



Customer Portal Instructions manual

<https://tenantportal.fexcopropertyservices.co.uk/>

Customer registration

1. Before you can register on the customer portal you must have provided us with an up to date email address that you will be using to register. If you wish to provide us with a new email address or confirm the email we hold, please contact our admin team. When you are ready click the registration & forgotten password link highlighted.
2. Enter your customer reference which you will find on any piece of correspondence from us
3. Enter a username of your choice
4. Enter your email address. This must match the email that we hold on record for you
5. Click register
6. Once registered you will receive an email from donotreply@remus-mgmt.co.uk containing your login username and an auto generated password.
7. On the login screen enter your username and password from the email and click login

Login

User name

Password

Login

[Change password](#)
[Registration & forgotten password](#)

Registration & forgotten password

Customer Reference

Username

Your Email

Register **Forgotten password** **Cancel**

Changing your password

1. Click on the change password link on the portal login page
2. Enter your username
3. Enter your existing password
4. Enter your new password and confirm password. Note that passwords must be a minimum of 6 characters and contain at least one letter and one number.
5. Click save.

Login

User name

Password

Login

[Change password](#)
[Registration & forgotten password](#)

Change password

User name

Existing password

New password

Confirm password

Save **Cancel**

Continued...

Customer Portal

REGISTRATION INSTRUCTIONS

Forgotten password

1. You can reset your password if you have forgotten it by clicking on the registration & forgotten password link on the portal login page.
2. Enter your customer reference
3. Enter your username
4. Enter your email address used to register
5. Click forgotten password
6. You will receive an email from donotreply@remus-mgmt.co.uk containing a new auto generated password. You can login with this new password or change it to something more memorable.

Should you need assistance setting-up your online account, or have a query you can email the support team:

portalsupport@fexcopropertyservices.co.uk

remus.uk.com

Login

User name

Password

Login

[Change password](#)

[Registration & forgotten password](#)

Registration & forgotten password

Customer Reference

Username

Your Email

Register Forgotten password Cancel

