

User Manual

Steps for Registration

1

Download MyGate app

Scan the code or install MyGate from app store

2

Register yourself

Fill in the basic details and submit your profile for approval

3

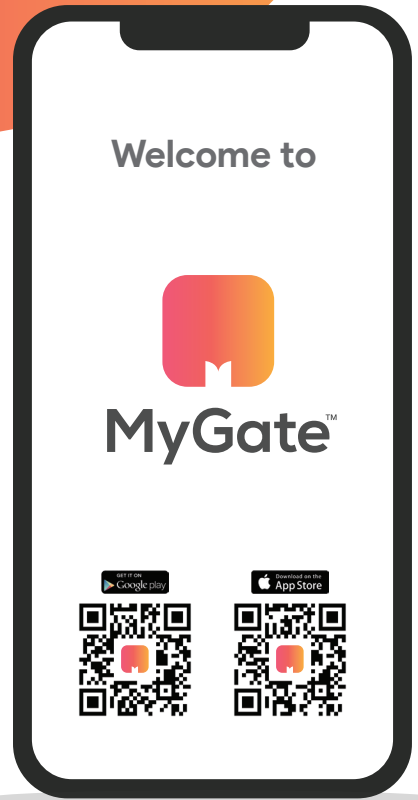
Await admin approval

Contact your society admin or facility manager to expedite

4

Welcome to MyGate

Once approved, you're ready to experience the app

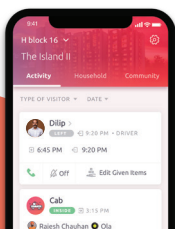


The Main Interface

Household, Community and Activity are the three main screens on the MyGate app. Everything you need to simplify your community life is available on these three screens.

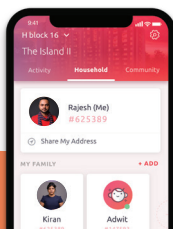
Activity

One dashboard for all that's going on back home. Contact the delivery boy that is headed to your home or confirm the time your cook checked in.



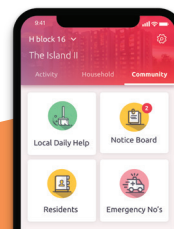
Household

Your family, your daily staff, your vehicles, they're all here. Add new members, find best-rated help and even set up the intercom here.



Community

Stay up-to-date with all that's going on around the complex. Chat with neighbours, resolve complaints, find emergency contact numbers.



Security Management

My Family

Once your profile is approved, you will be able to add your family. All members will be able to manage visitors and the household. Add children to receive notifications when they enter and exit.

Adding Family

- 1 Click on the Household tab.
- 2 Scroll down to My Family and click add family members.
- 3 Enter the Name/Mobile Number of each member.

My Vehicles

Your vehicles can go enter the premises seamlessly once you've added your vehicles. What's more is, you'll receive notifications each time your vehicle enters or exits the premises.

Adding Vehicles

- 1 Click on the Household tab.
- 2 Scroll down to My Vehicles and click add vehicles.
- 3 Enter the vehicle number and model.

My eIntercom

A step away from the traditional set up, you can turn your mobile phone or landline into an intercom.

On the Household tab, scroll down the eIntercom set-up; click on 'Step 2'. Enter the primary and secondary numbers; it's all set-up!

My Daily Help

By adding your staff to MyGate, you will receive notifications each time they enter your community, helping you better plan your day. It will also help you maintain a record of their attendance.

Adding Daily Help

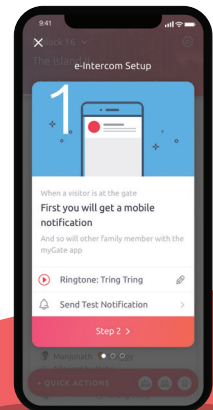
- 1 Click on the Household tab.
- 2 Scroll down to My Daily Help and click add daily help.
- 3 Select the profile of your maid, nanny or cook.

My Profile

Your profile will be what was submitted the moment you downloaded the app. Should you wish to change the mobile number or email address associated with your account, you can edit the profile.

Editing Your Profile

- 1 Click on the Household tab.
- 2 Select the card that contains your name.
- 3 Hit the pencil icon at the top left; change the details as required.



HOW TO USE

Community Management

My Payments

Receive payment notifications, find multiple payment options and download past invoices.

Making Payments

- 1 Click on the Community tab.
- 2 Go to Payments and tap on the Dues amount.
- 3 Select Pay Dues and select Pay to pay the desired amount.

My Bookings

Book community amenities for you and your guests from the app. Ensure only authorised access to the clubhouse.

Booking amenities

- 1 Click on the Community tab.
- 2 Scroll down to Amenities and click Book Amenity on the next screen.
- 3 Select the date and time slot and complete your booking.

My Communications

Create groups, host a forum and even run polls from the Communications tab.

Initiating a Discussion Forum

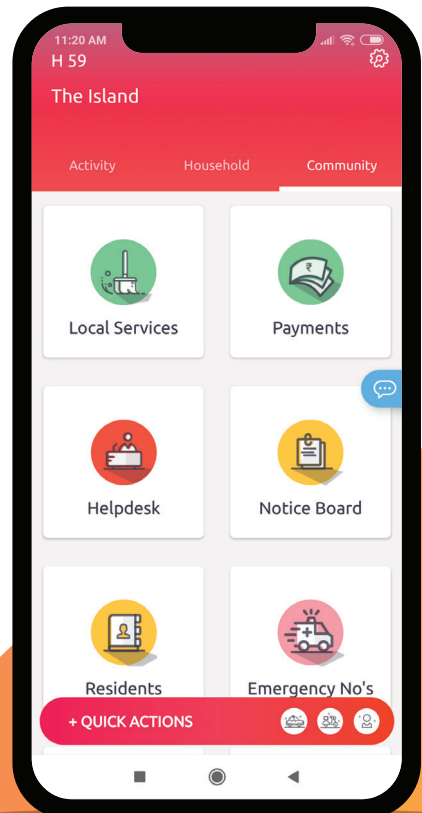
- 1 Click on the Community tab.
- 2 Go to Communications to view and contribute to existing discussions.
- 3 To start your own, click Start Discussion at the bottom of your screen.

My Complaints

Lift not working? No water? Find real-time resolution to any issues around the society.

Resolving Your Complaints

- 1 Click on the Community tab.
- 2 Go to Helpdesk and select Raise Complaint.
- 3 Pick the category, type out the complaint and attach Photos/Documents, if needed.



Quick actions



Pre-approve Cabs

Avoid unnecessary approvals for your scheduled services

- Click on 'Cab'
- Select the time of arrival
- Enjoy faster pick-ups



Child Security

Receive a notification the moment your kid exits the premises

- Click on 'Kid'
- Select your kid's time of departure
- Be notified when your kid leaves the society



Raise Security Alert

Get immediate help in case of a domestic emergency

- Select a common security issue or create one
- An alert is raised to the guard



Invite Guests

Create the perfect security experience for your guests

- Your guests receive an OTP
- On showing the OTP, they receive seamless entry



Pre-approve Deliveries

Avoid unnecessary approvals for your scheduled services

- Click on 'Delivery'
- Select the time of arrival
- Enjoy hot food faster



Pre-approve Visiting Help

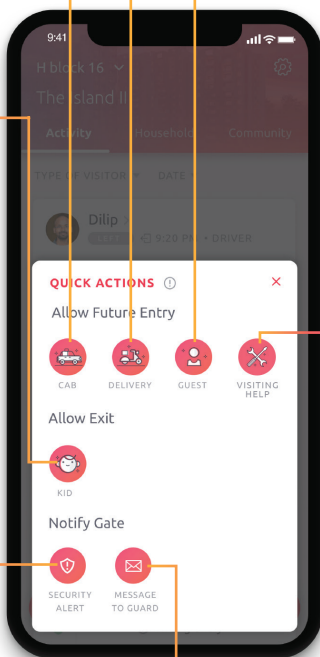
From plumbers and electricians to yoga instructors and tutors, pre-approve their entry here:

- Click on 'Visiting Help'
- Select the time of arrival
- Wait for the doorbell to ring



Message to Guard

Convey messages to the guard at the click of a button



Still have questions?

Refer to our FAQ section on the website
mygate.com/faqs

Do you have any suggestions?

Write to us at
contact@mygate.com