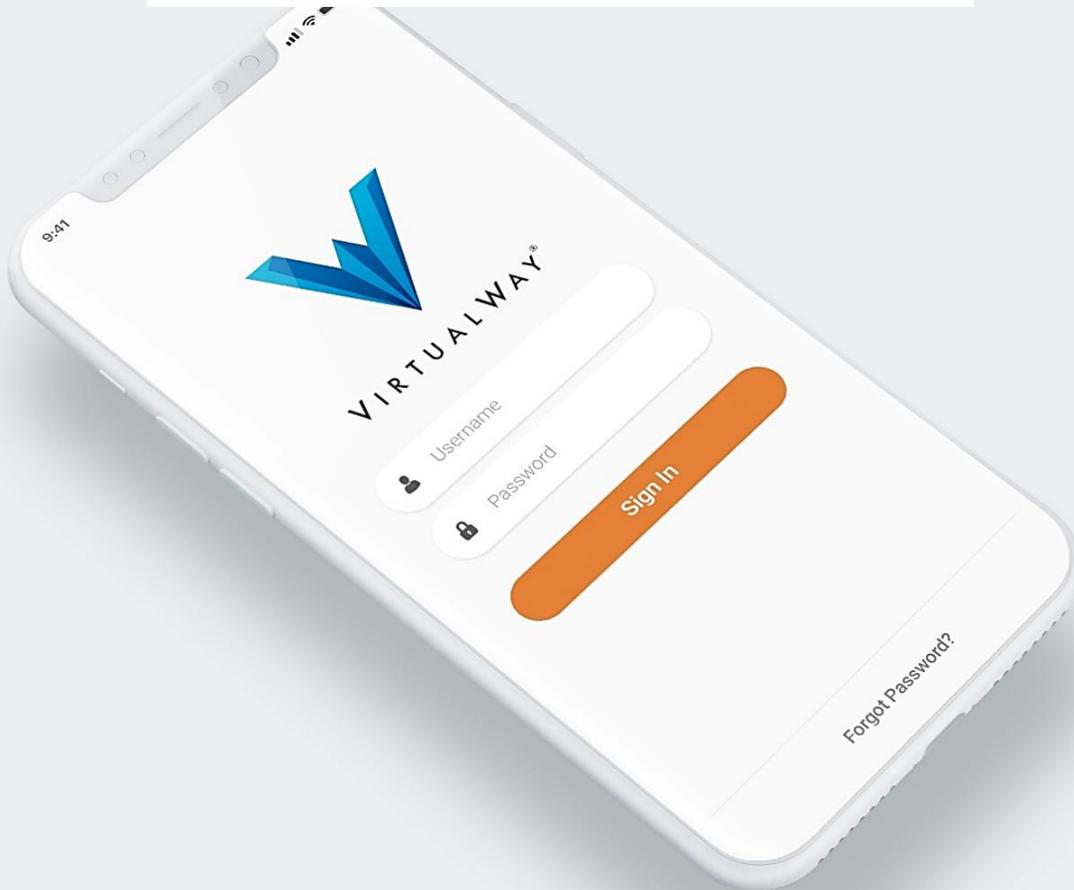




VIRTUALWAY®

How- tos:
VirtualWay360 Mobile App
Managers Manual



Download VirtualWay360 App from your mobile App store



Contents

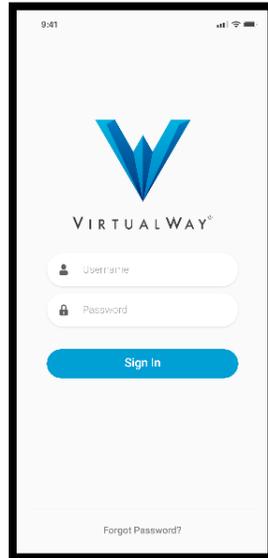
1.	Sign in	3
2.	Welcome home page.....	3
3.	Residents.....	4
3.1	Residents details	4
4.	Visitors.....	5
4.1	Visitors create access permission	5
5.	Unlock Door/Gate	6
6.	Maintenance Requests	7
7.	In-Mail	8
8.	Service Suspended	8
9.	Edit profile	9
10.	Delete a property	10
11.	Password recovery	10

Note: Some of the features are Exclusively with the use of Domik, VirtualWay's Smart Intercom System. For more information visit www.myvirtualway.com/domik

If you are an Android or an Apple user, some of the features below will look different on your mobile device.

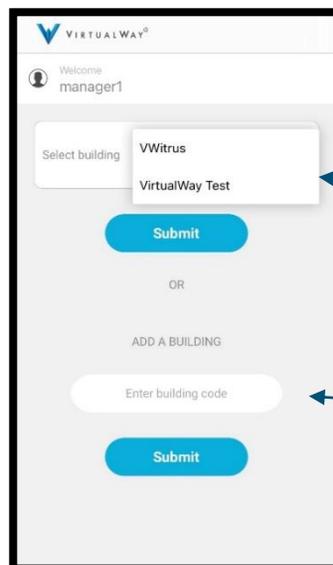
1. Sign-in

First time sign -in, enter the user name and password you created on www.myvirtualway.com website. If you forgot your password, enter your user name and click on " forgot password".



2. Welcome- Home page

First time sign-in, choose a property already on your account and click submit. Or, enter your property's security code received from VirtualWay's administrator and submit.



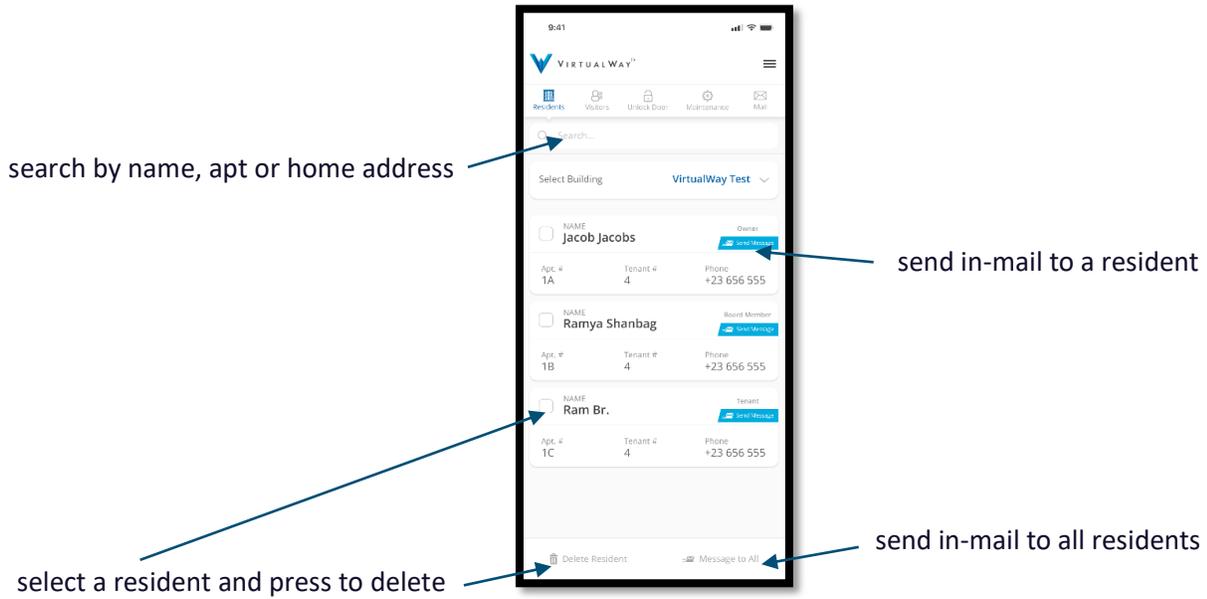
select a property already in your account and submit

or

enter property code received by VirtualWay and submit

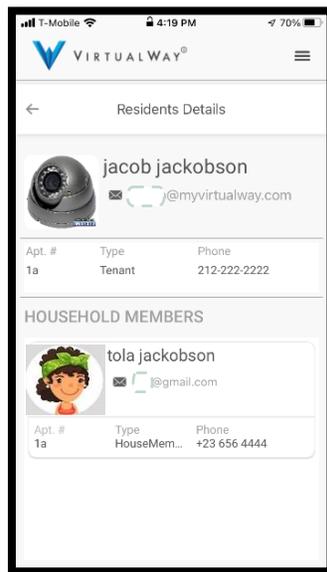
3. Residents

1. Search for a resident or a household member by name, apartment number or home address
2. View a list of all residents, household members and their contact information
3. Send in-mail message to an individual resident
4. Send in-mail message to all residents
5. Delete residents (when a new resident needs to register to VirtualWay's system)
6. Select a different property in your account



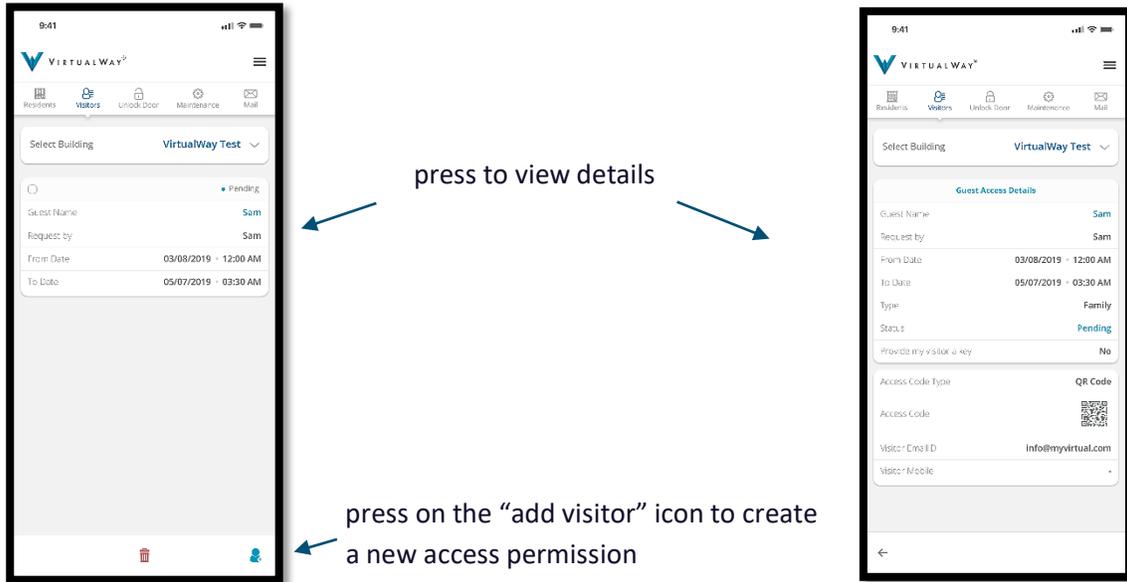
3.1 Residents Details

View residents and household members contact information



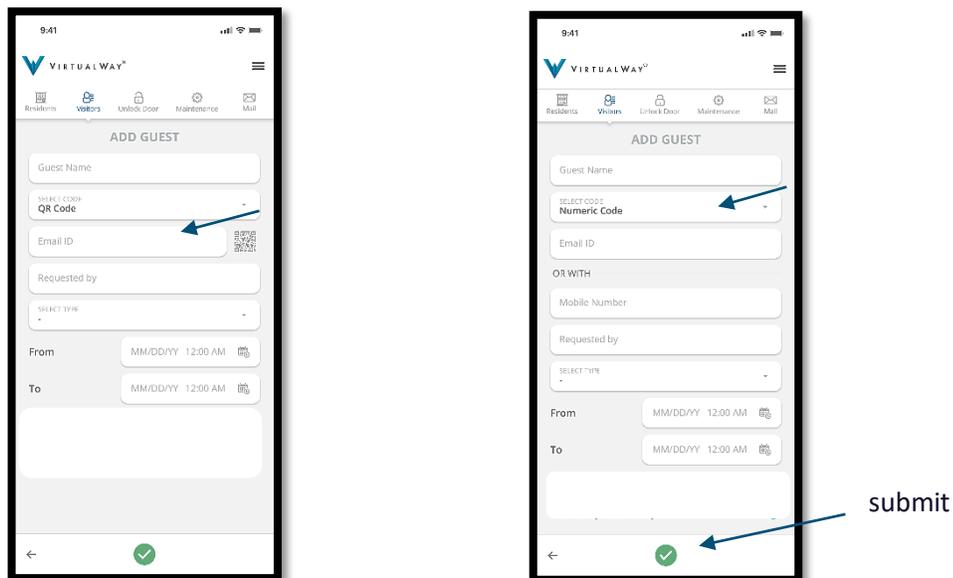
4. Visitors

1. View a list of your visitors, service providers and their access details/status of their arrival
2. Create access permission for service providers
3. Send a virtual key to your service providers (QR or numeric) via email or text message (Exclusively Domik's feature)
4. Receive notifications when your visitor/service provider arrives
5. Delete access permission



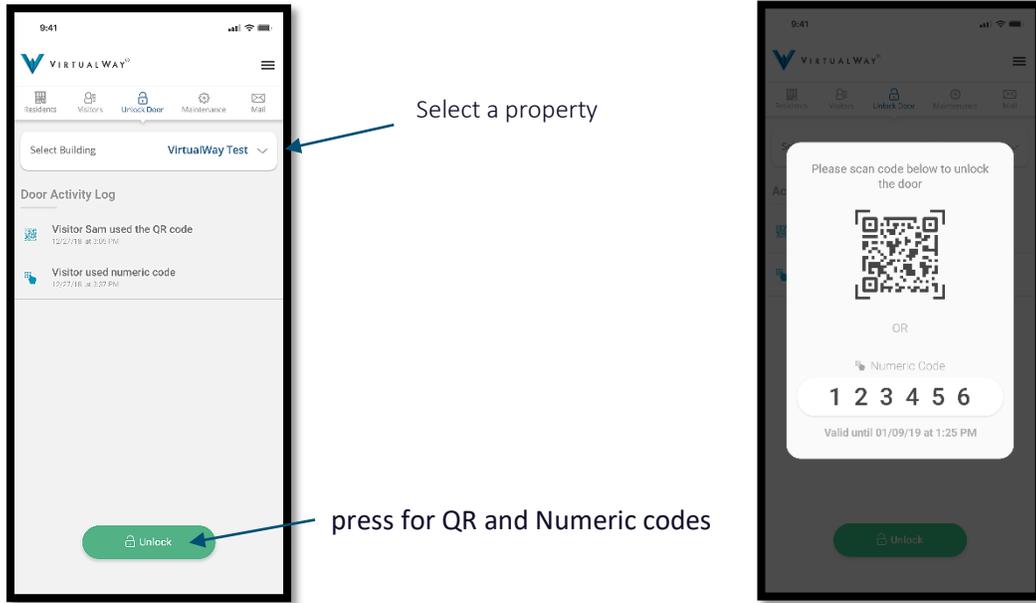
4.1 Visitors- Create Access Permission

1. Press on the "add visitor" icon on the bottom right to add a visitor
2. Enter name
3. For quick access, if your property is using Domik, select a QR code or numeric
4. QR code can be sent via email while numeric code can be sent either by email or text message
5. Select visitor type
6. Select date and time
7. Click submit

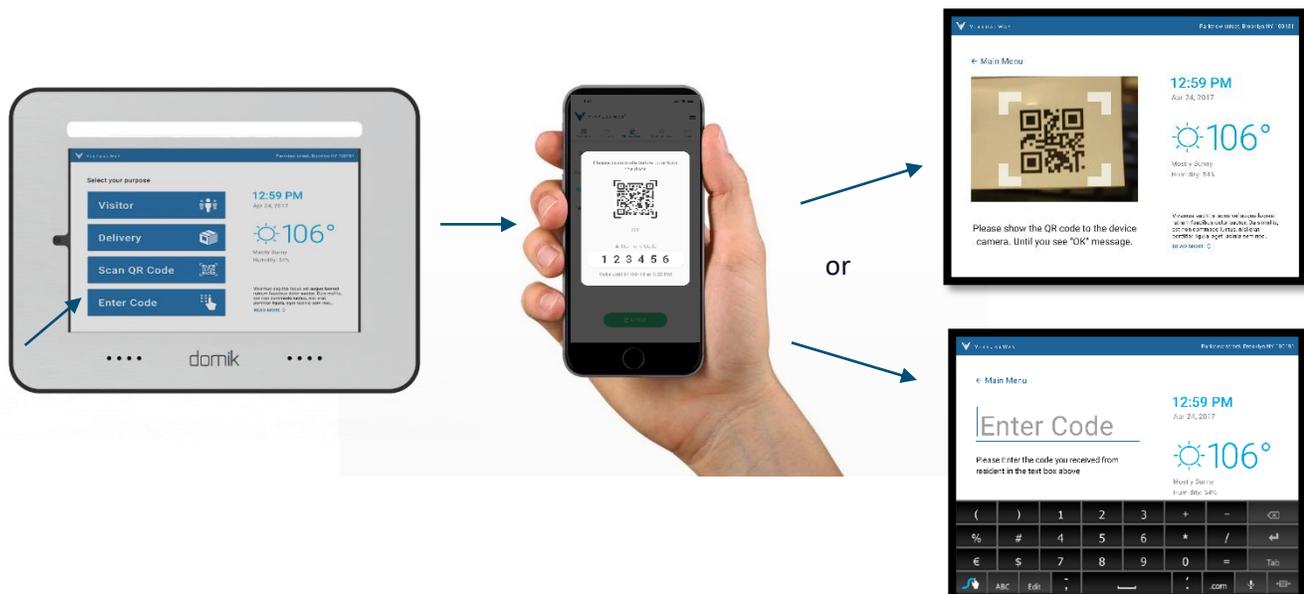


5. Unlock door

If your property is using Domik, VirtualWay's smart intercom system, use the "unlock door" feature to enter the property using your mobile phone. 1. Select a property on your account you wish to enter 2. View visitors' activity log 3. Press on unlock button to present a QR and a numeric code (the codes are valid for 15 minutes only). Exclusively Domik's feature.

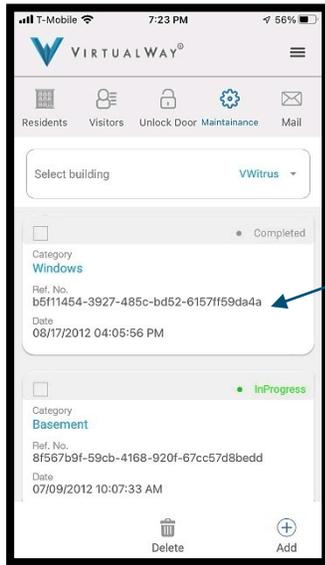


How to unlock the property's door/gate with domik VirtualWay's smart intercom system. Easy!
Exclusively Domik's feature

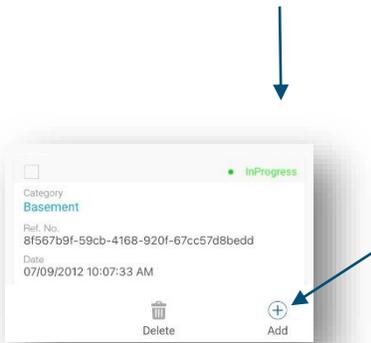
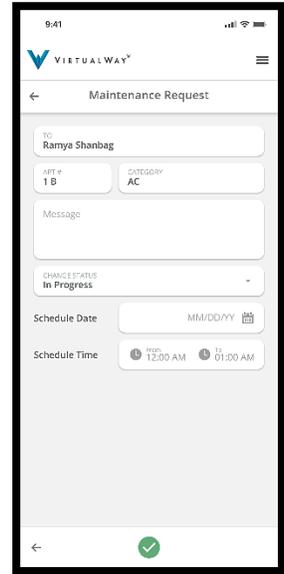
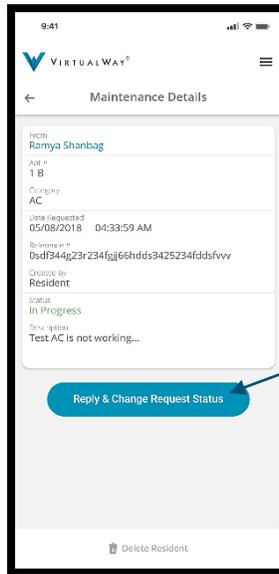


6. Maintenance Requests

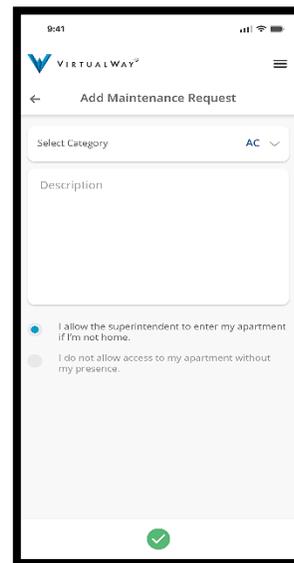
1. View details and the status of current and past maintenance requests
2. View maintenance details, reply & change request status
3. Create and submit maintenance request for the property
4. Upload or take a photo in real time and attach it to your maintenance request.
5. Cancel your maintenance request.



press for details

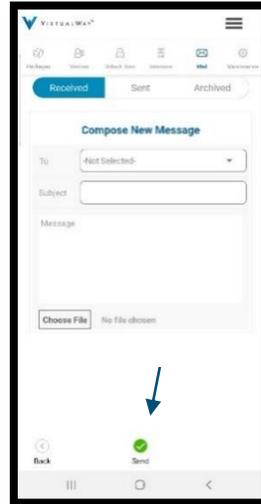
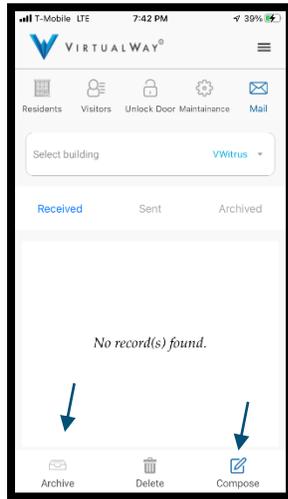


press to add a request



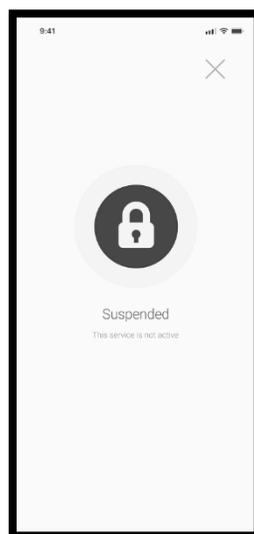
7. In-Mail

1. Receive in-mail from the property's residents, doorman or VirtualWay administrator
2. Compose new in-mail or reply and attach a file if needed
3. Archive your in-mail or just delete it.



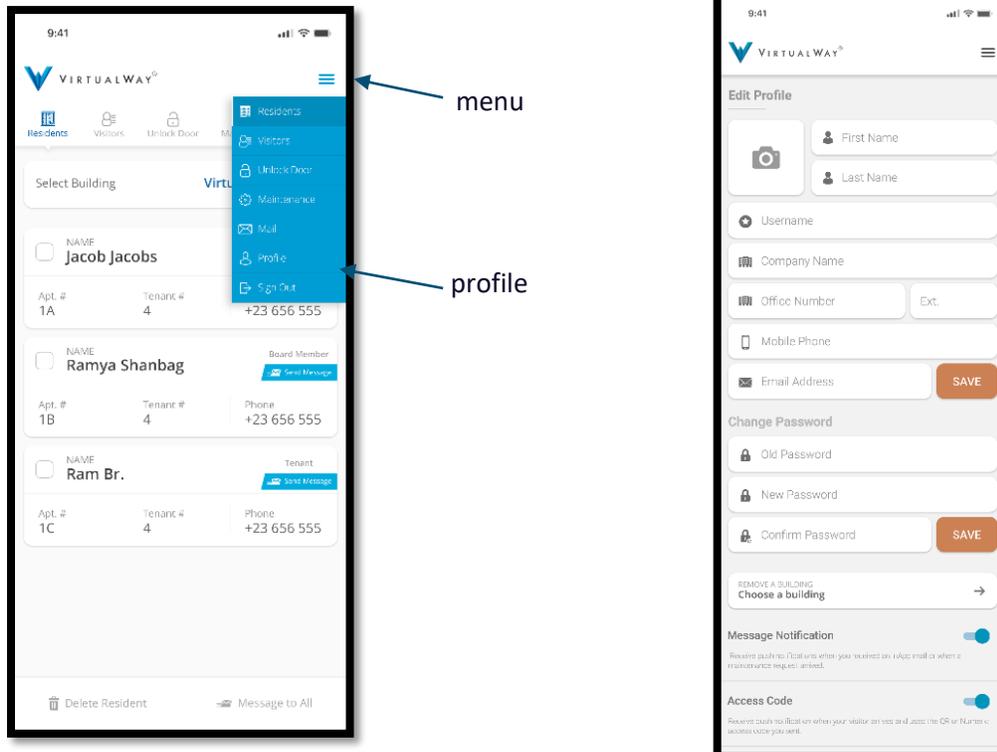
8. Service Suspended

VirtualWay suspended the service. Please contact VirtualWay office.



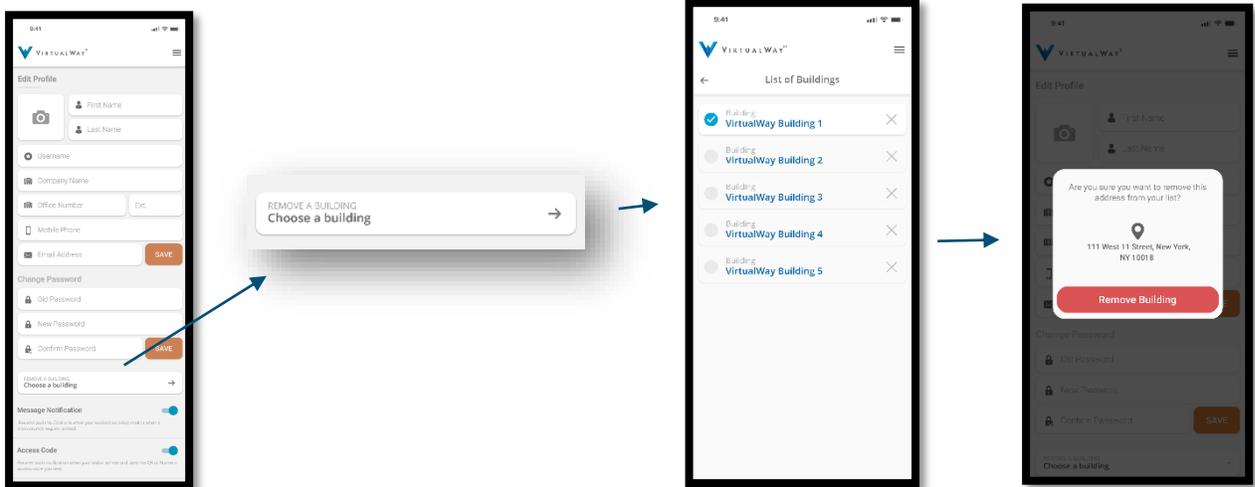
9. Edit profile

1. To edit your profile, click on the menu tab and profile.
2. Edit first and last name, create a nickname, update your mobile number and email.
3. You can change your password
4. Enable or disable message notifications
5. Enable or disable access code notifications (get a notification when your friend or service provider arrived and used the QR or numeric code you sent earlier) Exclusively Domik's feature.
6. Enable/disable Geo-Location feature for hands free access to the property.



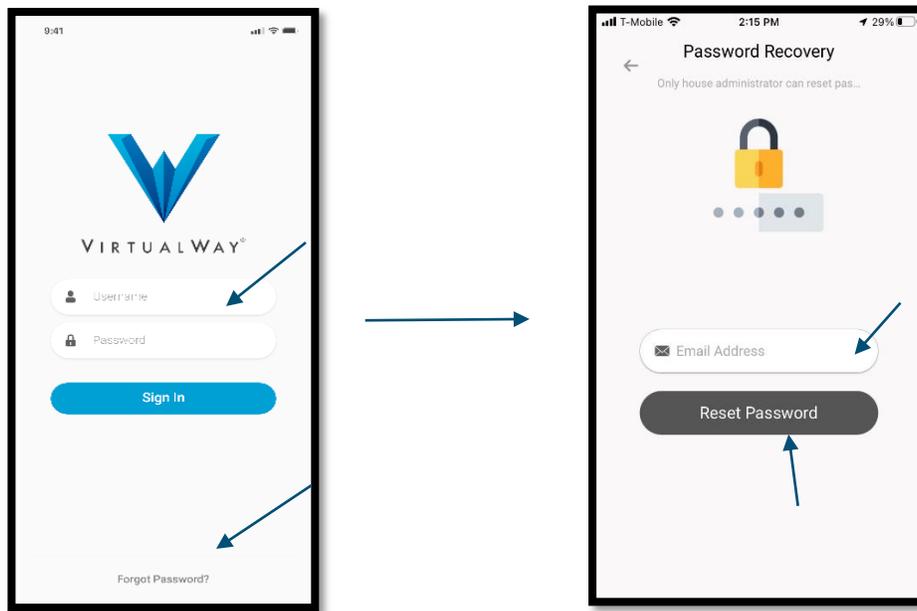
10. Delete a property

On your profile page, press on remove a building/property, choose the property you would like to remove and press on the X to delete.



11. Password recovery

1. Enter your username and click on "forgot password". 2. Enter the email address you registered with and reset your password. 3. Email notification will be sent with your log in credentials.



If you have any questions, we're here to help but first check out our online resources on www.myvirtualway.com/support

For additional help, email us: info@myvirtualway.com

Or give us a call at: (+1) 212-981-4695

Thank You,
The VirtualWay Team

©2022 VirtualWay, LLC