959@FM Mobile App User Guide

FACILITIES MANAGEMENT

JUNE 22

VERSION 1.0

Contents

Login Page

What is KAUST Login?

KAUST Login page allows users who are members of KAUST and have access to the KAUST employee login credentials.

Enter your employee Username

Enter your employee Password
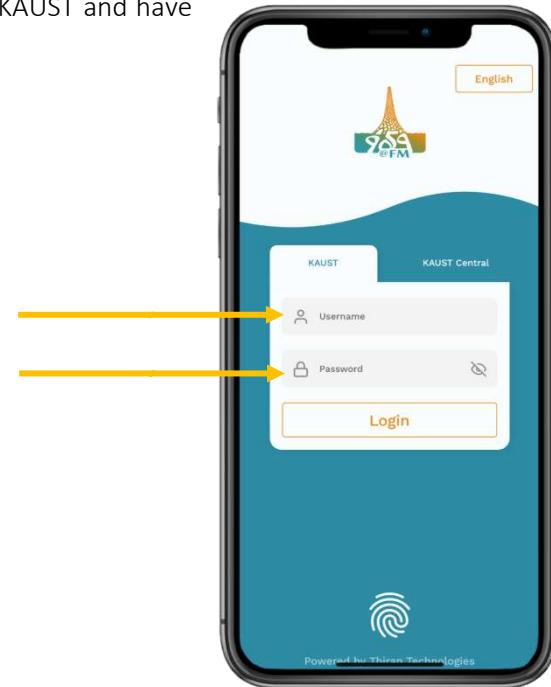
What is KAUSTCentral Login?

KAUSTCentral Login page is for both the Dependent and Guest Users. Dependent users are users who are having a KAUST ID assigned under Sponsor/Primary Employee and are not working at KAUST. Guest Users are users who are visitor to the KAUST and have been assigned the visitor ID.

Enter your Password

Enter your email or ID
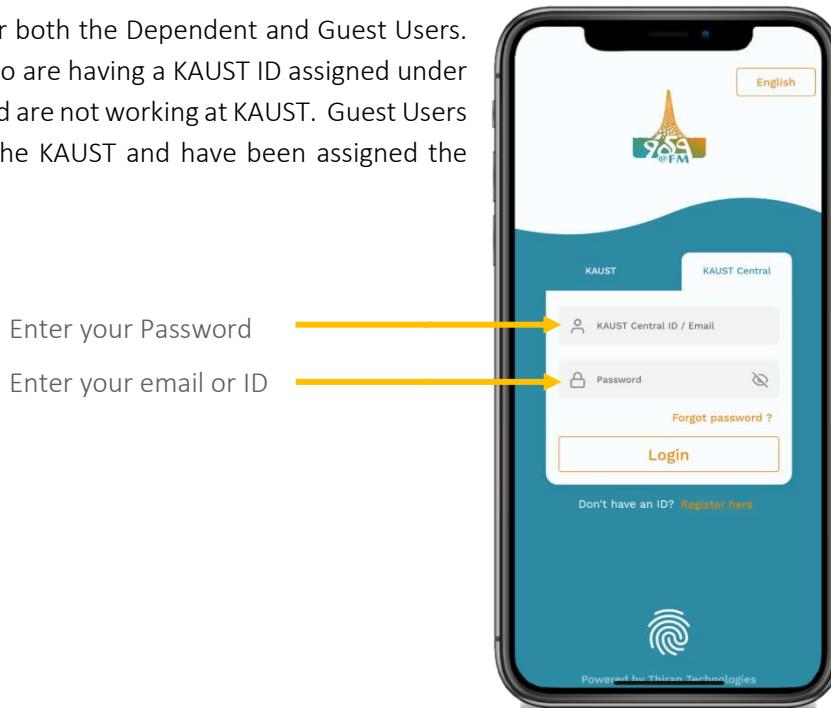
What is the difference between KAUST Login, and KAUSTCentral?

KAUST Login is used for users who have access to the KAUST employee credentials.

KAUSTCentral Login is used for users who are having a KAUST ID assigned under Sponsor/Primary Employee and are not working at KAUST, and visitors who have been assigned the visitor ID.

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How to Register in KAUSTCentral?

1. Click the 'Register here' button below KAUSTCentral
2. Enter the following details
3. Full name
   a. KAUST ID – Optional
   b. Email ID
   c. Mobile number
   d. Password
   e. Confirm Password
4. Click the register button
5. A bar will pop up to ask you to open your email app
6. Click the link in your email box , and It will activate your account
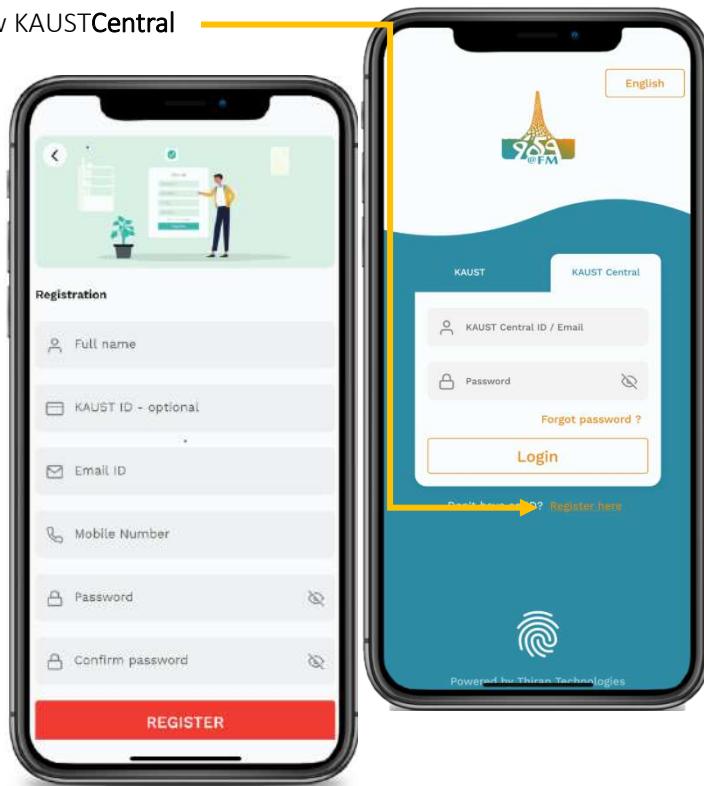
How to change my password?

1. Click the KAUST Central tab on the login page
2. Click the Forget Password button
3. Bottom sheet will pop up to enter the registered Email ID
4. Enter the registered email address and click the send button
5. An email will be sent to you with a link
6. Open the email, then tap on the 'Click here' link
7. In the Enter Password field, enter your new password, and in the Confirm New Password field re-enter your new password
8. Tap "Submit" button
9. Now you can Login with your new password

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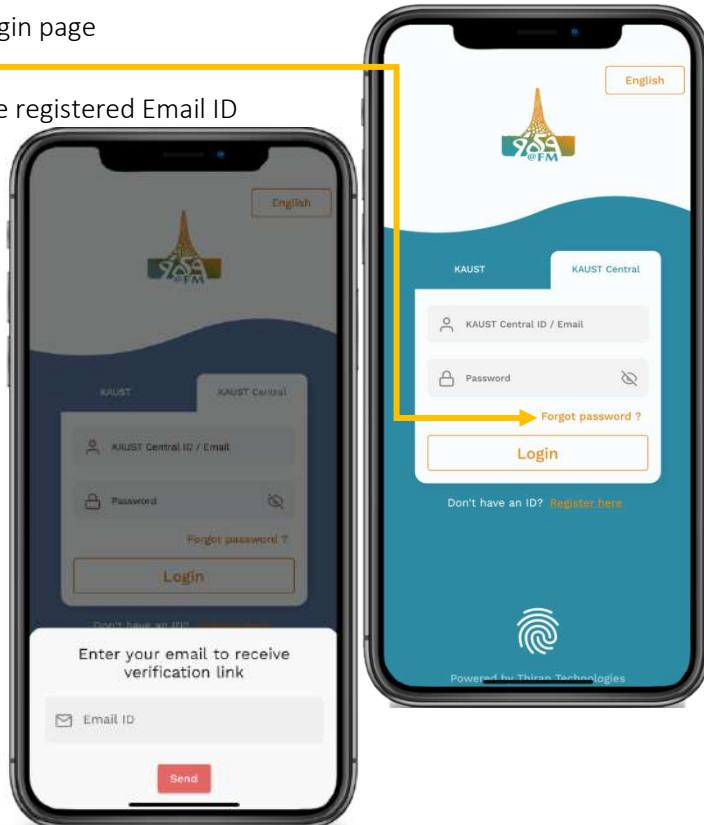
How to change the application language in the login page?

1. Click on the Language changing option on the top right corner (Initially English is selected as a default language)
2. You should be able to see the options for selecting the preferred language
3. Select your preferred language
4. The language of the app will be changed accordingly based on the selection
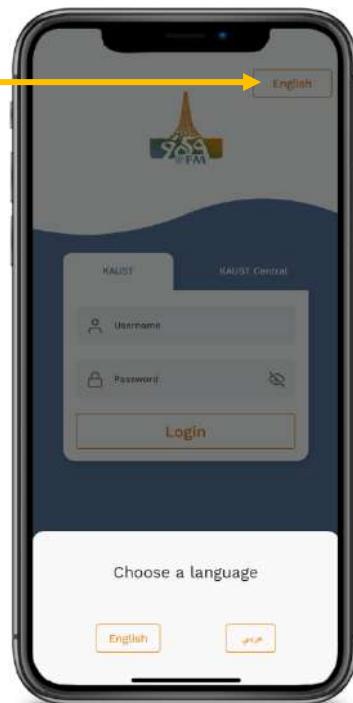
Home Page

How to Create a New Request?

1. Depending on the service you want, tap on Facilities or Paid Services
2. Choose a service that you'd like to request and tap on it.

Facilities Services

Paid Services
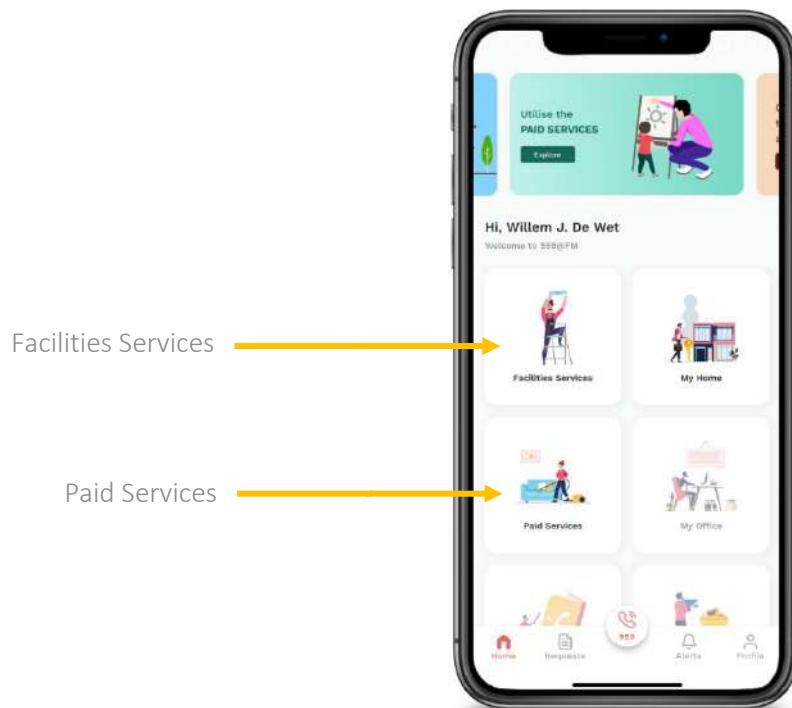
3. If the request already exists, a new box will pop up to inform you that this request already exists
4. You can either view the previous requests or click the 'Yes, create new request' button to create a new request

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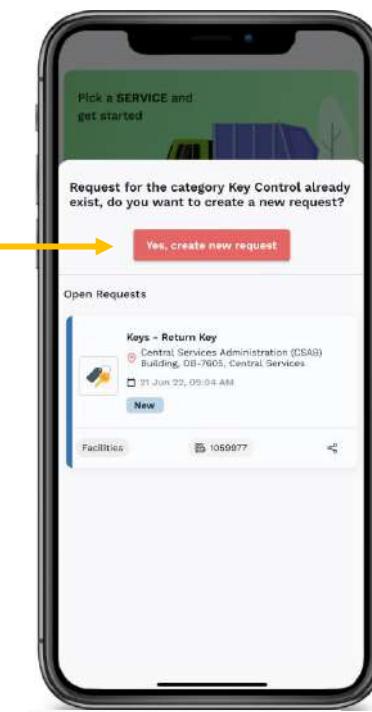
5. Facilities Services:

Enter the following details*:*
   a. Select Location
   b. Select Service Category
   c. Select Service Type
   d. Select Required Service
   e. Enter an Additional Details (If Necessary)
   f. Add Attachments (If Necessary)
   g. Tap on Submit

Note: You can view your request in the Requests Page.
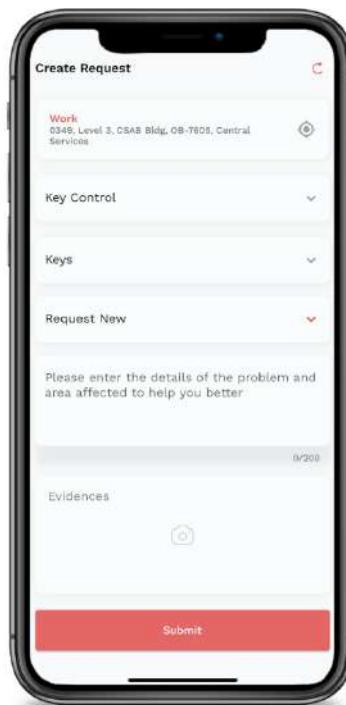
6. Paid Services:

Enter the following details*:*
   a. Select Location
   b. Select Service Category
   c. Enter an Additional Details
   d. Add Attachments (If Necessary)
   e. Tap on Submit

Note: You can view your request in the Requests Page.

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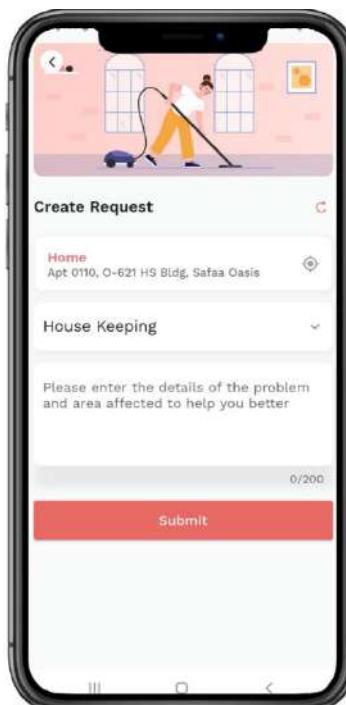
How to Use Google Lens?

Google lens is used to identify an object and gives almost the exact description.

1. Tap on the lens icon above the services page.
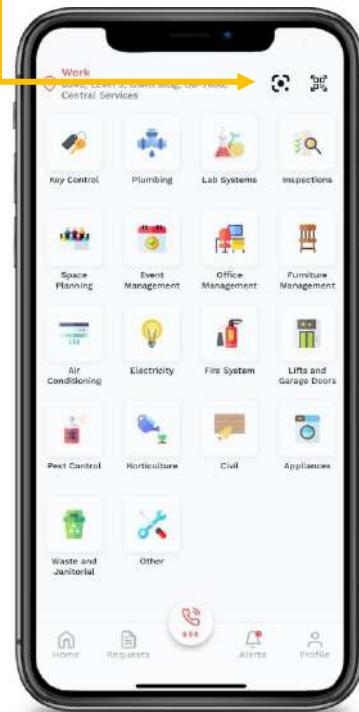
2. Point at the object that you want to identify and click a picture. It will automatically give you suggestions based on the object.

3. Once you select the object name, you will be redirected to create a new request page.

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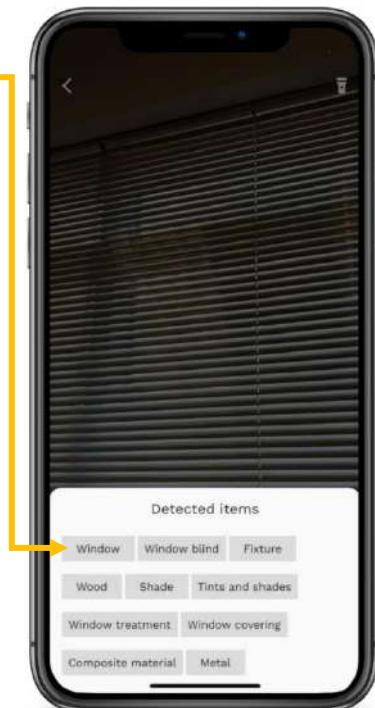
4. Enter the following details:
    a. Select Location
    b. Select Service Category
    c. Select Service Type
    d. Select Required Service
    e. Enter an Additional Details (If Necessary)
    f. Add Attachments (If Necessary)
5. Tap on Submit

**Note:** You can view your request in the Requests Page.
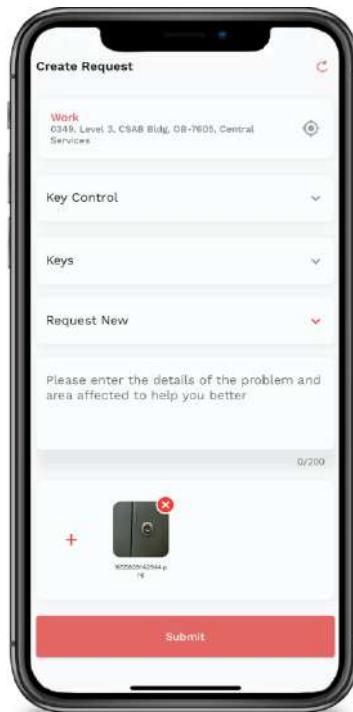
What is My Home?

A feature that allow you to view information that are related to your home; such as total number of assets, energy consumptions, open requests, active complaints etc.

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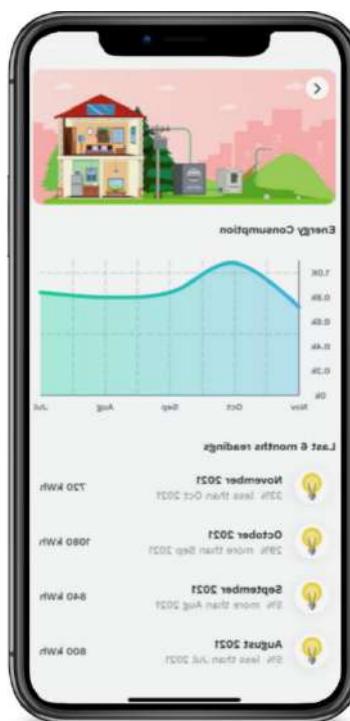
Requests Page

How to View Your Requests?

From Home tap on Requests and your requests will be displayed on that page

How to Search For Requests?

1. Tap the requests tab in the bottom navigation bar
2. Tap the search icon on the top right corner of the screen
3. Search with a request number, or description

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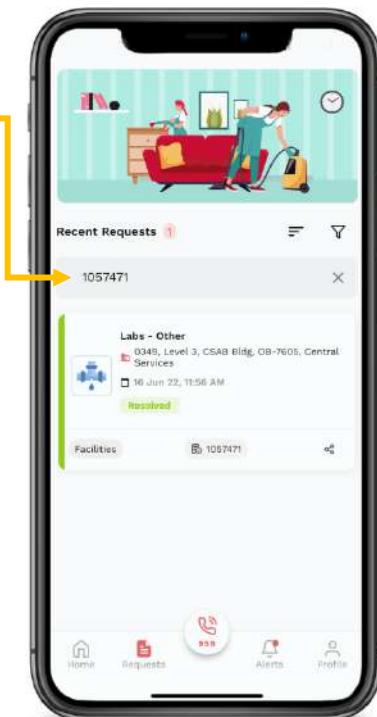
How to Share a Request?

1. Tap the Requests tab in the bottom navigation bar
2. Tap any Service Request card and it will navigate you to the detail page
3. Tap the share icon on the top right corner of the page
4. Users can also share the request on the list by tapping the share icon on the bottom right corner of the request
5. Share the request with any of the compatible apps
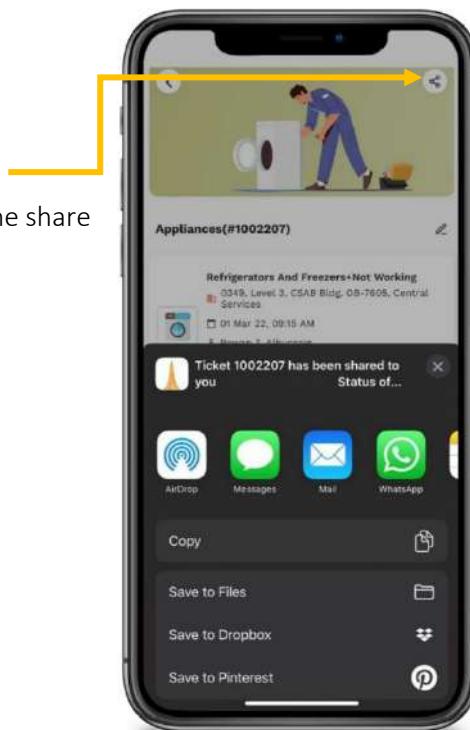
How to edit a request?

1. Tap the Requests tab in the bottom navigation bar
2. Tap on the request with a NEW status
3. Tap the Edit icon in the top right corner of the page
4. Edit the required fields for the selected request
5. Tap the update button once the data is updated
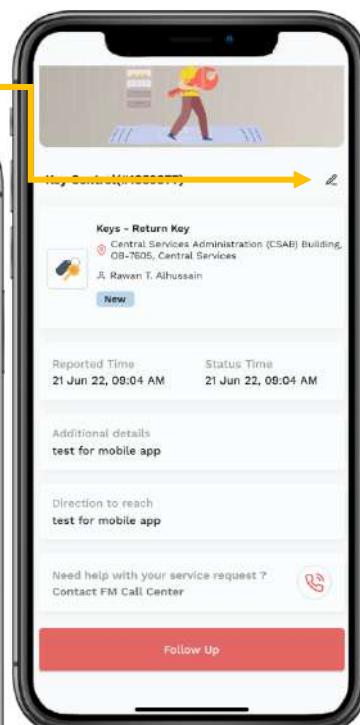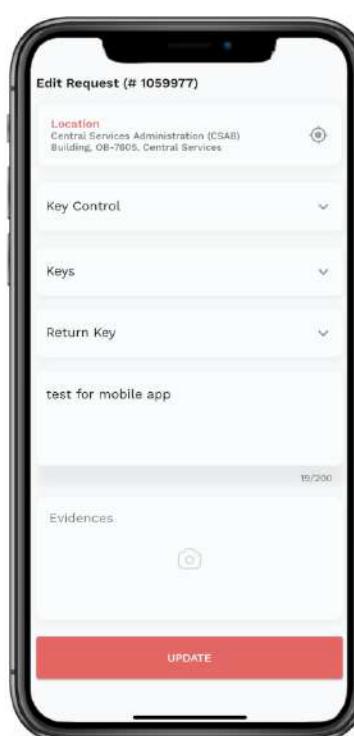
How to Follow Up on a Request?

1. Tap the Requests tab in the bottom navigation bar
2. Tap any active request and it will navigate you to the detail page of the request
3. Tap the Follow-up button at the bottom of the page
4. Enter the appropriate details in the description to follow up
5. Click Follow up button

You can see the follow up logs in the work-log option in the request detail page
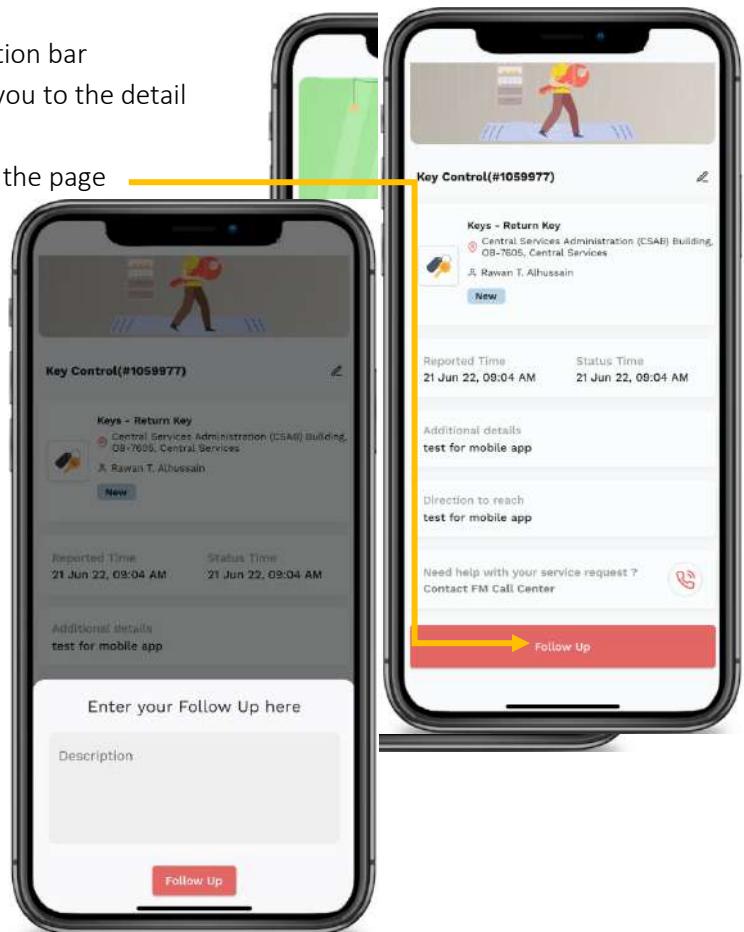
How to Reopen a Request?

1. Tap the Requests tab in the bottom navigation bar
2. Tap on any request with "Resolved" status, and it will navigate you to the detail page of the request
3. Tap on the Reopen button at the bottom of the page
4. Enter the reason for reopening the request
5. Click Reopen button

You can only reopen resolved request within 48 hours of its completion

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Notifications Page Where Can I View My Notifications?

From Home, tap the alert tab in the bottom navigation bar
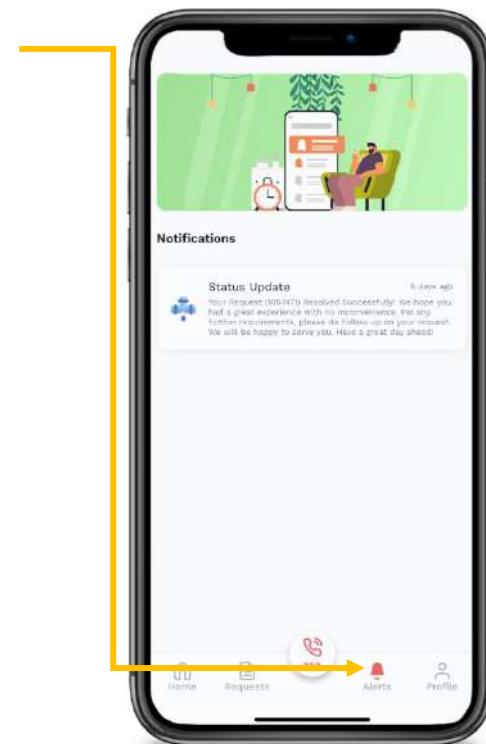

How to turn on/off Notifications?

From Home, tap the profile tab in the bottom navigation bar. In Profile there will be an option called Notifications, tap on the switch button to enable or disable notifications.
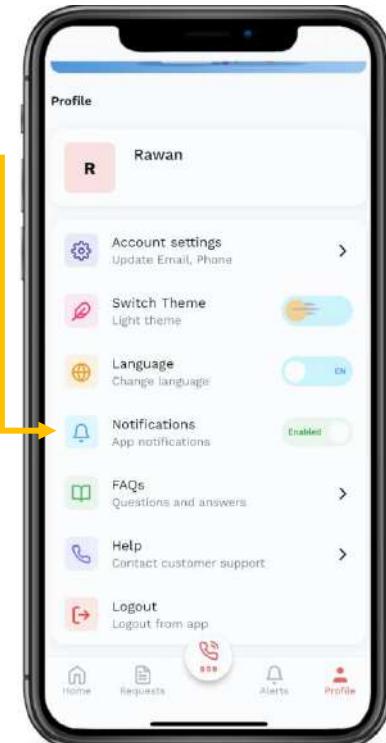
Profile Page

How to View My Profile?

From Home, tap the profile tab in the bottom navigation bar. You will be able to access and view your profile there.
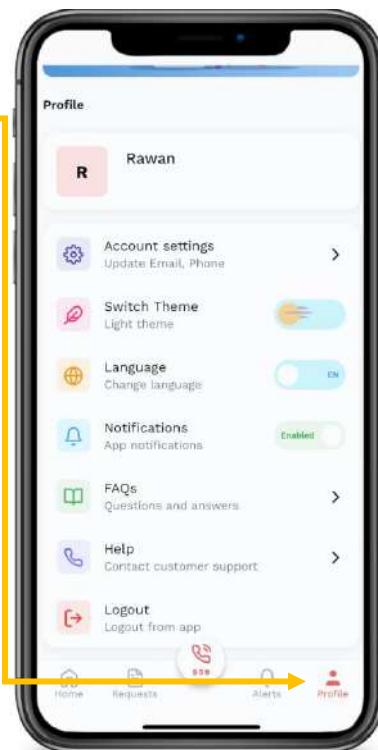
How to Update My Email and Phone Number for the KAUSTCentral Profile?

1. From Home, tap the profile tab in the bottom navigation bar.
2. Tap on Account Settings.
3. In account settings, tap on update email or phone number.
4. Add the new email or phone number, and tap on Update.

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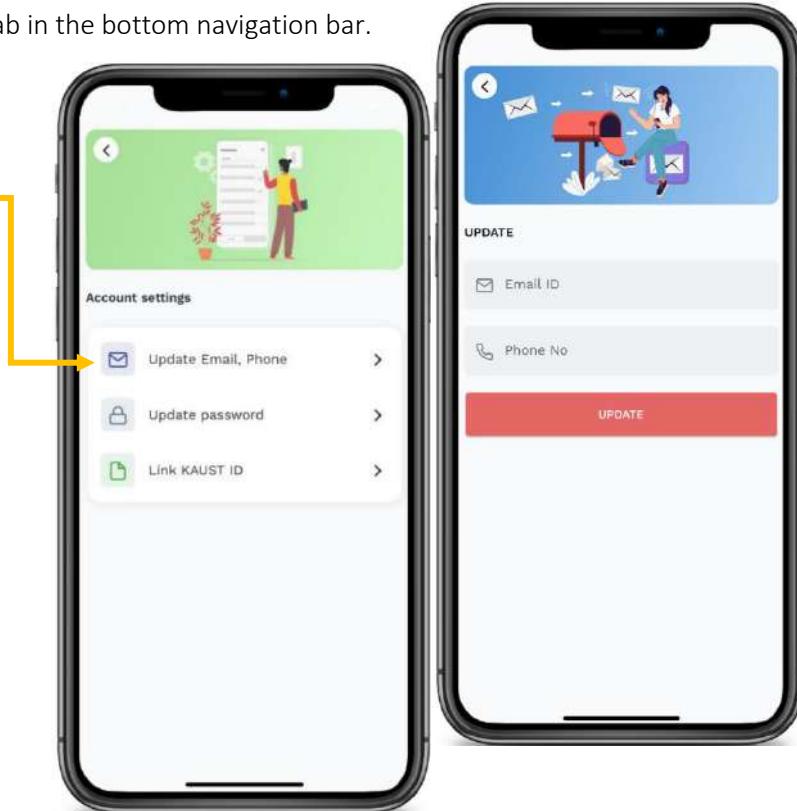
How to Update My Password for the KAUSTCentral Profile?

1. From Home, tap the profile tab in the bottom navigation bar.
2. Tap on Account Settings.
3. In account settings, tap on Update Password.
4. Enter the new password and tap on Update.
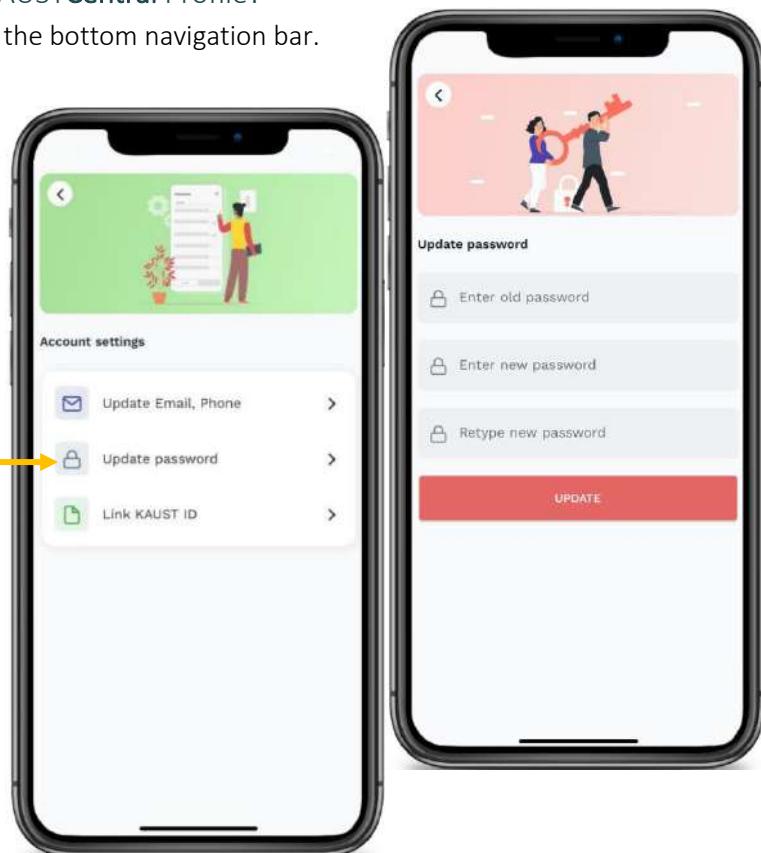
How to Link my KAUST ID for the KAUSTCentral Profile?

1. From Home, tap the profile tab in the bottom navigation bar.
2. Tap on Account Settings.
3. In account settings, tap on Link KAUST ID.
4. Enter your KAUST ID, and tap on Link.

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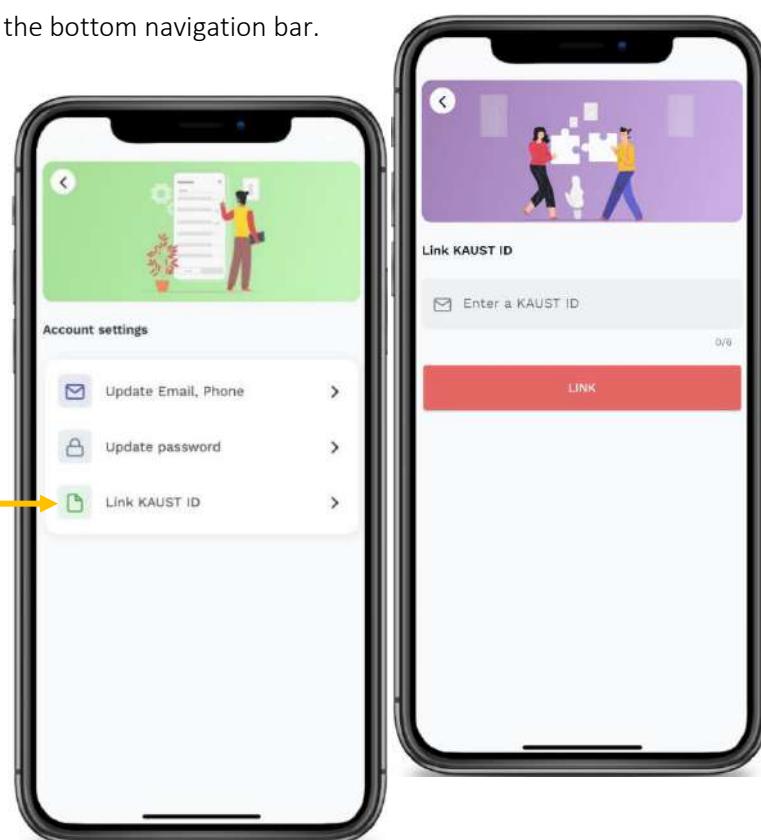
What is Switch Theme?

It is a theme that allows you to switch between dark mode and light mode. It maintains either dark or light tone throughout the app. Tap on the switch button to enable or disable Dark Mode.
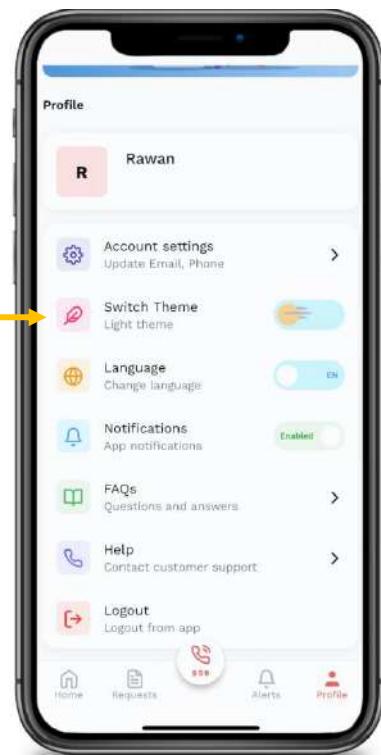
How to Change the Language?

From Home, tap the profile tab in the bottom navigation bar. In Profileو there will be an option called "Language" where you can select your preferred language.

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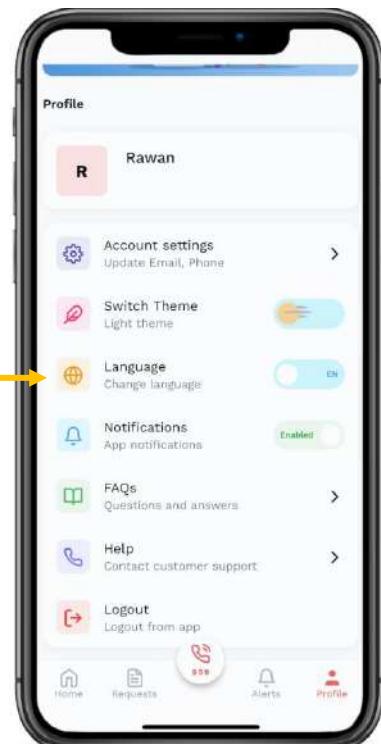
How to File a Complaint?

1. From Home, tap the profile tab in the bottom navigation bar.
2. Tap the Help option and it will be navigated to the help page
3. Tap on Complaint and it will be navigated to the complaint create page
4. Enter the details below
   a. Enter the descriptions
   b. Select the complaint type
   c. User can select the request if the complaint type "Service Issue" is selected
   d. Add the attachments (If necessary)
   e. Tap on submit
5. You can also clear the data using the clear button on the top right corner and it will clear all the data except for the location
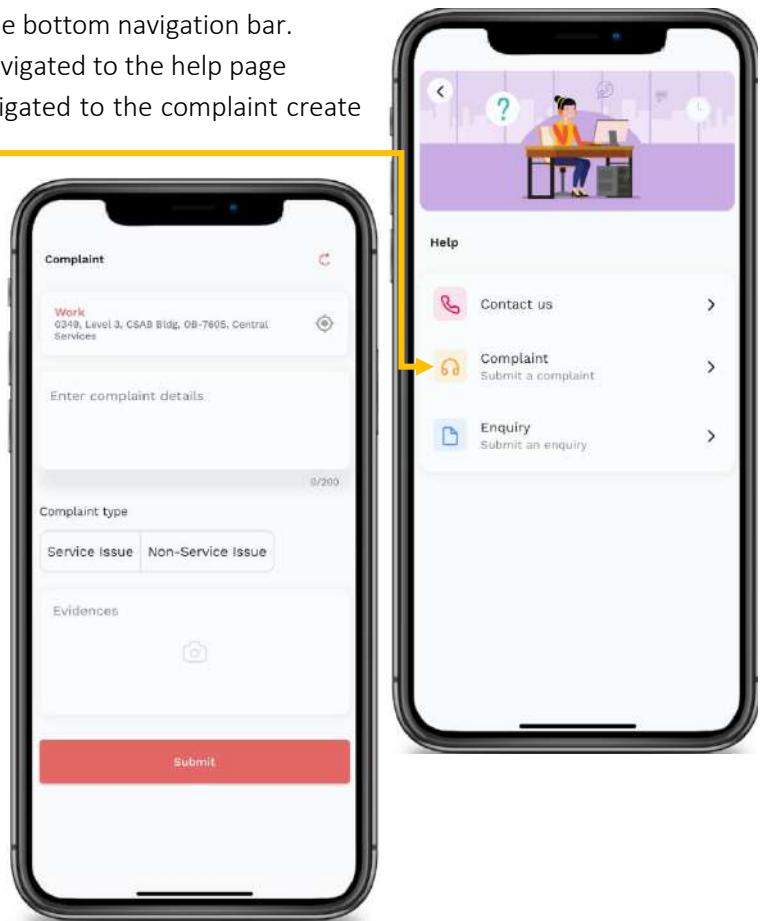
How to Submit an Enquiry?

1. From Home, tap the profile tab in the bottom navigation bar.
2. Tap the Help option and it will be navigated to the help page
3. Tap on Enquiries and it will be navigated to the enquiry create page.
4. Enter the details below
   a. Enter the message
   b. Select the enquiries type
   c. Tap on submit
5. You can also clear the data using the clear button on the top right corner and it will clear all the data except for the location
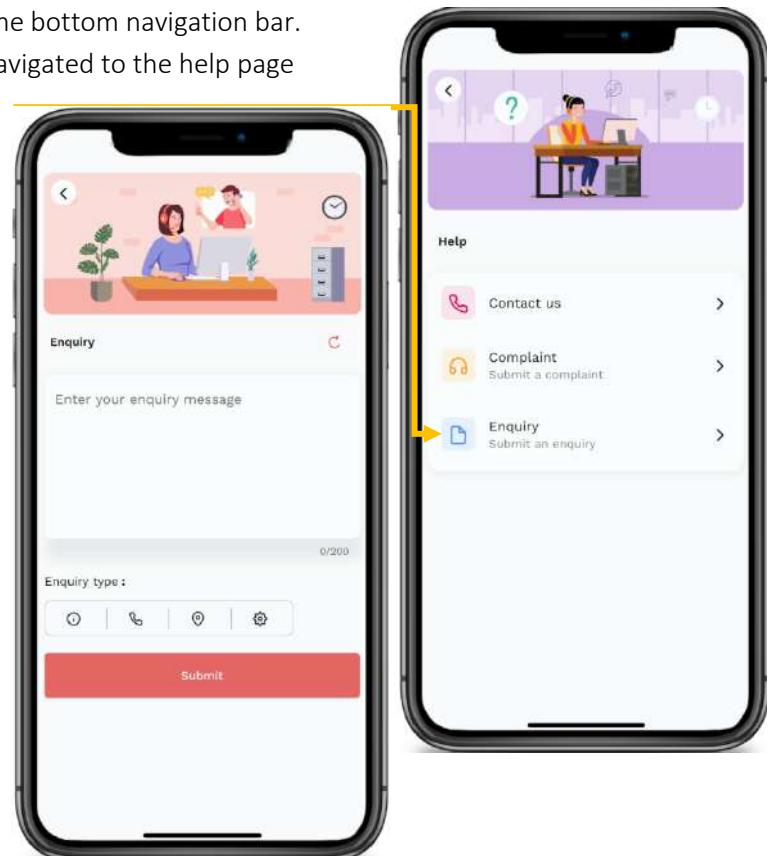
How to Logout?

1. From Home, tap the profile tab in the bottom navigation bar.
2. Tap the logout option and it will show the Logout box.
3. Click logout (A pop up will arrive saying "Are you sure you want to logout now" tap on yes if you want to logout).
4.