CSS HOME

STEP-BY-STEP GUIDE
分步指南

CSS GROUP

sales@cssstrata.com

Register & Link CSS
注册并链接 CSS

Residents can register themselves and access to their community by entering the property code.
居民可以输入物业代码进行自我登记并进入他们的社区。

*REMEMBER TO ALLOW “CSS HOME” TO SEND YOU NOTIFICATIONS.
请允许“CSS HOME”向您发送通知。

*THE PROPERTY CODE IS GENERATED BY THE MANAGEMENT.
物业代码由管理层生成。

1

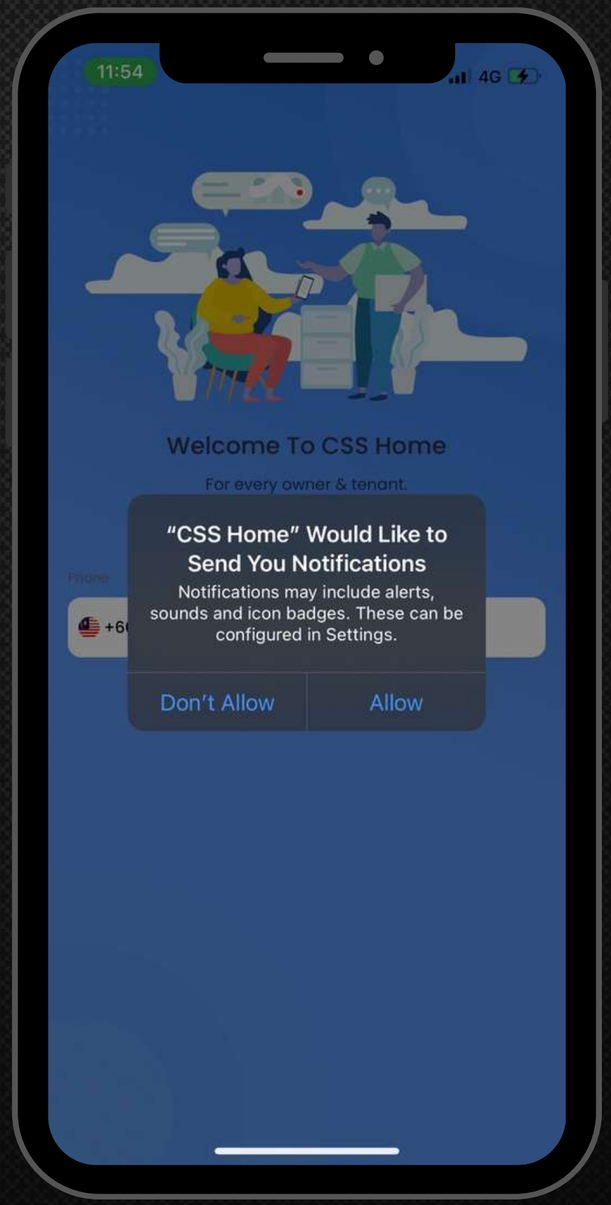
Step 1

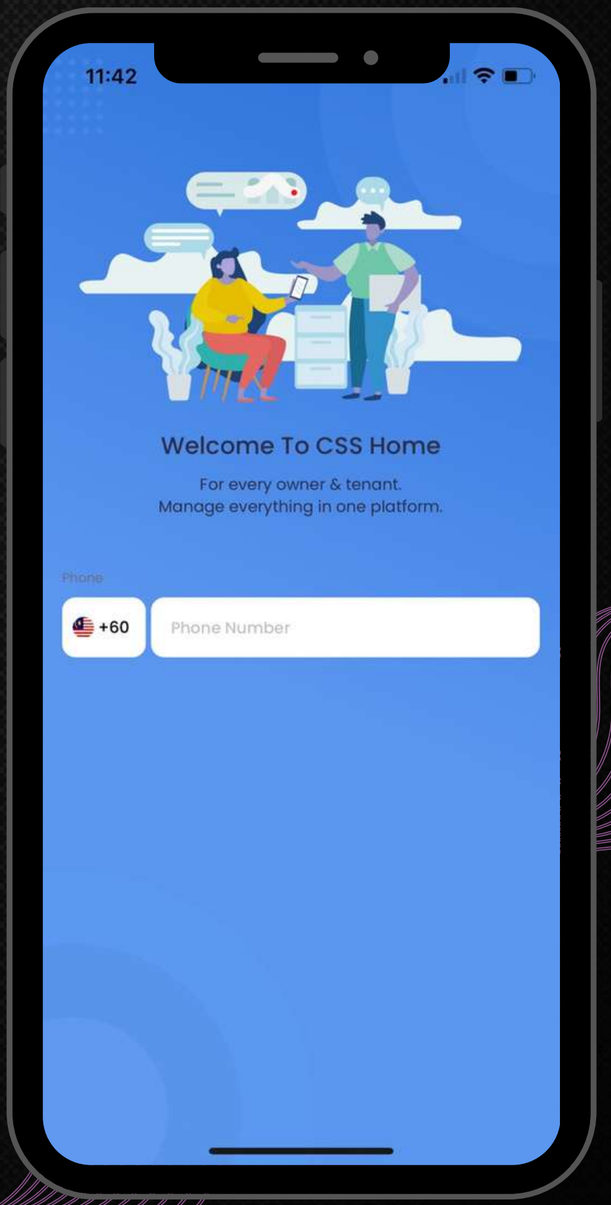
Allow "CSS HOME" to send you notification.
允许“CSS HOME”向您发送通知。

2

Step 2

Enter your phone number.
输入您的电话号码。

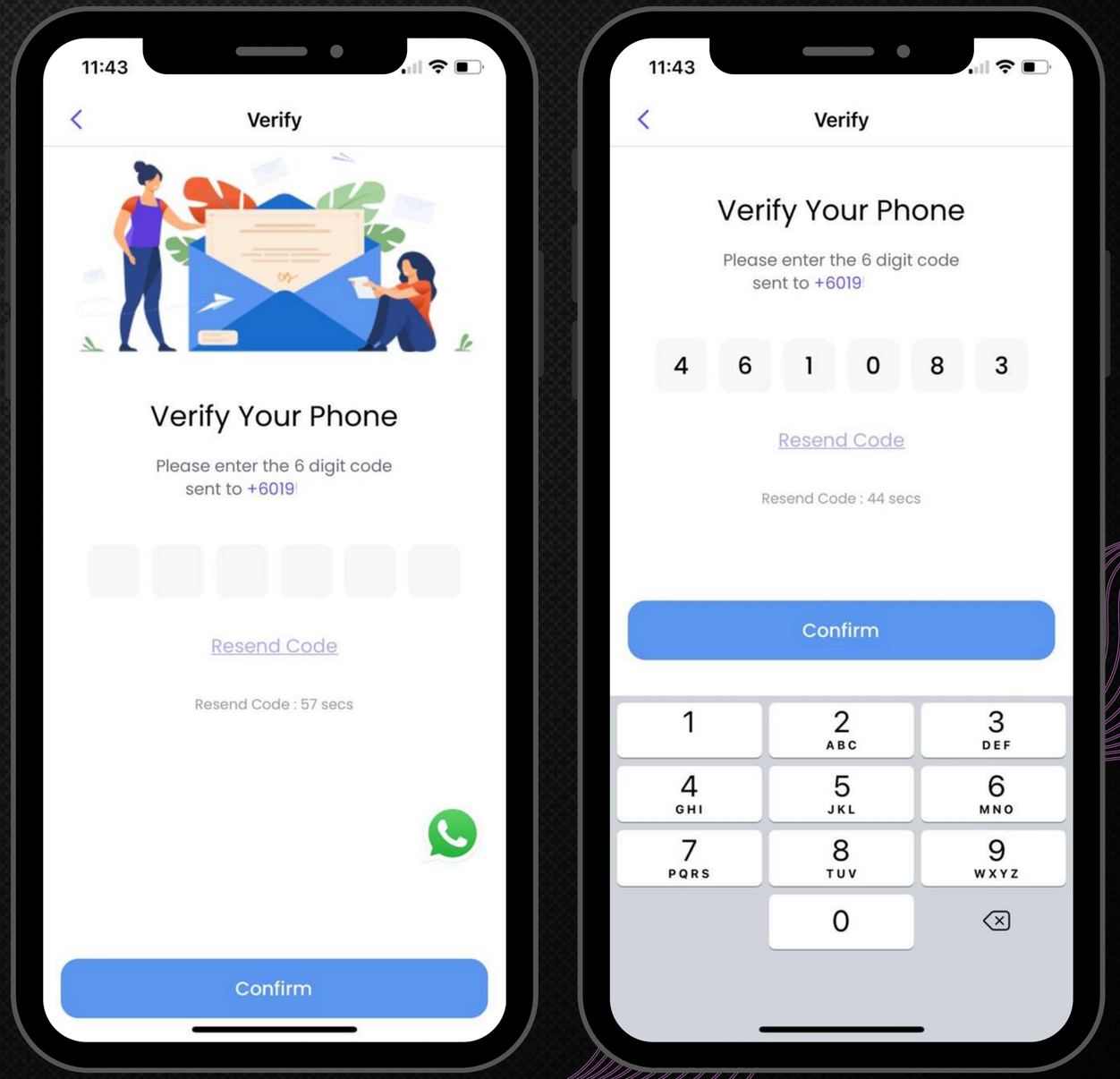




3

Step 3

You will be receiving an OTP, key in and proceed to next.
您将收到一个 OTP，键入并继续下一步。



4

Step 4

Click the Account Icon.
点击帐户图标

5

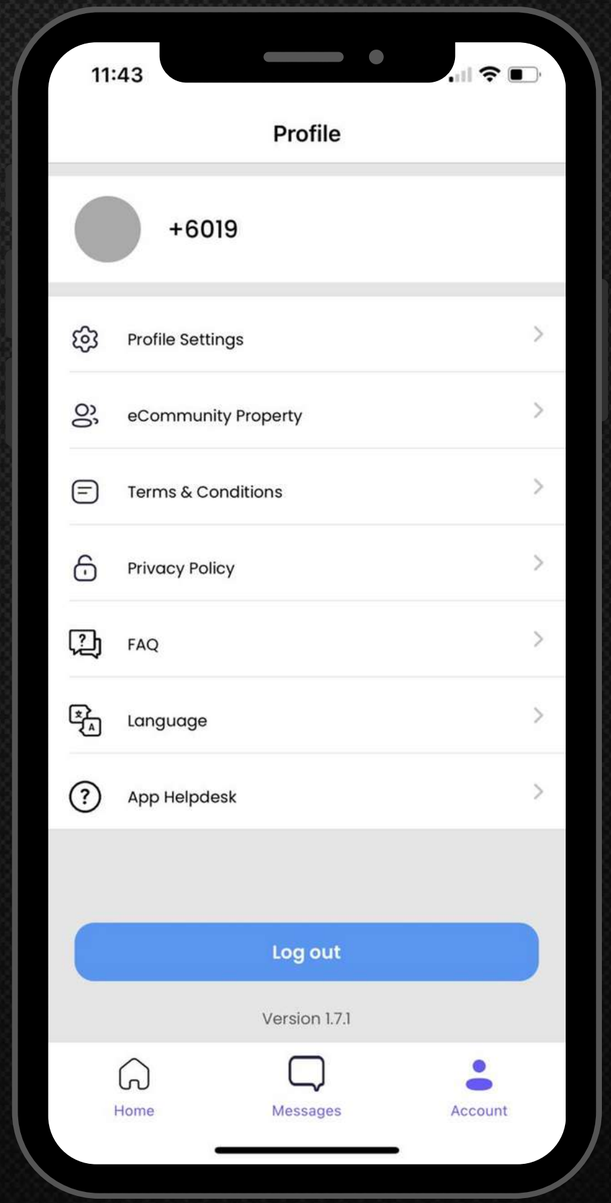
Step 5

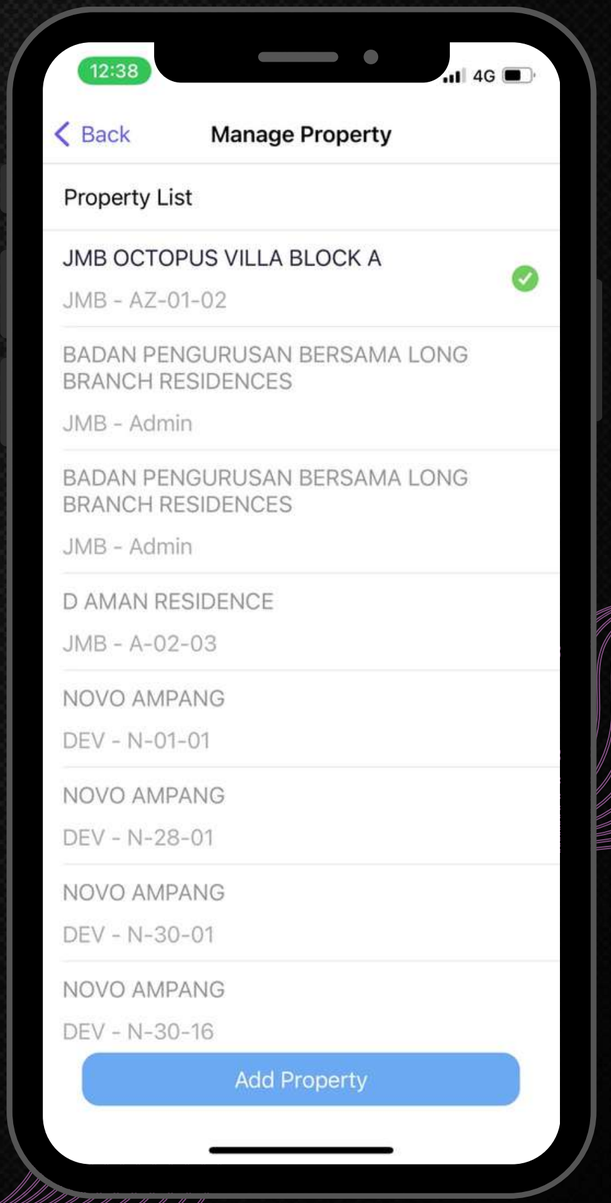
Select “eCommunity Property”.
选择“电子社区物业”。

6

Step 6

Select “Add Property”.
选择“添加物业”。





7

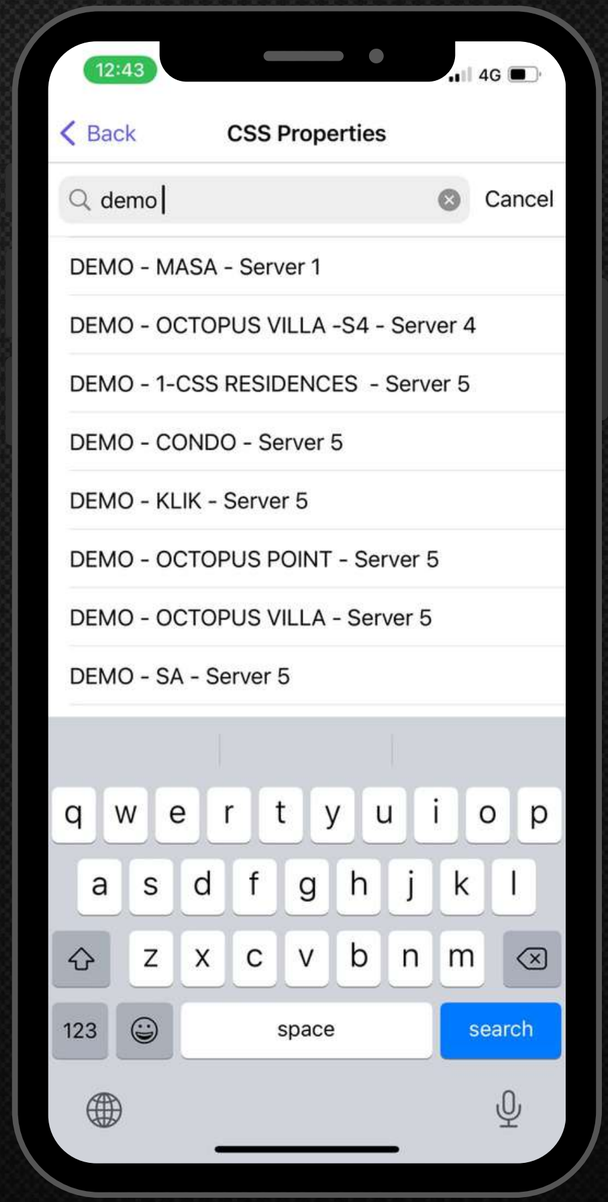
Step 7

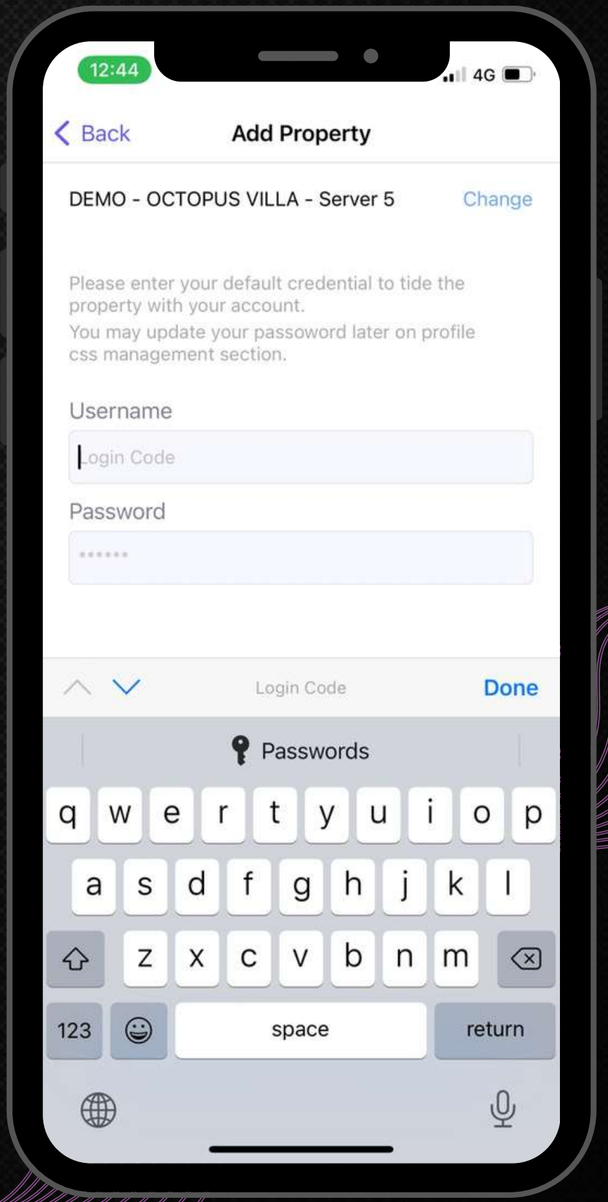
Select your property name, key in “Username” & “Password” (The ID/Password is generated by the Management)
选择您的物业名称，输入“用户名”和“密码”(ID/密码由管理层提供)

8

Step 8

Press “Login"
点击“登录”





9

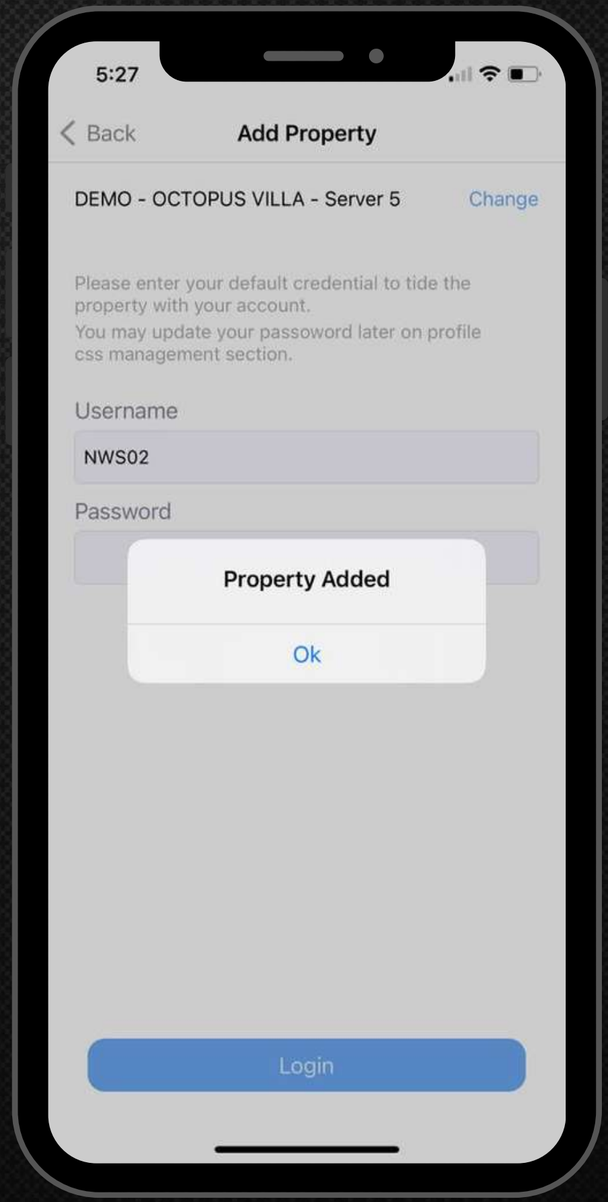
Step 9

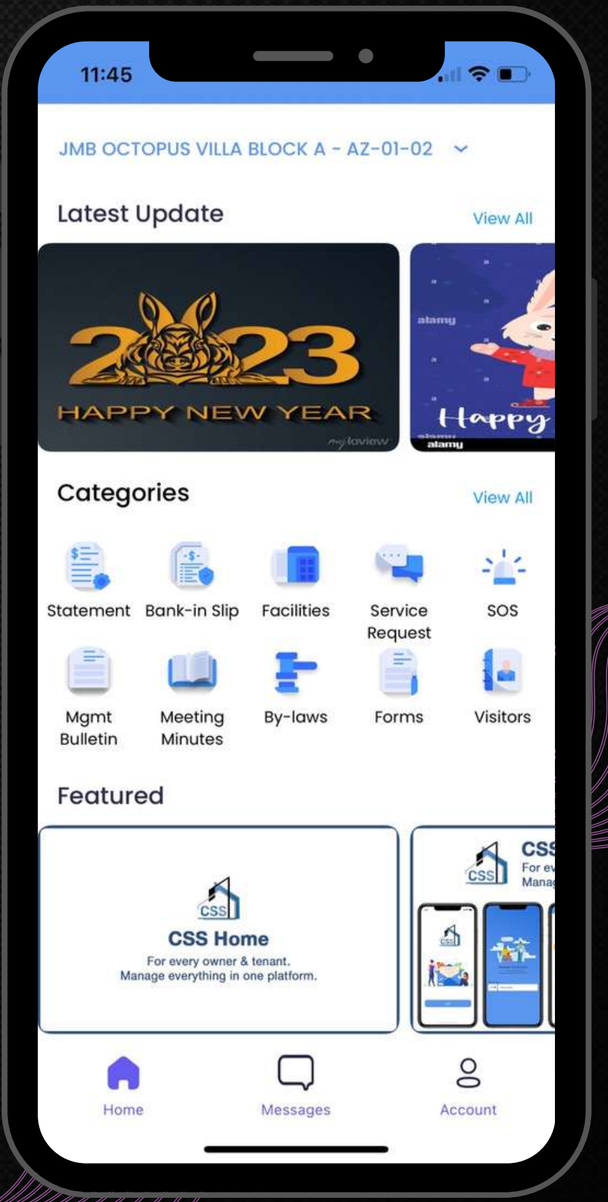
Press the "OK".
点击“确定”

10

Step 10

Click the Home Page Icon.
点击主页图标。





Announcement
-Community News 公告

In this module, Residents can view the latest and updated notices or announcement published by Management team.
居民可以查看管理员发布的最新的通知或公告。

*NOTICES IN IMAGE AND WORDING FORMAT.
图片和文字格式的公告。

1

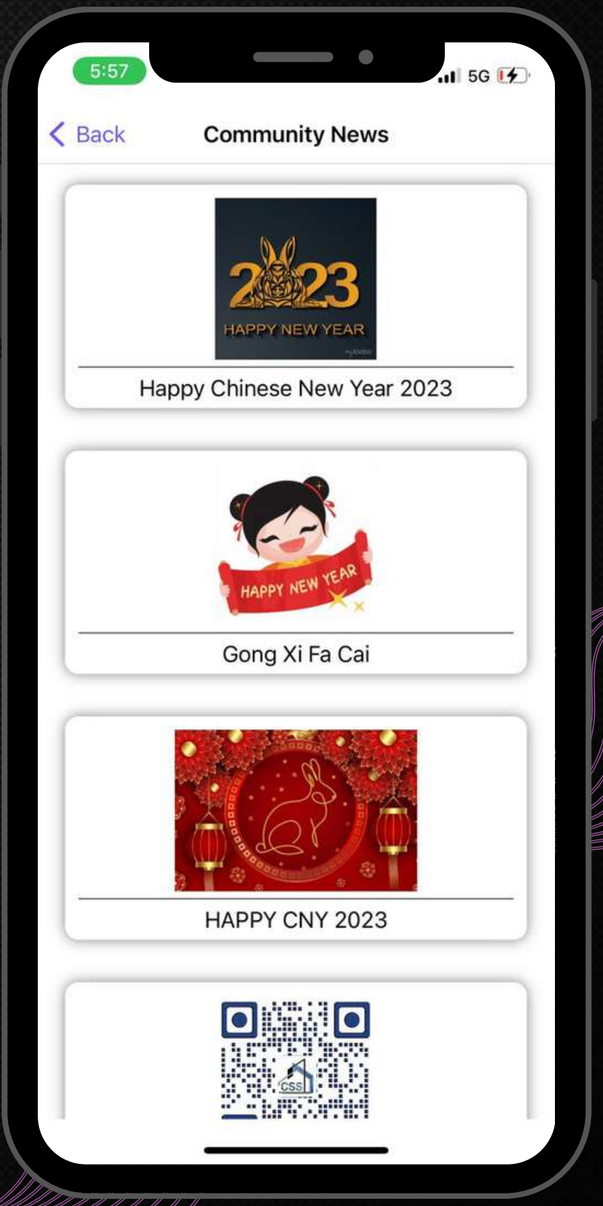
Step 1

Click “View All” to view the list of announcements.
点击“查看全部”查看公告列表。

2

Step 2

Select the "Community News" of your choice and view in detail.
选择您喜欢的“社区新闻”并查看详细信息。



3

Step 3

Enjoy the details of Community News.
欣赏社区新闻的详情。

Announcement
-Management Bulletin 公告

In this module, Residents can view the latest and updated notices or announcement published by Management team.
居民可以查看管理员发布的最新的通知或公告。

*NOTICE IN PDF FORMAT AND YOU MAY DOWNLOAD IT.
PDF格式的公告，您可以将其下载。

1

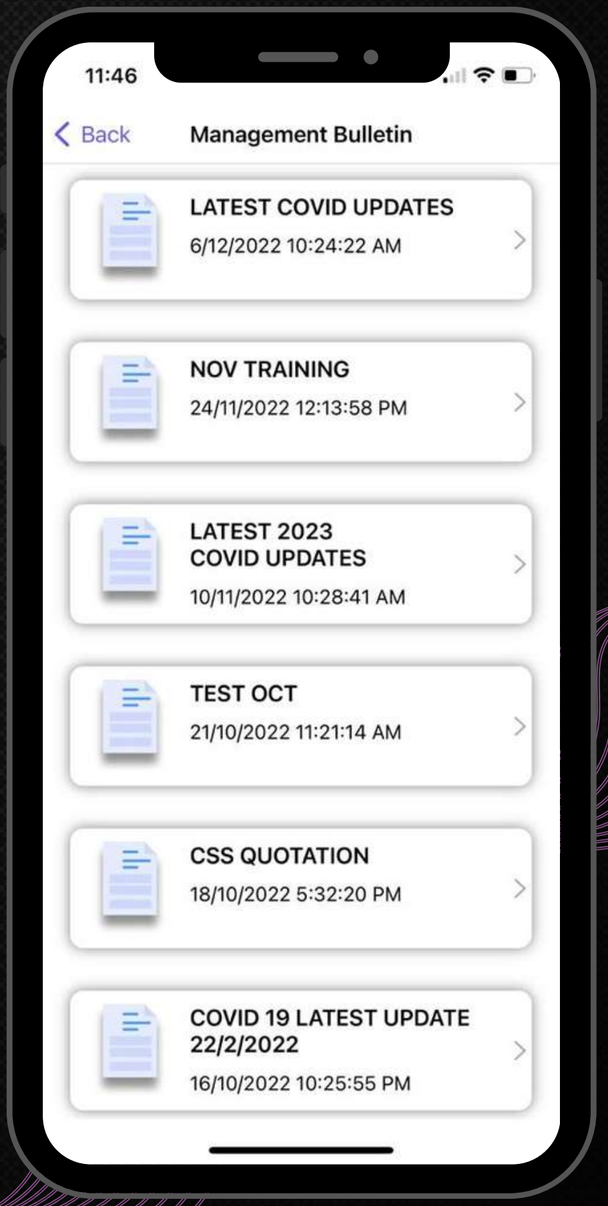
Step 1

Click “Management Bulletin” to view the list of announcements.
点击“管理公告”查看公告列表。

2

Step 2

Select the "Management Bulletin" of your choice and view in detail.
选择您喜欢的“管理公告”并查看详细信息。



3

Step 3

Enjoy the details of Management Bulletin.
欣赏管理公告的详细信息。

Statement

账户报表

Access to your latest account statements via app or web within a few clicks. 只需点击几下，即可通过应用程序查询您最新的账户报表。

For CSS ePayment subscriber. CSS ePayment 订阅者:
Residents will be able to make online payment via the resident portal. 居民将能够通过居民APP进行在线支付。

An official receipt for the payment made will be auto-generated. 将自动生成付款的正式收据。

*USER MAY VIEW YOUR STATEMENTS UP TO THE LATEST 12 MONTHS. 用户最多可以查看最近 12 个月的报表。

*KINDLY REFER TO THE WEBSITE OR MANAGEMENT OFFICE FOR MORE INFORMATION. 请参阅网站或管理办公室了解更多信息。

1

Step 1

Click “Statement” to view your outstanding balance.
点击“账户报表”查看您的未结余额。

2

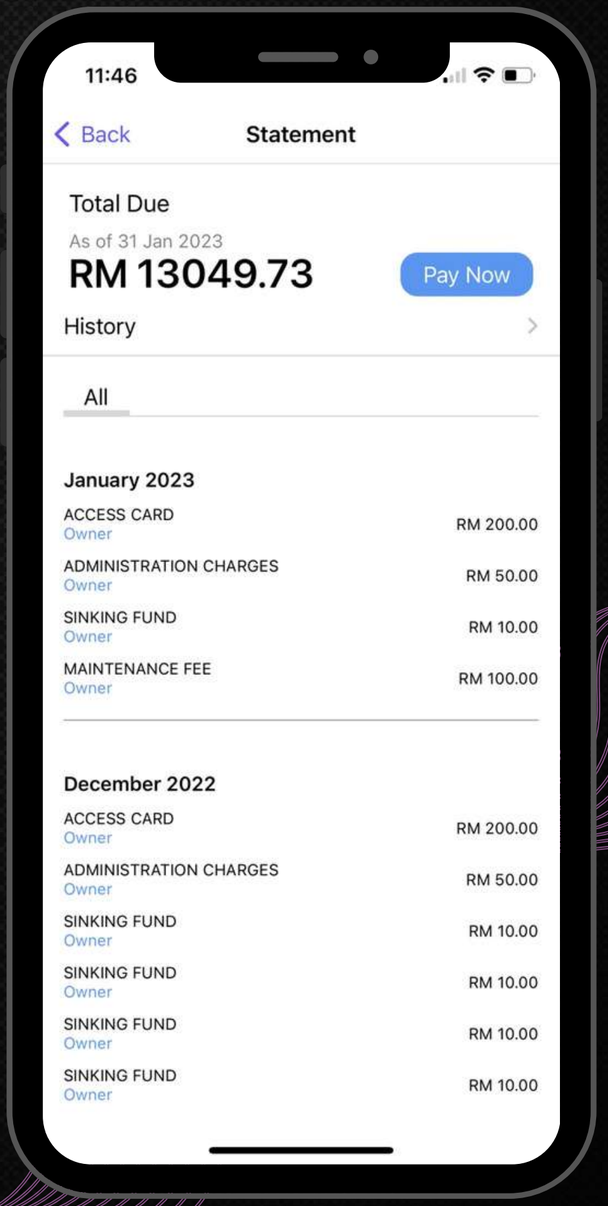
Step 2

Your outstanding balance will be shown on the top.
您的未结余额将显示在顶部。

3

Step 3

Click “History” to view your statement of account.
点击“历史记录”查看您的账户报表。



4

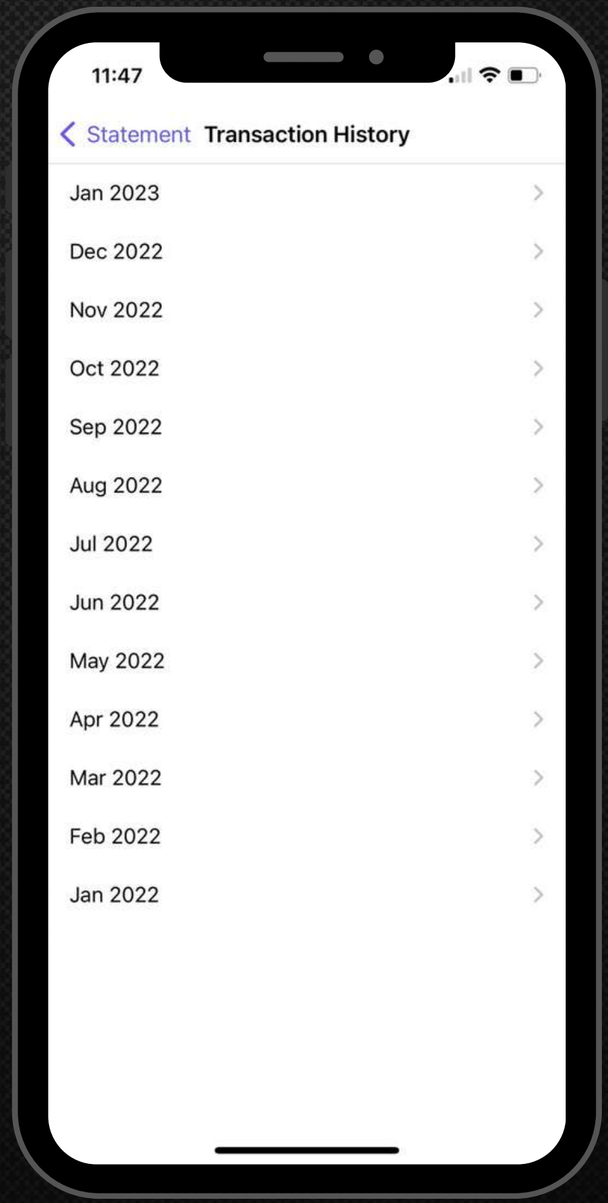
Step 4

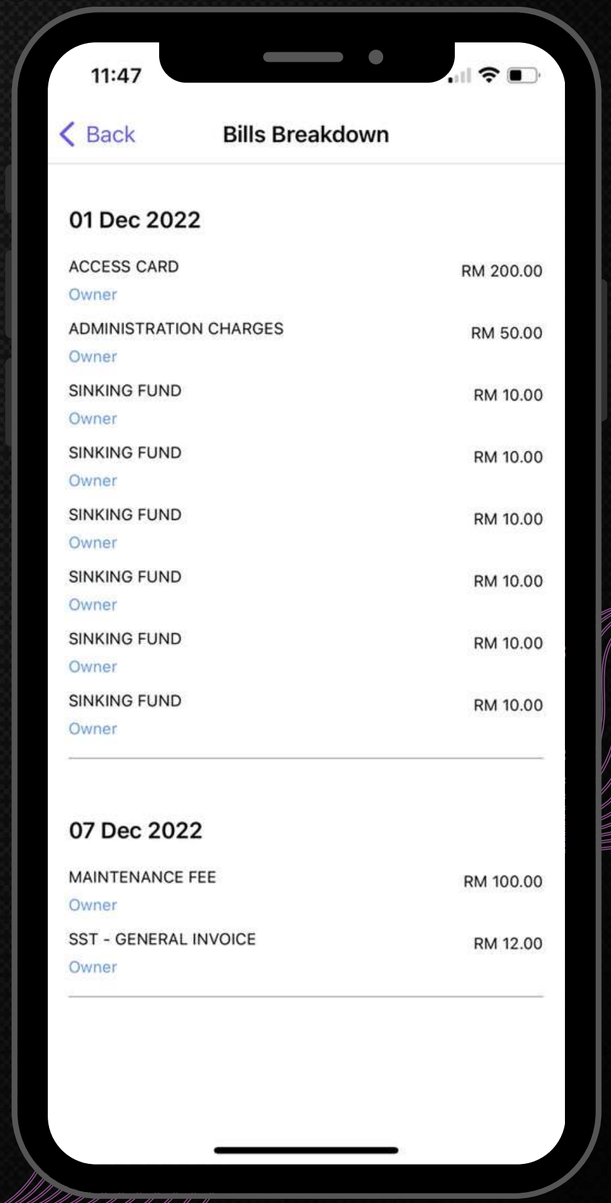
You can view detailed Statement based on the selected month.
您可以根据所选月份查看详细报表。

5

Step 5

Enjoy the details of Statement.
欣赏账户报表的细节。





To Pay Bills Via ePayment.

通过 ePayment 支付账单。

[Only for CSS ePayment's User. 仅限CSS ePayment用户。]

1

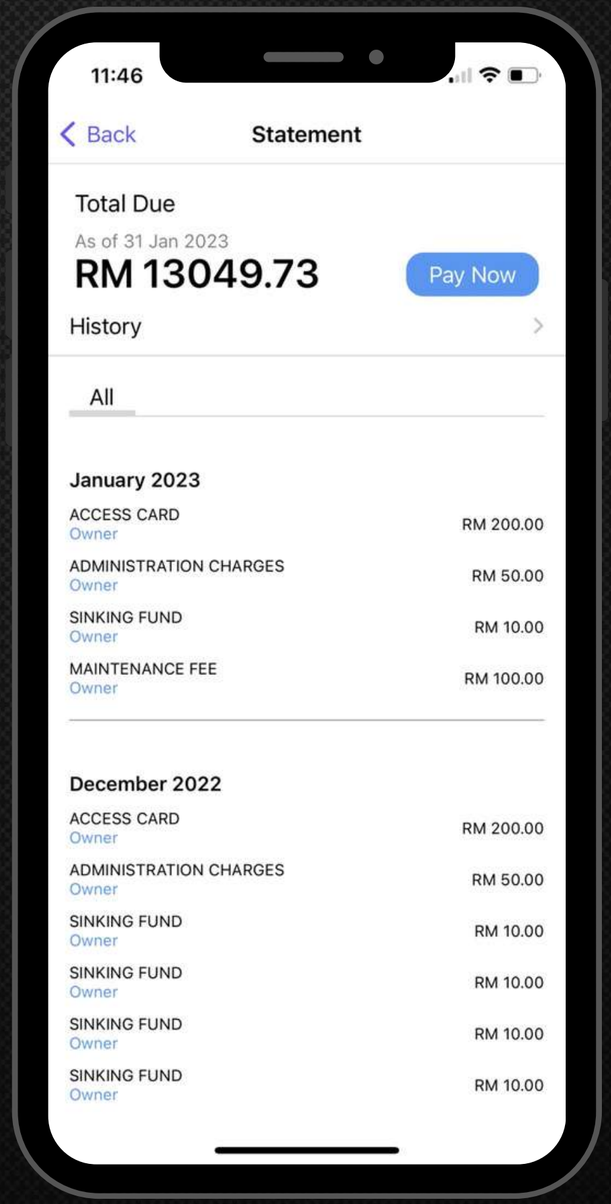
Step 1

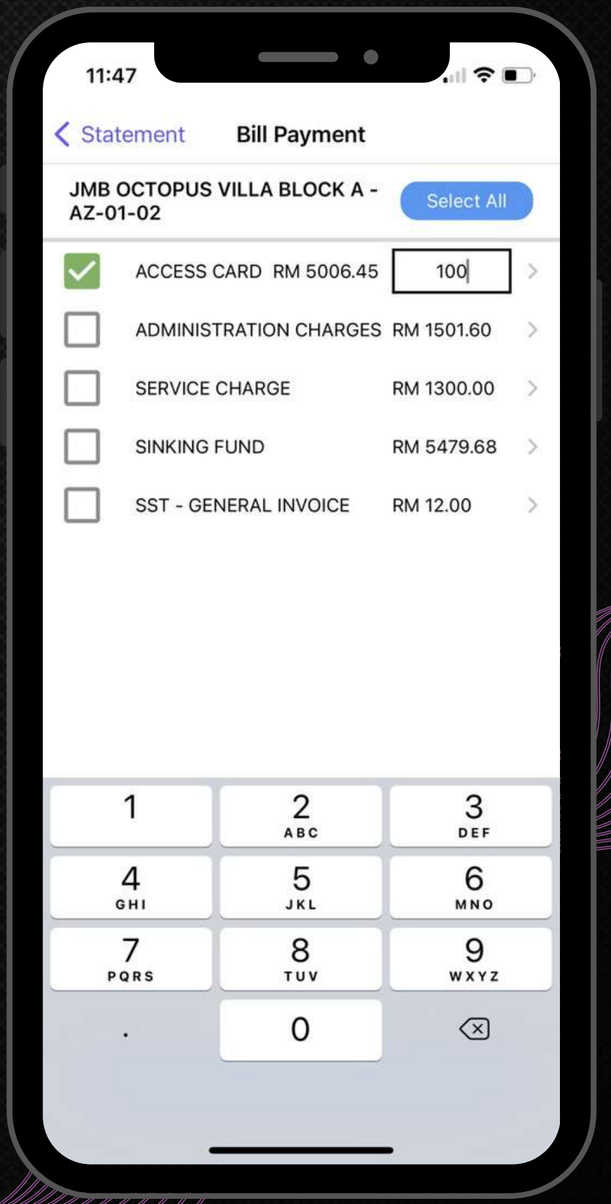
Click "Pay Now".
点击"立即付款"。

2

Step 2

Select the bill(s) and update the amount you would like to make payment.
选择账单并更改您要支付的金额。



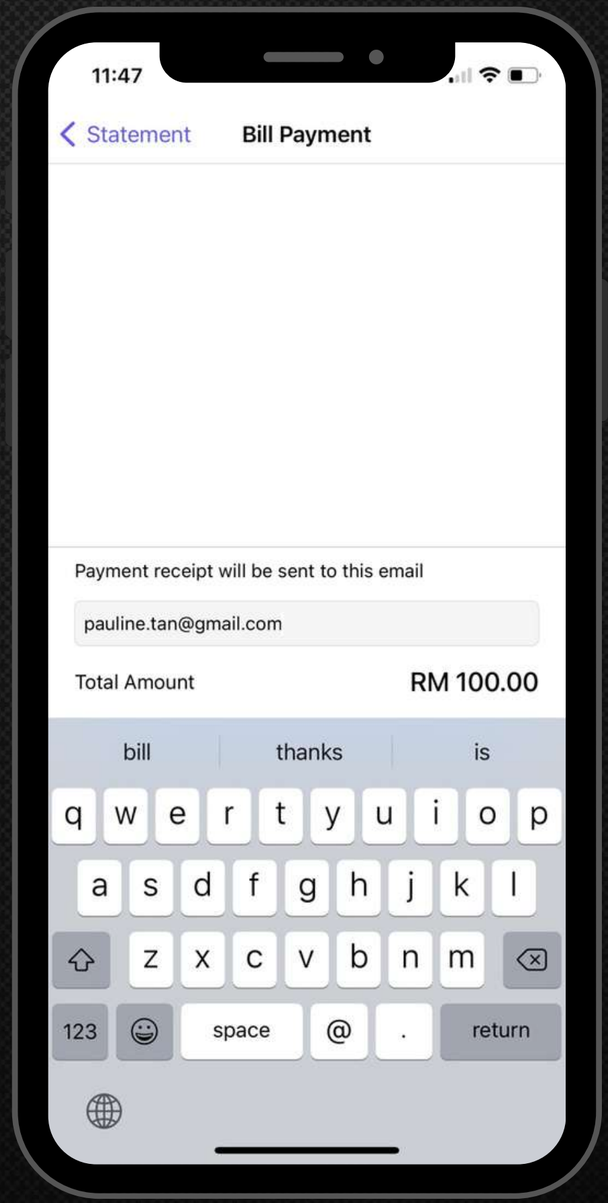


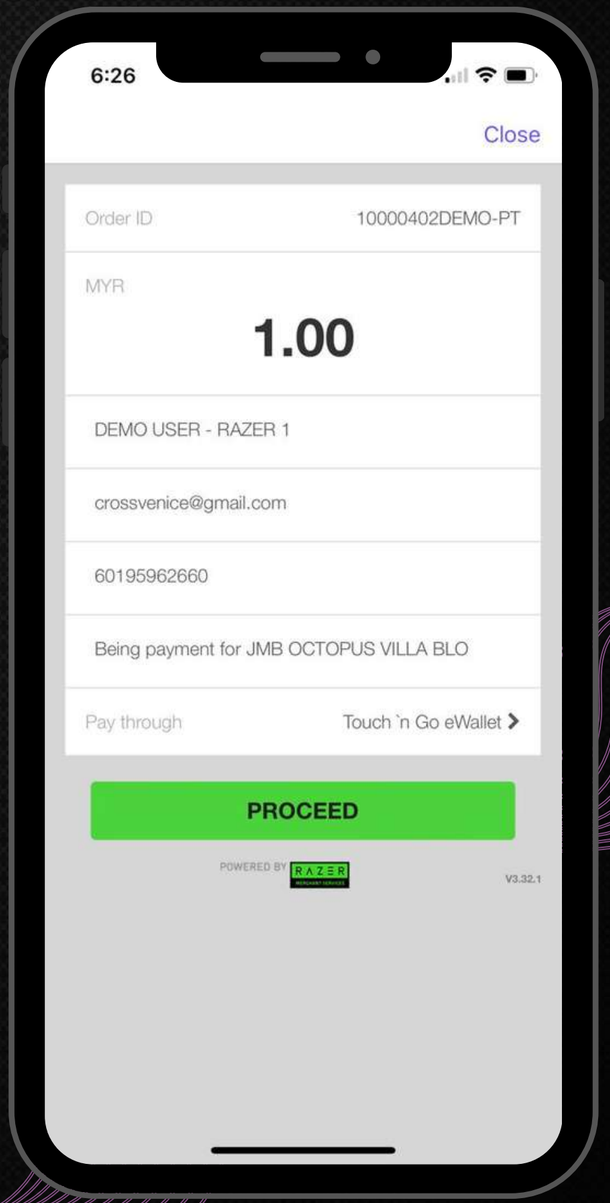
To Pay Bills Via ePayment.

3

Step 3

Enter your "Email" and Click “Pay” to proceed to the payment gateway.
输入您的“电子邮件”并点击“支付”以进入支付网页。





4

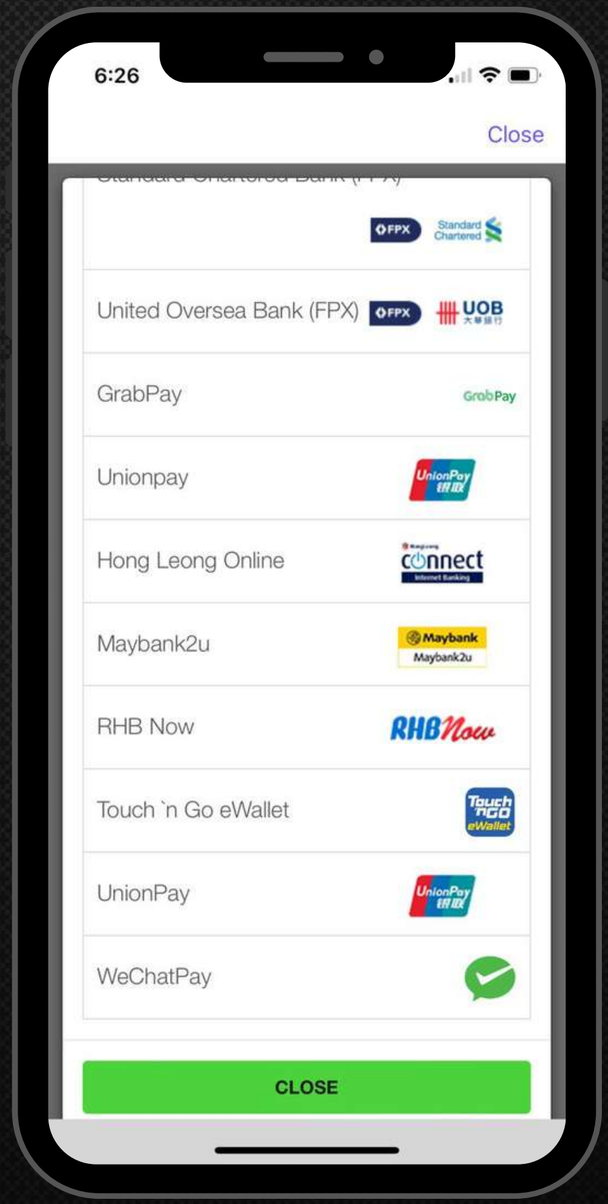
Step 4

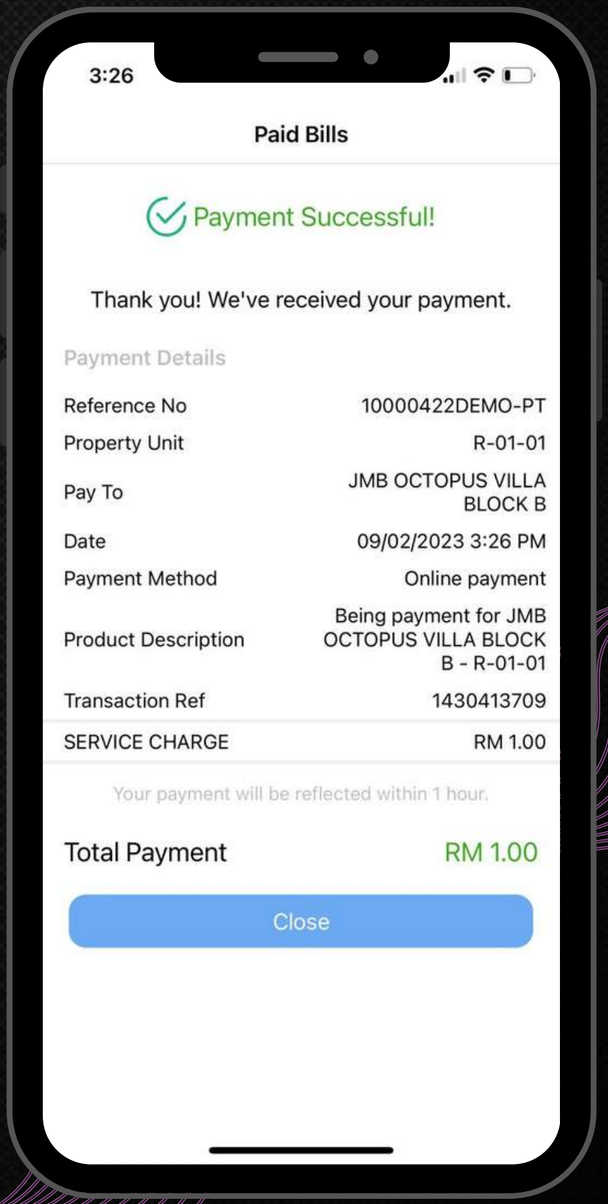
Select the method of payment and fill in the information to proceed with the payment.
选择付款方式并填写信息以进行付款。

5

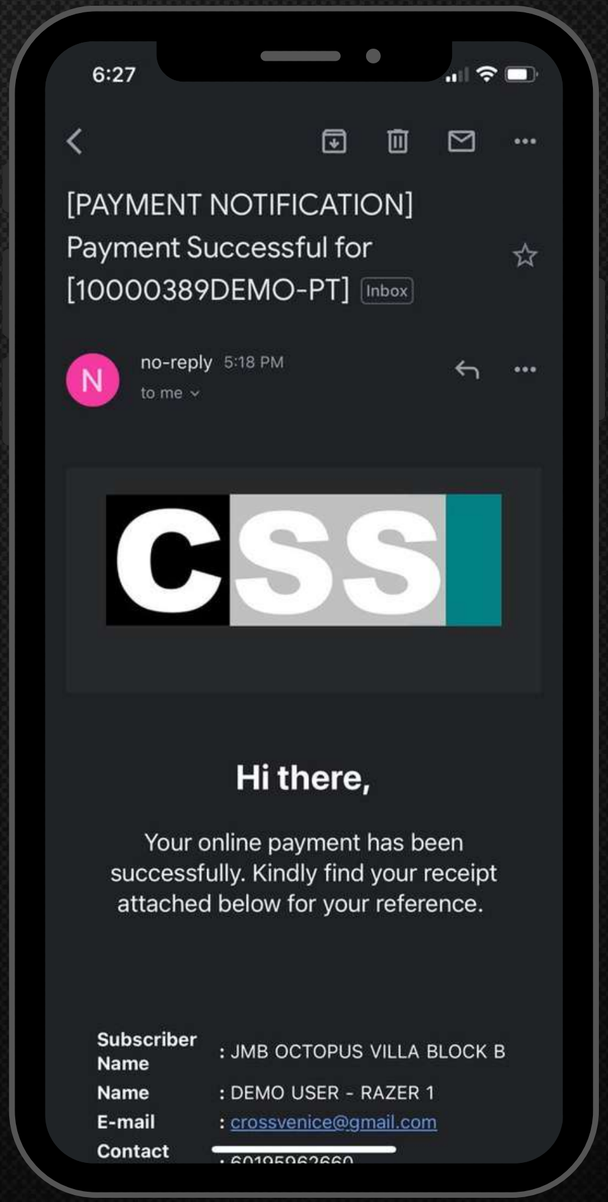
Step 5

Upon successful payment made, the official receipt will be auto-generated.
付款成功后，将自动生成正式收据。

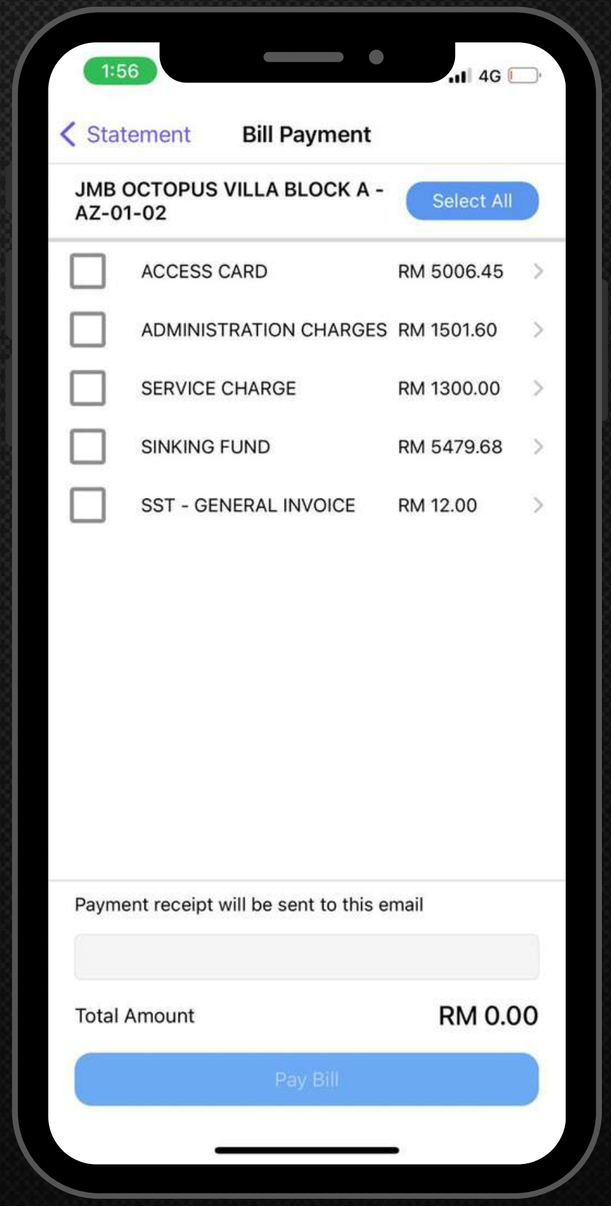


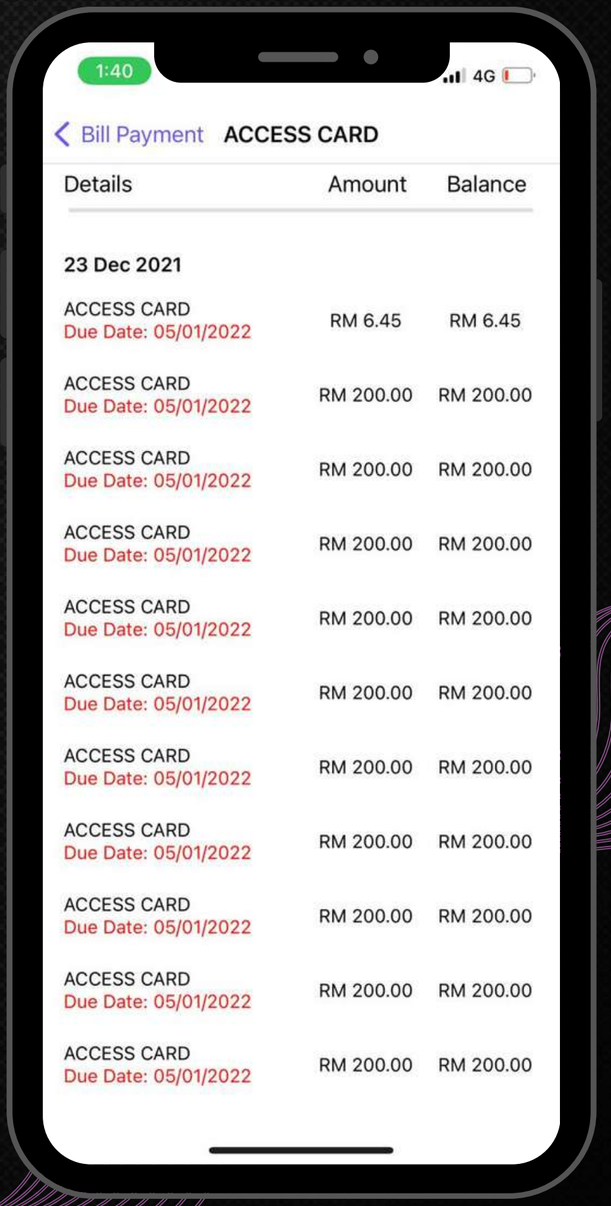


Tips: You will get official receipt from the email or CSS eCommunity web.
温馨提示：您可以通过电子邮件或 CSS eCommunity 网站获得正式收据。



Tips: Click the list of bill payment to view more in details!
温馨提示：点击账单支付列表查看详情！





Bank-in Slip

银行存款收据

Residents can now upload their payment slip into the portal for payment made respectively.
居民现在可以将他们的付款单上传到居民APP付款。

Management can effectively manage the payment received.
管理层可以有效地管理收到的付款。

1

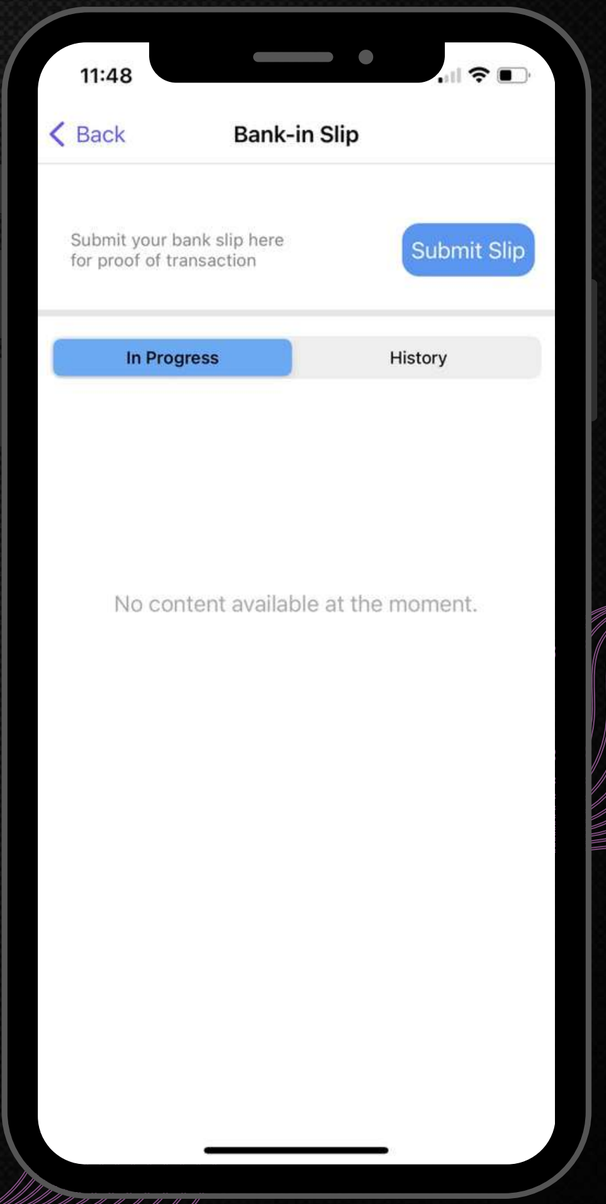
Step 1

Click “Bank-in Slip”.
点击“银行账单收据”。

2

Step 2

Click “Submit Slip”.
点击“提交账单收据”。



3

Step 3

Fill in the necessary information and attach the Bank-in slip.
填写必要的信息并附上银行账单。

4

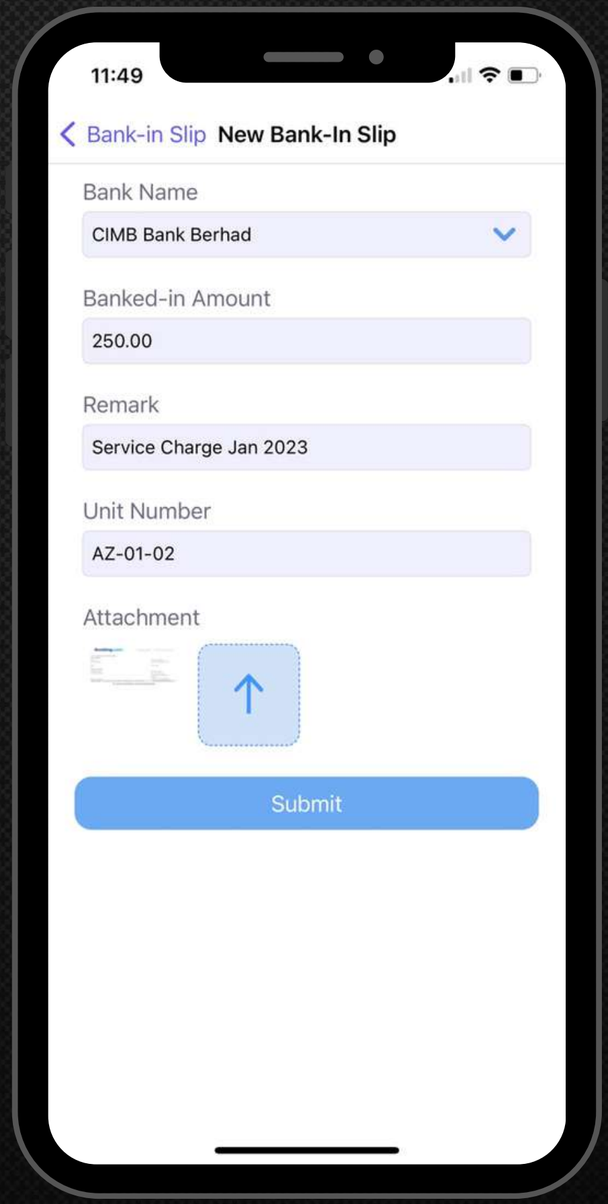
Step 4

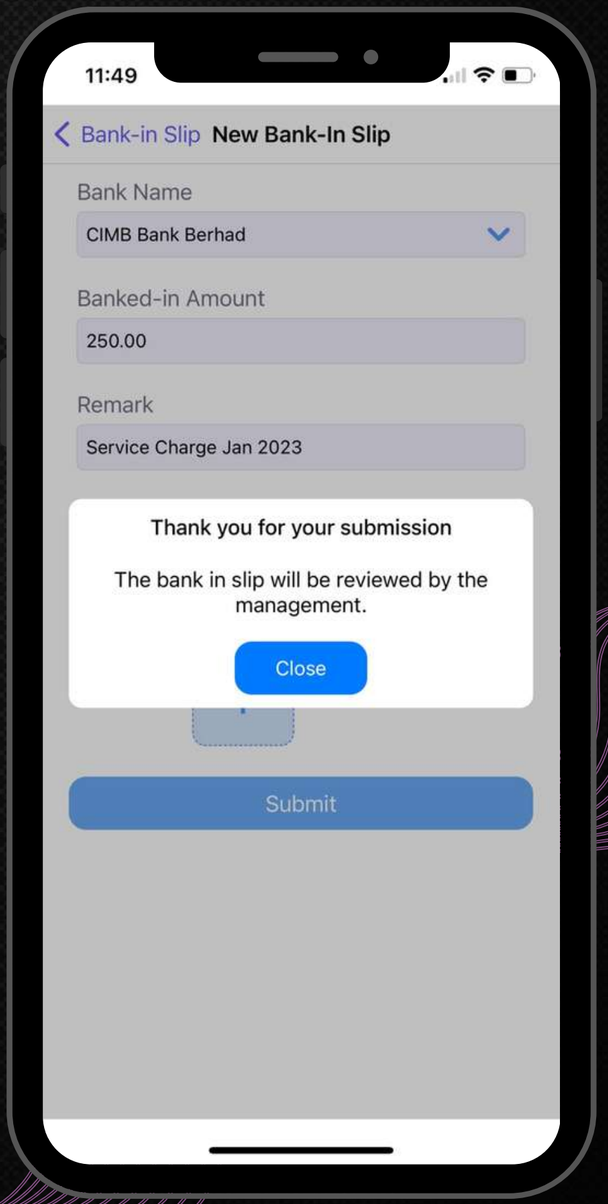
Click “Submit”.
点击“提交”。

5

Step 5

A “Thank you for submission” message will pop out. Press "Close".
将弹出“感谢您提交”消息。请按“关闭”。





To View Status Of Bank-in-Slip.

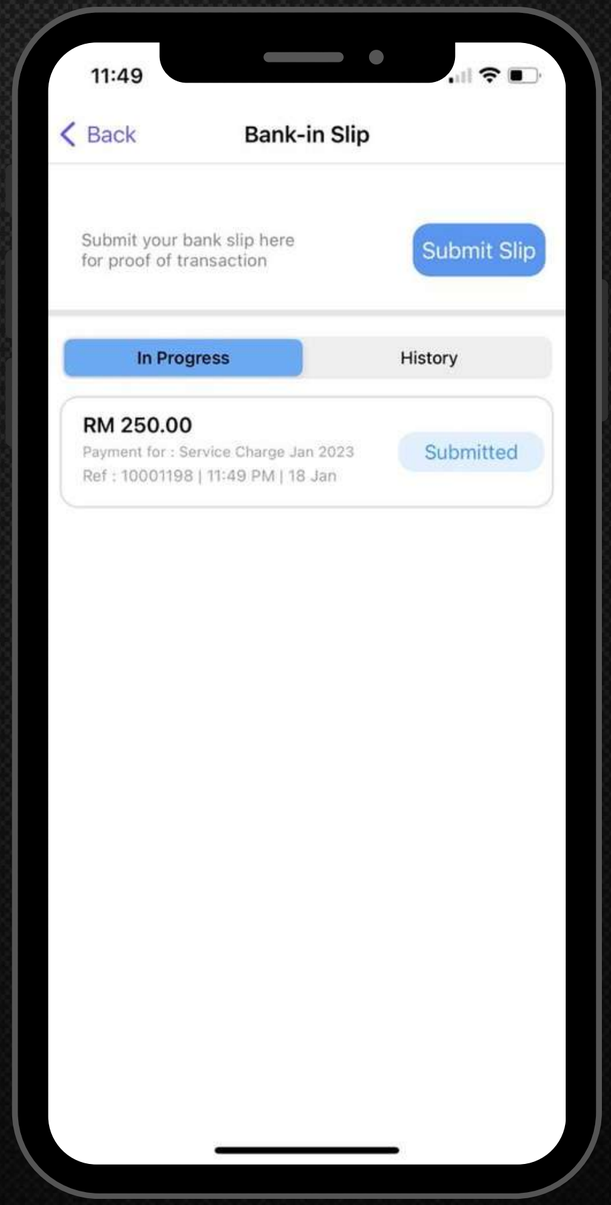
查看银行收据的状态记录。

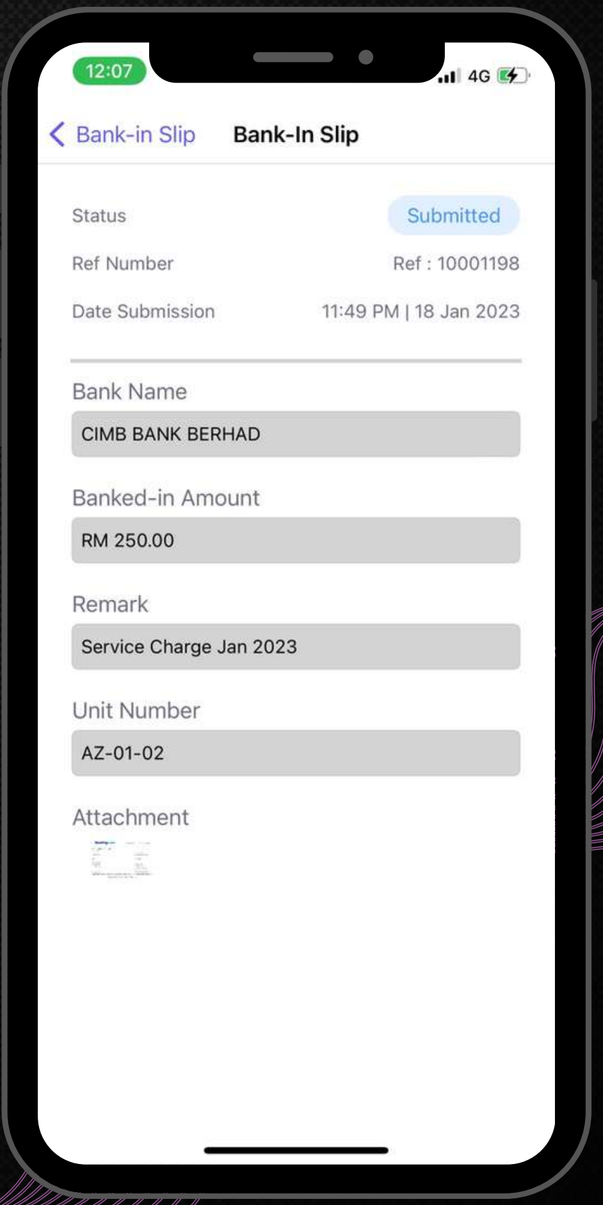
Step 1

Select “In Progress” .
选择“进行中”。

Step 2

Click specific Bank-in slip to view for more information.
点击特定的银行收据以查看更多信息。





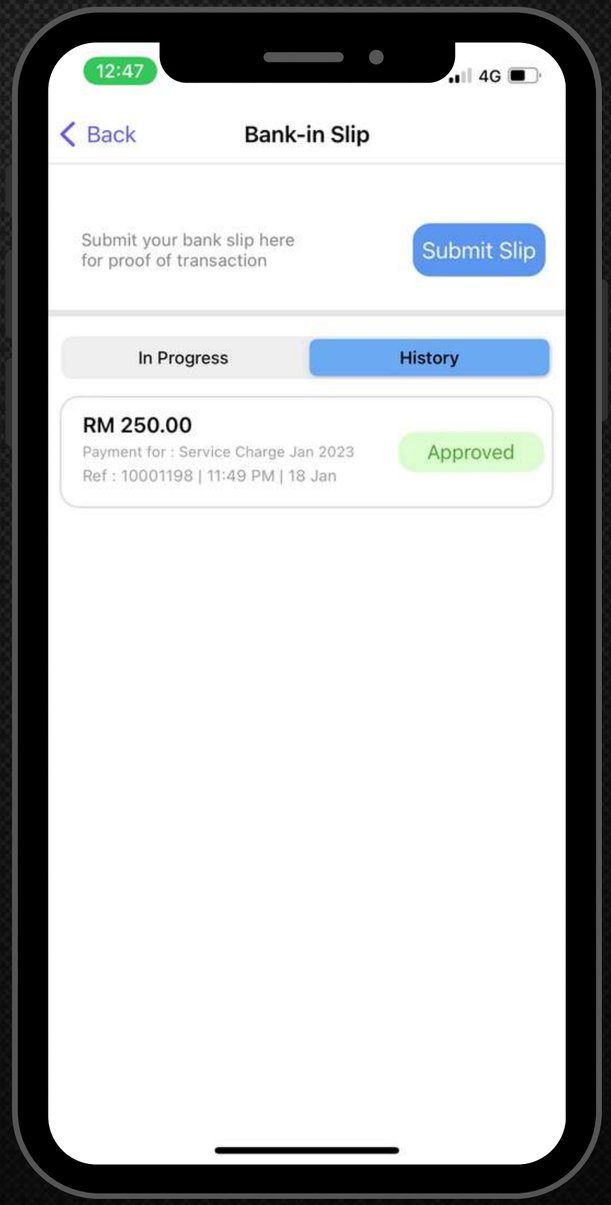
To View History Of Bank-in-Slip.
查看银行收据的历史记录。

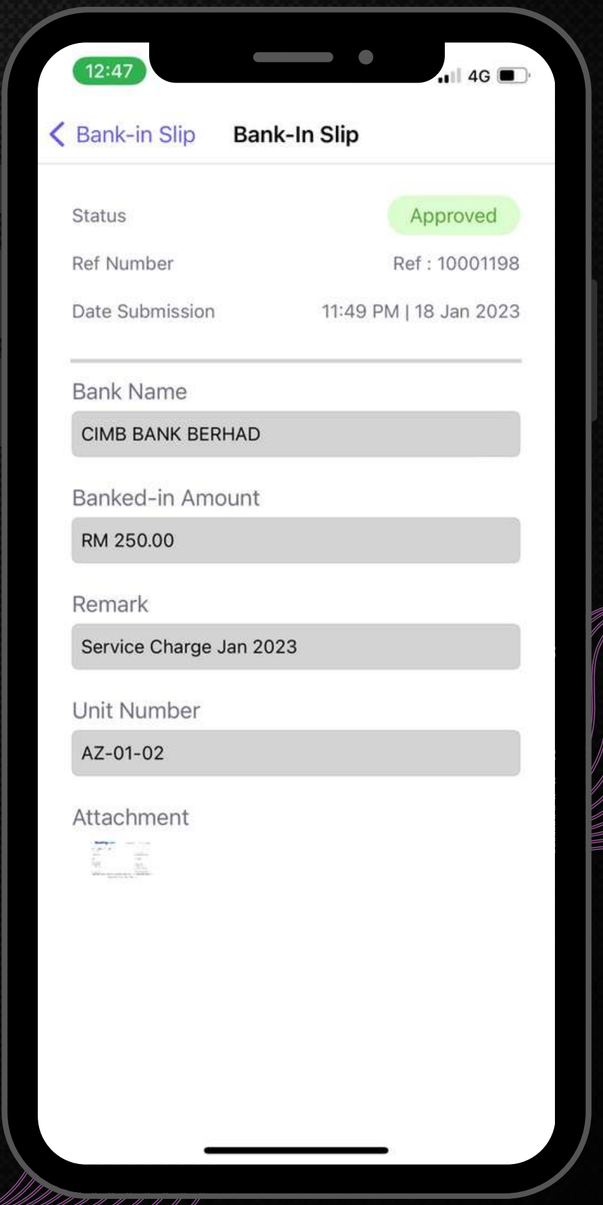
1 Step 1

Select “History” on top.
选择“历史记录”。

2 Step 2

Click specific Bank-in slip to view for more information.
点击特定的银行收据以查看更多信息。





Visitors [Only for CSS VMS's User]

访客 [仅供 CSS VMS 用户使用]

Residents can pre-register your upcoming visitors in-app to enjoy swift registration process at the Guard House.
居民可以在应用程序中预先登记即将到来的访客，以便在警卫室享受快速的登记流程。

Visitor is only required to present QR/Pin code to the guards upon arrival.
访客只需在抵达时向警卫出示二维码/密码。

1

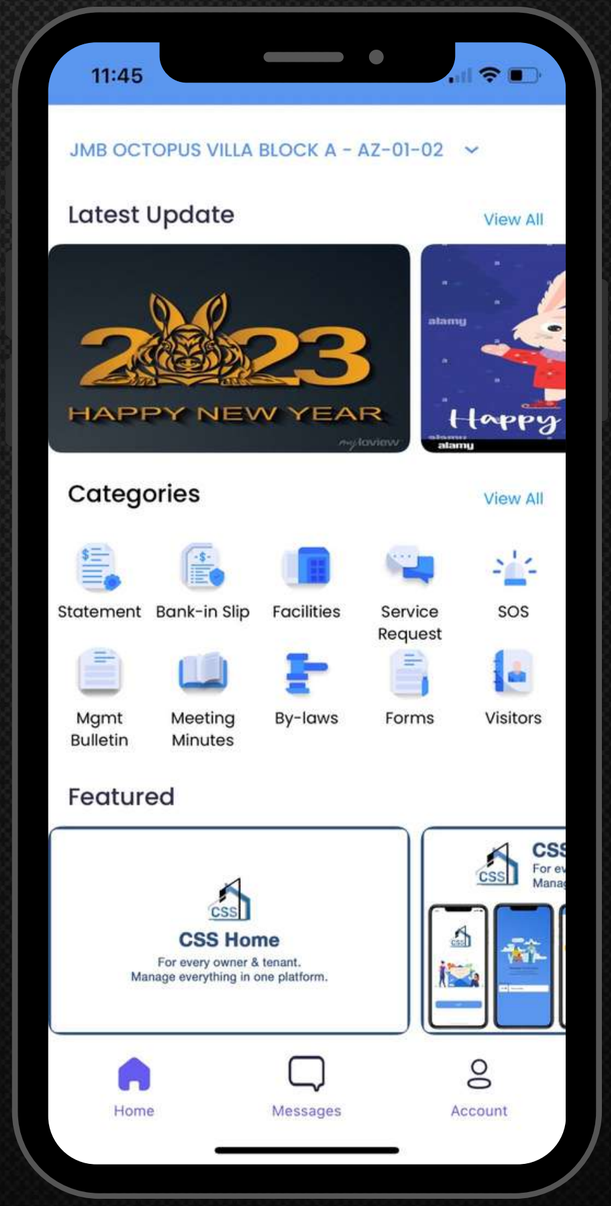
Step 1

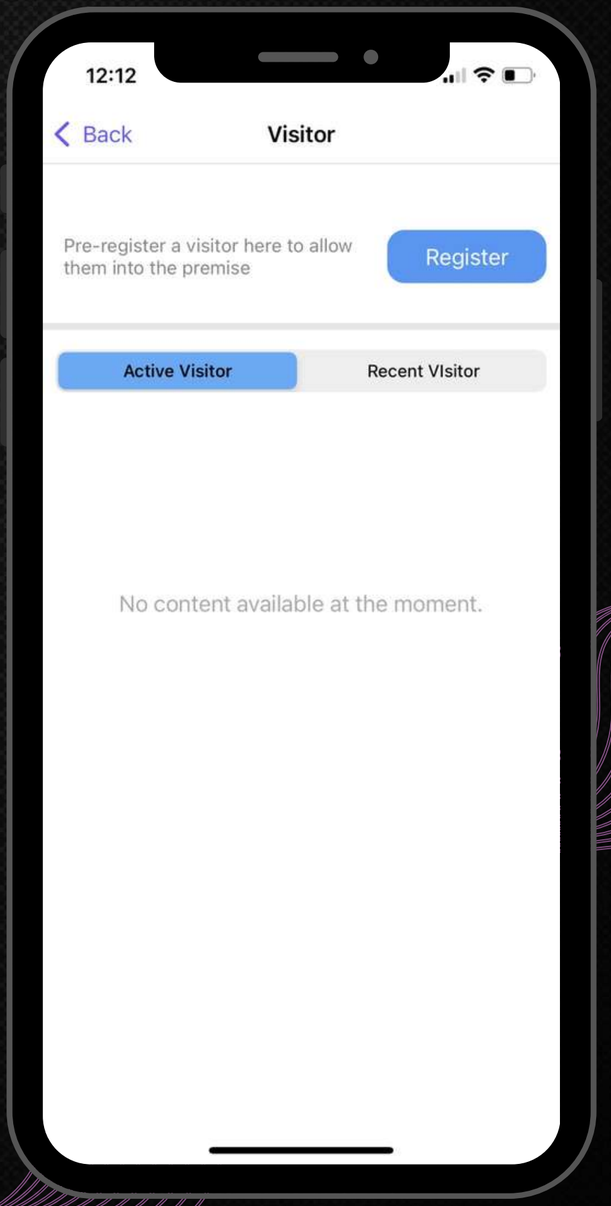
Click “Visitors”.
点击“访客”。

2

Step 2

Click “Register”.
点击“注册”。





3

Step 3

Fill in the visitor information.
填写访客个人信息。

4

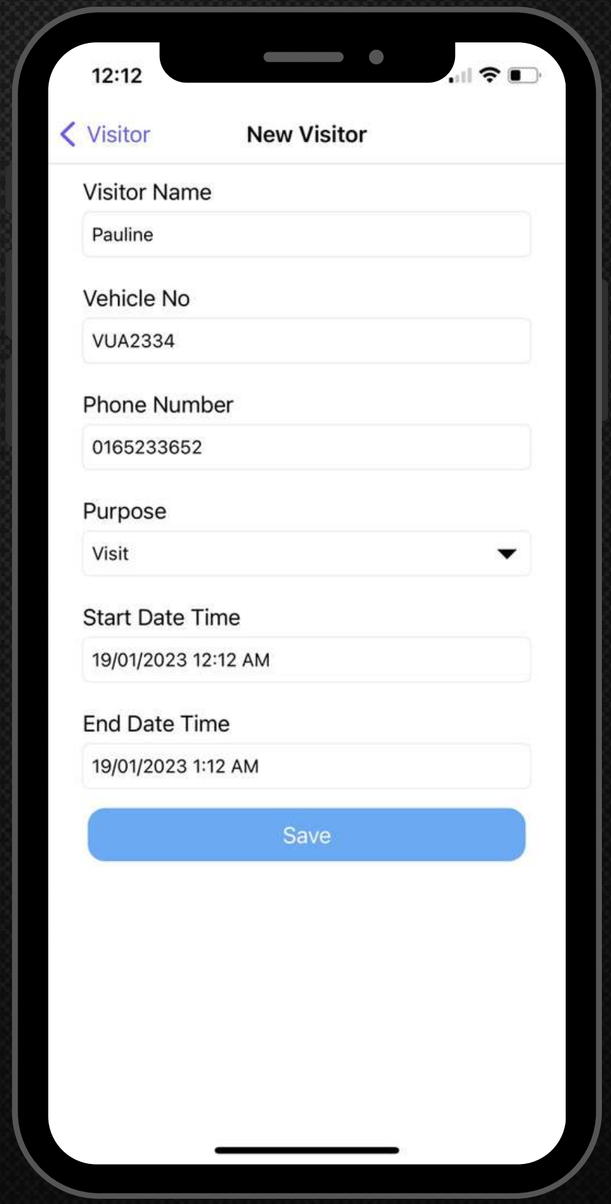
Step 4

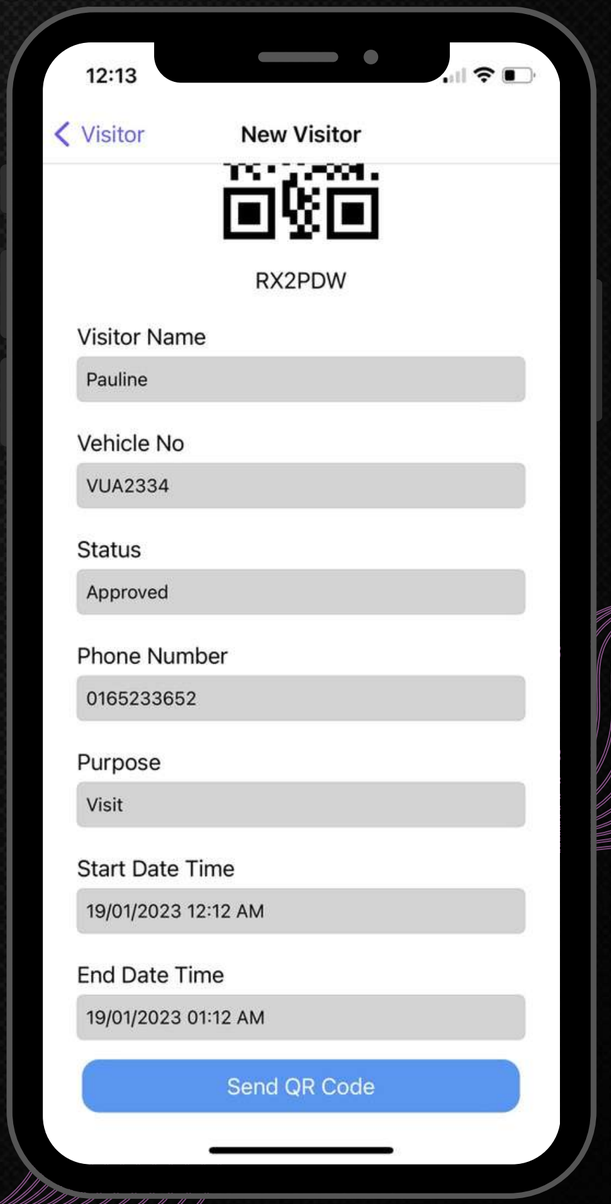
Click “Save” to register the visitor.
点击“保存”以注册访客。

5

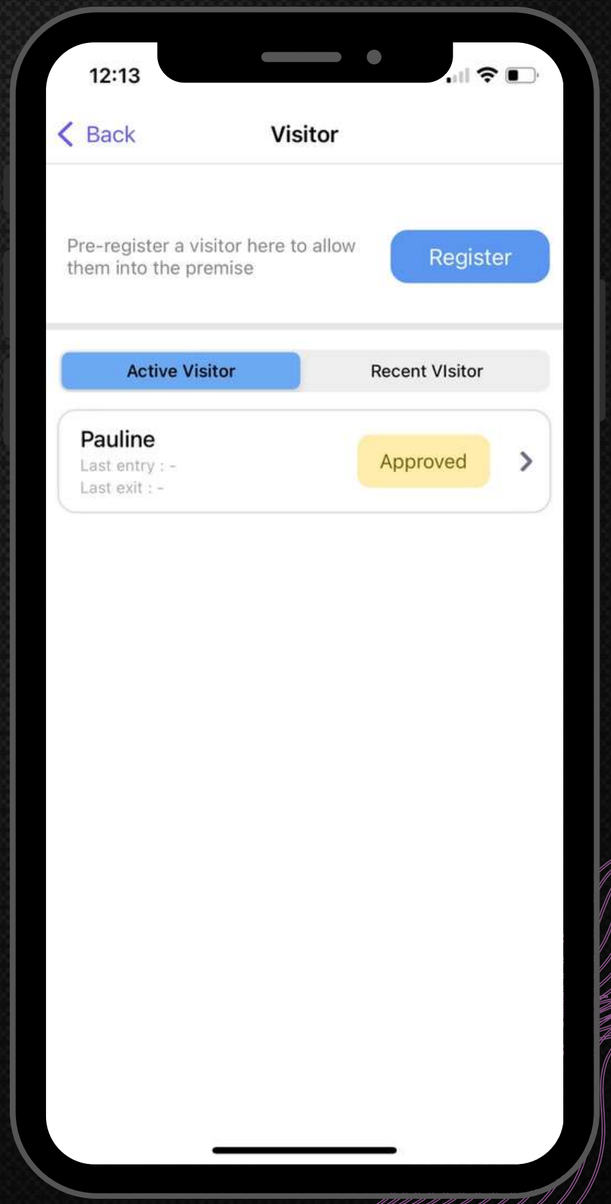
Step 5

Click “Send QR Code” to share the QR/Pin code to your visitor.
点击“发送 QR 码”以将 QR/Pin 码分享给您的访客。





To View Status of Visitor.
查看访客状态信息。



1

Step 1

Press "Active Visitor" and view the status.
点击“活跃访客”并查看状态。

To Re-invite Visitor. 重新邀请访客。

1

Step 1

Click "Recent Visitor".
点击“最近的访客”。

2

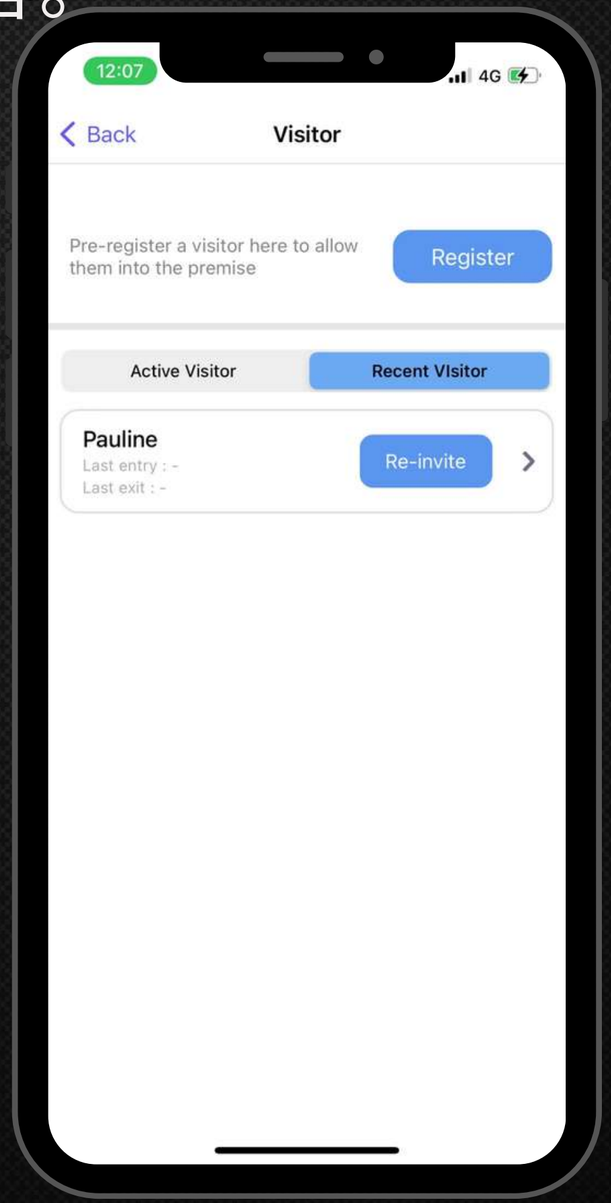
Step 2

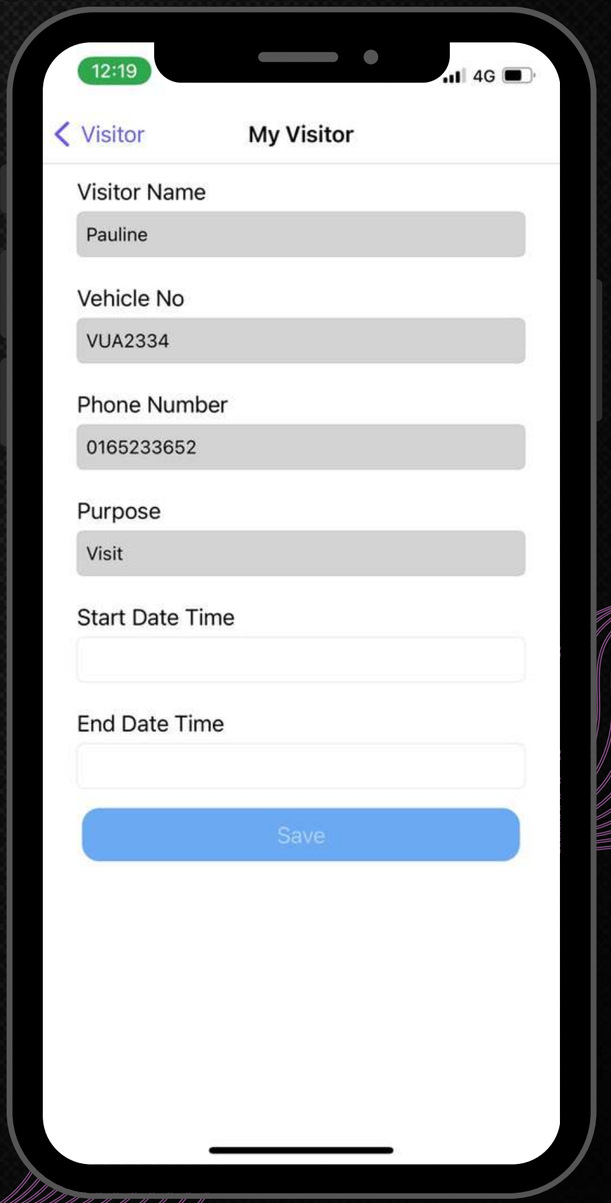
Select your visitor and click "Re-invite" to proceed with registration.
选择您的访客并单击“重新邀请”以继续注册。

3

Step 3

Amend the Start Date Time and End Date Time.
修改开始日期时间和结束日期时间。





4

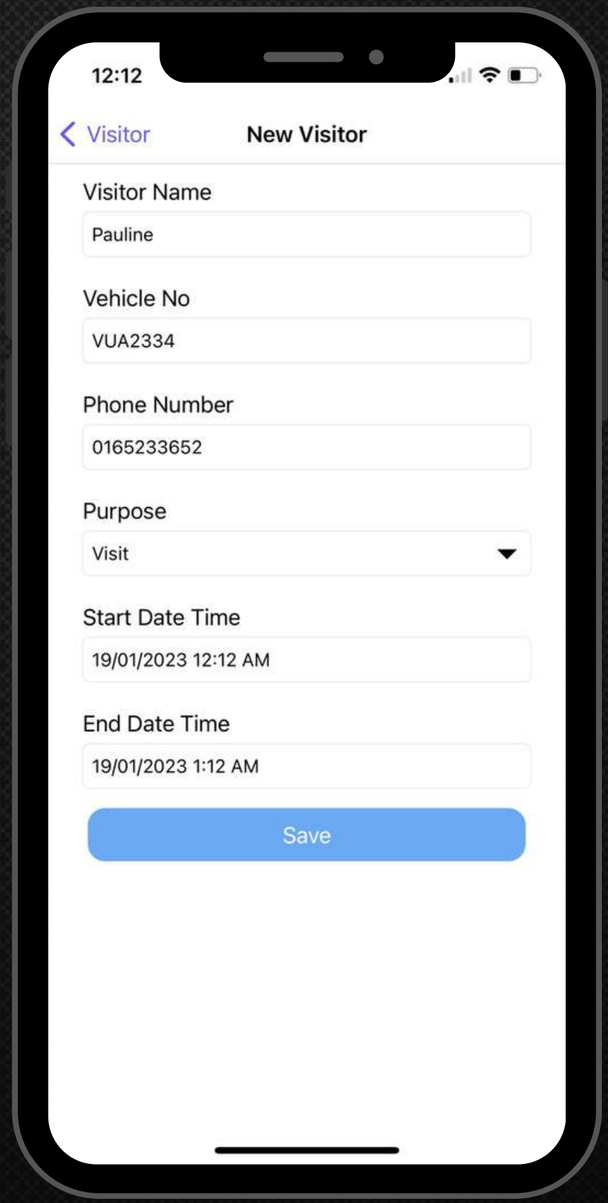
Step 4

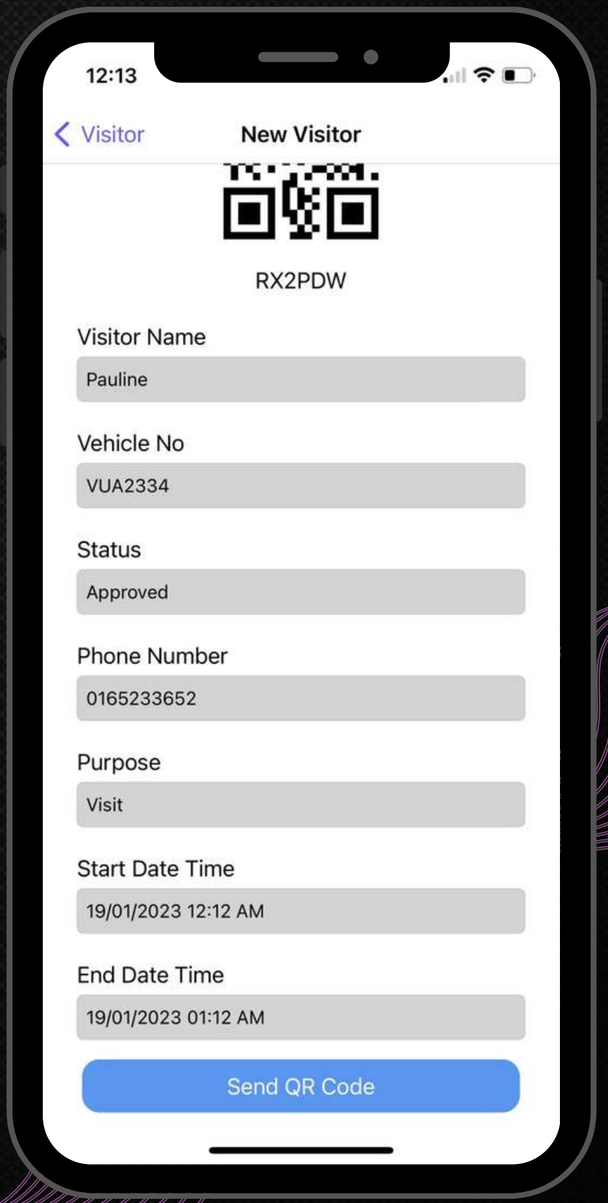
Click “Save” to register the visitor.
点击“保存”以注册访客。

5

Step 5

Click “Send QR Code” to share the QR/Pin code to your visitor.
点击“发送 QR 码”以将 QR/Pin 码分享给您的访客。





Facility Booking

设施预订

All facilities booking such as BBQ pits, tennis courts and more can be done easily in-app now instead of present in-person at Management Office.
所有设施的预订，如烧烤炉、网球场等，现在都可以在应用程序中轻松完成，而无需亲自前往管理办公室。

Residents can check the available slot and if there is any upcoming event in-app.
居民可以在应用程序中查看可用时段以及是否有任何即将举行的活动。

*QUOTA USAGE OF THE FACILITY, PRE-BOOKING & DEFAULTER SETTING INVOLVES! *
涉及设施使用额度、提前预约及违约者设置！

1

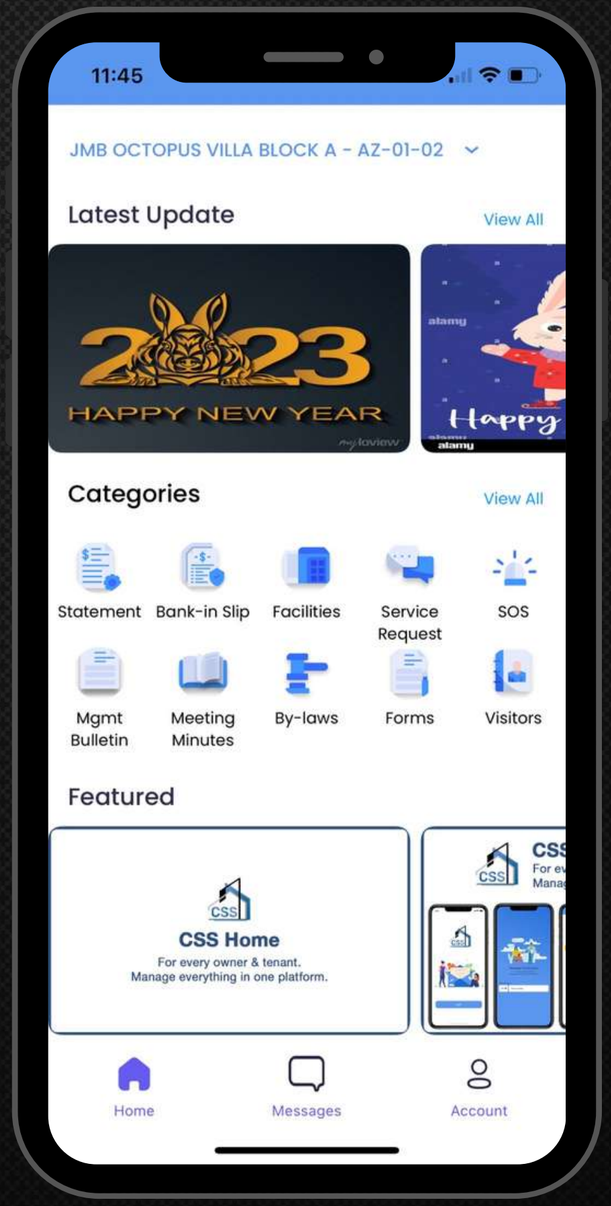
Step 1

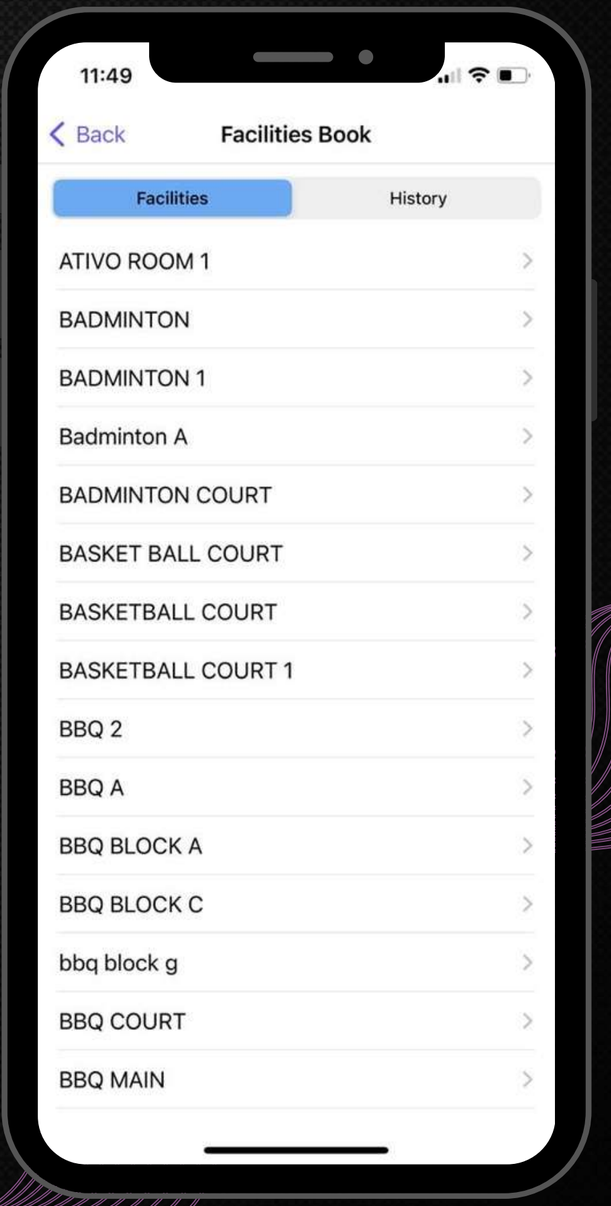
Click “Facilities”.
点击“设施”。

2

Step 2

Choose your facility.
选择您的设施。





3

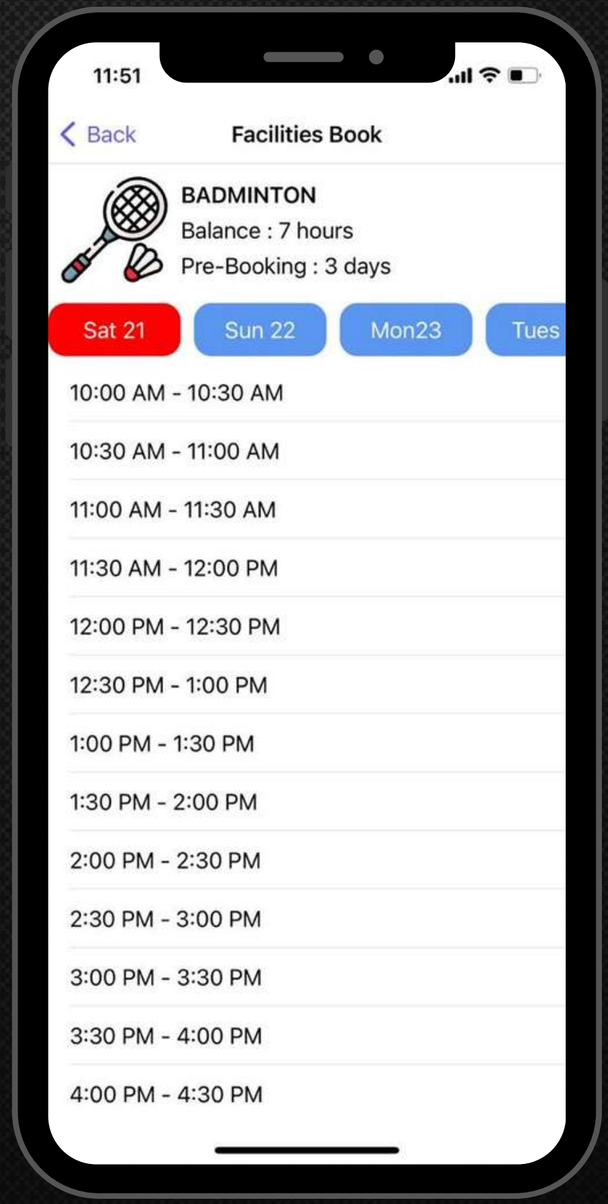
Step 3

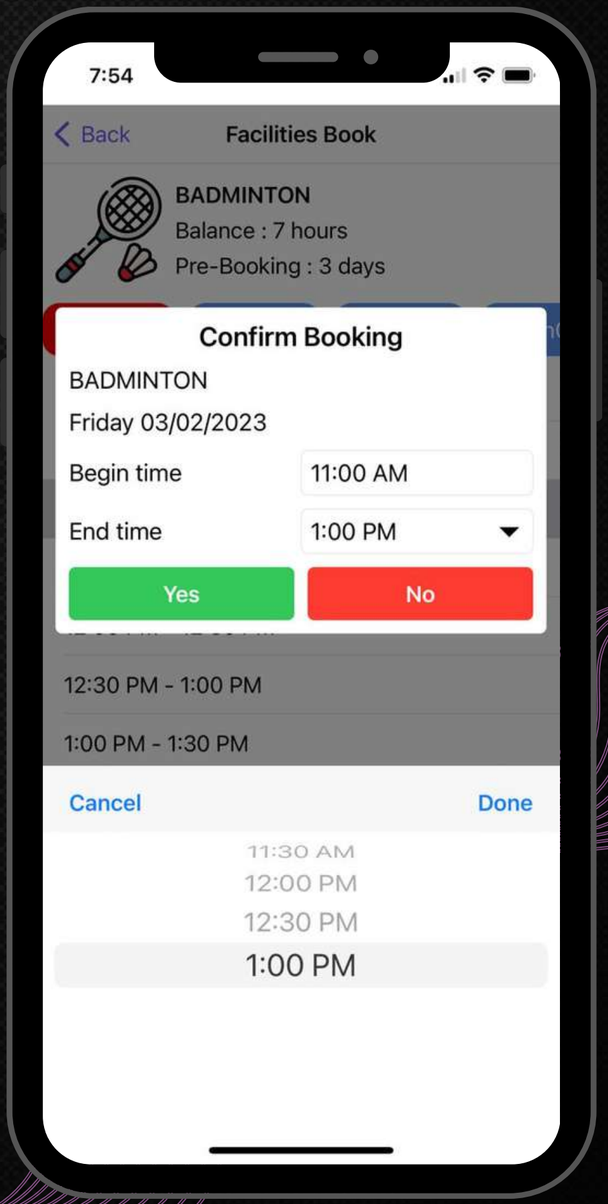
Select preferred & available slot.
选择首选和可用时隙。

4

Step 4

Choose the session “End Time” and click “Yes” to confirm the booking.
选择您想要的“结束时间”并点击“是”以确认预订。





5

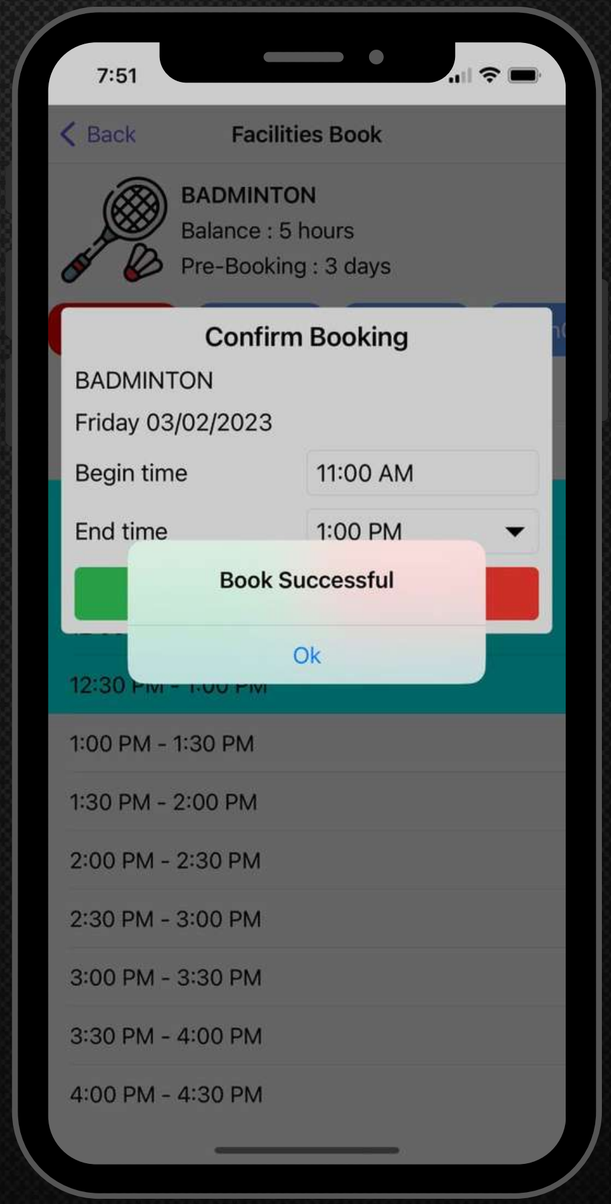
Step 5

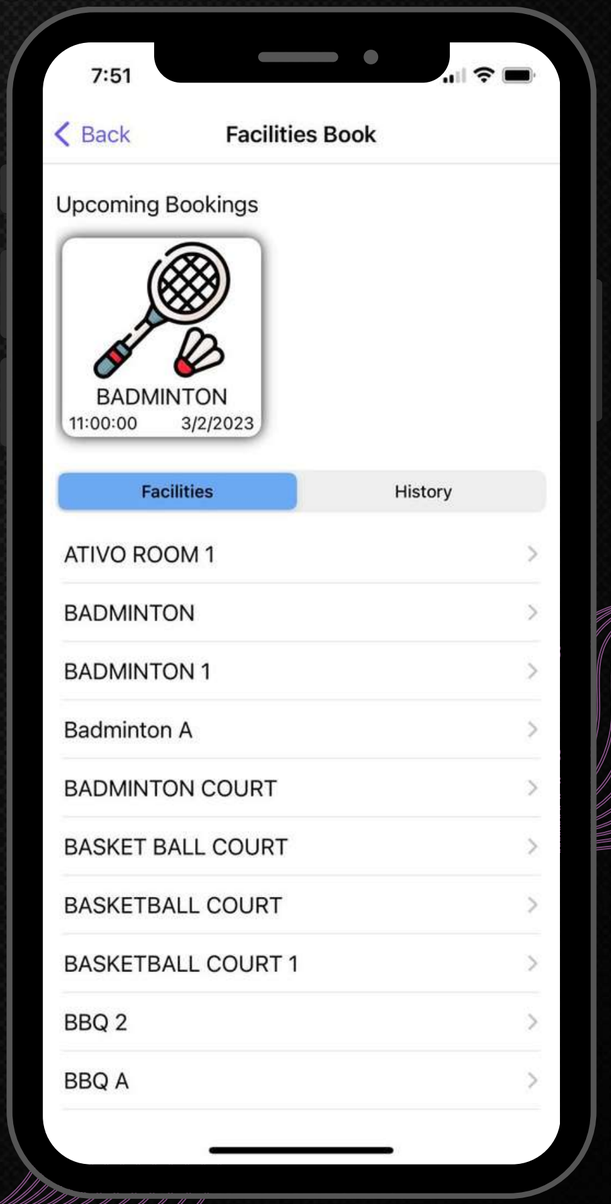
A “Book Successful” message will pop out. Press "OK"
将弹出“预订成功”消息。点击“确定”

6

Step 6

You may view your booking at “Upcoming Bookings”.
您可以在“即将到来的预订”中查看您的预订。





To Cancel Booking.

1

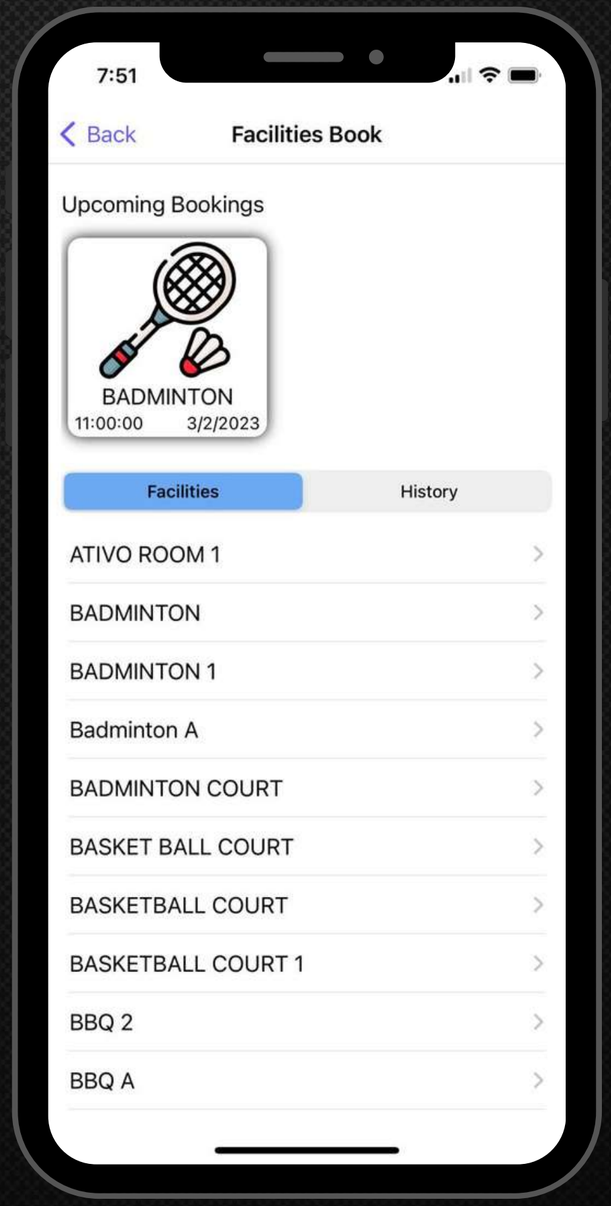
Step 1

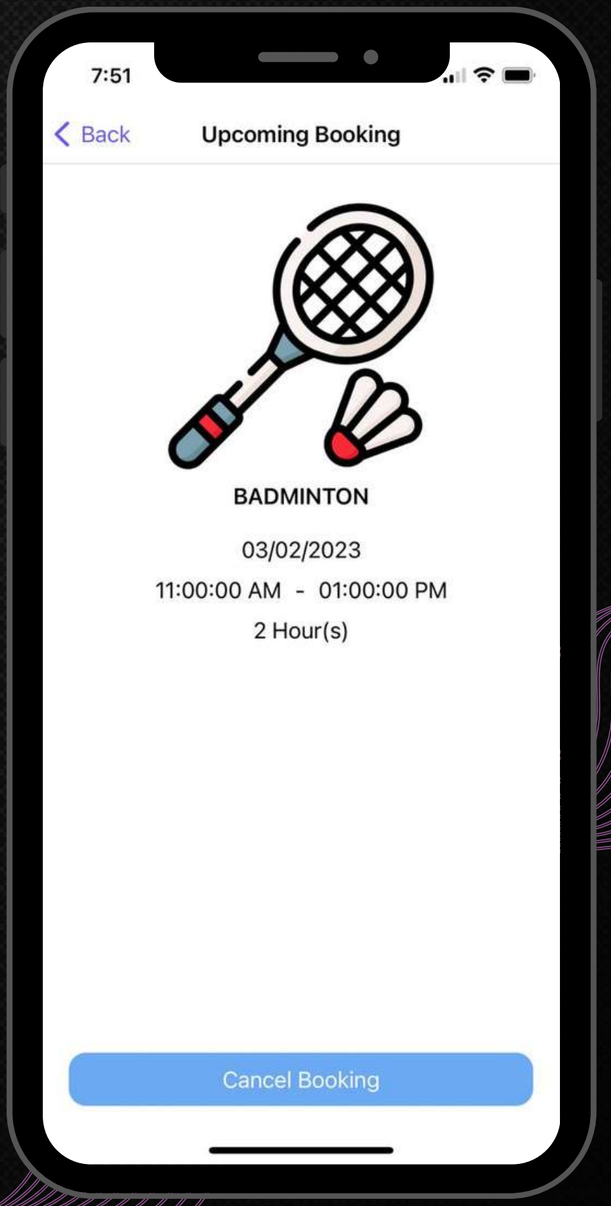
Select Upcoming Booking “Facilities”.
选择即将到来的预订“设施”。

2

Step 2

Click “Cancel Booking”.
点击“取消预订”。





3

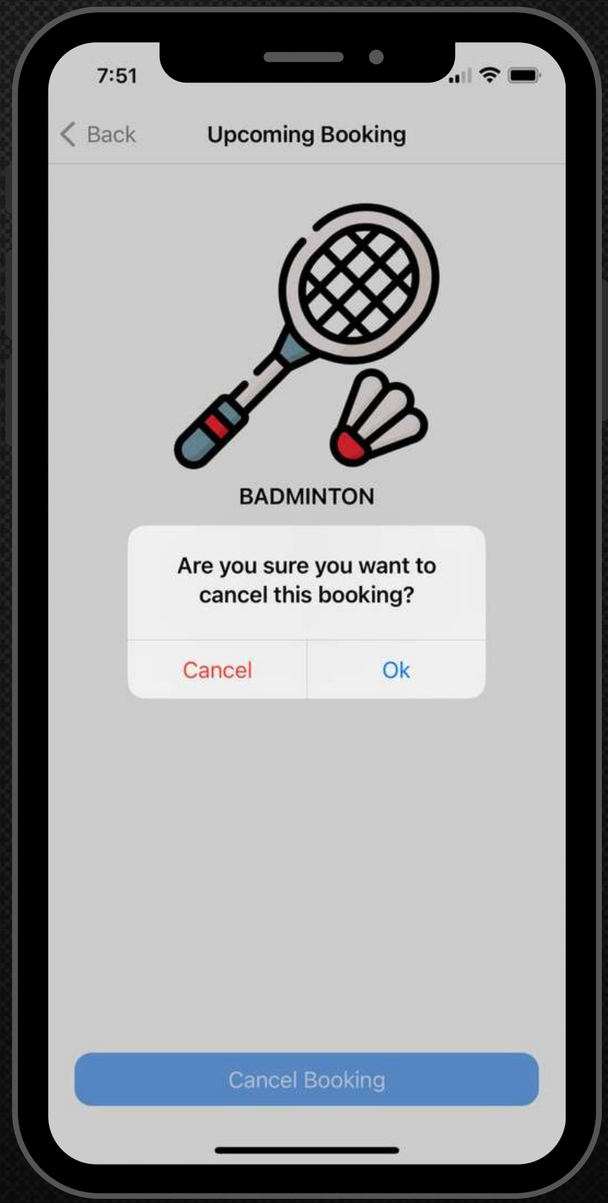
Step 3

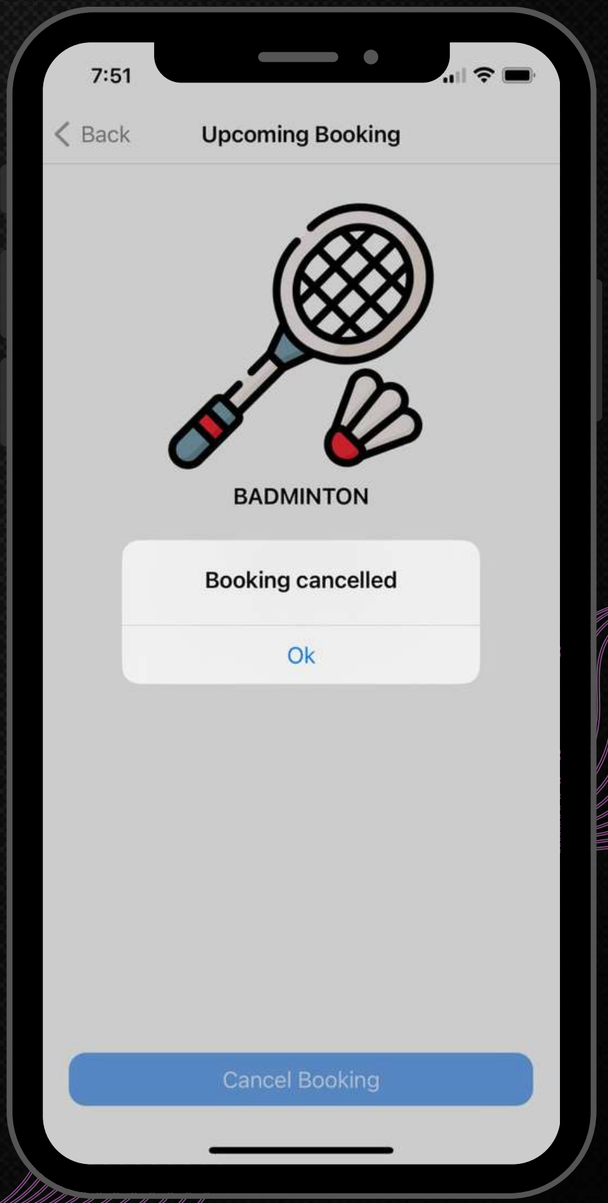
Click “OK” to proceed with the cancellation.
点击“确定”继续取消。

4

Step 4

Your booking has been cancelled. Press 'OK".
您的预订已被取消。请按“确定”。





Service Request
服务请求

An effective communication platform for residents to provide feedback on issues arise.
这是一个平台让居民可以有效地提供反馈。

All feedbacks will be organized systemically for Management Office to response respectively.
所有的反馈都会被系统地组织起来，由管理办公室分别做出回应。

1

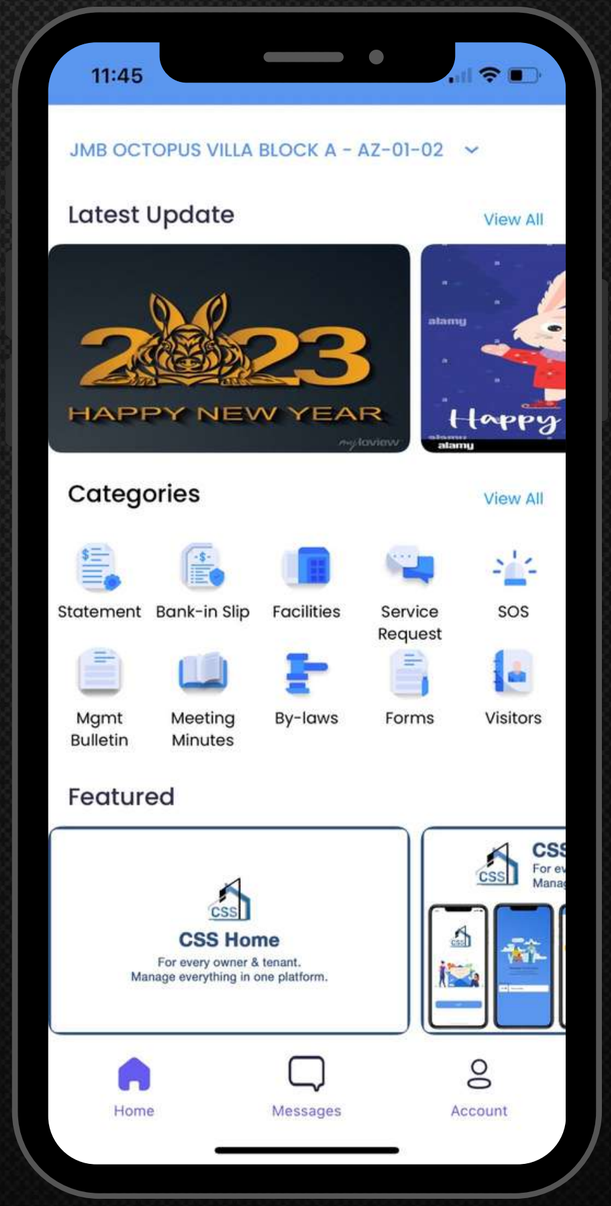
Step 1

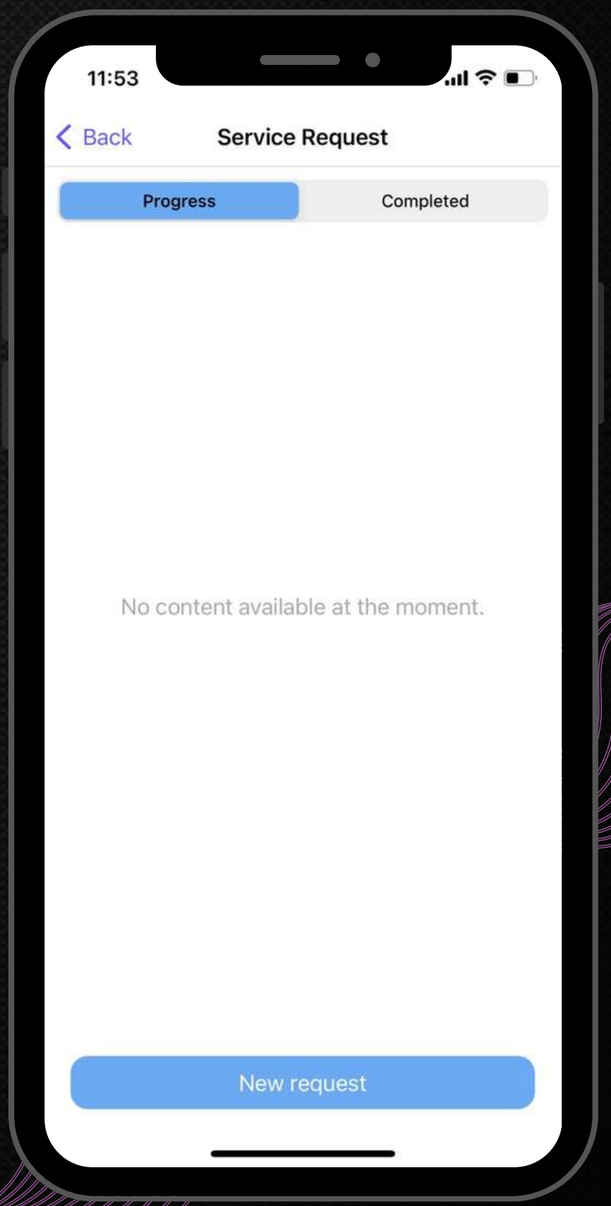
Click “Service Request”.
点击“服务请求”。

2

Step 2

Click “New Request”.
点击“新请求”。





3 Step 3

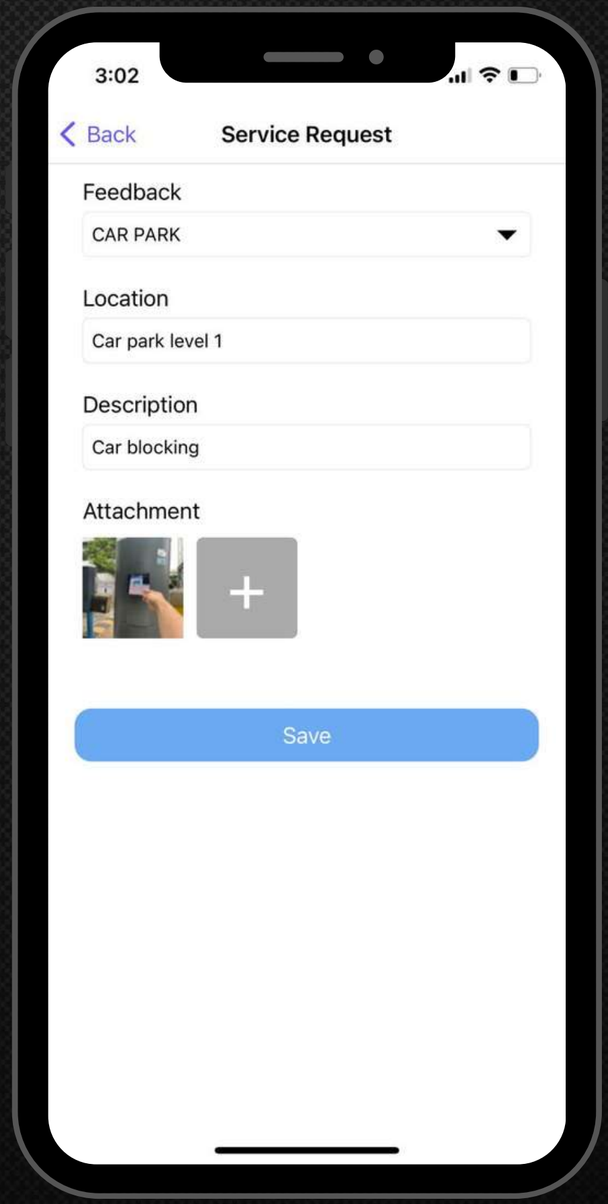
Fill in the information & attach images (if any).
填写信息并附上图片。

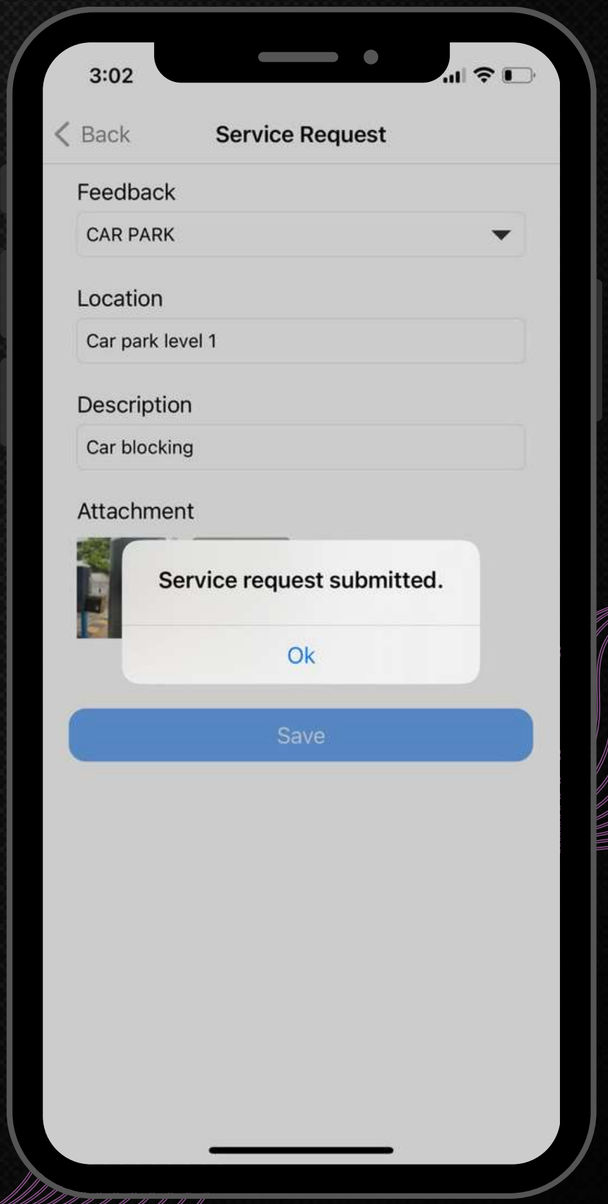
4 Step 4

Click “Save”.
点击“保存”。

5 Step 5

A “Service Request Submitted” message will pop out. Press "OK".
将弹出“服务请求已提交”消息。请按“确定”。





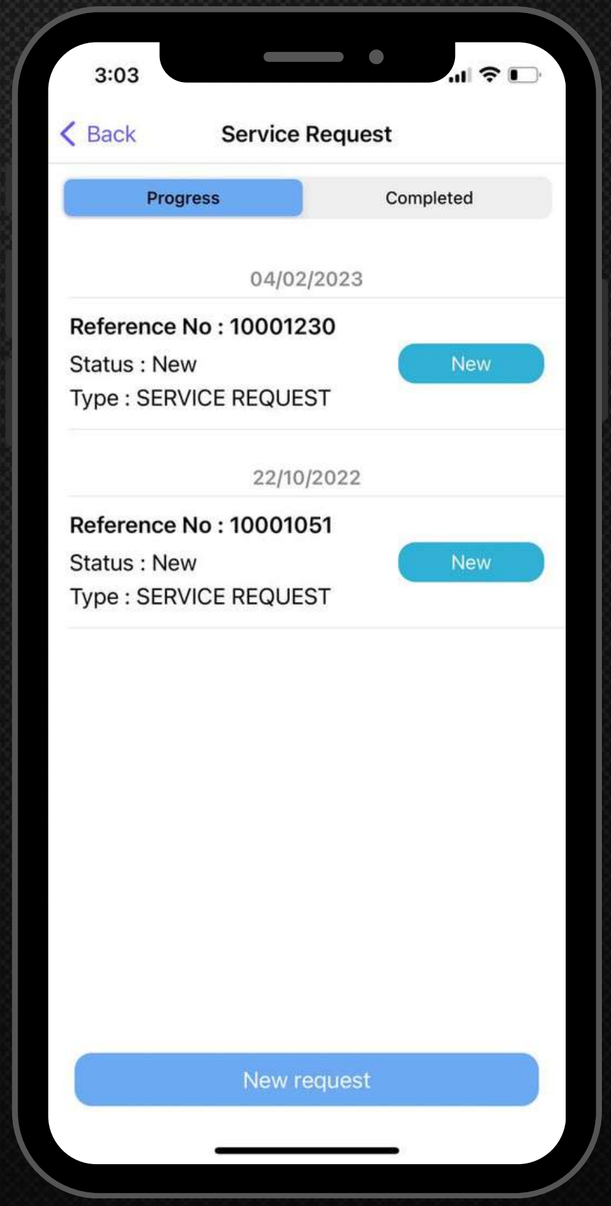
To View Service Request Status.
查看服务请求状态。

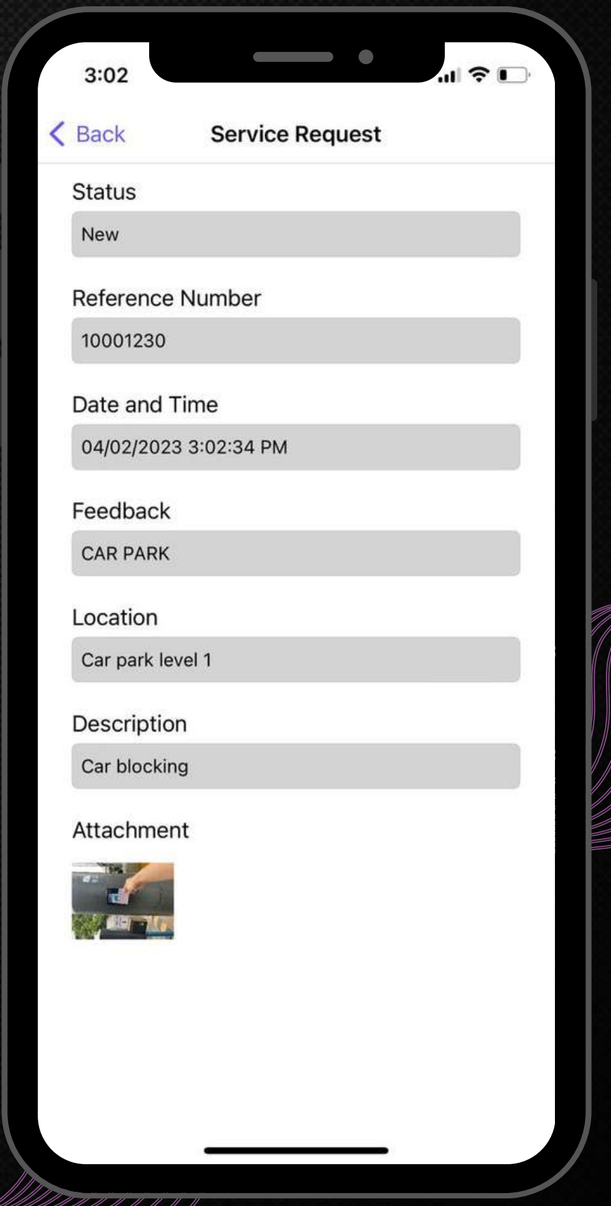
1 Step 1

Tap on the status at top to choose from “Progress”.
点击顶部的状态从“进度”中进行选择。

2 Step 2

Click specific Service Request to view more details.
点击特定服务请求以查看更多详细信息。





3

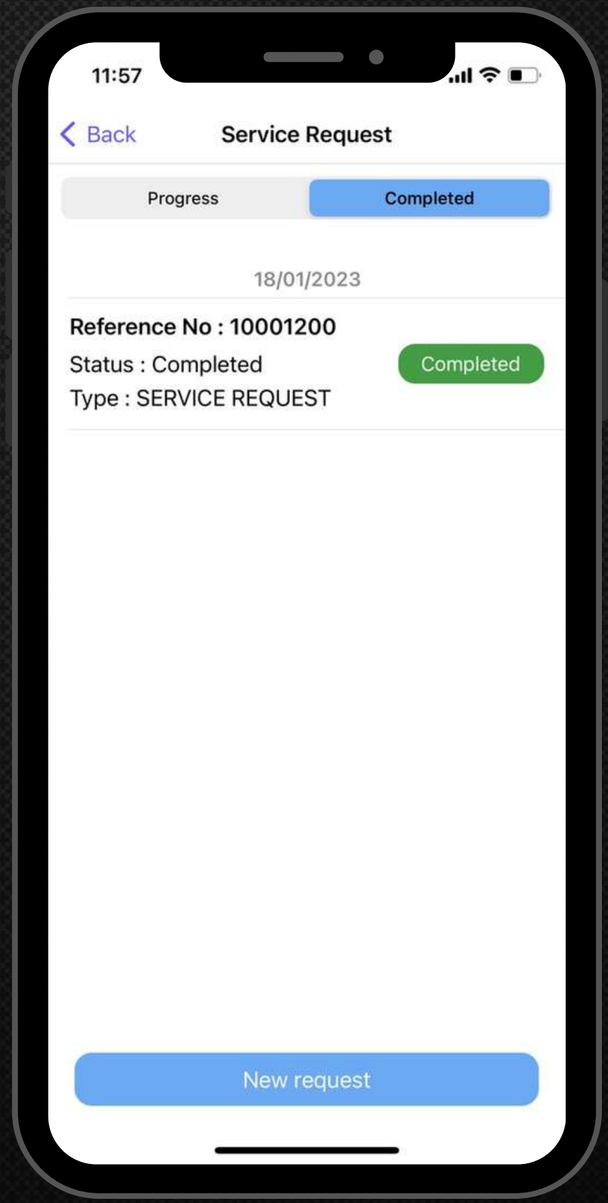
Step 3

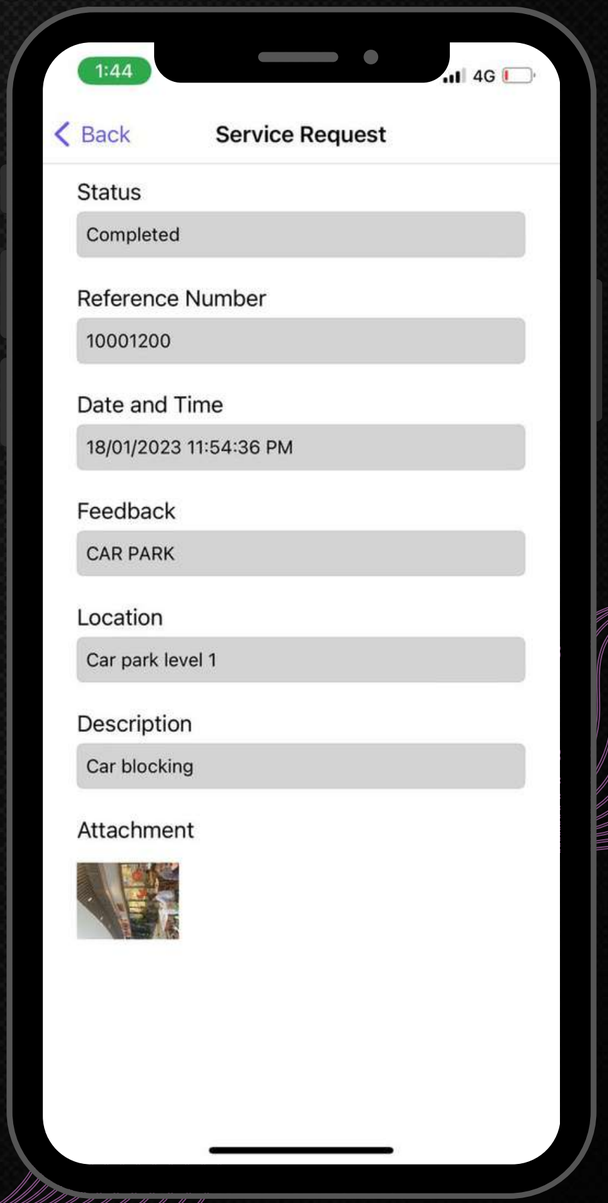
Tap on the status at top to choose from “Completed”.
点击顶部的状态以从“已完成”中进行选择。

4

Step 4

Click specific Service Request to view more details.
点击特定服务请求以查看更多详细信息。





By-laws
社区法规

Residents may refer to the house rules set by the Management.
居民可参考管理层制定的社区法规。

*YOU MAY DOWNLOAD IT AS PDF. 您可以将其下载为 PDF。

1

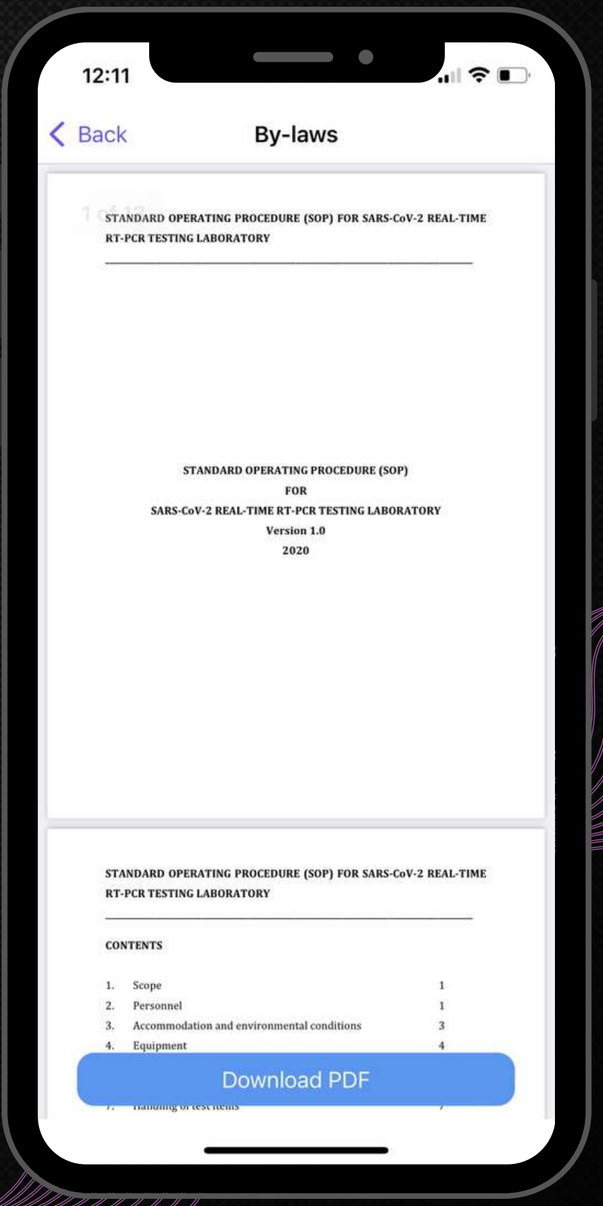
Step 1

Tap “By-laws” to view the community’s house rules.
点击“社区法规”查看社区的内部规则。

2

Step 2

Enjoy!
欣赏！



Forms
申请表

Forms Download - require User to print out and submit the form back to Management.
表格下载 - 要求用户打印表格并将表格提交回管理层。

*USER MAY DOWNLOAD THE FORM. *用户可以下载表格。

1

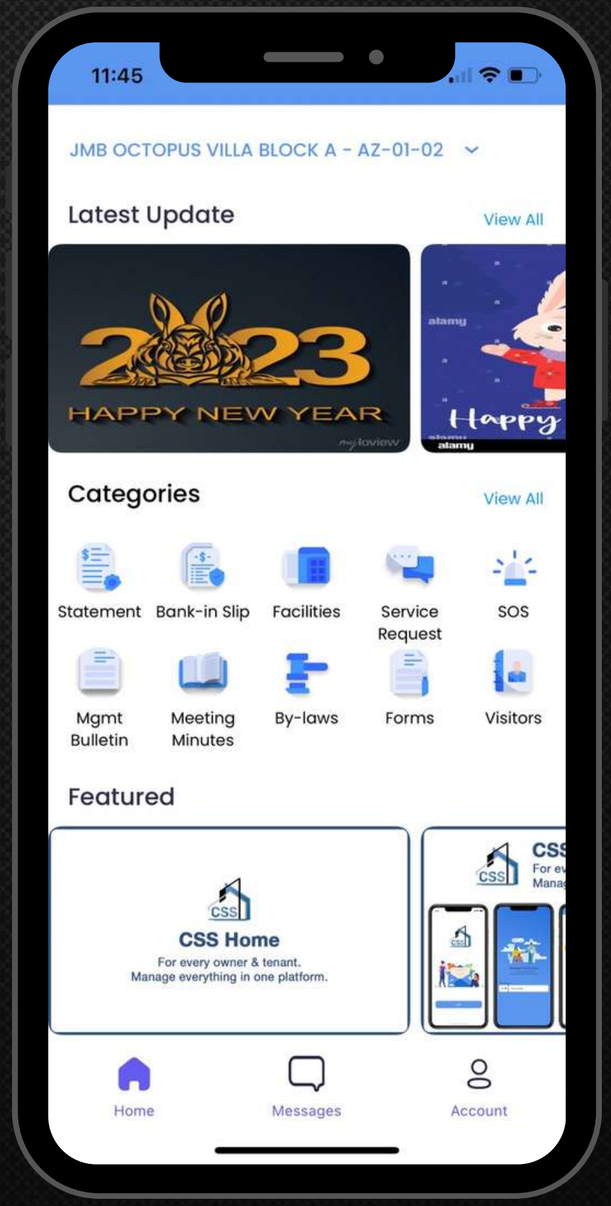
Step 1

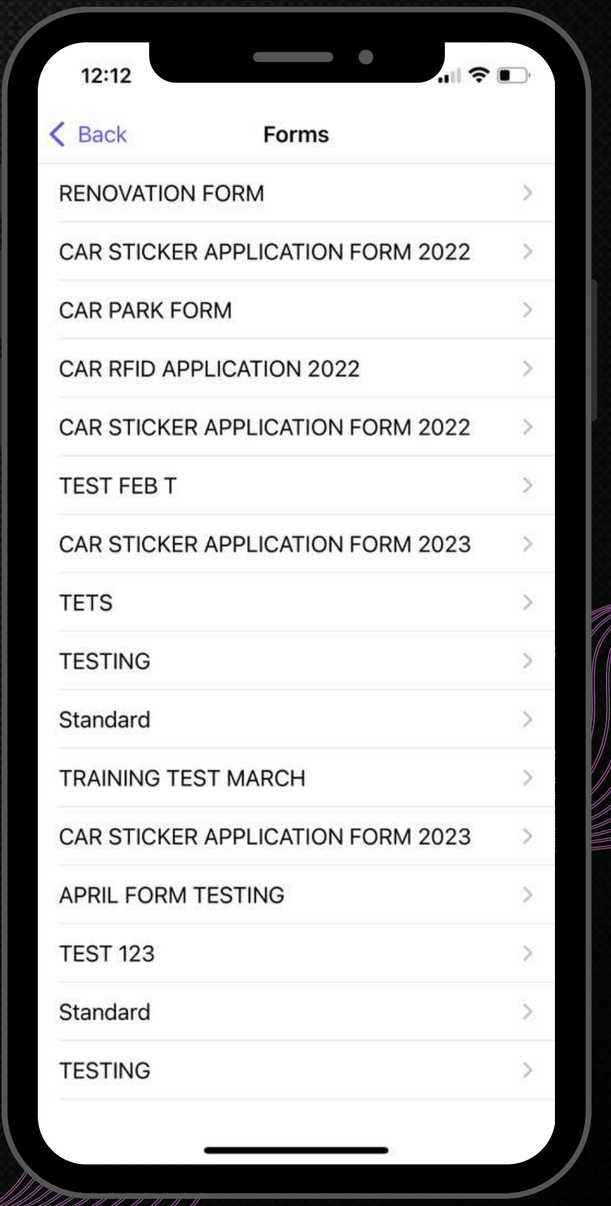
Click “Forms”.
点击“表格”。

2

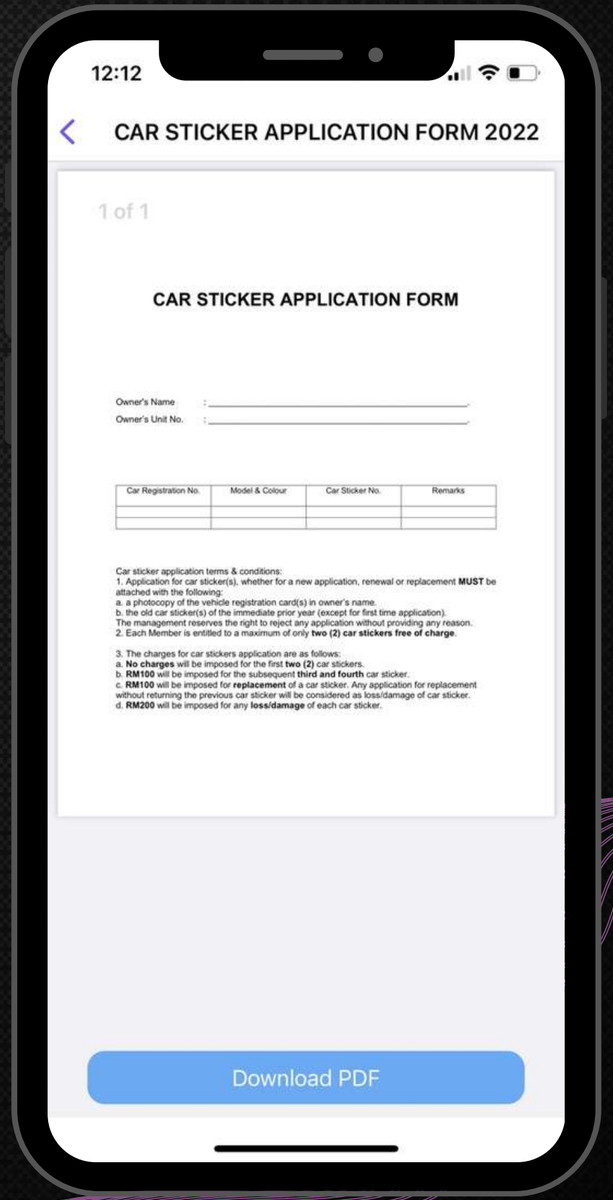
Step 2

Select the "Forms" of your choice.
选择您需要的“表格”。





Download or print out your Form of choice.
下载或打印您选择的表格。



Meeting Minutes
会议记录

Keep residents updated with the latest meeting minutes (i.e. AGM, EGM and/or JMC meetings) of community.
让居民了解社区的最新会议记录（即 AGM、EGM 和/或 JMC 会议）。

*YOU MAY DOWNLOAD IT AS PDF. 您可以将其下载为 PDF。

1

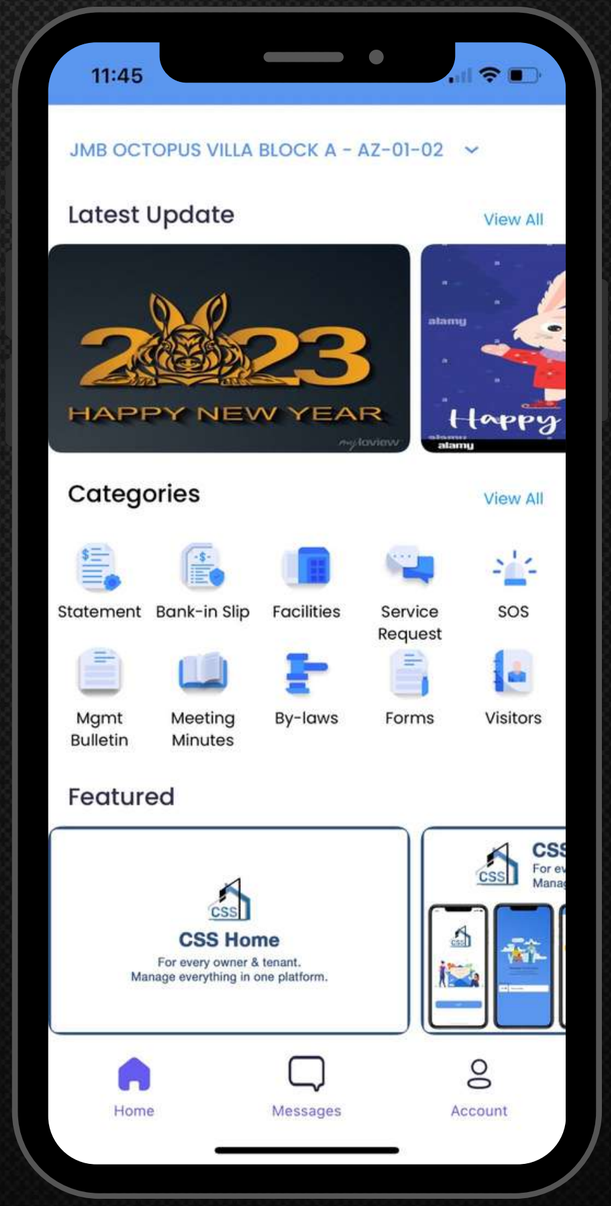
Step 1

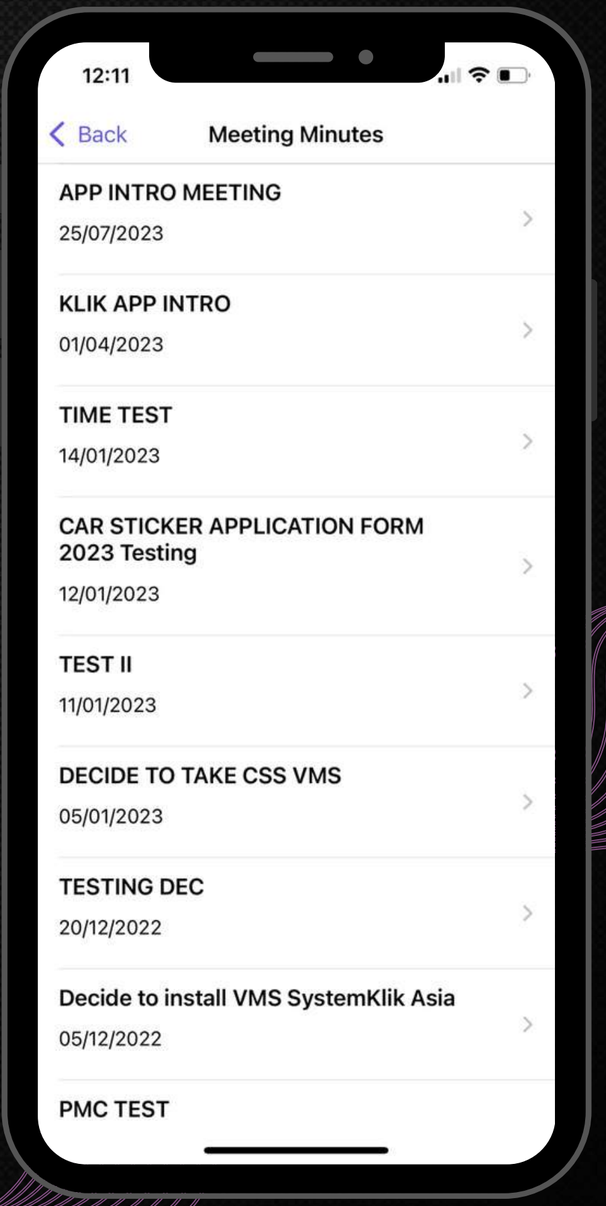
Click “Meeting Minutes”.
点击“会议记录”。

2

Step 2

Select the "Meeting Minutes" of your choice and view in detail.
选择您需要的“会议纪要”并详细查看。

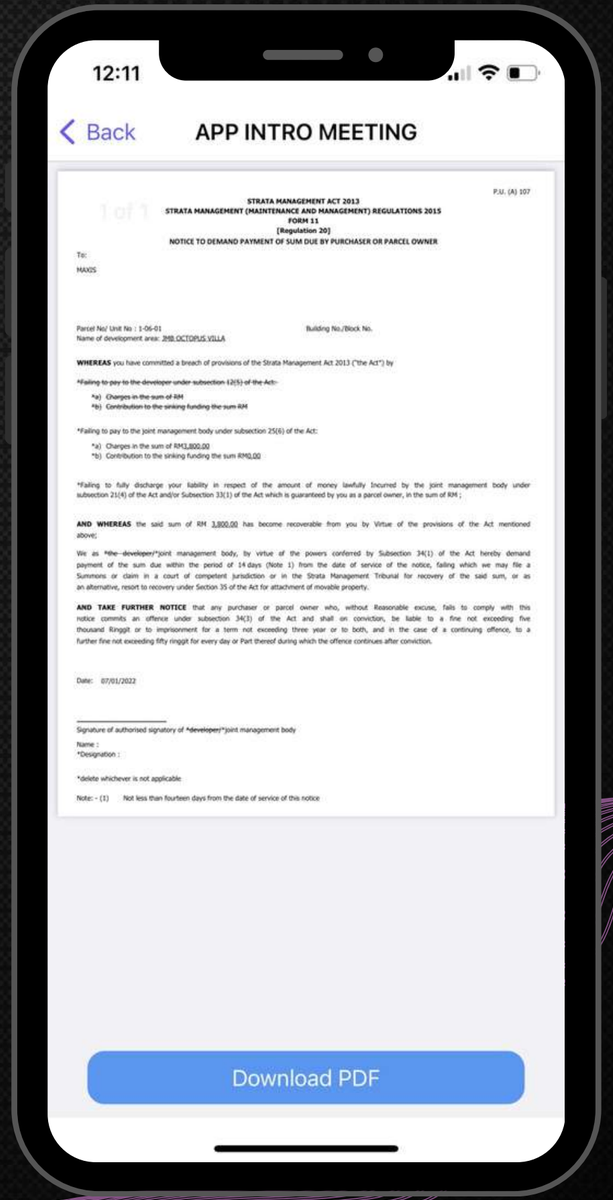




3

Step 3

Enjoy the details of Meeting Minutes.
欣赏会议记录的细节。



Committee
居民委员会

An overview on profiles, roles & responsibilities of the Management Committee Members who take care of your community.
管理您社区的居民委员会成员的概况、角色和职责概览。

*THE COMMITTEE BOARD YEAR DATA IS ONLY KEPT UP TO LATEST 6 YEARS. 委员会董事会年度数据仅保存至最近6年。

1

Step 1

Click the Categories “View All” to access to the community list.
点击“查看全部”以访问社区列表。

2

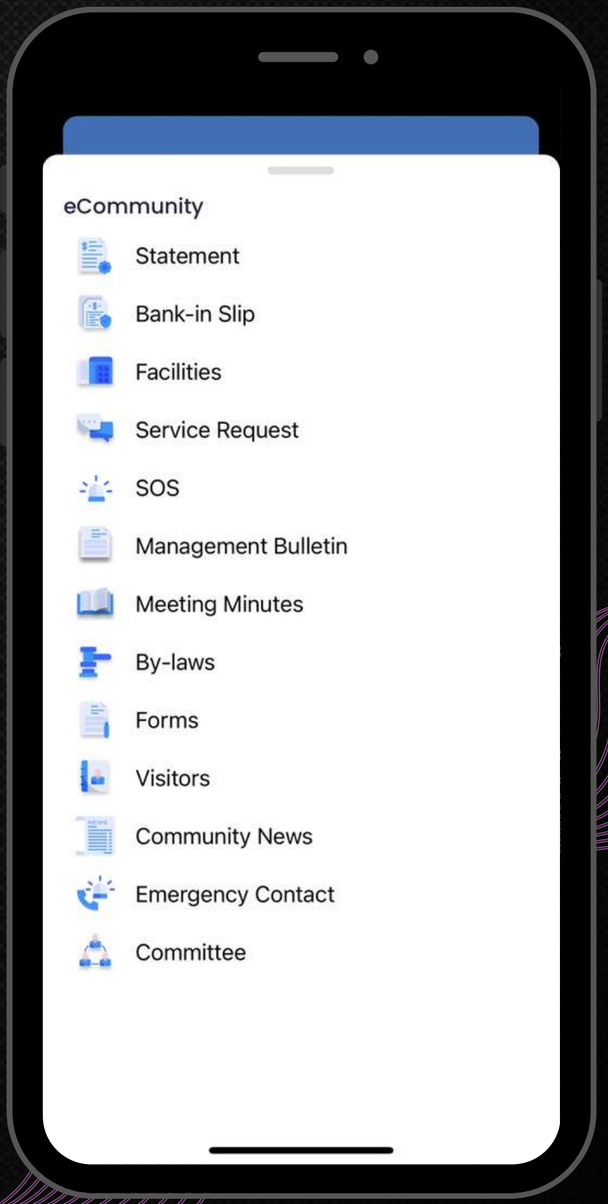
Step 2

Click “Committee”.
点击“居民委员会”。

3

Step 3

Click “Committee Board” of interest.
点击感兴趣的“居民委员会”。



4

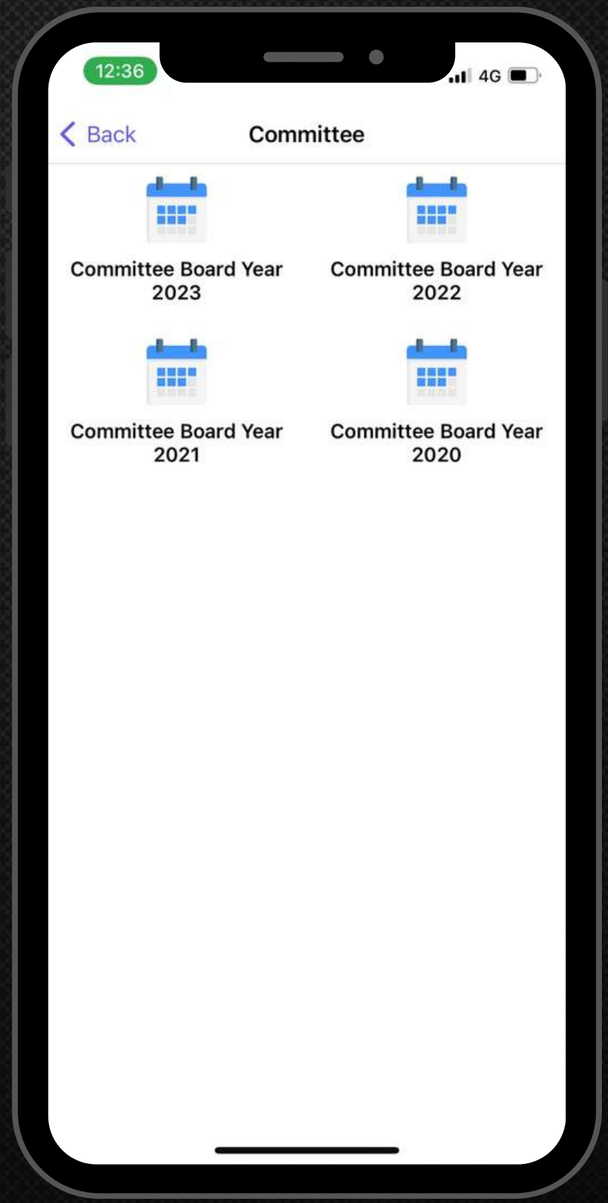
Step 4

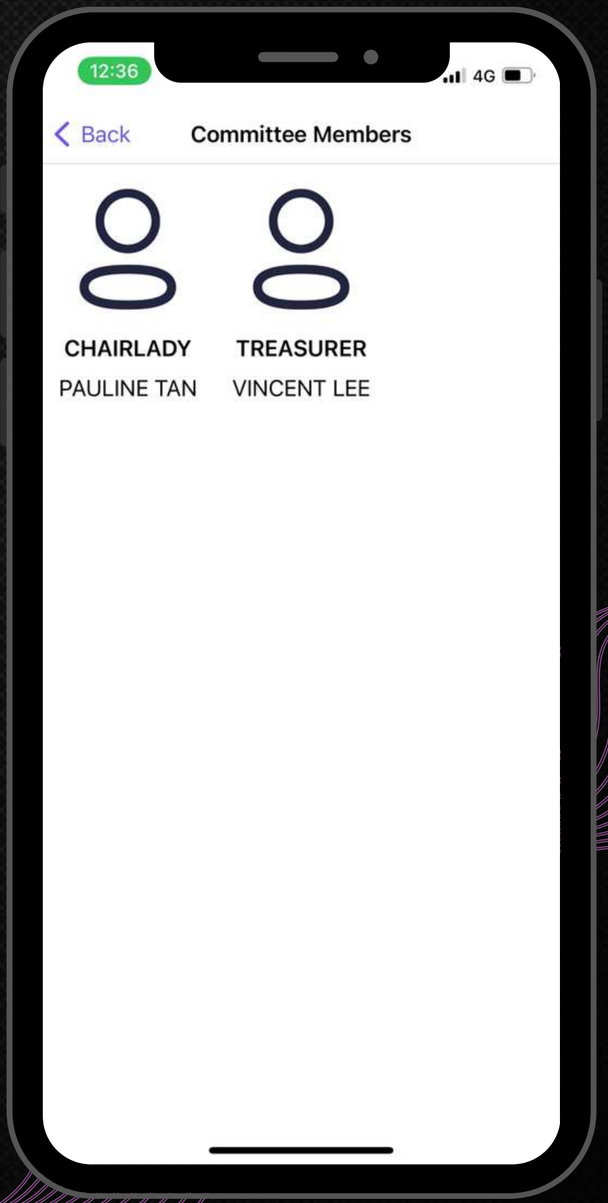
Click the board year to view more details on the committee members.
点击董事会年份以查看有关委员会成员的更多详细信息。

5

Step 5

Select the “Committee Members” to know more.
选择“委员会成员”以了解更多信息。





Emergency Contact

紧急联系人

Emergency contact numbers (i.e. Guard house, nearby Police Station and etc.) is set up for Residents' reference and easy contact.
设立紧急联络号码（即警卫室、附近警署等），方便居民参考及联络。

1

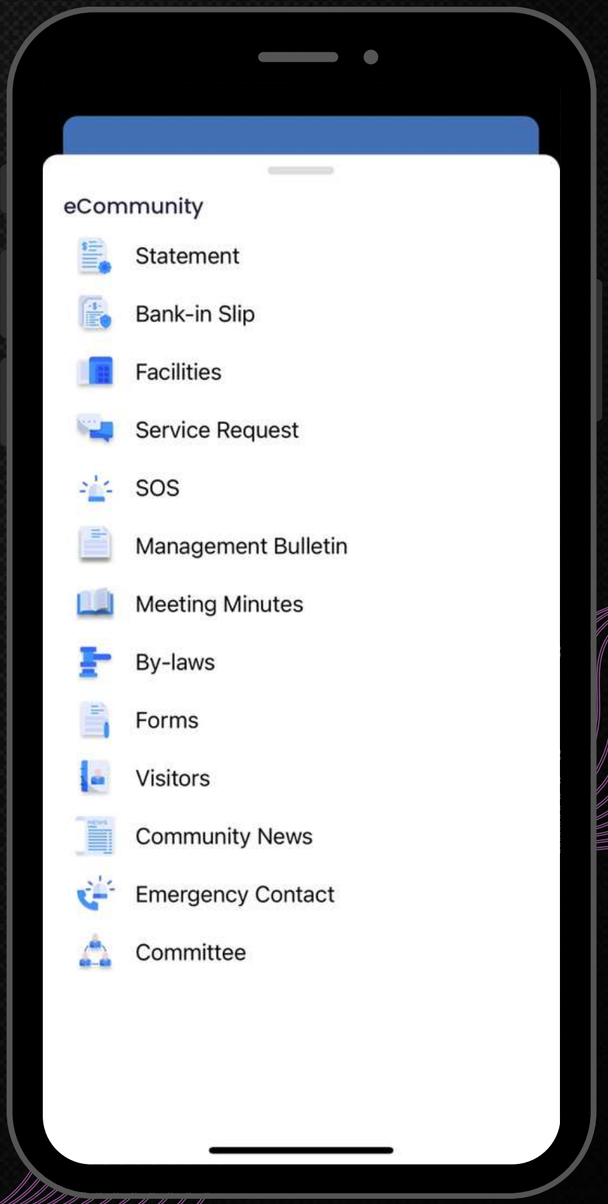
Step 1

Click the Categories “View All” to access to the community list.
点击“查看全部”以访问社区列表。

2

Step 2

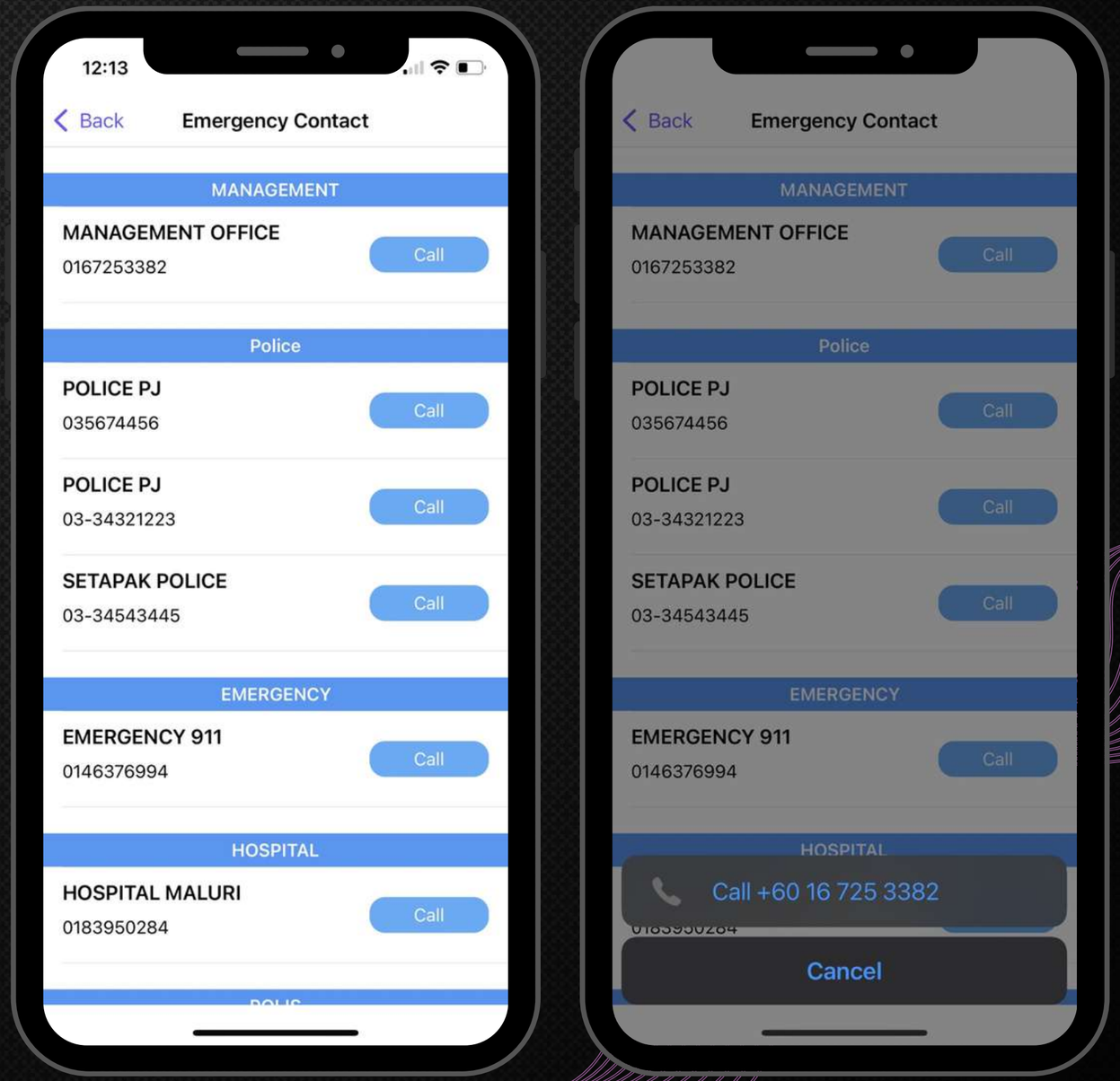
Click “Emergency Contact” to access to the contact list.
点击“紧急联系人”进入联系人列表。



3

Step 3

Tap on the contact to make call.
点击联系人拨打电话。



SOS
紧急求救

[Only for the CSS VMS's user and Security Patrol's user]

【仅限CSS VMS用户和Security Patrol用户】

Residents may activate the SOS button during emergency for Guard assistance.
居民可以在紧急情况下激活 SOS 按钮以寻求警卫的帮助。

Once Guards and Management receive the SOS alert, they will assist the Residents immediately according to their SOP.
一旦警卫和管理人员收到 SOS 警报，他们将根据他们的 SOP 立即协助居民。

*ONLY ACTIVATE THE SOS BUTTON WHEN IN EMERGENCY AS ONLY SECURITY GUARD CAN DEACTIVATE THE ALARM.
仅在紧急情况下激活 SOS 按钮，因为只有保安人员可以停用警报

1

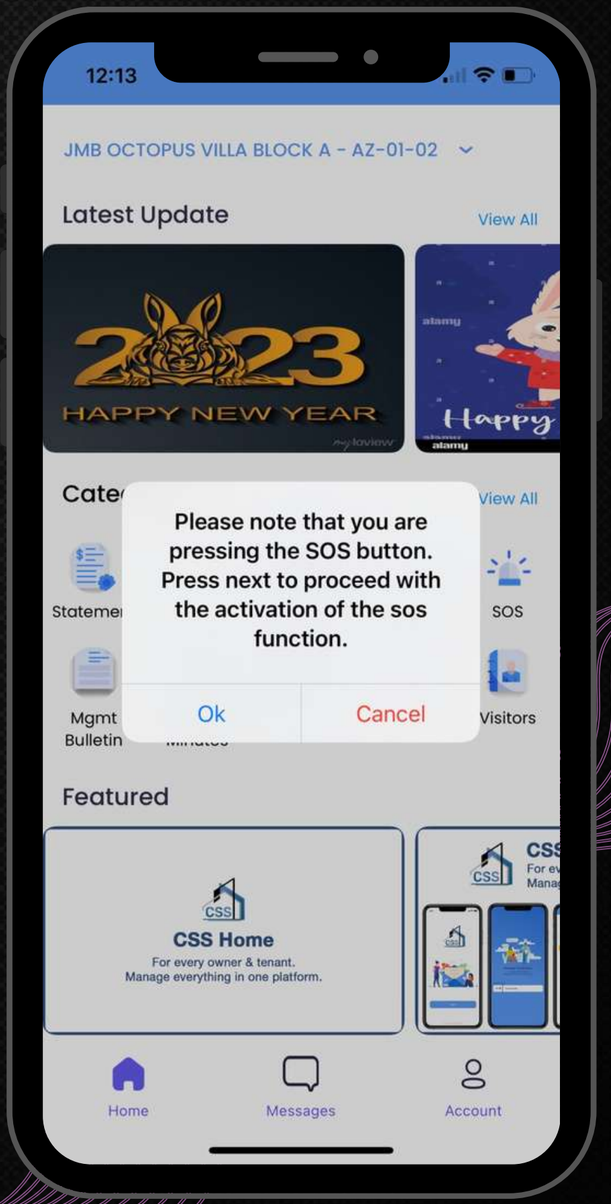
Step 1

Click “SOS” to activate the alarm.
点击“SOS”以激活警报。

2

Step 2

Press “Ok”.
请按“确定”。



My Profile – eCommunity

我的资料 – 电子社区

General settings module in CSS HOME app.
CSS HOME 应用程序中的常规设置模块。

Allow user to add/edit properties into their profile in order to access to more functions.
允许用户可以添加/编辑他们的资料以使用更多功能。

*FEATURE APPLIES TO USER WHOM HAS MORE THAN ONE (1) PROPERTIES USING CSS SYSTEM.
CSS HOME 可提供用户添加其他物业（现物业使用CSS SYSTEM)。

To Delete Property Profile. 删除物业资料。

1

Step 1

Go to “Profile”.
转到“个人资料”。

2

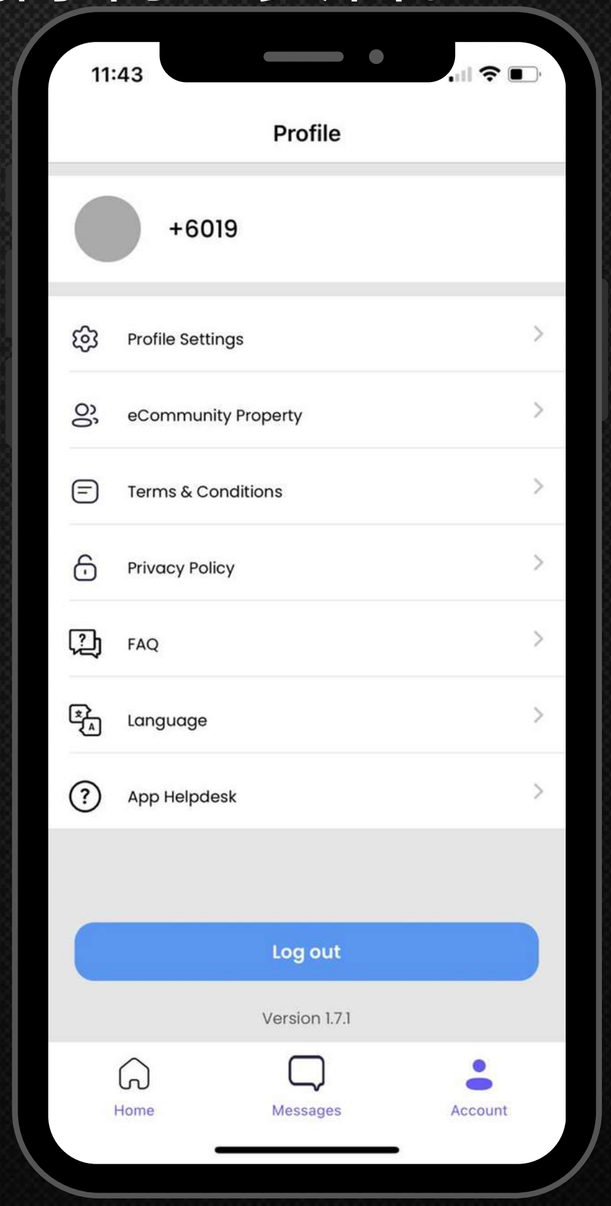
Step 2

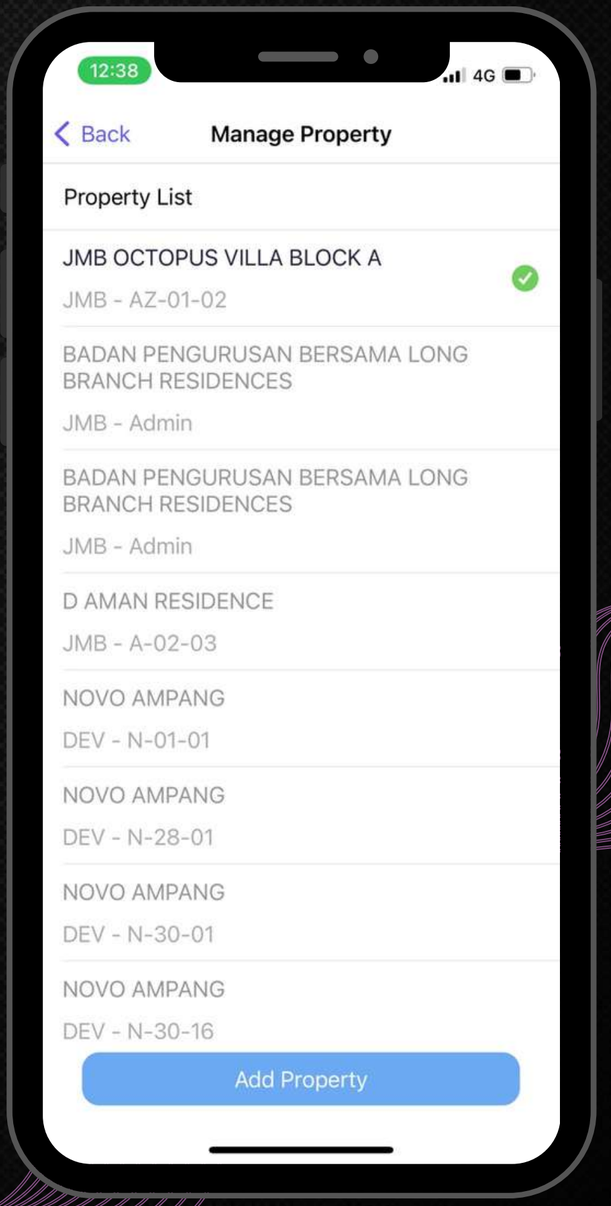
Click “eCommunity property”.
点击“电子社区”。

3

Step 3

Select the property you would like to remove.
选择您要删除的物业。





4

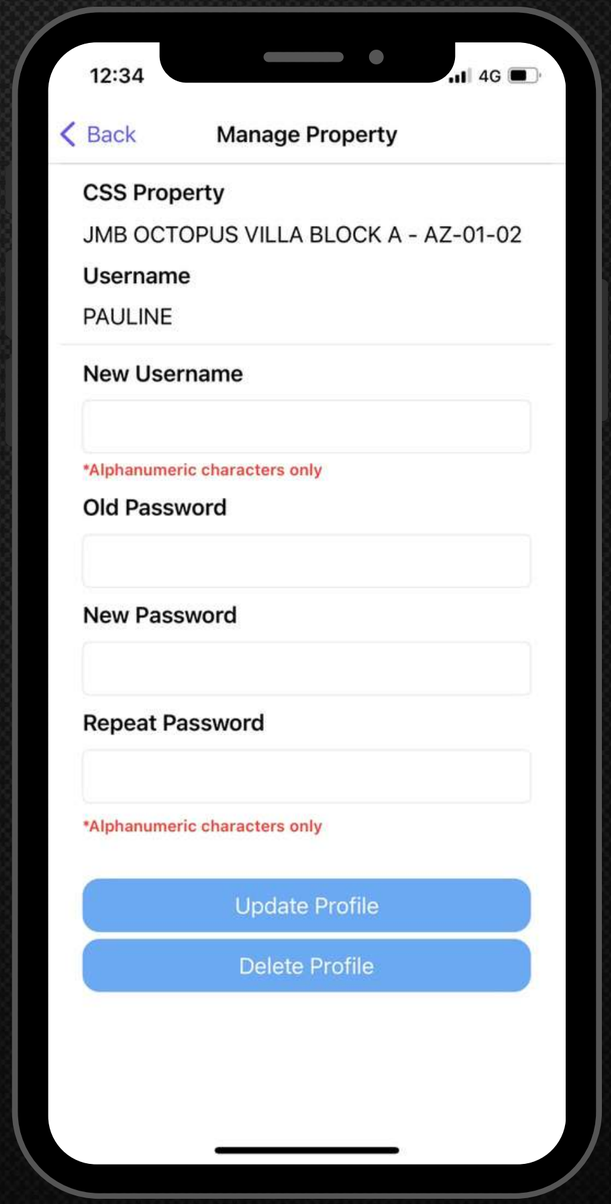
Step 4

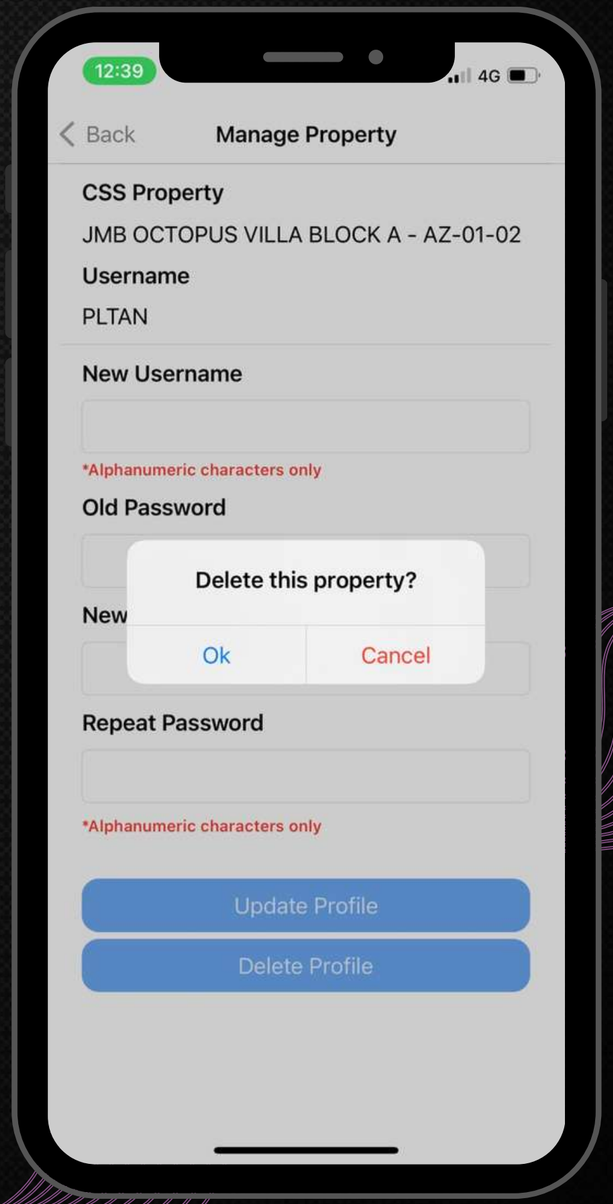
Click “Delete Profile”.
点击“删除资料”。

5

Step 5

Click “Ok” to proceed and the property will be removed.
点击“确定”，该物业将被删除。





To Update Login ID/Password. 更新登录 ID/密码。

1

Step 1

Select the property.
选择物业。

2

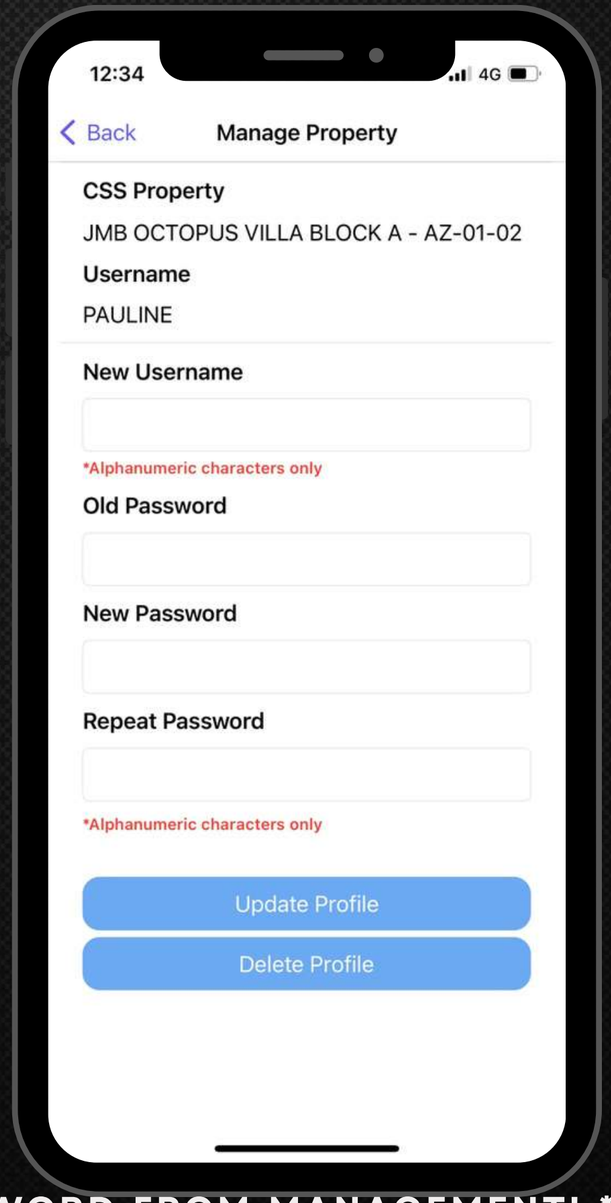
Step 2

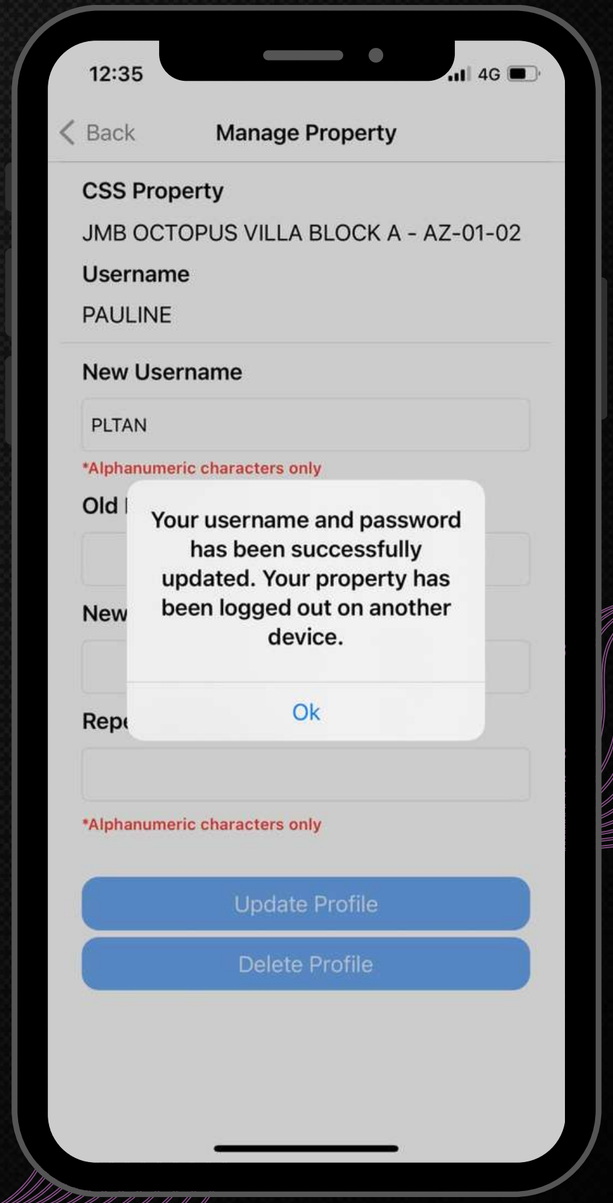
Update your information (name and/or password).
更新您的信息（名称和/或密码）。

3

Step 3

Click “Update Profile” to proceed. Press "OK", your information has been updated.
点击“更新资料”，按“确定”，您的信息已更新





FORGET PASSWORD - PLEASE REQUEST NEW ID/PASSWORD FROM MANAGEMENT! *
忘记密码 - 请向管理人员索取新的用户名/密码！

Thank You 谢谢

ANY FURTHER QUESTION?
PLEASE CONTACT THE MANAGEMENT
OR THE CSS TEAM!
还有什么问题吗？
请联系管理层或 CSS 团队！

[help@cssdecisions.com]