SVC SocietyPro Training Manual - ADMIN

Author: SVC SocietyPro Last Edited: 13th-Dec-2019

How Admin can login into SVC SocietyPro using website?
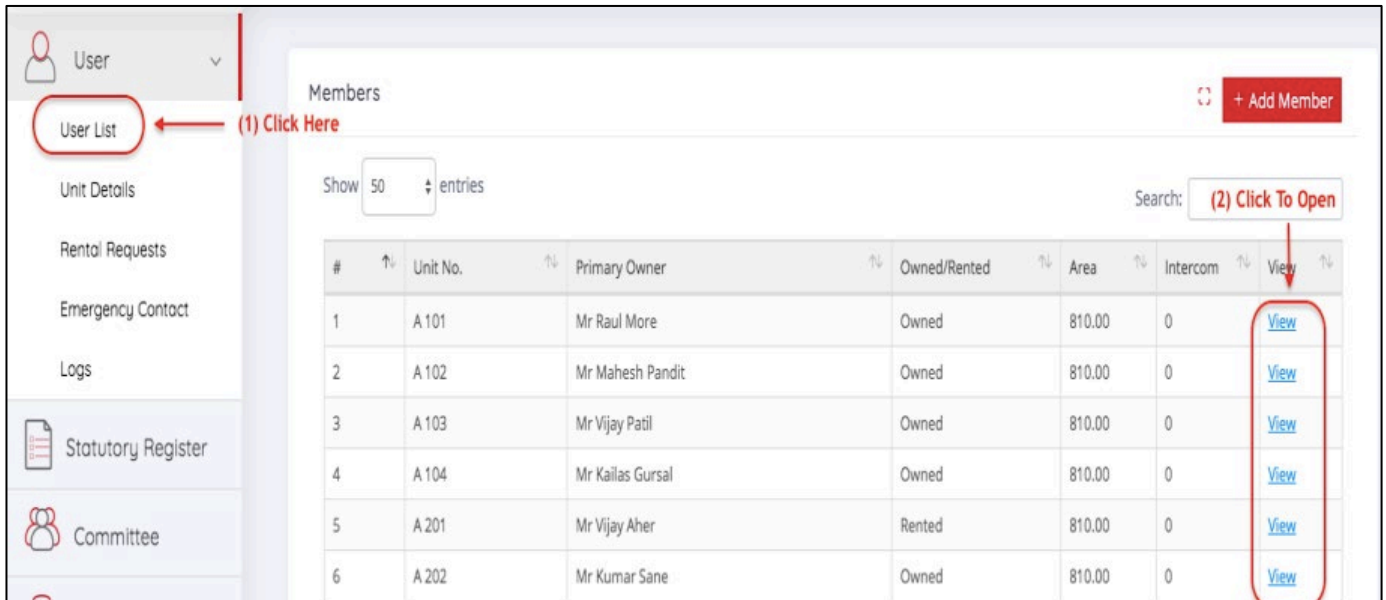
1)   Click on Login (www.svcsocietypro.com)

2)   Enter Credentials Provided on Mail or on SMS

Admin login is same as your individual login. Member with admin rights will be able to Admin & Accounting Tab.
If you are not able to see Admin or Accounting Tab. Please call SVC SocietyPro Support or your Society Office.

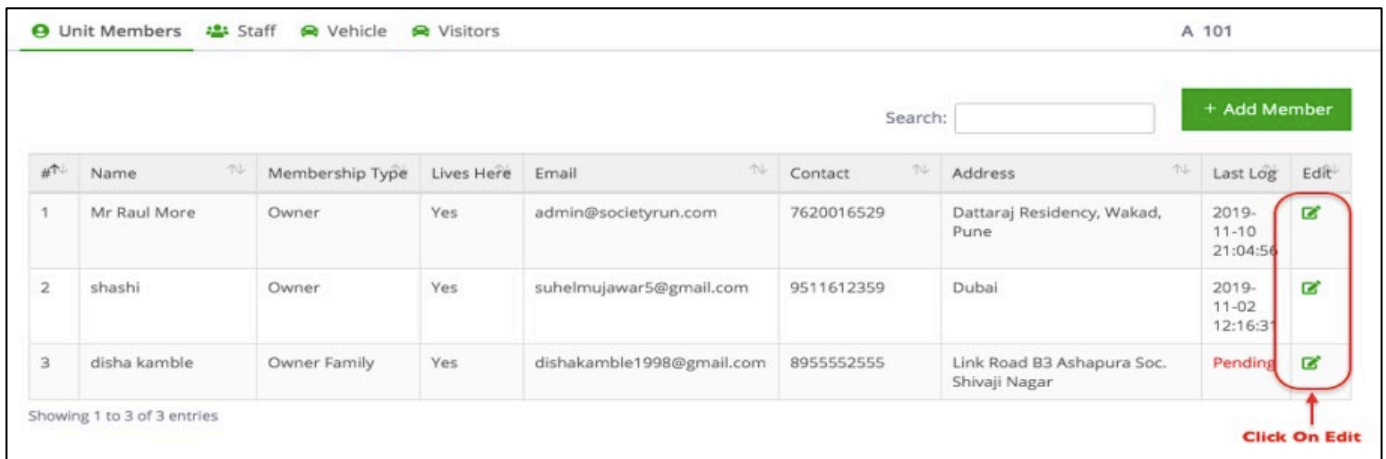| Admin		
Main Tab	**Sub Tab**	**Use**
User	User List	- Change/ Edit Member Name - Change/ Edit Mobile No - Change/ Edit Mail ID - Change/ Edit Tab Permission (Access Control) - Change/ Edit Staff Data - Change/ Edit Flat Vehicle - Change/ Edit Flat Member
	User Details	- Change/ Edit Name on Maintenance Bill - Change/ Edit Flat Area Sq Feet - Change/ Edit Intercom No - Change/ Edit Parking Slot
	Pending Request	- Approve New Member Request - Add Tenant Data
	Emergency Contact	- Change/ Edit No of Emergency Services (Fire/Police)
	Logs	- Check the Change made by Member and Another Admin

# How to Change the Name of Resident, Mobile No & Email ID?

Update Member

Field	Value	
Name*	Mr Raul More	→ Change/ Edit Member Name
Contact	+91 7620016529	→ Change/ Edit Mobile No
Email	admin@societyrun.com	→ Change/ Edit Mail ID
Membership Type*	Owner	
Lives Here*	Yes	
Identity Proof	Choose file No file chosen	1.Max. image or doc size of 3MB. 2. Only png, jpg, jpeg and pdf type of files allowed.
Permanent Address	Dattaraj Residency, Wakad, Pune	
Note For Moderator	Note...	

Cancel   Save

How to Add Staff (Driver/Maid) Details, Vehicle Data (Parking Manager)?

👤 Unit Members 👥 **Staff**   🚗 **Vehicle**   🚗 Visitors   A 102

Click to Add Maid/Driver Info
Click to Add Vehicle Info
Add New Driver/Maid Info →
Search: [ ]   **+ Add staff**

Sr.No.	Staff Name	Gender	DOB	Contact	Photo	Identity Proof	Print ID
1	Savita	Female	1996-04-24	8526852689	🖼	🖼	🖨
2	Sanjiv	Male	1989-08-10	9562954123	🖼	🖼	🖨
3	sandesh	Male	1970-01-01	9702439163	🖼	🖼	🖨

How to Add or Edit Name & Flat Area on Maintenance Bill?

👤 User ⌄
  User List
  Unit Details ← Click Here
  Add Tenants
  Pending Requests
  Emergency Contact
  Logs
👥 Committee
🛡 Gatepass ›

Details Of Unit

Click on Edit

Search: [ ]

#	Unit No.	Biller Name	Area	Intercom	Consumer No	Parking Slot	Role	Edit
1	Block A 301	Pallavi unde	501.50	0	AAA123		Owned	✏
2	Block A 302	Umesh	300.00	1010		890	Owned	✏
3	Block A 401	Milind J	0.00	0	DES6218	dfd433	Rented	✏

Update Unit Details

Biller Name*	UMESH DERE & MANGESH DERE	← **Change or Edit Name**
Area	501.50
Intercom	0102
Paking Slot	AB120
Role*	O

Cancel   Save   ← **Click on Save to Update Details**

How to Change/ Edit Tab Permission (Access Control)? (Giving or Removing Admin Rights)

Members   + Add Member

(1) Click Here ← User List

Show 50 entries   Search: (2) Click To Open

#	Unit No.	Primary Owner	Owned/Rented	Area	Intercom	View
1	A 101	Mr Raul More	Owned	810.00	0	View
2	A 102	Mr Mahesh Pandit	Owned	810.00	0	View
3	A 103	Mr Vijay Patil	Owned	810.00	0	View
4	A 104	Mr Kailas Gursal	Owned	810.00	0	View
5	A 201	Mr Vijay Aher	Rented	810.00	0	View
6	A 202	Mr Kumar Sane	Owned	810.00	0	View

User — User List, Unit Details, Rental Requests, Emergency Contact, Logs — Statutory Register — Committee

👤 Unit Members   👥 Staff   🚗 Vehicle   🚗 Visitors   A 101

Search: + Add Member

#	Name	Membership Type	Lives Here	Email	Contact	Address	Last Log	Edit
1	Mr Raul More	Owner	Yes	admin@societyrun.com	7620016529	Dattaraj Residency, Wakad, Pune	2019-11-10 21:04:56	✏️
2	shashi	Owner	Yes	suhelmujawar5@gmail.com	9511612359	Dubai	2019-11-02 12:16:31	✏️
3	disha kamble	Owner Family	Yes	dishakamble1998@gmail.com	8955552555	Link Road B3 Ashapura Soc. Shivaji Nagar	Pending	✏️

Showing 1 to 3 of 3 entries

Click On Edit

Change Permission On Umesh Dere

General Permissions

Select Tabs Which Will be Accessible to Staff

☑ Add Member		☑ Gatepass		☑ Classifieds	
☑ My Unit		☑ View Directory		☑ Book Facility	
☑ Helpdesk		☑ Documents			

Admin Permissions

☑ Admin Menu		☑ Admin Gatepass		☑ Admin Helpdesk	
☑ User Management		☑ Add Commitee		☑ Add Poll	
☑ Upload Documents		☑ Add Facility		☑ Add Broadcast	
☑ View Reports		☑ Vehicle Phone		☑ Member Phone	
☑ Commitee Email		☑ Commitee Phone		☑ Tenant Management	
☑ Edit Society					

Accounting Permissions

☑ Accounting		☑ Edit Voucher		☑ Delete Voucher	
☑ Generate Bill		☑ Generate Invoice		☑ Create Receipts	
☑ Create Voucher		☑ Bulk Payment upload		☑ Bulk Payment delete	
☑ Edit Bill		☑ Bulk Bill delete		☑ Edit Payment	

Cancel   Save   **Click On Save**

Admin		
Main Tab	**Sub Tab**	**Use**
GatePass	Tanker Report (If GatePass Active)	- Check In-Out Report of Water Tanker - Check Tanker No - Check Water Capacity of Tanker - Check Image
	Visitor Report (If GatePass Active)	- Check All Visitor Data - Check In & Out Time - Check Visitor Images
	Staff (If GatePass Active)	- Check all Society Staff In & Out (Maid & Driver) - Create & Print ID Card
	Maintenance Staff	- Add Staff (Manager, Accountant & Auditor) - Given them Access to SVC SocietyPro (Access Control) - Create & Print ID Card

How to Add or Edit Maintenance Staff? (Manger, Accountant, Auditor, Housekeeping & Security Supervisor)

Display Maintenance Staff

Click on Add ➔ **+ Add Maintenance Staff**

Search: [_____]

1#	Role	Name	Contact	Email	Gender	DOB	Vehicle No	Identy Proof	Address Proof	Photo	Agency Name	Sa
1	Support Team @ Societyrun	Umesh Dere	8082697529	umeshdere@gmail.com	Male	1970-01-01	NA	🆔	📍	🖼	Societyrun	
2	Auditor	SAURABH	7709437981	rajvanbekar111@gmail.com	Male	1970-01-01	NA	🆔	📍	🖼		

Showing 1 to 2 of 2 entries

Previous **1** Next

Add Maintenance Staff   **Add all Mandatory Fields To Generate Login**

Role *	-- Select Role -- ▼
Name*	Name
Contact*	+91 / Contact
Email*	Email
Gender *	○ Male ○ Female
Qualification	Qualification
DOB	📅 Date of birth
Vehicle No.	Vehicle No.
Address *	Address
Identity Proof*	Choose file No file chosen
Address Proof*	Choose file No file chosen
Photo*	Choose file No file chosen
Agency Name	Agency Name
Salary	Salary

Cancel   Save

How to Give Access Rights Maintenance Staff?

Display Maintenance Staff   **+ Add Maintenance Staff**

Click Here to Allocate Rights

Search: [_____]

1#	Role	Name	Contact	Email	Gender	DOB	Vehicle No	Identy Proof	Address Proof	Photo	Agency Name	Salary	Print ID	Permission	Action
1	Support Team @ Societyrun	Umesh Dere	8082697529	umeshdere@gmail.com	Male	1970-01-01	NA	🆔	📍	🖼	Societyrun		🆔	Change Permission	✏🗑
2	Auditor	SAURABH	7709437981	rajvanbekar111@gmail.com	Male	1970-01-01	NA	🆔	📍	🖼			🆔	Change Permission	✏🗑

Showing 1 to 2 of 2 entries

Previous **1** Next

Change Permission On Umesh Dere

General Permissions

☑ Add Member	☑ Gatepass	☑ Classifieds
☑ My Unit	☑ View Directory	☑ Book Facility
☑ Helpdesk	☑ Documents	

Admin Permissions

☑ Admin Menu	☑ Admin Gatepass	☑ Admin Helpdesk
☑ User Management	☑ Add Commitee	☑ Add Poll
☑ Upload Documents	☑ Add Facility	☑ Add Broadcast
☑ View Reports	☑ Vehicle Phone	☑ Member Phone
☑ Commitee Email	☑ Commitee Phone	☑ Tenant Management
☑ Edit Society		

Accounting Permissions

☑ Accounting	☑ Edit Voucher	☑ Delete Voucher
☑ Generate Bill	☑ Generate Invoice	☑ Create Receipts
☑ Create Voucher	☑ Bulk Payment upload	☑ Bulk Payment delete
☑ Edit Bill	☑ Bulk Bill delete	☑ Edit Payment

Cancel   Save   **Click On Save**

Admin		
Main Tab	**Sub Tab**	**Use**
Complaints	Search Complaint	- Check New Complaint - Update the Status (On Hold, WIP & Closed) - Add Comments on Complaint
	Category	- Add Category of Complaint - Add Assignment level - Add Committee or Responsible Office Bearer - Escalation Matrix
	Area	- Add Area of Complaint - Such as Garden, Main Gate, Gym or Lobby

How to View & Update Complaint added by Resident?

How to Add Comment or Change Status of Complaint?

How to Assign Complaint to Specific Committee or Office Bearer? (Escalation Matrix)

Admin		
Main Tab	**Sub Tab**	**Use**
Document	Upload Document	- Upload Max. image or doc size of 3MB. - Only png, jpg, jpeg and pdf type - Upload Document for all member or only for Committee - Upload Society Forms Such as Nomination Form, Parking Forms, Passport NOC, Rent NOC or Loan NOC

SVC Society PRO
society management application

User	>
Committee	
Gatepass	>
Complaints	>
Documents	← Click here to Open
Facility	>
Broadcast	
Poll	
Announcement	
Reports	>

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Upload Document

File upload*   Choose file   No file chosen   ← Upload File

1. Max. image or doc size of 3MB.
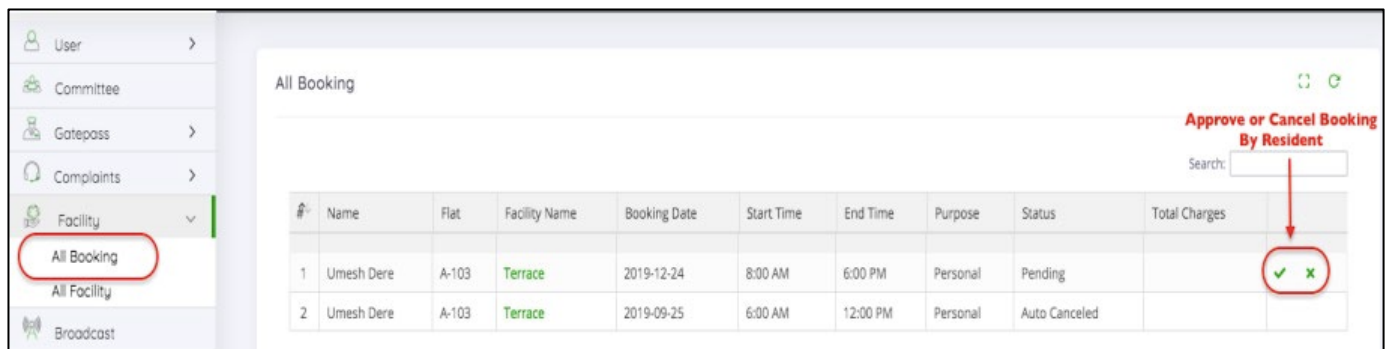2. Only png, jpg, jpeg and pdf type of files allowed.

Title   Housing Society Election Rules

Document Category*   Bye Laws

Accessible to*   All Members   ← Select Access From List

Description of the document   Housing Society Election Rules

Notify via Email?   ☐ If checked, the uploaded document will be e-mailed as an attachment to users who have been given access.
Your email address will be sent along with this email.

Cancel   Save

Admin		
Main Tab	**Sub Tab**	**Use**
Facility	All Booking	- Approve or Cancel Booking Added by Resident - Check list of Booking - Timing & Date of Booking
	All Facility	- Add Facility for Rent (Banquet, Club House or Terrace) - Add Booking Timeline - Add Booking Charges - Add Rules and Regulation of Usage - Add Fine or Charges for any damage in Facility during use - Add Facility Booking Head under Accounting

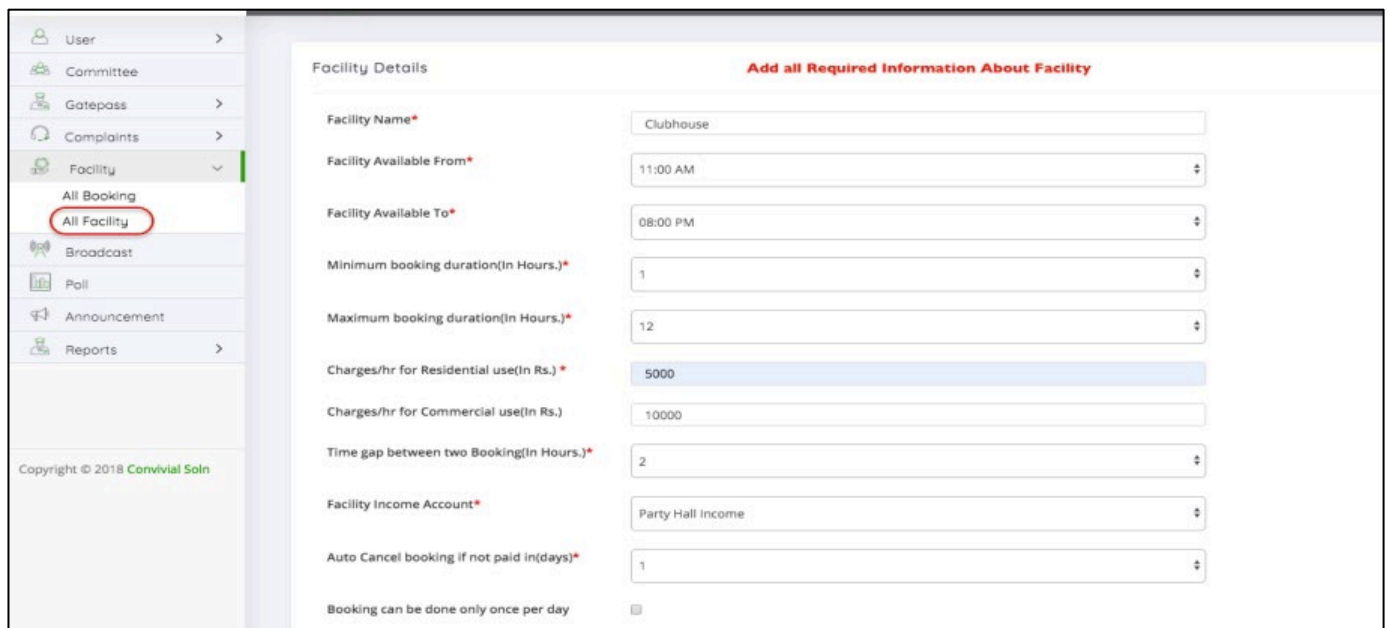## How to Approve or Cancel Booking Added by Resident?

How to Add Facility, Charges, Booking Time & Rules?
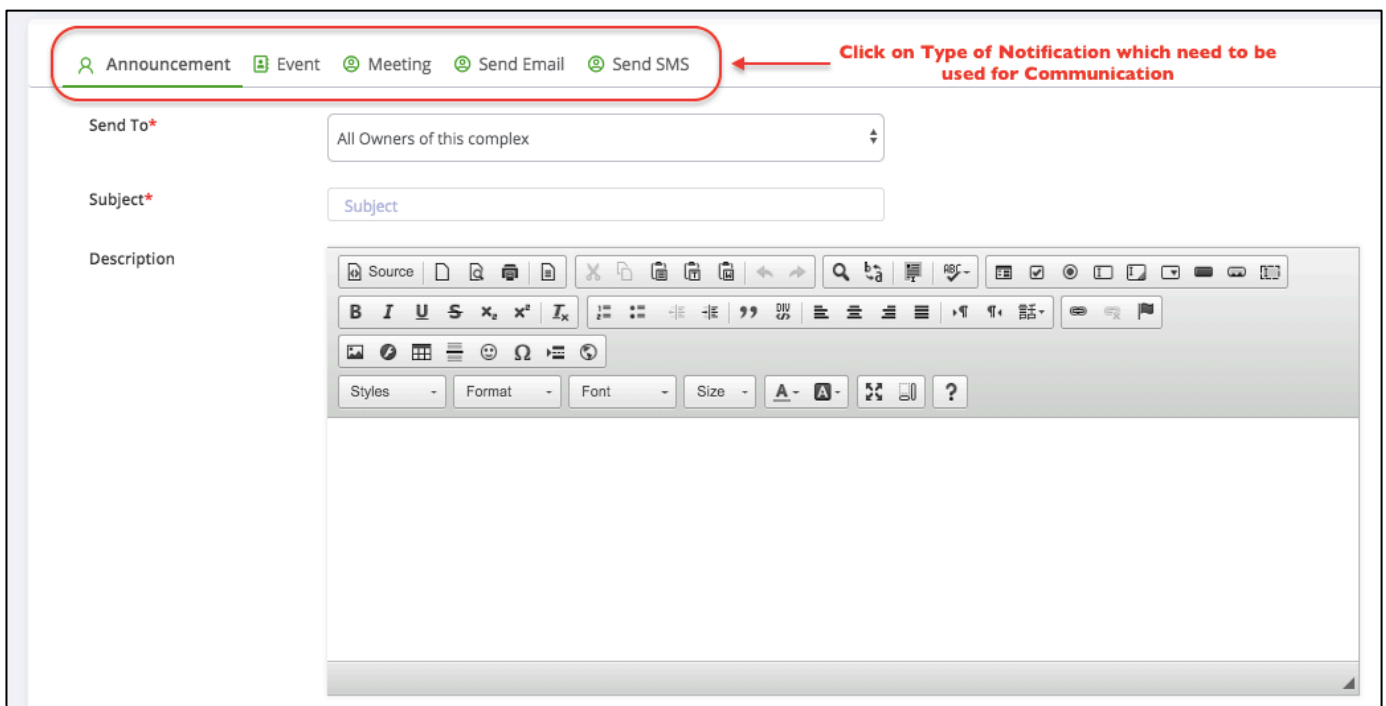
Admin		
Main Tab	**Sub Tab**	**Use**
Broadcast	Announcement	- Add Announcement - Add Description (Message you need to communicate) - Attach any file with Message - Sent via Email & SMS to All Members
	Event	- Add Event in Society - Add Description (About Event) - Start and End Time and Date - Add Venue - Sent via Email & SMS to All Members
	Meeting	- Add Meeting (MCM, SGM or AGM) - Send to All or Managing Committee Members - Add Agenda in Description - Attach Agenda - Add Time of Meeting - Sent via Email & SMS to All Members
	Send Email	- Send Email to All or Specific Resident - Any Ad-hoc announcement
	Send SMS (Limited Pack)	- Send SMS to All or Specific Resident - Any Ad-hoc announcement

How to send notification to resident?

How to add Announcement?

| ৪ Announcement | 🖪 Event | ⊛ Meeting | ⊛ Send Email | ⊛ Send SMS |

Send To*	All Owners of this complex ▼	**Select the Group**
Subject*	Water Time Notice	**Notice Subject**

Description

Styles ▾ | Normal ▾ | Georgia ▾ | 14 ▾

Dear Member,

Please note water time for Sunday is Morning 6 am to 10 am and Evening 6 pm to 10 pm.

Please make arrangement as required.

Thanks,

Society Manager

body p span span

Attachment, if any	Choose file No file chosen	**Attach File if Any**	1.Max. image or doc size of 3MB. 2. Only png, jpg, jpeg, doc, docx, xlsx, xls and pdf type of files allowed.
Post As	On Behalf of Committee ▼	**Select From Whom Notice is Issued**	
Send message by	Email and SMS ▼	Please note water time for Sunday is Morning 6 am to 10 am and Evening 6 pm to 10 pm.	
	Select the Way to Send Announcement	**Type SMS Here**	

How to add Event?

| ৪ Announcement | 🖪 Event | ⊛ Meeting | ⊛ Send Email | ⊛ Send SMS |

Send To*	All Owners of this complex ▼
Subject*	Pooja At Society Clubhouse

Description

Styles ▾ | Normal ▾ | Georgia ▾ | 18 ▾

Dear Member,

Yearly pooja will event will be there in Society Club House.

Please do attended

body p span span

Attachment, if any	Choose file No file chosen	1.Max. image or doc size of 3MB. 2. Only png, jpg, jpeg, doc, docx, xlsx, xls and pdf type of files allowed.
Post As	On Behalf of Committee ▼	
Send message by	Email and SMS ▼	**Select the way to Communicate Event Notification**
Start Date	📅 13 December, 2019	
End Date	📅 13 December, 2019	
Start Time	08:30 AM ▼	
		Add Event Start & End Time & Date
End Time	05:00 PM ▼	

How to add Meeting?

How to General Email & SMS?

Admin		
Main Tab	**Sub Tab**	**Use**
Reports	Vehicle Report	- Check All the Vehicle in Society - Check with Vehicle No, Model & Type (2W & 4W) - Check Vehicle Owner Flat - Check Parking Slot or Sticker
	Owner Report	- Check all Owner & Owner Family Data - Check Owner's Contact & Permanent Address
	Tenant Report	- Check all Tenant & Tenant Family Data - Contract Started & Maturity Date - All Tenant Agreement on Click - Check Tenant's Contact & Permanent Address
	Tenant Contract Status	- Check Expired Tenant Contract - Check Contract which will expire in Next 30 Days