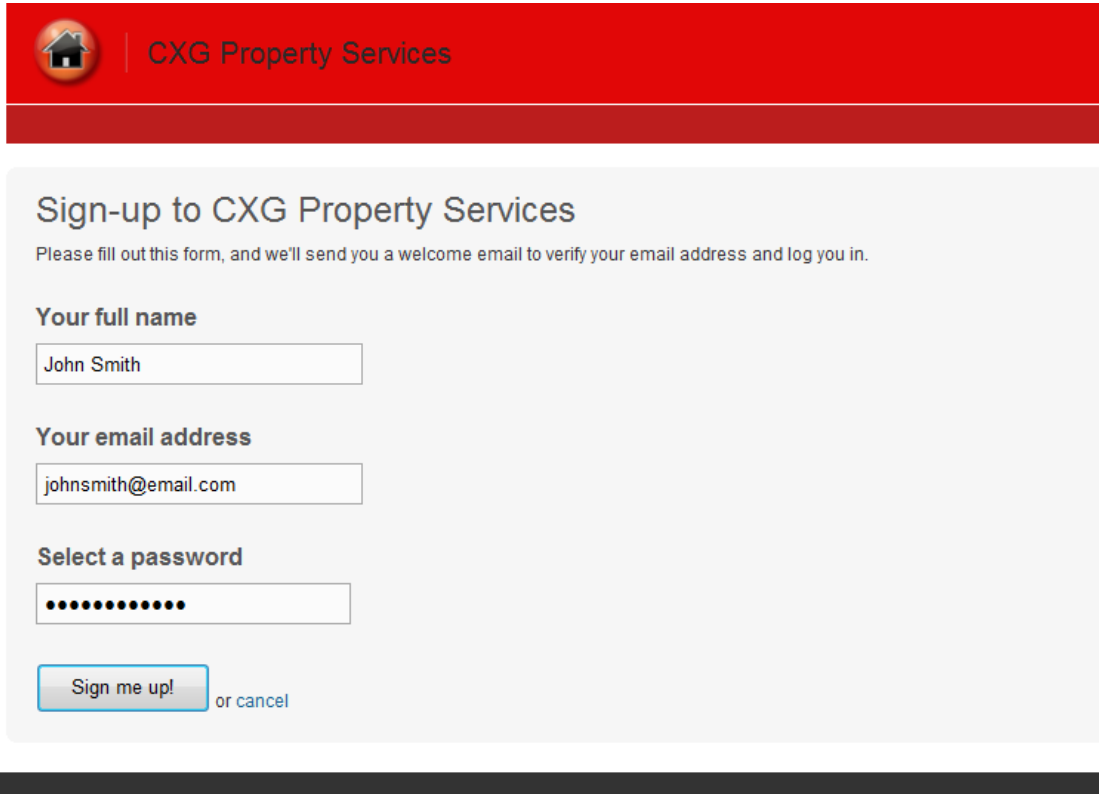


HOW TO REPORT A MAINTENANCE ISSUE ONLINE

1. If you have not already registered, then you need to set-up a new account. You will need an e-mail address to do this. Click on the relevant link on the CXG Property Services website www.cxgproperty.co.uk to get started.



The screenshot shows the CXG Property Services website header with a red background and a house icon. Below the header is a sign-up form titled "Sign-up to CXG Property Services". The form includes a sub-header "Please fill out this form, and we'll send you a welcome email to verify your email address and log you in." and three input fields: "Your full name" (containing "John Smith"), "Your email address" (containing "johnsmith@email.com"), and "Select a password" (containing ten dots). At the bottom of the form is a blue "Sign me up!" button and a grey "or cancel" link.

On this page, you need to enter your full name, your e-mail address and a password of your choice. This is the only information that you will need to provide to sign up to CXG's maintenance helpdesk. It is very quick and simple.

Once you click submit, your account will be set-up. Within two minutes of this, you should receive an e-mail confirming that your account has been set-up. Click on the link that is in the e-mail, and this will verify your account, and you will then be automatically logged in to our helpdesk.

On the homepage, there may be some notices to tenants. This could be about anything – it could be offers to tenants, notices about rent, properties available, anything. There will be some notices that will be for a specific person, or some that anyone who logs into the site can see.

Below, see the homepage layout. This is the first page you will see when you log in.

Home RSS

Special Offer on EPC
Submitted Jan 07 in Announcements

For the month of January we are offering EPC's at on £89.99

This text is editable. Insert your office hours, staff information, time zones etc. Your help desk inbound email address is support@cxg.zendesk.com

Forums

- Announcements (1)
- Solutions (0)
- Tips & Tricks (0)
- Feature Requests (0)

Search

(All) Search

2. From here, you can submit a maintenance issue. To do this, click on 'SUBMIT A REQUEST' in the toolbar along the top of the site. When you click here, the following page appears.

Submit a request

Subject *

Description *
Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachment(s)

Max file size: 7MB

Submit a request for assistance

Fields marked with an asterisk (*) are mandatory.

You'll be notified by email when our staff answers your request.

In the subject box, write in the issue. This could be 'Heating is not working', for example. In the description box, write any details about the situation that you can to help us establish what is wrong and solve the problem as quickly as possible. In the attachments box, attach any photos that you may have that help to explain and show us what the problem is.

Remember, the more details we have, the quicker we can establish the problem, and the quicker we can solve the problem.

- Once you have entered all details of the fault, click Submit. This will then send an e-mail report of the problem to our maintenance team.

Tom Archer | [profile](#) | [change password](#) | [logout](#)

CXG Property Services

HOME | **SUBMIT A REQUEST** | CHECK YOUR EXISTING REQUESTS

Submit a request

Subject *

Description *

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachment(s)

Max file size: 7MB

Submit a request for assistance

Fields marked with an asterisk (*) are mandatory.

You'll be notified by email when our staff answers your request.

- After you click Submit, you will be taken to a list of all your open requests. This list shows all maintenance issues currently being dealt with that you have submitted.

Tom Archer | [profile](#) | [change password](#) | [logout](#)

CXG Property Services

HOME | **SUBMIT A REQUEST** | CHECK YOUR EXISTING REQUESTS

✔ Request #6 "My heating is not working" created

Open requests

My heating is not working

The pilot light on my boiler has gone out, and my heating is not working.

Submitted less than a minute ago

Being processed. [View request history »](#)

You are viewing a list of open requests

[View your solved and closed requests](#)

5. By clicking on 'View request history', you can add any comments to the request, and check the status of it, including any comments we may have added.

Request 6
Submitted Jan 28 10:48 by you

My heating is not working
The pilot light on my boiler has gone out, and my heating is not working.

Comments

Add a comment to this request:

Tom Archer

Attach file(s) »

Please consider this request as resolved

Submit

This request is currently being processed by our staff

Daniel Pilley is assigned to your request.

You will receive a notification by email when the request status is updated by our staff.

Priority
-

6. You will also see in the bottom corner of the screen, there is a tick box. If you have solved the issue yourself, then tick this box to let us know that it is no longer a problem.

Request 6
Submitted Jan 28 10:48 by you

My heating is not working
The pilot light on my boiler has gone out, and my heating is not working.

Comments

My boiler is still not working.
Jan-28 2010 10:55.
Tom Archer

A plumber will be going to re-light the pilot
Jan-28 2010 11:13.
Daniel Pilley
CXG Property Services

This request is currently being processed by our staff

Daniel Pilley is assigned to your request.

You will receive a notification by email when the request status is updated by our staff.

Priority
High

You will now see that we have added a comment to this issue that a plumber will be going to re-light the pilot in the boiler. You will also see to the right hand side who has been assigned to the problem, and what the priority level of the issue has been set at.

You will receive e-mails every time the status of the issue is changed or a comment is added to the issue, just so that you are aware of changes and you do not have to keep logging in to the site.

Once a contractor has been sent to the site of the problem, they will report back to us. We can then establish whether further works are needed, or the problem has been solved. If the problem is solved, we will then update this on the site, and it will disappear from the unsolved list.