

PMC Project Management System

Comprehensive User Manual

Version 2.0.0

1.61 Design & Products

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1. Introduction

About PMC Project Management System

The PMC Project Management System is a comprehensive construction project management tool designed for tracking and resolving construction defects (snags). It provides:

- Real-time snag tracking with status updates
- Multi-role access for managers, contractors, inspectors, and clients
- Visual floor plan mapping for pinning snag locations
- Email notifications for assignments and status changes
- Export capabilities for Excel and PDF reports
- Mobile-optimized interface for on-site use

System Requirements

- Modern web browser (Chrome, Firefox, Safari, Edge)
- Internet connection
- For mobile: iOS Safari or Android Chrome

2. Getting Started

Logging In

1. Navigate to the application URL
2. Enter your Email address
3. Enter your Password
4. Click Sign In

Demo Credentials

Role	Email	Password
Manager	manager@pmc.com	manager123
Assistant Manager	assistant@pmc.com	assistant123
Inspector	inspector@pmc.com	inspector123
Contractor	contractor@pmc.com	contractor123
Authority	authority@pmc.com	authority123
Client	client@pmc.com	client123

First-Time Setup

1. Log in as Manager
2. Go to Settings → Company & Branding
3. Upload your company logo
4. Set company name and website

5. Configure notification preferences

3. Dashboard

Overview

The Dashboard provides a real-time overview of all project activities.

Key Components

Quick Actions Bar

- + New Snag: Create a new snag entry (Ctrl+N)
- View All: Navigate to complete snags list
- Today's Due: Filter snags due today
- Overdue: View overdue snags
- Export PDF: Generate PDF report

Statistics Cards

Card	Description
Total Snags	Complete count of all snags
Open	New snags awaiting action
In Progress	Snags currently being worked on
Pending Approval	Snags awaiting manager approval
Resolved	Successfully closed snags
Overdue	Snags past their due date

Click any card to filter the snags list by that status

Recent Activity

Shows the latest snag activities including: - New snag creations - Status updates - Comments added - Assignment changes

Project Summary

Displays snag distribution across different projects with quick navigation.

4. Snag Management

Creating a New Snag

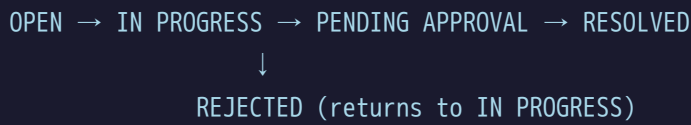
1. Click + New Snag button or press Ctrl+N
2. Fill in the required fields:
3. Project/Building Name: Select or enter project name
4. Location/Floor: Specify the exact location
5. Description: Detailed description of the issue
6. Priority: Low, Medium, High, or Critical
7. Due Date: Expected resolution date
8. Category: Civil, Electrical, Plumbing, HVAC, etc.
9. Optional Fields:
10. Photos: Upload up to 10 photos (supports camera capture)
11. Assigned Contractor: Select contractor for the work
12. Possible Solution: Suggested fix
13. Click Create Snag

AI Smart Features

When you upload a photo, two AI-powered buttons appear:






- ✨ AI Smart Description: Automatically generates a description from the photo
- Defect Analysis: AI analyzes the image to identify defect types

Snag Status Workflow



Filtering Snags

Quick Filters (Filter Chips)

-  Critical: Show critical priority snags
-  High Priority: Show high priority snags
-  Due This Week: Snags due within 7 days
-  Today's Due: Snags due today
-  Overdue: Past-due snags

Advanced Filters

Click Show Filters to access: - Status filter - Priority filter - Project filter - Contractor filter - Category filter - Date range filter

Bulk Actions

1. Select multiple snags using checkboxes
2. A toolbar appears with options:
3. Update Status: Change status for all selected
4. Update Priority: Change priority for all selected
5. Delete: Move selected to recycle bin

Snag Details View

Click on any snag to view full details:

Information Tab

- Full description and metadata
- Photo gallery with zoom capability
- Timeline of all activities

Comments Tab

- View all comments
- Add new comments with @mentions
- Delete your own comments

Activity History

- Complete audit trail
- Status changes with timestamps
- Assignment history

5. Floor Plans

Purpose

Visual mapping of snags on building floor plans for easy location tracking.




Uploading a Floor Plan

1. Navigate to Floor Plans page
2. Click Upload Floor Plan
3. Fill in:
4. Plan Name: Descriptive name
5. Project: Associated project
6. Floor Number: Floor level
7. Image: Upload floor plan image

Pinning Snags

1. Open a floor plan
2. Click on the location where the snag exists
3. Select the snag to pin from the dropdown
4. The pin appears on the floor plan

Viewing Pinned Snags

- Hover over a pin to see snag preview
 - Click a pin to open full snag details
 - Pins are color-coded by status:
 -  Red: Open/Critical
 -  Yellow: In Progress
 -  Green: Resolved
-

6. User Management

Available to Managers only

Adding a New User

1. Go to Users page
2. Click + Add User
3. Fill in user details:
 4. Name
 5. Email
 6. Phone
 7. Role
 8. Assigned Projects (for Assistant Managers/Inspectors)

User Roles

Role	Description
Manager	Full system access, approvals, settings
Assistant Manager	Project-specific management
Inspector	Create and update snags, floor plans
Contractor	View and update assigned snags only
Authority	Approval workflow for specific snags
Client	Read-only access to project snags

Editing Users


1. Find the user card
2. Click Edit button
3. Modify details
4. Click Save

Deactivating Users

1. Click Delete on user card
2. Confirm deactivation
3. User moves to inactive state (can be reactivated)

7. Notifications

Notification Center

Click the bell icon () in the top navigation to view: - New snag assignments - Status change alerts - Comment mentions - Due date reminders - System announcements

Email Notifications

The system automatically sends emails for:

Assignment Notifications

- When a snag is assigned to a contractor
- When an authority is assigned for approval

Status Change Notifications

- When snag status changes
- Sent to snag owner and assigned contractor
- Includes visual status transition (old → new)

Configuring Notifications

Go to Settings → Notifications to customize: - Email frequency - Notification types - Daily digest preferences

8. Settings

Access varies by role

Company & Branding

- Company Logo: Upload PNG, JPG, GIF, SVG, or WebP (max 2MB)
- Company Name: Organization name for reports
- Website: Company website URL

Team & Authority

- Configure project authorities
- Set up approval workflows
- Define escalation rules

Reports

- Schedule automated reports
- Configure report recipients
- Set report frequency (daily, weekly, monthly)

Notifications

- Email notification preferences
- In-app notification settings
- Digest email scheduling

Security

- Password policies
- Session timeout settings
- Two-factor authentication (if enabled)

Templates & Rules

- Auto-assignment rules
- Default values for new snags
- Category and sub-category management

Backup & Restore

- Export system data
- Schedule automatic backups
- Restore from backup point

Advanced

- System maintenance options
 - Cache management
 - API settings
-

9. Export & Reports

Export Options

Excel Export

1. Go to Snags page
2. Apply desired filters
3. Click Excel button
4. Choose to include:
5. Company logo
6. Company name
7. Click Export

PDF Export

1. Go to Snags page
2. Apply desired filters
3. Click PDF button
4. Customize branding options
5. Click Export

Company Branded Export

1. Click Company button
2. Full company branding applied automatically
3. Includes logo, name, and formatted layout

Export Contents

Exports include: - Snag ID and Query Number - Description and Location - Project and Category - Status and Priority - Due Date - Assigned Contractor - Creation and Update timestamps

10. Mobile Access

Responsive Design

The application automatically adapts to mobile screens: - Card-based layout instead of tables - Touch-optimized buttons - Swipe gestures support - Bottom navigation bar

Contractor Mobile View

Contractors automatically see a mobile-optimized "My Tasks" view:

Features

- Status Tabs: All, Pending, In Progress, Done
- Task Cards: Easy-to-read snag summaries
- Quick Actions: Tap to view or update
- Camera Integration: Direct photo capture

Pull-to-Refresh

Swipe down from the top to refresh the task list.

Adding to Home Screen

For quick access:

iOS Safari: 1. Tap Share button 2. Select "Add to Home Screen" 3. Name the shortcut 4. Tap "Add"

Android Chrome: 1. Tap menu (⋮) 2. Select "Add to Home screen" 3. Confirm

11. Keyboard Shortcuts

Global Shortcuts

Shortcut	Action
Ctrl + N	Create new snag
Ctrl + K	Open search
Esc	Close modal/dialog
Alt + 1	Go to Dashboard
Alt + 2	Go to Snags

In Snags Table

Shortcut	Action
↑ / ↓	Navigate rows
Enter	Open selected snag
Space	Toggle selection

12. Role Permissions

Permission Matrix

Feature	Manager	Asst. Manager	Inspector	Contractor	Authority	Client
View Dashboard	✓	✓	✓	✓	✓	✓
Create Snags	✓	✓*	✓	✗	✗	✗
Edit Snags	✓	✓*	✓	✓**	✓**	✗
Delete Snags	✓	✗	✗	✗	✗	✗
Approve Snags	✓	✗	✗	✗	✓	✗
Manage Users	✓	✗	✗	✗	✗	✗
View All Snags	✓	✓*	✓	✗	✗	✓*
Access Settings	✓	✓	✗	✗	✗	✗
Export Reports	✓	✓	✗	✗	✓	✗
Floor Plans	✓	✓	✓	✓	✓	✗
Recycle Bin	✓	✓	✓	✗	✗	✗
Audit Logs	✓	✗	✗	✗	✗	✗

* Limited to assigned projects

** Limited to assigned snags

13. Troubleshooting

Common Issues

Cannot Log In

- Verify email and password are correct
- Check for caps lock
- Clear browser cache and cookies
- Contact administrator if locked out

Snags Not Loading

- Check internet connection
- Refresh the page (F5)
- Clear browser cache
- Try a different browser

Photos Not Uploading

- Check file size (max 10MB per photo)
- Supported formats: JPG, PNG, GIF, WebP
- Ensure stable internet connection
- Try reducing image size

Export Not Working

- Check pop-up blocker settings
- Allow downloads from the site
- Try a different browser
- Check available disk space

Email Notifications Not Received






- Check spam/junk folder
- Verify email address in profile
- Check notification settings
- Contact administrator

Getting Help





For technical support: 1. Check this manual first 2. Contact your system administrator 3. Email support team with: - Screenshot of the issue - Steps to reproduce - Browser and device information

Quick Reference Card

Snag Statuses

-  Open: New, awaiting action
-  In Progress: Being worked on
-  Pending Approval: Awaiting manager review
-  Resolved: Successfully closed
-  Rejected: Returned for rework

Priority Levels

-  Critical: Immediate attention required
-  High: Urgent, address within 24 hours
-  Medium: Standard priority
-  Low: Address when convenient

Status Colors in UI

- Red/Pink badges: Open or Critical
 - Yellow/Orange badges: In Progress or High Priority
 - Purple badges: Pending Approval
 - Green badges: Resolved or Low Priority
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