

# Customer User Manual

# TABLE OF CONTENTS

<b>1</b>	<b>PURPOSE OF THIS DOCUMENT</b>	<b>3</b>
<b>2</b>	<b>WHY PROPCARE &amp; PREREQUISITES</b>	<b>3</b>
<b>3</b>	<b>PROPCARE</b>	<b>ERROR! BOOKMARK NOT DEFINED.</b>
3.1	PROPCARE WEBSITE	3
3.1.1	<i>Register New Complaints</i>	4
3.1.2	<i>Change Personal Details</i>	4
3.1.3	<i>Change Password</i>	5
3.1.4	<i>Enter Comments</i>	5
3.1.5	<i>Flat Maintenance History</i>	5
3.2	IVRS	5
3.3	SMS	5
3.4	EMAIL TO PROJECT MANAGER	5
3.5	CUSTOMER SUPPORT PERSONAL	5

## 1 Purpose of this document

This document can be used as a reference for using the PropCare website. It outlines various features and the navigational aspects of the system along with screen captures.

## 2 Why PropCare & Prerequisites

Homeowners (customers) are relieved of the hassles of tasks within a home like plumbing, civil, electrical, general and so on by simply raising such service requests (complaints)

### Prerequisites to raising service requests are...

- Email ID: The customers need to register their valid email-id in PropCare website. The email-id is required to place a service request, receive confirmation mails upon completing the service requests and to check status of the service request
- Mobile No.: The customers need to register mobile number in PropCare website. This is required to receive SMS alerts. However receiving such alerts could be made optional. It also helps concerned Project Managers to contact in times of emergency.

## 3 PropCare

The customer could raise the service requests by following modes

1. PropCare website
2. IVRS – voice activated automated service
3. SMS
4. Email to Project Manager in charge
5. Customer Support Personal

### 3.1 PropCare website

Customer can visit Mantri PropCare website and register their service requests

The login for Mantri PropCare website is available through <http://www.mantri.in/propcare.html>

***To lodge in your service request [Click here](#)***

Once the user clicks 'Click here', the following login page is displayed. The user could login with email-id and password

For the first time users, a valid account could be created using 'Signup' link by providing Apartment name, Block name, Flat number and a valid email-id

[Bookmark this page](#) [Make this your homepage](#)

### User Login

EmailID :	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Login"/>	

[Signup](#)

[Forgot Password](#)

Upon successful login the user could view the status of complaints already registered.

1. Register New Complaints
2. Change Personal details
3. Change your password
4. Enter your comments
5. View Flat Maintenance History

No Complaints Available  
 Welcome shashirekha400@gmail.com

### Complaint Details

AppartmentsName:-Mantri Paradise BlockName:-A FlatNumber:-9999

RecordNo	Complaint Type SubComplaint	Complaint Description	DateOfComplaint TimeOfComplaint	DateTo Attend TimeTo Attend	Send SMS
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### 3.1.1 Register New Complaints

Users could register new complaints by selecting the radio button & 'Add' button in  by providing Complaint type, sub category of the complaint, date & time to attend the complaint and details about the compliant. The user could also avail the facility of receiving the SMS once the complaint is attended and completed.

### 3.1.2 Change Personal Details

Users could edit the personal details by selecting the radio button and edit button in  screen. The names, date of birth, phone number, mobile number and email-id could be added/changed. User could also add/change the details about their family members. The details of family members are required as an emergency contact points

### **3.1.3 Change Password**

User could change the password by clicking [Change Password](#)

### **3.1.4 Enter Comments**

User could enter feedback by clicking [Comments](#)

### **3.1.5 Flat Maintenance History**

User could view the history of flat maintenance using [FlatMaintenanceHistory](#)

## **3.2 IVRS**

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Customer can call +98 80 4121 3300 and report the service requests. Voice activated automated service provide customer to choose multiple languages like Kannada, English and Hindi and record the complaint. Customer will receive an Email and SMS upon raising requests

These service requests are automatically uploaded to PropCare Website

## **3.3 SMS**

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Customer can raise the service request detail by sending SMS.

**Sample message:** 'Kitchen Tap is leaking'

**Send To:** 57575

These service requests are automatically uploaded to PropCare Website

## **3.4 Email to Project Manager**

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Here the customer could directly mail the complaint to respective Project Manager in charge. The Project Manager will report the service request in PropCare website on behalf of the customer

## **3.5 Customer Support Personal**

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Here the customer could directly speak to customer support personal and report the complaint. The Customer Support Personal will report the service request in PropCare website on behalf of the customer