

# 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/>

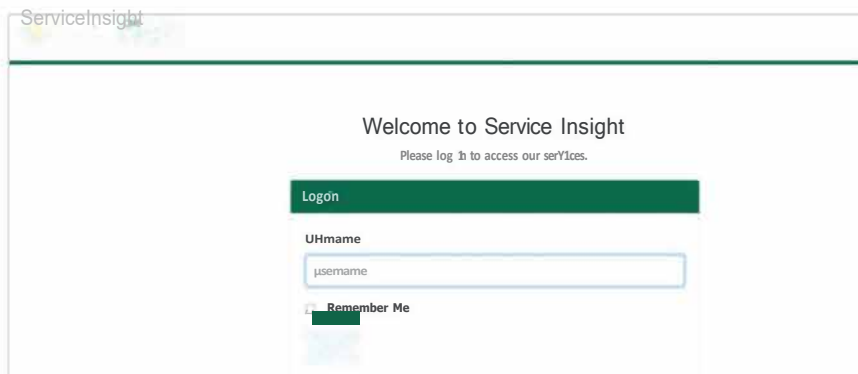
### Top Tip:

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

## Step 2 : Logging into SI Request

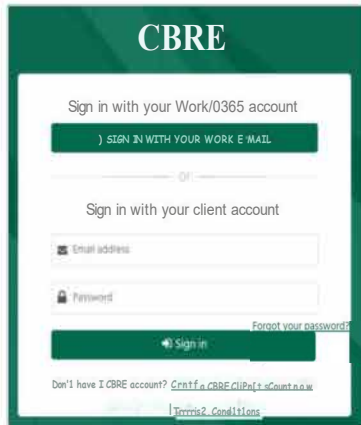
### Existing Users

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 email**, 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.

The screenshot shows the SI Request Dashboard interface. At the top left is the Howard University logo and a 'Dashboard' button (callout 5). To the right are 'Service Requests' and 'Provide Feedback' links (callout 5), a '+ Request' button (callout 1), a language dropdown set to 'English(US)', and a user profile icon 'B' (callout 1). A 'Welcome Brittany Teal' message is in the top right. On the left is a 'QUICK REQUESTS' sidebar (callout 2) with items: Too Cold, Too Hot, Lock / Key Faults, Door Faults (Int), Door Faults (Ext), Lights Failure, Light Flickering, Wire / Cable, and Damaged Flooring. The main content area has a 'Dashboard' header and a 'My Open Orders' card showing '0' (callout 3) with a right arrow. Below is a 'Recently Serviced Orders' section (callout 4) with a 'View History' link. A table lists one order: WO Number R9579874, Problem Description 'Water Leak / Flood (Minor)->Water bathroom Flood (Minor)->women's bathroom flooding second...', Date Entered '6/3/2024 12:58:52 PM EST', and Assigned Name 'Aki Burke Sr.'. The table footer shows '1 rows found.' and a pagination control for '1' of 1 Pages.

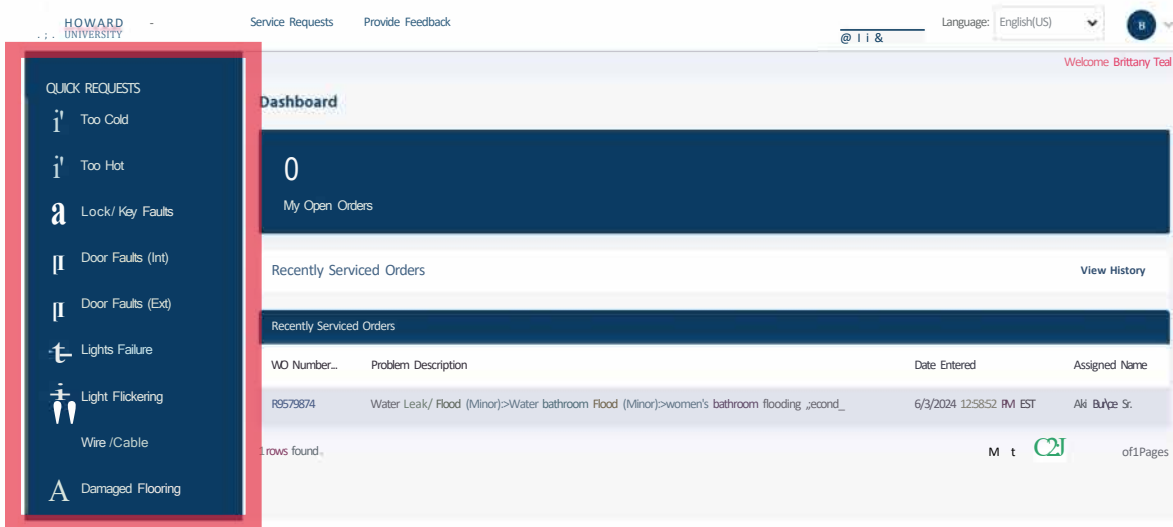
1. **+Request** – Raise a new service request
2. **Quick Request** – Raise a common service request quickly
3. **My Open Orders** – View the status of open orders
4. **Recently Serviced Orders** – View recent service order request history
5. **Provide Feedback** – Feedback on the orders handling

## 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.

The screenshot shows the 'Too Cold' request form, specifically Step 1 - Verify Account. The form has a dark blue header with the title 'Too Cold' and a sub-header 'Step 1 - Verify Account'. Below the header, there are two input fields: 'Profile Name' with the value 'hmlanym@chrc.com' and 'Phone Number' with the value '81852218995'. At the bottom of the form, there is a link that says 'How is ServiceInsight using my personal information?'.

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

**Step 2 - Define Problem Location and Classification**

\* Contract: Howard University Passthrough USHOW-PT

Category: Customer Level

Search: Enter Location Details and Press Enter to initiate Search.

\* Customer Level: Main Campus

\* Building: Howard University Service Center

\* Floor: 2nd Floor

\* Area: 217A - OFFICE

Location within Area: Flood 2nd floor bathroom office 217

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

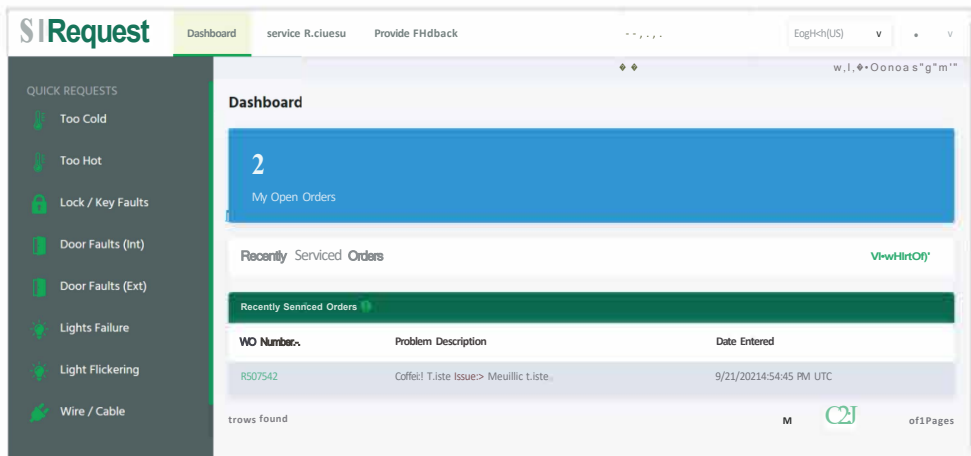
**Step 3 - Provide Request Description**

\* Description of request:

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.

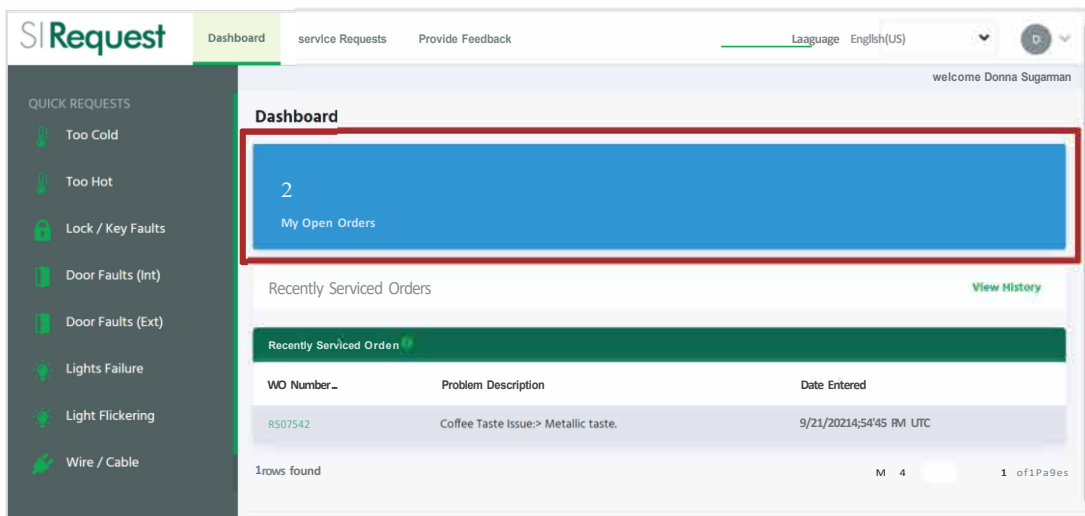
After completing the three steps, a confirmation page will be displayed and will include your **Request Number** which is also referred to as a **Work Order Number**. This number can be used to check for updates or information in relation to your request.

## Viewing Orders

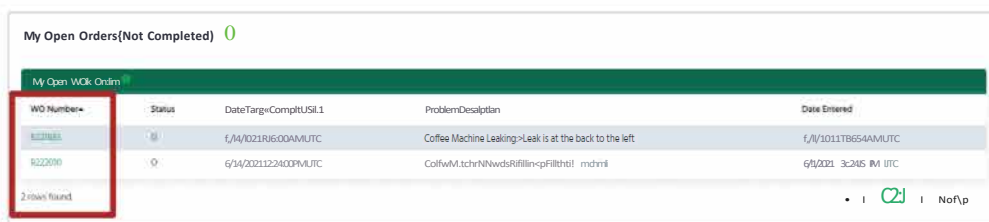
SI Request can be used to monitor the current status of all requests.

### 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.

Welcome Donna Sugaman

**View Work Order Detail - R221883** ?

Fields marked with an \* are required.

\* Enter Work Order Number:  View Order

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**Work Order Location**

Customer Level: Building Group 1	Building: Building A	Floor: 1st Floor	Area: EXTERNAL
Location within Area:	Location Phone: 00	Contact Name: Donna Sugaman	Contact Phone: 00
Contract: Test Contract			

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**Important Dates**

Entered: 6/1/2021 11:36:54 AM UTC	Next Arrival:	Response Target: 6/1/2021 2:36:00 PM UTC	Actual Response: 6/1/2021 11:39:02 AM UTC
Attend Target: 6/14/2021 8:36:00 AM UTC	Actual Attend: 6/1/2021 2:48:00 PM UTC		
Contain Target: 6/14/2021 11:36:00 AM UTC	Actual Contain:		
Completion Target: 6/14/2021 2:36:00 PM UTC	Actual Completion:	SLA Version: PRD001_test01- Ver5	

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**Work Order**

Work Order Number: R221883 feedback	Problem Description: Coffee Machine Leaking*Leak is at the back to the left	Completion Description:
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**General Information**

Priority: P2 - P2 Company	Status: O - Open Cost Center	Requested By: Donna Sugaman
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Attachments(0)

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**Work Order Log History**

Comments	Date Of Update Site
Work Order Created	6/1/2021 11:36:54 AM UTC
Email queued to Donna.Sugaman@cbre.com with Message Id 1076878 for WO R221883	6/1/2021 11:38:03 AM UTC
Dispatched using Dispatch Notify form	6/1/2021 11:39:02 AM UTC
Emailled to donna.sugaman@CBRE.com, que # 1076883 at 06/01/2021 11:39 AM, AddType=Manual, Template=	6/1/2021 11:39:02 AM UTC
Email queued to donna.sugaman@CBRE.com with Message Id 1076884 for WO R221883	6/1/2021 11:40:03 AM UTC
WO successfully submitted to Dynamics	6/1/2021 11:40:16 AM UTC
Email queued to donna.sugaman@CBRE.com with Message Id 1077125 for WO R221883	6/1/2021 11:42:03 PM UTC
Email queued to donna.sugaman@CBRE.com with Message Id 1077124 for WO R221883	6/1/2021 11:42:04 PM UTC
Work Order Started =1/06/2021 14:48:00 UTC	6/1/2021 2:48:04 PM UTC
Reassigned due to DRA failure	6/1/2021 2:48:36 PM UTC
DRA Failure-Test	6/1/2021 2:48:36 PM UTC
Email queued to pramodkumar.shethe@cbre.com; pramodkumar.shethe@evry.com with Message Id 1077475 for WO R221883	6/1/2021 2:50:04 PM UTC

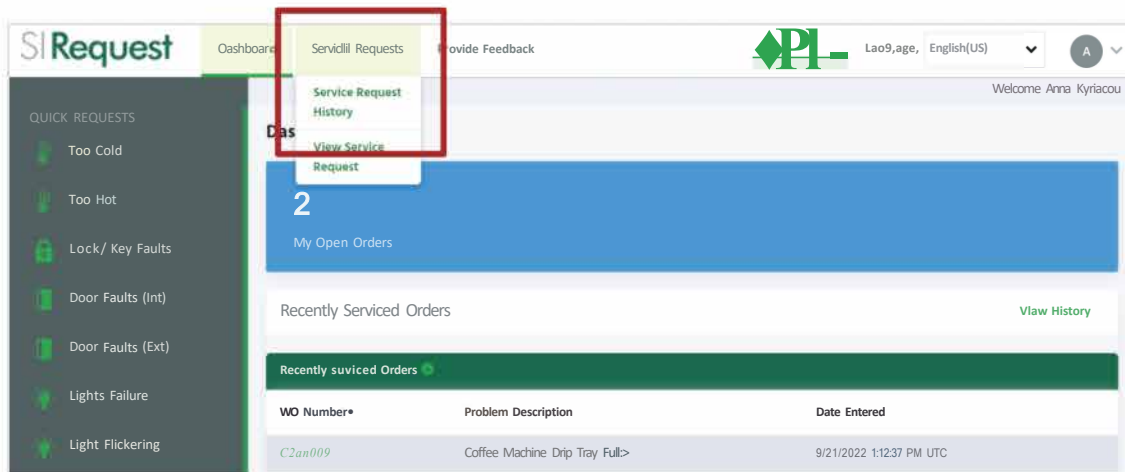
These sections include:

- **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.

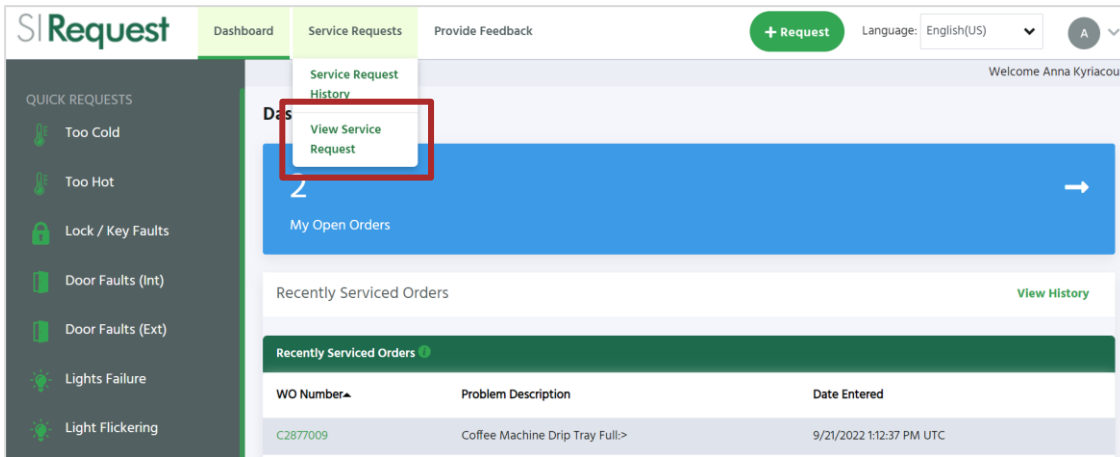


### Top Tip:

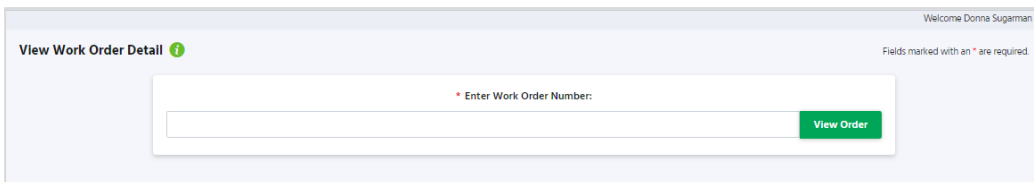
There may be additional Work Orders that appear in your searched. These are sub orders than can be created by the helpdesk in relation to your original order.

## 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.



The screenshot shows a web form titled "Provide Feedback" with a small green circle icon next to the title. The form contains a text input field with the placeholder text "Enter Work Order Number:". To the right of the input field are two buttons: "Provide Feedback" (a green button) and "Submit Changes" (a white button with a green border). In the top right corner of the form area, there is a small, faint text string: "FIQI&imarkIdwith4n-wrvqrtd".

## 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](mailto:HowardUHelpdesk@cbre.com)

Phone - 202-806-1000

