

# ERP Dashboard Updates (July' 2025)

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## **‘Helpdesk’ module in a new avatar on the resident app**

*Path: App >> Helpdesk*

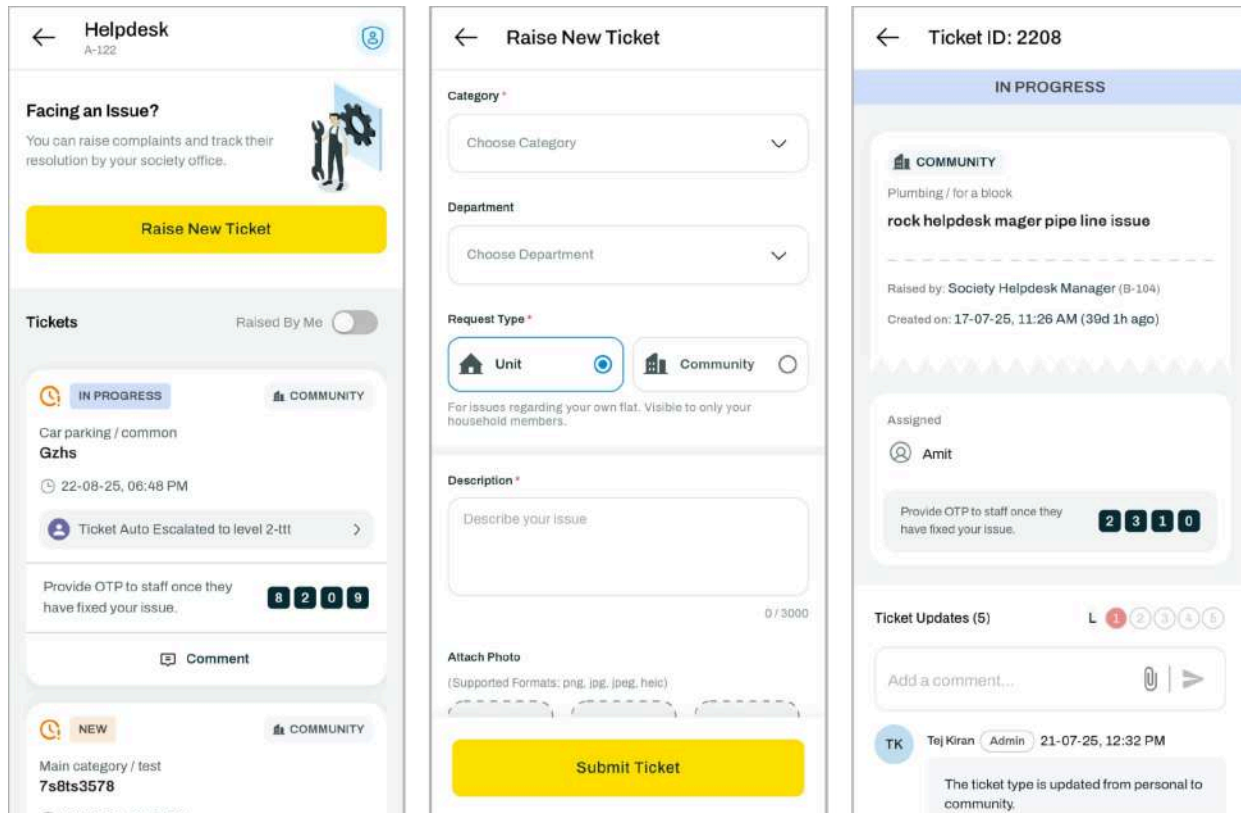
The Helpdesk module has been relaunched with a refreshed UI and improved functionality, delivering a faster, simpler, and more transparent ticketing experience for both residents and admins.

### **Key Features**

1. Modernized helpdesk admin console with full control to assign, resolve, reopen, and manage tickets for the admins.
2. Advanced filters and search options for quick ticket tracking and management for admins.
3. Redesigned ticket listing and detail pages for better navigation and visibility for residents.
4. Simplified, user-friendly interface for residents to raise and track their tickets easily.
5. Ability for residents to provide preferred time slots when creating tickets, improving scheduling and resolution efficiency.

### **Benefits**

- Quicker and more efficient ticket management for admins.
- Greater convenience and clarity for residents.



New screens for ticket creation, listing and Details (for residents)

## Communication Dashboard updates for a better experience

The Communications module has received certain updates to enhance the overall experience towards Election poll, Documents and Survey section.

### 1. Election Poll Voting access for residents without the App

*Path: Resident web-login >> Dashboard >> Communication >> Election & Survey*

Previously, election poll notifications whenever published were sent only to active mobile app users. Inactive users, for example, owners residing overseas or those who have rented out their apartments etc, could access the Mygate web portal but had no provision to view or participate in elections or surveys.

As a result, certain eligible members were unable to cast their votes, leading to reduced participation and incomplete representation in society elections.

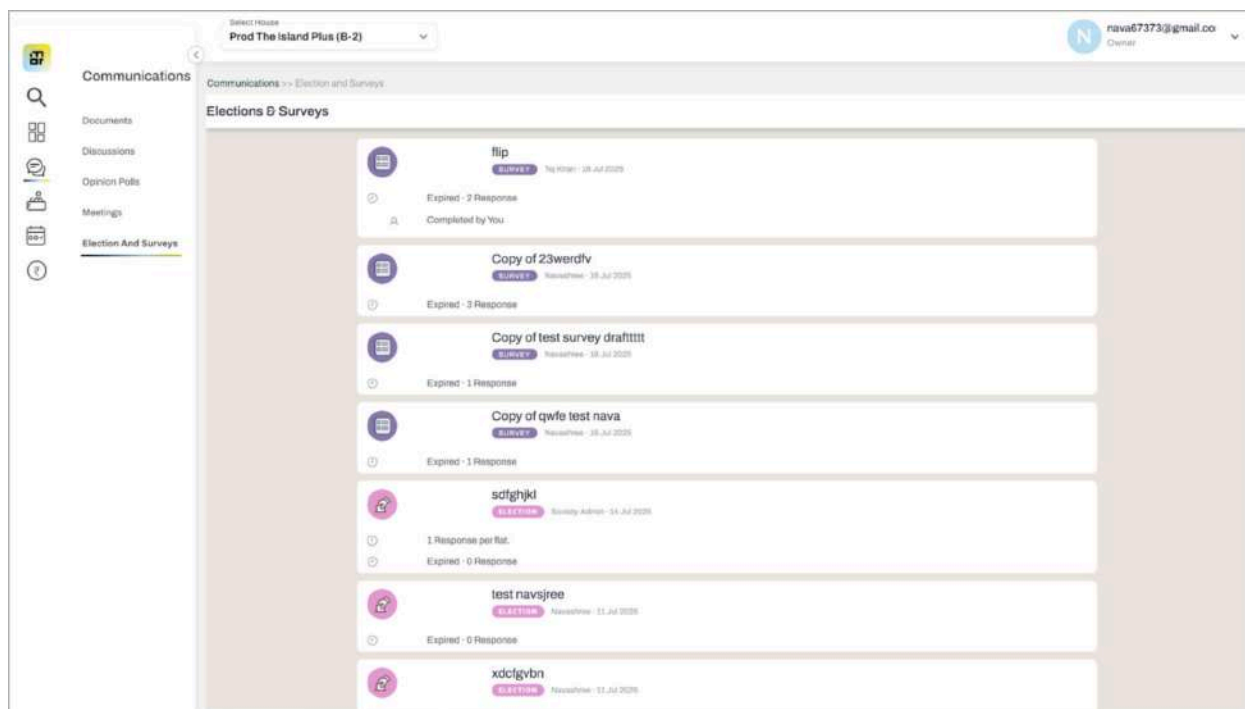
With this enhancement, election poll access has been extended to inactive app users as well.

Now, whenever a society publishes an election poll:

- All eligible members, who primarily use the web portal can log in and access a new Election & Survey section under the Communication tab.
- From there, they can view active polls & history and cast their votes directly, without needing the mobile app.

#### Benefits:

1. Ensures every eligible resident gets a chance to vote - app user or not
2. **Boosts participations** in society elections and surveys
3. Makes the process more **inclusive and fair** for all members



Elections and surveys are now available on resident web-login

## 2. Feedback based improvements to the Documents Module

### a. Add Folder Path while Adding a New Document

*Path: Dashboard >> Communication >> Documents >> New Document (add new)*

Previously, there was no option to select a folder while uploading a new document. If an admin wanted the document to be placed in a specific folder, they first had to upload it without any folder

assignment, & then from the Documents list, they needed to locate the file, and manually move it to the preferred folder using the multi-select option.

A new “**Choose Folder**” option has now been added directly in the add **New Document** form. This allows admins to select the desired folder from a drop-down list at the time of uploading the document, ensuring it is placed in the correct location immediately. This enhancement streamlines the process, eliminates additional steps, and helps maintain better organization from the moment a document is added.

### Benefits

1. **Saves time** by removing the need for post-upload folder assignment
2. Ensures better organization with **correct folder placement** from the start.
3. **Reduces errors by minimizing the risk** of misplacing files.

The screenshot displays the 'New Document(s)' form in the mygate application. The form is titled 'Prod The Island Plus' and includes a search menu on the left. The main form area contains fields for 'Document Name' (Society Rules Version 10.1), 'Description' (Society Rules and Regulations), and 'Attachment' (Choose file: No file chosen). Below these fields are options for 'Document type' (Society, Management, Flat, Personal) and a 'Choose Group' dropdown (Admins, Managers, All Owners). A 'Choose Folder' modal is open, showing a list of folders: 'san society', 'sec society', 'Test\_society', 'fold2', and 'Test new'. The modal has a 'Select Folder' button and a 'Cancel' button. The background shows the mygate sidebar and header with the user 'Nirupam Biswas'.

### b. Uploaded documents will now preserve their original names

Previously, when admins downloaded files from the Documents module, the downloaded file did not retain its original name, making it difficult to identify or organize files. With this update, all downloaded files now preserve their original document names as uploaded in the system.

### Benefits

1. Ensures clarity and consistency in file management.

2. Makes it easier for admins to identify and share files without renaming.
3. Reduces chances of confusion when handling multiple downloads

### 3. Duplication of Elections and Surveys

*Path: Dashboard >> Communication >> Elections Polls/ Surveys*

Previously, there was no option to duplicate an existing election poll or survey. This meant that admins had to manually recreate each poll or survey from scratch, even when the details and settings were largely unchanged. This repetitive process was tedious and time-consuming, increasing the chances of errors during re-entry.

A new “**Duplicate**” button has now been introduced in the Action section of the list view for elections polls and surveys. With this addition, admins can quickly create a copy of any existing poll or survey, which is automatically saved as a draft. They can then edit the draft as needed before publishing it to the users. This streamlines the creation process, allowing for quick and accurate replication of standard polls and surveys.

#### Benefits:

1. **Saves significant time** by reducing the need to re-enter similar details
2. **Improves accuracy and consistency** by replicating existing configurations.
3. **Simplifies repetitive tasks**, especially when running regular or recurring polls and surveys.
4. Allows **easy modification of drafts** to suit new requirements, without starting from scratch.

The screenshot displays the 'Survey' list view in the system. The interface includes a sidebar on the left with various icons, a top navigation bar with 'Select Society' (Prod The Island Plus), '2025-2026 Financial Year', 'FAQ', and 'Society Admin' (Society Admin). The main content area shows a table of surveys with the following columns: Title, Created by, Starts on, Ends on, No. of Responses, Status, and Action. The 'Action' column contains 'Duplicate' and 'View' buttons for each survey. A blue box highlights the 'Duplicate' buttons. The table lists several surveys, including 'Cleaning', 'luhkh', 'new survey rebranding', 'jihbv', '21erf', 'test custom group', 'test survey', and 'Notification test'. The 'Duplicate' button is highlighted in blue for each row.

Title	Created by	Starts on	Ends on	No. of Responses	Status	Action
Cleaning	System	16 May 2024	31 May 2024	1	closed	Duplicate View
luhkh	qaroot	18 April 2024	20 April 2024	2	closed	Duplicate View
new survey rebranding	Anand	27 March 2024	29 March 2024	0	closed	Duplicate View
jihbv	qaroot	27 March 2024	28 March 2024	0	closed	Duplicate View
21erf	Navashree	15 March 2024	16 March 2024	0	closed	Duplicate View
test custom group	Navashree	7 March 2024	8 March 2024	0	closed	Duplicate View
test survey	Navashree	7 March 2024	8 March 2024	0	closed	Duplicate View
Notification test	Tamanna	29 February 2024	1 March 2024	0	closed	Duplicate View

## Amenity Booking setup updates for a better experience

*Path: Dashboard >> Amenities >> Settings/Bookings*

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. Soft Block for Paid Amenities with High Booking Demand

*Path: Dashboard >> Amenities >> Bookings*

Generally, paid amenities such as party hall, banquet lawn, etc. attract a low booking demand. However, recently quite a few societies have been configuring their high demand amenities like badminton, tennis courts, etc. on a paid model.

Previously, in high-demand booking scenarios, multiple residents could complete payment simultaneously, but only one would get the confirmed booking. Others received a *rejected* booking status even after successful payment, with the deducted amount being moved to **advance payment** instead of an immediate refund.

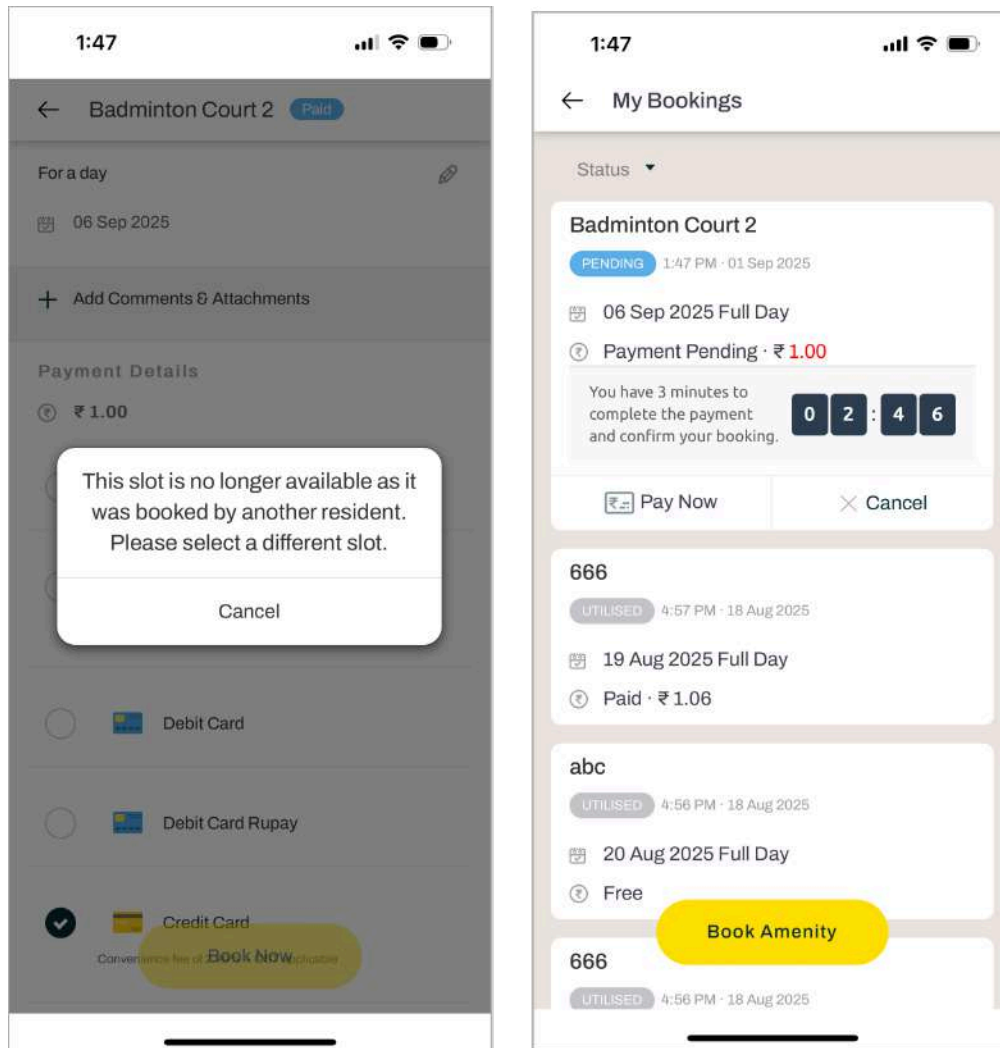
To address this, we have introduced a **soft block (queue) system**:

- When an amenity slot is open for booking, the first resident to initiate the booking will “**soft block**” that slot for **3 minutes**.
- During this time, no other resident can book the same slot.
- If another resident tries during the soft block period:
  - If the attempt is within the block window: Show error → *"This slot is no longer available as it was booked by another resident. Please select a different slot."*
  - If the attempt is after block expiration and the slot remains unbooked: It becomes available again.
- Once the 3-minute window passes without confirmation and the user has not completed the transaction, the slot reopens for booking.

#### Benefits

1. Ensures **fair booking** by reserving slots for the first user
2. Preventing **multiple payments** and **post-payment rejections**.

### 3. Scalability for High-Demand Scenario



Soft block for high demand amenities

## 2. Amenity Closure information is included in the Booking Report

Path: Dashboard >> Amenities >> Bookings

Previously, the booking history was sorted by *creation time* and there was no information on amenity closure in either the UI or the downloadable report. Many societies required closure details for better tracking and record-keeping, but this data was unavailable.

#### Release update:

- Added **closure date** details for each amenity booking in the **downloadable report file**.
- Report now **groups bookings by amenity** and **sorts** them based on **booking time**.





Prod The Island Plus

2025-2026 Financial Year

FAQ

Nirupam Biswas Society Admin

Accounts >> Dues and Receipts >> Dues Tracker >> Collect Advance

Collect Advance for 0-0

Owner : test\_edit | Tenant : test\_edit

**Payment Mode & Details**

☒ KFT (UPI/MPS/NEFT/RTGS)

☐ Cheque

☐ Cash

☐ POS

Receipt Date \* 20/06/2025

Receiving Amount \* 1000

Receiving Account \*

Advance Account \*

UTR Number/Reference

Description

Note - The Receiving Amount above is inclusive of TDS Receivable deduction.

**Receipt Details**

TDS BOOKED - (10%)

Date	Description	TDS Receivable	After TDS	Total Advance Amount
20-Aug-2025	N/A	100.00	₹900	₹1,000

₹ 900 Collected Amount

₹ 100 TDS Amount

₹ 1,000 Total Receipt Amount

Cancel Generate Receipt

Book TDS button and pop-up within advance creation form

## Comprehensive Penalty Report for better transparency of records

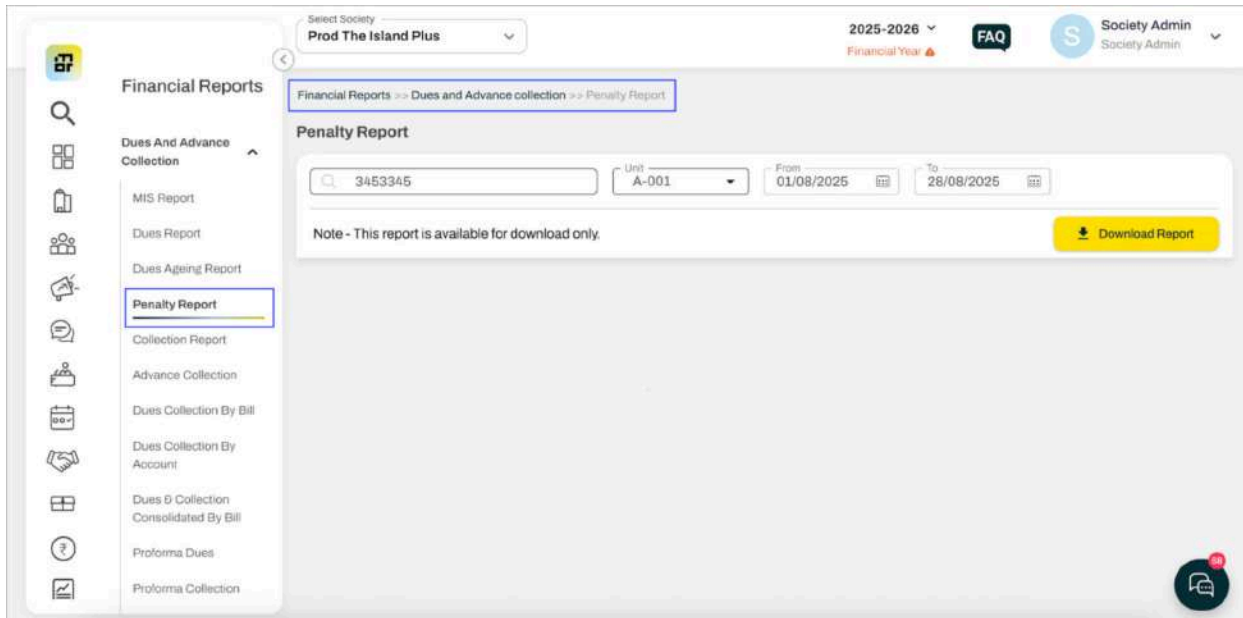
Path: Dashboard >> Financial Reports >> Dues & Advance Collection >> Penalty Report

Previously, checking the late payment fine/interest details wasn't easy - admins had to dig through multiple houses / batches on the house dues page or the invoice history to get the complete picture. Summarization of information was missing, making reporting difficult and time-consuming.

The new 'Penalty Report' has simplified accounts operations in case of late payment related disputes.

The admin/accountant can use this report in the following ways :

1. Check late payment fine applied for all houses/non-member on a particular batch
2. Check late payment fine applied on all batches for a particular house/non-member



Penalty Report is available for download only (similar to ageing report)

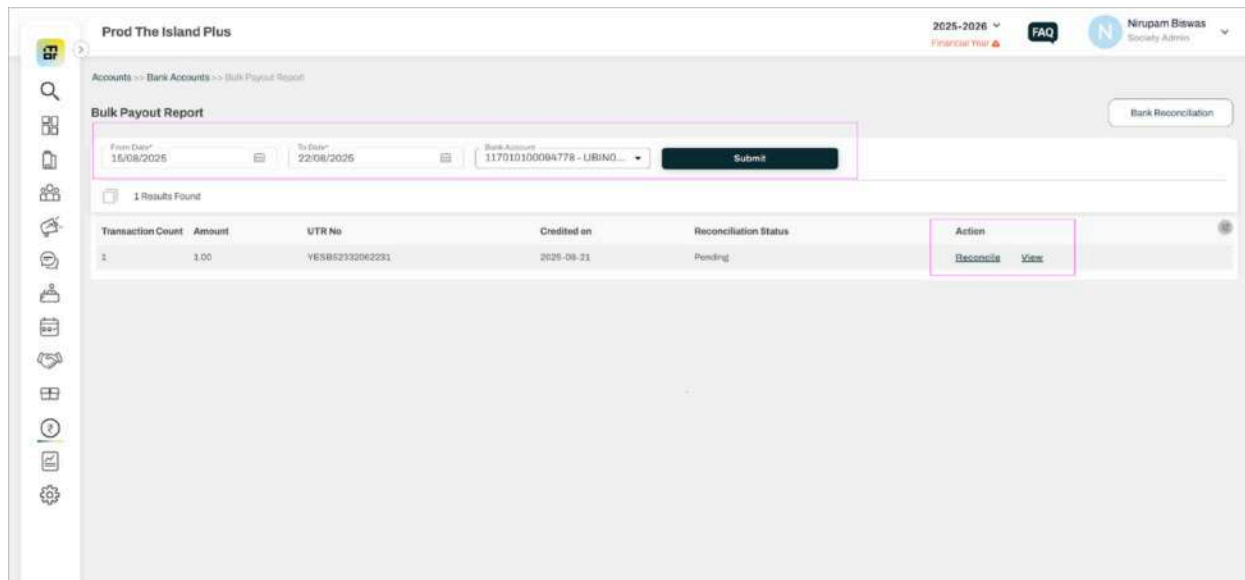
## Bulk Payout Report - Feedback based improvements to the interface

*Path: Dashboard >> Accounts >> Bank Accounts >> Bulk Payout Report*

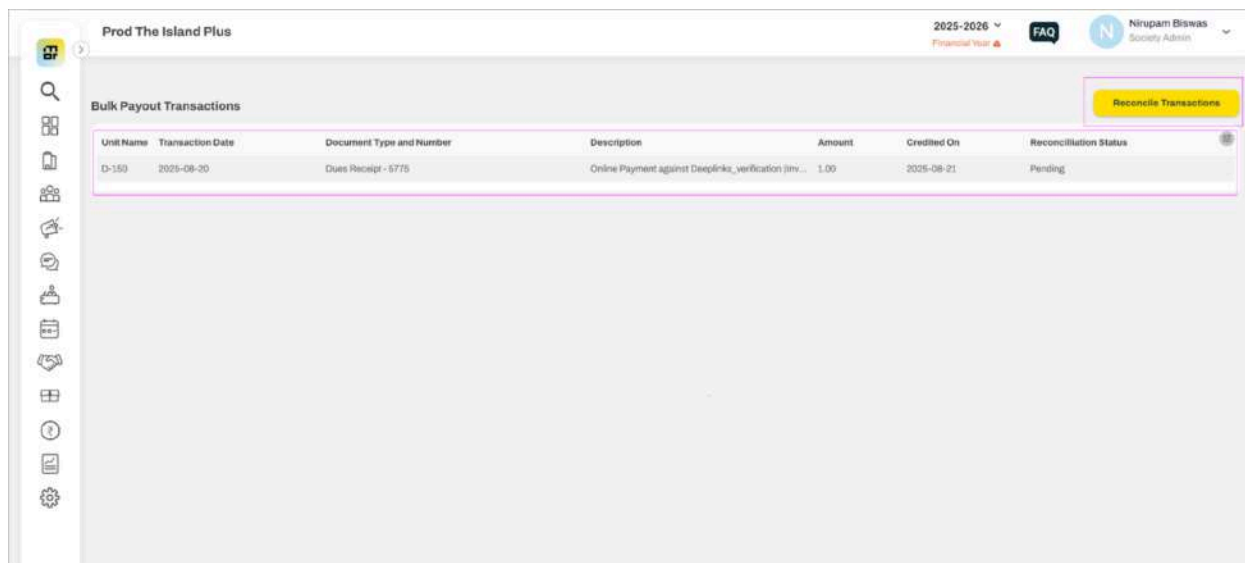
Previously, the page included a “**Bulk Payout**” filter. After applying filters, the report showed long, receipt-level lists.

We’ve simplified the Bulk Payout Report to make it easier to scan, understand, and act on payouts -

- **Simplified filters:** The “**Bulk Payout**” filter is removed; all other filters continue to work as before.
- Results show Bulk Payouts grouped by beneficiary/bank account
- **Action column:** Added an action column which two CTA;
  - **Reconcile:** Opens the existing reconciliation pop-up for that Bulk Payout.
  - **View:** Opens the receipt list for that specific Bulk Payout in a new tab. The table layout remains the same.



Bulk Payout report's parent entry listing



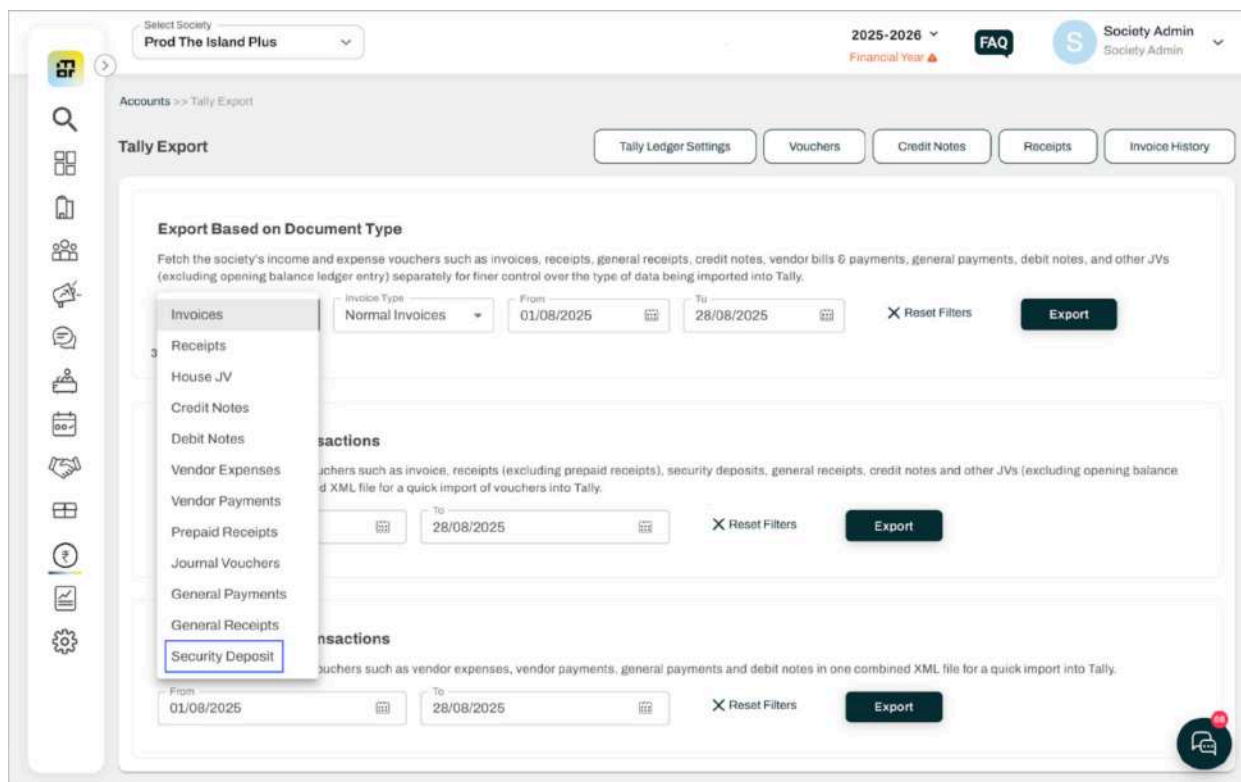
Bulk Payout report's child entry listing

## Tally Export support for Security Deposit module

*Path: Dashboard >> Accounts >> Tally Exports*

The usage of the security deposit module by Mygate customers has been increasing every month. They raise demands against units to cover cases occurring during a resident's stay or charge a basic amount that needs to be paid alongside a paid amenity's booking.

To complete the necessary support required for Tally users, we have introduced this transaction type in the export widgets.



Security Deposit option available in All/Debtor export dropdowns

## Prepaid : QubixLinks meter integration

*Path: Society >> Utility Meters >> Electricity Meters >> Settings*

Qubixlinks smart electricity meters have now been integrated with the Mygate ecosystem. Like other server based meters, they offer instant recharge feature for our users. However, different from other meters, they do not allow access to the live balance and reading information. For such details, residents would have to open their Qubixlinks app.

The following details are required from the integration partner / society to onboard this meter :

1. Society ID
2. Username & Password for Mygate
3. House and Customer ID mapping

Utility Meter Setting

Meter Name\*

QubixLinks\_Test

Meter Company\*

Qubix

Bank\*

50100505417060 - HDFC0006429

Recharge Min Amount\*

1

Recharge Max Amount\*

509

Username\*

test@123

Password\*

8237653278\*^%&2

Society Id\*

qubixlink

Update

Cancel

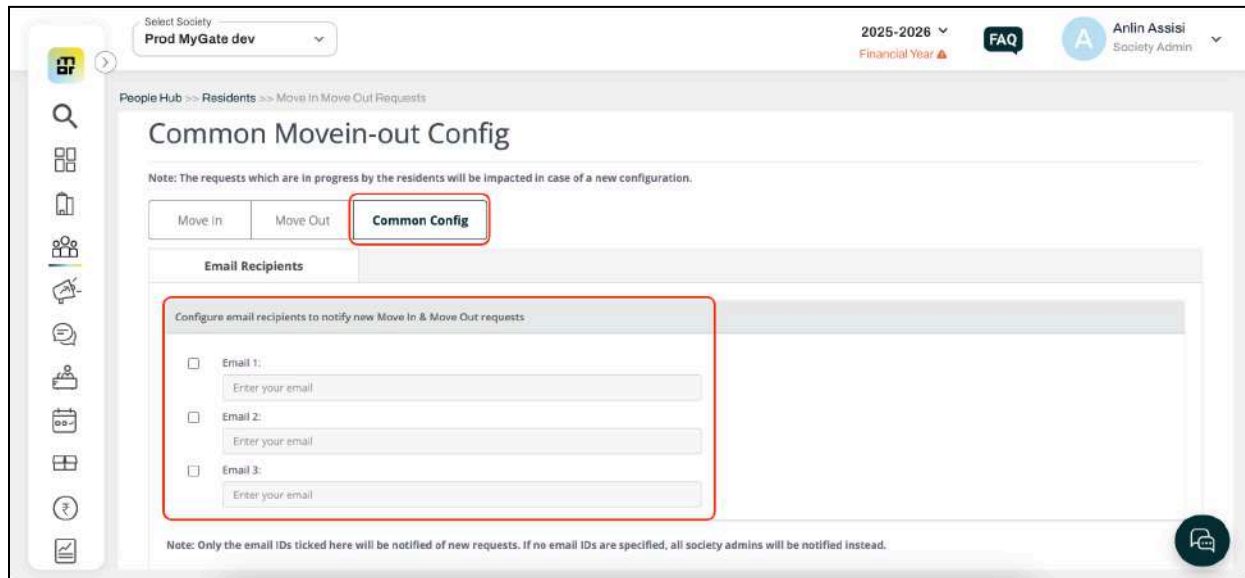
QubixLinks prepaid meter setup

## Security Dashboard Updates (July - August 2025)

### Move-In Move-Out email recipients configuration

*Path: People Hub >> Residents >> Move-IN Move Out Requests >> Configure >> Common Config*

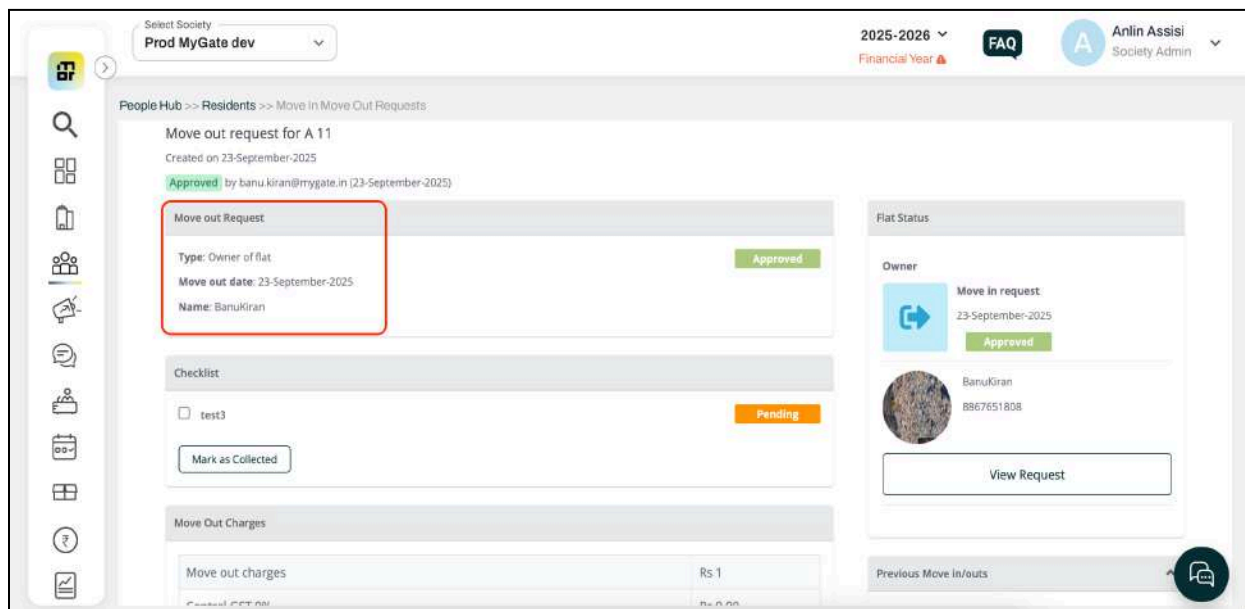
A new email configuration feature has been introduced that gives society admins greater control over Move In and Move Out request notifications. Admins can now navigate to the MIMO configuration page and set up to 3 custom email addresses to receive notifications instead of sending alerts to all society admins by default. This new "Common" configuration tab allows admins to specify which email addresses should receive notifications and easily toggle them ON or OFF using checkboxes. When custom emails are configured and activated, only those recipients will be notified of new requests, while unconfigured societies will continue using the existing workflow of notifying all admins. This enhancement addresses feedback from societies using shared email accounts for request management and provides more flexibility in notification routing.



## User name visibility in Move-out request

*Path: People Hub >> Residents >> Move-IN Move Out Requests >> Move Out Requests >> View against the request*


The admin dashboard now displays the name of the user who initiated move-in/move-out requests, providing better visibility and accountability for request tracking. This will improve request traceability and user identification, helping admins to quickly identify request originators for faster follow-up and better approval management.















*Path: People Hub >> Service Providers >> Attendance >> Download Attendance*

P	Present full shift															
H	Present half shift															
N	Present for less than half shift															
A	Absent															
Attendance report from 29-Aug-25 to 29-Sep-25																
Sl No	Name	Passcode	Company	Type	29-Aug-25	30-Aug-25	31-Aug-25	01-Sep-25	02-Sep-25	03-Sep-25	04-Sep-25	05-Sep-25	06-Sep-25	07-Sep-25	08-Sep-25	
1	Aa Withouy	876141		Water Tanker A	A	A	A	A	A	A	A	A	A	A	A	
2	Aaa With	877981		Water Tanker A	A	A	A	A	A	A	A	A	A	A	A	
3	Aaaa Warer	856381		Water Tanker A	A	A	A	A	A	A	A	A	A	A	A	
4	Akhitar	960953	Secure Securi	Security Officr A	A	A	A	A	A	A	A	A	A	A	A	
5	Haa Water	853881		Water Tanker A	A	A	A	A	A	A	A	A	A	A	A	
6	Prod secu	898397		Security Gua A	A	A	A	A	A	A	A	A	A	A	A	
	Grand Total				0	0	0	0	0	0	0	0	0	0	0	
P	Present full shift															
H	Present half shift															
N	Present for less than half shift															
A	Absent															

*Path: People Hub >> Residents >> Deleted Residents*



## People Hub

Residents

- Resident List
- UnRegistered Residents
- Move In Move Out Requests
- Tenant Management
- Main Gate Entry-Exit Report
- Club Gate Entry-Exit Report
- Deleted Residents**
- Rejected User Request Report
- GDPR Deletion Requests

People Hub >> Residents >> Deleted Residents

### Deleted User History

**Search:**

Building:

Flat:

Mobile:

Search
Reset search

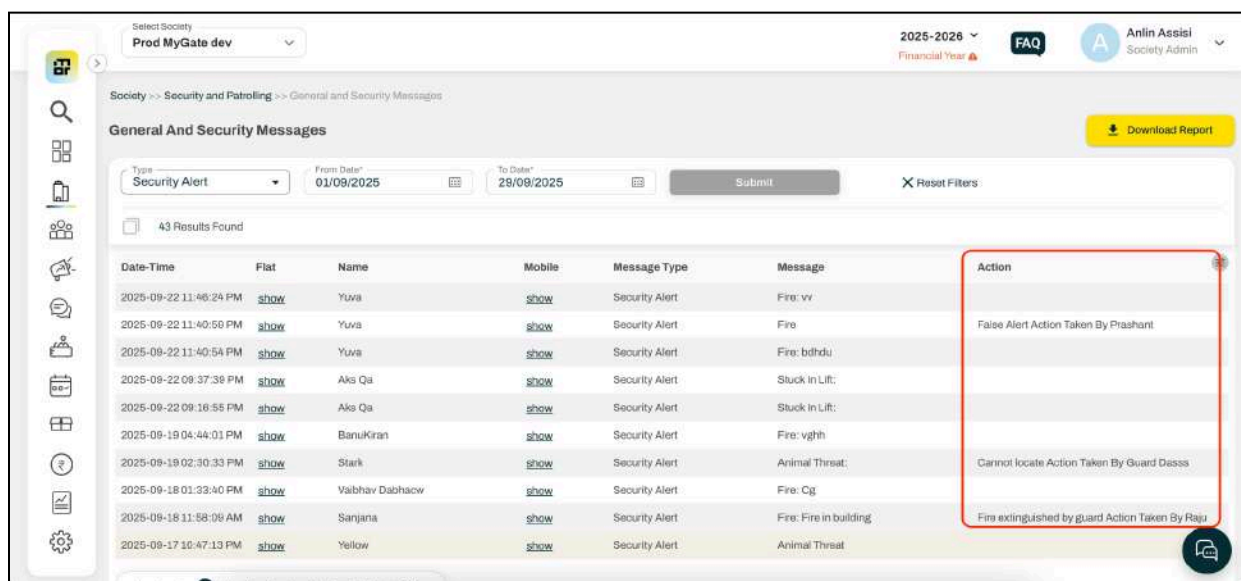
11231 results found.

Society	Flat	Name	User Type	Previous Status	Mobile	Email	Deleted Time	Deleted By
Prod MyGate dev	MMMO Refactor 11	Barukiran	Owner	Active	<a href="#">View</a>	<a href="#">View</a>	29-September-2025 05:13 pm	barukiran197locks@gmail.com
Prod MyGate dev	ACETECH 600	jyotichhvjchvvuwxhgdjzsfzsoyohshgthpvgixgthohshgihgohsigohgjcjkvhufux	Multi Tenant	Active	<a href="#">View</a>	<a href="#">View</a>	29-September-2025 03:26 pm	jyoti.chauwadi@mygate.in

## Guard Name & Action in the Incident Report

Path: Dashboard > Society > Security and Patrolling > General and Security Message

The incident report now displays Guard Name and Action Taken when closing incidents, providing complete visibility into security response activities in the General & Security messages report. We have added the "Guard Name" column showing which guard closed the incident and the "Action" column displaying the guard's selected response. These details are also available in the downloaded reports for the complete incident closure audit trail with guard accountability for better visibility into security response actions taken. This enhancement provides society admins with comprehensive incident management data.

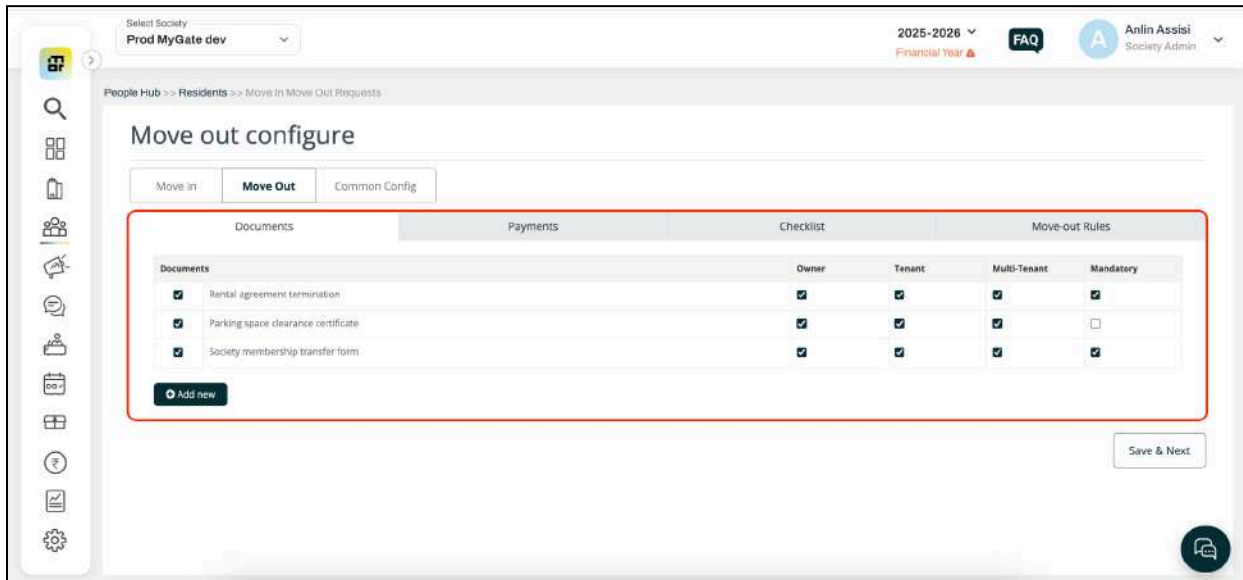


Date-Time	Flat	Name	Mobile	Message Type	Message	Action
2025-09-22 11:46:24 PM	<a href="#">show</a>	Yuva	<a href="#">show</a>	Security Alert	Fire: vv	
2025-09-22 11:40:50 PM	<a href="#">show</a>	Yuva	<a href="#">show</a>	Security Alert	Fire	False Alert Action Taken By Prashant
2025-09-22 11:40:54 PM	<a href="#">show</a>	Yuva	<a href="#">show</a>	Security Alert	Fire: btdhu	
2025-09-22 09:37:38 PM	<a href="#">show</a>	Aks Qa	<a href="#">show</a>	Security Alert	Stuck in Lift:	
2025-09-22 09:18:55 PM	<a href="#">show</a>	Aks Qa	<a href="#">show</a>	Security Alert	Stuck in Lift:	
2025-09-19 04:44:01 PM	<a href="#">show</a>	BanuKiran	<a href="#">show</a>	Security Alert	Fire: vghh	
2025-09-19 02:30:33 PM	<a href="#">show</a>	Starik	<a href="#">show</a>	Security Alert	Animal Threat:	Cannot locate Action Taken By Guard Dassa
2025-09-18 01:33:40 PM	<a href="#">show</a>	Valbhav Dabhaow	<a href="#">show</a>	Security Alert	Fire: Cg	
2025-09-18 11:58:06 AM	<a href="#">show</a>	Sanjana	<a href="#">show</a>	Security Alert	Fire: Fire in building	Fire extinguished by guard Action Taken By Raju
2025-09-17 10:47:13 PM	<a href="#">show</a>	Yellow	<a href="#">show</a>	Security Alert	Animal Threat	

## Documents configuration for Move-out requests

Path: People Hub >> Residents >> Move-IN Move Out Requests >> Configure >> Documents

Admins can now configure required documents for move-out requests, matching the functionality available for move-in processes and streamlining resident exit procedures. The documents can be configured based on user type and mandatory/optional settings, and these documents will also be visible on the dashboard for admin review. The admin can configure new documents based on society requirements by clicking on the "Add New" option. This will help in standardised document collection for move-out processes with flexible configuration based on user types and requirements for a consistent move-in/move-out experience for residents and admins, providing admins with complete control over required paperwork and verification procedures.



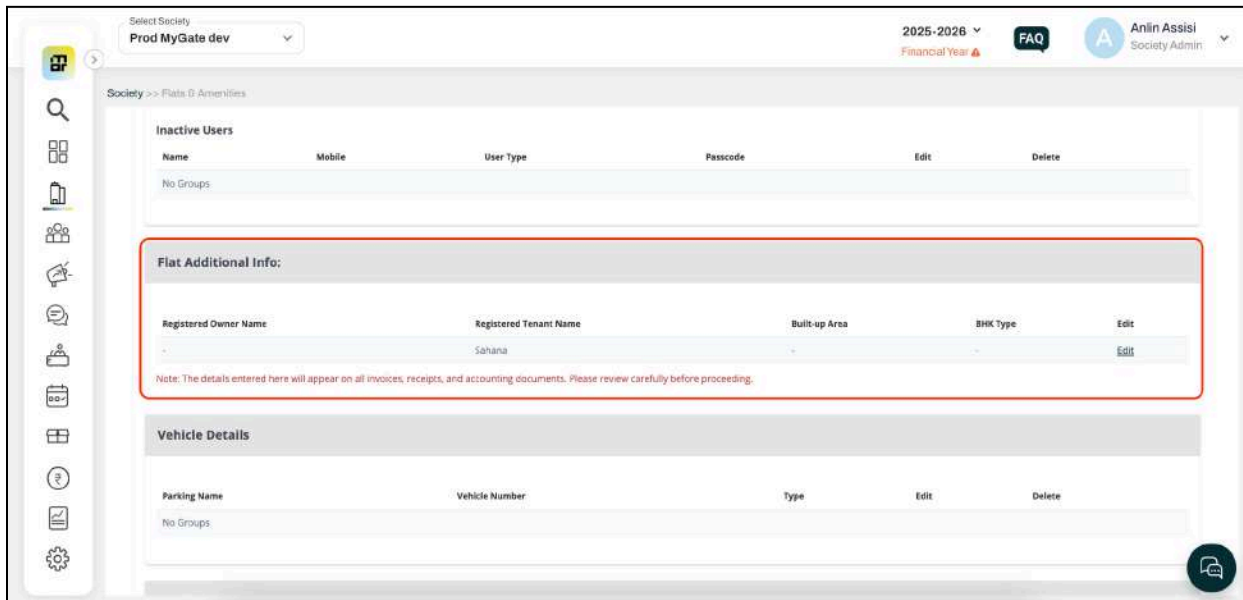
## Tenant addition notification to the Owner of the flat

Owners now receive automatic email notifications whenever tenants are added or removed from their flat, ensuring complete visibility of occupancy changes. Notifications are triggered when tenant registrations are approved by admins, and email alerts are sent when tenant move-in/move-out requests are approved. This improves transparency in tenant management processes with real-time awareness of occupancy changes for better security and accountability for flat access. This enhancement ensures owners stay informed about all tenant activities in their flat while maintaining streamlined communication workflows.

## Enhanced Flat Registration Labels and User Guidance

*Path: Dashboard > Society > Flats & Amenities > Click on the Flat name >> Scroll to Flat Additional Info >> Edit*

Updated terminology and added guidance notes in the flat edit page to improve clarity around registered occupant details and their usage in official documents. We have renamed "Primary Owner Name" to "Registered Owner Name" and "Primary Tenant Name" to "Registered Tenant Name". An educational note has also been added for enhanced user guidance in the flat edit page for better data accuracy. This will help in clearer terminology reflecting the official registration status, with reduced errors in official documentation through better guidance. This update ensures users understand the importance of registered occupant details and their impact on official society documentation and financial records.



## Resident App Updates

### New Homescreen

We released a new homescreen with the aim to declutter the interface and create a dedicated section with all key updates.

#### Quick Actions:

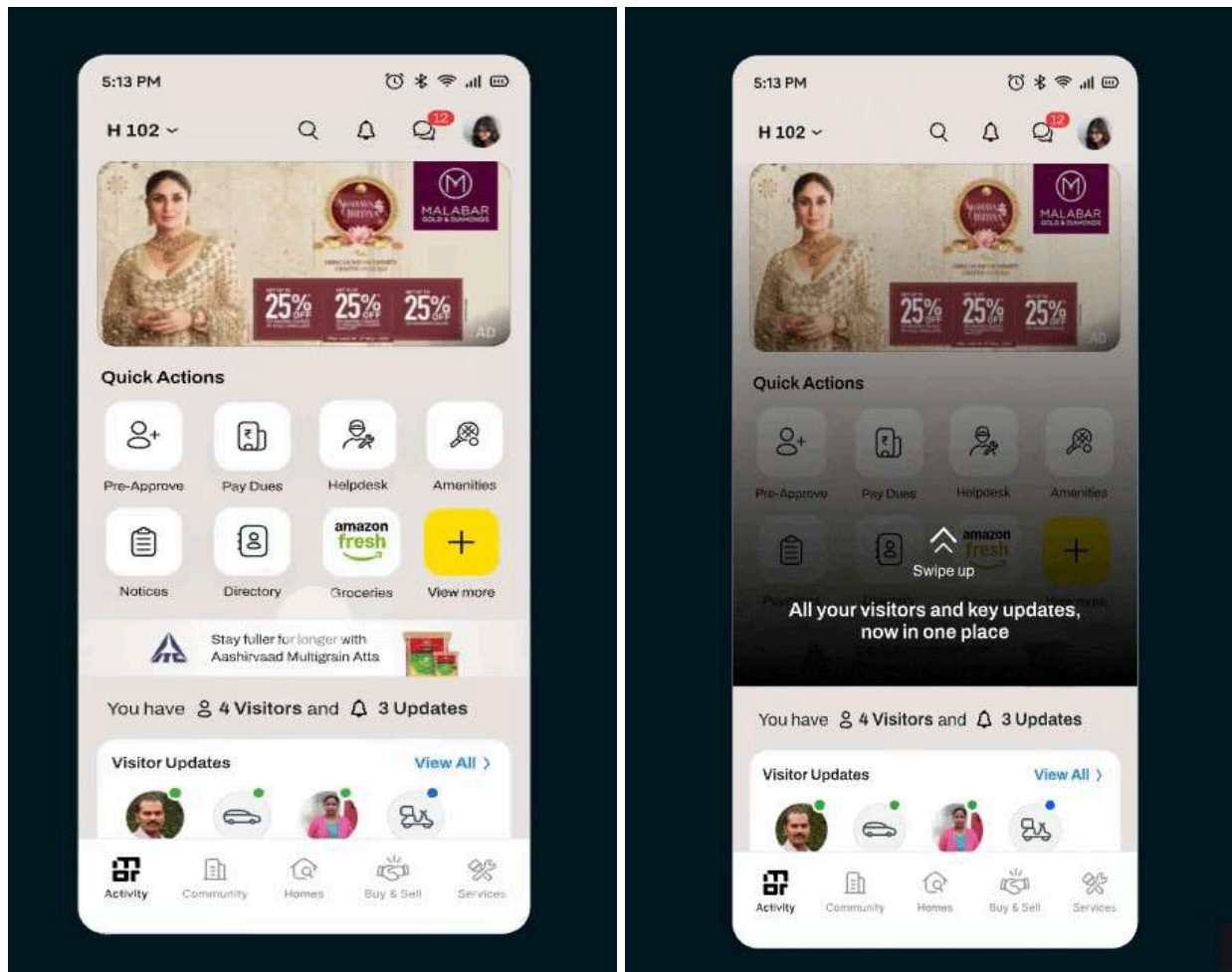
All your key actions are now grouped under one unified Quick Actions section. We've combined the utility carousel and +Create button into this new space for easier access. Tapping the Quick Actions + button opens a new page where you can:

- Navigate to key app features quickly
- Explore different categories
- Use global search to search for what you need

#### Updates Section:

The new Updates Section brings together all key updates including,

- Visitor entries and updates for the day
- Social feed and other notifications from notification center
- Dynamic spotlight updates



## Enhanced Incident Resolution: Guard Action Logging

### Objective

We've enhanced the **incident resolution workflow** for security guards to improve **accountability and transparency**.. Guards can now log the **specific actions taken** for each incident, providing residents and society admins with detailed resolution information.

### 1. Guard Action Selection

- When resolving an incident, guards are now **required to select at least one action** from a **pre-defined list** before marking it as resolved.
- Example action options by incident type:
  - **Fire:** Fire extinguished, Called Fire Brigade, False Alert, Evacuation → Informed Admin
  - **Stuck in Lift:** Lift door forced open, Manual key release, Lift repaired, Rescue operation used
  - **Animal Threat:** Animal captured, Animal left premises, Animal deceased, Cannot locate
  - **Visitor Threat:** Visitor detained, Visitor is out, False alert, Situation de-escalate, visitor banned
  - **Other/Tempered Lock:** Issue resolved, Temporary fix, Reported to Admin, No action required, False alert, Others

## 2. Resident Visibility

- Residents receive notifications when a guard marks an incident as resolved:
  - Example: *“Guard CHANDAN has marked the security alert as resolved”*
  - Clicking the notification opens the activity card, showing the **“Action Taken”** field with details logged by the guard.

## 3. Admin & Dashboard Access

- Society admins can now view **detailed guard actions** for each incident via the dashboard.
- Ensures better tracking, reporting, and follow-up on incidents.