



*Achieve
Ambitions*

Corrigo Training

How to Navigate the Customer Portal 3 (CP3)



Agenda



Logging In



Viewing & Editing Details



Reporting a Fault



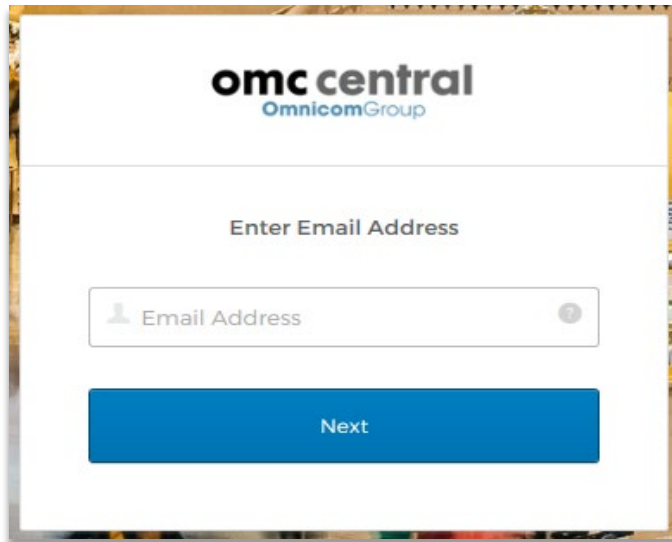
Filtering and Searching for your Tickets



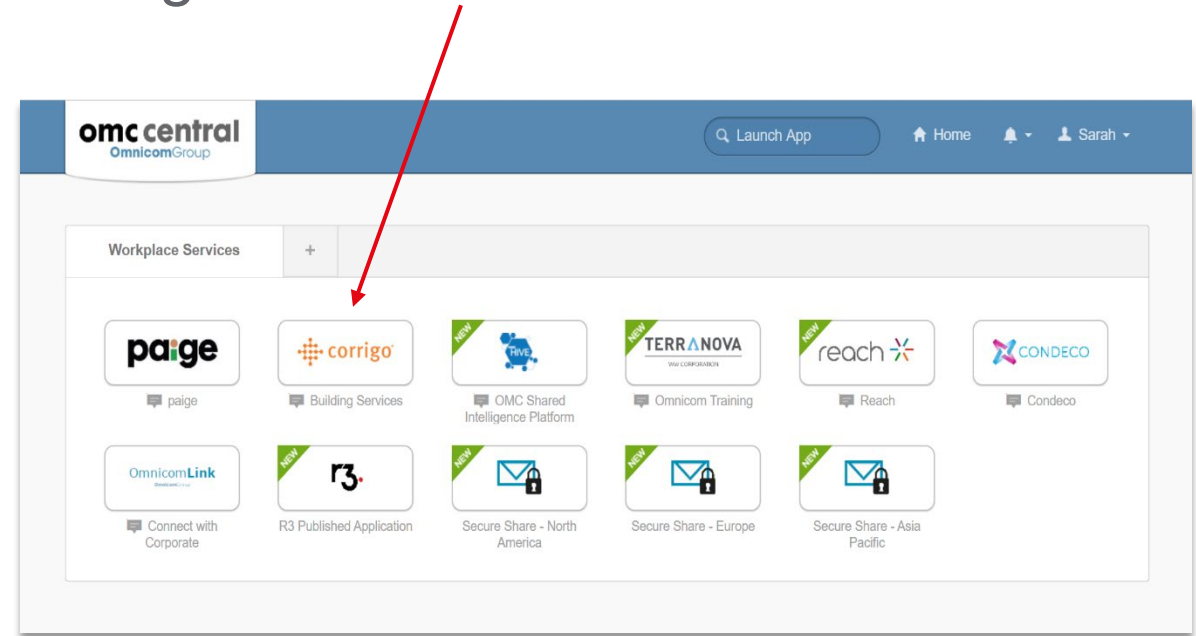
Verifying your Work Orders

Logging In via OMC Central:

Our system allows you to sign in using SSO (single sign on). So you should be able to log straight into Corrigo via the OMC Central site:



Click on the Corrigo Link; as we use SSO, you should be logged straight in to Corrigo:




Please be aware, you will not be able to access the new Portal using Microsoft Internet Explorer. The portal can be accessed using Microsoft Edge Chromium, Firefox, Google Chrome or Safari instead.


Logging In via Corrigo Site:




You can also log in by navigating to <https://jll-omnicom.corrigo.com/CP30/sign-in> (please note the browser compatibility from the previous slide) and click on 'SSO'. You will then be taken through your usual Omnicom Log in procedure:

Welcome 

Customer Service Request Center "Powered by Corrigo"

 User ID

 Password



Remember me

Sign In

[SSO Login](#)
[Forgot Password?](#)

omc central
OmnicomGroup

Enter Email Address

 Email Address 

Next

Viewing & Editing Details

Once logged in, you will be taken to your Dashboard:

The screenshot shows the JLL HUB dashboard interface. At the top, there is a navigation bar with 'Dashboard', 'Service Requests', 'Proposals', and 'My Resources'. The user's name 'Sarah Humphries' is displayed in the top right corner. Below the navigation bar, there is a 'Request Maintenance Service' button. The main content area is divided into several sections:

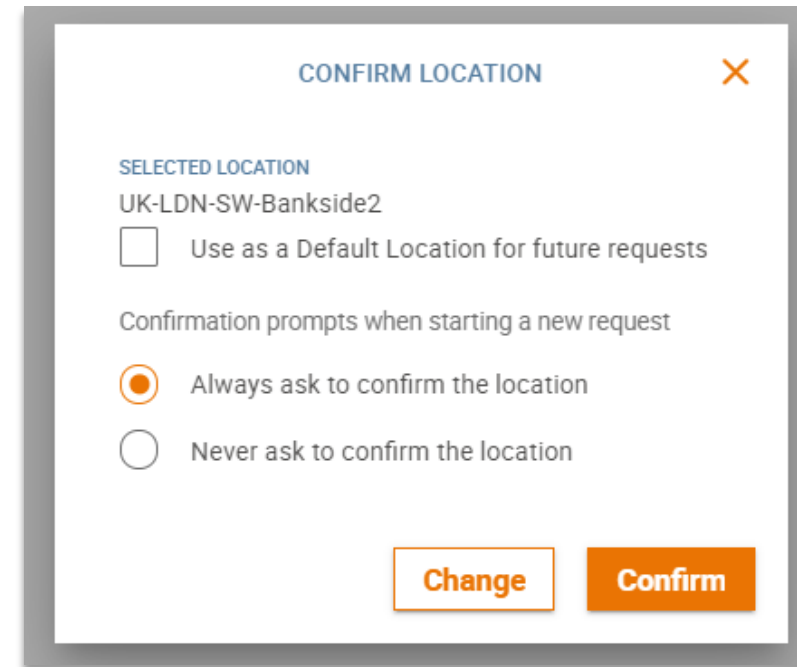
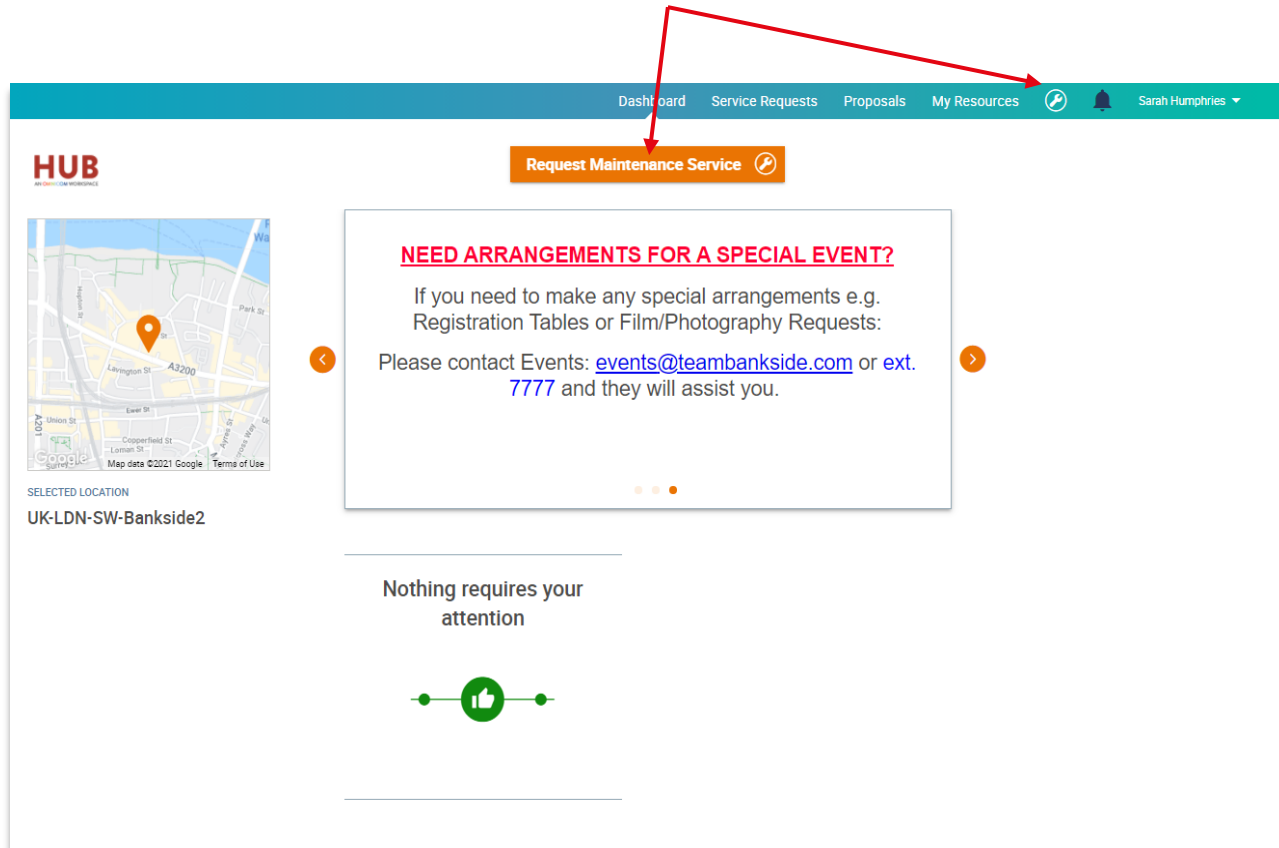
- EMERGENCIES:** A central box with a red header and text: 'If you wish to report an emergency, please do not raise a ticket using this portal. Please contact the Security Team who will assist you: 020 3787 7712 or ext. 5555'. A callout box points to the user's name in the top right, stating: 'View and Edit your Contact Details here by clicking on your name and selecting 'Profile':'. Another callout box points to the emergency text, stating: 'All Announcements regarding your site or account are shown here:'.
- Map:** A map showing the selected location 'UK-LDN-SW-Bankside2'. A callout box points to the map, stating: 'This map shows your location:'.
- Nothing requires your attention:** A section with a thumbs-up icon and a callout box stating: 'If any of your Work Orders require attention, you will be notified here:'.
- YOUR RECENT REQUEST:** A section with a warning icon and text: 'When available, a status of the most recent request will appear here'.

Reporting an Issue



Click on either of these links below to request a ticket:

You will be asked to confirm your location you can change this at a later point if needed:



Reporting an Issue



You will need to report which floor the issue is based on next:

Then select what the issue relates to e.g. Building/Structure Repair & Maintenance:

SELECT ITEM ✕

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

CURRENT SELECTION
[UK-LDN-SW-Bankside2](#)

Basement	L4
Basement Mezzanine	L5
Building Exterior	L6
General	L7
Ground	L8
L1	L9
L2	Roof
L3	

SELECT ITEM ✕

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

CURRENT SELECTION
[UK-LDN-SW-Bankside2](#) > [L5](#) > [05-Building Interior](#)

Building/Structure Repair & Maintenance	Office Services
Cleaning	Workspace (Moves, Adds, Changes, Furniture)
Environmental, Health & Safety	

Requesting a Work Order



Select which activity the fault relates to e.g. Plumbing:

Then select the task, e.g. Leaks or Toilets:

SELECT ITEM ✕

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

CURRENT SELECTION
[UK-LDN-SW-Bankside2](#) > [L5](#) > [05-Building Interior](#) > [Building/Structure Repair & Maintenance](#)

Air Conditioning and Heating	Glass
Carpentry/HandyPerson Services	Lighting
Doors	Locks/Keys
Electrical	Painting
Elevator/Lift	Plumbing
Equipment	Signage Interior

SELECT TASK ✕

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

CURRENT SELECTION
[UK-LDN-SW-Bankside2](#) > [L5](#) > [05-Building Interior](#) > [Building/Structure Repair & Maintenance](#) > [Plumbing](#)

Faucets/Taps	Shower/Tub
Leaks	Sinks
No Water Supply	Toilets
Odors	Urinals

If you need to go back to adjust your selection, click anywhere on the links:

Requesting a Work Order



Some tasks will show some Self Help information, click on 'Next' if you wish to continue with reporting the issue:

Some tasks also show Special Instructions, these provide you with drop down lists and questions for ease of reporting a problem

SELF-HELP CONTENT

CURRENT SELECTION
[UK-LDN-SW-Bankside3](#) > [L7](#) > [07-Building Interior](#) >
[Building/Structure Repair & Maintenance](#) > [Plumbing](#) > [Toilets](#)

IF ALL TOILETS AND/OR URINALS ARE BLOCKED, PLEASE TREAT THE REQUEST AS AN EMERGENCY AND CONTACT SECURITY WHO CAN ASSIST YOU:

Security: ext. 5555 or 0203 787 7712

SPECIAL INSTRUCTIONS ✕

CURRENT SELECTION
[UK-LDN-SW-Bankside2](#) > [L5](#) > [05-Building Interior](#) >
[Building/Structure Repair & Maintenance](#) > [Plumbing](#) > [Toilets](#)

You have selected a task that requires additional information. Please populate the below fields with the appropriate information.

AFFECTED TOILETS *
Ladies

LOCATION *
External (By Lifts/Stairwell)

AFFECTED CUBICLE
Middle Cubicle

ADDITIONAL INFORMATION (E.G. OVERFLOWING/SLOW DRAINING)
Please send someone to unblock the middle cubicle in the ladies toilets.

SELF-HELP FEEDBACK

Did that help to resolve the issue? *

Yes, it helped. Cancel the request creation.

Yes, it helped. Continue with the request creation.

No, it didn't help. Continue with the request creation.

Next

Requesting a Work Order



Review the details you have added are correct then select 'Submit Request':

Review and Submit

Cancel Request **Submit request**

CONTACT
Sarah Humphries
sarah.humphries@omcworkplace.com

LOCATION
UK-LDN-SW-Bankside2

ASSET
Plumbing
Building/Structure Repair & Maintenance

TASK
Toilets

DESCRIPTION
AFFECTED CUBICLE: Middle Cubicle
ADDITIONAL INFORMATION (e.g. Overflowing/Slow Draining): Please send someone to unblock the middle cubicle in the ladies toilets.
AFFECTED TOILETS: Ladies
LOCATION: External (By Lifts/Stairwell)

WHO IS DOING THE WORK?
Bankside Integral

ATTACHMENTS
Click on the "+" button to select or drag-and-drop anywhere on the page files you want to

If you want to add an attachment, such as a photo of an issue, you can add it here. You can add this later on as well if needed.

Your Work Order will be submitted and a reference will be generated for you:

Request Details
OMNI1154813

ASSET/TASK/DESCRIPTION
Plumbing: Toilets
AFFECTED CUBICLE: Middle Cubicle
ADDITIONAL INFORMATION (e.g. Overflowing/Slow Draining): Please send someone to unblock the middle cubicle in the ladies toilets.
AFFECTED TOILETS: Ladies
LOCATION: External (By Lifts/Stairwell)

DUE DATE
Tomorrow, 14:30

WHO IS DOING THE WORK?
Bankside Integral

Submitted
Today, 16:07
Created: Sarah Humphries

Acknowledged

Work Started

Work Completed

Verified

Filtering and Searching for your Work Orders



To view the status of your work orders, go to 'Service Requests', filter your Work Orders as needed by selecting the different options on the left, then clicking on 'Apply':

The screenshot shows the HUB interface for Service Requests. The navigation bar includes Dashboard, Service Requests, Proposals, My Resources, and a user profile for Sarah Humphries. The main content area is titled "Request Maintenance Service" and displays a search result for "Request Maintenance Service". The interface includes a sidebar with filtering options and a main content area with a search result.

Filtering Options (Left Sidebar):

- Switch to table view** (link)
- SELECT FILTERS** (with checkmark and X icons)
- CUSTOMER**: -- Select All --
- WO OWNER**:
 - My WOs
 - WOs created by me
- WO STATUS/TYPE**:
 - WOs that Need Attention
 - Open WOs
 - Open Emergencies
 - Completed WOs
- More options** (dropdown arrow)
- Apply** (button with checkmark icon)

Main Content Area:

- Request Maintenance Service** (button with wrench icon)
- Are you looking for an existing request?**
- There are no results for the currently selected filter(s):**
- My WOs** (button) | **WOs that Need Attention** (button)
- Apply** ✓ different filters (there is a search under "More options")
- Have a new issue to report?**
- Start with: **Request Maintenance Service** (button with wrench icon)

Annotations:

- Red box: "This is currently showing the 'Feed View', you can switch to 'Table View' if you prefer." (points to "Switch to table view")
- Red box: "You can filter your jobs by clicking here:" (points to "WO STATUS/TYPE" and "WO OWNER" sections)

Filtering and Searching for your Work Orders



You can click on your Work Orders to view the details and see any status updates:

If you would prefer to use the Table View, you can switch to it here. Clicking on a Work Order reference number will take you to your job's status page as with the feed view:

HUB

Dashboard Service Requests Proposals My Resources Sarah Humphries

Request Details
OMNI1154813

ASSET/TASK/DESCRIPTION
Plumbing: Toilets
AFFECTED CUBICLE: Middle Cubicle
ADDITIONAL INFORMATION (e.g. Overflowing/Slow Draining): Please send someone to unblock the middle cubicle in the ladies toilets.
AFFECTED TOILETS: Ladies
LOCATION: External (By Lifts/Stairwell)

DUE DATE
Tomorrow, 14:30

WHO IS DOING THE WORK?
Bankside Integral

Submitted
Today, 16:07
Created: Sarah Humphries

Acknowledged
Work Started
Work Completed
Verified

Submitted: New
Plumbing:Toilets
Christoffel Niehaus
23/04/2021 WO# OMNI1154813

Submitted: New
Plumbing:Toilets
Bankside Integral
25/05/2021 WO# OMNI1154813

Switch to table view

HUB

Dashboard Service Requests Proposals My Resources Sarah Humphries

Request Maintenance Service

Switch to feed view

ACTION	WO#	PROPERTY	LOCATION	STATUS	CREATED ON	DUE DATE	APPOINTMENT TIME	DESCRIPTION	COMPLETED DATE	START TIME	CURRENCY CODE	INTER COST STAT
	OMNI1154813	UK-LDN-SW-Bankside2	L5	New	25/05	26/05		Plumbing:Toilets:AFFECTED CUBICLE: Middle Cubicle ADDITIONAL INFORMATION (e.g. Overflowing/Slow Draining): Please send someone to unblock the middle cubicle in the ladies toilets. AFFECTED TOILETS: Ladies LOCATION: External (By Lifts/Stairwell)			GBP	Pent
	OMNI1154701	UK-LDN-SW-Bankside2	L8	New	23/04	26/04		Plumbing:Toilets:AFFECTED TOILETS: Gents LOCATION: Gents AFFECTED CUBICLE: Middle Cubicle ADDITIONAL INFORMATION (e.g. Overflowing/Slow Draining):			GBP	Pent

FILTERS APPLIED

CUSTOMER
-- Select All --

WO OWNER
 My WOs
 WOs created by me

WO STATUS/TYPE
 WOs that Need Attention
 Open WOs
 Open Emergencies
 Completed WOs

More options

Apply

Filtering and Searching for your Work Orders



If you want to send a message for the attention of the engineer/technician, type it in the box below and click 'send', or select 'Actions' then 'Send Message':

If you want to add any additional notes, or attachments to your Work Order, you can do this by again clicking on the 'Actions' button.

The screenshot shows the 'Request Details' page for work order OMNI1154701. The status is 'Submitted'. A message sent at 16:36 is visible in the feed: 'Message Sent: Sarah Humphries. Please can you speak to me after the toilet has been unblocked. I need to confirm to my manager the work is complete.' A red box highlights this message with the text: 'You will be able to see the message you have sent here:'. At the bottom, there is a 'Type your message' input field, a 'Send' button, and an 'Actions' button.

This screenshot is identical to the previous one, but the 'Actions' button at the bottom right is clicked, opening a dropdown menu. The menu items are: 'Show All Steps', 'Show Current Step', 'View All Messages', 'Send Message', 'Add Note', 'Cancel Request', 'Attach File', and 'Print'. The 'Add Note' and 'Attach File' options are highlighted with red boxes. A red arrow points from the text above to the 'Add Note' option.

Verifying your Work Orders



Once your Work Orders are completed, you will be notified of the completion and asked to verify the work. You can do this by following the link shown on your homepage, or by filtering your Work Orders and selecting 'Verify Work':

Dashboard Service Requests Proposals My Resources Sarah Humphries

HUB

Request Maintenance Service

EMERGENCIES:

If you wish to report an emergency, please do not raise a ticket using this portal. Please contact the Security Team who will assist you:

020 3787 7712 or ext. 5555

SELECTED LOCATION
UK-LDN-SW-Bankside3

1 Items that require your attention

1 Work Orders

0 Proposals

YOUR RECENT REQUEST

Submitted: New

Plumbing: Toilets

Plumbing:Toilets:AFFECTED CUBICLE: Middle Cubicle ADDITIONAL INFORMATION (e.g. Overflowing/Slow...

Last updated: Today, 16:07

Details

Dashboard Service Requests Proposals My Resources Sarah Humphries

HUB

Verify Completion and Rate Your Satisfaction Go

Work Completed: Verify Completion and Rate Your Satisfaction

Plumbing:Toilets
Christoffel Niehaus
23/04/2021 WOF# OMN1154701

Request Details
OMN1154701

ASSET/TASK/DESCRIPTION
Plumbing: Toilets
AFFECTED TOILETS: Gents
LOCATION: Gents
AFFECTED CUBICLE: Middle Cubicle
ADDITIONAL INFORMATION (e.g. Overflowing/Slow Draining): Test Job

DUE DATE
26/04/2021

WHO IS DOING THE WORK?
Christoffel Niehaus

Submitted
23/04/2021 15:13

Acknowledged
Today, 16:45

Work Started
Today, 16:51

Work Completed
Today, 16:53

Completed: Christoffel Niehaus
I have attended and unblocked the toilet as requested. Noonan have also attended and cleaned the area. E...
in working order.

Verify Completion and Rate Your Satisfaction

Type your message

Send Actions

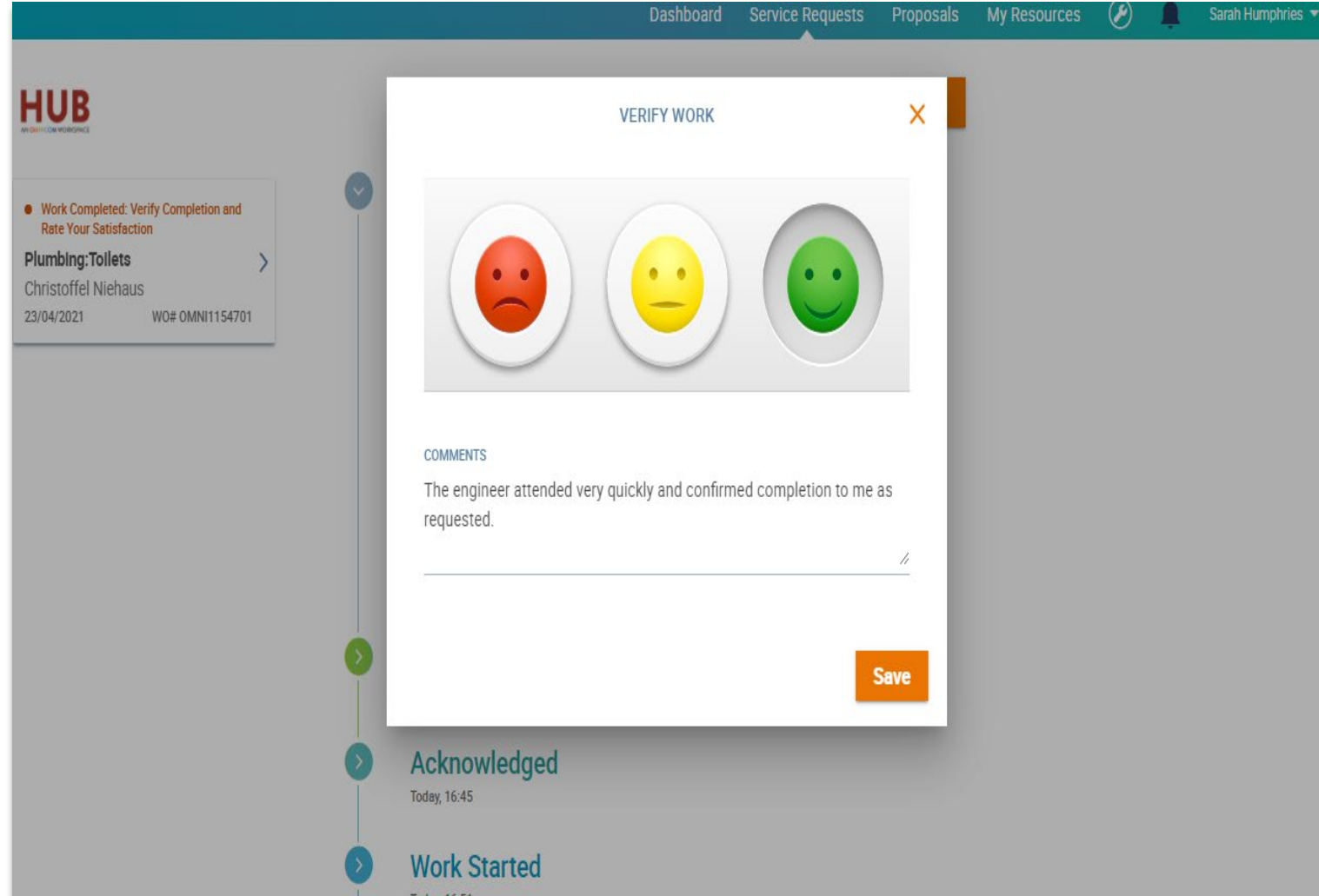
- Show All Steps
- Show Current Step
- View All Messages
- Send Message
- Add Note
- Verify Work
- Attach File
- Print

Verifying Your Work Orders:

Select a rating as follows:

- *Positive (Green): Work was Completed, Good Job.*
- *Neutral (Amber): Work was completed, no complaints or compliments.*
- *Negative (Red): Work was completed, but not up to standard/code.*

Then fill out the comments section as seen fit.



The screenshot displays the JLL HUB interface. At the top, navigation links include Dashboard, Service Requests, Proposals, My Resources, and a user profile for Sarah Humphries. The main content area features a 'VERIFY WORK' modal window. This modal has a title bar with 'VERIFY WORK' and a close button. It contains three circular buttons with different colored faces: a red sad face, a yellow neutral face, and a green happy face. Below these is a 'COMMENTS' section with a text input field containing the text 'The engineer attended very quickly and confirmed completion to me as requested.' and a 'Save' button. In the background, a work order card is visible for 'Plumbing: Toilets' by Christoffel Niehaus on 23/04/2021. A vertical timeline on the left side of the modal shows status updates: 'Acknowledged' (Today, 16:45) and 'Work Started'.

Thank you