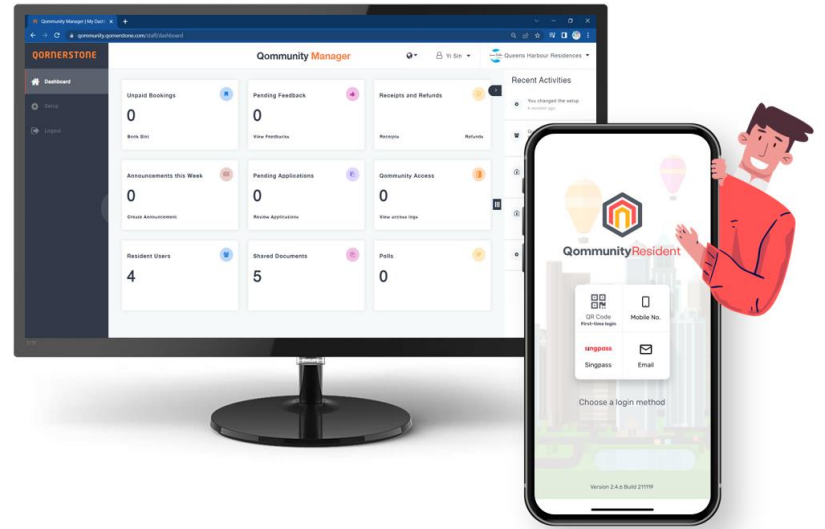




QORNERSTONE

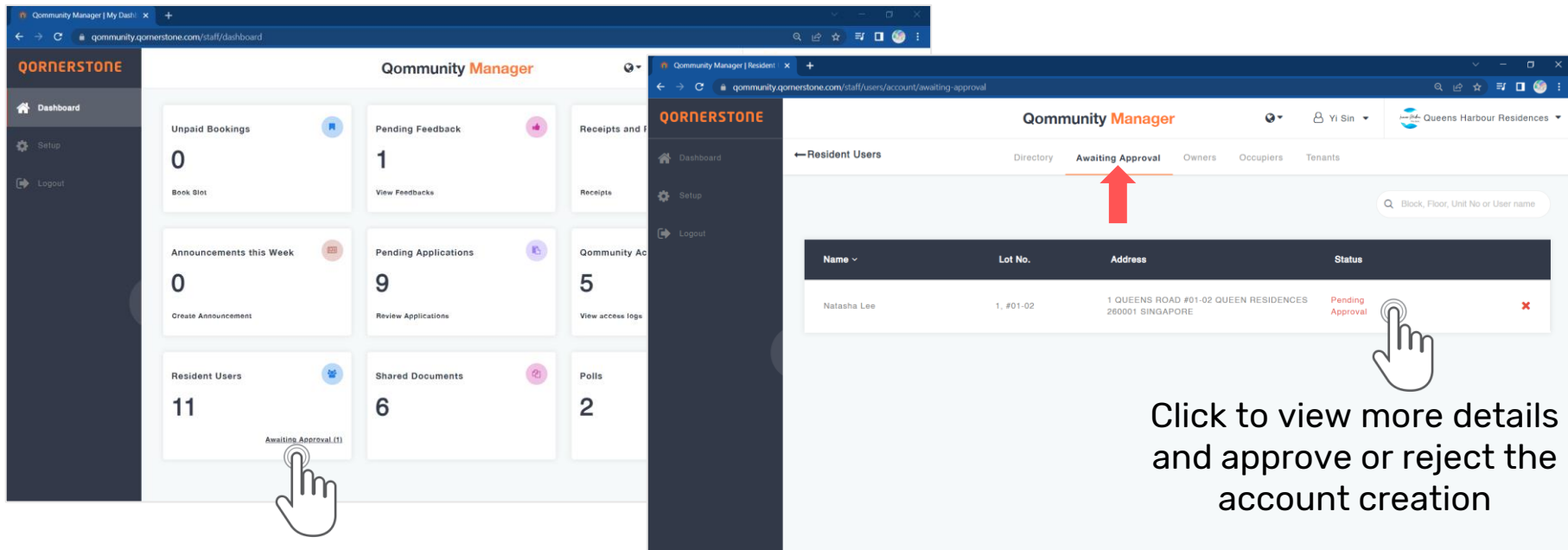


Qcommunity Manager

How to Manage Tenant & Occupier User Accounts

Manage Tenant & Occupier User Accounts

- Owners can create additional App Accounts for Tenants and Occupiers via the App
- Tenant App Accounts are subject to Management Office's approval, while Occupier App Accounts' approval is optional
- From **Dashboard > Resident Users**, Staff can see the number of account(s) pending for approval
- Staff can either click on the **Awaiting Approval** text, or click on Resident Users & toggle to the tab



The image displays two screenshots of the QORNERSTONE Community Manager interface. The left screenshot shows the main dashboard with a sidebar on the left containing 'Dashboard', 'Setup', and 'Logout'. The main content area features several summary cards: 'Unpaid Bookings' (0), 'Pending Feedback' (1), 'Receipts and f...', 'Announcements this Week' (0), 'Pending Applications' (9), 'Community Ac...', 'Resident Users' (11), 'Shared Documents' (6), and 'Polls' (2). A hand cursor points to the 'Awaiting Approval (1)' link below the 'Resident Users' card. The right screenshot shows the 'Resident Users' page with a navigation bar at the top containing 'Directory', 'Awaiting Approval', 'Owners', 'Occupiers', and 'Tenants'. A red arrow points to the 'Awaiting Approval' tab. Below the navigation bar is a search bar and a table with the following data:

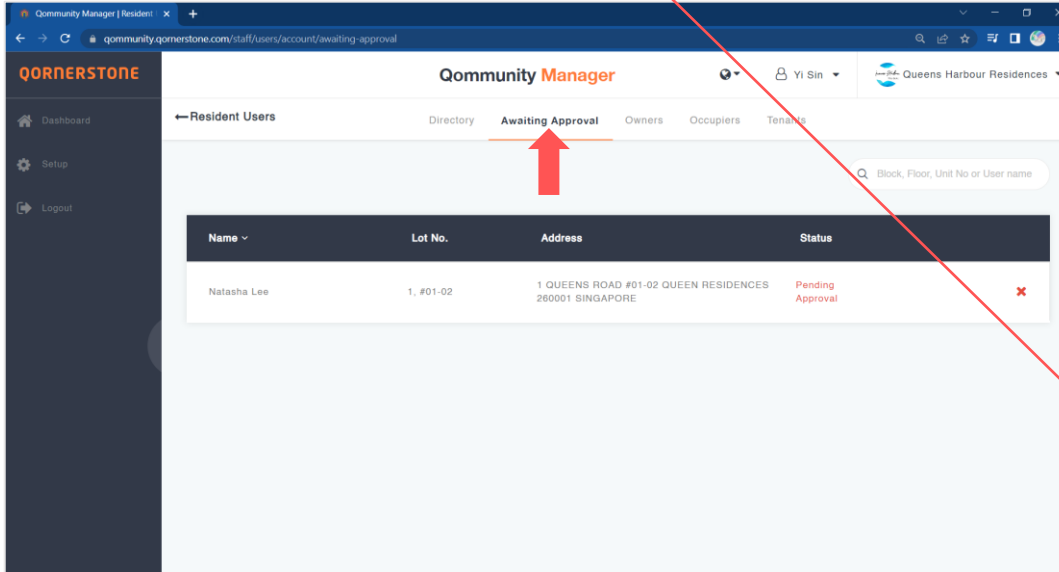
Name	Lot No.	Address	Status
Natasha Lee	1, #01-02	1 QUEENS ROAD #01-02 QUEEN RESIDENCES 260001 SINGAPORE	Pending Approval

A hand cursor points to the 'Pending Approval' status in the table. Below the table, the text reads: 'Click to view more details and approve or reject the account creation'.

Manage Tenant & Occupier User Accounts

The Tenant Account pending for approval will appear in 2 tabs:

- **Awaiting Approval** (with only 1 status -> Pending Approval)
- **Tenants** (has several statuses)



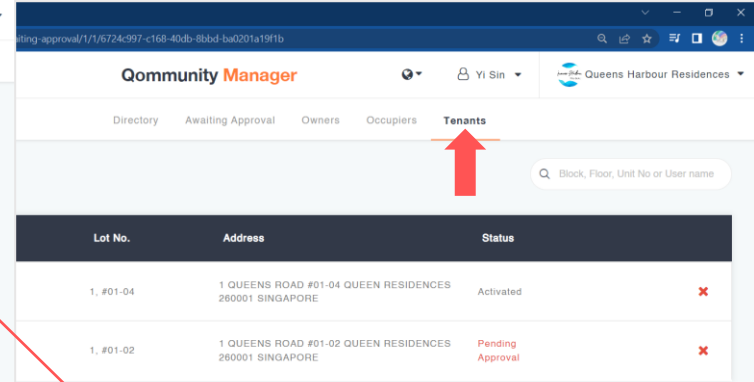
Community Manager

Resident Users

Directory **Awaiting Approval** Owners Occupiers Tenants

Block, Floor, Unit No or User name

Name	Lot No.	Address	Status
Natasha Lee	1, #01-02	1 QUEENS ROAD #01-02 QUEEN RESIDENCES 260001 SINGAPORE	Pending Approval



Community Manager

Directory Awaiting Approval Owners Occupiers **Tenants**

Block, Floor, Unit No or User name

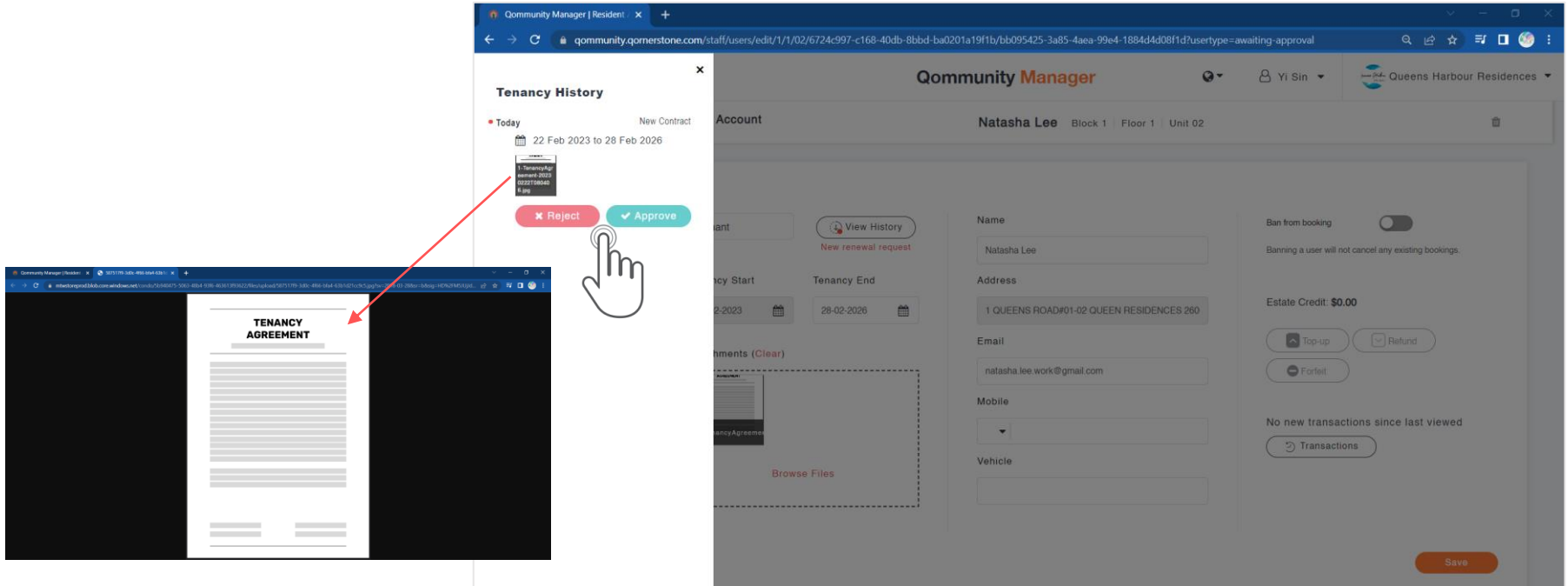
Lot No.	Address	Status
1, #01-04	1 QUEENS ROAD #01-04 QUEEN RESIDENCES 260001 SINGAPORE	Activated
1, #01-02	1 QUEENS ROAD #01-02 QUEEN RESIDENCES 260001 SINGAPORE	Pending Approval

Types of Statuses:

1. **Pending Approval** - Pending Site Office's approval/reject
2. **Unactivated** - Tenant Account is approved and pending Tenant to log-in to App
3. **Activated** - Tenant has logged-in to App
4. **Deleted** - Tenant Account is deleted
5. **Rejected** - Tenant Account is rejected

Manage Tenant & Occupier User Accounts


- A side-bar on the left will appear for staff view the attached document (if any), and approve or reject the App Account



The screenshot displays the 'Community Manager' web application interface. The main content area shows the profile for 'Natasha Lee' (Block 1 | Floor 1 | Unit 02). The profile includes fields for Name, Address (1 QUEENS ROAD#01-02 QUEEN RESIDENCES 260), Email (natasha.lee.work@gmail.com), Mobile, and Vehicle. There are also buttons for 'Top-up', 'Refund', and 'Forfeit', and a 'Ban from booking' toggle. A 'Save' button is at the bottom right.

A 'Tenancy History' sidebar is open on the left, showing a 'New Contract' for 'Today' from '22 Feb 2023 to 28 Feb 2026'. Below the contract details are 'Reject' and 'Approve' buttons. A hand cursor is pointing at the 'Approve' button.

A document viewer is overlaid on the bottom left, showing a document titled 'TENANCY AGREEMENT'. A red arrow points from the document icon in the Tenancy History sidebar to the document viewer.

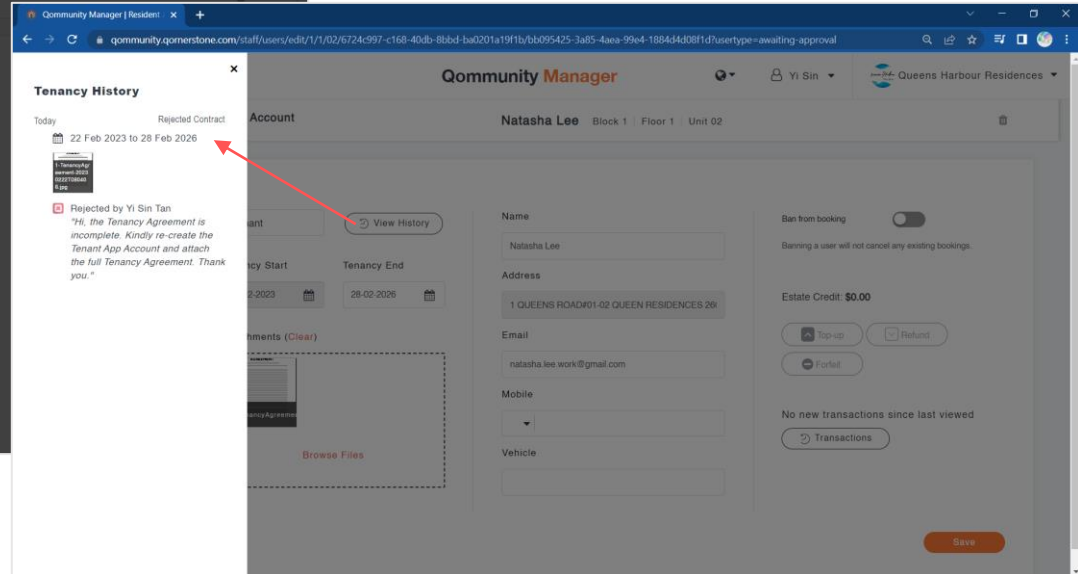
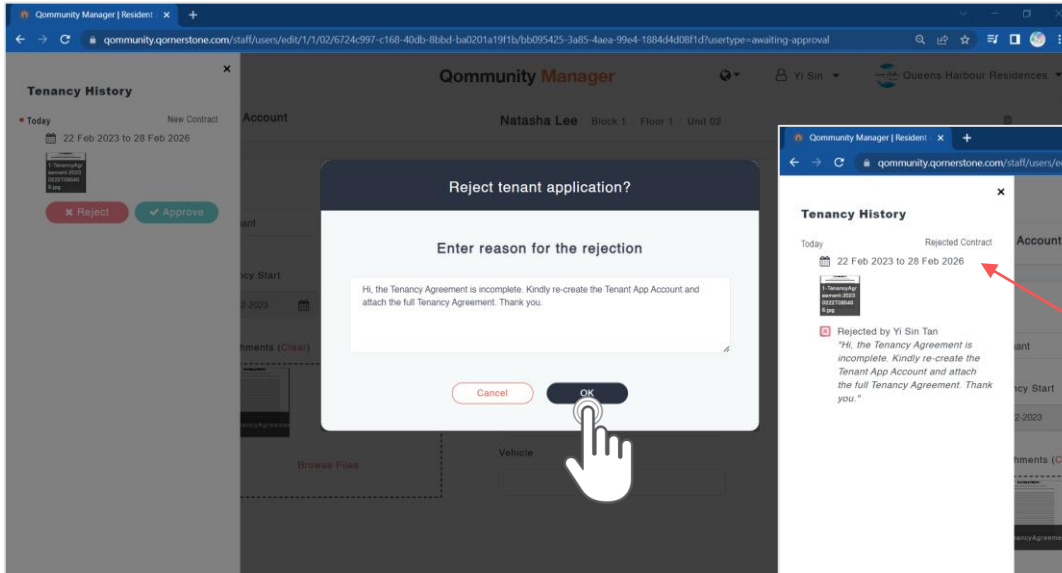


Manage Tenant & Occupier User Accounts

Reject Tenant App Account Creation

Reject Tenant App Account Creation

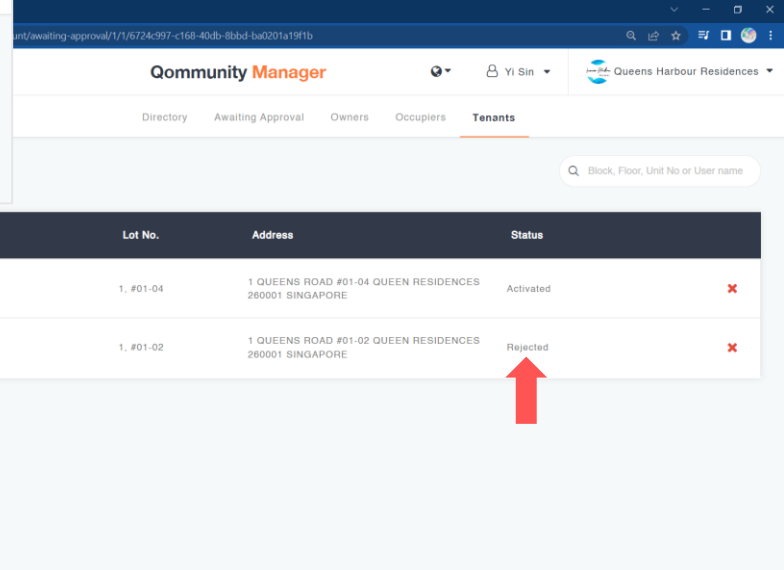
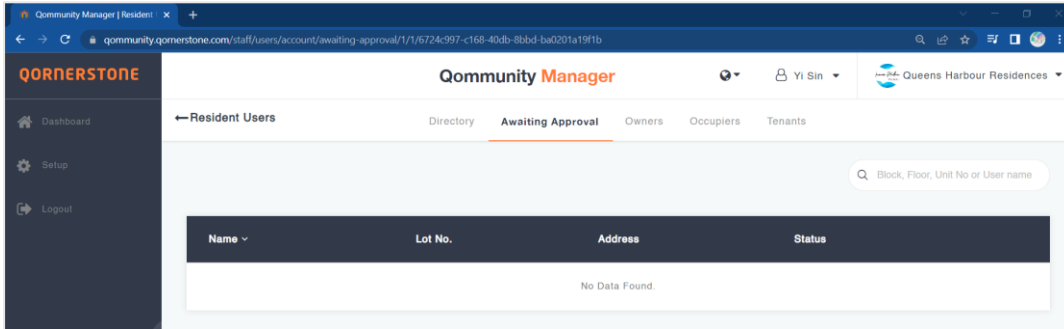
- Staff will need to state the reason, and click on OK to confirm the rejection
- Tenant Account History is updated



Reject Tenant App Account Creation

In Qcommunity Manager – Resident Users

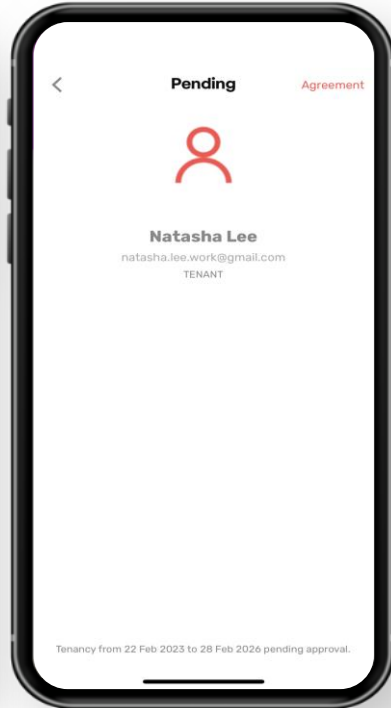
- **Awaiting Approval** Tab: The list is updated after the Tenant Account is rejected
- **Tenants** Tab: The Tenant App Account's status is updated to **Rejected**



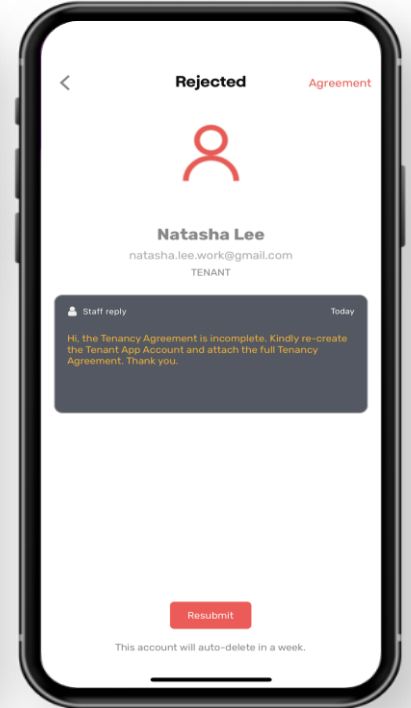
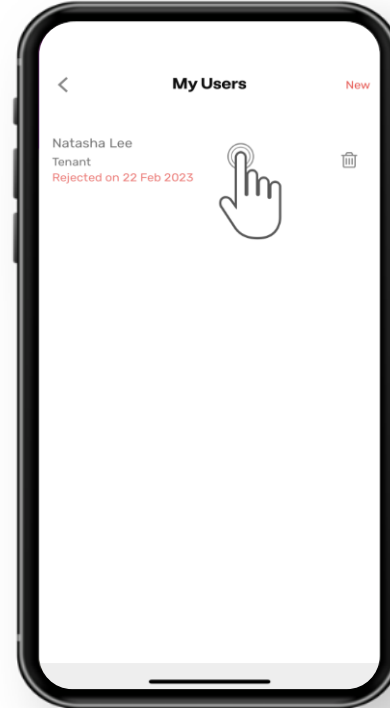
Reject Tenant App Account Creation


From Owner's Qcommunity Resident App Point-of-view:

When Tenant Account
is Pending Approval



When Tenant Account
is Rejected



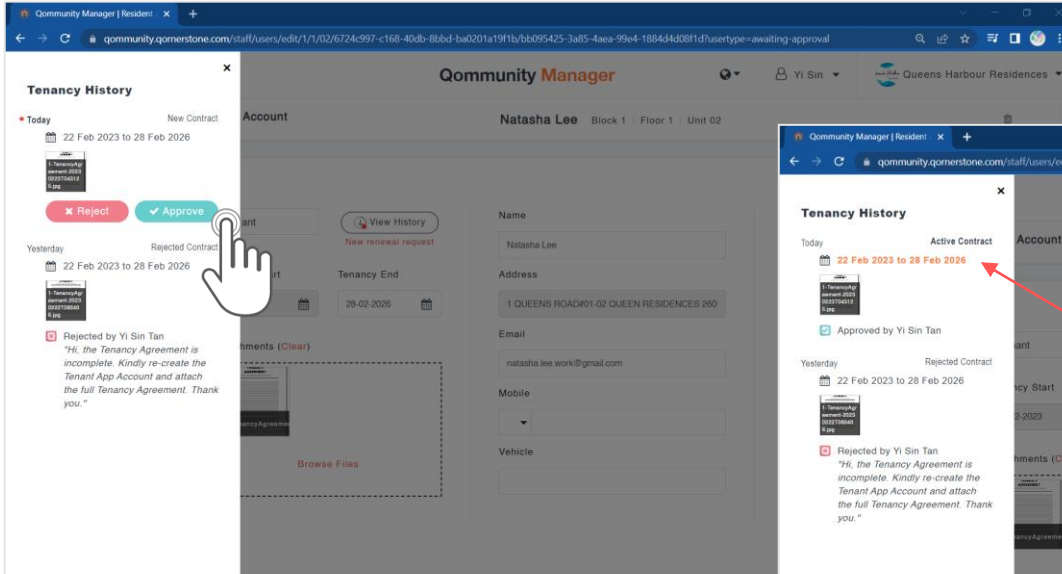


Manage Tenant & Occupier User Accounts

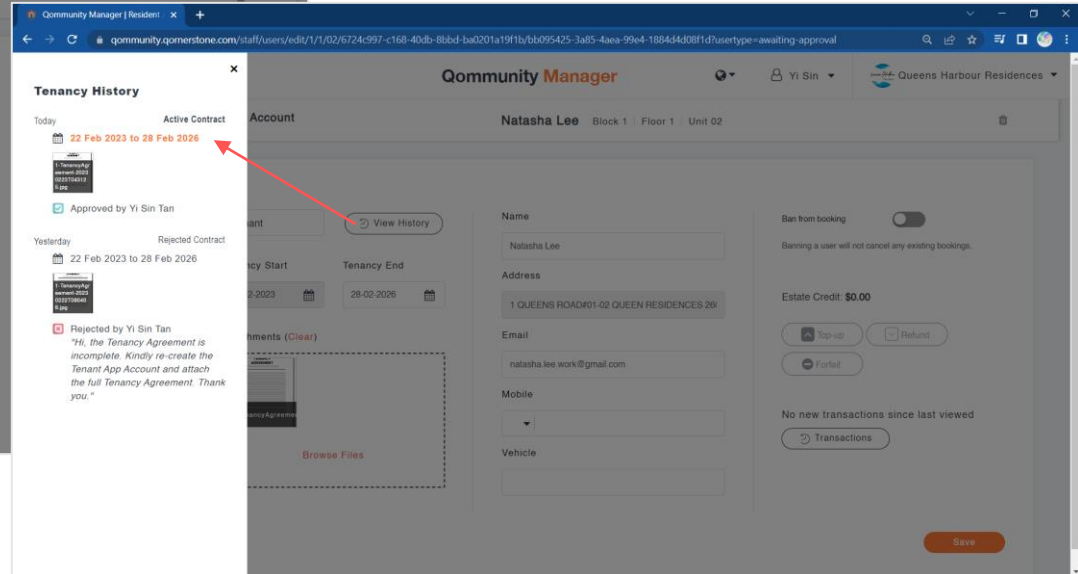
Approve Tenant App Account Creation

Approve Tenant App Account Creation

- Upon clicking on 'Approve', the Tenant App Account is approved & created
- Tenant Account History is updated



The screenshot shows the 'Community Manager' interface for a tenant named Natasha Lee. The main view displays a 'Rejected Contract' for the period 22 Feb 2023 to 28 Feb 2026. A hand cursor is pointing to the 'Approve' button. A 'Tenancy History' modal is open, showing the rejection reason: "Hi, the Tenancy Agreement is incomplete. Kindly re-create the Tenant App Account and attach the full Tenancy Agreement. Thank you."

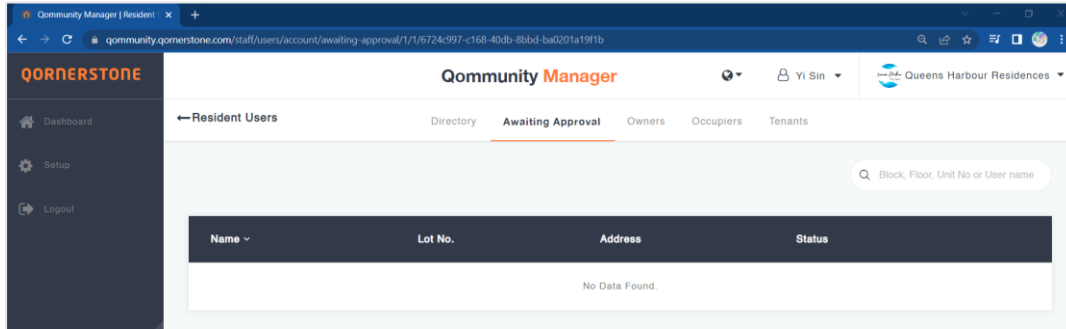


The screenshot shows the 'Community Manager' interface for the same tenant, Natasha Lee. The main view now displays an 'Active Contract' for the period 22 Feb 2023 to 28 Feb 2026. A red arrow points to the 'View History' button. The 'Tenancy History' modal is open, showing the contract status as 'Active Contract' and the approval by Yi Sin Tan.

Approve Tenant App Account Creation

In Qcommunity Manager – Resident Users

- **Awaiting Approval** Tab: The list is updated after the Tenant Account is approved
- **Tenants** Tab: The Tenant App Account's status is updated to **Unactivated** (Approved but Tenant has not log in to App)



Community Manager | Resident

Community Manager

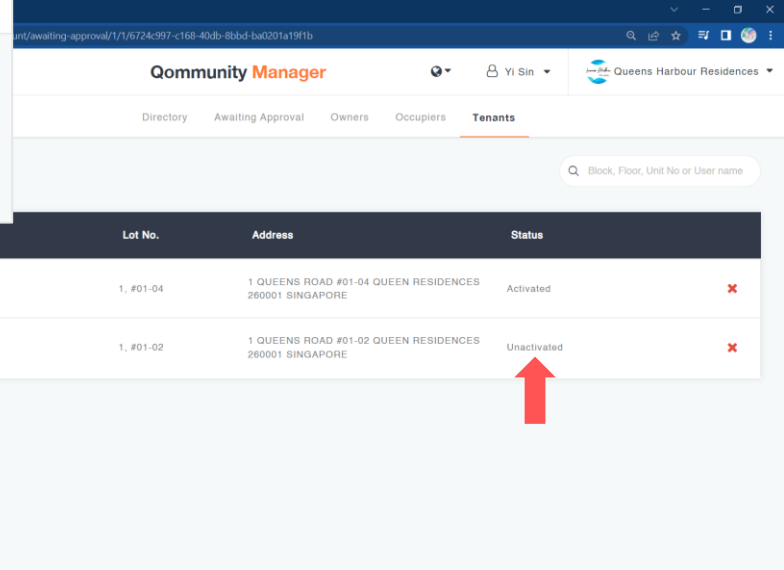
Yi Sin | Queens Harbour Residences

Resident Users

Directory Awaiting Approval Owners Occupiers Tenants

Block, Floor, Unit No or User name

Name	Lot No.	Address	Status
No Data Found.			



Community Manager

Yi Sin | Queens Harbour Residences

Directory Awaiting Approval Owners Occupiers Tenants

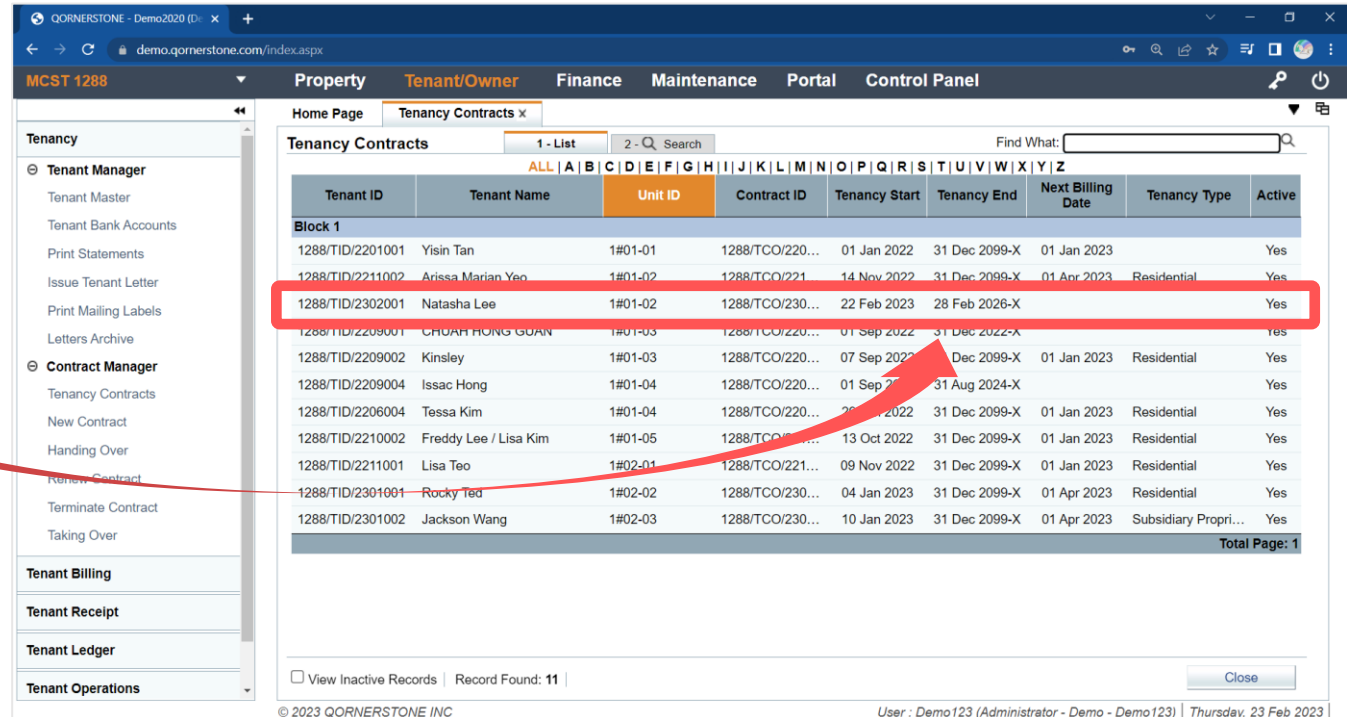
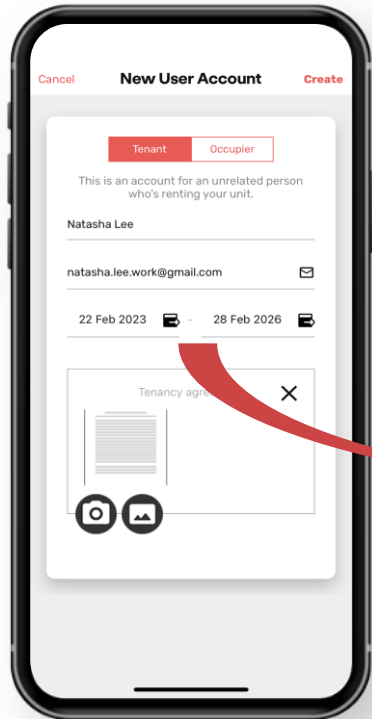
Block, Floor, Unit No or User name

Name	Lot No.	Address	Status
Hong Issac	1, #01-04	1 QUEENS ROAD #01-04 QUEEN RESIDENCES 260001 SINGAPORE	Activated
Natasha Lee	1, #01-02	1 QUEENS ROAD #01-02 QUEEN RESIDENCES 260001 SINGAPORE	Unactivated

Approve Tenant App Account Creation

In Q.Estate

- A Tenancy Contract will be created in Q.Estate for all approved Tenant App Accounts
- The Tenancy Start & End Dates will be the same as the Tenancy Dates stated during the creation of Tenant App Account



Tenant ID	Tenant Name	Unit ID	Contract ID	Tenancy Start	Tenancy End	Next Billing Date	Tenancy Type	Active
Block 1								
1288/TID/2201001	Yisin Tan	1#01-01	1288/TCO/220...	01 Jan 2022	31 Dec 2099-X	01 Jan 2023		Yes
1288/TID/2211002	Arissa Marian Yap	1#01-02	1288/TCO/221...	14 Nov 2022	31 Dec 2099-X	01 Apr 2023	Residential	Yes
1288/TID/2302001	Natasha Lee	1#01-02	1288/TCO/230...	22 Feb 2023	28 Feb 2026-X			Yes
1288/TID/2209001	CHUAH HONG GUAN	1#01-03	1288/TCO/220...	01 Sep 2022	31 Dec 2022-X			Yes
1288/TID/2209002	Kinsley	1#01-03	1288/TCO/220...	07 Sep 2022	31 Dec 2099-X	01 Jan 2023	Residential	Yes
1288/TID/2209004	Issac Hong	1#01-04	1288/TCO/220...	01 Sep 2022	31 Aug 2024-X			Yes
1288/TID/2206004	Tessa Kim	1#01-04	1288/TCO/220...	26 Nov 2022	31 Dec 2099-X	01 Jan 2023	Residential	Yes
1288/TID/2210002	Freddy Lee / Lisa Kim	1#01-05	1288/TCO/221...	13 Oct 2022	31 Dec 2099-X	01 Jan 2023	Residential	Yes
1288/TID/2211001	Lisa Teo	1#02-01	1288/TCO/221...	09 Nov 2022	31 Dec 2099-X	01 Jan 2023	Residential	Yes
1288/TID/2301001	Rocky Ted	1#02-02	1288/TCO/230...	04 Jan 2023	31 Dec 2099-X	01 Apr 2023	Residential	Yes
1288/TID/2301002	Jackson Wang	1#02-03	1288/TCO/230...	10 Jan 2023	31 Dec 2099-X	01 Apr 2023	Subsidiary Propri...	Yes

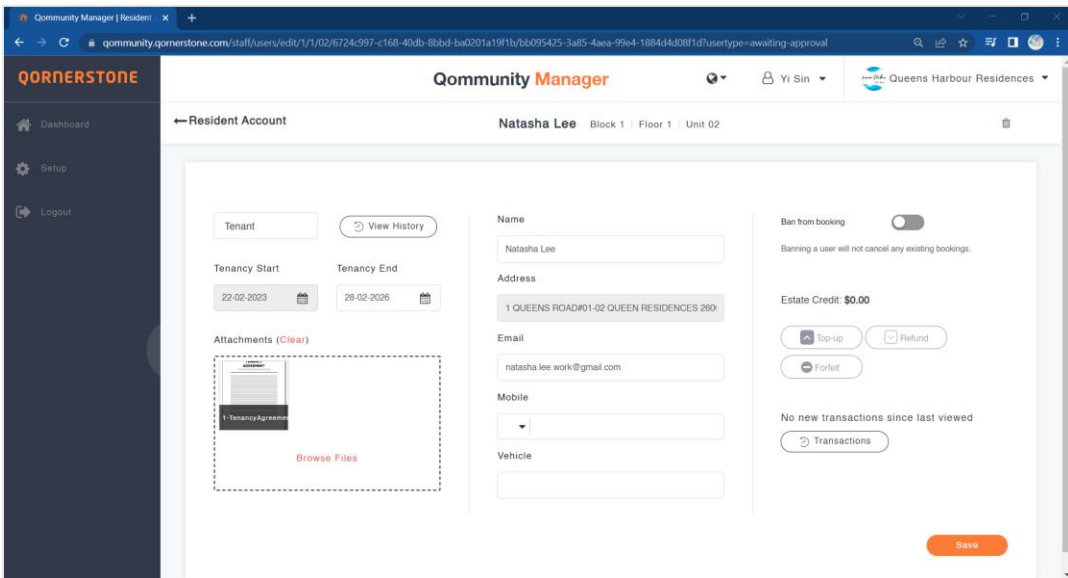
Total Page: 1

View Inactive Records | Record Found: 11 | Close

© 2023 QORNERSTONE INC User: Demo123 (Administrator - Demo - Demo123) Thursday, 23 Feb 2023

Approve Tenant App Account Creation

- Tenant receives an email notifying him/her that an App Account has been created
- Tenant proceeds to download the Qommunity Resident App and logs in via Email



The screenshot shows the 'Resident Account' page for Natasha Lee in the Qommunity Manager system. The page includes a sidebar with 'Dashboard', 'Setup', and 'Logout' options. The main content area displays the tenant's details and account management options.

Resident Account: Natasha Lee Block 1 | Floor 1 | Unit 02

Tenant: [View History]

Tenancy Start: 22-02-2023 **Tenancy End:** 28-02-2026

Attachments (Clear): 1-TenancyAgree [Browse Files](#)

Name: Natasha Lee

Address: 1 QUEENS ROAD#01-02 QUEEN RESIDENCES 2609

Email: natasha.lee.work@gmail.com

Mobile: [Dropdown menu]

Vehicle: [Input field]

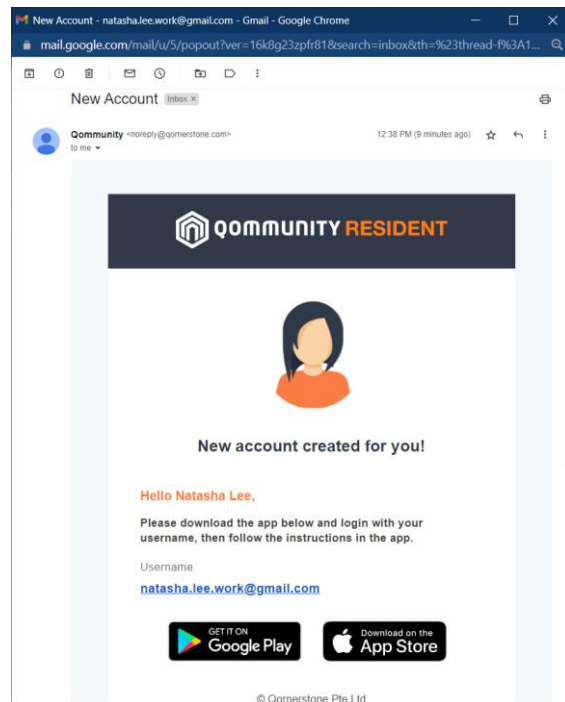
Ban from booking: Banning a user will not cancel any existing bookings.

Estate Credit: \$0.00

Actions: [Top-up](#) [Refund](#) [Forfeit](#) [Transactions](#)

No new transactions since last viewed

[Save](#)



Approve Tenant App Account Creation

From Owner's Qcommunity Resident App Point-of-view:

When Tenant Account
is Pending Approval



When Tenant Account
is Approved

