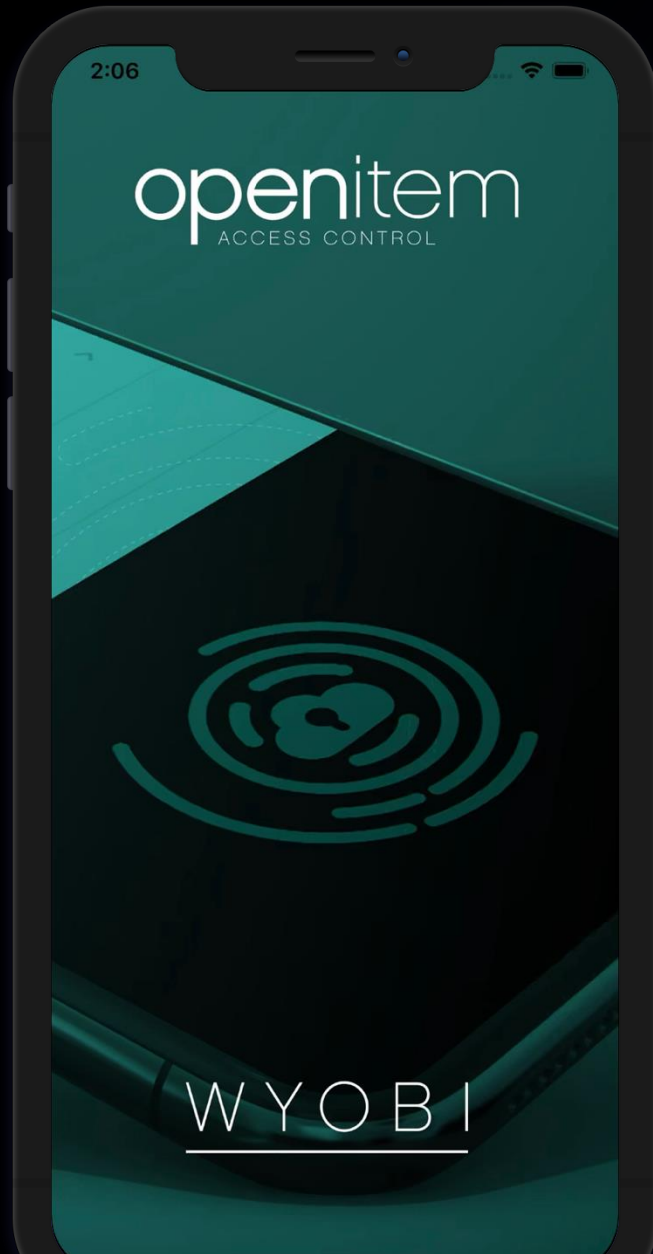
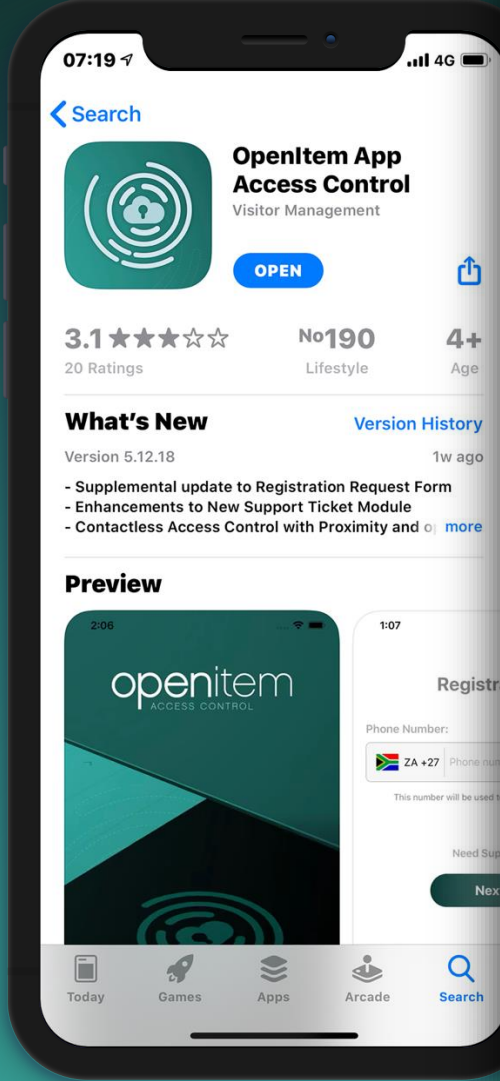




OPENITEM APP

USER MANUAL

OpenItem Visitor Management System (VMS) is scalable to suit your need. This user manual will show step-by-step how to download, install and use the OpenItem app.



Index

WHAT IS COVERED IN THIS MANUAL

- Download & install the OpenItem app
- Bookings
- SOS Panic
- Support
- Settings
- Messaging/Inbox
- No Contact
- Pre-authorisation
- Contact

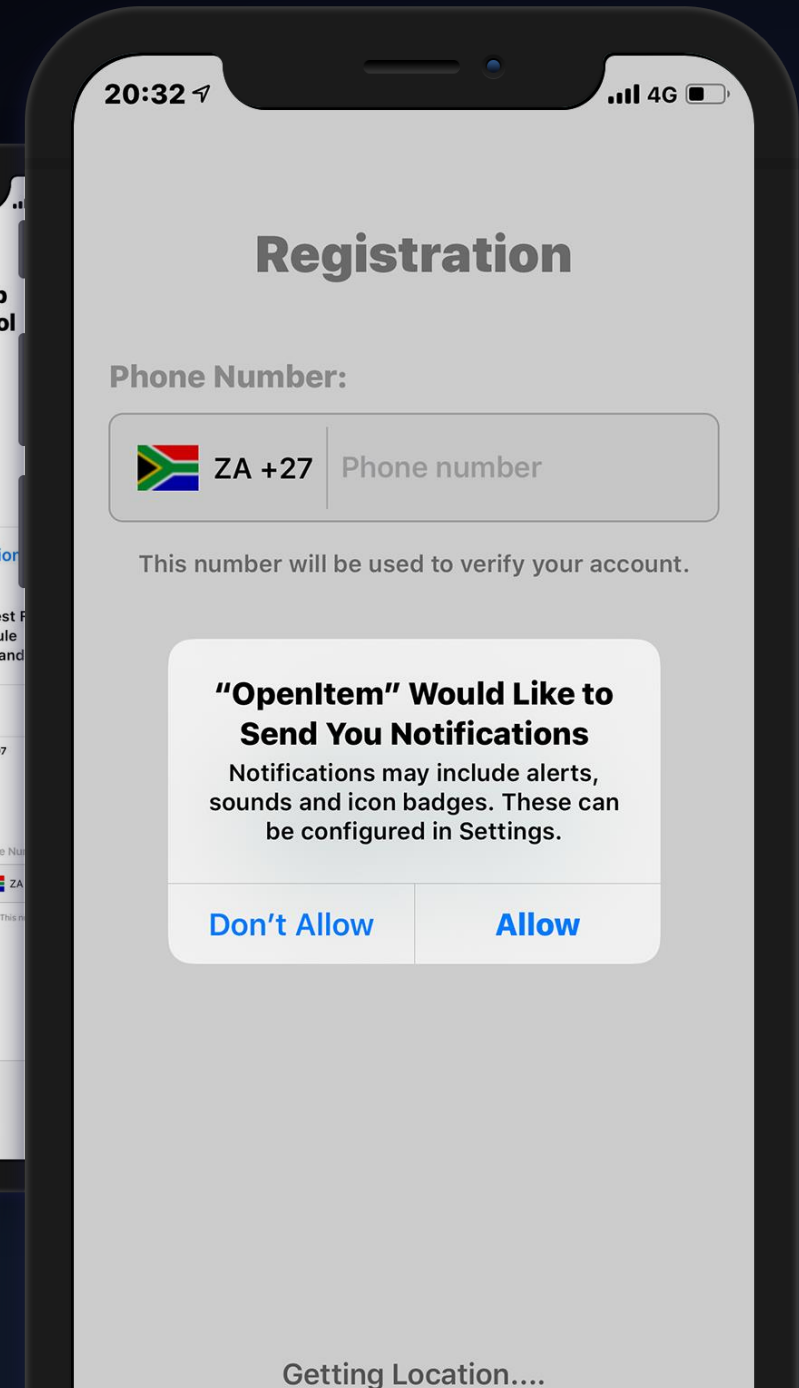
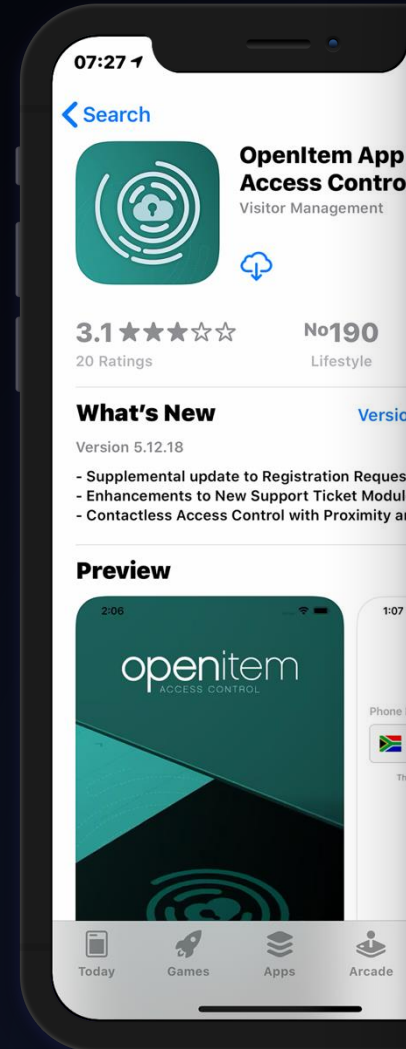


Download the app

1 Go to the App Store (for iPhones) / Play Store (for Android phones) and search for the “OpenItem” app (Alternatively download the relevant estate app supplied by your HOA)

2 Click to download the app

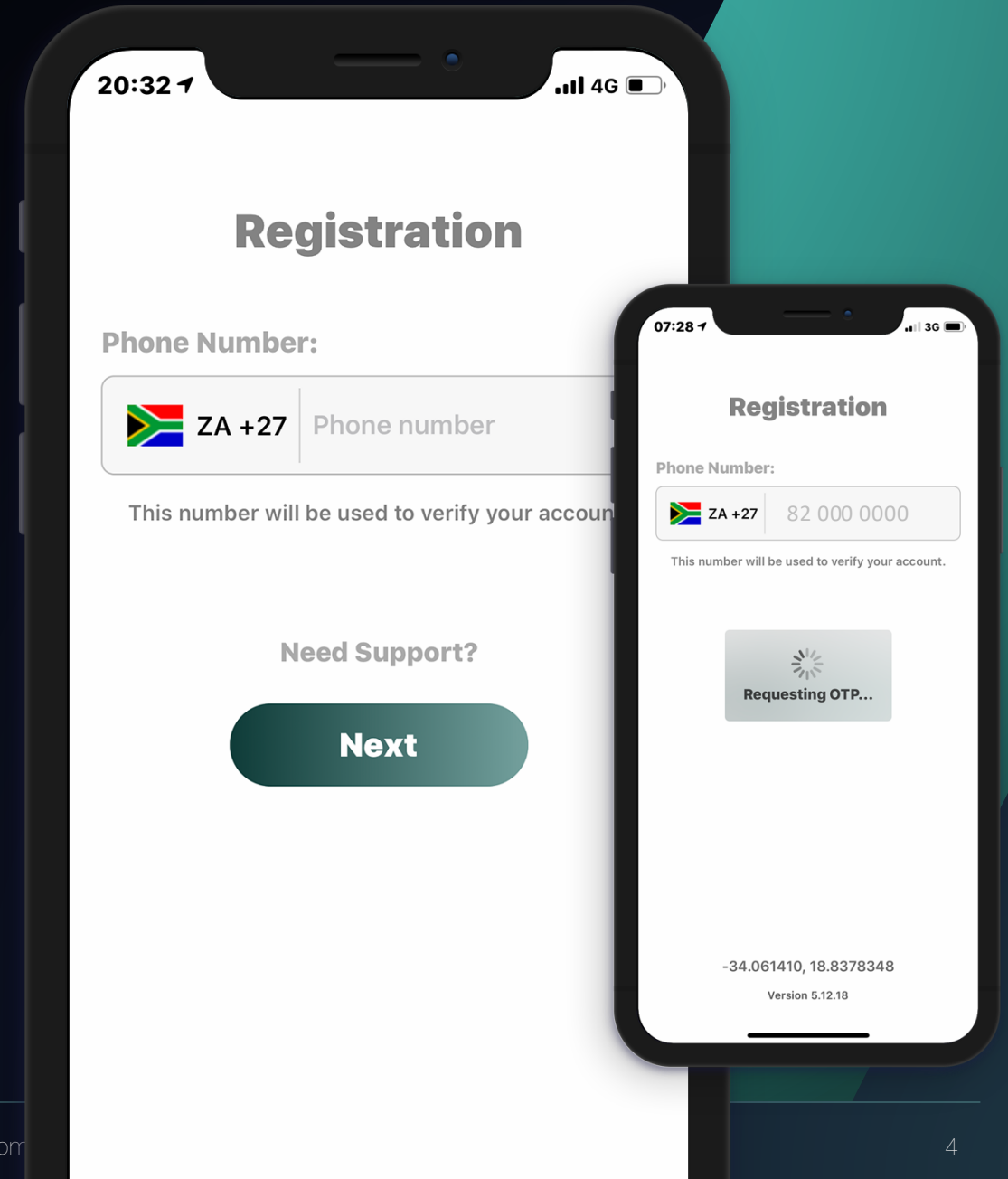
3 You will notice a few permissions will be requested, it all serves a function in the app, but are optional to allow



Registration

- 1 You will notice this screen after you have installed the app
- 2 Fill in your cellphone number in the space provided
- 3 Click on the 'Next' link at the top right corner of the screen

If your cellphone number is not recognised on the system, click on the Support link at the top left corner of your screen. Fill in your details and send the email to the Support email address provided.



Registration

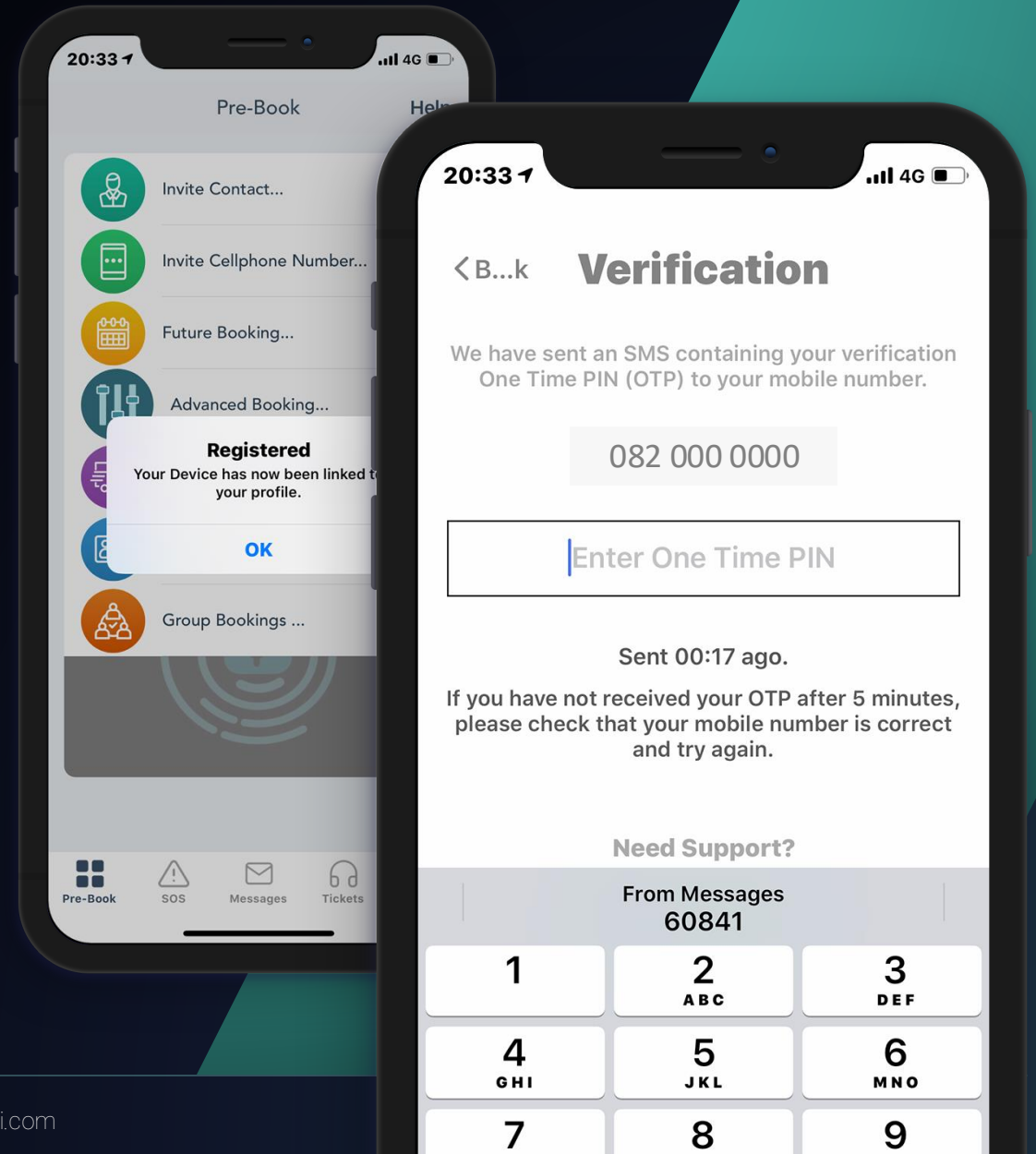
4

An OTP will be sent to your phone by means of an SMS

5

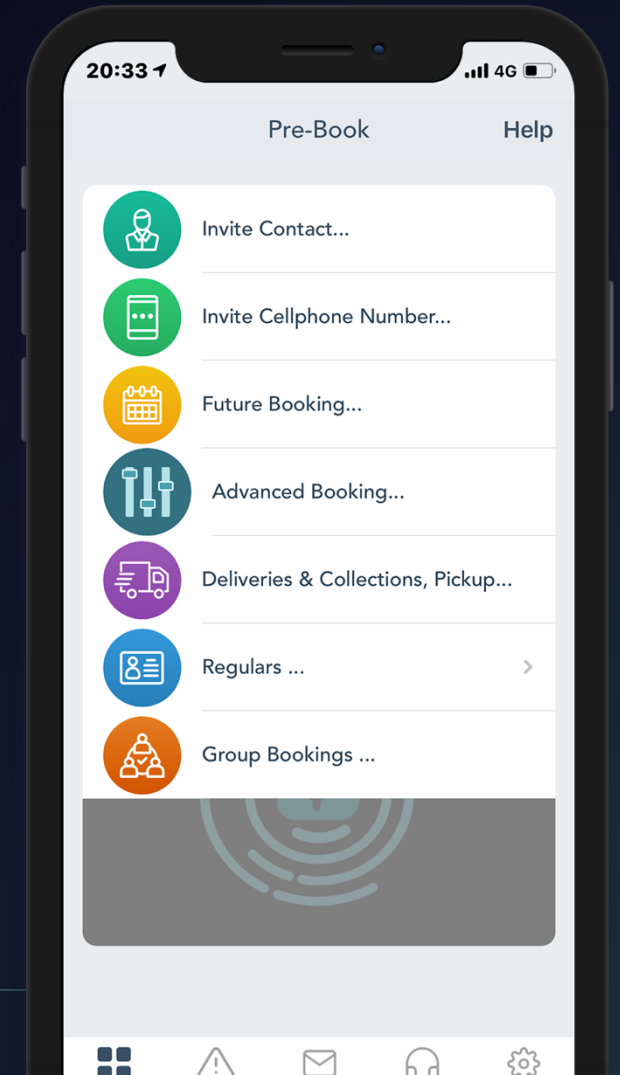
Once you have entered the OTP, you will be registered to use the app and your phone has been linked to your profile

If you have not received your OTP after 5 minutes, please check that your mobile number is correct and try again,



Pre-book (Pre-clearance code)

- **Invite Contact:** Choose a contact from your address book and send them a visitor booking
- **Invite Cellphone Number:** Type in the cellphone number of the visitor you would like to send the booking to
- **Future Booking:** Display a calendar where you can choose the date in the future you want for the visitor booking
- **Deliveries & Collections, Pickups:** As you don't know the name or number of a delivery or collection, this allows you to book the information you do have, for instance Courier Name. When you expect a delivery, collection or pickup, fill in the form to ensure that the guards at the main gate can look up the delivery and/or collection, and the process is streamlined
- **Regulars:** When you receive regular visitors, you can assign them a regular visitor schedule for a certain time period. A regular visitor doesn't need a PIN to access the estate, they just need to present their ID or Driver's Licence
- **Group Bookings:** Simultaneously book between 5 – 10 people from your address book and send them each individual booking request in 1 process



How to use Pre-clearance codes



Create a “Pre-clearance code” via the OpenItem VMS app by selecting “Invite Cellphone Number” from the Booking tab.



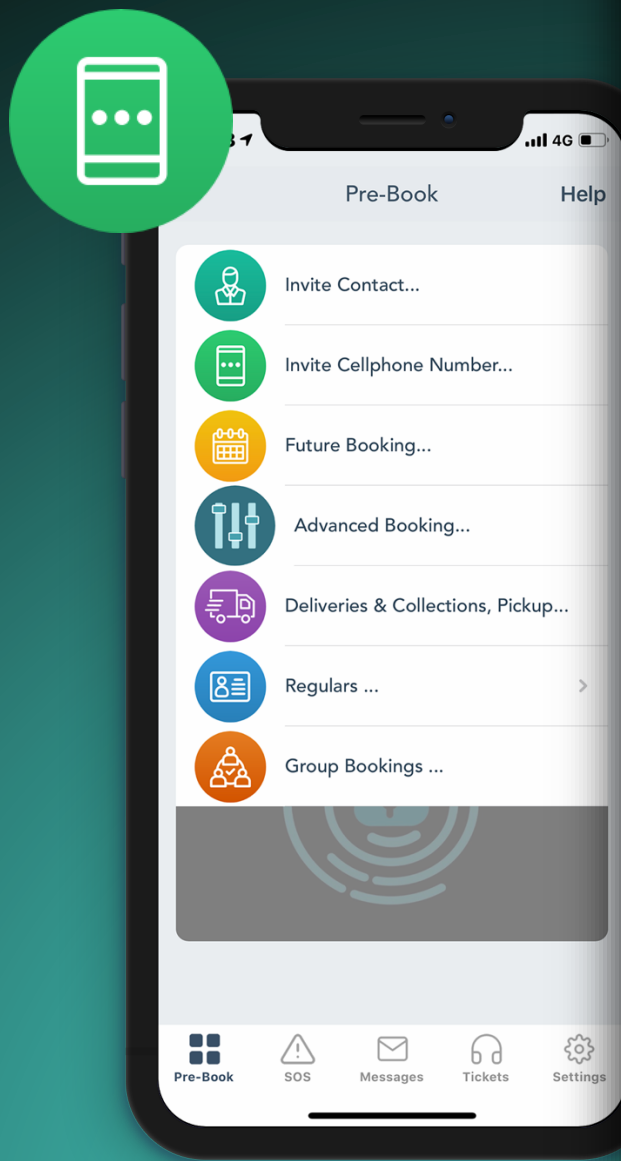
A unique PIN is generated which gets sent to visitors per WhatsApp, Email or SMS.



Receive arrival & departure notifications of your visitors via the OpenItem App or SMS.



Pre-clearance codes are issued for visitors who need a single entry and exit to the premises.



Invite Contact/number

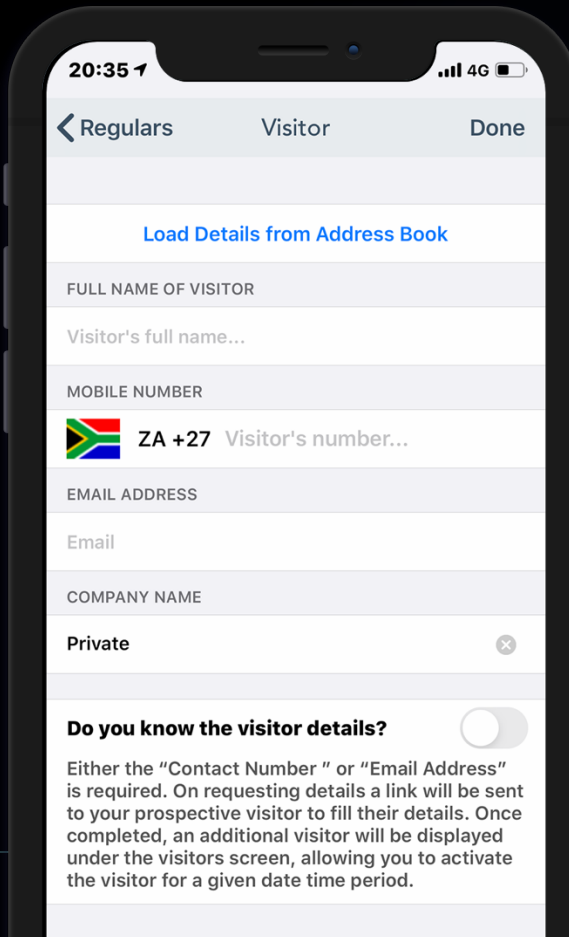
Choose a contact from your address book and send them a visitor booking.

Track who is entering and exiting the estate. While many estates and corporates verify residents, residents are not your main security concern.

Invite a visitor via your address book or by entering their respective contact detail/telephone nr

1

Select to invite a visitor from
your address book



20:35 1 4G

< Regulars Visitor Done

[Load Details from Address Book](#)

FULL NAME OF VISITOR

Visitor's full name...

MOBILE NUMBER

 ZA +27 Visitor's number...

EMAIL ADDRESS

Email

COMPANY NAME

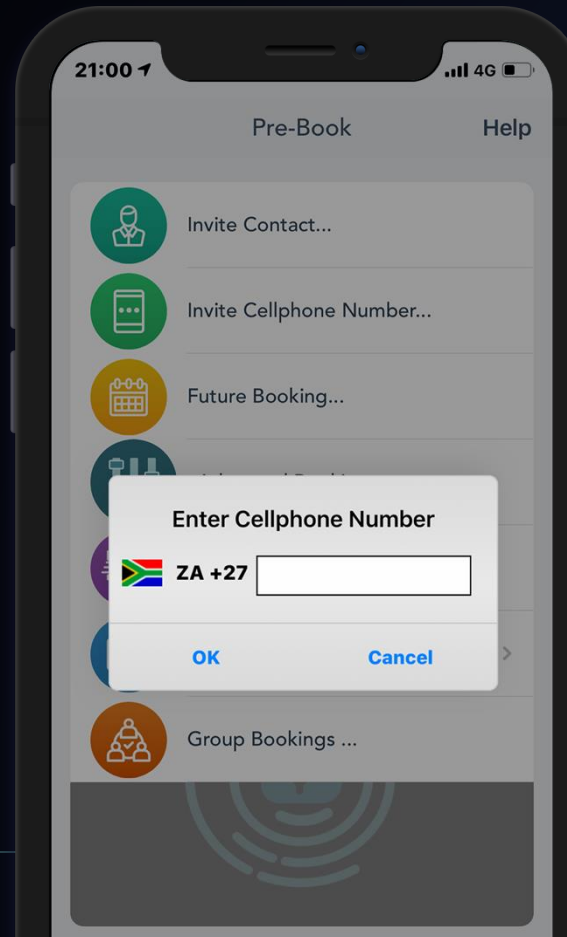
Private

Do you know the visitor details? ☐

Either the "Contact Number " or "Email Address" is required. On requesting details a link will be sent to your prospective visitor to fill their details. Once completed, an additional visitor will be displayed under the visitors screen, allowing you to activate the visitor for a given date time period.

2

or manually type in the
cellphone number



21:00 1 4G

Pre-Book Help

 Invite Contact...

 Invite Cellphone Number...

 Future Booking...

 Group Bookings ...

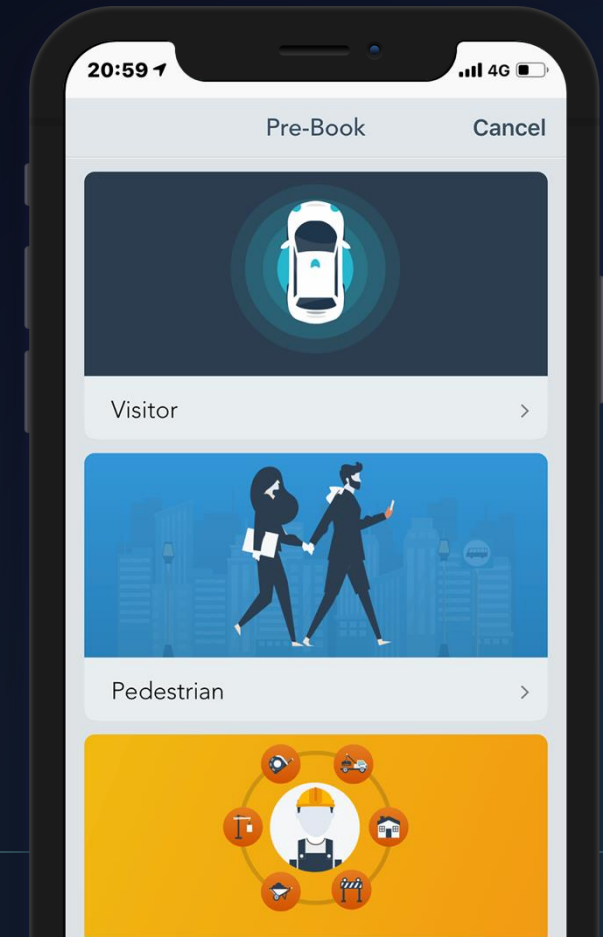
Enter Cellphone Number

 ZA +27

OK Cancel

3

Select the type:
visitor, contractor or pedestrian



20:59 1 4G

Pre-Book Cancel

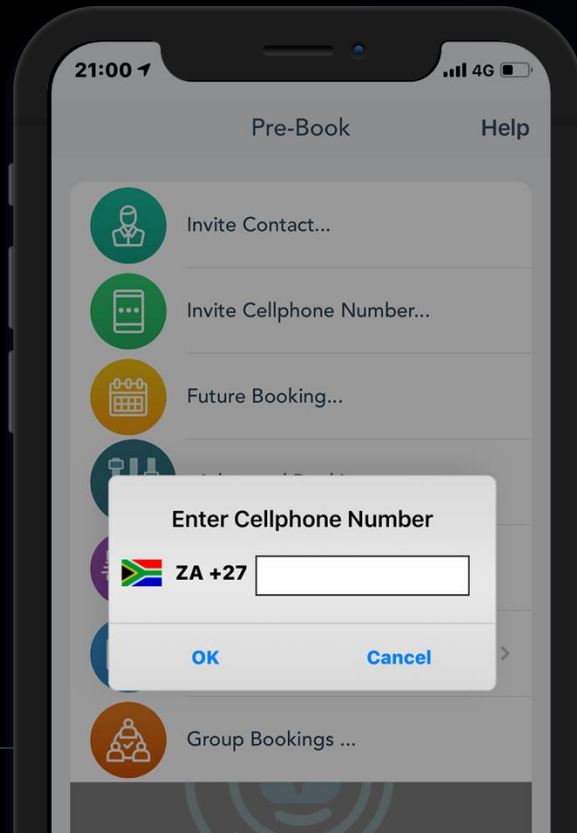

Visitor >


Pedestrian >



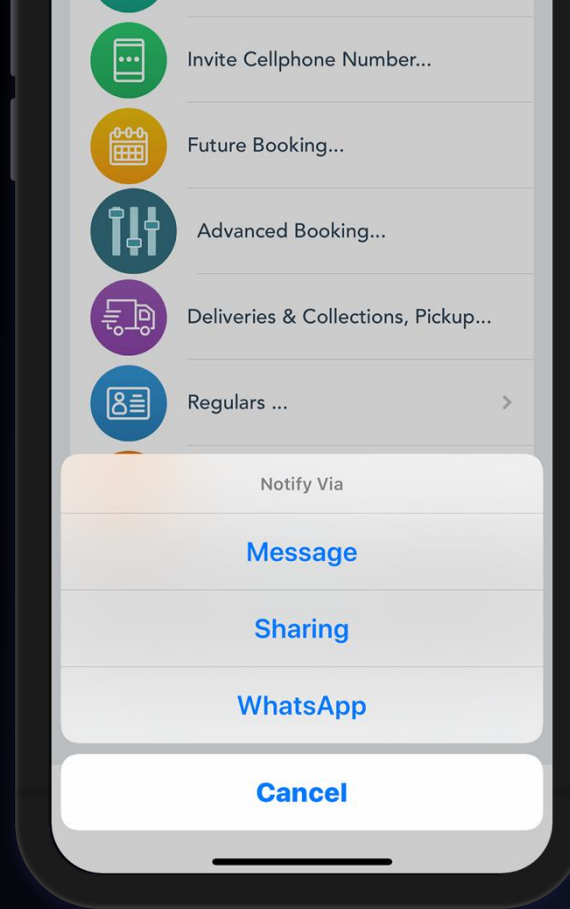
4

Type in the cellphone number
For international visitors, tap the
down arrow next to the flag to
change the country code



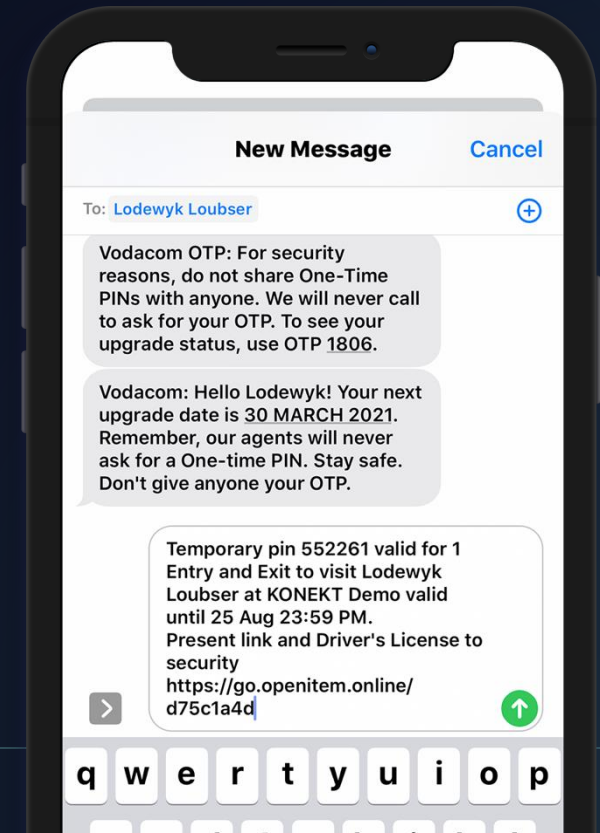
5

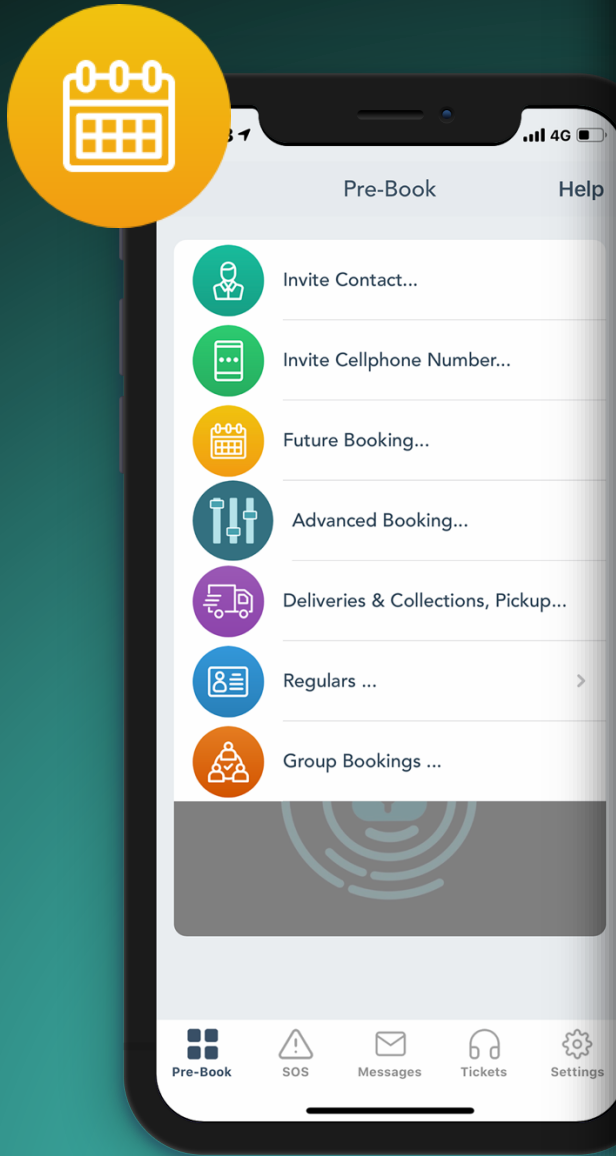
Select the method to notify the
visitor of the unique PIN



6

Example of message received

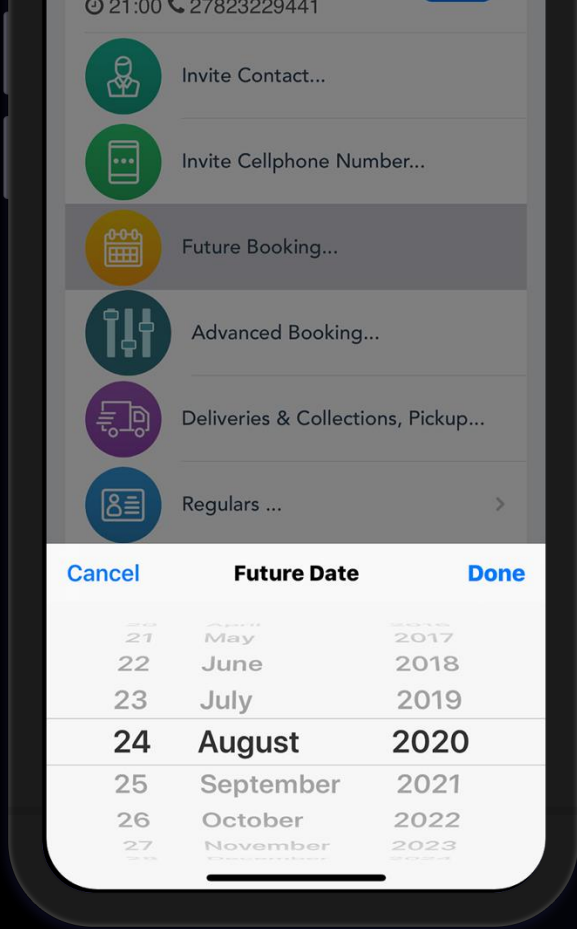




Future Booking

Plan your day or week with the future book function. Generate a pre-cleared code for prospective visitors. Display a calendar where you can choose the date in the future you want for the visitor booking

Select a date, contact detail and grant access.

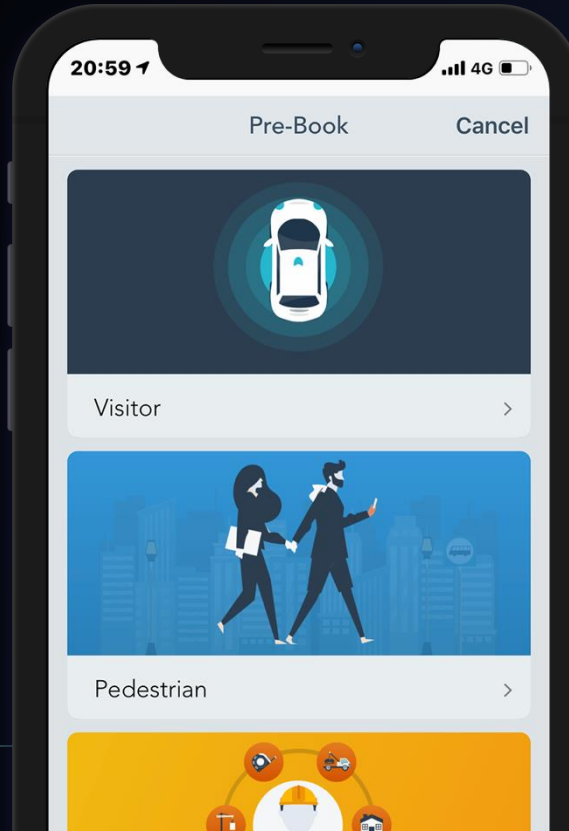


1

Select the date that the visitor
will require access

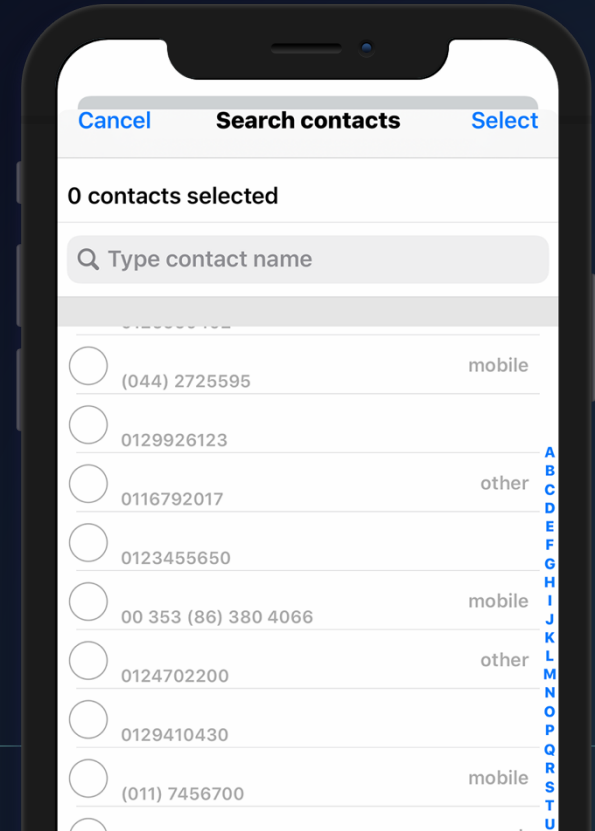
5

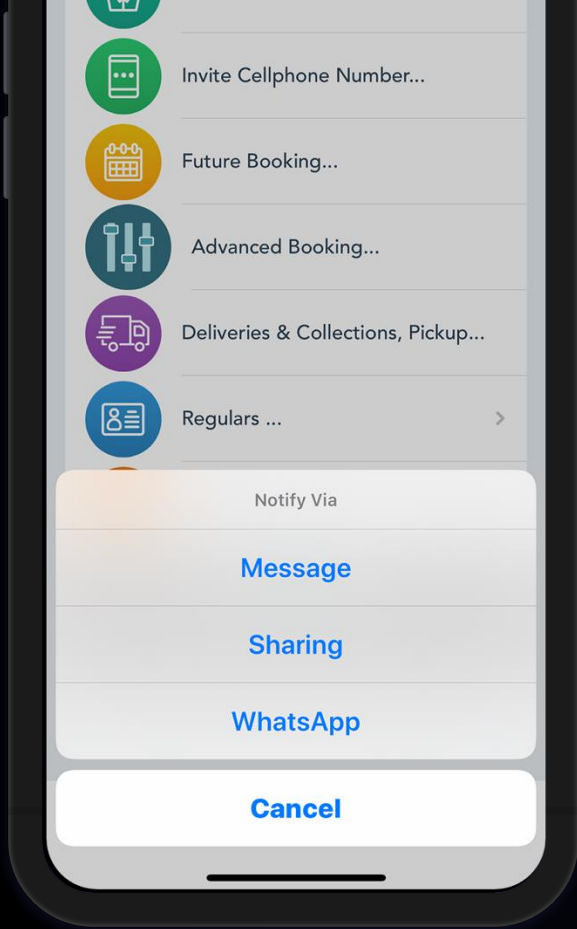
Select the type:
visitor, contractor or pedestrian



6

Access your contact list and
select visitor and specific
contact no



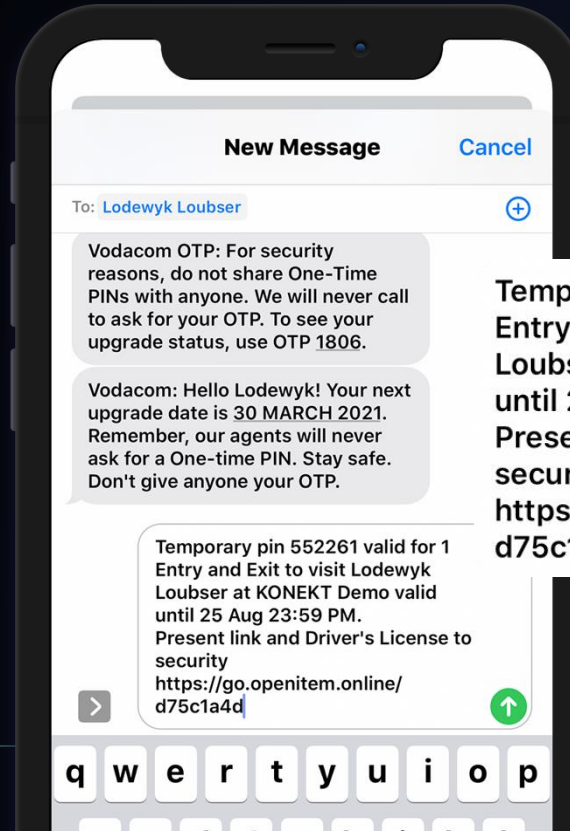


1

Select the method to notify the visitor of the unique PIN

5

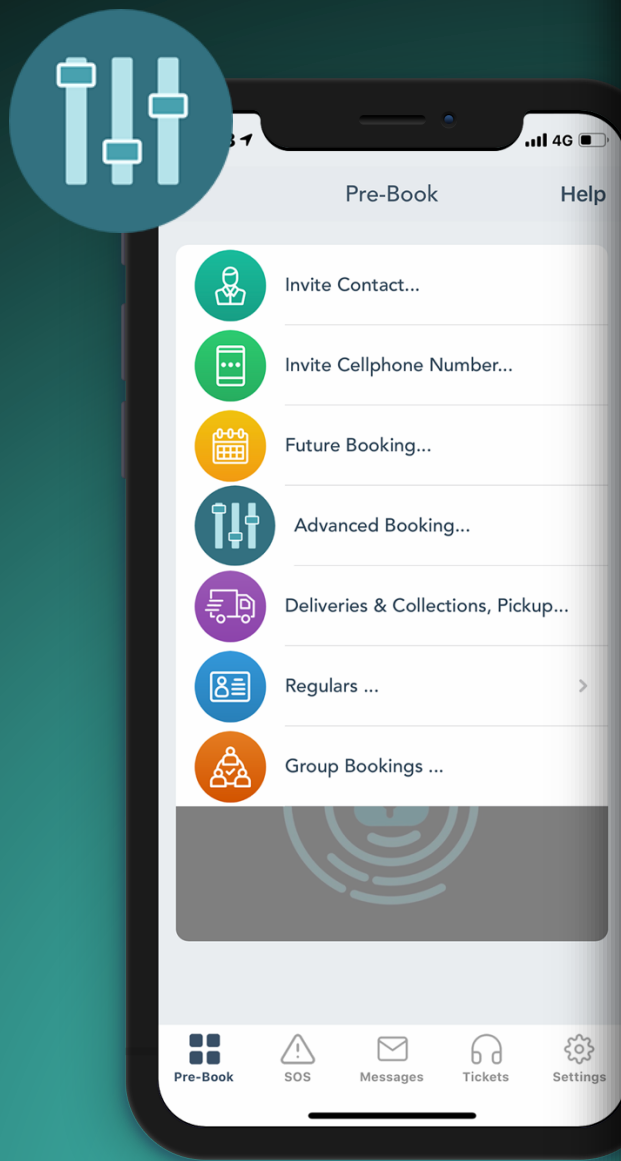
Example of message received



6

Forward message to prospective visitor

Temporary pin 552261 valid for 1 Entry and Exit to visit Lodewyk Loubser at KONEKT Demo valid until 25 Aug 23:59 PM. Present link and Driver's License to security <https://go.openitem.online/d75c1a4d>



Advanced Booking

Plan your day or week with the future book function. Generate a pre-cleared code for prospective visitors. Display a calendar where you can choose the date in the future you want for the visitor booking

Select a date, contact detail and grant access.

1

Select the date that the visitor
will require access

06:38 1

< Access Codes Booking Book

BOOKING DATE

Start Date 2021/08/23

VISITOR

Contact Type Address Book

VISITOR TYPE

Visitor Type Visitor

DELIVERY TYPE

Delivery Method Whatsapp

MULTI ENTRY PIN

Multi Entry Pin: ☒

Please Note all multi entry pins require the visitor to provide a valid identification document at the access point.

2

Access your contact list and select visitor or
enter a once-off contact no

Start Date 2021/08/23

VISITOR

Contact Type Address Book

Address Book
Enter Number

VISITOR TYPE

Visitor Type Visitor

DELIVERY TYPE

Delivery Method Whatsapp

MULTI ENTRY PIN

Multi Entry Pin: ☒

Please Note all multi entry pins require the visitor to provide a valid identification document at the access point.

Access Codes SOS Inbox Remote More

3

Select the type:
visitor, contractor or pedestrian

06:38 1

< Access Codes Booking Book

Start Date 2021/08/23

VISITOR

Contact Type Address Book

VISITOR TYPE

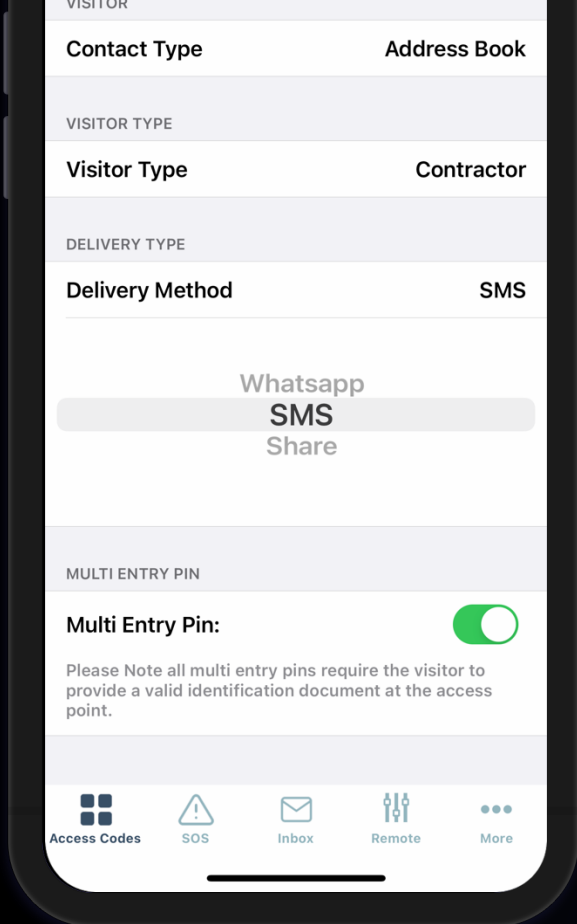
Visitor Type Contractor

Visitor
Contractor
Pedestrian

DELIVERY TYPE

Delivery Method Whatsapp

MULTI ENTRY PIN

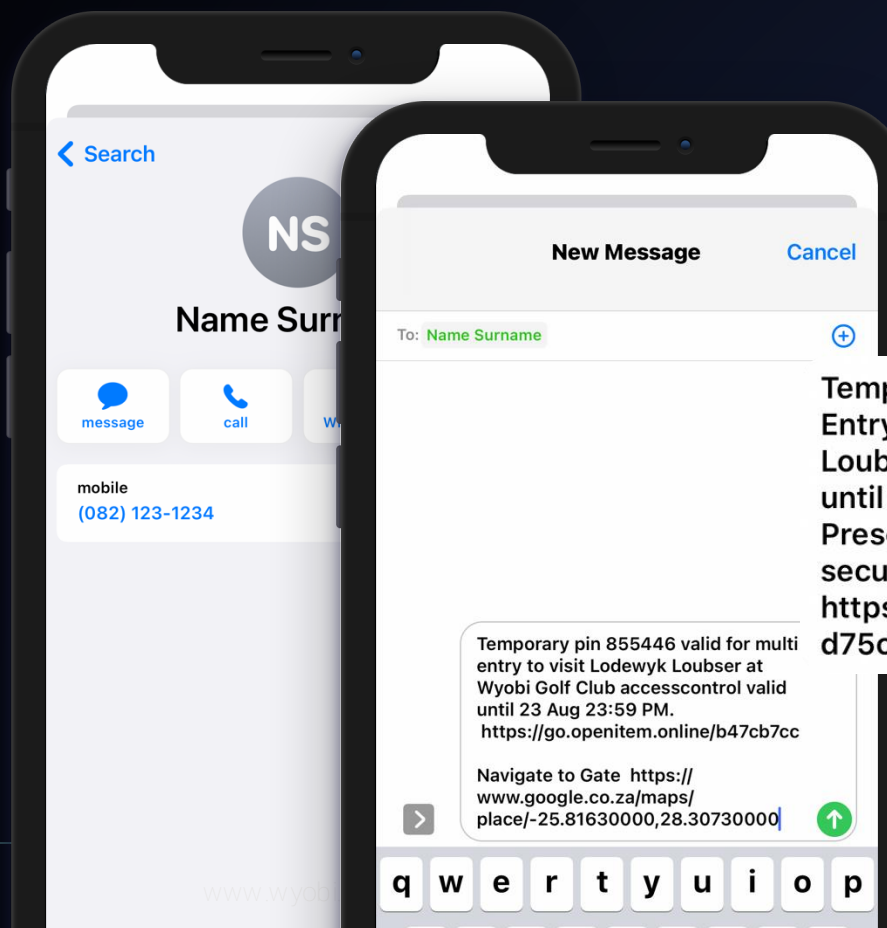


4

Select the method to notify the visitor of the unique PIN

5

Example of message received



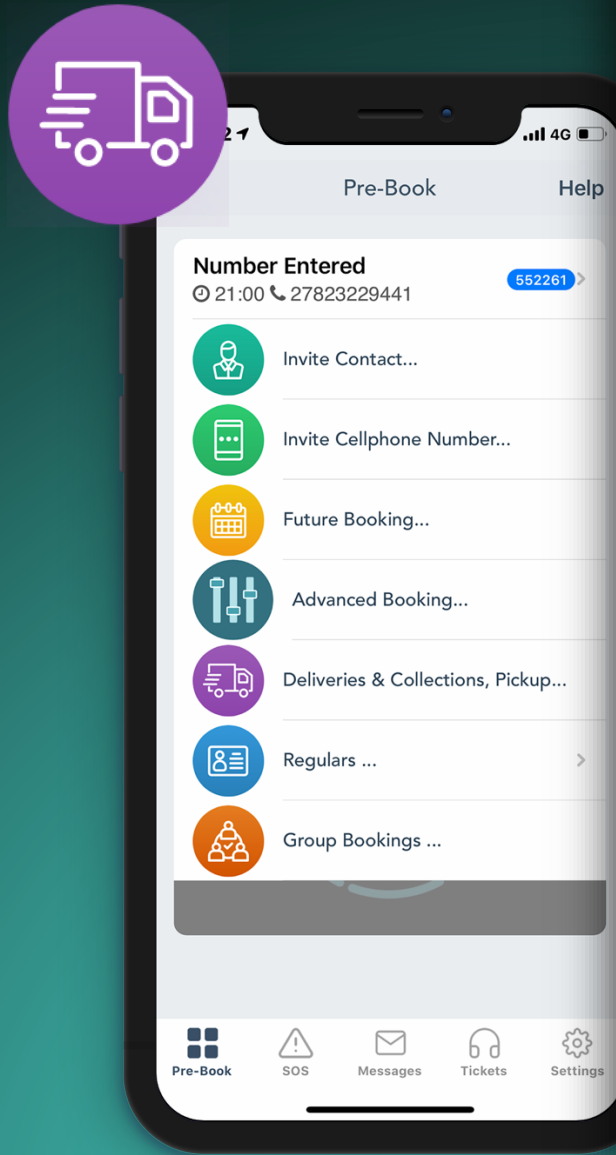
6

Forward message to prospective visitor

Temporary pin 552261 valid for 1 Entry and Exit to visit Lodewyk Loubser at KONEKT Demo valid until 25 Aug 23:59 PM. Present link and Driver's License to security
<https://go.openitem.online/d75c1a4d>

Temporary pin 855446 valid for multi entry to visit Lodewyk Loubser at Wyobi Golf Club accesscontrol valid until 23 Aug 23:59 PM.
<https://go.openitem.online/b47cb7cc>

Navigate to Gate <https://www.google.co.za/maps/place/-25.81630000,28.30730000>



Booking a delivery/collection

You need to fill in the 'Deliveries & Collections' form on the App if you expect a delivery or collection. This will ensure that the guards at the main gate can look up the delivery and/or collection, and the process is streamline.

Types/Requirement:

- **Taxi/Uber/Shuttle**
- **Package Delivery:** DHL / RAM / Courier Guy / Mr Delivery / UberEats
- **Service:** Windscreen Repair / Plumber / Electrician
- **Goods Removal:** In the case of donation or giving something to a worker/contractor
- **Accommodation/Short Stay:** For instance a nurse or visior that might perform tasks during a 24 hour period, required to stay over.

IMPORTANT: This feature may only be used for Unknown Visitors such as examples mentioned above. It is not permitted for Personal Visitors.

Allocated time for entry and exit as per required duty

Time and scheduling is the primary variable when booking a collection/delivery. Both the allocated time for entry and exit as well as the time spent performing the task.

IMPORTANT: When booking a collection or delivery, be very specific on entry and exit time, as the party gaining access will only have a certain window or time period to action. For example, a taxi will only be allowed in the estate for 30 mins prior to entry time.



Entry/exit time

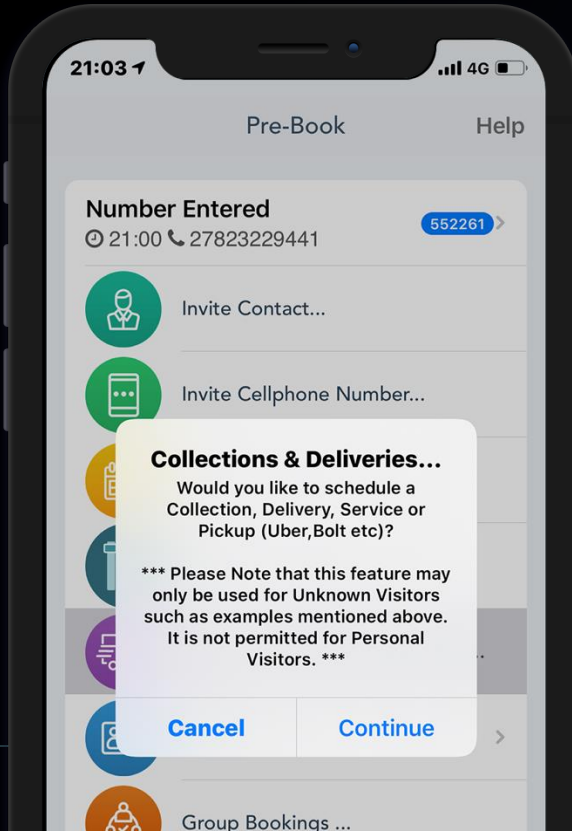


Time spent while performing required task



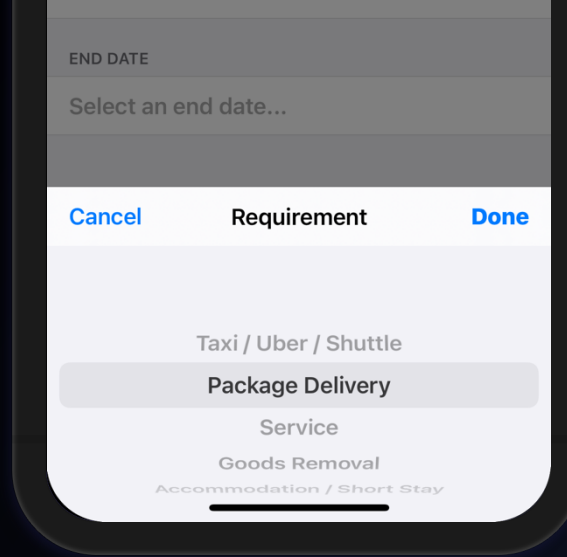
1

Click on the 'Deliveries & Collections' option



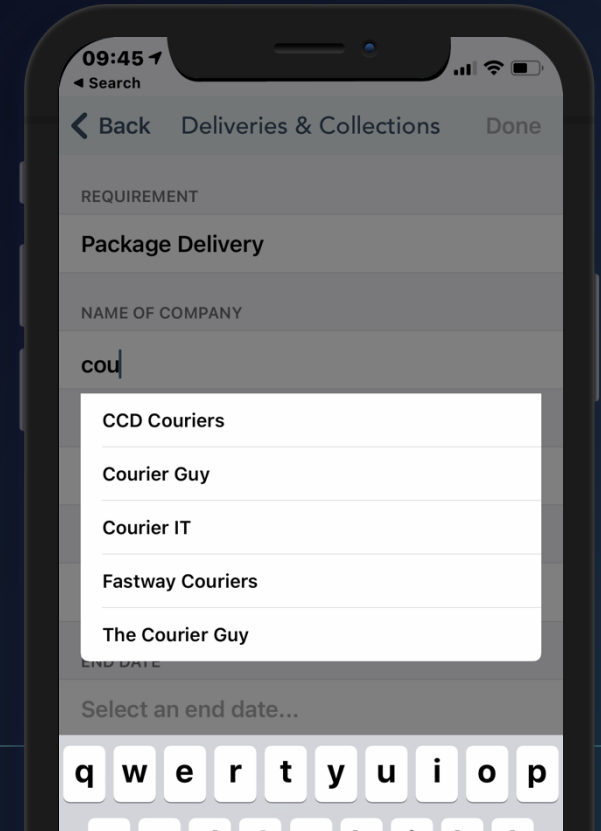
2

Select the type of visit:
Taxi/Uber/Shuttle,
Package Delivery,
Service,
Goods removal,
Short Stay/Accommodation



3

Fill in the fields as requested: Name of Company, Reference number (if available – this is optional), Start Date, End Date,



4

When selecting “goods removal” as type or requirement, in addition to time, complete the person’s name

09:47 1
Search

< Back Deliveries & Collections Done

REQUIREMENT

Goods Removal

NAME OF PERSON

johannes

REFERENCE NUMBER (OPTIONAL)

123123123

DATE



5

Provide a description of the goods. A make and colour should be sufficient

Goods Removal

NAME OF PERSON

johannes

REFERENCE NUMBER (OPTIONAL)

123123123

DATE

2021-07-21

ADD PHOTO (OPTIONAL)

GALLERY CAMERA

Messages Remote More

6

Upload or capture a photo of the specific item that will be removed from the estate

09:47 1
johannes Search

< Back Deliveries & Collections Done

123123123

DATE

2021-07-21

ADD PHOTO (OPTIONAL)

GALLERY CAMERA

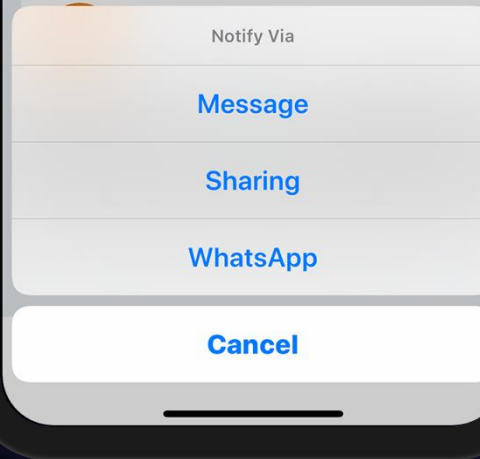
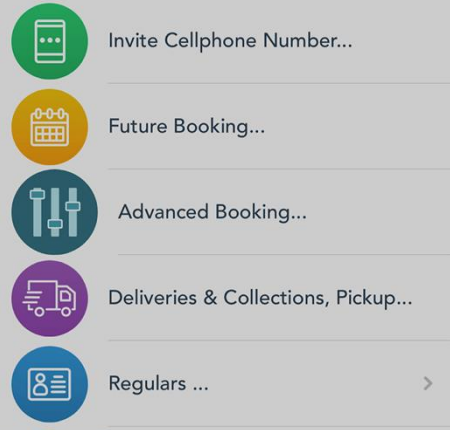
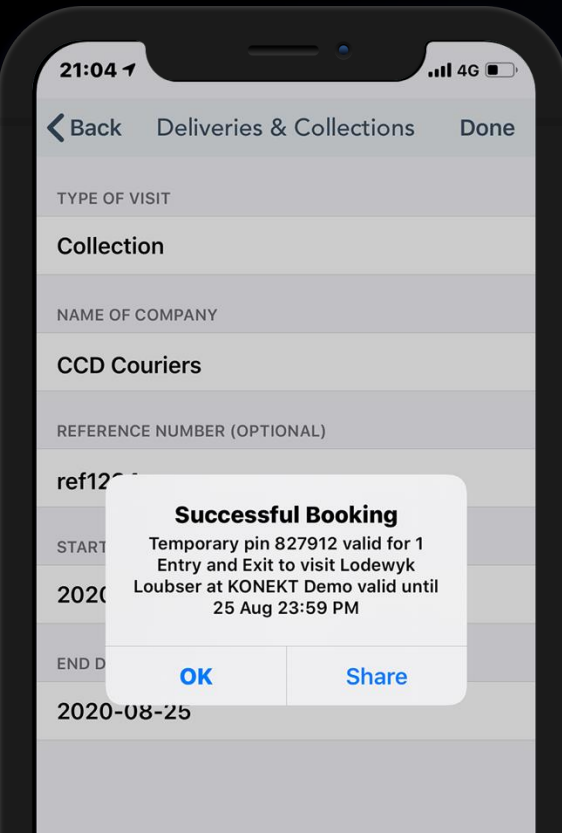
DESCRIPTION (OPTIONAL)

A Bosch black kettle

q w e r t y u i o p

7

The Delivery & Collections PIN has been issued

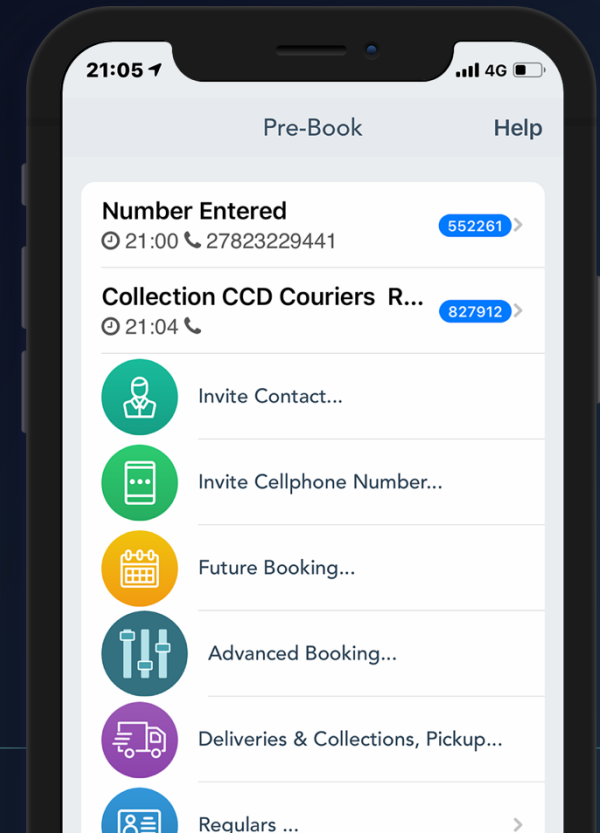


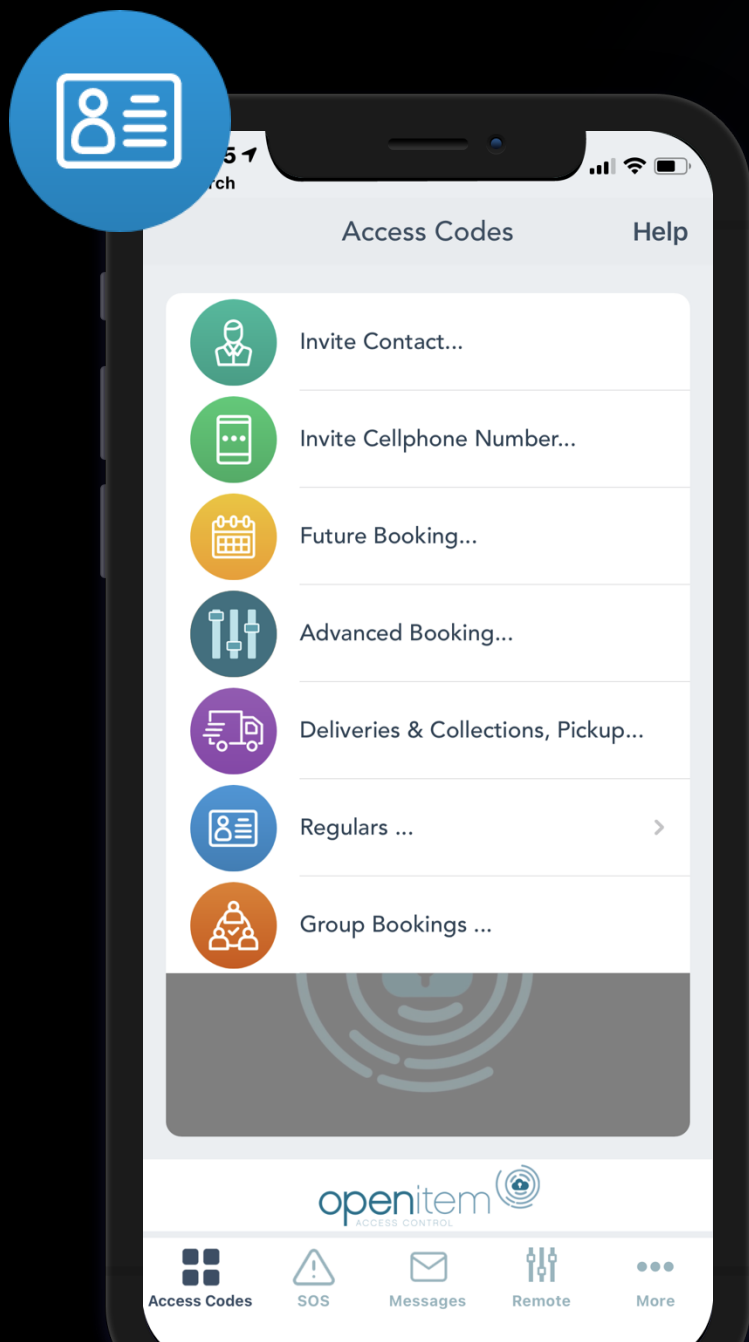
8

Select the method to notify the visitor of the unique PIN

9

The task and action will be viewable on your dashboard





USER MANUAL

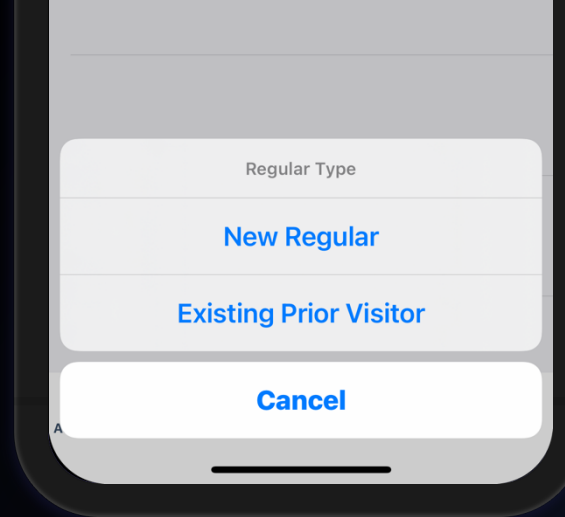
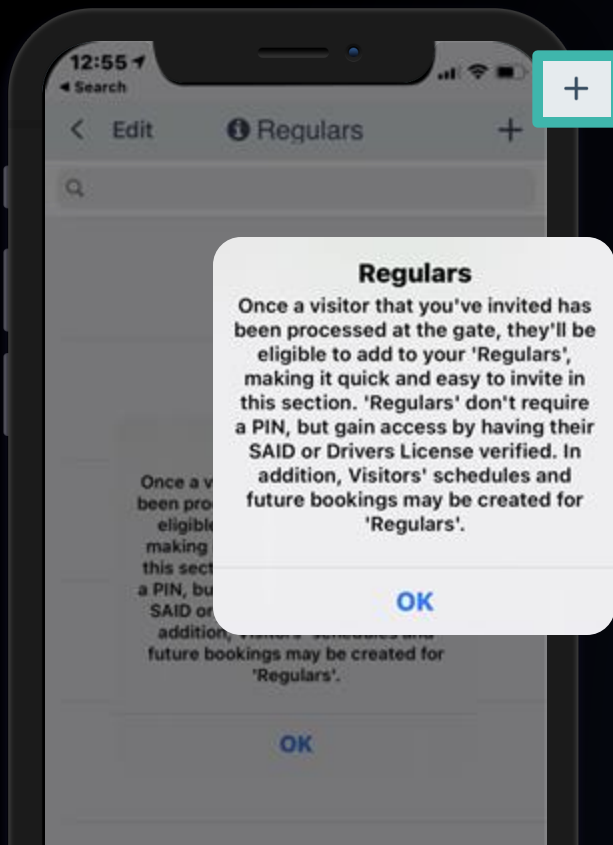
REGULAR/FREQUENT

This allows residents to pre-approve and grant access to visitors. The visitor can then become a regular visitor. Once the system recognises that the visitor qualifies as a regular visitor and the validity of their profile's setup is successful, access is granted based on schedule and visitor's role and type

Click on the '+' sign next to Regulars

Select **'New Regular'** type or

'Existing Prior Visitor'



- **New Regular**

Create a new visitor and supply required detail such as ID nr,

ID/Passport

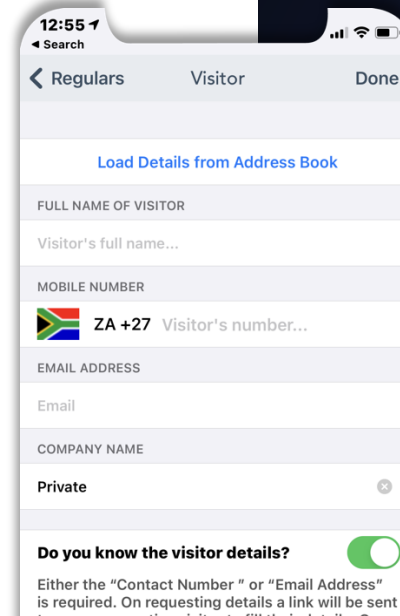
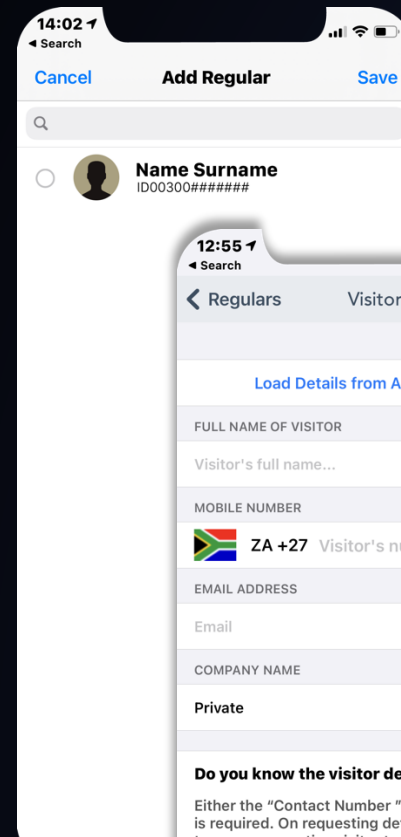
and photo. Alternatively the

prospective user will add their own detail in order to qualify.

- **Existing Prior Visitors**

a Guest that have gained prior access or have access your estate in the past.

In order to book a regular, the specific visitor must have visited you before and accessed the estate via the security guard entrance.



12:55

Search

< Regulars Visitor Done

Load Details from Address Book

FULL NAME OF VISITOR

Visitor's full name...

MOBILE NUMBER

ZA +27 Visitor's number...

EMAIL ADDRESS

Email

COMPANY NAME

Private ☒

Do you know the visitor details? ☒

Either the "Contact Number " or "Email Address" is required. On requesting details a link will be sent to your prospective visitor to fill their details. Once completed, an additional visitor will be displayed under the visitors screen, allowing you to activate the visitor for a given date time period.

ID TYPE

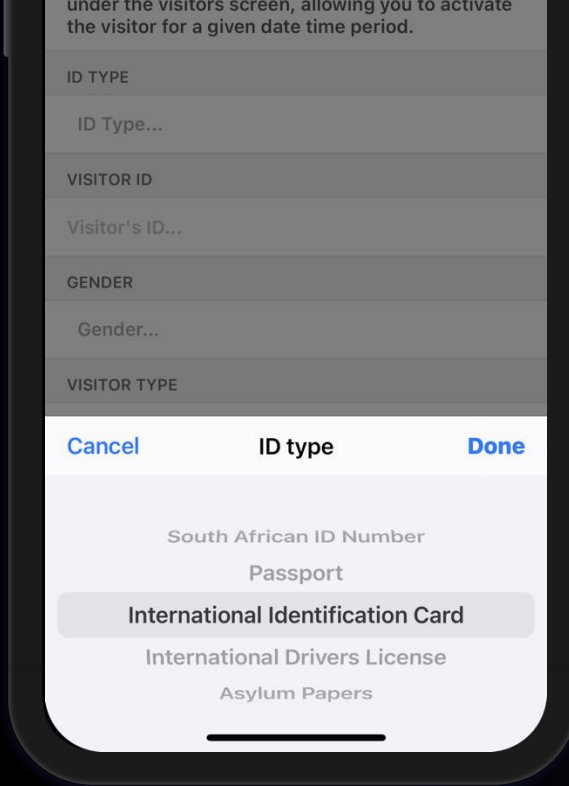
ID Type...

Access Codes SOS Messages Remote More

New Regular Visitor

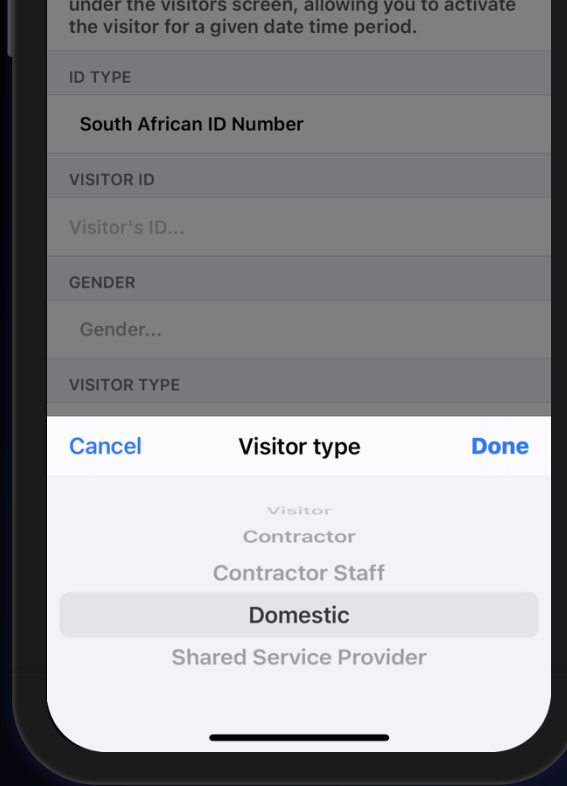
Setup a regular visitor profile by completing the required fields. The visitor will gain access based on the accuracy of this profile.

- Visitor's Full name as per ID document
- Telephone nr
- Email address
- Is this a private or commercial profile?
- If you are unsure of the visitor's details, please ensure to deselect the option, so that the prospective visitor can complete their own profile
- ID Type and number
- Visitor Type
- Profile Picture



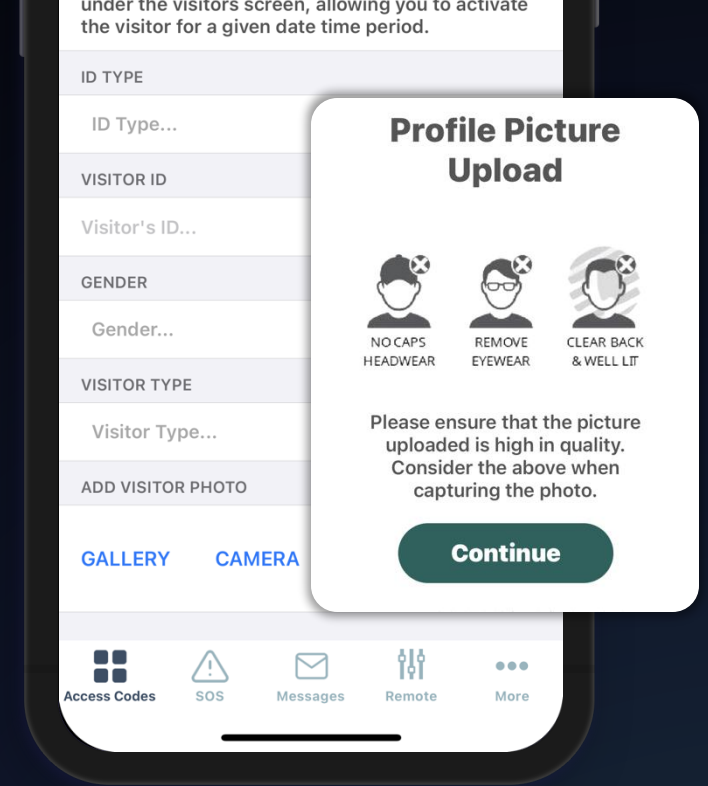
1

Ensure that the ID type corresponds with the ID nr as the incorrect information will jeopardize the validity of the profile



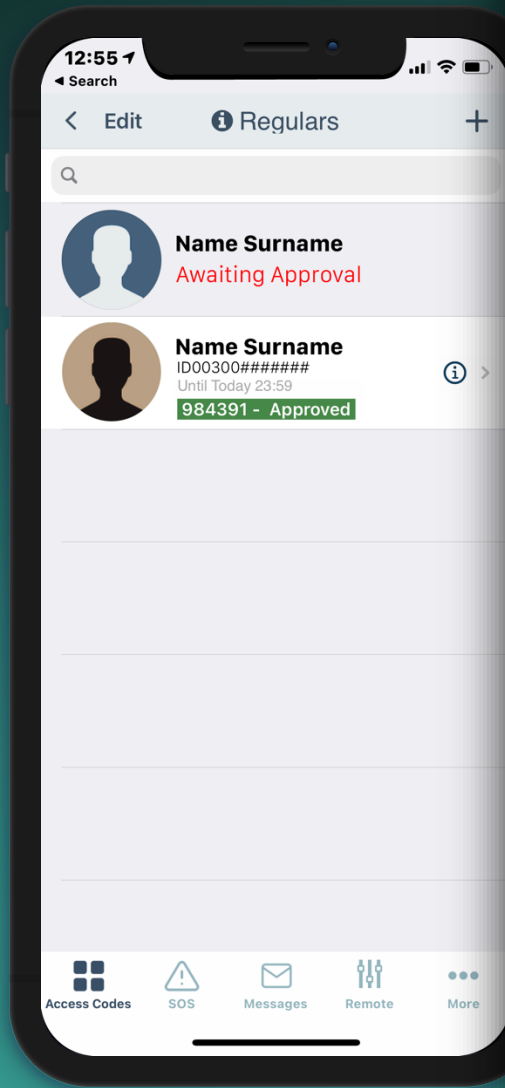
2

The role and type of the visitor is crucial to correctly establish frequency of access and scheduling of access



3

Please ensure that the picture uploaded follows the supplied guidelines. The quality of the picture will jeopardize the validity of the profile



Regular Visitor Status

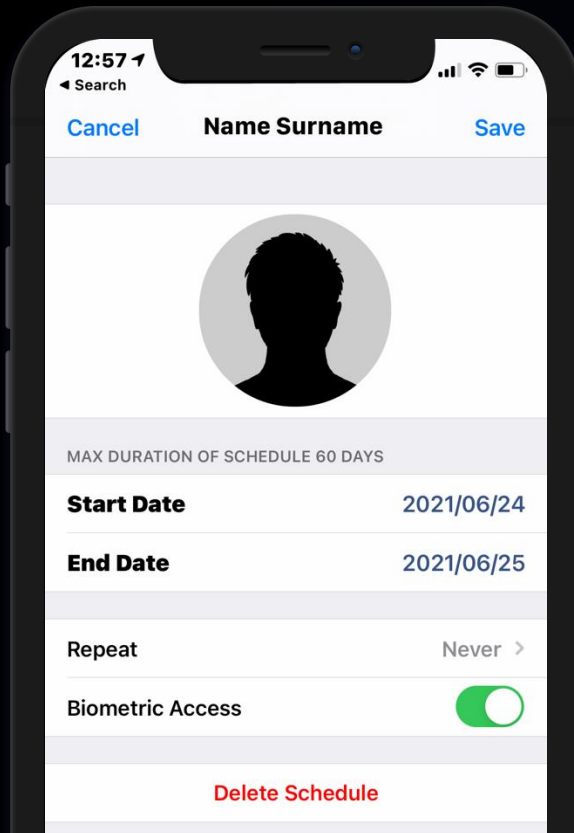
Based on the validity of all information supplied the prospective visitor will be granted frequent access as a regular visitor. An approved regular's profile can be further amended as to scheduling and frequency of access.

DOMESTIC WORKER SCENARIO

A worker can now access an estate without ID or documentation as their profile is in synchronisation with their setup profile and this allows them to gain access on scheduled days as per their role and type allocated. Thus, a gardener working on Tuesday mornings can now gain access on Tuesday mornings, considering that they smile for the camera and that they are on time.

1

Establish frequency of access and scheduling of access based on the regular's role and type.



12:57 1
◀ Search

Cancel Name Surname Save



MAX DURATION OF SCHEDULE 60 DAYS

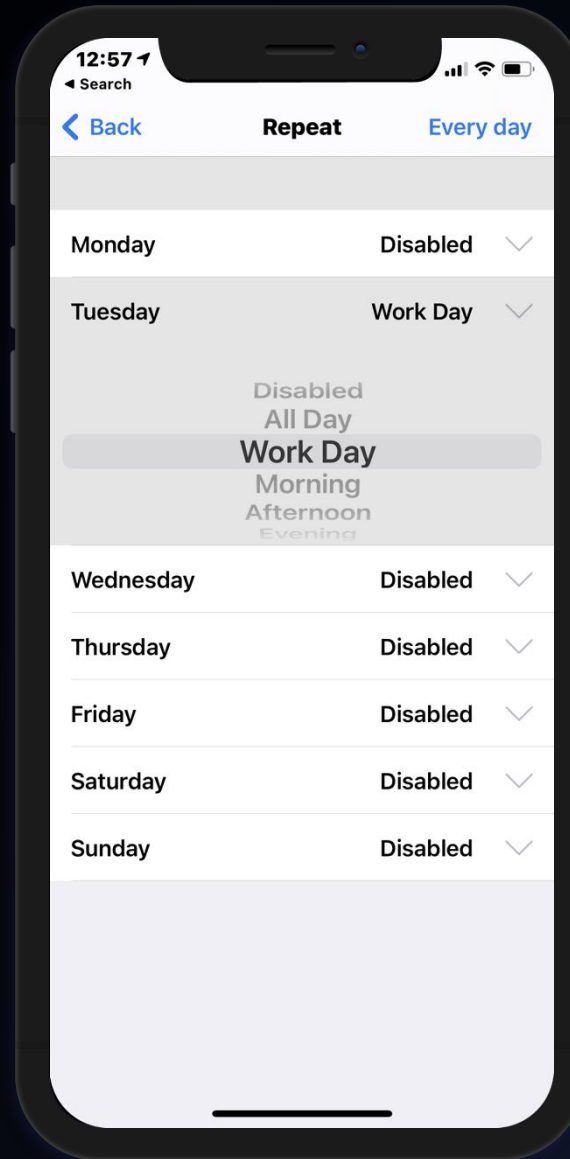
Start Date 2021/06/24

End Date 2021/06/25

Repeat Never >

Biometric Access ☒

Delete Schedule



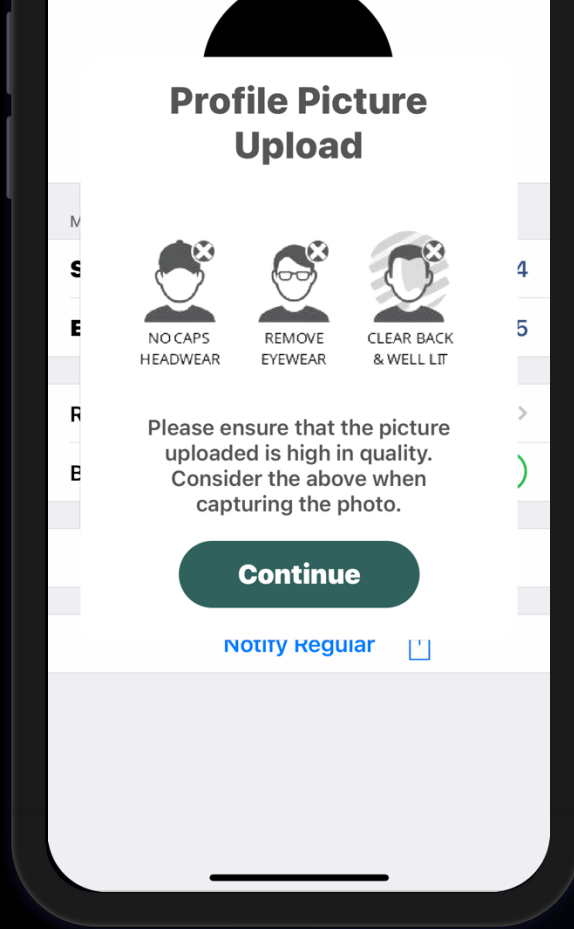
12:57 1
◀ Search

< Back Repeat Every day

Monday	Disabled	▼
Tuesday	Work Day	▼
Disabled All Day Work Day Morning Afternoon Evening		
Wednesday	Disabled	▼
Thursday	Disabled	▼
Friday	Disabled	▼
Saturday	Disabled	▼
Sunday	Disabled	▼

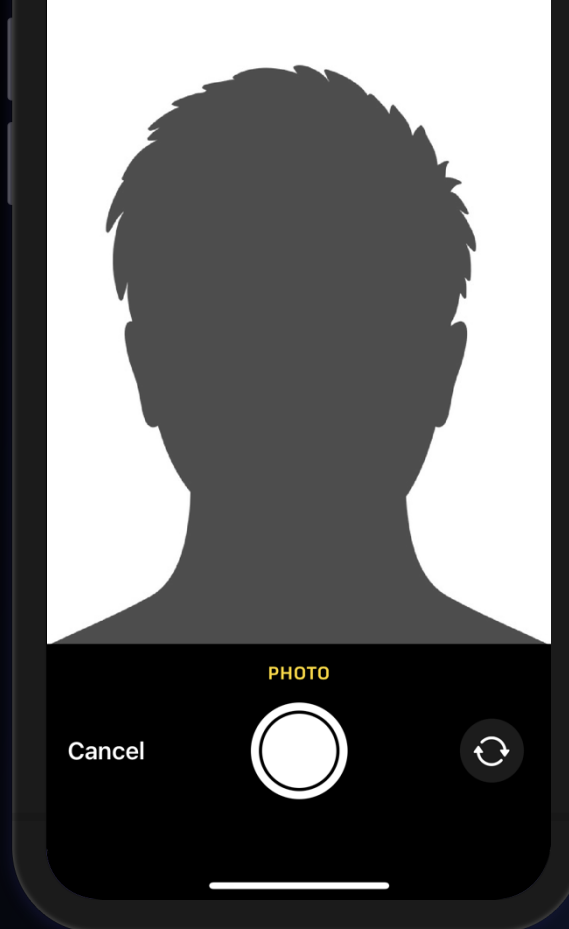
Schedule visitor access, update profile pictures and grant biometric access. Allocate working days and schedule times for access.

Refer to previous page for clarity as per scenario provided



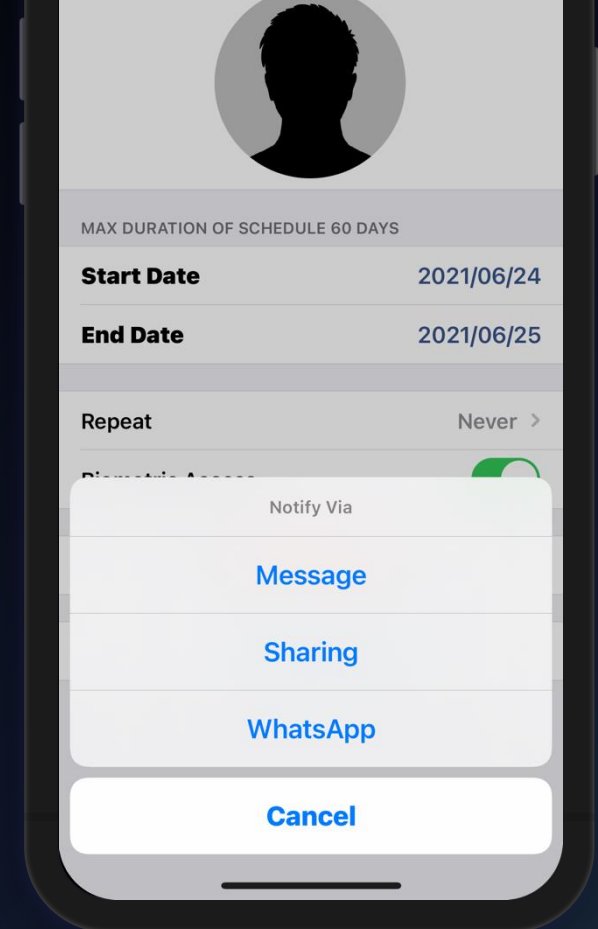
1

Grant biometric access via corrected or improved profile picture from your gallery or take a new picture.



2

Please ensure that the picture uploaded follows the supplied guidelines.

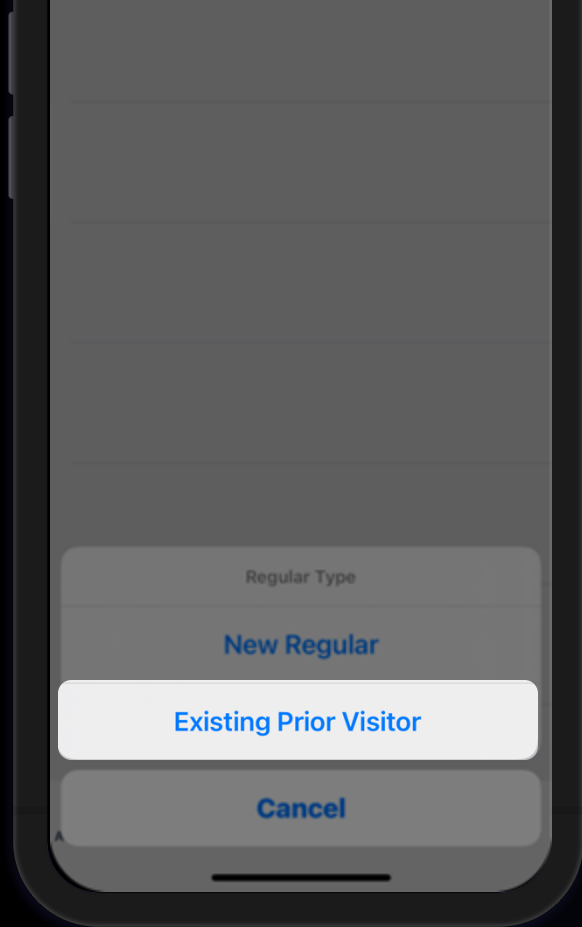


3

Share updated schedule or information with the regular visitor via your preferred choice.

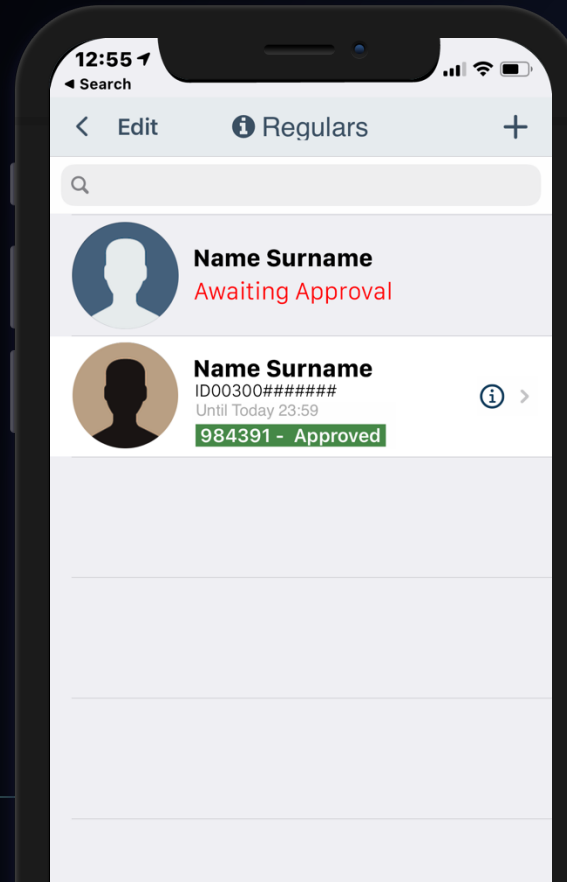
1

Click on the '+' sign next to Regulars Select
'existing prior visitor'



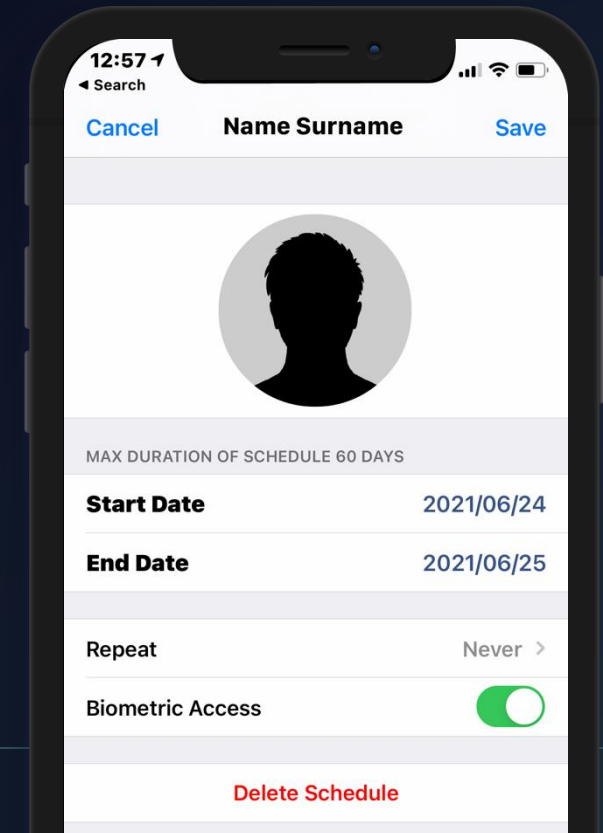
2

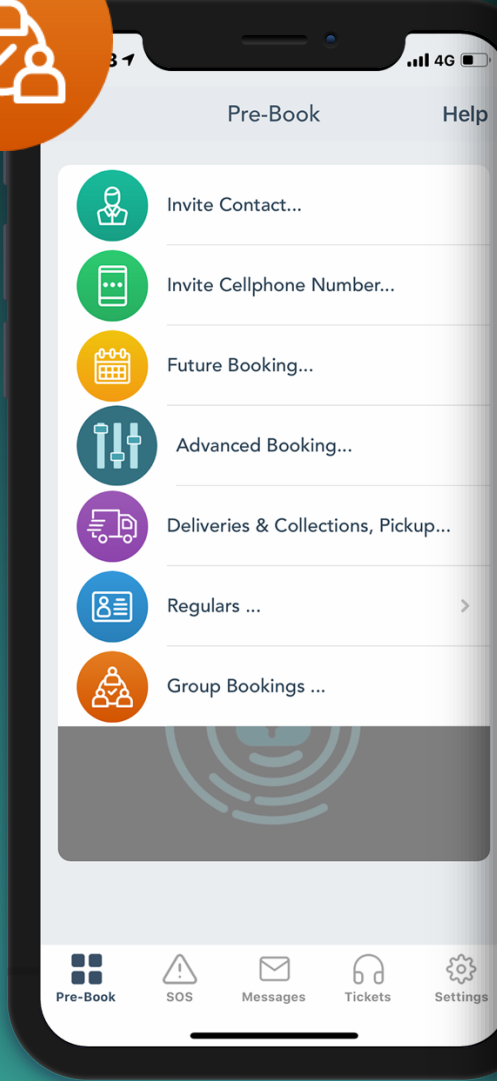
In the case of an existing prior visitor,
the user will be listed. Grant access
by creating new schedule



3

You will receive an update on
the proposed visitor schedule
and status





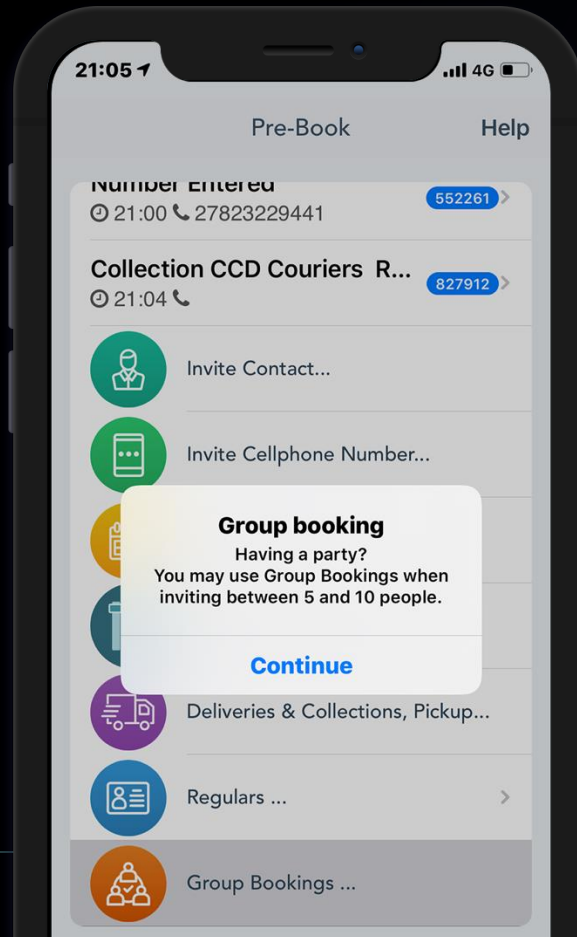
Group Bookings

Having a party or need to grant access to more than one person. The group booking offer a hassle free function for users to grant this.

Simultaneously book between 5 – 10 people from your address book and send them each individual booking request in 1 process.

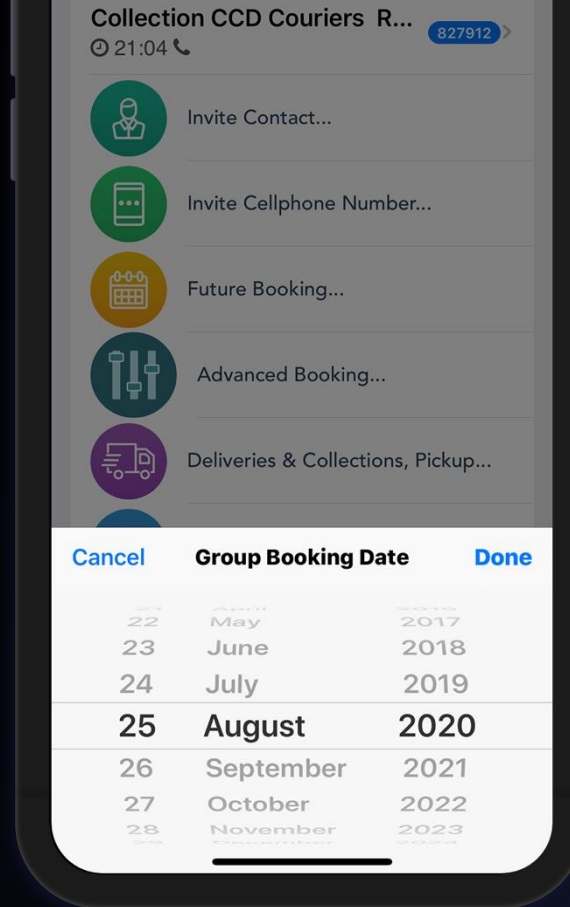
1

Click on the 'Group Booking from Address Book' option



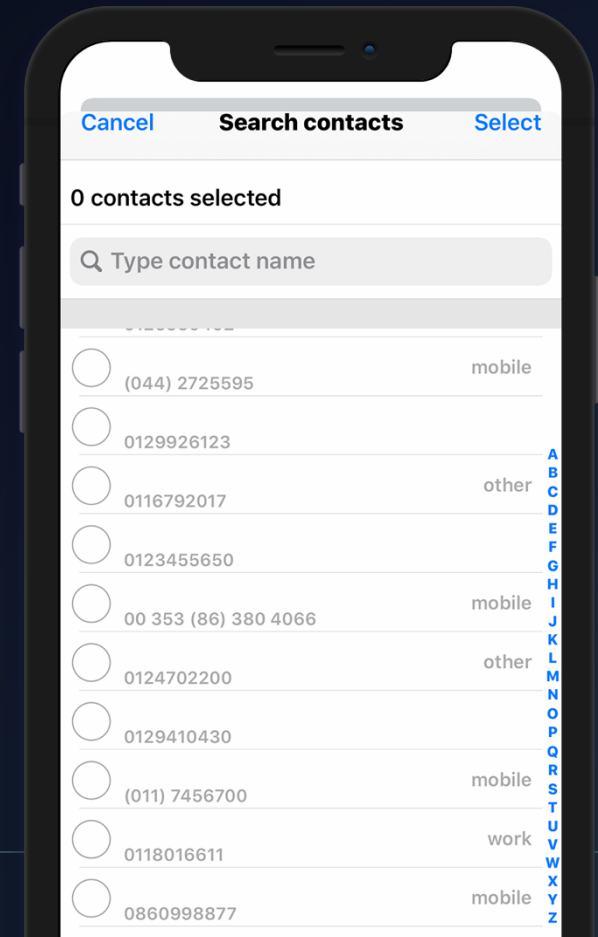
2

Select the date of the group booking



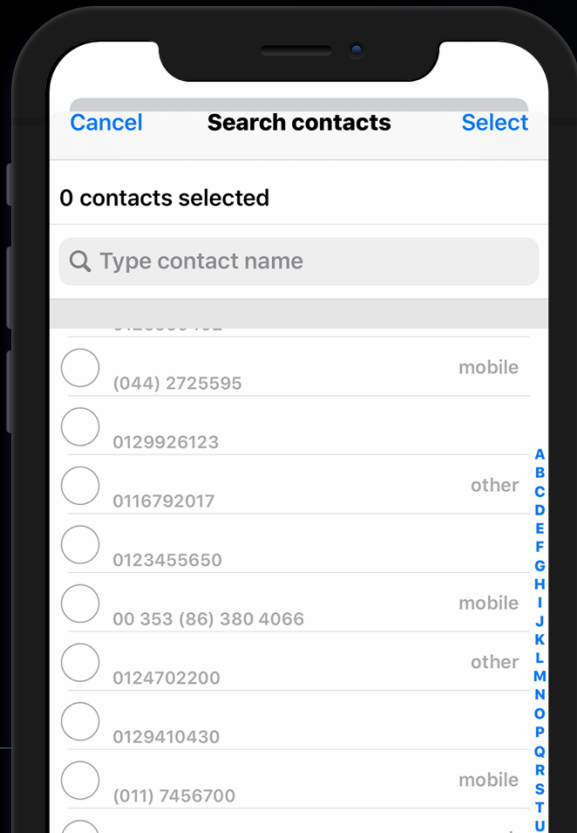
3

Note that group bookings are used for between 5 and 10 people



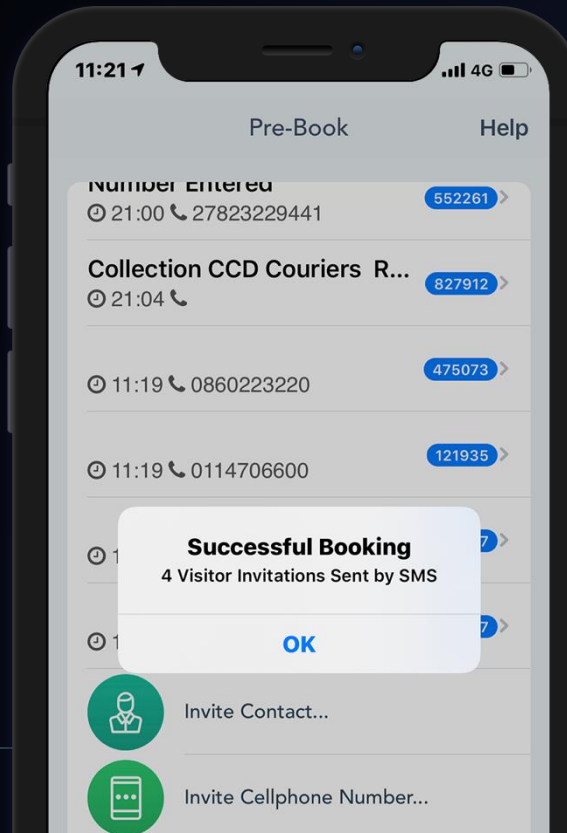
4

Select the individuals you want to include in the Group Booking



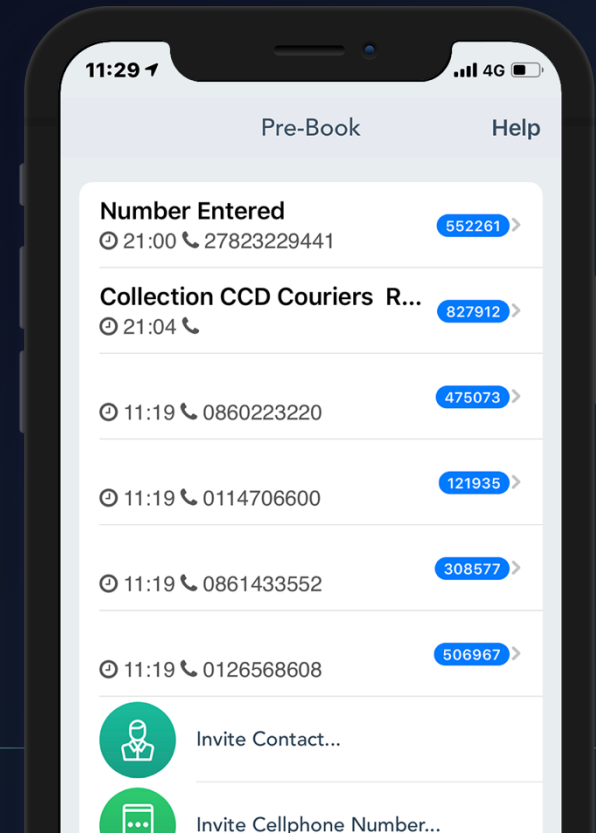
5

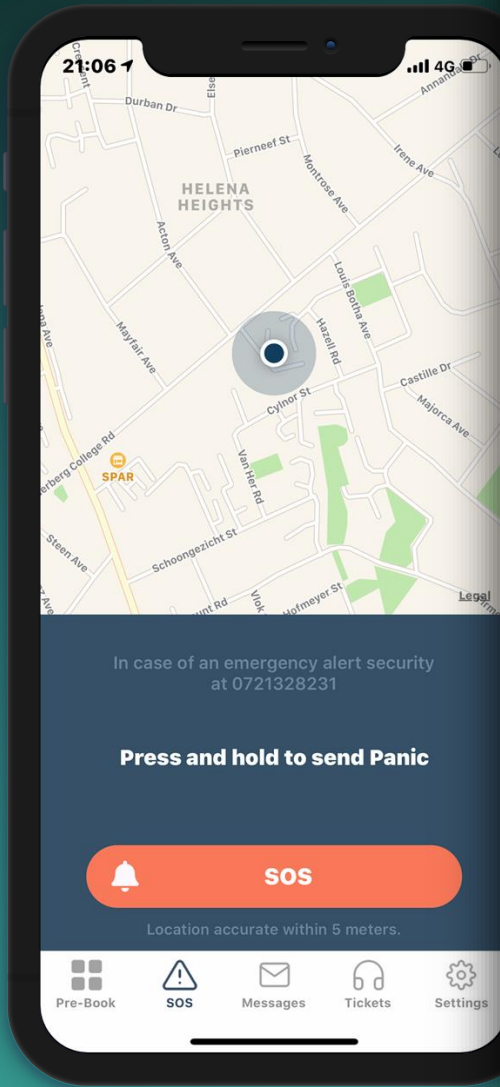
Booking's success will be confirmed



6

Activity will be accessible via the app dashboard





SOS Panic

The Red SOS Panic Button can make a real difference when you need it the most. In critical situations, in which every second counts, one simple button push means information, ultimately ensuring that you receive the help you need.

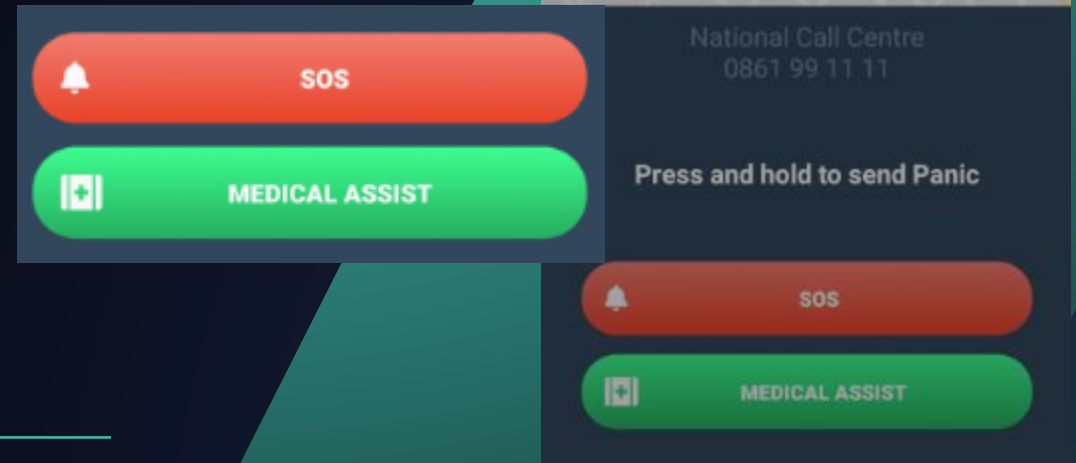
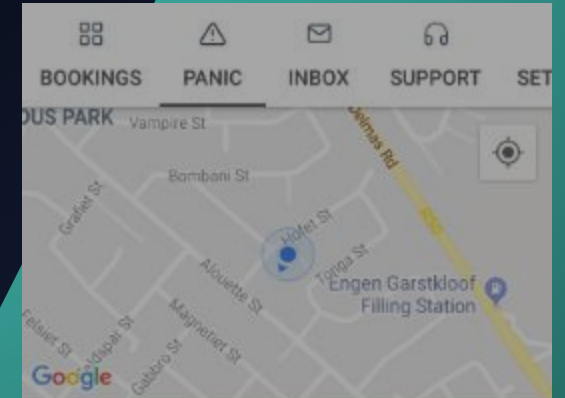
The function offers users safety guidance in unknown environments (using a GPS option) and helps people feel confident and safe when moving or working.

How-to guide

Making use of the panic feature of the visitor management app

- 1 Open the Visitor Access Management App and click on the Panic tab

- 2 Two panic options are available:
SOS as well as Medical Assist

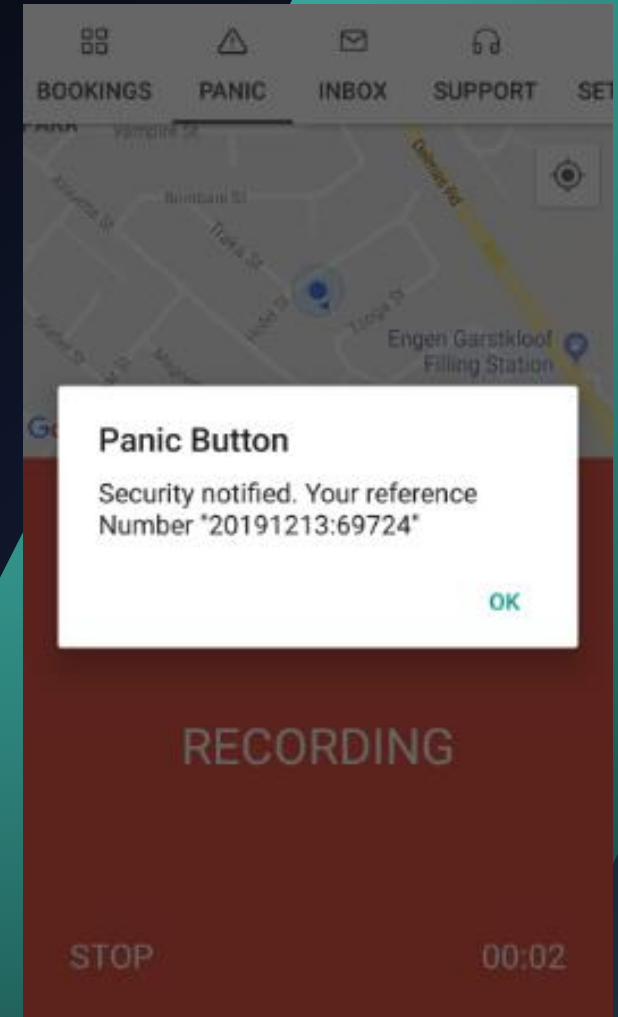


Press and hold to send Panic

3 Press and hold the relevant panic button for 3 seconds

4 Once the panic button has been activated, the following stakeholders will be notified and your location will be shared with them:

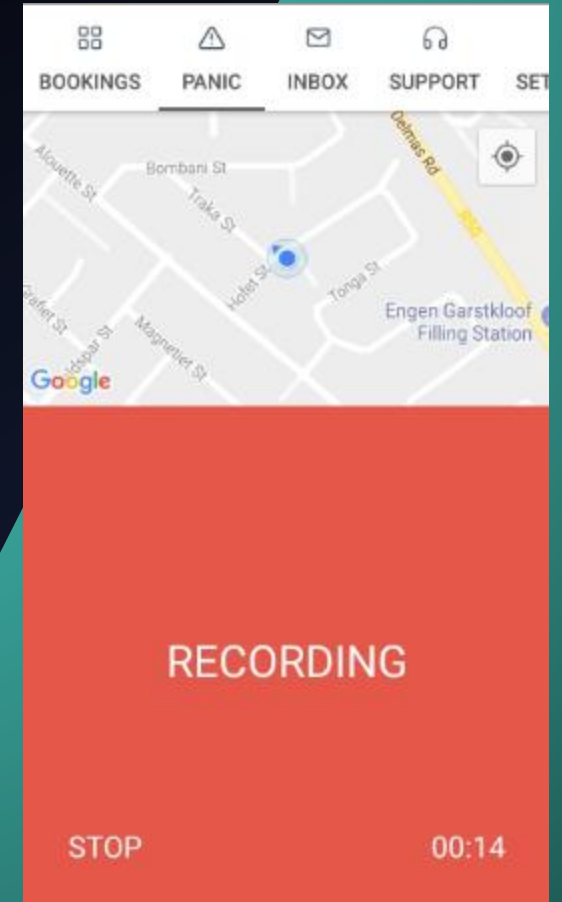
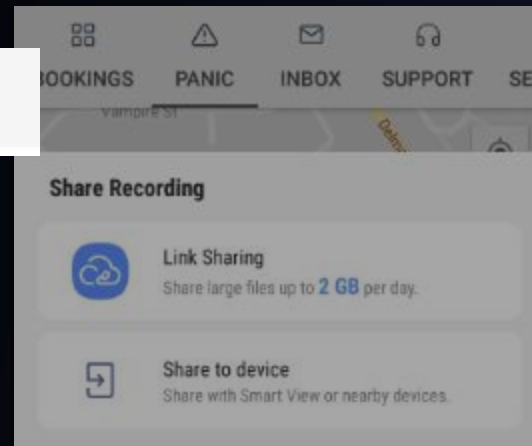
- Security personnel of the estate/office park
- All the contacts you share a residence with
- Any person you have listed on the HOA as 'in case of emergency' contact

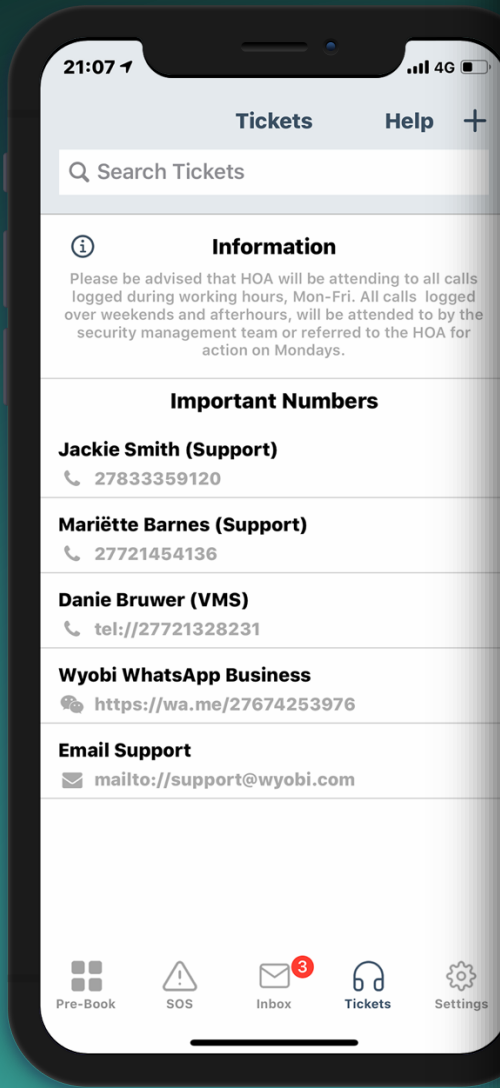


5 For security purposes, when a panic is activated, the recorder on your phone will initiate and start recording your surroundings or you can record a message relating to the emergency situation

This file will be kept on your phone and you can share it with someone

Share Recording





Tickets (Support)

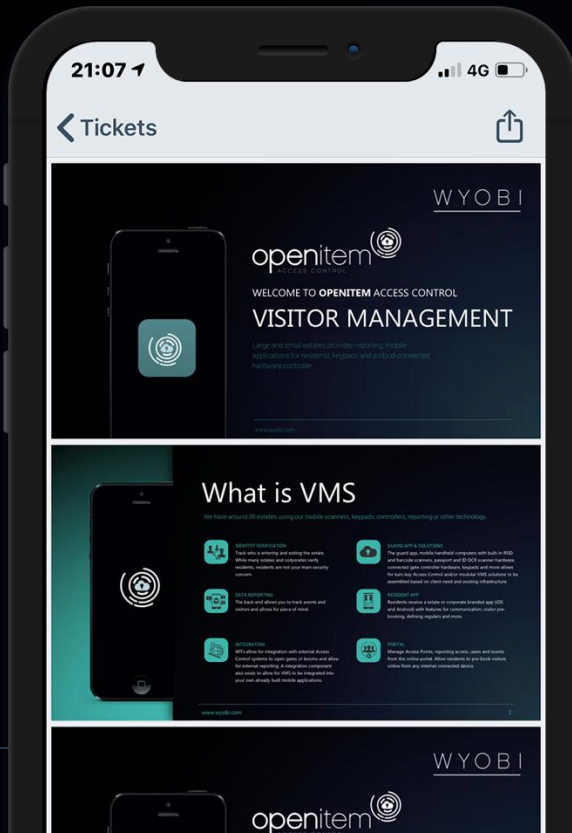
Residents can submit In-app support tickets for the residential estate, corporate office park or industrial site.

IN-APP SUPPORT TICKET SUBMISSION

- This feature allows all residents to log their queries and complaints (support) on their OpenItem App. This is an instant process and the estate manager (supervisor function) will receive an immediate notification with the support ticket details.
- All responses by the estate manager will be received as a push notification on the resident's App as well as be visible as a message in the App's inbox. The resident can add photos and screenshots to every ticket.

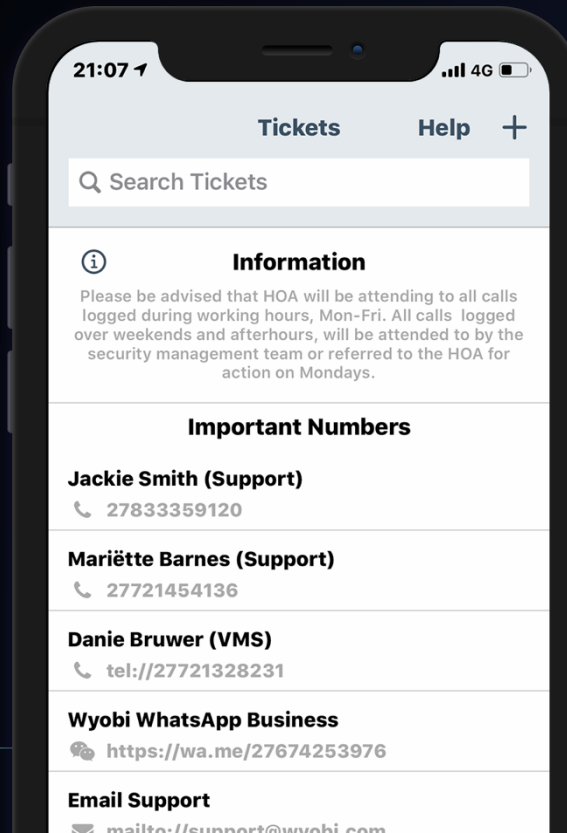
1

Open the Visitor Access Management App and click on the Support tab



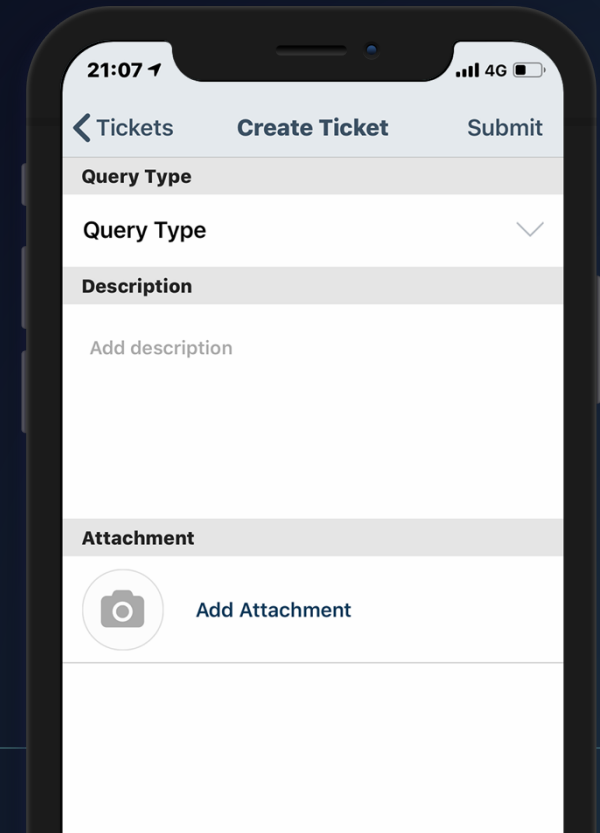
2

Click on the 'Create New button' '+'



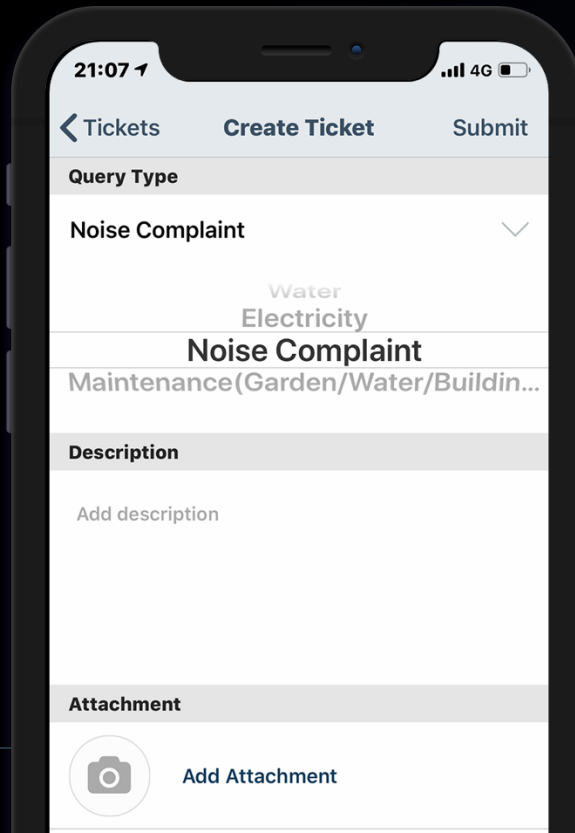
3

Next, you can select the dropdown list to choose a specific query (Access control / Electricity / Meetings / Visitor management / Water etc.) for your support issue



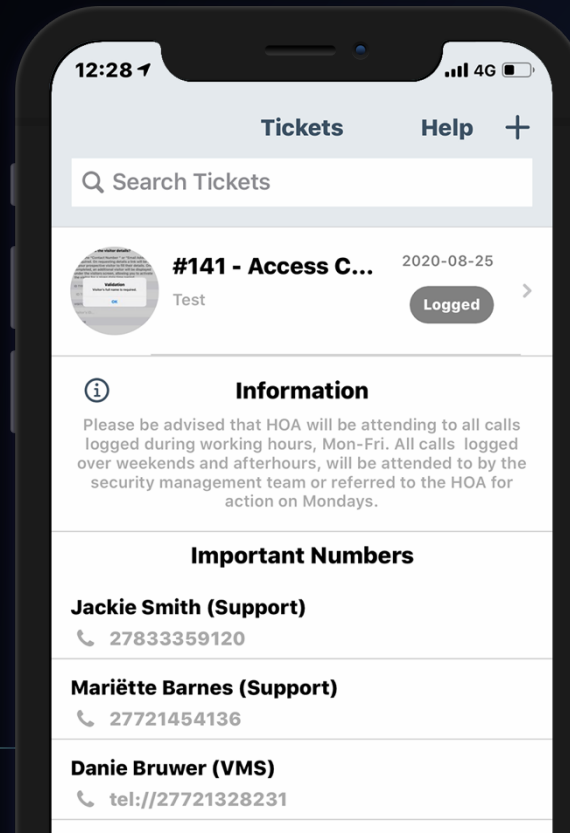
4

Fill in the 'Notes' field to describe the support issue in more detail. If you want, you can attach a document as well. Then click the Save button



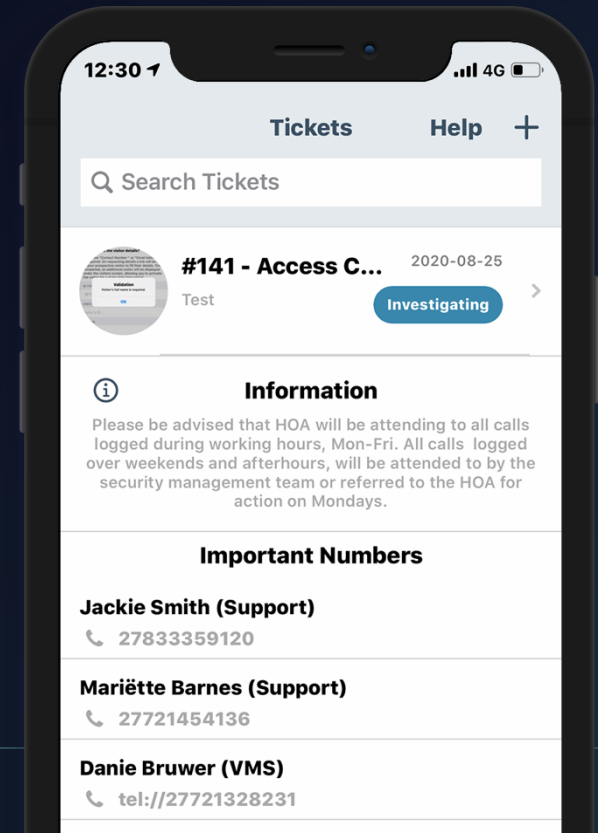
5

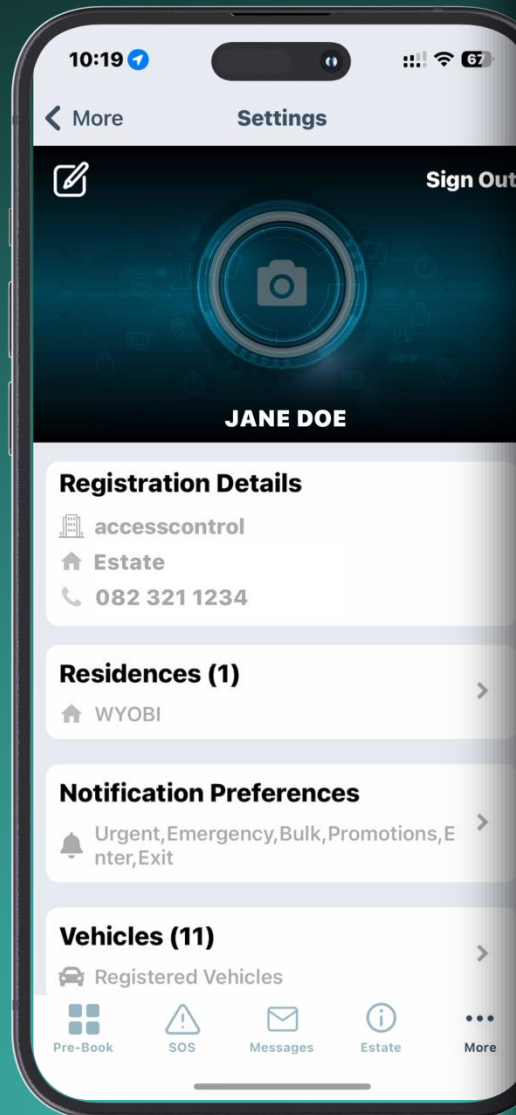
Your ticket has now been logged and the administrator will be informed



6

The status on your Support Tickets will change depending on actions taken by the administrator (Logged / Investigating / Resolved / Closed). To track the status, view the Support Tickets main screen

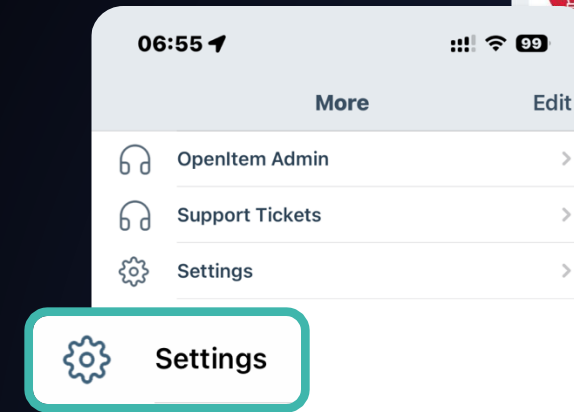
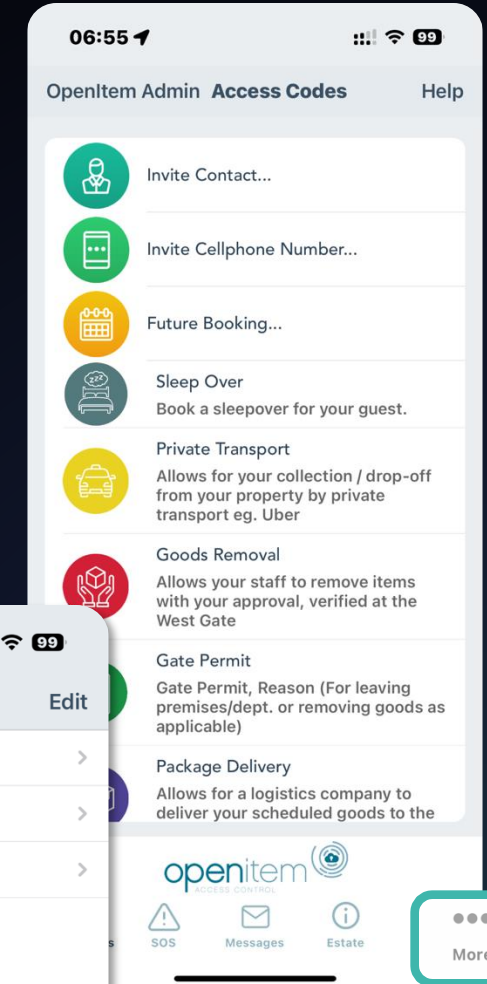




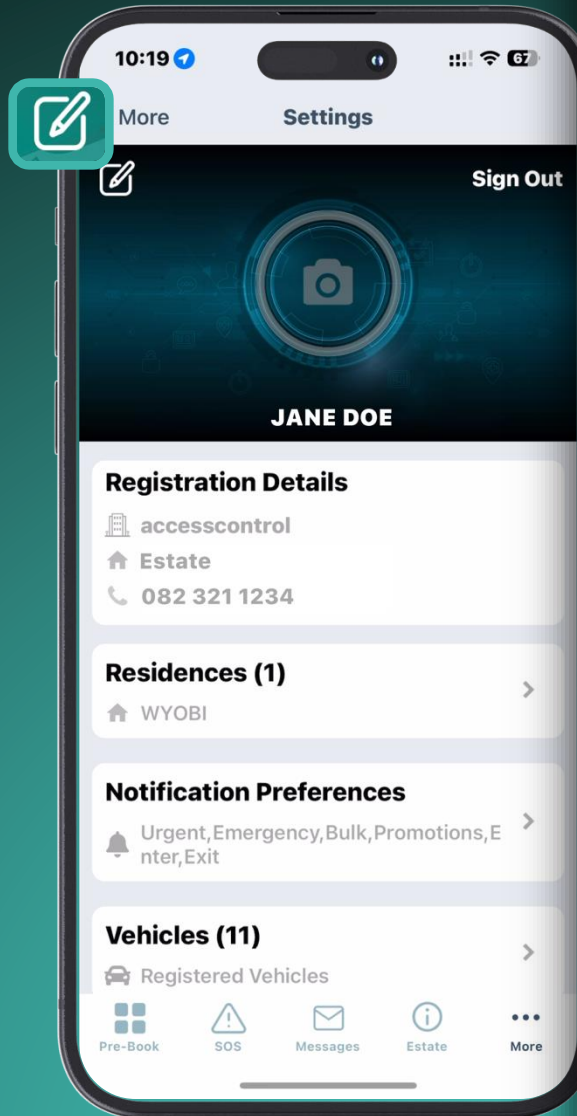
Settings

The settings on your app:

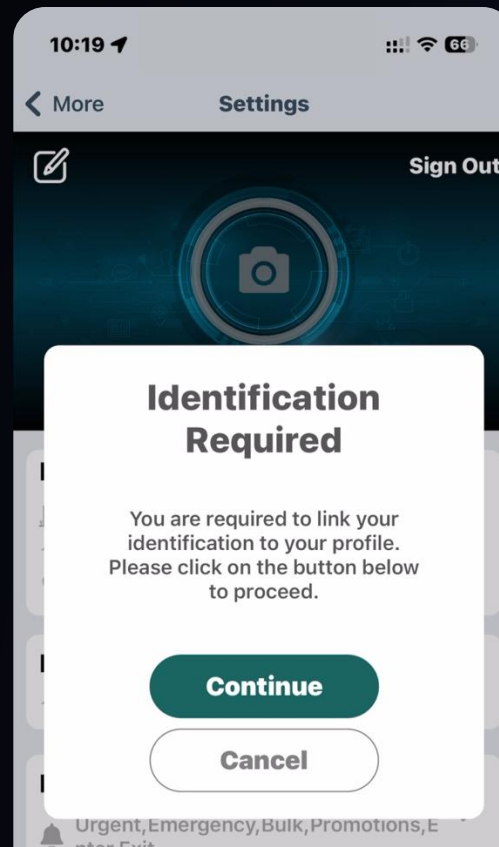
- Registration details/Profile Picture
- Notification preferences
- Vehicles
- Golf Carts
- Boats
- Pets
- Location
- Device Settings
- Email Preferences
- Identification Documentation
- Indemnity
- Add Contact to Wallet
- Passcode
- App Rating



Detail/Profile Picture • 6



Detail include Name of the estate where you reside, Stand number, ID number (if included in HOA set up) and Cellphone number



Your profile and identification is directly linked to the national identification database. Thus, once your identification is entered your current database profile picture will be used. This can be changed and amended according to the guidelines.

• 3

• Select the type: tractor

10:19

< Back Identification

Scan Identification Documents



Scan South African smart ID card barcode

Scan

Enter South African ID Number

Enter your ID number here

Submit

Upload a Photo



Please take a photo of your ID

Take a photo

Access Codes

SOS

Messages

Estate

More

SELECT IDENTIFICATION METHOD

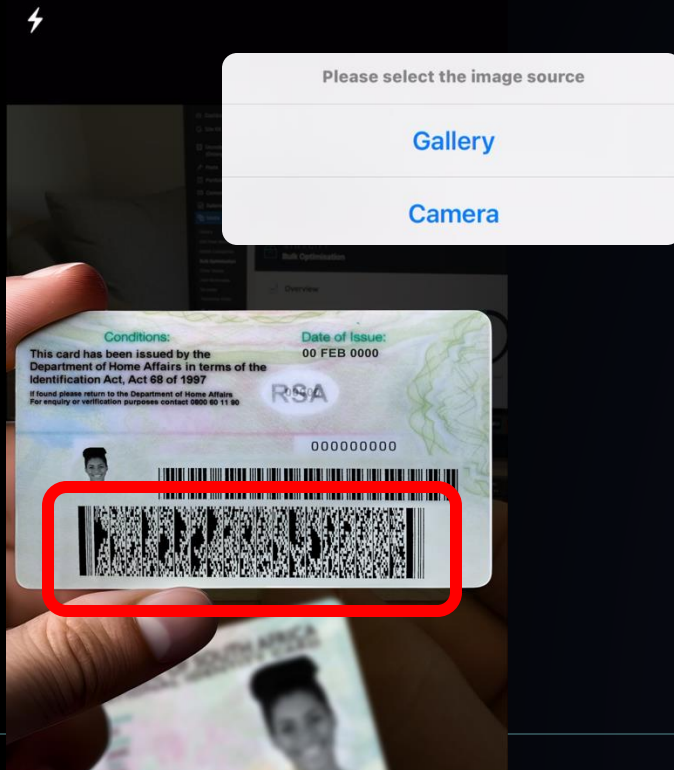
Please note that this identification documents should be valid.

We recommend using and scanning identification documents such as ID, driver's license or passport.



1

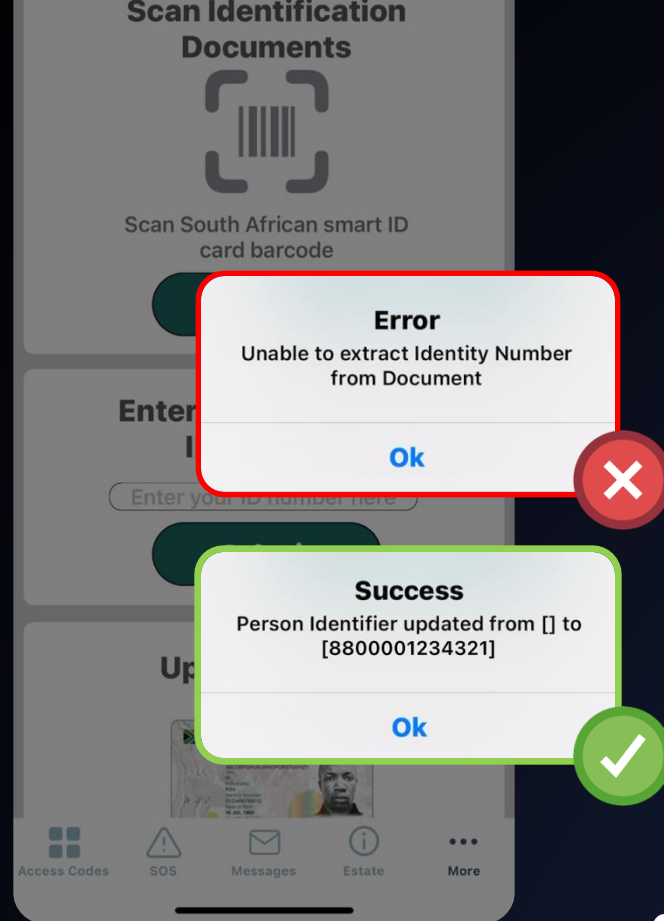
Access your gallery if you have an image of your ID's barcode or access your camera to scan the barcode



PHOTO

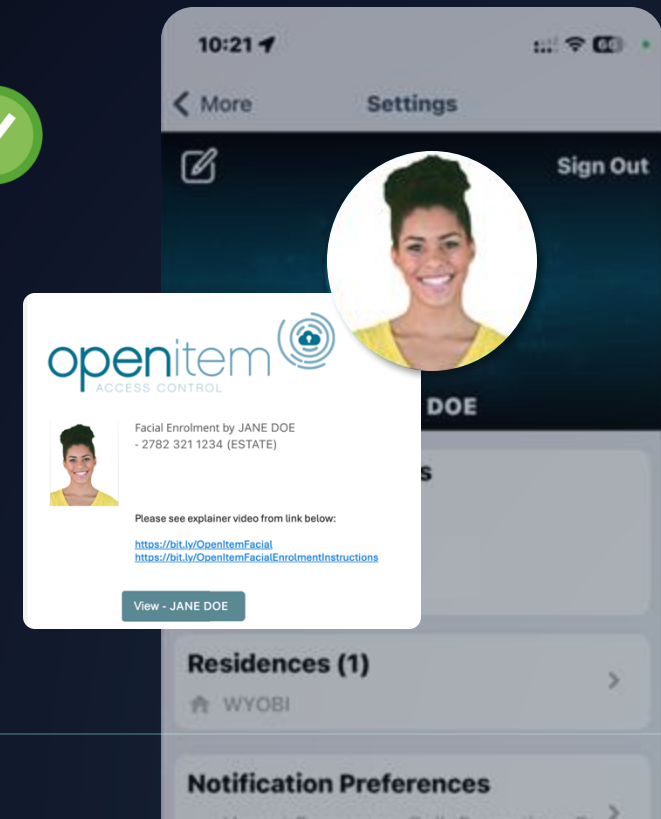
2

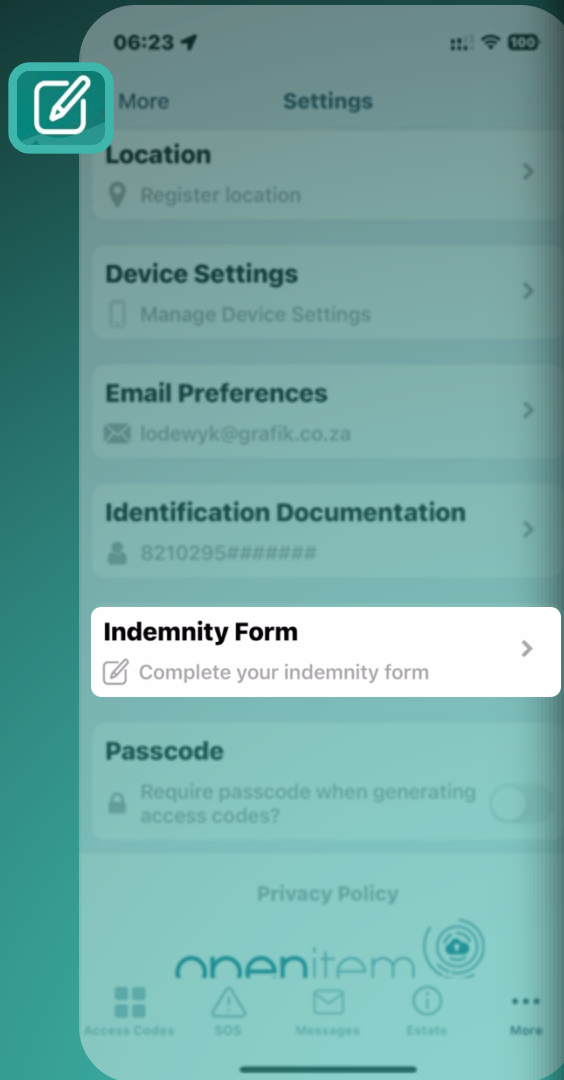
If the scan or upload renders a valid identification, a notification of success will popup. Alternatively, if an error is received. try another method.



3

Your profile picture as captured in the current government database will be shown in your settings. Users will receive Notification in the form of email on successful facial enrolment





Indemnity Form

• 6

Management of residents and visitors contains responsibility and in most cases liability. The indemnity form function allows estates and communities for the release of these liabilities, waiver of claims and assumptions of risk.

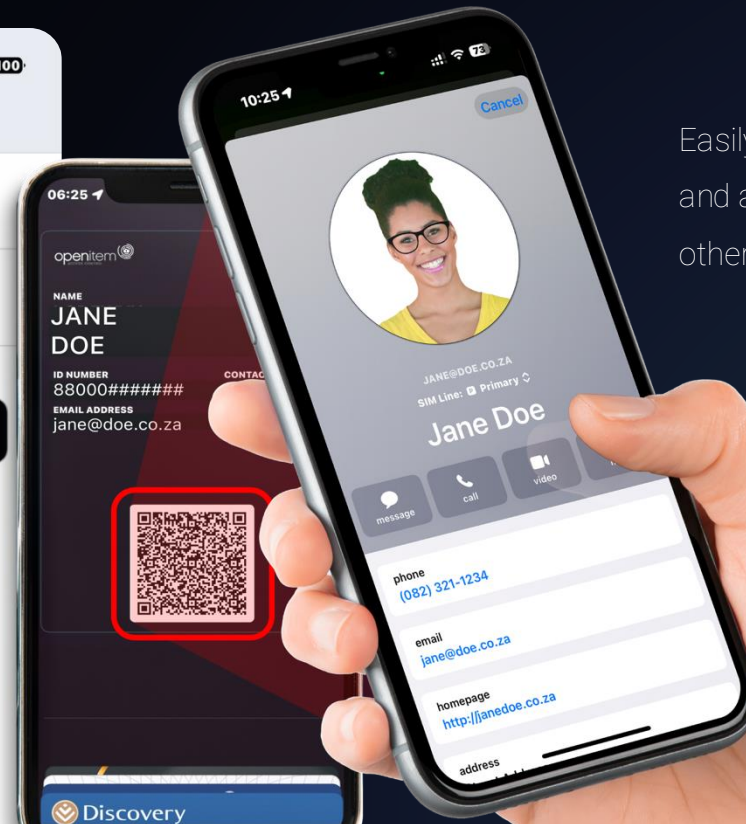
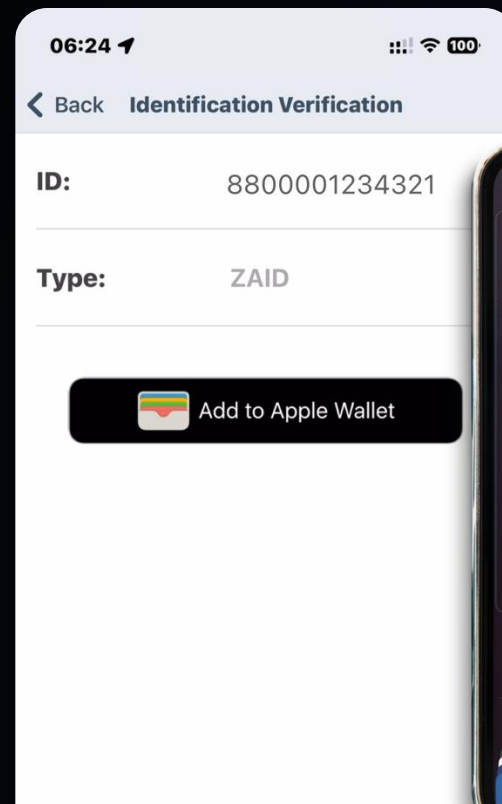
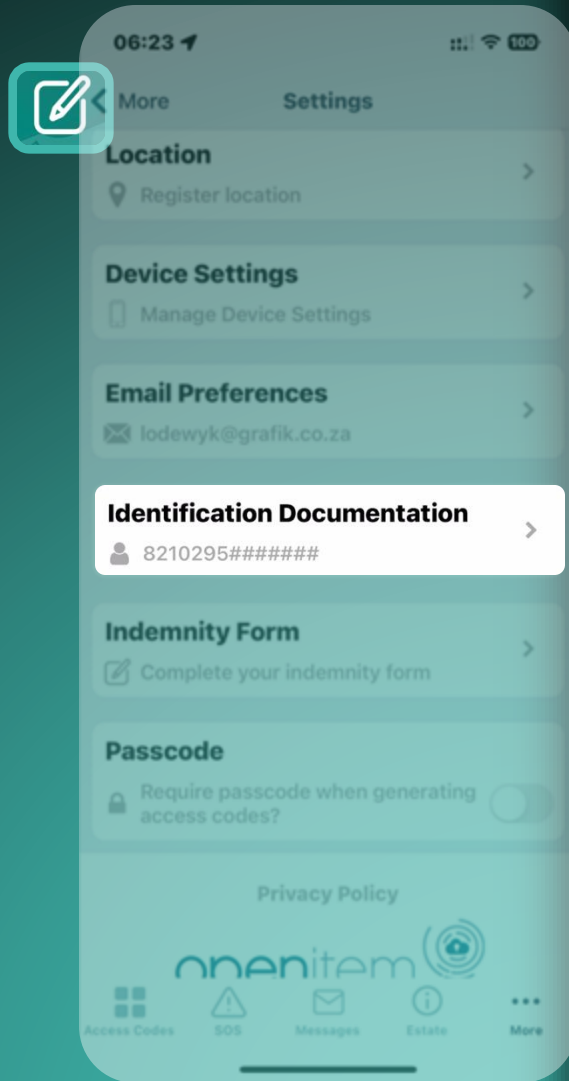
A sequence of three mobile app screens showing the indemnity form process. The first screen is the 'ESTATE HOMEOWNERS POOL INDEMNITY' form, with a 'Done' button and an 'Open in Browser' link. The second screen is a form for 'Email *', 'Signature Date *', and 'Signature *'. The third screen is a 'Thank You!' confirmation screen with a green checkmark icon and the text 'Your submission has been received'. A hand is shown pointing at the 'Submit' button on the second screen.

Indemnity forms and types can be managed and signed via your profile

Share Contact to Wallet

The Openitem Application now enables users to share their contact information (vcard) directly with their device's wallet. Therefore, allowing for easy share and update of personal contact detail with family and friends.

Easily access device's wallet and allow for QR scan via other device



Changing your profile picture

We are all human and never completely happy with our profile pictures. This app feature allows you to amend your profile picture.

When uploading a profile picture, please adhere to the guidelines.

User can either choose to capture new picture or use a picture on their device.

Please select the image source

[Gallery](#)

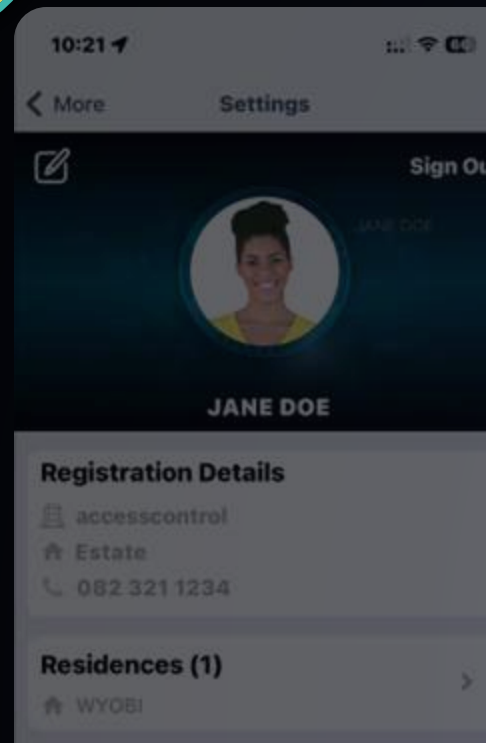
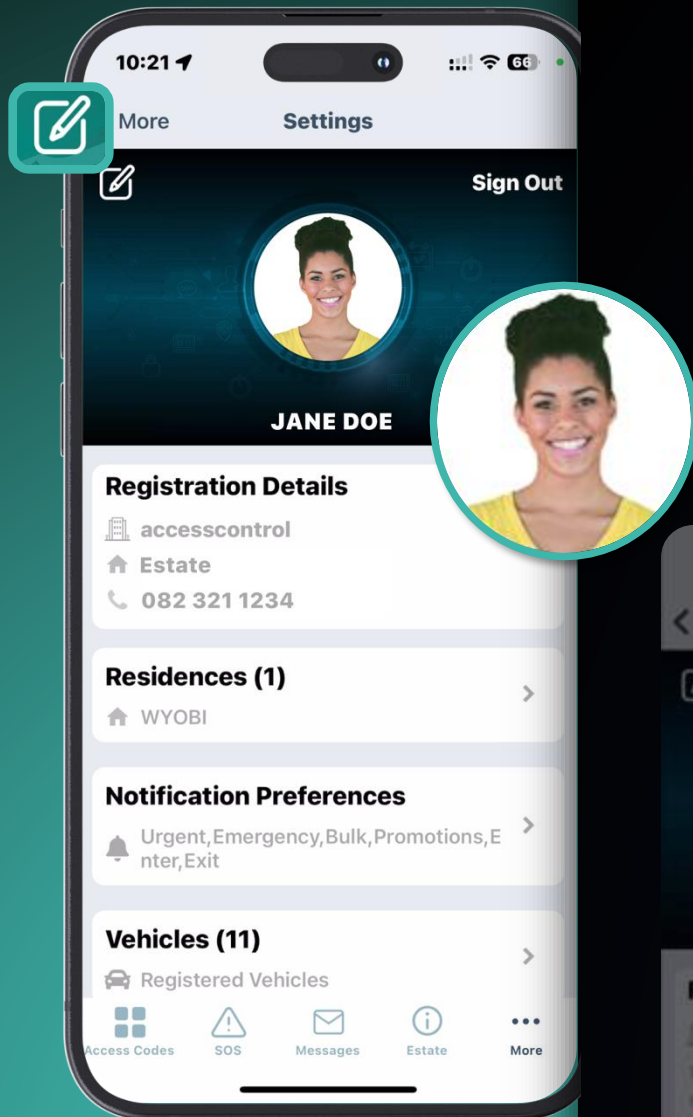
[Camera](#)

Profile Picture Upload

-  **ENSURE FACE IS WELL LIT**
-  **DON'T TILT OR TURN YOUR HEAD**
-  **CLOSED MOUTH DONT SMILE**
-  **NO OR CLEAR BACKGROUND**
-  **REMOVE EYE/HEADWEAR**
-  **REMOVE FACIAL OBSTRUCTIONS**

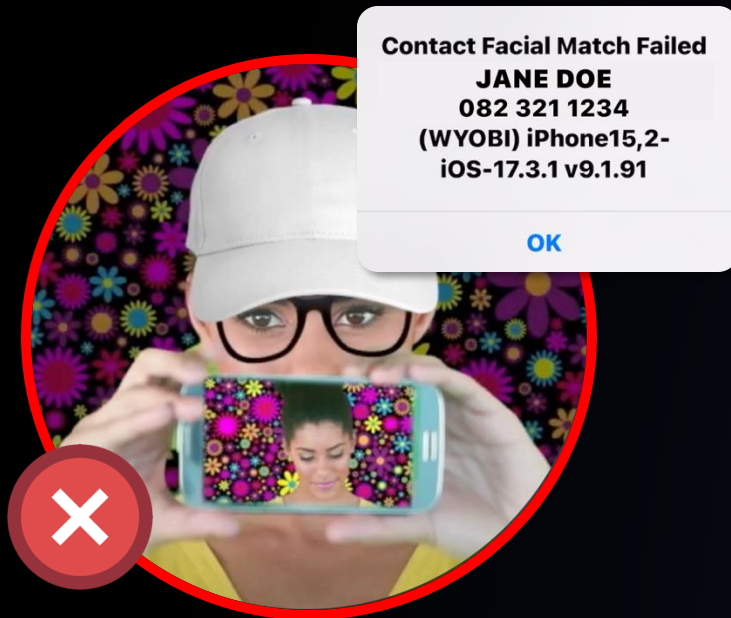
Please ensure that the picture uploaded is high in quality. Consider the above when capturing the photo.

[Continue](#)



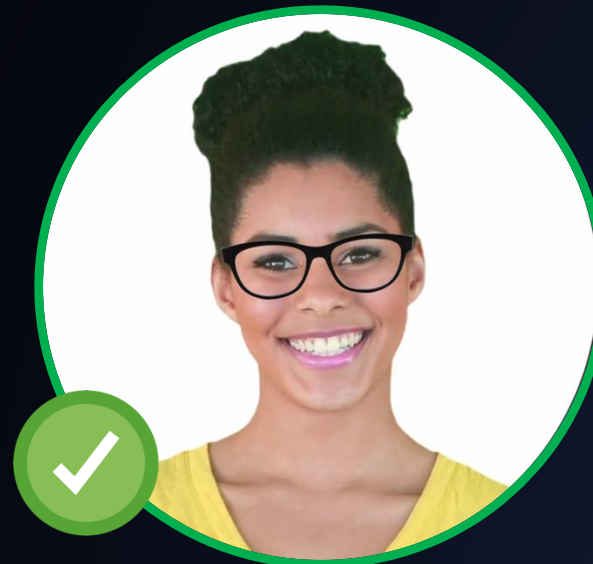
1

If the guidelines are not adhered to the system will notify the user that it has failed.



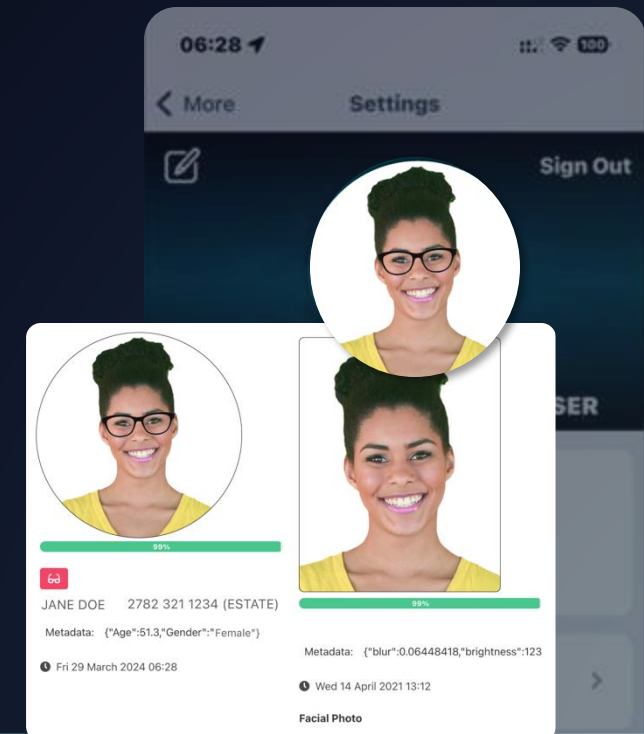
2

It is recommended to follow the guidelines, however in some cases as with glasses the system might still be able to verify correctly.



3

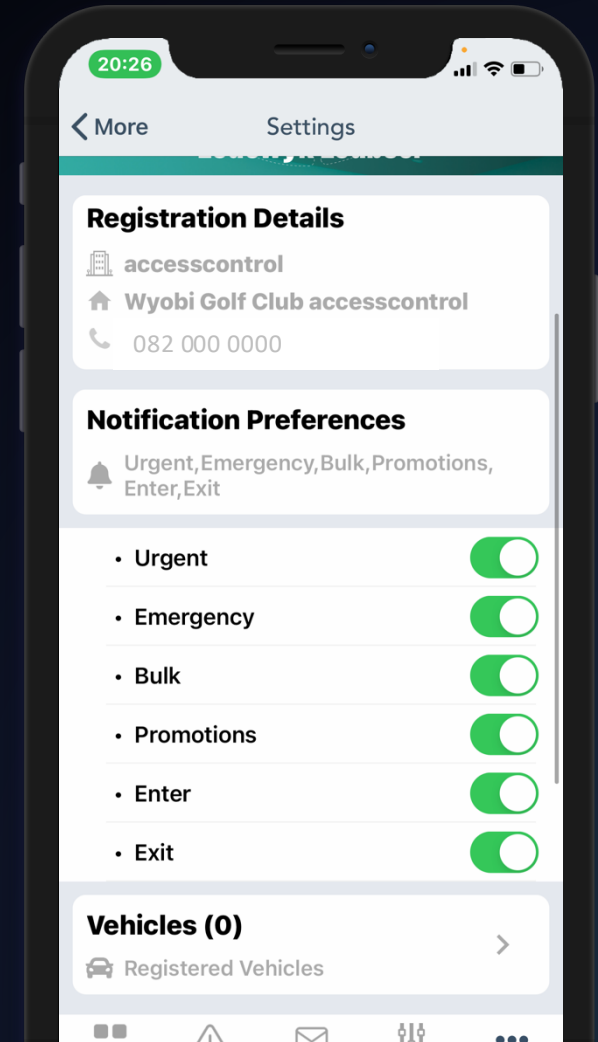
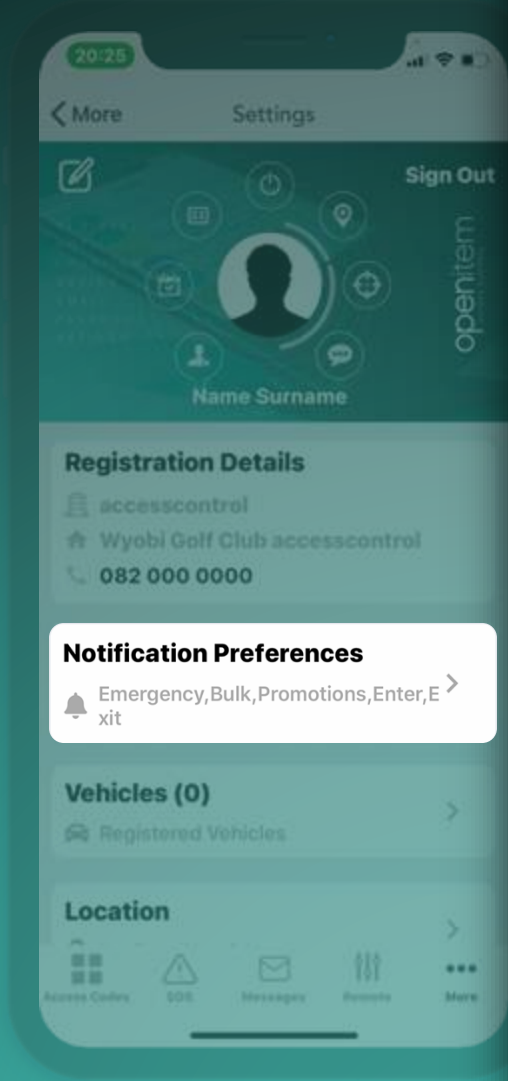
If the profile picture is successful verified, a Notification in the form of email will be received by users.



Notification Preferences

Toggle to switch off the notifications you don't want to receive

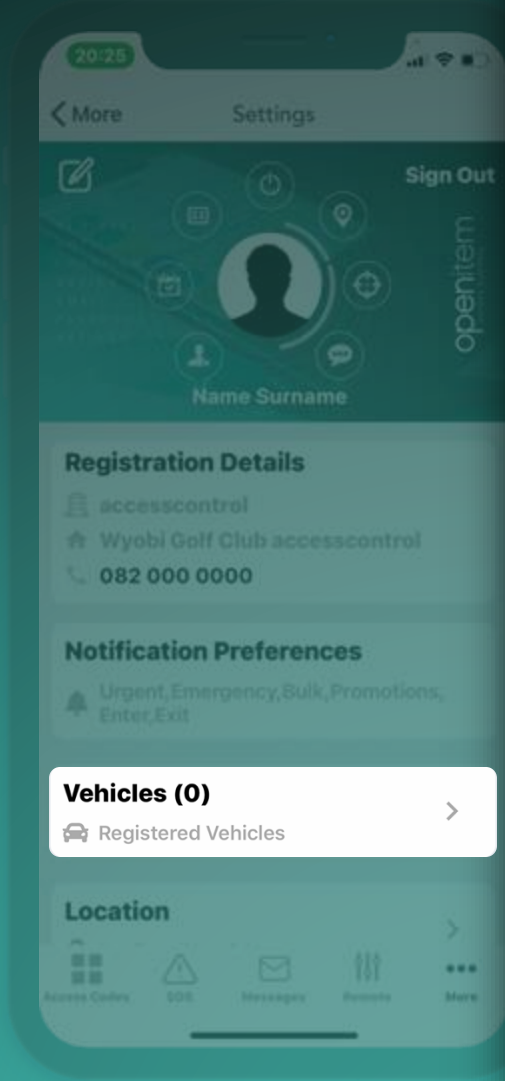
- Urgent
- Emergency
- Bulk
- Promotions
- Enter
- Exit



Adding Vehicle(s)

• 6

Shows the vehicles registered and linked to your stand number

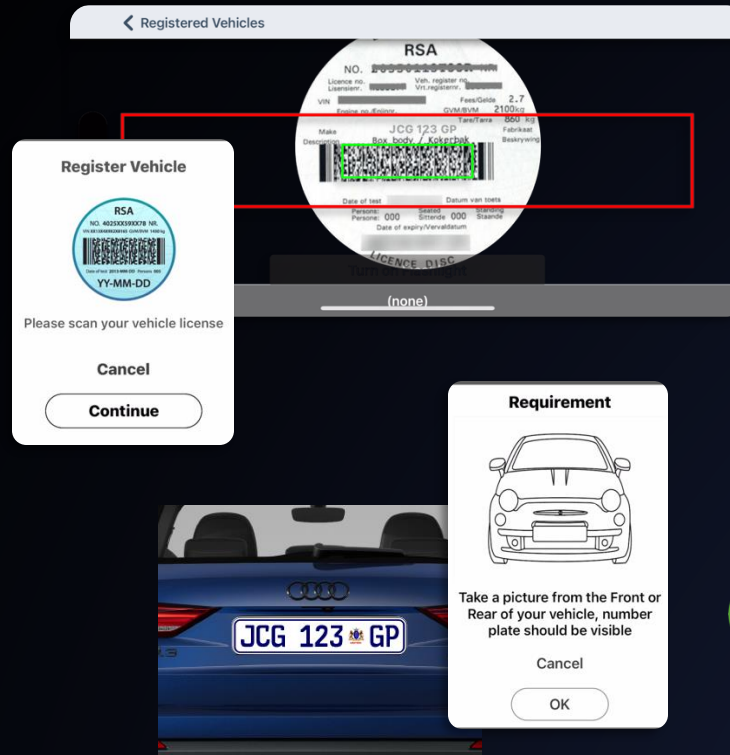


The registered vehicle will be linked directly to their profile.

This allows for easy identification and management of asset within the community dashboard.

1

Choose a method of adding the vehicle to your profile. Follow the on-screen instructions to ensure successful addition.

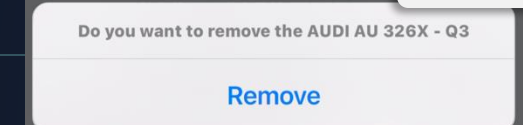
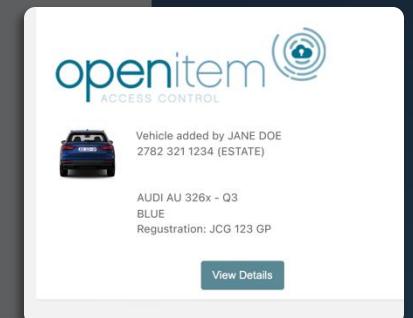
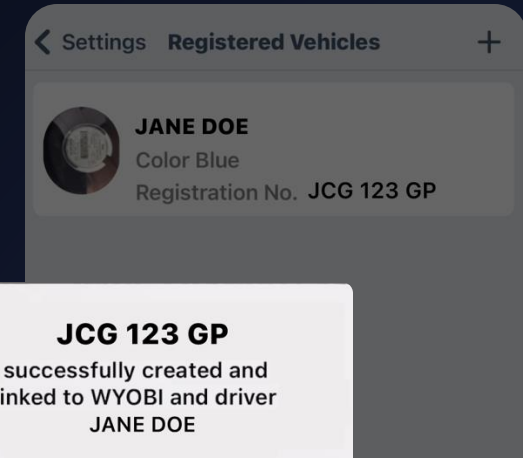
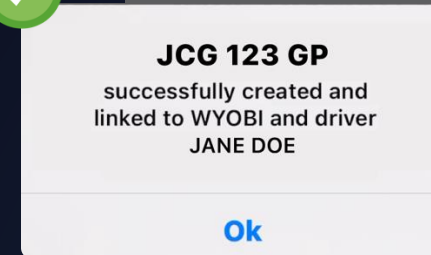


2

This can be by scanning the license disk or capturing an image of the vehicle's license plate

3

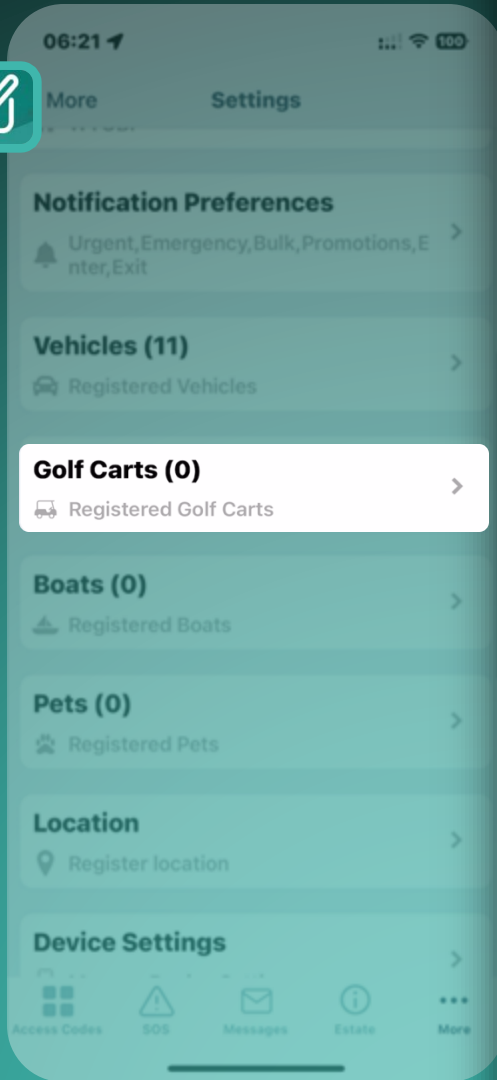
Upon successful addition of your asset, you can remove the asset if ownership or asset status changes



Register a Golfcart

• 6

Asset (Golfcart) enrolment ensures the identification of your assets and provides important information about your asset.

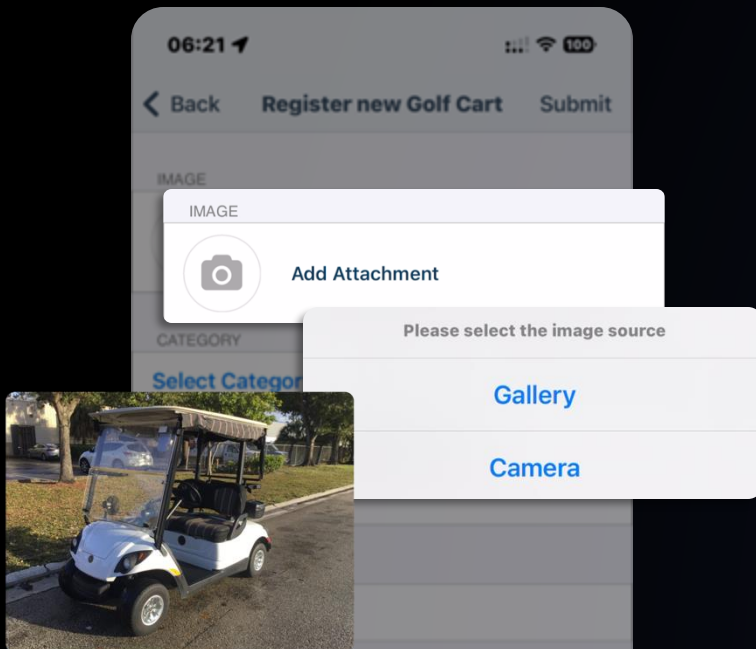


The user's asset will be linked directly to their profile.

This allows for easy identification and management of asset within the community dashboard.

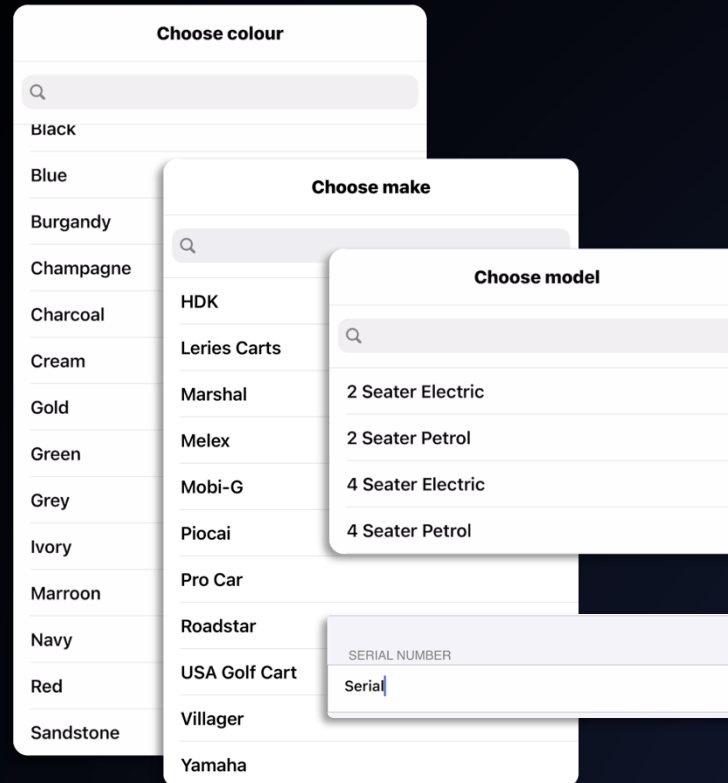
1

Add an image of the asset via “add attachment”. User can either upload an existing image or capture a new image via device’s camera.



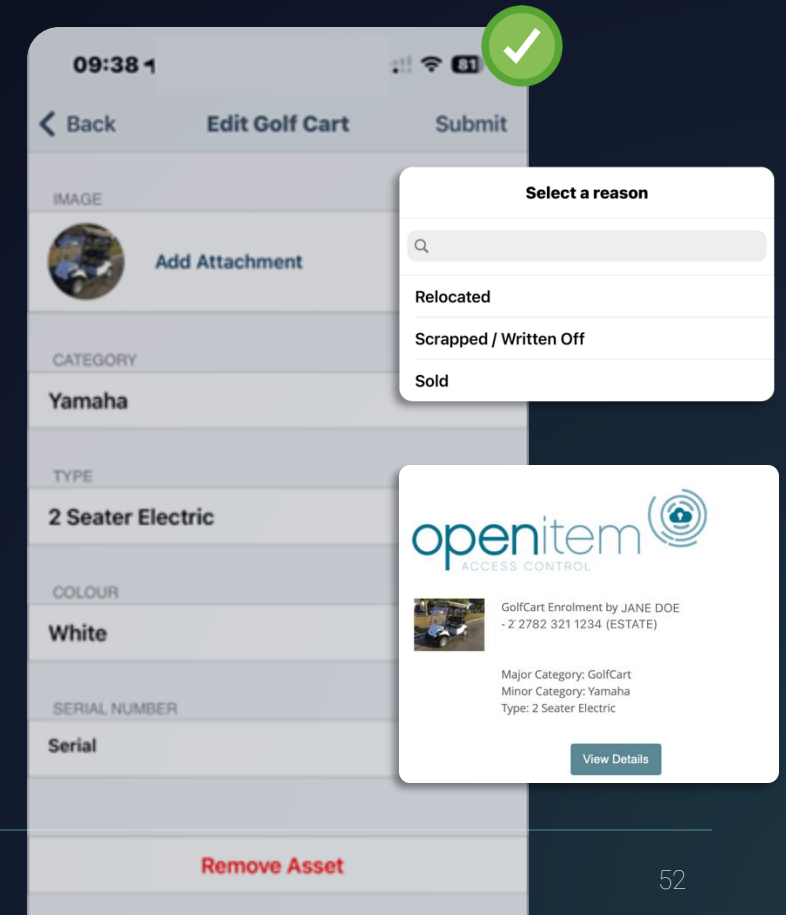
2

Complete the asset profile by adding the required information. This includes make, model, colour and barcode/serial.



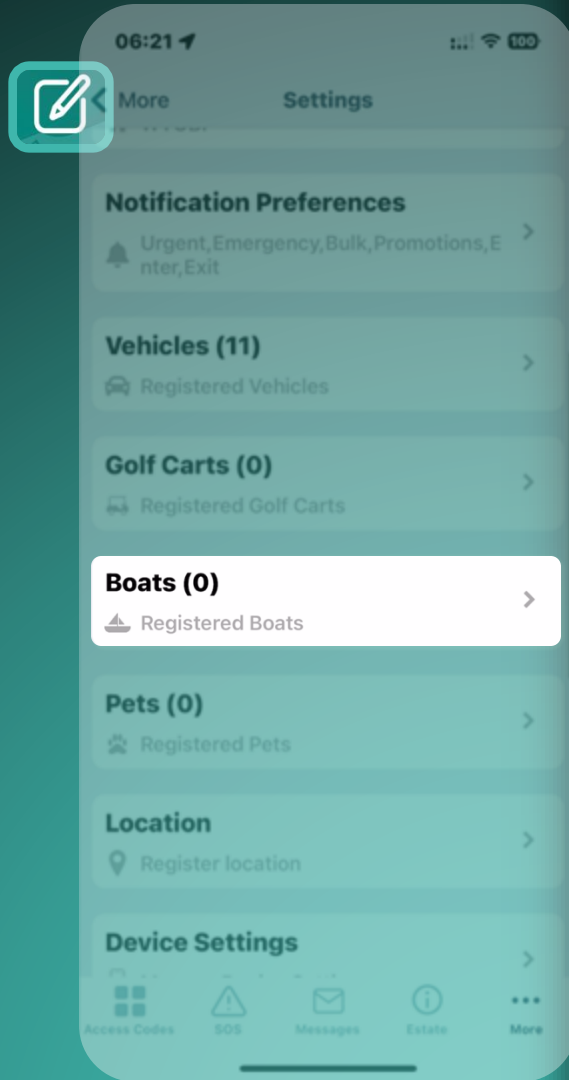
3

Upon successful addition of your asset, you can edit detail such as updating the asset’s image. Multiple assets can be added. Ensure to remove the asset if ownership or asset status changes



Register a Boat

Asset enrolment (Boat) ensures the identification of your assets and provides important information about your asset.

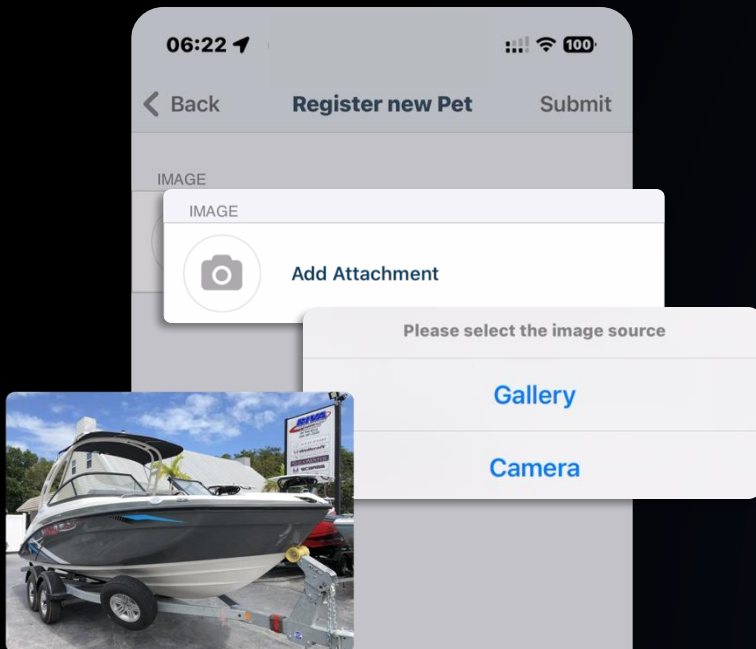


The user's asset will be linked directly to their profile.

This allows for easy identification and management of asset within the community dashboard.

1

Add an image of the asset via “add attachment”. User can either upload an existing image or capture a new image via device’s camera.



Choose make

Malibu

NovaCraft

Sensation

Two Oceans Mar

Yamaha

Choose model

Motorboat

Sailboat

Unpowered

Choose colour

Blue

Red

White

Yellow

BARCODE

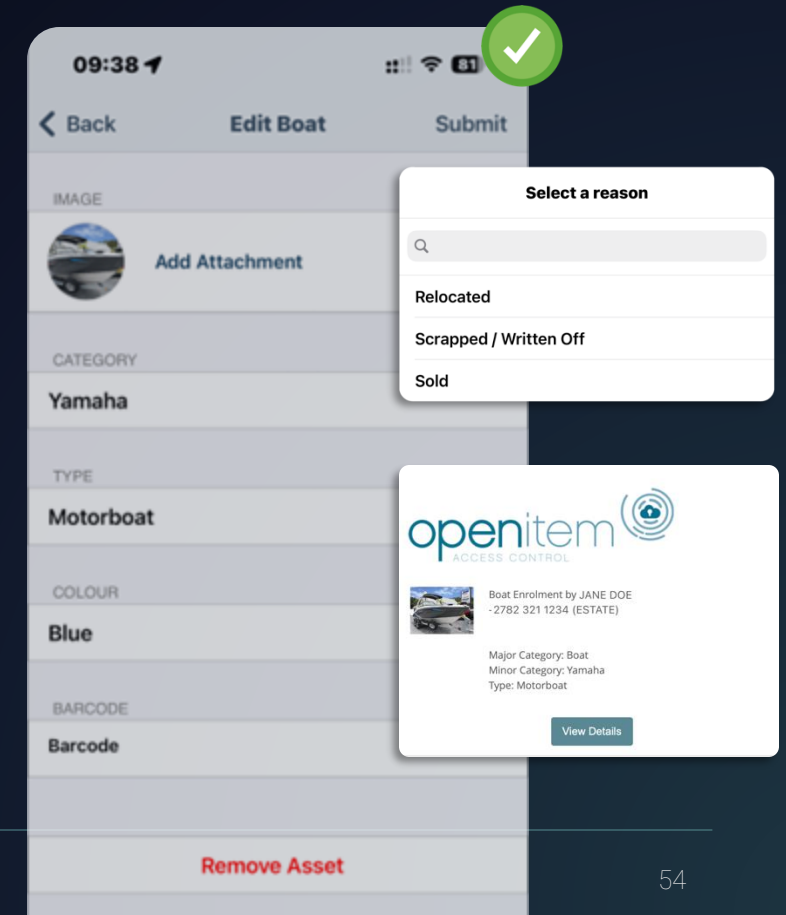
Barcode provided

2

Complete the asset profile by adding the required information. This includes make, model, colour and barcode/serial.

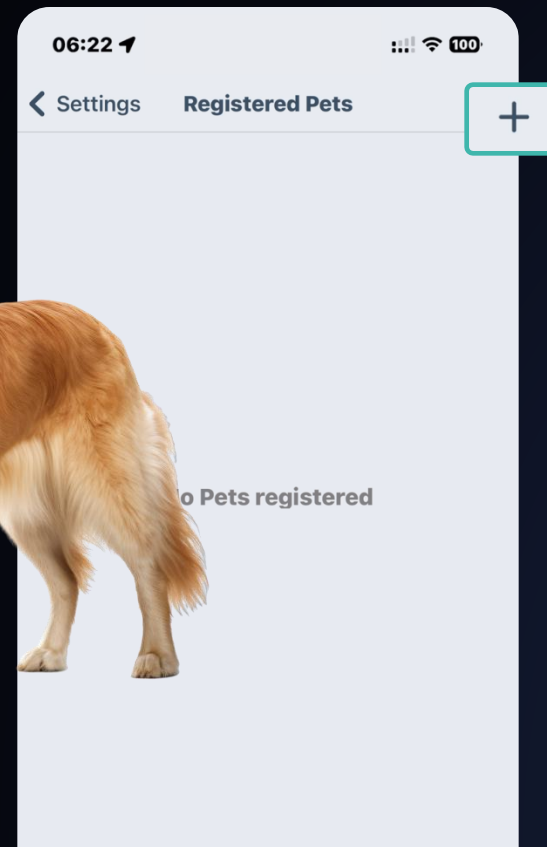
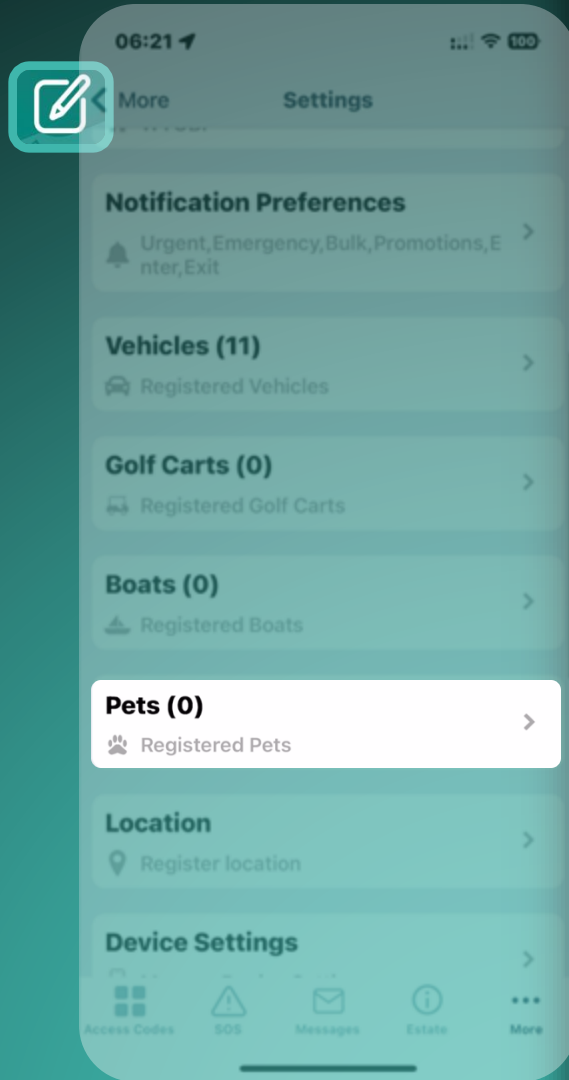
3

Upon successful addition of your asset, you can edit detail such as updating the asset’s image. Multiple assets can be added. Ensure to remove the asset if ownership or asset status changes



Register a Pet

Pet enrolment ensures the identification of your pet and provides important information about your asset. Especially in the case of lost and found.

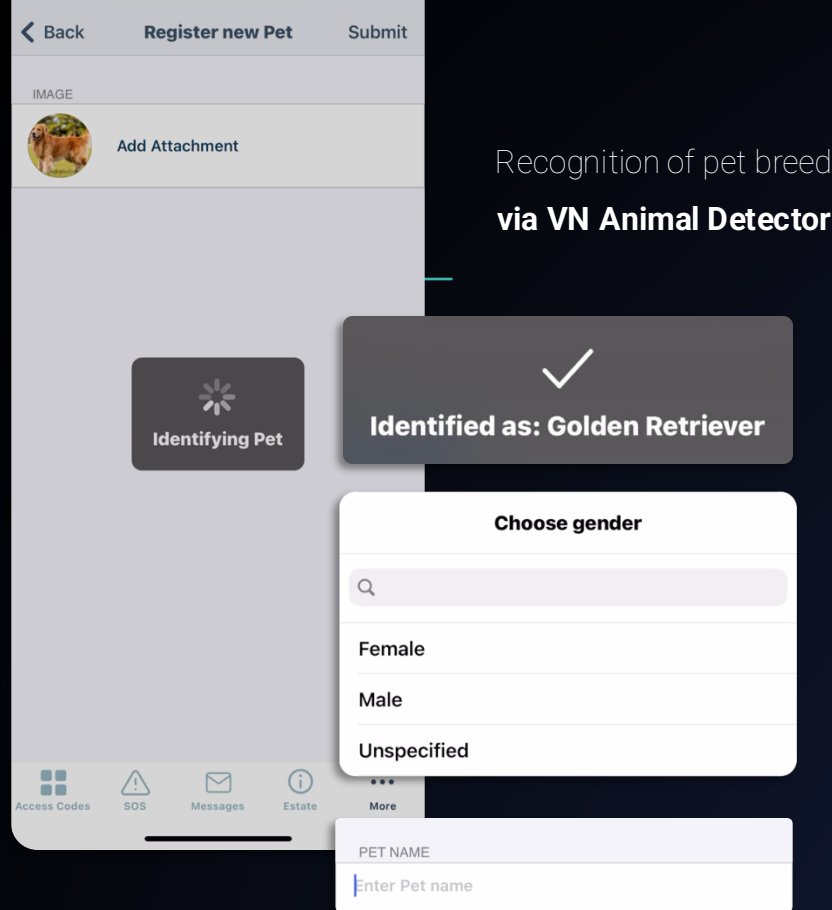
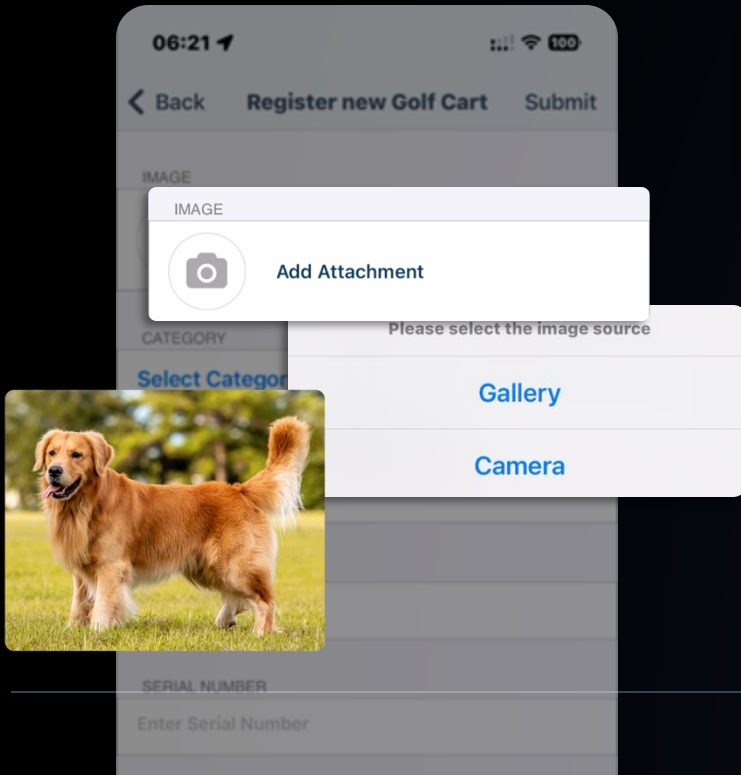


The user's pet will be linked directly to their profile.

This allows for easy identification and management of pets within the community dashboard.

1

Add an image of the pet via “add attachment”. User can either upload an existing image or capture a new image via device’s camera.

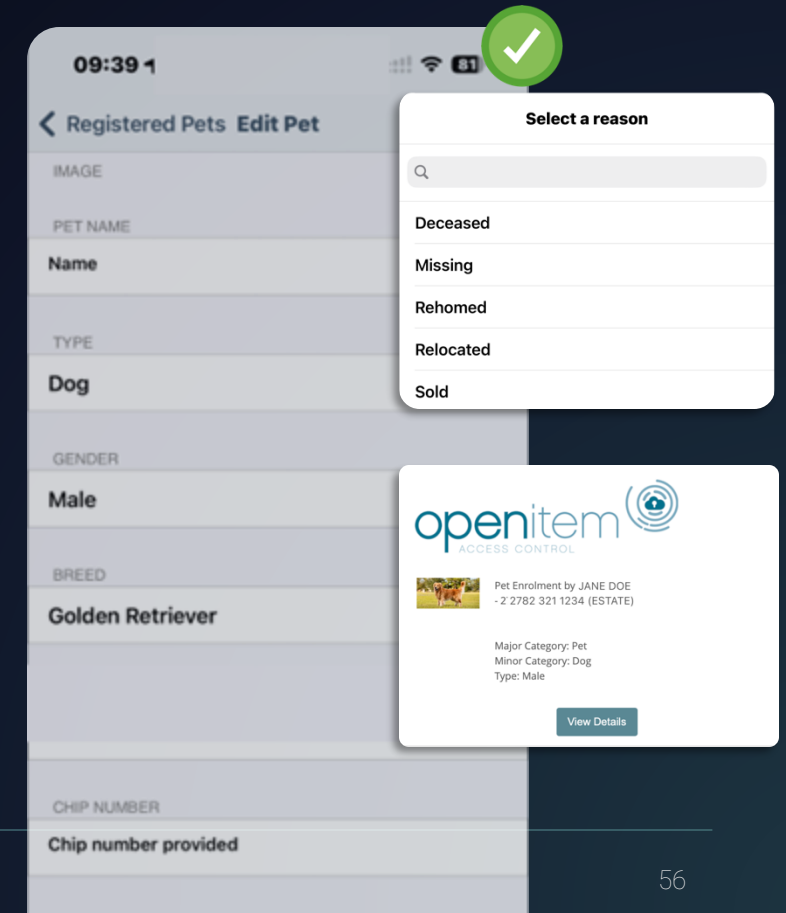


2

Complete the pet’s profile by adding the required information. This includes name, gender, colour and id chip provided by your veterinary specialist.

3

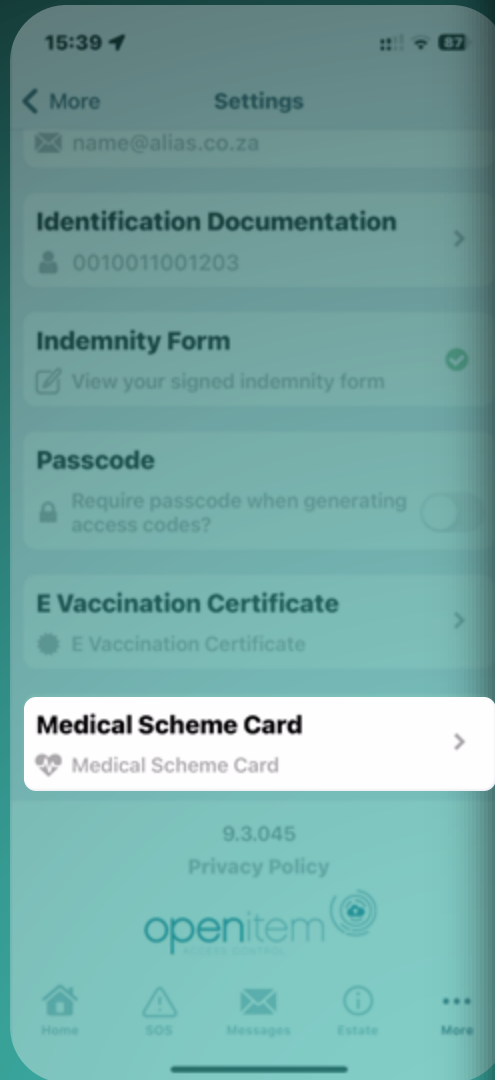
Upon successful addition of your pet, you can edit detail such as updating the pet’s image. Multiple pets can be added. Ensure to remove the pet if ownership or asset status changes.



Adding Medical ID

• 6

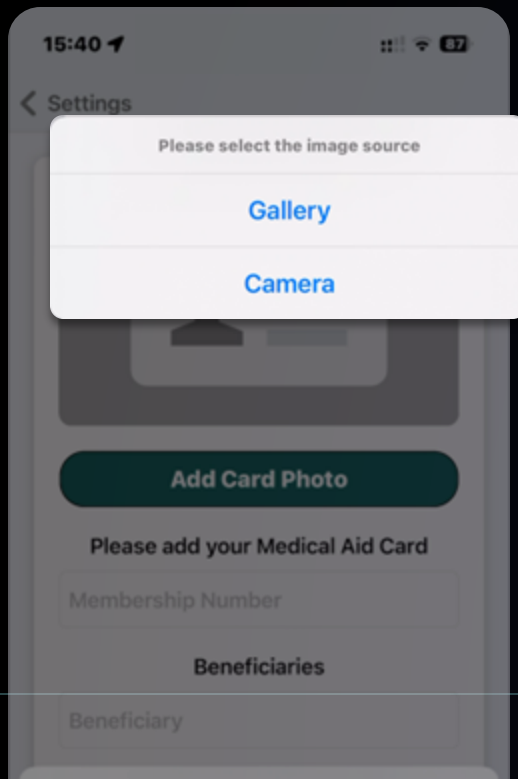
The Openitem App allows users to capture their Medical ID as part of their User Profile. This can be done manually or by scanning various medical aid cards or a screen capture of a medical card in a digital wallet as supplied by Medical Aids.



User's Medical Card Information captured as part of their Access Profile will display vital information so that it's available for someone attending to an emergency and before emergency contacts is notified in the event of an Emergency SOS.

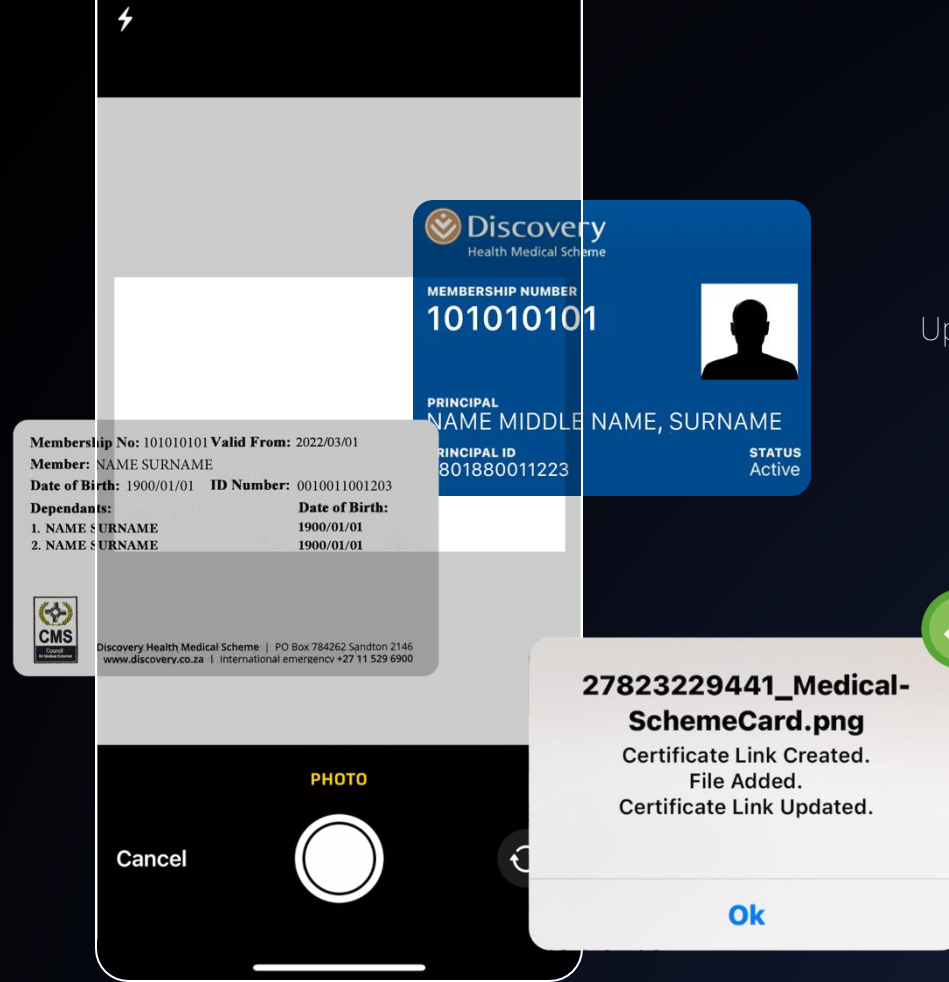
1

Choose a method of adding the Medical Card to your profile. Follow the on-screen instructions to ensure successful addition.



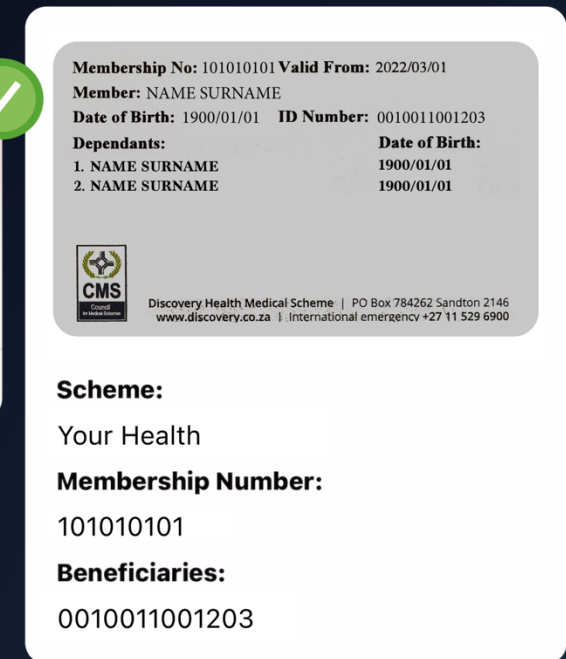
2

This can be done by scanning the Medical Aid Card or capturing an image of the Medical ID in your Digital Wallet



3

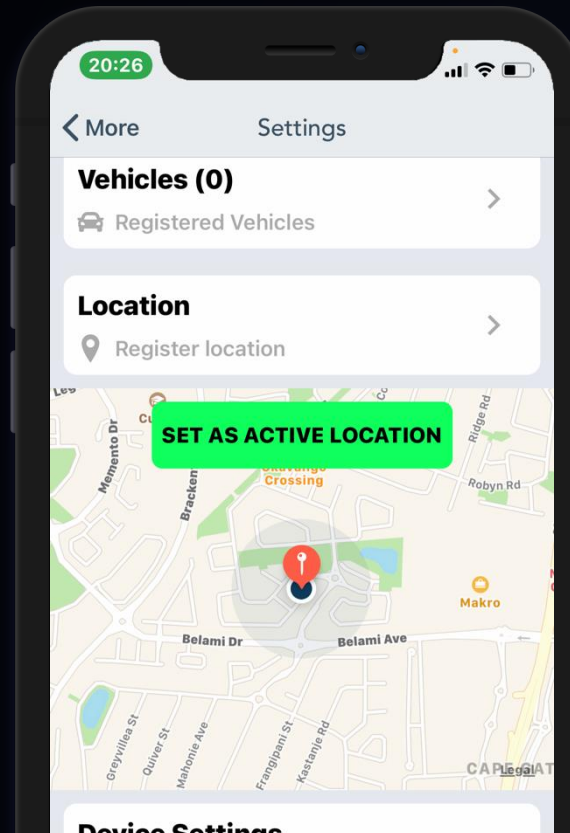
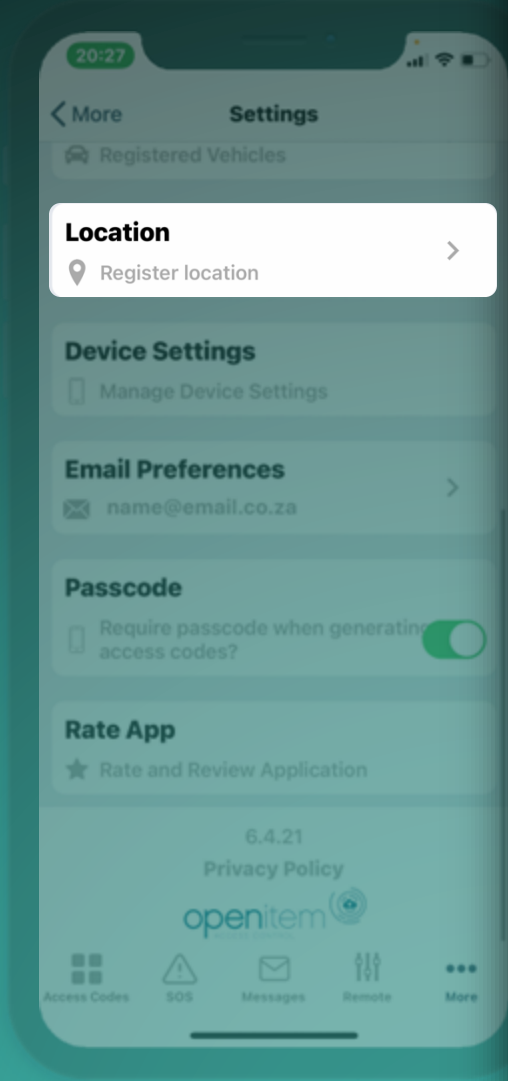
Upon successful addition of your Medical ID your ID and Scanned Card will appear with a Notification of Certificate Link Created.



Register location

• 6

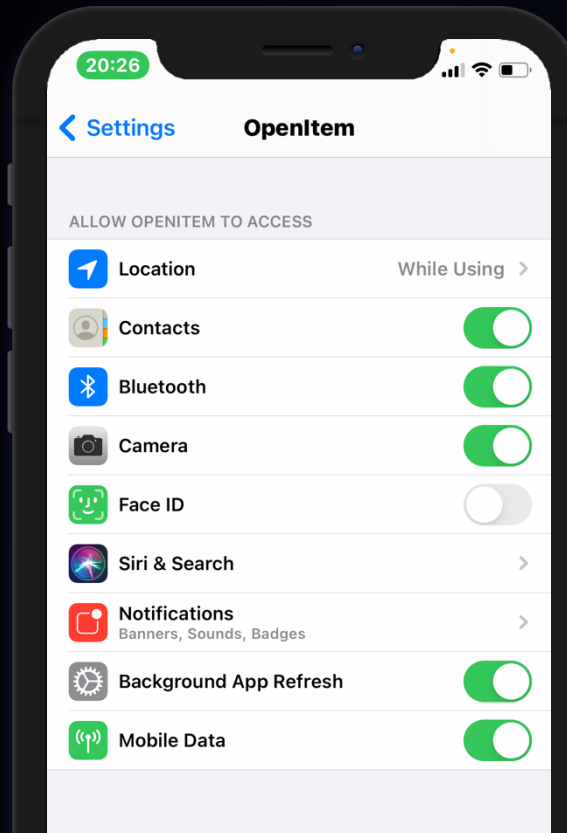
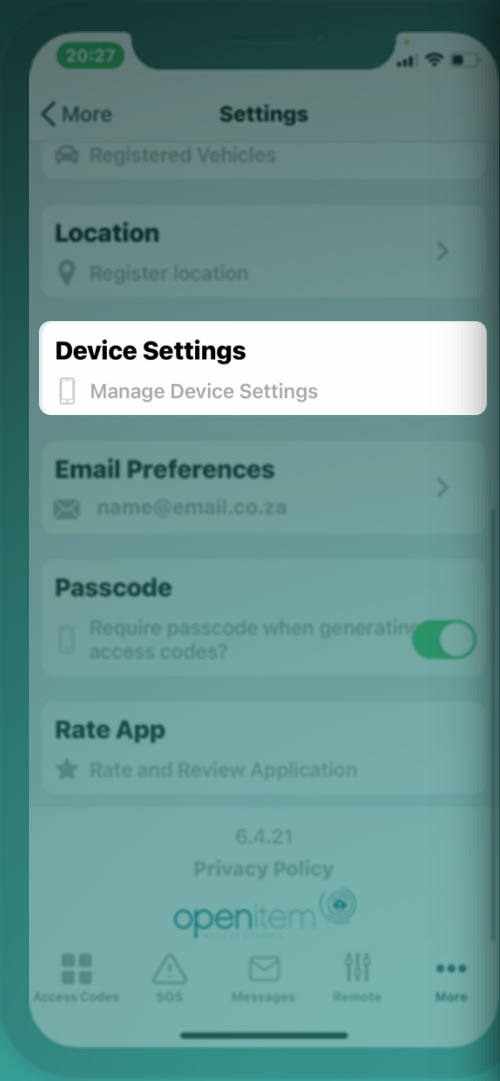
Indicates user's registered location which will be used in case of the panic/SOS function



This function will not be active if the app settings does not allow for location sharing. The section on device settings will illustrate how to activate this function.

Device settings and access

This allows the user to activate or deactivate the device settings. Toggle to switch the setting you wish to activate or deactivate.

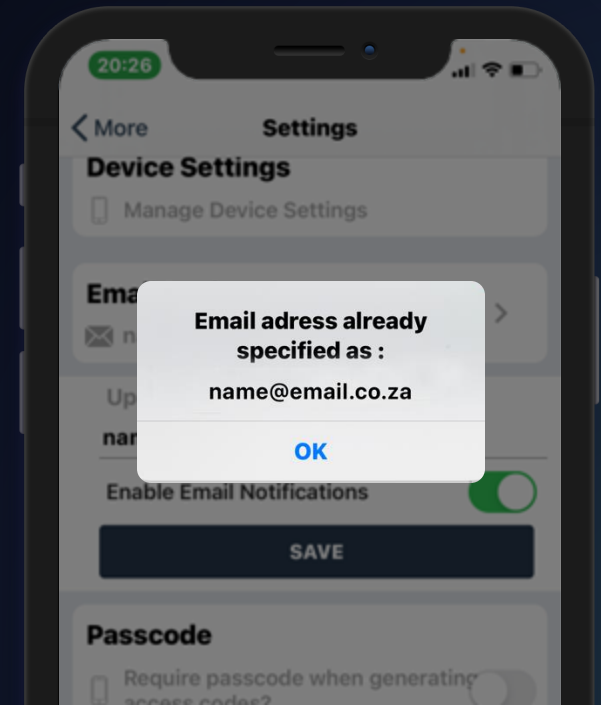
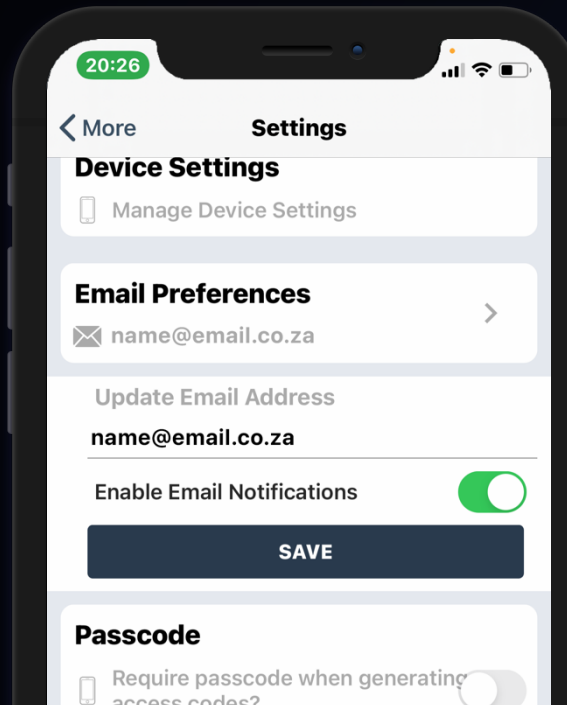
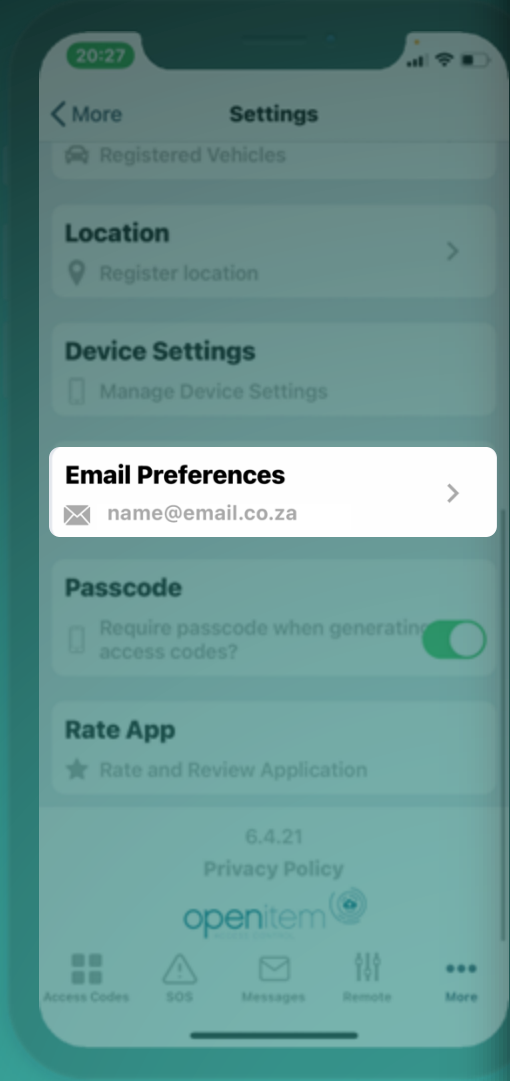


It is recommended that most of these settings are enabled for best and optimal use of the Openitem application.

Email Preferences

• 6

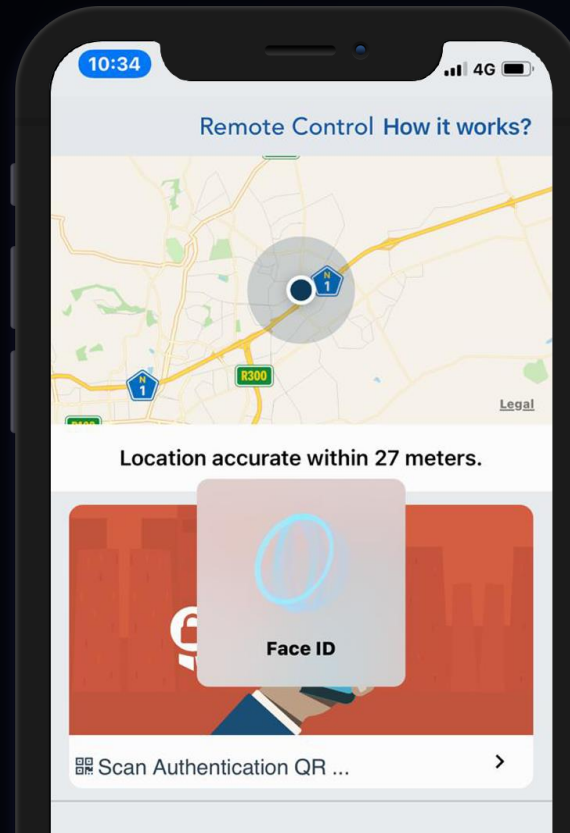
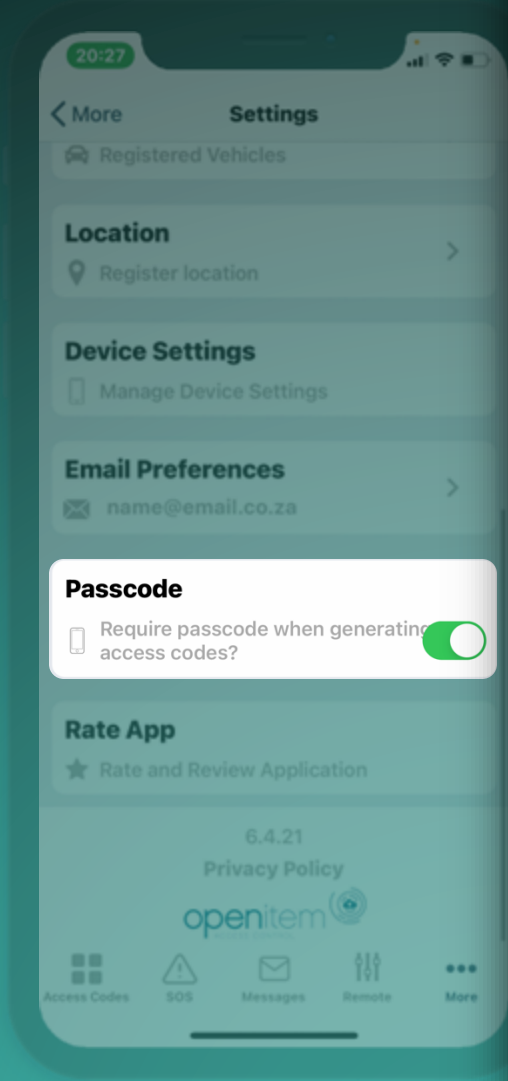
If enabled, shows the preferred email address to which email notifications will be sent. To update your email please update your email address in the field indicated as per below and save. Please ensure that you use an authentic email address. The user can also enable/disable email notifications.



Passcode

• 6

This adds an extra layer of user security and access when booking or registering a pre-authorised visitor. This will allow only the device user to grant and issue access.



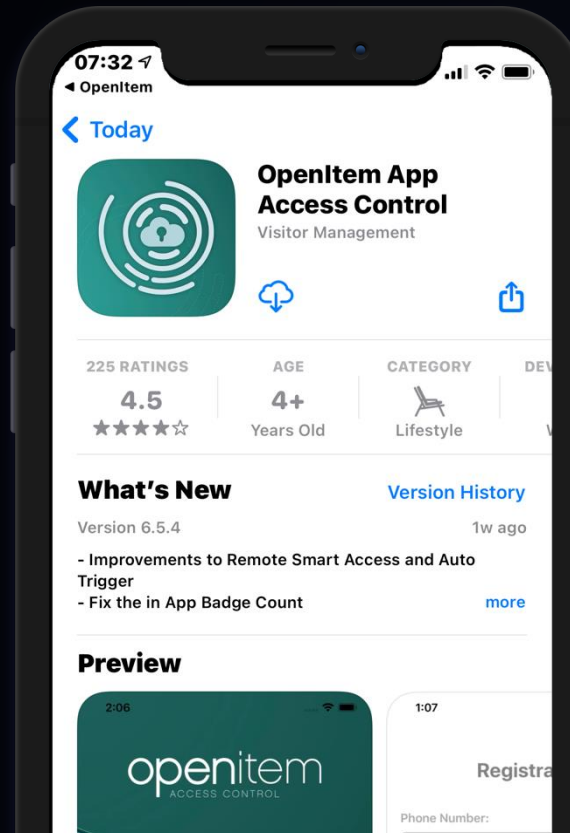
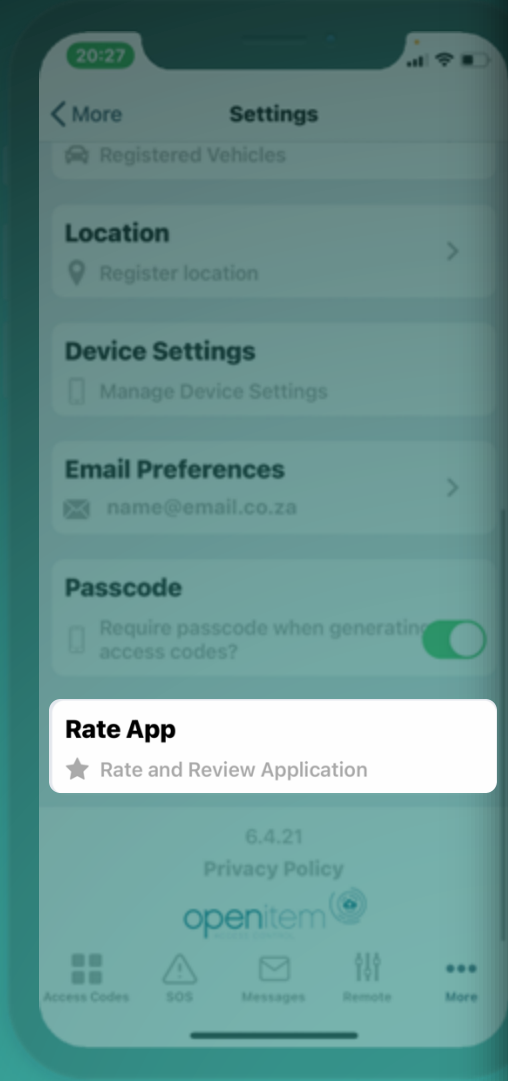
In the case of biometric scanning or FACE id, if setup correctly on your device, will serve as pass code access.

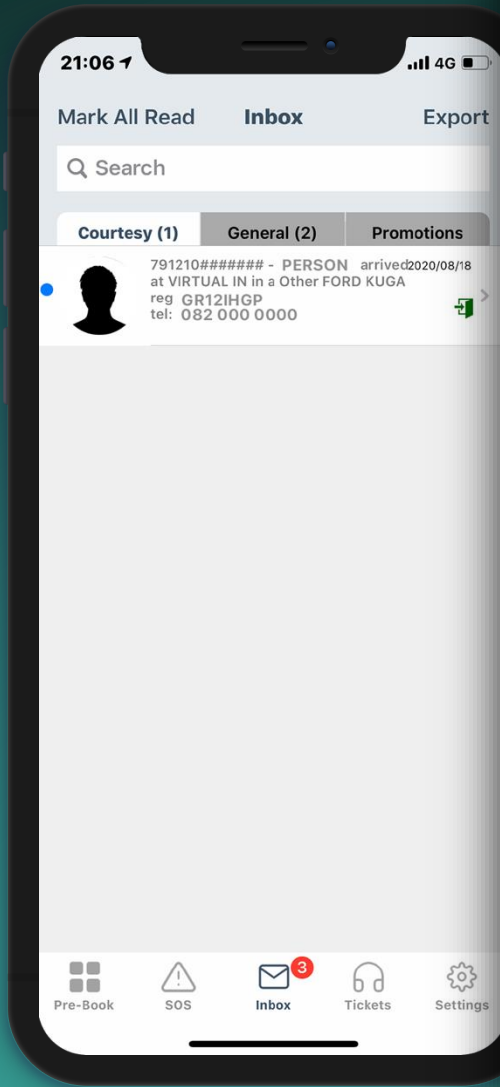
Rate our app

• 6

The access control environment and visitor management is ever-changing. Wyobi's Openitem App would appreciate your feedback as to always improve and innovate.

Without your feedback we cant improve or attend to your immediate needs. Please rate our app, so we can improve and make your life easier.





Inbox

Communication related to the app / HOA can be located in the Inbox.

- There are various categories within the inbox: All / Courtesy / General / Promotions
- Unread messages are indicated with a blue dot.
- Click on the relevant message to read it and for more information

- Examples of messages you can receive in the inbox:

Notifications of visitors entering and exiting the estate

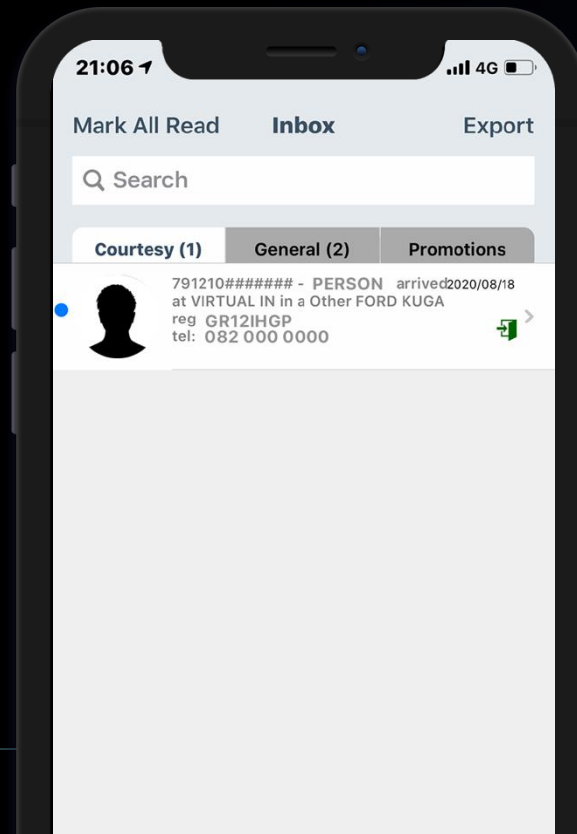
Panic messages

Support tickets logged and feedback there

Any HOA related messages

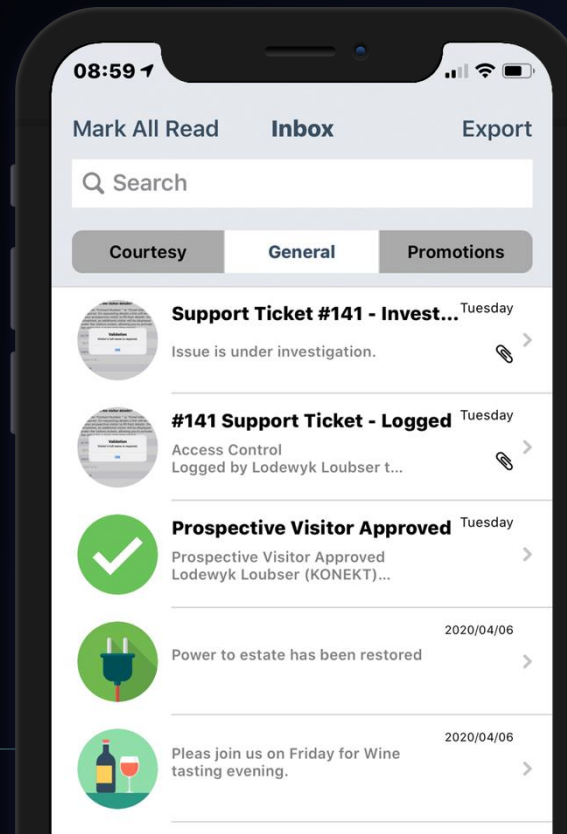
Courtesy

Once completed, click on 'Done'



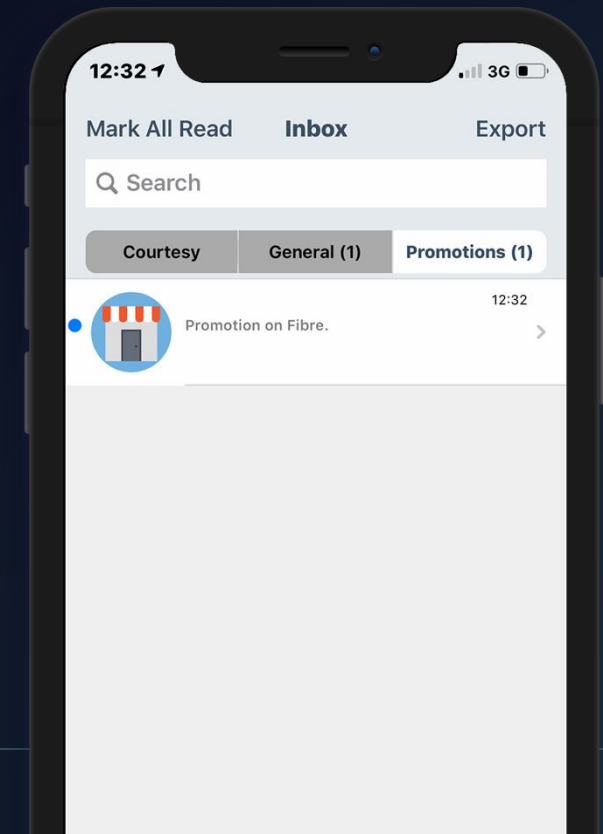
General

Complete the dates for the visitor schedule and select to notify the visitor



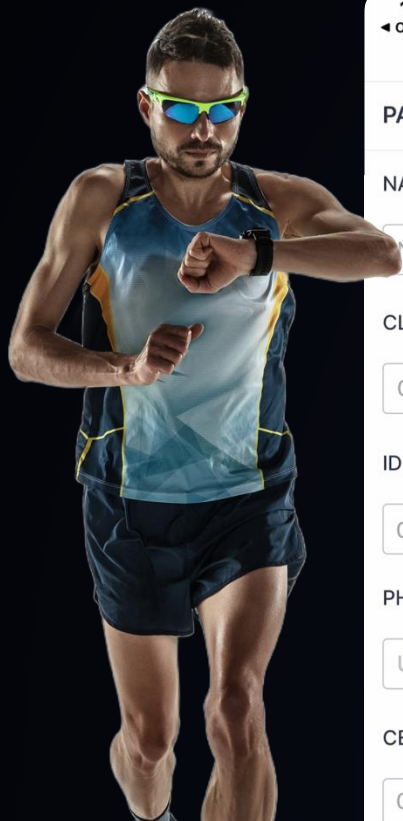
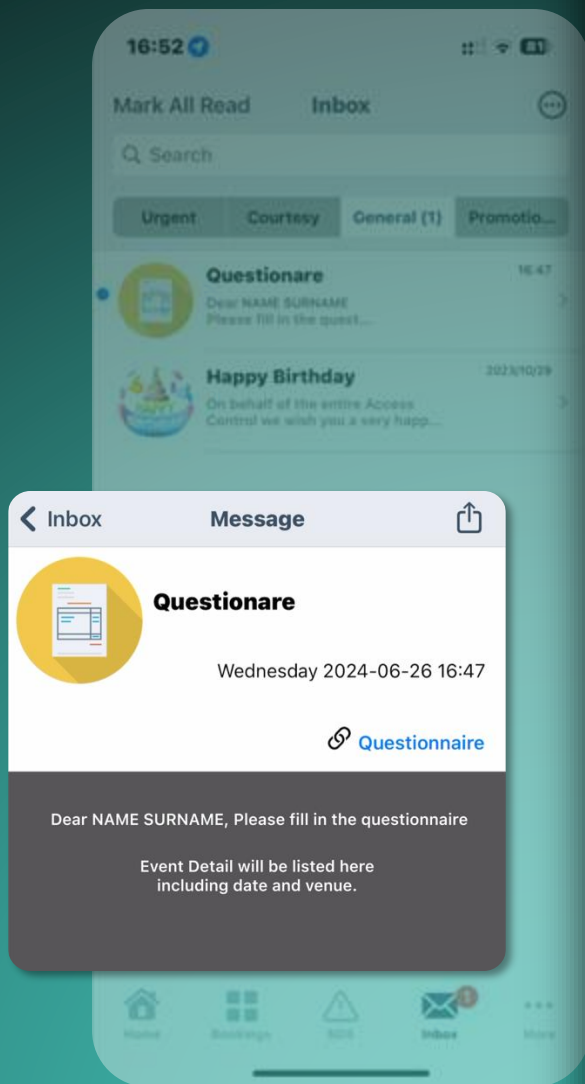
Promotions

You will receive a Visitor notification



Event Registration/Questionnaire

Interested in pre-registering for an event? Openitem's Event Questionnaire allows users to complete registration to pre-register and partake in events organized by their respective communities or estates directly from the Openitem App .

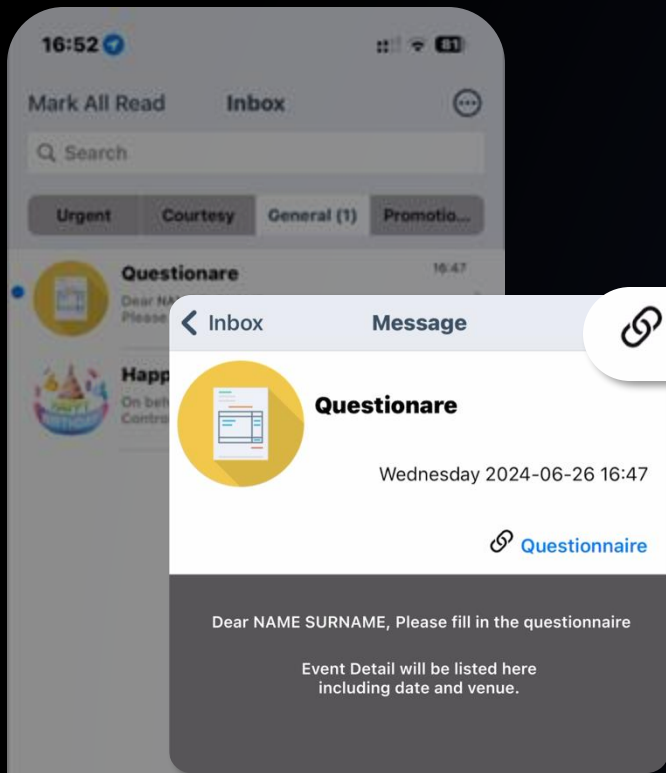
The image shows a screenshot of the 'form.jotform.com' questionnaire within the Openitem app. The form is titled 'PARTICIPANT DETAILS' and contains several input fields. The fields are: 'NAME SURNAME' (with a placeholder 'NAME SURNAME'), 'CLUB MEMBERSHIP NO' (with the value '010293849'), 'IDENTITY NUMBER' (with the value '0010011001203'), 'PHYSICAL ADDRESS' (with a placeholder 'Unit No, Street Address'), and 'CELLPHONE NO.' (with the value '082 820 0820'). The app's status bar at the top shows the time as 16:52 and the network as 5G.

The user's profile will be linked directly to the various questionnaires.

This allows for seamless integration and capturing of participants required detail and information especially in the event of an emergency. This includes **PRE-POPULATED INFORMATION** such as Personal Detail, ID Nr, Medical Aid Detail, Indemnities. Event specific detail such as food orders can easily be configured and calculated.

1

User will receive a notification
either via mail or in their
respective app message inbox



[View Online](#)



Questionnaire

2782 321 1234 (ESTATE)

Dear NAME SURNAME, Please fill in the questionnaire

© 2007-2023 Wyobi Technologies™, All Rights Reserved.

[Unsubscribe](#)

[Contact Us](#)

[Terms of Use](#)

[Privacy Policy](#)



2

This will contain detail and information
about the event and a link that will route
users to an online form.

3

Users will be required to enter the various fields as
required by the event organizers or managers. If the
use's profile contains the correct information, the fields
will be pre-populated.

PARTICIPANT DETAILS

NAME SURNAME

NAME SURNAME

CLUB MEMBERSHIP NO

010293849

IDENTITY NUMBER

0010011001203

PHYSICAL ADDRESS

Unit No, Street Address

CELLPHONE NO.

082 820 0820

EMAIL ADDRESS

name@alias.co.za

4

This includes PRE-POPULATED INFORMATION such as Personal Detail, ID Nr, Medical Aid Detail, Indemnities. Event specific detail such as food orders can easily be configured and calculated.

NAME SURNAME

NAME SURNAME

CLUB MEMBERSHIP NO

010293849

IDENTITY NUMBER

0010011001203

PHYSICAL ADDRESS

Unit No, Street Address

CELLPHONE NO.

082 820 0820

EMAIL ADDRESS

name@alias.co.za

MEDICAL AID

Your Health

MEDICAL AID NO

101010101

Accessible Medical Aid ID in the event of an Emergency containing all relevant Medical Information

SIGNATURE

Signature

Clear

INDEMNITY

Equipment. I hereby assume all risks in connection therewith, whether foreseen or unforeseen, occurring because of negligence of The Mount Edgecombe Family Nite Run-Walk of 5km or 10km. I further state that my children are participating and understand they are to sign this affirmation and required the legal consent of the parents/guardians, that I understand this document of my own free will and not a mere requirement that should I bring my dog, I will lead at all times and under

Attendance

☐ ADULT PARTICIPANT 50 ZAR

Quantity 1

☐ CHILD PARTICIPANT 20 ZAR

Quantity 1

☐ DOGGIES PARTICIPANT Free

Quantity 1

Food

☐ Chicken Burger 65 ZAR

Quantity 1 Buns White

☐ Roast Chicken & Health Bread 85 ZAR

Quantity 1

☐ Chips 35 ZAR

Quantity 1

Total 150 ZAR

Submit

5

Users can also register multiple entries and specify orders or extras such as food or tickets. This ensures for seamless pre-event booking integration and successful payment confirmation.

PayFast

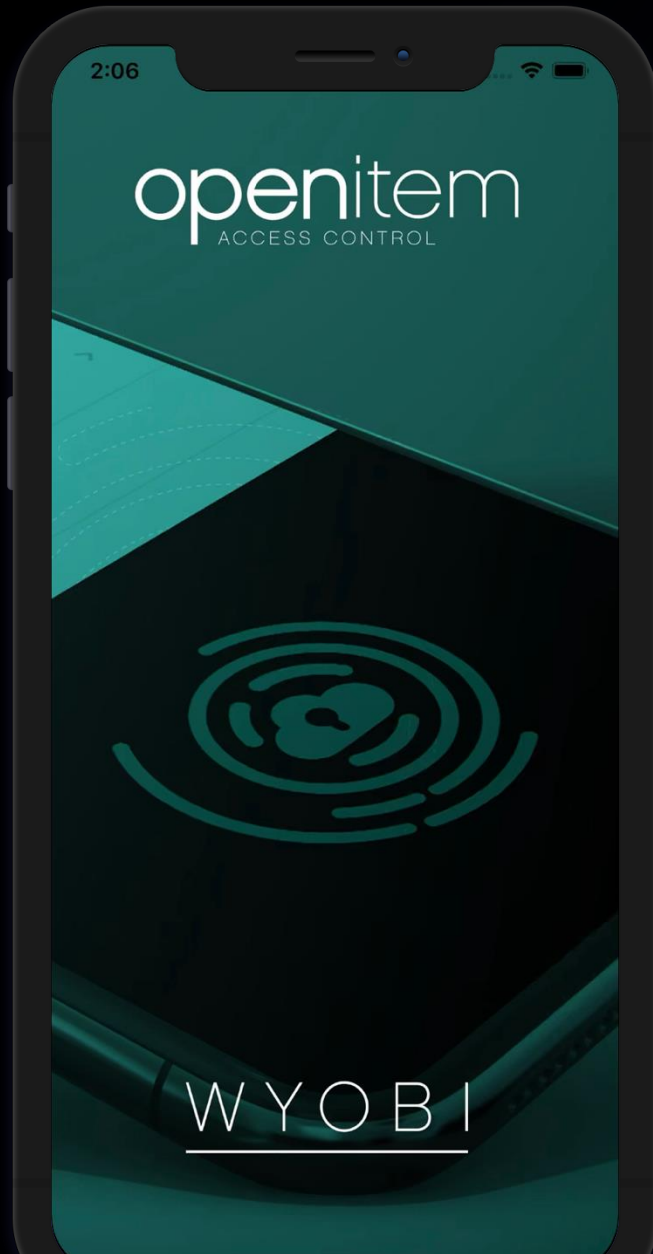
OZOW
Secure Payments

zapper™
The rewarding way to pay



Thank You!

Your submission has been received.

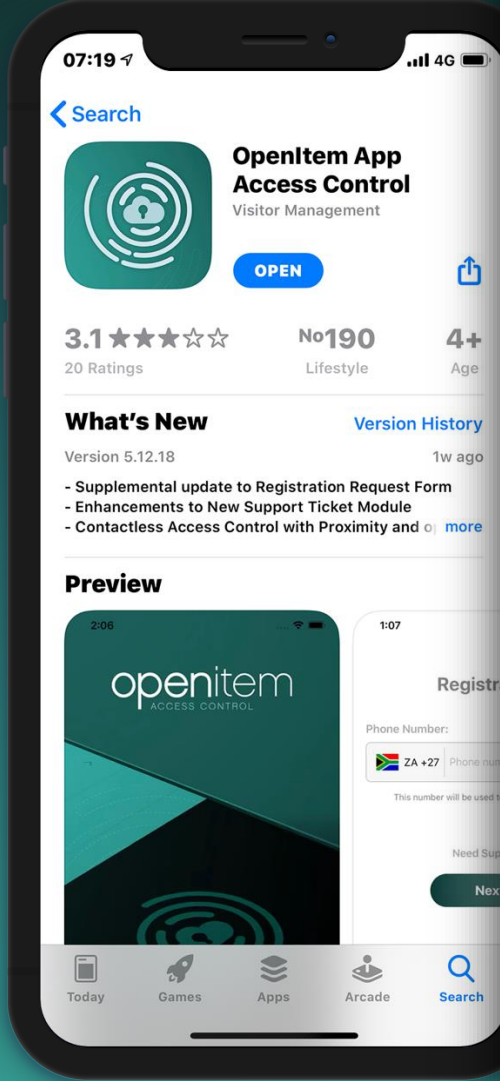


ACCESS CONTROL APP



CONTACTLESS 

Our Contactless/Touchless or Bluetooth Remote-Control function is available to assist residents and estate management with easy, quick, reliable and convenient access and exit to controlled access points.

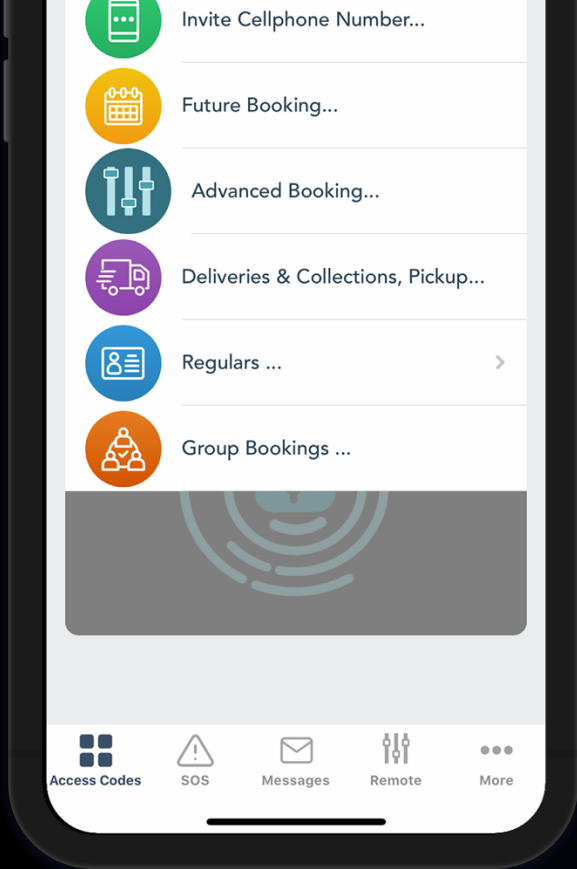


Update your app

- This new feature will require an upgrade to the existing Visitor Management App, which will activate a 'Remote Control' functionality.
- The resident's phone needs to have an active passcode set up which will be mandatory for this function to work successfully.

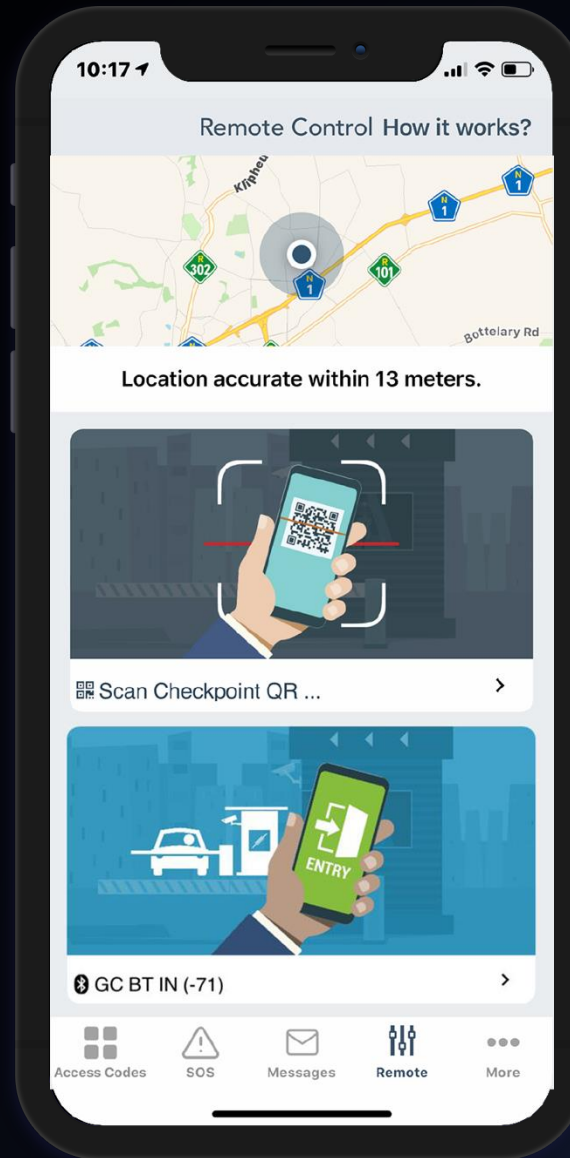
To set up this functionality on your phone, follow the steps from [page 8](#)





1

Open up the Visitor Management App,
you will notice an additional tab
available, namely 'Remote Control'



2

WiFi- and GPS proximity settings
have been built-in the app, to ensure
that residents can only use this
remote-control function, if they are in
close proximity of the gate.

The visitor has an option of either
selecting to scan a checkpoint QR
code or access via the Bluetooth.
The Bluetooth function will only be
visible and active in proximity of the
appropriate access point.

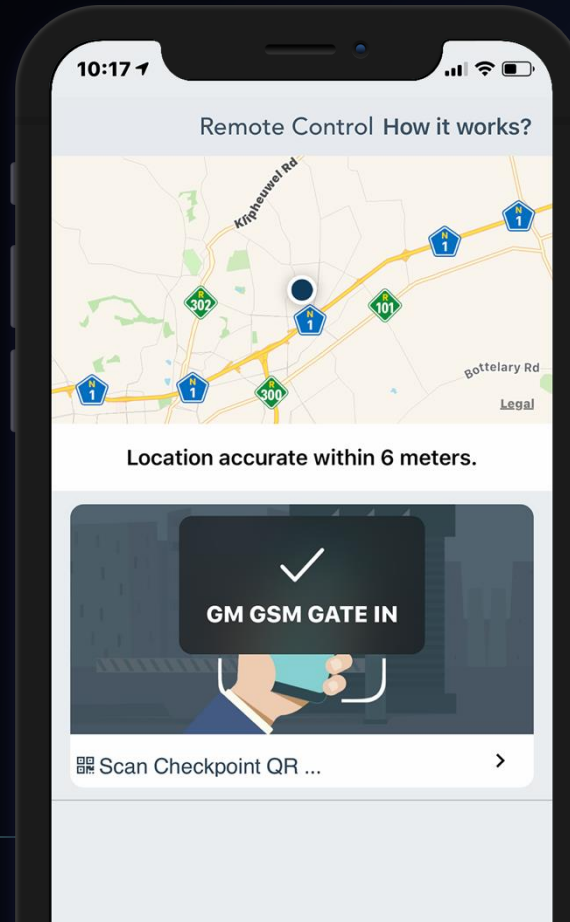


A

Once QR code is scanned, a notification is received

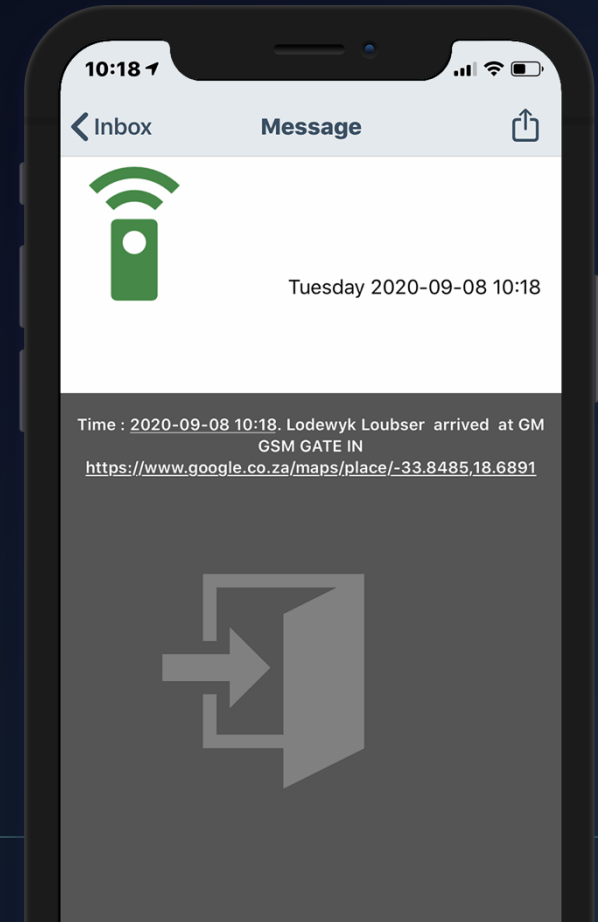
B

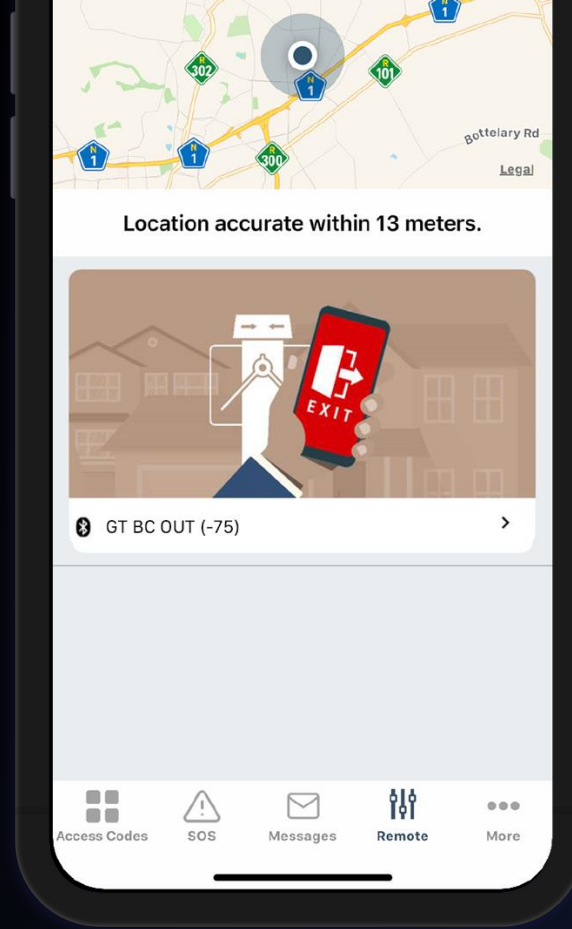
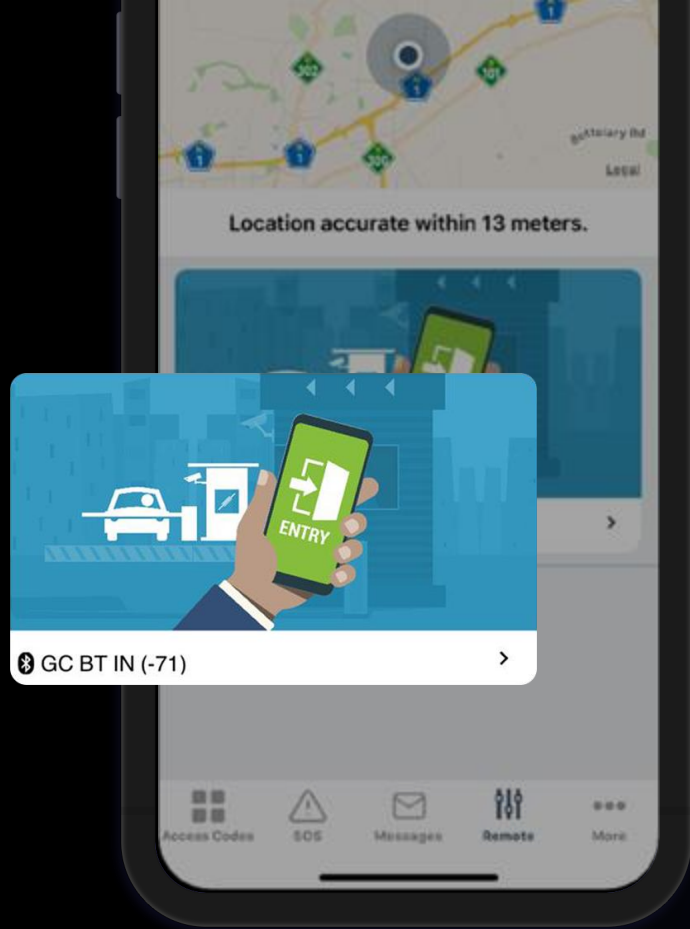
The gate will open and you can access the premises



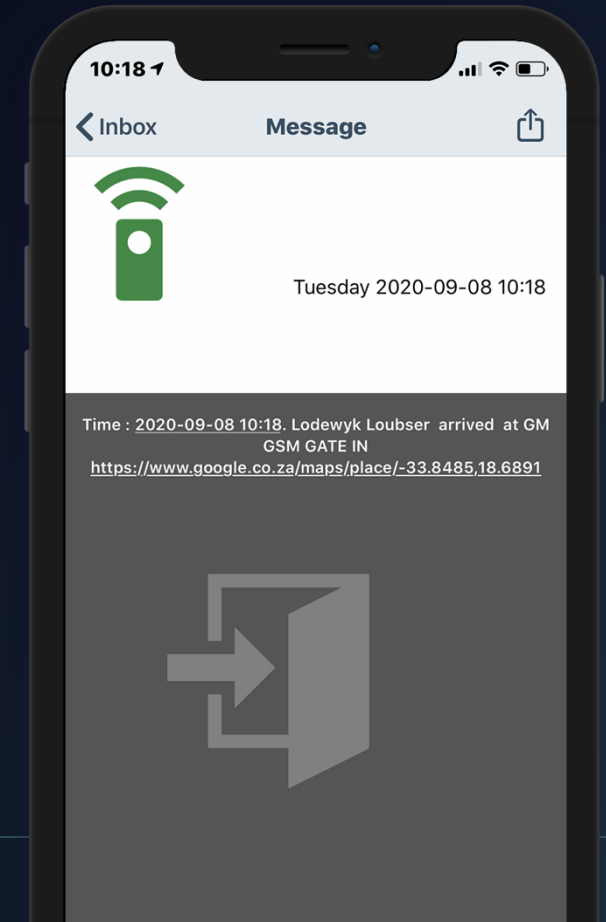
C

Access is gained and granted.

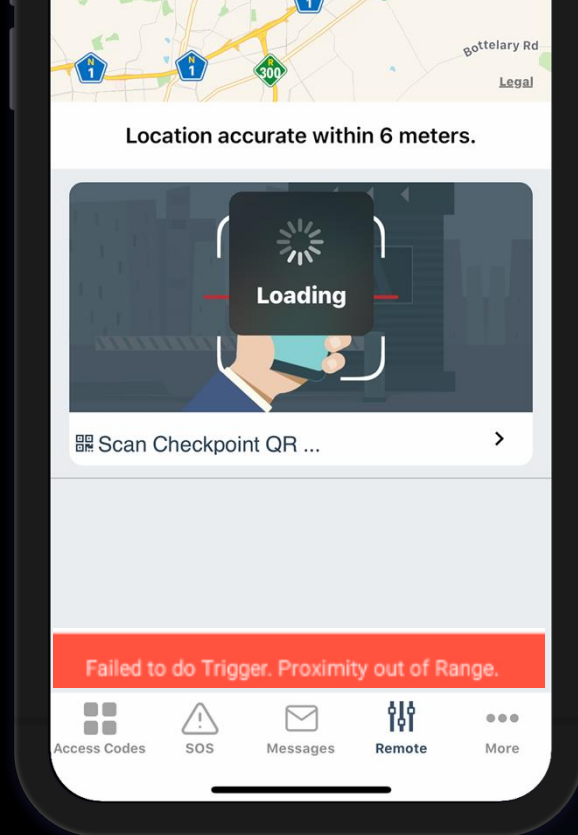




Access is gained and granted.



This function is available off-line and with the convenience of not rolling your window down. Entry and Exit access can be gained via the Bluetooth function. This button will be activated when the visitor is stationed in the correct lane.

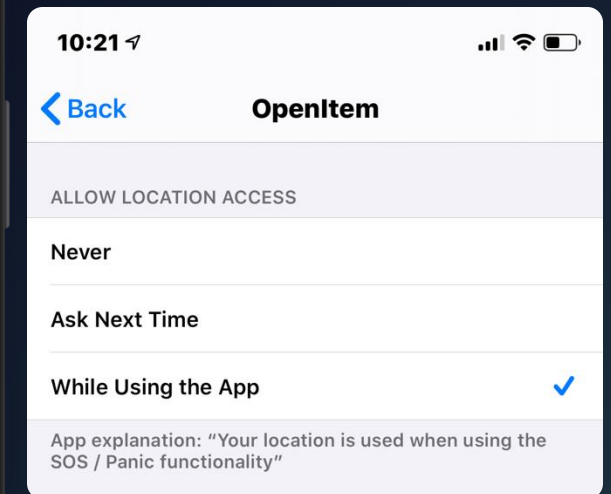
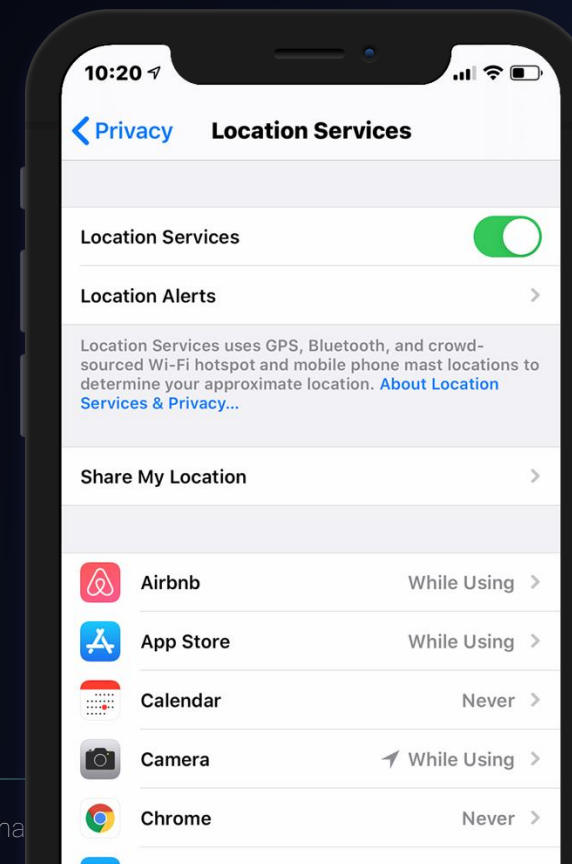


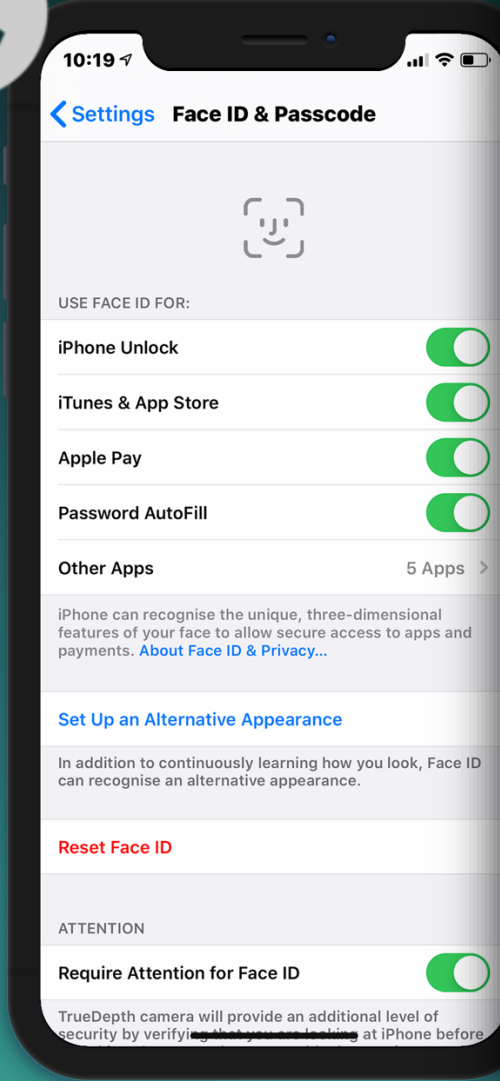
3

The location permission should be enabled for the app, to ensure that the app is in the tolerated distance away from the gate

4

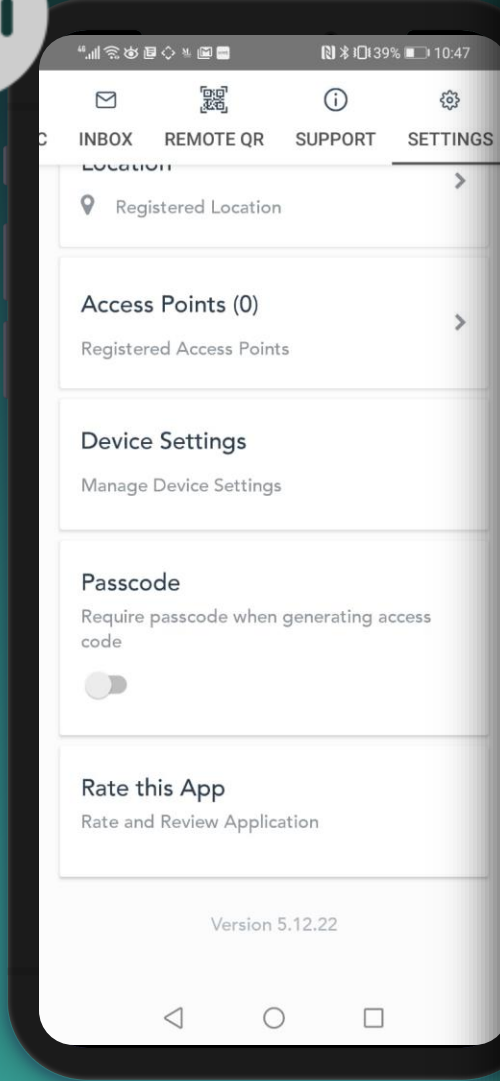
If your location setting is not switched on for your phone, you will receive an error as indicated here: 'Failed to do Trigger. Proximity out of Range'





Setting up a passcode: iPhone

1. Tap Settings > Face (Touch) ID & Passcode
2. Turn passcode on
3. Select one of the following options:
4. Fingerprint / PIN / Face ID (facial recognition)
5. Follow the on-screen instructions to set up the desired screen lock option.



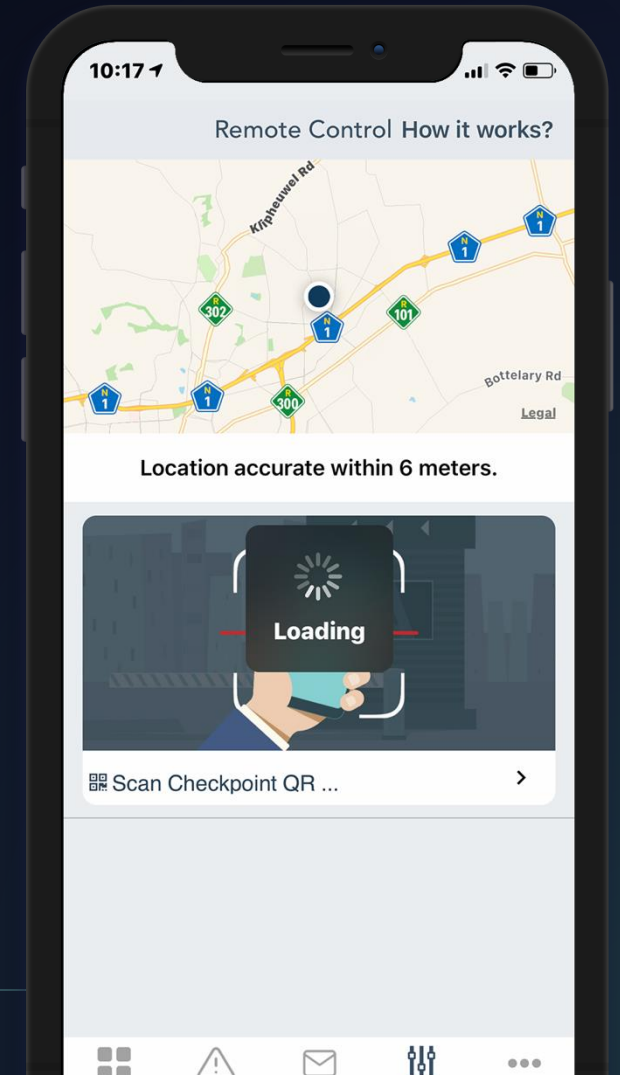
Setting up a passcode: Android

1. Tap Settings > Lock screen > Screen lock type
2. Select one of the following options:
3. Swipe / Pattern / PIN / Password / Smart scan / Face / Iris / Fingerprints
4. Follow the on-screen instructions to set up the desired screen lock option.

Preventing abuse

Measures in place to prevent abuse of the contactless system

- GPS proximity with location accuracy and tolerance
- WiFi Proximity, although only available on Android
- Fixed Camera Integration linked to each checkpoint can provide photo evidence of vehicle and person (this requires camera integration)
- Include Photo Snapshot on Handset as QR is detected
- Enforcing the latest version of the App



Troubleshooting?

Why do we need to Track GPS?

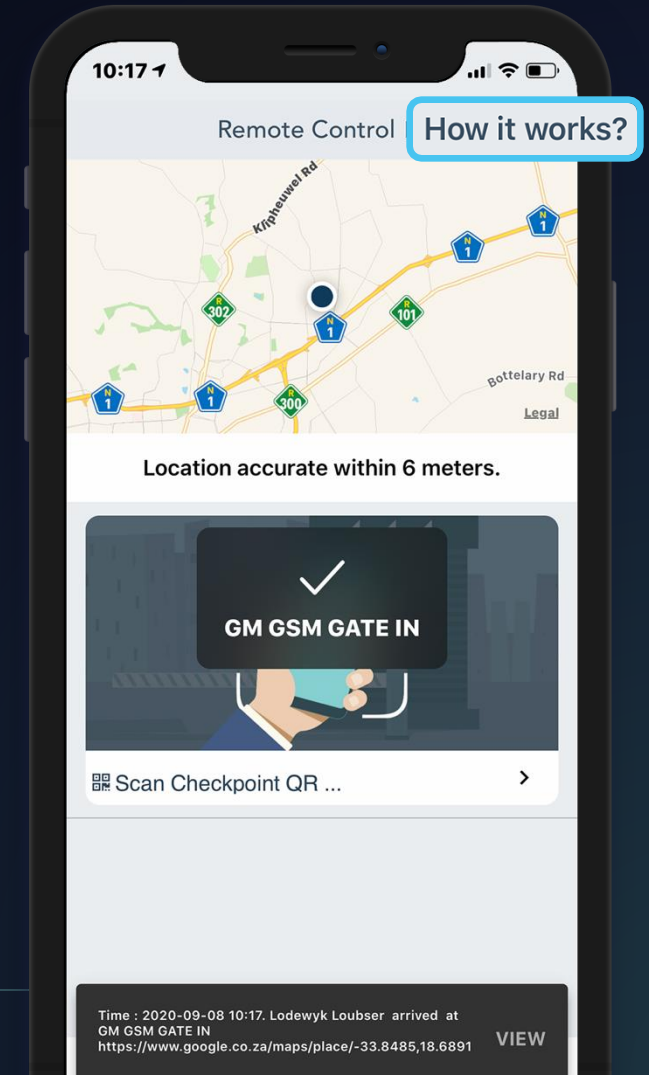
People try to abuse the system by taking a photo of the QR to sneak visitors into the Estate.

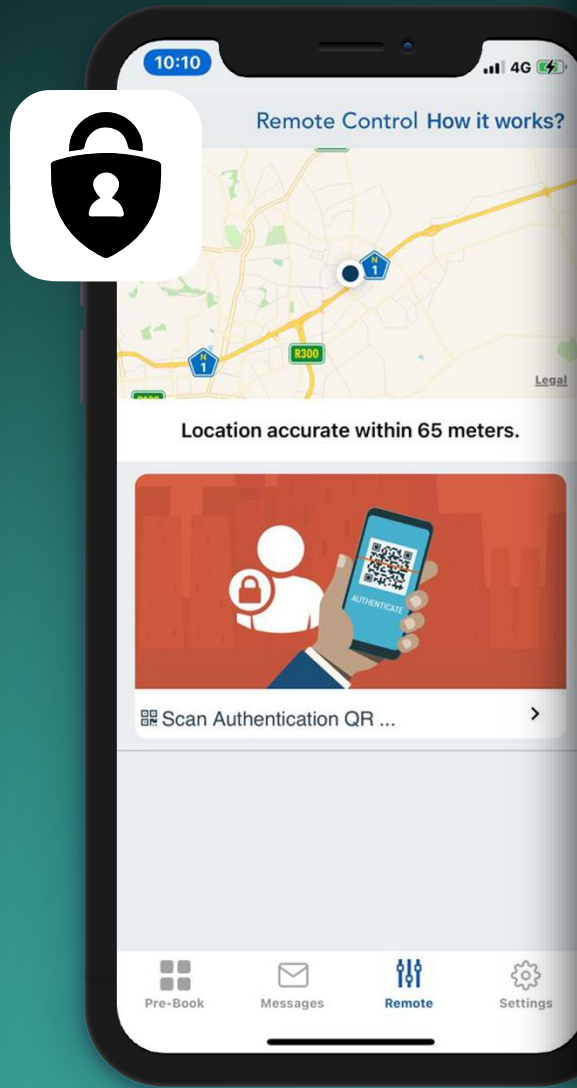
Why did your transaction not work this time?

By the gate the concrete and steel interfere with GPS, it would have worked if you retried after a few seconds if the GPS could update.

Solution:

Open the App on the Remote QR Tab while approaching the Gate.



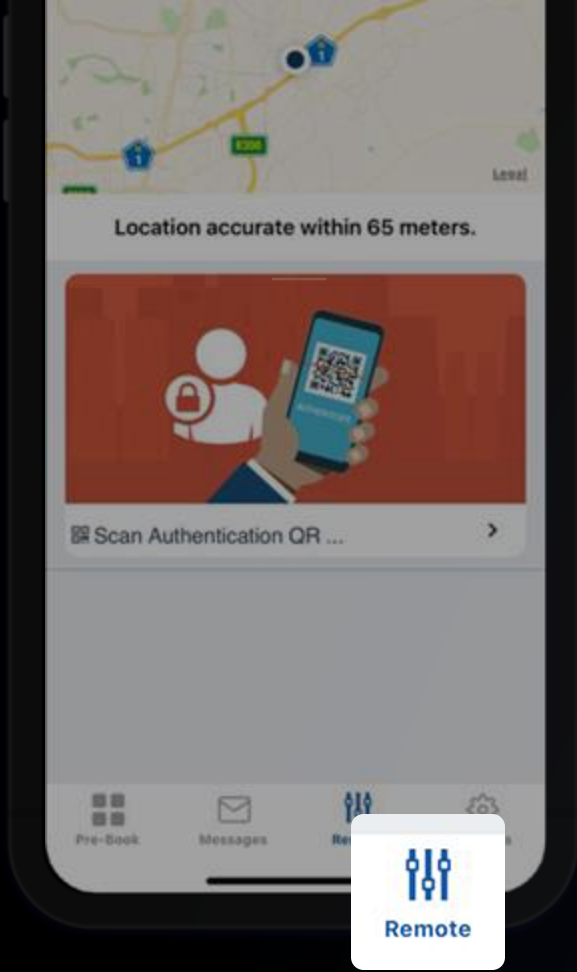


Passwordless Two Factor

EASY AND MORE SECURE LOGIN WITH PASSCODE / FACIAL / BIOMETRIC

"OpenItem Auth" brings the future of two-factor authentication to the convenience of your smartphone. Two-factor authentication (2FA) adds an additional layer of protection beyond passwords. Merely scan via your mobile device and login accordingly.

Login is associated with user profile and functionality. A Flexible Cloud-Based Solution, this functionality allows for flexibility in managing archiving periods of records.

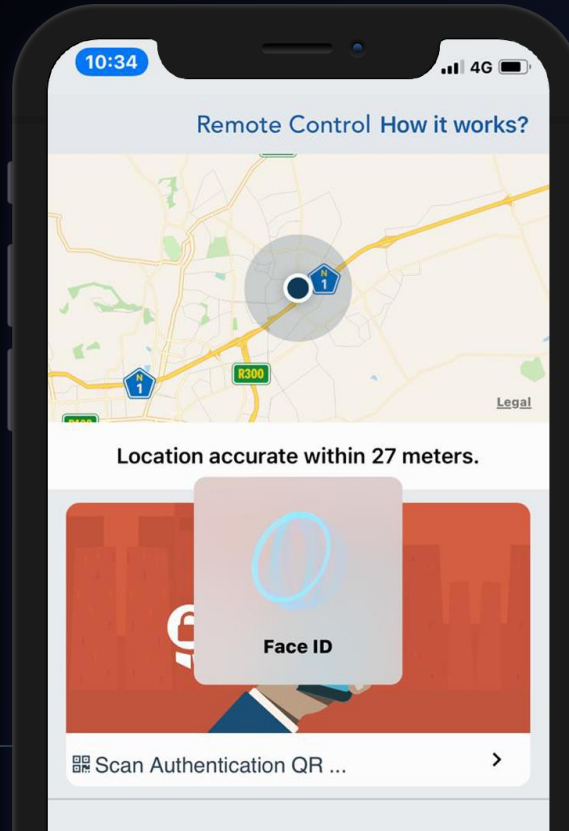


1

Access the QR code scanner through the remote button at the bottom of the screen

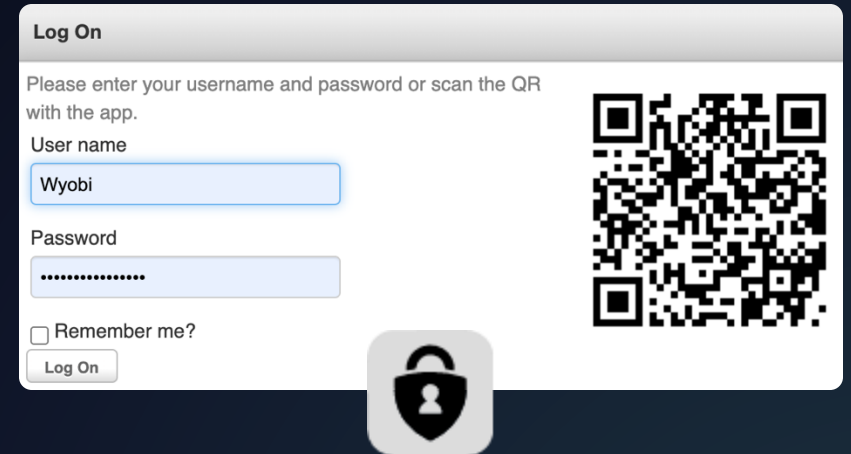
2

The app accesses your phone's passcode/facial/biometric security and logs in.



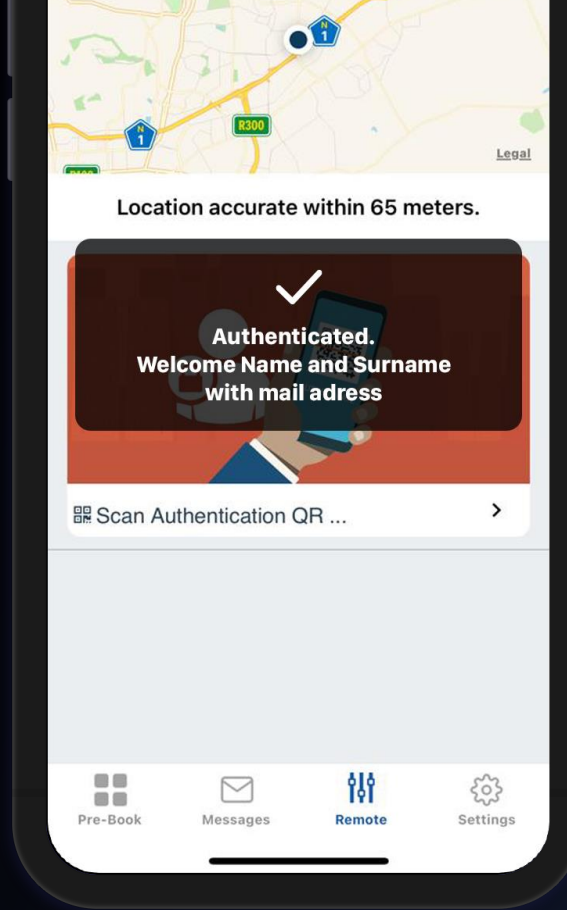
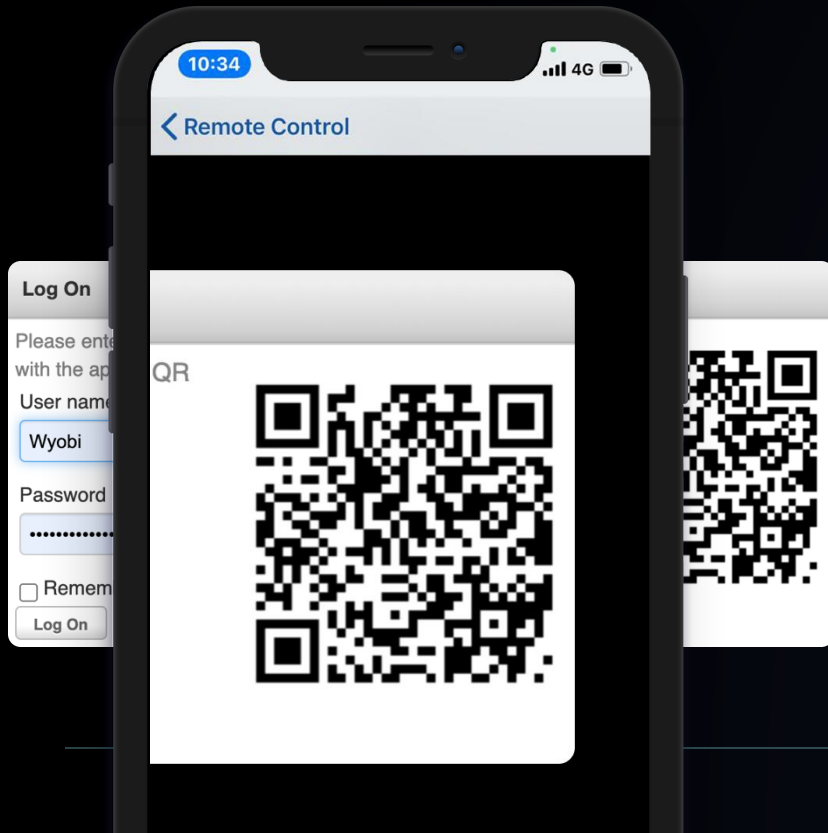
3

Visit the community management via your desktop's web browser
your_estate.openitemapp.com/account/logon



4

Either scan the QR code or
login via the credentials
(username/password)

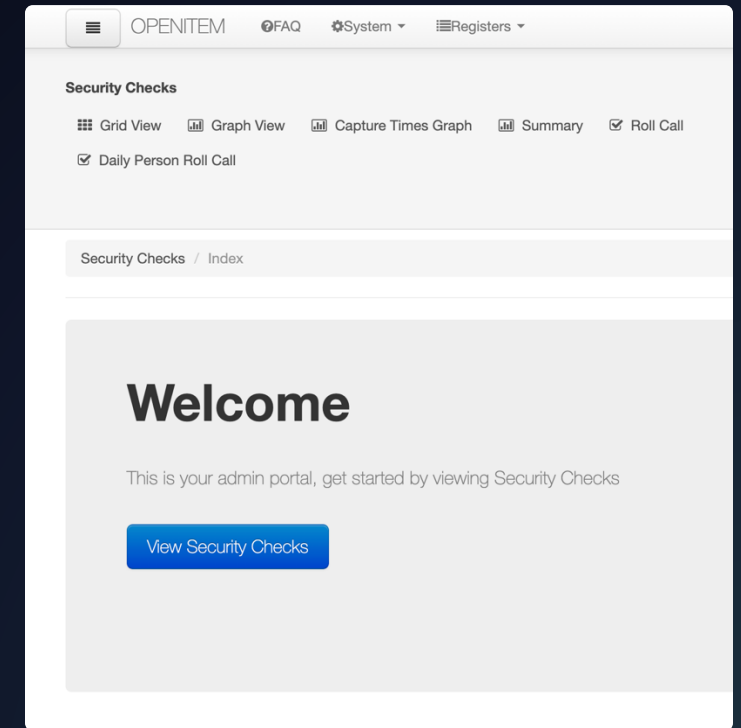


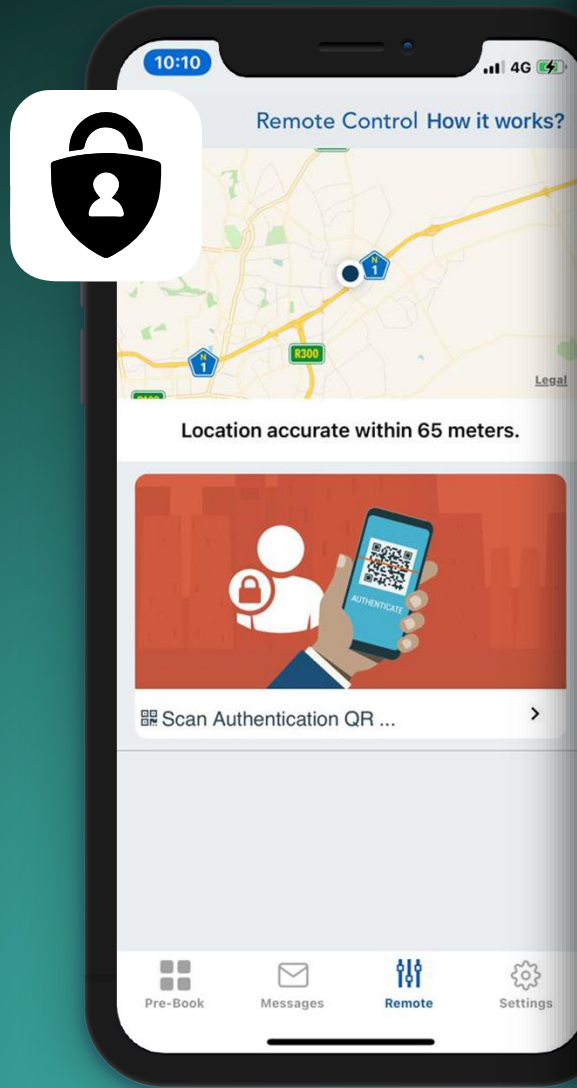
5

Authentication via 2 factor
authentication will allow access

6

Login via your profile and settings and
process enabled functions.



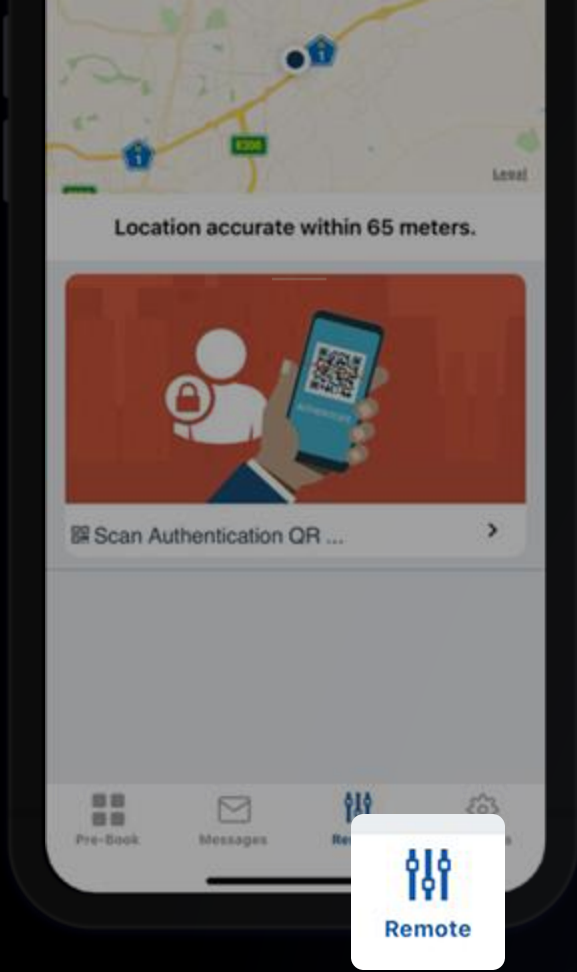


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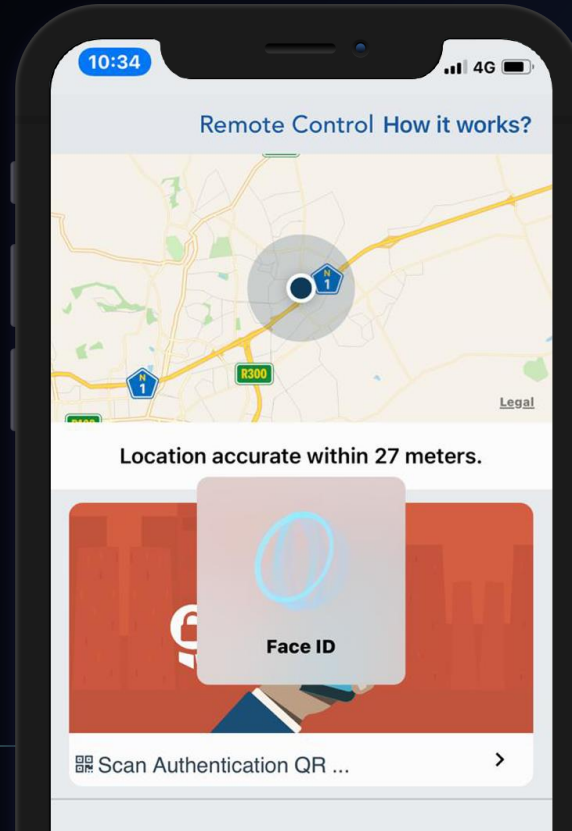


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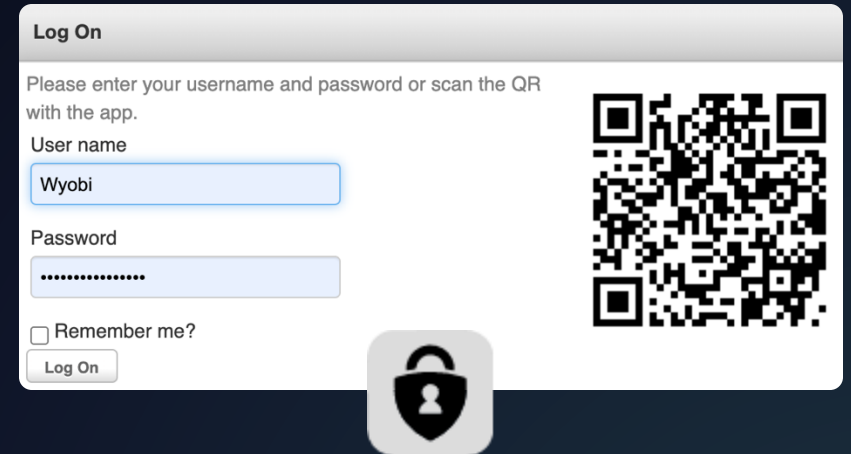
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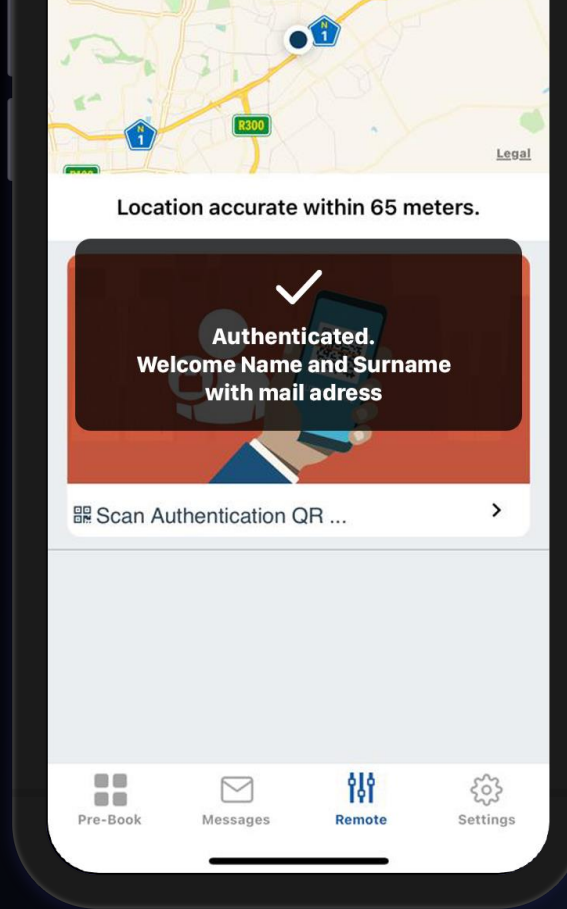
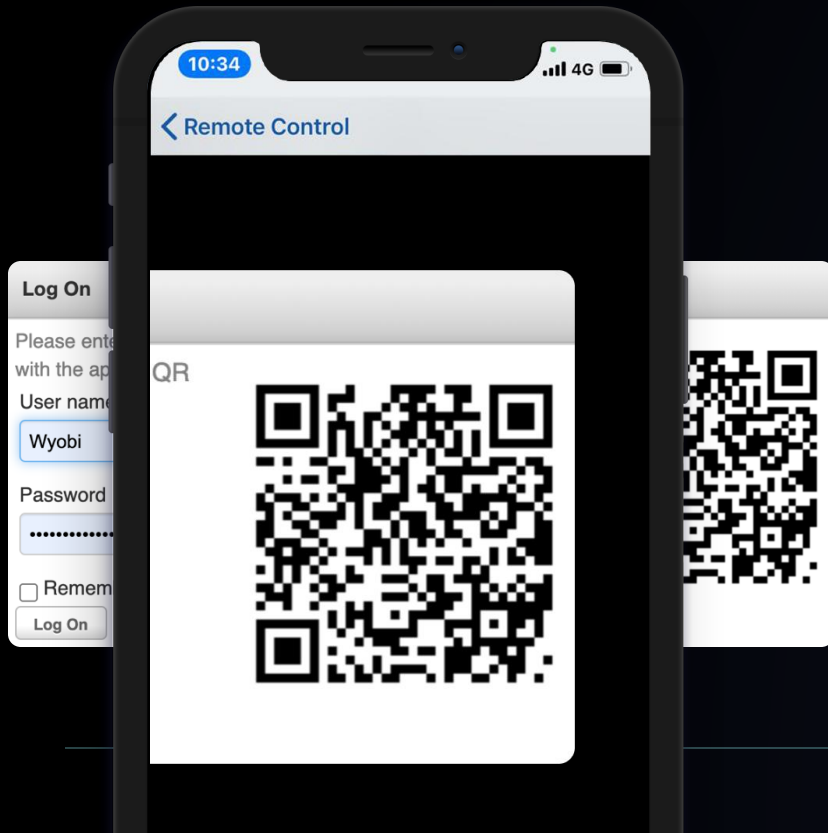
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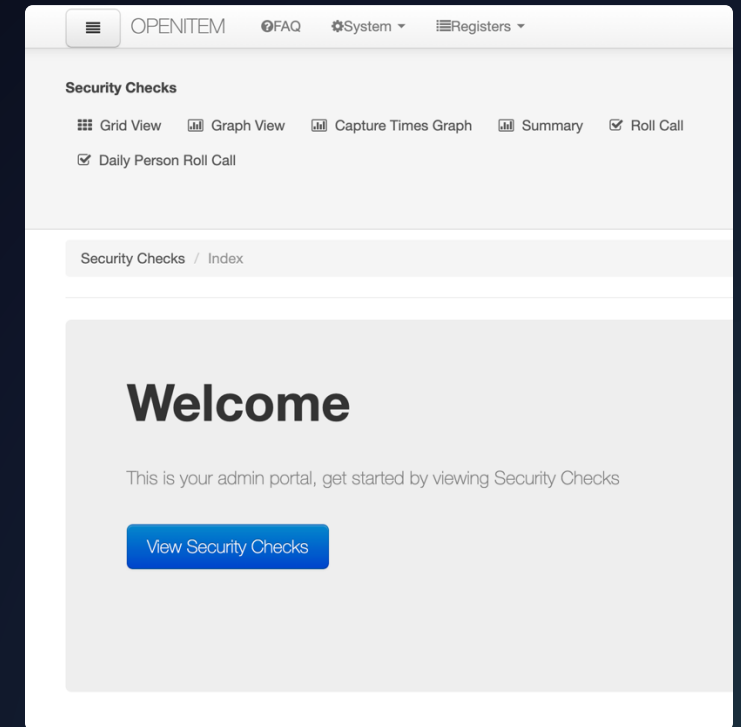


5

Authntication via 2 factor
authentication will allow access

6

Login via your profile and settings and
process enabled functions.



Get in Touch

SOUTH AFRICAN OFFICE

Wyobi actively solves traffic congestion in South Africa by not having permanent offices. This allows us to leave our Geniuses in their most productive environment. Contact us online, or via Skype.



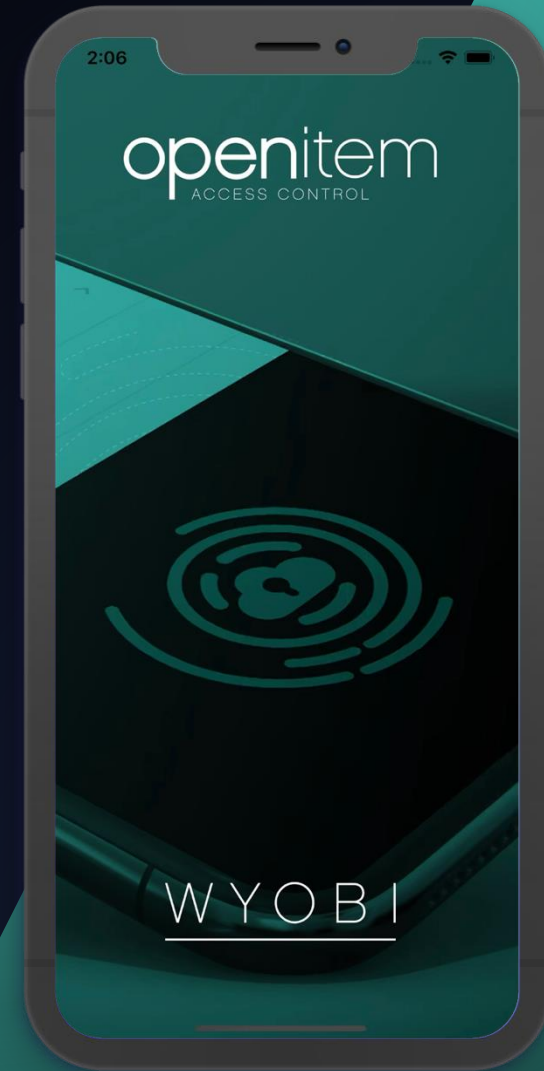
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WYOB I