

# Facilities management customer portal

How to log a task

  
assura

 **MACRO**

## Logging a new task – initial steps



**MACRO**

Facilities Management  
Customer Portal

TEST Building - Assura

Log a new task

View existing tasks

Log into the portal and select “Log a new task” from the two options.



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Facilities Management  
Customer Portal

TEST Building - Assura

Where is the issue being logged?

Location

Select your site from the drop-down list, either by site name or postcode.



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Facilities Management  
Customer Portal

TEST Building - Assura

Where is the issue being logged?


Site

Continue

If you're a multi-tenant property at this point, select your tenancy e.g. pharmacy, GP surgery, etc.

# Logging a new task – triage

1



## New Task

TEST Building - Site

Please select the issue:

External Building Issues


Internal Building Issues

Outdoor Areas & Grounds

Specialist Items

Waste

2



## New Task

TEST Building - Site

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External Building Issues

Doors, Windows & Shutters

Gutters & Drainage

Pest Control


Power & Lighting (External)

Signage

Structure & Roof

Walls, Finishes & General

3



## New Task

TEST Building - Site

^ START OVER  
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Doors, Windows & Shutters

External / Accessing Automatic Door is fault or not working

External Glass / Glazing

Manual Access Door is faulty or not working - Non Critical

Manual Access Door is faulty or not working - unable to access or secure site

Roller Shutter is faulty or not working

Window cleaning - external

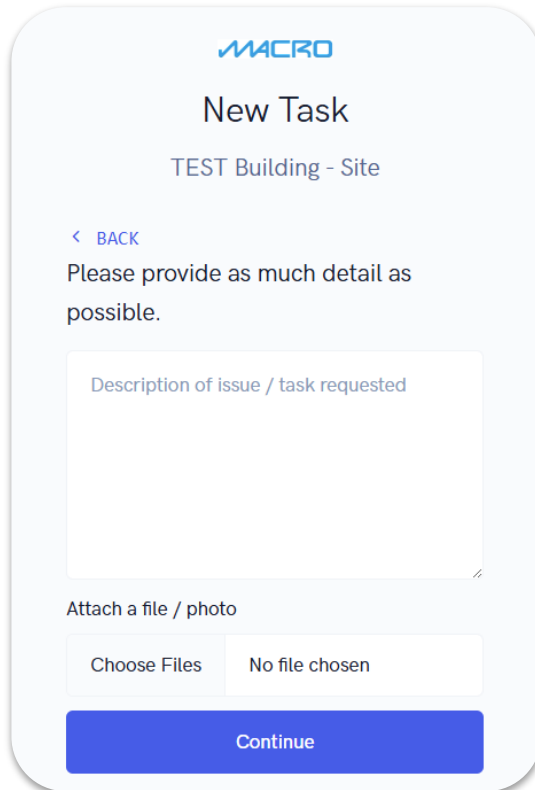
Window repairs - external

1. Select the issue the task relates to

2. Select the area the task relates to

3. Select the issue the task relates to

# Logging a new task – final steps



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## New Task

TEST Building - Site

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Please provide as much detail as possible.

Description of issue / task requested

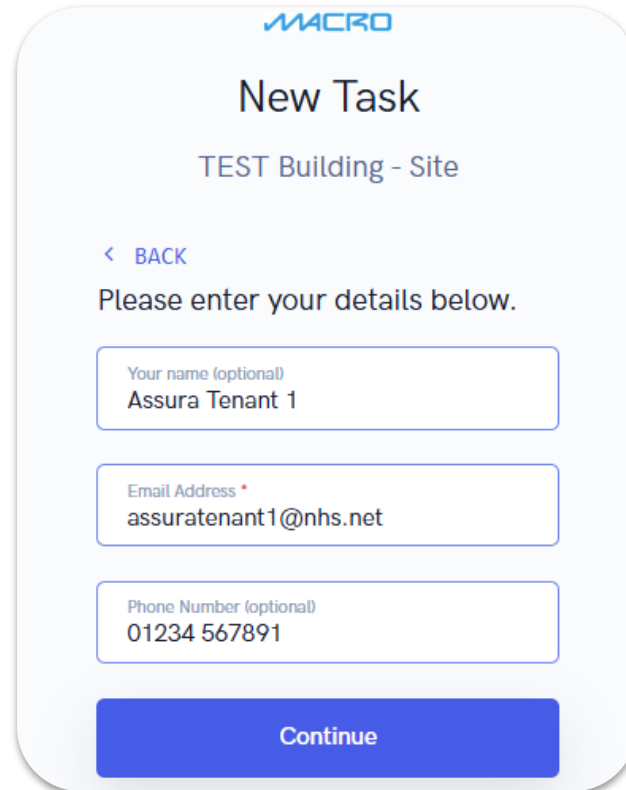
Attach a file / photo

Choose Files No file chosen

Continue

Provide as much detail as possible.

You can upload photos from your PC or your phone.



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## New Task

TEST Building - Site

[< BACK](#)

Please enter your details below.

Your name (optional)  
Assura Tenant 1

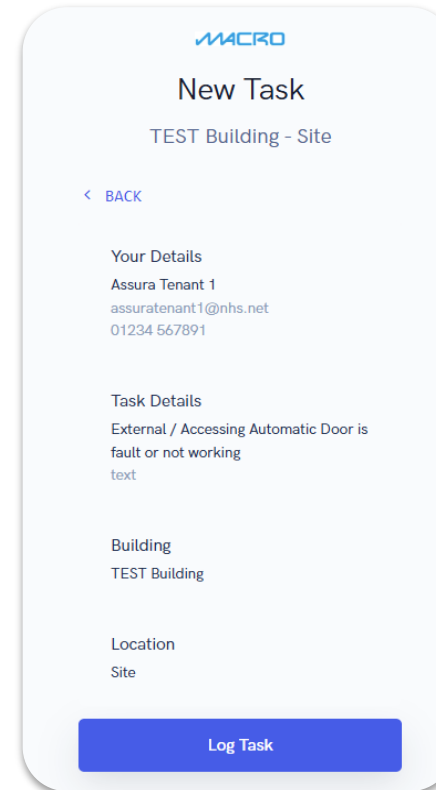
Email Address \*  
assuratenant1@nhs.net

Phone Number (optional)  
01234 567891

Continue

Provide contact details for confirmation and updates.

The email address entered is used for tracking the task progress.



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## New Task

TEST Building - Site

[< BACK](#)

Your Details  
Assura Tenant 1  
assuratenant1@nhs.net  
01234 567891

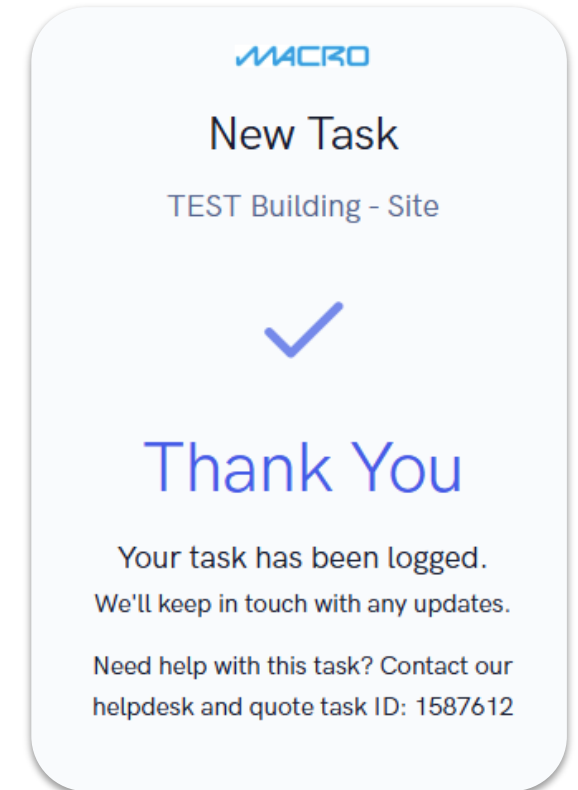
Task Details  
External / Accessing Automatic Door is fault or not working  
text

Building  
TEST Building

Location  
Site

Log Task

Overview detailing who, what and where the issue has been raised. Check these details and amend if necessary.



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## New Task

TEST Building - Site

✓

## 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: 1587612

Confirmation of the logged request with unique Task ID reference.

You can use this ID to track progress, the process of this is on the next page.



# Viewing an existing task



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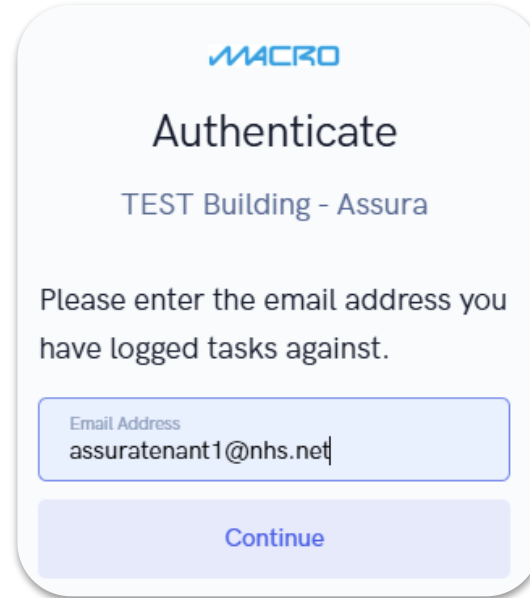
## Facilities Management Customer Portal

TEST Building - Assura

Log a new task

View existing tasks

Log into the portal and select "View existing tasks" from the two options.



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## Authenticate

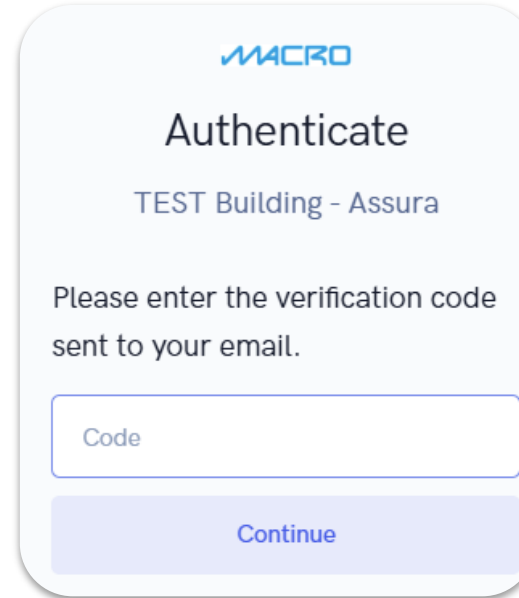
TEST Building - Assura

Please enter the email address you have logged tasks against.

Email Address  
assuratenant1@nhs.net

Continue

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



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## Authenticate

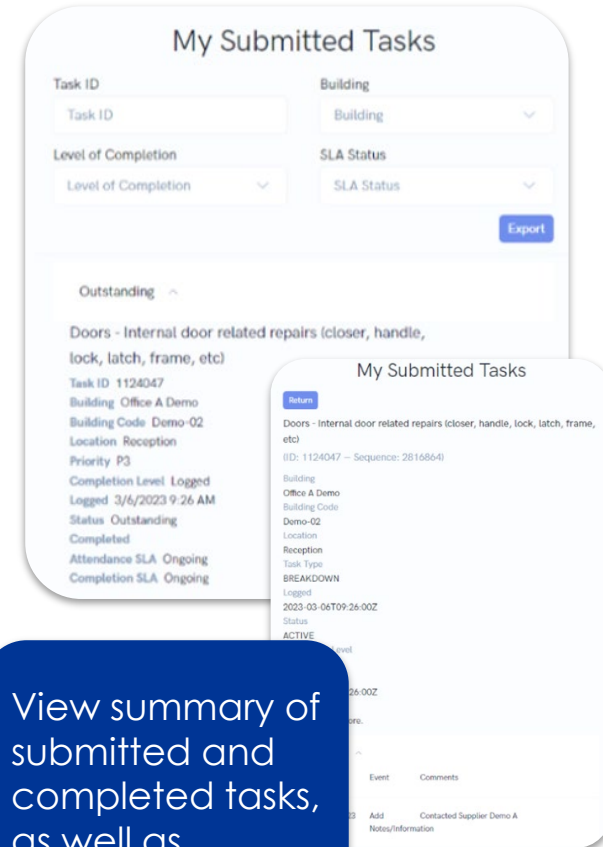
TEST Building - Assura

Please enter the verification code sent to your email.

Code

Continue

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



### My Submitted Tasks

Task ID: Task ID  
Building: Building

Level of Completion: Level of Completion  
SLA Status: SLA Status

Export

Outstanding

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

Task ID: 1124047  
Building: Office A Demo  
Building Code: Demo-02  
Location: Reception  
Priority: P3  
Completion Level: Logged  
Logged: 3/4/2023 9:26 AM  
Status: Outstanding  
Completed  
Attendance SLA: Ongoing  
Completion SLA: Ongoing

### My Submitted Tasks

Return

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

ID: 1124047 - Sequence: 2616864)

Building: Office A Demo  
Building Code: Demo-02  
Location: Reception  
Task Type: BREAKDOWN  
Logged: 2023-03-06T09:26:00Z  
Status: ACTIVE

Event: Comments

Add Notes/Information

Contacted Supplier Demo A

View summary of submitted and completed tasks, as well as updates via task events such as attendance, materials, revisit required etc.