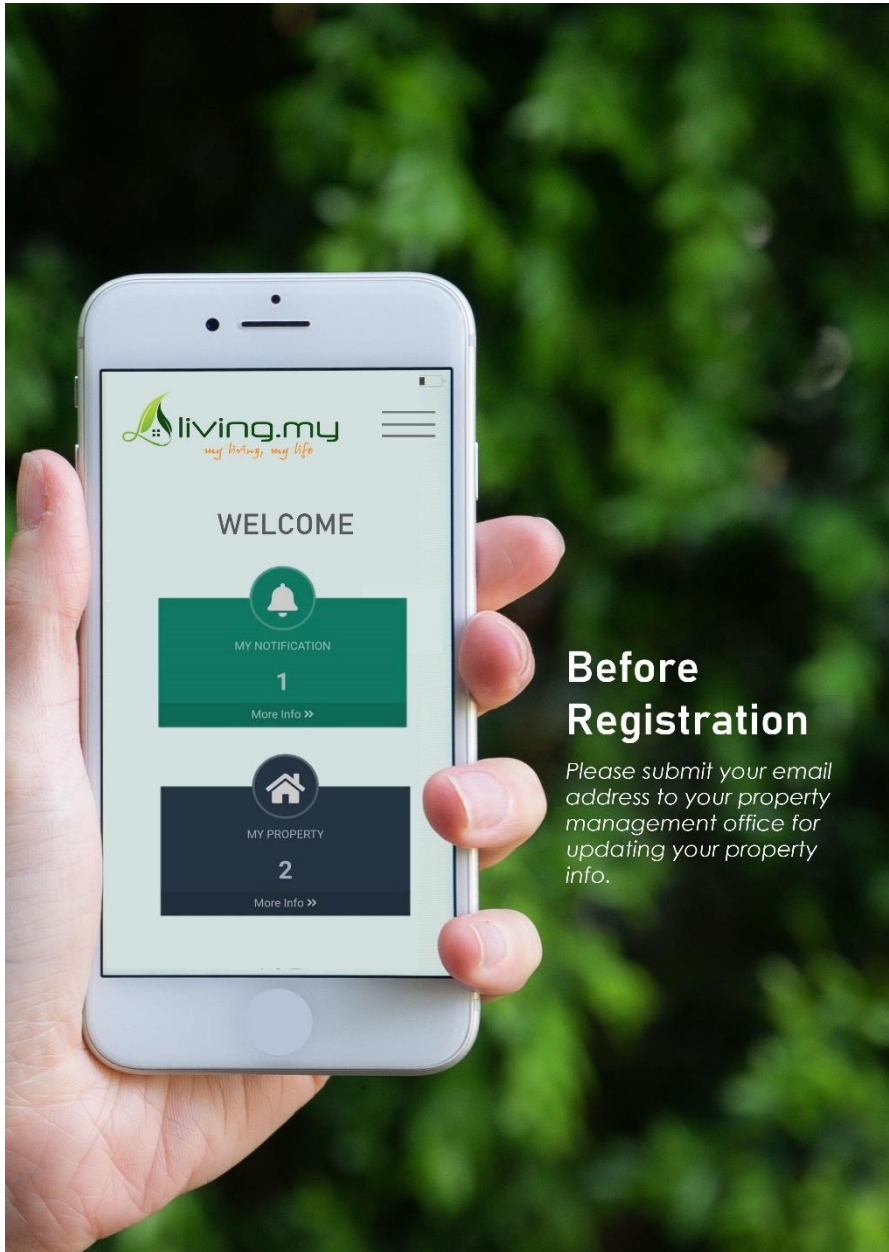




Resident User Guide



Before Registration

Please submit your email address to your property management office for updating your property info.

A

About Us

B

Contact Us

C

Resident Login

D

Management Login



my living, my life

Sign in to your account

E



Enter Email Address

F



Enter Password

G

☐

Keep Me Signed In

H

[Forgot Password ?](#)

I

Resident Login

J

Don't Have an Account ? [Register Here](#)

K

By login to Living.my you are agreeing to the [Terms and Conditions](#) and have read the [Privacy Policy](#).

L



About Us

More details about living.my



Contact Us

Contact details for enquiries



Resident Login

Resident login page



Management Login

Management office login page



Sign in- User Email

Enter email address you had registered



Sign in- User Password

Enter password that you have set during registration



Keep me signed in

Tick the box to keep you signed in for two weeks



Forgot Password?

Reset the password if you forgot your password



Login- Resident Login

After finished keying in the user email and password, click on the "Resident Login" will lead you to the living.my dashboard page



Register Here

Registration page



Terms and Conditions

By using living.my you are deemed to have read and accepted these terms and conditions.




Privacy Policy


Data privacy policy


1.0 Registration & Log in


1. Before proceed to registration, Please submit your email address to your property management office for updating your property info
2. Search <http://living.my/> and click on **C** Resident Login
3. Click on **J** Register Here for account registration
4. After registration done, verify your email address.
5. To log in your account, fill in your **E** username and **F** password then click on **I** Resident Login


Register an account now !


 Enter Email Address


 First Name

 Last Name (optional)

 --- Select Country ---

 Example : 0123456789 (optional)

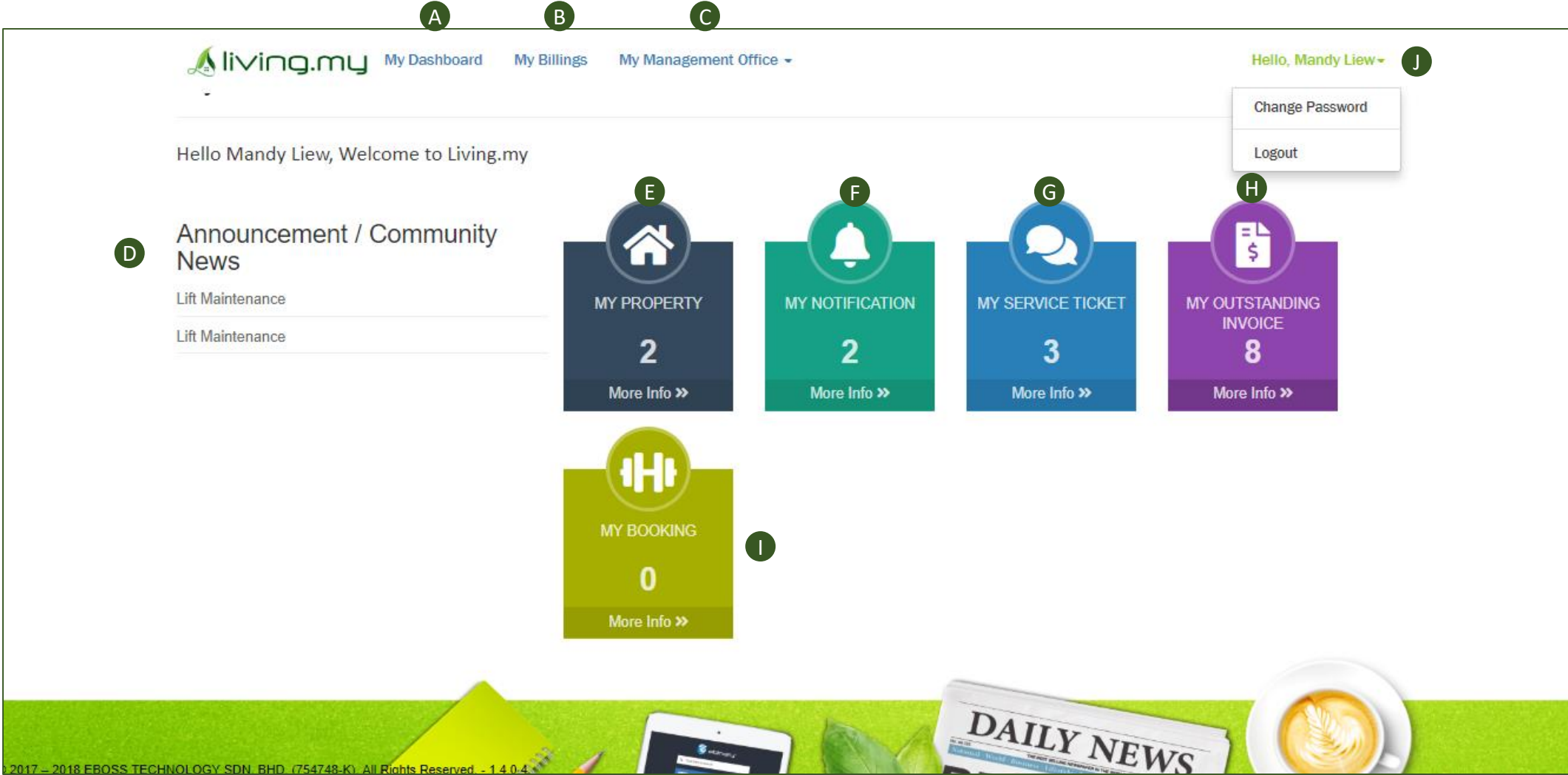
 Enter Password

 Confirm Password

Register

By register to Living.my you are agreeing to the [Terms and Conditions](#) and have read the [Privacy Policy](#).

2.0 Dashboard





My Dashboard
Dashboard main page



My Billings
View and pay outstanding maintenance fees



My Management Office
list of features : notification, service ticket and facility booking



Announcement / Community News
View latest announcement and news from management office



My Property
View property info and details



My Notification
View details about latest announcement and news from management office



My Service Ticket
Raise service ticket



My Outstanding Invoices
View and pay outstanding maintenance fees

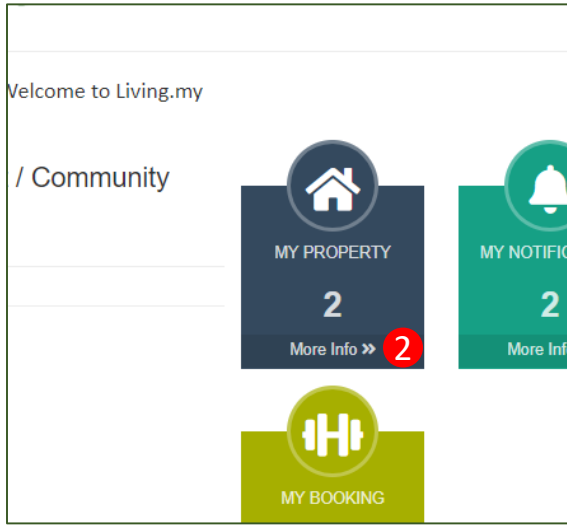


My Booking
Booking facilities within condo/ apartment area.



Profile
For changing password or log out

2.1 My Property E



1. First time login user needs to verify your property info through email.
2. After the verification done, you can view your property info

2.2 My Notifications

living.my My Dashboard My Billings My Management Office Hello, Mandy Liew

My Notifications

Q All Notifications

Notification Title	Building Name	Publish To	Type	Publish Date	ID
Wrong Parking	Eboss Living Residensi	Block	Warning	26/11/2018	3-8792-181126-7681
Lift Maintenance	Eboss Living Residensi	All	Community News	14/11/2018	3-4705-181108-8261
Lift Maintenance	Eboss Living Residensi	All	Community News	24/10/2018	3-6522-181025-0882

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My Notification Details

BuildingCode: Eboss Living Residensi

PriorityLevel: Urgent

Type: Warning

Subject: Wrong Parking

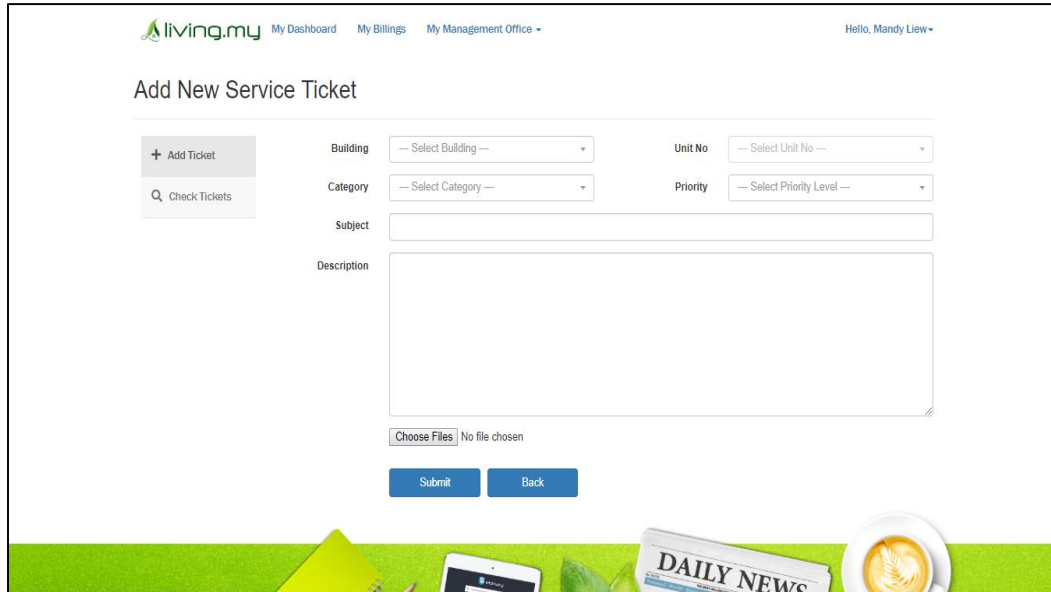
Description: Wrong parking will be fine for RM50

PublishDate: 26/11/2018

Back

1. Click on my notifications to check announcement from management office.
2. You can click on the announcement to view more details

2.3 My Service Request



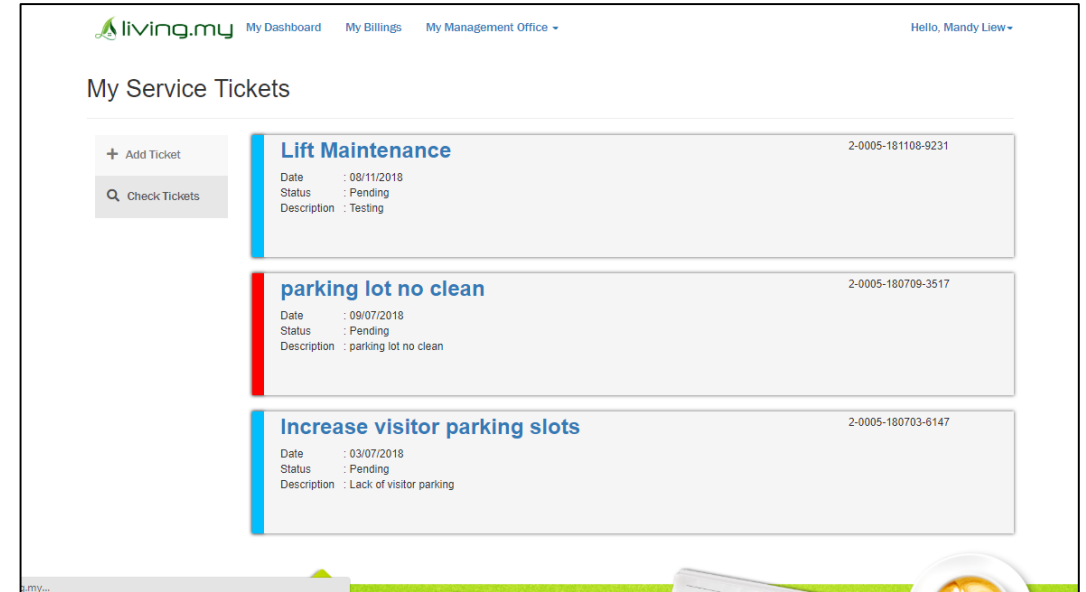
The screenshot shows the 'Add New Service Ticket' form in the living.my dashboard. The form includes a sidebar with 'Add Ticket' and 'Check Tickets' buttons. The main form area has fields for Building, Unit No, Category, Priority, Subject, and Description. A file upload section is also present with a 'Choose Files' button and a 'No file chosen' status. At the bottom are 'Submit' and 'Back' buttons. The dashboard header shows the user is logged in as Mandy Liew.

living.my My Dashboard My Billings My Management Office Hello, Mandy Liew

Add New Service Ticket

+ Add Ticket
Q Check Tickets

Building: --- Select Building ---
Unit No: --- Select Unit No ---
Category: --- Select Category ---
Priority: --- Select Priority Level ---
Subject:
Description:
Choose Files | No file chosen
Submit Back



The screenshot shows the 'My Service Tickets' page in the living.my dashboard. It displays a list of three tickets: 'Lift Maintenance', 'parking lot no clean', and 'Increase visitor parking slots'. Each ticket card shows the title, date, status, description, and a unique ID. The dashboard header shows the user is logged in as Mandy Liew.

living.my My Dashboard My Billings My Management Office Hello, Mandy Liew

My Service Tickets

+ Add Ticket
Q Check Tickets

Lift Maintenance	2-0005-181108-9231
Date : 08/11/2018 Status : Pending Description : Testing	
parking lot no clean	2-0005-180709-3517
Date : 09/07/2018 Status : Pending Description : parking lot no clean	
Increase visitor parking slots	2-0005-180703-6147
Date : 03/07/2018 Status : Pending Description : Lack of visitor parking	

1. Click on add ticket to create a service request
2. Fill up all columns [Building, Unit no, Category, Priority, Subject & Description]
3. You may upload picture (if necessary)
4. Once you created your service request, you can view from 'check ticket'

2.4 Outstanding Invoice

living.my My Dashboard My Billings My Management Office - Hello, Mandy Liew -

My Invoices and Payments

Eboss Living Residensi

My Invoices My Temporary Payment My Payment History

Records listed below are your invoice history

Enter text to search...

#	Building Name	Date	Invoice No	Unit No	Due Date	Amount	Outstanding	Pending Amount	Paid Amount	Status	#
1	Eboss Living Residensi	01/11/2017	00001197	A-012A-A	15/11/2017	21.70	21.70	0.00	0.00	Unpaid	PRINT

No	Description	Amount Without Tax	Tax Amount	Amount With Tax
1	SINKING FUND 21.70	21.70	0.00	21.70

<input checked="" type="checkbox"/>	Eboss Living Residensi	01/11/2017	00001097	A-012A-A	15/11/2017	217.00	217.00	0.00	0.00	Unpaid	PRINT
<input type="checkbox"/>	Eboss Living Residensi	01/10/2017	00000997	A-012A-A	15/10/2017	21.70	21.70	0.00	0.00	Unpaid	PRINT
<input type="checkbox"/>	Eboss Living Residensi	01/10/2017	00000897	A-012A-A	15/10/2017	217.00	217.00	0.00	0.00	Unpaid	PRINT

living.my My Dashboard My Billings My Management Office - Hello, Mandy Liew -

My Payment Method

Manual Payment Online Banking Credit / Debit Card

Upload Receipt Here

Payment Amount: 260.40

Description: Payment

Reference No.:

Upload transaction slip here

Choose File | No file chosen

Confirm Payment

Doc No	Due Date	Net Total	Delete
00001197	15/11/2017 00:00:00	21.70	REMOVE
00001097	15/11/2017 00:00:00	217.00	REMOVE
00000997	15/10/2017 00:00:00	21.70	REMOVE

Total Amount : RM 260.40

1. Click 'My invoice' to check outstanding payment
2. Select invoice to proceed for payment
3. You can click 'Print' to print invoice (if any)
4. Three payment methods as below:
 - Manual Payment
 - Online Banking
 - Credit / Debit Card

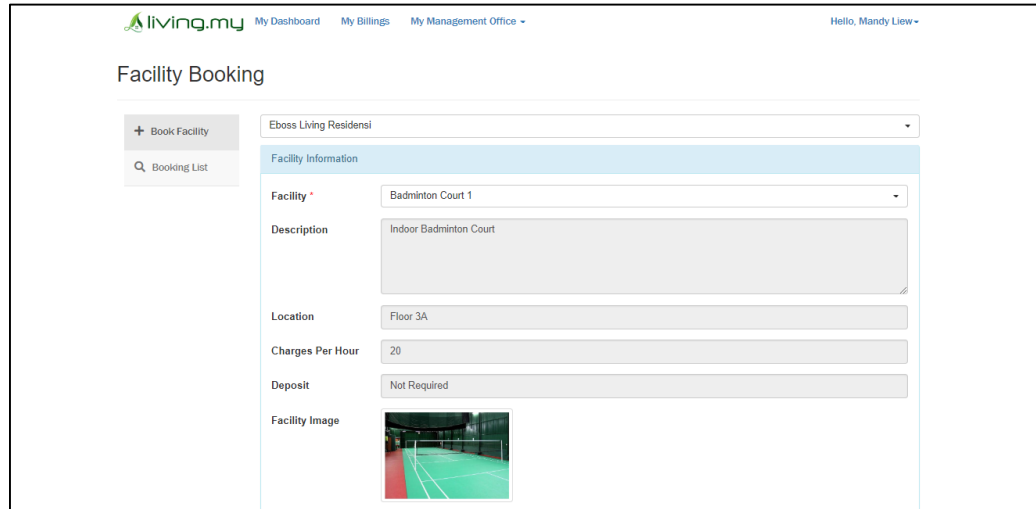
Manual Payment

- Fill up description and Ref No (if any)
- Must upload transaction slip for verification purpose
- Click on confirm payment
- Payment will show on 'My Temporary Payment'. Once the payment being confirmed by management office, you will see the records updated in payment history

Online Banking & Credit / Debit Card Payment

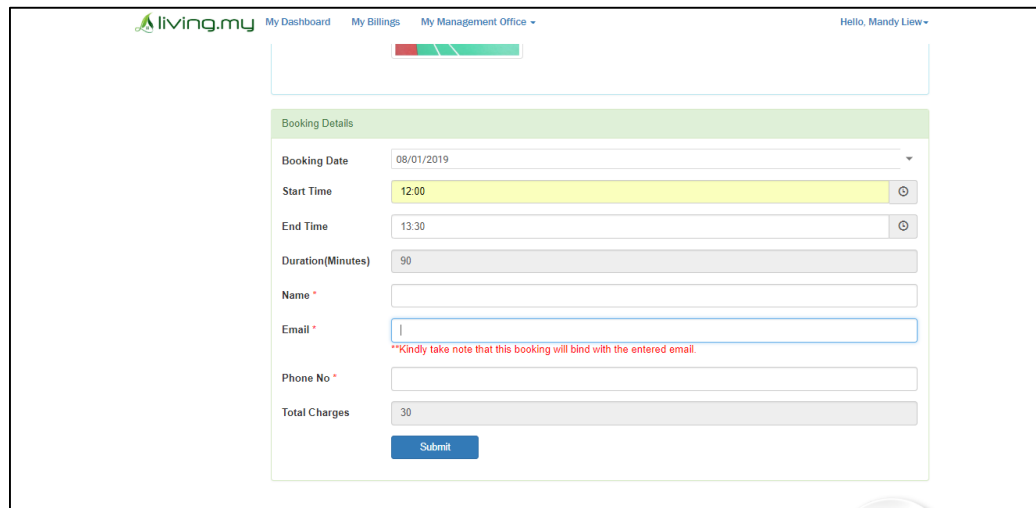
- Click on confirm payment
- Pay online through MOLPAY
- Print receipt after payment done
- Payment will be shown on payment history

2.5 Booking Facilities



The screenshot shows the 'Facility Booking' interface. On the left, there are two buttons: '+ Book Facility' and 'Booking List'. The main form area has a dropdown menu for 'Eboss Living Residensi'. Below this is a 'Facility Information' section with the following fields: 'Facility' (set to 'Badminton Court 1'), 'Description' (set to 'Indoor Badminton Court'), 'Location' (set to 'Floor 3A'), 'Charges Per Hour' (set to '20'), 'Deposit' (set to 'Not Required'), and 'Facility Image' (a small photo of a badminton court).

1. Click 'Booking Facility' to create a booking form
2. Select the 'Facility' then you will see the detailed booking info
3. Fill up all columns [Booking date, time, duration, name & email address], then you will see the total charges rate.
4. Once booking is created, you can view from 'Booking List'
5. Go to management office to pay charges/deposit and confirm booking.



The screenshot shows the 'Booking Details' form. It includes a progress bar at the top. The form fields are: 'Booking Date' (08/01/2019), 'Start Time' (12.00), 'End Time' (13.30), 'Duration(Minutes)' (90), 'Name' (empty), 'Email' (empty), 'Phone No' (empty), and 'Total Charges' (30). A red note below the email field states: '**Kindly take note that this booking will bind with the entered email.' A 'Submit' button is at the bottom.

For more details, please contact us

Contact no : 603-27704842 / 603-27704855

Operating hours

Monday – Friday

9 a.m. – 6 p.m.

Email : support@living.my