

Onboarding User Guide

De Zalze Winelands Golf Estate Mobile App



Contents

The document contains explanations on the following topics within your community member app.

1. Create an Account
 - a. If your community sent you an invite
 - b. If you request to join your community
1. How to verify your account at a later stage
2. Reset Your Password
3. Join your Community
4. Recommend a person to your community

Download The De Zalze Winelands Golf Estate App

The App is available in the App Store, Play Store, and AppGallery which means it is supported on iOS, Android, and Huawei devices.

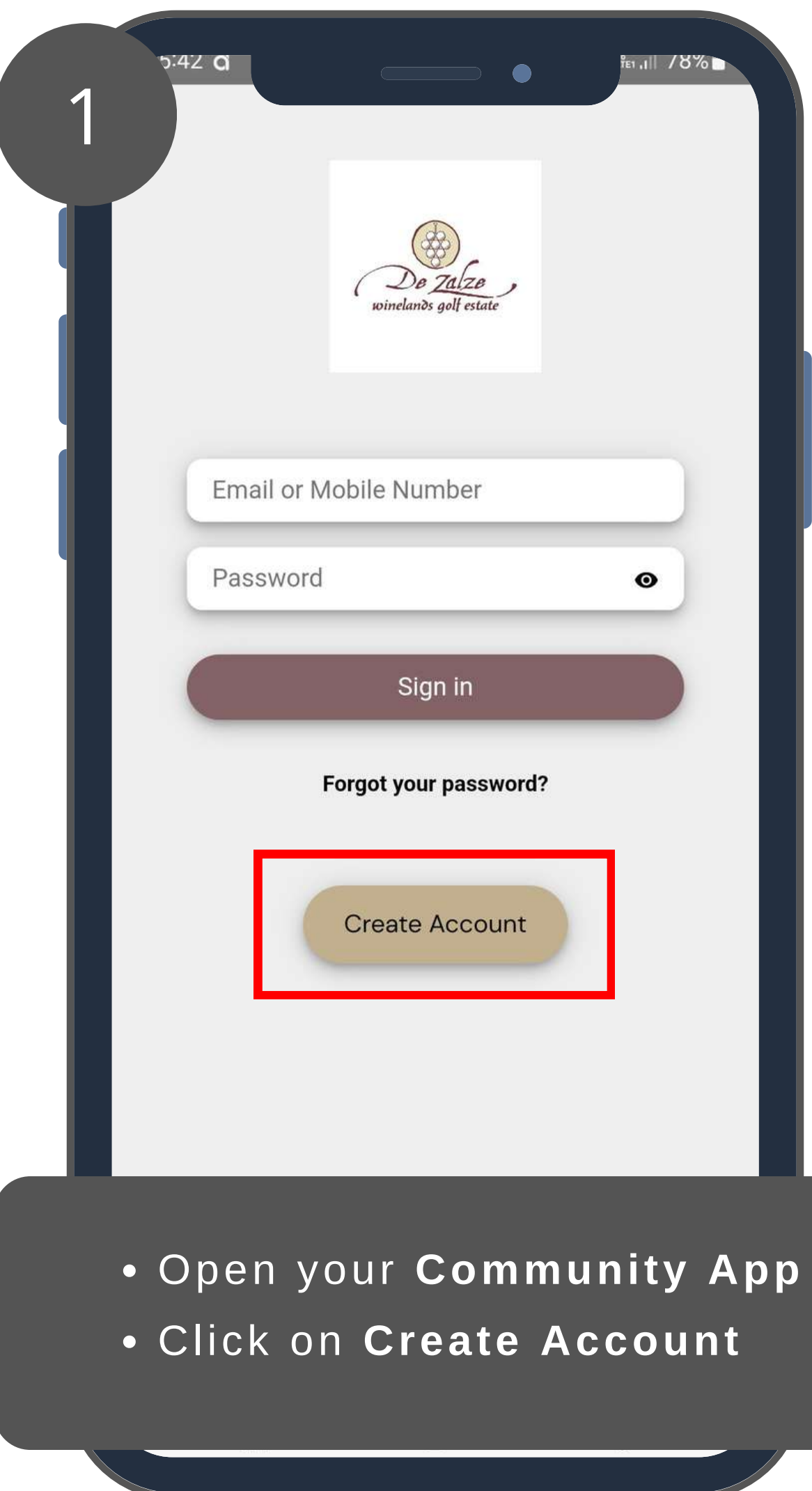
1. Go to either your App Store, Play Store or AppGallery.
2. Search for **De Zalze Winelands Golf Estate** App.
3. Download the App.
4. The App is installed on your device & ready to use.

The app is free to use.

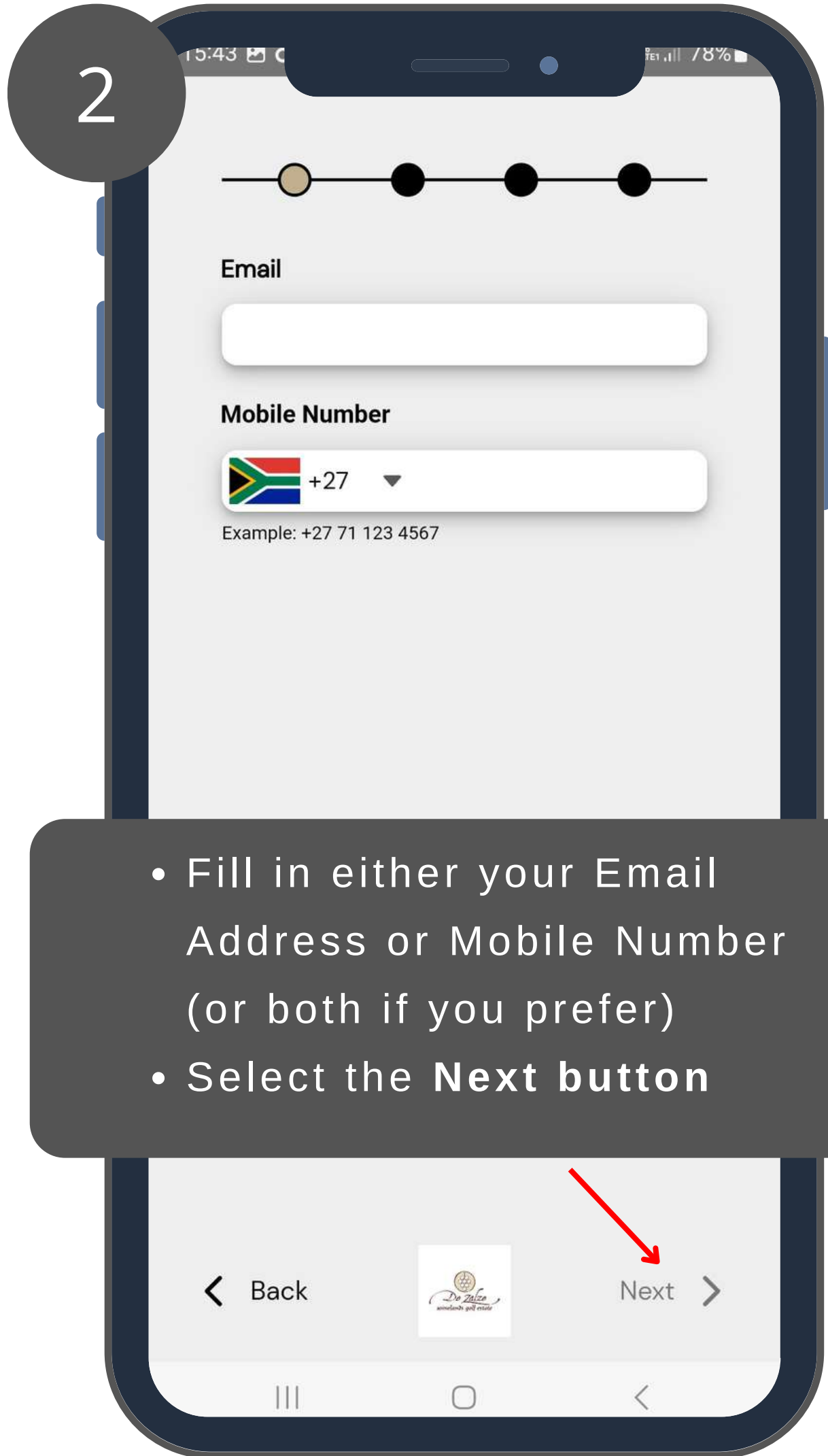


Create Account

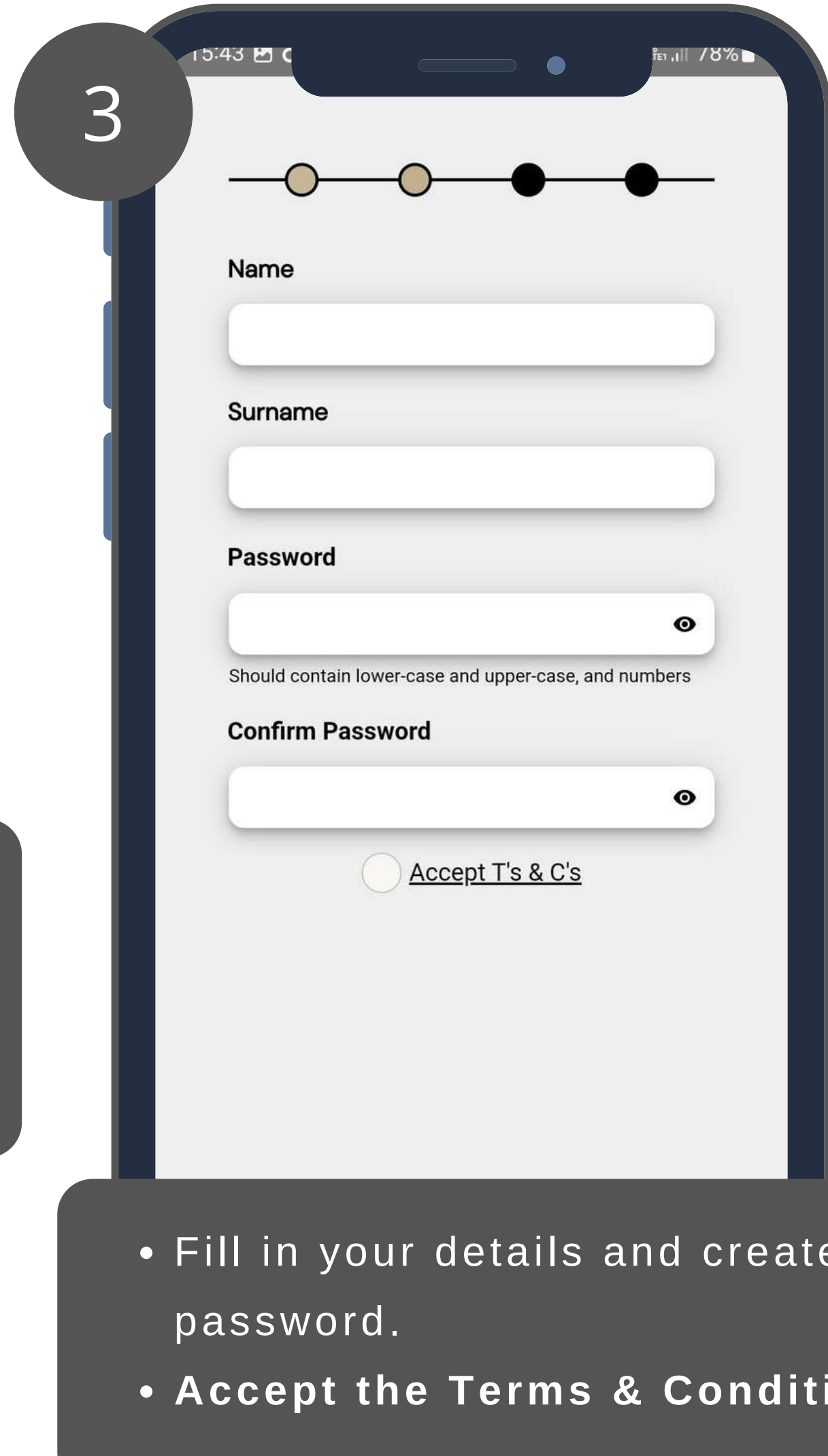
Each user that signs up to the **De Zalze Winelands Golf Estate Community App** creates their very own account which will be used to connect with other users and communities. Users will therefore only need to keep one profile updated and that profile can be synced through to various communities and other users.



- Open your **Community App**
- Click on **Create Account**



- Fill in either your Email Address or Mobile Number (or both if you prefer)
- Select the **Next** button



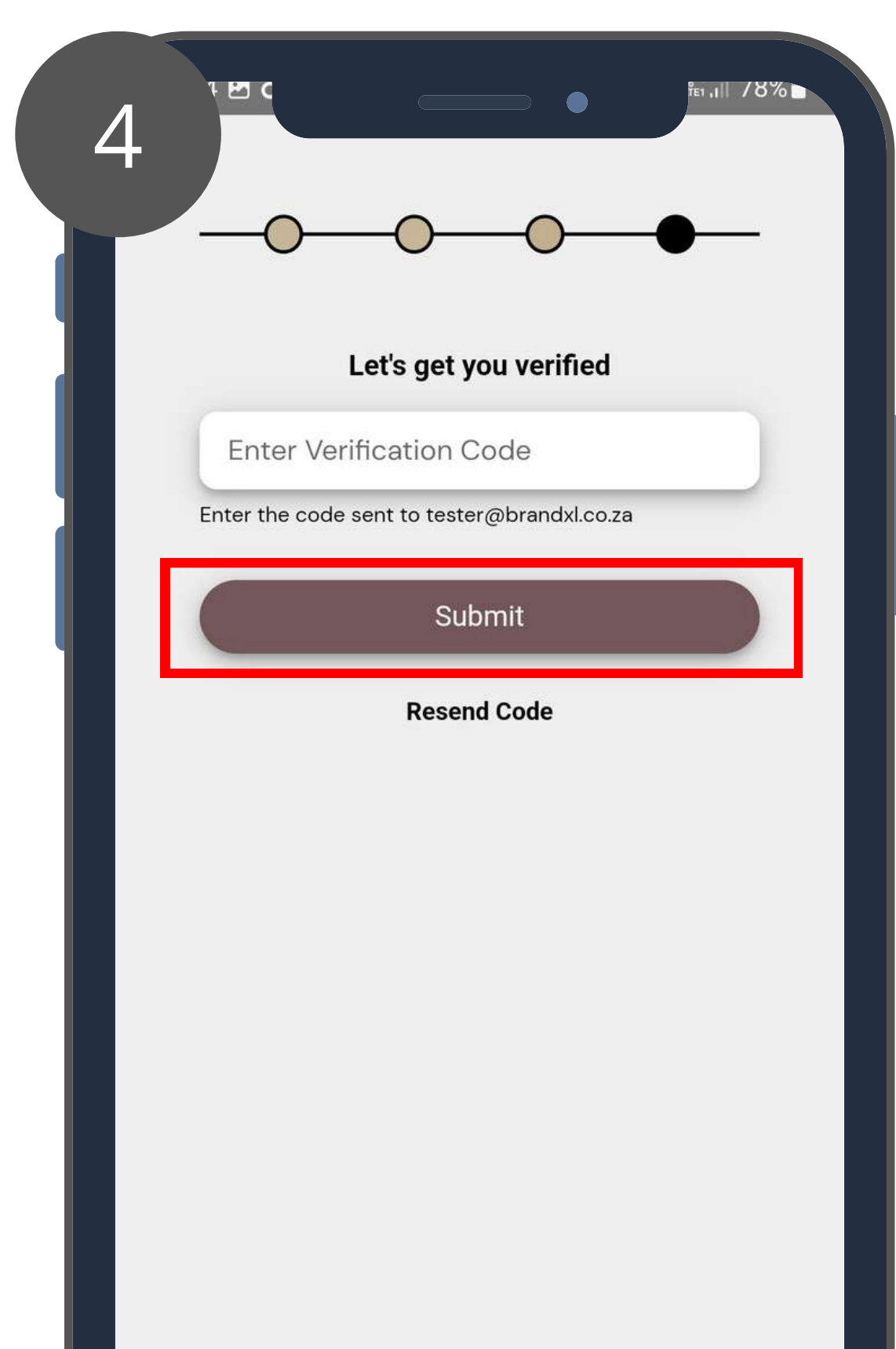
- Fill in your details and create a password.
- **Accept the Terms & Conditions**

Name
Fill in your Name

Surname
Fill in your Surname

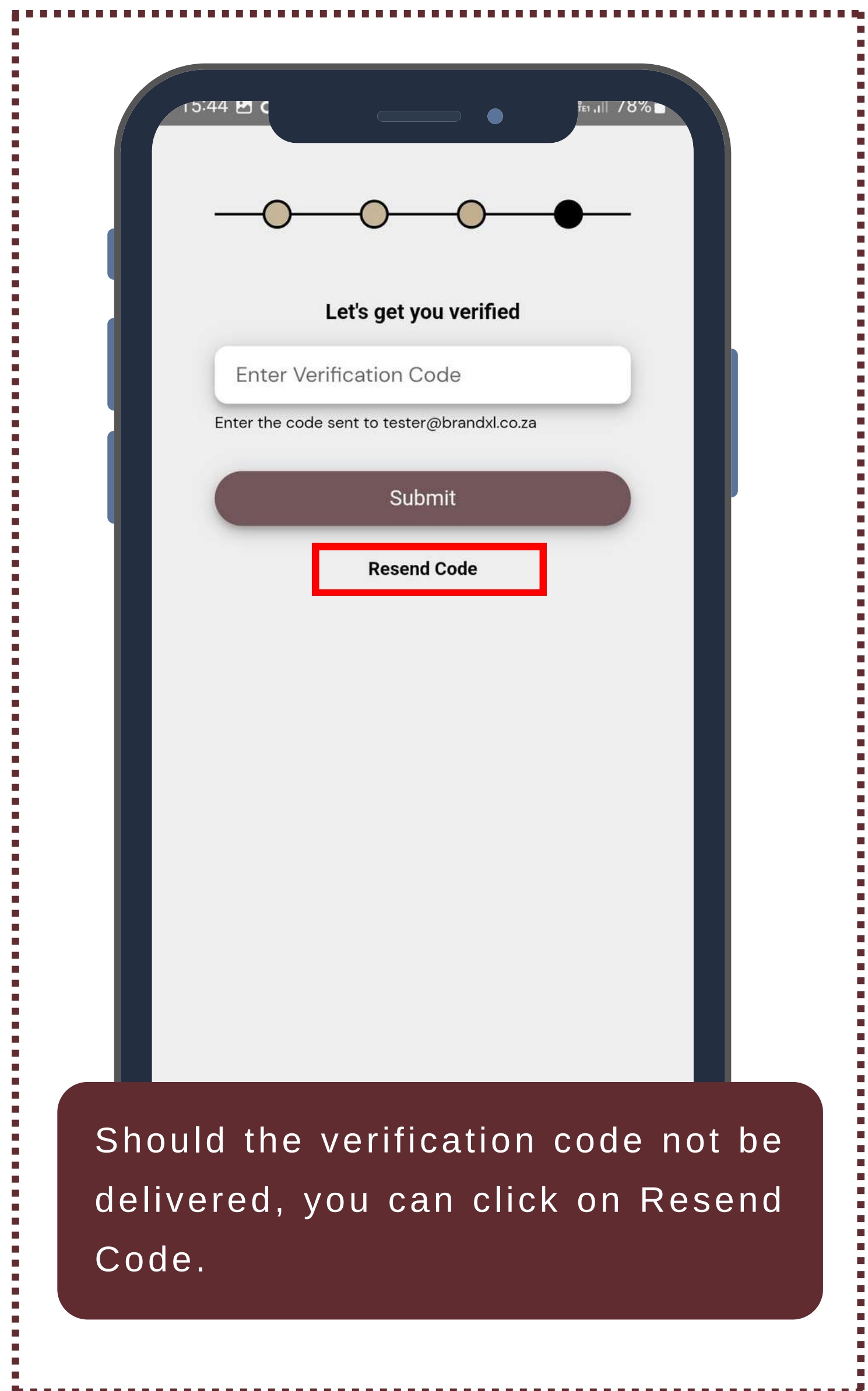
Password
Create your password. Password should be more than 7 characters, must contain a capital letter, and can contain alpha-numeric and special characters. eg. A35hfw@98

Confirm Password
Type your password again to confirm it



The verification code now needs to be filled in. It would have been sent to the Email Address or Mobile Number depending on the option you selected.

After you've filled in the verification code, click on **Submit**.



Should the verification code not be delivered, you can click on **Resend Code**.

a. If your community sent you an invite

1 The invite will be available for you to **Accept**.

2

- You'll be directed to the Welcome Page.
- Click on **Proceed to Home Page** to be directed to your Home Page **OR**
- Click **Get to know your App** to be directed to Userguides and FAQ's

b. If you request to join your community

Fill in the Request Form

1 **Select the type of relation in the community**
Owner – You're the owner or co-owner of a property
Tenant – You lease a property
Other – You are related to either the Owner, Tenant or not related at all eg. Estate Agent, Employee, etc.

2 **Select your residence type**
Resident – You live in this property
Non-Resident – You do not live in this property
Temporary Resident – You temporarily through-out the year live in this property

3 **Address**
 Select the relevant address from the list of properties

4 **Notes**
 Explain why you are requesting to join this community.
Eg.
 I'm the owner's spouse
 I'm a Golf Member

5 Now click on the **Submit Request** button

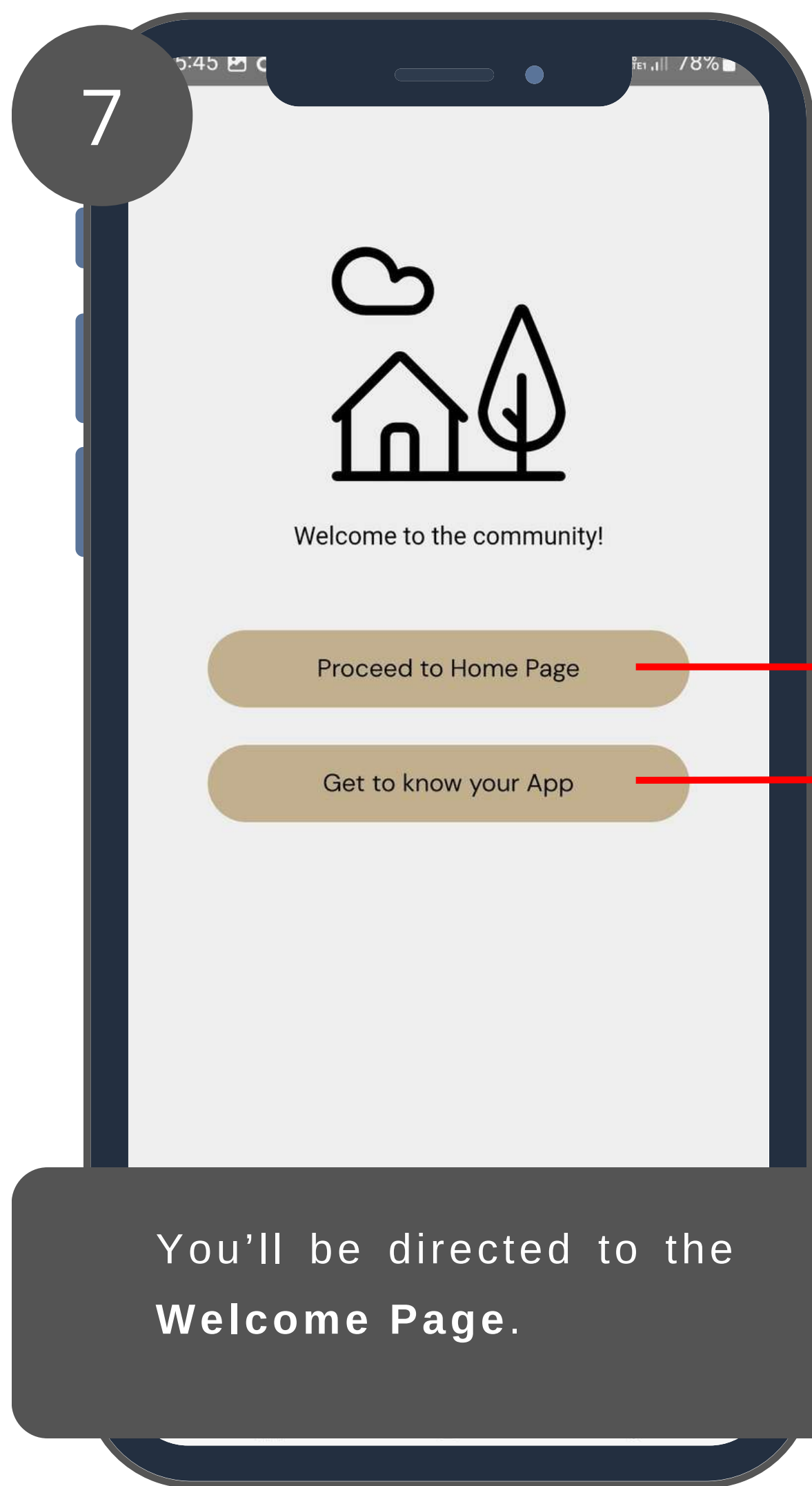
6

We've successfully received your request to join De Zalze Winelands Golf Estate

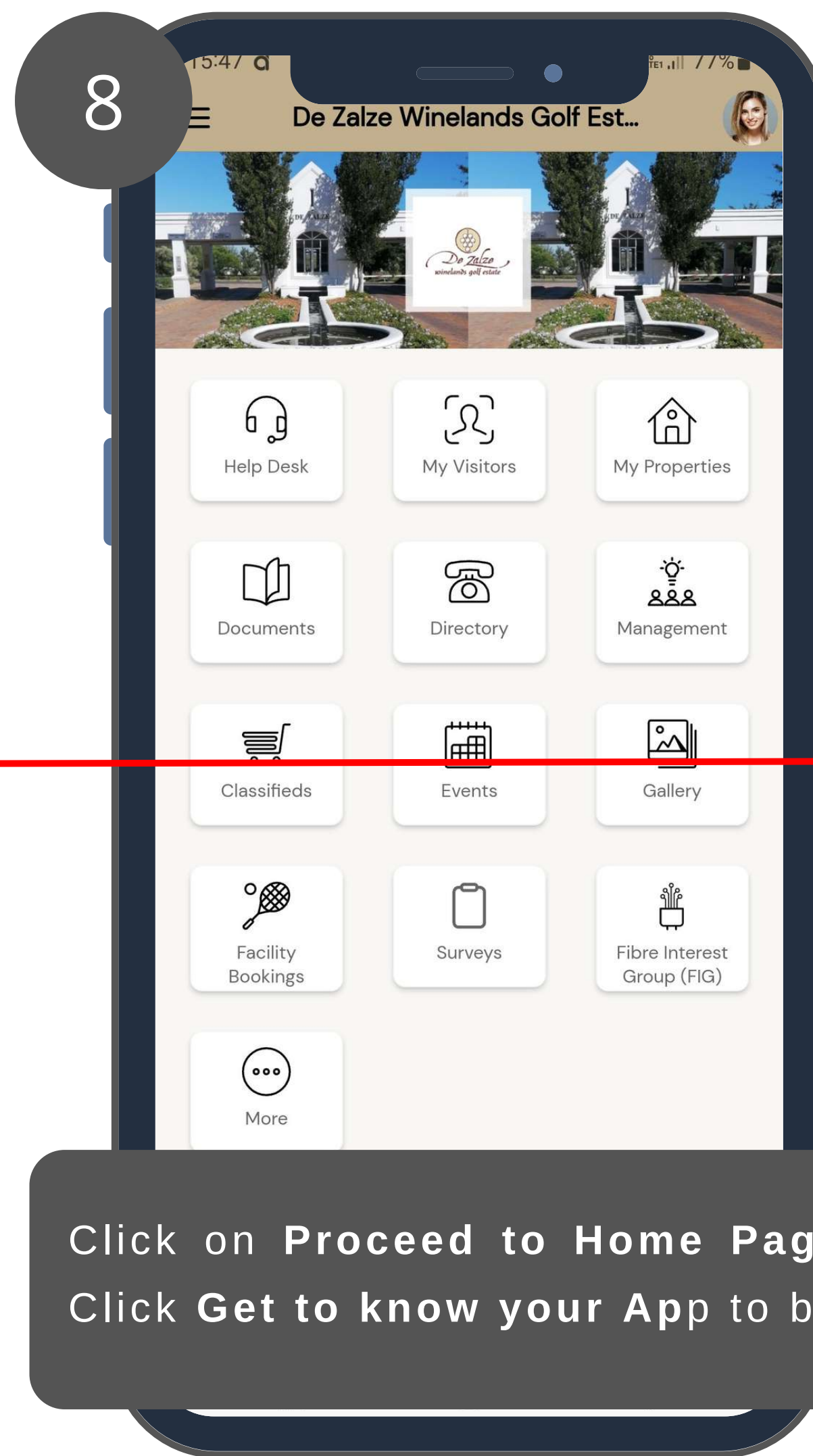
We are awaiting the Community Admin to approve your access

Done

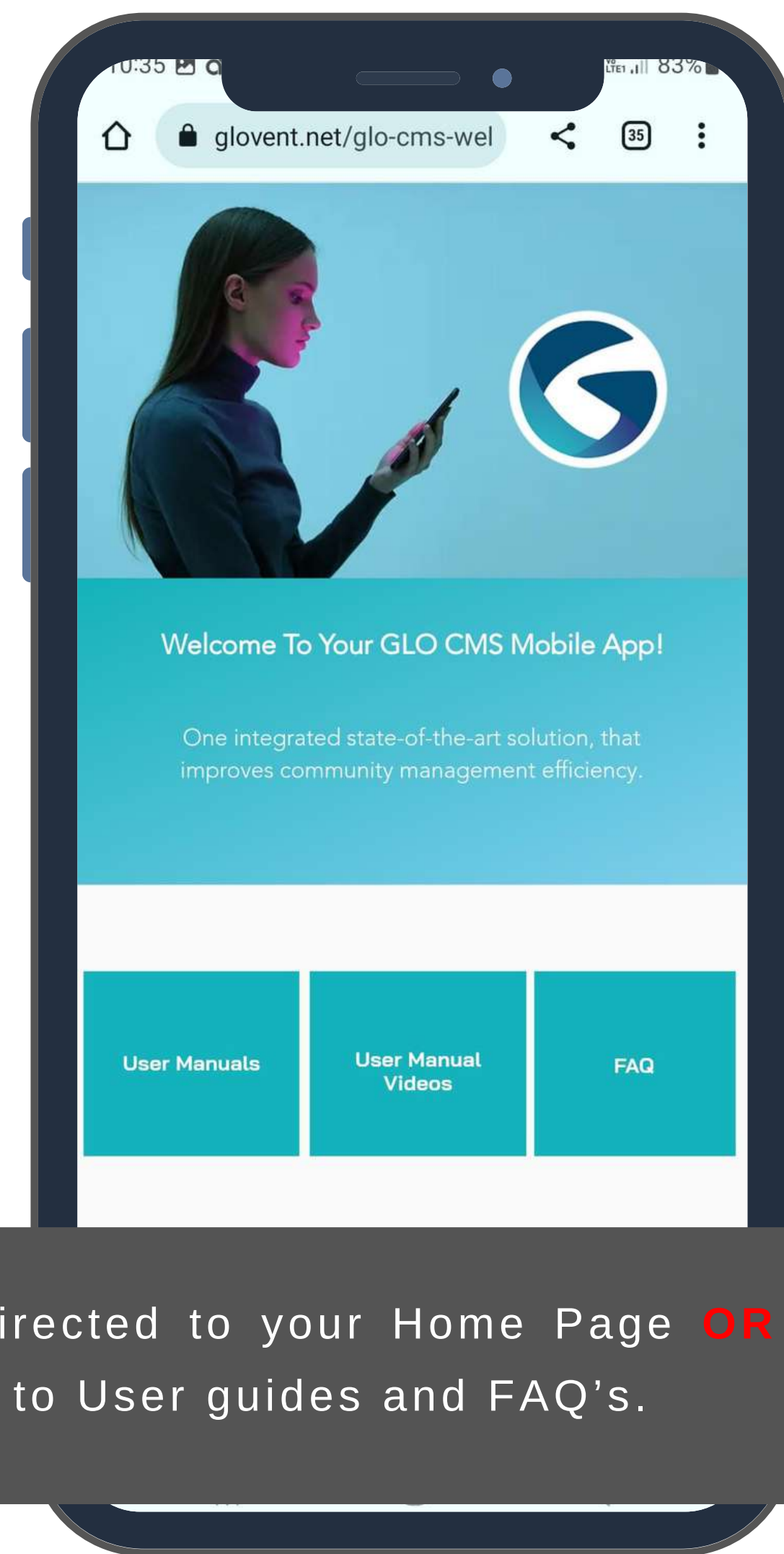
- Your request has been sent to your Community. The community will review your request and you will be notified once it has been approved.
- Click on **Done**



You'll be directed to the **Welcome Page**.

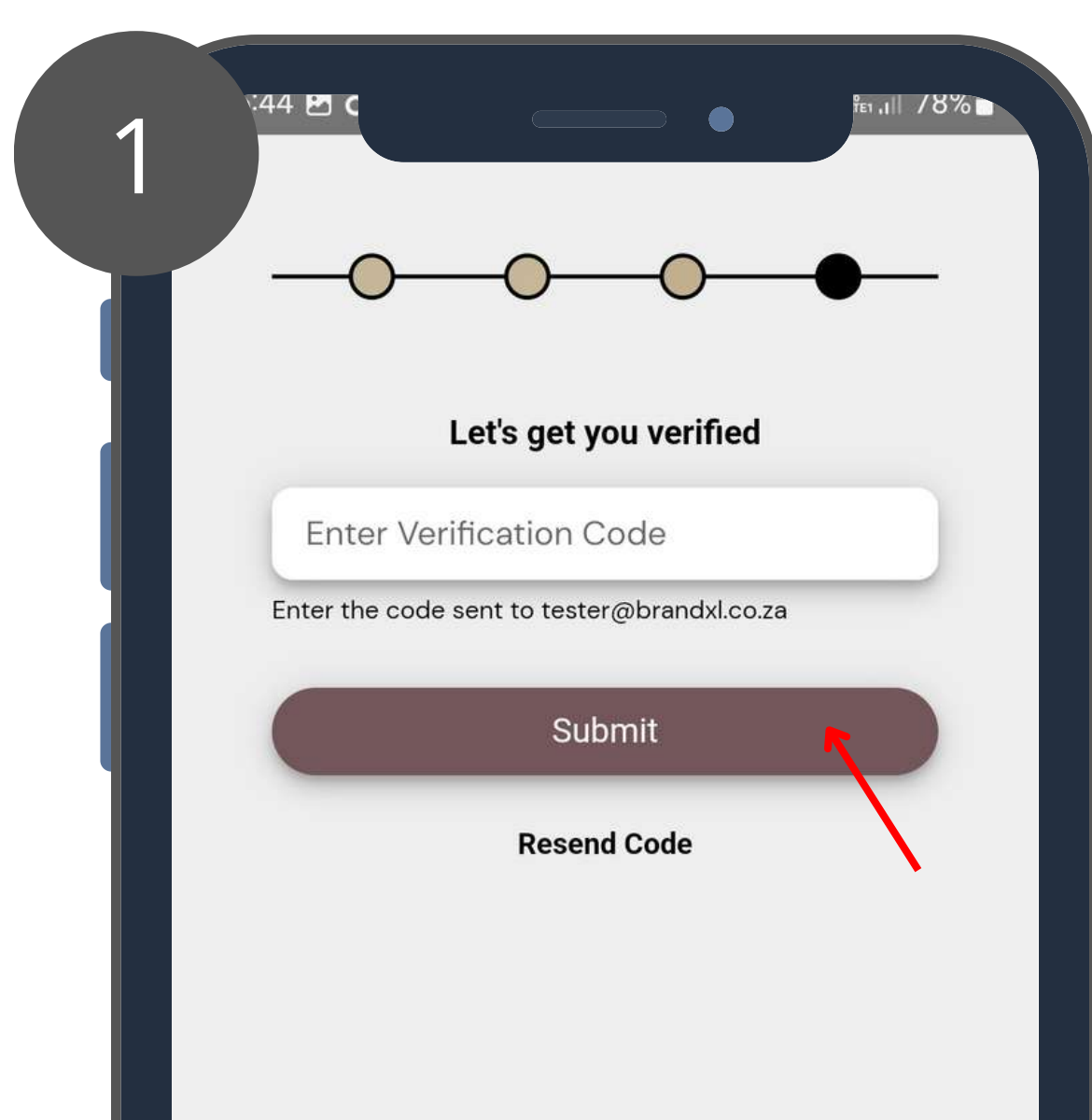


Click on **Proceed to Home Page** to be directed to your Home Page **OR** Click **Get to know your App** to be directed to User guides and FAQ's.

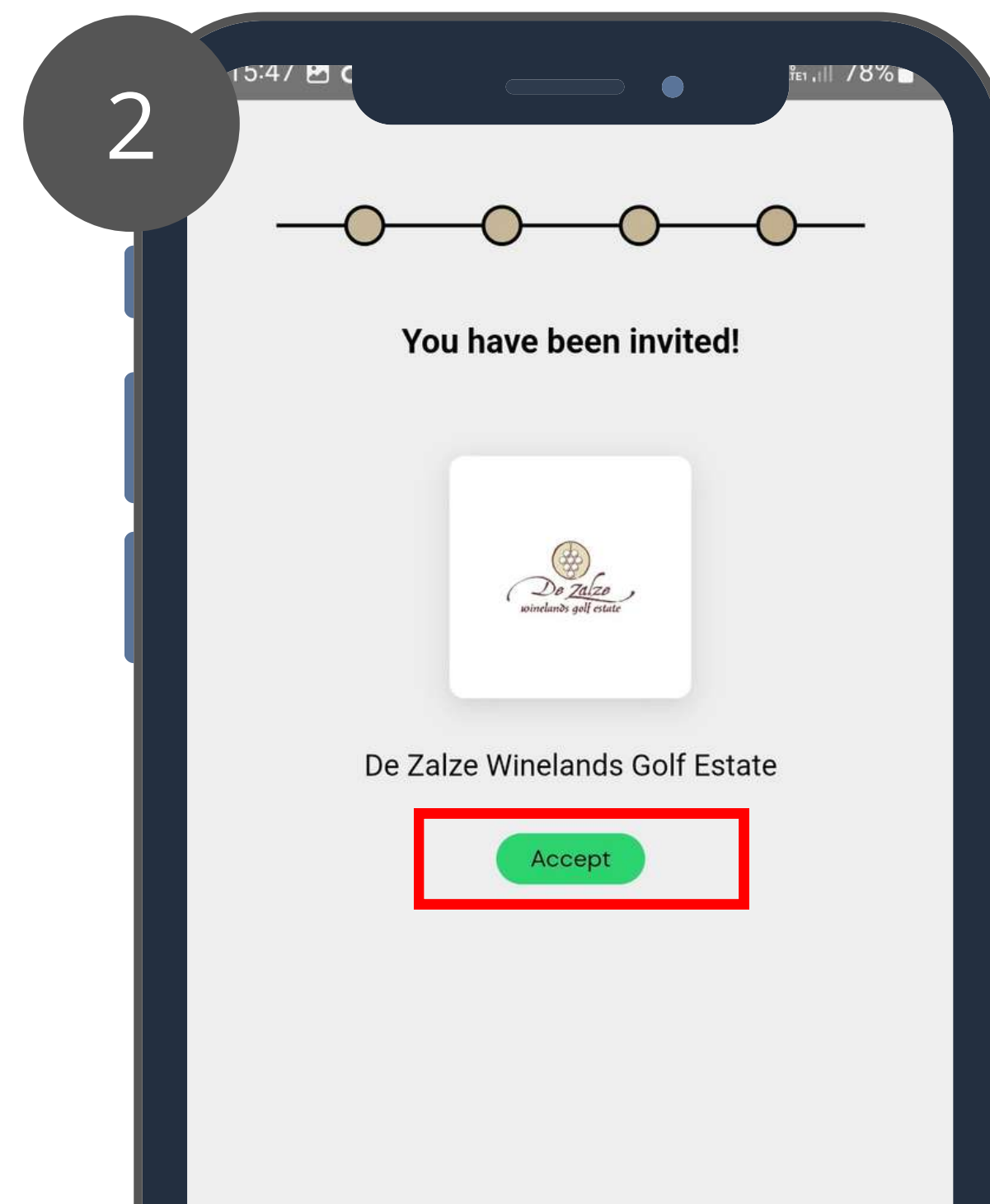


How to verify your account at a later stage

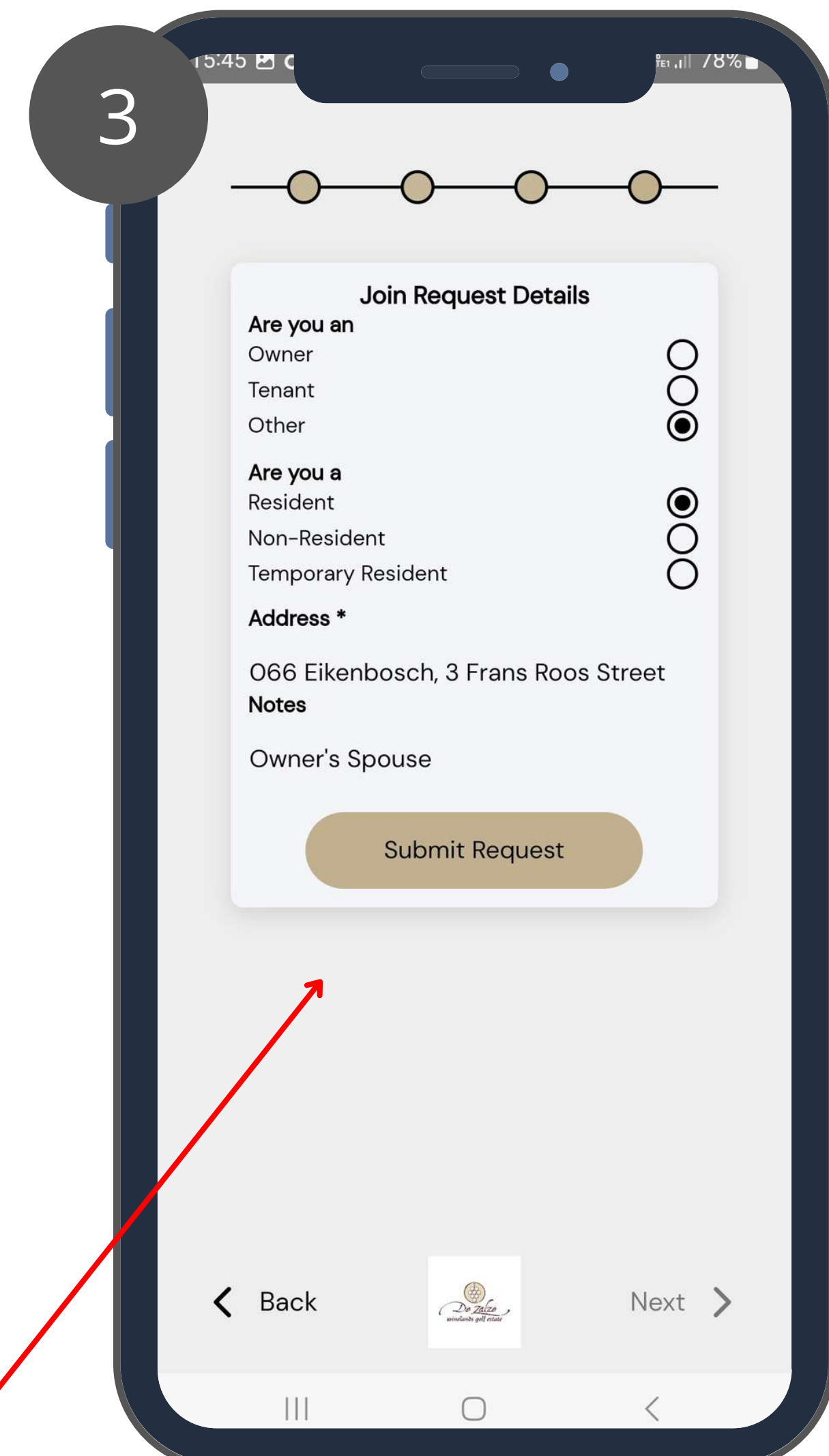
For any reason whilst you were busy creating your account and could not verify your account with the verification code, please follow the steps below.



- Open your **Community App**
- Your app will open on the Let's get you verified page.
- The verification code has now been sent to you either via SMS or Email.
- Enter the verification code and then click on Submit (Should the verification code not be received within a minute, please click on Resend Code).



- You'll be directed to your Invites
- The invite will be available for you to **Accept**.
- If no invitations are found, you can request to join a community.



Fill in the Request Form

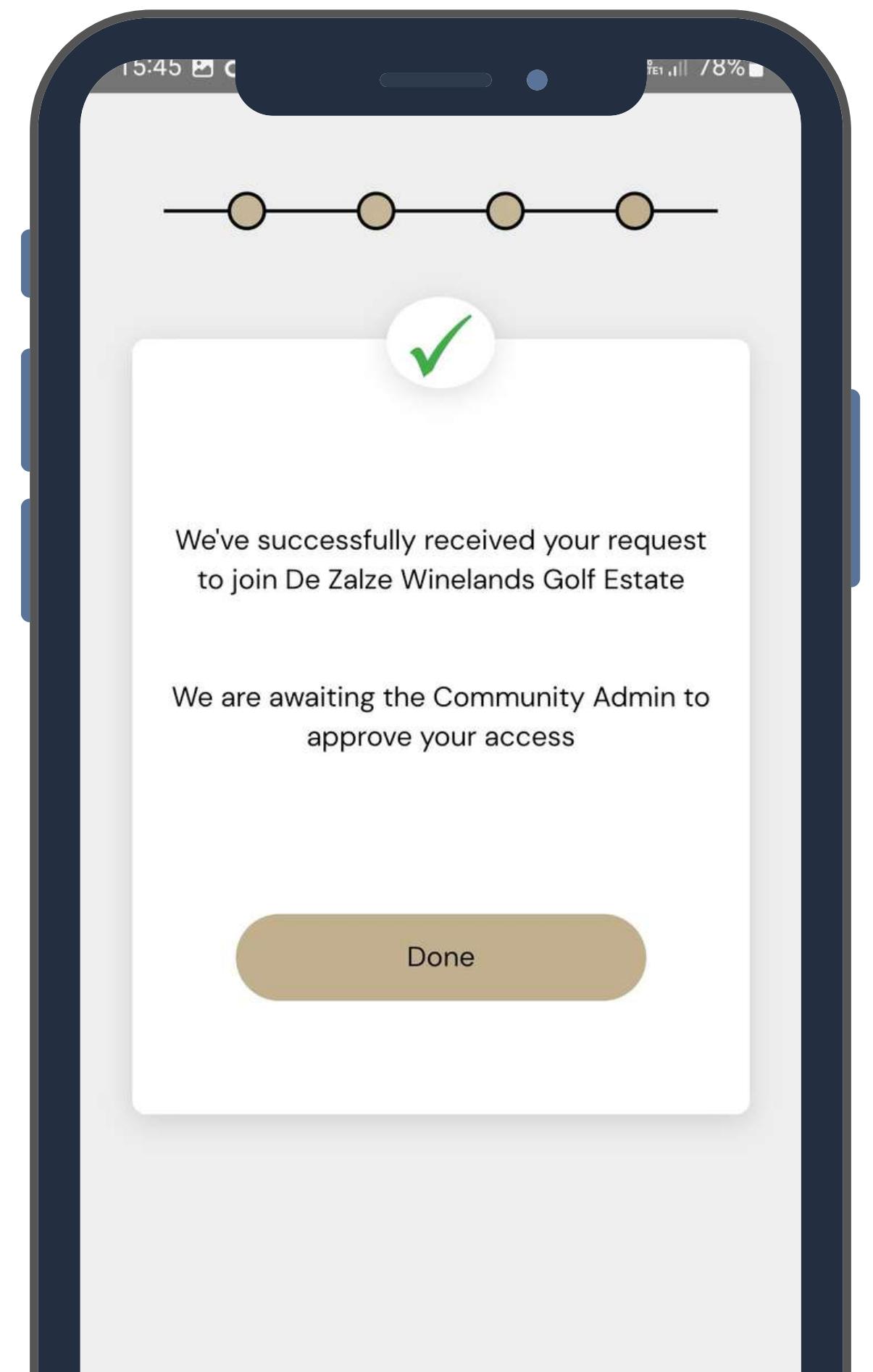
1 **Select the type of relation in the community**
Owner – You're the owner or co-owner of a property
Tenant – You lease a property
Other – You are related to either the Owner, Tenant or not related at all eg. Estate Agent, Employee, etc.

2 **Select your residence type**
Resident – You live in this property
Non-Resident – You do not live in this property
Temporary Resident – You temporarily through-out the year live in this property

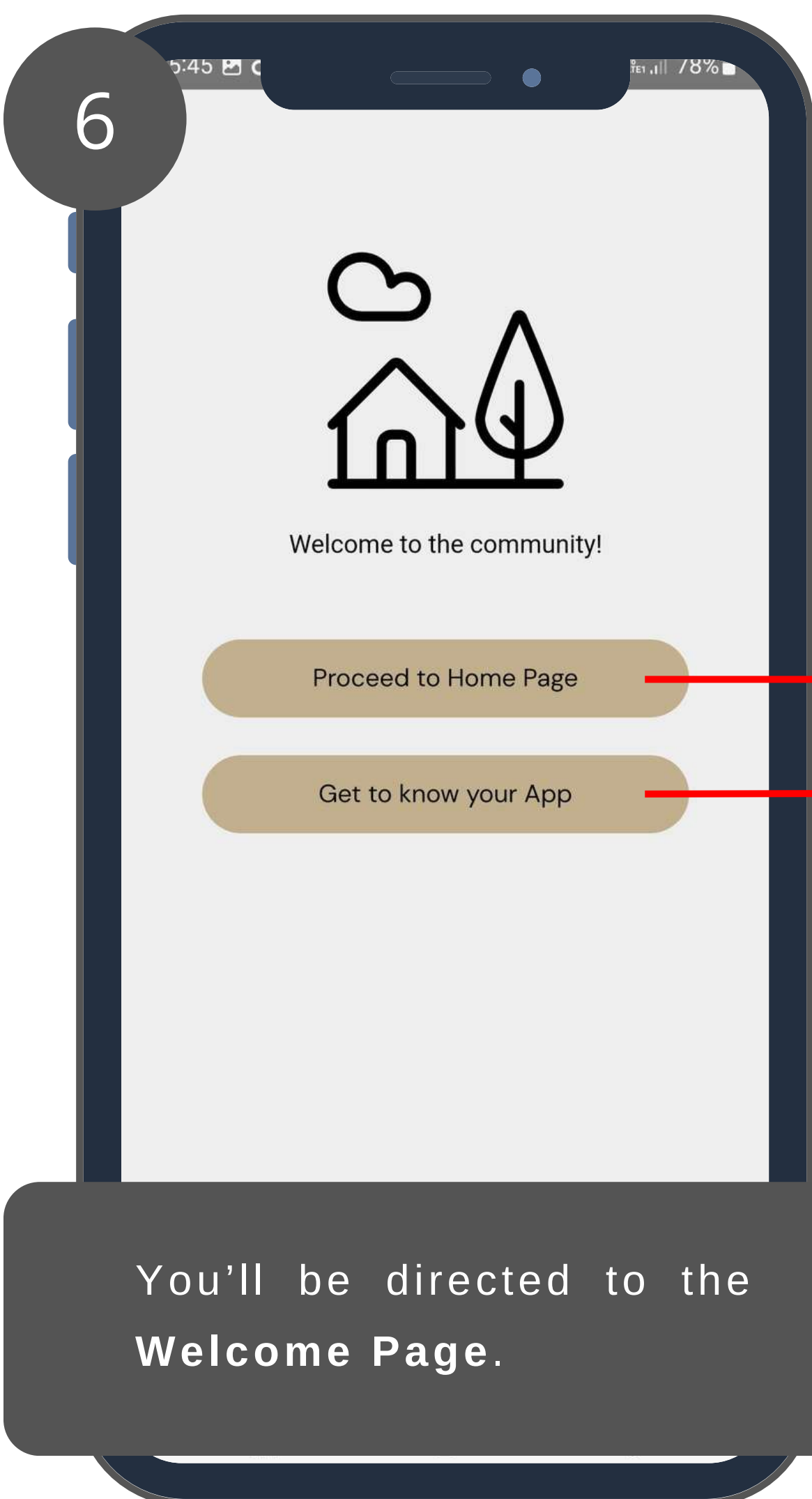
3 **Address**
 Select the relevant address from the list of properties

4 **Notes**
 Explain why you are requesting to join this community.
Eg.
 I'm the owner's spouse
 I'm a Golf Member

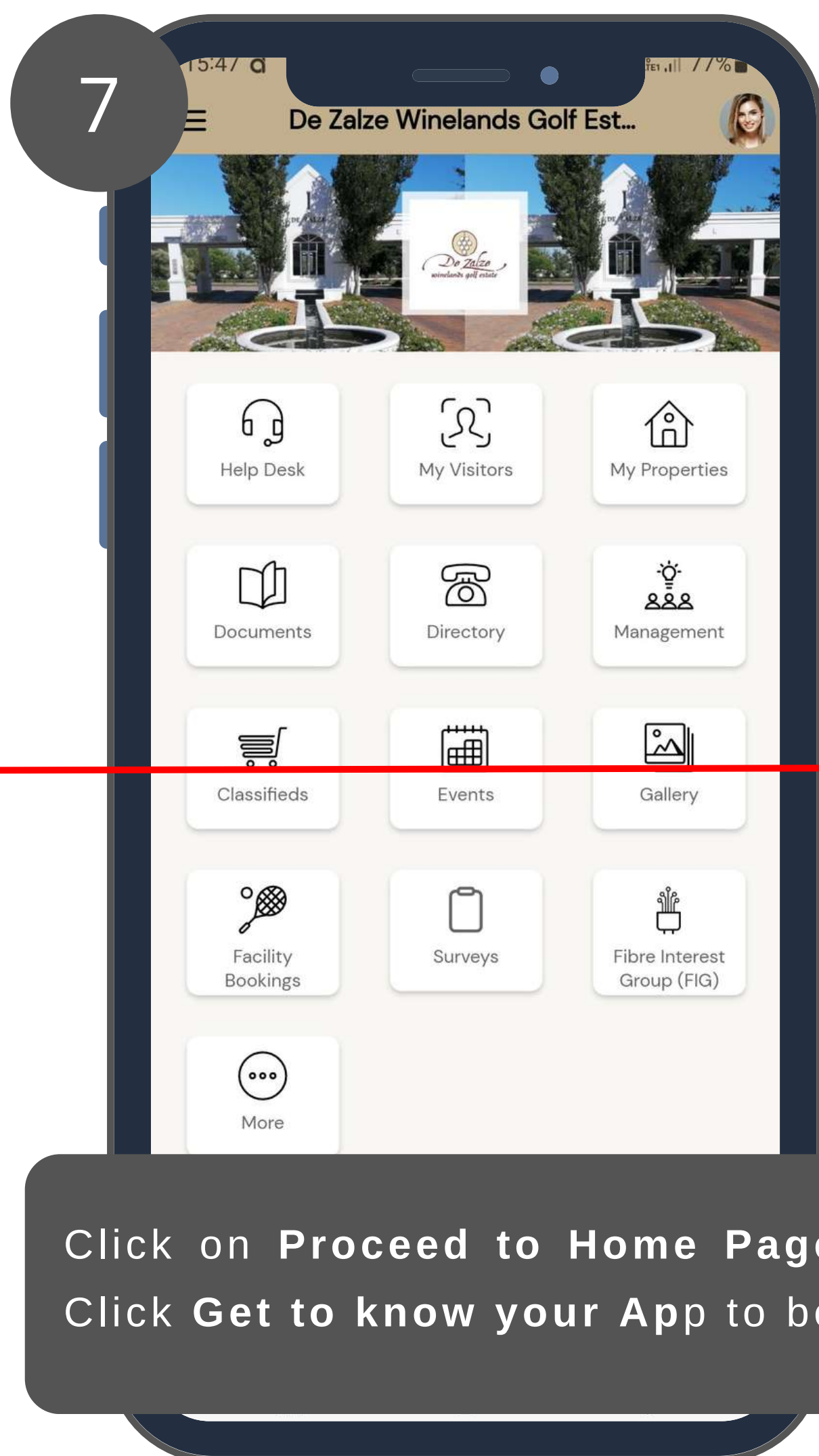
5 Now click on the **Submit Request** button



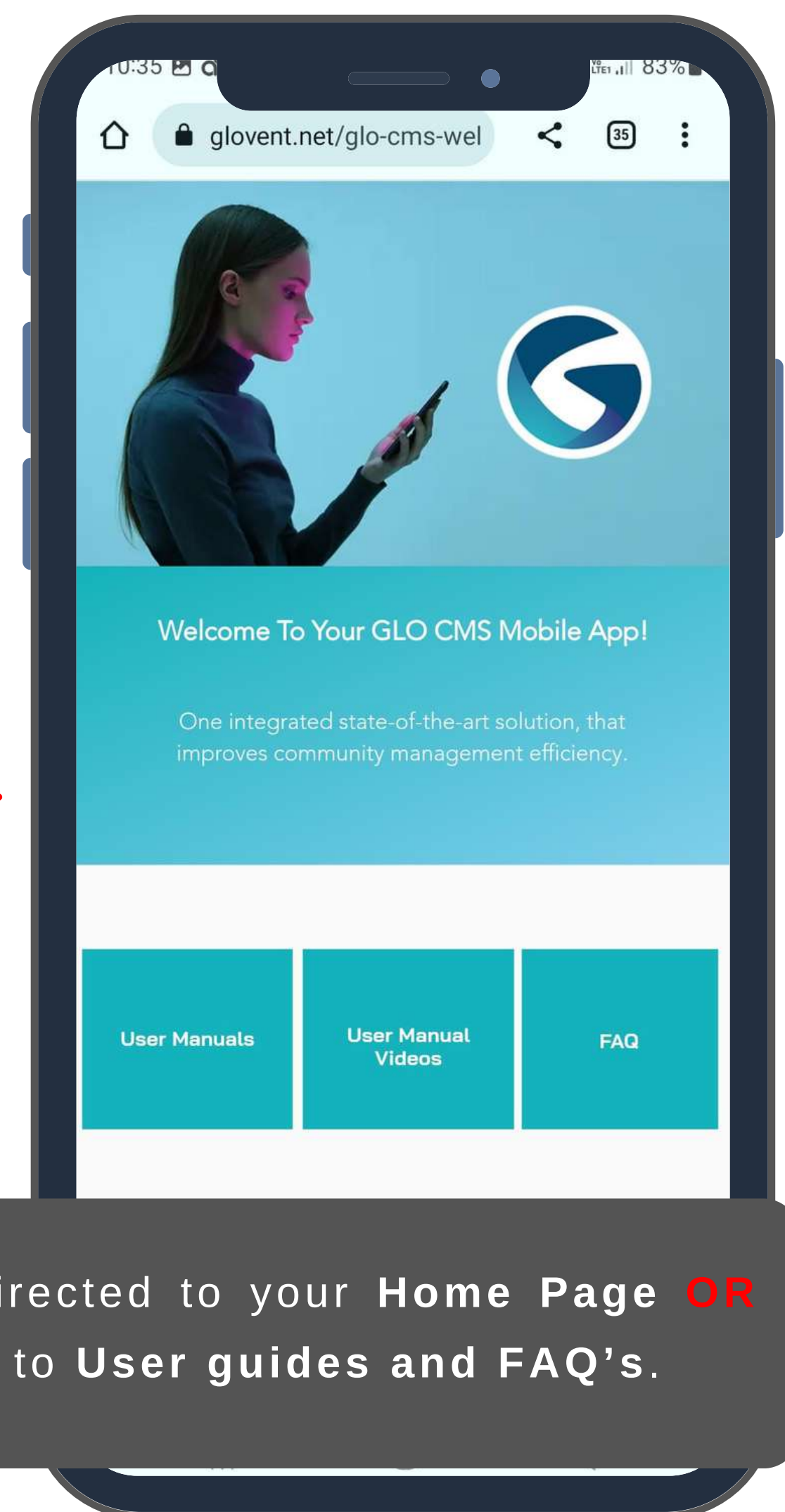
- Your request has been sent to your Community. The community will review your request and you will be notified once it has been approved.
- Click on **Done**



You'll be directed to the **Welcome Page**.

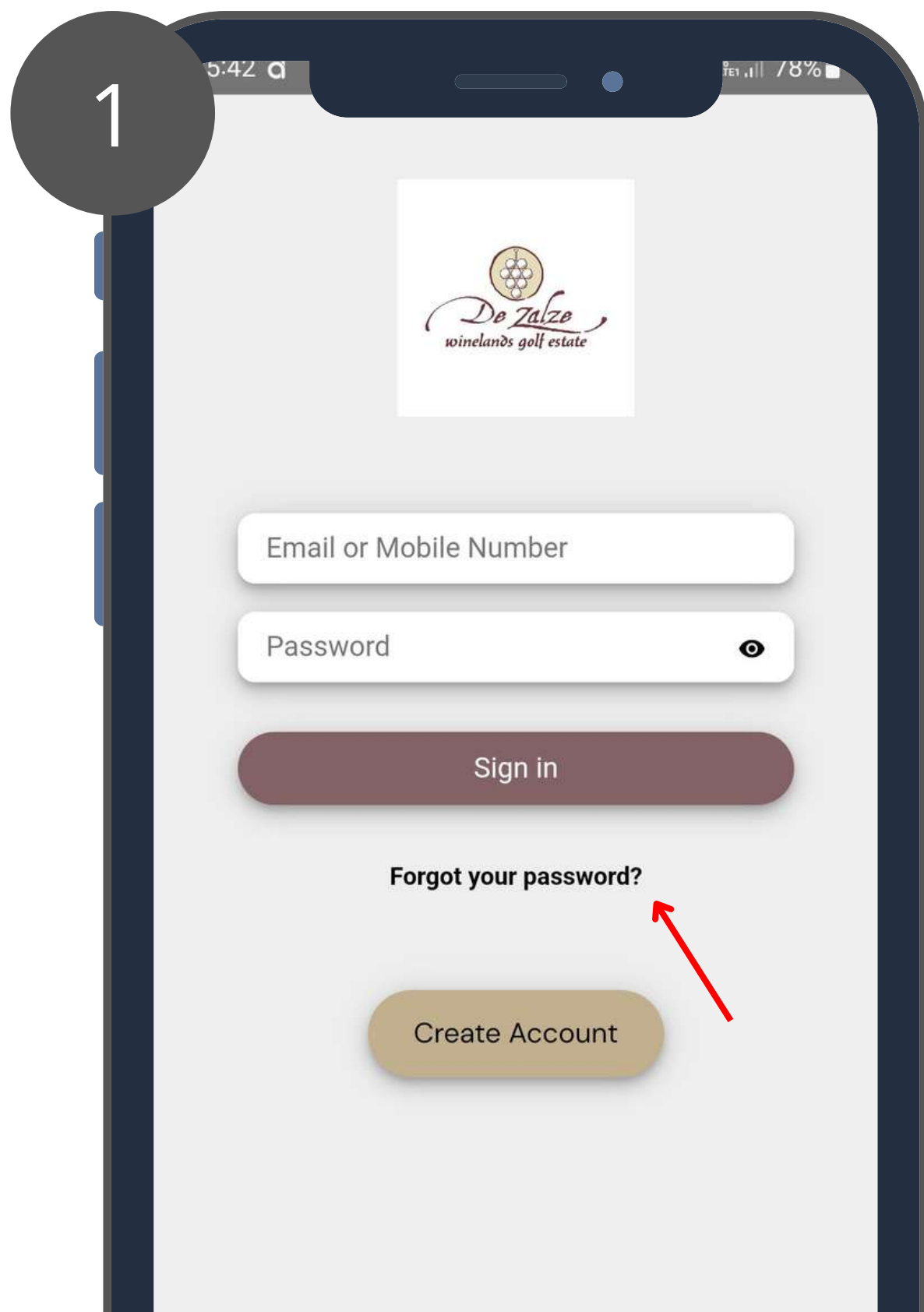


Click on **Proceed to Home Page** to be directed to your **Home Page** **OR** Click **Get to know your App** to be directed to **User guides and FAQ's**.

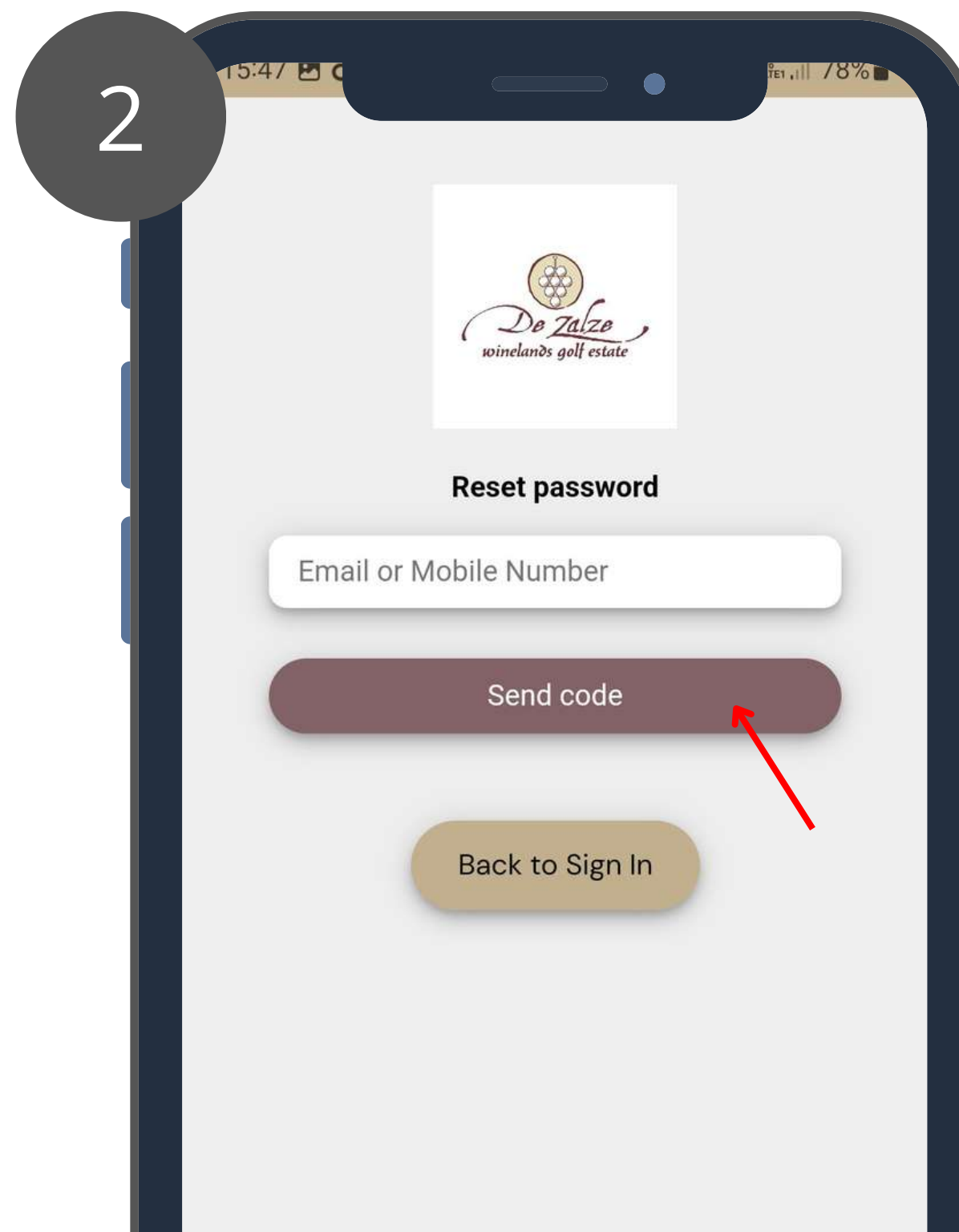


Reset Your Password

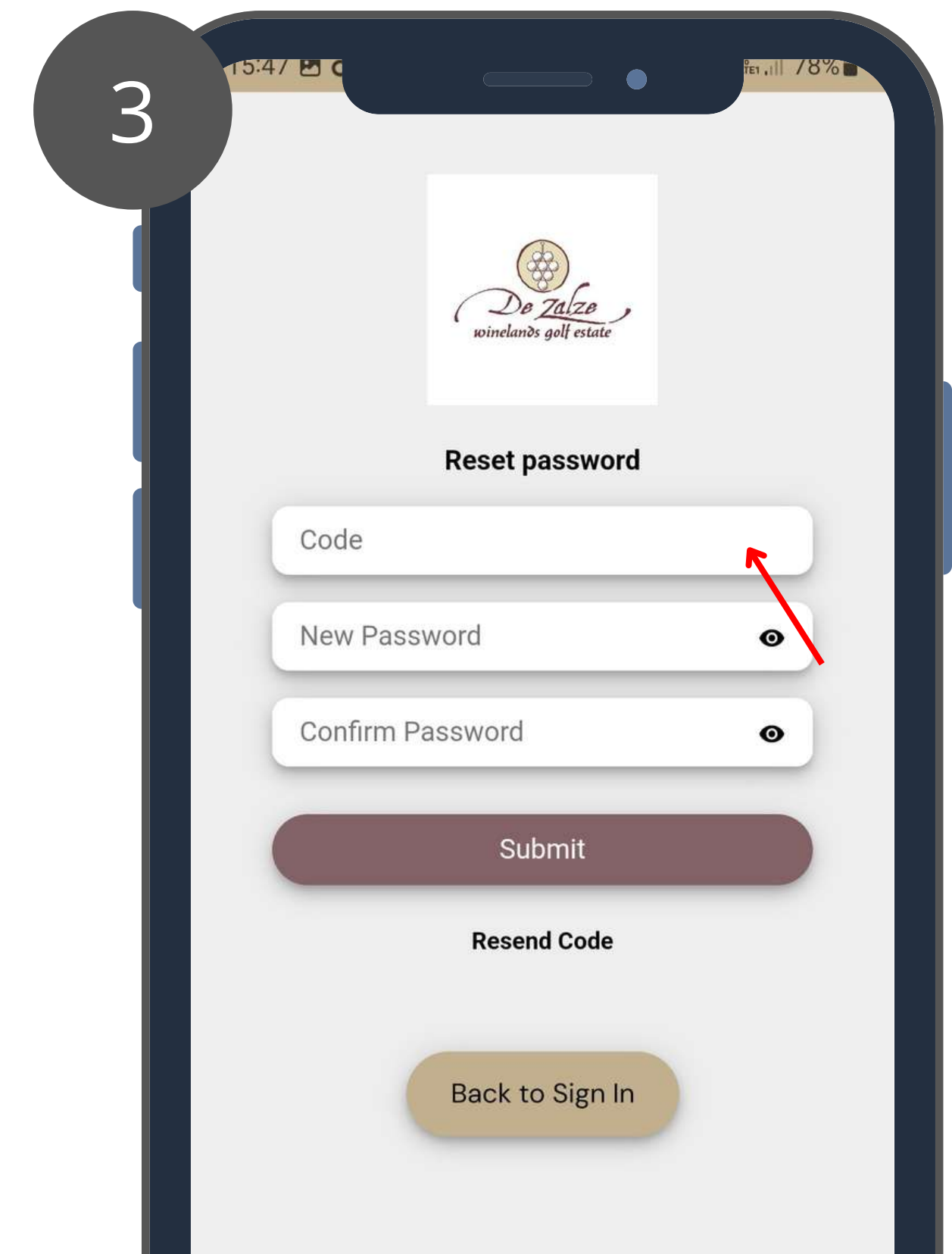
If you've forgotten your password or would like to change it, follow the below steps.



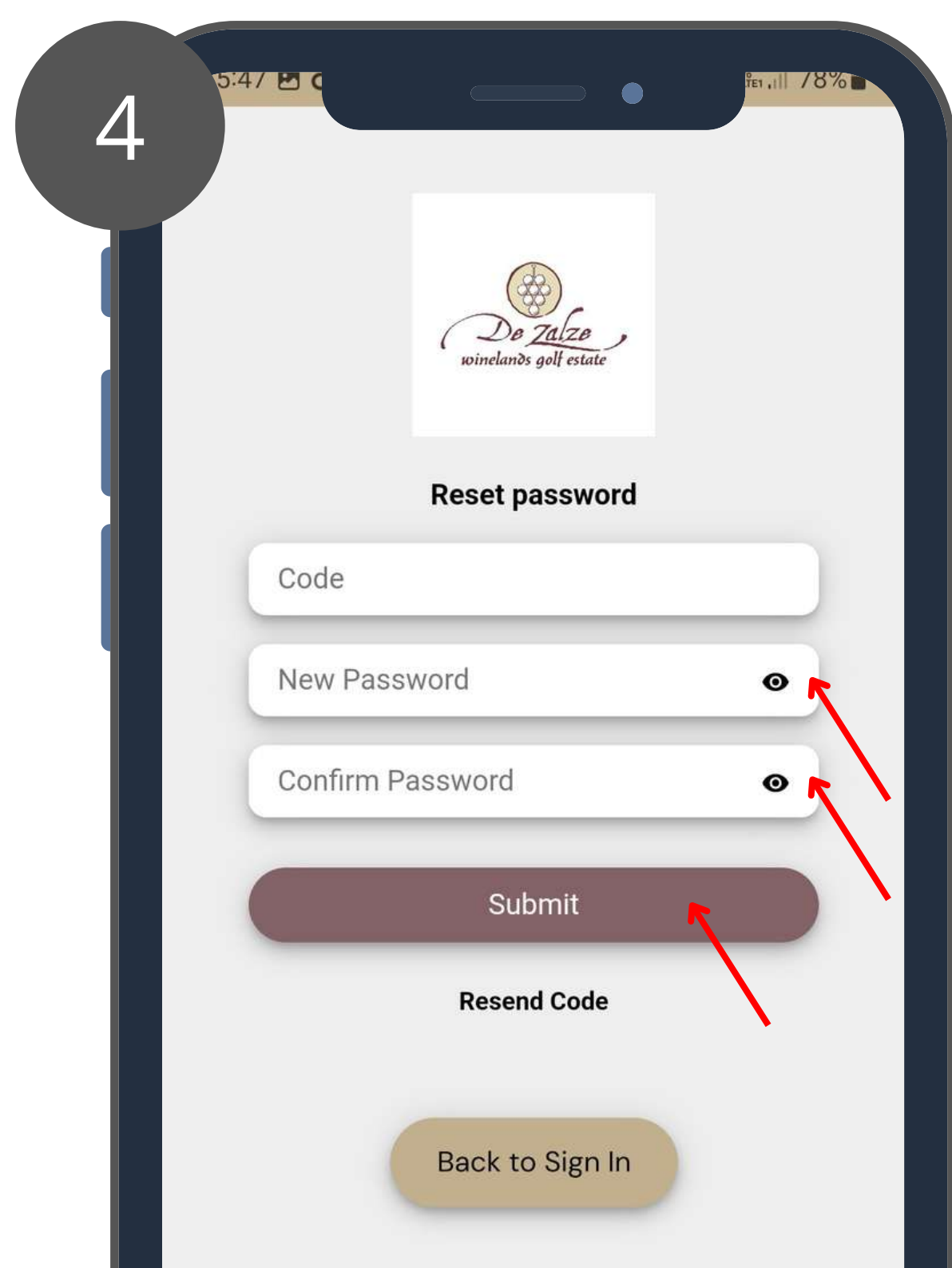
- Open your **Community App**
- Click on the **Forgot your password?** text



- Now type either your **email address or mobile number** (the one you used to create your account).
- Then click on **Send Code**



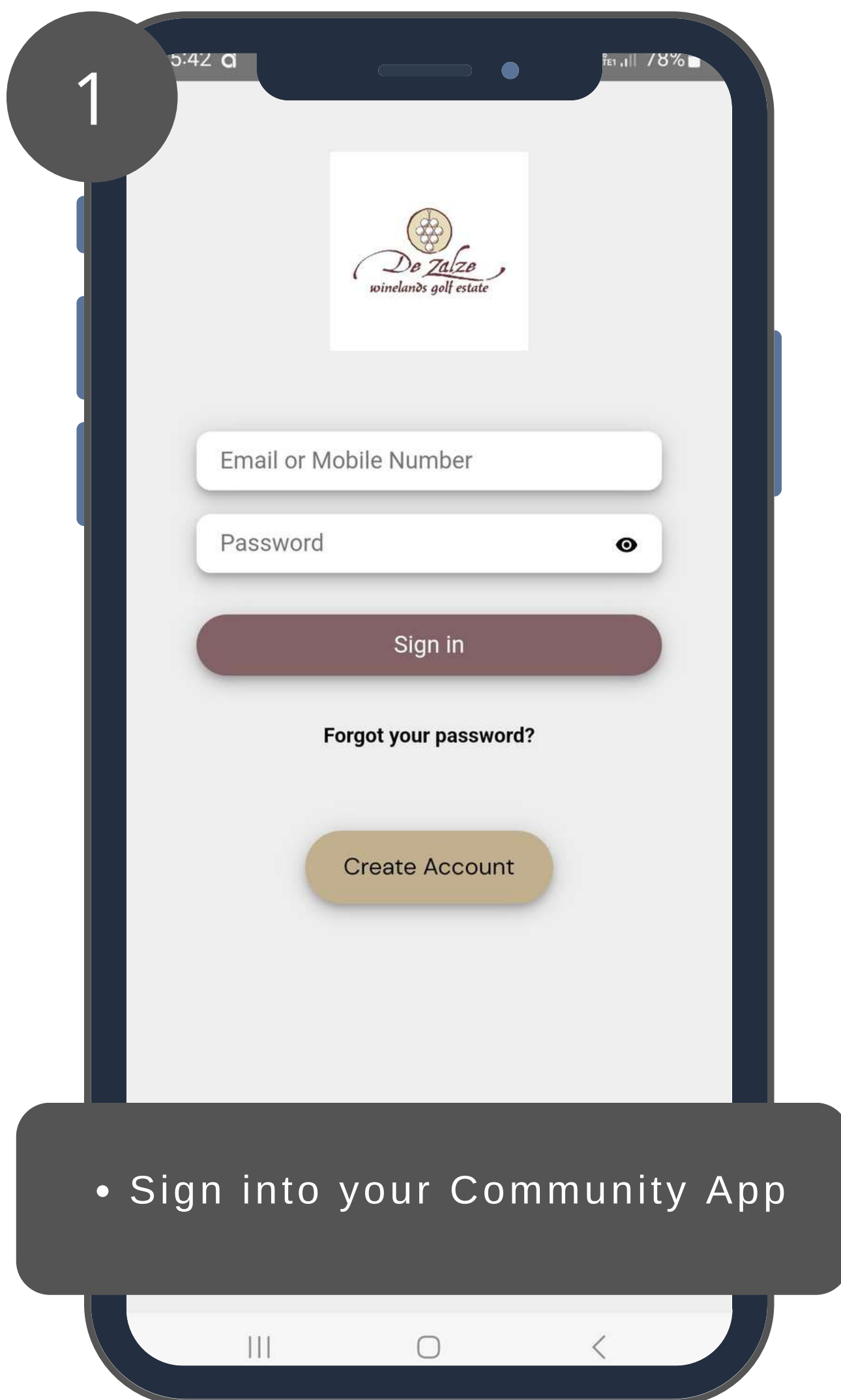
You'll now need to enter the verification **code** (Should the verification not be delivered, you can click on Resend Code).



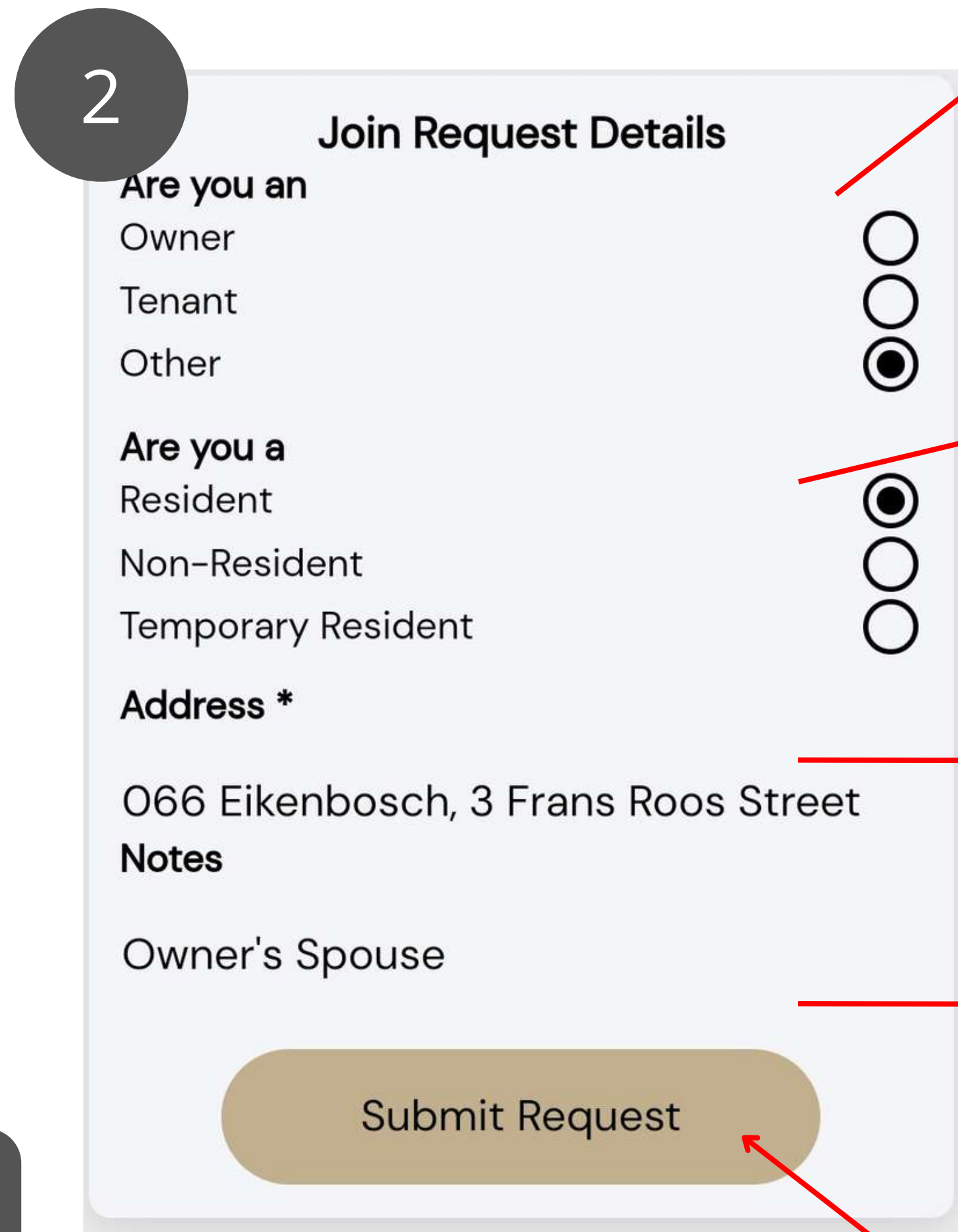
- Now type in a **new password**, and then **confirm your password**.
- Then click on **Submit**
- Your password has now been updated and you're ready to **Sign In**.

Join Your Community

If you've already created your account but haven't joined your community yet, please follow the below steps.



• Sign into your Community App



Fill in the Request Form

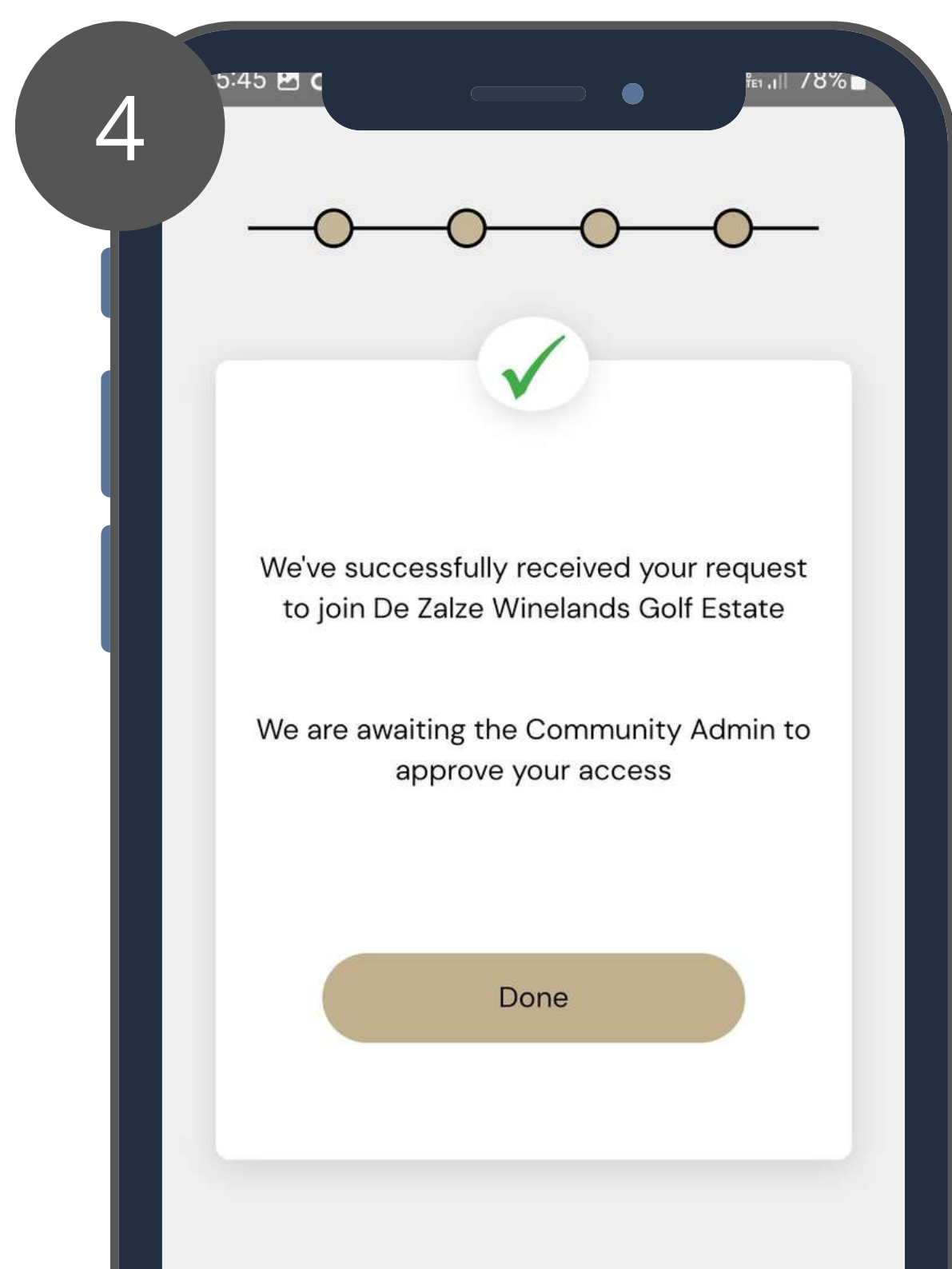
Select the type of relation in the community
Owner – You're the owner or co-owner of a property
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Select your residence type
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Address
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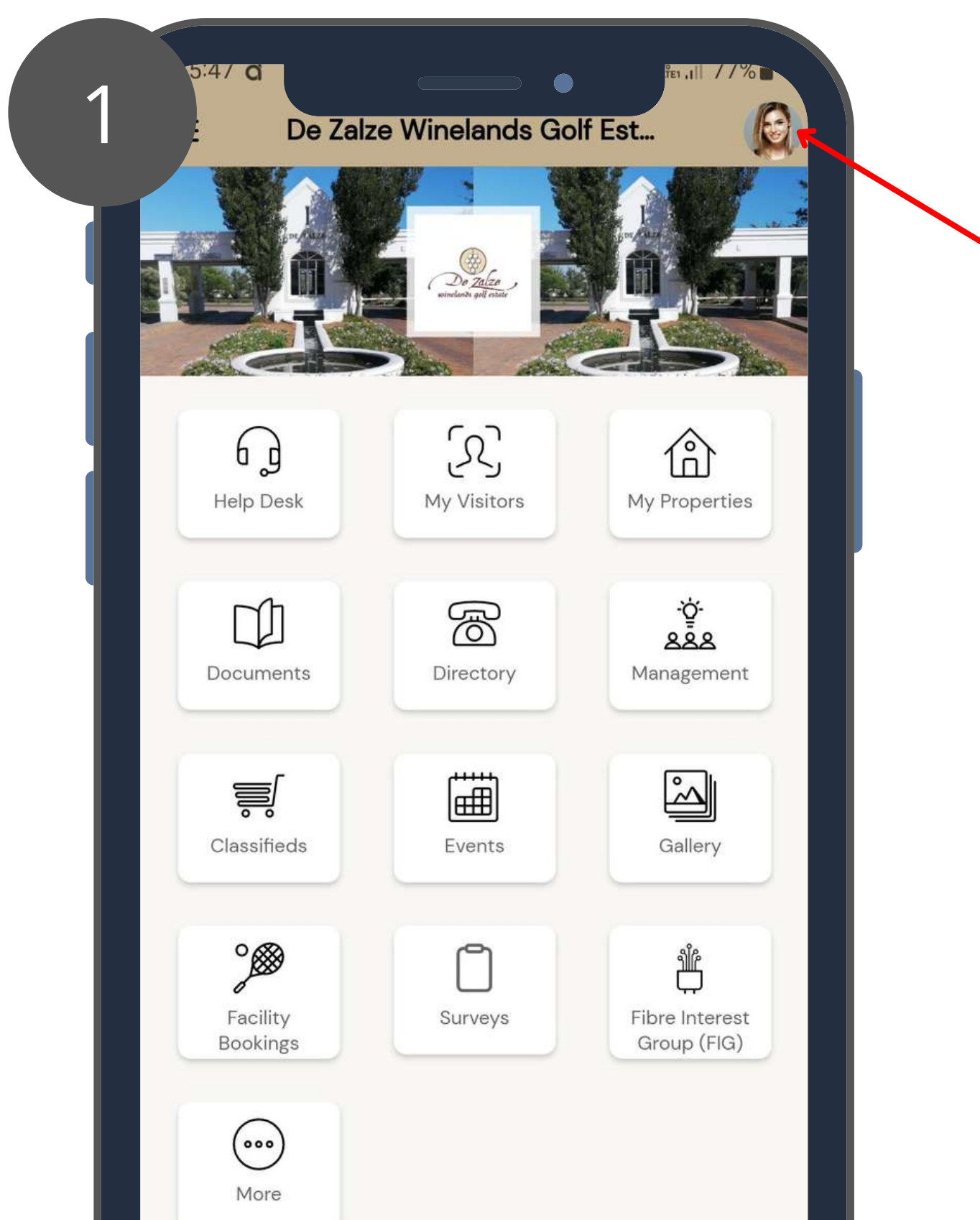
Notes
 Explain why you are requesting to join this community.
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 I'm a Golf Member

3 Now click on the **Submit Request** button

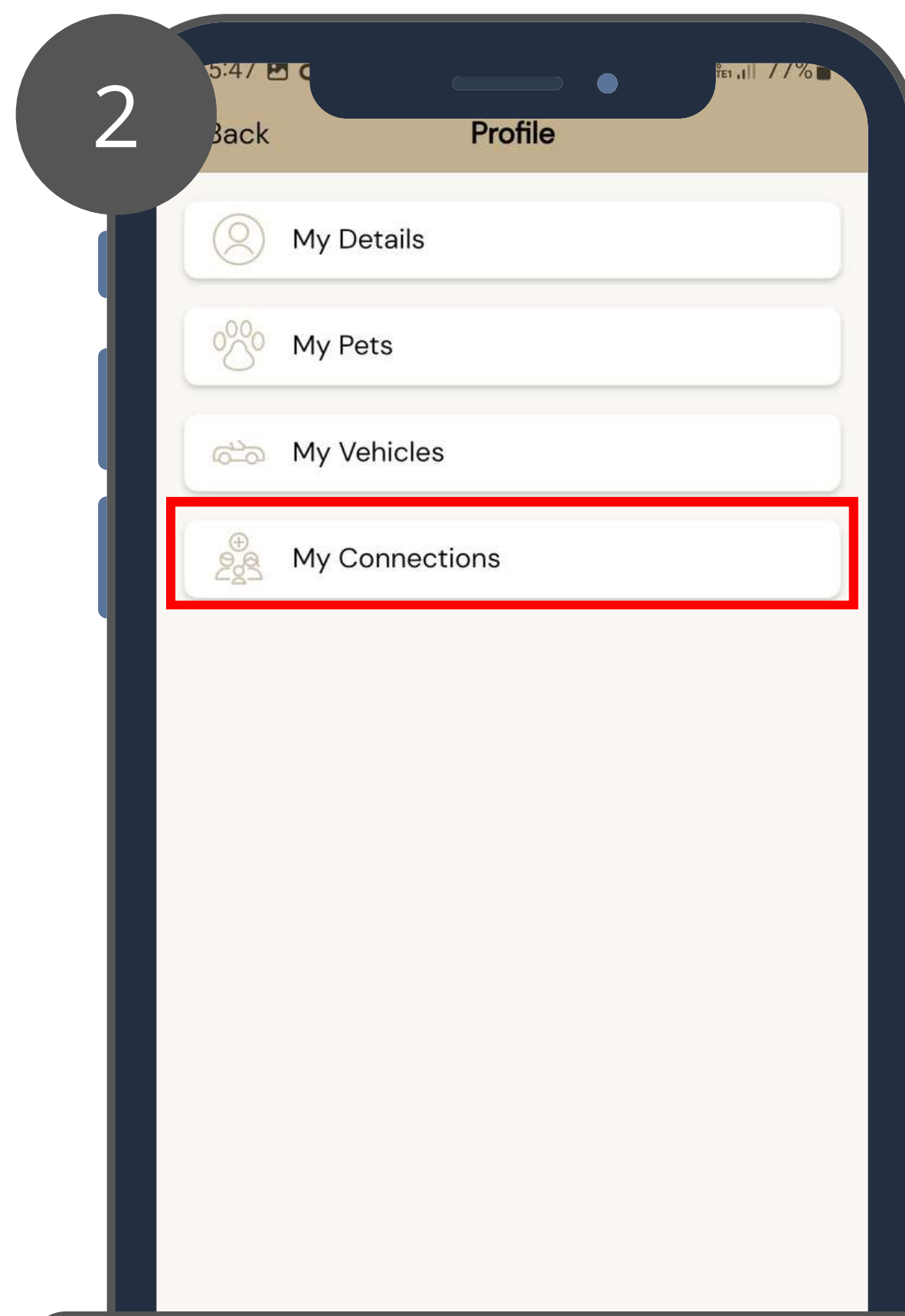


Your request has been sent to your Community. The community will review your request and you will be notified once it has been approved.

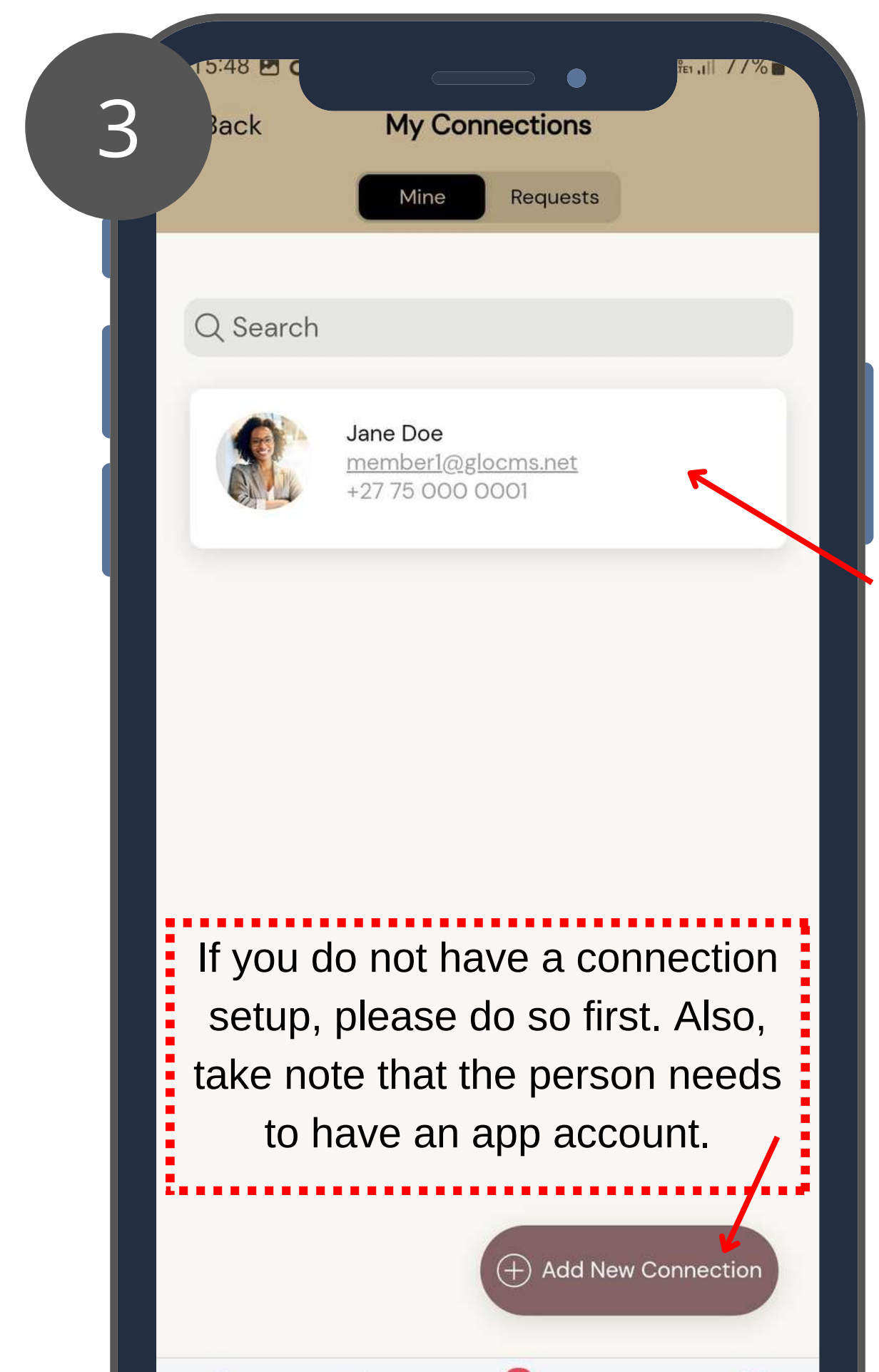
Recommend a person to your community



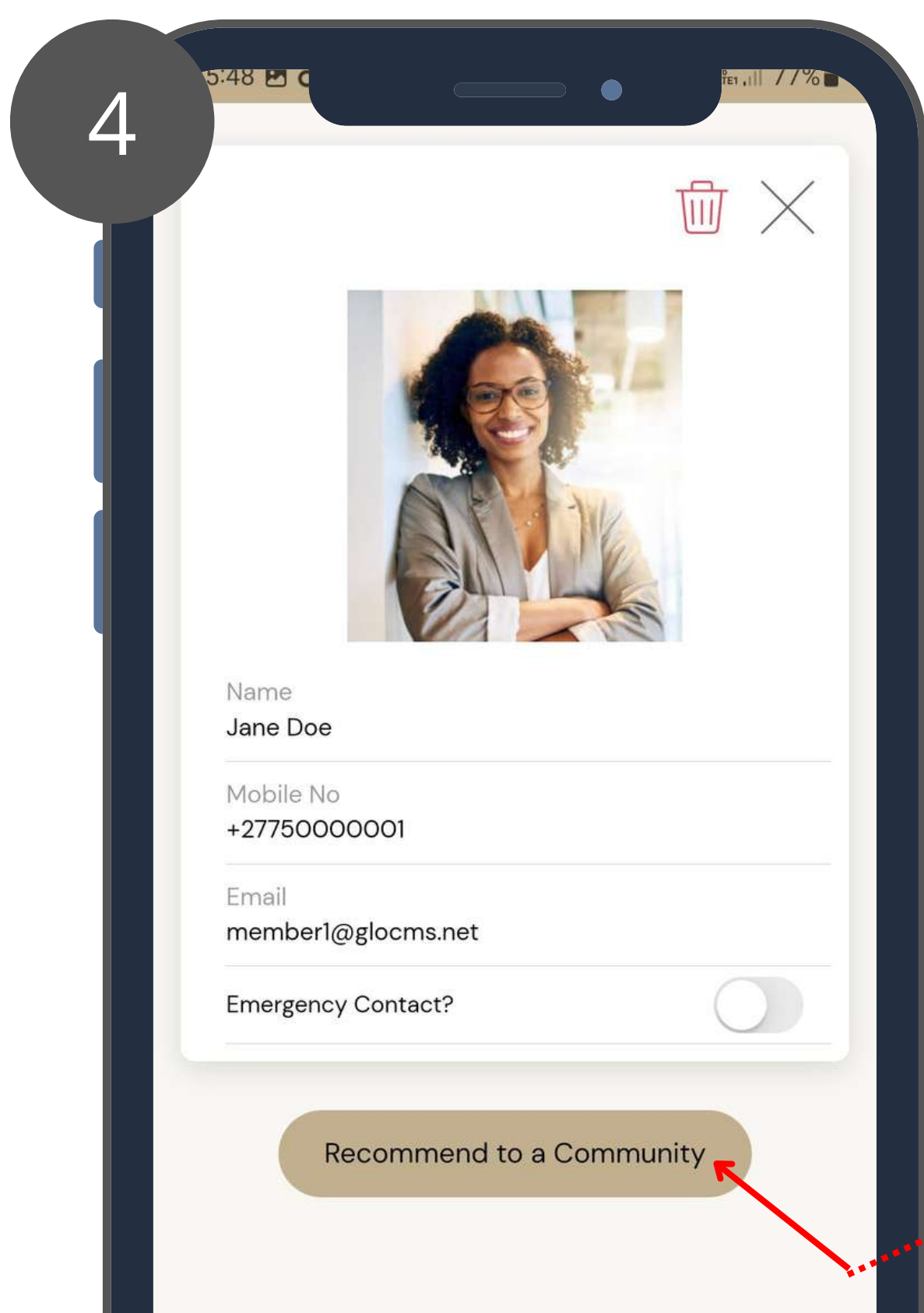
- Sign into your **Community App**
- Click on your **Profile icon**



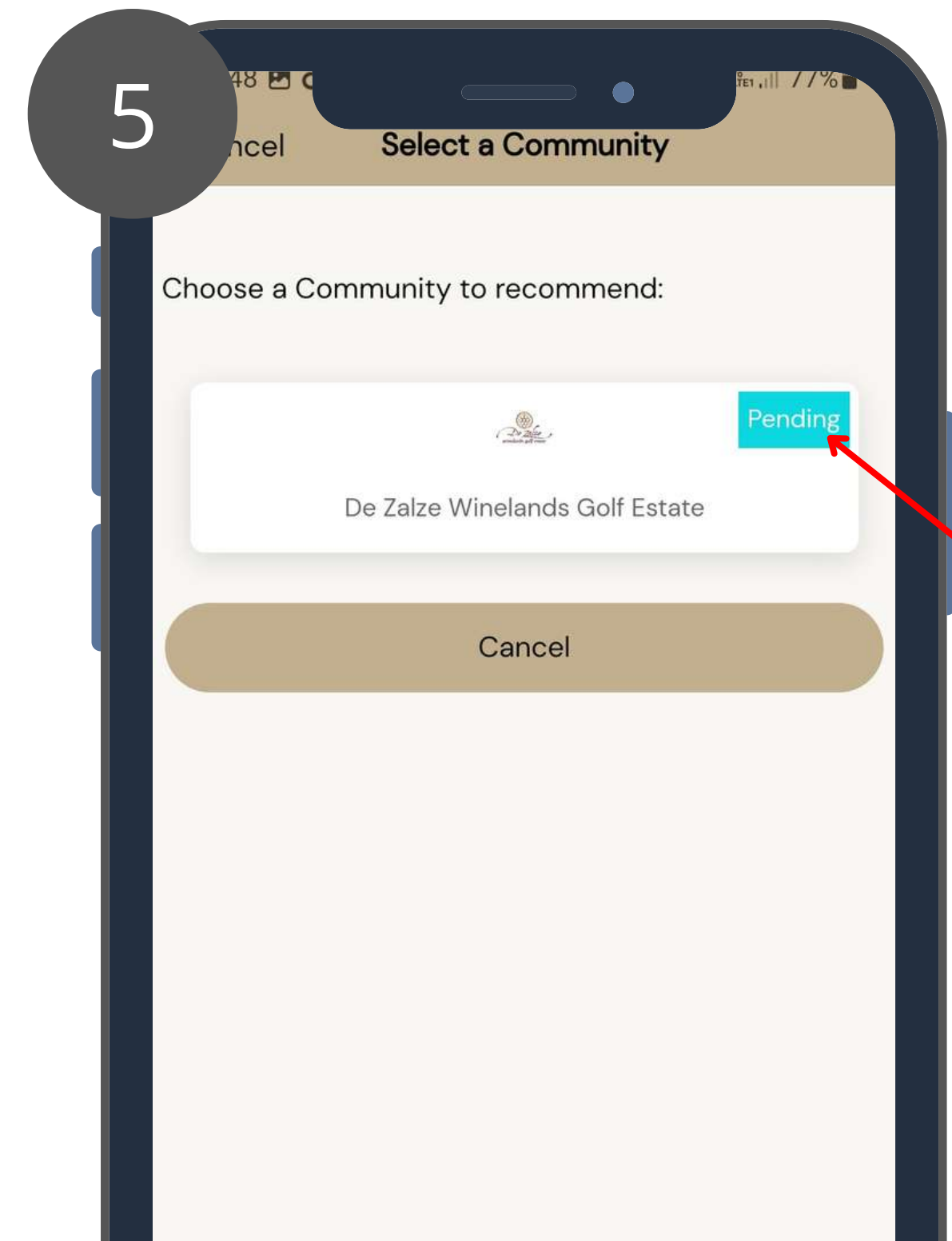
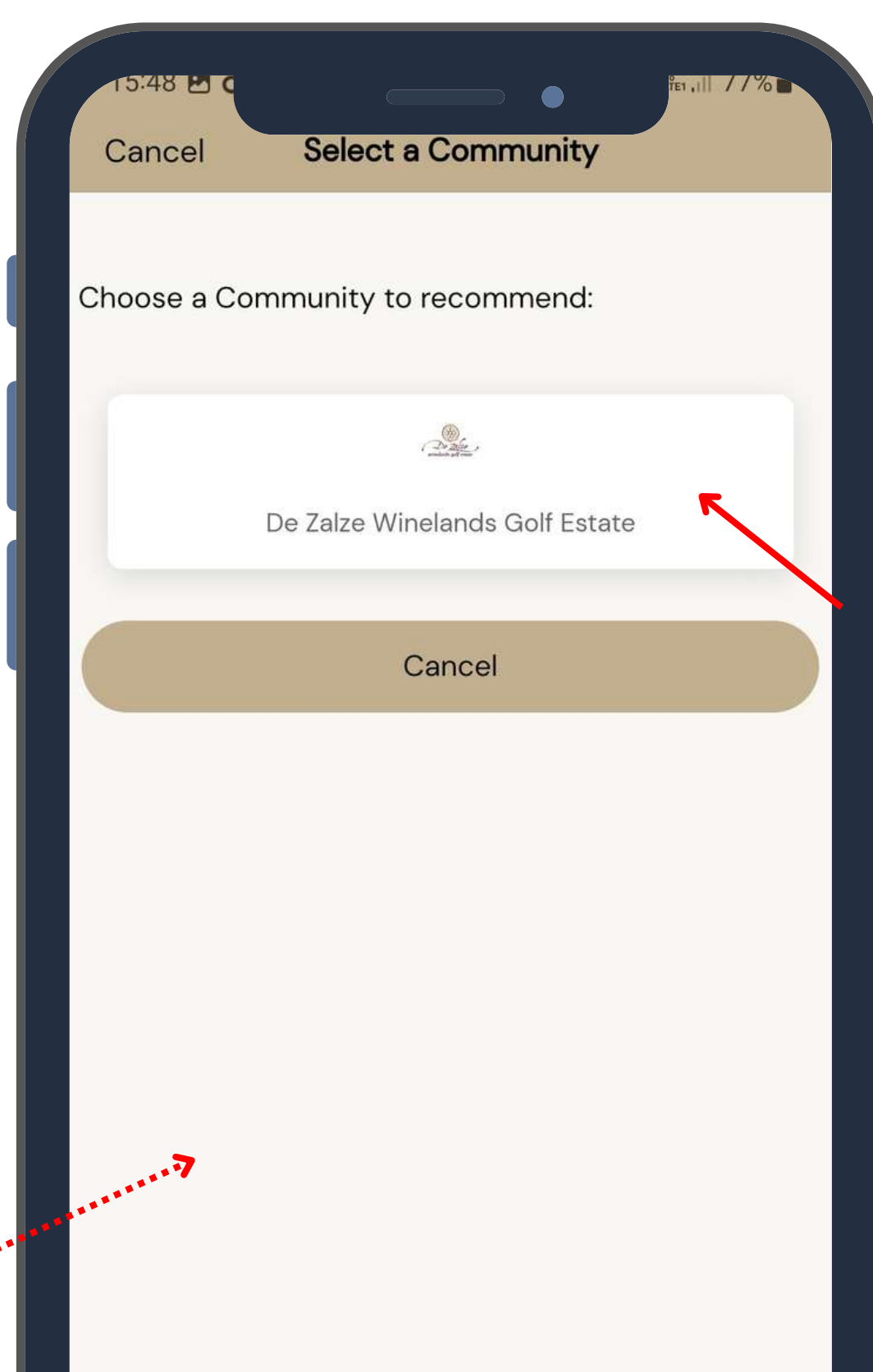
- Click on **My Connections**



- Click on your connection that you'd like to recommend to your community



- Click on the **Recommend to Community** button.
- Now select the community.
- Now complete the form with the information relevant to this person.
- A notification will appear confirming that your recommendation has been sent to the community for approval.



You'll be able to review each of your connections' status when you go to their profile and click on **Recommend to Community**. A status label will show next to the Community.



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