# Amenity Booking setup updates for a better experience

#### Path: Amenities >> Settings

With growing demand from cities and societies migrating from other platforms, the Amenity Booking setup has been updated to provide a smoother and more intuitive experience. These enhancements aim to simplify the booking process and cater to the evolving needs of users, ensuring a seamless transition for all communities.

#### 1. Easy management of upcoming amenity closures

Previously, the "Mark as Closed for Maintenance" option allowed only a single closure period, limiting the flexibility for admins and facility managers. There was no option to schedule multiple or recurring closures for events like coaching classes or weekly/monthly maintenance.

With this enhancement, admins can now set up multiple closure periods in advance, improving planning and communication. The resident app will also reflect these updates within the booking flow, keeping residents informed about the availability of the amenity.

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The next three closures displayed in the booking flow

#### 2. Time-Based Amenity Cancellation Charges

Previously, admins/facility managers could only set a fixed or percentage-based cancellation charge for paid amenity bookings, regardless of when the cancellation occurred. This lacked flexibility and didn't account for last-minute cancellations that impact amenity utilization.

With the new time-based cancellation rule, admins can now set different charges based on when a resident cancels. For example, cancellations made 48 hours in advance may have a lower fee, while those within 24 hours may incur a higher penalty. The rules can be applied to a specific amenity and will be updated accordingly on the resident app.

This update ensures a fairer cancellation policy and better refund management for communities.

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Cancellation configured in amenity settings

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Cancellation information in booking flow

# **Category-Level restriction for Helpdesk Managers**

#### Path: Helpdesk >> Settings

In large societies where multiple head technicians or managers are assigned specific categories, a new configuration tool has been introduced under Helpdesk settings.

Admins can now assign specific categories to individual head technicians or managers. Once configured, the helpdesk operator will have access and control limited to only those designated categories -

- 1. Head technicians/managers will only see tickets from the categories assigned to them on the dashboard.
- 2. They will be able to perform actions such as filtering, assigning staff, updating statuses, and adding internal notes only on the tickets within their category scope.
- 3. While creating a new ticket from the dashboard, they will only be able to do so for the categories assigned to them.

This provides the following benefits:

- 1. Improves operational efficiency
- 2. Helps reduce noise from unrelated tickets
- 3. Ensures focused handling on their respective category tickets

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Category Access Rule in Helpdesk settings

# Helpdesk <> Saarthi (Technician app) updates for better staff experience

The Saarthi App was recently integrated with the Helpdesk module, offering a dedicated interface for helpdesk staff to view and manage their assigned tickets. Staff can now mark tickets as 'Job Done' with proof of completion, creating a more streamlined and efficient system for ticket resolution.

New updates are being introduced to further enhance the app, equipping helpdesk staff with all necessary tools to perform their tasks effectively and reduce turnaround time for ticket closure.

#### 1. INTERNAL - Saarthi 'Job Done' setting removed for all from Helpdesk Dashboard

As part of the controlled rollout of the Saarthi App, a setting was previously enabled only for societies where helpdesk staff had the Saarthi app installed. This allowed the "Job Done" status to appear as a filter option on the Helpdesk dashboard, ensuring that only eligible societies could access the new functionality.

The setting has now been removed across all societies, and the "Job Done" filter is available by default. Societies can now independently guide their helpdesk staff to install the Saarthi App and start using its features without any dependency on special configurations.

#### 2. Push notifications on ticket actions made by helpdesk manager/society admin

Previously, helpdesk staff received push notifications only when a ticket was assigned to them. With this enhancement, staff will now be notified of all key ticket actions performed by the society admin, helpdesk manager, or the system, enabling quicker and more informed responses.

These push notifications will be triggered for the following actions:

- 1. When a resolved ticket is reopened, or a ticket is put on hold
- 2. When a 'Job Done' ticket is marked as resolved by the admin/manager
- 3. When any edits or comments are added to the ticket by the admin/manager
- 4. When a ticket is auto-escalated by the system

This update ensures better visibility and faster action from helpdesk staff.



Push Notification for comments added by admin

# Improvements in Resident Web Login

The resident web login has been enhanced to improve accessibility, user experience, and overall satisfaction—particularly for residents who do not use the Mygate mobile application. These updates aim to ensure that essential features are easily available and intuitive to navigate from the web interface.

#### **Key Enhancements:**

#### 1. Flat Switch Dropdown:

A new dropdown menu has been added to the top-right corner, allowing users to easily switch between their flats (in case they own or stay in multiple units). This enables flat-specific navigation and actions without needing to log in separately for each flat.

#### 2. Introduction of 'My Dues' Menu:

A dedicated 'My Dues' section has been added to the menu, redirecting users to their respective house dues page. Here, users can:

- a. View outstanding dues and select specific invoices to pay.
- b. Make payments directly from the web and access the complete house statement.
- c. View and download receipts for previously settled invoices.

#### 3. UI Improvements:

Several UI enhancements have been made to ensure a cleaner layout, improved readability, and a more seamless navigation experience for the resident.

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**Resident Web Login enhancements** 

# Feedback based improvements to society invoicing

#### New Option to Print "Tax Invoice" or "Bill of Supply" on society invoices

Path: Accounts >> Invoicing >> Raise Invoices >> Create/Edit Template

As part of compliance, society admins now have the choice to print "Tax Invoice" or "Bill of Supply" while creating invoice templates for batch generation.

The system automatically determines the appropriate title based on the nature of the charges in the invoice:

- If at least one taxable charge is present, the invoice will be titled "Tax Invoice".
- If all charge items are tax-exempt, the invoice will be titled "Bill of Supply".

This update provides the following benefits:

- 1. Better alignment with GST compliance requirements
- 2. Provides clear distinction between taxable and non-taxable invoices,
- 3. Improves transparency and accuracy in financial documentation.



Option to print tax invoice or bill of supply on invoices

### Option to add footer image while generating single-flat invoice

Path: Accounts >> Dues & Receipts >> Dues Tracker >> Add Invoice

Previously, the option to add a footer image was only available while creating invoice templates and generating invoices in batches. With this update, society admins can now add a footer image even while raising a single invoice for an individual flat.

This enhancement ensures consistency and communication across all invoices, whether generated in bulk or individually.

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Option to add invoice footer image

### Introducing 'Custom Description to Discount' during invoicing

Path: Accounts >> Invoicing >> Raise Invoices >> Generate Invoice

Giving a discount during invoicing was already available as a feature before, however, without a custom description option it was difficult to communicate the exact reason for the discount to the residents.

Support for discount description has now been added to the new edit amount page and the upload sample files. The added description would now appear right below its concerned invoice item.

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Discount description can be uploaded or added in bulk on the Edit Amount Page

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Discount and its description in italics on invoice PDF

#### 'Download Preview' before generation of actual invoices

Path: Accounts >> Invoicing >> Raise Invoices >> Generate Invoice

Accountants are often required to share the PDF file of the invoice preview to the committee before the actual generation process. The treasurer and other members review a few samples (covering different use cases of invoice generation within the society) before giving their approval to the accountant.

To support the above process, 'Download Preview' has now been added to the new invoice generation flow on the 'Bill Preview' milestone. When clicked, it downloads the PDF of the currently selected house/non-member by opening a new tab.

\*Note - Society admin may have to ensure that mygate.com has been excluded from the pop-up blocker list on their browsers.



Download Preview button on 'Bill Preview' milestone

#### Invoice Spotlight now presented with richer information

Path: Resident App >> Home Page

Invoice spotlight card on the app home page is very useful for residents to know their current dues and pay the corresponding invoices in one step. Two new details have been added to bring more clarity of information to the resident -

- 1. New invoice count (covering bills within their due dates)
- 2. "Please ignore if already paid!" added to the messaging to account for delays in spotlight update



# All transactions covered with Auto-reconciliation on Mygate

Path: Accounts >> Bank Accounts >> Bank Accounts >> Bank Reconciliation

Society admins can now automatically reconcile transactions recorded through **General Receipts**, **General Payments**, and **Cash/Bank Transfers**.

With this enhancement, the system will match these entries against bank transactions during the reconciliation process, reducing the need for manual matching and improving accuracy. This significantly streamlines the reconciliation workflow, saves time for auditors, and ensures cleaner, more consistent financial records.

# Complete accounting coverage of Tally Export on Mygate

#### Path: Accounts >> Tally Export

As part of improving compatibility with Tally and streamlining financial workflows, the following updates have been made to the Tally Export module:

### 1. Journal Vouchers (JV)

Currently, all Journal Vouchers (JVs) linked to house ledgers are included in the download. With this update, JVs tagged with the Opening Balance ledger—whether created automatically or manually—will be excluded from the export. This ensures only relevant transaction entries are

downloaded, simplifying data handling and preventing duplication of opening balance entries in accounting systems.

#### 2. General Payments & Receipts (Petty expense and income)

A new toggle has been added in the Tally Export module to allow exporting all General Payments & Receipts recorded in MyGate. These will be downloaded with the voucher type set as "Receipt" & "Payment" respectively in Tally, ensuring accurate classification during import.

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JV, GP and GR modules added to Tally Export

# Settled invoice reference in Mygate app receipt description

To provide better clarity and transparency for residents and admins, receipt descriptions for payments made against invoices through the MyGate app have been enhanced, the receipt description will now include the invoice description and invoice number for each payment made by the residents.

If a combined payment is made against multiple invoices, the description will also include the count of bills for better clarity.

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	6	5266	01-04-2025	G-201	Online Payment against D booking (Inv No -	102 No	MyGate App	1.00	View <b>1</b>	

# More modules now covered in the New Audit Logs

#### Path: Accounts >> Audit Logs

New Audit Logs were launched in Nov '24 as Beta, covering the top 90% modules by usage.

Since then we have been improving the report every month to cover more cases in the already released modules and also accommodate other lesser used modules. Support for the following items were added in March -

- 1. Penalty Deletion from house dues page
- 2. Ledger and Ledger Group within Chart of Accounts

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<b>へ</b> 品	Accounts >> Audit Logs			Old	Audit Logs
۵ ۴	Q Enter Document or Transaction	No. Frant Date 08/04/2025	- To Date 15/04/20	225 m Coclety Setup    Sub Module    Username	•
Gi-	2 Results Found				
Ð	Date & Time Username	Role	Event	Action	
ക്	15-04-2025 19:09 Society Admin	Society Admin	Create	Maintenance Invoicing Ledgers ledger group created	
++++++++++++++++++++++++++++++++++++++	15-04-2025 19:09 Society Admin	Society Admin	Create	Maintenance Charge ledger created	
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3 <b>-</b> 53					C

# Related income and expense ledgers now available in cash/bank statement

Path: Financial Reports >> Account Balance & Statements >> Cash/Bank Statement

The Cash/Bank Statement is a key report that provides a consolidated view of all transactions for a bank account in one place. It helps in validating entries recorded in the software and checking their reconciliation status. In addition to the date, amount, and other transaction details, the report previously also included the party involved—whether a member, non-member, or vendor.

To enhance the capabilities of this report, a new **Related Ledgers** column has been added. This captures the associated income, expense, GST, or TDS ledgers involved in each transaction. Additionally, the Excel download of this report has been moved to an asynchronous process (available in the Download History section) to eliminate the risk of failure when handling large volumes of accounting data.

Financial R	eports >> Account	Balance & Stateme	nts >> Cash/bank	statement						
Update -	Alongside the par	ty ledgers (memb	ers/vendors), a ne	w 'Related Ledgers' column	has been introduce	to include the	income & expens	<u>se ledgers</u> in t	his report.	
+						2025 4- 15				
			AMI	t BRS Account Statem	ent from 01-04	-2025 to 15-	04-2025			
Ope	ning Software Bal	ance : 0   Closing S	Software Balance	: 127237.02	Oper	ning Reconciled	Balance : 70124	7.22   Closing	Reconciled Balan	ce : 701247
Date	Doc & No	Description	Party Ledgers	Related Ledgers	Debit	Credit	Balance (Rs)	Settlement Date	Cheque No/ Reference/ UTR No	Status
01-04- 2025	Advance Receipt - 5271 (8- billplan)	Bank Electronic Fund Transfer (EFT) sd	B-billplan- Advance		2,000.00		2,000.0		Ref: sd Cheque no: None	Unreconcil
03-04- 2025	Security Deposit Receipt - SD	Anushka Ref: Test		A-122-Security Deposit	100.00		2,100.0			Awaiting Confirmati
09-04- 2025	Payment Voucher - 333	cheque-eft / Paid Against Book Expense: 639	20th Checkk	145 Test,24th Aug		255.16	1,844.84		Ref: wref Cheque na: None	Unreconcil
10-04- 2025	Dues Receipt - 5305 (8-biliplan)	Bank Electronic Fund Transfer (EFT)	B-billplan-Dues	Late Payment Fine,CGST Output,98,6767,Dues Receivable-Association Fund,002,Association Fund,Amenity test,SGST Output,Late Payment Charges,IGST Output,menity Pool 2,Dues Receivable	1,22,737.38		1,24,582.22			Unreconcil
	Update - • Ope Date 01-04- 2025 03-04- 2025 10-04- 2025	Update - Alongside the par Opening Software Bal Date Doc & He 01-04- 2025 Advance Receipt -5271 (B- billplan) 03-04- 2025 Receipt - 50 09-04- 2025 Vaucher - 333 10-04- 2025 Dues Receipt - 5305 (B-billplan)	Update - Alongside the party ledgers (member of the part) and the part of the pa	Update - Alongside the party ledgers (members/vendors), a norice in the party ledgers (members/vendors), a	Update - Alongside the party ledgers (members/vendors), a new ' <u>Belated Ledgers' column</u> .            Amit BRS Account Stateme          Opening Software Balance : 0   Closing Software Balance : 127237.02         Date       Doc & No       Description       Party Ledgers       Related Ledgers         01-04-       Advance Receipt -S371 (B- billplan)       Bank Electronic Fund Transfer (EFT)       B-billplan- Advance       A-122-Security Deposit Ref: Test         03-04-       Security Deposit Receipt - S0       Anuthka Receipt - S0       Anuthka Ref: Test       A-122-Security Deposit Ref: Test         09-04-       Dues Receipt - S305 (B-billplan)       Bank Electronic Fund Against Book Electronic Fund Transfer (EFT)       20th Checkk       145 Test,24th Aug         10-04-       Dues Receipt - S305 (B-billplan)       Bank Electronic Fund Transfer (EFT)       B-billplan-Dues Chaptes,1637       Late Payment Fine,COST Output,134,5767,Dues Receivable - Association Fund,022,Association Fund,022,Association Fund,022,Association	Update - Alongside the party ledgers (members/vendors), a new ' <u>Belated Ledgers' column has been introduced</u> Amit BRS Account Statement from 01-04         Opening Software Balance : 0   Closing Software Balance : 127237.02       Open         Date       Doc & Ne       Description       Party Ledgers       Related Ledgers       Open         Date       Doc & Ne       Description       Party Ledgers       Related Ledgers       Debit         01-04-       Advance Receipt billplan)       Bank       B-billplan- Advance       2,000.00       2,000.00         02-04-       Security Deposit Receipt - SD       Anuthka Receipt - SD       Bank       B-billplan- Advance       A.122-Security Deposit       100.00         03-04-       Security Deposit Voucher - 333       Cheque-eft / Paid Against Book Expense: 639       20th Checkk       145 Test,24th Aug       1.02,737.38         10-04-       Dues Receipt - 3325 (B-billplan)       Bank Electronic Fund Transfer (EFT)       B-billplan-Dues Receivable - Association Fund Amenity test,565T Output,Late Payment Charges,165T       1.22,737.38	Update - Alongside the party ledgers (members/vendors), a new 'Belated Ledgers' column has been introduced to include the Amit BRS Account Statement from 01-04-2025 to 15-         Opening Software Balance : 0   Closing Software Balance : 127237.02       Opening Reconciled         Date       Doc & Ne       Description       Party Ledgers       Related Ledgers       Debit       Credit         01-04- 2025       Advance Receipt billplan)       Bank Electronic Fund Transfer (EFT) sd       B-billplan- Advance       A-122-Security Deposit       100.00	Update - Alongside the party ledgers (members/vendors), a new <u>Related Ledgers' column has been introduced to include the income 5 expension</u> Amit BRS Account Statement from 01-04-2025 to 15-04-2025         Opening Software Balance : 0   Closing Software Balance : 127237.02       Opening Reconciled Balance : 70124         Date       Doc & Ne       Description       Party Ledgers       Related Ledgers       Debit       Credit       Balance (Rs)         01-04       Advance Receipt billplan       Bank Clectronic Fund Transfer (EFT)       Bank Ref: Test       B-billplan- Advance       A.122-Security Deposit       100.00       2.000.00       2.000.00         03-04       Security Deposit Noucher - 333       Anushka Receipt - 50       Ref: Test       20th Checkk       145 Test, 24th Aug       2.000.00       2.100.0         05-04       Dues Receipt - 333       cheque-eft / Paid Against Book Expense E39       20th Checkk       145 Test, 24th Aug       1.22,737.38       1.24,582.22         10-04       Dues Receipt - 3335 (B-billplan S305 (B-billplan)       Bank Electronic Fund Transfer (EFT)       B-billplan-Dues Cletronic Fund Transfer (EFT)       Late Payment Fine,C65T Output,Late Payment Fund,OovaAssociation Fund,Manenity Paod 2,Dues Receivable - Association Fund,Manenity Paod 2,Dues Receivable       1.22,737.38       1.24,582.22	Update - Alongside the party ledgers (members/vendors), a new 'Related Ladgers' column has been introduced to include the income 8 expense ladgers in the second s	Update - Alongside the party ledgers (members/vendors), a new <u>Helated Ledgers' column has been introduced to include the income D. expense ledgers in this report.</u> Amit BRS Account Statement from 01-04-2025 to 15-04-2025         Opening Software Balance : 0] Closing Software Balance : 127237.02       Opening Reconciled Balance : 701247.22] Closing Reconciled Balance         Dete Doc & No       Description       Perty Ledgers       Related Ledgers       Debit       Creek       Balance (R)       Cheque No/ Retirement/ TR         02-04.       Advance Receipt billplan,       Bank Electronic Fund Receipt - 50       Bank Electronic Fund Advance       B-billplan- Advance       A.122.5ecurity Depoit       100.00       Q.00.0       Q.100.0       Ret # sd Cheque no: None         03-04.       Security Depoit Receipt - 50       Anuthia Ref: Test       A.122.5ecurity Depoit       100.00       Q.100.0       Q.100.0       Ref: wref Cheque no: None         09-04.       Payment Woucher - 33       Cheque-eft / Paid Against Book Electronic Fund Against Book Electronic Fund Against Book Electronic Fund Against Book       145 Test, 24th Aug       1,22,737.38       1,24,582.22       Image: Cheque no: None Cheque no: None Electronic Fund Against Book Electronic Fund FundAmenity test,SGST Output,Late Payment Charges,SGST       1,24,582.22       Image: Cheque no: None Cheque no: None Cheque no: None Cheque no: None Elec

Related Party and Related Ledgers in Cash/Bank Statement

# **Additional Updates**

- Parking spots listed by residents on the app will now display the flat number of the resident offering the spot, ensuring better transparency for potential renters.
- Society admins can now book paid amenities from the dashboard using the "Pay from House Advance" option at checkout, allowing seamless deductions from the resident's advance balance.
- Admins can now manage site name, logo, email logo, and currency via the Site Settings in Settings menu.
- Member and non-member dues receivables are now separately shown in the balance sheet for better clarity.
- Vendor module now includes fields to add contract details and vendor expiry date while creating a vendor.
- New Receipt form -
  - Sizes of the description and reference fields have been adjusted to allow the former to have longer inputs directly visible to the users.
  - Also, description and reference fields have been reinstated for the Settle from previous advance flow.

# **Resident App Updates (March 2025)**

# **Connect with security**

#### (Released in March)

As an effort to keep improving the Community experience, we've made key improvements to the **Connect with Security** section to make it easier for you to reach out for help when needed.

### Section 1: Security

#### **Quick Actions for Security**

- Raise Alarm Instantly alert security in case of an emergency.
- Message to Guard Send a quick message to the security guard on duty.
- A **carousel of security guards** in your society is now available with a quick calling option using a green call icon.
- Guards currently logged in will appear first, followed by offline guards

### **C** Section 2: Emergency Contacts

- 4 emergency contact cards will be displayed, with an option to "View More."
- Contacts will appear in the same order as set by your society admin in the dashboard.

These updates ensure that security assistance is just a tap away. Update your app now to experience these improvements!



# Community insights for admins and residents

#### (Released in March)

In Mygate Community, we are enhancing our Insight Tiles with interactive click actions, enabling users to access deeper insights and navigate to relevant pages.

Additionally, we're introducing valuable insights on vaccinated pets, helpdesk tickets, guard patrolling, and vehicle information, empowering residents with a deeper understanding of their society.



# Security Dashboard Updates (March 2025)

# **QR** Generation for Society Admins

Path: Society >> Gates

The QR-based Self-Check-in is designed to streamline visitor entry and minimise wait times at the gate. Visitors can simply scan the QR code, enter their details, and submit them for resident approval, significantly reducing the guard's effort in manual data entry. The guard's role is simplified to merely verifying and allowing entry based on the resident's approval status. Additionally, Society Admins can easily generate QR codes for specific gates directly from the admin dashboard, enhancing overall efficiency and control.

Click on Society >> Gates >> Click on 'Create' in the QR code column against the gate; the QR needs to be generated.

<b>.</b> >	Prod The Island Plus	~							2024-2025 ¥ Financial Year 🌢	FAQ	Anlin Society Admin
Q	Society >> Gates										
88	Gate List										
	Society Name	Gate Name	Gate Type	QR Code	Building	In Gate	Out Gate	All Users Allowed	is Residents Allowed	is Staff Allowed	is Vendor Allowed
ăăă	Prod The Island Plus	d-gate	Building Gate	Create	D	Yes	Yes	Yes	No	Na	Na
Ø-	Prod The Island Plus	New_gate	Building Gate	Create	New	Yes	Yes	Yes	Yes	Yes	Yes
E),	Prod The Island Plus	Club gate	Building Gate	Create	Club House	Yes	Yes	No	Yes	No	No
2 4	Prod The Island Plus	MAIN GATE	Normal Gate	Create		Yes	Yes	Yes	Yes	Yes	Yes
6550											
<del>89</del>											
<b>()</b>											Le la

Once clicked, a pop-up displaying the current society's Lat-Long and the range for QR verification will be shown. The admin can change the range if required (in meters). Click on 'Create QR' seen in the pop-up displayed, and you will receive a success message once the QR is created. The QR has now been successfully created.

	Select Society Prod The Island Plus	<b>v</b> )		2024-2025 × Financial Year 🛦	FAQ	Anlin Society Admin
<b>へ</b> 部	Society >> Gates					
	Society Name	Generate QR for New_gat	e (Prod The Island Plus)		0	is Vandor Allowed
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<u> </u>	Society Name	Gate Name	Gate Type	QR Code		ed is Residents Allowed	Is Staff Allowed	is Vendor Allowed
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Ξ¥-	Frod MyGate dev	Test HWAC	Normal Gate	6 # II		No	No	No
•	Prod MyGate dev	Clubhouse123	Building Gate	Create		Yes	Yes	Yes
2	Prod MyGata des	TESTShieid	Building Gete	Greate		Yes	No	No
ŝ	Prod MyGate dev	pate	Normal Gate	Greate		(ND)	No	140
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00-	Prod MyGate dev	Club House Gate	Building Gate	Greate		Vies	No	40
Ð	Frod MyGate dev	Mygate Business	Normal Gate	Create	Successful	Ves	Yes	Yes
(F)	Frod MyGata dev	Xe	Normal Gate	Create	QR created successfully	Yes	Yes	Yes
	Frod MyGate dev	Reception	Normal Gane	Create		No	No	No

After creation, you will be redirected to the Gate list page.

- Click on the 'Print' icon to print the QR code
- Click on the 'QR' icon for preview
- Click on the 'Edit' icon to edit the QR code and update it.

	P	elect Society rod MyGate dev	~								2024-2025 ~ Financial Year 🍐	FAQ	Anlin Society Admin	~
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88	G	ate List												
		Society Name	Gate Name	Gate Type	QRC	ode	Building	in Gate	Out Gate	All Users Allowed	Is Residents Allowed	is Staff Allowed	Is Vendor Allowed	
ää		Prod MyGate dev	HWAC Building	Building Gate	01	9 EZ	н	Yes	Yes	No	No	No	No	
Ø-		Prod MyGete dev	Test HWAC	Normal Gate		1 段		Yes	Yes	No	No	No	No	
e		Prod MyGate dev	Clubhouse123	Building Gate	Creat	20	Club house	Ves	Yes	No	Yes	Yes	Yes	
		Prod MyGate dev	TESTShield	Building Gate	G 1	5 II	Rashmi	Yes	Yes	No	Yes	No	No	
é		Prod MyGate dev	gate	Normal Gate	Creat	e		Yes	Yes	Yes	No	No	No	
÷		Prod MyGate dev	MyGate Shield	Normal Gate	6,	9 BZ		Yes	Yes	Yes	Yes	Yes	Yes	
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æ		Prod MyGate dev	Mygate Business	Normai Gate	Creat	e		Yes	Yes	Yes	Yes	Yes	Yes	
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		Prod MyGate dev	Reception	Normal Gate	Creat	e		Yes	Yes	Yes	No	No	No	9

Click here for the detailed workflow of the self-check-in process

### **Category-Wise Overstay Alert**

Path: Manage Society >> Manage Society Details >> Society Settings >> Time spent per flat

Previously, societies could configure overstay alerts for only certain combined categories. Going forward, internal teams can configure these alerts as separate, distinct categories on behalf of the admins, enabling

better management at the gate. Additionally, a new category called "Tutor" has been introduced in the configuration to ensure alignment with the Guard App.

Time openerer flat	
Delivery / Courier, Grocery, Gas (Mins)	
20	
Cabs (Mins)	
25	
Tutor (Mins)	
15	
Guests (Mins)	
30	
Carpenter, Beautician, Others (Mins)	
35	
Snooze Interval For Alerts	
Time between subsequent alerts (Mins)	
1	
Maximum Threshold For Overstay	
Upper threshold (Hours)	
1	

# Move-in Move-out Enhancements - Custom Fields Addition in Move-in form

Path: People Hub >> Residents >> Move In Move Out Requests >> Configure

To cater to the unique information requirements of each society during the move-in process, we have introduced a new "Others" section within the Move-In configuration form. This allows admins to configure up to five custom fields, configurable for all user types. These custom fields are seamlessly reflected in the app, enabling residents to provide the necessary information specific to their society.

People Hub >	> Residents >> Move in Move Out Requests				
. copie i las					
	Vehicles		Owner	Tenant	Multi-Tenant
	Name		2	12	0
	Type (2 Wheeler, 4 Wheeler)		12	52	0
	Vehicle Number		12	8	0
	Photo		12	12	8
	Pets		Owner	Tenant	Multi-Tenant
	Name		12	62	8
	Type (Dog. Cat, Others)		2	8	8
	Photo		8	12	ø
	Others	Delete	Owner	Tenant	Multi-Tenant
	Parking Number	0	53	83	53

This enhancement enables admins to capture society-specific details seamlessly, maintaining a digital record within our system and eliminating the need for physical forms, while ensuring compliance with society norms.

# **Tenant Approval through the Owner**

When a tenant or multi-tenant registers through the app, the approval process can be managed directly by the flat owners, eliminating the need for admin intervention. Access to the app is granted based on the owner's approval of the tenant's registration. Upon tenant registration, an email containing an approval link is sent to all registered owners of the respective flat. Once approved, the "Approved By Owner" details are displayed to admins in the Resident Details section of the Resident List.

This streamlined process enhances security by ensuring only verified tenants gain access, preventing unauthorized entries. It also eases the society admins and allows owners to digitally review and verify rental agreements and other related documents directly through the app, maintaining a secure digital record.

# MacD - Device Onboarding & Club Gate Report Enhancements

Communities manage high-demand facilities like badminton courts, tennis courts, and more, which residents can book through our app. To ensure only authorized users access these amenities and to prevent misuse, we have developed a seamless hardware access control device that integrates effortlessly with our resident app.

The Amenity Smart Access device

- Operates on Bluetooth technology
- Accessible by residents directly from the app
- Minimal hardware footprint for seamless integration

- Quick and easy installation with rapid onboarding
- Cost-effective solution for communities
- Compatible with all types of access doors

The residents can access the amenities from the 'Amenity Access' widget on the home page of the app, where all the amenities to which the resident has access and where the access device is installed will be shown.



Click here for detailed workflow of the access device

# Inactive Residents Sync in Umbrella model

Previously, the resident sync in the umbrella model was limited to syncing only the active users after flat mapping. We have now enhanced the process to include inactive users as well, ensuring comprehensive data sync. This improvement is applicable to both the Bottom2Top and Top2Bottom umbrella models, providing a consistent experience. Additionally, we have addressed and resolved the issue related to resident deletion sync from the admin dashboard. These updates ensure more accurate and complete access in the parent and child societies.

# Logging reason to view resident details in Resident List

#### Path: People Hub >> Residents >> Resident List

Resident data is considered personally identifiable information and must be protected from unauthorized access. To prevent misuse, all views of this data will be logged along with the reason for access, depending on the society's settings, across all user roles. This ensures accountability and enhances data security.

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People Hub >> Residents >> R	uninform Lint							
r unpression and and reasoning and the	AND AND ADDRESS							
+ Add Resident	Resident Upload							
Search:								
Building		Flat		Status	User Type			
Select		Select		Select	Select			
Name		Mobile		Fmail				
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society	Flat	name	User Type	occupancy	Status	naphile	emáli	uetai
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Ø.		message to person(s) whose data is being viewed	×					
Ð		Resident phone number required to contact regarding helpdesk ticket raised						
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(7)								987
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# **Access Logs report for Society Admins**

#### Path: Society >> Access Logs

To streamline access for society admins and meet their frequent requests to our team for admin action logs, we have introduced an Access Logs Report directly within the dashboard. This report provides real-time visibility into administrative changes, including the timestamp, user name, role, details of the updates made, and the reason for the change (if available), ensuring information is readily accessible at their fingertips.

Society >> Access Logs			
Access Logs			
09/04/2025 09/05/2025	) Submit		
36 Results Hound			
Date & Time Username	Current Role	Details	Reason
07/05/2025 6:46 PM Tamanna	Society Admin	Mobile, email of user-jayanthi balakumar data downloaded	Test
25/04/2025 3:51 PM shaik,tamanna@mygate,in	Mygate Support	Mobile, name of provider-ayush two data viewed	NA
25/04/2025 3:51 PM shaik tamanna@mygate.in	Mygate Support	Mobile, name of provider-test dg ops data viewed	NA
24/04/2025 6:03 PM Navashree	Society Admin	Flats of flat-billplan data viewed	NA
24/04/2025 3:00 PM Navashree	Society Admin	Flats of flat-navashtte data viewed	NA
24/04/2025 2:45 PM Navashree	Society Admin	Flats of flat-checkingprimaryownername data viewed	NA
23/04/2025 7:20 PM Navashree	Society Admin	Flats of flat-billplan data viewed	NA
17/04/2025 6:20 PM Banu	Mygate Support	Mobile of visitor data viewed	
14/04/2025 3:07 PM Society Admin	Society Admin	Flats of flat-001 data viewed	NA

The Access Logs report empowers admins with instant visibility into all admin actions, eliminating the need for manual requests and delays. With clear timestamps, user roles, update details, and reasons (if

available), it ensures transparency and easy auditing directly from the dashboard.

# **Additional Updates**

- 1. Society Setting Society Management edit access to the CAM role
- 2. Society Setting Guard App: Show Resident name in Resident Directory
- 3. Society Setting Enable Amenity Smart Access
- 4. Zoho integration for the Central Support Team to resolve issues based on priority
- 5. Enable the BYOD setting automatically during the creation & editing of society details