

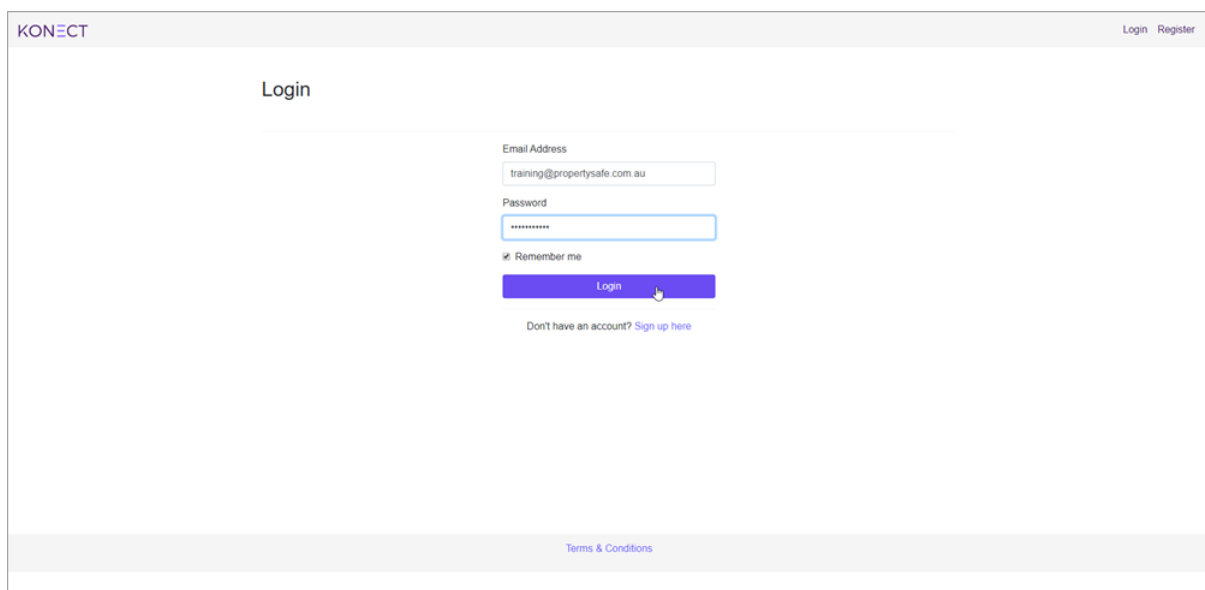
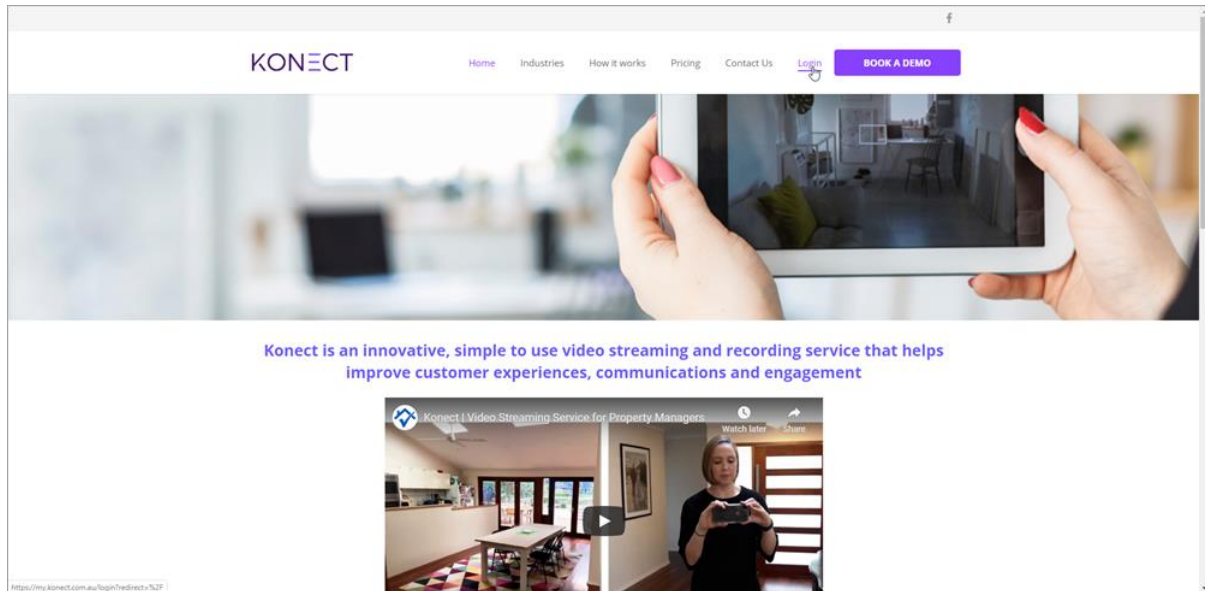
KONECT



Session Procedure
Business

Logging into Konect

To get started, a business user can visit www.konect.com.au. Upon selecting the appropriate account package and successful payment, they can use their credentials to login and access their Konect portal.



Navigating the Konect dashboard

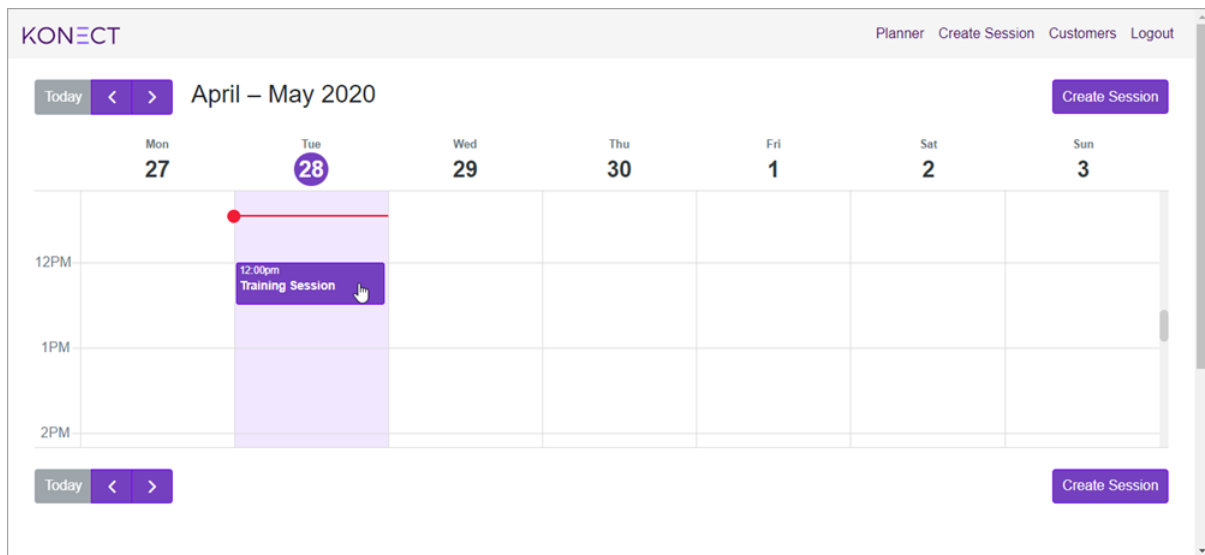
Once logged in, a business user will be presented with the Konect Dashboard, with a menu bar across the top-right of the screen, displaying four main options.

Planner: The Planner calendar will show any scheduled or upcoming Konect sessions and clicking on a calendar event will allow the user to 'View Details', or 'Start Session'.

Create Session: Allows a business user to schedule in a Konect session. To add either a customer or property to the session, click the appropriate option. They will then be asked to fill all required fields, indicated by the asterix (*).

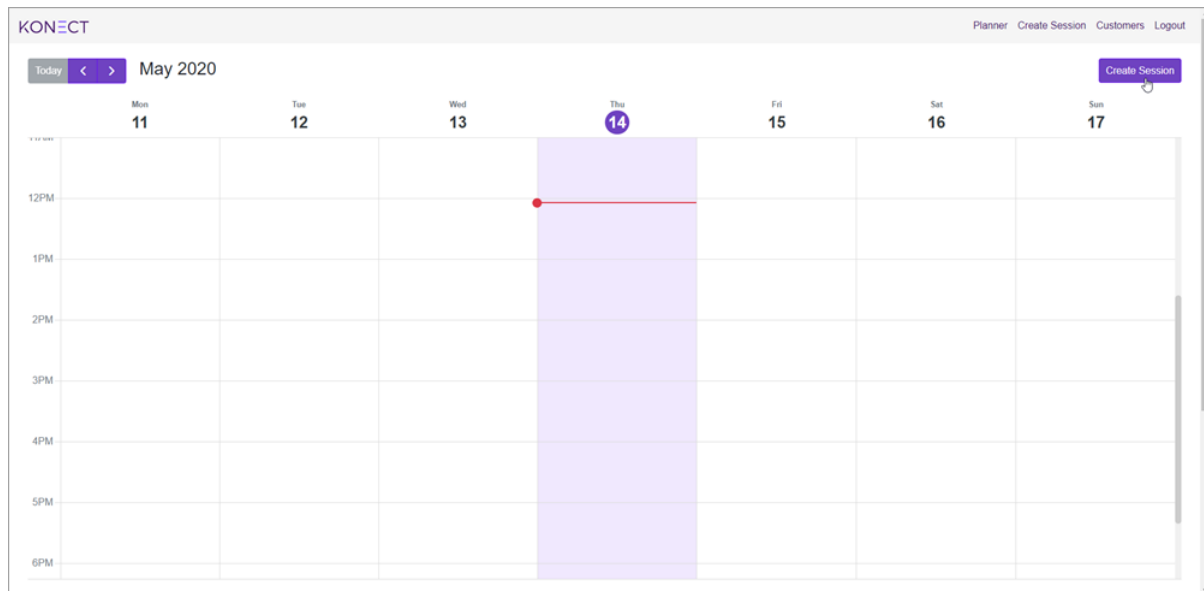
Customers: Allows a business user to view details or start a new session for an existing customer.

Logout: Allows a business user to log out of their Konect account.

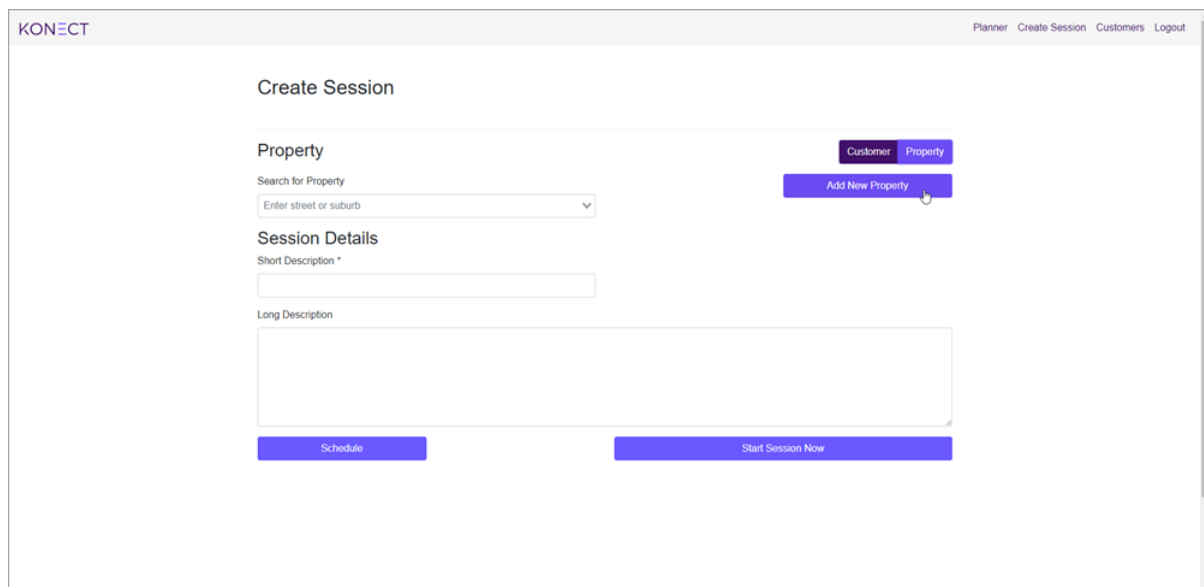


Creating a session, customer, and property

1. To create/schedule a new Konect session, click 'Create Session' from the Konect Dashboard.



2. The business user will then be asked to search for an existing customer or property, or if they haven't done so already create a new customer or property by clicking 'Add New Customer' or 'Add New Property' respectively.



3. Clicking 'Add New Customer' will allow the business user to add new customer information. Fill out all required fields, indicated by the asterix (*). You can add an address by clicking 'Additional Fields'. Finally, fill out the session short and long descriptions for the Konect session, then select 'Start Session Now', or 'Schedule' to add a session to the Planner for future use.

Customer

Customer Property

Search for Customer

Enter first or last name

Add New Customer

First Name * Chris

Last Name * Evans

Email Address * training@propertysafe.com.au

Mobile / Phone Number * +61 0400 000 000

Additional Fields

Address

Street Address 40 Kingfisher Drive

Suburb Terrigal

Postcode 2250

Street Address (Line 2)

State New South Wales

Country Australia

Session Details

Short Description *

Long Description

Email Address * training@propertysafe.com.au

Mobile / Phone Number * +61 0400 000 000

Additional Fields

Session Details

Short Description * Konect Training Session

Long Description This session is for training purposes |

Schedule Start Session Now

Terms & Conditions

4. Clicking 'Add New Property' will allow the business user to create new property details. Fill out all required fields, indicated by the asterisk (*). You can add customer information for a property by filling out 'Contact Details', and click 'Add Contact' to add any additional customers. A session can be started with any customer attached to a property. Finally, fill out the session short and long descriptions for the Konect session, then select 'Start Session Now', or 'Schedule' to add a session to the Planner for future use.

Property

Search for Property

Property ID (Trust ID)

Street Address *

Suburb *

Postcode *

Street Address (Line 2)

State *

Country *

Contact Details

Reference

Relationship to Property

First Name *

Last Name *

Email Address *

Mobile / Phone Number *

Session Details

Short Description *

5. If the business user has chosen to schedule a session, the 'Session Details' section will ask for a 'Scheduled Start', the date on which the session will be held. A session 'Start Time' and 'End Time' can be added by clicking the dropdown menu. After all required information fields have been filled, clicking 'Schedule Session' will add the Konect session to the 'Planner'.

Session Details

Short Description *

Long Description

Scheduling

Scheduled Start

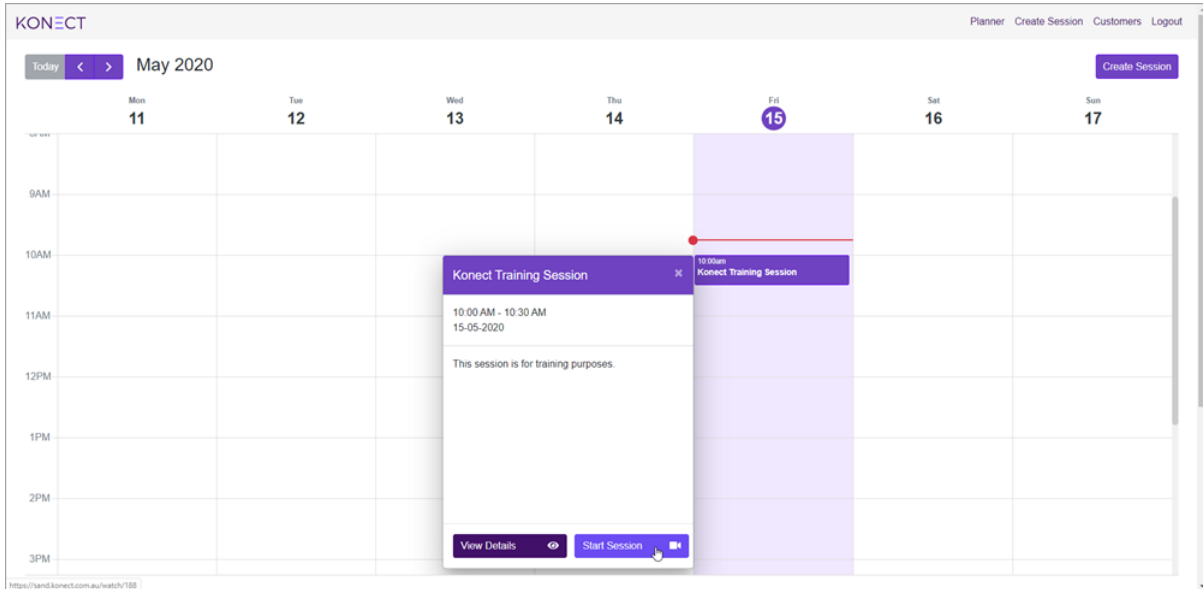
Start Time

End Time

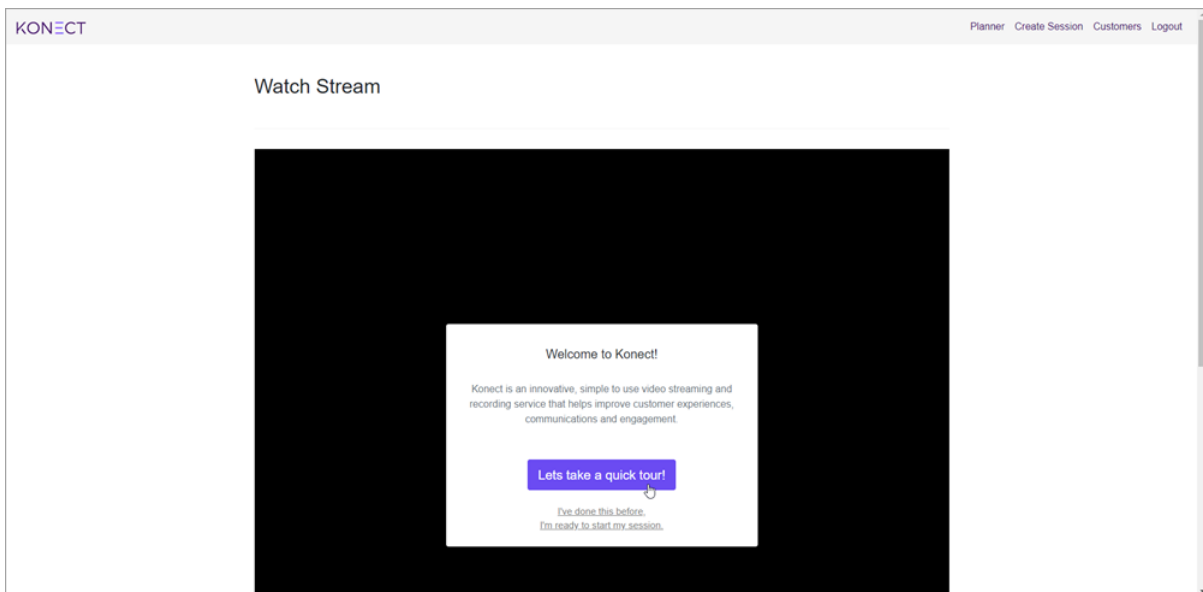
Terms & Conditions

Starting a session

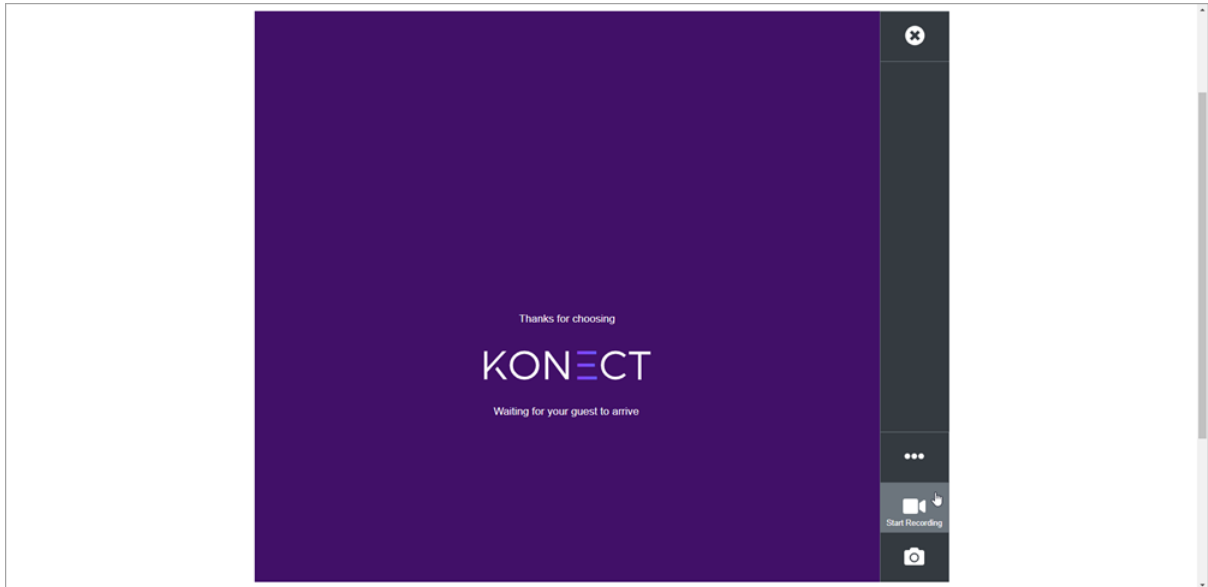
1. To initiate a Konect session, click '**Create Session**' from the main tool bar, or select a previously created session from the Planner, and click '**Start Session**'.



2. The business user will be taken to the Watch Screen. Clicking '**Let's take a quick tour!**' will initiate a brief, interactive overview of the on-screen controls, and once the tour is complete, a message focusing on the importance of customer safety will be displayed. Alternatively, they can commence the session by clicking '**I'm ready to start my session!**'.



3. Once the session has commenced, the customer will receive an SMS and email with a supplied link, guiding them to the session. If they haven't done so already, they will be asked to download the Konec+ app, automatically taking them to the specific app store for their chosen device.



Work-flowing a session

During a Konect video stream session, the business user will ask the customer to perform a walkthrough of a property, all the while recording the video stream, giving directions, and capturing screenshots.



(The Screenshot button allows a property manager to capture an image from the live video stream)



(The Record button allows a property manager to record the video stream in it's entirety)



(The Tools button will give a property manager access to various features for the Konect session)




(The Mute button allows the property manager to mute audio incoming from the Konect+ app)

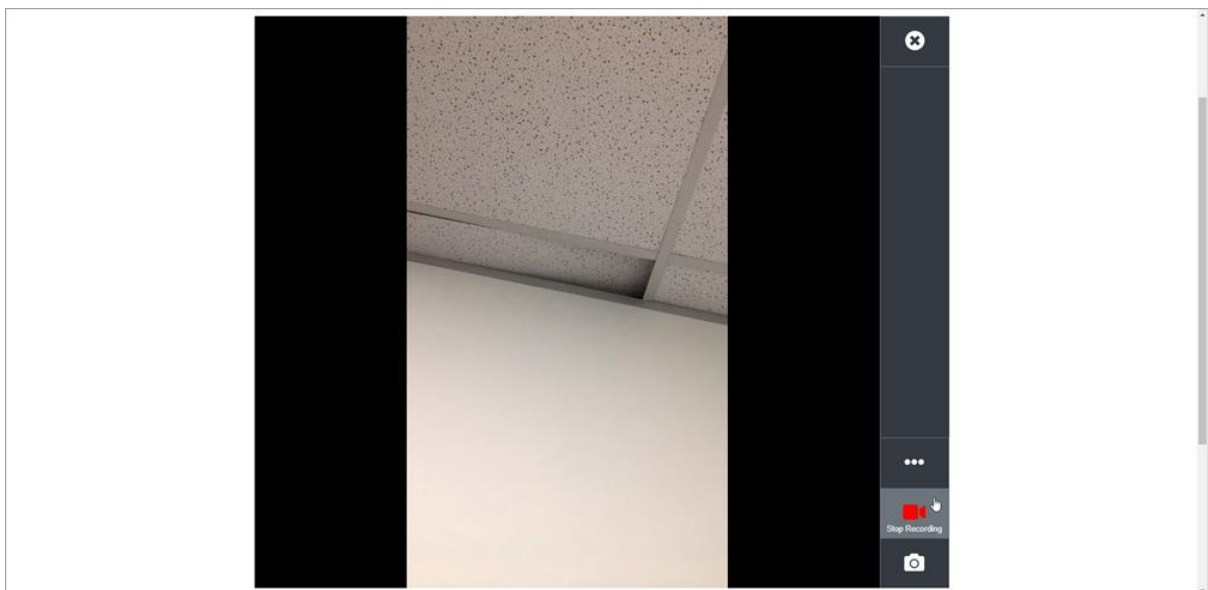





(The Flashlight button will turn on the flashlight on the tenant's smart device)



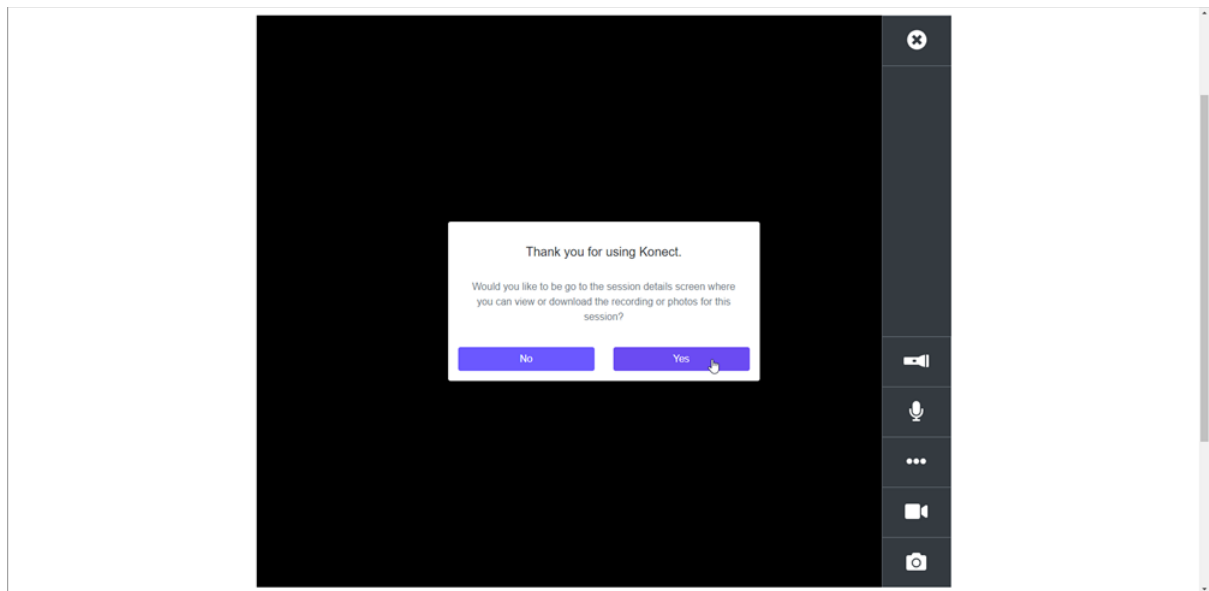
(The End Session button will end the active Konect session)


1. When a customer joins a Konect session, click the  button to start recording the video stream.

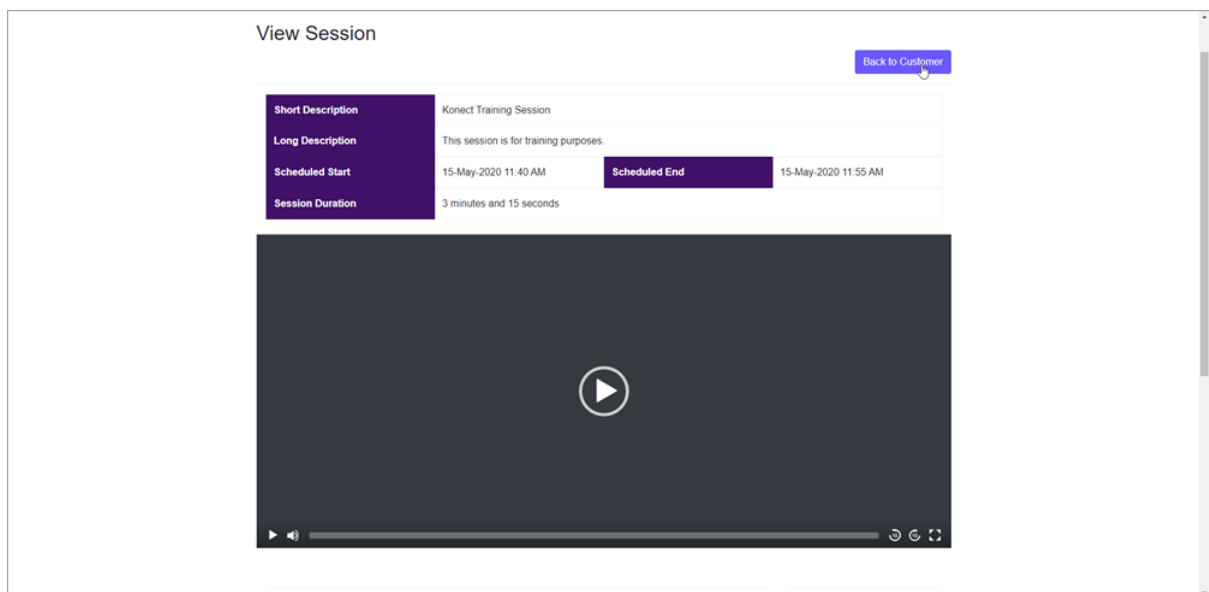


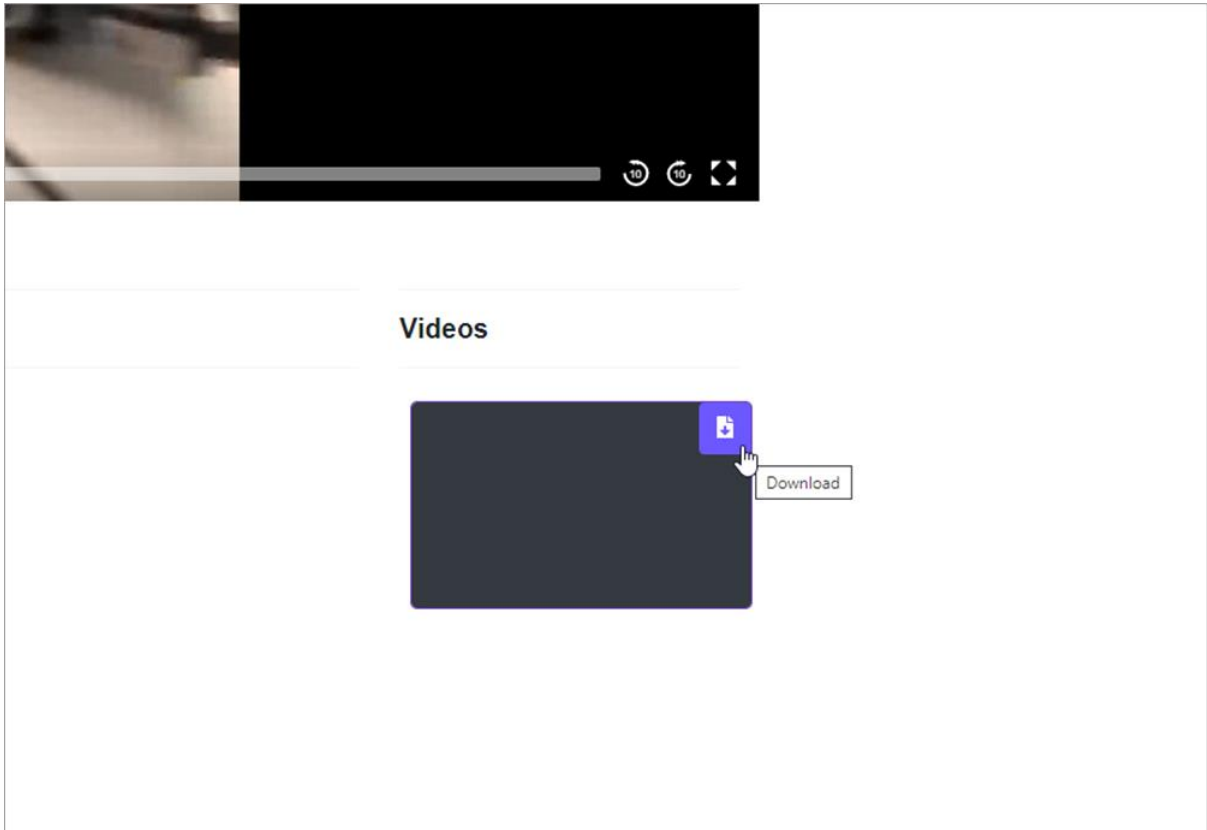
2. Throughout the session, the business user can take screenshots by clicking the  button. Clicking the  button will present the business user with more tools, such as the mute and flashlight options. Once the session is complete, the business user can end the session by clicking the  button.

3. The business user will then be asked if they would like to be taken to the Session Details screen.



4. The Session Details screen will display all session information and allows the business user to view or download the session recording and photos. To download any recordings or photos, click the  button next to the desired file.





Last Updated: 19/5/20 - AS