

SVC SocietyPro Training Manual - ADMIN

How Admin can login into SVC SocietyPro using website?	2
User	2
How to Change the Name of Resident, Mobile No & Email ID?	3
How to Add Staff (Driver/Maid) Details, Vehicle Data (Parking Manager)?	4
How to Add or Edit Name & Flat Area on Maintenance Bill?	4
How to Change/ Edit Tab Permission (Access Control)?	5
(Giving or Removing Admin Rights)	5
GatePass	6
How to Add or Edit Maintenance Staff? (Manger, Accountant, Auditor, Housekeeping & Security Supervisor)	7
How to Give Access Rights Maintenance Staff?	7
Complaints	8
How to View & Update Complaint added by Resident?	9
How to Add Comment or Change Status of Complaint?	9
How to Assign Complaint to Specific Committee or Office Bearer? (Escalation Matrix)	9
Document	10
Facility	12
How to Approve or Cancel Booking Added by Resident?	12
How to Add Facility, Charges, Booking Time & Rules?	12
Broadcast	13
How to send notification to resident?	13
How to add Announcement?	14
How to add Event?	14
How to add Meeting?	15
How to General Email & SMS?	15
Reports	16
Vehicle Report	16
Owner Report	16
Tenant Report	16
Tenant Contract Status	16

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How Admin can login into SVC SocietyPro using website?

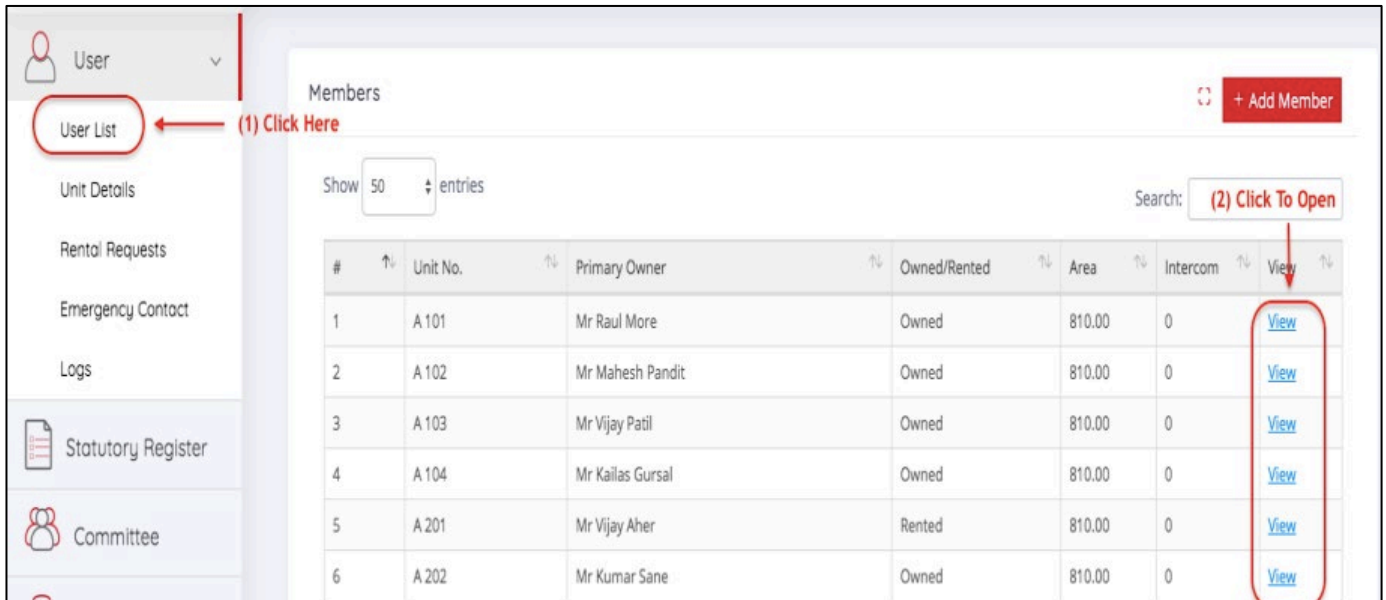
- 1) Click on Login (www.svcsocietypro.com)
- 2) Enter Credentials Provided on Mail or on SMS

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	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - Change/ Edit Name on Maintenance Bill - Change/ Edit Flat Area Sq Feet - Change/ Edit Intercom No - Change/ Edit Parking Slot
	Pending Request	<ul style="list-style-type: none"> - Approve New Member Request - Add Tenant Data
	Emergency Contact	<ul style="list-style-type: none"> - Change/ Edit No of Emergency Services (Fire/Police)
	Logs	<ul style="list-style-type: none"> - Check the Change made by Member and Another Admin

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

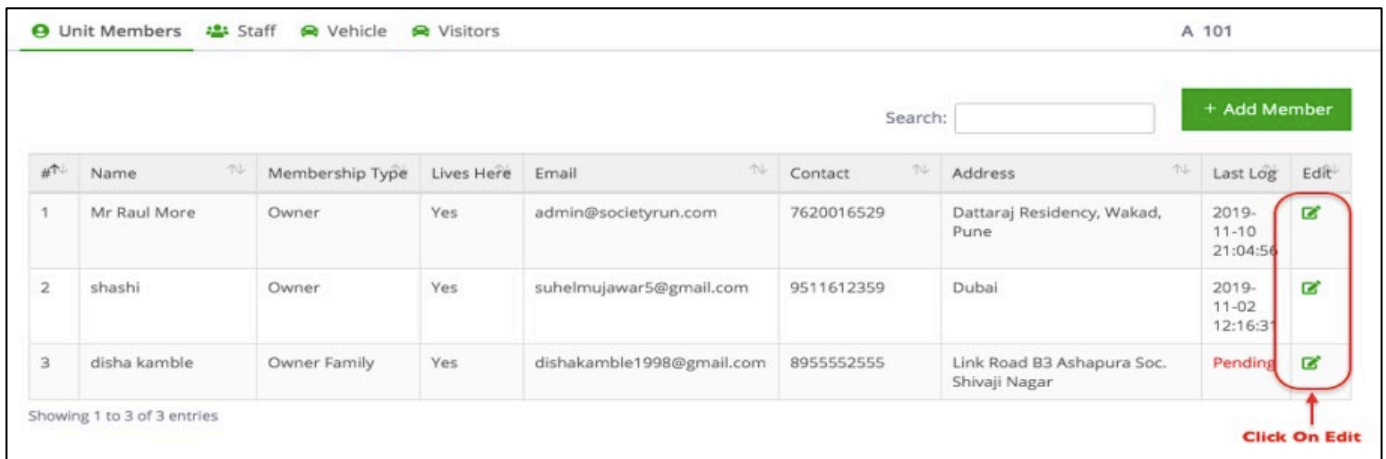


Members

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



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

Update Member

Name* **Change/ Edit Member Name**

Contact **Change/ Edit Mobile No**

Email **Change/ Edit Mail ID**

Membership Type*

Lives Here*

Identity Proof No file chosen 1.Max. image or doc size of 3MB.
2. Only png, jpg, jpeg and pdf type of files allowed.

Permanent Address

Note For Moderator

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**

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 **Unit Details** **Click Here** **Click on Edit**

Details Of Unit

#	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* ← Change or Edit Name

Area

Intercom

Paking Slot

Role*

← Click on Save to Update Details

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

User (dropdown menu)

- User List** ← (1) Click Here
- Unit Details
- Rental Requests
- Emergency Contact
- Logs
- Statutory Register
- Committee

Members + Add Member

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

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	<input checked="" type="checkbox"/>
2	shashi	Owner	Yes	suhelmujawar5@gmail.com	9511612359	Dubai	2019-11-02 12:16:31	<input checked="" type="checkbox"/>
3	disha kamble	Owner Family	Yes	dishakamble1998@gmail.com	8955552555	Link Road B3 Ashapura Soc. Shivaji Nagar	Pending	<input checked="" type="checkbox"/>

Showing 1 to 3 of 3 entries ← Click On Edit

Change Permission On Umesh Dere

Select Tabs Which Will be Accessible to Staff

<input checked="" type="checkbox"/> Add Member	<input checked="" type="checkbox"/> Gatepass	<input checked="" type="checkbox"/> Classifieds
<input checked="" type="checkbox"/> My Unit	<input checked="" type="checkbox"/> View Directory	<input checked="" type="checkbox"/> Book Facility
<input checked="" type="checkbox"/> Helpdesk	<input checked="" type="checkbox"/> Documents	
Admin Permissions		
<input checked="" type="checkbox"/> Admin Menu	<input checked="" type="checkbox"/> Admin Gatepass	<input checked="" type="checkbox"/> Admin Helpdesk
<input checked="" type="checkbox"/> User Management	<input checked="" type="checkbox"/> Add Committee	<input checked="" type="checkbox"/> Add Poll
<input checked="" type="checkbox"/> Upload Documents	<input checked="" type="checkbox"/> Add Facility	<input checked="" type="checkbox"/> Add Broadcast
<input checked="" type="checkbox"/> View Reports	<input checked="" type="checkbox"/> Vehicle Phone	<input checked="" type="checkbox"/> Member Phone
<input checked="" type="checkbox"/> Committee Email	<input checked="" type="checkbox"/> Committee Phone	<input checked="" type="checkbox"/> Tenant Management
<input checked="" type="checkbox"/> Edit Society		
Accounting Permissions		
<input checked="" type="checkbox"/> Accounting	<input checked="" type="checkbox"/> Edit Voucher	<input checked="" type="checkbox"/> Delete Voucher
<input checked="" type="checkbox"/> Generate Bill	<input checked="" type="checkbox"/> Generate Invoice	<input checked="" type="checkbox"/> Create Receipts
<input checked="" type="checkbox"/> Create Voucher	<input checked="" type="checkbox"/> Bulk Payment upload	<input checked="" type="checkbox"/> Bulk Payment delete
<input checked="" type="checkbox"/> Edit Bill	<input checked="" type="checkbox"/> Bulk Bill delete	<input checked="" type="checkbox"/> Edit Payment

Click On Save

Admin		
Main Tab	Sub Tab	Use
GatePass	Tanker Report (If GatePass Active)	<ul style="list-style-type: none"> - Check In-Out Report of Water Tanker - Check Tanker No - Check Water Capacity of Tanker - Check Image
	Visitor Report (If GatePass Active)	<ul style="list-style-type: none"> - Check All Visitor Data - Check In & Out Time - Check Visitor Images
	Staff (If GatePass Active)	<ul style="list-style-type: none"> - Check all Society Staff In & Out (Maid & Driver) - Create & Print ID Card
	Maintenance Staff	<ul style="list-style-type: none"> - 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:

#	Role	Name	Contact	Email	Gender	DOB	Vehicle No	Identy Proof	Address Proof	Photo	Agency Name	Salary
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 *

Name *

Contact *

Email *

Gender * Male Female

Qualification

DOB

Vehicle No.

Address *

Identity Proof * No file chosen

Address Proof * No file chosen

Photo * No file chosen

Agency Name

Salary

How to Give Access Rights Maintenance Staff?

Display Maintenance Staff Click Here to Allocate Rights

Search:

#	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

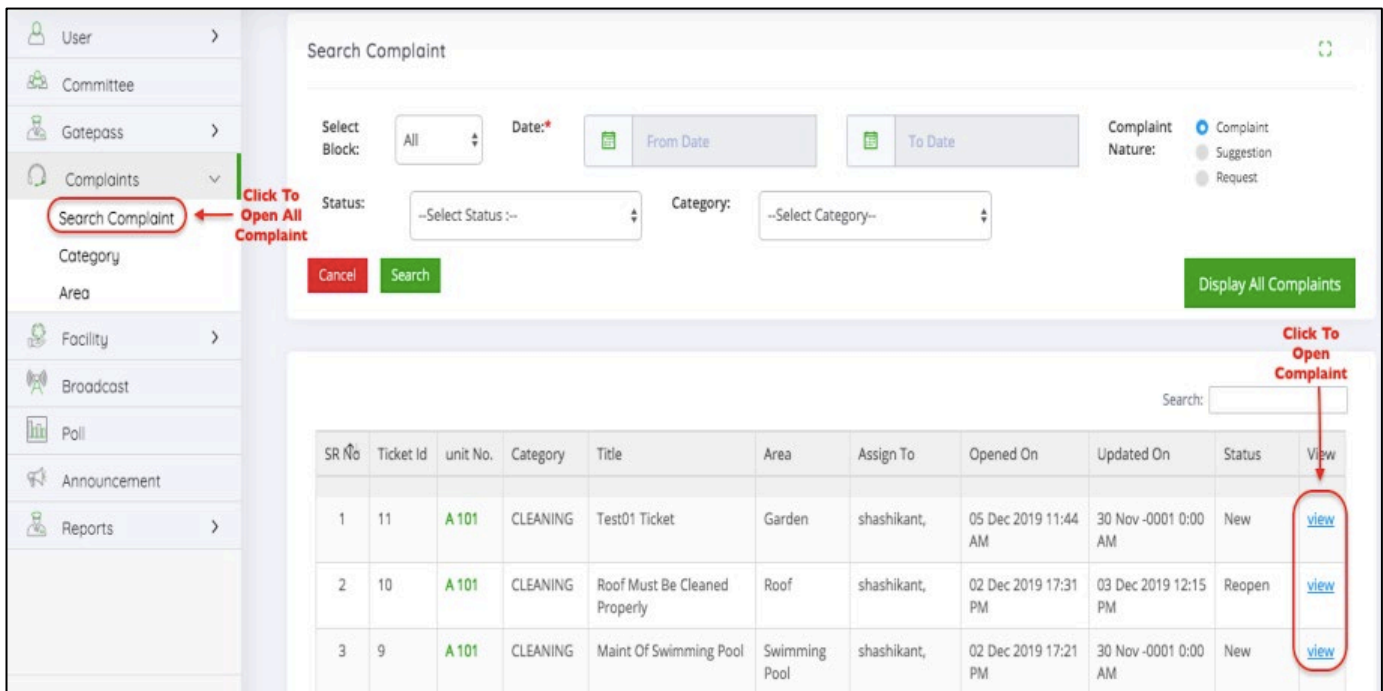
Select Tabs Which Will be Accessible to Staff

<input checked="" type="checkbox"/> Add Member	<input checked="" type="checkbox"/> Gatepass	<input checked="" type="checkbox"/> Classifieds
<input checked="" type="checkbox"/> My Unit	<input checked="" type="checkbox"/> View Directory	<input checked="" type="checkbox"/> Book Facility
<input checked="" type="checkbox"/> Helpdesk	<input checked="" type="checkbox"/> Documents	
Admin Permissions		
<input checked="" type="checkbox"/> Admin Menu	<input checked="" type="checkbox"/> Admin Gatepass	<input checked="" type="checkbox"/> Admin Helpdesk
<input checked="" type="checkbox"/> User Management	<input checked="" type="checkbox"/> Add Committee	<input checked="" type="checkbox"/> Add Poll
<input checked="" type="checkbox"/> Upload Documents	<input checked="" type="checkbox"/> Add Facility	<input checked="" type="checkbox"/> Add Broadcast
<input checked="" type="checkbox"/> View Reports	<input checked="" type="checkbox"/> Vehicle Phone	<input checked="" type="checkbox"/> Member Phone
<input checked="" type="checkbox"/> Committee Email	<input checked="" type="checkbox"/> Committee Phone	<input checked="" type="checkbox"/> Tenant Management
<input checked="" type="checkbox"/> Edit Society		
Accounting Permissions		
<input checked="" type="checkbox"/> Accounting	<input checked="" type="checkbox"/> Edit Voucher	<input checked="" type="checkbox"/> Delete Voucher
<input checked="" type="checkbox"/> Generate Bill	<input checked="" type="checkbox"/> Generate Invoice	<input checked="" type="checkbox"/> Create Receipts
<input checked="" type="checkbox"/> Create Voucher	<input checked="" type="checkbox"/> Bulk Payment upload	<input checked="" type="checkbox"/> Bulk Payment delete
<input checked="" type="checkbox"/> Edit Bill	<input checked="" type="checkbox"/> Bulk Bill delete	<input checked="" type="checkbox"/> Edit Payment

Click On Save

Admin		
Main Tab	Sub Tab	Use
Complaints	Search Complaint	<ul style="list-style-type: none"> - Check New Complaint - Update the Status (On Hold, WIP & Closed) - Add Comments on Complaint
	Category	<ul style="list-style-type: none"> - Add Category of Complaint - Add Assignment level - Add Committee or Responsible Office Bearer - Escalation Matrix
	Area	<ul style="list-style-type: none"> - Add Area of Complaint - Such as Garden, Main Gate, Gym or Lobby

How to View & Update Complaint added by Resident?



Search Complaint

Select Block: All Date: From Date To Date

Status: --Select Status -- Category: --Select Category--

Complaint Nature: Complaint Suggestion Request

Cancel Search Display All Complaints

SR No	Ticket Id	unit No.	Category	Title	Area	Assign To	Opened On	Updated On	Status	View
1	11	A 101	CLEANING	Test01 Ticket	Garden	shashikant,	05 Dec 2019 11:44 AM	30 Nov -0001 0:00 AM	New	view
2	10	A 101	CLEANING	Roof Must Be Cleaned Properly	Roof	shashikant,	02 Dec 2019 17:31 PM	03 Dec 2019 12:15 PM	Reopen	view
3	9	A 101	CLEANING	Maint Of Swimming Pool	Swimming Pool	shashikant,	02 Dec 2019 17:21 PM	30 Nov -0001 0:00 AM	New	view

How to Add Comment or Change Status of Complaint?



Roof Must Be Cleaned Properly

Description: Hello guys, pl keep our common roof neat and clean

Category: CLEANING

Area: Roof

Assign To: shashikant,

Added By: shashikant

Status: Reopen

Opened On: 2019-12-02 17:31:42

Update Complaint

Change Status*: In Progress **Change Complaint Status**

Note*: Have asked Ramesh to Clean **Change Complaint Status**

Attach file: Choose file No file chosen 1. Max. image or doc size of 3MB, 2. Only png, jpg, jpeg and pdf type of files allowed.

Escalate to next level **Add Picture or File For Reference**

Cancel Save

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

User >
 Committee >
 Gatepass >
Complaints v
 Search Complaint
Category ← Click to here to Add
 Area

Category ↻ + Add category

Search:

↑	Sr.No.	Category	Level 1 Assign	Level 2 Assign	Level 3 Assign
☐	1	LIFT	Mr Raul More,	Mr Mahesh Pandit,	Mr Mahesh Pandit,

Category Add Complaint Category and Person Responsible from Here → ↻ + Add category

Search:

↑	Sr.No.	Category	Level 1 Assign	Level 2 Assign	Level 3 Assign
☐	1	LIFT	Mr Raul More,	Mr Mahesh Pandit,	Mr Mahesh Pandit,
☐	2	ACCOUNTING	Mr Vijay Aher,	Suyash,	Mr Mahesh Pandit,
☐	3	SECURITY	Mr Mahesh Pandit,	Mr Vijay Aher,	Suyash,
☐	4	DOMESTIC WATER	Mr Mahesh Pandit,	Mr Vijay Aher,	Suyash,
☐	5	DRINKING WATER	Mr Mahesh Pandit,	Mr Vijay Aher,	Suyash,
☐	6	CLEANING	shashikant,	shashikant,	Mr Raul More,

Admin		
Main Tab	Sub Tab	Use
Document	Upload Document	<ul style="list-style-type: none"> - 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

User >

Committee

Gatepass >

Complaints >

Documents ← Click here to Open

Facility >

Broadcast

Poll

Announcement

Reports >

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Upload Document

File upload* No file chosen ← **Upload File** 1. Max. image or doc size of 3MB.
2. Only png, jpeg and pdf type of files allowed.

Title

Document Category*

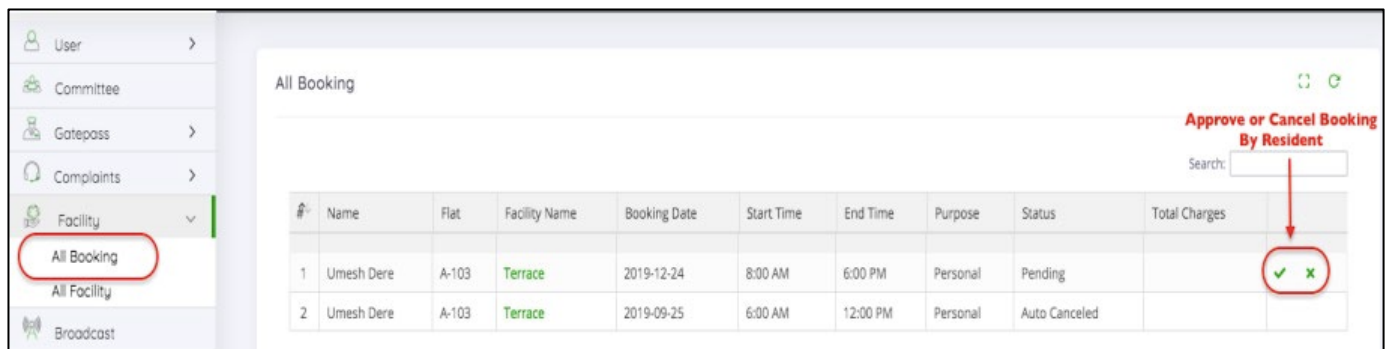
Accessible to* ← **Select Access From List**

Description of the document

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.

Admin		
Main Tab	Sub Tab	Use
Facility	All Booking	<ul style="list-style-type: none"> - Approve or Cancel Booking Added by Resident - Check list of Booking - Timing & Date of Booking
	All Facility	<ul style="list-style-type: none"> - 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?

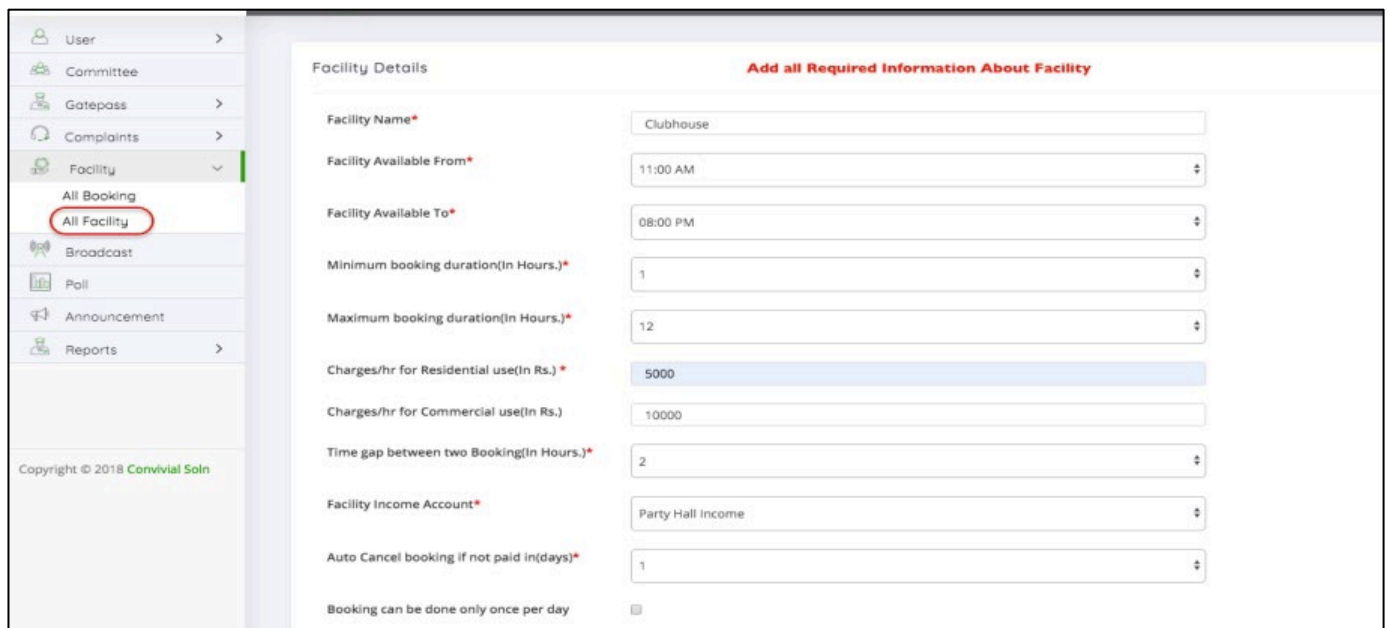


Approve or Cancel Booking By Resident

Search:

#	Name	Flat	Facility Name	Booking Date	Start Time	End Time	Purpose	Status	Total Charges	
1	Umesh Dere	A-103	Terrace	2019-12-24	8:00 AM	6:00 PM	Personal	Pending		<input checked="" type="checkbox"/> <input type="checkbox"/>
2	Umesh Dere	A-103	Terrace	2019-09-25	6:00 AM	12:00 PM	Personal	Auto Canceled		

How to Add Facility, Charges, Booking Time & Rules?



Add all Required Information About Facility

Facility Name*

Facility Available From*

Facility Available To*

Minimum booking duration(In Hours.)*

Maximum booking duration(In Hours.)*

Charges/hr for Residential use(In Rs.)*

Charges/hr for Commercial use(In Rs.)

Time gap between two Booking(In Hours.)*

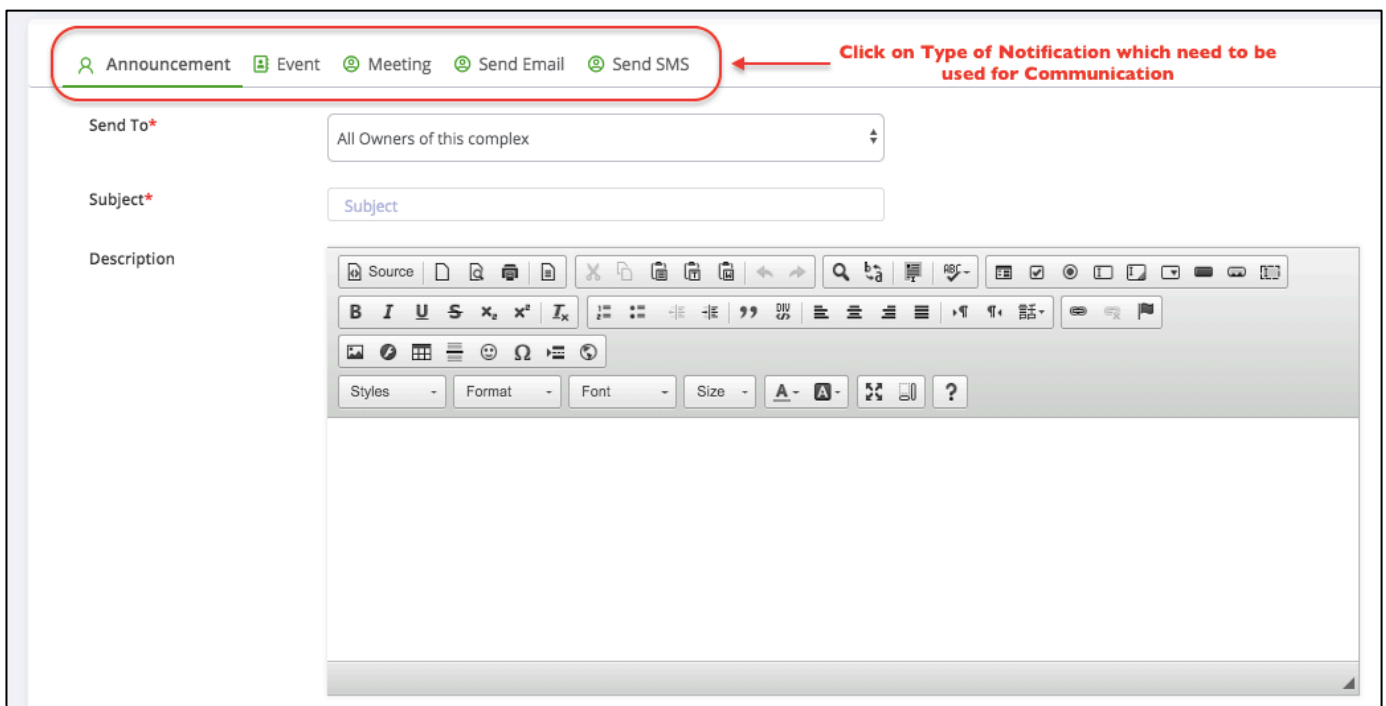
Facility Income Account*

Auto Cancel booking if not paid In(days)*

Booking can be done only once per day

Admin		
Main Tab	Sub Tab	Use
Broadcast	Announcement	<ul style="list-style-type: none"> - Add Announcement - Add Description (Message you need to communicate) - Attach any file with Message - Sent via Email & SMS to All Members
	Event	<ul style="list-style-type: none"> - Add Event in Society - Add Description (About Event) - Start and End Time and Date - Add Venue - Sent via Email & SMS to All Members
	Meeting	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - Send Email to All or Specific Resident - Any Ad-hoc announcement
	Send SMS (Limited Pack)	<ul style="list-style-type: none"> - Send SMS to All or Specific Resident - Any Ad-hoc announcement

How to send notification to resident?



The screenshot shows the notification interface. At the top, there is a navigation bar with five options: **Announcement**, **Event**, **Meeting**, **Send Email**, and **Send SMS**. The **Announcement** option is highlighted with a red circle, and a red arrow points to it from the text: "Click on Type of Notification which need to be used for Communication". Below the navigation bar, there are three main sections: "Send To*" with a dropdown menu showing "All Owners of this complex", "Subject*" with a text input field containing "Subject", and "Description" with a rich text editor. The rich text editor includes a toolbar with various icons for text formatting (bold, italic, underline, strikethrough, text color, background color), alignment, bullet points, numbered lists, link, unlink, and other functions. Below the toolbar are dropdown menus for "Styles", "Format", "Font", and "Size", followed by color selection and font size input fields.

How to add Announcement?

Announcement
 Event
 Meeting
 Send Email
 Send SMS

Send To* **Select the Group**

Subject* **Notice Subject**

Description

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

Attachment, if any 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 **Select From Whom Notice is Issued**

Send message by **Select the Way to Send Announcement**

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

How to add Event?

Announcement
 Event
 Meeting
 Send Email
 Send SMS

Send To*

Subject*

Description

Dear Member,
 Yearly pooja will event will be there in Society Club House.
 Please do attended

Attachment, if any 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

Send message by **Select the way to Communicate Event Notification**

Start Date

End Date

Start Time

End Time

Add Event Start & End Time & Date

How to add Meeting?

Announcement Event **Meeting** Send Email Send SMS

Send To* **Select the Group**

Subject*

Description

Dear Member,

Special General Body on 30th Dec, 2019 at 11 am in Society Office.

Please attend. Also find attached Agenda.

Thanks,

Type Agenda here or Attach Below

Attachment, if any No file chosen **Attach Agenda**

Post As

Send message by

Meeting Date **Select Time & Date of Meeting**

Time

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

How to General Email & SMS?

Announcement Event Meeting **Send Email** Send SMS

Send To* **Select Group**

Subject*

Description

Dear Member,

Sept 2019 Bill has additional Rs. 200 for Water Charges added by BMC.

Please note. Please find attached notice from BMC.

Thanks,

Society Office.

Attachment, if any No file chosen **Attach if Any**

Announcement Event Meeting Send Email **Send SMS**

Send To*

Message

Note:
This window is for Transactional SMS only. If we find any society sending promotional SMS will be fined Rs. 10k to 25k

[Click here for more information](#)

Admin		
Main Tab	Sub Tab	Use
Reports	Vehicle Report	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - Check all Owner & Owner Family Data - Check Owner's Contact & Permanent Address
	Tenant Report	<ul style="list-style-type: none"> - Check all Tenant & Tenant Family Data - Contract Started & Maturity Date - All Tenant Agreement on Click - Check Tenant's Contact & Permanent Address
	Tenant Contract Status	<ul style="list-style-type: none"> - Check Expired Tenant Contract - Check Contract which will expire in Next 30 Days