assura

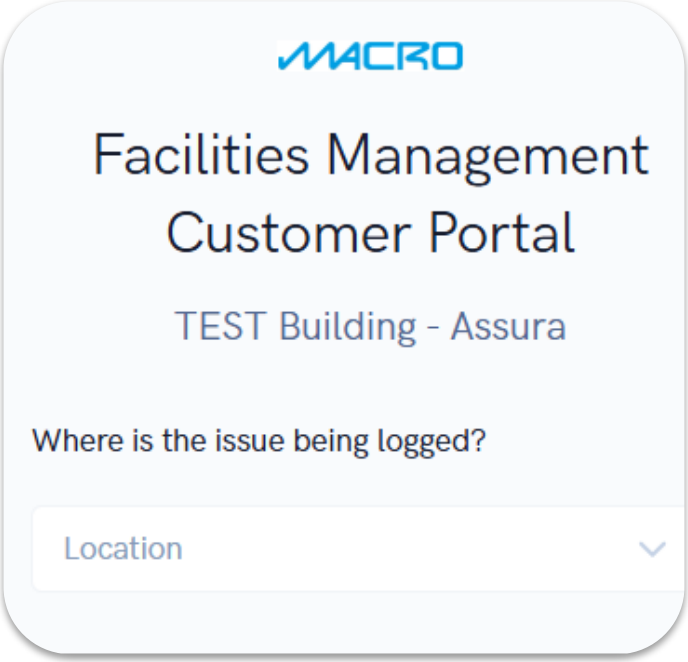
MACRO

Facilities management customer portal

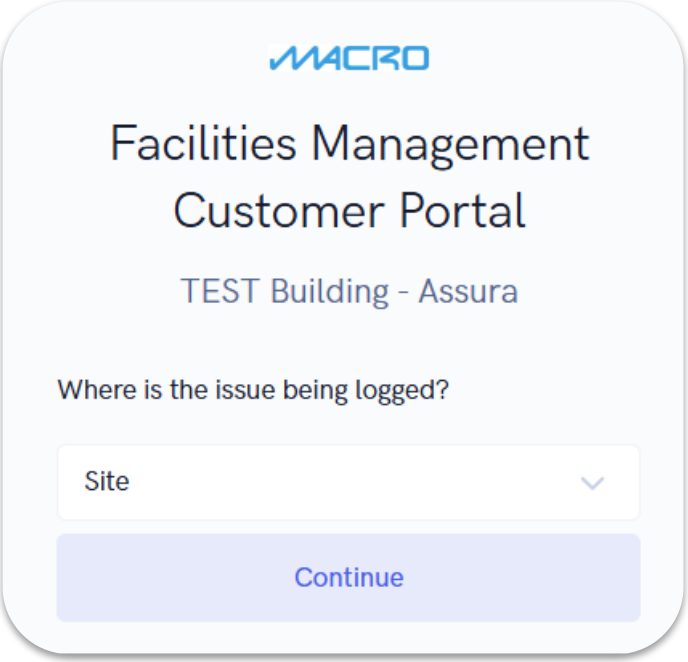
How to log a task

Logging a new task – initial steps

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

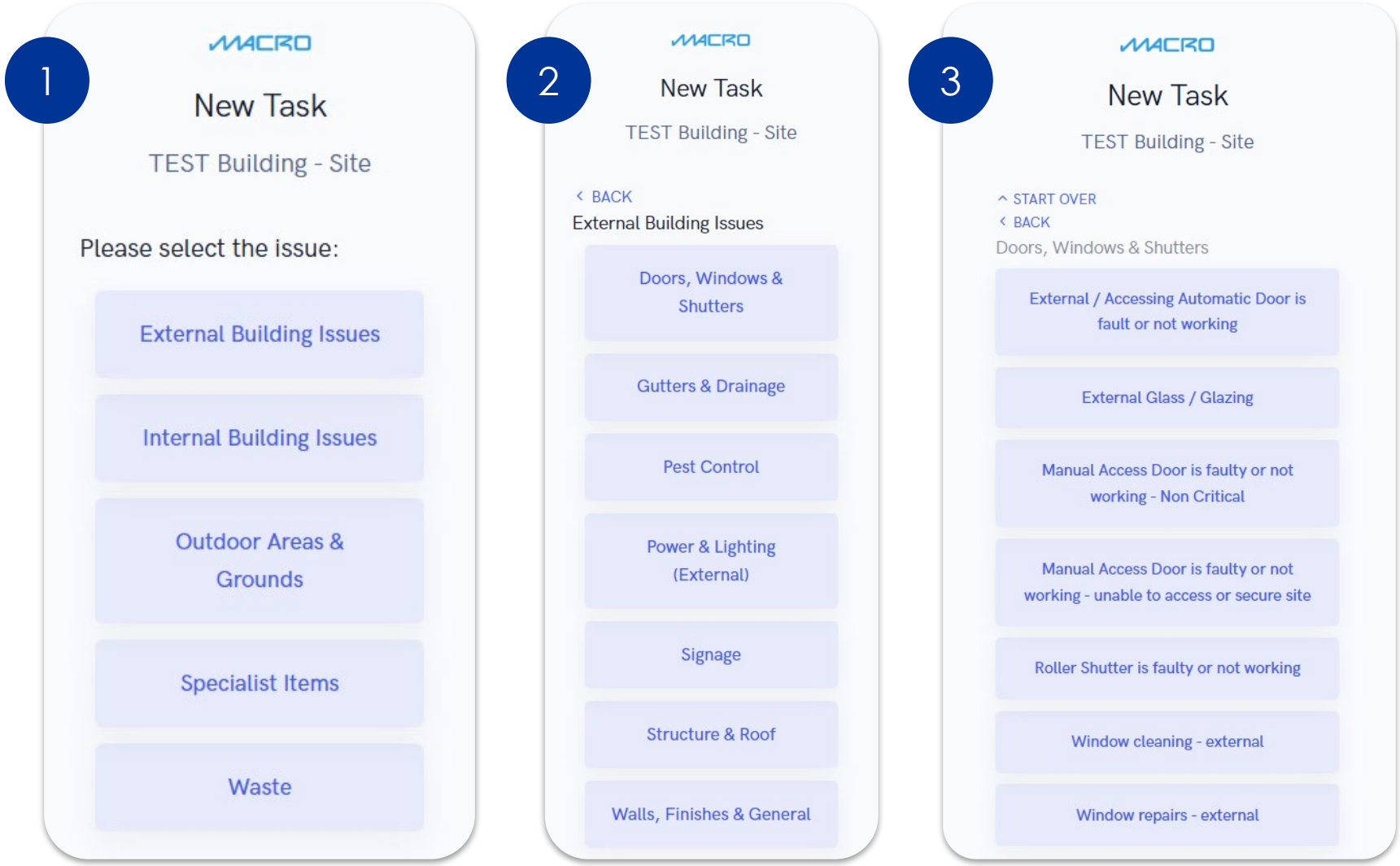


Select your site from the drop-down list, either by site name or postcode.



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

Logging a new task – triage

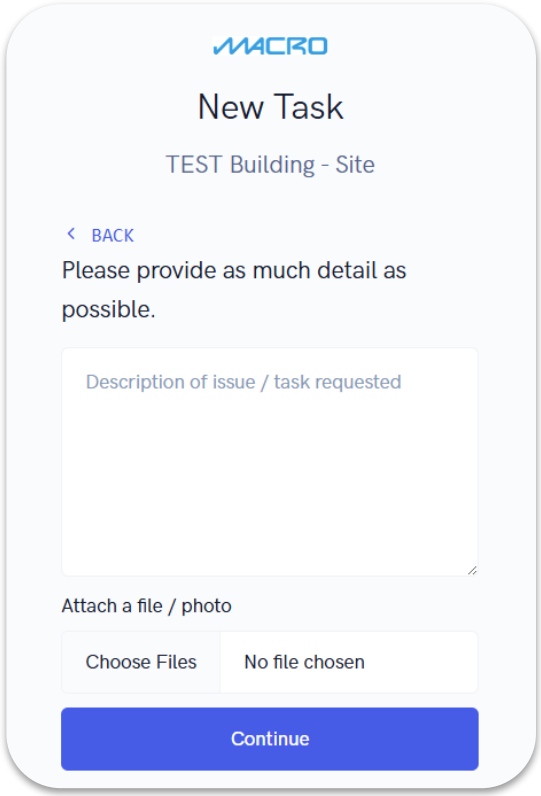


1. Select the issue the task relates to

2. Select the area the task relates to

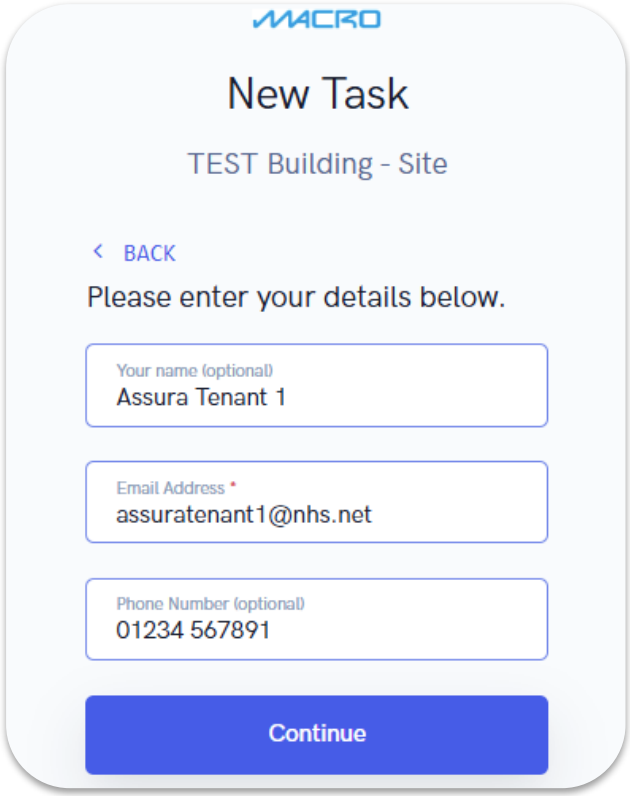
3. Select the issue the task relates to

Logging a new task – final steps



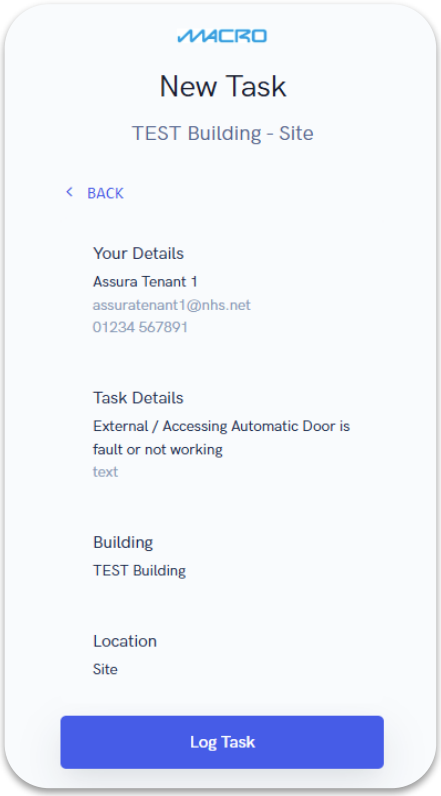
Provide as much detail as possible.

You can upload photos from your PC or your phone.

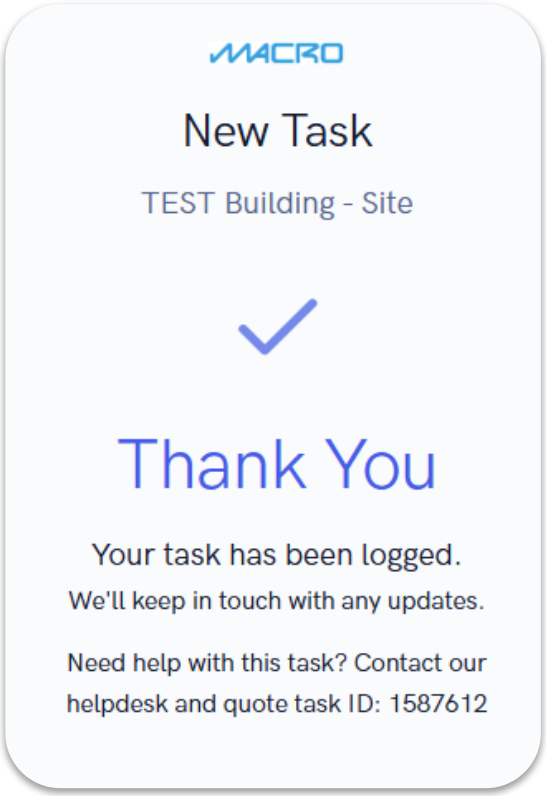


Provide contact details for confirmation and updates.

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



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

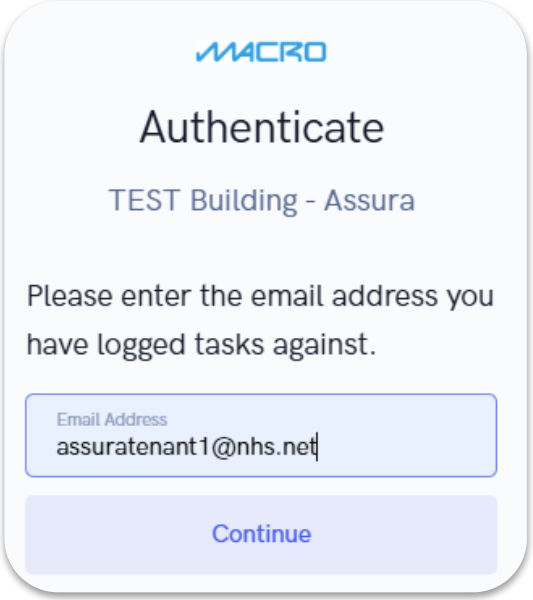


Confirmation of the logged request with unique Task ID reference.

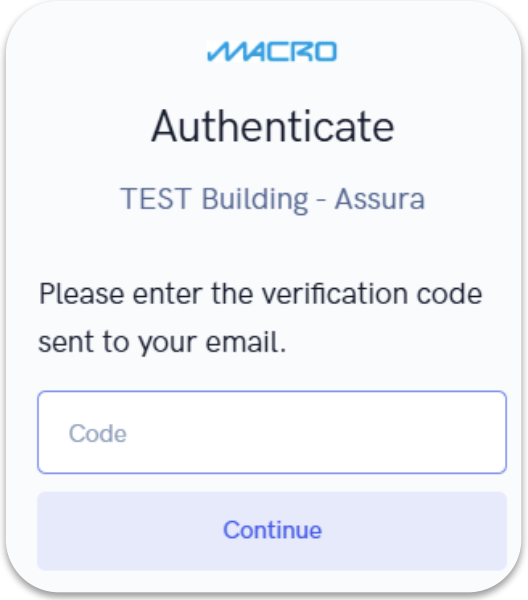
You can use this ID to track progress, the process of this is on the next page.

Viewing an existing task

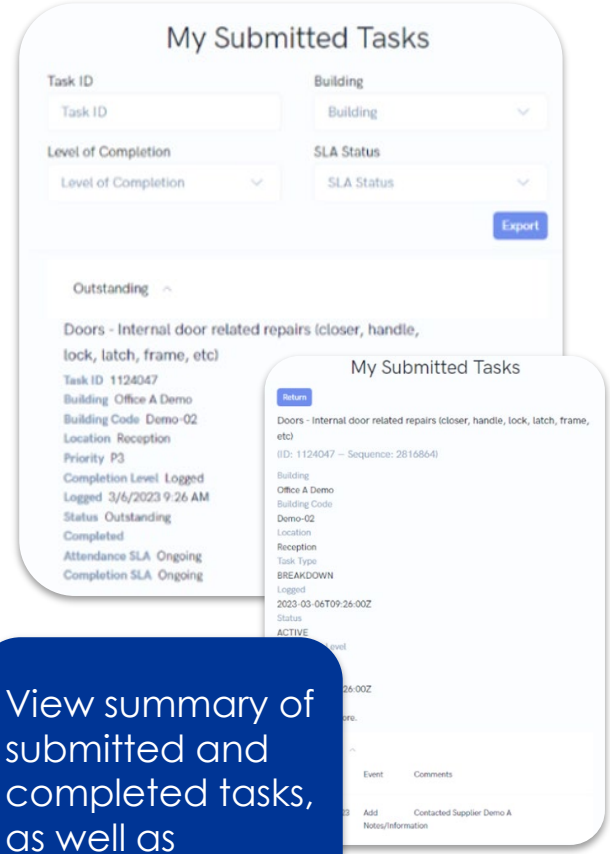
Log into the portal and select "View existing tasks" from the two options.



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



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



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