

Introduction

i-Neighbour is a Smart Community Solution that aims to bring conveniences for the Management and Residents. One of its major features is the Key Collection Module, whereby Residents can schedule an appointment with the Management to retrieve their keys for the unit. Below is a quick guide for both parties on how this can be achieved in i-Neighbour:

How To Book An Appointment (Resident)

Step 1 : Click on "Key Collection" under the "More" tab.





Step 4 : Once the booking is completed, it will be subjected to the Management's approval.





Step 2 : Tap on "Book Now".

Step 5 : Residents will receive a notification upon the Management's approval.



Step 6 : If unavailable, Residents may also reschedule by selecting **"Cancel Booking"** and resubmitting a new Booking Form.





Step 3 : Select the available date & time slot. Proceed with "Book".



How To Approve/Decline Appointment (Admin)

Step 1 : Click on "Key Collection" under the "More" tab.



Step 2 : Check the appointment bookings under "Pending" tab to approve/decline a booking.



Step 3 : Once done and approved, the unit owners will receive a notification on the status update.



How To Update Status (Admin)

Step 1 : Select unit under the "Approved" tab.



Step 2 : Proceed to update the status.





Step 3 : Once done, the units that have collected the keys will be saved under the **"Collected"** tab.



How To Approve/Decline Appointment In Web (Admin)

Step 1 : Login to account at www.i-neighbour.com, go to "Neighbourhood" > "Pending Approval" > Approve/Decline booking.



> Login to account



> Pending Approval



> go to "Neighbourhood"



> Approval/Decline booking



Step 2 : Once done and approved, unit owners will receive a notification on the status update.



How To Update Status In Web (Admin)

Step 1 : Go to "Neighbourhood" > "Approved" > Edit.



Step 2 : Proceed to update the status.



Step 3 : Once done, units that have collected the keys will be saved under the "Collected" tab.



How To Create Key Collection Schedule (Admin)

Step 1 : Go to Neighbourhood > Settings > Working Days & Public Holidays. Please ensure that the Working Days & Public Holidays schedule has been configured.

YEAR 2018						
WORKING DAYS						
Sunday				🕑 Thureday	0 08:00	- 0 18:00
🕑 Monday	0 08:00		0 18:00	💙 Friday	O 08:00	- 0 18:00
🕑 Tuesday	0 00.00		0 18:00	Saturday		
S Wednesday	0 08:00		0 18:00			
PUBLIC HOLDARS						
2018-12-11		0 su:	an of Selangor's Birth	say	0	
2018-12-25		0 chr	10745		•	

Step 2 : Navigate to Neighbourhood > Key Collection > Settings > General Settings.

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ASHEGARO NEIGHEGUNHOOD - SE	DURTY VISITOR - REPORT -	E-BILLING + IDT + IN	Y ACCOUNT +		
y Collection > Settings				GENERAL SETTINGS	+ CREATE NE
te the schedule for Key Collection and all th	e unit owners will be notified through Ma	ler and Notification. This all	ws them to proceed with th	appointment booking. Add	itionally, you may also
tor the submitted booking from the unit ow					
SCHEDULE NAME	START DATE	END DATE	UPDATED BY	UPDATED ON	ED/7
November	05 Nov 2018	09 Nov 2018			/

Step 3 : Fill in the Schedule Name, Date, and No. of Slots per day.

APPOINTMENT SLOTS Configure the number of slot(s) similable per day.	
CecenterSchedula	
2018-12-03 Can Dha polynywilline septied to the configured date marge.	
# Ha. of slota per day	
🛇 Monday 🗰 🔹 🖉 Tuesday 🗰 8 🔹	
🖉 Wednesdey 🗰 8 🔹 🧭 Thursdey 🗰 8 🔹	
Prday # 0 •	

Step 4 : Enter the Start and End time for every appointment slot and the name of the person i n-charge.

APPOINT Customize the appointment slots by setting the Barat and End ne	MENT SLOT mer. Plasa include the person in-charge for the respective slots if essary.
Monday	+
Slot 1	
• CR.00	• 10.00
0 1 · ·	0.2000
Slot 2	
• •••	• • • 10:00
Sist 3	O Watter
Start	• End
	New Eastures 1. Terms of the 1. Britany Dollar, 1. Guarantee, 1. 01.6, 1.

Step 5 : Note that Admins may also edit or delete the schedule after its creation in the Key Collection > Settings homepage by clicking on the respective icons.

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eate the schedule for Key Collection ar onitor the submitted booking from the	st all the unit owners will be notified through Ma unit owner(s) and proceed with the approval proc	ler and Notification. This all ess.	ows them to proceed with th	e appointment booking, Add	itionally, you may also
BOHEDULE NAME	START DATE	END DATE	UPDATED BY	UPDATED ON	ED/T
November	05 Nov 2018	09 Nev 2018			1.0
December Schedule	03 Dec 2018	07 Dec 2018			/ 0