FACILTYOPS USER MANUAL

(Staff Guide)

1. Introduction

a. What is FacilityOps?

FacilityOps is your one-stop solution for managing and booking facilities efficiently. This system allows staff members to easily browse available facilities, make bookings, and manage their reservations online.

b. Who Can Use This System?

This manual is designed for staff members who need to book facilities for meetings, events, or other official purposes.

System Requirements

- Modern web browser (Chrome, Firefox, Safari, Edge)

- Internet connection

- Valid staff credentials (NRIC, Staff ID, Email)

2. Getting started

Before you can start booking facilities, you need to:

1. Register for an account (first-time users)

2. Login to the system

3. Familiarize yourself with the dashboard

3. Registration

First-Time Registration Process
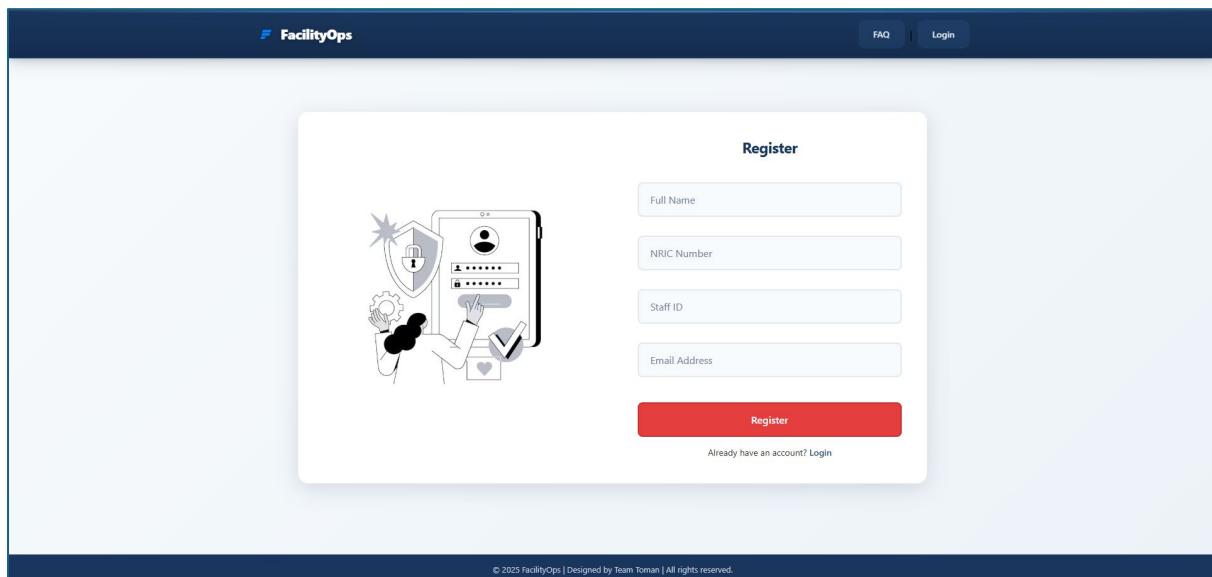
Step 1: Access the Registration Page

- Go to the FacilityOps website

- Click on the **"Register"** button (top right corner)

Step 2: Fill in Your Details

Complete the registration form with the following information:

1. **Full Name**

    o Enter your complete name as per official records

2. **NRIC Number**

    o Enter your NRIC number without dashes

    o Example: 991205-11-1234

3. **Staff ID**

    o Enter your official staff ID number

    o Check with HR if you're unsure of your Staff ID

4. **Email Address**

    o Use your official email address

    o This will be used for booking confirmations and notifications

Step 3: Submit Registration

- Click the red **"Register"** button

- Wait for confirmation message

Important Notes:

⚠️ Make sure all information is accurate and matches your official records

⚠️ Keep your login credentials secure

⚠️ Use your official email address for all communications

4. Login

How to Login
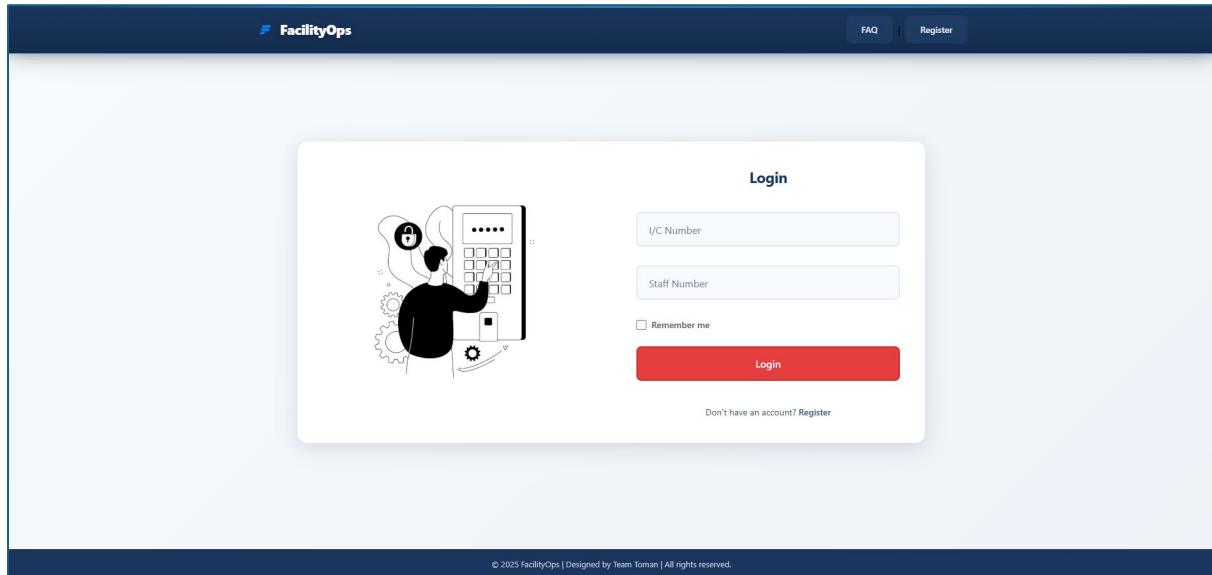
For Returning Users:

1. Go to FacilityOps homepage

2. Click **"Login"** button (top right corner)

3. Enter your credentials:

   o **I/C Number**: Enter your NRIC number (same as used during registration)

   o **Staff Number**: Enter your Staff ID

4. Optional: Check **"Remember me"** box to stay logged in on this device

5. Click the red **"Login"** button

Important Login Notes:

⚠️ Use your NRIC number (I/C Number) - NOT your email

⚠️ Both I/C Number and Staff Number are required to login

⚠️ Login credentials are case-sensitive for Staff Number

Don't Have an Account?

- Click on **"Register"** link at the bottom

- Or click **"Register"** button in the top navigation bar

5. Dashboard Overview

Understanding Your Homepage
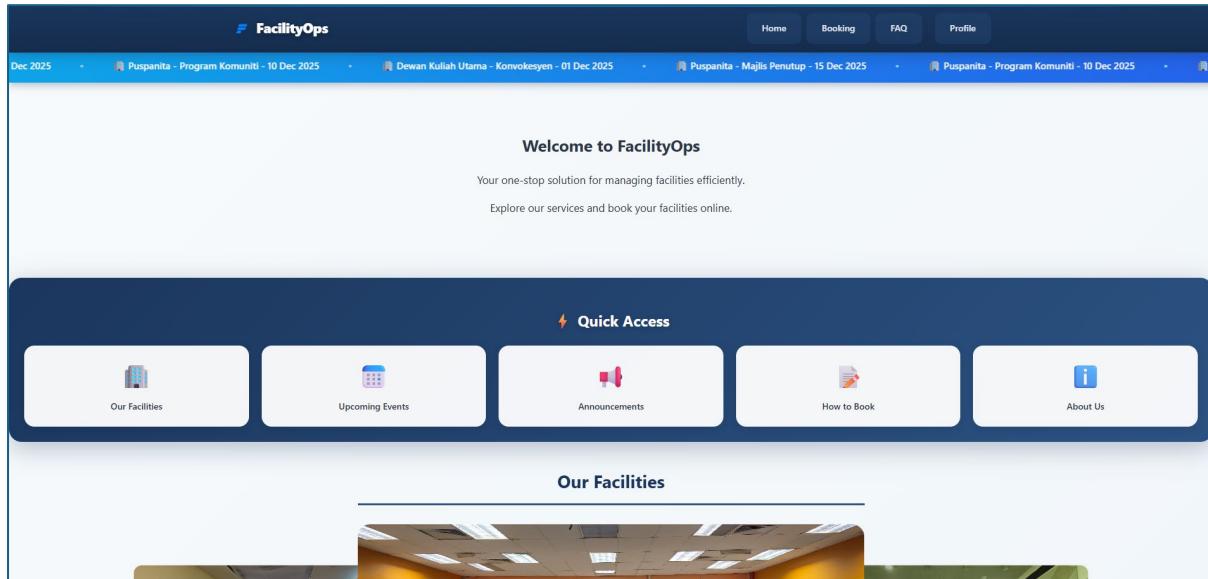
After successful login, you'll see the main dashboard with the following sections:

Top Navigation Bar

Located at the top right corner with four main menu options:

- **Home**: Return to main dashboard (you are here)

- **Booking**: Access booking features and make new reservations

- **FAQ**: Frequently asked questions and help section

- **Profile**: Manage your account settings and view your bookings

Quick Access Section

⚡ **Quick Access** - Five main feature cards for easy navigation:

1. 🟩 **Our Facilities**

2. 📅 **Upcoming Events**

3. 📢 **Announcements**

4. 📝 **How to Book**

5. ℹ️ **About Us**

Our Facilities Section
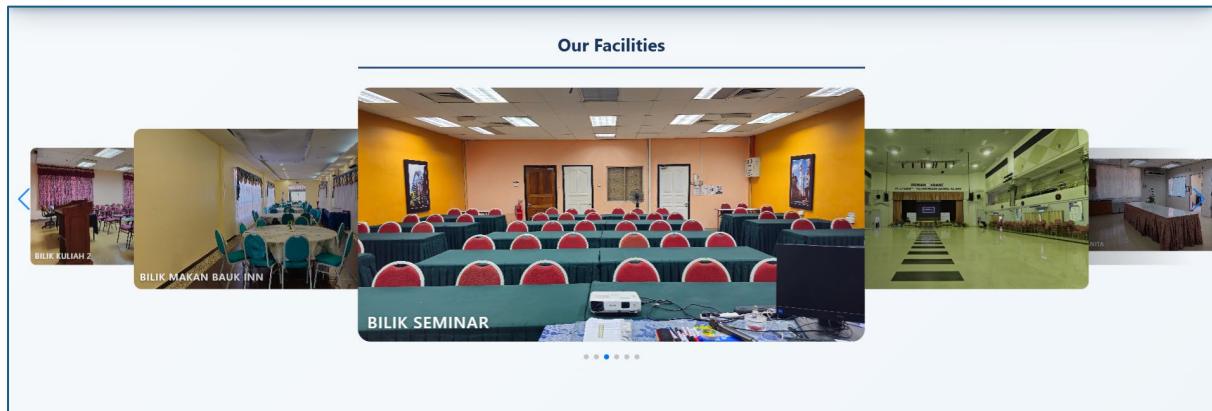
Located below Quick Access section:

- Visual gallery of available facilities with photos

- Each facility displayed as a card with image

- Click on any facility to view:

    o Complete details

    o High-resolution photos

Navigation Tips:

✅ Use **Quick Access** buttons for fastest navigation

✅ Check **Announcements** regularly for updates

✅ All main features are accessible from this dashboard

6. Booking Facilities

How to Make a Booking

The booking process in FacilityOps is simple and user-friendly. Follow these steps:

Step 1: Access Booking Page

- Click **"Booking"** from the top navigation menu

- You will be directed to the Facility Selection page

Step 2: Browse and Select Facilities
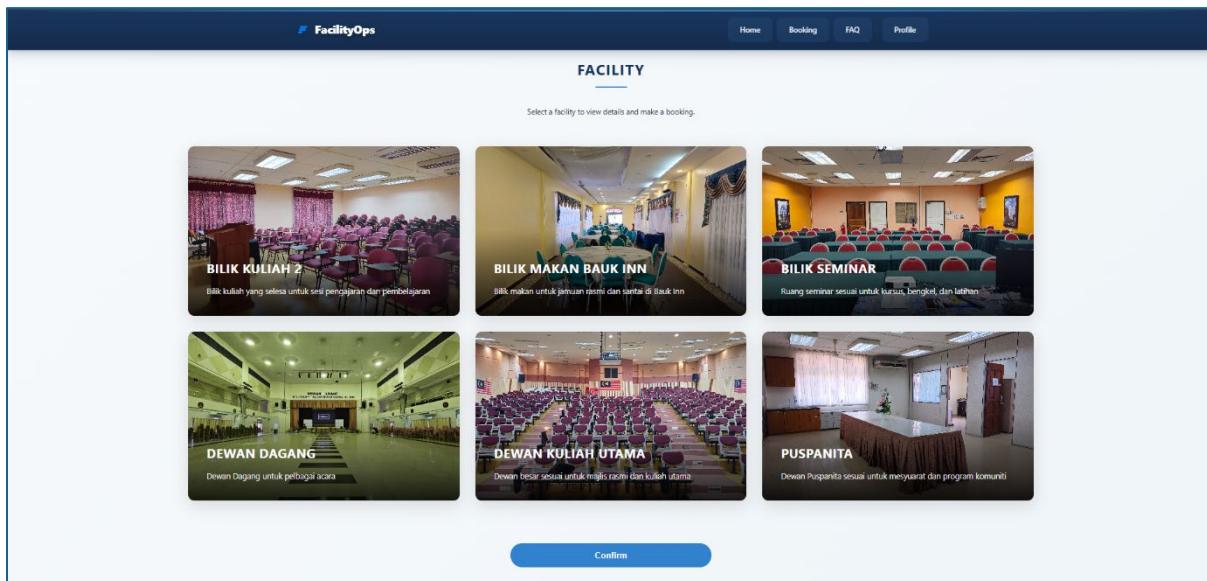
The Facility page displays all available facilities in a grid layout with photos.

How to Select:

- Browse through all facility options with photos

- Read the brief description under each facility name

- Click on ONE facility card to select it

- ⚠️ **IMPORTANT**: You can only select ONE facility at a time

- After selecting, click the blue **"Confirm"** button at the bottom

Step 3 : View Facility Details and Start Booking
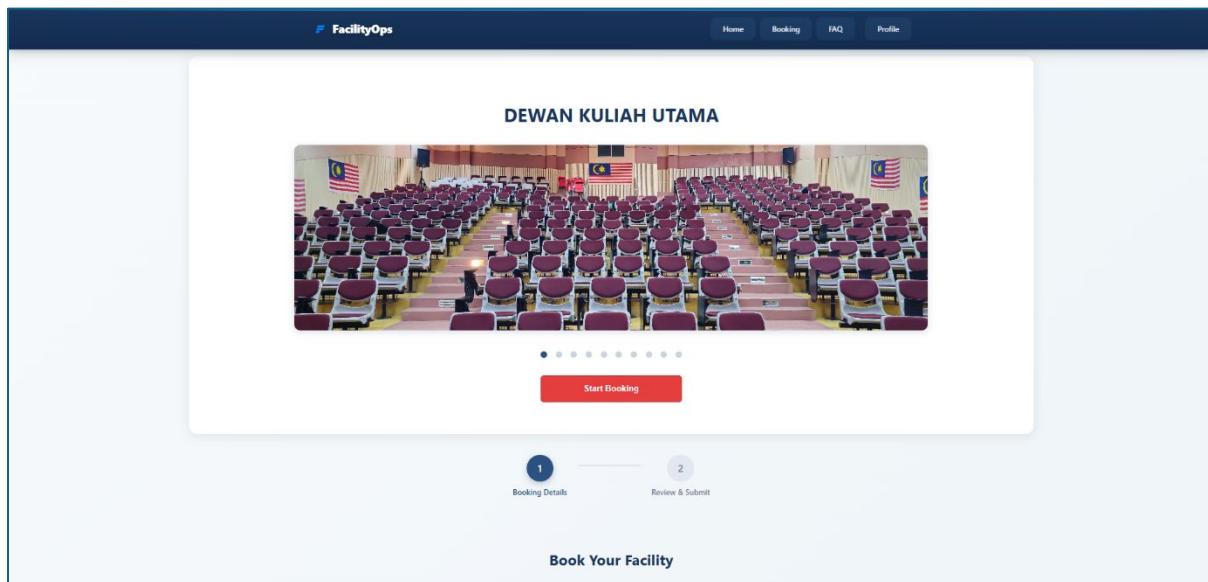
Step 4 : Fill Booking Form
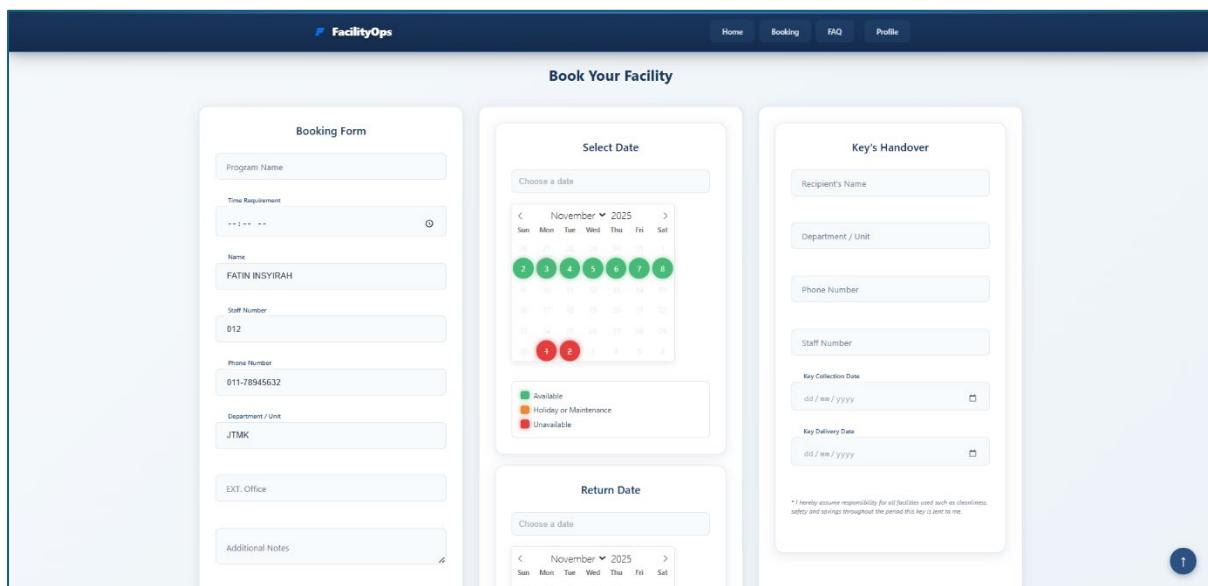
After Completing All Fields:

- Review all information carefully

- Ensure all required fields (marked with *) are filled

- Proceed to next step

Step 5: Review and Submit Booking

7. Managing Your Bookings

View Your Bookings
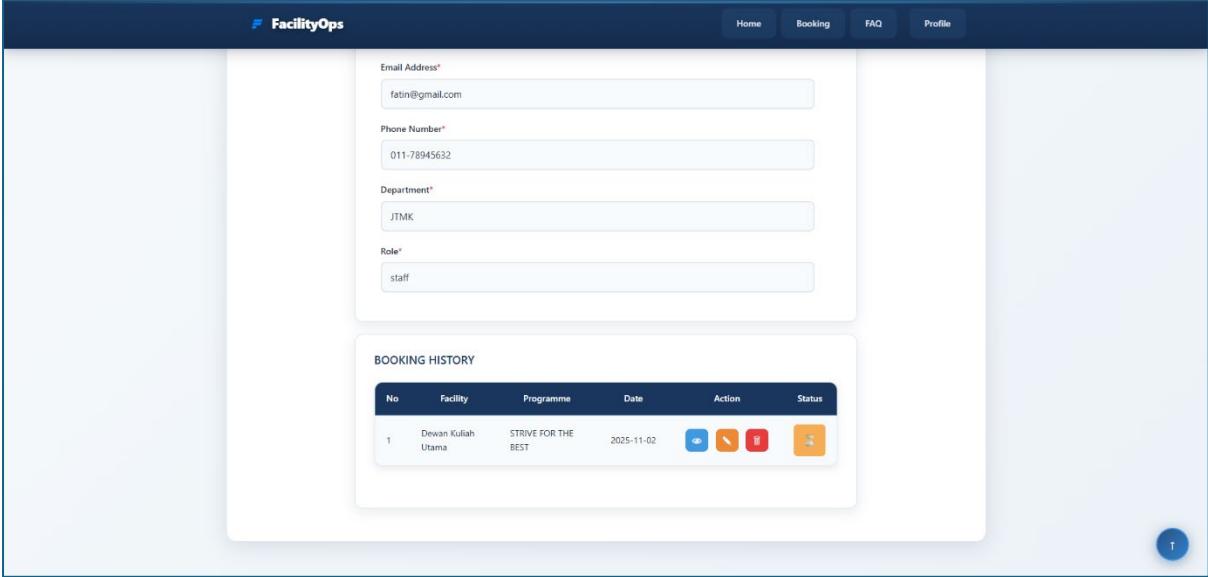
Access Your Booking History

1. Go to **"Profile"** or **"Booking History"** section

2. View list of all your booking

   o Past bookings
   o Pending approvals
   o Cancelled bookings