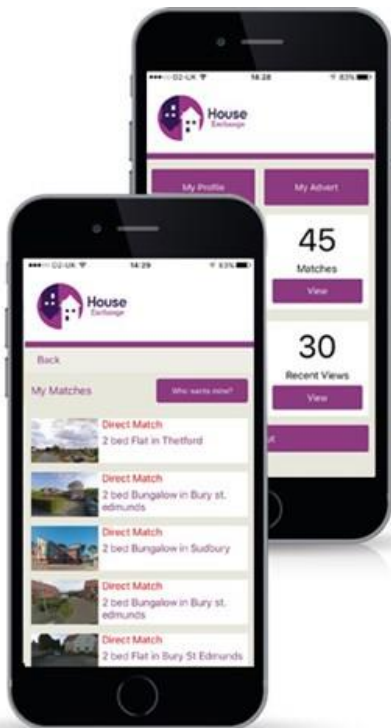


House Exchange App Guidance

2017/18



Welcome

The House Exchange App has been developed to help you find an ideal home to swap into. It makes finding and swapping homes more easy and effective for you.

It also enables you to gain access to your House Exchange account on the go whether you're on the bus, at the park or even out shopping!

It is available to download from the Apple App Store and on Android at the Google Play Store.

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Logging in to your account

Before you log in to the app you will need to register online at:

www.houseexchange.org.uk

This is when you will need to choose your logging in details. Once you have these and have downloaded the app, you will be able to log in from your smartphone or tablet.

Remember you can download the app on both Apple iOS and Android for free.

Forgotten your password?

If you forget your password, fret not. Just click on the 'Forgot password' option and it will automatically email you with guidance on how to change your password.



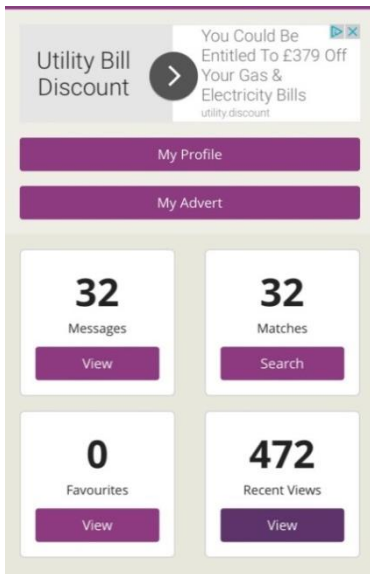
Enter your username:

Enter your password:

Login

Forgot my password

My Matches



'My matches' is very easy to use:

Go to your account and hit the search bar below 'Matches'

It will direct you to the website. **Here** you'll see the 'Menu' button where you can select from a number of options. Select 'My matches'

You can then select what sort of properties you want to look for (e.g. 3 to 4 bed bungalow in London).

Click on 'Search Now'. The App will display all the properties that match your choices.

Just click on any properties you are interested in to view more details and images.

A screenshot of the search filters in the House Exchange App. It includes a 'Place' dropdown menu set to 'London, United Kingdom'. A 'Type' section has five checked options: Studio Bedsit, Bungalow, Flat, House, and Maisonette. Below are three range dropdown menus: 'Range' set to '5 Miles', 'Min Beds' set to '2', and 'Max Beds' set to '5'. At the bottom, there is a 'More search options' link and a purple 'Search Now' button. A black arrow points from the text above towards the 'Search Now' button.

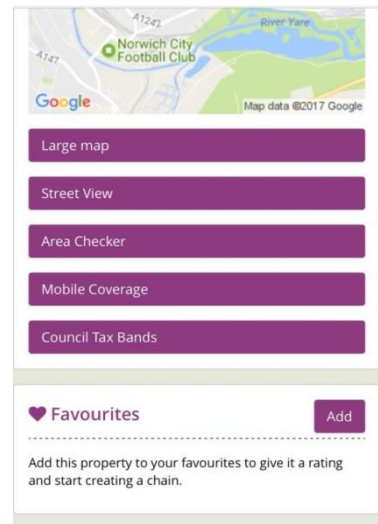
Favourites

Like a property?

...Want to save it to view it later?

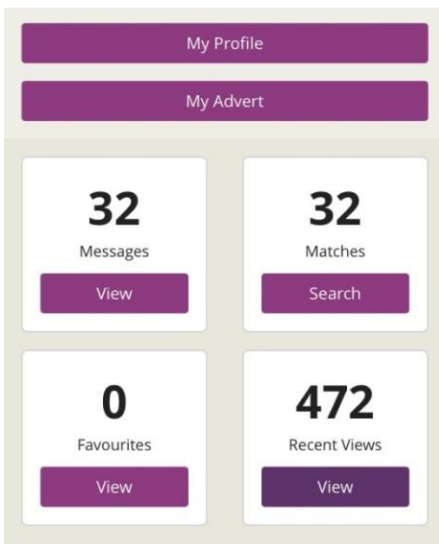
'Favourites' gives you that option!

Favourites are a great way of storing and managing the properties you are interested in swapping with.

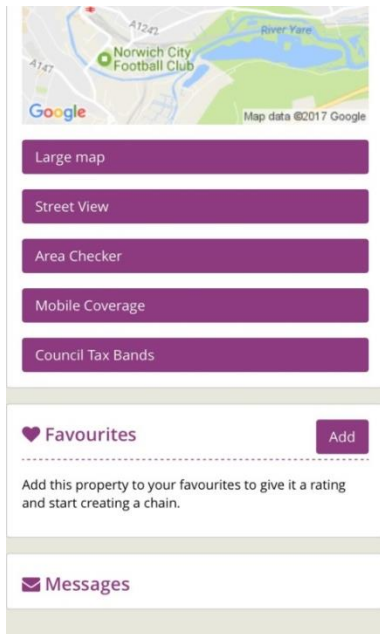


Just follow these simple steps...

1. Search for your desired property in **'My Matches'**
2. If you see something that you like, scroll down the details of the property.
3. You'll see the **'Favourite'** option at the bottom of the screen. Simply click **'Add'**
4. The property will be saved in your **'Favourites'** for you to **'View'** or compare with other properties later.



Messages



Have you found a property that you are interested in and want to find out more about?

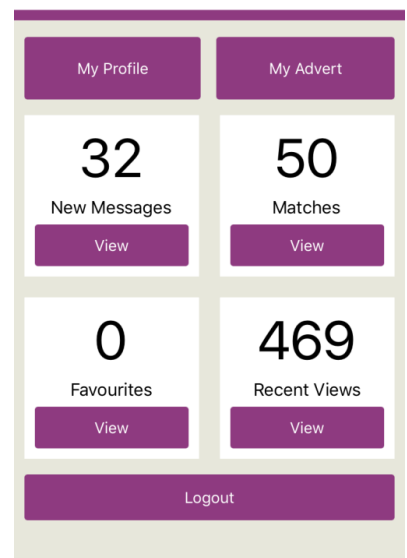
First of all you'll need to make contact with the other household by sending them a message.

This will allow you to share contact details, so you can discuss each others properties and arrange a viewing.

Here's how to message someone:

1. Find a property you like in **'My Matches'**
2. Scroll down until you see the **'Messages'** option and select it.
3. Choose from one of the messages available.
4. Select **'send'**.

If they responds positively to your message, both of you will be able to view each others stored contact details in the 'Messages' section.



Monitoring your account activity

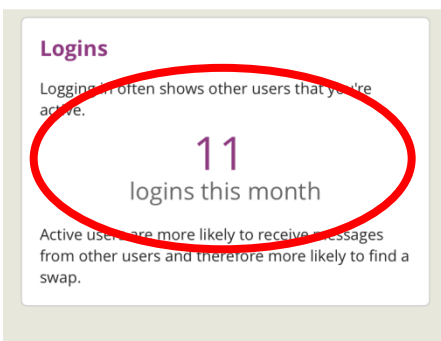
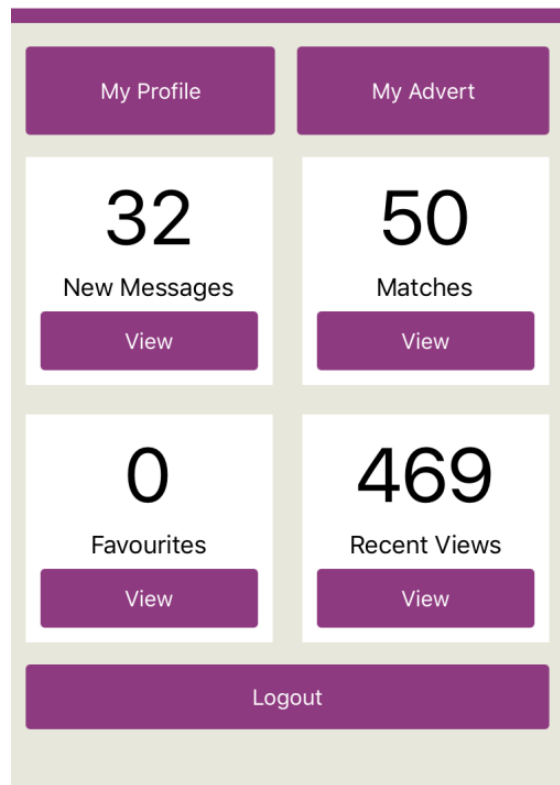
Now you can keep an eye on your recent House Exchange activity.

Your recent conversations and number of messages sent or received.

How many people have viewed your property.

See how actively you have been using your account. This will show others looking at your advert that you are still actively seeking a swap.

You can monitor all of the above, by clicking on 'View' on your recent views on the main menu.



Have you got any queries?

You can check out a selection of the most popular queries on our website at:

www.houseexchange.org.uk/advice/help