



# A guide to accessing and viewing Year End Accounts using the JG+ App



doing it the  
right way



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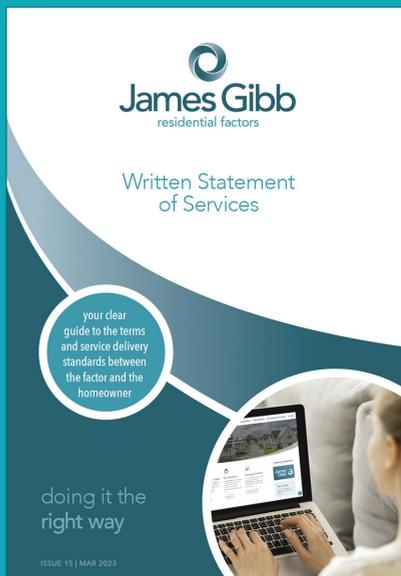
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At James Gibb residential factors, we strive to offer an exemplary level of service at all times.

This guide, and others produced, should help answer any queries you may have.

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Registered Factor No.PF000103

## Viewing Year End Accounts on JG+ App

Follow this step by step guide to view your year end account

- Visit our website [www.jamesgibb.co.uk](http://www.jamesgibb.co.uk).
- Click on the **James Gibb+** icon.
- Input your **username** and **password**.
- Click on the **'Accounts'** heading. You will now see a page detailing all your invoices and payments.

## Viewing Invoices

To view your invoice:

- Click on **'Download Invoice'** button to the right of the description **'Budget Reconciliation'** (1)
- A box will appear up at the bottom of your screen asking if you want to open or save the document; click on **'open'** (2)
- This document will provide details of Actual and Budget totals for each budget heading for the financial year for your property. The **'Balance Due'** figure at the foot of this document will detail any balance which needs to be paid within the payment terms stated, or credit amount which can either remain on your account or be refunded to you.



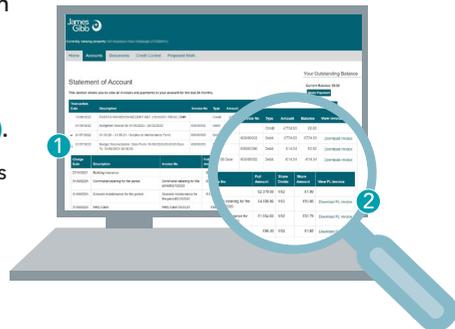
## Further information

To view a more detailed breakdown:

- From the **'Accounts'** screen, click on the dropdown arrow to the left of the Budget Reconciliation (1).
- Download **PL Invoice** button: click on this icon to see the invoices received from contractors\* for services provided under each budget heading (2).

\* This facility may not be available for all budget headings

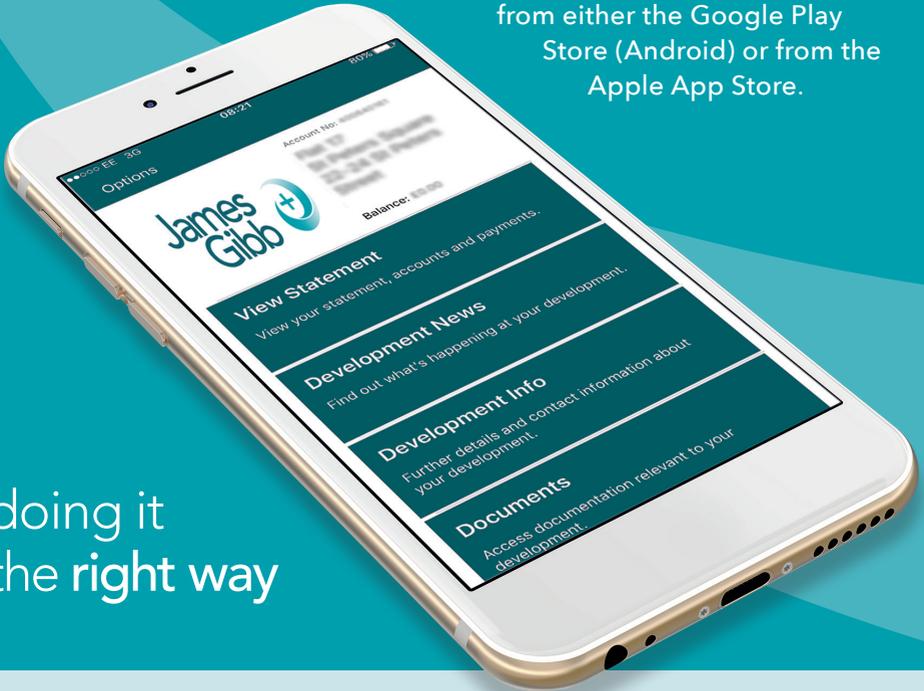
*James Gibb are committed to continued investment in Client Communication.*



JG+ App for Apple and Android is available to download at the App Store and Google Play. Read on to find out more about downloading and using the JG+ App.



The James Gibb+ mobile phone app can be downloaded absolutely free from either the Google Play Store (Android) or from the Apple App Store.



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## Downloading the JG+ App is simple

If you have an iPhone visit the Apple Store. If your phone is Android, visit Google Play. Search for 'James Gibb Plus', click the icon and click install. When the JG+ App is downloaded, a shortcut icon is saved to your screen. Alternatively, visit our website [www.jamesgibb.co.uk](http://www.jamesgibb.co.uk) and click on the App Store or Google Play icon on the homepage which will take you directly to the download screen.



## Logging on to JG+

Click the JG+ icon on your screen to access your account. Log on using your unique nine-digit account number and password.

