CBRE

Getting started with SI - Request Desktop

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

For desktop access to SI Request on a laptop, PC or web browser please go to the link below.

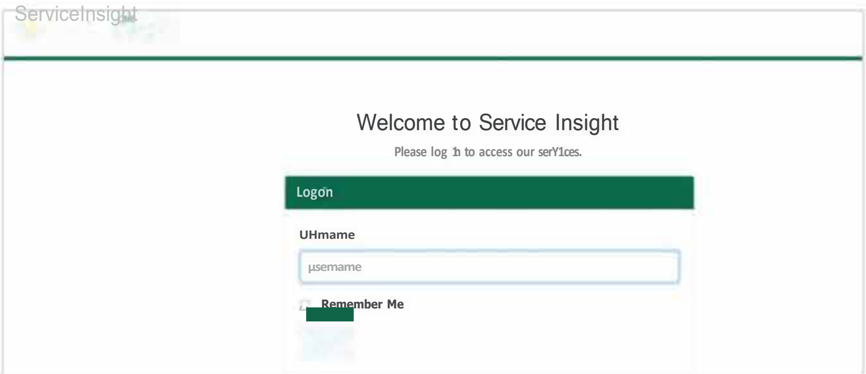
https://crsp.serviceinsightlocal.cbre.eu/PRD00432CRS/

Top Tip:
Remember to bookmark this page on your browser for future reference.

Step 2 : Logging into SI Request

Existing Users

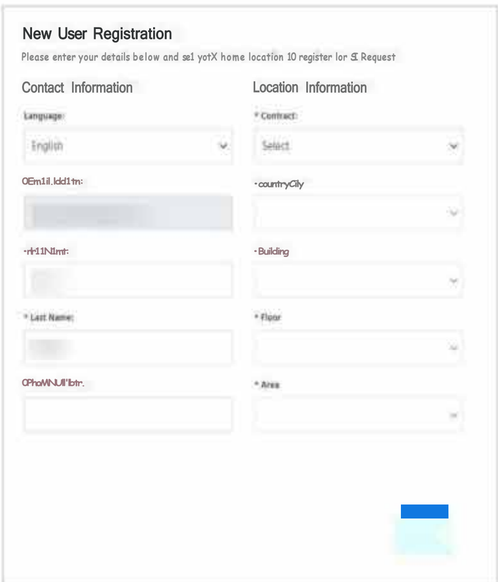
Enter your work email address and click **Log In.** If you are not using a shared desktop, select **Remember Me** before logging in. This saves you from re-entering your details.



New Client/External - Users

New Client/External users of SI Request will be required to create an SI Request account the first time they access the system. If your company has enabled SSO (Single-Sign-On) for SI Request, click on **Sign in with your Howard e-mail,** otherwise create a new account by clicking on **Create a CBRE Client account now.**

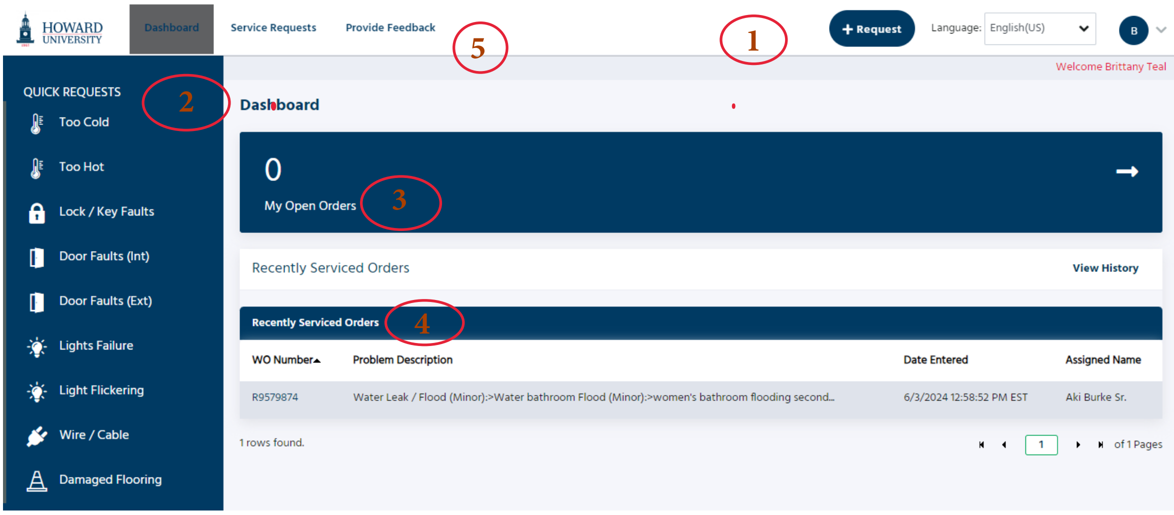
Once the account is created and validated, the **New User Registration** page will require the user to choose their default location for reporting faults. Location information can be amended at the point of submitting a request.
Contract - USHOW



Once the registration process is completed, users can log onto SI Request by entering their email address and clicking **Log In.**

Step 3 : Navigating the SI Request Home Screen

When you open the desktop link, the **SI Request Dashboard** will be displayed. The SI Request Dashboard is where requests can be raised and managed. Click the **Dashboard** button to return to the dashboard page at any time.



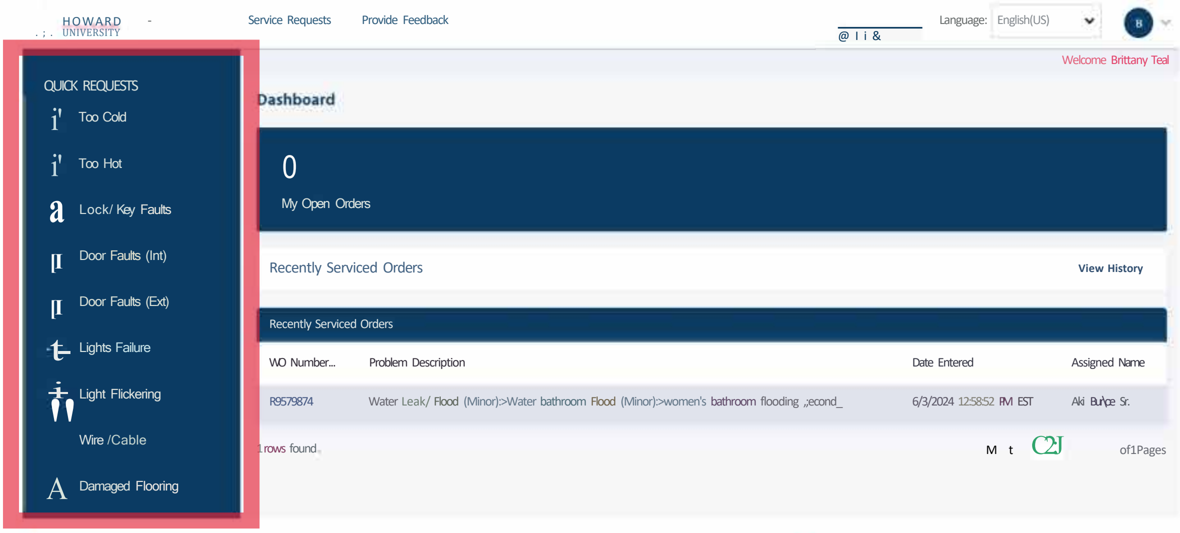
1. **+Request –** Raise a new service request
2. **Quick Request –** Raise a common service request quickly
3. **My Open Orders –** View the status of open orders
4. **Recently Serviced Orders –** View recent service order request history
5. **Provide Feedback –** Feedback on the orders handling

Raising A New Request

There are two ways to raise requests:

Quick Requests

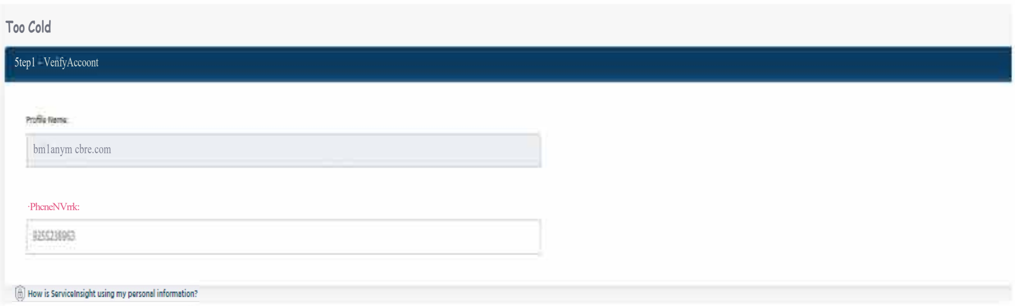
Select the relevant option in the **Quick Requests** navigation pane.



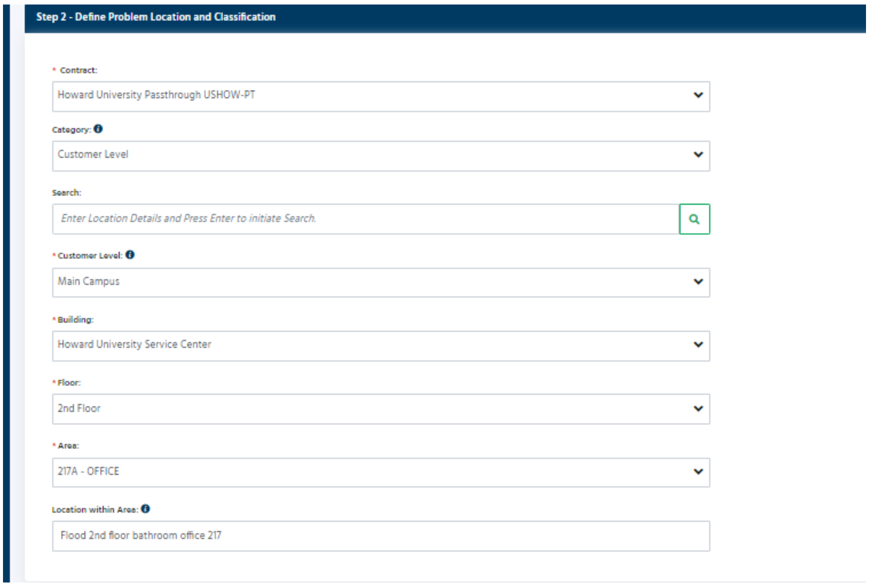
Top Tip:

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

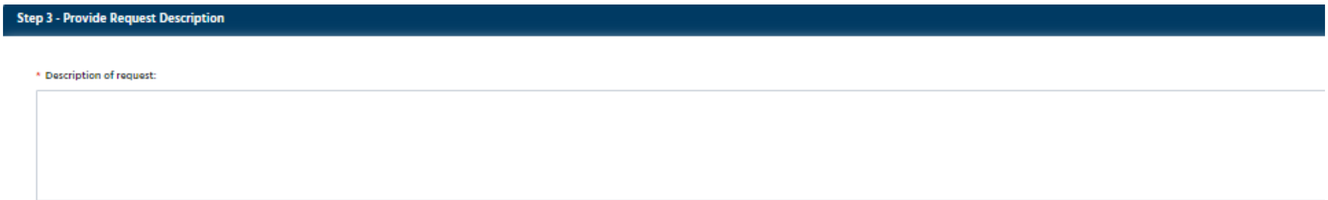
In Step 1, confirm your phone number.



Next, in Step 2, confirm the location of the problem.



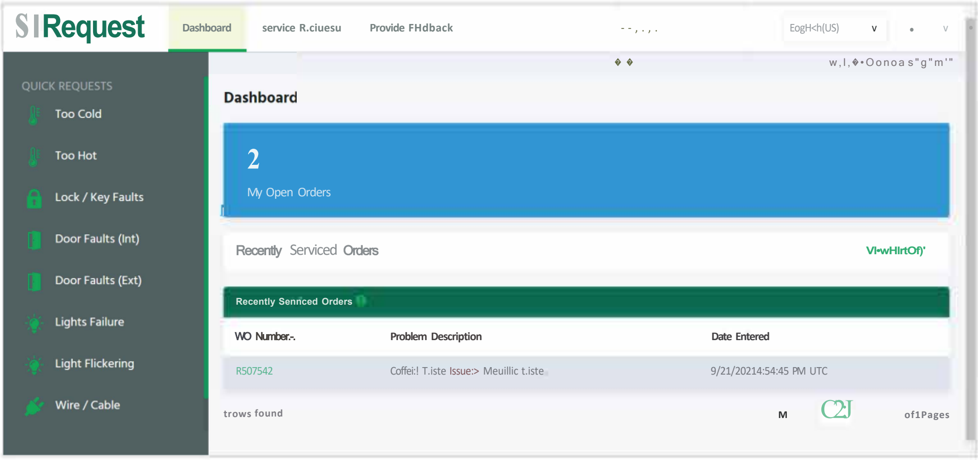
Finally, in Step 3, enter a description of the problem and click **Create.**



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

This function can be used if the problem is not available from **Quick Request** options. Select **+Request.**



The steps are the same as using **Quick Requests** outlined above, however, Step 2 will also require you to enter the **Problem Code** details.

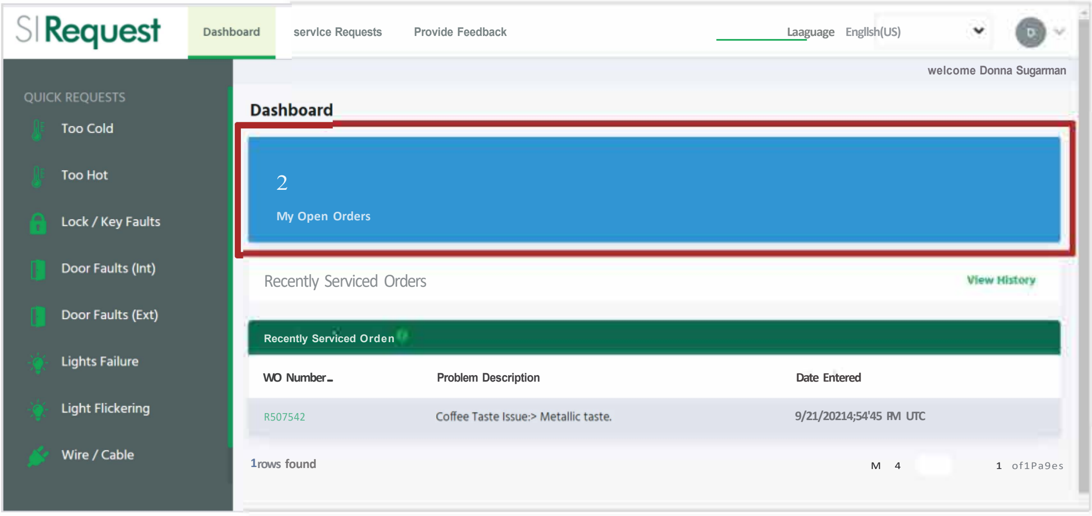
After completing the three steps, a confirmation page will be displayed and will include your **Request Number** which is also referred to as a **Work Order Number.** This number can be used to check for updates or information in relation to your request.

Viewing Orders

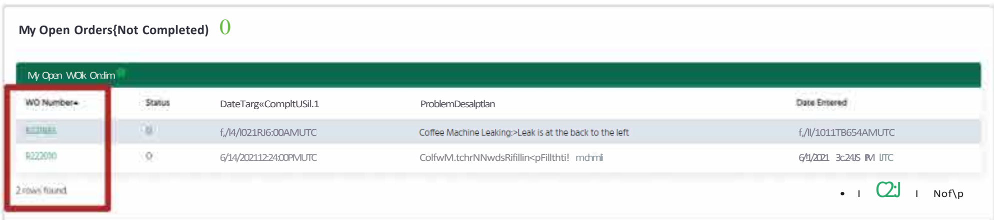
SI Request can be used to monitor the current status of all requests.

Viewing all open orders

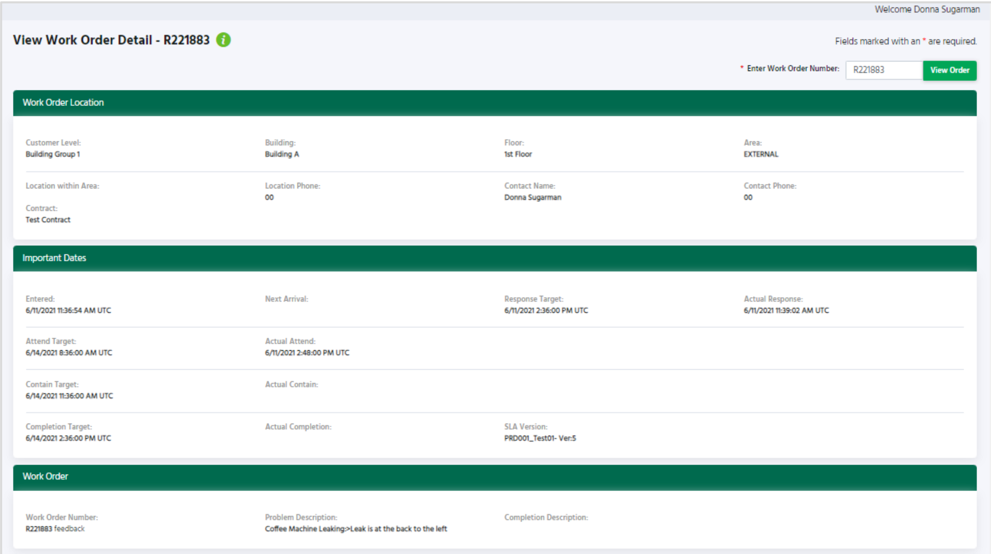
To view the status of request orders that have not been completed, select **My Open Orders** on your dashboard.

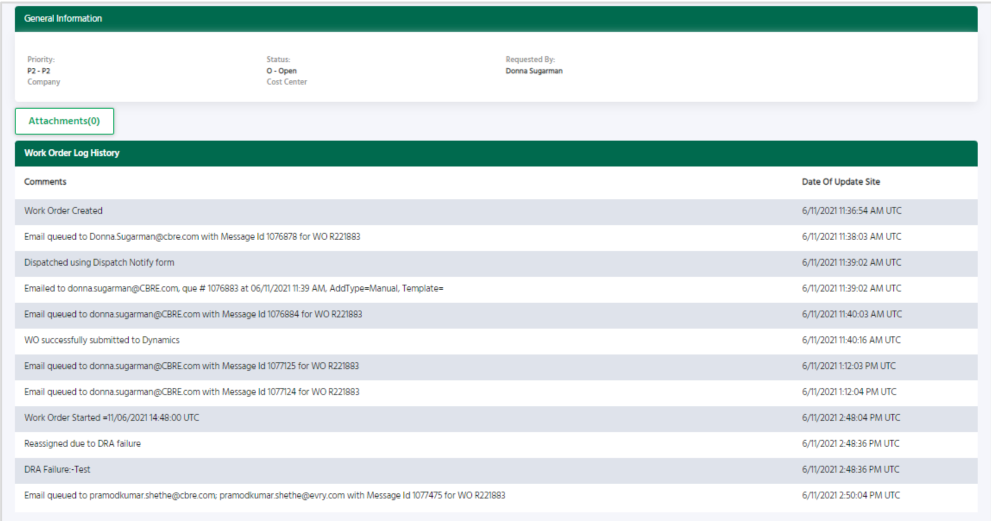


The **My Open Orders(Not Completed)** screen will be displayed. Click the relevant **Work Order Reference Number** to view the details.



The **View Work Order Detail** screen will be displayed. You may need to scroll down to see more details.



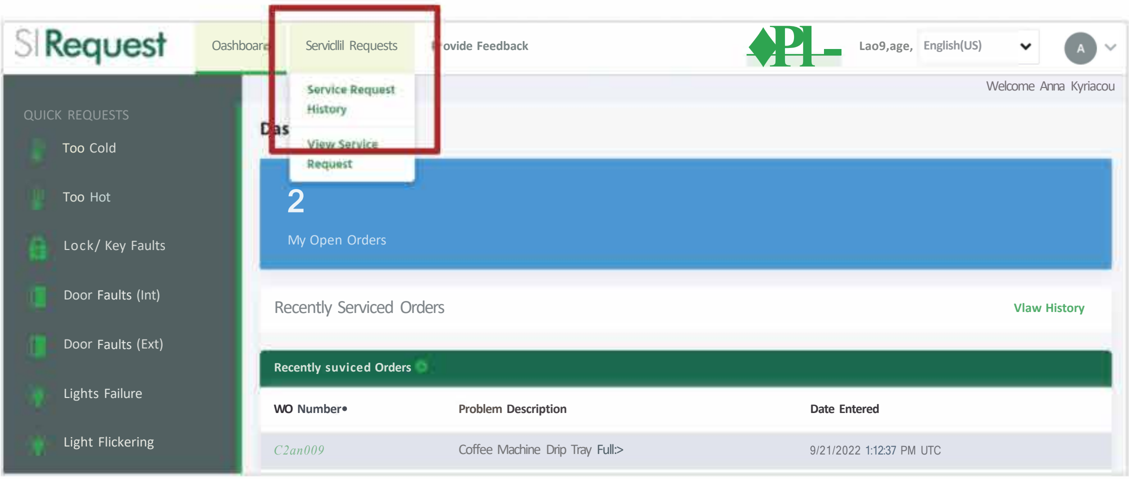


These sections include:

- **Work Order Location**
- **Important Dates –** Service Level Agreement dates/times and next arrival time (if applicable)
- **Problem Description –** Additional comments from the Helpdesk can be viewed here
- **Completion Description –** Comments from Tech/Helpdesk on completion
- **General Information –** Priority code, Requestor, Status
- **Attachments –** Click here to add extra attachments
- **Work Order Log History -** Updates, comments, ETA

Viewing all orders

To view all orders select **Service Requests** then **Service Request History.** You can use the filters to help identify the relevant work order.

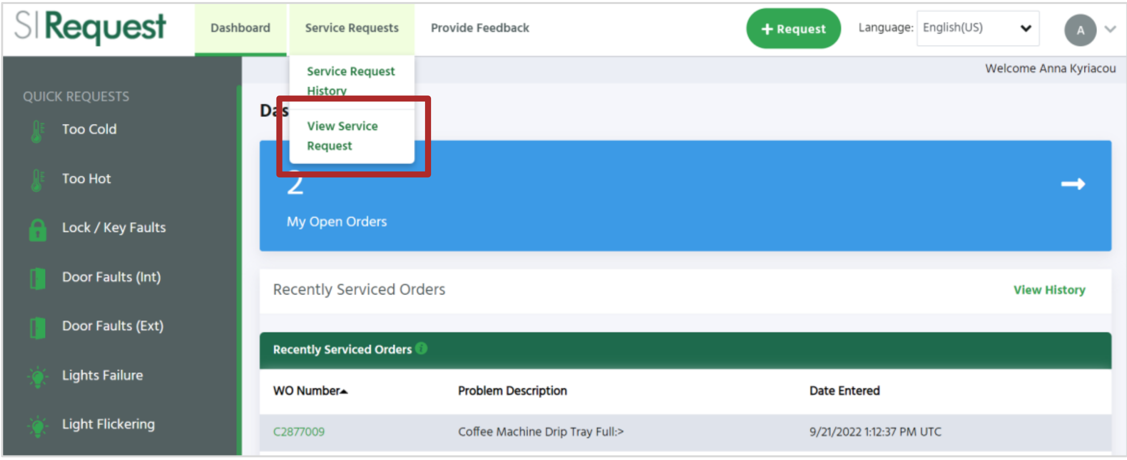


Top Tip:

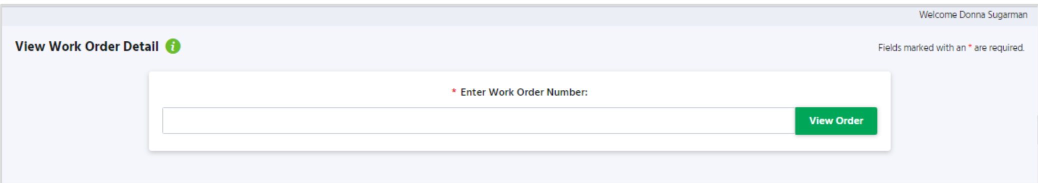
There may be additional Work Orders that appear in your searched. These are sub orders than can be created by the helpdesk in relation to your original order.

Viewing an order using the Work Order Reference Number

To view a specific order select **Service Requests** then **View Service Request.**



Enter the full Work Order Reference number and click **View Order**.



Common status code and the code meanings

Code	Meaning
CBP	Completed by Tech. Phone Fix
CBT	Completed by Tech on PDA
D	Dispatched
DEN	Dispatched, Tech Enroute
HLD / EBO	Hold / Equipment on Back order
OWR	Open Web Request

Feedback

SI Request allows for feedback on completed Work Orders. Click **Provide Feedback,** then enter the relevant **Work Order Number** to provide comments, ratings and a request for a contact regarding a work order. The comments made will become a permanent part of the work order in the feedback section.

A feedback link will also be displayed on the emails you receive.

Additional Assistance

If the below error message is displayed or you have any technical faults, please contact your local CBRE facilities Maintenance Helpdesk for support.

Email - HowardUHelpdesk@cbre.com

Phone - 202-806-1000