UNIFOCUS WORKFORCE MANAGEMENT

Tenant Mobile App User Guide

Version 5.0

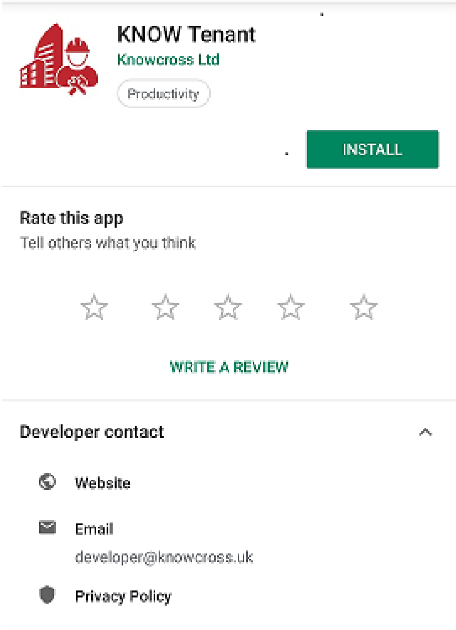
Contents

About Tenant

The Tenant app enables tenants to log and track requests/complaints using smartphones. The tasks get assigned directly to the responsible staff members.

Getting started

1. Go to the Google Play store and search for **KNOW Tenant**.



2. Install and open the app.

Tenant app users

There are three types of Tenant app users:

- Property Admin
- Tenant Admin
- Tenant User

Property Admin

As a Property Admin, one can:

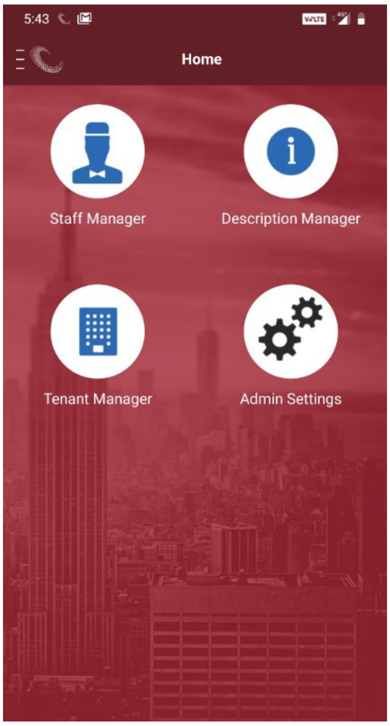
- Create a new Tenant Admin/User
- Create/Edit Tenants
- Control access to jobs that can be logged by tenants

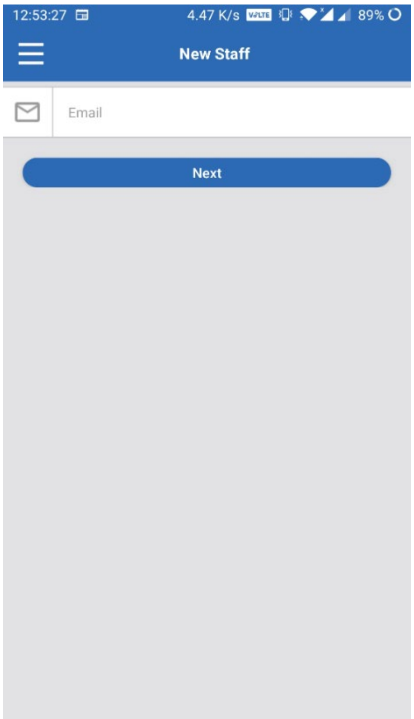
Creating a Tenant admin/user

1. On the home page, select **Staff Manager**.

   The list of existing Staff opens.

2. Select the + sign at the lower-right of the screen.

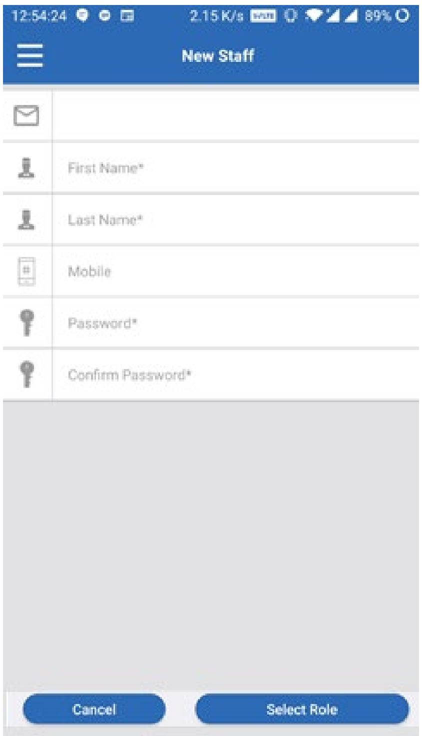


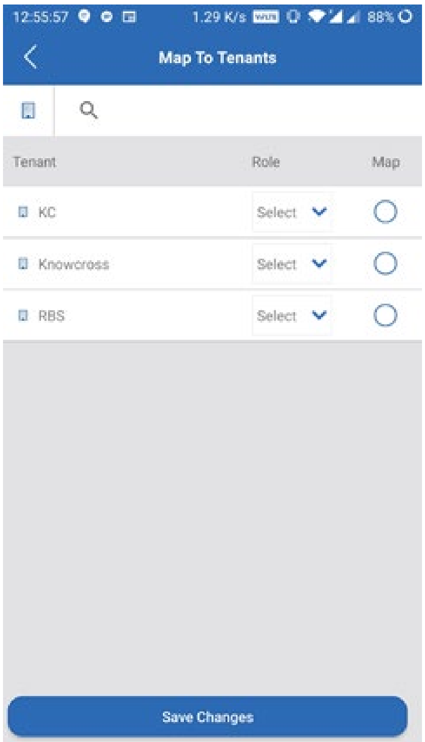


3. Enter the email ID in the **Email** field and select **Next**.
4. Enter details as required (* indicates that this field is mandatory).

> **Note:** The password must be between 4 to 16 alphanumeric characters.

5. Tap **Select Role**.



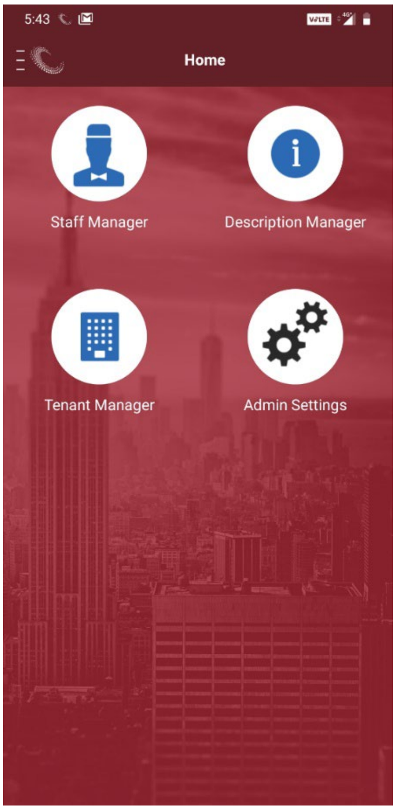


6. Select the role of the new user from the drop-down menu.
    - The *Admin* role allows a user to create more users as well as log and track jobs.
    - The *User* role allows a user to only log and track jobs.
7. Tap **Save Changes**.

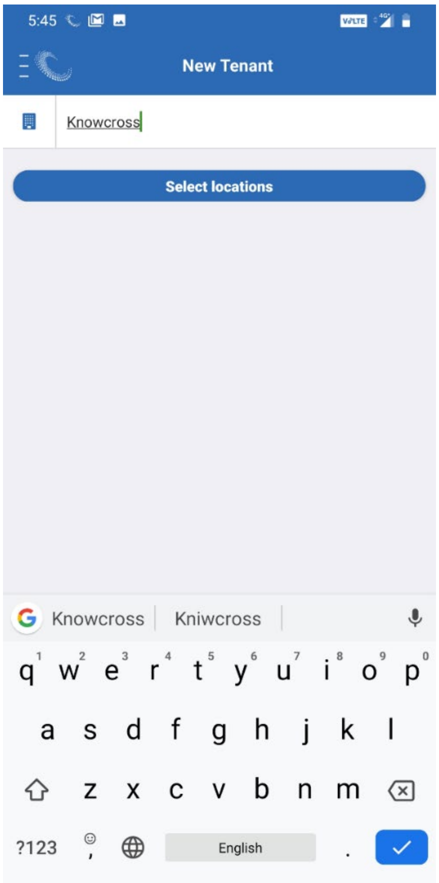
Creating a new Tenant

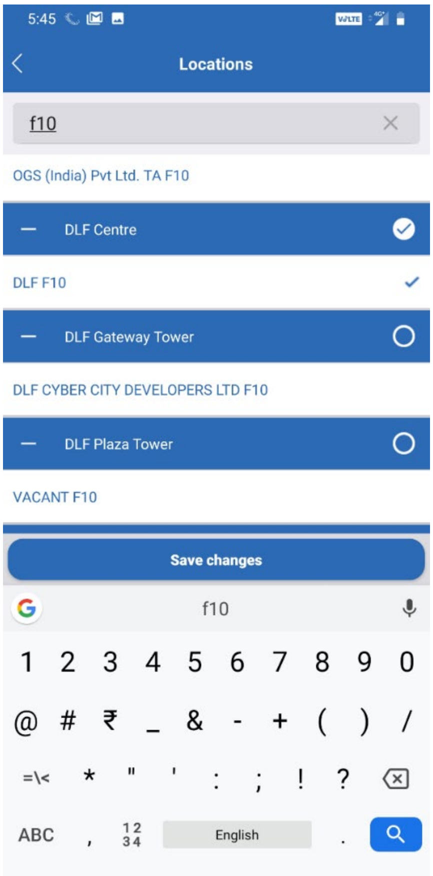
1. On the home page, select **Tenant Manager**.

    The list of existing tenants opens.
2. Select the + sign at the lower-right of the screen.



3. Type the Tenant name and select the **Select locations** button.



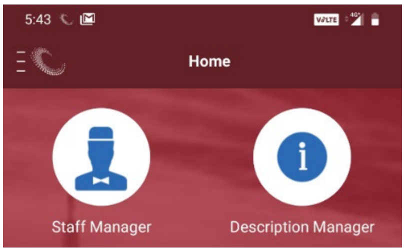


4. From the list of locations, select the locations leased to the tenant. Locations can also be searched by typing the location name in the search field.
5. Select **Save changes**.
6. On the final screen, after reviewing the Tenant name and the number of linked locations, tap **Save**.

Note: The location to which the tenant needs to be linked should be added in Service through the System Configuration screen.

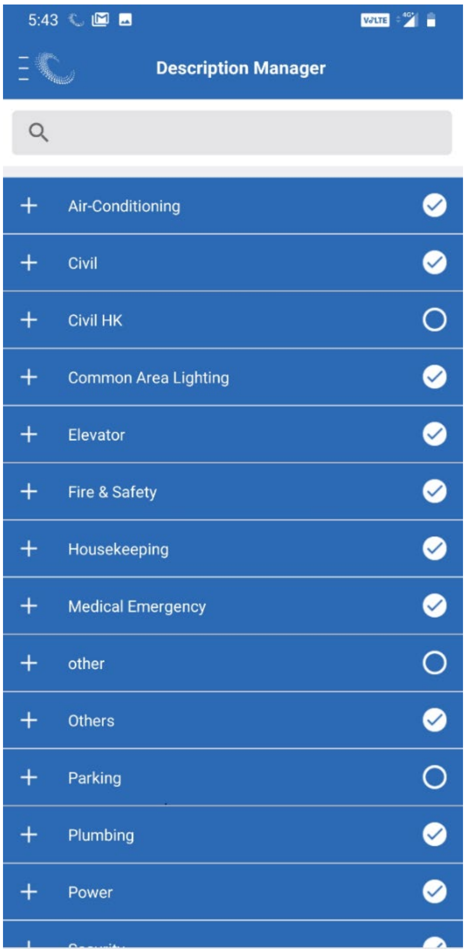
Enabling access to specific jobs to tenants

1. On the home page, select **Description Manager**.



The list of all job descriptions, as configured in Service, opens.

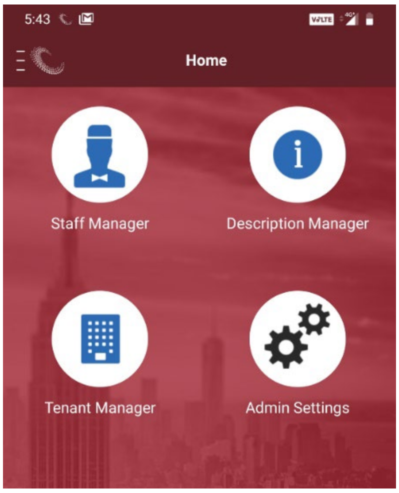
2. Tap the required job descriptions within multiple categories to make them visible to tenants.
3. Select **Save Changes** at the bottom.

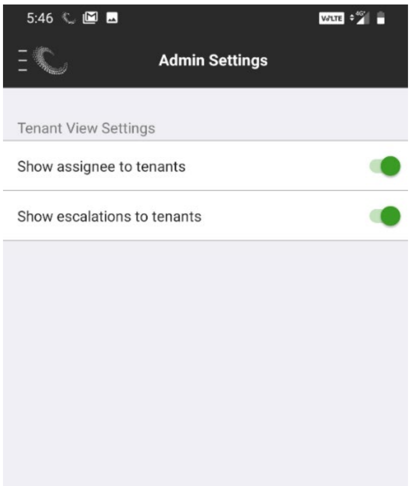


Admin settings

Property admins can enable tenants to view:

- Assignee name
- Escalations





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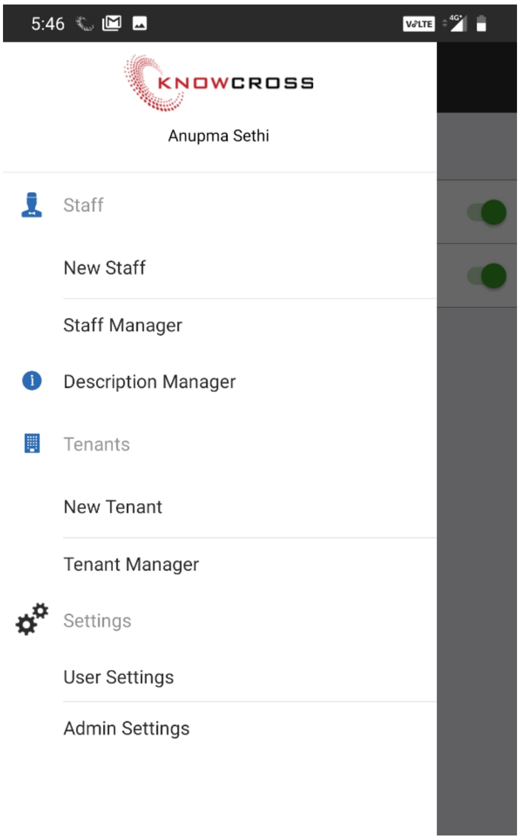
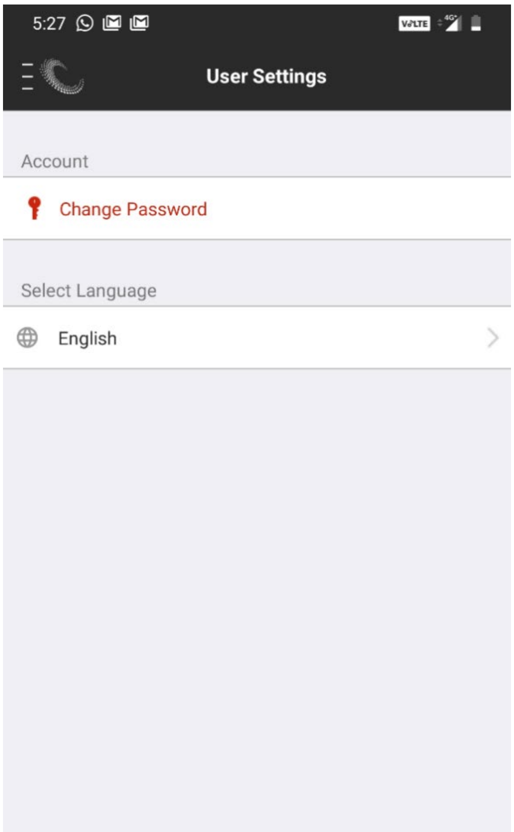
All the above options are also available in the side pane, which can be accessed by tapping the menu button in the upper-left corner of the screen.





User Settings

Change the password or language (if applicable) by tapping **User Settings** in the side pane. This option is available for all types of Tenant users.

Note: Property admins can only be created by Unifocus.

Tenant Admin

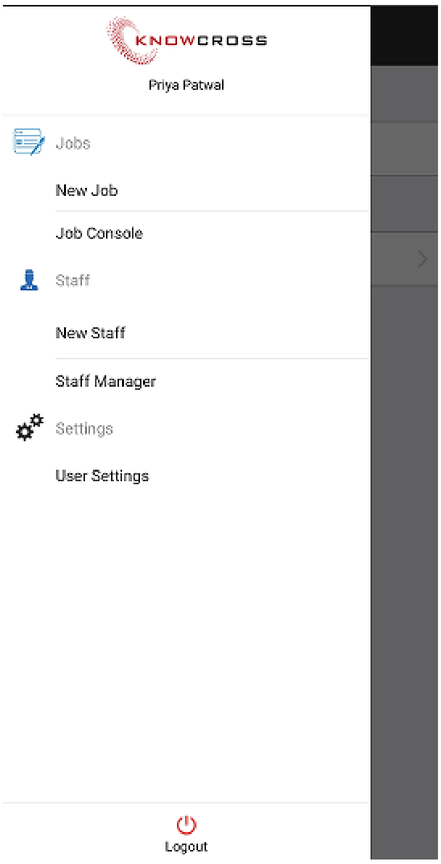
As a Tenant Admin, one can:

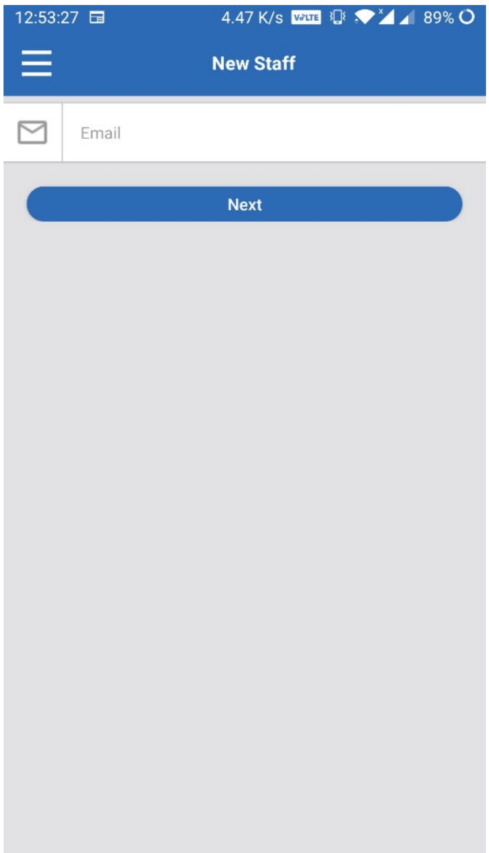
- Create more users within their organization.
- Report and track jobs via the app.

Creating a new user

1. Log in to the app using your credentials.

   The landing screen is the Job Console.
2. Tap the menu in the upper-left corner of the screen.
3. Tap **New Staff**.

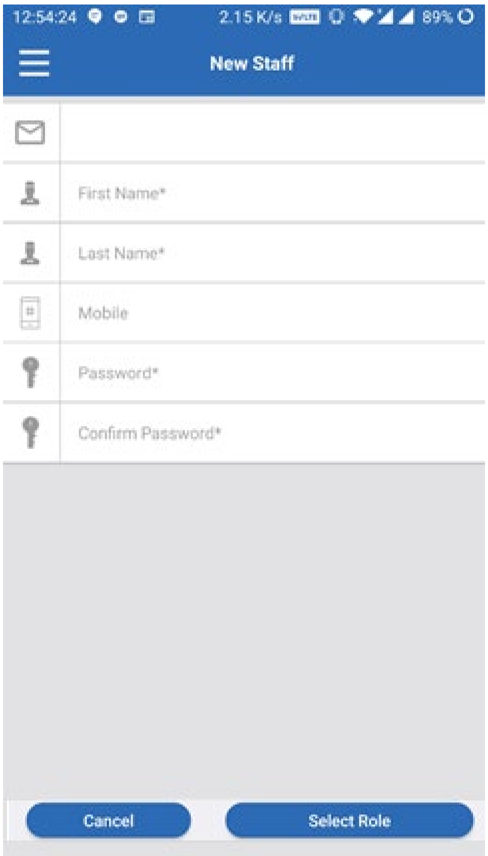


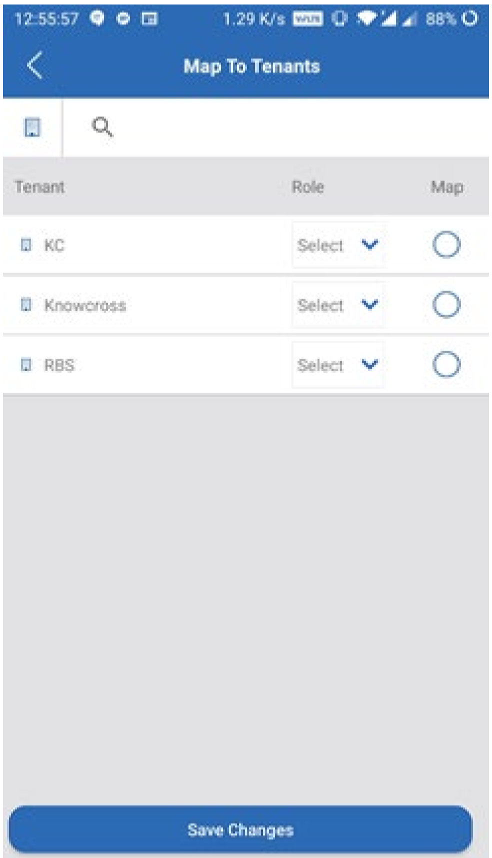


4. Enter the email ID in the **Email** field and select **Next**.
5. Enter details as required (* indicates that this field is mandatory).

> **Note:** The password must be between 4 to 16 alphanumeric characters.

6. Tap **Select Role**.



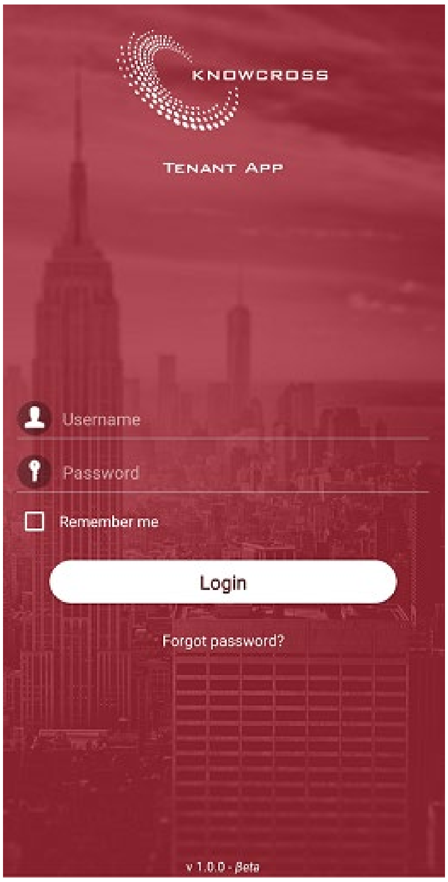


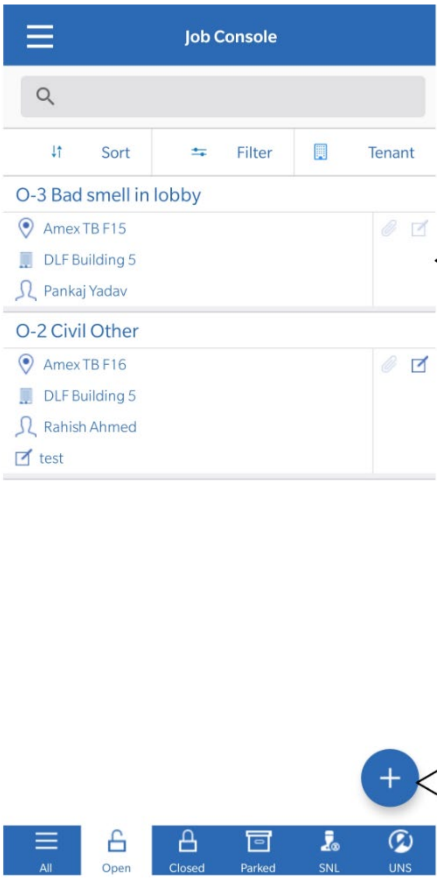
7. Select role for the new user from the drop-down menu.
    - The *Admin* role allows a user to create more users as well as log and track jobs.
    - The *User* role allows a user to only log and track jobs.
8. Tap **Save Changes**.

Tenant User

- Open the app and log in using the credentials provided by your Tenant Admin/DLF Management.

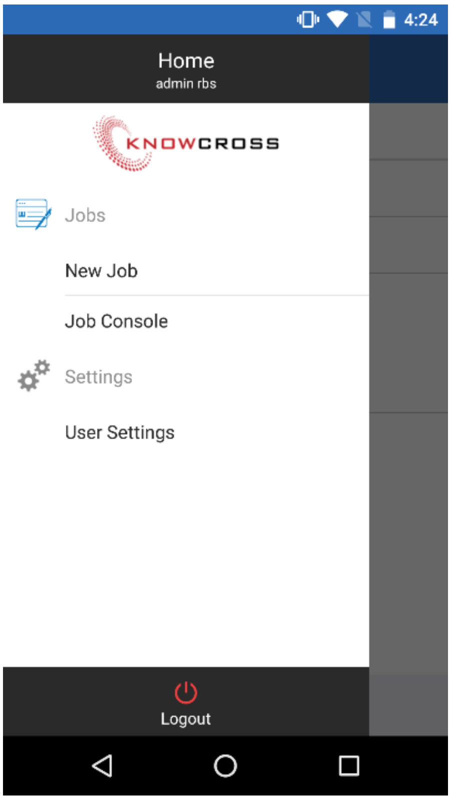
  The Job Console screen appears. All jobs for the tenant can be tracked on this screen.

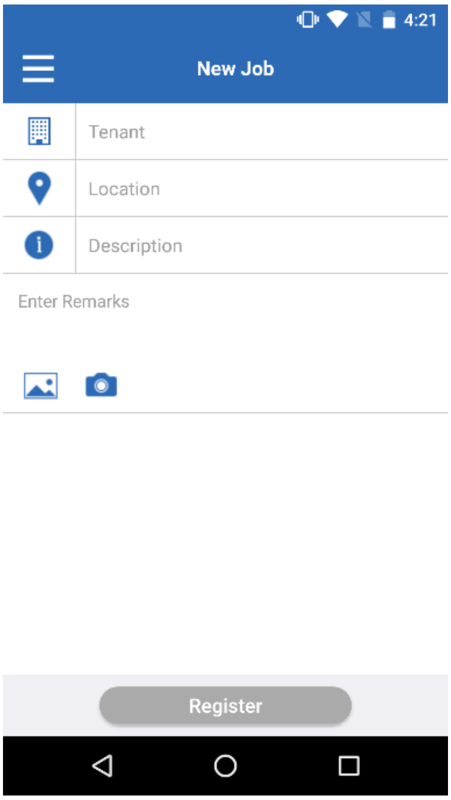




Logging a Job

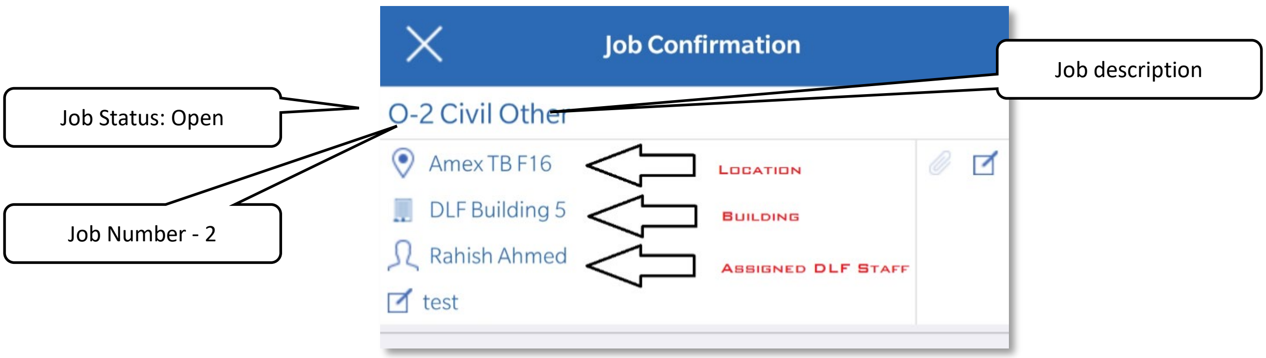
1. Tap the menu in the upper-left corner of the screen or swipe right on the screen.
2. In the **Jobs** menu, select **New Job**.



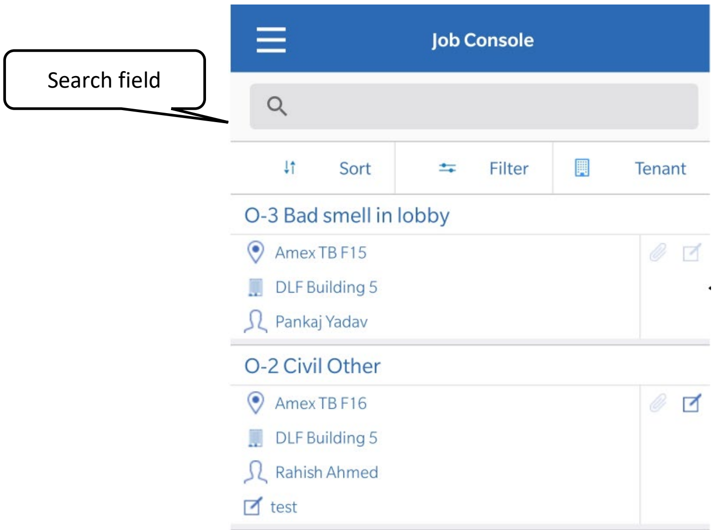


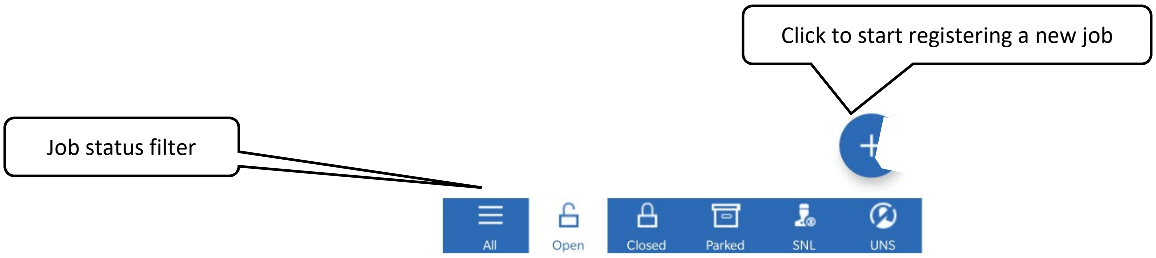
3. Pick your organization's name in the **Tenant Field**.
4. From the **Choose the location** drop-down list, select the location where the job is required to be completed.
5. In the **Description** field, choose the type of service request.
6. You may also add some remarks/details about the job or select a picture or attach images from your phone.
7. Tap the **Register** button.

   A confirmation message pops up as shown below:



8. Once the job is registered, you can track the job status in Job Console.


Search field
Job Console
Sort
Filter
Tenant
O-3 Bad smell in lobby
Amex TB F15
DLF Building 5
Pankaj Yadav
O-2 Civil Other
Amex TB F16
DLF Building 5
Rahish Ahmed
test


Click to start registering a new job
Job status filter
All
Open
Closed
Parked
SNL
UNS