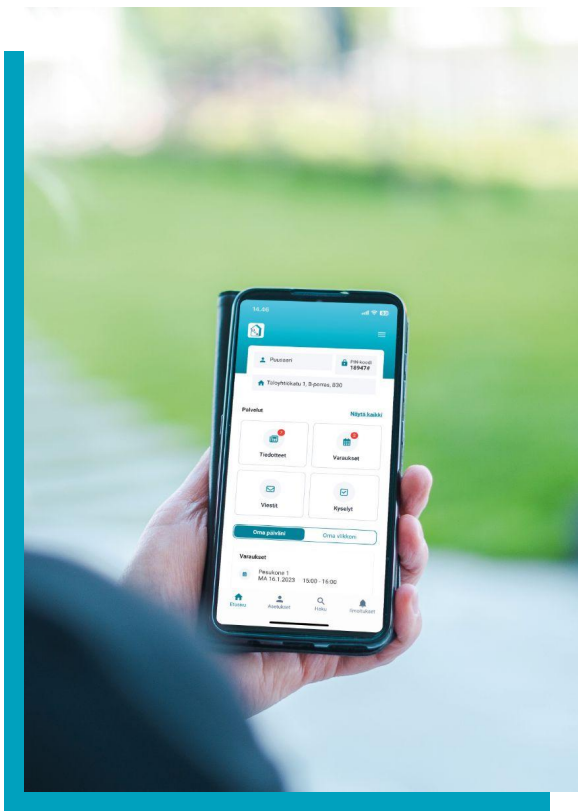


Welcome to use the resident application!

This guide helps you start using the One4all Mobile resident application. By following these instructions you will succeed, even if you have never used mobile services before.

Please note that the features of your own application may differ from the ones introduced in this guide. The content of your application depends on which features of the service your housing company has taken into use.



Content

- 2–3 Downloading the app and registering
- 4–5 Home page
- 6 Navigating in the application
- 7 Language and password settings
- 8 Information and Messages
- 9 Noticeboard and Flea market
- 10 Documents, Home folder & Rules and regulations
- 11–14 Booking calendar
- 15–16 Payment card management
- 17 Temporary door code
- 18 QR codes

Note! The housing company or real estate is responsible for the contents of the application (e.g. texts, images, messages, calendars) and provides additional information e.g. regarding login, bookings and locking.

DOWNLOADING THE APPLICATION

Search for the application in the [App Store](#) / [Play Store](#) with the search term **One4all Mobile**. You can also check QR codes at page 18.

Instructions for downloading can be found via these links: [Google/Android](#) and [Apple/iOS](#).

Note! For security reasons, the application only works on devices for which the operating system manufacturer makes security updates.

You can also use the application in a browser at mobile.o4a.fi.

REGISTERING

English

Let's sign you in.
Login with your credentials or register if you do not have an account.

Username
Enter username

Password
Enter password

Remember Me [Forgot password?](#)

Login

Don't have an account? **Register** ¹
[Processing of personal information](#)
[End user license agreement \(EULA\)](#)

- 1 Register by pressing **Register**.
- 2 Enter your email and press register.

Please note that you can only register with the same email that you have given to the housing company at the time of signing the contract, or given to the property manager at the time of moving in.

- 3 You will receive a message to your email. **Press the link** in the message, which will direct you to create a password for the application. **Create a password.**

Register your account

Enter your email address in the field below, we will send a link to your email for creating a password.

Using the service requires that your email has been added to the system by the entity providing the service.

2

Email
Enter e-mail address

Register

Already have an account? [Login](#)

3 Enter your new password twice, the password must be at least 8 characters long.

Password

Repeat the password

SEND

3

ONE 4ALL

THANK YOU

Your password has been set, you can close this window and log in.

LOGGING IN

English ▾


Let's sign you in.

Login with your credentials or register if you do not have an account.

4 Username

Enter username

Password

Enter password 

Remember Me **5** [Forgot password?](#)

Login

Don't have an account? [Register](#)
[Processing of personal information](#)
[End user license agreement \(EULA\)](#)

- Go back to the application. Log in with your email address and the password you created.

You can change the language of the application if you want. You can change the language from the top of the page by pressing the currently selected language.

When you select **Remember me**, the application keeps you logged in.

Note! Please allow the application to send you notifications and use your images. By allowing the use of images, you can add images to your own posts and messages.

Forgot your password?

Enter your email address in the field below, we will send a link to your email for creating a new password.

6 Email

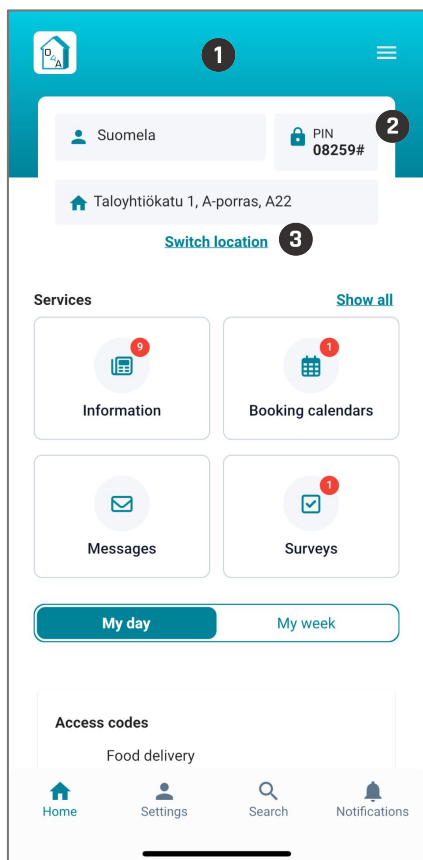
Enter e-mail address

Send

Remembered your password? [Login](#)

- If you forget your password, you can reset the password by pressing **Forgot password?**
- Enter your email and press Send. You will receive a message to your email. **Press the link** in the message, which will direct you to create a password for the application. **Create a new password.**

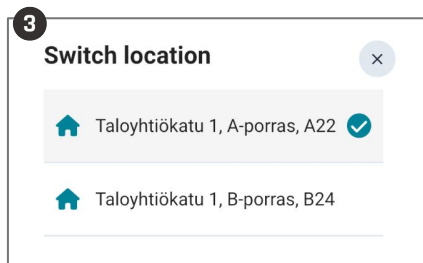
HOME PAGE



- 1 After logging in you will be directed to the application's home page.
- 2 If the housing company uses access control that works with a PIN code, you can find **your own PIN code** here.

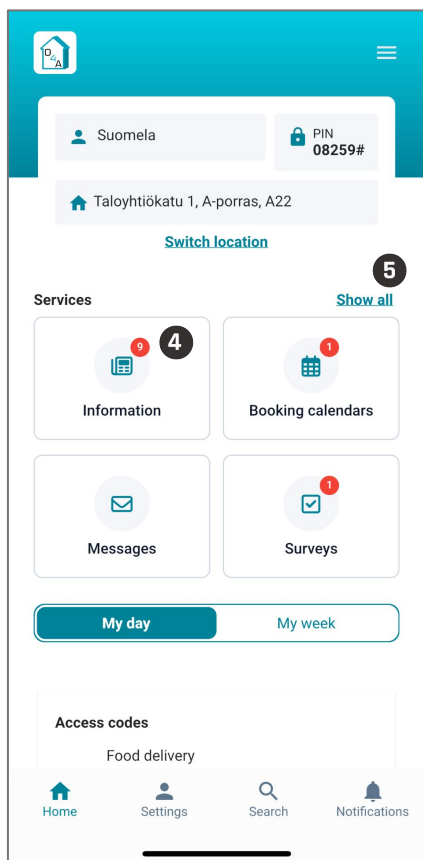
Please note that you can enter the space with the PIN code only during the booked time, not before or after the booking.

- 3 If your email is connected to several apartments, you can select the apartment by pressing **Switch location**. A pop-up window will open and you can switch to a different location.



Note! If your email address is connected to only one apartment, you won't see this feature.

HOME PAGE

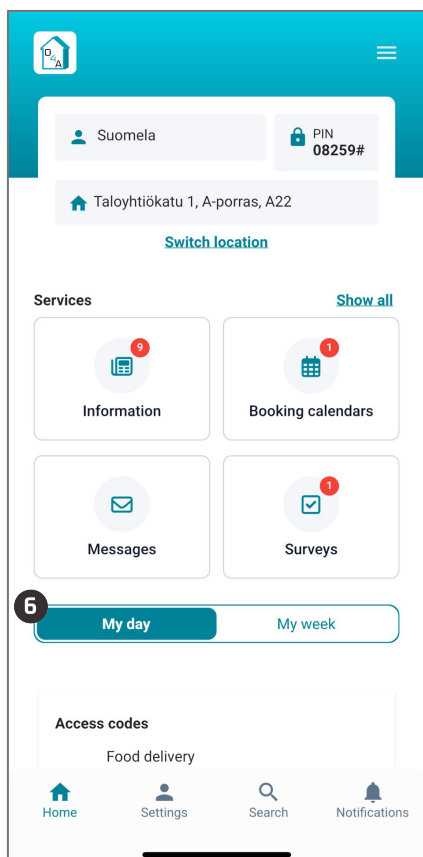


- 4 On the home page you will find shortcuts to different features / services of the application. You can move to the features by pressing them.

If the feature has a red notification circle next to it, it means you have new posts or future bookings.

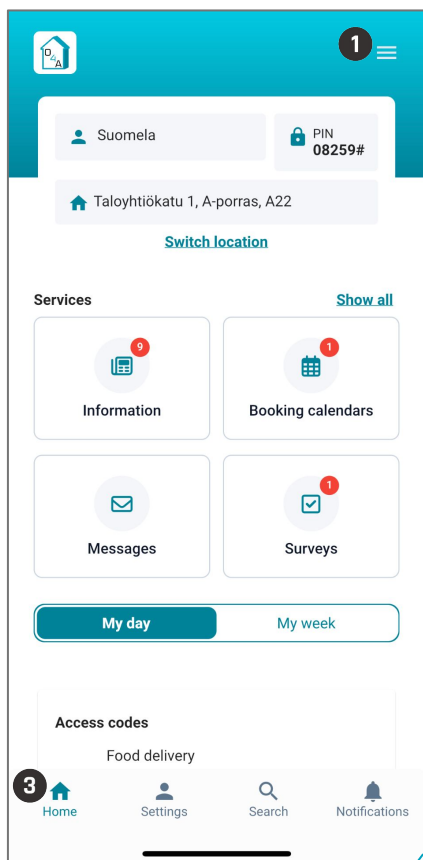
- 5 You can see all available features by pressing **Show all**.

You can arrange the shortcuts in the order you want by holding them down one at a time and dragging them to the desired place. **Note!** You can't remove the shortcuts.



- 6 In **My day**, you can see a summary of the day (bookings, surveys, flea market, noticeboard and One4all access). Press **My week** to see a summary of the entire week. You can view the notifications below the title in more detail by clicking on them.

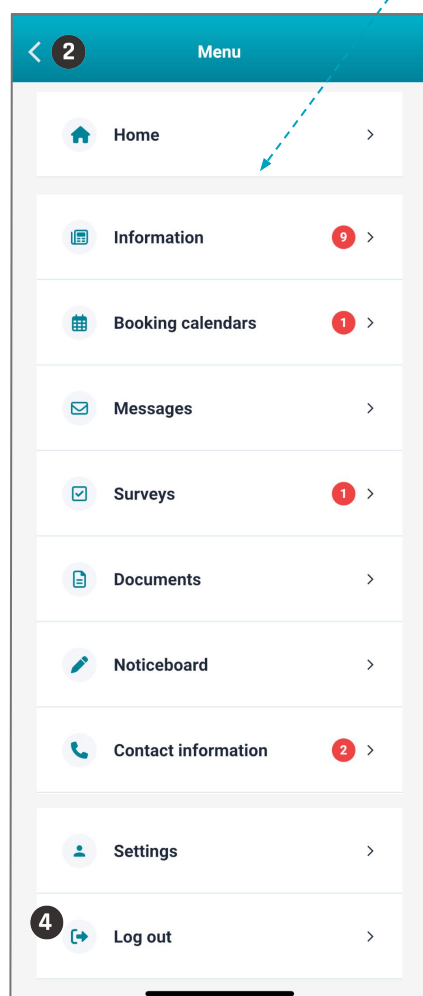
NAVIGATING IN THE APPLICATION



- 1 You can find the application **menu** by pressing the three lines in the upper right corner of the application (in the browser version, the menu is on the left). The menu opens to full screen size, and it also shows red notification circles if you have new notifications.

Note! Your own menu may look different from the one in the picture, depending on the features the housing company has in use.

- 2 You can return to the previous view by pressing the arrow.
- 3 You can also find shortcuts from the bottom of the screen.



Press **Home** when you want to return to the home page from another view.

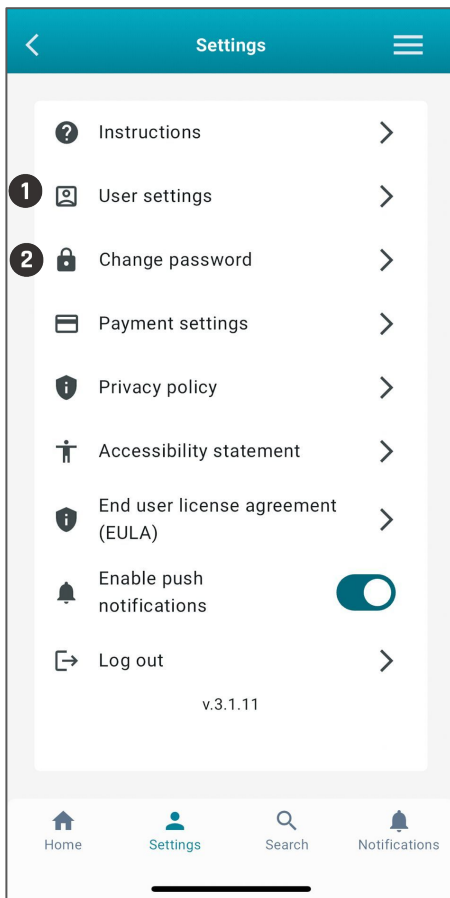
Press **Settings** when you want to make changes to the settings (more on the next page).

Press **Search** when you want to search content from the application. You are directed to the search view where you can enter the search word in a field.

Press **Notifications** when you want to see your notifications.

- 4 You can **log out** at the end of the menu.

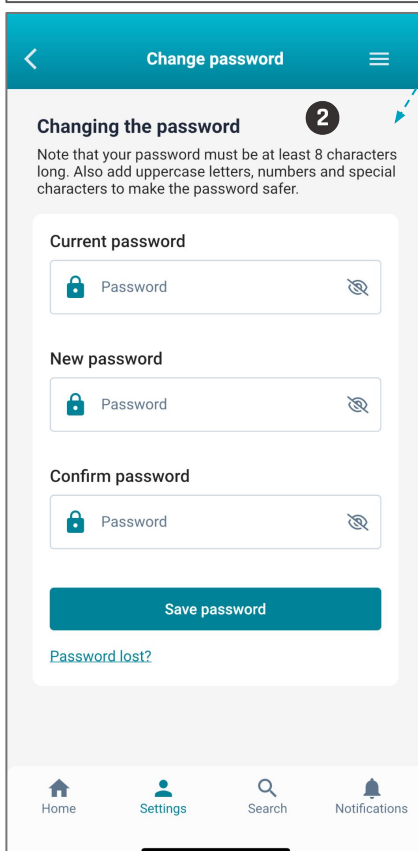
LANGUAGE AND PASSWORD SETTINGS



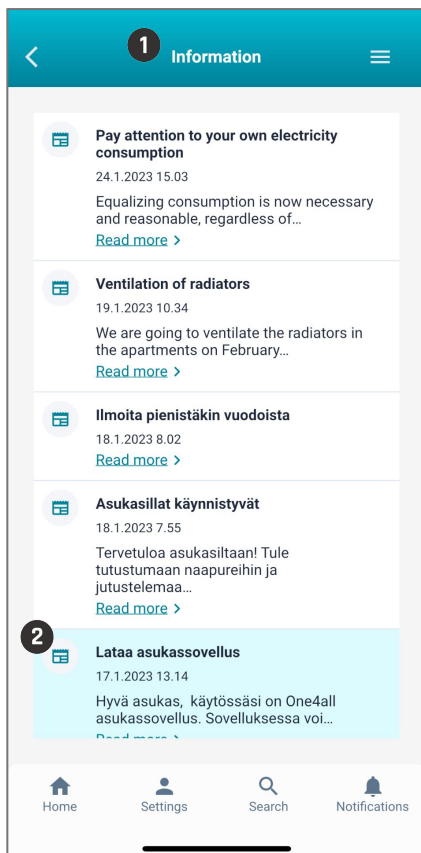
1 You can find important instructions and settings under **Settings** in the menu. You can, for example, change the password and from the **User settings** the language of the application (if the housing company has taken multilingual settings into use). You can also manage payment cards if paid common spaces or commodities are in use.

2 You can change your password in the settings. Press **Change password** and follow the application's prompts.

The password must be at least 8 characters long.

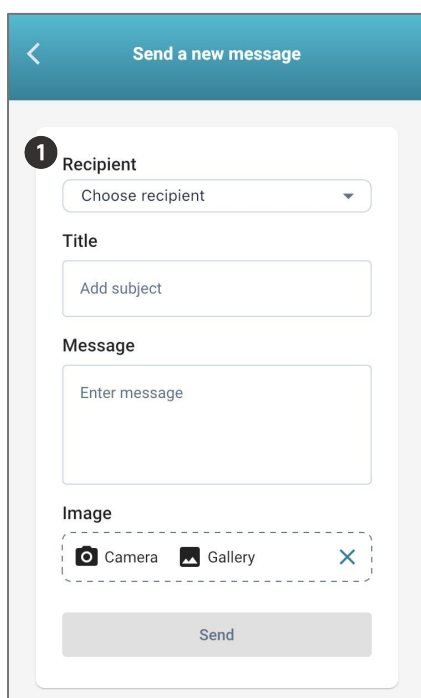


INFORMATION



- 1 You can read bulletins from both the front page shortcut (**Information**) and the menu (opens by pressing the three lines in the upper right corner of the front page).
- 2 If you have unread bulletins, the background of the bulletin is displayed in light blue. Read the bulletins by pressing **Read more** at the bottom of the bulletin's preview text.

MESSAGES

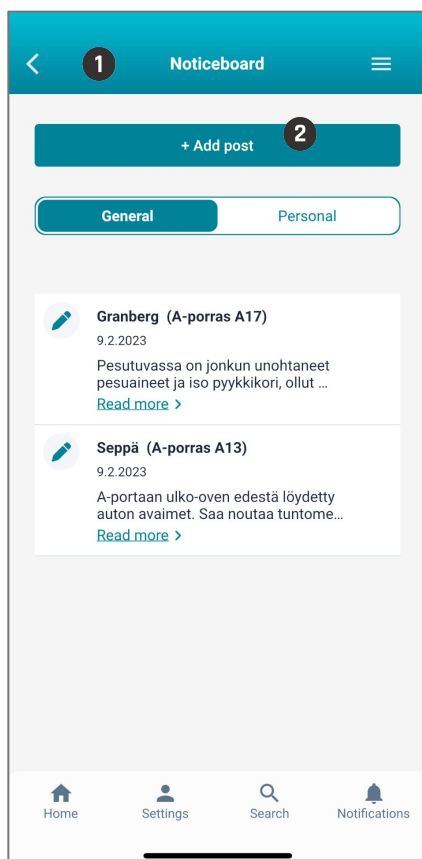


You can find the messages in the front page shortcut (**Messages**) and in the application menu. The first view is a summary view, which shows all your messages.

Write a message by pressing **Send a new message**.

- 1 You are directed to a message form. **Select a recipient** from the drop-down menu and **write a message**. You can also **add an image** from the device's files or take a picture. Then press **Send**.

NOTICE BOARD AND FLEA MARKET



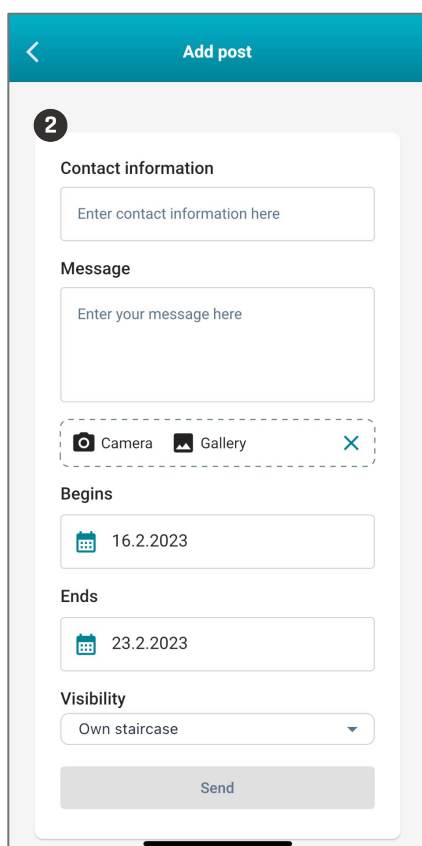
- 1 You can find the inhabitants' own posts in **Noticeboard**.
- 2 You can create your own post by pressing **Add post**. A form view opens.

Add **contact information** and write your **message**. You can also **add an image** from the device's files or take a picture.

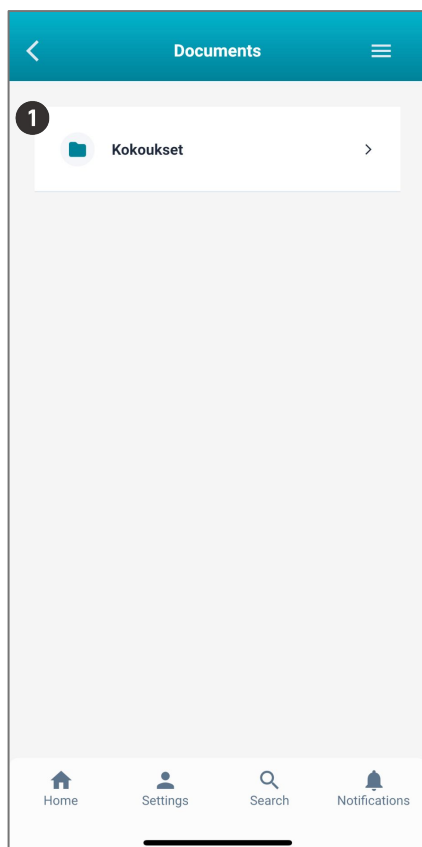
Define the **start and end time of the post**. If you do not define these, the notification will be activated immediately and will be valid for one week.

Define the **visibility of the post**. The options can be found in the drop-down menu. Then press **Send**.

Note! If you also have the **Flea Market** feature in use, it works in the same way as the noticeboard feature.

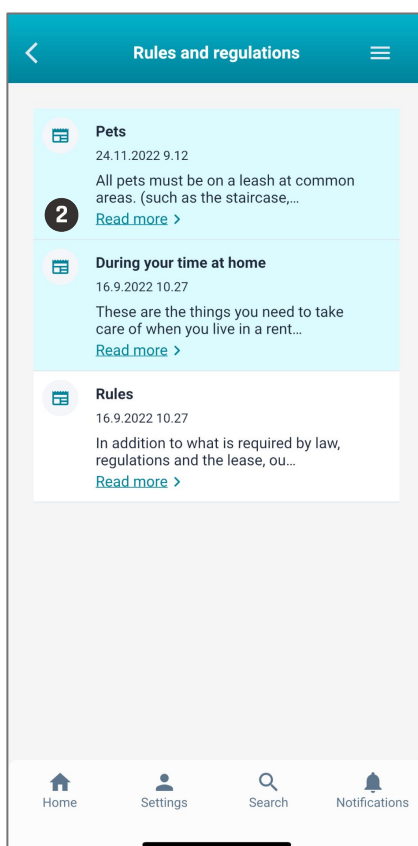
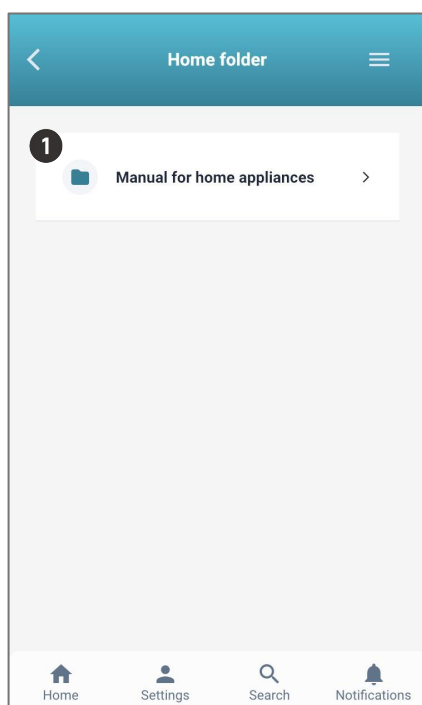


DOCUMENTS, HOME FOLDER, RULES & REGULATIONS

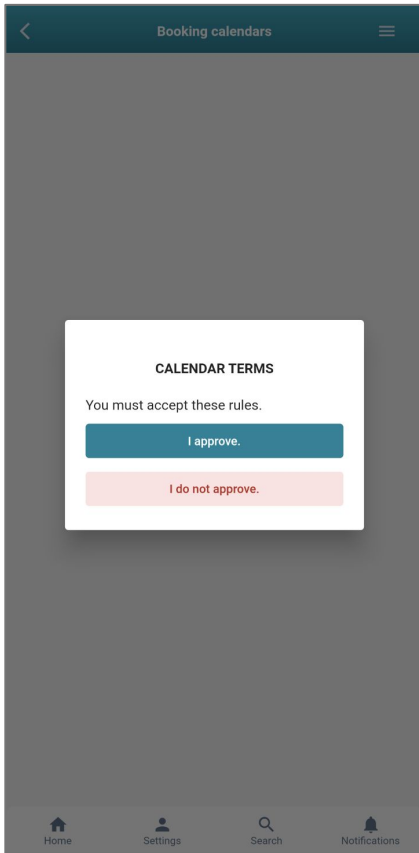


Depending on the features of your application, the menu contains **Documents, Home folder** and **Rules & regulations**, or only one or none of these features.

- 1 **Documents** and **Home folder** function in the same way. You can view the documents by first pressing the name of the folder and then the name of the document you want to see in the next view. If the view is empty, there are no documents available yet.
- 2 **Rules and regulations** work in the same way as the Information feature. You can read the rules and regulations by pressing **Read more** under the preview text.



BOOKING CALENDAR

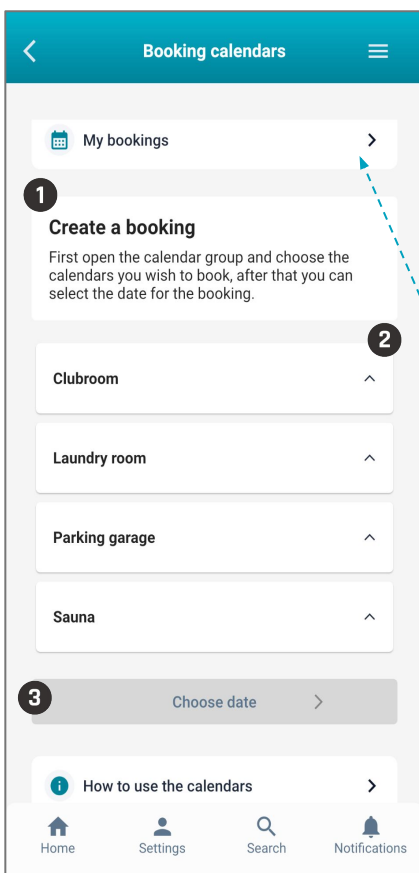


TERMS OF USE

You must first approve the general calendar terms before you can use this feature. Once you have approved the terms you can browse the available calendars and create bookings.

Calendar-specific settings determine for which time you can create bookings and how many active bookings you can have. These settings are managed by the housing company or real estate.

Depending on the settings, individual calendars may also have terms that must be approved before you can create bookings.

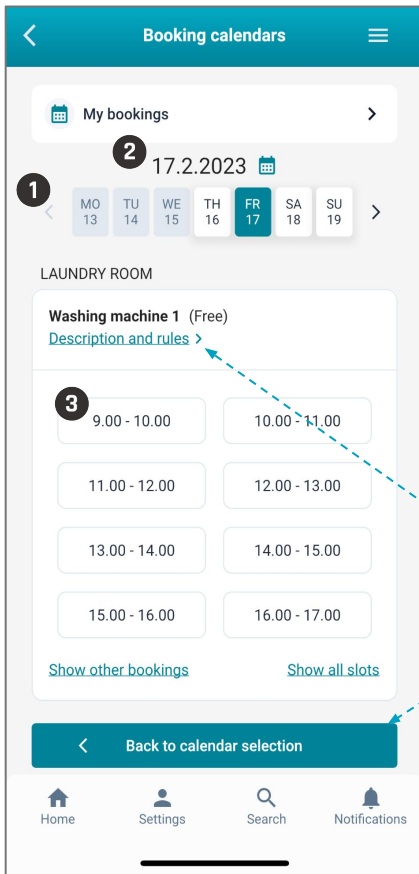


CREATING A BOOKING

- 1 First, **select the calendar(s) or calendar group(s).**
- 2 If calendar groups are available, you can see the individual calendars of the group by pressing the arrow, which expands the view.
- 3 After you have selected one or more calendars, **press choose date.**

Your bookings are always available at the top of the booking calendar in My bookings. You can also cancel bookings from there.

BOOKING CALENDAR

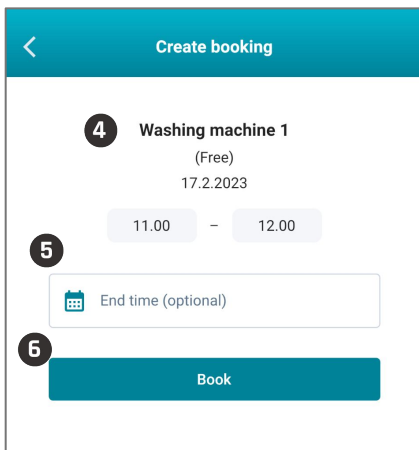


SELECTING A DATE AND CONFIRMING A BOOKING

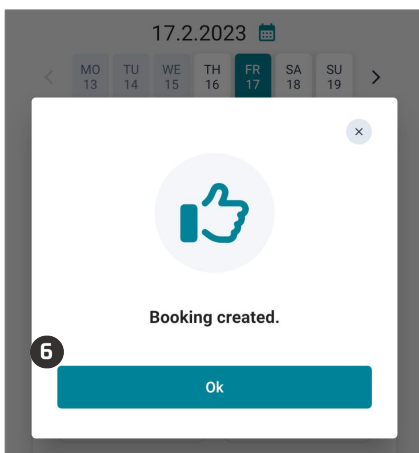
- 1 **Select a date** from the calendar by pressing the desired date. The view shows one week at a time. You can browse the weeks by pressing the arrows.
- 2 You can also select the day and month by pressing the date text. A date picker opens up in a pop-up window.

You can read the calendar description, rules and possible additional information from the calendar description and rules link.

If you want to change your calendar selection, press Back to calendar selection.

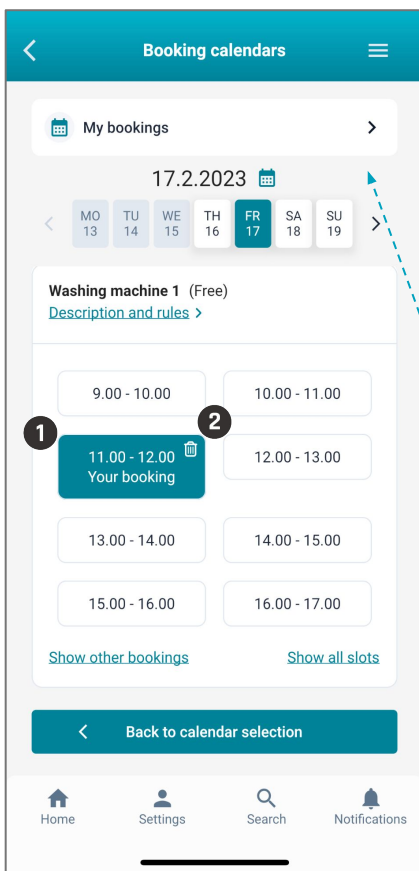


- 3 After you have selected a date, **select a time slot** by pressing the desired time slot.
- 4 The booking view for the time slot you selected will open.
- 5 If selecting an end time for the booking has been enabled in the calendar settings, you can add an alternative end time to the field.



- 6 **Confirm the booking** by pressing Book. A confirmation pop-up window opens. Press OK.

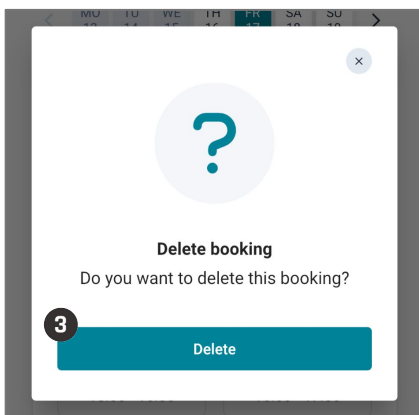
Note! Calendars may have different booking rules, such as maximum allowed booking amounts and cancellation rights. For example, if you are not entitled to create more bookings for a certain week, the calendar will notify you about it.



CANCELING A BOOKING

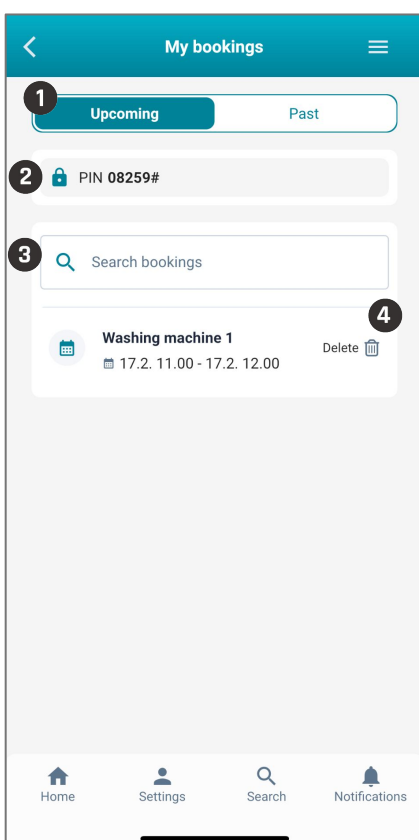
- 1 After you have booked and confirmed a slot, you will return to the previous calendar view. The slot you booked is now highlighted and it states **Your booking**.
- 2 You can **cancel a booking** by pressing the trash bin icon next to the time slot if canceling is allowed.
- 3 You are asked to confirm the cancellation. Select **Delete** to confirm the cancellation.

You can also cancel bookings in the **My bookings** section.



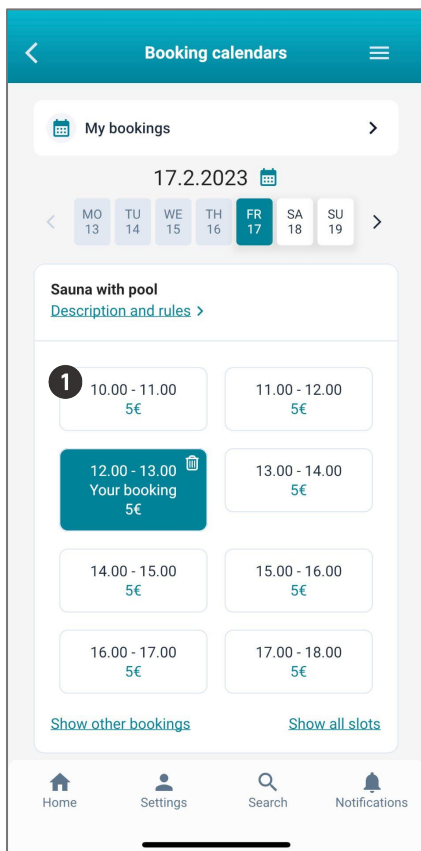
MY BOOKINGS

- 1 My bookings shows your upcoming and past bookings.
- 2 PIN code is a code you use to enter the space you have booked if the space has access control in use.
- 3 If you have many bookings, you can search for bookings with the **Search bookings** function.
- 4 You can cancel a booking by selecting **Delete** next to the booking. A pop-up window opens asking for confirmation of the cancellation.



Note! If access control is in use, you can enter the space with a PIN code only during the time slot you have booked.

PAID BOOKINGS / One4all Pay

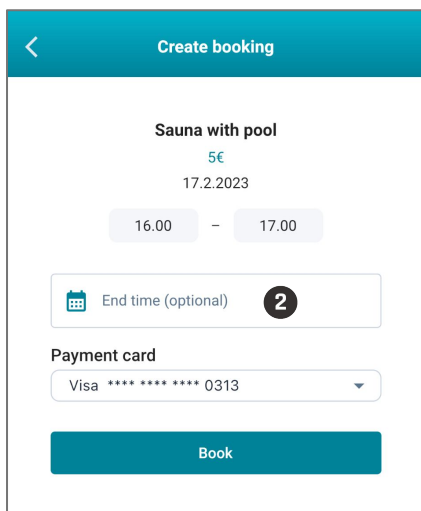


If there are paid calendars in use for common spaces or goods, you need to **add a payment card** before you can create bookings. The calendar guides you in adding the payment card. The payment card information can also be entered in Settings under Manage payment cards (see next page).

1 The price of the booking is stated below the time slot.

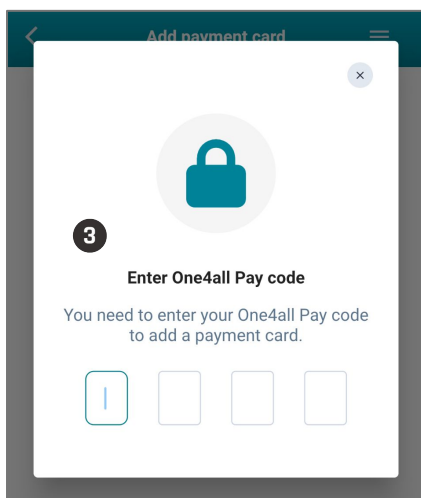
You can create bookings only after you have added your bank or credit card information.

Your card details are stored in Paytrail Oyj's service. The data is never stored in One4all's service.



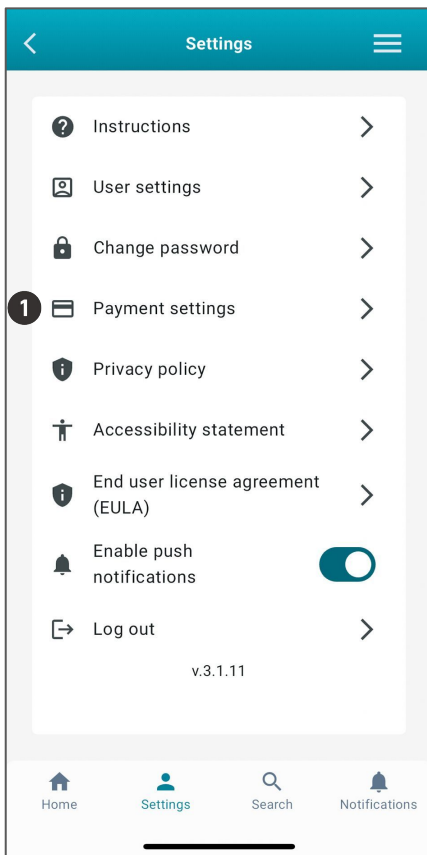
2 You are asked to create a **One4all Pay code** before adding the payment card information.

Once the payment card has been added, you can create bookings. If you have added more than one payment card, you can select the desired card from the drop-down menu.



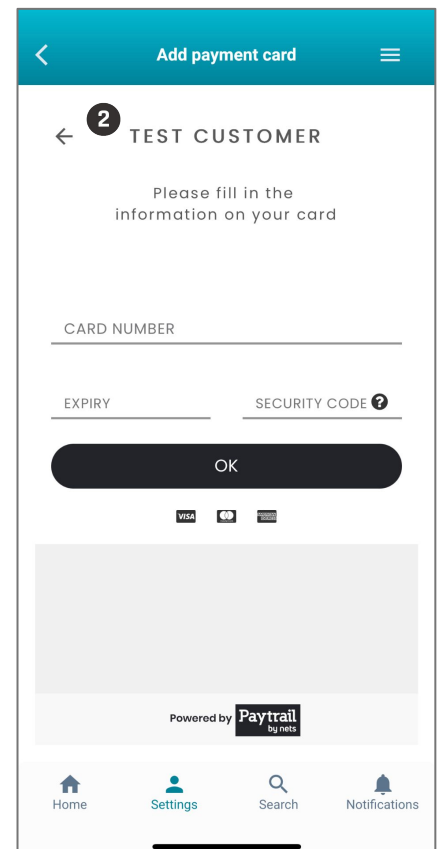
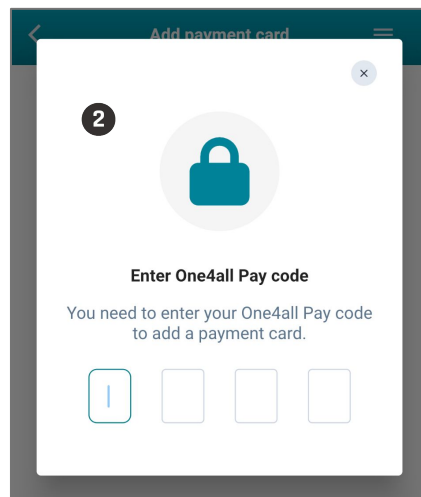
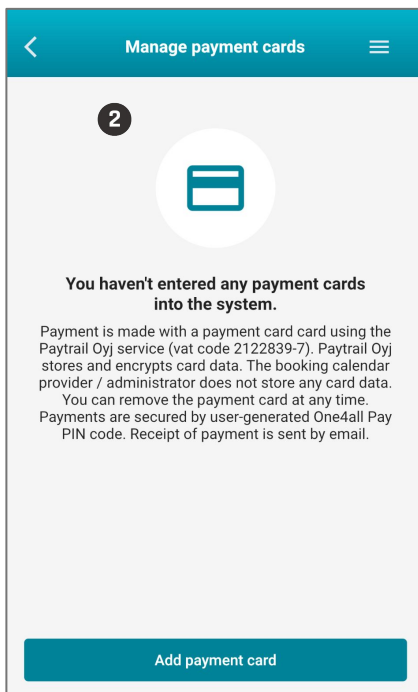
3 You are required to enter your One4all Pay code every time you add payment card information or create paid bookings.

PAYMENT CARD MANAGEMENT

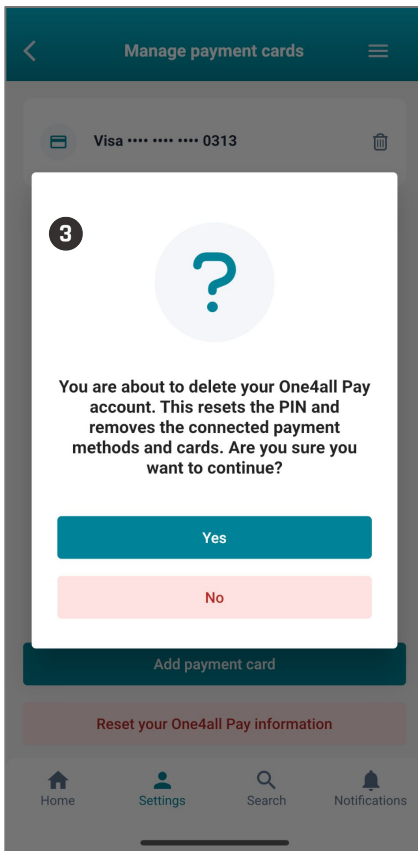


1 If the One4all Pay payment service is in use, you can add and remove payment cards in the menu under Settings > **Payment settings** > **Manage payment cards**. You can create paid bookings only after you have added your debit or credit card information. Payment transactions are carried out through Paytrail Oyj's and the information is only stored in Paytrail's systems. Payment card information is not saved in One4all's app.

2 **Add a payment card** by following the prompts. You are asked to create a **One4all Pay code** before adding the payment card information. The app asks for the code every time you add payment card information or create bookings, so choose a code that you can easily remember.



PAYMENT CARD MANAGEMENT

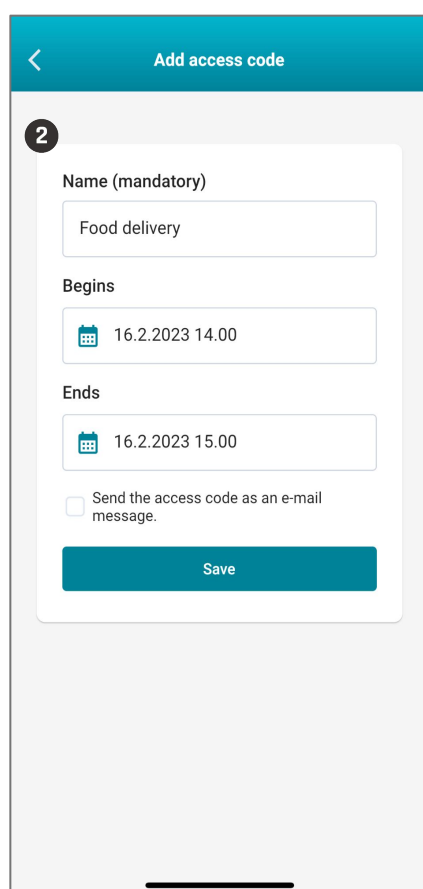
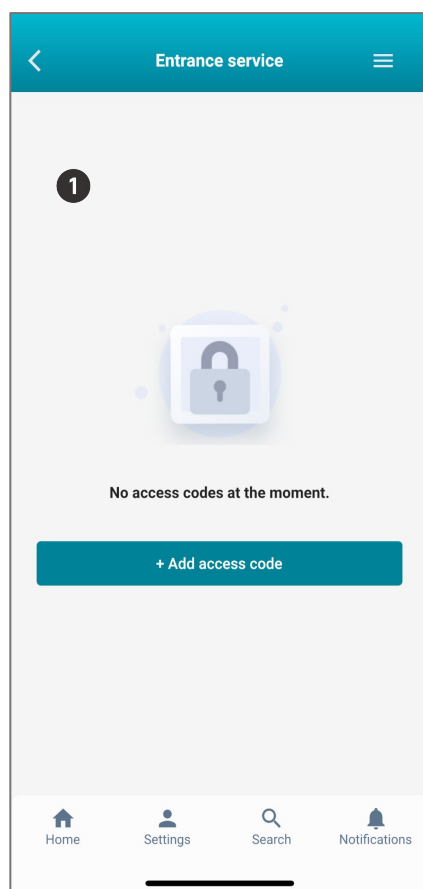


- 3 You can reset the **One4all Pay account information** in the Manage payment card view. Press the “Reset your One4all Pay information” button. A pop-up window will open where you can confirm the reset.

Note! Resetting the One4all pay code will also delete the payment cards connected to the One4all Pay account. After resetting, you can create a new One4all Pay code and add a payment card.

Note! Upcoming bookings might get canceled if you do not add a payment card after reset.

TEMPORARY DOOR CODE

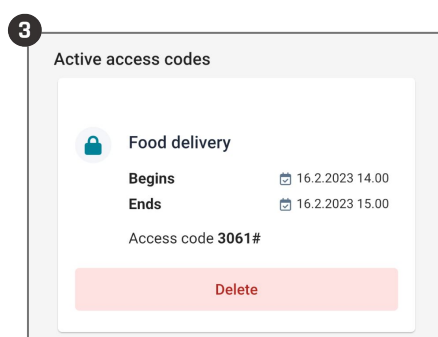


- 1 If this feature is enabled, you can create access codes to the front door of the building. **Note!** The service is always named according to the wishes of the housing company.

If you have valid codes, you will see them in this view. Create a new access code by pressing **Add access code**.

- 2 You will be taken to the form view. First, create a **name for the access code** (e.g. Food delivery). Define the **start and end time** for the access code. If you want to share the code as an **e-mail message**, press the check box, which will allow you to edit the e-mail message. Then press save.
- 3 You will return to the first view, where you can see the code you created. You can also delete the code if you want. Please note that it may take a few minutes to transfer the information to the lock.

Note! There may be housing company-specific restrictions that define, for example, how many codes you can create or how long the codes can be valid. The housing company is always responsible for these specifications.



QR CODES

Upload One4all Mobile application:



You can also use the service
in a browser at **mobile.o4a.fi**.