

ECH App User guide

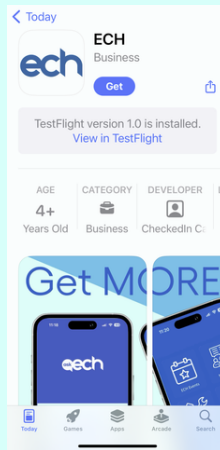
Getting started

Step one : Scan the QR Code



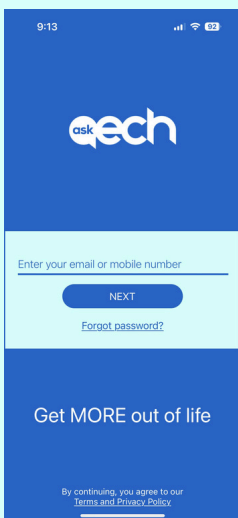
This will direct you to the App Store or Google Play Store

Step two: Download the app



Select "Get" or "Install"

Step three: Login to the app



With your mobile number

1. Enter your mobile number and tap "Next"
2. Enter the security code sent via SMS and tap "Verify".



With your email address

1. Enter your email address and tap "Next".
2. At your first login, select "Forgot password?" and an email will be sent to your registered email address with your password
3. Login and follow the prompts to change your password.

Get MORE out of life

ECH App

Navigating the Home Screen

ECH Events

Discover and book events

Maintenance Request

Submit non-urgent maintenance requests anytime

Latest News

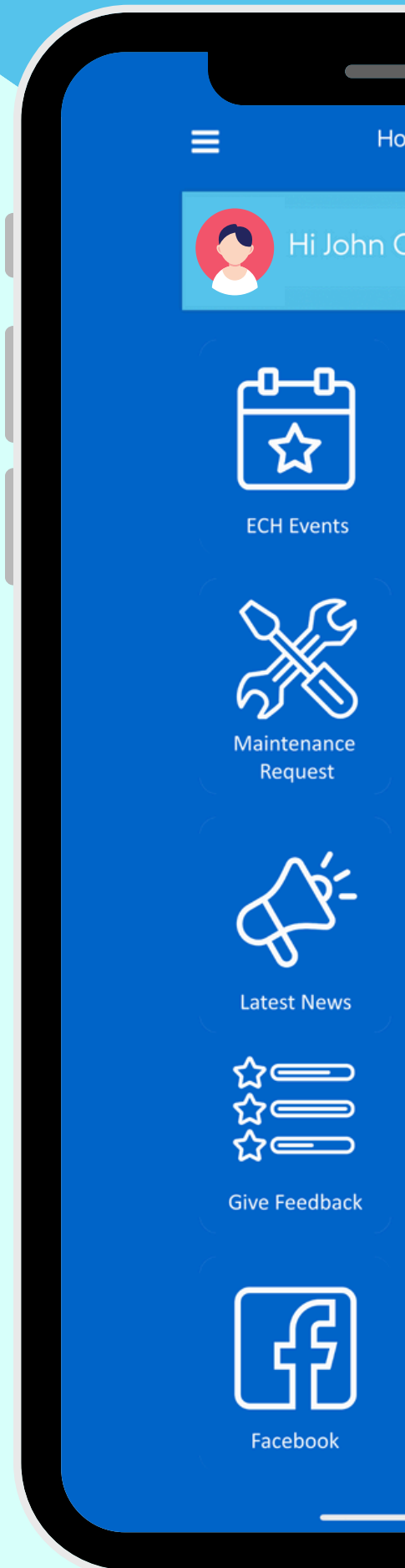
Stay informed about ECH updates

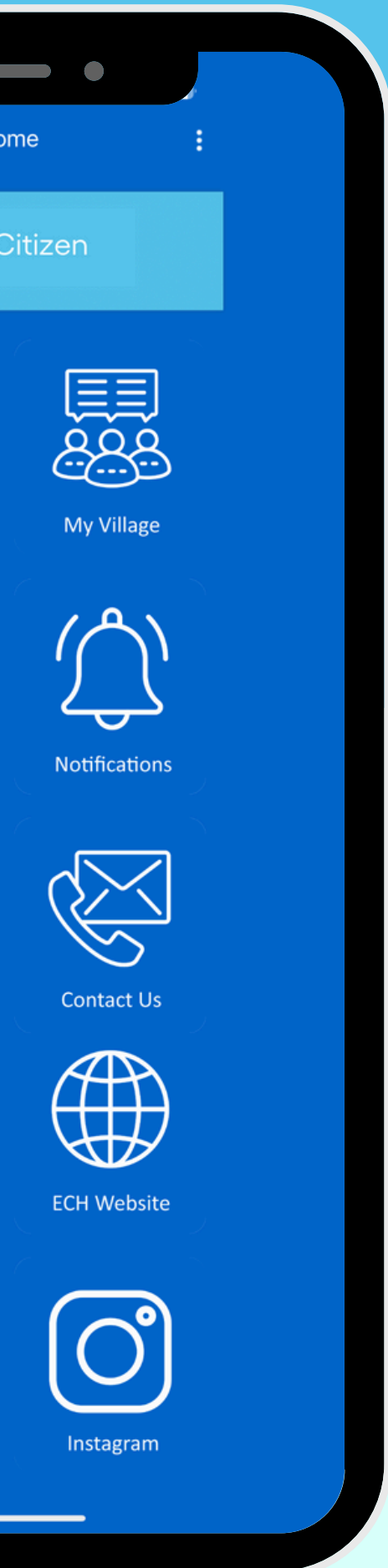
Give Feedback

Send feedback directly through the app

Facebook

Follow us on Facebook





My Village

Engage with your village community via the online noticeboard

Notifications

Get updates on requests and news

Contact Us

Access important ECH contact details

ECH Website

Learn more about our services and programs

Instagram

Follow us on Instagram

ECH App



My Village:

Interact via this noticeboard to share news and organise activities.

Creating a Post:

- Tap the "+" button located in the bottom corner of your screen to write a new post.
- Enter a title and add your content in the description.
- You can also upload a photo or a short video to accompany your text.
- Press "Save" and your post will be visible to everyone in your ECH Village.

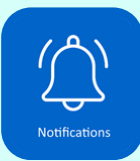
Engaging with Posts:

- Engage in conversations to stay connected and foster a sense of community within your Village.
- Browse through the list of posts under 'All Posts' and interact by liking or commenting on posts.



ECH Events:

Click to search and book ECH events and activities.



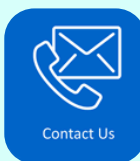
Notifications:

Receive alerts for service updates and targeted news.



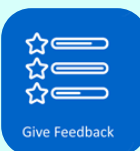
Latest News:

Get the latest news from ECH and information tailored to your community.



Contact Us:

Find useful contact numbers for ECH services.



Give Feedback:

Easily provide feedback through a simple interface.



Maintenance Requests:

Submit non-urgent maintenance requests at any time without needing to call.

Submitting a Request:

- Select the "Maintenance Request" tile on your app.
- Choose the type of maintenance requested.
- Describe the maintenance required, and you can even take a photo directly from your device.
- Indicate whether maintenance staff can access your residence if you are not home, otherwise ECH will contact you to arrange a suitable time.
- Once your request is submitted, you'll receive a notification confirming your request.

For urgent issues, use the maintenance number provided in the "Contact Us" section.



ECH Website, Facebook and Instagram:

Explore more about ECH services and stay connected through our social pages.

For assistance to download, login or use the app, speak to our Property & Retirement Living team on

8159 4700