USER MANUAL / RELEASE

OMNI Facilities

Every request. Every task. One facility workspace.

01 REQUEST	02 DELIVER	03 APPROVE
A user reports a problem. The work order is created automatically.	The coordinator assigns. The technician starts, records and completes.	The nominated reviewer decides. A completion report keeps the record.

For requesters, coordinators, technicians, managers, storekeepers and project administrators.

Version 0.8.2 | Updated 7 November 2026

This manual describes OMNI Facilities 0.8.2. Check the version displayed in your installation before following a workflow; earlier installations may not include every feature.

Powered by ADF OMNI

QUICK REFERENCE

Find your next step.

Read the section for your role, then use the FAQ when something needs attention.

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The service journey

Request -> Pending assignment

Automatic conversion creates the work order; the coordinator plans and assigns it.

Assigned -> In progress -> Awaiting approval

Start Work begins recorded timing. On Hold / Resume is optional. Complete Work submits the evidence.

Approve -> Closed, or Return -> Revise

The nominated internal or external reviewer decides. Approved records carry a report snapshot.

Get started

Open your dashboard

Sign in at your organisation's OMNI Facilities address. The homepage can open a project dashboard directly. Use the project name in the top bar to switch facilities. Only projects available to your account appear.

Register as a normal user

Open the project registration link supplied by your hospital, or choose Join a project on the sign-in page. Verify your email, then enter your name, username and password. A new account remains inactive until a Project Admin approves access and assigns a role. Existing users sign in with the same account.

Public and private facilities

Private facilities and projects with approved-membership admission require project membership. An account active elsewhere does not bypass approval. Existing public portal access remains only where ADF retains that policy. Requesters see their own requests and progress, never other users' reports.

Your dashboard

Requesters see their own request progress. Coordinators see assignments and exceptions. Technicians see assigned work. Managers see approvals and SLA attention. Sidebar badges count open records available to your role, excluding removed work orders and requests whose linked work is closed.

Before your first request

If no project is available, ask your project administrator or ADF to confirm activation, project membership and role. Do not create a second account to work around missing access.

Roles and responsibilities

Requester

Submit a service request with a problem title, description and optional files. View your own requests and their progress. No staff settings, other users' requests or bulk reporting access.

FM Coordinator

Review all project requests and work orders, fill operational details, choose Low / Normal / High priority and assign a technician. Maintain registers and PPM plans. Remove inappropriate work orders from the active queue with an audited reason; the history is retained.

Technician / engineer

See assigned work orders and related requests. Start Work, optionally put work On Hold with a reason, Resume and submit completion. Record permitted material issues and returns. Technicians cannot delete work orders or approve their own completion.

Manager and storekeeper

Managers review submitted completion and approve or return it for revision. Managers can see project reporting. Storekeepers maintain inventory movements and related work-order references. Combining roles combines their permissions within that project.

Project Administrator and ADF Administrator

ADF creates projects and invites the first Project Admin. Project Admins manage profile details, verified registrations and project roles. ADF alone controls internal Redmine settings, global accounts and administrator-delegation policy. A Project Admin can appoint another Project Admin only where ADF enables delegation.

Service requests

1. Open Service Requests

Check that the correct facility is selected, then choose Submit Service Request. A requester does not need to complete the detailed maintenance form.

2. Explain the problem

Enter a clear title and a useful description: what happened, where it happened and any access details. Add photos or documents when helpful. Check the file-size limit shown by the application.

3. Submit once

A successful request automatically creates a linked work order in Pending Technician Assignment. The coordinator receives an email when workflow email is enabled and delivery is configured. The requester does not manually create or convert the work order.

4. Follow progress

Open your request to see its linked work status. The request number and work-order number are different references for the same service journey. If creation is pending, the coordinator can retry conversion after checking the automation error; avoid duplicate manual jobs.

Use filters and sorting

Search the request list, narrow status or dates and select a column heading to sort. Select again to reverse direction. Main registers sort all matching results before pagination. Dashboard summaries sort only their displayed rows.

Coordinator workflow

1. Open the linked work order

From the request list choose Review & assign, or open the assignment queue. The request is already linked to a work order. Review the original description and attachments before planning the job.

2. Keep the original operational fields

The work-order form keeps the original record fields while grouping the important entries. Confirm location, asset or service category where applicable, describe the work and choose priority: Low, Normal or High. Complete the fields required by your organisation.

3. Assign a technician

Choose an active eligible project technician and set a due date where required. Save the assignment. A notification is queued for the assigned account when workflow email is enabled; changing assignment does not bypass project access.

4. Handle inappropriate requests

Use the work-order removal action and provide a reason. This removes the job from active queues with an audit trail. Do not destroy the request or bypass the audit through native record tools.

5. Watch exceptions

Use filters for unassigned, due, approval and SLA attention. A missing technician often means the account is inactive, lacks membership or has not received the Technician role in this project.

Technician workflow

Start Work

Open an assigned work order and select Start Work when work begins. OMNI records the server timestamp and actor. Starting work is required before submitting completion in this release.

Optional On Hold

Use On Hold only when work must stop. Enter a useful reason such as waiting for a part or access. The hold is timestamped. Choose Resume when work continues; another hold can be recorded later if needed.

Complete Work

After work is running, enter completion notes, attach evidence where available and choose an internal manager or an external email reviewer. Submit completion. The completion timestamp stops the work timer and moves the job to Awaiting Approval.

Understand the time figures

Elapsed work time adds the recorded start/resume-to-completion cycles, including holds and excluding time waiting for approval. On-hold time is the total recorded pause duration. Working time excludes holds and waiting for approval. Returned work requires Resume; its previous events stay in the history.

Read the report correctly

The work order and completion report show timestamps, holds and elapsed / working time. Approved reports keep a snapshot of the approved submission. Older jobs without timing events show no recorded timing; the app does not invent historical start times. Report timestamps use Asia/Kuala_Lumpur in this release.

Completion and approval

Internal approval

The technician selects an eligible internal manager when submitting completion. The manager opens the approval notification or approval queue, reviews notes and evidence, then approves or returns the work with comments. A technician cannot approve their own completion.

External approval

Choose external approval and enter the reviewer's email during completion. The system emails a signed, expiring review link when email delivery is enabled. The external reviewer can inspect that submission and approve or return it without a Facilities account.

Protect the review link

Treat an external review link as confidential. It grants access to that job's review. It is not a login or access to the project. Expiry, resubmission and an already-recorded decision prevent reusing the link for a different decision.

Returned work

Read the reviewer's comments, resume work, update the completion notes and submit again. A new submission needs a new approval. Repeatedly refreshing an old external link cannot approve a new version.

Approved reports and email

After approval the completed report is available for download and can be sent to the requester, assigned technician, coordinator and nominated reviewer as configured by the workflow. Sender: notification@adftech.com.my via Mailgun. Email requires configured credentials, enabled workflow delivery and a running notification scheduler.

Assets, inventory and vendors

Assets and vendors

Use the dedicated register to create and maintain each record. Keep asset identifiers, location and vendor details consistent. Apply the register filters and sort headings to find records. Field availability follows the project's configured trackers and custom fields.

Issue materials to a work order

Use the inventory stock-movement form, select an item and work-order reference, enter the quantity and reason, then save. Issuing stock deducts the balance with an audit record. Do not edit the balance field to bypass movements.

Return unused materials

Record a return against the relevant work order. A return increases stock and remains linked to the original work. Check the item, quantity and work order before saving to avoid overstating available stock.

Stock receipts and low stock

Opening stock is entered on creation; later deliveries use Receive stock with a reference. Low-stock highlighting compares balance with the reorder level. Posted movements cannot be edited. Ask the coordinator to reconcile a posting error using the ledger; this release has no general stock-adjustment screen.

Who can do what

Coordinators and authorised storekeepers manage stock. Staff see registers allowed by their role. Requesters do not get access to the asset, inventory or vendor database. Bulk CSV/PDF exports are limited to coordinators and managers.

Planned maintenance

Create a plan

Open Planned Maintenance and choose New plan. Enter a title, active asset, service category and priority. Choose a repeat interval in days, weeks, months or years, the first visit date and how many days in advance to create the work order.

Attach the checklist

Enter the checklist / instructions and optionally upload PDFs, documents or photos. Each plan accepts up to 10 files subject to the configured file-size limit. Existing plans also offer Add checklist files.

Automatic work-order creation

The scheduler creates one work order when the advance date is reached, pending technician assignment. The job follows the same start, completion and approval process as corrective work. A new job waits until the previous one is closed.

Checklist copies and missed visits

The generated job receives a copy of the plan's checklist files. Later plan changes apply to future jobs; existing jobs retain their copies. Missed historical periods are consolidated to avoid a backlog of duplicate jobs.

Pause, filter and sort

Pause a plan when servicing should stop, then Resume when ready. Filter by asset, activity, interval or due period. Sort by plan, asset, repeat interval, next visit or status. If a due plan never creates work, ask the administrator to check scheduler health and the plan error.

Reporting and CSV transfer

Register exports

Coordinators and managers can export the filtered request, work-order, asset, inventory and vendor register as CSV or branded PDF. Exports include all matching records, not only the current page. The selected register sort is retained.

Workload and completion

Open Reports, choose the reporting period and inspect status, workload, materials and timing figures. Use the page's CSV or PDF export for a shareable report. The screen may show only the stated preview rows; exports cover the matching scope.

Completion reports

Open the work order's report for the completion / approval record, materials and recorded work timing. The PDF uses the OMNI and ADF logos. An approved snapshot reflects the submitted work at approval, rather than later unrelated register edits.

Import assets, inventory and vendors

An authorised coordinator with import permission opens the register's CSV import guide. Prepare UTF-8 CSV, choose the correct tracker and project in the native import wizard, map headers and test a small batch. Keep sample imports out of production until checked. Required fields and custom-field mappings follow the project configuration.

Import safety

Do not assume import is an automatic upsert or stock ledger. Check duplicates and unique identifiers before import. Use opening stock only for the initial migration, then stock movements. Protect spreadsheets containing personal or sensitive data; exported cells starting with formula characters are escaped.

Project administration

One account, several projects

Use the project dropdown in the top bar to switch dashboards. Select Browse all projects for the project directory. An account may be a Project Admin in one facility and a technician or manager in another.

ADF invites the first administrator

ADF creates a private workspace, chooses its configuration template and optionally enters the first Project Admin email. The recipient accepts an expiring invitation and sets their own password. Existing active users sign in to accept. No password is emailed; opening the link alone grants nothing.

Approve verified registrations

Enable project registration under Project profile & team and share its link. Other users verify their email and complete registration. Review Pending access, select roles and approve or reject. Only new accounts created by this verified flow can be activated through project approval; ADF handles other inactive or locked accounts.

Delegate and maintain the team

ADF can enable appointment of additional Project Admins for a project. Select that role during invitation or team assignment. Your own membership needs another administrator, and the last active project administrator cannot be removed through Facilities controls. Team and access changes are audited.

Edit roles within the project

Four staff defaults are Project Admin, Coordinator, Tech / Engineer and Manager; Requester is basic access. Enable independent project role controls, edit operational capabilities or create a custom role such as Storekeeper. Restore defaults when needed. Existing shared roles remain unchanged until reassigned. ADF retains global and inherited grants; self-approval restrictions remain enforced.

Install and troubleshoot

iPhone and iPad - Safari

Open the site in Safari. Use Share, choose Add to Home Screen and keep Open as Web App on if shown. Tap Add. Open the app icon and sign in with your existing account.

Android - Chrome

Open the site in Chrome. Use More, then Install app, Install and create shortcut, or Add to home screen as offered by the browser. Confirm and open the installed icon.

Desktop - Edge, Chrome or Safari

On Windows or desktop Chrome / Edge, use the address-bar install icon or Install this site as an app. On a supported Mac Safari version, use File > Add to Dock. Installing gives a dedicated window and icon; it does not change your permissions.

Connection and sign-in problems

Live data and submissions require an internet connection. An installed app may use its own sign-in session. If a submit fails, reconnect and check whether the record was saved before sending again. Unsent forms are not saved offline.

Support and release details

Use Help & FAQ and quote the version shown in the sidebar. Include the project, record number, time and steps to reproduce; do not share passwords or signed approval links. OMNI AI is a placeholder panel in this release; the Qwen model is not connected. Device push notifications and offline submissions are not available.

Frequently asked questions

Why can I only see my own requests?

Requester privacy is intentional. Coordinators and managers have wider project access; technicians see assigned jobs and the related requests. Ask your administrator to check your project role if you need staff access.

Do I convert a request manually?

No. Submission creates a linked work order automatically, pending technician assignment. The coordinator opens Review & assign. If conversion is pending, a coordinator can retry after checking the automation error.

What does an SLA breach mean?

A configured response or resolution target has passed before the required milestone. The scheduler evaluates the clock. A breach needs valid targets, an open work order and a running scheduler. On Hold records work time but does not pause SLA time in this release.

Why is there no approval email?

Check workflow email is enabled, the reviewer email is correct, Mailgun is configured and the notification scheduler is running. Local review deliberately pauses delivery. Saving a form does not guarantee successful mail delivery.

Why does my external approval link not work?

It may have expired, already been decided or been replaced by a newer completion submission. Ask the coordinator to inspect the current approval. Do not forward a signed review link to unrelated people.

Can I delete an inappropriate work order?

A coordinator uses the audited removal action and reason. The work order leaves active queues while its record and history remain. Technicians and requesters cannot delete it.

More answers.

Does On Hold stop the SLA clock?

No. On Hold excludes recorded hold time from working duration, but SLA response and resolution deadlines continue. Any contractual SLA pause policy needs a separate agreed configuration or enhancement.

What does sorting cover?

Main request, work-order, asset, inventory, vendor and PPM lists sort all matching results before pagination. Click a heading again to reverse. Other dashboard, ledger and report tables sort only the rows displayed; their stated preview limits still apply.

Can one administrator manage several hospitals?

Yes. ADF appoints project administrators separately in each project. The same account can manage several facilities. ADF may also enable Project Admins to appoint further administrators within their own project. Global Redmine administration stays with ADF.

Can I import or export records?

Register pages provide CSV/PDF exports for coordinators and managers. CSV importing needs both coordinator and native import/add permissions. Follow the import guide, map fields, check duplicates and test a small sample first.

Why is a project missing?

Check that you are using the correct account and that your verified registration has been approved. A new account remains inactive until approval. Private projects need membership. Ask the project administrator about membership; ADF handles locked or previously inactive accounts.

Is OMNI AI available?

The floating assistant interface and shortcuts are present. Qwen-powered chat is planned; no live model or autonomous FM actions are connected in this release.

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