

Corrigo user guide

1800 Shared

<https://jll-vic-govt-au.corrigo.com/Customer>

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Treasury and Finance
Shared Service Provider

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About customer portal- Corrigo



Corrigo is an industry-leading technology platform providing an end-to-end facilities management solution from work order creation through invoicing.



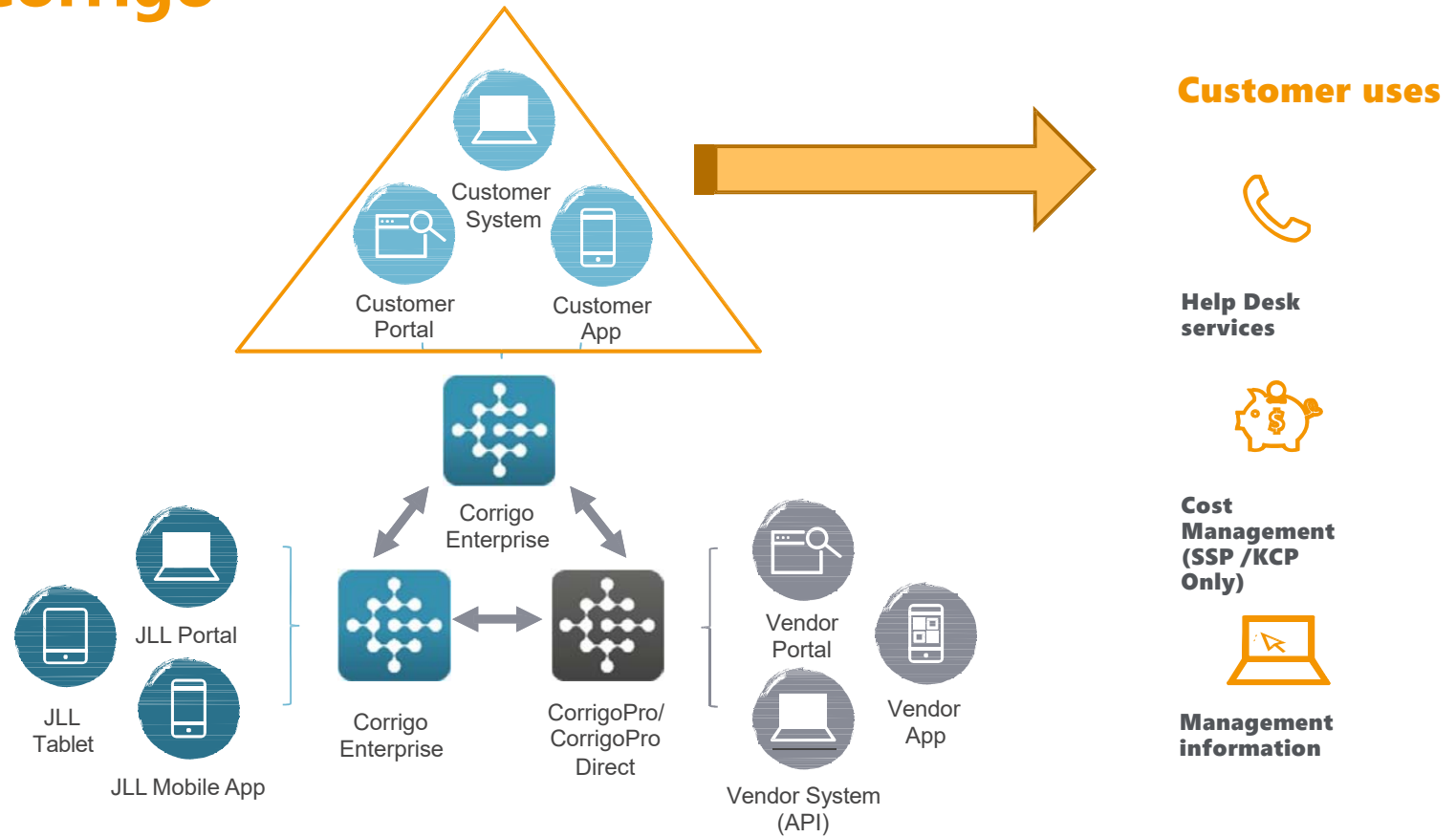
Corrigo Enterprise is the core platform used to manage work requests. Includes a service request portal, work order routing and management, self-perform technician management, and financial tools for materials and 3rd party supplier payment.



CorrigoPro is a suite of tools specifically developed for Service Providers. Includes features for managing inbound work, a mobile platform for technicians, access for subcontractors, and invoicing.




About Corrigo



Getting started – Self registration

Welcome
Customer Service Request Centre

 Treasury and Finance
Shared Service Provider

User Name (Use Your Email Address)

Password

Remember Me

SIGN IN

[Forgot User Name/Password?](#)

[New User? Sign Up Now](#)

Click New user Sign up now link to register

Getting started – Self registration

Welcome
Customer Service Request Centre

Sign Up

To sign up, you will need to enter your email (without the domain) and choose the domain from the drop down. Example would be to enter 'john.smith'

Email:

- 1) Enter your email details (john.smith)
- 2) Select your domain from the drop down box

CONTINUE

- 3) Click Continue button

Welcome
Customer Service Request Centre

Sign Up

Email Sent

We have sent an email containing further instructions.

Getting started – Self registration



psc.corp@ap.jll.com

Johnson, Renea

[EXTERNAL] Sign Up Instructions

A request has been made to register this email address. However this email address is already registered. If you did not make this request then you can simply ignore this email.

[If you have forgotten your password then you can reset it by clicking here.](#) This link will expire in 60 minutes.

Your support team.

Your support team.

You will receive a sign up email within few minutes of registering.

4) Click the hyperlink to complete your registration.

6

Getting started- Self-registration

The screenshot shows a web form titled "Enter Your New Password" with a "SAVE" button. Below the title are two instructional messages: "Enter your new password and press Save." and "Your password must be at least 4 characters long and contain no blanks." There are two input fields: "Password" and "Confirm New Password".

5. Enter a new password, and click 'Save'. It must be at least four characters long with no blanks.

You will be redirected to the home page and you are good to go.

The screenshot shows a login page titled "Welcome Customer Service Request Centre". It features the Victoria State Government logo and a "SIGN IN" button. There are two input fields: "User Name (Use Your Email Address)" and "Password". Below the password field is a "Remember Me" checkbox. At the bottom, there are links for "Forgot User Name/Password?" and "New User? Sign Up Now".

Using Corrigo-preferences

VICTORIA State Government | Treasury and Finance Shared Service Provider

My Resources ▾ Proposals New Work Order Test Property ▾

NEW WORK ORDER

Preferences Password

Preferences

First Name:

Last Name:

Phone Number:

Mobile Phone:

Alt Phone:

Home Phone:

Fax:

Email Address:

Email Address #2:

Email Address #3:

You can change / add / remove your contact details by clicking the Preferences link under your name.

You can add more than one email address if you and your team requires work order notification to go to a general email address for the team.

Using Corrigo – How to raise a request

NEW WORK ORDER

No work needs your attention

Step 1: To create a new work order press "New Work Order"

If your work relates to a Critical or Urgent request, DO NOT log a job

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

Step 2: Use the drop down box to select the property or you can start typing the property location

Property
Select...

Provide a detailed description of your request/issue.

Using Corrigo – How to raise a request

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

Property
Test Property (1 Macarthur St, Melbourne, VIC, AU)

Location
1 Macarthur St

What can we help you with?
Building/Structure Repair & Maintenance

Common Problems/Issues
Select...

Step 3: Now select where the issue is from the drop down box

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

Property
Test Property (1 Macarthur St, Melbourne, VIC, AU)

Location
1 Macarthur St

What can we help you with?
Building/Structure Repair & Maintenance

Common Problems/Issues
Carpentry/Handyman Services

Give us a little more detail.
Select...

Step 4: Select what the issue is from drop down box



Using Corrigo – How to raise a request

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

Property
Test Property (1 Macarthur St, Melbourne, VIC, AU)

Location
1 Macarthur St

What can we help you with?
Building/Structure Repair & Maintenance

Common Problems/Issues
Carpentry/Handyman Services

Give us a little more detail.
Repair/Maintenance

Provide a detailed description of your request/issue.

Step 5: Now select what the issue is from the drop down box

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

Property
Test Property (1 Macarthur St, Melbourne, VIC, AU)

Location
1 Macarthur St

What can we help you with?
Building/Structure Repair & Maintenance

Common Problems/Issues
Carpentry/Handyman Services

Give us a little more detail.
Repair/Maintenance

Provide a detailed description of your request/issue.
add descriptive notes here

Step 6: Give us a little more detail by selecting an item from the drop down box

Using Corrigo – How to raise a request

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

Property
Test Property (1 Macarthur St, Melbourne, VIC, AU)

Location
1 Macarthur St.

What can we help you with?
Building/Structure Repair & Maintenance

Common Problems/Issues
Carpentry/Handyman Services

Give us a little more detail.
Repair/Maintenance

Provide a detailed description of your request/issue.
add descriptive notes here

Step 7: After you have added a detailed description press the "Next" arrow.



Step 8: Review the work order details, click the tick to submit.

ADDITIONAL INFORMATION

REQUESTOR DETAILS

NAME Julie Venturini
PHONE/EMAIL julie.venturini@courtsvic.gov.au
WHO IS DOING THE WORK?

ATTACH PICTURES



You can add pictures if required



Using Corrigo – How to view progress

To see the details of a Work Order, or to add more information to the Work Order, click on the blue Work Order number. The Work Order Details page is displayed.

Managing Work Orders Menu

- WOs that Need Attention
- Open WOs
- Open Emergencies
- Completed WOs
- WOs whose

Filter: All | Open WOs | OUT OF SCOPE [ANY STREET, ANY CITY, NY] [PRINT](#)

ACTION	STATUS	WO#	CREATED ON	CONTACT	PROPERTY	LOCATION	DESCRIPTION	ASSIGNED TO	DUE DATE	COMPLETED DATE
	New	OOS0001	7/11	Julie Venturini	Out of Scope	Out of Scope	Air Conditioning and Heating:Too Hot:add descriptive notes here		17/11	

Using Corrigo – Work order verification

From the drop down box select Completed WOs

All ▼ Completed WOs ▼ TEST CUSTOMER [1 COLLINS ST, MELBOURNE, VIC, 3000, AU]

[PRINT](#)


ACTION	STATUS	WO#	CREATED ON	CONTACT	PROPERTY	LOCATION	DESCRIPTION	ASSIGNED TO	DUE DATE	COMPLETED DATE
VERIFY	Completed	TEST0001	16/11	. Test Contact	Test Property	Landlord's Common Areas or Services	Air Conditioning and Heating:Repair/Maintenance - External to Tenancy:The lobby is really cold	Test FM User	16/11	16/11

Click on the WO# to view the details and verify the completed works

Using Corrigo – Work order verification

Click on Verify & Rate Completed Work

VERIFY & RATE COMPLETED WORK



TEST0008 (Completed)

Who is doing the work?
Test FM User

What is the problem?

Location:	Landlord's Common Areas or Services
Item:	Carpentry/Handyman Services
Symptom:	Carpet Repair/Maintenance
Additional Info:	***Test work order

Using Corrigo – Work order verification

Completion Verification

Please verify the work was completed to your satisfaction.

Select Rating...

- Select Rating...
- Not Completed
- Positive +
- Negative -
- Neutral 0

Cancel

Ok

A pop-up window will allow you to verify the work order. Choose from 'Not Completed', 'Positive', 'Negative' or 'Neutral'

Completion Verification

Please verify the work was completed to your satisfaction.

Neutral 0

Comments


all works completed

Cancel

Ok

Add any notes regarding the completed works and click OK


Using Corrigo – Work order verification


TEST0008 (Completed)

Who is doing the work?
Test FM User

What is the problem?

Location:	Landlord's Common Areas or Services
Item:	Carpentry/Handyman Services
Symptom:	Carpet Repair/Maintenance
Additional Info:	***Test work order


This Work was verified as Neutral

The work order has now been verified.

Using Corrigo – Work order cost approval

NEW WORK ORDER

Proposals needing your attention: 1

View active Proposals

Action	Status	My Status	Association	Time	Amount
<input checked="" type="checkbox"/>	Waiting for Approval	Pending	Provider Quote: TEST0007	N/A	\$1,000.00
<input checked="" type="checkbox"/>	Insufficient Authority	Skipped	Provider Quote: TEST0004	N/A	\$4,000.00
<input checked="" type="checkbox"/>	Approved		Provider Quote: TEST0012	N/A	\$3,000.00
<input checked="" type="checkbox"/>	Approved		Provider Quote: TEST0015	N/A	\$3,000.00

Proposals that require your attention will appear in the information pane.

To review the proposal, click on Waiting for Approval.

To action outstanding proposals either click on the hyperlink in the information pane or Proposals at the top of the page

If you would like to action the proposal immediately you can click on the check mark to approve or the cross to reject.

Using Corrigo – Work order cost approval

Proposal #7



You are listed as an approver on the proposal. Responding now will skip the current approver and all others in the list through you.

Amount \$1,000.00

Status	Waiting for Approval
My Status	Pending
Type	Provider Quote
Amount	\$1,000.00
Association	TEST0007
Description	test

Click on the check mark to approve or the cross to reject

To view the work order details, click on the work order number

Work Order Details

Available Actions

TEST0007 (New)

Who is doing the work?
Plumber's Plumbing

What is the problem?

Location:	SSP - Critical (Test)
Item:	Plumbing
Symptom:	Leaks - Within Tenancy
Additional Info:	***test work order

Photo Gallery

Using Corrigo – Work order cost approval

The image shows two side-by-side pop-up windows. The left window is titled 'Approve Proposal' and contains a text area for 'Type any comments or notes here', a green 'Cancel' button, and a blue 'Approve' button. The right window is titled 'Reject Proposal' and contains a text area for 'Type any comments or notes here', a green 'Cancel' button, and an orange 'Reject' button. A central callout box with an orange border contains the text: 'A pop-up window will display to add any notes or comments, then click 'Approve' or 'Reject''. Two orange lines point from this callout box to the 'Approve' and 'Reject' buttons respectively.

PROPOSAL #32

AMOUNT \$100.00	
STATUS	Approved
TYPE	Provider Quote
AMOUNT	\$100.00
ASSOCIATION	TEST0101
DESCRIPTION	spare parts

Steps

The work order has now been approved

PROPOSAL #33

AMOUNT \$100.00	
STATUS	Rejected
TYPE	Provider Quote
AMOUNT	\$100.00
ASSOCIATION	TEST0101
DESCRIPTION	spare parts

Steps

The work order has now been rejected

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

East Melbourne-41 St Andrews Pl (41 St Andrews Pl, East Melbourne, VIC, 3002, AU) ▼

Where is the Location of this Work?

Common Areas

What can we help you with?

Complaints ▼

Give us a little more detail.

General Complaints

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



Raising complaints about all other SSP services

To raise any other complaint, go to www.ssp.vic.gov.au/contact-us and fill in the complaints form.



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