

APR Villas: NBH to MyGate migration FAQ

1.0 INTRODUCTION	2
2.0 ME (AND SPOUSE)	2
3.0 MY FAMILY	5
4.0 MY HELPERS	5
4.1 How will helpers get their access code?	5
4.2 How do I add a new helper who is already registered in APR Villas to my Villa?	5
4.3 How do I add a new helper who is new to APR Villas?	6
5.0 MY VEHICLES	6
5.1 How do I add or update vehicle data?	6
6.0 MY VISITORS	7
6.1 How to pre-approve visitors on MyGate?	7
7.0 MY AMENITY BOOKINGS	9
7.1 How do I book amenities on MyGate?	10
8.0 MY HELPDESK TICKETS	11
8.1 How do I raise a new helpdesk ticket?	12
9.0 MY BILL PAYMENT HISTORY	13
Will MyGate show my Bill payment history?	13
9.1 How to pay my bills on MyGate?	14
10.0 MyGate Support	15

1.0 INTRODUCTION

The intent of this document is to help the residents of APR migrate from NBH to MyGate. This is as per the decision communicated at the GBM on July 27th, 2025. A detailed report on the findings on the evaluation be found [here](#)

MyGate Go Live Date: Sep 6, 2025

2.0 ME (AND SPOUSE)

1. Download the app from AppStore or Playstore. You can use the QR code below to find the app.

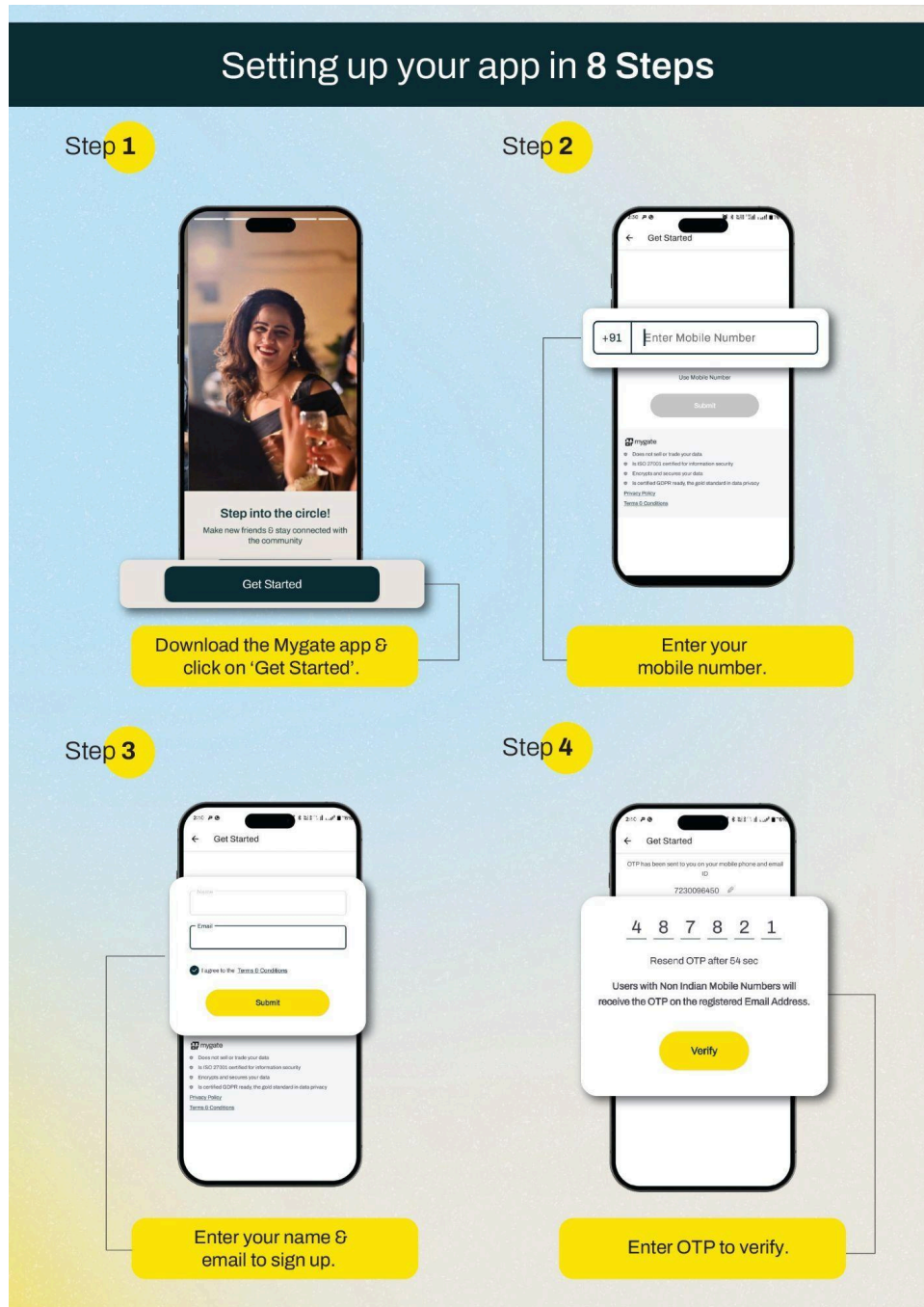


2. Install it on your phone and follow the instructions.
3. If you are a resident living in the society or non-resident owner living in India, **use the same mobile number that you used with NBH** to onboard yourself to MyGate. This is important to ensure all your maids/helpers/amenity bookings, and bills that were previously on NBH are automatically migrated to MyGate.
4. If you are a non-resident owner living OUTSIDE India, enter using Email ID to receive OTP to your email address and follow the instructions on screen.
5. Check if your email address is accurate as this is where your notifications, bills will be sent from MyGate. To check email ID, Click your profile on the top right corner → scroll down to "Account Information" → view your Email ID. This is being pulled from
(a) MyGate (if you have MyGate for another society) or
(b) the email you provided during the previous instance of MyGate for APRV.
You can update this email ID at any time by navigating to your account information.

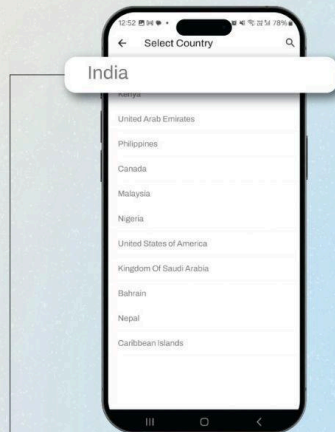
6. If you already use MyGate for another property, here are the steps to activate APR Villas on my MyGate profile

a. Click on the Settings option in the top right corner of the screen

b. Scroll down to the "Manage Flats" section and click on Add Flat/Villa

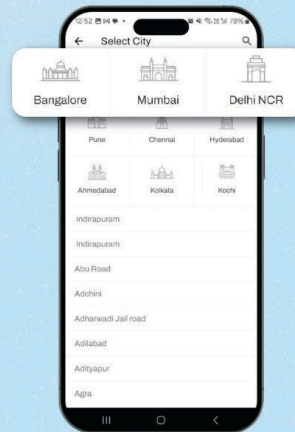


Step 5



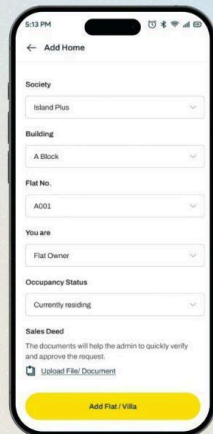
Select your country.

Step 6



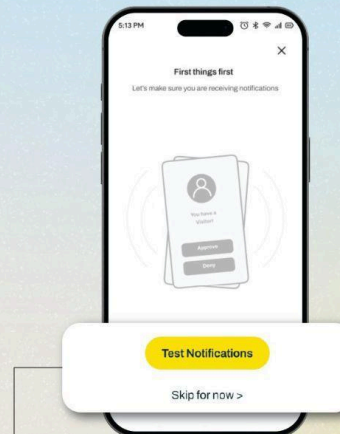
Select your city.

Step 7



Add in your home & society details.

Step 8



Test the Mygate notification.

3.0 MY FAMILY

1. Family members of residents existing in NBH have been migrated to MyGate. Family members are not required to install MyGate unless they have to approve gate notifications.
2. You will be able to see the MyGate code for your family members and can share with them.
3. If Family of resident chooses to install MyGate app,
 - a. they will be prompted to enter their phone number and email address (if not already captured).
 - b. Notification can be suppressed on a user level if they do not wish to receive the app notifications.
 - c. They can unsubscribe to MyGate email using the Unsubscribe link provided in the emails received.

How do I add additional family members?

Residents are not allowed to add family members via the app. Please reach out to aprvfinance@gmail.com or aprvaccts@gmail.com to add new family members.

4.0 MY HELPERS

All existing helpers associated with your villa from NBH (maids, drivers) have been migrated into MyGate.

4.1 How will helpers get their access code?

The access code needs to be distributed to all Domestic helpers (maids, drivers, gardeners, etc) via several means **starting Aug 24th**.

Request residents to provide the below options to helpers to **complete before Sep 3, 2025**.

Helpers should bring a **paper copy of their ID proof (Aadhar card)** to get their MyGate access code. Pre-loading Aadhar data from NBH was not an option.

This can be done at -

- a. **MyGate Kiosk from August 20th**, which will be available at the clubhouse.
 - **During exit from society**, guards can help
 - **Door to door activity by guards** to collect the ID Proof and provide the MyGate access code.

Once the guard is able to confirm proof of identity, the access code will be shared.

4.2 How do I add a new helper who is already registered in APR Villas to my Villa?

Click my profile icon on the top right corner → Household tab → Click Manage → My daily help → search by name → Click Add to household.

4.3 How do I add a new helper who is new to APR Villas?

Currently residents are not allowed to add new helpers who have not been registered with the community. The helper has to collect the form from the Security at the Clubhouse basement. They need to get it filled by the resident who is going to employ the helper, and submit the form along with one photo and a copy of their aadhar card.

5.0 MY VEHICLES

All vehicle data from NBH has been migrated into MyGate.

5.1 How do I add or update vehicle data?

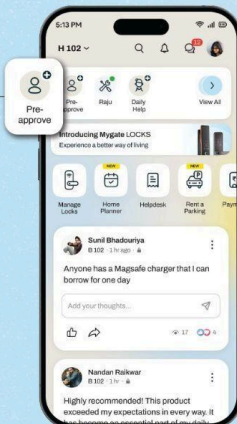
Currently residents are not allowed to add or update vehicle data. Please reach out to security@aprvillaclubhouse.com to add or update vehicle data.

6.0 MY VISITORS

6.1 How to pre-approve visitors on MyGate?

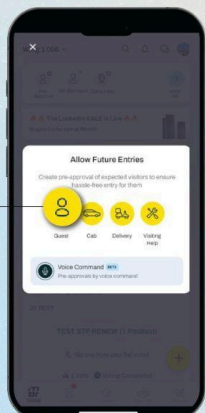
How to pre-approve visitors on Mygate?

Step 1



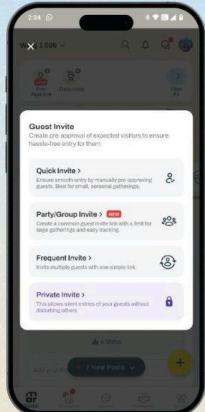
On the home screen tap 'Pre-approval'.

Step 2



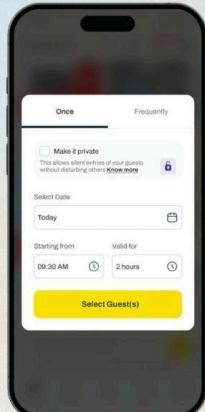
Under the 'Allow Future Entries' section select 'Guest'.

Step 3



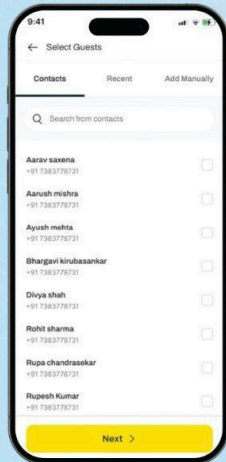
From the list, select the guest you want to pre-approve and click on 'Next'.

Step 4



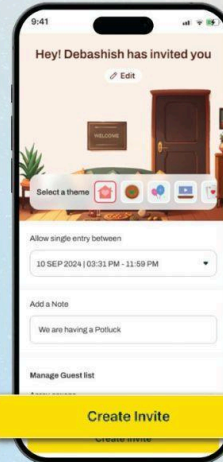
Fill in the information and click on 'Select private guests'.

Step 5



Select your contacts and click on 'Next'.

Step 6



Fill in the details and click on 'Create Private Invite'.

Step 7



Your private invite is now created. Share it directly with your guest.


7.0 MY AMENITY BOOKINGS

- All amenity bookings made by residents will be migrated to MyGate only on **Sep 5, 2025**
- You can continue to book amenities **on NBH until Sep 4th**.
- No bookings will be allowed through NBH on Sep 5, to allow for smooth migration.
- From September 6th, residents can start using MyGate to book amenities.

7.1 How do I book amenities on MyGate?

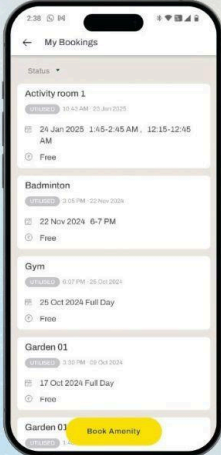
How to book amenities on Mygate?

Step 1



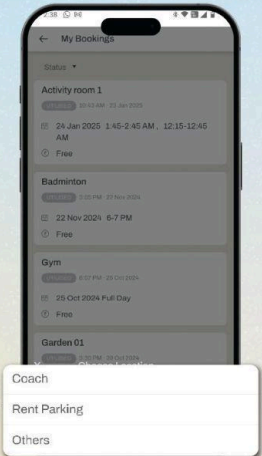
Tap on the 'Community' tab in the Mygate app and select 'Amenity'.

Step 2



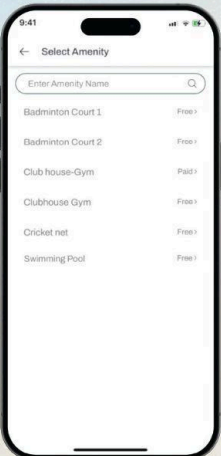
To book a new slot, click on "Book Amenity".

Step 3



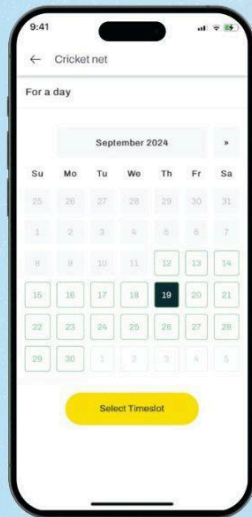
Choose a location.

Step 4



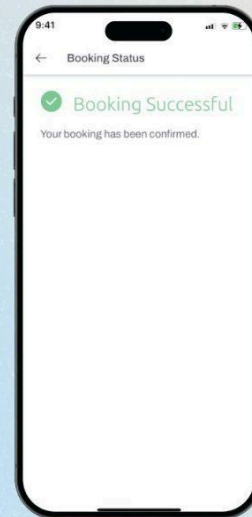
Next, select the desired amenity.

Step 5



Select the date and time slot and make the payment if it is a paid amenity.

Step 6



That's it. you have confirmed your slot.

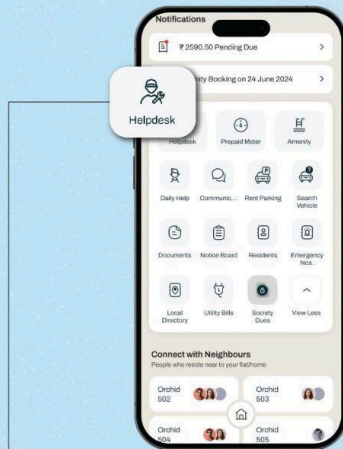
8.0 MY HELPDESK TICKETS

- All helpdesk tickets raised by residents will be migrated to MyGate only on **Sep 5th**.
- You can continue to create new tickets **on NBH until Sep 4th**.
- No new tickets can be raised through NBH on Sep5th to allow for smooth migration. You can reach out to the emergency numbers to raise a complaint.
- From September 6th, residents can start using MyGate to raise helpdesk tickets.

8.1 How do I raise a new helpdesk ticket?

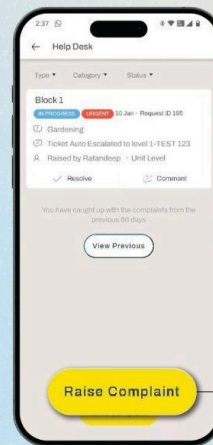
How to raise complaints on the Mygate helpdesk?

Step 1



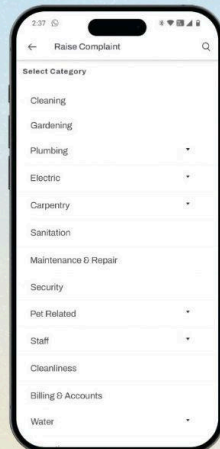
Tap on the 'Community' tab in the Mygate app and select 'Helpdesk'.

Step 2



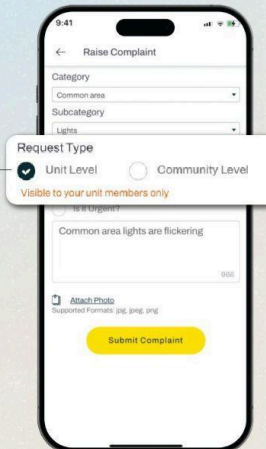
Tap 'Raise Complaint' at the bottom of your screen.

Step 3

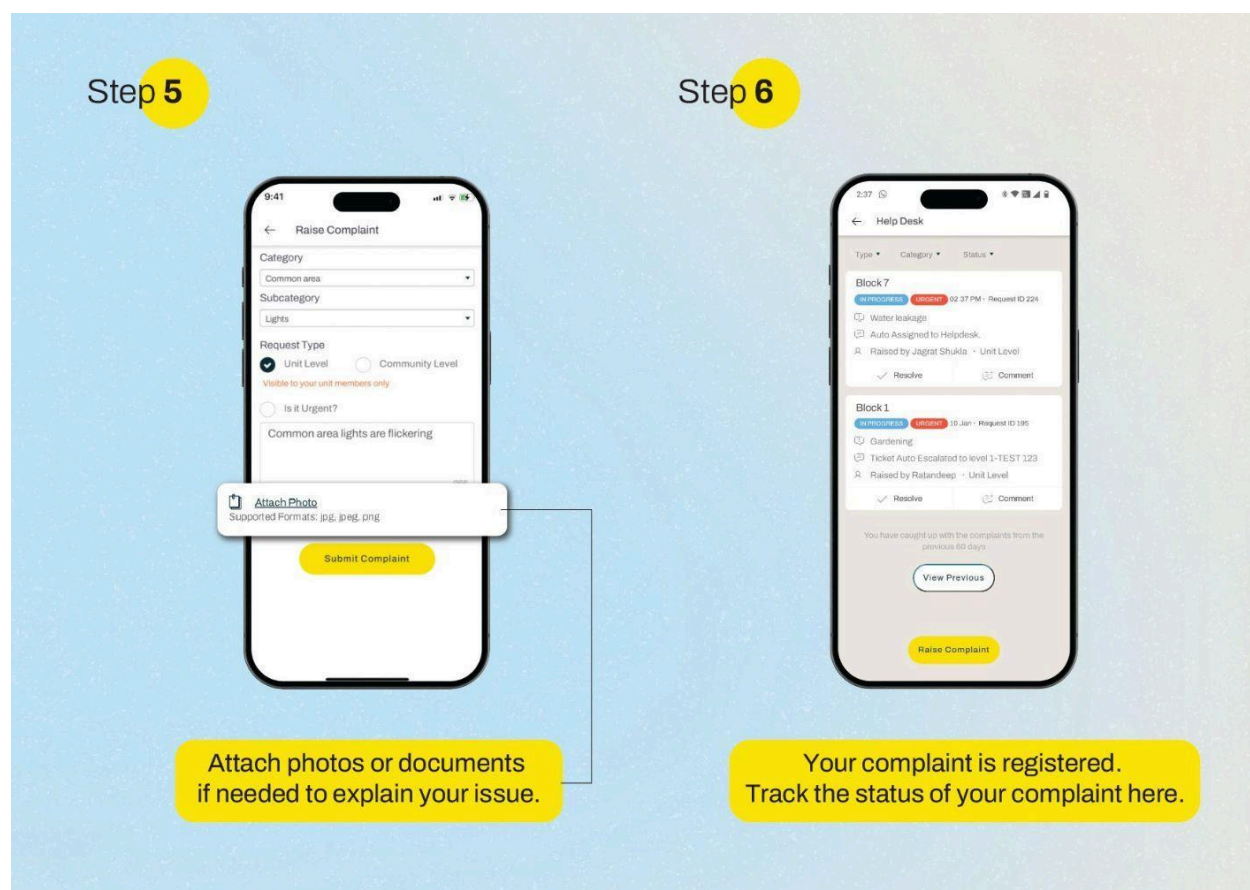


Choose the category of your complaint.

Step 4



Indicate whether the complaint is at a 'Personal' or 'Community' level.



9.0 MY BILL PAYMENT HISTORY

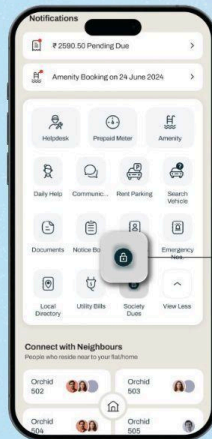
Will MyGate show my Bill payment history?

Yes, all your Invoices and payments will be migrated to Mygate. All future billing will be in the Mygate app.

9.1 How to pay my bills on MyGate?

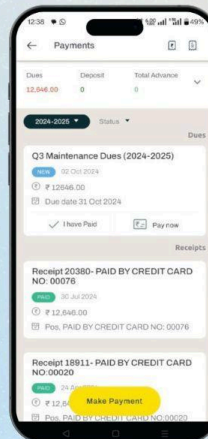
How to pay all society bills on Mygate?

Step 1



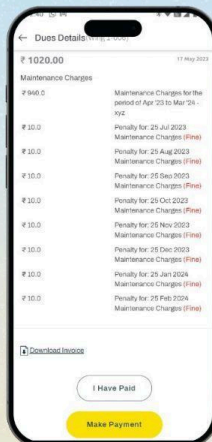
Tap on the 'Community' tab and select 'Society dues' card.

Step 2



Select Pay Society charges on the invoice raised.

Step 3



Click on 'Make payment', enter your payment details and click Pay.

10.0 MyGate Support

Pls add yourself to the “APR Villas MyGate support” [whatsapp group](#) for any support related to MyGate issues.