

Corrigo – Quick Reference Guide

Corrigo is the Help Desk Facilities Management Portal managed by SSP’s partner in service delivery, Jones Lang LaSalle (JLL).

This reference is designed to help you get up and running to log your work order requests quickly and efficiently online on your desktop or mobile.

First time registration

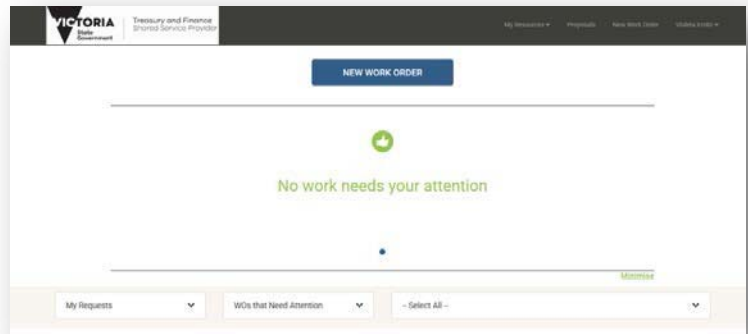
- Click on New User? Sign Up Now to start the registration process.
- Follow the steps to register for access to Corrigo.

Create a new work order

- To raise a work order click New Work Order.
- Use the dropdown lists to fill out the work order form, providing as much details as possible about the issue.
- Click the blue arrow to continue.
- Review the work order details and add a photo of the issue if required.
- Click the red tick to submit the work order.

View work order status

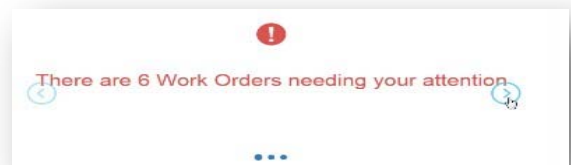
- To view the progress of your work order, select either **My Requests** or **Created by me** from the home screen.
- You can view all work orders that require your attention, open work orders, open emergencies, completed work orders or search for all work orders.
- Click on the blue work order link to view the current status of your work order.



All		Open WOs		OUT OF SCOPE (ANY STREET, ANY CITY, NY)							
ACTION	STATUS	WO#	CREATED ON	CONTACT	PROPERTY	LOCATION	DESCRIPTION	ASSIGNED TO	DUE DATE	COMPLETED DATE	
	New	00050001	7/11	Julie Venturini	Out of Scope	Out of Scope	Air Conditioning and Heating: Too Hot: add descriptive notes here		17/11		

Verify work orders

- Once your work order has been completed, you will receive an email notification asking you to provide optional feedback on the quality of the work.
- The verification process can be completed:
 - by responding back to the verification email;
 - notification by typing one of the options listed below, or by logging into the Help Desk; and
 - Facilities Management Portal and clicking on the scrolling informational panel on the home screen.



.../2

- Select between four options :
 - Not completed (which automatically re- opens the work order);
 - Positive;
 - Negative; or
 - Neutral.
- Add any additional comments and click OK to complete your verification

Raising a complaint about Facility Management services and work requests

If you are not satisfied with the standard of Facility management services or you have an issue with a work request, you can raise a formal complaint by following this process:

- Create a new work order, select the property and location.
- Under the "**What can we help you with**" drop-down list select "**Complaints**".
- Provide the details of your complaint on the form that appears and submit the work order.

Place your work order

If your work order relates to an EMERGENCY, please call the Shared Service Provider Helpdesk on 1800 742 733 (1800 SHARED)

Property

Where is the Location of this Work?

What can we help you with?

Give us a little more detail.

Provide a detailed description of your request/issue - Compulsory Field

Raising complaints about all other SSP services

Please lodge all complaints and feedback about SSP Car Pools, SSP Library Services (VGLS), Real Estate and Projects and/or any general complaints or feedback via the SSP website at: www.ssp.vic.gov.au/contact-us.

Access the Corrigo Mobile App

- To access the Corrigo mobile app, complete the self-registration on your computer's web browser.
- You can then download the Corrigo Incorporated app for free from the Google Play Store or the Apple APP Store and log in using the same user name and password and entering the company name as JLL VIC- GOVT-AU.



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Further questions or assistance

Please contact the SSP Help Desk on 1800 SHARED (1800 742 733) for further assistance with using Corrigo.

