



USER MANAGEMENT

This document is meant to for users using the
GLO CMS Community App brought to you by



Document compiled: November 2020

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Download the GLOCMS Community App

The GLOCMS 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 GLOCMS Community
- Download the App
- The App is installed to your device and ready to use

The app is free to use.

Links to these stores are listed below for easy reference.



Create an Account

Each user that signs up to the GLOCMS Community 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 GLOCMS Community App



- On the Sign In screen, click on **Sign Up**

Don't have a GLO-ID? [Sign Up](#)

- **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
- Email Address
Fill in your preferred email address
- Mobile Number
Fill in your Mobile Number
- 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.

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](#)

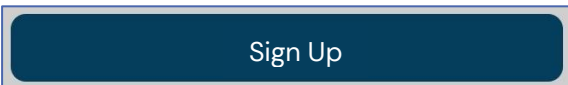
Already have a GLO-ID? [Sign in here](#)

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App version: 1.1.4

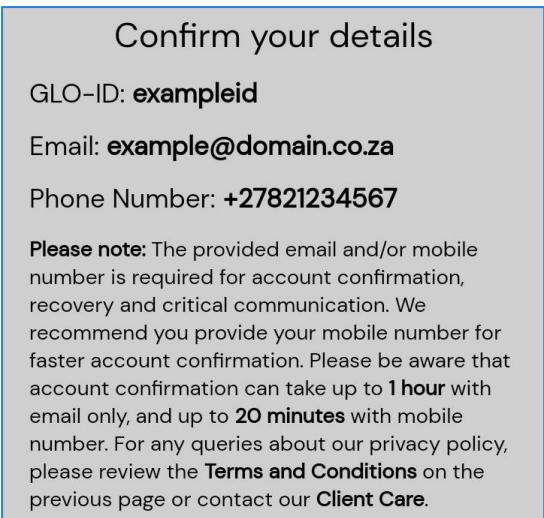
- Once all the fields have been completed, you need to **Agree to the Terms and Conditions** (You can also view the terms and conditions by clicking [here](#))



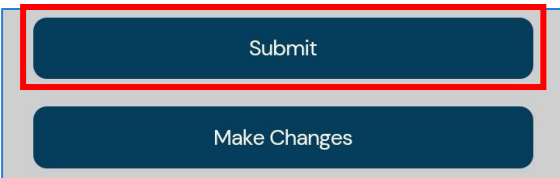
- Now click on the **Sign Up** button



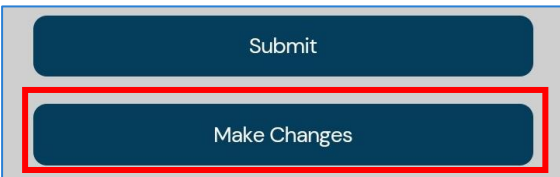
- You will be prompted to the Confirm your details page where you can **confirm** if your details are correct.



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

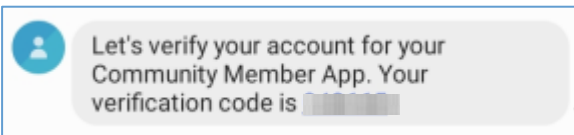


- Should you have made a spelling error and the details are not accurate, go back by clicking on the **Make Changes** button and make the necessary changes.

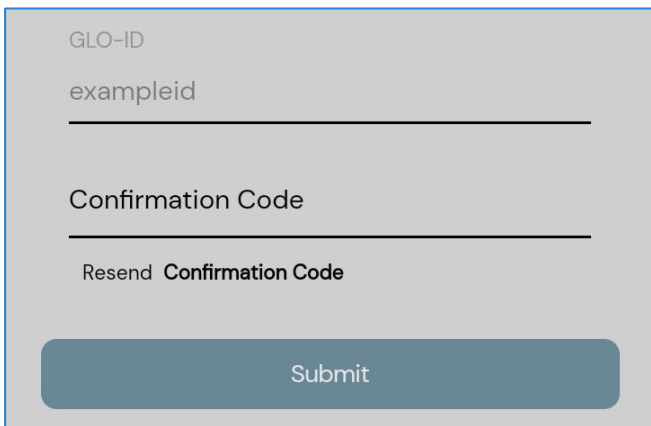


- Once you have clicked on the **Submit** button you will be directed to a Confirmation page.
- Here you will need to enter the **verification code** which has been sent to you via **SMS**.
(Please note you will receive the verification code via Email should you not have completed the Mobile Number field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

The SMS you should receive will look like this



- Enter the code in the Confirmation Code field



A screenshot of a web form for account confirmation. It features a 'GLO-ID' label above a text input field containing 'exampleid'. Below this is a 'Confirmation Code' label above another text input field. A 'Resend Confirmation Code' link is positioned below the second input field. At the bottom of the form is a large, rounded 'Submit' button.

- 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**

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 step set out below.

- Open the GLOCMS Community App

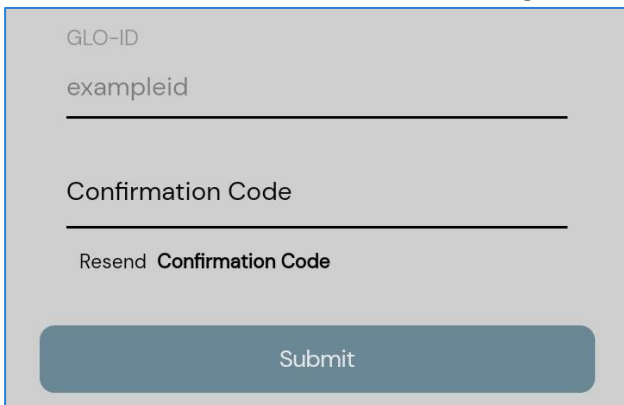


- On the Sign In screen type in your **GLO-ID** and **password**



A screenshot of a sign-in form. It has a 'GLO-ID or email address' label above a text input field. Below that is a 'Password' label above another text input field. A 'Forgot your password?' link is located below the password field. At the bottom is a large, rounded 'Sign In' button.

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

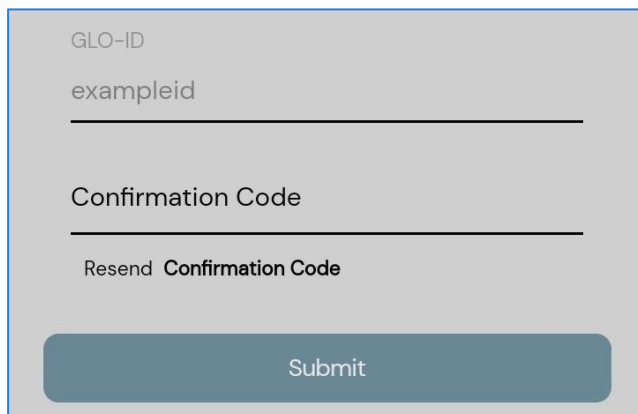


A screenshot of a confirmation code input form, identical to the one shown in the first image. It includes a 'GLO-ID' label with 'exampleid' in the input field, a 'Confirmation Code' label with an empty input field, a 'Resend Confirmation Code' link, and a 'Submit' button at the bottom.

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

Resend **Confirmation Code**

- 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 Create an Account page)
- Enter the code in the Confirmation Code field



The screenshot shows a form with the following elements:

- A label "GLO-ID" above a text input field containing "exampleid".
- A horizontal line separator.
- A label "Confirmation Code" above a text input field.
- A link "Resend Confirmation Code" below the Confirmation Code field.
- A large blue "Submit" button at the bottom.

- 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**

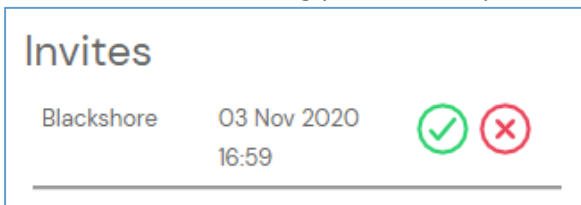
Joining a community

How to accept an invitation:

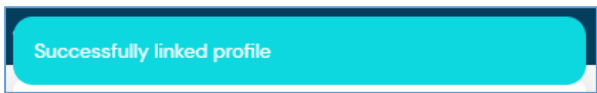
- **Sign into** the GLOCMS Community App
- Select the **Join a Community button / plus icon** located next to the My Community heading



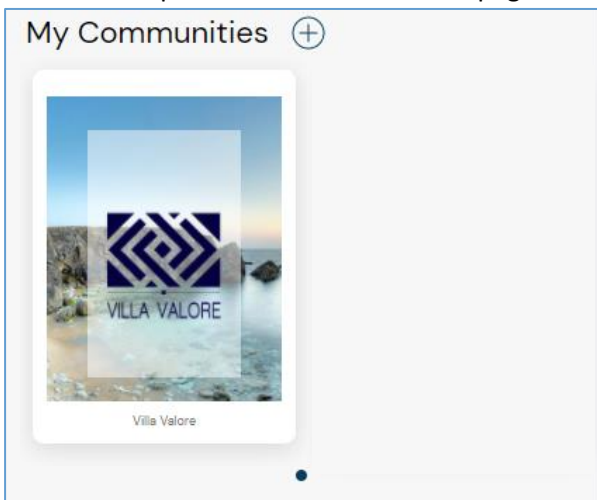
- Under the **Invites** heading you will view your invitation from the community



- 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.

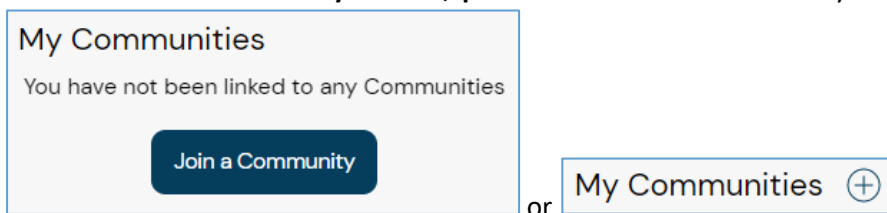


- You can now proceed back to the Homepage where your community will be visible

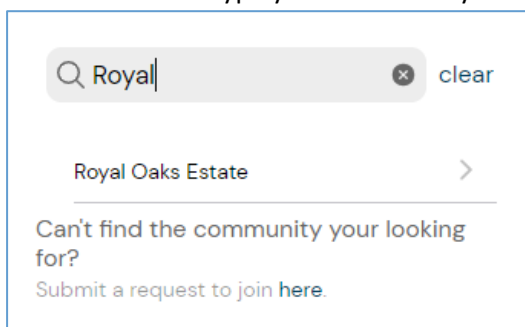


How to request to join a community:

- **Sign into** the GLOCMS Community App
- Select the **Join a Community button / plus icon** located next to the My Community heading



- In the **search** bar type your Community's name



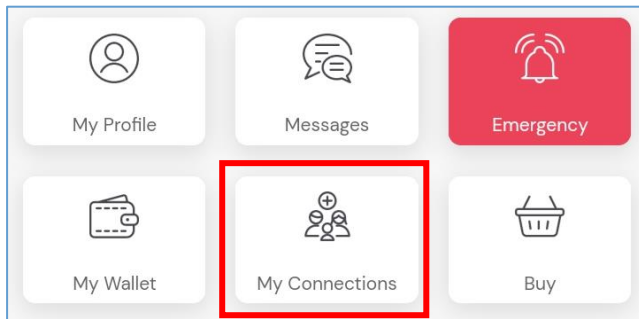
- If your Communities name is found, click on it.
(If your Communities name is not found, exit the search bar, and click on the link below ie. Refer your community to join here)
- **Fill in** the details ie. Are you an owner, are you a resident, non-resident or temporary, the address and any notes

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

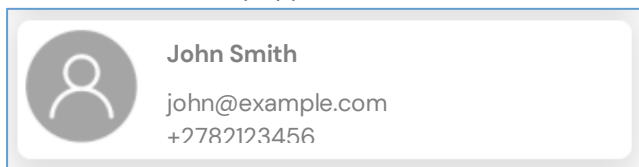
Recommending a person to a Community

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.

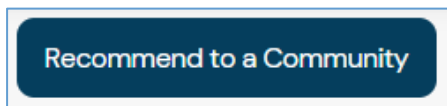
- **Sign into** the GLOCMS Community App
- Select the **My Connections** tile located on the homepage



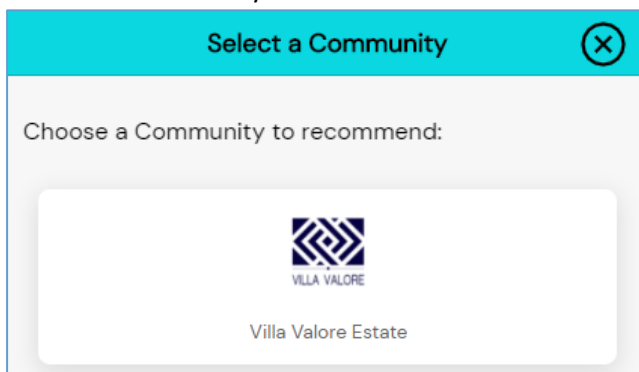
- Click on the person you would like to recommend to the community (If you do not have a connection setup, please do so first. Also take note that the person needs to have the GLOCMS Community app installed and have created their own GLO-ID)



- Click on the **Recommend to Community** button



- Select the community from the list



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

Recommend to a community

Is this person an owner

Is this person a

Resident

Non-Resident

Temporary Resident

Address
12,Second Avenue,Centurion

Notes
Enter optional notes

(Should you select that this person is not an owner, an additional screen will appear after you've clicked on the Submit Request button. This screen will show a list of tags which you can use to identify this person better to the community

Select relation tags

Butler

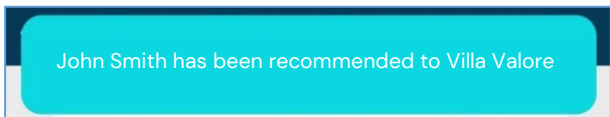
Tenant

Partner

Gardener

Au Pair

- 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 below

