

# Using the Quadpro Web Portal on your mobile device

# Introduction

This guide covers everything you need to know about using the Web Portal on your mobile device. Included are steps for users and how to set them up in Quadpro.

As a requirement, you will need to set yourself up with an account by registering on the system. You can do this via the dedicated URL for your site. See the **Logging In** page of this guide.

# Logging In

- As a requirement, you will need to set yourself up with an account by registering on the system. You can do this via the dedicated URL for your site.
- The Web Portal can be accessed from your mobile device via a dedicated URL provided by Quadpro or your IT Department.  
<https://pgs.quadpro.com>
- If you have **already** been set up with an account, your username is your first and last name. Please reset your password using the **Forgot your password?** link on the login page.
- *If you did not receive an email, please check your spam folder, or contact the system administrator.*
- If you do not have an account, please register via the **register** tab.
- \*Please note that passwords are encrypted and are not visible to Quadpro administrators. They can be reset by user using the **Forgot your password?** link.

## Login

You are in the Quadpro maintenance job request area.

Please log in and enter your request now.

e.g. John Smith

Username:

Password:

[Sign In](#)

[Forgot your password?](#)

[Register](#)

## Register User

First name:  (max 20 characters)

Last name:  (max 20 characters)

Email:  (max 100 characters)

Department:  (max 20 characters)

Position:  (max 20 characters)

Password:  (max 20 characters) PLEASE DO NOT USE YOUR NETWORK PASSWORD

Confirm Password:  PLEASE DO NOT USE YOUR NETWORK PASSWORD

[Register](#)

# Creating a Job Request from a Mobile Device

LOGINREGISTER

Login

You are in the Quadpro maintenance job request area.

Please log in and enter your request now.

e.g. John Smith

Username:

Password:

Sign In

[Forgot your password?](#)

[Register](#)

Head to your dedicated Quadpro website on your mobile device. Then log in with you Quadpro credentials. If you do not have any – simply register via the link at the bottom of the window.

REQUESTSLOGOUT

New Job Request

Select Site:

Using the dropdown menus choose a site, building and space. If you are unsure where the space is, click **view plan**. If there is no specific space select **Skip Space Detail** to allocate the Job Request to a building. Click **Next** to continue.

REQUESTSLOGOUT

New Job Request

Site: Main Site

Building: Sixth Form Centre

Select Space:

View Plan/s

KEY:

New Installation

Breakdown point

Water

Electricity

SF BLOCK

GROUND

FLOOR

DEWISA

(2700)

AREA

6

(1) 2 3

Back

Skip Space Detail

Next

Quadpro

# Creating a Job Request from a Mobile Device

REQUESTS   LOGOUT

New Job Request

Site: Main Site

Building: Sixth Form Centre

Space: SF104 - Careers and UCAS Office

Job Type: Building Fabric

Sub Type: Door(s) Internal

Problem: Not Closing

Fault/Location:  
Door not closing

Action Required:  
The door to my office is not closing properly can you fix this ASAP please?

1525 characters remaining

Priority Urgent

Allow Unaccompanied Access: ☒

Tick to receive emails updates: ☒

Back   Submit

## Populating Job Request Information

Using the dropdown menus choose a Job Type, Sub Type and Problem. You will then need to fill out information about the Job Request under Fault/Location and also Action Required.

*Please note that there is a character limit of 1600.*

### Priorities:

Select the priority of this Job Request from a pre determined list of priorities.

### Unaccompanied Access:

Allow Unaccompanied access: If this Job Request is located In a private area then tick or untick to this option which will notify the operative.

### Email Updates:

If you wish to receive email updates about your Job Requests, tick this option. Untick to not be notified.

Press **submit** to go to the confirmation screen.

## Confirmation Screen:

You will then be asked to review your information before confirming. Once you are happy with all information press **Confirm**.

If you wish to go back and amend any information , just press the **Back** option.

REQUESTS   LOGOUT

New Job Request

Site: Main Site

Building: Sixth Form Centre

Space: SF104 - Careers and UCAS Office

Job Type: Building Fabric

Sub Type: Door(s) Internal

Problem: Not Closing

Fault/Location: Door not closing

Action Required: The door to my office is not closing properly can you fix this ASAP please?

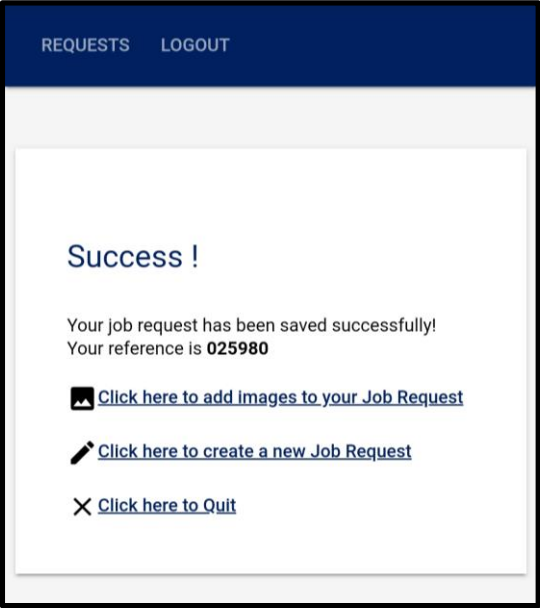
Priority: Urgent

Allow Unaccompanied Access: Yes

Email Notify: Yes

Back   Confirm

# Creating a Job Request from a Mobile Device



## Job Request Saved Screen:

Your Job Request has been saved and received by the maintenance team. If you have email notifications ticked you will receive an email confirmation too.

You now have three options:

### Add images to Job Request

### Create another Job Request

### Click to Quit.

If you choose to create another Job Request you will simply start the process again. Choosing to Quit will take you back to the log in screen.

If you want to add images to your Job Request, select the first option.

A screenshot of a mobile application interface showing the 'Job Request Saved' screen. At the top, a dark blue header contains the words 'REQUESTS' and 'LOGOUT' in white. Below the header, the main content area has a light gray background. A white box in the center contains the text 'Success !' in a large, bold, blue font. Below this, it says 'Your job request has been saved successfully!' and 'Your reference is 025980'. There are three links with icons: a camera icon for 'Click here to add images to your Job Request', a pencil icon for 'Click here to create a new Job Request', and an 'X' icon for 'Click here to Quit'.

## Upload Images:


Select the **Choose File** option and then navigate to the image folders on your device.

Select the image(s) you want to upload. If you are uploading multiple images you will need to do this action for each image.

# Creating a Job Request from a Mobile Device

REQUESTS   LOGOUT

Action Required:  
The door to my office is not closing properly  
can you fix this ASAP please?

Added Image(s):  


Success!  
"Your photo sf7cwl13wm31.jpg has been  
uploaded." Press **Update** to save changes.

Click the button 'Choose file' to select image.

Choose file

No file chosen

Referred To:

Unaccompanied Access Allowed: ☒

.....

FIELDS TO BE COMPLETED BY THE  
ASSIGNED OPERATIVE

### Upload Images:

Select the **Choose File** option and then navigate to the image folders on your device.

Select the image(s) you want to upload. If you are uploading multiple images you will need to do this action for each image.

Upon selecting each image, a green confirmation message will appear with the most recent image named. The image(s) uploaded will appear above and can be clicked on to view in a larger window. To confirm these additions press **update**.

REQUESTS   LOGOUT

Success

Job request **025980** has been saved successfully!

[Click here to Quit](#)

### Confirmed!

Your Job Request has been saved and images have been uploaded for the maintenance teams to utilise in completing your Job Request.

You can go back to this Job Request at any time by selecting **Requests** and navigating to the relevant Job Request.

Job Request - 025980

Date: 20/10/2020

Originator: Steve Requestor

Site: Main Site

Building: Sixth Form Centre 🔍

Space: SF104 - Careers and UCAS Office

Fault/Location: Door not closing

Job Type: Building Fabric

Sub Type: Door(s) Internal

Problem: Not Closing

Priority: Urgent

Action Required:  
The door to my office is not closing properly  
can you fix this ASAP please?

Added Image(s):  
