

Qommunity Resident App

User Guide

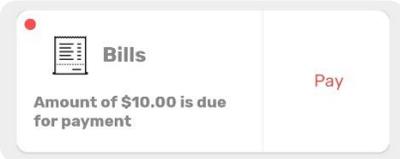
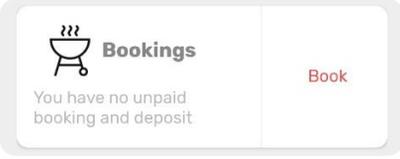
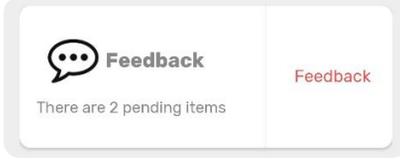
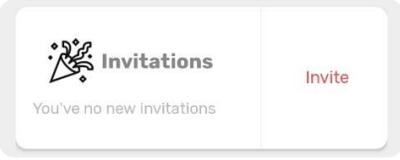
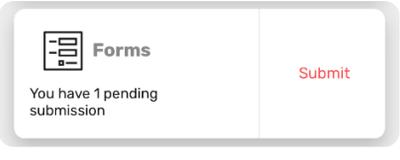


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and stay updated on the go!**

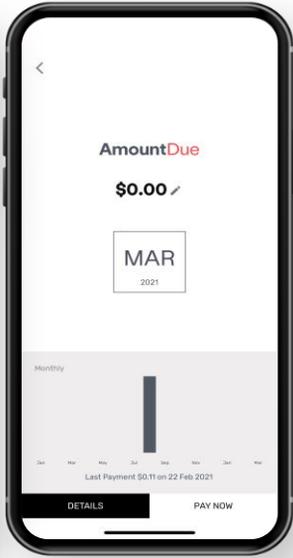
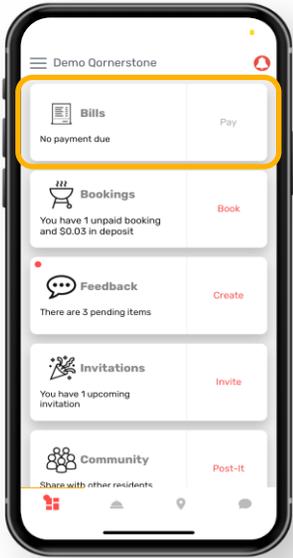




App Dashboard Menu

<p>Click on Bills to view your Statement of Accounts (SOA) and payment information</p>		<p>Click on Pay to pay bills</p>
<p>Click on Bookings to view current and past Facility Bookings</p>		<p>Click on Book to make a new Facility Booking</p>
<p>Click on Feedback to view pending and closed Feedbacks that you have submitted</p>		<p>Click on Feedback to submit a new Feedback to your Management Office</p>
<p>Click on Invitations to view upcoming and past invites that you have created, and the number of guests who RSVP</p>		<p>Click on Invite to create a new invitation that you can send electronically to your family & friends</p>
<p>Click on Community to view the posts put up by your neighbours</p>		<p>Click on Post-it to create a post & share it with your neighbours</p>
<p>Click on Forms to view the forms that are submitted, pending for approval, and approved</p>		<p>Click on Submit to submit a new form to your Condo Management Office for approval</p>

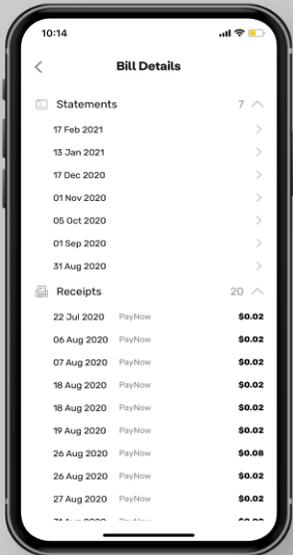
1. Bills



Left image: Click on Bills to have an overview of your estate bills.

Right image: Click on Details to view detailed information of your bills.

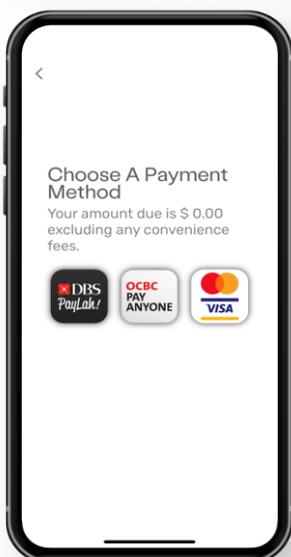
Click on Pay Now to make a payment for your bill (only applicable if your Estate has subscribed to digital payments & collections i.e., QuickPay™)



Upon clicking on Details: -

Statements: View your Statement of Accounts (SOA) by clicking the arrow-right icon for each date (sample SOA image on right)

Receipts: A listing of your past bill payments

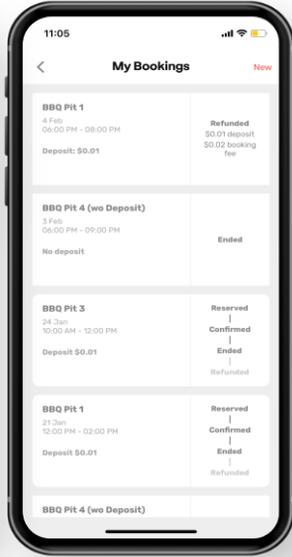
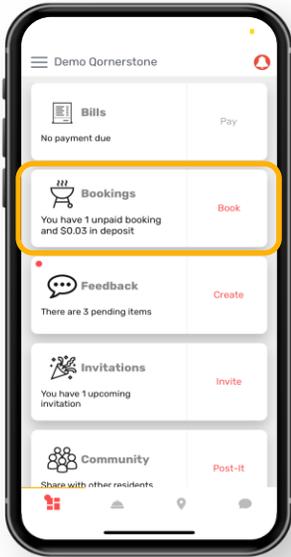


*Only applicable if your Estate has subscribed to QuickPay™

Select DBS PayLah! or OCBC PayAnyone and you will be led to the respective banking apps to make payment for your bill

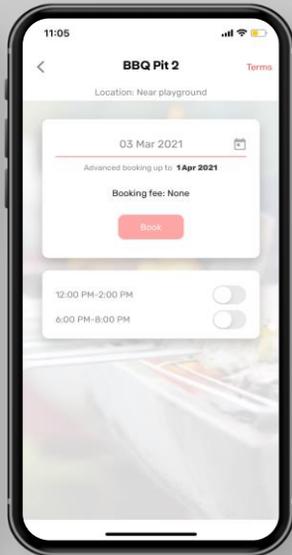


2. Bookings



Left image: Click on Bookings to have an overview of your current and past Facility Bookings (image on right)

Click on Book to view & book facilities.



Left image: Select the facility that you would like to book.

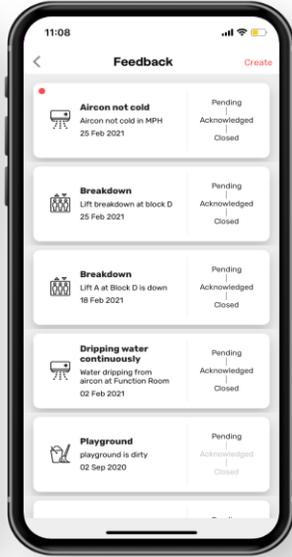
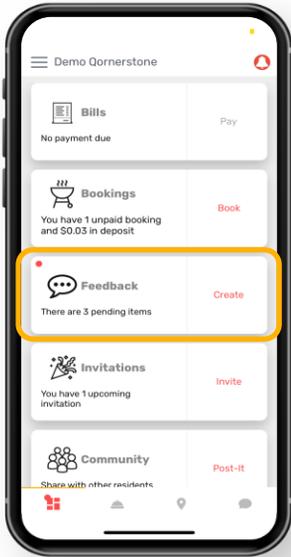
Right image: Click on the calendar icon to select the date, followed by selecting the available time slot displayed.



Refer to options at bottom of screen, you can either select:

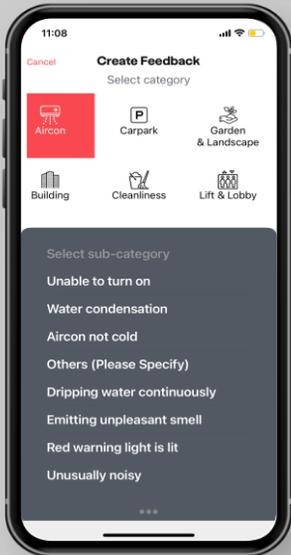
- Reserve: To reserve your booking and make a payment at your Condo Management Office, or
- Pay Now: To confirm your booking & proceed to make payment (*Only Applicable if your Estate has subscribed to digital payments & collection i.e., QuickPay™)

3. Feedback



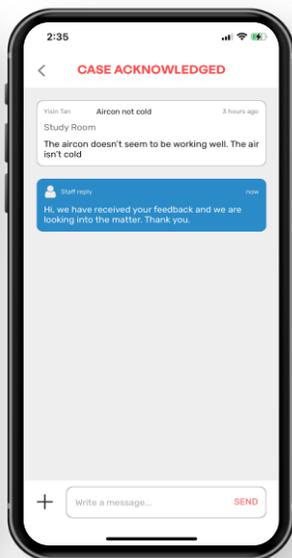
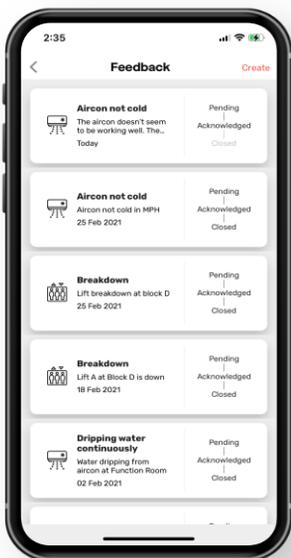
Left image: Click on Feedback to have an overview of your current and past Feedback (image on right)

Click on Create to submit a new Feedback to your Estate's Management Office



Left image: Select the type of Feedback

Right image: Fill in the details and attach an image (optional). You may then proceed to submit your feedback.

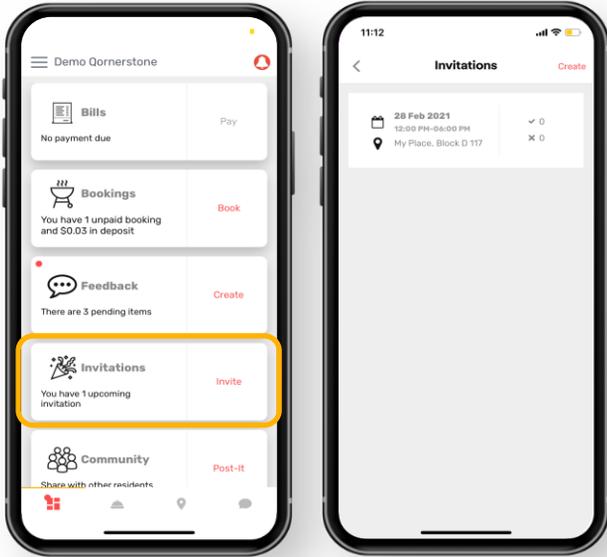


Left image: The submitted Feedback will appear in the Feedback listing, with the status being shown.

Right image: Click on the Feedback to view the responses from your Estate's Management Office.

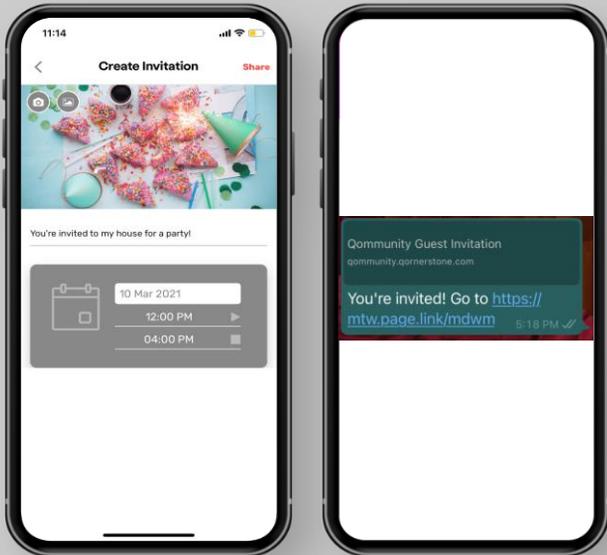


4. Invitations



Left image: Click on Invitations to have an overview of your current and past Invitations (image on right)

Click on Invite to create a new invitation and send it to your friends & family.



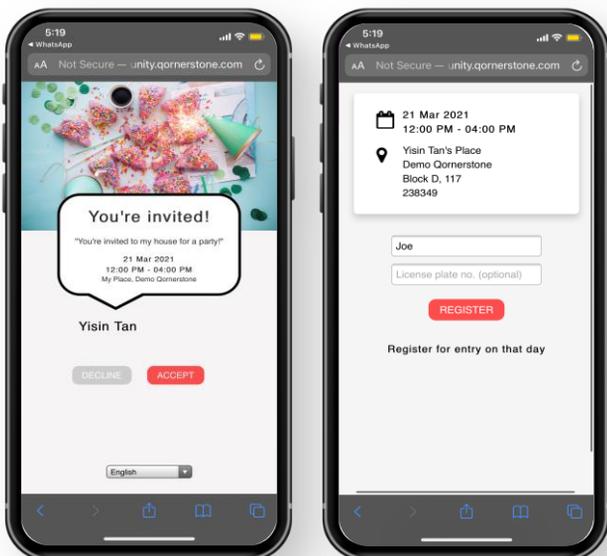
Left image:

- Key in the title of your invitation
- Select the date & time
- Click on Share (on top right) and send the invitation out to your friends & family via a message or email

(Recipients' View)

Right image: A sample of an invitation being sent out from Qommunity Resident mobile app. Recipients will need to click on the link.

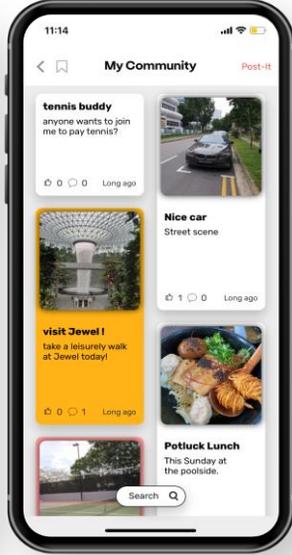
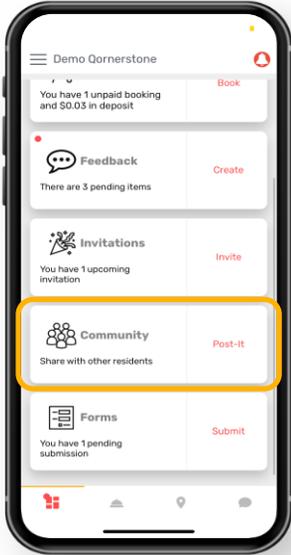
(Recipients' View)



Left image: Recipients will either accept or decline the invitation.

Right image: If Recipient accepts invitation, he/she will need to input his/her name and vehicle plate number (optional) for entry purposes.

5. Community



Left image: Click on Community to view all the posts put up by the residents in your estate (image on right)

Click on Post-it to create a new post that you would like to share with your neighbors

*Posts will be visible to all residents in the estate



Left image:

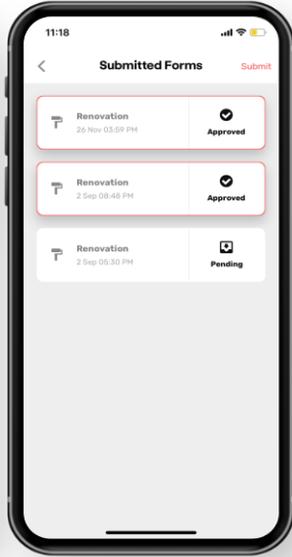
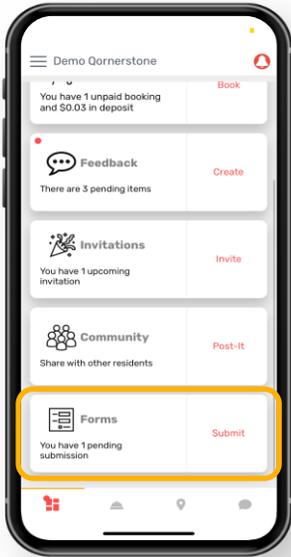
- Attach an image that you would like to post together with your message
- Key in the title & message in the text fields
- At the bottom, feel free to select a colour of your choice to beautify your post
- Click on the arrow icon  to submit your post

Right image:

The post is put up on the Community noticeboard

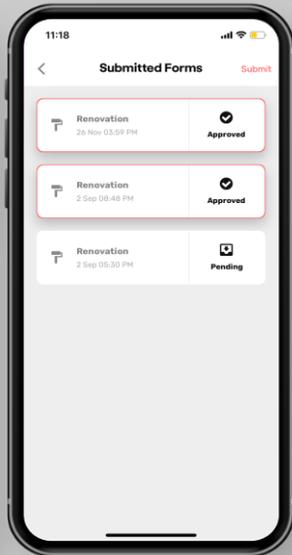
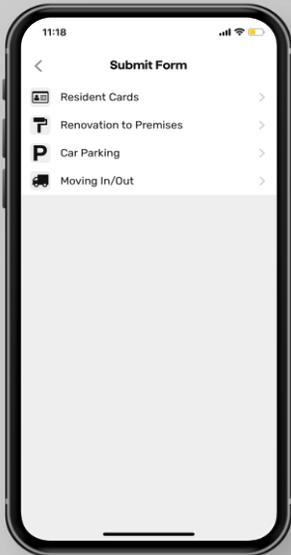


6. Forms



Left image: Click on Forms to have an overview of your submitted forms (image on right)

Click on Submit to submit a new application form to your Estate's Management Office for approval.



Left image: Select the form of your choice and fill in the required details. Submit the form for approval.

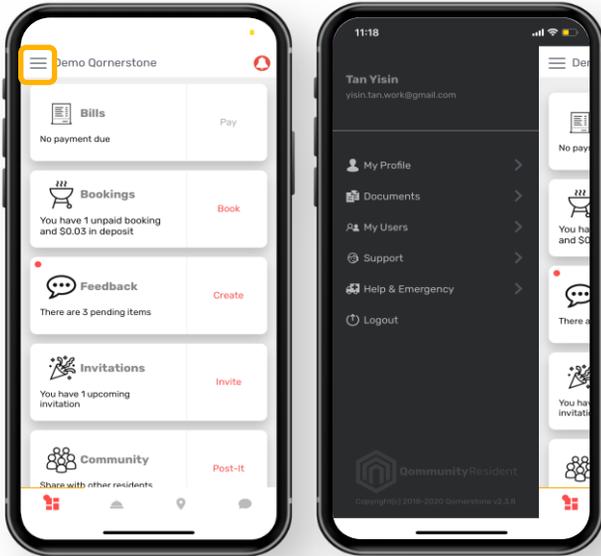
Right image: You will be able to view the status of your submitted form.

3 statuses:

- Pending
- Approved
- Not Approved

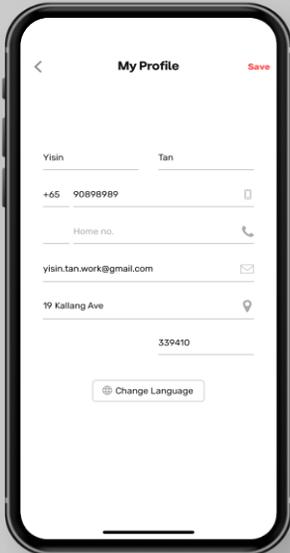


7. App Menu



Left image: Click on 3-bar menu icon located on the top left

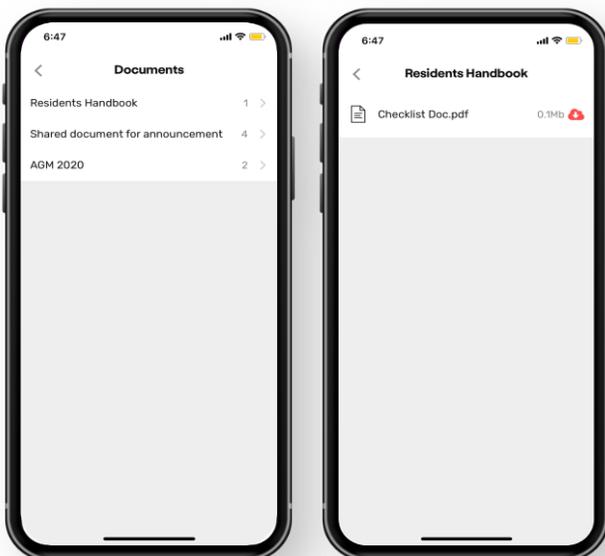
Right image: The App menu appears



My Profile

Upon clicking on My Profile, you can edit & update your mobile number & email address.

Click on Save to save your changes.



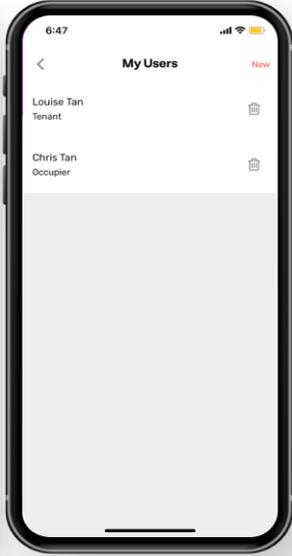
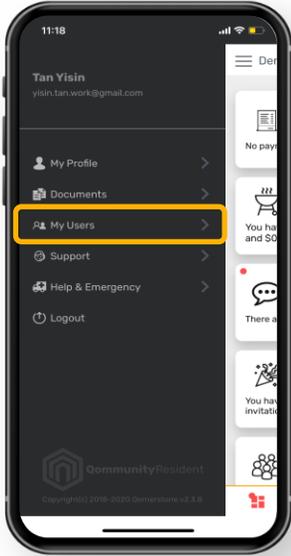
Documents

Upon clicking on Documents, you will be able to see the documents shared to you by your Estate's Management Office site staff.

Click onto any of the document listed (image on left) and you will see the document available for download (image on right).



7. App Menu

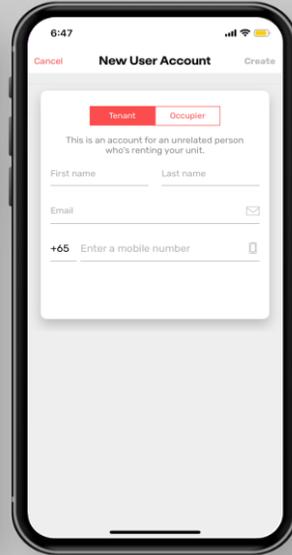
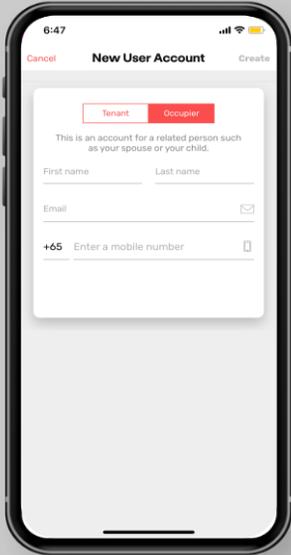


My Users

Right image: This shows the list of users (both Tenant & Occupier) created by the Owner

*Only Owners can create a Tenant or Occupier user account for the Qommunity Resident App. Tenants & Occupiers will have access to all Qommunity Resident app features except the following:

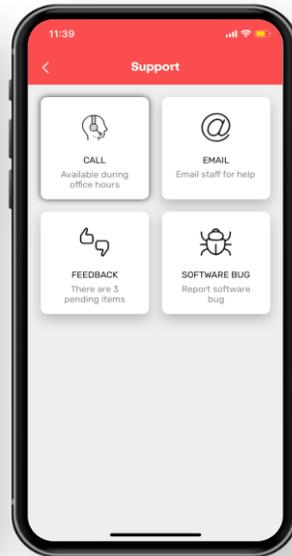
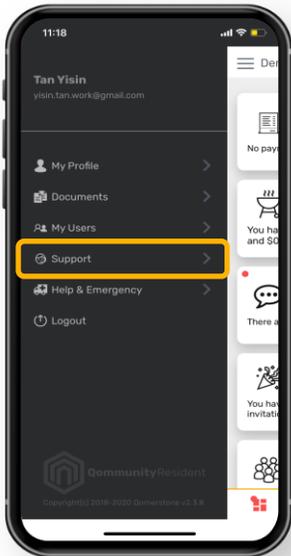
- Bills: To view past payments and outstanding balance
- My Users: To create new app user accounts
- Polls: for eAGM (Tenants & Occupiers have no voting rights for AGM)



My Users - New User Account

Left image: To create a new user account for Occupier – a related person such as spouse or children

Right image: To create a new user account for Tenant – an unrelated person who is renting your unit



Support

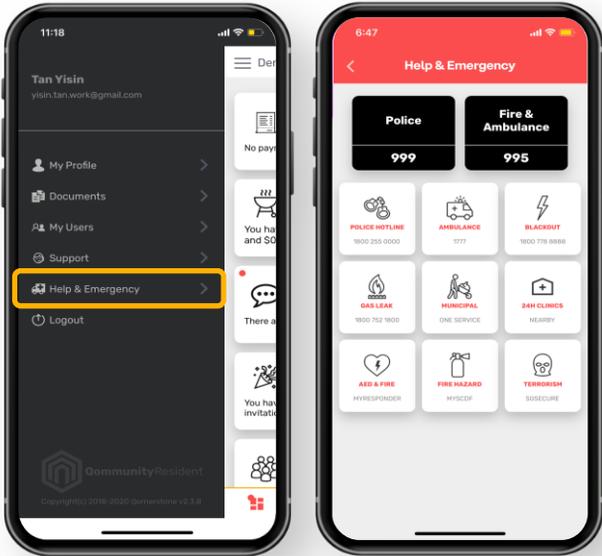
You can click on the respective icons to get support for any technical issues.



7. App Menu

Help & Emergency

Right image: This shows the list of emergency contact numbers.



Announcements

Left image: Click on the Bell icon located on the top right corner to view Announcements posted by your Estate's Management Office site staff

Right image: A list of Announcements is shown. Click into any of them to view more details.

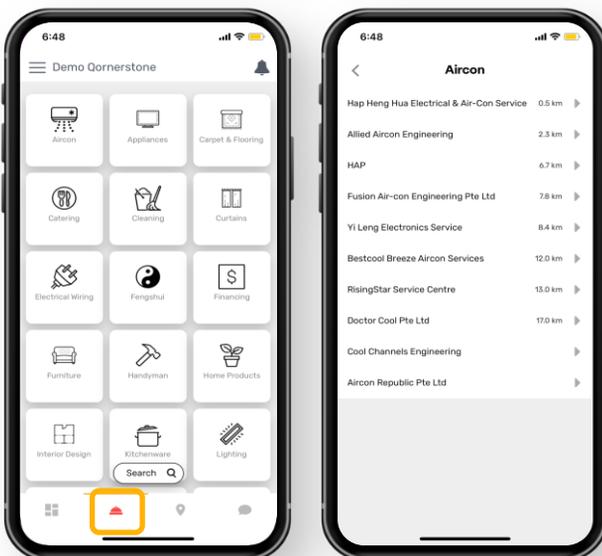
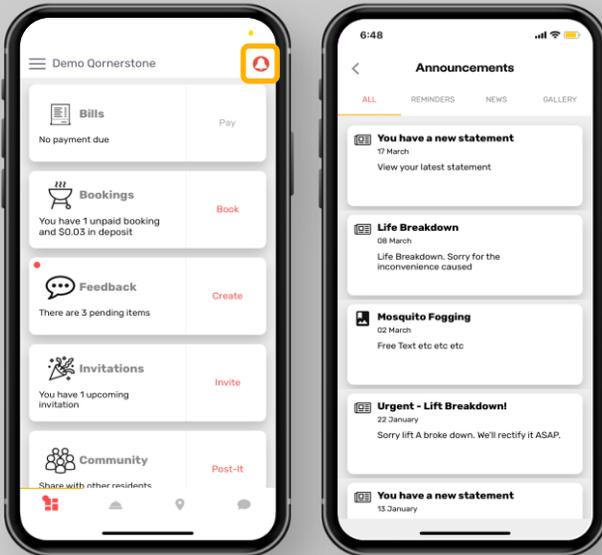
Red bell  – There's a new Announcement

Grey bell  – No new Announcement

Service Providers

Left image: Click on the call-bell icon located at the bottom to view a list of service providers.

Right image: Click on any of the category to view a detailed listing of the service providers' names & contact numbers.





7. App Menu

Location & Weather

Left image: This shows the weather at your nearby location.

Right image: Once you have switched on your mobile phone's location setting, the app will show you an updated details of the current weather.

