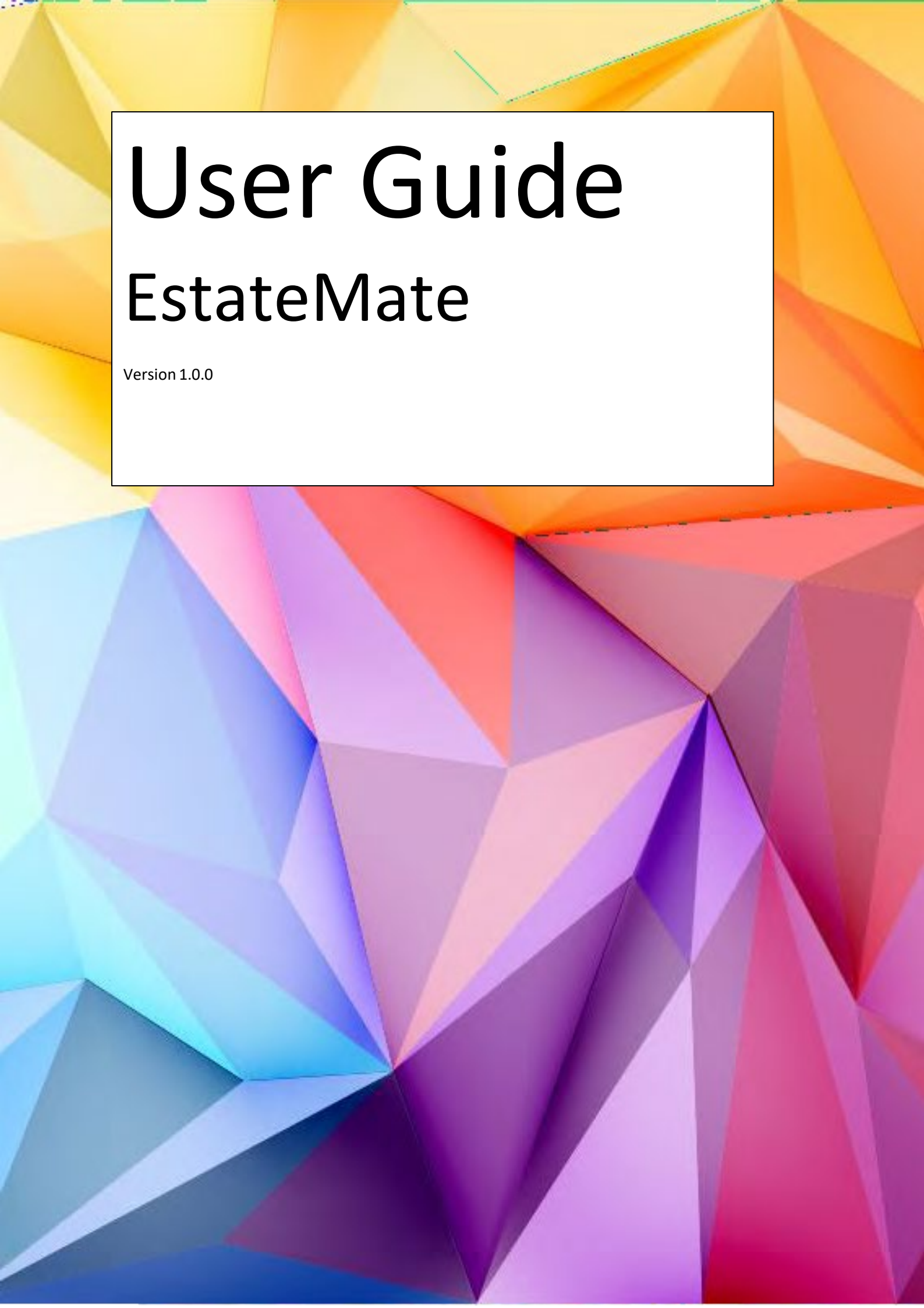




User Guide

EstateMate

Version 1.0.0

USER GUIDE CONTENT

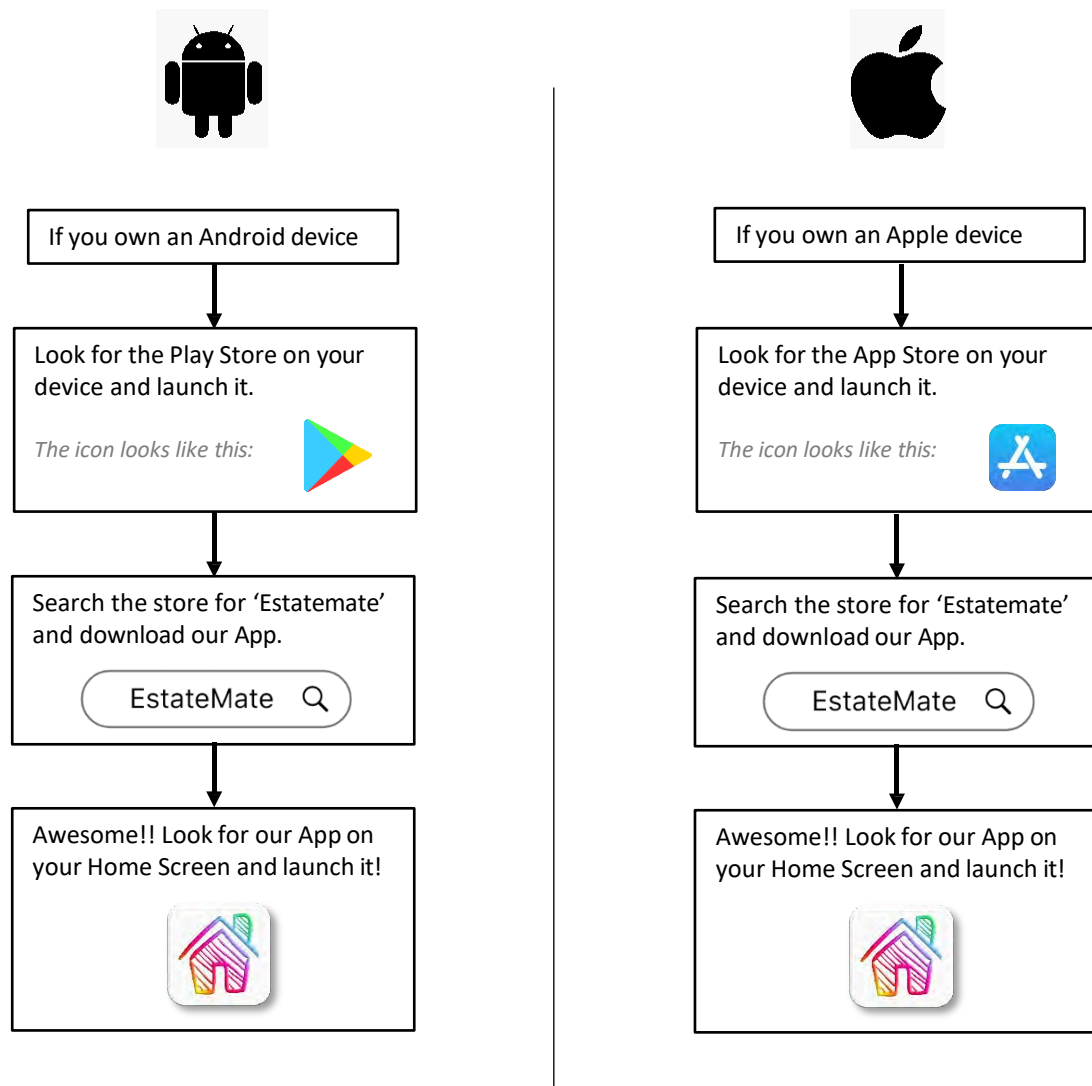
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GETTING STARTED:

DOWNLOAD:

DOWNLOAD THE APP ON YOUR DEVICE:

Follow the steps below to get the EstateMate™ App on your device:



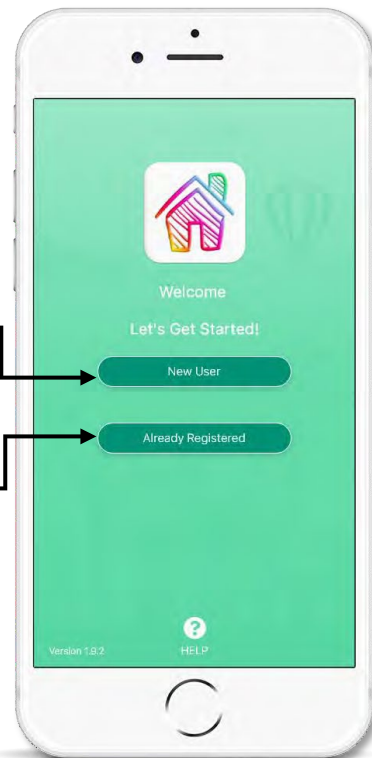
LAUNCH THE APP

WHAT TO DO ONCE YOU OPENED THE APP:

This is the first screen you should see when you open the App:

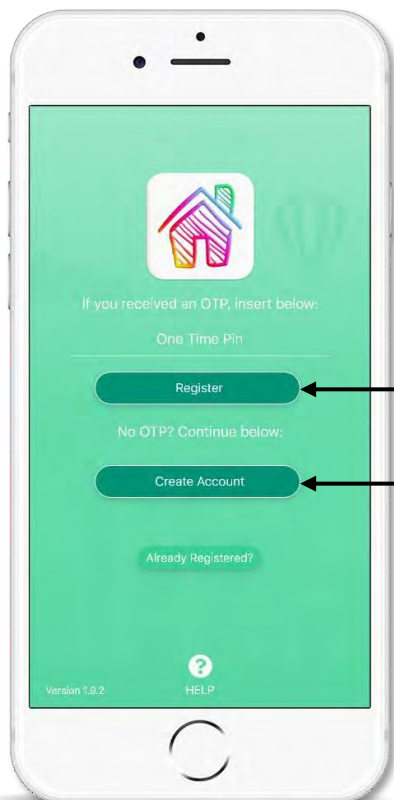
Select "New User" if this is the first time you are logging in.

If you already have an account, select "Already registered" and proceed to log in with your Details.



CREATE A NEW ACCOUNT

LEARN HOW TO CREATE A NEW ACCOUNT HERE:



See how to proceed below:

If you received a One Time Pin, enter it in this field and proceed to registration by tapping the "Register" button.

Why would I receive an OPT? You receive an OTP if you are a Property Owner and the app is released into your community. You will also receive an OTP if the owner of the property added you as an Additional User (this is someone who resides in the property but is not the owner).

If you did not receive an OTP don't stress! Just tap "Create Account" and continue to registration to setup your new account.

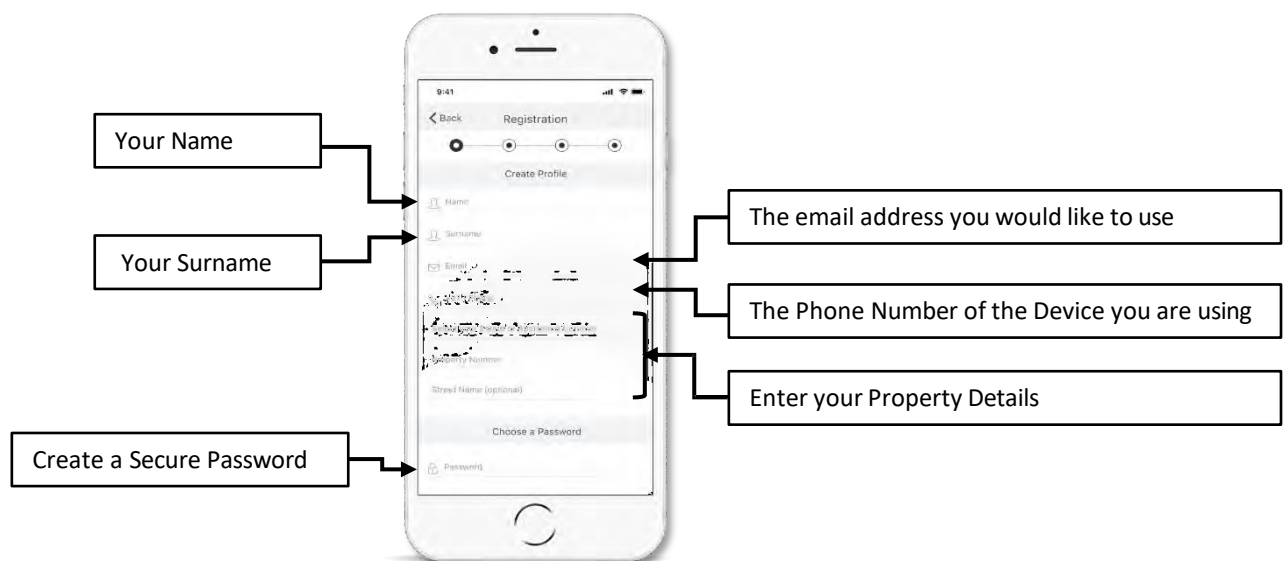
See the Registration section to see what to do next!

REGISTRATION:

STEP 1:

CREATING YOUR PROFILE:

This is the first step in the registration process and involves entering information about who you are and where you live! After you are happy with the information you have entered press the “Next” button at the bottom of the page to proceed.



STEP 2:

ROLE DEFINITION:

Tell us about who you are by selecting one of the options that categorize you best:

“Im an additional user”

You reside in the property with the person who owns the property.

“Im a tenant and rent this property”

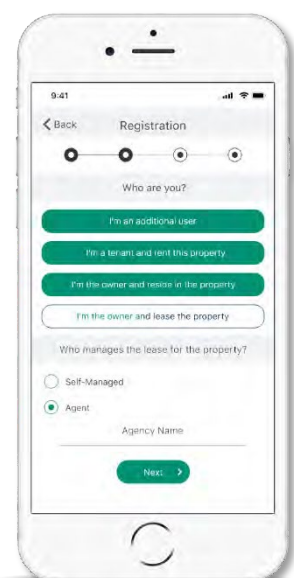
You rent the property from the person who owns it.

“Im the owner and reside in the property”

You reside in the property of that you own.

“Im the owner and lease the property”

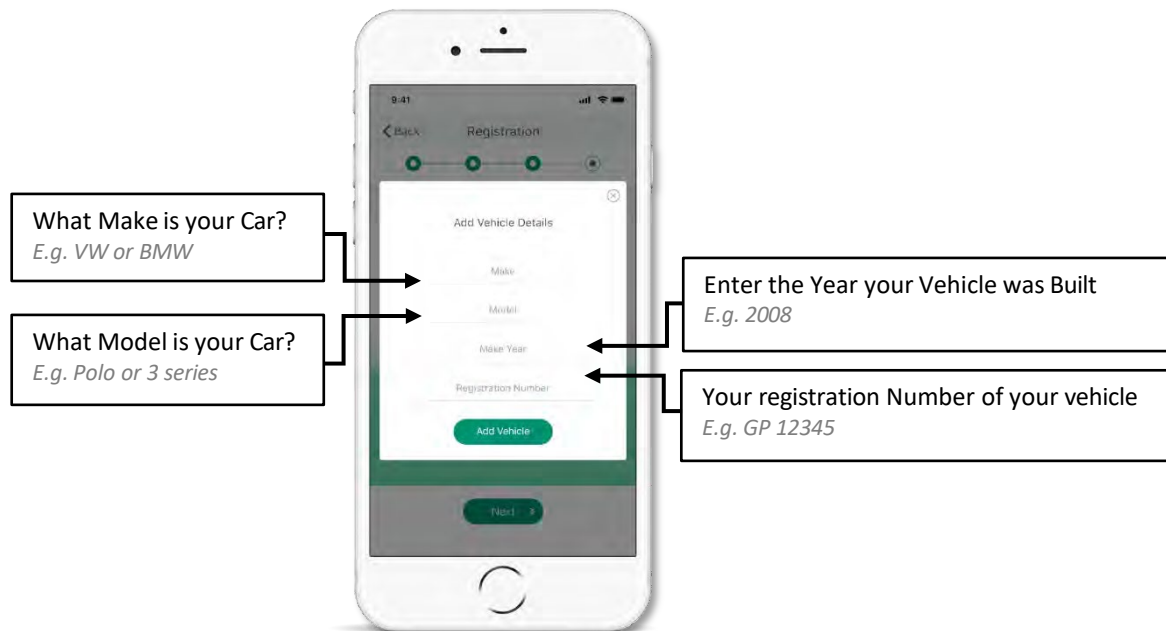
You own the property but don't reside in it and are leasing it out.



STEP 3:

ENTER VEHICLE DETAILS:

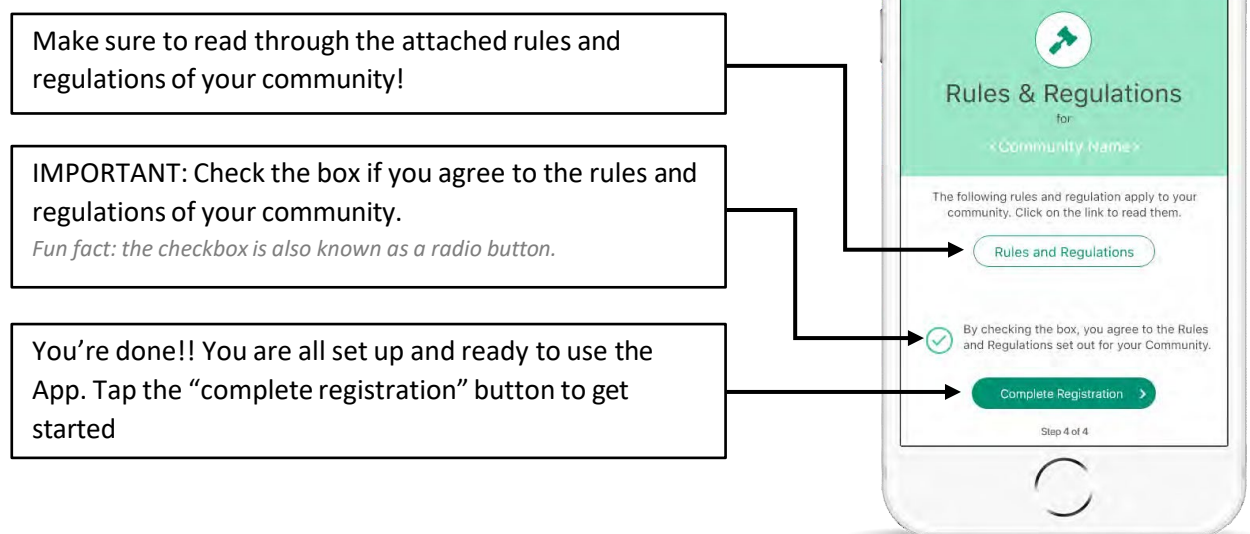
You can add your registered vehicles on the App. If you do not own any Vehicles just proceed to the next registration step by tapping the “Next” button on the bottom of the page. If you have Vehicles fill in your details as suggested below:



STEP 4:

FINALIZING:

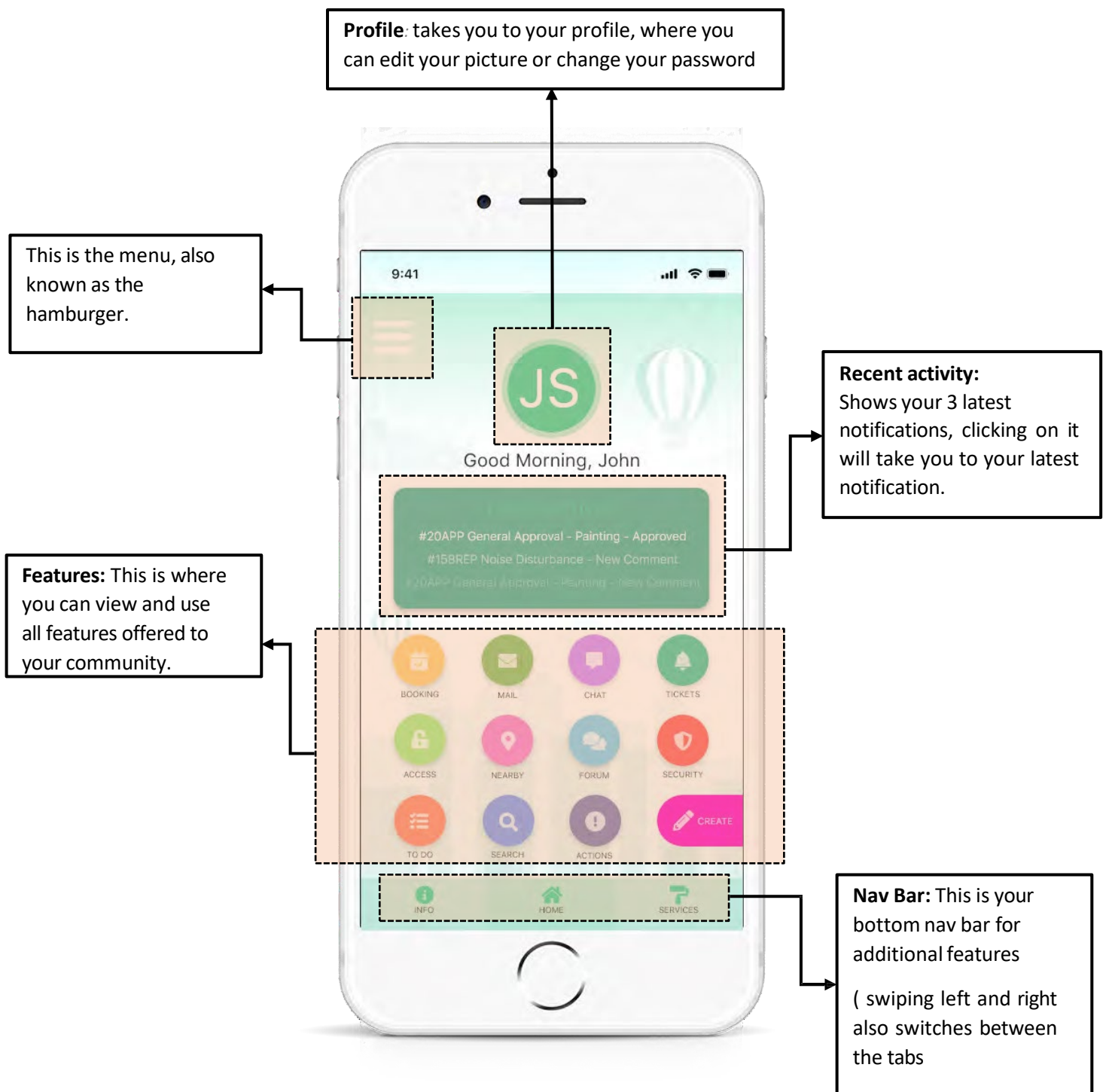
This is the last registration Step. Follow the steps below to finish setting up your profile.



APP WALKTHROUGH

YOUR HOME PAGE:

This is a basic introduction to your Home Page to help you navigate the App:



THE MENU

This is your side menu also known as the 'hamburger' because of its 3 stacked line design. You can find this menu in the top Left corner of the Home Screen. Straight away you can see some basic information about your Account, as well as some features that are explained below:



Profile:

Takes you to your profile, where you can edit your profile details like your profile picture or change your password. Here you can also add or edit pets & vehicles or change your notification preferences.



Edit Vehicle info:

You can view, add, remove or edit vehicle information here.



Pet Information:

You can view, add, remove or edit pet information here.



Additional Users:

This allows you to add additional users, such as tenants or perhaps family members. Fill in some of their details and submit your Additional User. They will receive an SMS with an OTP to help them get set up.



Notification Preferences:

This is where you can select what push notifications you would like to receive and which not. You will have more options here if you are a manager.



Logout:

This will log you out of the App.



Help & Feedback:

This will take you to our help and feedback centre where you can find Frequently Asked Questions (FAQ's) or submit a ticket which will be reviewed quickly by our excellent support team. You can even submit your ideas or suggestions for future features you would like to see in the App.



Switch Properties *:

This is a hidden feature which will only be visible if you own more than one property, allowing you to quickly switch between the properties.



PET INFORMATION

Adding pets:

Click "Add Pet"

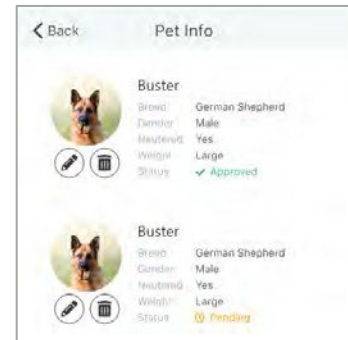
Add a Pet

→ Fill out the details

Add a picture, name, breed, neutered or not?

→ Management will review your request

You will be updated via Push Notification



VEHICLE INFORMATION

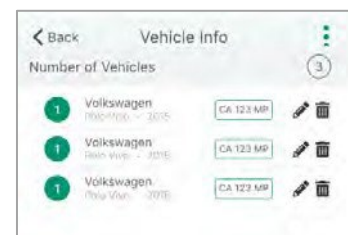
Adding pets:

Click "Add Vehicle"

Add a Vehicle

→ Fill out the details

Add Brand, Model, Year and license plate.



ADDITIONAL USERS

Adding pets:

Click "Add User"

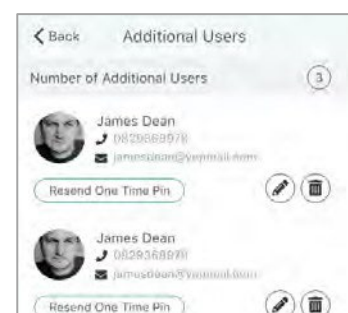
Add a User

→ Fill out the details

Fill out your additional users details, these will help with their registration.

→ The Additional user will receive a OTP

The user will get an sms with a OTP which will auto-populate their application with the fields you filled out.



Bin Icon:

Tapping this will delete the item, removing it from the app.



Pen Icon:

Tapping this will allow you to edit an edit, change or add/ remove information.

TICKETS

This is the place where all your notifications come together. They are neatly organized into categories to make managing them a lot easier.

News and general:

This is where you will receive all general notifications sent from management or your community.

Issues reported:

This is where you can find all the reports you have made and can check the current status and who has Actioned your request.

Approvals:

This is where you can find any approval requests you have made and can check the current status and who has Actioned your request.

Voting Item:

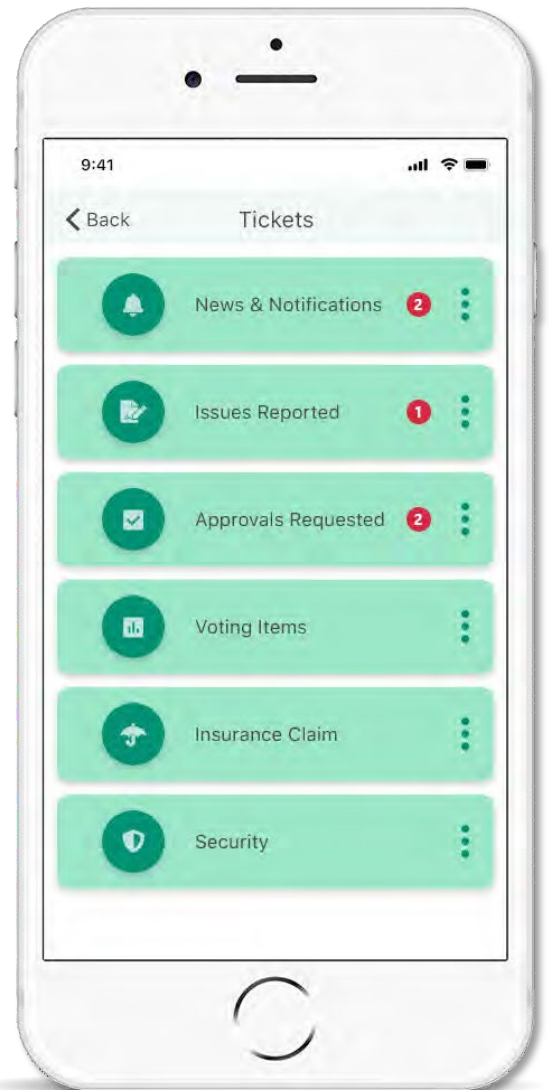
This is where you can find any voting items created by management for your community. You can then vote on them.

Insurance Claim:

This is where you can find all the Insurance Claims you have made and can check the current status and who has Actioned your request.

Security:

This is where you can find any Community Alerts or Security notifications.

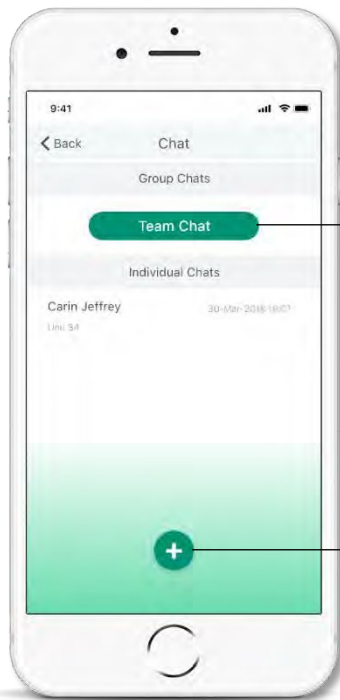


Options Menu:

Whenever you see this icon anywhere in the App (the 3 dots stacked above one another) it means that this feature has a menu that can perform additional tasks such as read all or apply additional filters.



CHAT



Residents:

*If you are resident, you can only chat with managers. To start a chat tap the "+" button at the bottom of the screen and select the manager you would like to chat to. **Residents can not chat to other residents over the App.***

Managers*:

If you are a manager, you also have access to Group chat which is a chat between all managers of your community.



Add Button:

Allows you to create a new chat with a member of the community



This is your personal inbox:

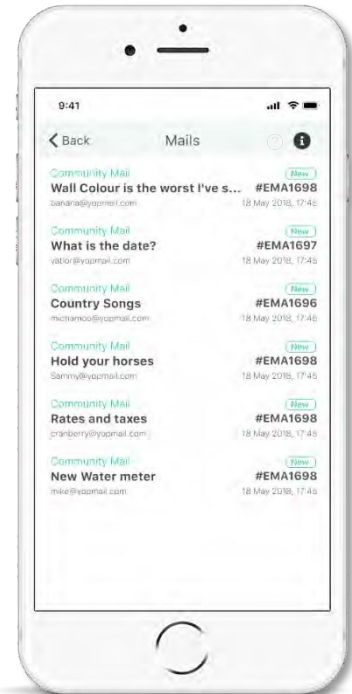
You receive a personalized, unique email address with your App. You will receive any community related mails here like your utility bill or your levy statement.

You can also forward your unique mail to other service providers or people if you would like to receive other mails here. To view more information about your unique email address, Tap the question “?” mark symbol in the top right-hand corner of the screen.



Help Icon:

This brings up helpful information for the page or a link to our help centre.





ACCESS CONTROL

Access control:

Access control allows you to manage your visitors directly from the App. You can create, edit or delete that visit. You can also accept unannounced visitors directly from the App when you receive a push notification.

PLEASE NOTE!

This feature is only available if we have integrated with your access control company.

How to use the Access Control Function:

1. **Insert your ID number:**
Fill your the ID Number once when logging into the field.
2. **Add new visitor:**
Create a visitor: Name, email, phone, registration and save them for future visits.
3. **Request Access/Create a visit:**
Request access for a period of time for the created visitor.

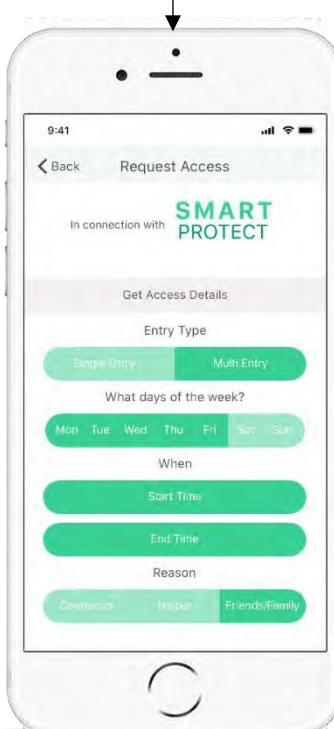
Add New Visitor

Get Access



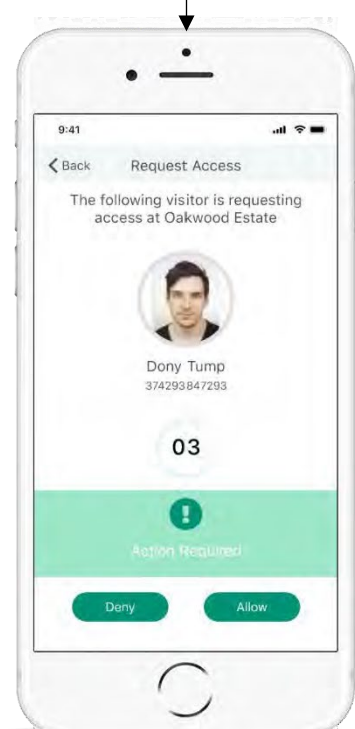
Single Entry:

Set an entry date and time duration for the visit, add the reason for the visit and press 'Request'. The person will receive a code/QRcode in both email and sms.



Multi-Entry:

Select the days of the week where the person requires entry, set the time duration during that day. Press 'Request'. The person will receive a code/QRcode in both email and sms.



Unannounced Visitor:

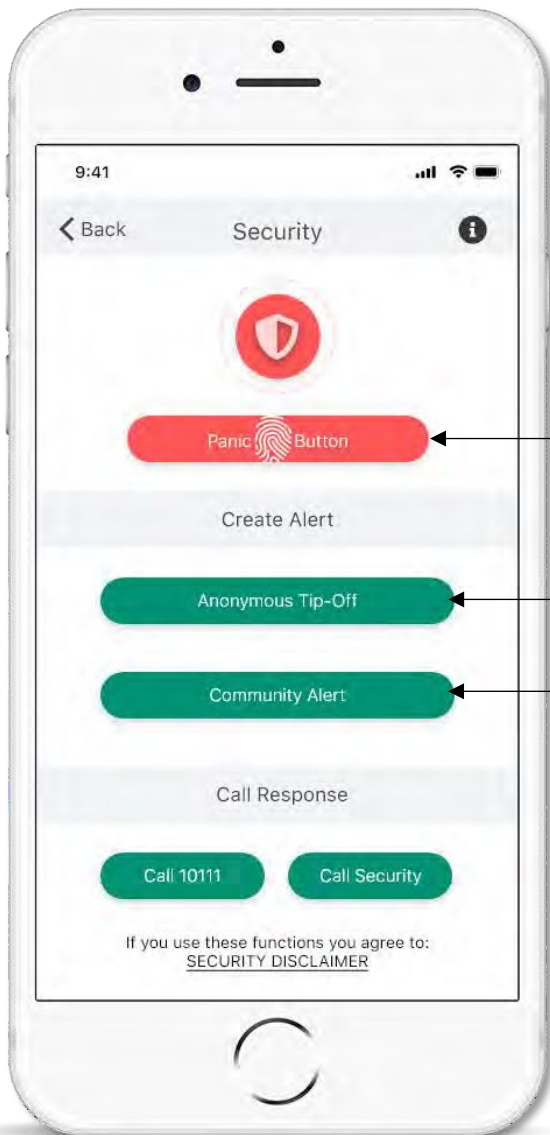
When an unannounced visitor arrives at your security checkpoint you will receive a push notification where you can accept or decline the visitor.



SECURITY

Notify Security

This button on your Home Screen will take you to the security centre where you can send anonymous tip-offs, create community alerts or press the panic button which will send a SMS to your community security with your geolocation. Police and relevant security numbers can also be found near the bottom of the screen.



Panic Button

Tapping this will send a SMS to your community security with your geolocation as well as inform managers that you have pressed the Panic Button via a Push Notification.

Anonymous Tip Off

You can create an anonymous tip off which will be sent to managers only. Your identity will remain anonymous. Describe your Issue, attach a picture (optional) and send!.

CommunityAlert

You can create a community alert which will send to ALL residents. Attach a describe your concern, attach a picture (optional) and send. Your community will be informed via a Push Notification.

PLEASE NOTE!

That when you use any of the security features that you agree to the security disclaimer which can be found at the bottom of the Screen.



NEARBY PLACES

Nearby places:

The 'Nearby' Features shows all the places around you, how far away they are from your location and a rating out of 5 stars.

→ Choose your category:

When you tap on the Nearby icon you will be taken to a screen where you can scroll through all the categories. Choose one that interests you e.g. your nearest ATM.

→ Browse:

*Browse through all the ATM's in your area listed in the order of distance they are away from you.
Select your desired one and view it on the Map!*

Need Cash

Banks

ATM Machines

Absa | ATM

● Open

★★★★☆
0,76 km

Cnr Garsfontein and, Jollify Ring Rd, Mooikloof, Pretoria



BOOKING FACILITES

PLEASE NOTE!

This feature is only available if your community management has enabled this feature.



Information:

Displays any relevant information about the page



Phone Icon:

Displays the relevant Phone number which you can Tap to call

Booking Facilities:

This feature can be found on the bar floating near the bottom of your homepage. Booking facilities displays all the Public Facilities in your community. The first page you will see lists all the facilities.

Information:

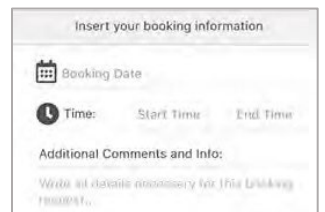
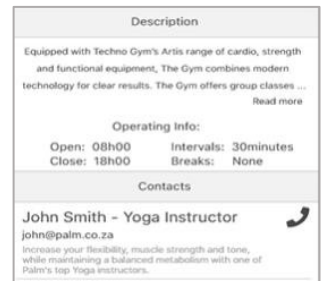
Tapping on any of the listed facilities or the "i" icon will take you to a page displaying more detailed information about the facility, opening hours, additional contacts or a brief description. If you would like to go ahead and make a booking tap the "Book Now" button.

Book Now

Booking details:

On this page you will be asked to insert any relevant booking information, date, time and additional comments or information. Once you are happy with the information you have entered tap the "Send request" button and an email with all your details will be sent to the relevant facility staff who will then contact you regarding your request.

Submit Request





DISCUSSION FORUM

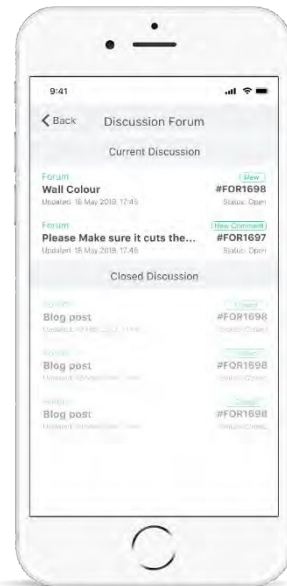
Discussion Forum:

You will find the discussion forum on the bar floating near the bottom of the Home Screen. The discussion forum is a place where the community can discuss topics set by management.

To participate in a discussion navigate to the discussion forum page, select the discussion you would like to engage and scroll to the bottom of the page where you will find 'View Comments'.

Managers:

If you are a manager, you have the option to create new forum discussion topics under the 'Create' icon on the Home Page. You can also edit, delete or close existing forum topics via the Options Menu in the top right hand corner of the navigation bar in the forums discussion page (3 stacked circles)

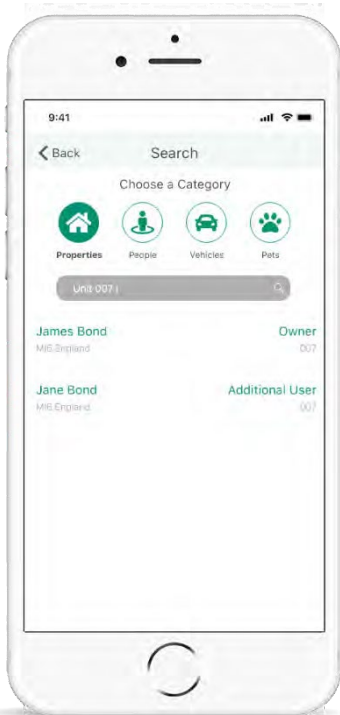


Options Menu:

- Whenever you see this icon anywhere in the App
- (the 3 dots stacked above one another) it means
- that this feature has a menu that can perform additional tasks such as edit or delete.



SEARCH (MANAGER ONLY)



Search feature:

Managers are able to search the community for users using only certain details like the unit number or pet breed.

How to Search:

1. **Select a tab category**
The icons at the top above the search bar.
2. **Use the tool tip suggestions to search**
3. *Search by 'Pug' under pets for example.*
4. **Click on the result to bring up the profile of the user**
This brings up the user profile with contact information.



TO-DO (MANAGER ONLY)

Add a new Task:

Create a new task for another manager, choose someone to assign it to. Describe the task, attach pictures or documents. Choose a due date and time. Optionally set a reminder.

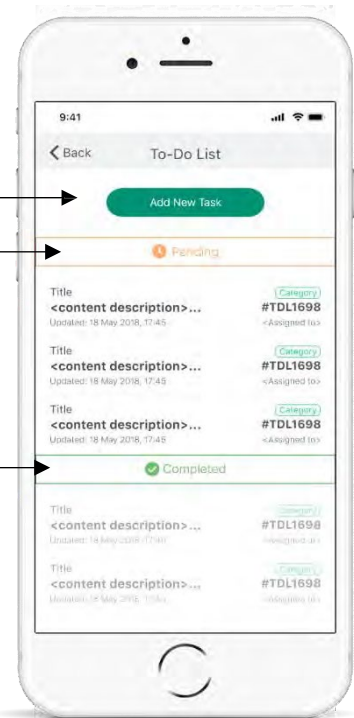
Who is assigned to this task?	
Select Assignee	▼
When is this task due?	
☐ No specific time or date	
☐ Set Date and Time	
	Due Date (Optional)
Set Reminder	▼

Pending:

Pending tasks are incomplete tasks. Tasks highlighted in red/pink are overdue.

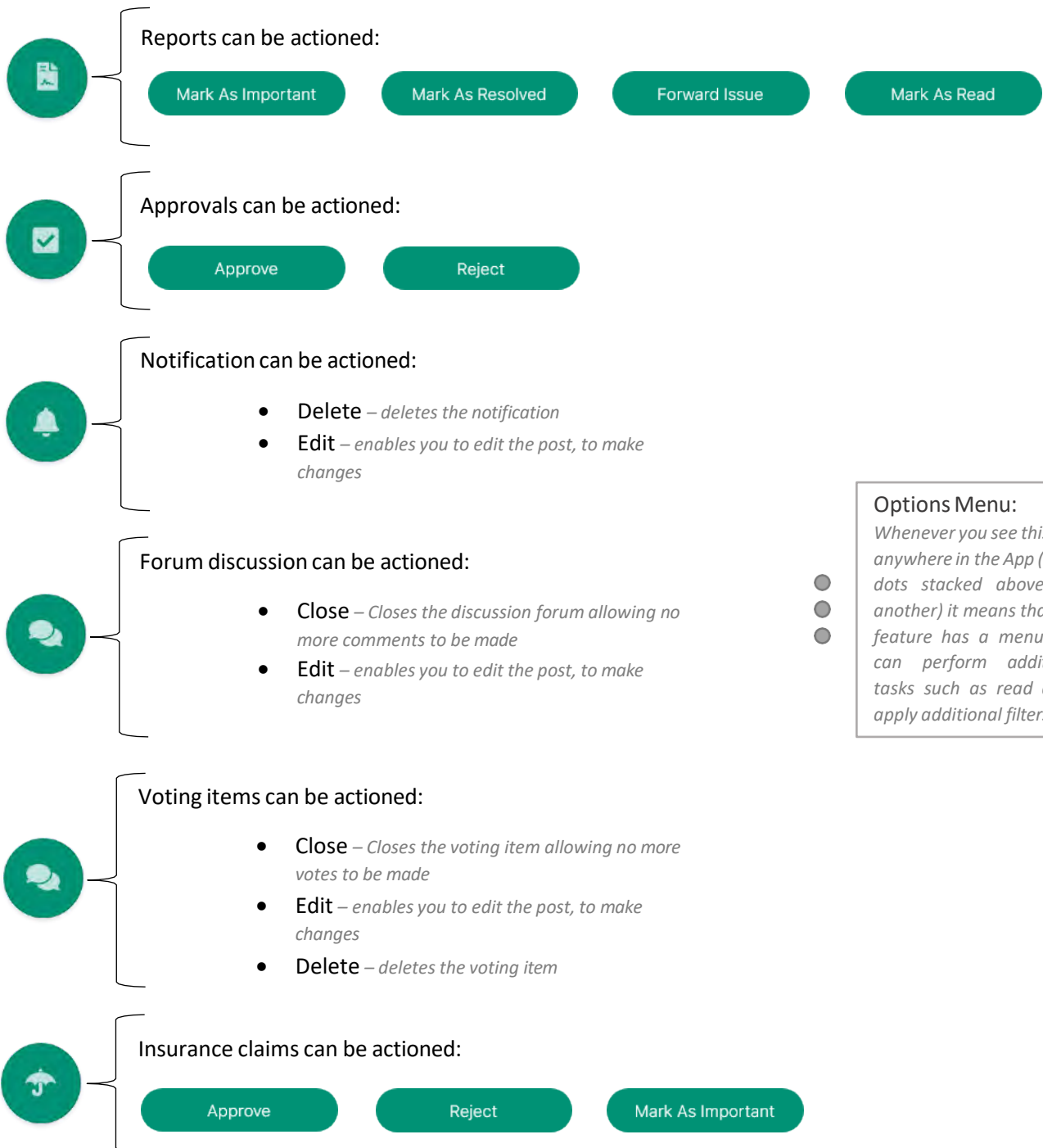
Completed:

Completed tasks are done and archived at the bottom of the page.



ACTIONS (MANAGER ONLY)

“Actions” is the place where managers action tickets that other members of the community have. It looks like “tickets” but adds additional functionality for managers:



Options Menu:

Whenever you see this icon anywhere in the App (the 3 dots stacked above one another) it means that this feature has a menu that can perform additional tasks such as read all or apply additional filters.



General Information:

This is where you can find all the relevant general information about your community in one place. This includes:

- *Contact details of important people, contracted service providers and any other contacts important to your community*
- *Rules and Regulations of your Community*
- *Your community Sitemap*

Contact management if there is something you think should be added here.



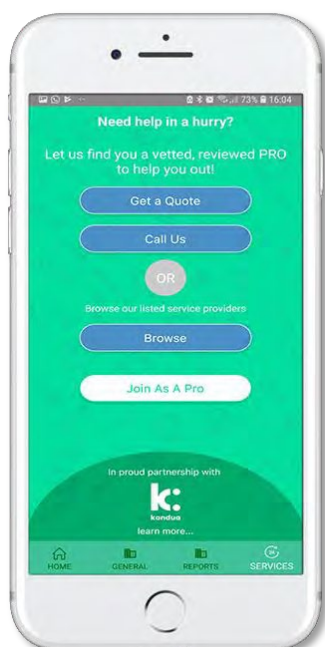
Phone icon:

Displays the relevant Phone number which you can Tap to call.



Envelope icon:

Tapping this opens a chat with the selected person.



Get a quote:

Quickly create quotes which Kandua will receive and respond to. To create a quote select a category that best describes the service you need. Choose the time frame in which you would like to complete it in. Describe the details about what you expect from the service, attach a picture if applicable, accept disclaimer and send. Its that simple!

Browse:

Alternatively, you can call Kandua and a friendly assistant will help you find a professional to assist you. You can also browse all categories and select a professional service provider on your own.



Background
Checked



Contractors
Vetted



Thorough Review
Process



CREATION CENTRE

This is the place where you can create all your tickets. These are created through the use of a form. Once created you can find them under the “Tickets” icon on your home screen.

Report an issue:

This is where you can find create a report. This is sent to management to review and action. You can find the report you created under “Tickets” on the home screen

General Approval:

You can create a new approval for your managing comity to review. E.g. A satellite dish installation for your DSTV.

Insurance Claim:

Create an insurance claim here. This will be sent to management to review and approve/forward.

Anonymous Tip Off

You can create an anonymous tip off which will be sent to managers only. Your identity will remain anonymous. Describe your Issue, attach a picture (optional) and send!.

Community Alert

You can create a community alert which will send to ALL residents. Attach a describe your concern, attach a picture (optional) and send. Your community will be informed via a Push Notification.

MANAGER ONLY **

News and general:

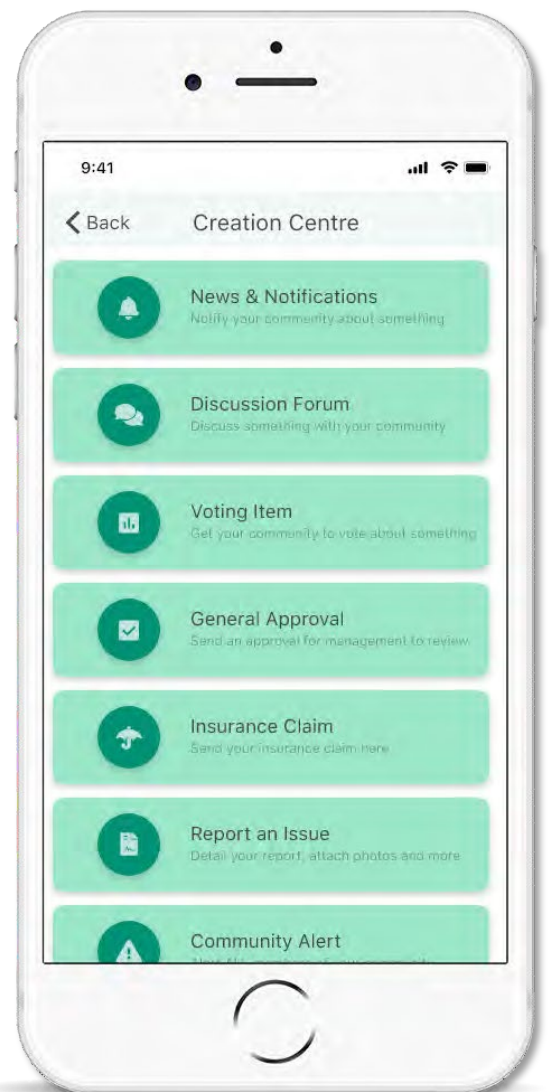
Create a notification for your entire community or a specific audience. You can schedule times to send, attach pictures or files.

Discussion Forum:

Create a forum post for your community to discuss. Attach a picture, describe your topic and send.

Voting Item:

This is where you create a voting item for your community to vote on. You can choose your audience, attach pictures or files.





REPORT

Reports:

This feature allows you to report anything happening in your community. Managers will be notified and respond appropriately. You will be updated via push notifications and can track and comment on your Report under 'Tickets' on your Home Screen → 'Issues Reported'.

How to create a report:

1. Select a subject title that best describes your issue e.g. Security Concern.
2. Describe your report with as much detail as possible.
3. Attach one or more images or attachments to give more information about the issue. (optional)
4. Slide the ball to the appropriate urgency level.
5. Choose whether you want to attach a geolocation to your report.
6. Tap the 'Submit Request' button and you're done!



Camera icon:

This means you can attach a picture or other documents in this area.

Report An Issue

What is the subject of your report?

Title

What is the report about?

Please provide as much detail as you can about your issue

Tap to upload

How urgent is this?

Low Medium High

Would you like to add a location?

Yes

Manager:

As a manager you have the responsibility to action issues that have been reported. You will find all reported issues under under 'Actions' on your Home Screen → 'Issues Reported'.



INSURANCE CLAIM

Insurance claim:

This feature allows you to report anything that is applicable for an insurance claim. Managers will be notified and respond appropriately. You will be updated via push notifications and can track and comment on your Claim under 'Tickets' on your Home Screen → 'Insurance Claims'. Your insurance claim will be sent to the relevant people.

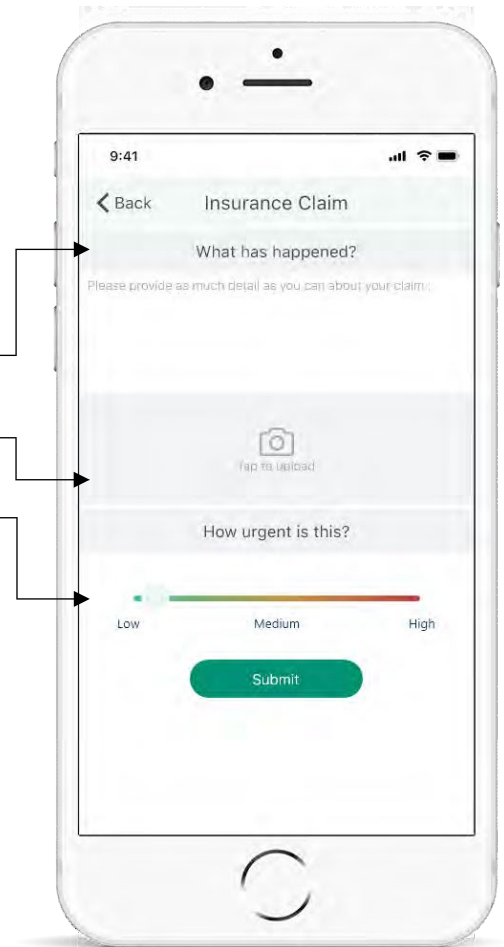
How to create an insurance claim:

1. Describe your report with as much detail as possible.
2. Attach one or more images or attachments to give more information about the issue. (optional)
3. Slide the ball to the appropriate urgency level.
4. Tap the 'Submit Request' button and you're done!



Camera icon:

This means you can attach a picture or other documents in this area.



Manager:

As a manager you have the responsibility to action items that have been reported. You will find all reported issues under 'Actions' on your Home Screen → 'Insurance Claims'.



GENERAL APPROVAL

General Approval:

You can create a new approval for your managing comity to review. E.g. A satellite dish installation for your DSTV. You will be updated via push notifications and can track and comment on your Approval under 'Tickets' on your Home Screen ➔ 'Approvals'.

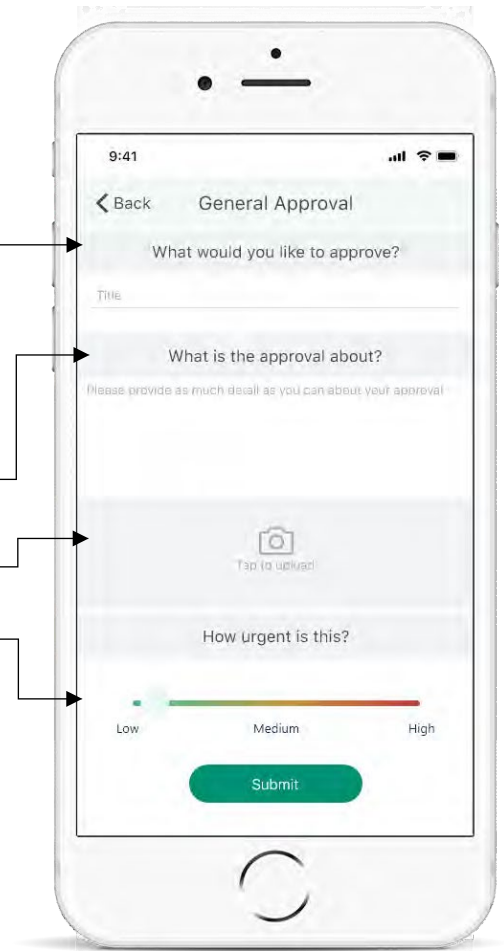
How to create a General Approval:

1. Select a subject title that best describes your approval e.g. DSTV installation.
2. Describe your approval with as much detail as possible.
3. Attach one or more images or attachments to give more information about the approval. (optional)
4. Slide the ball to the appropriate urgency level.
5. Tap the 'Submit Request' button and you're done!



Camera icon:

This means you can attach a picture or other documents in this area.



Manager:

As a manager you have the responsibility to action items that have been posted. You will find all reported issues under under 'Actions' on your Home Screen ➔ 'general approval'.



COMMUNITY ALERT

Create a Community Alert:

You can create a community alert which will send to ALL residents. Managers will be notified and respond appropriately. You will be updated via push notifications and can track and comment on your Alert under 'Tickets' on your Home Screen ➔ 'Security'.

How to create Community Alert:

1. Select a subject title that best describes your issue. E.g. Broken boom gate
2. Describe your alert with as much detail as possible.
3. Attach one or more images or attachments to give more information about the Alert. (optional)
4. Take note of the notice.
5. Tap the 'Submit Request' button and you're done!



Camera icon:

This means you can attach a picture or other documents in this area.

9:41

< Back Community Alert

What is the subject of your alert?

Title

What is the Alert about?

Please provide as much detail as you can about the alert:

Tap to upload

Please Note
This will send an ALERT to ALL members of your community.

Submit



ANONYMOUS TIP-OFF

Anonymous Tip Off

You can create an anonymous tip off which will be sent to managers only. Your identity will remain anonymous. Managers will be notified and respond appropriately. You will be updated via push notifications and can track and comment on your Tip-Off under 'Tickets' on your Home Screen ➔ 'Security'.

How to create a tip-off:

1. Select a subject title that best describes your issue. E.g. Noise complaint.
2. Describe your tip-off with as much detail as possible.
3. Attach one or more images or attachments to give more information about the issue. (optional)
4. Take note of the notice.
5. Tap the 'Submit Request' button and you're done!



Camera icon:

This means you can attach a picture or other documents in this area.

9:41

< Back Anonymous Tip-Off

What is the subject of your Tip-Off?

Title

What is the Tip-Off about?

Please provide as much detail as you can about your issue :

Tap to upload

Please Note

This will send a tip-off to management ONLY and will not contain any of your identity details. Your identity will not be revealed and you will remain completely anonymous..

Submit



VOTING ITEM (MANAGER ONLY)

Voting Items:

This feature allows you to create a voting poll for your community. You will be updated via push notifications and can track and comment on your Voting item under 'Tickets' on your Home Screen → 'Voting items'.

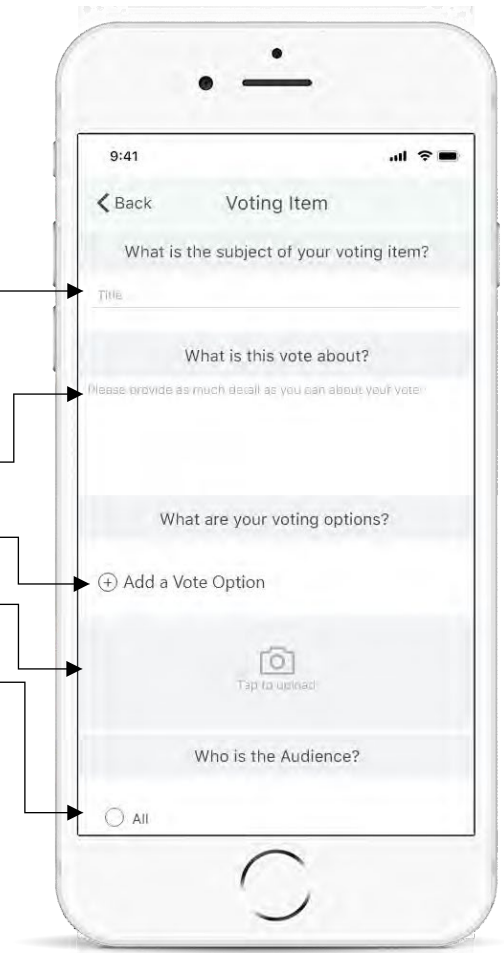
How to create a Voting Item:

1. Select a subject title that best describes your Vote. e.g. What wall colour should we choose?
2. Describe your Vote with as much detail as possible.
3. Add up to 5 voting options.
4. Attach one or more images to give more information about the Vote.
5. Choose what the audience your Vote should be sent to.
6. Choose when to send the notification.
7. Tap the 'Submit Request' button and you're done!



Camera icon:

This means you can attach a picture or other documents in this area.



Manager:

As a manager you have the responsibility to action items that have been posted if necessary. You will find all items you can action under 'Actions' on your Home Screen. Use the 3 dots (menu) to access list of actions to perform while viewing the item.



FORUM DISCUSSION (MANAGER ONLY)

Forum Discussion:

This feature allows mangagers to create a forum discussion within your community. You will be updated via push notifications and can track and comment on your Forum under 'Forum' on your Home Screen.

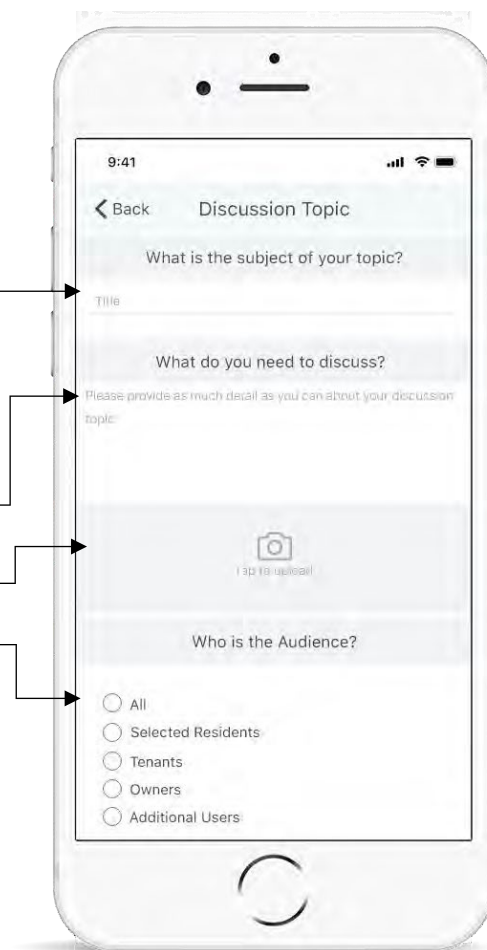
How to create a Forum Discussion:

1. Select a subject title that best describes your Forum e.g. When would you like to have the AGM?
2. Describe your forum with as much detail as possible.
3. Attach one or more images or attachments to give more information about the forum.
4. Choose your audience that you wish to participate in the forum discussion.
5. Choose when to send the Forum discussion. (Schedule or send now)
6. Tap the 'Submit Request' button and you're done!



Camera icon:

This means you can attach a picture or other documents in this area.



Manager:

As a manager you have the responsibility to action items that have been posted if necessary. You will find all items you can action under 'Actions' on your Home Screen. Use the 3 dots (menu) to access list of actions to perform while viewing the item.



NOTIFICATION (MANAGER ONLY)

Forum Discussion:

This feature allows you to create a general notification for your community. You will be updated via push notifications and can track and comment on your Notification under 'Tickets' on your Home Screen → 'News & Notifications'.

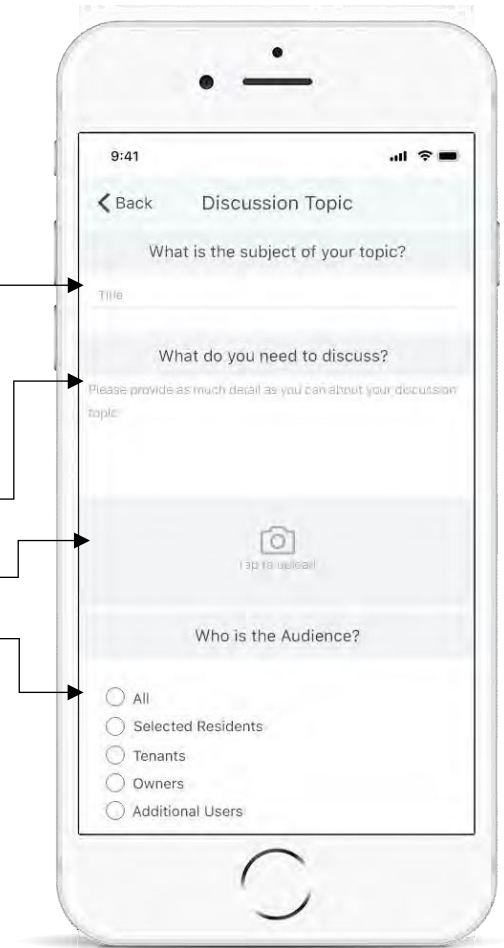
How to create a Notification:

1. *Select a subject title that best describes your Notification. E.g. Newsletter.*
2. *Describe your notification with as much detail as possible.*
3. *Attach one or more images or attachments to give more information about the notification.*
4. *Choose your audience that you wish to send the notification to.*
5. *Choose when to send the Notification. (schedule or send now).*
6. *Tap the 'Submit Request' button and you're done!*



Camera icon:

This means you can attach a picture or other documents in this area.



Manager:

As a manager you have the responsibility to action items that have been posted if necessary. You will find all items you can action under 'Actions' on your Home Screen. Use the 3 dots (menu) to access list of actions to perform while viewing the item.

ICON GUIDE

**Information:**

Displays any relevant information about the page

**Phone Icon:**

Displays the relevant Phone number which you can Tap to call.

**Envelope Icon:**

Tapping this opens a chat with the selected person.

**Camera Icon:**

This means you can attach a picture or other documents in this area.

**Bin Icon:**

Tapping this will delete the item, removing it from the app.

**Pen Icon:**

Tapping this will allow you to edit an edit, change or add/ remove information.

**Help Icon:**

This brings up helpful information or a link to our help centre.

**Options Menu:**

Whenever you see this icon anywhere in the App (The 3 dots stacked above one another) it means that this feature has a menu that can perform additional tasks such as read all or apply additional filters.