

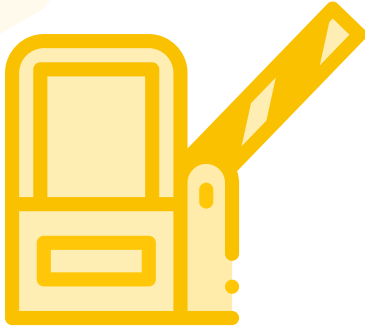
The Heartbeat of Access and Control

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!





OPEN GATES

Users can open their gate remotely via the MyComb Mobile App.

CREATE TAP-TAP CODES

Easily request a Temporary Access Pin for your visitors.



REAL-TIME NOTIFICATIONS

Know when visitors enter or exit your organisation by receiving push notifications in real-time.

REPORTING

Keep track of who, when and how visitors enter your organisation. Easily filter through reports to find specific events.



MULTIPLE ORGANISATIONS

Users can be linked to, and switch between multiple organisations.

GET STARTED

1

Downloading the app

Navigate to the App Store on your phone and search for 'MyComb'. Download and install the app.

2

Create an account and login

Open the MyComb app and click the "CREATE ACCOUNT" button, follow the prompts and complete the required fields. Upon logging in you will receive an OTP pin via SMS. Enter the OTP pin to successfully login. This is an additional security measure known as 2-Factor authentication.

3

Set your active organisation.

Login with your newly created account details and select your organisation when prompted. Users are automatically linked to their organisations. If no organisations are listed, contact your organisations administrator to link your account to the organisation.

PRICING

BASIC
FREE
PER MONTH

Features

- ✓ Inbox
- ✗ Reporting
- ✗ Create TAP-TAP pins
- ✗ Gateway functionality

ADVANCED 1
R15-00
PER MONTH

Features

- ✓ Basic features
- ✓ Reporting
- ✓ Create TAP-TAP pins
- ✗ Gateway functionality

OR

ADVANCED 2
R15-00
PER MONTH

Features

- ✓ Basic features
- ✓ Reporting
- ✗ Create TAP-TAP pins
- ✓ Gateway functionality

PREMIUM
R20-00
PER MONTH
MOST POPULAR

Features

- ✓ Basic features
- ✓ Advance 1 features
- ✓ Advance 2 features

*License packages are purchased by organisations for the **entire complex and not for certain units only**. The cost is per **unit** per month, irrespective of the number of users within a unit.

HOW TO PURCHASE THE MyComb LICENSE

- 1: Log into the Comb Portal and navigate to the "Comb Store" from the side menu.
- 2: Find the MyComb license package that you would like to purchase in the "License package" tab and click the associated "Purchase" button.

HOME / DASHBOARD / COMB STORE

COMB STORE - Organisation

ADJUST NUMBER OF UNITS (75) + ACCOUNT TOP-UP (0.00)

LICENSE PACKAGE PRODUCTS

STATUS	PRODUCT	DESCRIPTION	PACKAGE CODE	INVOICE
ALL				
ACTIVE	MyComb - Basic	MyComb - Basic	CAPP-CORE	VIEW
PURCHASE	MyComb - Advance 1	MyComb - Advance 1	CAPP-RES	
PURCHASE	MyComb - Advance 2	MyComb - Advance 2	CAPP-GATE	

BACK TO TOP

IN ORDER TO PURCHASE THE "MyComb - Premium" LICENSE PACKAGE, YOU WILL NEED TO PURCHASE THE **BASIC 1**, **ADVANCE 1** AND **ADVANCE 2** LICENSE PACKAGES.

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NEED HELP Comb Communications

- 3: Select a payment method and make payment for the "Package amount" to the provided bank account details. Make sure to use the **unique reference number**. Once completed, click the "Purchase" button to continue.

LICENSE PACKAGE PAYMENT

LICENSE PACKAGE PAYMENT DETAILS	
PACKAGE NAME	MyComb - Advance 1
DESCRIPTION	
PACKAGE AMOUNT	0.00
ESTIMATED LICENSE EXPIRY DATE	2022-09-03

BANKING DETAILS

BANKING DETAILS	
BANK NAME	FIRST NATIONAL BANK
ACCOUNT TYPE	CHEQUE ACCOUNT
ACCOUNT HOLDER	COMB COMMUNICATIONS
ACCOUNT NUMBER	62112463683
BRANCH CODE	250117
BRANCH NAME	CARLSWALD

PAYMENT TYPE EFT

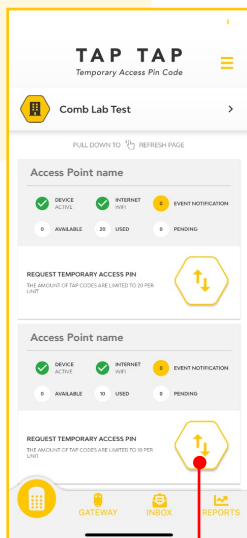
REFERENCE NUMBER REFEXAMPLE123

PURCHASE CANCEL

- 4: The 'license package' status will change to "**Pending**". Once your purchase has been verified, your status will be updated to "**Active**". Once active, users can start using the MyComb mobile application.

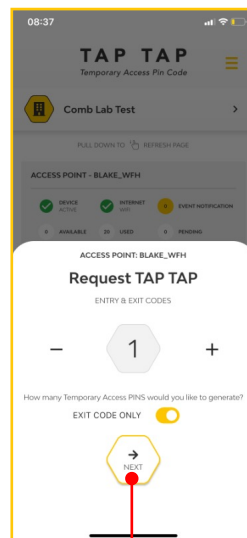
PENDING	MyComb - Advance 1	MyComb - Advance 1	CAPP-RES	
ACTIVE	MyComb - Advance 1	MyComb - Advance 1	CAPP-RES	

REQUEST VISITOR PINS (TAP-TAP)



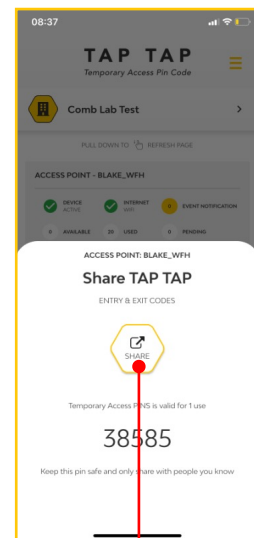
1

Click the TAP-TAP button on the access point that you would like to request a TAP-TAP code for.



2

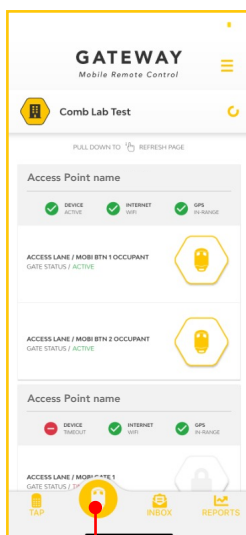
Select the number of TAP pins you need and then click "NEXT".



3

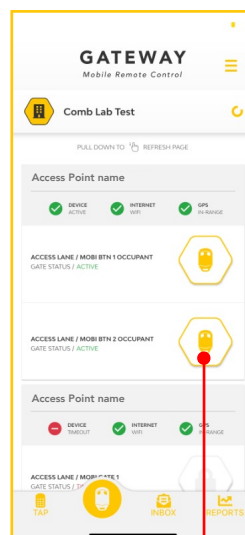
Share the pin with visitors via external applications such as WhatsApp/Messenger.

OPENING A GATE (GATEWAY)



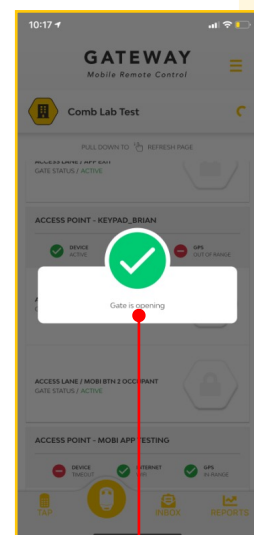
1

Navigate to the "GATEWAY" tab.



2

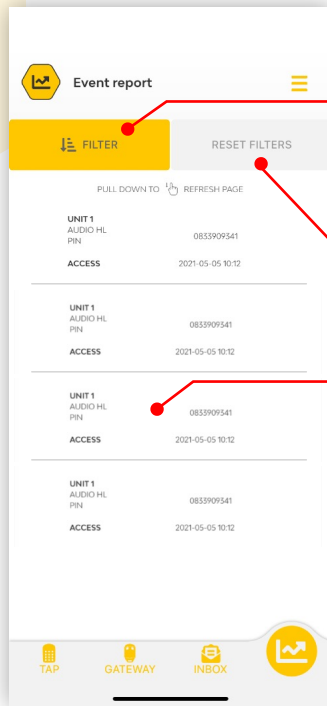
Click the "GATEWAY" button on the access point you would like to open.



3

If you are within close proximity of the access point, the gate should open.

REPORTING



1

Filter through reports to find specific events.

2

Reset filters to view all the reports.

3

View details on each event into the organisation.

MYCOMB APPLICATION OVERVIEW

Pull down to refresh the page

Access Point information and real time device status

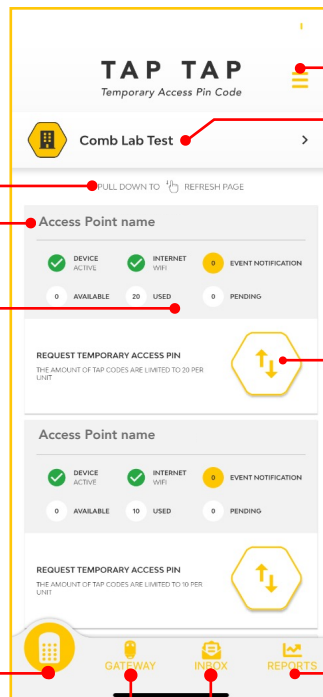
View more information on your temporary access pins which includes how many are **available**, **used** and **pending**

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.



Open and close the side menu

This component displays your selected organisation. Click on it to switch between your linked organisation.

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

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.

INBOX

This tab will allow users to view their messages and notifications in more detail.



We're here to help

Email us support@comb-communications.com

Chat to a live agent <https://comb-communications.com/livechat>

www.comb-communications.com



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