



COLLEAGUE USER GUIDE



Property Services

Creating a facilities management job on behalf of a customer

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

Non-urgent facilities management issues

Non-urgent facilities management issues include a light not working, requesting a whiteboard to be fitted or general gardening.

Emergency or urgent facilities management issues that are impacting the delivery of patient care, should be reported via our **Customer Service Centre** on **0808 196 2045** so we can resolve the issue more quickly.

Queries

Queries cover all questions you have for NHSPS, including asking for an explanation of charges, information about a property or a copy of a document. Queries should not be used to create facilities management jobs. They will need to be created using the **Facilities Management** function on Connect.

Complaints

Raising a complaint means letting us know about anything you are not happy about relating to NHSPS so that we can work to resolve it and drive continuous improvement. These include making a complaint about your billing, the condition of a property or conduct of colleagues.

By using Connect, you will be able to **track the status of your jobs, queries and complaints, 24/7**.

LET'S GET STARTED

If you have an account: Log in



connect.property.nhs.uk

If you don't have an account: Request access

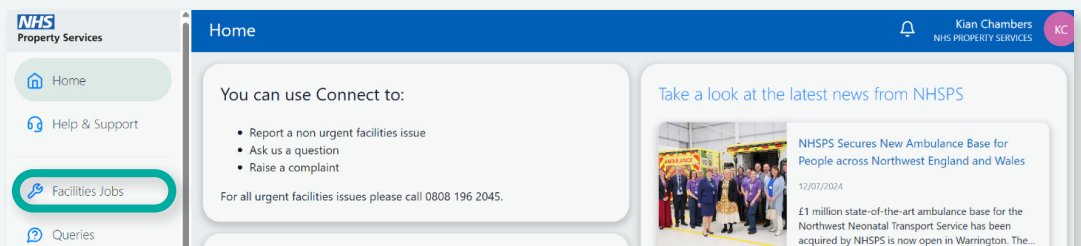


Email: customer.service@property.nhs.uk

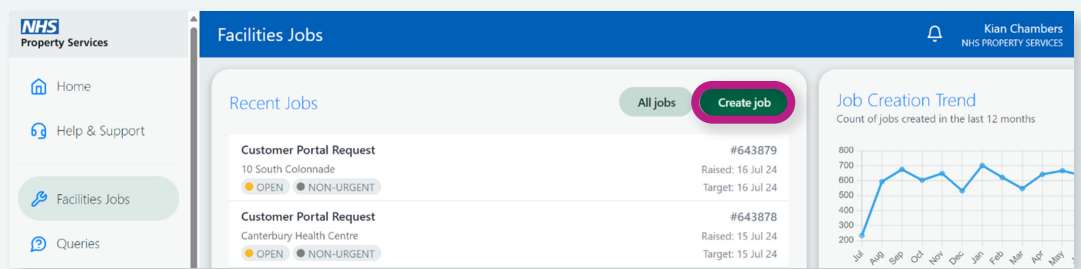
Call: **0808 196 2045**

CREATE A FACILITIES MANAGEMENT JOB ON BEHALF OF A CUSTOMER

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



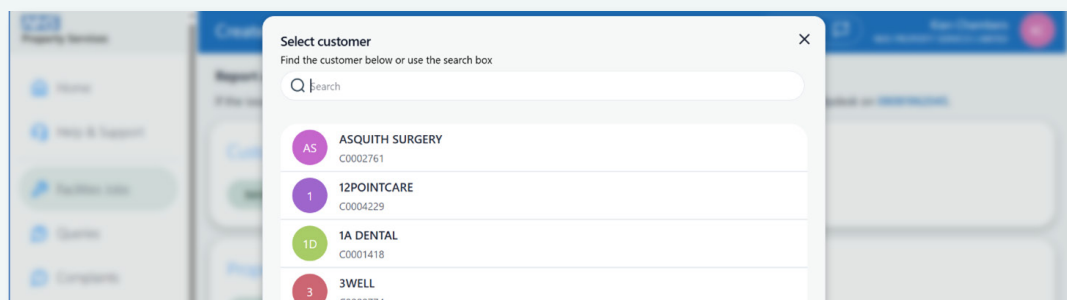
2. Click on 'Create Job' to create a new facilities job. (Make sure you check the job history before you create a new job to avoid duplication).



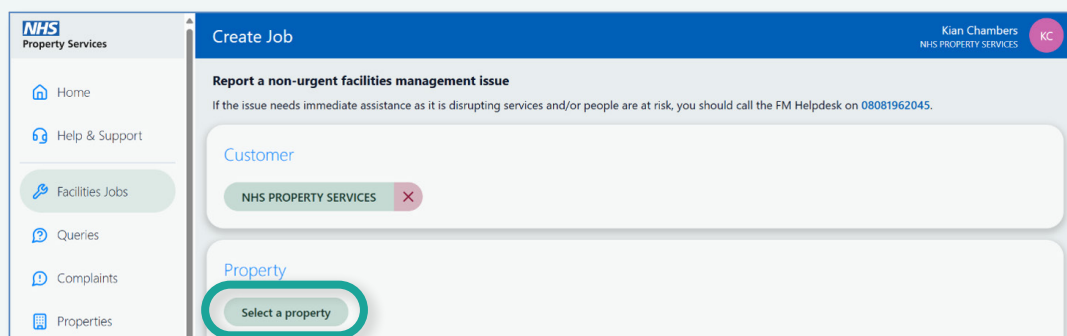
3. The create job form will be displayed; Colleagues are assigned to all customers so the customer they see is the latest customer they selected to view. If you want to log the job on behalf of a different customer, **click on the current customer name**.

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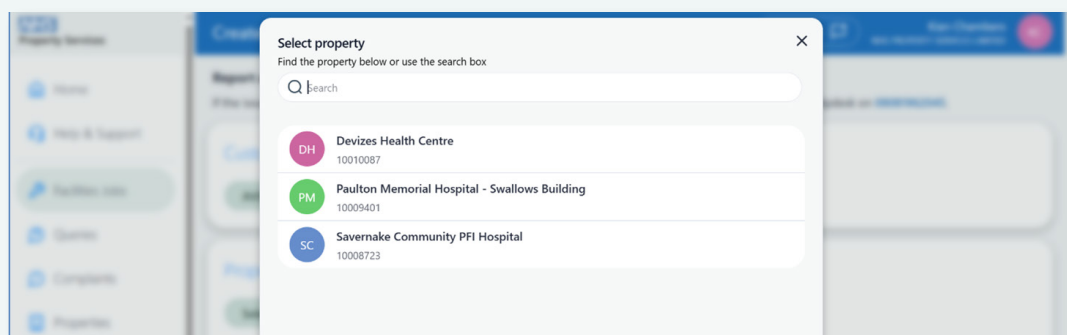
4. A list of all our customer will be displayed, use the search bar or scroll through the list to **select the customer you wish to log a job for**.



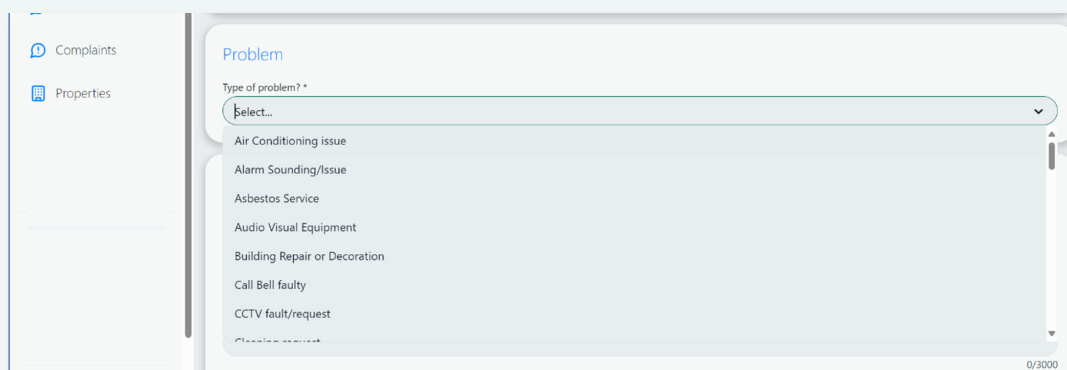
5. Click on **'Select a property'** to search through all the properties that are attached to this customer.



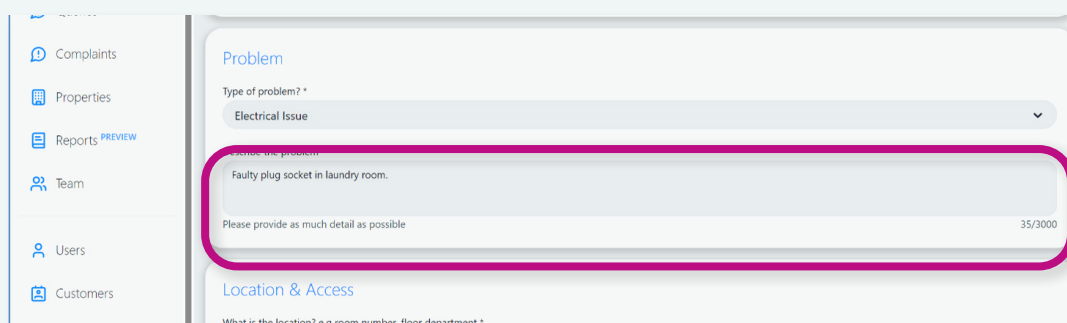
6. Select the **property** from the list.



7. Select the **type of problem** from the drop-down by typing the job in the search box or by **scrolling through the list of jobs**.



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



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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.

The screenshot shows the 'Location & Access' form. On the left is a sidebar with 'Properties' selected. The main form has three sections: 'What is the location? e.g room number, floor department *' with the input 'Laundry room, first floor'; 'What are your building access times? *' with the input '09:00 - 17:00'; and 'What times can we access the reported area? *' with the input '09:00 - 17:00'. Each input field has a character count (25/3000, 13/3000, and 13/3000 respectively).

10. Your name will automatically be displayed as the person raising the job. **Underneath you can provide your contact details.**

The screenshot shows the 'Contact Details' form. On the left is a sidebar with 'Reports PREVIEW' selected. The main form has a section 'Raise on behalf of:' with a dropdown menu showing 'Kian Chambers'. Below this are three input fields: 'Name *' (Kian Chambers), 'Phone *', and 'Location *'. An 'Add' button is in the top right corner.

11. If there are multiple users that you would like to raise the job against, click on **'Add'** to create a new contact line. Input their name, phone number and location. You can add as many users as you need.

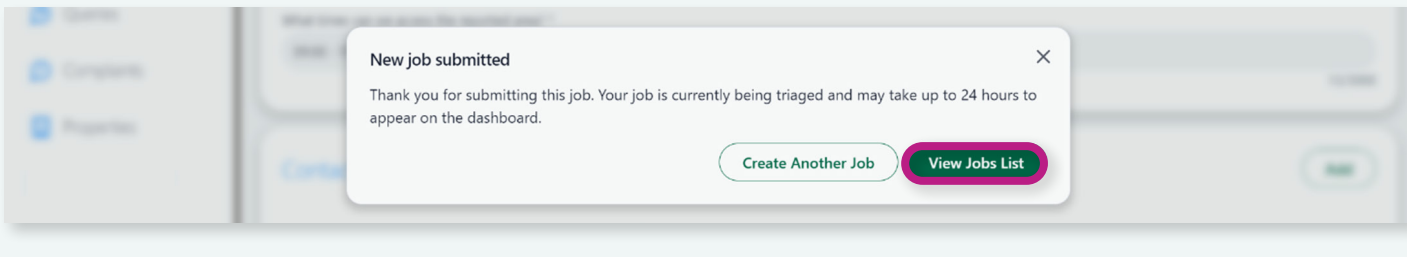
The screenshot shows the 'Contact Details' form with multiple users added. The sidebar on the left has 'Queries' selected. The main form shows 'Raise on behalf of:' with a dropdown menu showing 'David Decent' and a red 'X' icon. Below this is a message: 'You are raising this job on behalf of another user'. There are two input fields for Name, Phone, and Location. The first field has 'David Decent', '0788888887', and '10 South Colenade'. The second field has 'Dr N Riviera', '0788888888', and '10 South Colenade'. An 'Add' button is in the top right corner. A 'Submit' button is in the bottom right corner.

12. Click on **'Submit'** to create the job.

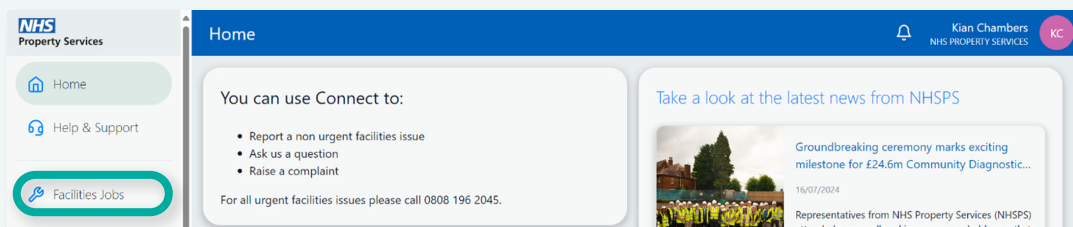
The screenshot shows the 'Contact Details' form with the 'Submit' button highlighted in red. The sidebar on the left has 'Reports PREVIEW' selected. The main form shows 'Raise on behalf of:' with a dropdown menu showing 'David Decent' and a red 'X' icon. Below this is a message: 'You are raising this job on behalf of another user'. There are two input fields for Name, Phone, and Location. The first field has 'David Decent', '0788888887', and '10 South Colenade'. The second field has 'Dr N Riviera', '0788888888', and '10 South Colenade'. An 'Add' button is in the top right corner. A 'Submit' button is in the bottom right corner.

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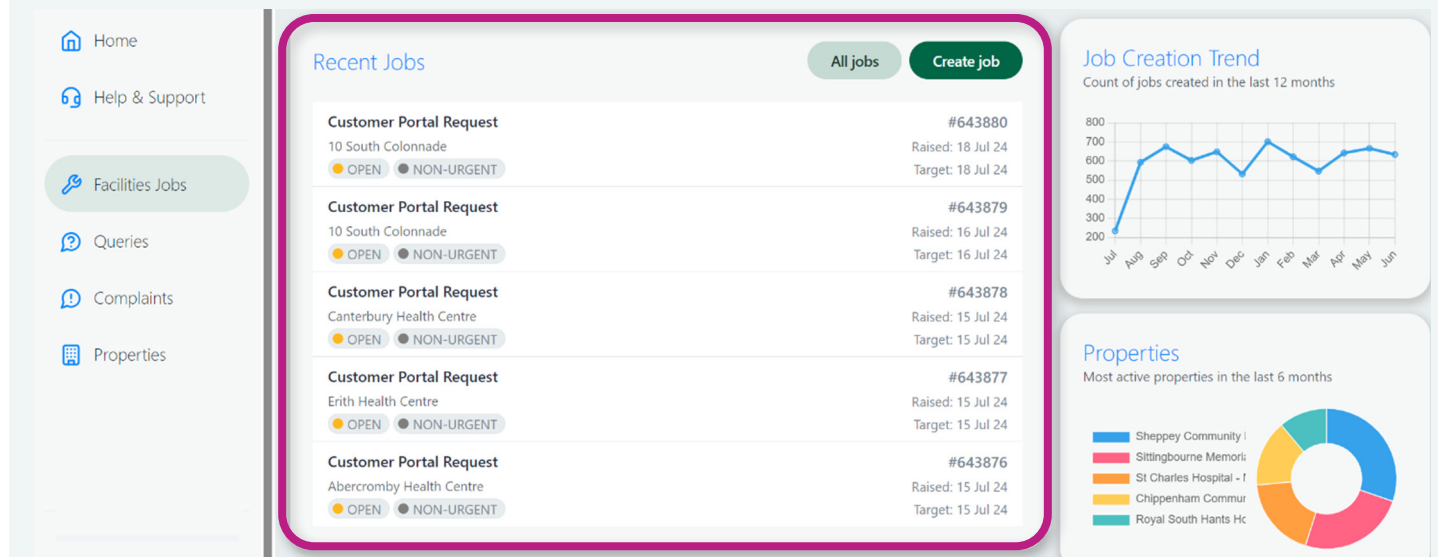
13. You can click **'View Jobs List'** view this job or others that you have created. Or you can click on **'Create Another Job'**, to raise another facilities management job.



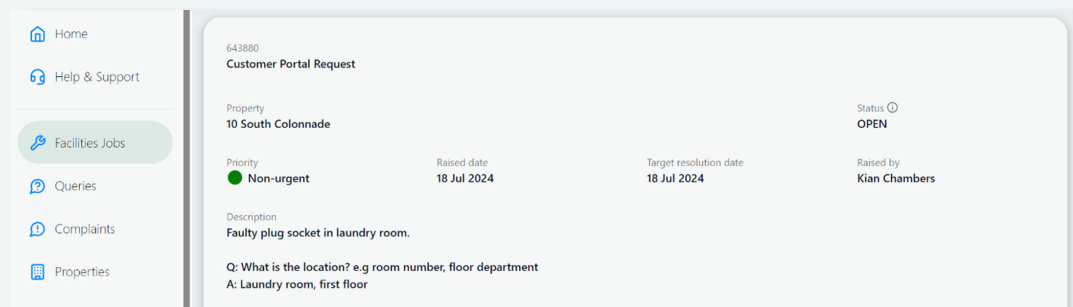
14. To view your current and historic jobs, click on **'Facilities Jobs'**.



15. A list of your most recent jobs will be displayed. Each will give you the status of the job, the type of job, the job number, the date it was raised and the target completion date. **Click on any job** to get more information

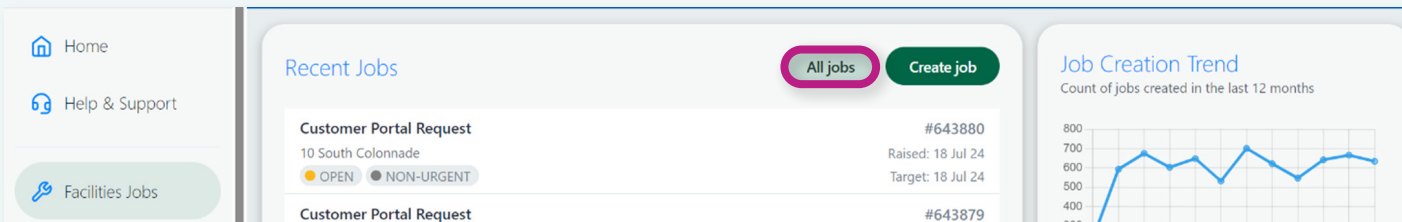


16. A **detailed view of the job** will be displayed, including all the information you gave when you raised the job.

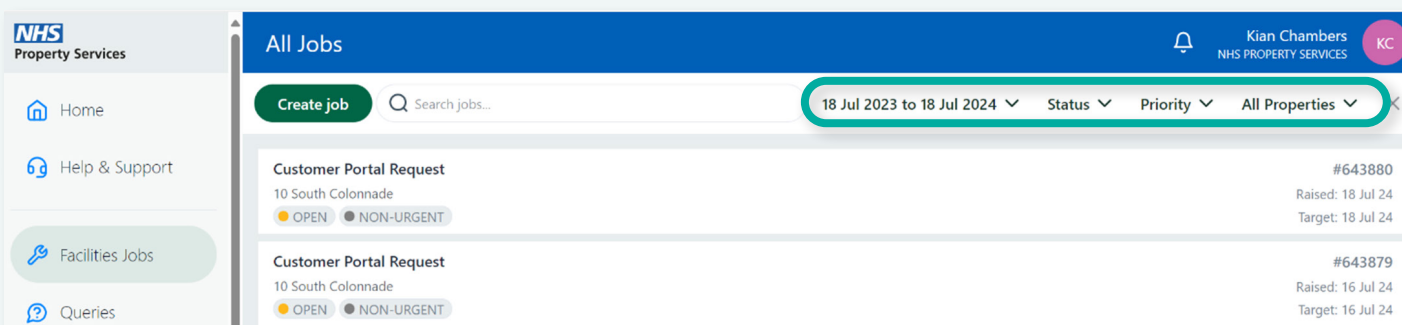


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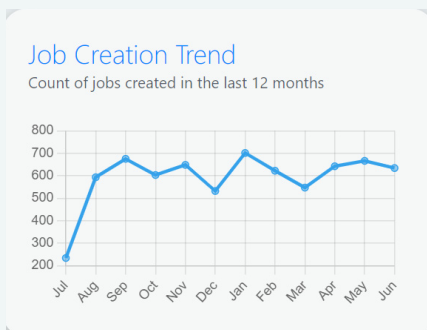
17. If the job you are looking for is not displayed amount the most recent, click on **'All Jobs'** to view all the jobs that you have raised.



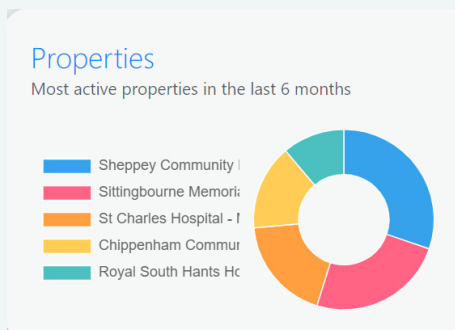
18. All your current and historic jobs will be displayed. **Scroll down to find the job you are looking for.** You can also **use the filters** at the top of the screen to help find your chosen job. You can filter by date, status, priority or property



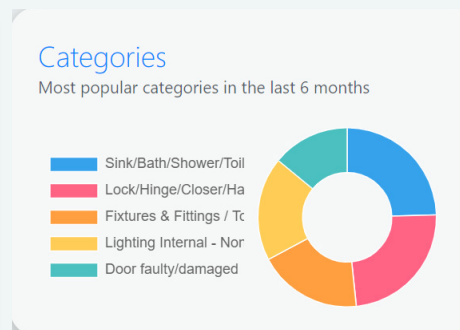
19. You will be able to view three different graphs and charts that relate to your jobs.



'Job Creation Trend' will show a count of all jobs you have created in the last 12 months.



'Properties' will show your most active properties in the last 6 months.



'Categories' will show your most popular categories in the last 6 months.