



ROSSDALE HOMES

CLIENT PORTAL GUIDE

Login to Client Portal

Welcome to the Rossdale Homes client portal. To access this, you will need to have a job in our system at full authority or upgraded from a sketch. Once this is done you will receive an email from our Customer Service Team who will provide you with the details to login.

<https://www.clientportal.rossdalehomes.com.au>



Please log in to view your projects.

[Login Here](#)

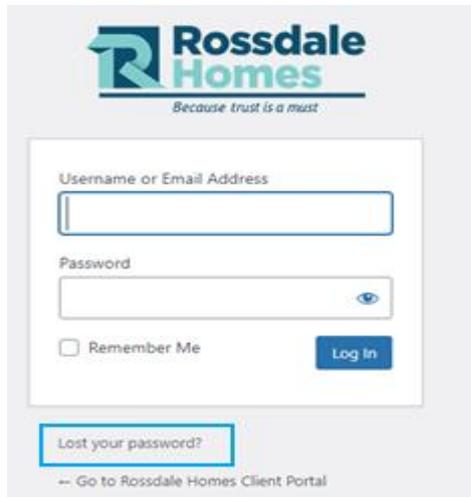
Click on Login

The screenshot shows the login interface for the Rossdale Homes client portal. At the top left is the Rossdale Homes logo with the tagline "Because trust is a must". Below the logo is a white login form with a blue border. The form contains the following elements: a text input field labeled "Username or Email Address", a password input field labeled "Password" with a blue eye icon for toggling visibility, a checkbox labeled "Remember Me", and a blue "Log In" button. Below the form, there is a link "Lost your password?" and a link "Go to Rossdale Homes Client Portal".

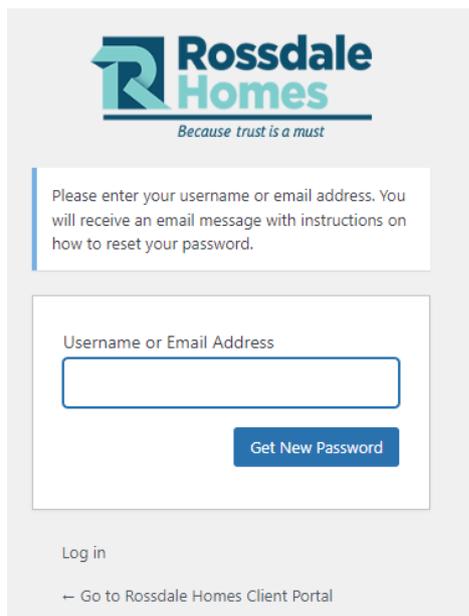
This is the login screen. Please use the provided details to login.

Change Your password

The password we have supplied is a complex one to remember. Provided is an option where we you can change this. At the login screen there is an option 'Lost your password?'



Click on this and you will proceed to the following screen.



Put in your email address then click on 'Get New Password'

This will start the process to change your password. It is recommended to have a pass phrase and ensure you use case, numbers and symbols at least 10 characters long. Pass phrases are the most secure passwords.

Visit the Australian Government Cyber Security Centre for further details

<https://www.cyber.gov.au/learn-basics/explore-basics/passphrases>

Client Portal

When you first login you go to our Home page.



[Home](#) [FAQ](#) [View Projects](#) [Logout](#)

Hi ROSSDALE INVESTMENTS PTY LTD

Building a home. The Rossdale Way.

Opening the door to your brand new Rossdale home is one of those memories that will stay with you forever, as it should. However, getting there isn't always easy.

A lot of things need to happen before you get your keys. So we've bundled them up and put them in to an easy-to-read document which we call the

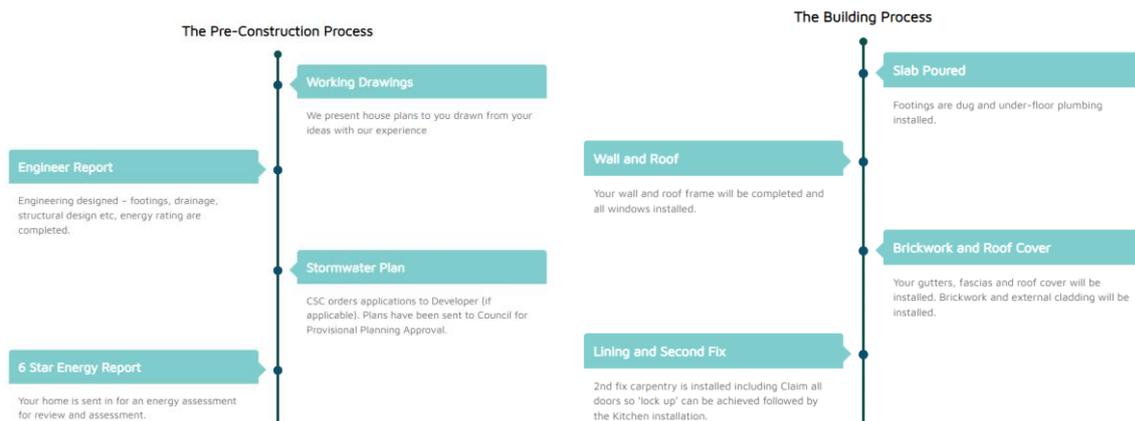
Rossdale Homes Pre-Construction and Build Schedule.

We want your experience of building your Rossdale Home to be enjoyable and rewarding, and hope this schedule helps you on your exciting journey.

After we have listened to what you want, we will present a 'price guide' for a new home for you. You then pay a small fee as part of a Preliminary Service Agreement and the Pre-Construction Process begins...

Below this is the building process

This gives you the steps involved along with a brief description of what is involved at each stage.



Client Portal Pages

[Home](#) [FAQ](#) [View Projects](#) [Logout](#)

In the top right hand corner, you will see the above four pages.

They can be accessed on any page.

Home – This is the home page when you first login

FAQ – A list of frequently asked questions and their answers

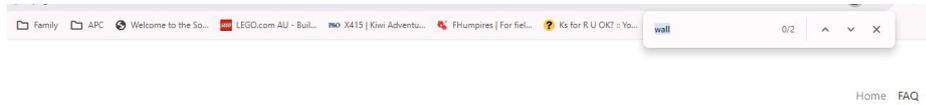
View Projects – This takes you to the information about your building project

Logout – Logout of the client portal

FAQ

This is a list of frequently asked questions. On this page, you can search for keywords using ctrl + F

In this example I used 'wall'



FAQ

Can I make changes to my build? Change windows, and door heights, put **walls** in or take them out, change the design of The Birchen or cabinetry?

This page will be updated over time as we find questions that can assist our clients.

View Projects

This will be the page that you use the most. This will bring up your building project. If you have multiple projects, you can access them under 'Current Projects'

Current Projects

Across the top it will have your property Lot address and underneath it six tabs. These tabs you will get important information about your building project.

Lot 2328 Waterville Way, Mount Barker



Progress

This tab will work with the building process on the Home page. This will give you a good guide to where your home is at in the building process.

When the Status has  this means that this process is completed. When it is 'Pending' this means the process is either not complete or not at this stage yet.

Tasks

This is the tasks involved in the building process, with a start date and a  when the task is completed.

Comments

Rossdale Homes will provide comments on your project. This will show the date of the comment and the comment. This can provide you with important information on how your building project is going.

Documents

In the building process, there are a number of important documents and packs to help you through this process. On this tab you will find them. Examples of what you can find are working drawings, HIA Contract, Building Schedule, landscape and stormwater layouts.

Gallery

Picture play an important part of the building process, from initial inspection to the actual building process. In the gallery we will add picture that relate to your building project.

Contacts

Your building project is linked to important contact within our office. Your sales consultant and Customer Service Coordinator name, email address and phone number can be found here.

Support

Through out the building process we are to support you on your journey. The main contacts are found on the contact tab. If you have any problems or issues, they are the first point of call for assistance.

It is important to know that we are looking after many clients. We will get to you ASAP

Please allow 24 – 48 hours for a response.