

We are excited you are using our customer portal to help manage your account. The Customer Portal can be reached by both GreenSweep LLC and Garden Gate clients via either website. Here are some basic instructions to help you navigate the system. Please contact us if you have any questions.



You can reach the Customer Portal using the link in upper right corner of the GreenSweep website.

You can reach the Customer Portal using the link in upper left corner of the Garden Gate website.





The URL to reach the portal is: **greensweep.propertyserviceportal.com**. This is the login page.

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Once logged in, you will be on the **Dashboard**.

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From the Dashboard, you will be able to navigate to the other parts of the system. If you have **multiple properties** in your portfolio, you will be able to view each account by **clicking on the property name** from the drop-down in the upper right corner.

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In the upper right corner, you can click on your name to MANAGE PAYMENT METHODS, RESET PASSWORD, or LOGOUT of the portal.

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To facilitate electronic payments, you can **add multiple payment methods** to your account. Complete the form and select CREATE PAYMENT METHOD to save it your account.

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Please note all sensitive payment information is stored by the electronic payment processor which is PCI compliant. We do not store data related to electronic payment methods within our system.

Using the buttons in the center of the page you will be able to review invoices and proposals. In the **Invoices** section, you can sort by all OPEN invoices, those PAID IN LAST 6 MONTHS, and ALL PAID.

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To **view an invoice**, click on the vertical ellipse drop-down and select VIEW. When you VIEW an invoice, it will show the PDF which you can print or download if needed.

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To **pay an invoice**, click on the vertical ellipse drop-down and select PAY. If you have not yet saved a payment method, you must do so before paying an invoice.

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Once a payment method is added, you will be able to select PAY from the vertical ellipse. Then on the pop-up screen **verify the payment method and the amount**. Then click PAY INVOICE.

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A confirmation message will appear once payment has been submitted.

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The PENDING PAYMENT AMOUNT will now reflect the payment recently submitted. Once the payment has processed it will appear in the PAID IN LAST 6 MONTHS view.

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In the **Proposals** section, you can sort by all OPEN proposals, proposals where WORK IS IN PROCESS, and COMPLETED WORK IN PAST 12 MONTHS. OPEN proposals will be all proposals completed by our team but not yet signed. WORK IN PROCESS are proposals which have been authorized and work is either scheduled or currently underway.

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To **view a proposal**, click on the vertical ellipse drop-down and select VIEW. When you VIEW a proposal, it will show the PDF which you can print or download if needed.

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To sign a proposal, use your mouse cursor to draw an electronic signature, then click SAVE.

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Please note data prior to June 1, 2020 is NOT loaded in the new system. If you need access to previous data, please contact our staff and we will be happy to assist you. If you need assistance navigating the portal at any time, please reach out to us. Thank you!