

Creating & Completing a PCR

1. Log in at <https://agent.reportsonline.com.au/>

2. Select New Job at the top of the screen.



3. Enter the property details, select a Property Manager and click Save.

Add New Address

Unit No <input type="text" value="2"/>	Street No* <input type="text" value="15"/>	Street Name* <input type="text" value="New Estate Road"/>
Suburb* <input type="text" value="Property Village"/>	State* <input type="text" value="WA"/>	Property manager* <input type="text" value="Jack"/>

Comment box

Urgent Save










4. Click the Upload PCR icon, select the file and click Upload.

You will need to select a file that is in excel format.

Request list											
#	Audit Trail	PM Name	Address	Edit Request	Upload PCR	Edit PCR	Tenant Details	Finalise Report	Download Report	Photos Link	Send to Tenant
1	Pending	Jack Burgess	2/15 New Estate Road, Property Village, WA								

Showing 1 to 1 of 1 entries (filtered from 16 total entries)

5. Edit, delete, or add any rows as desired. This can be accessed again by clicking the edit PCR icon at any time before finalising the report.

Place	Entity	Clean	Undamaged	Working Order	Comment	Edit
FRONT OF THE PROPERTY	Garden				There is one garden bed which is sand and mulch the base with heavy weed intrusion and minor leaf debris throughout. All plant life is green and healthy.	  
FRONT OF THE PROPERTY	Paving/Driveways	N	Y		Floor is a red patterned brick with sand as mortar. There is heavy weed intrusion and minor sand debris throughout.	  
FRONT OF THE PROPERTY	Walls of Home	Y	Y		Walls of the property are cream patterned brick with cream mortar with minor discoloration noted to the mortar throughout.	  

6. Select **Generate Report**, and sign your full name, enter the tenant details and add relevant dates.

If only approximate dates for floor cleaning and painting are known, these can be selected as the month and year only. If they are completely unknown, these dates can be left blank.

Lease info ✕

PM Full Name*

Tenant

or Select Tenant:

[Add Tenant](#)

Lease Start date *

Painting of premises (external):

Painting of premises (internal):

Current floor coverings laid:

Floor coverings professionally cleaned:

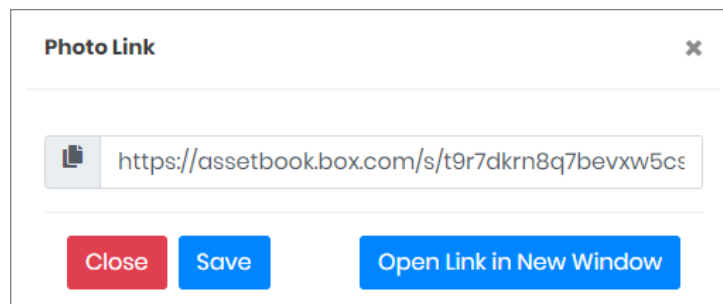
! Date format must be in the form of mm/yyyy or dd/mm/yyyy.

Close
Generate

7. Click **Generate Report** and wait a few moments. The PCR is now downloadable in PDF, Word and Excel formats by clicking the relevant icon.

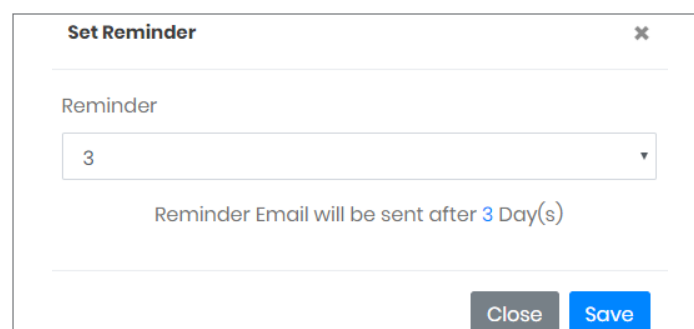


8. Click on the **Photo Link** icon. Enter the link to the location of the photos and click **Save**. *This can be from AssetBook, Dropbox, Google Drive, or any other file sharing server.*



The screenshot shows a dialog box titled "Photo Link" with a close button (X) in the top right corner. Below the title bar is a text input field containing the URL "https://assetbook.box.com/s/t9r7dkrn8q7bevwx5cs". At the bottom of the dialog, there are three buttons: a red "Close" button, a blue "Save" button, and a blue "Open Link in New Window" button.

9. Once you are satisfied all details are correct, select **Finalise Report**. After this point the PCR is locked for editing so ensure no further changes are required.
10. Once finalised, click the **Send to Tenant** button and then choose **Submit**. They will receive an e-mail with a link to complete the PCR and have 7 days to submit their comments.
11. You have the option to set e-mail reminders for the tenants to complete the report. Click the **Set Reminder** icon and choose how many days before the reminder is sent, then click **Save**.



The screenshot shows a dialog box titled "Set Reminder" with a close button (X) in the top right corner. Below the title bar is a label "Reminder" followed by a dropdown menu showing the number "3". Below the dropdown, the text "Reminder Email will be sent after 3 Day(s)" is displayed. At the bottom right of the dialog, there are two buttons: a grey "Close" button and a blue "Save" button.

12. If an error has been made in entering the tenant's e-mail address(es), or if the 7 day period needs to be extended for any reason, you can select the **Send to Tenant** button again to resend the PCR.

Send to tenant ✕

You can either click **SUBMIT** to send the report directly to tenant

📄 <https://agent.reportsonline.com.au/#/tenant?info=>

Tenants Info

Joe Resident:

joeresident55@gmail.com

Reset Sent Day

Submit

Close

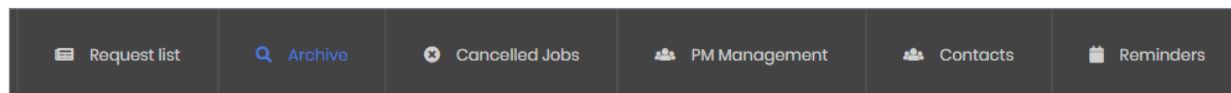
13. When each tenant submits their comments you will receive an e-mail notification. Once all tenants return the PCR or the 7 day limit expires, you will receive a final notification to review the PCR. Log back in to Reports Online and select the **Final Sign** button. You will see the tenants' answers and any comments will show a blue icon.

Place	Entry	Clean	Undamaged	Working Order	Inspector comment	Tenant Agrees	Tenants Comment
FRONT OF THE PROPERTY	Garden				There is one garden bed which is sand and mulch to the base with heavy weed intrusion and minor leaf debris throughout. All plant life is green and healthy.	N	●
FRONT OF THE PROPERTY	Paving/Driveways	N	Y		Floor is a red patterned brick with sand as mortar. There is heavy weed intrusion and minor sand debris throughout.	Y	
FRONT OF THE PROPERTY	Walls of Home	Y	Y		Walls of the property are cream patterned brick with cream mortar with minor discoloration noted to the mortar throughout.	Y	
FRONT OF THE PROPERTY	Ceiling/Eaves	N	Y		Eaves of the property are white plasterboard with heavy staining noted throughout. Minor paint cracking and flaking noted.	Y	
FRONT OF THE PROPERTY	Outlets/Downpipes	N	Y		Downpipes are cream metal clean and undamaged. Outlets are cream metal with heavy black markings throughout.	Y	
FRONT OF THE PROPERTY	Light fitting	Y	Y		There is one globe secured to the ceiling on a plastic cream backing with minor cobweb debris noted throughout. There is one decorative two-globe spotlight with one motion sensor to the base with heavy dust debris noted throughout.	Y	

14. Once again sign your full name for electronic acceptance.

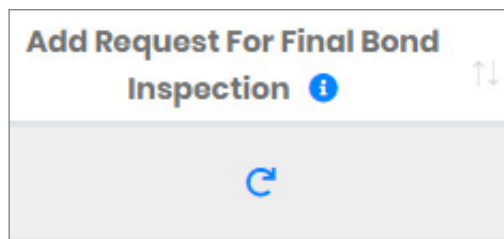
PM Full Name

15. At this point, the PCR will enter your **Archive** until needed for the Final Bond inspection. Tenants will receive a copy of the final report e-mailed to them for their records.



Completing a Final Bond Inspection

- Once a property reaches the end of tenancy, search for the property in the Archive and select Add Request For Final Bond Inspection. The property will appear back in the Active Jobs list.



- Click the **Upload** button. You will see all of the ingoing inspection comments and tenants comments. Add your final comments and mark items as Clean, Undamaged and Working.

This can be done when you are on-site completing the inspection or typed back in the office. If you would still prefer to print a copy and take hand-written notes, you can do this by using the download icons.

	Inspector Comment	Clean	Undamaged	Working	Tenant Comment	Tenant Accept	Clean	Undamaged	Working	Final Bond
Garden/FRONT OF THE PROPERTY	There is one garden bed which is sand and mulch to the base with heavy weed intrusion and minor leaf debris throughout. All plant life is green and healthy.					✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Paving/Driveways/FRONT OF THE PROPERTY	Floor is a red patterned brick with sand as mortar. There is heavy weed intrusion and minor sand debris throughout.	✗	✓			✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walls of Home/FRONT OF THE PROPERTY	Walls of the property are cream patterned brick with cream mortar with minor discoloration noted to the mortar throughout.	✓	✓		There are paint marks on the walls and some cracks	✗	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3. Once you have finished adding comments, click **Generate** to finalise the report.
4. Click the **Send To Tenant and Archive** button.

Send To Tenant And Archive

The tenant will receive a PDF copy via e-mail and the job will move back into the archive, ready for a new tenant to move in.

Using an Excel PCR Template

Reports Online requires PCRs to be in an Excel format in order to recognise the uploaded data. You can find a ready made template here:

<https://www.reportsonline.com.au/agent/guides>



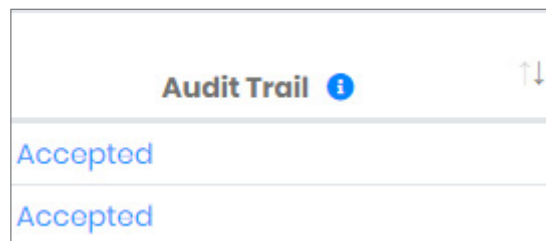
Inputting data into the template is simply a matter of copying the data into the corresponding column.

- **Category:** The room of the property
- **Subcategory:** Each individual item within the room e.g. ceilings, floor coverings, light fittings etc.
- **Clean/Undamaged/Working:** Enter a Y or N value for each of these columns.
- **Comments:** Enter your inspector's comments.

Category	Subcategory	Clean	Undamaged	Working	Comments
FRONT OF THE PROPERTY	Garden				There is one garden bed which is sand and mulch to the base with heavy weed intrusion and minor leaf debris throughout. All plant life is green and healthy.
FRONT OF THE PROPERTY	Paving/Driveways	N	Y		Floor is a red patterned brick with sand as mortar. There is heavy weed intrusion and minor sand debris throughout.
GARAGE	Garage Door	Y	Y	Y	There is one cream metal manual roll up door with minor cobweb debris throughout. In working order.
GARAGE	Floor Coverings	Y	Y		Flooring is red patterned brick with sand as mortar. There is minor weed intrusion and leaf debris throughout.
GARAGE	Walls/Picture Hooks	Y	Y		Walls are cream bricks with cream mortar with minor discoloration noted to the mortar.
GARAGE	Ceiling	N	Y		Ceiling is plasterboard painted white with minor smudge marking and cobweb debris throughout. There is yellow staining stretching to approximately 20cm to the ceiling in front of store room.
STORE ROOM	Doors/Doorway Frames	Y	Y		Doorframe is metal painted cream with one wood door painted cream and one silver handle. There is minor cobweb debris noted to the base and water damage and paint peeling noted to the base.
STORE ROOM	Floor Coverings	N	Y		Flooring is a black carpet with heavy sand and dust debris noted throughout.
STORE ROOM	Walls/Picture Hooks	Y	Y		Walls are cream bricks with cream mortar clean and undamaged.

Understanding the Audit Trail

In both the Request List and Archive view, you will see the audit trail. This is the metadata log associated with each PCR. If a dispute does arise and a PCR is completed in Reports Online ends up in court, this information is vital for proving the sequence of events.



When clicking the status in the **Audit Trail** column, you will see a full log of each stage of the workflow, with a time and date stamp and the name of the person responsible.

State	Date	User Name
Pending	05/05/2020 09:06	Jack Burgess
Uploaded	05/05/2020 09:06	Jack Burgess
Sent to PM	05/05/2020 09:06	Jack Burgess
Online report has been generated	05/05/2020 09:07	Jack Burgess
Sent to tenant	05/05/2020 09:07	Jack Burgess
Tenant Accepted	05/05/2020 09:09	Test Tenant
Accepted	07/05/2020 14:01	Jack Burgess

Close Save PDF

If you need to download the audit trail as a PDF, click the **Save PDF** button.

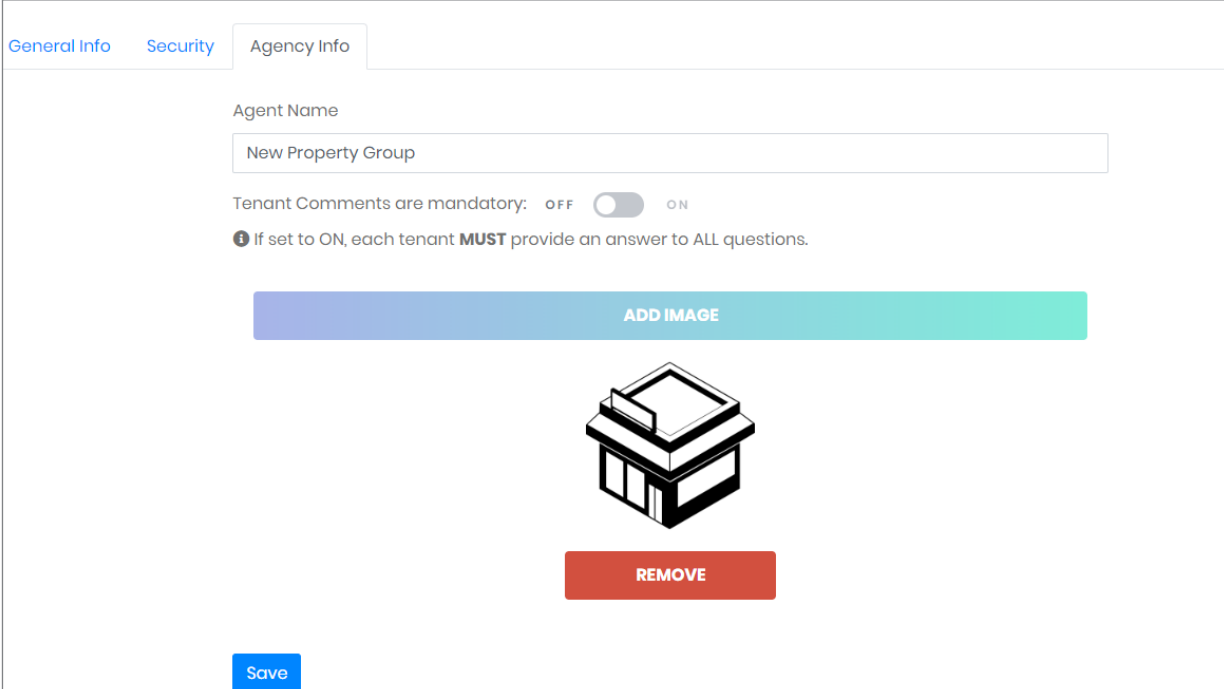
Account Settings

To edit your settings in Reports Online, click your name in the top right hand corner of the screen and select **Account**.

You can change your personal account details under the **General Info** tab.

The **Security** tab allows you to reset your password.

Licensee and Admin users will also have access to the **Agency Info** tab. This will allow you to change the name and logo of your agency. There is also an option to select whether tenant comments are mandatory. If turned on, tenants will have to provide a Y/N answer for every line item before they can submit their PCR. Otherwise they can answer only those they choose and any line items left blank are automatically accepted.



The screenshot shows the 'Agency Info' tab selected in a settings interface. At the top, there are three tabs: 'General Info', 'Security', and 'Agency Info'. Below the tabs, the 'Agent Name' field contains the text 'New Property Group'. Underneath, there is a toggle switch for 'Tenant Comments are mandatory', which is currently set to 'OFF'. A small information icon (i) is followed by the text: 'If set to ON, each tenant **MUST** provide an answer to ALL questions.' Below this is a large blue button labeled 'ADD IMAGE'. In the center, there is a placeholder icon of a building. Below the icon is a red button labeled 'REMOVE'. At the bottom left, there is a blue button labeled 'Save'.

Issues & troubleshooting

If you encounter any problems please contact our support team at reports@reportsonline.com.au.

Please note that Reports Online is not compatible with Internet Explorer - we recommend using Google Chrome or Mozilla Firefox.