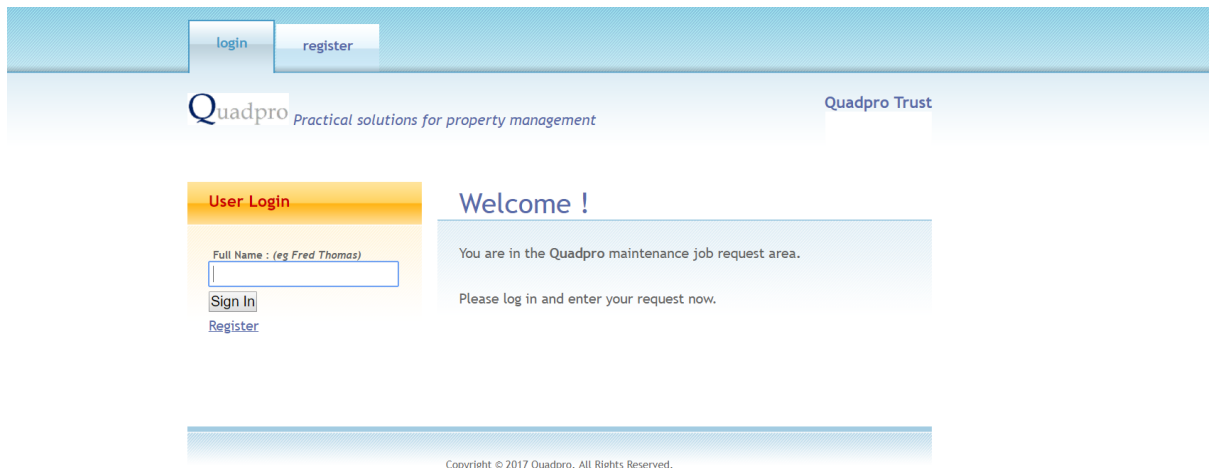# Quadpro Help Desk

Creating a Job Request (Customer)

Creating a new Job Request:

Using your browser, search 'Local Host'. This will take you to the following screen which is dedicated to your establishment.

Log in using your given account name by your Quadpro Administrator. This will most likely be your first and last names. For example 'Andrew Neilson'

Once you have logged in the following screen will be displayed for you – the Job Request Portal.

Select a Site:

Using the **'Select Site'** drop down menu, choose the site which you are located in.

Once selected, click **'Next'** on the right hand side to proceed to the next step.
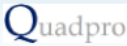
Select a Building:

Using the **'Select Building'** drop down menu, choose the building where the request is located.

Once the correct building has been chosen, click **'Next'** to proceed to the next page where you will need to select a page.

Selecting a Space (where the issue is located):

Where the issue is located within that building you will need to identify this using the **'Select Space'** drop down list. If you do not know the name of the space click on **'View Plan/s'** to locate the given space name. You may also skip this section and enter the Job Request information by selecting **'Skip Space Detail'**

Filling out the Job Request Detail Form:

You will now need to enter the details of the Job Request using the three tier hierarchy section.

Using the **Job Type** drop down menu you will be able to select what category this comes under – for example; plumbing, carpentry, maintenance and so on.

The **Sub Type** is linked to the Job Type, for example if you chose plumbing, the Sub Types you can choose from will range from toilets and urinals to showers and sinks.

Using the problem drop down menu will give you options to choose from quickly, if the option you need is not there, leave blank and write the description in the **Fault/Location** box below.

The Fault/Location box is where you can quickly summarise the issue.

Action Required

Here you can write further information related to the job request so the operative dealing with your request can prepare to resolve the issue.

Priority:

In this drop down menu you can choose how urgent this Job Request is, so the receiver can prioritise this amongst their other jobs.

If you would like to receive updates related to this specific job request, simply tick the box located below.

Once you are satisfied with the information you have entered into the job request, click **'Next'** to then proceed to the confirmation screen.

Confirming your Job Request:

On this page you can review your job request information before you send it. To confirm your Job Request and send it to the system, click **'Confirm'.**

Job Request Completed:

Once you have submitted your Job Request, the following screen will appear.

To add another request, select 'Click here to create a new job request' which will have a new reference number.

To leave the portal, select 'click here to quit'