



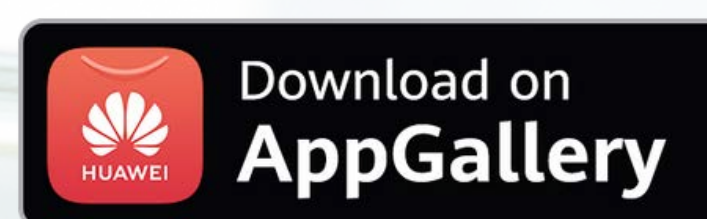
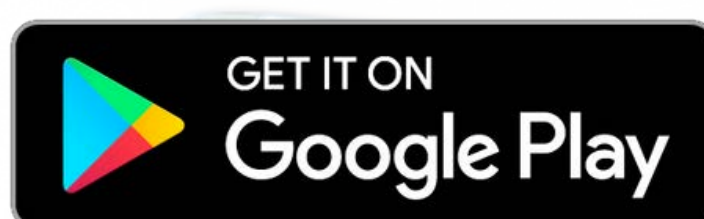
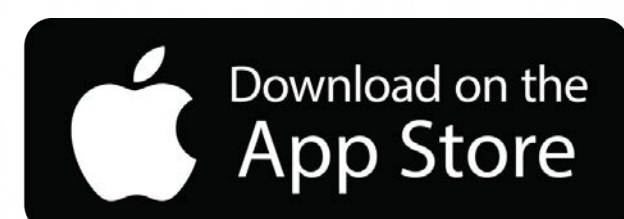
ONBOARDING MEMBER USER GUIDE

Download the GLO CMS Community App

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

- Go to either your App Store, Play Store, or AppGallery.
- Search for GLO CMS Community
- Download the App
- The App is installed on your device and ready to use.

The app is free to use.

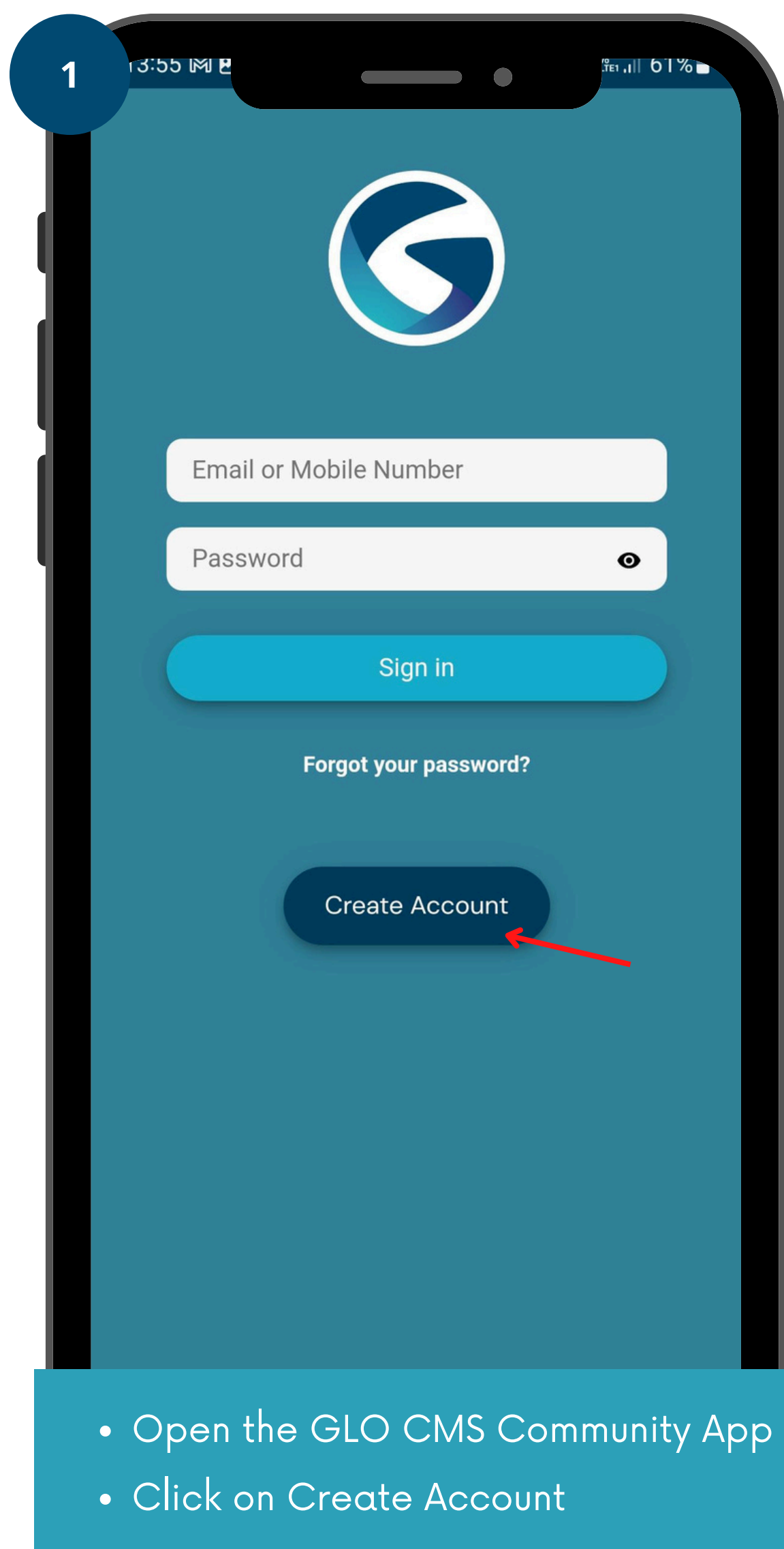


User Guide Sections

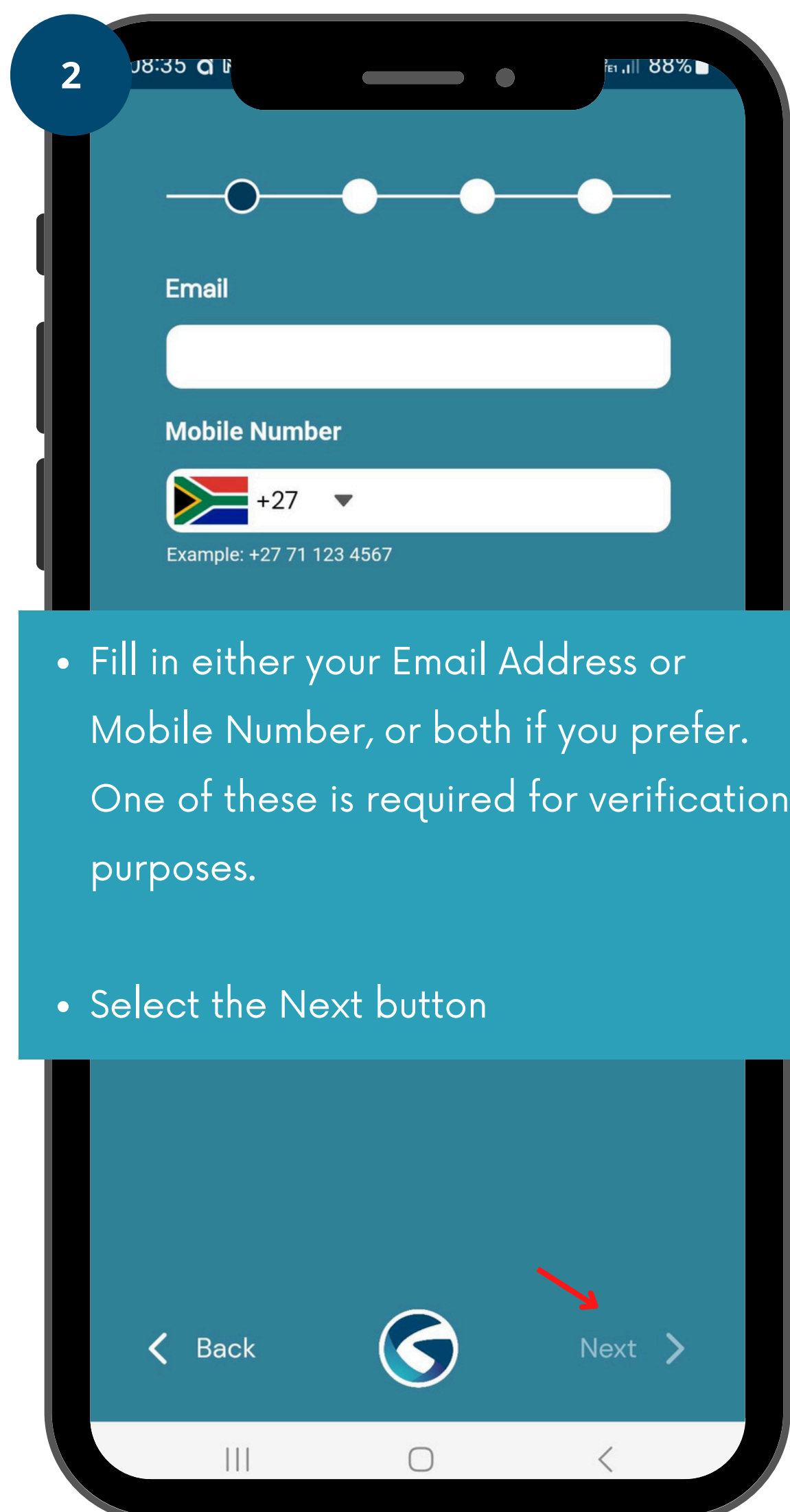
1. Create an Account
 - a) If your community sent you an invite
 - b) If you request to join a community
2. How to verify your account at a later stage
3. Reset Your Password
4. Join a Community
5. Recommend a person to your community

Users will only need to keep one profile updated and that profile can be synced through to various communities and other users.

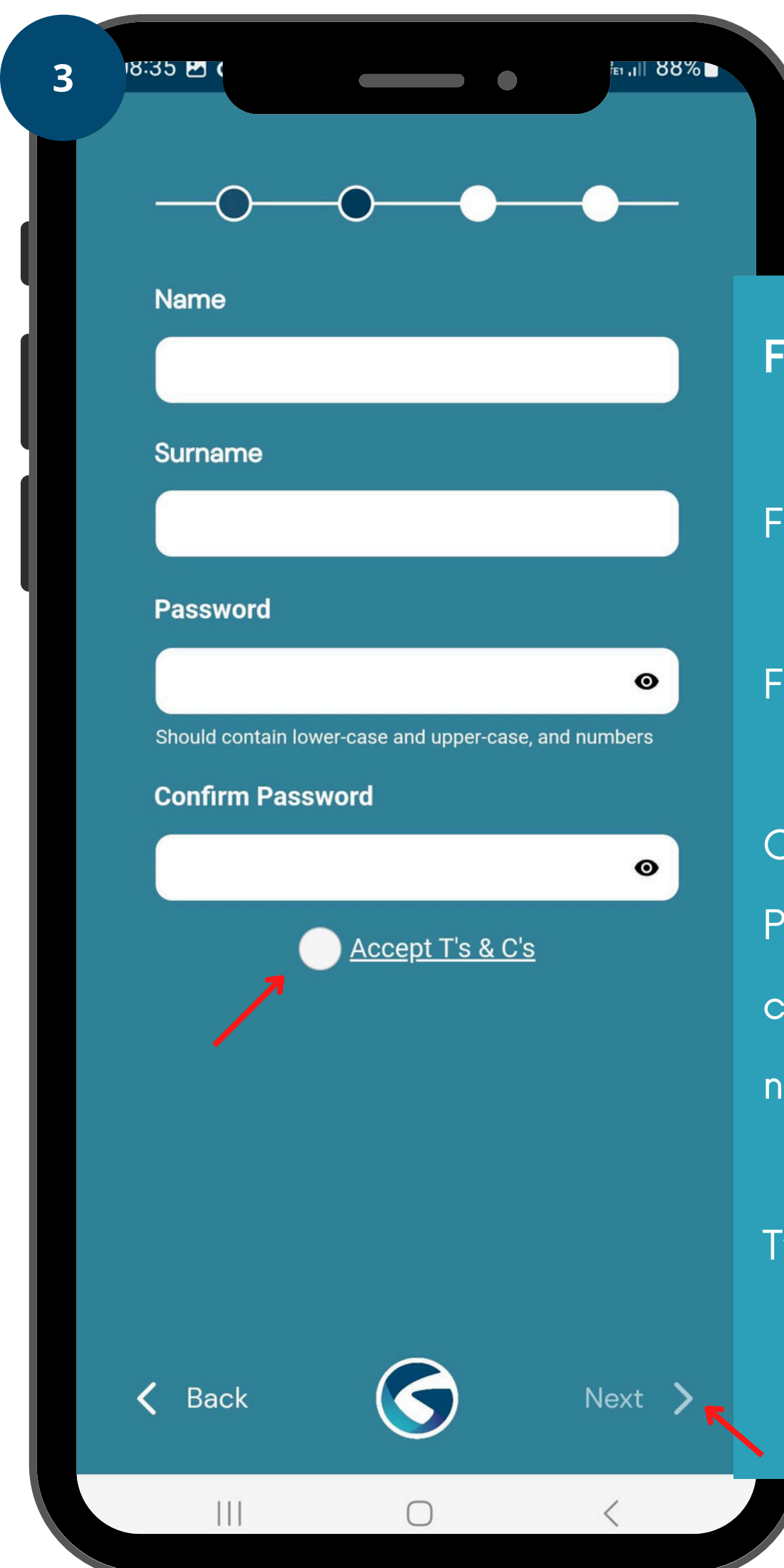
1. Create Account



- Open the GLO CMS Community App
- Click on Create Account

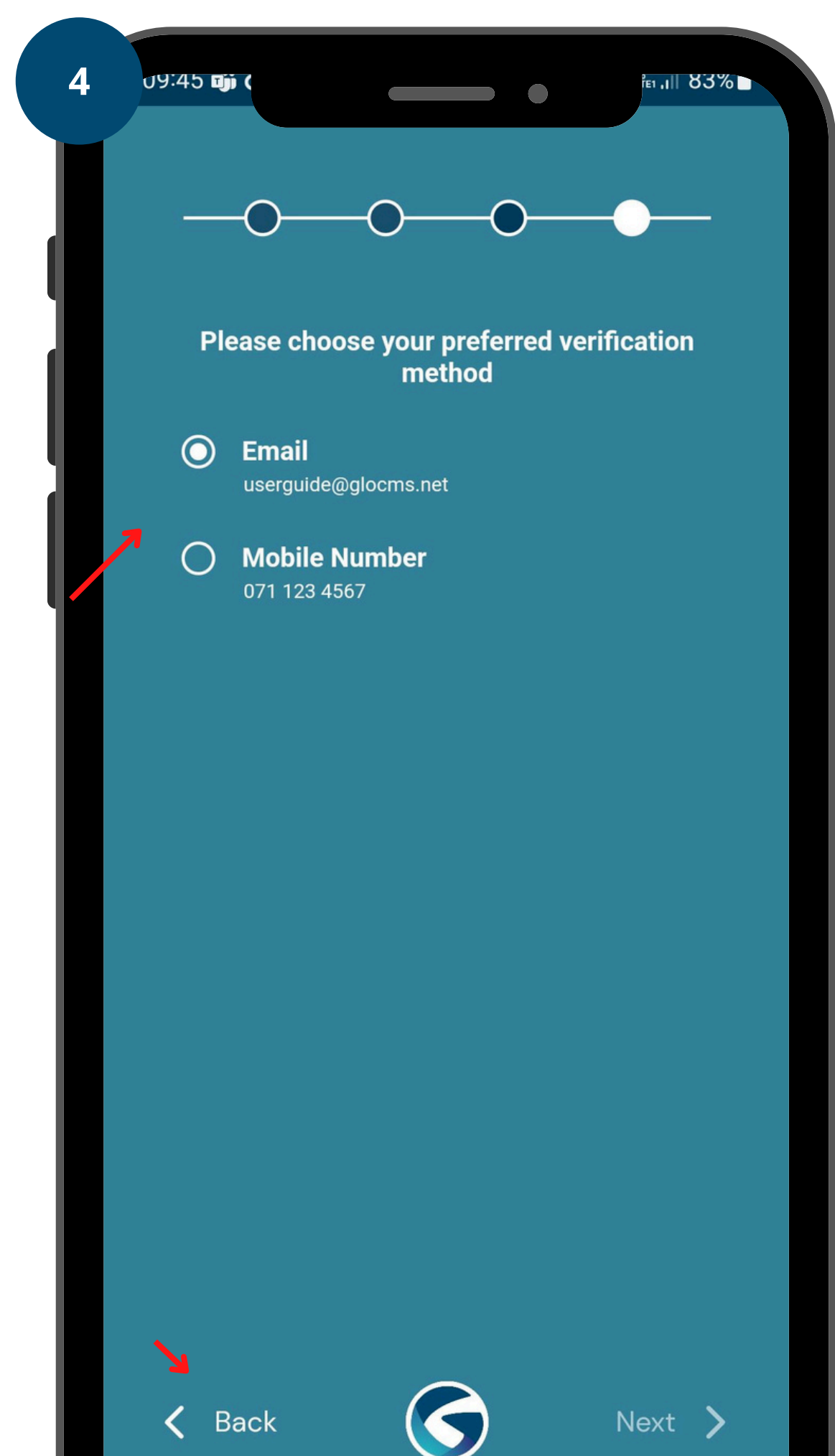


- Fill in either your Email Address or Mobile Number, or both if you prefer. One of these is required for verification purposes.
- Select the Next button

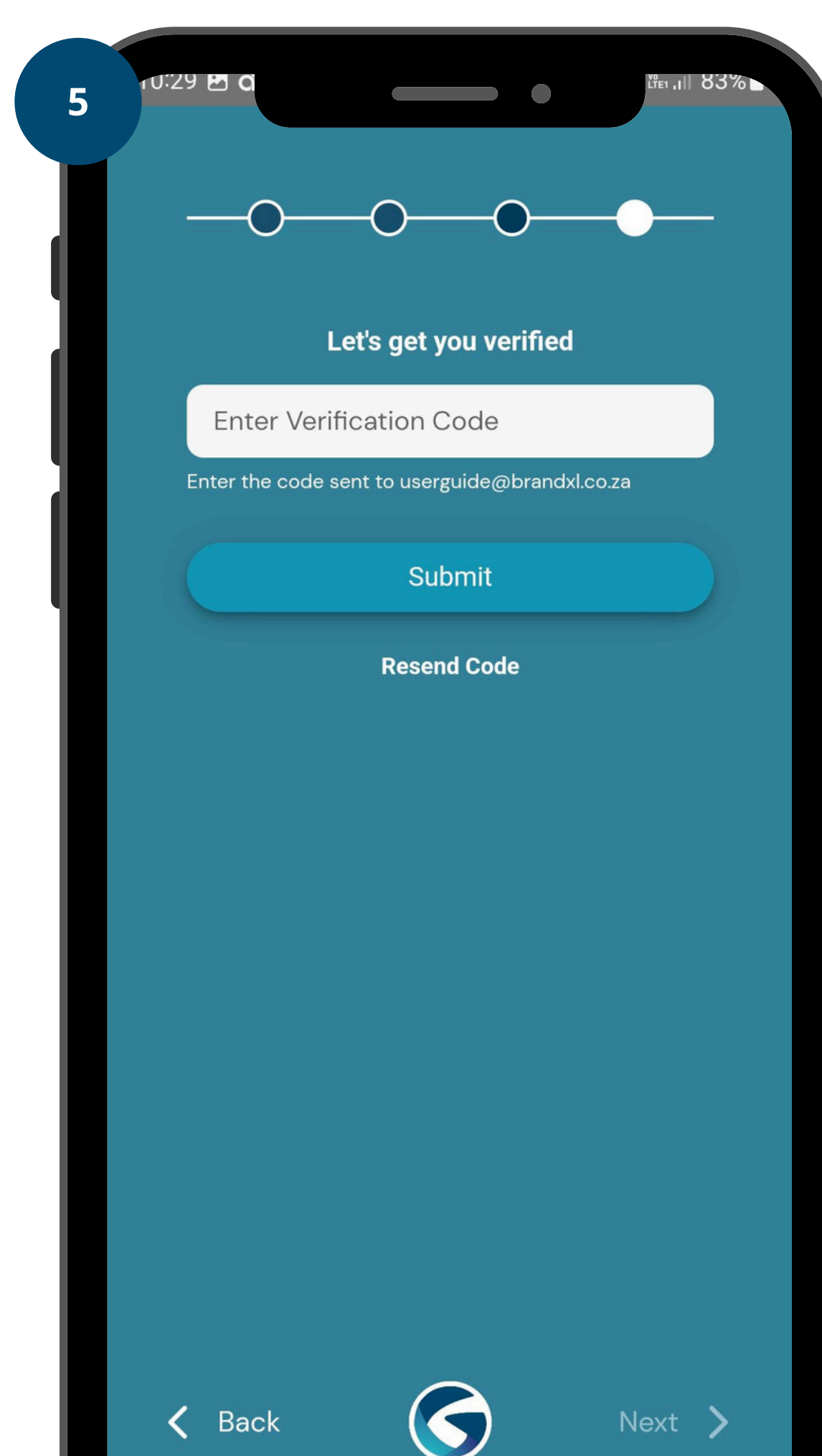


Fill in your details and create a password:

- **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 alphanumeric. eg. A35hfw98
- **Confirm Password**
Type your password again to confirm it
- Accept the Terms & Conditions
- Go "NEXT"



- Select your preferred verification method
- *Optional: If you only completed one, and would like to complete the other option, you can go **back** and fill in the field.
- If you want to proceed with the selected method choose "Next"

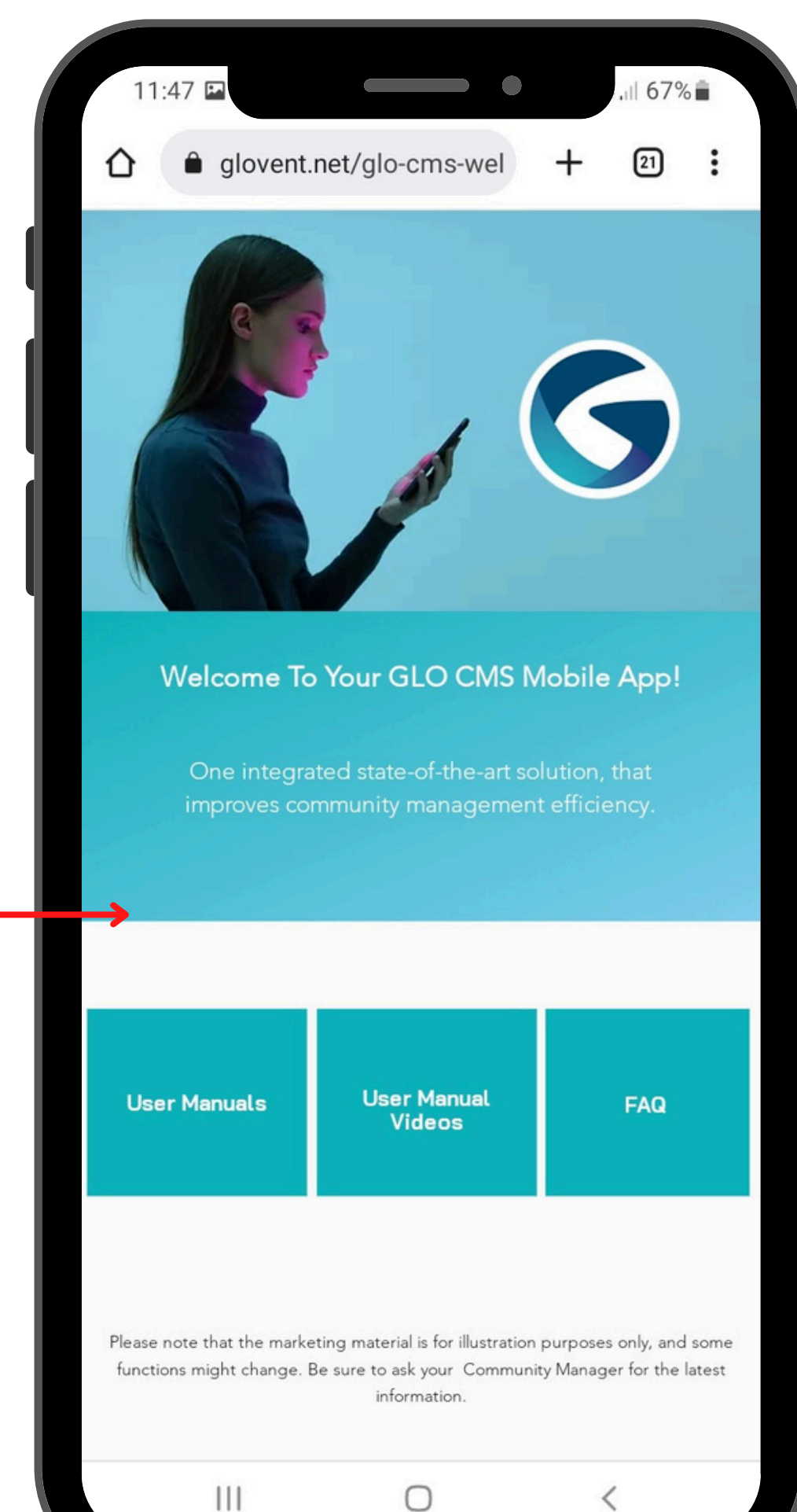
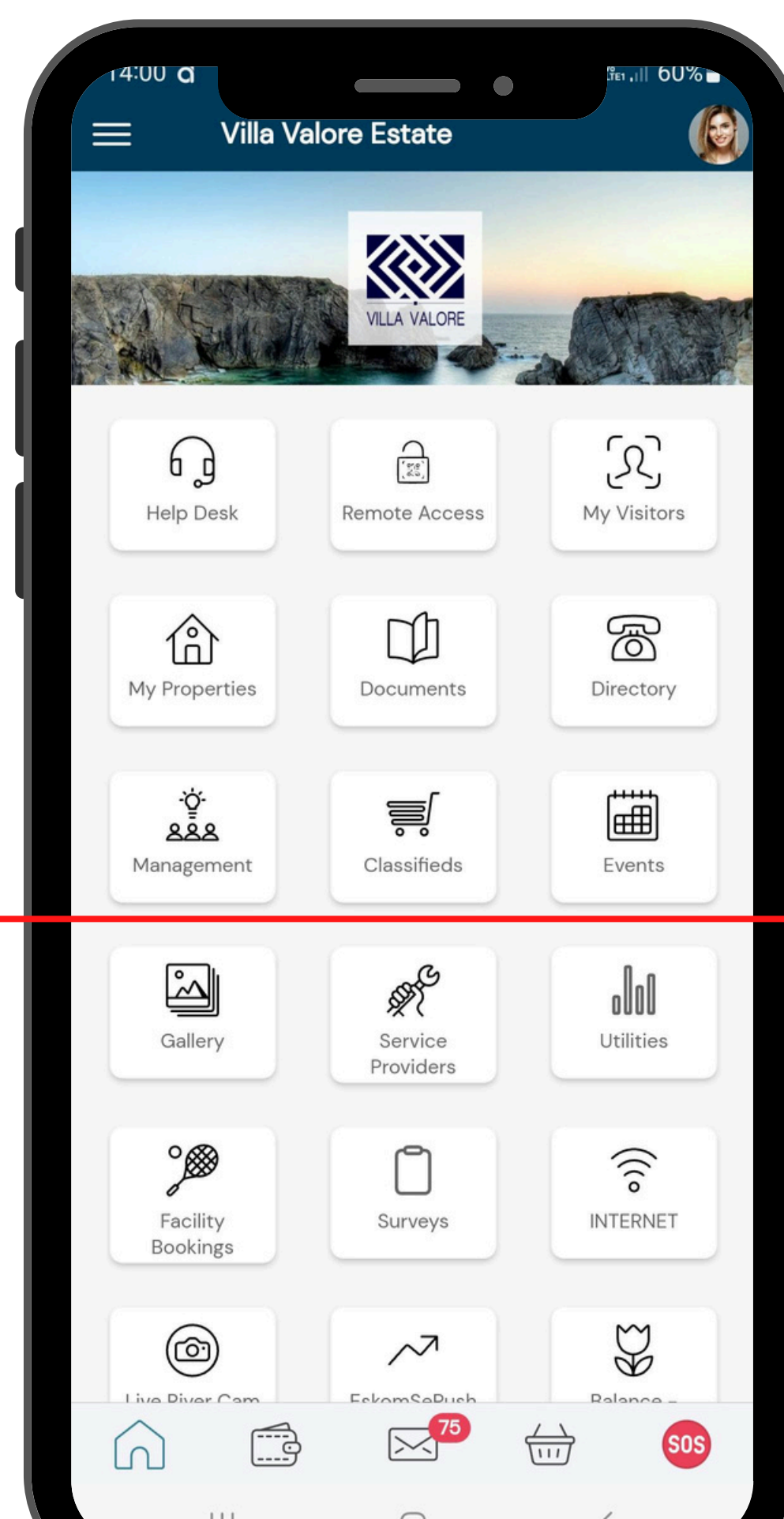
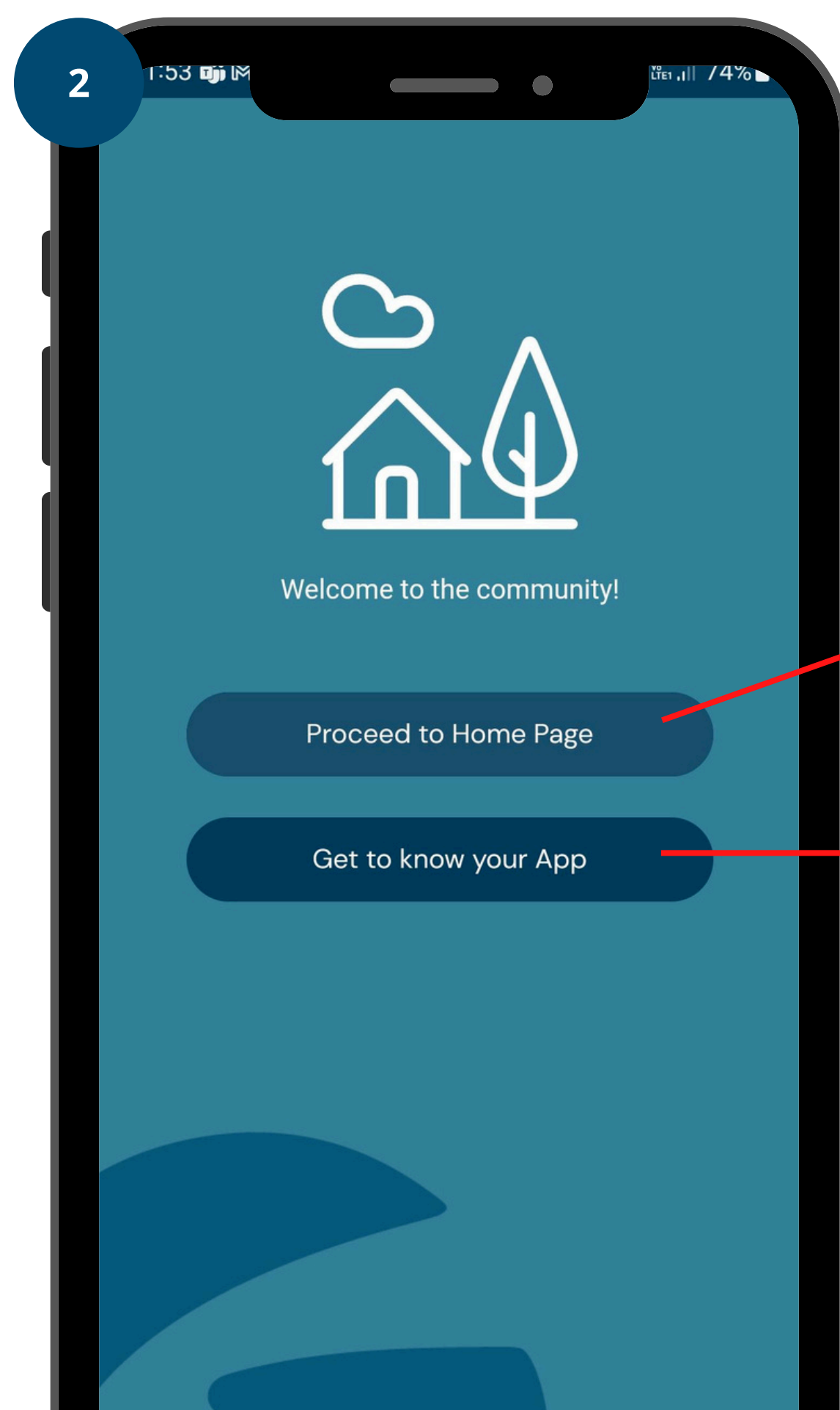
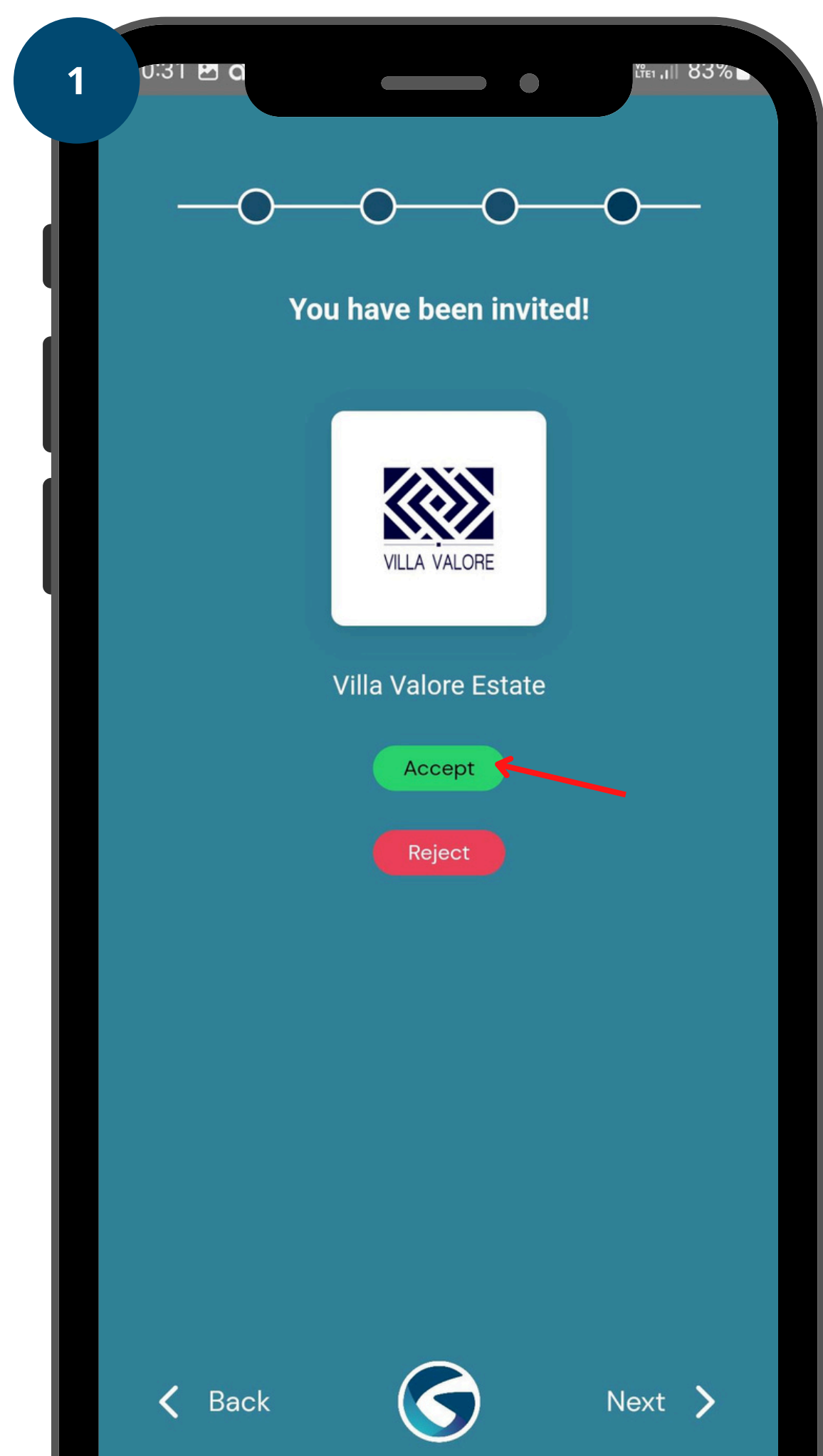


- The verification code now needs to be filled in. It would have been sent to the Email Address or Mobile Number depending on the option you selected.

Please note that you've now only verified one of the two options. ie. Mobile or Email, you will be prompted later to verify the other option should it be required for the community you are joining.

- After you've filled in the verification code, click on **Submit**.
- Should the verification not be delivered, you can click on **Resend Code**.

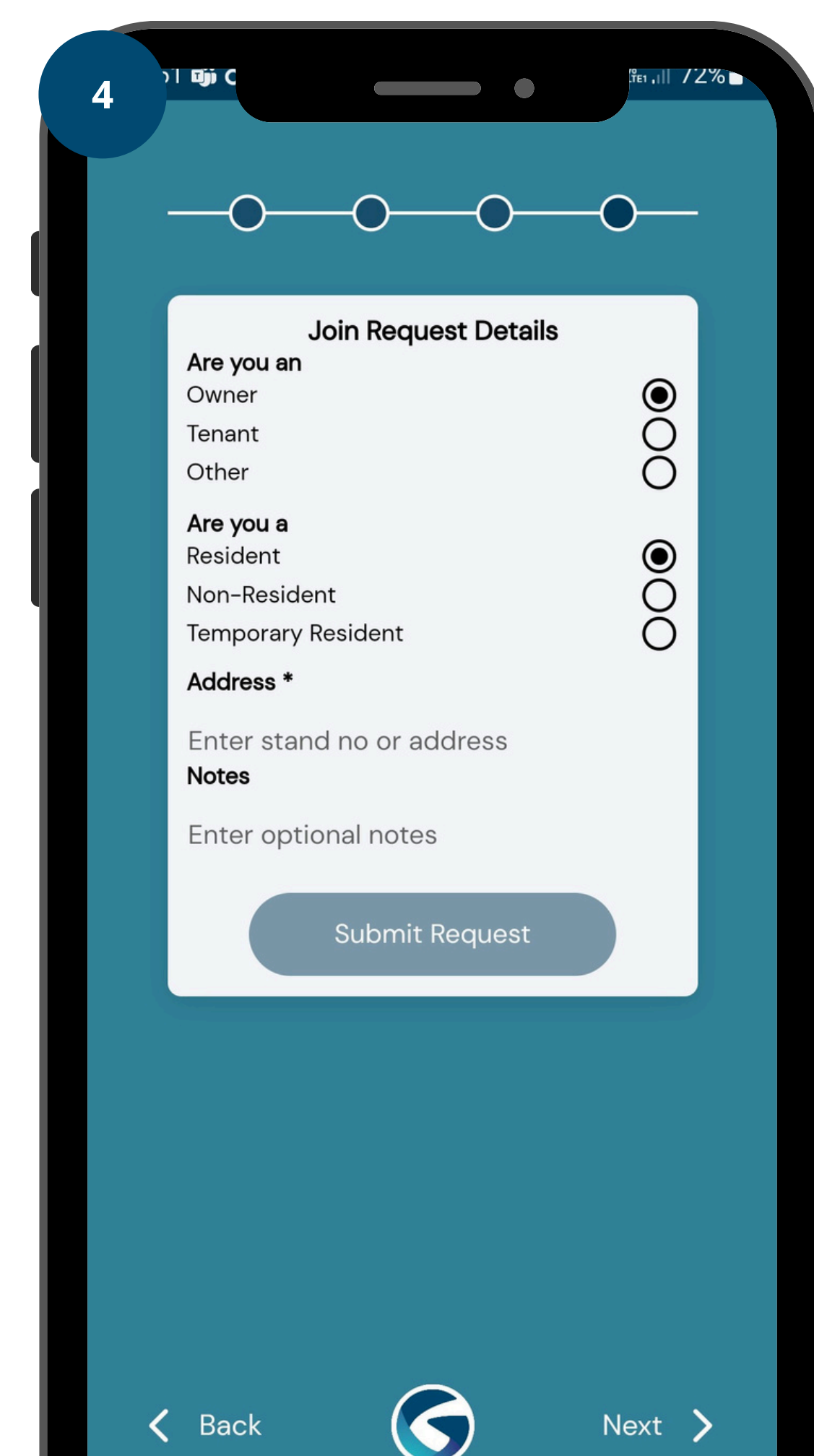
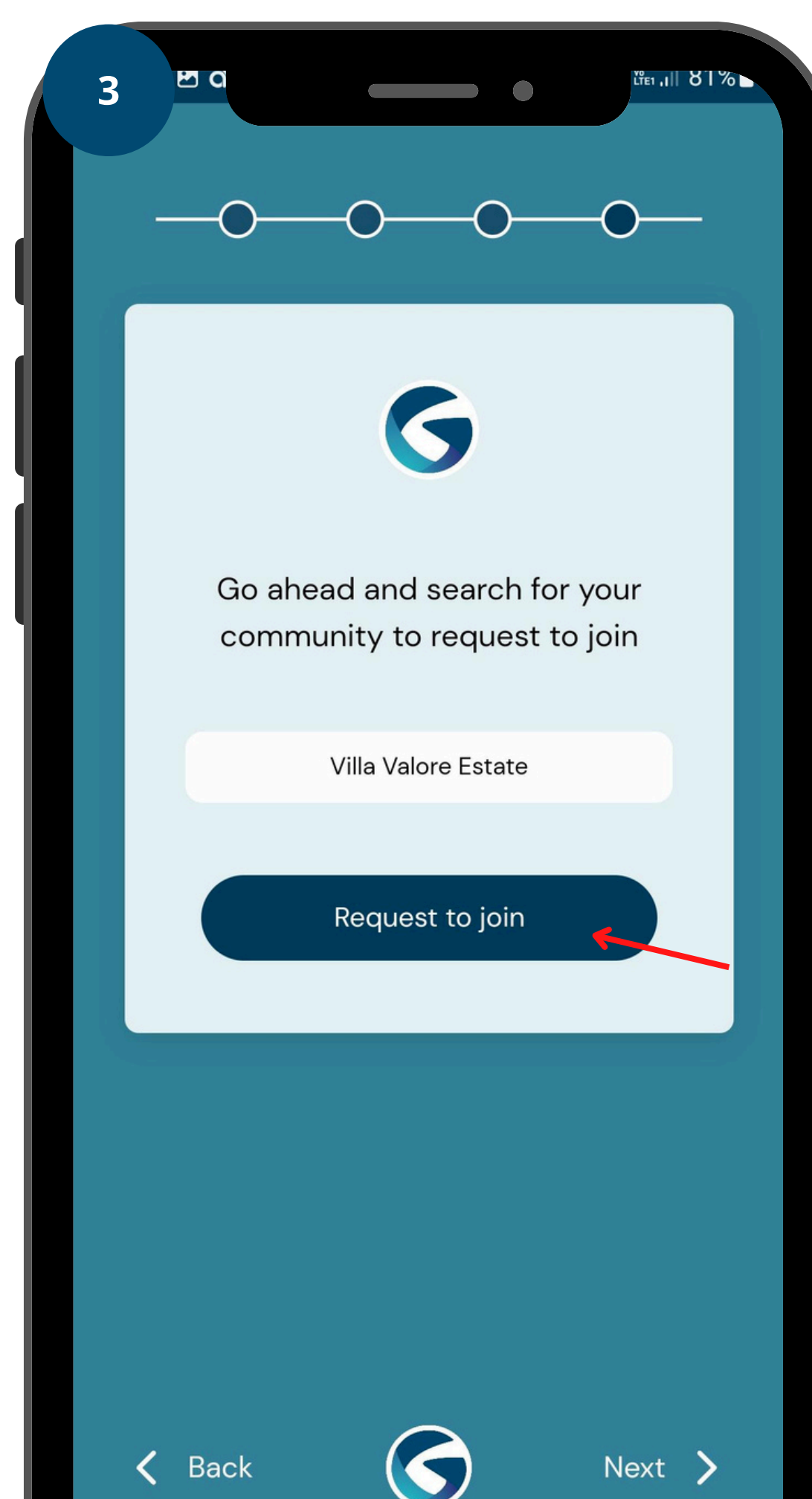
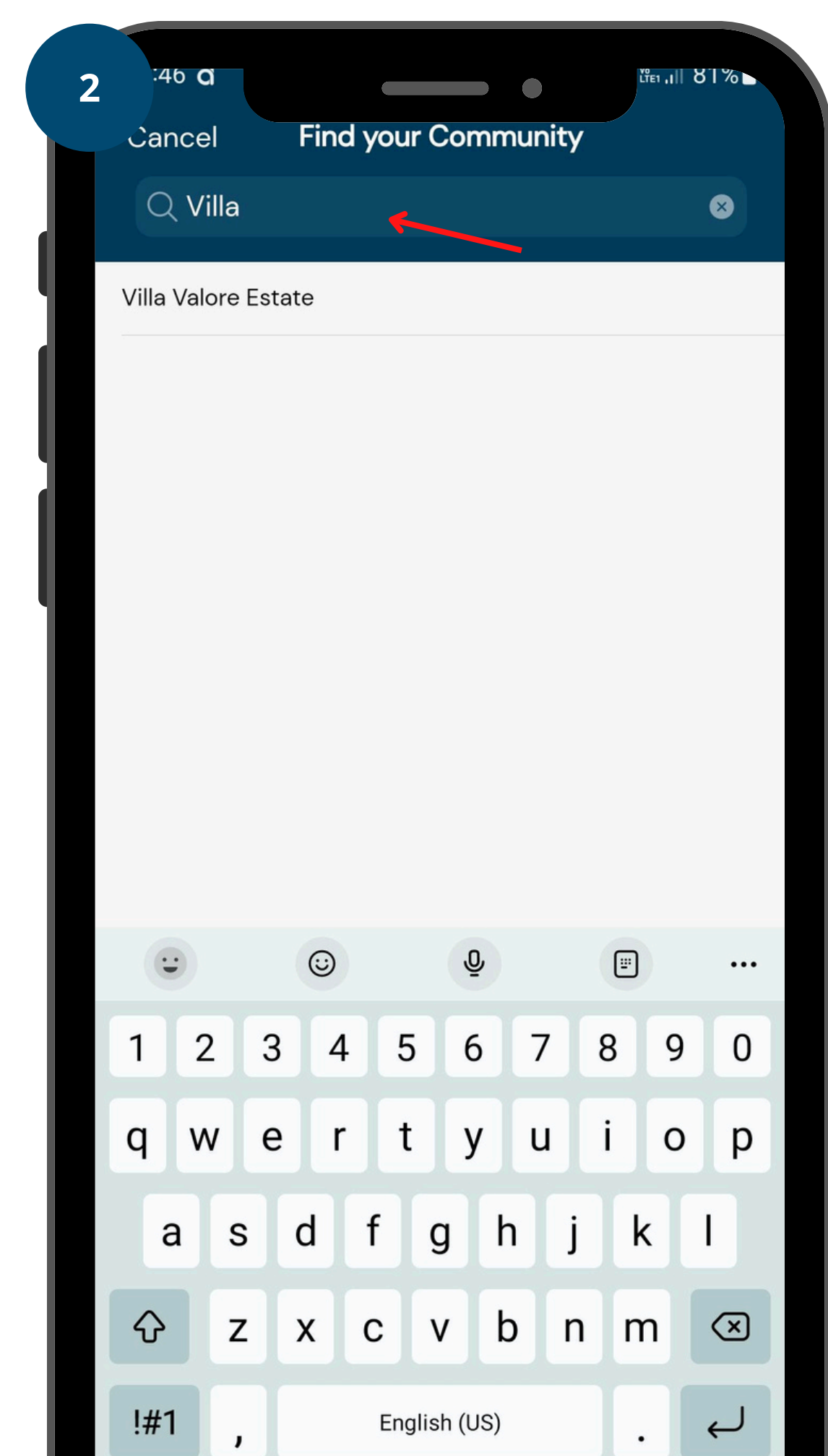
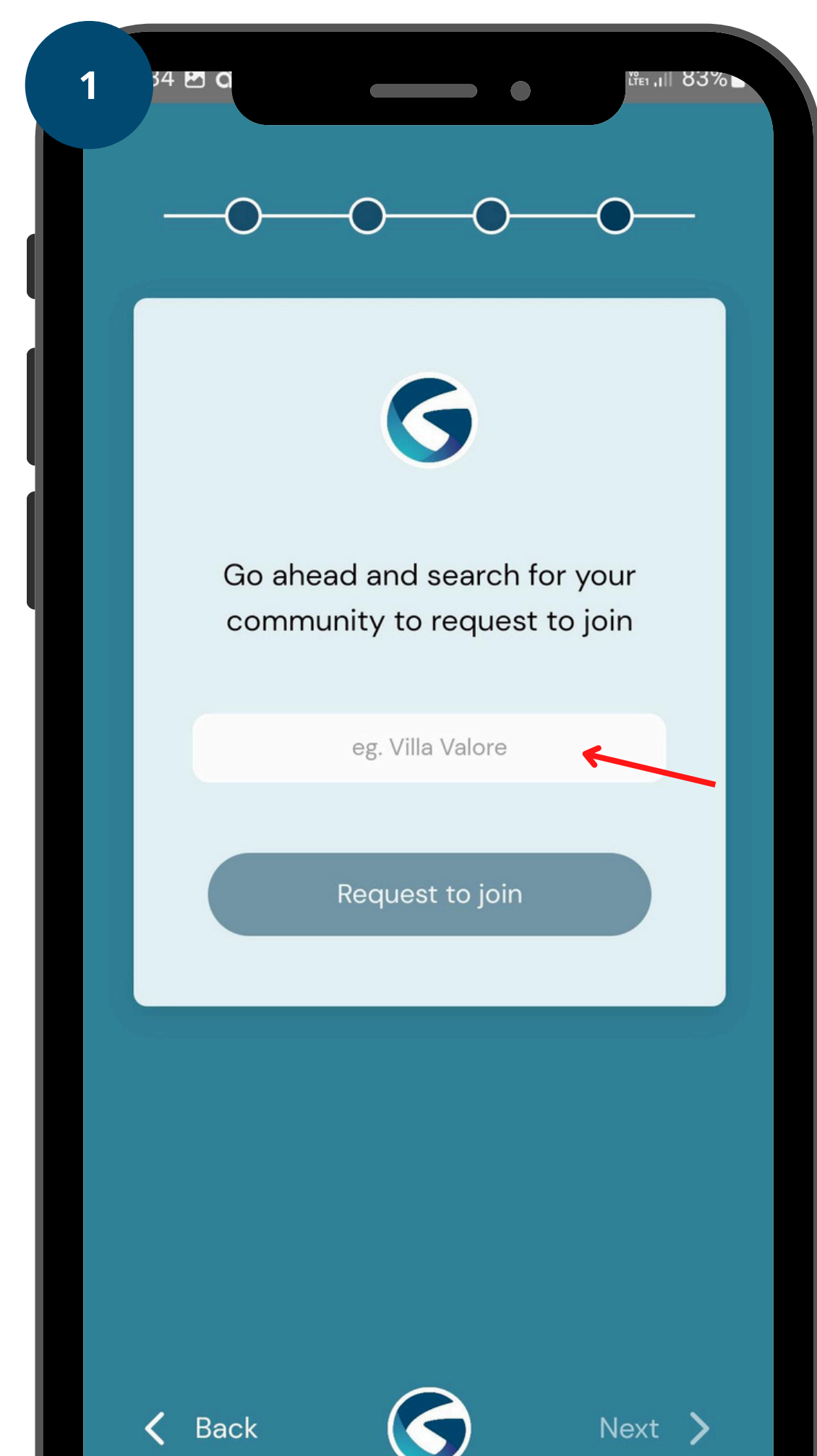
a) If your community sent you an invite:



- The invite will be available for you to Accept or Reject. **Accept** at this point.
- If you don't want to accept the invite at this point you can skip this step.
- If you want to join any other communities, you can request to join.
- Click **Next**

- You'll be directed to the Welcome page
- Select Proceed to the Home Page **OR** Get to know your App.
- "Get to know your App" - You'll be directed to a page with User Manuals, Videos and FAQ (You can re-open your GLO CMS App when you are done with the "Get to know your App" function.)

b) If you request to join a community:

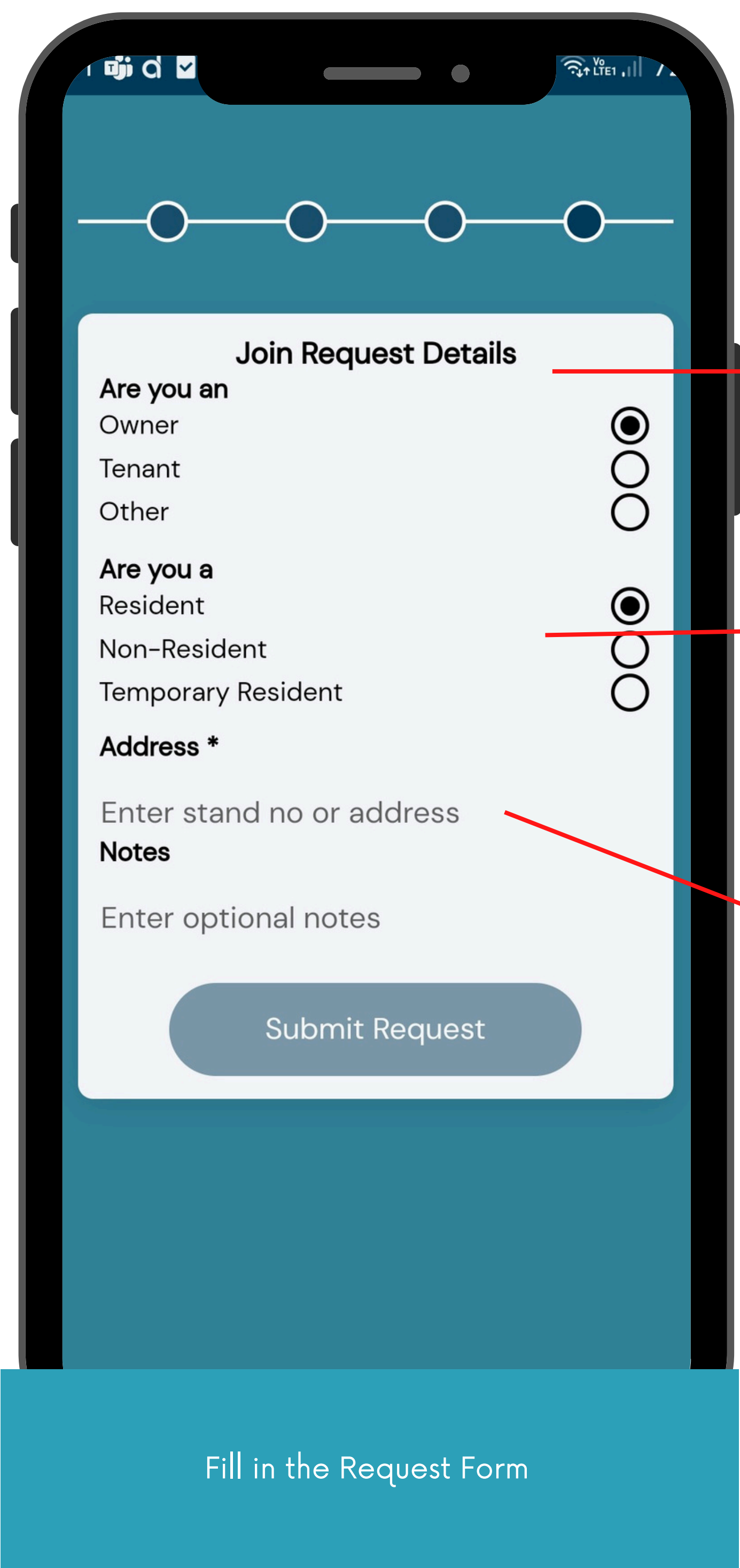


Click on the field to open the list of communities

Search for your community and then click on the community's name.

Now click on the Request to Join button

Fill in the Request Form
** See next page for detailed description.



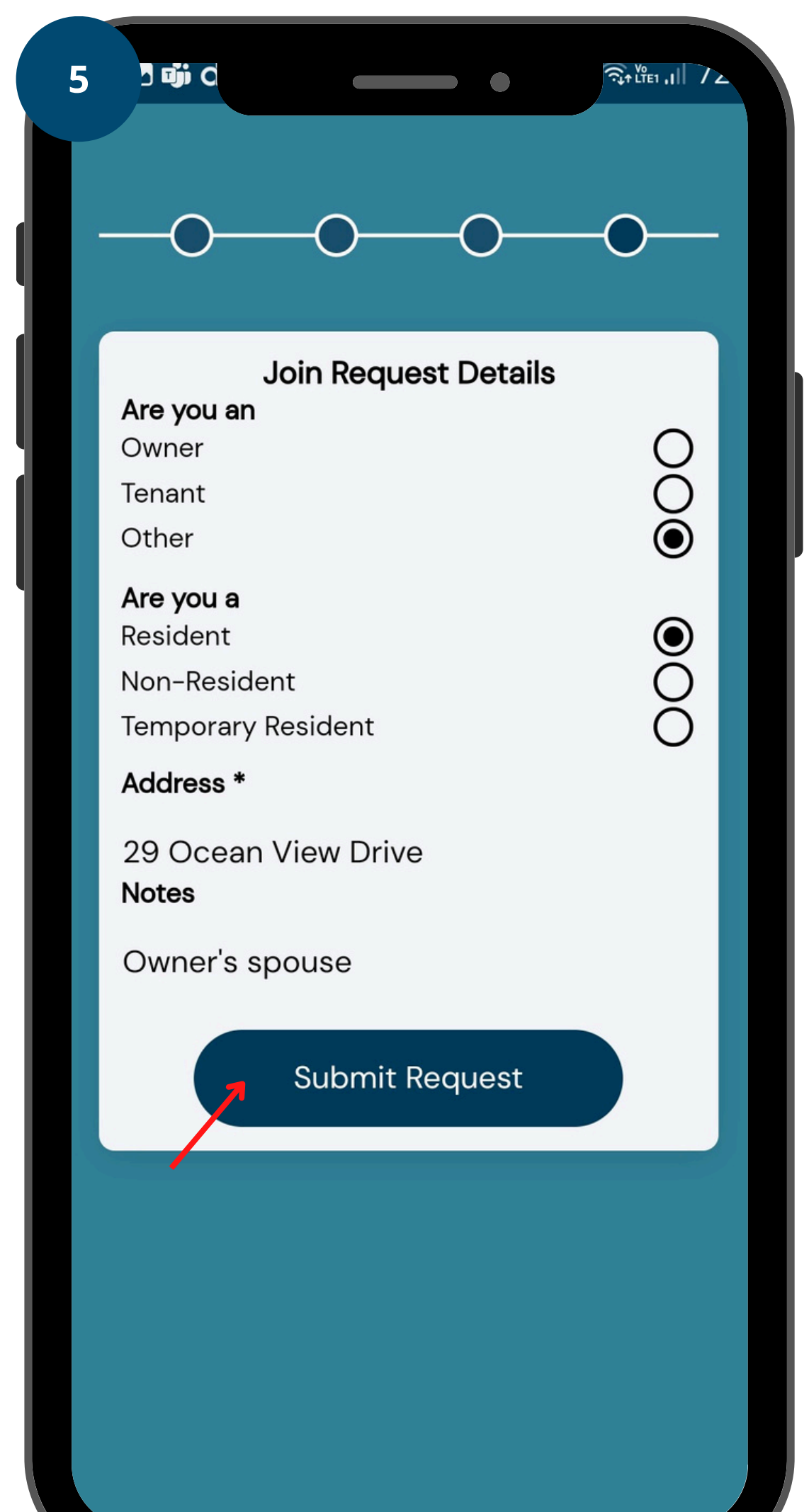
Select the type of relation in the community
 Owner – You're the owner or co-owner of a property
 Tenant – You lease a property
 Other – You are related to either the Owner, Tenant or not related at all eg. Estate Agent, Employee, etc.

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

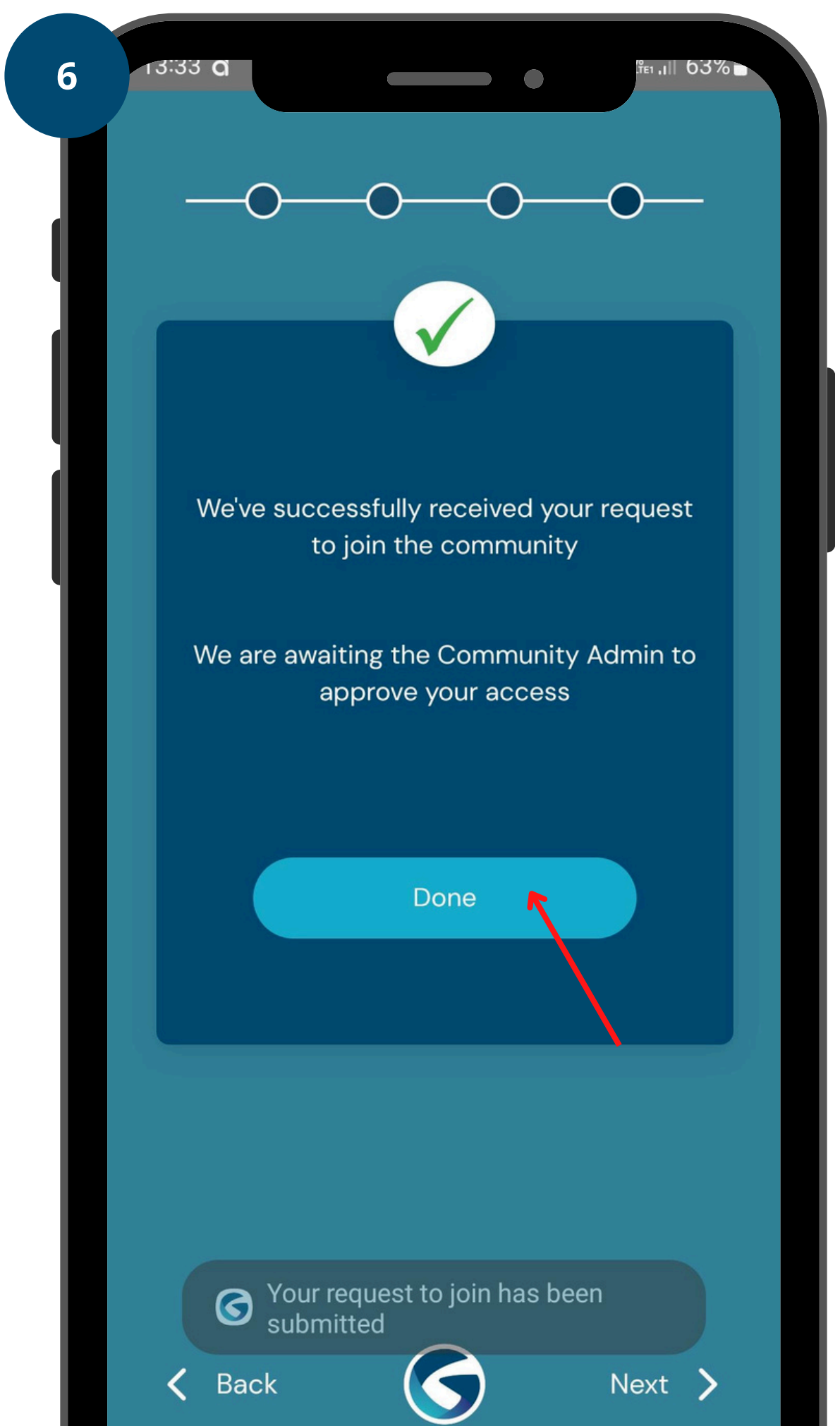
Address
 Select the relevant address from the list of properties

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

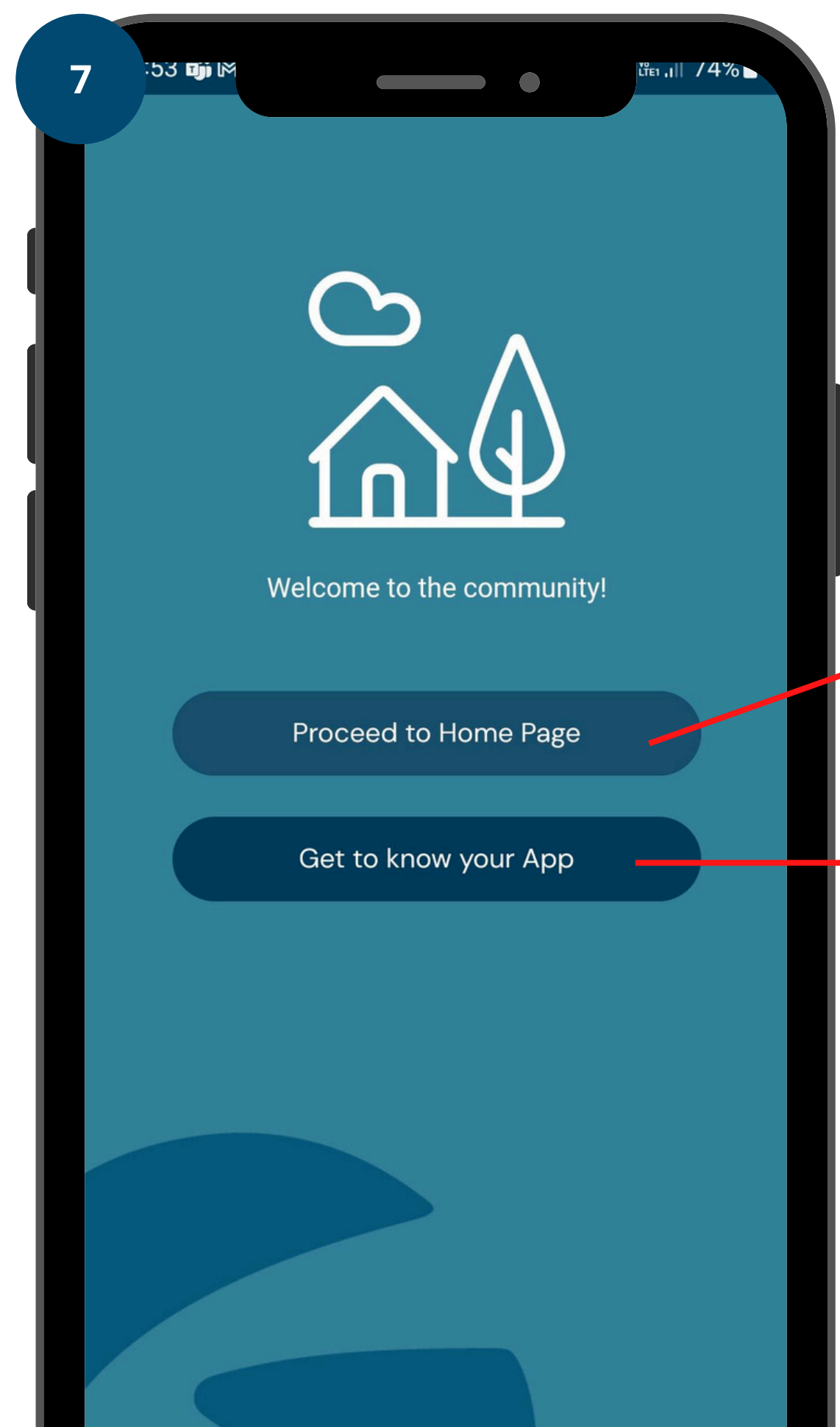
Fill in the Request Form



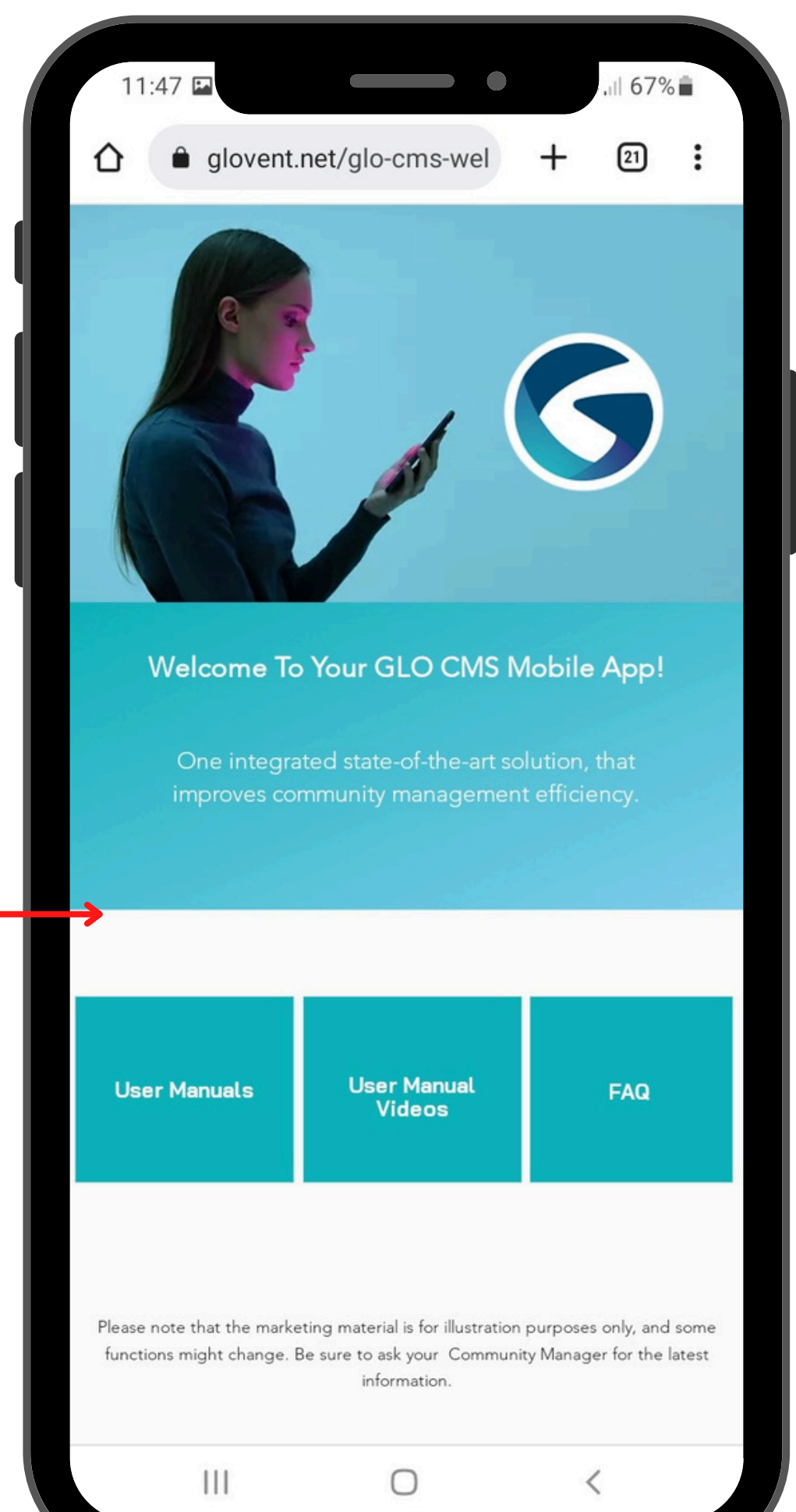
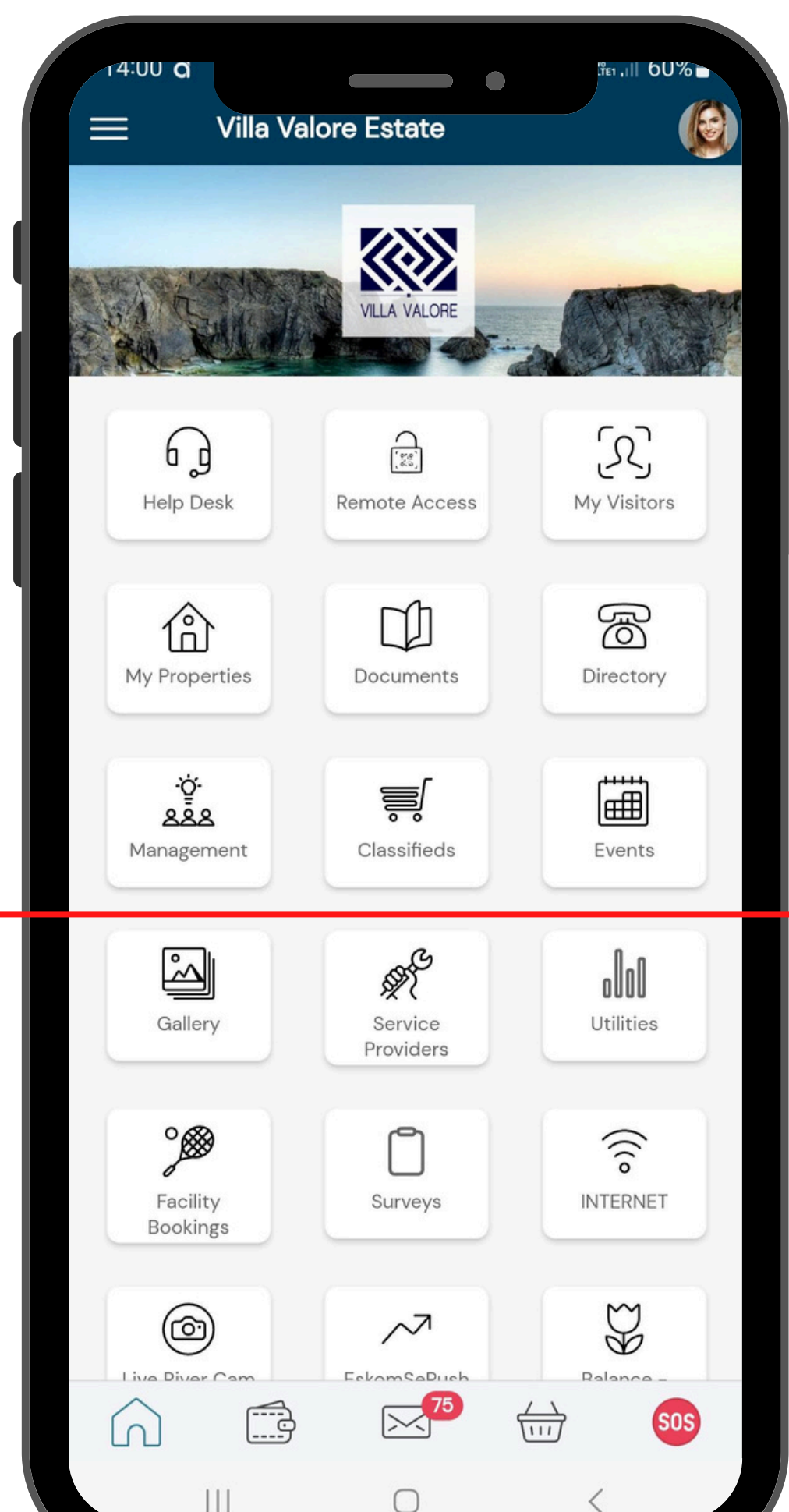
- Now click on the Submit Request button
- Your request has been sent to your Community. The community will review your request and you will be notified once it has been approved.



- Click on Done or Next
- You'll be directed to the Welcome page

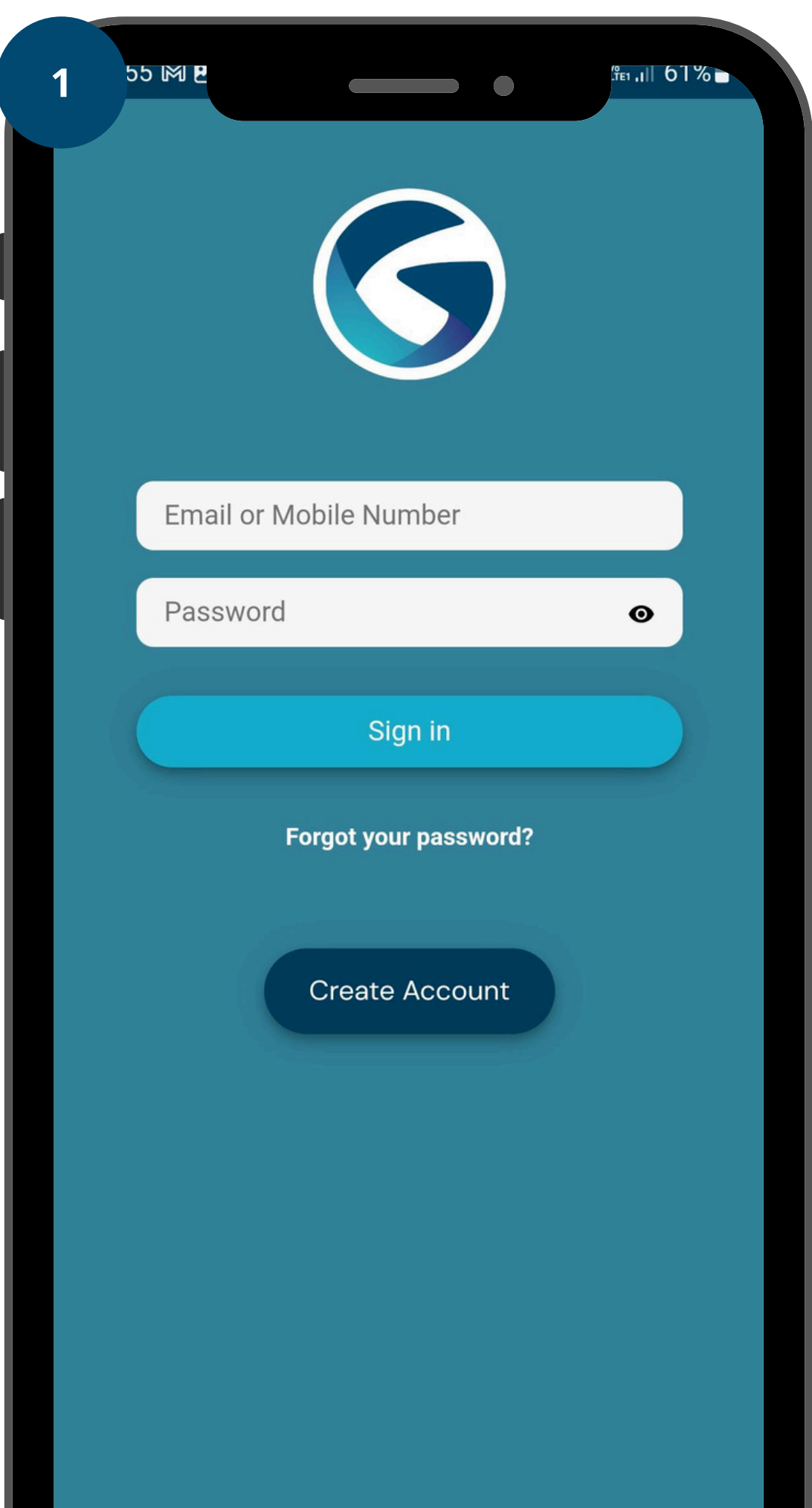


- Select Proceed to the Home Page OR Get to know your App.
- "Get to know your App" - You'll be directed to a page with User Manuals, Videos and FAQ (You can re-open your GLO CMS App when you are done with the "Get to know your App" function).

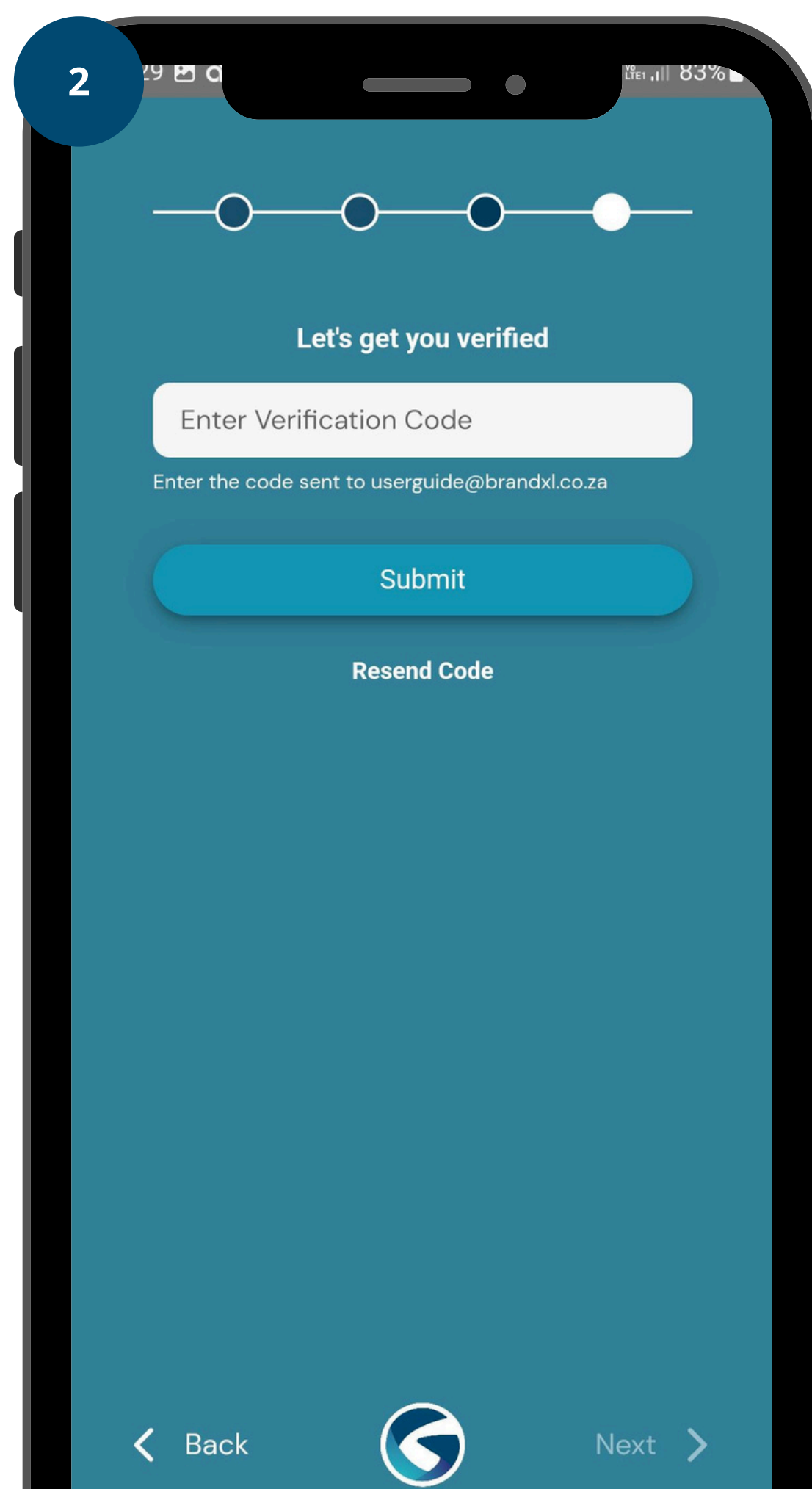


2. How to verify your account at a later stage

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.

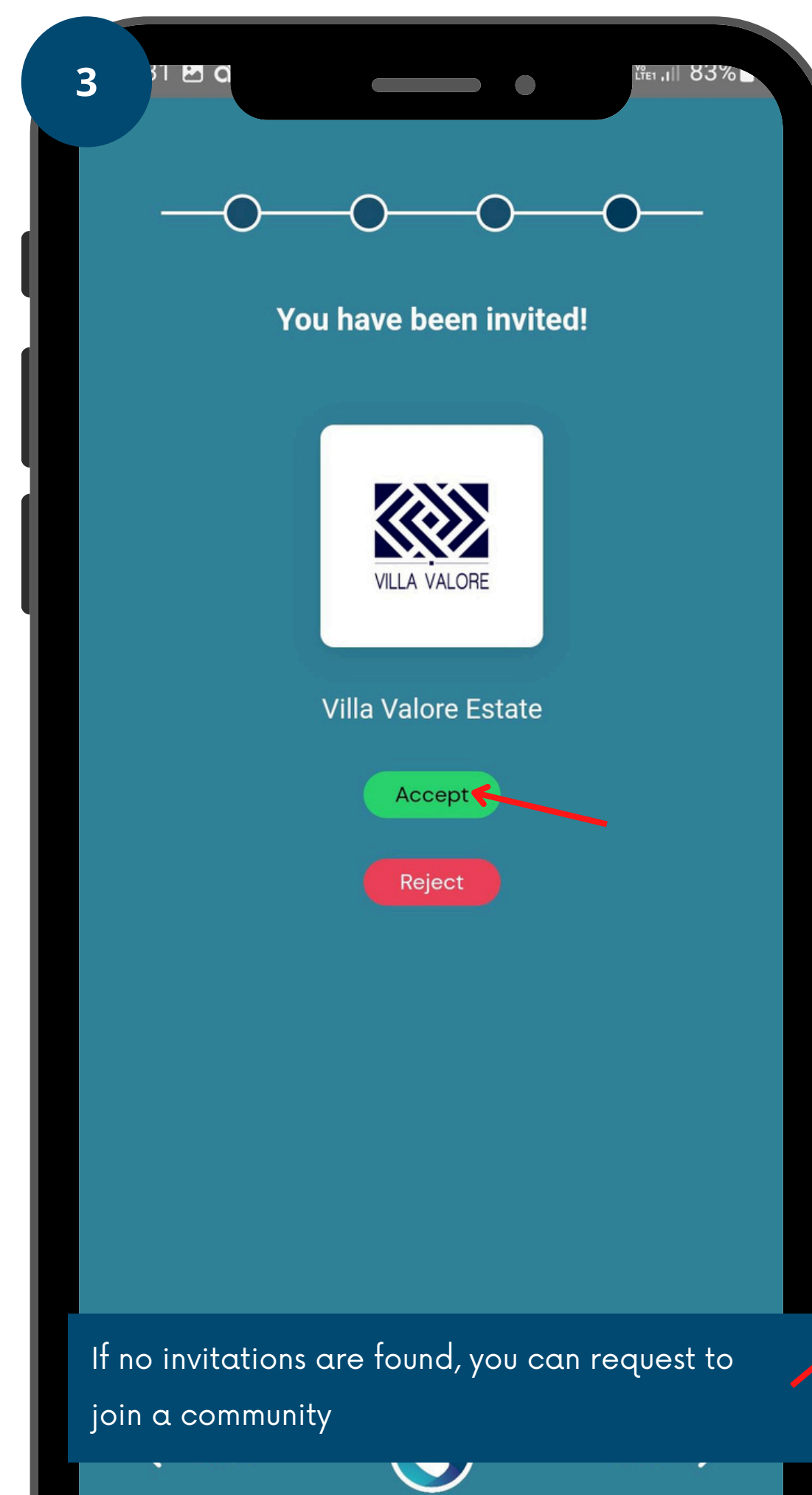


Open the GLO CMS Community App



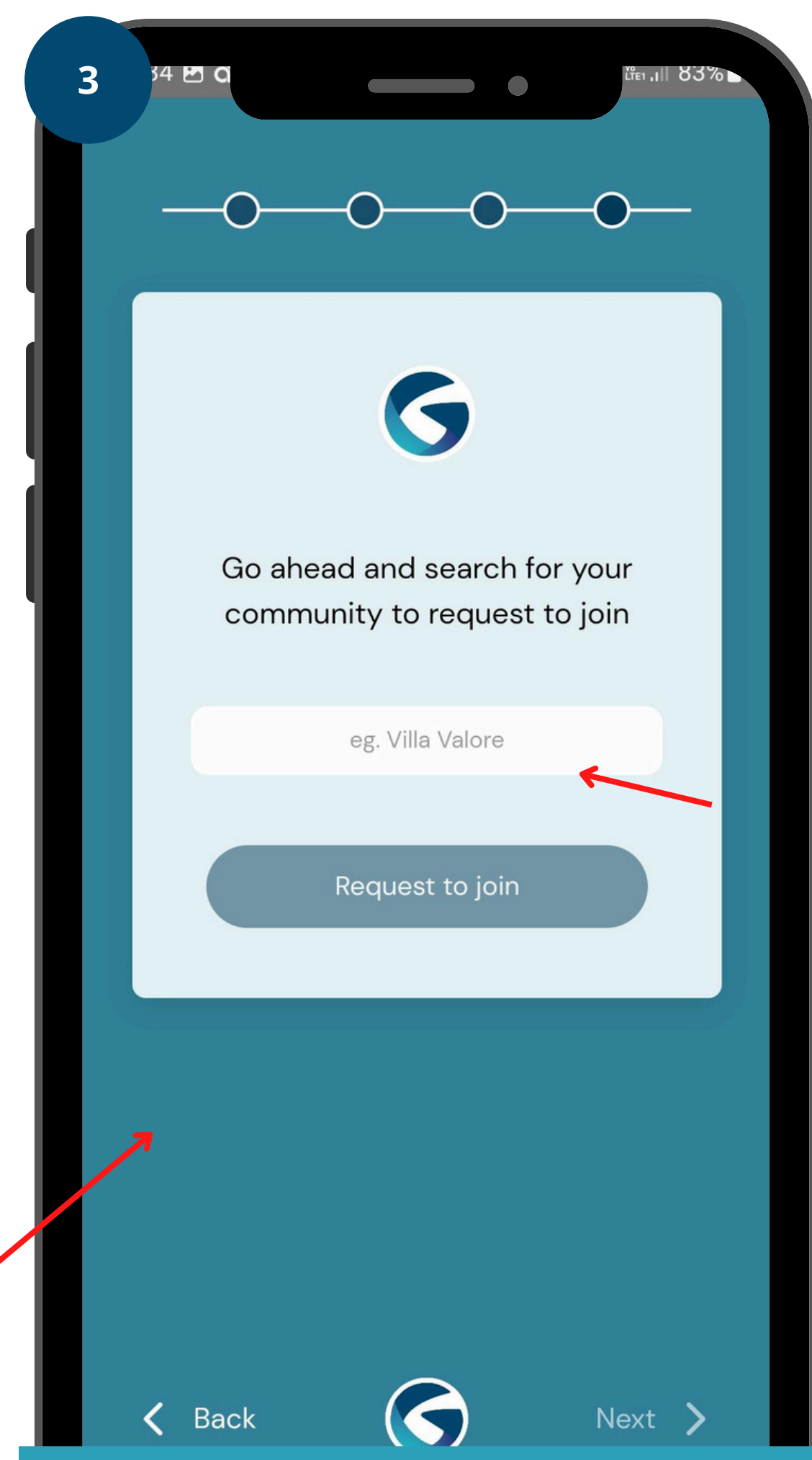
- Your app will open on the Let's get your verified page

Enter the verification code and then click on Submit (Should the verification code not be received within a minute, please click on Resend Code).

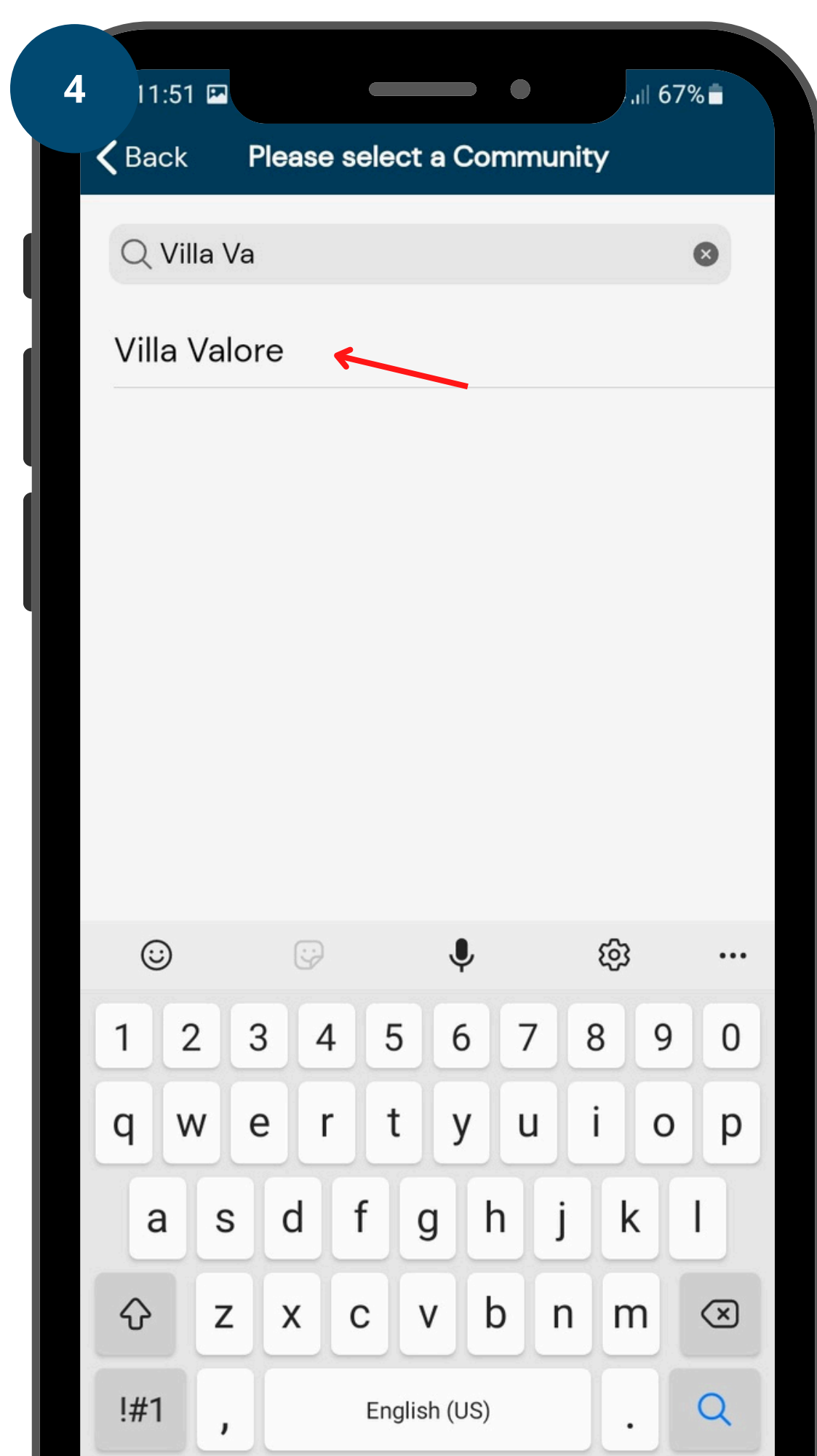


- You'll be directed to your Invites The invite will be available for you to Accept or Reject. Accept at this point.

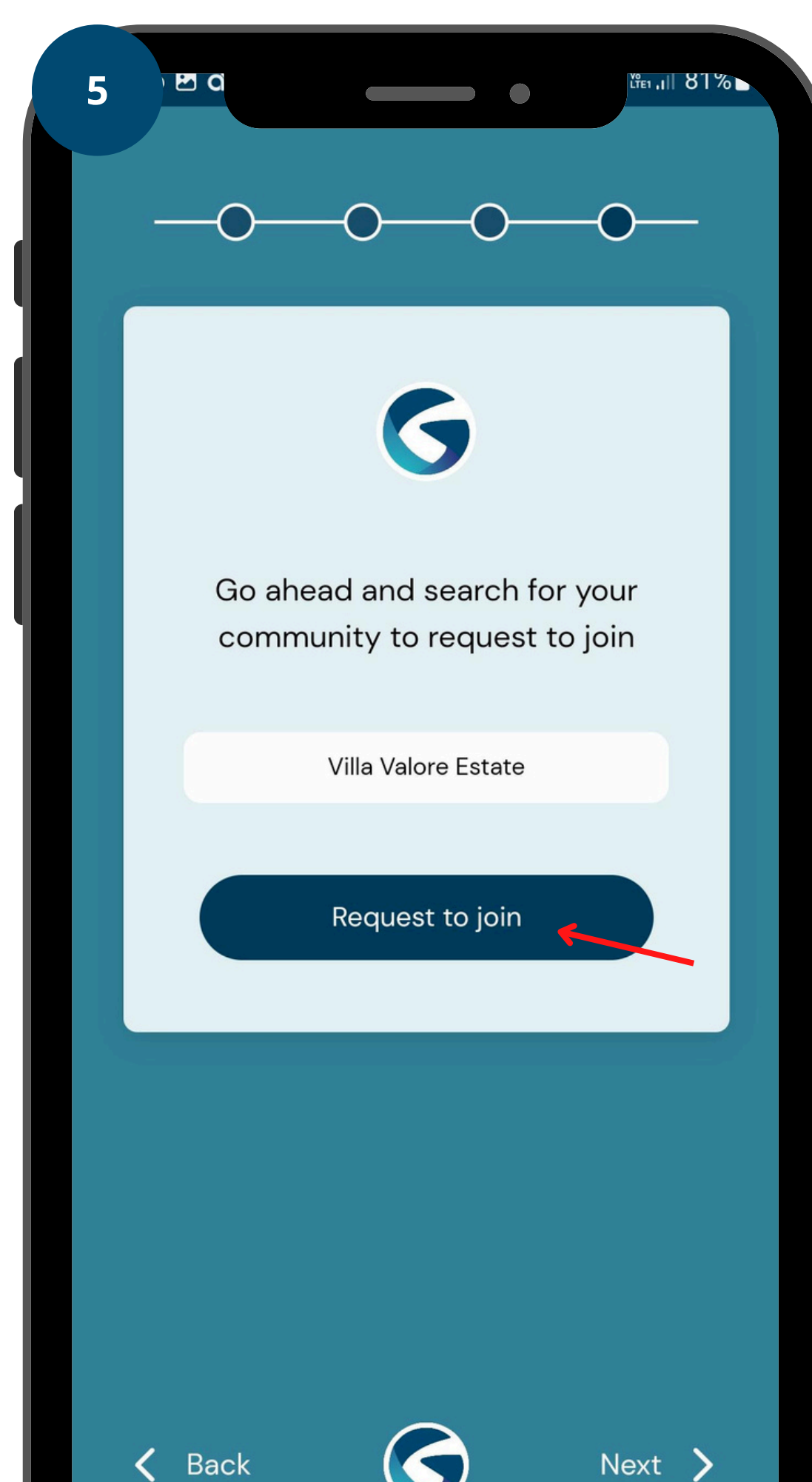
If no invitations are found, you can request to join a community



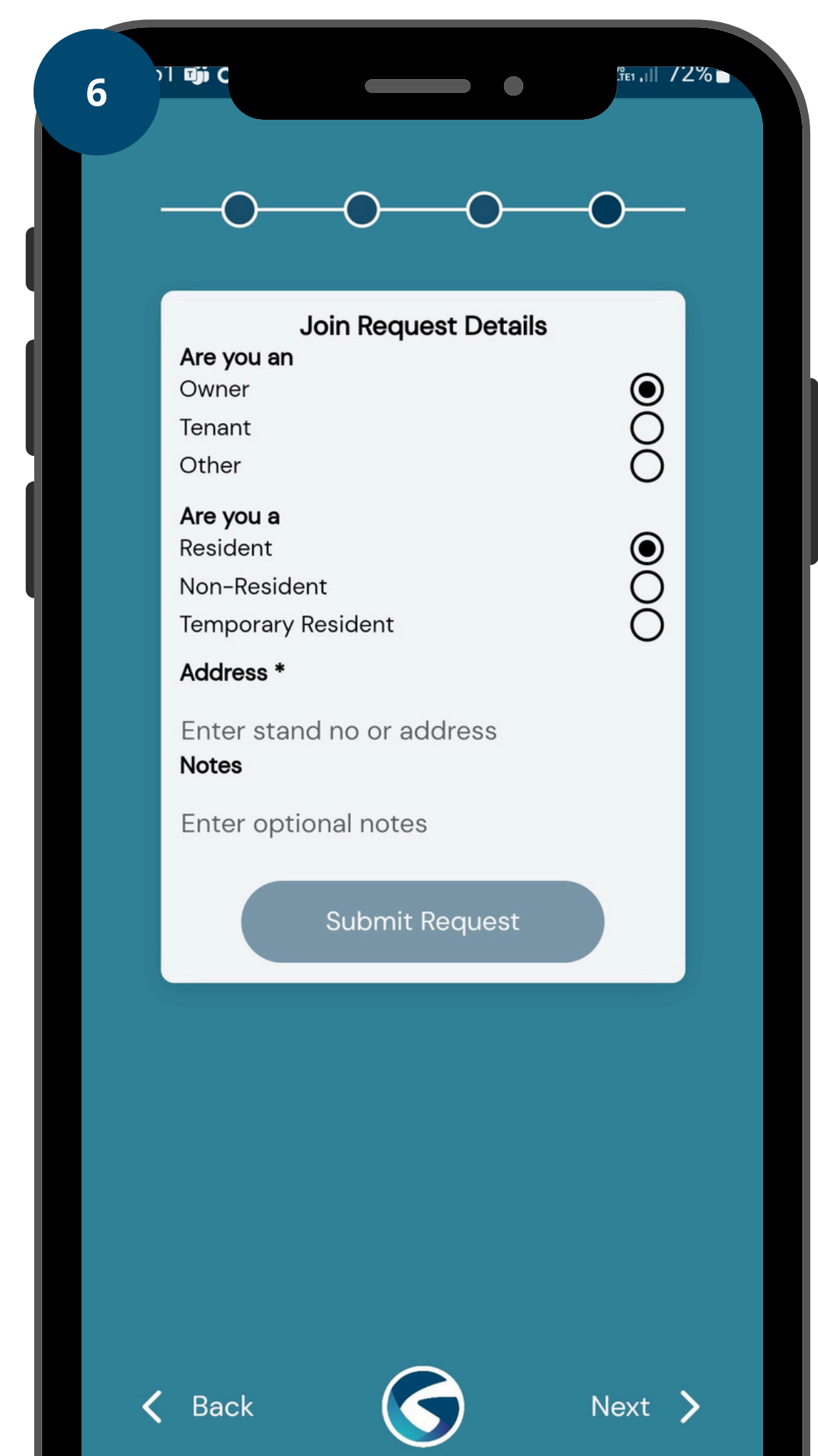
- If no invitations are found, you can request to join a community
- Click on the field to open the list of communities



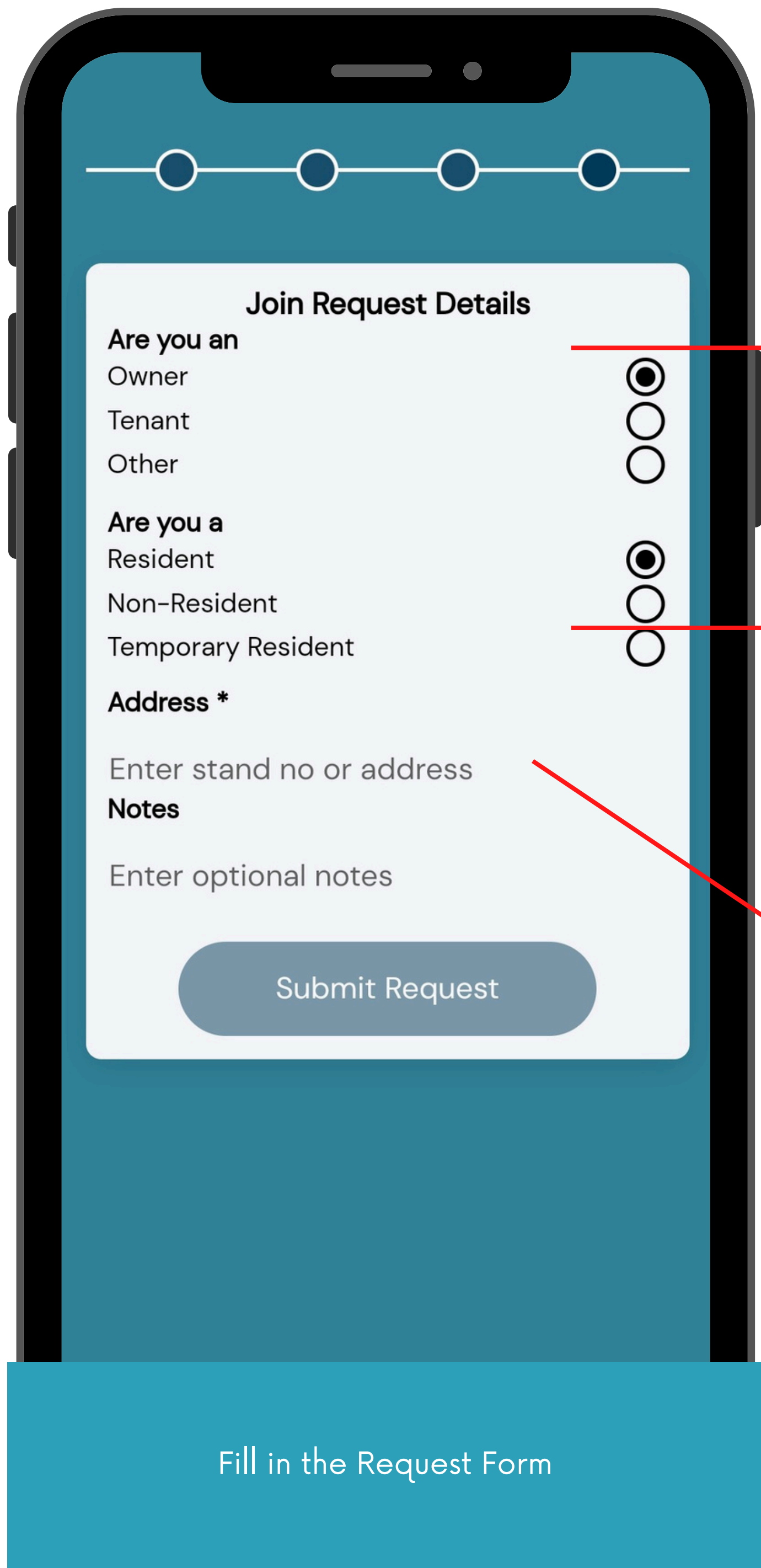
Search for your community and then click on the community's name.



Now click on the Request to Join button



Fill in the Request Form
** See next page for detailed description.

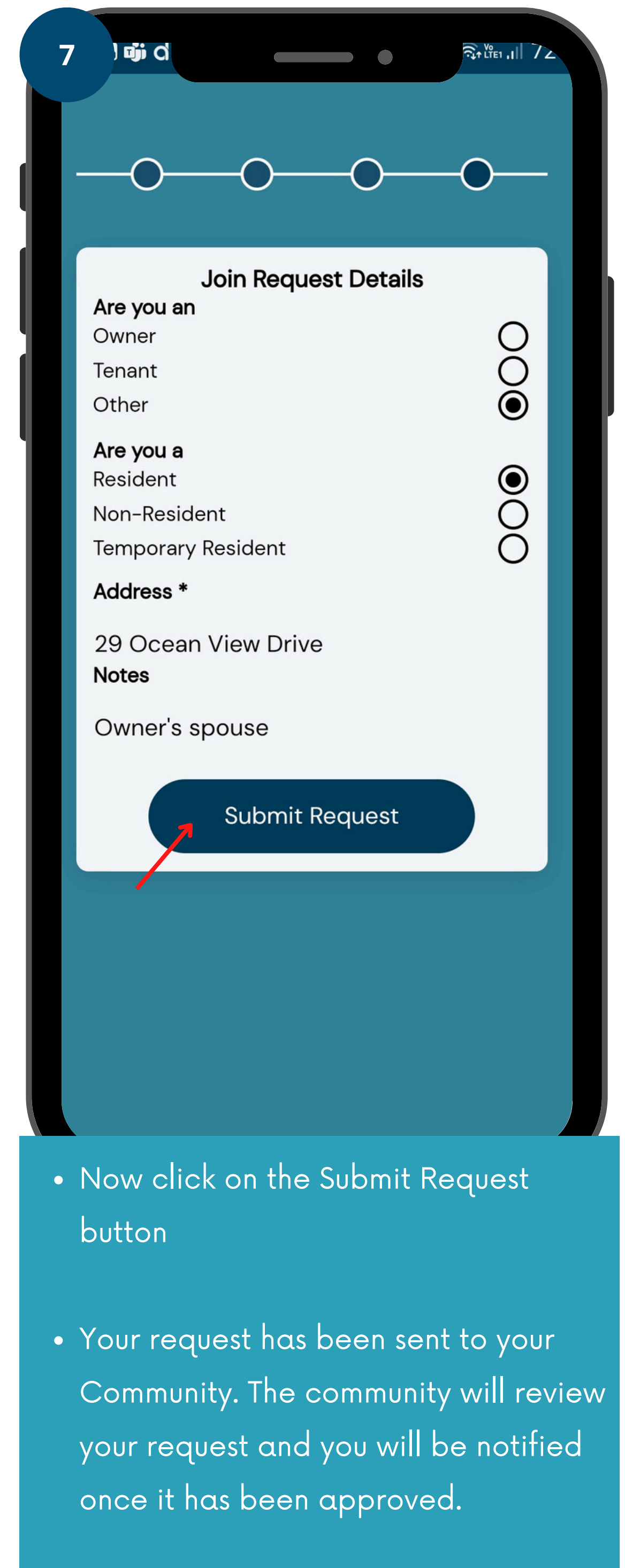


Select the type of relation in the community
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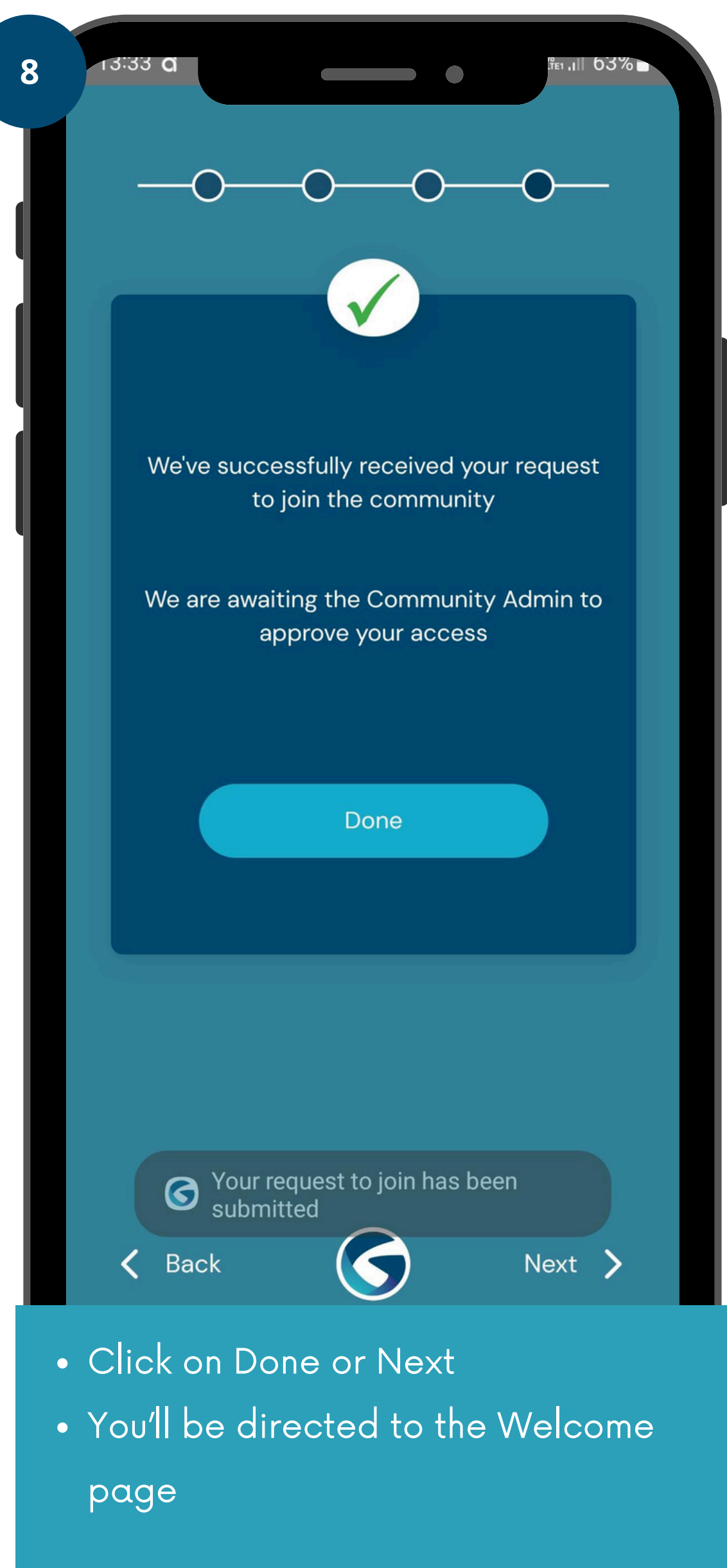
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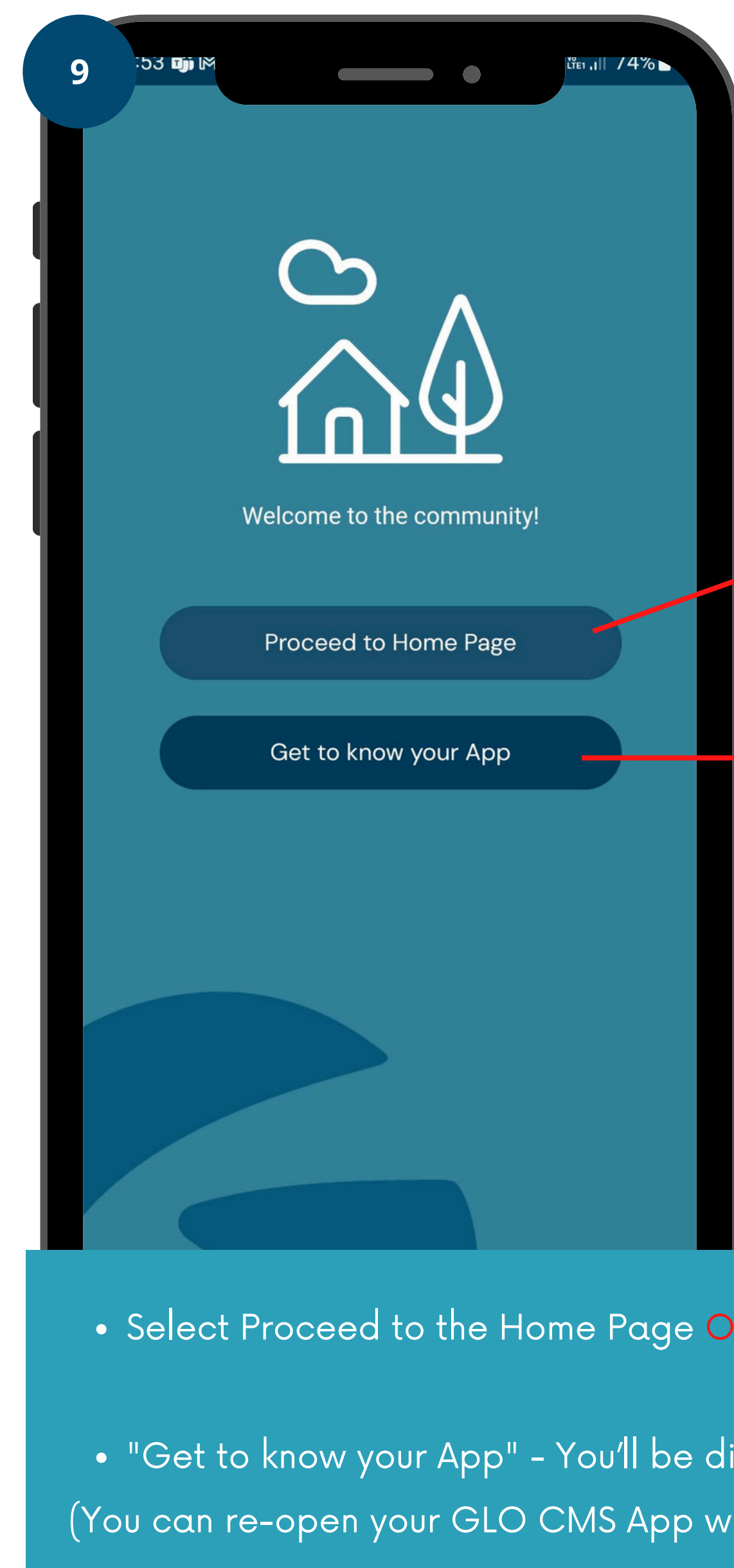
Notes
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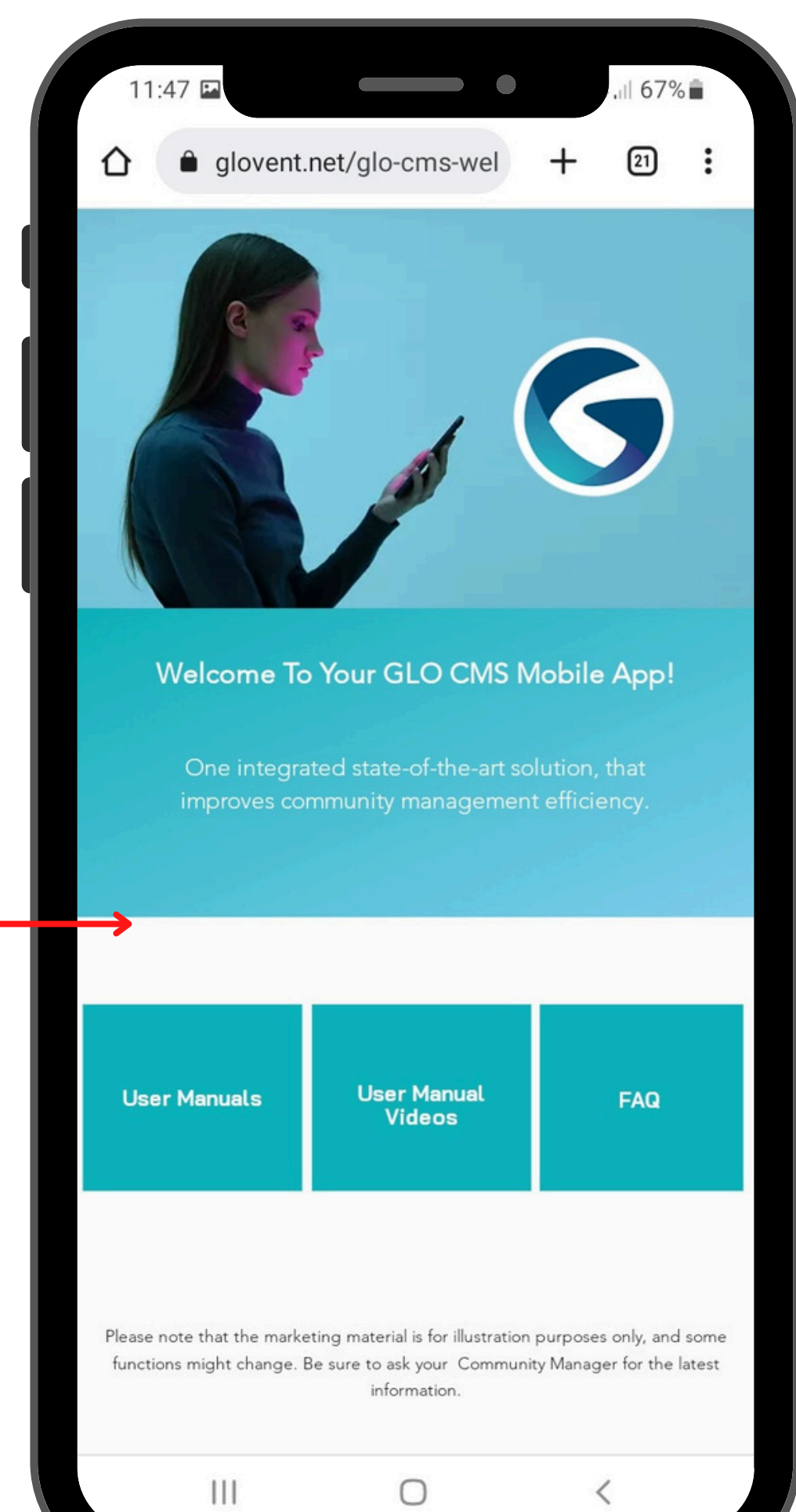
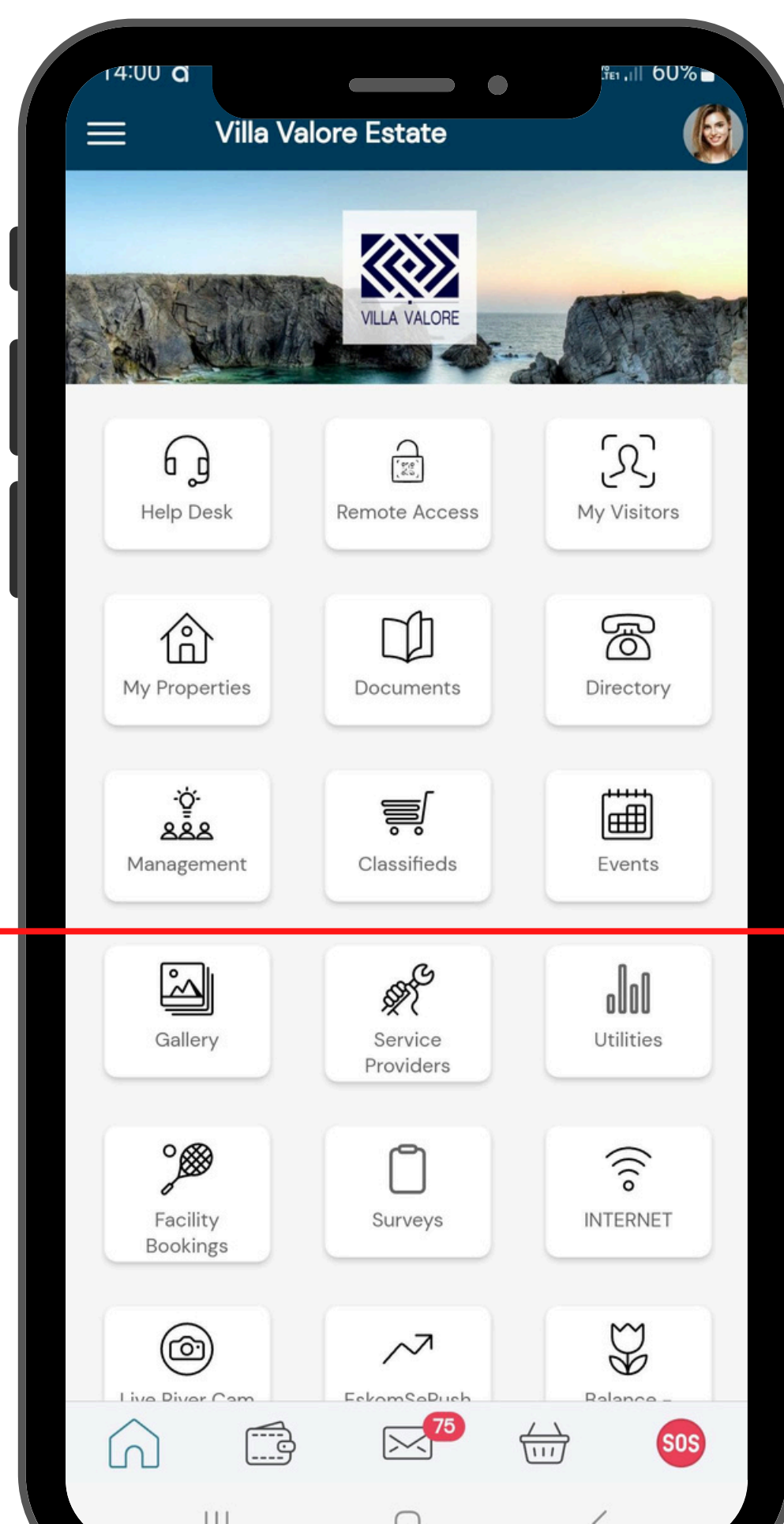
- Now click on the Submit Request button
- Your request has been sent to your Community. The community will review your request and you will be notified once it has been approved.



- Click on Done or Next
- You'll be directed to the Welcome page

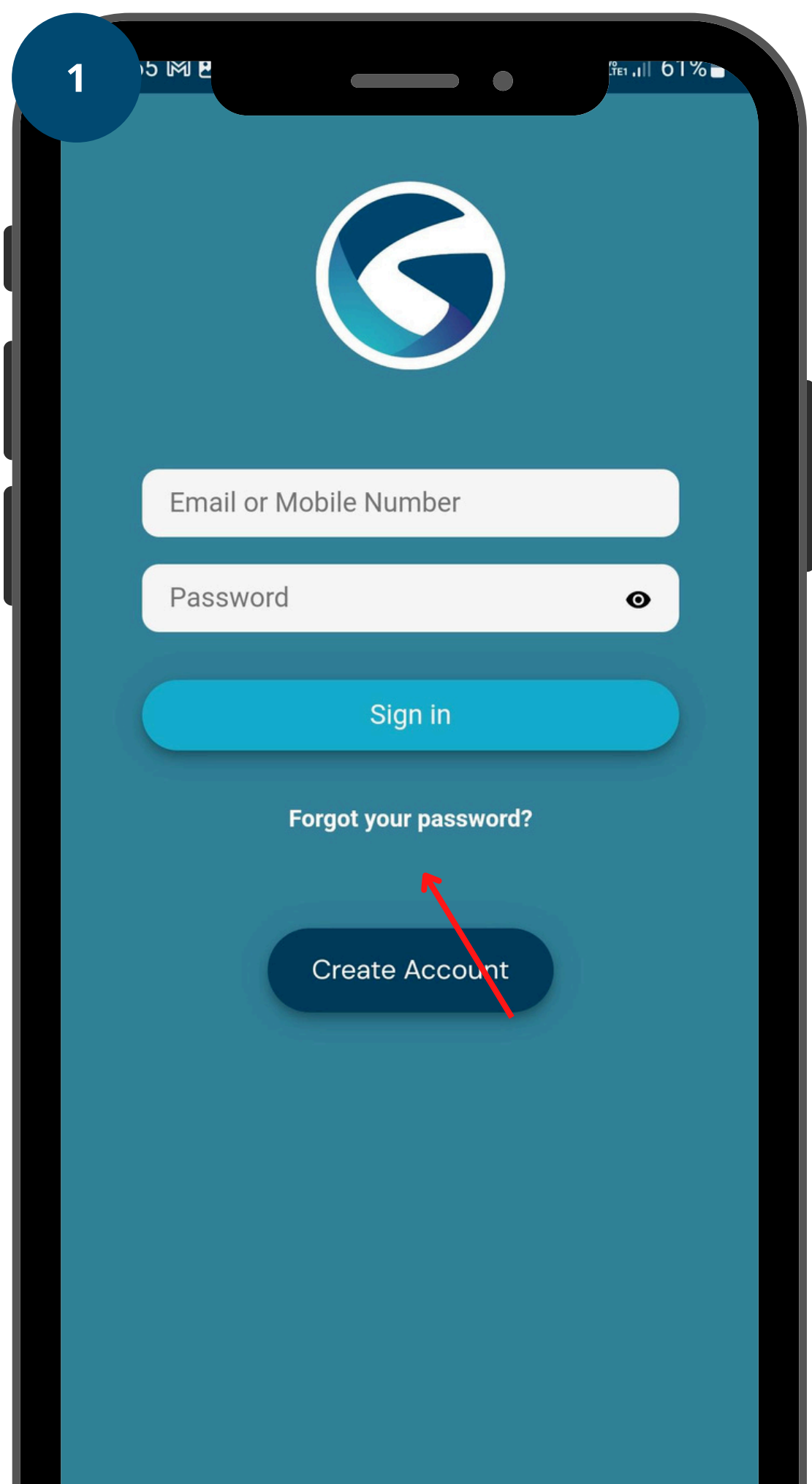


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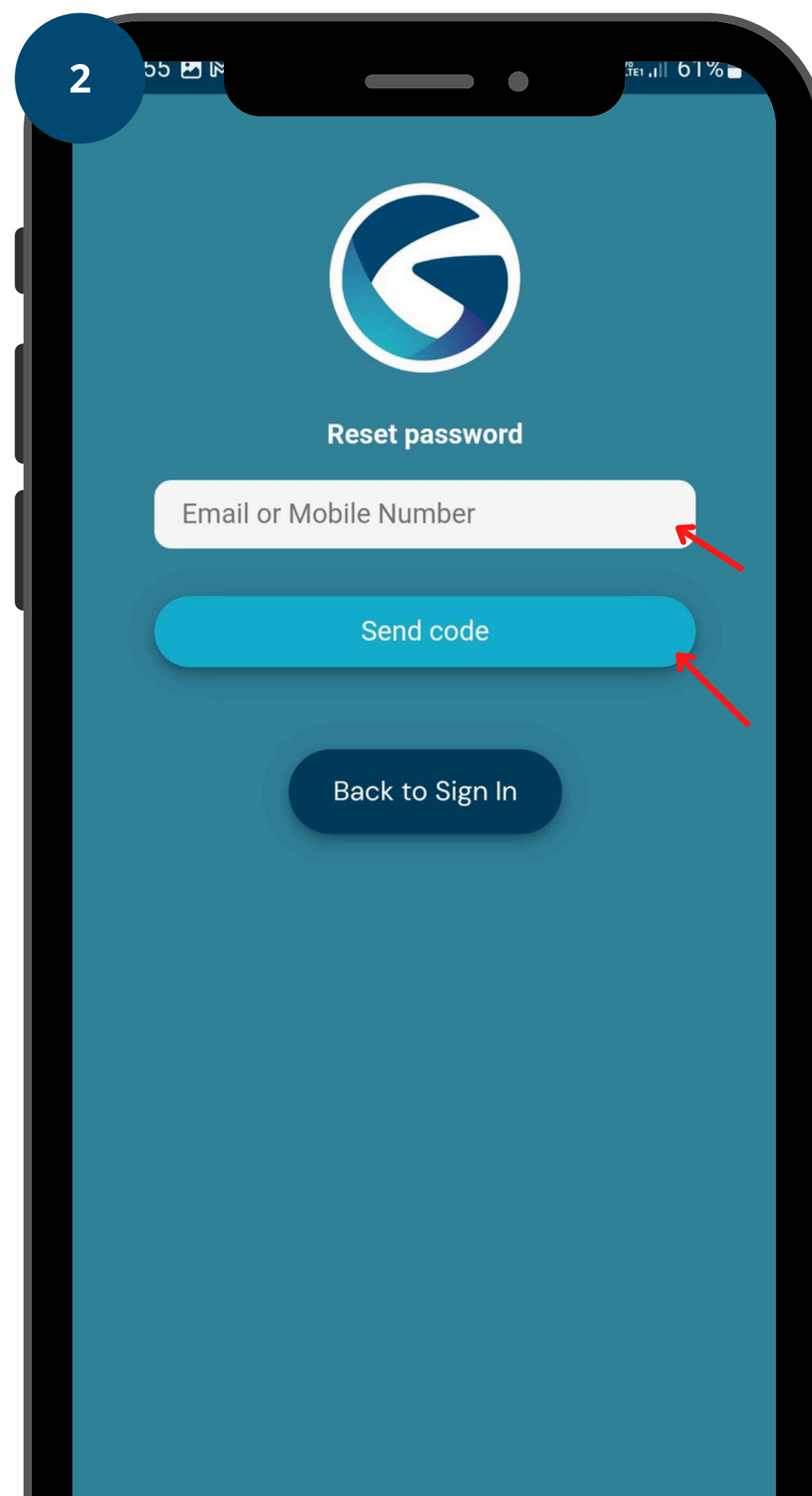


3. Reset Your Password

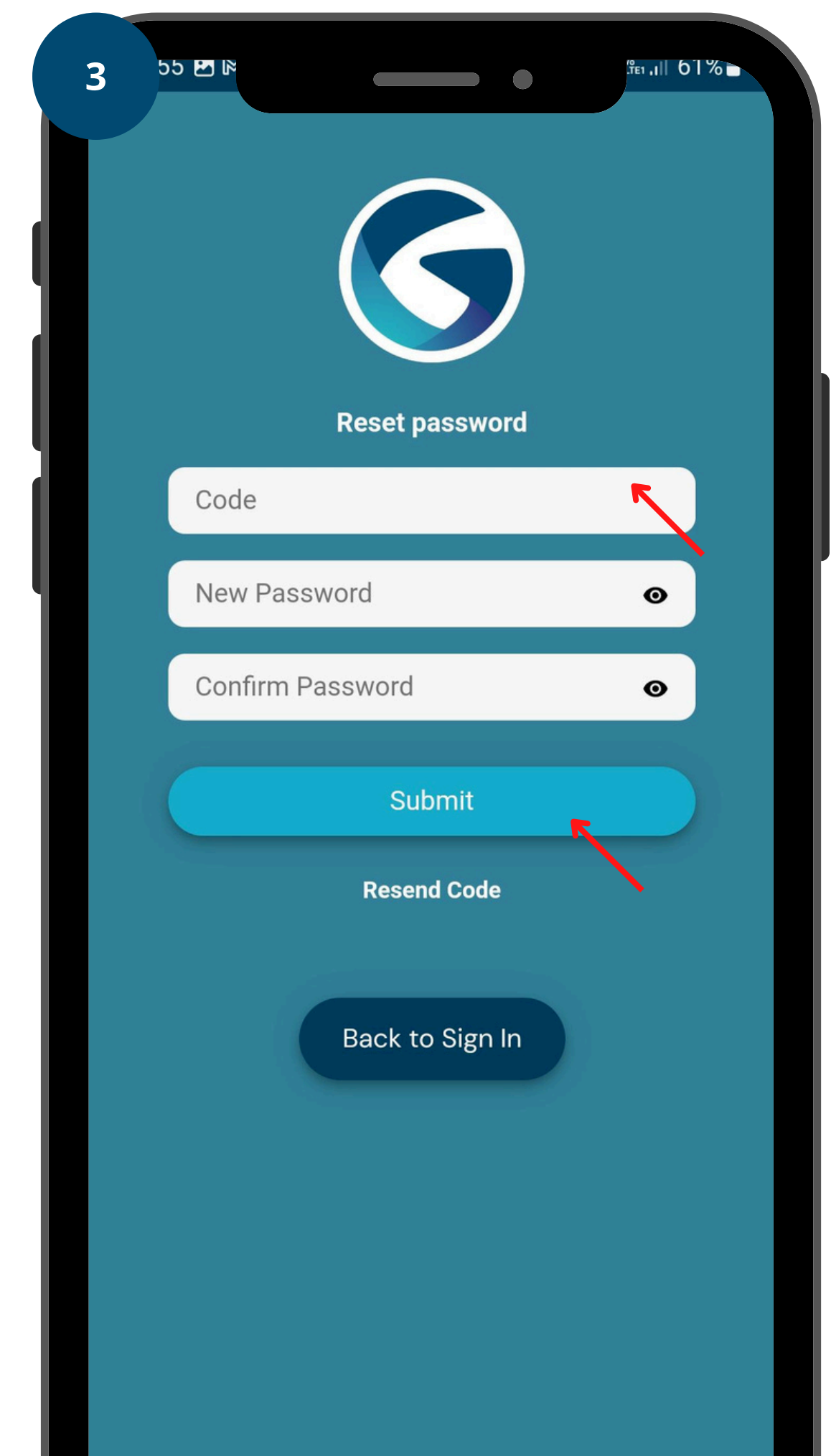
If you've forgotten your password or would like to change it, follow the below steps.



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



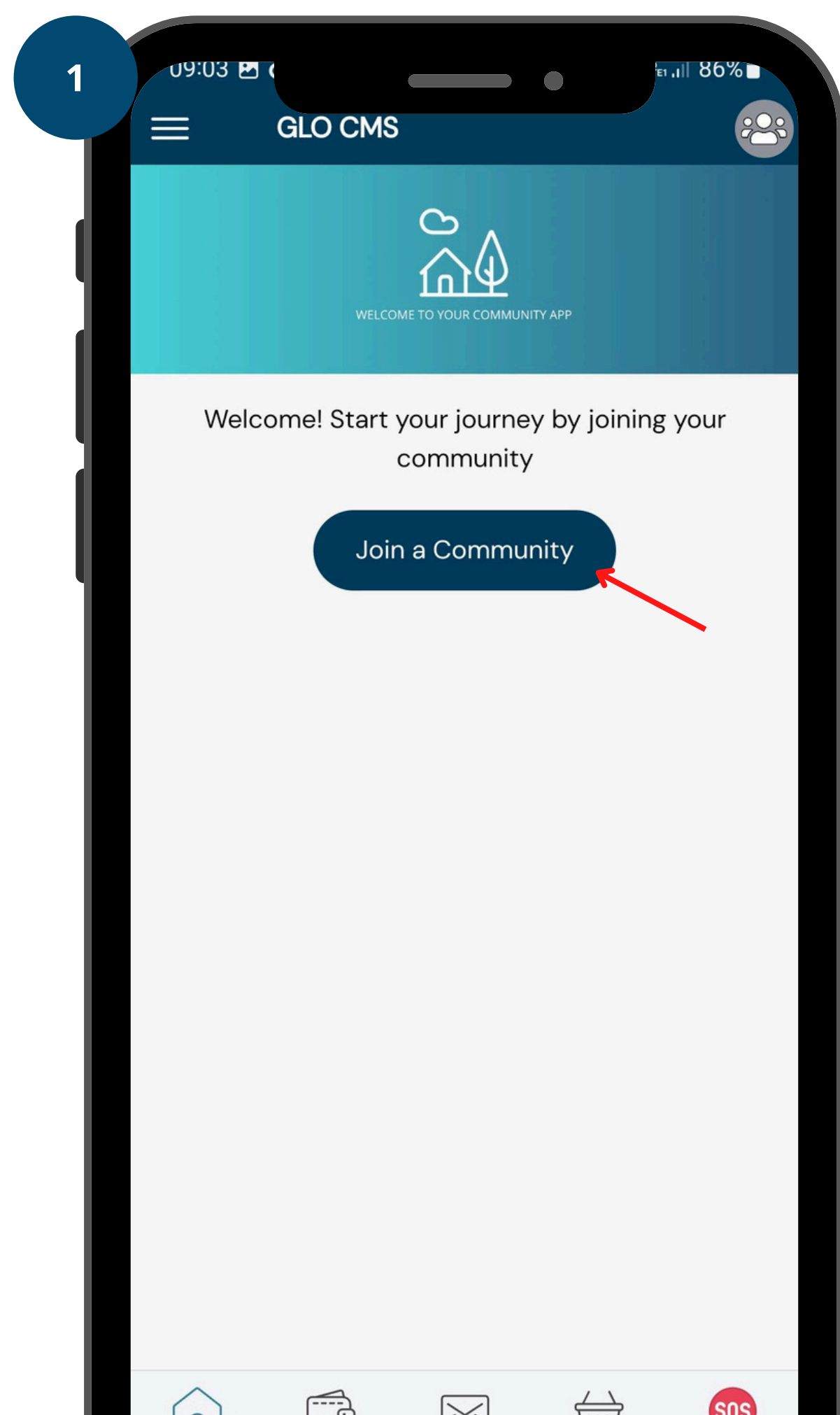
- Now type either your email address or mobile number (the one you used to create your account)
- Then click on **Send Code**



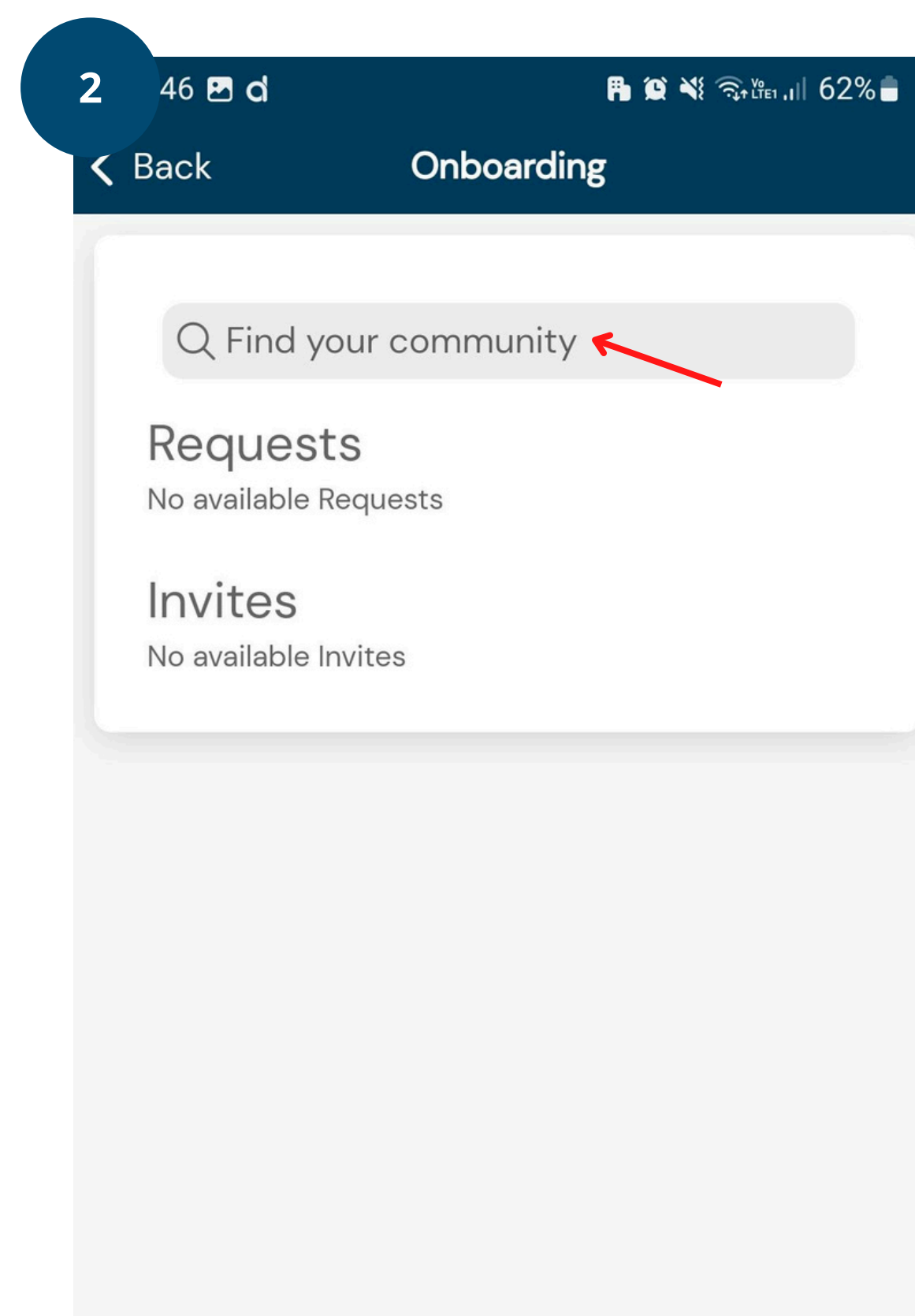
- You'll now need to enter the verification code (Should the verification not be delivered, you can click on Resend Code)
- Now type in a new password, and then confirm your password
- Then click on Submit
- Your password has now been updated and you're ready to Sign In

4. Join a community

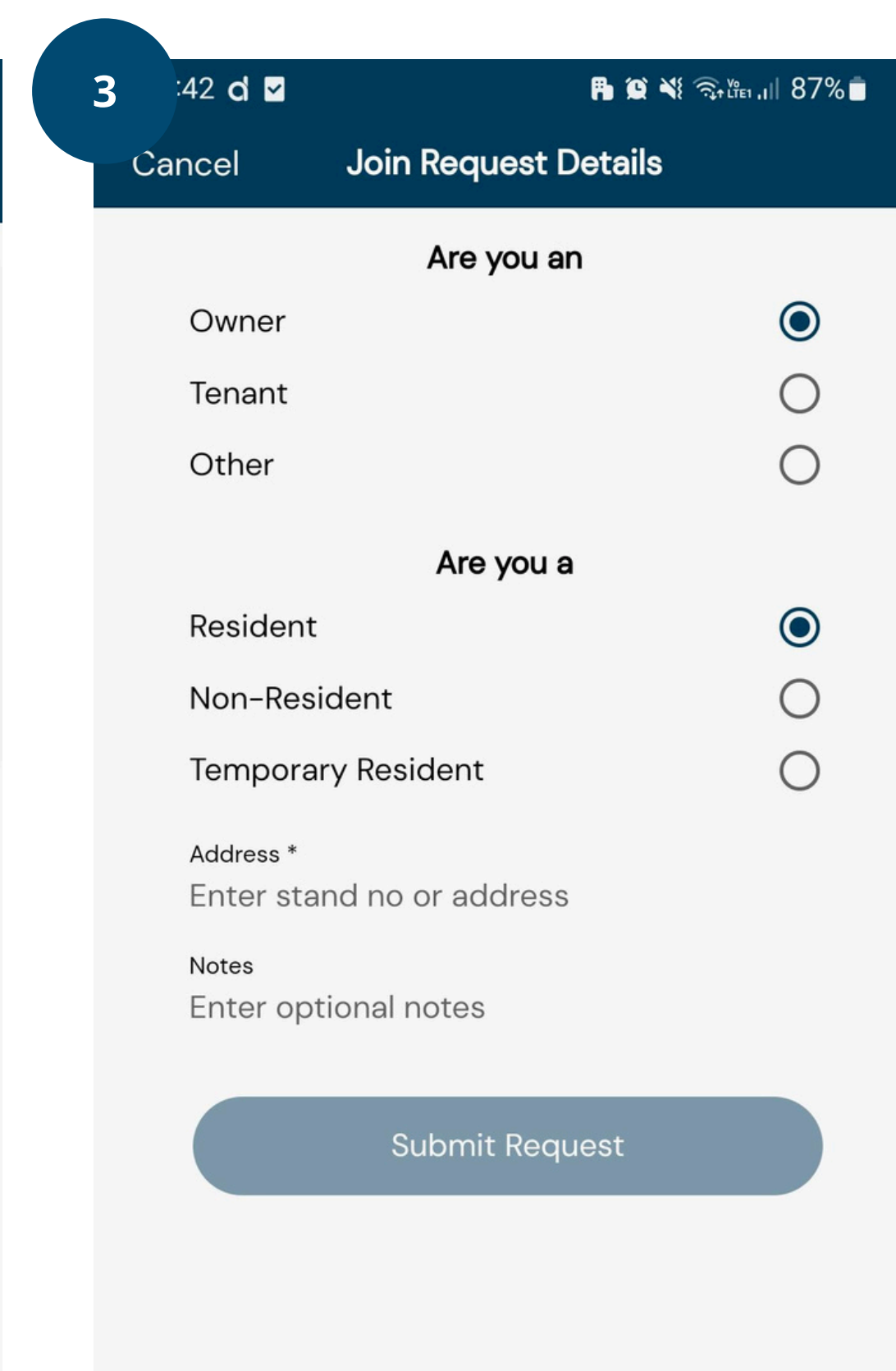
If you've already created your account but haven't joined a community yet, please follow the below steps:



- Sign into the GLO CMS Community App
- Click on Join a Community



- In the search field type your Community's name
- If your Community's name is found, click on it.

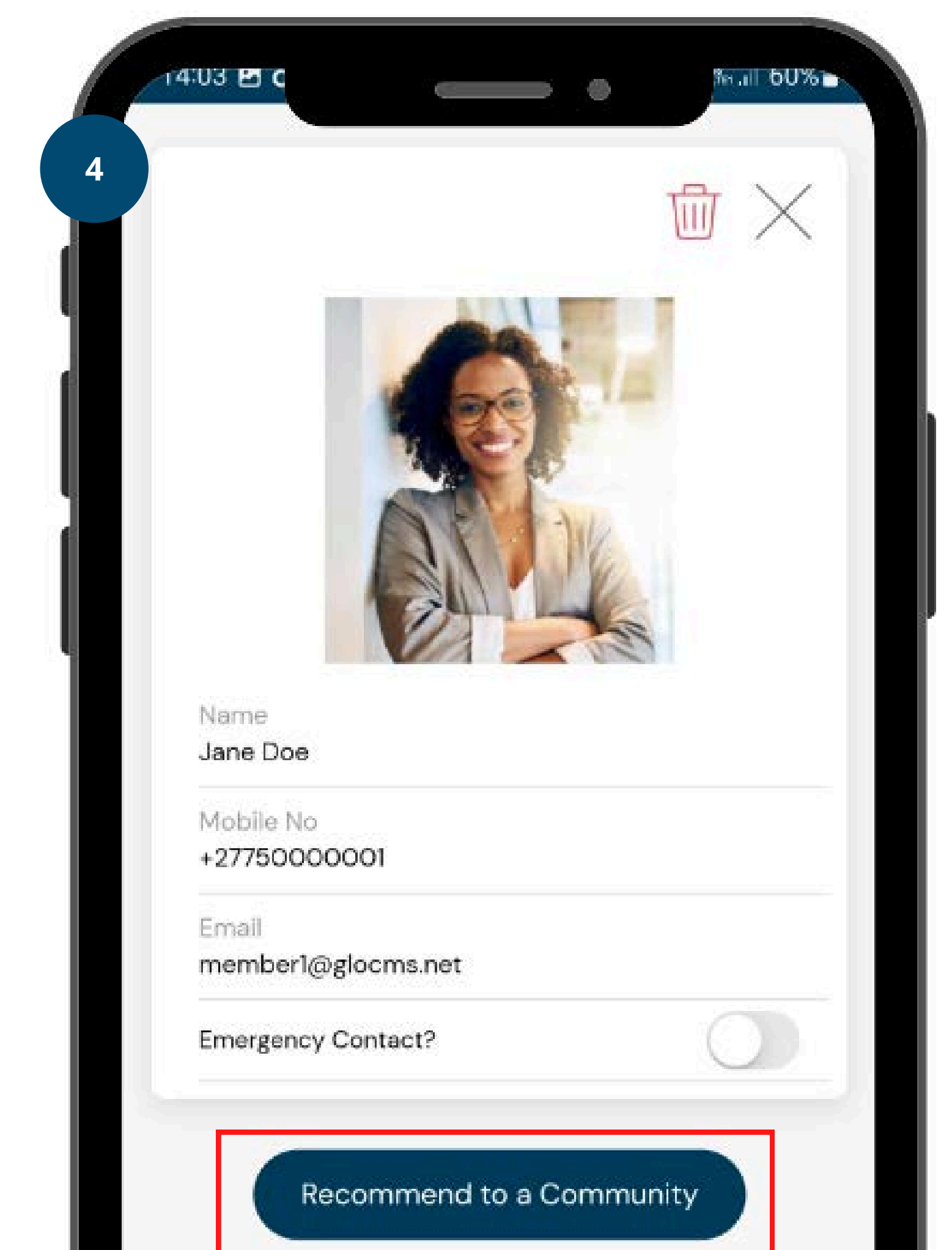
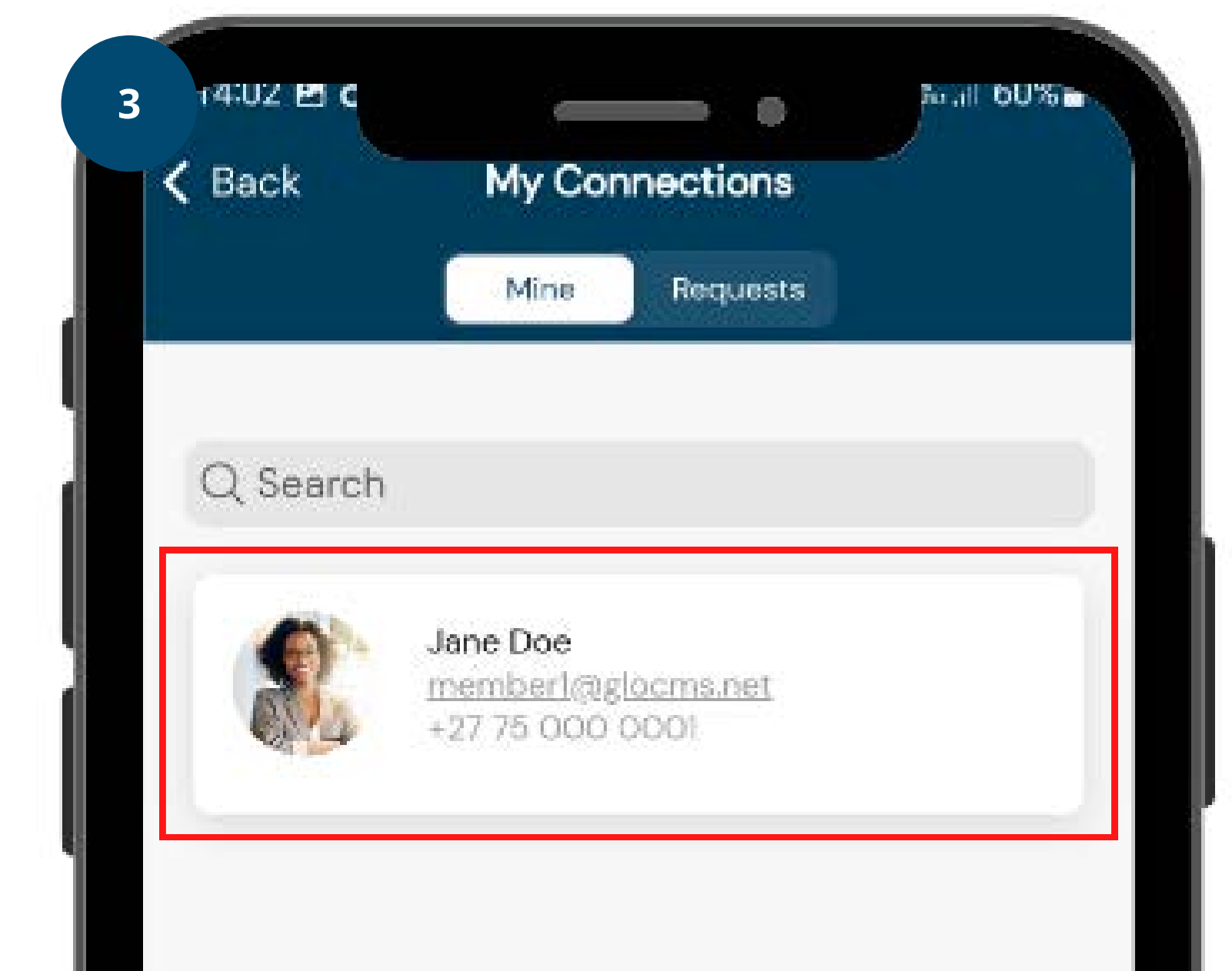
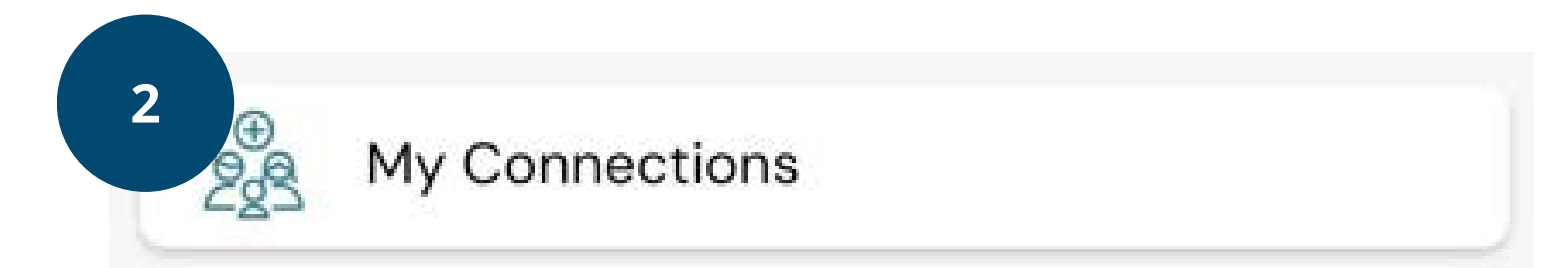
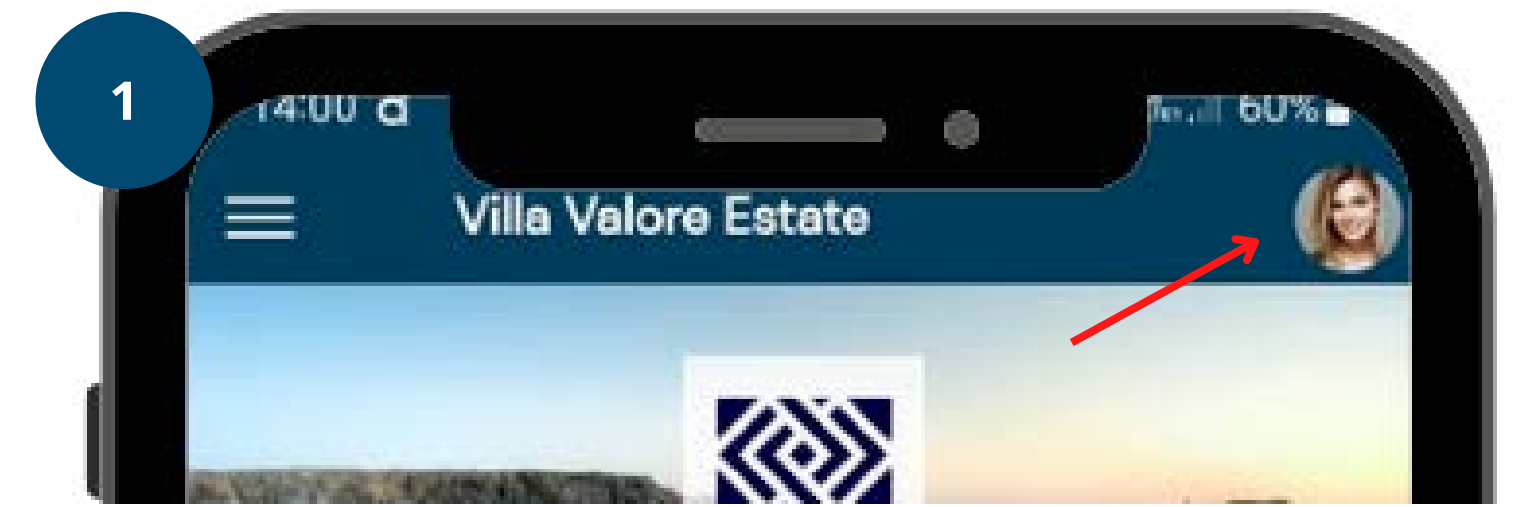


- Fill in the Request Form
- Now click on the Submit Request button
- Your request has been sent to your Community. The community will review your request and you will be notified once it has been approved.

5. Recommending a person to a Community

If you are an owner of a property in the community, you will have the authority to recommend other members to the community, whether it be your spouse, tenants, or domestic worker.

- **Sign in to** the GLO CMS Community App
- Click on your **Profile icon**
- Click on **My Connections**
- **Click on your connection that you'd like to recommend** to your community (*If you do not have a connection setup, please do so first.*) Also, take note that the person needs to have an app account)
- Click on the **Recommend to Community** button
- 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 as shown on the right.**



Download the GLO CMS Mobile App

Residents can download the app for FREE to communicate with management, and access all information they require.

