



CUSTOMER USER GUIDE



Property Services

Creating a Facilities Management Job

LET'S GET STARTED

If you have an account: Log in



connect.property.nhs.uk

If you don't have an account: Request access

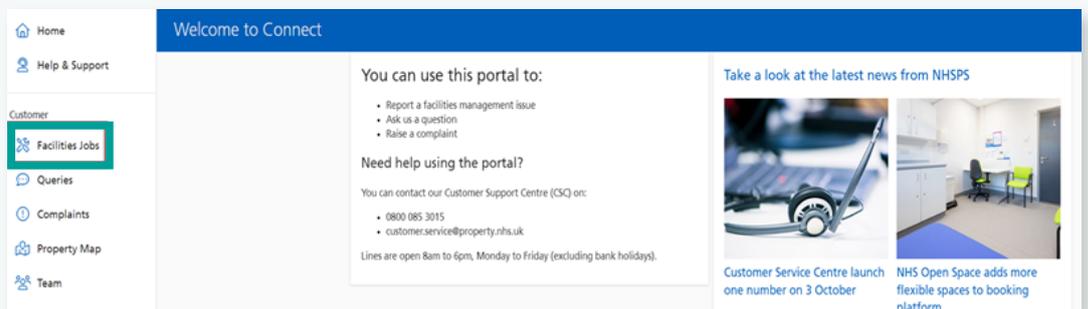


Email: customer.service@property.nhs.uk

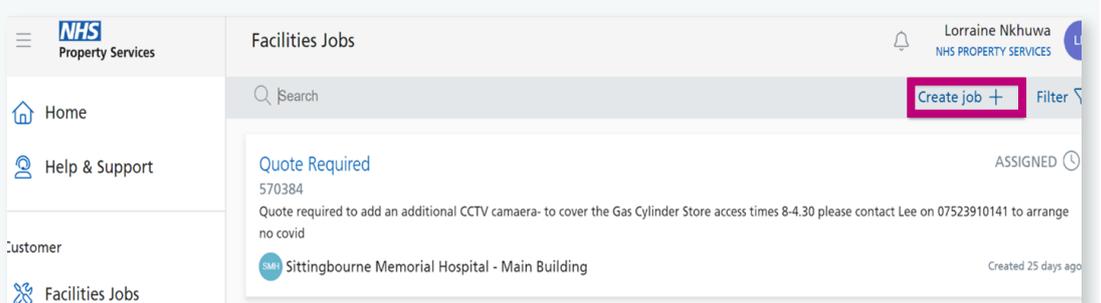
Call: **0808 196 2045**

CREATE A FACILITIES MANAGEMENT JOB

1. Click on **'Facilities Jobs'** on the homepage. A new page will open.



2. Click **'Create Job'** on the top right. Make sure you check the job dashboard before you create a new job to avoid duplication.



CREATE A FACILITIES MANAGEMENT JOB

3. Read the message on this page and click **'Continue'**.

4. Click on **'Select a property'** to search for the property with the facilities management issue. Selecting a property is mandatory.

5. Type the **property name** in the search box, e.g., 'Barking Community Centre' and **select the property**.

6. Select **'Yes'** or **'No'** regarding whether the property is used to treat coronavirus (COVID-19) cases or is affected by the virus.

7. Select the **type of problem** from the drop-down list e.g. Electrical Issue.

CREATE A FACILITIES MANAGEMENT JOB

8. Describe the **problem** in as much detail as possible so we can send the right person to fix the issue.

Problem

Type of problem? *
Electrical Issue

Describe the problem *
Main electric switch in the laundry room is not working, please rectify.

Please provide as much detail as possible

9. Under '**Location & access**' let us know where the issue is in the building, what times the building can be accessed from and what times we can access the reported area.

Location & access

What is the location? e.g. room number, floor, department *
Ground floor, laundry room, west wing

What are your building access times? *
06:00am to 20:00pm

What times can we access the reported area? *
08:00am

10. Provide your **contact details**.

What are your building access times? *
06:00am to 20:00pm

What times can we access the reported area? *
08:00 am

Contact details

Name *	Phone *	Location *	
Lorraine Nkhuwa	07953647688	10 South Colonnade	

11. If you're logging on behalf of someone or you will not be available, **you can add alternative contact details by clicking on the plus sign (+)**. Another 'contact details' line will appear.

Contact details

Name *	Phone *	Location *		
Lorraine Nkhuwa	07953647688	10 South Colonnade		
Name *	Phone *	Location *		

12. Once you've completed the line, click '**Submit**'.

Contact details

Name *	Phone *	Location *		
Lorraine Nkhuwa	07953647688	10 South Colonnade		
Name *	Phone *	Location *		
Mark Davies	07784623155	10 South Colonnade		

Submit

CREATE A FACILITIES MANAGEMENT JOB

13. Two messages will appear: **'Job created successfully'** and **'New job submitted'** to confirm the job has been submitted. Once the job has been assigned the correct priority by a member of our team, you will see the job reference number in Connect and receive an email confirmation.

The screenshot displays the 'Job Created' notification area in the Connect system. At the top right, the user's name 'Lorraine Nkhuwa' and 'NHS PROPERTY SERVICES' are visible, along with a notification bell icon and a profile icon with the initials 'LN'. The main message reads 'Job created successfully' with a teal arrow pointing to it. Below this, a thank-you message states: 'Thank you for reporting a maintenance issue. Our FM Helpdesk will now process the job and assign it to a member of our maintenance team. In your dashboard the job will show as 'Customer Portal Request' then a new title will appear once our team have assigned the job to a member of our maintenance team. If you wish to enquire as to the status of your job, you can check your **job dashboard**.' Below the message are two links: 'Create another job' and 'View jobs list'. A second teal arrow points to the 'New job submitted' message in a white box, which contains the text: 'Thank you for submitting this job. Your job is currently being triaged and may take up to 24 hours to appear on the dashboard.' A 'Close' button is located at the bottom right of this box.

For more information about Connect, visit www.property.nhs.uk/connect or contact our Customer Service Centre on customer.service@property.nhs.uk or 0808 196 2045.