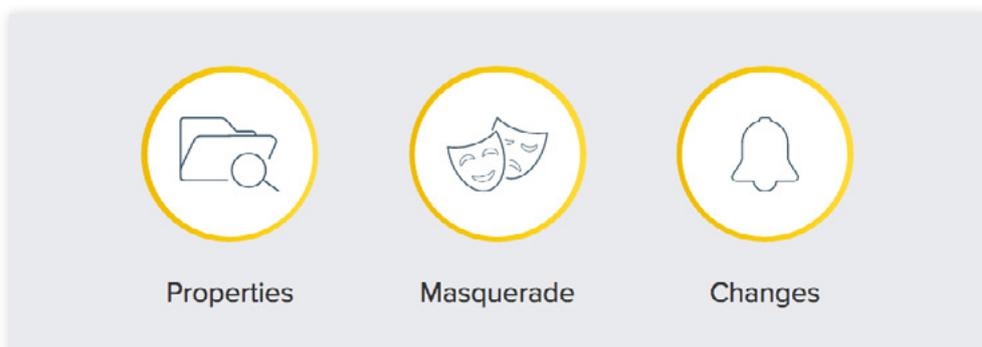
1. Login to Completely Property by selecting the Login & Register button in the top right of the page.



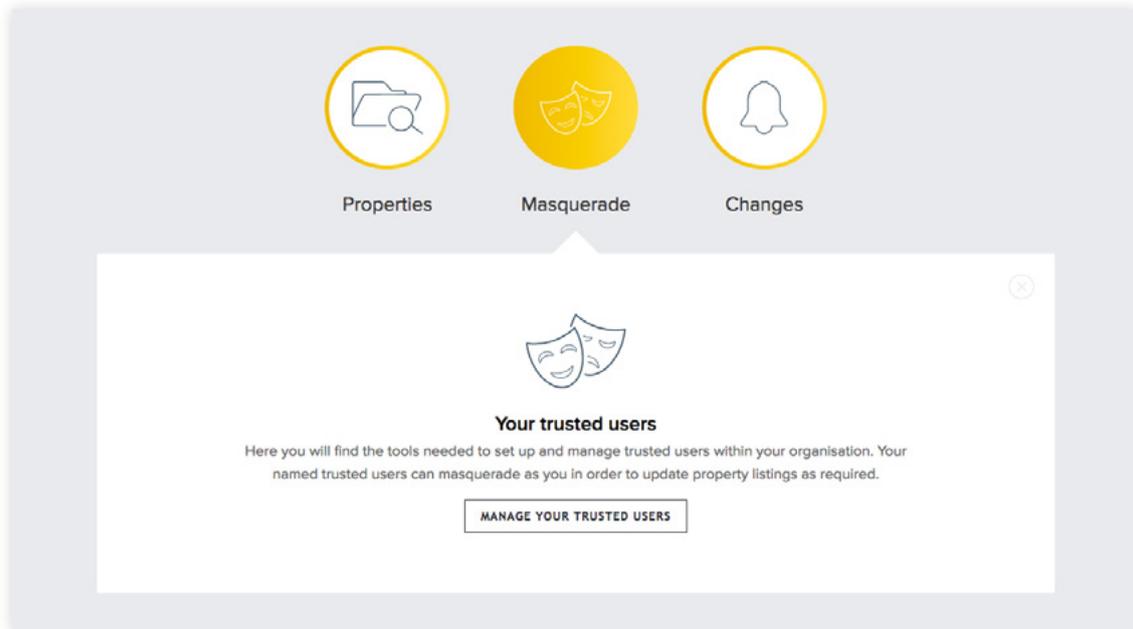
2. Click on your name in the top right of the page and select 'Dashboard' from the menu.



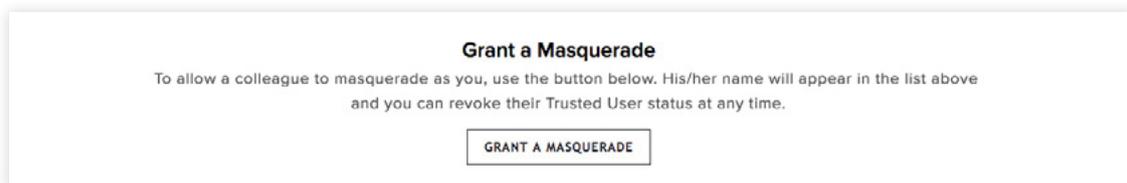
3. Select 'Masquerade' from the options on the page.



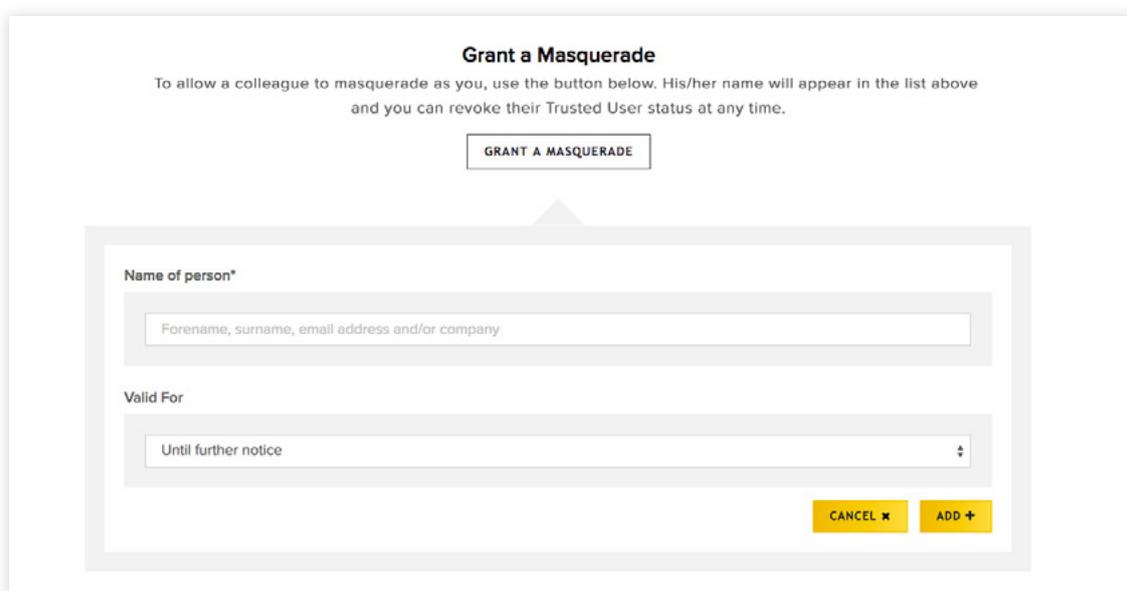
4. Select 'Manage Your Trusted Users'.



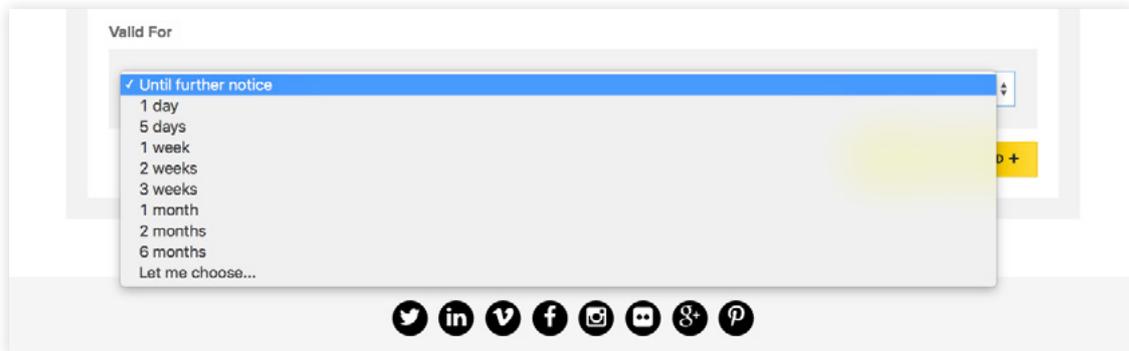
5. Select 'Grant a Masquerade'.



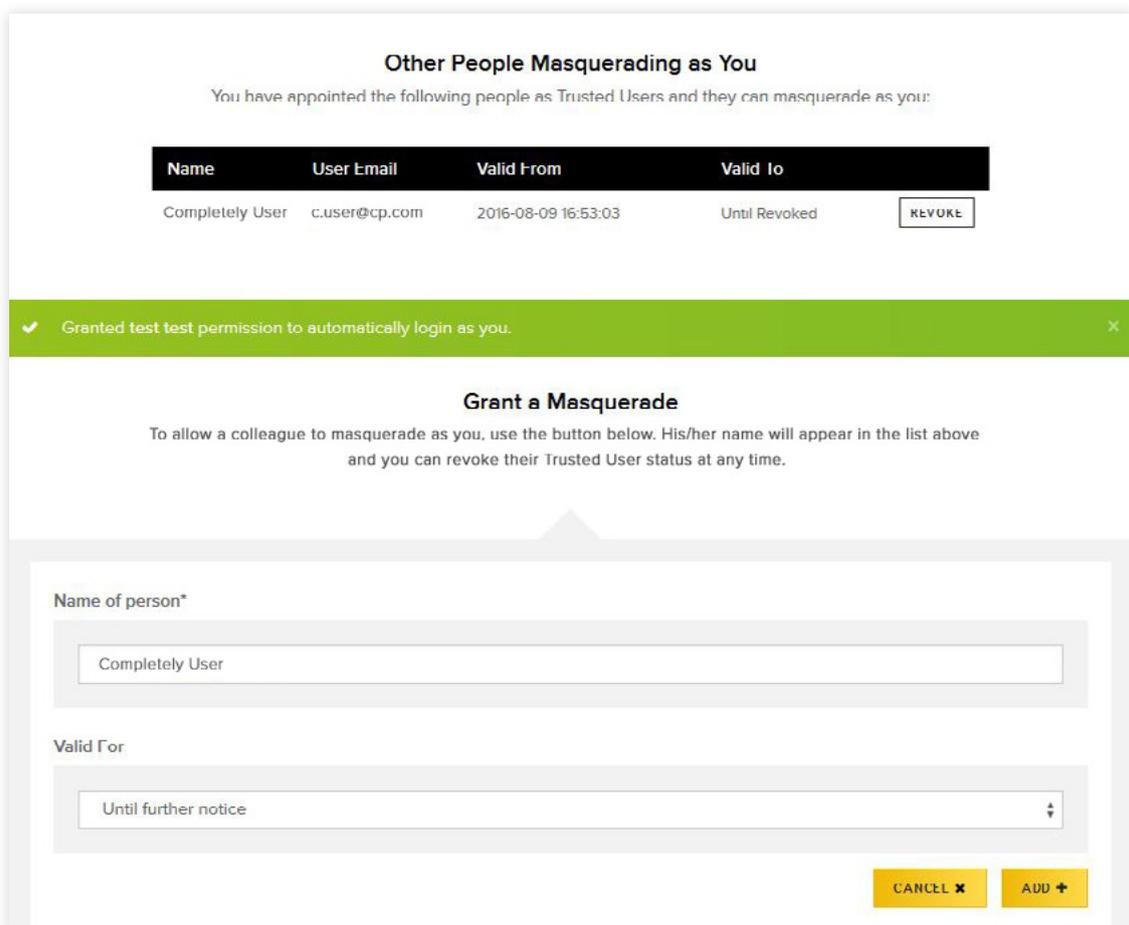
6. Start typing the name of the person who you wish to grant masquerading access to and select their name as it appears.



7. Select how long you wish that person to have access to your account for.



8. Select 'Add' and you will see a notification advising that permission has been granted.

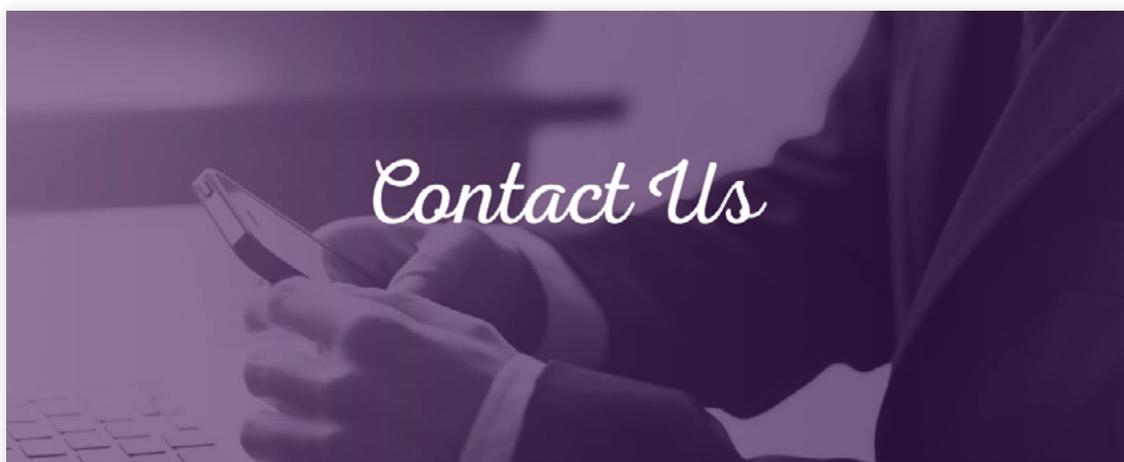


9. You can revoke access at any time by selecting the 'Revoke' button:

Name	User Email	Valid From	Valid To	
Completely User	c.user@cp.com	2016-08-09 16:53:03	Until Revoked	<input type="button" value="REVOKE"/>

Contact us

Simply click on the 'Contact Us' in the support section of the footer, it will redirect you to our page where you'll find our details.



Contact Us

Sales

Enquire about listing your properties or about advertising opportunities:

☎ 0844 662 6600

✉ sales@completelygroup.com

Support

For technical support:

☎ 0844 662 6611

✉ support@completelygroup.com

Your query might be covered in our [FAQs](#) section or in our [User Guide](#).

Creative and Marketing Services

No other property marketing agency offers as many integrated services as we do. To see how The Completely Group can help you get to market, [take a look at our website](#).