



USER GUIDE

Viewing Compliance Documents in Connect

Introduction

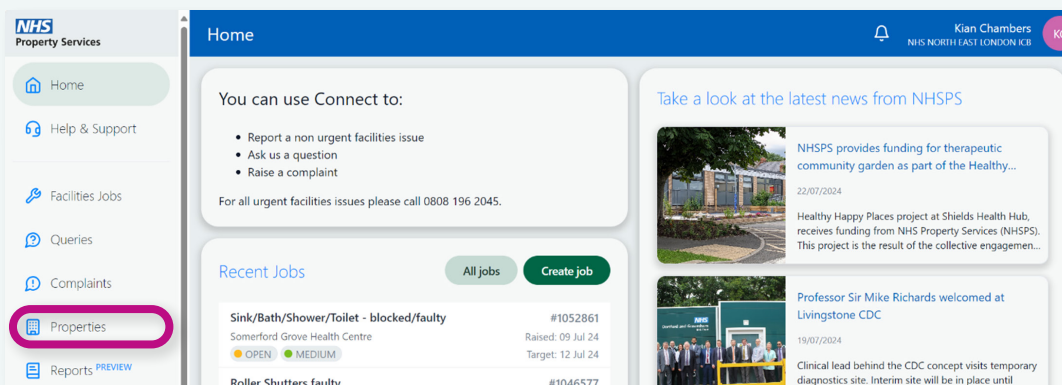
Connect is your new online portal to interact with NHS Property Services (NHSPS). Connect has been built with the 'Customer at the Heart' of the design, so you'll be able to use it as your one-stop-shop to log all non-urgent facilities management (FM) jobs, queries and complaints.

We've also added the latest Compliance documents on Connect, allowing you to download or request compliance certificates from Connect for the properties that you're responsible for, or occupy.

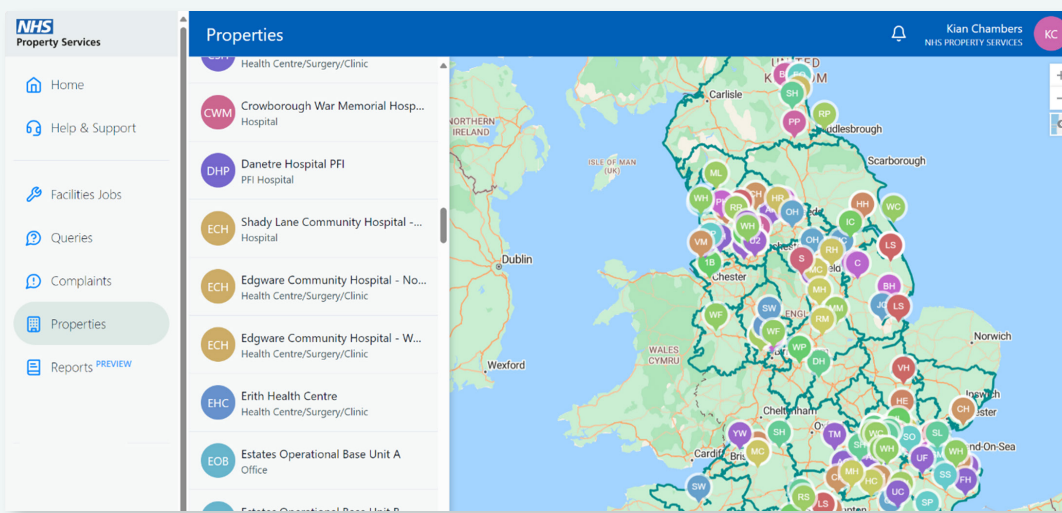
This information is available at the touch of a button, and available whenever you need it at any time of day or night saving you time, making your life easier by giving you one less thing to do.

LET'S GET STARTED

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

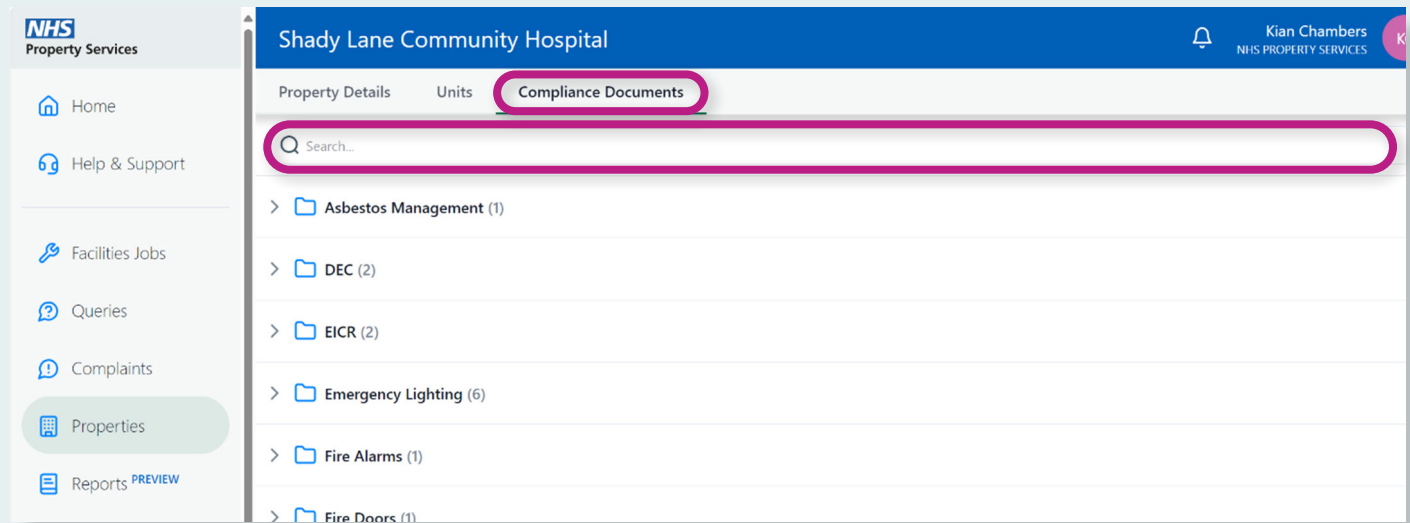


2. To view a property, click on the **Property name** on the left side of the screen or click on the property icon on the map.



VIEWING COMPLIANCE DOCUMENTS IN CONNECT

3. Click on '**Compliance**' to view the available compliance certificates. The certificates are listed in their categories and will show the number of certificates available for that category. To make it easier to find your chosen compliance certificate, use the search bar. Type in the first few letters of document's name and it will help you find the certificate you're looking for.



4. Click on the certificate category you want to view to see all the certificates in that category. The document number will be displayed which consists of the following:

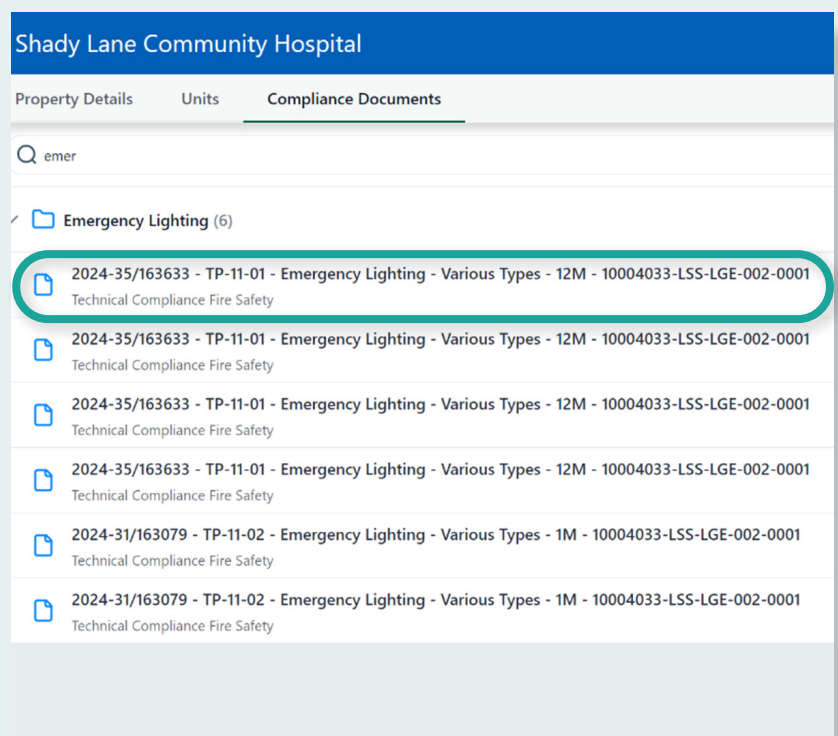
2023: Calendar year in which the Work Order was released into the system.

35: The week number in which the Work Order was released into the system.

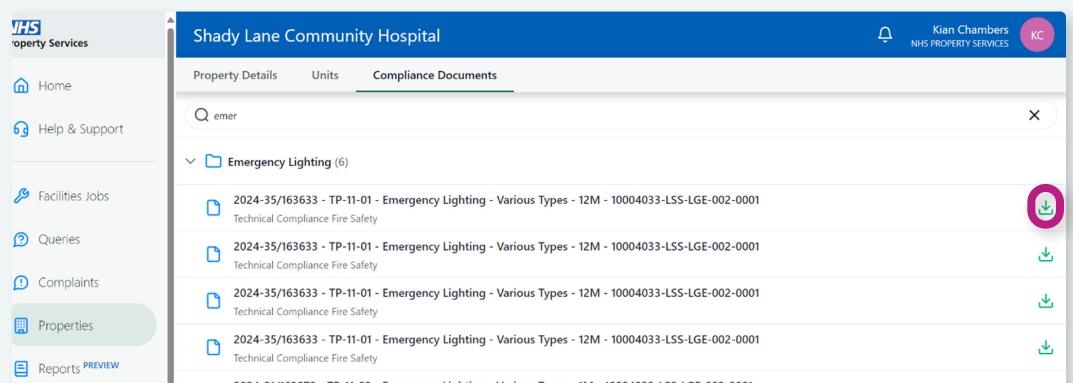
178488: The PPM series ID from which the Work Order was released.

Technical Compliance Fire Safety:

The Class of the document as categorised by NHSPS Emergency Lighting: The Sub-class of the document as categorised by NHSPS

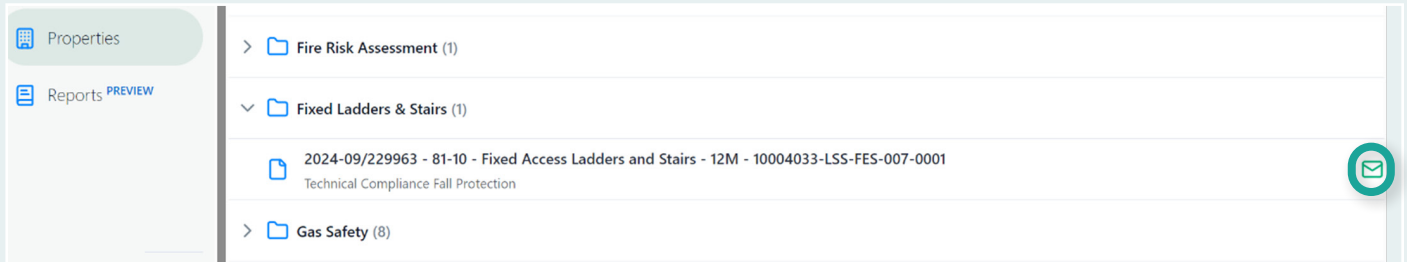


5. Click on the **download icon** on the right of the screen to download your chosen certificate.

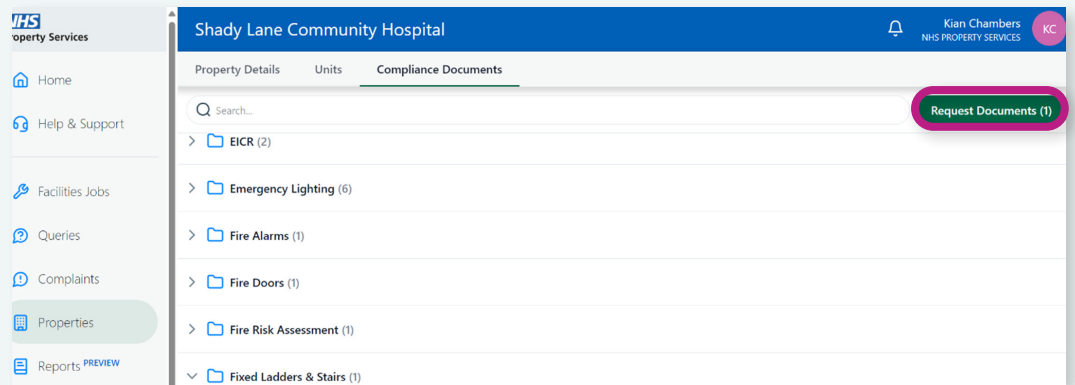


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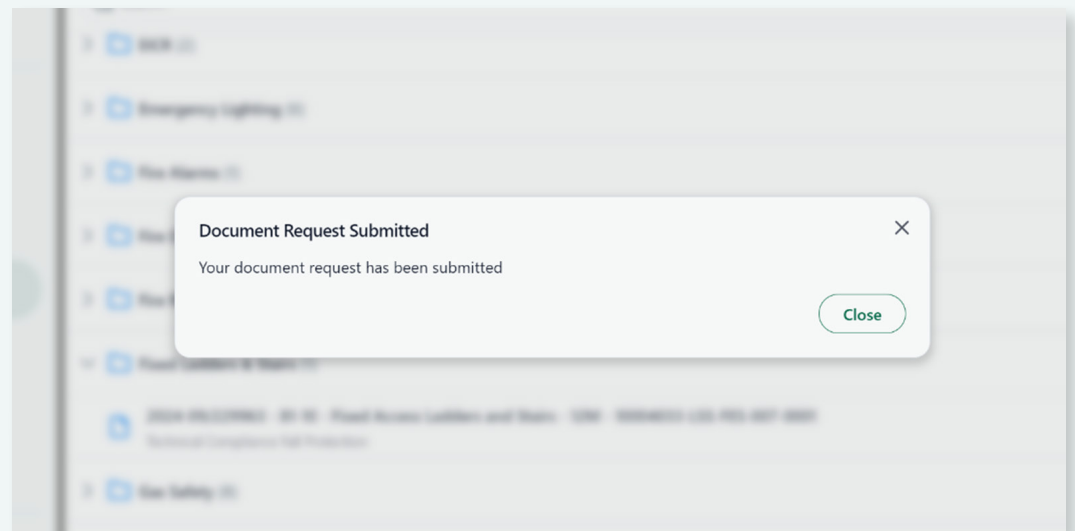
6. If the certificate you require is not included in the list of downloadable certificates on the table on page one of this guide, you can still request them be sent to you on Connect. Find the certificate you wish to be sent to you and click on the **envelope** icon on the right-hand side. You can select as many certificates as you need.



7. A tick will appear to confirm the certificate has been selected. Once you have selected all the certificates you wish to be sent to you, click on **'Request Documents'** on the top left of the screen.



8. Your request has now been submitted. Our Customer Service team will pick up your request and send your requested certificates to you as soon as possible. You can also view your request in the **'Queries'** section on Connect.



- *Certificates shown, are based on work order number. As work orders are set up by asset, it is possible that the same certificate will appear more than once. In these instances, the document will contain the details for more than one asset e.g. gas certificates.*
- *On completing a work order, engineers photograph each page of a certificate and upload it to the work order. It is therefore possible that several documents with the same work order details will appear e.g. Emergency Lighting, TMVs.*