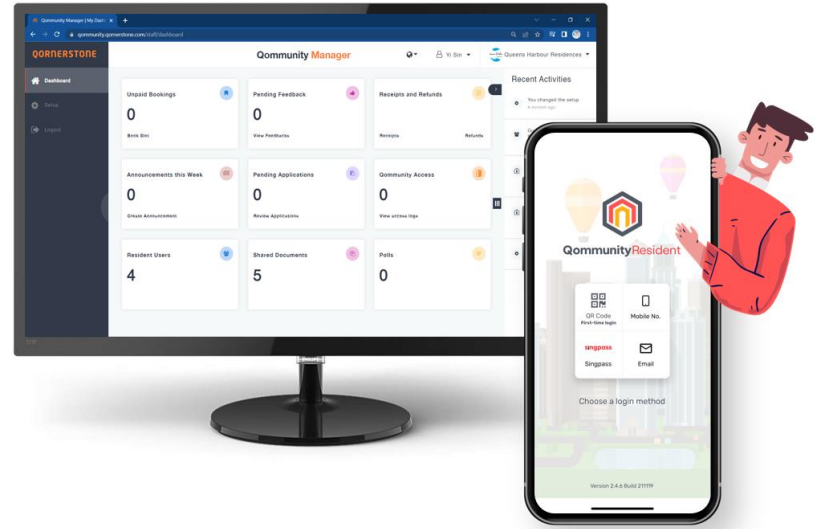




CORNERSTONE



Community Manager

How to Create & Delete a Tenant or Occupier Account

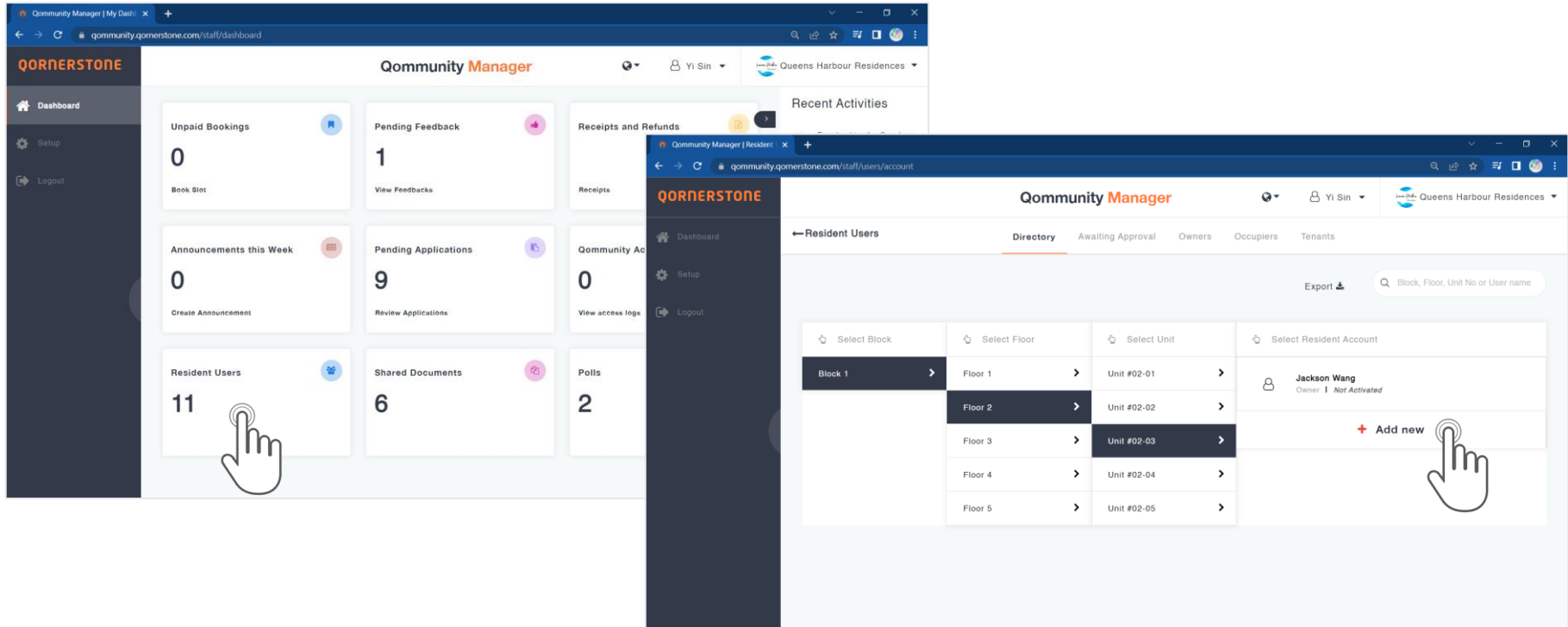


Tenant & Occupier App Accounts

How to Create a Tenant/Occupier App Account

Create a Tenant/Occupier App Account

- Click on **Resident Users** to view a listing of all Residents
- Toggle to the Unit to create a new Tenant/Occupier App Account by clicking **Add new**



The image shows two overlapping screenshots of the QORNERSTONE Community Manager interface. The background screenshot displays the main dashboard with various metrics and a 'Resident Users' card showing 11 users. A hand icon points to this card. The foreground screenshot shows the 'Resident Users' page with a table of units and a hand icon pointing to the '+ Add new' button.

Dashboard Metrics:

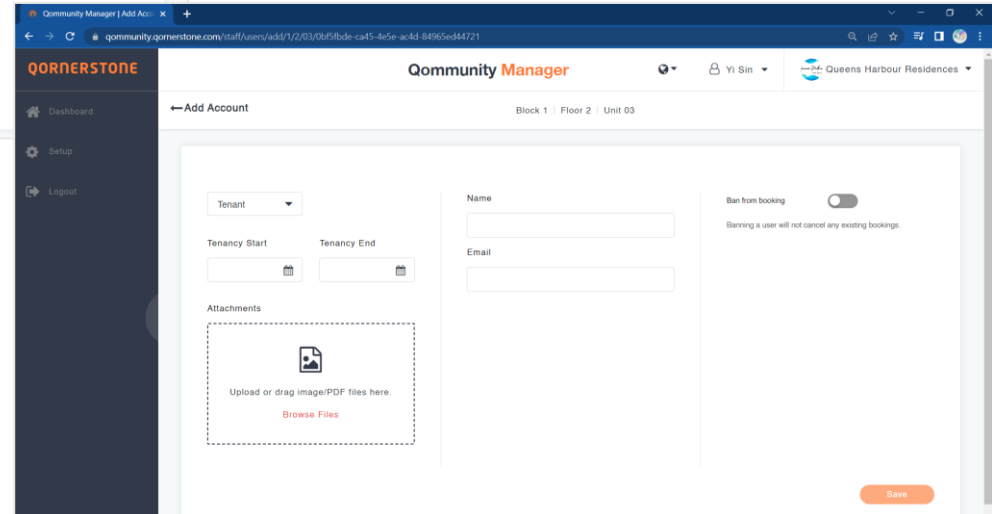
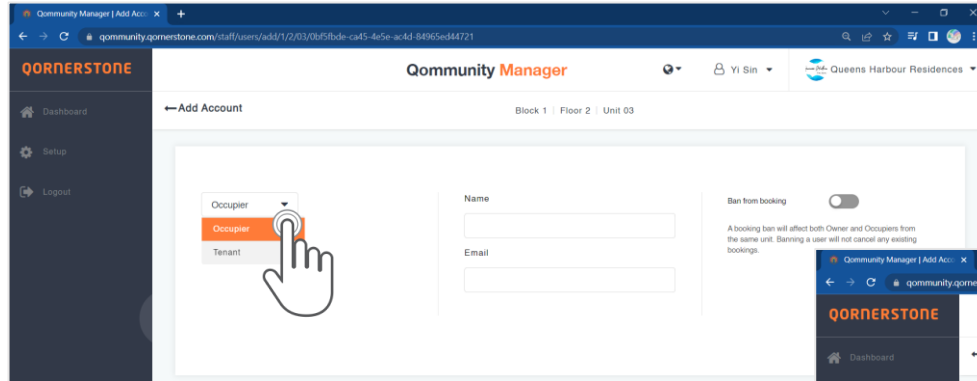
- Unpaid Bookings: 0
- Pending Feedback: 1
- Announcements this Week: 0
- Pending Applications: 9
- Resident Users: 11
- Shared Documents: 6
- Receipts and Refunds: 0
- Community Ac: 0
- Receipts: 0
- View access logs: 0
- Polis: 2

Resident Users Page:

Select Block	Select Floor	Select Unit	Select Resident Account
Block 1	Floor 1	Unit #02-01	Jackson Wang Owner Not Activated
	Floor 2	Unit #02-02	+ Add new
	Floor 3	Unit #02-03	
	Floor 4	Unit #02-04	
	Floor 5	Unit #02-05	

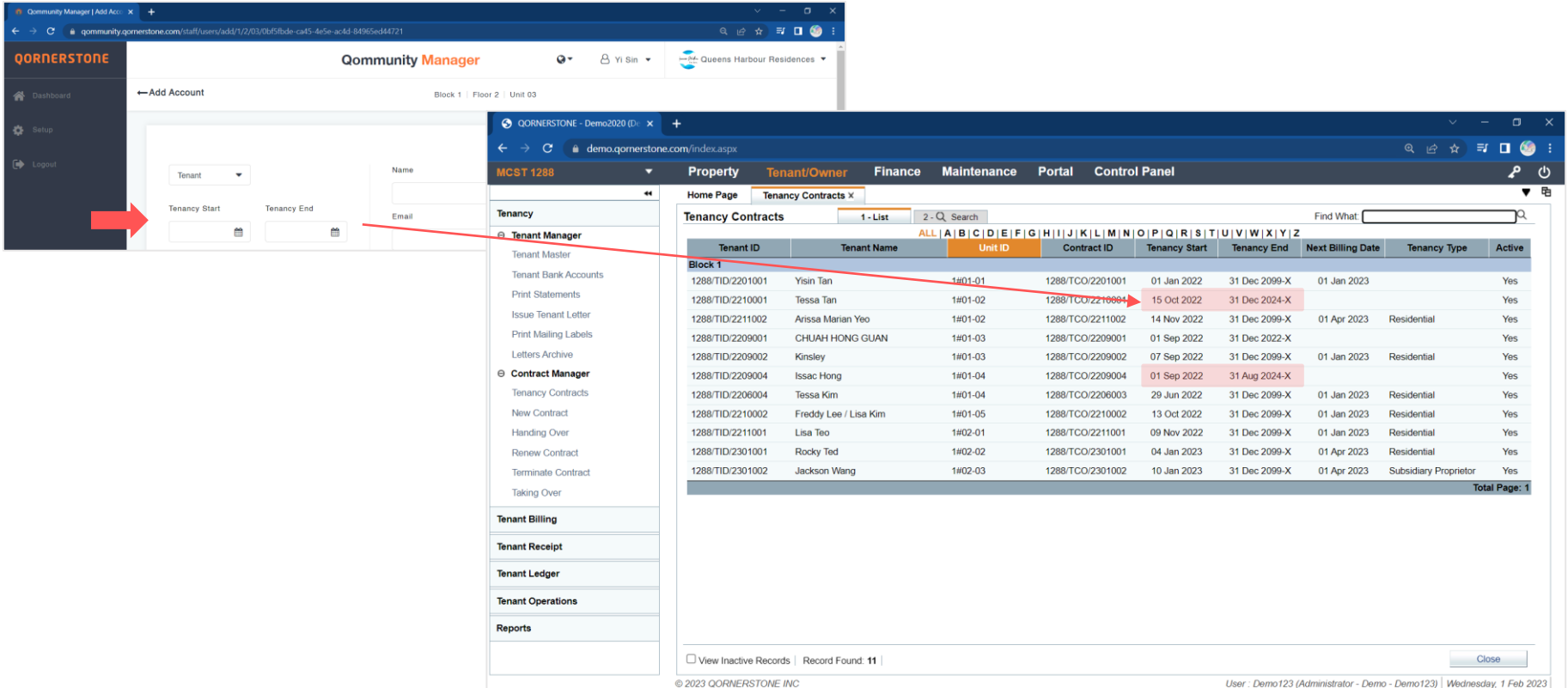
Create a Tenant/Occupier App Account

- On the left, select the Role (**Occupier** / **Tenant**) and the required fields will be shown
- There are more fields for Tenant App Account, as compared to Occupier App Account
- Tenant/Occupier App Accounts created via Qcommunity Manager are auto-approved



Create a Tenant/Occupier App Account

- For **Tenant App Accounts**, a **Tenancy Contract** will be auto-created in **Q.Estate**, and the Tenancy Period stated will be according to the Tenancy Start & End Dates selected



The screenshot displays the QORNERSTONE Community Manager interface. On the left, the 'Add Account' form is visible, with a red arrow pointing to the 'Tenancy Start' and 'Tenancy End' date pickers. On the right, the 'Tenancy Contracts' table is shown, with a red arrow pointing to the '15 Oct 2022' date in the 'Tenancy Start' column of the second row.

Tenant ID	Tenant Name	Unit ID	Contract ID	Tenancy Start	Tenancy End	Next Billing Date	Tenancy Type	Active
1288/TID/2201001	Yisin Tan	1#01-01	1288/TCO/2201001	01 Jan 2022	31 Dec 2099-X	01 Jan 2023		Yes
1288/TID/2210001	Tessa Tan	1#01-02	1288/TCO/2210001	15 Oct 2022	31 Dec 2024-X			Yes
1288/TID/2211002	Arissa Marian Yeo	1#01-02	1288/TCO/2211002	14 Nov 2022	31 Dec 2099-X	01 Apr 2023	Residential	Yes
1288/TID/2209001	CHUAH HONG GUAN	1#01-03	1288/TCO/2209001	01 Sep 2022	31 Dec 2022-X			Yes
1288/TID/2209002	Kinsley	1#01-03	1288/TCO/2209002	07 Sep 2022	31 Dec 2099-X	01 Jan 2023	Residential	Yes
1288/TID/2209004	Issac Hong	1#01-04	1288/TCO/2209004	01 Sep 2022	31 Aug 2024-X			Yes
1288/TID/2206004	Tessa Kim	1#01-04	1288/TCO/2206003	29 Jun 2022	31 Dec 2099-X	01 Jan 2023	Residential	Yes
1288/TID/2210002	Freddy Lee / Lisa Kim	1#01-05	1288/TCO/2210002	13 Oct 2022	31 Dec 2099-X	01 Jan 2023	Residential	Yes
1288/TID/2211001	Lisa Teo	1#02-01	1288/TCO/2211001	09 Nov 2022	31 Dec 2099-X	01 Jan 2023	Residential	Yes
1288/TID/2301001	Rocky Ted	1#02-02	1288/TCO/2301001	04 Jan 2023	31 Dec 2099-X	01 Apr 2023	Residential	Yes
1288/TID/2301002	Jackson Wang	1#02-03	1288/TCO/2301002	10 Jan 2023	31 Dec 2099-X	01 Apr 2023	Subsidiary Proprietor	Yes


Create a Tenant/Occupier App Account


- For **Occupier App Accounts**, a **Tenancy Contract will not be created in Q.Estate**
- Owner & Occupier share the same Contract ID & Tenant ID, and Estate Credit balance
- When an Occupier makes a Facility Booking via Estate Credit Offset or with payments made via QuickPay, the transactions created in Q.Estate will display the Occupier's Name for clearer records

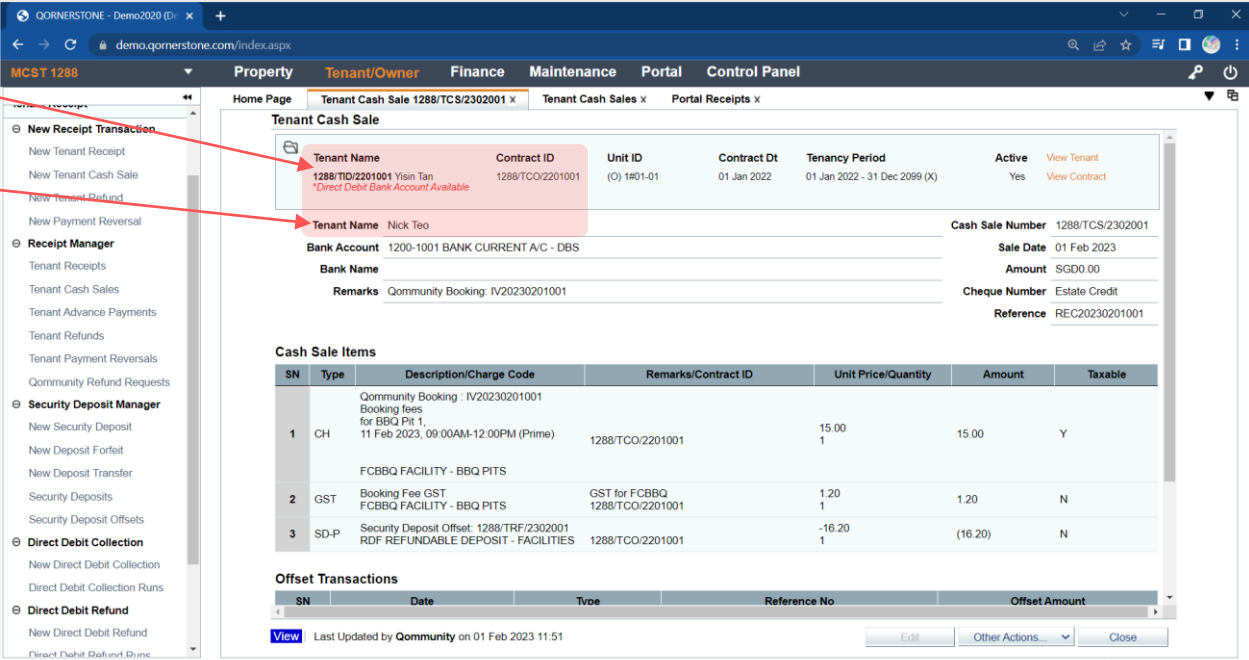
Select Unit

- Unit #01-01 >
- Unit #01-02 >
- Unit #01-03 >

Select Resident Account

 **Yisin Tan**
Owner

 **Teo Nick**
Occupier



QORNERSTONE - Demo2020 (D) x +

demo.qornerstone.com/index.aspx

MCST 1288 Property **Tenant/Owner** Finance Maintenance Portal Control Panel

Home Page Tenant Cash Sale 1288/TCS/2302001 x Tenant Cash Sales x Portal Receipts x

Tenant Cash Sale

Tenant Name	Contract ID	Unit ID	Contract Dt	Tenancy Period	Active
1288/TID/2201001 Yisin Tan <i>*Direct Debit Bank Account Available</i>	1288/TCO/2201001	(O) 1F01-01	01 Jan 2022	01 Jan 2022 - 31 Dec 2099 (X)	Yes View Tenant

Tenant Name	Cash Sale Number
Nick Teo	1288/TCS/2302001

Bank Account 1200-1001 BANK CURRENT A/C - DBS Sale Date 01 Feb 2023

Bank Name Amount SGD0.00

Remarks Community Booking: IV20230201001 Cheque Number Estate Credit

Reference REC20230201001

Cash Sale Items

SN	Type	Description/Charge Code	Remarks/Contract ID	Unit Price/Quantity	Amount	Taxable
1	CH	Community Booking : IV20230201001 Booking fees for BBQ Pit 1, 11 Feb 2023, 09:00AM-12:00PM (Prime)	1288/TCO/2201001	15.00 1	15.00	Y
2	GST	FCBBQ FACILITY - BBQ PITS Booking Fee GST FCBBQ FACILITY - BBQ PITS	GST for FCBBQ 1288/TCO/2201001	1.20 1	1.20	N
3	SD-P	Security Deposit Offset: 1288/TRF/2302001 RDF REFUNDABLE DEPOSIT - FACILITIES	1288/TCO/2201001	-16.20 1	(16.20)	N

Offset Transactions

SN	Date	Type	Reference No	Offset Amount
Last Updated by Community on 01 Feb 2023 11:51				

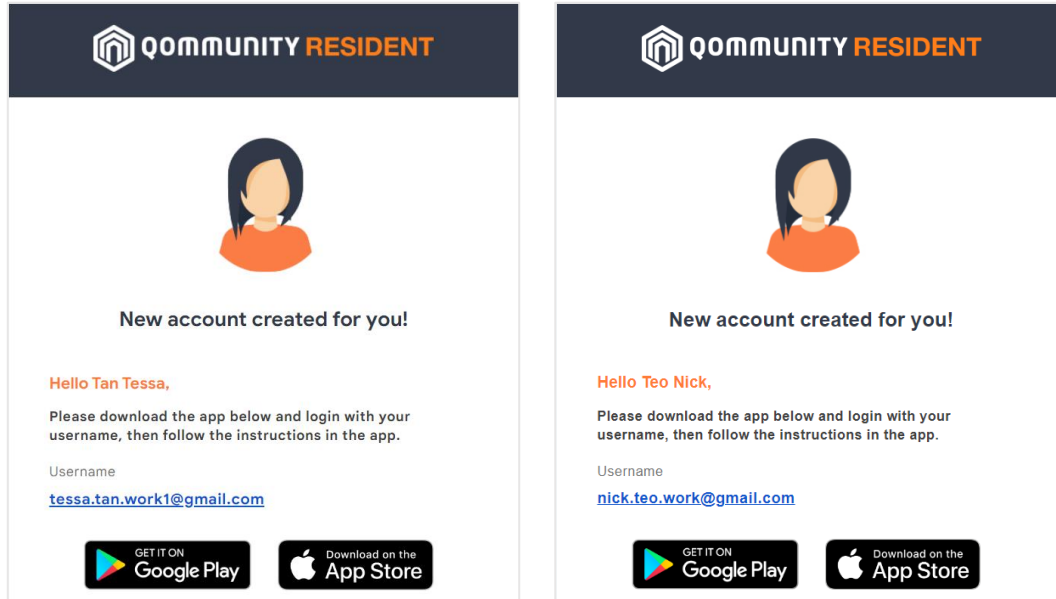
[View](#) [Edit](#) [Other Actions...](#) [Close](#)



Create a Tenant/Occupier App Account

- The Tenant/Occupier will receive an email notification informing him/her that a Qcommunity Resident App Account has been created for him/her
- The Tenant/Occupier proceeds to download the App and login. No activation required

Samples of Email Notification:

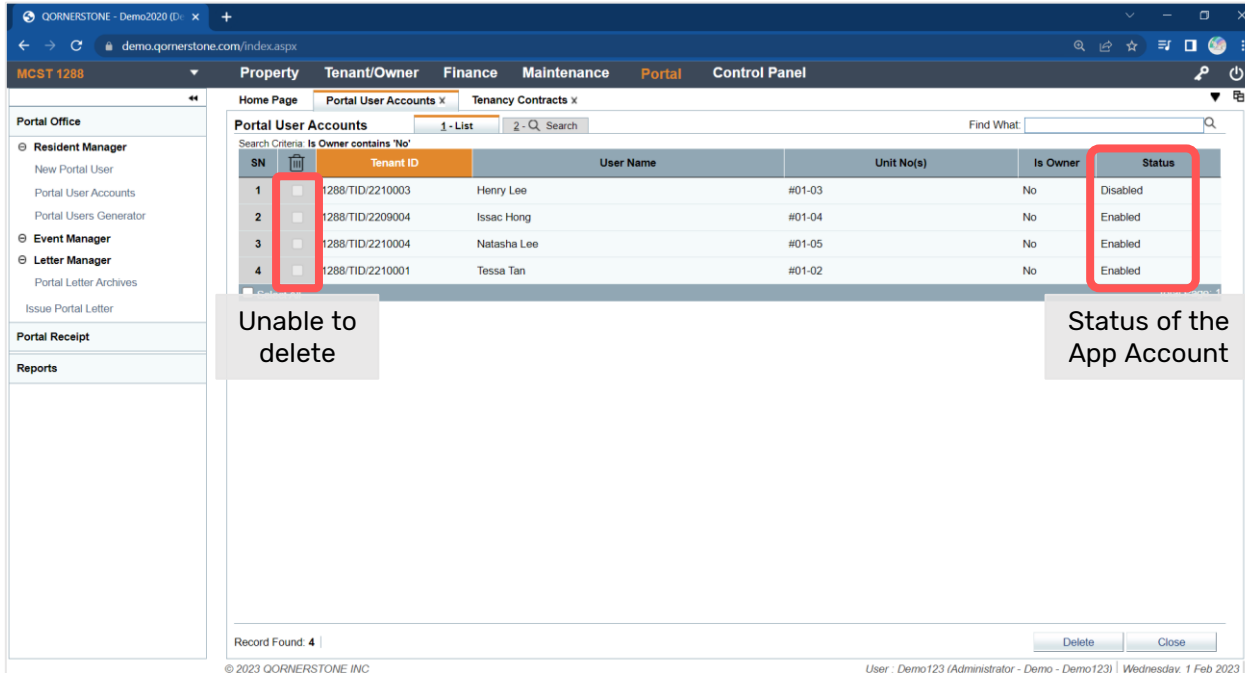


Tenant & Occupier App Accounts

How to Delete a Tenant App Account

Delete a Tenant App Account

- In Q.Estate > Portal > Portal User Accounts, do note that all Tenant App Account (i.e. Portal User Accounts > 'Is Owner' = No) are disabled from deletion
- When a Tenant App Account is deleted from Qcommunity, the Portal User Account Status of Tenants will be updated from 'Enabled' to 'Disabled'



SN	Tenant ID	User Name	Unit No(s)	Is Owner	Status
1	1288/TID/2210003	Henry Lee	#01-03	No	Disabled
2	1288/TID/2209004	Issac Hong	#01-04	No	Enabled
3	1288/TID/2210004	Natasha Lee	#01-05	No	Enabled
4	1288/TID/2210001	Tessa Tan	#01-02	No	Enabled

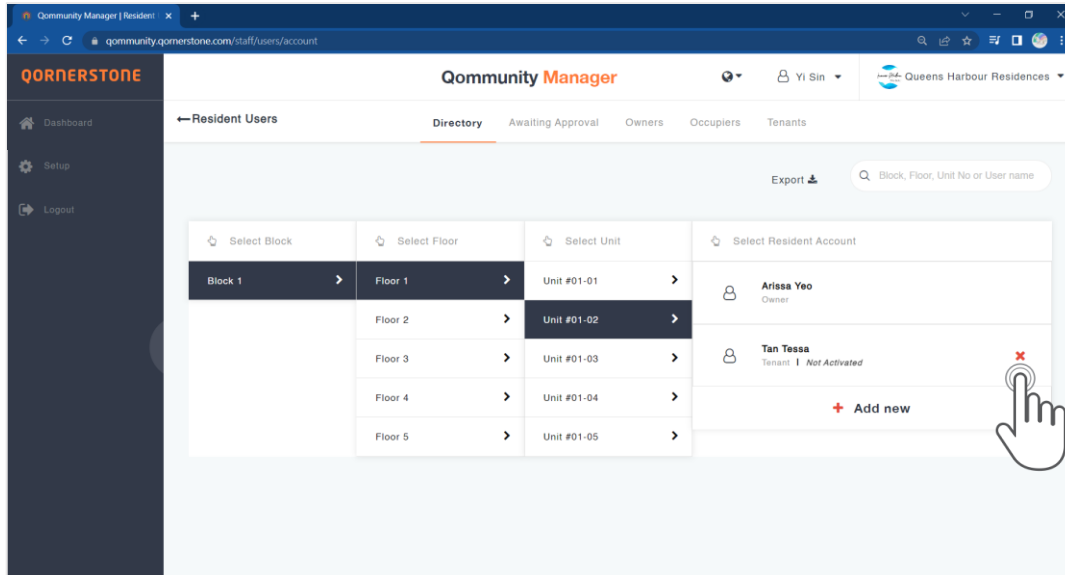
Record Found: 4

© 2023 QORNERSTONE INC

User: Demo123 (Administrator - Demo - Demo123) | Wednesday, 1 Feb 2023

Delete a Tenant App Account

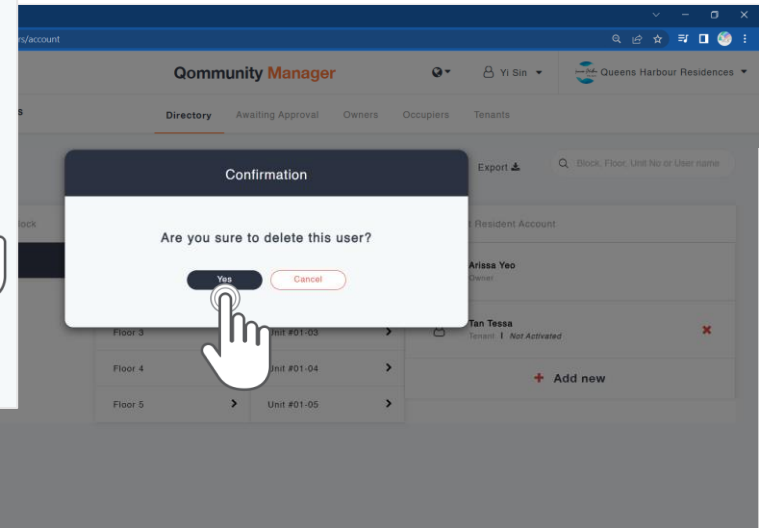
- A permanent deletion of the Tenant App Account requires a 2-step deletion
- From **Resident Users**, toggle to the Unit to delete the Tenant App Account by clicking the red-cross
- Click on Yes to confirm deletion (1st Step of Deletion)



The screenshot shows the 'Resident Users' page in the Community Manager application. The page has a sidebar with 'Dashboard', 'Setup', and 'Logout'. The main content area is titled 'Resident Users' and has tabs for 'Directory', 'Awaiting Approval', 'Owners', 'Occupiers', and 'Tenants'. Below the tabs is a search bar and an 'Export' button. A table lists units with columns for 'Select Block', 'Select Floor', 'Select Unit', and 'Select Resident Account'. The table contains the following data:

Select Block	Select Floor	Select Unit	Select Resident Account
Block 1	Floor 1	Unit #01-01	Arissa Yeo Owner
	Floor 2	Unit #01-02	Tan Tessa Tenant Not Activated
	Floor 3	Unit #01-03	
	Floor 4	Unit #01-04	
	Floor 5	Unit #01-05	

At the bottom of the table is an '+ Add new' button. A hand cursor is pointing to a red cross icon next to the 'Tan Tessa' user entry.



The screenshot shows a 'Confirmation' dialog box overlaid on the Community Manager interface. The dialog asks 'Are you sure to delete this user?' and has two buttons: 'Yes' and 'Cancel'. A hand cursor is pointing to the 'Yes' button.

Delete a Tenant App Account

- After the Tenant App Account is deleted, the text “Disabled” will appear. This is the 1st deletion of the Tenant App Account

Before Deletion

Select Unit	Select Resident Account
Unit #01-01 >	Arissa Yeo Owner
Unit #01-02 >	Tan Tessa Tenant Not Activated
Unit #01-03 >	Tan Tessa Tenant Not Activated ✕
Unit #01-04 >	+ Add new

After Deletion

Select Unit	Select Resident Account
Unit #01-01 >	Arissa Yeo Owner
Unit #01-02 >	Tan Tessa Tenant Not Activated
Unit #01-03 >	Tan Tessa Tenant Not Activated Disabled ✕
Unit #01-04 >	+ Add new

- In the Tenants tab, the Tenant App Account status is updated to “Deleted”
- At this step, the Tenant record is also updated in Q.Estate. View the next page for more details

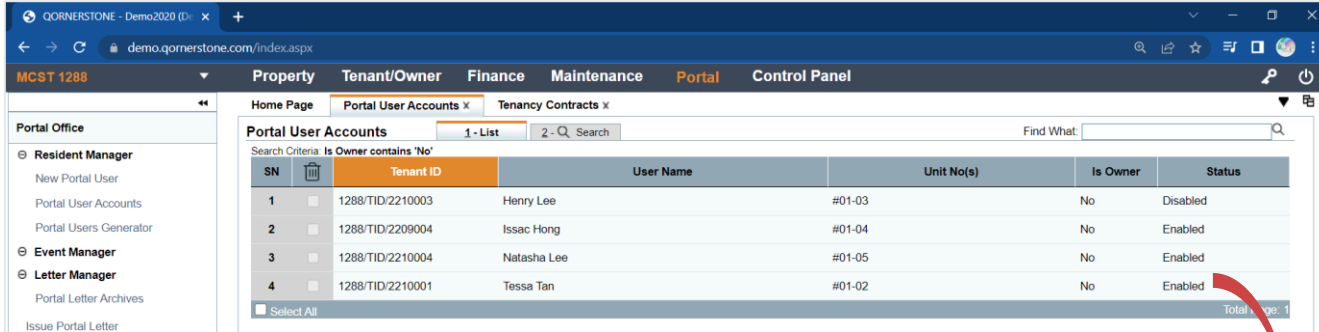
Community Manager Yi Sin | Queens Harbour Residences

← Resident Users Directory | Awaiting Approval | Owners | Occupiers | Tenants

Name	Lot No.	Address	Status
Hong Issac	1, #01-04	1 QUEENS ROAD #01-04 QUEEN RESIDENCES 260001 SINGAPORE	Activated ✕
Tan Tessa	1, #01-02	1 QUEENS ROAD #01-02 QUEEN RESIDENCES 260001 SINGAPORE	Deleted ✕

Delete a Tenant App Account

- In Q.Estate > Portal User Account, the Tenant account is auto-updated from “Enabled” to “Disabled”



MCST 1288 Property Tenant/Owner Finance Maintenance Portal Control Panel

Portal Office

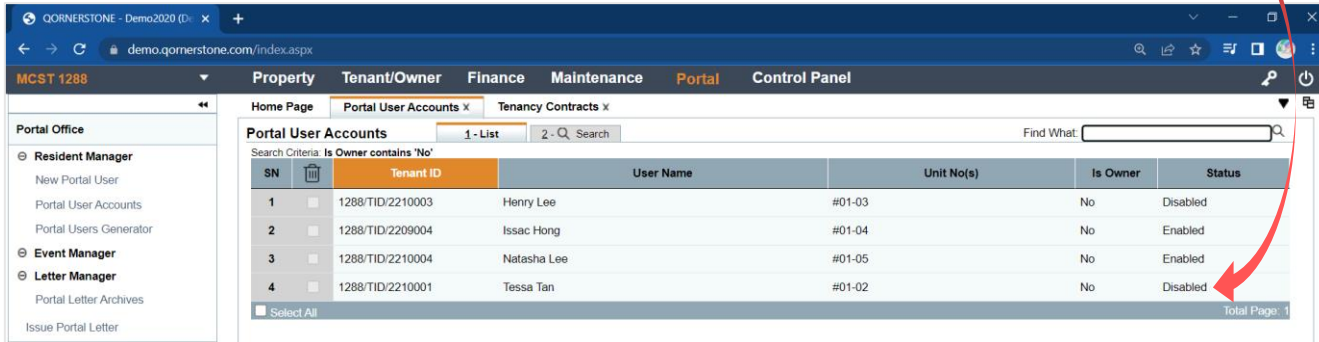
- Resident Manager
 - New Portal User
 - Portal User Accounts
 - Portal Users Generator
- Event Manager
- Letter Manager
 - Portal Letter Archives
 - Issue Portal Letter

Portal User Accounts 1 - List 2 - Q Search Find What: []

Search Criteria: Is Owner contains 'No'

SN	Tenant ID	User Name	Unit No(s)	Is Owner	Status
1	1288/TID/2210003	Henry Lee	#01-03	No	Disabled
2	1288/TID/2209004	Issac Hong	#01-04	No	Enabled
3	1288/TID/2210004	Natasha Lee	#01-05	No	Enabled
4	1288/TID/2210001	Tessa Tan	#01-02	No	Enabled

Select All Total Page: 1



MCST 1288 Property Tenant/Owner Finance Maintenance Portal Control Panel

Portal Office

- Resident Manager
 - New Portal User
 - Portal User Accounts
 - Portal Users Generator
- Event Manager
- Letter Manager
 - Portal Letter Archives
 - Issue Portal Letter

Portal User Accounts 1 - List 2 - Q Search Find What: []

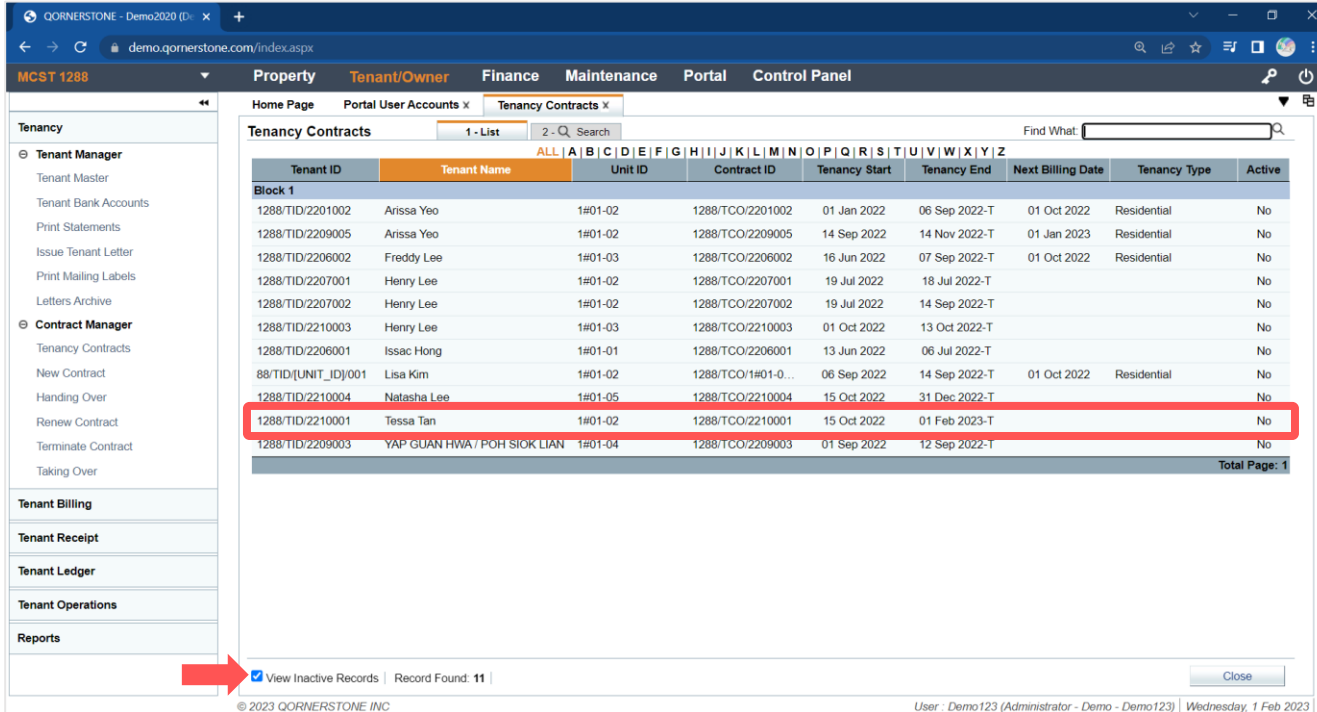
Search Criteria: Is Owner contains 'No'

SN	Tenant ID	User Name	Unit No(s)	Is Owner	Status
1	1288/TID/2210003	Henry Lee	#01-03	No	Disabled
2	1288/TID/2209004	Issac Hong	#01-04	No	Enabled
3	1288/TID/2210004	Natasha Lee	#01-05	No	Enabled
4	1288/TID/2210001	Tessa Tan	#01-02	No	Disabled

Select All Total Page: 1

Delete a Tenant App Account

- In Q.Estate > Tenancy Contracts, the Tenant's Tenancy Contract becomes '**Inactive**' (Active = No)
- Toggle to "**View Inactive Records**" to view the inactive Tenancy Contract



MCST 1288

Property Tenant/Owner Finance Maintenance Portal Control Panel

Home Page Portal User Accounts x Tenancy Contracts x

Tenancy Contracts 1 - List 2 - Q Search Find What:

Tenant ID	Tenant Name	Unit ID	Contract ID	Tenancy Start	Tenancy End	Next Billing Date	Tenancy Type	Active
Block 1								
1288/TID/2201002	Arissa Yeo	1#01-02	1288/TCO/2201002	01 Jan 2022	06 Sep 2022-T	01 Oct 2022	Residential	No
1288/TID/2209005	Arissa Yeo	1#01-02	1288/TCO/2209005	14 Sep 2022	14 Nov 2022-T	01 Jan 2023	Residential	No
1288/TID/2206002	Freddy Lee	1#01-03	1288/TCO/2206002	16 Jun 2022	07 Sep 2022-T	01 Oct 2022	Residential	No
1288/TID/2207001	Henry Lee	1#01-02	1288/TCO/2207001	19 Jul 2022	18 Jul 2022-T			No
1288/TID/2207002	Henry Lee	1#01-02	1288/TCO/2207002	19 Jul 2022	14 Sep 2022-T			No
1288/TID/2210003	Henry Lee	1#01-03	1288/TCO/2210003	01 Oct 2022	13 Oct 2022-T			No
1288/TID/2206001	Issac Hong	1#01-01	1288/TCO/2206001	13 Jun 2022	06 Jul 2022-T			No
88/TID/[UNIT_ID]/001	Lisa Kim	1#01-02	1288/TCO/1#01-0...	06 Sep 2022	14 Sep 2022-T	01 Oct 2022	Residential	No
1288/TID/2210004	Natasha Lee	1#01-05	1288/TCO/2210004	15 Oct 2022	31 Dec 2022-T			No
1288/TID/2210001	Tessa Tan	1#01-02	1288/TCO/2210001	15 Oct 2022	01 Feb 2023-T			No
1288/TID/2209003	YAP GUAN HWA / POH SIOK LIAN	1#01-04	1288/TCO/2209003	01 Sep 2022	12 Sep 2022-T			No

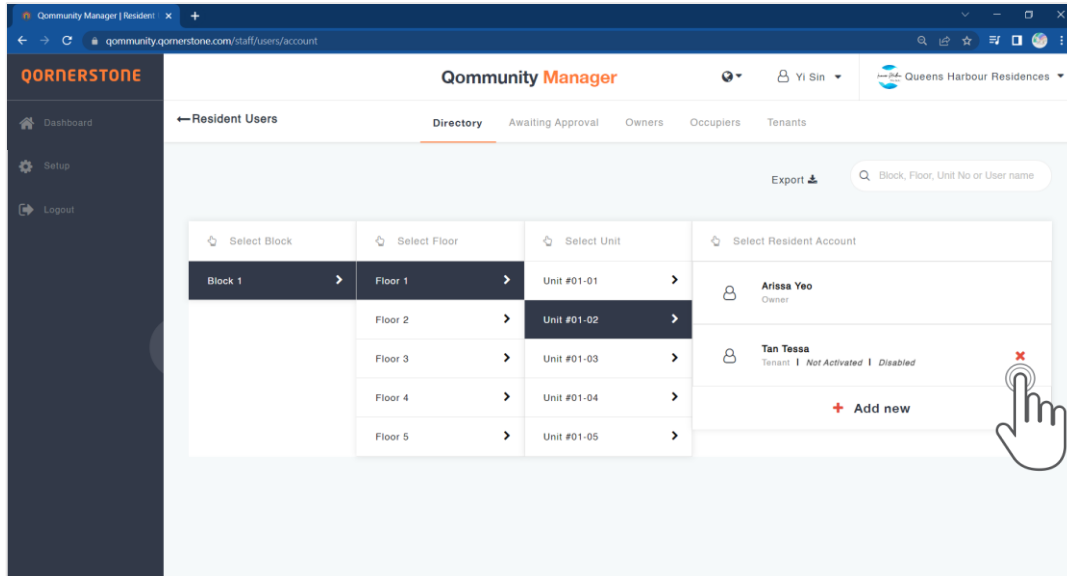
View Inactive Records | Record Found: 11

Close

© 2023 QORNERSTONE INC User: Demo123 (Administrator - Demo - Demo123) Wednesday, 1 Feb 2023

Delete a Tenant App Account

- To delete the Tenant App Account permanently, delete the Tenant record again by clicking the red-cross (2nd Step of Deletion)
- Click OK to confirm the permanent deletion



Community Manager | Resident

community.qornerstone.com/staff/users/account

QORNERSTONE

Community Manager

Yi Sin

Queens Harbour Residences

Resident Users

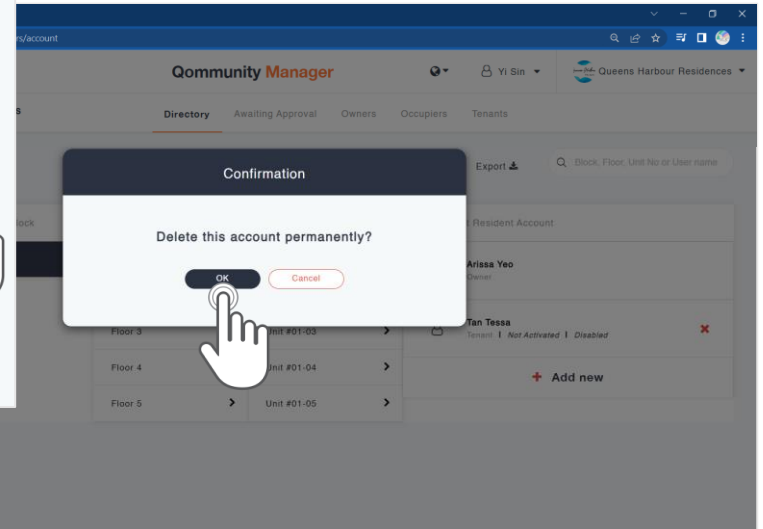
Directory

Export

Block, Floor, Unit No or User name

Select Block	Select Floor	Select Unit	Select Resident Account
Block 1	Floor 1	Unit #01-01	Arissa Yeo Owner
	Floor 2	Unit #01-02	Tan Tessa Tenant Not Activated Disabled
	Floor 3	Unit #01-03	
	Floor 4	Unit #01-04	
	Floor 5	Unit #01-05	

+ Add new



Community Manager

Yi Sin

Queens Harbour Residences

Confirmation



Delete this account permanently?

OK Cancel

Delete a Tenant App Account


- After the Tenant App Account is permanently deleted, the Tenant record is removed from the Unit
- In the Tenants tab, the Tenant record is removed as well

Before Permanent Deletion

Select Unit	Select Resident Account
Unit #01-01 >	<div style="border: 2px solid red; padding: 5px;"> <p> Arissa Yeo Owner</p> <hr/> <p> Tan Tessa Tenant Not Activated Disabled ✖</p> <p style="text-align: center;">+ Add new</p> </div>
Unit #01-02 >	
Unit #01-03 >	
Unit #01-04 >	

Resident Users
Screen

After Permanent Deletion

Select Unit	Select Resident Account
Unit #01-01 >	<div style="border: 2px solid red; padding: 5px;"> <p> Arissa Yeo Owner</p> <hr/> <p style="text-align: center;">+ Add new</p> </div>
Unit #01-02 >	
Unit #01-03 >	
Unit #01-04 >	

Resident Users-
Tenants Tab
Screen

Community Manager

← Resident Users

Directory | Awaiting Approval | Owners | Occupiers | Tenants

Search: Block, Floor, Unit No or User name

Name	Lot No.	Address	Status
Hong Isaac	1, #01-04	1 QUEENS ROAD #01-04 QUEEN RESIDENCES 260001 SINGAPORE	Activated ✖
Tan Tessa	1, #01-02	1 QUEENS ROAD #01-02 QUEEN RESIDENCES 260001 SINGAPORE	Deleted ✖

Community Manager

← Resident Users

Directory | Awaiting Approval | Owners | Occupiers | Tenants

Search: Block, Floor, Unit No or User name

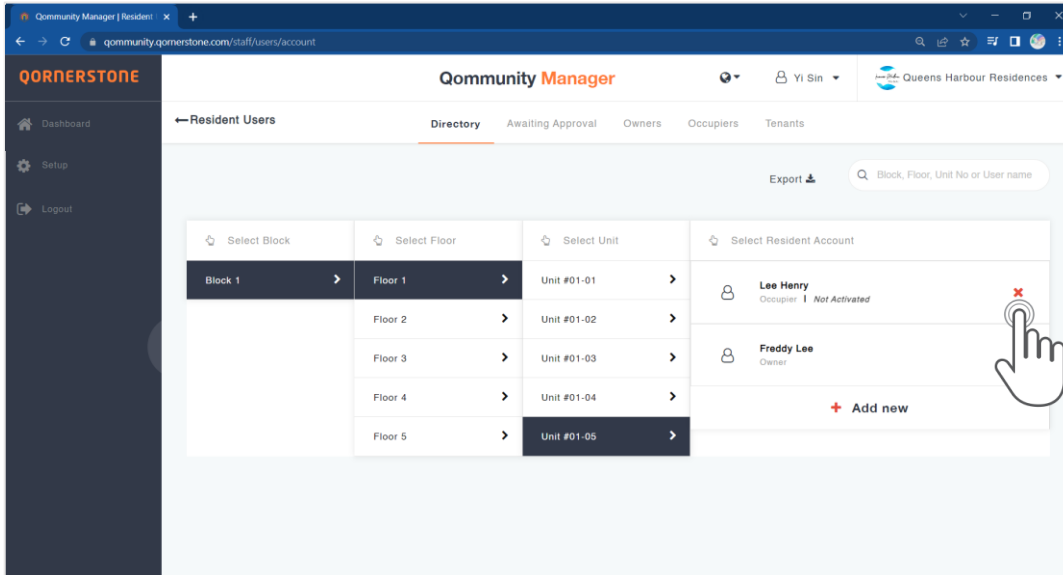
Name	Lot No.	Address	Status
Hong Isaac	1, #01-04	1 QUEENS ROAD #01-04 QUEEN RESIDENCES 260001 SINGAPORE	Activated ✖

Tenant & Occupier App Accounts

How to Delete an Occupier App Account

Delete an Occupier App Account

- An Occupier is a related person to the Owner and hence, no Tenancy Contract or Portal User Account is created in Q.Estate for Occupier App Accounts
- Similar to Tenant App Account, a permanent deletion of the Occupier App Account requires a 2-step deletion
- From **Resident Users**, toggle to the Unit to delete the Occupier App Account by clicking the red-cross
- Click on Yes to confirm deletion (1st Step of Deletion)



Community Manager | Resident x +

community.qornerstone.com/staff/users/account

QORNERSTONE

Community Manager

Yi Sin

Queens Harbour Residences

Resident Users

Directory

Awaiting Approval

Owners

Occupiers

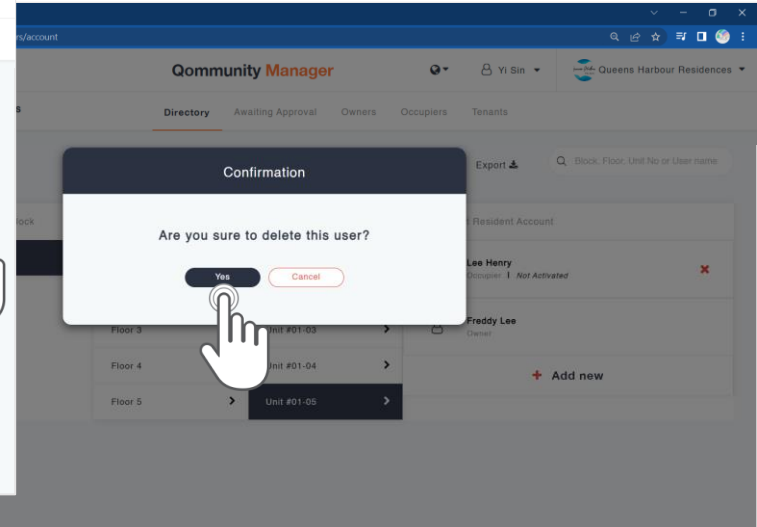
Tenants

Export

Block, Floor, Unit No or User name

Select Block	Select Floor	Select Unit	Select Resident Account
Block 1	Floor 1	Unit #01-01	Lee Henry Occupier 1 Not Activated
	Floor 2	Unit #01-02	
	Floor 3	Unit #01-03	Freddy Lee Owner
	Floor 4	Unit #01-04	
	Floor 5	Unit #01-05	

+ Add new



Community Manager

Yi Sin

Queens Harbour Residences

Confirmation

Are you sure to delete this user?

Yes

Cancel

Delete an Occupier App Account

- After the Occupier App Account is deleted, the text “Disabled” will appear. This is the 1st deletion of the Occupier App Account

Before Deletion

Select Unit	Select Resident Account
Unit #01-01 >	<div style="display: flex; align-items: center;"> <div> <p>Lee Henry</p> <p>Occupier Not Activated</p> </div> <div style="border: 2px solid red; padding: 2px 10px; margin-left: 10px;"></div> <div style="margin-left: 10px; color: red; font-weight: bold;">✕</div> </div>
Unit #01-02 >	
Unit #01-03 >	<div style="display: flex; align-items: center;"> <div> <p>Freddy Lee</p> <p>Owner</p> </div> </div>
Unit #01-04 >	+ Add new
Unit #01-05 >	

After Deletion

Select Unit	Select Resident Account
Unit #01-01 >	<div style="display: flex; align-items: center;"> <div> <p>Lee Henry</p> <p>Occupier Not Activated </p> </div> <div style="border: 2px solid red; padding: 2px 10px; margin-left: 10px; color: red; font-weight: bold;">Disabled</div> <div style="margin-left: 10px; color: red; font-weight: bold;">✕</div> </div>
Unit #01-02 >	
Unit #01-03 >	<div style="display: flex; align-items: center;"> <div> <p>Freddy Lee</p> <p>Owner</p> </div> </div>
Unit #01-04 >	+ Add new
Unit #01-05 >	

- In the Occupiers tab, the Occupier App Account status is updated to “Deleted”

Community Manager
Yi Sin
Queens Harbour Residences

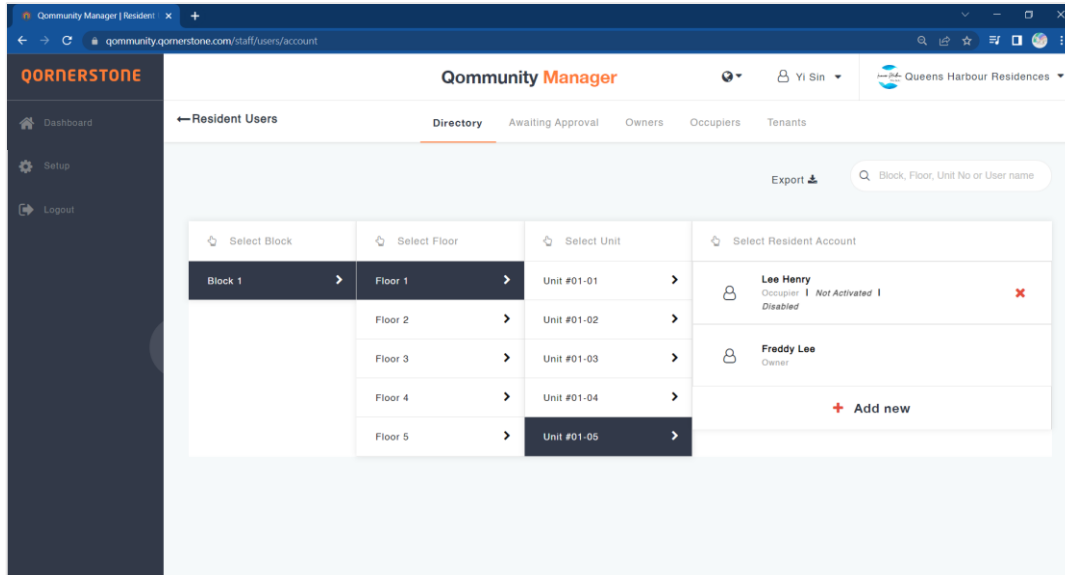
← Resident Users

Directory
Awaiting Approval
Owners
Occupiers
Tenants

Name	Lot No.	Address	Status
Lee Henry	1, #01-05	1 QUEENS ROAD #01-05 QUEEN RESIDENCES 260001 SINGAPORE	Deleted
Teo Nick	1, #01-01	1 QUEENS ROAD #01-01 QUEEN RESIDENCES 260001 SINGAPORE	Activated

Delete an Occupier App Account

- To delete the Occupier App Account permanently, delete the Occupier record again by clicking the red-cross (2nd Step of Deletion)
- Click OK to confirm the permanent deletion



Community Manager | Resident

community.qornerstone.com/staff/users/account

QORNERSTONE

Community Manager

Yi Sin

Queens Harbour Residences

Resident Users

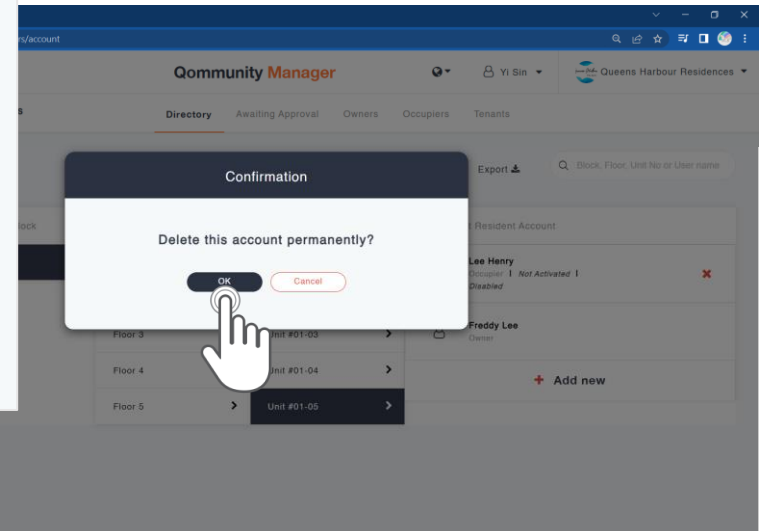
Directory | Awaiting Approval | Owners | Occupiers | Tenants

Export

Block, Floor, Unit No or User name

Select Block	Select Floor	Select Unit	Select Resident Account
Block 1	Floor 1	Unit #01-01	Lee Henry Occupier Not Activated Disabled
	Floor 2	Unit #01-02	
	Floor 3	Unit #01-03	Freddy Lee Owner
	Floor 4	Unit #01-04	
	Floor 5	Unit #01-05	

+ Add new



Community Manager

Yi Sin

Queens Harbour Residences

Directory | Awaiting Approval | Owners | Occupiers | Tenants

Export

Block, Floor, Unit No or User name

Resident Account

Lee Henry
Occupier | Not Activated | Disabled| Floor 3 | Unit #01-03 | | Freddy Lee Owner |
| Floor 4 | Unit #01-04 | | |
| Floor 5 | Unit #01-05 | | |

+ Add new

Confirmation

Delete this account permanently?



OK Cancel

Delete an Occupier App Account

- After the Occupier App Account is permanently deleted, the Occupier record is removed from the Unit
- In the Occupiers tab, the Occupier record is removed as well

Before Permanent Deletion


Select Unit | Select Resident Account

Unit #01-01	 Lee Henry Occupier Not Activated Disabled
Unit #01-02	
Unit #01-03	 Freddy Lee Owner
Unit #01-04	+ Add new
Unit #01-05	

Resident Users Screen

After Permanent Deletion

Select Unit | Select Resident Account

Unit #01-01	 Freddy Lee Owner
Unit #01-02	
Unit #01-03	+ Add new
Unit #01-04	
Unit #01-05	

Resident Users-Occupiers Tab Screen

Community Manager | Queens Harbour Residences

Resident Users | Directory | Awaiting Approval | Owners | Occupiers | Tenants

Search: Block, Floor, Unit No or User name

Name	Lot No.	Address	Status
Lee Henry	1, #01-05	1 QUEENS ROAD #01-05 QUEEN RESIDENCES 260001 SINGAPORE	Deleted
Teo Nick	1, #01-01	1 QUEENS ROAD #01-01 QUEEN RESIDENCES 260001 SINGAPORE	Activated

Community Manager | Queens Harbour Residences

Resident Users | Directory | Awaiting Approval | Owners | Occupiers | Tenants

Search: Block, Floor, Unit No or User name

Name	Lot No.	Address	Status
Teo Nick	1, #01-01	1 QUEENS ROAD #01-01 QUEEN RESIDENCES 260001 SINGAPORE	Activated



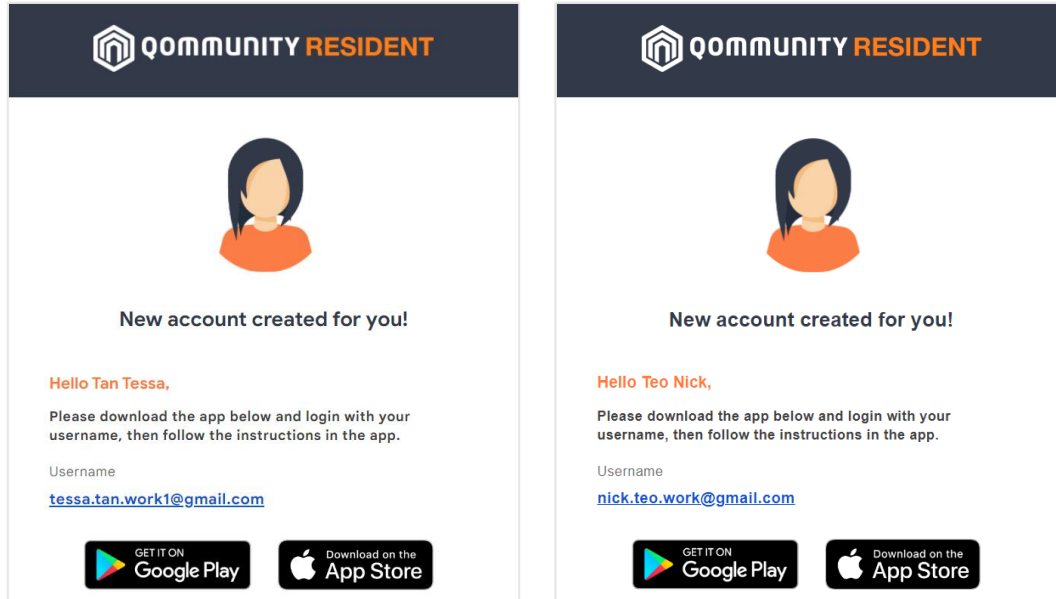
Tenant & Occupier App Accounts

**Email Notifications
will be sent to
Tenant/Occupier to
inform on Account
Creation &
Termination**

Email Notifications on App Account Creation

- The Tenant/Occupier will receive an email notification informing him/her that a Qcommunity Resident App Account has been created for him/her
- The Tenant/Occupier proceeds to download the App and login. No activation required

Samples of Email Notification:



Email Notifications on App Account Termination

- The Tenant/Occupier will receive an email notification informing him/her that the Qommunity Resident App Account has been terminated after a deletion is performed

Samples of Email Notification:

