

MY Mah Sing app

Tips, tricks and how-tos



MY Mah Sing

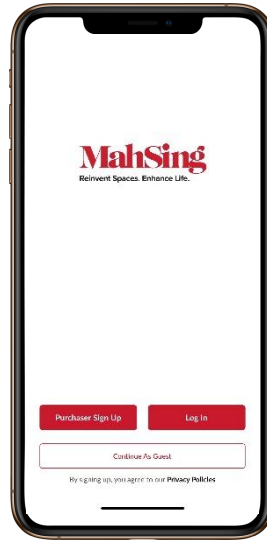
MY Mah Sing app

Convenience at your finger tips

MY Mah Sing is **a companion** that will be with you every step of your home ownership journey.

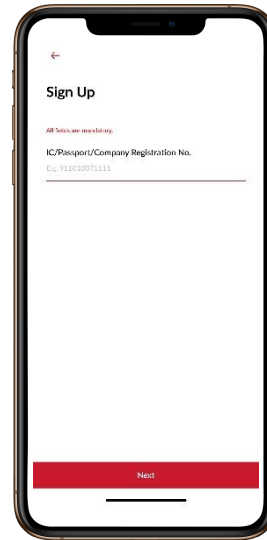


How to Sign Up in MY Mah Sing app



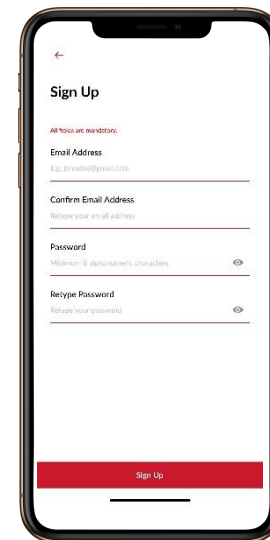
1

Tap on
**Purchaser
Sign Up**



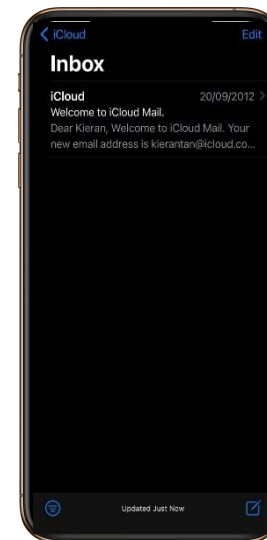
2

Key in
IC/passport/
Company
registration
number



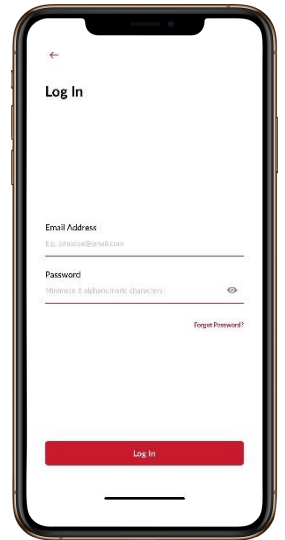
3

Key in **preferred
email** and
password



4

Check email,
click on the
activation link.



5

Login to MY
Mah Sing app by
using the
preferred email
and **password**

Overview

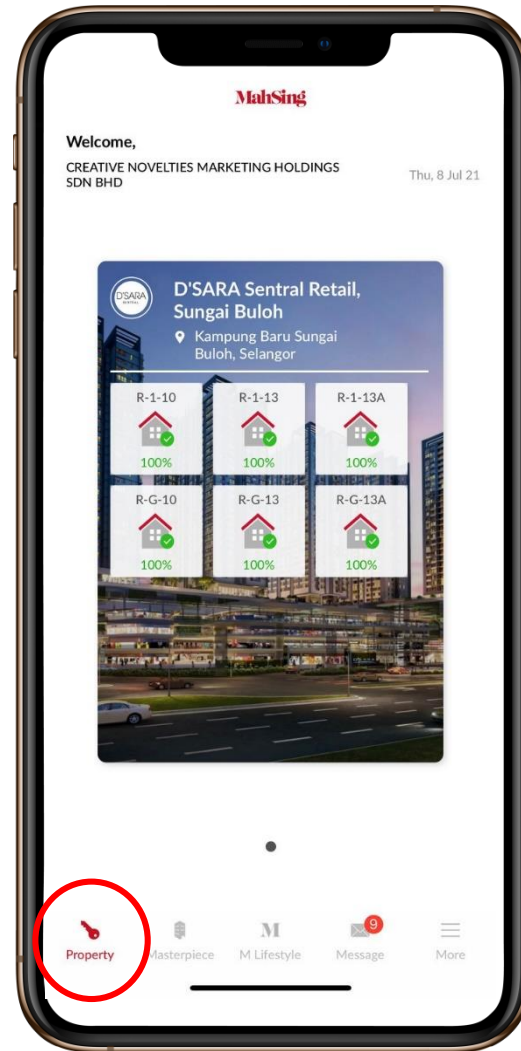
MY Mah Sing App Login Main Page

- 1 Purchaser's Property Info
- 2 List of Mah Sing properties



- 3 Information about M Concierge and M Privilege
- 4 Push Notification & Important Notices
- 5 Purchaser's Contact Details & M Privilege Membership Info

Understand Purchaser Unit Info



Purchaser's Name

Project Name

No. of property owned & the Unit number

Construction Progress Stages
(Based on progress in percentage)

Understand MY Mah Sing app features

Before Vacant Possession

About The Project

Details related to the project such as Description, Developer & Safety Exit Plan

My Property(s)

Details related to the unit such as SPA Date, Levels, Built-Up Size, DLP Period, DLP Expiry Date & VP Date

About The Community

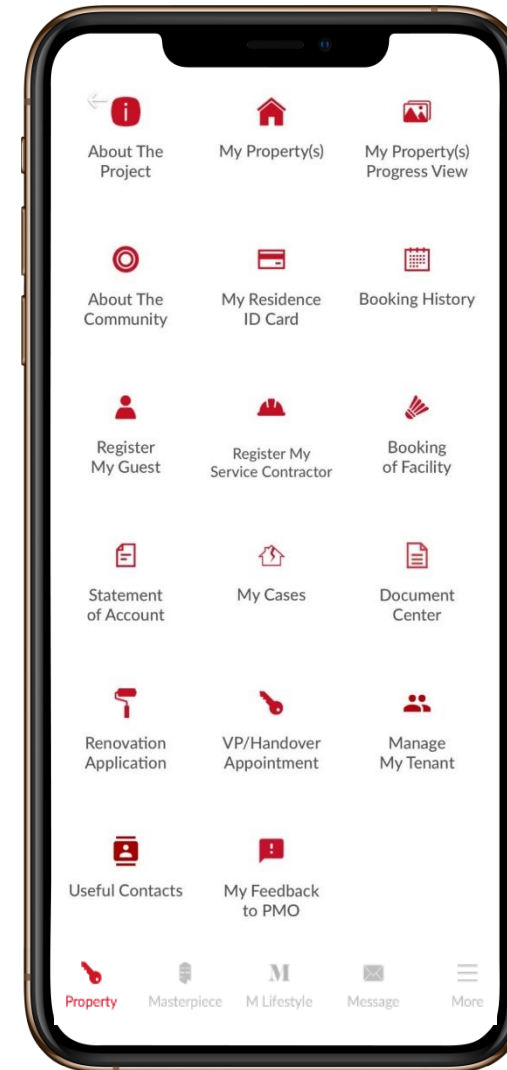
Allow purchasers to explore the hotspots around their project such as Shopping Mall, Hospital, University and etc.

Masterpieces

Marketing information related to Current and Future Projects

M Privilege

- Information about Mah Sing Loyalty Programme and members' benefit.
- M Privilege Virtual Card



My Property(s) Progress View

Construction progress photos uploaded by Project Marketing every quarter

VP/Handover Appointment

Allow purchasers to make VP Appointment after Unit is ready for VP

Statement of Account

Allow purchasers to view outstanding balance in their account

M Lifestyle

- Home improvement & Maintenance Services
- Partnering with Recommend.my

Message

Received latest marketing Information / Unit Ready for VP and notices etc. via Push Notification

Understand MY Mah Sing app features

After Vacant Possession

Booking of Facility

Allow you to book available facilities in your property

Booking History

Allow to view Booking History for VP, Guest / Contractor, Facility, Renovation and etc.

Register My Guest

Allow to pre-register your visitor

Renovation Application

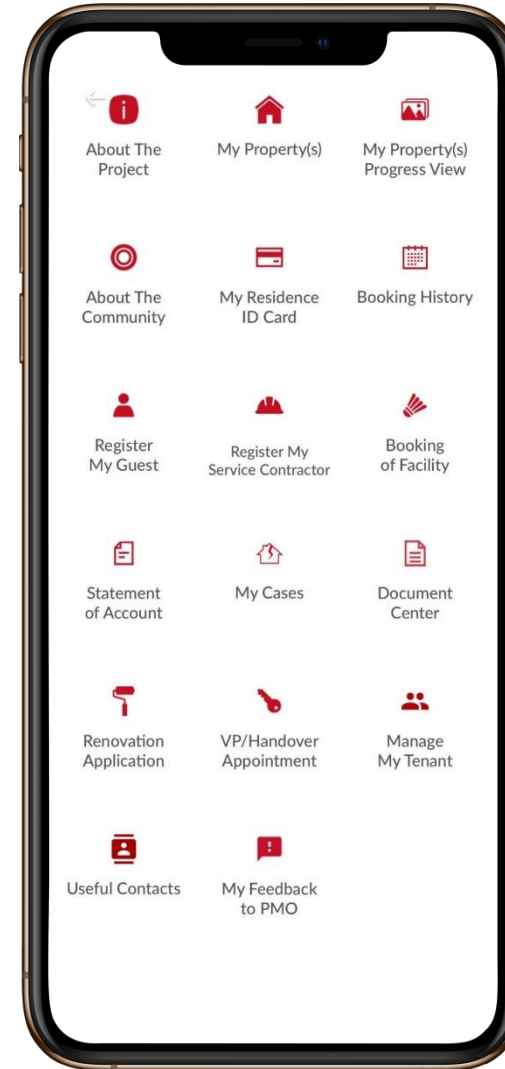
Allow to submit Online Renovation Application and request Move In / Move Out

Manage My Tenant

Allow to enable Tenant to use MY Mah Sing app's features such as Booking Facility, Register My Guest and pay utilities bill.

My Feedback to PMO

Allow to send feedbacks/enquiries to PMO



My Cases

View and monitor reported DNF

Statement of Account

- View & Retrieve Utility Bills Monthly Statement
- Online Payment for Utility Bills via JomPAY and/or FPX

Register My Service Contractor

Allow to pre-register your Service Contractor (**Subject to PMO Approval)

My Residence ID Card

Online identity card of Owner for the project

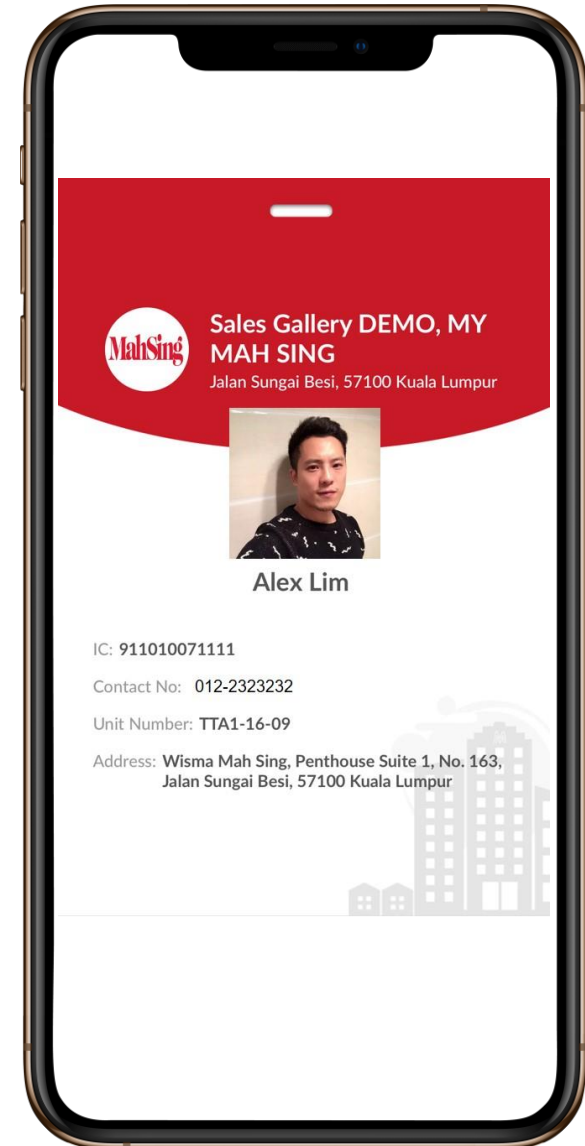
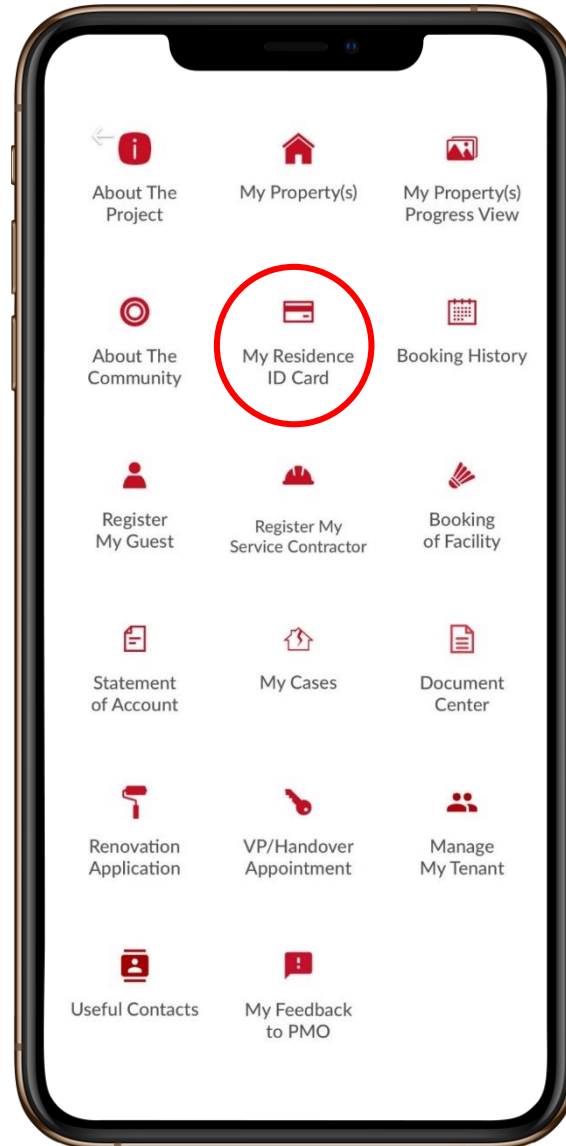
Document Center

Allow owner to view important document such as House Rules, Renovation Guidelines & etc.

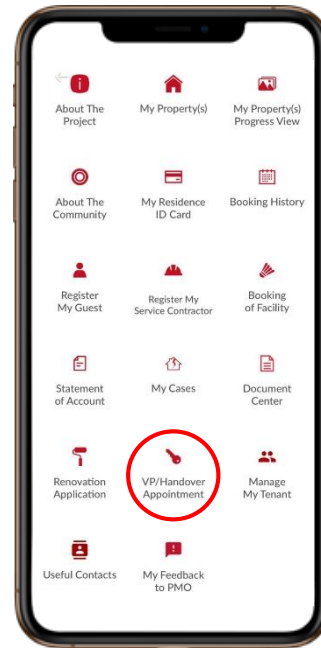
Useful Contact

Allow you to view customer service office info and property management office info.

Understand Residence ID Card

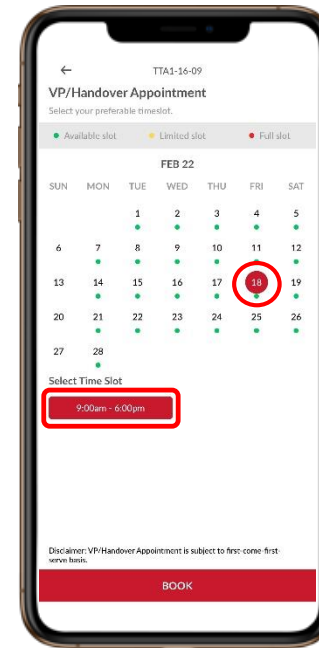


How to Make VP/Handover Appointment



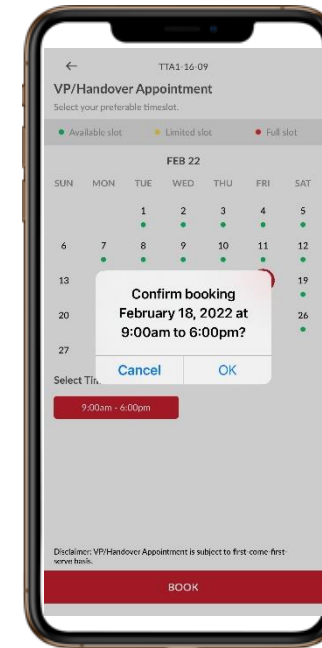
1

Tap on
VP/Handover Appoint



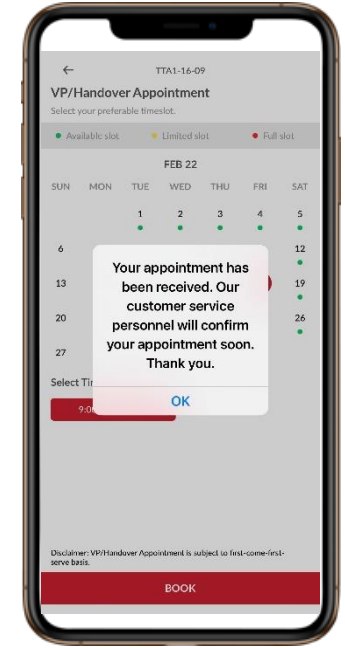
2

Select your
preference **Date** and
timeslot which is
available



3

Re-confirm the
selected Date
and Time

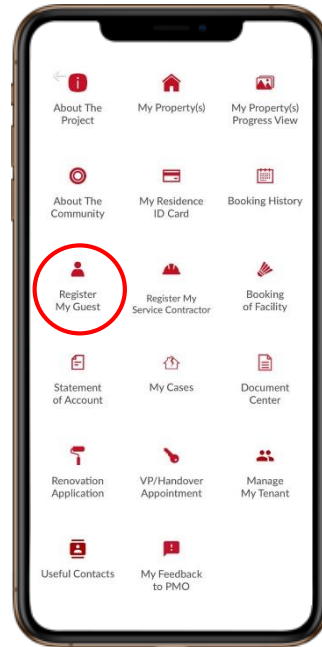


4

Once your appointment
is accepted, a
confirmation message
will be sent via **Push
Notification** and **email**

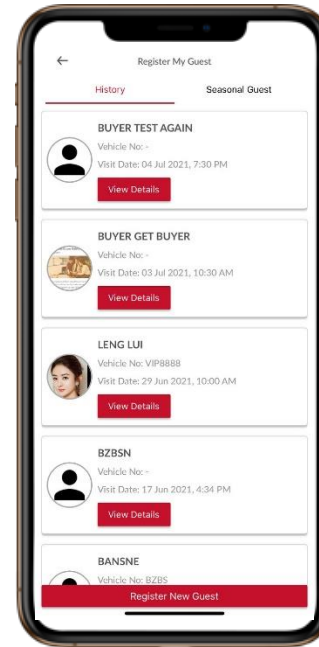
This function will be available upon all outstanding payment stated in the Notice of Vacant Possession paid by the purchaser and end-financier.

How to Pre-register My Visitor



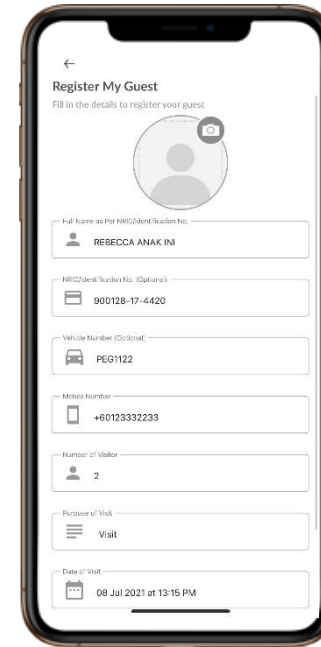
1

Tap on
Register My Guest



2

Tab on
Register New Guest



3

Fill in your guest's
information, click
Register

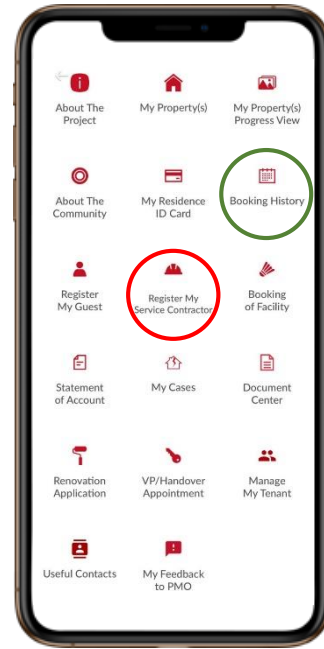


4

A **QR code** will be
generated.

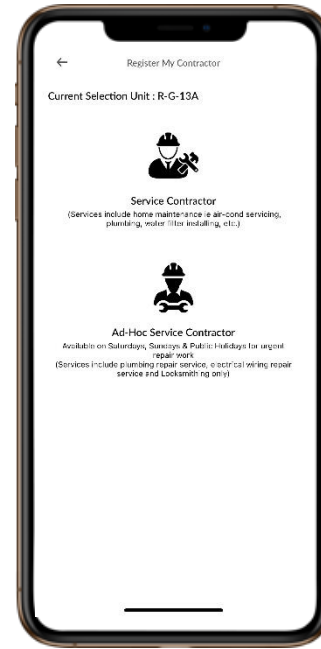
Tab on **Share Now** and
send the QR Code via
WhatsApp or SMS to
the registered guest.

How to Pre-register My Service Contractor



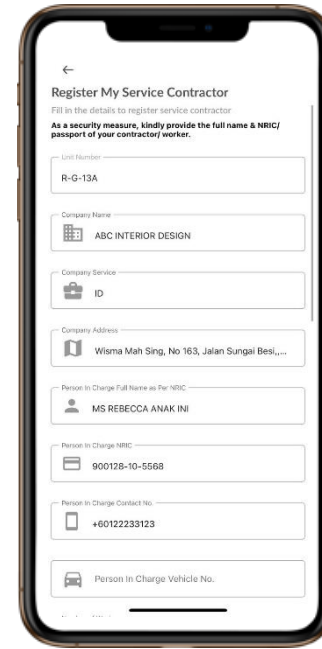
1

Tap on
**Register My Service
Contractor**



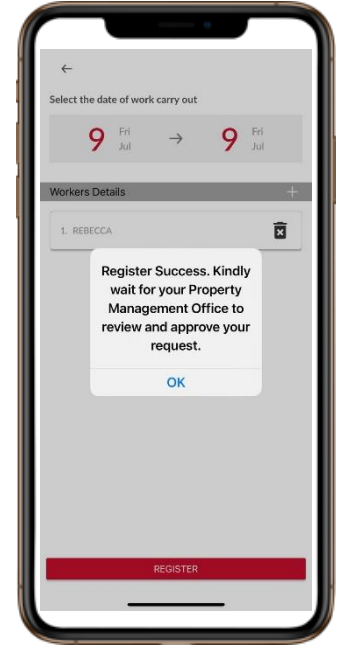
2

Tab on the type of
Contractor
(**Service Contractor** or
Ad-hoc Contractor)



3

Fill in your contractor's
information and
worker's particulars,
click **Register**

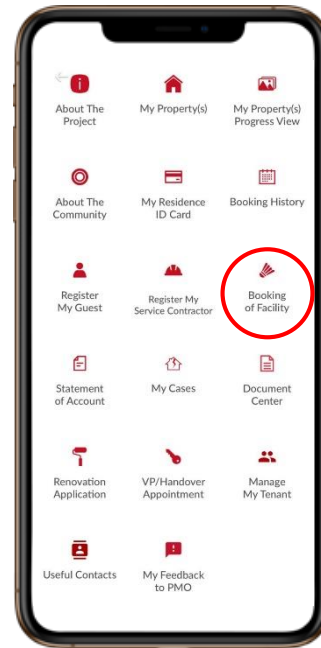


4

The application status
can be checked under
Booking History in the
app (please refer to
green circle)

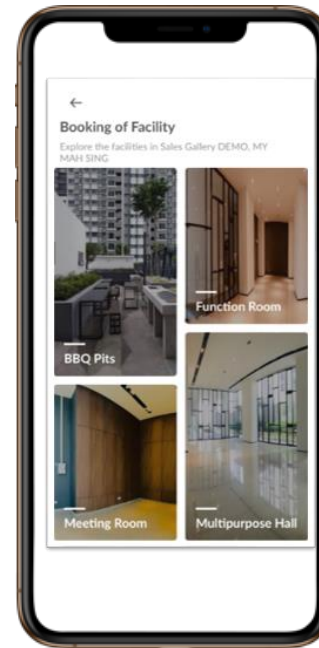
Deposit is not required, but prior approval from PMO is necessary, except Ad-hoc service contractor which applicable on weekend & Public Holiday.

How to Make booking for facility



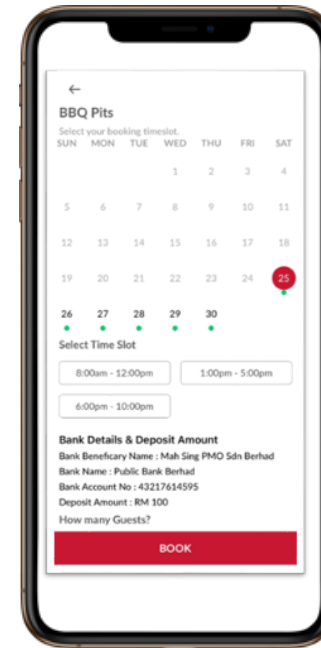
1

Tap on
Booking of Facility



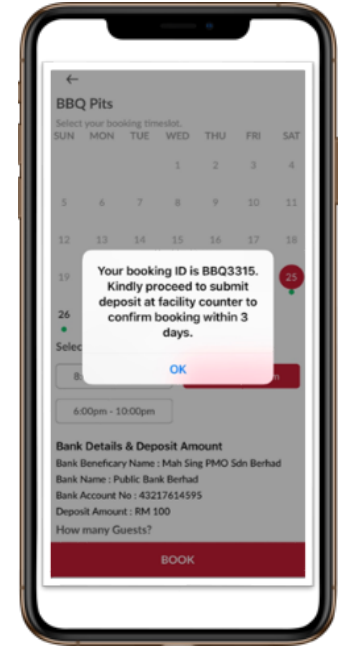
2

Select facility that
required for pre-
booking



3

Select the preferred
date and time,
proceed to tab **Book**

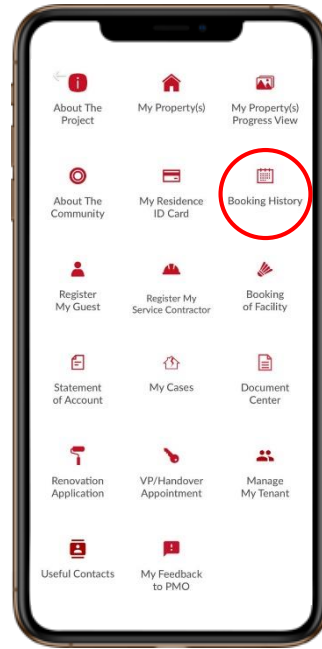


4

If the facility required for
deposit, proceed to
make deposit at PMO or
bank-in and email the
slip to PMO, *Subject to
PMO's discretion.*

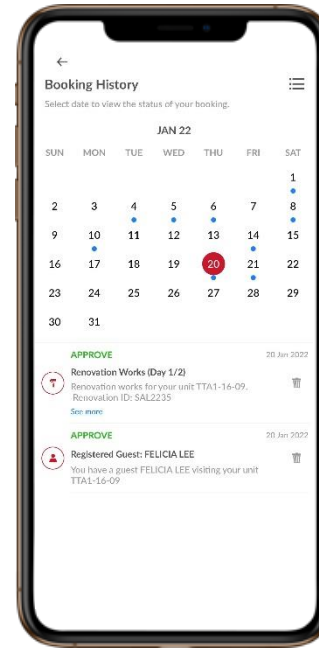
Certain common facilities such as Function room, BBQ area and selected sports venue are required to pre-booked, subject to availability, based on first-come-first-served basis. For more information, please contact the Property Management Office (PMO).

How to Cancel my pre-booked appointment



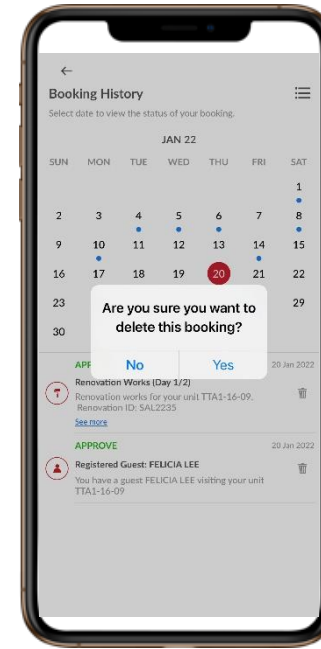
1

Tap on
Booking History



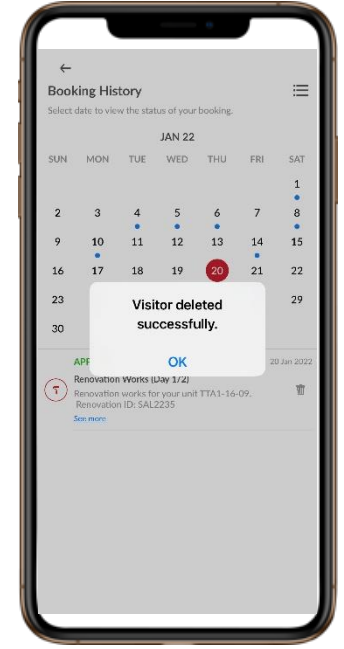
2

Select the **date of the pre-booked appointment**



3

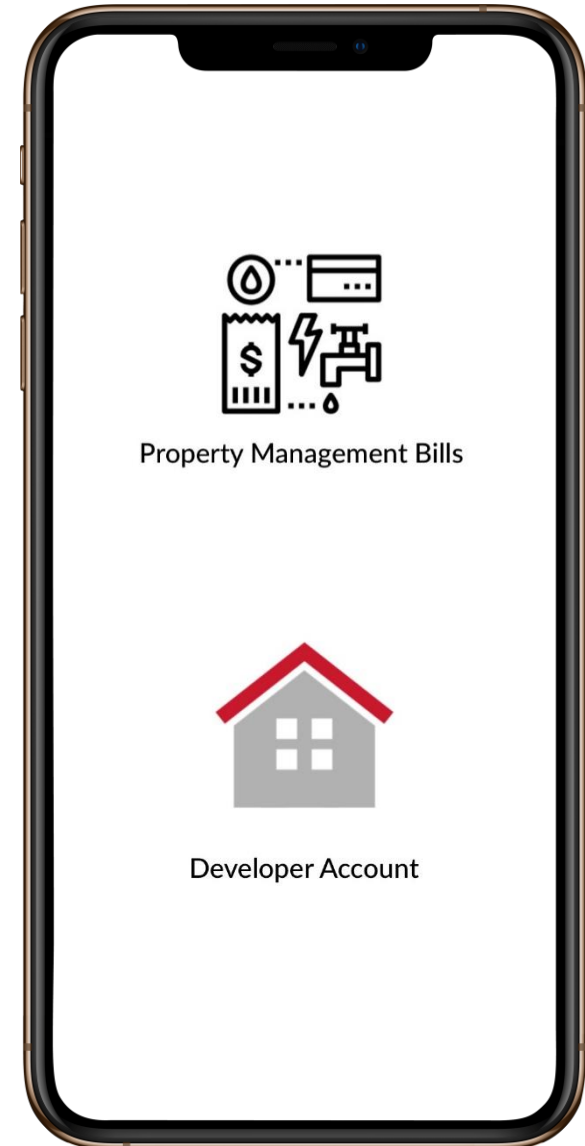
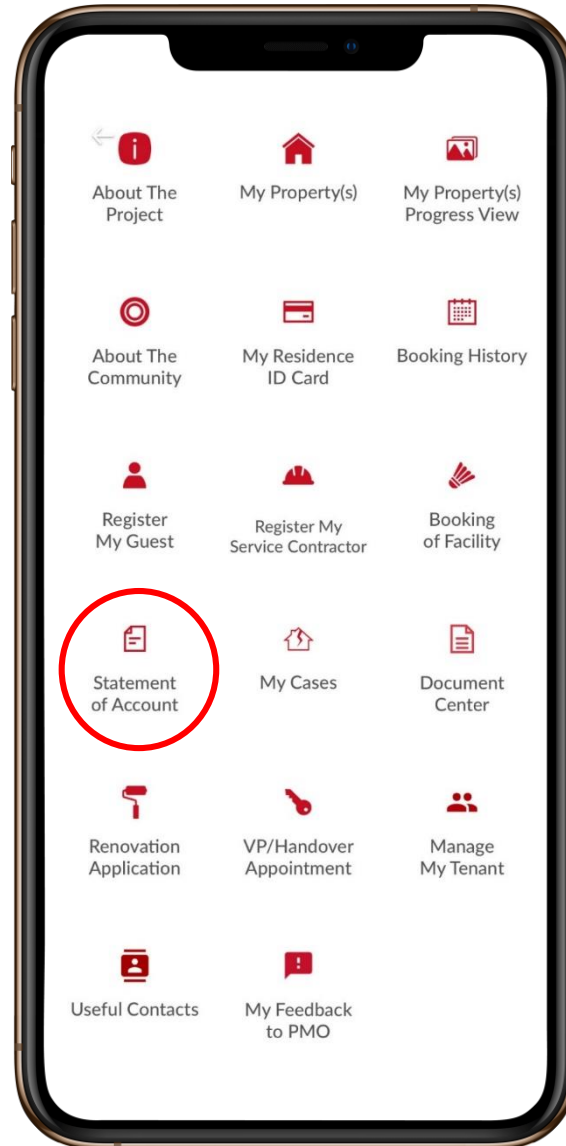
Re-confirm the request, proceed to tab 'Yes'



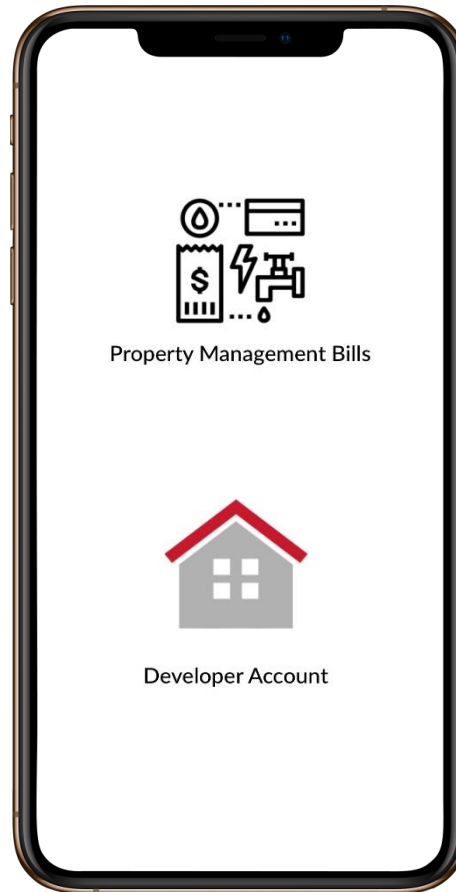
4

Upon the pre-booked appointment have been removed, a **confirmation message will be pop up.**

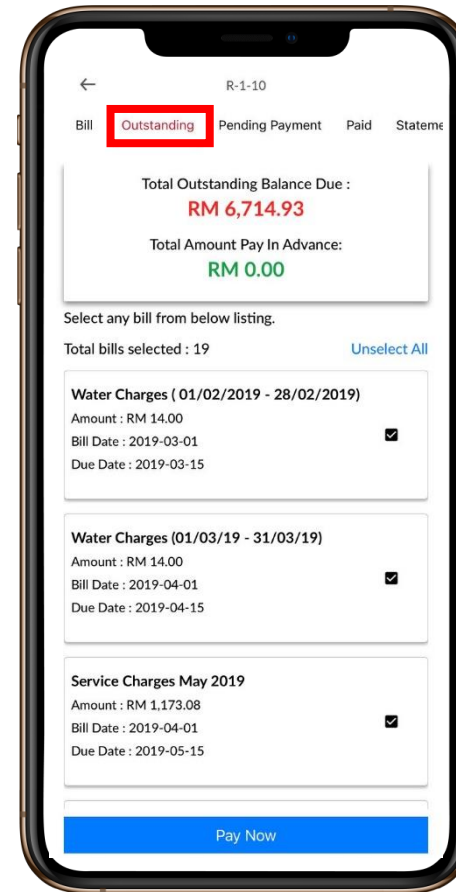
Understand Statement of Account



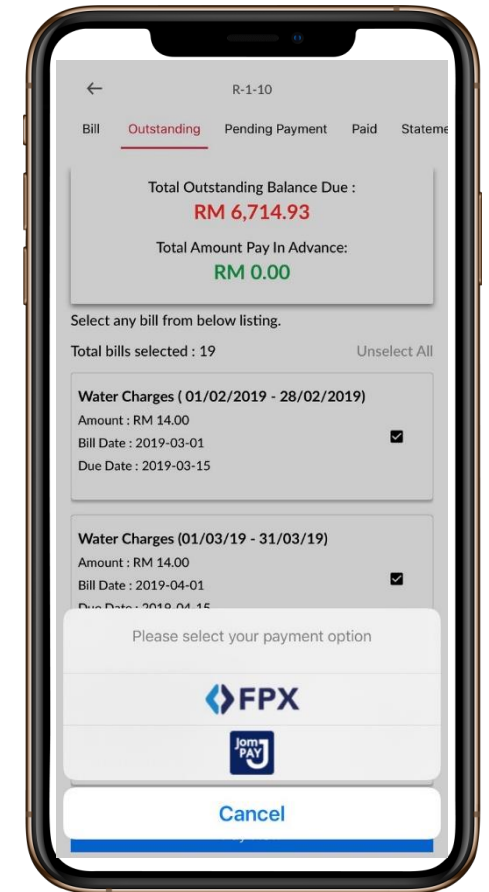
Understand How to check outstanding amount issued by the Property Management

**1**

Tap on
**Property Management
Bills**

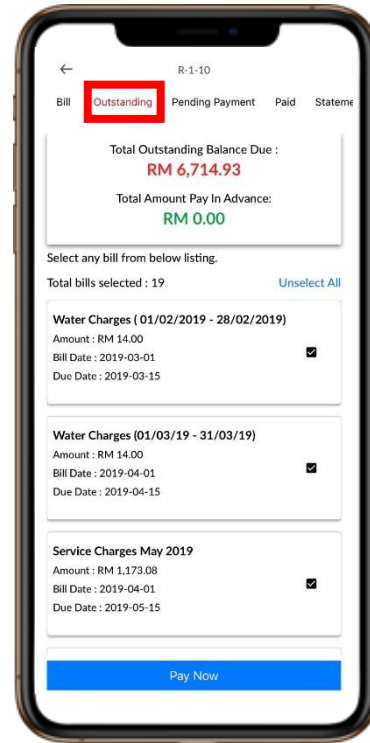
**2**

Tab on **Outstanding** to
view the charges. To
make payment, tab on
Pay Now

**3**

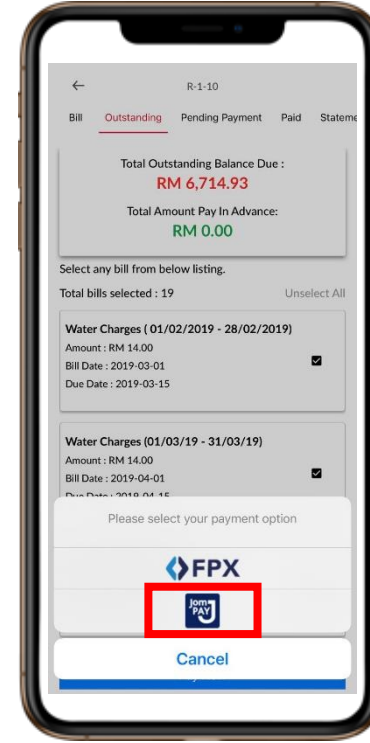
Select either **FPX** or
JomPAY and follow the
next instruction

Understand How to Pay Property Management Bill by JomPAY*



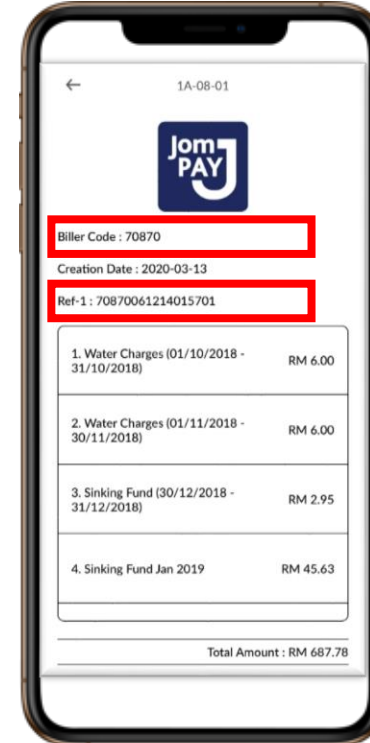
1

Tap on **Outstanding**, select outstanding bill and tab **PAY Now**



2

Select **JomPAY**



3

A **Biller Code** and **Ref-1** will generated, copy these 2 numbers



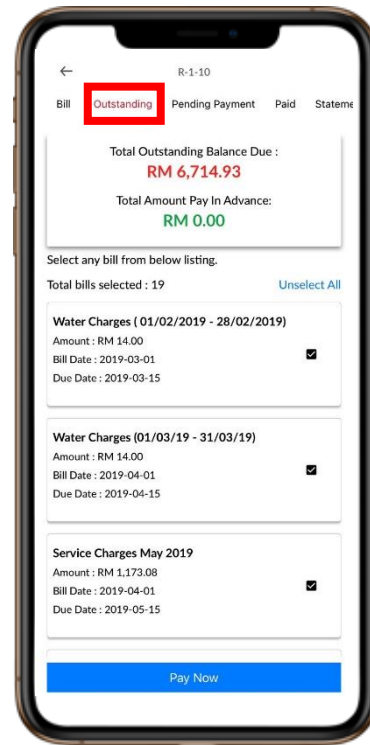
4

Log in to Internet Banking, look for JomPAY, key in the **Biller Code** and **Ref-1** number & proceed payment

* This online payment method is subject to participating projects

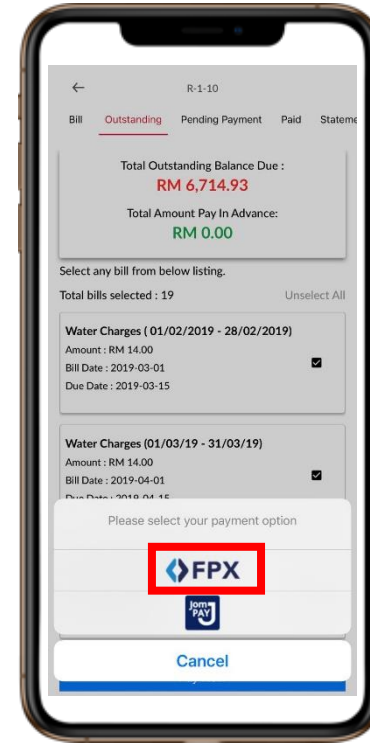
- ❑ *Biller Code is the unique number assigned to the Property Management Office.*
- ❑ *Ref-1 is a unique number used by your Biller to identify you or your bill.*

Understand How to Pay Property Management Bill by FPX*



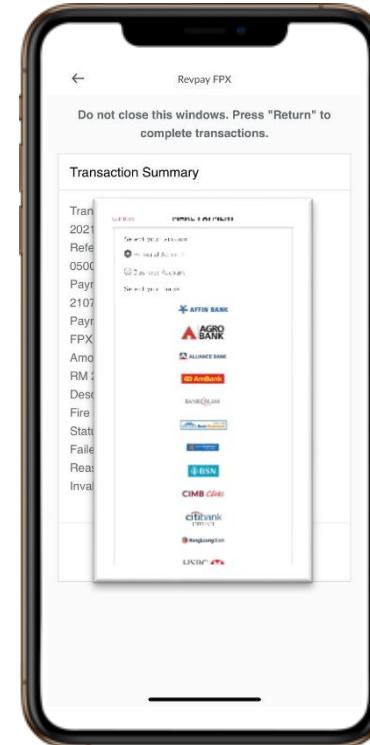
1

Tap on **Outstanding**, select outstanding bill and tab **PAY Now**



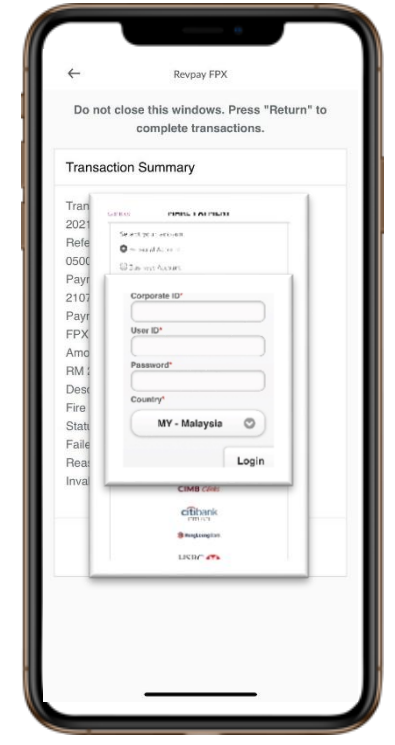
2

Select **FPX**



3

Select your **preferred bank** from the list provided.

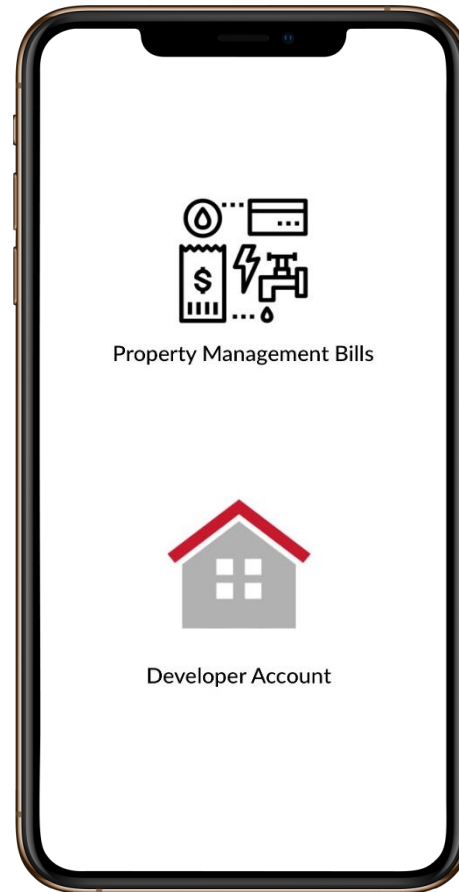


4

Enter your login credentials, select **account**, review payment details and **click on button to confirm payment**

* This online payment method is subject to participating projects

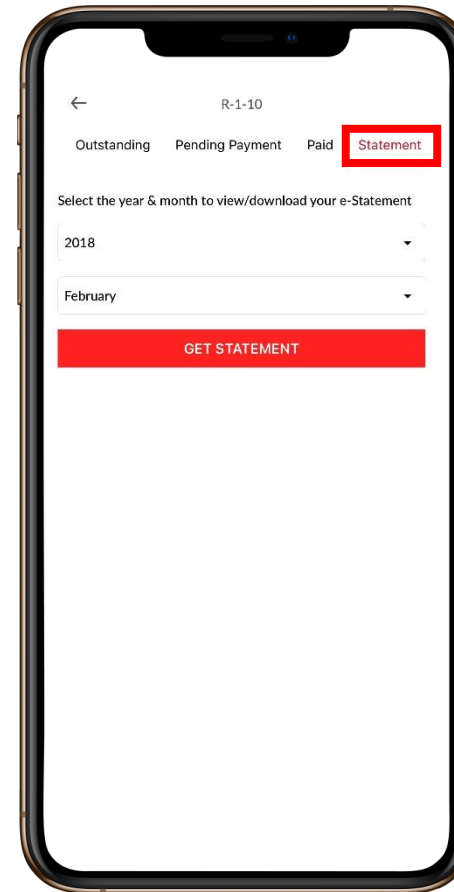
Understand How to view Statement issued by Property Management Office



Developer Account

1

Tap on
**Property Management
Bills**



2

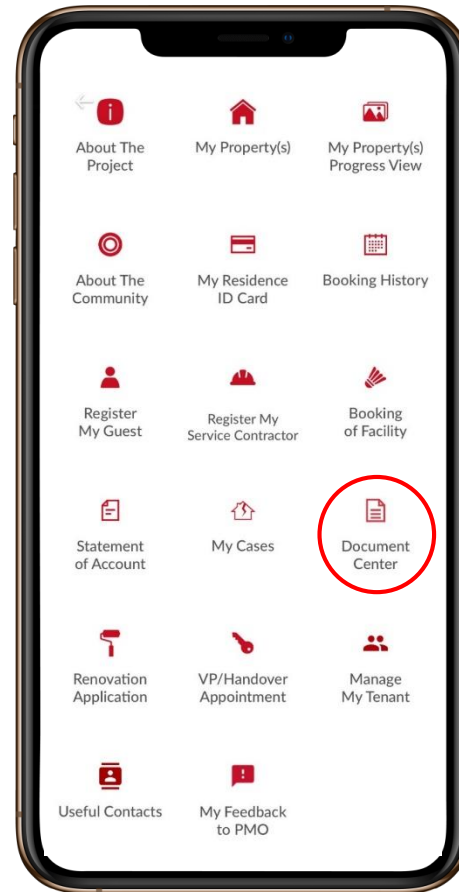
Tab on **Statement**.
Select year and month,
click **Get Statement**



3

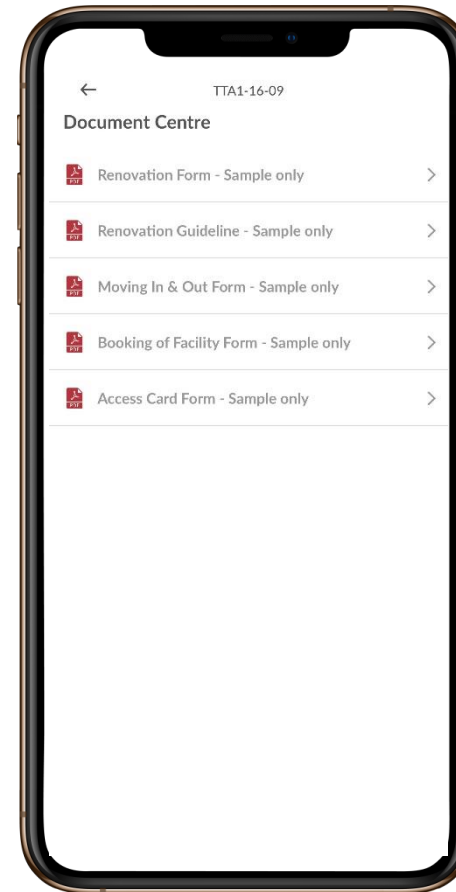
The statement will
be generated

How to Find Homeowner Guidebook and other useful guidelines



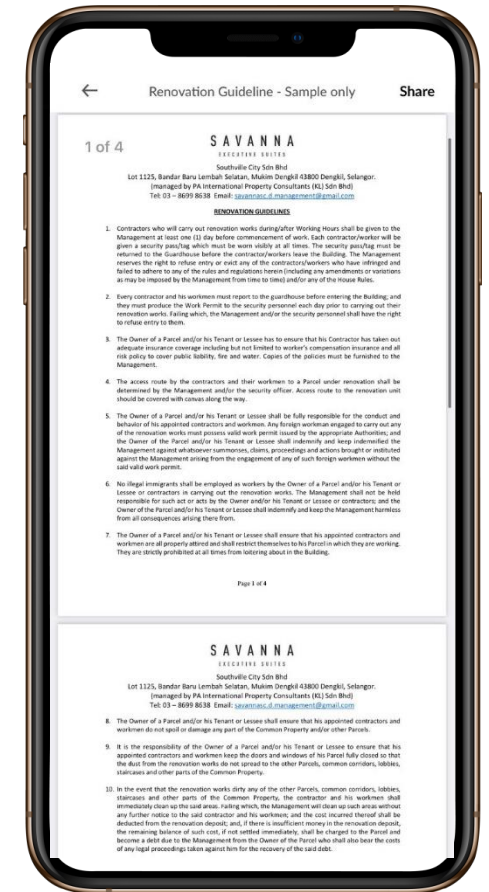
1

Tap on
Document Center



2

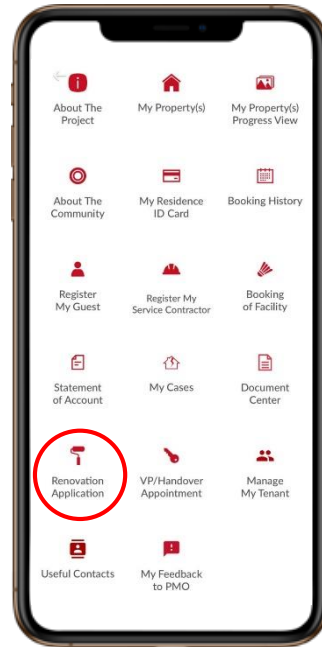
Tap on the document
to open the PDF
format



3

The document in PDF
format is open, click on the
Share button to download
or save file

How to Apply for Renovation Work



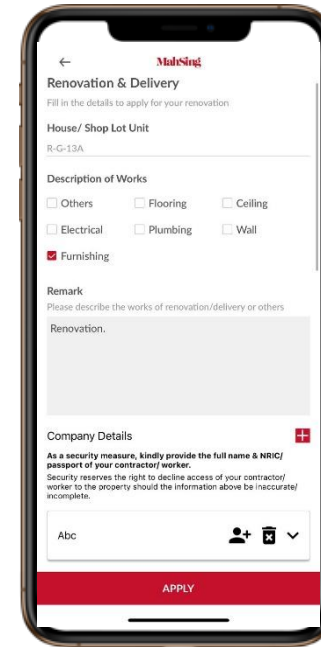
1

Tap on
**Renovation
Application**



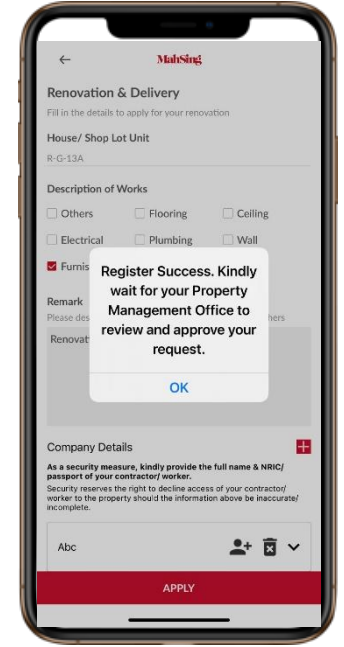
2

For new application,
click on the **+** sign on
top right corner



3

Fill in the type of
renovation and
contractor's particulars,
proceed to bank-in
deposit and attach in
this application, then
click **APPLY**

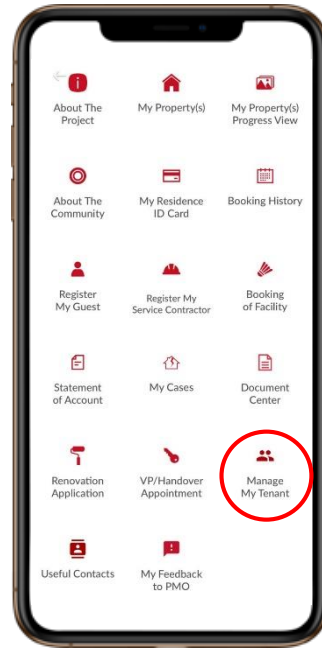


4

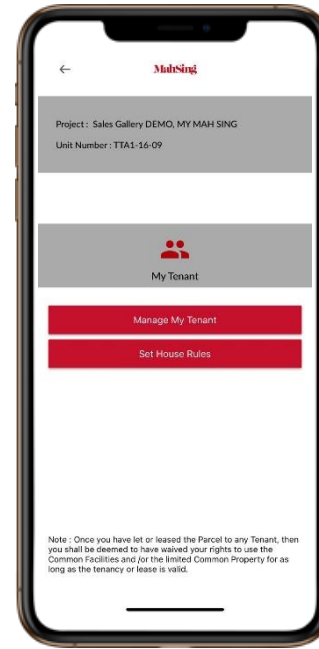
The application
status can be
checked on the **top
panel of Renovation
Application**

Deposit is required for renovation

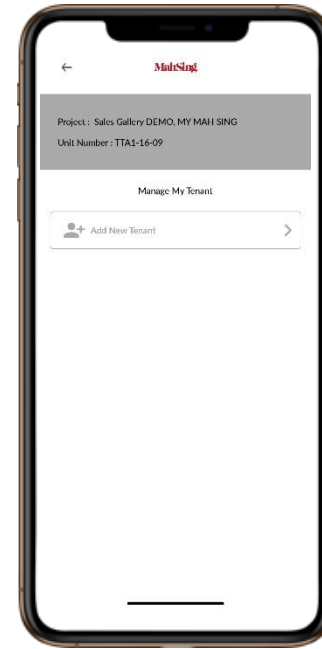
How to Register and grant access to Tenant

**1**

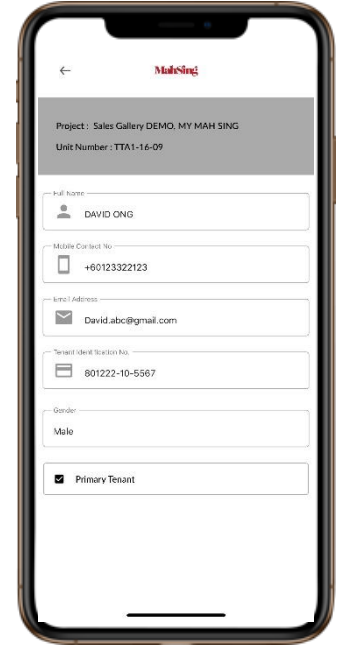
Tap on
Register My Tenant

**2**

For add or delete
tenant, tab on
Manage My Tenant

**3**

Tab on
Add New Tenant

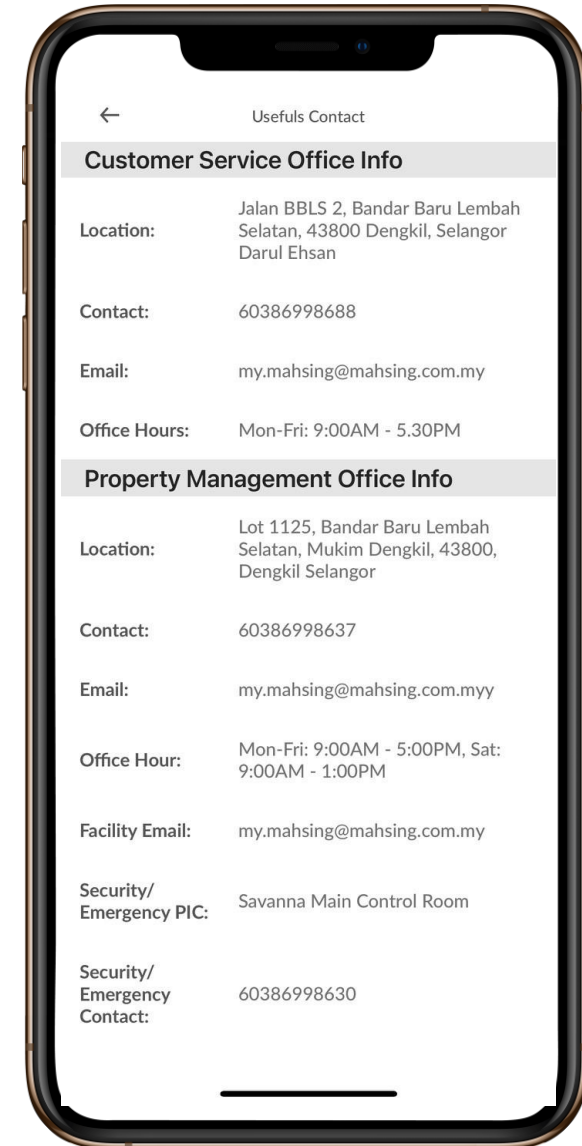
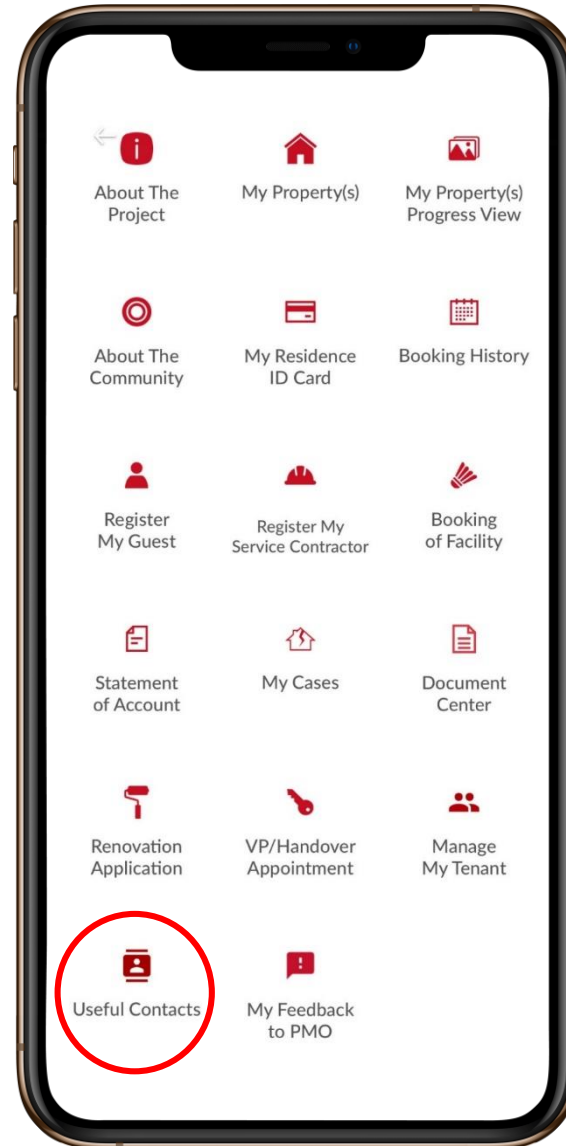
**4**

Fill in the tenant's
particulars, click **Add
New Tenant**

5

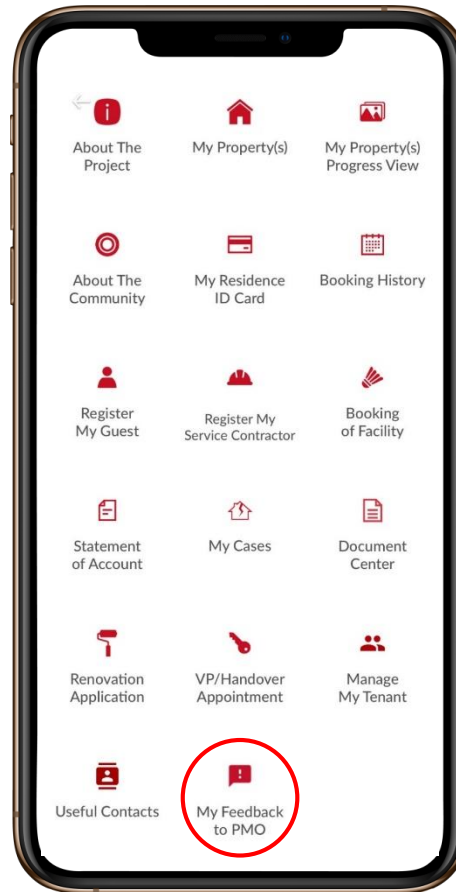
Notify the tenant to check email, click on the link
to set password in order to log in MY Mah Sing
app as a Tenant.

Understand How to find important contact info



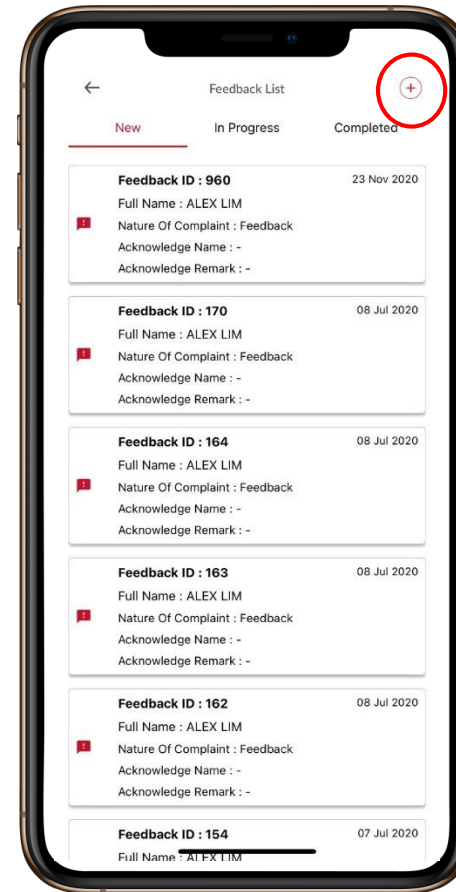
How to Provide feedback to Property Management Office*

* Property Management Office (PMO) is accountable to manage the common areas & common facilities, issuance invoice for the maintenance charges, sinking fund and yearly renewal for the building fire insurance.



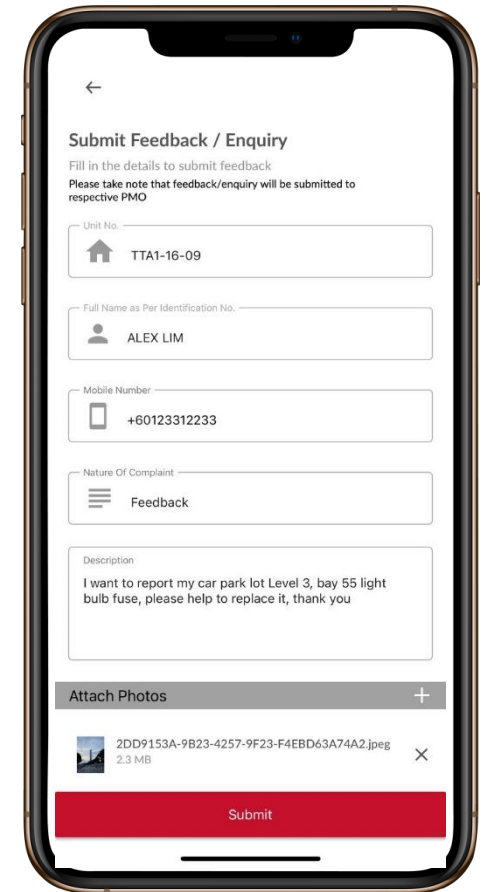
1

Tap on
My Feedback to PMO



2

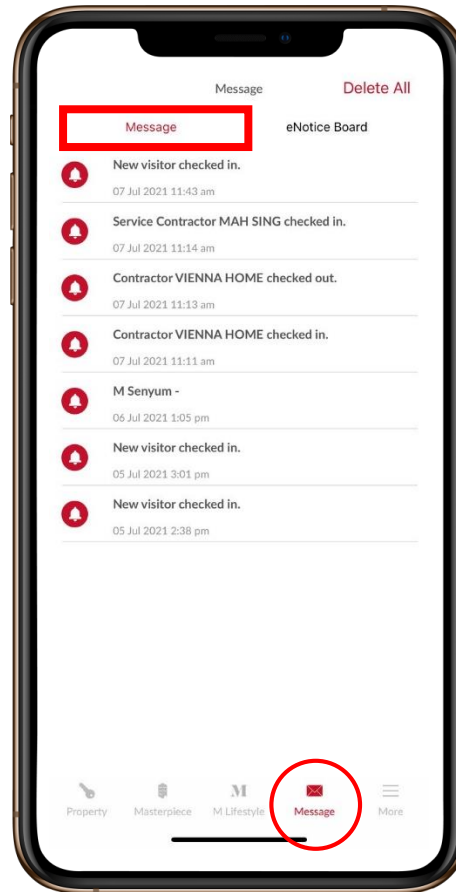
For new feedback, click
on the **+** sign on top
right corner



3

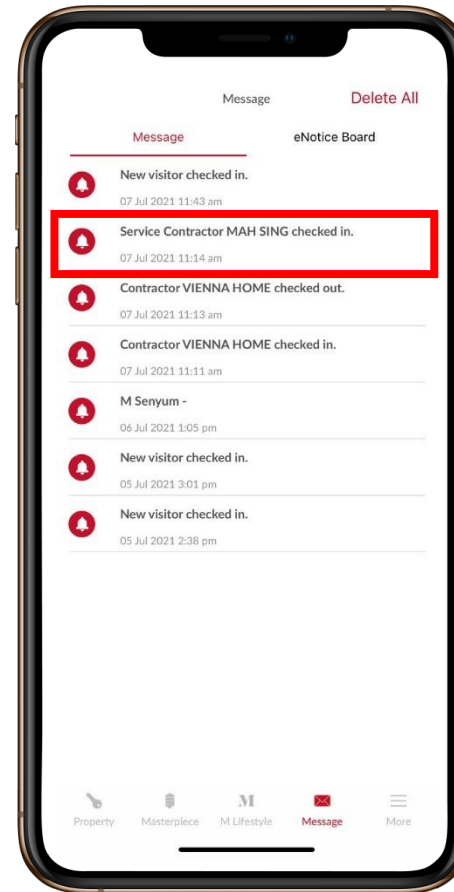
Fill in the particular in
and attach Photo (if
applicable) then click
Submit

How to Check Notification



1

Tap on **Message** on the footer panel, and select **Message** on the top panel



2

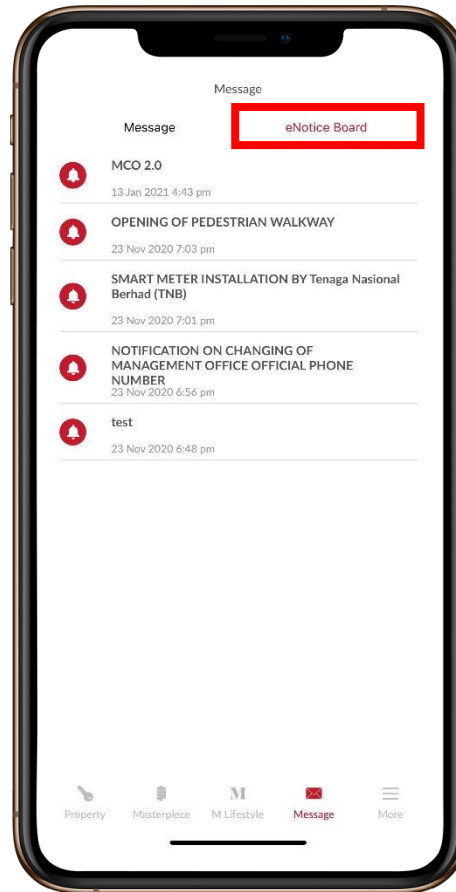
Select the message



3

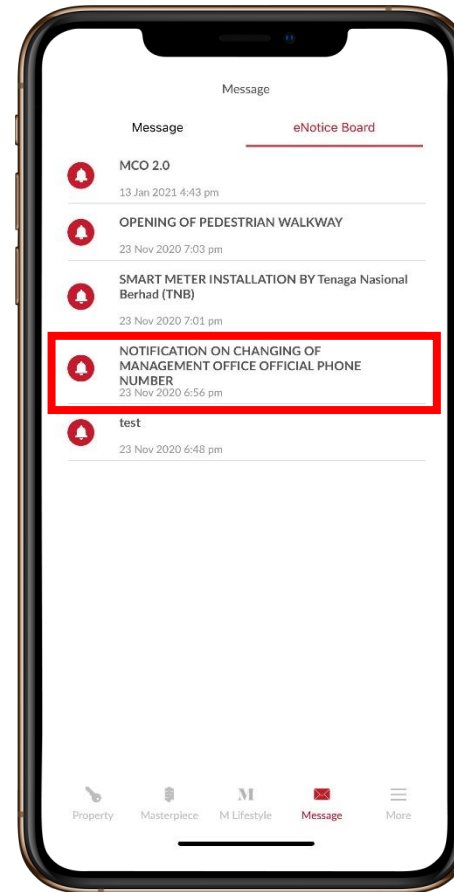
The message will be pop up for more details

How to Check Notices from PMO



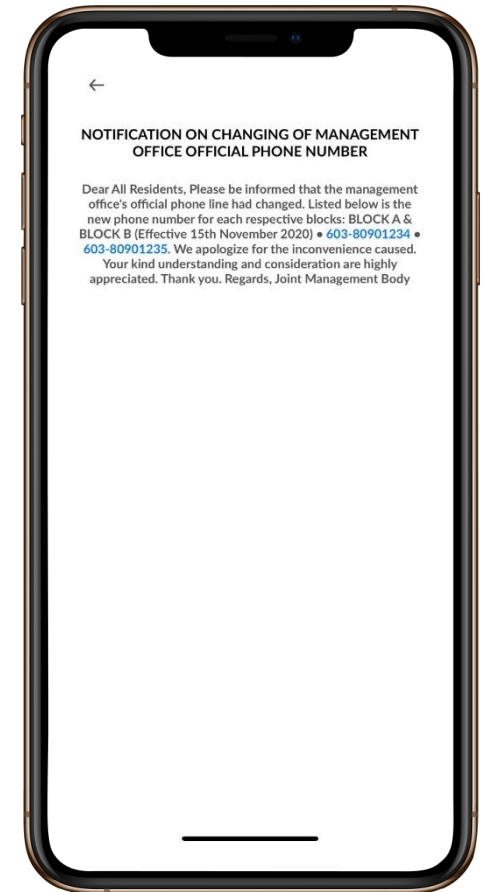
1

Tap on **Message** on the footer panel, and select **eNotice Board** on the top panel



2

Select the message

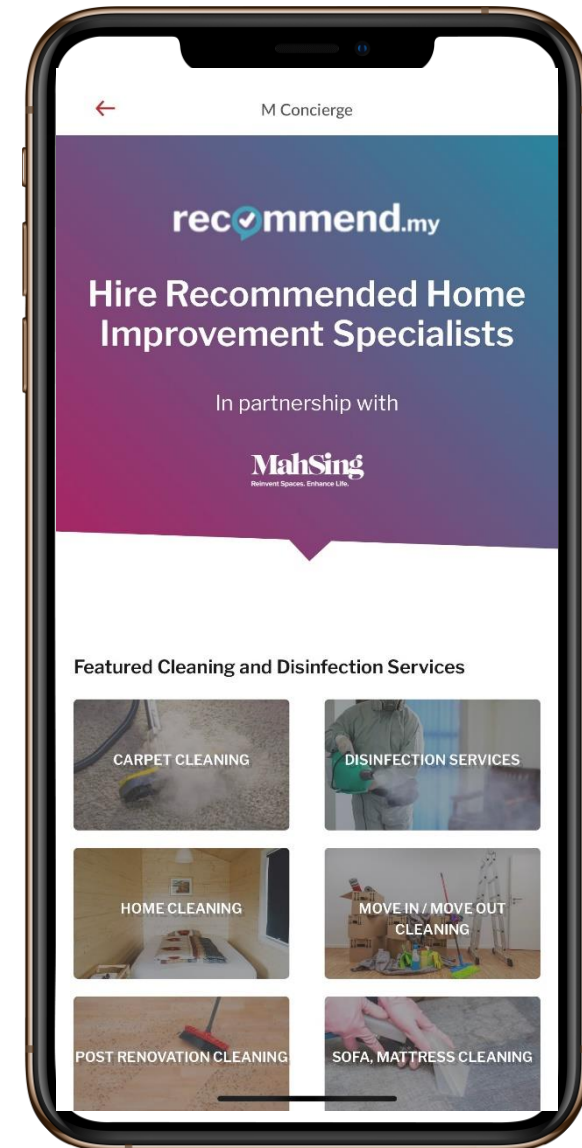
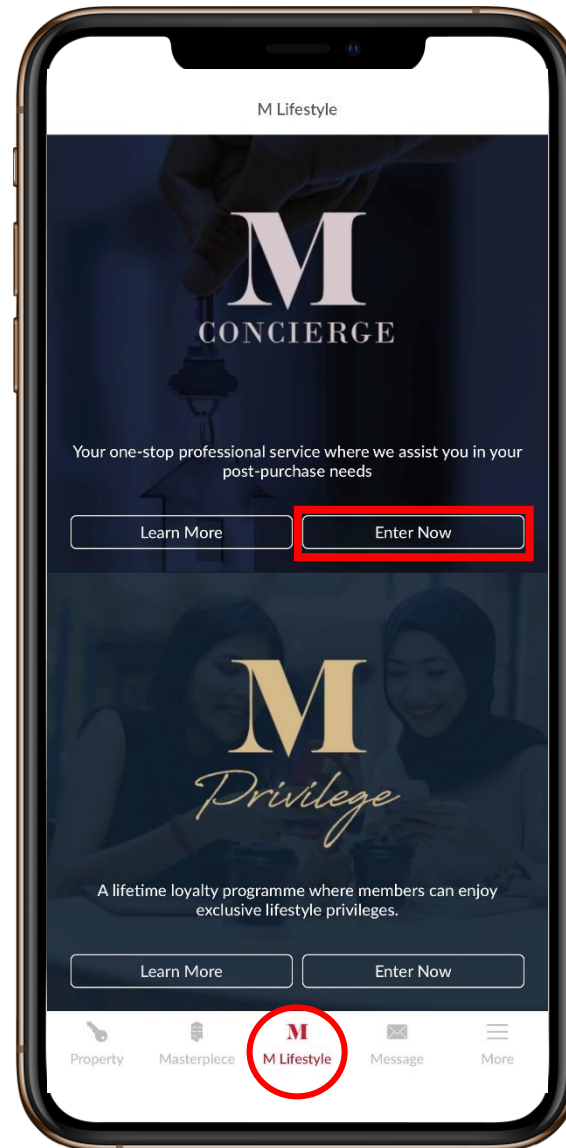


3

The message will be pop up for more details

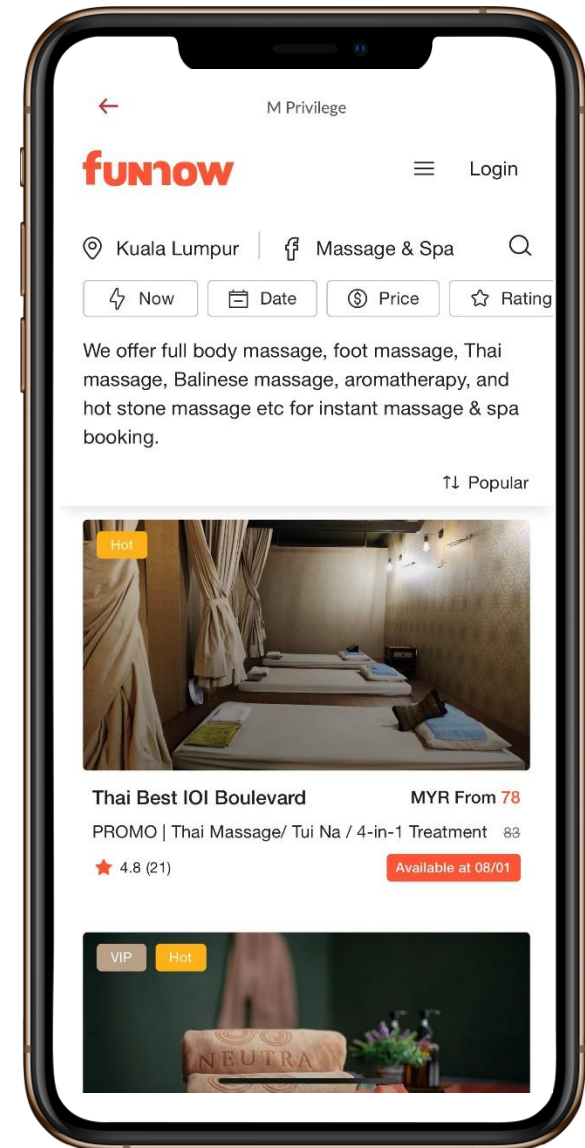
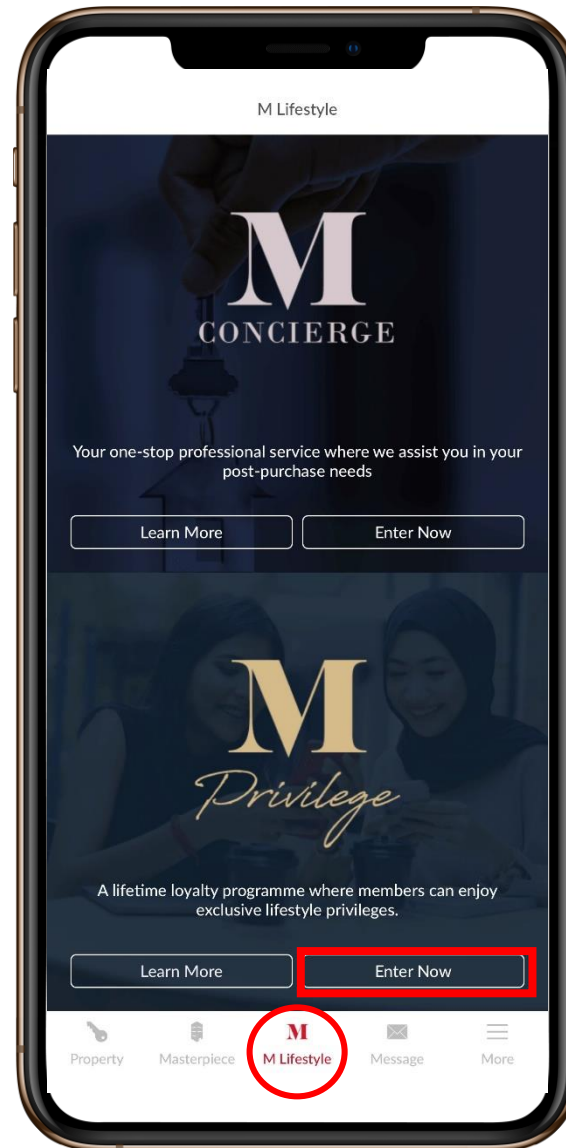
Understand M Concierge

Property Support Services,
partnered with Recommend.my



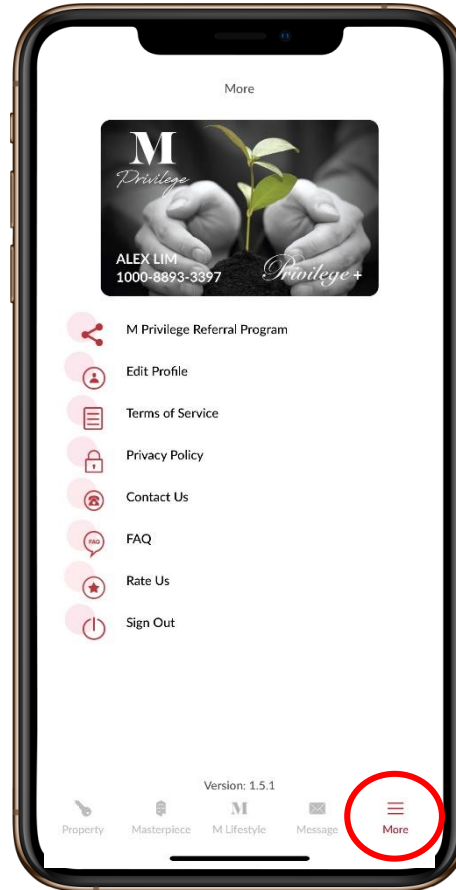
Understand **M Privilege**

**Lifestyle Benefit,
partnered with Fun Now**



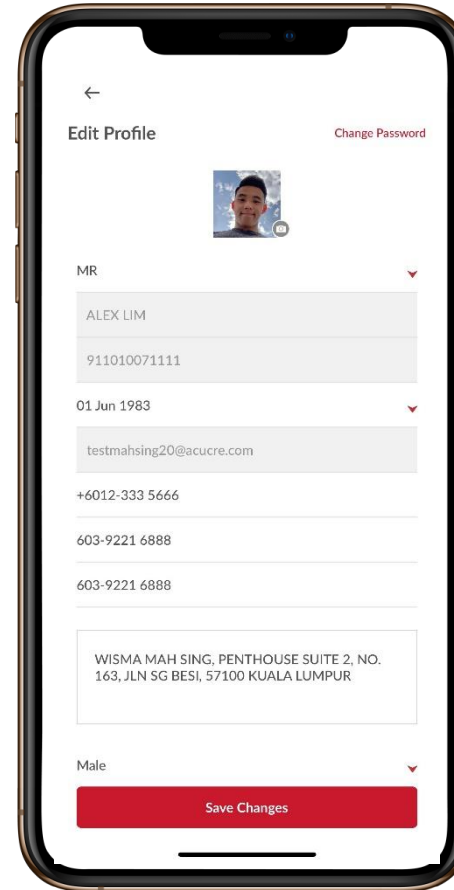
How to Update Personal profile

Email, Contact number,
Correspondence Address, Upload
Photo



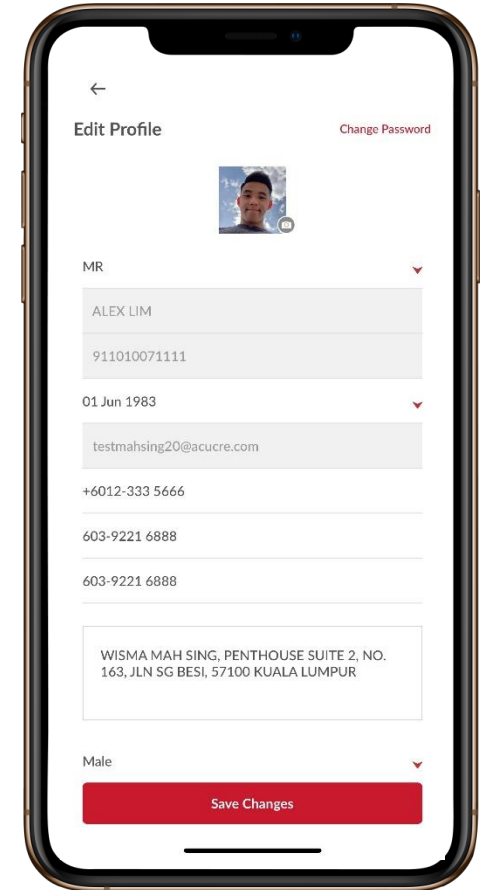
1

Tap on
More



2

If there is a need to
update new contact
info, fill in the latest.

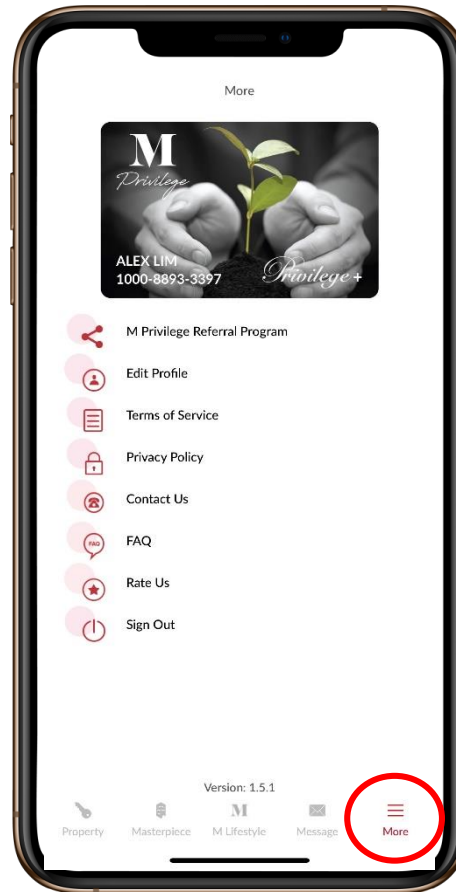


3

Review the contact info
again before click **Submit**.
New info will be updated
within 1-Busines Day

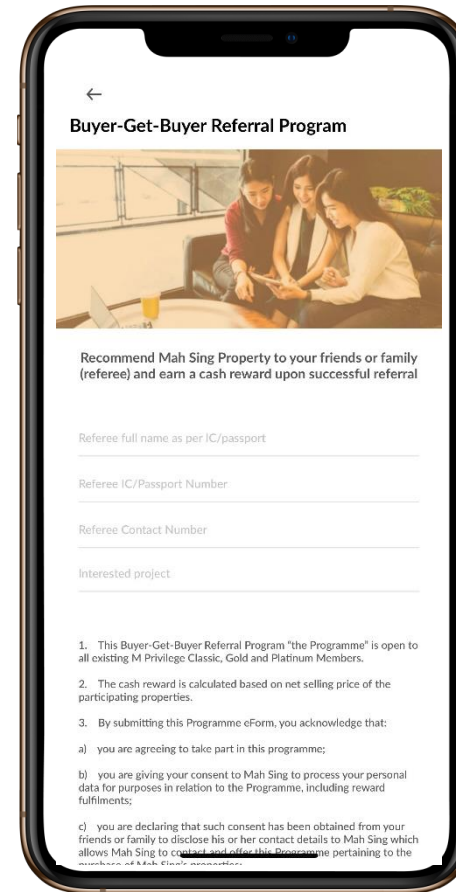
How to Refer a friend to buy Mah Sing Property

(so he/she can earn referral fee)



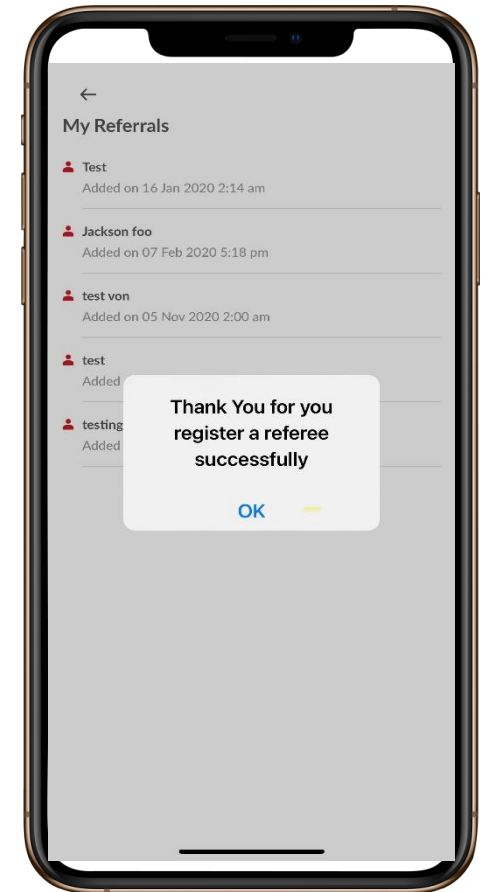
1

Tap on
**More > M Privilege
Referral Program**



2

Fill in the referee's details,
select the project that
he/she is interested then
click **Submit**



3

A record will be
captured for easy
reference

Need further support?

Mah Sing Careline

1300-80-6888 (during business hours)

crm@mahsing.com.my