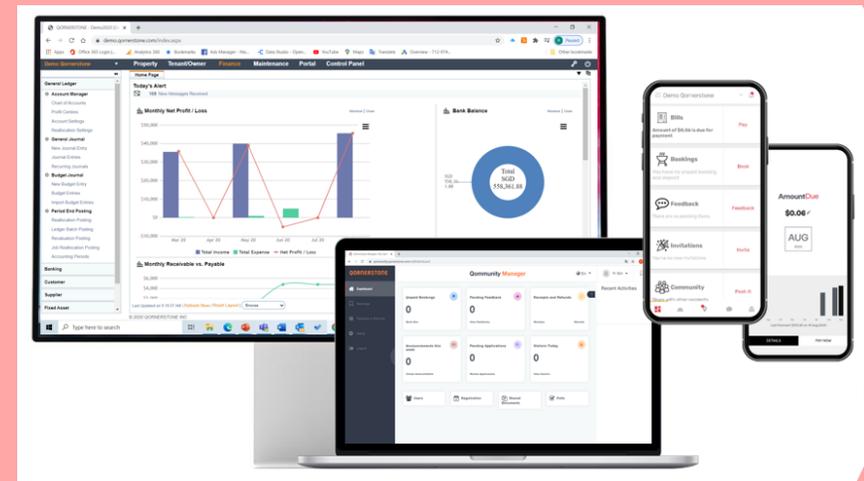




QORNERSTONE

Supported by:



Qornerstone Estate Platform

Creation of User Accounts and Property Personnel

Version 1.4



Agenda

The guide is for creation a Property Personnel Account for eFAMS Access The Guide will contain the conditions and explanation on the creation of eFAMS account

1. Creation of User accounts in Qornerstone Estate (QE)
2. Removal of user access in QE
3. Creation of eFAMS accounts in QE
4. Removal of eFAMS access in QE

Creation of User account in QE

There are 2 options to create user accounts in QE. One option is via Manual creation and the other is via Bulk Import. The second option is for Import of User Accounts* .

Creation of User Details

- 1) Go to Control Panel – User- Select New User
- 2) Input User Name and User ID. (The User ID will default from the User Name Limit to 20 Characters)
- 3) Select the relevant user group
- 4) Input the Login ID and a standard password
- 5) Ensure the box for “User Must Change Password” is set to check as such first time user is required to update a new password.
- 6) Optional details to update such as Email address (advisable) , Mobile No & Designation .

The screenshot displays the QE system interface for creating a new user account. The 'Control Panel' tab is selected, and the 'New User' button is highlighted. The 'User Account' form is open, showing the following fields and options:

- User Details:**
 - Active: Yes No
 - User Name: Qornerstone CS
 - User ID: Qornerstone CS
 - User Group: 1 - Administrator
 - Address: test1234
 - Designation: Condominium Manager -
 - Department: (empty)
 - Email Address: xxxxxx@hotmail.com
 - Upload Image: Choose File | No file chosen
- Login Details:**
 - Account Enabled: Yes No
 - Login ID: cssupport
 - New Password: (masked with dots)
 - Confirm Password: (masked with dots)
 - User must change password - if New Password entered

The status bar at the bottom indicates the user is 'Active' and was last updated by 'Qornerstone CS' on 21 Jun 2023 at 12:36:37 PM. The footer shows the copyright notice '© 2023 QORNERSTONE INC' and the user's current role: 'User : Qornerstone CS (Administrator - Qornerstone CS) | Tuesday, 25 Jul 2023'.

* This is for Bulk Creation and will not be discussed in this guide.

Creation of User account in QE (Cont'd)

Granting Access to Property in QE

- 1) Go to Tab- Property Access
- 2) If User has full access to all the properties, please set the "Access All" to "Yes" and click save.
- 3) If user is limited to certain properties or single property. Please set the "Access All" to "No" the relevant user group
- 4) Select the Property ID and click on "add Item". Once all the necessary property ID is selected, click save to complete the user account creation.

NB: The user's access to property and his/her modules are setup in the control panel.

The screenshot displays the 'User Account' configuration page in the QE system. The page is titled 'User Account' and has three tabs: '1 - User Details', '2 - Property Access' (selected), and '3 - Calendar Access'. The 'Property Access' section contains a radio button group for 'Access All' with 'Yes' and 'No' options. Below this is a section for 'Restricted Properties' with a table and an 'Add Item' button. The table has columns for 'SN', 'Property ID - Name', and 'User Group'. The 'Save' button is highlighted in red.

Property Access

Access All Yes No
Allow user to access all properties

Restricted Properties

SN	Property ID - Name	User Group
1	DEMY - Demo Cornerstone Malaysia	0 - [Default Group]

Click Add Item to add new row

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User : Cornerstone CS (Administrator - Cornerstone CS) Tuesday, 25 Jul 2023

Removal of user access in QE

Removal of access

- 1) Please set the "Active" & "Account Enabled" to NO
- 2) Click Save

NB: For Former Staff, it is advisable to set the account to inactive rather than delete the user account.

The screenshot shows the 'User Account' management interface for 'Qornerstone CS'. The 'User Details' section has the 'Active' radio button set to 'No'. The 'Login Details' section has the 'Account Enabled' radio button set to 'No'. The 'Save' button at the bottom right is highlighted with a red box. The status bar at the bottom indicates the user is 'Active' and was last updated by 'Qornerstone CS' on 21 Jun 2023 at 12:36:37 PM.

Home Page | User Account : Qornerstone CS x | User Accounts x

User Account | 1 - User Details | 2 - Property Access | 3 - Calendar Access

User Details

Active Yes No

User Name: Qornerstone CS | User ID: Qornerstone CS

User Group: 1 - Administrator

Address: [Empty]

Designation: [Empty]

Department: [Empty]

Email Address: [Empty]

Upload Image: Choose File | No file chosen

Date of Birth: [Empty]

Office Tel: [Empty]

Home Tel: [Empty]

Mobile No: [Empty]

Fax No: [Empty]

Login Details

Account Enabled Yes No

Login ID: cssupport

New Password: [Empty]

Confirm Password: [Empty]

User must change password - if New Password entered

Save | Back | Close

Active | Last Updated by Qornerstone CS on 21 Jun 2023 12:36:37 PM

Creation of eFAMS accounts in QE

Set up Property Personnel for eFams

Accessess

- 1) Go to Maintenance Module – Maintenance Property – Property Personnel & Click New

NB: In order to create access for eFAMS, the user account MUST be set up.

The screenshot shows a software interface with a top navigation bar containing 'Property', 'Tenant/Owner', 'Finance', 'Maintenance', 'Portal', and 'Control Panel'. The 'Maintenance' tab is highlighted. Below the navigation bar, there are tabs for 'Home Page', 'Property Personnels X', 'User Accounts - Qomerstone CS', and 'User Accounts X'. The main content area displays a table titled 'Property Personnels' with columns for SN, Personnel ID, Name, Designation, Mobile No, Start Date, End Date, Active, and a checkbox. The table lists 10 personnel records. At the bottom right, there are buttons for 'New...', 'Disable Personnels', and 'Close'. The footer contains copyright information and the user's name and date.

SN	Personnel ID	Name	Designation	Mobile No	Start Date	End Date	Active	
1	Effy	Effy	Operations M...		31 Jan 2023		Yes	<input type="checkbox"/>
2	Hezlin	Hezlin			31 Jan 2023		Yes	<input type="checkbox"/>
3	mic	mic	Support	6568611218	01 Feb 2023		Yes	<input type="checkbox"/>
4	Qomersto...	Qomerstone CS	Support		28 Nov 2022		Yes	<input type="checkbox"/>
5	Tech01	RAJ SUPPAMANIAN	Operations M...		05 Jul 2022		Yes	<input type="checkbox"/>
6	Tech03	RANJEET SINGH	Technician		05 Jul 2022		Yes	<input type="checkbox"/>
7	Tech02	ROGER DE SILVA	Technician		05 Jul 2022		Yes	<input type="checkbox"/>
8	TESTMY	TESTMY	Support	+6016517...	01 Feb 2023		Yes	<input type="checkbox"/>
9	TESTMY1	TESTMY1	Support	+5116517...	15 Mar 2023		Yes	<input type="checkbox"/>
10	TOM OLIV...	TOM OLIVEIRO	Operations M...		28 Nov 2022		Yes	<input type="checkbox"/>

Creation of eFAMS accounts in QE (cont'd)

Personnel Details

- 1) Please go to User Account Setting and select a user. The system will map the user's property list into the property Personnel shown in A. Please click OK.
- 2) The details needed to be inputted
 - Personnel ID
 - NRIC NO (input a dummy no)
 - Designation
 - Unchecked the box for "allow Work Order Status update via SMS."

The screenshot displays the 'New Property Personnel' form in the eFAMS system. The form is divided into several sections: 'Personnel Details', 'Effective Period', 'Work Order Setting', and 'User Account Setting'. The 'Personnel Name' field is populated with 'SUNNY LIM' and is highlighted with a red box. The 'Designation' dropdown is set to 'Cleaner'. The 'Effective Period' section shows a 'Start Date' of '25 Jul 2023'. The 'Work Order Setting' section has three checkboxes: 'Allow work order status update via SMS' (unchecked and highlighted with a red box), 'Allow update work detail for all work orders' (checked), and 'Allow create work order from work request' (checked). The 'User Account Setting' section is highlighted with a red box and shows the 'User' dropdown set to '<User ID> SUNNY LIM', 'User Group' as 'ACCOUNTS', and 'User ID' as 'SUNNY LIM'. A modal dialog box titled 'demo.qornerstone.com says' is open, asking 'Do you want to load assign property list from the following user account?' with 'OK' and 'Cancel' buttons. On the right side, a partial view of another form shows 'Personnel ID' as 'SUNNY LIM' and 'NRIC NO' as 'XXXXXXXXA', both highlighted with red boxes. The system footer shows 'User : Qornerstone CS (Administrator - Qornerstone CS) | Tuesday, 25 Jul 2023 5:41 PM'.

Creation of eFAMS accounts in QE

Property Location (A)

- 1) Go to Property and check if the property access is correct. If not, please rectify or add.
- 2) If the user has full property access in the user account setup, **please do specify which property (ies)** that the user can access in eFAMS. User can still submit work order in eFAMS but would not have access to
 - eFAMS work history
 - push notification.

Type of Service (B)

- 1) User can be assigned a type of service depending on his/her job function.
 - Once this is selected, the user would only be notified via push notification for only the type of service assigned to him/her
- 2) Click Save to complete

Property ID: DEMY
Unit Location: DEMY
Property Name: Demo Cornerstone
Location ID: DEMY
Location Name: DEMY
Personnel Rank: 1 - Primary

SN	Property ID	Property Name	Location ID	Location Name	Personnel Rank
1	DEMY	Demo Cornerstone	DEMY	DEMY	1 - Primary

Click Add Item to add new row

Type Of Service: Air-Conditioning
Work Type: ACMV Services

SN	Work Type	Type Of Service
1	ACMV Services	Air-Conditioning

Click Add Item to add new row

Save Close

Removal of eFams Access user access in QE

Removal of access

- 1) Please set the "Active" to NO
- 2) Click Save
- 3) Alternatively, user can set the start date and end date period. The system would terminate the personnel's access to eFAMS

NB: For former Staff, it is advisable to set the account to inactive rather than delete the user account.

The screenshot shows the 'Edit Property Personnel' form for 'Qornerstone CS'. The form is divided into several sections:

- Personnel Details:** Includes fields for Personnel Name (Qornerstone CS), Designation (Support), Department, Address, Email Address, and Fax No.
- Effective Period:** Includes Start Date (28 Nov 2022) and End Date.
- Work Order Setting:** Includes checkboxes for 'Allow work order status update via SMS', 'Allow update work detail for all work orders', and 'Allow create work order from work request'.
- User Account Setting:** Includes fields for User (<User ID> Qornerstone CS), User Group (Administrator), and User ID (Qornerstone CS).

On the right side of the form, there are additional fields: Personnel ID (Qornerstone CS), NRIC No (1234567A), Date Of Birth, Office Tel, Home Tel, Mobile No, and Active (radio buttons for Yes and No, with No selected). The 'Active' section is highlighted with a red box.