

Partners in
service delivery



Government Services
Shared Service Provider



SSP Online Helpdesk (Corrigo) user guide

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

If you have an enquiry, please contact and Marc Villavicencio
marc.villavicencio@ap.jll.com

Important message

Please note that SSP online helpdesk is available on the following browsers:

- Google Chrome
- Google Chromium Edge
- Firefox

Please make sure you set up one of the above as your default browser.

**If your work relates to an EMERGENCY, DO NOT log a job,
contact the Property Service Helpdesk on 1800 SHARED (1800 742 733).**

Table of contents

How to raise a request- pp. 4-6

Managing work orders- p. 7

How to view a work order status-p. 8

Work order verification-pp. 9-10

How to raise a work order related complaint –p.11

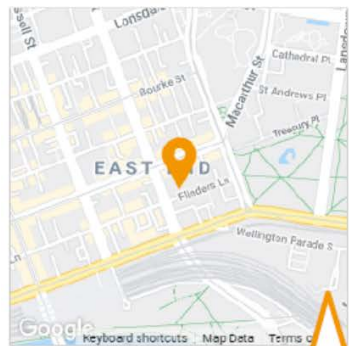
How to approve a proposal –pp. 12-13

How to download Corrigo mobile app- p. 14

How to raise a work order request



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SELECTED LOCATION

Melbourne 55 Collins St
Level 4 (DTF)

Note: The Google map widget auto-detects the user's current location, but a user can update the location if needed

New work order

Step 1: Click "New Work Order" to create a service request

SSP services

Office and property services

Library services

Car pool services



[View all announcements](#)

How to raise a work request

CURRENT SELECTION

 [Melbourne 55 Collins St](#)

Level 4 (DTF)

SELECT ITEM

Step 2: Select the space

 If you believe this is an emergency, call the request in. Do not continue with this request online.

CURRENT SELECTION

 [Melbourne 55 Collins St](#) > [Level 4 \(DTF\)](#)

Building/Structure Repair & Maintenance

Cleaning

Complaints

Equipment

Fire, Security & Life Safety Systems/Services

Ground Services

Lighting

Office Services

Signage Interior

Workspace (Moves, Adds, Changes, Furniture)

Step 3: Select the issue by selecting from the dropdown box

CURRENT SELECTION

 [Melbourne 55 Collins St](#) > [Level 4 \(DTF\)](#) > [Office Services](#)

Bottled Water Service

Data/Cable/Wiring/Port

Furniture

Meeting/Video Conference Room

Plants

Records Storage/Document Management

Step 4: Give us more detail by selecting an item from the dropdown box

How to raise a work request

CURRENT SELECTION

[Melbourne 55 Collins St](#) > [Level 4 \(DTF\)](#) > [Office Services](#) >

[Meeting/Video Conference Room](#) > [Set Up Room](#)

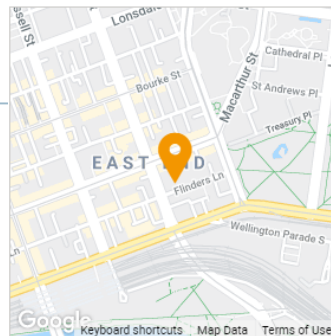
Describe the problem

Step 5: Provide any additional information then press the "Next" button

Where specifically is the problem [room/area]?



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Review and Submit

Cancel work order

Submit work order

CONTACT

Iarissa Khenner

iarissa.khenner@dtf.vic.gov.au

LOCATION

Melbourne 55 Collins St



WORK OR NEUTRAL

Meeting/Video Conference Room

Office Services



TASK

Set Up Room



DESCRIPTION

Where specifically is the problem [room/area]?: near 2334 desk

Describe the problem: Set up a new room with equipment

WHO IS DOING THE WORK?

Modus Projects Pty Ltd

You can add attachments if required

Step 6: Review the work order details then click "Submit Work Order"

Managing work orders requests



Submitted: New

Floors:Mop/Spills >

Frank FM

4/24/2020

WO# PH01-0023



Request Details

PH01-0023

ASSET/TASK/DESCRIPTION

Floors: Mop/Spills

Test Work Order: Please attend to clean, mop the spills on the floor.

WO PRIORITY – IF YOU REQUIRE A HIGHER PRIORITY LEVEL PLEASE CALL HELPDESK

High

DUE DATE

Today, 6:26 PM

WHO IS DOING THE WORK?

Frank FM

renea.johnson@ap.jll.com

SCHEDULE

N/A



Submitted

Type your message

Monitor work order

You can view Work Order details including the milestones on each request. You can provide additional information by adding a note or attaching a file.

You can also view all the Work Orders available by scrolling the information pane and clicking the Work Order details.

Show All Steps

Show Current Step

Add Note

Cancel Request

Attach File

Print

Send

Actions

How to view your work order status

To see the details of a Work Order, select the Work Order number to view all milestones in each request.

Managing Work Orders Menu



[Switch to table view](#)

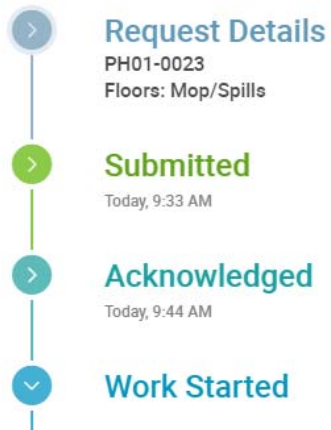
FILTERS APPLIED: 2

Work Started: Open: In Progress

Floors:Mop/Spills

Alnier's Services 1604

4/24/2020 WO# PH01-0023



CUSTOMER

-- Select All --

WO OWNER

All WOs

My WOs

WO STATUS/TYPE

WOs that Need Attention

Open WOs

Open Emergencies

Open PMs

Completed WOs

Work order verification

Dashboard Work Orders Proposals My Resources Aea Manguia

JLL | Achieve Ambitions

Switch to table view

FILTERS APPLIED: 2

Verify Completion and Rate Your Satisfaction **Go**

Step 1: Click the "Go" tab to rate the completed works.

Request Details
PH01-0023
Floors: Mop/Spills

VERIFY WORK

Comments

Step 2: A pop-up window will allow you to verify the work order. Choose from different smileys

Save

Work order verification

VERIFY WORK ✕

Rate as "Positive"

COMMENTS
Work done fast.

Step 3: Add any notes regarding the completed works and click **Save**. Any comments will be communicated to Service Provider and Facility Manager

Work Completed
Today, 9:53 AM

Verified 😊
Today, 10:02 AM
Work Verified: Aea Manguia
Work done fast.

The Work Order has now been verified


Save **Send** **Actions**


How to raise a work request related complaint

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:

Step 1: Create a new work order and select Complaints from the list.

Step 2: Provide the details of your complaint on the form that appears and submit the work order.

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

CURRENT SELECTION
 [Shepparton 163-167 Welsford St](#) > [Common Areas \(DTF\)](#)

Building/Structure Repair & Maintenance	Ground Services
Cleaning	Lighting
<u>Complaints</u>	Office Services
Equipment	Signage Interior
Fire, Security & Life Safety Systems/Services	Workspace (Moves, Adds, Changes, Furniture)

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.

How to approve a proposal



Proposals

ACTION	STATUS ↑	MY STATUS	FOR	ASSOCIATION	LOCATION	TIME	AMOUNT
Approve/Reject	Waiting for Approval	Pending	Service Pro Quote	PH01-0024	JLL Manila	Not Available	

Step 1- Click on the
Waiting for approval link

How to approve a proposal

Approve/Reject Proposal

Go

Step 2: Review the proposal and click Go.

Proposal Details

Waiting for Approval

MY STATUS

Pending

TYPE

Service Pro Quote

LOCATION

JLL Manila

ASSOCIATION

[PH01-0024](#)

DESCRIPTION

Mounting materials - 4500 Labor Fee - 1000

Approve Reject

Comments

OK

Step 3: Tick Approve and click OK

Proposal Details

Approved

Step 4: Proposal approved

How to download Corrigo mobile app

If you would like to be able to raise the work order request using your mobile, use these instructions to download the app.

- Download the Corrigo Incorporated mobile app from the Apple App or Google Play Store.
- Log in to Corrigo using your existing login and password and choose the company name:
JLL VIC-GOVT-AU

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