

**\*FOR FIRST-TIME USERS** (Note: The hiLife app takes your mobile/email as your Username. You can change your mobile in 'My Profile', under the 'ME' tab)

### For Initial Login

1. Input the **Username** provided in the letter you received in this field.

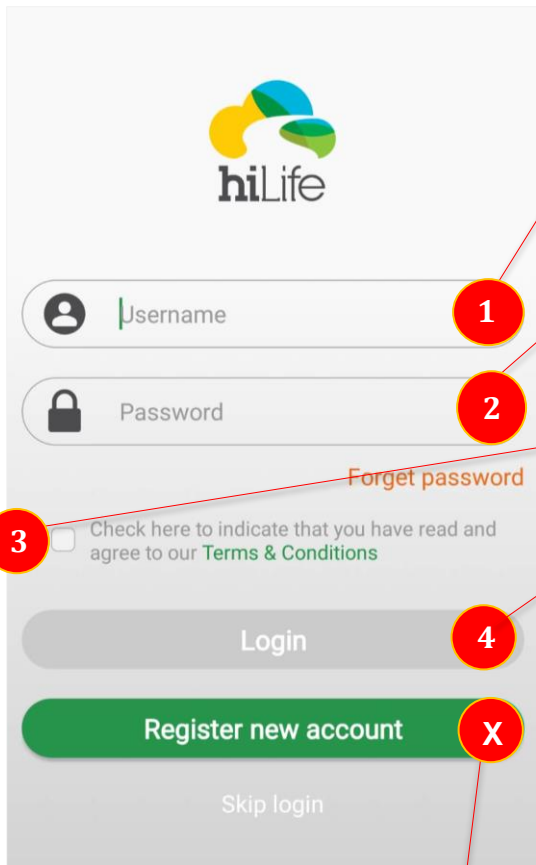
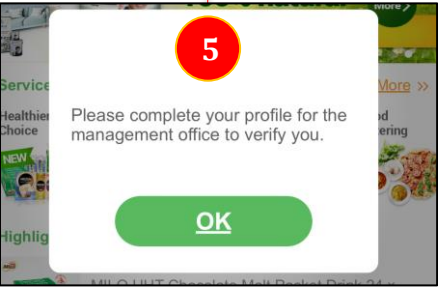
2. Input the **Password** stated in the letter here.

3. Check the T&C box to login.

4. Click **Login** instead of **Register new account**.

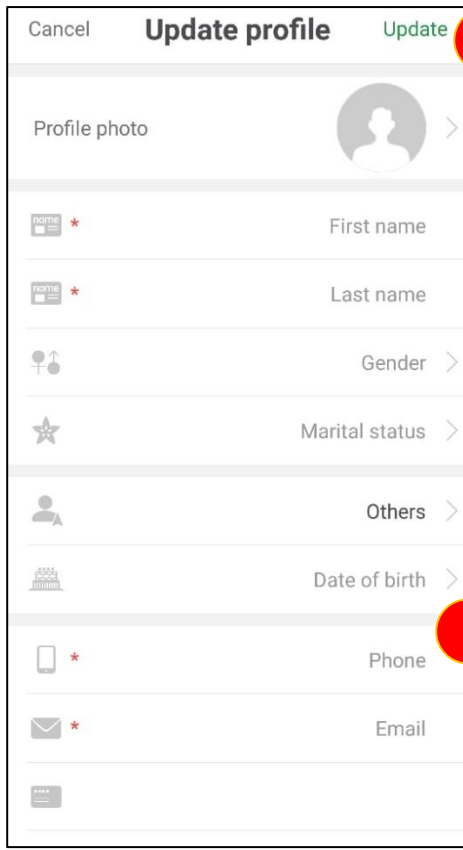
5. You will be prompted to update your profile in the next screen.

**IMPORTANT NOTE**  
If you've updated your mobile/email, your username changes to your mobile/email.



**PLEASE NOTE:**  
Please do not select 'Register new account'. This is for our Public Users.

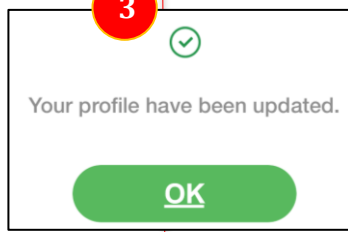
### For Profile Update



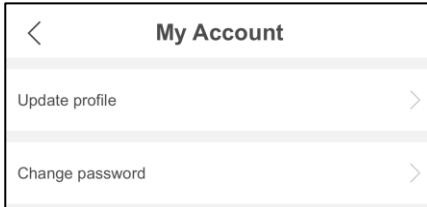
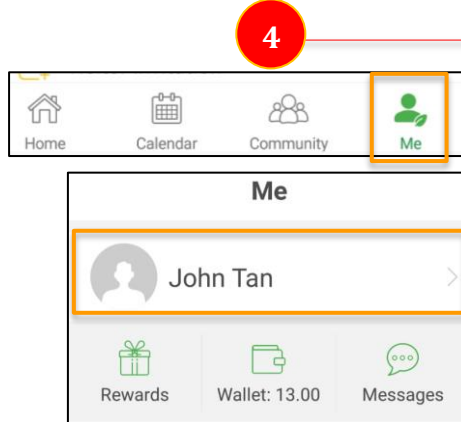
1. Key in your particulars.

2. Phone & Email: **Once you input these, your default Username will be automatically updated to your mobile/email.**

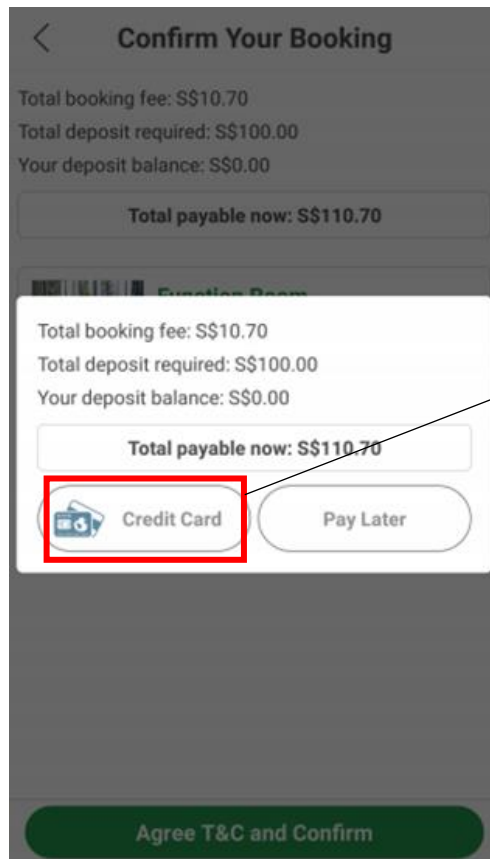
3. Click on **Update** at the top right to save your records. You will see the below.



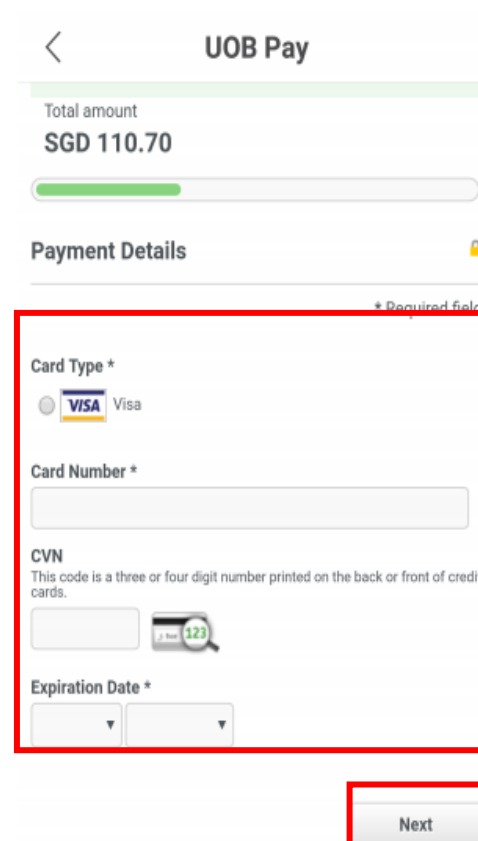
4. You can *edit your profile, change your password or create supplementary accounts* by clicking the 'ME' tab, followed by your Name.



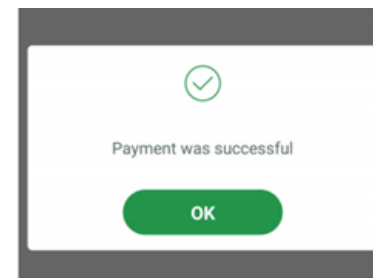
## How to pay via your Credit/Debit card for Facility Booking



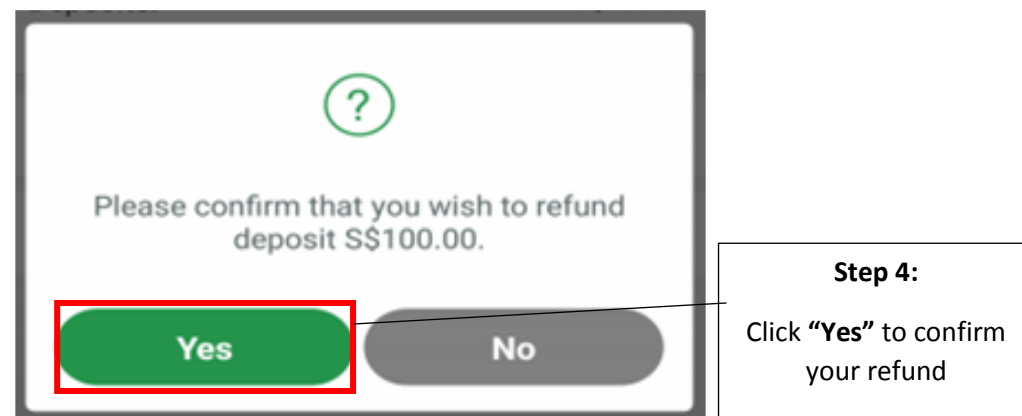
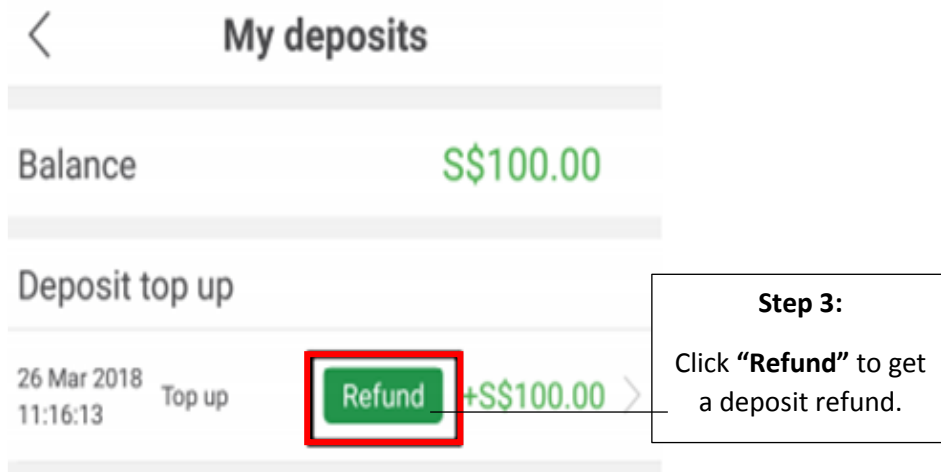
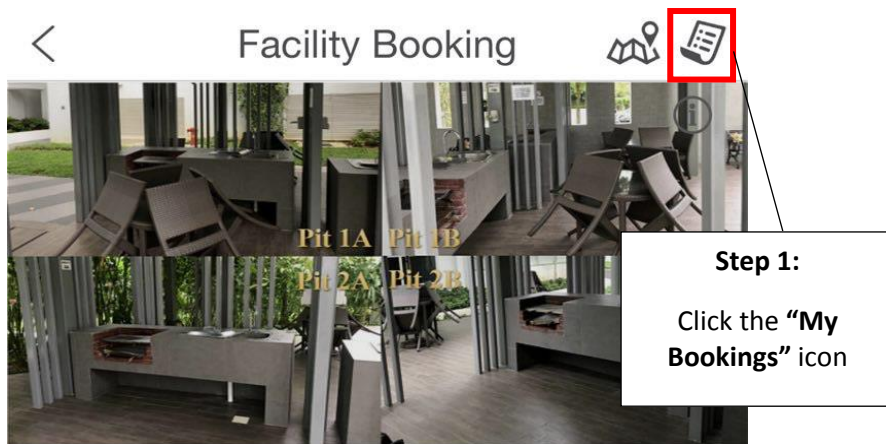
**Step 1: Go to Facility Booking & Choose your Venue & Time.**  
After confirming your booking, choose to pay by **Visa/Master** or cash/cheque at the Condo Office



**Step 2:**  
Key in your **Card Details** for payment and hit "Next"  
You are done!



## How to Get Back Your Deposit Paid Via Your Credit/Debit Card after Your Event Date





## **Annex A: Frequently Asked Questions**

### **About HiLife**

#### **What is HiLife?**

HiLife is an online platform, where you can book facilities on the app and we share information such as home styling, cooking tips, places of interest in the vicinity, nearest banks/atms/clinics/convenience stores, etc. In addition, it serves as a crowd sourcing platform to pull together neighbors with similar interest to form classes such as cooking, enrichment, sports activities, etc.

Merchants also offer promotional deals through our platform. We are committed to our homeowners as they go beyond the new milestone in home ownership. To support all home owners in transiting seamlessly to a new lifestyle in their new homes, HiLife was formed to manage this aspect.

HiLife hopes to foster a community spirit among all developments that uses HiLife.

#### **Who is eligible for HiLife membership?**

HiLife membership is open to all, but premium services are exclusive to properties that have an agreement with HiLife. If you are not listed as the co-owner or is the tenant of the unit, please update the Managing Agency to provide supporting evidence.

After verification, we will create your unique user ID and password for login purposes.

#### **Is there a membership fee to join HiLife?**

HiLife app is free for download on Apple Store and Google Play. There will be costs involved if you would like to participate in activities or purchase products offered by our merchants.

#### **What does HiLife membership offer?**

HiLife members, whose accounts have been verified, will enjoy these benefits:

1. Invitation to exclusive members' events
2. Enjoy special vendors/merchants' rates for programmes and deals
3. Facility booking at your finger tips



4. Complimentary trial classes
5. HiLife credits to be given out during special events

All membership benefits are non-transferrable and are subject to changes at HiLife's discretion.

### **Will I receive my membership card upon successful registration?**

No, there is no membership card issued for HiLife membership. Members will enjoy a convenient card-less experience whereby they can utilize their benefits using the downloaded app on their smart phones.

### **How is HiLife different from other property management apps?**

HiLife is focused on strengthening the community by providing location based information and the company work hand-in-hand with reliable merchants to bring valuable services to your door step. In comparison to other mobile apps which provide generic services for all their users, HiLife provides a dedicated service line and ensure that all partners and merchants we bring on board the system have underwent stringent filtering and picked among the best to bring true value to home owners.

### **Functions of HiLife?**

- Facility Booking
- Maintenance Fee Payment
- Condo Feedback
- Digital Forms
- Home Services
  - Aircon Maintenance Services
  - Food Catering
  - Sports Program
  - HiMart
- Community Features
  - 2<sup>nd</sup> Hand Buy/Sell Marketplace
  - Interest Group
  - Group Buy
- Condo Notices and By Laws



## Admin and Registration

### How do I register?

The default ID and password will be uniquely generated by HiLife and duly provided through your mailbox when HiLife is set up in your property. In case you did not receive or HiLife do not have your updated particulars, please write in to [cs@hilife.sg](mailto:cs@hilife.sg) with proof (IC and Option to Purchase / Tenancy Agreement) that you are the owner of the property for verification purposes.

For enquires on HiLife, you may contact us at

- i. Hotline (6385 9969, Monday to Friday – 9am to 5.30pm avoid 12pm to 2pm, Email preferred)
- ii. Feedback and technical issues ([cs@hilife.sg](mailto:cs@hilife.sg))

### Forgot my password?

If you have forgotten your password, click on “Forgot Password” at the log-in page.

### How do I update my personal particulars?

- i. You may update your personal particulars via the mobile app > My Account > Update Profile
- ii. Email us [cs@hilife.sg](mailto:cs@hilife.sg)



## **Facility Booking**

### **What is facility booking?**

Facility booking is where you could make a booking of the facilities within your residence.

### **What happens after I have made a booking?**

There will be notification to inform whether the booking is successful. Some bookings may require an approval and/or deposit. House rules differs from each residence, please refer to your handbook for more details.



## **Services – Food Catering / Home Services / Sports Programs**

### **I bought a voucher – how do I use it?**

Once you have purchase the voucher, you'll receive a coupon inside "My Pocket". You may proceed to contact the merchant / Merchant will contact you directly to make arrangements.

### **How do I pay for a programme?**

You may pay for a programme via HiLife Credits or by credit card (using HiLife mobile app).

\*Please ensure that you have sufficient stored value ("HiLife Credits") in "My Pocket".

### **Can I have a refund after redemption has been made?**

It depends on the refund policy by the Merchant.

### **Can I have a refund after the voucher expire?**

There will be no refund.





## **Programme Booking**

### **What happens after I have made a booking?**

We will send you an acknowledgement email directly after you have made a booking. When the minimum class size is met, we will send you a confirmation email.

When making a booking, the programme would clearly state the details of the class and the window time period and minimum number of people to participate to successfully form the class. Confirmation email will be sent once the minimum number of participants has been reached.

### **What happens if the programme does not reach its required minimum number of participants?**

There will be no refund. The merchant will actively look for participants. If unsure, please contact the merchant first.

### **I would like to register for a programme that has already commenced. Can the programme fees be pro-rated?**

No, there will not be any pro-rating of programme fees. Full payment must be made for a participant to join the programme. (Subjected to the maximum class size and availability)

### **How do I pay for a programme?**

You may pay for a programme via HiLife Credits or by credit card (using HiLife mobile app).

\*Please ensure that you have sufficient stored value ("HiLife Credits") in "My Pocket".

### **Can I change or cancel my booking?**

Each programme details may vary. You may cancel or amend your booking according to the Terms and Conditions set out by the merchant, and you may incur cancellation costs.



#### **Can I ask for refund after payment has been made?**

No refund will be issued once payment and class has been confirmed, unless otherwise stated.

#### **Can I still amend my booking after it is confirmed?**

No cancellation, replacement and refund are allowed once a booking is confirmed. Amendments are subjected to Merchant's discretion.

#### **Can I transfer the registered slot to another programme after payment?**

No, programme registration is non-transferable. All registrations and payments are confirmed upon the confirmation email.

#### **What if the programme/session is cancelled during the course of the programme?**

Please refer to the Terms and conditions indicated under the description. Generally, participants will be informed in advance in the case of programme cancellation, and details of replacement session, if any.

#### **What happens if I am not satisfied with the result?**

Customer satisfaction is very important to us. If you are unsatisfied, please contact the relevant merchant directly and if you are still not happy, copy HiLife in the email so that we could look into it.



## **Payment**

### **Is payment in HiLife safe?**

All payment on HiLife is transacted through a reputable Payment Gateway – United Overseas Bank. The Transaction engines are all of bank grade security and the company has been working very well in line with the payment team from UOB to provide secured and safe transactions over the mobile platform.

### **Do I get a receipt?**

You will receive an email along with the attached receipt of your purchase.

### **What are my payment options?**

You can pay by credit/debit card. HiLife credits can be purchased with your credit/debit card or Visa/Master credit/debit card. One transaction will only accept one payment method.

### **How does the HiLife credit system work?**

The value of 1 (one) HiLife credit on the platform is equivalent to SGD\$1 and can be used for payment in HiLife app only. HiLife Credit is non-refundable.

### **Will my My Pocket balance be update immediately after each transaction?**

Yes, the My Pocket is live and the account balance will be updated immediately after each transaction.

### **Is there a validity period for the HiLife credits that I have topped up?**

No, there is no expiry date for the credits topped up in “My Pocket”, unless later stated.

### **Is cash payment possible?**

No, all payments are cashless.