

SmartMatter

FOR INTELLIGENT LIVING



SmartMatter App Guide

Simplified Trusted Micro Billing

SmartMatter is a micro-billing company with a specific focus on the development of payment solutions within the property industry.

SmartMatter App

Step-by-Step Guide

Registration

1. You will receive a registration SMS

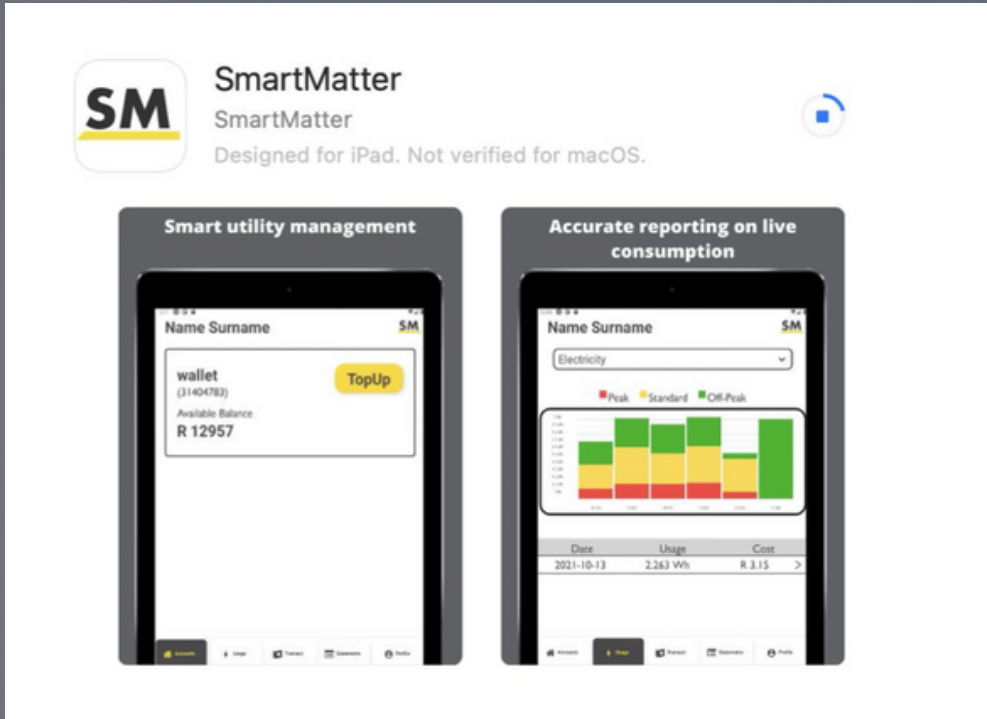
A registration SMS is sent to you containing your OTP (note this OTP is static and therefore remains constant for the specific resident) and a link to the app store from which the tenant must download the SmartMatter app, refer to screenshot below:

Dear Stefan Stapelberg,
Welcome to [Smartmatter](#). Please download the [SmartMatter](#) app from the App store or Play store and register your account using the following verification code: SS4833

Kind regards, The [SmartMatter](#) Team
App Store:
<https://apps.apple.com/za/app/smartmatter/id1584826829>
Play s

2. Download the App

Download the SmartMatter App from the Play or App store, using the link as shown by the red arrow above. This link will take you to the appropriate app store.



NOTE: If you however have a Huawei cell phone, you must use the following link to download and install the app, as this brand has been banned from the app store by the US:

<https://drive.google.com/drive/folders/1GKRTRxSUSJZ-QBwmgz7-jsGaLwwG5Uh1?usp=sharing>

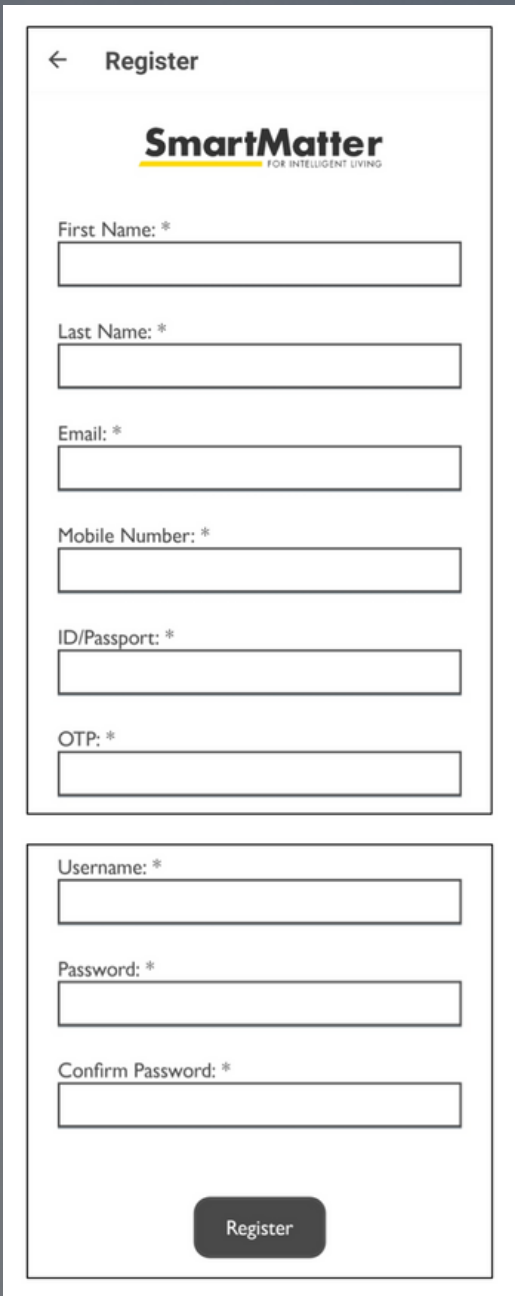
3. Self-Registration

After downloading the app you must click on the 'Register Here' button at the bottom of the page.



The image shows a white rectangular form with a black border, centered on a background of a modern building's glass facade. At the top of the form is the SmartMatter logo, which consists of the word "SmartMatter" in a bold, black, sans-serif font, with a yellow horizontal line underlining the "Smart" part. Below the logo, the text "FOR INTELLIGENT LIVING" is written in a smaller, black, all-caps font. Below the logo, there are two input fields: the first is labeled "Username:" and the second is labeled "Password:". Below the password field, the text "Forgot Password?" is centered. At the bottom of the form, there is a dark grey rounded rectangular button with the word "Login" in white text. Below the button, the text "Don't have a SmartMatter account?" is followed by the text "[Register Here](#)", where "Register Here" is underlined. A red arrow points to the "Register Here" link.

3. Self-Registration



The screenshot shows a mobile application registration form titled "Register". At the top left is a back arrow and the word "Register". The SmartMatter logo is centered at the top. Below the logo are six input fields, each with a label and an asterisk: "First Name:", "Last Name:", "Email:", "Mobile Number:", "ID/Passport:", and "OTP:". Below these is a second section with three input fields: "Username:", "Password:", and "Confirm Password:". A dark "Register" button is at the bottom right of the form.

This prompts a new page with fields that needs to be filled in, refer to the screenshot below. Alternatively, if the tenant lost access to the SMS, a query can be logged at the relevant agent that will escalate the problem to SmartMatter. The Username and Password field can be filled in as you desire, but remember these details, as this is what you will be using to log into the app.



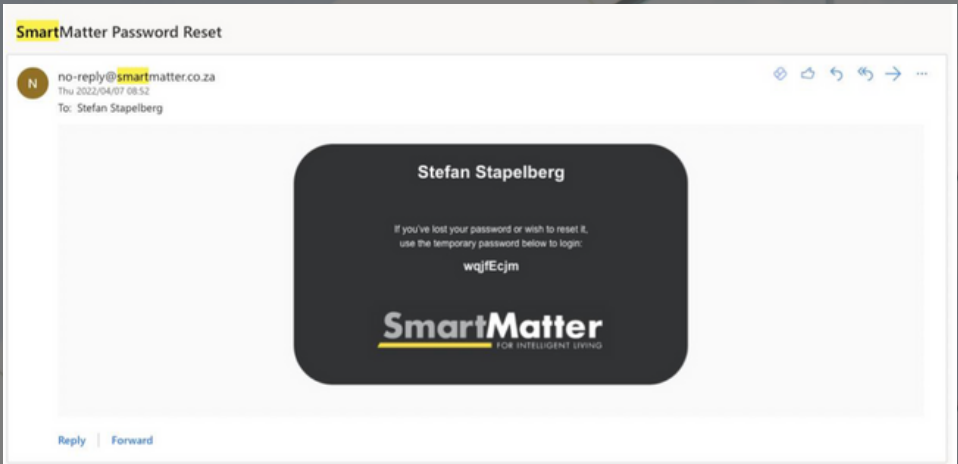
The screenshot shows a mobile application login screen. At the top is the SmartMatter logo. Below it are two input fields: "Username:" and "Password:". Two red arrows point to the left side of these fields. Below the fields is a "Forgot Password?" link. At the bottom is a dark "Login" button and a link that says "Don't have a SmartMatter account? Register Here".

After registration, you can access the app by filling in the two fields on the login screen, and not via the registration process.

How to Work the SmartMatter App

1. Forgot Password?

Firstly, should you forget your password, you can use the 'Forgot Password?' button to send an email to the email address you listed in your initial registration.

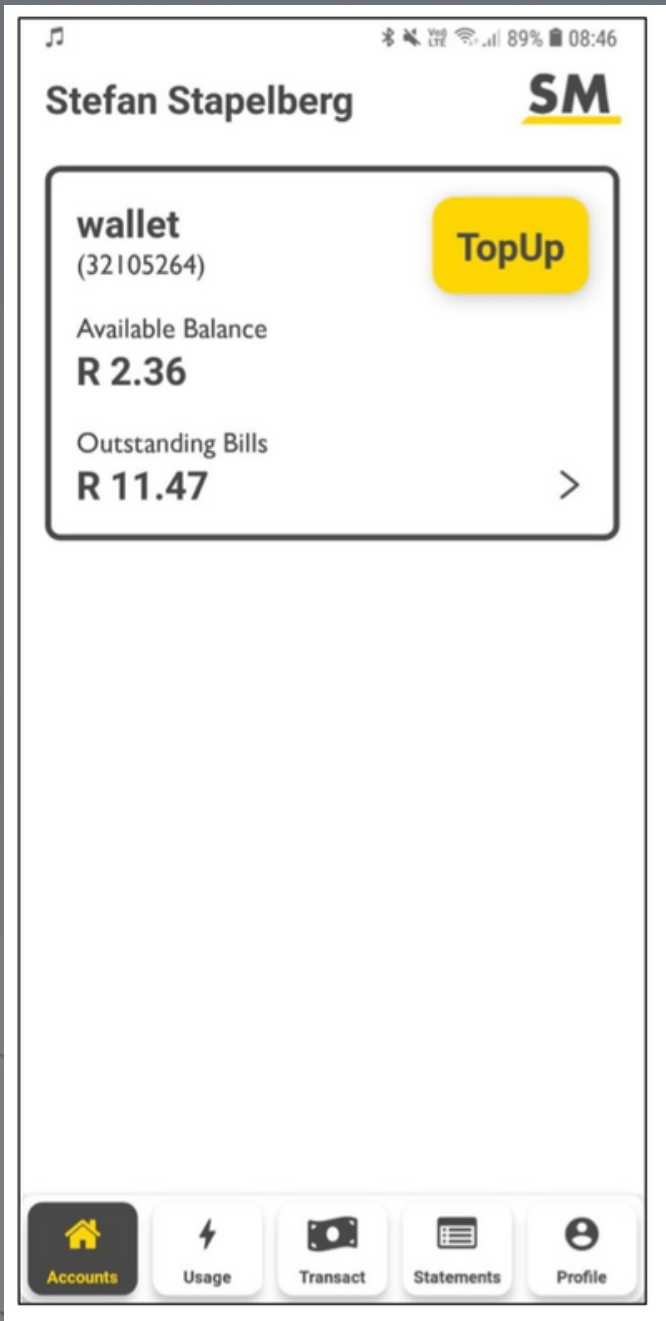


Once submitted a no-reply email will be sent to you. You then can log into the app using this password.

How to Work the SmartMatter App

2. Accounts – Wallet Balance and Outstanding Bills

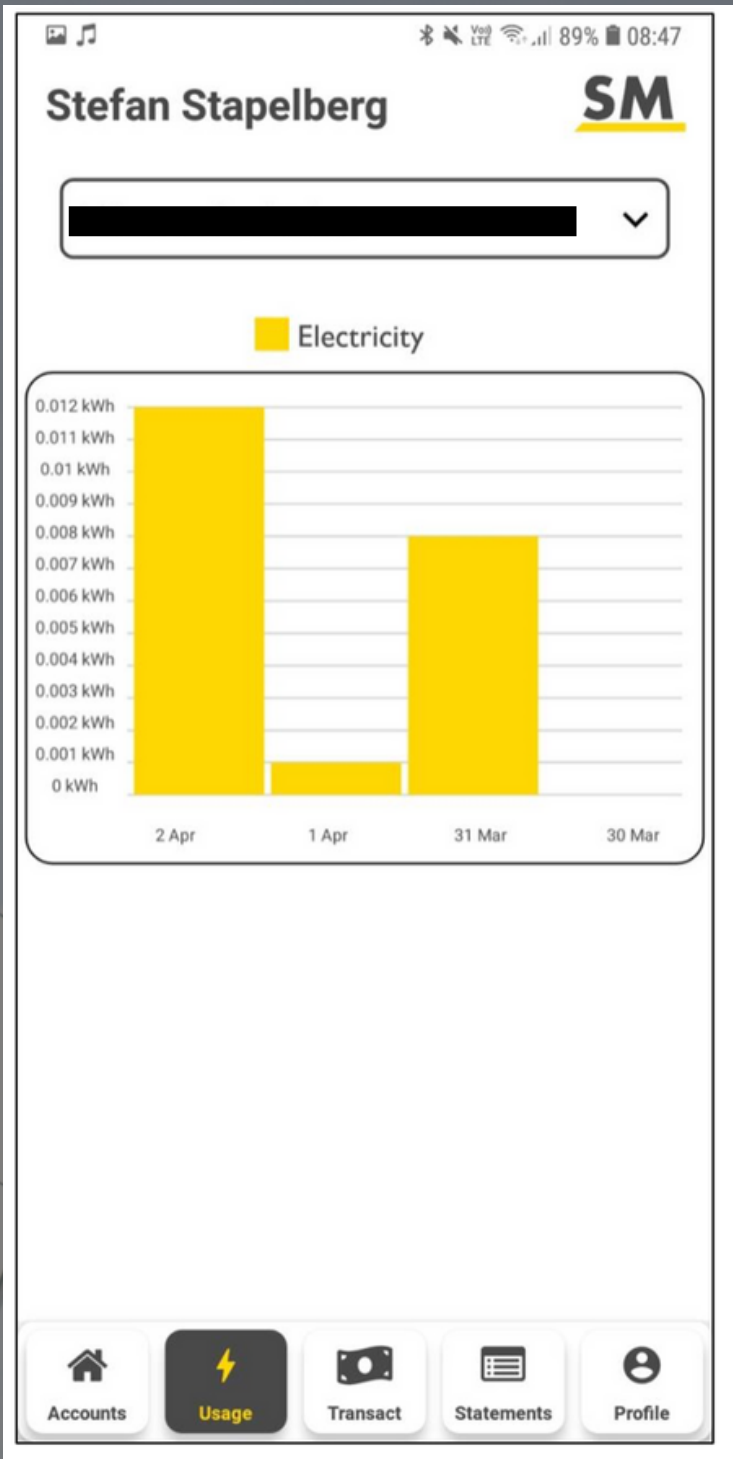
The homepage, gives tenants an overview of your available wallet balance as well as outstanding bills. You are able to push the top-up button that will redirect you to the 'Transact' page where you can make a credit card payments.



How to Work the SmartMatter App

3. Usage - Consumption Reports

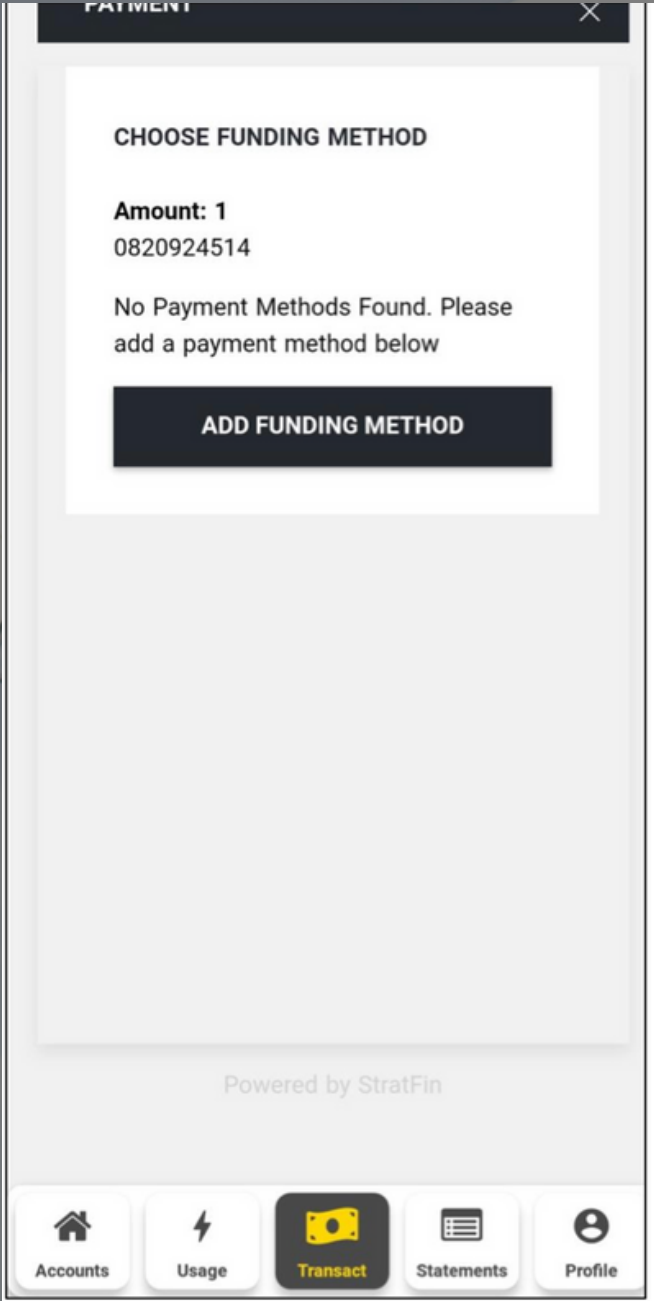
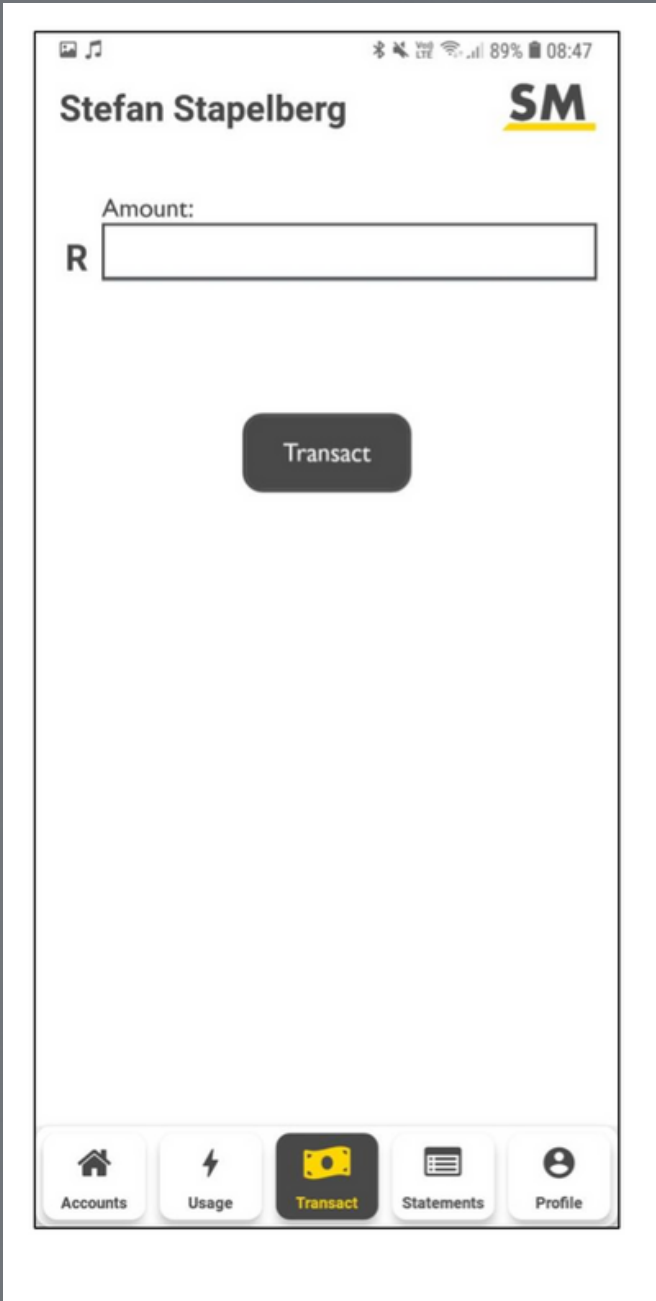
The usage tab indicates the usage of the specific utility. The utility can be selected from the dropdown list.



How to Work the SmartMatter App

4. Transact - Credit Card Payments

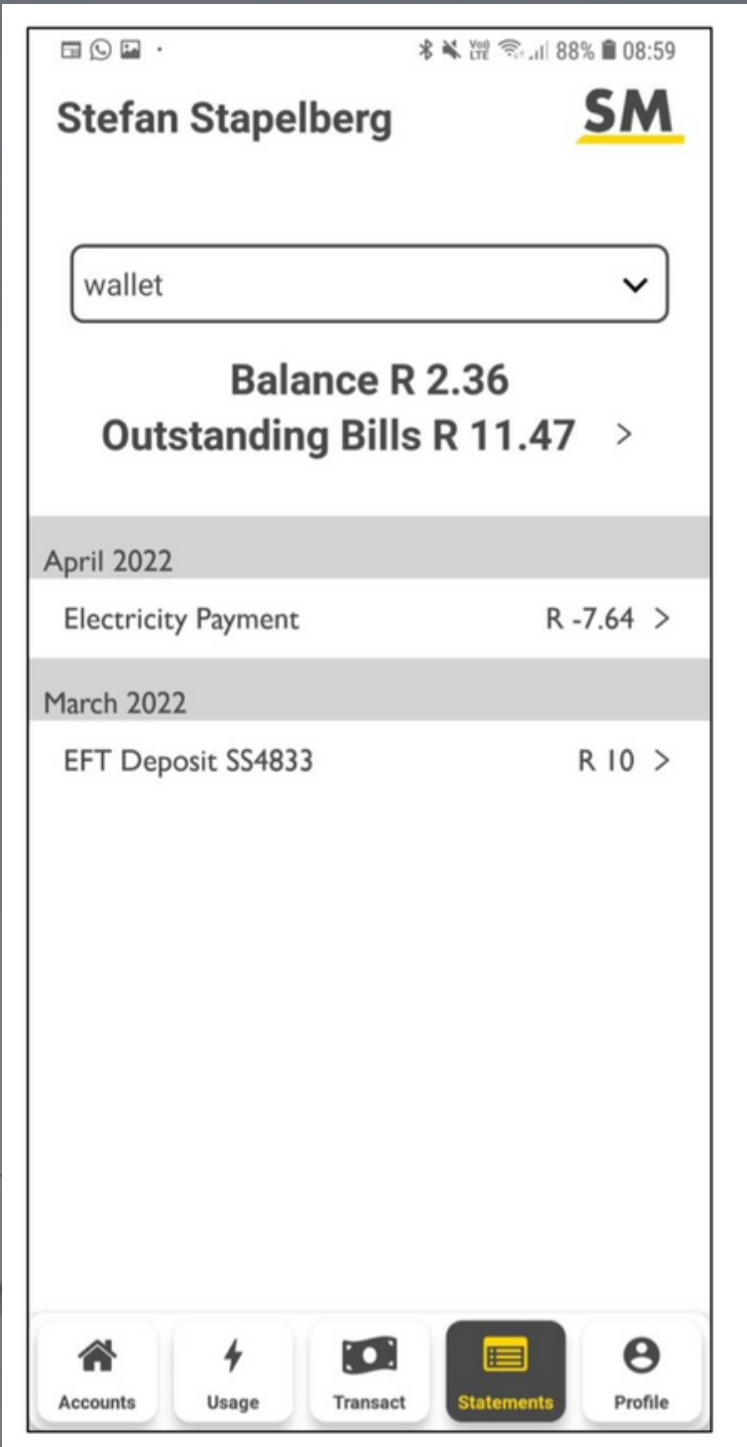
On the transact page the tenant can fill in the amount and press transact. This will prompt the 'Paygate' page from where you can make credit card payments.



How to Work the SmartMatter App

5. Statements

On the statement tab you must select 'wallet' from the dropdown list from which you can see all transaction to and from the wallet.

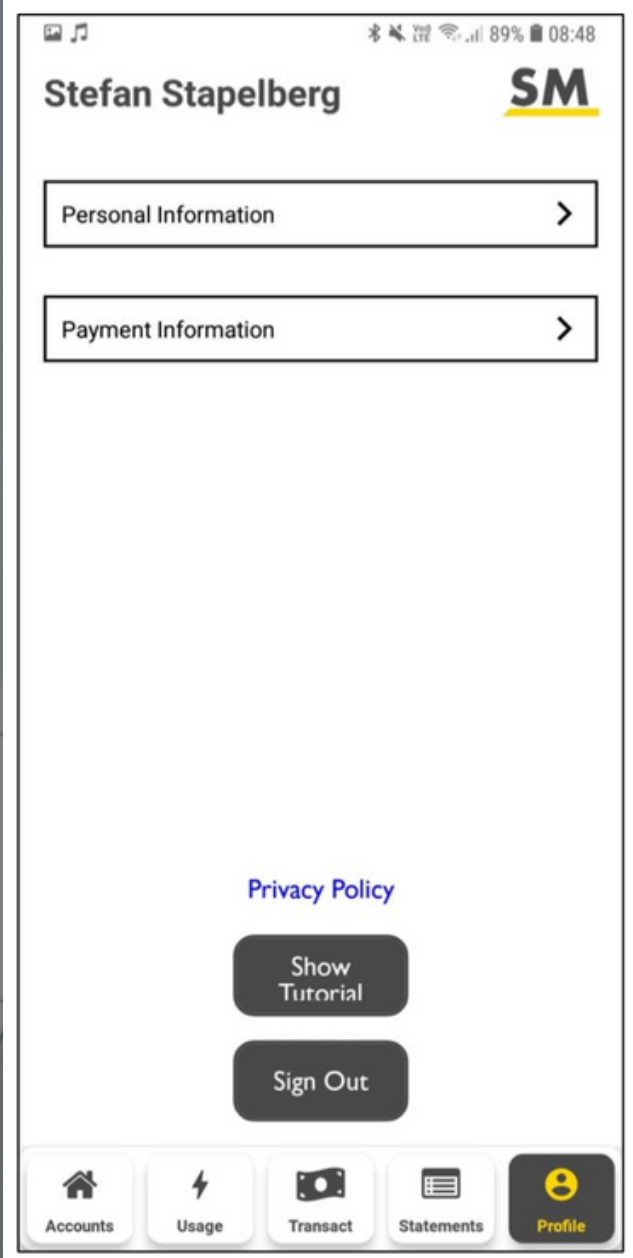


How to Work the SmartMatter App

6. Profile

The profile tab has the following functionalities:

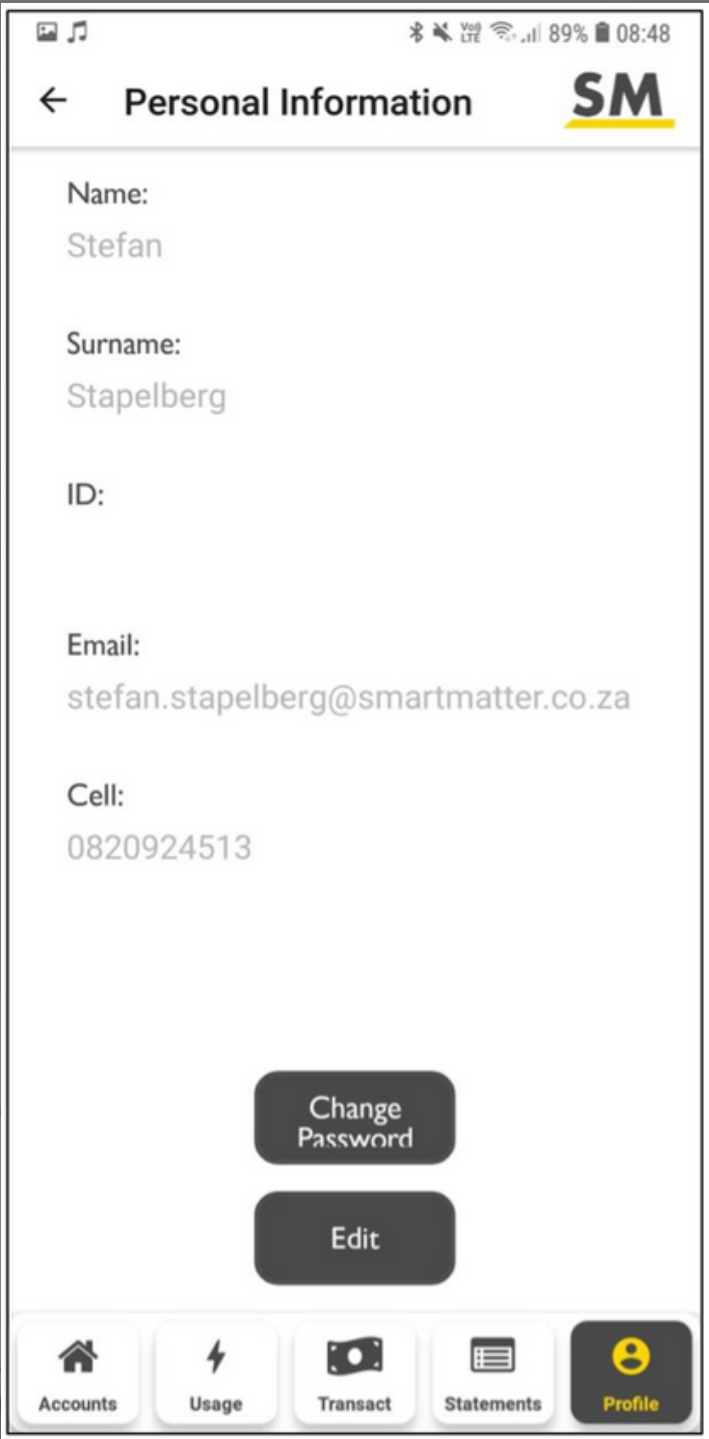
1. Sign Out – to log out of the SmartMatter App.
2. Show Tutorial – should you still be unsure how to work the app you can do the tutorial again.
3. Then the Personal Information and Payment Information options are discussed below.



How to Work the SmartMatter App

6. Profile > Personal Information

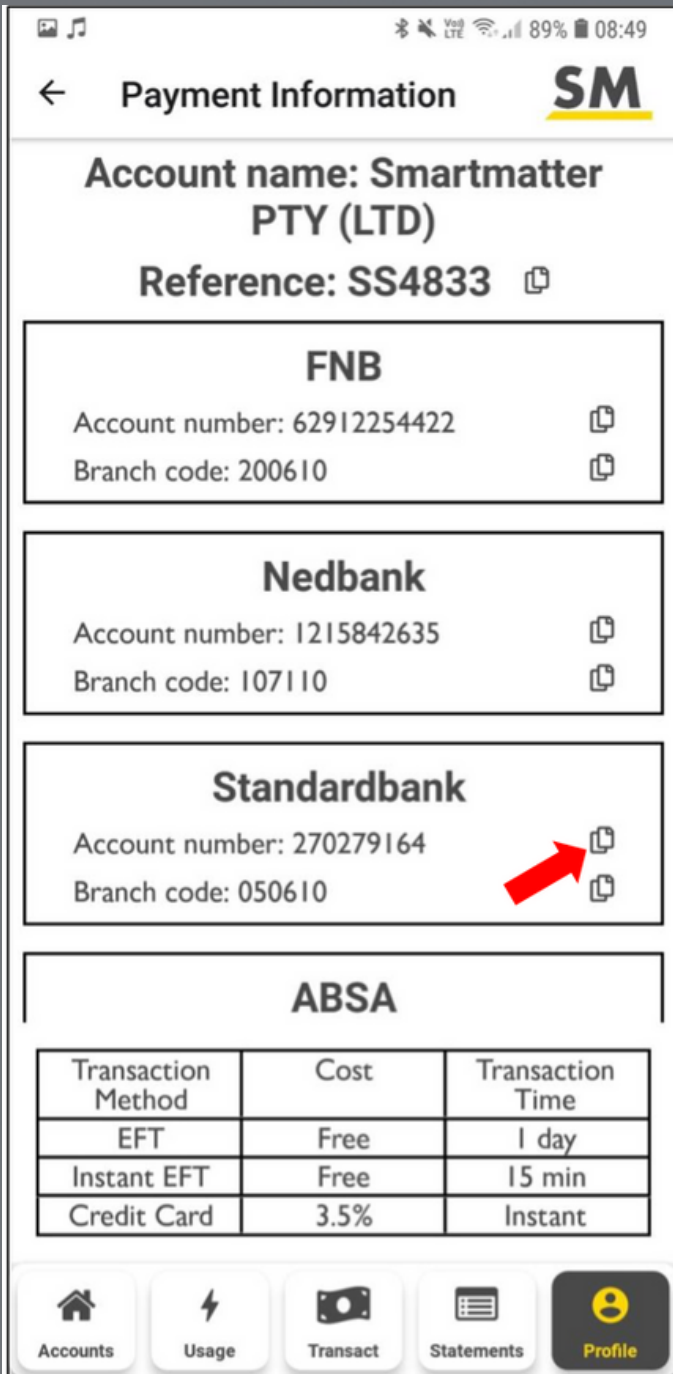
The personal information button opens a page where you can change your Name, Surname, ID, Email and Cell Nr. You can also opt to change their password if needed.



How to Work the SmartMatter App

6. Profile > Payment Information

The payment information tab displays all the eft details needed to make a payment to the wallet. You can setup a beneficiary in their banking app to the SmartMatter account that is the same bank as your own if you want to reduce the payment processing time.



NB: It is critical that you use the reference as seen below in the beneficiary reference field on your banking app (Note: Nothing other than the OTP must be inserted into this field). This reference is the same as the OTP in the initial registration SMS.

To ensure that the tenant does not make a mistake in the account number, they can copy the number to their clipboard by pressing on the small file icon next to the account number, and the paste it into their banking app. Lastly, the fees associated with each of the payment methods are shown at the bottom.

Conclusion

To conclude, we hope that this document has clearly laid out the process of registering and hopefully equipped you to navigate the app. Please log any queries with your agent if deemed necessary.

*Kind regards,
SmartMatter Support*

Contact Us

SmartMatter
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LinkedIn

<https://www.linkedin.com/company/smartmatter-utilities>