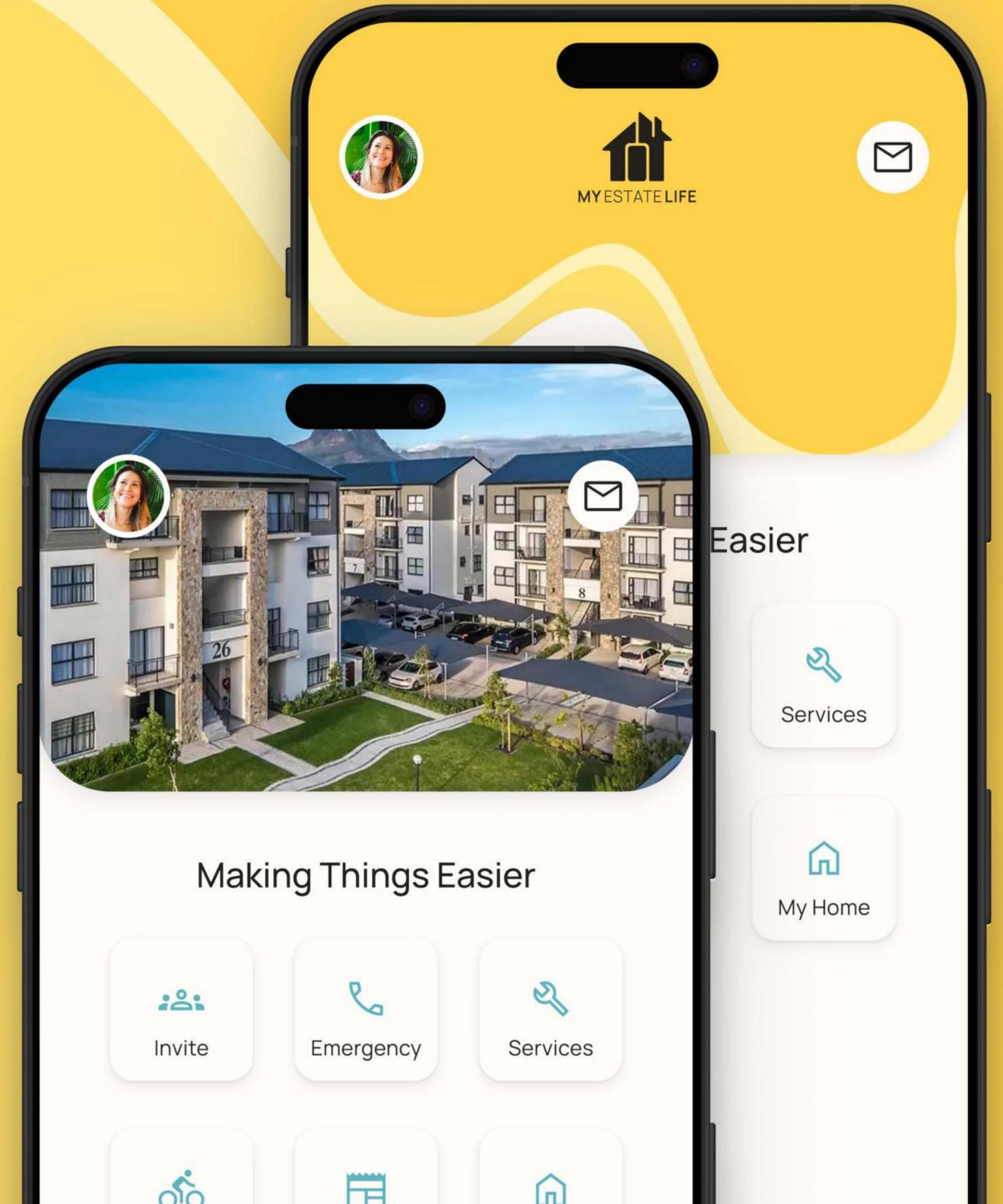




Mobile App Guide | V4



Overview & Guide

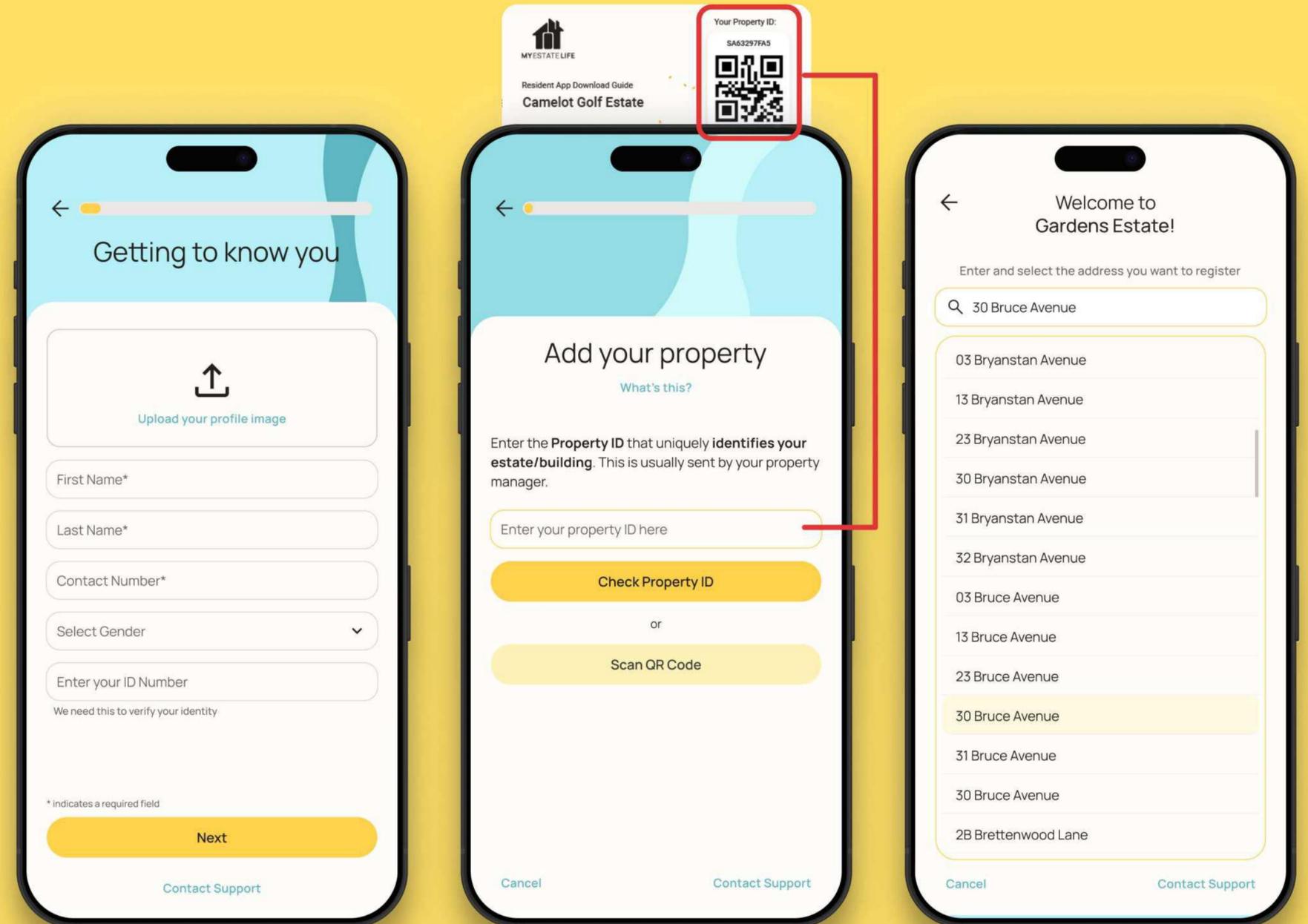


Getting Started

1. Download My Estate Life on your phone from the **App Store**, **Google Play Store** or **Huawei AppGallery**.



2. Follow the in-app steps to **create your account**.
3. Scan the QR code or enter your **property ID** sent to you in the **Download Guide** from your manager.
4. **Select your address** from the list (start typing to make it easier!)
5. Hit "Confirm" and wait for your **property manager** to **approve your application** to start using the full app.

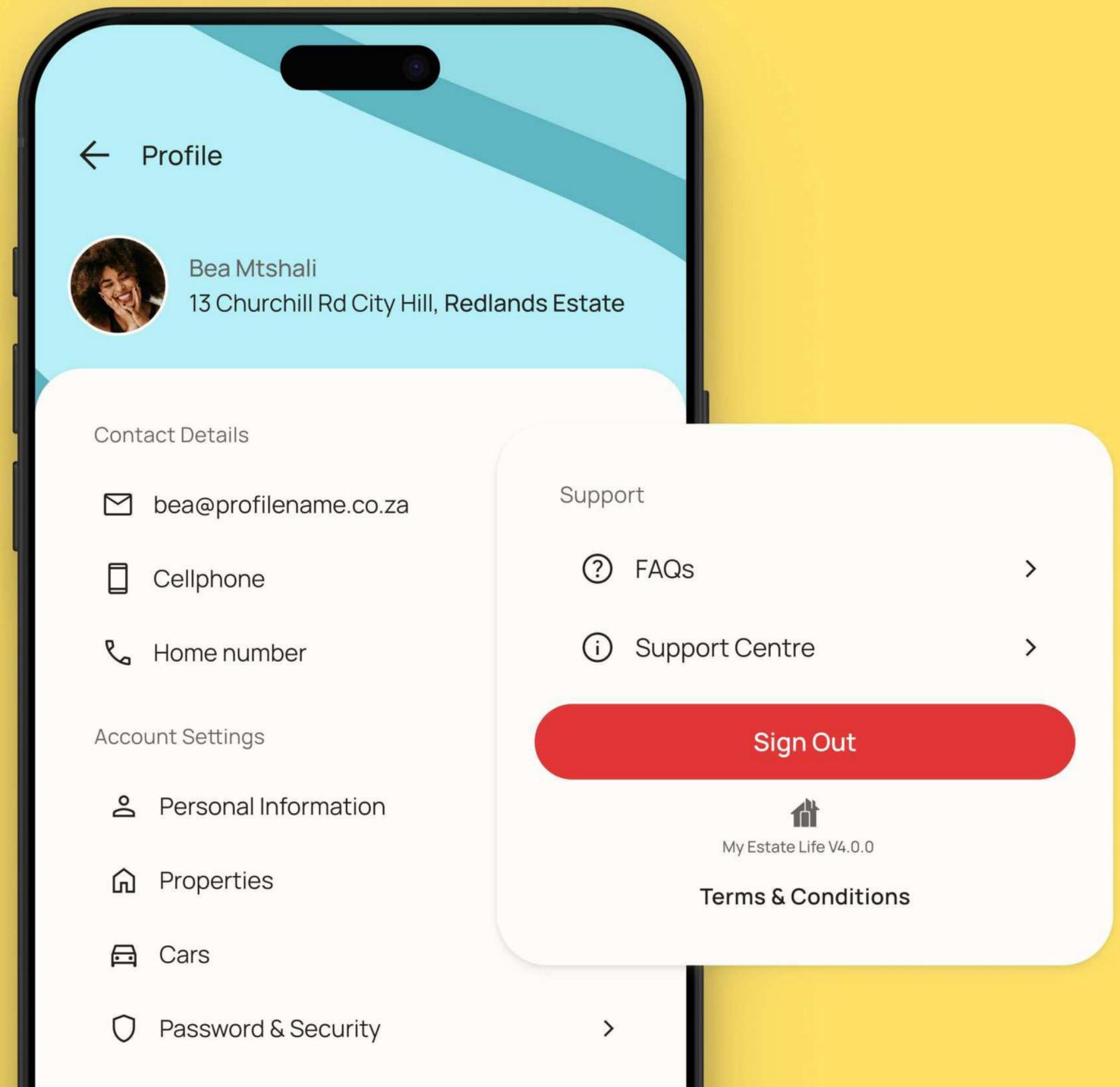


Managing Your Profile



Your Profile in a Nutshell

- Go to “**Personal Information**” to edit your account details, and press “**Save Changes**”.
- **Add, remove or switch between properties**
- Record your **car details**
- Here is where you can **sign out**
- Note your **app version**, read our terms & conditions and head to **online support**.



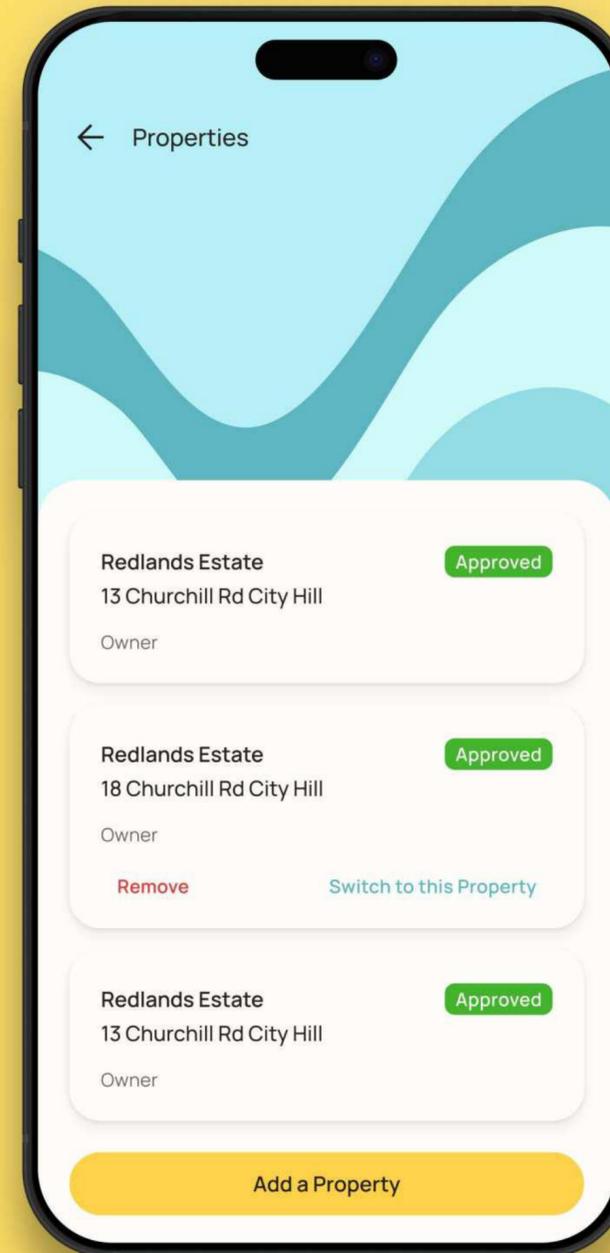
Managing Your Profile



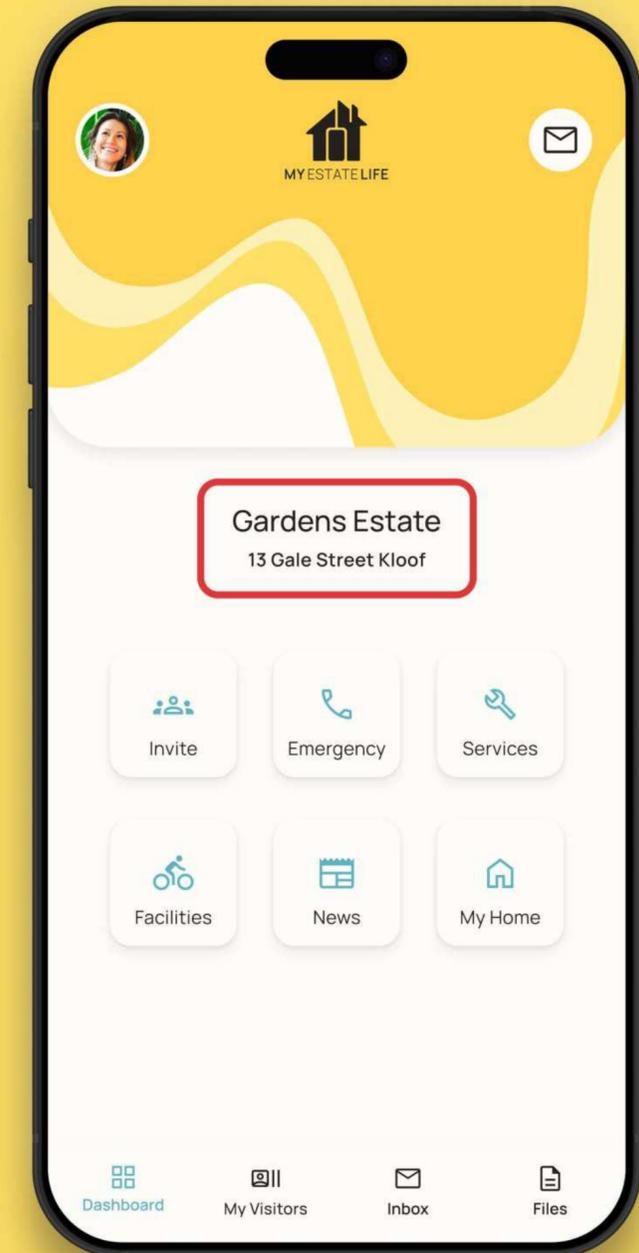
Properties

Here you:

- Add a property
- Remove a property
- Switch between properties if you have multiple properties using My Estate Life



Tap a property to see your options



Switch properties on the home screen by tapping your address

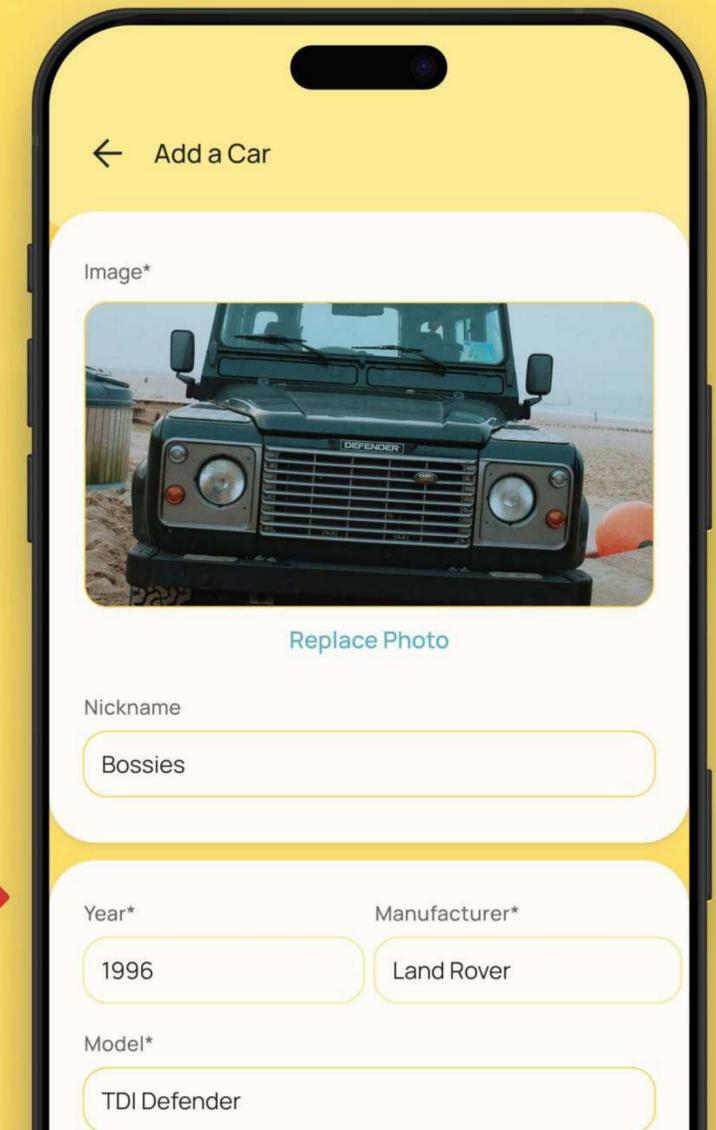
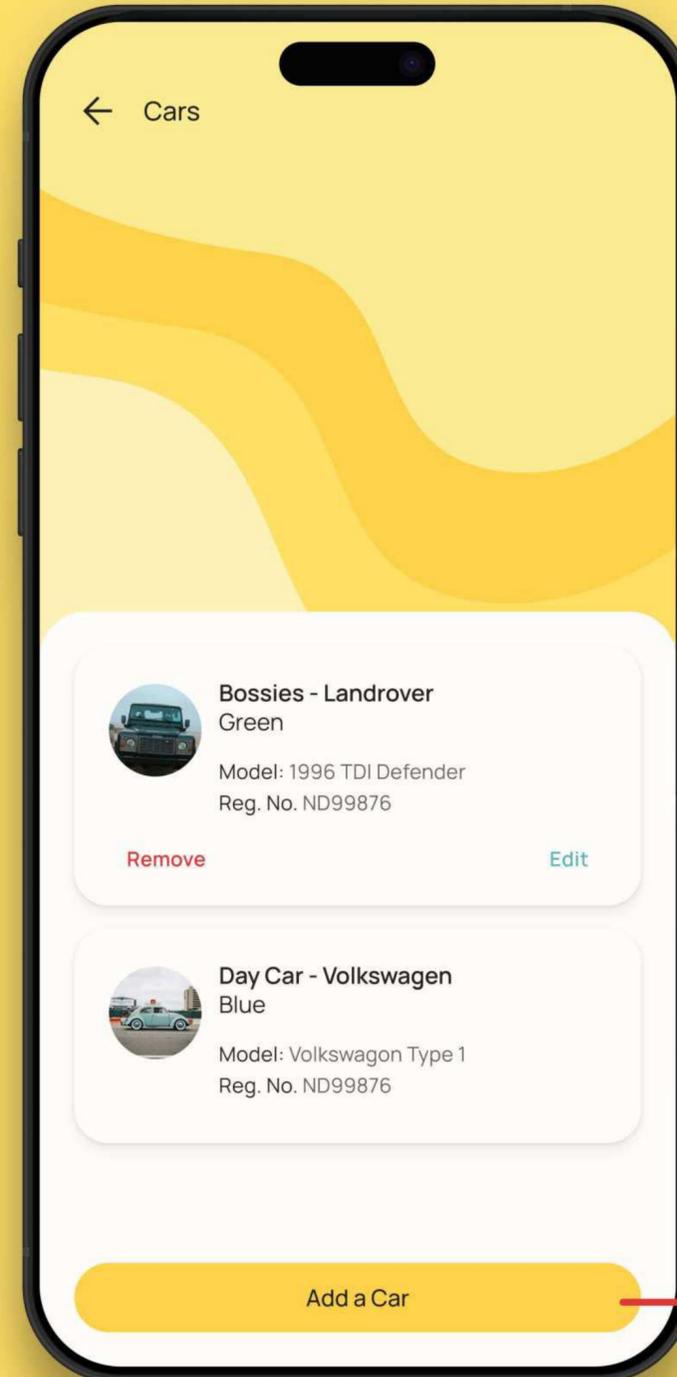
Managing Your Profile



Cars

If you have a vehicle, you can:

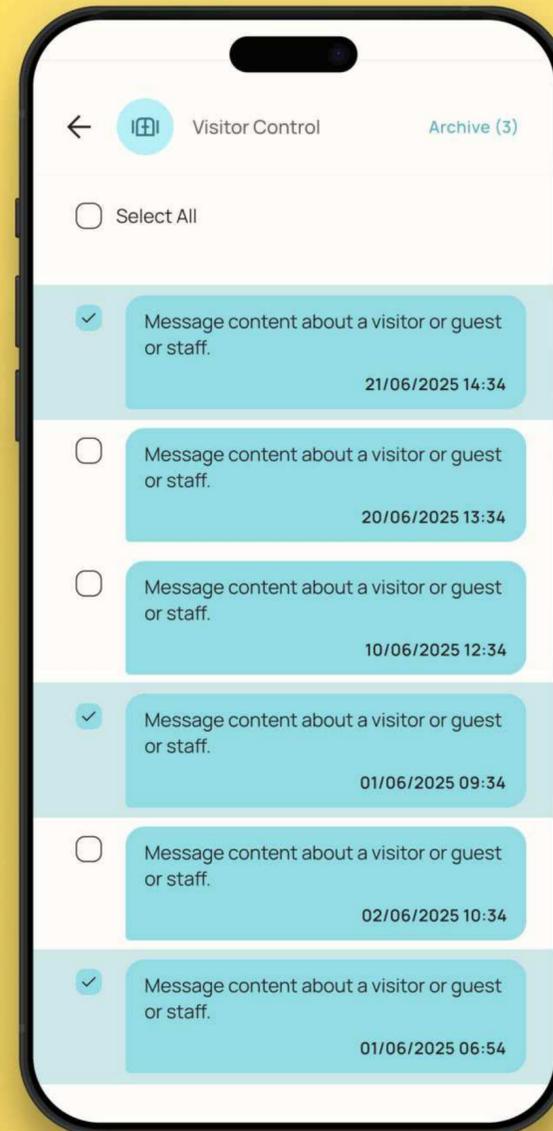
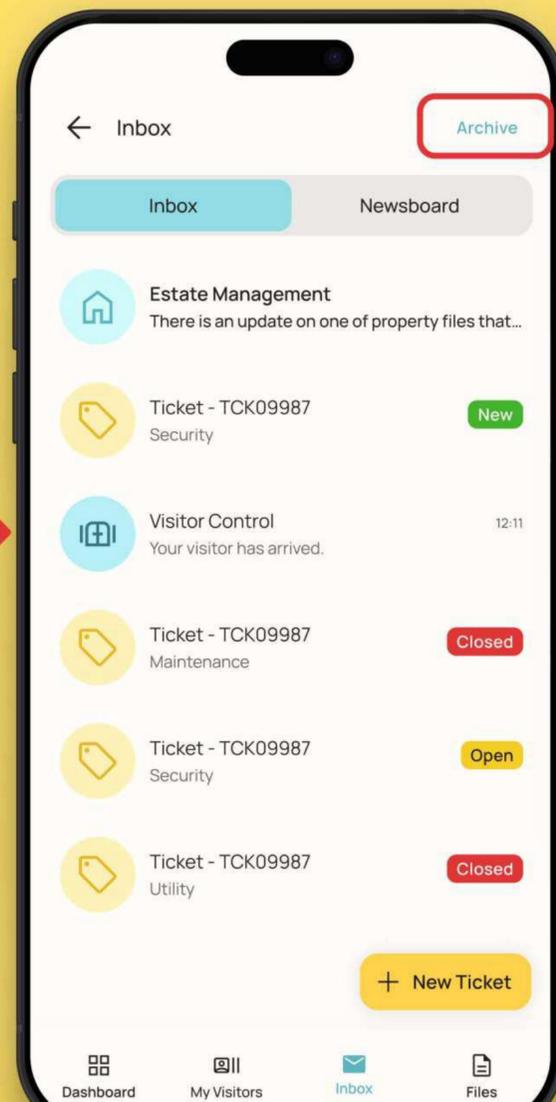
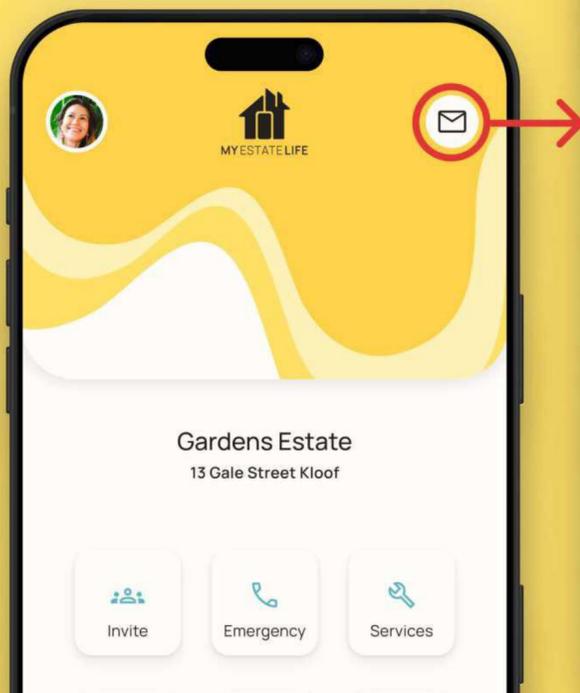
- Add a car/s
- Remove a car/s
- Update any details for your car/s



Managing Your Inbox



Tap the "Mail icon" on your home screen to view messages



Notifications

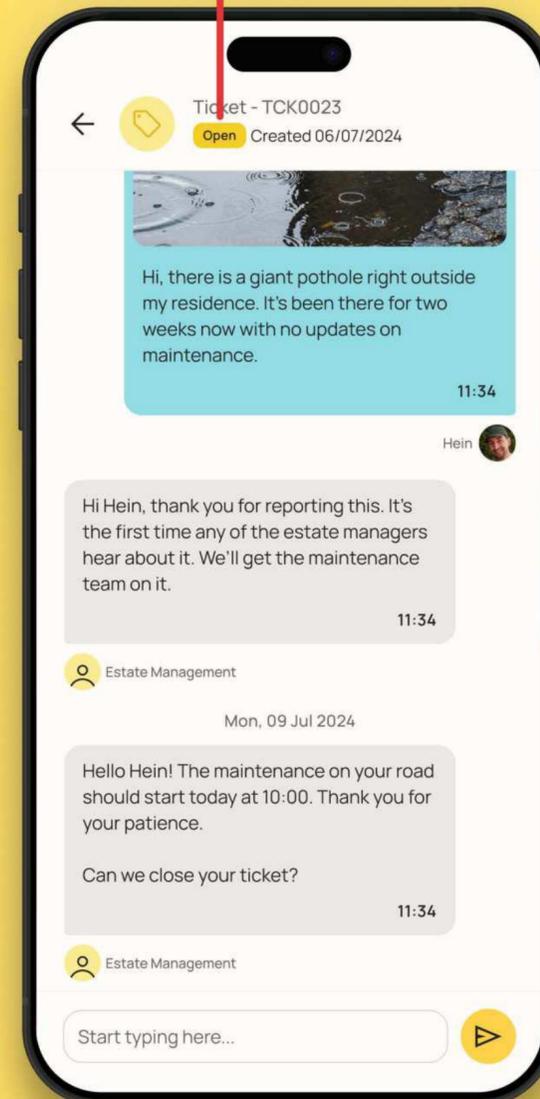
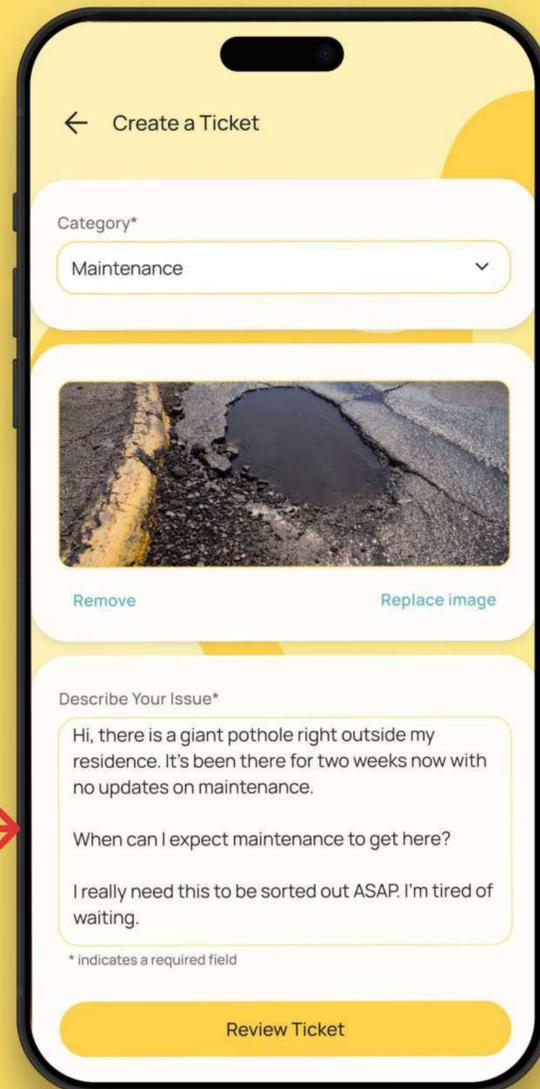
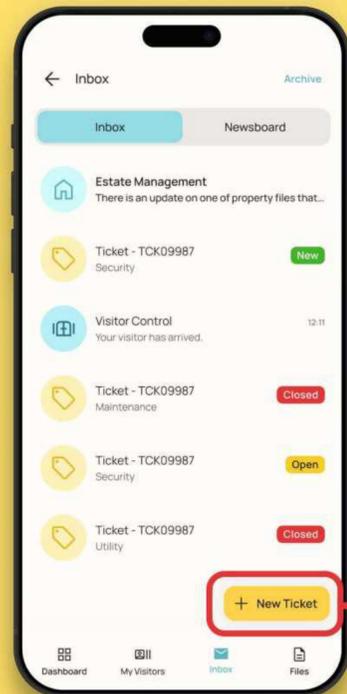
All messages from tickets to alerts of arrived visitors are organised in your Inbox.

- Tap a message to open it
- Go to "Archive" to see old messages
- **Archive** messages by holding and selecting the messages you want to move

Managing Your Inbox



Ticket status (New, Open, Closed or Archived)

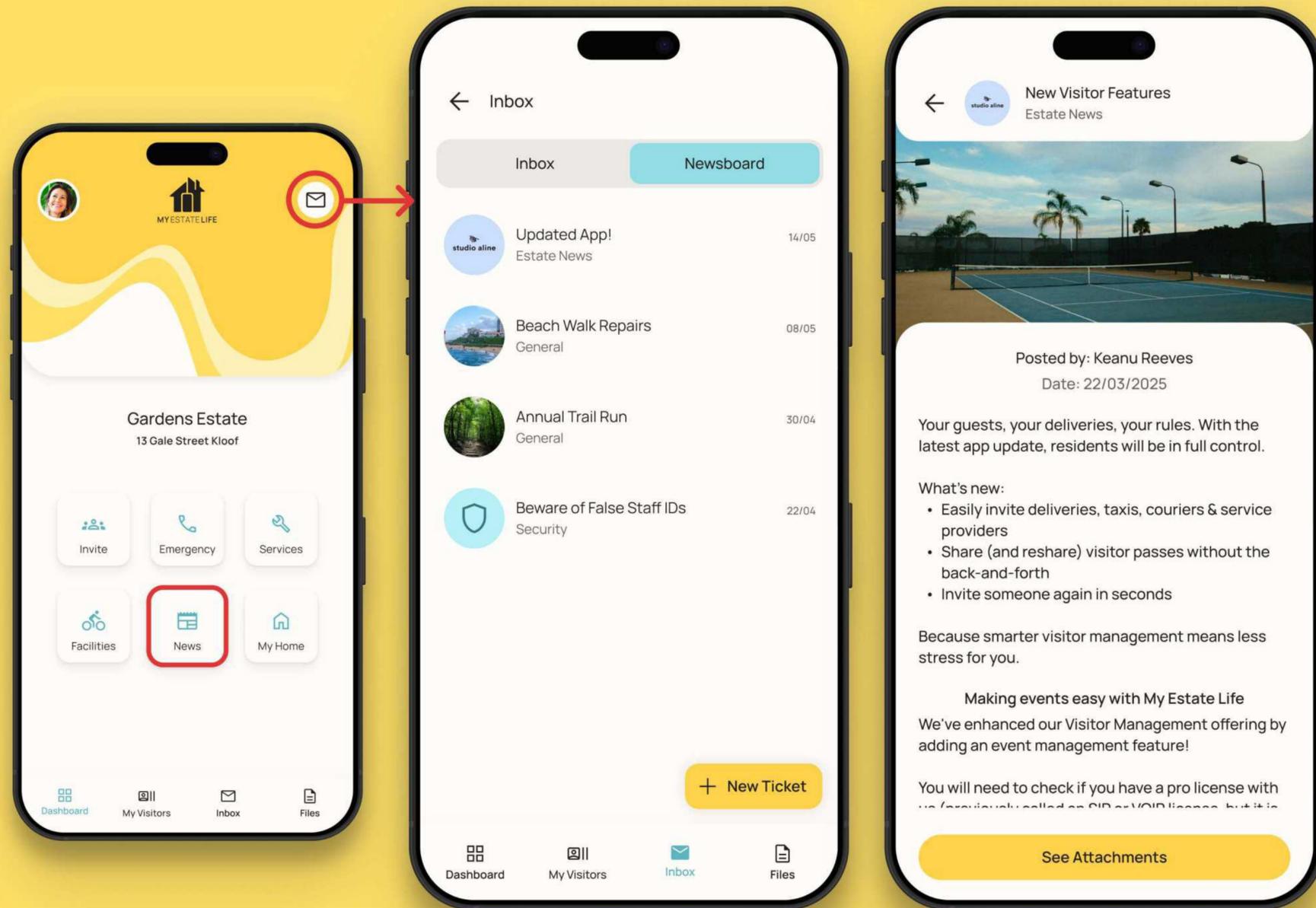


Create a Ticket

Report an issue directly to your management team in a two-way chat interface

- Tap “New Ticket” in your Inbox
- Select a **category**, add an **optional image** to give context, and then **type your message**
- **Review**, and **send** you ticket
- You will get a **push notification** once your manager responds. Each message is time and date stamped.
- Once the problem is resolved, your manager will **close the ticket**, and then you can move it to your **archives**

Managing Your Inbox

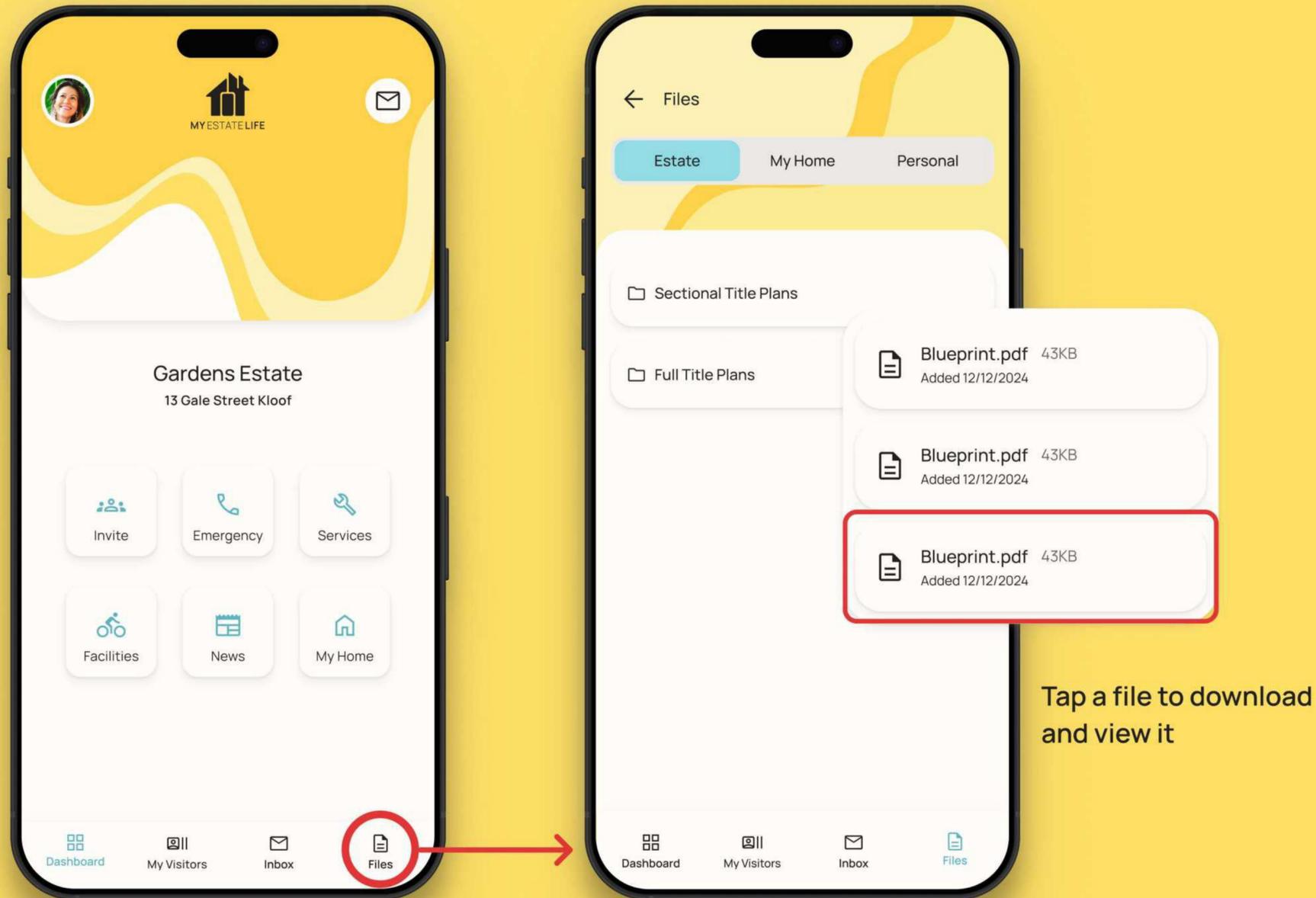


News Articles

All news articles sent out by your management team are available in your Inbox.

- Tap an article to open it
- If there is an attachment, you will see a **“View Attachments”** button at the bottom of the page to download any files
- Access news articles from your home screen by either pressing the **“Mail”** icon or the **“News”** button

Managing Your Files



Documents

You can see all the files and folders uploaded by your property manager in the “Files” tab.

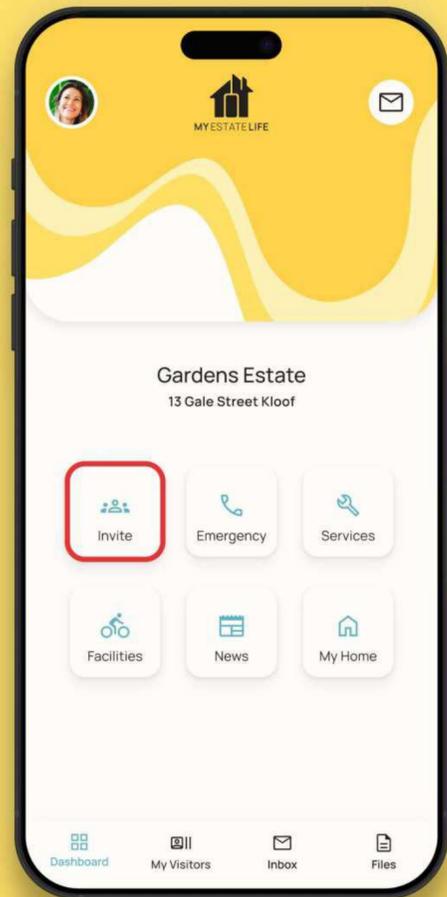
The files are organised into:

- **Estate files** that all users at your estate can see
- **My Home files** that all users registered to your property can see
- **Personal files** that only you can see

Managing Your Visitors



Adding a Visitor



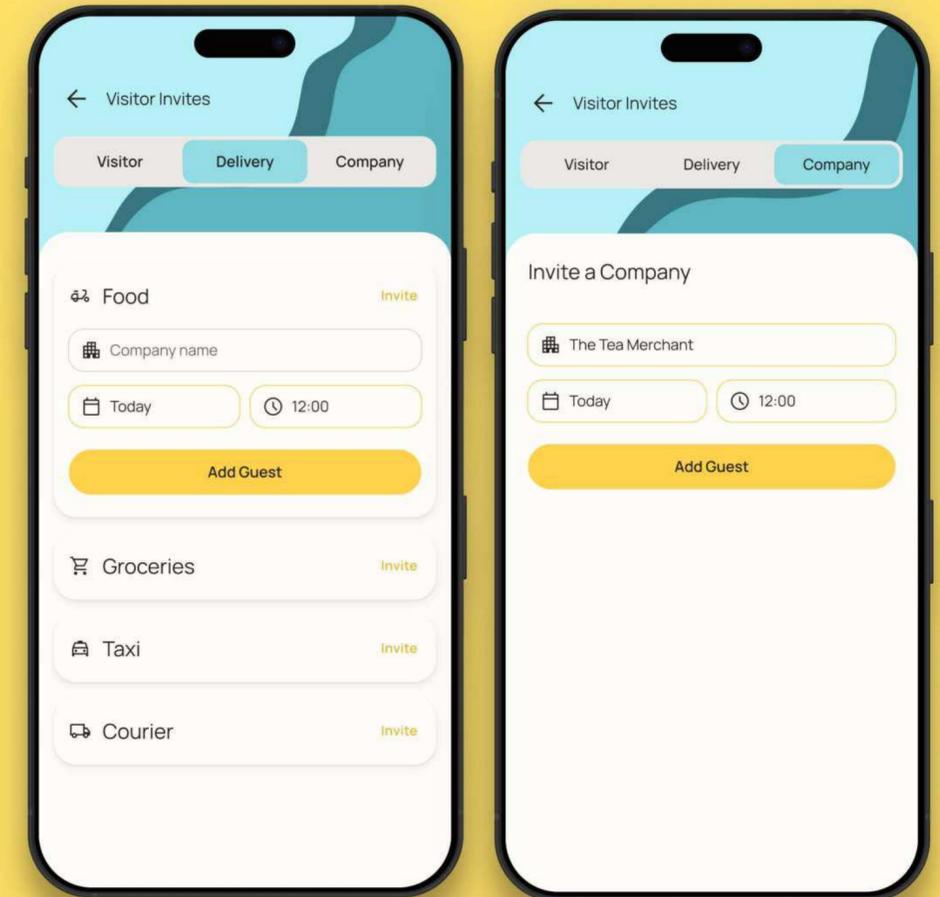
Auto-fill fields from your phone's Contacts

Check that you selected the right visiting date

Set how long the access code will be valid for

Tap "Submit Guest" to get a Visitor Ticket

Adding a Delivery/Company

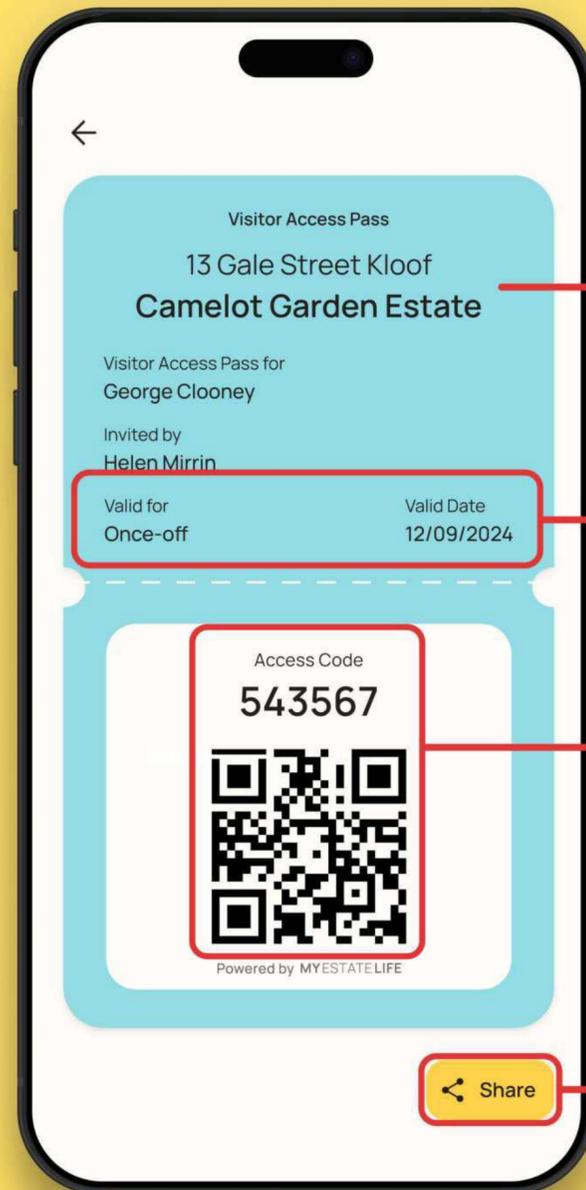


Simply add the company's name (e.g., Takealot, Mr D) that needs access, set an estimated arrival time and tap "Add Guest" to get an Access Code or Visitor Ticket

Managing Your Visitors



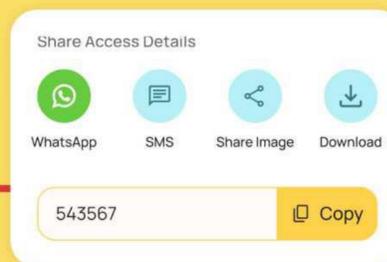
Visitor Tickets & Access Codes



Visiting address

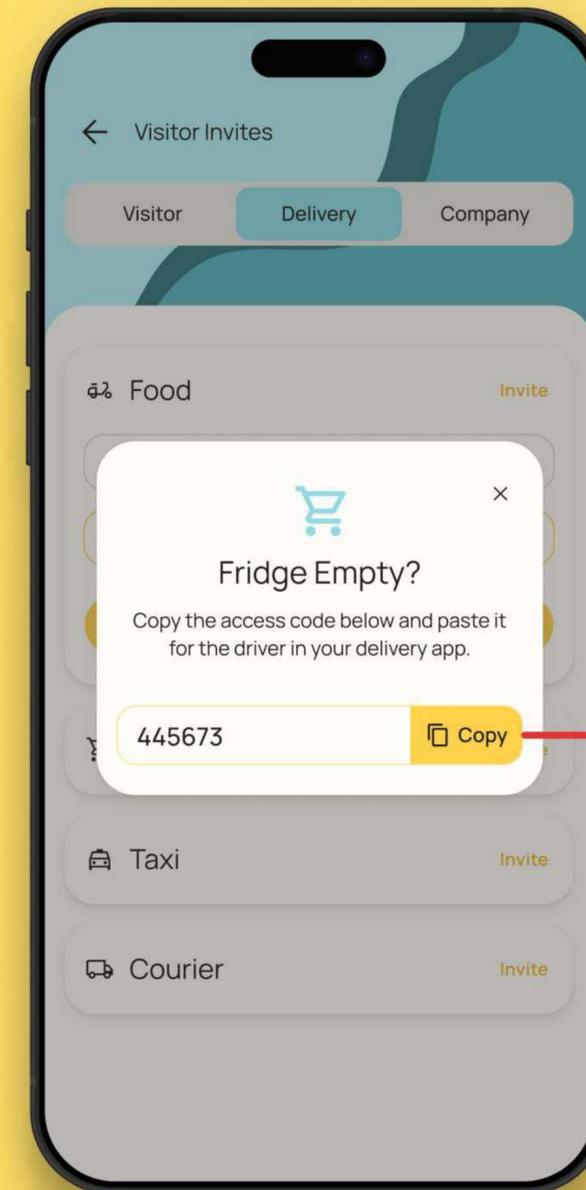
The days and duration that the access code is valid for

This is the code security guards will scan/enter at the gates to grant access



Don't forget to share the access code/ticket!

Visitors & Companies



Tap "Copy" to keep the access code on your phone's clipboard to share with your delivery driver on any platform.

This code will grant the driver access at the gates when entered into your security guard's device.

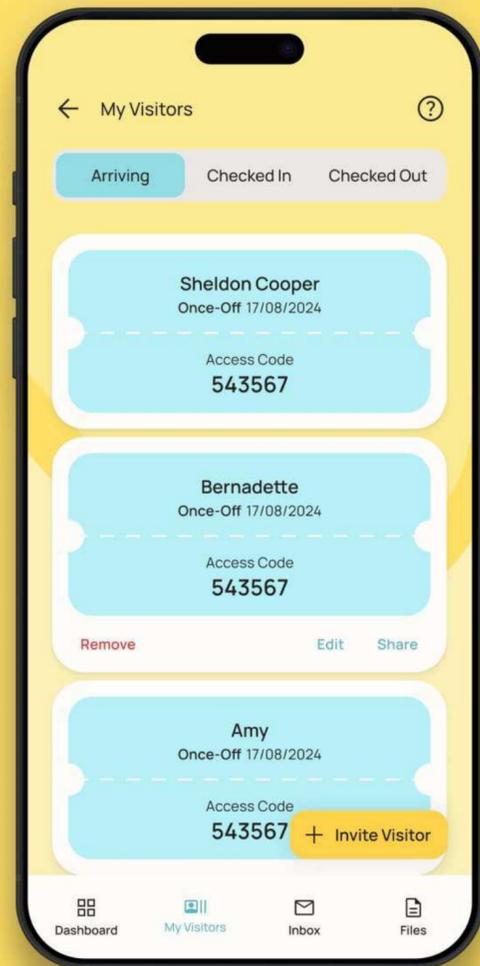
Deliveries

Managing Your Visitors



My Visitors

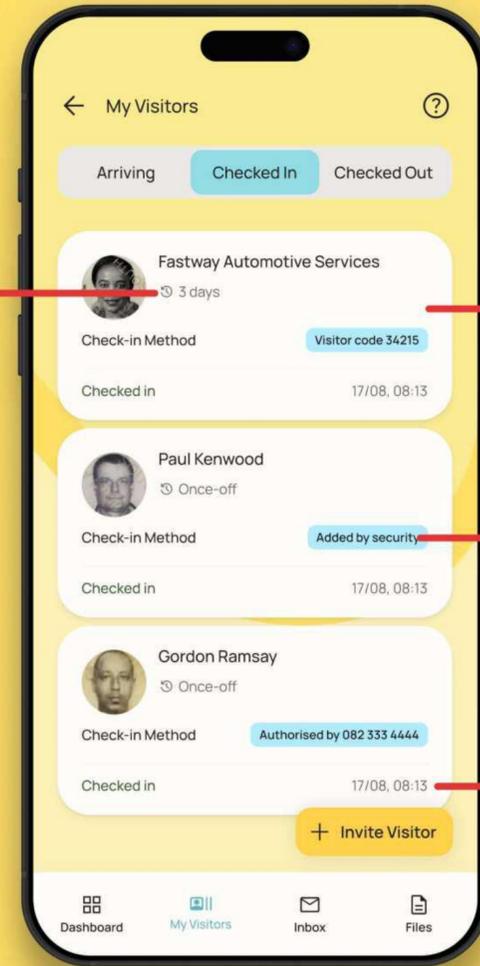
See all your invited visitors



Visitors you added

Tap on a visitor to change access details, share the access code or delete them

Access code valid duration

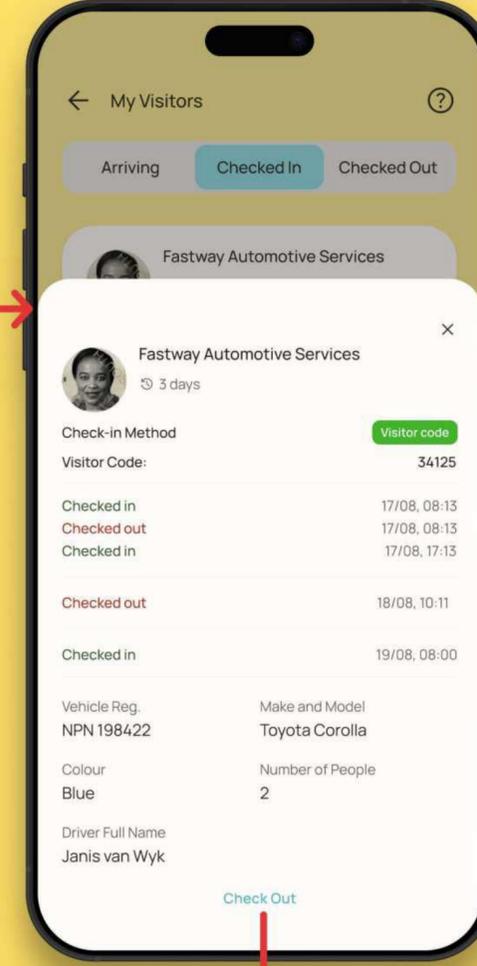


Your visitors who have been checked in by security

Tap on a visitor to see more details.

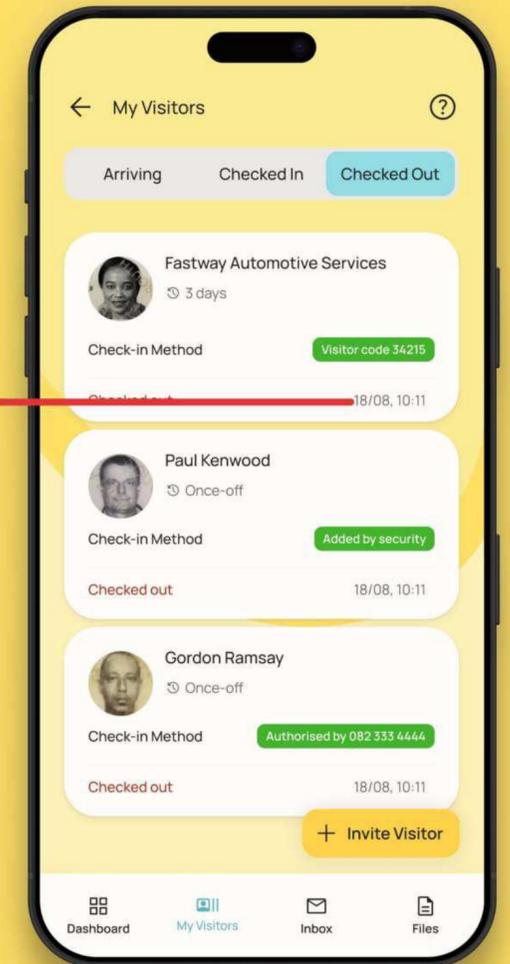
How the visitor was validated

Time and date when the visitor code was scanned by security



Press "Check Out" if you want to manually check the visitor out

Time and date when the visitor was checked out



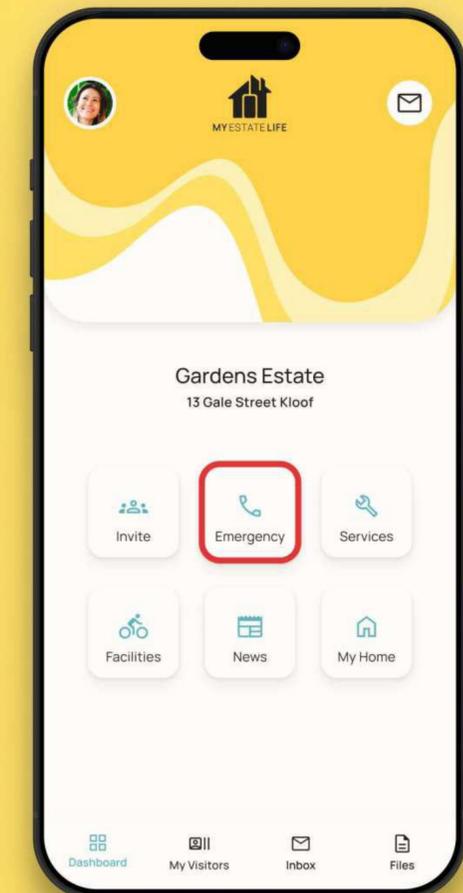
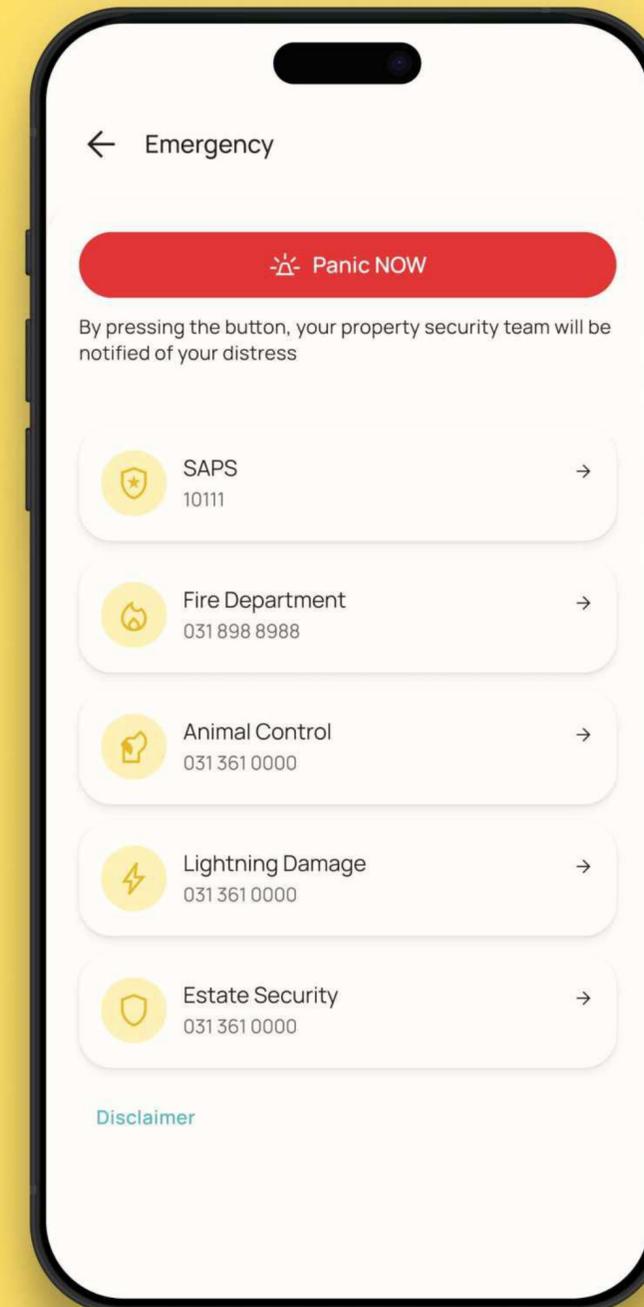
Your visitors who have left the property

Managing Your Emergencies



Your property manager's list of emergency contacts

- Press a **contact** in the list to call them from your phone.
- If enabled, press the **“Panic NOW”** button in an **emergency** while you're at your property to alert on-site security of your distress.
- The **“Panic NOW”** button will send out a notification to your security guards that the button was pressed **at your address**.

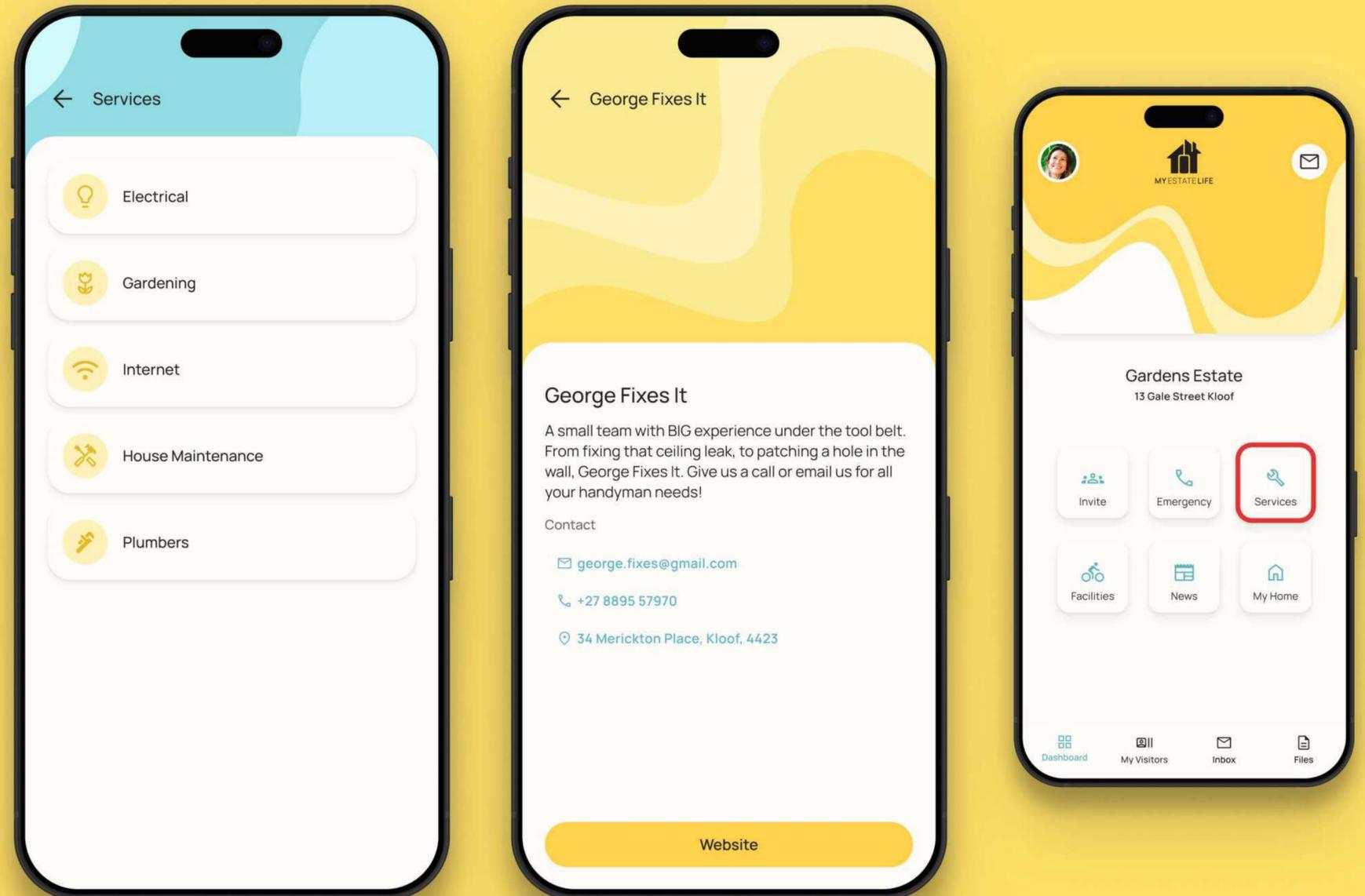


Managing Your Services



Your property manager's go-to's

- You will see categories of **services** loaded by your manager
- Press a provider within a category to see their details
- From here, you can contact the service provider directly

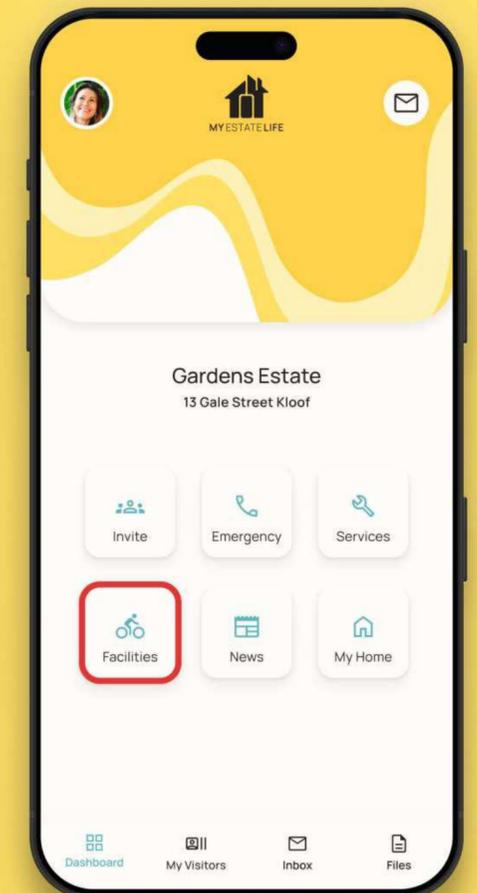
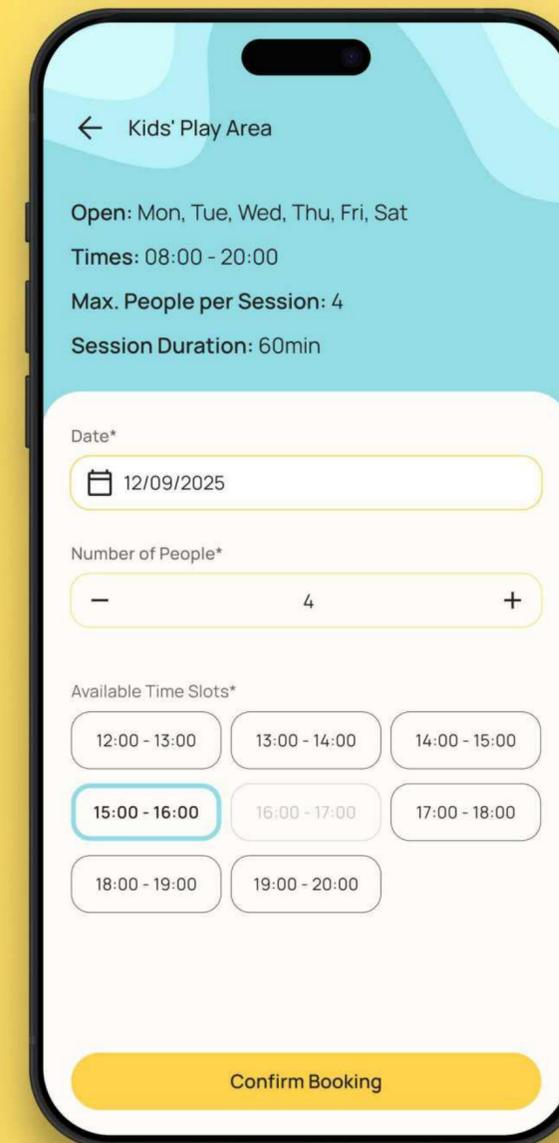
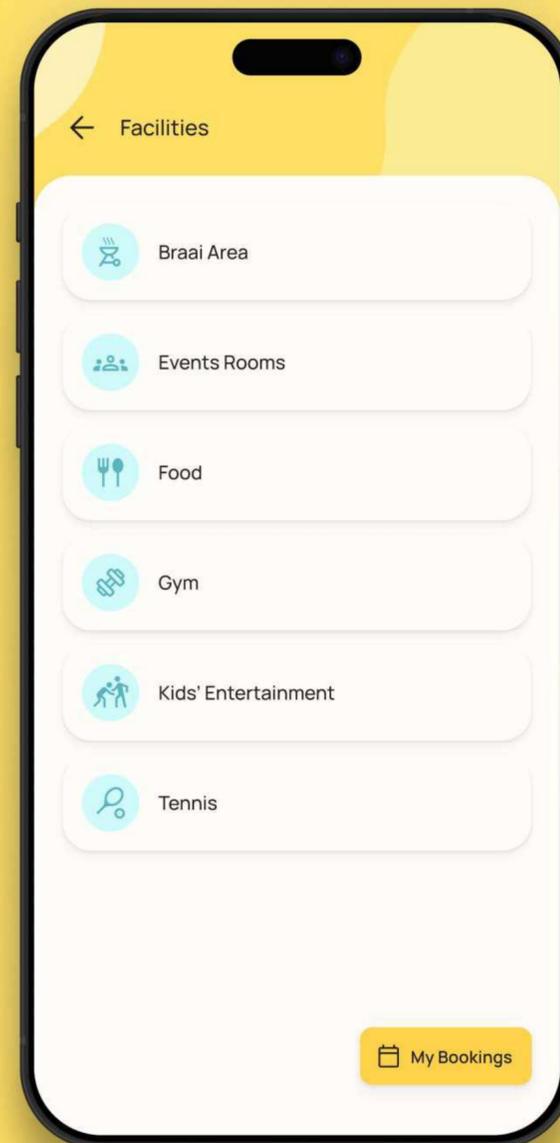


Managing Your Facilities

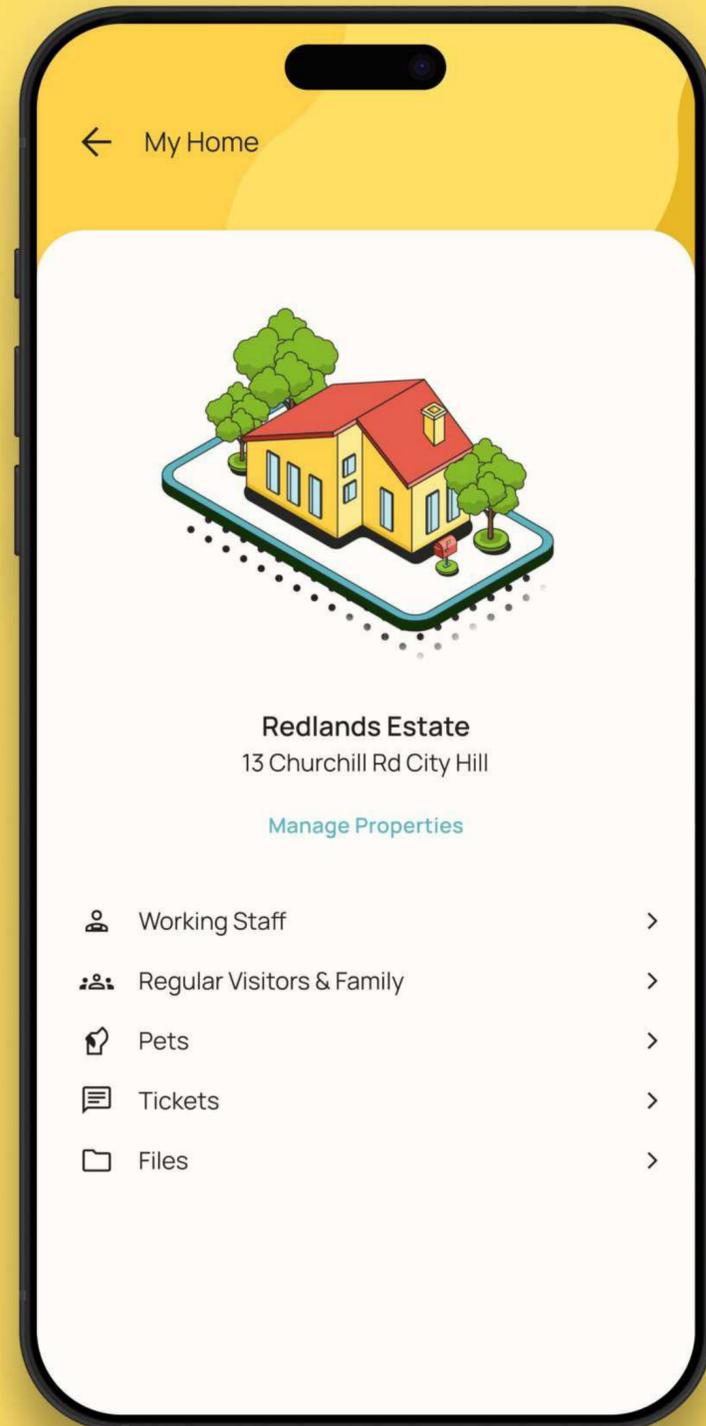
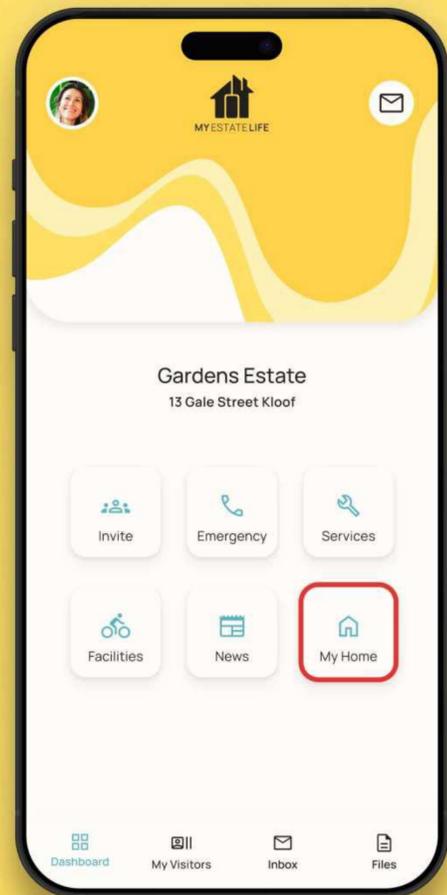


Facilities available to you from your management team

- You will see **facility categories** loaded by your manager
- Press a facility within a category to see its details
- You can **contact, book or view a facility's location**
- See your upcoming bookings by pressing “**My Bookings**”



Managing Your Home

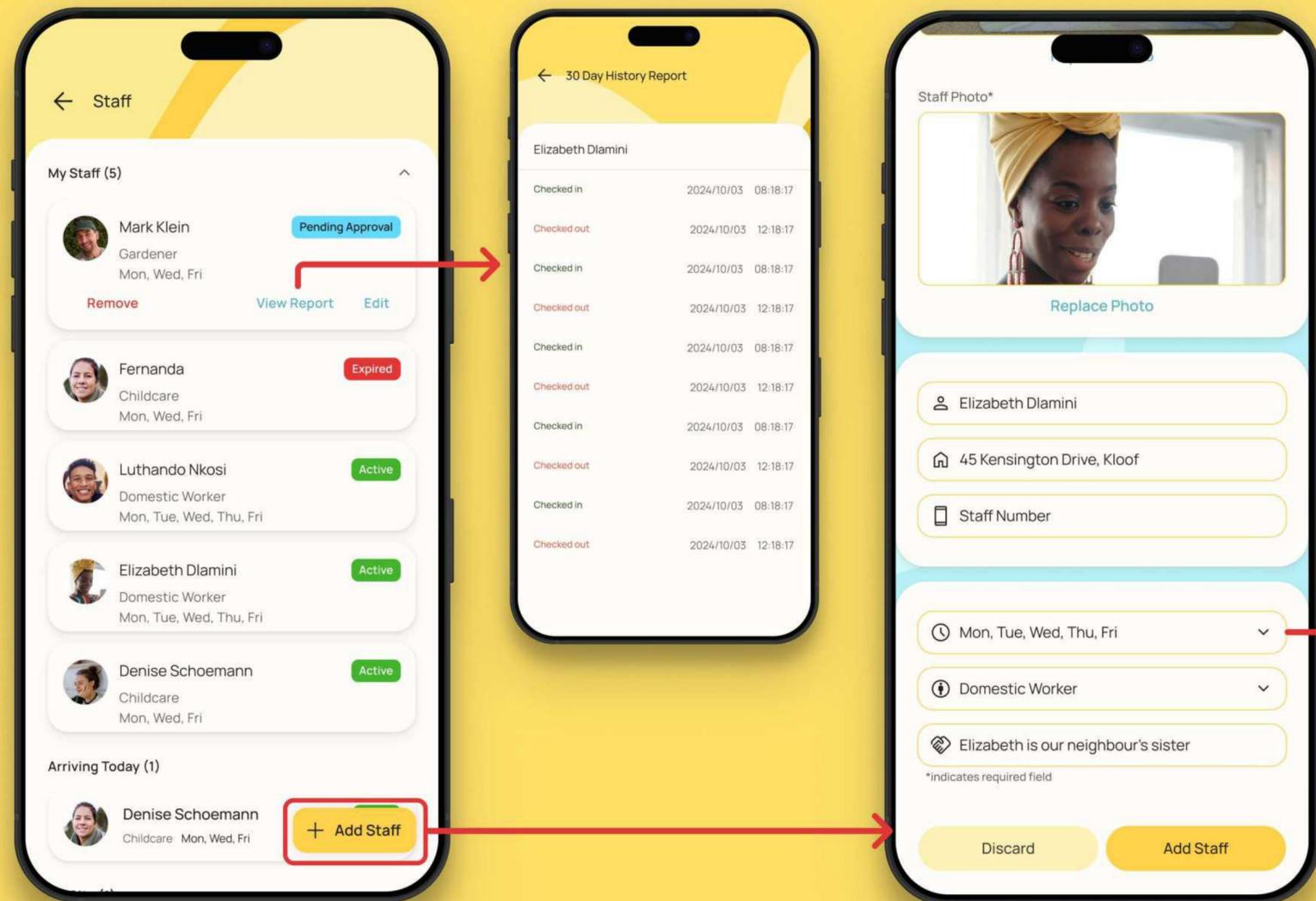


My Home

Here you can:

- Manage **working staff**
- Add and edit **regular visitors**
- Get **pets** approved
- Check out your **tickets and files**
- **Switch between properties** if you have more than one

Managing Your Home

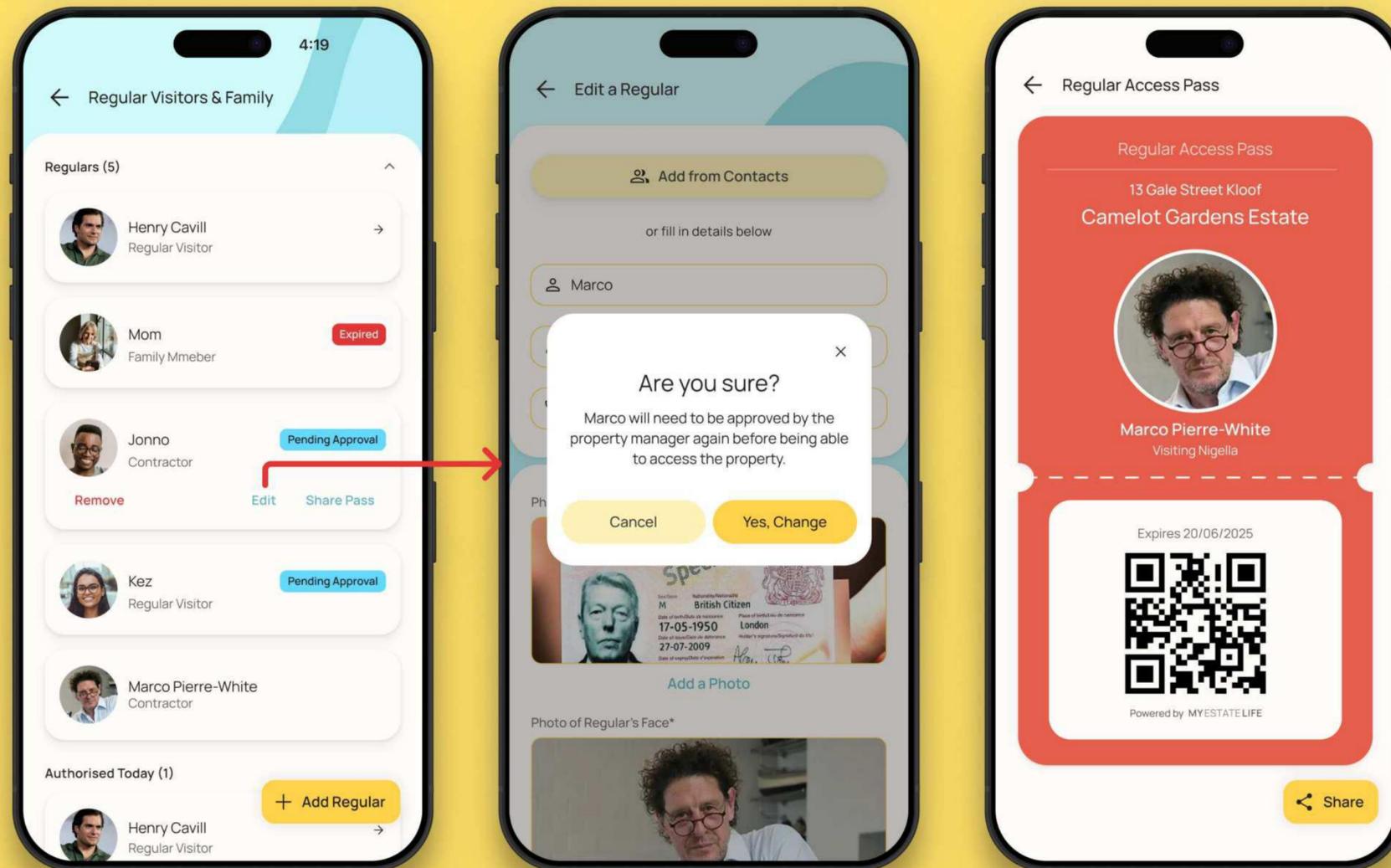


Working Staff

If the Staff feature is enabled, you can:

- Add new staff members and set their working schedules
- Your property manager needs to approve staff before they can access the property
- Edit and remove staff members
- See your active and arriving staff
- See a 30-day history of arrivals and departures when they are checked in and out by security

Managing Your Home



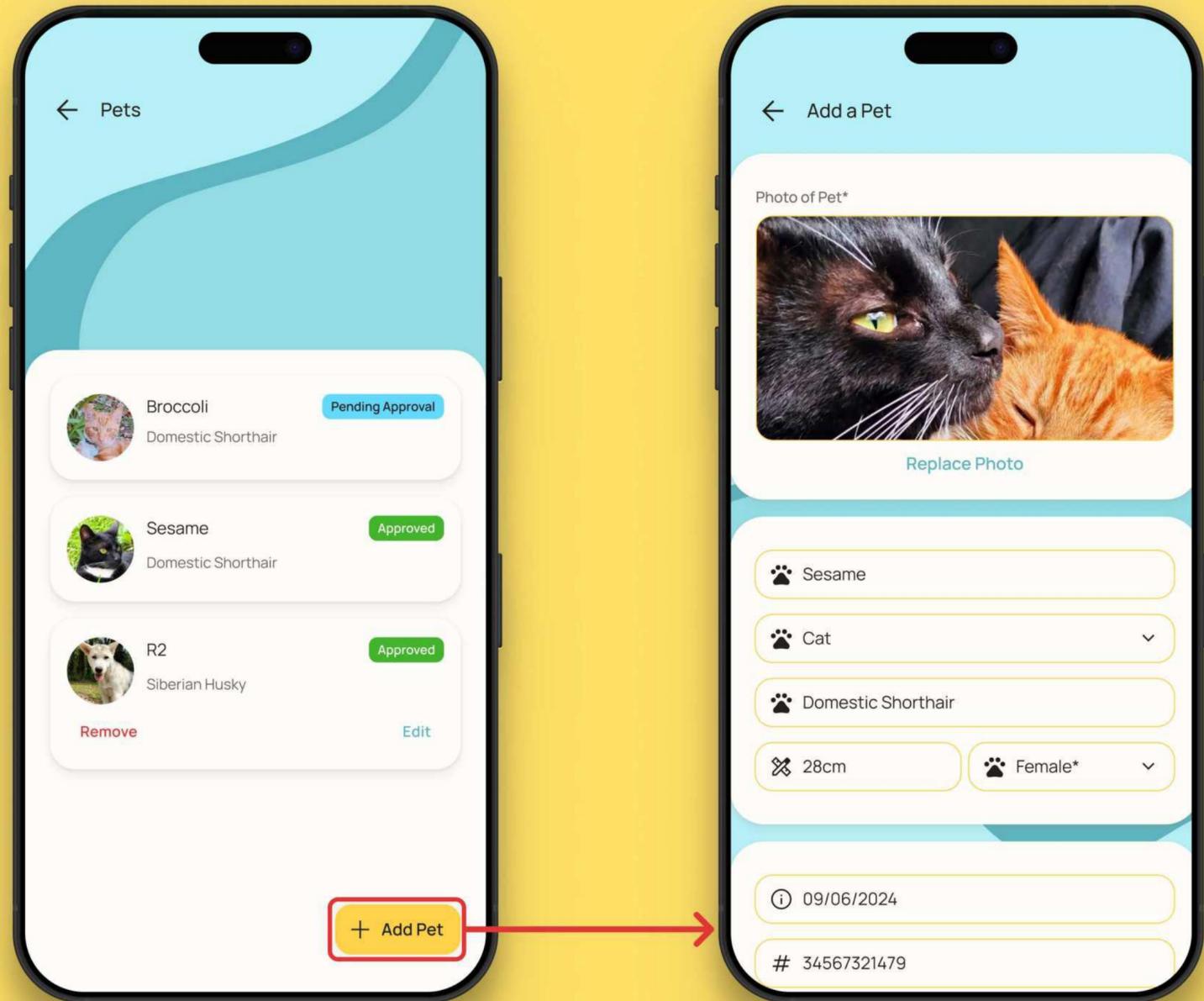
Editing a regular visitor means that your property manager will need to approve them again

Regular Visitors & Family

If the Regular Visitors feature is enabled, you can:

- Add regular visitors who can use a regular pass with scheduled access days until it expires long-term
- Your property manager needs to approve your regulars before they can access the property
- Edit and remove regular visitors
- See all your regulars and those who can access the property today
- Share a regular pass

Managing Your Home



Pets

If your property allows pets, you can:

- Add pets by filling in their breed and size details
- Edit and remove pets linked to your property
- See all your pets and their **approval status**

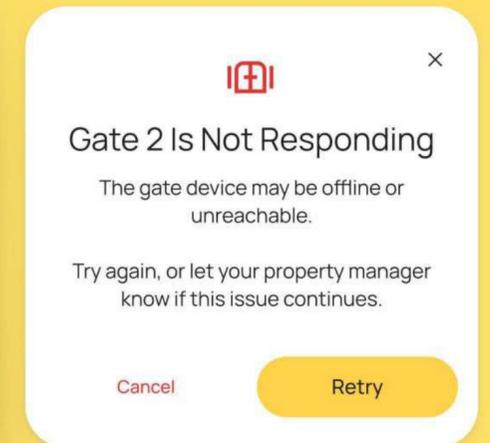
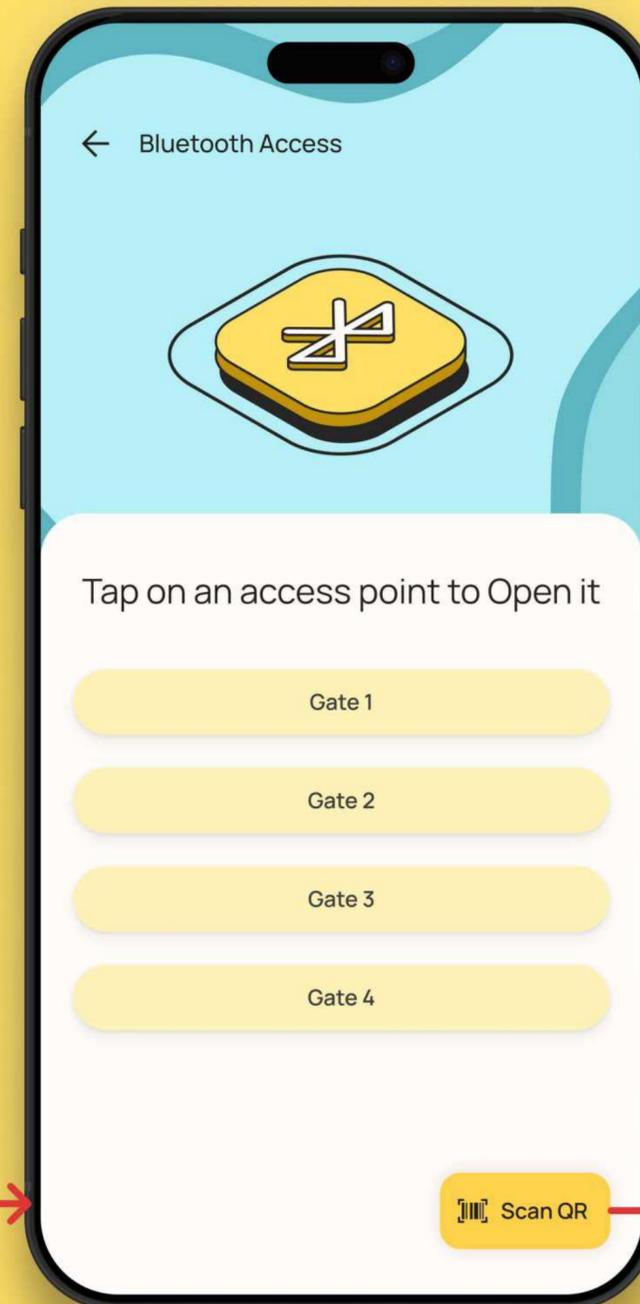
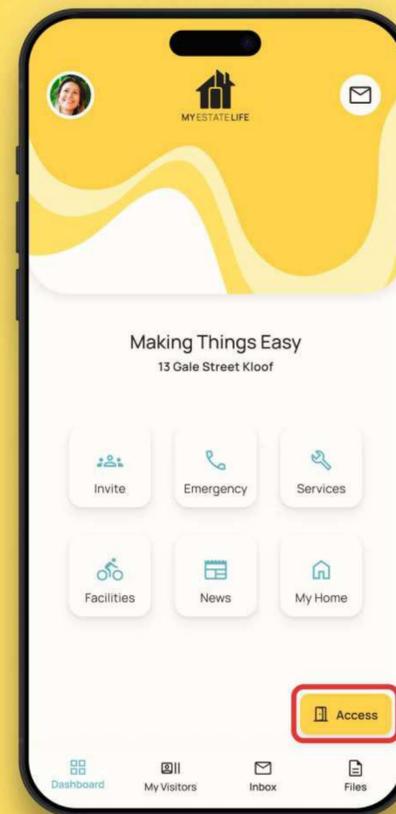
Managing Your Access



Bluetooth or QR Access

If your property has the **Resident Access** feature, you can press the **“Access”** button on your home screen to open entrances/exits on your property.

- **Bluetooth and Location** permissions need to be allowed for My Estate Life on your phone
- Select/scan the entrance you want to open for the app to **connect with your property’s 3rd party service**
- Once connected, your entryway should open!
- Sometimes the **3rd party device** that controls entryways is **offline** - **contact your property manager** if this error keeps popping up



Error when 3rd party device is offline

Only visible to properties with QR Access

Need more help?

Get in touch

 Give us a Call

Mon-Fri, 8am to 4pm
087 657 0003

 Send an Email

Our friendly team is here to help
support@myestatelife.com

 Visit our Website

All the info you might need
www.myestatelife.com/residents-support

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