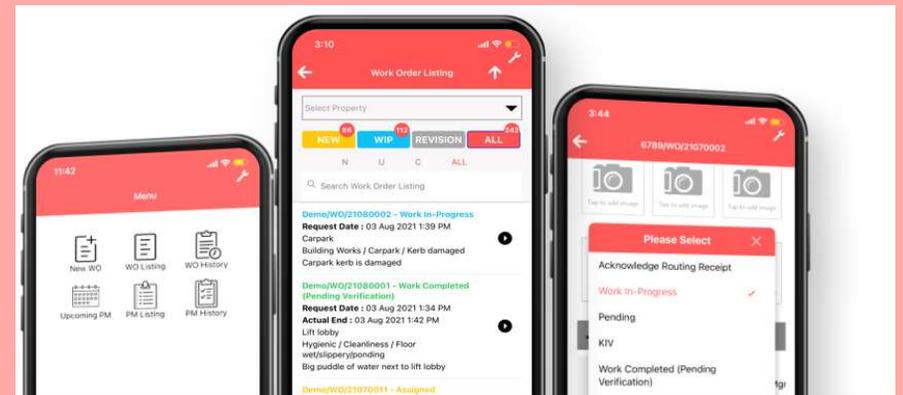




QORNERSTONE



Qornerstone Estate

User Guide for eFAMS App

**Download the eFAMS App and
stay updated on the go!**



Version 1.5



This User Guide will cover:

1. User Guide to eFAMS App. The process will explain
 - Login to eFAMS App
 - To Access Device Camera & Enable Location
 - eFAMS App Homepage
 - eFAMS App Sub-Menu

2. Updating a work order listing created via work schedule (please refer to user guide 6.1 Creation of Work Schedule for more information)
 - Opening assigned work schedule
 - Acknowledge and updating Work Schedule
 - Updating the checklist (***This is mandatory if the checklist is tagged into the work schedule***)
 - Checking on Qornerstone Platform (QE) for updates via eFAMS

3. Creating a Work Order via work Schedule via eFAMS.

4. Creating a Work Order in efams

Prerequisite

Setup for the below sections must be completed:

1. FM Admin Setup for Problem Codes, Work Type, Work Priority, Property Master
2. Main User Accounts for Qornerstone Estate and Property Personnel

1) Login to eFAMS App

- Tap on Domain and select the Domain Code that is unique to your Company
- Login to the App with the credentials provided to you

Please select domain ✕

UB#20DM92682 ✓

UB#21TR17832

OK

QORNERSTONE

Domain

Company Company

Login ID Login ID

Password Password

Remember Me

I agree to the T&C

LOGIN

© Qornerstone Pte Ltd

Login Details

Account Enabled Yes No

Login ID rickylim

New Password

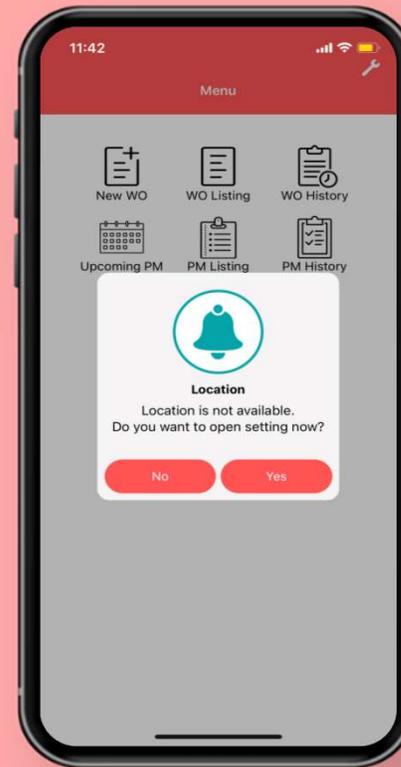
Confirm Password

To Access Device Camera & Enable Location

- Upon login, the App will prompt a request to access the device's Camera so that Users can take pictures and update Work Orders
- App will prompt a reminder to enable device's location as well
- User may allow/disallow the access



Access to Device's Camera



Enable Device's Location

eFAMS App Homepage

- After logged in, User will see the App Homepage with the App Menu
- User can tap on the top-right icon to view a sub-menu (refer to next slide)

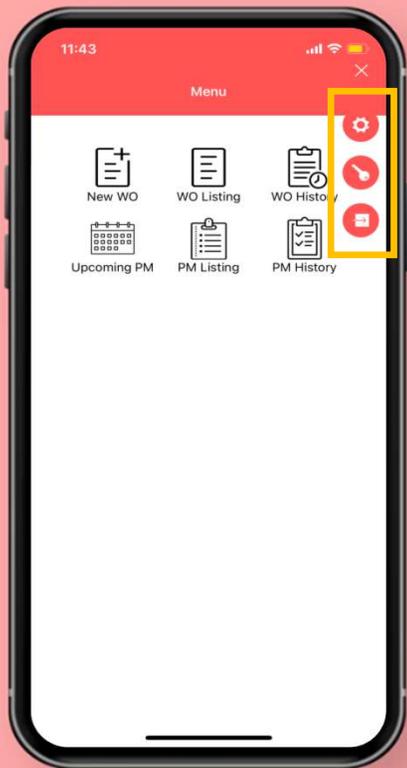


 New WO	 WO Listing	 WO History
To create new Work Orders	To view current Work Orders	To view past / completed Work Orders
 Upcoming PM	 PM Listing	 PM History
To view upcoming Preventive Maintenance (PM) schedule	To view current Preventive Maintenance (PM) listing	To view past / completed Preventive Maintenance work

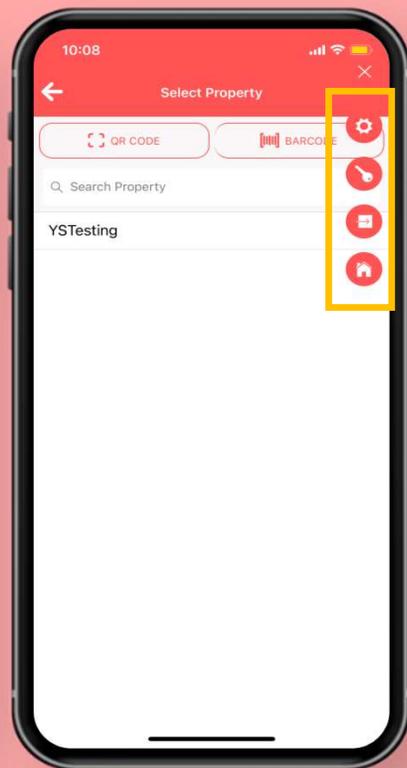
eFAMS App Sub-Menu

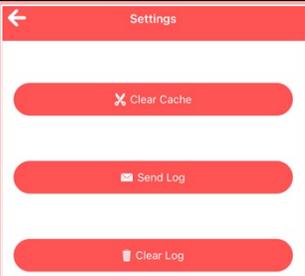
- Sub-menu items

App Homepage



All other pages within App



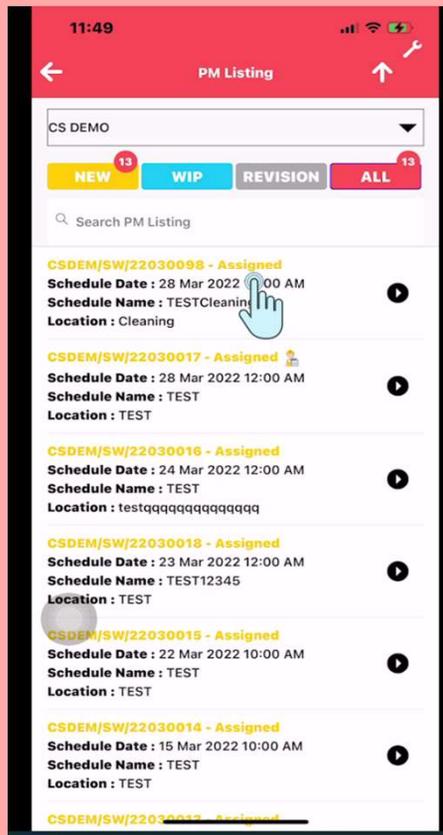
	View Settings of the App	
	Change Password	
	Logout of App	
	Return to App Homepage	

2) Updating Work Order Via Work Schedule (In EFAMS App)

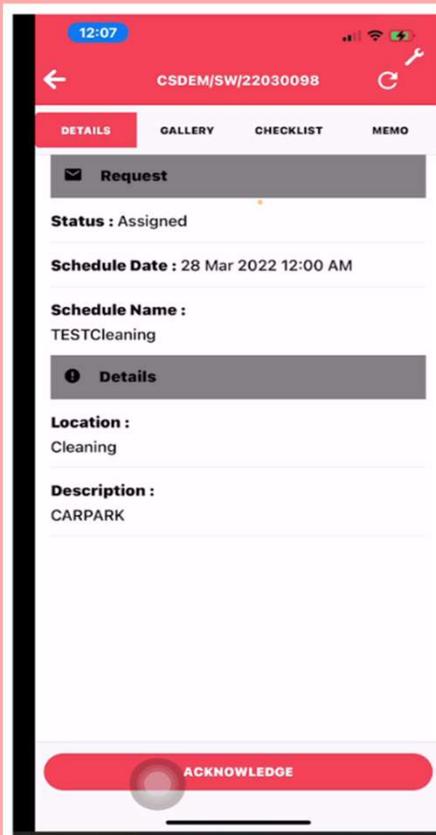
Opening an assigned Work Schedule

- For Work Schedule, a push notification will be sent 2 hours before the schedule starts. Alternatively , check on the PM listing for assigned task
- Click on the checklist for additional information and see if there is a checklist for the routine maintenance.

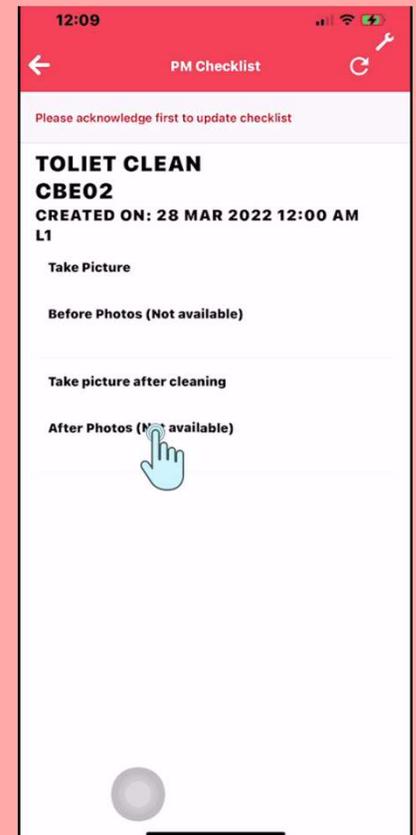
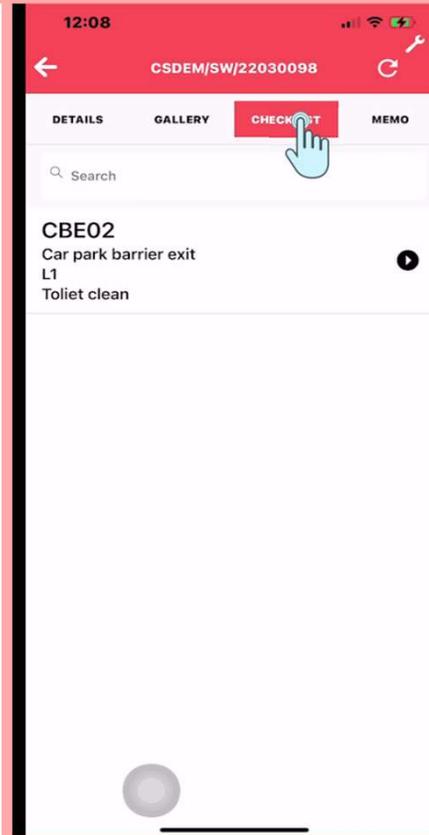
Tap on 'New PM listing'



View



Tap and review the checklist



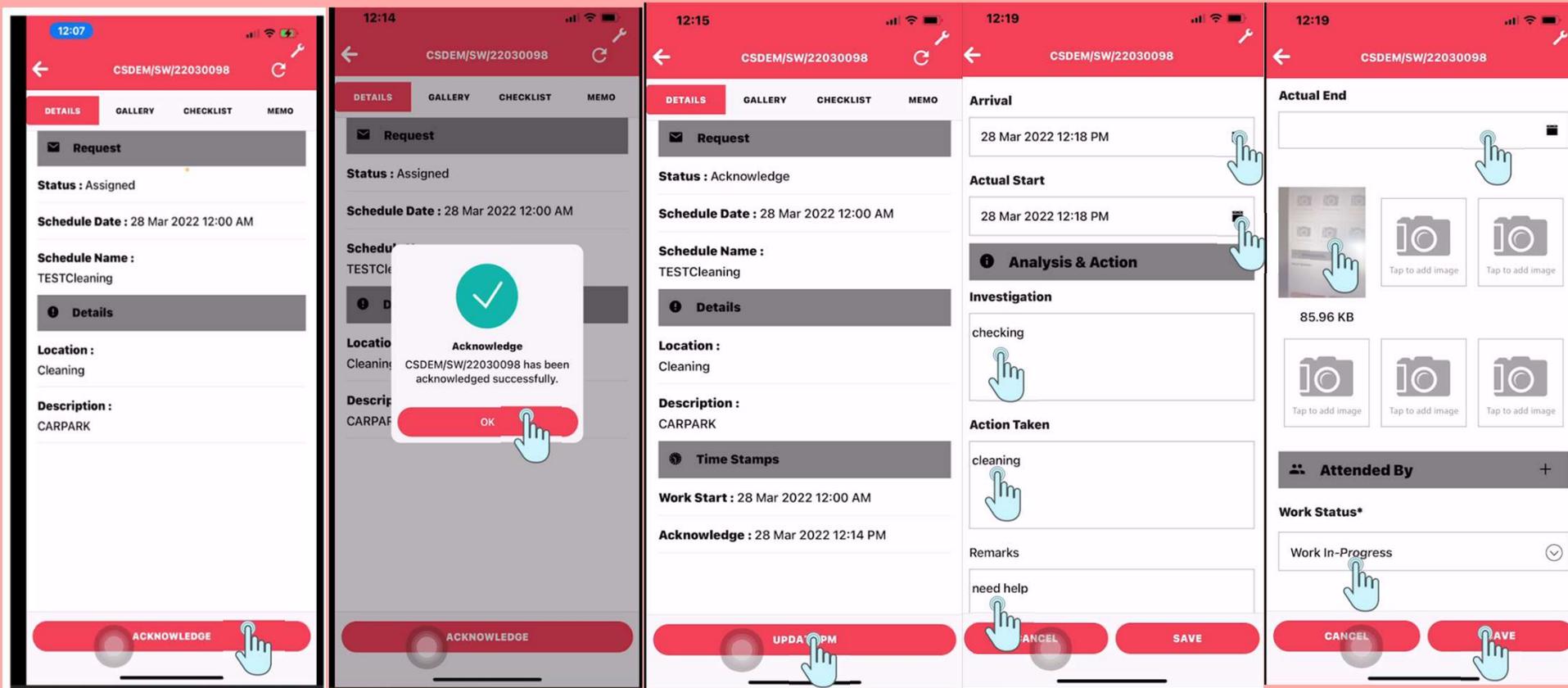
2) Updating Work Order Via Work Schedule (In EFAMS App)

Acknowledge a Work Schedule

- Click on Acknowledge button and and click ok
- Click on icon Update PM and proceed to update the following fields. * **note : field highlighted in bold is/are mandatory fields**

Click on Acknowledge and press ok to confirm

Input the Details



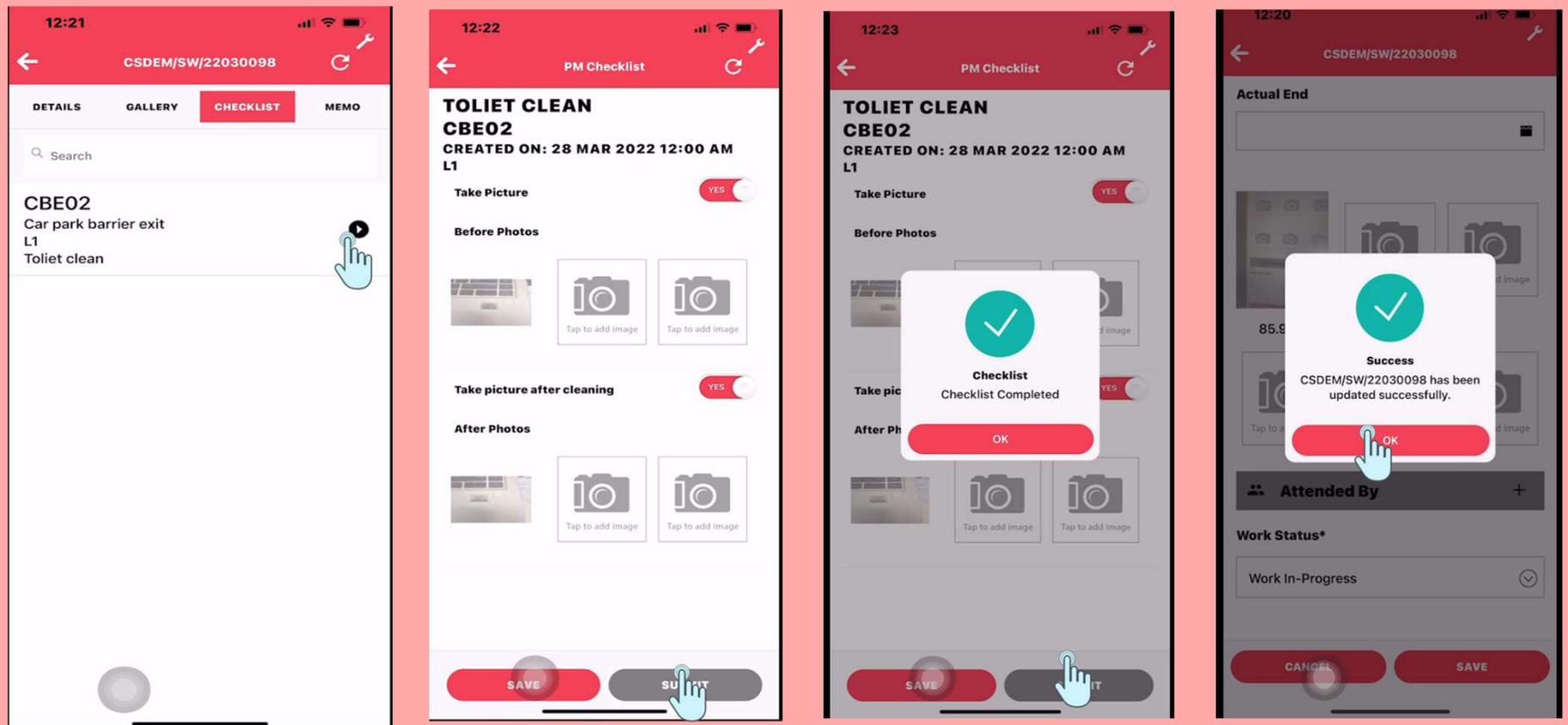
2) Updating Work Order Via Work Schedule (In EFAMS App)

Updating the checklist (if there is a checklist tagged to the asset)

Open Checklist and complete the list. Note User can save (draft) or submit (final). If click on submit the icon will appear to indicate that the checklist is complete.

Note the user cannot close the work schedule if the checklist is not submitted.

Input the Details (note, if the user is still working on the work order, the user can click submit to save as draft.



2) Updating Work Order Via Work Schedule (In EFAMS App)

Checking on Cornerstone Platform for updates via eFAMS

- Go To Maintenance Module -> Maintenance Work -> Work Order -> Work Order Listing. Any updates and/or progress will be update real-time.

Examples

- Updates to checklist will be reflected in the tab 3 -Asset Check List (tab)
- The status of the work schedule will be updated in the tab 4- Other Details

Work Orders

1 - List 2 - Search Find What

View All View In : Team A / CS DEMO

SN	Work Date	Ref No	Status	Problem Description	Action Taken	Fault Location	Work Priority	Requestor Name	Requestor
CSDEMO CS DEMO									
1	28 Mar 2022 00:00	CSDEM/WS/22030004	Work In-Progress	CARPARK	cleaning	Cleaning	Normal	TEST	Cleaning
2	28 Mar 2022 00:00	CSDEM/WS/22030003	Assigned	TEST		TEST	Normal	TEST	
3	24 Mar 2022 00:00	CSDEM/WS/22030002	Assigned	testqqqqqqqqqqqqqq		testqqqqqqqqqqqqqq	Normal	TEST	
4	23 Mar 2022 00:00	CSDEM/WS/22030001	Assigned	TEST		TEST	Normal	TEST	12345
5	22 Mar 2022 15:24		Work In-Progress	AHU faulty	to look into it	CS DEMO LOBBY 1	Normal	bigbird	chao-chuan.lee@csdemo.com
6	22 Mar 2022 10:00	CSDEM/WS/22010001	Assigned	TEST		TEST	Normal	TEST	
7	21 Mar 2022 15:00		Work In-Progress	test	tedt	CS DEMO BASEMENT	Urgent	bigbird	chao-chuan.lee@csdemo.com
8	16 Mar 2022 10:33		Assigned	testing		CS DEMO BASEMENT 2	Normal	bigbird	
9	15 Mar 2022 10:00	CSDEM/WS/22010001	Assigned	TEST		TEST	Normal	TEST	

Work Order

1 - Work Details 2 - Personnels & Supplier 3 - Asset List 4 - Cost Details 5 - Other Details 6 - Email History 7 - Uploaded Document

Asset List

Print Asset List

SN	Checklist Item Description	Checklist Value	Before Photos	After Photos
CBE02 Car park barrier exit				
1	Take Picture	Yes	Photo1	
2	Take picture after cleaning	Yes	Photo1	

Home Page Work Order : CSDEM/WO/22080003 x Work Order : CSDEM/WO/22090002 x Work Order Listing x

Work Order

1 - Work Details 2 - Personnels & Supplier 3 - Asset List 4 - Other Details 5 - Email History 6 - Uploaded Document

Memo

SN	User	Memo	Memo Date
1	bigbird bigbird	test	05 Aug 2022 15:21
2	bigbird bigbird	done	05 Aug 2022 15:25

Status History

SN	Status	Investigation / Cause of Fault	Action	Remarks	Last Updated By	Last Updated Date
1	Acknowledge				bigbird	05 Aug 2022 15:15
2	Work In-Progress	to test	looking into it	test	bigbird	05 Aug 2022 15:21
3	Work Completed	plug not turn on	resolvec	done	bigbird	05 Aug 2022 15:25

Duplicate Work Order List

No Record Found

Re-route Work Order List

No Record Found

Instruction No History

No Record Found

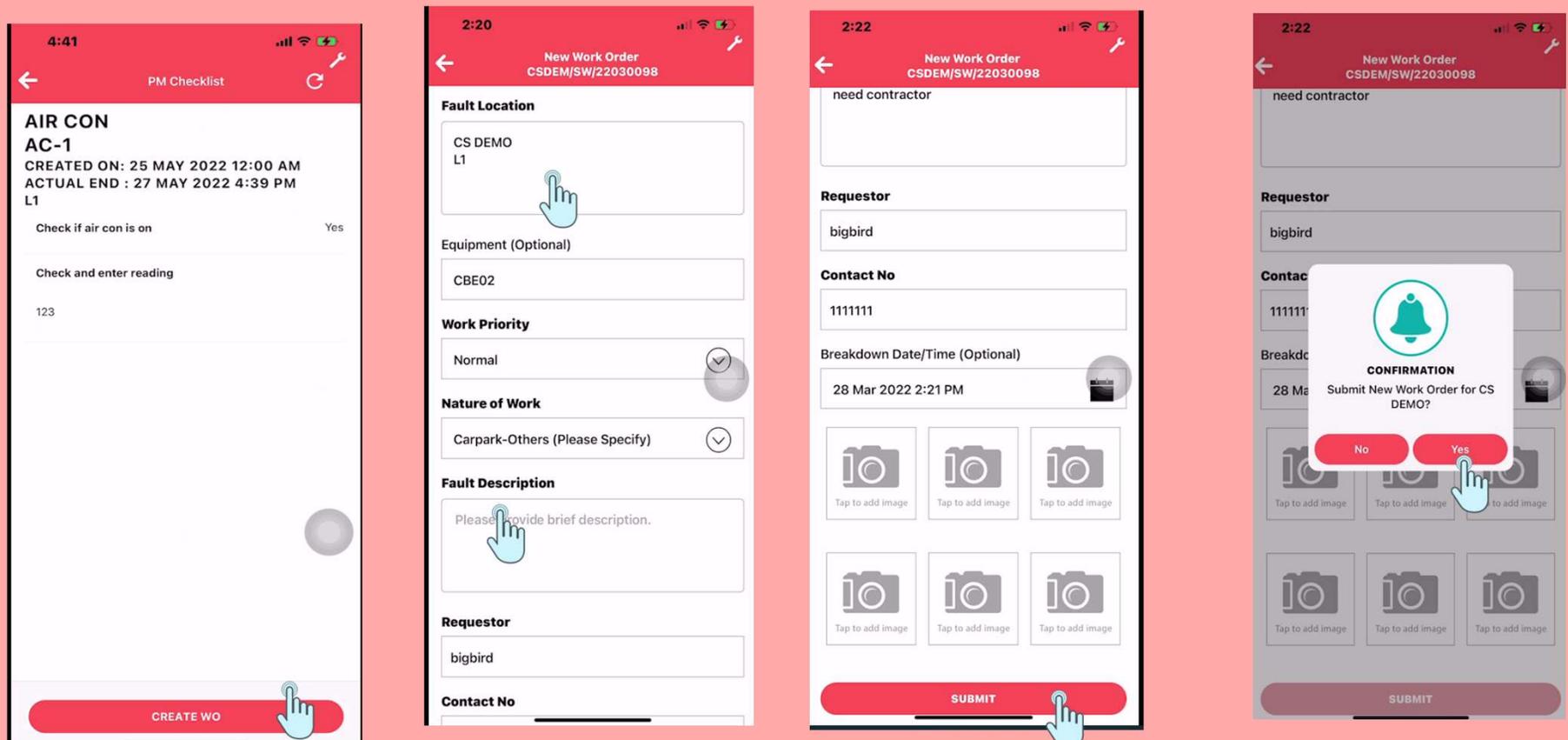
Feedback/Rating

No Record Found

3) Creation of a Work Order Via Work Schedule (In EFAMS App)

If the technician noted an issue with the asset during the assigned work schedule, the technician can create a new WO after completing the checklist. Below are the screenshots from left to right. (The functionality to create a work order from work schedule is only available if there is a checklist assigned to the work schedule. Alternatively, the technician can create a New Order via the main menu)

Input the details such as fault location and photos (if necessary) and click submit



3) Creation of a Work Order Via Work Schedule (In EFAMS App)

The new work order are as captured in the QE platform . The new work order will appear in the Work Order listing. All the details will be populated into the reference no:

CSDemo/SW/22030098 and work id CSDemo/WO/22030099.

This is shown the work order created/linked to the work schedule.

Note:

- 1) SW denotes Schedule
- 2) WO stands for Work Order

Work Orders
1 - List 2 - Search
Find What:

View All **View In : Team A / CS DEMO**

Search Criteria: Record contains 'CSDemo/SW/22030098'

SN	Work Date	Ref No	Status	Problem Description	Action Taken	Fault Location	Work Priority	Requestor Name	Requestor Email
CSDemo CS DEMO									
1	28 Mar 2022 14:25	CSDemo/SW/22030098	Assigned	need contractor		CS DEMO L1	Normal	bigbird	chao-chuan.lee@qornerstone.com
2	28 Mar 2022 00:00	CSDemo/WS/22030004	Work in Progress	CARPARK	cleaning	Cleaning	Normal	TESTCleaning	

Work Order
1 - Work Details 2 - Personnels & Supplier 3 - Asset List 4 - Cost Details 5 - Other Details 6 - Email History 7 - Uploaded Document

Work ID	CSDemo/WO/22030099	Problem Code	Carpark-Others (Please Specify)
Request Date/Time	28 Mar 2022 14:25	Status	Assigned
Property	CSDemo CS DEMO		
Created By	System on 28 Mar 2022 14:25		

[Update Work Costing](#) |
 [Update Personnel Acknowledge](#) |
 [Update Work Status](#) |
 [Update Work Details](#)

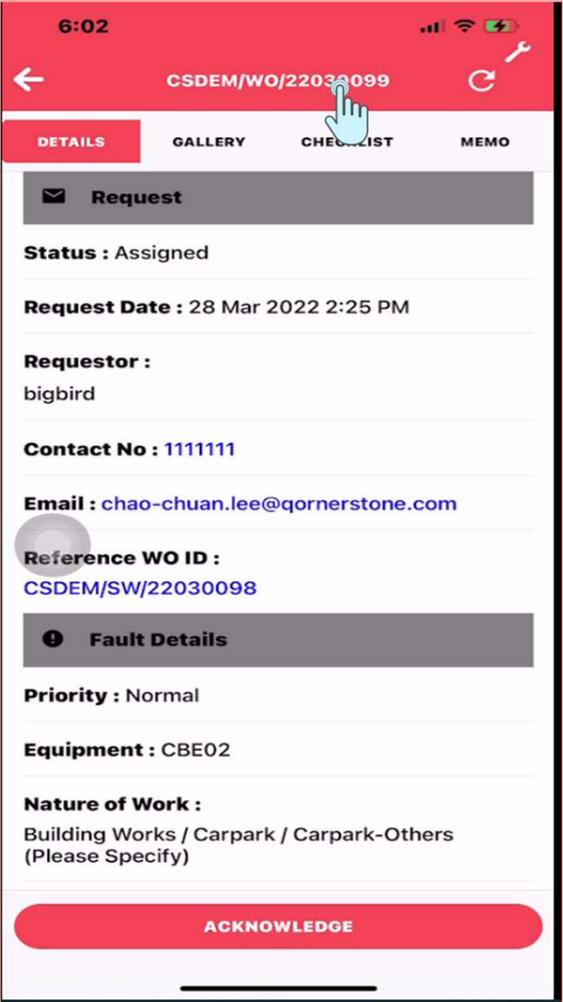
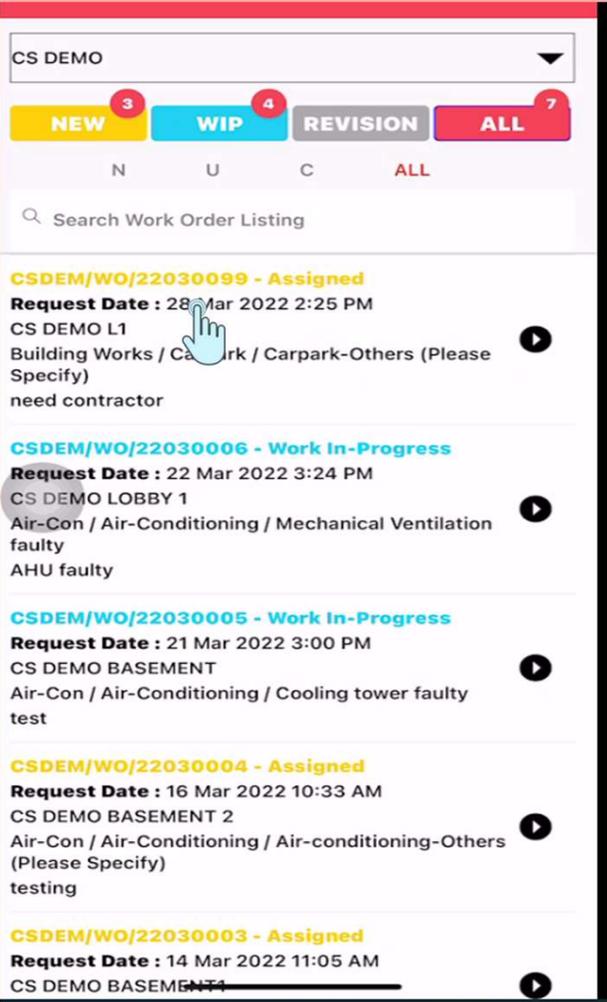
[Update Rating & Remarks](#) |
 [Create Duplicate Work Order](#) |
 [Re-route Work Order](#) |
 [Copy Work Order](#) |
 [Send Email](#)

Property Name CS DEMO	Work ID CSDemo/WO/22030099
Work Date/Time 28 Mar 2022 14:25	Reference No CSDemo/SW/22030098
Valid Property Range	Rating
Rating Remarks	Request ID
Requestor Details	Office Tel
Requestor <Requestor> bigbird	Home Tel
Unit No #-	Fax No
Address	

3) Creation of a Work Order Via Work Schedule (In EFAMS App)

The work are as captured in the Efams App appear in the WO listing under CSDEMO/WO/220300099

The same technician or other personnel can attend to this new work order raise



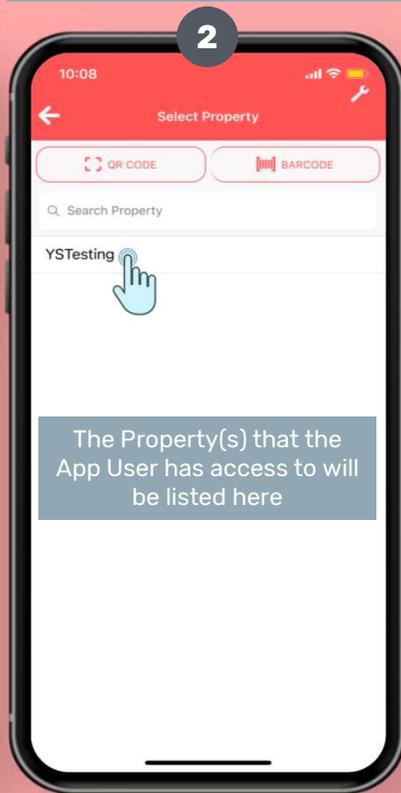
4) Creating a Work Order in efams

For the normal creation of a work order , please refer to this and the following slides 'screenshots .

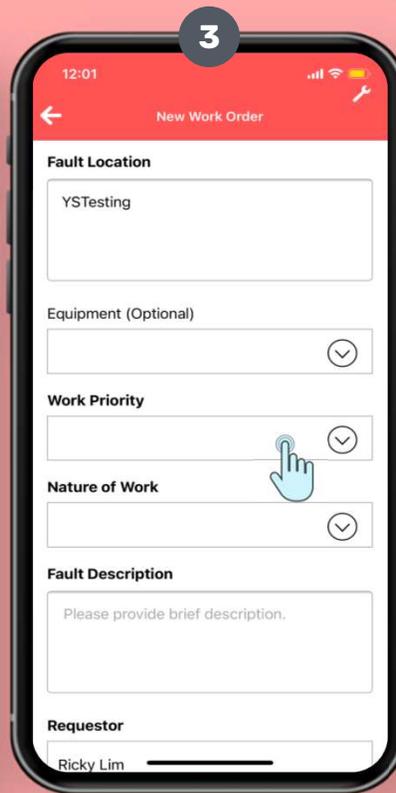
Tap on 'New WO'



Select the Property



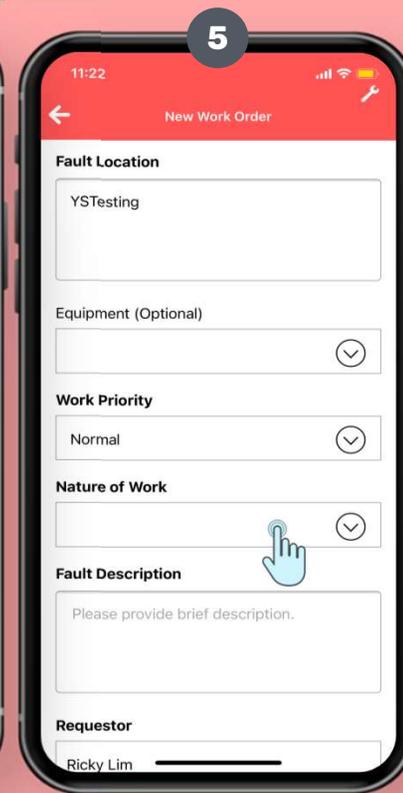
Click on Work Priority



Select Priority

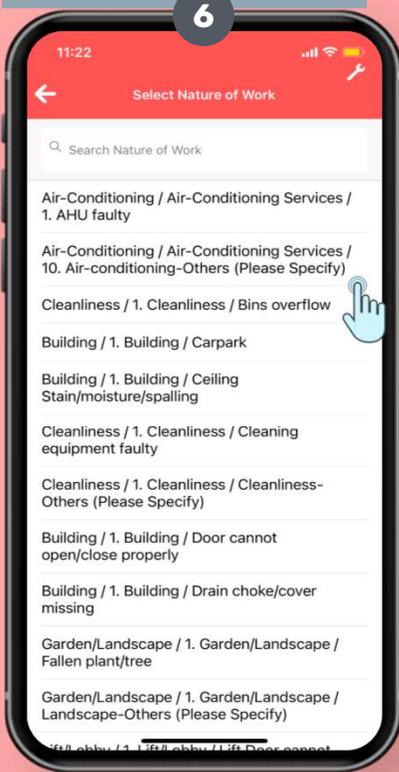


Nature of Work

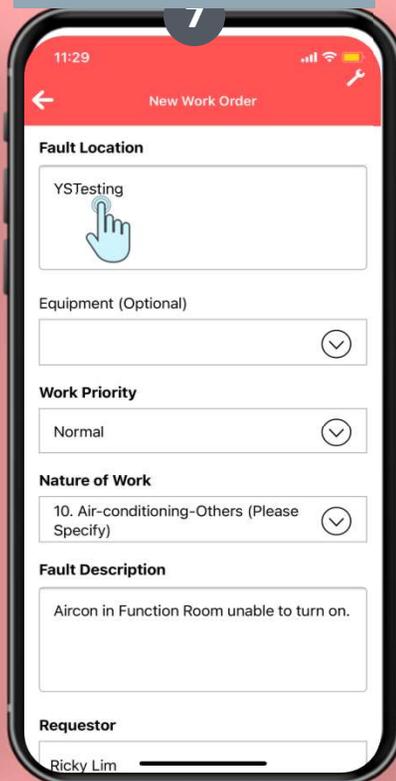


4) Creating a Work Order in efams (cont'd)

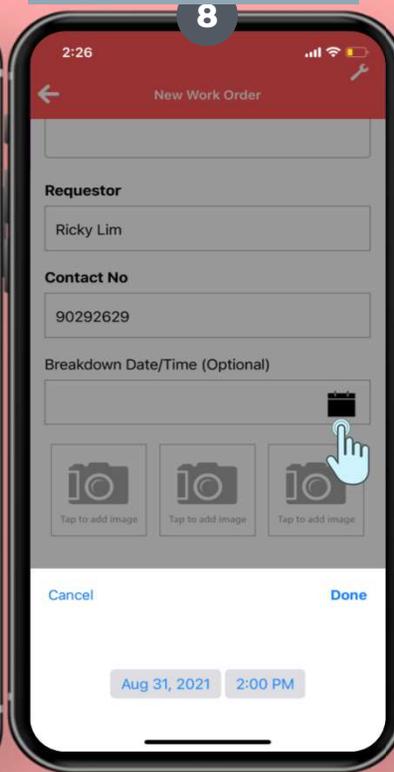
Select the work type/problem code



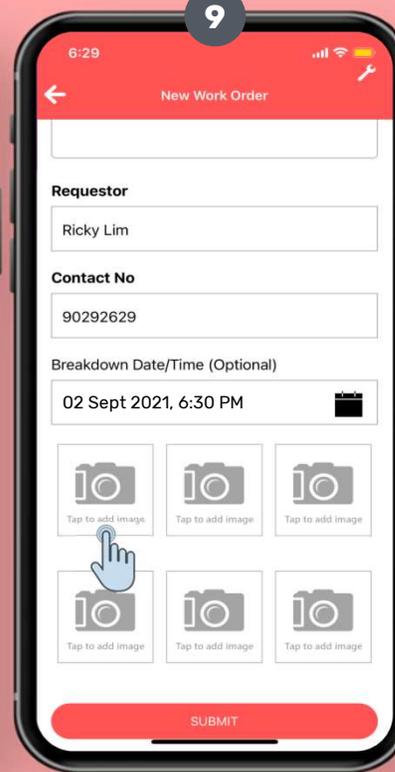
Input the fault location



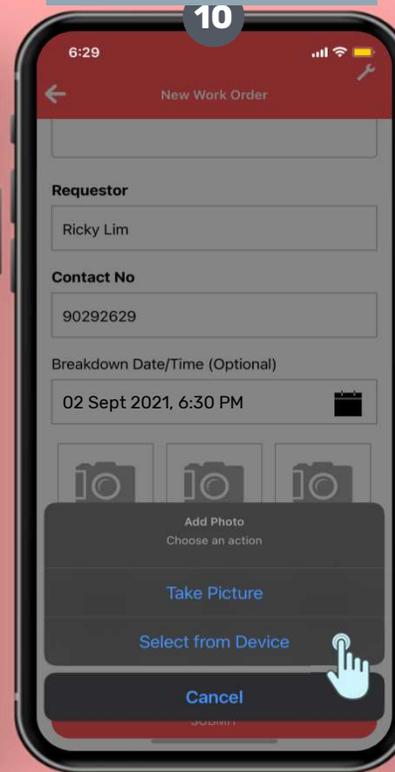
Optional Field : Input the time



Tap on the Picture Icon



Select the options



4) Creating a Work Order in efams (cont'd)

Add Text or draw on the image (refer to icons at the bottom), or submit the original image directly

Enter some text, if required

Draw on the image, if required

Add more images, if required. Once completed, submit the Work Order

The Work Order appears in the Work Order Listing. Personnel (assigned to the Nature of Work) will be notified

