

Facilities management customer portal – how to log a task



Logging a new task – step one

assura

Customer Portal

TEST Client Account

Welcome to the Mace Customer Portal.

Log a new task

View existing tasks

assura

Customer Portal

TEST Client Account

Where is the issue being logged?

Search by building

assura

Customer Portal

TEST Client Account

Where is the issue being logged?

Search by building
Office A Demo

Reception

Continue

Customer portal

Option 1 – Log a new task

Option 2 – View existing tasks

If you select **Option 1 'log a new new task'** you'll see the above screen.

Select your site, either by site name or postcode.

Location of request

Select location of request – if you're a multi-tenant property at this point you'll select your tenancy e.g. Pharmacy, GP surgery.

Logging a new task – step two

New Task

Office A Demo - Reception

Please select the issue:

- Building Fabric
- Cleaning
- Electrical
- HVAC
- Plumbing

[Return to customer portal](#)

Stage 1 triage – select the issue

Select the issue the request relates to.

New Task

Office A Demo - Reception

[assura](#)

[BACK](#)

Building Fabric

- External
- Internal

[Return to customer portal](#)

Stage 2 triage - area

Select the area the request relates to.

New Task

Office A Demo - Reception

[START OVER](#)

[BACK](#)

Internal

- Ceiling - Repair or replace ceiling tiles
- Doors - Internal door related repairs (closer, handle, lock, latch, frame, etc)
- Floor - Repaint floor surface
- General fabric repairs
- Window - Window related repairs. (Frame, latch, handle, lock, etc)

Stage 3 triage - issue

Select issue the request relates to.

Logging a new task – step three

New Task

Office A Demo - Reception

< BACK

Please provide as much detail as possible.

Description of issue / task requested
 Door handle broken on Reception Office Entrance. Requires new handle to be installed.

Attach a file / photo

Choose Files No file chosen

Continue

Request comments / photos

Provide comments relating to the task. You can upload photos from your PC or phone.

New Task

Office A Demo - Reception

< BACK

Please enter your details below.

Your name (optional)
Assura Tenant 1

Email Address *
AssuraTenant1@NHS.co.uk

Phone Number (optional)
0123456789

Continue

Return to customer portal

Contact details

Provide contact details for email confirmation and updates.

The email address entered here is used for tracking the progress of your task. We suggest you use a generic email address where possible e.g. medicalcentre@nhs.net

New Task

Office A Demo - Reception

< BACK

Your Details
 Assura Tenant 1
 assuratenant1@NHS.co.uk

Task Details
 Doors - Internal door related repairs (closer, handle, lock, latch, frame, etc)
 TEST

Building
 Office A Demo

Location
 Reception

Floor
 GF

Log Task

Summary of request / log

Overview of request detailing who, what and where the issue has been raised.

assura

New Task

Office A Demo - Reception

✓

Thank You

Your task has been logged.
 We'll keep in touch with any updates.

Need help with this task? Contact our helpdesk and quote task ID: 827397

Return to customer portal

Confirmation of request

You'll see a confirmation of the logged request with unique Task ID reference.

Viewing existing task – step one

assura

Customer Portal

TEST Client Account

Welcome to the Mace Customer Portal.

Log a new task

View existing tasks

assura

Authenticate

TEST Client Account

Please enter the email address you have logged tasks against.

Email Address
assuratenant1@NHS.co.uk

Continue

Return to customer portal

Macro Authenticate

TEST Client Account

Please enter the verification code sent to your email.

Code

Continue

Return to customer portal

Customer portal

Option 1 – Log a new task

Option 2 – View existing tasks

If you select **Option 2 'view existing tasks'** you'll see the above screen.

To view the existing task input the email address the request was logged against.

View existing tasks

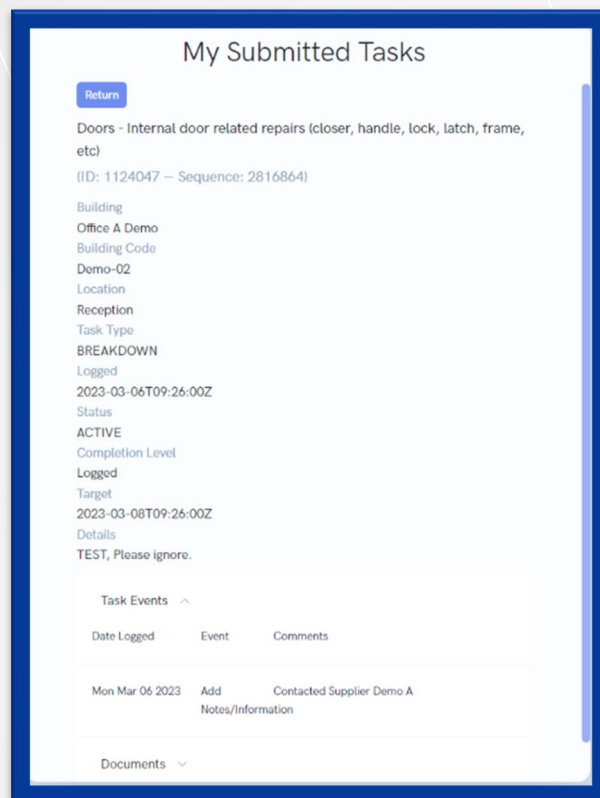
To view the task, you'll receive a verification code via email to validate access.

Viewing existing task – step two



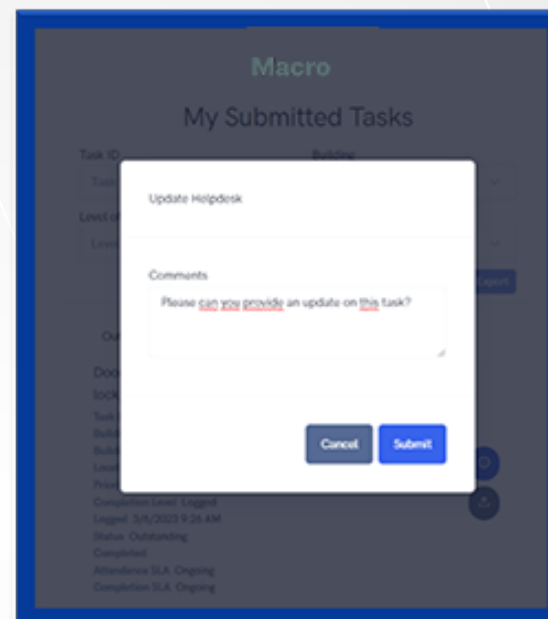
Submitted tasks dashboard

You can view summary of submitted AND completed tasks – details of multiple jobs.



Task summary / updates

You can view updates via task events such as attendance, materials, revisit required etc.



Task update request

You can request updates on your tasks which will be sent directly to the facilities team.