

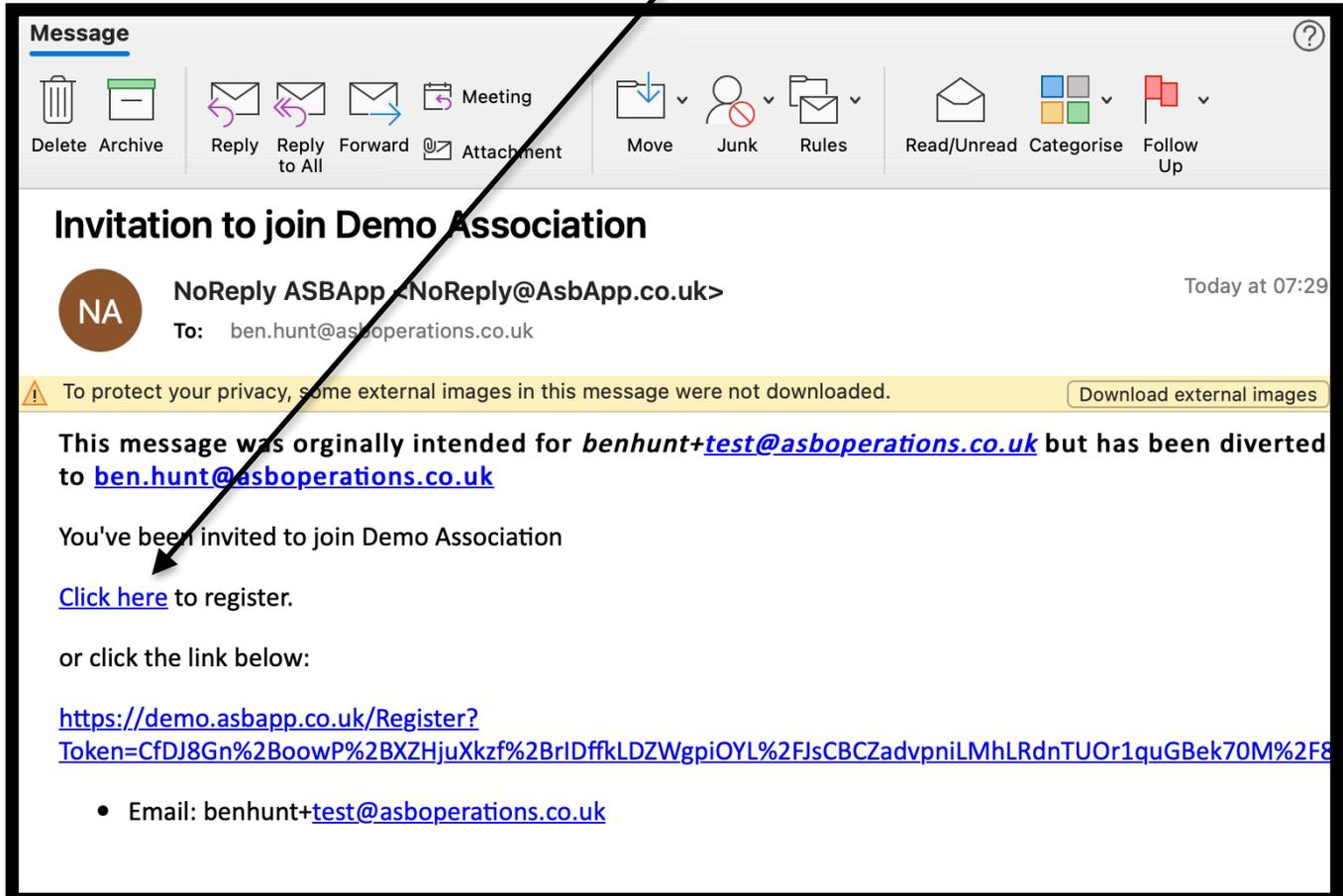


‘Resident user’ guide

The ASB App

Registering with the ASB App

1. You will receive an email invite which looks like the below screenshot, where you should select the '**Click Here**' link, which will take you to the page where you can set your secure password.



2. Once you 'click here', you will then be able to **set your personal and secure password**, so please ensure to remember or make a note of this.
(Remember that your password must be at least 8 digits long, must contain a capital letter, a number AND a non-numerical such as a % or & or !)

3. Then simply download 'the ASB App' from your **app store** (the ASB App is registered on both app stores). Or if you prefer, you can visit: asbapp.co.uk on a fresh web page on the device you'll be using, to log-in to the web-version of the ASB App, if you prefer.

4. Log-in to the ASB App using your email address and the password you set previously, when registering.



5. Once you have logged in to the ASB App, familiarise yourself with the homepage and the layout of the App itself, as shown here:



(If required, there are tutorial videos on how to use the ASB App in the 'Help & Info' button on the home screen)

6. Then head over to the 'my cases' button.

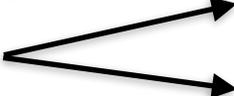
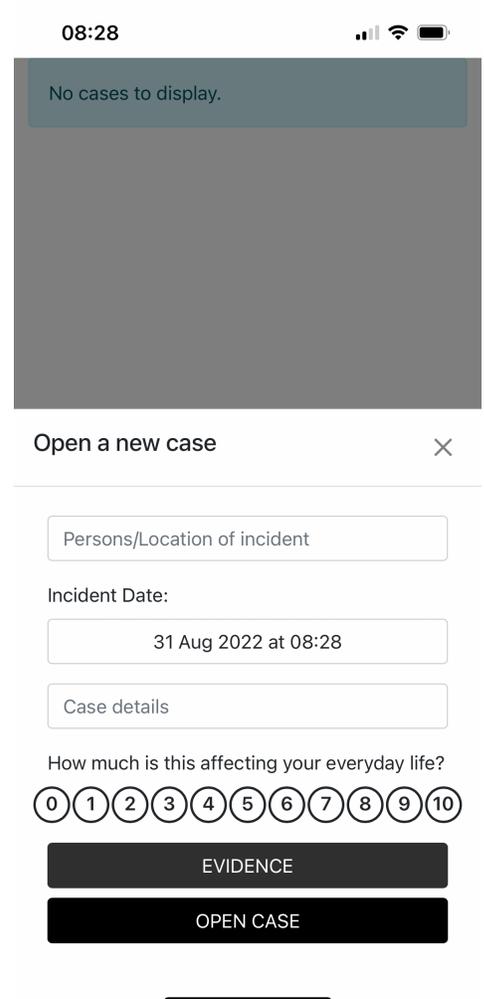
Create a case folder for the problem address or the person you have been asked to monitor, by pressing 'open a case'.

Add the address or person you are monitoring

Set the time and date accordingly (or leave this as is)

Add any relevant 'case details' and set a risk assessment score on a scale of 1-10.

Press 'open case' to open the case folder
(NB: You only ever need to do this once for each problem person or address)



Evidence Page

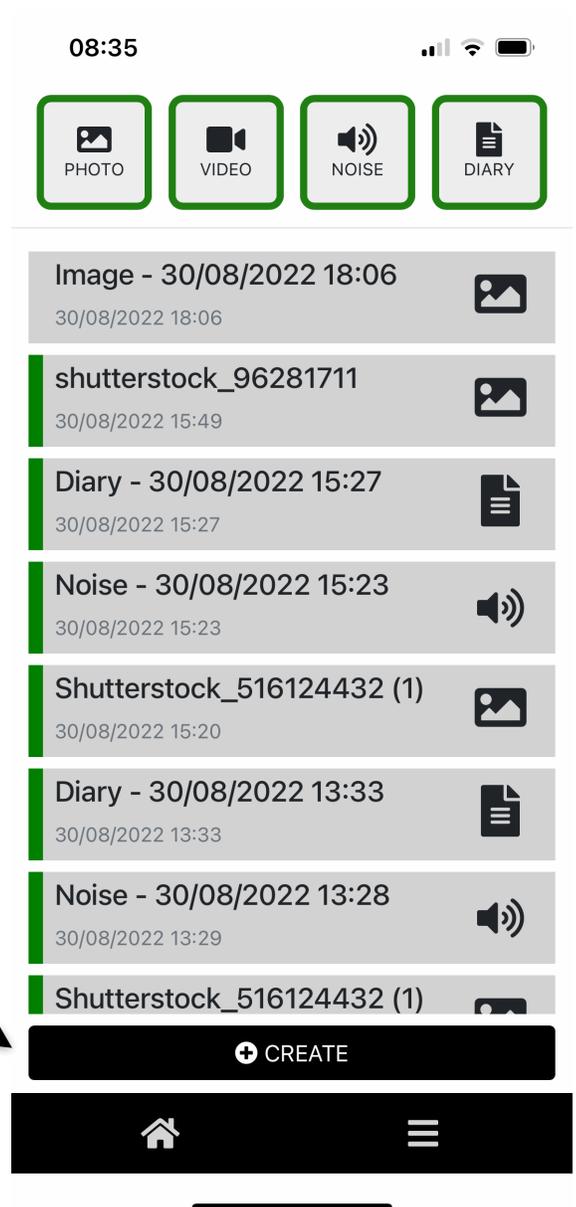
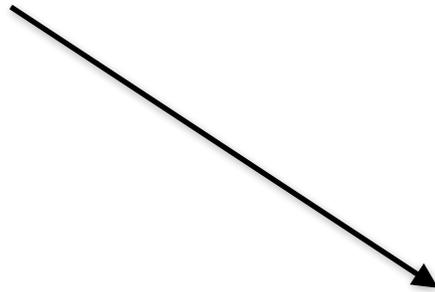
7. The Evidence button of the ASB App is the main part of the service and is where you can send evidence to your landlord by way of photo's, video's, noise recording's and diary sheet entries.

For further information about how the ASB App works or how to add evidence, visit the

You can add the following evidence:

- ✓ Photo's
- ✓ Video's
- ✓ Noise recordings
- ✓ Diary sheet entries

7. Simply press 'Create' to add new evidence

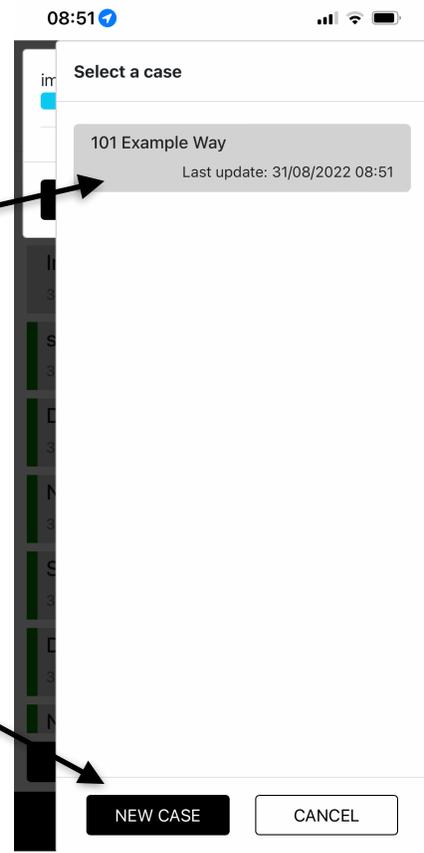


8. Follow the following steps once you have added your new evidence:

- ✓ Add a description of the evidence being added (for example: 'This is a video of the noise taking place this evening at 101 Example Way between 8.30pm and 10.30pm')
- ✓ Either click 'use current location' or 'show map' to select a location for the issue you are reporting.
- ✓ Be sure to select the case folder this evidence relates to on the 'select a case' page.
- ✓ And finally, select a risk assessment score on the scale from 1-10, considering how serious the issue being reported is at the time of your report.

Tip: follow the 4 steps when adding new evidence and be sure to select the case folder it relates to, as shown here.

If you haven't already opened a case folder, you can select 'new case' to open a case folder at this point.



And finally...

If there are any issues at all with the ASB App or if you have any questions about how to use the service, check the "Help & Info" button via the homepage or feel free to contact us directly for some assistance

ASB App Team

Tel: 0800 075 6699

Email: info@asbapp.co.uk

