Qommunity Resident App

User Guide

Download the Qommunity Resident App now and stay updated on the go!
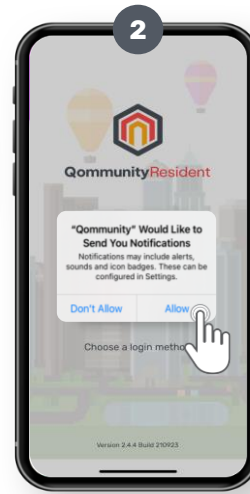
Available on the App Store

GET IT ON Google Play

Qommunity Resident App
User Account Activation Guide

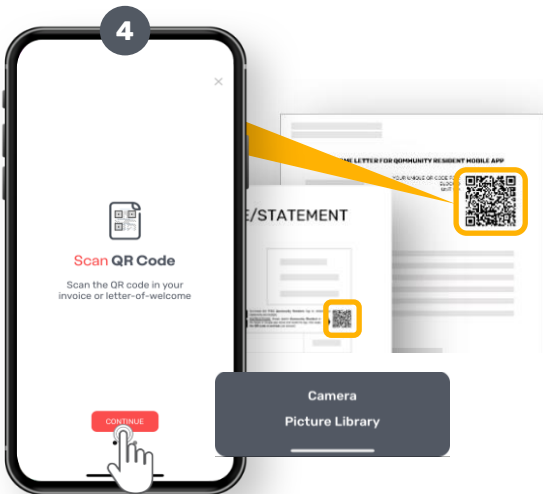You will receive Welcome Letter or Statement of Accounts/Invoice

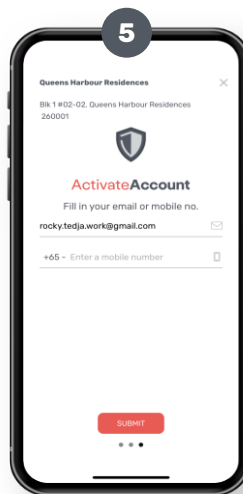**1** Download the App from Google Play Store / App Store

2 Launch the App and select 'Allow' to receive push notifications
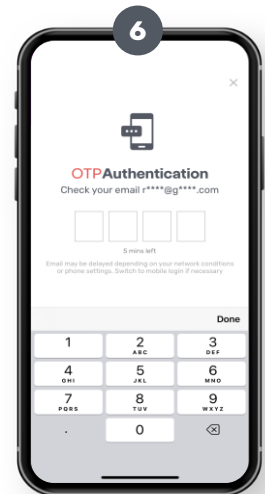
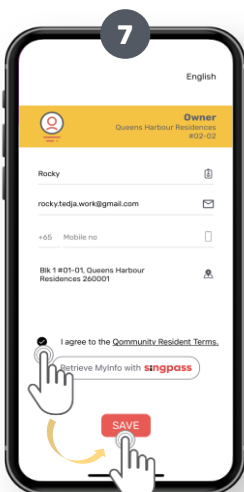**3** Firstly, activate your App Account via your unique QR Code

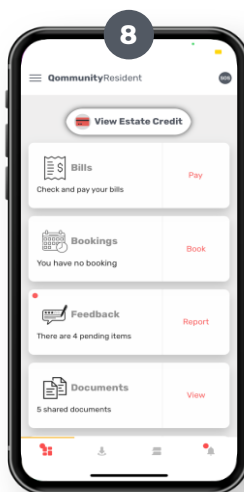**4** Use your device's Camera to scan the QR Code or upload the QR Code image saved to your device's Photo Library

5 Activate your account either by Email or Mobile No.

6 Key in the OTP sent to your email/mobile

7 View and agree to the Terms & Conditions, and click 'Save' to proceed

8 You are now successfully logged in to the App

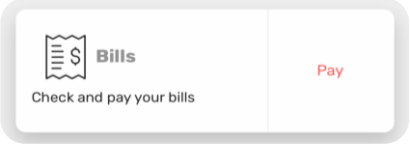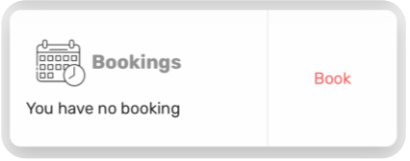**9** For subsequent log-ins, select either Mobile No. or Email* and receive OTP to log-in
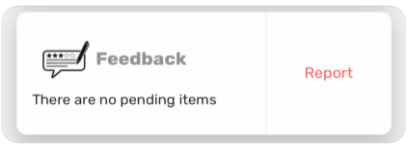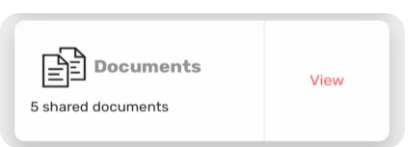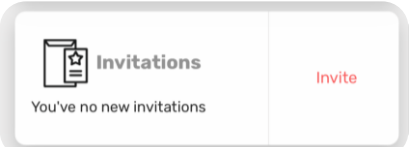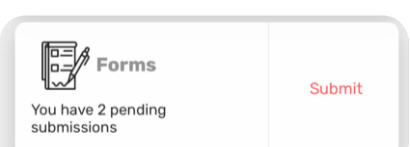*Depends on mode of activation in Step 4

*For Singpass log-in, you will firstly need to scan the QR Code and activate your account via Email/Mobile Number as per Singpass records.

Next, proceed to ''My Profile'' to validate your information from Singpass web/App.

App Dashboard Menu

|		
Click on Estate Credit* to view your available balance, top-up, offset Bills or submit a Refund Request	🔳 **View Estate Credit**	*Only applicable for Estates subscribed to digital payment services i.e., QuickPay™
Click on Bills to view your Statement of Accounts (SOA) and past payment records	🧾 **Bills** Pay Check and pay your bills	**Click on Pay to pay bills*** *Only applicable for Estates subscribed to digital payment services i.e., QuickPay™
Click on Bookings to view current and past Facility Bookings records The brief sentence states the number of upcoming bookings	📅 **Bookings** Book You have no booking	**Click on Book to make a new Facility Booking**
Click on Feedback to view pending and past Feedbacks that you have submitted The brief sentence states the number of pending feedbacks	💬 **Feedback** Report There are no pending items	**Click on Report to submit a new Feedback to your Management Office**
View the documents shared by the Management Office The brief sentence states the number of shared documents	📄 **Documents** View 5 shared documents	**You can view and download the shared documents**
Click on Invitations to view upcoming and past invites that you have created, and the RSVP guests The brief sentence states the status of your e-Invites	🎟️ **Invitations** Invite You've no new invitations	**Click on Invite to create a new invitation that you can share electronically**
Click on Forms to view all your Form submissions and the status The brief sentence states the number of submission pending for approval/reject	📋 **Forms** Submit You have 2 pending submissions	**Click on Submit to submit a new form to your Management Office**

Estate Credit

*Only applicable for Estates subscribed to digital payment services i.e., QuickPay™

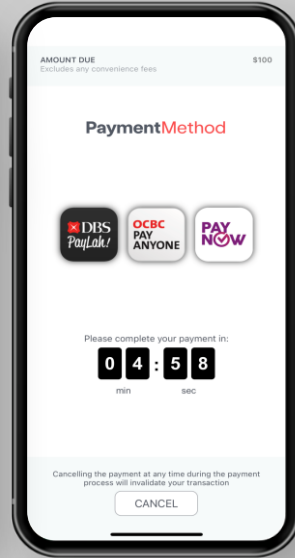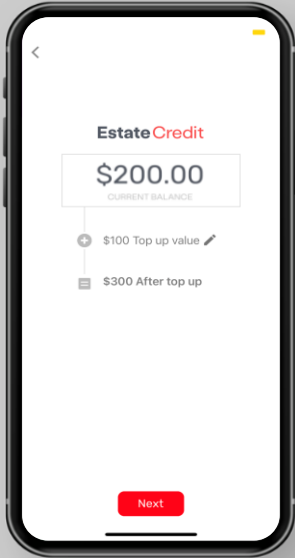Left image: Click on **Estate Credit** to view more details.

Right image: The available balance is shown. You can either top-up an amount, request a refund for the available balance, or use the credits to offset an outstanding Bill.
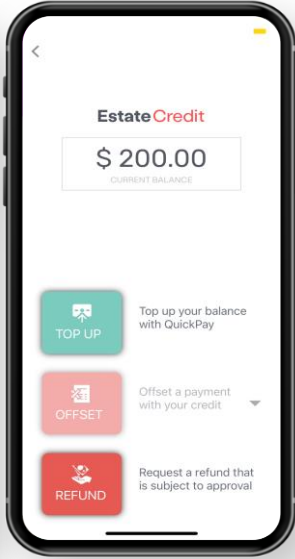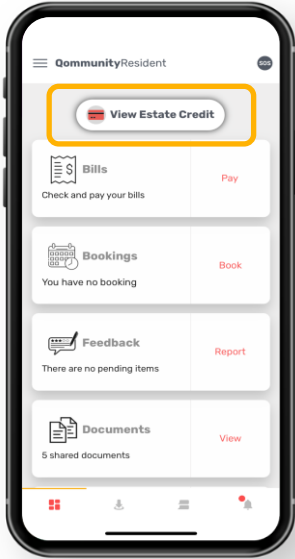
Top-Up

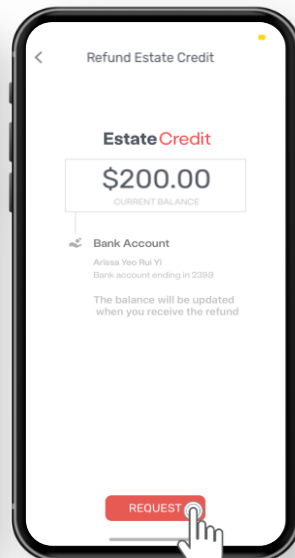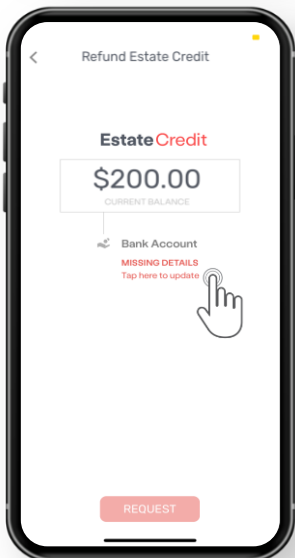**Left image**: Key in the amount to top-up and click Next to proceed.

Right image: Select your preferred payment method. Complete the payment within the specified duration.

Request for Refund

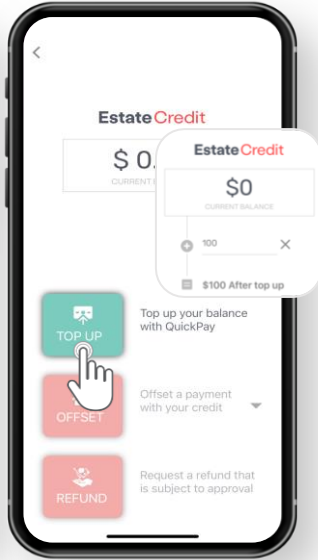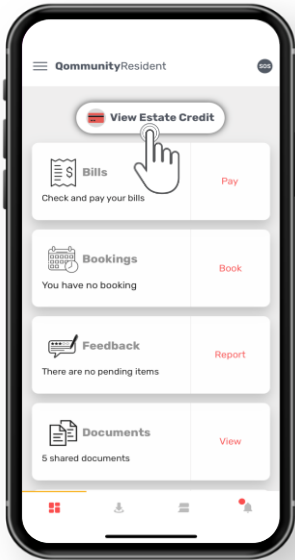**Left image**: Fill in bank account details

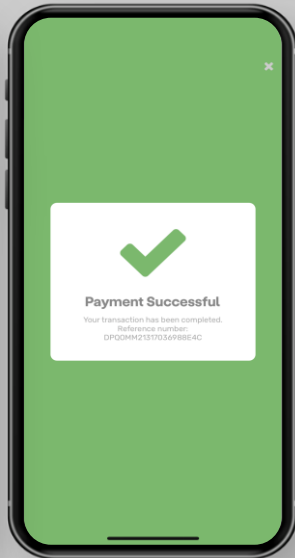**Right image**: Click on Request to submit refund request to MA for processing.
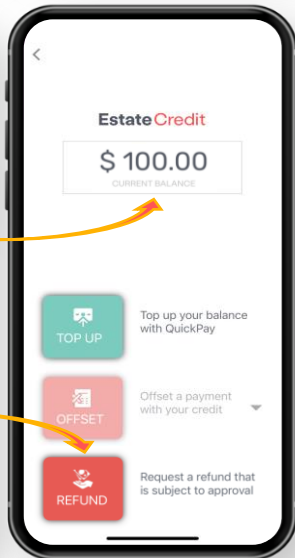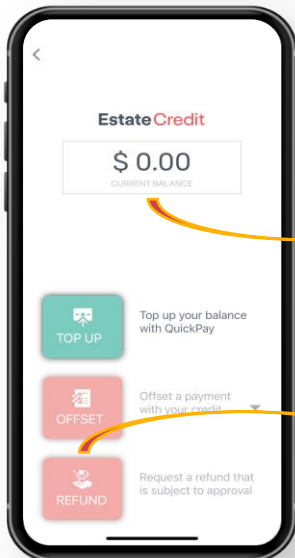
Left image: Click on **View Estate Credit** to view/top-up an amount to offset the Booking Fee & Deposit of Facility Bookings.

Right image: State the amount to top-up and proceed to pay.

Left image: Select the preferred mode of payment and proceed to pay.

Right image: Payment is successful, and you will be directed back to Qommunity Resident App.
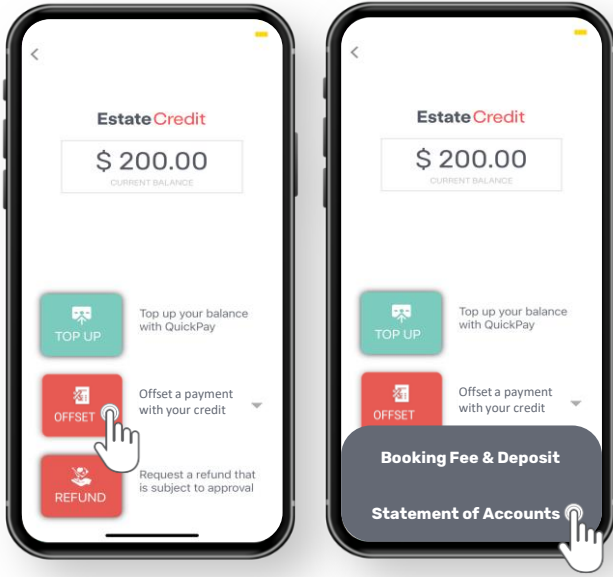

Left image: Estate Credit balance **before** top-up

Right image: Estate Credit balance **after** top-up

When there is an available amount to request for refund, the '**Refund**' button will be available for use.
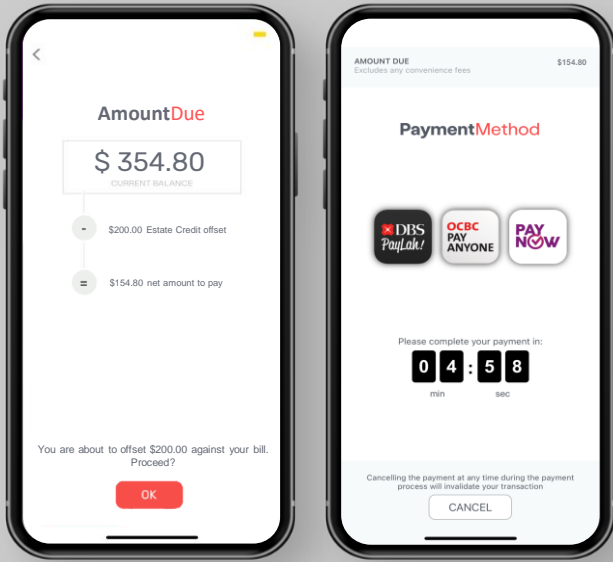
Estate Credit for Bills (Offset SOA)
*Only for Estates with QuickPay™

Left image: Click on **OFFSET** to offset the outstanding bill from the available Estate Credit balance.

Right image: From the pop-up, select **Statement of Accounts**.

*This Offset option is only available when there is an outstanding amount in your Statement of Accounts.

Left image: The Total Amount Due as per your Statement of Accounts will be shown. The remaining payable amount will be displayed, after the Offset from Estate Credit.

Click on 'OK' to proceed with the Offset from Estate Credit and pay the remaining amount.

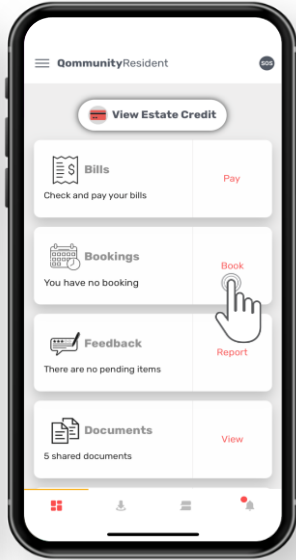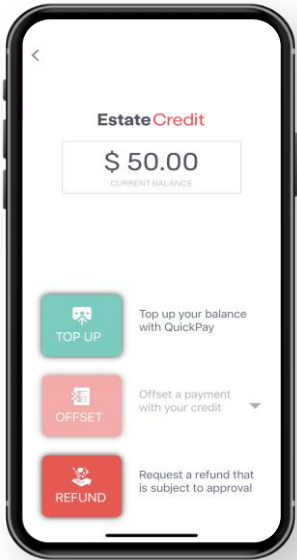Right image: Complete the payment within the specified duration.
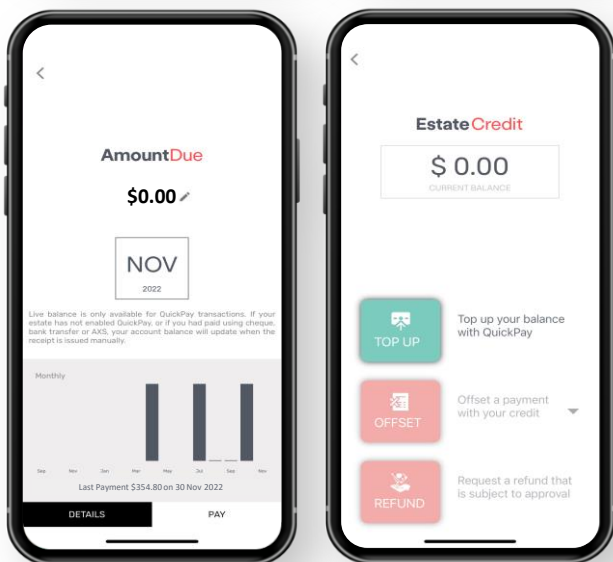
Left image: After a successful payment, the Amount Due is updated in real-time.

Right image: Estate Credit balance is updated in real-time.

Both the **Offset & Refund options are not available for use** as there is no Estate Credit balance.

Estate Credit for Facility Bookings
*Only for Estates with QuickPay™

Left image: Example, this Resident has an Estate Credit balance of $50.00.

Right image: Resident proceeds to make a Facility Booking.

*After a Facility Booking is utilized, the Booking Deposit will be released & placed in the Estate Credit balance for Residents to re-use for future Facility Bookings' offset.
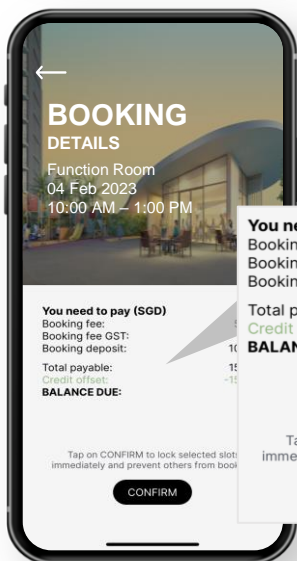
Insufficient Estate Credit to Offset
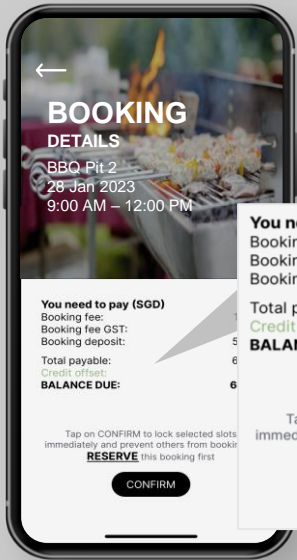
Booking Fee = $15.00
GST: $1.20
Booking Deposit = $50.00
Total Payable = $66.20

*Resident only has $0.00 Estate Credit. There is insufficient Estate Credit to offset the Total Payable amount of $66.20.

**Balance Due =
Total Payable $66.20
- Estate Credit Offset $0.00
= $66.20**

Sufficient Estate Credit to Offset

Booking Fee = $50.00
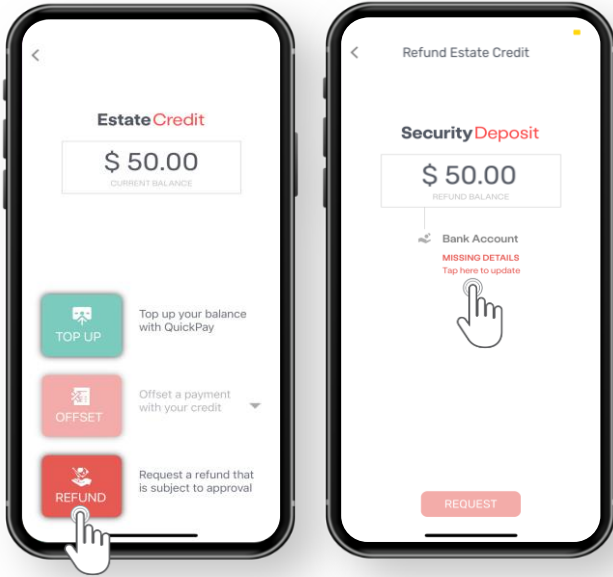GST: $4.00
Booking Deposit = $100.00
Total Payable = $154.00

*Resident has sufficient Estate Credit. Hence, the Total Payable amount is $0.00.

**Balance Due =
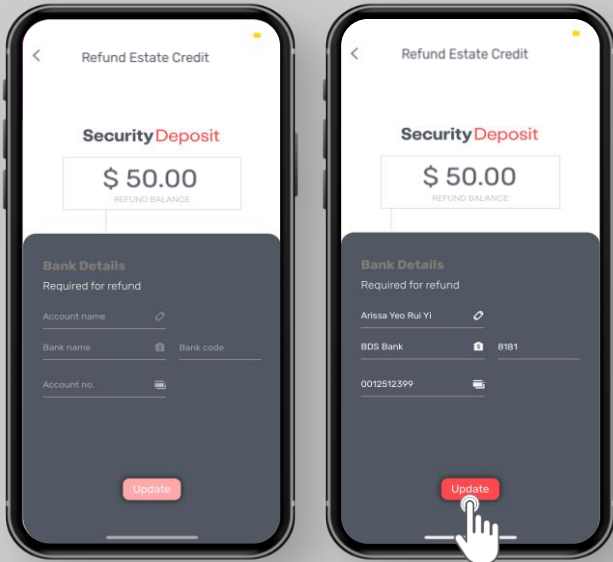Total Payable $154.00
- Estate Credit Offset
= $0.00**

Request Refund for Estate Credit
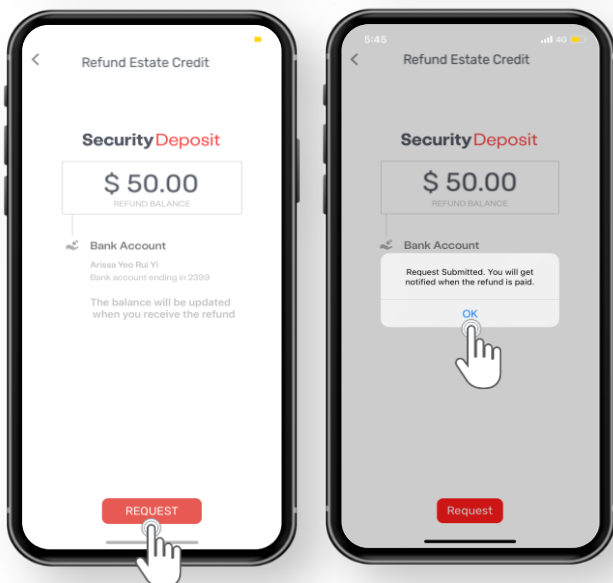## *Only for Estates with QuickPay™

Left image: Click on **Refund** to submit a refund request for Estate Credit.

Right image: There is no Bank Account details in records. Tap on the text to input Bank Account information for the refund to be processed.

Left image: A pop-up will appear for you to input your Bank Account information.

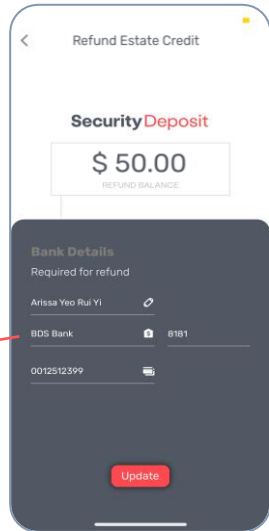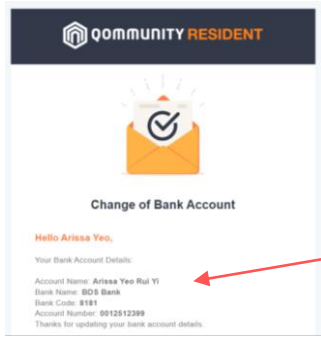**Right image:** Once completed, click on **Update**.

Left image: Bank Account details are updated. Click on **Request** to submit a refund request.

Right image: The Request is submitted successfully. Click on **OK** and pend for updates.
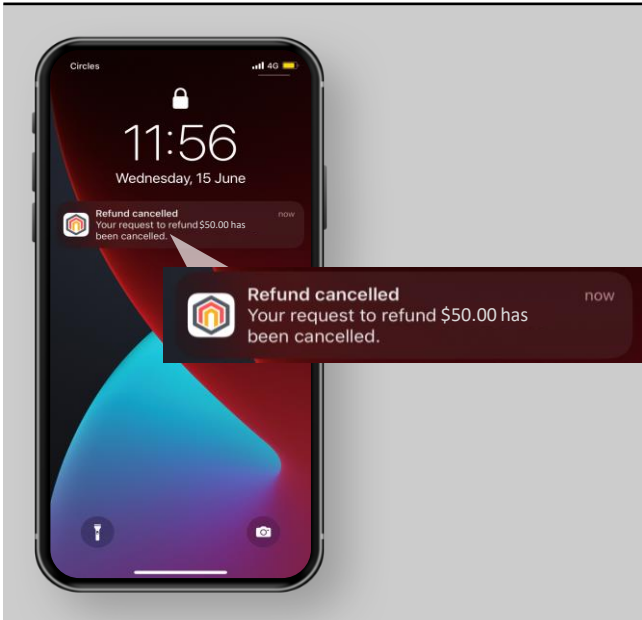
Request Refund for Estate Credit
*Only for Estates with QuickPay™

Left image: You will receive an email as a record of the Bank Account details submitted via the App (image on right)

Refund Request Rejected

You will receive a push notification informing you that the Refund Request is rejected.

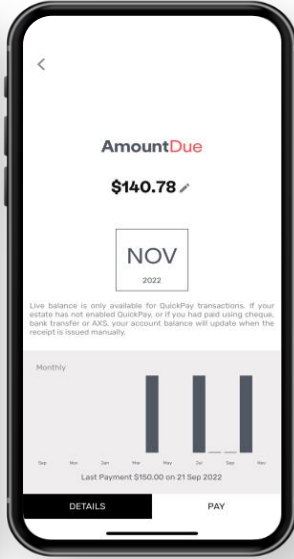The Estate Credit is returned to your balance in the App.
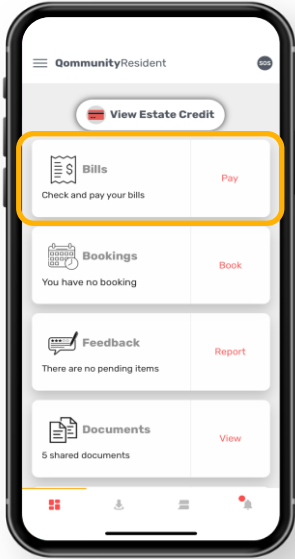

Refund Request Processed

You will receive a push notification informing you that the Refund Request is processed.

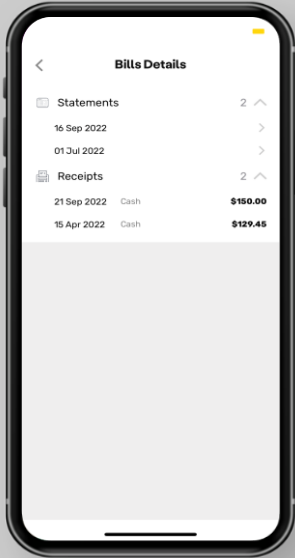You will receive the refund from your MA.

1. Bills

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

Right image: Click on **Details** to view detailed information of your bills (Statement of Accounts & past payment records).
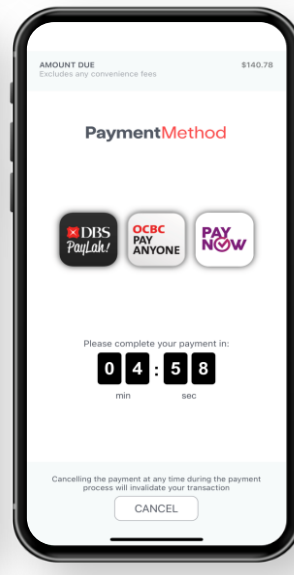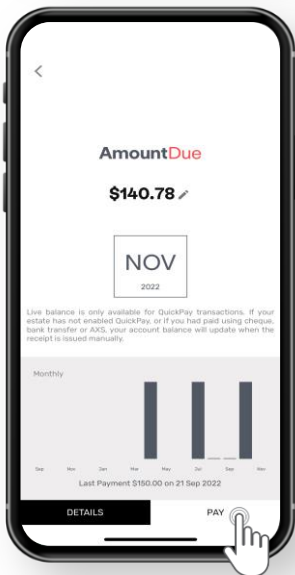
Click on **Pay** to pay your bill (only applicable to Estates subscribed to digital payment services i.e., QuickPay™)

Upon clicking on **Details**:

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

Receipts: A listing of your past bill payments

Upon clicking on **Pay**:

Select **DBS PayLah! or OCBC PayAnyone** and you will be led to the banking app to make payment for your bill.
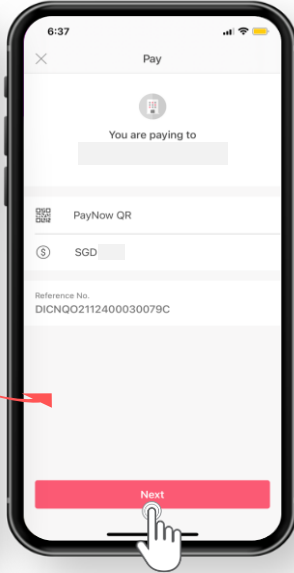
Select **PayNow** to save a unique QR Code image to your device's photo library. Launch your preferred banking app, upload the image and proceed to make payment.

*Complete payment within the specified duration.

1. Bills
*Only applicable to Estates subscribed to digital payment services i.e., QuickPay™

Left image: Select **DBS PayLah! or OCBC PayAnyone** to make payment.
*The Banking App must be installed in your device prior to payment.

Right image: After logging in to the Banking App, the payment details will be shown. Click **Next** and proceed to pay.
*You will be directed back to Qommunity Resident App after payment is completed.
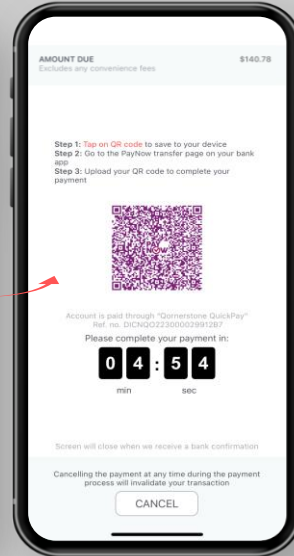
Left image: If you prefer to use other PayNow-enabled Banking Apps to pay, click on the **PayNow** icon.

Right image: Refer to the steps on-screen. **Tap on the QR Code** to save the image to your device's Photo Library. Launch your preferred PayNow-enabled Banking App and upload this image to complete the payment within the specified duration.
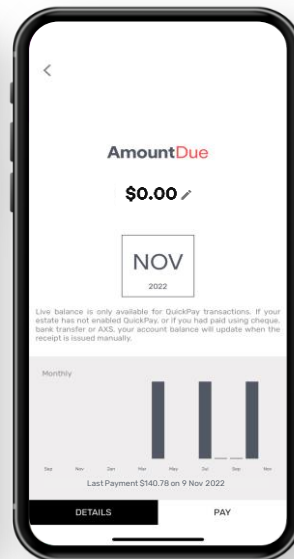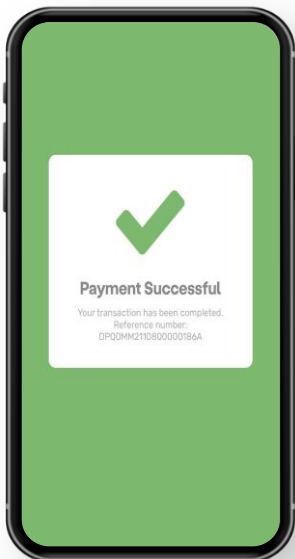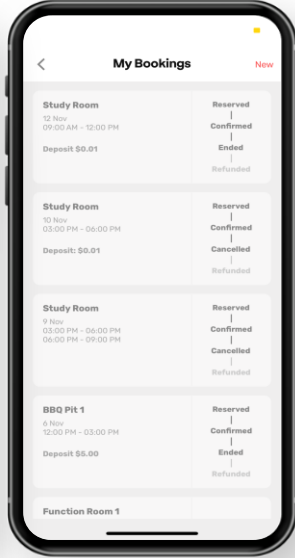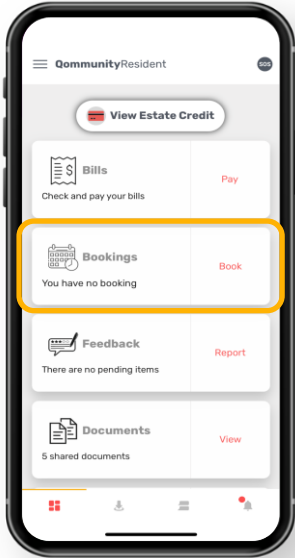

Left image: This screen will be shown if payment is successful.

Right image: You will be directed back to the Qommunity Resident App, and the Amount Due balance is updated in real-time.
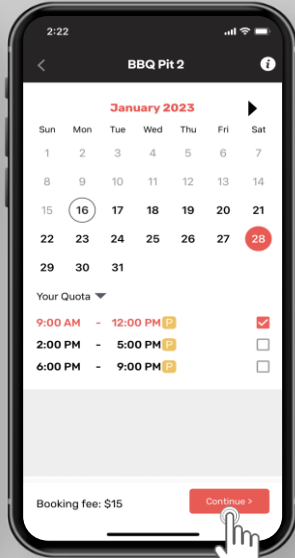
2. Bookings

Left image: Click on **Bookings** to have an overview of your current and past Facility Bookings (image on right)
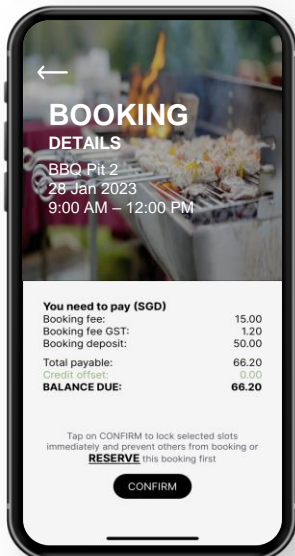
Click on **Book** to view & book facilities.

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

Right image: Click on the date & view the available timeslots. Click on 'Continue' to confirm booking/make a reservation.

Click on the *i* icon to view the Rules & Regulations and Terms and Conditions of this booking.

Left image: View booking details and Estate Credit information.

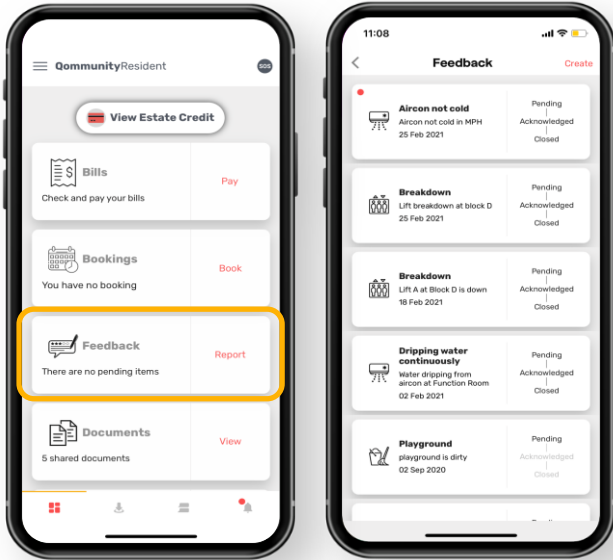Click **Reserve** to make a reservation.

Click **Confirm** to proceed & pay. Click **Back-icon** (on top left) to return to booking screen, if required.

Right image:
Proceed to make payment within the specified duration (*Only applicable to Estates subscribed to digital payment services i.e., QuickPay™)
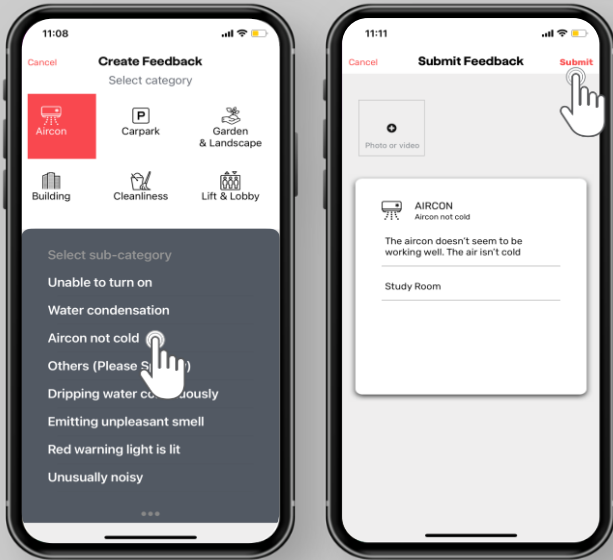
3. Feedback

Left image: Click **Feedback** to have an overview of your current and past Feedbacks (image on right).
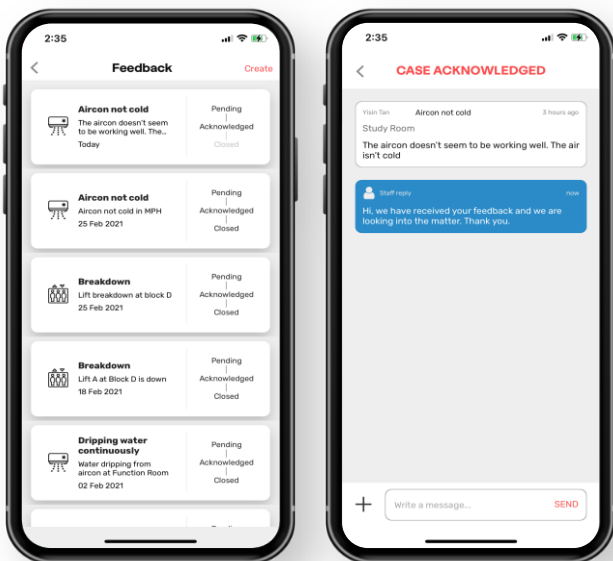
Click **Report** to submit a new Feedback to the Management Office.

Left image: Scroll left & right to select the type of Feedback.

A sub-category will appear for your selection.

Right image: Fill in the details and attach an image (optional). Click **Submit** to proceed with submitting the feedback.
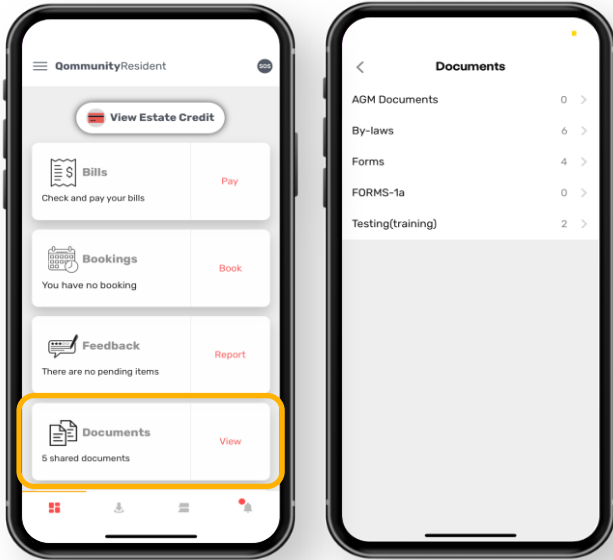

Left image: The submitted Feedback will appear in the Feedback listing, with the status shown.

Right image: Click on the Feedback to view the responses from the Management Office.

You will also receive a push notification from the App when a reply is made to your Feedback.
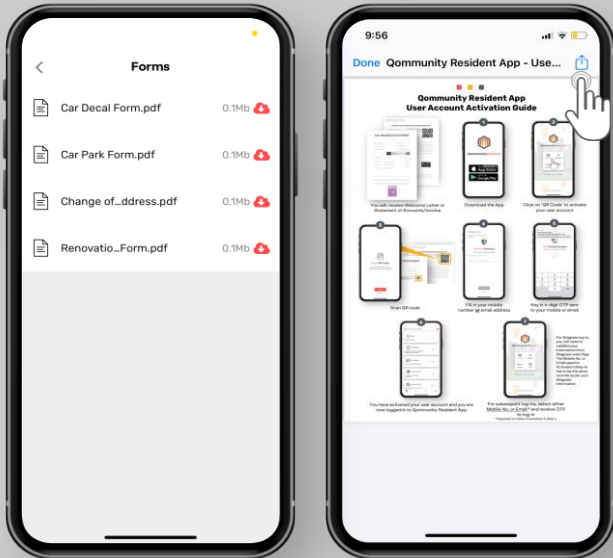
4. Documents

Left image: Click on either **Documents** or **View** to view the list of documents shared by the Management Office (image on right).
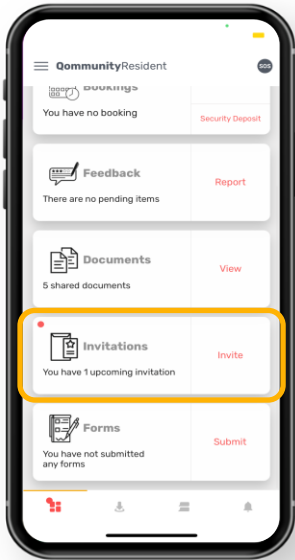
Right image: The document are placed in folders. You can click into the folders to view the shared documents.

Left image: These are the documents in the folder. Click on the particular document and download a copy onto your mobile device (image on right).
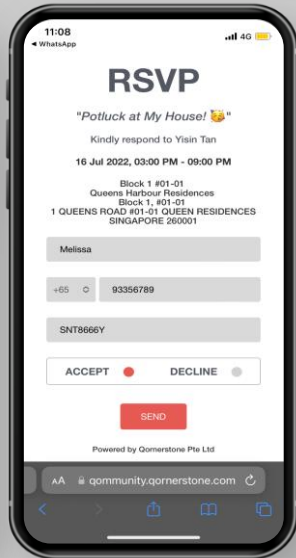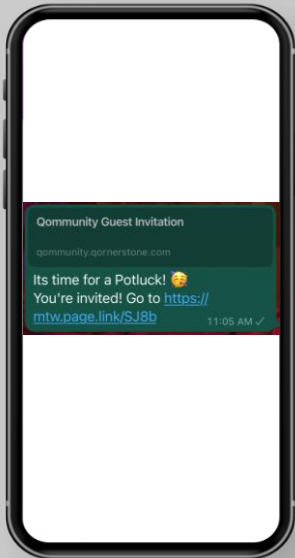
5. Invitations

Left image: Click **Invitations** to have an overview of your current and past Invitation.

Click **Invite** to create a new invitation and send it to your friends & family (image on right).

Right image: Change the event title, date, start & end time accordingly. Click **Share** to send the e-Invite.

(Recipients' View)

Left image: A sample of the e-Invite sent to the recipient. Recipients click on the link to accept/reject the invitation.

Right image: The e-Invite link launches a web browser. Recipient input their information, select **Accept or Decline**, and clicks **Send** to submit their response.
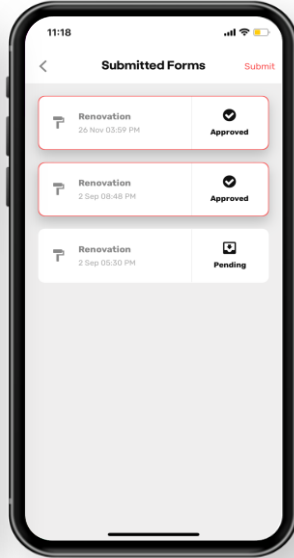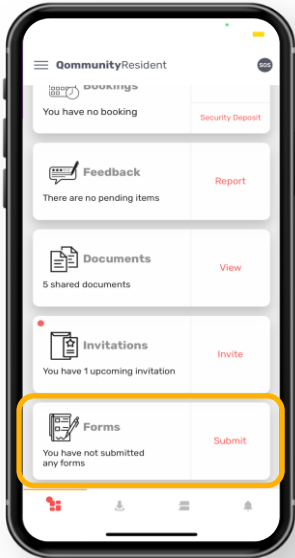

Left image **(Recipients' View):** Recipient will need to show this screen & QR Code upon arrival at the estate's guardhouse.

Right image **(Residents' View):** Resident will receive a push notification informing him/her when a Recipient accepts/declines the invitation.
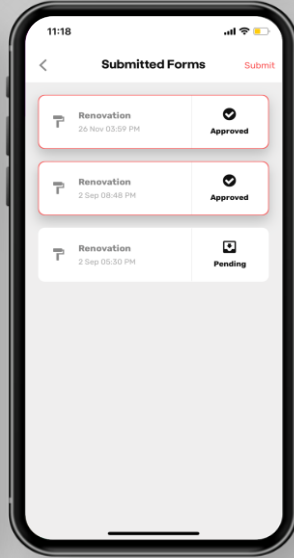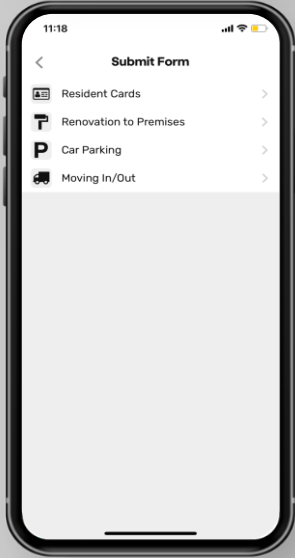
6. Forms

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.
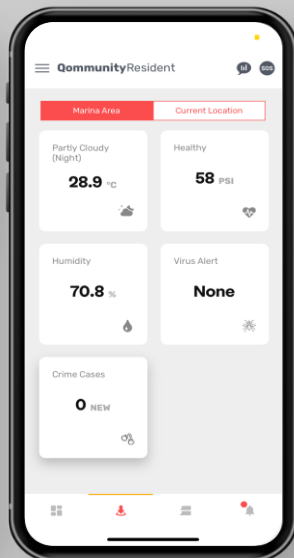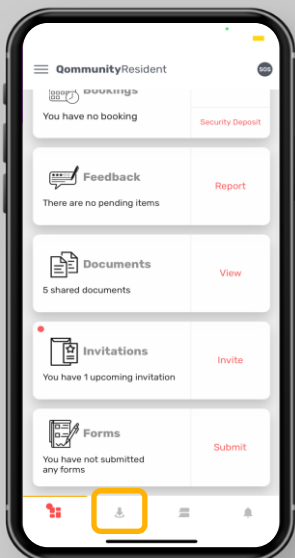

Left image: Select the form of your choice and fill in the required details. Submit the form for approval.

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

3 statuses:
- Pending
- Approved
- Not Approved
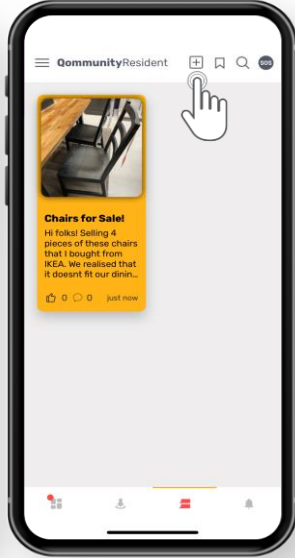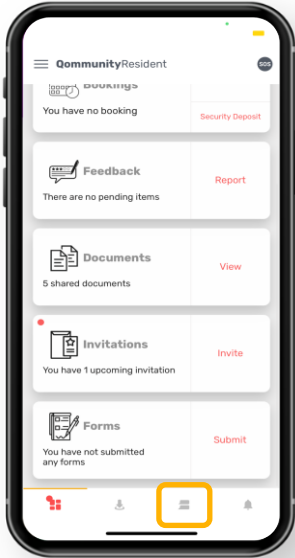
7. Location-based Information

Left image: Click on the arrow-down icon for Location-based information.

Right image: This shows the weather, and other information, at your area.

Switch on your mobile device's location setting to view updated weather information.

8. Community

Left image: Click on **Community-icon** to view all the posts by your neighbors (image on right).
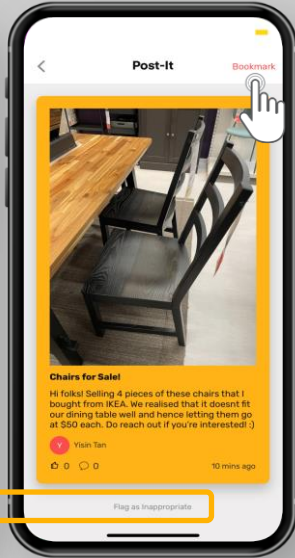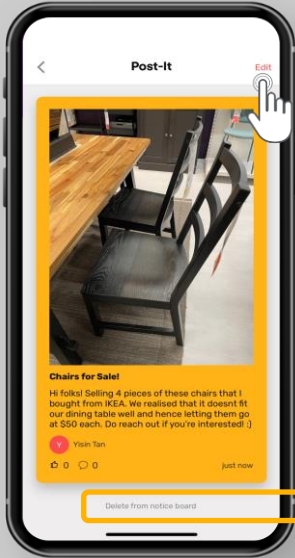
Right image: Click on the post to view more details or send a comment.

Click on the **plus-icon** to create a new post to share with your neighbors.

Create New   Bookmark   Search

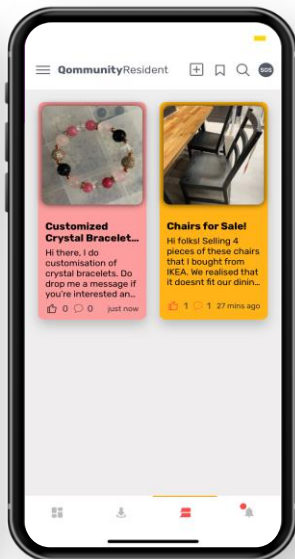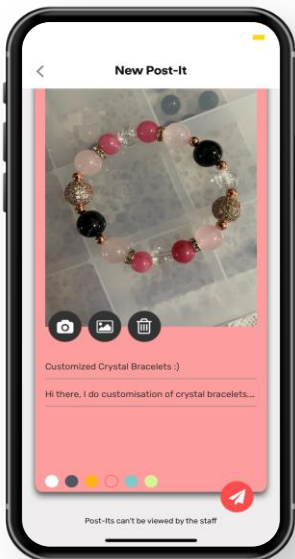*Posts will be visible to all residents in the estate

Left image (**Submitter's View**): Submitter can delete or edit the post, and view comments.

Right image (**Reader's View**): Readers can 'like' the post, send a comment, or Bookmark the post.

*If the post is inappropriate, Readers can flag the post by clicking the button at the bottom.

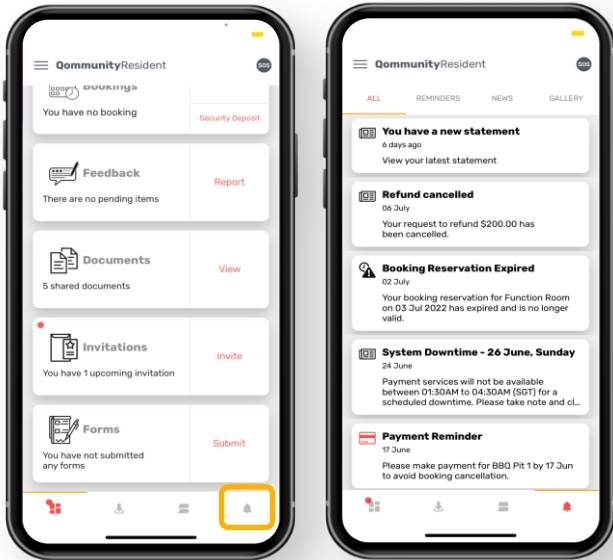## To Create a New Post

Left image:
- Attach an image for your post
- State a title & message
- Add some colours to your post
- Click on the arrow icon to submit

Right image:
The Post is listed in the Community noticeboard.
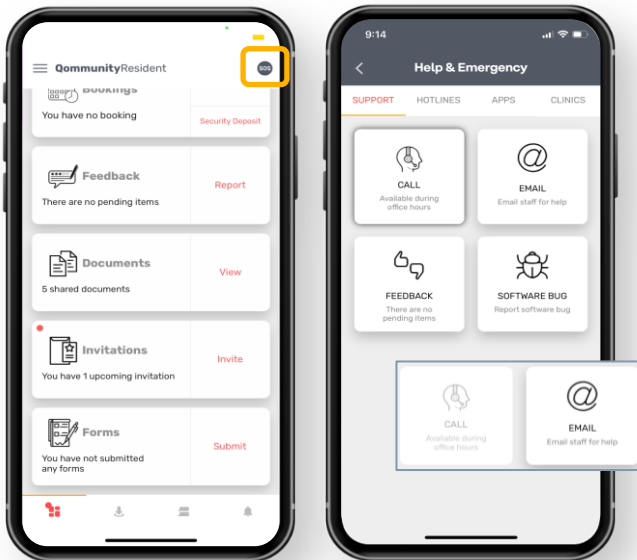
9. Announcement

Left image: Click on Bell icon 🔔 to view Announcements posted by Management Office, or Facility Booking Payment/Reservation reminders, and others

Right image: A list of Announcements is shown. Click in to view more details.

Red dot 🔔 – There's a new Announcement

Grey bell 🔔 – No new Announcement

10. SOS

Left image: Click on **SOS** to view helpful information (images on right and below)

Right image (Seek for Support):
- **Call**: To dial the number & contact your Site Office/Site Manager (Grey-icon = the function is unavailable as it is not office operating hours)
- **Email**: To send an email to your Site Office/Site Manager
- **Feedback**: To submit a Feedback
- **Software Bug**: To report an App issue
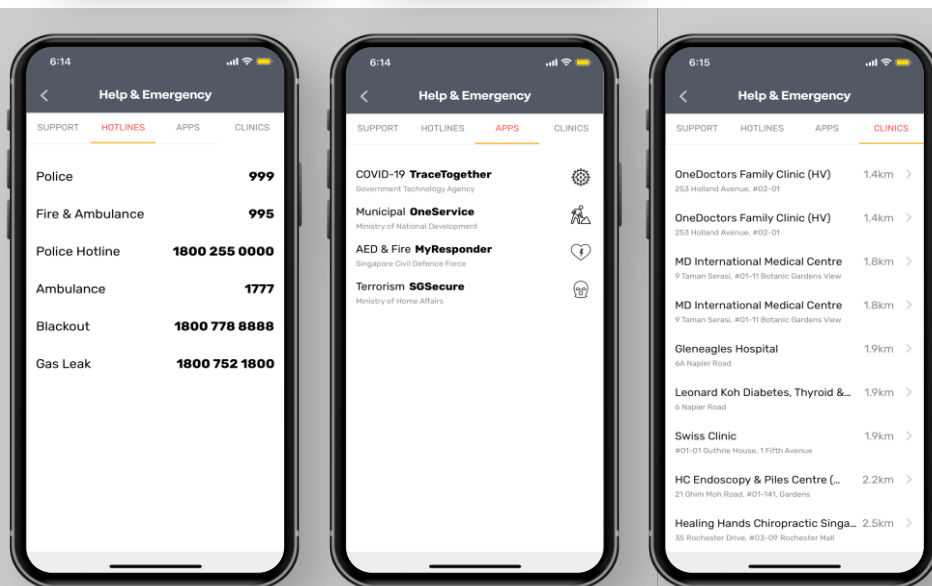
View helplines, useful apps, and nearby clinics

11. App Menu

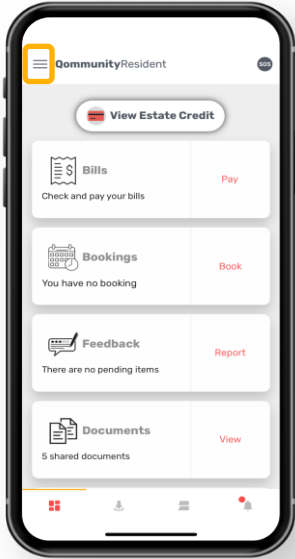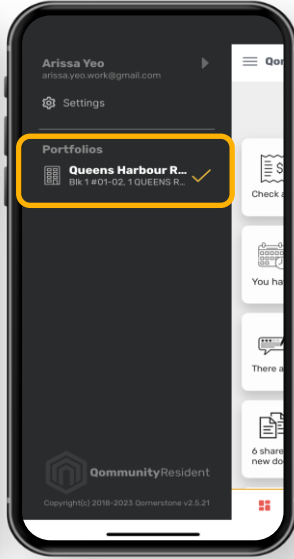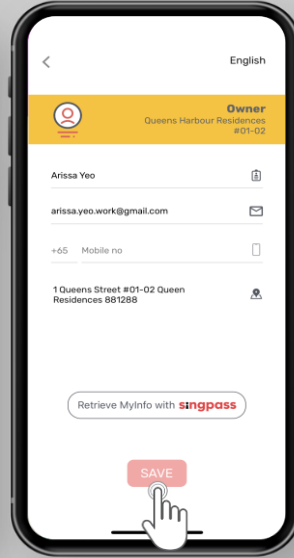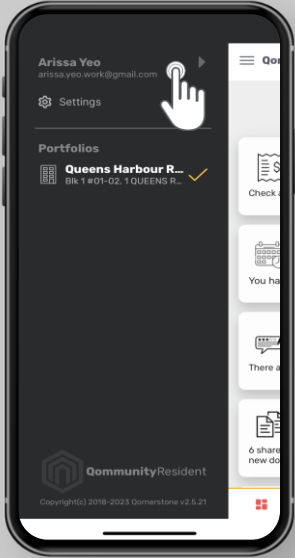Left image: Click on 3-bar icon located on the top left

Right image: The App menu appears

Portfolios displays the unit(s) that are tagged to the Owner. When an Owner uses the same email address/mobile number to activate the app accounts of all units owned, the units will be shown here.
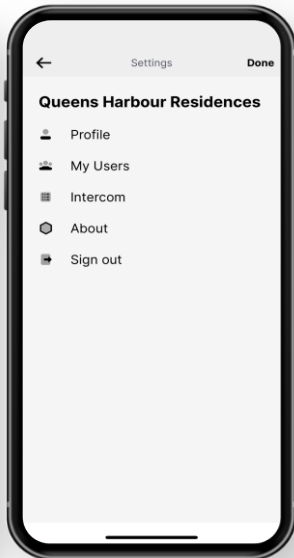

My Profile

Click on your name. You will be directed to **My Profile** to edit & update your details. You may also retrieve your information from Singpass*.

Click on Save to save your changes.

*For Singpass, you will need to validate your information from Singpass web/App. The Mobile No. or Email used upon Account Activation must be the same as per your Singpass information.

Settings

Additional App menu items:

- **My Profile**: To view & update your Profile
- **My Users**: To create additional App Accounts for Tenants and Occupiers and manage them (only available for Owner Account Holders)
- **Intercom**: A Virtual Intercom for Visitors to connect with App Users without dialing a phone number
  *Subscription is required
- **About**: Terms & Conditions of the App
- **Sign out**: To log out of the App

11. App Menu

My Users

Create App Accounts for Occupiers and Tenants.

Right image: Click **Add User** to create a new app account.

*Only Owners can create Occupier and Tenant app accounts. Occupiers & Tenants will have access to all Qommunity Resident app features <u>except</u> the following:

- My Users: To create new app user accounts
- Polls: for eAGM (Tenants & Occupiers have no voting rights for AGM)
- Bills: View Owner's past payments and outstanding balance
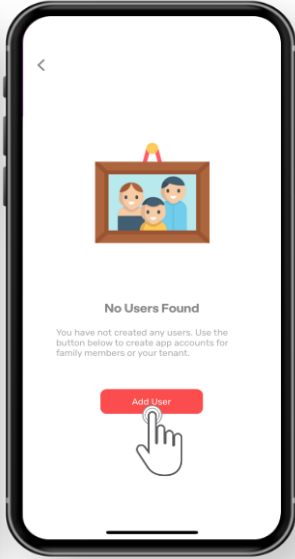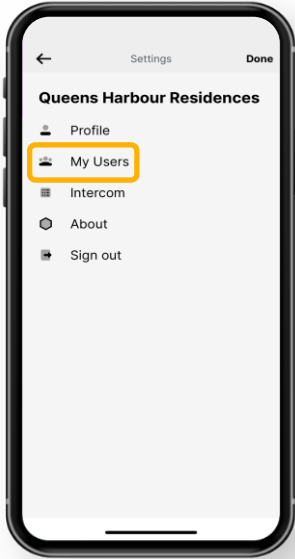
My Users - New User Account

Left image: To create a new user account for **<u>Tenant</u>** – an unrelated person who is renting your unit

*Tenant App Accounts require Management Office's approval. The approval of Occupier App Accounts is optional.

Right image: To create a new user account for **<u>Occupier</u>** – a related person such as spouse or children
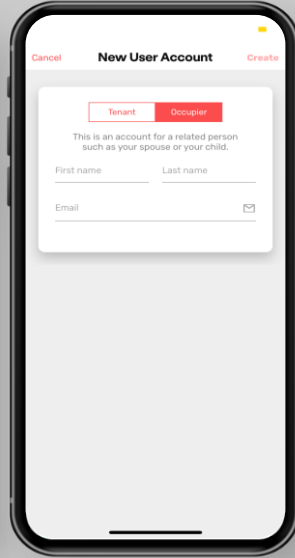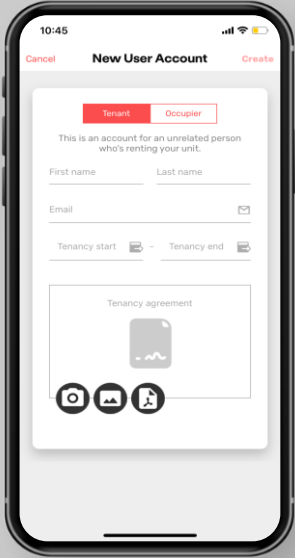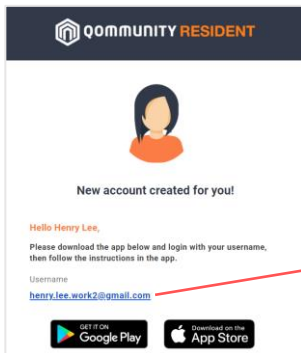

My Users - New User Account

Left image: Tenant & Occupier will receive an email notifying him/her that an App Account has been created.

*Tenant will receive email notification upon App Account approval.

Right image: Tenant/Occupier downloads Qommunity Resident App and log-in via the email address stated.

11. App Menu

Intercom

A Virtual Intercom for Visitors to connect with App Users without dialing a phone number.

App Users click on "Sign up now" to register their interest for this App function. Qornerstone will then contact the Managing Agent to discuss further.

*Subscription is required for this service.

About

The Terms & Conditions of Qommunity Resident App.

This is a default setting.

Sign out

To log out from the App.