Community Portal and Mobile Apps by WooYoo
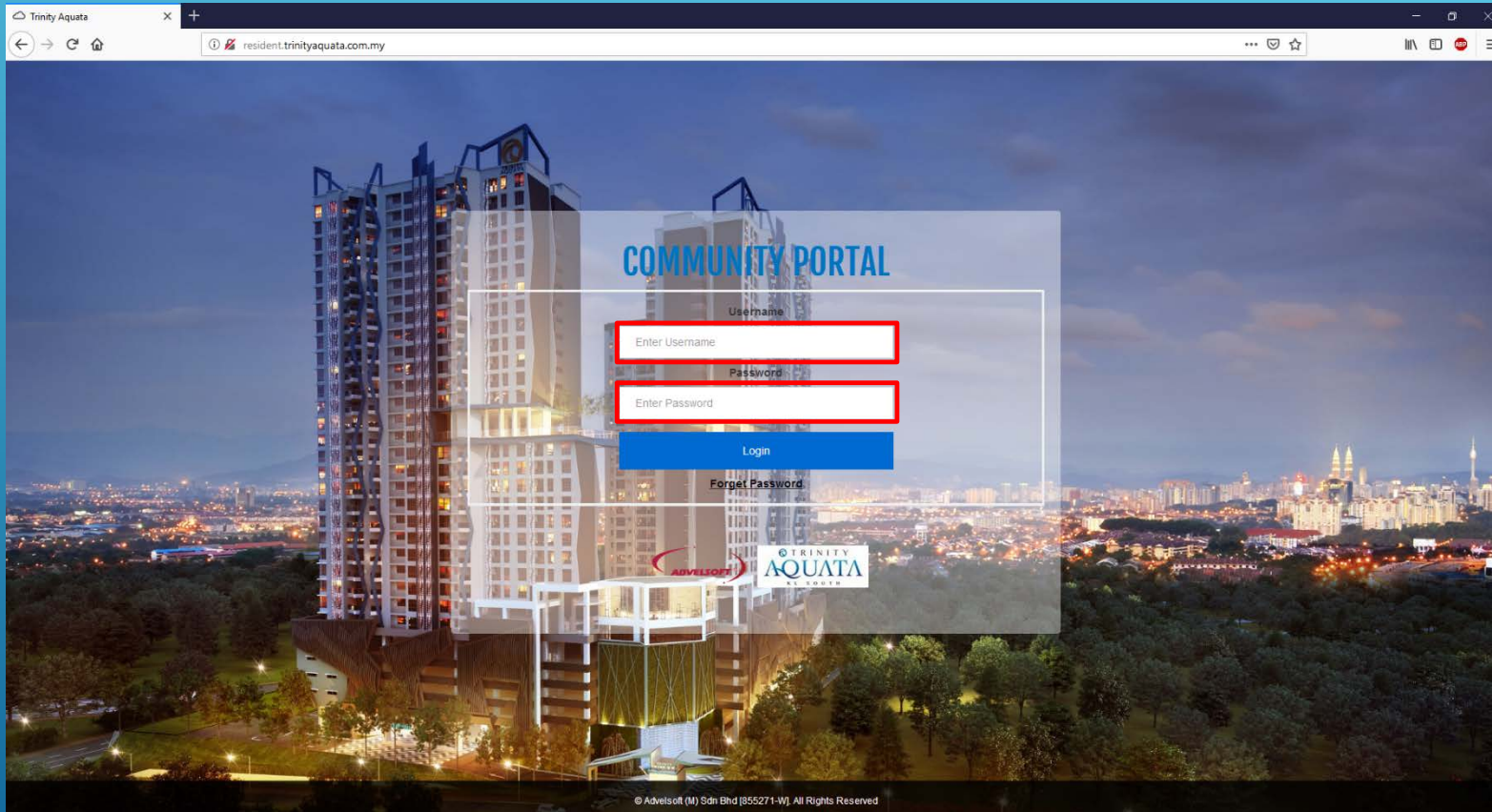
User Guide

www.wooyoo.life

hello@wooyoo.life

Make JomPAY Payments using the C-Portal

1. Login to your c-portal using PC/Laptop
http://resident.trinityaquata.com.my

Fill in your unit number & password, which has been provided by Management Office via Email

2. Once logged in, select 'Account Summary' > 'E-Payment (JomPAY)'

3. Select the outstanding bills you wish to pay.

E-Payment (JomPAY)

* Select Doc No for payment

Doc No	Transaction Date	Description	Due Date	Outstanding Amount	1 Day Float	Ref1	☐ Select/Unselect All	☐ Reset All
IN0000001-01	2018-11-07	Service Charges (7 Nov 18 - 6 Mar 19)	2018-11-20	1363.04			☐	☐
IN0000001-02	2018-11-07	Sinking Fund (7 Nov 18 - 6 Mar 19)	2018-11-20	136.32			☐	☐
IN0000001-03	2018-11-07	Service Charges-Private Lawn (7 Nov 18 - 6 Mar 19)	2018-11-20	241.36			☐	☐
IN0000001-04	2018-11-07	Sinking Fund-Private Lawn (7 Nov 18 - 6 Mar 19)	2018-11-20	24.12			☐	☐
IN0000001-05	2018-11-07	Assessment (7 Nov 18- 31 Dec 18)	2018-11-20	4.48			☐	☐
IN0000001-06	2018-11-07	Deposit - Electricity	2018-11-20	510.00			☐	☐
IN0000001-07	2018-11-07	Deposit - Water	2018-11-20	90.00			☐	☐
IN0000001-08	2018-11-07	Fire Insurance (7 Nov 18 - 6 Nov 19)	2018-11-20	179.96			☐	☐
IN0000001-09	2018-11-07	Quit Rent (7 Nov 18- 31 Dec 18)	2018-11-20	1.86			☐	☐

4. Click on 'Submit' at the bottom of the window to confirm payment amount.

IN0000001-07	2018-11-07	Deposit - Water	2018-11-20	90.00			☐	☐
IN0000001-08	2018-11-07	Fire Insurance (7 Nov 18 - 6 Nov 19)	2018-11-20	179.96			☐	☐
IN0000001-09	2018-11-07	Quit Rent (7 Nov 18- 31 Dec 18)	2018-11-20	1.86			☐	☐

Total Gross Amount: 2551.14
Total Unapplied Amount: 0.00
Net Outstanding: 2551.14

Total Selected Amount: 0.00

Submit   Reset Ref1

5. Check box to agree with the terms and conditions from the bank, and then click 'Submit'.

Terms And Conditions

☐ I agree to the Terms and Conditions.

[Submit] [Cancel]

6. Click on 'Submit' at the bottom to access to your preffered bank

JomPAY Reference

Biller Code	1225V SAMPLE	(PLEASE STATE THIS BILLER CODE WHEN PAYMENT MAKE!)
Ref1	SAMPLE 0053000919198708	[Click To Copy Ref-1]
Amount (RM)	2925	

[MAKE PAYMENT] [BACK TO DASHBOARD]
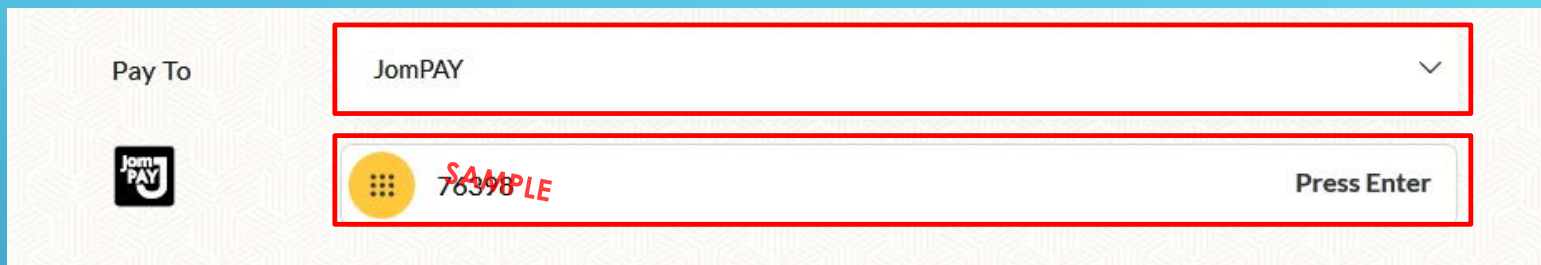
[CHANGE BANK]

7. On your bank's website, logon with your internet banking details (Maybank is used here as an example).
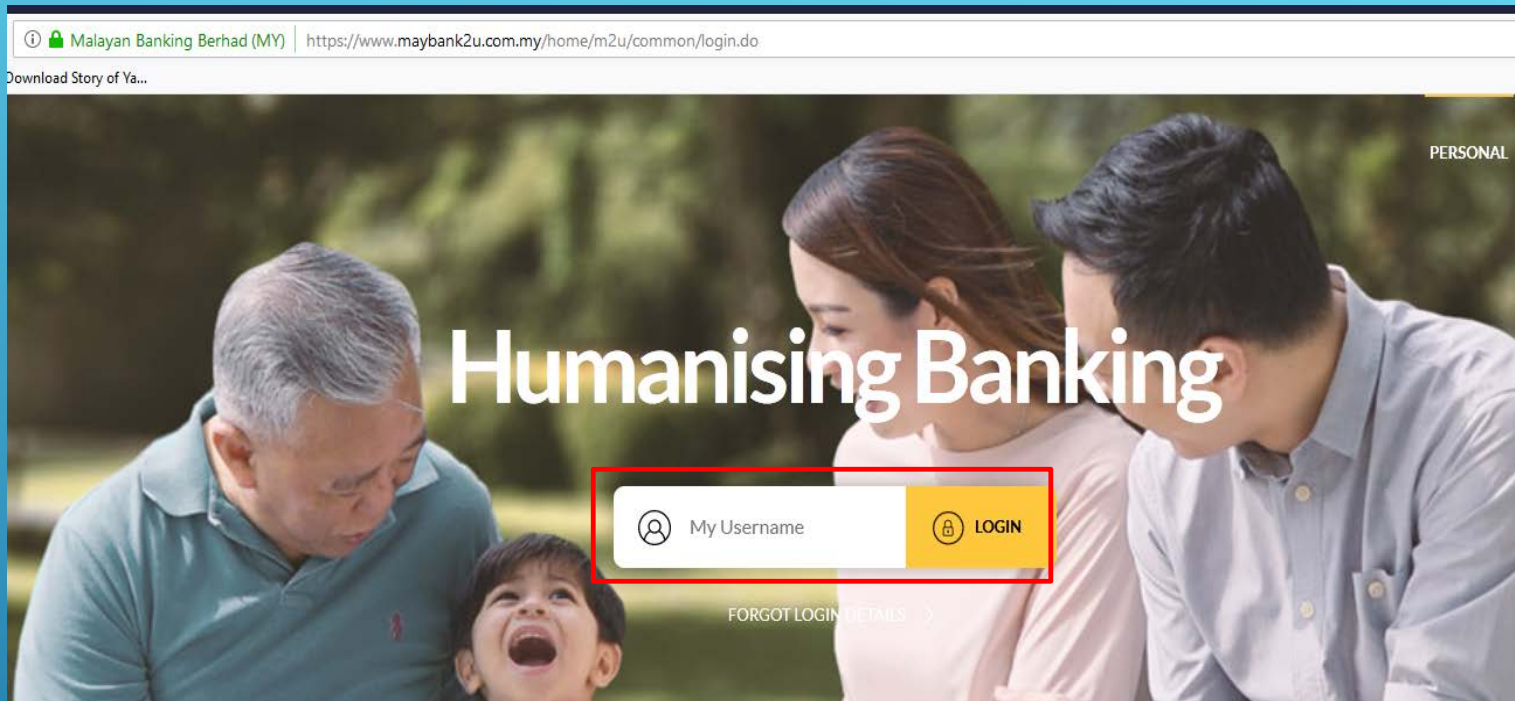
8. Once logged on to your banking account, look for 'Pay & Transfer' (may differ between banks).

PAY & TRANSFER

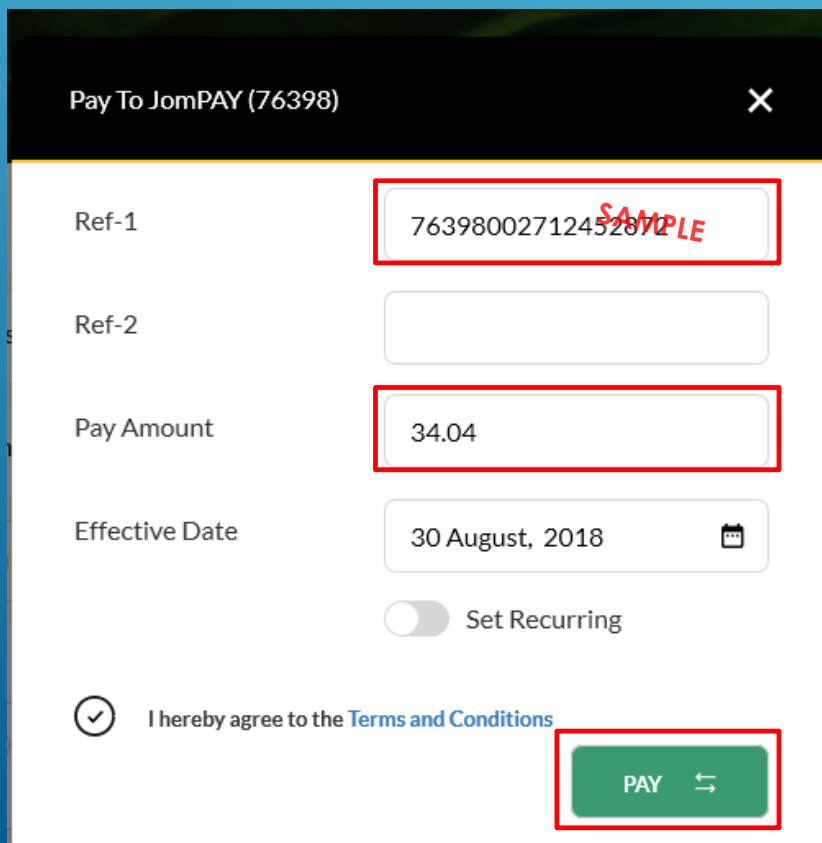9. For 'Pay To', please select JomPAY, then fill in the Biller Code as generated in Step 6.

| Pay To | JomPAY ⌄ |
| | 76398 SAMPLE   Press Enter |

10. Fill in the Ref-1 number and payable amount as generated in Step 6 as well. Then press 'Pay"' to proceed with payment.

Pay To JomPAY (76398) ✕

Ref-1	76398002712452870 SAMPLE
Ref-2	
Pay Amount	34.04
Effective Date	30 August, 2018 📅

⬜ Set Recurring

✓ I hereby agree to the Terms and Conditions

PAY ⇄

Important Notes: (Optional)

Fill in your unit no. and mobile no. in Ref-2 column.

11. Double check the 'Pay To' field, ensure that the correct *condo name* is displayed. Then key in the SMS TAC and complete the transaction by pressing 'Confirm'.

Pay To MENSA~~SAR~~ SAMPLE	RM 34.04 ✏

Biller Code	76398
Effective date	Today 30 August 2018
Ref-1	76398002712452872

Total Amount	RM 34.04

I confirm my transaction with

| SMS TAC | **CONFIRM** |

nsactions/pay

12. Congratulations, you have completed your internet payment using JomPAY!

Important Notes:
Official Receipt will generate automatically in "Payment History" page after T+1 days following bank's GIRO window.

Get E-Statement using the C-Portal

1. Once logged in, select 'Account Summary' > 'E-Statement'

Get E-Statement using the C-Portal

2. Click on 'Generate Statement'

3. Your statement will generated as a PDF.

Get E-Receipt using the C-Portal

1. Once logged in, select 'Account Summary' > 'Payment History'

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2. This page will show all previous payment made, click on 'Print Receipt' to view.

Payment History

Receipt No	Description (Ref1)	Amount Paid	Date of Payment	Receipt
OR0000108	Ref1 #CASH	990.00	07-11-2018	PRINT RECEIPT
OR0000104	Ref1 #CASH	500.00	06-10-2018	PRINT RECEIPT
OR0000103	Ref1 #CASH	1000.00	01-10-2018	PRINT RECEIPT
OR0000099	Ref1 #IBG112233	44.17	24-09-2018	PRINT RECEIPT
OR0000093	Ref1 #MBB111222	1000.00	27-07-2018	PRINT RECEIPT
OR0000090	Ref1 #CASH	2000.00	31-05-2018	PRINT RECEIPT
OR0000060	Ref1 #CASH	1000.00	28-02-2018	PRINT RECEIPT
OR0000056	Ref1 #MBB2221111	5350.00	05-02-2018	PRINT RECEIPT
OR0000055	Ref1 #CASH	1990.00	05-02-2018	PRINT RECEIPT
OR0000047	Ref1 #CASH	1359.68	08-12-2017	PRINT RECEIPT

1 | 2 | ›

3. Official Receipt will be printed in PDF.

1 / 1

Advelsoft (M) Sdn Bhd
Advelsoft Property Management Systme (Demo Version)
26-G, Jalan Dinar F U3/F, Taman Subang Perdana, Seksyen U3,
40150 Shah Alam, Selangor D.E. Tel: 03-78472178   Fax: 03-7847 4692
Email: general@advelsoft.com.my

Received From:

Block A, Jalan Dinar
Taman Subang Perdana,
Selangor D.E.

OFFICIAL RECEIPT	
Receipt No.	OR0000108
Receipt Date	7/11/2018
Unit No.	

Without Prejudice

Being payment for:

		Outstanding	Amount Paid	Balance (RM)
IN0000165-05	Service Charges - September 2018	450.00	450.00	0.00
IN0000165-06	Sinking Fund - September 2018	45.00	45.00	0.00
IN0000185-01	Service Charges - October 2018	450.00	450.00	0.00
IN0000185-02	Sinking Fund - October 2018	45.00	45.00	0.00

The Sum of Ringgit Malaysia : Nine Hundred Ninety only.

Cash/Cheque No.	Amount RM
CASH	990.00

Advelsoft Property Management Systme (Demo Version)

Computer generated Receipt, no signature is required.

This receipt is only valid upon clearance of cheque(s)
Please check this Official Receipt before leaving the Payment Counter

Make Facility Bookings using the C-Portal

1. On your dashboard, select 'Facility Booking' > 'New Facility Booking'.

2. The available facilities will be displayed, press on the desired selection.

3. Once a facility is selected, the date, time slot can be adjusted by the user. The availability of the selected facility will be displayed on the bottom-right of the window.

4. When the details are confirmed, agree to the terms and conditions and press 'Submit' to finish booking the facility, Management Office will be notify after booking.

Manage Facility Bookings using the C-Portal

1. On your dashboard, select 'Facility Booking' > 'On Going Facilities Booking'.

2. The booked facilities will be listed as shown below. You can delete a booking by pressing 'Delete'.

On Going Facilities Booking

Facility	Unit No	Date	Time From	Time To	Status	
Basketball Court	A-01-4	08-11-2018	07:00 AM	09:00 AM	Approved	DELETE

Feedback / Request on the C-Portal

1. On your dashboard, select 'Feedbacks/Requests' > 'New Feedbacks/Requests'.

2. Click on 'New Feedback / Request' to issue a case to Management Office.

3. Choose Incident Type, Key in the Subject and Description of the Request you wish to submit to the Management. Upon completion, click on "Submit"

Create Feedbacks/Requests

Incident Type	Security
Subject	Guard
Description	Guard sleeping in guard post
Attachment	Choose File No file chosen ➕

Submit

Notes:
Upon submission successful, you will be notified by the Management via email.

4. When the status showed 'InProgress' meaning Management have given a reply in your request, click on 'View' to check.

| Status	Incident Type	Subject	Date	Time	Last Activity	
InProgress	Gardening & Landscaping	Gardening	18-08-2017	12:47 PM	18-08-2017 12:49 PM	VIEW
InProgress	Gardening & Landscaping	Trash On Garden	08-09-2017	11:44 AM	08-09-2017 11:44 AM	VIEW
Open	Management Team	Roof Leaking	23-10-2017	03:39 PM	23-10-2017 03:39 PM	VIEW
Open	Security	Security Guard Rude	07-02-2018	11:44 AM	07-02-2018 11:44 AM	VIEW
Open	Security	Security Issue	22-02-2018	11:28 AM	22-02-2018 11:28 AM	VIEW
InProgress	Security	Security Not In Duty	28-02-2018	11:43 AM	28-02-2018 11:46 AM	VIEW
InProgress	Cleaning	Common Area	09-06-2018	10:00 AM	09-06-2018 10:04 AM	VIEW
InProgress	Security	Security	27-07-2018	08:24 PM	27-07-2018 08:28 PM	VIEW
InProgress	Security	Security Guard Post Nobody	01-10-2018	09:16 PM	01-10-2018 09:19 PM	VIEW
Open	Security	Security Sleeping	13-10-2018	04:54 PM	13-10-2018 04:54 PM	VIEW

5. When viewing a request, in 'New Reply' box to chat directly to management, or attach a picture by clicking 'Choose File'. You can confirm your response/requests by pressing the 'Submit Reply' button.

6. Once a request is satisfied by the management, it will be considered 'closed' and will be moved to the 'closed' section of the 'Feedback/Requests' function.
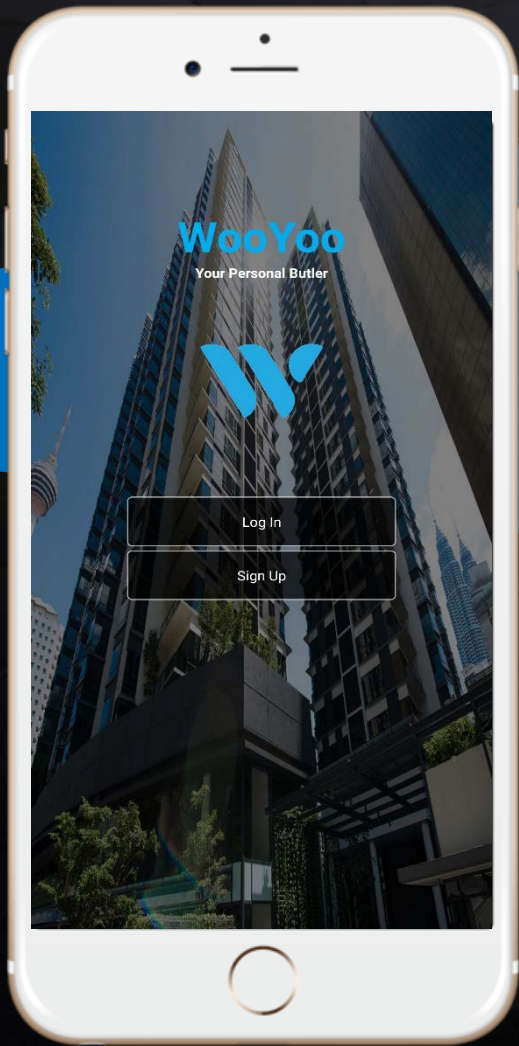
AWESOME FEATURES

E-Payment
Integrated with JomPAY, FPX and Visa/Master payment gateway

Live E-Statement
Integrated with Advelsoft Property Management System (PMS) providing owner's real time statement of accounts

E-Receipt
Integrated with Advelsoft Property Management System (PMS) providing owner's real time official receipt

Services
Provides Services Vendor such as Aircon Service, House Cleaning and many more

Download from IOS
Scan this code with your mobile device to get the download link

Available on the App Store

Download from Android
Scan this code with your mobile device to get the download link
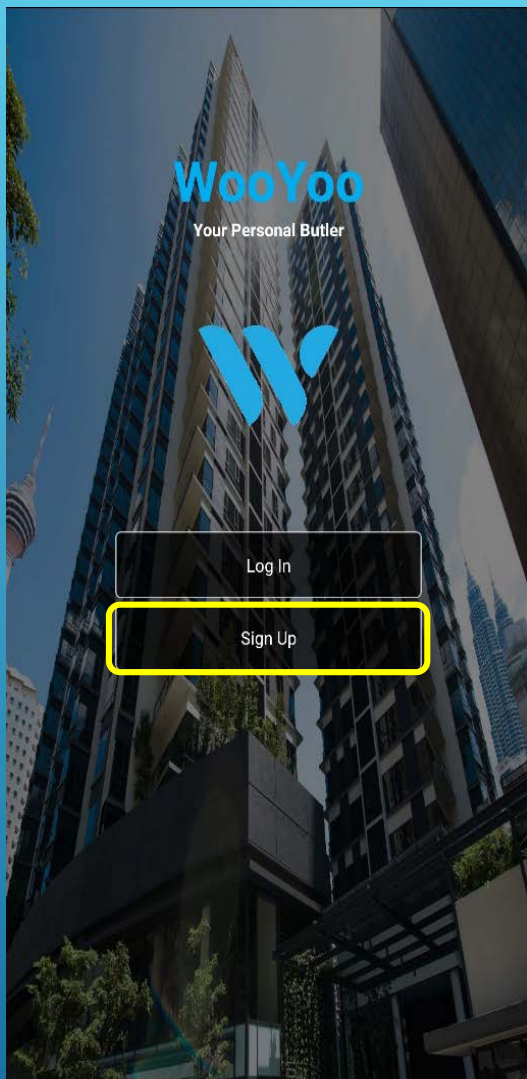
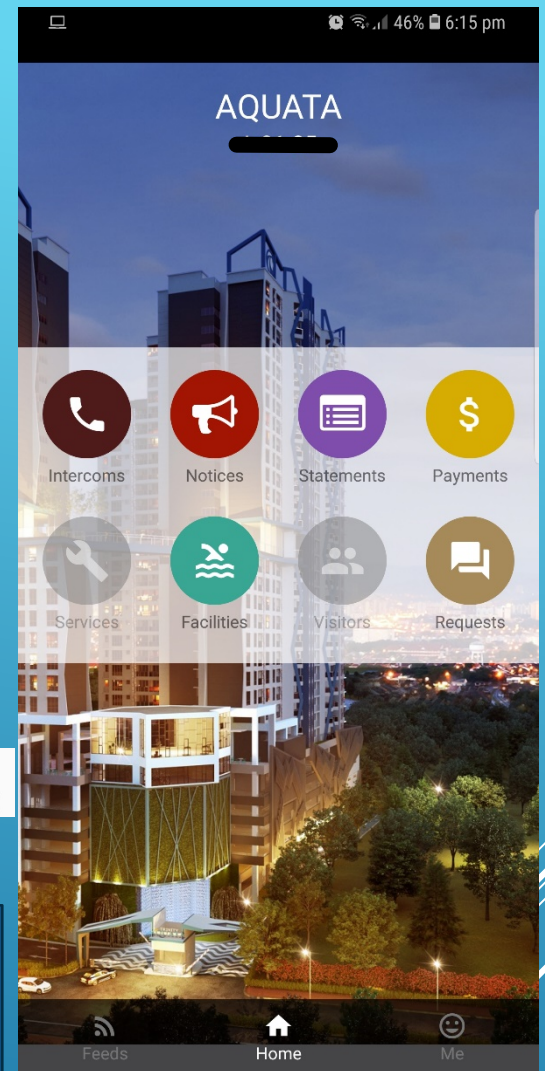ANDROID APP ON Google play

WooYoo Mobile App

www.wooyoo.life
hello@wooyoo.life

WooYoo
Your Personal Butler

Log In

Sign Up

Sample Verification from Email

Activation pin number : 497444

Sent from WOOYOO mobile app

Sample Verification from SMS

RM0.00 WooYoo:Unit No. A/01/07 Pin Number : 472753   16:51

Important Notes:

Email and Mobile No. must be as same as provided to Management Office, if the info is differ it will show error. Update your details to Management Office and retry.

01. Sign Up

Scan QR Code on Page 19. to download WooYoo App then click on Sign Up

02. Verify

Condo Code: AQUATA
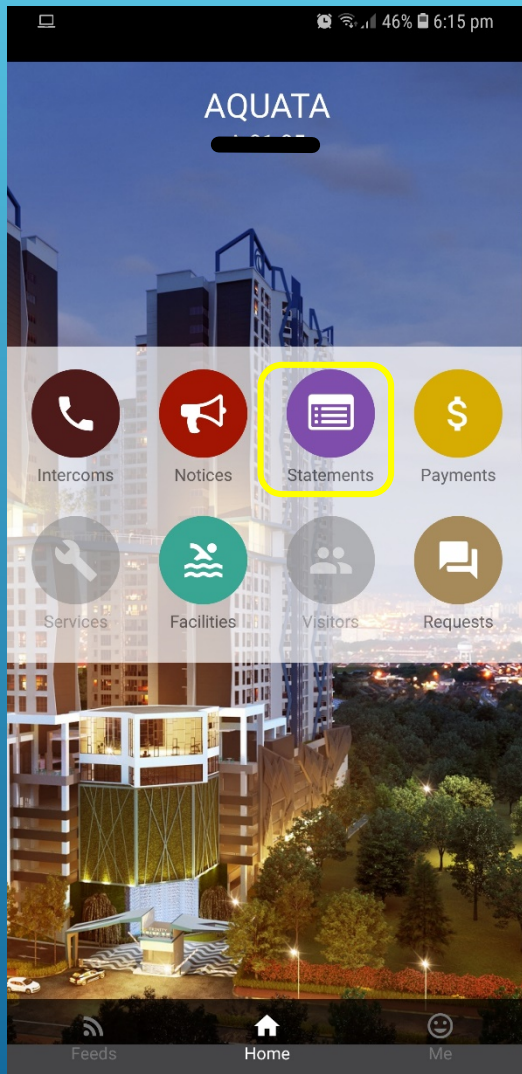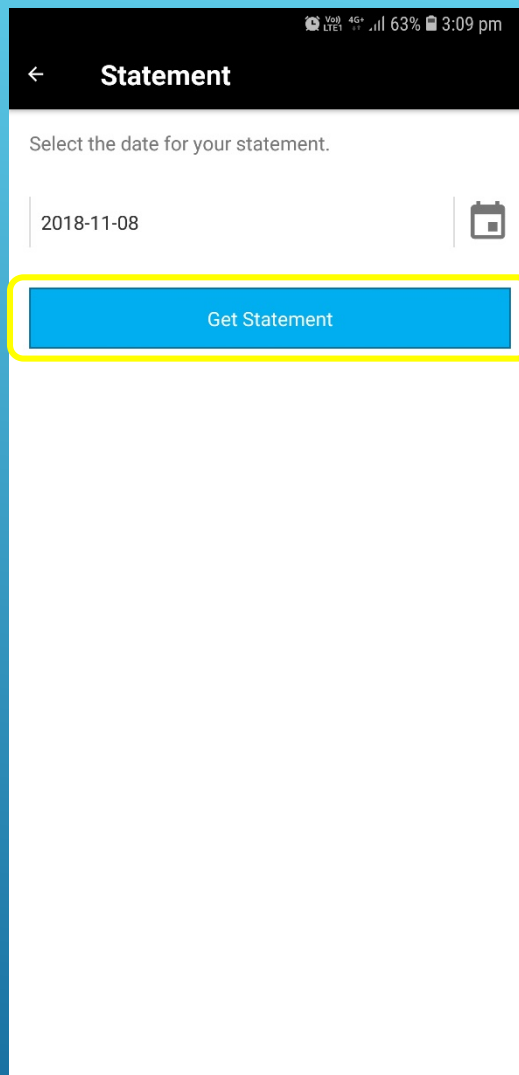Unit No: Put in your unit no. it will auto search for the correct format.
You will received 6 digit PIN number from your Email or Mobile

03. Home Page
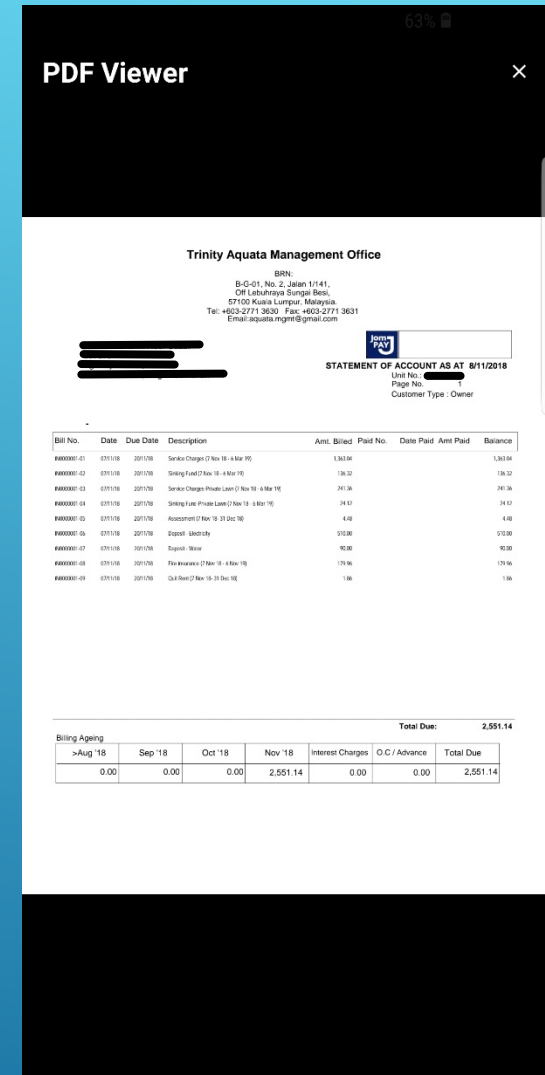
Welcome to WooYoo App

Get Statement Of Account using WooYoo App
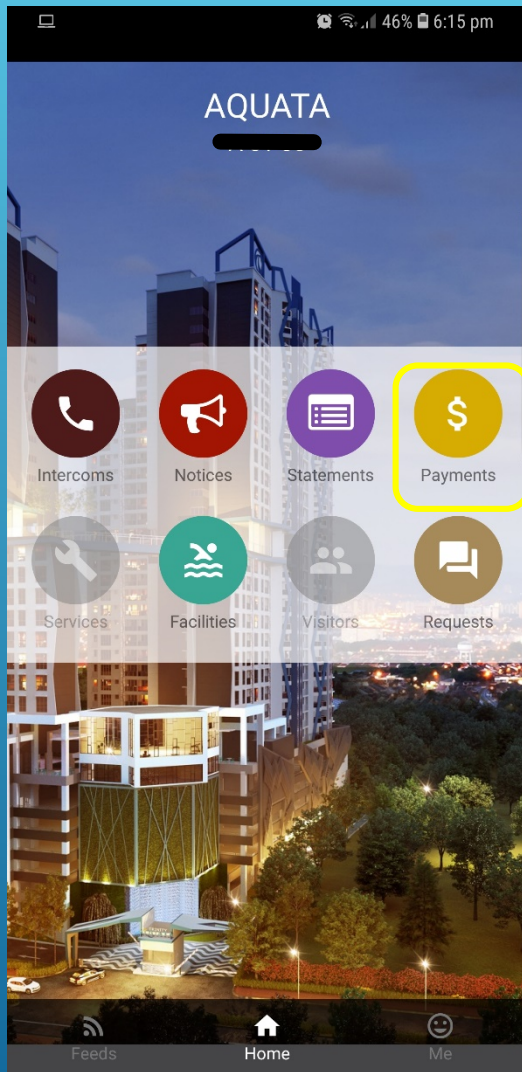

1. Open WooYoo App click on Statements

2. Click on Get Statement

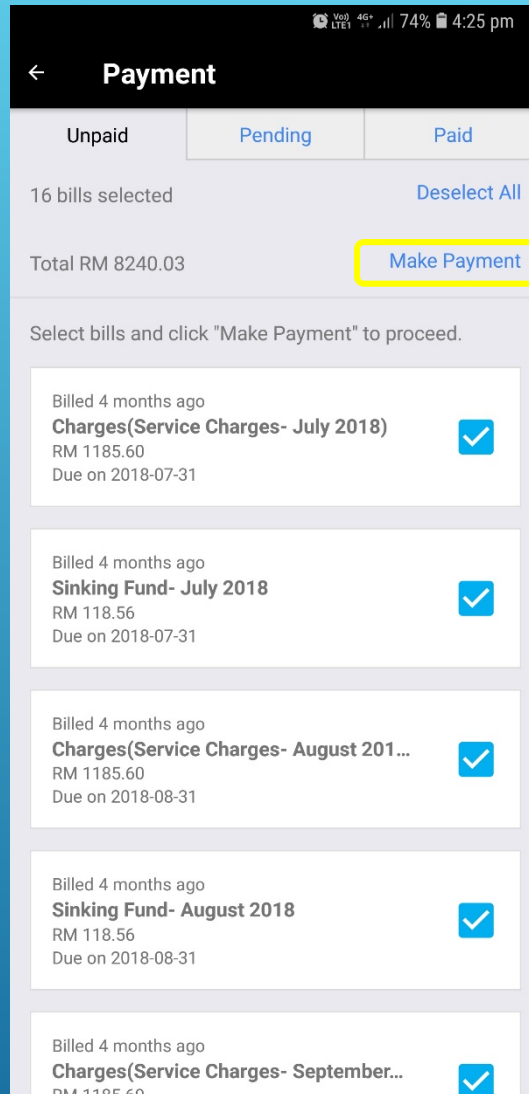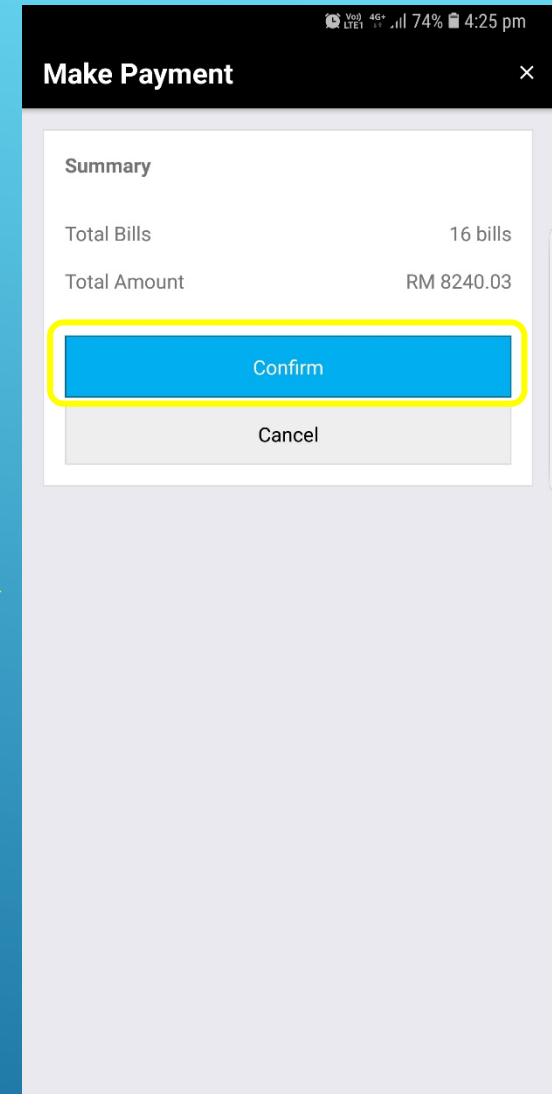3. Statement of Account generated on screen

Make payment via JomPAY using WooYoo App

AQUATA

| Intercoms | Notices | Statements | Payments |
| Services | Facilities | Visitors | Requests |

Feeds — Home — Me

1. Open WooYoo App click on Payments

← **Payment**

| Unpaid | Pending | Paid |

16 bills selected   Deselect All

Total RM 8240.03   **Make Payment**

Select bills and click "Make Payment" to proceed.

Billed 4 months ago
Charges(Service Charges- July 2018)
RM 1185.60
Due on 2018-07-31 ✔

Billed 4 months ago
Sinking Fund- July 2018
RM 118.56
Due on 2018-07-31 ✔

Billed 4 months ago
Charges(Service Charges- August 201...
RM 1185.60
Due on 2018-08-31 ✔

Billed 4 months ago
Sinking Fund- August 2018
RM 118.56
Due on 2018-08-31 ✔

Billed 4 months ago
Charges(Service Charges- September...
RM 1185.60 ✔

2. Here is your breakdown of outstanding, click on Make Payment to proceed

---

Make Payment   ✕

Summary

Total Bills   16 bills

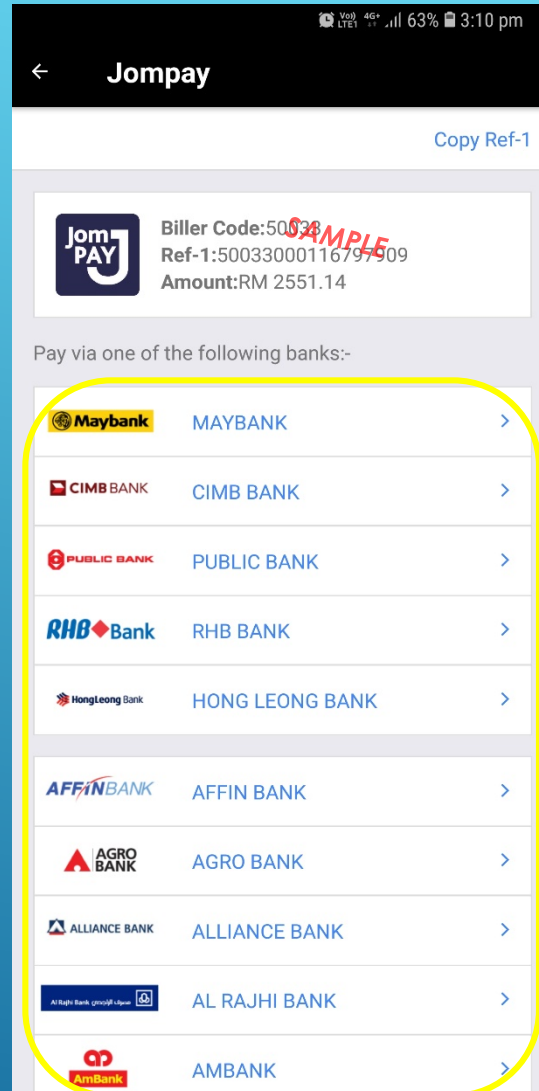Total Amount   RM 8240.03

Confirm

Cancel

3. Click on Confirm to proceed
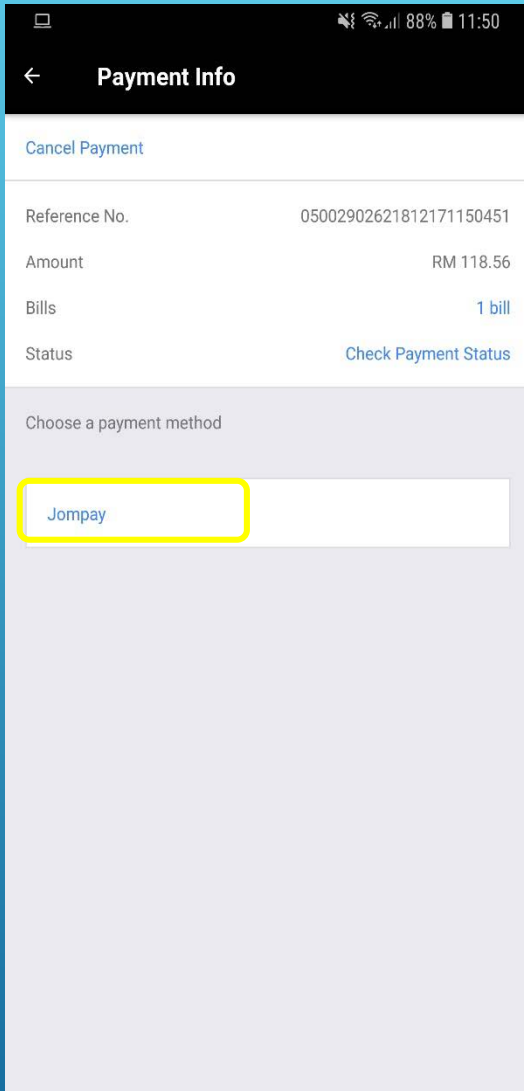
4. Select JomPAY
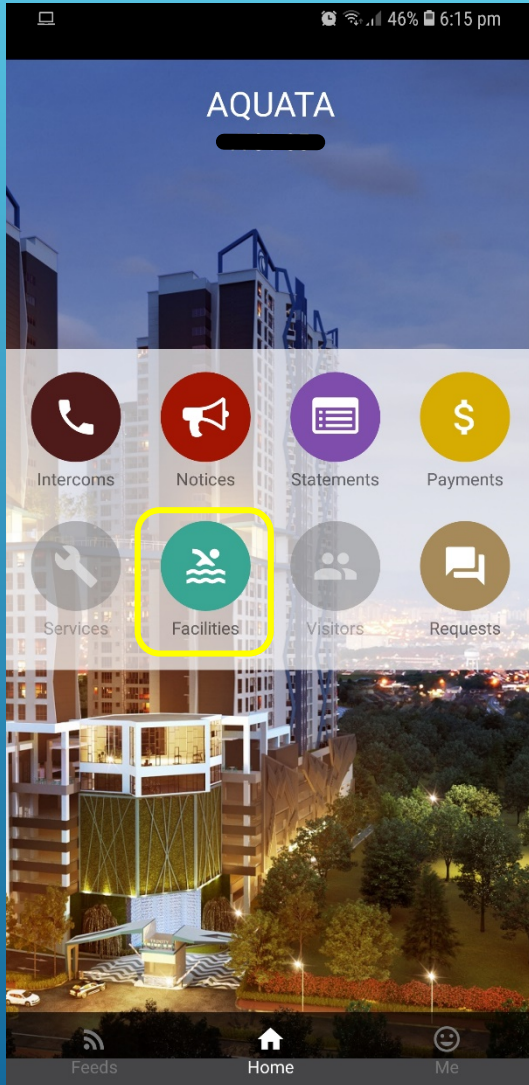
Will include more payment methods in the future

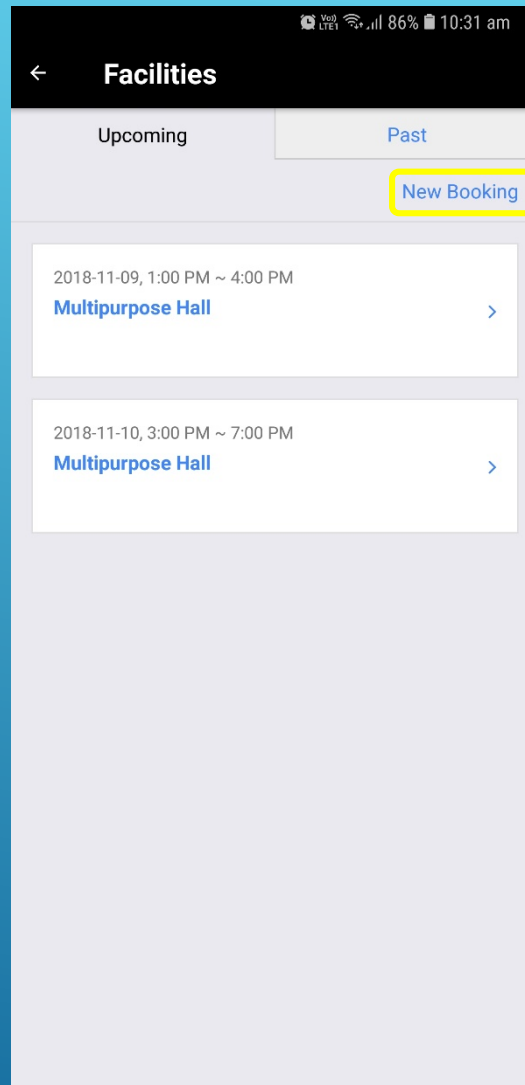**5. Biller Code and Ref-1 is generated on screen, select your Preferred Bank to make payment**

6. Login to your Bank Account and proceed with JomPAY Payment

© 2014 - 2018 Advelsoft (M) Sdn Bhd (855271-W)
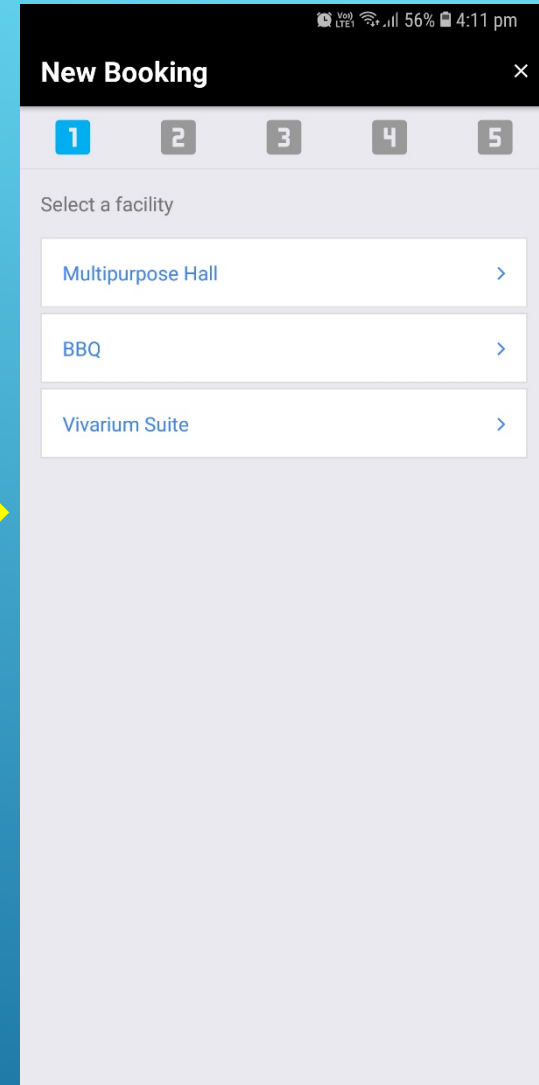
Facility Booking via WooYoo App

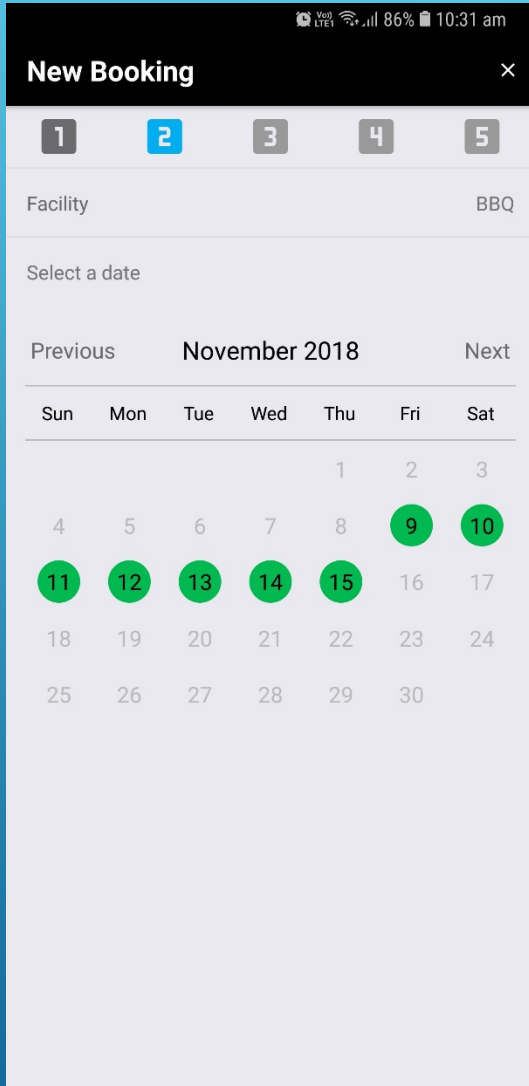1. Open WooYoo App click on Facilities
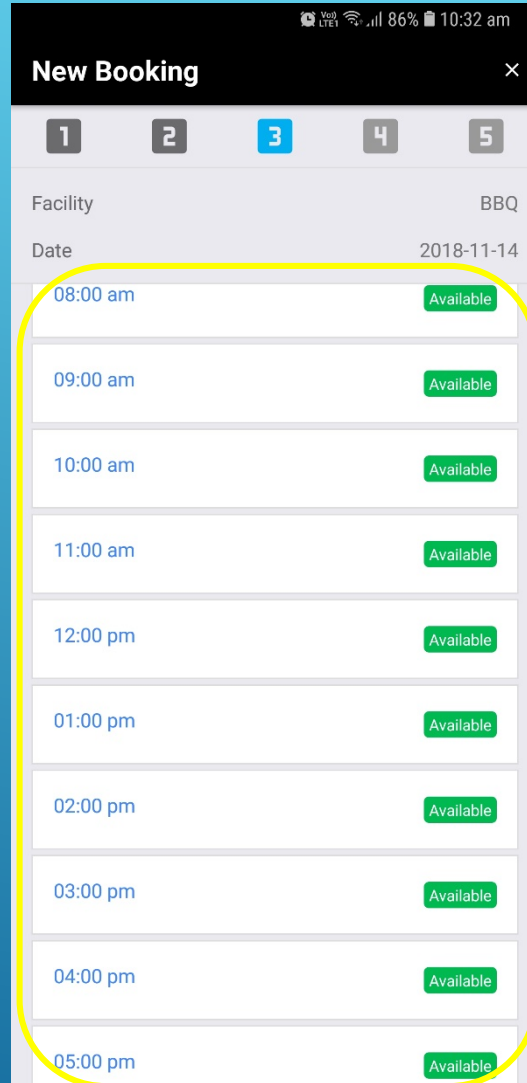

2. Click on New Booking
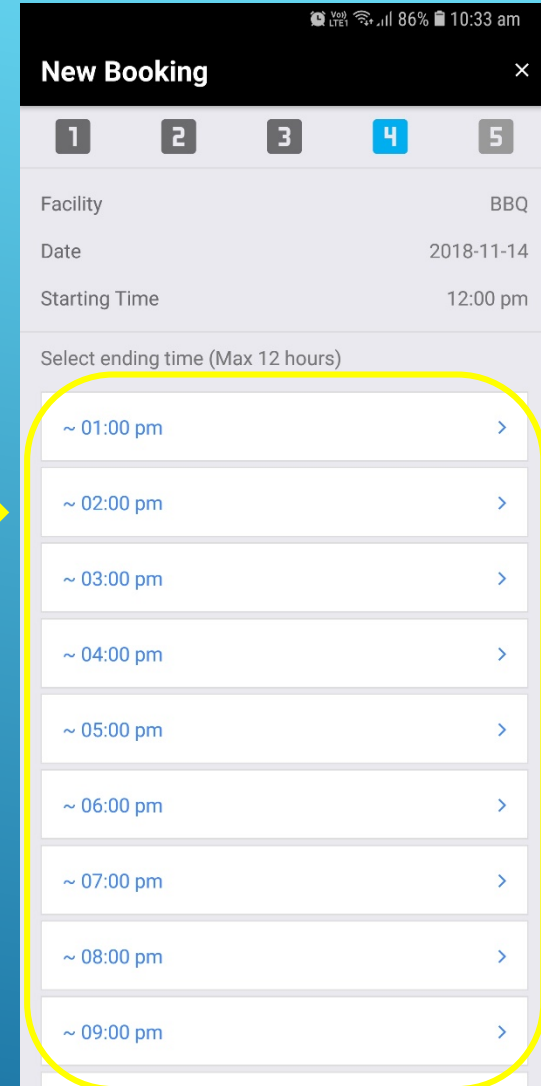

3. Select a facility you wish to book

Facility Booking via WooYoo App

4. Choose your desire date

5. Select Starting Time
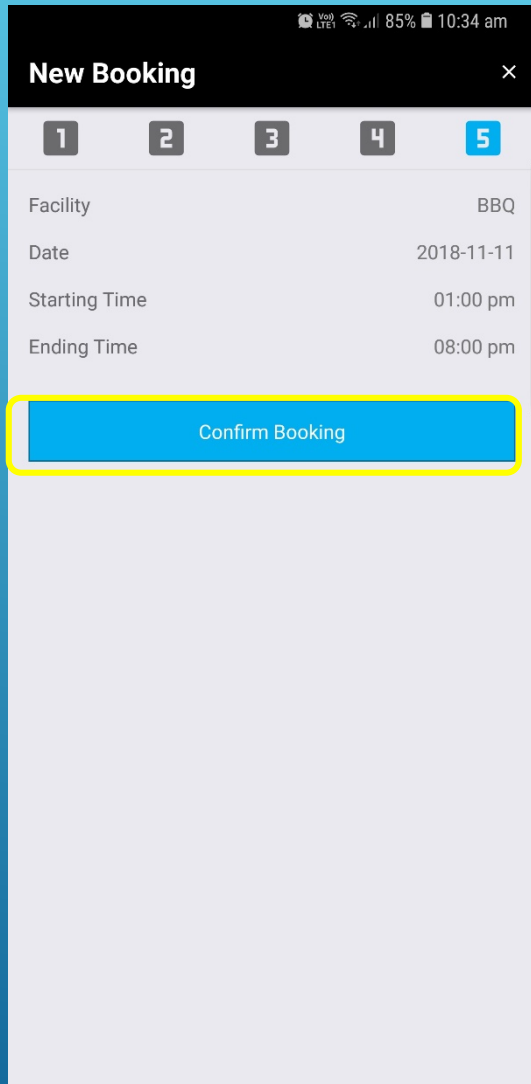
6. Select Ending Time
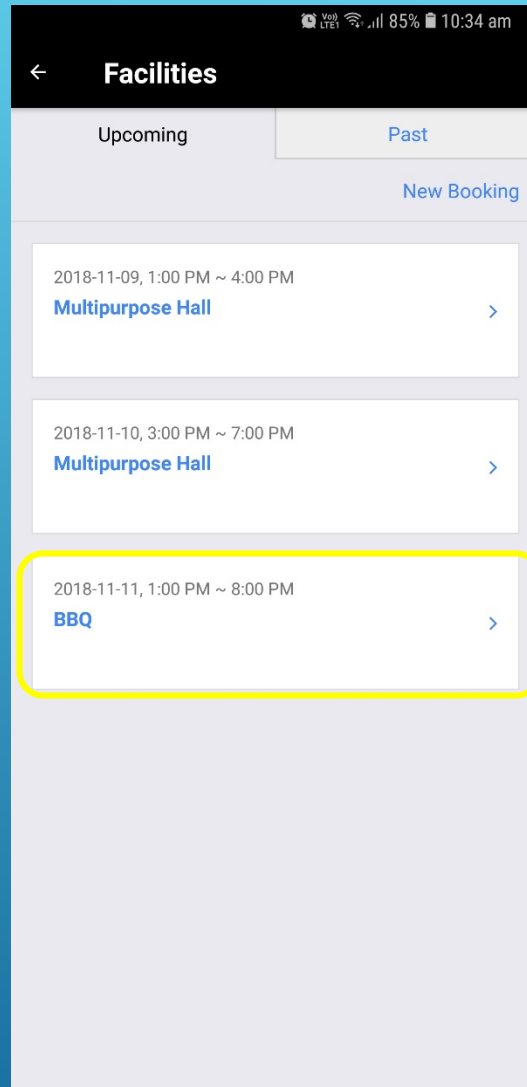
Facility Booking via WooYoo App

New Booking   ✕

[1] [2] [3] [4] [5]

Facility	BBQ
Date	2018-11-11
Starting Time	01:00 pm
Ending Time	08:00 pm

Confirm Booking

← **Facilities**

Upcoming | Past

New Booking

2018-11-09, 1:00 PM ~ 4:00 PM
Multipurpose Hall >

2018-11-10, 3:00 PM ~ 7:00 PM
Multipurpose Hall >

2018-11-11, 1:00 PM ~ 8:00 PM
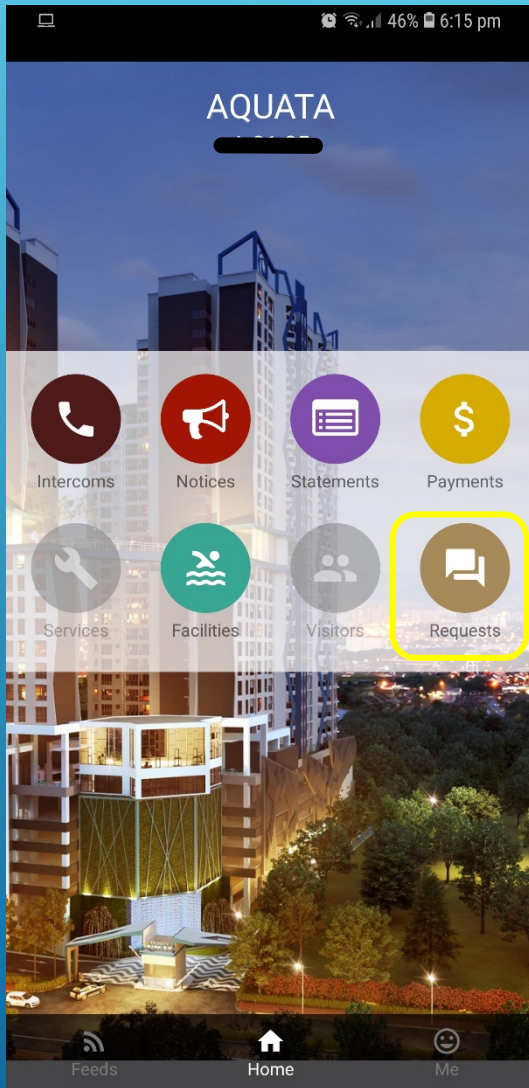**BBQ** >

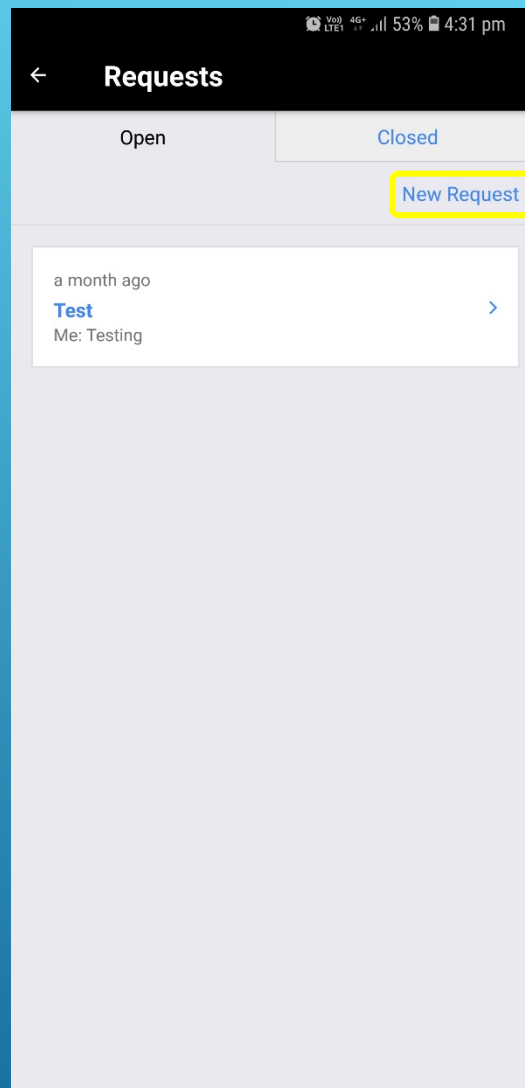7. Click on Confirm Booking

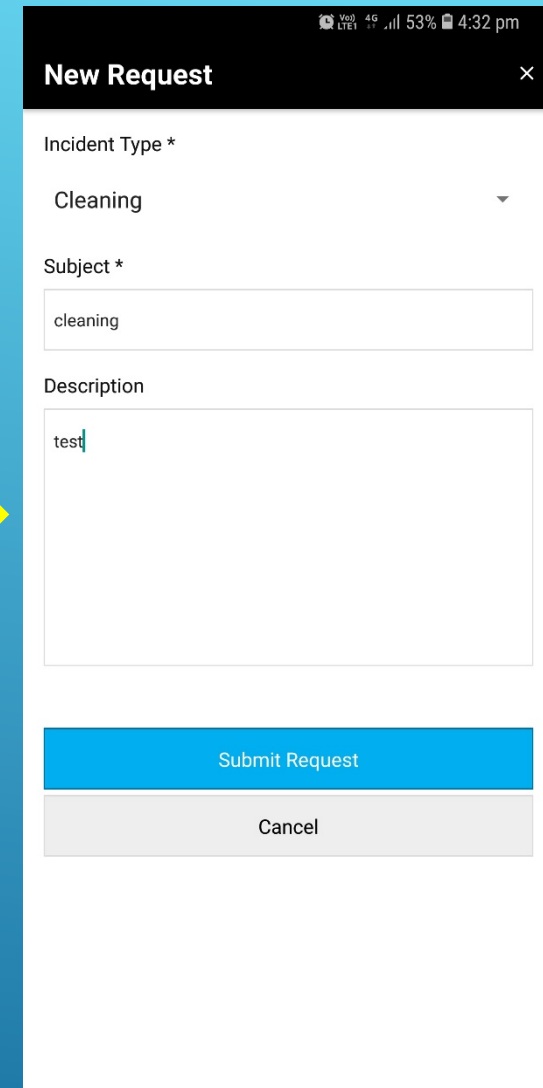8. Your desire Facility is booked, Management will be notify as well.

Complaint/Requests via WooYoo App
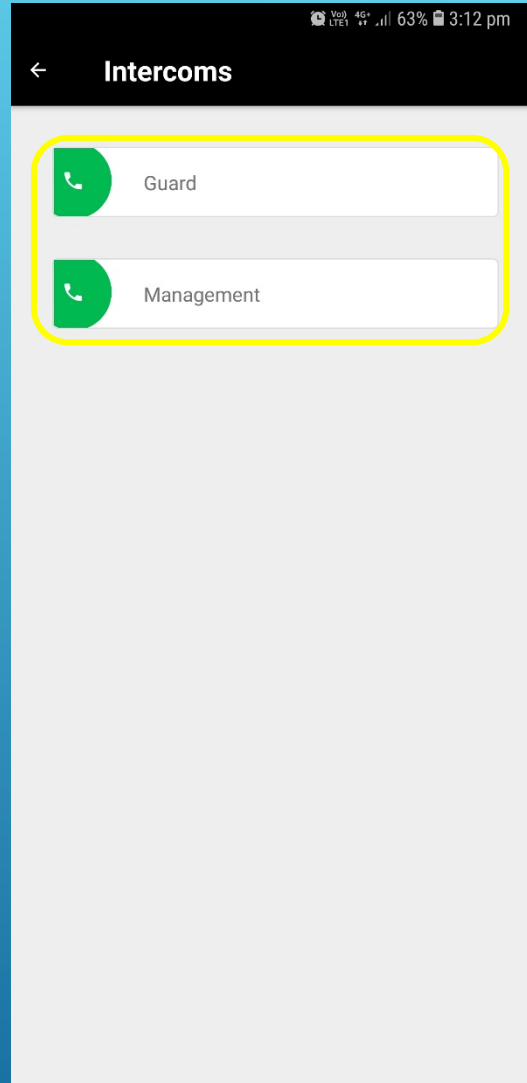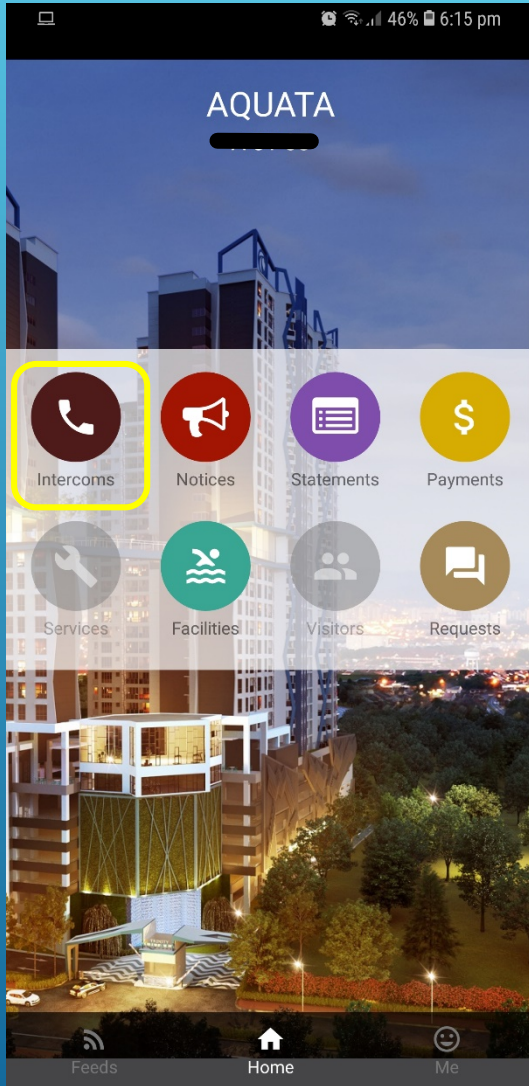

1. Open WooYoo App click on Requests

2. Click on New Request

3. Choose Incident Type, Key in the Subject and Description of the Request you wish to submit to the Management. Upon completion, click on "Submit Request"

Intercom via WooYoo App

1. Open WooYoo App click on Intercoms

2. Call to Guard / Management office

Important Notes:

The Intercom Call function is made through user's phone call. Standard Telco charges apply.