

Leopard Creek Estate App

— USER GUIDE —

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01 | DOWNLOAD THE LEOPARD CREEK ESTATE APP

The Leopard Creek Estate 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 Leopard Creek Estate
- Download the App
- The App is installed to your device and ready to use

The app is free to use.

02 | CREATE AN ACCOUNT

Each user that signs up to the Leopard Creek Estate App creates their very own GLO-ID which will be used to connect with other users and communities. Users will therefore only need to keep one profile updated and that profile can be synced through to various communities and other users.

- Open the **Leopard Creek Estate App**
- On the Sign In screen, click on **Sign Up**



GLO-ID or email address

Password

Forgot your password?

Sign In

Don't have a GLO-ID? **Sign Up**

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- Fill in all the fields:

- **GLO-ID**

Create your own GLO-ID that is unique to you, it should be between 8 and 30 characters in length and can contain alpha-numeric characters, but no special characters are allowed eg. NameSurname2020

Sign Up

GLO-ID *

Email *

Mobile Number

Do you have a non-South African phone number? ⓘ

First Name *

Surname *

Password *

Confirm Password *

Accept **terms and conditions** to continue

Sign Up

Already have a GLO-ID? **Sign in here**

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App version: 1.1.4

- **Email Address**

Fill in your preferred email address

- **Mobile Number**

Fill in your Mobile Number

- **First Name**

Fill in your Name

- **Surname**

Fill in your Surname

- **Password**

Create your password, it should be more than 8 characters, must contain a capital letter and can contain alpha-numeric and special characters. eg. G34uqnf@87

- **Confirm your password**

Type your password again to confirm it.

Once all fields have been completed you need to Agree to the Terms and Conditions (You can also view the terms and conditions by clicking [here](#))

Accept **terms and conditions** to continue

- Now click on the **Sign Up** button

Sign Up



- You will be prompted to the **Confirm your details** page where you can confirm if your details are correct

Confirm your details

GLO-ID: **exampleid**

Email: **example@domain.co.za**

Phone Number: **+27821234567**

Please note: The provided email and/or mobile number is required for account confirmation, recovery and critical communication. We recommend you provide your mobile number for faster account confirmation. Please be aware that account confirmation can take up to **1 hour** with email only, and up to **20 minutes** with mobile number. For any queries about our privacy policy, please review the **Terms and Conditions** on the previous page or contact our **Client Care**.

- If you are happy that the information that you have entered is accurate, proceed by clicking on the **Submit** button.

Submit

Make Changes

- Should you have made a spelling error and the details are not accurate, go back by clicking on the **Make Changes** button and make the necessary changes.

Submit

Make Changes

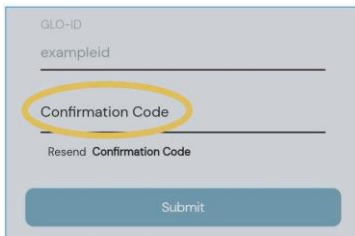
- Once you have clicked on the **Submit** button you will be directed to a **Confirmation page**.
- Here you will need to enter the verification code which has been sent to you via SMS. (Please note you will receive the verification code via Email should you not have completed the Mobile Number field on the Create an Account page)

The SMS you should receive will look like this

Let's verify your account for your Community Member App. Your verification code is [REDACTED]



- Enter the code in the **Confirmation Code** field



- Then click on the **Submit** button.
- You will be directed to the **Sign In** screen. Go ahead and sign in with your GLO-ID or Email address and your password.

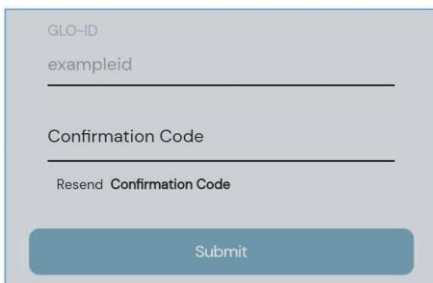
03 | HOW TO VERIFY YOUR ACCOUNT AT A LATER STAGE

For any reason whilst you were busy creating your GLO-ID account and could not confirm your account with the confirmation code, you can follow the steps set out below.

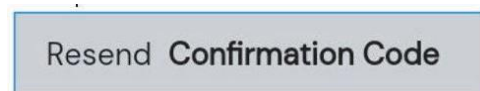
- Open the Leopard Creek EstateApp
- On the Sign In screen type in your GLO-ID and password



- Then click on the **Sign In** button
- You will be directed to the **Confirmation Page**



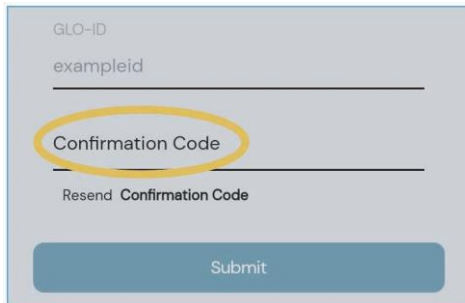
- Now click on **Resend Confirmation Code** at the bottom of the page



- The **confirmation code** will be sent to you via SMS.

(Please note you will receive the verification code via Email should you not have completed the Mobile Number field on the Sign Up page)

- Enter the code in the Confirmation Code field



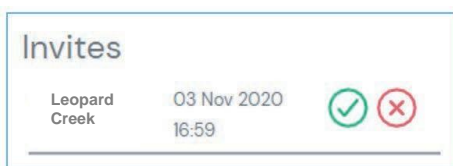
A screenshot of a confirmation code input form. At the top, it says 'GLO-ID' followed by a text input field containing 'exampleid'. Below that is a text input field labeled 'Confirmation Code', which is circled in yellow. Underneath the 'Confirmation Code' field is a link that says 'Resend Confirmation Code'. At the bottom of the form is a blue button labeled 'Submit'.

- Then click on the **Submit** button.
- You will be directed to the Sign In screen. Go ahead and sign in with your **GLO-ID or Email address** and your **password**.

04 | JOINING THE LEOPARD CREEK COMMUNITY

How to accept an invitation:

- **Sign into** the Leopard Creek Estate App
- Under the Invites heading you will view your invitation from the community



- Click on the **green** checkmark to **accept** the invite
Or click on the red cross to reject the invite
- A popup notification will appear confirming that your profile has been linked successfully.



- You will be directed to the Homepage of the app.

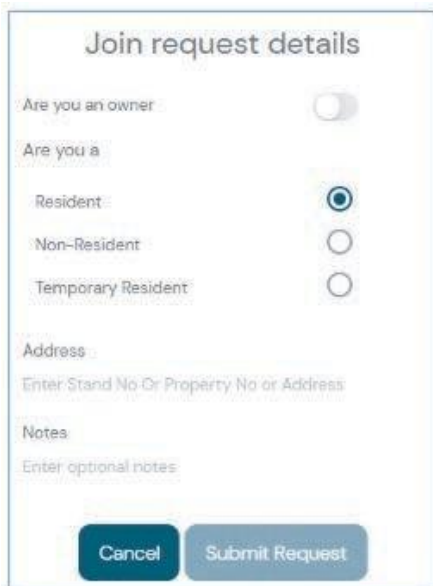


How to request to join Leopard Creek:

- **Sign into** the Leopard Creek Estate App
- Select the **Request to Join** button



- **Fill in** the details ie. Are you an owner, are you a resident, non-resident or temporary, the address and any notes.

A screenshot of a mobile app form titled "Join request details". It contains several input fields and radio buttons. The "Are you an owner" field has a toggle switch. The "Are you a" section has three radio button options: "Resident" (selected), "Non-Resident", and "Temporary Resident". Below these are text input fields for "Address" (with a placeholder "Enter Stand No Or Property No or Address") and "Notes" (with a placeholder "Enter optional notes"). At the bottom are two buttons: "Cancel" and "Submit Request".

- Then click on **Submit Request** button
- Your Community Admin will need to review your request before informing you that it has been accepted or rejected.

05 | CLASSIFIEDS T'S & C'S

The Classifieds section is the residents buy and sell platform and is **not** for commercial advertising. Any form of advertising will be removed.

The Service Provider section will be launched soon allowing service providers to register their companies and services on the App making it easy for residents to find service providers who operate on the estate.

