CBRE

Getting Started with SI Request Mobile

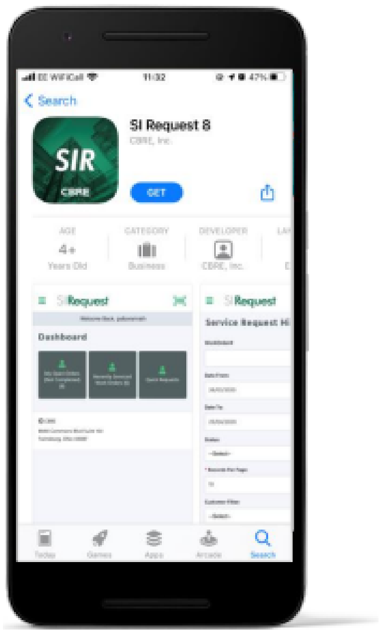
Introduction

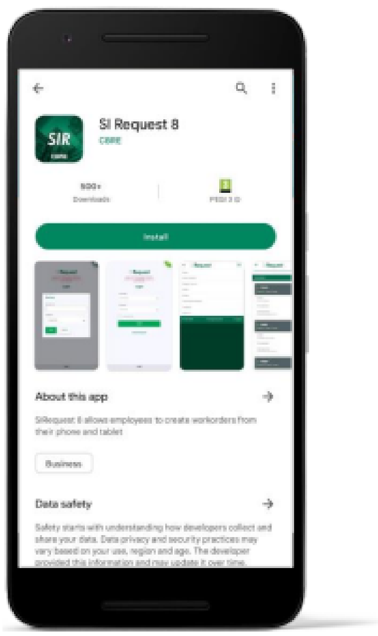
SI Request is a self-service portal designed to empower anyone to quickly report, monitor and provide feedback incidents relating to their Service Insight environment.

SI Request is optimally designed to work on desktop, mobile or tablet devices.

Step 1: Accessing SI Request - Application - Mobile/Tablet Devices

SI Request is available to download for free on both Google Play (Android devices) and the App Store (Apple devices). Search for **SI Request 8** or scan the **QR code** below using your camera app and follow the instructions to download.



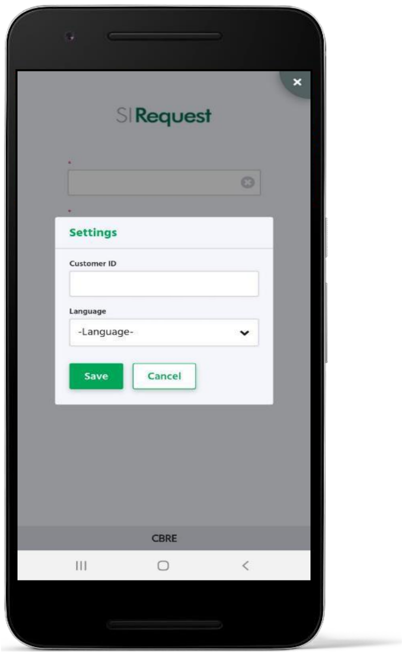


IOS App

Android App

Step 2 : Logging into SI Request

Once the SI Request application is installed and opened, the below setting screen will appear. Enter the **Customer ID**, you preferred **Language** and press **Save**. You will be redirected to the log in screen. Enter your **Username** (which is your email address) and password and press **Log in**.



Settings:
Customer ID: **432**

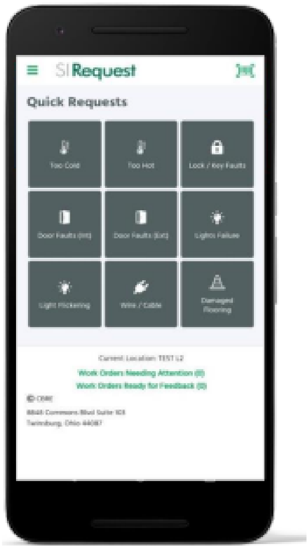
The difference between English (UK) and English (US) is the date format.

Top Tip:
If the settings screen does not appear, click on the **Cog** icon to enter settings.

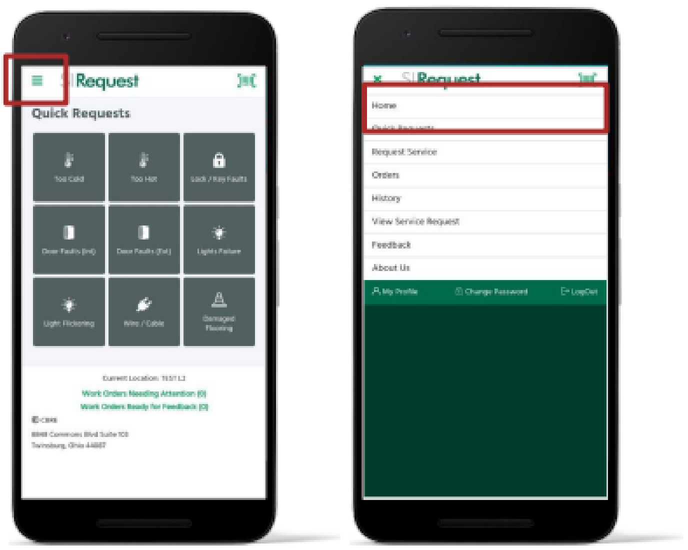
Contract Selection - USHOW

Step 3 : Navigating the SI Request Home Screen

When you first open the SI Request application, the **Quick Requests** screen will be displayed. Here you can raise common request tickets.



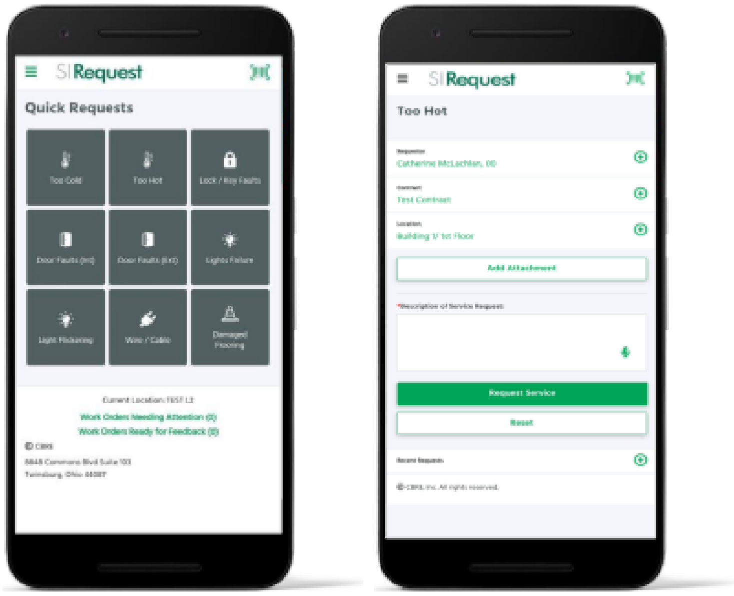
To access the dashboard, select the **Menu** icon in the top left-hand corner and then select **Home.**



Raising A New Request on a Mobile/Tablet device

Quick Request

Select the relevant option in the **Quick Requests** screen.



Top Tip:

Select the microphone icon in the **Description** section to use your voice to enter the description.

Select the **Requester** section to confirm your phone number. In the **Contract** section, select your contract if you work across various ones.

Use the **Location** section to make changes to the location details. The location detail helps the Technician locate the problem.

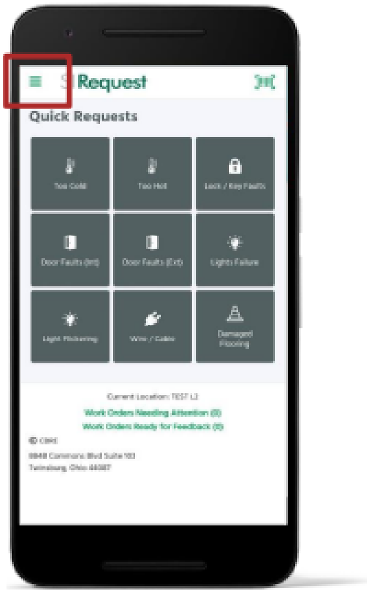
Select **Add Attachment** to upload any pictures of the problem to the request.

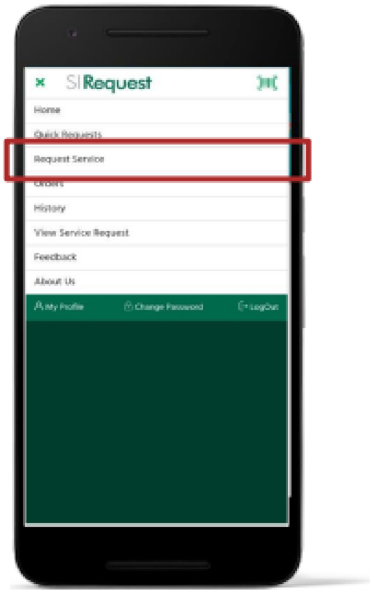
Complete the **Description of Service Request** adding as much detail as possible and click **Request Service.**

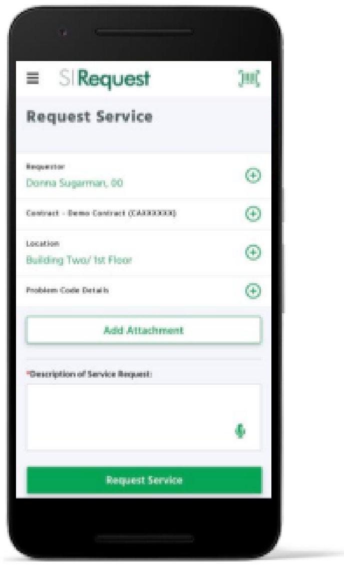
A confirmation page will be displayed and will include your **Request Number** which is also referred to as a **Work Order Number** this number can be used to check for updates or information in relation to your request.

Request Service

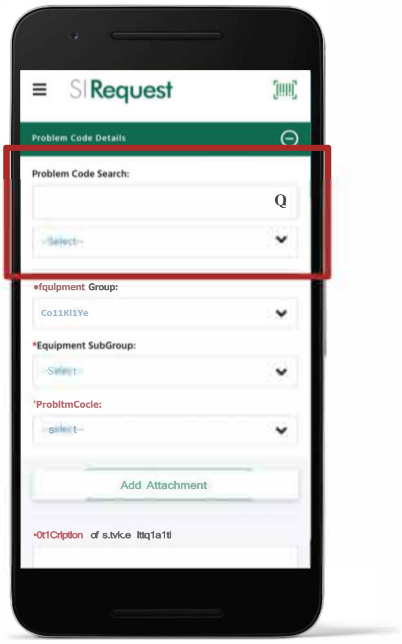
This function can be used if the problem is not available from **Quick Request** options. Select the **Menu** icon in the top left-hand corner and click on **Request Service.**







The majority of the fields are the same as using **Quick Requests** outlined above.



The additional field requires you to select the **Problem Code Details** to confirm the problem. Start by typing the problem into the Problem Code Search file and select the relevant option from the drop down list. The rest of the fields will auto populate.

Top Tip:

Entering the first 3 characters in a search will start to populate a list of relevant problem codes, which you can select from.

After selecting **Request a Service** confirmation page will be displayed and will include your **Request Number** which is also referred to as a **Work Order Number** this number can be used to check for updates or information in relation to your request.

