

ERP Dashboard Updates (Apr' 2026)

Helpdesk Staff can now reassign tickets using the Saarthi App!

Path: Saarthi App >> Helpdesk Ticket Detail

Helpdesk staff can now reassign tickets directly through the Saarthi App. This is especially useful in scenarios where a staff member's shift is ending and a ticket gets assigned to them at that time. Instead of delaying resolution, the ticket can now be reassigned immediately to an available team member.

Ticket reassignment is supported only for staff members mapped to the respective ticket category. This ensures that tickets are reassigned only to eligible staff configured for that category.

Benefits:

1. Enables faster ticket handling and reduces resolution delays
2. Ensures smooth shift handovers between helpdesk staff
3. Improves operational efficiency by allowing reassignment on the go through Saarthi

**This is a setting based feature, setting available to the admin on the dashboard*

Select Society
The North Tower

2026-2027
Financial Year

FAQ

Rushika
Central CS

Help Desk >> Settings

Saarthi Settings

- Enable OTP based ticket resolution by staff**
(Note: When enabled, staff (eg. plumber, electrician etc) can resolve tickets on Saarthi app using the 4 digit OTP provided by the resident.)
- Enable self-assignment of tickets through Saarthi**
(Note: Once enabled, staff can self-assign newly created tickets directly through the Saarthi app. Please ensure the staff is mapped to their relevant category via the Society Staff Edit section before enabling the setting. * 33/50 staff not mapped in Society Staff table)
- Restrict visibility of staff comments to residents.**
(Note: When enabled, staff (eg. plumber, electrician etc) comments on Saarthi will only be visible to admin/manager.)
- Enable staff to raise tickets through Saarthi**
(Note: Once enabled, staff will be able to create tickets for their categories directly through the Saarthi app, and those tickets will be auto-assigned to them. Please ensure the staff is mapped to their relevant category via the Society Staff Edit section before enabling the setting. * 33/50 staff not mapped in Society Staff table.)
- Enable re-assignment of tickets through Saarthi**
(Note: Once enabled, staff can reassign the tickets tagged to them to other helpdesk staff within same category directly through the Saarthi app. Please ensure the staff is mapped to their relevant category via the Society Staff menu before enabling this setting. * 33 out of 50 helpdesk staff not mapped in society staff table.)

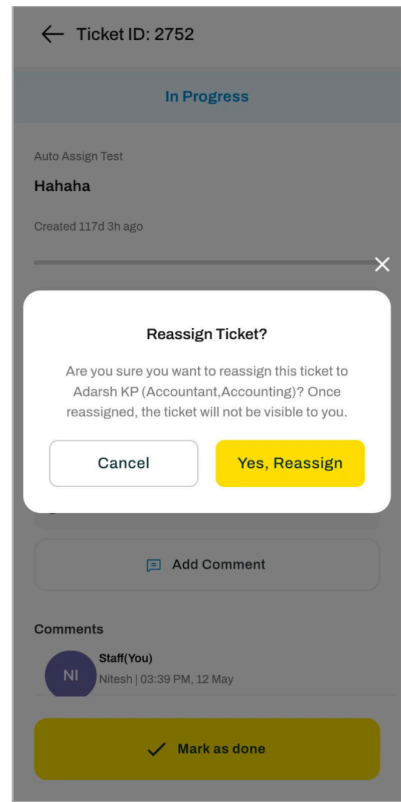
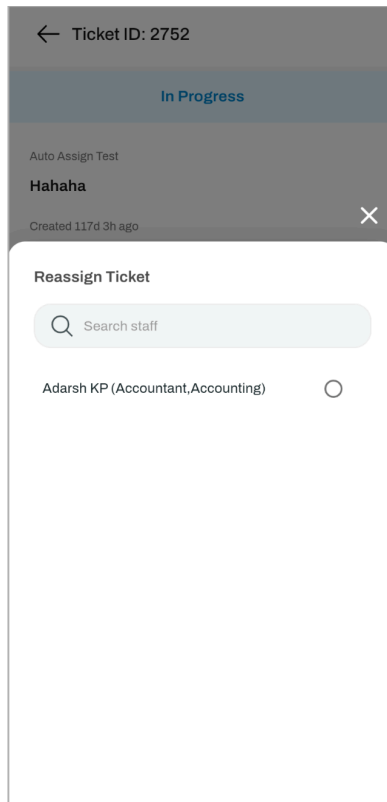
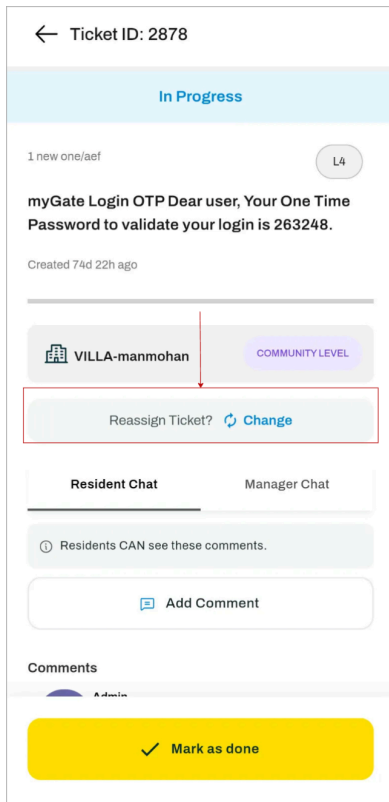
Auto Assignment Settings

- Enable staff availability based auto assignment**
(Note: Once enabled, auto assignment will work based on the availability of staff inside the society. Please ensure the staff is mapped to their Mygate passcode via the Society Staff Edit section before enabling the setting. * 44/50 staff not mapped in Society Staff table. Auto-ticket assignment based on Round Robin will not apply to MEMBERS when this setting is enabled.)

Comment Template

+ Add Comment Group

+ Add Comment Template



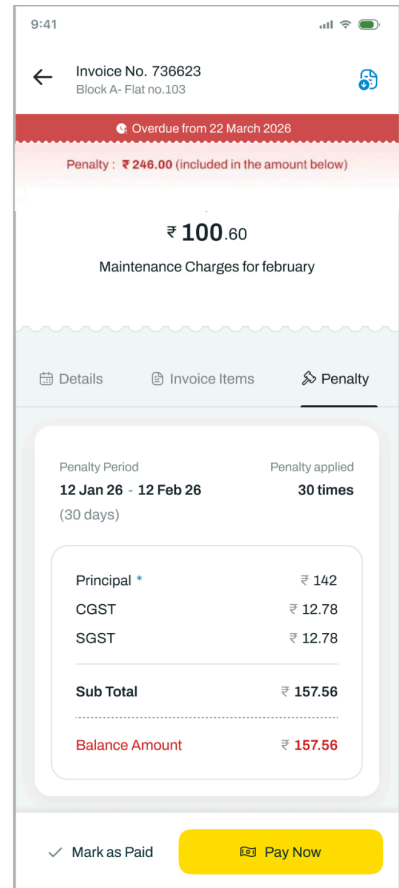
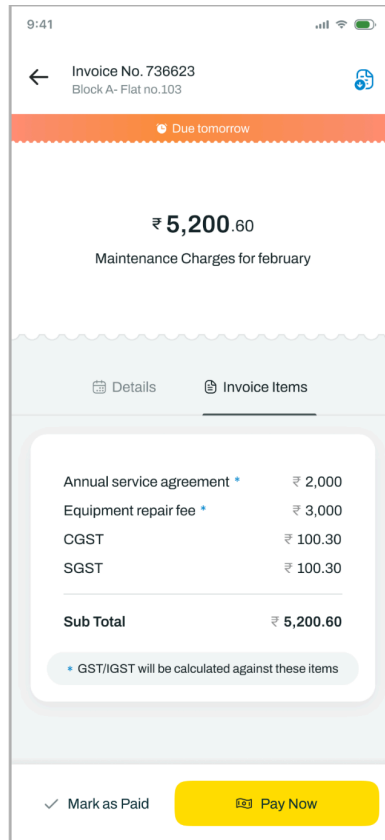
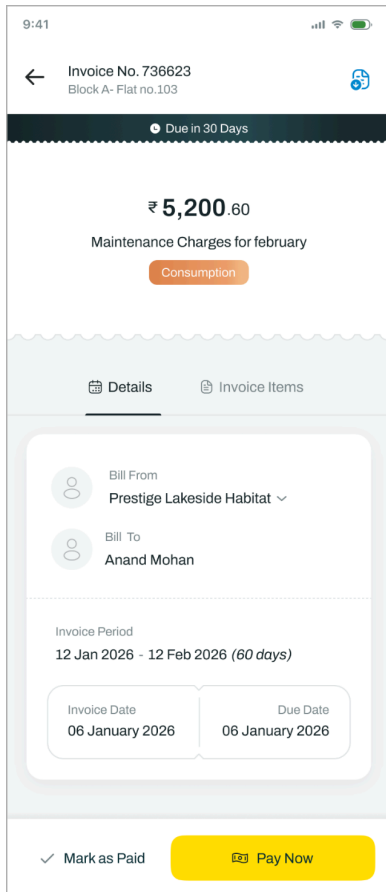
Society Dues - New & refreshed Invoice Detail Page on the App!

Path: Mygate App >> Payments >> Society Dues >> Invoice Detail Page

The Invoice Detail page has been revamped to align with the latest refinements in the Society Dues module. The updated experience offers a cleaner and more structured layout, improving readability and navigation for residents.

Key updates are as follows :

1. Primary details such as the balance amount to pay, the status of the invoice, invoice type, etc. have been prioritized and kept at the top.
2. The page loads by default onto the 'Invoice Items' tab so that the resident can easily review the charges he/she is being billed for.
3. Under the 'Details' tab, information such as biller name, house owner's name, and invoice period have freshly been added.
4. Finally, a summary of late payment interest/fine has been incorporated under the 'Penalty' tab. This would help the resident understand the charges, without needing to contact society office.



Non-members can now be separately reminded about their dues!

Path: Dashboard >> Accounts >> Dues and Receipts >> Dues Tracker >> Send Reminder

All debtors, both members and non-members, in a society get billing through a common invoicing module on Mygate. Similarly, non-payment reminders have traditionally been sent collectively, which may lead to unnecessary communication to non-members.

This update introduces a filter layer for all reminder types - dues reminder, overdue reminder, dues statement, and account statement. The accountant or treasurer can now choose to send the desired communication only to members, only to non-members, or both. The existing granular unit or party level selection has also been preserved and integrated with this new filter.

For Accountants and Treasurers:

1. Send targeted reminders to the right group without unnecessary communication
2. Better control over dues follow-up with flexible filtering options

Dues Reminder

Threshold Amount:

Bill plan:

Notification via: Email Sms/App Notifications

Select House: All Members only Non-Members only
Only Non-Members will receive this reminder

Overdues Defaulter

Threshold Amount:

Select Bill Plan:

Send To: All Members only Non-Members only
Defaulter will be sent to only Non-Members crossing threshold

Send via: Email Sms Mygate Notice

Key updates to manage the society's amenities smartly!

Path: Dashboard >> Amenity >> Settings

Managing amenity bookings is now smarter with automatic cancellation of unpaid bookings within hours and the ability to configure captcha settings at the individual amenity level for better control.

1. “I will pay later” mode now available for amenities with Security Deposit!

Residents can now book amenities with a security deposit using the “I will pay later” payment mode. Previously, this payment option was not available for amenities that required a security deposit.

With this enhancement, the booking will remain in a Pending state until the resident completes payment for both the booking amount and the security deposit. Payment of only one component will not confirm the booking.

Admins will also be able to view the booking payment status and security deposit payment status separately on the dashboard for better tracking and visibility.

Select Society Sync2 Test UL		2026-2027 Financial Year	FAQ	Navashree Society Admin				
Amenities >> Bookings								
11 (+ Add-ons)	Block-AA-101A (Tej Kiranjit)	16-05-26	Full Day	Pending	05-05-2026 06:04:06 PM	05-05-2026 06:04:06 PM	Payment Pending : ₹82.60 Deposit Pending (Rs 50.00)	Edit Reject
11 (+ Add-ons)	C-3035 (anudeep)	14-05-26	Full Day	Pending	05-05-2026 05:11:54 PM	05-05-2026 05:12:39 PM	Payment Pending : ₹82.60 Deposit Pending (Rs 50.00)	Edit Reject
11 (+ Add-ons)	C-3035 (anudeep)	17-01-27 - 23-01-27	Full Day	Pending	05-05-2026 05:07:51 PM	05-05-2026 05:08:43 PM	Payment Pending : ₹578.20 Deposit Pending (Rs 50.00)	Reject
11 (+ Add-ons)	C-3035 (anudeep)	12-05-26	Full Day	Pending	05-05-2026 05:05:22 PM	05-05-2026 05:05:25 PM	Payment Pending : ₹132.60	Approve Reject
11 (+ Add-ons)	A-3733 (Owner)	03-01-27 - 09-01-27	Full Day	Pending	05-05-2026 04:54:28 PM	05-05-2026 04:54:28 PM	Payment Pending : ₹165.20 Deposit Pending (Rs 50.00)	Reject
A-Badminton Court	A-3733 (Owner)	01-07-26 - 30-07-26	Full Day	Pending	05-05-2026 04:25:43 PM	05-05-2026 04:43:19 PM	Payment Pending : ₹354.00 Deposit Pending (Rs 10.00)	Reject
A-Badminton Court	A-3733 (Owner)	01-06-26 - 30-06-26	Full Day	Pending	05-05-2026 04:23:30 PM	05-05-2026 04:23:30 PM	Payment Pending : ₹10.00	Approve Reject
A-Badminton Court	A-3733 (Owner)	30-05-26	Full Day	Pending	05-05-2026 04:21:55 PM	05-05-2026 04:21:55 PM	Payment Pending : ₹33.60	Approve Edit Reject
A-Badminton Court	A-3733 (Owner)	13-05-26	Full Day	Confirmed	05-05-2026 04:14:59 PM	05-05-2026 04:15:15 PM	PAID (Rs 23.60) Deposit Collected (Rs 10.00)	Edit Reject
001 redirection edit test (+ Add-ons)	1-12 (abhishek)	24-05-26	8:30 PM - 9 PM	Confirmed	05-05-2026 04:11:22 PM	05-05-2026 04:11:37 PM	PAID (Rs 11.80) Deposit Collected (Rs 50.00)	Edit Reject
11	B-2 (Owner)	27-12-26 - 02-01-27	Full Day	Pending	22-04-2026 03:55:14 PM	22-04-2026 03:55:25 PM	Deposit Pending (Rs 50.00)	Reject

2. Approval-Based Booking Flow for Paid Amenities

A new setting has been introduced for paid amenities, enabling societies to configure an approval-first booking flow. With this feature, residents can place a booking request without making the payment immediately, and the booking will first go to the admin for approval.

Once the admin approves the request, the resident will be notified to complete the payment in order to confirm the booking. Until the payment is completed, the booking will remain pending.

This feature is especially useful for societies where amenity usage requires manual review or approval before confirmation, such as bookings with special requirements, limited availability, or dynamic pricing scenarios.

Select Society: **The North Tower** | 2026-2027 Financial Year | Rushika Central CS

Amenity Settings

Amenity List

Sr.No.	Title
1	ABCD
2	Badminton Court
3	Badminton court 5
4	Badminton VCourt 65
5	Banquet Hall
6	banquet hall 1
7	basket ball court
8	Board Room
9	Club Hall
10	Club Zone

Settings:

- Paid
- GST
- Online Account Number: 50100661891412 - HDFC0002859 | HDFC BANK
- HSN/SAC: 998568
- Tax rate: 18.00
- Booking on Admin Approval Only

Note: To enabled bulk booking minimum value of the settings are: [Check Rules](#)

Day	From Time	To Time	Amount to Paid *	Extra Charges (Tenant)
All Days	09:00	10:00	5000.00	1000.00
<input checked="" type="checkbox"/> Differential Rates (Tenants)				
All Days	10:00	11:00	5000.00	5000.00
<input checked="" type="checkbox"/> Differential Rates (Tenants)				

Bookings will be sent for admin approval before payment. Residents can complete the payment after approval.

Select Society: **Sync2 Test UL** | 2026-2027 Financial Year | Navashree Society Admin

Amenities >> Bookings

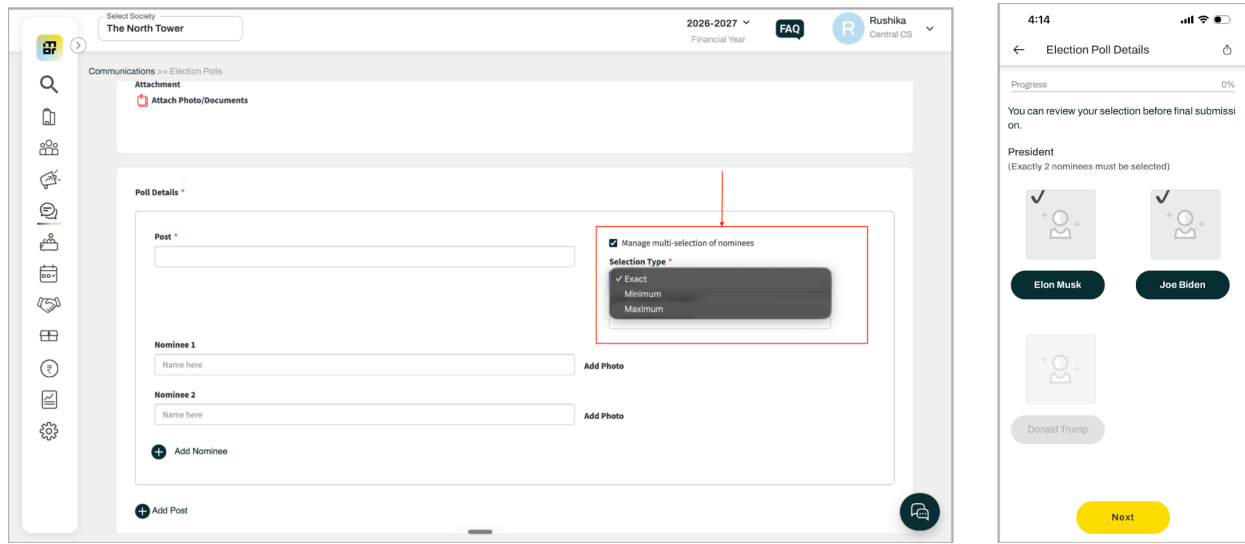
ID	Block	Date	Duration	Status	Start Time	End Time	Payment	Action
11 (+ Add-ons)	Block-AA-101A (Tej Kiranjit)	16-05-26	Full Day	Pending	06:04:06 PM	06:04:06 PM	Payment Pending : ₹82.60 Deposit Pending (Rs 50.00)	Edit Reject
11 (+ Add-ons)	C-3035 (anudeep)	14-05-26	Full Day	Pending	05:11:54 PM	05:12:39 PM	Payment Pending : ₹82.60 Deposit Pending (Rs 50.00)	Edit Reject
11 (+ Add-ons)	C-3035 (anudeep)	17-01-27 - 23-01-27	Full Day	Pending	05:07:51 PM	05:08:43 PM	Payment Pending : ₹578.20 Deposit Pending (Rs 50.00)	Reject
11 (+ Add-ons)	C-3035 (anudeep)	12-05-26	Full Day	Pending	05:05:22 PM	05:05:25 PM	Payment Pending : ₹132.60	Approve Reject
11 (+ Add-ons)	A-3733 (Owner)	03-01-27 - 09-01-27	Full Day	Pending	04:54:28 PM	04:54:28 PM	Payment Pending : ₹165.20 Deposit Pending (Rs 50.00)	Reject
A-Badminton Court	A-3733 (Owner)	01-07-26 - 30-07-26	Full Day	Pending	04:25:43 PM	04:43:19 PM	Payment Pending : ₹354.00 Deposit Pending (Rs 10.00)	Reject
A-Badminton Court	A-3733 (Owner)	01-06-26 - 30-06-26	Full Day	Pending	04:23:30 PM	04:23:30 PM	Payment Pending : ₹10.00	Approve Reject
A-Badminton Court	A-3733 (Owner)	30-05-26	Full Day	Pending	04:21:55 PM	04:21:55 PM	Payment Pending : ₹33.60	Approve Edit Reject
A-Badminton Court	A-3733 (Owner)	13-05-26	Full Day	Confirmed	04:14:59 PM	04:15:15 PM	PAID (Rs 23.60) Deposit Collected (Rs 10.00)	Edit Reject
001 redirection edit test (+ Add-ons)	1-12 (abhishek)	24-05-26	8:30 PM - 9 PM	Confirmed	04:11:22 PM	04:11:37 PM	PAID (Rs 11.80) Deposit Collected (Rs 50.00)	Edit Reject
11	B-2 (Owner)	27-12-26 - 02-01-27	Full Day	Pending	03:55:14 PM	03:55:25 PM	Deposit Pending (Rs 50.00)	Reject

Flexible Nominee Selection Rules for Society Elections

Path: Dashboard >> Communications >> Election Polls >> Create New Election

Admins can now configure minimum, maximum, or exact nominee selection limits for positions in election polls with multiple nominee selection.

This enhancement allows societies to define clearer voting rules for each position by specifying the exact number of nominees residents can elect, or by setting a minimum and maximum selection range. The configured rules will be enforced during voting on the resident app, ensuring residents cast valid votes as per the society's election requirements.



Custom Roles' Access to the Admin Console on Mygate App

Path: Mygate App >> People Hub >> Admin User List >> Manage Roles

Custom roles can now access the Admin Console on the Resident App. Access to widgets and features within the Admin Console will be governed by the respective module permissions configured on the dashboard.

For example, if a custom role has access to the purchasing section under the Accounts module on the dashboard, the same role will also receive access to the corresponding Purchase Approval widget within the Admin Console on the app.

This enhancement ensures consistent permission mapping across platforms while enabling custom role users to access relevant admin functionalities directly through the app.

Support added for Multiple Prepaid Meters per House!

Path: Dashboard >> Society >> Utility Meters

Mygate now supports a multi-meter setup under the prepaid meter functionality. This means a single house can now have multiple prepaid meters (electricity, gas, water, etc.) linked to it, even if the meters belong to the same or different vendors.

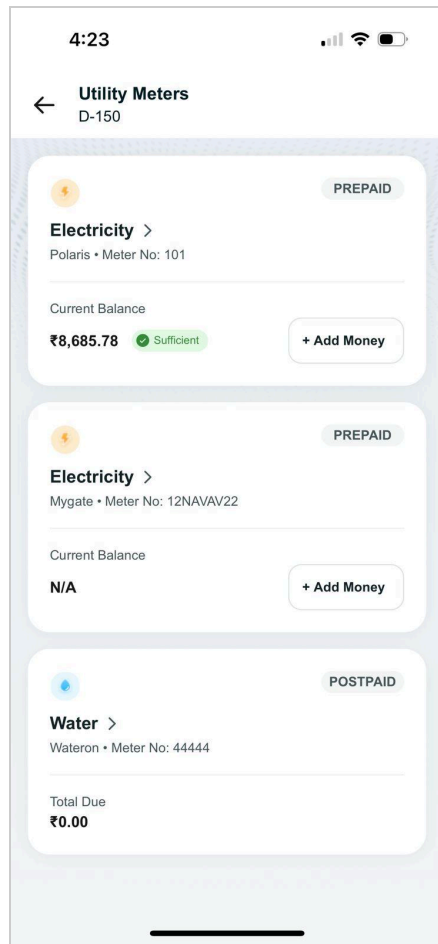
Residents will be able to manage each meter independently through the app, including functions such as:

1. Recharge
2. Viewing daily consumption readings
3. Accessing meter-specific details and transactions

To configure a multi-meter setup, admins need to:

1. Add a new meter setting for the additional meter/vendor
2. Upload the corresponding meter and house mapping data

Once configured, residents will see separate entry points for each meter within the app and can perform all relevant prepaid meter actions individually for each connection.



Various types of utility meters can be onboarded for the same house

Reconciliation interface made simpler for accountants

Path: Dashboard >> Accounts >> Bank Accounts >> Bank Reconciliation >> Manual Reconciliation

Bank reconciliation is a key activity that should be completed by the society office in a timely manner. Skipping this can lead to ledger balance mismatches and suspense entry issues piling up until the account becomes unmanageable. Given the critical nature of this module, the interface has been updated to improve page structure and data representation.

The reconciliation table now has appropriate space dedicated to its columns, removing the need for frequent horizontal and vertical scrolling. The entry reconciliation status and corresponding action columns have also been merged with clearer messaging for easier navigation.

For Accountants:

1. Less scrolling with improved use of screen space
2. Clearer status messaging for faster reconciliation actions

Bank Reconciliation for ICICI Bank- [REDACTED] from 01-05-2026 to 13-05-2026

Note: Please check for any un-reconciled entries outside the date range you have selected.

Verify Manual Entry Add bank date

Opening Ledger Balance 1,06,85,107.61	Closing Ledger Balance 58,31,697.79	Reconciled Bank Balance 6,422,913.38
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Status: All Entry Type: All Search: Show 10 entries

Select	Date	Doc & No	Description	Cheque / UTR / Ref	Debit (Rs)	Credit (Rs)	Status & Actions
<input type="checkbox"/>	09-05-2026	Journal Voucher - 105308	Being Purchase Table Tennis Racket For New Game Zone Invoice No-DELS-46C Invoice Date-27-04-2026 & Being Purchase Table Tennis...			4,035.00	Add Bank Date Unreconciled
<input type="checkbox"/>	09-05-2026	Payment Voucher - 4109	Bank / Paid Against Book Expense: 3261	Cheque No: 003613 Ref: Being pest control charges month of Apr-26		17,400.00	Add Bank Date Unreconciled
<input type="checkbox"/>	09-05-2026	Payment Voucher - 4110	Bank / Paid Against Book Expense: 3262	Cheque No: 003610 Ref: Being Business support fee for accounting supervises month of Apr-2026		43,200.00	Add Bank Date Unreconciled
<input type="checkbox"/>	10-05-2026	Dues Receipt - 35582 (Tower 1-13B)	Mygate App Payment Against Cam Tax Invoice (Apr'2026 To June'2026) (Inv No - 159116) & 3 Other Invoice(S)...	UTR No: [REDACTED]	56,169.14		11-05-2026 Edit Reconciled
<input type="checkbox"/>	10-05-2026	Dues Receipt - 35584 (Building 5-6A)	Bank Electronic Fund Transfer (EFT) Desc: NEFT-SBIN326130920501-SIENNA...	Ref: SBI [REDACTED]	11,715.08		10-05-2026 Edit Reset Reconciled
<input type="checkbox"/>	10-05-2026	Dues Receipt - 35585 (Building 3-8B)	Bank Electronic Fund Transfer (EFT) Desc: NEFT-HDFCH00988848772-DEBMALYA...	Ref: HDFC [REDACTED]	17,700.00		10-05-2026 Edit Reset Reconciled
<input type="checkbox"/>	10-05-2026	Payment Voucher - 4111	Bank / Paid Against Book Expense: 3263	Cheque No: 003615 Ref: Being payment for AMC charges for CVM (2nd quarter) Period -08-05-2026		43,500.00	Add Bank Date Unreconciled

UI made simpler for Opinion Poll Listing & Creation on Dashboard!

Path: Communications >> Opinion Polls

The Opinion Poll listing page and poll creation form have been revamped to provide a cleaner, more organized, and efficient experience for admins. These improvements focus on better visibility of important information, reduced cognitive load, and faster poll configuration.

Key enhancements include:

1. A new filter to easily identify admin-created polls
2. Important details such as poll status and poll type are now visible directly in the listing table for quicker access.
3. The poll creation form has been reorganized into structured sections, with related settings grouped together for easier navigation and configuration

These changes help admins create and manage polls more efficiently while improving overall usability.

Select Society: Mygate Dev Staging | 2026-2027 Financial Year | Navashree Society Admin

Communications >> Opinion polls

Opinion Poll Create New Poll

Question Search Admin Created Poll

Poll Question	Participants	Poll Status	Poll Type	Created Date & Time	Scheduled Date & Time	Expiry Date & Time	Result Publication Date & Time	Created By	Action
6s6	All Owners, All Tenants	Ongoing	Normal	30-04-2026 04:21:52 PM	30-04-2026 04:21:52 PM	-	Immediately after Response	Ajayy (Admin)	View Results Delete
ysus	All Owners, All Tenants	Ongoing	Normal	30-04-2026 04:21:07 PM	30-04-2026 04:21:07 PM	-	Immediately after Response	Ajayy (Admin)	View Results Delete
yyyv	All Owners, All Tenants	Ongoing	Normal	24-04-2026 03:44:17 PM	24-04-2026 03:44:17 PM	-	Immediately after Response	Anshul Raina (Admin)	View Results Delete
hi	All Owners, All Tenants	Unapproved	Normal	16-04-2026 12:22:49 PM	16-04-2026 12:22:49 PM	-	Immediately after Response	Yuvr	View Results Delete
test	All Owners, All Tenants	Rejected	Normal	16-04-2026 10:07:54 AM	16-04-2026 10:07:54 AM	-	Immediately after Response	Yuvr	View Results Delete
poll	All Owners, All Tenants	Ongoing	Normal	07-04-2026 06:11:31 PM	07-04-2026 06:11:31 PM	-	Immediately after Response	Sai Teja Bolla	View Results Delete
ssd	All Owners, All Tenants	Ongoing	Normal	06-04-2026 05:35:31 PM	06-04-2026 05:35:31 PM	-	Immediately after Response	Sai Teja Bolla	View Results Delete
test poll	All Tenants, All Owners	Expired	Normal	06-04-2026 04:54:37 PM	-	08-04-2026 04:50:00 PM	Immediately after Response	Vivek Kashyap (Admin)	View Results Delete
test	All Owners, All Tenants	Ongoing	Normal	06-04-2026 01:37:21 PM	06-04-2026 01:37:21 PM	-	Immediately after Response	Yuvr	View Results Delete
test	All Owners, All Tenants	Ongoing	Normal	06-04-2026 01:29:44 PM	06-04-2026 01:29:44 PM	-	Immediately after Response	Yuvr	View Results Delete

Select Society: Mygate Dev Staging | 2026-2027 Financial Year | Navashree Society Admin

Communications >> Opinion polls

Poll Question *
 Description *
 Expiry Date & Time *
 Participants *

Configure Poll Options

Option 1 *

Option 2 *

[Click here to add more options](#)

Manage Poll Schedule and Result Dates

Schedule Poll

Send Now Custom Date & Time

Publish Results to Residents

Immediately after response Custom Date and Time

Restrict society tenants from getting invoice-related communications

Societies raise invoices to collect funds for staff salaries and common area maintenance. These invoices can generally be paid by either the owner or the tenant residing at a given point in time. However, in certain regions such as Pune, societies mandate that the onus of bill payments falls only on the house owner, and tenants should not receive any communication regarding new invoices or pending dues reminders. This update addresses that requirement.

Once enabled, invoice generation notifications, due and overdue reminder notifications, and defaulter notices are stopped for tenants. The app home page spotlight, community page updates, and payments widget are also removed from the tenant's app interface. The Society Dues landing page will not display any billing information and will instead show a message setting the appropriate context.

For Admins and Treasurers:

1. Ensure billing communications reach only the responsible party - the house owner
2. Comply with region-specific society bylaws around invoice responsibilities

**This is a setting based feature and can be activated for a society by reaching out to the Mygate relationship manager*