

Franchise Operations – Standard Operating Procedure

02.RMS Enterprise - User Setup

SET – 015

Overview

The User Setup in your Property Management System (RMS) allows you to Create, Modify and Deactivate users, Security profiles and The Field Maintenance. This allows the staff member to have the relevant access to fulfill the operational duties within Quest Standards, Users Access is setup specifically to the Users operational duties.

Standard

Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain data integrity throughout the network, whilst performing operational duties.

Procedure

Please fill out the User Modification Form to create, modify or deactivate Users, For any other service requests please contact the revenue team at revenue@questapartments.com.au.

Note: For any Password resets an email will be sent to the Users attached email to create a new password, Passwords must:

- Be at Least 8 Characters Long
- Passwords Must Contain at Least 1 Number(s)
- Passwords Must Contain at Least 1 Uppercase Letter(s)
- Passwords Must Contain at Least 1 Lowercase Letter(s)
- Passwords Must Contain at Least 1 Special Character(s)

Properties will need to ensure regular audits are conducted to ensure users are up to date, including departed staff members.

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	08 April 2020	Quest Academy	David Valentine	