



01 / SIGN IN

Your customer login

Big Peach sets up your login. You do not need to register a new account.

01 Have your sign-in details ready

Use the email and starter password provided by Big Peach. If you have not received them, contact support before continuing. If you have signed in before, use your current password instead.

02 Open the customer portal

Visit bigpeachturf.com/portal/sign-in and select **Customer sign-in**. In the **Big Peach Customer** app, select **Customer portal**.

03 Enter your email and password

On secure sign-in, enter your account email, select **Next**, and enter your password. Follow any verification prompts shown. Keep the sign-in page open if you need to check your email.

04 Choose your own password on your first sign-in

When prompted, replace the starter password with a password of your own that meets the rules on screen. Save it securely. Use your new password on both the website and the Customer app from then on.

05 Confirm your account

After returning to Big Peach, check your name and service address. If either is wrong or your account is not linked, contact support. Do not create another login.

Returning customers

Keep using your current email and password. The starter password is only for your first sign-in. If you forget your password, use the recovery option shown on secure sign-in or contact Big Peach for help.



02 / YOUR FIRST VISIT

Check your lawn and services

Once signed in, take a moment to confirm the information connected to your account.

01 Review your home or overview screen

Check your name, property, upcoming service information, and any account notices. If you have multiple lawns, choose the correct service address before reviewing details or submitting a request. Missing or incorrect property? Contact support instead of creating another customer account.

02 Open “Services”

Review upcoming services and completed visits for your lawn. A planned month or service window is not a confirmed appointment. Look for a scheduled date when one has been shared. Open completed visit details to review the information and photos available for that visit.

03 Report a lawn concern

Open **Requests** and select **Report a lawn issue** or **Report an issue**. Choose the property, describe what you see and where it is, and attach a photo when that option is shown. Submit once, wait for confirmation, then check Requests for its status.

A request is not an appointment confirmation

Big Peach reviews the issue and coordinates next steps. Requesting a follow-up visit does not by itself confirm a date, a price, or a free visit. For time-sensitive concerns, call (404) 791-8597.

04 Find documents and account help

Use the portal menu to open Documents when available. Select the specific document you want to review and read it before signing or authorizing anything. On the website, open **More > Account settings** to edit your name or phone and select **Save contact details**. Email and property changes need a reviewed correction request; use the account correction form or contact support.

Quick check: correct name • correct lawn • expected services • request confirmation



03 / BILLING AND PAYMENTS

Review a bill before paying

Only pay from your signed-in account after confirming the bill and amount.

01 Open “Billing”

Choose **Billing** from the portal menu. Review **Open bills** on the website or **Statements** in the app. Check the invoice description, amount due, and due date. A treatment schedule and an automatic-payment plan are different; review billing separately.

02 Choose the bill you intend to pay

Select **Pay securely**. An overdue bill may show **Retry payment securely**. If payment setup or your balance is unavailable, contact Big Peach. An unavailable balance does not mean nothing is owed.

03 Complete the secure payment form

The payment form is hosted by Authorize.net. Review the amount and enter the requested payment details there. Submit once and wait for the result. Never send full card or bank details by email or text.

04 Return to Billing and check the result

Keep the confirmation or reference provided by the payment form. Return to Billing and refresh after processing. If a payment may have succeeded but the screen is unclear, contact support before paying again. This portal focuses on current open bills; contact support if you need a past receipt.

05 Manage payment methods and recurring plans

In **Payment methods**, use **Add a payment method** or **Update payment method** when shown. Review automatic payments under **Recurring plans** on the website or **Automatic payments** in the app. A saved card alone does not confirm an active recurring plan.

Already using automatic payments?

Check the displayed plan and next payment information before making a separate payment. If your plan is missing or looks wrong, ask Big Peach to verify it. Signing in does not automatically enroll you in automatic payments.



04 / TROUBLESHOOTING

If you get stuck

Use the message on screen to choose the next step. Avoid creating duplicate accounts.

Missing login details or password rejected

Ask Big Peach to confirm your login is ready and which email to use. After your first password change, use your own password. Use password recovery if offered; never send your password to support.

No verification email

Confirm the email spelling. Check Spam, Junk, Promotions, and Other folders. Wait a few minutes before requesting a new code; use only the newest code.

Code expired or was rejected

Request a new code using the option on screen. Keep the original sign-in page open and return to it to enter the newest code.

Email not linked to an active customer account

Your online login may exist, but Big Peach must confirm its connection to your lawn service account. Send support the name, service address, and email you used. Do not create a second account.

Request expired, blank page, or a loop

Close old sign-in tabs. Start again from bigpeachturf.com/portal/sign-in, not a bookmarked Microsoft sign-in URL. If it continues, try an updated browser and contact support.

Incorrect lawn, missing services, or billing unavailable

Do not pay a bill for an unfamiliar account or recreate the lawn. Ask Big Peach to check the account details and associations.

Contact Big Peach

support@bigpeachlandscaping.com

(404) 791-8597 or (770) 685-4403

Include: name, service address, account email, exact error, approximate time, and whether you used the website or app. Attach a screenshot with sensitive details hidden.

Never include: passwords, verification codes, or full payment details.