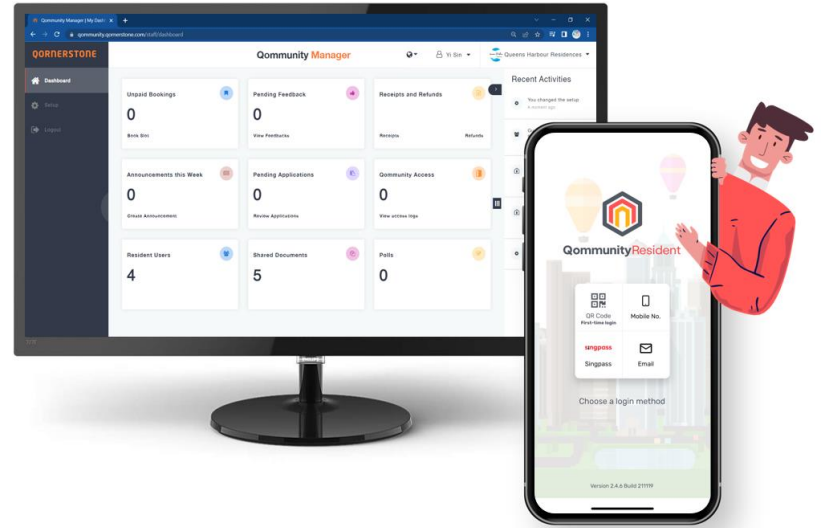




QORNERSTONE



Qcommunity Manager

How to Create & Manage Announcement

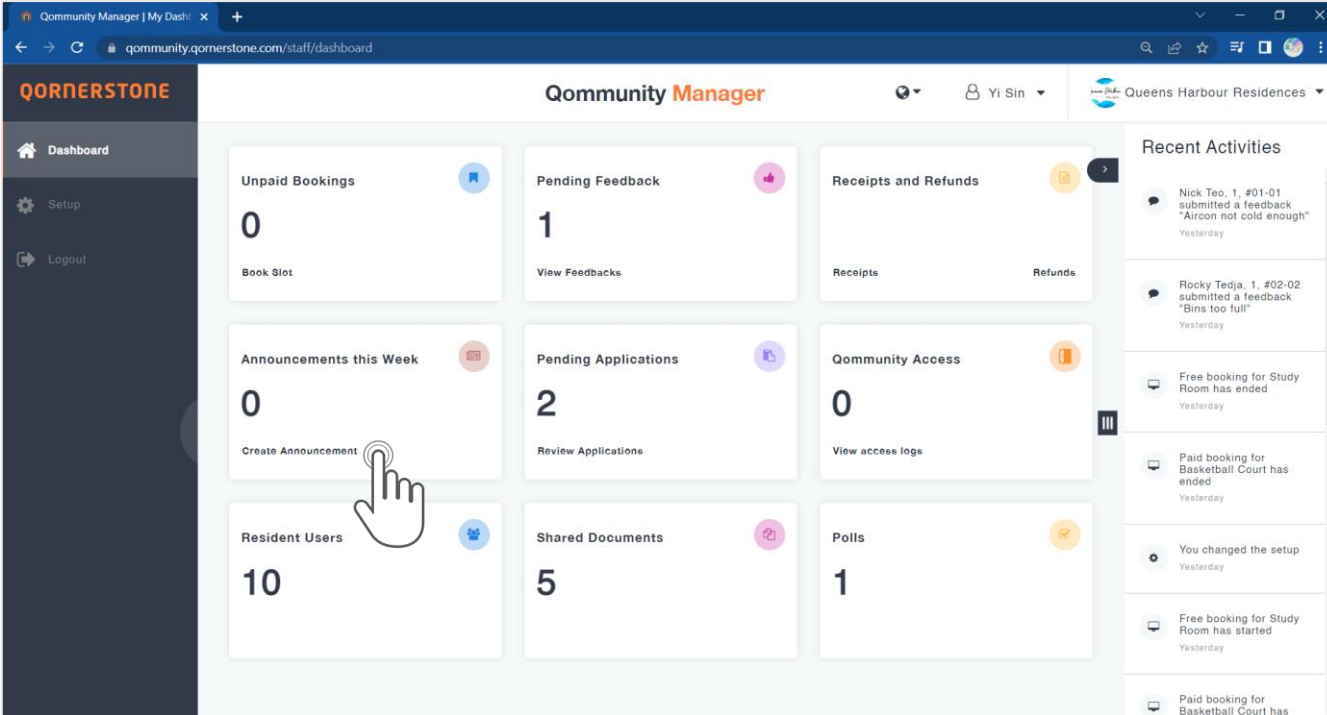


Announcement

How to Create an Announcement

Create an Announcement

- **Announcements this Week:** The number of Announcement posted during the week
- Click on the **Announcements this Week** box to view all published Announcements
- Click on **Create Announcement** to create a new announcement



The screenshot displays the QORNERSTONE Community Manager dashboard. The interface includes a sidebar with navigation options: Dashboard, Setup, and Logout. The main content area features several data cards:

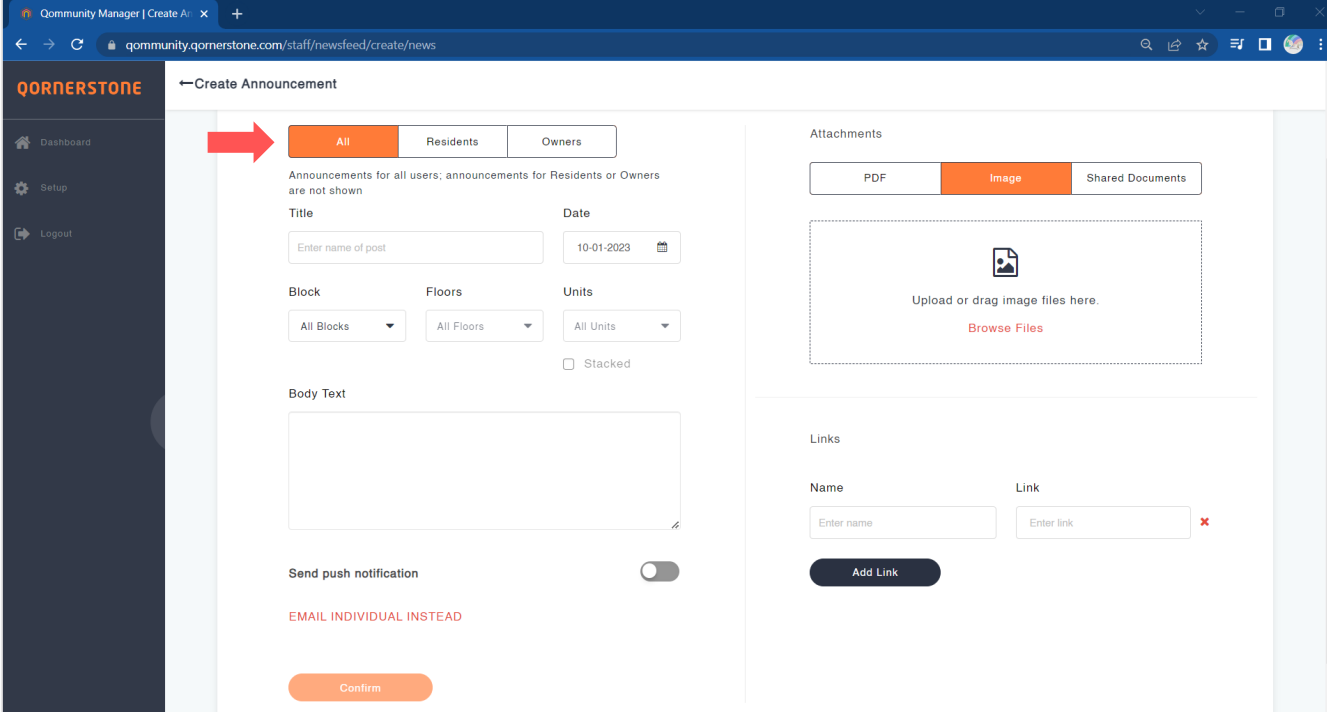
- Unpaid Bookings:** 0 (Book Slot)
- Pending Feedback:** 1 (View Feedbacks)
- Receipts and Refunds:** Receipts and Refunds
- Announcements this Week:** 0 (Create Announcement) - A hand cursor is pointing to this card.
- Pending Applications:** 2 (Review Applications)
- Community Access:** 0 (View access logs)
- Resident Users:** 10
- Shared Documents:** 5
- Polls:** 1

On the right side, there is a 'Recent Activities' section listing events such as feedback submissions and booking status changes.

Create an Announcement

Select the Recipients of the announcement:

- **All:** All Residents (i.e. Everyone)
- **Residents:** Owners who are residing in the Property, Occupier & Tenant App Account Holders
- **Owners:** Owner App Account Holders (i.e. the SPs)



Community Manager | Create Announcement

qcommunity.qornerstone.com/staff/newsfeed/create/news

QORNERSTONE ← Create Announcement

Dashboard
Setup
Logout

All Residents Owners

Announcements for all users; announcements for Residents or Owners are not shown

Title: Date:

Block: Floors: Units:

Stacked

Body Text:

Send push notification:

EMAIL INDIVIDUAL INSTEAD

Confirm

Attachments: PDF **Image** Shared Documents

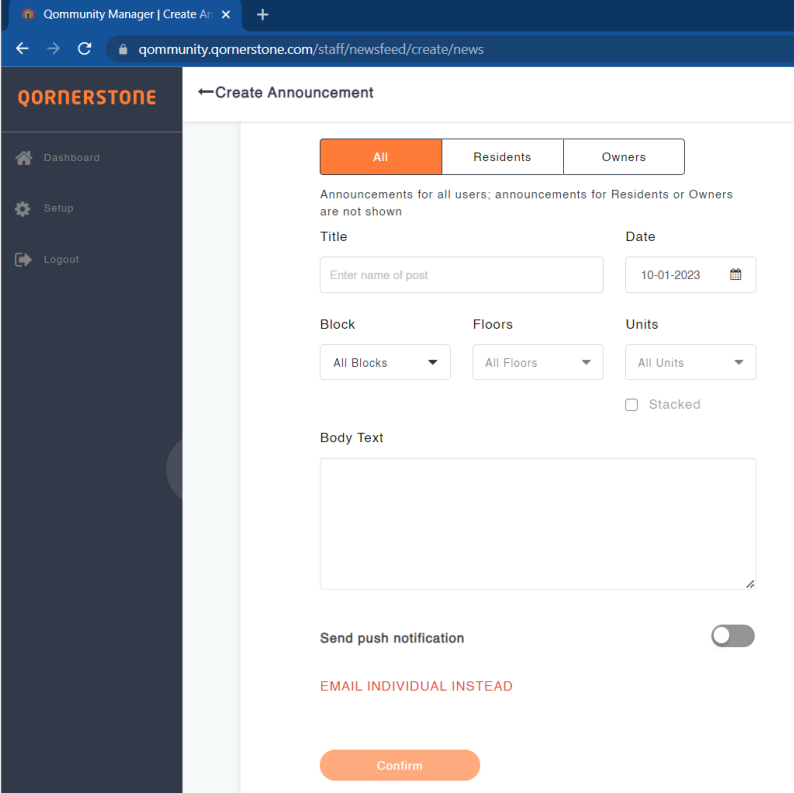
Upload or drag image files here.
[Browse Files](#)

Links

Name: Link:

Add Link

Create an Announcement



Community Manager | Create Announcement

community.cornerstone.com/staff/newsfeed/create/news

← Create Announcement

QORNERSTONE

Dashboard
Setup
Logout

All Residents Owners

Announcements for all users; announcements for Residents or Owners are not shown

Title Date

Block Floors Units

Stacked

Body Text

Send push notification

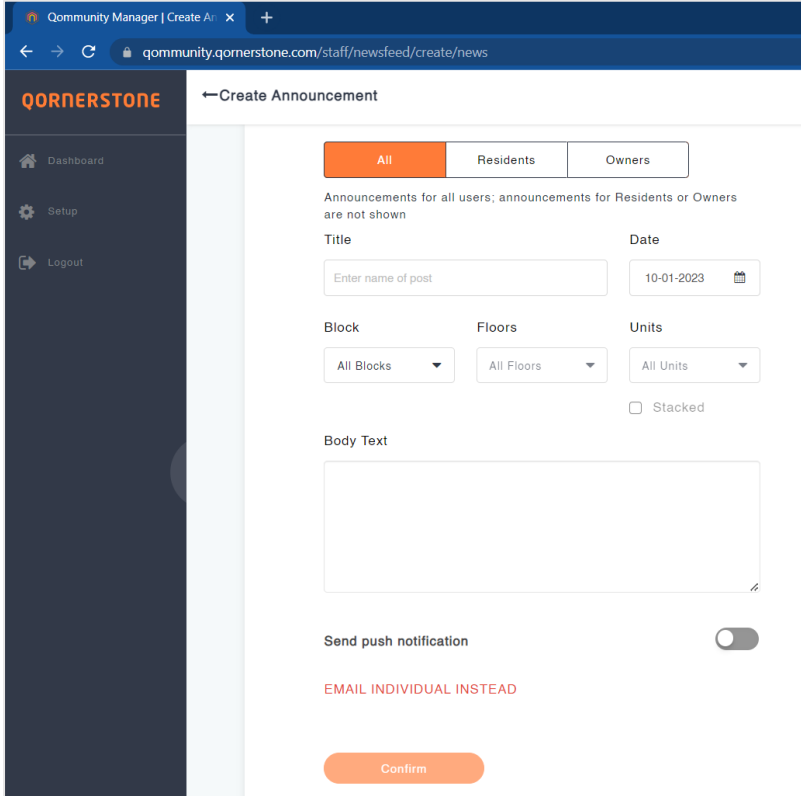
EMAIL INDIVIDUAL INSTEAD

Confirm

- **Title:** Enter the Announcement Title
- **Date:** Select the date to post the Announcement.

You can post an Announcement in advance by choosing a future date.

Create an Announcement



Community Manager | Create Announcement

community.cornerstone.com/staff/newsfeed/create/news

QORNERSTONE ← Create Announcement

Dashboard
Setup
Logout

All Residents Owners

Announcements for all users; announcements for Residents or Owners are not shown

Title: Enter name of post
Date: 10-01-2023

Block: All Blocks
Floors: All Floors
Units: All Units

Stacked

Body Text

Send push notification

EMAIL INDIVIDUAL INSTEAD

Confirm

- **Block:** Select the Block to receive the Announcement, or remain it as "All Blocks"

- **Floors & Units:** Only available for selection if a particular Block is selected. If it is not required to select a specific Floor or Unit, maintain the selections as "All Floors" or "All Units".



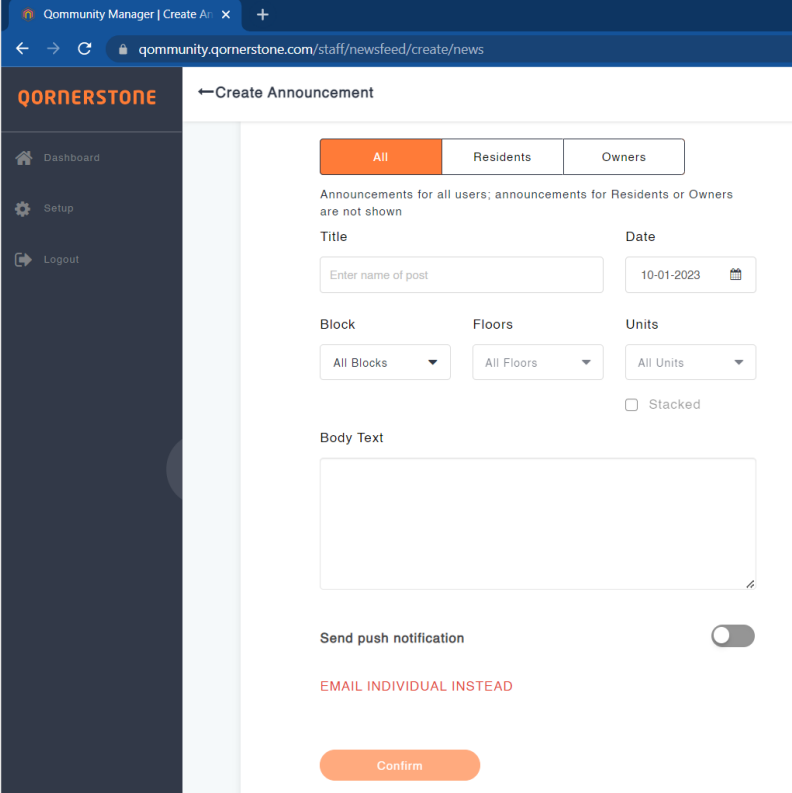
Block: 1
Floors: 1, 2, 3
Units: #01-01, #01-02, #01-03, #01-04, #01-05, #02-01

Body Text

You can also do a multi-selection of Floors/Units, if required.

- **Stacked:** Select this option if the Announcement is targeted at Units along the same stack. E.g. #01-**02**, #02-**02**, #03-**02**, #04-**02**..

Create an Announcement



The screenshot shows the 'Create Announcement' form in the Qcommunity Manager interface. The form is titled '← Create Announcement' and is located at the URL 'qcommunity.cornerstone.com/staff/newsfeed/create/news'. The form includes a sidebar with navigation options: Dashboard, Setup, and Logout. The main content area has a header with 'All', 'Residents', and 'Owners' tabs. Below the tabs, there is a note: 'Announcements for all users; announcements for Residents or Owners are not shown'. The form fields include: 'Title' (text input with placeholder 'Enter name of post'), 'Date' (calendar icon with date '10-01-2023'), 'Block' (dropdown menu with 'All Blocks'), 'Floors' (dropdown menu with 'All Floors'), 'Units' (dropdown menu with 'All Units'), and 'Stacked' (checkbox). The 'Body Text' field is a large text area. At the bottom, there is a 'Send push notification' toggle switch and a red text label 'EMAIL INDIVIDUAL INSTEAD'. A 'Confirm' button is at the bottom right.

- **Body Text:** The text content of the announcement
- **Send push notification:** Enable this option if you would like a Push Notification to be sent to App Users when the announcement is published (subject to App Users' Device Setting for the Mobile App on whether Push Notification is allowed)
- **Email Individual Instead:** Select this option if you would like to send an email to the Resident directly from Qcommunity Manager, instead of publishing an announcement to the Unit

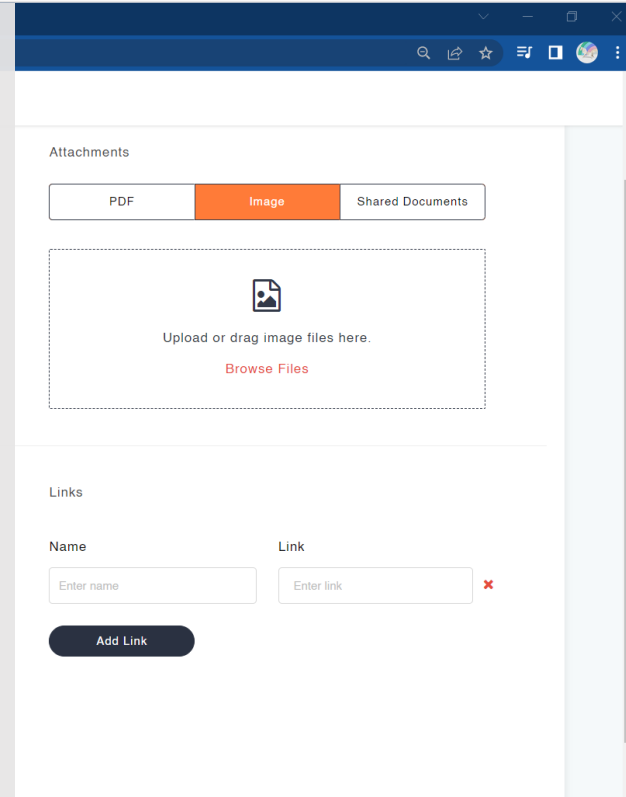
Create an Announcement

- **Attachments:** Optional.

Among the 3 attachment options, you can only select 1.

-> **PDF & Image:** No limit in quantity & file size.

-> **Shared Documents:** The file must be readily available in Shared Documents function (Refer to Dashboard)



Attachments

PDF Image Shared Documents

Upload or drag image files here.

Browse Files

Links

Name Link

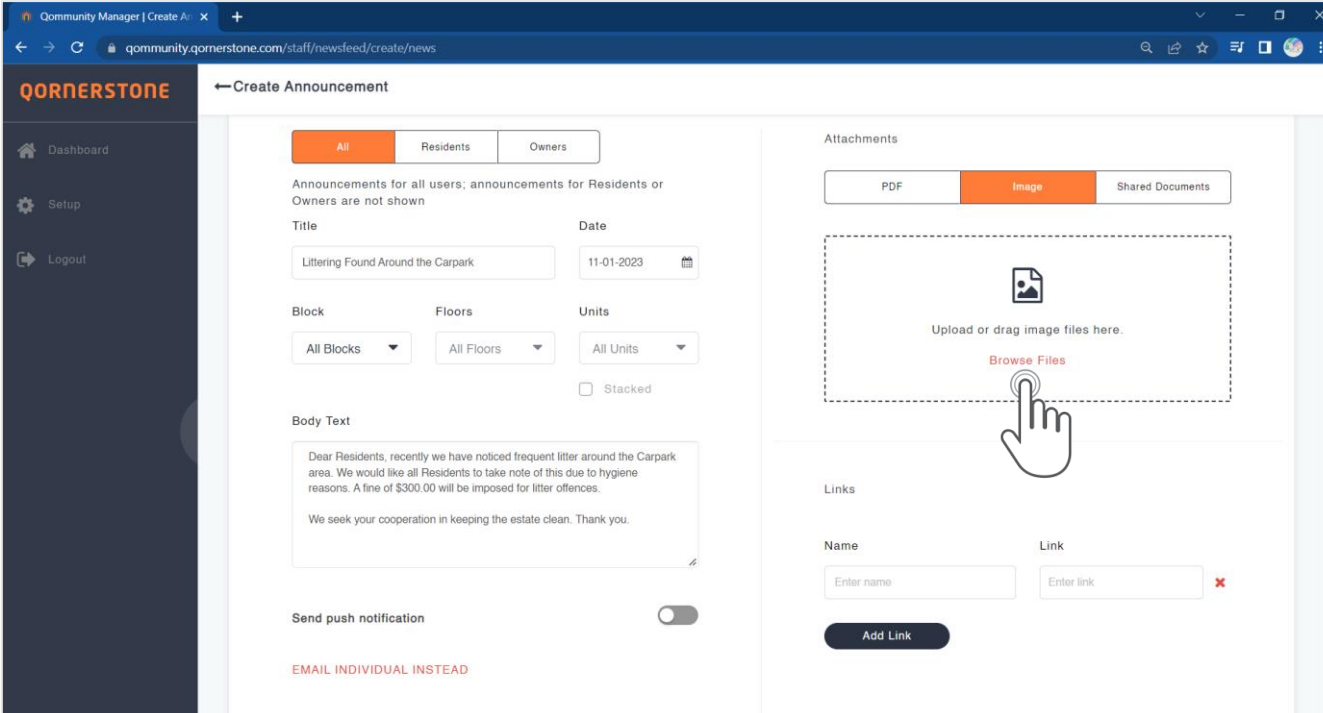
Enter name Enter link

Add Link

Create an Announcement

Example: How to Attach Images

- Click on Browse Files and select the image(s) to attach
- There is no limit in the number of images to attach, or the file size



Community Manager | Create A... x +

qcommunity.qornerstone.com/staff/newsfeed/create/news

QORNERSTONE ← Create Announcement

Dashboard
Setup
Logout

All Residents Owners

Announcements for all users; announcements for Residents or Owners are not shown

Title: Littring Found Around the Carpark Date: 11-01-2023

Block: All Blocks Floors: All Floors Units: All Units

Stacked

Body Text

Dear Residents, recently we have noticed frequent litter around the Carpark area. We would like all Residents to take note of this due to hygiene reasons. A fine of \$300.00 will be imposed for litter offences.

We seek your cooperation in keeping the estate clean. Thank you.

Send push notification

[EMAIL INDIVIDUAL INSTEAD](#)

Attachments

PDF Image Shared Documents

Upload or drag image files here.

[Browse Files](#)

Links

Name: Enter name Link: Enter link

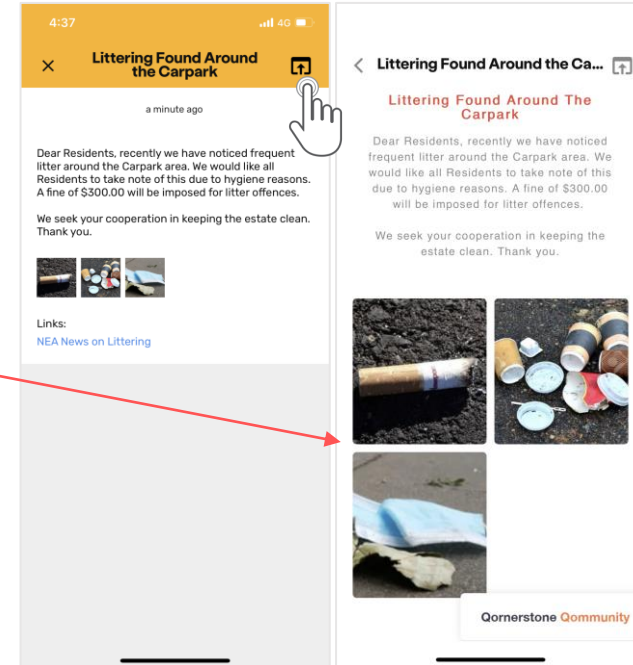
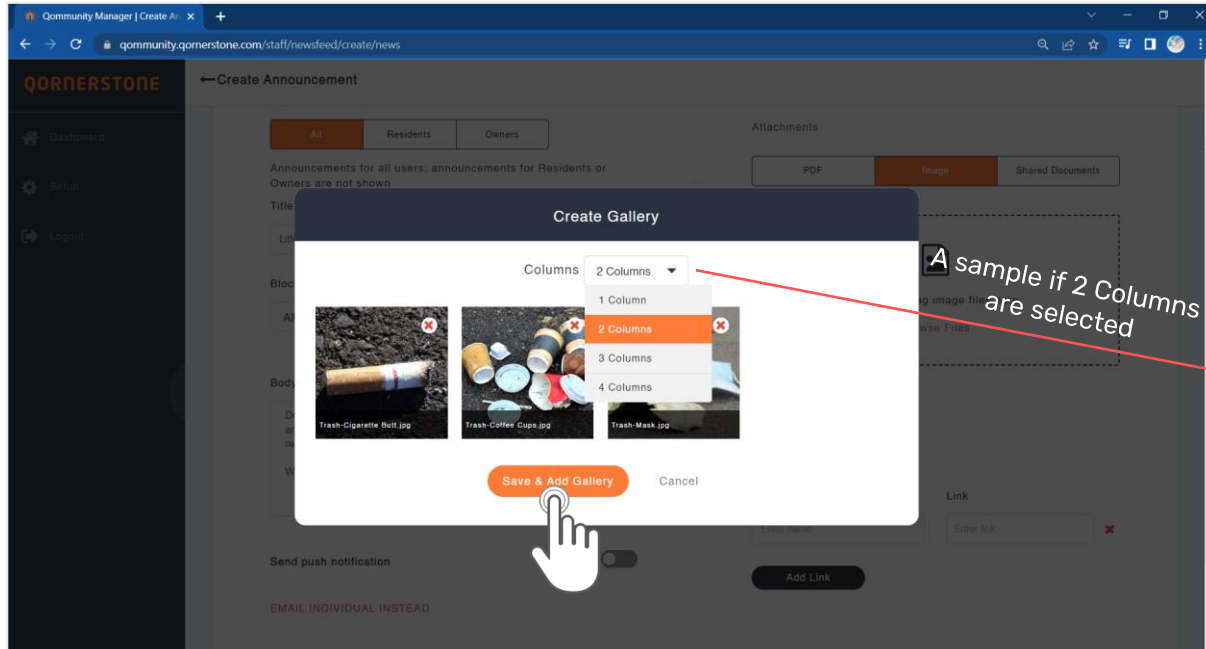
Add Link

Create an Announcement

Example: How to Attach Images

- The selected images will appear. Click on the red 'X' to remove the image, if required
- **Columns:** To determine how the images are displayed in the App when a Resident is viewing the Announcement in web version (by clicking on the arrow-up icon)
- Click on **Save & Add Gallery** to continue

View from Qomunity Resident App

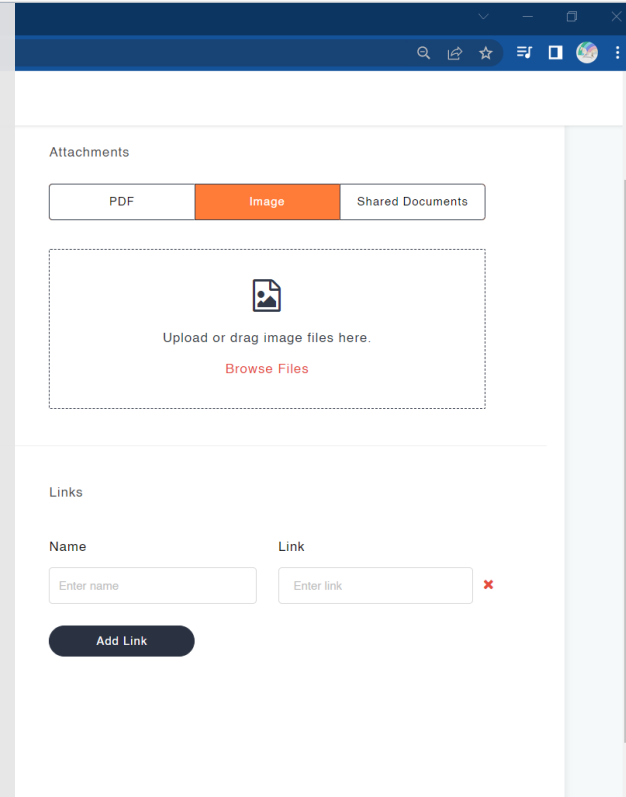


Create an Announcement

- **Links:** Optional.

This is a function to hyperlink some text so that Residents can just click on the link to view more information.

Input the text in 'Name' and state the URL in 'Link'. The text will appear as a hyperlinked text in the Announcement



The screenshot shows a web browser window displaying a form for creating an announcement. The form is divided into several sections:

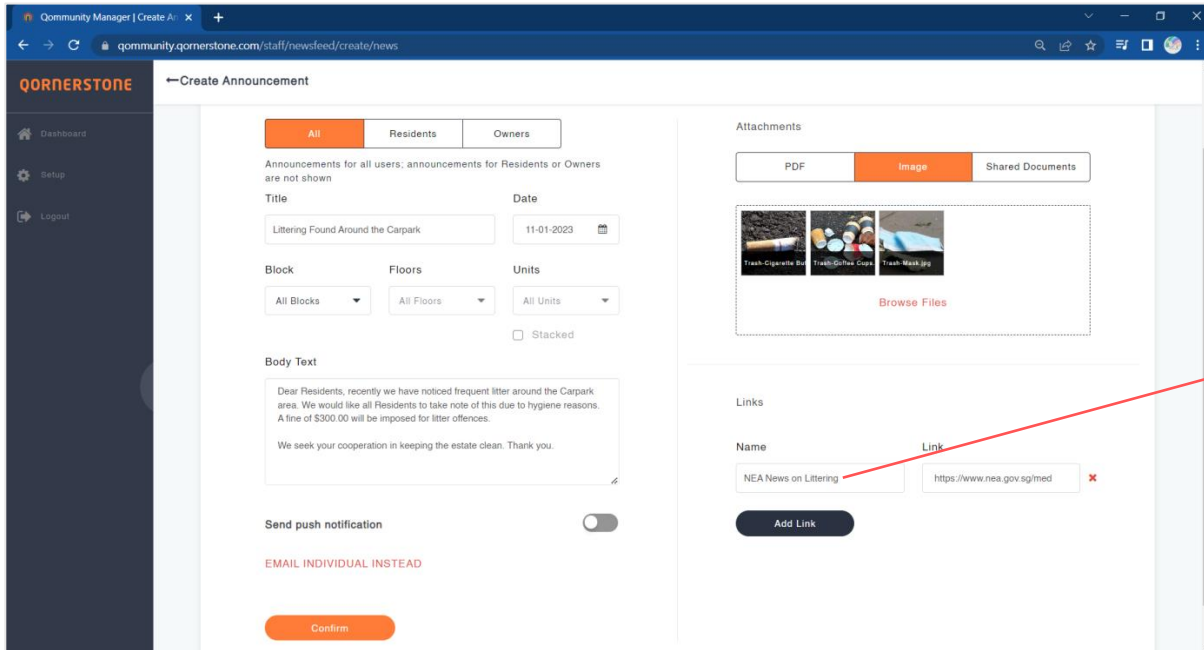
- Attachments:** A horizontal menu with three tabs: 'PDF', 'Image' (which is highlighted in orange), and 'Shared Documents'.
- Image Upload Area:** A dashed rectangular box containing an image icon, the text 'Upload or drag image files here.', and a red 'Browse Files' link.
- Links:** A section with two input fields: 'Name' (containing 'Enter name') and 'Link' (containing 'Enter link'). A red 'x' icon is visible to the right of the 'Link' field. Below these fields is a dark blue 'Add Link' button.

Create an Announcement

Example: How to Hyperlink Text

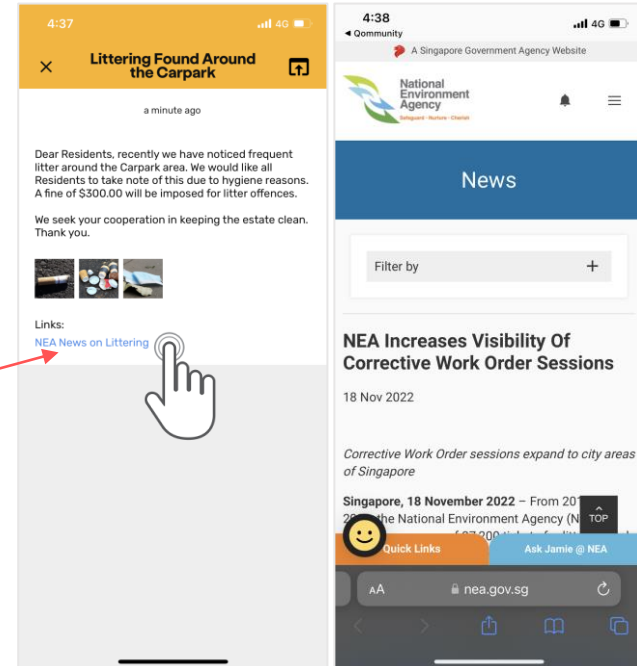
- Input the text in 'Name' and input a URL Link in 'Link'
- The text "NEA News on Littering" is hyperlinked with the URL and Resident can just click on the hyperlinked text to view more information

View from Qomunity Resident App



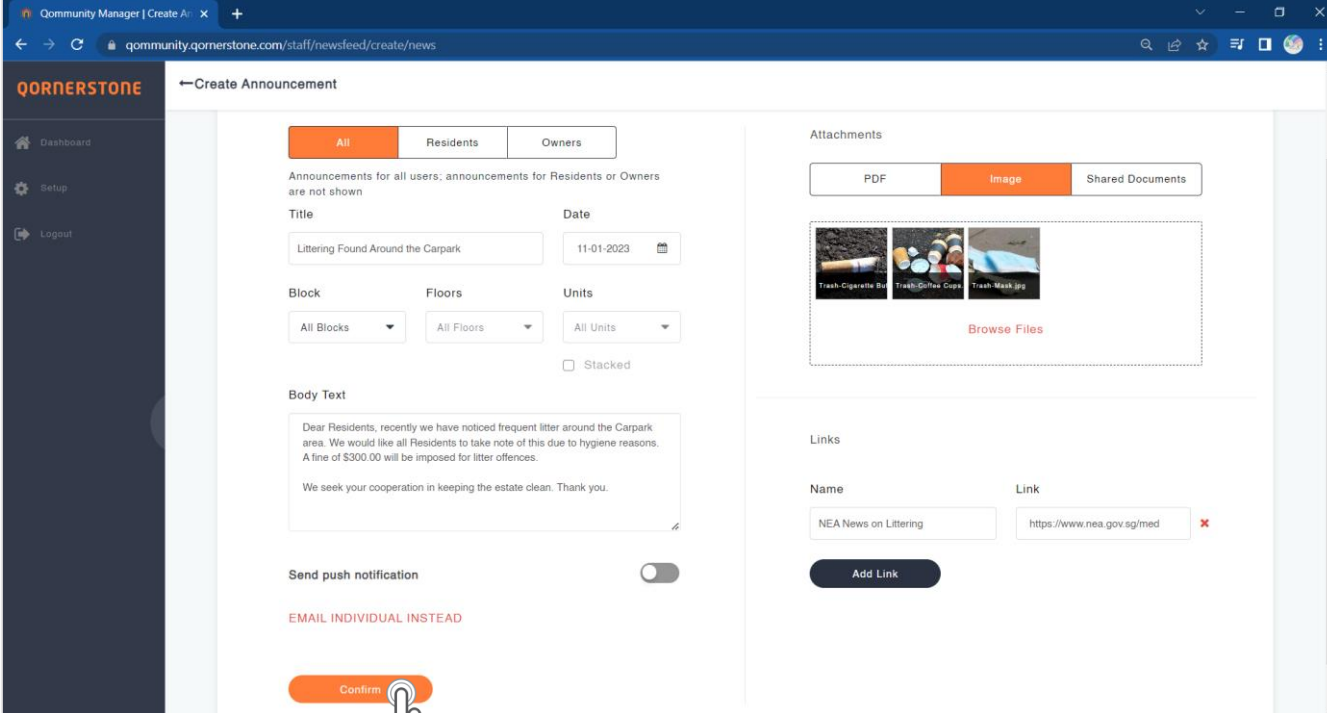
The screenshot shows the 'Create Announcement' form in the Qomunity Resident App. The form is titled 'Create Announcement' and has a sidebar with navigation options: Dashboard, Setup, and Logout. The main content area is divided into several sections:

- Filters:** 'All' (selected), 'Residents', and 'Owners' tabs.
- Announcements:** A note stating 'Announcements for all users; announcements for Residents or Owners are not shown'.
- Title:** 'Littering Found Around the Carpark'.
- Date:** '11-01-2023'.
- Block:** 'All Blocks'.
- Floors:** 'All Floors'.
- Units:** 'All Units'.
- Attachments:** Three image thumbnails labeled 'Trash-Cigarette But', 'Trash-Gloves Cup', and 'Trash-Mask.jpg'. A 'Browse Files' button is below them.
- Body Text:** A text area containing the message: 'Dear Residents, recently we have noticed frequent litter around the Carpark area. We would like all Residents to take note of this due to hygiene reasons. A fine of \$300.00 will be imposed for litter offences. We seek your cooperation in keeping the estate clean. Thank you.'
- Send push notification:** A toggle switch is currently turned off.
- Links:** A section with 'Name' and 'Link' fields. The 'Name' field contains 'NEA News on Littering' and the 'Link' field contains 'https://www.nea.gov.sg/med'. An 'Add Link' button is below.
- Footer:** A red text prompt 'EMAIL INDIVIDUAL INSTEAD' and a 'Confirm' button.



Create an Announcement

- Once completed, click on Confirm to publish the Announcement



Community Manager | Create A... x +

qcommunity.qornerstone.com/staff/newsfeed/create/news

QORNERSTONE ← Create Announcement

Dashboard
Setup
Logout

All Residents Owners

Announcements for all users; announcements for Residents or Owners are not shown

Title: Littering Found Around the Carpark Date: 11-01-2023

Block: All Blocks Floors: All Floors Units: All Units

Stacked

Body Text

Dear Residents, recently we have noticed frequent litter around the Carpark area. We would like all Residents to take note of this due to hygiene reasons. A fine of \$300.00 will be imposed for litter offences.

We seek your cooperation in keeping the estate clean. Thank you.

Send push notification

EMAIL INDIVIDUAL INSTEAD

Confirm

Attachments: PDF Image Shared Documents

Trash-Cigarette But Trash-Coffee Caps Trash-Wash Jug

Browse Files

Links

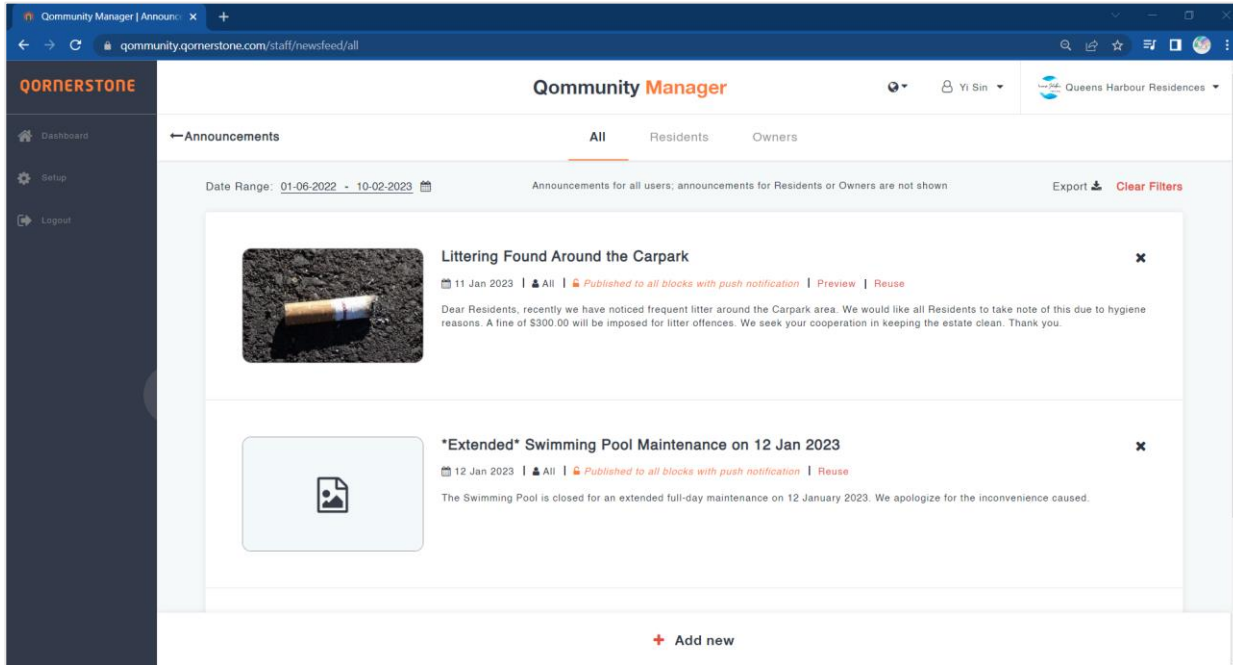
Name: NEA News on Littering Link: https://www.nea.gov.sg/med

Add Link

Create an Announcement

- The Announcement Listing will be updated, and a Push Notification will be sent out immediately to all the App Users (according to the Recipient Category selected to receive the Announcement)

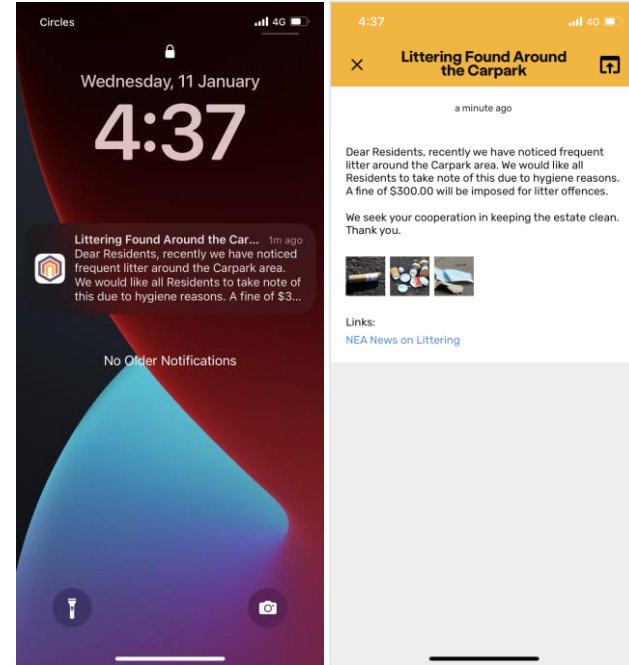
View from Qcommunity Resident App



The screenshot shows the 'Community Manager' web interface. The page title is 'Community Manager' and the user is logged in as 'Yi Sin'. The current view is 'Announcements' for 'Queens Harbour Residences'. The date range is set to '01-06-2022 - 10-02-2023'. There are two announcements listed:

- Littering Found Around the Carpark**
11 Jan 2023 | All | Published to all blocks with push notification | Preview | Reuse
Dear Residents, recently we have noticed frequent litter around the Carpark area. We would like all Residents to take note of this due to hygiene reasons. A fine of \$300.00 will be imposed for litter offences. We seek your cooperation in keeping the estate clean. Thank you.
- *Extended* Swimming Pool Maintenance on 12 Jan 2023**
12 Jan 2023 | All | Published to all blocks with push notification | Reuse
The Swimming Pool is closed for an extended full-day maintenance on 12 January 2023. We apologize for the inconvenience caused.

An '+ Add new' button is visible at the bottom right of the announcement list.



The screenshot shows the Qcommunity Resident App interface. The top status bar displays 'Circles', '4:37', and '4G'. The main screen shows the date 'Wednesday, 11 January' and the time '4:37'. A push notification is displayed with the title 'Littering Found Around the Carpark' and a timestamp of 'a minute ago'. The notification text reads: 'Dear Residents, recently we have noticed frequent litter around the Carpark area. We would like all Residents to take note of this due to hygiene reasons. A fine of \$300.00 will be imposed for litter offences. We seek your cooperation in keeping the estate clean. Thank you.' Below the text are three small images showing litter. At the bottom, there is a 'Links' section with the text 'NEA News on Littering' and a 'No Older Notifications' message.

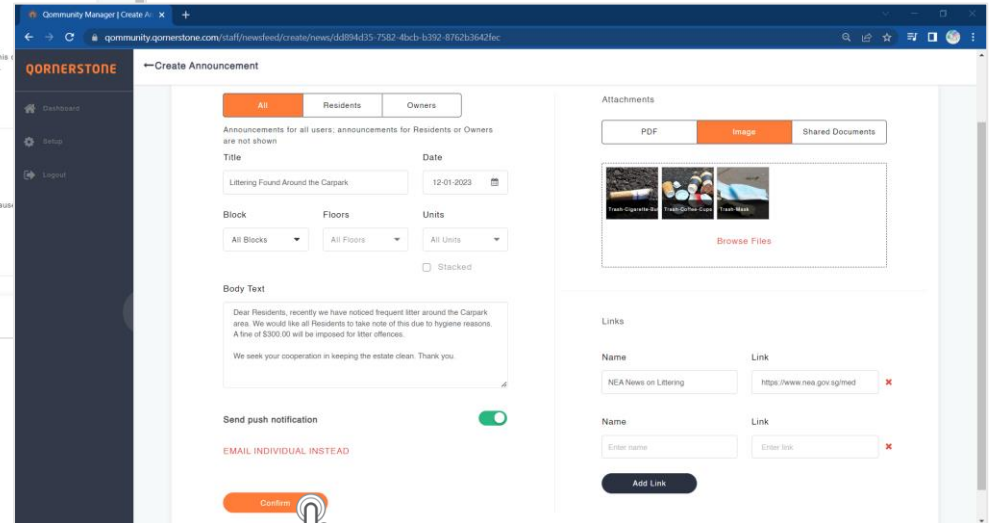
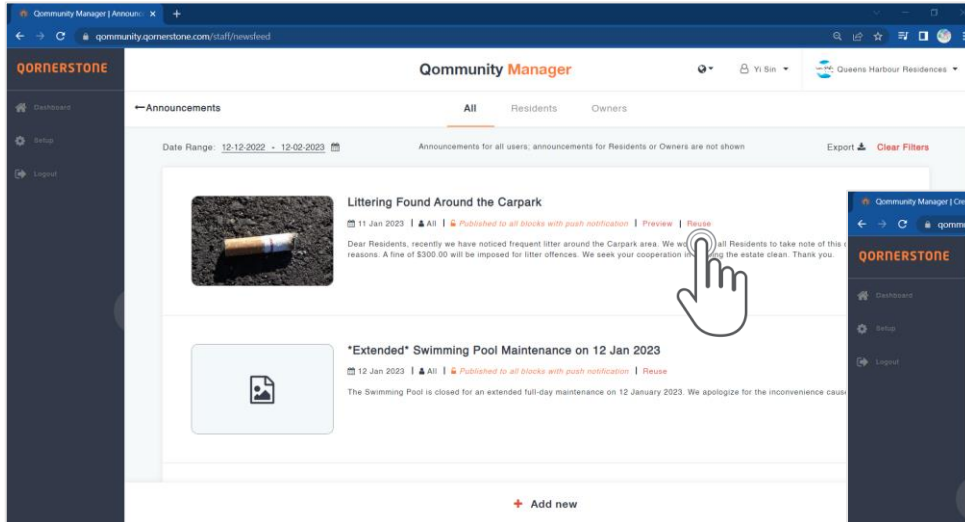


Announcement

How to Reuse an Announcement

Reuse an Announcement

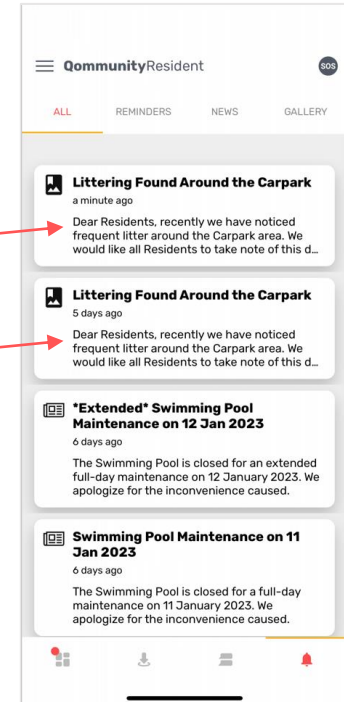
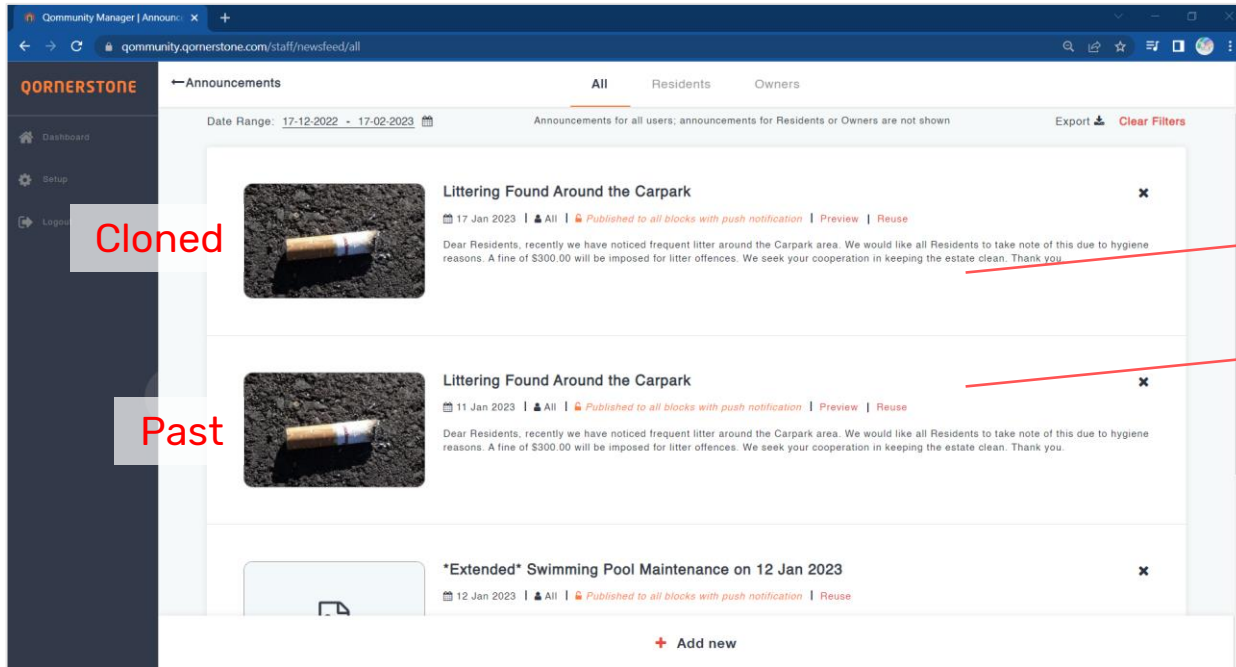
- Instead of creating an announcement from scratch, Staff can choose to reuse an existing Published Announcement
- Click on **Reuse**



Reuse an Announcement

- Every content in the Published Announcement will be cloned over to a New Announcement
- Make the changes, if required, or proceed to publish the Announcement by clicking **Confirm**

View from Qcommunity Resident App



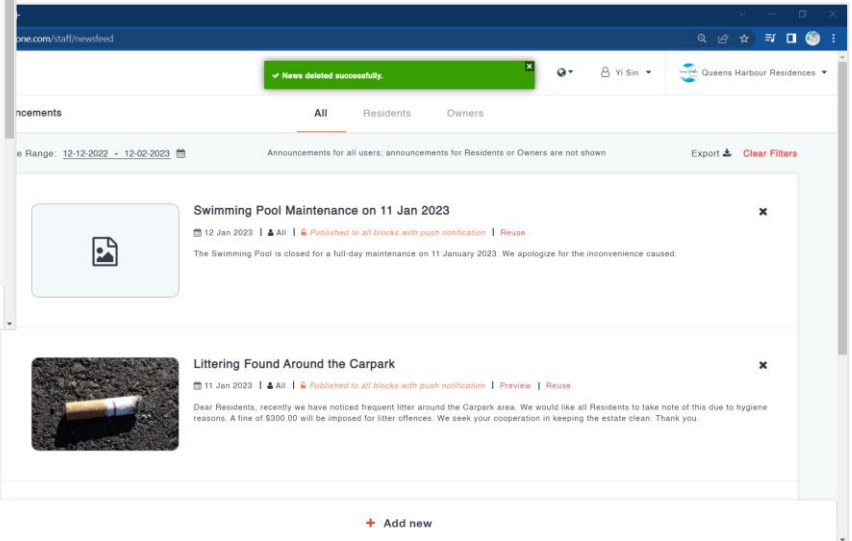
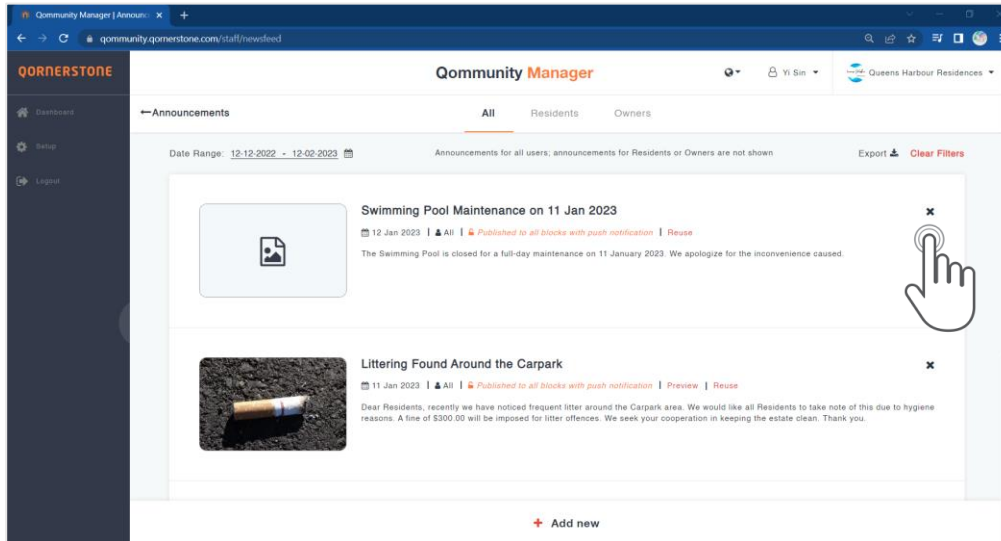


Announcement

How to Delete an Announcement

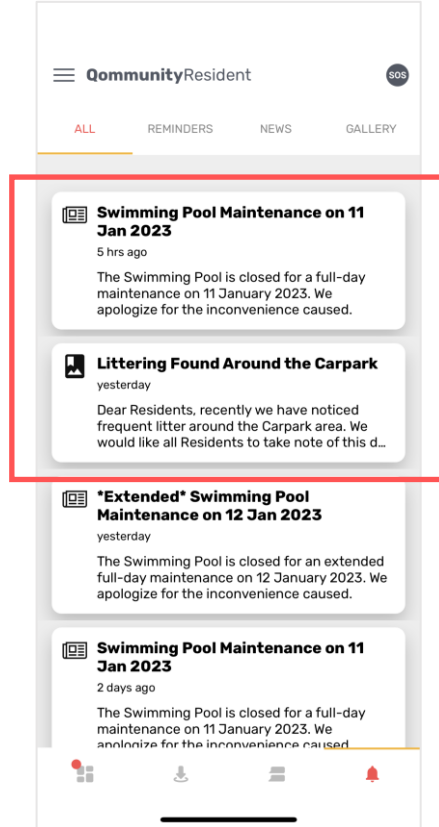
Delete an Announcement

- There is no Edit function for published Announcement
- Staff can click on the 'X' to delete the Announcement, if required



Delete an Announcement

Before Deletion



CommunityResident SOS

ALL REMINDERS NEWS GALLERY

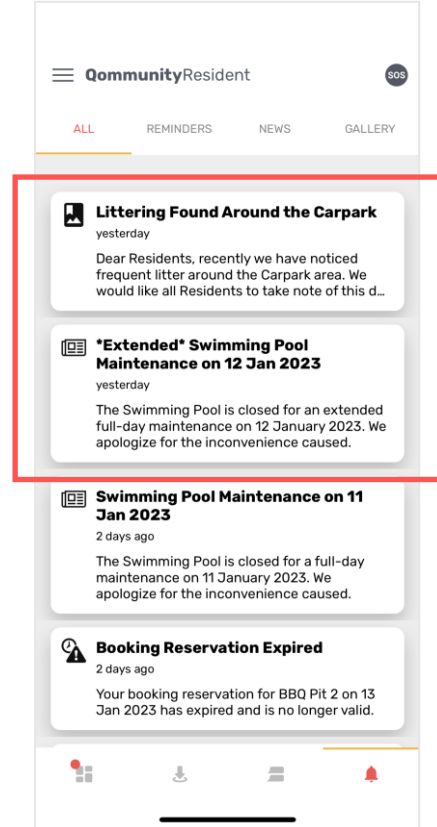
Swimming Pool Maintenance on 11 Jan 2023
5 hrs ago
The Swimming Pool is closed for a full-day maintenance on 11 January 2023. We apologize for the inconvenience caused.

Littering Found Around the Carpark
yesterday
Dear Residents, recently we have noticed frequent litter around the Carpark area. We would like all Residents to take note of this d...

***Extended* Swimming Pool Maintenance on 12 Jan 2023**
yesterday
The Swimming Pool is closed for an extended full-day maintenance on 12 January 2023. We apologize for the inconvenience caused.

Swimming Pool Maintenance on 11 Jan 2023
2 days ago
The Swimming Pool is closed for a full-day maintenance on 11 January 2023. We apologize for the inconvenience caused.

After Deletion



CommunityResident SOS

ALL REMINDERS NEWS GALLERY

Littering Found Around the Carpark
yesterday
Dear Residents, recently we have noticed frequent litter around the Carpark area. We would like all Residents to take note of this d...

***Extended* Swimming Pool Maintenance on 12 Jan 2023**
yesterday
The Swimming Pool is closed for an extended full-day maintenance on 12 January 2023. We apologize for the inconvenience caused.

Swimming Pool Maintenance on 11 Jan 2023
2 days ago
The Swimming Pool is closed for a full-day maintenance on 11 January 2023. We apologize for the inconvenience caused.

Booking Reservation Expired
2 days ago
Your booking reservation for BBQ Pit 2 on 13 Jan 2023 has expired and is no longer valid.



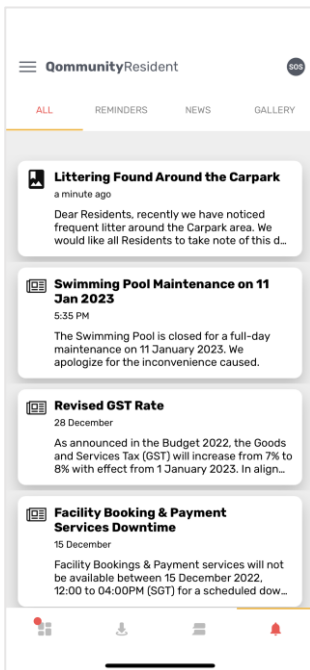
Display of Announcements in App

**The Nature of the
Announcement
Determines How It
is Displayed or
Categorized**

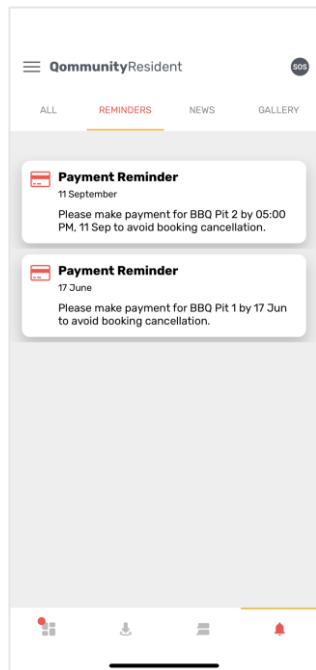
Display of Announcement in App

The display of Announcement in Qommunity Resident App according to their nature

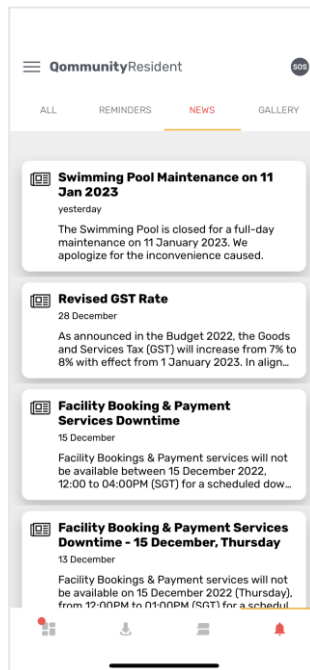
All Published Announcements



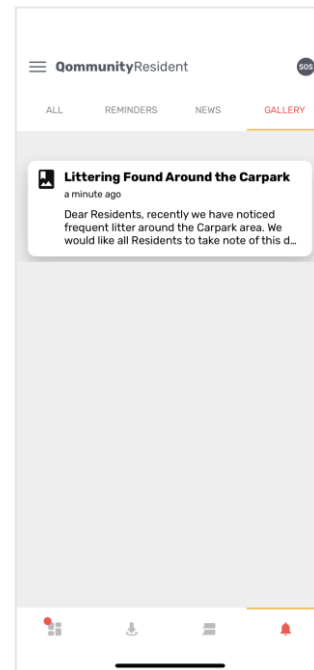
Reminders Triggered by the System



Published Announcements with No Attachments (Text-only Announcements)



Published Announcements with Attachments (PDF, Images, Shared Documents)



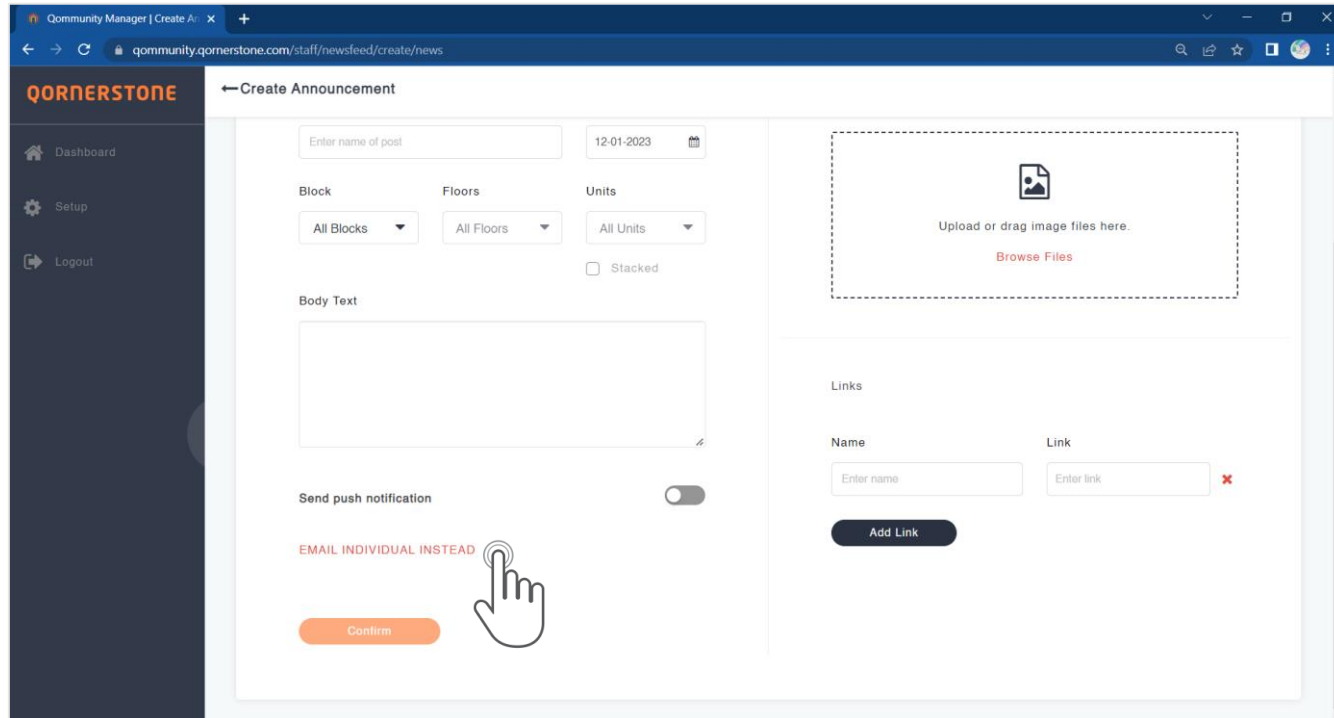


QM Email Function

**An Option to Send
Email to Resident
via QM instead of
Publishing
Announcement to
1 Unit**

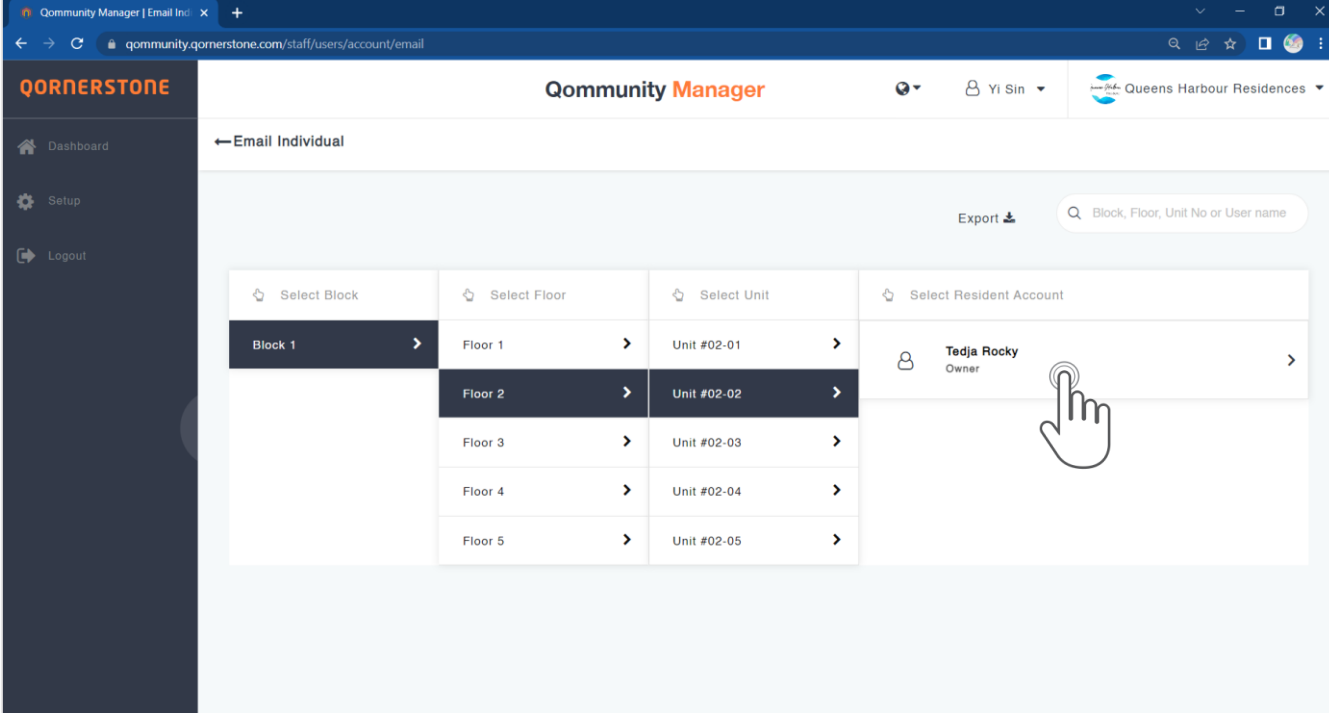
Send Email to Resident via QM

- From the Create Announcement screen, click on **Email Individual Instead**



Send Email to Resident via QM

- Search & Select the Resident



Community Manager | Email Individual


qcommunity.qornerstone.com/staff/users/account/email

QORNERSTONE Community Manager

Yi Sin Queens Harbour Residences

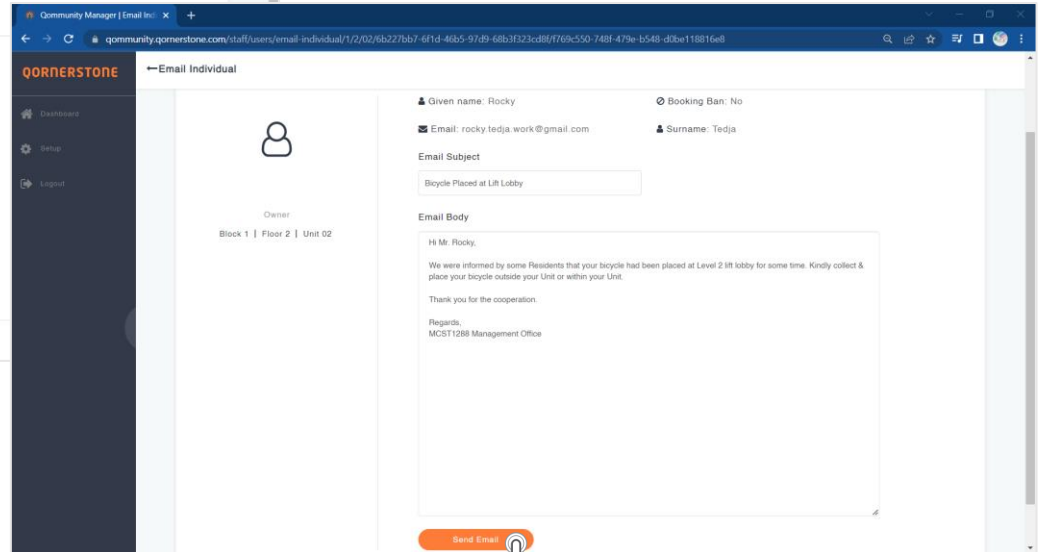
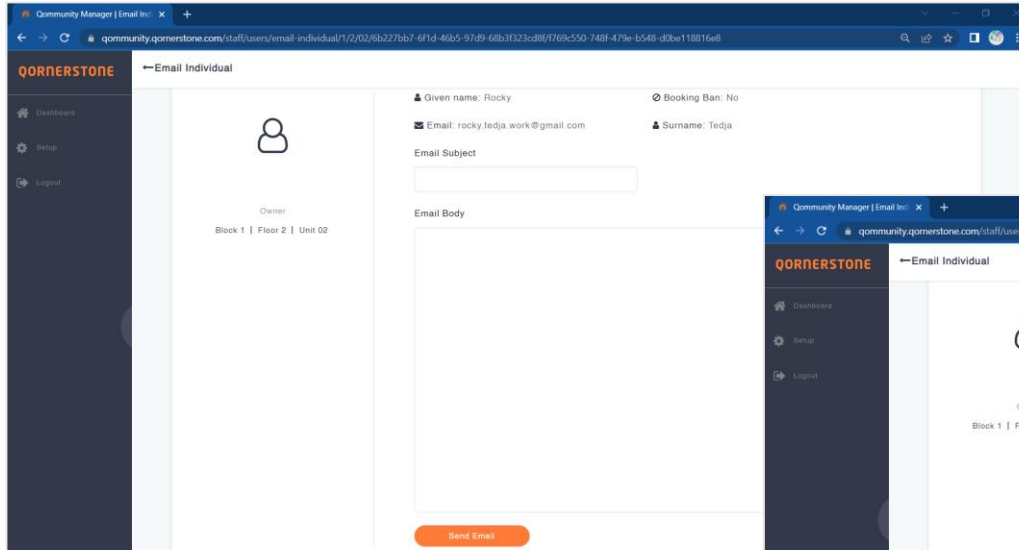
← Email Individual

Export Block, Floor, Unit No or User name

Select Block	Select Floor	Select Unit	Select Resident Account
Block 1	Floor 1	Unit #02-01	 Tedja Rocky Owner
	Floor 2	Unit #02-02	
	Floor 3	Unit #02-03	
	Floor 4	Unit #02-04	
	Floor 5	Unit #02-05	

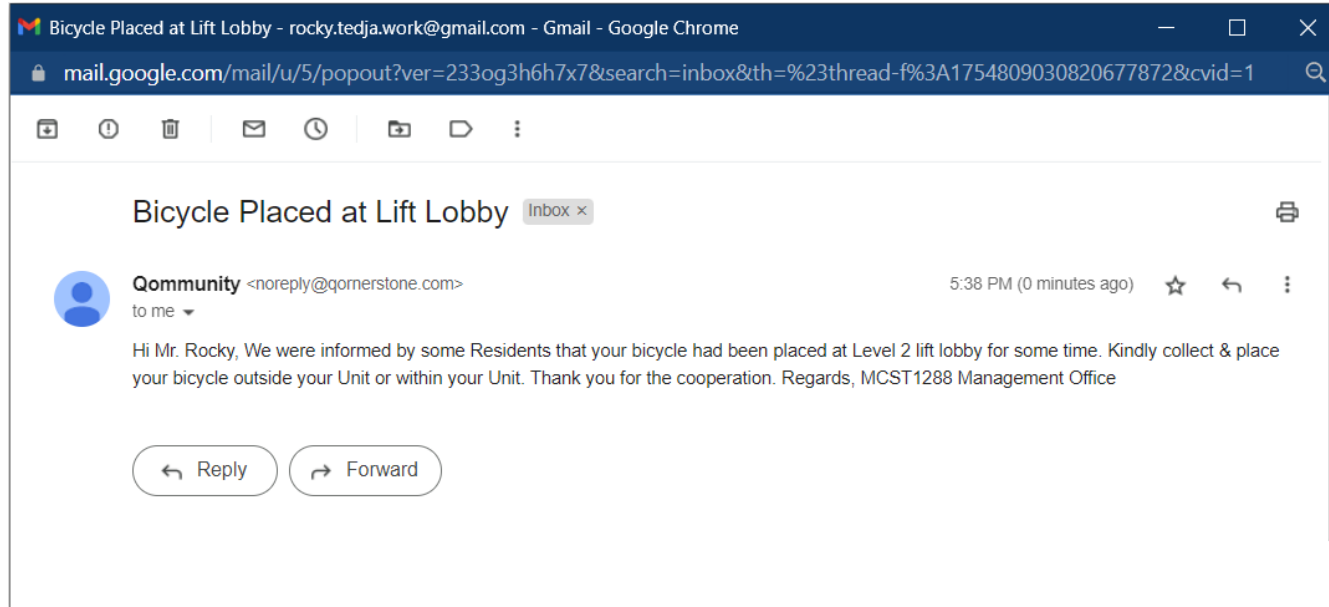
Send Email to Resident via QM

- Details of the Resident will be shown, including the Email Address of Resident
- Input an Email Subject & content of the email, and proceed to Send Email



Send Email to Resident via QM

- Resident receives the email from Email Inbox
- Sender of Email is "Qommunity"



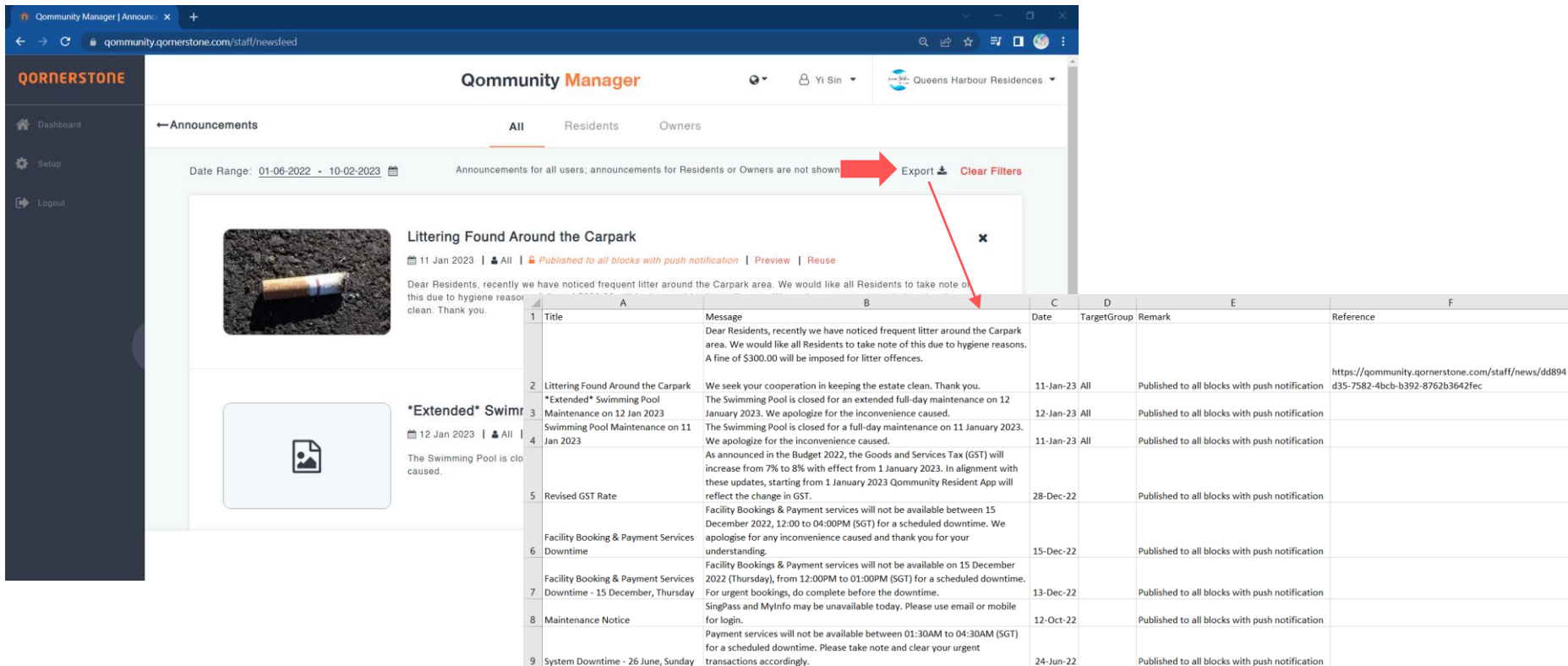


Export Announcement

How to Export Announcement Listing

Export Announcement Listing

- Click on the **Export** button to download a CSV file with the Announcement Listing
- The list downloaded will be according to the selected date range



The screenshot shows the QORNERSTONE Community Manager interface. The top navigation bar includes the QORNERSTONE logo, the title 'Qommunity Manager', and user information 'Yi Sin' and 'Queens Harbour Residences'. The main content area is titled 'Announcements' and shows a date range of '01-06-2022 - 10-02-2023'. A red arrow points to the 'Export' button in the top right corner of the announcement list.

The first announcement is titled 'Littering Found Around the Carpark' and includes an image of a cigarette butt. The text of the announcement reads: 'Dear Residents, recently we have noticed frequent litter around the Carpark area. We would like all Residents to take note of this due to hygiene reasons. A fine of \$300.00 will be imposed for litter offences. We seek your cooperation in keeping the estate clean. Thank you.'

The table below lists other announcements:

	A	B	C	D	E	F
1	Title	Message	Date	TargetGroup	Remark	Reference
2	Littering Found Around the Carpark	We seek your cooperation in keeping the estate clean. Thank you.	11-Jan-23	All	Published to all blocks with push notification	https://qcommunity.qornerstone.com/staff/news/dd894d35-7582-4bcb-b392-8762b3642fec
3	*Extended* Swimming Pool Maintenance on 12 Jan 2023	The Swimming Pool is closed for an extended full-day maintenance on 12 January 2023. We apologize for the inconvenience caused.	12-Jan-23	All	Published to all blocks with push notification	
4	Swimming Pool Maintenance on 11 Jan 2023	The Swimming Pool is closed for a full-day maintenance on 11 January 2023. We apologize for the inconvenience caused.	11-Jan-23	All	Published to all blocks with push notification	
5	Revised GST Rate	As announced in the Budget 2022, the Goods and Services Tax (GST) will increase from 7% to 8% with effect from 1 January 2023. In alignment with these updates, starting from 1 January 2023 Qommunity Resident App will reflect the change in GST.	28-Dec-22		Published to all blocks with push notification	
6	Facility Booking & Payment Services Downtime	Facility Bookings & Payment services will not be available between 15 December 2022, 12:00 to 04:00PM (SGT) for a scheduled downtime. We apologise for any inconvenience caused and thank you for your understanding.	15-Dec-22		Published to all blocks with push notification	
7	Facility Booking & Payment Services Downtime - 15 December, Thursday	Facility Bookings & Payment services will not be available on 15 December 2022 (Thursday), from 12:00PM to 01:00PM (SGT) for a scheduled downtime. For urgent bookings, do complete before the downtime.	13-Dec-22		Published to all blocks with push notification	
8	Maintenance Notice	SingPass and MyInfo may be unavailable today. Please use email or mobile for login.	12-Oct-22		Published to all blocks with push notification	
9	System Downtime - 26 June, Sunday	Payment services will not be available between 01:30AM to 04:30AM (SGT) for a scheduled downtime. Please take note and clear your urgent transactions accordingly.	24-Jun-22		Published to all blocks with push notification	