

**COLLAB CITIZEN APP
OVERVIEW**

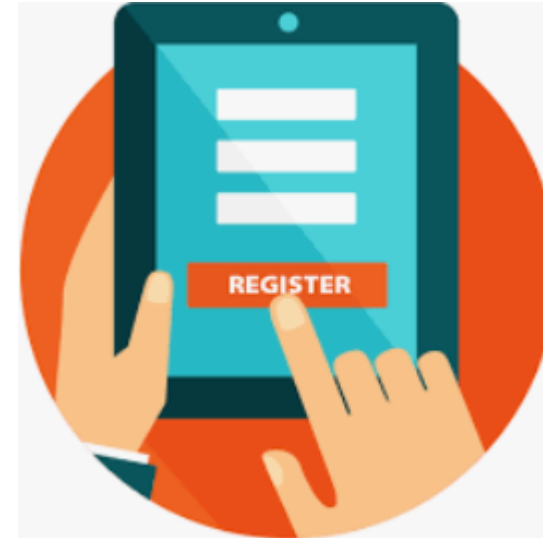
DOWNLOAD THE COLLAB CITIZEN APP



DOWNLOAD APP (APP STORE)

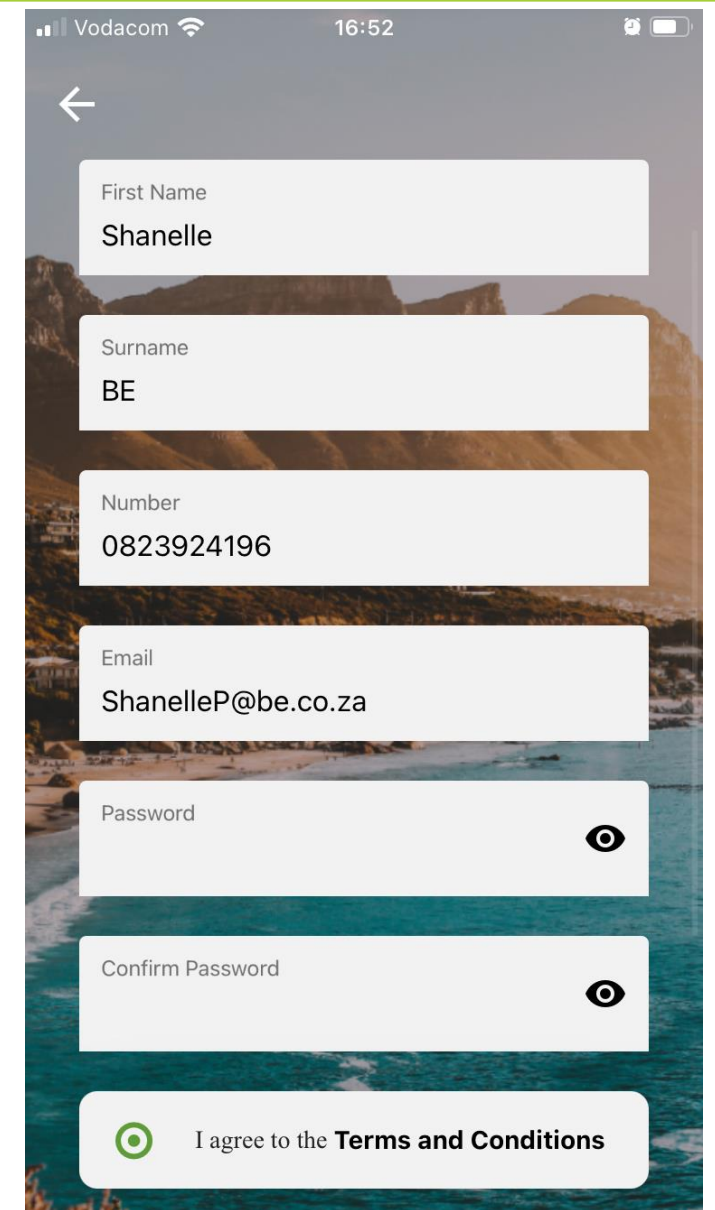
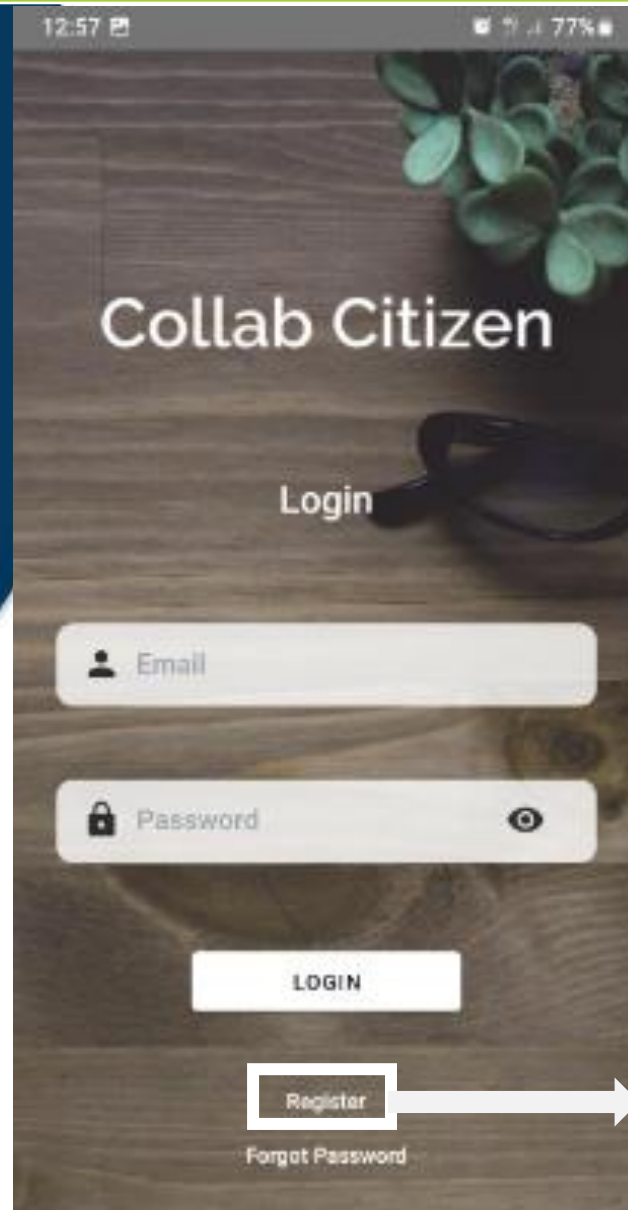


REGISTER ON THE APP

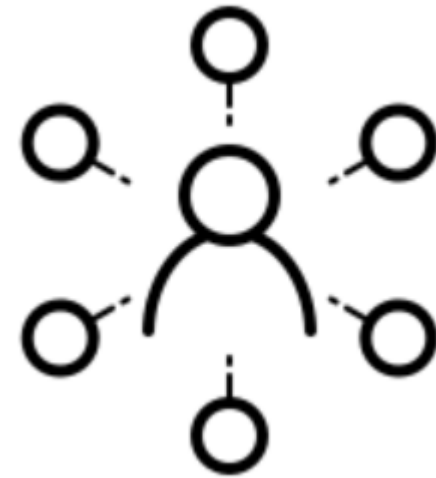


Register

★ You register once to make use of the app

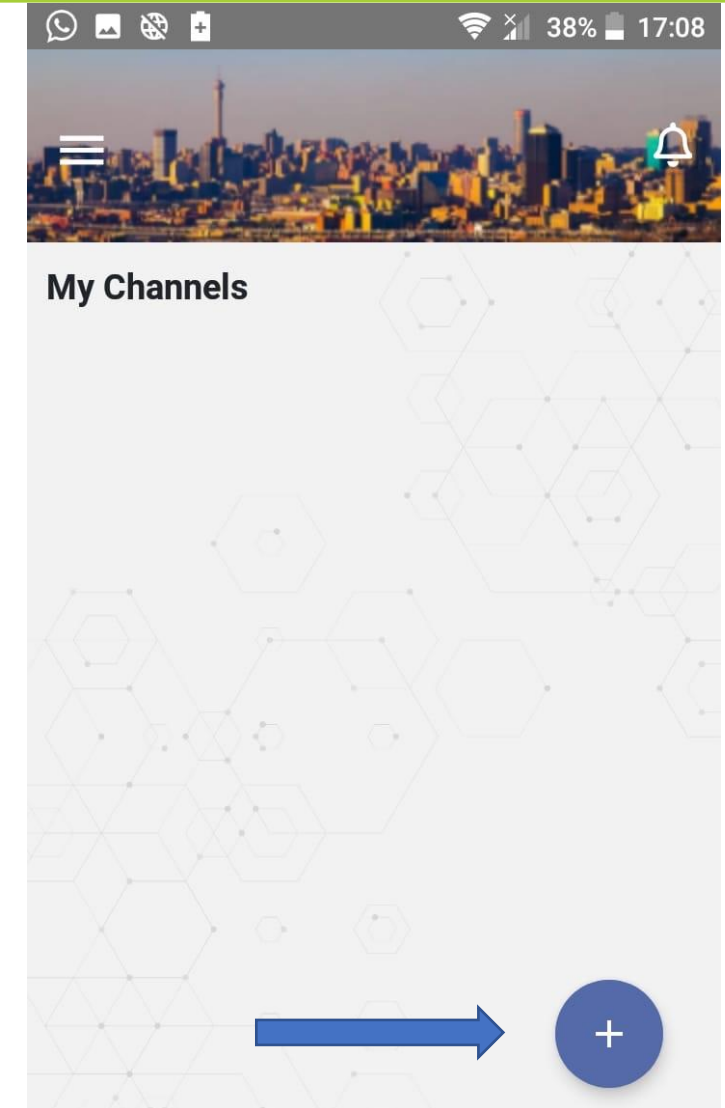
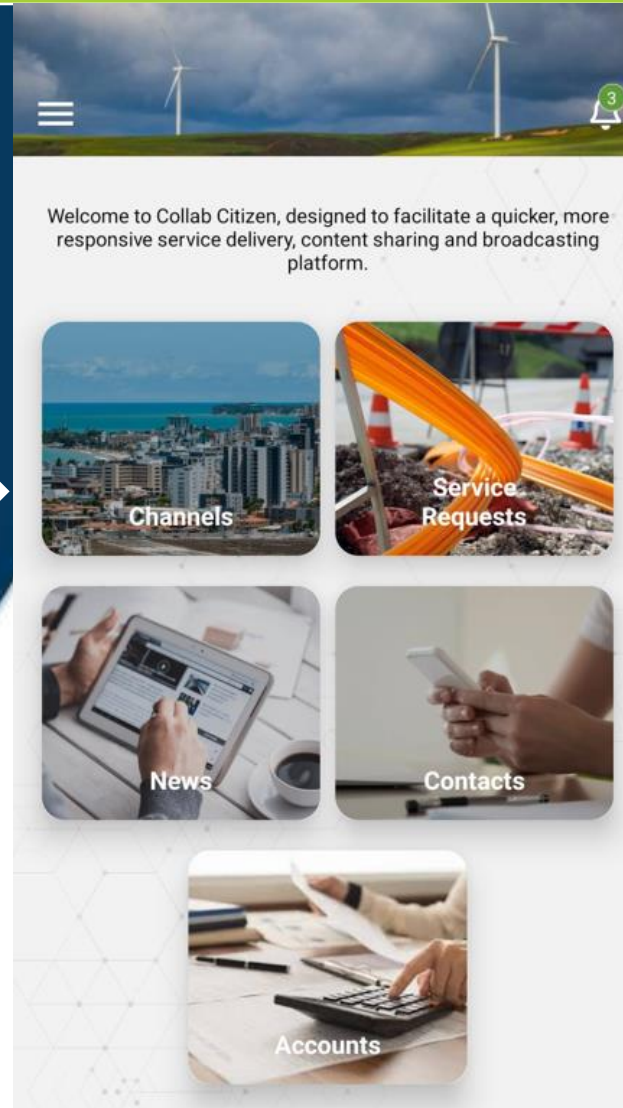


ADD A CHANNEL (MUNICIPALITY) TO YOUR APP



ADD YOUR CHANNELS (MUNICIPALITY)

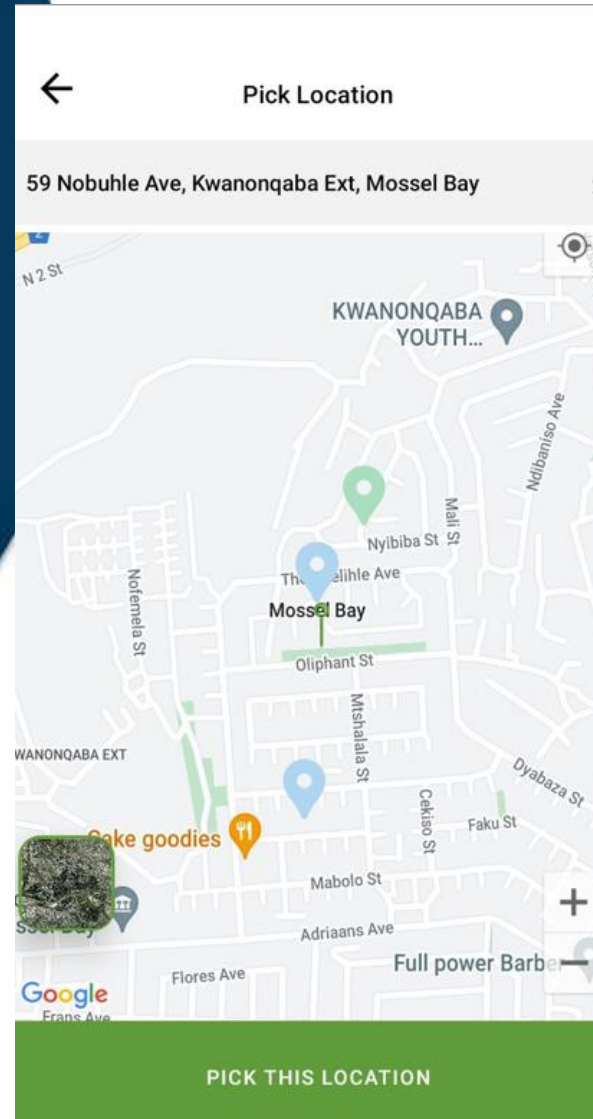
- ★ First Subscribe to a Channel (Municipality) by Clicking on the 'Channels' Tile
- ★ Click on the 'Add' button to add a Channel (Municipality)



ADD YOUR CHANNELS (MUNICIPALITY)

★ Choose your Location

★ Click on the Channel (Municipality) associated with the location



Subscribe To Channels

Location Selected

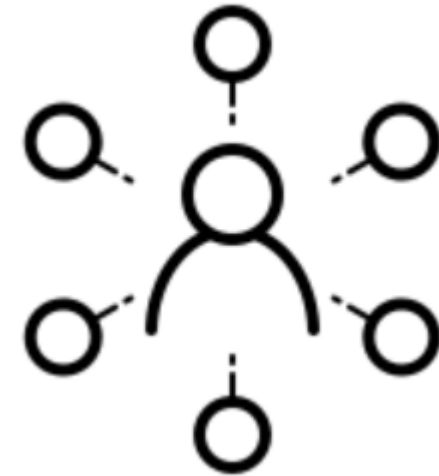
14 Barnard Ave, Kwanonqaba, Mossel Bay

Mossel Bay Local Municipality

SIGN UP TO YOUR CHANNEL (MUNICIPALITY) INTEREST TYPES



INTEREST



CHOOSE YOUR INTEREST TYPE

- ★ Choose your Interest Types associated with the Channel (Municipality) by clicking on the circle next to the specific Interest Type.
- ★ You will receive News and Notifications based on your chosen Interest Types.

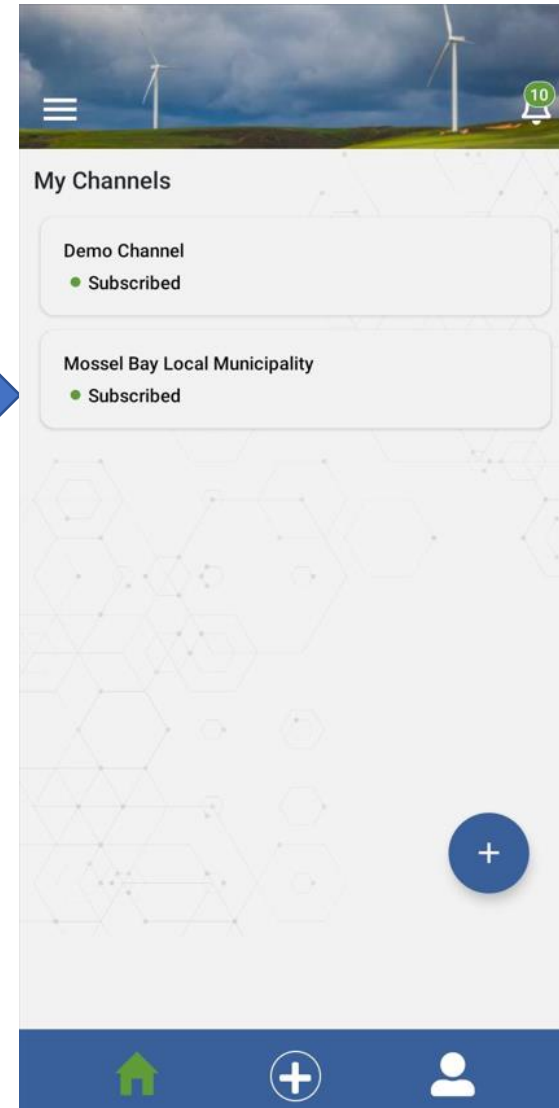
The screenshot shows a mobile application interface for selecting interest types. At the top, there is a back arrow and the title 'Mossel Bay Local Municipality'. Below the title, the text 'Interest Types:' is displayed. There are six rows of interest types, each with a toggle switch:

- Business Owner (toggle off)
- Owner (toggle off)
- Resident (toggle on)
- Visitor (toggle off)
- Ward 01: Kwanonqaba, Sinethemba, Elangeni, Marikana, Transand (toggle off)
- Ward 02: Civic Park, 7de Laan, Newrest, Khayelitsha (toggle on)
- Ward 03: Asla Park (Calitzdorp Street area), ... (toggle off)

At the bottom of the form is a green 'SUBMIT' button.

CHANNEL COMPLETED

★ You will now be Subscribed to the Channel (Municipality)

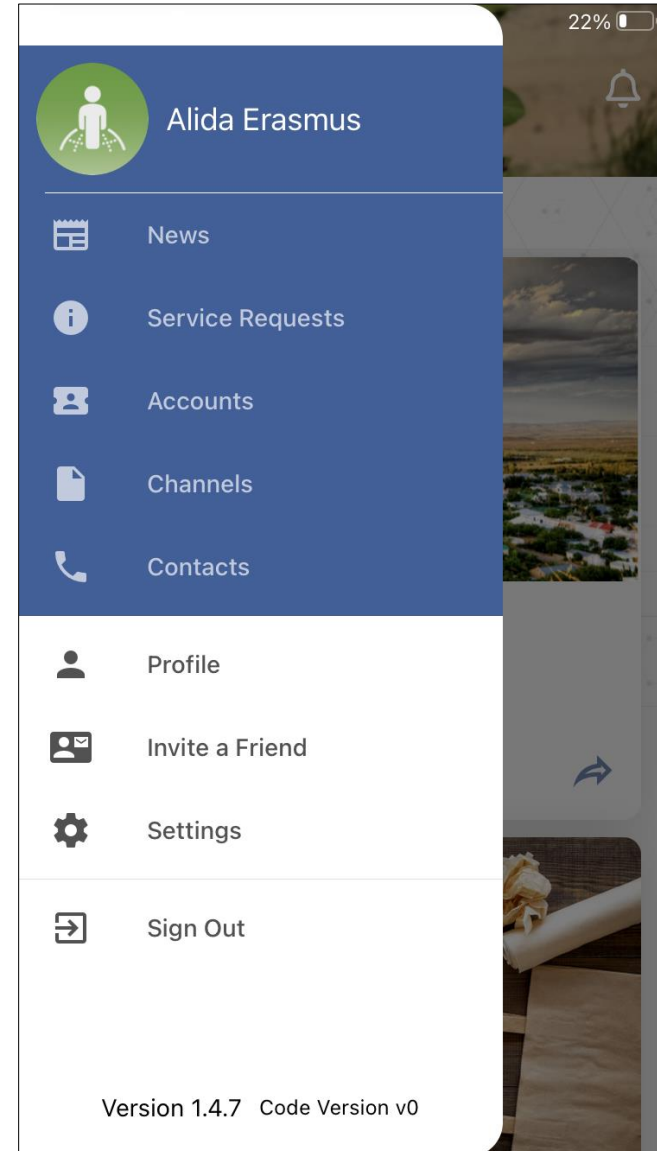


PUSH NOTIFICATIONS



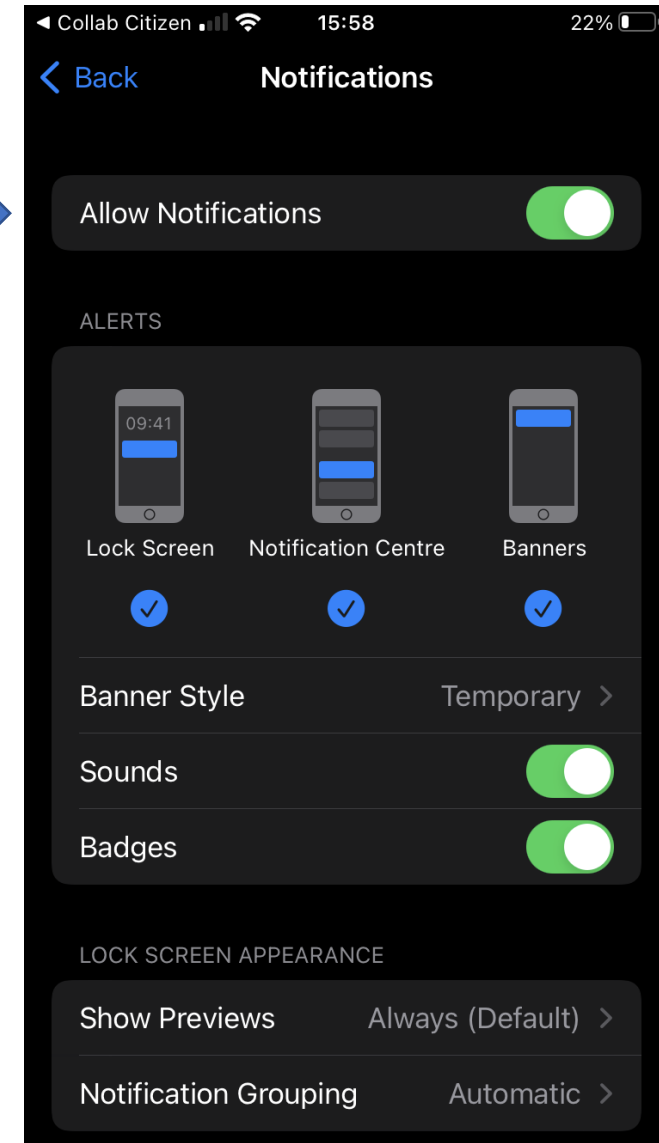
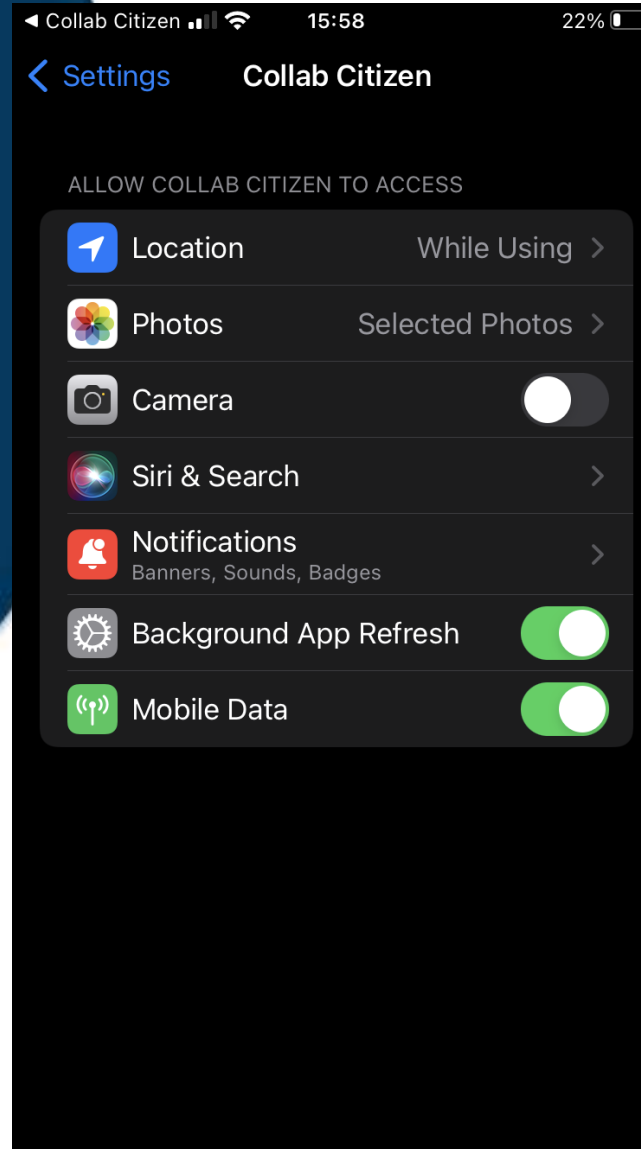
PUSH NOTIFICATIONS

- ★ Should you wish to receive Push Notifications on your phone from the app, you need to adjust your phone's settings.
- ★ Click on 'Settings'.



PUSH NOTIFICATIONS: SETTINGS

- ★ The app will now take you to your phone's Settings for the 'Collab Citizen' App.
- ★ Click on 'Notifications' to set your Notifications.
- ★ Once these settings are completed, you will be able to receive Push Notifications on your phone notifying you of any announcements for a specific Channel (Municipality) you are subscribed to.

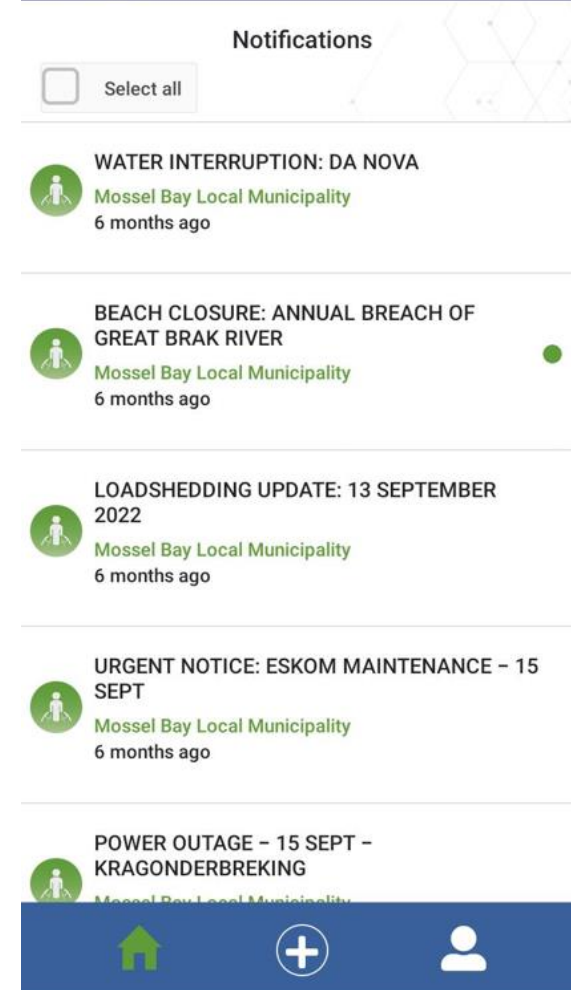


NOTIFICATIONS



NOTIFICATIONS

- ★ Throughout the App, there is a 'bell' icon (Notification button) on the top right-hand corner of the screen.
- ★ By clicking on the Notification button, all notifications will display.
- ★ You also receive live 'Notifications' on your phone even though you are not in the app the moment the Notification is published.
- ★ You will only receive Notifications from the Channels (Municipalities) you subscribed to and based on your Interest Types you follow.





NOTIFICATIONS


- ★ New Notifications will have a green dot next to them and the Notification Icon will display the number of new Notifications
- ★ Click on the Notification to read it


Notifications


Select all

 WATER INTERRUPTION: DA NOVA
Mossel Bay Local Municipality
6 months ago

 BEACH CLOSURE: ANNUAL BREACH OF GREAT BRAK RIVER
Mossel Bay Local Municipality
6 months ago


 LOADSHEDDING UPDATE: 13 SEPTEMBER 2022
Mossel Bay Local Municipality
6 months ago

 URGENT NOTICE: ESKOM MAINTENANCE - 15 SEPT
Mossel Bay Local Municipality
6 months ago

 POWER OUTAGE - 15 SEPT - KRAGONDERBREKING
Mossel Bay Local Municipality
6 months ago

Notifications

9 months ago

 BEACH CLOSURE: ANNUAL BREACH OF GREAT BRAK RIVER
Mossel Bay Local Municipality
6 months ago

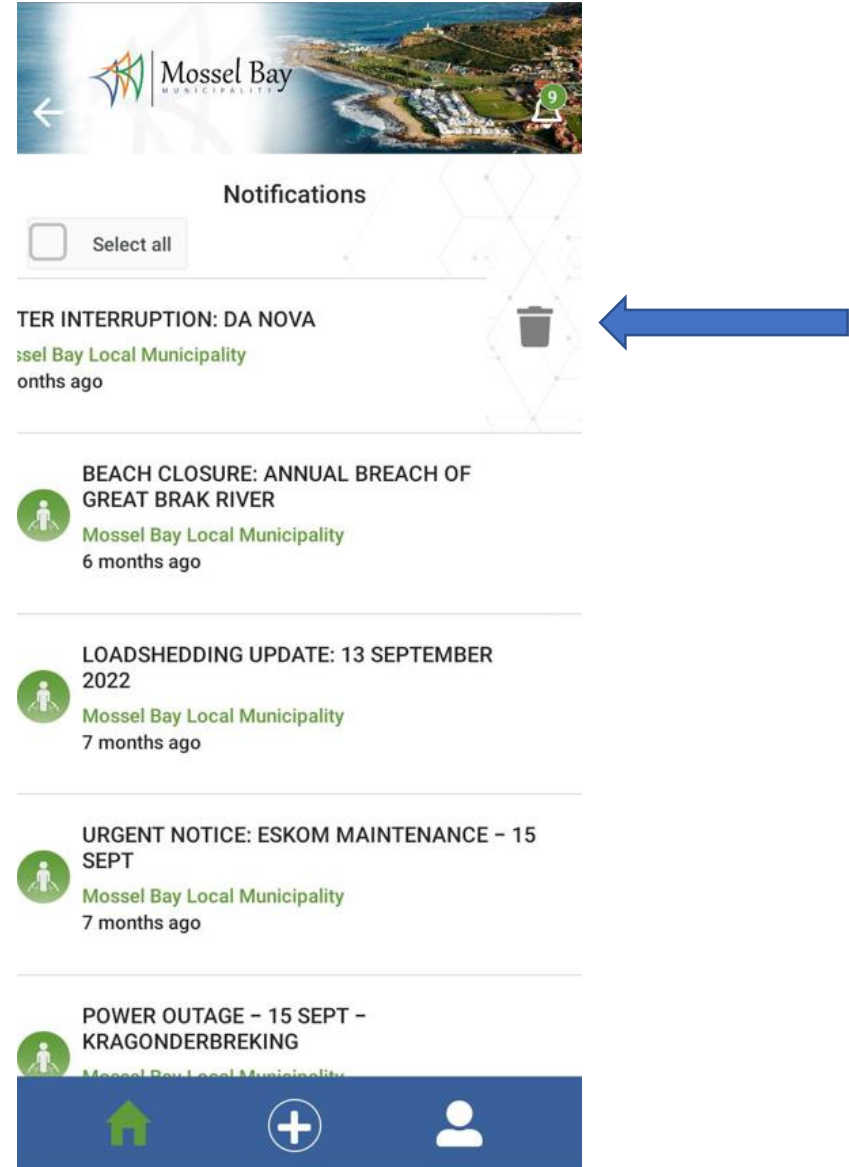
The Great Brak Estuary annual breaching for ecological purposes will be taking place from the 16th to 23rd September 2022 between 06h00 and 17h00. The Suiderkruis parking area at the Great Brak Estuary mouth and beach will be closed for public access during this time. The public is urged to please comply with all the no-go areas and co-operate with public safety and site management officials.

Should you wish to access the beach, you may enter from the Orion Road parking area and formal municipal beach access pathways. The map indicates the no-go areas with the red lines and flags. The green flags indicate the access point mentioned above as well as the green arrows indicating the direction in which the public is free to walk/access the beach.

LOADSHEDDING UPDATE: 13 SEPTEMBER 2022

NOTIFICATIONS

- ★ Notifications can be 'Deleted' once read.
- ★ Swipe to your left on the Notification and click on the Bin to delete a Notification.




NOTIFICATIONS

★ All Notifications can also be 'Deleted' or "Marked as Read" by Ticking the "Select All" button and clicking on the recycle bin or Mark as Read button.



Notifications

Select all 

WATER INTERRUPTION: DA NOVA
Mossel Bay Local Municipality
6 months ago

BEACH CLOSURE: ANNUAL BREACH OF GREAT BRAK RIVER
Mossel Bay Local Municipality
6 months ago

LOADSHEDDING UPDATE: 13 SEPTEMBER 2022
Mossel Bay Local Municipality
6 months ago

URGENT NOTICE: ESKOM MAINTENANCE - 15 SEPT
Mossel Bay Local Municipality
6 months ago

POWER OUTAGE - 15 SEPT - KRAGONDERBREKING
Mossel Bay Local Municipality
6 months ago



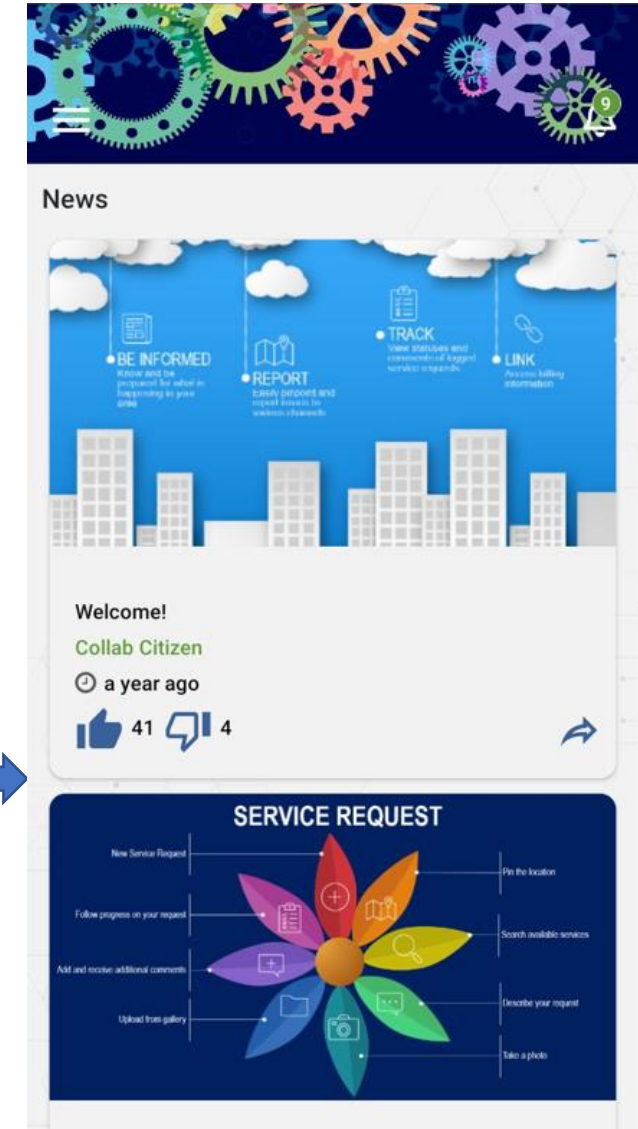
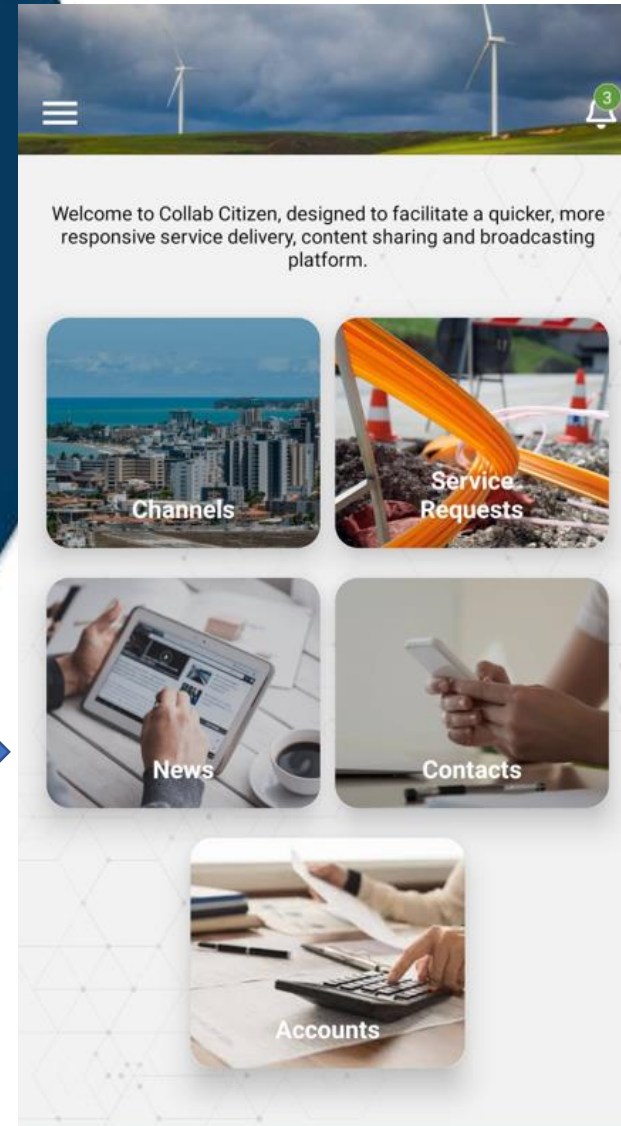
NEWSFEED



News feed

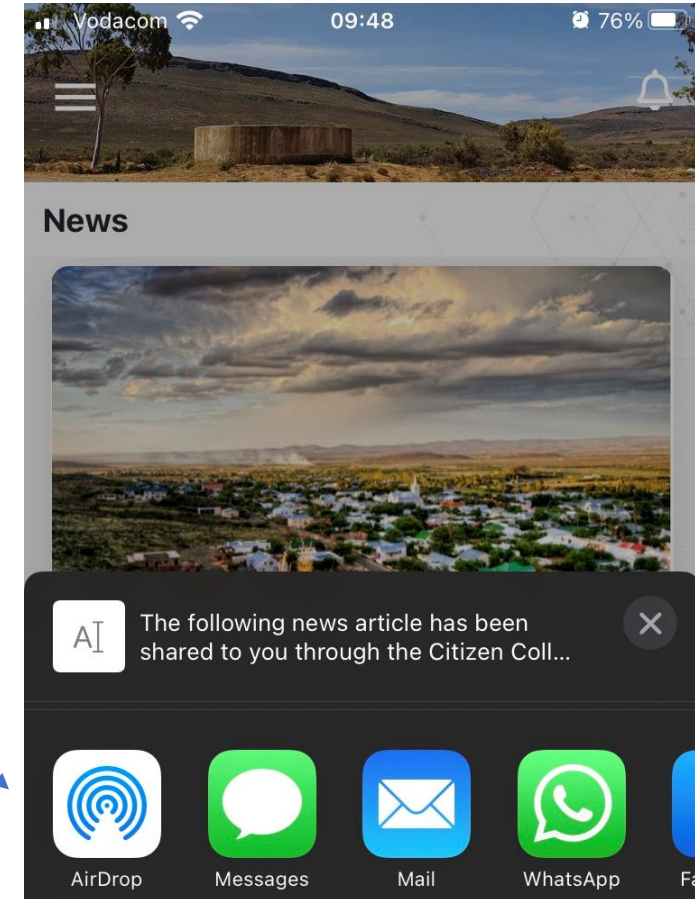
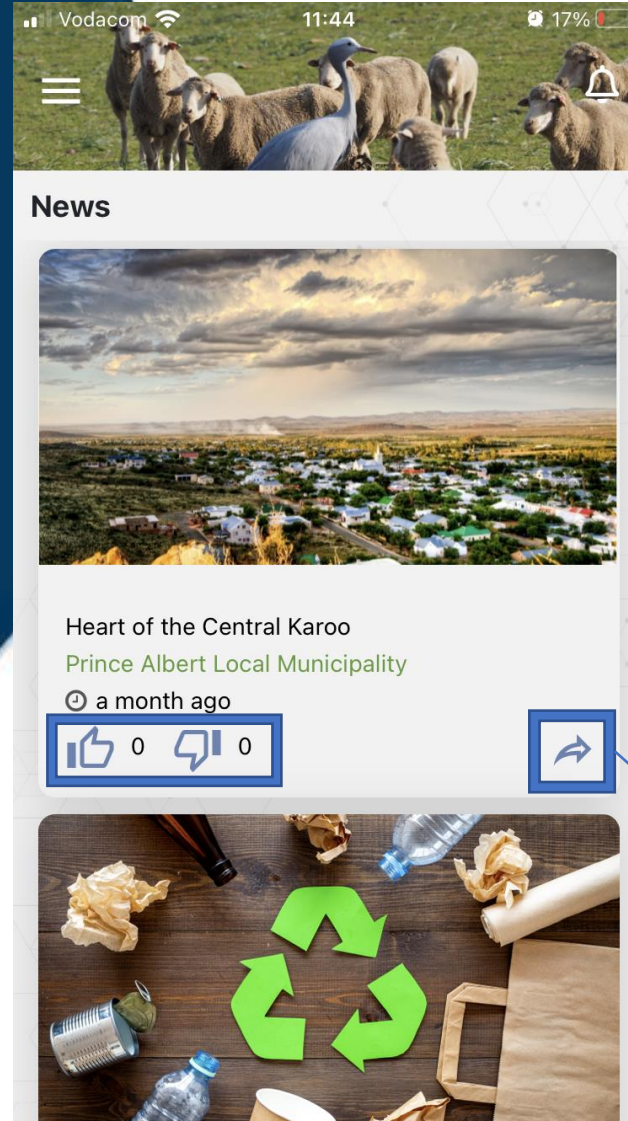
NEWS

- ★ You will now receive news published by the Channel (Municipality) you subscribed to, based on your Interest Types.
- ★ By clicking on the News Item Tile, you will be able to read the news article published by the Channel (Municipality).



NEWS

- ★ You will be able to share Newsfeed articles by clicking on the arrow. The share options will open on your phone for you to choose your communication method to share the article.
- ★ You will also be able to like or dislike any articles by clicking on the thumbs up or thumbs down icons.



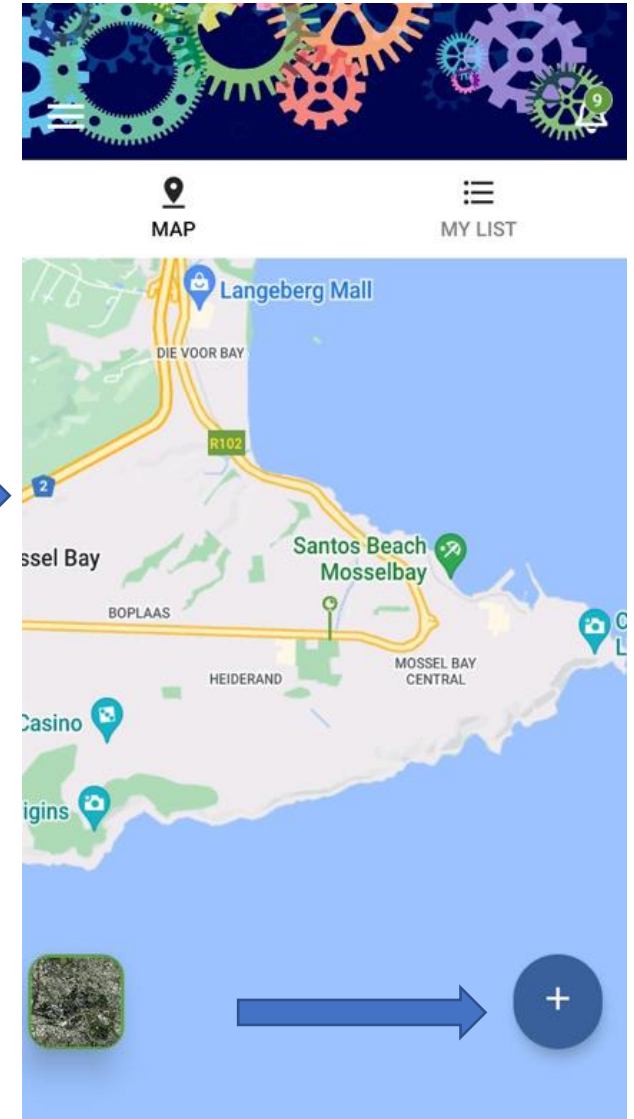
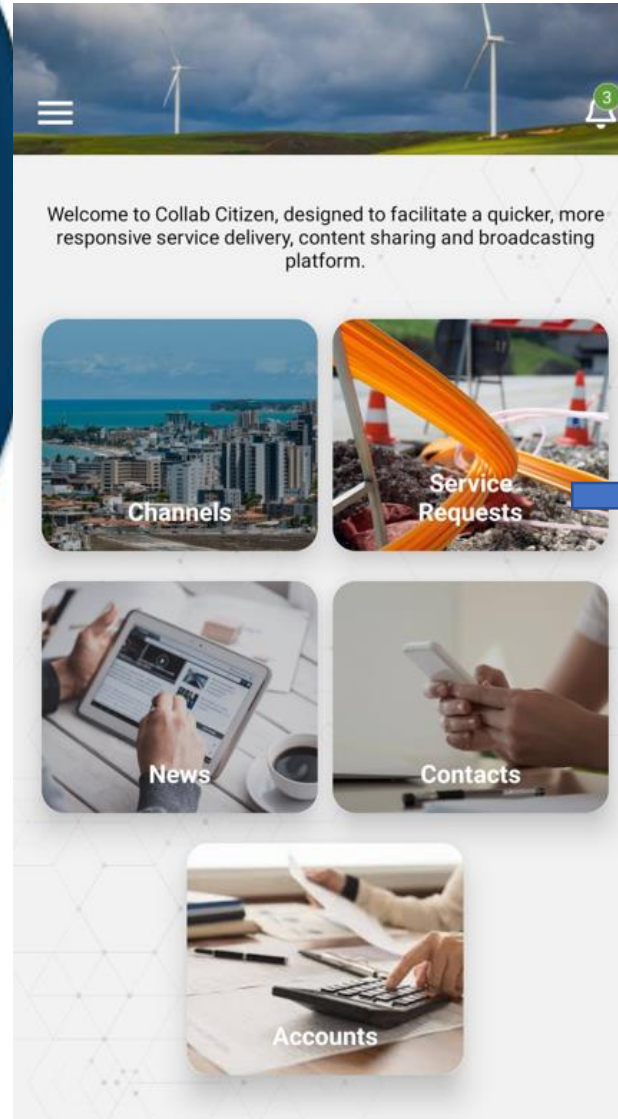
PUBLIC SERVICE REQUESTS



PUBLIC SERVICE REQUESTS

★ Click on the Service Request Tile to log a new request to a channel (Municipality).

★ Click on the 'Add' button to add a new Service Request

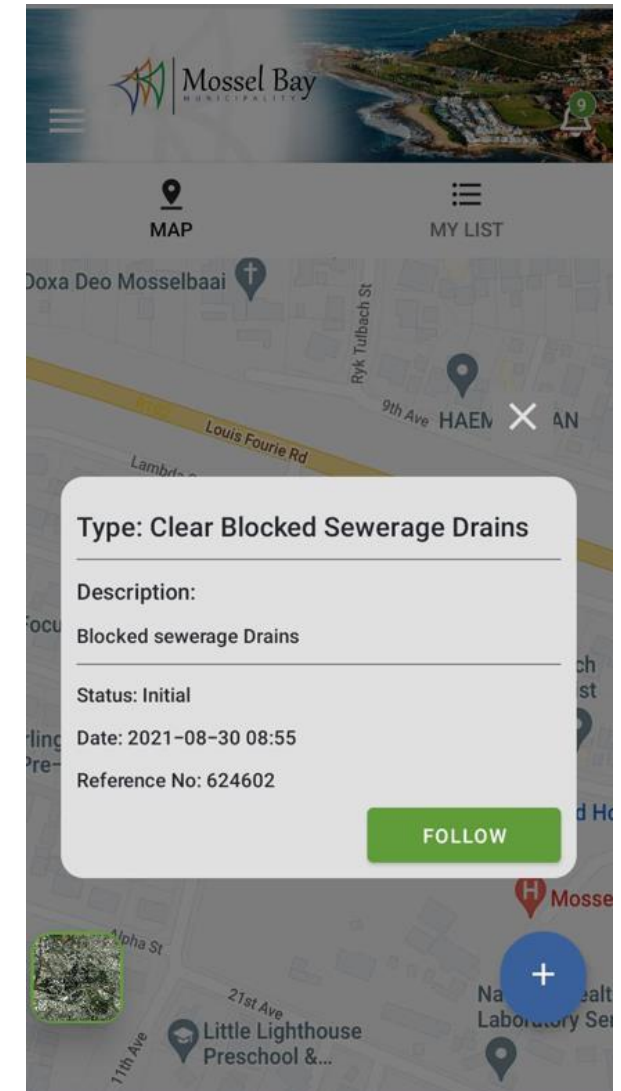
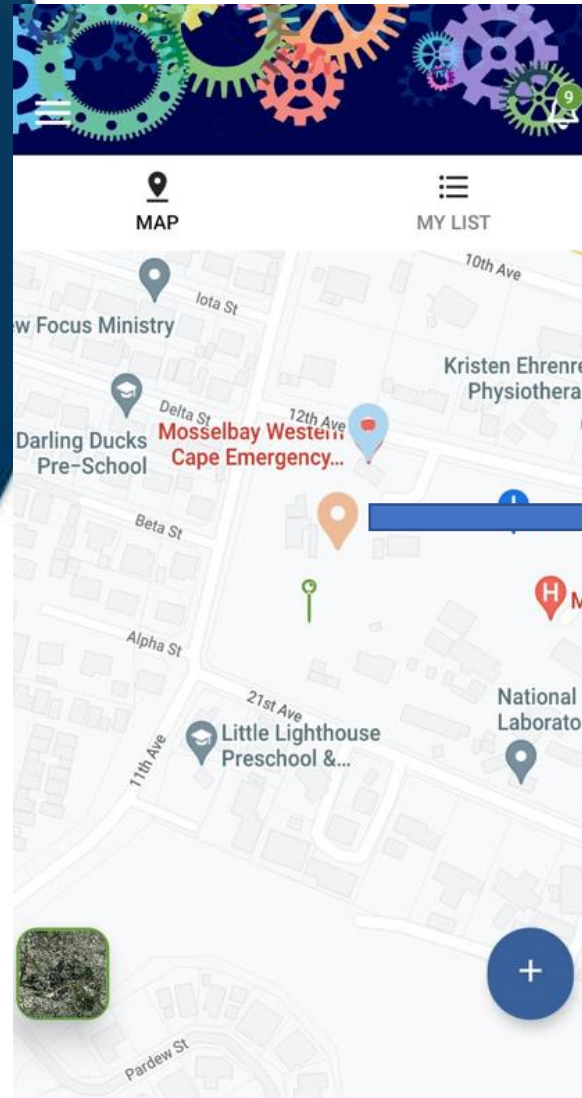


SERVICE REQUEST: MAP

★ Note: Active Requests already logged to the Municipality, will display with a light blue pin drop.

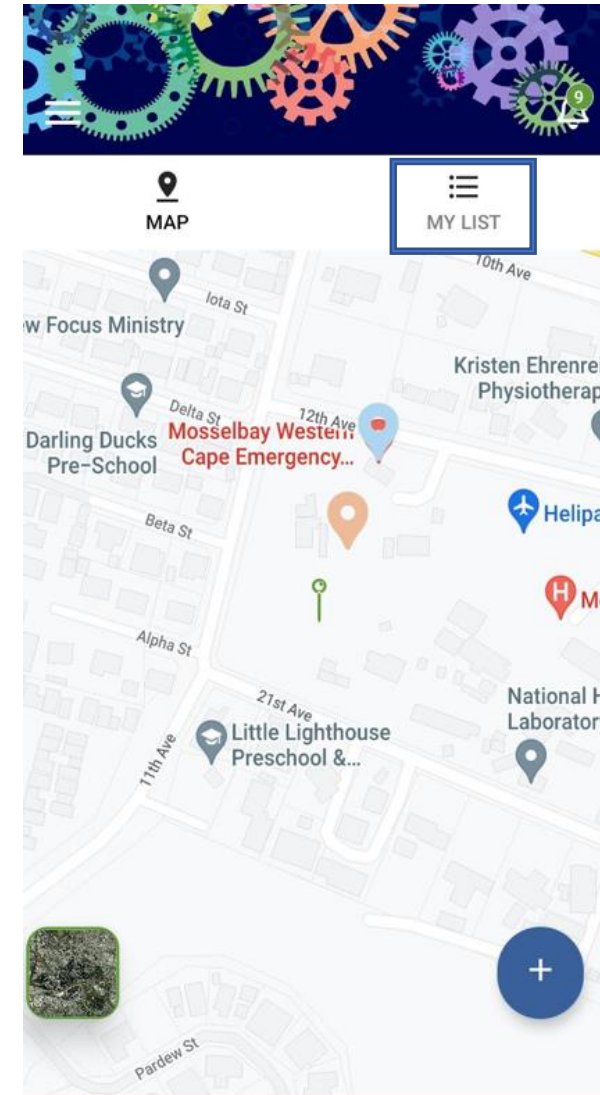
★ By clicking on the pin drop, detail of the logged service request will display, and you will be able to establish if the Service Request you are planning to log, has already been reported to the Channel (Municipality).

★ *Private Service Requests like 'Account Enquiries' will not be visible to the Public.*



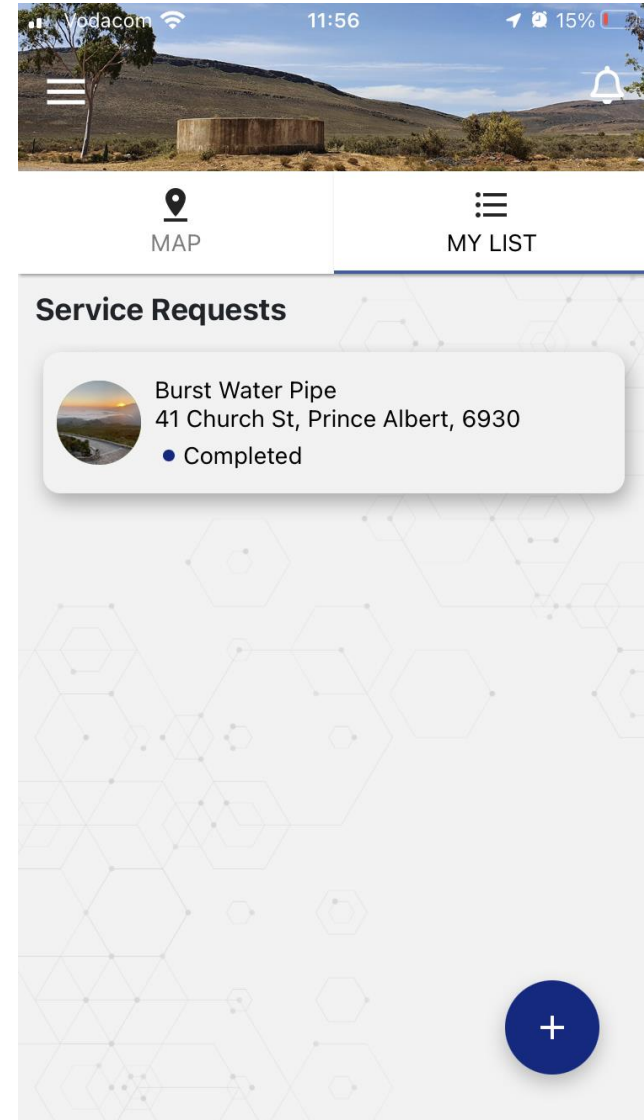
SERVICE REQUEST: MAP / MY LIST

★ By clicking on the 'My List', you will be able to view your Service Requests logged (Past and Present).



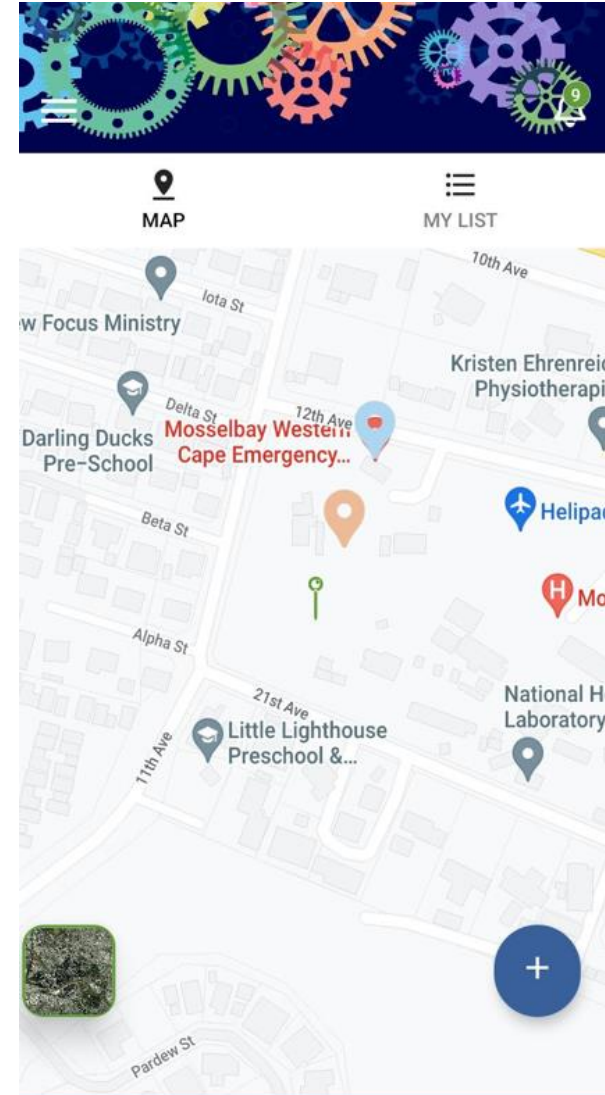
SERVICE REQUEST: MAP / MY LIST

★ Previous Service Requests will be displayed



LOG A SERVICE REQUEST

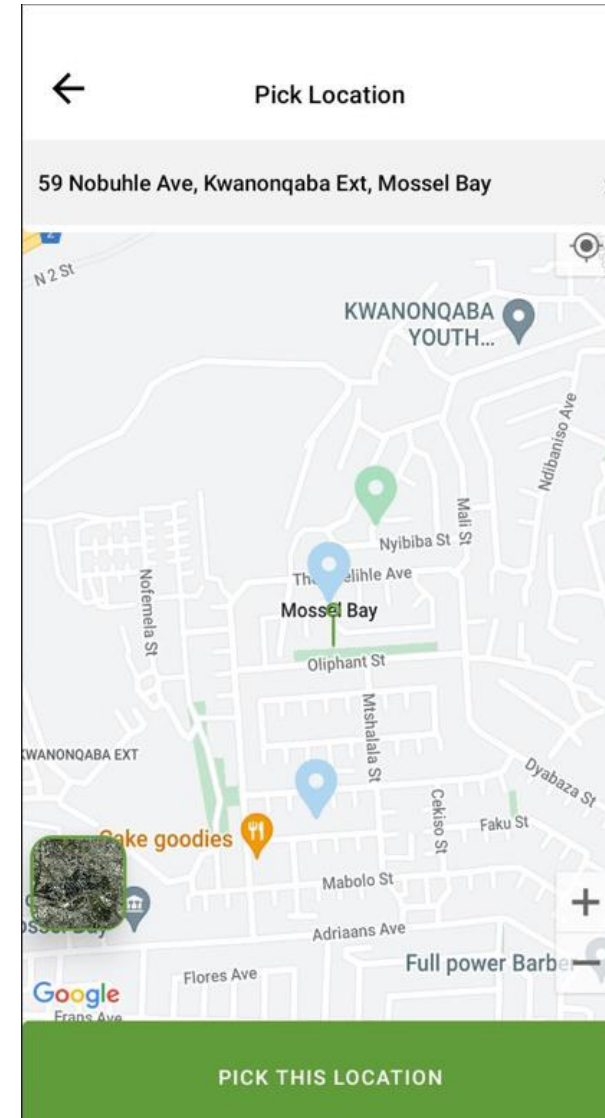
★ Click on the '+' button to log a new Service Request



LOG A SERVICE REQUEST

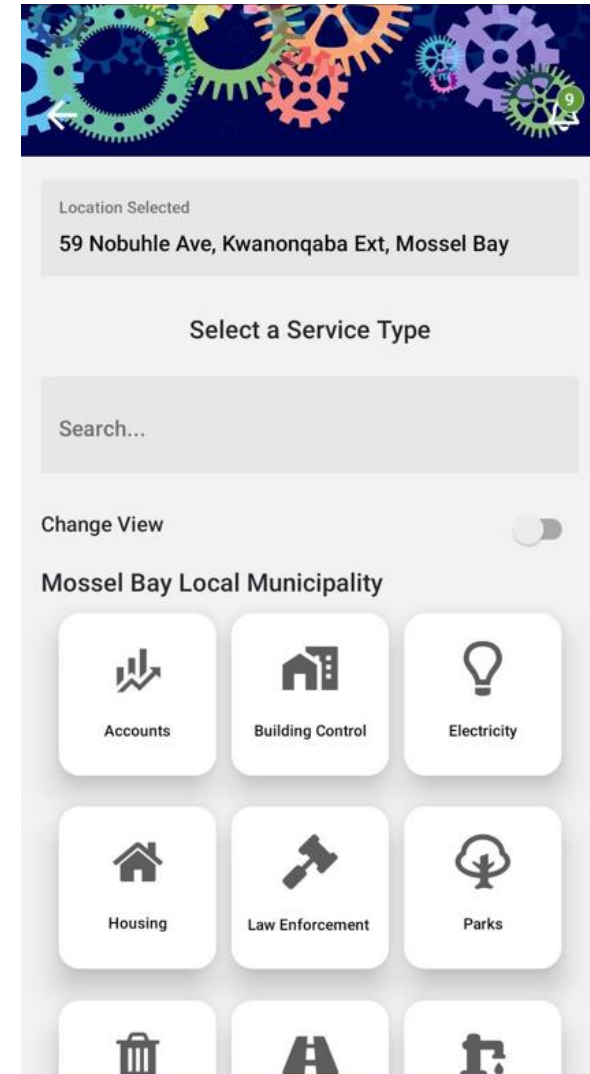
★ Type in the location of the Service Request or pin-point your location.

★ Click on 'Pick this Location' once you have the correct location.



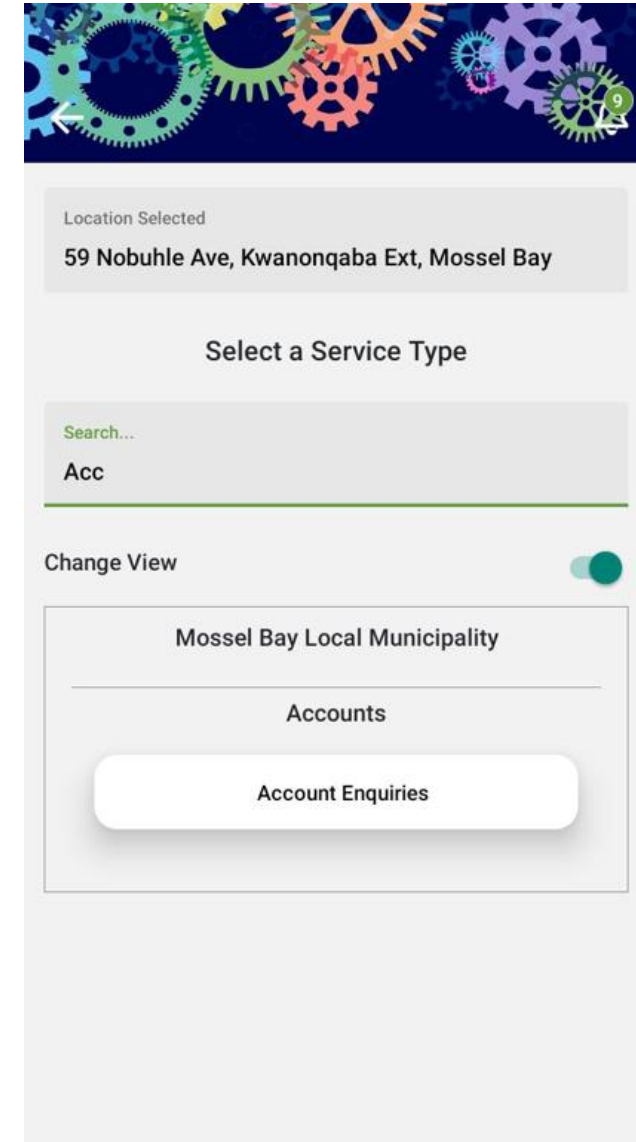
LOG A SERVICE REQUEST

- ★ The Location Selected will display automatically
- ★ You can click on a relevant “Type” tile, or search a specific word



LOG A SERVICE REQUEST: SELECT A SERVICE TYPE

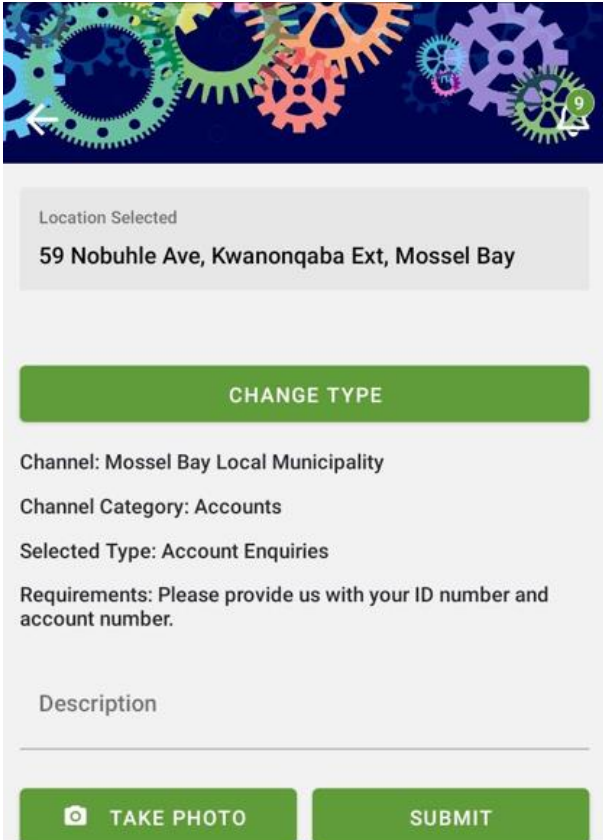
★ Select a Service Type: when selecting your Service Type, you can either type in a key word to filter the Service Types or scroll down the list and choose the applicable Service Type applicable.



The image shows a mobile application interface for logging a service request. At the top, there is a header with a colorful gear pattern and a back arrow on the left. Below the header, the text "Location Selected" is followed by the address "59 Nobuhle Ave, Kwanonqaba Ext, Mossel Bay". The main heading is "Select a Service Type". Below this is a search bar with the placeholder text "Search..." and the text "Acc" entered. To the right of the search bar is a "Change View" toggle switch, which is currently turned on. Below the search bar, the text "Mossel Bay Local Municipality" is displayed. Underneath, the text "Accounts" is shown, and a button labeled "Account Enquiries" is visible.

LOG A SERVICE REQUEST

★ Once you selected your Service Type, the Channel, Channel Category and Selected Service Type will display. You will be able to change your Service Type by clicking on the 'Change Type' button.



Location Selected
59 Nobuhle Ave, Kwanonqaba Ext, Mossel Bay

CHANGE TYPE

Channel: Mossel Bay Local Municipality
Channel Category: Accounts
Selected Type: Account Enquiries

Requirements: Please provide us with your ID number and account number.

Description

TAKE PHOTO **SUBMIT**

LOG A SERVICE REQUEST: PROVIDE A DESCRIPTION

★ If the correct Service Type is chosen, continue by providing a Description on the Service Request.

Location Selected
59 Nobuhle Ave, Kwanonqaba Ext, Mossel Bay

CHANGE TYPE

Channel: Mossel Bay Local Municipality
Channel Category: Accounts
Selected Type: Account Enquiries

Requirements: Please provide us with your ID number and account number.

Description

TAKE PHOTO SUBMIT

LOG A SERVICE REQUEST: OPTIONAL: ADD A PHOTO

- ★ You will also be able to add a photo to the Service Description if you wish.
- ★ Click on the 'Take Photo' button



Location Selected

59 Nobuhle Ave, Kwanonqaba Ext, Mossel Bay

CHANGE TYPE

Channel: Mossel Bay Local Municipality

Channel Category: Accounts

Selected Type: Account Enquiries

Requirements: Please provide us with your ID number and account number.

Description

TAKE PHOTO

SUBMIT

LOG A SERVICE REQUEST: OPTIONAL: ADD A PHOTO

★ Choose the applicable option to add a photo, either by clicking on the 'Take Photo' option, where you will be able to take a photo and add it to the Service Request, or by clicking on the 'Choose Photo from Library', if you took the photo and have it saved on your photo.



Location Selected

59 Nobuhle Ave, Kwanonqaba Ext, Mossel Bay

CHANGE TYPE

Channel: Mossel Bay Local Municipality

Channel Category: Accounts

Selected Type: Account Enquiries

Requirements: Please provide us with your ID number and account number.

Description

TAKE PHOTO

SUBMIT

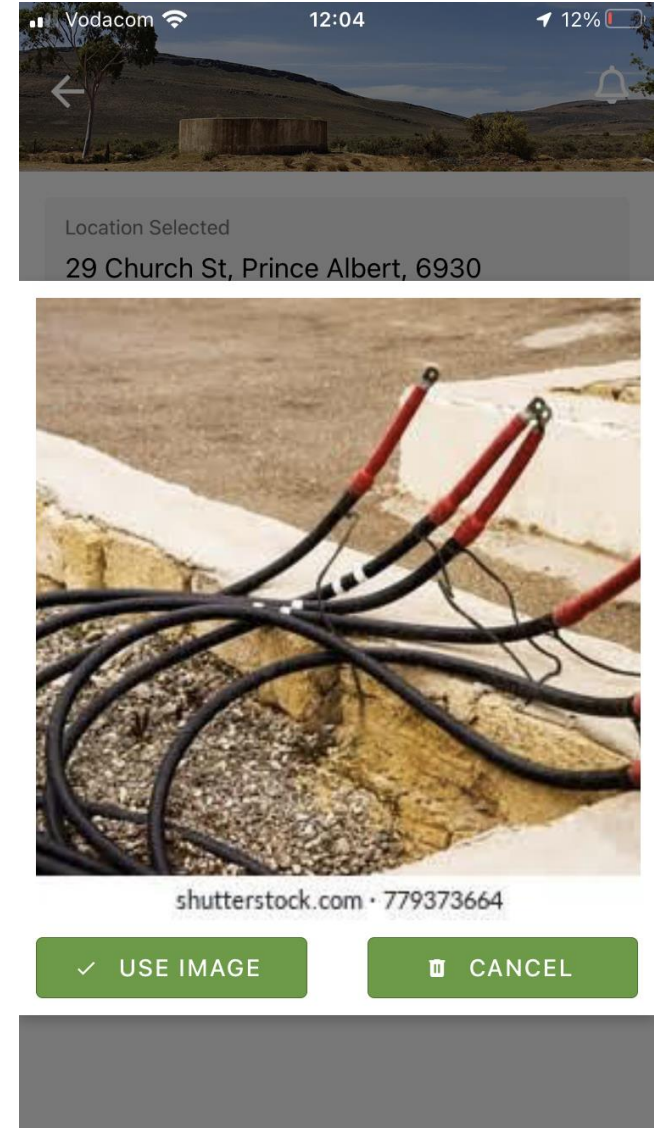
Take Photo

Choose Photo From Library

Cancel

LOG A SERVICE REQUEST: OPTIONAL: ADD A PHOTO

★ Choose your photo from your library by clicking on 'Use Image'



LOG A SERVICE REQUEST: OPTIONAL: ADD A PHOTO

★ Your image will now be attached to the Service Request.

★ Click on 'Submit' to submit your Service Request to the Municipality (Channel)



Location Selected

59 Nobuhle Ave, Kwanonqaba Ext, Mossel Bay

CHANGE TYPE

Channel: Mossel Bay Local Municipality

Channel Category: Accounts

Selected Type: Account Enquiries

Requirements: Please provide us with your ID number and account number.

Description

Test

✓ TAKE PHOTO

SUBMIT

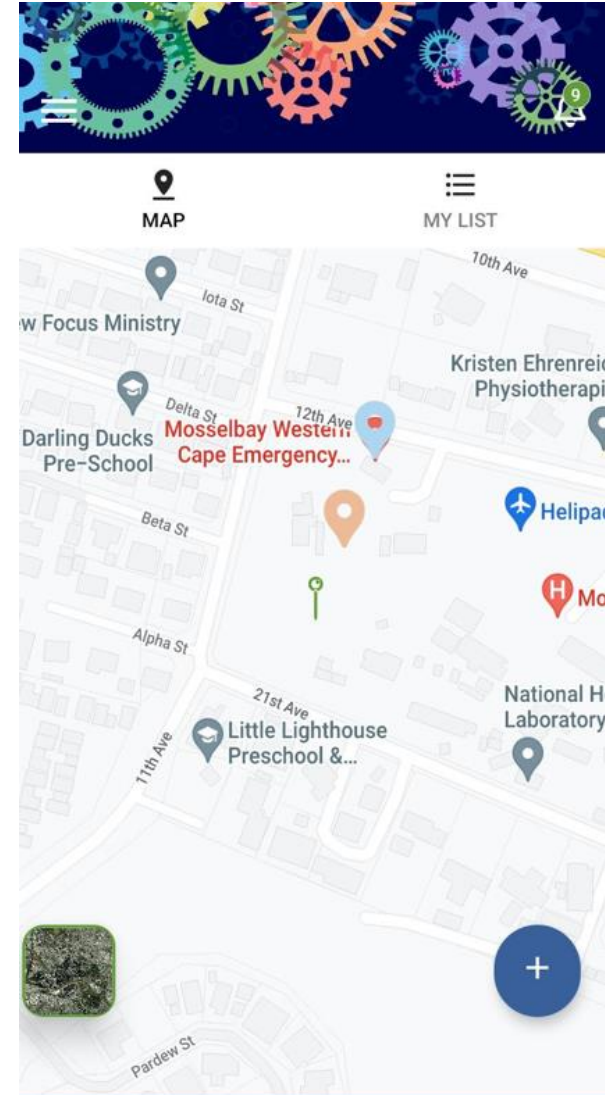
Statement Description	Amount
Opening Balance	
Payments Received	
Fee Due	
Period Billing	
Net	300.00 77.00 4
Waiting for Period	24
Statement Balance	3



SERVICE REQUEST LOGGED

★ You will receive a pop-up Notification confirming your Service Request was successfully logged.

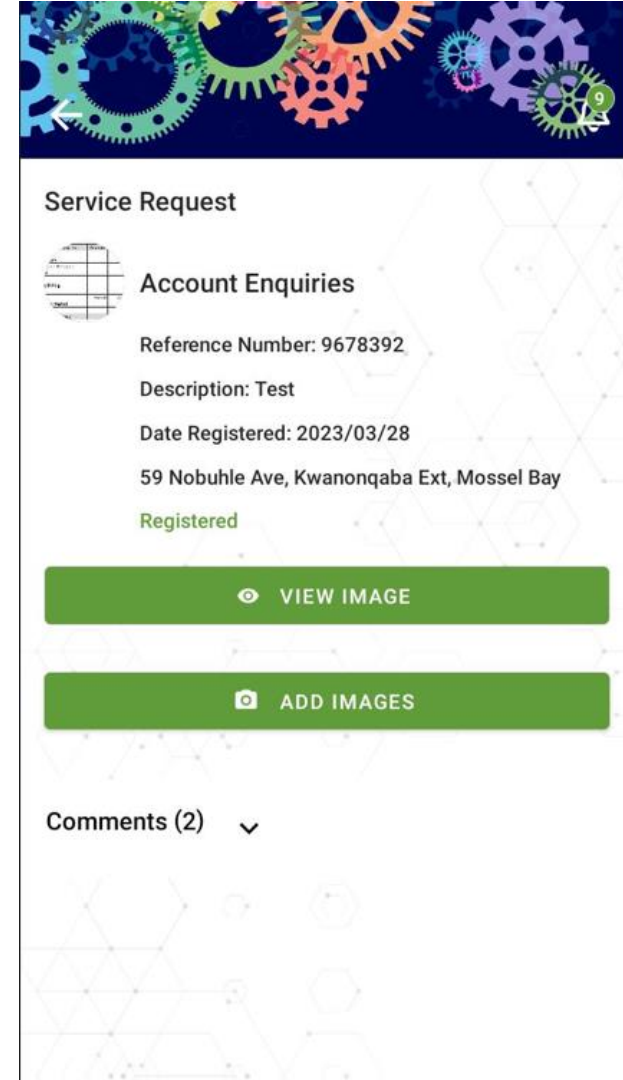
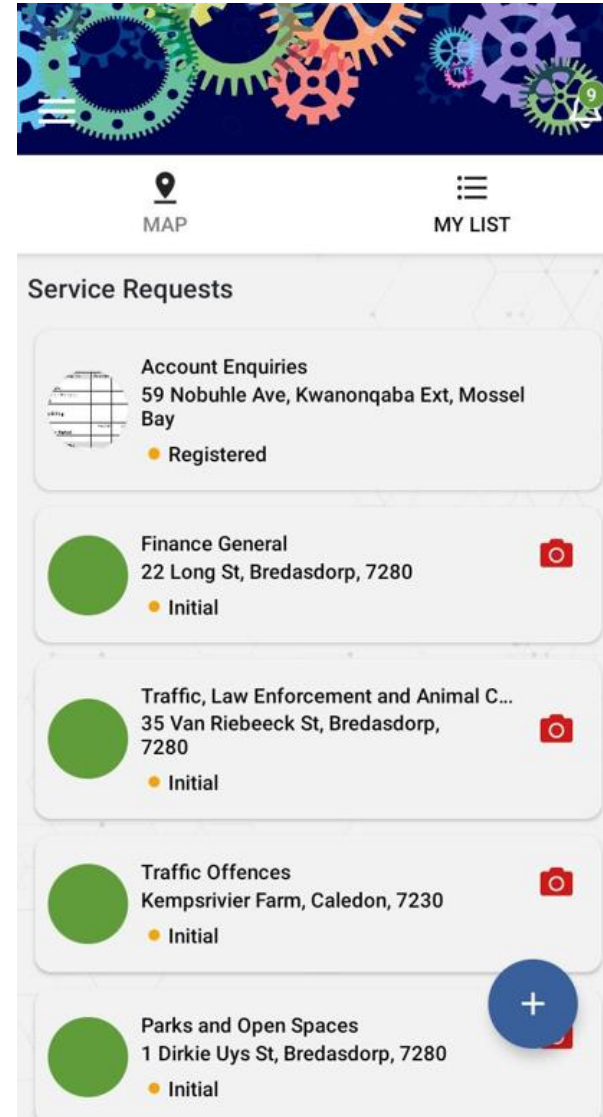
★ Click on 'My List' to view your Service Request



SERVICE REQUEST LOGGED

By clicking on your logged Service Request, you will be able to view all the information about the Service Request you logged.

Once the Service Request reached the Channel (Municipality), the status will change to 'Registered'.



SERVICE REQUEST COMMENTS

★ The Channel (Municipality) will have the option to Communicate with you about the logged Service Request.

★ To view the Comment, click on the 'Comment's section of the Service Request.



Service Request



Account Enquiries

Reference Number:

Description: Test

Date Registered: 2023/03/28

59 Nobuhle Ave, Kwanonqaba Ext, Mossel Bay

Initial

VIEW IMAGE

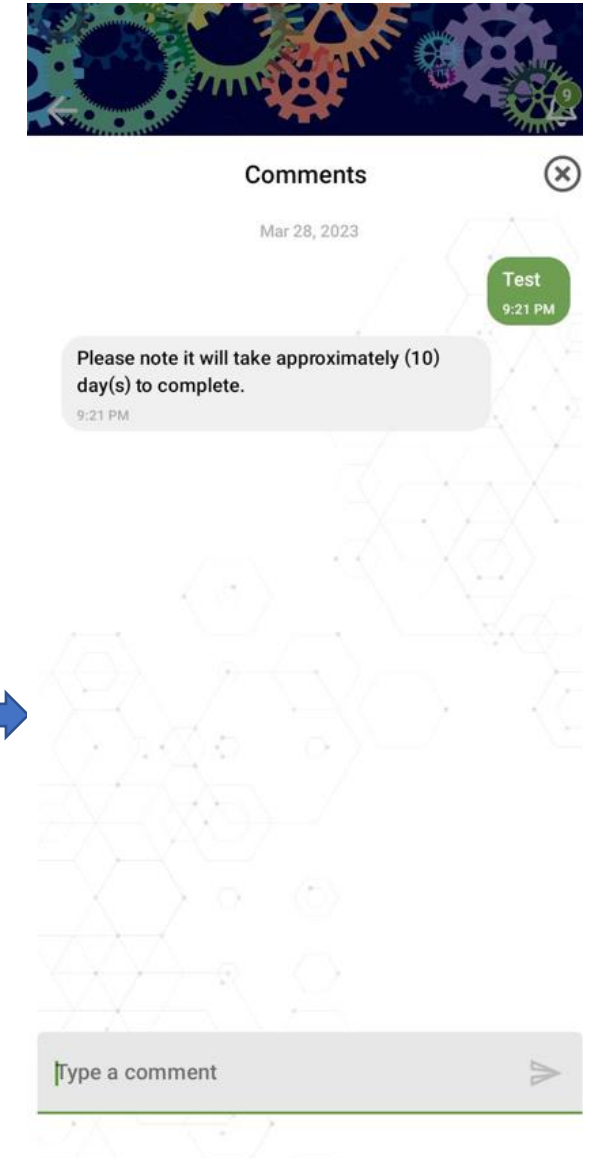
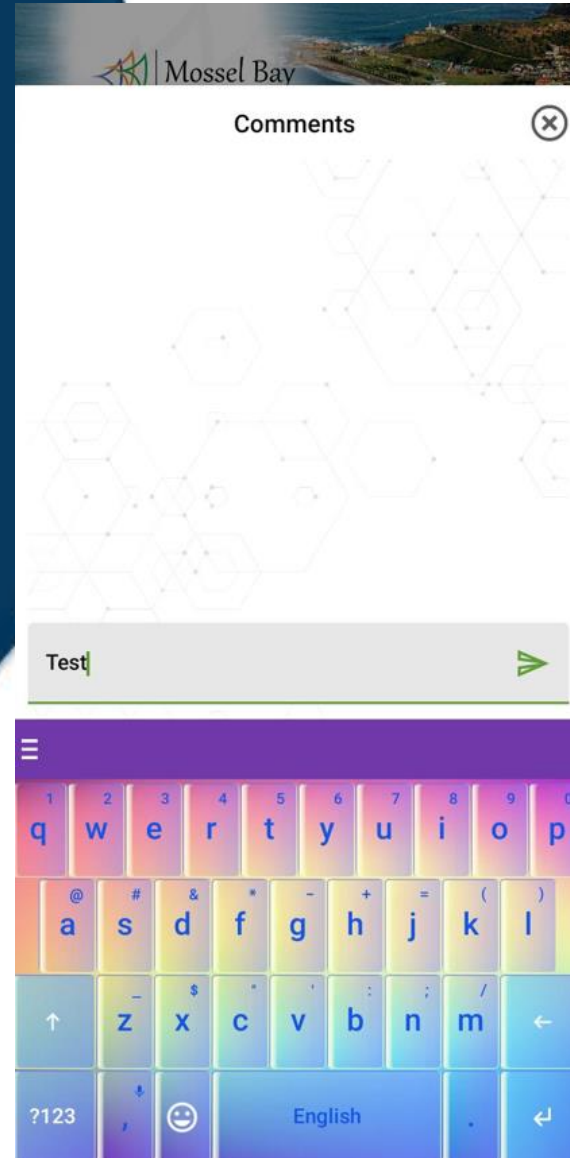
ADD IMAGES

Comments (2) ▾

SERVICE REQUEST COMMENTS

★ You will be able to read the Comment and respond to the Channel (Municipality) by using the option at the bottom of the screen.

★ Type in your response and click on the green arrow to Submit the Comment to the Municipality.



SERVICE REQUEST STATUS

- ★ Once the Channel (Municipality) assigned the Service Request to a municipal official to action, the status will change from 'Registered' to 'Assigned'
- ★ Once the Channel (Municipality) attended to the Service Request, the status will change from 'Assigned' to 'Completed'.
- ★ The Service Request will now be finalised.



Service Request



Account Enquiries

Reference Number: 9678392

Description: Test

Date Registered: 2023/03/28

59 Nobuhle Ave, Kwanonqaba Ext, Mossel Bay

Registered

VIEW IMAGE

ADD IMAGES

Comments (2) ▾



Service Request



Account Enquiries

Reference Number: 9678392

Description: Test

Date Registered: 2023/03/28

59 Nobuhle Ave, Kwanonqaba Ext, Mossel Bay

Assigned

VIEW IMAGE

ADD IMAGES

Comments (2) ▾

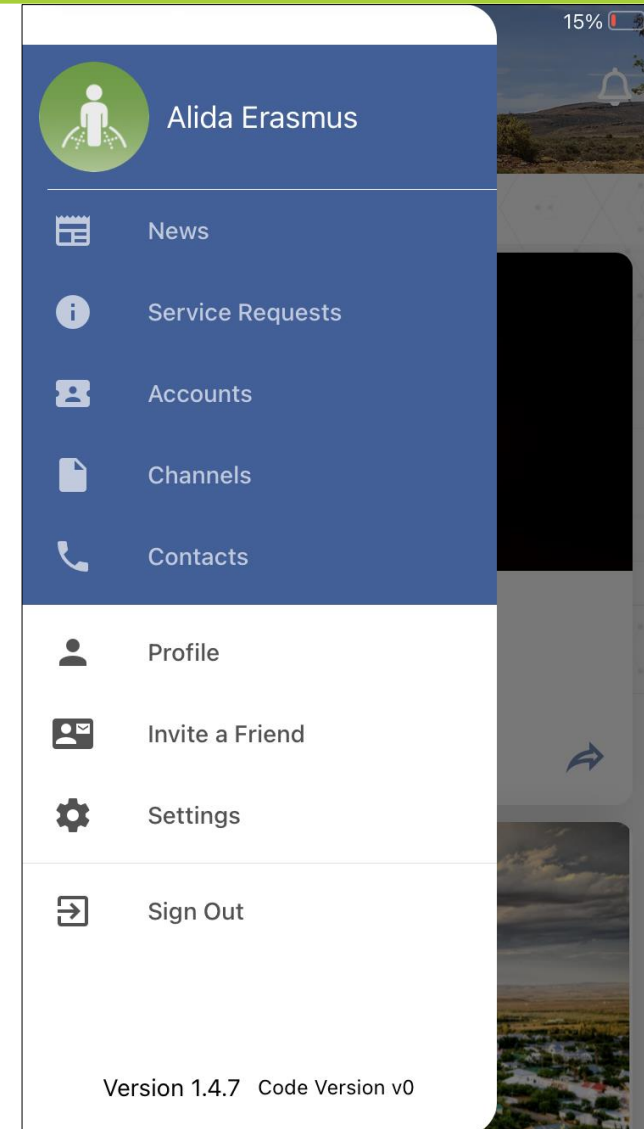
ACCOUNTS



ACCOUNTS

★ To view your Municipal Account Statement, you first need to update your Profile with your ID Number.

★ Click on 'Profile'.

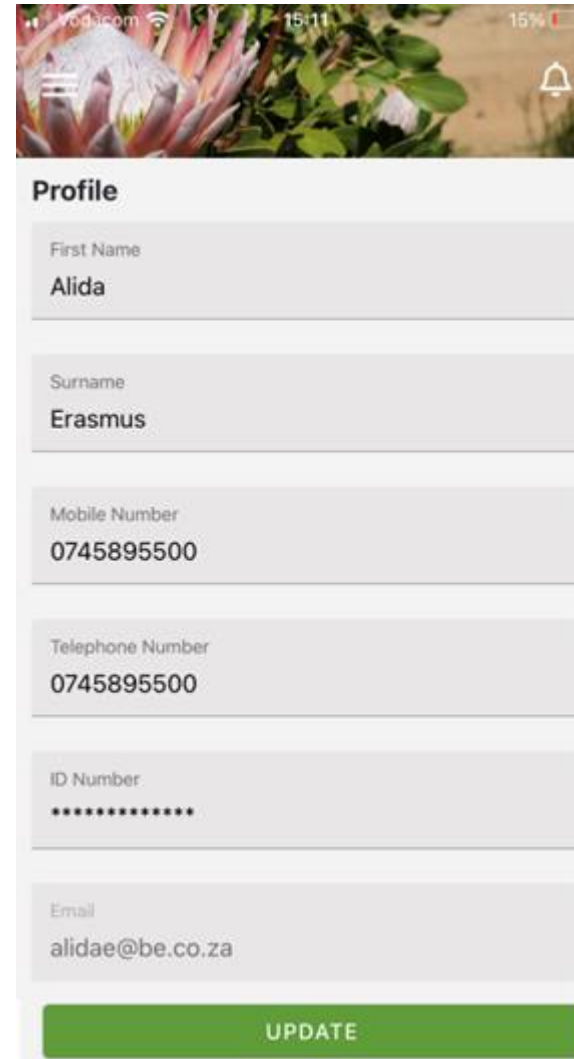


PROFILE UPDATE



PROFILE UPDATE

★ Type in your ID Number and click on 'Update'.



Profile

First Name
Alida

Surname
Erasmus

Mobile Number
0745895500

Telephone Number
0745895500

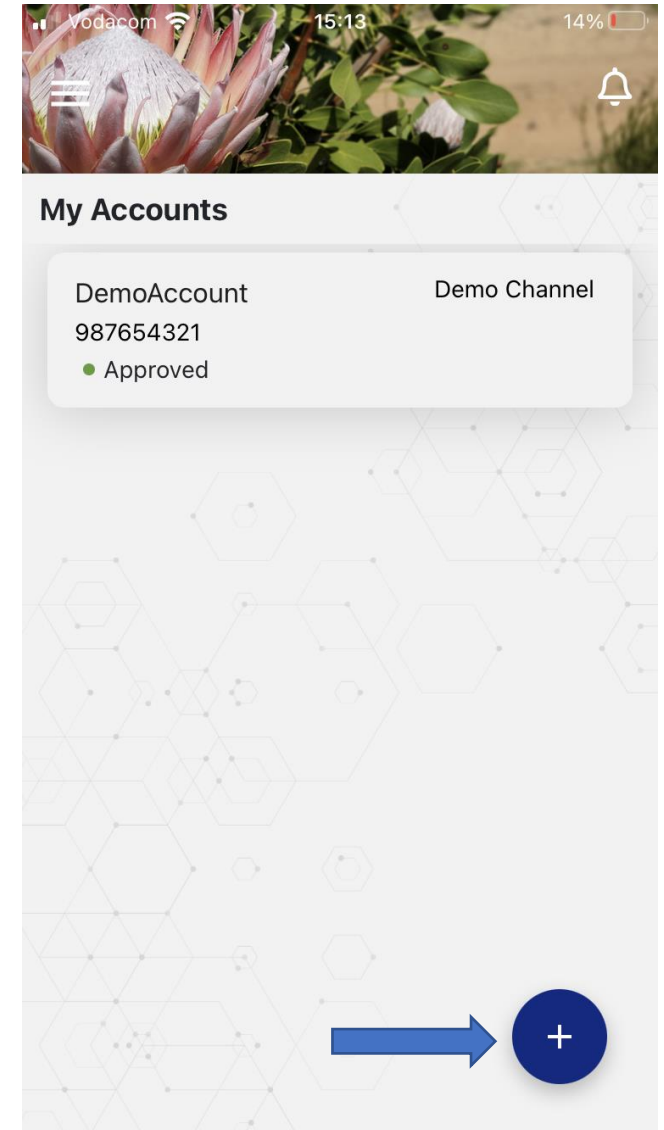
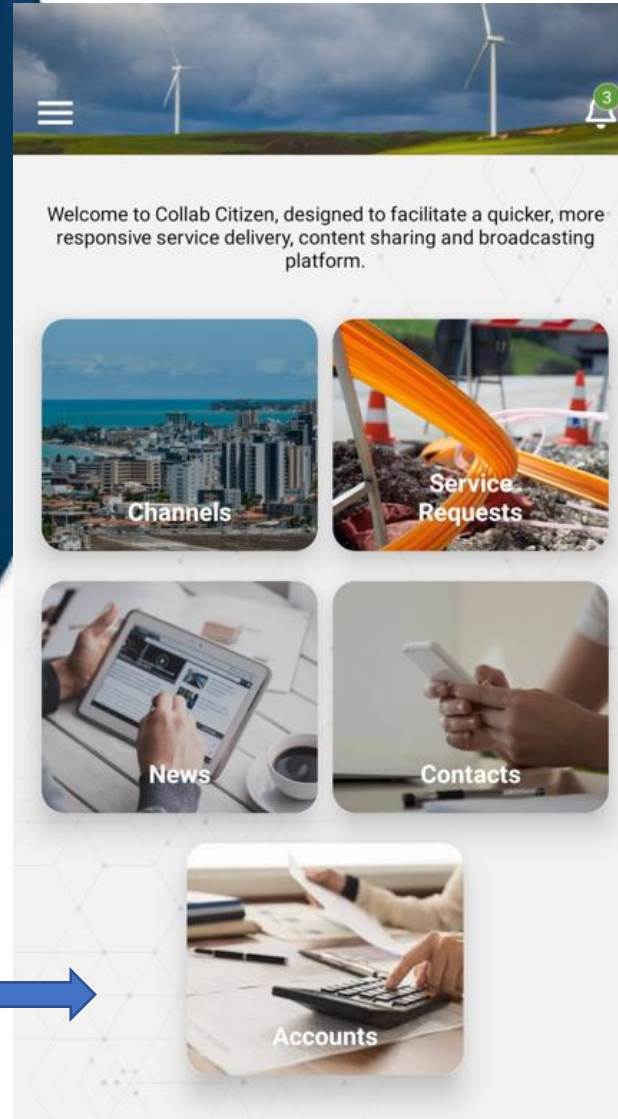
ID Number

Email
alidae@be.co.za

UPDATE

ACCOUNTS

- ★ Now click on 'Accounts' Tile.
- ★ To add your account to a specific Channel (Municipality), click on the '+' button.



ACCOUNTS

★ Choose the Channel (Municipality) you would like to receive your Account Statement from.



My Channels

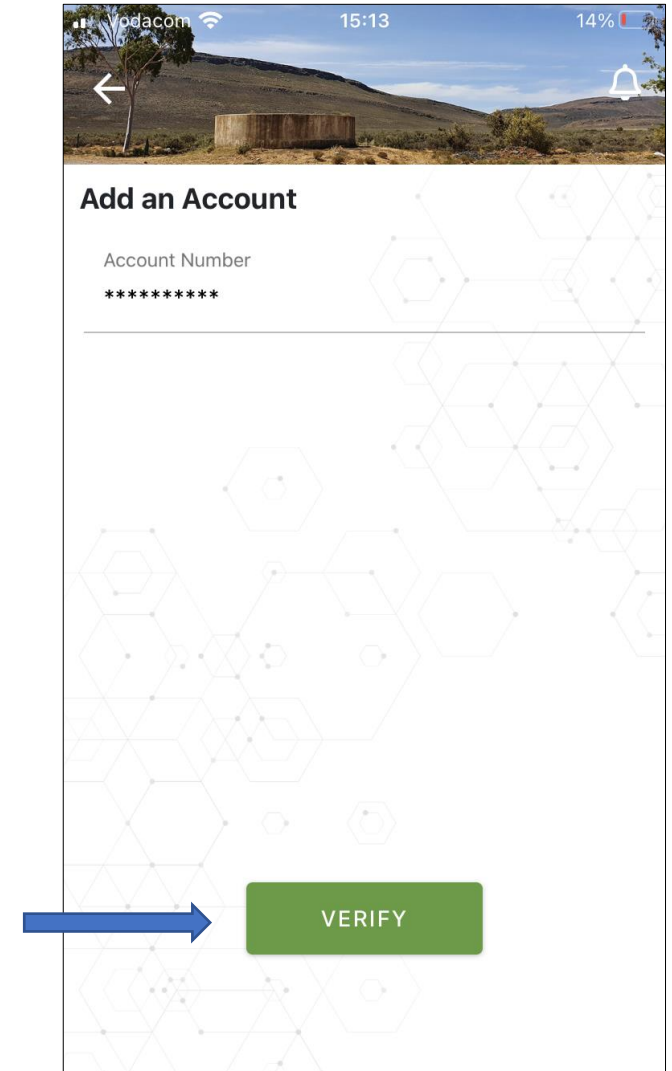
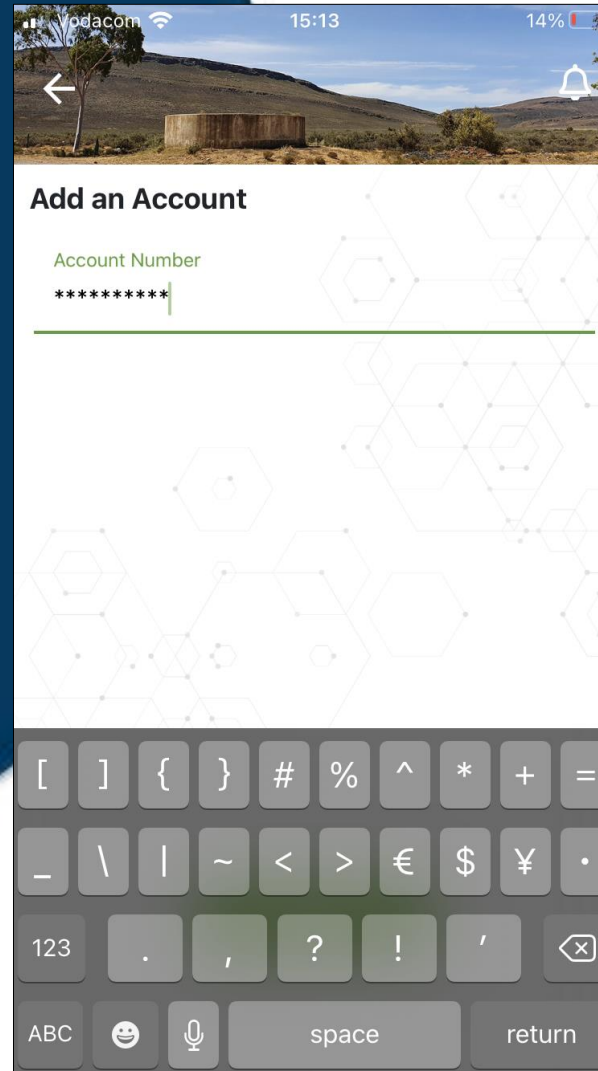
Demo Channel
● Subscribed

Mossel Bay Local Municipality
● Subscribed



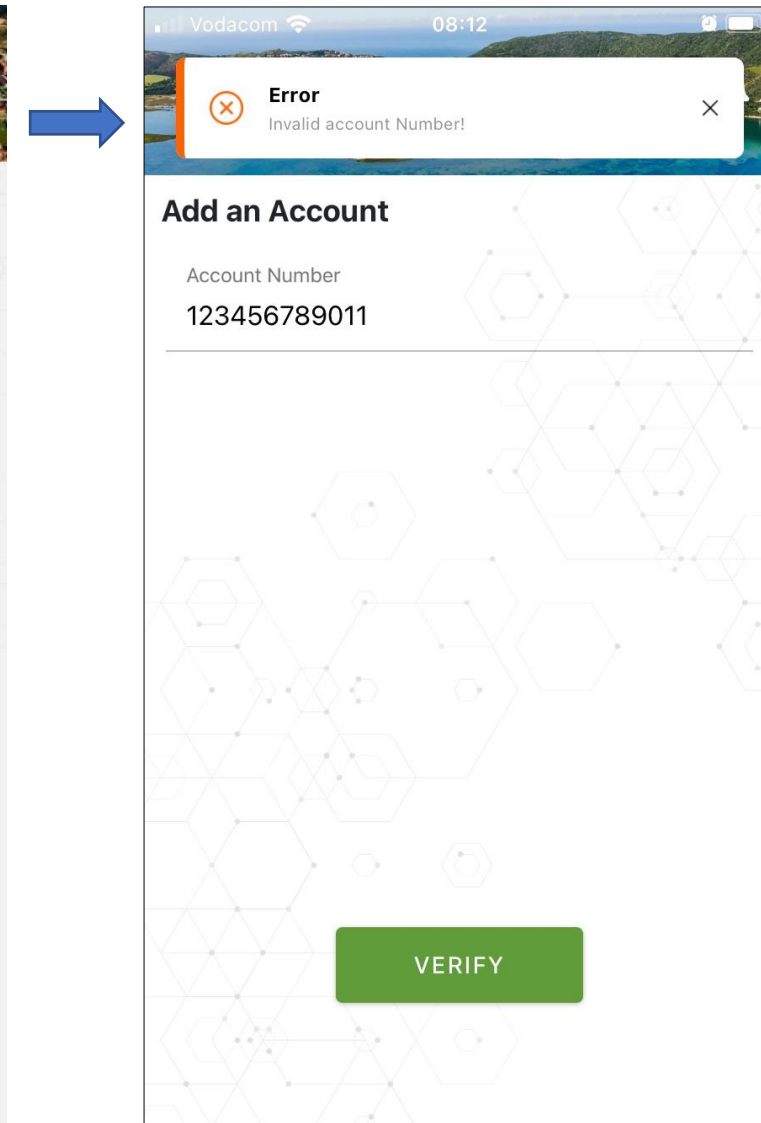
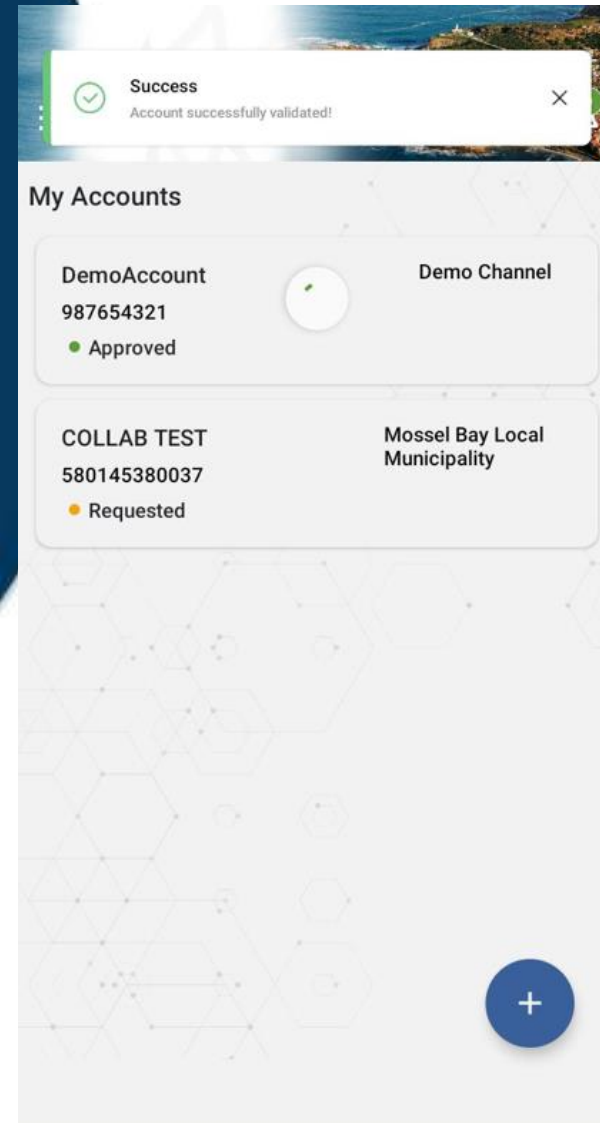
ACCOUNTS

★ Then type in your Account Number and click on 'Verify'.



ACCOUNTS

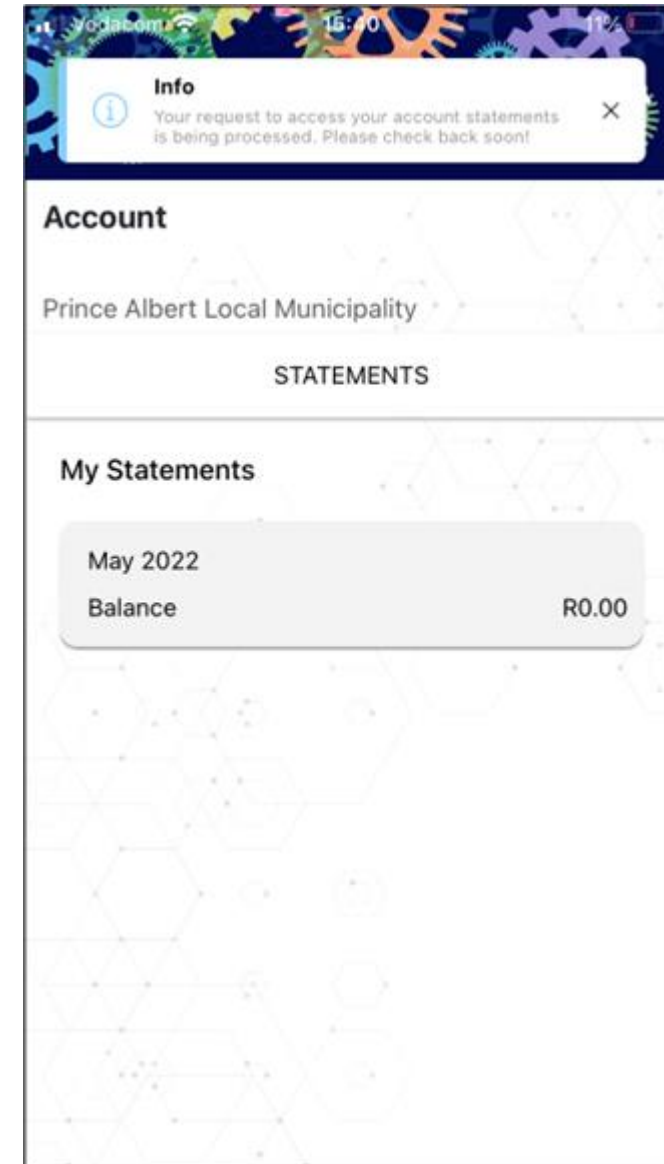
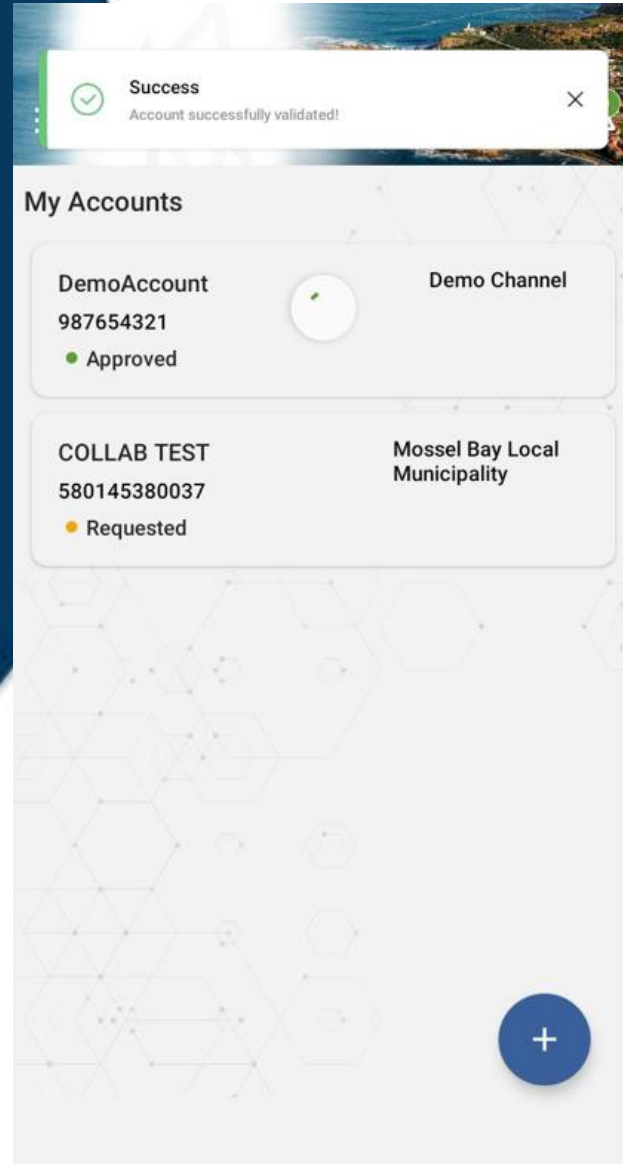
- ★ You will receive a Notification stating that your Account was successfully validated.
- ★ Your Account will now be listed in the Accounts site.
- ★ The status of the Account will be 'Requested'.
- ★ An error message will display if the Account Number was typed in incorrectly.
- ★ Verification will be automatically be done against your ID number and the account number. If it does not match the municipality will manually validate.



ACCOUNTS

★ If you click on your account and the status is still 'Requested', the Account will not display and a pop-up Notification will advise you that your request to access your account statements is being processed and to check back soon.

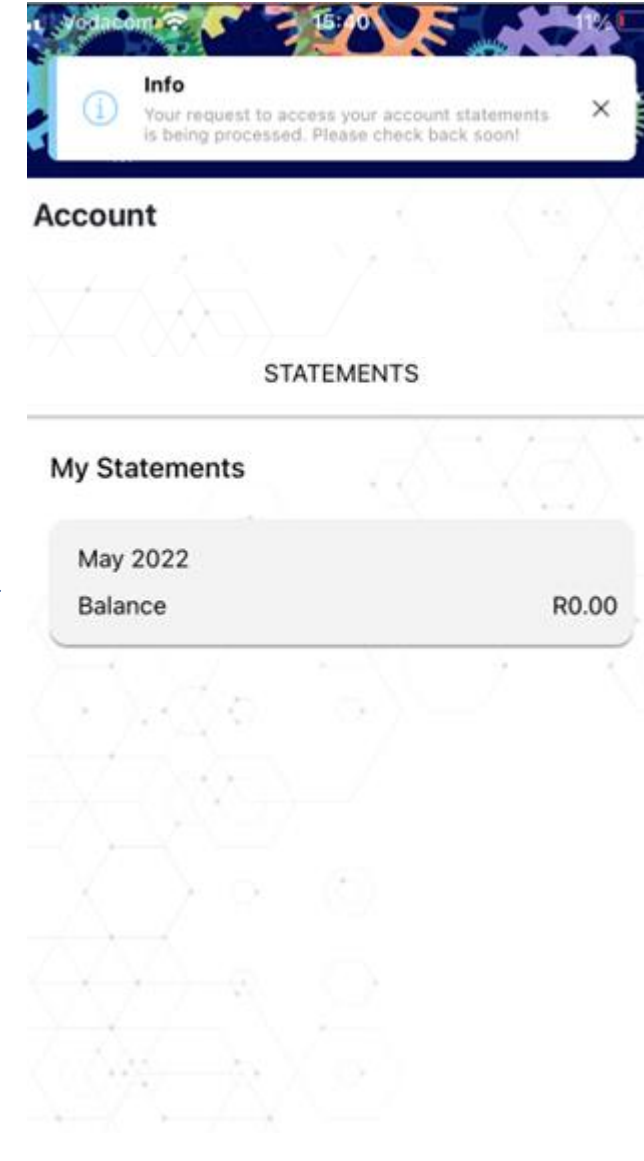
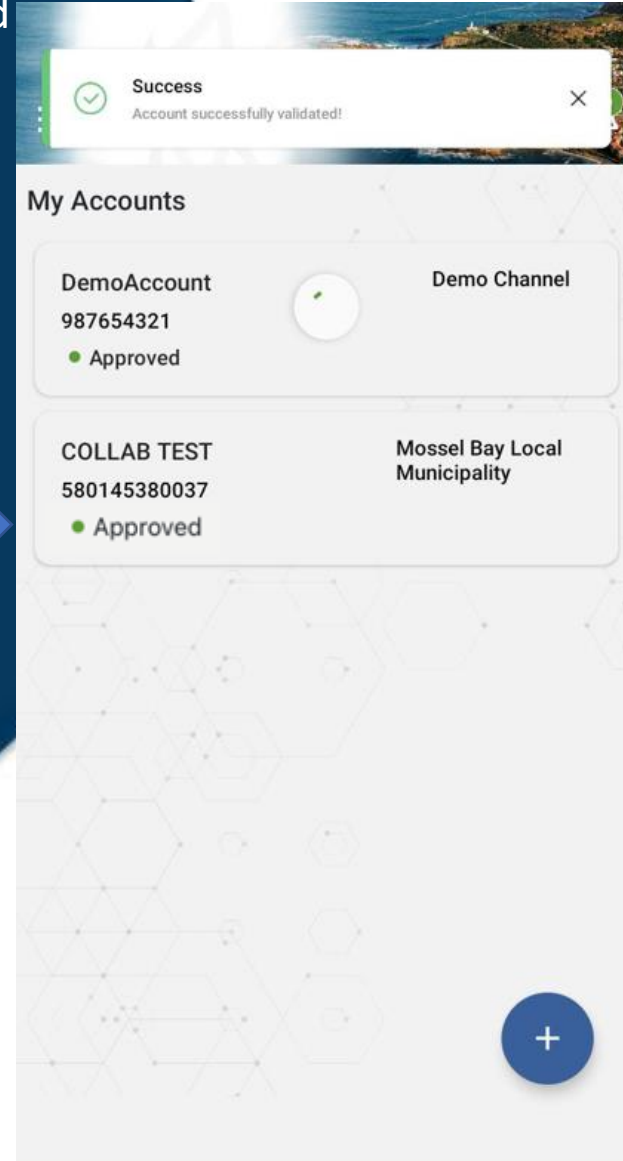
★ As soon as the Channel (Municipality Approved your account request, you will be able to view your statements)



ACCOUNTS

★ As soon as the Channel (Municipality) approved your account request, the status will change to 'Approved'.

★ If you click on your account, the Account will open-up and you will be able to view your Statements once the Account was Approved by the Channel (Municipality).



ACCOUNTS

★ As soon as the Channel (Municipality) approved your account request, the status will change to 'Approved'.

★ If you click on your account, the Account will open-up and you will be able to view your Statements once the Account was Approved by the Channel (Municipality).

** Please note your Mosselbay Account will show, due to POPIA this manual only illustrates a dummy statement*

June 2022

STATEMENT

June 2022

YOUR COMPANY
Street Address
City, ST ZIP Code
Phone
Fax
Email

DESCRIPTION	AMOUNT	BALANCE
Product description	\$Amount	\$Amount
Product description	\$Amount	\$Amount
Product description	\$Amount	\$Amount
Product description	\$Amount	\$Amount

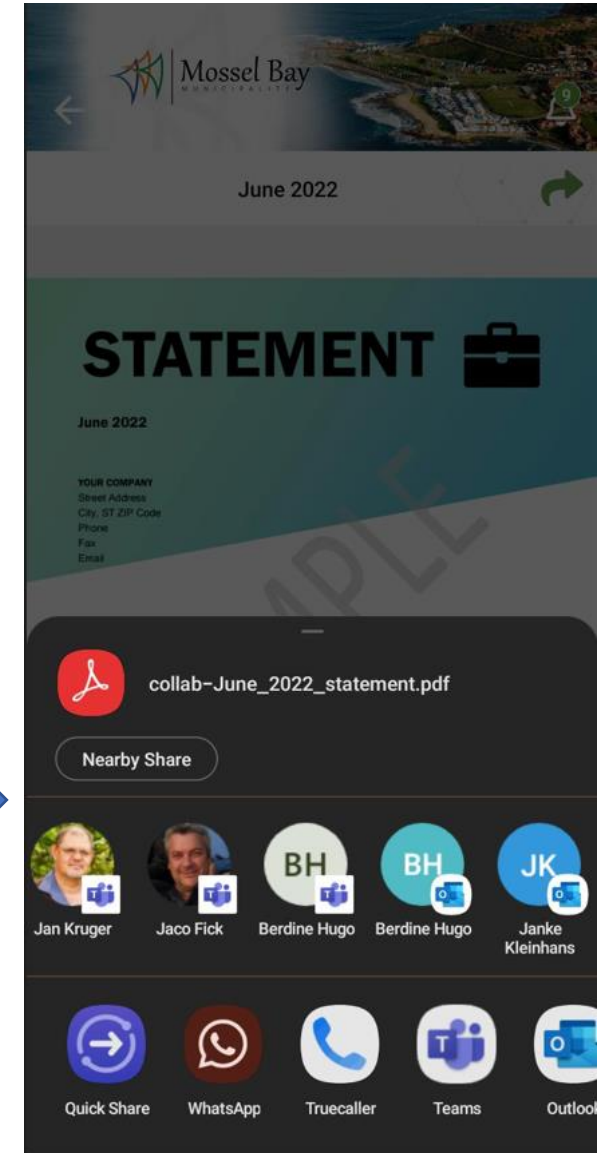
+
-

ACCOUNTS

★ You will be able to download or share your Account by clicking on the 'Share' icon.

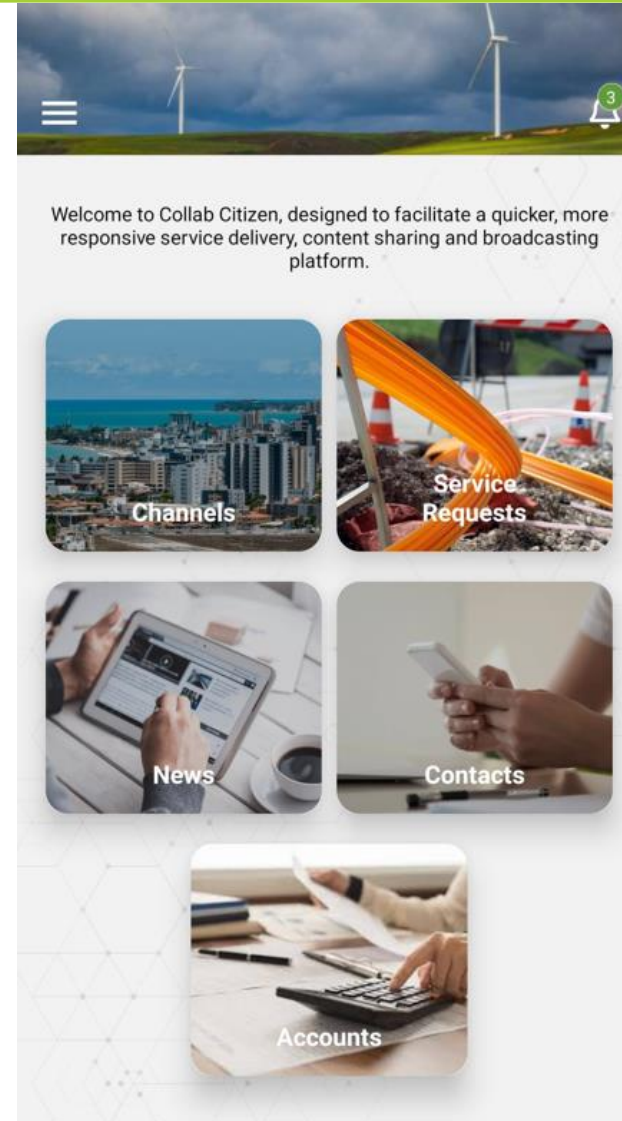
★ Choose your communication method available to you on your phone to share your account statement as a pdf document.

** Please note your Mosselbay Account will show, due to POPIA this manual only illustrates a dummy statement*



CONTACTS

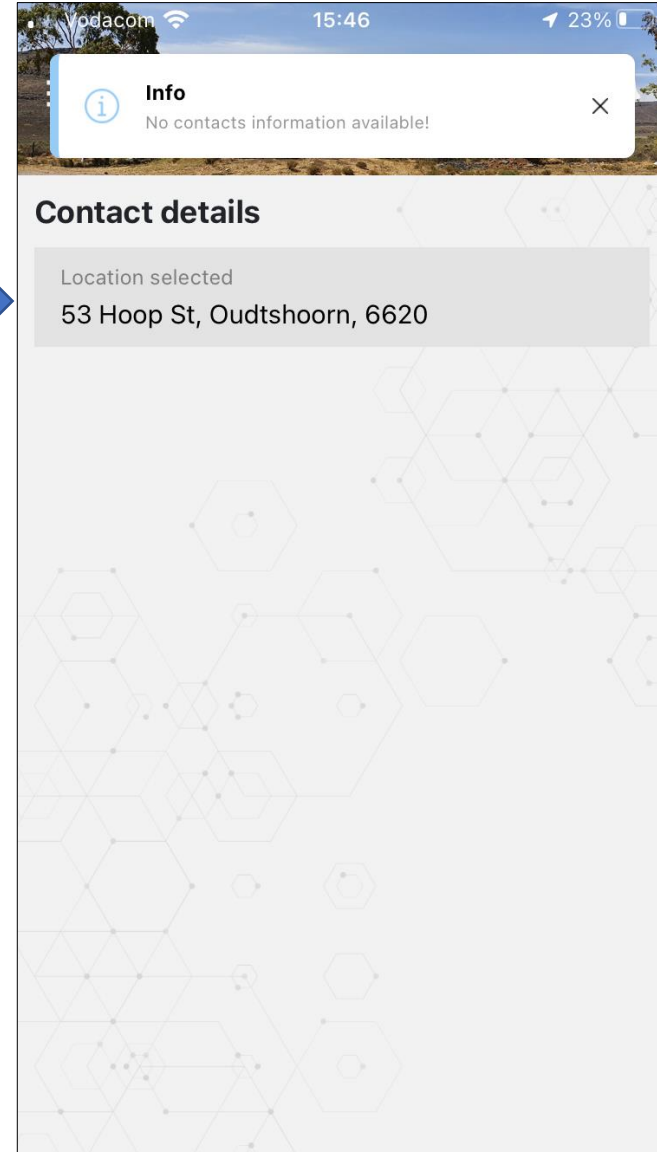
★ On the Home Screen click on the 'Contacts' Tile to view the Contacts any Channel.



CONTACTS

★ If you are not in the Channel Catchment Area (Municipal Area) you are subscribed to, you will receive a message advising you that there are no Contact Information available.

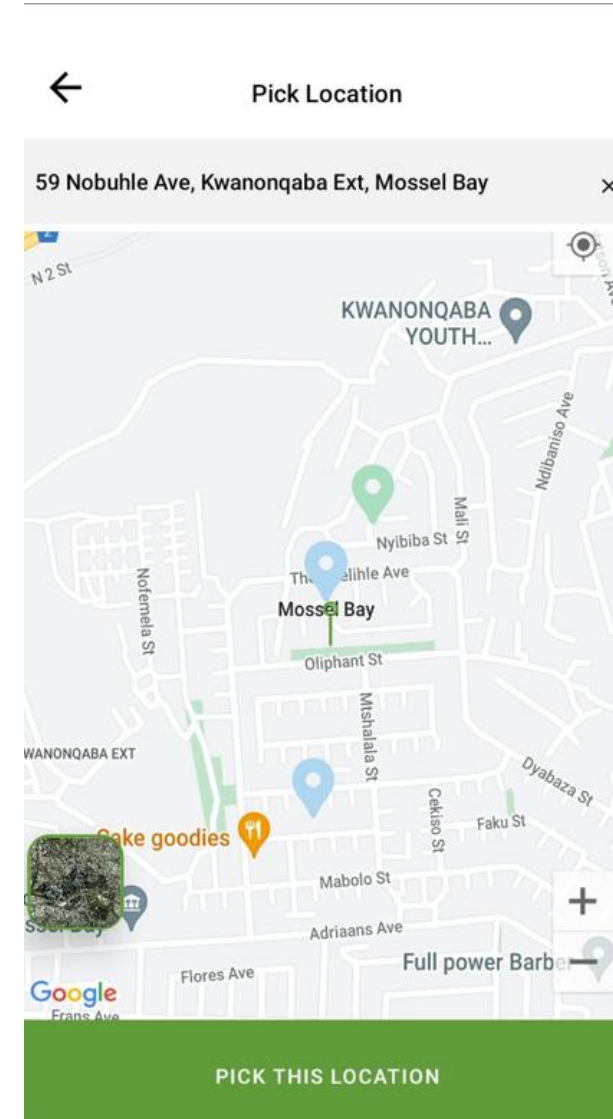
★ Click on the Location selected field.



CONTACTS

★ Type in the location where you would like to view the Contacts of that specific Channel (Municipal Area).

★ Click on 'Pick This Location'



CONTACTS

- ★ The Contacts of the Channel (Municipality and Town), will now be available.
- ★ Click on a Contact to view it's detail.



The screenshot shows a mobile application interface for contact details. At the top, there is a header with colorful gears and a hamburger menu icon. Below the header, the text "Contact details" is displayed. The "Location selected" is "222 Argyle St, Mossel Bay Golf Estate, Mossel Bay". The main contact is "Building Plan Application", which is expanded to show a phone number "044 606 5000", an email address "admin@mosselbay.gov.za", and a website URL "https://westerncape.collaboratoronline.com/buildingcontrol/applications/default.aspx". Below this, there are two collapsed sections: "By Grace Ambulance Services" and "By Laws".

CONTACTS

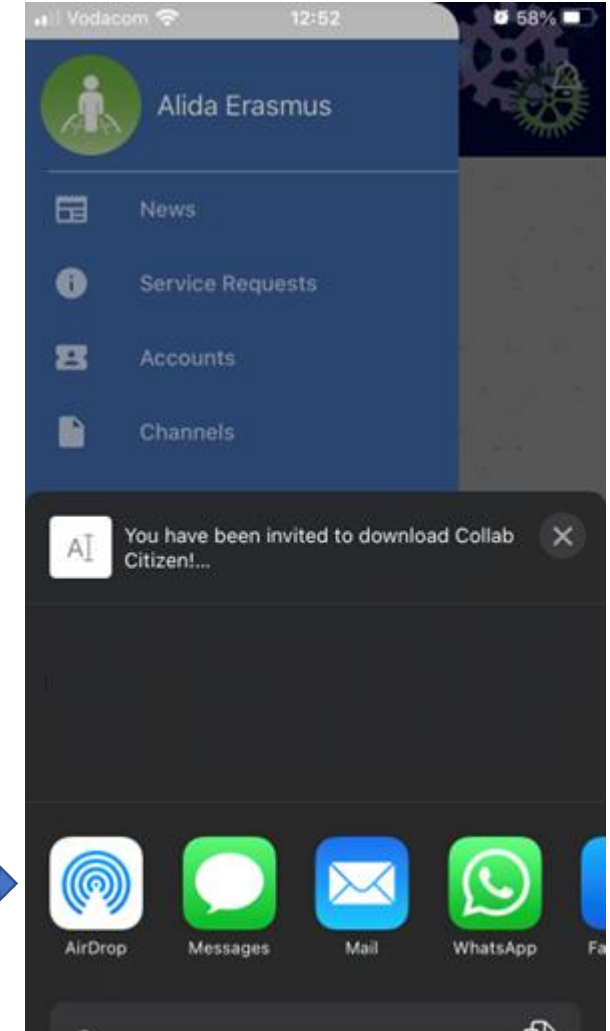
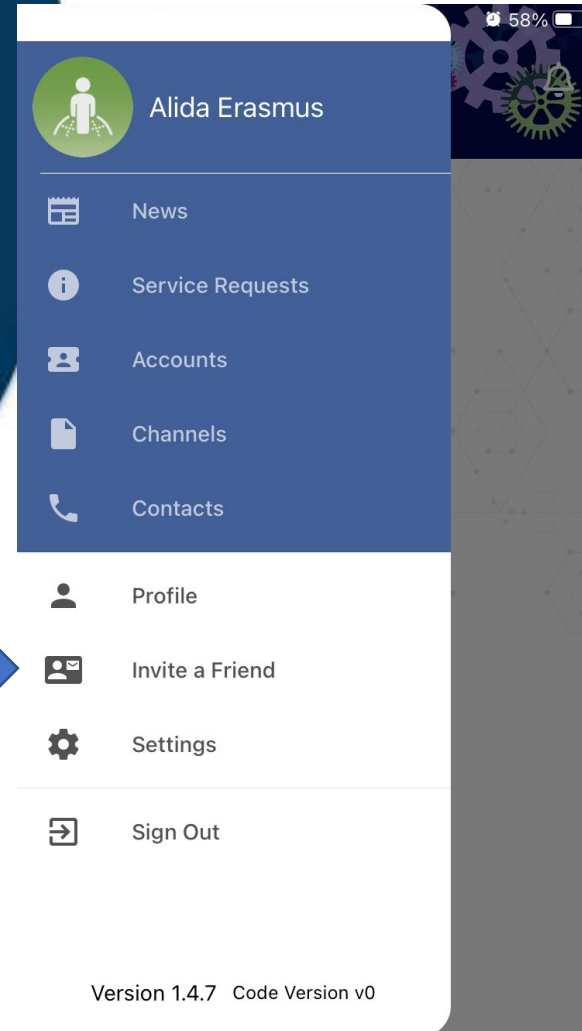
- ★ The specific Contact's details will now be available to view.
- ★ Click on the Number to Call the Number.

The screenshot shows a mobile application interface for contact details. At the top, there is a header with colorful gears and a hamburger menu icon. Below the header, the title 'Contact details' is displayed. The first section is 'Location selected' with the address '222 Argyle St, Mossel Bay Golf Estate, Mossel Bay'. The second section is 'Building Plan Application' with an upward arrow. Below this, there are three contact options: a phone number '044 606 5000' with a green phone icon, an email address 'admin@mosselbay.gov.za' with an envelope icon, and a website URL 'https://westerncape.collaboratoronline.com/buildingcontrol/applications/default.aspx' with a globe icon. A blue arrow points to the phone number. Below these are two expandable sections: 'By Grace Ambulance Services' and 'By Laws', both with downward arrows.

SHARE WITH A FRIEND

★ You have the option to share the Collab Citizen App with a friend by following these steps:

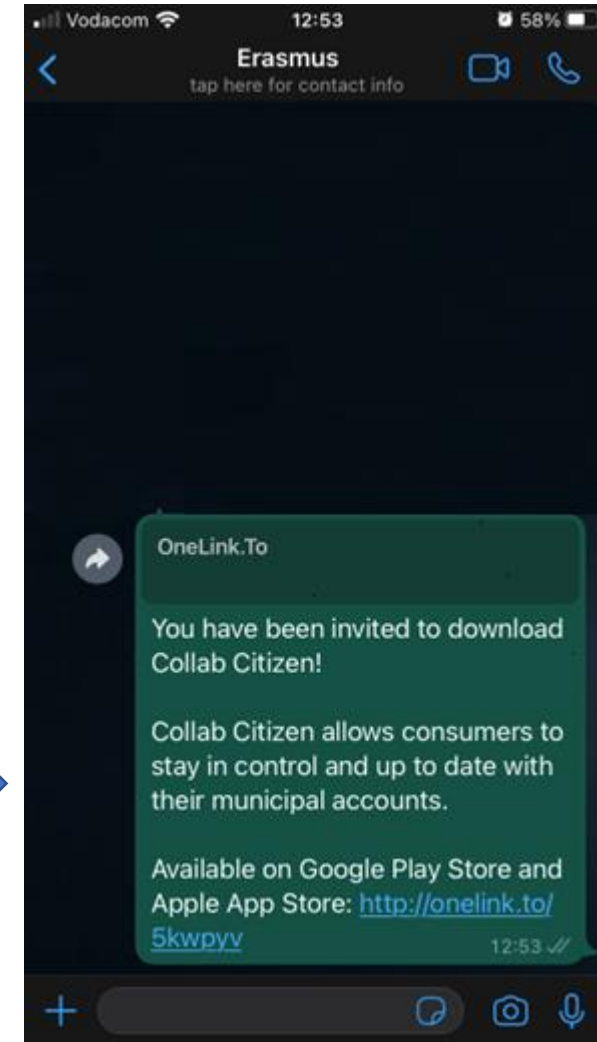
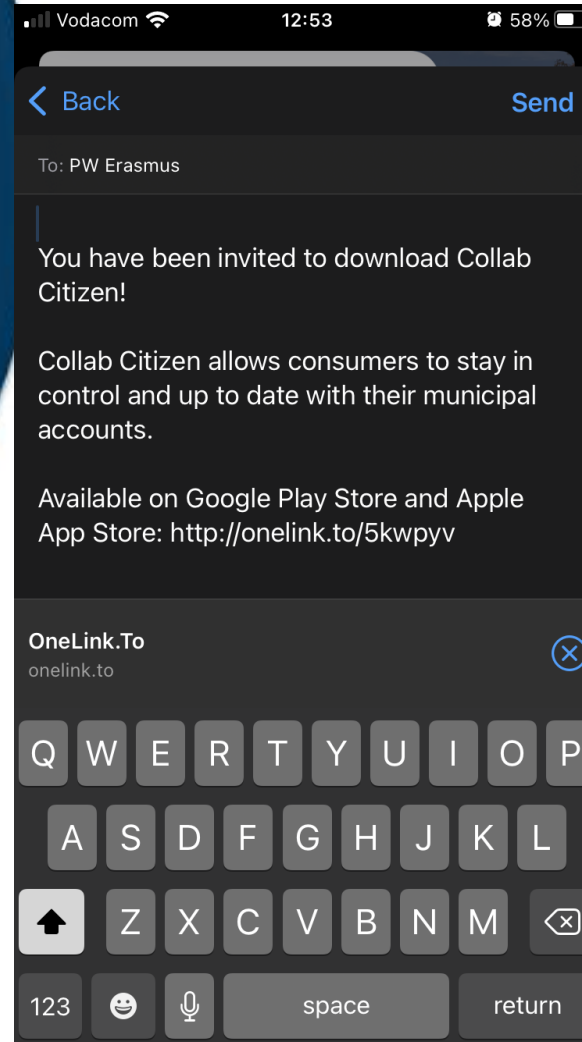
★ Click on 'Invite a Friend' and choose how you would like to share the app.



SHARE WITH A FRIEND

★ You have the option to share the Collab Citizen App with a friend by following these steps:

★ Click on 'Invoice a Friend' and choose how you would like to share the app.



THANK YOU

