

## **e-StatePortal User Manual Book**

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## 1. User's access pages:

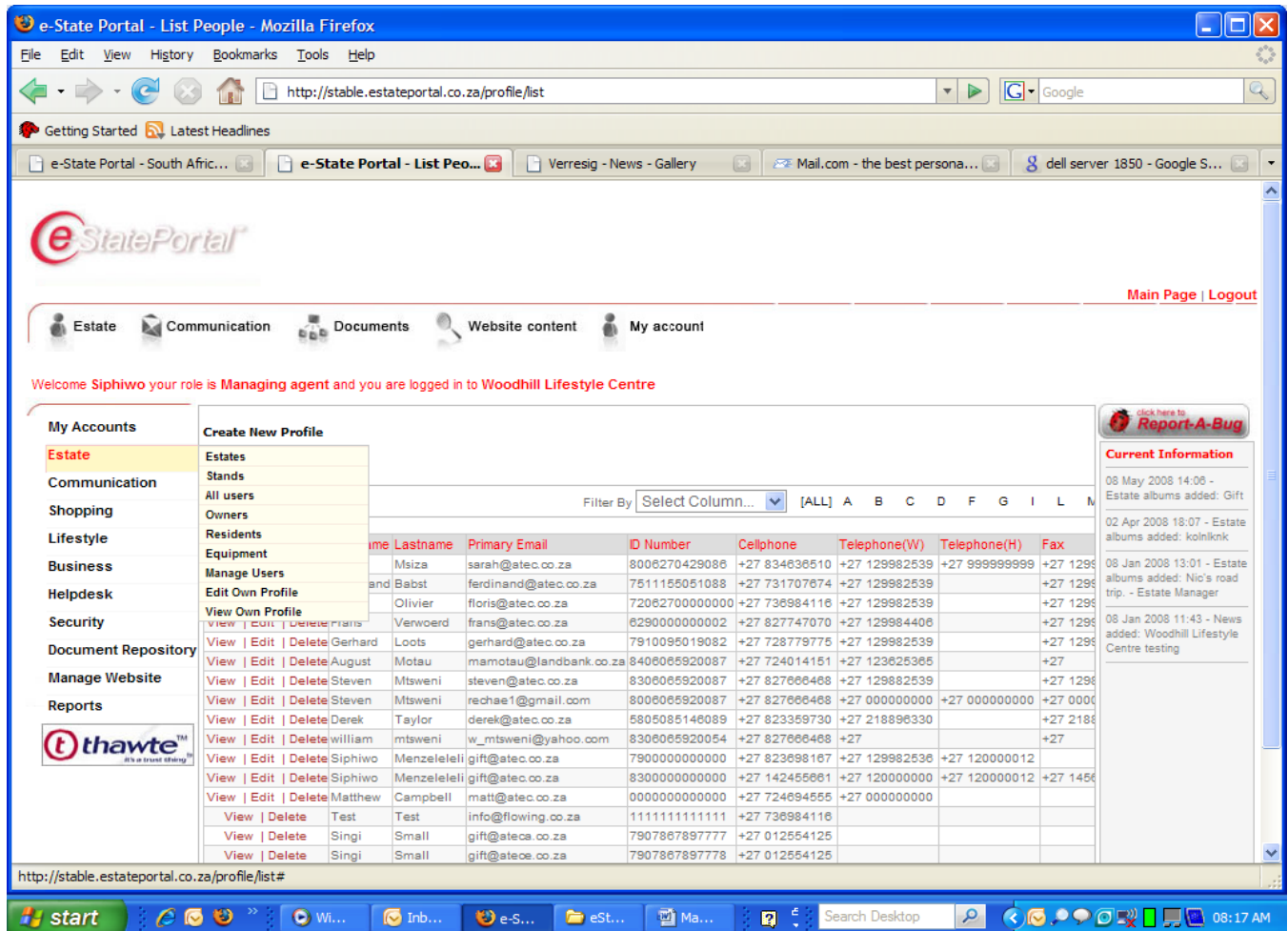
### 1.1. Login.

The user can login to the following sites:

- [www.KWA.co.za](http://www.KWA.co.za)
- [www.Verrisig.co.za](http://www.Verrisig.co.za)
- [www.eStatePortal.co.za](http://www.eStatePortal.co.za)

When you login into one of the website you will see the homepage. Enter the username and password and submit the information. If your information is correct the system will display eStatePortal user application interface. If your information is incorrect the error message will be displayed.

## 1.2. Estate.



### How to “View Residents records”?

Steps	Actions
1	Make sure that you are already login into the system

2	Select "estate" menu from the menu list.
3	Select "Residents" from the sub menu list.

---

## How to "Edit your own profile"?

<b>Steps</b>	<b>Actions</b>
1	Make sure that you are already login into the system
2	Select "estate" menu from the menu list.
3	Select "Edit own profile" from the sub menu list.
4	Edit the information
5	Click "Save changes" to submit the updated information.

---

## How to "View own profile"?

<b>Steps</b>	<b>Actions</b>
1	Make sure that you are already login into the system
2	Select "estate" menu from the menu list.
3	Select "View own profile" from the sub menu list.

---

## How to “Add Dependent”?

<b>Steps</b>	<b>Actions</b>
1	Make sure that you are already login into the system.
2	Select “estate” from the menu list.
3	Select “View own profile” from the sub menu list.
4	Select “My dependents” from the top menu of the page.
5	Select “Create New Dependent” from the top page.
6	Enter user information
7	Click “Submit” to submit the information.

---

## How to “Edit Dependent”?

<b>Steps</b>	<b>Actions</b>
1	Make sure that you are already login into the system.
2	Select “estate” from the menu list.
3	Select “Resident” from the sub menu list.
4	Click “Edit” next to your dependent you want to edit.  *you can edit you own dependent only
5	The system displays the edit page.



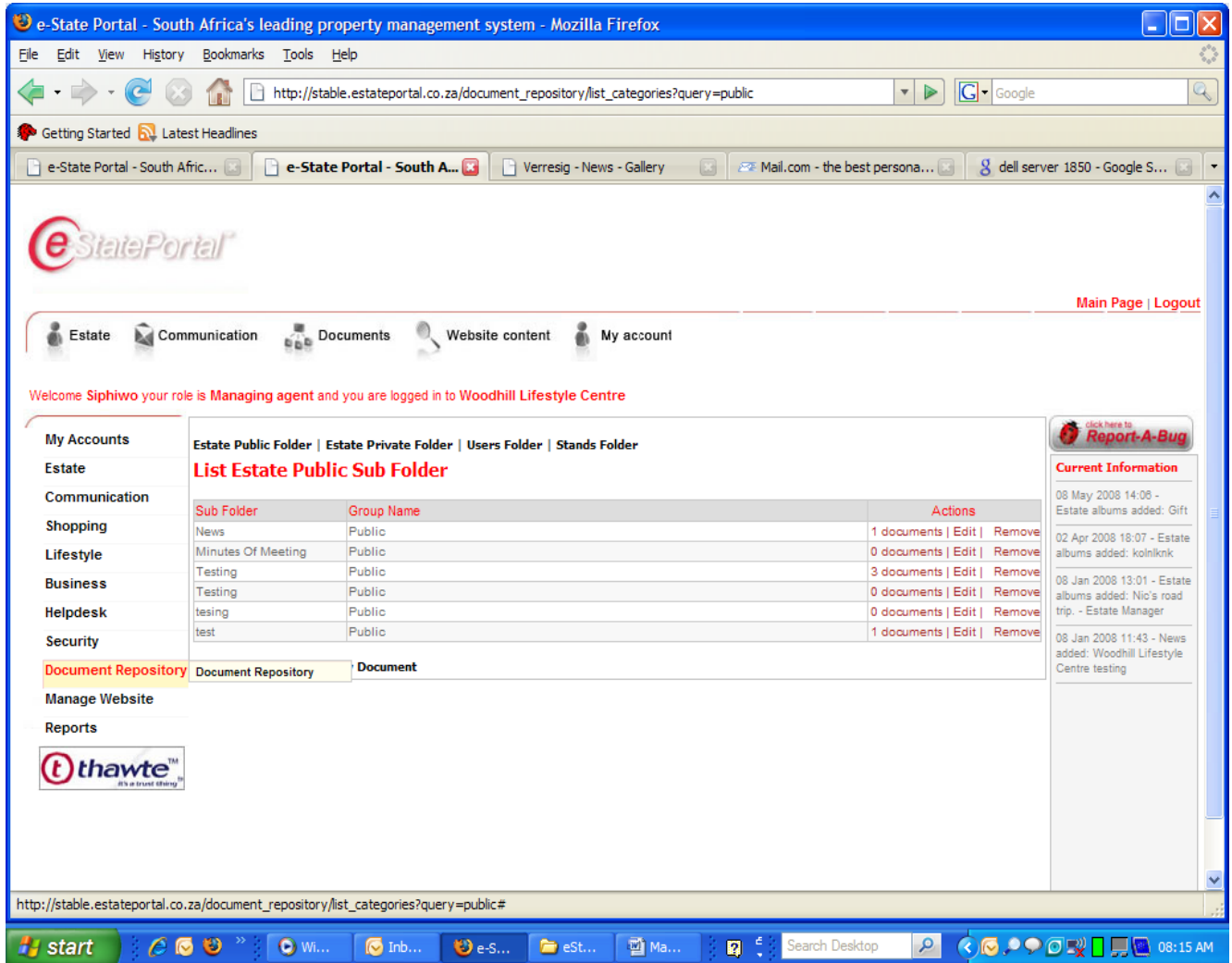
6	Edit the information you want to edit.
7	Click "Submit" to submit the information.

---

## How to "Remove Dependent"?

<b>Steps</b>	<b>Actions</b>
1	Make sure that you are already login into the system.
2	Select "estate" from the menu list.
3	Select "Resident" from the sub menu list.
4	Click "Remove" next to the dependent you want to remove.
5	Click "OK" to confirm the message.

## 1.3.Document Repository categories.



### How to "Use Document Repository"?

Steps	Actions
-------	---------

1	Make sure that you are already login into the system.
2	Select “estate” that you will create categories for from “estate quick login”.
3	Select “document” menu from the menu.
4	Select “Document repository” from sub menu list.

## 1.5.1. Manage sub folders.

---

### How to create sub folder for “Users”?

<i>Steps</i>	<i>Actions</i>
1	Select “User folder”.
2	Select “Add New Folder” option.
3	Type name of the sub folder.
4	Click “Submit” to submit the sub folder name.

## 1.5.2. Document Repository.

\* (**Note:** The folder which will be created on “Estate Public Folder will be available to everyone on estate website. The folder that will be created on “Estate Private Folder” will be available only to the user’s that have access login into e-StatePortal and they will need to login into e-StatePortal to view the folders under this option).

---

## How to attach a document to “Users”?

<b>Steps</b>	<b>Actions</b>
1	Select “Users folder”.
2	Select the category you want to attach the document to or select “Add New document”.
3	Select the users that will see the document.
4	Type the title of the document.
5	Browse to the document you want to attach.
6	Type the comment you want to add to the document.
7	Click “Submit” to submit the information.

---

## How to view documents to “Estate Public”?

<b>Steps</b>	<b>Actions</b>
1	Click the documents option on actions next to the category you want to view.
2	Click “view document” next to the document name you want to view.

---

## How to view documents to “Users”?

<i>Steps</i>	<i>Actions</i>
1	Click the documents option on actions next to the category you want to view.
2	Click “view document” next to the document name you want to view.

---

## How to view documents to “Estate Private”?

<i>Steps</i>	<i>Actions</i>
1	Click the documents option on actions next to the category you want to view.
2	Click “view document” next to the document name you want to view.

## 1.4.Create helpdesk categories.

Welcome Siphwo your role is **Managing agent** and you are logged in to **Woodhill Lifestyle Centre**

**My Accounts**  
 Estate  
 Communication  
 Shopping  
 Lifestyle  
 Business  
**Helpdesk**  
 Security  
 Document Repository  
 Manage Website  
 Reports

**New Ticket | Logged Tickets | My Tickets(TODO) | Tickets Logged For Other Users**

**Logged Tickets**

Subject	Helpdesk category	Age	Logged Date	Priority	Status	Reference	Owner
kjhkhkj	ReportABug	62d 0h 25m	26 June 2008 at 07:56	Medium	Pending	D2706T075636	Siphwo Menzeleleli
Estate tab	ReportABug	60d 21h 59m	27 June 2008 at 10:22	High	Closed	D2706T102226	Siphwo Menzeleleli
News tab	ReportABug	60d 21h 53m	27 June 2008 at 10:28	High	Closed	D2706T102841	Siphwo Menzeleleli
View Poll	ReportABug	60d 21h 51m	27 June 2008 at 10:30	High	Closed	D2706T103044	Siphwo Menzeleleli
Helpdesk Categories	ReportABug	60d 21h 50m	27 June 2008 at 10:31	High	Closed	D2706T103154	Siphwo Menzeleleli
Logged Tickets	ReportABug	60d 21h 35m	27 June 2008 at 10:46	High	Closed	D2706T104609	Siphwo Menzeleleli
My Tickets(TODO)	ServiceProvider	60d 21h 31m	27 June 2008 at 10:50	High	Closed	D2706T105025	Siphwo Menzeleleli

**Current Information**  
 08 May 2008 14:06 - Estate albums added: Gift  
 02 Apr 2008 18:07 - Estate albums added: kolnikk  
 08 Jan 2008 13:01 - Estate albums added: Nic's road trip. - Estate Manager  
 08 Jan 2008 11:43 - News added: Woodhill Lifestyle Centre testing

### How to “log a ticket”?

Steps	Actions
-------	---------

1	Go to Helpdesk menu.
2	Select "logged tickets" from the sub menu list.
3	Select New tickets to the top left side of the page.
4	Type the subject of the ticket.
5	Type the description of the ticket.
6	Select the priority of the ticket.
7	Select a category from helpdesk categories.
8	Select the status of the ticket.
9	Click "Submit" to submit the information.

---

### How to "View logged tickets"?

<b>Steps</b>	<b>Actions</b>
1	Go to Helpdesk menu.
2	Select "All Tickets" from the sub menu list.

---

## How to “View my tickets (TODO)”?

<i>Steps</i>	<i>Actions</i>
1	Go to Helpdesk menu.
2	Select “View my tickets (TODO)” from the sub menu list.

---

## How to “View pending tickets”?

<i>Steps</i>	<i>Actions</i>
1	Go to Helpdesk menu.
2	Select “View Pending” from the sub menu list.



---

## How to “View Closed tickets”?

<i>Steps</i>	<i>Actions</i>
1	Go to Helpdesk menu.
2	Select “View closed” from the sub menu list.

---

## How to “View Accepted tickets”?

<i>Steps</i>	<i>Actions</i>
1	Go to Helpdesk menu.
2	Select “View accepted” from the sub menu list.

## 1.5. My Services.

The screenshot displays the e-StatePortal website interface. At the top, the browser window title is "e-State Portal - South Africa's leading property management system - Mozilla Firefox". The address bar shows the URL "https://www.estateportal.co.za/welcome". The page features a navigation menu with "Estate", "Communication", "Documents", "Website content", and "My account". A welcome message states: "Welcome Portal Administrator your role is Administrator and you are not logged in to Estate". The "My Services" section includes a dropdown menu with "Setup Services", "List Accounts", and "Pending Accounts". Below this are sections for "Current News" (no news articles to display) and "HelpDesk" (with a "Log ticket" button). A "Report-A-Bug" button is also visible. The footer shows the URL "https://www.estateportal.co.za/services/list\_services" and the time "02:56 PM".

---

## How to “Apply for Services”?

<i>Steps</i>	<i>Actions</i>
1	Go to “My Service” menu.
2	Click “Manage Service” sub menu.
3	Select type of service
4	Click “Add More Service” from Manage Service page.
5	Select a Service Provider and click continue.
6	Select the services and click “Continue”.
7	Select type of payment option.
8	Accept terms and conditions.
9	Click “Submit” to confirm the application.

## Types of payment methods

### The Debit Order Option

- If you select this option, the system will display “Bank Detail” page where you will be required to enter your Bank Details, read and accept the Terms and Conditions and click the “Submit” button to submit the information. The system will create a debit order form with terms and conditions that the you will be required to download, sign and fax it to the ATEC helpdesk

### Credit Card Option

- If you selects this option, the system will display the Credit Card page with the credit card information; explaining how to pay your account by using this option. You will be required to

accept Administration fee, read and accept Terms and Conditions and click the “Submit” button to submit the information.

### **Electronic Funds Transfer**

- If you select this option, the system will display the Electronic Funds Transfer page with the EFT information explaining how to pay using this option. You will be required to accept Administration fee, read and accept Terms and Conditions and click the “Submit” button to submit the information.

## 1.6. My Accounts.

The screenshot displays the e-StatePortal website interface within a Mozilla Firefox browser. The browser's title bar reads "e-State Portal - South Africa's leading property management system - Mozilla Firefox". The address bar shows the URL "https://www.estateportal.co.za/welcome". The page features the eStatePortal logo and a navigation menu with tabs for "Estate", "Communication", "Documents", "Website content", and "My account". A red message states: "Welcome Portal Administrator your role is Administrator and you are not logged in to Estate". The "My Services" menu is expanded, showing options: "Setup Services", "List Accounts", and "Pending Accounts". Below this, there are sections for "Current News" (displaying "There are currently no news articles to display.") and "HelpDesk" (with a "Please select category..." dropdown and a "Log ticket" button). A "Report-A-Bug" button is visible in the top right. The footer of the browser window shows the URL "https://www.estateportal.co.za/services/list\_services" and the time "02:56 PM".

---

## How to “View Accounts”?

<b>Steps</b>	<b>Actions</b>
1	Go to “My Account” menu.
2	Click “View Accounts” sub menu.

---

## How to “View my invoices”?

<b>Steps</b>	<b>Actions</b>
1	Go to “My Account” menu.
2	Click “View Accounts” sub menu.
3	Click “My invoices” at the top of the page.
4	Select the account
5	Click “view Invoices”.
6	Click “Download Invoice” next to the invoice you want to view.

---

## How to “View my account details”?

<b>Steps</b>	<b>Actions</b>
1	Go to “My Account” menu.

2	Click “View Accounts” sub menu.
3	Click “My Account Detail” option at the top of the page.

---

## How to “View my service information”?

<b>Steps</b>	<b>Actions</b>
1	Go to “My Account” menu.
2	Click “View Accounts” sub menu.
3	Click “View Service” next to the service you want to view.

---

## How to “View my telephone summary data”?

<b>Steps</b>	<b>Actions</b>
1	Go to “My Account” menu.
2	Click “View Accounts” sub menu.
3	Click “View Service” next to telephone service.

---

## How to “View my telephone detailed data”?

<b>Steps</b>	<b>Actions</b>
--------------	----------------

1	Go to "My Account" menu.
2	Click "View Accounts" sub menu.
3	Click "View service" next to telephone service.
4	Click "View Itemised Billing Report" at the top of the pop up window.
5	Select month option.
6	Select week start date option.
7	Click "Run Report" option.

---

## How to "View my internet information"?

<b>Steps</b>	<b>Actions</b>
1	Go to "My Account" menu.
2	Click "View Accounts" sub menu.
3	Click "View Service" next to the internet service option.

---

## How to "Upgrade my internet package"?

(Note: The internet package will be upgraded immediately)

<b>Steps</b>	<b>Actions</b>
1	Go to "My Account" menu.



2	Click "View Accounts" sub menu.
3	Click "View Service" next to the internet service option.
4	Click "Upgrade Package" at the top of the page.
5	Select that package from "Upgrade the package to" option.
6	Accept terms and conditions.
7	Click "Continue" to continue into the information page.
8	Click "Continue" to finish the upgrade process.

---

### How to "Downgrade my internet package"?

(**Note:** The internet package will be downgraded at the end of the current month if you are already usage the current internet package)

<b>Steps</b>	<b>Actions</b>
1	Go to "My Account" menu.
2	Click "View Accounts" sub menu.
3	Click "View Service" next to the internet service option.
4	Click "Downgrade Package" at the top of the page.
5	Select that package from "Downgrade the package to" option.
6	Accept terms and conditions.
7	Click "Continue" to finish the process.

## How to “Top up my internet package”?

<b>Steps</b>	<b>Actions</b>
1	Go to “My Account” menu.
2	Click “View Accounts” sub menu.
3	Click “View Service” next to the internet service option.
4	Click “Top up Package” at the top of the page.
5	Select that package from “Top up package to” option.
6	Select type of payment.
7	Follow the payment method process you’ve just selected.

---

## How to “View my internet usage history”?

<b>Steps</b>	<b>Actions</b>
1	Go to “My Account” menu.
2	Click “View Accounts” sub menu.
3	Click “View Service” next to the internet service option.
4	Click “Internet Usage History” at the top of the page.

---

## How to “View my previous month internet usage history”?

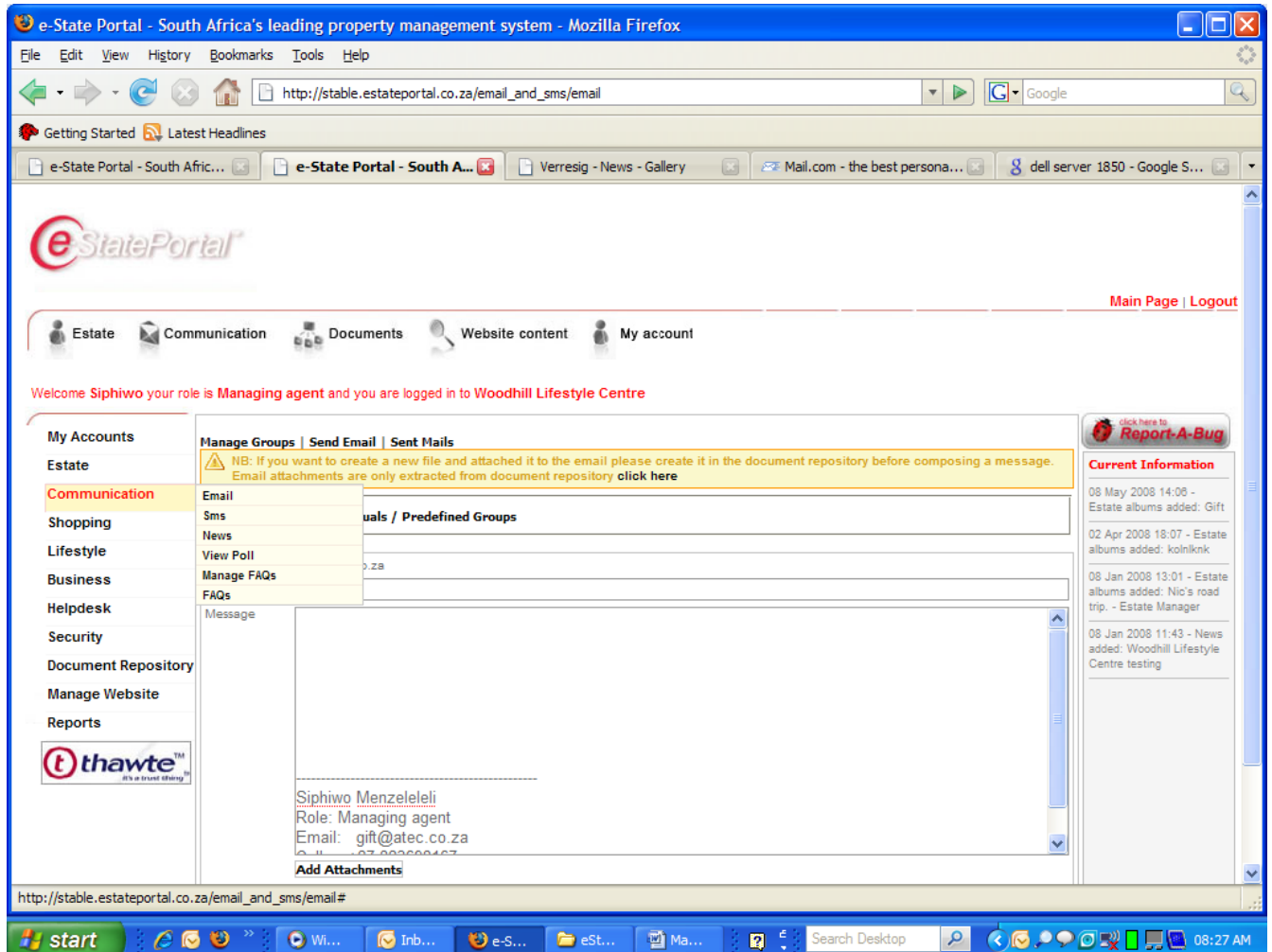
<b>Steps</b>	<b>Actions</b>
1	Go to “My Account” menu.
2	Click “View Accounts” sub menu.
3	Click “View Service” next to the internet service option.
4	Click “Internet Usage History” at the top of the page.
5	Click “View Monthly Internet Report” at the top of the page.

---

## How to “View my previous month daily internet usage history”?

<b>Steps</b>	<b>Actions</b>
1	Go to “My Account” menu.
2	Click “View Accounts” sub menu.
3	Click “View Service” next to the internet service option.
4	Click “Internet Usage History” at the top of the page.
5	Click “View Monthly Internet Report” at the top of the page.
6	Click “View Details Report” next to the moth you want to view.

## 1.7. Communication.



### How to “View latest news”?

Steps	Actions
-------	---------

1	Go to Communication menu
2	Select “News” option from the sub menu list.
3	Click “Latest news” at the top of news page.

---

## How to “View News Archives”?

<i>Steps</i>	<i>Actions</i>
1	Go to Communication menu
2	Select “News” option from the sub menu list.
3	Click “News Archive” at the top of news page.

---

## How to “View a poll”?

<i>Steps</i>	<i>Actions</i>
1	Go to Communication menu
2	Select “View Poll” option from the sub menu list.

---

## How to “View frequently Asked Question (FAQs)”?

<i>Steps</i>	<i>Actions</i>
1	Go to Communication menu
2	Select “FAQs” option from the sub menu list.
3	Select the category you want to view.
4	Select the question you want to view its answer.

## 1.8. Lifestyle.

The screenshot shows the e-StatePortal interface in a Mozilla Firefox browser window. The address bar displays the URL [http://stable.estateportal.co.za/facility\\_bookings/list](http://stable.estateportal.co.za/facility_bookings/list). The page header includes the eStatePortal logo and navigation links for Estate, Communication, Documents, Website content, and My account. A welcome message states: "Welcome Sipiwo your role is Managing agent and you are logged in to Woodhill Lifestyle Centre".

The main content area features a "New Facility" table with the following data:

Name	Available	Payable	Operation Hours	Time Per Session	Estate	Actions
Jumping Castle Foam	Yes	Yes	08:00:00 To 18:00:00	0 hour 30 min	Woodhill Lifestyle Centre	Edit   Remove
Jumping Castle Foam Party2	No	Yes	02:48:00 To 21:48:00	23 hour 0 min	Woodhill Lifestyle Centre	Edit   Remove
new f	Yes	Yes	14:20:00 To 14:20:00	0 hour 5 min	Woodhill Lifestyle Centre	Edit   Remove

Below the table is a sidebar menu with categories: My Accounts, Estate, Communication, Shopping, Lifestyle (highlighted), Business, Helpdesk, Security, Document Repository, Manage Website, and Reports. The "Lifestyle" section includes links for Admin Manage Facilities, Manage Bookings, Gaming Portal, Training Centre, and Gallery. A "thawte" logo is also visible.

On the right side, there is a "Report-A-Bug" button and a "Current Information" section listing recent album additions and news items.

---

## How to “View facilities”?

<b>Steps</b>	<b>Actions</b>
1	Go to Lifestyle menu.
2	Select “View Facility” option from the sub menu list.

---

## How to “Book a Facility”?

<b>Steps</b>	<b>Actions</b>
1	Go to Lifestyle menu.
2	Select “View Facilities” option from the sub menu list.
3	Click “Booking” next to the facility you want to book.
4	Select date, click “Book now”, select date, time of the facility and enter the occasion.
5	Click “Submit” to submit the information.



---

## How to “View Manage bookings”?

<i>Steps</i>	<i>Actions</i>
1	Go to Lifestyle menu.
2	Select “My Bookings” option from the sub menu list.
3	Select “View” next to the booking you want to view.
4	Confirm the booking.

---

## How to use “Gallery option”?

<i>Steps</i>	<i>Actions</i>
1	Go to Lifestyle menu.
2	Select “Gallery” option from the sub menu list.

---

## How to use “Create New Album”?

<b>Steps</b>	<b>Actions</b>
1	Go to Lifestyle menu.
2	Select “Gallery” option from the sub menu list.
3	Click “Create New Album” albums page.
4	Enter the album name.
5	Click “Create” to create the album.

---

## How to use “Edit Album”?

<b>Steps</b>	<b>Actions</b>
1	Go to Lifestyle menu.
2	Select “Gallery” option from the sub menu list.
3	Click your album name.
4	Click the album you want to edit.
5	Click “Edit Album Name” from album page.

6	Edit the album name.
7	Click "Submit" to submit the information.

---

## How to use "Share Album"?

<b>Steps</b>	<b>Actions</b>
1	Go to Lifestyle menu.
2	Select "Gallery" option from the sub menu list.
3	Click your album name.
4	Click the album you want to share.
5	Click "Share Album" from album page.
6	Select the users you want to share the album with from share page list.

---

## How to use "Un-share Album/Edit shared List"?

<b>Steps</b>	<b>Actions</b>
1	Go to Lifestyle menu.

2	Select "Gallery" option from the sub menu list.
3	Click your album name.
4	Click the album you want to edit shared list/un-share.
5	Click "Edit Share List" from album page.
6	Click remove next to the user name you want to remove to the shared list.

---

### How to use "Make Album Public/Make Album Private"?

<b>Steps</b>	<b>Actions</b>
1	Go to Lifestyle menu.
2	Select "Gallery" option from the sub menu list.
3	Click your album name.
4	Click the album you want to make private/public.
5	Click "Make Public/Make Private" from album page.

---

## How to use “Delete Album”?

<b>Steps</b>	<b>Actions</b>
1	Go to Lifestyle menu.
2	Select “Gallery” option from the sub menu list.
3	Click your album name.
4	Click the album you want to delete.
5	Click “Delete Album” from album page.
6	The system display message “Are you sure you want to delete this album”.
7	Click “OK” to confirm the message.

## 1.9. e-Market.

e-State Portal - South Africa's leading property management system - Mozilla Firefox

File Edit View History Bookmarks Tools Help

estateportal.co.za https://www.estateportal.co.za/store/list\_products

Most Visited Customize Links Free Hotmail Windows Marketplace Windows Guardian

DAEMON Tools

Google Search

Free Email, ... e-Stat... Verresig, Ho... Verresig, Ho... e-State Port... Verresig, Ho... Blue Water ... Gmail - Inbo... Page Title Umhlanga &... Blue Water ... De Zalze - ...

**eStatePortal**

Main Page | Logout

Estate Communication Documents Website content My account

Welcome Frans your role is Owner resident and you are logged in to Verresig Estate

**e-Market**

Click on the Category to view Sub category then click on Sub category link to view Products that are linked to it.

Main Categories

- Home Entertainment (0)
- e-State Products (5)
- Security (0)
- Pet Products (0)
- Internet services (0)
- Energy Saving (0)
- Outdoor and Sports (0)
- Food (0)
- Health and Beauty (0)
- e-State Services (4)

Products On Special

There are no products on special

Click here to Report-A-Bug

Current Information

- 18 Dec 2009 07:30 - Sent SMS added: Residents when on leave please make sure that your animals are taken care of. Thank you and a merry xmas.
- 11 Dec 2009 07:23 - Sent SMS added: Residents the water to the estate will be off from 11:00 to 12:00 to install two of the fire hydrants. Thank you Andre
- 10 Dec 2009 16:22 - Sent Email added: Verresig Times Dec 2009
- 10 Dec 2009 16:15 - Repo documents added: April 2008 News Letter
- 10 Dec 2009 16:15 - Repo documents added: April 2008 News Letter
- 10 Dec 2009 16:14 - Repo

Terms and Conditions | Return Policy | Disclaimer | Version (1.3.4.6)

Done

start Desktop e-State Portal ... eStatePortal M... Resident, Owne... Inbox - Microso... 01:00 PM

---

## How to “Use Shopping Cart”?

<b>Steps</b>	<b>Actions</b>
1	Make sure that you are already login into the system
2	Select estate from “estate quick login”.
3	Select “e-Market” menu from menu list.
4	Select “e-shopping” sub menu.
5	Accept “Terms and Conditions”.
6	The system displays “Main Categories”. Select the category you want to view
7	The system displays “Sub categories”. Select the sub category you want to view.
8	The system displays products. Click “Add to cart” to the products you want to purchase.
9	Click “Checkout” if you are finished to do shopping.
10	The system displays all selected products, prices and total price. click “Payment”.
11	The system display MyGate form for a user to enter credit card details.
	Click “Pay Now” to confirm purchase and payment.

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## How to “Empty shopping Cart”?

<i>Steps</i>	<i>Actions</i>
1	The system all the selected products to the cart.
2	Click “Empty Cart” at the top of shopping cart.

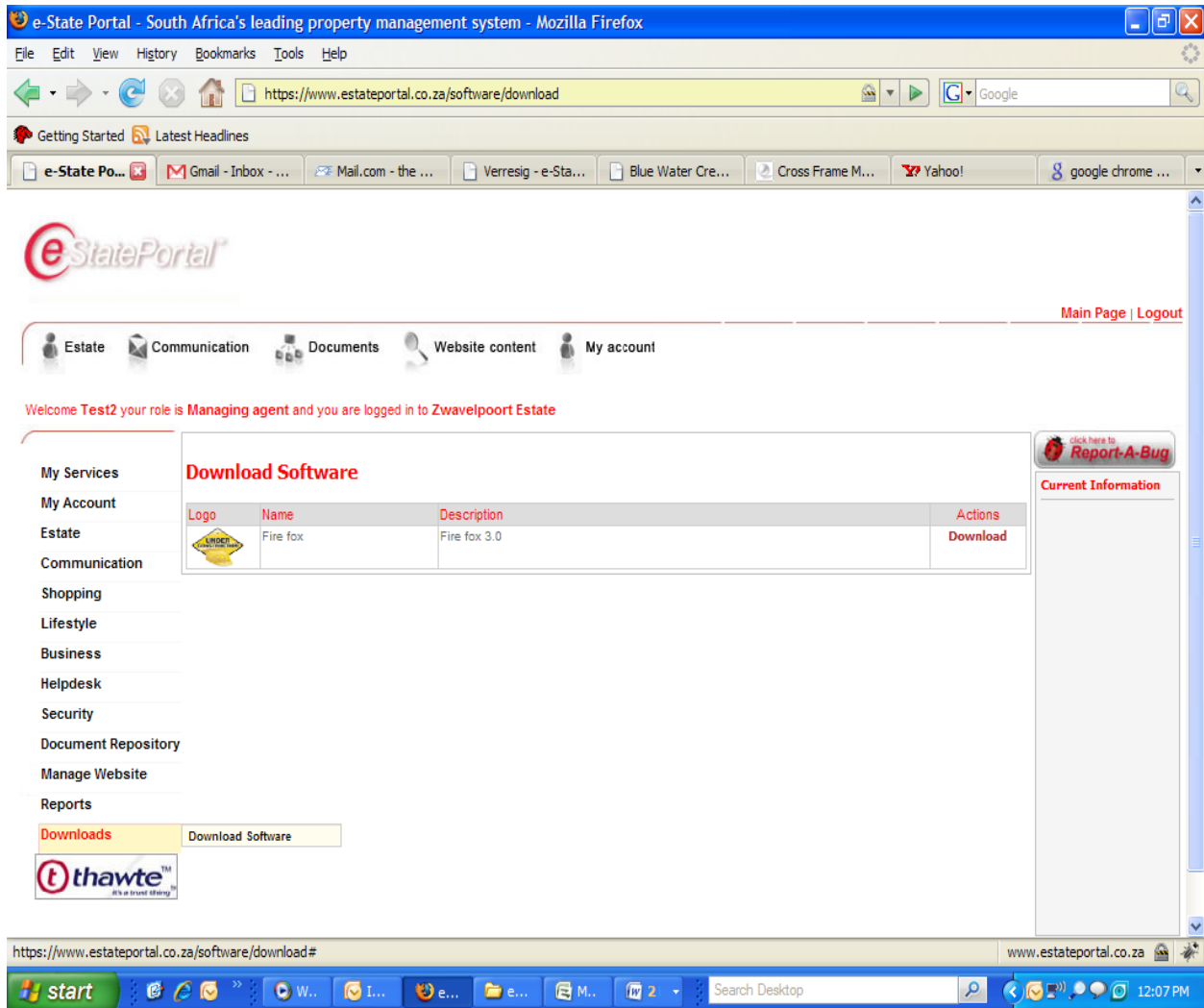
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## How to “Update Quantity Shopping Cart”?

<i>Steps</i>	<i>Actions</i>
1	The system displays all selected products to the shopping cart.
2	Click “QTY” box and type the quantity number you are looking for.
3	Click “Update” to confirm quantity number.



## 1.10. Downloads.



### How to “Download downloadable software”?

Steps	Actions
1	Make sure that you are already login into the system

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2	Select estate from “estate quick login”.
3	Select “downloads” menu from menu list.
4	Select “download software” sub menu.
5	Click “download next to the software name you want to download”.