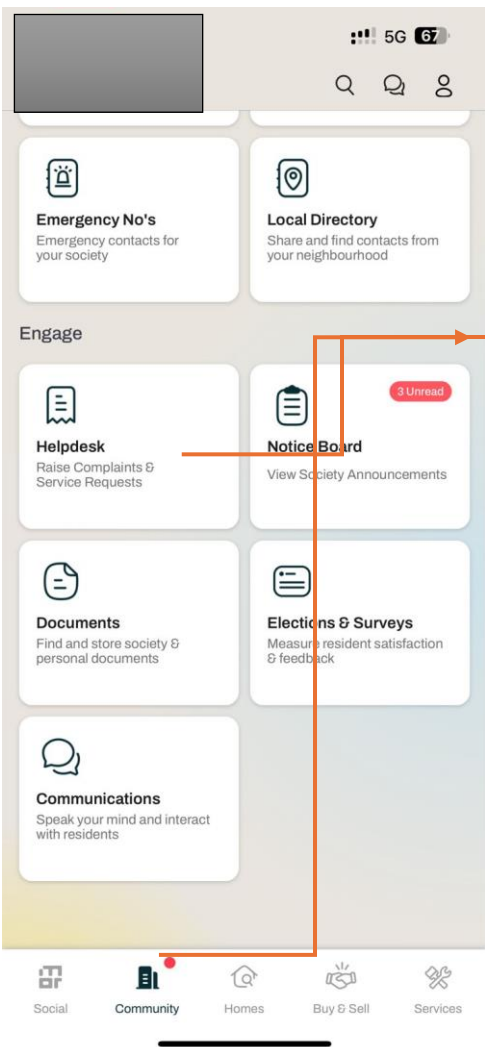




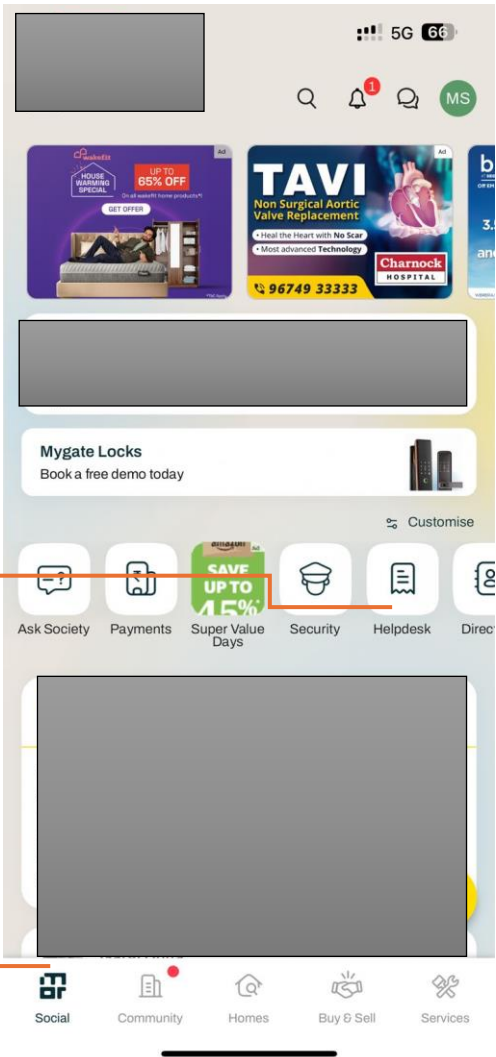
# Easy-To-Use Handbook for My Gate’s Helpdesk Feature

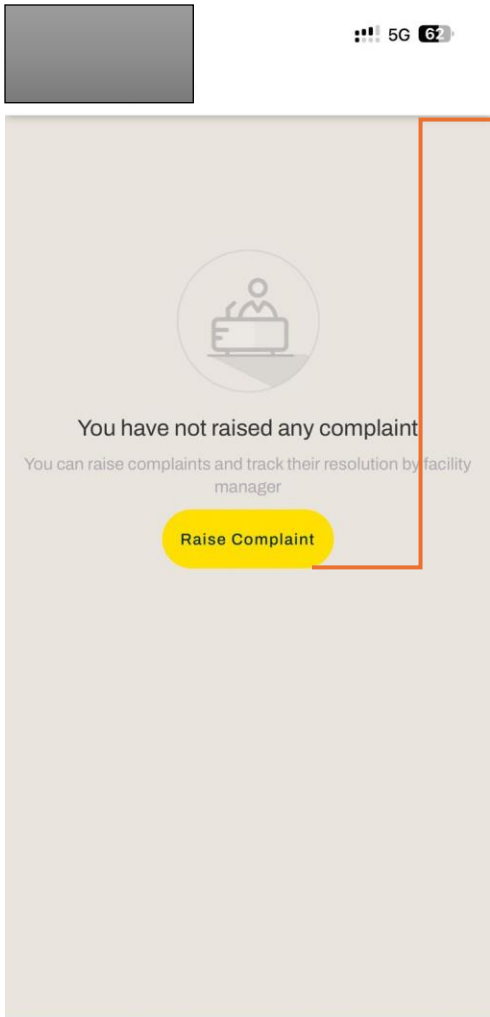
## Step-By-Step Guide



1.1 Tap on the 'Community' tab on your My gate App and select 'Helpdesk'

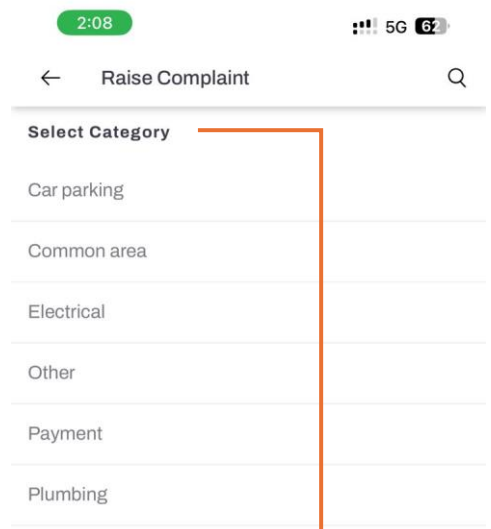
1.2 Alternatively tap on the 'Social' tab on your My gate App and select 'Helpdesk'





1.3 Tap on 'Raise Complaint' at the bottom of your screen to lodge a complaint

1.4 Select the Category of the complaint



← Raise Complaint

Category

Car parking

1.5 Choose your desired category from the drop-down menu

Request Type



Unit Level



Community Level

Visible to your unit members only



Is it Urgent?

1.6 Let us know if the complaint is at a 'Personal' or a 'Community' level

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Attach Photo

Supported Formats: jpg, jpeg, png

1.7 You can also attach photos or documents to elaborate your issue

Submit Complaint

1.8 Submit your complaint and can also track your complaint status in the same space

## Notes

1. You can reopen a resolved/closed complaint and also add comments for doing the same.

2. To filter complaints:

Go to the 'Helpdesk' menu under the 'Community' tab.

Click on 'Category/Status' at the top of the app screen.

Select a specific category/status from the dropdown menu.

3. Once residents raise a complaint/service request using Helpdesk on the MyGate app, they receive an SMS/email notification with the service request ID and subject. If the Helpdesk Manager does not take action within the stipulated time, the service request will escalate to the Facility Manager. If no action is taken, the service request will escalate to the Admin who will be the last point of contact. When the admin/Facility Manager updates the status or adds any comment to the complaint, the resident will again receive the email with the service request ID in the subject line.

4. Residents can go to the 'Helpdesk' menu under the 'Community' tab and click on the specific service request/complaint to view the changes made by the admin/Facility Manager.