



# HOME SERVICE APPLICATION FACTSHEET

COMMON ISSUES AND TROUBLESHOOTING



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# **APP INSTALLATION AND REGISTRATION**

## INSTALLATION FAILED.



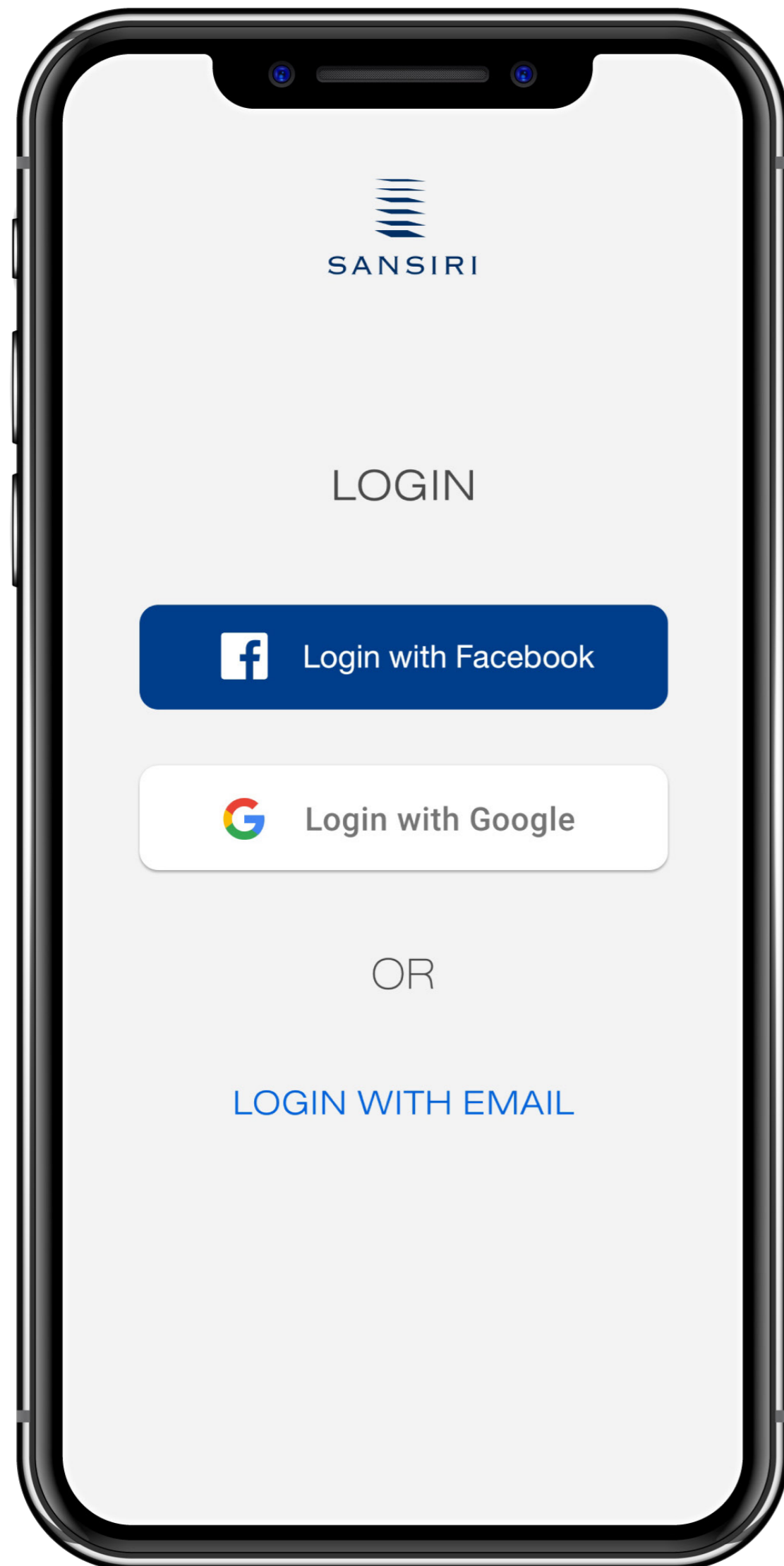
The app requires iOS 10 or Android 4.2 or later.  
Please make sure to update your device's operating system.

## THE ERROR MESSAGE.

**“No information found. Please contact your juristic office or the call centre”**  
appears after you have entered your passport number during registration.

- Contact the juristic office to update/amend/add the information in the system.
- Once your information has been updated, please wait about 10 more minutes and try registering again.

If your project is under construction or not managed by Plus Property, you will need to contact Sansiri at +66(0)2 209 3999 or email us at [callcenter@sansiri.com](mailto:callcenter@sansiri.com). The registering user must be the unit owner and the owner can add residents and renters to the unit to allow them to use Home Service Application. The call centre will need to verify your information with the relevant teams. The process may take up to two business days.



## LOGGING IN.

Once your identity has been verified, using either the national ID number (if you're a Thai citizen) and the passport number (if you're from overseas) you will need to choose one of the three login methods:

### 1 FACEBOOK

By tapping the Facebook icon, you will be redirected to Facebook to log in, then redirected back to the Home Service app.

### 2 GOOGLE

By tapping the Google icon, you will be redirected to a Google Account log in page, then redirected back to the Home Service app.

### 3 EMAIL

You will be asked to put in your email address and create a password.



## **NO LONGER ABLE TO LOG IN.**

There may be a few possible causes:

- If you have bought an additional unit, your new data will be added to the Customer Relations Management system; however, there are sometimes conflicting entries, which led to data validation errors for example if your name is keyed in with typo or is spelled differently. You will need to notify the juristic office or Customer Relations to rectify the problem accordingly.
- A new user has been created but their ID Number/Passport No. mistakenly matches yours, resulting a data validation error. You will need to notify the juristic office or Customer Relations to rectify the problem accordingly.

### **IF YOUR ISSUE CANNOT BE SOLVED WITH THESE INSTRUCTIONS,**

please write to [callcenter@sansiri.com](mailto:callcenter@sansiri.com) and provide the following:

- Name
- Project name
- Operating system (iOS or Android)
- Passport Number
- House number
- Error message (if any)

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**GENERAL  
ISSUES**



## **HOUSE OR HOUSE NUMBER NOT FOUND, OR INCORRECT HOUSE NUMBER.**

This could happen when the database has not been updated or has been incorrectly updated. Please contact the juristic office or the call centre to verify your information in the property management system.



## **PROJECT PROGRESS NOT SHOWING (PRE-OWNERSHIP TRANSFER/CONVEYANCE).**

This project progress has not been updated. You may inform the team via the app itself.



## **PAID ITEM NOT FOUND UNDER MY ACCOUNT.**

Under My Account, you will find your balance and pending payment. Paid items will not be displayed on the app.



## **INCOMPLETE HISTORY OR DATA NOT IN REAL TIME UNDER HOME CARE.**

Incomplete history: Repair history under Home Care is organized per month. You can look at the previous month's history by clicking on the "time turner" at the top right corner. For new entries, wait 5-10 minutes for new updates to appear in app.



## **VOICE COMMAND BUTTON**

The voice command button only works when the app's language is set to Thai. To use this feature, change the language setting to Thai, and you will see a microphone icon on the top right corner of the app.



## **ACCESS TO HOME SERVICE APP FOR TENANTS.**

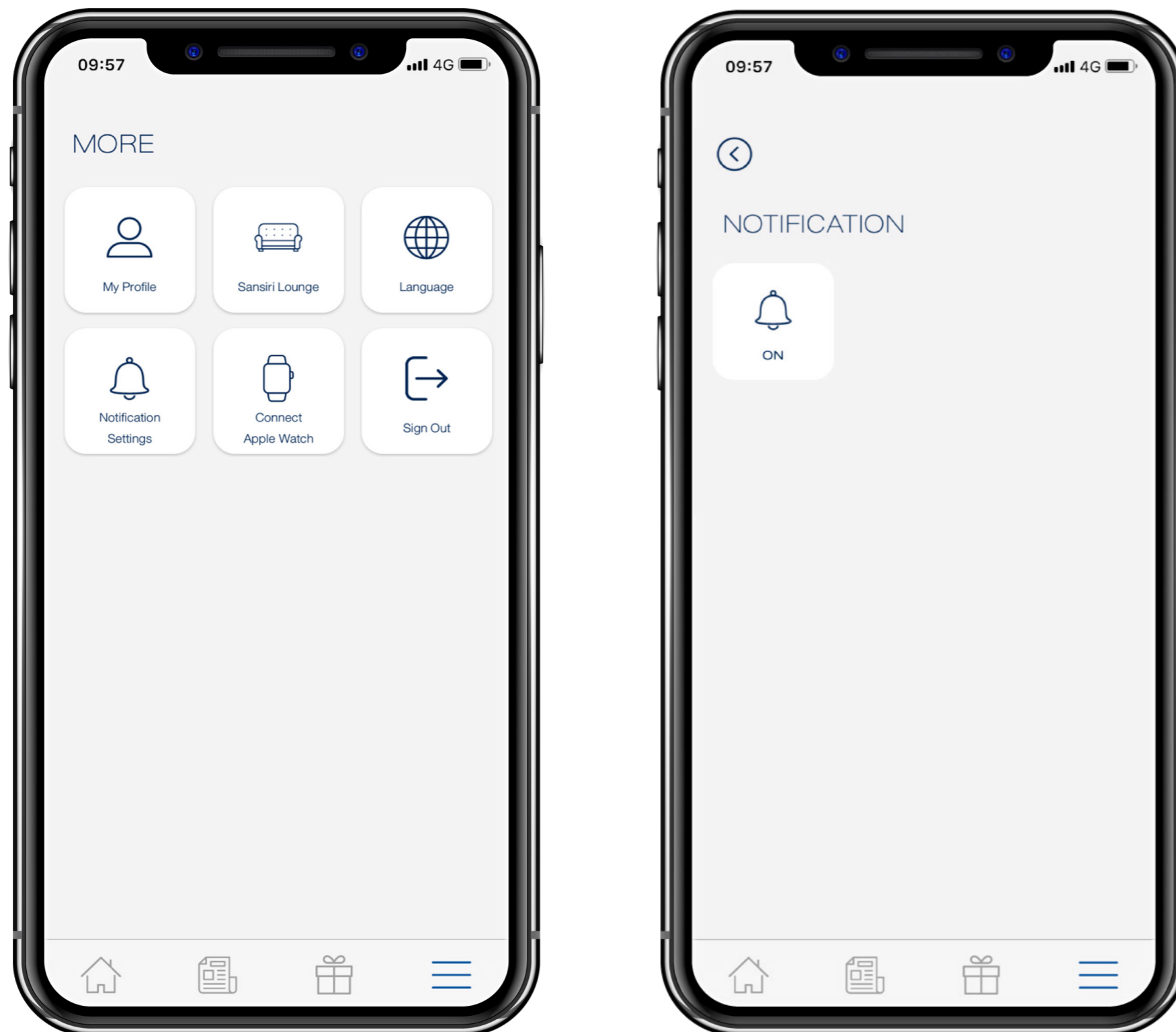
Because some owners rent their condos out, Sansiri allows their tenants to have access to the Home Service app. This enables tenants to book common facilities and request maintenance service themselves without having to go through the owner.

To get access to the app, the tenant will have to, first, inform the juristic office to add their name and relevant information into the backend platform. Once that's in order, they can download the app, register and enjoy the privileges.



## NO PUSH NOTIFICATIONS.

Notifications can be enabled by tapping on the Menu icon (the three parallel lines at the bottom right). If the notification is on, it should appear in blue.



Tap on Notification Settings, and make sure the Notifications icon is in a lighter shade of blue.

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**ADDITIONAL  
INFORMATION FOR USERS  
OF THE OLD APP**

(BEFORE FEBRUARY 2018)

## **UNABLE TO LOG IN WITH YOUR OLD USERNAME AND PASSWORD**

(previously functional before February 2018).

Unfortunately, you will need to register again (using your Facebook or Google account or your email address) because the new app operates on a new database.

Please choose the login method that best suits your needs during registration because that is the only method you will be able to use to log in.

For instance, if you used your Facebook account to register, you will not be able to access the app's services by logging in with your Google account. If you'd like to change your login method, please contact Sansiri Call Centre.

## **MISSING DATA**

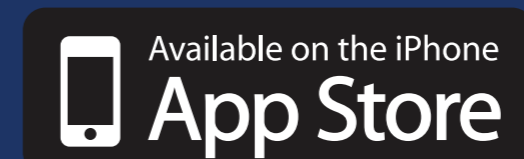
(from before February 2018).

Unfortunately, some data could not be migrated to our new database.

The typically missing data are as follows:

- Old notifications
- Chats on the old app
- Packages awaiting your pickup that the juristic office has not entered into the new database

Call +66 2201 3999  
sansiri.com/homeservice  
callcenter@sansiri.com



SANSIRI HOME SERVICE