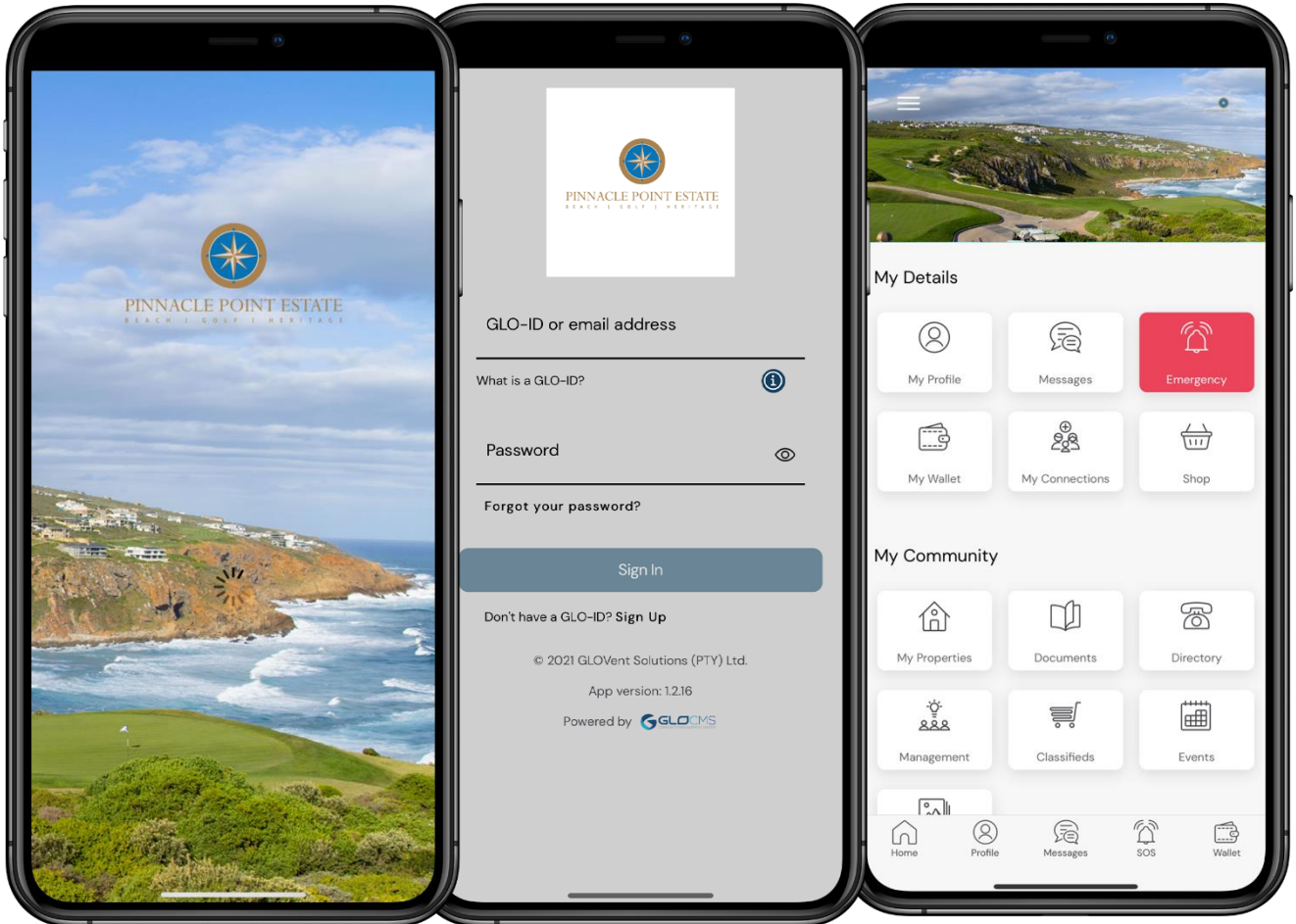




PINNACLE POINT ESTATE
BEACH | GOLF | HERITAGE



Pinnacle Point Estate

USER GUIDE

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01 | DOWNLOAD THE PINNACLE POINT ESTATE APP

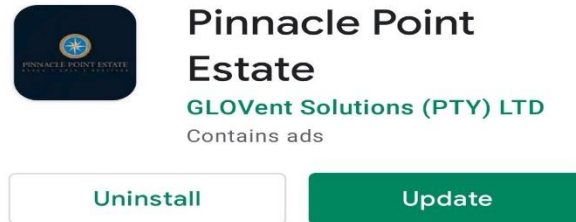
The Pinnacle Point Estate App is available in the App Store, Play Store and AppGallery which means it is supported on iOS, Android, and Huawei devices.

- Go to either your App Store, Play Store or AppGallery
- Search for **Pinnacle Point Estate App**
- Download the App
- The App is installed to your device and ready to use

Phone (App Store)



Android user (Play Store)



The app is free to use.

02 | CREATE AN ACCOUNT

Each user that signs up to the Pinnacle Point Estate App creates their very own GLO-ID which will be used to connect with other users and communities. Users will therefore only need to keep one profile updated and that profile can be synced through to various communities and other users.

- Open the Pinnacle Point Estate App
- On the Sign In screen, click on **Sign Up**



- Fill in all the fields:

GLO-ID

Create your own GLO-ID that is unique to you, it should be between 8 and 30 characters in length and can contain alpha-numeric characters, but no special characters are allowed eg. NameSurname2020

Sign Up

GLO-ID *

Email *

Mobile Number

Do you have a non-South African phone number? ⓘ

First Name *

Surname *

Password *

Confirm Password *

Accept **terms and conditions** to continue

Sign Up

Already have a GLO-ID? [Sign in here](#)

© 2020 GLOVent Solutions (PTY) Ltd.
App version: 1.1.4

Email Address

Fill in your preferred email address

Mobile Number

Fill in your Mobile Number

First Name

Fill in your Name

Surname

Fill in your Surname

Password

Create your password, it should be more than 8 characters, must contain a capital letter and can contain alpha-numeric and special characters. eg. G34uqnf@87

Confirm your password

Type your password again to confirm it.

- Once all the fields have been completed, you need to **Agree to the Terms and Conditions** (You can also view the terms and conditions by clicking here)

Accept **terms and conditions** to continue

- Now click on the **Sign Up** button

Sign Up

- You will be prompted to the Confirm your details page where you can confirm if your details are correct correct.

Confirm your details

GLO-ID: **exampleid**

Email: **example@domain.co.za**

Phone Number: **+27821234567**

Please note: The provided email and/or mobile number is required for account confirmation, recovery and critical communication. We recommend you provide your mobile number for faster account confirmation. Please be aware that account confirmation can take up to **1 hour** with email only, and up to **20 minutes** with mobile number. For any queries about our privacy policy, please review the **Terms and Conditions** on the previous page or contact our **Client Care**.

- If you are happy that the information that you have entered is accurate, proceed by clicking on the **Submit** button.

Submit

Make Changes

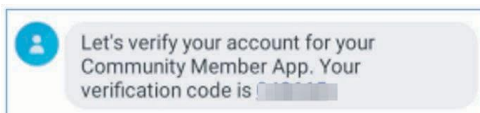
- Should you have made a spelling error and the details are not accurate, go back by clicking on the **Make Changes** button and make the necessary changes.

Submit

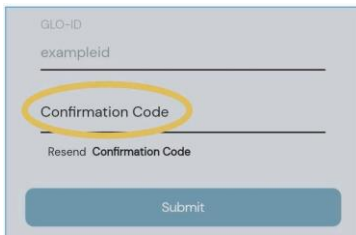
Make Changes

- Once you have clicked on the Submit button you will be directed to a Confirmation page.
- Here you will need to enter the verification code which has been sent to you via SMS.
(Please note you will receive the verification code via Email should you not have completed the Mobile Number field on the Create an Account page)

The SMS you should receive will look like this



- Enter the code in the **Confirmation Code** field



GLO-ID
exampleid
Confirmation Code
Resend Confirmation Code
Submit

- Then click on the Submit button.
- You will be directed to the Sign In screen. Go ahead and sign in with your GLO-ID or Email address and your password.

03 | HOW TO VERIFY YOUR ACCOUNT AT A LATER STAGE

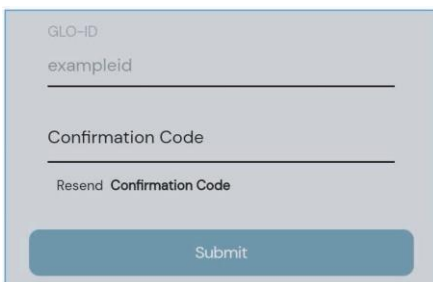
For any reason whilst you were busy creating your GLO-ID account and could not confirm your account with the confirmation code, you can follow the step set out below.

- Open the Pinnacle Point Estate App
- On the Sign In screen type in your GLO-ID and password



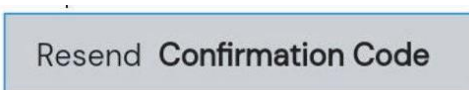
GLO-ID or email address
Password
Forgot your password?
Sign In

- Then click on the Sign In button
- You will be directed to the Confirmation Page



GLO-ID
exampleid
Confirmation Code
Resend Confirmation Code
Submit

- Now click on **Resend Confirmation Code** at the bottom of the page

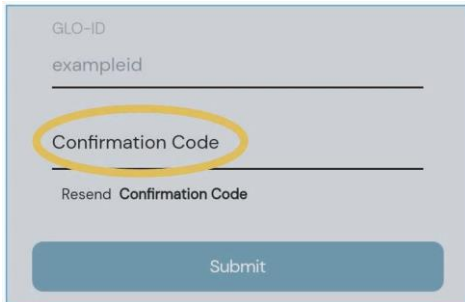


Resend Confirmation Code

- The **confirmation code** will be sent to you via SMS.

(Please note you will receive the verification code via Email should you not have completed the Mobile Number field on the Sign Up page)

- Enter the code in the Confirmation Code field



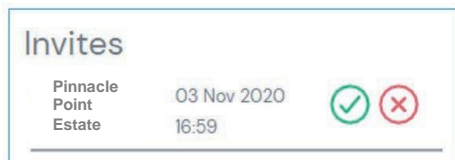
A screenshot of a web form for entering a confirmation code. The form has a light gray background. At the top, it says "GLO-ID" followed by a text input field containing "exampleid". Below that is a "Confirmation Code" input field, which is highlighted with a yellow oval. Underneath the code field is a link that says "Resend Confirmation Code". At the bottom of the form is a blue "Submit" button.

- Then click on the **Submit** button.
- You will be directed to the Sign In screen. Go ahead and sign in with your **GLO-ID or Email address** and your **password**.

04 | JOINING THE PINNACLE POINT ESTATE COMMUNITY

How to accept an invitation:

- **Sign into** the Pinnacle Point Estate App
- Under the Invites heading you will view your invitation from the community



- Click on the **green** checkmark to **accept** the invite Or click on the red cross to reject the invite
- A popup notification will appear confirming that your profile has been linked successfully.



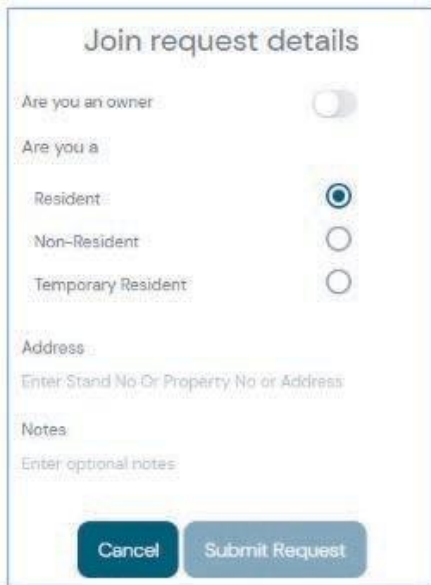
- You will be directed to the Homepage of the app.

How to request to join Pinnacle Point Estate:

- **Sign into** the Pinnacle Point Estate App
- Select the **Request to Join** button



- **Fill in** the details ie. Are you an owner, are you a resident, non-resident or temporary, the address and any notes.

A screenshot of a mobile app form titled "Join request details". It contains several fields: "Are you an owner" with a toggle switch; "Are you a" with three radio button options: "Resident" (selected), "Non-Resident", and "Temporary Resident"; "Address" with a text input field and placeholder "Enter Stand No Or Property No or Address"; "Notes" with a text input field and placeholder "Enter optional notes"; and two buttons at the bottom: "Cancel" and "Submit Request".

- Then click on Submit Request button
- Your Community Admin will need to review your request before informing you that it has been accepted or rejected.

05 | CLASSIFIED T & C'S

A classified section is a resident buy and sell platform and is **not** for commercial advertising. Any form of advertising will be removed.