



STEP BY STEP GUIDE TO NAVIGATE SERVICE PROVIDER PROFILE

Introduction

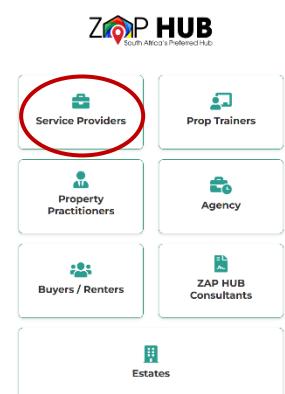
Whether you've created your account yourself and are now ready to complete the remaining details, or you had a sales contractor assist you with setting up the initial part of your profile and would like to return later to finalize everything – this guide is here to walk you through it with ease and confidence.

Signup:

1. Go to the **ZAP HUB homepage**.
2. Look at the **top right corner** of the screen.
3. Click the **"Login"** button to begin.

Select Your Role:

- You will be redirected to a page where you can select your role.
- Click on **"Service Provider"** to continue.
- Enter your **login credentials** (username/email and password) to securely sign in to your account.
- Click **"Login"**



How to navigate Service Provider Dashboard:

1) My Business Profile

Alpha Pro Virtual Tours
Virtual Tours
bronwyn@alphapvt.co.za
+27 61 539 4154

My Business Profile
My Analytics
My Messages
My ZAP Network
Change Subscription Package
Update Card Details
Update Personal Information
Logout

Premium Price: R199
Start Date: 28 September 2025 Next Due Date: 31 December 2026

Business Information

Business Name *	Trading Name *
Alpha Pro Virtual Tours	Alpha Pro Virtual Tours
Business Address *	Postal Code *
39 Karob Crescent	2191
Province *	Region *
Gauteng	Johannesburg
Area *	Suburb *
Fourways, Sunninghill and Lonehill	Fourways Gardens

Business Description (Max 1000 characters) *

B I U

⚠ Use quick links on the left-hand side panel

Update Business Information:

Premium Price: R199

Start Date: 28 September 2025 Next Due Date: 31 December 2026

Business Information

Business Name *
Alpha Pro Virtual Tours

Trading Name *
Alpha Pro Virtual Tours

Business Address *
39 Karob Crescent

Postal Code *
2191

Province *
Gauteng

Region *
Johannesburg

Area *
Fourways, Sunninghill and Lonehill

Suburb *
Fourways Gardens

- ⚠ Fill in Business name and Trading Name
- ⚠ Complete Business address to ensure pin location is accurate

Business Description:

Business Description (Max 1000 characters) *

B I U

Our team creates professional **Matterport 3D virtual tours** using the latest **Pro3 cameras**, designed to capture entire properties—**indoors and outdoors**—with exceptional **lidar-based measurement accuracy**. We also provide **Point Cloud and Lidar services, CAD drawings, 3D architectural renders, schematic floor plans**, and both **static high-definition and 360° photography**. Our services include full **Google Street View integration**, helping your space stand out online with immersive, accurate digital experiences. **3D Virtual Tours**
An **interactive 3D virtual tour** allows potential clients to fully immerse themselves in your space and explore it from anywhere, at any time. Whether it's a **venue, business location, or product showroom**, visitors can navigate the space at their own pace, learn about your services, and browse your offerings—**24/7, from any device**.

151 characters left

- ⚠ Enter your **business description** according to your package (maximum **2,000 characters**)
- ⚠ Be clear and concise without exceeding the limit

Additional services:

Additional Services

Additional Services (Enter services separated by commas)

CAD Drawings, Floor plans, Photographs

List any additional services you offer beyond your main category.

- ⚠ Add additional services offered to clients
- ⚠ Use Commas to separate the services

Link your services to an Estate:

Estate Link & Association

+ Apply To Estate

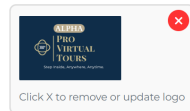
You are not linked to any estates yet. Click "Apply to Estate" to request access.

- ⚠ Select an **estate** to associate yourself with – allowing you to be listed as a service provider linked to that estate
- ⚠ Once selected, click "**Submit Application**" to complete the process

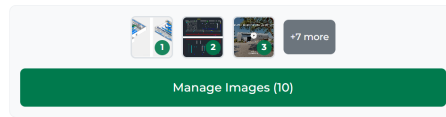
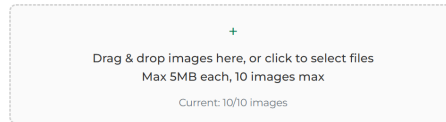
Photographs and video link:

Media & Branding Assets

Logo (1 image only)



Images (Max 10 images)



Introductory Video (Max 3 mins & 50 MB File Size)

Choose File No file chosen

Use high-quality visuals to represent your business. Recommended: square logo (min 300 x 300 px), landscape images, and a 1-3 minute intro video highlighting your services.

- ⚠ Add your **business logo** – giving your profile a professional and recognizable identity
- ⚠ Add up to **30 images** – each with a title of no more than **15 characters**
- ⚠ **Rearrange** your images by moving them if you want them displayed in a different order
- ⚠ Add your **introduction video** – a brief overview of your business to help people understand what you do and who you are
- ⚠ **Video Limits:** Maximum **3 minutes** long and up to **50 megabytes** in size

Service Rates (not mandatory):

Service Rate

Amount

650

Rate Type

Hourly

Currency

ZAR (South African Rand)

- ⚠ Enter your **service rate** – to let clients know the cost of your services
- ⚠ Select your **type of rate** from the options provided

Hours and availability:

Working Hours

Edit Hours

Day	Hours
Monday	08:00 - 19:00
Tuesday	08:00 - 19:00
Wednesday	08:00 - 19:00
Thursday	08:00 - 19:00
Friday	08:00 - 19:00
Saturday	09:00 - 16:00
Sunday	09:00 - 16:00

Emergency Callout

Offer Emergency Callout?

No

- ⚠ Add your **working hours** – this lets clients and visitors know when you're available
- ⚠ Scroll to the bottom and click "**Save**" to ensure all updates are applied
- ⚠ Select if you offer **Emergency Call Outs**

Business Experience:

Business Experience

Total Work Experience (Years)

5

Total years of experience across all fields

Relevant Experience (Years)

2

Years of experience in current category

Availability

Full-time

Your availability for this service category

⚠ Add your **experience** – giving clients confidence that you are skilled and capable of delivering high-quality work

Select Search Locations:

Areas (Max 2)

Area Reference Guide

Areas *

Johannesburg South

Sandton and Bryanston (North)

Search Areas

You have reached the maximum areas selection limit of 2.

⚠ Add the **areas you service** based on the package you have selected

Work Experience:

Work Experience / Projects

Edit Experience

Period: 2025-03 - 2025-11

Location: Johannesburg

Description: Filming all Live Easy Complexes

References: Online Review

⚠ Provide a more **detailed description of your experience** – highlighting your skills, accomplishments, and expertise to build trust with potential clients

⚠ At the top of this section, you can add **more work experience** if you have additional roles or achievements to include

⚠ Click **"Save"** once you are satisfied

Capture and Review Client Testimonials:

Customer Testimonials (Max 20 testimonials)

Add Testimonials

Enable Customer Testimonials

100

Customer Testimonials Character Limit:

Total Testimonials (1/20)

View All Testimonials (1)

Bronwyn ★★★★★ 5.0

The Alpha team was very professional. They showed ...

⚠ To add testimonials, select **"Add testimonials"** and add customer name and email address then save

- View **reviews linked to your account**
- Monitor **how many you have received**
- Choose whether to **enable or disable** customer reviews on your profile

⚠ Enable **"Customer Testimonial"** with toggle button

⚠ To publicly post testimonials, select **"View All Testimonials"** and select publish

Manage Social Media Links:

Social Media Links

Website URL

<https://alphaprovirtualtours.co.za>

X

<https://X.Com/Yourbusiness>

TikTok

<https://www.tiktok.com/@alphapvt>

LinkedIn

<https://www.linkedin.com/company/alpha-pro-virtual-tours/>

Facebook

<https://www.facebook.com/AlphaProVT/>

YouTube

<https://Youtube.Com/@Yourbusiness>

Instagram

<https://www.instagram.com/alphaprovtours/>

Virtual Tour URL

<https://Yourvirtualtour.Com>

⚠️ Add links to your **social media** profiles

⚠️ This makes it easy for clients and visitors to find and connect with you across your social media platforms

Manage Contact Information:

Contact Information

Primary Email *

bronwyn@alphapvt.co.za

Secondary Email

Enter Secondary Email (Optional)

Primary Phone *

 +27 61 539 4154

Secondary Phone

 +27

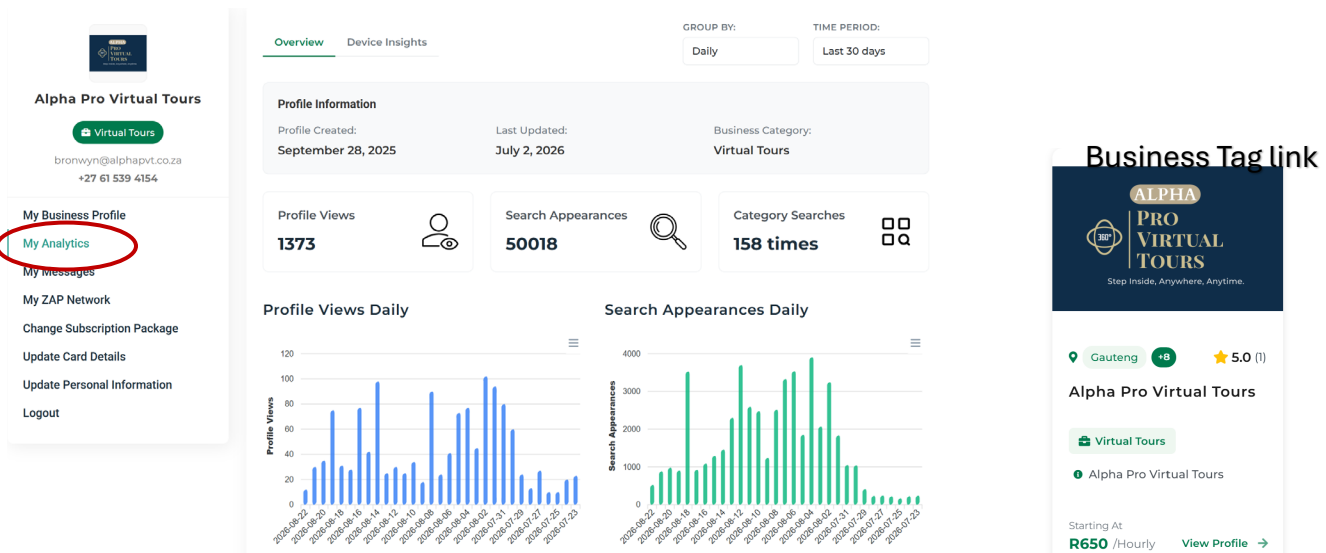
⚠️ Edit your **contact information**

⚠️ Ensure clients have the correct details to quickly and conveniently get in touch with you

⚠️ Add up to **two** contact details with phone and email

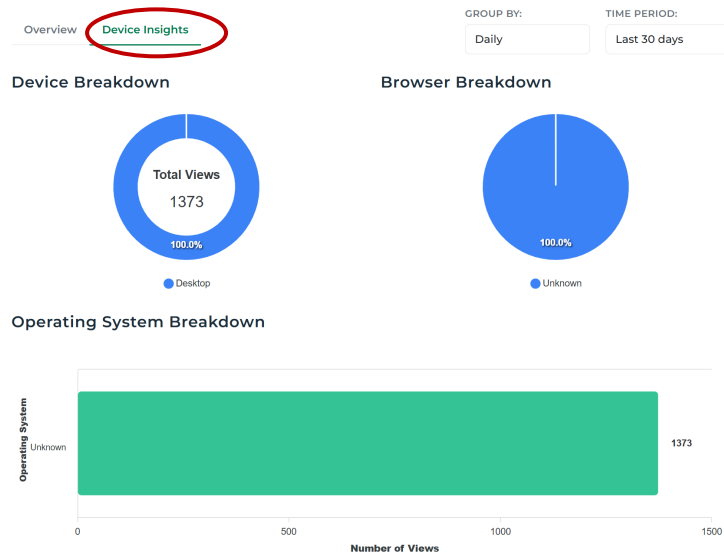
Save Your Changes, Press "Save" and your profile will now be successfully updated.

2) My Analytics



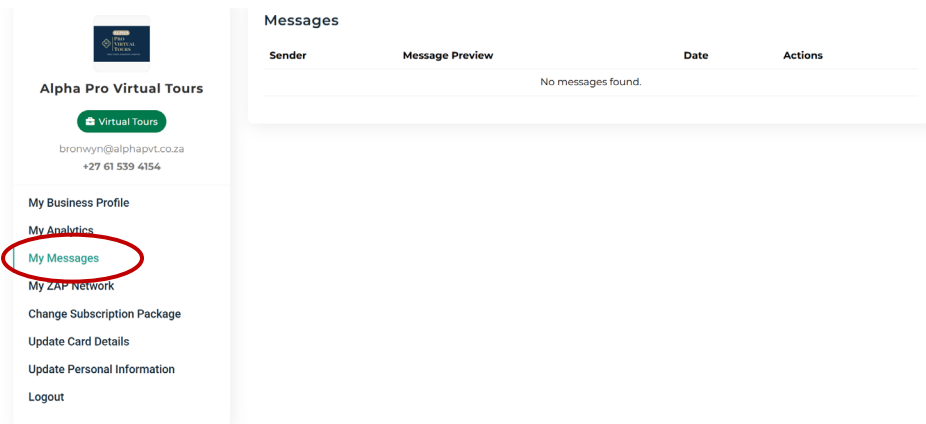
- **Profile Views** – How many clients are clicking on your profile
- **Search Appearance** – How many clients have seen your business Tag link on the search bar
- **Category Search**- How many clients have searched your business category

⚠️ Analytics done be done for 7 days, 30 days, 3 months, 6 months, 1 year



⚠ Check out **analytics** for device breakdown and see what devices your customer is using when finding you

3) My Messages



⚠ **Messages received from clients** through your profile will be organised in the message section of your profile

4) ZAP Network

What Is A ZAP Network?

A ZAP Network is the list of service providers a ZAP HUB member has personally chosen to recommend. When an estate agent has a plumber they always call, a conveyancer they trust, or a photographer who never misses a deadline, they add them to their ZAP Network so their clients can find the same people.

Networks are built by the member, not by us. Nobody buys their way onto someone's list — a provider is there because that agent, agency, service provider or prop trainer put them there and left them visible.

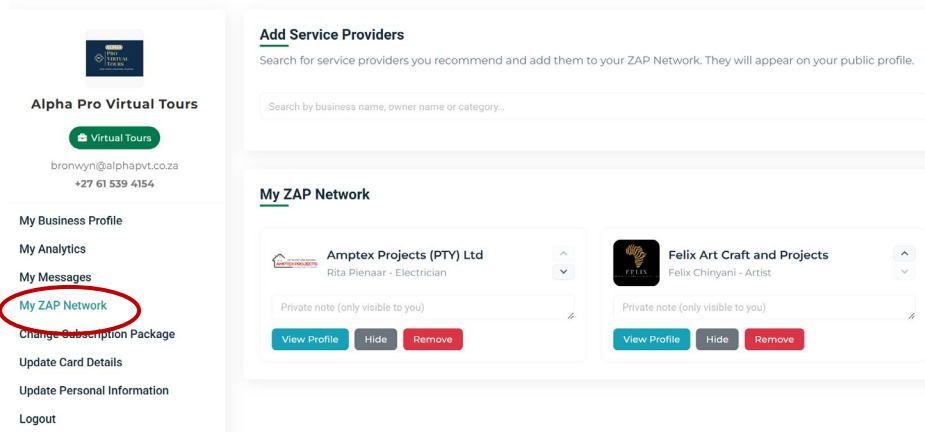
How It Works

- Search a name**
 Start typing the name of an agent, agency, service provider or prop trainer you already deal with.
- Pick them from the list**
 Only members who have published a ZAP Network appear, so every result has recommendations to show.
- Open their network**
 See the service providers they personally recommend, with categories, service areas and reviews.

Why Use A ZAP Network?

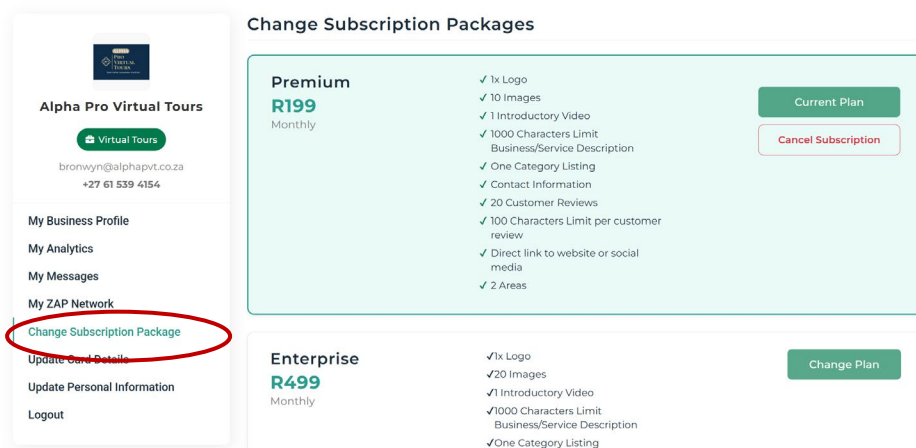
- ✓ Recommendations come from someone in the property industry who has actually worked with the provider.
- ✓ Every provider listed holds an active ZAP HUB profile, with their category, service areas and customer reviews on record.
- ✓ One search replaces phoning around for a referral — the whole list is on one page.
- ✓ Members who have not published a network never appear in the results, so you never land on an empty page.





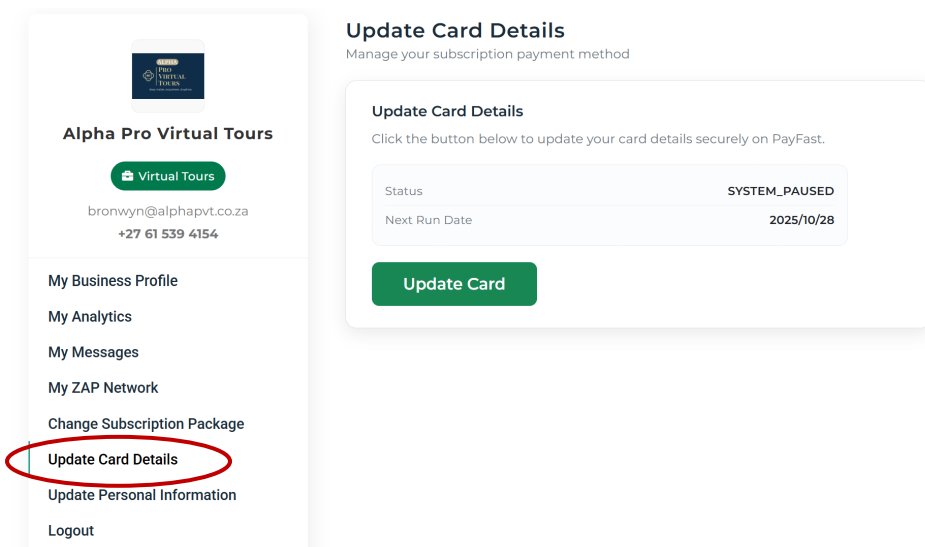
- ⚠ Add service providers that you highly recommend to your **ZAP Network**
- ⚠ Simply search and add service providers, these service providers will show up on your profile as part of your preferred network

5) Change Service Plan



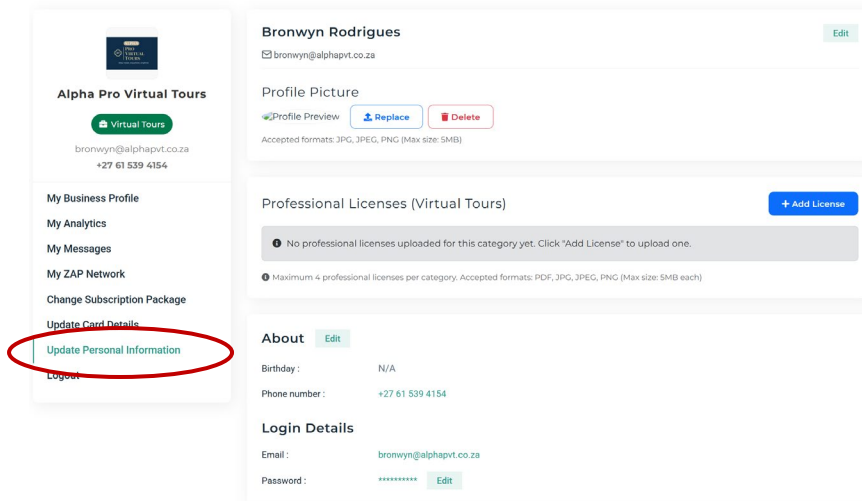
- ⚠ Update or downgrade subscription

6) Update Card Details



- ⚠ Update **card details** at any time to maintain billing subscription

7) Update Personal Details



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My Business Profile
My Analytics
My Messages
My ZAP Network
Change Subscription Package
Update Card Details
Update Personal Information
Logout

Bronwyn Rodrigues [Edit](#)
bronwyn@alphapvt.co.za

Profile Picture
Profile Preview [Replace](#) [Delete](#)
Accepted formats: JPG, JPEG, PNG (Max size: 5MB)

Professional Licenses (Virtual Tours) [+ Add License](#)
No professional licenses uploaded for this category yet. Click "Add License" to upload one.
Maximum 4 professional licenses per category. Accepted formats: PDF, JPG, JPEG, PNG (Max size: 5MB each)

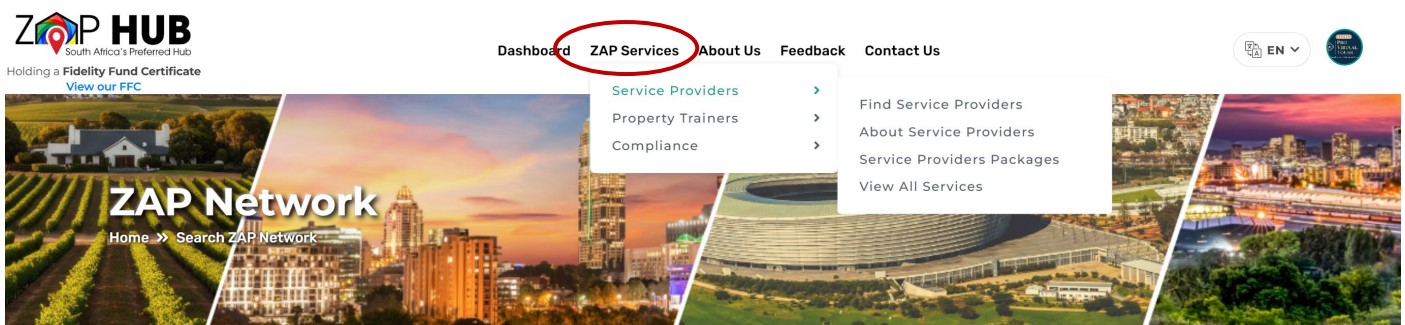
About [Edit](#)
Birthday: N/A
Phone number: +27 61 539 4154

Login Details
Email: bronwyn@alphapvt.co.za
Password: ***** [Edit](#)

- ! Update **Profile picture**
- ! Update **Professional license** to keep profile verified
- ! Edit Login email and password

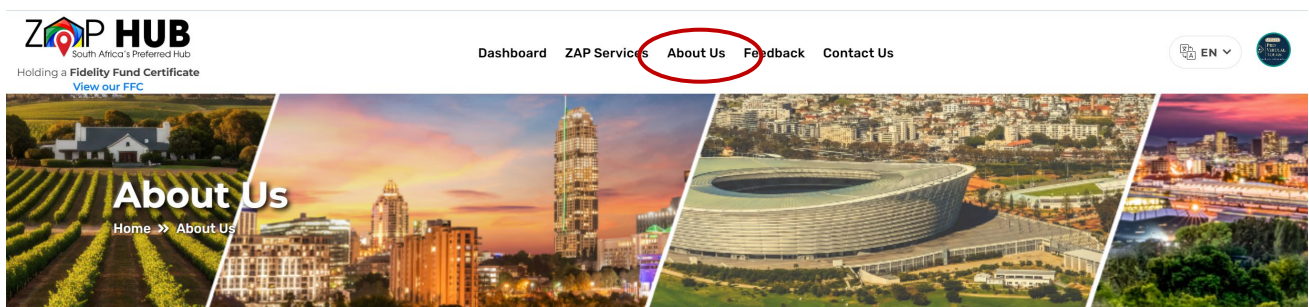
Header Management

1) ZAP Services



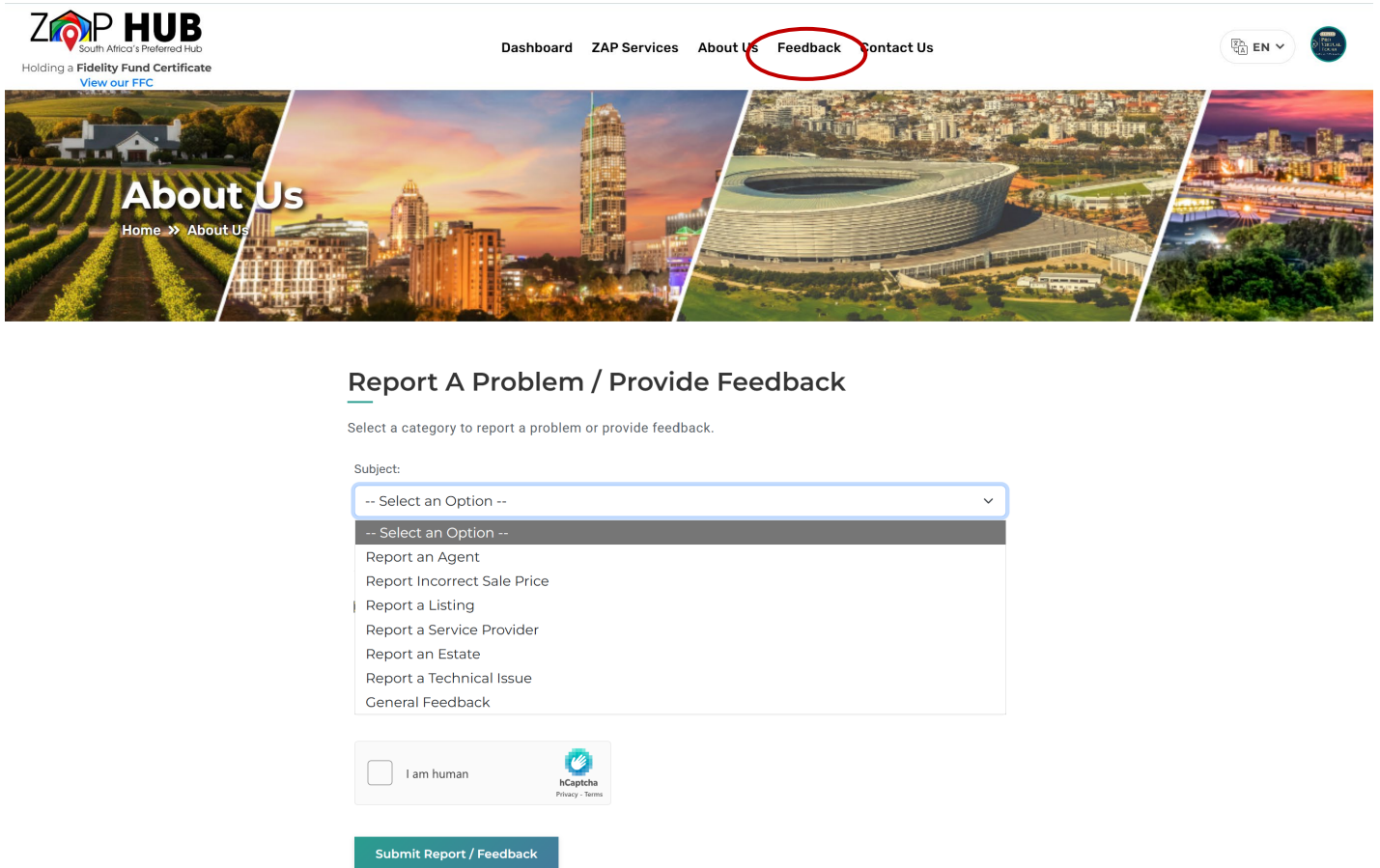
- ! Search other service providers from your personal dashboard
- ! Search property training companies from your personal dashboard
- ! Request compliance assistance for your business

2) About Us – Learn more about ZAP HUB



Welcome To ZAP HUB

3) Feedback



ZAP HUB
South Africa's Preferred Hub
Holding a Fidelity Fund Certificate
[View our FFC](#)

Dashboard ZAP Services About Us **Feedback** Contact Us

EN

About Us
Home >> About Us

Report A Problem / Provide Feedback

Select a category to report a problem or provide feedback.

Subject:

-- Select an Option --

- Select an Option --
- Report an Agent
- Report Incorrect Sale Price
- Report a Listing
- Report a Service Provider
- Report an Estate
- Report a Technical Issue
- General Feedback

☐ I am human

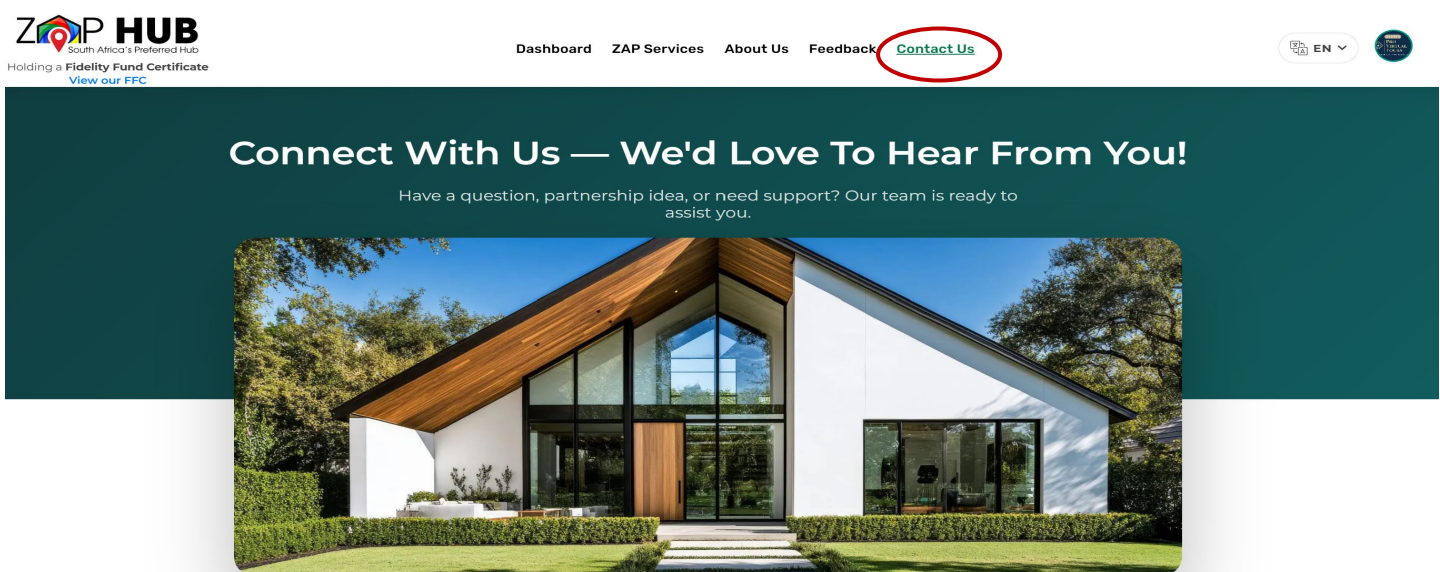
hCaptcha
Privacy - Terms

Submit Report / Feedback

⚠ ZAH HUB encourages service providers and customers to provide feedback for any issues

- **Report agent, listing or service providers**
- **Report a technical issue**
- **Give general feedback**

4) Contact Us



⚠ **Connect** with the ZAP HUB team for help with billing, queries, marketing or affiliate programs

5) Changing Profiles

Connect With Us — We'd Love To Hear From You!

Have a question, partnership idea, or need support? Our team is ready to assist you.



Alpha Pro Virtual Tours

Dashboard

PROFILES

Virtual Tours ✓

+ Add New Category

Sign Out

⚠ If you have **multiple categories** links attached to your profile, switch category on the top right corner

6) Sign Out

Connect With Us — We'd Love To Hear From You!

Have a question, partnership idea, or need support? Our team is ready to assist you.



Alpha Pro Virtual Tours

Dashboard

PROFILES

Virtual Tours ✓

+ Add New Category

Sign Out

⚠ To **sign out** of your profile, click the profile picture on the top right corner and sign out

🎉 **Congratulations!**

Once you've updated all your details, your profile is now fully complete and visible on ZAP HUB – making it easy for clients and potential customers to discover your business and connect with you.

This is your moment to shine and showcase everything your business has to offer! 🚀