



## CAFM WAY USER GUIDE

# Platform Console

The operator console CAFM Way staff use to register new companies, collect subscription payments, and run the SaaS platform.

[admin.cafm-way.com](https://admin.cafm-way.com) · Last updated: 26 Sep 2026

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# Getting started

## What the console is for

**Who uses it:** CAFM Way staff only (platform administrators). Customers never see this console.

**Address:** `admin.cafm-way.com`

**Language:** the console's screens are in English.

The console sits above every customer company (tenant). From here you:

- 1 Receive requests from companies that want to join, and approve or reject them.
- 2 Review what each company registered, price its subscription, and send the payment offer.
- 3 Confirm the payment, which creates the company's account, administrator and facility hierarchy in one step.
- 4 Watch companies, subscriptions, payments and platform health afterwards.

The sidebar groups the screens by job:

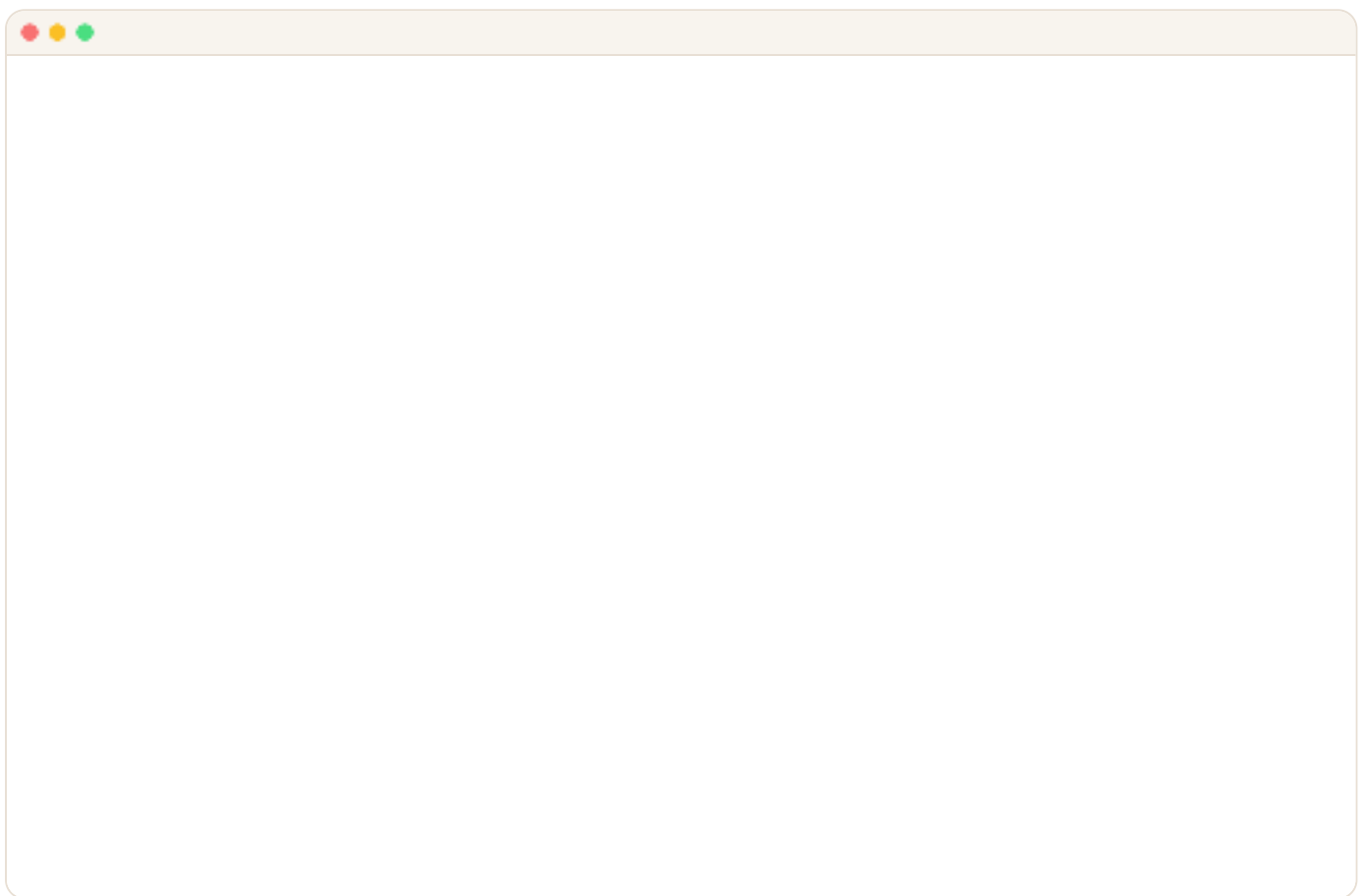
| Section       | Screen                       | Use it to                                                    |
|---------------|------------------------------|--------------------------------------------------------------|
| —             | <b>Overview</b>              | See platform totals and the latest companies                 |
| TENANTS       | <b>Companies</b>             | Find a company, open its details, suspend or extend it       |
|               | <b>Register Requests</b>     | Approve who may register (invite links)                      |
|               | <b>Subscription Requests</b> | Price and activate registrations and upgrades                |
|               | <b>Plans</b>                 | Maintain the subscription tiers                              |
|               | <b>Billing</b>               | Read recurring revenue                                       |
|               | <b>Payments</b>              | See every confirmed payment and each company's billing terms |
| CONFIGURATION | <b>Global Values</b>         | Platform-wide reference lists                                |
|               | <b>Feature Flags</b>         | Switch features on or off                                    |
| OPERATIONS    | <b>Monitoring</b>            | API and database health                                      |
|               | <b>Analytics</b>             | Growth and plan mix                                          |
|               | <b>Reports</b>               | PDF and Excel exports                                        |
|               | <b>Announcements</b>         | Messages for customer dashboards                             |
|               | <b>Audit Log</b>             | Who did what in the console                                  |
| SYSTEM        | <b>Settings</b>              | Platform administrators and your account                     |
|               | <b>Notifications</b>         | The operator inbox                                           |

## Sign in

**Who:** a platform administrator

**Screen:** the console's sign-in page

- 1 Open `admin.cafm-way.com`.
- 2 Enter your **Platform Email** and **Password**.
- 3 Click **Sign in to Control Panel**. The console opens on **Overview**.



**Figure 1** The console sign-in page

To sign out, click the exit icon next to your name at the bottom of the sidebar, or go to **Settings → Account → Sign Out**.

### NOTE

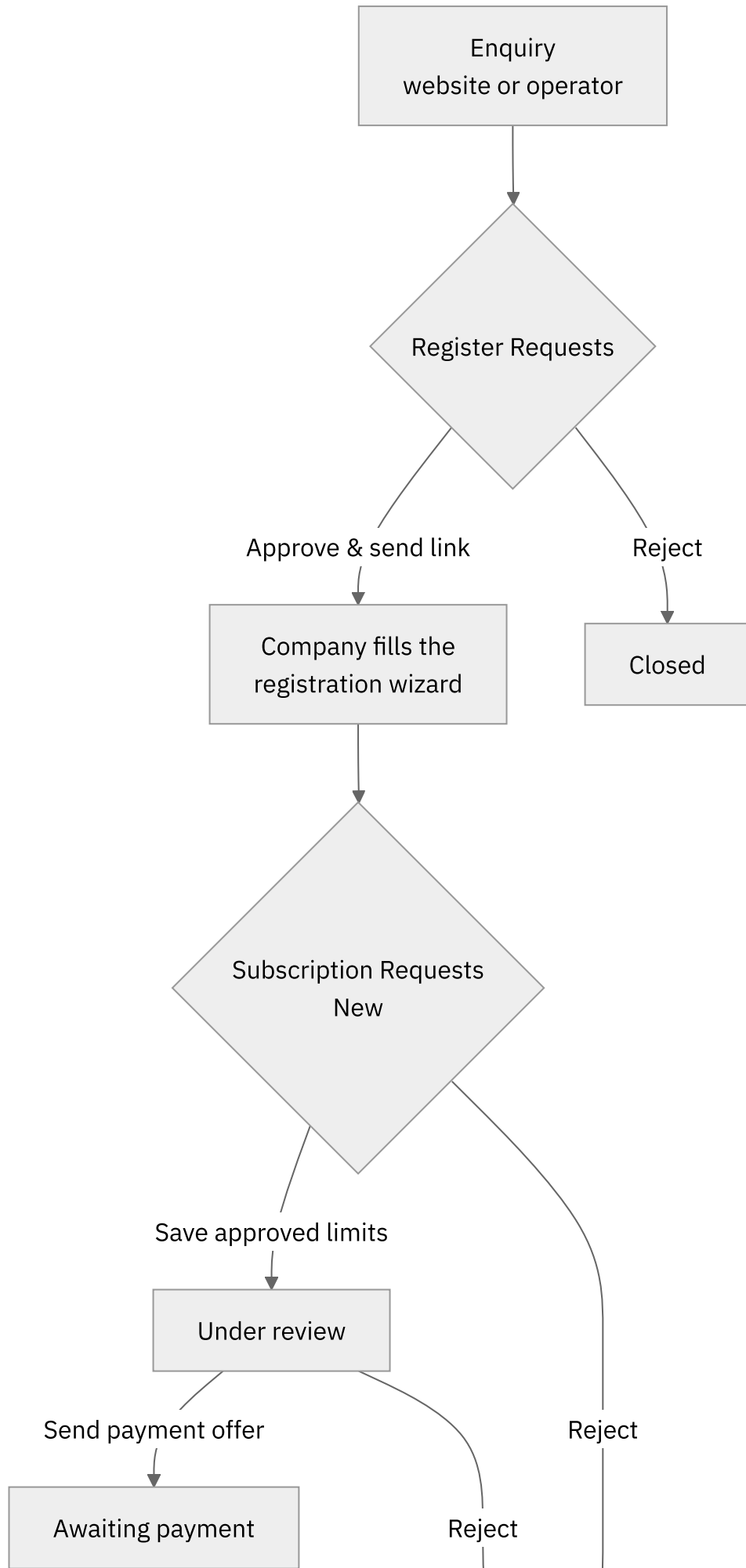
A console session lasts eight hours. Console accounts are separate from customer accounts, so a company's login cannot open the console.

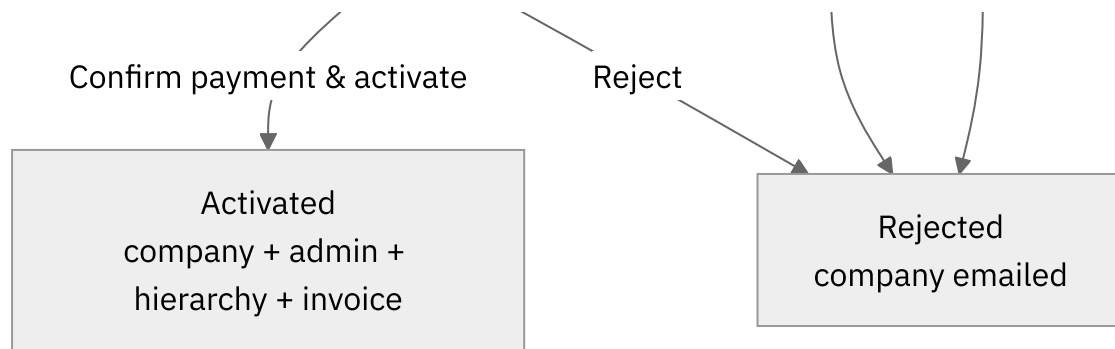
# Onboarding a new company

## The path at a glance

Registration is by invitation only. A company cannot create an account on its own. Every new customer goes through two gates: CAFM approves the enquiry, then CAFM confirms the payment.







The example on the following pages follows one fictional company, **Oasis Facilities Management**, through every step.

## Step 1 — Receive a registration enquiry

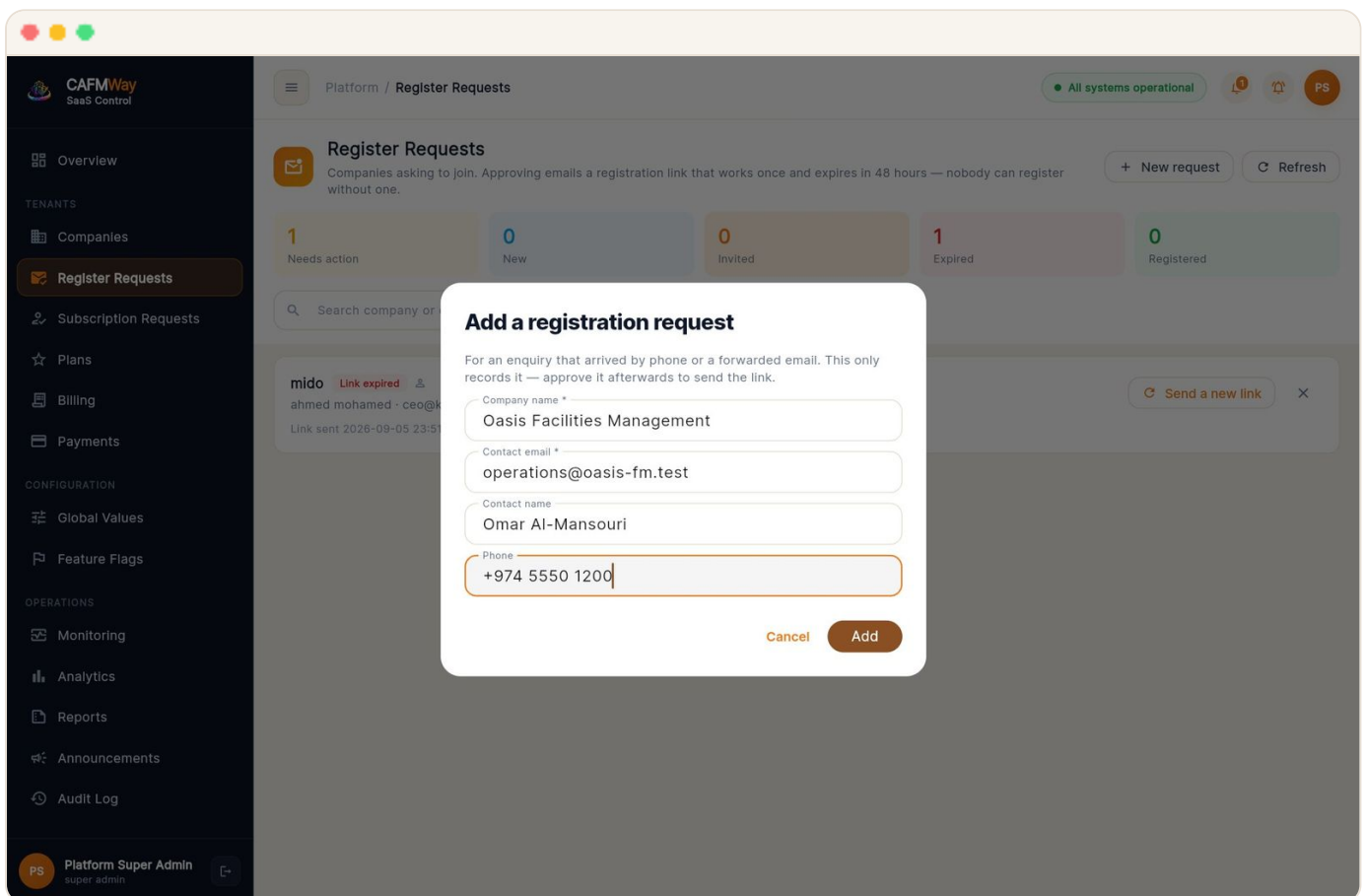
**Who:** the prospect (public website) or a platform administrator

**Screen:** Register Requests

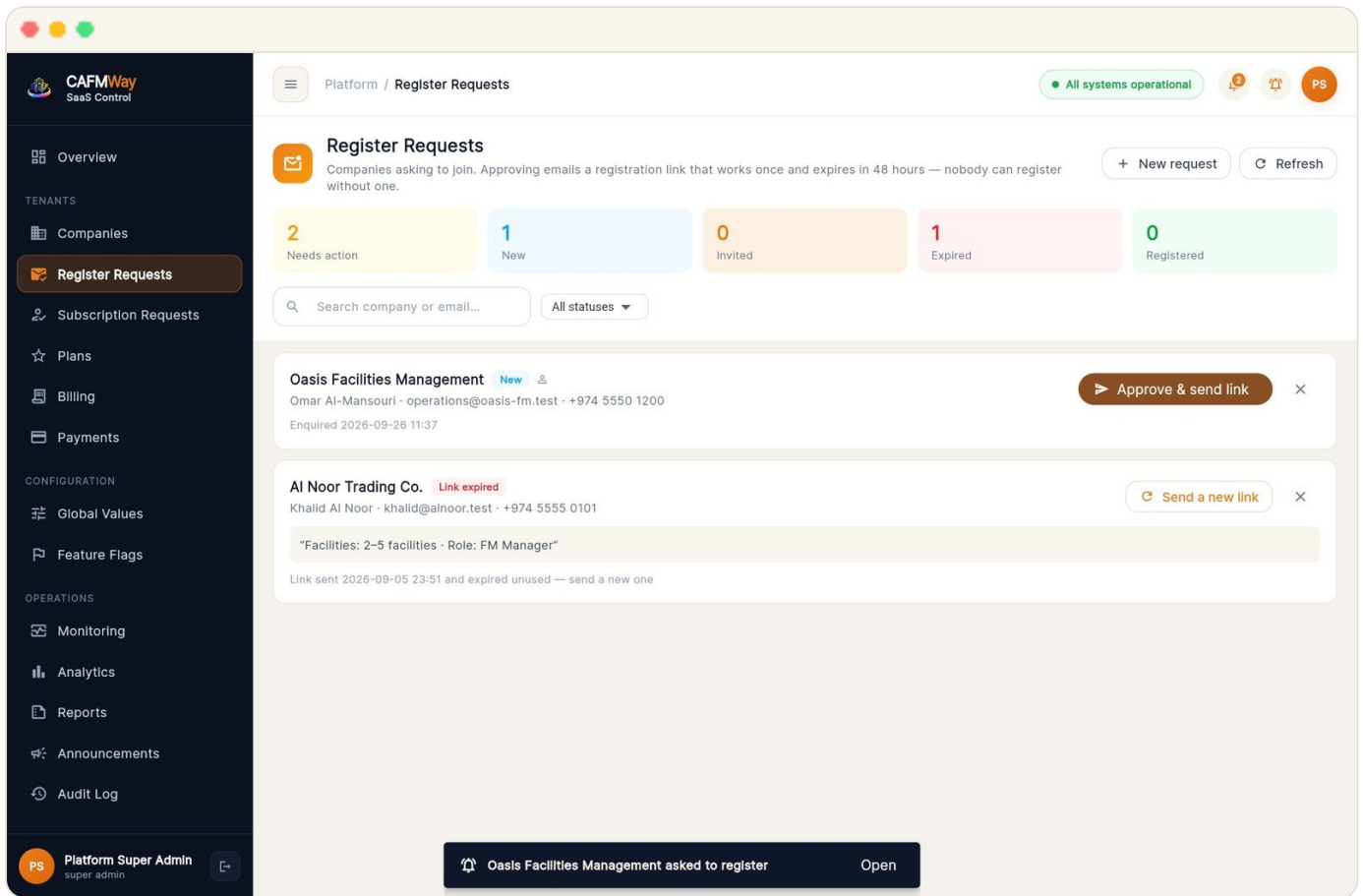
A request reaches the queue in one of two ways:

- **From the website.** The prospect fills the "Schedule your demo" form on the marketing site. The request arrives with the source *website*, the operators get an email, and a live alert appears in the console: *"{Company} asked to register"*.
- **Added by an operator.** For an enquiry that came by phone or email:

- 1 Open **Register Requests** and click **New request**.
- 2 Fill **Company name**, **Contact email**, and optionally **Contact name** and **Phone**.
- 3 Click **Add**.



**Figure 2** Adding an enquiry received by phone



**Figure 3** The new request appears with the status New. The person icon marks a request added by an operator.

#### BUSINESS RULE

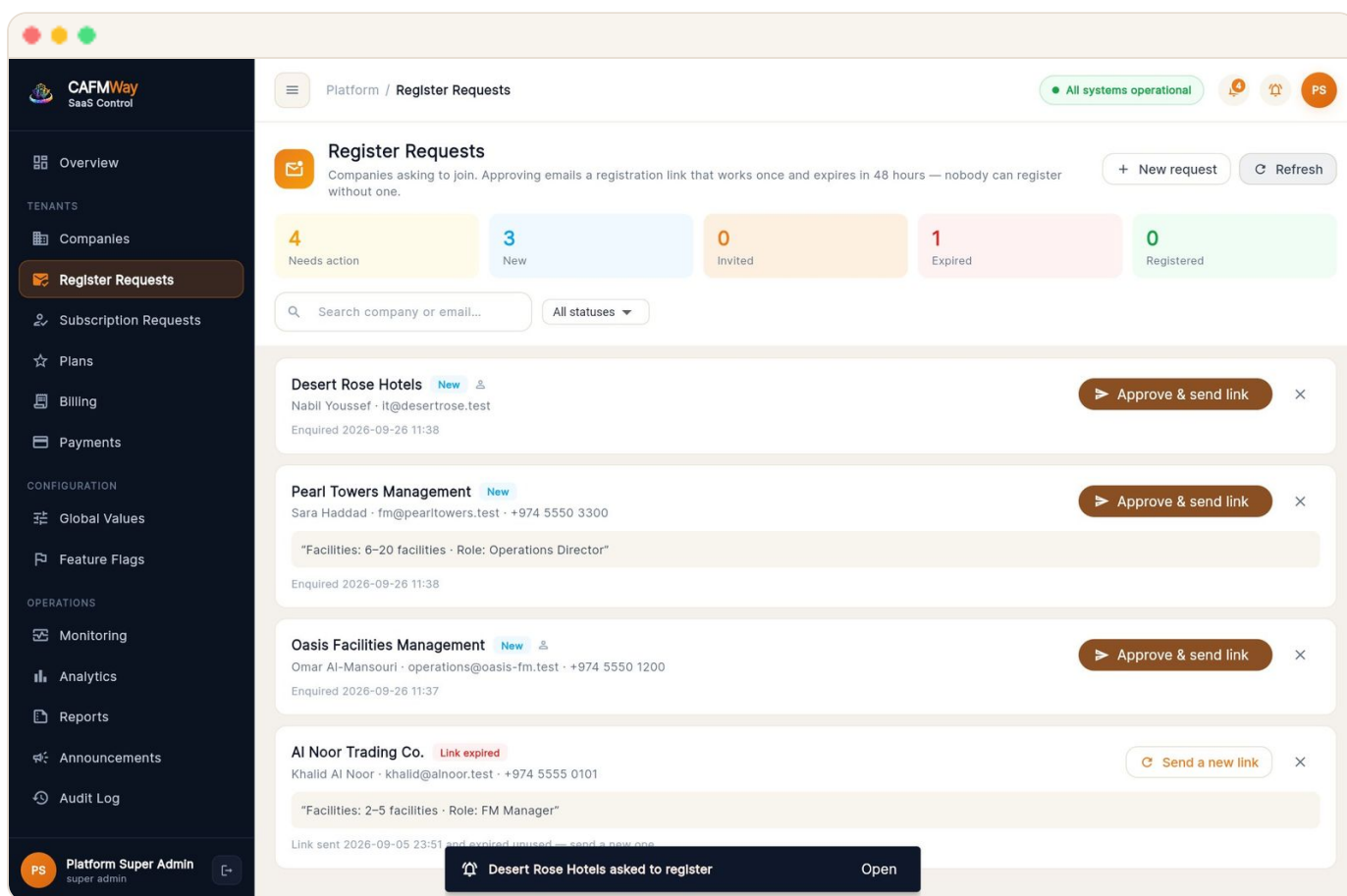
Adding a request only records it. Nothing is sent to the company until you approve it. A second enquiry from the same email within ten minutes is merged into the first.

## Step 2 — Approve and send the registration link

**Who:** a platform administrator

**Screen:** Register Requests

The tiles at the top count requests by state: **Needs action** (new plus expired), **New**, **Invited**, **Expired** and **Registered**. Use the search box and the status filter to narrow the list.



**Figure 4** The Register Requests queue

- 1 On a **New** card, click **Approve & send link**.
- 2 Read the confirmation and click **Approve and send link**.

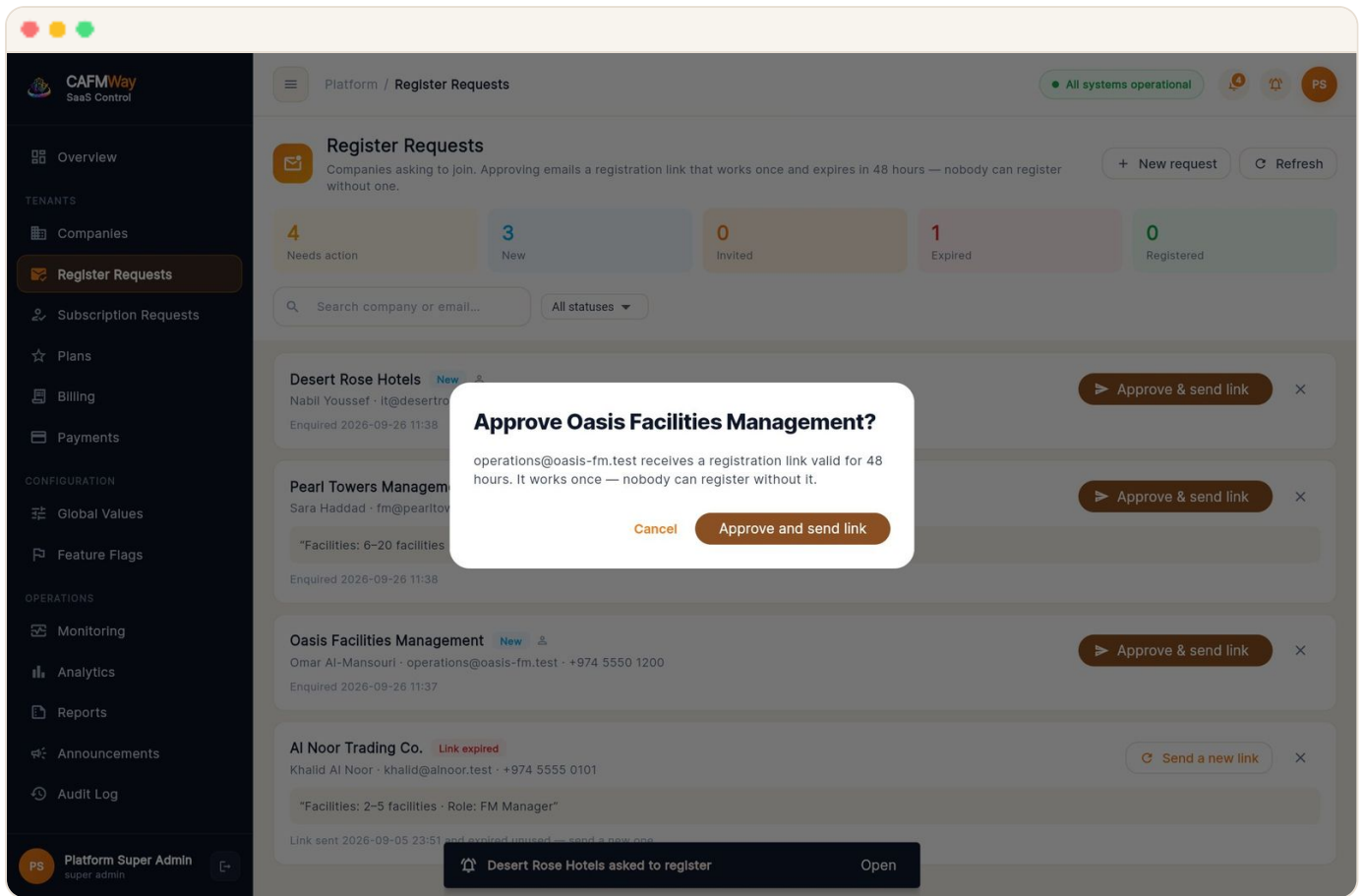
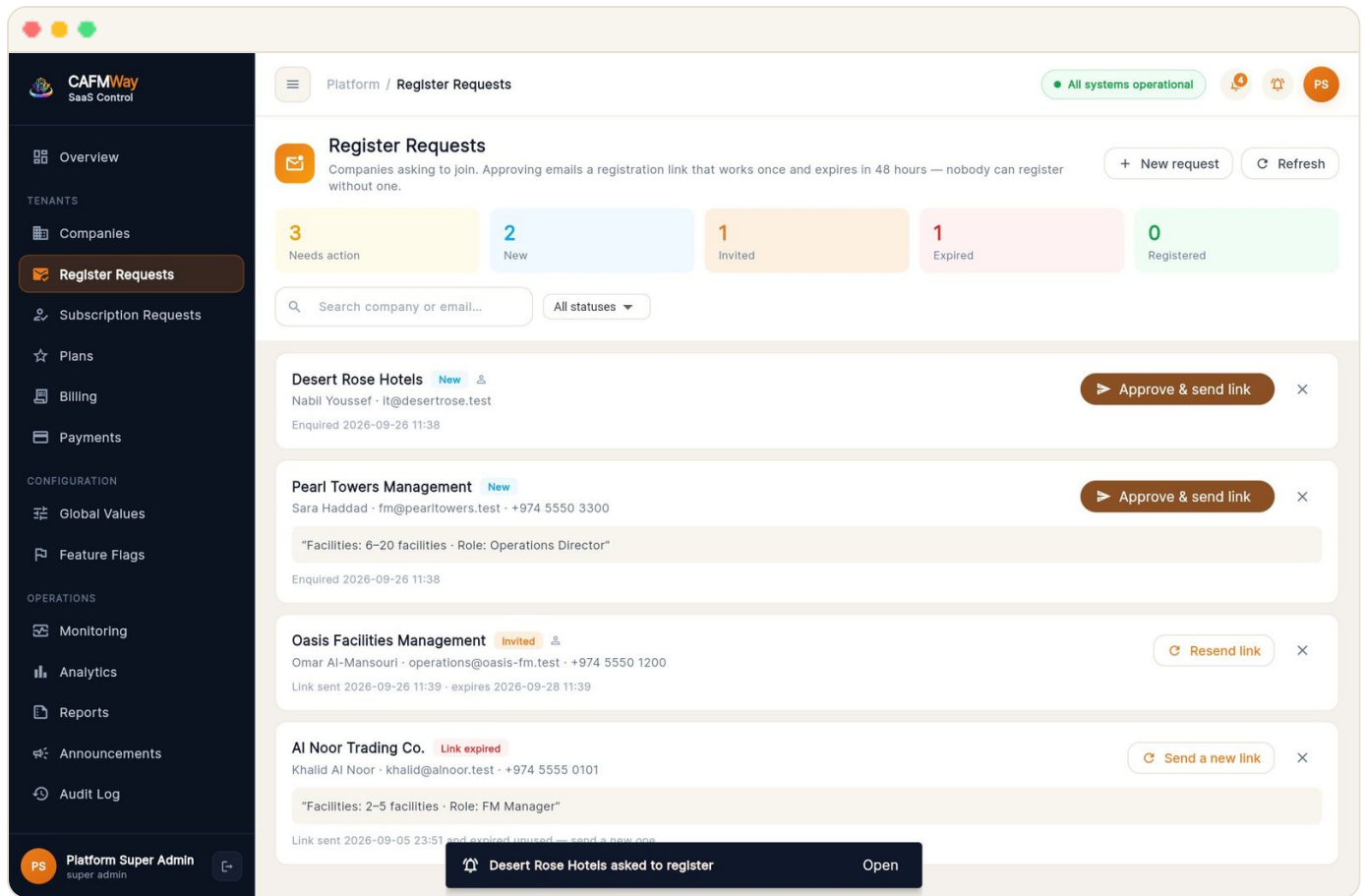


Figure 5 Confirming the approval

The company receives an email with a registration link. The link works **once** and expires after **48 hours**. The card changes to **Invited** and shows when the link was sent and when it expires.



**Figure 6** The request is now Invited, with the link's expiry date

If the link expires unused, the card shows **Link expired**. Click **Send a new link** to issue a fresh 48-hour link. **Resend link** on an invited card does the same thing, and the earlier link stops working immediately.

## Step 3 — Reject a registration enquiry

- 1 Click the ✕ (Reject) on the request card.
- 2 Enter a **Reason (for our records)**.
- 3 Click **Reject**.

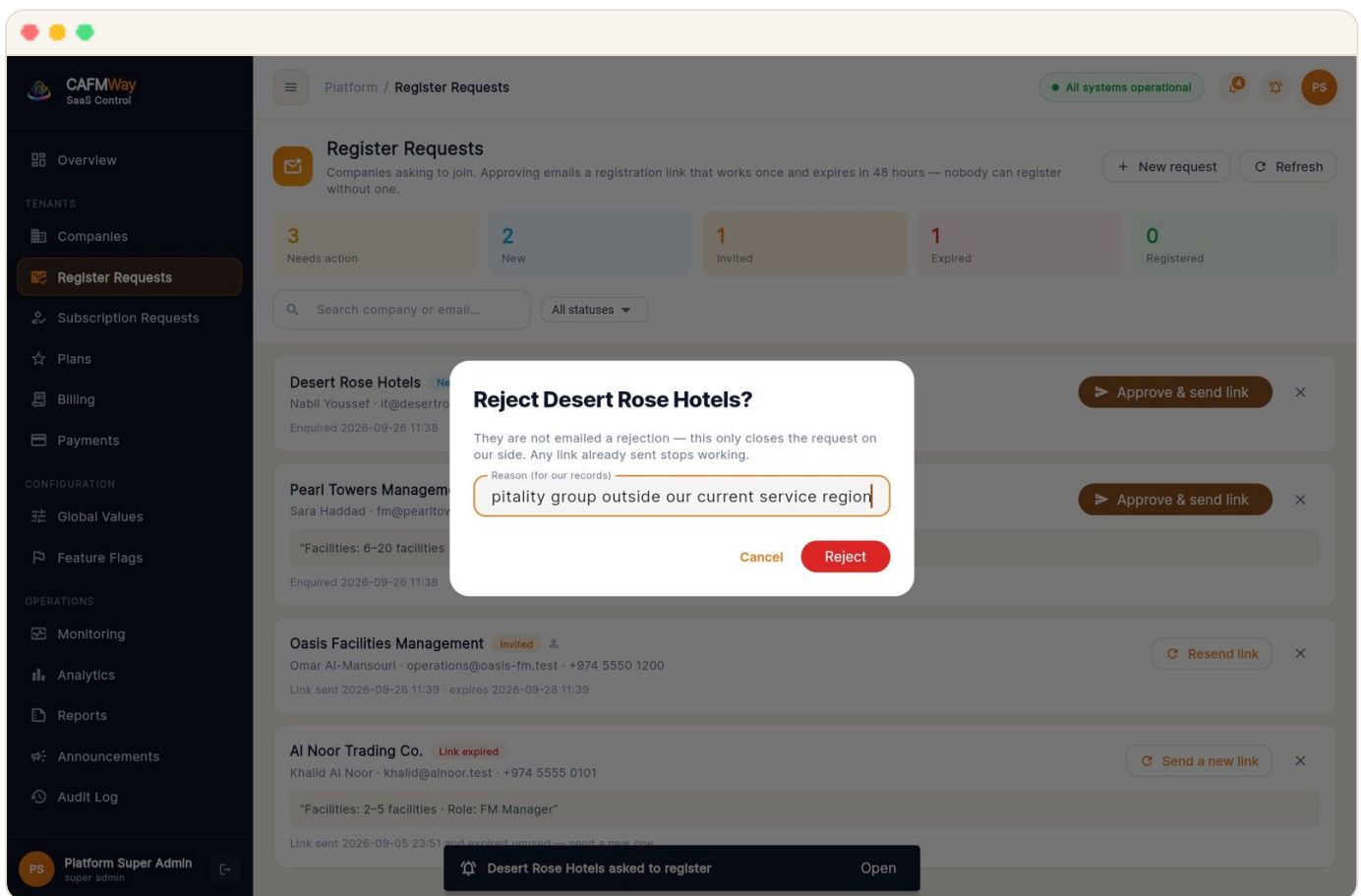


Figure 7 Rejecting an enquiry with an internal reason

### NOTE

The company is **not** emailed about this rejection. It only closes the request on CAFM's side. Any link already sent stops working.

The status filter lets you see each group: **New, Invited, Expired, Registered, Rejected**.

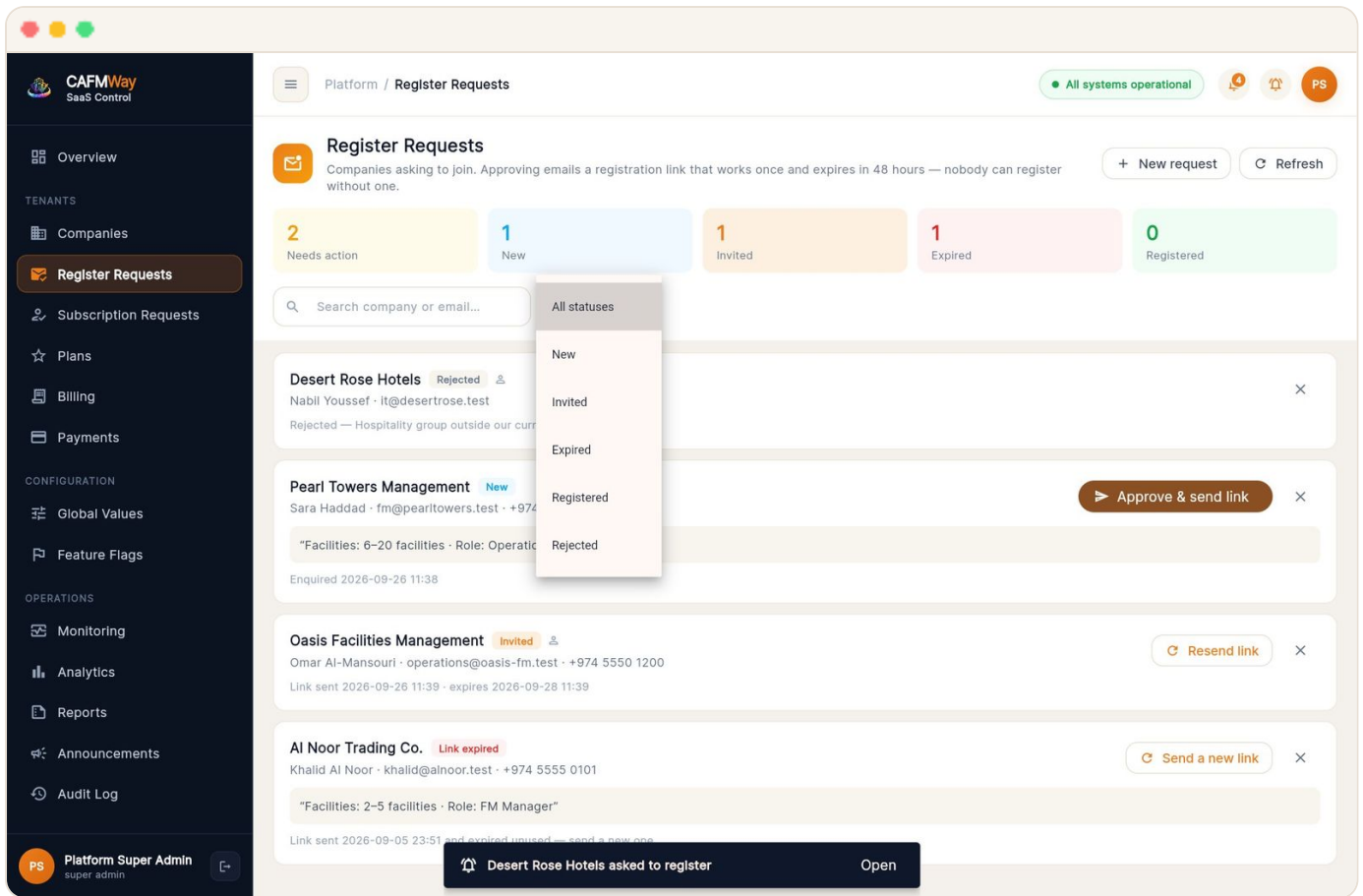


Figure 8 The status filter

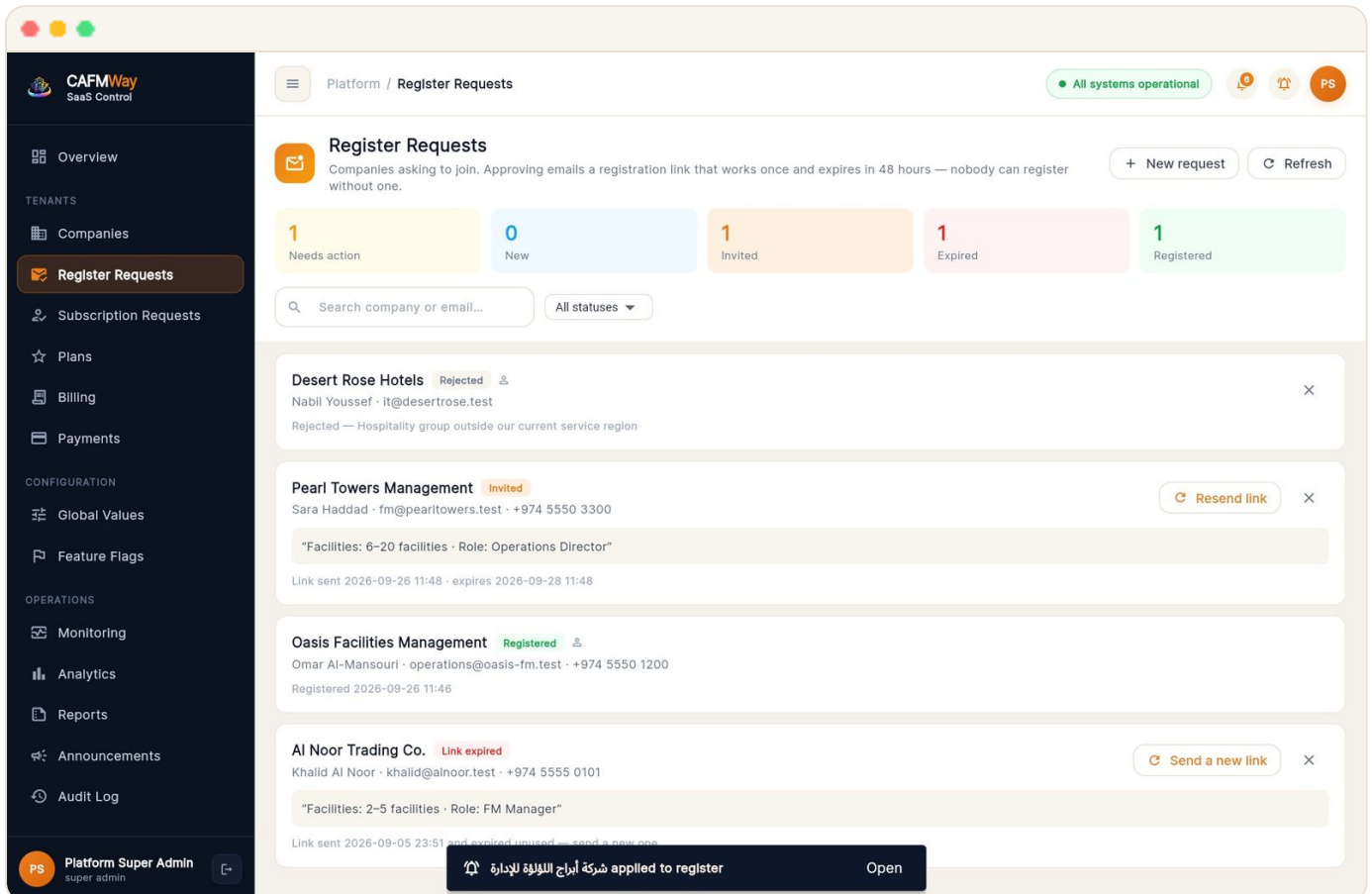


Figure 9 A queue with requests in several states



## Step 4 — The company registers

**Who:** the invited company

**Screen:** the registration wizard in the CAFM Way web app

The link in the invitation email opens a three-step wizard in the customer web app (app.cafm-way.com). Unlike the console, the wizard is available in Arabic and English.

**Step 1 — Company Info.** The company enters its profile: name, industry, country and state, address, company email (which becomes the administrator's sign-in), phone and commercial registration number. Under **Responsible Persons** it adds the people who will run CAFM.

**CAFWay**  
by GXPWAY Software & Digital Solutions

Already have an account? [Sign in](#)

**1 Company Info**  
Basic details

**2 Project**  
Areas & buildings

**3 Checkout**  
Plan & payment

**STEP 1 OF 3**

### Tell us about your company

Set up your organization profile. This information will appear on work orders, reports, and client communications.

⌚ About 2 minutes    🔒 Company email is your admin login    📄 Shown on work orders

**Company Profile**  
Identity, location, and how we can reach you

**Identity**

**Company Name \***  
Oasis Facilities Management

**Industry**  
☒ Real Estate  
 ☐ Healthcare  
 ☐ Education  
 ☐ Government  
 ☐ Retail  
 ☐ Industrial  
 ☐ Hospitality  
 ☐ Technology  
 ☐ Oil & Gas  
 ☐ ... Other

Helps us tailor defaults for your facilities

**Location**

**Country \***  
Qatar

**State \***  
Ad Dawhah (Doha)

**ZIP / Postal Code**  
23145

Optional — leave blank if your area has no postal code

**Address \***  
Tower 3, West Bay, Doha

**Contact**

**Company Email \***  
operations@oasis-fm.test

**Company Phone**  
+974 55501200

This becomes the admin sign-in for your account    Dial code follows +974

**Legal**

**Commercial Registration No. \***  
# 184522

The CR number on your trade licence — we verify it before activation

**Responsible Persons** 1  
People who will manage CAFM in your organization

**Primary contact**  
Used as the company admin name when provided

**Full Name \***  
Omar Al-Mansouri

**Email \***  
omar@oasis-fm.test

**Phone**  
+974 5550 1201

**Mobile**  
+xxx

**Mobile 2**  
+974 4440 1200

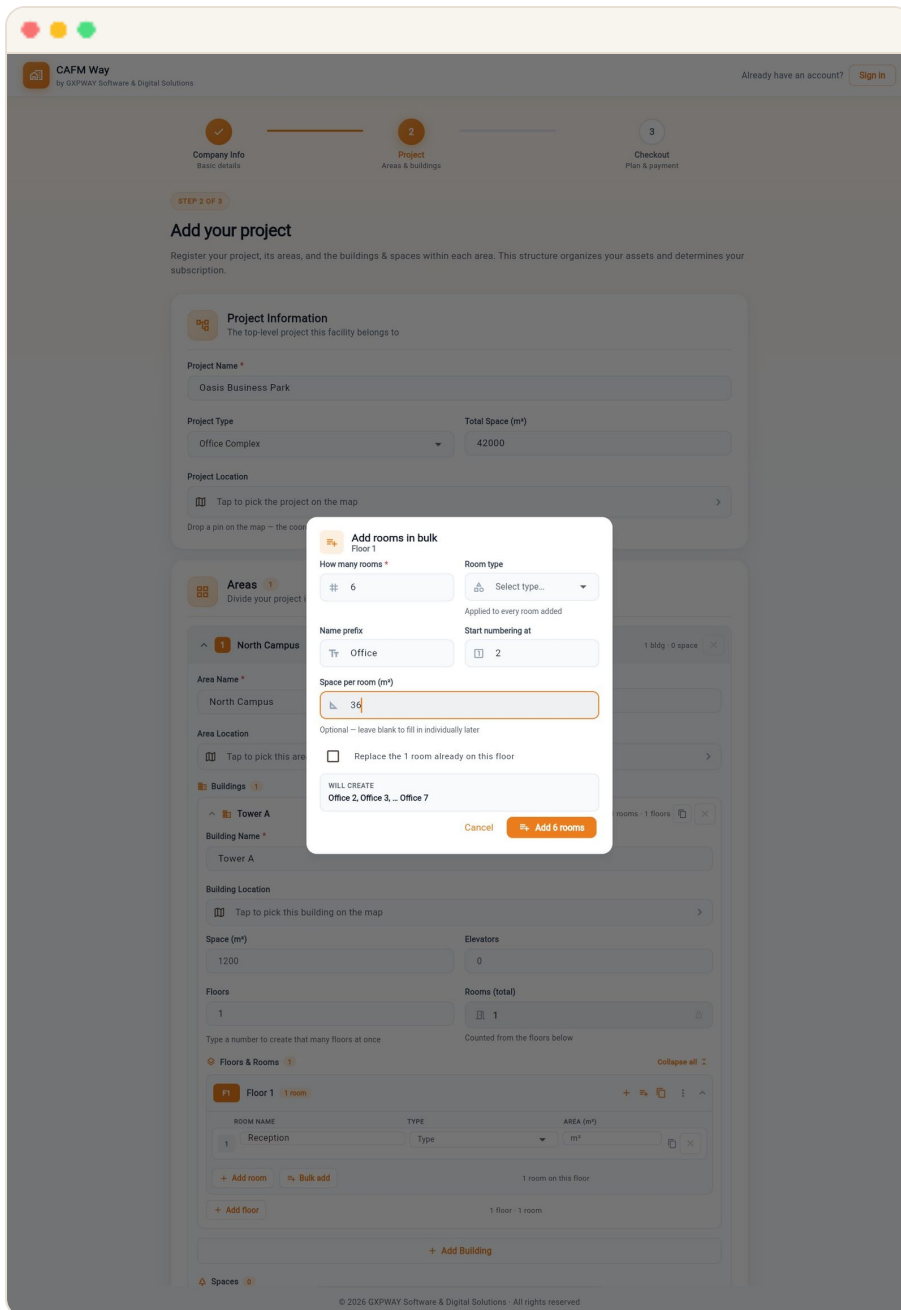
[+ Add contact](#)

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**Figure 10** Step 1: company profile and responsible persons

**Step 2 — Project.** The company describes its facility hierarchy: the project, its areas, the buildings in each area with their floors and rooms, and open spaces such as parking or gardens. Several shortcuts speed this up:

- **Bulk add** creates many rooms at once with a name prefix and numbering.
- **Duplicate this floor** copies a floor and its rooms.
- **Duplicate this building structure** copies a whole building.



**Figure 11** Adding six offices in one go

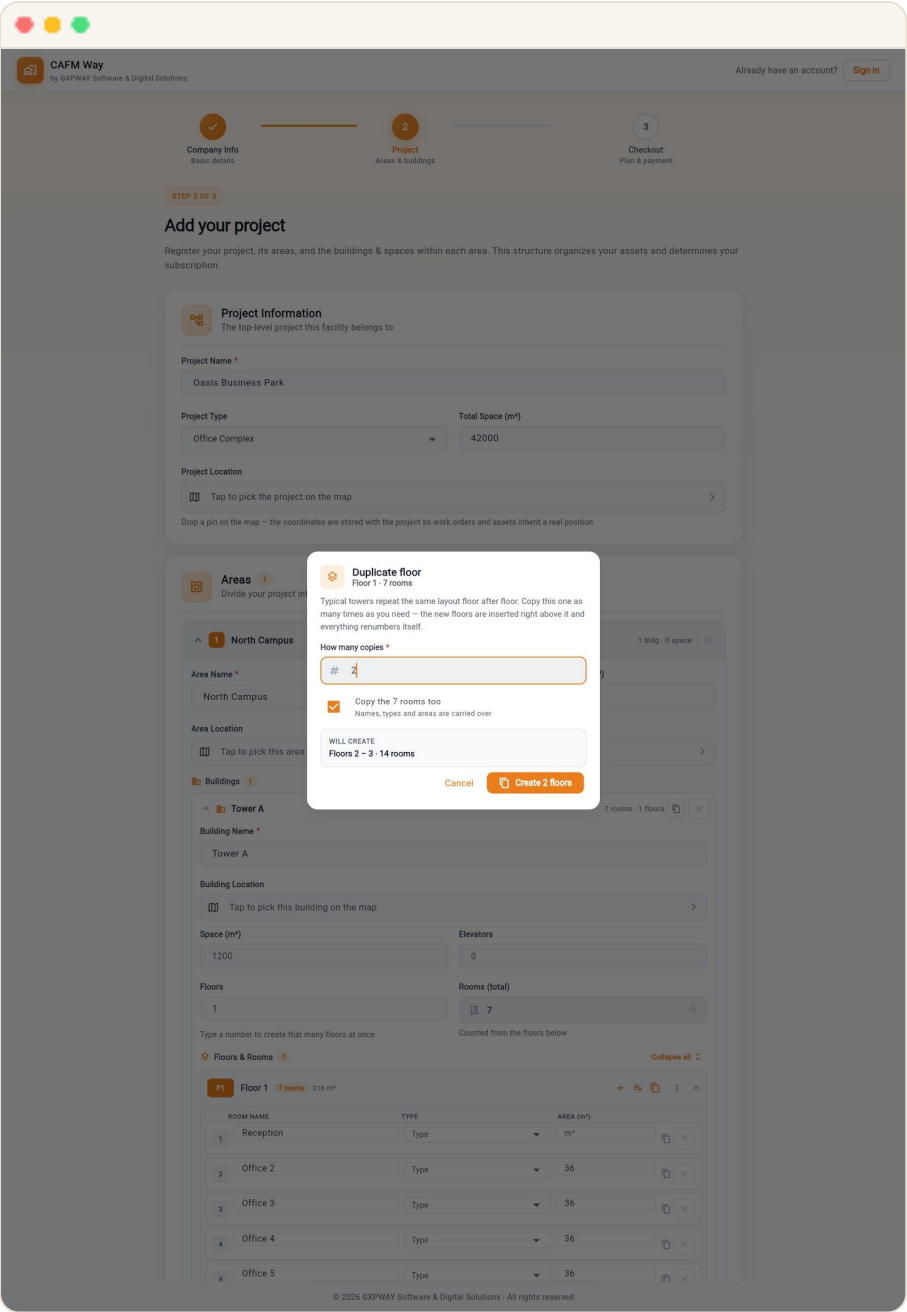


Figure 12 Copying a floor, rooms included

CAF M Way  
by GXPWAY Software & Digital Solutions

Already have an account? [Sign in](#)

1 **Company Info**  
Basic details

2 **Project**  
Areas & buildings

3 **Checkout**  
Plan & payment

STEP 2 OF 3

### Add your project

Register your project, its areas, and the buildings & spaces within each area. This structure organizes your assets and determines your subscription.

**Project Information**  
The top-level project this facility belongs to

Project Name \*  
Oasis Business Park

Project Type  
Office Complex

Total Space (m²)  
42000

Project Location  
Tap to pick the project on the map

Drop a pin on the map — the coordinates are stored with the project so work orders and assets inherit a real position

**Areas**  
Divide your project into areas (e.g. building area, garden area)

**North Campus** 2 bldg · 2 space

Area Name \*  
North Campus

Type  
Building area

Space (m²)  
300

Area Location  
Tap to pick this area on the map

**Buildings**

**Tower A** 21 rooms · 3 floors

Building Name \*  
Tower A

Building Location  
Tap to pick this building on the map

Space (m²)  
1200

Elevators  
0

Floors  
3

Rooms (total)  
21

Type a number to create that many floors at once

Counted from the floors below

Floors & Rooms

**Floor 1** 7 rooms · 216 m²

| ROOM NAME   | TYPE | AREA (m²) |
|-------------|------|-----------|
| 1 Reception | Type | m²        |
| 2 Office 2  | Type | 36        |
| 3 Office 3  | Type | 36        |
| 4 Office 4  | Type | 36        |
| 5 Office 5  | Type | 36        |

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**Figure 13** Step 2: project, area, buildings and spaces

**Step 3 — Checkout.** The company chooses its team size, reviews the hierarchy, and verifies its email with an 8-digit code. It then accepts the terms and clicks **Submit Registration Request**. No payment is taken at this point.

**CAFm Way**  
by GXPWAY Software & Digital Solutions

Already have an account? [Sign in](#)

### How many users do you need?

Everyone who will sign in – admins, supervisors, technicians, requestors, all counted together

An approximate size is enough. Our team confirms the exact number with you before the account is activated.

☒ **1 – 50 users**  
Small team or a single site

☐ **50 – 100 users**  
Growing operation, a few sites

☐ **100 – 200 users**  
Multi-site facilities team

☐ **200 – 400 users**  
Large enterprise portfolio

☐ **Custom**  
Enter an exact number

**Requested team size: 1 – 50 users**

### Project Hierarchy

Everything you registered in step 2 – check it before submitting

**Oasis Business Park**  
Office Complex - 42000 m²

- North Campus**  
Building area - 2 buildings - 2 spaces
  - Tower A**  
3 floors - 21 rooms
  - Tower B**  
3 floors - 21 rooms
  - Visitor Parking**  
Other - 3500 m²
  - Central Garden**  
Green space - 2200 m²

**1 Area** **2 Buildings** **2 Spaces** **42 Rooms**

### Verify your company email

Confirmed – operations@oasis-fm.test belongs to you

**Email verified**  
operations@oasis-fm.test [Change](#)

### What happens next

No payment is taken now

- We review your registration**  
Our team checks the company details and the facilities you registered.
- You receive a payment offer**  
We confirm how many users and facilities are included and email you the amount due.
- Your account is activated**  
Once the payment is confirmed we issue your invoice and email your sign-in details.

A copy of everything you registered is sent to the CAFM Way team, and a confirmation with your reference number goes to your company email.

[← Back to Facilities](#)

### Your Application

Reviewed and priced by our team

|           |                        |
|-----------|------------------------|
| Company   | Oasis Facilities Ma... |
| Project   | Oasis Business Park    |
| Area/s    | 1                      |
| Buildings | 2                      |
| Spaces    | 2                      |
| Rooms     | 42                     |

**Team size** **1 – 50 users**

We do not ask for payment during registration. Our team confirms your users and facilities, then emails you an offer with the amount due.

- Team size chosen
- Company email verified
- Terms accepted

☒ I agree to the [Terms of Service and Privacy Policy](#), and I confirm the information above is correct.

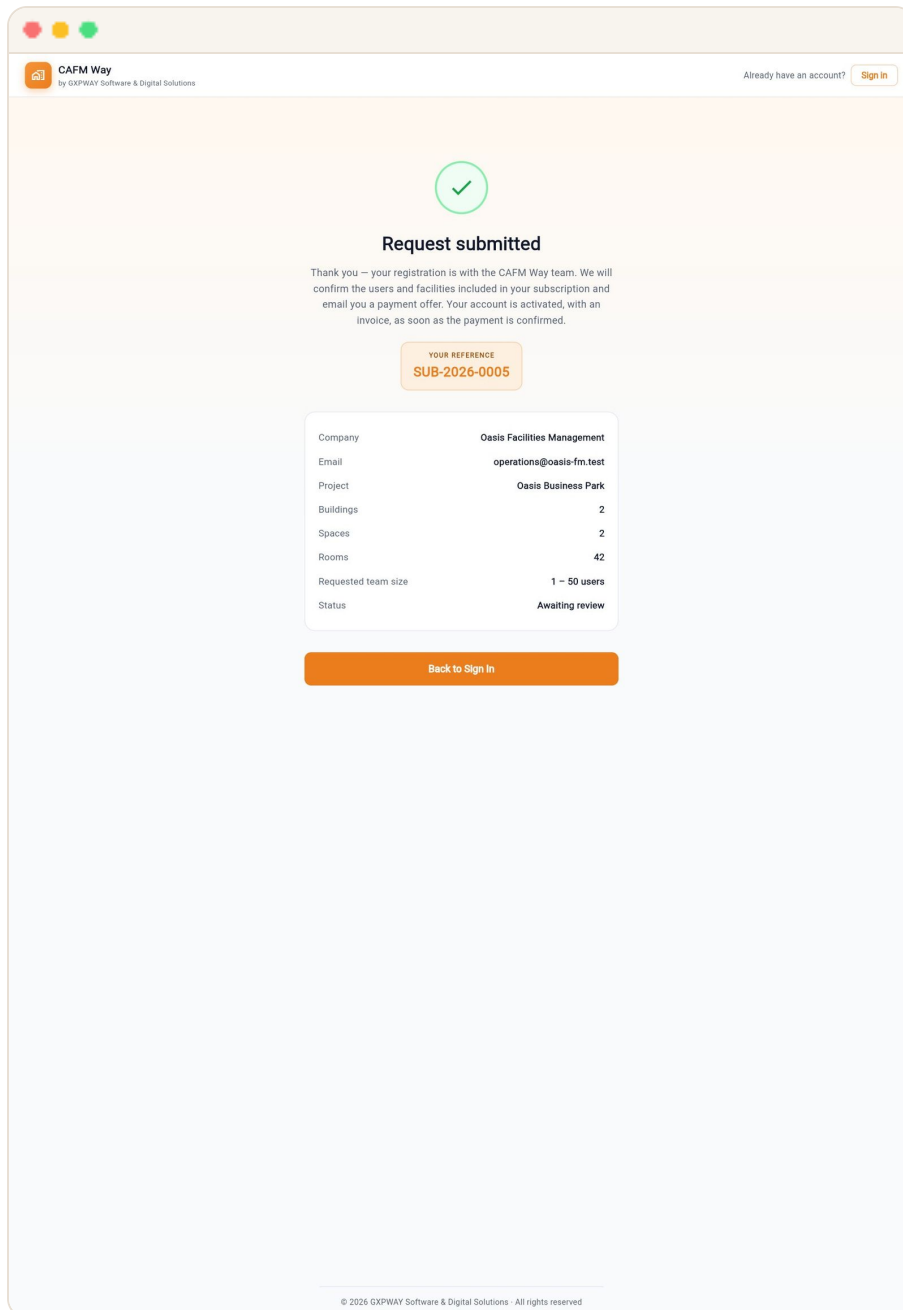
[Submit Registration Request](#)

No card details required - your data is encrypted in transit

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**Figure 14** Step 3: team size, hierarchy review and email verification

The company sees a reference number such as SUB-2026-0005 . Both the company and CAFM receive a confirmation email, and the console shows "{Company} applied to register".



**Figure 15** The confirmation with the request reference

#### **BUSINESS RULE**

A link can be used only once. The company email must not already belong to a CAFM Way user, it must be verified, and it cannot have another request under review. At least one building or space is required.

## Step 5 — Review the request and set what to grant

**Who:** a platform administrator

**Screen:** Subscription Requests → request details

**Subscription Requests** is a single queue for new companies, extra users and extra facilities. The **Offer not sent** tag marks requests that still need a price.

The screenshot displays the 'Subscription Requests' page in the CAFMWay SaaS Control Platform. The left sidebar contains navigation links for Overview, Companies, Register Requests, Subscription Requests (selected), Plans, Billing, Payments, Global Values, Feature Flags, Monitoring, Analytics, Reports, Announcements, and Audit Log. The main content area shows a summary of request counts by status: Needs action (2), Offer not sent (2), New (2), Under review (0), Awaiting payment (0), and Activated (4). Below this is a search bar and filters for 'All statuses' and 'All types'. A table lists the requests with columns for Reference, Company, Type, Facilities, Users, Estimate, Status, and Submitted. Two requests are visible: SUB-2026-0006 for 'شركة أبراج اللؤلؤة للإدارة' and SUB-2026-0005 for 'Oasis Facilities Management'. Both are 'New company' type with 2 and 4 facilities respectively, 50 users, and estimates of USD 330 and USD 660. Both have a 'New' status and an 'Offer not sent' tag. The bottom of the page shows 'Page 1 of 1' and a button to 'Open' the selected request.

| REFERENCE     | COMPANY                                                 | TYPE        | FACILITIES | USERS | ESTIMATE | STATUS                | SUBMITTED  |
|---------------|---------------------------------------------------------|-------------|------------|-------|----------|-----------------------|------------|
| SUB-2026-0006 | شركة أبراج اللؤلؤة للإدارة<br>fm@pearltowers.test       | New company | 2          | 50    | USD 330  | New<br>Offer not sent | 2026-09-26 |
| SUB-2026-0005 | Oasis Facilities Management<br>operations@oasis-fm.test | New company | 4          | 50    | USD 660  | New<br>Offer not sent | 2026-09-26 |

**Figure 16** The subscription requests queue

- 1 Click the request to open it. The page shows:
  - a **Progress** bar (Submitted → Reviewed → Offer sent → Paid & activated)
  - the **Registered company** exactly as submitted
  - the **Responsible persons**
  - the full **Facilities registered** tree
  - a **Timeline** of every decision
  - an **Emails** log



← SUB-2026-0005 Under review

Phone —

**PROJECT**

Project name **Oasis Business Park**

Type **office**

Areas 1 Buildings 2 Spaces 2 Rooms 42 Contacts 1 Facilities 4

**Responsible persons**  
1 contact registered

| NAME             | EMAIL              | PHONE          | MOBILE |
|------------------|--------------------|----------------|--------|
| Omar Al-Mansouri | omar@oasis-fm.test | +974 5550 1201 |        |

**Facilities registered**  
Every area, building, floor, room and space as submitted.

**North Campus** 2 buildings · 2 spaces  
building\_area — sqm

**Tower A** 3 floors · 21 rooms · 0 lifts  
No location — sqm  
Floor 1: Reception, Office 2, Office 3, Office 4, Office 5, Office 6, Office 7  
Floor 2: Reception, Office 2, Office 3, Office 4, Office 5, Office 6, Office 7  
Floor 3: Reception, Office 2, Office 3, Office 4, Office 5, Office 6, Office 7

**Tower B** 3 floors · 21 rooms · 0 lifts  
No location — sqm  
Floor 1: Reception, Office 2, Office 3, Office 4, Office 5, Office 6, Office 7  
Floor 2: Reception, Office 2, Office 3, Office 4, Office 5, Office 6, Office 7  
Floor 3: Reception, Office 2, Office 3, Office 4, Office 5, Office 6, Office 7

**Visitor Parking** other · 3500 sqm

**Central Garden** green · 2200 sqm

**Estimate submitted**  
Calculated from the platform price list at submission time.

|                        |                   |
|------------------------|-------------------|
| Buildings<br>2 × 250   | USD 500.00        |
| Spaces<br>2 × 80       | USD 160.00        |
| User package           | USD 0.00          |
| <b>Estimated total</b> | <b>USD 660.00</b> |

**Save approved limits**

**applied to register** Open

Limits saved. Send the payment offer when you are ready.

Reject Send payment offer Confirm payment & activate

**Figure 18** The facilities the company registered, down to each room, with the timeline below

- 1 In **What to grant**, set **Users included** and **Facilities included**, which default to what was registered.
- 2 Under **PRICING**, enter **Price per user** and **Price per facility**. The **Amount due** is calculated for you. To type an amount by hand instead, clear both rates.
- 3 Choose the **Billing** period (Yearly, Monthly or Quarterly) and optionally write a **Note to the company**, which appears in the offer email.
- 4 Click **Save approved limits**.

←

SUB-2026-0005

New

Progress

Payment is confirmed manually — nothing is provisioned before that.

1

Submitted

2

Reviewed

3

Offer sent

4

Paid & activated

Registered company

Exactly as submitted by the company.

Company name

Oasis Facilities Management

Email

operations@oasis-fm.test

Phone

+974 55501200

Industry

realestate

CR number

184522

Address

Tower 3, West Bay, Doha

City

—

Country

QA

ZIP / Postal

23145

Website

—

ACCOUNT ADMINISTRATOR

Full name

Omar Al-Mansouri

Email

operations@oasis-fm.test

Phone

—

PROJECT

Project name

Oasis Business Park

Type

office

Areas 1

Buildings 2

Spaces 2

Rooms 42

Contacts 1

Facilities 4

Responsible persons

1 contact registered

🔑 شركة أبراج اللؤلؤة للإدارة applied to register

Open

What to grant

Set how many users and facilities this subscription includes.

Users included

25

Facilities included (buildings + spaces)

4

Buildings

2

Spaces

2

PRICING

Price per user (USD)

20

Price per facility (USD)

150

25 users × USD 20.00

USD 500.00

4 facilities × USD 150.00

USD 600.00

Amount due

USD 1100.00

Amount due (USD)

1100.00

📅

Billing

Yearly

▼

Calculated from the rates above. Clear both rates to enter an amount by hand.

Note to the company (appears in the offer email)

Annual subscription for 25 users and 4 facilities. Onboarding session included

📄 Save approved limits

Estimate submitted

Calculated from the platform price list at submission time.

Buildings

2 × 250

USD 500.00

Spaces

2 × 80

USD 160.00

User package

USD 0.00

Estimated total

USD 660.00

Review the registration, set the approved limits, then send the payment offer.

❌ Reject

📄 Send payment offer

🔑 Confirm payment & activate



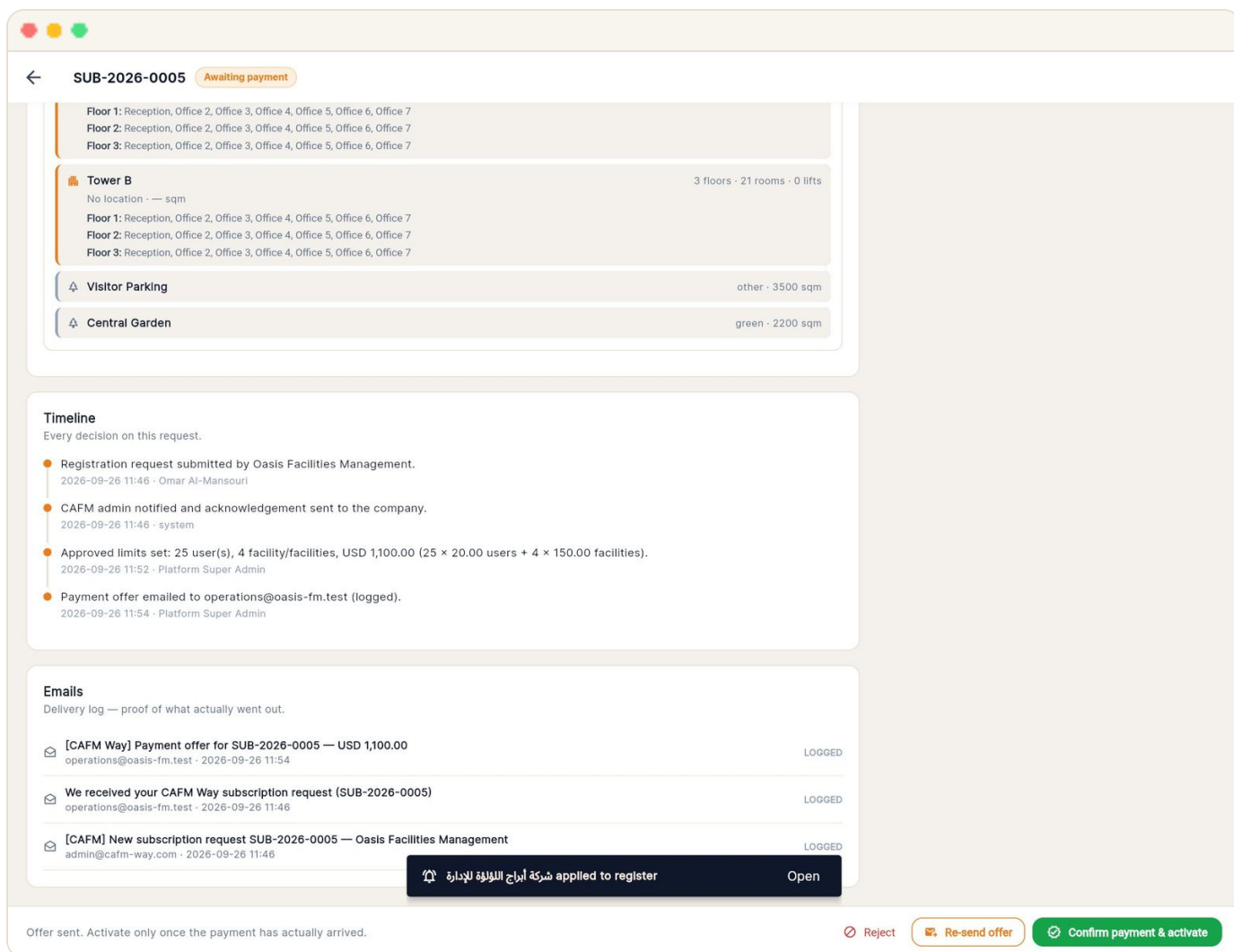
## Step 6 — Send the payment offer

- 1 At the bottom of the request, click **Send payment offer**.
- 2 Confirm with **Send offer**.

The screenshot displays the 'SUB-2026-0005' request page in the CAFM Way Platform Console, which is currently 'Under review'. The page is divided into several sections: 'PROJECT' (Oasis Business Park, office type), 'Responsible persons' (Omar Al-Mansouri), and 'Facilities registered' (North Campus, Tower A, Tower B, Visitor Parking, Central Garden). A modal dialog titled 'Send payment offer?' is centered on the screen, asking for confirmation to send the offer. The dialog text states: 'The company will receive an email with the approved users, facilities and the amount due. Nothing is activated until you confirm the payment.' It includes 'Cancel' and 'Send offer' buttons. On the right side of the page, an 'Estimate submitted' summary shows: Buildings (2 x 250) for USD 500.00, Spaces (2 x 80) for USD 160.00, User package for USD 0.00, and an Estimated total of USD 660.00. At the bottom of the page, there are buttons for 'Reject', 'Send payment offer', and 'Confirm payment & activate'. A footer message reads: 'Limits saved. Send the payment offer when you are ready.'

**Figure 21** Confirming the offer

The company receives an email with the approved users, facilities, the amount due and CAFM's bank details. The request becomes **Awaiting payment**. The email appears in the request's **Emails** card.



**Figure 22** The email log on the request shows every message sent

**Subscription Requests**  
Review what each company registered, set their users and facilities, send the payment offer, then activate once payment is confirmed.

2 Needs action | 1 Offer not sent | 1 New | 0 Under review | 1 Awaiting payment | 4 Activated

Search company, email or refer... All statuses All types 6 requests

| REFERENCE     | COMPANY                                                 | TYPE        | FACILITIES | USERS | ESTIMATE | STATUS                | SUBMITTED  |
|---------------|---------------------------------------------------------|-------------|------------|-------|----------|-----------------------|------------|
| SUB-2026-0006 | شركة أبراج اللؤلؤة للإدارة<br>fm@pearltowers.test       | New company | 2          | 50    | USD 330  | New<br>Offer not sent | 2026-09-26 |
| SUB-2026-0005 | Oasis Facilities Management<br>operations@oasis-fm.test | New company | 4          | 50    | USD 1100 | Awaiting payment      | 2026-09-26 |

Page 1 of 1 Previous Next

**Figure 23** In the queue the request now reads Awaiting payment

#### BUSINESS RULE

An offer cannot be sent before the approved number of users and the amount due are set. **Re-send offer** is available while the request awaits payment.

## Step 7 — Confirm payment and activate

Only activate once the money has actually arrived. This is the gate that creates the customer's account.

- 1 Click **Confirm payment & activate**.
- 2 Check **Amount received** and **Payment date** (the date cannot be in the future).
- 3 Choose the **Payment method**: bank transfer, cheque, cash, card or other.
- 4 Enter the **Payment reference**, the account the money was **Received into**, and who it was **Paid by**.
- 5 Click **Attach proof of payment** and choose the receipt (PDF, JPG or PNG, up to 10 MB).
- 6 Add an **Internal note** if needed. The company never sees it.
- 7 Click **Confirm & activate**.

The screenshot displays the 'Confirm payment & activate' modal in the CAFM Way Platform Console. The modal is centered over a background page showing the progress of a subscription setup for 'SUB-2026-0005'. The progress bar indicates four steps: Submitted, Reviewed, Offer sent, and Paid & activated (the current step). The background page also shows details for the 'Registered company' (Oasis Facilities Management), 'ACCOUNT ADMINISTRATOR' (Omar Al-Mansouri), and 'PROJECT' (Oasis Business Park office). The modal itself has a title 'Confirm payment & activate' and a description: 'This creates the tenant, its administrator and the full project hierarchy, generates the invoice and emails both the invoice and the sign-in credentials.' The form fields include: 'Amount received' (1100.00), 'Payment date' (2026-09-26), 'Payment method' (Bank transfer), 'Payment reference' (TRX-2026-448120), 'Received into' (QAR current account), and 'Paid by' (Oasis Facilities Management). There is a section for attaching a receipt, showing 'receipt-demo.png' with a 'Replace' button. An 'Internal note' field contains the text 'Transfer confirmed by finance on 26 Sep.' At the bottom of the modal are 'Cancel' and 'Confirm & activate' buttons. The background page also features a 'What to grant' section with fields for 'Users included' (25), 'Facilities included' (4), 'Buildings' (2), and 'Spaces' (2). It includes a 'PRICING' table with 'Price per user (USD)' (20.00) and 'Price per facility (USD)' (150.00), resulting in a total 'Amount due' of 'USD 1100.00'. A 'Save approved limits' button is present. The 'Estimate submitted' section shows a breakdown: 'Buildings' (2 x 250 = USD 500.00), 'Spaces' (2 x 80 = USD 160.00), and 'User package' (USD 0.00), with an 'Estimated total' of 'USD 660.00'. At the bottom of the page, there are buttons for 'Reject', 'Re-send offer', and 'Confirm payment & activate'.

Subscriptions

← SUB-2026-0005 Awaiting payment

**Progress**  
Payment is confirmed manually — nothing is provisioned before that.

Submitted Reviewed Offer sent Paid & activated

**Registered company**  
Exactly as submitted by the company.

Company name Oasis Facilities Management  
Email operations@oasis-fm.test  
Phone +974 55501200  
Industry realestate  
CR number 184522  
Address Tower 3, West Bay, Doha  
City —  
Country QA  
ZIP / Postal 23145  
Website —

**ACCOUNT ADMINISTRATOR**

Full name Omar Al-Mansouri  
Email operations@oasis-fm.test  
Phone —

**PROJECT**

Project name Oasis Business Park  
Type office

Areas 1 Buildings 2 Spaces 2 Rooms 42 Contacts 1 Facilities 4

**Confirm payment & activate**

This creates the tenant, its administrator and the full project hierarchy, generates the invoice and emails both the invoice and the sign-in credentials.

Amount received 1100.00 Payment date 2026-09-26

Payment method Bank transfer

Payment reference TRX-2026-448120 Received into — QAR current account

Paid by Oasis Facilities Management

receipt-demo.png Replace x

Internal note  
Transfer confirmed by finance on 26 Sep.

Cancel Confirm & activate

**What to grant**  
Set how many users and facilities this subscription includes.

Users included 25  
Facilities included (buildings + spaces) 4  
Buildings 2 Spaces 2

**PRICING**

Price per user (USD) 20.00 Price per facility (USD) 150.00

25 users × USD 20.00 USD 500.00  
4 facilities × USD 150.00 USD 600.00

Amount due USD 1100.00

Amount due (USD) 1100.00 Billing Yearly

Calculated from the rates above. Clear both rates to enter an amount by hand.

Note to the company (appears in the offer email)  
Annual subscription for 25 users and 4 facilities. Onboarding session included.

Save approved limits

**Estimate submitted**  
Calculated from the platform price list at submission time.

Buildings 2 × 250 USD 500.00  
Spaces 2 × 80 USD 160.00  
User package USD 0.00

Estimated total USD 660.00

Offer sent. Activate only once the payment has actually arrived.

Reject Re-send offer Confirm payment & activate

Figure 24 Recording the payment, with the receipt attached

In one step the platform:

- issues an invoice (for example INV-2026-0005 )
- creates the company with its limits and subscription dates
- creates the company administrator
- builds the full hierarchy the company registered
- emails the invoice and the sign-in details, including a temporary password

← SUB-2026-0005

Activated

Responsible persons

1 contact registered

| NAME             | EMAIL              | PHONE          | MOBILE |
|------------------|--------------------|----------------|--------|
| Omar Al-Mansouri | omar@oasis-fm.test | +974 5550 1201 |        |

Facilities registered

Every area, building, floor, room and space as submitted.

North Campus

building\_area · — sqm

2 buildings · 2 spaces

Tower A

No location · — sqm

3 floors · 21 rooms · 0 lifts

Floor 1: Reception, Office 2, Office 3, Office 4, Office 5, Office 6, Office 7

Floor 2: Reception, Office 2, Office 3, Office 4, Office 5, Office 6, Office 7

Floor 3: Reception, Office 2, Office 3, Office 4, Office 5, Office 6, Office 7

Tower B

No location · — sqm

3 floors · 21 rooms · 0 lifts

Floor 1: Reception, Office 2, Office 3, Office 4, Office 5, Office 6, Office 7

Floor 2: Reception, Office 2, Office 3, Office 4, Office 5, Office 6, Office 7

Floor 3: Reception, Office 2, Office 3, Office 4, Office 5, Office 6, Office 7

Visitor Parking

other · 3500 sqm

Central Garden

green · 2200 sqm

Timeline

Every decision on this request.

Registration request submitted by Oasis Facilities Management.

2026-09-26 11:46 · Omar Al-Mansouri

CAFM admin notified and acknowledgement sent to the company.

2026-09-26 11:46 · system

Approved limits set: 25 user(s), 4 facility/facilities, USD 1,100.00

2026-09-26 11:52 · Platform Super Admin

Oasis Facilities Management paid USD 1,100.00

Open

Reference

TRX-2026-448120

Paid by

Oasis Facilities Management

Received into

Demo Bank — QAR current account

INTERNAL NOTE

Transfer confirmed by finance on 26 Sep.

receipt-demo.png

Invoice INV-2026-0005

Issued 2026-09-26 · paid

Re-send

Buildings — annual facility subscription

2 × 250

USD 500.00

Spaces — annual facility subscription

2 × 80

USD 160.00

User seats — custom package (25 users)

1 × 0

USD 0.00

Adjustment

1 × 440

USD 440.00

Subtotal

USD 1100.00

Tax (0%)

USD 0.00

Total

USD 1100.00

Activated. The invoice and credentials have been emailed.

Figure 25 The request is activated. The Payment received card keeps the receipt and the reference.



## Step 8 — Reject a subscription request

- 1 Open the request and click **Reject**.
- 2 Give a **Reason** the company can act on. It is included in the email.
- 3 Click **Reject**.

The screenshot shows a web interface for managing subscription requests. A modal titled "Reject request" is open in the center, prompting the user to provide a reason for rejection. The background form displays details for a request with ID "SUB-2026-0006".

**Progress:** Payment is confirmed manually — nothing is provisioned before that. The progress bar shows four steps: 1. Submitted (checked), 2. Reviewed, 3. Offer sent, and 4. Paid & activated.

**Registered company:** Exactly as submitted by the company.

|              |                                |
|--------------|--------------------------------|
| Company name | شركة أبراج اللؤلؤة للإدارة     |
| Email        | fm@pearltowers.test            |
| Phone        | +974 55503300                  |
| Industry     | realestate                     |
| CR number    | 176320                         |
| Address      | برج اللؤلؤة 2، اللؤلؤة، الدوحة |
| City         | —                              |
| Country      | QA                             |
| ZIP / Postal | 24010                          |
| Website      | —                              |

**ACCOUNT ADMINISTRATOR:**

|           |                     |
|-----------|---------------------|
| Full name | سارة حداد           |
| Email     | fm@pearltowers.test |
| Phone     | —                   |

**PROJECT:**

|              |                       |
|--------------|-----------------------|
| Project name | أبراج اللؤلؤة السكنية |
| Type         | residential           |

Areas 1 Buildings 1 Spaces 1 Rooms 6 Contacts 1 Facilities 2

**What to grant:** Set how many users and facilities this subscription includes.

|                                          |    |
|------------------------------------------|----|
| Users included                           | 50 |
| Facilities included (buildings + spaces) | 2  |
| Buildings                                | 1  |
| Spaces                                   | 1  |

**PRICING:**

|                      |                          |
|----------------------|--------------------------|
| Price per user (USD) | Price per facility (U... |
| Amount due (USD)     | Billing                  |
| 330.00               | Yearly                   |

Note to the company (appears in the offer e...)

**Estimate submitted:** Calculated from the platform price list at submission time.

|                        |         |                   |
|------------------------|---------|-------------------|
| Buildings              | 1 × 250 | USD 250.00        |
| Spaces                 | 1 × 80  | USD 80.00         |
| User package           |         | USD 0.00          |
| <b>Estimated total</b> |         | <b>USD 330.00</b> |

**Responsible persons:** 1 contact registered

Oasis Facilities Management paid USD 1,100.00 Open

Review the registration, set the approved limits, then send the payment offer.

Reject Send payment offer Confirm payment & activate

**Figure 27** Rejecting a request with a reason for the company



- Overview
- TENANTS
  - Companies
  - Register Requests
  - Subscription Requests**
  - Plans
  - Billing
  - Payments
- CONFIGURATION
  - Global Values
  - Feature Flags
- OPERATIONS
  - Monitoring
  - Analytics
  - Reports
  - Announcements
  - Audit Log
- SYSTEM
  - Settings
  - Notifications 8

PS Platform Super Admin  
super admin

Platform / Subscription Requests

All systems operational
PS

Subscription Requests

Review what each company registered, set their users and facilities, send the payment offer, then activate once payment is confirmed.

Refresh

0 Needs action

0 Offer not sent

0 New

0 Under review

0 Awaiting payment

5 Activated

Search company, email or refer...

All statuses

All types

6 requests

| REFERENCE     | COMPANY                                                 | TYPE        | FACILITIES | USERS | ESTIMATE | STATUS    | SUBMITTED  |
|---------------|---------------------------------------------------------|-------------|------------|-------|----------|-----------|------------|
| SUB-2026-0006 | شركة أبراج اللؤلؤة للإدارة<br>fm@pearltowers.test       | New company | 2          | 50    | USD 330  | Rejected  | 2026-09-26 |
| SUB-2026-0005 | Oasis Facilities Management<br>operations@oasis-fm.test | New company | 4          | 50    | USD 1100 | Activated | 2026-09-26 |

شركة أبراج اللؤلؤة للإدارة's request SUB-2026-0006 was rejected
Open

Page 1 of 1

Previous Next

**Figure 29** The queue after the example: one activated, one rejected

# Requests for extra users or facilities

Existing customers can ask for more capacity from the **Subscription** page of their own app:

- **Additional users:** the customer asks how many more people need to sign in. In the console, the request shows a banner such as *Requested: +10 users*, and you set **Total users after this request**.
- **Additional facilities:** the customer builds new areas, buildings or spaces as drafts, then sends them to CAFM. The console lists **FACILITIES THE COMPANY ADDED**, and you set how many to grant.

Both follow the same path as a new company: review and price, **Send payment offer**, then **Confirm payment & activate**. On activation, the seat limit is raised or the draft facilities become active, and an invoice is issued. If you reject a facilities request, the facilities go back to the customer as drafts.

← SUB-2026-0008 New

Progress

Payment is confirmed manually — nothing is provisioned before that.

1

Submitted

2

Reviewed

3

Offer sent

4

Paid & activated

Registered company

Exactly as submitted by the company.

Company name

Oasis Facilities Management

Email

operations@oasis-fm.test

Phone

+974 55501200

Industry

realestate

CR number

184522

Address

—

City

—

Country

QA

ZIP / Postal

—

Website

—

ACCOUNT ADMINISTRATOR

Full name

Omar Al-Mansouri

Email

operations@oasis-fm.test

Phone

—

Timeline

Every decision on this request.

● Upgrade requested: 1 user.

2026-09-26 12:49 · Omar Al-Mansouri

Emails

Delivery log — proof of what actually went out.

What to grant

Set the new total seat count and the amount due.

Requested: +1 users (new total 26)

Total users after this request

35

PRICING

Price per user (USD)

20

Price per facility (U...

35 users × USD 20.00

USD 700.00

0 facilities × USD 0.00

USD 0.00

Amount due

USD 700.00

Amount due (USD)

700.00

Billing

Yearly

Calculated from the rates above. Clear both rates to enter an amount by hand.

Note to the company (appears in the offer email)

10 additional seats at USD 20 per seat for the remainder of the annual term.

Save approved limits

Estimate submitted

Calculated from the platform price list at submission time.

Buildings

0 × 0

USD 0.00

Spaces

0 × 0

USD 0.00

User package

USD 0.00

Estimated total

USD 0.00

Review the registration, set the approved limits, then send the payment offer.

Reject

Send payment offer

Confirm payment & activate

**Figure 30** An additional-users request: the banner shows what was asked for, and you set the new total and the price per seat

←SUB-2026-0008Activated

Progress

Payment is confirmed manually — nothing is provisioned before that.

Submitted

Reviewed

Offer sent

Paid & activated

Registered company

Exactly as submitted by the company.

Company name

Email

Phone

Industry

CR number

Address

City

Country

ZIP / Postal

Website

Oasis Facilities Management

operations@oasis-fm.test

+974 55501200

realestate

184522

—

—

QA

—

—

ACCOUNT ADMINISTRATOR

Full name

Email

Phone

Omar Al-Mansouri

operations@oasis-fm.test

—

Timeline

Every decision on this request.

Upgrade requested: 1 user.

Approved limits set: 35 user(s), 0 facility/facilities, USD 700.00 (35 × 20.00 users + 0 × 0.00 facilities).

Payment offer emailed to operations@oasis-fm.test (logged).

Payment of USD 700.00 confirmed manually (bank\_transfer, received)

What to grant

Set the new total seat count and the amount due.

Requested: +10 users (new total 26)

Total users after this request

35

PRICING

Price per user (USD)

20.00

Price per facility (USD)

0.00

35 users × USD 20.00

0 facilities × USD 0.00

Amount due

USD 700.00

USD 0.00

USD 700.00

Amount due (USD)

700.00

Billing

Yearly

Calculated from the rates above. Clear both rates to enter an amount by hand.

Note to the company (appears in the offer email)

10 additional seats at USD 20 per seat for the remainder of the annual term.

Save approved limits

Payment received

Recorded when this request was activated.

Amount

Date

Method

Reference

Paid by

Received into

USD 700.00

2026-09-26 12:50

Bank transfer

TRX-2026-448350

Oasis Facilities Management

Demo Bank — QAR current account

receipt-demo.png

Activated. The invoice and credentials have been emailed.

**Progress**  
Payment is confirmed manually — nothing is provisioned before that.

Submitted (1) Reviewed (2) Offer sent (3) Paid & activated (4)

**Registered company**  
Exactly as submitted by the company.

Company name: Oasis Facilities Management  
Email: operations@oasis-fm.test  
Phone: +974 55501200  
Industry: realestate  
CR number: 184522  
Address: —  
City: —  
Country: QA  
ZIP / Postal: —  
Website: —

**ACCOUNT ADMINISTRATOR**

Full name: Omar Al-Mansouri  
Email: operations@oasis-fm.test  
Phone: —

**Timeline**  
Every decision on this request.

- Facilities requested: 1 building.  
2026-09-26 12:49 · Omar Al-Mansouri

**Emails**  
Delivery log — proof of what actually went out.

Oasis Facilities Management paid USD 700.00 (Open)

Review the registration, set the approved limits, then send the payment offer.

Reject Send payment offer Confirm payment & activate

**What to grant**  
Set how many of the requested facilities to grant, and the amount due.

Requested: 1 building

Areas to grant: 0 Buildings to grant: 1 Spaces to grant: 0

**FACILITIES THE COMPANY ADDED**

| Facility          | Amount         |
|-------------------|----------------|
| building: Tower C | OB-5140-AR1-B3 |

**PRICING**

Price per user (USD): — Price per facility (USD): 150

1 facilities × USD 150.00 = **USD 150.00**

**Amount due** **USD 150.00**

Amount due (USD): 150.00 Billing: Yearly

Calculated from the rates above. Clear both rates to enter an amount by hand.

Note to the company (appears in the offer email):  
Tower C added to the annual facility subscription.

Save approved limits

**Figure 32** An additional-facilities request lists the facilities the company added

### CAUTION

In **Buildings to grant**, **Spaces to grant** and **Areas to grant**, enter the company's new **total**, not only the extra ones. For example, a company with 2 buildings that adds Tower C needs **3**. Entering 1 activates Tower C but leaves the limit at 2.

### BUSINESS RULE

A company can have only one open request for additional users at a time.

# Managing companies

## The companies list

Screen: Companies

The list shows every customer company with its plan, status, users, assets, subscription end date and join date.

- The tabs filter by **All**, **Active**, **Trial**, **Suspended** and **Expiring** (trials ending within 7 days).
- **All Plans** filters by tier.
- The search box matches a company's name or email.

When subscriptions end within 60 days, a renewal banner lists them with a countdown. Click a company to open it.

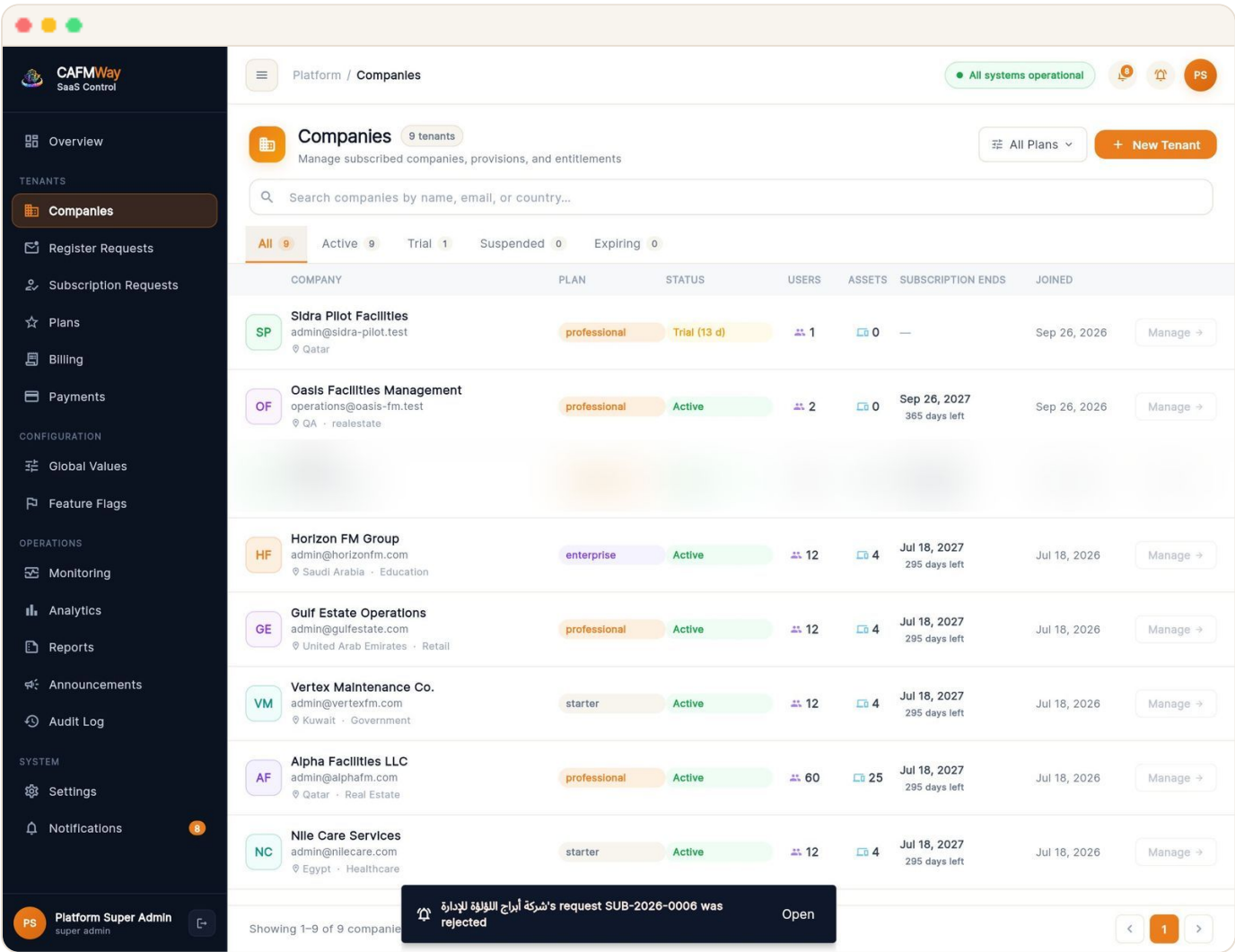
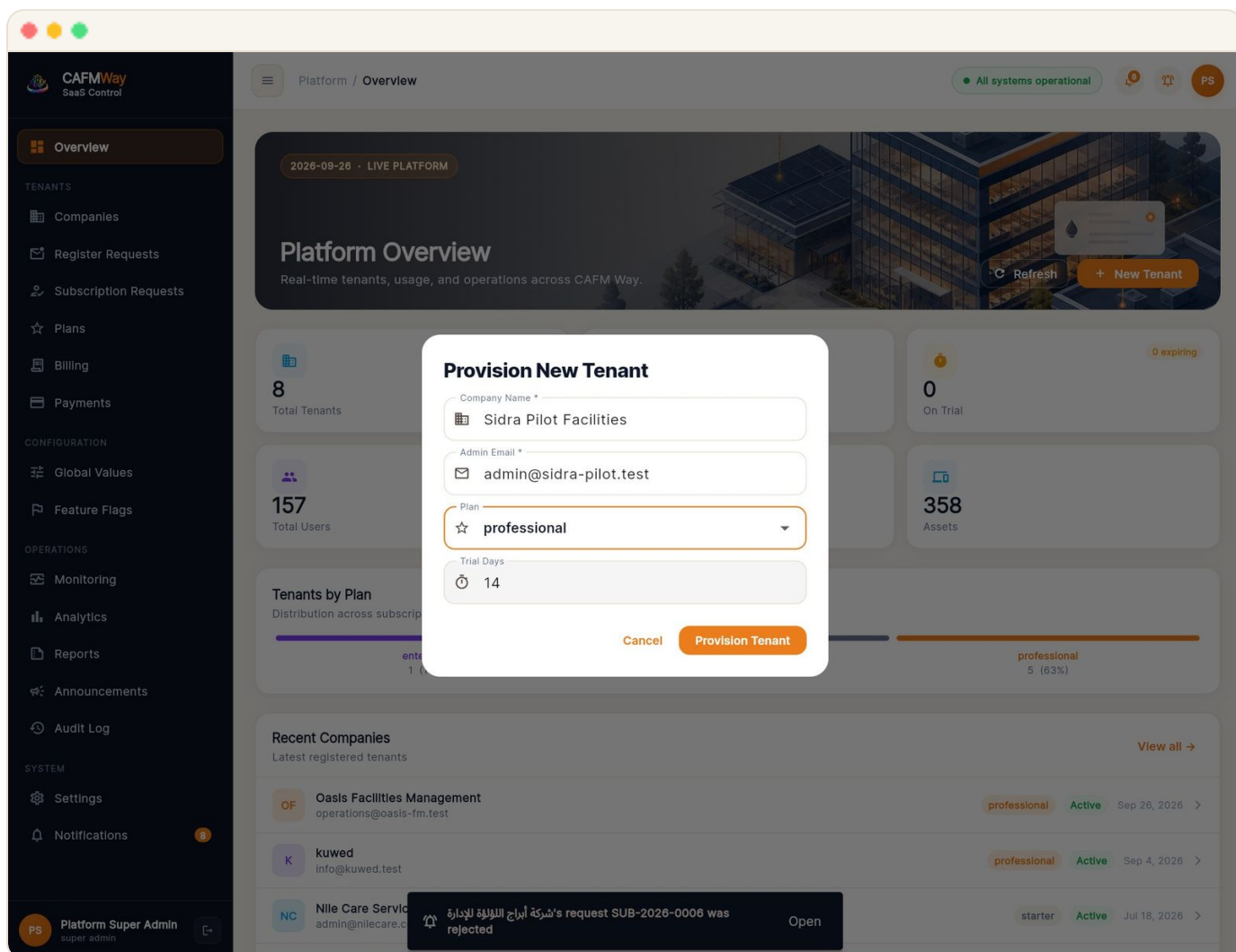


Figure 33 The companies list; the new customer is at the top

## Create a company directly

For a pilot or a demo you can create a company without the request path:

- 1 On **Overview**, click **New Tenant**.
- 2 Fill **Company Name**, **Admin Email**, **Plan** and **Trial Days**.
- 3 Click **Provision Tenant**.



**Figure 34** Creating a pilot company with a 14-day trial

The company is created with a default administrator and default SLA settings. No invoice is issued and **no email is sent**, so give the administrator their sign-in details yourself.

**CAUTION**

The administrator's temporary password is the same fixed value for every company created this way, and the default limits are 5 users, 2 buildings and 50 assets whatever plan you choose. Ask the customer to change the password on first sign-in. Use the request path for paying customers.

# Company details

Open a company from the list. The page has five tabs:

| Tab               | Shows                                                                                             |
|-------------------|---------------------------------------------------------------------------------------------------|
| Overview          | Company profile, subscription status, usage snapshot                                              |
| Subscription      | Limits, recurring amount, billing period and dates, modules, and the <b>Subscription End Date</b> |
| Limits & Features | Per-company overrides of plan limits and features                                                 |
| Admins            | The company's administrators and their last sign-in                                               |
| Usage             | Active users, assets, open and total work orders, requests, PPM plans, inventory, locations       |

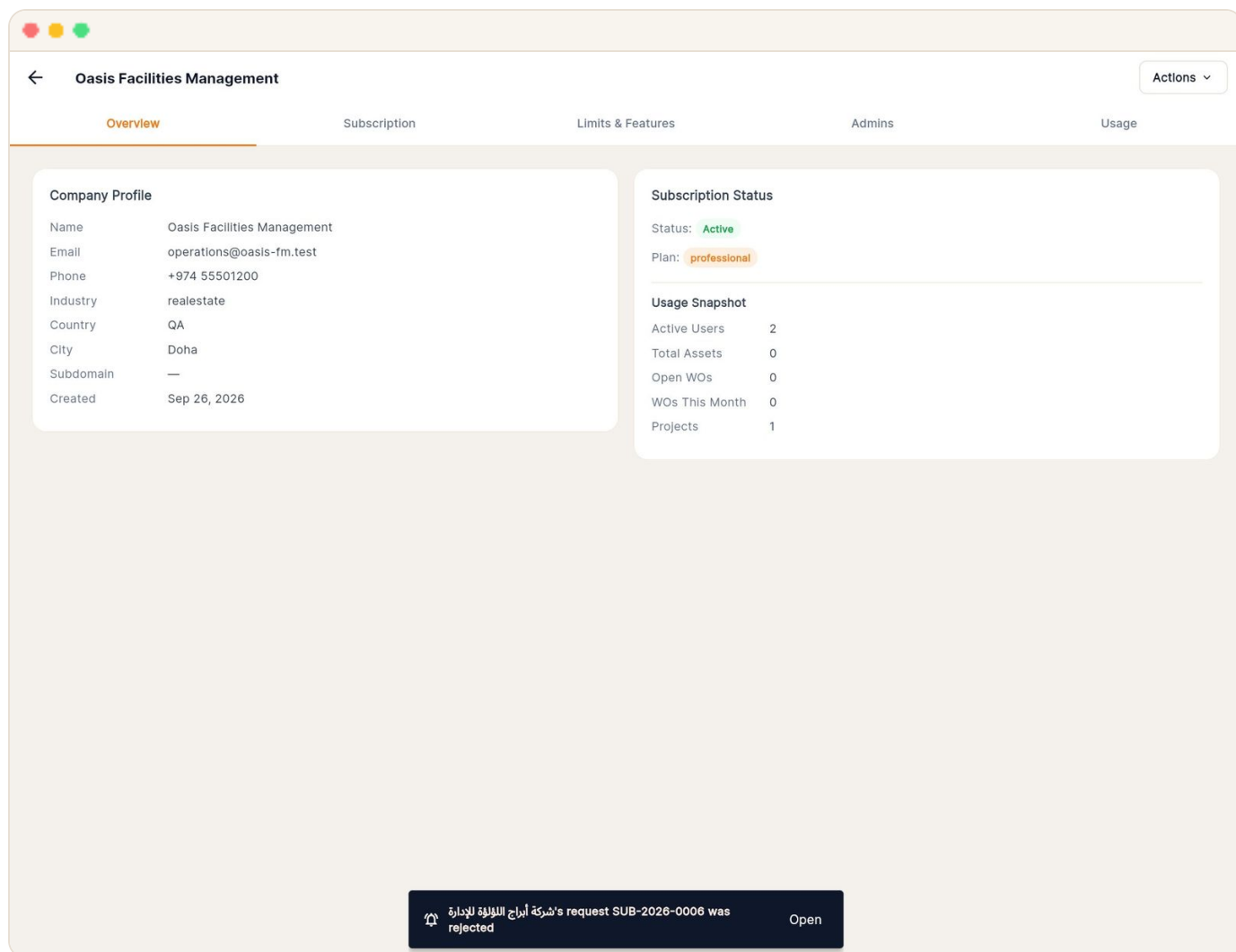


Figure 35 Overview tab

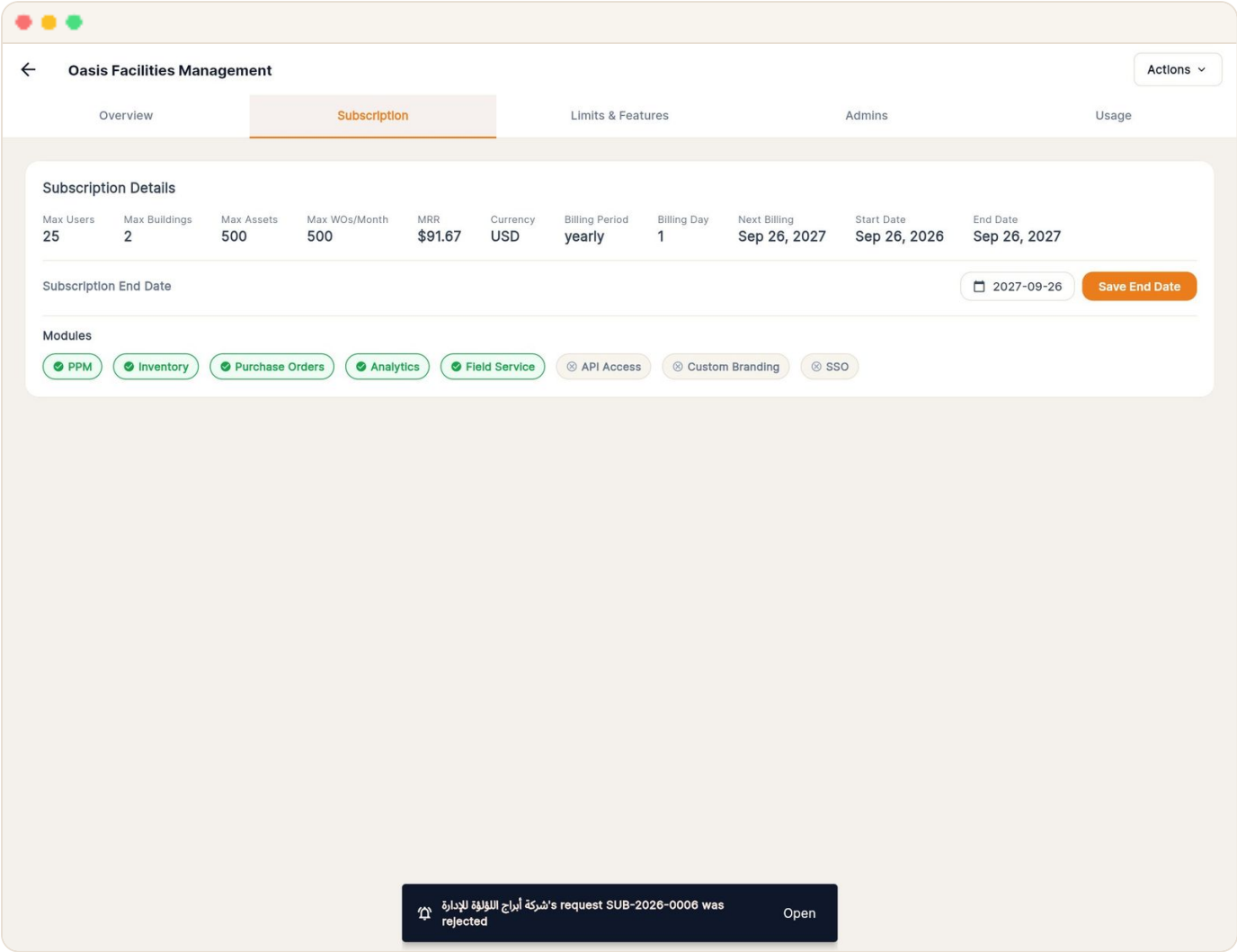
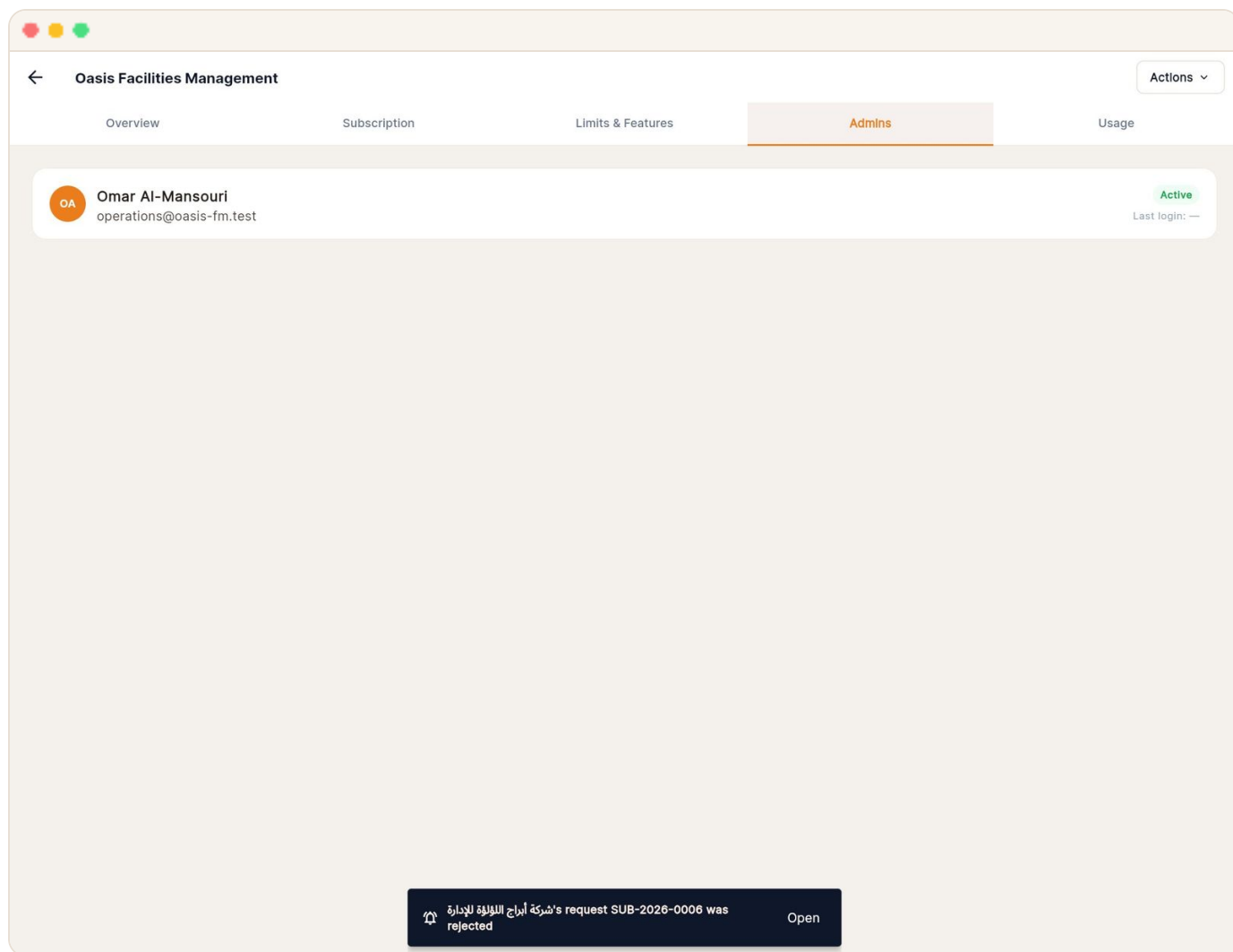
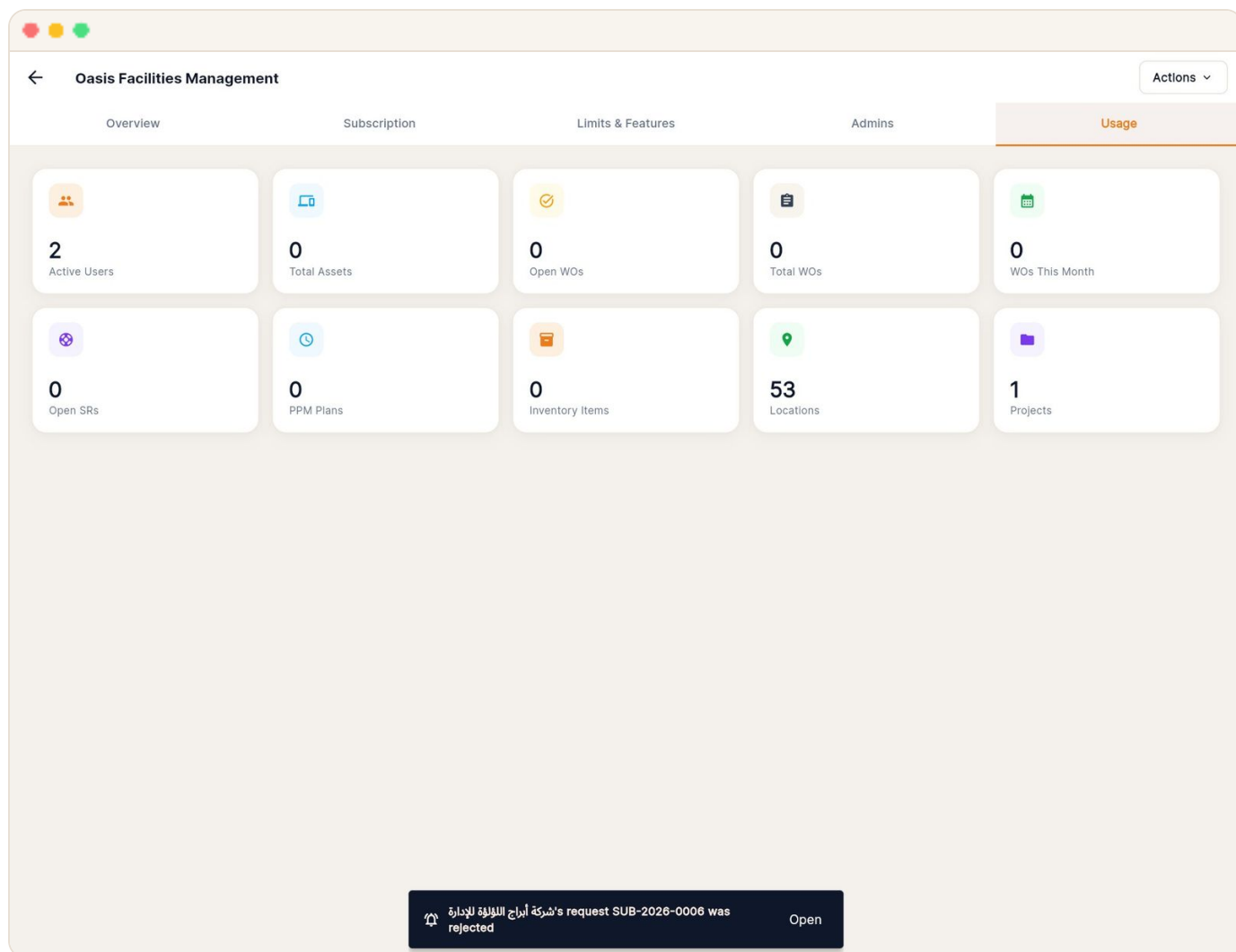


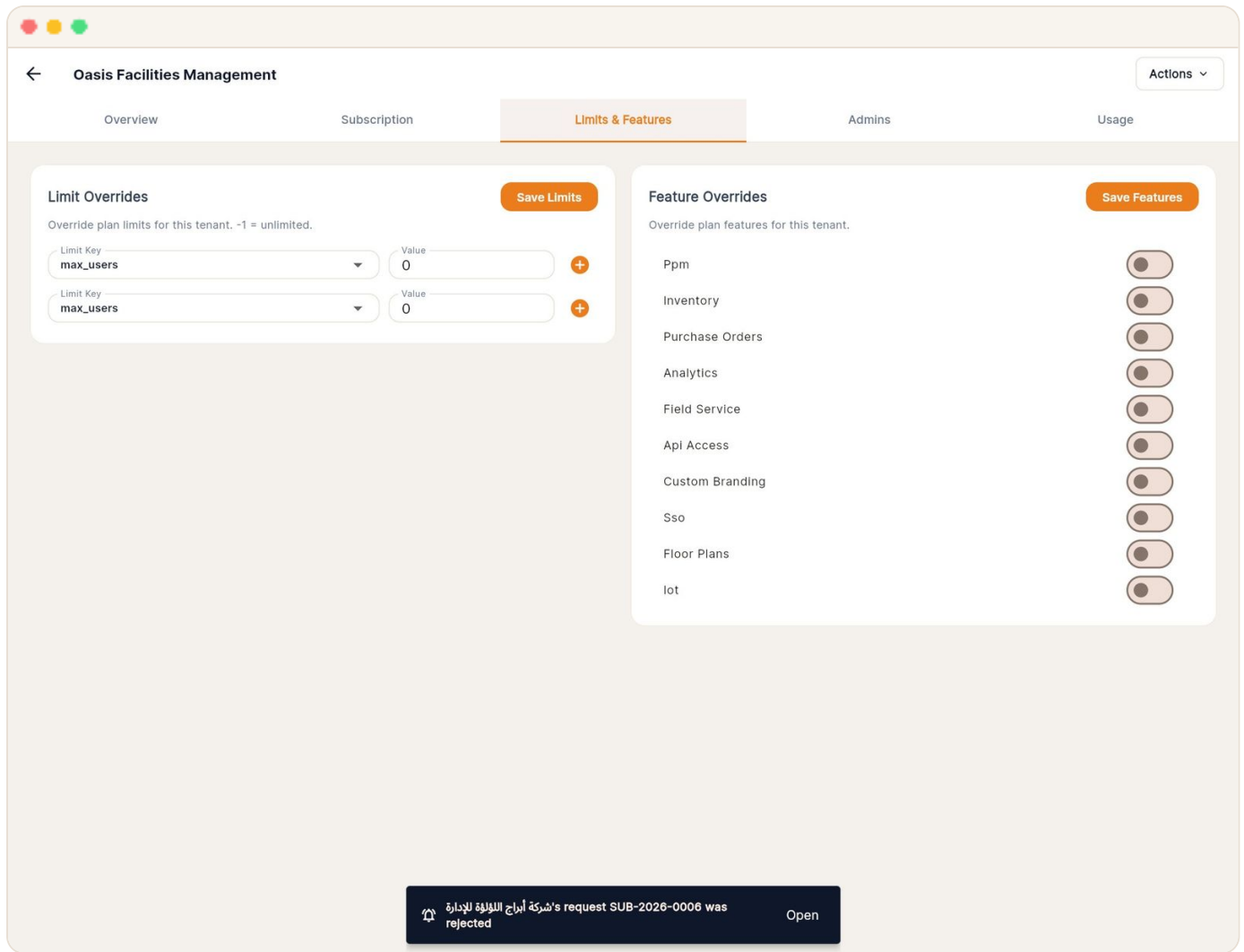
Figure 36 Subscription tab



**Figure 37** Admins tab



**Figure 38** Usage tab



**Figure 39** Limits & Features tab

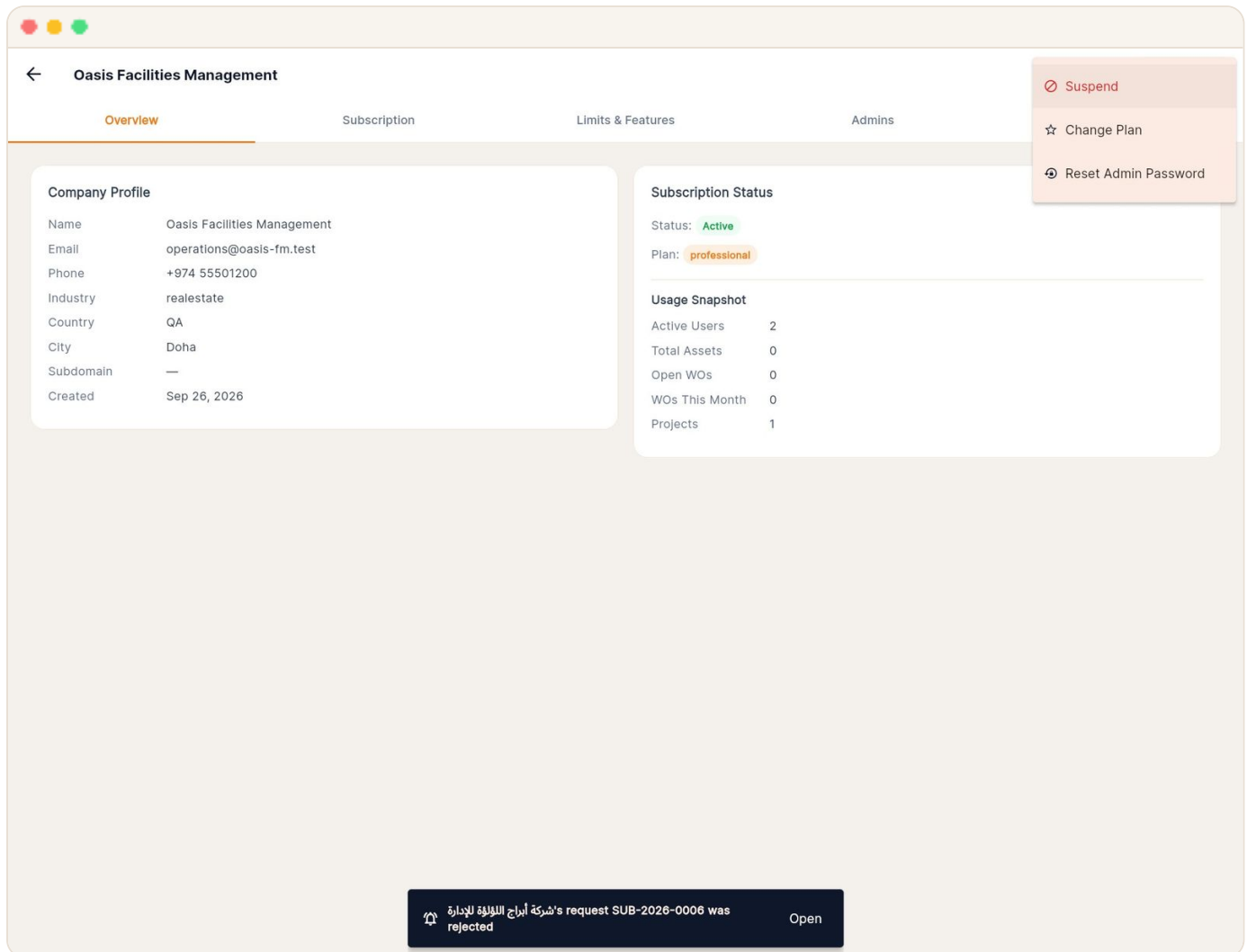
**NOTE**

The **Limits & Features** overrides are recorded, but the customer apps don't read them yet. To change what a company can actually use, change its subscription through a request.

**Change the subscription end date.** On the **Subscription** tab, pick a date under **Subscription End Date** and click **Save End Date**. The renewal reminders (see Automatic reminders) count down to this date.

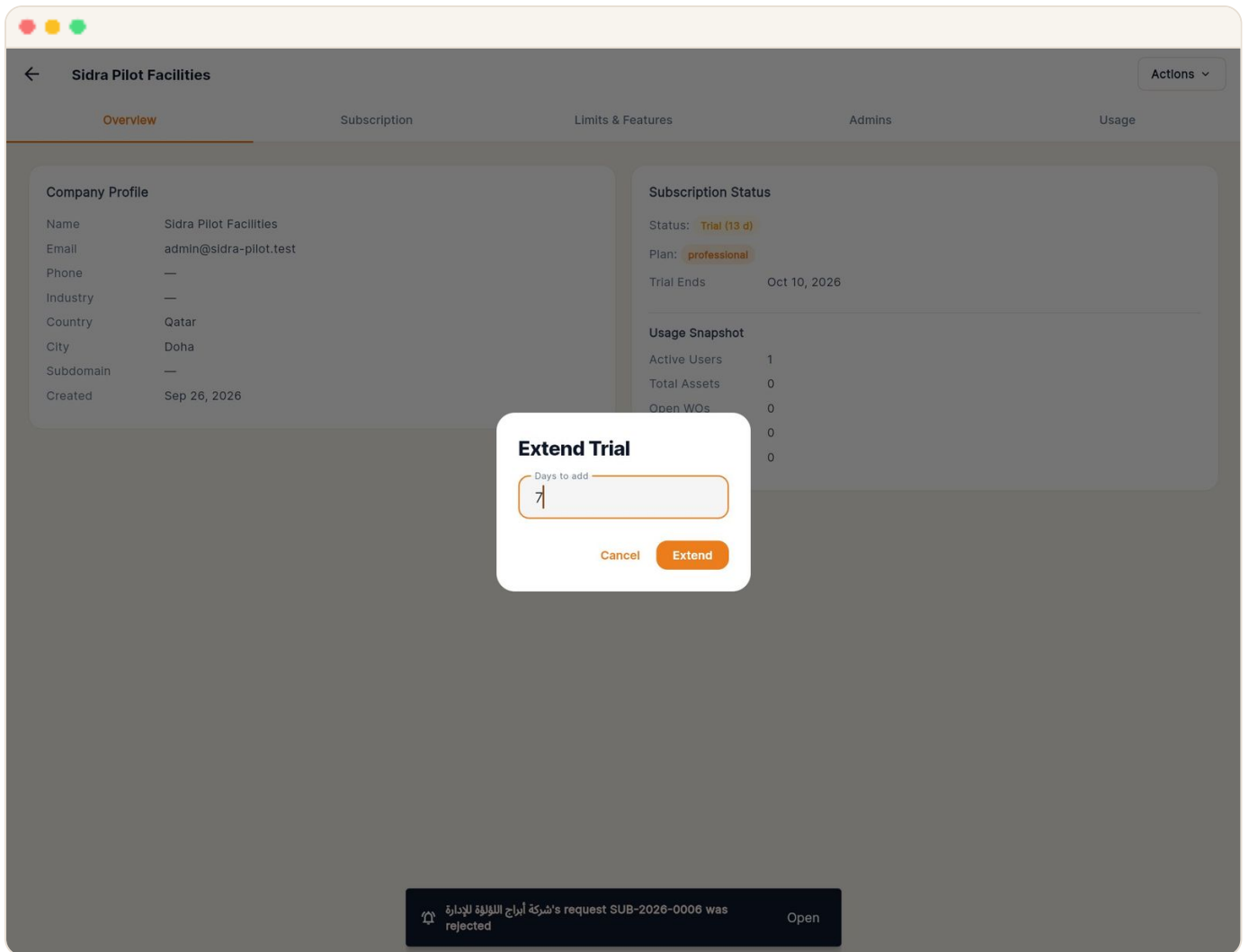
## Suspend, extend a trial, change plan, reset a password

All four are in the **Actions** menu on a company's page.



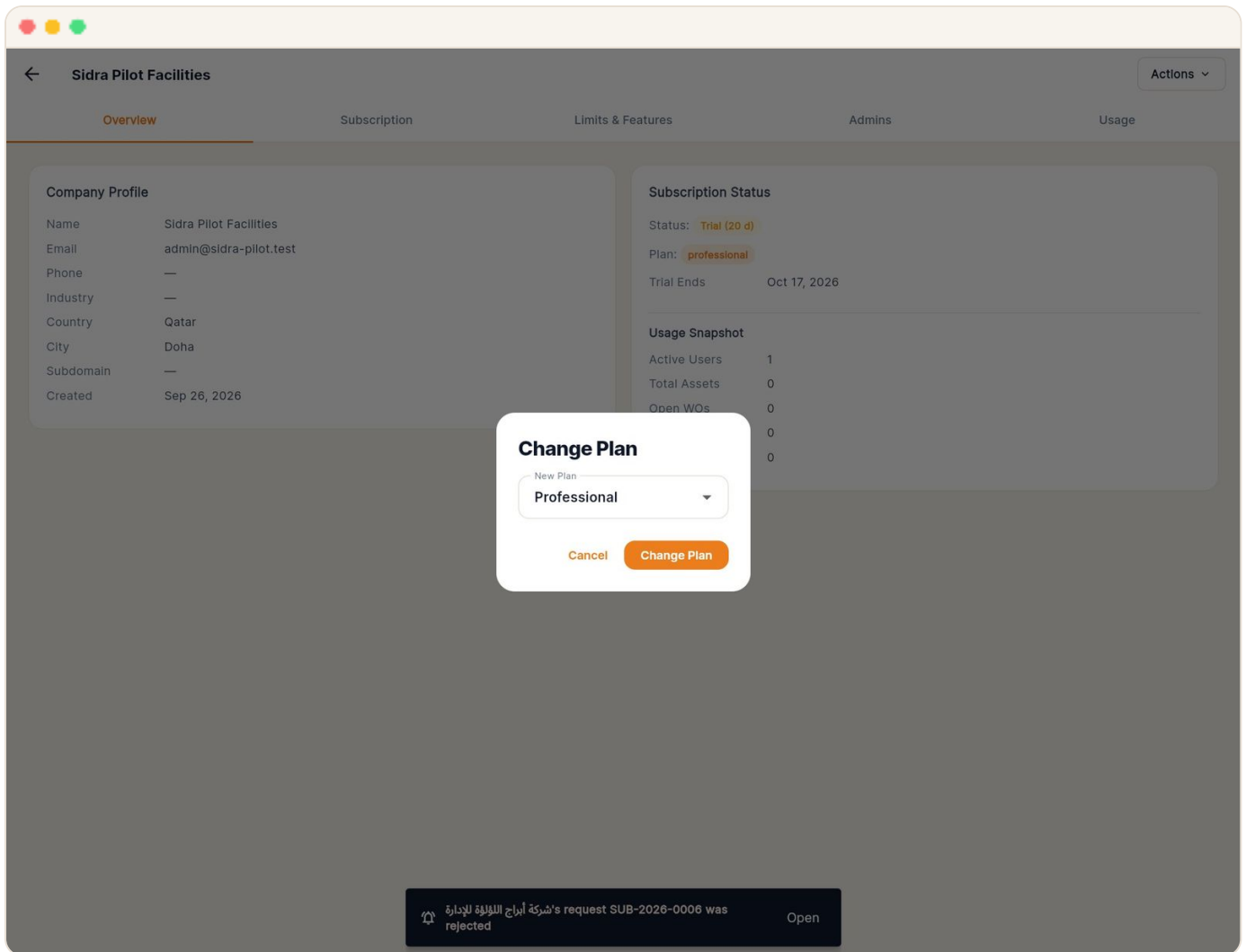
**Figure 40** The Actions menu

**Extend Trial** (shown only while a company is on trial): enter **Days to add** (1–365) and click **Extend**. Extending also re-activates a suspended company.



**Figure 41** Adding 7 days to a trial

**Change Plan:** choose the **New Plan** and click **Change Plan**.

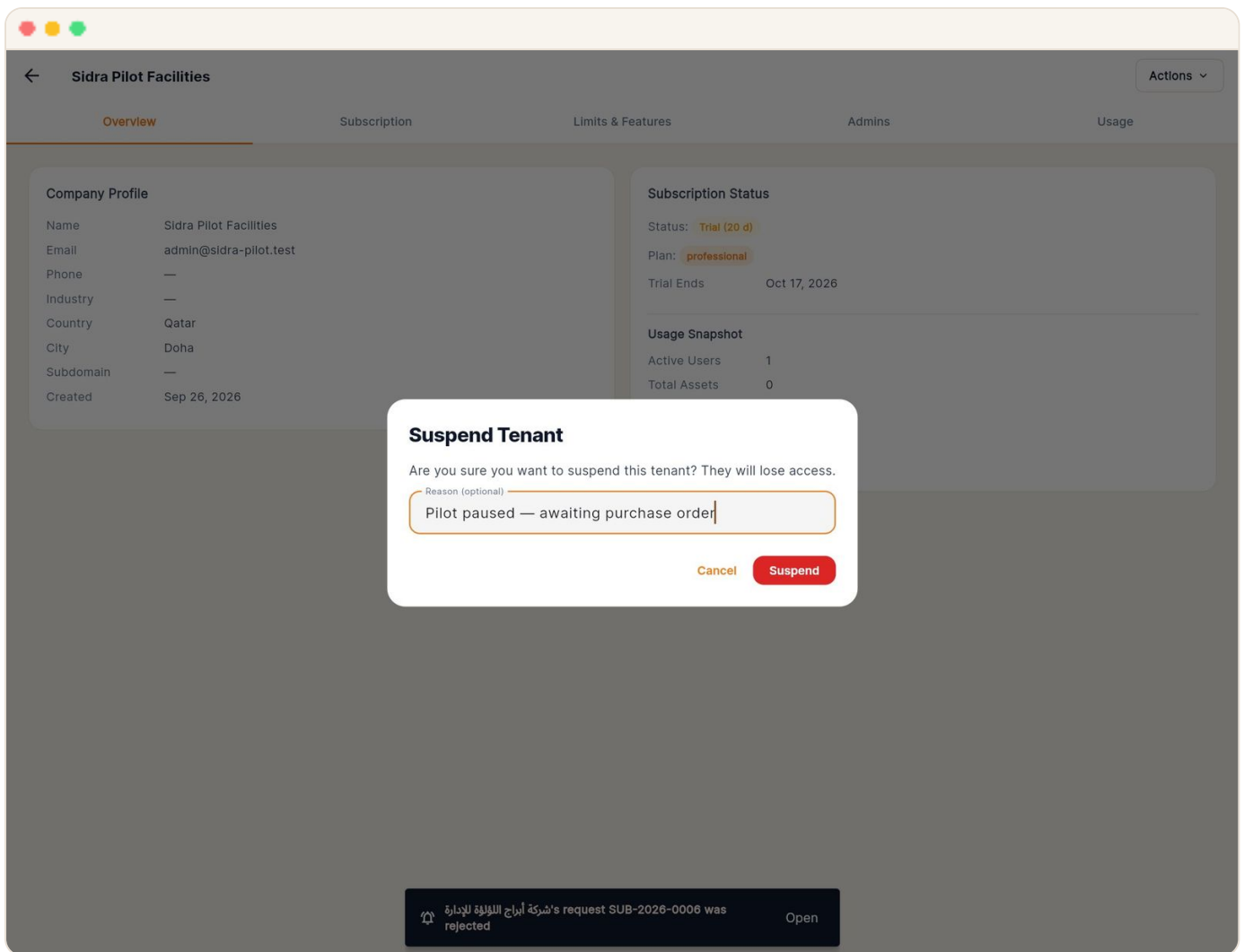


**Figure 42** Changing the plan

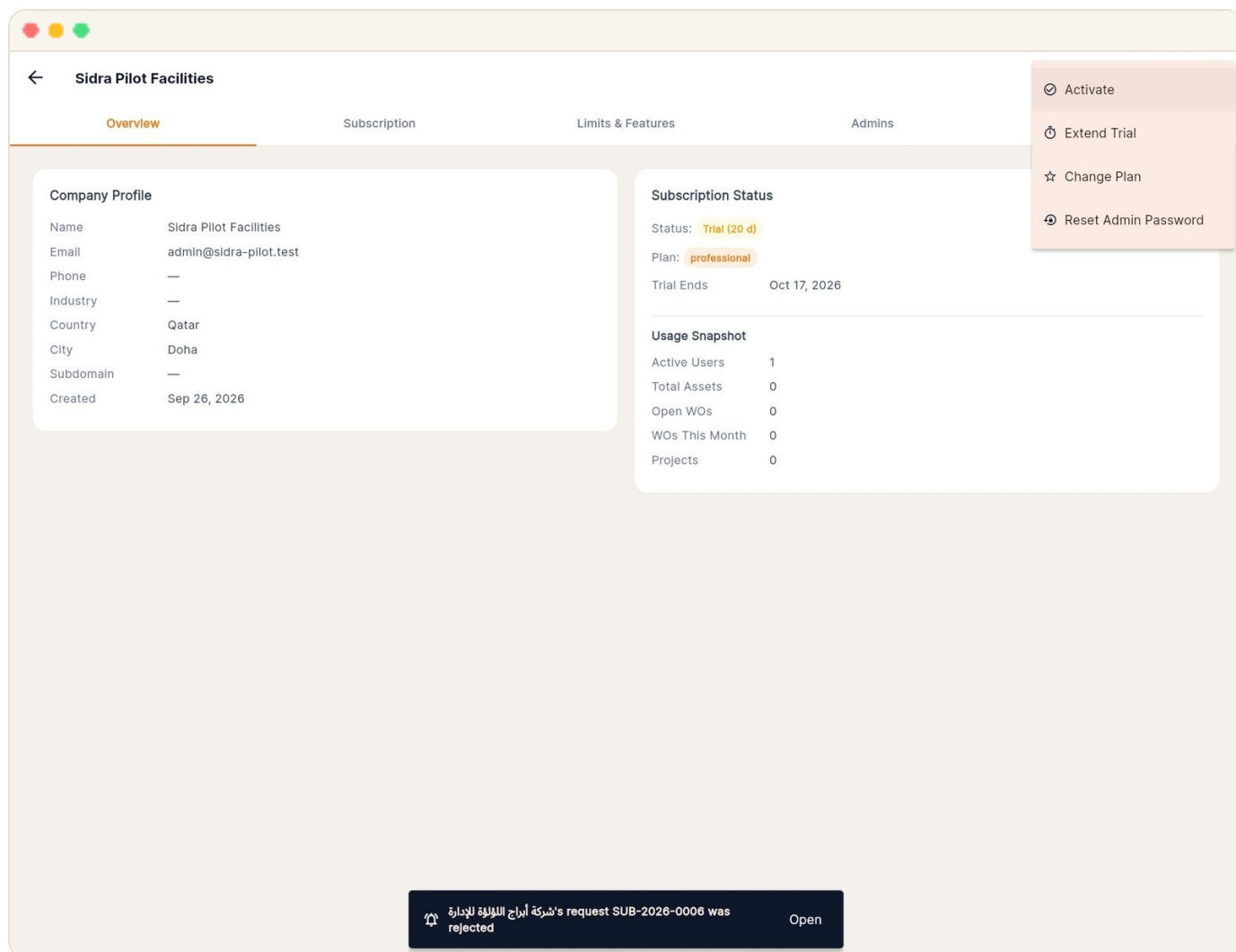
**NOTE**

**Change Plan** changes the plan label only. It doesn't change the company's limits, modules or price.

**Suspend:** enter an optional reason and click **Suspend**. The company's users lose access immediately. To restore it, choose **Activate** from the same menu.



**Figure 43** Suspending a company



**Figure 44** A suspended company's menu offers Activate

**Reset Admin Password:** enter a **New Password** (at least 6 characters) and click **Reset**. It applies to the company's first administrator. No email is sent, so pass the password on yourself.

Payments and billing terms

Screen: Payments

The top tiles show what has been collected in total and this month, the monthly recurring revenue, how many subscriptions are paying, and how many renewals are due this month.

**Transactions** lists every confirmed payment: date, request reference, company, type, method, amount, invoice and receipt. Filter by method or date range. The filtered total appears at the bottom. Click the receipt icon to open the uploaded proof.

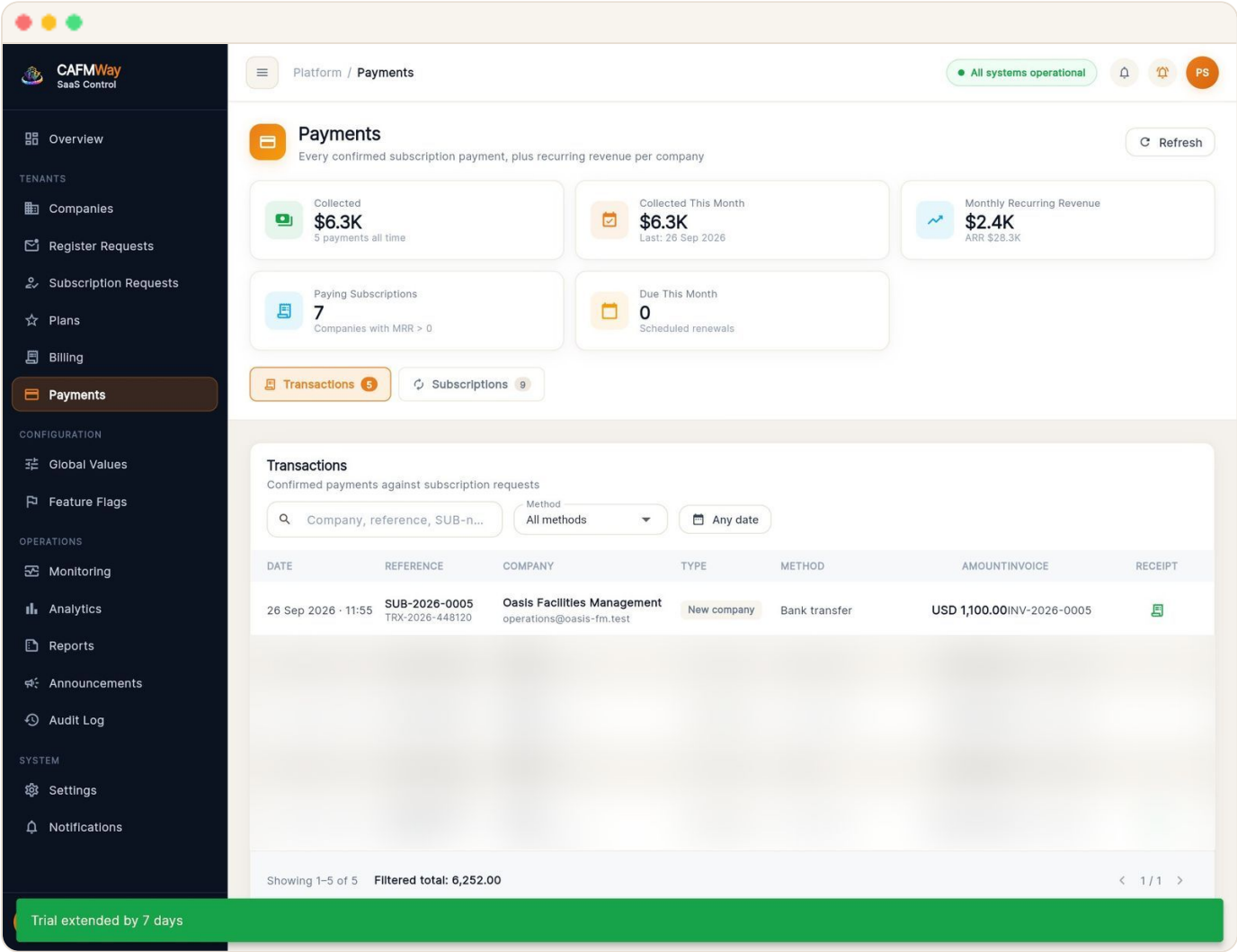
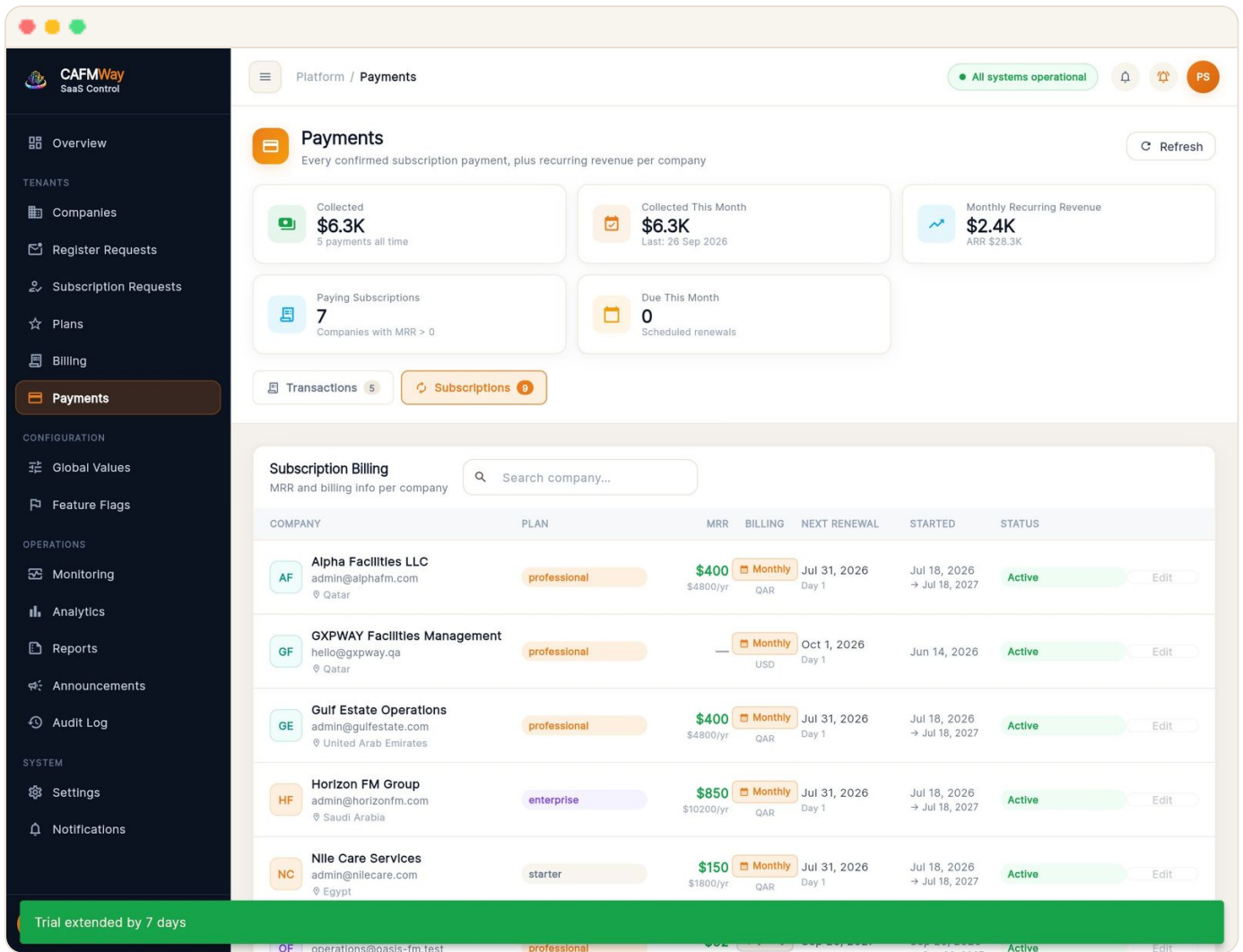


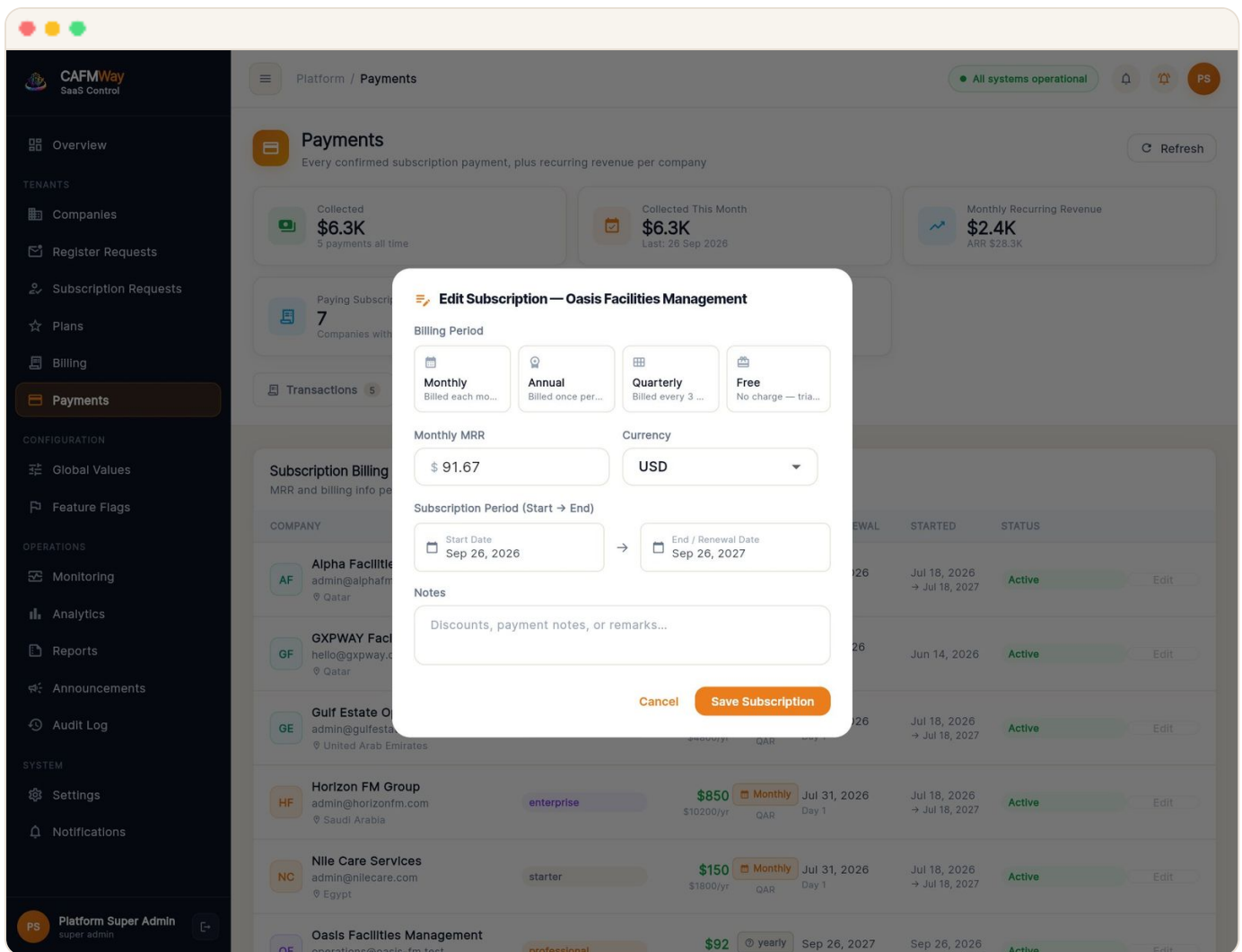
Figure 45 Confirmed payments with receipts

**Subscriptions** lists each company's billing terms: plan, monthly amount, billing period, next renewal and status.



**Figure 46** Billing terms per company

Click **Edit** on a row to change the billing period, price, currency, billing day, start and end dates, and notes. Then click **Save Subscription**.



**Figure 47** Editing a company's billing terms

# Billing overview

Billing shows monthly and annual recurring revenue, paying companies, trials and revenue by plan.

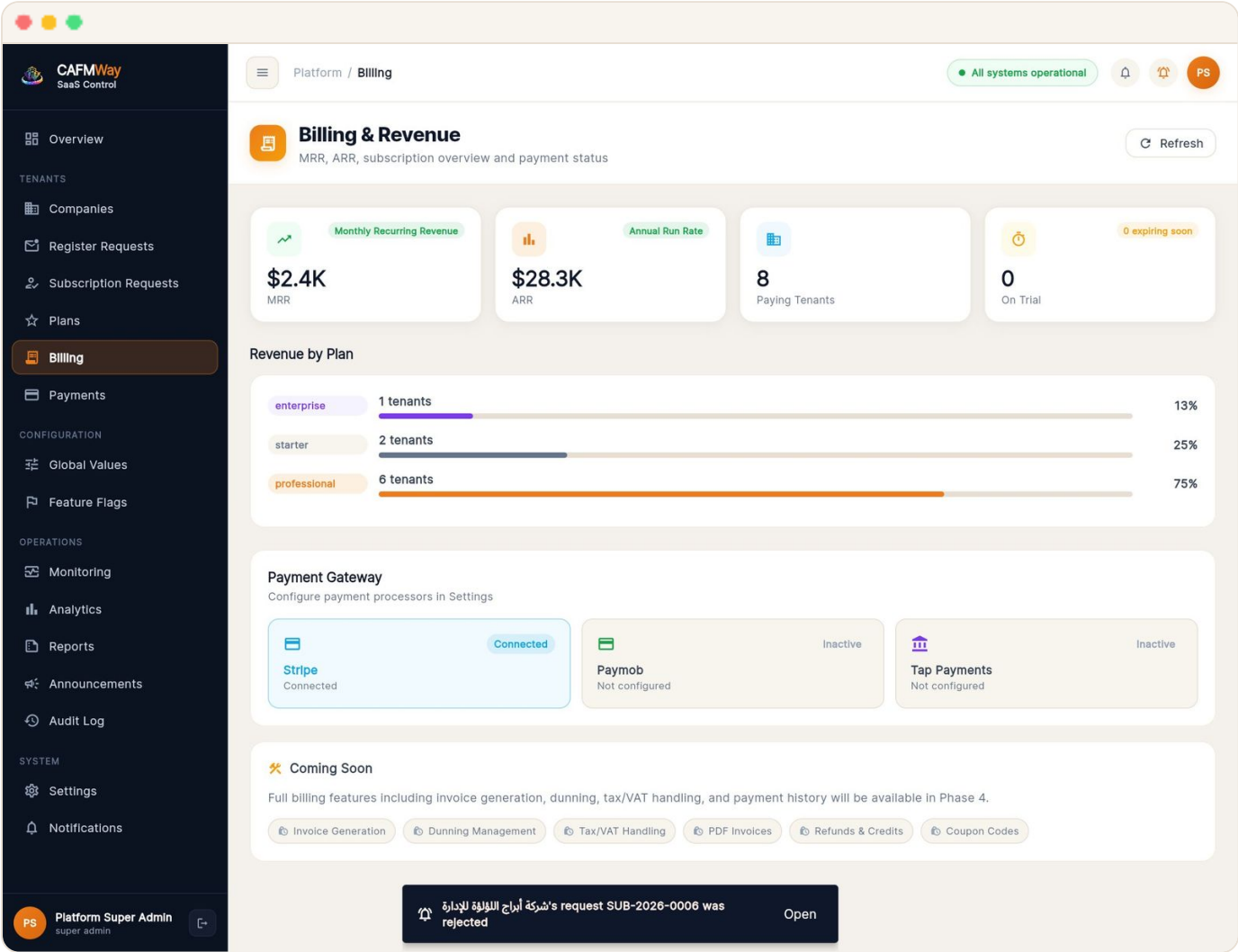


Figure 48 The billing overview

**NOTE**

The payment gateway cards (Stripe, Paymob, Tap) are placeholders. Payments are recorded manually, as in Step 7.

# Plans

Screen: Plans

Each card shows a tier's monthly and annual price, its limits and features, and how many companies use it.

- 1 Click **New Plan**.
- 2 Enter the **Plan Name**, a **Slug** (a short unique code), **Description**, **Monthly Price**, **Annual Price** and **Trial Days**.
- 3 Set the limits (–1 means unlimited) and tick the included features.
- 4 Click **Create Plan**. To change an existing plan, click **Edit**.

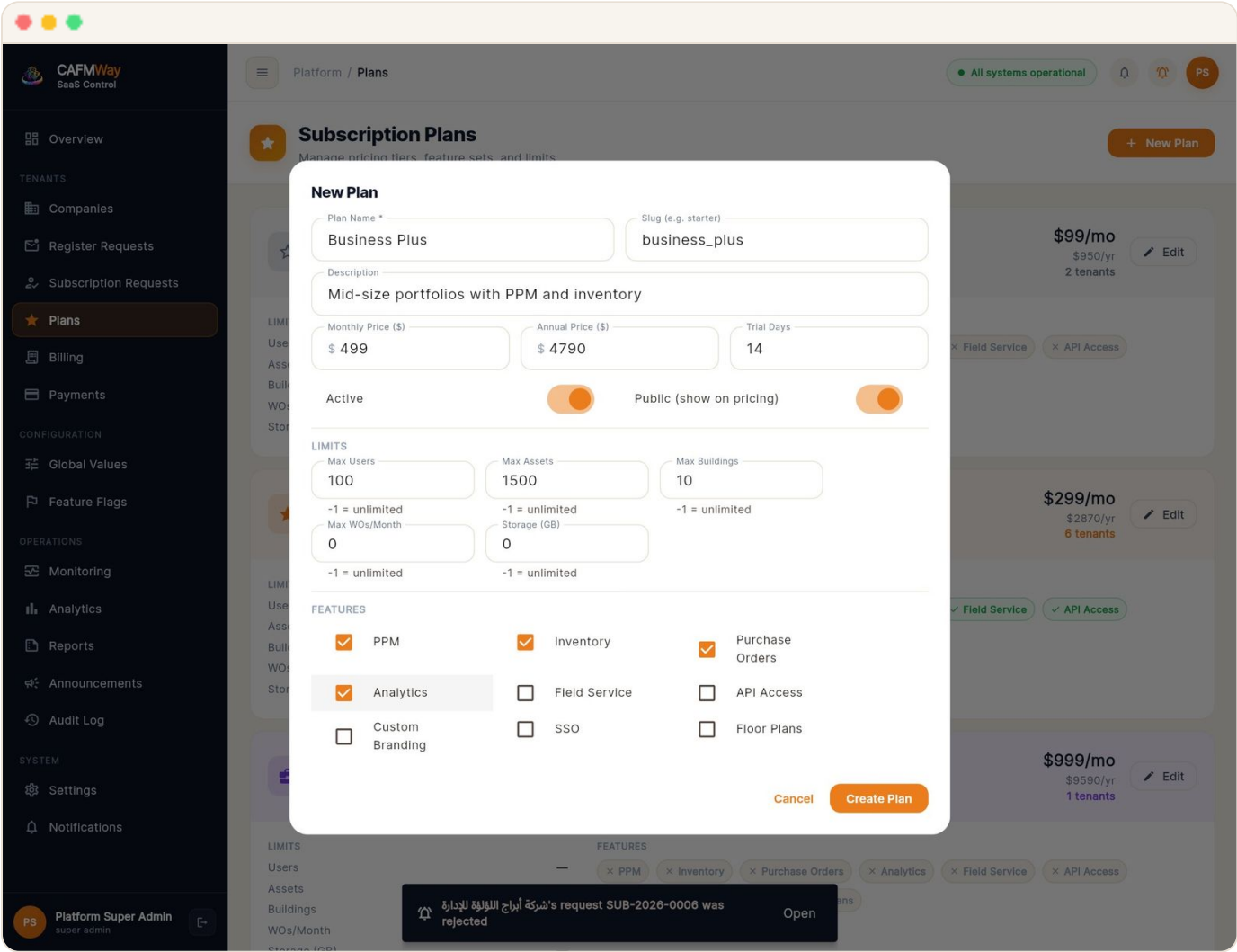


Figure 49 Creating a plan

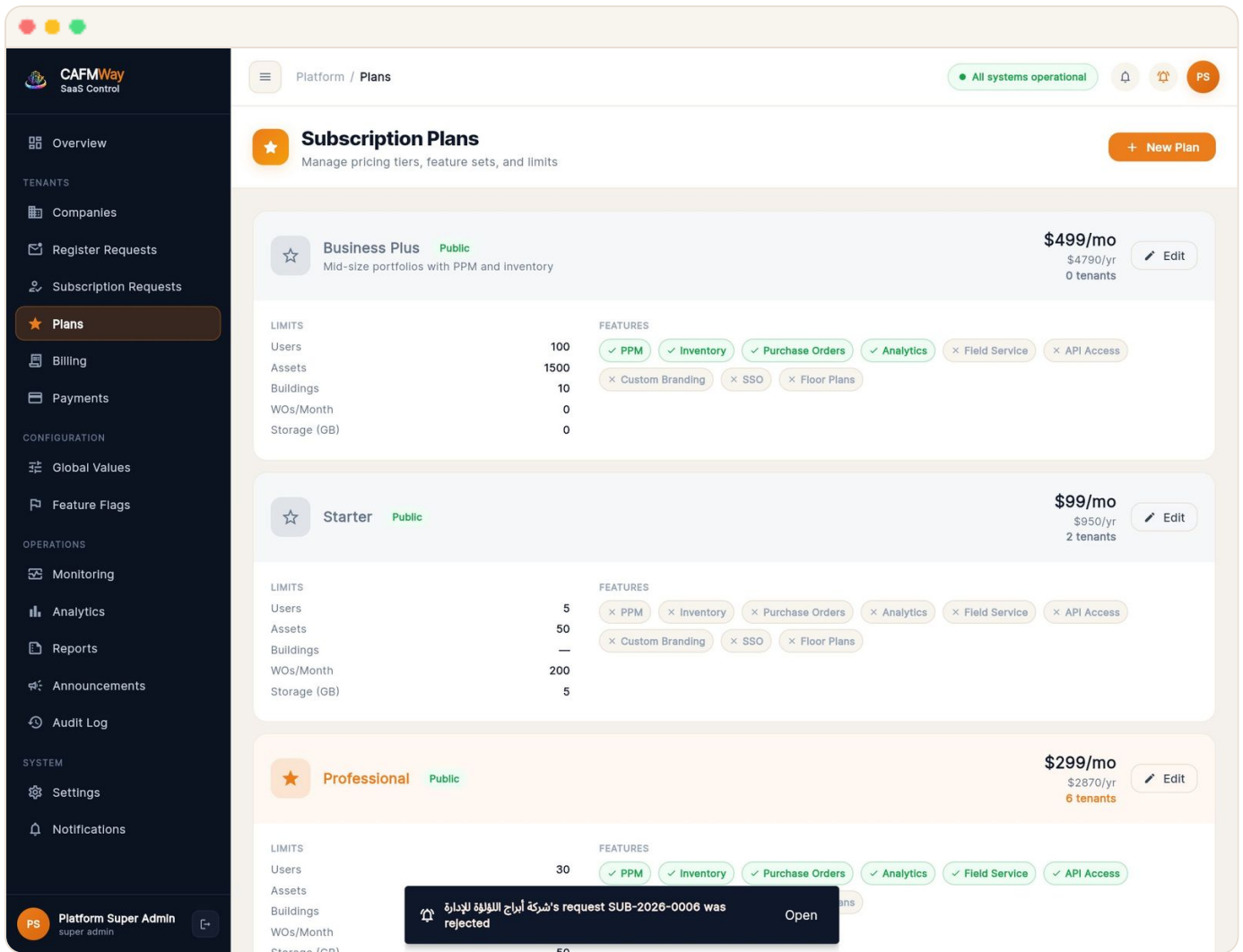


Figure 50 The plans grid

#### NOTE

Plans describe the tiers. Today the limits a company actually gets are set when its subscription request is activated, not by the plan.

# Platform configuration

## Global values

**Screen:** Global Values

These are platform-wide reference lists, such as priority levels, work order categories, asset categories, currencies and time zones. Filter them by category.

- 1 Click **Edit** on a value.
- 2 Change the JSON value and choose an **Inheritance Mode**:
  - **Inherit Live**: tenants always read the platform value.
  - **Copy on Provision**: new tenants get a snapshot when they are created.
  - **Force Push**: the value replaces every tenant's own value now.
- 3 Optionally tick **Lock tenant overrides**, then click **Save**.

**Push** sends a value to all tenants. It first shows a dry run with the number of tenants affected.

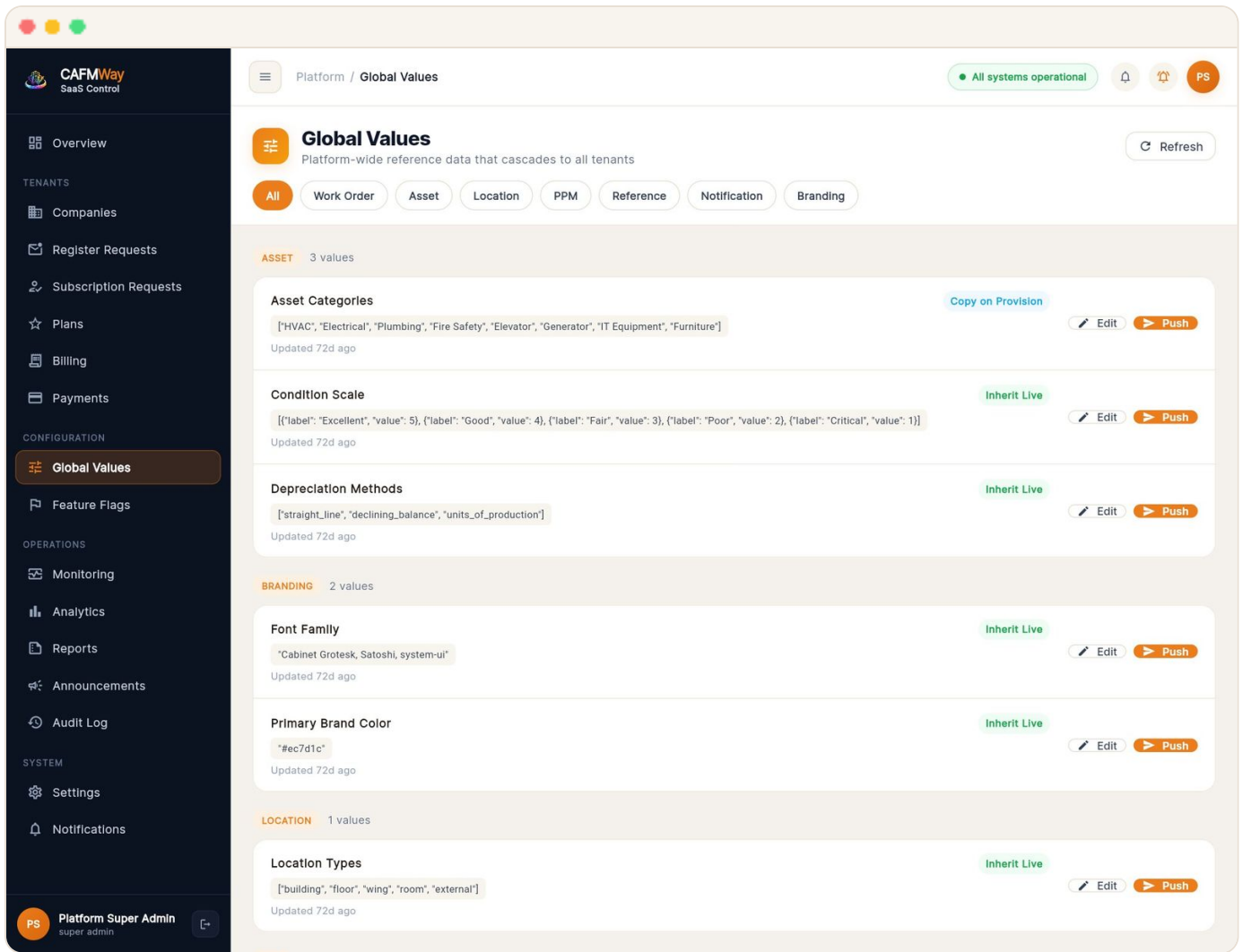
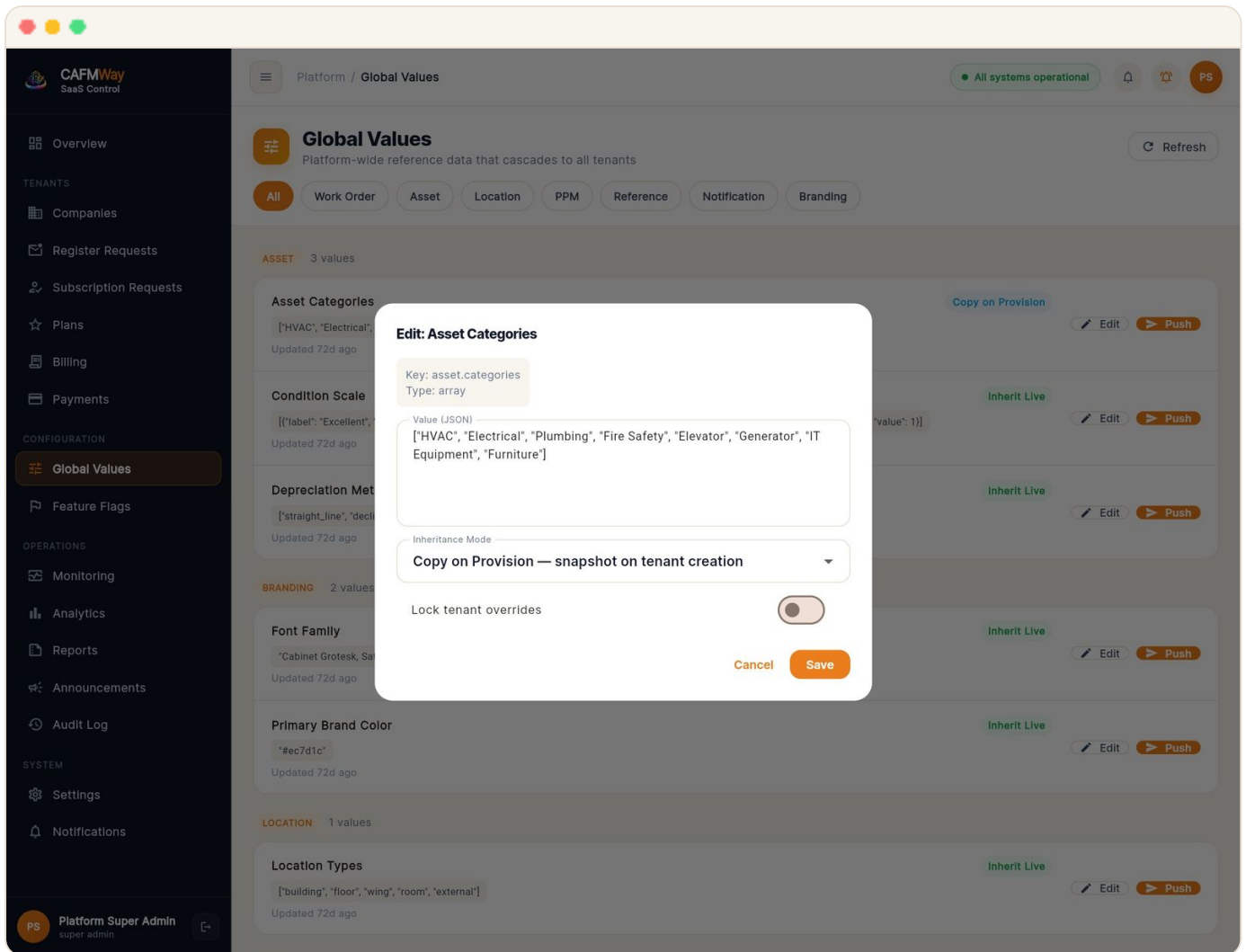


Figure 51 Reference values by category



**Figure 52** Editing a value

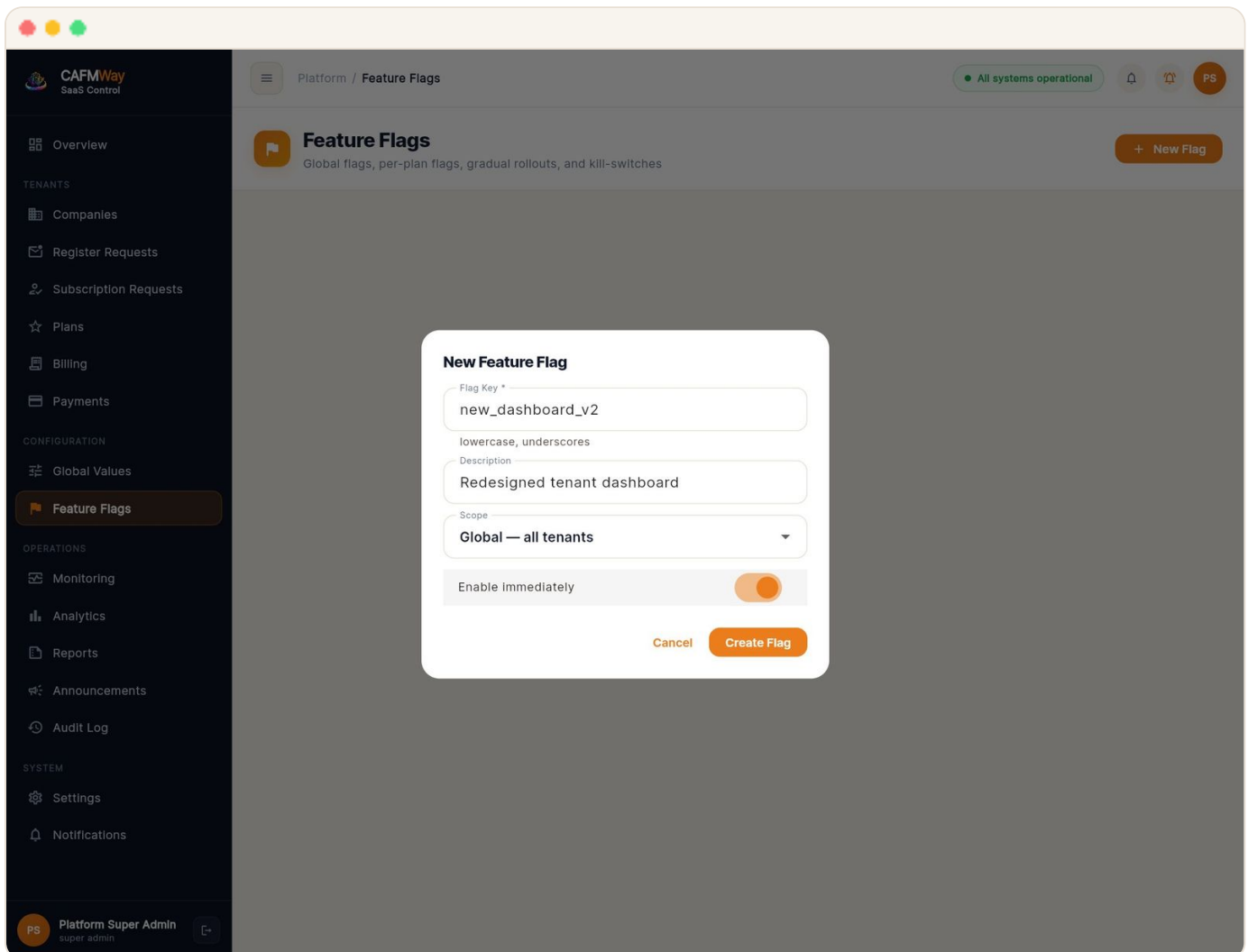
**NOTE**

The customer apps don't read these values yet. Edits are stored and audited for future use.

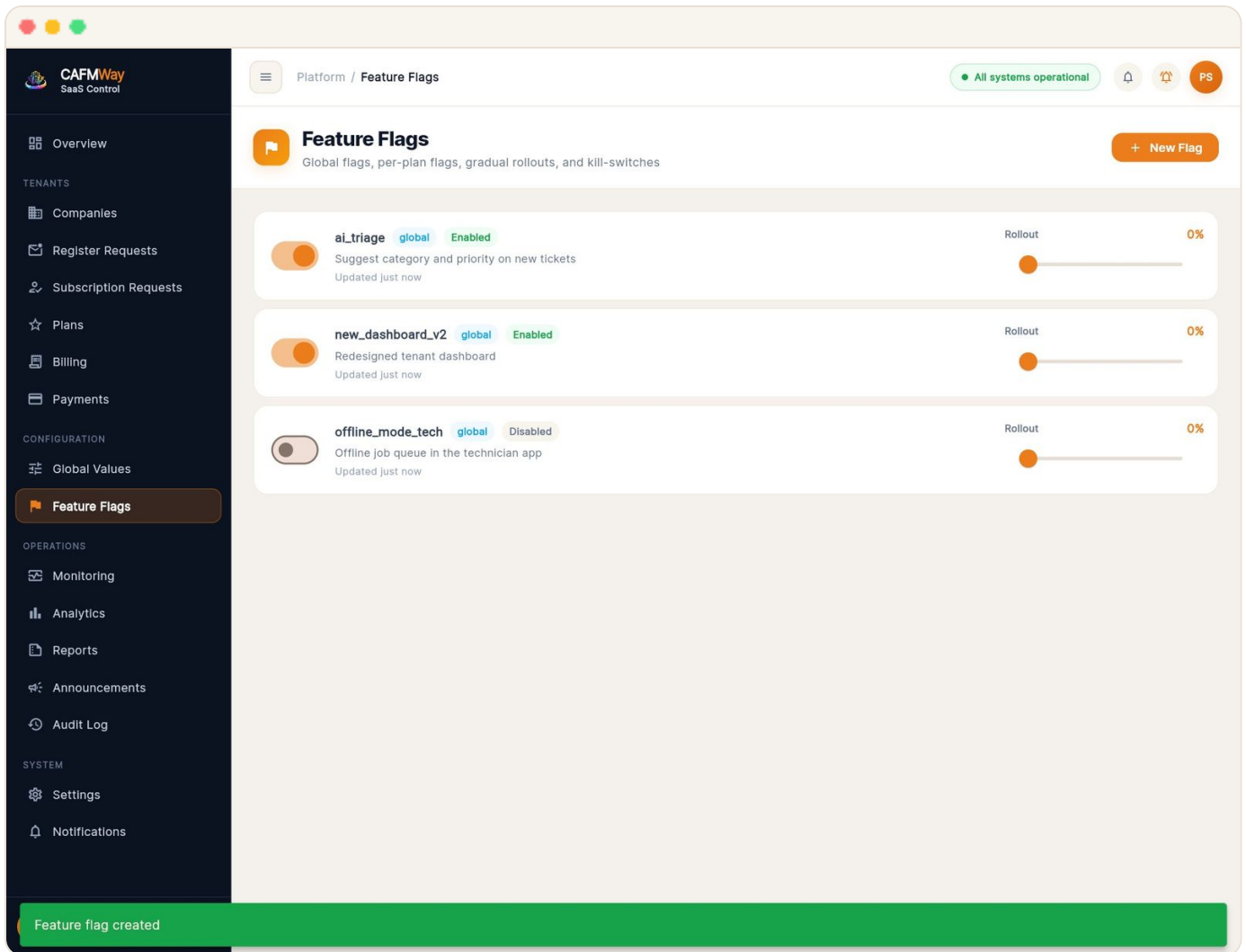
## Feature flags

- 1 Click **New Flag**.
- 2 Enter a **Flag Key** in lowercase with underscores, a **Description** and the **Scope**.
- 3 Tick **Enable immediately** if the flag should start on, then click **Create Flag**.

Use the switch on each flag to turn it on or off, and the **Rollout** slider to set a percentage.



**Figure 53** Creating a flag



**Figure 54** The flag list

**NOTE**

Flags are recorded, but the apps don't check them yet.

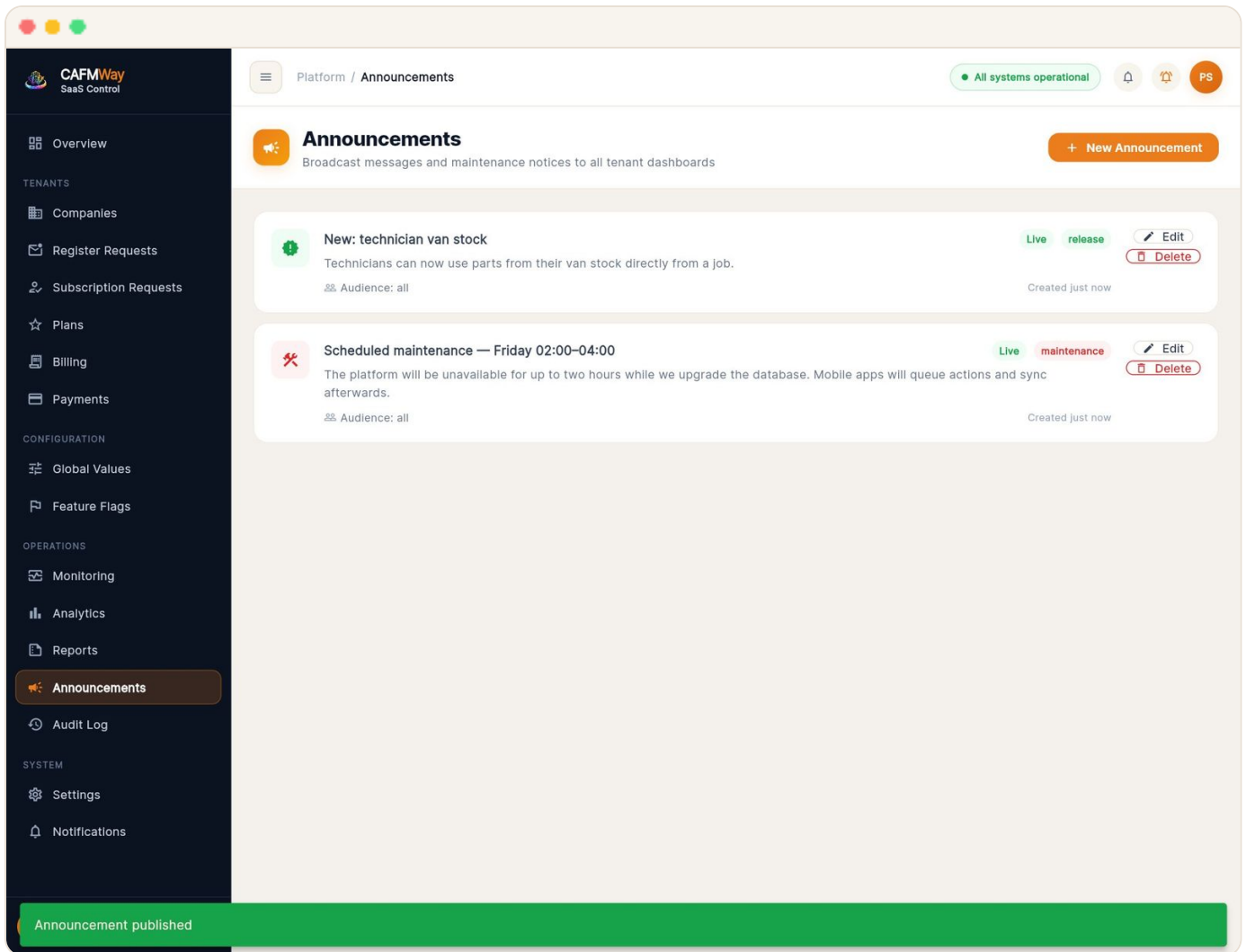
# Announcements

- 1 Click **New Announcement**.
- 2 Enter a **Title** and the message.
- 3 Choose the **Type** (Info, Warning, Maintenance or Release Note) and the **Audience** (all tenants or one plan).
- 4 Optionally set **Starts At** and **Ends At**, then click **Publish**.

Each announcement shows as **Live**, **Scheduled** or **Inactive**. **Edit** and **Delete** are on every card.

The screenshot displays the CAFMWay SaaS Control Platform Console interface. On the left is a dark sidebar with a navigation menu including Overview, TENANTS (Companies, Register Requests, Subscription Requests), Plans, Billing, Payments, CONFIGURATION (Global Values, Feature Flags), OPERATIONS (Monitoring, Analytics, Reports), and SYSTEM (Settings, Notifications). The 'Announcements' menu item is highlighted. The main content area shows the 'Announcements' section with a '+ New Announcement' button. A modal form titled 'New Announcement' is open, containing the following fields: 'Title \*' with the value 'Scheduled maintenance — Friday 02:00-04:00'; 'Body / Message' with the text 'The platform will be unavailable for up to two hours while we upgrade the database. Mobile apps will queue actions and sync afterwards.'; 'Type' dropdown set to 'Maintenance'; 'Audience' dropdown set to 'All Tenants'; 'Starts At (optional)' set to 'Not set'; and 'Ends At (optional)' set to 'Not set'. At the bottom of the modal are 'Cancel' and 'Publish' buttons. The top of the console shows 'Platform / Announcements' and a status indicator 'All systems operational'.

Figure 55 Writing a maintenance notice



**Figure 56** Published announcements

**NOTE**

Announcements are not shown in the customer apps yet.

# Monitoring and reporting

## Overview dashboard

**Overview** shows total, active and trial companies (with trials expiring soon), total users, work orders and assets across the platform, companies by plan, and the latest companies to join.

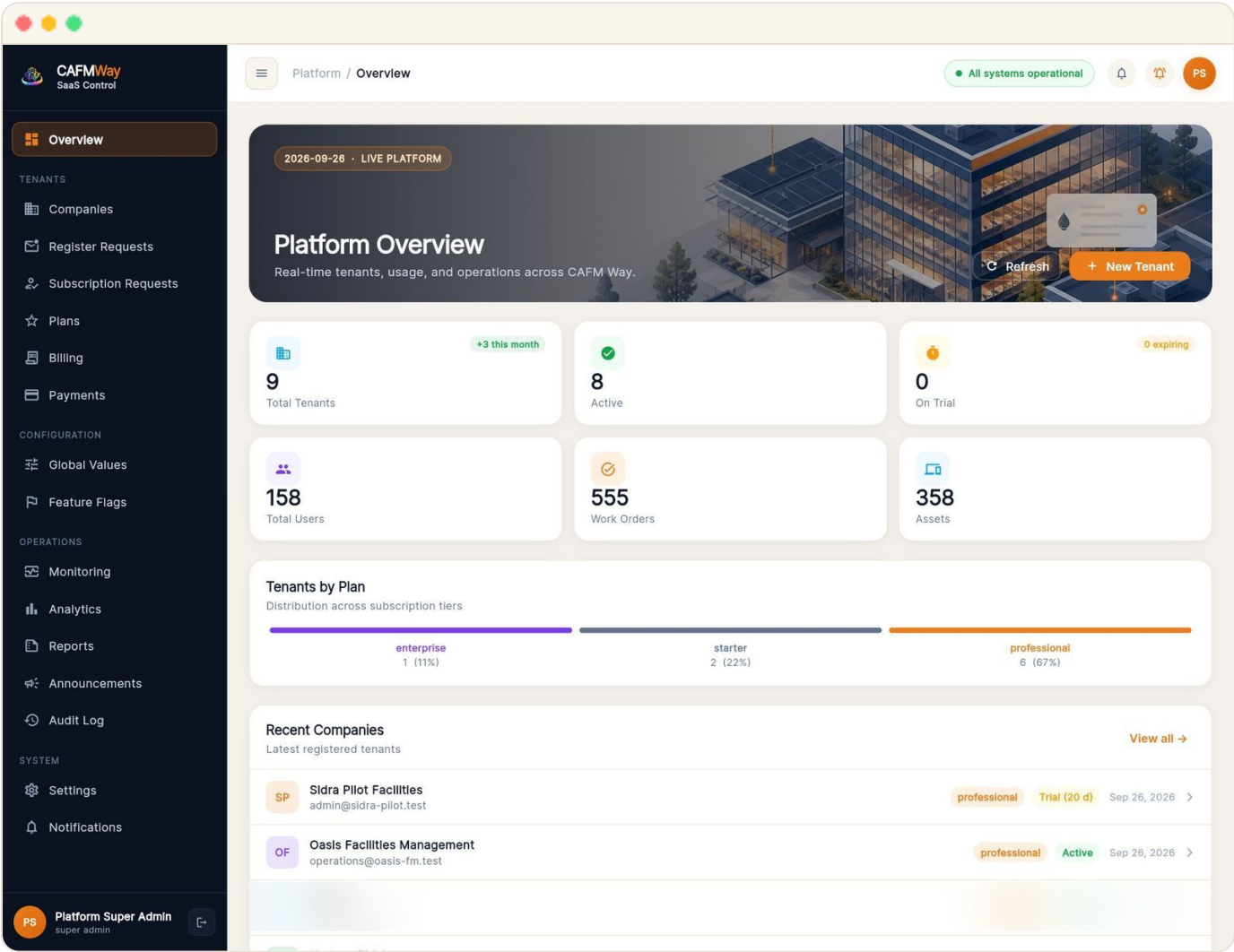


Figure 57 The platform overview

# Analytics

Cross-company figures: companies by status, users, work orders and assets managed, new companies last month, a **Tenant Growth** chart (6, 12 or 24 months), the plan mix, recurring revenue, and trial conversion.

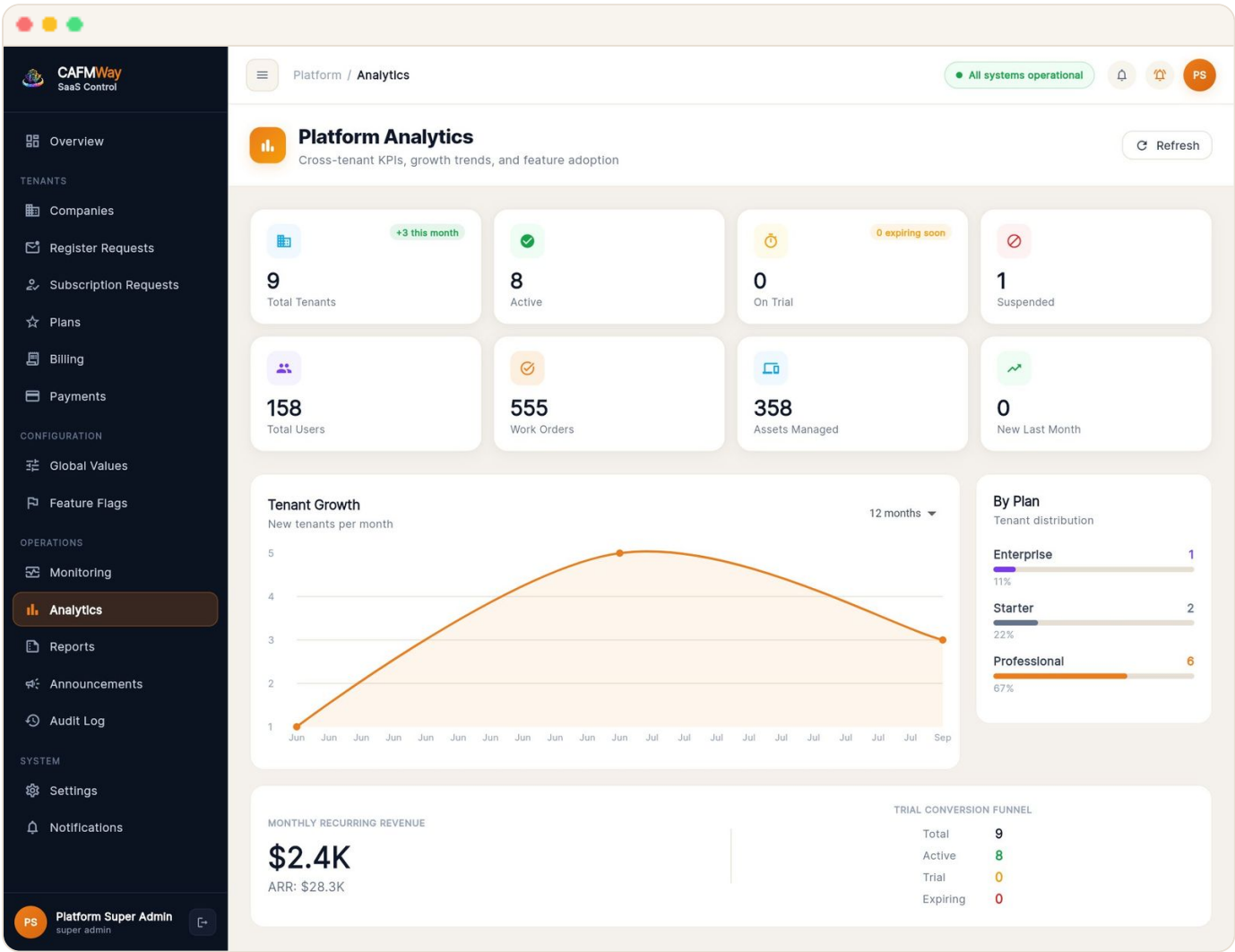


Figure 58 Platform analytics

# Monitoring

A quick health check of the API and the database, with the time of the last check. Click **Refresh** to check again.

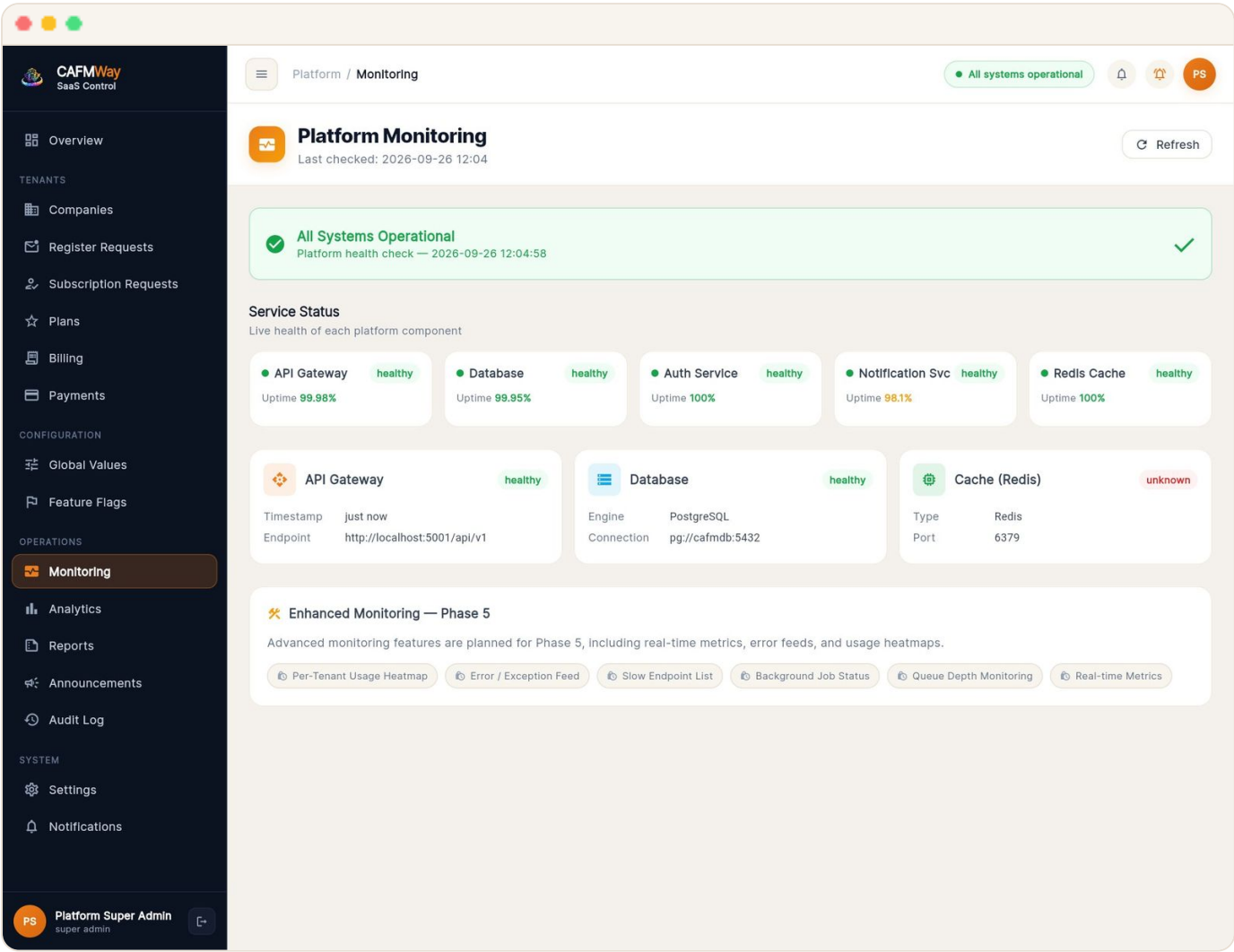


Figure 59 Platform monitoring

**NOTE**

Only the database check is live. The other service tiles and uptime figures are static for now.

# Reports

Reports are branded PDF and Excel exports.

- 1 Choose a report on the left:
  - **Companies Register:** all companies with status and renewal
  - **Company Report:** one company in full
  - **Income Report:** payments by date, totalled per currency and method
  - **Audit Log:** activity for one company
- 2 Set the filters, such as status, company, date range or payment method.
- 3 Click **Run report** to preview exactly the rows that will be exported.
- 4 Click **PDF**, **Excel** or **Print**.

**Companies Register**

Every company on the platform with its status, plan, country, join date and subscription end date, plus the days remaining on each.

**FILTERS**

Status: All statuses

**Run report** **PDF** **Excel** **Print**

**Companies Register** 9 rows

| COMPANY                  | EMAIL                  | COUNTRY       | PLAN         | STATUS   | JOINED      | SUBSCRIPTION... | DAYS LEFT | USERS |
|--------------------------|------------------------|---------------|--------------|----------|-------------|-----------------|-----------|-------|
| Alpha Facilities LLC     | admin@alphafm.com      | Qatar         | professional | active   | 18 Jul 2026 | 18 Jul 2027     | 295       | 60    |
| GXPWAY Facilities M...   | hello@gxpmway.qa       | Qatar         | professional | active   | 14 Jun 2026 | -               | -         | 28    |
| Gulf Estate Operations   | admin@gulfestate.com   | United Ara... | professional | active   | 18 Jul 2026 | 18 Jul 2027     | 295       | 12    |
| Horizon FM Group         | admin@horizonfm.com    | Saudi Ara...  | enterprise   | active   | 18 Jul 2026 | 18 Jul 2027     | 295       | 12    |
| Nile Care Services       | admin@nilecare.com     | Egypt         | starter      | active   | 18 Jul 2026 | 18 Jul 2027     | 295       | 12    |
| Oasis Facilities Mana... | operations@oasis-f...  | QA            | professional | active   | 26 Sep 2026 | 26 Sep 2027     | 365       | 2     |
| Sidra Pilot Facilities   | admin@sidra-pilot.test | Qatar         | professional | inactive | 26 Sep 2026 | -               | -         | 1     |
| Vertex Maintenance ...   | admin@vertexfm.com     | Kuwait        | starter      | active   | 18 Jul 2026 | 18 Jul 2027     | 295       | 12    |

Figure 60 Companies Register

- Overview
- TENANTS
  - Companies
  - Register Requests
  - Subscription Requests
- Plans
- Billing
- Payments
- CONFIGURATION
  - Global Values
  - Feature Flags
- OPERATIONS
  - Monitoring
  - Analytics
  - Reports**
  - Announcements
  - Audit Log
- SYSTEM
  - Settings
  - Notifications

PS

Platform Super Admin

super admin

[-]

Platform / Reports

All systems operational

PS

**Reports**

Branded PDF and Excel exports, headed and footed with the CAFM Way mark

TENANTS

**Companies Register**

All tenants, status and renewal

**Company Report**

One tenant, in full

FINANCE

**Income Report**

Payments received by date

COMPLIANCE

**Audit Log**

Activity for one tenant

**Company Report**

A complete picture of one company: profile, subscription, usage and team, followed by every payment taken, every subscription request and every invoice.

FILTERS

Company

Oasis Facilities Management

Run report

PDF

Excel

Print

Company Report - Oasis Facilities Management

2 rows

COMPANY

Name

Oasis Facilities Management

Email

operations@oasis-fm.test

Country

QA

Industry

realestate

Joined

26 Sep 2026

Status

Active

SUBSCRIPTION

Plan

professional

Starts

26 Sep 2026

Ends

26 Sep 2027

Days left

365

Billing

yearly

MRR

USD 91.67

USAGE

Users

2

Assets

0

Projects

1

Work orders

0

PAYMENTS

Payments taken

1

Total collected

1,100.00

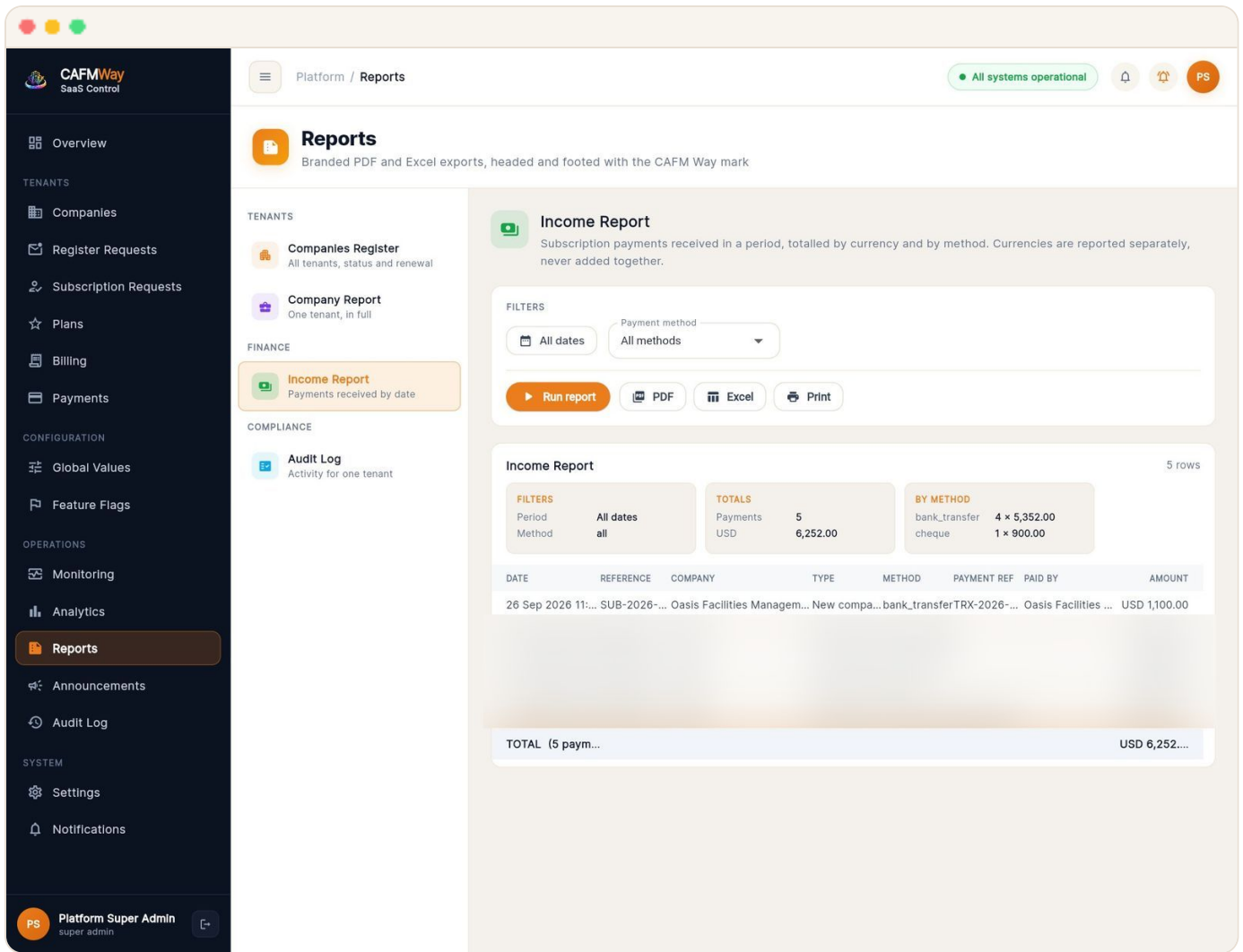
| NAME             | EMAIL                    | ROLE       | ACTIVE | LAST LOGIN |
|------------------|--------------------------|------------|--------|------------|
| Omar Al-Mansouri | operations@oasis-fm.test | fm_admin   | Yes    | -          |
| Omar Al-Mansouri | omar@oasis-fm.test       | fm_manager | Yes    | -          |

Payments received

| DATE        | REFERENCE    | METHOD        | PAYMENT REF  | AMOUNT       |
|-------------|--------------|---------------|--------------|--------------|
| 26 Sep 2026 | SUB-2026-... | bank_transfer | TRX-2026-... | USD 1,100.00 |

Subscription requests

**Figure 61** Company Report for one customer



**Figure 62** Income Report with totals by method

# Audit log

Every recorded console action appears with the administrator, the time and the IP address, for example sign-ins, company changes and request decisions. Search by action or name, and expand an entry to see what changed.

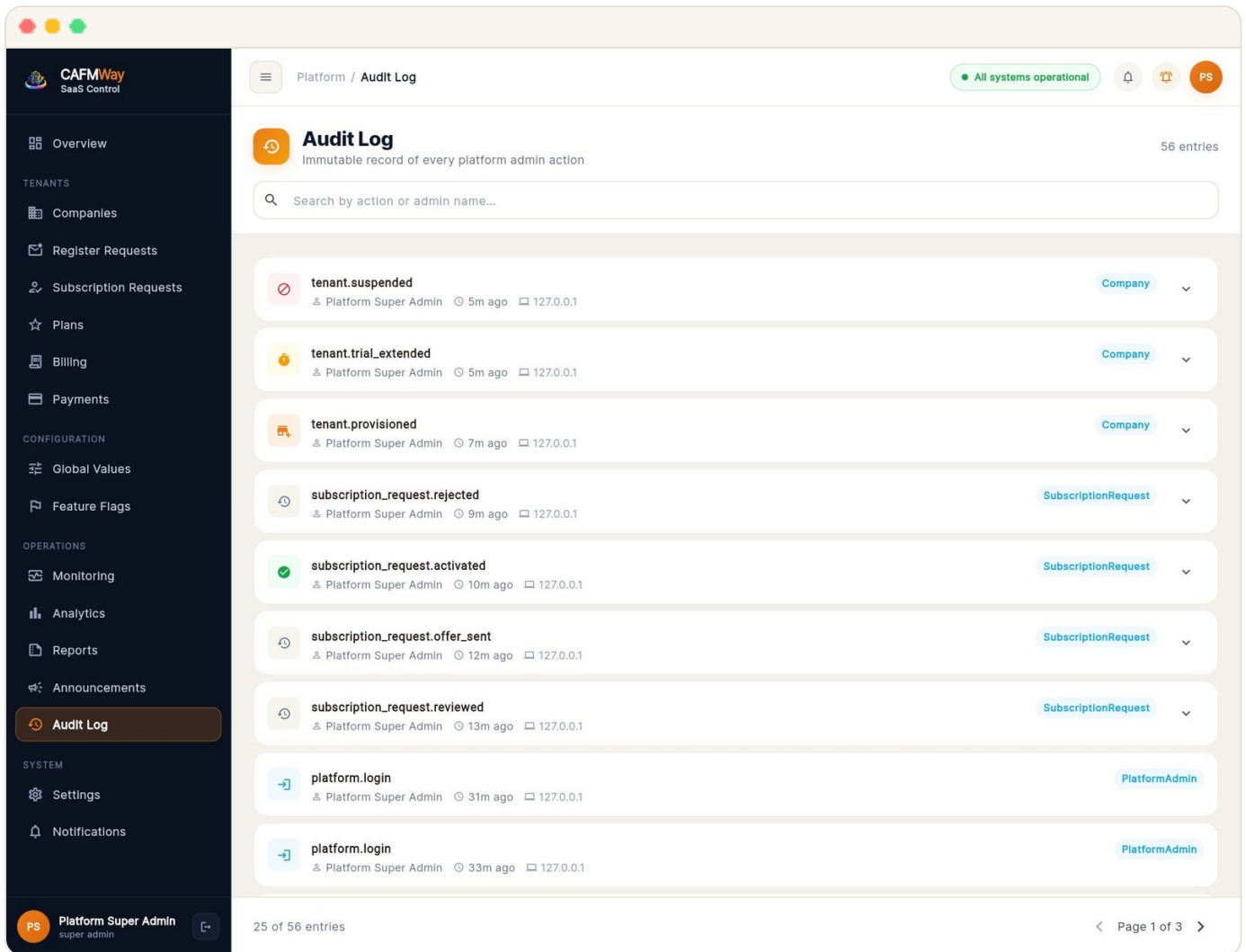


Figure 63 The audit log

Overview

TENANTS

Companies

Register Requests

Subscription Requests

Plans

Billing

Payments

CONFIGURATION

Global Values

Feature Flags

OPERATIONS

Monitoring

Analytics

Reports

Announcements

Audit Log

SYSTEM

Settings

Notifications

Platform Super Admin  
super admin

Platform / Audit Log

All systems operational

PS

Audit Log

Immutable record of every platform admin action

56 entries

Search by action or admin name...

tenant.suspended

Platform Super Admin

5m ago

127.0.0.1

Company

tenant.trialExtended

Platform Super Admin

5m ago

127.0.0.1

Company

tenant.provisioned

Platform Super Admin

7m ago

127.0.0.1

Company

subscription\_request.rejected

Platform Super Admin

9m ago

127.0.0.1

SubscriptionRequest

subscription\_request.activated

Platform Super Admin

10m ago

127.0.0.1

SubscriptionRequest

subscription\_request.offer\_sent

Platform Super Admin

12m ago

127.0.0.1

SubscriptionRequest

subscription\_request.reviewed

Platform Super Admin

13m ago

127.0.0.1

SubscriptionRequest

platform.login

Platform Super Admin

31m ago

127.0.0.1

PlatformAdmin

platform.login

Platform Super Admin

33m ago

127.0.0.1

PlatformAdmin

25 of 56 entries

Page 1 of 3

Figure 64 An expanded entry

CAFWay User Guide — Platform Console

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# Notifications

The bell in the top bar and the **Notifications** page form the operator inbox:

- new enquiries and applications
- payments
- rejections
- subscriptions about to expire
- failed emails
- companies that hit their plan limit

A live alert appears in the console as each one arrives, with an **Open** button that takes you to the right screen. It also plays a chime unless you mute it with the bell icon next to the notifications.

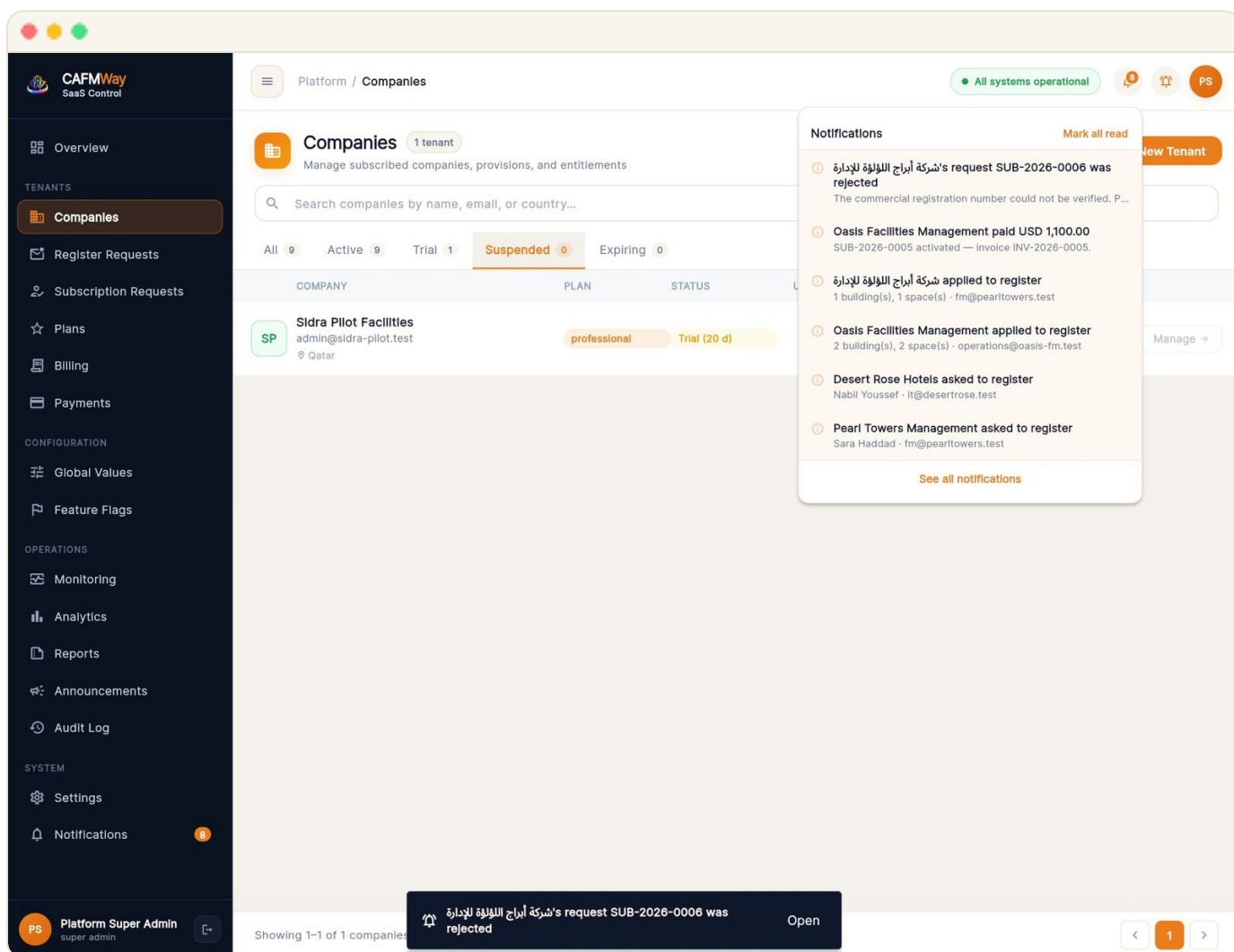
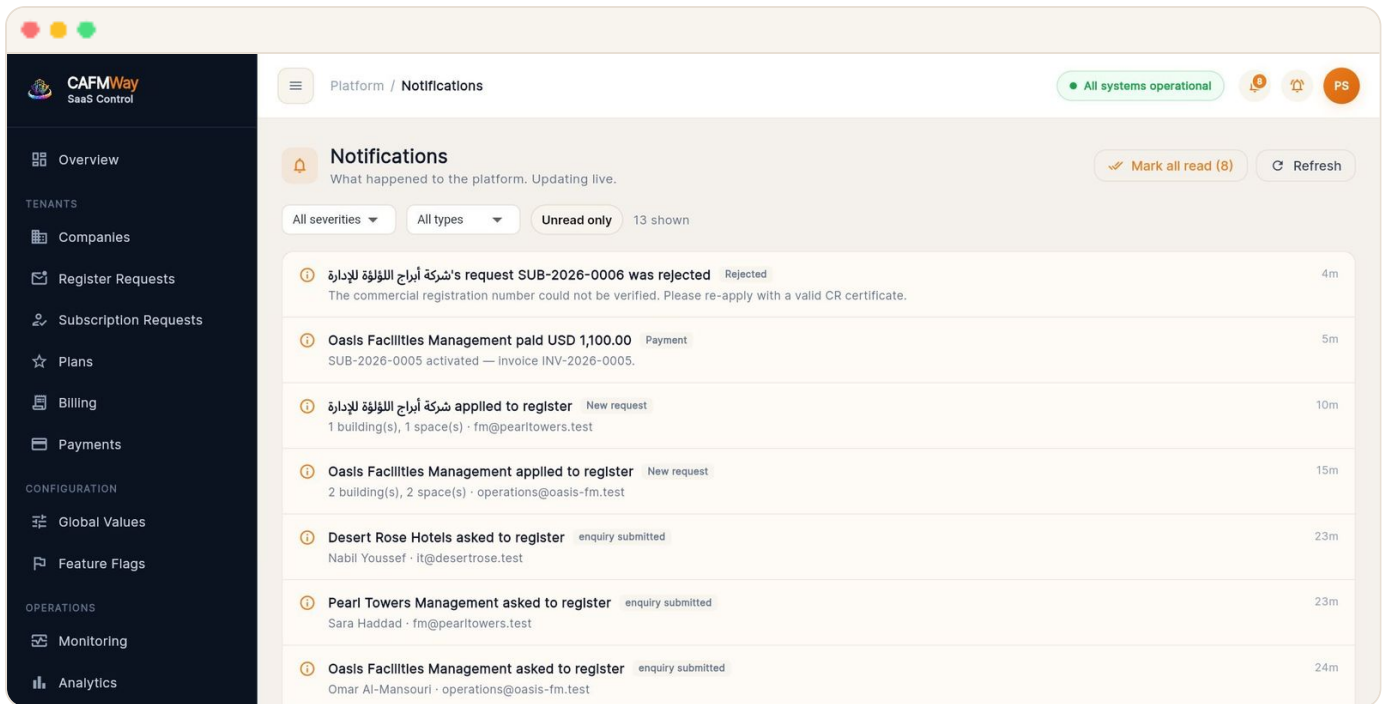


Figure 65 The bell dropdown



**Figure 66** The notifications page, filterable by severity and type

Click **Mark all read** to clear the unread count.

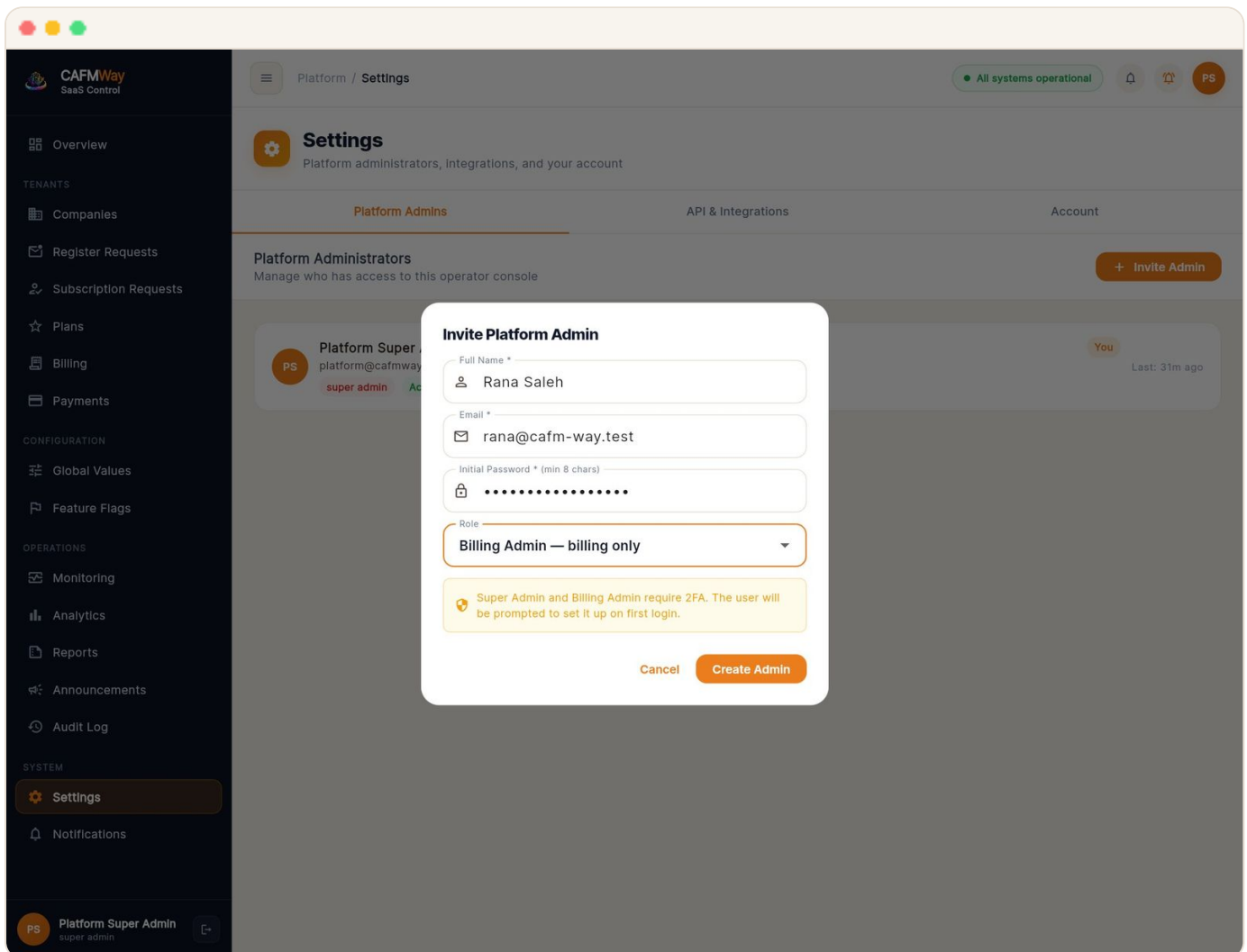
# Settings

## Platform administrators

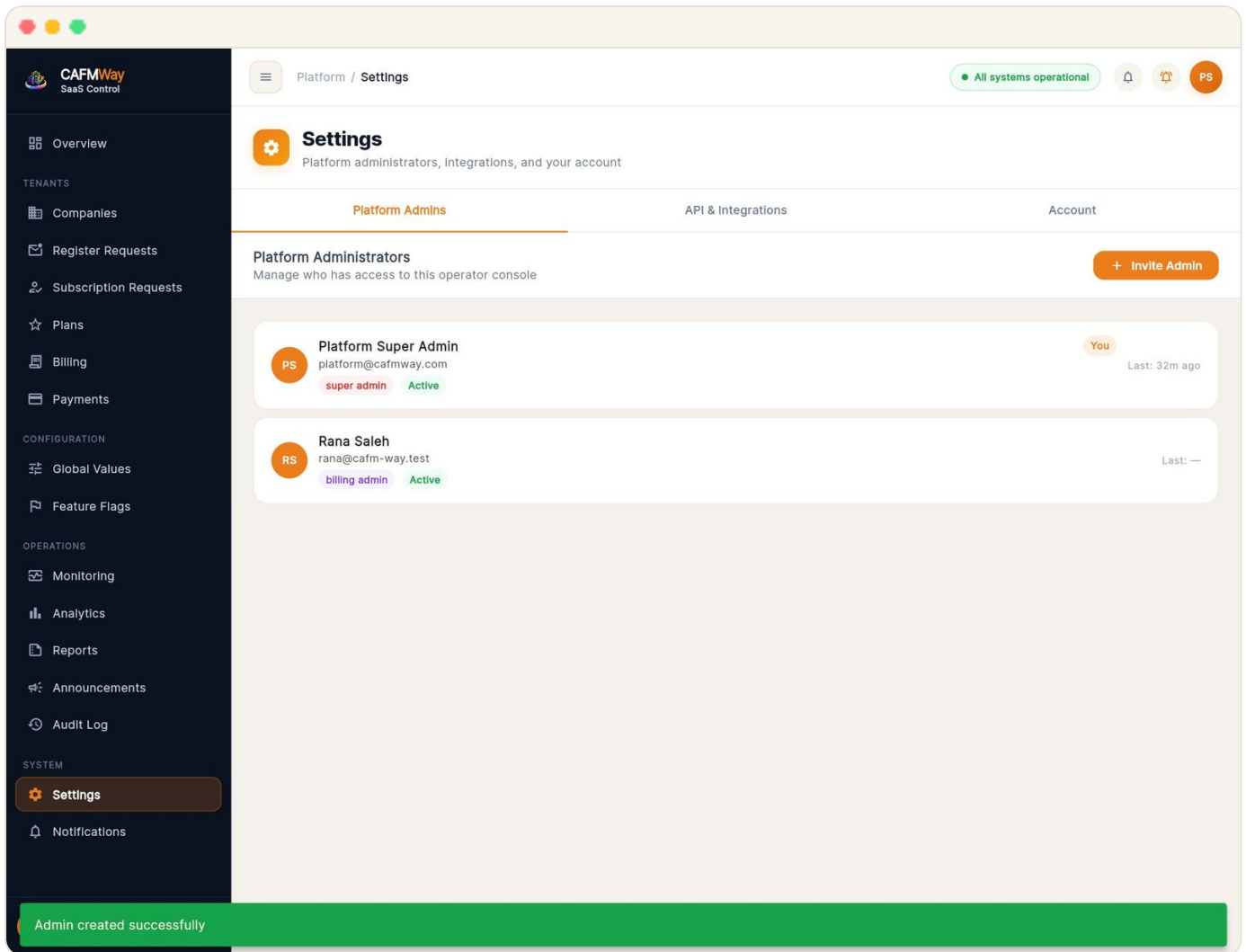
**Screen:** Settings → Platform Admins

The list shows everyone who can use the console. Super admins can add more:

- 1 Click **Invite Admin**.
- 2 Enter the **Full Name**, **Email** and an **Initial Password** of at least 8 characters.
- 3 Choose a **Role**: Super Admin, Platform Ops, Billing Admin or Read-Only Analyst.
- 4 Click **Create Admin**, then share the password with the person yourself. No email is sent.



**Figure 67** Adding a billing administrator



**Figure 68** The administrators list

#### CAUTION

Roles are labels for now. Every platform administrator can use every screen, and two-factor sign-in is not available yet.

The **API & Integrations** and **Account** tabs hold placeholders for payment gateways, notification providers, API keys and account security.

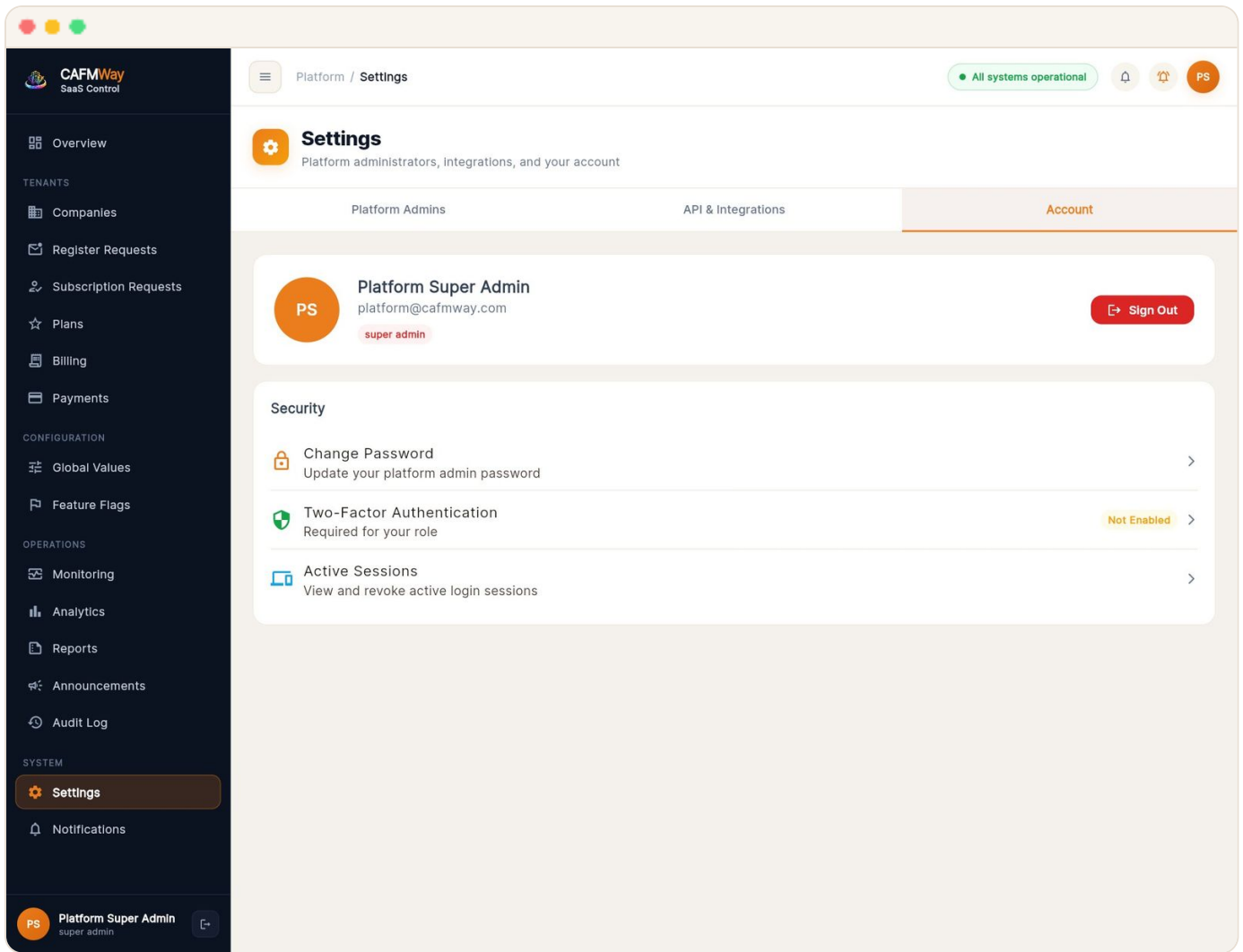


Figure 69 Your account

# Reference

## Status reference

### Registration requests

| Status       | Meaning                             | What moves it                                       |
|--------------|-------------------------------------|-----------------------------------------------------|
| New          | Enquiry received                    | Website form or <b>New request</b>                  |
| Invited      | Link sent, valid 48 h               | <b>Approve &amp; send link / Resend link</b>        |
| Link expired | Link not used in time               | Time. <b>Send a new link</b> makes it Invited again |
| Registered   | The company submitted the wizard    | The company                                         |
| Rejected     | Closed by CAFM, company not emailed | <b>Reject</b>                                       |

### Subscription requests (numbered SUB-YYYY-NNNN )

| Status           | Meaning                                                         | What moves it                            |
|------------------|-----------------------------------------------------------------|------------------------------------------|
| New              | Submitted by the company                                        | Wizard or the customer's upgrade request |
| Under review     | Limits and price saved                                          | <b>Save approved limits</b>              |
| Awaiting payment | Offer emailed                                                   | <b>Send payment offer</b>                |
| Activated        | Paid, invoice INV-YYYY-NNNN issued, account created or upgraded | <b>Confirm payment &amp; activate</b>    |
| Rejected         | Closed, company emailed                                         | <b>Reject</b>                            |

**Companies:** *Active*; *Trial* (active, with a trial end date in the future); *Suspended* (access cut off).

## Automatic renewal reminders

Once a day the platform checks every active company that has a subscription end date. At **60, 30, 14 and 3 days** before the end, and on expiry, it:

- emails CAFM and the customer
- raises an *Expiring* notification in the console

If several reminders were missed at once, only the most urgent one is sent. Expiring subscriptions also appear in the renewal banner on **Companies**.