Global Asset Care

A Pioneer in Residential and Commercial Asset Management

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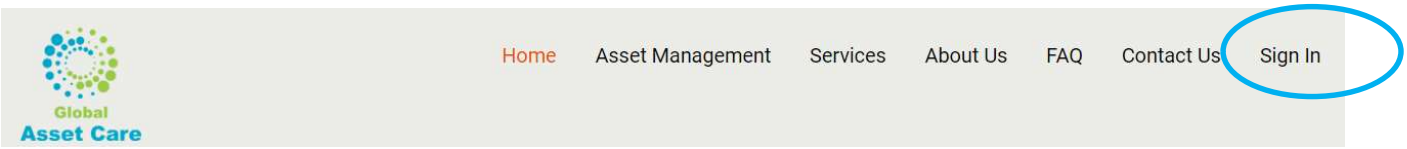
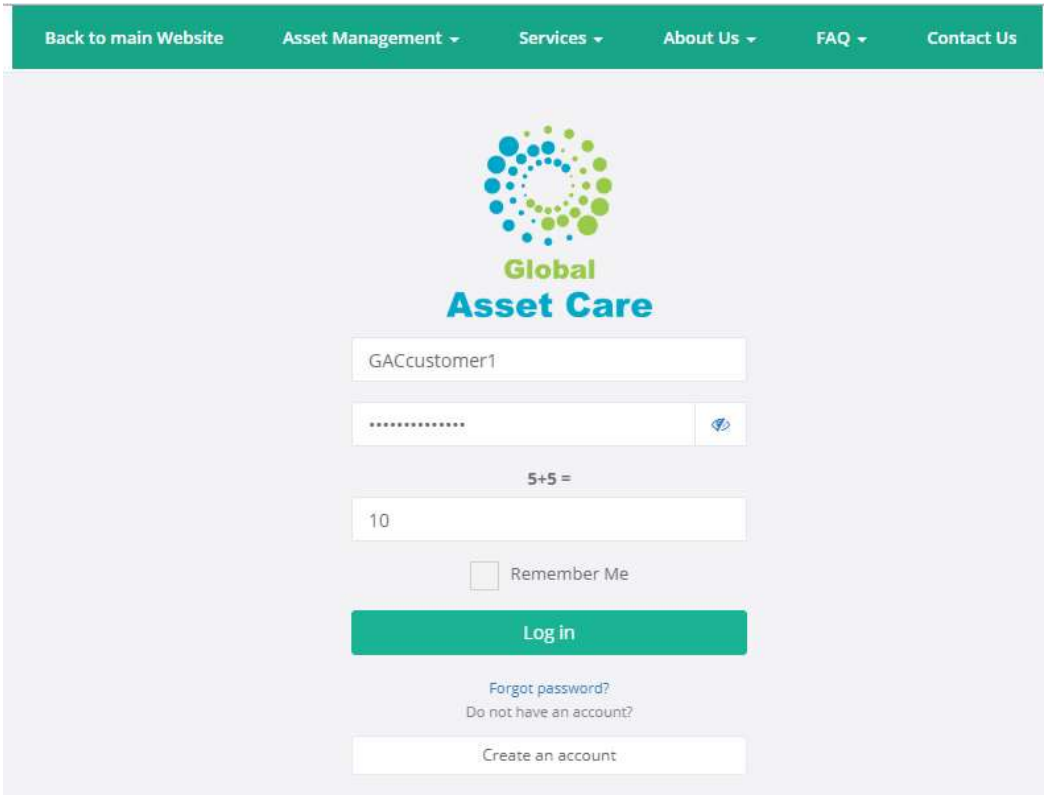
1 Account & Profile Creation

1.1 Account Creation

Clink Sign In icon at www.globalassetcare.com to create a new account



Follow step by step process to create your user name and password



For this manual below User name and Password is used as an example.

User Name: GACcustomer1

Password: Customer$test1

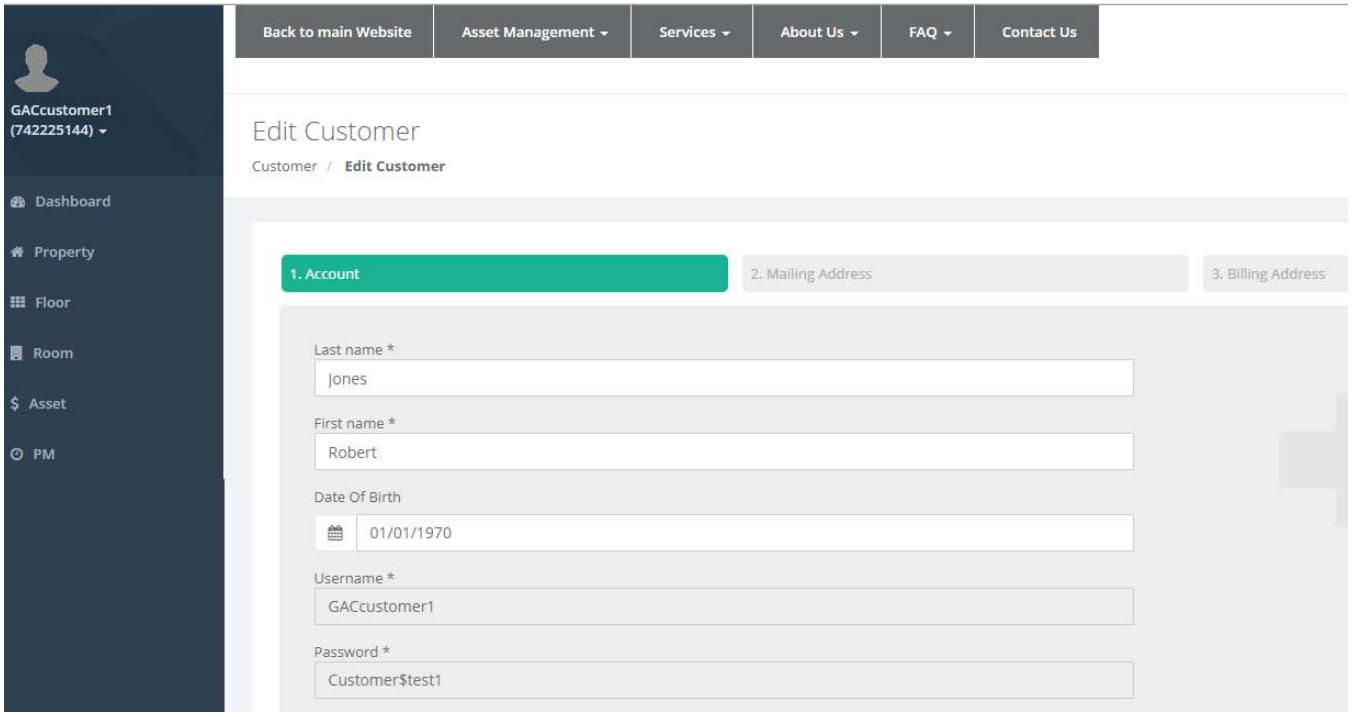
1.2 Profile Creation

Create your profile by entering

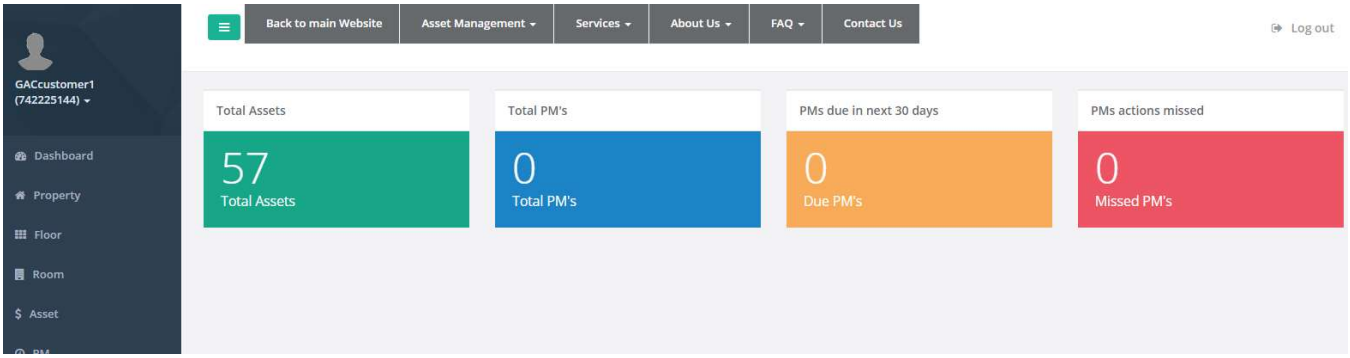
Account Information

Mailing Address

Billing Address



When profile creation is completed , the main screen will be like below



2 Property Structure

For example Mr. Robert Jones has two properties and he likes creates asset IDs using property structure.

Property 1 is a Bongalo, basement not developed. Property Name "Jones Vila". The property has 1 living room, 3 bed rooms, 1 kitchen, 2 washrooms

Property 2 is a two-story house, fully developed basement. Property Name "Moonlight"

Floor 1 has one living room, 1 kitchen, 1 washroom, 1 garage

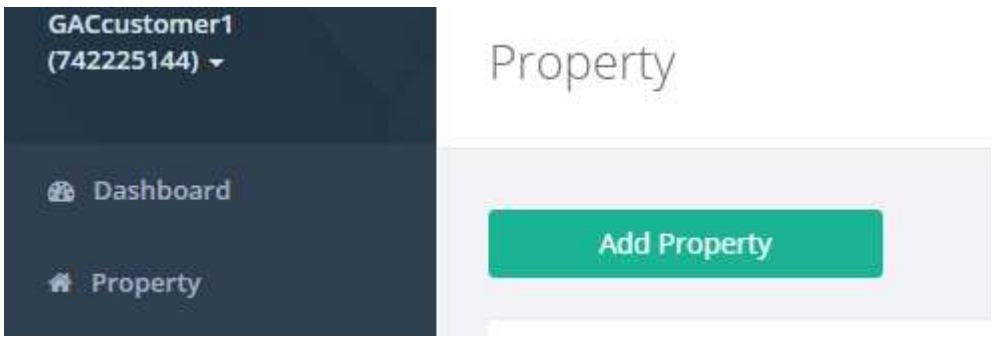
Floor 2 has 3 bedrooms, 2 washrooms, 1 bonus room,

Basement: 1 living room, 1 bedroom, 1 washroom

2.1 Property

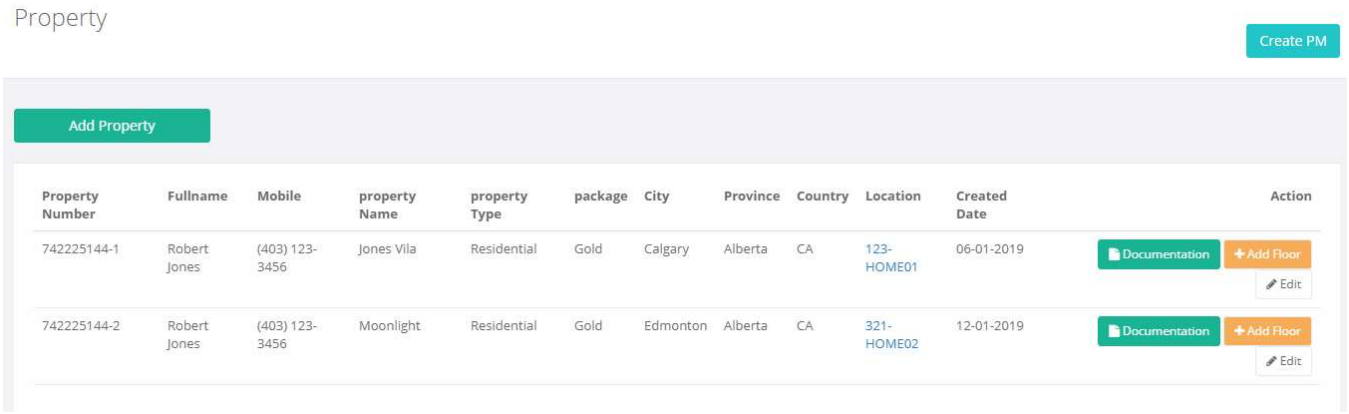
Enter property information for both property

Click on Property, the Add Property



Enter all required information

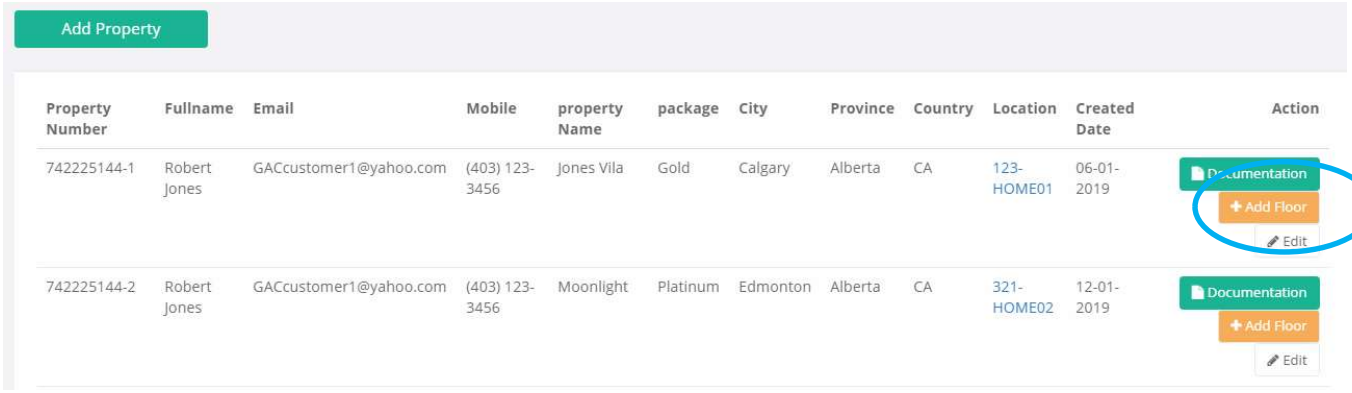
- Property ID choose from dropdown. For first property... HOME01
- Property Name: type name
- Property Type: Choose Residential from dropdown
    - Please note, if you a commercial users, please choose commercial and then contact Global Asset care for further processing. contact@globalassetcare.com
- Street (House) no: type number like 123 or 123A
- Country : Select from dropdown (start typing your country will show up from dropdown) . Example Canada
- Province: Select Province or State name from dropdown. Example: Alberta. If name not available, please contact Global asset Care at support@globalassetcare.com
- City: Select City name from dropdown. Example : Calgary, Edmonton. If name not available, please contact Global asset Care at support@globalassetcare.com
- Postal Code: type postal code, no gap
- Builder: Type builder's name
- Year of built: select year
- Area: type either sq. ft or sq. meter . Example 1500 (in sq. ft). System will write in sq. meter. Or vice versa. Must be numeric number only, no text
- Date of purchase : Enter date. This is important if you choose Warranty as yes. This will create warranty notification
- Warranty: Select "Yes" or "No" as appropriate. If you still have warranty, select Yes
- Warranty : enter no of months. Like 60
- Package : Select package from dropdown. If you are first time users, please select Gold package to tray all functionality as this is free for first 12 months.
  Summary of Mr. Jones properties will show as below
- Note: This a free text area to other items that you like to add and not covered as a field. As an example Mr. Jones has written typical information that are asked when you call for insurance quote.



2.2 Floor

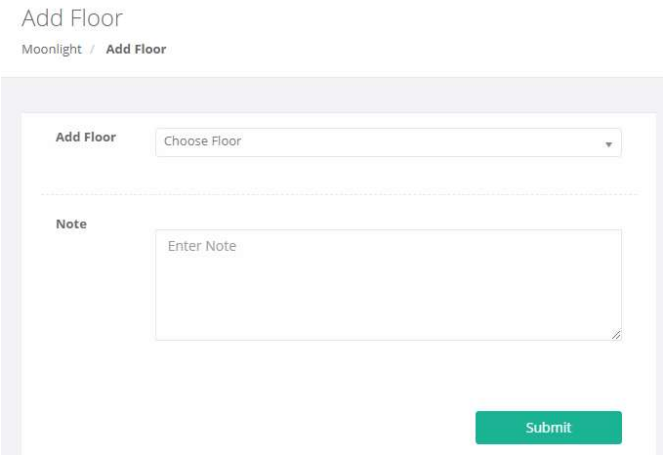
To configure Floors, you need to create at property level.

Click on Property menu, then click on **"Add Floor"** menu for a property where you want to add floor information.



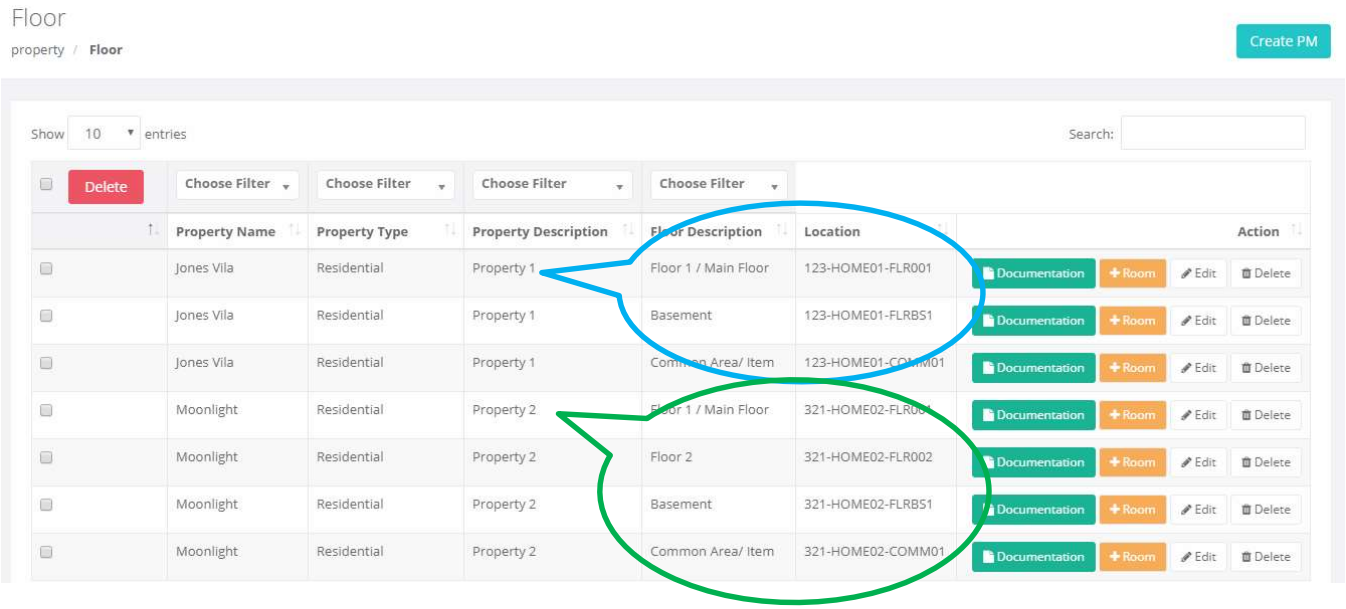
Below example shows adding Floor Infor at Property 1(Jones Vila)

- From dropdown choose floor for a property, enter submit



2.2.1 Common Area / Item

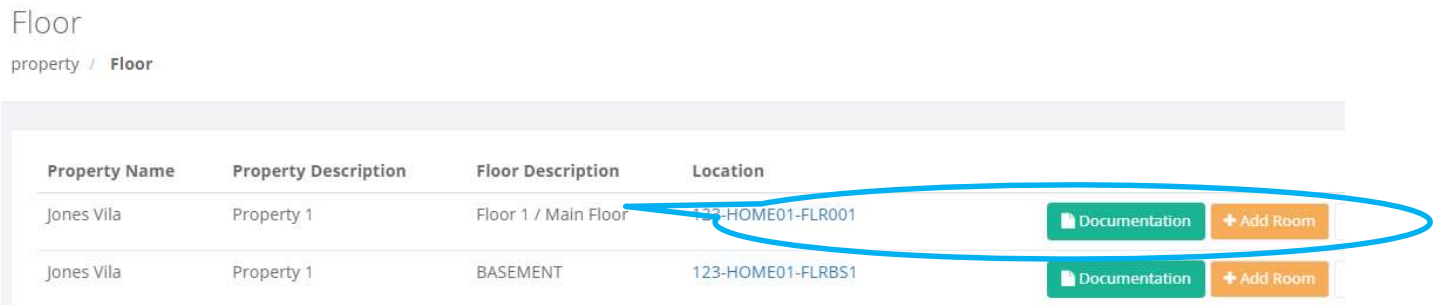
- To add assets that doesn't stay in any floor, we recommend to choose Common Area / Item . For example cell phone, roof, exterior walls etc.
- Bellow table shows all floors information for both property 1 (Jones Vila) and Property 2 (Moonlight).



2.3 Room

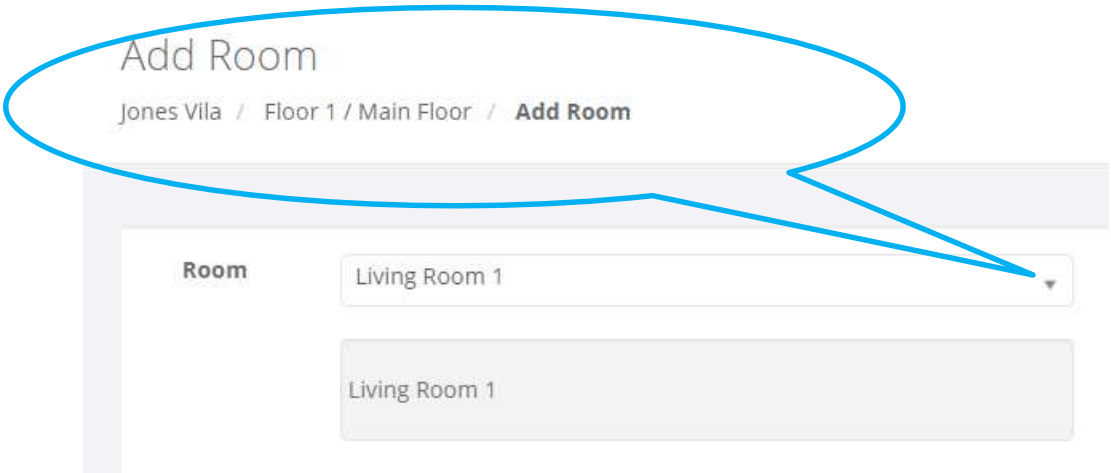
Click on Floor menu, then choose the floor in which you want to add rooms then click on **"Add Room**" menu at the right. Then choose room from dropdown.

For example, Mr. Jones in his Property 1 (Jones Vila) want to add 1 Living room, 3 bed rooms, 1 kitchen and two washrooms wants to add at **Main** Floor3

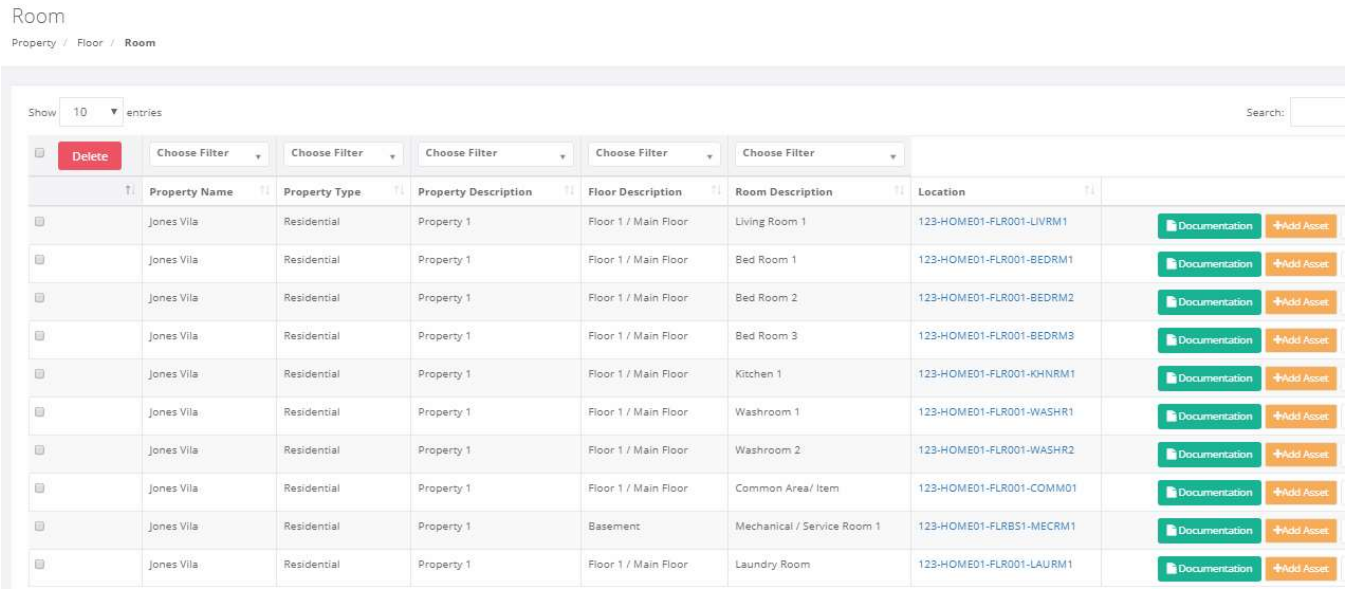


For this case Add Room for Property 1, Floor 1 / Main Floor and he wants to add Living Room

Choose from dropdown and click submit



Below table shows all rooms for Mr. Jones' Property 1 (Jones Vila)



If Mr. Jones wants to add rooms at his first property's basement. Follow the above process. For this example, this property's basement not developed, then just add Mechanical room in order create assets like furnace, water heater etc.

2.3.1 Common Area / Item

To add assets that doesn't stay in any specific room we recommend to use floor as Common Area / Item. This could be cell phone, pet etc.

2.3.2 Interior / Exterior

To add assets that doesn't stay in any room an user use either interior or exterior.

Exterior: Siding, roof

Interior: Interior wall of shopping mall, big atrium where it consist more than one floor

Interior wall

2.4 Asset

Mr. Jones identifies all four types of assets that he wants to create asset ID.

2.4.1 Fixed Assets :

Fixed assets which are normally attached with a property. For example, furnace, water heaters, air conditioner, other HVAC systems, major appliances, health and safety detectors, roofs etc.

2.4.2 Mobile Assets :

Mobile assets which are not normally not physically attached with a property, for example car, recreational vehicle: RV/ATV, boat, cell phone, expensive jewelry, gun, TV etc.,

2.4.3 Human Assets

Human assets that live in a property to track medical history (prescription glass, major prescriptions, next colonoscopy in 5 years), reminders (birthdays, anniversary, special days, health insurance etc.), and

2.4.4 Pet Assets

that also live in a property and track medical history and special days reminders for all pets.

We like show two differ types of users. Lite users ; creates bare minimum assets and bare minimum PMs/ notifications. Advanced users want to create all possible assets and like to track maintenance for all types of assets in details.

2.4.5 Asset ID creation examples

As we know Mr. Jones has two properties. Mr. Jones wants create few assets ids in his property 1 (Jones' Vila) as lite user and wants to create all possible assets ids in his 2nd property (Moonlight) as advanced users. Mr. Jones as lite users want to create assets

Fixed: Smoke Detector, Fridge, Stove, Washer, Dryer, Furnace, Water Heater

Mobile: 1 Car, 1 Cell Phone

Human : His family members

Pet: 1 Dog

2.4.5.1 Fixed Asset

Click on Room Menu, and then select respective room where the asset is located, Click "**Add Asset"**. For example, 1 Smoke detector is located at main floor kitchen and another at basement mechanical room.

Enter all available info

Asset ID from dropdown. Or you can start typing, it will appear in dropdown: SMOKE DETECTOR. If not available contact Global asset Care at support@globalassetcare.com
Manufacturer: KIDDE
Supplier / Store: Home Depot
Model Number: 900-0119
Part No:
Serial No
Date of Purchase : 11/11/2018
Cost: $70

Warranty: Yes

Note : Free text items

Below table shows a summary of Property 1 Assets

Show 10 entries Search:

Delete	Choose Filter	Choose Filter	Choose Filter	Choose Filter	Choose Filter	Choose Filter	
	property Name	Floor Description	Room Description	Asset Description	Asset Tag	Location	Action
	Jones Vila	Floor 1 / Main Floor	Kitchen 1	SMOKE DETECTOR	123-SMD-1	123-HOME01-FLR001-KHNRM1-SMD-1	Documentation Edit Delete
	Jones Vila	BASEMENT	Mechanical / Service Room 1	SMOKE DETECTOR	123-SMD-2	123-HOME01-FLRBS1-MECRM1-SMD-2	Documentation Edit Delete
	Jones Vila	Floor 1 / Main Floor	Kitchen 1	FRIDGE	123-FRG-1	123-HOME01-FLR001-KHNRM1-FRG-1	Documentation Edit Delete
	Jones Vila	Floor 1 / Main Floor	Kitchen 1	STOVE	123-STV-1	123-HOME01-FLR001-KHNRM1-STV-1	Documentation Edit Delete
	Jones Vila	Floor 1 / Main Floor	Laundry Room	WASHER	123-WSR-1	123-HOME01-FLR001-LAURM1-WSR-1	Documentation Edit Delete
	Jones Vila	Floor 1 / Main Floor	Laundry Room	DRYER	123-DRY-1	123-HOME01-FLR001-LAURM1-DRY-1	Documentation Edit Delete
	Jones Vila	BASEMENT	Mechanical / Service Room 1	FURNACE	123-FRN-1	123-HOME01-FLRBS1-MECRM1-FRN-1	Documentation Edit

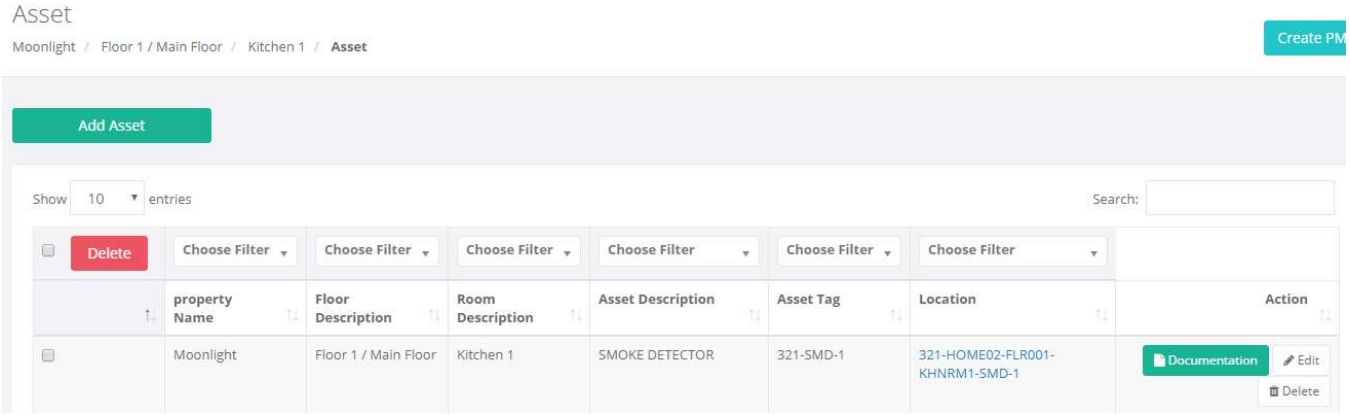
Same way enters all detailed assets for Property 2

2.4.5.1.1 Warranty

If you have an warranty and warranty period is still valid, we recommend you to set up an warranty . Choose warrant as Yes, enter purchasing data and warranty duration in months. The application will create notifications to alert you to take advantages of any possible warranty repair.

2.4.5.1.2 Asset Filtering:

You can filter your assets in many ways



Filter by

- Property Name like Jones Vila or Moonlight
- Floor Description : Floor 1
- Room Description: Kitchen 1
- Asset Description : Smoke Detector
- Asset Tag :

- Search button: just type any asset name in the search area

2.4.5.1.3 Asset Tag

For all assets you enter, the applications will create unique asset number known asset tag.

SMOKE DETECTOR 321-SMD-1 where 321 represent your street number , SMD represent 'asset name' (smoke detector) and 1 (first one)

For the second smoke detector, your tag number will be created as

321-SMD-2

If you like then you can create "Asset Tag label" and attach with specific asset.

2.4.5.1.4 Location

You might have noticed that for any table there is always a location field and they are hyperlinked.

property Name	property Type	Floor Description	Room Description	Asset Description	Asset Tag	Location
Jones Vila	Residential	Floor 1 / Main Floor	Kitchen 1	SMOKE DETECTOR	123-SMD-1	123-HOME01-FLR001-KHNRM1-SMD-1

123- Your street number

HOME01 Your first home(property)

FLROO1 First Floor (floor)

KHNRM1 Kitchen (room)

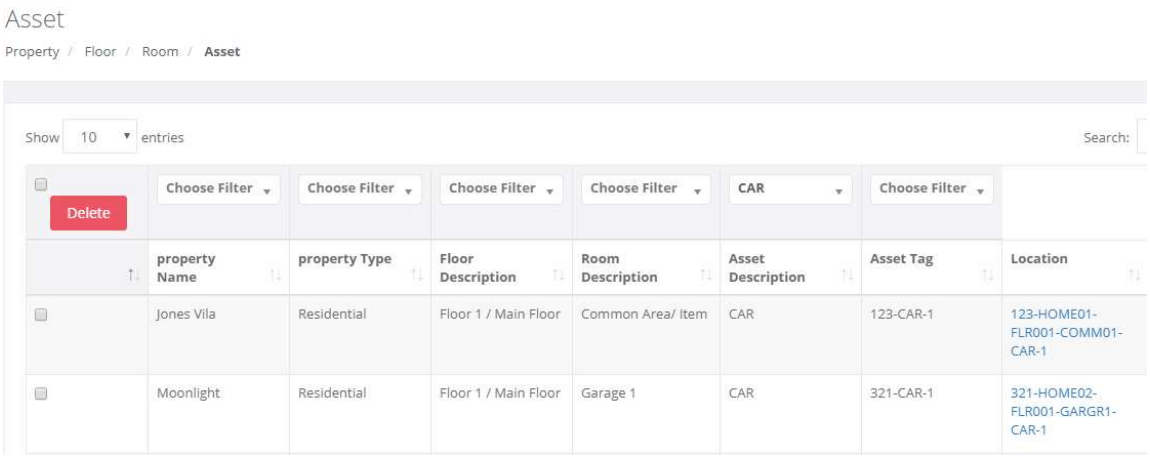
SMD Smoke detector (Asset)

1 1st asset of this asset type.

If you read the location as (Smoke detector 1 is located at kitchen-floor 1- property 1

2.4.5.2 Mobile Assets

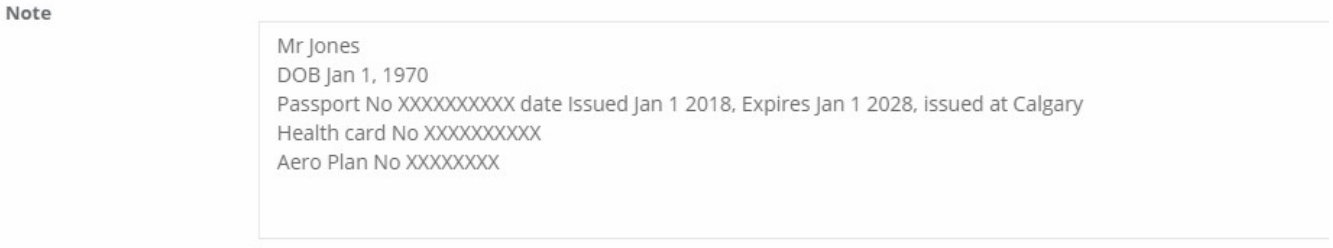
- Dropdown choose as
  - Floor : Respective Floor (say Garage located at First Floor to keep your car) or “Common Area / Items) where no specific flor can be assigned
  - Room: Respective room (say garage for your car) or Common Area/ Item where no specific room can be assigned



2.4.5.3 Human Assets:

- Dropdown choose as
  - Floor : Respective Floor (i.e. Mr. Jones is sits at Floor 7)) or Common Area/ Items where no specific floor can be assigned
  - Room: Respective room (i.e. room no 1) or Common Area/ Item where no specific room can be assigned
  - Asset ID as
    - Man
    - Woman
    - Boy
    - Girl

Note area; you can type any significant info that you like to store, for example



2.4.5.4 Pet Asset

- Dropdown choose as
    - Floor : Respective Floor (i.e. Mr. Jones is sits at Floor 7)) or Common Area/ Items where no specific floor can be assigned
    - Room: Respective room (i.e. room no 1) or Common Area/ Item where no specific room can be assigned
    - Common Assets Ids are
        - Dog
        - Cat
        - Bunny etc.
        - Please contact GAC if your pet asset id not available at support@globalassetcare.com

Choose Filter	Choose Filter	Choose Filter	Choose Filter	Choose Filter	Choose Filter
property Name	Floor Description	Room Description	Asset Description	Asset Tag	Location
Moonlight	INTERIOR	COMMON AREA/ ITEM	Man	321-MAN-1	321-HOME02-INTER1-COMM01-MAN-1
Moonlight	INTERIOR	COMMON AREA/ ITEM	Woman	321-WMN-1	321-HOME02-INTER1-COMM01-WMN-1
Moonlight	INTERIOR	COMMON AREA/ ITEM	Boy	321-BOY-1	321-HOME02-INTER1-COMM01-BOY-1
Moonlight	INTERIOR	COMMON AREA/ ITEM	Girl	321-GRL-1	321-HOME02-INTER1-COMM01-GRL-1
Moonlight	INTERIOR	COMMON AREA/ ITEM	DOG	321-DOG-1	321-HOME02-INTER1-COMM01-DOG-1
Moonlight	INTERIOR	COMMON AREA/ ITEM	CAT	321-CAT-1	321-HOME02-INTER1-COMM01-CAT-1

Need to change Floor to change Common Area

3 Documentation

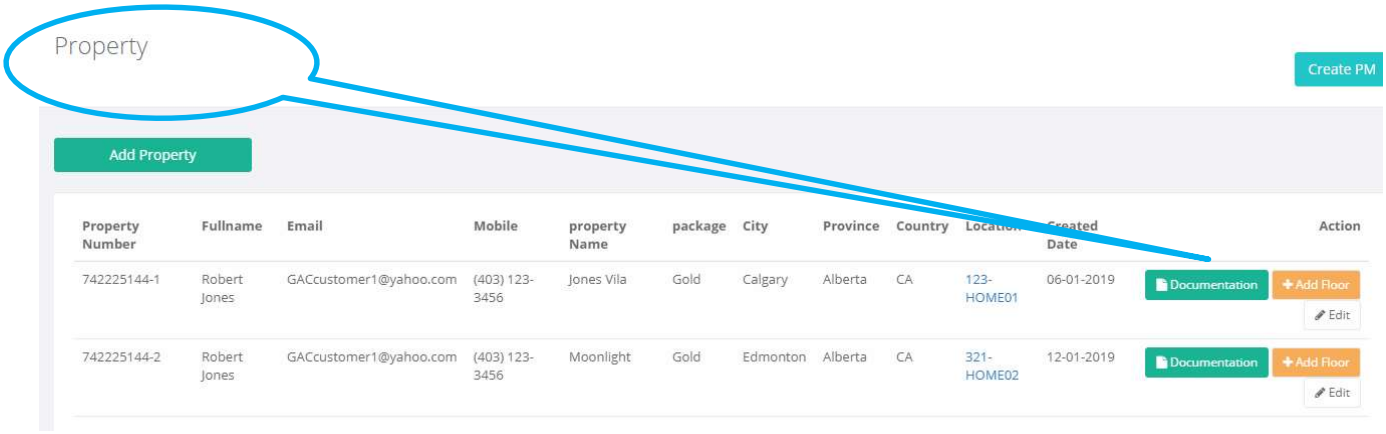
You can attach documents, drawings, images, photos etc. at four levels

- Property
- Floor
- Room &
- Asset

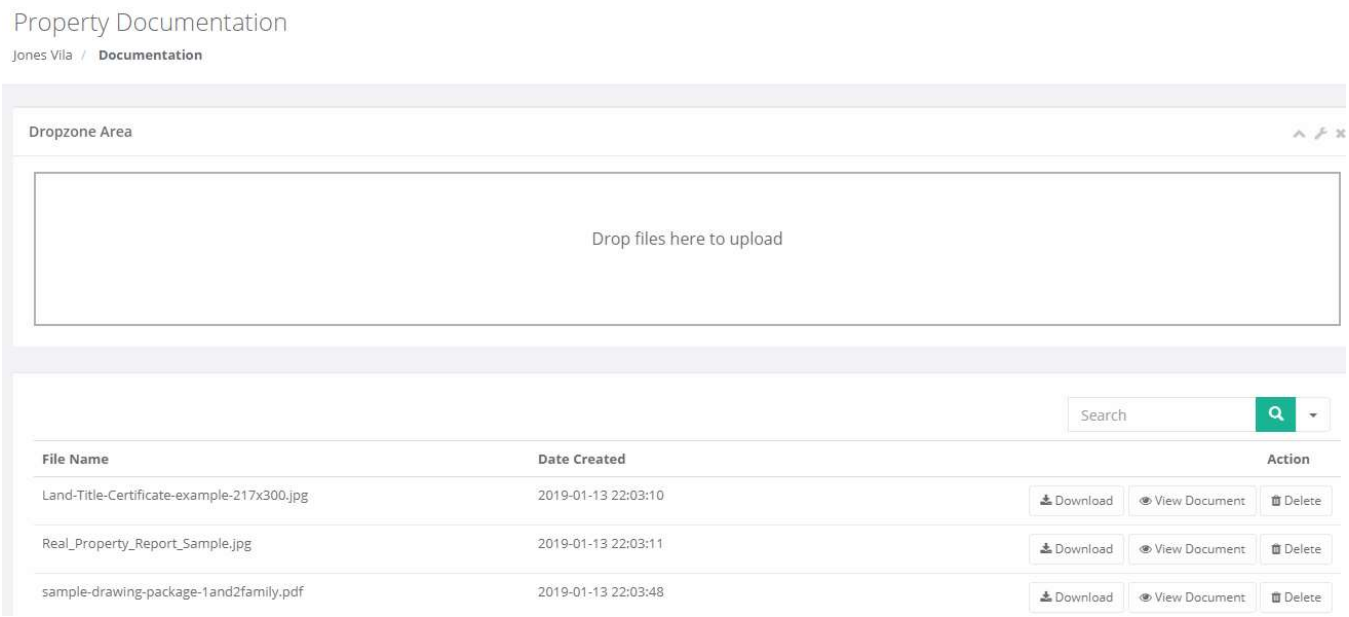
3.1 Documents at Property Level.

For example, Mr. Jones likes to attach documents at a property level.

Click Property, then click on Documentations



Then attach your documents by clicking Drop files to upload



- Mr. Jones has attached land title, property report, drawing for his property.
- This module allows a document to download, view, delete functions .

3.2 Documents at Floor or Room Level

Same process as Property Level

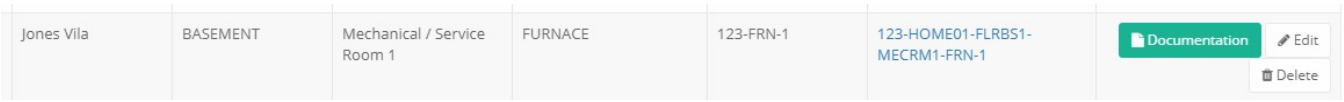
3.3 Documents at Asset Level

Let us describe some examples of attaching documents at Assets Level

3.3.1 Fixed Asset

Mr. Jones likes for his fridge or furnace to attach purchasing receipt, warranty certificate, user manual, spare list to respective asset.

Click on Asset Menu, find asset where you want to attach a document, then click documentation button to respective assets

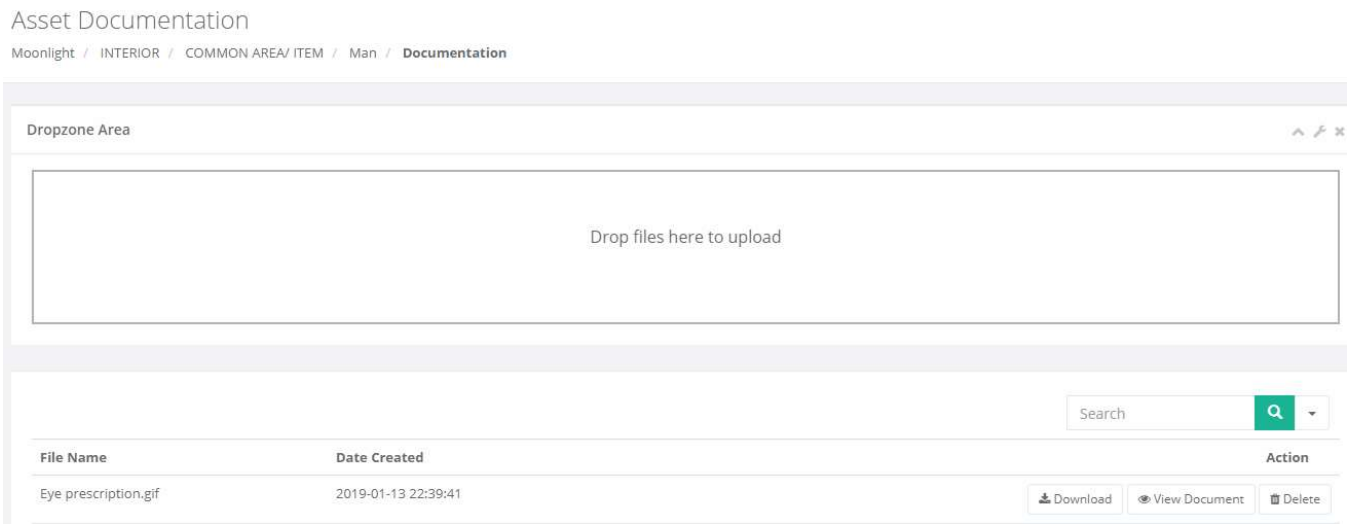


3.3.2 Mobile Asset

Same like fixed assets, Mr. Jones you can attach purchasing receipt, warranty certificate, user manual, spare list, photos, insurance paper, to respective asset.

3.3.3 Human Asset

Mr. Jones like to attach personal information like driving license, passport, SIN, birth certificate, health care card, prescriptions. For this example, an eye prescription is loaded.



3.3.4 Pet Asset

Mr. Jones like to attach personal information / memory of his pets like photos, Vet health care card, prescriptions, medical records etc.

4 PM

PM module basically allow an users to create inspection / testing/ maintenance notifications and maintain their records / histories for any types of assets at any levels. Like notifications can be created at

- Property
- Floor
- Room
- Asset levels.

Before creating any inspection / testing/ maintenance notifications we strongly recommend to read PM modules in details, also read two more documents that we have posted in our websites

- Maintenance Procedure
- Maintenance Check Sheet

4.1 Notifications Creation level

4.1.1 Property Level

This is the highest level where a notification can be created. Few examples of notifications at this level

- Renewal of property insurance, third party maintenance contracts, business licenses etc.
- Annual payment (property tax)
- Quarterly house inspections (i.e. if you don't like to create notifications at asset levels)

4.1.2 Floor Level

Floor level notifications is helpful for high-rise residential or commercials towers / hotels where maintenance/ inspections are done by floors. Few examples

- Fire drill from 20 to 30 floors
- Changing all light fixtures at 10th floors
- Carpet changes from 11 to 15th floors
- Floor inspection 31st

4.1.3 Room Level

Room level notification is helpful when you want to group maintenance by room. Example

- Inspection & cleaning all washrooms

4.1.4 Asset Level

Asset level inspection is helpful where you want to tract all maintenance, inspection and their history at asset level. Notifications can be created all four types of assets

4.1.4.1 Fixed Asset

You can set up maintenance, testing or inspection nonfictions and record history for any fixed assets. Few examples

- Test smoke, carbon monoxide, motion detectors
- Inspection of all plumbing (all faucets, drainage lines, toilets etc.)
- Interior or exterior inspection
- HVAC (furnace, water heater etc.) inspection / cleaning

- Appliance (freeze, freezer, dish washer, washer, dryer,) inspection

4.1.4.2 Mobile Asset

You can set up maintenance, testing or inspection nonfictions and record history. You can also track other renewal activities as well. For example , you want to set up notification of your cars / RVs/ boats

- Maintenance notifications as per OEM manual (i.e. oil change, tire rotation, break check, break replacement, tire change, tune up etc.)
- Renewal notifications i.e. name plate registration, insurance

4.1.4.3 Human Asset

You can set up nonfictions and track records of your special events of yours and loved ones.

- Anniversary
- Birthdays
- Medical : annual checkup, vaccines for kids , flue shots
- Colonoscopy (say in next 5 years)
- Membership renewal
- Investment review / renewal
- Health / life insurance renewal

4.1.4.4 Pet Asset

You can set up nonfictions and track records of your special events of pets

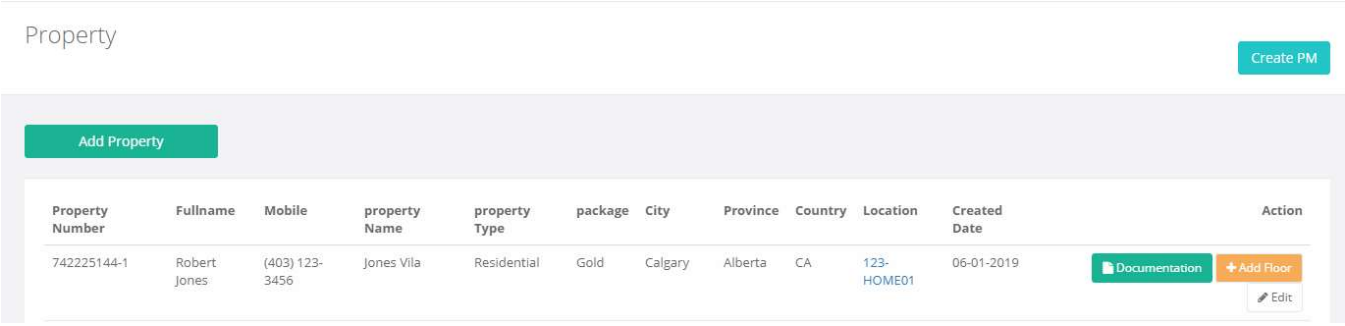
- Medical : annual vet checkup, vaccines
- Grooming

4.2 Notification Setup

Note: Notification creation steps/ process are same regardless at what level you want to create notification.

Example 1: Mr. Jones wants to create annual insurance notification for his property1 at property level. His next renewal date is July 31st 2019 and today is January 26, 2019

Click property, then click “Create PM” at right

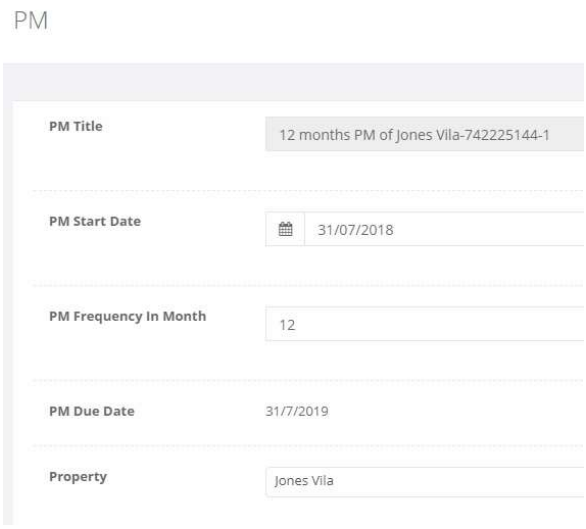


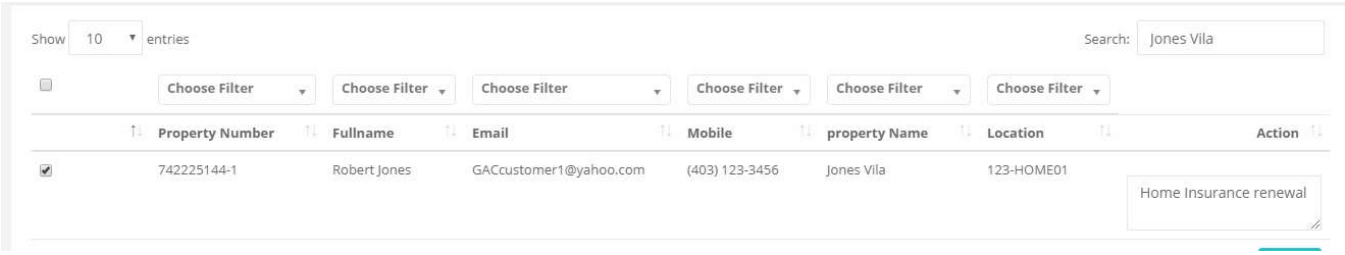
Enter all required info

- PM Title: Grayed out. System will populated based on entries (example 12 months PM of Jones Vila-742225144-1)
- PM Start Date: System will pick up today’s date : 26/1/2019
- PM Frequency in Month: 12
- PM Due Date: System will populate : 26/1/2020 .

Note: However we know, next due date is July 31/07/2019. So we manually need to set PM Start Date as 31/07/2019. We need to set PM start date only once, then system will automatically creates next due dates annually (based on set frequency).

- Property: From dropdown choose the property name where you want to create PM
- Click the box corresponding asset/property/ floor/ room where you want set PM. Or you will get error message (see screenshot later)
- Enter details what to be done at “**Action**” area. Then enter submit.



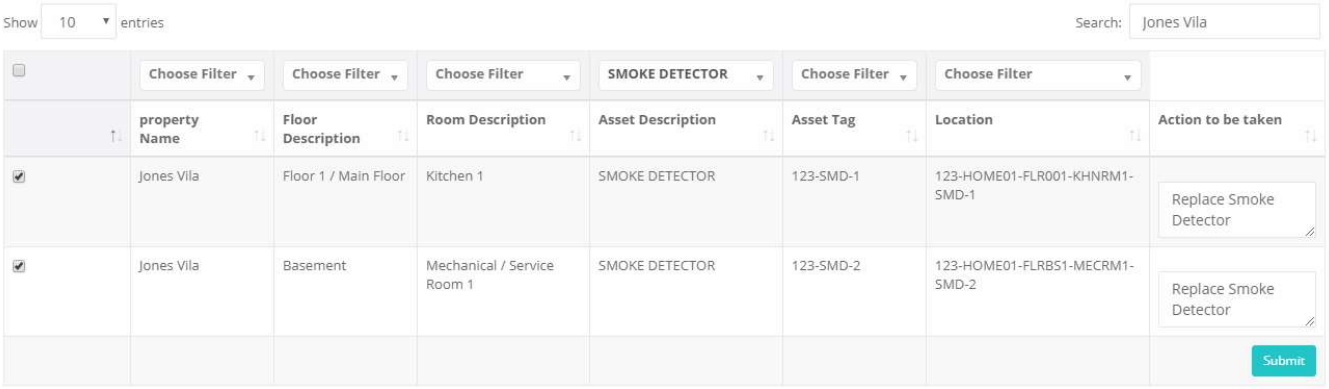


Example 2:

Mr. Jones wants to ensure that his property is same and follow manufacturers recommendations. He wants ensure that he doesn't forget to all smoke detectors in his property in 10 years. All smoke detectors were manufactured in 2016.

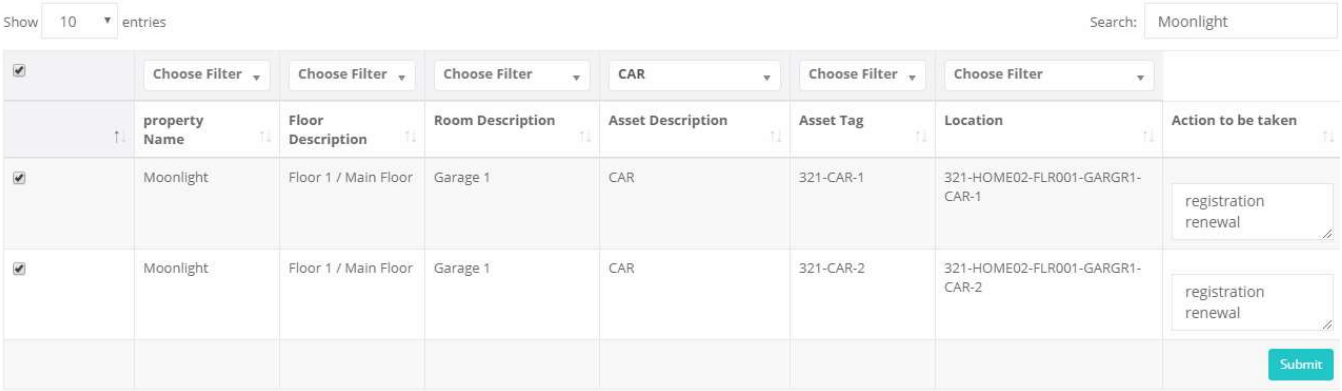
Click Asset , then click “Create PM” at your right

- Set PM date: 01/01/2016
- PM Frequency in Month: 120
- Property : Jones’ Vila from dropdown
- Choose Filter (Asset Description) : choose from dropdown or write SMOKE DETECTOR
- Action: Write action details like replace smoke doctors and enter submit



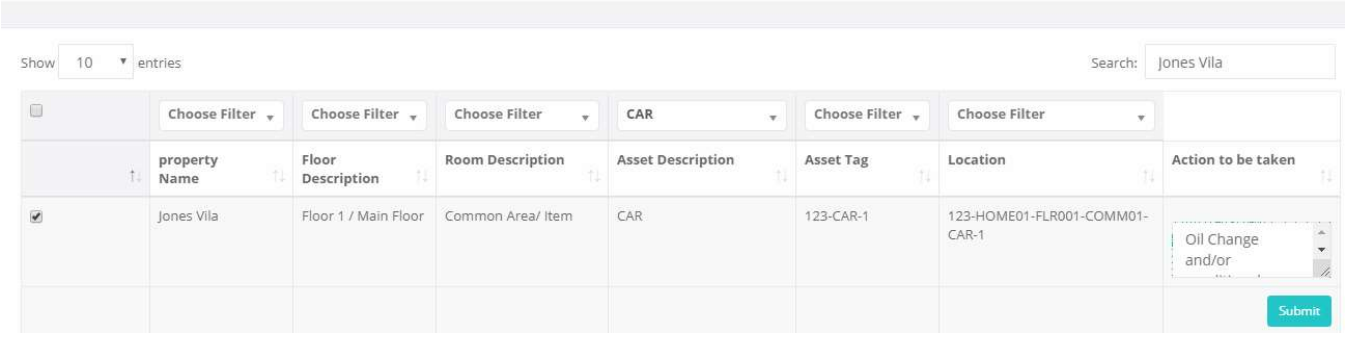
Example 3: Mr. Jones has 2 cars. One is Hyundai (Santa Fe) another Toyota (Corolla). Government of Alberta doesn’t send car registration renewal anymore. He wants to set up ‘Annual Car Registration’ reminder. His next renewal date is May 31st . This is set at his 2nd property.

Follow the same steps as example 2

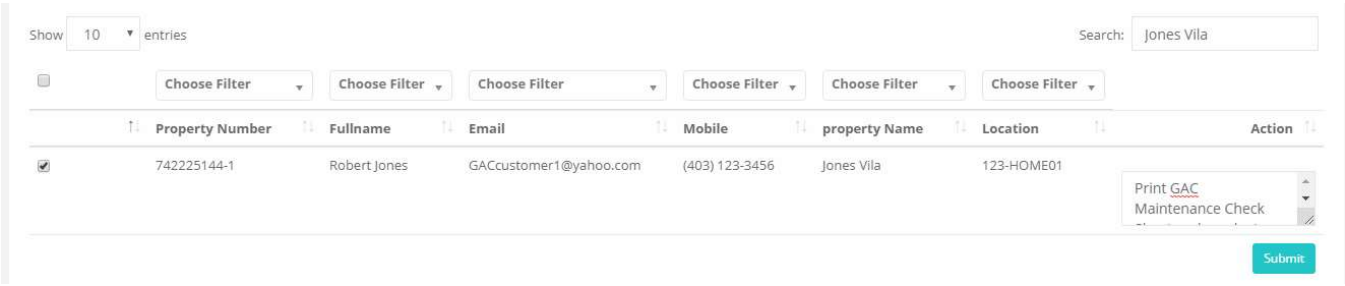


Example 4: Mr. Jones wants to setup 6 months oil change and others conditional maintenance as per manual for his RV at property 1.

Follow the same steps as example 2



Example 6 : Mr. is lite users. He doesn't have time to create PMs at asset level. He likes to create property inspection / PM notification at Property level, print GAC recommended maintenance check sheet and manage maintenance.



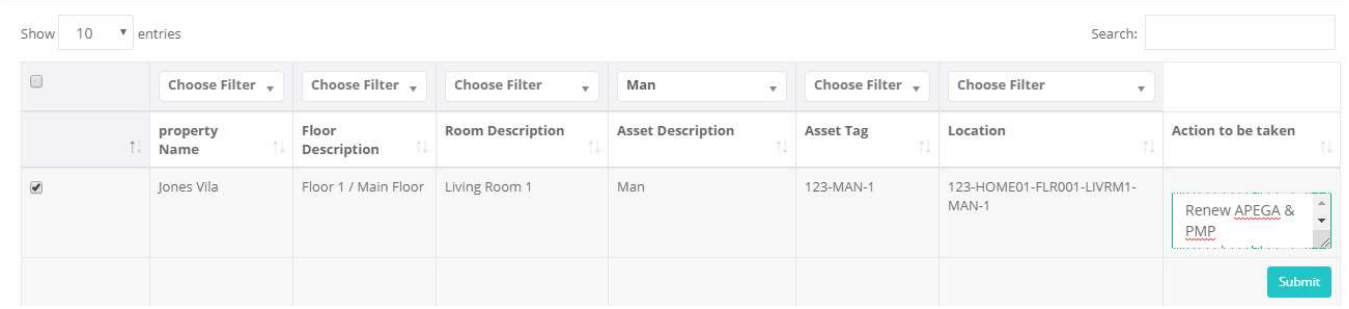
Example 7: Mr. Jones is a detailed oriented person. He likes to create PMs at asset levels and track history to individual asset level for his property 2. He is using GAC recommended Maintenance Check Sheet

He is creating 3 months, 12 months and 36 months frequency PMs.

An example of 3 months PMs

Delete	Choose Filter	Choose Filter	Choose Filter	Choose Filter	Choose Filter	Choose Filter	
	property Name	Floor Description	Room Description	Asset Description	Asset Tag	Location	Action to be taken
	Moonlight	Floor 1 / Main Floor	Kitchen 1	SMOKE DETECTOR	321-SMD-1	321-HOME02-FLR001-KHNRM1-SMD-1	Test functionality and replace if require
	Moonlight	Floor 1 / Main Floor	Kitchen 1	CARBON MONOXIDE DETECTOR	321-CMD-1	321-HOME02-FLR001-KHNRM1-CMD-1	Test functionality and replace if require
	Moonlight	Floor 1 / Main Floor	Kitchen 1	HOOD FAN	321-HDF-1	321-HOME02-FLR001-KHNRM1-HDF-1	Clean
	Moonlight	Floor 1 / Main Floor	Kitchen 1	STOVE	321-STV-1	321-HOME02-FLR001-KHNRM1-STV-1	Clean
	Moonlight	Floor 1 / Main Floor	Kitchen 1	STOVE	321-STV-2	321-HOME02-FLR001-KHNRM1-STV-2	Clean
	Moonlight	Floor 1 / Main Floor	Kitchen 1	MICROWAVE	321-MVE-1	321-HOME02-FLR001-KHNRM1-MVE-1	Clean
	Moonlight	Floor 1 / Main Floor	Kitchen 1	KITCHEN FAUCET	321-KFC-1	321-HOME02-FLR001-KHNRM1-KFC-1	Visual check of leak and repair/replace if
	Moonlight	Floor 1 / Main Floor	Washroom 1	WASHROOM SINK FAUCET	321-WFC-1	321-HOME02-FLR001-WASHR1-WFC-1	Visual check of leak and repair/replace if
	Moonlight	Floor 2	Washroom 2	TOILET	321-TLT-1	321-HOME02-FLR002-WASHR2-TLT-1	Visual check of leak and repair/replace if
	Moonlight	Floor 2	Washroom 2	SHOWER FAUCET	321-SFC-1	321-HOME02-FLR002-WASHR2-SFC-1	Visual check of leak and repair/replace if

Example 8: Mr. Jones wants to create a PM for himself to renew professional membership fee.



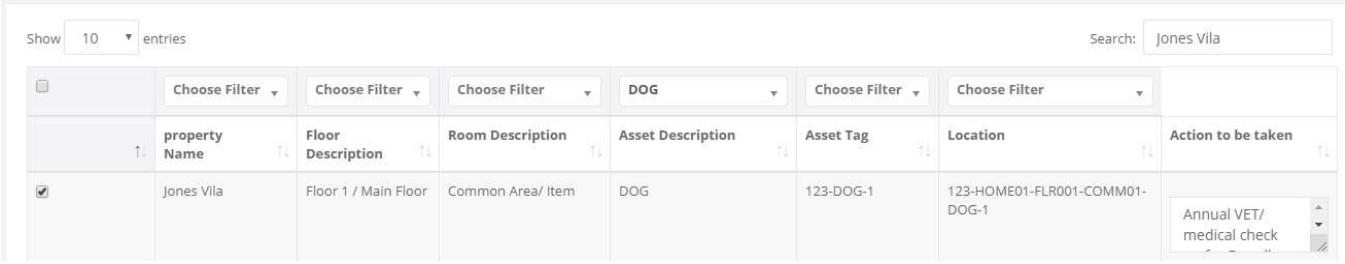
Show 10 entries Search:

	Choose Filter	Choose Filter	Choose Filter	Man	Choose Filter	Choose Filter	
	property Name	Floor Description	Room Description	Asset Description	Asset Tag	Location	Action to be taken
☑	Jones Vila	Floor 1 / Main Floor	Living Room 1	Man	123-MAN-1	123-HOME01-FLR001-LIVRM1-MAN-1	Renew APEGA & PMP

Submit

Example 9

Mr. Jones want to create a PM for his lovely dog Donalle.



4.2.1 Notification Edit

Under development

4.2.2 Individual vs. Group notifications

There is no right or wrong answer. If you create individual PMs for all assets / items you will be annoyed by number of notifications. At the same time if you create notifications at the property level, you can not track history at the asset levels.

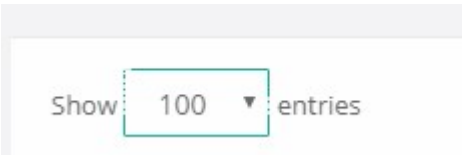
Our recommendations is to group all assets by same frequency and create one PM for one (same frequency and same execution date).

Where grouping not possible because of the different execution date, create individual PM/ notification.

Please notes

Note 1: for same assets, same frequency and same execution dates system will not allow to create PMs. You need to group them.

Note 2: Ensure all assets that you want to group should show in one page. Increase your entry say 100



4.3 History

After testing, inspection, maintenance, repair , please ensure you record your history.

4.3.1 Record History

Choose the specific PM from PM menu at your right.

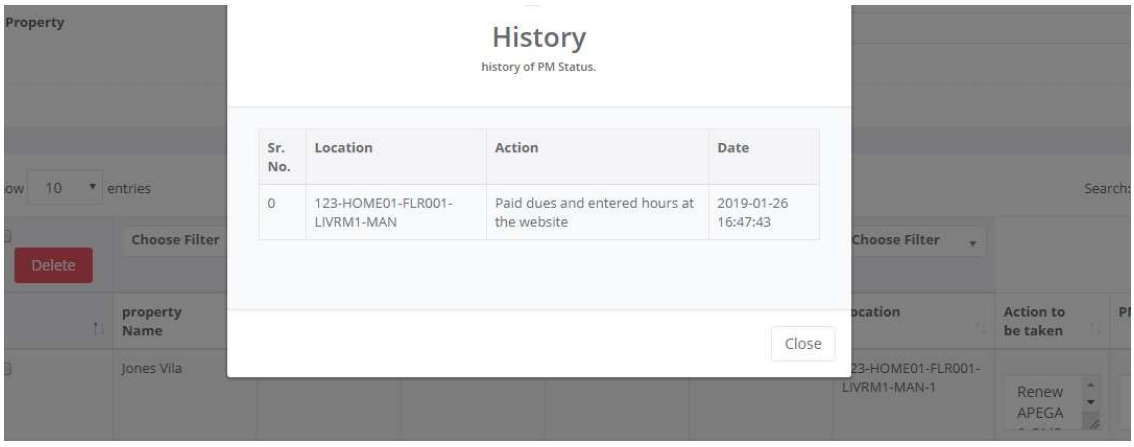
Enter edit button to enter history. Enter all of your findings at "**PM History**"

- If you have multiple items, and you have completed few items, then enter findings / histories to those items only and enter save.
- When maintenance/ inspections are done for others items, follow the same steps and enter findings at PM Status area.

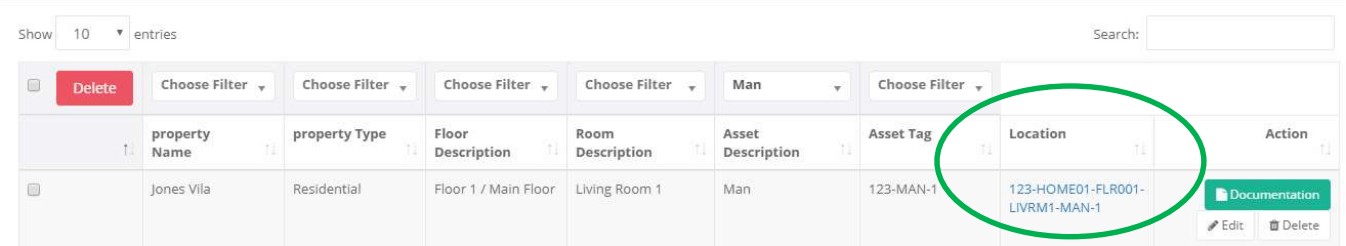
4.3.2 View History

Two ways you can view history.

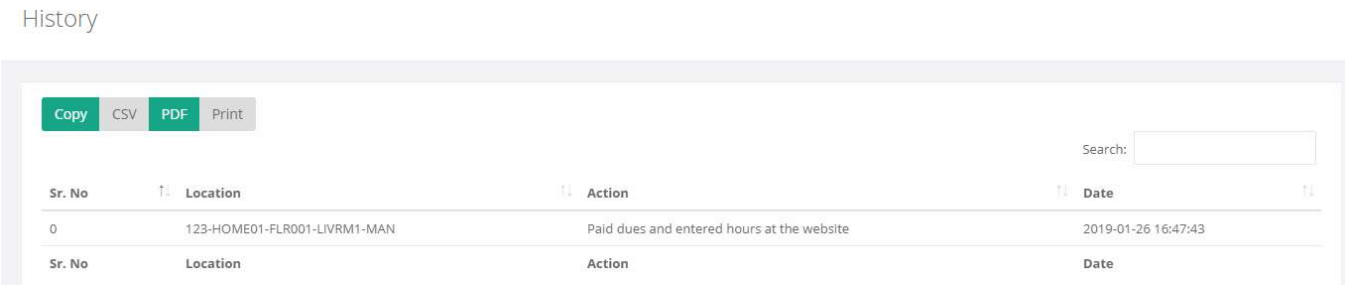
- Go to PM a specific PM and then Click History



- Or you can access by clicking "**Location**" at property, floor, room or asset level. The hyperlink will take you to the history.



History will shows as



5 Packages

5.1 Residential

For residential GAC offers 4 types of Packages

Bronze	Silver	Gold	Consultation Service
• Asset Module: Configure , edit asset structure (using Property, Floor, Room & Asset menus) and create induvial asset IDs. Asset details (i.e. manufacturer,	• Bronze plus • Documentation Module: Upload , download, edit, delete documents related to property and / or assets • PM Module: N/A	• Silver plus • PM Module: Setup/create PM (Preventive or Plant Maintenance) like inspection, testing, repair notifications and track maintenance (inspection,	• Gold Package. Plus consultation of any kinds • Application Configuration • Maintenance (Inspection/ Testing, repair) services • Coaching

supplier, store, model, part number, year of made, warranty etc. • Documentation Module: N/A • PM Module: N/A		testing, repair) history.	• Contact Global asset care for a no obligation quote contact@globalassetcare.com

5.2 Commercial

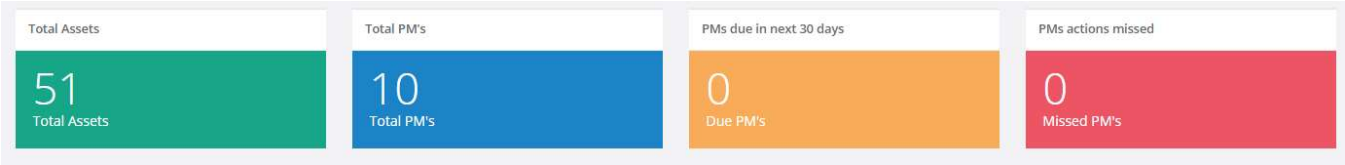
For commercial customers there is no pre-defined package. Please contact Global Asset Care at contact@globalassetcare.com

6 Dashboard

Click Dashboard menu at left side. It will show four items

- Total Assets
- Total PMs
- Due PMs
- Missed PMs

Each of these items are hyperlinked. When you click them will take you to the master table.



- Total Assets: It shows how many assets you have register.
- Total PMs: It shows how many PMs are created. These includes PMs at all levels (i.e. property, floor, room or asset level)
- Due PMs: It shows how many PMs are due in next 30 days. If you click, the will take you to PMs list that are due in next 30 days

- Missed PMs: It will show all PMs that are passed due date but no history is entered. And new (next) due date will be created.
  Say 6 months oil change PM was due in January 1, 2019. Mr. Jones didn't do any work related to Oil Change PMs or forget to enter PM findings. It will show up in the Missed PM list. And current PM will show new Due Date is July1.
  We recommend enter history. Then manually reset PM start date (based on actual PM execution date) in order to maintain current schedule

7 Repotting

Under development

8 Ticket

Under development

9 Invoice

Under development

10 Master Search

Under development

11 11 FAQ

Profile Creation

Q: How to create an account?

A:

- Click on “Sign Up” then click on “Create an account”
- Type username, email address, agree the terms and policy and “Submit”
- Check your email box and follow the instruction to activate your account
- Use temporary password sent to your email and setup new password then “LOGIN” to update profile (is this the correct step for first time users)?

Q: How to update profile?

A:

- Click on arrow under account number and select “Profile”
- Update your account, mailing address and billing address then click on “Finish” button

Q: How to change password?

A:

- Click on arrow under account number and select “Change Password”
- Follow the instruction to change password

Asset Structure Creation

Q: How to add a property?

A:

- Click on “Property” button in the left bar
- Click on “Add Property” and fill out required information and click on “Submit” button
- Please note, multiple properties can be added using the above process

Q: How to remove a property?

A: Property cannot be removed or deleted, but you can update information

Q: How to add a floor?

A:

- Click on “Property” button in the left bar
- Click on “Add Floor” of the property then “Add Floor” button
- Select floor from drop down as per your property and “Submit”
- Same way you can add all of the floors of a property

Q: How to remove a floor?

A:

- Click on “Floor” button in the left bar
- Click of “Delete” button of the floor you want to delete and follow instruction
- Floor can be deleted only when there is no room information available under the floor

Q: How to add a room?

A:

- Click on “Floor” button in the left bar
- Click on “Add Room” of the Floor then “Add Room” button
- Select room from drop down as per that floor and “Submit”
- Same way can add all of the rooms of that floor

Q: How to remove a room?

A:

- Click on “Room” button in the left bar
- Click of “Delete” button of the room you want to delete and follow instruction
- Room can be deleted only when there is no asset information available under the room

Q: How to add an asset ?

A:

- Click on “Room” button in the left bar
- Click on “Add Asset” of the Room then “Add Asset” button
- Select asset from drop down as per that room and “Submit”
- Same way can add all of the assets of that room

Q: How to remove an asset?

A:

- Click on “Asset” button in the left bar
- Click of “Delete” button of the asset wants to delete and follow instruction
- Asset can be deleted only when there is no information available under the asset

Q: What is a Location?

A: Location means Functional Location (FLOC) of a property or floor or room or an asset where it is located. For example, property is located at 110- HOME01 or an asset is located at 110-HOME01-FLR001-KHNRM1-SMD1. Functional location or simply location is created automatically by the system. From the location ID you can easily identify where the asset is located

Documentation

Q: How add and remove a document?

A: Document can be added in many locations like at property level, floor level, room level or asset level. First select the appropriate location where a relevant document to be added.

- Click “Document” button where you want to add document
- Follow the instruction to upload, download, view and delete

Q: What types of documents can I add?

A: Any type of documents can be added. For example, maintenance manual, spare parts list, workmanship standards, purchasing receipts, insurance documents, drawings, pictures, medical prescriptions, etc.

Warranty

Q: How to set up warranty notification?

A: You can set up warranty notification at Property level or asset level.

Choose warranty items as Yes, then enter purchase date and warranty period. The system will notify you when your expiry dates approaches.

PM

Q: What is a PM?

A: PM means Plant Maintenance or Planed Maintenance. This manages all maintenance activities of your assets. PM module provides notifications of key maintenance activities to include inspection or testing activities. It also keeps record of all notifications (maintenance, inspection, testing activities).

Q: How to create PM?

A:

- Click on “Property” or “Floor” or “Room” or “Asset” button in the left bar where want to create PM
- Click on “Create PM” button
- Fill up the form with Frequency (ex: 3 months or 6 months or 12 months) wants to create PM
- Select all items with same frequency and fill up Action to be taken then “Submit”

Q: How to edit and complete PM?

A:

- Click on “PM” button in the left bar
- Click on “Edit” the PM you want to edit
- You can add more items or delete items
- You can add actions details such as action done in “PM status” to a specific items and save until all actions items are completed.

- When all items actions are completed at "PM status", then "Submit" to create new due date of the PM

Q: How to remove a PM?

A:

- Click on "PM" button in the left bar
- Click on "Edit" of the PM you want to edit
- Delete all items and "Submit". The PM will be deleted

Q: What is due date and how to set up a due date?

Due date is automatically calculated based on chosen frequency. For example, you create a PM today (January 1st), the PM frequency is 6 months, then the system will show start date as January 1st and due date as July 1st. However, can change due date as you know though the PM frequency is 6 months and last time that work (PM) was done three months ago. Then enter the last PM date at start date option.

Q: How to see maintenance History

A:

- Click on "PM" button in the left bar (need to check ?)
- Click on "Edit" the PM want to edit
- Click on "PM History" of the items

Q: When a PM notification generated? And how do I read it?

A: There will be three notifications of a PM. 1 Month, 15 days and 7 days before PM due date.

When you get the notification, "LOGIN" to account and open the respective PM for preparing to necessary actions to complete a PM.

Q: Should I create PM separately for all maintenance activities?

A: System will allow a user to create a PM all levels. For example, property, floor, room or asset levels. Systems also allows to create multiple PMs for assets (like oil change in every 6 months and tire rotation & break check at every 12 months). However, GAC recommends to group all possible items that have same frequency, same expected due dates. For a commercial user, PMs can be grouped by trades.

Q: What is check sheet?

A: GAC has prepared residential maintenance check sheets for most common maintenance items. Please see check sheet.

Q:How to use a check sheet?

A: You can access GAC recommend check sheet from our website. You can manually fill out the check sheets and attach them as documents. However, we recommend to use this check sheet as a reference guide and encourage to enter details for each individual PMs as it will allow you search maintenance history easily from the system.

Others

Q: How to contact GAC for support?

A: Click on “Contact us” and create ticket for support

Q: How can be part of GAC to earn money

A: GAC provides training on basic asset management systems and how to configure GAC Application for your residential assets. We do expect few residential users still might be not comfortable in using this application on their own. Being trained by GAC, you can help other users in configuring their assets and earn money. If will not be asked to share this money with GAC.