Facilities Help Desk Reference Guide

For a facilities related emergency, or for those who do not have external internet access, please telephone the 24x7 Emergency hotline

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About the Facilities Help Desk

Facilities Help Desk is a quick and simple service which allows you to efficiently create maintenance requests for any property related issues; these can either be created online or by calling the Facilities Help Desk Call Centre.

1. Accessing the Facilities Help Desk online

- Either follow the link on ‘Knowledge Bar’ on HSBC NOW, as detailed below, or

- Access the Global NOW home page and select Tools and Facilities Management Support, this will link to the Facilities Help Desk
Registering for the first time

- The first time you access as a new user, you will be presented with the screen below, your name and contact details will be pre-populated. All you will need to do is enter your location. Start typing your location and all the options available will appear. Select your correct location.

Home Page

- Once you have registered, the Home Page appears. This page will display a summary view of all Service Requests placed by you.

- If you scroll down the Home page you will be able to view all requests placed in your location.

- Click the Home button in the grey bar at the top of the screen to return to this page at any time.
• The language will automatically default to that of HSBC NOW, however you may wish to select an alternative, by selecting Language in the pop up menu at the bottom right of the window.

2. Creating a new Service Request

When you require a service, a service request must be generated.
• Click the New Request button.

• Or click the Create a New Request tab.

• The New Service Request screen displays.

• Click the Keep Request Confidential check box on the form to keep the request confidential from other users. This request will not be displayed on the Home Page of the service request list.

• Check the box as to whether it is a Health or Safety Issue. This is a health or safety hazard that would potentially affect you or your colleagues in your work environment.

• Please detail the Location of the Problem (specific area, floor, cubicle etc.,)

• Select the issue from the Common Problem List. These are the top 25 most common facilities management requests and problems at HSBC.
• If the problem is not detailed in this list then select <Click Here> to enter a full description

![Image](image-url)

• Type a detailed Description of the repair needed.

```plaintext
Description
Exterior glass is shattered. Needs to be replaced on the North Side of the building.
```

• Check whether you are the recipient of the service. If you are raising this request on behalf of another colleague please select No and complete the details requested.

```plaintext
Are you the Service Recipient?
Yea  No
```

• Enter the Cost Centre Code only if you are in the USA or Australia. If this is not needed please select Submit Request and continue. The form is now complete.

```plaintext
Cost Centre Code
```

• The Service Request Information page displays the Request Number that been assigned along with the title, work category and description.

```plaintext
Your Service Request 8182679-1 has been submitted

Request #  8182679-1
Title      Test - Location = floor.
Work Type  Building Exterior
Work Category  Doors Exterior
Problem     Alignment
Service Provider  HSBC JLL EMEA - MES
Description  Test - Location = floor.
```

• Click done when complete.
3. Reviewing Your Service Requests

- Your service requests display at the top of the Home Page

<table>
<thead>
<tr>
<th>Date Opened</th>
<th>Request Number</th>
<th>Status</th>
<th>Description</th>
<th>Service Provider</th>
<th>Service Level</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/24/2014</td>
<td>17257584-1</td>
<td>In Progress</td>
<td>test. Location – floor 15.</td>
<td>SODEXO 8CS</td>
<td>Routine</td>
<td>London, Canada Square (8) - GB5200 - Ground</td>
</tr>
</tbody>
</table>

- My Service Requests displays the date the request was opened, the request number that has been assigned to the request, the status and the service level. This will allow you to track all the service requests you have raised.

- View more information about any Service Request by clicking the Request Number.

Service Request #17257584-1
London, Canada Square (8) - GB5200 - Ground Floor
8 Canada Square
London, London E14 5HQ

- Work Type: Janitorial/Cleaning
- Work Category: General Cleaning
- Common Problem: General Cleaning
- Calculated Completion Time: 09/29/2014 03:15:33 PM
- Calculated Response Time: 09/25/2014 12:15:33 PM
- Service Provider: SODEXO 8CS
- Actual Response Time: 09/24/2014 10:54:00 AM
- Related Request Numbers

Search for a Service Request

You can search using the quick search fields on the Home Page, or by using the Advanced Search tab to search on multiple fields.

- Quick Search: If you know the Request Number, type it into the Search fields on the Home Page and click Go.

- For an Advanced Search: click the Advanced Search tab on the grey menu bar across the top of the screen
• The find a service request page displays.

Using the drop-down menus and radio button, select the parameters for the search.
• Click the Search button.
• The Search results appear at the bottom of the screen.

4. Cancel a Service Request

• Go to the Home Page to locate the request you want to cancel.

• Click the Service Request Number.
• The Service Request page displays.
• Click the **Cancel Request** button.

• On the Cancel Request page, check the **Cancel Request** radio button next to the service request you want to cancel.

<table>
<thead>
<tr>
<th>Select</th>
<th>Work Order(s)</th>
<th>Condition</th>
<th>Status</th>
<th>Service Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5037621-1</td>
<td>Open</td>
<td>Solving</td>
<td>ADIM, Incorporated</td>
</tr>
</tbody>
</table>

• Click the **Cancel Request** button

![Cancel Request Succeeded](image)

• The Cancel Request Succeeded message displays.

• The request now shows as ‘cancelled’ on the Home Page.

5. **Add Notes to a Request**

• You cannot edit a request once submitted, but you are able to add **Notes**.

• View the detail for the Service Request.

• Click the **Add Notes** button.

![Add Notes dialog](image)

• The **Add Notes** dialog appears.

• Type your notes to support the service request

• Click **Browse** to select an attachment if desired.

• Click **Update** when finished.
6. Print Request

- Click the Request Number to view details for a Request.
- Click the Print Request button at the bottom of the screen to generate a print copy of the current page.

![Print Request button](image)

7. Add a Location

- To add a new location to your account: either
- Click on the Add Location box
- Or, Click MyAccount at the top right of the screen. Select the check box Add New Location

![Add Location box](image)

- Start typing your new location, for example Canada Square, and all the options available for Canada Square will appear.

![Add Location search](image)

- Select your new location

![Select new location](image)
Check the box as to whether this will now become your primary location

Click the Save Changes button when finished.

"Saved Changes Succeeded" displays on the MyAccount page.

Always check that the correct location is displayed in the top left of the screen and switch between your locations using the drop-down menu.

8. Facilities Help Desk Frequently Asked Questions

1. What do the different statuses mean on the home screen?
   A. Solving = Waiting for the Facilities Helpdesk Team to dispatch the request to the service provider. Dispatched to SvcPro = Work order has been sent to the service provider. In Progress = Work Order has been responded to by the service provider. Cancelled = Work order has been cancelled. Closed = Work Order has been completed by service provider.

2. I don't see a work order that I created, where did it go?
   A. The work order could be closed or cancelled. Try search for work orders that are closed on the search page. If you still do not see it and you are certain the work order was created, contact the Facilities Help Desk.

3. What should I do if my request changes after I have submitted it?
   A. Search for your request in, view the Detail and then click Add Notes. You can also cancel the request if needed.

4. What should I do if I need to request a service for a site other than where I reside?
   A. Click the “Add a Location” button located under your “My Service Request” box and select the appropriate values and save changes. Then you can select the site from your “Location” drop down list when you enter a new request.

5. What should I do if I need to have the provider contact me at a different phone number than what is listed in the directory?
   A. Include the contact information clearly in the description.

6. What shall I do if I have trouble logging on to the Facilities Help Desk?
   A. Place a call to the Facilities Help Desk - *505 or equivalent country number.

7. What is categorised as an emergency?
   A. An emergency is classed as an issue that is likely to interrupt the operations of the bank or threaten an individual’s personal safety only.

8. How are the calls prioritised?
   A. The work orders are given a priority level based on building category and whether it is an emergency, essential or routine. A notification is then given of the response and completion time.

9. Q12: What happens if my primary (main) location closes or we move/relocate to another?
   A. We should be notified of any closures or relocations and the Facilities Help Desk will automatically default to your next location, if you have another location listed against your user name. We do encourage you to check and update your new location details before placing your new request. If you only have one location listed, the Facilities Help Desk will automatically request for you to add your new location by selecting a property from the drop-box options.
10. I am unable to create a work order as I have an HSBC Information Page which states I have an error, what do I do?
   A. Please report this error by sending an email to tsc@am.jll.com detailing your name and contact details.

11. I am trying to add a new location and am having problems selecting or finding the correct one?
   A. Please contact the data management team hsbcdatamgt@am.jll.com and they will assist with your request.

12. I am having an issue with the translated version of Facilities Help Desk what do I do?
   A. Please contact the data management team hsbcdatamgt@am.jll.com in your language of choice outlining your issue and they will assist with your request.

13. I am being asked to enter a cost centre, should I enter any information in here?
   A. Please ignore this field unless you have been instructed in your country to complete this field (e.g. for tax reasons).

14. I am unable to access the Facilities Help Desk via HSBC NOW, is there another way?
   A. Use this URL and paste it into your browser, then save it as a Favourite.