



**AUSSIE
RENTERS**

Help File Booklet

**Naming and changing,
scanning and saving
planning and managing**

Queensland

Residential Tenancies and Rooming Accommodation Act 2008 (QLD)

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Aussie Renters is the beginning of what has been desperately needed, for decades, a way of managing your tenancy on our **TERMS!**

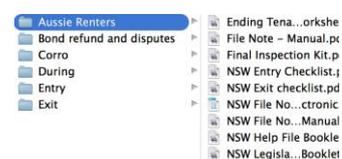
Tenancy Electronic Record Management System

Our **TERMS** has been designed specifically for the tenant and by using our system to manage your interactions with the rental property, you will be more organised as well as knowing more of your rights.

The first step to setting up a reliable tenancy management system is to keep a journal, a register of sorts. Attach the documents to this register and it creates the easiest system to manage your documents and correspondence while creating your own tenancy history.

To get started using our **TERMS** electronically, please:

1. **Click** the logo to download the zip file located in **Packs**
2. **Save** the zip file to your Desktop or MyDocs
3. **Double click** the zip file and the folders will be saved to this location
4. **Open** the **Aussie Renters** folder and locate the **file note register (register) electronic version**
5. **Make** a shortcut to the **register** placing it on your desktop. If you prefer, cut and paste the **register** to your desktop
6. **Scan** all documents relating to the property, placing the scans into the applicable folders
7. **Rename** each file/document using our format listed on the next page (you can read each filename at a glance this way)
8. **Link** the relevant documents to your **register**
9. **Create** a **file note** for each different issue or activity i.e. moving in or tap washer needs replacing. These can be done manually by printing copies of the **manual file note** saved in the **Aussie Renters** folder
10. **Create** a new **reference number** for each issue or activity and type it on the **register**
11. Write the **number** in the box at the top right hand corner of the **file note**
12. **Calculate** the days it took to repair or fix a previous request before finalising the **file note**
13. **Continue** this process with all your documents until you have them neatly filed with the **file note** placed on the top of the bundle as your header page. Make any notes on the file note to remind yourself of anything important



To get started using our **TERMS** manually, please:

1. **Click** on **TERMS** to download the zip file located in **Packs**
2. **Save** the zip file to your Desktop or MyDocs
3. **Double click** the zip file and the folders will be saved to this location
4. **Open** the **Aussie Renters** folder and locate the **file note register (register) electronic version**
5. **Print** a copy (or two) and file it at the beginning of your filing system, in a plastic sleeve or a couple holes and into a folder
6. **Follow** the process 9 to 13 above

Working out how you physically file the documents is up to you however filing them in numeric order with the register, will be the best way to retrieve the hard copies. The **file**

notes can be printed on coloured paper to help with separating each file and an A4 document box will do the job if you hate filing. Make sure you staple or clip the **file note** to keep the relevant information together or place in a plastic sleeve with the **file note** on top as the header page.

Aussie Renters can mail you a personalised copy of our **Take Action Tenancy Pack** in a 13 Pocket Expanding File with tab dividers to store your important documents.

Saving your Document

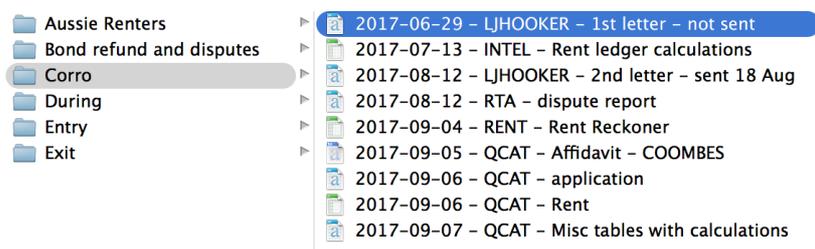
Saving everything electronically is a simple process due to the amount of technology we have at our fingertips. By starting this process at the beginning of your tenancy, it will ensure a neat and tidy correspondence system.

Every document should be scanned and saved electronically. Initially, this may be difficult however once you have settled into your new home, an hour of your time will tidy up your documents and pictures.

Our letters will be emailed to you and there will be two attachments:

1. **Letter** with **reference list** (format YYYY-MM-DD – **TYPE** – FILENAME – **LET**)
2. **File note** with **register strip** (format YYYY-MM-DD – **TYPE** – FILENAME – **FN**)

TYPE = Main subject - RTA, QCAT, REA, RENT (REA = Real Estate Agent or LLD = Landlord)



By using these formats, you can sort the documents into ascending or descending order and linking your documents to the **file note register** will be much easier. If you require assistance from us, due to using this format, it will make it easier for Aussie Renters to request particular documents (we may want to examine a document to see how we can help). The main pictures that you are referring to in any correspondence should be renumbered too. We suggest something simple like 2017-09-01 - PIC001 etc.

Set up your main folders

The **Aussie Renters TERMS** should be saved on either the desktop or your documents folder, on a computer. If you are really tech savvy, you can set up your mobile phone to store your documents electronically however we do not include instructions for this. It is a simple process and should only take a minute to set up.

Please follow instructions listed under the **Tenancy Electronic Record Management System (TERMS)** listed above on page 3.

Aussie Renters folder – contains the **file note register** and other freely available products available at Aussie Renters. We have included the current forms for you state or territory, so please ensure you download a new copy every time you move. This will

guarantee you are getting the latest forms available. The links for the different forms are also available, if you want to download it rather than searching your folders for the document. The **letters** are processed via our website along with the **file notes**.

1. **Electronic file note register** – locate the electronic version and create shortcut on the desktop or cut and paste it onto your desktop for easy access.
2. **Manual file note register** – locate the manual copy and print a copy or two for the start of your filing system. Place these in a plastic sleeve or clip them in to a folder or on a board, make it separate from the correspondence you are going to store.

Corro folder – save all correspondence received or sent to the landlord, basically anything regarding the property.

Entry and **exit** folders – store your entry or exit correspondence under these folders as well as the pictures you have taken. If you do not need 6 bedrooms and 3 bathrooms, trash the extra folders.

During folder – separated into inspection in the year. Save any entry notices in these folders and any additional requests made during the inspection. Folders have been provided for the pictures.

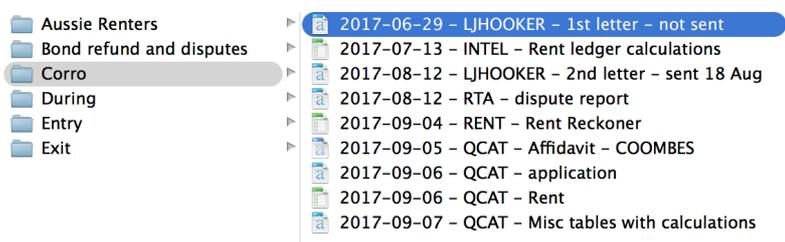
We recommend recording ALL documents, saving them in the applicable folders using our format to allow you to read what the document is at a glance.

Name your document using our format

Scan or take a picture of every document you receive or generate (give or send) and save it to **Aussie Renters TERMS** folders. Using our format, you can read the file and know the contents at a glance.

Using the example below, due to a dispute involving rent not being credited, the matter went to RTA however was unresolved. An application is being processed for QCAT to request for an order to be made, resolving this dispute. If this was a bond refund dispute, these documents would be stored in the **Bond refund and disputes** folder.

TYPE = Main subject - RTA, QCAT, REA, RENT (REA = Real Estate Agent or LLD = Landlord)



To change the filename:

1. Click on the filename and **right click** selecting rename. You can double click to make the filename editable however if you are too quick, you will open the document.
2. **Rename** the filename using our format, leave the extension in place, example: doc, pdf, jpg, png, bmp etc.

See our complete [Help File](#) for additional assistance with renaming your document.

Letters you wish to produce

Documents and format

The documents emailed will be:

1. **Letter with reference list**
format YYYY-MM-DD – TYPE – FILENAME – **LET**
2. **File note, reference list and register strip**
format YYYY-MM-DD – TYPE – FILENAME – **FN**

TYPE = Main subject - RTA, QCAT, REA, RENT (REA = Real Estate Agent or LLD = Landlord)

Aussie Renters
- File Note
- Letters
- Reports
Australian Capital Territory
New South Wales

The documents generated with a **letter** are:

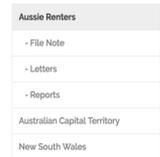
1. **Letter** - relevant letter addressed to the landlord with paragraphs or sentences included reflecting your responses. The landlord's email address will appear under the postal address for you to click on and send the letter.
Inspection letters (entry, periodic and exit) have an additional page for you to note issues (repairs or maintenance) that require fixing or remedying with a place to drag and drop your image.
Termination notice is supplied with the **Intention to vacate letter** and offers your suitable times for a final inspection. Sign the document and send it with the **letter** and **reference list!**
2. **Reference list** - refers to the different sections of the legislation as well as teaching you your rights. A smaller version is listed with the **file note**, so you know exactly what the legislation says if the landlord is saying otherwise.
3. **File note** - is the cover page for your hard documents and you should store the remaining correspondence under the **file note**. By writing the **reference number** in the top right hand corner, you can file the documents in order noting its number on the **file note register**.
4. **Reference list (for your records)** - if the landlord wants to clarify anything that has been sent. The previous **reference list** mentioned above will be sent to the landlord with the other correspondence.
5. **File note register strip** - copy this entry (register strip) and paste it into your **file note register**.

Generate a letter

Please note: our website is mobile responsive, however instructions are not written for using **our TERMS** on a mobile device. If you tech savvy, set up folders on your mobile phone or save the emails in it's own folder in your emails, as this will help keep your documents organised.

In **Legislation with Explanation** our logo **TERMS** represents **letters** available for this subject. Click on the **logo** and you will be redirected to our **letters**.

1. Please make sure you are logged in before generating a **letter**.
2. Click this [link](#) or select **Aussie Renters** (to the left) then select letters – OR – mobile devices under **Where are you renting?**
3. Complete every field and click **FINISHED**



Please note:  is disabled due to the **letters** being free. If you are not logged in, add to cart will appear instead of the responses required.

Bond Refund Dispute 1st

Acknowledge or inform the bond dispute and request the evidence

Please enter your responses and we will email your letter to you shortly (within 24 hours). Every field needs a response!

Issued or received by: Issued by tenant
 Communicated with: Property Manager
 How: **Via email**
 Property address:
 Date you paid your bond:

Email arrives from Aussie Renters

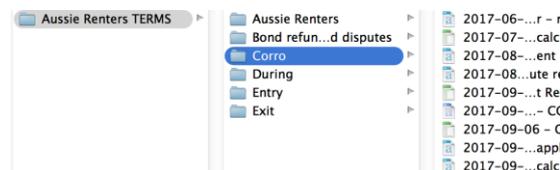
Your **letter** will be compiled and two documents will arrive, one being your **letter** and **file note** with a **register strip** to update your file note register. **Download** and **save** the both documents to the **Corro** folder under **Aussie Renters TERMS**. Follow the remaining steps to save, print and file, the **letter**.



- Generate letter **Select letter** from our website
- Email received We will endeavour to send your letter within a 24 hour period

2017-06-05 - RAYWHITE - Rent increase dispute - LET
2017-06-05 - RAYWHITE - Rent increase dispute - FN

- Save Aussie Renters TERMS > Corro folder



- Open **File note register** from Aussie Renters TERMS > Corro folder



2017-06-05 - RAYWHITE - Rent increase dispute - LET
2017-06-05 - RAYWHITE - Rent increase dispute - FN

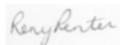
- Record issues **Change** the letter, if necessary
Add any additional notes in the comments section of the file note

Insert your signature block if you want to sign the letter electronically (see help file)

I would like to take this opportunity to request a copy of the rent payment record for the abovementioned property for the period 24 June 2016 to 4 July 2017 and it is required within seven (7) days in accordance to s. 88 of the Act.

Please forward all documents via email to reny_renter@hotmail.com.au and if you wish to discuss anything with me, please do not hesitate to contact me on 0488 888 888.

Regards,



Reny Renter

Save & Print

Sign and scan the letter
Save or replace the letter
2017-06-05 - RAYWHITE - Rent increase dispute - LET
2017-06-05 - RAYWHITE - Rent increase dispute - FN

Close

Only keep the current letter to prevent confusion!
Close the letter
2017-06-05 - RAYWHITE - Rent increase dispute - LET

Link & allocate

Copy file note register strip
 Highlight the row and Ctrl+C or Command+C

REF NO	DATE & TIME	ISSUED / RECEIVED / ACTIONED BY	HOW	REGARDING	IMPORTANT DATES	COMPLETED
1	14 July 2017	Issued by tenant Communicated with Property Manager	Via email	Rent increase dispute	21 July 2017	

Paste into the empty row on the **file note register**
 Ctrl+V or Command+V

REF NO	DATE & TIME	ISSUED / RECEIVED / ACTIONED BY	HOW	REGARDING	IMPORTANT DATES	COMPLETED ON	YOUR NOTES
							Hyperlink to file note

Allocate a reference number and write it on the file note

FILE NOTE

1

Days to resolve:

DATE: 14 July 2017
 ISSUED/RECEIVED: Issued by tenant
 TO/FROM: Property Manager
 VIA/BY: Via email
 RE: Rent increase dispute

Close

Close the letter
2017-06-05 - RAYWHITE - Rent increase dispute - FN

File

Staple the hard copies together with the **file note** on the top
File the hard copies in numeric order

Reminder

Put a reminder in your calendar to alert you to follow up on issues, if they haven't been remedied

Your master file note register

The register

There are two styles of the **file note register** and both can be located in the **Aussie Renters** folder or can be downloaded from the **Help Files** (see below). The **register** is your bible to your tenancy history so try to keep it neat and tidy, making sure any notes or additional comments are written on the **head file note**.

Our letters include a '**register strip**' containing your data (used to compile the **letter** and **file note**) and it is located at the very end of the main document.

Due to people preferring to make written notes, we have included a printable version for you to use.

1. **Manual copy** has been prepopulated to allow quick responses i.e. circle or highlight the applicable response.
2. **Electronic copy** is presented in MS Word to allow electronic entries. Create a shortcut on your desktop to access this document.

The benefits of using the electronic copy is, the links will re-direct you to **our website** where you can generate a **file note** or **letters**. Also on the register are the choice of two **register strips** that can be used separately or in conjunction with your master register:

1. **Copy** and **paste** the Aussie Renters generated **register strip** into the blank row; or
2. **Copy** and **paste** the **manual register strip** (located in the last row of the electronic copy) into the blank row and use the 'text highlight'  to mark your responses, as shown on the illustration below.

The second process is helpful if you wish to write a **manual file note** and then record it on your **electronic master register**.

Example: you have scanned your tenancy agreement and want to attach it to the master register:

1. **Copy** the manual **register strip**.
2. **Paste** it in the blank row.
3. Complete the **register strip** by entering a reference number the text highlighting - e.g. *Received by Tenant; Property Manager; in person at the office*.
4. Under important dates, you could enter the "renew agreement date" or perhaps the "end of agreement date".

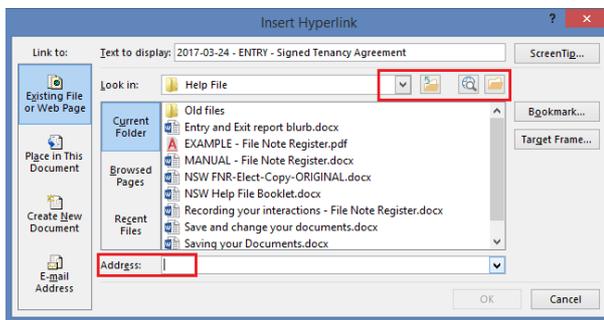
REF NO	DATE & TIME	ISSUED / RECEIVED / ACTIONED BY	HOW	REGARDING	IMPORTANT DATES	COMPLETED ON	YOUR NOTES
	DATE: 15/04/2017 TIME: 10:15 am	Issued by / Received by / Actioned by Property manager Tenant Maintenance Repairs Other:	In person at the office By post By telephone By text Other In person at the property Via email Via fax Via mail Via website	Periodic inspection	DATE: 31/01/2017	DATE: ___/___/20__	Acknowledged by sending Pre inspection letter with issues that need remedying within 28 days.

Write the allocated **reference number** in the box. Use this **file note** as the cover, header page for the documents. Staple or clip them together and file them in a folder, suspension file or A4 box.

Linking your document to the File Note Register

This is possibly one of the least used facilities in MS Word. Instead of locating the hard copy when checking something, simply click the link and your document will appear.

1. Click in the row and tab to the far right hand column, highlighting [Hyperlink your file here](#)
2. **Right click** on the highlighted display name and select **Hyperlink** or select from the menu **Insert > Hyperlink**.
3. Select **Document** as the hyperlink you are saving.
4. Select **Locate or Browse**.
5. Navigate to your document and click **OK** or **Open**.
6. *Link to* - your document link has been inserted and the next step is to name it.
7. **Tab** to the next field and enter a name for the linked file.
8. If it looks like the image below, click **OK**.



When you name the document in the linking process (step 7), name the document something simple, like letter or scan. The format used when saving a scanned document or a picture is to allow you to read what the document is by reading the name of the file. For the purpose of the register, you can just use a simple word so you know it is the letter attached rather than some notes you may have taken and scanned.

If you have printed the manual **file note register**, use this column for additional notes as the **coc ref no** will point you to the hard copy file or correspondence rather than clicking a link.

File notes

File note generator offered by Aussie Renters

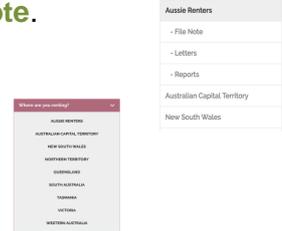
First time users: make sure you are a member and have downloaded **Aussie Renters TERMS**, setting it up prior to running your first letter. Have a read of our Tenancy Electronic Record Management System section above before returning to this screen. **Please note:** our website is mobile responsive, however instructions are not written for using **our TERMS** on a mobile device. If you tech savvy, set up folders on your mobile phone or save the emails in it's own folder in your emails, as this will help keep your documents organised.

To help with managing your tenancy affairs, we have incorporated a **file note**, and you can generate one from our website. Every **letter** generated will arrive with a **file note**. Create one every time you interact with the rental property or have manual copies available to write on. **Example:** the smoke detector has been checked by a qualified trades person.

Generate a file note

We are using file notes to tidy up your filing system by supplying a header type page and a place to write manual note. The file notes can be generated from our website, manual copy printed and written on or the file note will be attached to our email we send to you with your letter.

1. Please make sure you are logged in before generating a **file note**.
2. Click this [link](#) or select **Aussie Renters** (to the left) then select letters – OR – mobile devices under **Where are you renting?**
3. Complete every field and click **FINISHED**



Please note: **ADD TO CART** is disabled due to the **file note** being free. If you are not logged in, add to cart will appear instead of the responses required.

File Note

Record a file note

Please enter your responses and we will email your file note back to you!

* Issued or received by: Issued by tenant
 * Communicated with: Maintenance person
 * How: In person at the property

* Regarding: Notice issued by landlord for maintenance

* Comments: Smoke detectors checked and were found to be faulty. Replacement will be installed in the next couple days.

FINISHED

Email arrives from Aussie Renters

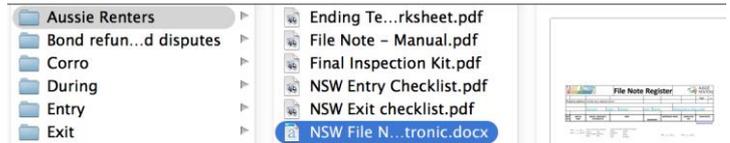
When your document is ready, the **file note** and **register strip** will be emailed to you. **Download** and **save** both documents to the **Corro** folder under **Aussie Renters TERMS**. Follow the remaining steps to save, print and file, the file note:



- Generate **Select file note** from our website
- Email received We will endeavour to send your file note within a 24 hour period
- Save **Save document 2017-09-05 - MAINT - Smoke detector faulty - FN**



- Open **2017-09-05 - MAINT - Smoke detector faulty - FN**
File note register from Aussie Renters TERMS > Corro folder



Record issues **Change** the file note, if necessary
 Print & Save **Print, save** or **replace** the file note (do not close the document)
2017-09-05 - MAINT - Smoke detector faulty - FN

Only keep the current file note to prevent confusion!

Link & allocate **Copy file note register strip**
 Highlight the row and Ctrl+C or Command+C

REF NO	DATE & TIME	ISSUED / RECEIVED / ACTIONED BY	HOW	REGARDING	IMPORTANT DATES	COMPLETED ON
1	14 July 2017	Issued by tenant Communicated with: Property Manager	Via email	Rent increase dispute	21 July 2017	

Paste into the empty row on the **file note register**
 Ctrl+V or Command+V

REF NO	DATE & TIME	ISSUED / RECEIVED / ACTIONED BY	HOW	REGARDING	IMPORTANT DATES	COMPLETED ON	YOUR NOTES
							Hyperlink your file here

Allocate a **reference number** and **write** it on the **file note**

1

Days to resolve:

FILE NOTE

DATE: 14 July 2017
 ISSUED/RECEIVED: Issued by tenant
 TO/FROM: Property Manager
 VIA/BY: Via email
 RE: Rent increase dispute

Link 2017-09-05 - MAINT - Smoke detector faulty - FN to the **file note register** (see help file)

Close **Close** the file note
2017-09-05 - MAINT - Smoke detector faulty - FN

File **Staple** the hard copies together with the **file note** on the top
Write the reference number
File the hard copies in numeric order

Finalise **Finalise** your file and record the days to resolve (see below Finalise a file note)

Reminder **Put a reminder** in your calendar to alert you to follow up on issues, if they haven't been remedied or finalise the file

Finalise a file note

File note register strip

Please copy (or cut) your file note register strip and paste it into your main electronic document.
 Hint: highlight MAIN ELECTRONIC DOCUMENT and set up a hyperlink to your File Note Register.

Add additional information before copying the strip of data. Tabs will take you to the next cell, highlighting the contents. The Tab function does not work within the table.

REF NO	DATE & TIME	ISSUED / RECEIVED / ACTIONED BY	HOW	REGARDING	IMPORTANT DATES	COMPLETED ON	YOUR NOTES	LINK YOUR DOCUMENT
	16 May 2017	Issued by tenant Communicated with: Property Manager	Via email	Entry condition and report returned	6 May 2017			Hyperlink your file here

When the issue or repair has been remedied, or the **file note** is no longer active, it can be finalised. At this point, work out how many days it took to fix the problem.

1. **Mark** the **date completed** on your **file note register**.
2. **Highlight** a mark across the date so it stands out as completed.
3. **Mark** a line through the hard copy **file note** number so you can visually see it is finalised.
4. **Calculate** the amount of days it took to remedy the situation and place the number in the blue box under the words "Days to resolve".
5. **File** the hard copy file.

If you do this from the beginning of your tenancy, you will slowly recognise the how long the issues takes to resolve. If your landlord is continually dragging their feet to have things repaired, then you might handle the next issue by being more assertive and applying the squeaky wheel approach! (If you haven't heard of this expression, the noise made irritates you until oil is applied, remedying the squeak)

For instance, the records show it took 60 days to fix a dripping tap and now you want your water bill compensated, as you did not use this water, it dripped due to the landlord not fixing it. Recording how many times you attempted to have this issue resolved will only help your argument. If you are in this situation, place a jug under the dripping tape and remove it exactly one hour after placing it there. Measure the amount then calculate it by 24 and then by 60. 500 ml per hour will equal 720 ltr, nearly a kilolitre. It may not seem much but why should you pay for it? This example is minimal whereas reporting a green patch in your garden to your landlord might cost a few more dollars, if you were away for the weekend and it sprung into a giant water feature.

Additional things you need to know

Images and picture

Storing the pictures taken at the entry or exit inspection is crucial to securing your bond money. If you do not keep these pictures safe, at the end you may struggle to prove the property was in the same condition when you moved in.

Import all the pictures and rename the main ones to the number listed on your condition report (or Post-It notes system – see our [Booklet for Tenancy](#) for an explanation). Ensure the pictures are stored in the **Aussie Renters** folder under their relevant room.

Our entry or **exit condition letter** has a table included and you can list the issues or discrepancies with the property by dragging and dropping the picture taken showing its condition or damage.

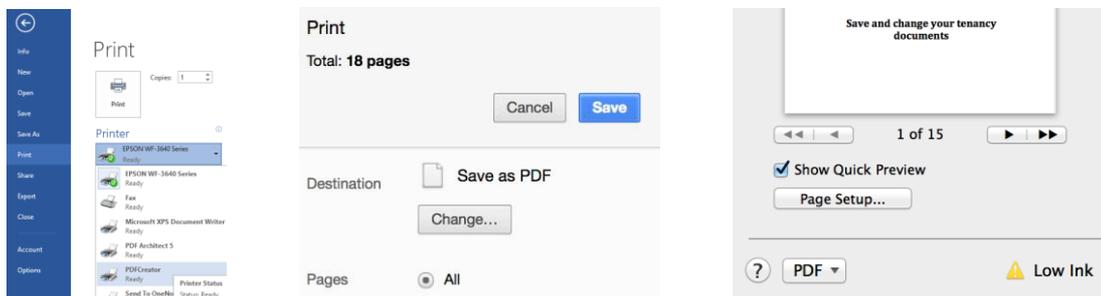
1. **Import** pictures to your computer.
2. **Examine** the pictures and **move** them to their relevant room.
3. **Rename** the main using format **YYYY-MM-DD – PIC001**.
4. **Open** the saved **entry or exit letter** and locate the table on the third page.
5. **Complete** the table with issues or discrepancies in the column provided.
6. Locate the picture for each issue and **drag and drop** into the column provided.

Converting your files to PDF

The easiest way to store a document from the Internet is to **print** it to a PDF. For this reason, we have included this information. The documents can be emailed, as they are however it is best to convert your documents to PDF prior to emailing.

CutePDF or **PDFCreator** offer free versions of commercial PDF converting software for Microsoft computers that do not have a facility for saving (or rather printing) the file as a PDF. **DocHub** is another very easy to use PDF converter with the ability to embed your signature and you can send the document directly from this program too. You can sign your letter and send it with DocHub.

If you are using a Mac computer, the print facility has the option to print the document to a PDF. Select print from the menu bar and once the print view is available, select **Save as a PDF**.



Tables within a word doc

Any tables used in our documents have the cells set to a permanent size and cannot be adjusted due to the pictures being dragged and dropped into a cell. Generally the cell will adjust to accommodate the picture however we do not want this occurring as the pictures would require cropping to make them fit.

The size has been set to prevent the table going haywire and shrinking or adjusting in ways that you cannot imagine. By setting the cell size permanently, it will adjust your picture to fit its size. Problem solved!

Add rows to the table

1. Click in the bottom row, right side last cell.
2. Click the tab button and a new row will appear.
ALTERNATIVELY
1. Place cursor in the row where you want the additional row.
2. Select **Table > Insert > Insert row** (above or below).

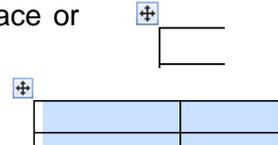
Copying and pasting a row

1. **Highlight** the entire row by running your mouse down the left hand side of the table until a different cursor arrow appears then click the mouse and this will highlight the entire row.
2. **Copy** (Control+C or Command+C).
3. **Paste** (Control+V or Command+V).

If you paste immediately, the identical contents will be duplicated and you can change either row to suit your needs.

Copying the table

1. To **highlight** the entire table, drag your mouse over the top left hand corner until the icon below appears. Click on the cross .
ALTERNATIVELY
Drag your mouse over the top of the table, left hand side and when the down arrow appears, click the mouse and drag to the right highlighting the whole table.
2. **Copy** the blue highlighted contents (Control+C or Command+C).
3. **Open** the document that contains the table you wish to replace or add the copied table.
4. **Place your cursor** where you would like the table to be.
ALTERNATIVELY
Highlight the table being replaced by completing step 2.
5. **Paste** (Control+V or Command+V).



Remember, if you add any section of the legislation, you will have to type the details on the **reference list** as we have done. The **reference list** is in another table, so the actions you took (copying and pasting) will have to be repeated in the same document. If you get stuck, contact us for help fixing the documents via email.

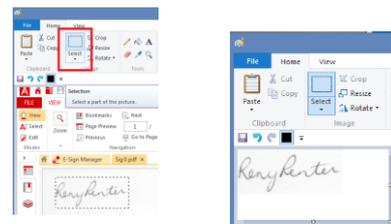
Setting up your signature block

Printing, signing and scanning are all eliminated from the process of emailing a **letter** if you put your signature into the document and save it electronically. Once you have made your signature image, you simply insert it into the document. Save your signature under the **Aussie Renters** folder and you can use it in any electronic document.

1. **Sign** a blank piece of paper as close to the top left hand corner of the page.
2. **Scan** the signature.
3. **Save** the document as an image (jpg, bmp, png).

Microsoft Paint

1. **Right click** and select open with MS Paint.
2. Select **Crop** and crop close to the signature.
3. **Cut** (Control+X) the image.
4. Select **New > Don't Save**.
5. **Paste** (Control+V) the cropped signature.
6. **Adjust** the white area around the signature. Make it as close as possible without removing any of the signature.
7. **Save** the signature under **Aussie Renters** folder calling it **Signature**



Apple Mac

1. **Double click** to open the signature image.
2. **Take** screenshot (Command+Shift+4).
3. **Locate** the image (usually in Desktop).
4. **Rename** to Signature.
5. **Move** the file to the **Aussie Renters** folder.



This signature block can now be used in the **letters** (or other documents) by inserting it into the space above your name.

1. **Open** the **letter**.
2. **Place** the cursor on the row above your name.
3. Select **Insert > Photo > Picture from file**.
4. Navigate to the **Aussie Renters** folder.
5. **Double click** on the **signature** file
ALTERNATIVELY
Click on the **file** and select **OK** or **Open**.
6. **Adjust** the signature by clicking on the image then use the corner/diagonal arrows, drag the image to a suitable size, one that looks real.
7. **Save** the document.

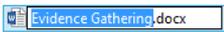
DocHub is a web-based program that will allow you to sign and edit any PDF document. You log in using your Google or DropBox account and DocHub will send a signature reader to your mobile phone. You sign it using a stylus or your finger and the digital signature can be added to any document then emailed or faxed. Please have your documents converted to PDF from Word prior to using DocHub as the tables used in the Word doc converts incorrectly, making your letter look messy!

Rename a document using our format

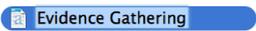
When renaming a document, always leave the extension in place. Example: doc, pdf, jpg, png, bmp etc. The extensions are pretty important when it comes to making the file work!

The reason behind renaming your documents and pictures is so you can identify the contents by the filename. **Example:** The kitchen oven is not working and an urgent repair has been requested. The format 2017-05-06 - REA - Oven repair request.pfd means you sent a letter requesting the repair to the real estate agent.

Microsoft Window

1. **Highlight** the file.
2. Right click and select **Rename**. 
3. Type the new name using our format.
If renaming many, highlight the text and copy (Ctrl+C).
4. **Otherwise**, click enter and the file will be renamed.
ALTERNATIVELY
5. **Double click** on the filename and the name becomes editable.
6. **Rename** the filename.
7. Click **enter** and the file will be renamed.

Apple Macs

1. **Slow double click** on the file (click once then click again but not as fast as a double click).
2. **Rename** the filename. 
3. Click **enter**.
ALTERNATIVELY
4. **Highlight** the file.
5. Click **Perform Task**.
6. Select **Get Info**.
7. Open **Name & Extensions**.
8. **Rename** and close the window.