

Signature Global- Mobile Application User Manual

Customer App Installation Instructions:

Follow below steps to install the App.

URL- <https://signatureglobal.herokuapp.com>

Steps to add shortcut of App on the Mobile Phone

For iPhone Users:

To Download the Application:

1. Any user having iPhone needs to first open the Application in Browser(Safari/Chrome) and then to get the App Installed on the Home Screen of iOS:
2. Go to share icon at the end of URL
3. Then click on Add to Home Screen.
4. To Download the Attachments:
5. With the click of Download button, the Attachment will go in Preview mode and from there user can download that Attachment.

For Android Users:

To Download the Application:

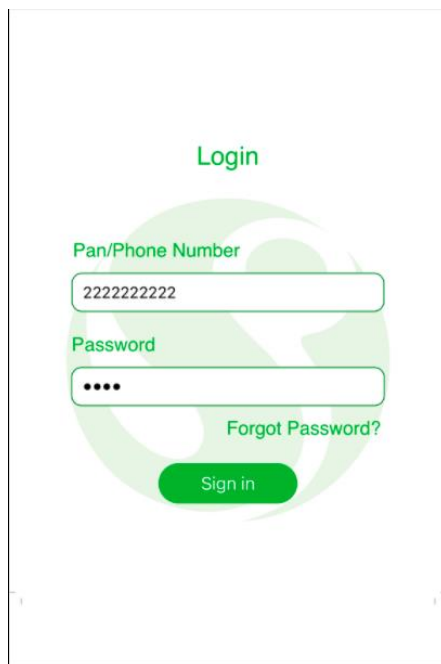
1. Any User having Android needs to open the Menu of Browser and there he will find an option "Install App".
2. To Download the Attachments:
3. Images can be directly downloaded with the click of Download button against each Attachment.

1. The Mobile App & Login Page

2. Login Page :-

The First page is the Login page where the User will have to enter the 'Pan/Phone Number' as the 'User Name' and then the Password.

Once entered, App will verify if the record on the Person Account with the same credentials exist and if yes; user will be prompted to the Welcome page of the Mobile Application.

A mobile application login screen mockup. At the top, the word "Login" is displayed in green. Below it is a large, faint green circular logo with a white stylized 'S'. The form contains two input fields: the first is labeled "Pan/Phone Number" in green and contains the text "2222222222"; the second is labeled "Password" in green and contains four black dots. Below the password field is a green link labeled "Forgot Password?". At the bottom of the form is a green rounded button labeled "Sign in".

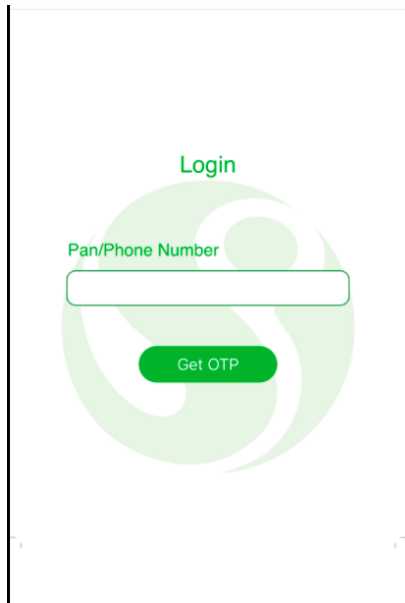
1. Forgot Password Page

The Second UI in the Mobile Application is if any User has forgotten his Password and clicks on the 'Forgot Password' link on the Login Page; then the User is prompted to the Second UI in the Application.

Here, User enters his PAN/Phone Number and then clicks on the 'Get OTP' button; which sends an OTP to the Registered Phone number.

User enters the OTP and then is redirected to another Page where User sets up his New Password.

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Login

Pan/Phone Number

Get OTP

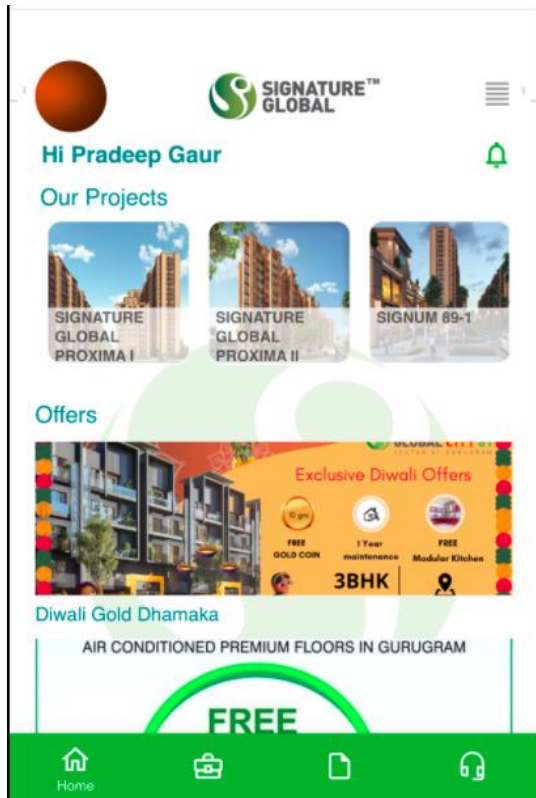
2. Welcome Page

After the User enters his login credentials and the same are verified at the Backend, the first Screen User is redirected to is the Welcome Page for Signature Global Application.

3. Home Page

After the Welcome Page, Signature Global User are redirected to the Home Page of the Application which is depicted as below:

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3.1 Projects and Offers -:

Here, the logged in User sees all the Projects that are Active at the current time from the Signature Global end.

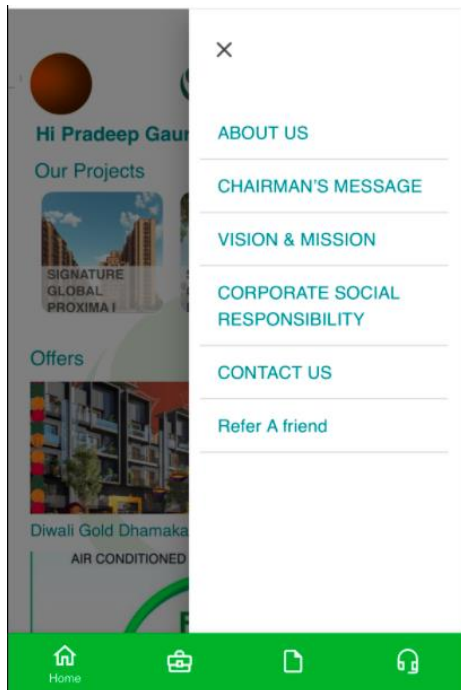
Any user, when clicks on any project is redirected to the Website URL.

And, offers that lie between the valid Start and End Date on the Home Screen.

3.2 Menu -:

Here, the logged in User sees various Menu Options as depicted below which further open up to various Sub Menu Options.

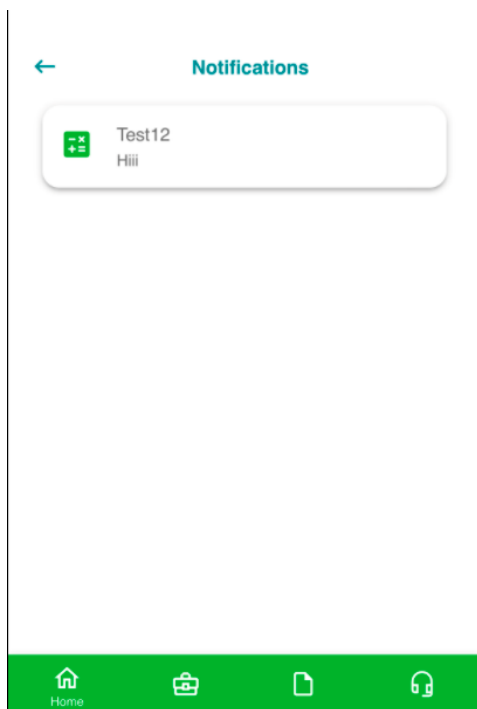
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3.3 Notifications Icon:-

Here, the logged in User will get all the Notifications on the Bell Icon automatically related to his Account .

Additionally, Home Page has the Navigation bar at the bottom using which the User can switch to different Screens in the Application.

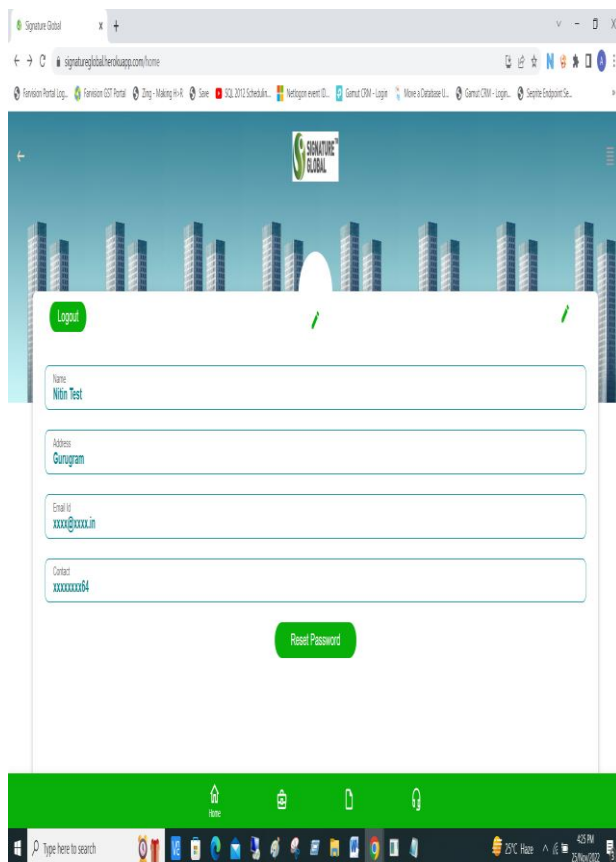


4. Profile Page

Here, when the User clicks on the Profile Photo on the top left corner of the Home Page is redirected to the Profile Page.

Here, User is able to see his 'Name', 'Email Id', 'Phone' and 'Address' which are captured from the Database at backend.

Phone, Email id and Profile photo are kept as editable fields.

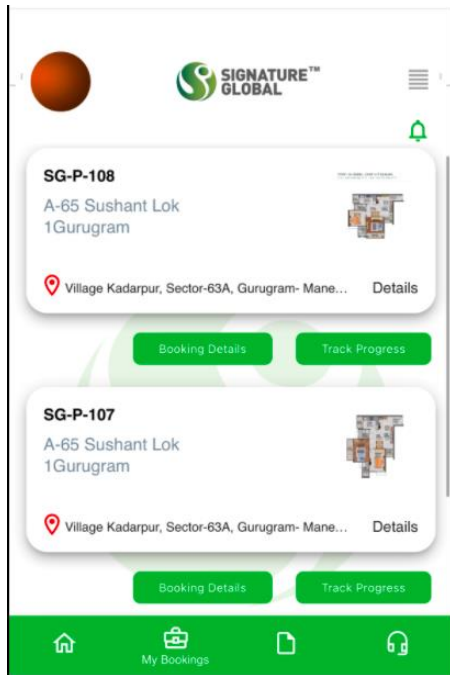


5. My Properties Page

On the Home Page, the User can find the 'My Property' Icon on the Navigation Bar at the bottom.

On its click, User is redirected to the 'My Properties' page where he is able to see the Properties only related to his Account at the Backend.

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5.1 Booking Request Tab

When User clicks on this tab under any one of his Property, is redirected to different Screen where he sees 5 different tabs –

Demand

Receipt

Agreement

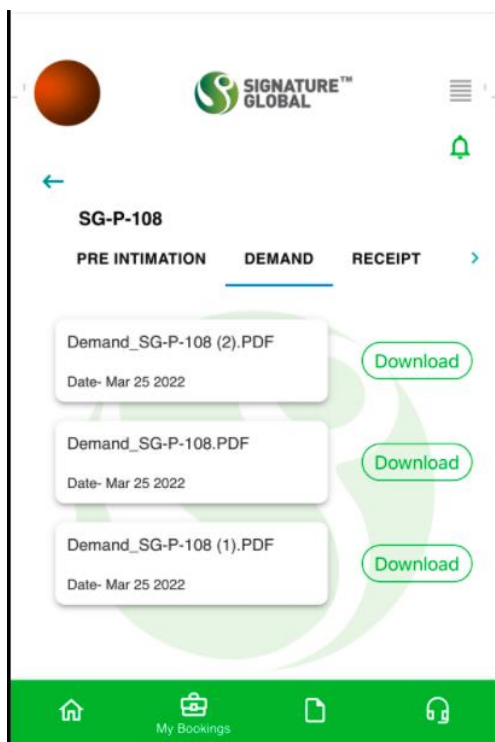
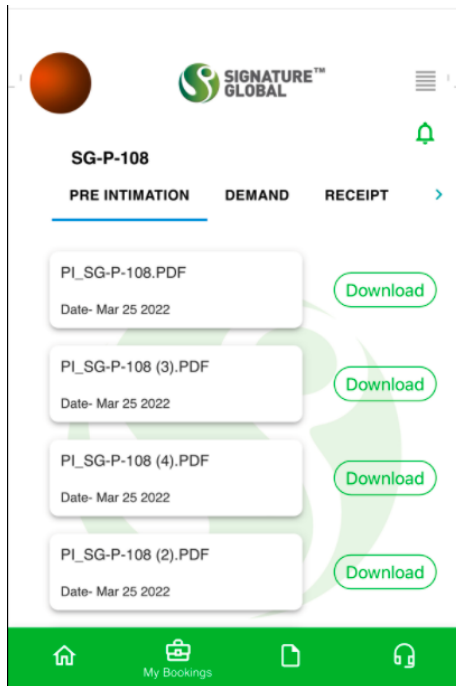
Pre Intimation &

Account Statement

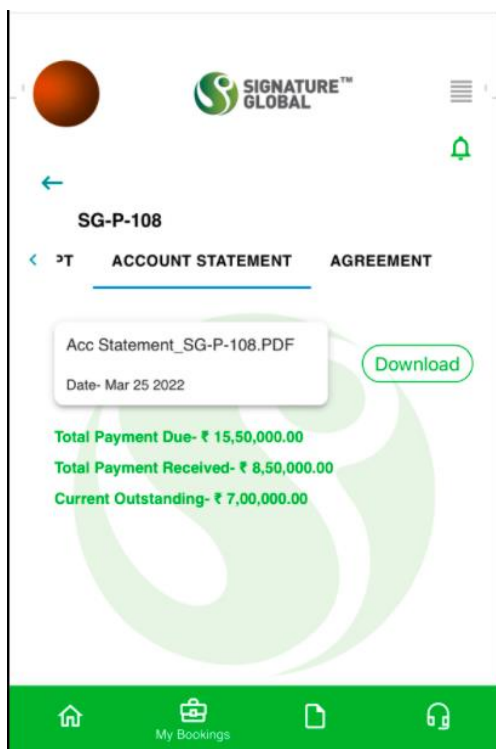
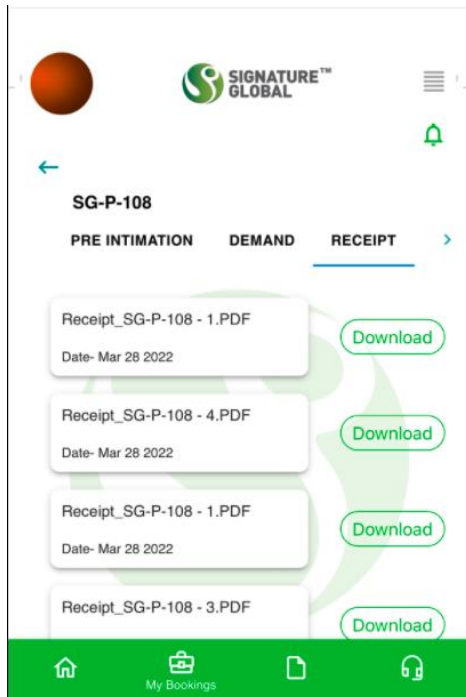
With the Download option against each.

Using the Download button, User can download each of the required form tagged for that particular Property at the Backend.

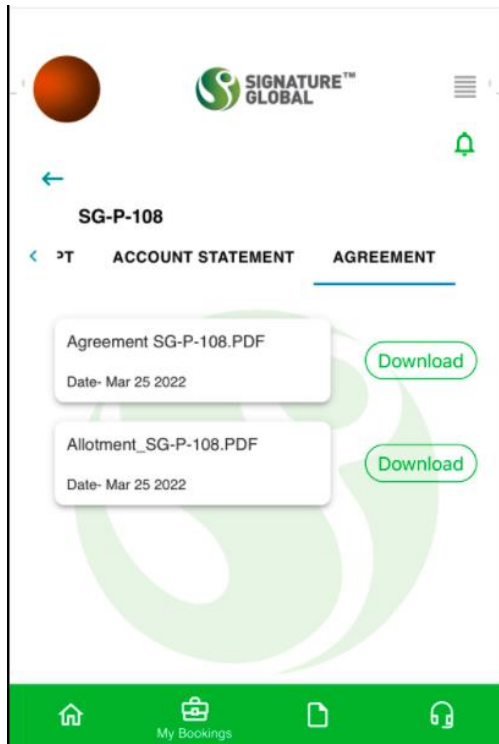
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5.2 Track Progress Tab

When User Clicks on this tab, is able to see the Images of the associated Property and the Towers that are constructed so far.



6. Support Page

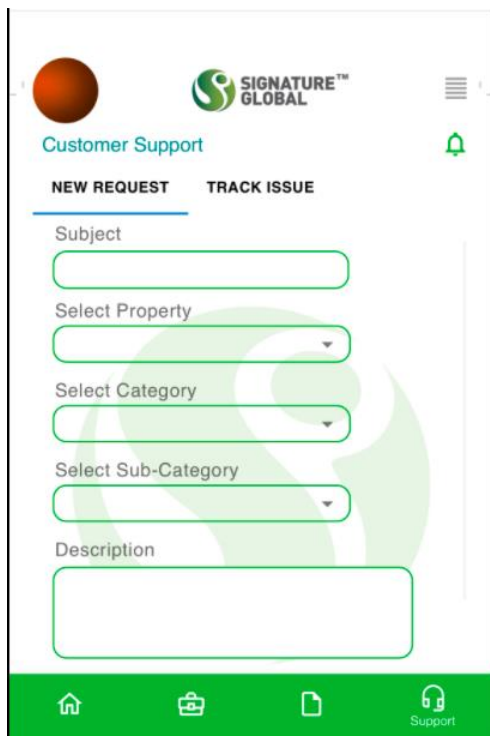
This page in the Application is related to the Service Cloud or one can say Customer Support part.

If the User has any concerns related to his Property or any other Bookings, can contact the Service team.

6.1 New Request Tab

Under this, User can raise his new request selecting the Property, Category and Sub Category from the dropdown lists.

Also, add a precise description and clicks on Submit to which the request is submitted and a Case is created corresponding to the request at the Backend.

The screenshot displays the 'New Request' interface of the Signature Global mobile application. At the top, there's a header with a profile icon, the 'SIGNATURE GLOBAL' logo, and a notification bell. Below the header, two tabs are visible: 'NEW REQUEST' (active) and 'TRACK ISSUE'. The form consists of several input fields: 'Subject' (text), 'Select Property' (dropdown), 'Select Category' (dropdown), 'Select Sub-Category' (dropdown), and 'Description' (text area). A green circular watermark with the number '9' is overlaid on the form. At the bottom, a green navigation bar contains icons for Home, Bookings, Profile, and Support, with the 'Support' icon being highlighted.

6.2 Track Issue Tab

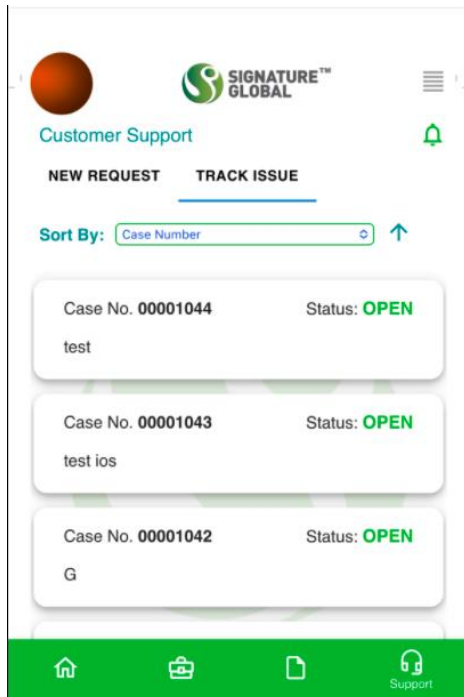
Under this Tab, User can see all the Requests raised by him alongside their Status whether 'Open'/'Closed' as Cases with the unique Case Numbers.

One can also click on any Case Number to which he is headed up to the new page where he can see additional details related to the Case.

Also, if there is any Case whose Status is marked as '**Closed**'; when User clicks on the same for additional details; is landed up to another screen where he also finds a 'Feedback' button.

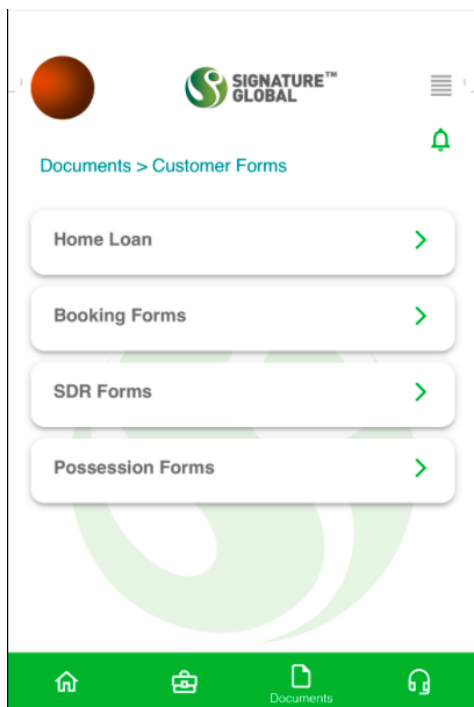
User clicks on the same which takes him to a Feedback form which the User has to fill and submit.

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7. Documents Page

On this Page, User finds different Forms termed as 'Customer Forms' which could be filled by the User.



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*Please feel free to connect with our customer care official at 9311144624 for further assistance during office hours on all working days or email us:
customer@signatureglobal.in