NPL Customer Portal Q&A's

Please NOTE: *Instructions & Screenshots are based on a desktop view. To optimize your portal experience, we recommend accessing the portal via Desktop.*

Q: ***What is the NPL Customer Portal?***

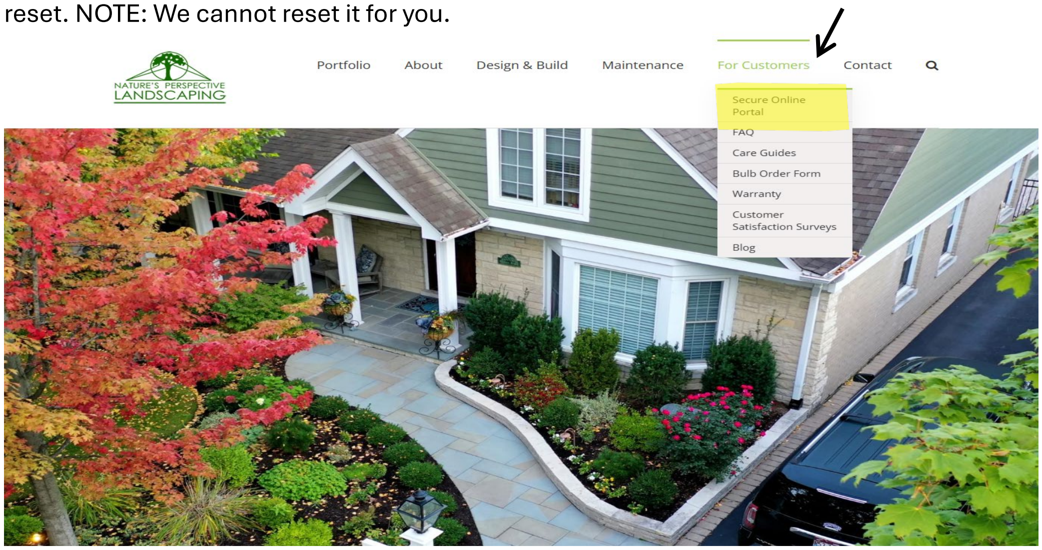
A: Our customer portal is a system for existing customers to have access to view and sign proposals, view and pay invoices.

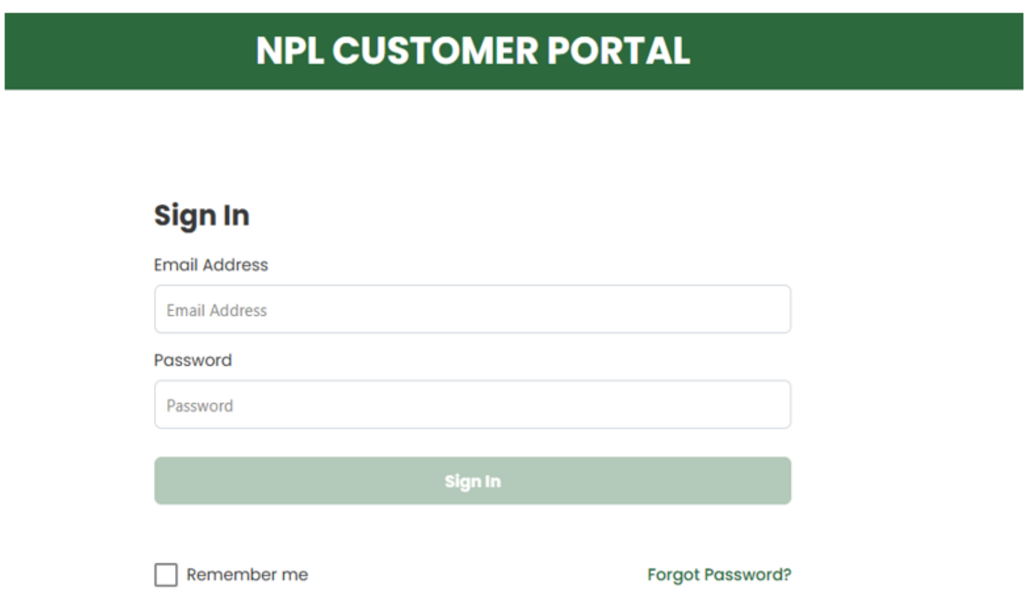
Q: ***How do I get registered on the customer portal?***

A: If your NPL sales rep has not already emailed you a portal registration link please reach out and ask for the link to be emailed to you. The link is valid for 30 days once issued in which you would need to request a new one if you did not register in that time.

Q: ***Where do I access the customer portal once I am registered?***

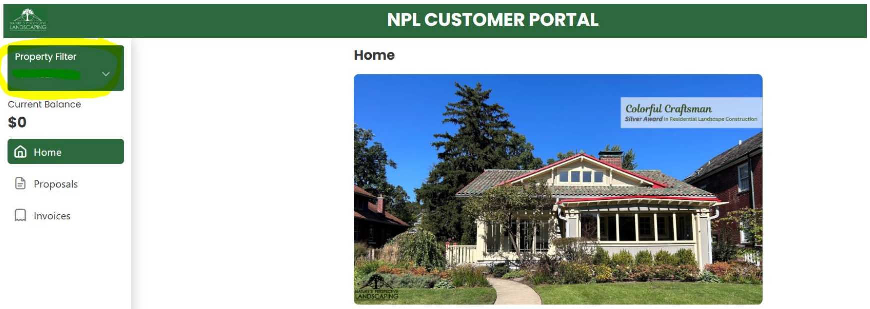
A: You can access the portal through our website @ ***www.naturesperspective.com*** and enter the email address associated with your account and password. (If you forgot your password, select "Forgot Password" and an email will be sent to you with a link to reset. NOTE: We cannot reset it for you.





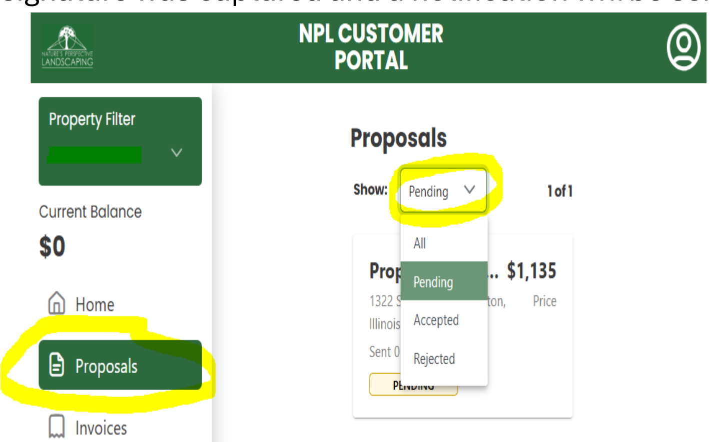
Q: ***What if I have multiple properties?***

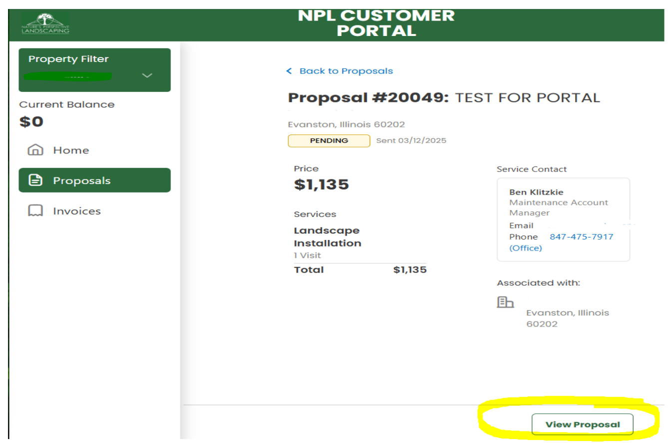
A: If you have multiple properties that NPL services under the same account, click on the property filter dropdown at the upper left corner of the dashboard and choose the property you want to view.

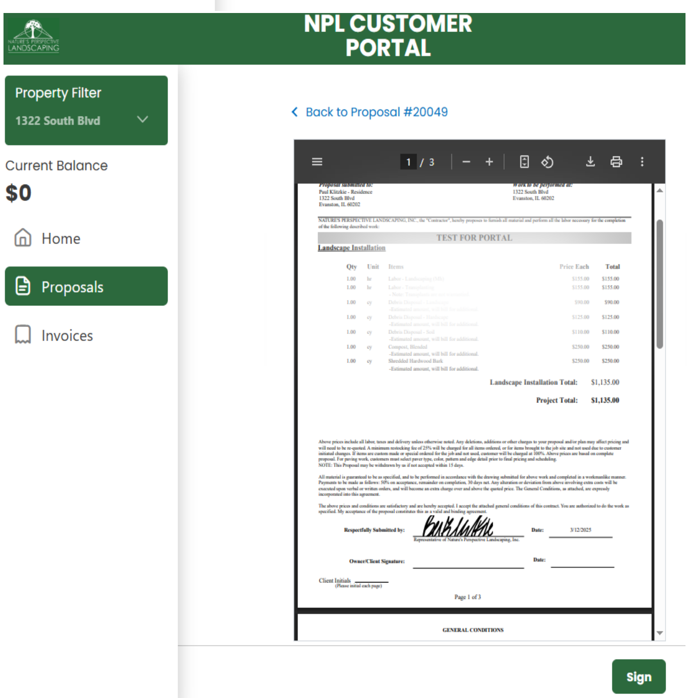


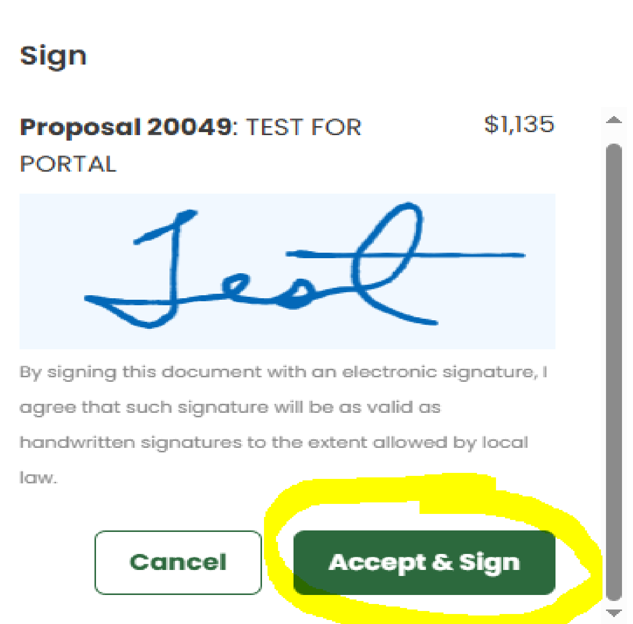
Q: ***How do I view and sign proposals?***

A: Click into "Proposals" on the left side of dashboard. Select your option in the drop-down menu. Click onto the proposal you would like to view and then click "View Proposal" on the bottom right corner. The proposal will then be displayed for view. If you are ready to sign with no changes click on to the "Sign" button on the bottom right corner, sign your name in the light blue box that appears with mouse/finger, click on "Accept & Sign" and a box will appear with a checkmark with "Proposal Signed" confirming your signature was captured and a notification will be sent to your account rep.



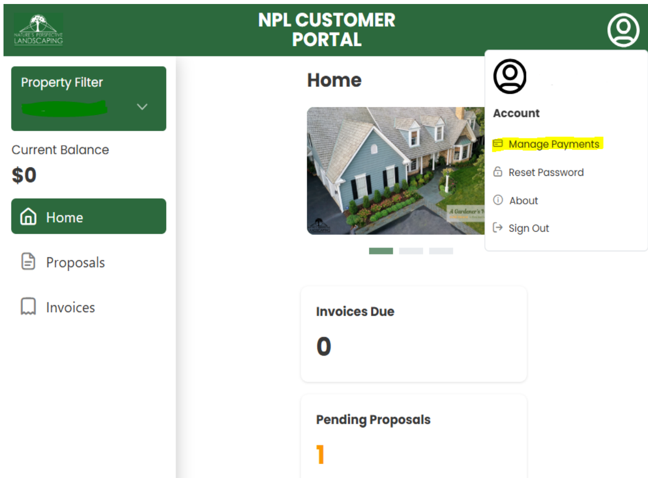


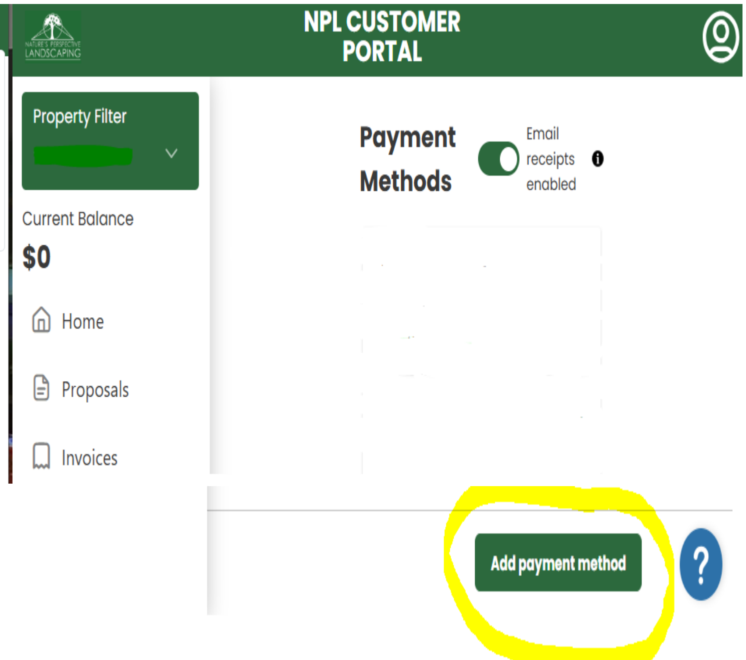




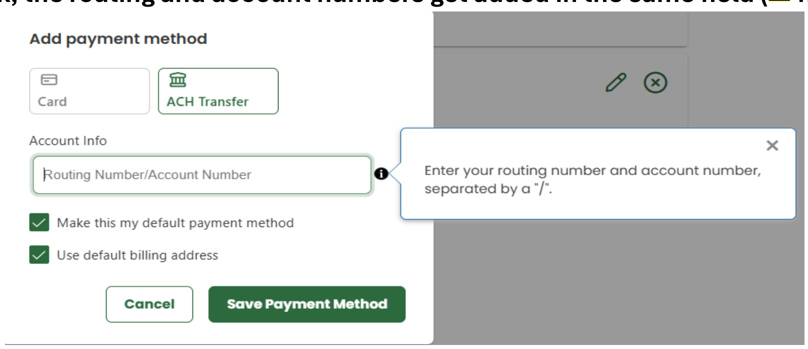
Q: How do I manage my methods of payment?

A: Click onto the user icon on the top right corner of dashboard and select “Manage Payments”. If you want to have a receipt of payment emailed to you, please make sure to enable the “Email receipts enabled” option. Click on the “Add payment method” on bottom right. Enter the method suitable for you (ACH/eCheck or Credit Card).





***** If you choose ACH/eCheck, the routing and account numbers get added in the same field (⚠ no spaces).**



Q: How do I view and pay invoices?

A: Click into “Invoices” on the left side of dashboard. Select your option from the drop-down menu (Due or Paid). Click onto the invoice you would like to view and then click “View Proposal” on the bottom right corner. The proposal will then be displayed click view or pay at the bottom right corner.