



NEW Onboarding

 **GLOCMS**
COMMUNITY APP

Brought to you by

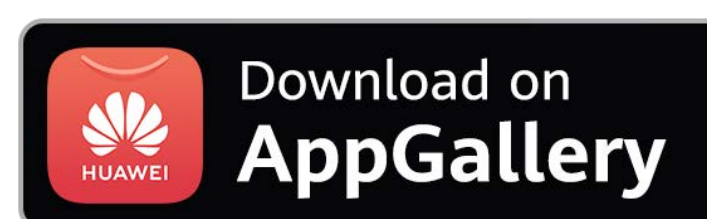
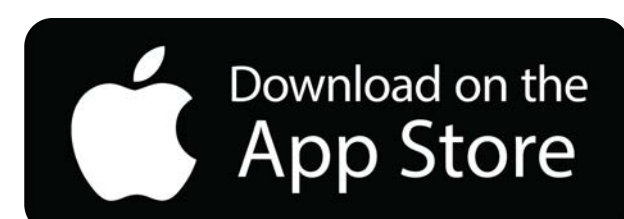
GLOVENT
SOLUTIONS

Download the GLO CMS Community App

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

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

The app is free to use.



User Guide Sections

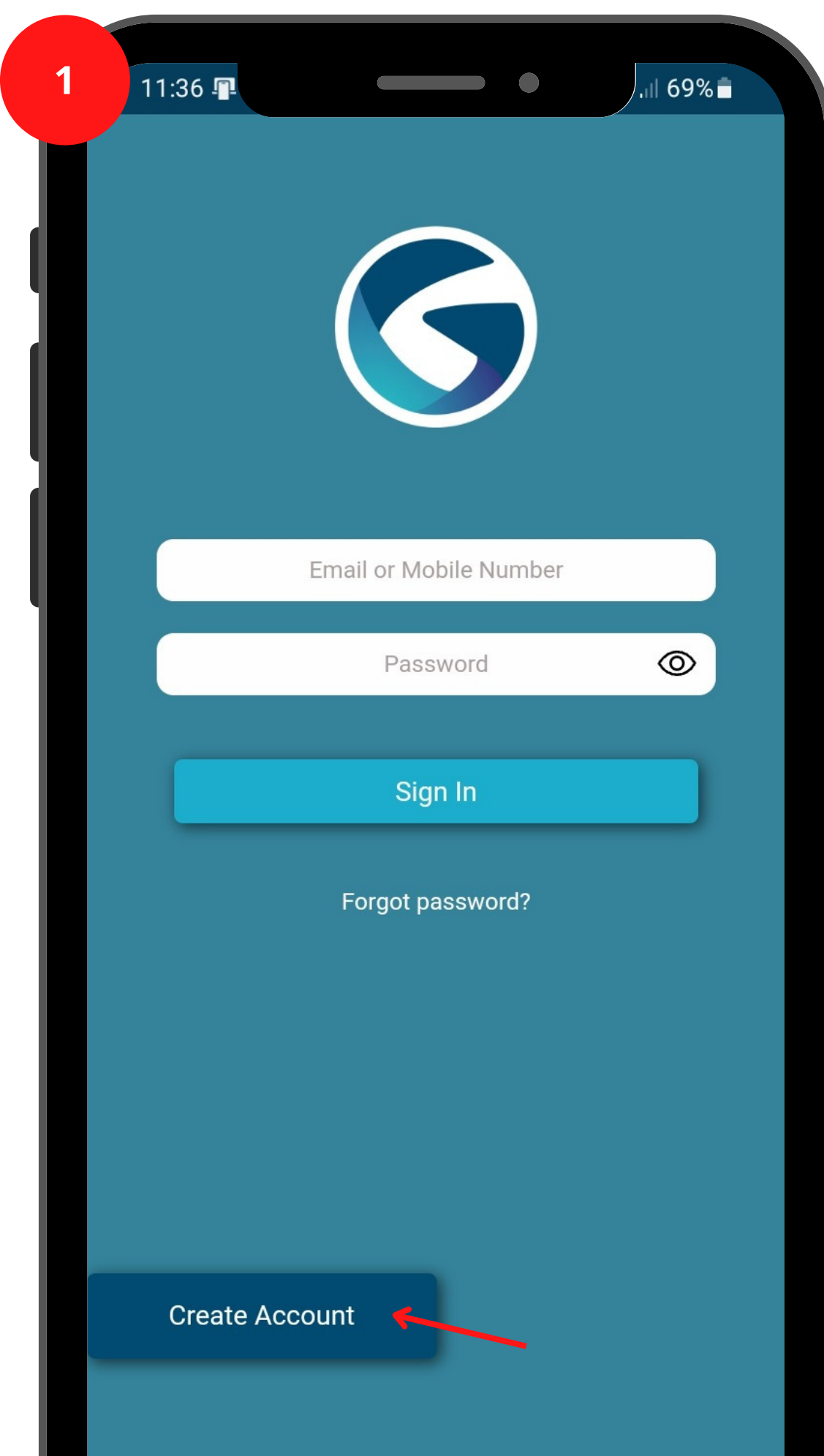
1. Create an Account
 - a) If your community sent you an invite
 - b) If you request to join a community
2. How to verify your account at a later stage
3. Reset Your Password
4. Join a Community
5. Recommend a person to your community

Contact your HOA for further assistance.

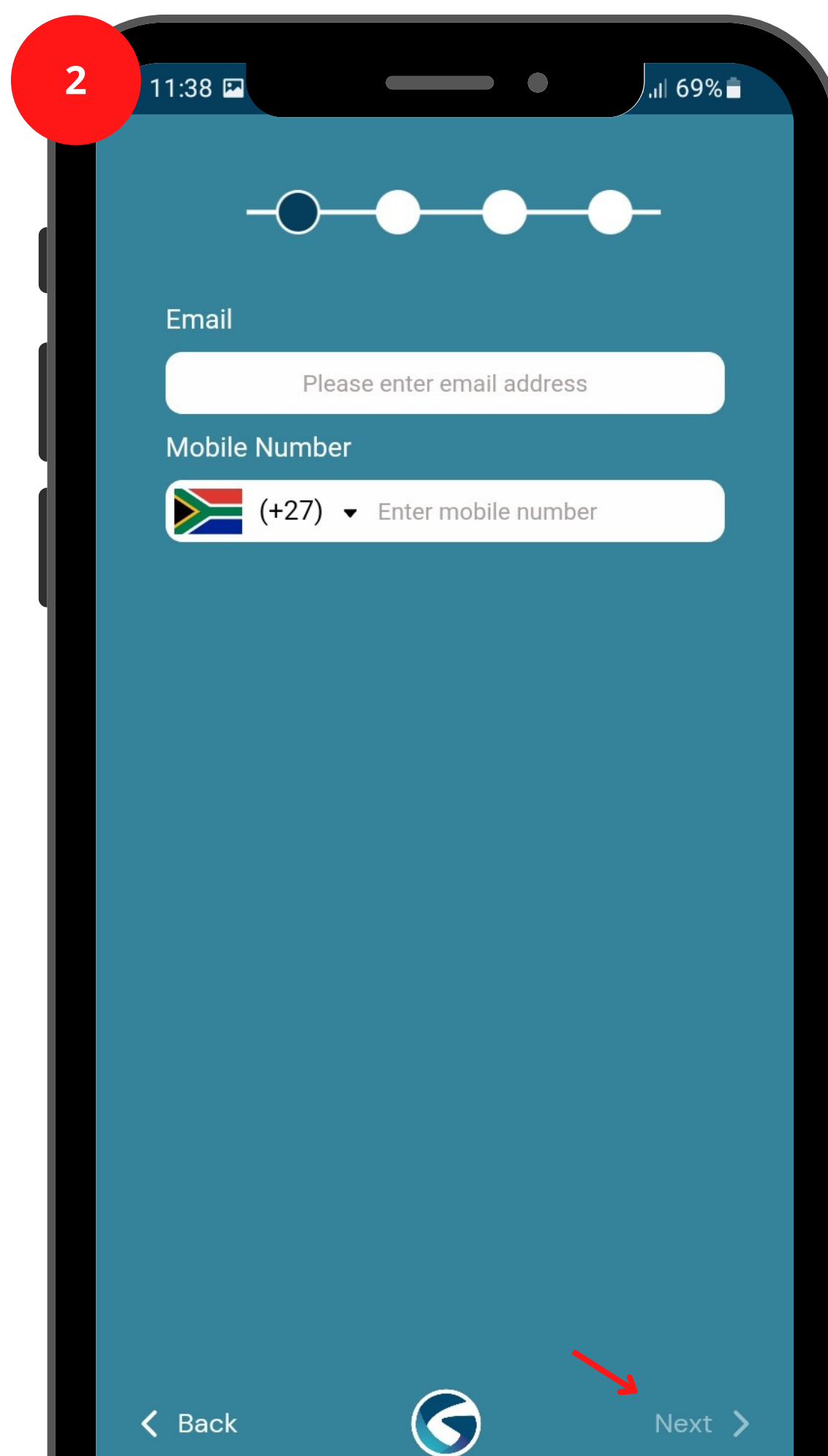


Users will only need to keep one profile updated and that profile can be synced through to various communities and other users.

1. Create Account

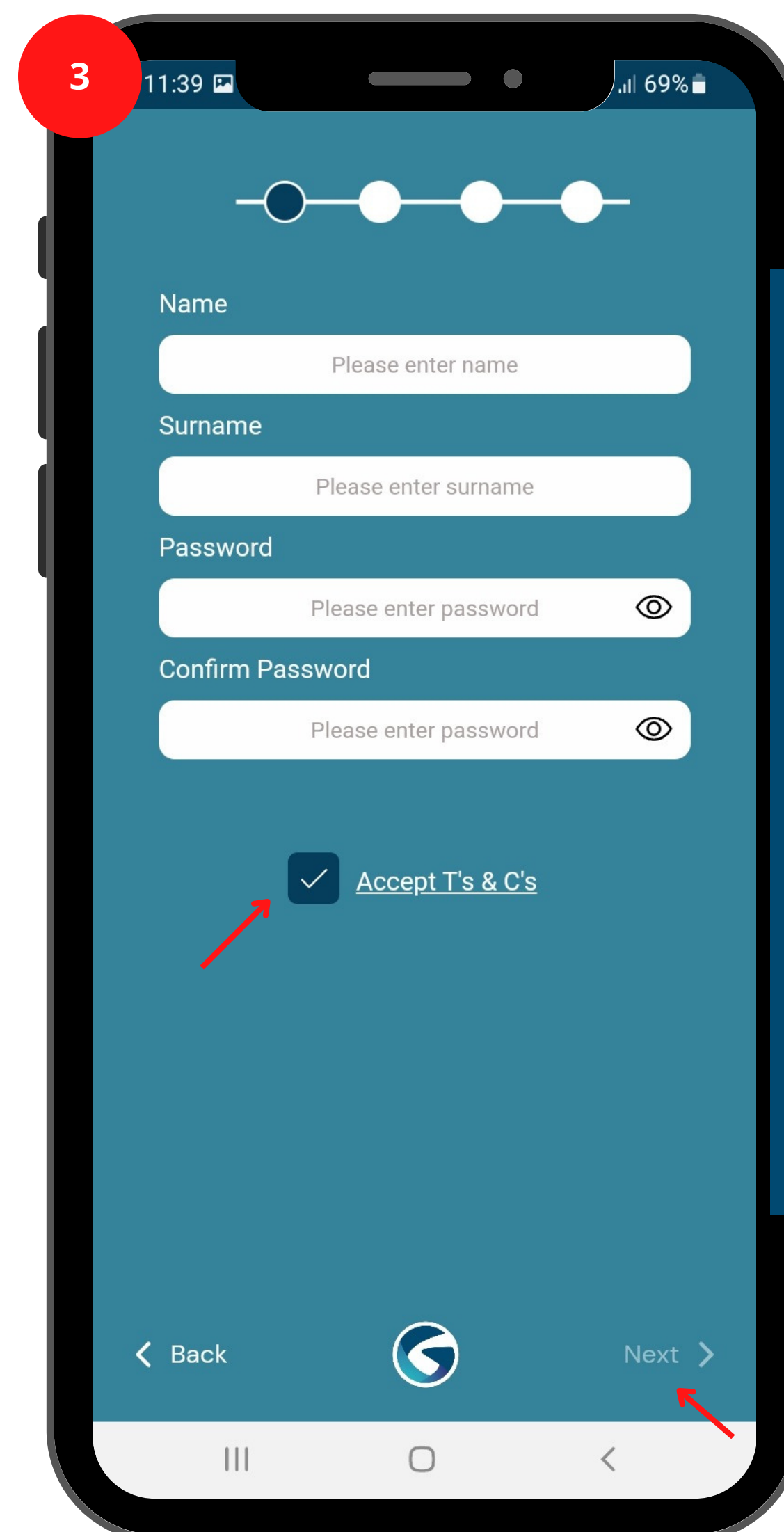


- Open the GLO CMS Community App
- Click on Create Account



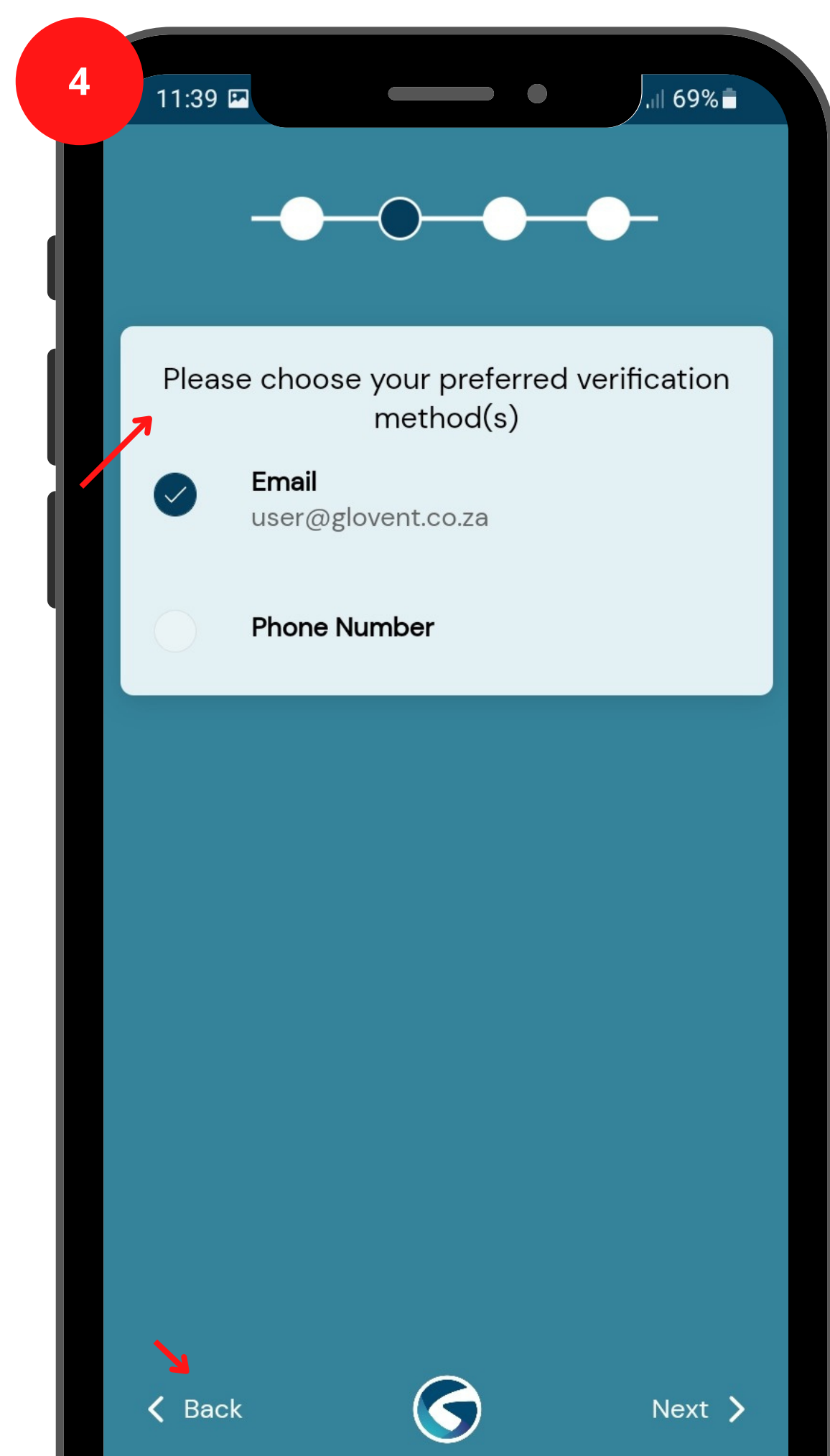
- Fill in either your Email Address or Mobile Number, or both if you prefer. One of these is required for verification purposes.

- Select the Next button

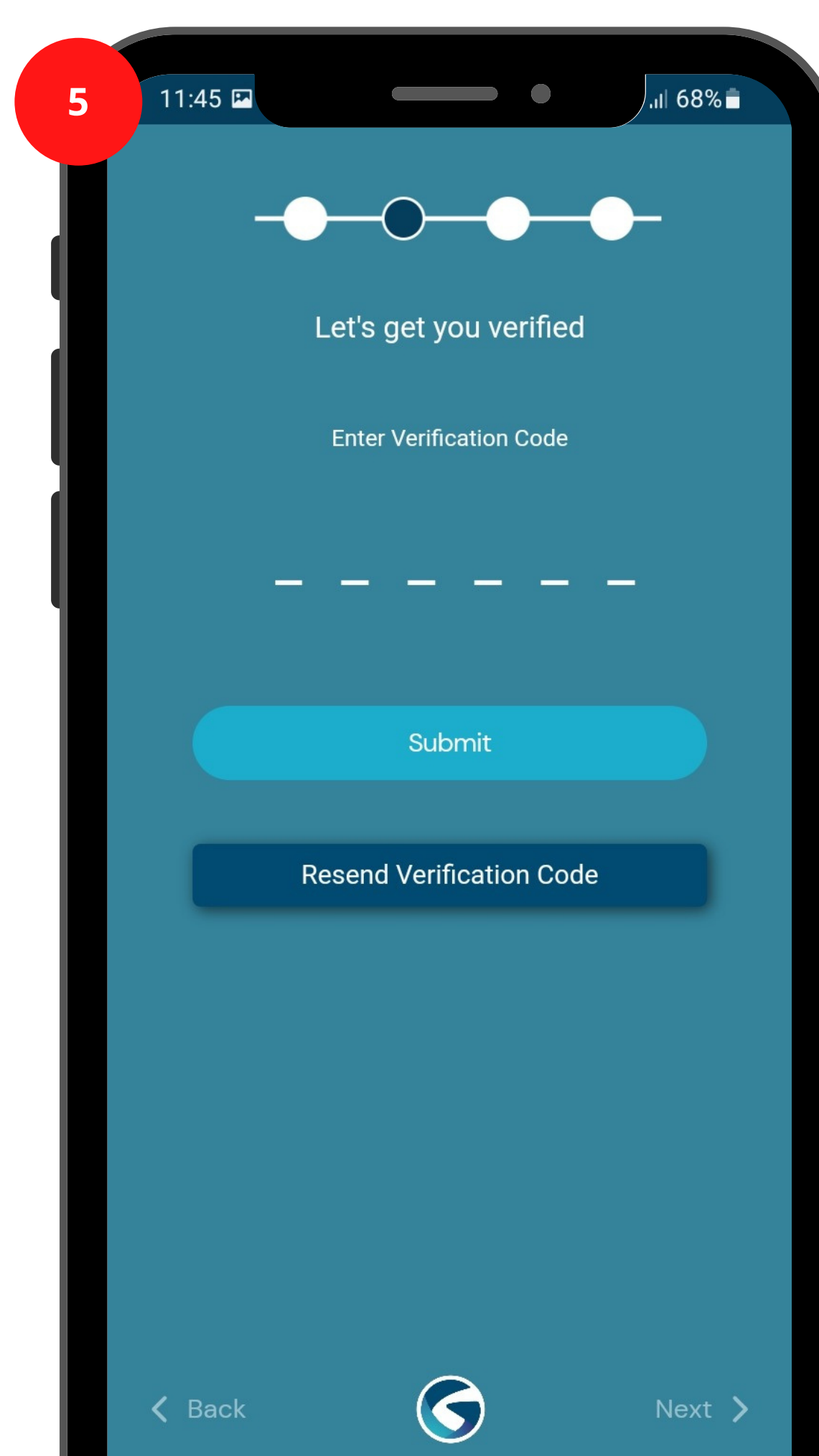


Fill in your details and create a password:

- **Name**
Fill in your Name
- **Surname**
Fill in your Surname
- **Password**
Create your password
Password should be more than 8 characters, must contain a capital letter, and can contain alpha-numeric and special characters. eg. A35hfw@98
- **Confirm Password**
Type your password again to confirm it
- Accept the Terms & Conditions
- Go "NEXT"



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



- The verification code now needs to be filled in. It would have been sent to the Email Address or Mobile Number depending on the option you selected.
- (If you selected both, the code will be sent via SMS and EMAIL)

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

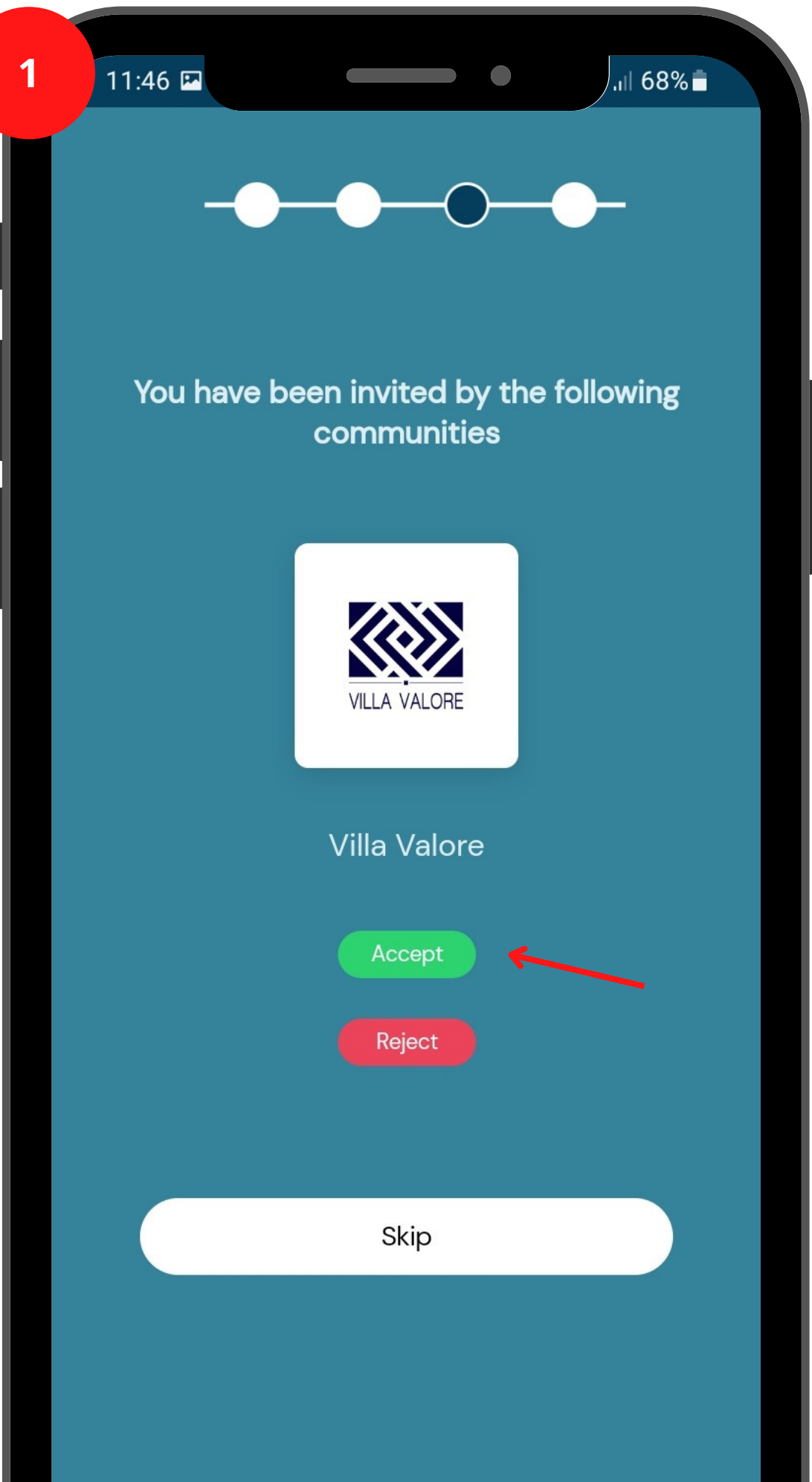
- After you've filled in the verification code, click on **Submit**
- Should the verification not be delivered, you can click on **Resend Verification Code**

Contact your HOA for further assistance.



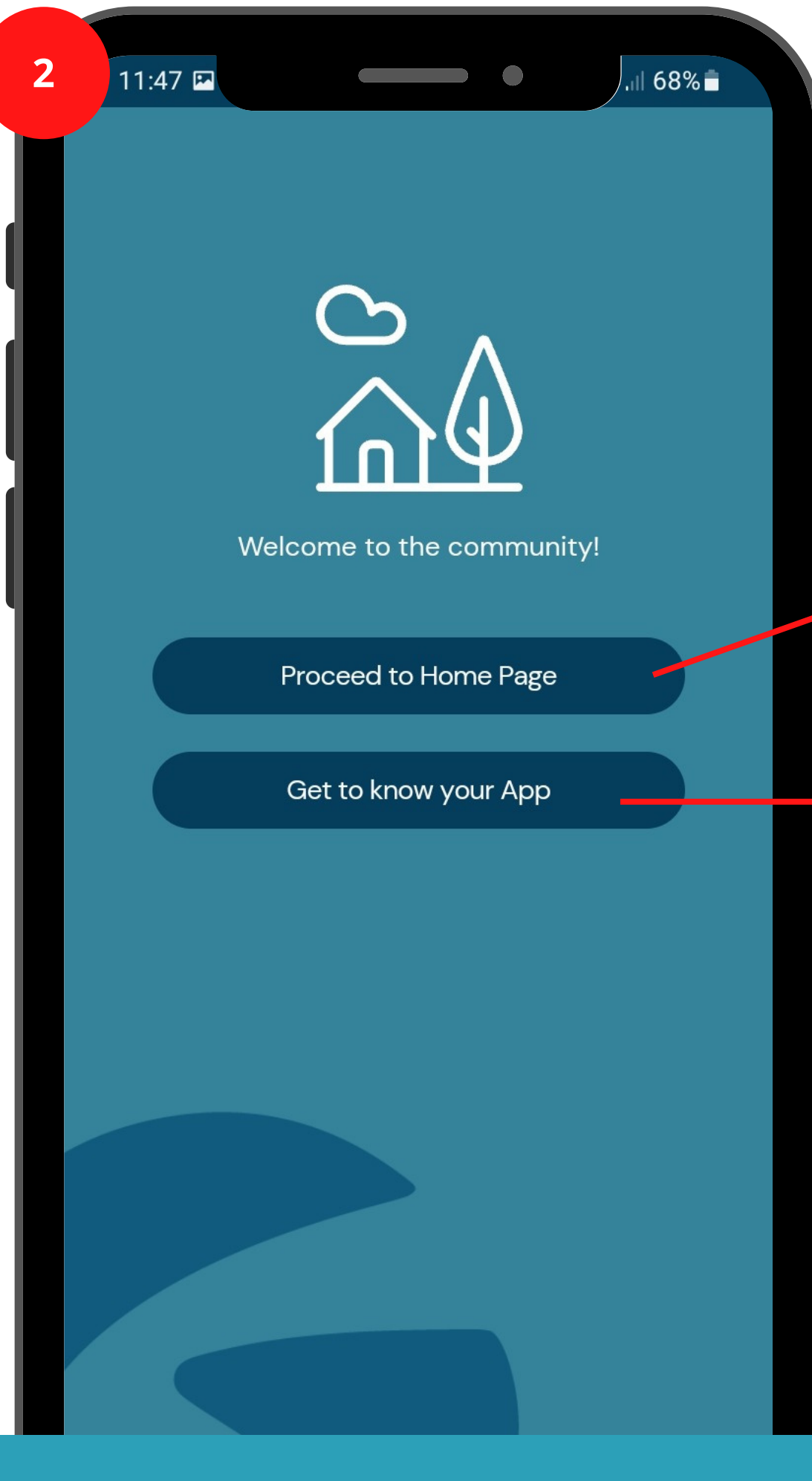
a) If your community sent you an invite:

1

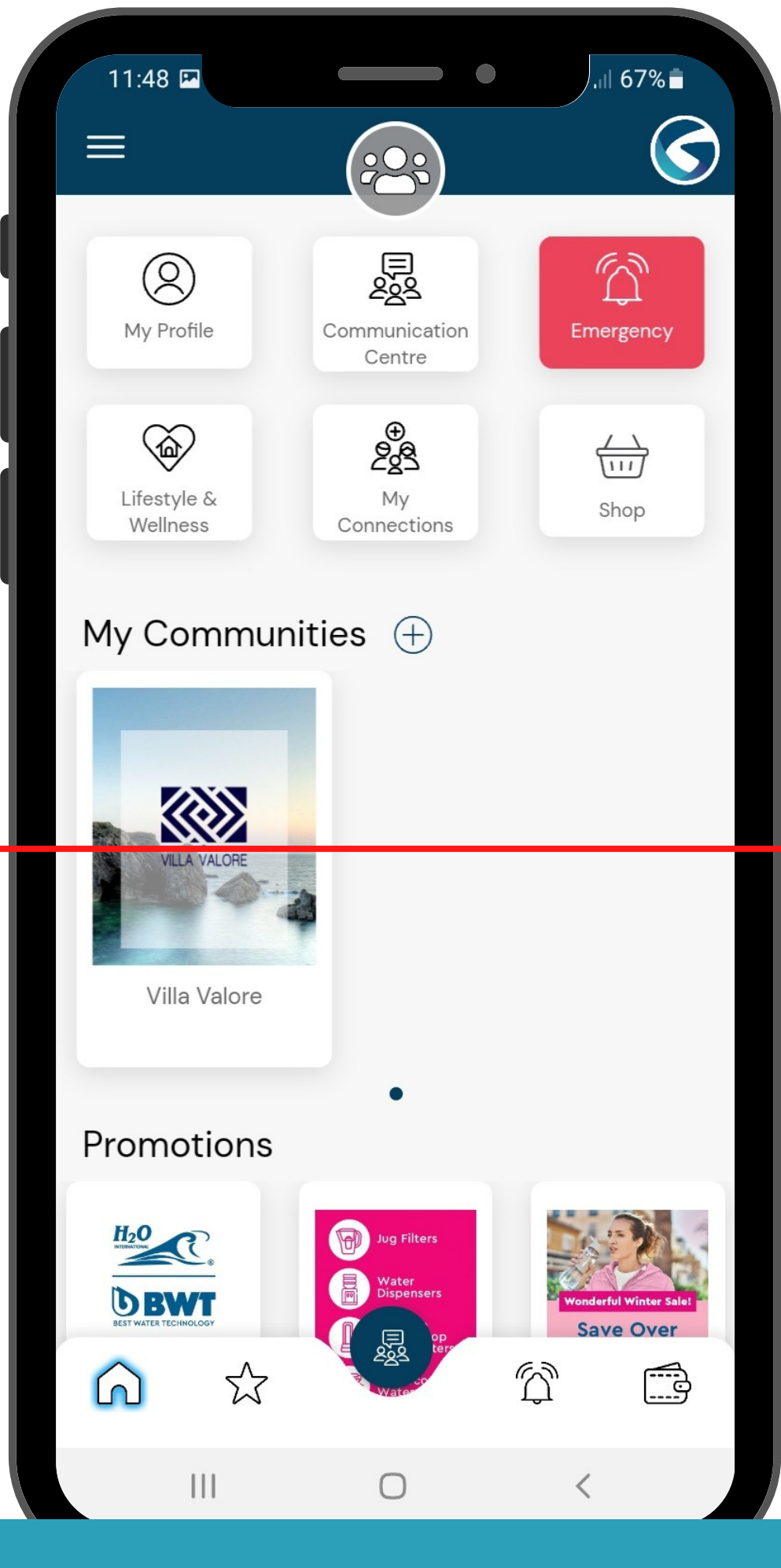


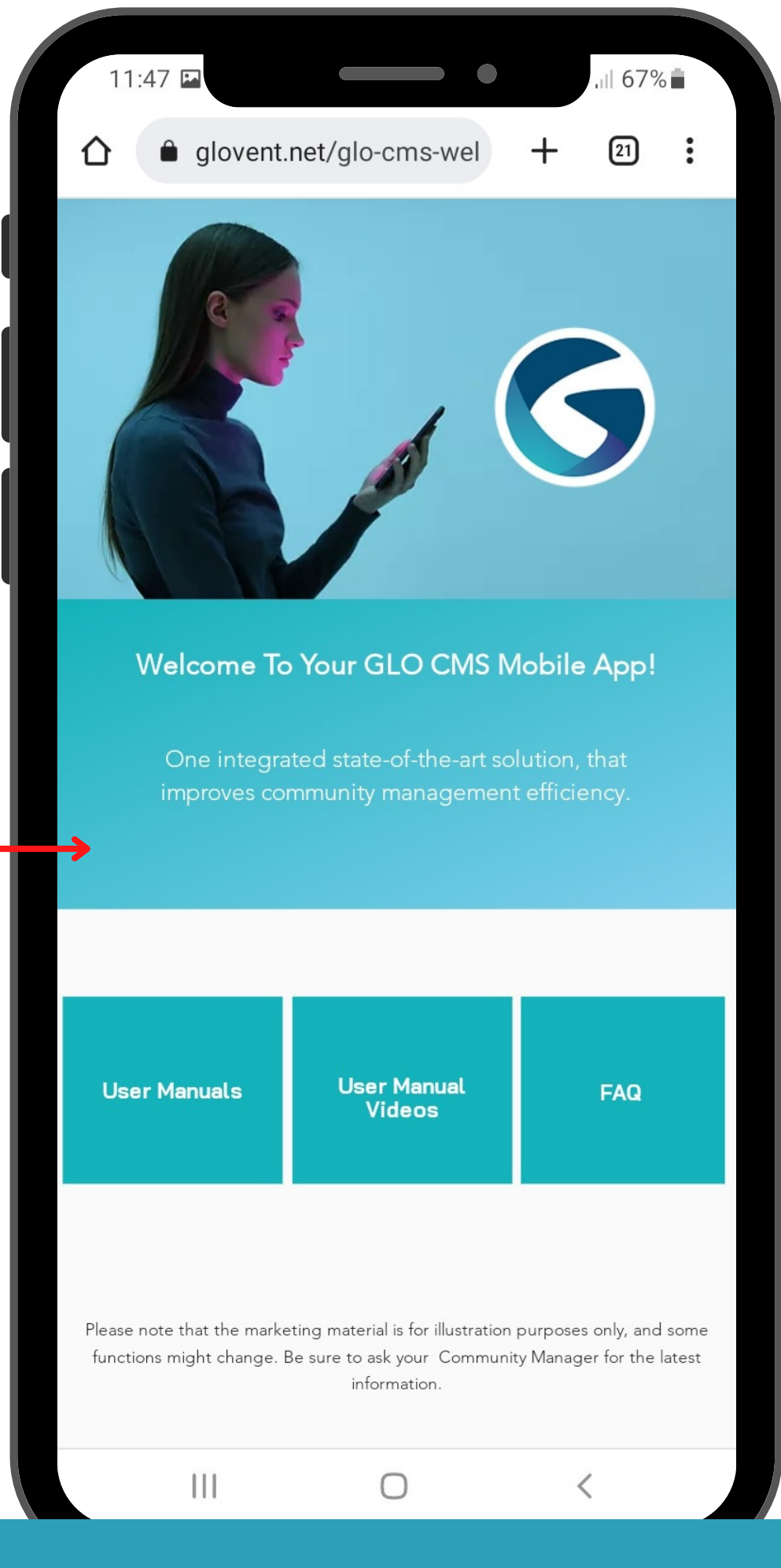
- The invite will be available for you to Accept or Reject. Accept at this point.
- If you don't want to accept the invite at this point you can skip this step.

2



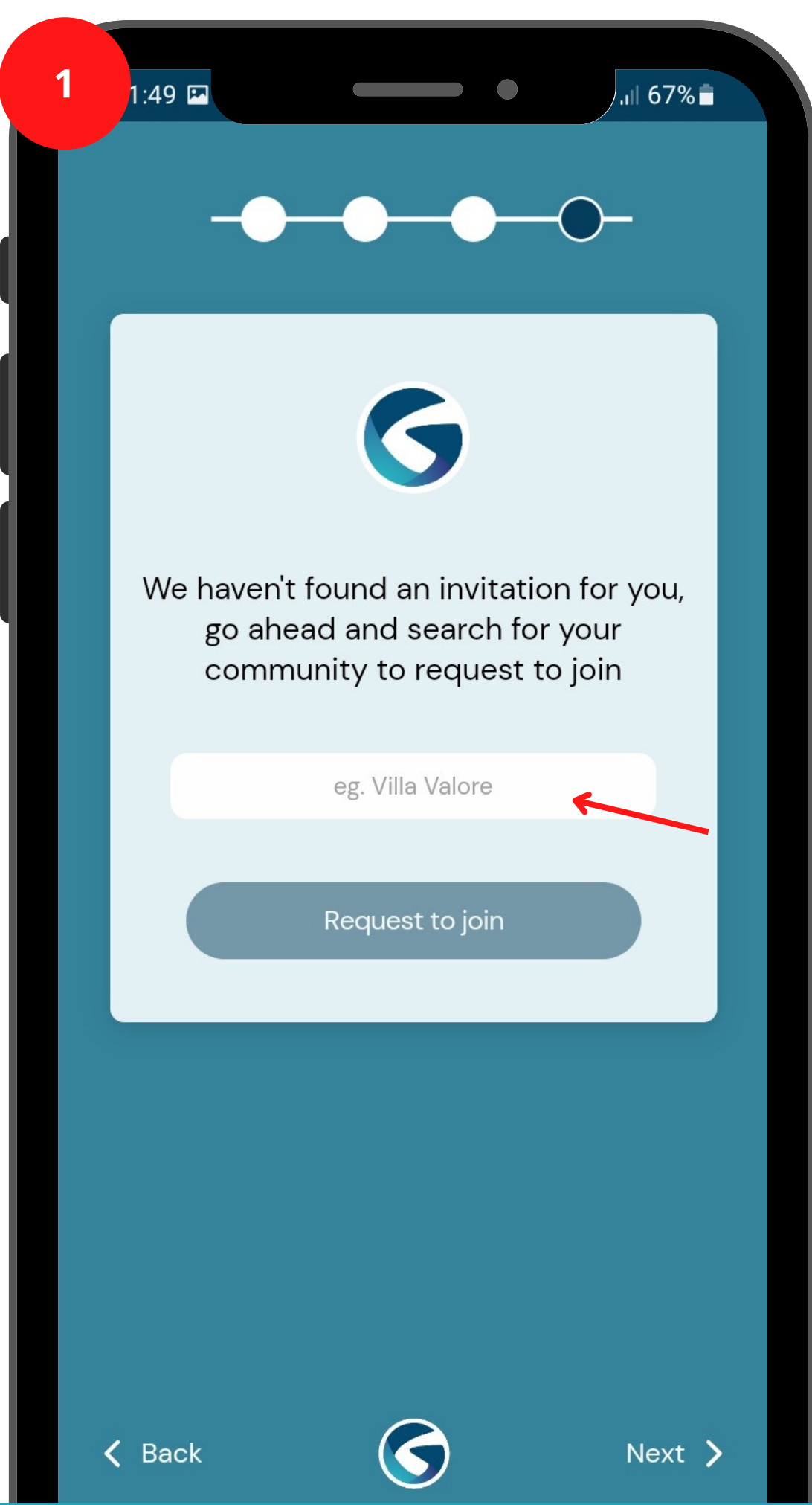
- You'll be directed to the Welcome page
- Select Proceed to the Home Page OR Get to know your App.
- "Get to know your App" - You'll be directed to a page with User Manuals, Videos and FAQ (You can re-open your GLO CMS App when you are done with the "Get to know your App" function.)





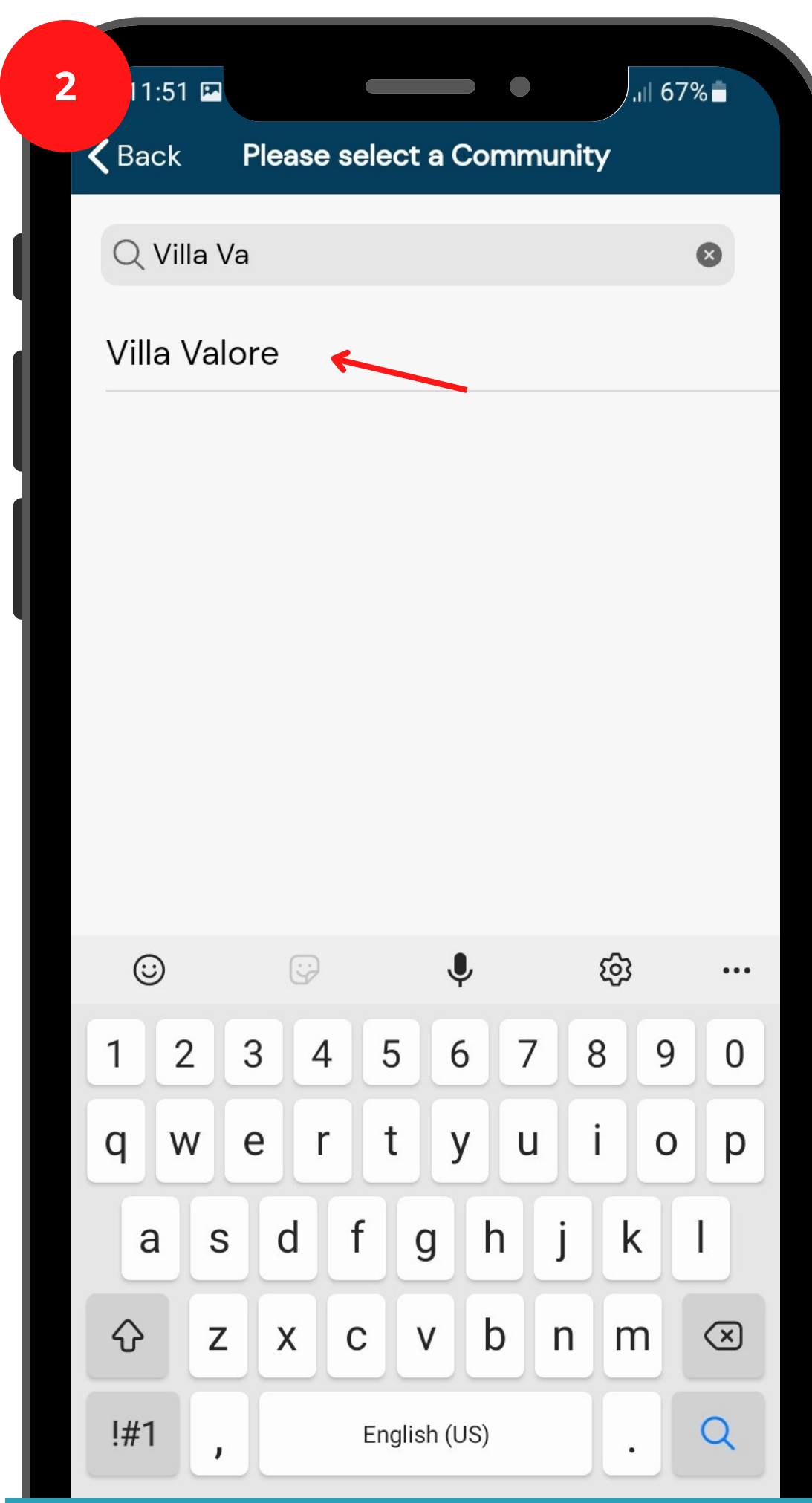
b) If you request to join a community:

1



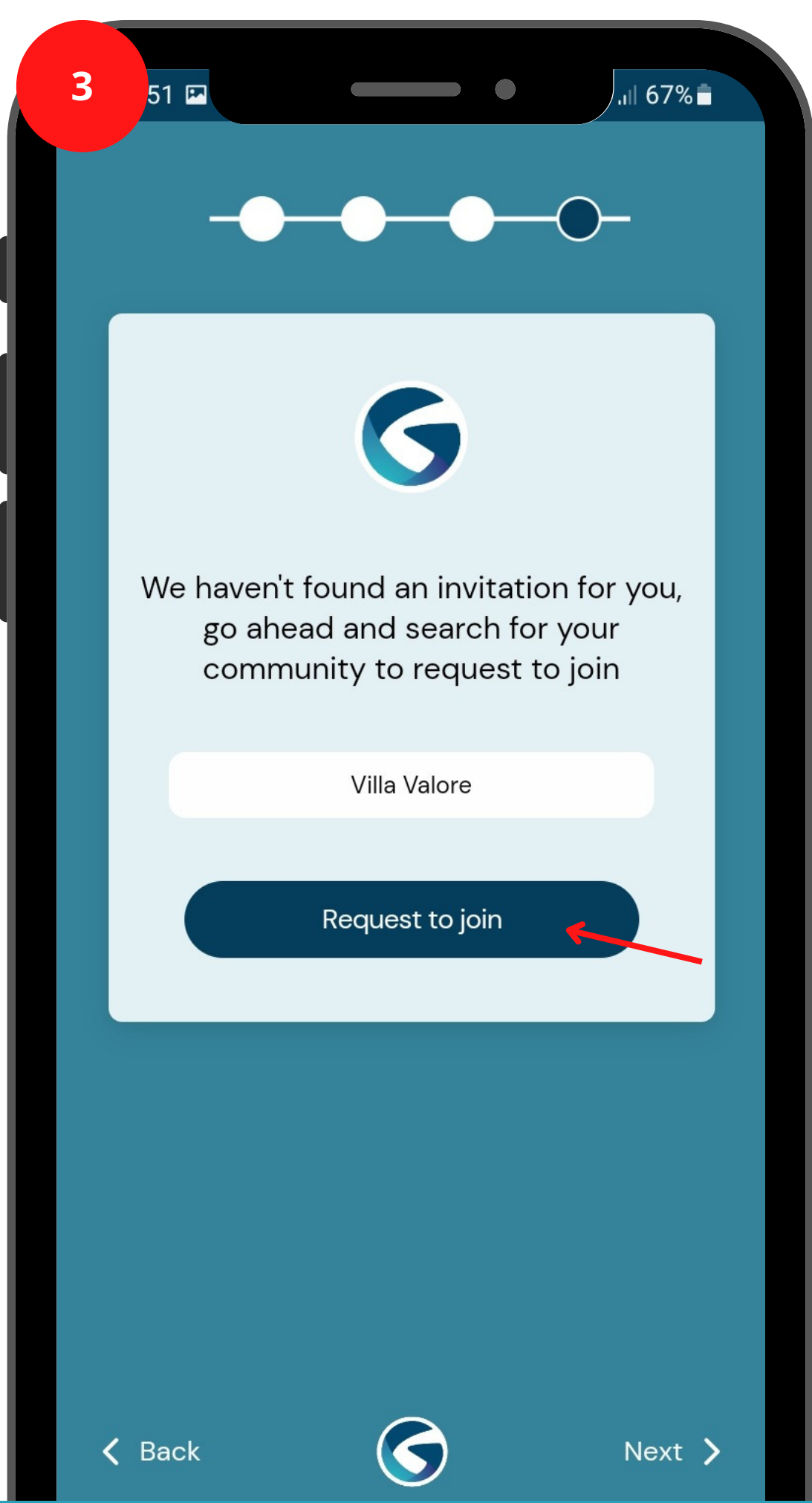
Click on the field to open the list of communities

2



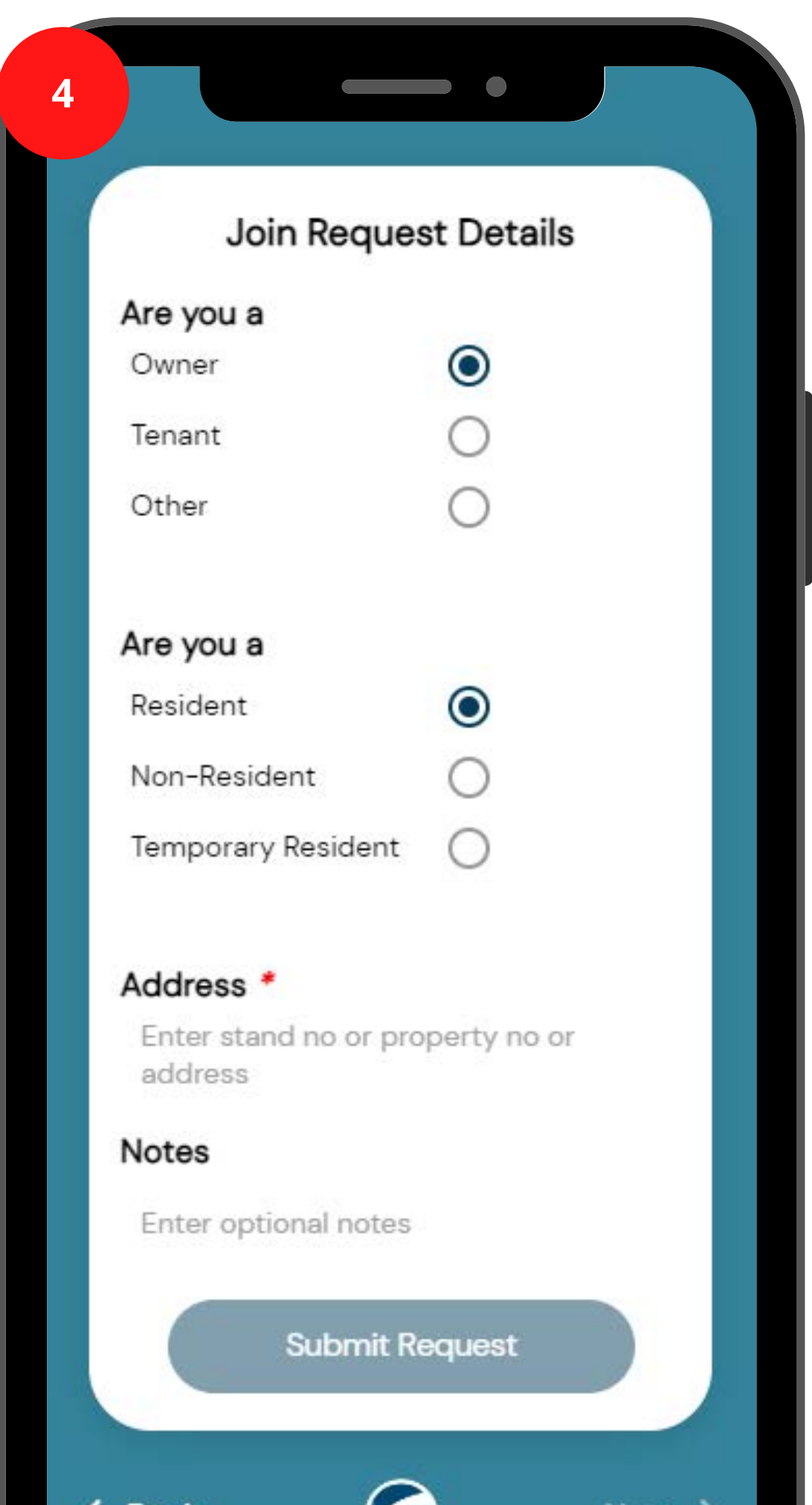
Search for your community and then click on the community's name.

3



Now click on the Request to Join button

4



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

Contact your HOA for further assistance.

Join Request Details

Are you a

Owner ☒

Tenant ☐

Other ☐

Are you a

Resident ☒

Non-Resident ☐

Temporary Resident ☐

Address *

Enter stand no or property no or address

Notes

Enter optional notes

Submit Request

< Back Next >

- Select the type of relation in the community**
- Owner – You're the owner or co-owner of a property
- Tenant – You lease a property
- Other – You are related to either the Owner, Tenant or not related at all eg. Estate Agent, Employee, etc.
- Select your residence type**
- Resident – You live in this property
- Non-Resident – You do not live in this property
- Temporary Resident – You temporarily through-out the year live in this property
- Address**
- Select the relevant address from the list of properties
- Notes**
- Explain why you are requesting to join this community.
- Eg.
- I'm the owner's spouse
- I'm a Golf Member

Join Request Details

Are you a

Owner ☐

Tenant ☐

Other ☒

Are you a

Resident ☒

Non-Resident ☐

Temporary Resident ☐

Address *

13 Harrington rd (13)

Notes

Owner's spouse

Submit Request

< Back Next >

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

Your request to join has been submitted

Done

< Back Next >

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

Welcome to the community!

Proceed to Home Page

Get to know your App

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

My Communities

Villa Valore

Promotions

User Manuals **User Manual Videos** **FAQ**

Welcome To Your GLO CMS Mobile App!

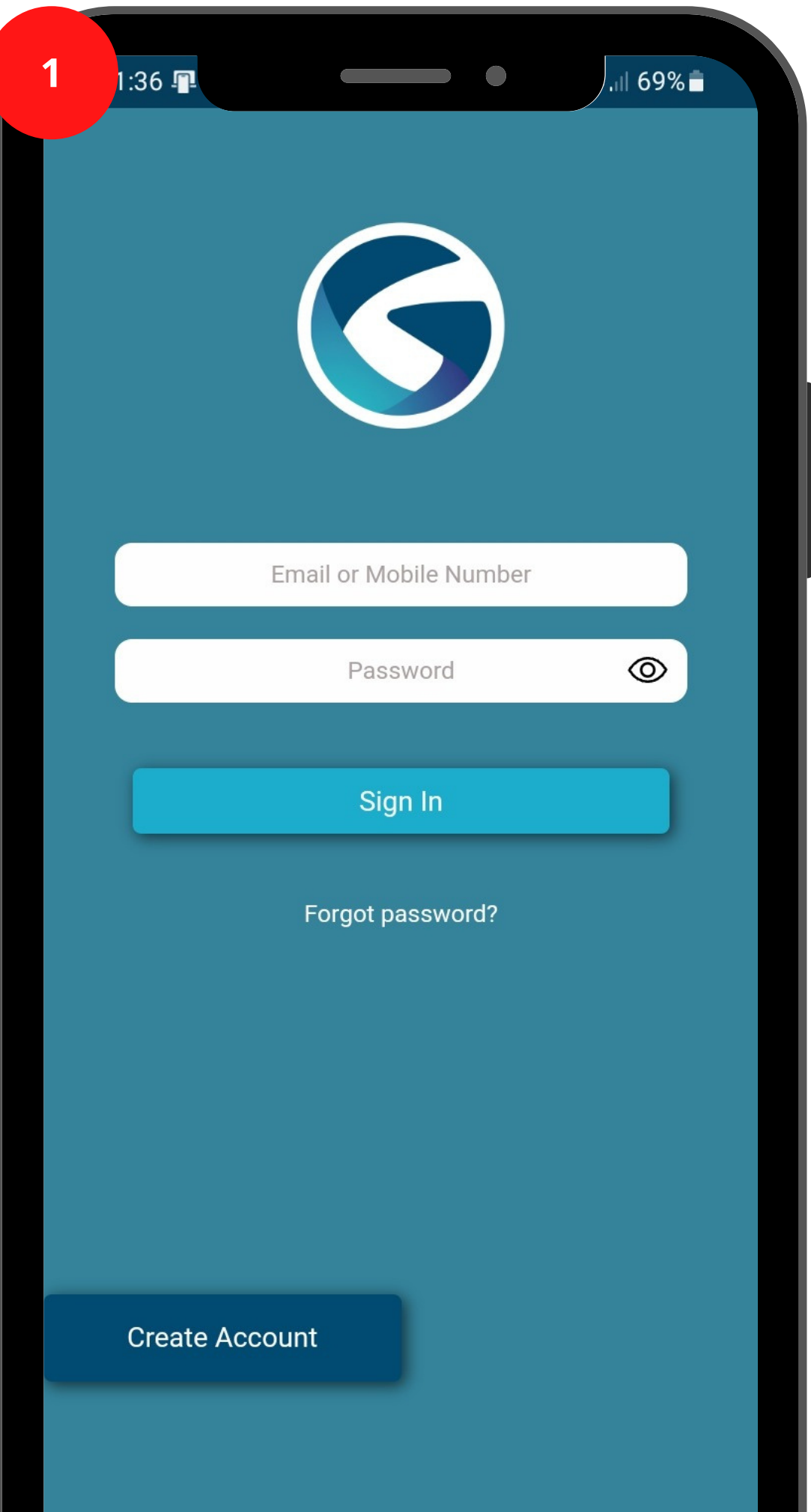
User Manuals **User Manual Videos** **FAQ**

Contact your HOA for further assistance.

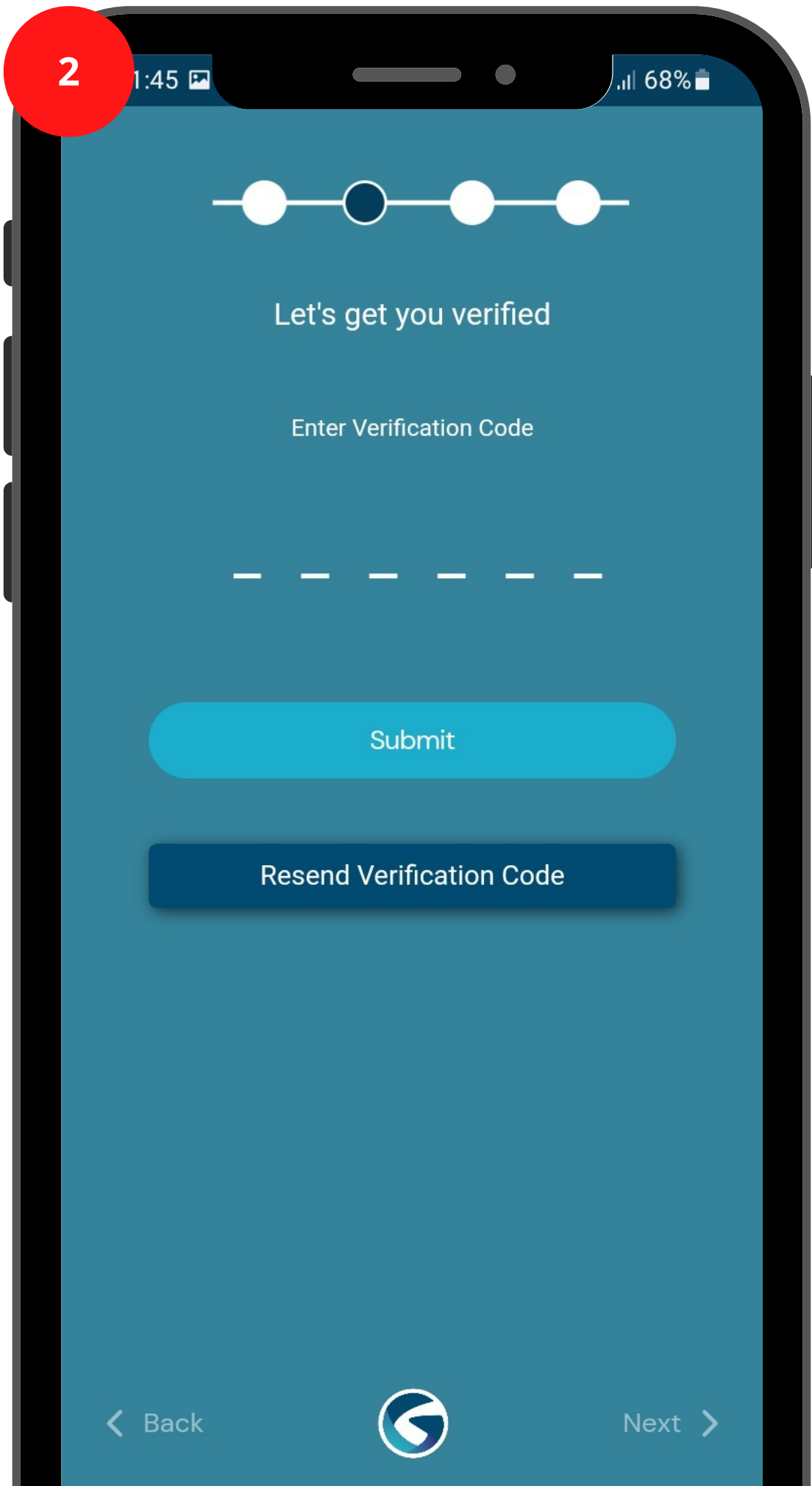


2. How to verify your account at a later stage

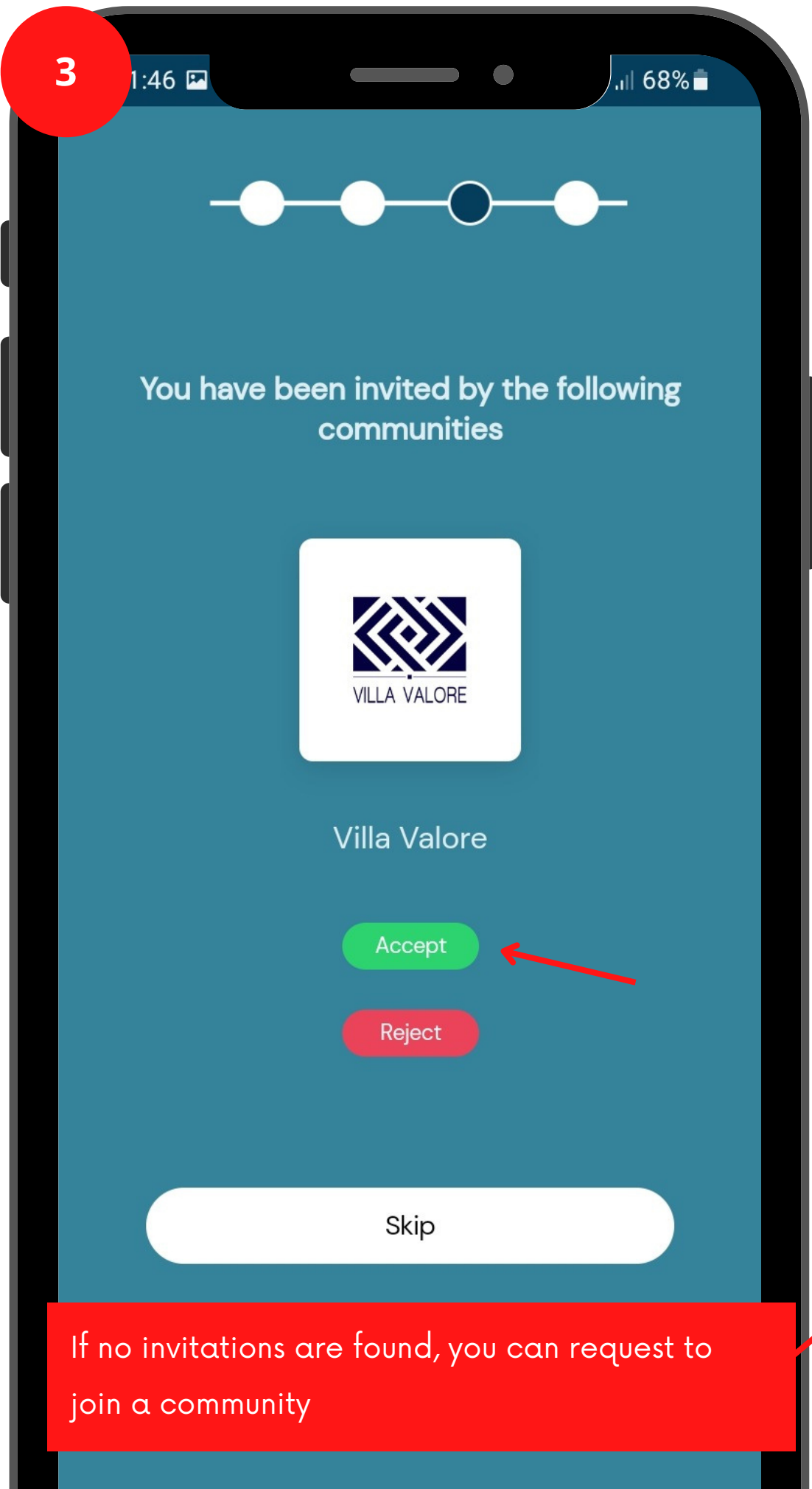
For any reason whilst you were busy creating your account and could not verify your account with the verification code, please follow the steps below.



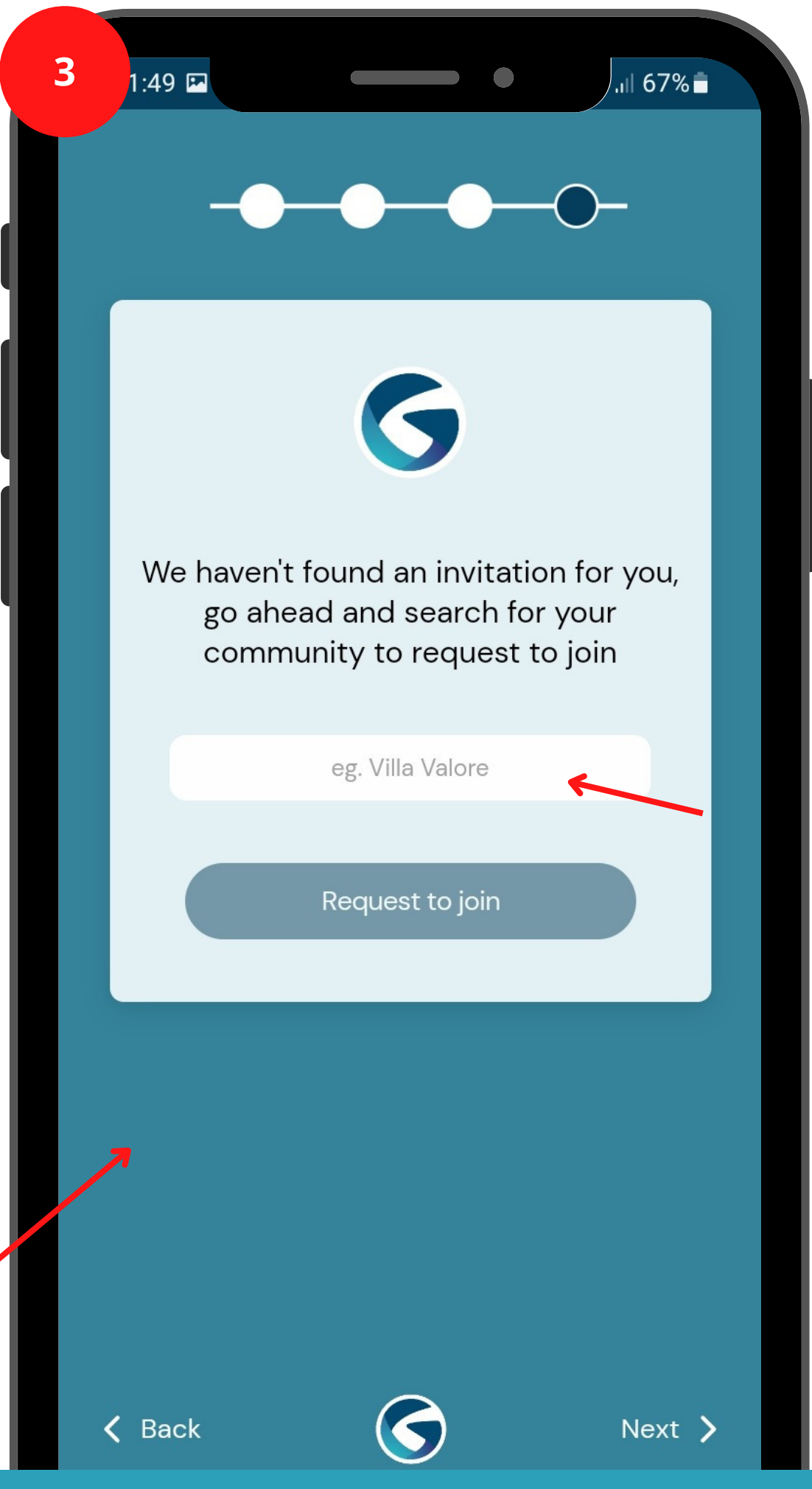
- Open the GLO CMS Community App
- On the Sign In screen, type your mobile number or email address
- Now type any password as your account has not been verified yet
- Click on the Sign In button
- The verification code has now been sent to you either via SMS or Email



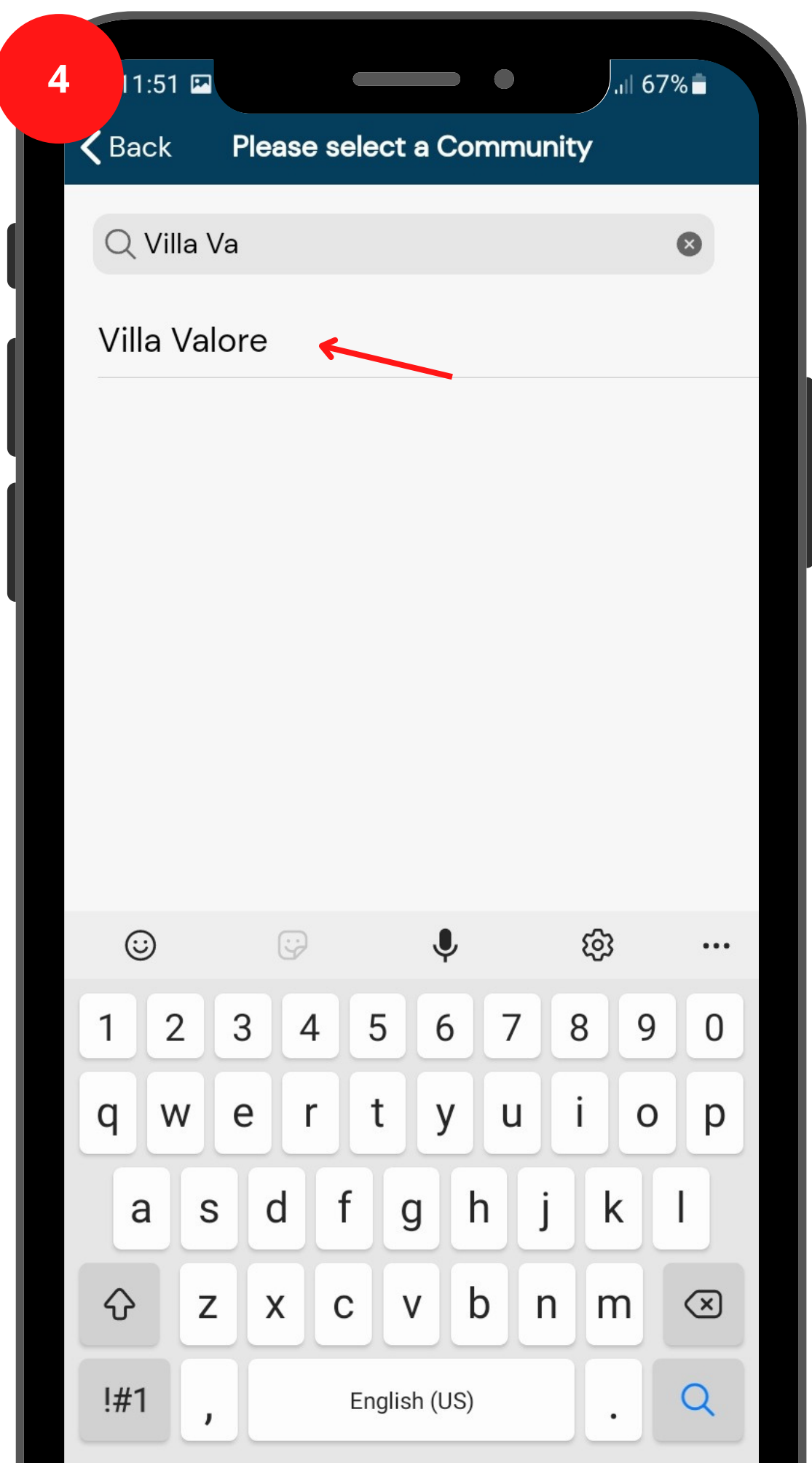
Enter the verification code and then click on Submit (Should the verification code not be received within a minute, please click on Resend Verification Code)



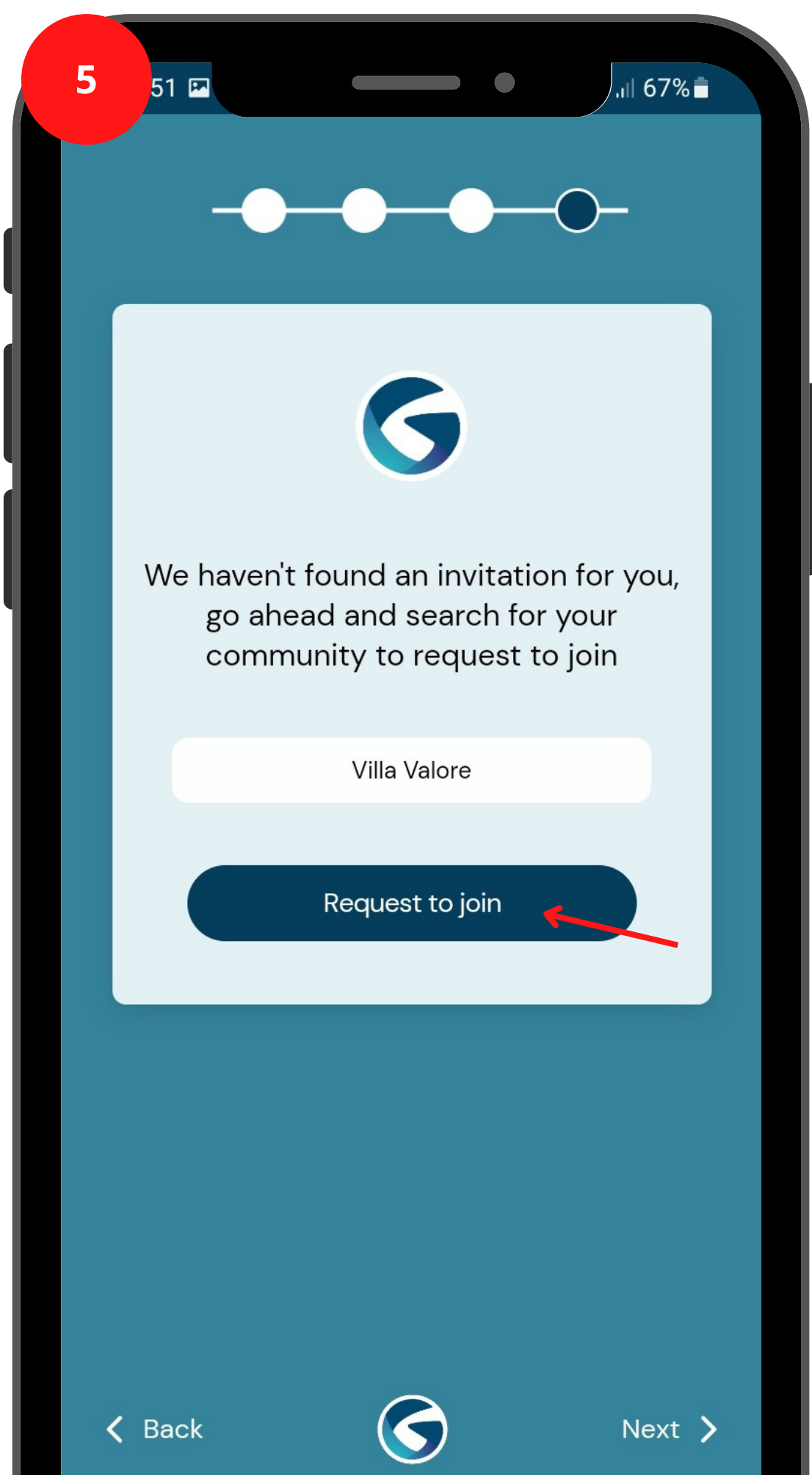
- You'll be directed to your Invites
- The invite will be available for you to Accept or Reject. Accept at this point.



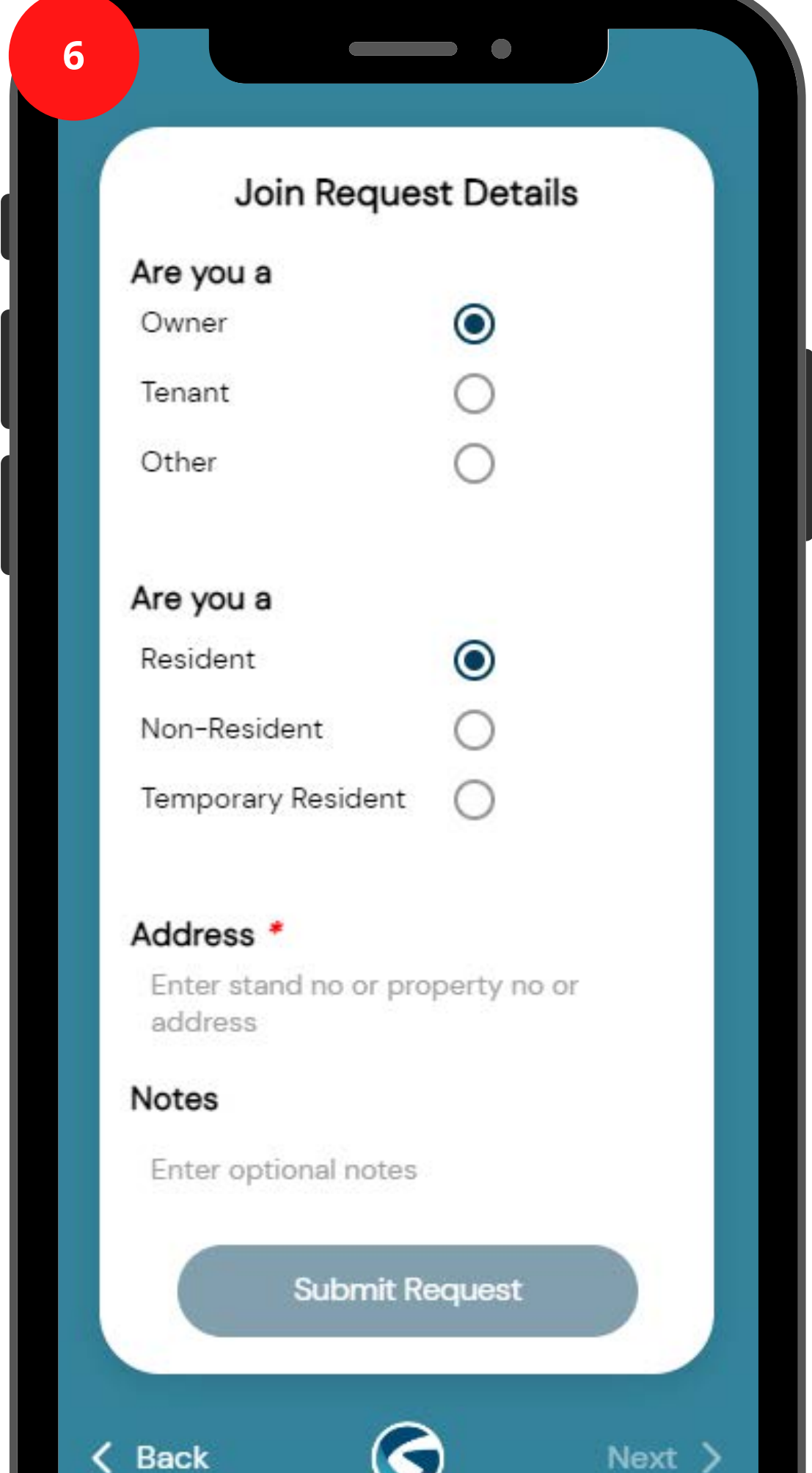
- If no invitations are found, you can request to join a community
- Click on the field to open the list of communities



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



Now click on the Request to Join button



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

Contact your HOA for further assistance.



Join Request Details

Are you a

Owner ☒

Tenant ☐

Other ☐

Are you a

Resident ☒

Non-Resident ☐

Temporary Resident ☐

Address *

Enter stand no or property no or address

Notes

Enter optional notes

Submit Request

Select the type of relation in the community

Owner – You're the owner or co-owner of a property

Tenant – You lease a property

Other – You are related to either the Owner, Tenant or not related at all eg. Estate Agent, Employee, etc.

Select your residence type

Resident – You live in this property

Non-Resident – You do not live in this property

Temporary Resident – You temporarily through-out the year live in this property

Address

Select the relevant address from the list of properties

Notes

Explain why you are requesting to join this community.

Eg.

I'm the owner's spouse

I'm a Golf Member

Join Request Details

Are you a

Owner ☐

Tenant ☐

Other ☒

Are you a

Resident ☒

Non-Resident ☐

Temporary Resident ☐

Address *

13 Harrington rd (13)

Notes

Owner's spouse

Submit Request

Back **Next**

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

8

11:54 66%

Your request to join has been submitted

Done

Back **Next**

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

9

1:47 68%

Welcome to the community!

Proceed to Home Page

Get to know your App

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

11:48 67%

My Profile **Communication Centre** **Emergency**

Lifestyle & Wellness **My Connections** **Shop**

My Communities

Villa Valore

Promotions

Home **Star** **Notifications** **More**

11:47 67%

glovent.net/glo-cms-wel

Welcome To Your GLO CMS Mobile App!

One integrated state-of-the-art solution, that improves community management efficiency.

User Manuals **User Manual Videos** **FAQ**

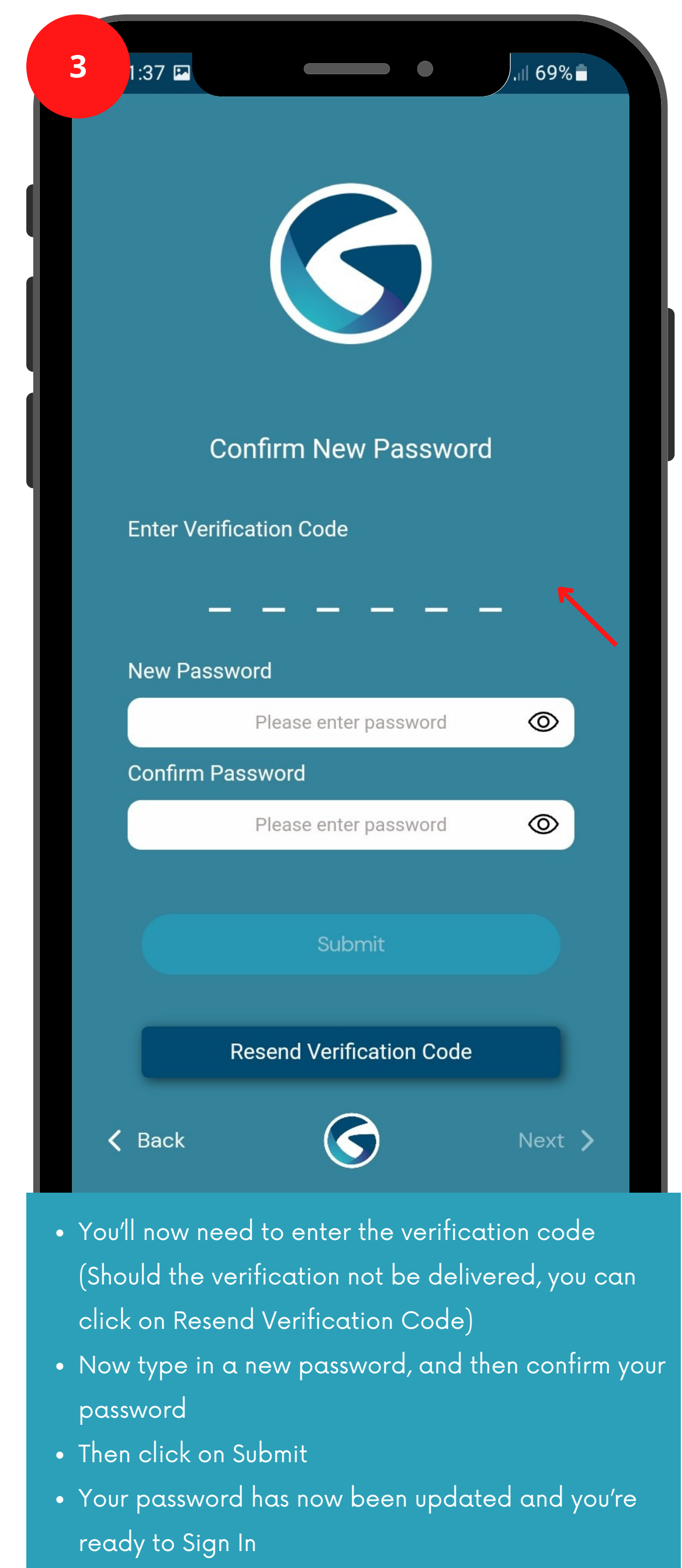
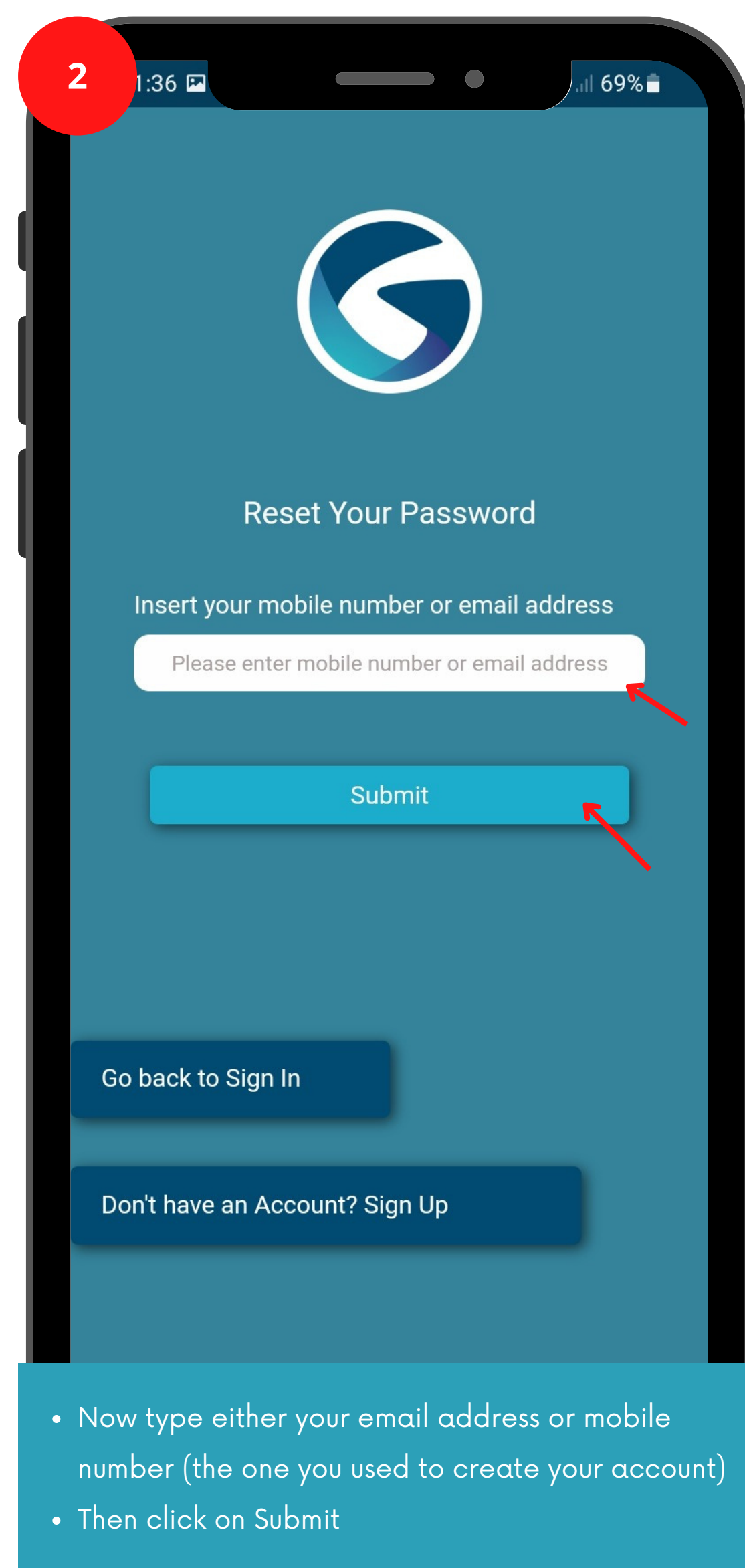
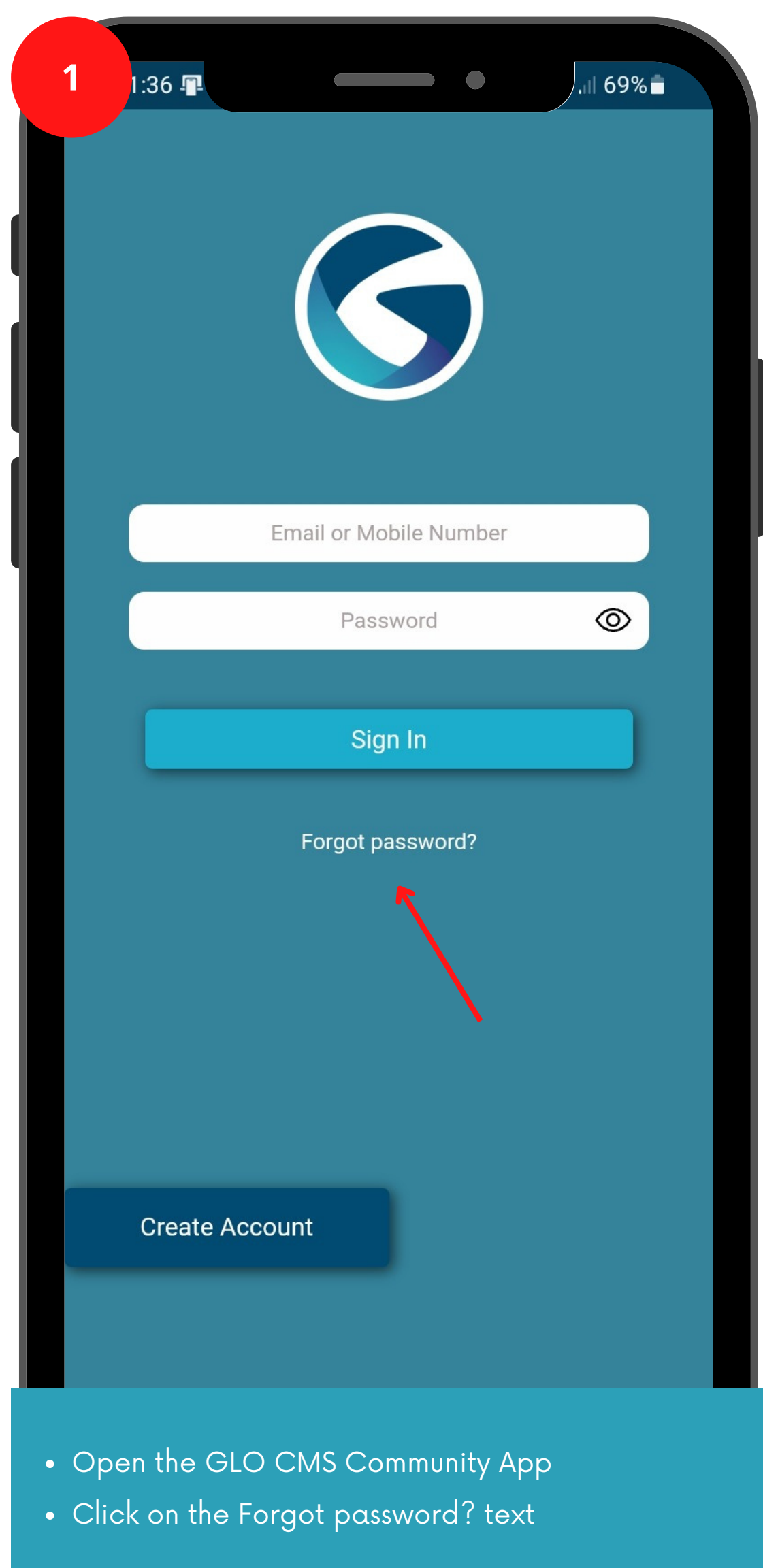
Please note that the marketing material is for illustration purposes only, and some functions might change. Be sure to ask your Community Manager for the latest information.

Contact your HOA for further assistance.



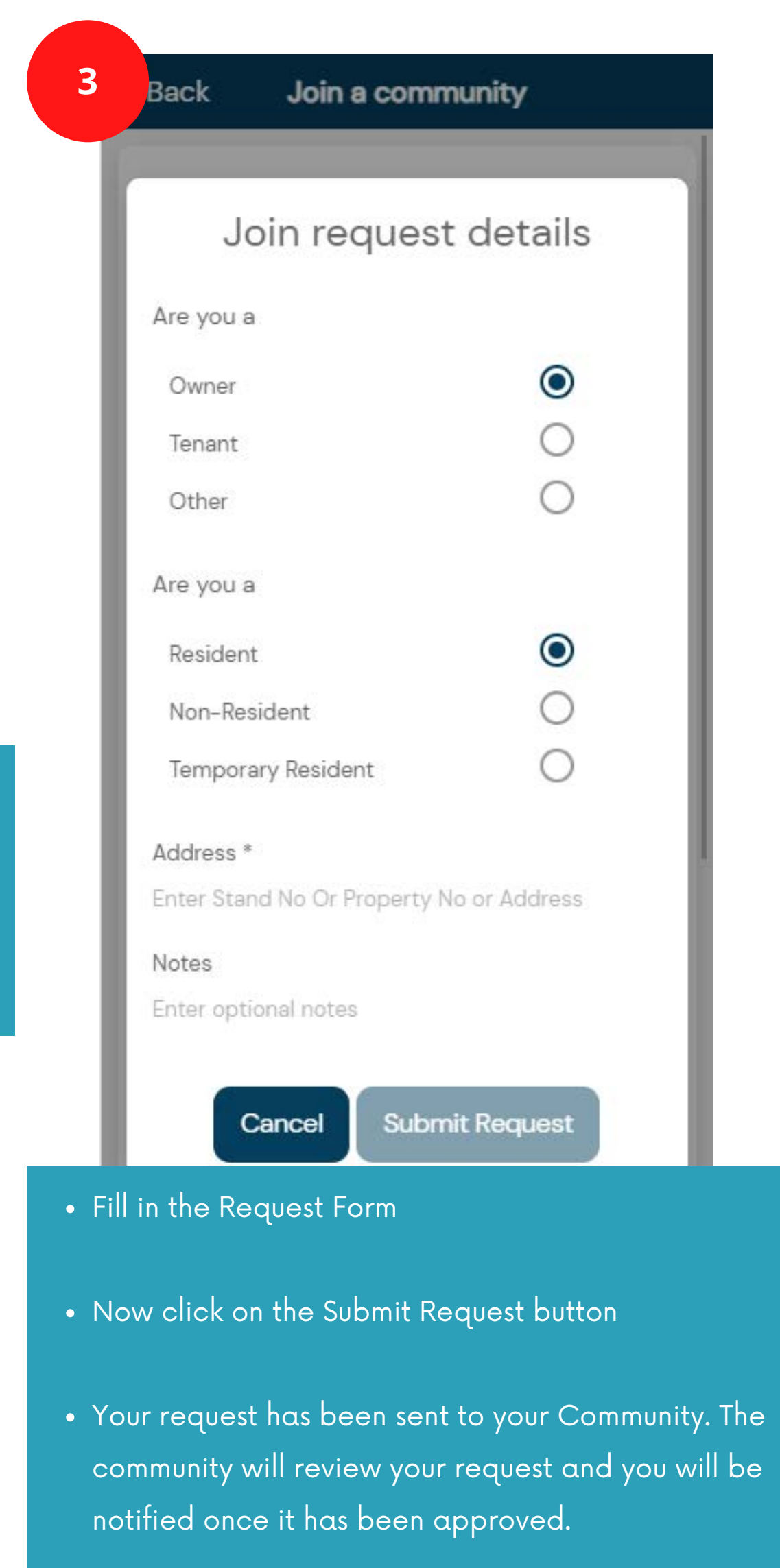
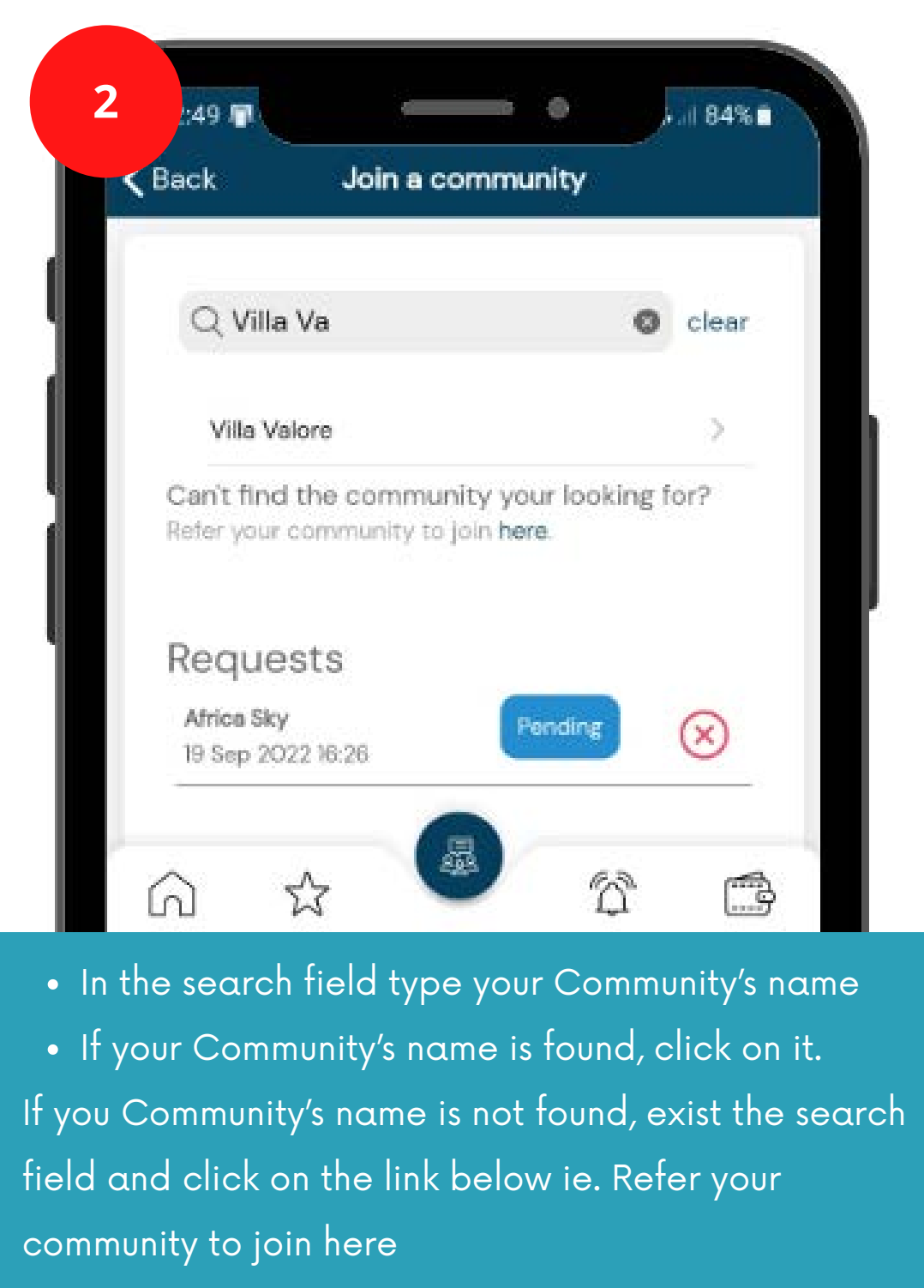
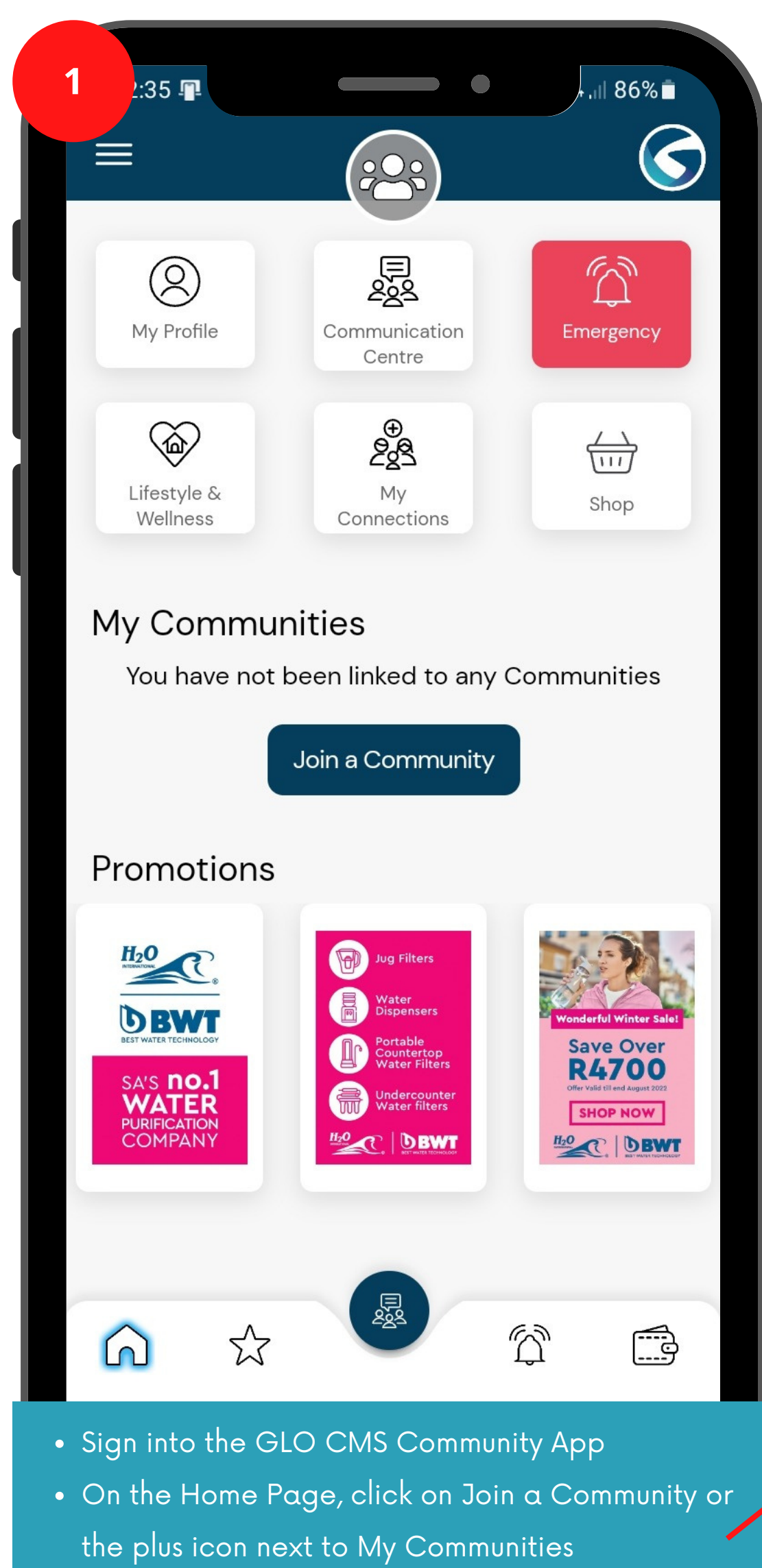
3. Reset Your Password

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



4. Join a community

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



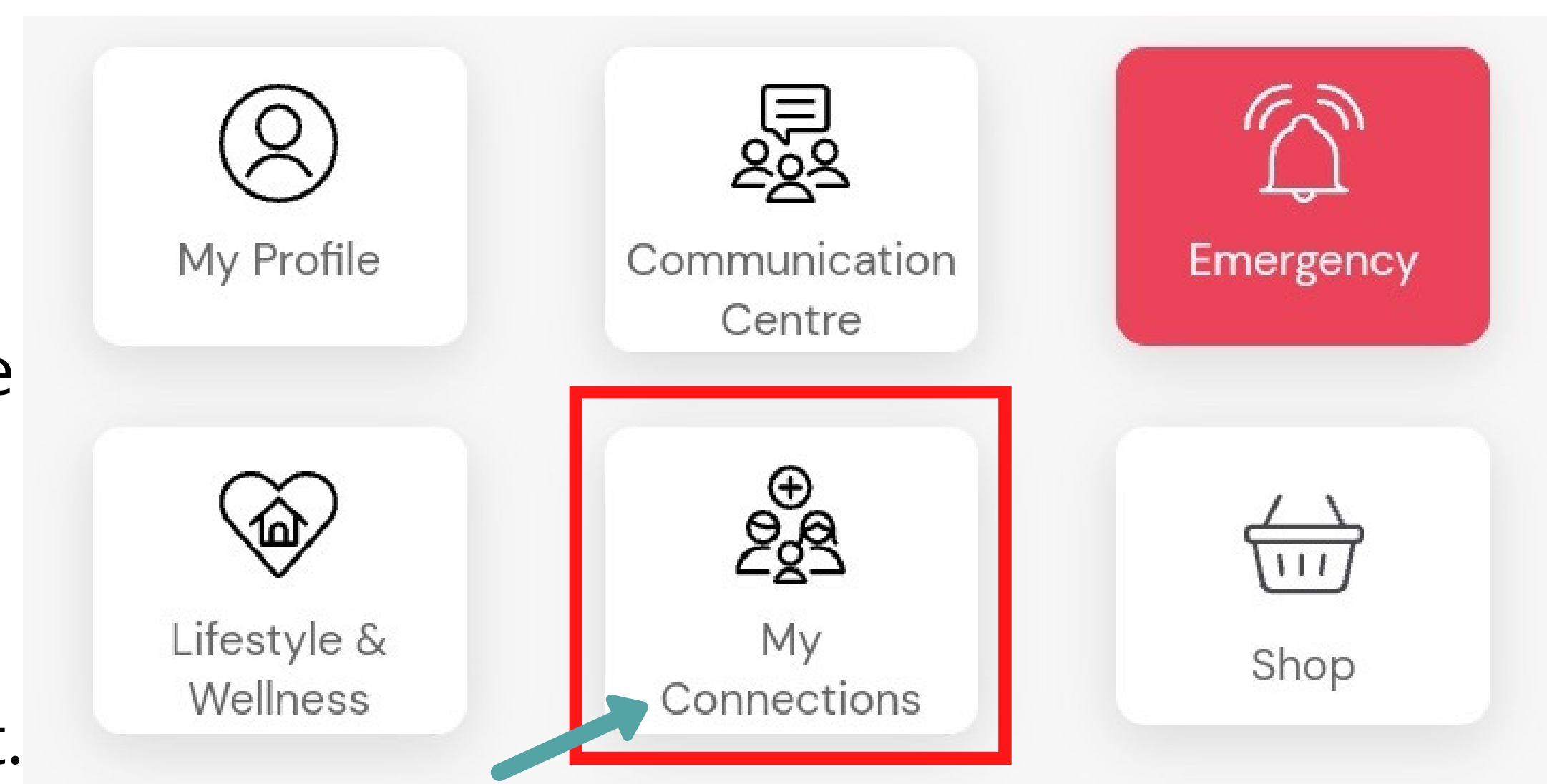
Contact your HOA for further assistance.



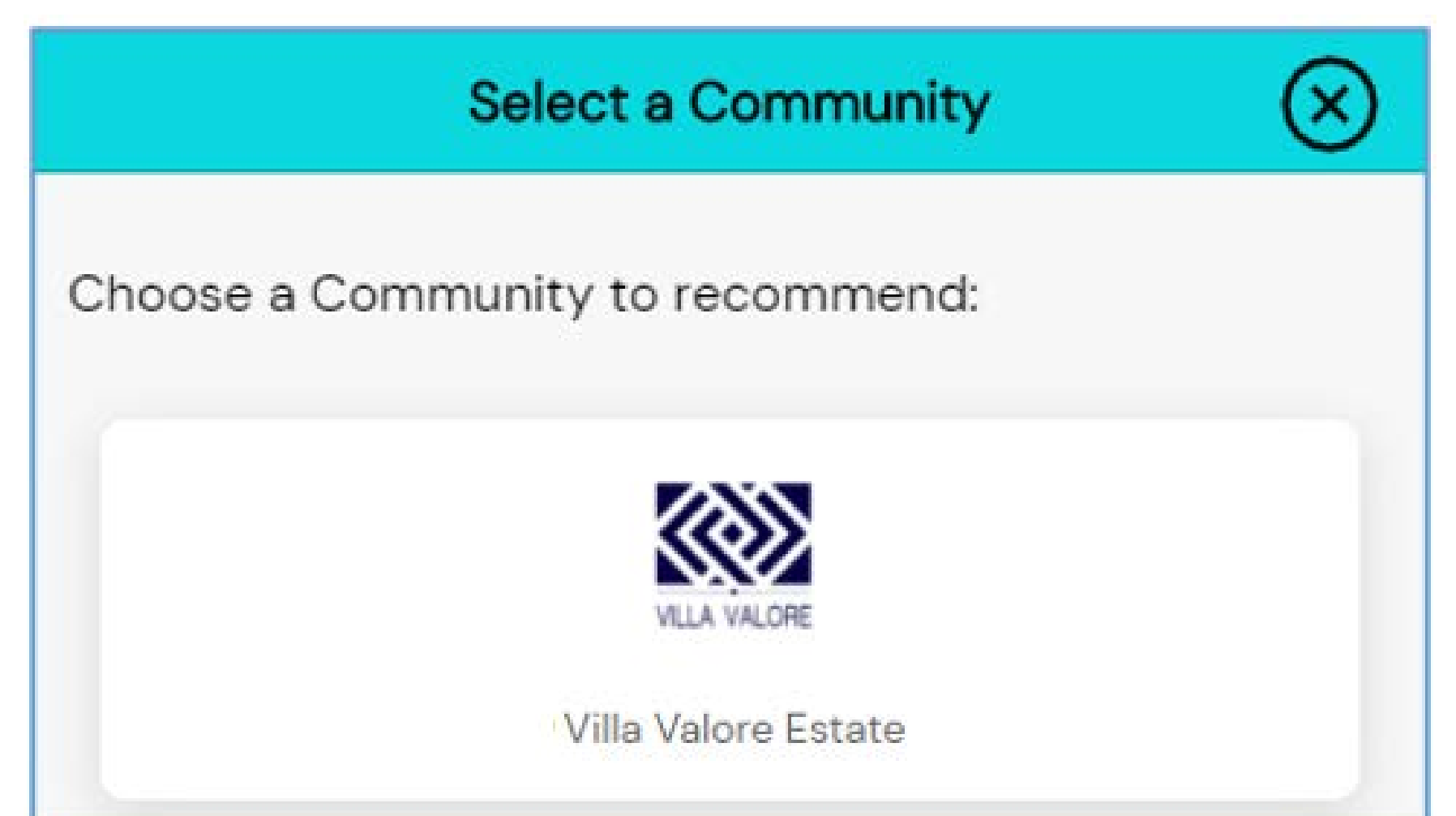
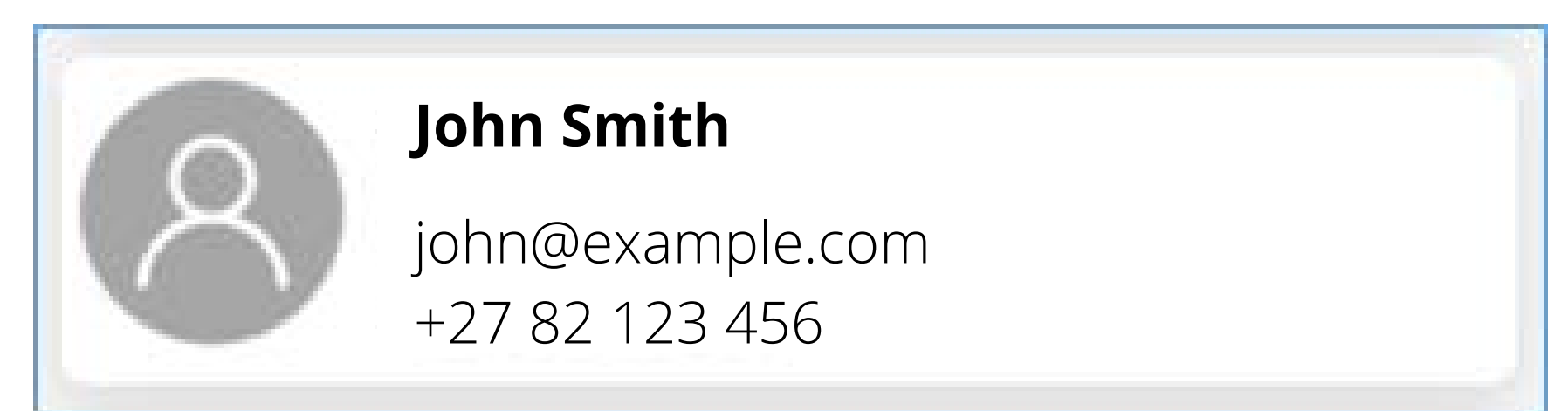
5. Recommending a person to a Community

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

- **Sign in to** the GLO CMS Community App
- Select the **My Connections** tile located on the homepage
- Click on the person you would like to recommend to the community.
- (If you do not have a connection setup, please do so first. Also, take note that the person needs to have the GLO CMS Community app installed and have created their own GLO-ID)



- Click on the **Recommend to Community** button
- Select the community from the list.



- Now complete the form with the information relevant to this person.

A screenshot of the 'Join request details' form. It includes a toggle for 'Are you an owner', radio buttons for 'Are you a Resident', 'Non-Resident', and 'Temporary Resident' (with 'Resident' selected), a text field for 'Address *' with a placeholder 'Enter Stand No Or Property No or Address', and another text field for 'Notes' with a placeholder 'Enter optional notes'. At the bottom are 'Cancel' and 'Submit Request' buttons.

Contact your HOA for further assistance.



- A notification will appear confirming that your recommendation has been sent to the community for approval.

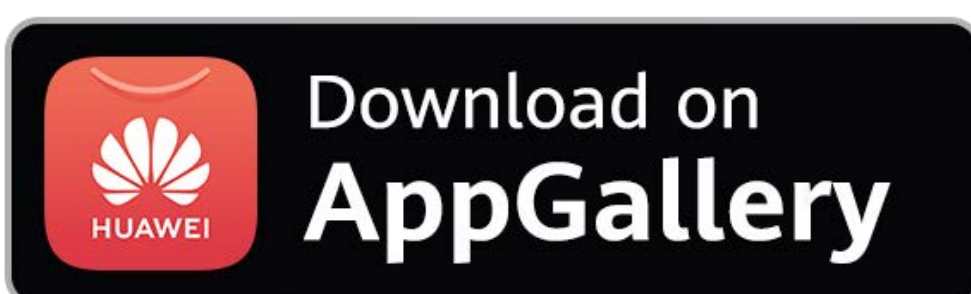
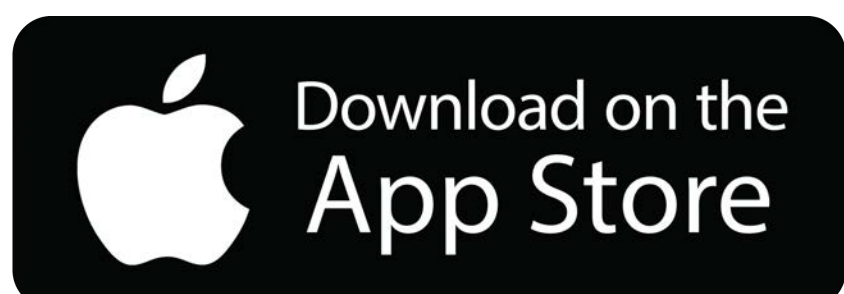


- You'll be able to review each of your connections' status when you go to their profile and click on Recommend to Community. A status label will show next to the Community as shown on the right.





Your Ultimate Communication Member Application!



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