

2016

FM Clarity Supplier User Guide

EFFECTIVE DECEMBER 2016

INFO@FMCLARITY.COM

FM CLARITY | fmclarity.com

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Logging in



FM Test Message to me ▾

Test message intercepted [for:joe@specialcleaning.com.au](mailto:joe@specialcleaning.com.au)

5:02 PM ▾

Hi Joe,

This is the invite email Click the link and change the password to login

Special Cleaning has set up FM Clarity web-based software to make it easy to manage facility processes.
As a member of Special Cleaning, an account has been created for you to give you access to the system.

Quick info: what do I need to do to get setup?

1. Click the link at the bottom of this email
2. Change your password

https://app.fmclarity.com/enroll-account/kUFw1hF12jbyJZUAA14kuoShvDXJbrDKn7ByRI_oAVH

...

Logging in



I think this screen is pretty self-explanatory ;)

Change Password

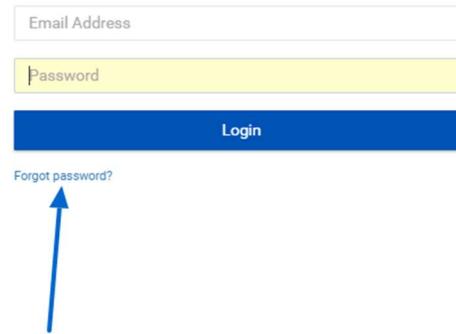
Please enter a new password.

New Password

Confirm New Password

Change Password

Logging in



A screenshot of a login form. At the top is a white input field labeled "Email Address". Below it is a yellow input field labeled "Password". At the bottom is a large blue button labeled "Login". Above the "Login" button, centered, is a small link "Forgot password?". A blue arrow points from the text "If you forget or want to change your password click this link" down to the "Forgot password?" link.

If you forget or want to change your password click this link
Logout first via the settings menu if you want to change it

Jobs Screen

The screenshot shows the FMClarity interface for managing jobs. On the left, there's a sidebar with 'Sites' and 'Jobs' options. The main area has a header with 'All Facilities' and a 'Request filter' button. Below this, a message says 'You can filter by facility and status'. Another message at the top right says 'Click on a job to open it - new actions or new jobs are bold'. A large blue box highlights the first job in the list with the text 'This page shows all the jobs that you have been issued'. A blue arrow points from this box to the job details. A blue arrow also points from the 'Priority' section below to the priority color-coded status bar above the table. The table lists five issued jobs for Googleplex:

Prty	Status	Facility	PO#	Issue	Issued	Due	Client
●	Issued	Googleplex	22	Quote on external glass clean	a few seconds ago	in 7 days	AP
●	Issued	Googleplex	9	Carpet clean	2 days ago	13 hours ago	AP
●	Issued	Googleplex	9	Carpet clean	2 days ago	13 hours ago	AP
●	Issued	Googleplex	7	Strip and seal foyer	2 days ago	in 9 hours	AP

Priority:
Light blue = scheduled
Dark blue = standard
Orange = urgent
Red = critical

Job Card

The screenshot shows the FMClarity software interface for managing facility management tasks. The main title is "Aperture Property". Key details include:

- Site:** Googleplex, 1600 Amphitheatre Parkway, Mountain View
- Contact:** Aperture Property, rich@apertureproperty.com, 0422 111 111
- Job #:** 22
- Value:** \$500
- Status:** Issued Sat 10th Dec, 11:44 am; Due Sat 17th Dec, 11:44 am; Priority Scheduled

Annotations provide instructions:

- A blue arrow points from the text "Clicking Assign enables you to assign the job to a staff member and advise ETA" to the "ASSIGN" button.
- A blue arrow points from the text "Click Complete when the Job is done" to the "COMPLETE" button.
- A message in the comments section states: "Rich issued work order #22 "Quote on external glass clean" Dec 10th 2016, 11:44:56 am" at 10 minutes ago.
- A message in the live chat area says: "Leave a message and hit enter... This is like live chat and enables you to communicate instantly with the FM".

Job Card

The screenshot shows the FMClarity software interface for managing facility jobs. A tooltip is overlaid on the 'FILES' tab of a job card for 'Aperture Property'. The tooltip contains the following text:

Clicking on files enables you to view any files uploaded and you can upload your files such as quotes, images, service reports, invoices, etc. Hit submit when uploaded

The tooltip has two blue arrows pointing to the 'PDF' file thumbnail and the 'SUBMIT' button.

Job Card Details:

- Job #:** 7
- Site:** Googleplex
1600 Amphitheatre Parkway, Mountain View
- Contact:** Aperture Property
rich@apertureproperty.com
0422 111 111
- Status:** Issued (green)
- Due:** Thu 8th Dec, 10:24 pm
- Priority:** Standard
- Comments:** Strip and seal foyer
- Location:** Ground, Foyer
- Service:** Cleaning

File Upload Area:

- FILE:** House Rules 2016.pdf
- Actions:** X (Delete), Cloud icon (Upload), and a blue 'SUBMIT' button.

Timeline:

Due	Client
14 hours ago	AP
13 hours ago	AP
in 9 hours	AP
a few seconds ago	I

Job Card

The screenshot shows a job card for "Aperture Property" (Job # 22) at "Googleplex". The card includes details like Site: Googleplex, Address: 1600 Amphitheatre Parkway, Mountain View, Contact: Aperture Property (rich@apertureproperty.com, 0422 111 111), and Status: Issued (Sat 10th Dec, 11:44 am). The card also lists Subject: Quote on external glass clean, Location: External, and Service: Cleaning.

Below the card, there are tabs for COMMENTS, FILES (0), and CONTACTS. The CONTACTS tab is active, showing three contacts: Rich (owner, rich@fmclarity.com), Michael (facility manager, Michael@aperture.com.au), and Info (supplier manager, info@specialcleaning.com.au).

Annotations with arrows point to the CONTACTS tab and the contact list:

- An arrow points to the CONTACTS tab with the text: "Clicking on Contacts allows you to see all the stakeholders."
- An arrow points to the contact list with the text: "Click on a contact's name to view their profile. Clicking on your own profile will enable you to edit it"
- An arrow points to the "owner" tag next to Rich's name with the text: "This tag shows their role. Owner refers to the person reporting the issue"

Assigning a job

The screenshot shows the FMClarity software interface. On the left, there's a sidebar with 'Sites' and 'Jobs' options. The main area displays a table of jobs under 'All Facilities'. A modal dialog box is overlaid on the screen, containing instructions and input fields for assigning a job.

Please provide eta and, if appropriate, an assignee.

After clicking Assign you will be presented with this short form. You can select or add a new staff member from Assignee.
Clicking ETA brings up a date picker

ETA _____

Assignee _____

Comment _____

SUBMIT

The table below the modal shows the following data:

	Prty	Status	Facility	Issued	Due	Client
1	●	Issued	Googleplex	10 minutes ago	in 7 days	AP
2	●	Issued	Googleplex	2 days ago	13 hours ago	AP
3	●	Issued	Googleplex	2 days ago	13 hours ago	AP
4	●	Issued	Googleplex	2 days ago	in 9 hours	AP
5	9	Carpet clean				
6	7	Strip and seal foyer				

Closing a job

The screenshot shows the FMClarity software interface. On the left, there's a sidebar with 'Sites' and 'Jobs' options. The main area is titled 'All Facilities' and shows a table of jobs. One job is selected, and a modal window is open for 'Completion form'. The modal contains the following fields:

- Attendance date and time: 11-Dec-16 11:56
- Completion date and time: 11-Dec-16 18:00
- Service report: Service report.pdf (with a link to upload files)
- Invoice: Invoice.pdf (with a link to upload files)
- A toggle switch labeled 'Further work required' with the instruction: 'If there is any work that requires another work order hit this toggle'

At the bottom of the modal is a 'SUBMIT' button.

Below the modal, the main table of jobs is visible:

Prty	Status	Address	Job ID	Description	Due	Client
●	Issued	Googleplex	9	Carpet clean	2 days ago	in 7 days AP
●	Issued	Googleplex	7	Strip and seal foyer	2 days ago	13 hours ago AP
●	Issued	Googleplex	8	Carpet clean	2 days ago	13 hours ago AP
●	Issued	Googleplex	6	Carpet clean	2 days ago	in 9 hours AP

Closing a job

The screenshot shows the FMClarity software interface. A modal window is open in the center, prompting the user to finalize a job. The modal title is "All done? Great! We just need a few details to finalise the job." It contains several input fields and sections:

- Attendance date and time:** 11-Dec-16 11:56
- Completion date and time:** 11-Dec-16 18:00
- Service report:** Service report.pdf
- Invoice:** Invoice.pdf
- Further work required:** This section is highlighted with a red circle and contains the message: "This will create a new work request to be approved by the FM". Below it, a note states: "We found that air intakes are very dirty and will need separate cleaning".
- Priority:** Scheduled
- Quote:** quote.pdf
- Value of quote:** \$1,200

At the bottom of the modal, there is a link "Click Submit when done" and a "SUBMIT" button.

In the background, the main application interface shows a sidebar with "Sites" and "Jobs" options, and a list of jobs with columns for "Prty", "Status", "Due", and "Client". A green circular button with a plus sign is visible in the bottom right corner of the main window.

Closing a job

The screenshot shows the FMClarity software interface. At the top, there's a navigation bar with icons for Sites and Jobs, and a notification bell with a red '1'. The main title is 'Aperture Property' with a 'Complete Work Order' button highlighted in blue. To the right, job details are listed: Job # 22, \$500, Issued Sat 10th Dec, 11:44 am, Due Sat 17th Dec, 11:44 am, Priority Scheduled. Below this, a 'Complete' button is visible. On the left, a list of tasks is shown with columns for Prty, Status, and Description. The first task is 'Subject: Quote on external glass clean' (Priority: Blue, Status: Issued). The second task is 'Location: External' (Priority: Orange, Status: Issued). The third task is 'Service: Cleaning' (Priority: Blue, Status: Issued). The fourth task is 'Assignee: Info' (Priority: Blue, Status: New). To the right of the tasks, a sidebar shows a timeline with four entries: '14 hours ago' (AP), '13 hours ago' (AP), 'in 9 hours' (AP), and 'a few seconds ago' (I). A large callout arrow points from the text 'You can still add files such as invoice or service report by clicking below and then submit' to the 'SUBMIT' button at the bottom of the modal. The modal also contains tabs for 'COMMENTS', 'FILES 3', and 'CONTACTS', and shows three PDF attachments: 'quote.pdf', 'Invoice.pdf', and 'Service report.pdf'.

Follow-up Work Request

The screenshot shows the FMClarity software interface. At the top, there's a navigation bar with icons for Sites and Jobs, and a notification bell with a red '1' indicating one new notification. The main content area displays a work request for 'Aperture Property' at 'Site: Googleplex'. The job number is 'Job # 25', issued on 'Sat 10th Dec, 12:01 pm' with 'Priority Scheduled'. A green 'New' button is visible. The request details include a subject ('FOLLOW UP - Quote on external glass clean'), location ('External'), service ('Cleaning'), and a description ('We found that air intakes are very dirty and will need separate cleaning'). A note states: 'This is a new Follow-up Work Request created when you indicated further work was required. Note that it has not been approved and issued yet as it still has a New status'. Below the details are tabs for 'COMMENTS', 'FILES 3', and 'CONTACTS'. Under 'COMMENTS', there are three entries from 'Info': 1. 'Info created work order #25 "FOLLOW UP - Quote on external glass clean" We found that air intakes are very dirty and will need separate cleaning Dec 10th 2016, 12:01:13 pm' (a few seconds ago). 2. 'Info raised follow up to work order #22 "Quote on external glass clean" We found that air intakes are very dirty and will need separate cleaning Dec 10th 2016, 12:01:13 pm' (a few seconds ago). 3. 'Leave a message and hit enter...' (a few seconds ago). To the right of the comments, there's a column for 'Due' dates and 'Client' names: '14 hours ago AP', '13 hours ago AP', 'in 9 hours AP', and 'a few seconds ago I'. A green '+' button is located in the bottom right corner.

Settings menu

The screenshot shows the FMClarity software interface. At the top right, there is a settings icon (a gear) which, when clicked, brings up a menu. This menu includes options like 'Info' (with email info@specialcleaning.com.au), 'Special Cleaning' (with email info@specialcleaning.com.au), 'Edit team', and 'Logout'. A callout box points to the settings icon with the text: 'Clicking on the settings icon brings up a menu to access - Your profile - Your company profile'.

The main area displays a table of facility issues:

Prty	Status	Facility	PO#	Issue	Issued	Due
●	Issued	Googleplex	9	Carpet clean	2 days ago	15 hours ago
●	Issued	Googleplex	9	Carpet clean	2 days ago	14 hours ago
●	New	Googleplex	25	FOLLOW UP - Quote on external glass clean	an hour ago	a few seconds ago

A green '+' button is located at the bottom right of the main screen area.

Your user profile

The screenshot shows the FMClarity software interface with a dark grey background. At the top, there's a blue header bar with the FMClarity logo. On the left, there's a sidebar with icons for 'Sites' and 'Jobs'. The main area has a modal window open over a list of tasks.

Modal Window Content:

- Info** tab selected.
- Role**: manager
- First name**: Dan
- Last name**: Theman
- Display name**: Info
- Position**: (empty)
- Email address**: info@specialcleaning.com.au
- Phone number**: (empty)
- Phone number 2**: (empty)
- DONE** button at the bottom.

Background Task List:

Due	Client
15 hours ago	AP
14 hours ago	AP
a few seconds ago	I

A blue arrow points from the text "Just click here" in the modal to the placeholder image icon in the "Image" field of the modal.

Your user profile

All Facility

Sites

Jobs

Prty

Info

Role manager

First name Dan

Last name Theman

Display name Info

Position

Email address info@specialcleaning.com.au

Phone number

Phone number 2

DONE

Like so ;)

FMClarity

1

Due Client

15 hours ago AP

15 hours ago AP

a few seconds ago

+

Your team profile

Sites

Jobs

Edit team

Team owner: Aperture Property AP

Contact: Michael@apertureproperty.com.au (03) 9875 1234 0432 533 211

UPDATES

Info re We for Dec 10

Info re Dec 10

Info c We fo Dec 10

Info a We'll t Dec 10

Rich i Dec 10

Leave

1 Basic Details

Enter the basic account info here including your teams name, address and image.

Company Name
Special Cleaning

Account type
contractor

ABN

Email
info@specialcleaning.com.au

Primary phone

Secondary phone

Description

NEXT

2 Documents

3 Members

FMClarity

Edit team allows you to update info about your company. This info is public to all FM Clarity users. Note that you will need to enter an accurate ABN for it to be accepted. Feel free to add a blurb about your company to attract new clients.

an hour ago

an hour ago

an hour ago

an hour ago

2 hours ago

+

Adding documents to your team profile

The screenshot shows the FMClarity mobile application interface. At the top, there is a blue header bar with the FMClarity logo and a gear icon. Below the header, the main content area has a dark grey background. On the left side, there is a vertical sidebar with icons for 'Sites' and 'Jobs'. The main content area displays a team profile for 'Googleplex' located at '1600 Amphitheatre Pkwy, Mountain View, CA 94035'. The profile includes contact information: Michael, Michael@apertureproperty.com, (03) 9875 3211, and 0432 533 222. A 'Basic Details' section is visible, followed by a 'Documents' section which is currently active. This section contains a table with columns for Type, Name, and Description. A button labeled '+ Add document' is present. Below the table, there is a 'NEXT' button. Further down, there are sections for 'Members' and 'Services provided'. A message from Rich is shown: 'Rich issued work order #22 "Quote on external glass clean"' dated 'Dec 10th 2016, 11:44:56 am'. A text input field says 'Leave a message and hit enter...'. A green circular button with a '+' sign is located in the bottom right corner. A modal window titled 'Edit team' is overlaid on the page. It contains the following text: 'This section allows you to add documents to your public profile such as PL insurance, SWMS, licences, etc. The more you add the more compliant you will be for clients. These documents have expiries that will remind you when they are expiring'. There are four numbered steps: 1. Basic Details, 2. Documents (which is highlighted in green), 3. Members, and 4. Services provided.

Adding documents to your team profile

Add Documents to your profile that are shared with clients

Document name: Special Cleaning PL Cert Document type: Insurance

Facility: Googleplex Description: Public Liability Cert of Currency 2016

Selecting different document types will provide different fields

Document #: AB12321 Total value: \$ 20,000,000

Issuer: AMP Insurance type: Public Liability

Commencement: 1-Jan-16 Expiry: 31-Dec-16

Issue date: 4-May-16 Ensure the expiry is completed

 PDF 

Insurance - Liability
Certificate of Currency

SUBMIT

+

Adding members to your team

The screenshot shows the 'Edit team' page in the FMClarity application. The top navigation bar includes a menu icon, the FMClarity logo, a notification bell with one alert, and a gear icon. The left sidebar has 'Sites' and 'Jobs' options. The main content area is titled 'Edit team' and shows the 'Team owner' as 'Aperture Property'. The process is divided into four steps: 1. Basic Details, 2. Documents, 3. Members, and 4. Services provided. Step 3 is currently active, with a note: 'Add staff or subcontractor that you can assign work to' and 'Note that staff have limited access, they can only see jobs they have been assigned'. A blue arrow points from the 'Add another' button to the 'Add another' link below it. The 'Members' section lists two users: 'Joe' (email: joe@specialcleaning.com.au) with a 'staff' role and 'Info' (email: info@specialcleaning.com.au) with a 'manager' role. Below this is a 'NEXT' button. Step 4 is partially visible at the bottom.

Adding members to your team

The screenshot shows the FMClarity software interface. At the top, there is a dark blue header bar with the FMClarity logo and a notification bell icon with a red '1'. Below the header, there is a navigation bar with 'Sites' and 'Jobs' tabs. A modal dialog box is open in the center, prompting the user to search for an existing account. It contains a text input field labeled 'Email address' with a validation message: 'Ensure email is entered correctly as it cannot be changed'. In the background, a table lists facility issues. The columns are: Prty, Status, Facility, PO#, Issue, Issued, Due, and Client. There are three rows of data:

Prty	Status	Facility	PO#	Issue	Issued	Due	Client
●	Issued	Googleplex	9	Carpet clean	3 days ago	2 days ago	AP
●	Issued	Googleplex	9	Carpet clean	3 days ago	2 days ago	AP
●	New	Googleplex	25	FOLLOW UP - Quote on external glass clean	a day ago	a few seconds ago	

A green circular button with a white plus sign is located in the bottom right corner of the main window.

Adding members to your team

The screenshot shows the FMClarity software interface. On the left, there's a sidebar with 'Sites' and 'Jobs' buttons. The main area displays a user profile for 'Joe'. The profile includes fields for First name (Joe), Last name (Bob), Display name (Joe), Position (Technician), Email address (joe@specialcleaning.com.au), Phone number (0432 567 890), and Phone number 2 ((03) 8097 5432). A note above the form states: "If you want the user to have access to all jobs and edit company profile they need to be a manager". A blue arrow points from this note to the 'Role' field, which is currently set to 'staff'. Below the form is a 'DONE' button. In the background, there's a list of tasks or jobs with columns for Due date, Client, and status (AP). A green circular button with a plus sign is visible in the bottom right corner.

Adding members to your team

The screenshot shows the FMClarity software interface. On the left, there is a sidebar with 'Sites' and 'Jobs' options. The main area displays a list of existing members under 'All Facility'. A new member entry is being added, indicated by a placeholder icon ('NO IMAGE') and the text 'Once you have created a new member, click invite to send them an invite link'. A context menu is open over this new entry, with a blue arrow pointing to the 'Email' option. The menu items are: 'Edit member', 'Remove member', 'Invite member', and 'STAFF'. To the right, a preview window shows the 'Special Cleaning' team with an email address 'info@specialcleaning.com.au'. At the bottom, there is a 'Add another' button and a green circular button with a plus sign.

All Facility

Avatar	Name	Email
AA	Ace Acc	admin@
D	Doorguy	ace@o
E	Elecmag	andy@e
EP	Essentia	dan@e
L	LuckyFir	mary@l
SC	Special	info@s
S	Superco	Bob@o
b	buildero	dan@b

Once you have created a new member, click invite to send them an invite link

NO IMAGE

Add another

Edit member

Remove member

Invite member

STAFF

Special Cleaning

Email info@specialcleaning.com.au

staff

manager

+ Add another

+

Adding services to your team

The screenshot shows a software interface for managing company services. On the left, there is a sidebar with 'Sites' and 'Jobs' options. The main area has a header 'Members' with a count of 8. Below this is a section titled 'Services provided' with a sub-instruction: 'Click on a service name to modify it, or click in the suppliers column to add a default supplier for that service.' A table lists various services, each with an 'Active' status indicator:

Service	Status
Air Conditioning	Active
Cleaning	Active
Contract	Active
R&M	Active
Carpet shampoo	Active
Carpark cleaning	Active
Common area	Active
Equipment maintenance	Active
Materials	Active
Rubbish removal - landfill	Active
Rubbish removal - recycling	Active
Sanitaries	Active
Exhaust fans	Active
Windows	Active
Other	Active

At the bottom right of the main area is a green circular button with a white plus sign.

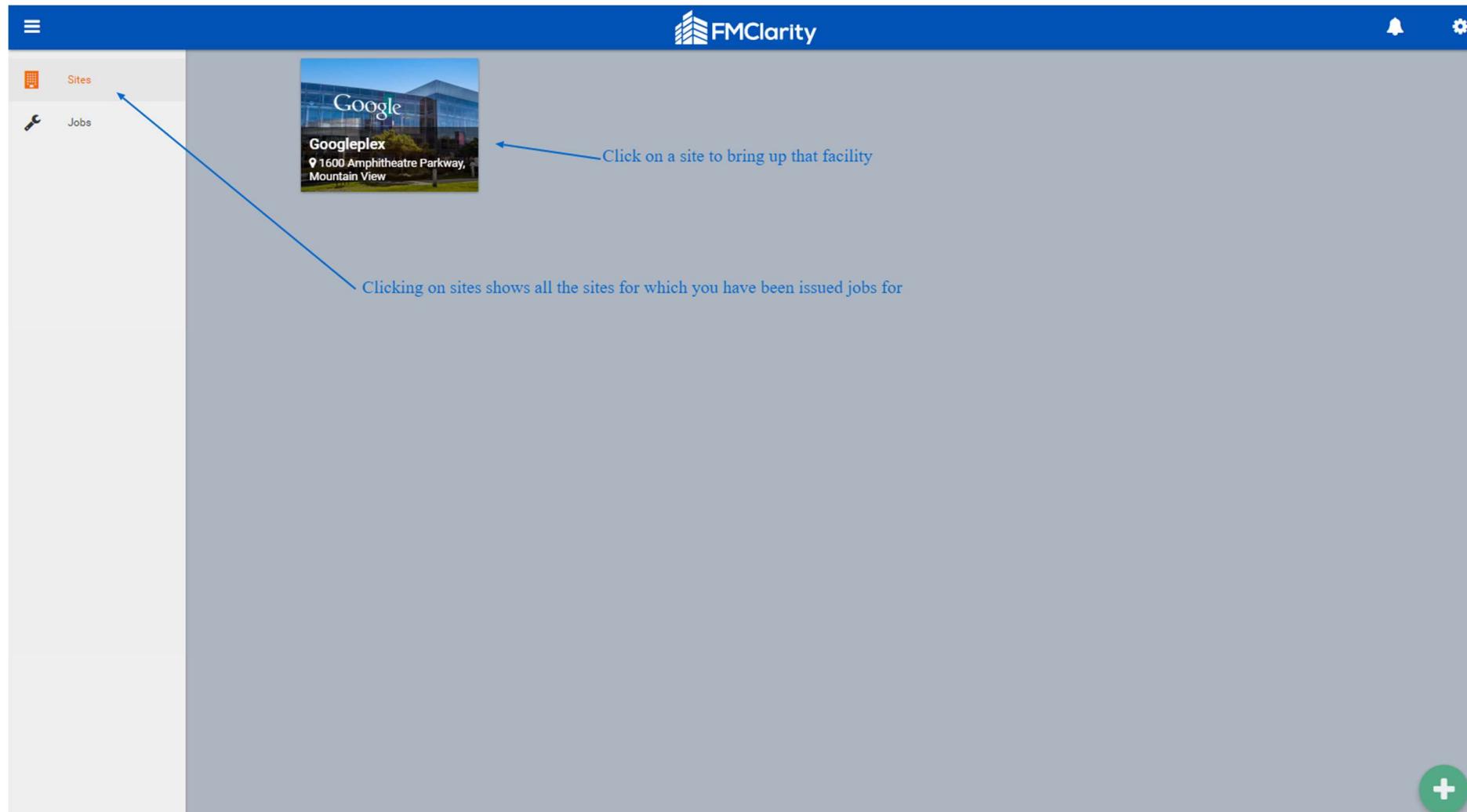
Notifications

The screenshot shows the FMClarity software interface. At the top, there's a blue header bar with the FMClarity logo. On the left, a sidebar has 'Sites' and 'Jobs' options. In the center, there's a table for 'All Facilities' showing work orders. A tooltip message says: "Clicking on the notifications icon brings up new notifications. You can click on the links to bring up the Work Orders". On the right, a notifications panel is open, showing four recent notifications from different users:

Time Ago	User	Message
11 minutes ago	Info	completed work order #7 "Strip and seal foyer"
an hour ago	Info	raised follow up to work order #22 "Quote on external glass clean"
an hour ago	Info	raised follow up work order #25 "FOLLOW UP - Quote on external glass clean"
an hour ago	Rich	issued work order #22 "Quote on external glass clean"

Below the notifications, there's a 'View all' link and a small profile picture. At the bottom right of the main area is a green circle with a white plus sign.

Sites



Sites

The screenshot shows the FMClarity software interface for managing sites. On the left, a sidebar has 'Sites' selected. The main area displays the Googleplex site information: address (1600 Amphitheatre Parkway, Mountain View), contact person (Michael), and contact details (email: Michael@aperture.com.au, phone: (03) 9875 3221, mobile: 0432 533 222). Below this is a large image of the Googleplex building. A teal header bar labeled 'UPDATES' contains a message from 'Info' about a follow-up work order for external glass cleaning. The message states: 'We found that air intakes are very dirty and will need separate cleaning'. It was posted on Dec 10th 2016, 12:01:13 pm. To the right, another message from 'Info' says: 'Currently this shows all comments and status changes on all jobs. More tabs will be shown in due course with documents, induction, Preventative Maintenance, etc.' This message was posted 'an hour ago'. Other messages listed include: 'Info raised follow up to work order #22 "Quote on external glass clean"' (posted 'an hour ago'); 'Info raised follow up work order #25 "FOLLOW UP - Quote on external glass clean"' (posted 'an hour ago'); 'Info created work order #25 "FOLLOW UP - Quote on external glass clean"' (posted 'an hour ago'); 'Info accepted work order #22 "Quote on external glass clean"' (posted 'an hour ago'); and 'Rich issued work order #22 "Quote on external glass clean"' (posted '2 hours ago'). At the bottom, there is a text input field with placeholder text 'Leave a message and hit enter...' and a green circular button with a white plus sign.

Adding a Work Request

The screenshot shows a mobile application interface for FM Clarity. At the top, there is a header bar with the FM Clarity logo and navigation icons. Below the header, on the left, is a sidebar with 'Sites' and 'Jobs' options. The main content area displays a site detail page for 'Googleplex' at '1600 Amphitheatre Parkway, Mountain View, CA'. It includes contact information for Michael (Email: Michael@aperture.com.au, Phone: (03) 9875 3221, Mobile: 0432 533 222) and a list of recent updates. A large modal window is open in the center, prompting the user to "Please tell us a little bit more about the work that is required." The modal contains fields for Client (set to Aperture Property), Site Address, Request type (set to Standard), Due/Start Date (set to 11-Dec-16 13:19), Priority (set to Standard), ETA, Assignee (checkboxes for 'Require Service Report' and 'Require Invoice'), and Comments. A blue arrow points from the 'SUBMIT' button in the modal to a green circular button with a white plus sign on the right side of the screen.

Please tell us a little bit more about the work that is required.

Client
AP Aperture Property
rich@apertureproperty.com

Site Address

Request type
Standard

Tenancy

Clicking on the + symbol brings up the New Request form which enables you to raise new work requests for approval by the FM. You also have the ability to create internal jobs on other properties.
Contact FM Clarity to get access.

Requested Work

Priority Standard Due/Start Date 11-Dec-16 13:19

ETA

Assignee

Require Service Report

Require Invoice

Comments

SUBMIT

+ an hour ago
an hour ago
an hour ago
an hour ago
2 hours ago