Qommunity+

Account Activation Guide


Demo2020 - Legal Entity -update 2
wewe

NEWOWNER 1
ABCDE
SINGAPORE

YOUR UNIQUE QR CODE FOR:
BLOCK 30
UNIT #01-01

FOR FIRST-TIME LOGIN ONLY.
Scan with Qommunity Resident.

QOMMUNITY RESIDENT APP USER ACTIVATION

Using Qommunity helps your estate eliminate paperwork, boost productivity, and save on printing & postage. Learn more at Qornerstone.com/residential

Step 1: Download the Qommunity Resident App

Step 2: Activate Your User Account
1. Open the Qommunity Resident App
2. Select "QR Code First-time login"
3. Scan the QR Code at top right of this letter (one-time activation only)
4. Key-in EITHER mobile number OR emai
5. Receive OTP by SMS or email to login

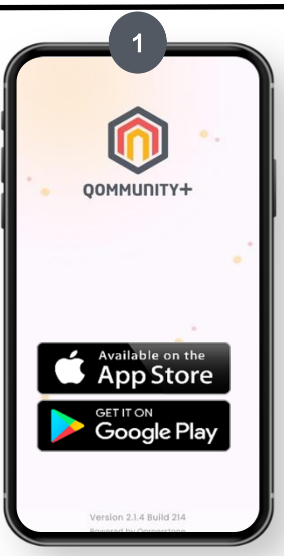
NOTE: Got logged out? Remember to use the same email, OR, mobile number to get a new OTP.

Step 3: Create New and/or add Additional User Account for Occupier and/or Tenant
1. Opening the Qommunity Resident App
2. Click on the Top Left Corner "≡" and go to "Settings"
3. Select "My Users" & click on "Add User"

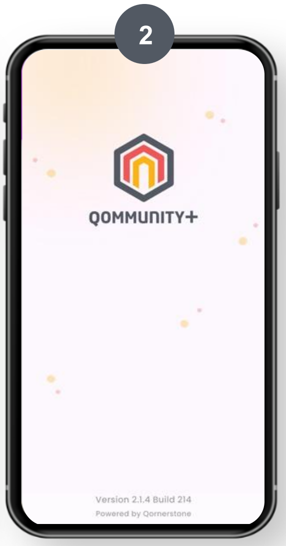
Tenant accounts need to be approved by Management. Occupier and Tenant app users are not given access to the Bills function. For help, please contact your Management.

From:
Demo2020
For and on behalf of
Demo2020 - Legal Entity -update 2

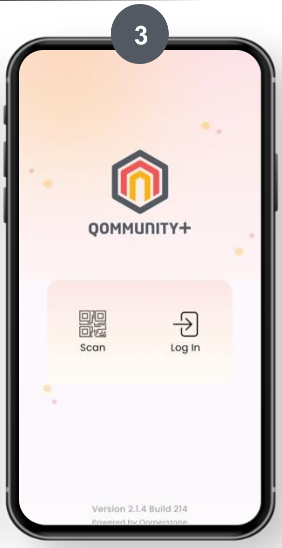
You will receive a welcome letter



Download the Qommunity+ app from the App Store or Google Play Store

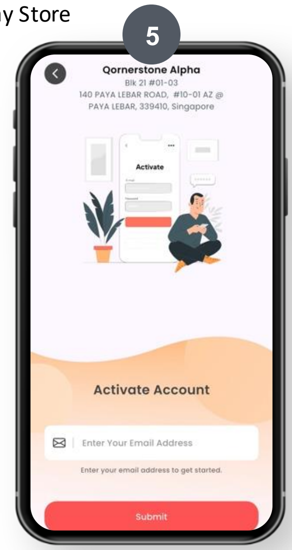


Launch the app

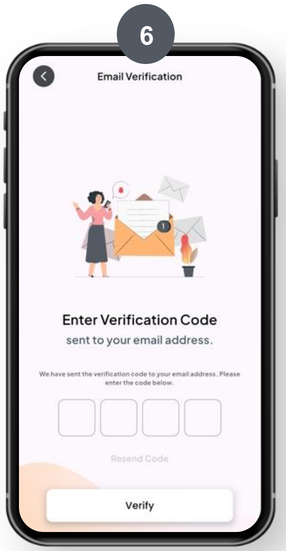


To start activating your account, click on 'Scan'

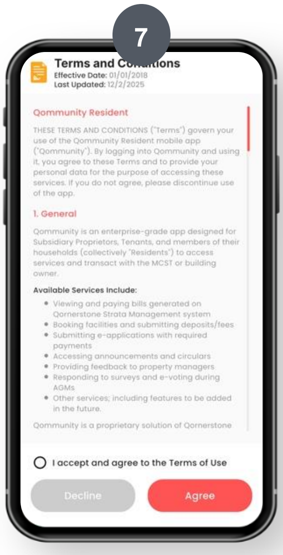
Scan the QR code provided on your welcome letter



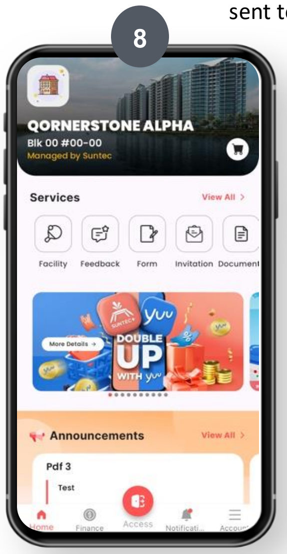
Enter your email address and click submit. A verification code will be sent to your email address



Enter the verification code sent to your email



Click 'I accept and agree to the Terms of Use' and click the 'Agree' Button



You have now successfully activated your account and logged into the app

For subsequent log-ins, click on 'Log In' and use your email to log in

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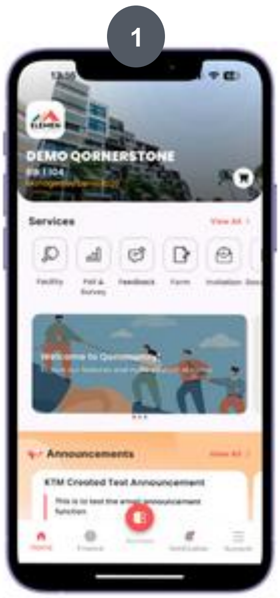
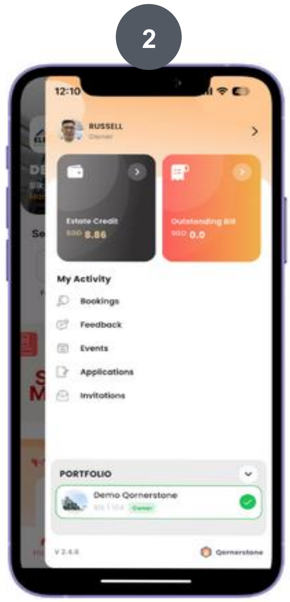
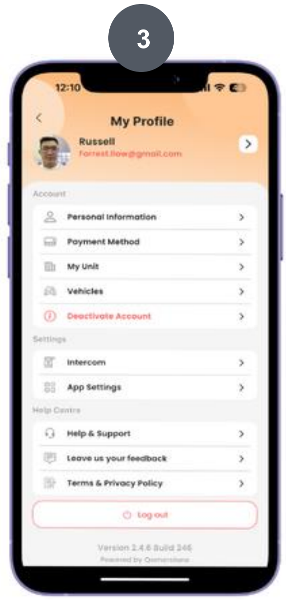
Add New Users Guide



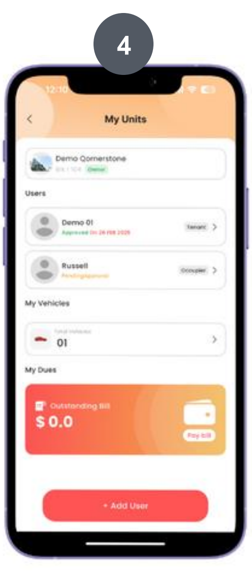
On the Home Page, Tap on Account



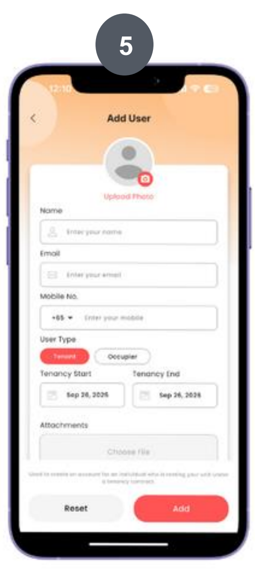
Tap on Right Arrow Button next to your name



Tap on My Unit



To start activating your account, click on 'Scan'



Enter User Details and select Tenant or Occupier (for members of your household). You can create multiple tenant accounts if required.

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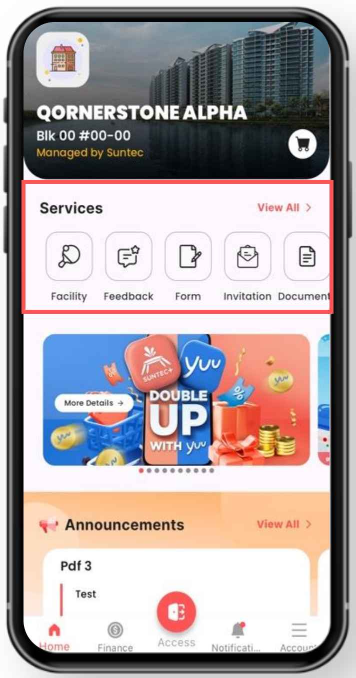
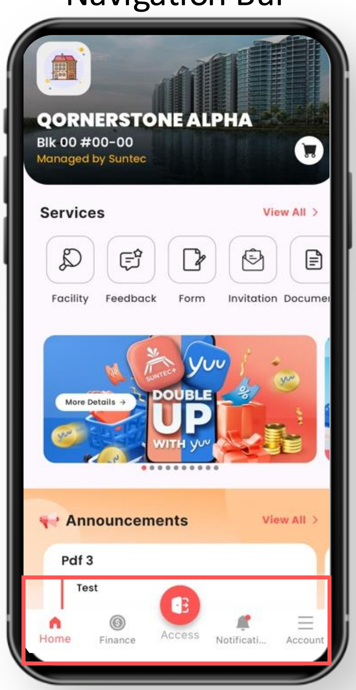
Dashboard Menu

Services



Facility	Click on Facility to book or reserve facility slots at your estate and view all past bookings and their statuses
Feedback	Click on Feedback to submit a feedback to your management and view all past submitted feedback and their statuses
Form	Click on Forms to submit an application to your management and view past submitted applications and their statuses
Invitation	Click on Invitation to create guest invitations and view all past invitations and their statuses
Documents	Click on Document to view and download all documents uploaded by your management
Event	Click on Event to book or reserve events held at your estate and view all past event bookings and their statuses

Navigation Bar



Home	Click on 'Home' to view dashboard
Finance	Click on 'Finance' to view Estate Credit, Outstanding bills and all transactions
Access	Click on 'Access' to scan a QR code to gain access to your estate
Notificati...	Click on 'Notification' to view all notifications and announcements
Account	Click on account to view the side panel

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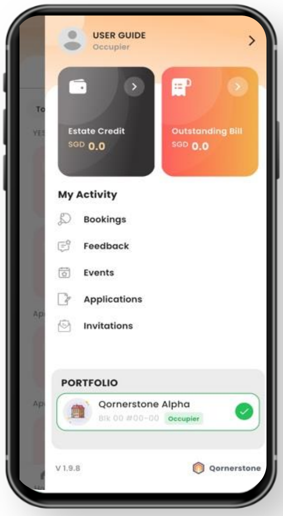
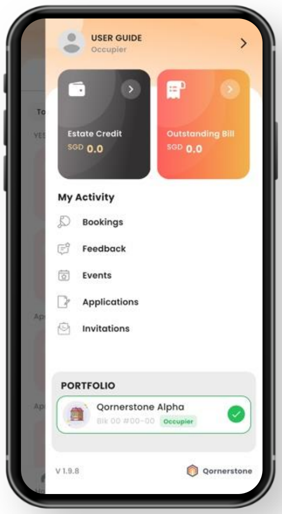
Sidebar Menu



(Left) Estate Credit
Click on 'Estate Credit' to top up or refund estate credit and view estate credit transactions.

(Right) Outstanding Bills
Click on 'Outstanding Bills' to make bills payment, view Statement of Account (SOA) and view outstanding bills transactions.



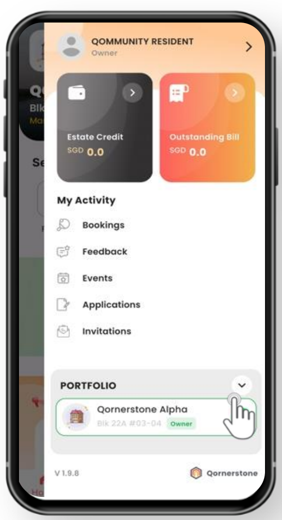
Bookings
Click on 'Bookings' to view your upcoming, completed and cancelled facility bookings.

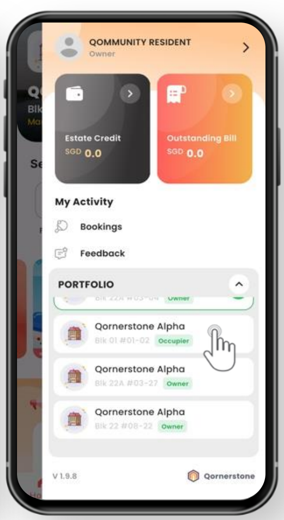
Feedback
Click on 'Feedback to view your pending, acknowledged and closed feedback.

Events
Click on 'Events' to view your upcoming, completed and cancelled event bookings.

Applications
Click on 'Applications' to view your pending, completed and cancelled form applications.

Invitations
Click on 'Invitations' to view your upcoming, completed and cancelled invitations.





Change Portfolio
Left Image: Click on down arrow under 'Portfolio' to view all units under your account.

Right image: Click on the unit of choice to switch portfolios.

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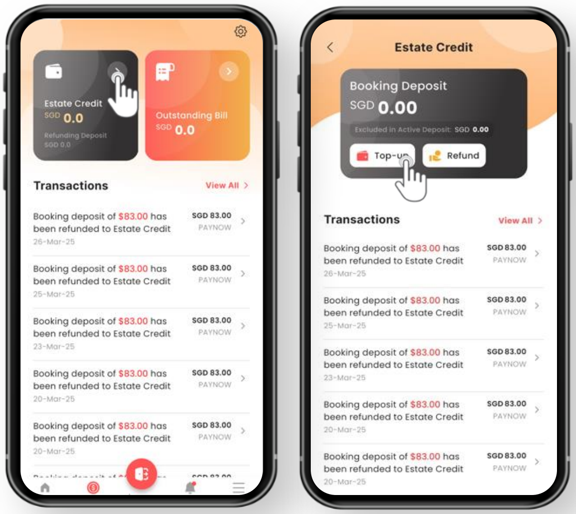
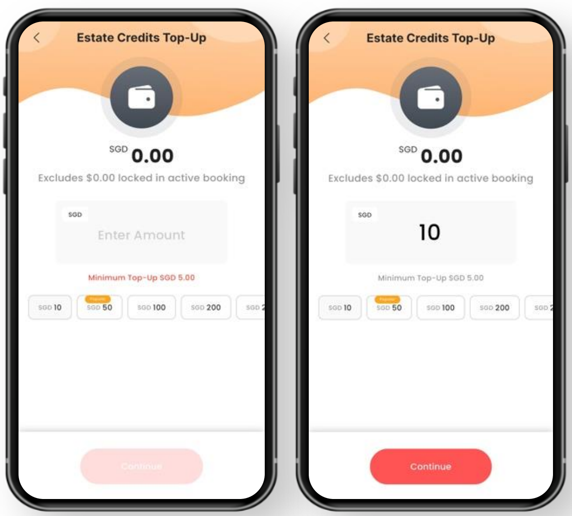
Finance (1/2)



Estate Credit

Left Image: Click on 'Estate Credit' to top-up, refund or view estate credit transactions.

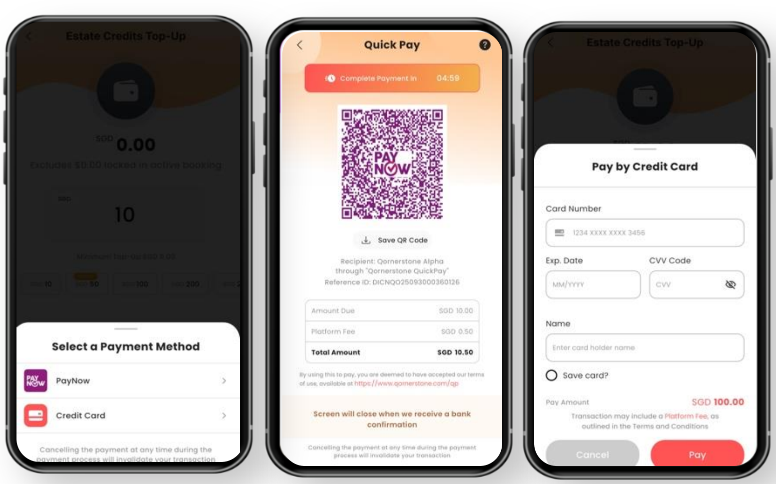
Right Image: Click on 'Top-up' to top up estate credit, 'Refund' to refund estate credit, or click on 'View All' to view past estate credit transactions.



Top-up Estate Credit

Left Image: Click on 'Top Up' to top-up estate credit.

Right Image: Enter a value under 'Enter Amount' or select a value from the recommended values. Click continue to proceed to make payment.



Left Image: Select either PayNow or Credit Card to proceed to make payment.

Centre Image: Continue to complete payment via PayNow to top-up estate credit.

Right Image: Continue to complete payment via credit card to top-up estate credit.

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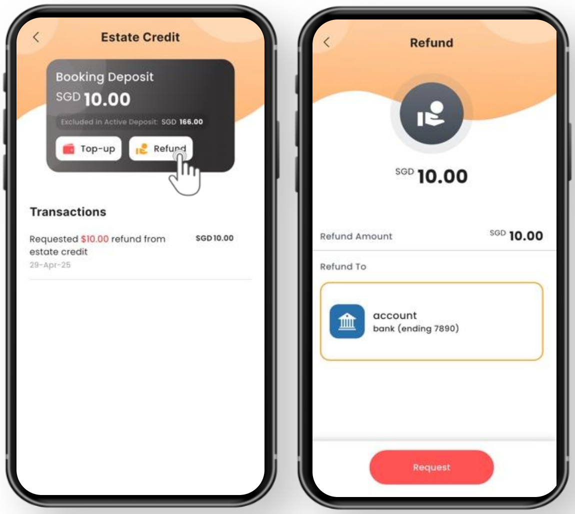
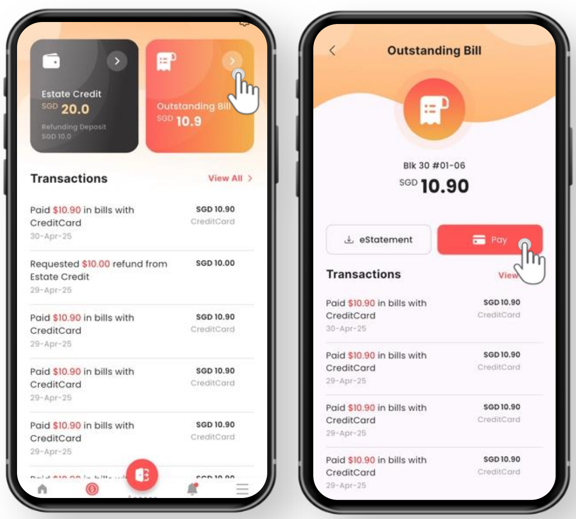
Finance (2/2)



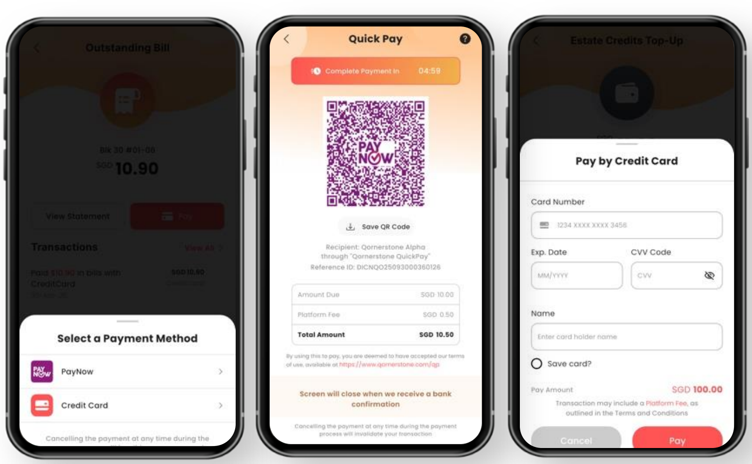
Estate Credit Refund
Left Image: Click on 'Refund' to view estate credit refund page and request for an estate credit refund.

Right Image: On Refund page, click on 'Request' to request a refund. The refunded amount will be credited back to your bank account.



Outstanding Bills
Left Image: Click on 'Outstanding Bills to view SOA, pay outstanding bills and view outstanding bills transaction.

Right Image: Click on 'eStatement' to view your latest Statement of Account (SOA), click on 'Pay' to pay outstanding bills, and click on 'View All' to view all outstanding bills transactions.



Pay Outstanding Bills
Left Image: Click on 'Pay' on the previous screen and select either PayNow or Credit Card to proceed with that payment method.

Centre Image: Continue to complete payment via PayNow to pay outstanding bills.

Right Image: Continue to complete payment via credit card to pay outstanding bills.

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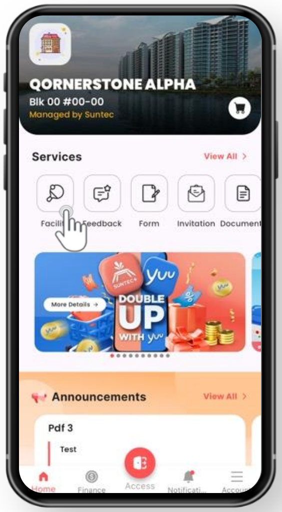
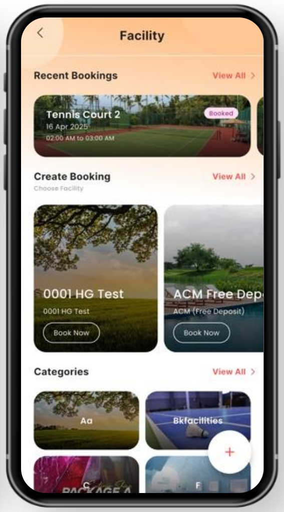
Facility (1/2)

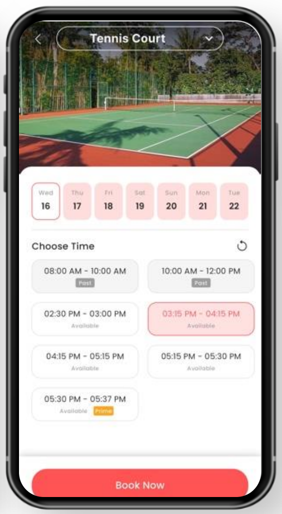




Create Facility Booking

Left Image: Click on 'Facility' to open Facility page to create a new booking or view recent bookings.

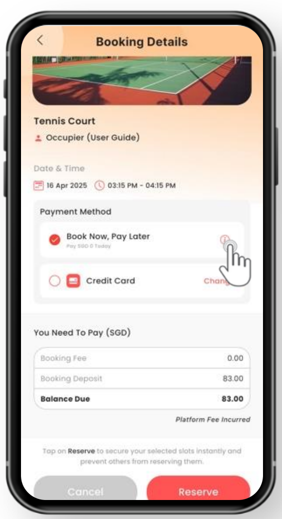
Right Image: Click 'View All' next to 'Create Booking' or Click on the '+' button to create a new booking.

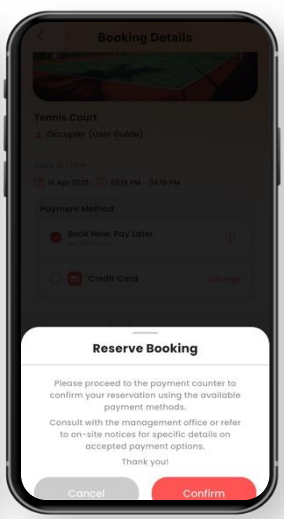


Select Facility and Time Slot

Left Image: Scroll up and down to view all facilities available and click on your preferred facility to view available time slots.

Right Image: Select Date and time slot and click on 'Book Now' to proceed to book or reserve the facility.





Reserve Facility

Left Image: Click on 'Book Now, Pay Later' to reserve your selected facility. Click the ''i' on the right to view Pay Later Rules. Click 'Reserve' button to continue reservation process.

Right Image: Click on 'Confirm' to complete your reservation of the selected facility.

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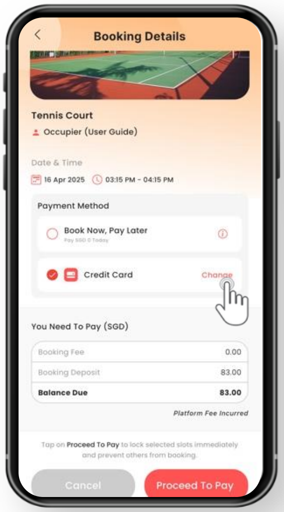
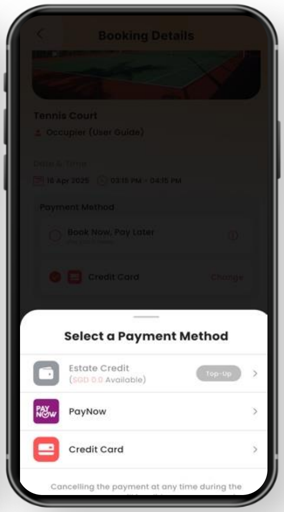
Facility (2/2)

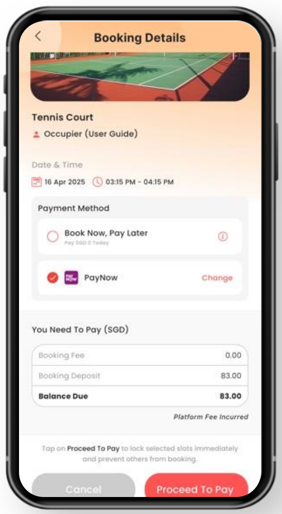


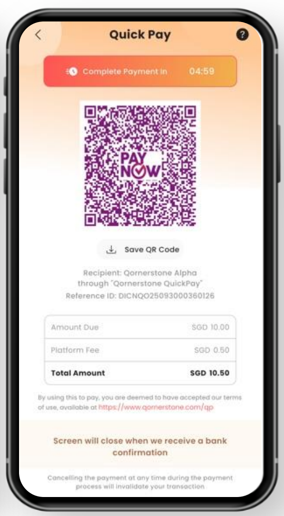


Book Facility

Left Image: Click on 'Credit Card' book facility. Click on 'Change' on the right to view all available payment methods.

Right Image: Click on 'Estate Credit', 'PayNow', or 'Credit Card' to select your preferred payment method.

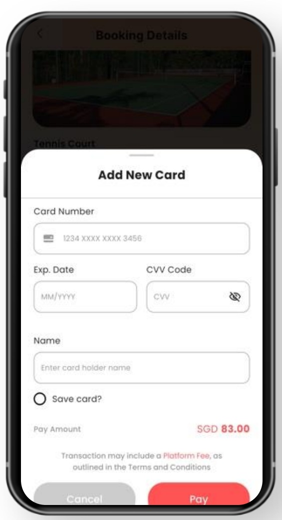


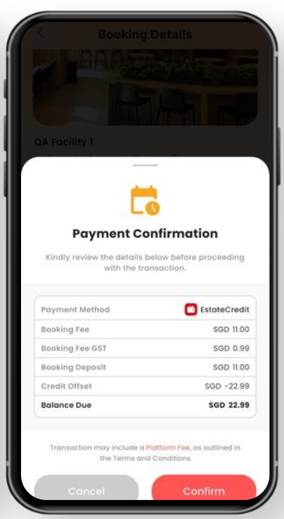


Make Payment

Left Image: After selecting payment method, click on 'Proceed to Pay' to continue to make payment for your selected facility.

Right Image: Make Payment via PayNow to complete booking your selected facility.





Make Payment

Left Image: Make Payment using credit card to complete booking your selected facility.

Right Image: Make payment using estate credit to complete booking your selected facility.

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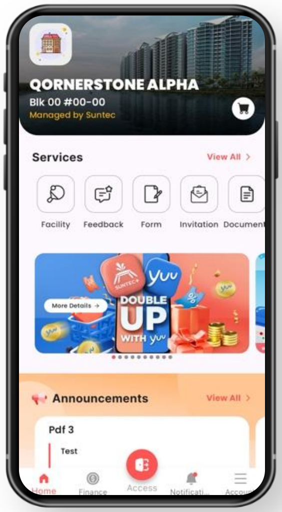
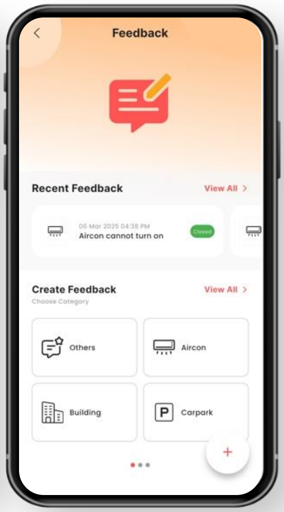
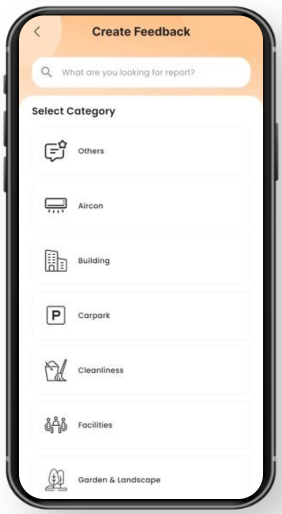
Feedback

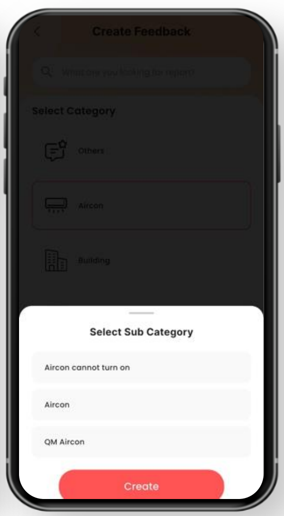




Create Feedback
Left Image: Click on 'Feedback' under 'Services to view feedback page, create feedback and view recent feedback.

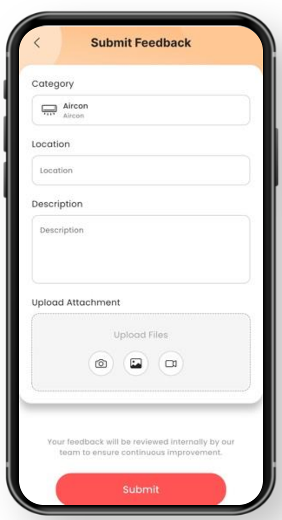
Right Image: Click on 'View All' next to 'Create Feedback' or click on the '+' button to create a new feedback.

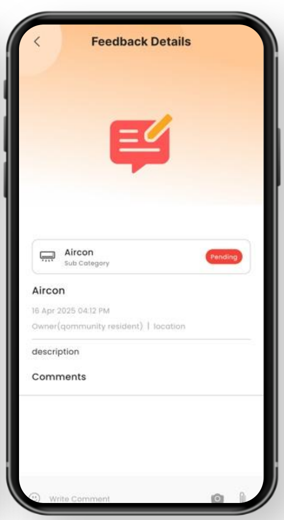




Select Category and Sub-Category
Left Image: Scroll up and down to view all categories or use the search bar to search for a specific category. Click on a category to select it.

Right Image: Click on a sub-category to select it. Click on 'Create' to continue creating feedback.





Submit Feedback
Left Image: Fill in location and description and optionally add an attachment. Click 'Submit' to send your feedback to your management.

Right Image: View Feedback Details page under 'Recent Feedback' Comments left by you or your management will show up here.

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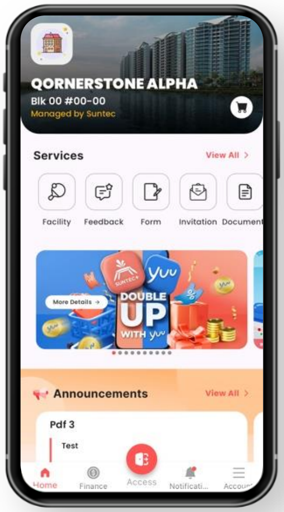
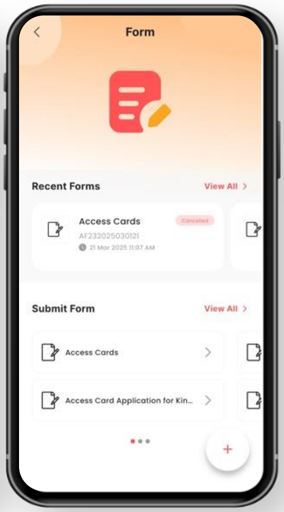
Form

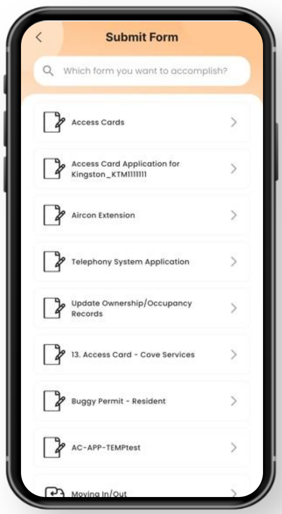


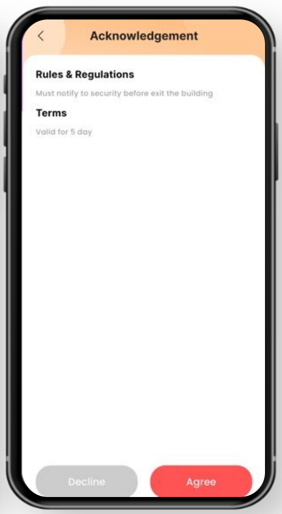


Submit Form

Left Image: Click on 'Form' to submit a new application or view recent applications.

Right Image: Click on 'View All' next to 'Submit form' or the '+' button to submit a new form.

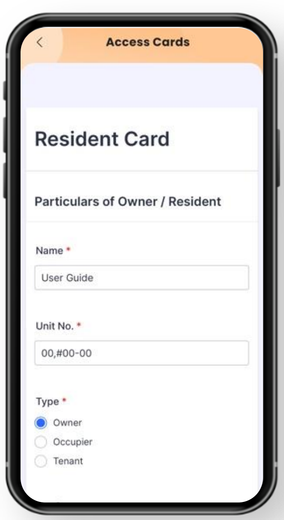


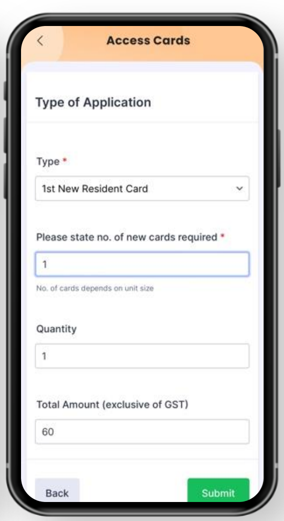


Select Form

Left Image: Scroll up and down to view all forms or use the search bar to search for a specific form. Click on the form of choice to select it.

Right Image: Read through the Rules & Regulations and Terms before accepting the terms. Click on 'Agree' to proceed with filling in the form.





Complete Form

Left Image: Fill in all required information of the application accordingly.

Right Image: Click on 'Submit' to send the application to your management.

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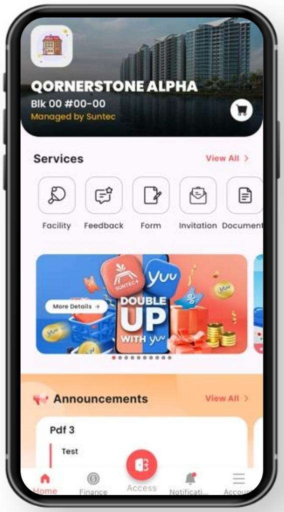
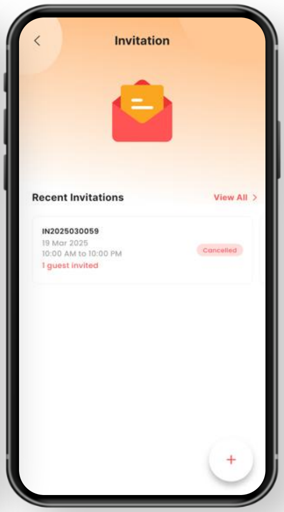
Invitation (1/2)

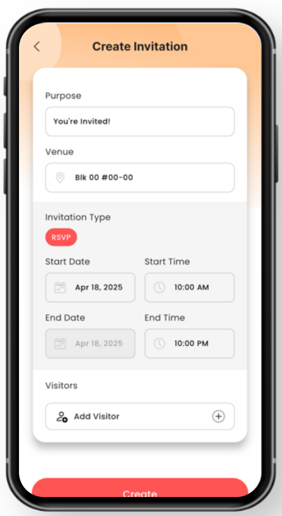


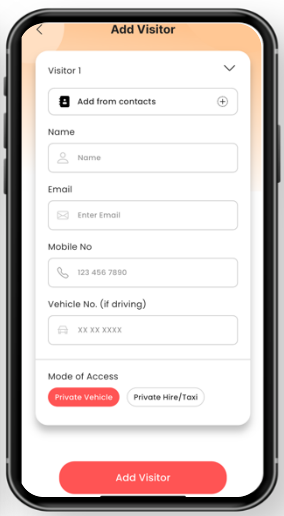


Invitation Page

Left Image: Click on 'Invitation' to open Invitation page to create a new invitation or view recent invitations.

Right Image: Click on the '+' button to create a new invitation and invite guest.



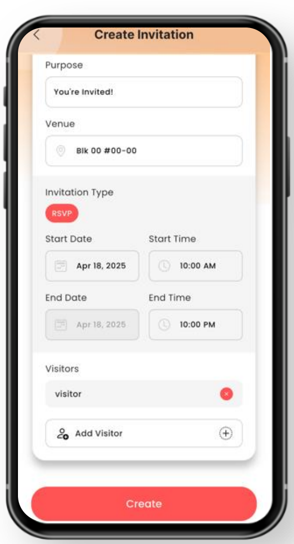


Create Invitation

Left Image: Fill in 'Purpose', 'Start Date', 'Start Time' and 'End Time'. Click on 'Add Visitors' to add a visitor in the invitation.

Right Image: Click 'Add from contacts' to add a visitor from your contacts, or fill in visitor details manually. Enter Vehicle No. if your visitor is driving. Select Mode of Access. Click on 'Add Visitor'.

Note: Add Visitor is optional for RSVP Invitation type.



Create Invitation

Click on 'Create' to complete creating an invitation once all information has been imputed.

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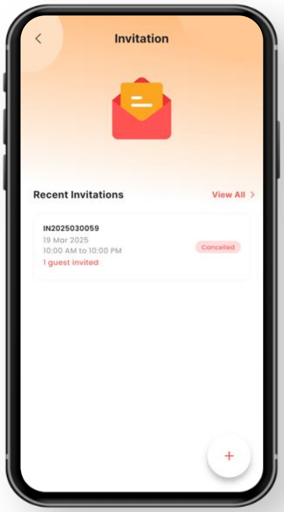
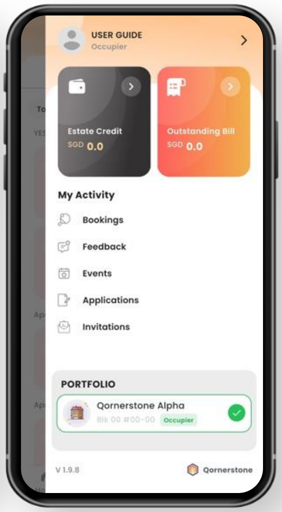
Invitation (2/2)

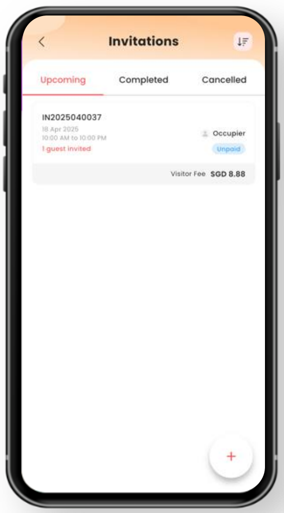


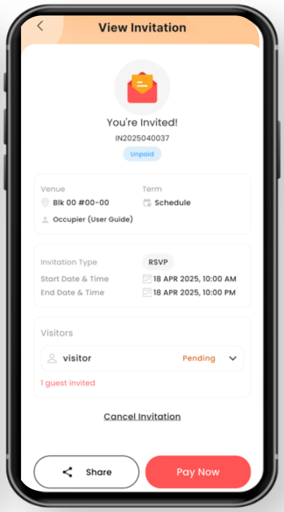


View Recent Invitations

Left Image: Click on 'View All' next to 'Recent Invitations' on the Invitation page to view upcoming, completed or cancelled invitations.

Right Image: Click on 'Invitations' under My Activity in the side panel to view upcoming, completed or cancelled invitations.

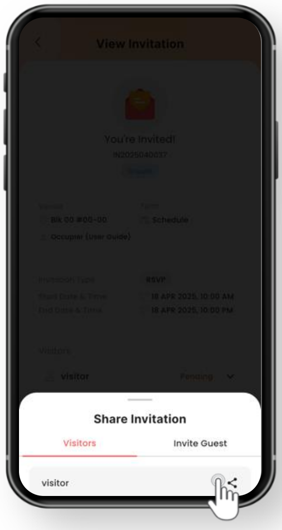


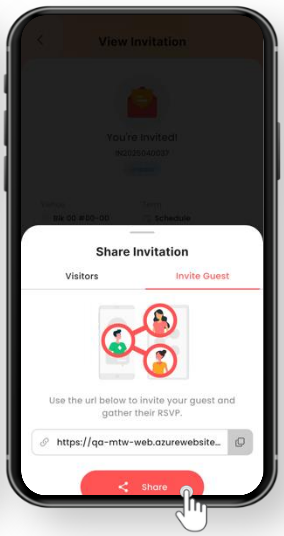


View Invitation Details

Left Image: Scroll up and down to view all invitations in the upcoming tab. Click on an invitation to view its details.

Right Image: View all information about your invitation on the 'View Invitation' page. Click on 'Share' to share the access QR code or RSVP link to visitors.





Share Invitation

Left Image: Click on 'Visitors' to share the access QR code to your visitors. Click on the visitor to share the QR code via messaging platforms.

Right Image: Click 'Invite Guest' to view and share the invitation RSVP link. Click on 'Share' to send the RSVP link via messaging platforms for new guest to fill in.

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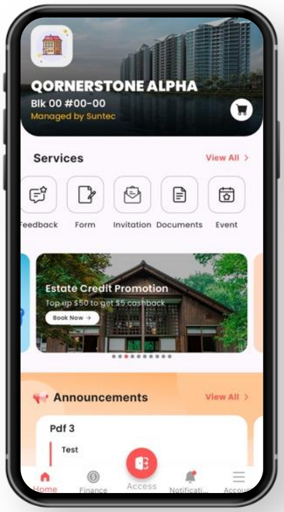
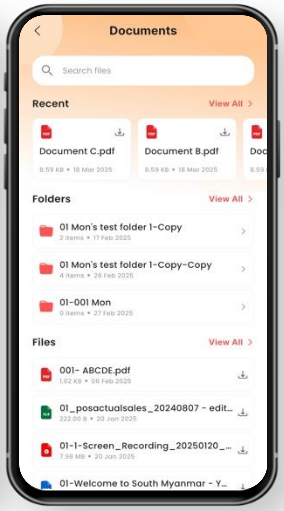
Documents

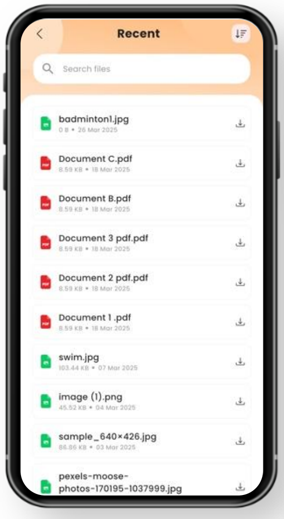


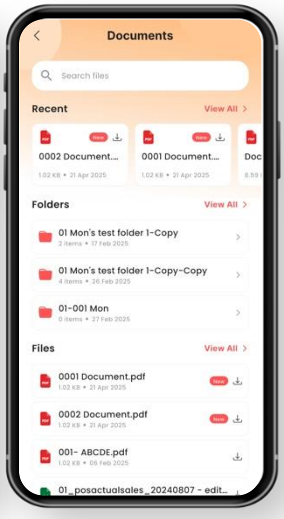


View Documents

Left Image: Click on 'Documents' under 'Services to view and download all documents uploaded by your management.

Right Image: Document page shown with the sections 'Recent', 'Folders', and 'Files'. Click on 'View All' next to any section to view all documents under that section.

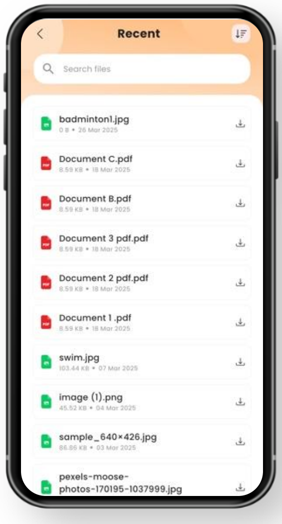


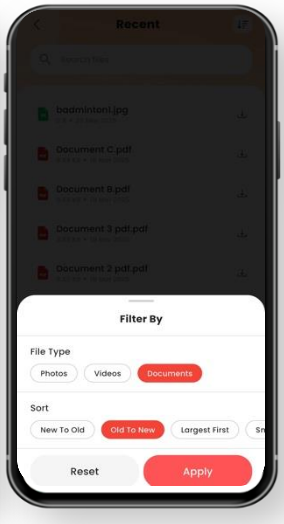


View Documents

Left Image: Scroll up and down to view all documents in the section selected. Click on a document to download the document and view its details.

Right Image: Documents uploaded by your management up to 3 days ago will have a 'New' indicator in red.





Filter Documents

Left Image: Click on the filter icon at the top right corner to view all available filters and filter your documents.

Right Image: Scroll left and right to view all filter options and click on a filter option to select it. Click on 'Apply' to apply your selected filters. Filtered documents will be shown.

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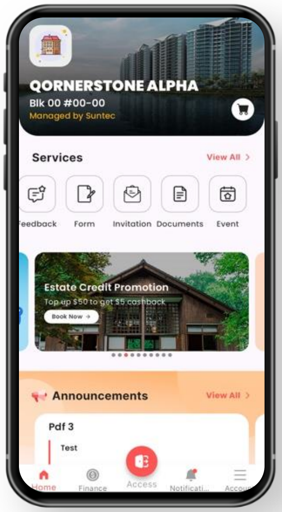
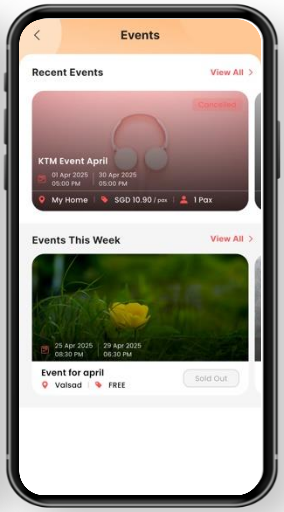
Events (1/2)

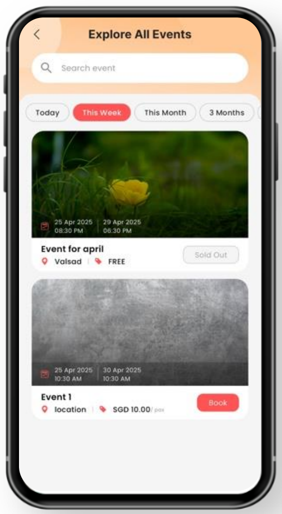


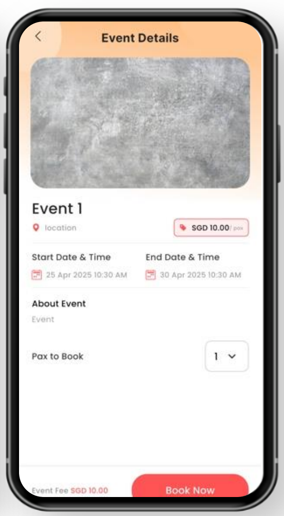


View Events

Left Image: Click on 'Events' under 'Services to book or reserve events and view all recent events and their statuses.

Right Image: Click on 'View All' next to 'Events This Week' to view all available events for booking.

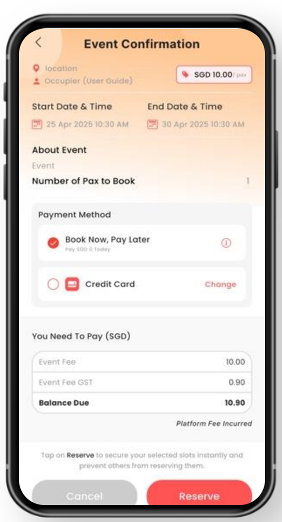


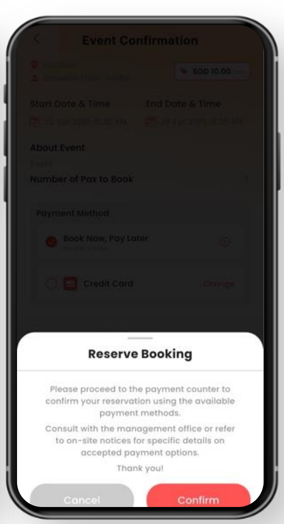


Select Event

Left Image: Scroll up and down to view all upcoming events and click on 'Book' to book or reserve your selected event.

Right Image: Click on the drop-down next to 'Pax to Book' to indicate the number of pax. Click on 'Book Now' to proceed to reserve or make payment for your selected event.





Reserve Event

Left Image: Click on 'Book Now, Pay Later' to reserve your event. Click on the 'i' icon on the right to view Pay Later rules. Click on 'Reserve' to continue.

Right Image: Read through the information on the pop-up and click 'Confirm' to complete your reservation.

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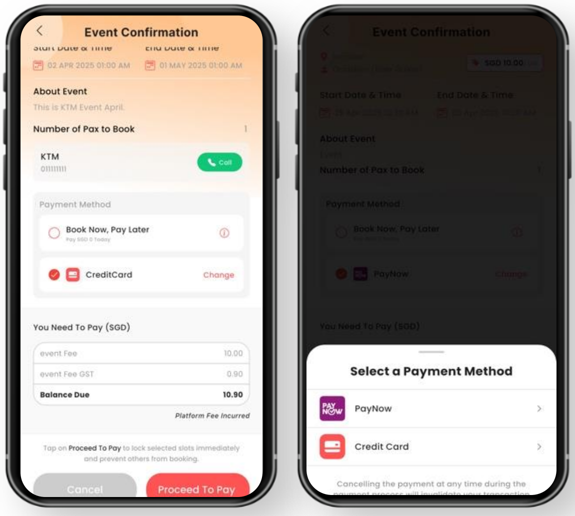
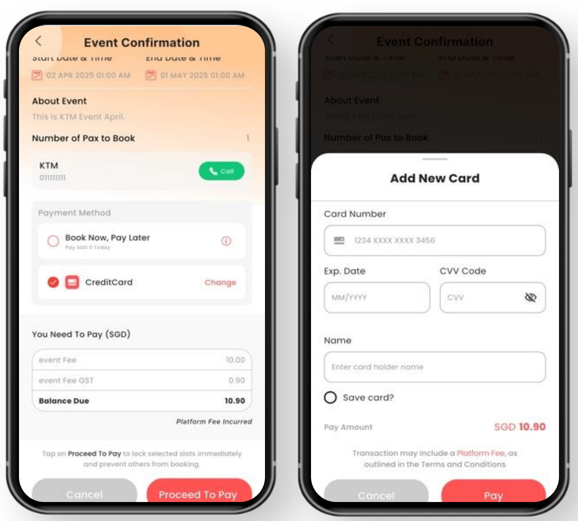
Events (2/2)



Book Event

Left Image: Click on 'Credit Card' to book an event. Click on 'Change' on the right to view all payment methods available.

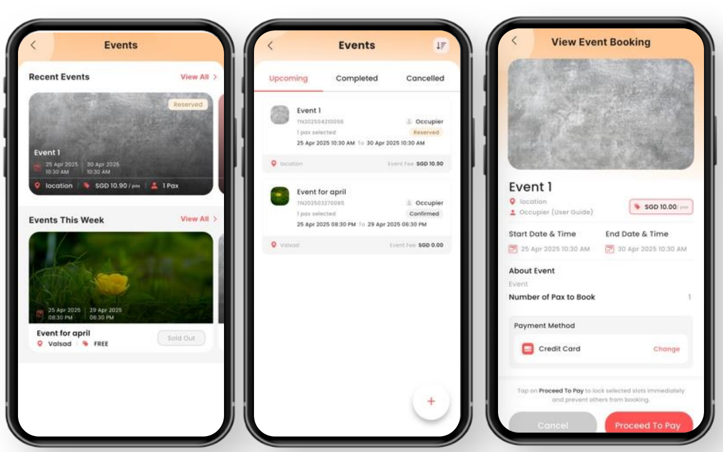
Right Image: Click on either 'PayNow' or 'Credit Card' to select your preferred payment method.



Book Event

Left Image: Once you have selected your payment method, click on 'Proceed to Pay' to continue making payment for your selected event.

Right Image: Complete making payment using your preferred payment method to successfully book the event selected.



View Event Bookings

Left Image: Click on 'View All' next to recent events to view upcoming, completed and cancelled events.

Centre Image: Scroll up and down to view all recent events. Click on 'Completed' or 'Cancelled' to view your completed and cancelled event bookings. Click on an event booking to view its details.

Right Image: Event details page shown.

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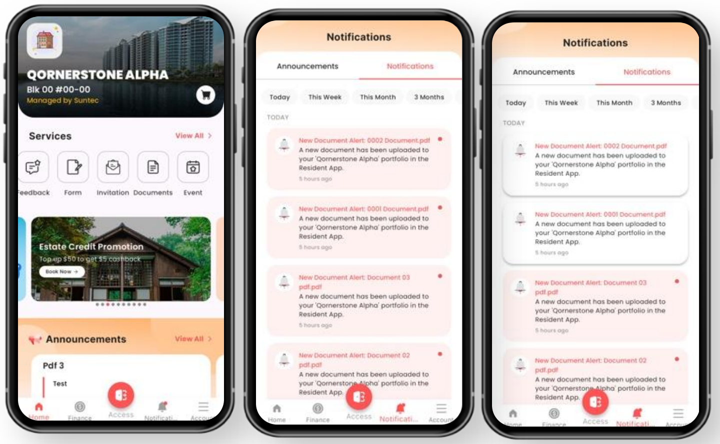
Notifications & Announcements

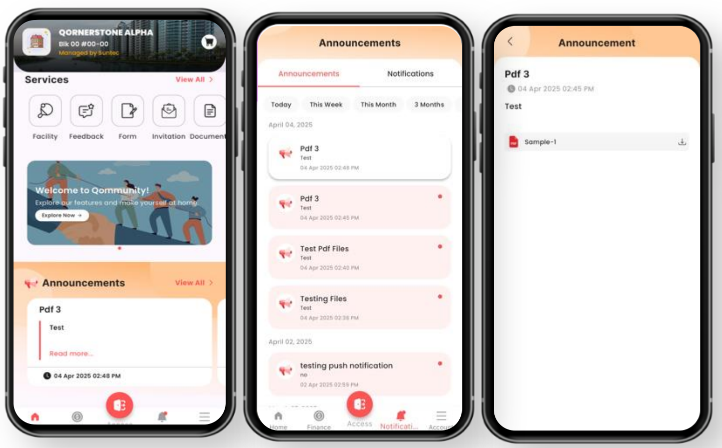


View Notifications

Left Image: Click on 'Notifications' in the navigation bar to view notifications page.

Centre Image: Scroll up and down to view all notifications. New notifications will be coloured red. Click on a notification to view its details.

Right Image: Notifications that have been viewed will be coloured white.

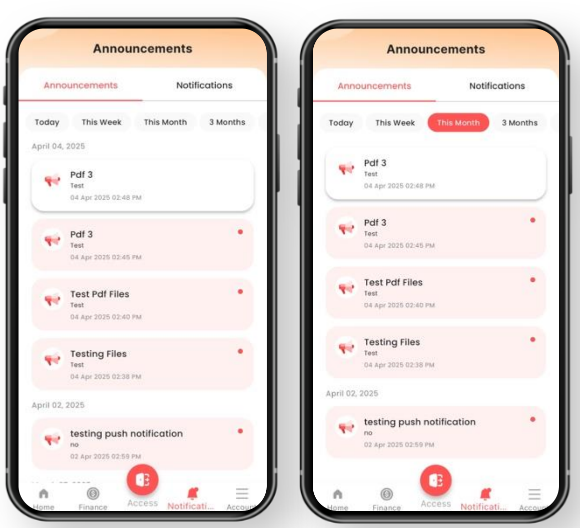


View Announcements

Left Image: Click on 'View All' next to 'Announcements' to view announcements page.

Centre Image: Scroll up and down to view all announcements. New announcements will be coloured red. Click on an announcement to view its details.

Right Image: Announcement details shown. Announcement that you have viewed will be coloured white in the announcements page.



Filter Notifications and Announcements

Left Image: Filters options are shown above the announcements or notifications. Scroll left and right to view all options. Click on a filter to select and apply it.

Right Image: Filtered announcements and notifications shown. Click on the filter again to remove it.