



CAFM WAY USER GUIDE

Requestor App

The mobile app building occupants and staff use to report a fault, follow the job to the end and rate the service.

requestor.cafm-way.com · Last updated: 26 Sep 2026

Contents

Getting started

- What the app is for
- Your request at a glance
- Sign in
- Find your way around

Raising a request

- Raise a request by scanning a label
- Fill in the request form
- Choose the place yourself

Following your request

- Track your requests

- Read a request
- Chat about a request
- Notifications
- Approve or reject a quotation
- Rate the service
- What the app does not do

Your account

- Profile
- Notification preferences
- Language and date format
- Help & Support
- Sign out
- App updates

Getting started

This guide is for the people who report problems in a building: office staff, tenants and guests. It covers everything the Requestor app does, from signing in to rating a finished job.

What the app is for

Who: anyone with a requestor account in your company (staff, tenants, guests)

Where: the CAFM Way Requestor app on Android or iPhone, or `requestor.cafm-way.com` in a phone browser

With the app you:

- 1 Report a fault at a location or on a piece of equipment, with a photo.
- 2 See who the job went to and how it is moving.
- 3 Talk to the technician and the facilities team about the job.
- 4 Approve or reject extra-cost work the team quotes for your request.
- 5 Rate the service when the work is done.

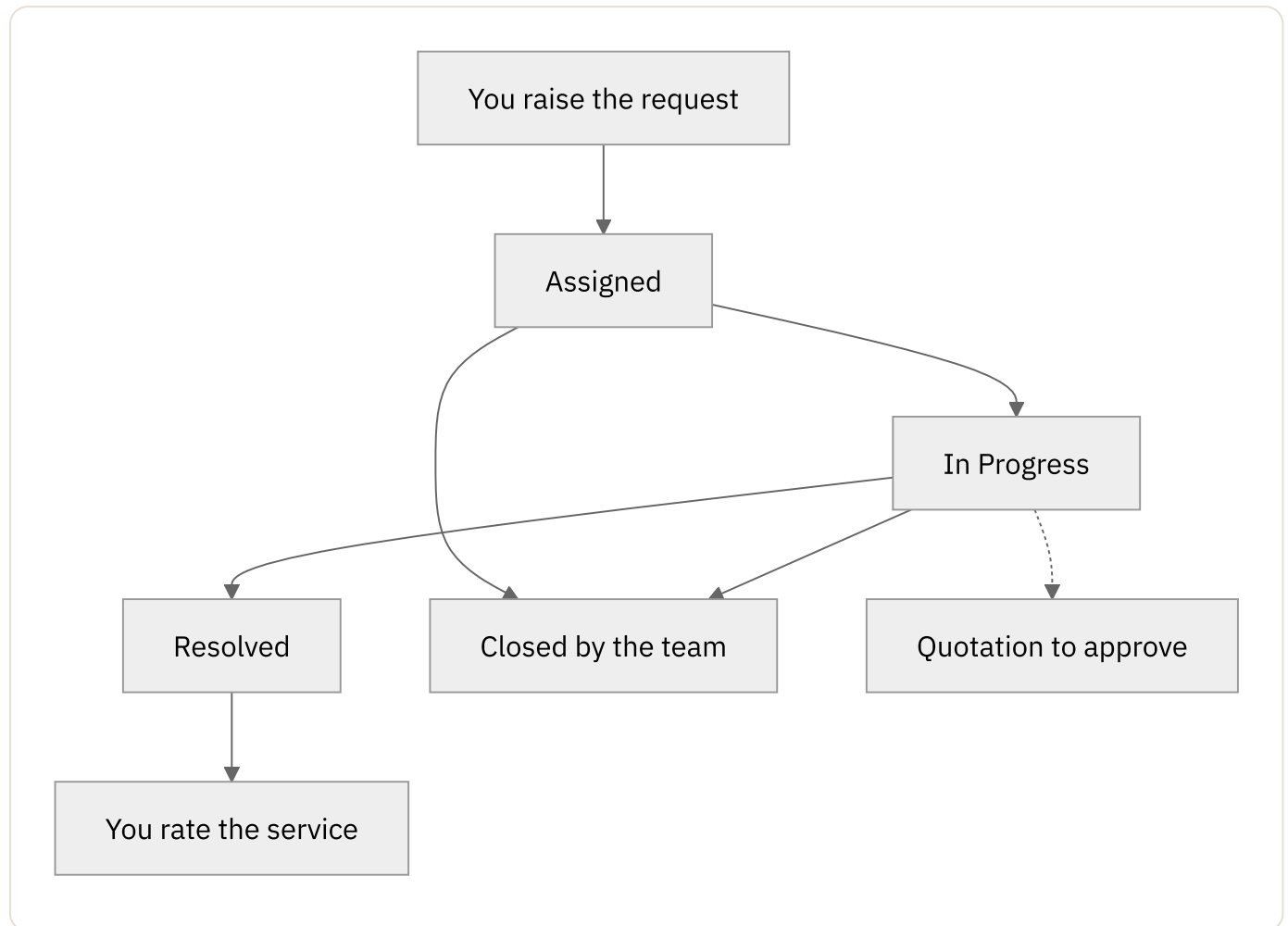
The facilities team does everything else: assigning, scheduling, closing and cancelling jobs happen in their web app.

NOTE

There is no self-registration. Your facilities administrator creates your account (staff) or the front desk issues you a guest ID. Ask them for your login.

Your request at a glance

Every request you raise becomes a service request with its own number (for example **SR-2026-0001**) and a work order for the team. This is what you see as it moves:



Status on your card	What it means	Found under filter
Assigned	The request arrived and was routed to a team or technician, or waits for the team to assign it	Open, Being handled
In Progress	A technician accepted or started the job, or it is being checked before sign-off	Open, Being handled
Resolved	The work is complete	Done
Closed	The facilities team cancelled or rejected the job	Done
Awaiting approval (extra badge)	Your company requires an internal approval first; no work starts until it is approved	
3 h late (extra badge)	The job has passed its service-level deadline	

Sign in

Who: any requestor

Where: the sign-in screen that opens with the app

When the app starts, a short intro video plays. Tap **Skip** to close it, or **Don't show again** to stop it for good.

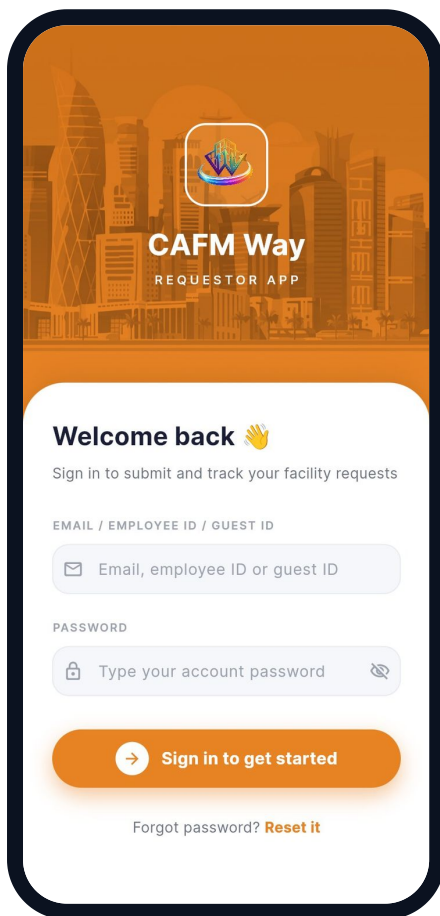


Figure 1 The intro video with Skip and Don't show again at the top

- 1 In **EMAIL / EMPLOYEE ID / GUEST ID**, type your email address, your employee ID (for example EMP-0008) or your guest ID.
- 2 In **PASSWORD**, type your password. The eye icon shows or hides it.
- 3 Tap **Sign in to get started**. The Home screen opens.

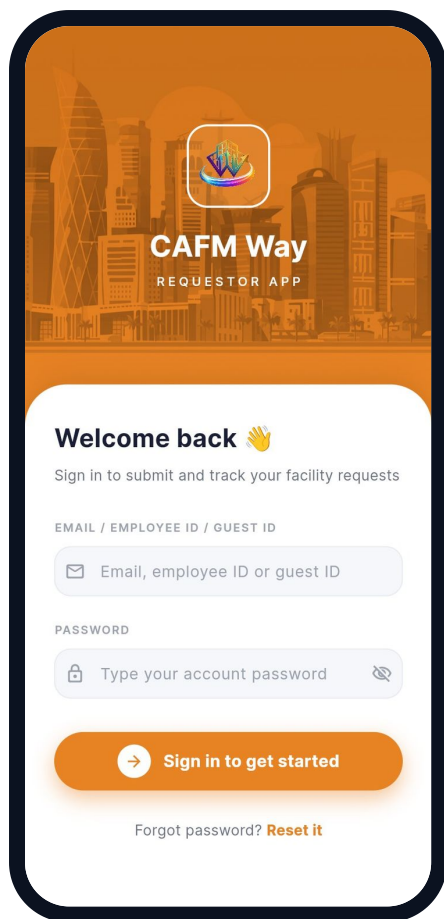


Figure 2 The sign-in screen

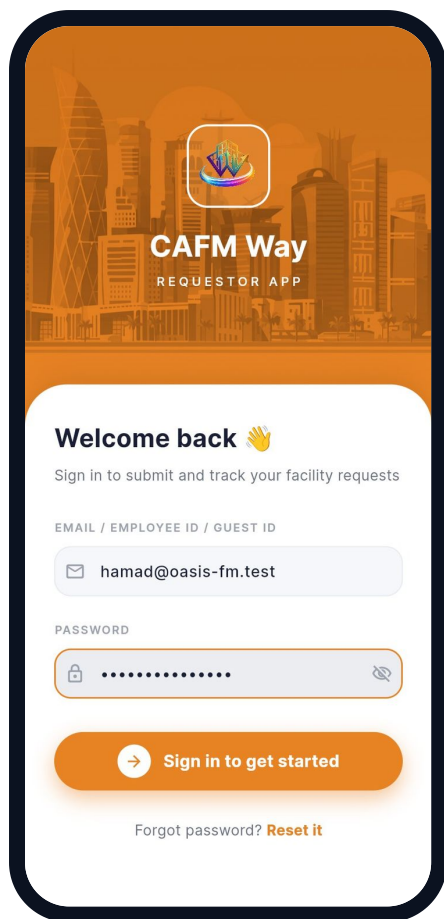


Figure 3 The sign-in form filled in with an email address

The app remembers you. Next time it opens straight on Home until you sign out.

If a field is empty, the form says so under the field.

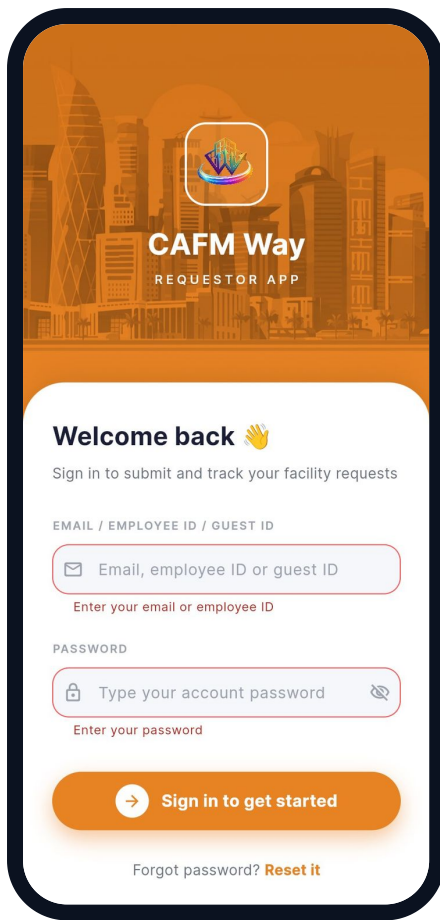


Figure 4 Validation messages under empty fields

BUSINESS RULE

Five wrong passwords in a row lock the account for 15 minutes. An account the administrator deactivated, or a guest ID outside its stay dates, cannot sign in.

NOTE

Forgot password? Reset it opens a **Reset password** dialog, but no reset message is sent yet. Ask your facilities administrator to reset your password.

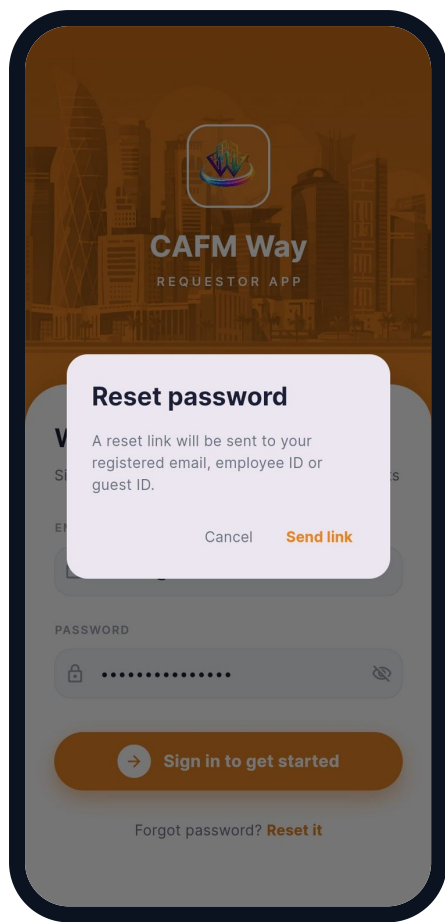


Figure 5 The Reset password dialog

Find your way around

Who: any requestor

Where: Home tab

The bottom bar has five tabs: **Home**, **New** (raise a request), **Requests** (your list), **Alerts** (notifications) and **Me** (profile and settings).

Home shows:

- Your name and a bell with the number of unread alerts. Tap the bell to open **Alerts**.
- Three counters: **My Requests** (all your requests), **Being handled** (Assigned and In Progress) and **Pending**.
- **New Service Request** to raise a request, and **Scan QR / Enter ID** to start from a label.
- **Quick Actions:** Electrical, Plumbing, Civil, HVAC, Cleaning, H&S, IT / AV and Other.
- **Recent Requests:** your latest three requests. **View all** → opens the Requests tab.

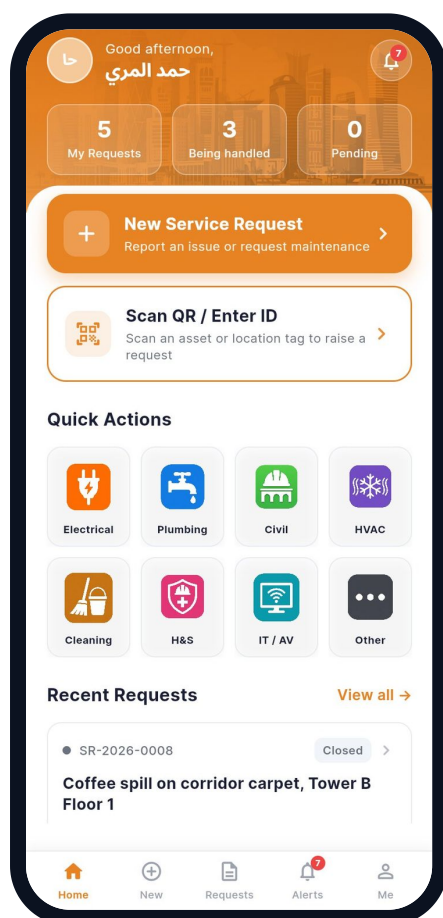


Figure 6 Home with counters, the two start cards and Quick Actions

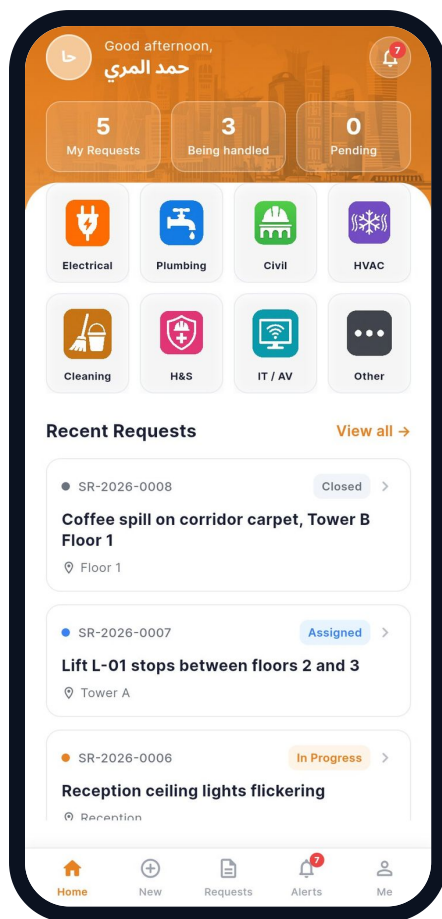


Figure 7 Recent Requests at the bottom of Home

Before you raise anything, Home says **No requests yet — raise one above.**

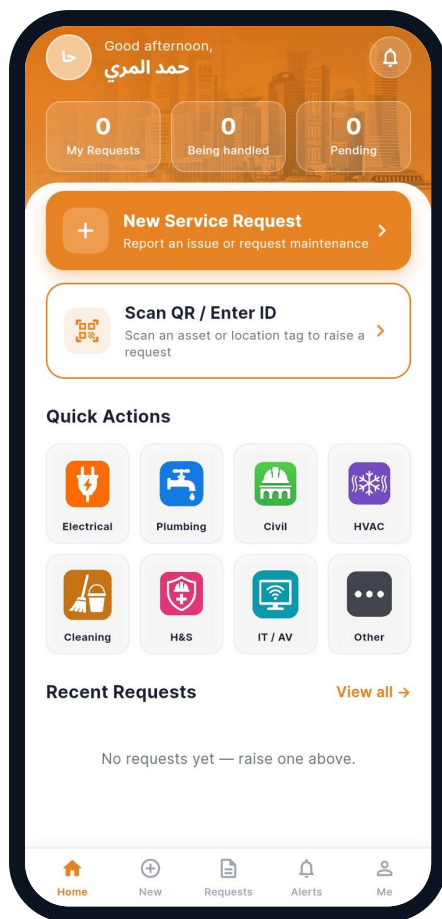


Figure 8 Home for a new user with no requests

NOTE

Every Quick Actions tile opens the same blank request form. You choose the category yourself in step 2. The **Pending** counter is not used yet and stays at 0.

Raising a request

You can start a request three ways: scan the label on the equipment or the door, pick the place from a list, or scan the sticker with your phone camera. All three end in the same four-step form.

Raise a request by scanning a label

Who: any requestor

Where: Home → **Scan QR / Enter ID**

Assets and rooms carry a QR sticker. Scanning it fills in the form for you.

- 1 On Home, tap **Scan QR / Enter ID**. The sheet **Choose a location or an asset** opens on **Scan QR**.
- 2 Point the camera at the sticker. Tap the preview to focus; tap **Torch** in a dark room.
- 3 If the camera cannot read the label, type the code printed under it in **Enter code (e.g. AHU-F12-01)** and tap **Lookup**.

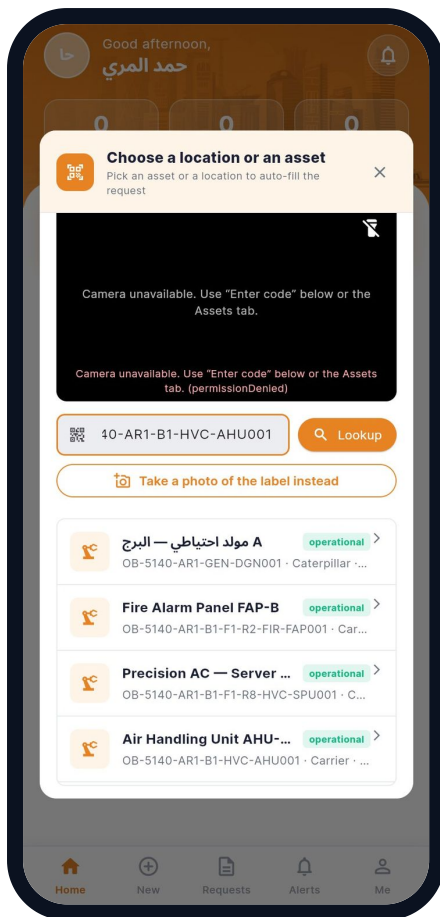


Figure 9 The scan sheet with a code typed in because the camera is not available

- 1 The **Scanned record** screen shows what you scanned. For an asset: category, sub-category, brand, model, serial number, condition, criticality and location.
- 2 Tap **Raise a request for this**. The request form opens with the asset already filled in.

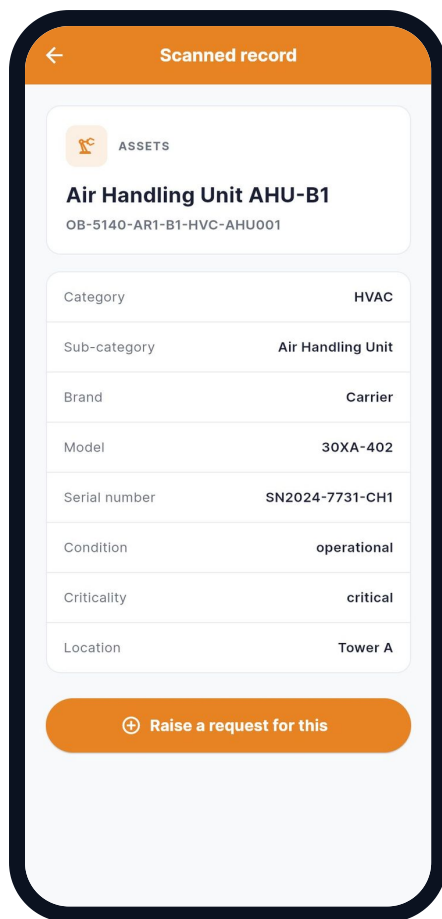


Figure 10 The Scanned record of an air handling unit

TIP

If the camera is blocked or missing, the sheet says **Camera unavailable**. Use the code field, or switch to the **Assets** or **Locations** tab and pick from the list.

CAUTION

A code that belongs to nothing in your company gives **No asset or location matched**. A location that is not activated yet gives a message that it is not active.

Scan a sticker with the phone camera

You do not have to open the app first. Point the phone's own camera at a CAFM Way sticker and tap the link it shows. The app (or `requestor.cafm-way.com`) opens on the **Scanned record** for that asset or room. If you are signed out, sign in first; the app then shows the record.

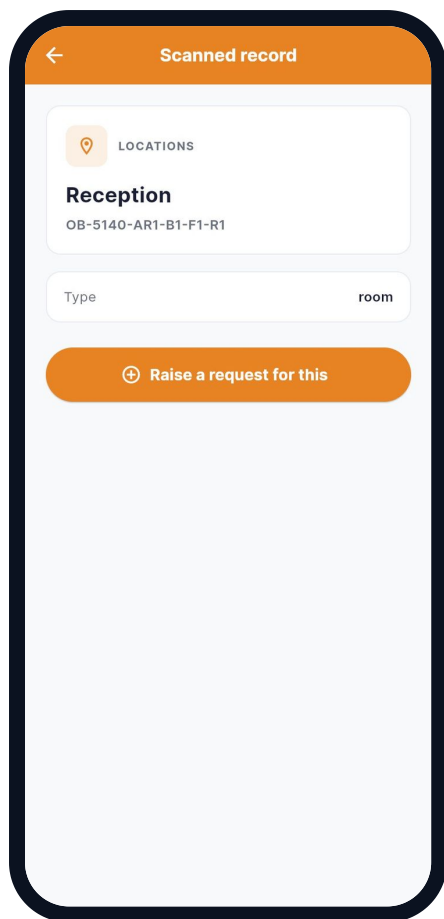


Figure 11 The Scanned record for the Reception room, opened from a sticker link

Fill in the request form

Who: any requestor

Where: **New** tab, **New Service Request** on Home, any Quick Actions tile, or **Raise a request for this**

The form **Create Service Request** has four steps: **Basic Info**, **Assignment**, **Schedule**, **Review**. Tap **Next Step** to move on and **Previous** to go back. The back arrow at the top leaves the form and discards what you typed.

Step 1: Basic Information

- 1 Where is the problem?** After a scan, a banner shows **ASSET SCANNED** (or **LOCATION SELECTED**) with **Change** to pick again. Without a scan, tap **Choose location or scan** (see the next workflow).
- 2 Service Request Title ***. A scan fills a suggested title such as "Air Handling Unit AHU-B1 — Issue Detected". Replace it with a short description of the fault.
- 3 Description ***. Say what is wrong, since when, and anything the technician should bring.
- 4 Photo** (optional). Tap **Upload Photo**, then **Take a photo** or **Choose from gallery**. The photo is shown to the technician as the "before" picture. **Replace** or **Remove** changes it.

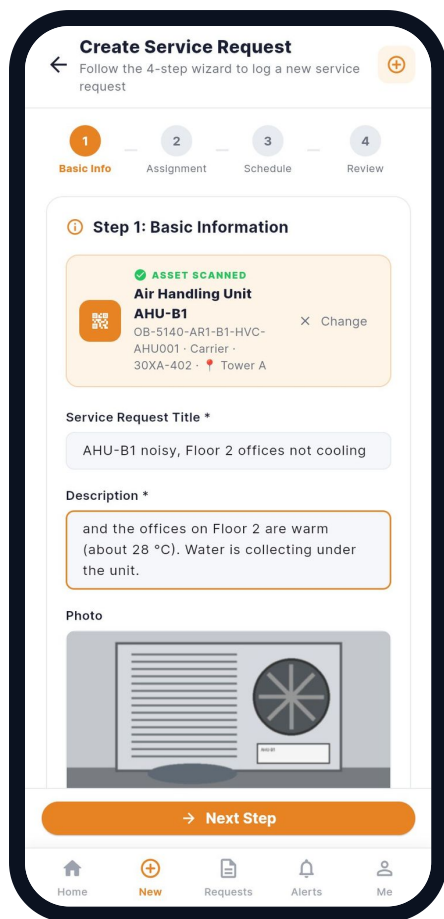


Figure 12 Step 1 after scanning an asset, with the title and description typed

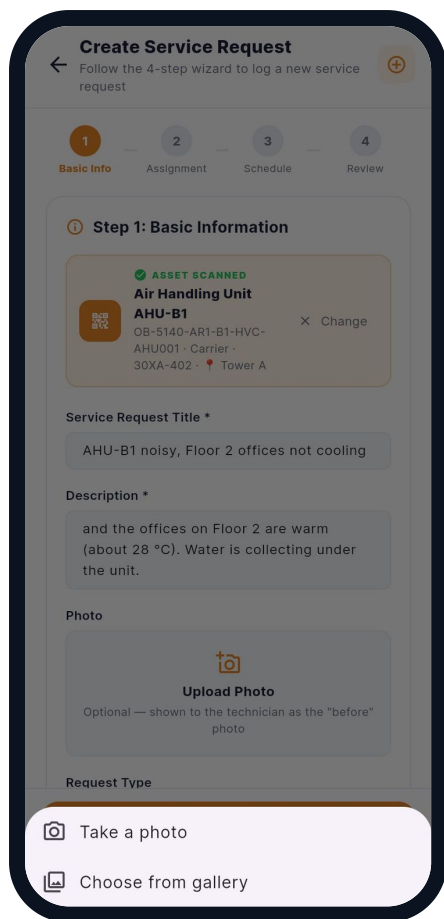


Figure 13 The photo source sheet

Figure 14 The attached photo with Replace and Remove, then Request Type and Priority

- 1 **Request Type: Corrective** (something is broken, the default), **Preventive** or **Inspection**.
- 2 **Priority: Low, Medium, High** or **Critical**.

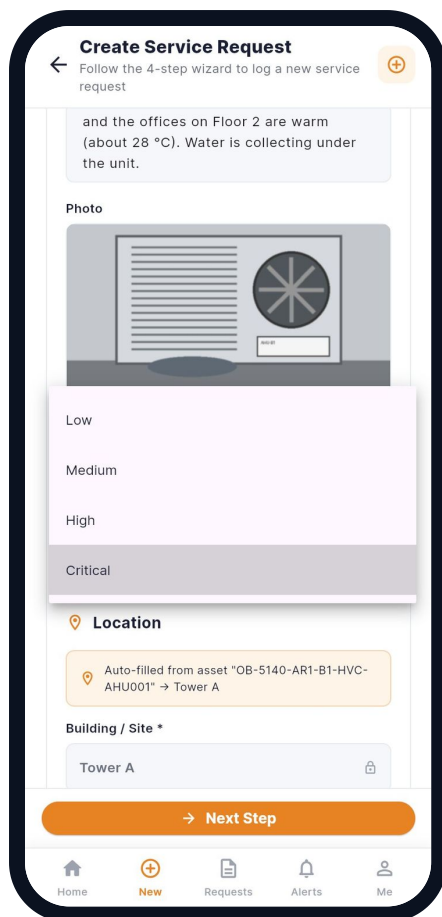


Figure 15 The Priority list

- 1 The **Location** section at the bottom is filled from your pick and cannot be typed in: **Building / Site ***, **Floor**, **Space / Room** and **GPS / QR Tag** (the asset code).

Create Service Request

Follow the 4-step wizard to log a new service request

Replace Remove

Request Type

Corrective

Priority

High

Location

Auto-filled from asset "OB-5140-AR1-B1-HVC-AHU001" -> Tower A

Building / Site *

Tower A

Floor

—

Space / Room

—

GPS / QR Tag

OB-5140-AR1-B1-HVC-AHU001

→ Next Step

Home New Requests Alerts Me

Figure 16 The read-only Location section filled from the asset

If something is missing when you tap **Next Step**, the fields turn red and a message lists what is **Still needed**.

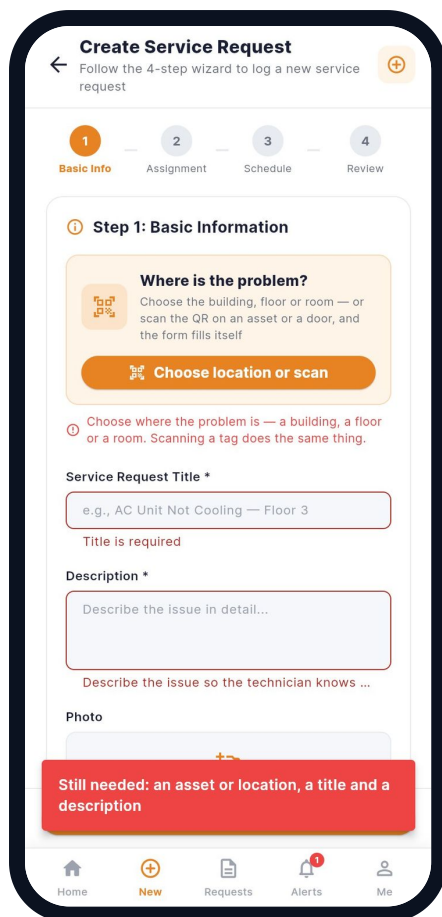


Figure 17 Step 1 with missing fields and the Still needed message

BUSINESS RULE

You need a location (or an asset), a title and a description. One photo per request, up to 10 MB.

CAUTION

When the request is raised on an asset, the app records the priority from the asset's criticality, even if you change **Priority**. If the urgency is different, say so in the description.

CAUTION

If **Building / Site** still shows **Not set** after a scan, the app could not place the asset. Tap **Change**, open **Locations** and pick the room. Otherwise **Create Service Request** stops with **Location required**.

Step 2: Assignment

1

Category / Trade *: pick the kind of work. After an asset scan it is already chosen.

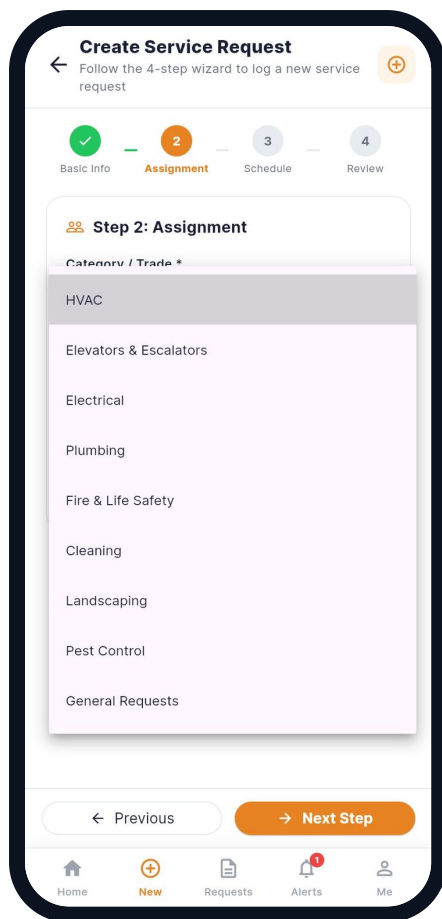


Figure 18 The Category / Trade list

- 1 Sub-category:** pick the closest match. The first one is selected for you, so check it.

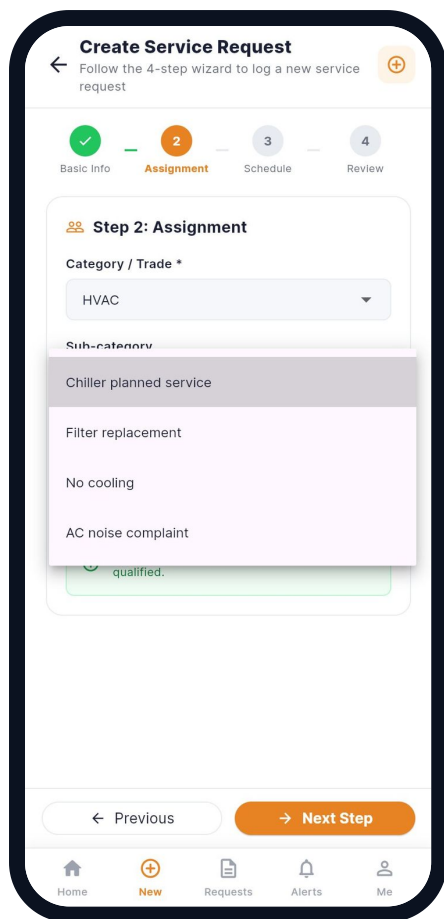


Figure 19 The Sub-category list for HVAC

- 1 Routed to** tells you who will receive the job. You cannot pick a person; the facilities team assigns it.

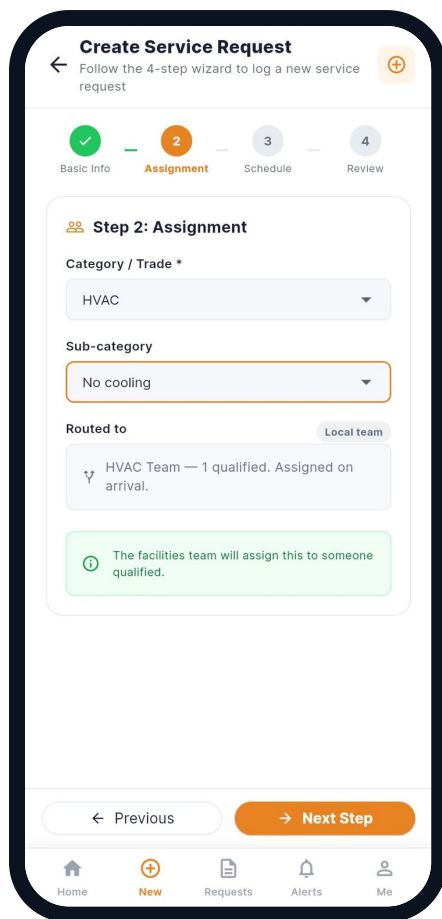


Figure 20 Step 2 routed to the HVAC Team with one qualified technician

Routed to message	Meaning
<i>Team — n</i> qualified. Assigned on arrival.	The job goes straight to a qualified technician
Nobody is qualified for this work yet, so it will arrive unassigned. The facilities team will still see it.	The team assigns it by hand
The facilities team assigns this once it arrives.	Assignment is manual for this category

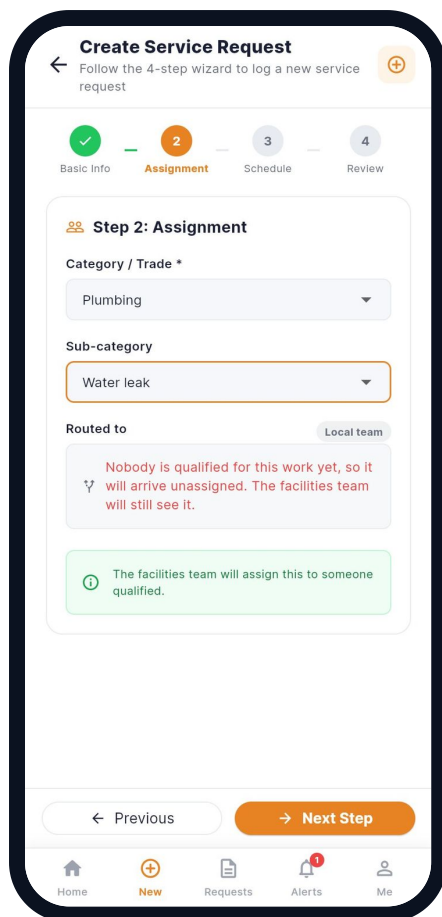


Figure 21 Step 2 for a water leak that will arrive unassigned

Step 3: Schedule & SLA

This step is for information only. You do not choose a visit time; the facilities team schedules it. You see the **Estimated Duration** of the standard job, the **SLA Profile** and the **SLA Timeline Preview** (Created, Response, Resolution, Closure).

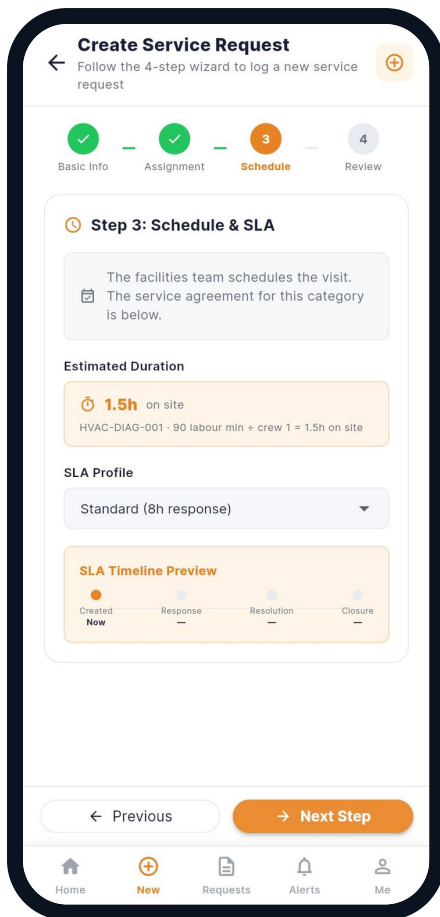


Figure 22 Step 3 with the estimated duration and the SLA preview

Step 4: Review & Confirm

- 1 Check the summary: title, type, priority, category, sub-category, building, floor, room and description.
- 2 Tap **Create Service Request**.
- 3 The dialog **Service Request Created** shows your **Request ID** (for example **SR-2026-0001**). Keep it if you need to call the helpdesk.
- 4 Tap **View My Requests** to see the new card in your list.

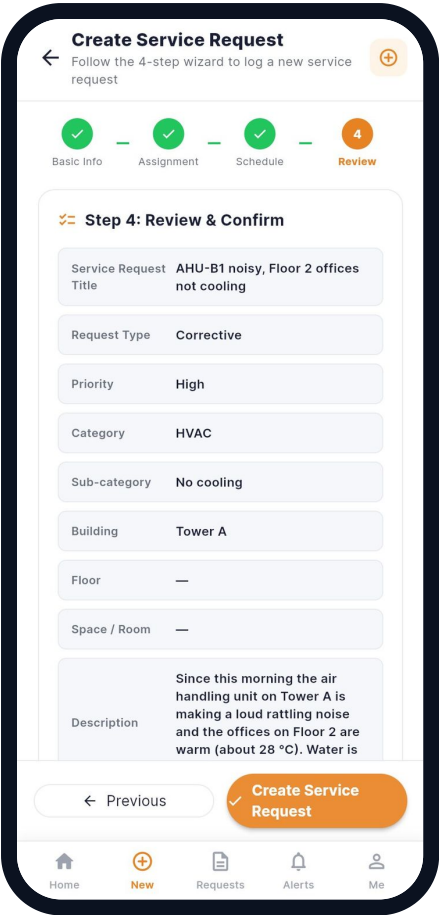


Figure 23 The review step

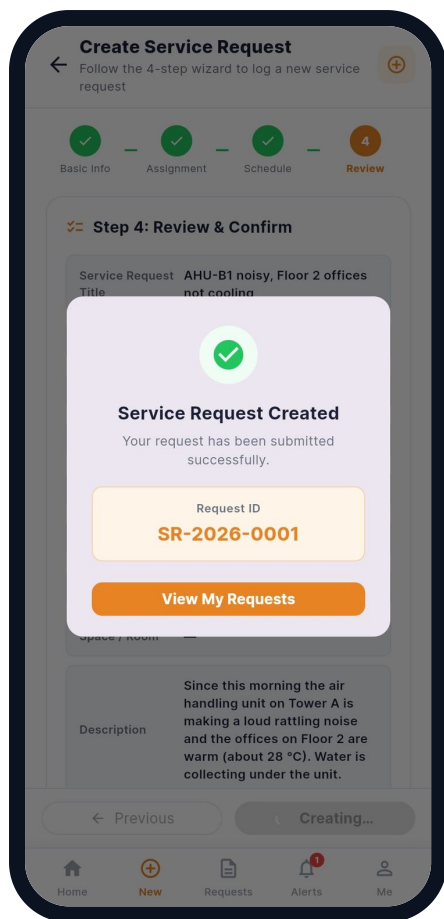


Figure 24 The Service Request Created dialog with the request number

The request starts as **Assigned**. You get an alert when it is assigned and whenever it moves.

Choose the place yourself

Who: any requestor

Where: request form, step 1 → **Choose location or scan**

Use this when there is no sticker to scan, for example for a leak in a ceiling.

- 1 Open the form (**New** tab). It starts empty.
- 2 Tap **Choose location or scan**.
- 3 Open **Locations** and type part of the name or the code in the search field, for example `0B-5140-AR1-B1-F2` for Tower A, Floor 2.
- 4 Tap the building, floor or room. The banner shows **LOCATION SELECTED** and the title and description get a starting text.

The screenshot shows the 'Create Service Request' app interface. At the top, a title bar reads 'Create Service Request' with a back arrow and a plus icon. Below it, a subtitle says 'Follow the 4-step wizard to log a new service request'. A progress bar shows four steps: 1 (Basic Info, active), 2 (Assignment), 3 (Schedule), and 4 (Review). The main content area is titled 'Step 1: Basic Information'. It contains a section 'Where is the problem?' with a QR icon and text: 'Choose the building, floor or room — or scan the QR on an asset or a door, and the form fills itself'. Below this is an orange button labeled 'Choose location or scan'. Further down are three text input fields: 'Service Request Title *' (with placeholder 'e.g., AC Unit Not Cooling — Floor 3'), 'Description *' (with placeholder 'Describe the issue in detail...'), and 'Photo' (with a camera icon and text 'Upload Photo' and 'Optional — shown to the technician as the "before" photo'). At the bottom of the form is an orange button labeled '→ Next Step'. The app's bottom navigation bar includes icons for Home, New (highlighted), Requests, Alerts (with a red notification badge), and Me.

Figure 25 The empty request form

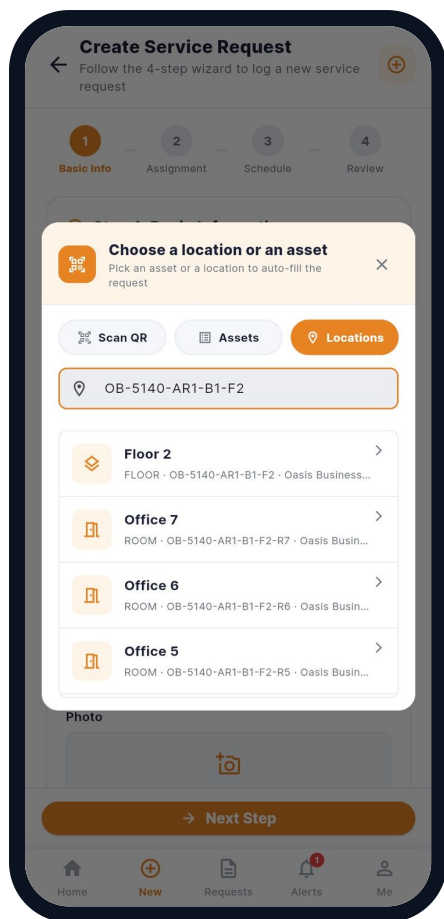


Figure 26 The Locations tab searched by code

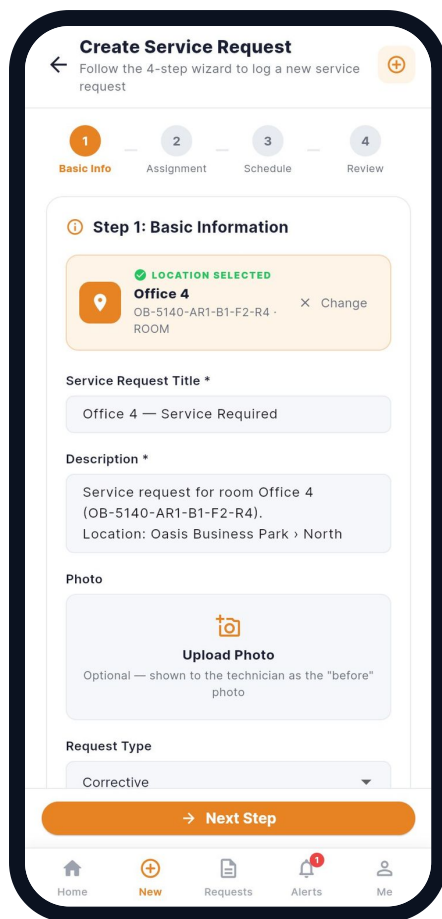


Figure 27 Step 1 with Office 4 selected

To report a fault on a machine without its sticker, open **Assets** instead and search by code, name, brand or serial number.

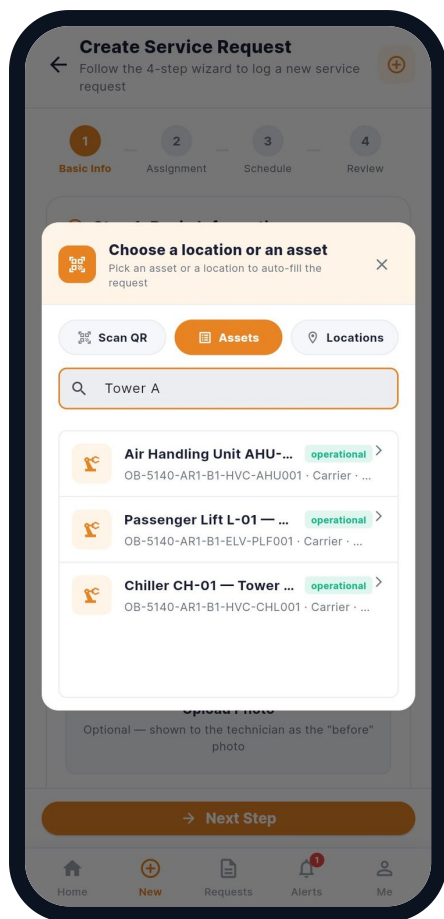


Figure 28 The Assets tab searched for Tower A

Then finish steps 1 to 4 as above.

TIP

Choose the most precise place you can. A room tells the technician exactly where to go; a building alone does not.

Following your request

After you submit, everything about the request lives on its card: status, the team, the SLA clock, photos, the timeline, chat, quotations and your rating.

Track your requests

Who: any requestor

Where: Requests tab

The list shows only your own requests, newest first. Each card has the request number, status, title, place and time.

- 1 Use the filters at the top: **All**, **Open**, **Being handled** and **Done**. Each shows how many requests it holds.
- 2 Type in **Search requests...** to find a request by its SR number, work order number, title or place.
- 3 Pull the list down to refresh it. Status changes also arrive by themselves while the app is open.
- 4 Tap a card to open the request.

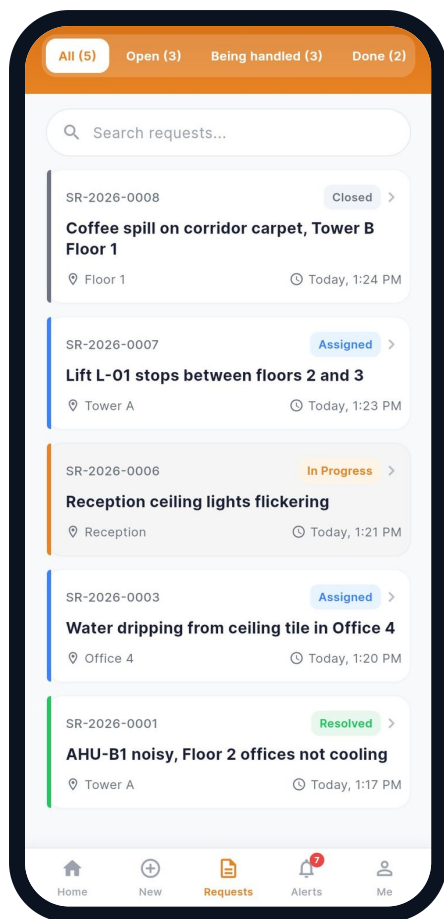


Figure 29 My Requests with Assigned, In Progress, Resolved and Closed requests

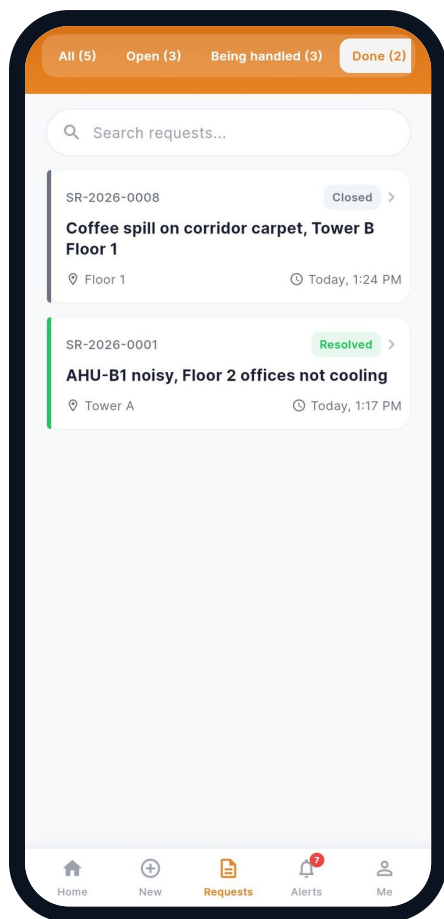


Figure 30 The Done filter

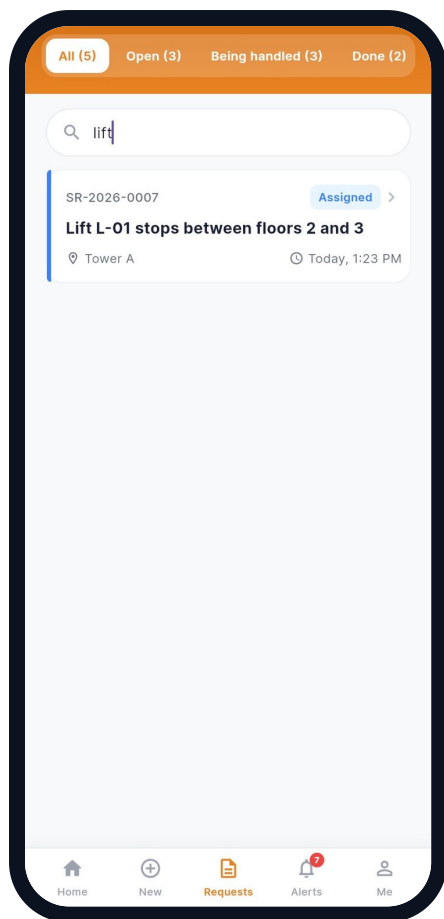


Figure 31 A search for "lift"

Read a request

Who: any requestor

Where: Requests (or Home) → tap a card

The orange header shows the request number, category, title, place, date, priority and status. Below it:

Section	What you find
Service Request Information	Number, title, type, priority, status, category, sub-category, asset, location, description, and after completion the work done
Scheduling	Created, started and completed times, SLA deadline, estimated and actual time
Assigned Team	The team and the technician on the job
SLA & Time	Response and resolution targets, whether each was met, and how long each took
Before & After	Your photo and the technician's photo after the repair
Timeline	Every step with date, time and who did it

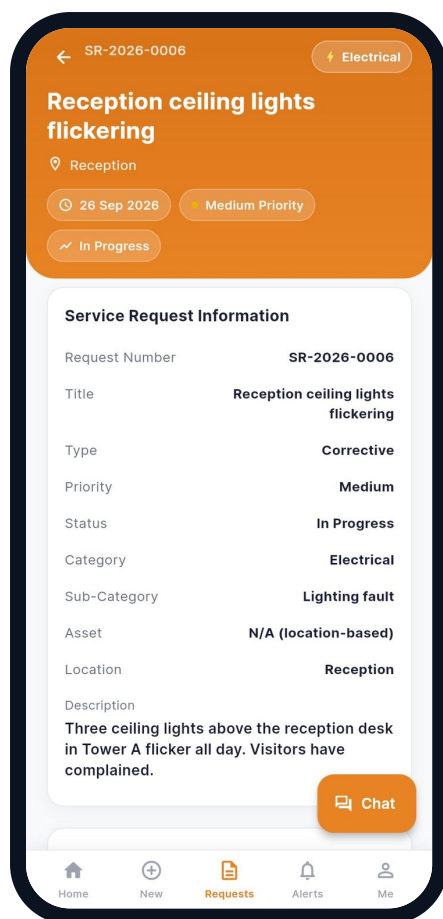


Figure 32 A request in progress, top of the detail screen

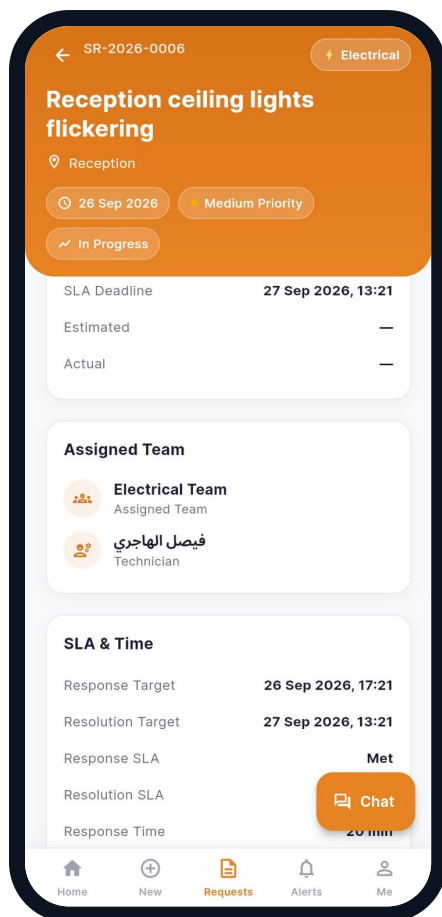


Figure 33 The assigned team and SLA sections

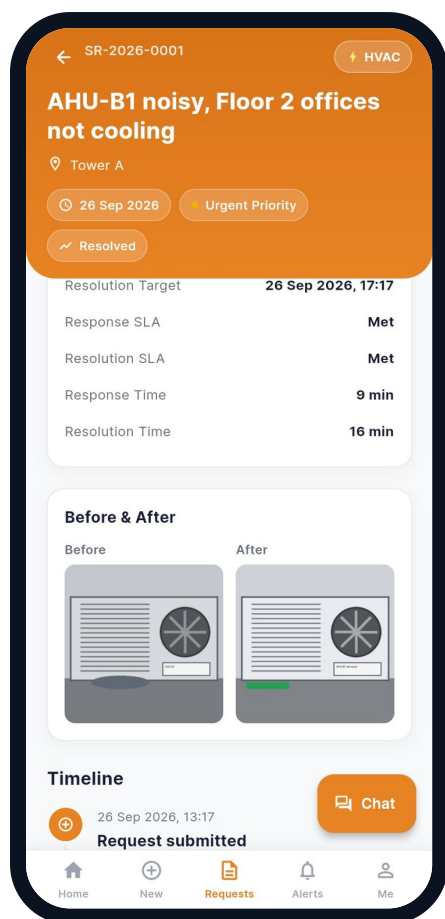


Figure 34 Before and after photos of a completed job

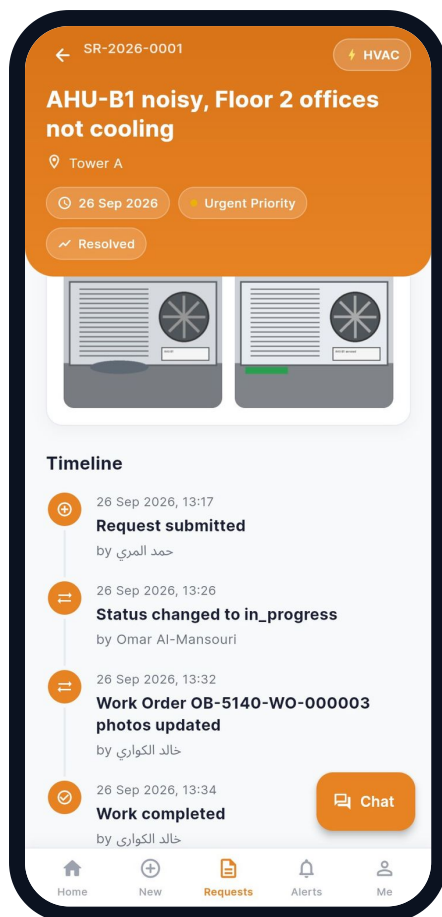


Figure 35 The timeline of a completed job

The screen refreshes by itself when the job moves. The **Chat** button stays in the corner.

Chat about a request

Who: any requestor

Where: request detail → **Chat**

Each request has one conversation with the technician and supervisor on the job.

- 1 Open the request and tap **Chat**. The conversation is titled with your request number.
- 2 Type in **Message... @ to mention** and tap the send button.
- 3 To address someone, type **@** and pick the name. People marked **Will be added** join the conversation when you send.
- 4 To attach something, tap **Attach** and choose **Take a photo**, **Choose from gallery** or **Attach a document**.
- 5 To react to a message, tap **React** under it and pick an emoji.

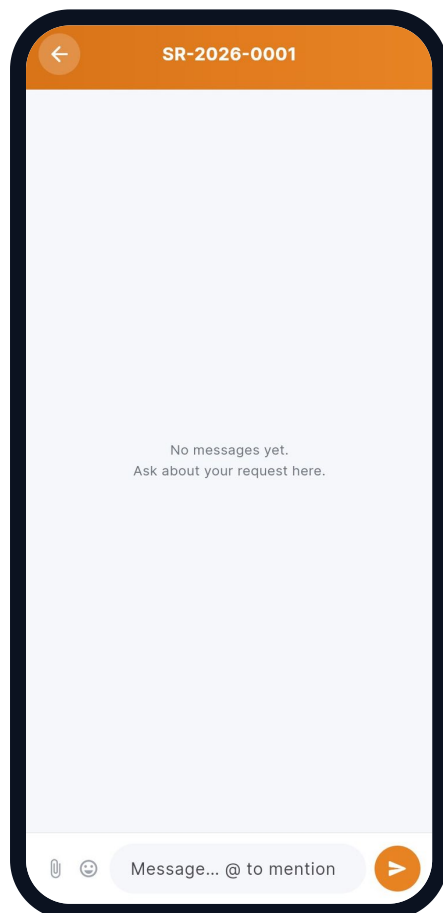


Figure 36 An empty conversation

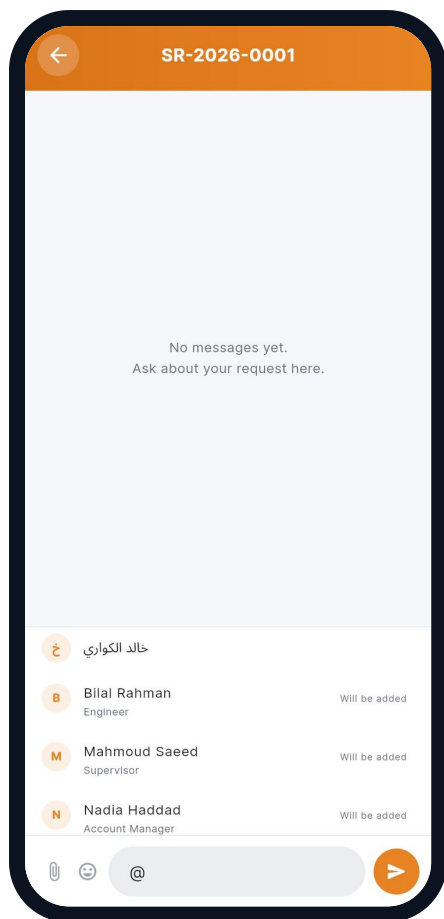


Figure 37 The mention list after typing @

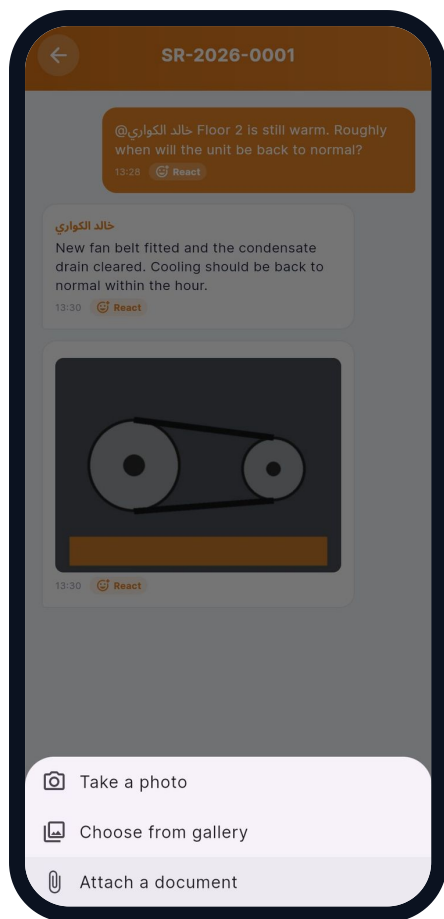


Figure 38 The attach sheet

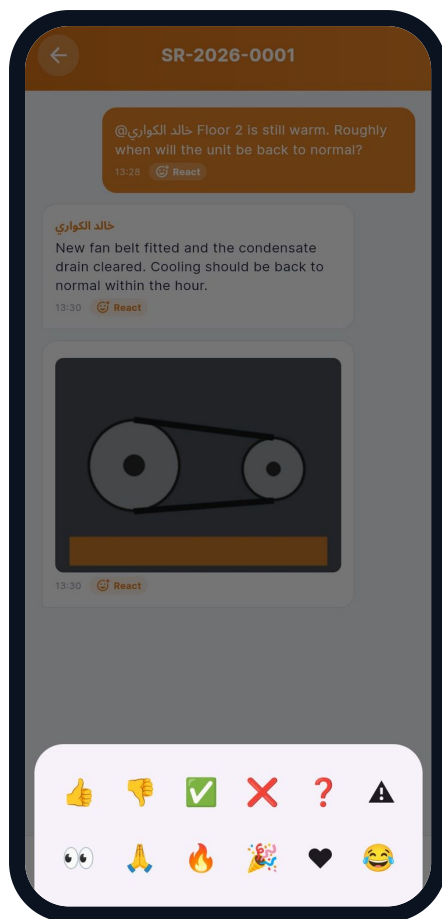


Figure 39 The emoji reactions

Replies arrive while the screen is open, and as alerts when it is not.

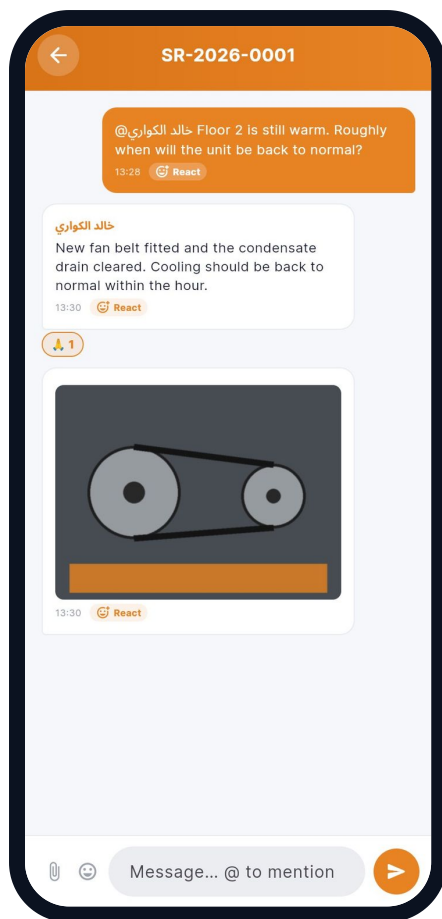


Figure 40 A conversation with the technician's reply, a photo and a reaction

NOTE

There is no separate chat list. Open a conversation from its request, or tap a chat alert.

Notifications

Who: any requestor

Where: **Alerts** tab, or the bell on Home

You are alerted when a request is received, assigned or completed, when the team closes it, when a technician writes in the chat, when an SLA is at risk, and when a quotation waits for you.

- 1 Open **Alerts**. Unread alerts have an orange edge and dot.
- 2 Tap an alert. A chat alert opens the conversation; a request alert opens the request. The alert is then removed from the list.
- 3 Tap **Mark all read** to clear the unread count.

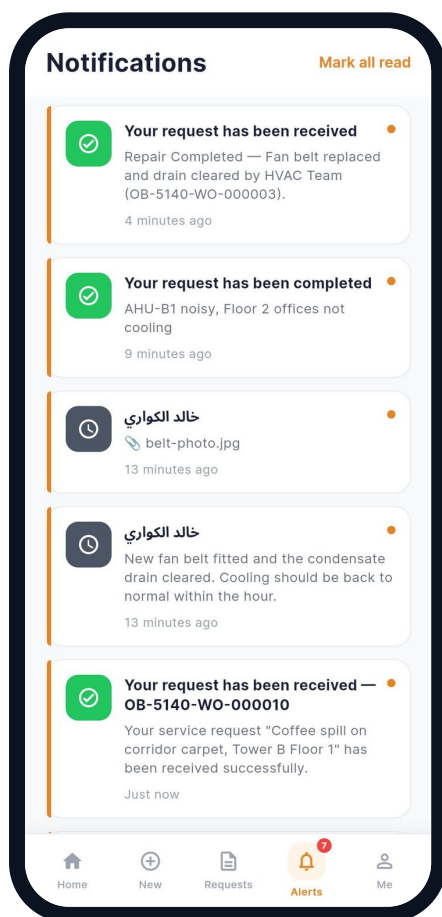


Figure 41 Alerts with chat messages and request updates

Choose which alerts you get in **Me → Notification Preferences** (see *Notification preferences*).

Approve or reject a quotation

Who: the requestor the quotation is addressed to

Where: request detail, quotation card

When a repair needs work outside the normal service (for example new parts at extra cost), the facilities team can send you a quotation on your request. You get an alert, and a card appears on the request.

- 1 Open the request. The card shows **Quotation** with its number, the status **SENT**, the total amount in QAR, the description and **Valid until** date.
- 2 Tap **Approve** to accept the cost, or **Reject** to refuse it.
- 3 The app confirms **Quotation approved** or **Quotation rejected**. The card shows the new status and the buttons disappear.

BUSINESS RULE

Only a quotation in status **SENT** can be decided, and only until its **Valid until** date; after that the app refuses the decision and the quotation expires. The decision is final; to change it, contact the team through Chat.

NOTE

Quotations appear only when the facilities team sends one for your request, so most requests never show this card. There is no field for a comment; add any condition in the chat.

Rate the service

Who: the requestor who raised the request

Where: request detail, card **Rate this service** at the bottom

When a request is **Resolved**, the **Rate this service** card appears under the timeline.

- 1 Open the resolved request and scroll to the bottom.
- 2 Tap a star: one star is poor, five is excellent. The rating is sent at once.
- 3 The app says **Thank you — your rating was submitted** and the card shows **Submitted**.

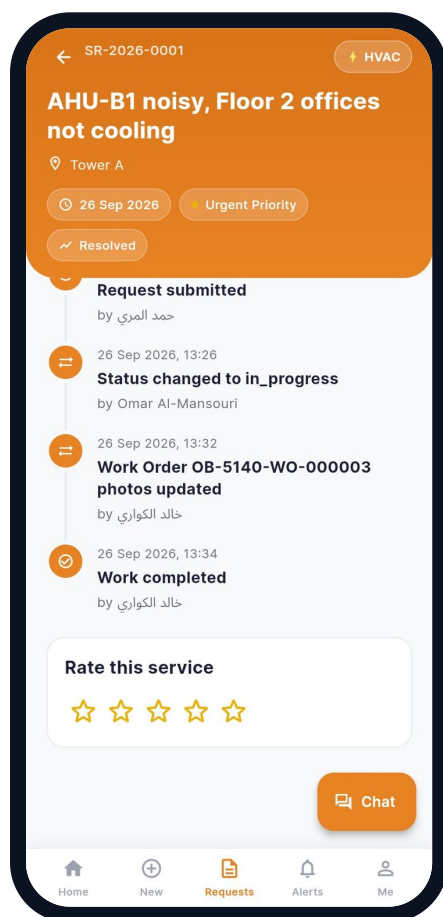


Figure 42 The Rate this service card on a resolved request

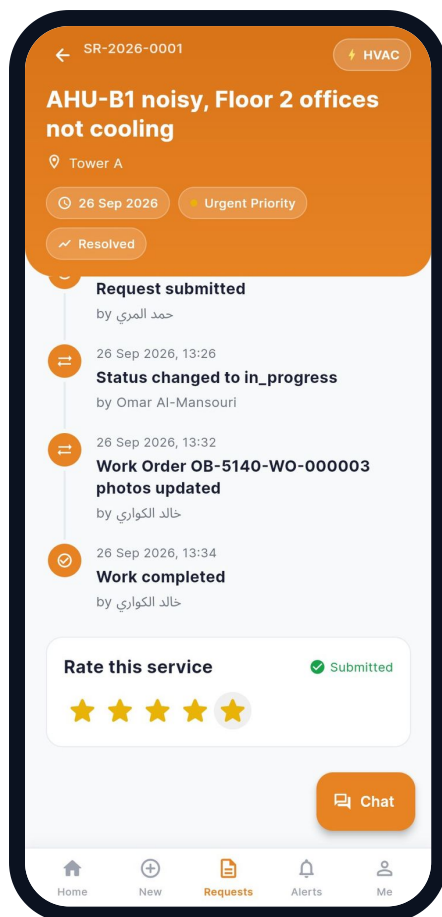


Figure 43 The card after a five-star rating

BUSINESS RULE

You can rate each request once, and only after the helpdesk has closed the request. If you see "Feedback can only be given once the request is completed", the helpdesk has not closed it yet; try again later.

What the app does not do

Cancel a request. Cancelling is done by the facilities team. Ask in the chat or email support, quoting the request number.

Reopen or reject finished work. If the fault is back, raise a new request and mention the old number, or write in the chat of the old one.

Choose the technician or the visit time. The team assigns and schedules the job.

Edit a request after sending it. Add corrections in the chat.

Your account

The **Me** tab holds your profile and the app settings.

Profile

Who: any requestor

Where: **Me** tab, then **Edit Profile**

Me shows your name, role and company, and your **Employee ID**, **Department**, **Phone** and **Email**. Guests see their **Guest ID**, **Room** and **Stay** instead.

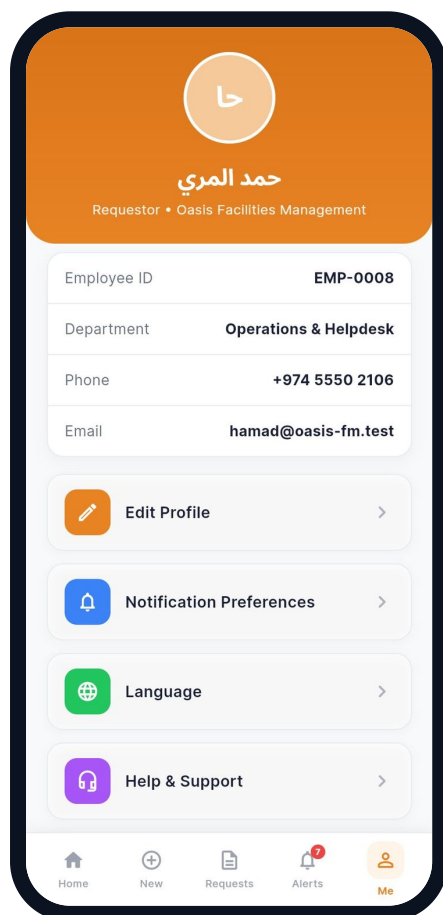


Figure 44 The Me tab

To change your details:

- 1 Tap **Edit Profile**.
- 2 Change **FULL NAME** or the **PHONE NUMBER** (pick the country code, then type the number).

3 Tap **Save Changes**. The app says **Profile updated successfully**.

Email and department are shown with a lock: only the administrator can change them. Guests see **YOUR STAY**, which only the front desk can change.

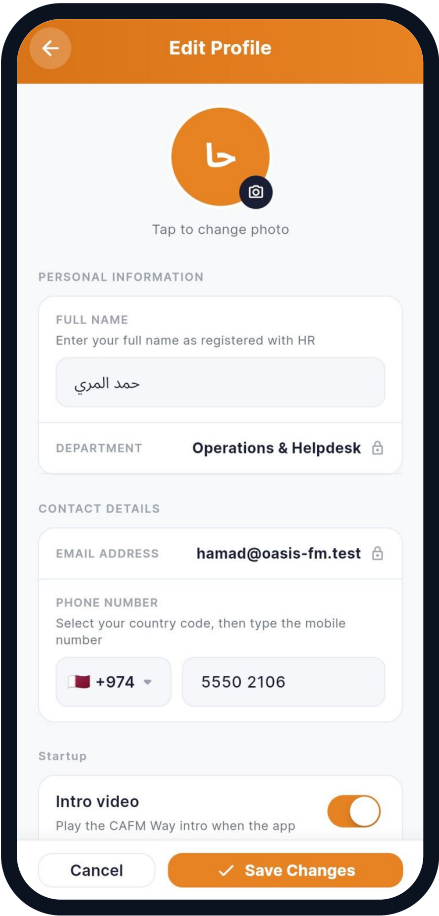


Figure 45 Edit Profile, personal and contact details

To change your password, scroll to **SECURITY**, type **CURRENT PASSWORD**, then **NEW PASSWORD** (at least 6 characters) and **CONFIRM PASSWORD**, and tap **Save Changes**. The app signs you out; sign in with the new password.

Edit Profile

DEPARTMENT **Operations & Helpdesk**

CONTACT DETAILS

EMAIL ADDRESS **hamad@oasis-fm.test**

PHONE NUMBER
Select your country code, then type the mobile number

+974 5550 2106

Startup

Intro video
Play the CAFM Way intro when the app opens ☒

SECURITY

CURRENT PASSWORD
Required only if you want to change your password

Type your current login password

NEW PASSWORD
Leave blank if you do not want to change it

Type a new password (min. 6 c...

Cancel **✓ Save Changes**

Figure 46 The Startup and Security sections of Edit Profile

The **Intro video** switch under **Startup** turns the opening video on or off.

Notification preferences

Who: any requestor

Where: Me → Notification Preferences

- 1 Under **PUSH NOTIFICATIONS**, switch **Request Status Updates**, **Technician Dispatched**, **Request Resolved** and **SLA Warnings** on or off.
- 2 Under **EMAIL NOTIFICATIONS**, choose **Daily Digest** and **Maintenance Reminders**.
- 3 Under **QUIET HOURS**, switch on **Enable Quiet Hours** and set **FROM** and **UNTIL** to mute non-urgent alerts at night.
- 4 Tap **Save Preferences**. The app says **Preferences saved successfully**.

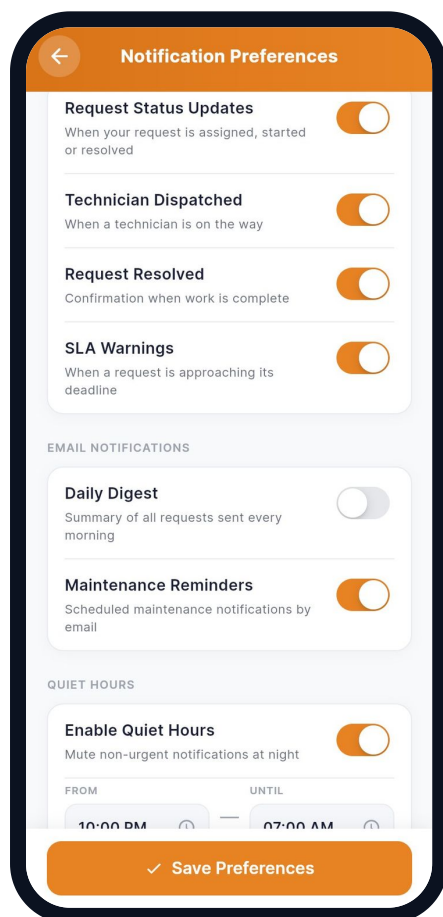


Figure 47 Notification Preferences

Language and date format

Who: any requestor

Where: Me → Language

- 1 Under **DISPLAY LANGUAGE**, tap **English, Arabic, French, Urdu** or **Hindi**.
- 2 Under **DATE & TIME FORMAT**, switch **24-hour clock** on or off, and tap **Change** next to **Date Format** to pick DD / MM / YYYY, MM / DD / YYYY or YYYY-MM-DD.
- 3 Tap **Apply Language**. The whole app switches at once; Arabic and Urdu turn the layout right to left.

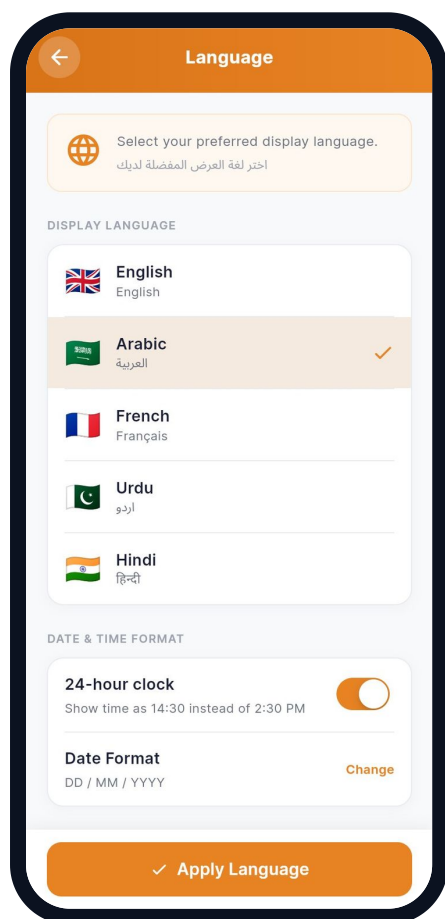


Figure 48 The Language screen with Arabic selected

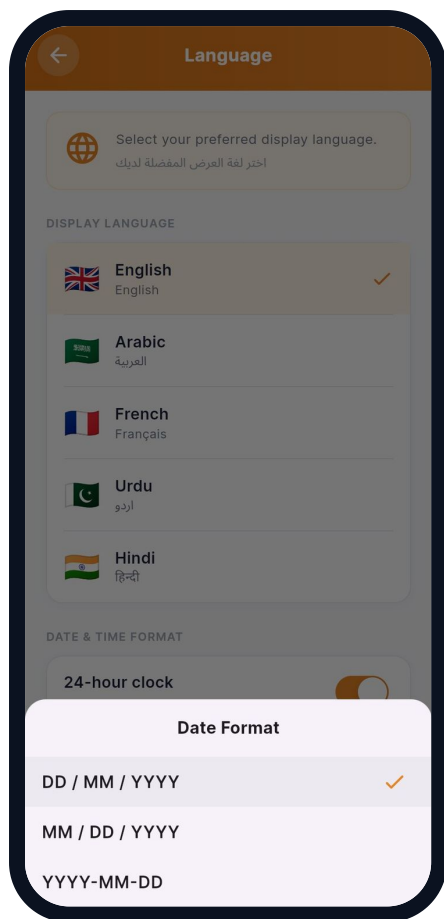


Figure 49 The Date Format choices

NOTE

The language is saved on this phone only. On another phone or browser, choose it again.

Help & Support

Where: Me → Help & Support

The screen has a search box, **Email Support** (tap to write to support@caf-m-way.com, hold to copy the address) and **Frequently Asked Questions**. Tap a question to open the answer. The app version, privacy policy and terms are at the bottom.

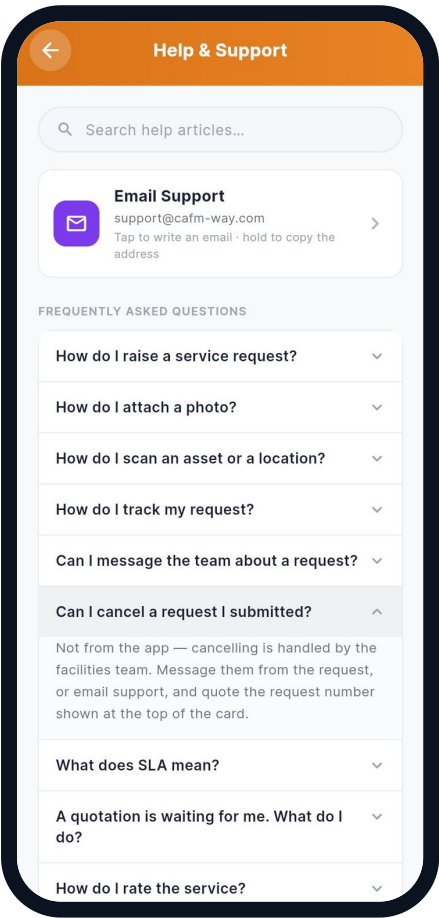


Figure 50 Help & Support with an answer opened

Sign out

- 1 On **Me**, scroll down and tap **Sign Out**.
- 2 Confirm with **Sign Out** in the dialog **Are you sure you want to sign out?**

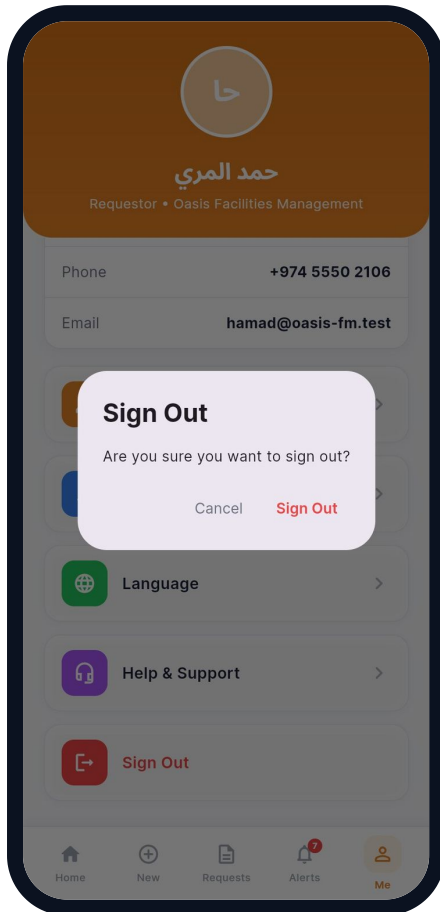


Figure 51 The sign-out confirmation

The app returns to the sign-in screen and stops sending alerts to this phone.

App updates

The app checks for a newer version each time it starts.

- **A new version is available.** A bar at the bottom says **Version ... is available**. Tap **Update** to install it, or **Later** to carry on.
- **Update required.** When your version is no longer supported, a full screen **Update required** shows your version (**You have ...**) and an **Update** button. You cannot continue until you install the new version.
- **In the browser** (`requestor.cafm-way.com`), a bar says **A new version of the app has been deployed**. Tap **Reload** to load it.

TIP

Install updates when offered. An old version may stop working when the server moves on.