



<https://www.saifeepark.co.ke>

SAIFEE PARK COMMITTEE

USER GUIDE FOR THE INTEGRATED ESTATE MANAGEMENT SYSTEM (IEMS)

What is the IEMS?

The integrated estate management system is one that has been developed with the idea of helping residents within Saifee Park get better access to services from a centralized, online location that is virtually accessible from anywhere in the world. The system will allow residents to request for various services and make it easier to manage and carry out their day to day tasks.

What do we seek to achieve currently?

The system will be able to accommodate various services once fully implemented. However, currently we want to get residents to UPDATE and/or ADD all their relevant information regarding their account information, workers details and car details onto the system which will be used to tailor services for all as we continuously make improvements and updates to the system.

What features are available at launch?

As we launch the system, the following services and site features are available to all residents:

1. Update of personal information including name and contact information.
2. Update of your account password.
3. Update of your worker information.
4. Addition of new worker information including photo and ID copy upload.
5. Update of your car information.
6. Addition of new car information.
7. Count of family members living in the household.

How do I access the IEMS?

Access to the system is very simple and straightforward. All you need is the ITS number of the HEAD OF FAMILY for your household and a default password that has been shared with you later in this guide.

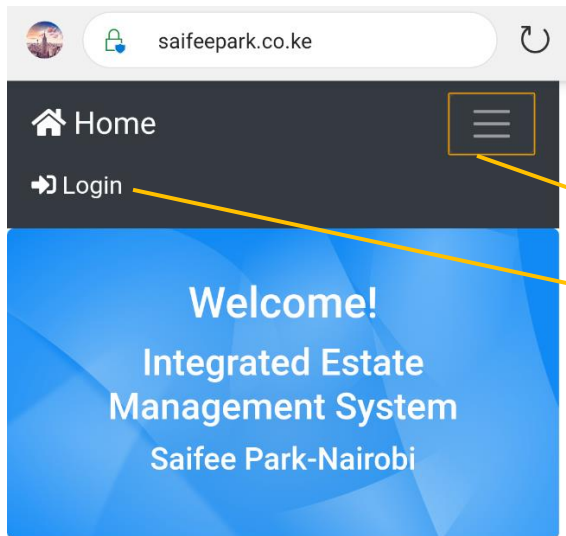
The link for the system is: <https://www.saifeepark.co.ke>

You can bookmark this to your smartphone or PC browser for ease of use.

USER MANUAL

How do I login?

To login follow the steps below: (You can use your PC or smartphone)

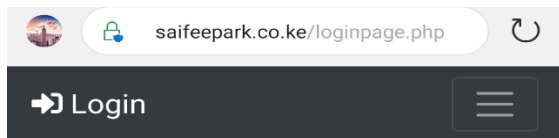


Step 1: Go to <https://www.saifeepark.co.ke>

Click the menu drop down button and then click on login.

Menu Dropdown

Login



➔ Login

Please enter your credentials below:

HOF ITS No:

Password:

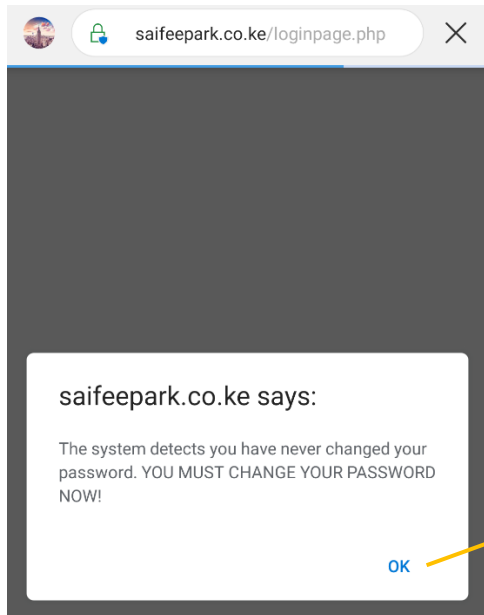
Login [Can't Login? SIGN UP FIRST](#)

Step 2:

Enter the ITS number of the HOF

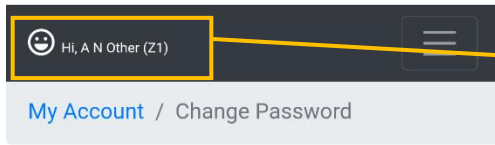
The default password is **12345**.

Click *Login* to continue



You must change your password this in the next screen.

Click OK here after reading the notice.



If your details are correct the system will be able to identify you and your house number.

i BEFORE YOU CHANGE YOUR PASSWORD!
Be advised:

1. The security of your account and the information within it are primarily based on your password.
2. We **strongly recommend** that you use a combination of upper and lower case alphabets, numbers and special characters (e.g. @, !, \$, *).
3. A **minimum of eight (8)** characters is required.

🔑 Change your password

New password

Confirm password

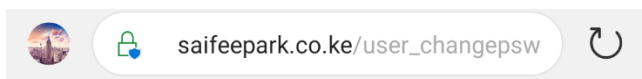
Change password

Step 3:

Enter a new password.

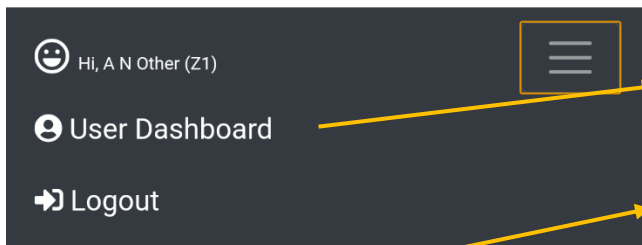
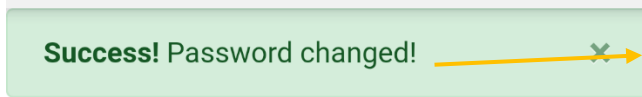
Confirm the new password.

Click Change password to update.



Step 4:

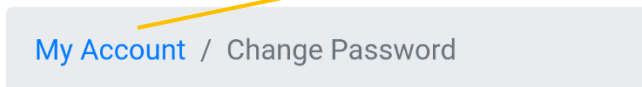
If successful, the system acknowledges your password change and sends you an email of the same.



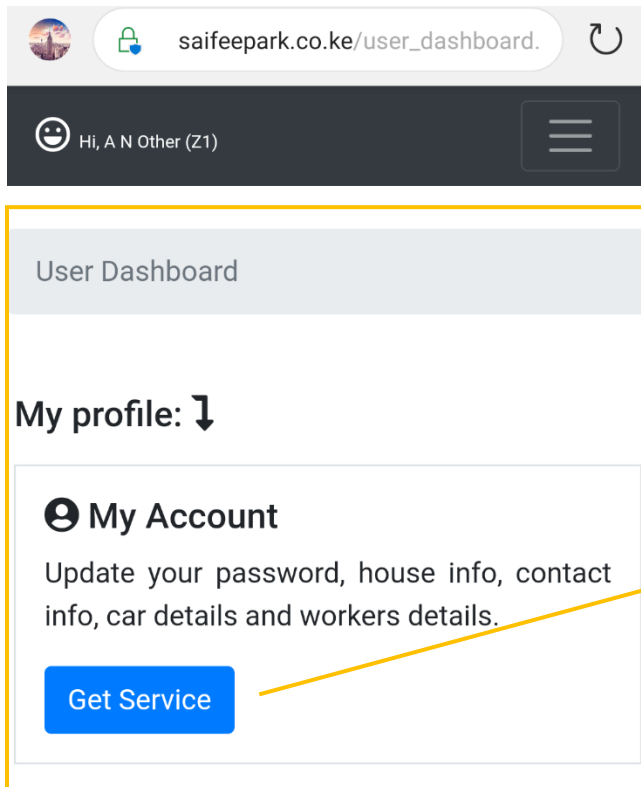
Click on the menu drop down button and click on the User Dashboard for more services.

You can navigate directly to your account tab by clicking on the My Account link here.

Note: The password change process will only occur once during your first login to the system. It will not occur at every login.



How do I use the active modules on the system?

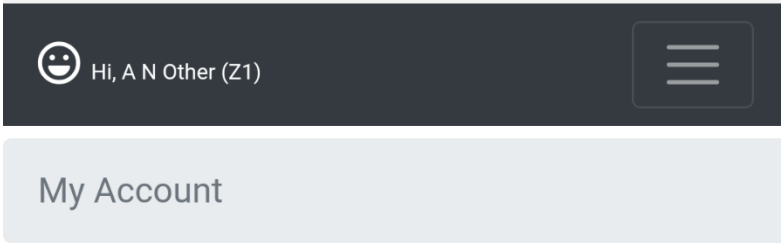


This is your User Dashboard. Here, you will be able to access the various service modules as and when they are implemented.

For now, The *My Account* module is active for you to make the necessary updates and additions. You can access it by clicking *Get Service*.

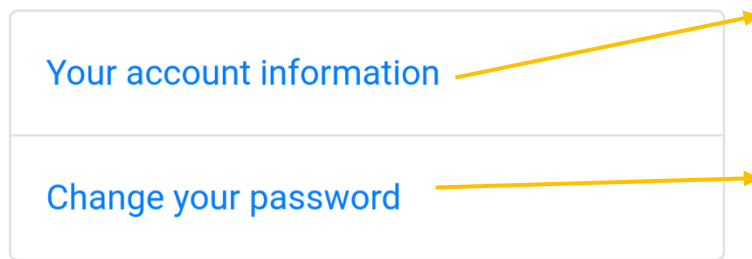
As other service modules begin to be implemented, they will show up on your User Dashboard.

How do I update my account information?



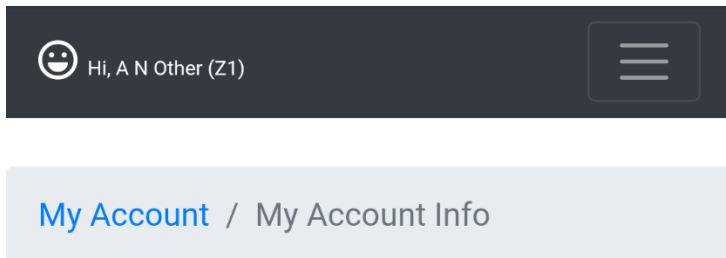
The *My Account* module consists of the various service modules that you will be able to use to update your information.

My Account Info

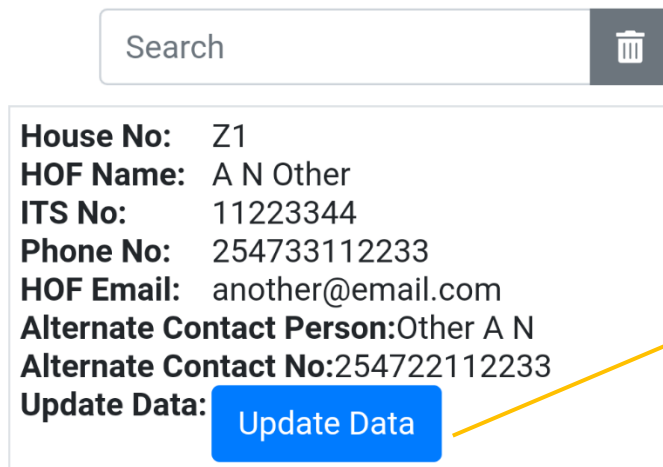


The *My Account Info* service module consists of Your account information which includes your contact information and house number. Click the text to access.

You can also use this service module to change your password at any time to secure your account. Click the text to access.



Your account info:



The *My Account Info* service module consists of your personal information as it is available in our records. You must click on the *Update Data* button that will launch a pop-up tab and show you the information we have in our records in a pop-up tab.

Update your details: ×

House No:

Z1

HOF Name:

A N Other

ITS No:

11223344

Phone No:

254733112233

HOF Email:

another@email.com

Alternate Contact Person:

Other A N

Alternate Contact No:

254722112233

The pop-up tab will allow you to update your personal information. Please be sure to provide active contact and email details as requested.

Note: The tabs that are greyed out cannot be changed.

It is vital for you to provide an active email address as all communication, service approvals and feedback will be given to you via email.

You are also requested to provide the number of people present in your house hold by filling in this section of the same pop-up tab. Please be as accurate as possible.

No. of Gents:

No. of gents in the household

No. of Ladies:

No. of ladies in the household

No. of Boys: (Under Misaq)

No. of boys in the household

No. of Girls: (Under Misaq)

No. of girls in the household

[Update Records](#)

Success! Records updated! ×

Hi, A N Other (Z1)

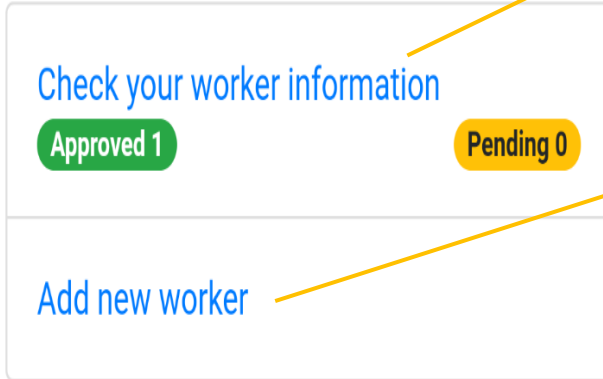
[My Account](#) / My Account Info

You must click *Update Records* when done to update your information even if there are no changes to be made. This will confirm to the system that the information present is active and can be used.

A confirmation message will be given to you once the update is successful. You will also receive an email confirming this update.

How do I update my workers details?

My Workers



The screenshot shows a dashboard for 'My Workers'. At the top, there is a link 'Check your worker information' in blue. Below it are two status indicators: 'Approved 1' in a green pill and 'Pending 0' in a yellow pill. At the bottom, there is a link 'Add new worker' in blue. Three yellow arrows point from the text on the right to these elements: one to 'Check your worker information', one to 'Add new worker', and one to the 'Approved 1' indicator.

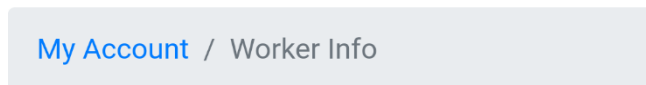
The *My Workers* service module will allow you to check and update the information of your existing workers. Click text to access.

The same service module will also allow you to Add a new worker and upload their photo and ID copy directly onto the system. Click text to access.

The service module will also show you the number of approved and pending workers on your account.

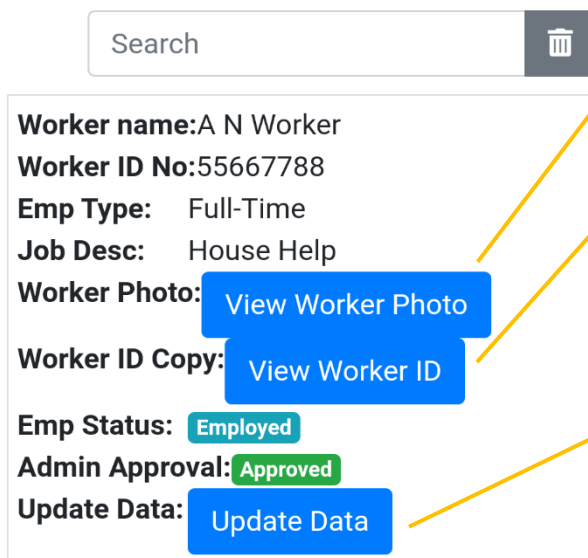


A dark grey header bar containing a smiley face icon, the text 'Hi, A N Other (Z1)', and a hamburger menu icon.



A light grey breadcrumb bar showing 'My Account / Worker Info'.

Your workers info:



A card displaying worker details. At the top is a search bar with a trash icon. Below are several fields: 'Worker name: A N Worker', 'Worker ID No: 55667788', 'Emp Type: Full-Time', 'Job Desc: House Help', 'Worker Photo: View Worker Photo', 'Worker ID Copy: View Worker ID', 'Emp Status: Employed', 'Admin Approval: Approved', and 'Update Data: Update Data'. Three yellow arrows point from the text on the right to the 'View Worker Photo', 'View Worker ID', and 'Update Data' buttons.

All Approved workers and their details will appear on this service module. If more than one worker is present, their information will appear one after the other.

To view and confirm their photo click *View Worker Photo*.

To view and confirm their ID copy click *View Worker ID*.

You must update their information by clicking *Update Data*. This will open a pop-up tab which you will use to update the workers information.

Showing 1 to 1 of 1 rows

Update worker details: ✕

Worker Name:
A N Worker

Worker ID No:
55667788

Employment Type:
Full-Time ▼

Is this worker still your employee?
 YES NO

[Update Records](#)

The pop-up tab will provide the following information about your worker.



Note: The tabs that are greyed out cannot be changed.

If the details are correct and if the worker is still your employee, you must click on the *YES* check box and click *Update Records* after making the necessary changes.

If the worker is no longer your employee, you must click on the *NO* check box and click *Update Records* to make the necessary changes.

It is vital that you do this process for all your workers so that the system updates your account with the correct information.

Success! Records updated for Worker A N Worker ! ✕

 Hi, A N Other (Z1) 

[My Account](#) / Worker Info

A confirmation message bearing the workers name will appear to confirm the update. You will also receive an email confirming this update.

How do I update my car details?

My Vehicles

[Check your vehicle information](#)

Approved 1 **Pending 0**

[Add new vehicle](#)

The *My Vehicles* service module will allow you to check and update the information of your existing cars. Click text to access.

The same service module will also allow you to Add a new car directly onto the system. Click text to access.

The service module will also show you the number of approved and pending cars on your account.

 Hi, A N Other (Z1) 

[My Account](#) / Car Info

Your car info:

Car Registration No:KAA 123A

Car Make: Toyota Corolla

Current Sticker:2020-2021

Car Status: **Active**

Admin Approval: **Approved**

Update: **Update**

All Approved car and their particulars will appear on this service module. If more than one car is present, their information will appear one after the other.

You must update their particulars click by clicking *Update*. This will open a pop-up tab which you will use to update the cars information.

Showing 1 to 1 of 1 rows

Update car details: ✕

Car Registration No:

KAA 123A

Car Make:

Toyota Corolla

Do you still own this car?

YES NO

[Update Records](#)

The pop-up tab will provide the following information about your car.

Note: The tabs that are greyed out cannot be changed.

If the details are correct and if the car is still in your possession, you must click on the **YES** check box and click *Update Records* after making the necessary changes.

If the car is no longer in your possession, you must click on the **NO** check box and click *Update Records* to make the necessary changes.

It is vital that you do this process for all your cars so that the system updates your account with the correct information.

Success! Records updated for Car Reg ✕
KAA 123A !

 Hi, A N Other (Z1) 

[My Account](#) / Car Info

A confirmation message bearing the cars registration number will appear to confirm the update. You will also receive an email confirming this update.

How do I add a new worker?


My Workers

[Check your worker information](#)

Approved 1 Pending 0

[Add new worker](#)

The *My Workers* service module will allow you to add a new worker. Click text to access.

Hi, A N Other (Z1) 

+ Add worker

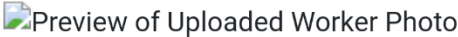
Worker Full Name:

Worker ID No:


Employment Type:

Job Description:

Select Worker Photo:
 Choose a file



Select Worker ID Copy:
 Choose a file




On this form you are expected to provide the details as requested as accurately as possible. All applications that do not meet the requirements will be rejected and the process will have to be started again.

You will also be able to upload the photo and ID copy of your new worker directly to the system. Please be sure to follow the requirements given before uploading.


You will be able to preview the photo and ID copy of the new worker before uploading.

Once you are satisfied that the information provided as well as the photo and ID copy are correct, Click *Add Worker* to upload the information.

Select Worker Photo:
 175652.png



Select Worker ID Copy:
 535163.png



Success! New worker data added successfully!



The system will acknowledge the upload and a copy of the same will be emailed to you.

Note: New applications will be subject to approval by the admin team.

Info! Application is pending approval.



Hi, A N Other (Z1)



[My Account](#) / Add Worker

How do I add a new car?



My Vehicles

[Check your vehicle information](#)

Approved 1 **Pending 0**

[Add new vehicle](#)

The *My Vehicles* service module will allow you to add a car. Click text to access

 Hi, A N Other (Z1) 

Collect the car sticker from the management office at the main gate after receiving a confirmation email.

3. Please be sure to check your email for updates about this application.

+ Add Car

Registration No: (Use format: KAA 123A, Letters must be uppercase)

Make and Model: (E.g. Toyota Corolla)

On this form you are expected to provide the details as requested as accurately as possible. All applications that do not meet the requirements will be rejected and the process will have to be started again.

Once you are satisfied that the information provided are correct, Click *Add Car* to upload the information.

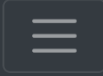
Success! New car data added successfully! ✕

The system will acknowledge the upload and a copy of the same will be emailed to you.

Info! Application is pending approval. ✕

Note: New application will be subject to approval by the admin team. If the application is successful, you will be notified via email to come and collect your car sticker from the offices at the main gate.

 Hi, A N Other (Z1)



[My Account](#) / [Add Car](#)

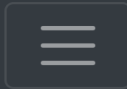
COMMON ERRORS

I cannot login to the IEMS system?

ALERT! Invalid OR non-existent credentials. IEMS has rejected this login request.



→ Login



→ Login

Please enter your credentials below:

HOF ITS No:

Password:

Login

Can't Login? **SIGN UP FIRST**

This can be caused by two reasons:

1. We do not have any personal information about you or your house. This means we cannot create login credentials for you.

2. The information provided is incorrect and the system cannot authenticate the login request. Please recheck and try again.

Note: If this issue persists, please send an email to

systemadmin@saifeepark.co.ke

I have more than one house in Saifee Park and I am the registered HOF for each house what should I do?

Firstly it is worth noting that if this has occurred that the system will not recognize data for each of the houses that fall in this category meaning you will not be able to log in and access the account for that house.

To solve this, the issues has been addressed as follows:

1. If you own two houses in the same block (e.g. House No Z1 and Z2) then you need only one login credential for both the houses. This also means you will have to inform us to

transfer all the data for the other house (i.e. worker data and car data) to one account through which you will access all the services.

2. If you own two or more houses in different blocks (e.g. House No Y1 and Z2) then you will have to nominate another person within your family to act as the HOF for that house. You will then have to inform us of the change so as to allow us to transfer all the data for that house (i.e. worker data and car data) to the nominated persons account.
3. To request for the above mentioned transfers please send an email to systemadmin@saifeepark.co.ke clearly mentioning the details of your request.