

# Session Procedure Business

# Logging into Konect

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

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	KONECT	e Industries How it works Pricing Contact Us Login	
	Konect is an innovative, simp	le to use video streaming and recording service that hel	ps
https://wy.kanect.com.au/login?wdinet+%37	improve customer	experiences, communications and engagement	
KONECT			Login Register
	Login		
		Email Address	
		training@propertysafe.com.au	
		Password	
		Remember me	
		Login	
		Don't have an account? Sign up here	
		Terms & Conditions	

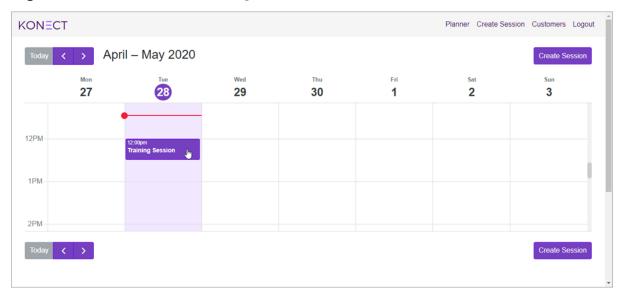
## Navigating the Konect dashboard

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.

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Today 🔇	> May 2020						Create Session
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2PM			•				
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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.

KONECT			Planner C	Create Session	Customers	Logout
	Create Session					
	Property Search for Property Enter street or suburb Session Details Short Description * Long Description	Customer Property Add New Property				
	Schedulo	Start Session Now				

**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	Add New Customer
Enter first or last name	
First Name *	Last Name *
Chris	Evans
Email Address *	Mobile / Phone Number *
training@propertysafe.com.au	■ +61 ~ 0400 000 000
Additional Fields	~
Address	
Street Address	Suburb Postcode
40 Kingfisher Drive	Terrigal 2250
Street Address (Line 2)	State Country
	Australian Capital Territory
	Australian Capital Territory New South Wales
Session Details	Northern Territory
Short Description *	Queensland South Australia
	Tasmania
Long Description	Victoria Western Australia
Email Address *	Mobile / Phone Number *
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training@propertysafe.com.au	MM +61+ 0400 000 000
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4. Clicking 'Add New Property' will allow the business user to create new property details. Fill out all required fields, indicated by the asterix (\*). 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.

**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**'.

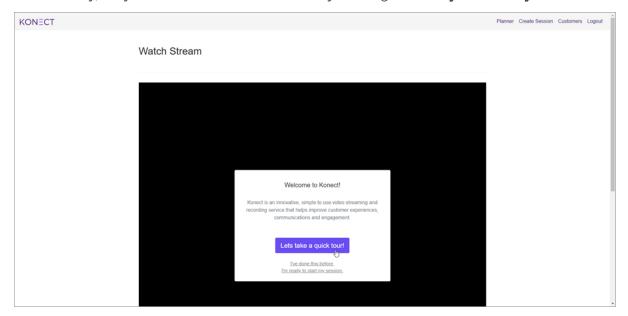
Scheduling     Start Session Now       Scheduling     Start Session Now       Scheduled Start     End Time       14 May 2020     D200 PM       01:35 PM     01:35 PM       02:35 PM     01:35 PM       02:35 PM     02:35 PM       02:35 PM     02:35 PM       02:35 PM     02:35 PM	Session Details Short Description * Property Inspection Long Description			
Scheduling Scheduled Start Start Time End Time 14 May 2020  P2 00 PM 0125 PM 0130 PM 0130 PM 0130 PM 0135 PM 0150 PM 0155 PM 0150 PM 0210 PM 0215 PM 0220 PM 0210 PM 0220 PM 0220 PM	This session is for training purposes.			
01:25 PM 01:30 PM 01:35 PM 01:40 PM 01:45 PM 01:50 PM 01:55 PM 02:00 PM 02:50 PM 02:51 PM 02:215 PM 02:20 PM	Scheduling	Start Time		
	14 May 2020	01:25 PM 01:30 PM 01:35 PM 01:40 PM 01:45 PM 01:55 PM 02:55 PM 02:05 PM 02:10 PM 02:10 PM 02:15 PM 02:20 PM	- Schedule Session	× ¥

## Starting a session

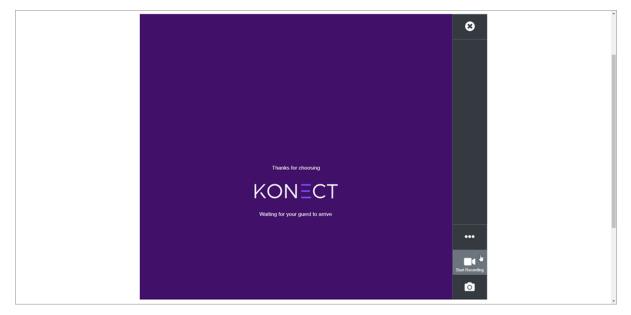
**1.** To initiate a Konect session, click '**Create Session**' from the main tool bar, or select a previously created session from the Planner, and click '**Start Session**'.

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foday 🔇	> May 2020						Create Session
	Mon 11	<sup>тие</sup> 12	Wed 13	<sup>Thu</sup> 14	15	Sat <b>16</b>	Sun 17
AM							
AM			_		10 00am		
			Konect Training		Konect Training Session		
AM			10:00 AM - 10:30 AM 15-05-2020	И			
PM			This session is for tr	raining purposes.			
PM							
PM							
			View Details				
PM			_				

**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 Konect+ 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)

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(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)

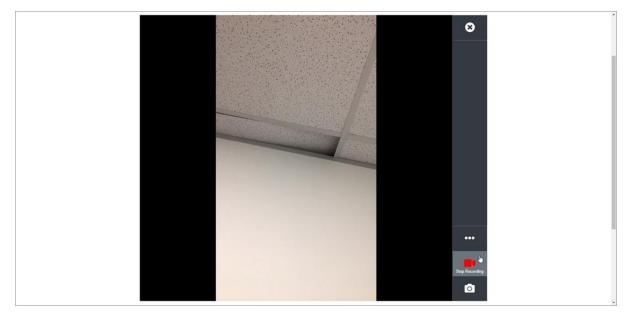


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(The Flashlight button will turn on the flashlight on the tenant's smart device)

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

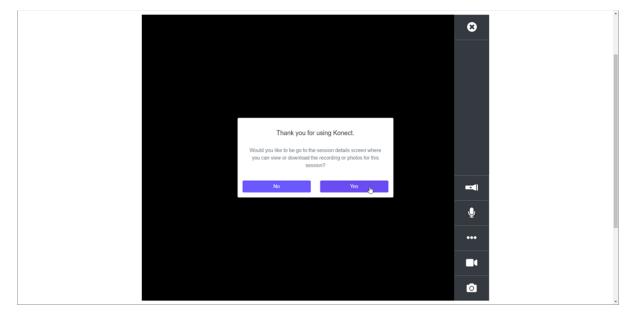
1. When a customer joins a Konect session, click the 🛄 button to start recording the video stream.



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.

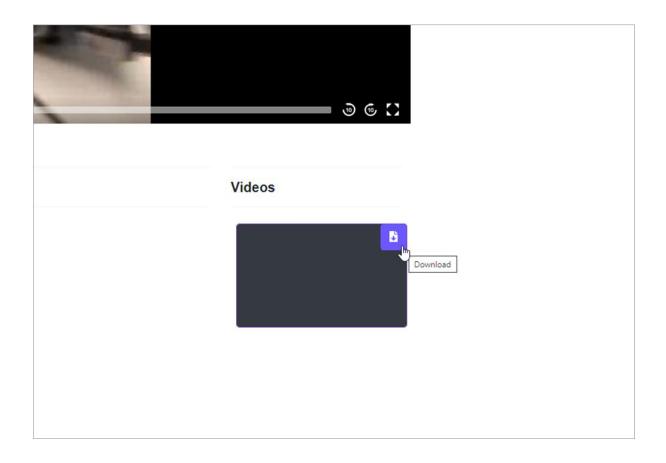
**3.** The business user will then be asked if they would like to be taken to the Session Details screen.



**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.

Short Description     This session is for training purposes.       Scheduled Start     15-May-2020 11:40 AM     Scheduled End     15-May-2020 11:55 AM       Session Duration     3 minutes and 15 seconds	View Session			
Long Description     This session is for training purpose.       Scheduled Start     15-May-2020 11.40 AM     Scheduled End       Session Duration     3 minutes and 15 seconds				Back to Customer
Scheduled Start     15-May-2020 11:40 AM     Scheduled End     15-May-2020 11:55 AM       3 minutes and 15 seconds	Short Description	Konect Training Session		
Session Duration 3 minutes and 15 seconds	Long Description	This session is for training purpose	s	
$\bigcirc$	Scheduled Start	15-May-2020 11:40 AM	Scheduled End	15-May-2020 11:55 AM
	Session Duration	3 minutes and 15 seconds		
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Last Updated: 19/5/20 - AS