Introduction

Welcome! Here at Cityside Management Corp., we have a dedicated Product Management Team that works closely with staff and contractors to leverage the most current technology solutions. Below, you will find a brief description of the FOCUS & FotoNotes systems you will use while working with Cityside.

FotoNotes

FotoNotes is Cityside's mobile application that enables vendors/inspectors to complete their work orders from the field. While working with Cityside, you will spend the majority of your time working within FotoNotes to:

- Access and complete your open work orders from the field

- Send messages back to Cityside as well as receive responses from Cityside's Property Specialists.

- Complete work orders assigned to you.

- Access detailed work order forms designed to guide you through the specifics required to completely document the work requested.

- Complete all the required documentation while you are the property.

- Links to the map app on your device to provide directions.

FOCUS PROPERTY SOLUTIONS

FOCUS is the record retention system that Cityside uses to track and monitor important property information as well as all work related properties in our inventory. While working with Cityside, you might use FOCUS to:

- View a complete list of your work orders (both open and completed).

- Obtain a detailed work order invoice for your personal records.

- Access your individual performance scorecard.

- Obtain a pdf copy of the work you submitted for a particular pdf.

- Update your professional licenses, insurance information and additional documents such as direct deposit forms.

Getting Started:

You will receive an email from Cityside with your username and password. The remainder of this guide provides greater detail on how to use both FOCUS & Fotonotes.

If you need additional help or assistance please contact help@citysidecorp.com

Frequently Asked Questions:

Q: What kind of mobile devices is FotoNotes compatible with?
A: FotoNotes supports iPhones & iPads with iOS 8 or higher as well as Android devices with 4.4.2 or higher. Please note, FotoNotes is not yet available for Windows phones.

Q: What if my password does not work?
A: Simply click the **Forgot your password?** link on the login page and follow the instructions.

Q: Can I still use FotoNotes when I'm in the field and have no wifi or data connectivity?
A: Yes, you can still complete your orders and they will be saved to your device as long as you do not log out of FotoNotes. Be sure to re-sync once you have connectivity to upload your completed work.

Cityside Systems Guide: FotoNotes
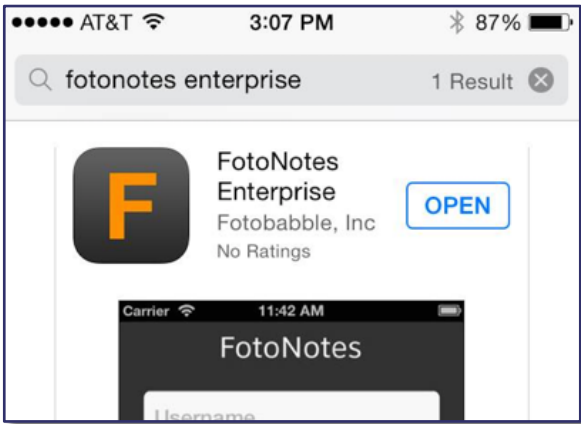
FotoNotes Mobile Application

1. Download the App

iPhone: Go to the iTunes App Store and search for FotoNotes Enterprise, then download the FotoNotes.

Please note: your iPhone must be on iOS 8 or higher.

**Android:** Go to the Google Play store and search for FotoNotes, then download the FotoNotes app.

Please note: your Android must be on 4.4.2 or higher.

2. Sign Into Your Account

After the download is complete, open the FotoNotes App on your mobile device and login. Your username is your email address and enter the password you were sent in the welcome email.

If you forgot your password or it is not working, simply click the **Forgot your password?** link to reset it.
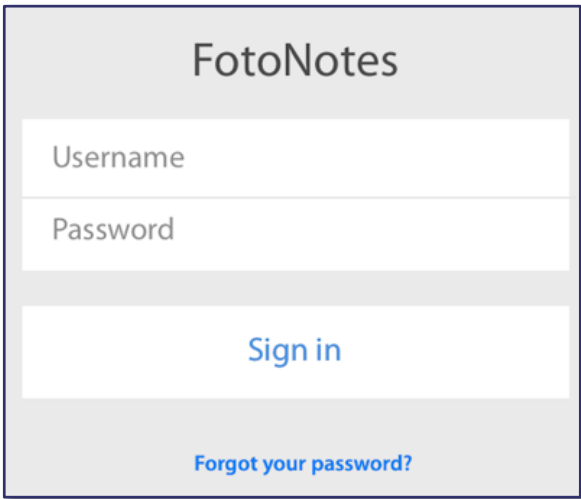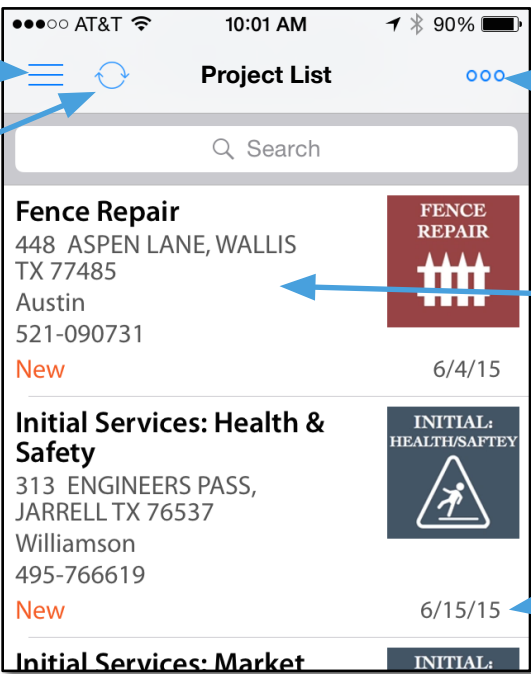
3. View Your Assigned Orders

Orders assigned to you will appear on the Project List page along with a few pieces of key information about the order.

Tap the lines icon to log out of Fotonotes

Tap the cycle icon to refresh your assigned orders list. Note: If you see a red exclamation point here, your orders are not synced.

Key Order Info:
- Order Type
- Property Address
- Work Order Number
- Service Date
- Status

Tap the 3 dots to open the sorting menu. Here you may sort by name, due date, priority or status.
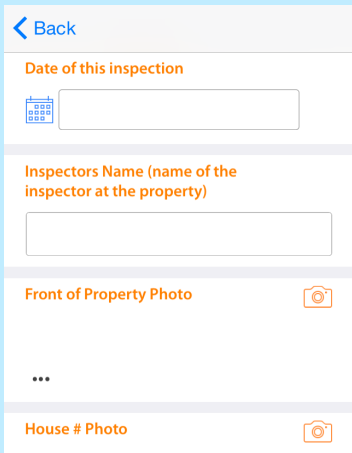
Tap any order to access it *(Go to **Step 4. Enter Order Information** for more info)*
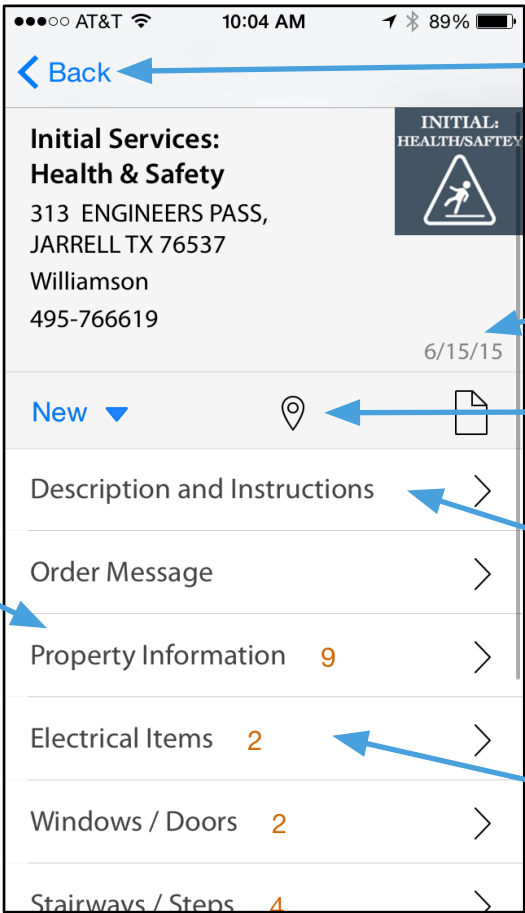
Due date is visible here.

4. Enter Order Information

Open each section of the order and enter as much information as possible.

Tap a section to access the details and complete information.

- Required fields and photos are noted in **orange**.
- Tap the **camera** to take photos
- Tap the **…** to add comments
- Tap the Select button to choose a response
- Tap **Back** to return to the order when you are finished.

Tap **Back** to return to your assigned orders list.

The Order Due Date is visible here.

Tap the **Map** icon to view the property location on a map and get directions.
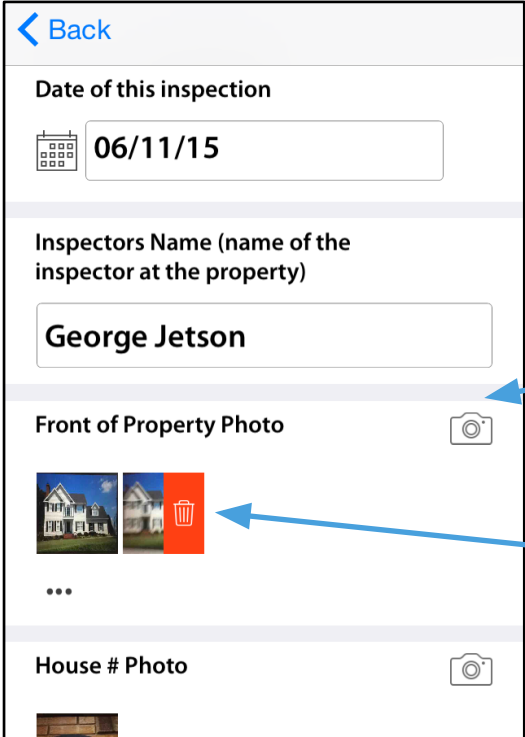
The full property address, County, and Loan # may be found under **Description and Instructions.**

Orange numbers indicate how many incomplete required fields remain in each section

5. Edit Photos (iPhone App Only)

To edit a photo on the iPhone app, tap the desired photo then tap the pencil icon at the bottom to access photo editing options including crop and draw features.
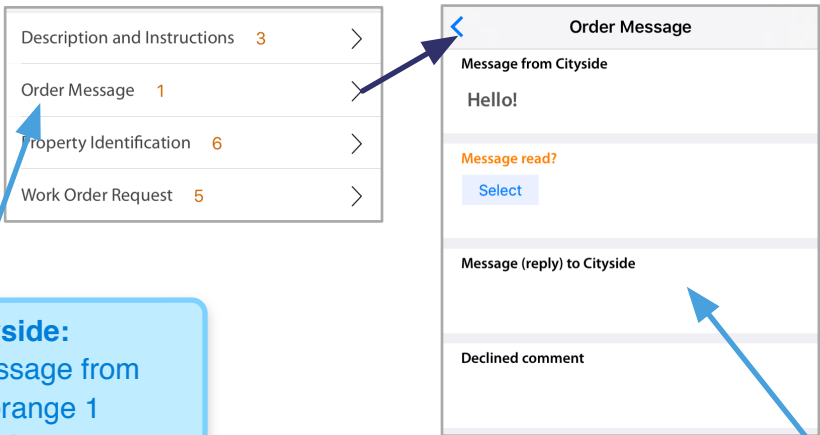

Tap on the camera icon to take new or additional photos

To delete a photo, hold your finger on it until the red trash can icon appears, then tap the trash can.

6. Order Messages

Read Order Messages from Cityside and send replies. You will notice a required indicator here if you have any new messages from Cityside.
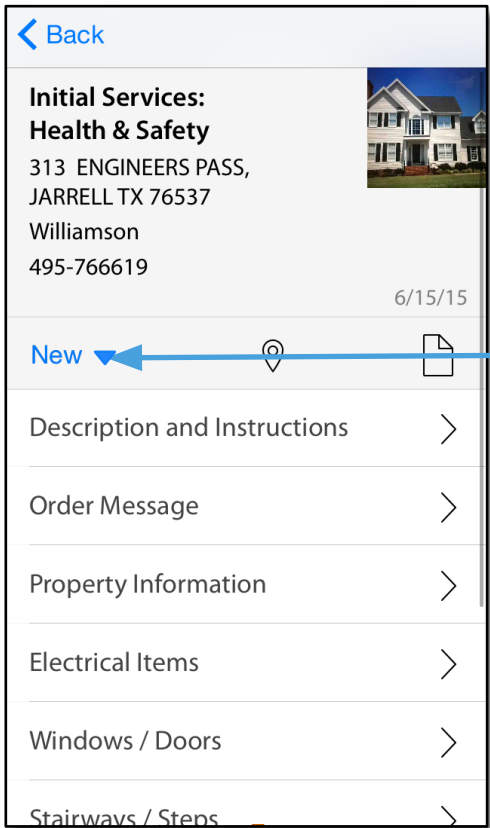
Description and Instructions	3	>
Order Message	1	>
Property Identification	6	>
Work Order Request	5	>

Order Message

Message from Cityside

Hello!

Message read?
Select

Message (reply) to Cityside

Declined comment

New Messages from Cityside:
When you have a new message from Cityside, you will see the orange 1 indicator. Open the Order Message section to read the message and indicate that you have read it.
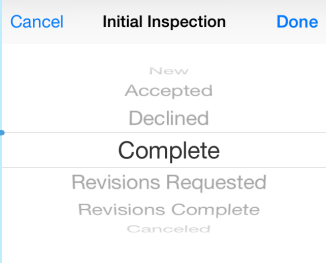
Send a message to Cityside:
You can send a message to your Property Manager at any time here. The PM will receive an alert in FOCUS letting them know of the new message.

7. Complete Your Orders

After you have entered as much information as possible and all required fields are complete, set the status of your order to **Complete**.

< Back

**Initial Services:
Health & Safety**

313 ENGINEERS PASS,
JARRELL TX 76537
Williamson
495-766619

6/15/15

New

Description and Instructions	>
Order Message	>
Property Information	>
Electrical Items	>
Windows / Doors	>
Stairways / Steps	>

Tap the Status to set the order to **Complete** after all required information has been entered.

Cancel	Initial Inspection	Done
	New	
	Accepted	
	Declined	
	Complete	
	Revisions Requested	
	Revisions Complete	
	Canceled	

Once the order has been marked **Complete**, it will be removed from your assigned orders list.

7. FotoNotes Settings

To access the FotoNotes Settings screen, tap the 3 bars in the upper left part of your screen.

Settings	Done
Refresh Configuration	
Sync Status	>
Logout	>
Logged in as cityside_emmet@yahoo.com	
v3.9.4	

Tap here to access the **Sync Status** (see #8 below)

Tap here to **Logout** of FotoNotes.

Here you can view the username you are logged in as.

The v# indicates the version of FotoNotes you have installed

8. Sync Status

The Sync Status page gives you more visibility into where your orders are in the syncing process.

< Settings	**Sync Status**	
	Start syncing now	
Connection		WiFi
UNSYNCED ITEMS		
Projects		0
Media		0
SYNC SETTINGS		
Sync on Wifi only		◯

You can force a sync by tapping **Start syncing now**

Connection tells you how your phone is currently connected

Unsynced Items allows you to see how many work orders and photos are NOT synced to the FotoNotes Server.
**Please note: "Projects" means Work Orders and "Media" means Photos.

You can also limit syncing to ONLY when you are on Wifi using this toggle button.
**Please note: green means you are only syncing when connected to Wifi.

FOCUS

9. Login to FOCUS at www.citysidefocus.com

You will receive your Username and Password from Cityside.
* Please note, when you login for the first time you may be prompted to change your password.

NOTES / TIPS:

- Your FOCUS username is your email address.
- If the temporary password does not work or you forget your password, click the Forgot your password? link and follow the instructions to reset it.
- Your FotoNotes password does not change if you change your FOCUS password. They are 2 separate passwords
- Please contact help@citysidecorp.com with any other issues or concerns.
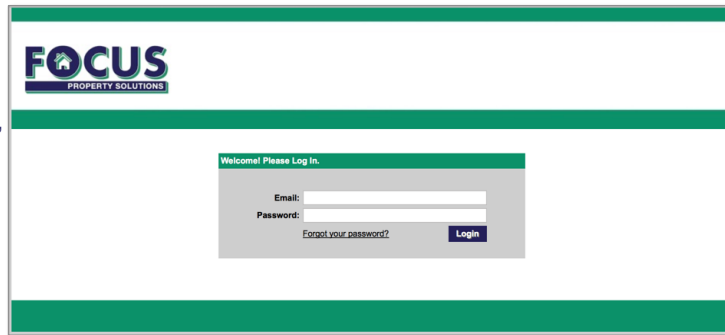
10. Order Dashboard

In FOCUS, you will spend most of your time on the Order Dashboard. The order dashboard allows you to review all your orders whether they are open or completed. Below are descriptions of some of the key features of the Order Dashboard:

Quick Search:
Quickly search for a property by Property ID, Work Order Number, Address or by Cityside Staff that issued it.

Sort:
Click on any column header to change the sort alphabetically by that column.
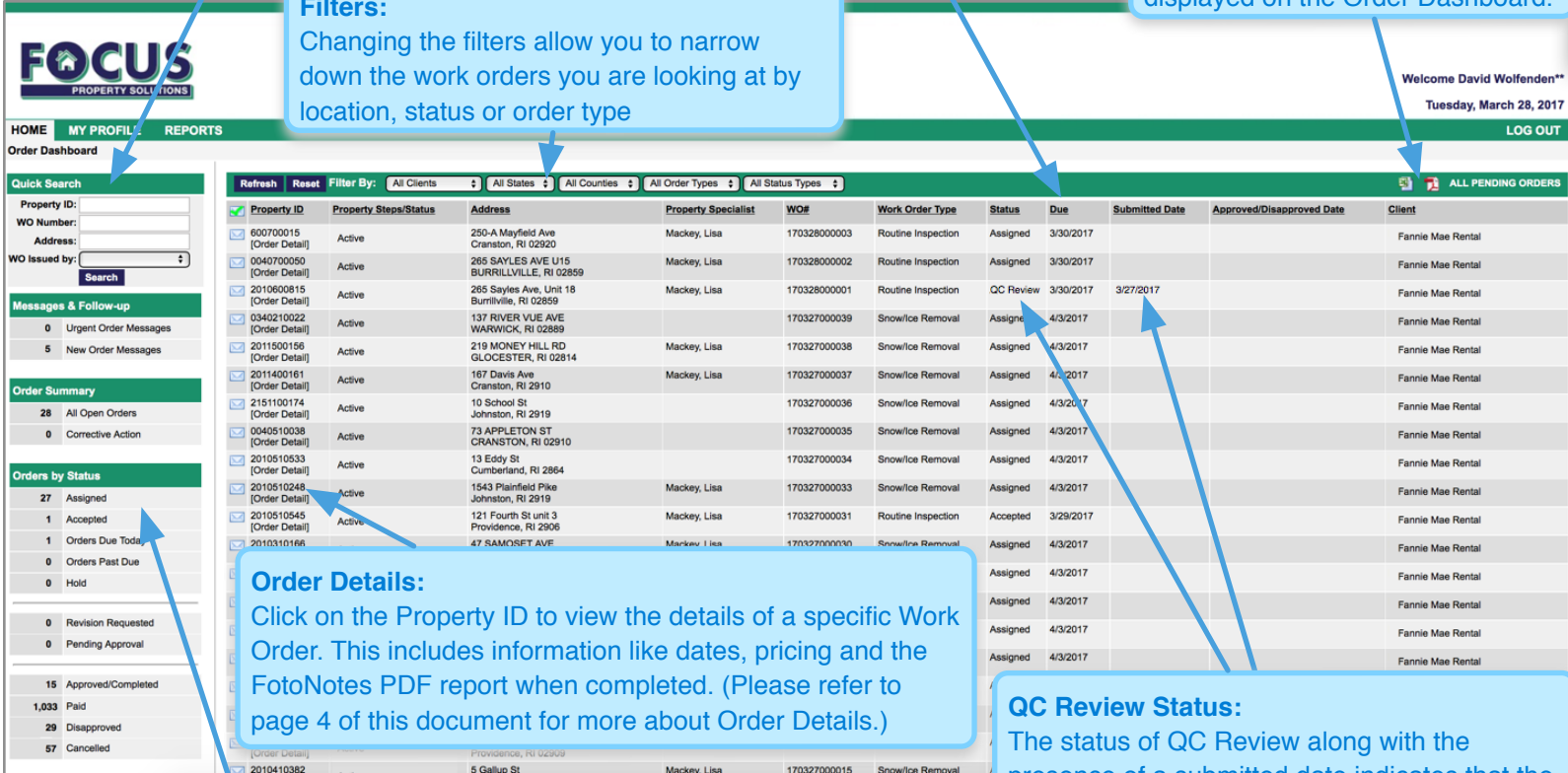
Export:
Click on the Excel or PDF icon to export the list of work orders displayed on the Order Dashboard.

Filters:
Changing the filters allow you to narrow down the work orders you are looking at by location, status or order type

Order Details:
Click on the Property ID to view the details of a specific Work Order. This includes information like dates, pricing and the FotoNotes PDF report when completed. (Please refer to page 4 of this document for more about Order Details.)

QC Review Status:
The status of QC Review along with the presence of a submitted date indicates that the order has been completed in FotoNotes and is waiting for a Property Manager to review it.

Work Orders by Status:
See a count of your orders by status. Clicking on one of these counts also quickly adjusts the view of the Order Dashboard to filter by that status.

11. Order Details

Reviewing the Order Details will allow you to see key information about the work order including but not limited to address, instructions, due date, pricing in addition to the ability to access the completed FotoNotes PDF report.

Order & Property Information:
Here you can see the property ID, Work Order Number, Due Date, Order Status and Address.

Requested Work:
Here you can find the work order type and the fee associated to the work order.

FotoNotes Report:
Once you Complete the order in FotoNotes, a PDF report will be attached to the Work Order in FOCUS.

Attach Files:
You can use the File Attachment feature to upload additional files like invoices and receipts.

Notes:
Under notes, you can send an Order Message to Cityside PM's and revie any Order Messages that were sent on the Order.
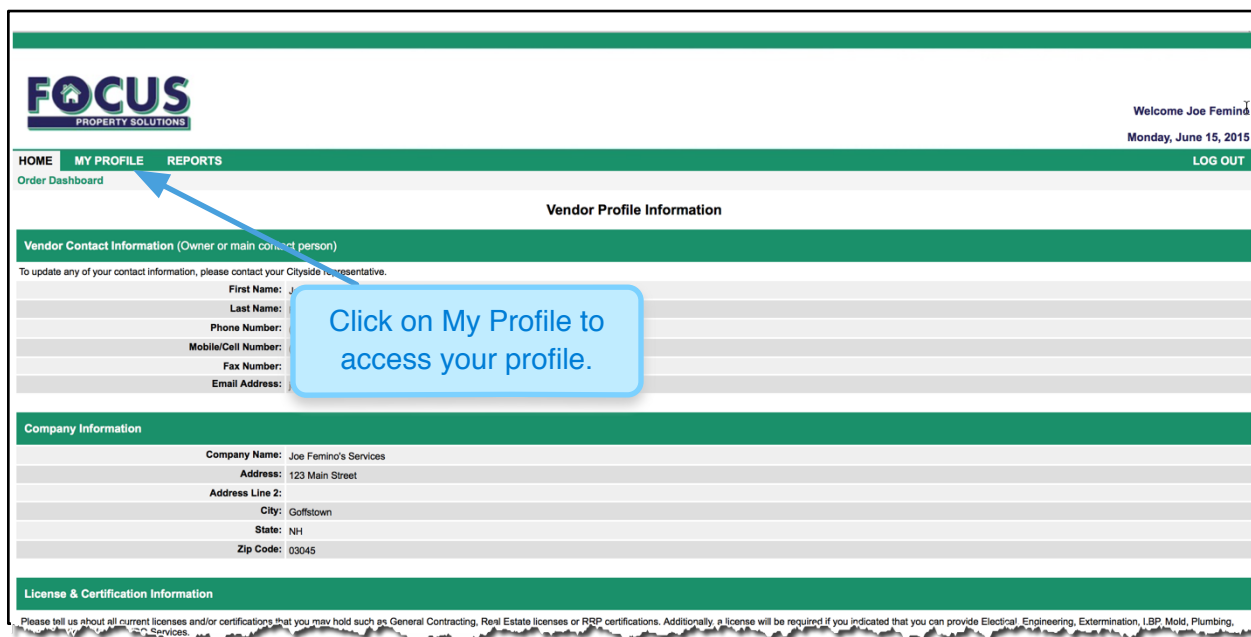
12. Your Profile

On the My Profile page, you can view your current contact information as well as update any licenses, insurance, and/or add additional forms like Service Agreements and Direct Deposit information.

** Please note, you cannot currently update your contact or company information. If you have a change in information, please contact vendormgmt@citysidecorp.com or your Property Specialist.

13. Your Scorecard

Click on Reports to access your scorecard. You can select date ranges or set a custom range to see how you are doing in terms of Timeliness, Compliance and Quality.

Questions? Comments?

Please contact Cityside's Product Management team at help@citysidecorp.com