The Heartbeat of Access and Control

MyComb

Comb mobile application user guide

The brand new MyComb mobile application will provide you seamless integration with our products allowing you to manage access to your estate easily and efficiently from your phone. We have taken your safety to the next level with our all-new real-time mobile application. Users will receive push notifications giving them instant information on the entry and exit of people who enter the estate's access points. Your security is our main priority, let your phone tell you who enters and when!
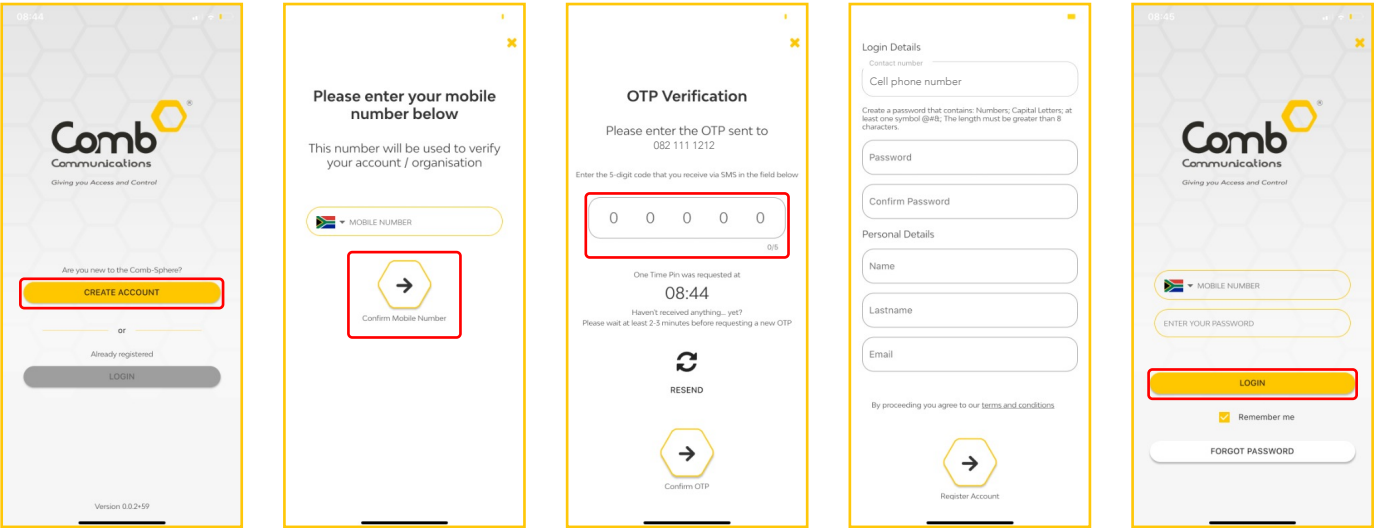
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CREATE ACCOUNT

Upon opening the MyComb mobile application, the user (if not registered before) will need to register a new account. Start by clicking the "CREATE ACCOUNT" button to navigate to the Registration page, enter your mobile phone number then click the "Confirm mobile number" button. The user will be navigated to the OTP Verification page where they need to enter the OTP code that was sent to their mobile number via SMS. After verification the user will be navigated to the Account Details page. Complete the required input fields and once happy click the "Register account" button to process the registration of the user account. The user will be navigated to the login page where he/she will need to login in with the newly created account's mobile number and password.
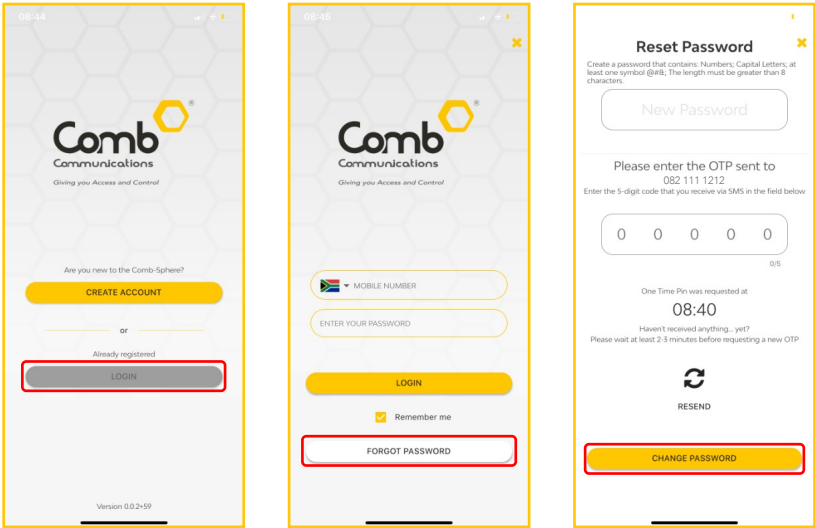
LOGIN
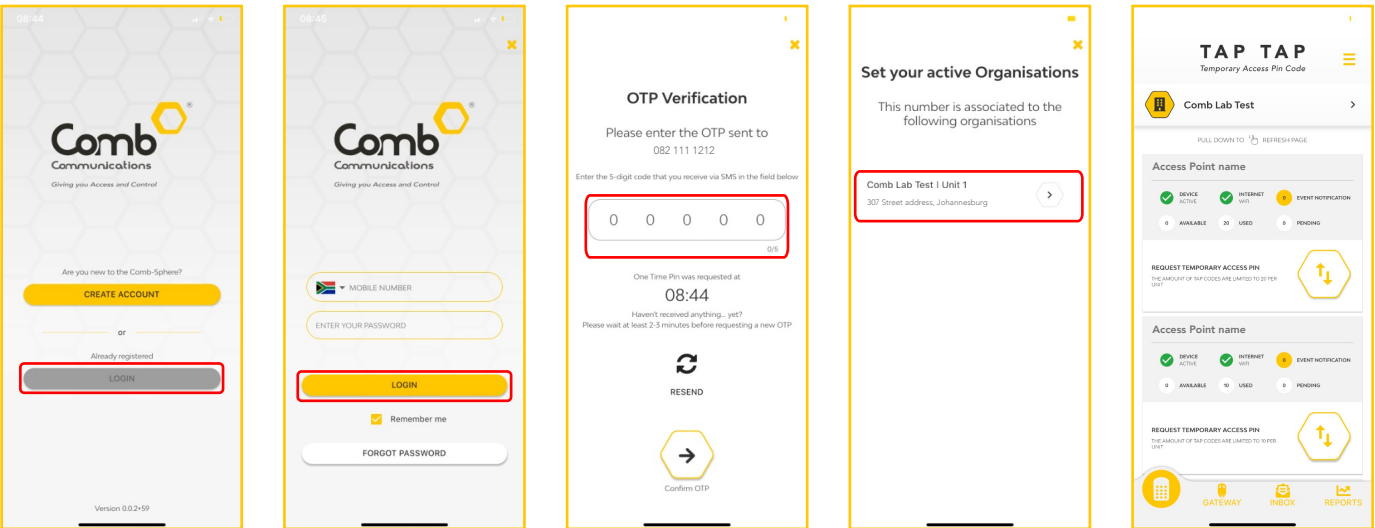
After the user has registered the account, click the "LOGIN" button to navigate to the login page. Enter mobile phone number and password, then click on the "LOGIN" button to proceed. An OTP code will be sent to the users phone which needs to be entered in the indicated field. Once completed click the "Confirm OTP" button to login. After successfully logging in a pop up will open with the organisations that are linked to your account. Select an organisation to navigate to the homepage. If there are no organisations listed, you need to contact your organisation to link your account.

Congratulations, you have registered and account and logged in successfully!

FORGOT PASSWORD

If you have forgotten your password and would like to reset it, simply open the app and click on the "LOGIN" button to navigate to the login page. Next **enter your mobile phone number**, then click the "FORGOT PASSWORD" button. This will navigate the user to the Reset Password page. Enter the new password and the OTP code that was sent to the users phone. Once completed, click the "CHANGE PASSWORD" button to verify the OTP and successfully change your password.
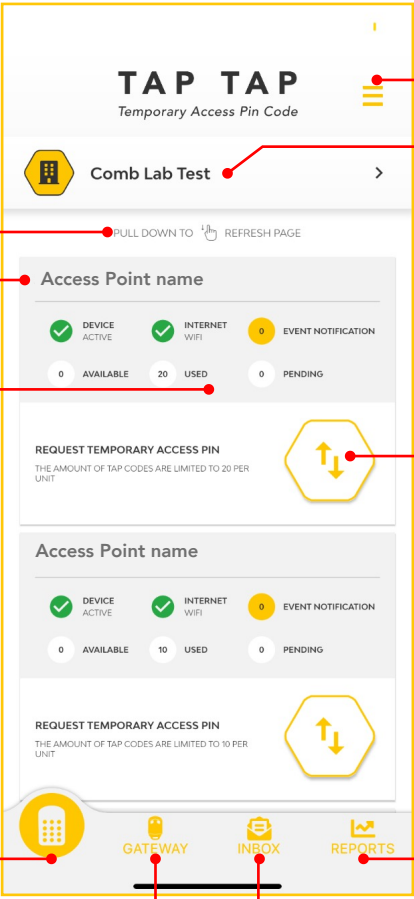
MYCOMB HOMEPAGE NAVIGATION

Open and close the side menu

This component displays your selected organisation. Click on it to change your selected organisation.

Pull down to refresh the page

Access Point information and real time device status

Click this button to generate a new Temporary Access Pin. Users can share the pin directly from the app once created

View more information on your temporary access pins which includes how many are **available**, **used** and **pending**

REPORTS
This tab will allow the user to view reports on who entered the estate and when. Users can then filter these reports to easily find the information that they are looking for.

TAP TAP
This tab will allow the user to easily create and share temporary access pins

GATEWAY
This tab provides mobile access control where users can open their gates remotely with their phones
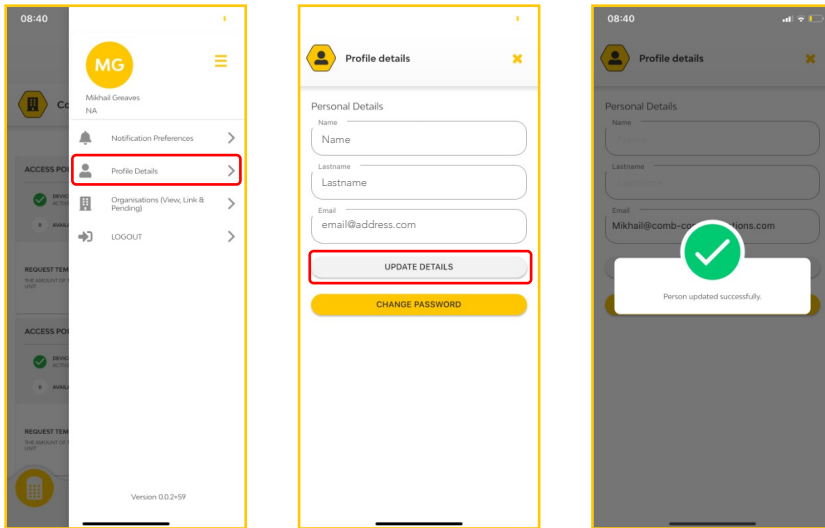
INBOX
This tab will allow users to view their messages and notifications in more detail

UPDATE PROFILE

From the homepage, click and open the side menu. Navigate by clicking the "Profile Details" option as indicated in the diagram. The Profile details page will open. The user can change his/her profile details as desired. Once completed, simply click the "UPDATE PROFILE" button to save the changes.

CHANGE PASSWORD

From the homepage, click and open the side menu. Navigate by clicking the "Profile Details" option as indicated in the diagram. Click the "CHANGE PASSWORD" button to navigate to the Reset Password page. An OTP code will be sent to your mobile phone. Enter your new password and the OTP code. Once completed click the "CHANGE PASSWORD" button to verify the OTP and successfully change your password.
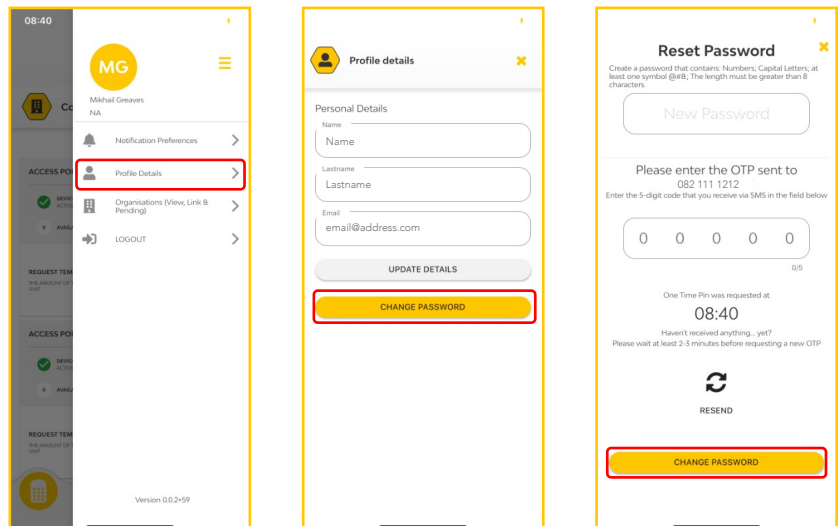
PUSH NOTIFICATION SETTINGS
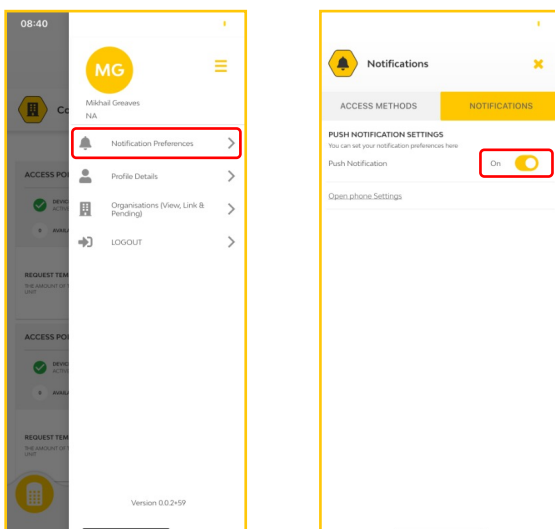
Users can turn their push notification on or off by simply opening the side menu and navigating to the Notifications page as indicated in the diagram. Select the notifications tab, here users can toggle the Push notifications setting *on* and *off*. The user will need to grant access to receive push notifications from their phone settings, simply click the "Open settings" link to open your mobile phone settings where you are able to grant or deny push notifications on the Comb Mobile application.

REQUEST VISITOR PINS (TAP-TAP)

To request a **Temporary Access Pin**, click the button as indicated in the diagram. This will open a pop up prompting the user to enter the amount of entries the TAP-TAP pin will grant access to. The user can choose to generate a TAP-TAP pin that will either allow entry and exit or only exit access. Click the "NEXT" button to create the Temporary Access Pin. Once the pin is created the user can instantly share the pin on external applications such as WhatsApp.
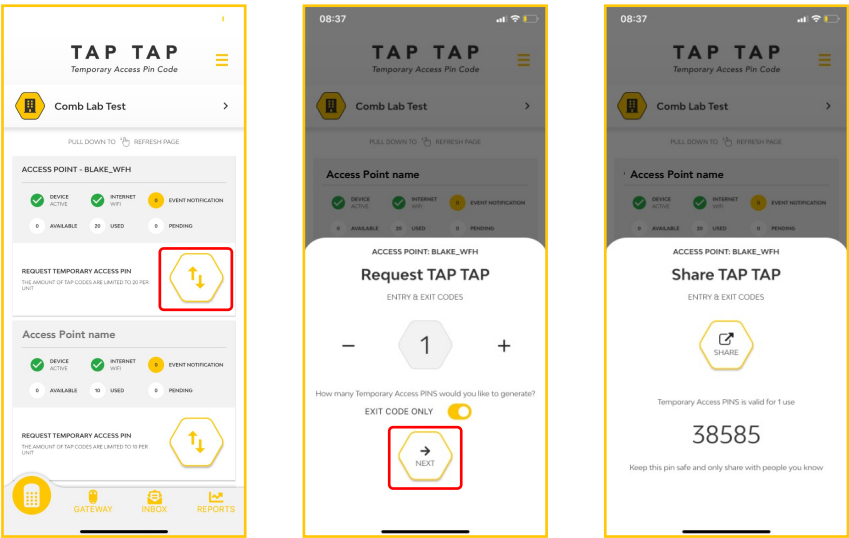


GATEWAY - MOBILE REMOTE CONTROL
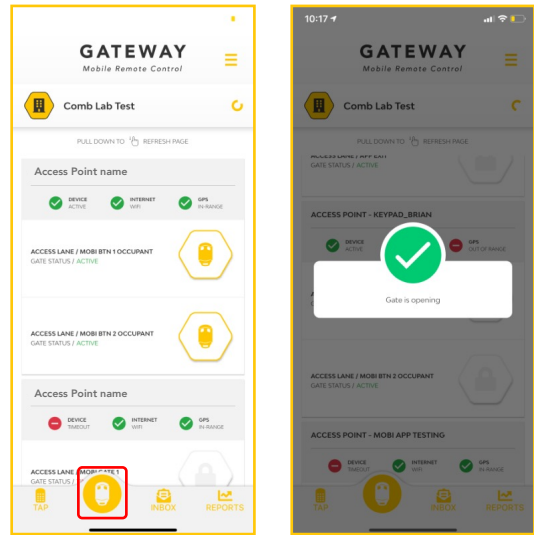
Users can now open their gate directly from their mobile phone. First navigate to the gateway tab as indicated in the image. This tab will display a list of all the Access Points that you are linked to. If your device is online, has an internet connection and you are within range, the remote button will be enabled, allowing the user to click the remote button to open the gate.

VIEW AND LINK ORGANISATIONS
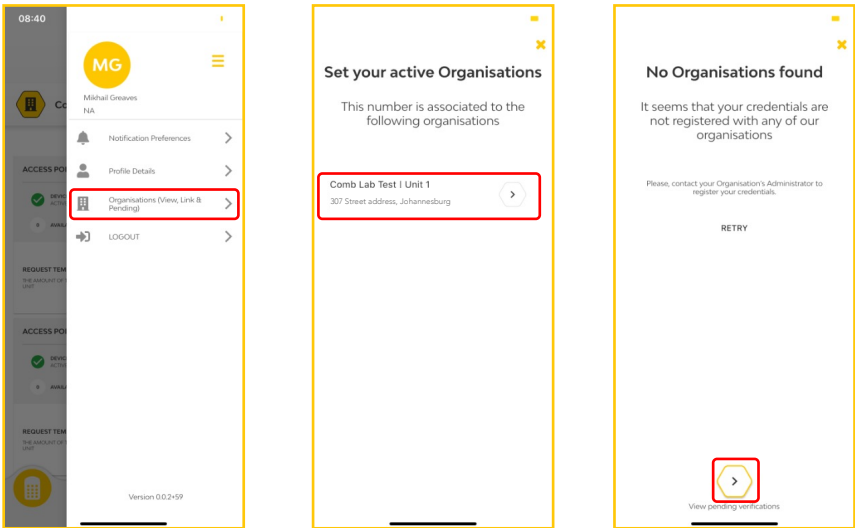
Users can view their linked organisations and pending invites by opening the side menu and clicking the "Organisations" button as indicated in the diagram. This will navigate the user to the linked organisations page. Here users can change their selected organisation, or view their pending invites by clicking the "View pending verification" button to navigate to the Pending invitations page.

MESSAGING/NOTIFICATIONS
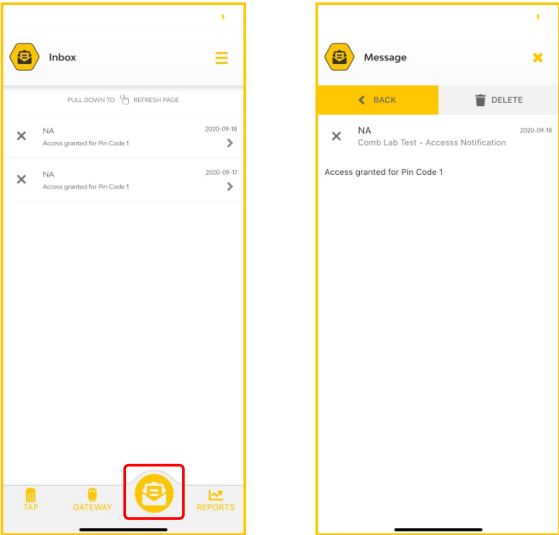
To view your messages and notifications, navigate to the Messages tab as indicated in the diagram. On this tab users can view their notifications/messages of the people that have entered and exited the estate.

Click on a message to open and view more detail with the ability to delete existing messages.

REPORTING

Users can view reports on the list of visitors that have entered and exited the organisation. Navigate to the reports tab as indicated in the diagram. Here you can:

- View the unit number that people are visiting
- The access method that was used to enter or exit
- The name and contact number of the visitor
- The time the visitor entered and exited the estate.

The user can filter the reports by clicking the filter button on the top left-hand side of the page as indicated in the diagram. This way the user can filter the reports too easily and efficiently find any information they need.