

# Client Quick Guide

## PMC Project Management System

Your Role: Read-Only Project Visibility

### Your Permissions

Feature	Access
View Dashboard	✓ Yes
View Snags	✓ Read Only
View Comments	✓ Yes
Add Comments	✗ No
Create Snags	✗ No
Edit Snags	✗ No
Export Reports	✗ No
Settings	✗ No

### What You Can See

#### Dashboard

- Overall project statistics
- Snag counts by status
- Recent activity feed

#### Snags List

- All snags in your projects
- Status and priority
- Due dates
- Assigned contractors

- Progress updates

## Snag Details

- Full description
- Photos
- Comments history
- Activity timeline

## Client Portal Banner

When you log in, you'll see:

"Client Portal - Read Only Access"

This confirms you're viewing as a client with visibility-only access.

## Understanding the Dashboard

### Statistics Cards

Card	Meaning
Total Snags	All issues found
Open	New, not started
In Progress	Being worked on
Pending Approval	Awaiting sign-off
Resolved	Completed
Overdue	Past due date

### What the Numbers Mean

- **High Open count:** Many new issues found
- **High In Progress:** Active work happening
- **High Resolved:** Good progress!
- **High Overdue:** May need attention

## Viewing Snag Details

1. Go to [Snags](#) page
2. Click on any snag row
3. View complete information:
4. Issue description
5. Location details
6. Photo evidence
7. Contractor assigned
8. All comments and updates

## Tracking Progress

### Filter by Status

Use the status filter to see: - [Open](#) - New issues - [In Progress](#) - Active work - [Resolved](#) - Completed items

### Filter by Priority

Focus on what matters: - [Critical](#) - Urgent items - [High](#) - Important issues

### Search

Use the search bar to find specific snags by: - Description keywords - Location - Project name

## Understanding Status Flow

OPEN → IN PROGRESS → PENDING APPROVAL → RESOLVED

Status	What It Means
Open	Issue identified, not started
In Progress	Contractor working on it
Pending Approval	Work done, being verified
Resolved	Issue fixed and approved

## Reading the Timeline

Each snag has an activity timeline showing: - When it was created - Status changes - Who made updates - Comments added

This gives you full transparency on progress.

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## Need More Access?

If you need to: - [Report an issue](#) → Contact your Project Manager - [Add comments](#) → Request through Manager - [Get reports](#) → Ask Manager for exports

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## Tips for Clients

1. [Check regularly](#): Dashboard gives quick overview
  2. [Use filters](#): Focus on what matters to you
  3. [Review photos](#): Visual progress evidence
  4. [Read comments](#): Understand decisions made
  5. [Note due dates](#): Track expected completion
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## Contact Your Team

For questions or concerns: - Contact your assigned [Project Manager](#) - They can provide reports and updates - They can escalate urgent issues

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[Login](#): [client@pmc.com](mailto:client@pmc.com) / [client123](#)