CloudSecure
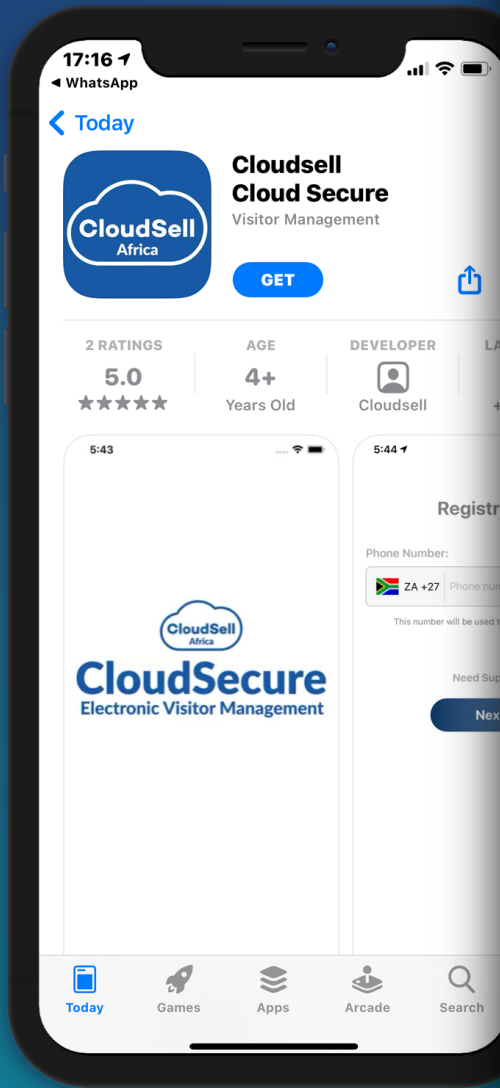## Electronic Visitor Management

ACCESS CONTROL APP

USER MANUAL

Cloudsecure 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 Cloudsecure app.

Index

WHAT IS COVERED IN THIS MANUAL

- Download & install the Cloudsecure app

- Bookings

- Inbox

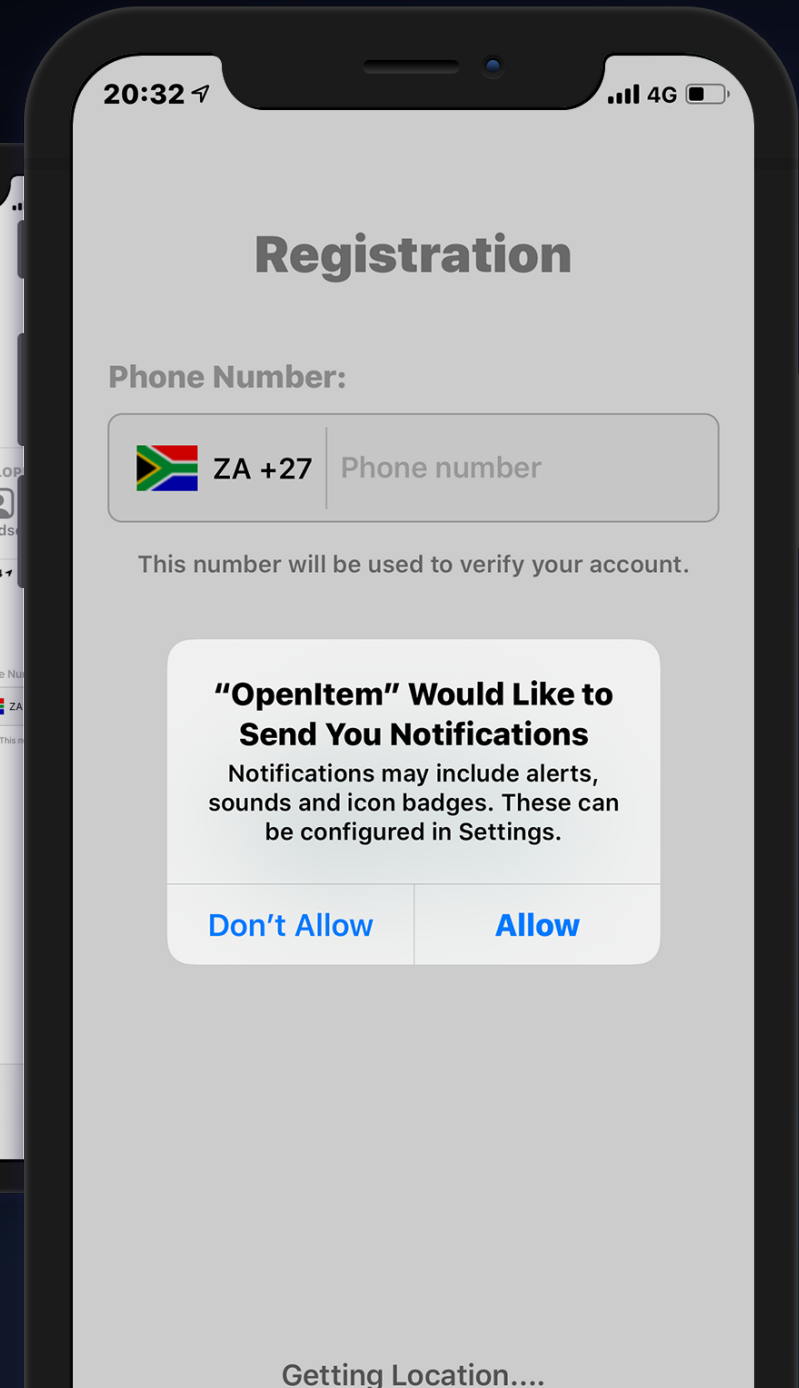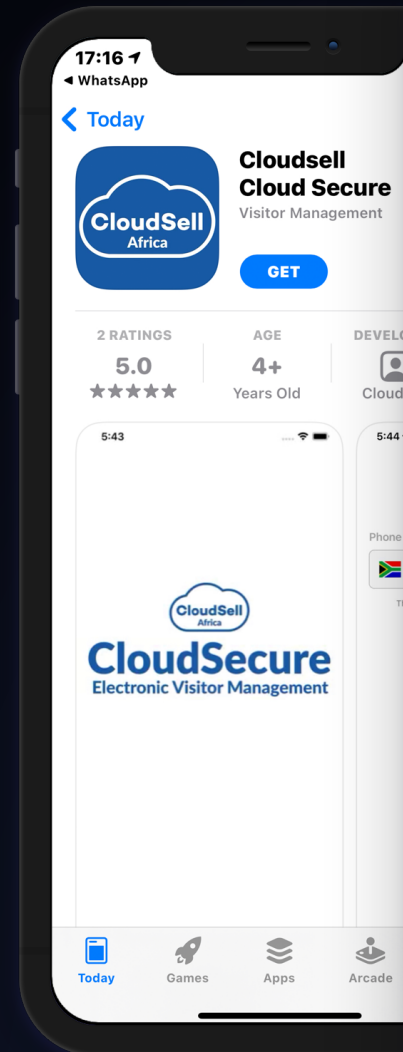- Support

- Settings

Download the app

1 Go to the App Store (for iPhones) / Play Store (for Android phones) and search for the "Cloudsecure" 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

https://cloudsell.co.za

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.
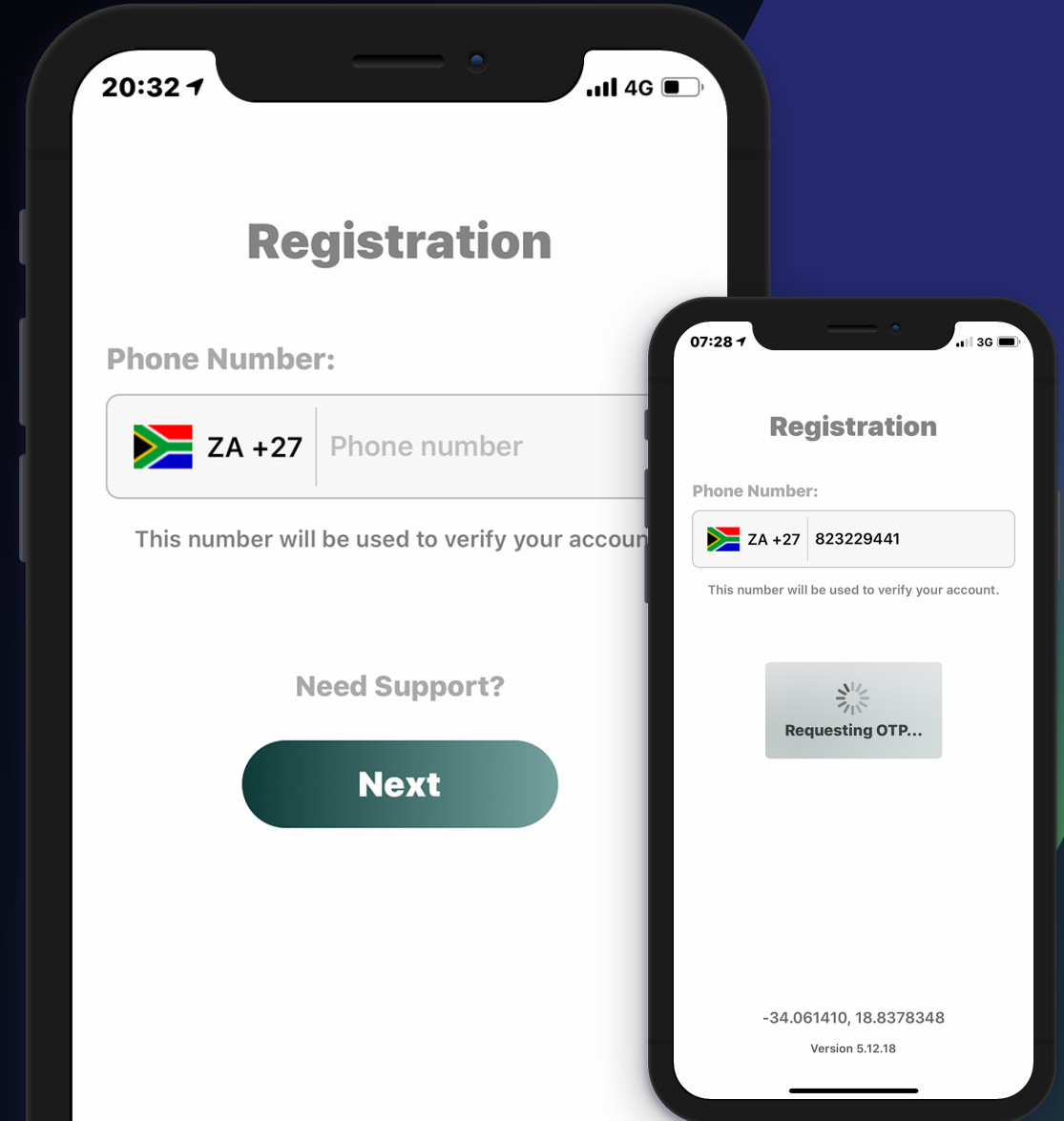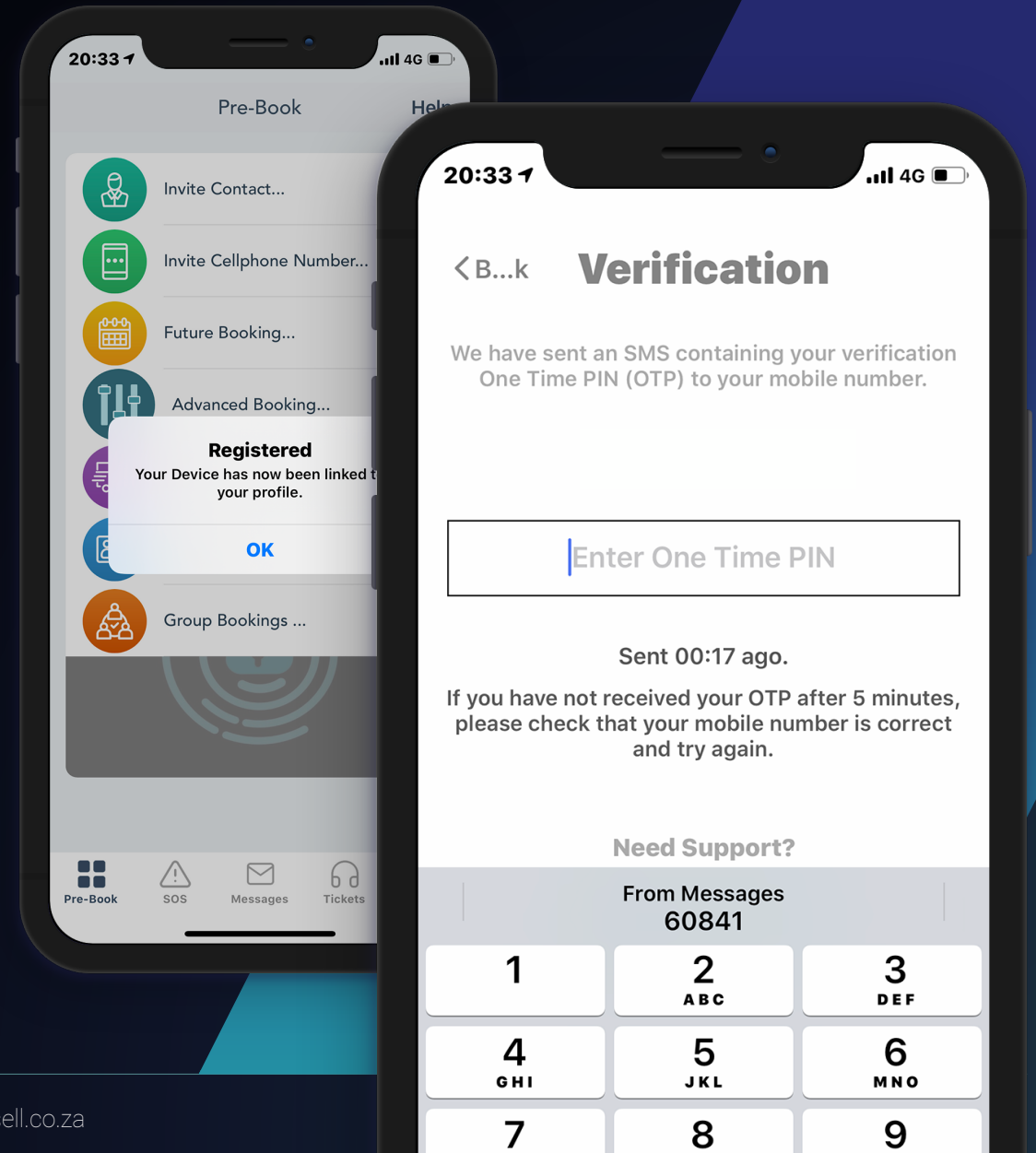
Registration

**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,

https://cloudsell.co.za

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

https://cloudsell.co.za
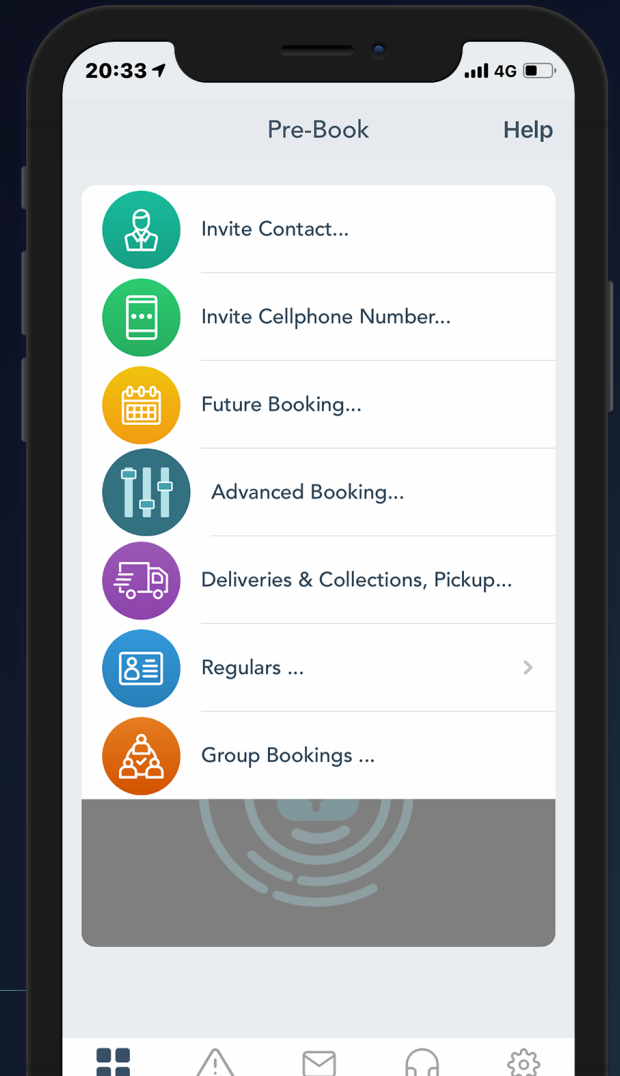
How to use Pre-clearance codes

Create a "Pre-clearance code" via the Cloudsecure VMS app by selecting "Invite Cellphone Number" from the Booking tab.
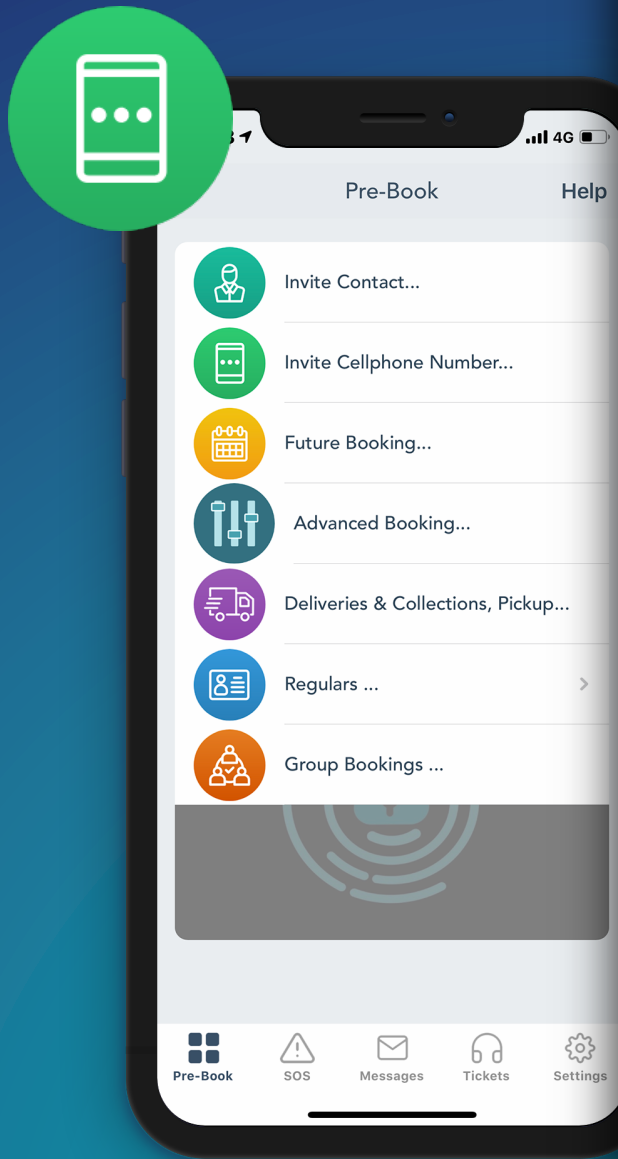
A unique PIN is generated which gets sent to visitors per WhatsApp, Email or SMS.

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

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

CloudSell
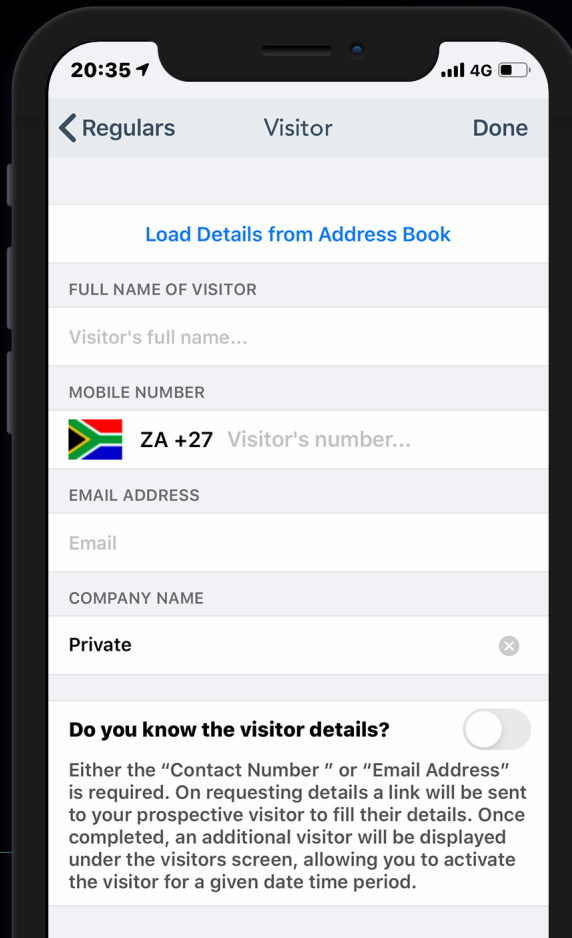Africa

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
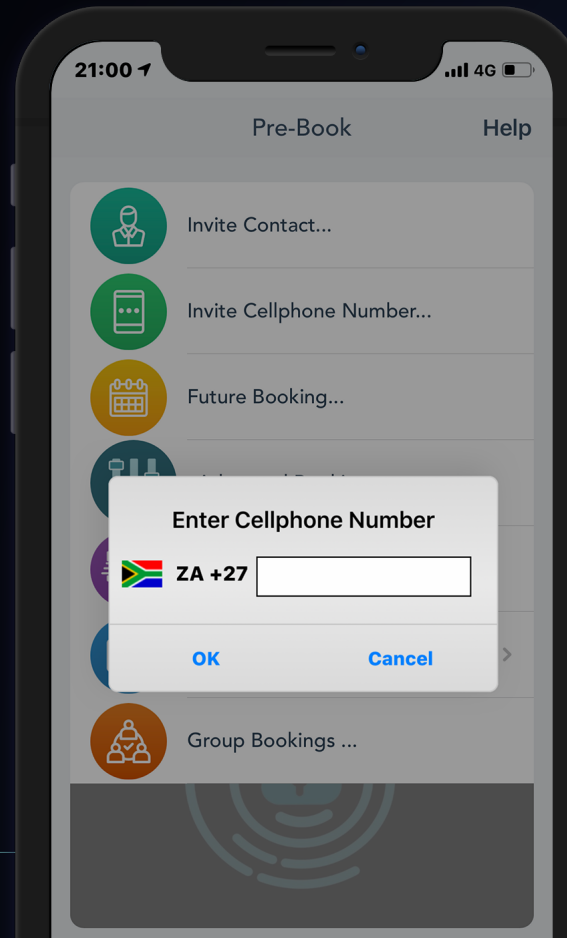
2

or manually type in the cellphone number

3

Select the type:
visitor, contractor or pedestrian

4

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

21:00

Pre-Book   Help

Invite Contact...

Invite Cellphone Number...

Future Booking...
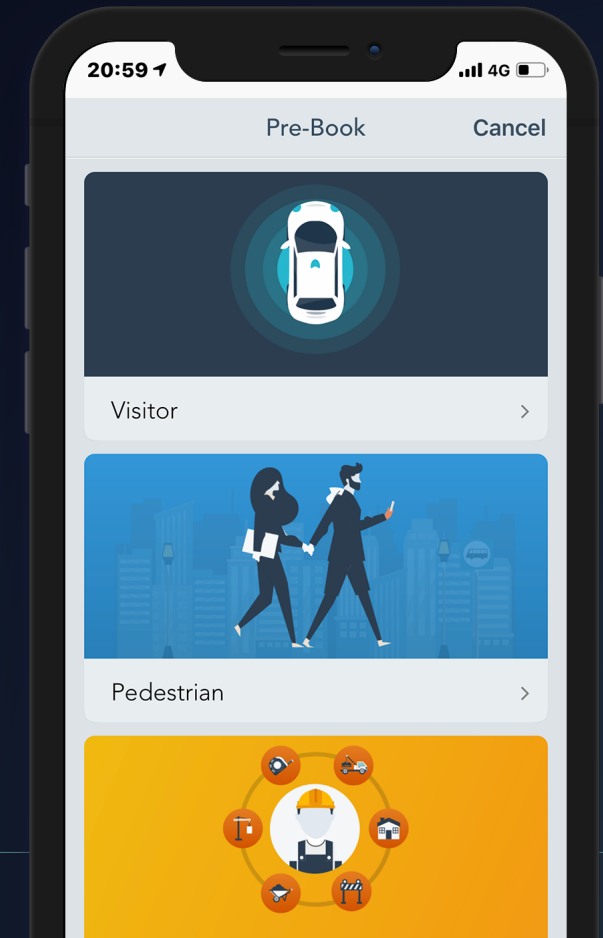
Enter Cellphone Number

🇿🇦 ZA +27 [   ]

OK   Cancel

Group Bookings ...

Invite Cellphone Number...

Future Booking...

Advanced Booking...

Deliveries & Collections, Pickup...

Regulars ...

Notify Via

Message

Sharing

WhatsApp

Cancel

5
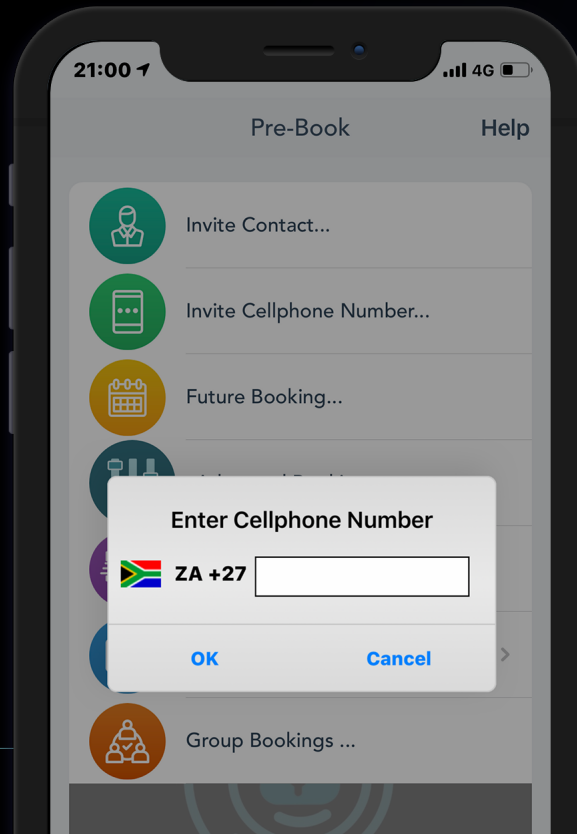
Select the method to notify the visitor of the unique PIN

6

Example of message received

New Message   Cancel

To: Lodewyk Loubser

Vodacom OTP: For security reasons, do not share One-Time PINs with anyone. We will never call to ask for your OTP. To see your upgrade status, use OTP 1806.

Vodacom: Hello Lodewyk! Your next upgrade date is 30 MARCH 2021. Remember, our agents will never ask for a One-time PIN. Stay safe. Don't give anyone your OTP.

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

q w e r t y u i o p

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.

5

Select the type:
visitor, contractor or pedestrian
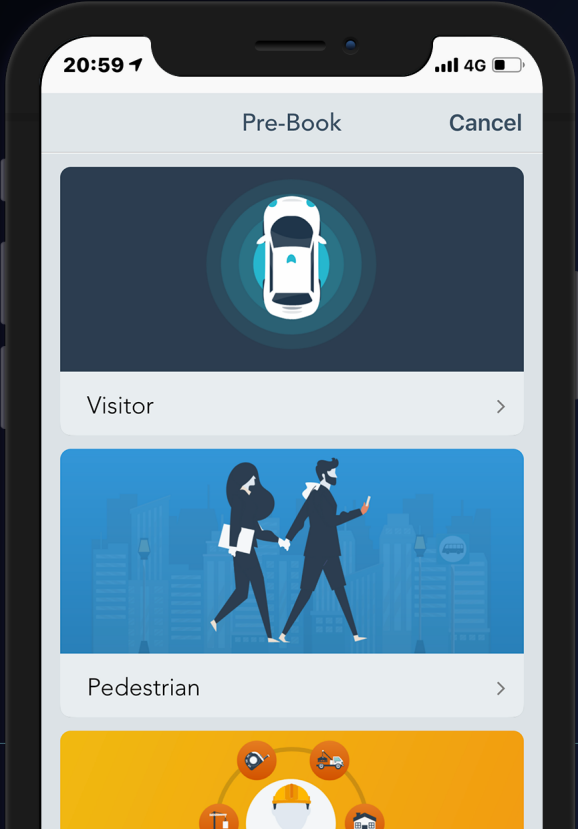
6

Access your contact list and select visitor and specific contact no

1

Select the date that the visitor will require access

Invite Cellphone Number...

Future Booking...

Advanced Booking...

Deliveries & Collections, Pickup...

Regulars ...

Notify Via

Message

Sharing

WhatsApp

Cancel
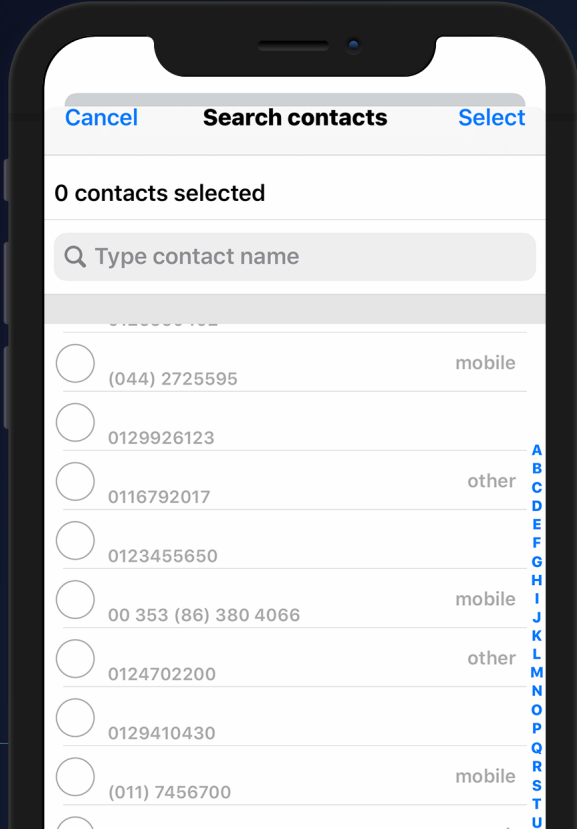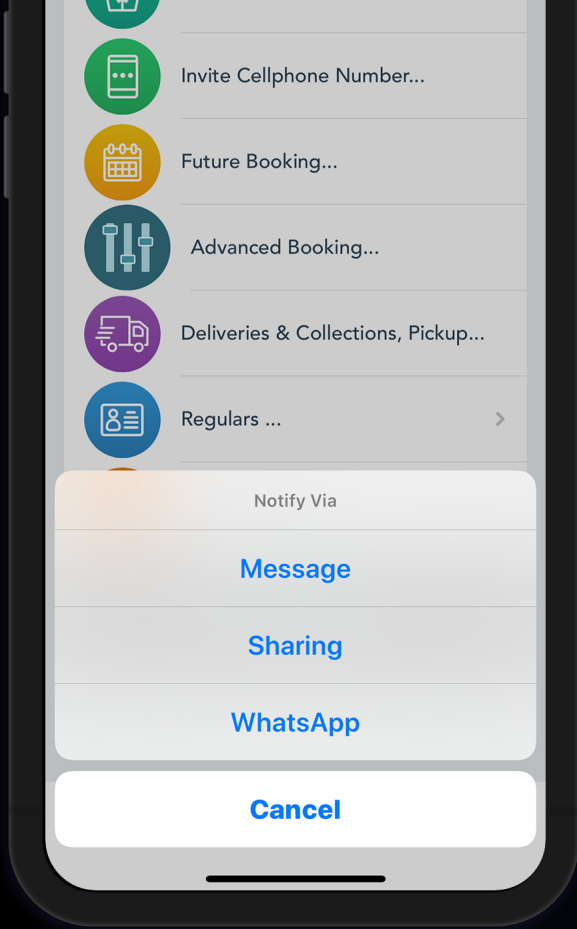
5

Example of message received
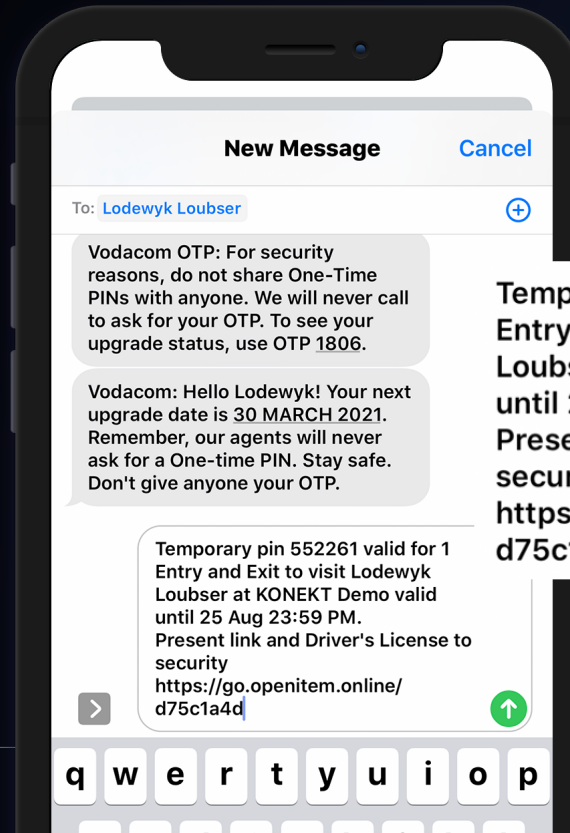
6

Forward message to prospective vistor

1

Select the method to notify the visitor of the unique PIN

New Message   Cancel

To: Lodewyk Loubser

Vodacom OTP: For security reasons, do not share One-Time PINs with anyone. We will never call to ask for your OTP. To see your upgrade status, use OTP 1806.

Vodacom: Hello Lodewyk! Your next upgrade date is 30 MARCH 2021. Remember, our agents will never ask for a One-time PIN. Stay safe. Don't give anyone your OTP.

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 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

q w e r t y u i o p

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.

Examples:

- Pick-up: Uber / Taxify
- Collection/Delivery: DHL / RAM / Courier Guy / Mr Delivery / UberEats
- Service: Windscreen Repair / Plumber / Electrician

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

1

Click on the 'Deliveries & Collections' option
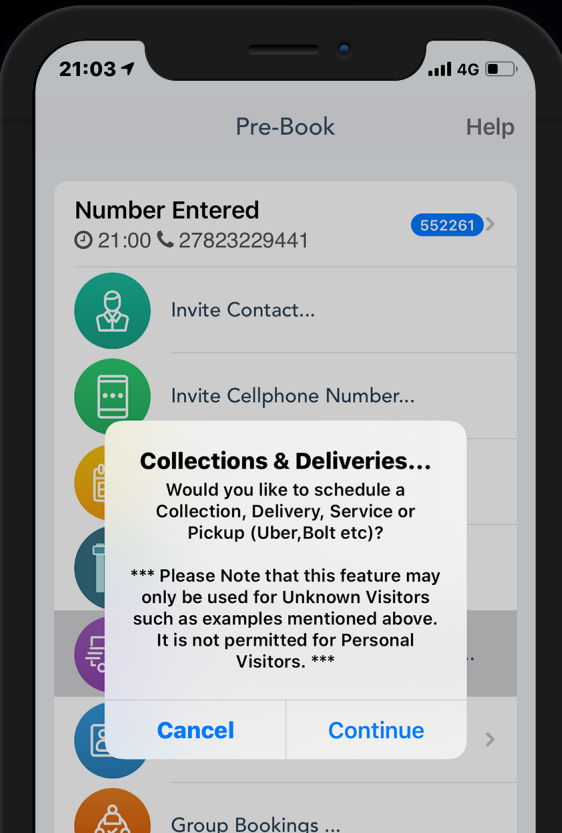
2

Select the type of visit:

Delivery, Collection, Service

3

Fill in the fields as requested: Name of Company, Reference number (if available – this is optional), Start Date, End Date,
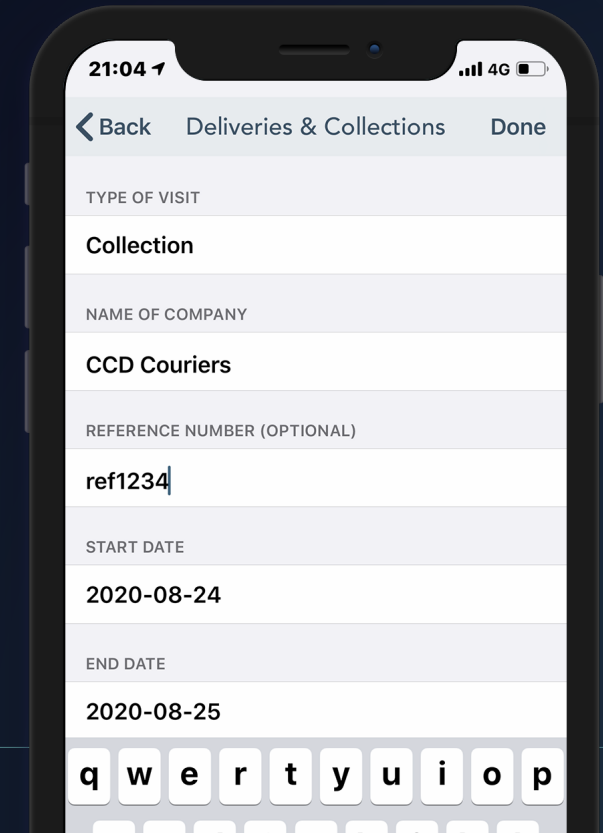
4

The Delivery & Collections PIN has been issued
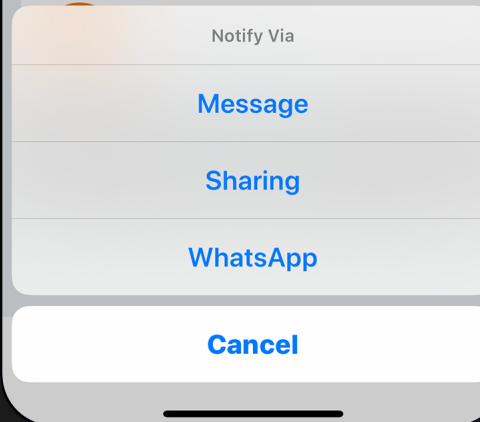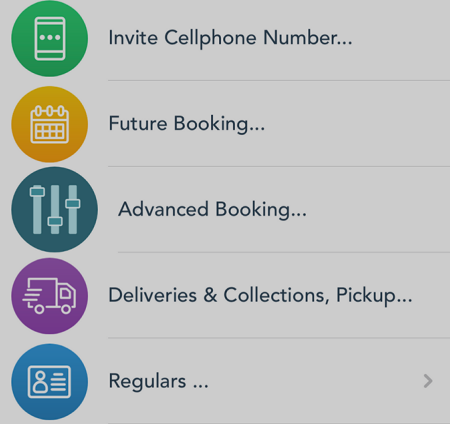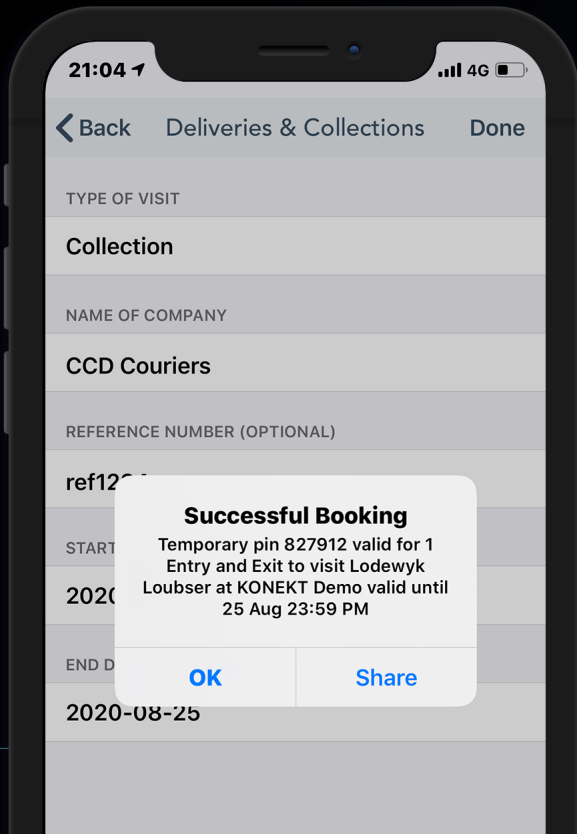
6

The task and action will be viewable on your dashboard

Invite Cellphone Number...

Future Booking...

Advanced Booking...

Deliveries & Collections, Pickup...

Regulars ...

Notify Via

Message

Sharing

WhatsApp

Cancel

21:04

‹ Back   Deliveries & Collections   Done

TYPE OF VISIT

Collection

NAME OF COMPANY

CCD Couriers

REFERENCE NUMBER (OPTIONAL)

ref12...

Successful Booking
Temporary pin 827912 valid for 1 Entry and Exit to visit Lodewyk Loubser at KONEKT Demo valid until 25 Aug 23:59 PM

START

2020...

OK   Share
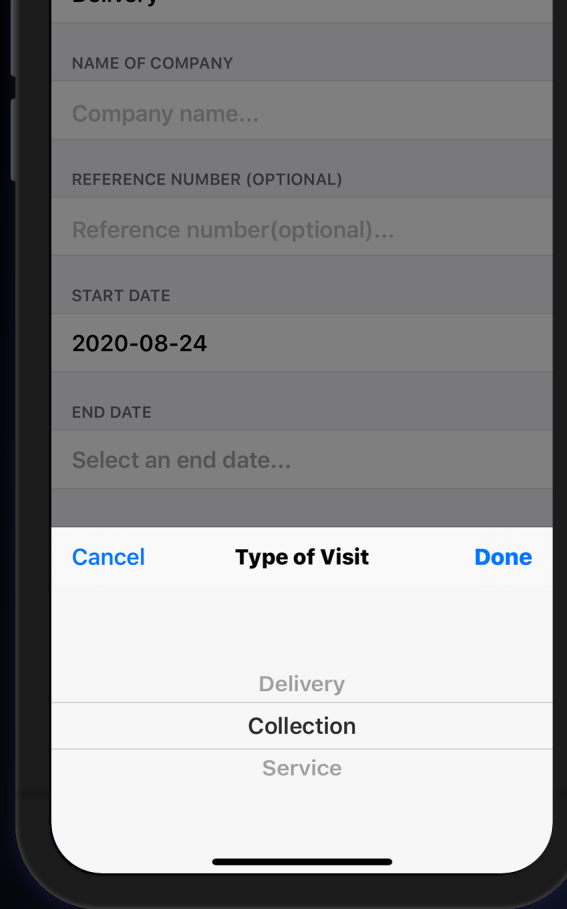
END D...

2020-08-25

5

Select the method to notify the visitor of the unique PIN

21:05

Pre-Book   Help

Number Entered   552261 ›
⏱ 21:00 📞 27823229441

Collection CCD Couriers R...   827912 ›
⏱ 21:04 📞

Invite Contact...

Invite Cellphone Number...

Future Booking...

Advanced Booking...

Deliveries & Collections, Pickup...

Regulars ...

Regulars

This allows residents to pre-approve and grant access to visitors. The visitor can then be a regular visitor. Once the system recognises that the visitor qualifies as a previous visitor, are you allowed to give that visitor, regular visitor access.

- Prospective visitors

  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.

https://cloudsell.co.za

+ Add Regular...

Once a visitor that you've invited has been processed at the gate, they'll be eligible to add to your 'Regulars', making it quick and easy to invite in this section. 'Regulars' don't require a PIN, but gain access by having their SAID or Drivers License verified. In addition, Visitors' schedules and future bookings may be created for 'Regulars'.

Regular Type

Prospective Visitors

Existing Prior Visitor

Cancel

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

12:19

Cancel **Add Regular** Save

S BRUWER
791210#######
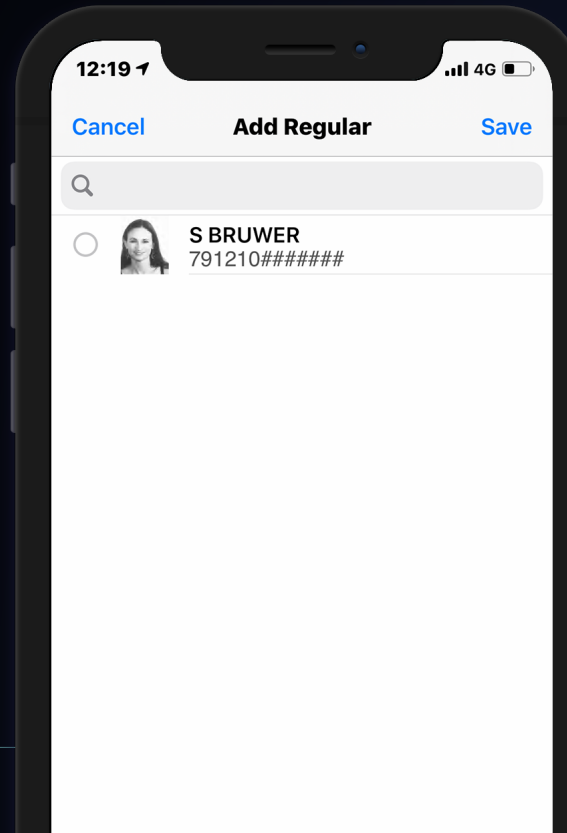
3

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

12:20

Cancel **S BRUWER** Save

MAX DURATION OF SCHEDULE 60 DAYS

Start Date 2020/08/25

End Date 2020/08/26

Repeat Never ›

After Hours

Saved
Visitor Schedule Updated

OK
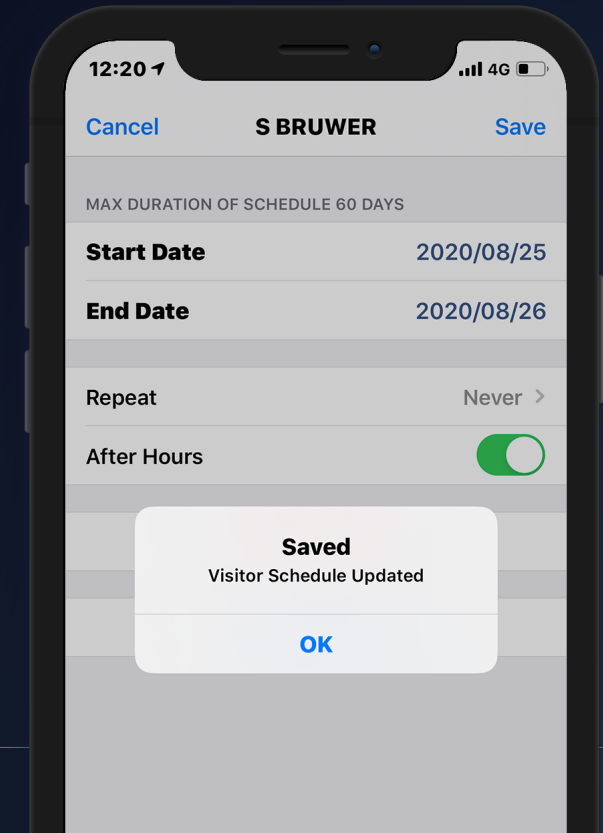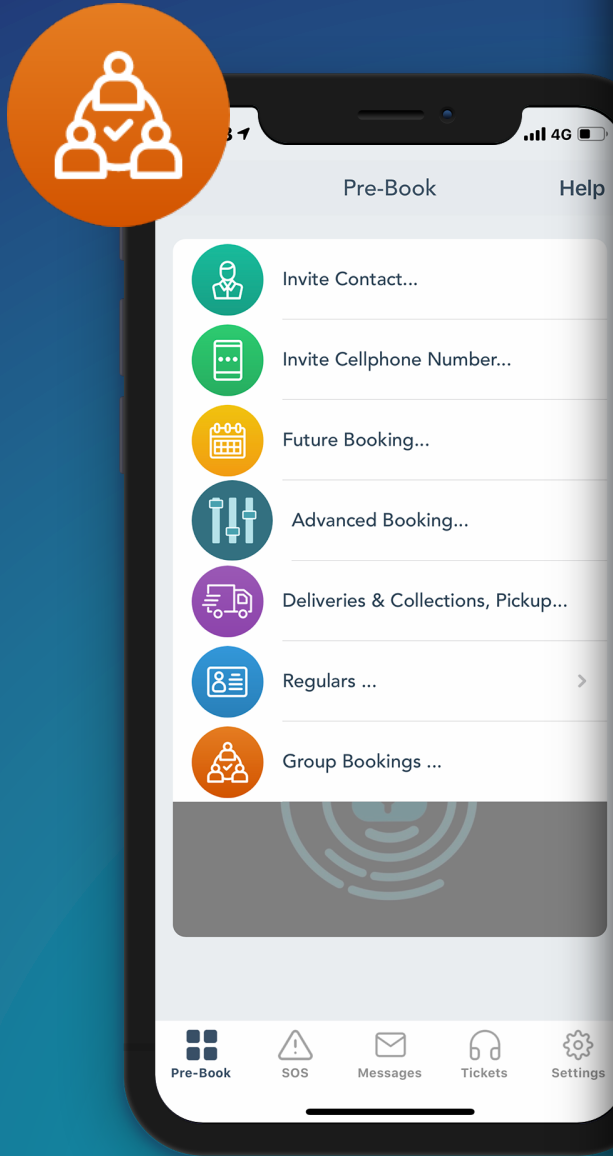
Group Bookings

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

Pre-Book   **Help**

Number Entered
21:00 📞 27823229441   552261 ›

Collection CCD Couriers R...   827912 ›
21:04 📞

Invite Contact...

Invite Cellphone Number...

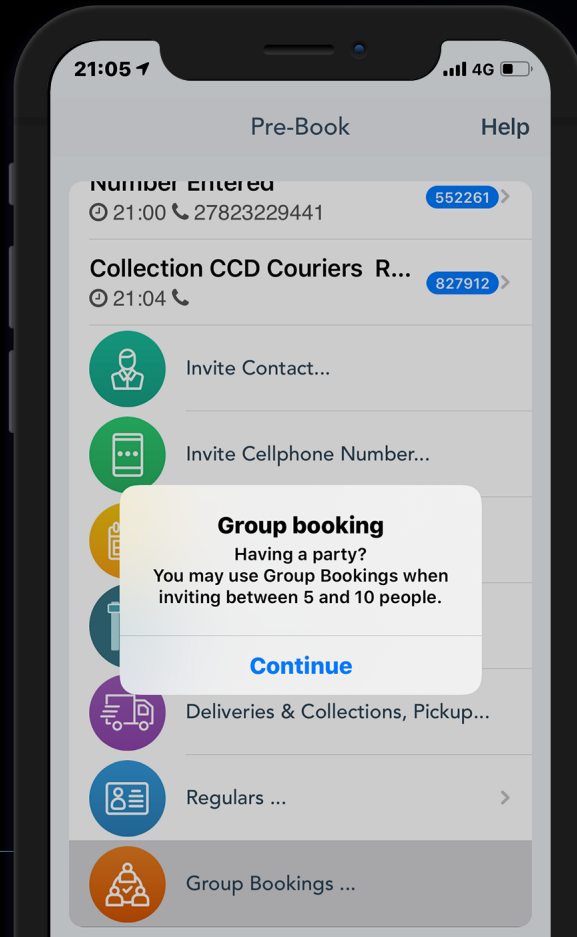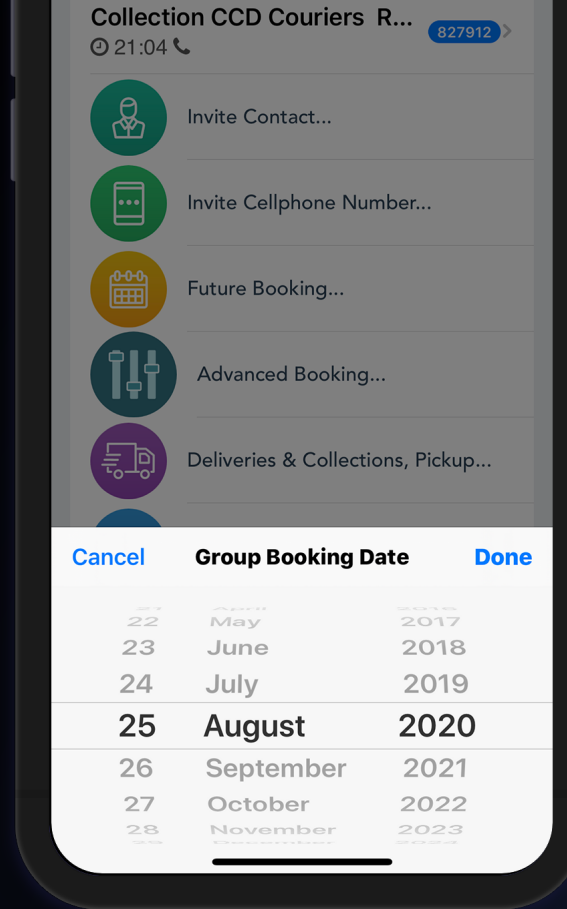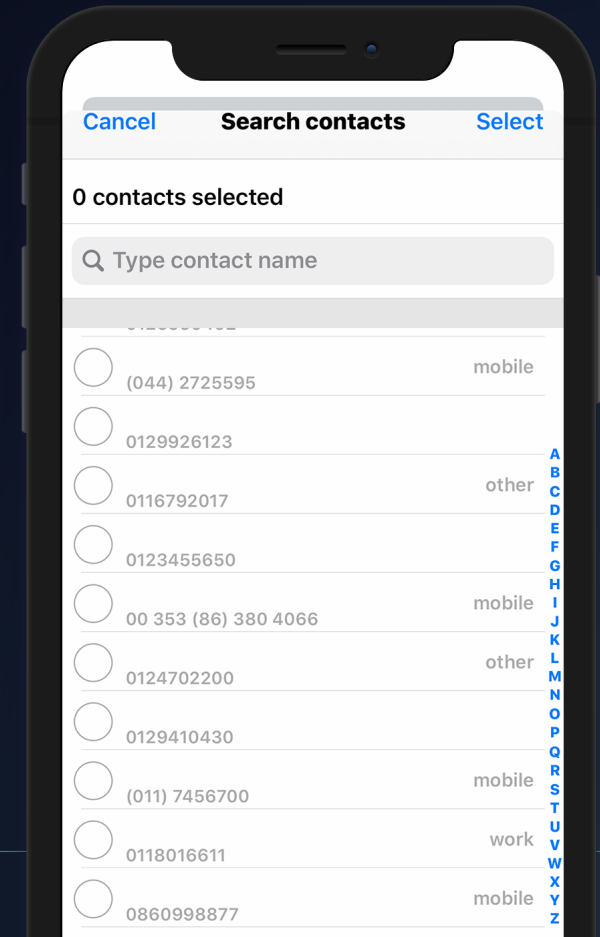**Group booking**
Having a party?
You may use Group Bookings when inviting between 5 and 10 people.

Continue

Deliveries & Collections, Pickup...

Regulars ... ›

Group Bookings ...

Collection CCD Couriers R...   827912 ›
21:04 📞

Invite Contact...

Invite Cellphone Number...

Future Booking...

Advanced Booking...

Deliveries & Collections, Pickup...

Cancel   **Group Booking Date**   Done

22	May	2017
23	June	2018
24	July	2019
25	**August**	**2020**
26	September	2021
27	October	2022
28	November	2023

Cancel   **Search contacts**   Select

0 contacts selected

🔍 Type contact name

○ (044) 2725595   mobile

○ 0129926123

○ 0116792017   other

○ 0123455650

○ 00 353 (86) 380 4066   mobile

○ 0124702200   other

○ 0129410430

○ (011) 7456700   mobile

○ 0118016611   work

○ 0860998877   mobile

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
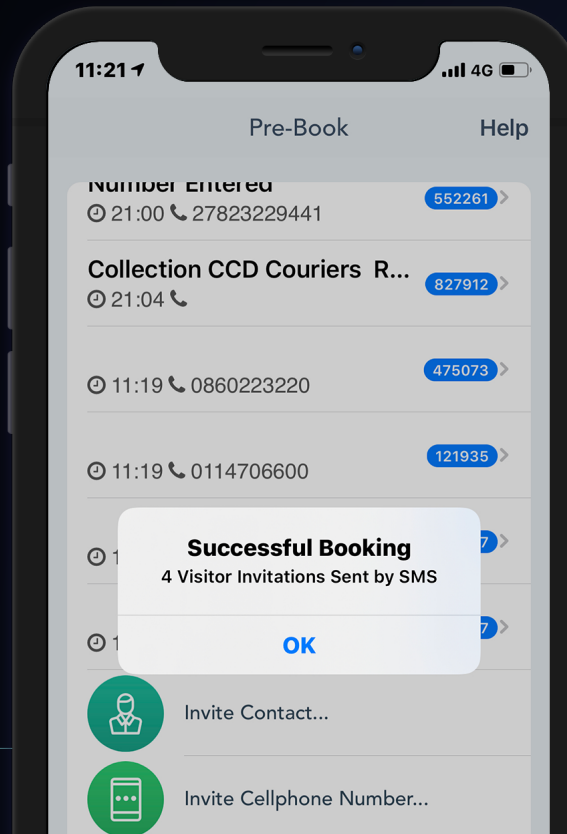
4

Select the individuals you want to include in the Group Booking
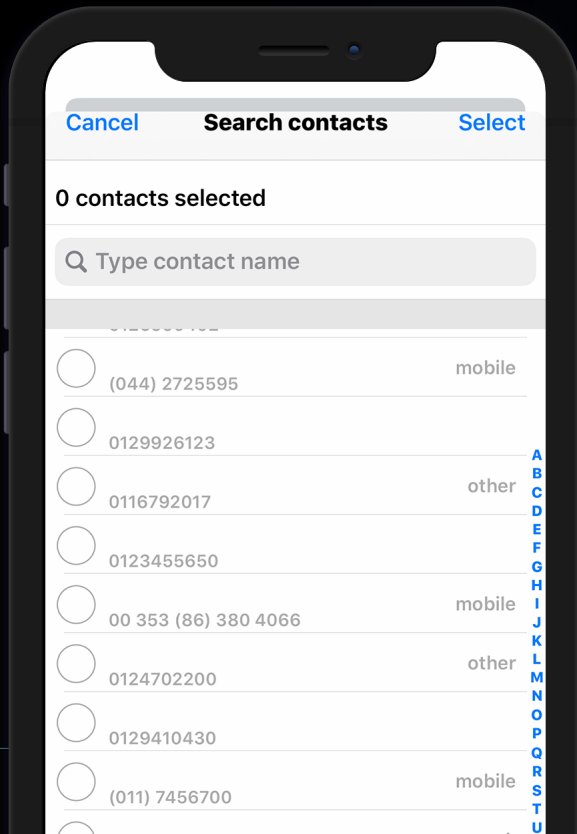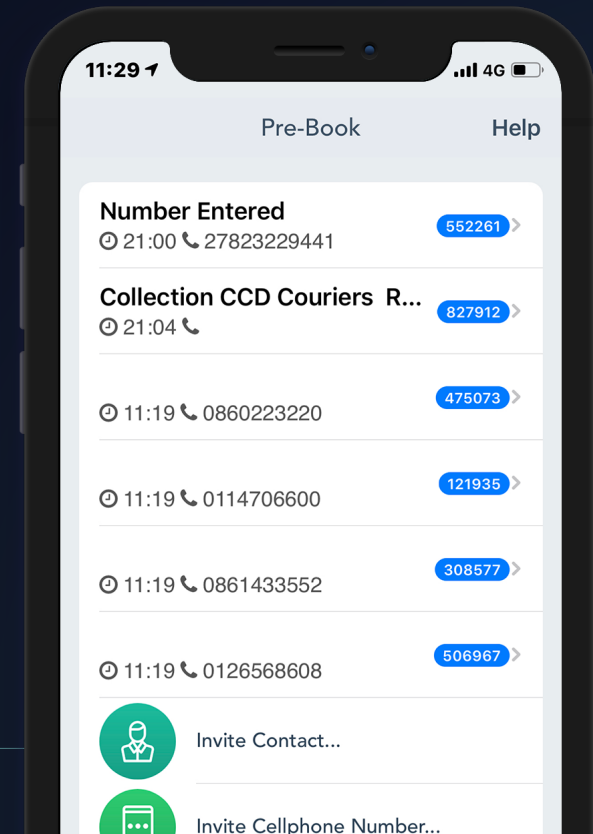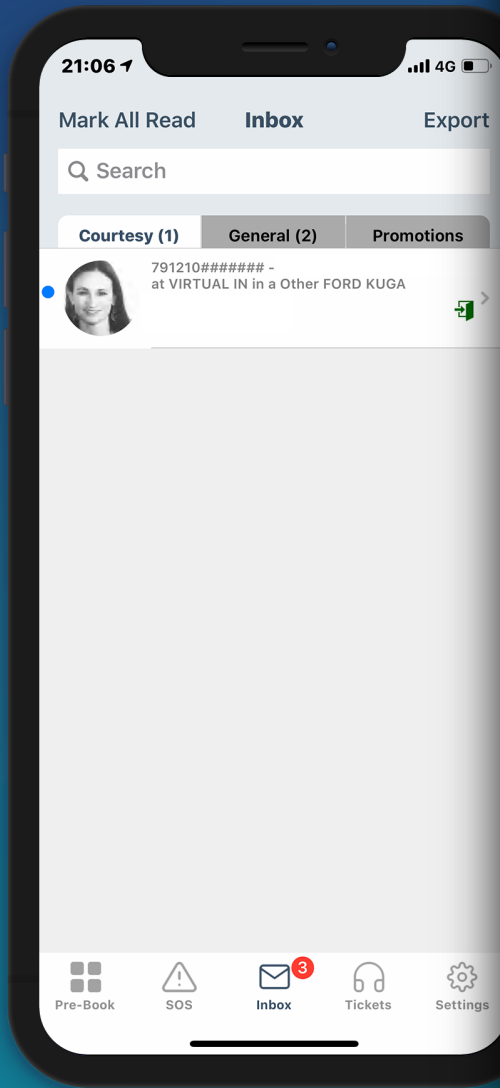
5

Booking's success will be confirmed

6

Activity will be accessible via the app dashboard

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:

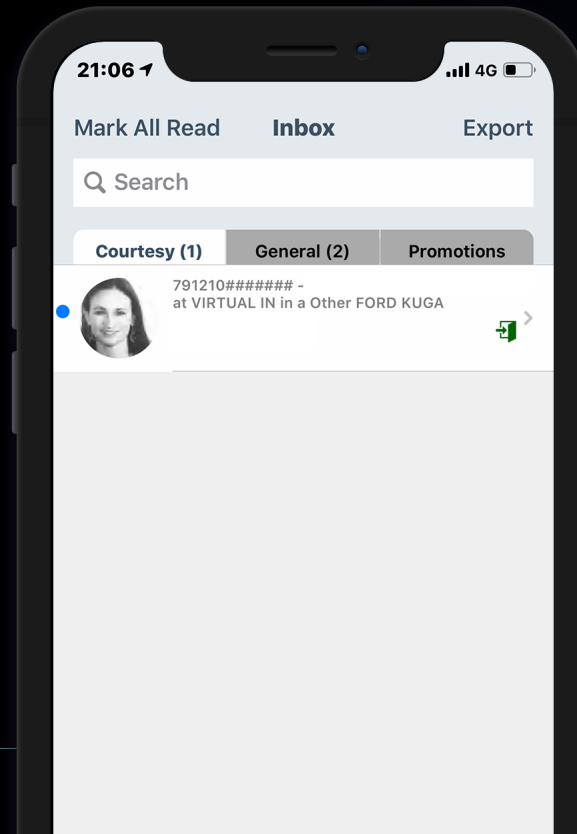   Notifications of visitors entering and exiting the estate

    Panic messages

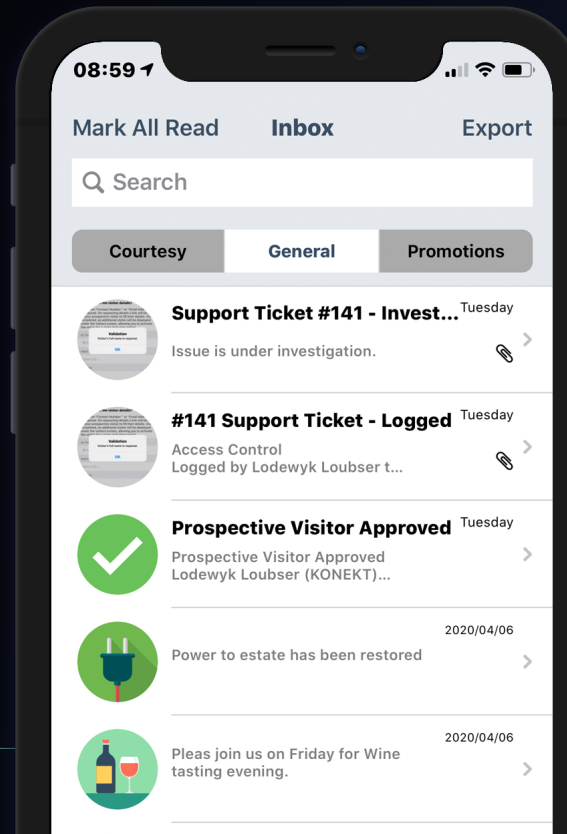   Support tickets logged and feedback there

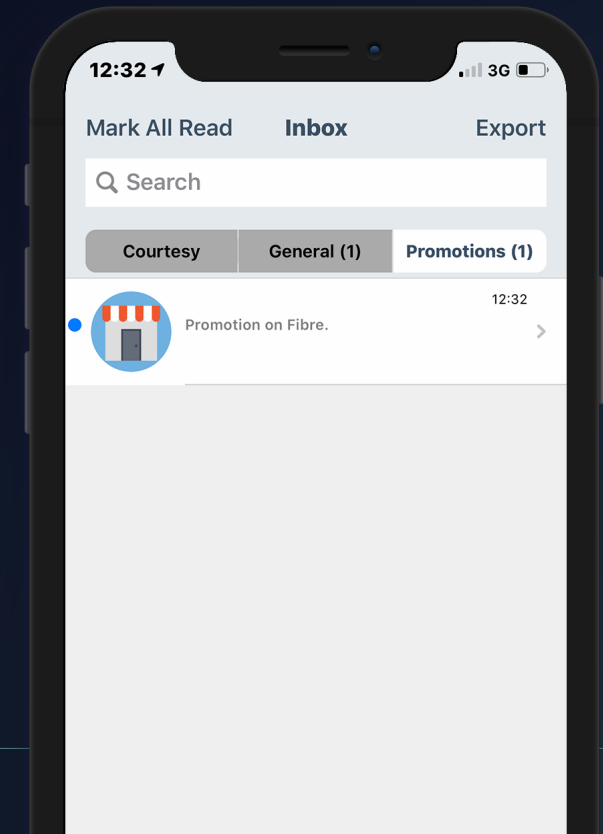   Any HOA related messages

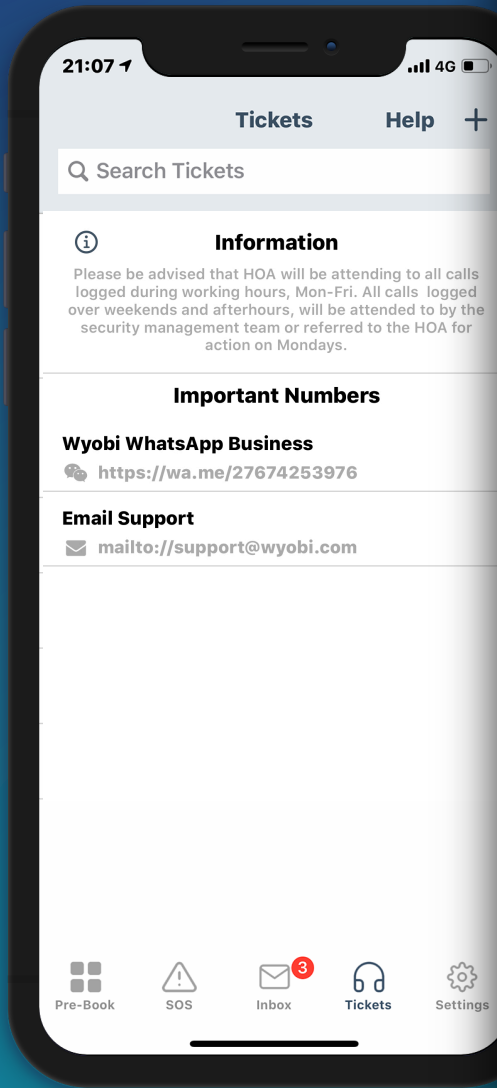# Courtesy

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

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 Cloudsecure 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
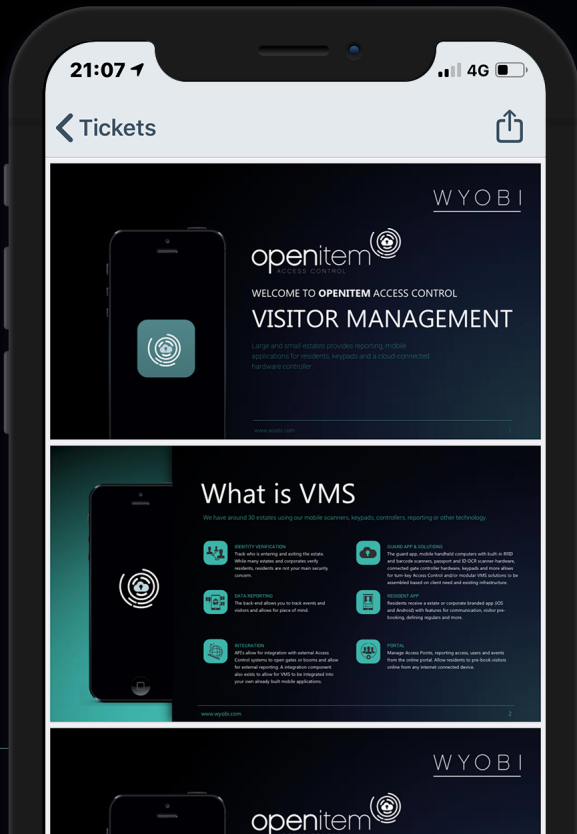
2

Click on the
'Create New button'

"+"

3

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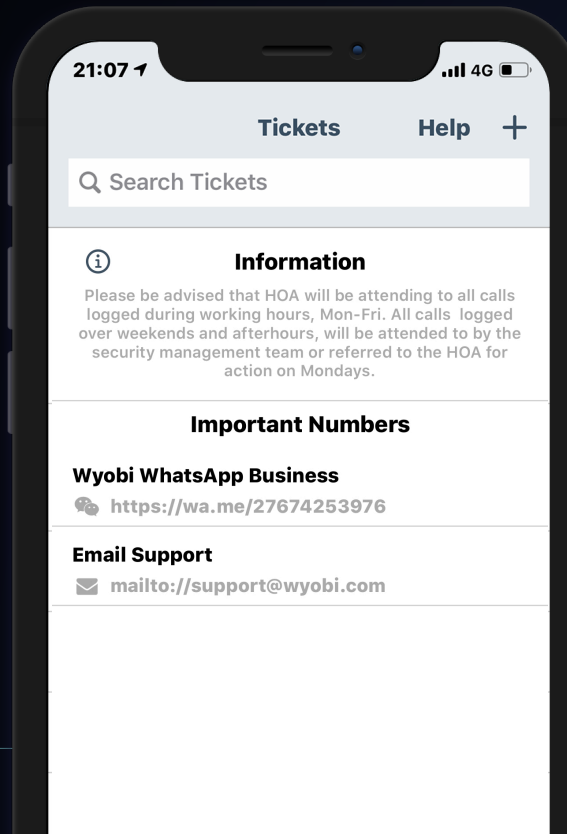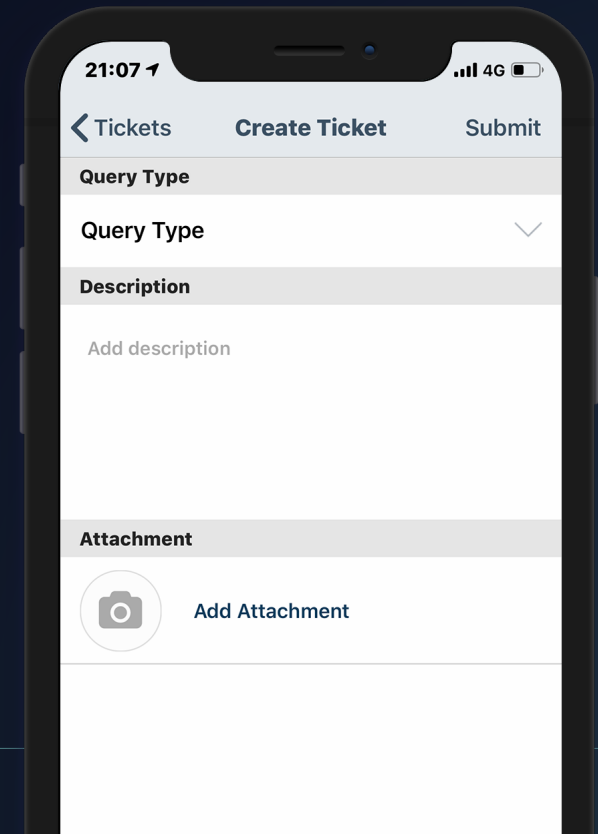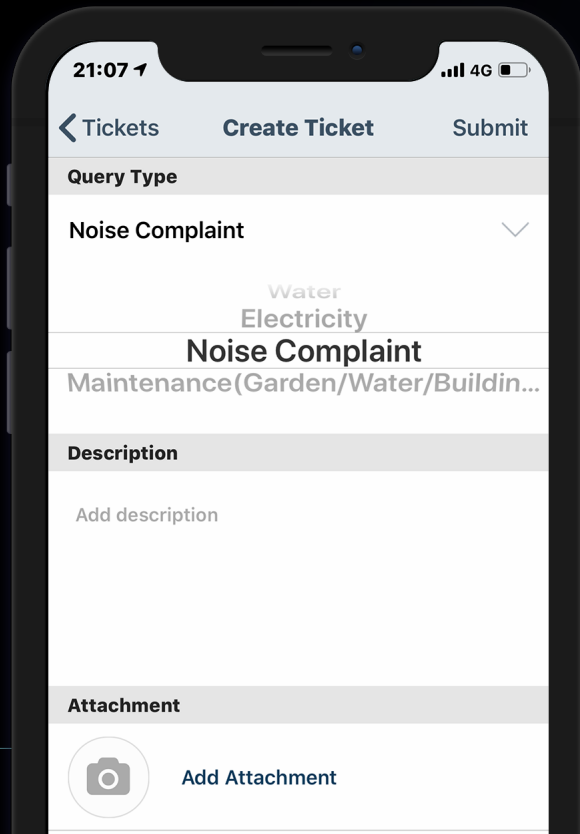Electricity / Meetings / Visitor management /
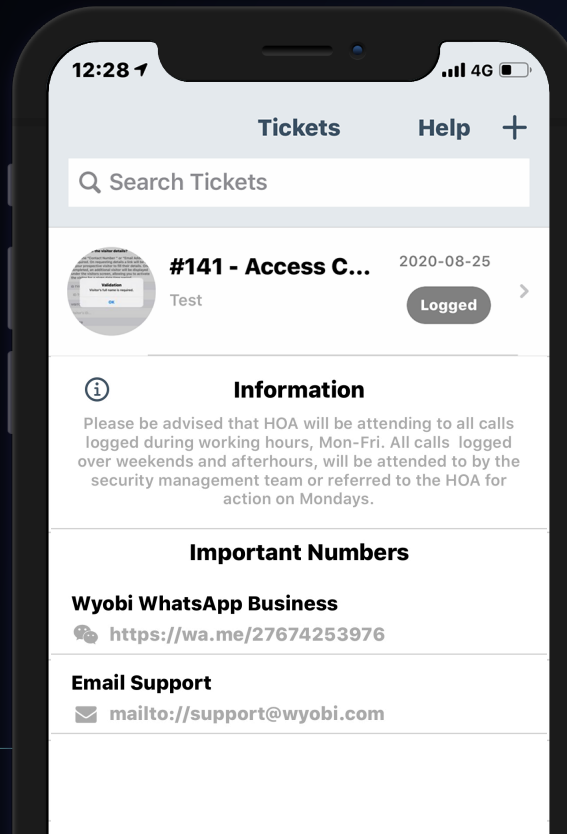Water etc.) for your support issue

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
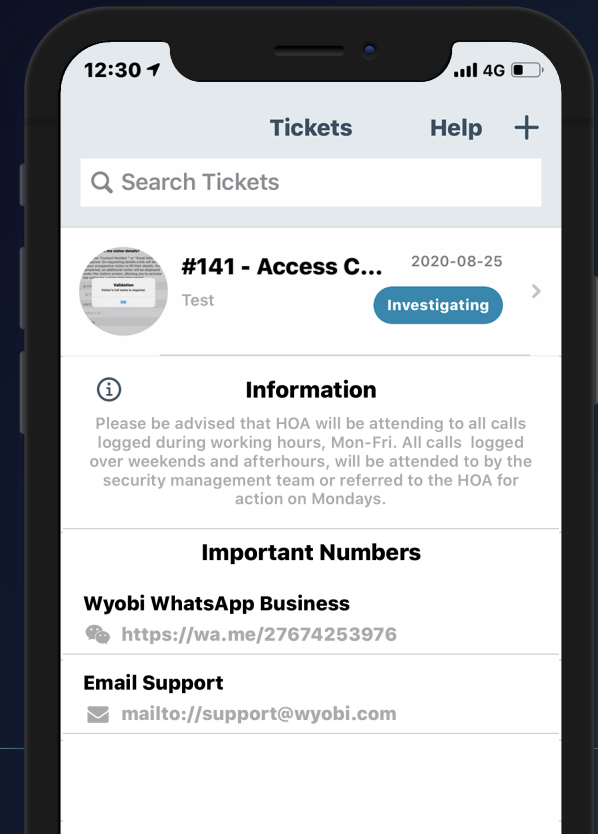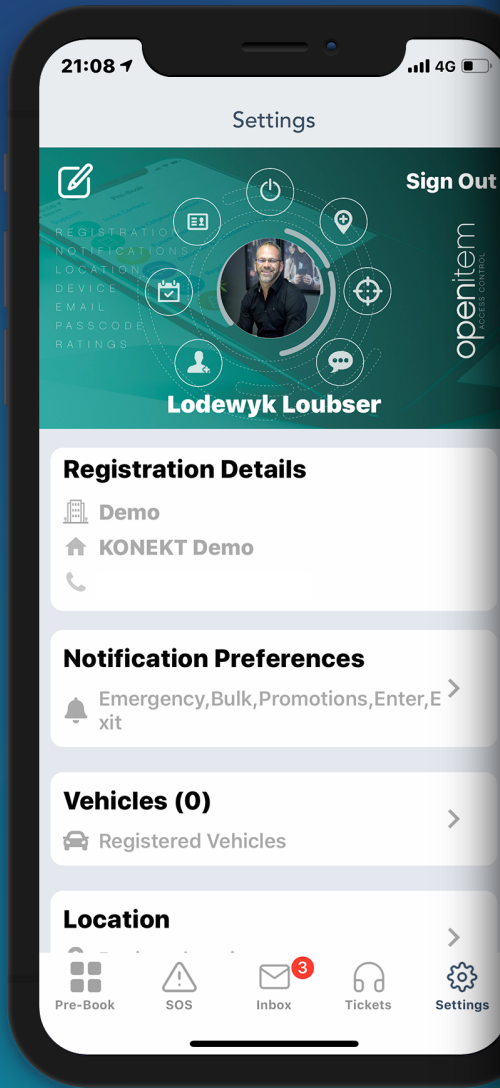
5

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

21:07 ◢ ▫◂ ◂ 4G

< Tickets   **Create Ticket**   Submit

Query Type

Noise Complaint   ⌄

Water

Electricity

Noise Complaint

Maintenance(Garden/Water/Buildin...

Description

Add description

Attachment

📷   **Add Attachment**

12:28 ◢ ▫◂ ◂ 4G

Tickets   Help   +

🔍 Search Tickets

#141 - Access C...   2020-08-25
Test   Logged   >

ⓘ   **Information**

Please be advised that HOA will be attending to all calls logged during working hours, Mon-Fri. All calls logged over weekends and afterhours, will be attended to by the security management team or referred to the HOA for action on Mondays.

Important Numbers

Wyobi WhatsApp Business
💬 https://wa.me/27674253976

Email Support
✉ mailto://support@wyobi.com

12:30 ◢ ▫◂ ◂ 4G

Tickets   Help   +

🔍 Search Tickets

#141 - Access C...   2020-08-25
Test   Investigating   >

ⓘ   **Information**

Please be advised that HOA will be attending to all calls logged during working hours, Mon-Fri. All calls logged over weekends and afterhours, will be attended to by the security management team or referred to the HOA for action on Mondays.

Important Numbers

Wyobi WhatsApp Business
💬 https://wa.me/27674253976

Email Support
✉ mailto://support@wyobi.com
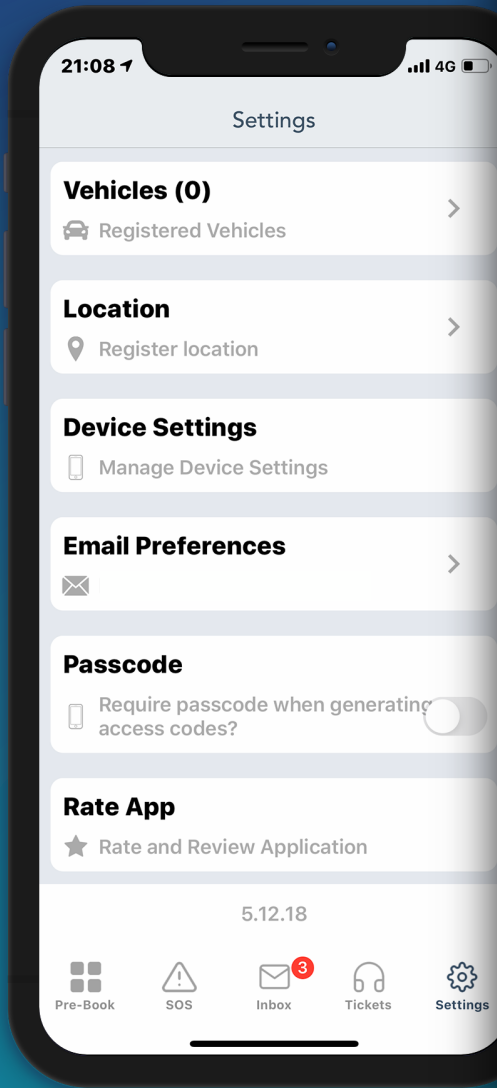
Settings

The settings on your app, indicates the following:

- Registration details:

  Name of the estate where you reside

  Stand number

  ID number (if included in HOA set up)

  Cell phone number

- Notification preferences: (in-app notifications)

  Emergency, Bulk, Promotions, Enter, Exit

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

Settings continued...

- **Email preferences:**

  If enabled, shows the preferred email address to which email notifications will be sent to

- **Vehicles:**

  Shows the vehicles registered and linked to your stand number

- **Location:**

  Shows your registered location which will be used if you should use the panic button

- **Residences:**

  Should you be linked to multiple residences, it will be indicated under this heading

- **Device settings:**

  Shows the app information

Get in Touch

SOUTH AFRICAN OFFICE

support@cloudsell.co.za

+27 (0) 87 897 9760

Book online demo

https://www.cloudsell.co.za/book-online