

ABOUT

TAV FACILITY APPS

TAV is a community apps for residence to be able to manage numerous process from Complaints, bill payment, visitor management, facility booking and many more can be done at your own comfort & convenience -anytime, anyplace, anywhere.

HOW TO INSTALL



STEP-1

To install the Apps, Search for "TAV FACILITY APPS" in Google Play Store or Apple Apps Store. Download and install.



TAV



LOGIN TO APP

- Login to Apps using your email address/Username which is registered in the Management office and default password is "123456"
- If you can't login to the apps please contact the management office.
- If you forgot your password, please click on Forgot Password link on login page and you will receive password reset link on your registered email address.
- Please change your password right after your first login.
- Go to **PROFILE** tab, you can find "Change Password" option there. Change your Password.
- Login using new password.

TAV

GETTING STARTED



Step 1.

Home Tab, User can view apps dashboard which includes upcoming features banners and resident notice board.

Step 2.

If more than one Notices posted by the Management office, apps will show notices one below another, you may scroll down to view notices.

E-PAY



This module allows the user to make online payment via TAV apps and generate online payment receipt and email the receipt to payer and payee once the payment is confirmed by the payment gateway.

Step 1.

Go to FEATURE tab, and click on e-Billing button.

Step 2.

Click on Pay Now to make a payment.

Step 3.

Enter the payment amount and write down your payment details in reference field and click on Pay Now Button.

Step 4.

Choose the payment method FPX or Debit/Credit and then proceed to continue.

Step 5.

Base on payment method you choosed, enter your payment details then submit. Once payment done you will receive success e-mail with payment details.

FACILITY BOOKING



This module allows the user to book the facility which is available at your property.

Step 1.

Go to FEATURE tab and click on Facility Booking

Step 2.

Choose the facility you required to book

Step 3.

Choose the date and time of your booking, then click submit

Step 4.

If the facility is blocked for that particular date and time by someone else, you required to choose other available time.

ISSUE/COMPLAINT



This module allows the resident to lodge any issue / Complaint, so that the Management office could take necessary action on it.

Step 1.

Go to FEATURE tab and click on Issue/Complaint

Step 2.

Click on Add issue/Complaint button.

Step 3.

Enter all the required details, you may also upload images if you want to then click on Submit button to submit the issue/complaint

Step 4.

To check the status of entered issue/complaint, click on Search (magnifier button) enter the relevant search input to perform a search

Step 5.

After search done, open the issue/complaint you want to check. You may also chat to Management office pertaining to the issue/complaint through the CHAT forum.

PREBOOK VISITOR



This module allows the user to pre-book a visitor. And the pre-book will valid till booking date plus end of next day 11.59pm. And Pre-booking is only for one time entry.

Step 1.

Go to FEATURE tab and click on Prebook visitor

Step 2.

Choose visit type (Visitor, Contractor & e-hailing.)

Step 3.

Enter the vehicle number and click Submit, once your visitor arrived you will get a notification.

LIST



This module will list all pre-booked visitor and visitors whome visited your units.

Step 1.

Go to FEATURE tab and click on List to view all your visitors.

NOTE TO GUARD



This module Note to guard have two options, one of it is to create Function/Party/Ceremony allowing bulk visitors. And another option is Not At Home, if you are away from home and do not want any visitor to attend at that time.

Step 1.

Go to FEATURE tab and click on Note To Guard

Step 2.

Choose option (Function/Party/Ceremony) or (Not At Home), then enter the duration start from Date and Time and Duration end Date and time.

Step 3.

Clicks Submit.

*Making life Easy. Safe and Pleasant
for you and your loved ones*

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FREQUENT VISITOR



This Module allows the user to add frequent visiting guest in your favourite list.

Step 1.

Go to FEATURE tab, and click on Frequent Visitor.

Step 2.

Enter the vehicle number of your frequent visiting guest and then click submit. That vehicle number will be added in the Frequent visitor list.

Step 3.

The remove the vehicle number from the list, choose the vehicle number and click the Bin button and then click submit.

USER GUIDE

For TAV Facility Apps



Issue/Complaint



e-Booking



ePay



Online Payment



PreBook Visitor



Note to Guard



Frequent Visitor

Corporate Office :

TAV FACILITY & PROPERTY MANAGEMENT (M)
SDN BHD No. 9 Jalan 1/12D, Off Batu 4 1/2,
Jalan Ipoh, 51100 KUALA LUMPUR



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Available on the
App Store



GET IT ON
Google Play