

Contractor Quick Guide

PMC Project Management System

Your Role: Execute Assigned Repairs

Your Permissions

| Feature | Access |
|---------------------|-----------------|
| View Assigned Snags | ✓ Only Yours |
| Update Snag Status | ✓ Assigned Only |
| Add Comments | ✓ Yes |
| Upload Photos | ✓ Yes |
| Create Snags | ✗ No |
| Delete Snags | ✗ No |
| View Other Snags | ✗ No |
| Settings | ✗ No |

Mobile-First Experience

As a contractor, you'll primarily use the [mobile interface](#).

When you log in, you see the "My Tasks" view:

Task Status Tabs

- **All:** All your assigned snags
 - **Pending:** New assignments waiting for action
 - **In Progress:** Work you've started
 - **Done:** Completed work
-

Your Daily Workflow

1. Check New Assignments

- Look at **Pending** tab
- You'll also receive **email notifications** for new assignments

2. Start Work

1. Tap on the snag card
2. Review details and photos
3. Change status to **In Progress**
4. Add a comment about your plan

3. Document Progress

1. Take photos of your work
2. Add comments with updates
3. Keep the team informed

4. Complete Work

1. Take final photos
2. Change status to **Pending Approval**
3. Add completion comment
4. Manager will review and approve

Updating a Snag

Change Status

1. Tap on snag card
2. Tap **Status** dropdown
3. Select new status:
4. **In Progress** - You've started
5. **Pending Approval** - Work is done

Add Comment





1. Open snag details
2. Scroll to Comments section
3. Type your update

4. Tap **Send**





Upload Photo

1. Open snag details
2. Tap **Add Photo**
3. Use camera or gallery
4. Photo uploads automatically

Understanding Priorities

| Priority | Meaning | Response Time |
|--|---------------|-----------------|
|  Critical | Safety issue | Immediate |
|  High | Urgent repair | Within 24 hours |
|  Medium | Standard work | Within 1 week |
|  Low | Minor issue | When available |

Email Notifications

You'll receive emails when: -  New snag assigned to you -  Status changes on your snags -  Comments added to your snags -  Due date approaching

Mobile Tips

Add App to Home Screen

iPhone: 1. Open in Safari 2. Tap Share button 3. "Add to Home Screen"

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

Pull-to-Refresh

Swipe down from top to refresh your task list.

Quick View

Tap "Tap to view" on any card for full details.

Status Flow

```
Assigned to You
  ↓
IN PROGRESS (you start work)
  ↓
PENDING APPROVAL (you complete work)
  ↓
RESOLVED (manager approves)
  or
REJECTED (needs more work) → Back to IN PROGRESS
```

Need Help?

For issues with: - [Assignment questions](#) → Comment on the snag - [Access problems](#) → Contact your Manager - [App issues](#) → Try refreshing or re-login

Login: contractor@pmc.com / contractor123