

THE CONNECT DASHBOARD USER GUIDE

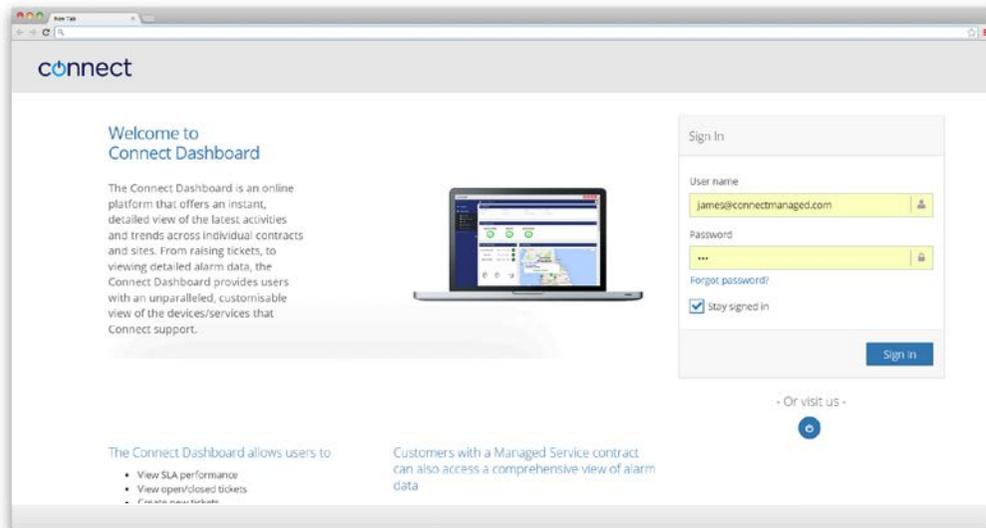


The Connect Dashboard User Guide

The Connect Dashboard is an online platform that provides an instant, detailed view of the latest activities and trends across individual contracts and sites. From raising tickets, to viewing SLA performance, the Connect Dashboard provides users with an unparalleled, customisable view of the services that Connect support.

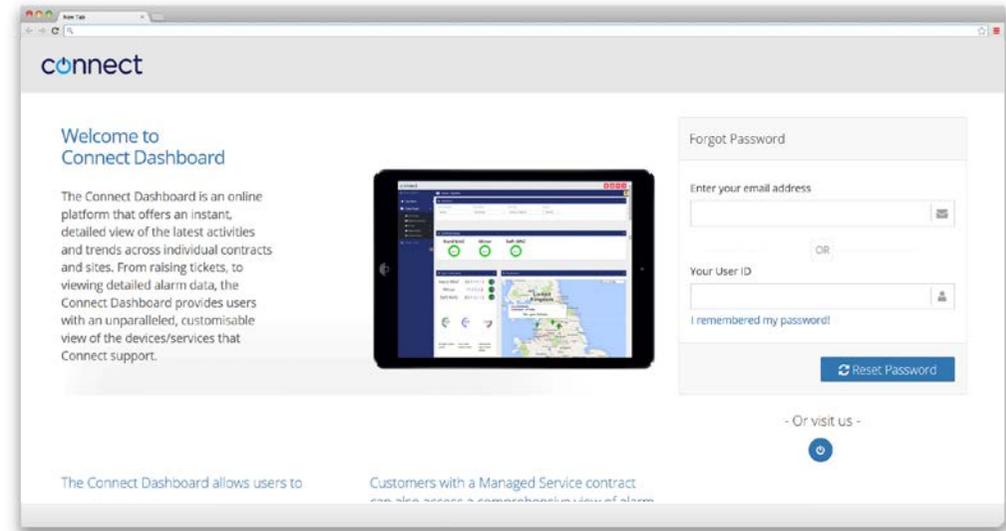
Login page

To access the Connect Dashboard, visit www.connectmanaged.com/portal alternatively you can visit the Connect Managed Services website at www.connectmanaged.com and click on the 'Login link' in the top right hand corner. This will automatically take you to the login page.



Step 1.0

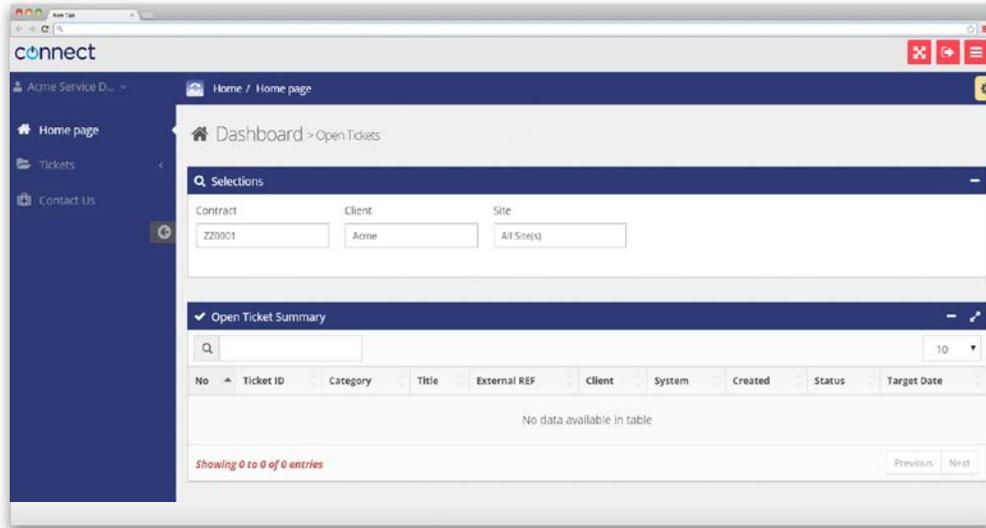
To login enter your user name (your business email address) and password that we have supplied. If you have forgotten your password, you can request a reminder by clicking on the "Forgot your password" link.



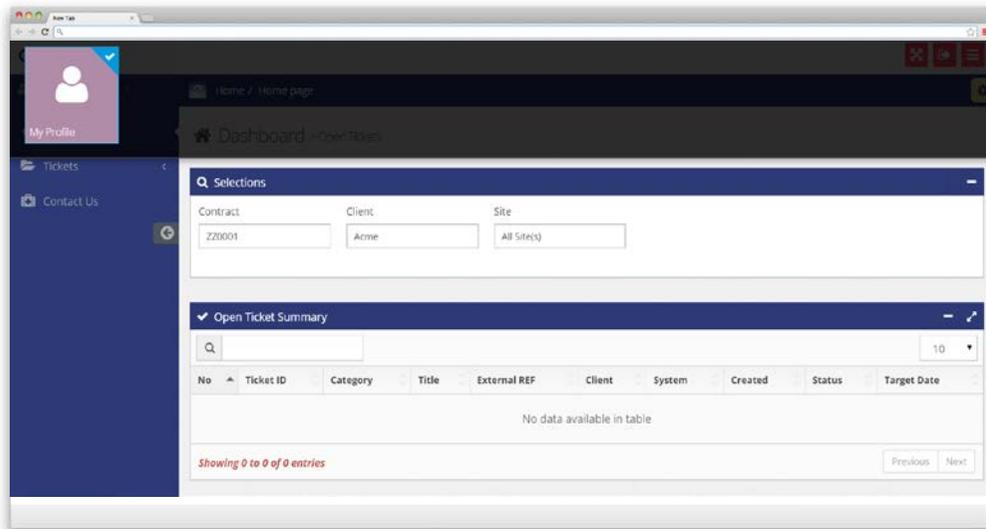
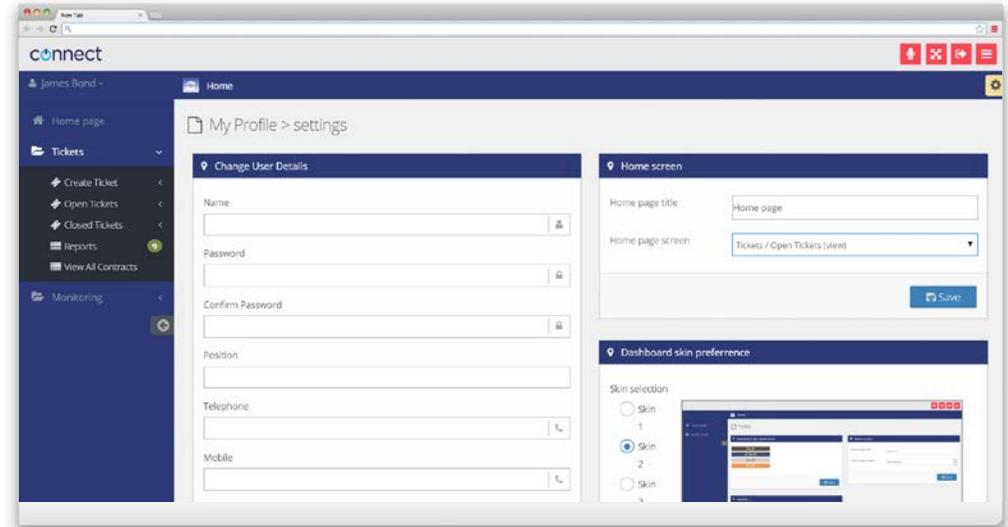
You will be asked to confirm your email address, this needs to be your business email address. You will then be emailed a reminder of your password, this will be required before you can login.

Step 1.1

If you wish to change your password, simply click on 'My Profile' within the Connect Dashboard. You can access this area by clicking on your user name in the top left hand corner. You will then see 'My Profile', if you click on this button, you will be directed to 'My profile/settings'.

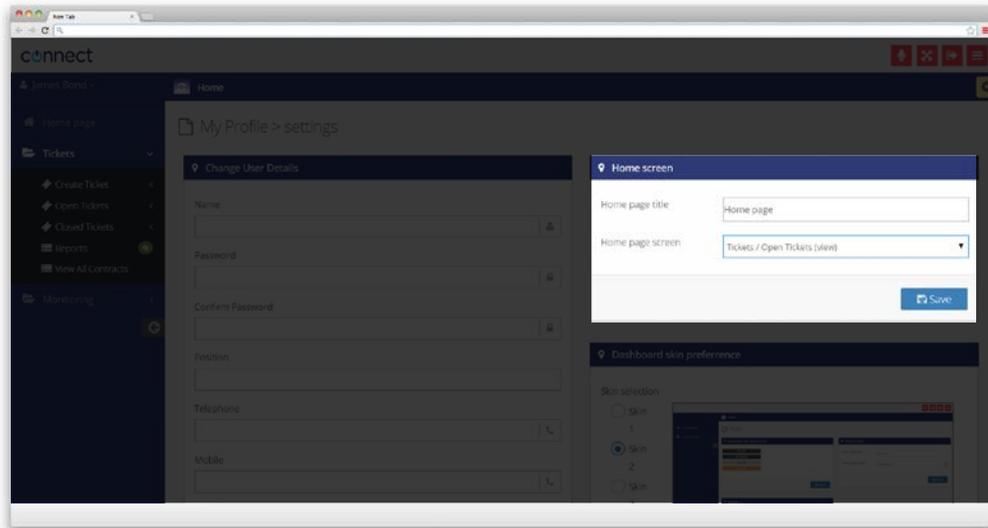


To change your password, or your contact information, simply delete the field information and overwrite this with any new information. To save the updates select 'Save' at the bottom of the page.



Step 1.2

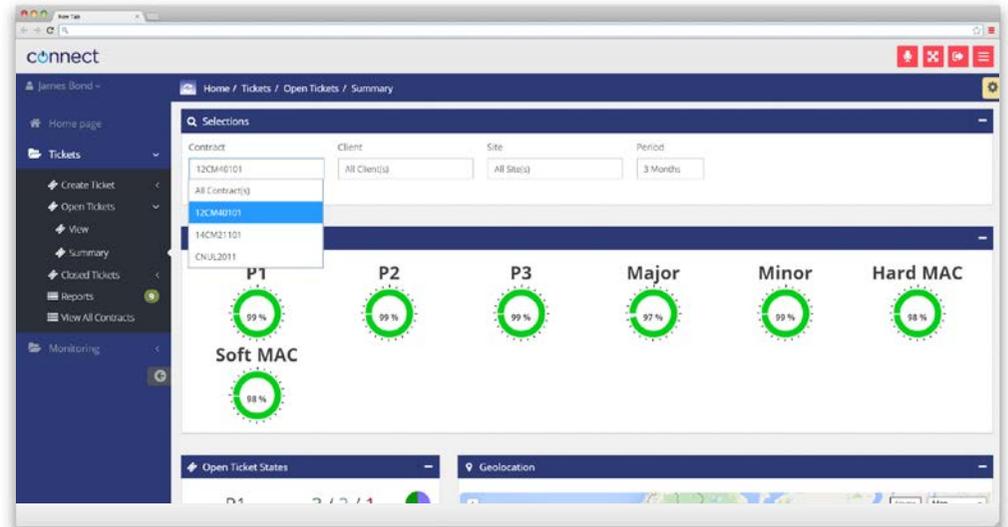
Within the 'My portal' area of the Dashboard, you can configure what information is displayed on your home page. Simply select the drop down menu within the home page screen, and select either open tickets or closed tickets. Once you press 'Save' your preferences will automatically be applied to the home page.



Selections

Step 2.0

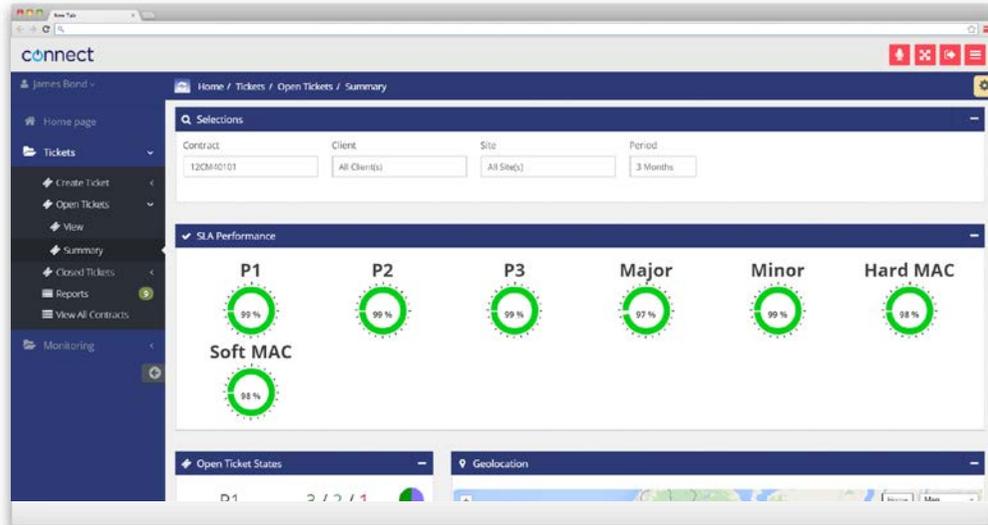
To tailor selections, users can view information by contract, client, site and period.



SLA Performance

Step 2.1.

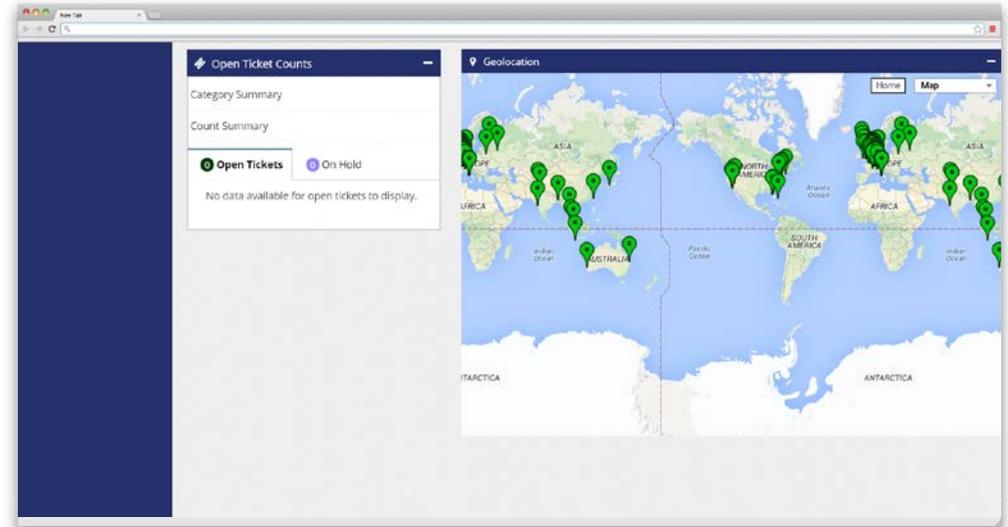
If configured, you can view an 'at a glance' of the Service Level that Connect is delivering. The performance is tracked against each contract and updated on an ongoing basis.



Open Ticket Status

Step 2.2.

Users can view the number of 'Open' and On-hold' tickets. Results are colour coordinated, so you can easily distinguish the different status. Green indicates 'Open' and purple indicates an 'On-hold' ticket status.

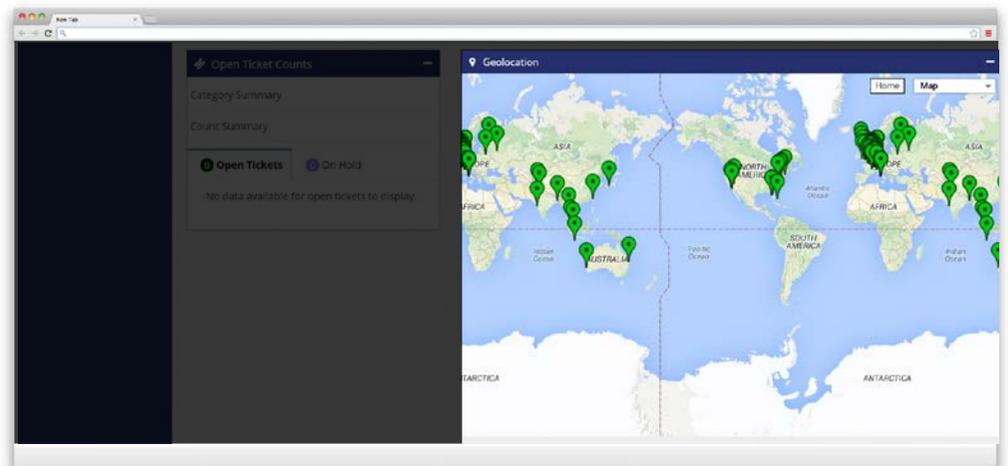


The ticket summary illustrates the ticket status in a percentage format, to help with reporting and analysis.

Geolocations

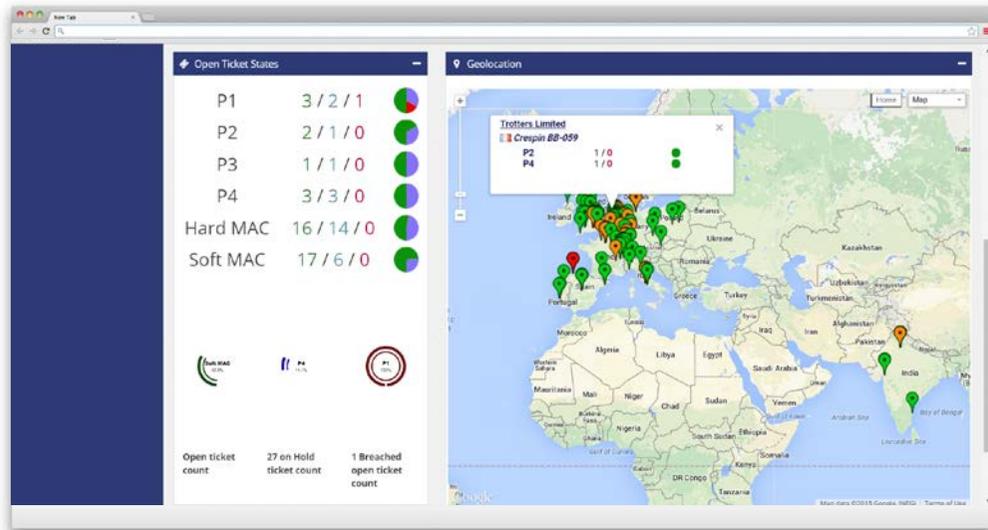
Step 2.3.

The interactive map allows you to see all the locations that Connect is supporting.



The geolocation map can be easily configured to your preferences. Simply click on the 'Map' header to change the layout, there are a number of display options available.

You can also view tickets by site. Hover over the location pin to check out any open tickets. Green coloured pins, indicate that there are no open tickets for that site. Locations with an orange pin, indicate that there is at least 1 open ticket associated with that location.

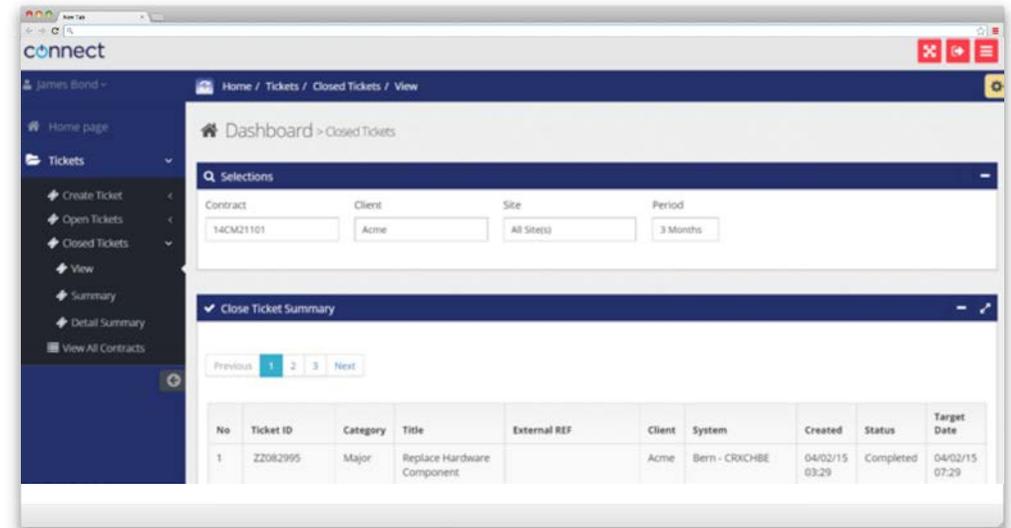


By hovering over the pin, users can see the number of tickets, with the associated priority order.

Closed Tickets

Step 2.4.

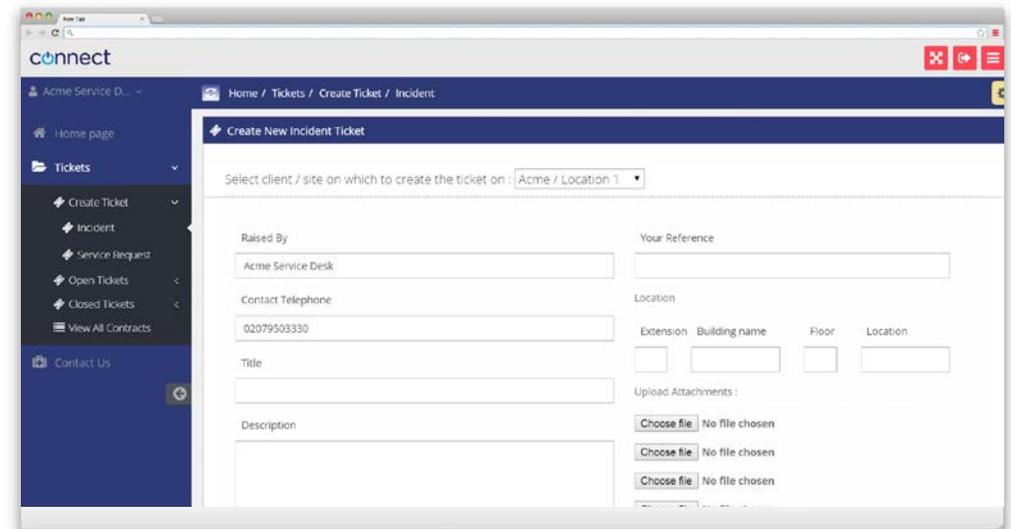
To help with analysis, the Connect Dashboard also allows you to view a summary of all closed tickets. Closed tickets can also be viewed by priority order.



Create a ticket

Step 3.0.

To create a ticket, select 'Create Ticket' in the navigation pane.

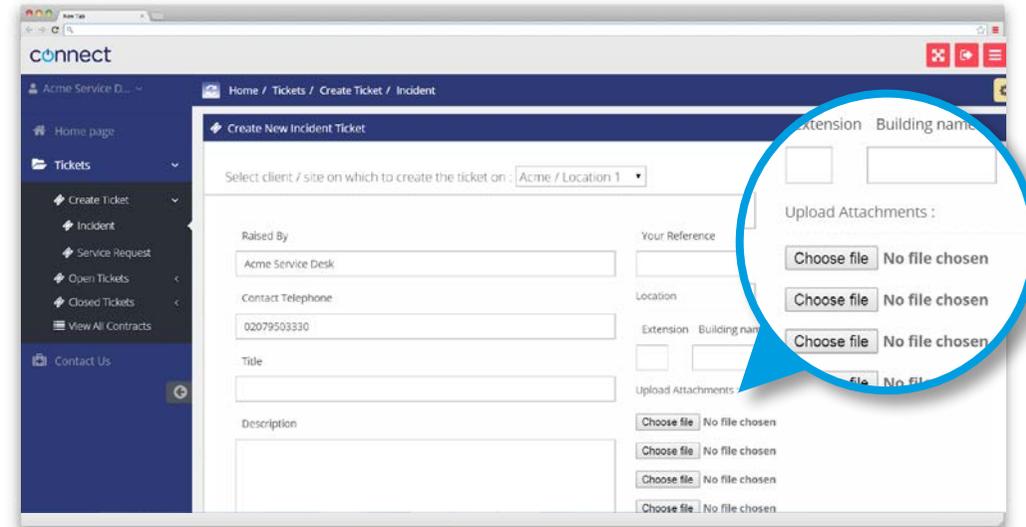
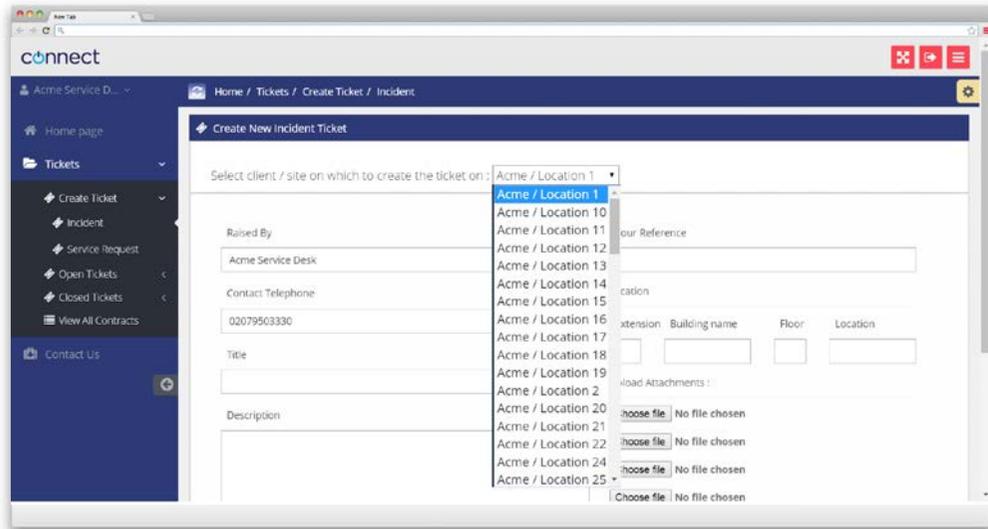


Step 3.1.

Complete the short form, adding as much information as you have available.

Step 3.2.

Where multiple sites exist, users need to click on the site drop down box and select the location that applies to the ticket.



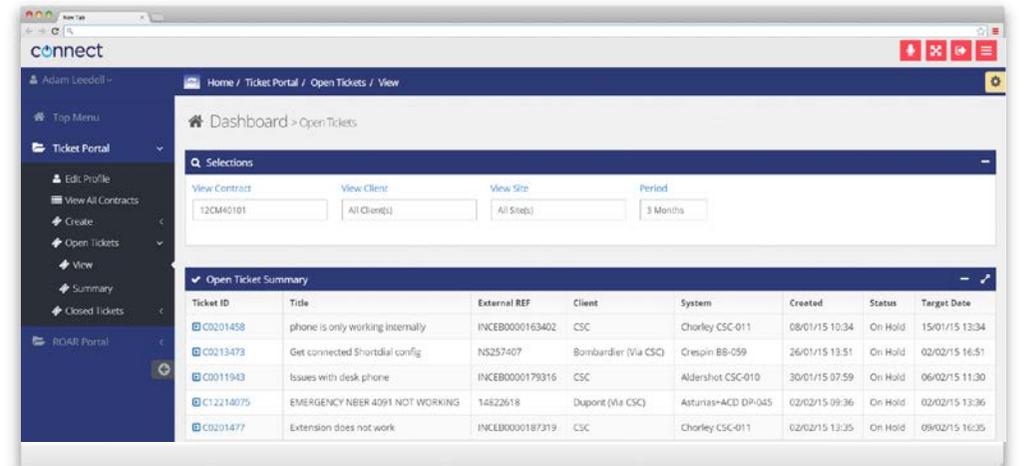
Open Tickets

Step 4.0.

To view a status of 'Open' tickets, select 'View' in the navigation window. The window will update to show all 'Open' tickets. To access further details on the ticket, simply click on the ticket that you are interested in, to access more detail.

Step 3.3.

You can also attach up to 5 attachments, to help support the ticket. Once the ticket is submitted, the Connect Service team will be instantly alerted, with the jeopardy management process being activated.



Step 4.1.

To view an 'at a glance' of 'Open' tickets, select 'Summary' in the navigation window. You will then see a summary of tickets with their associated status.

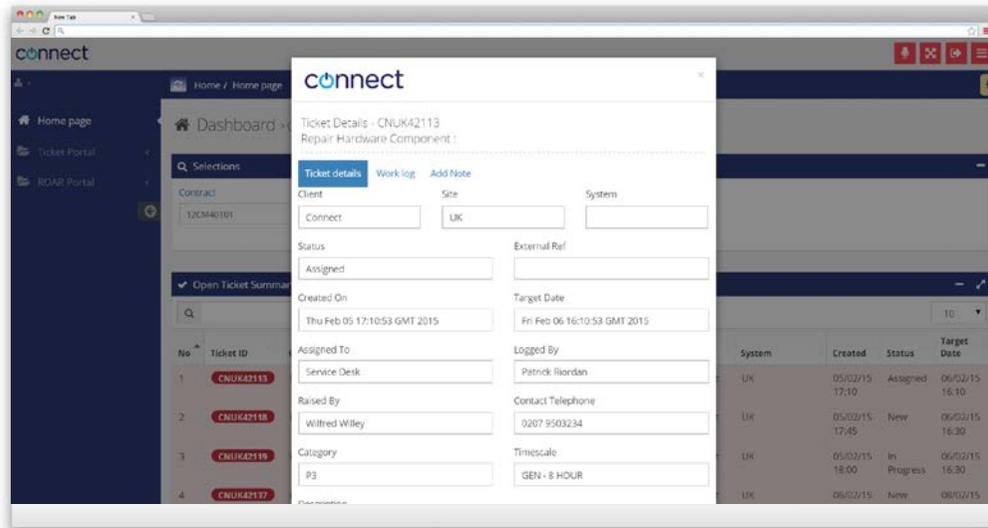
Step 4.2.

You can also view a summary by site, via the 'Geolocation' map.

Closed Tickets

Step 5.0.

To view the status of a 'Closed' ticket, select 'View' in the navigation window. The window will update to detail all 'Closed' tickets. To access further detail on the ticket, simply click on the ticket that you are interested in to access more details.



Step 5.1.

To view an 'at a glance' of 'Closed' tickets, select 'Summary' in the navigation window. You will see a summary of tickets, with their associated status.

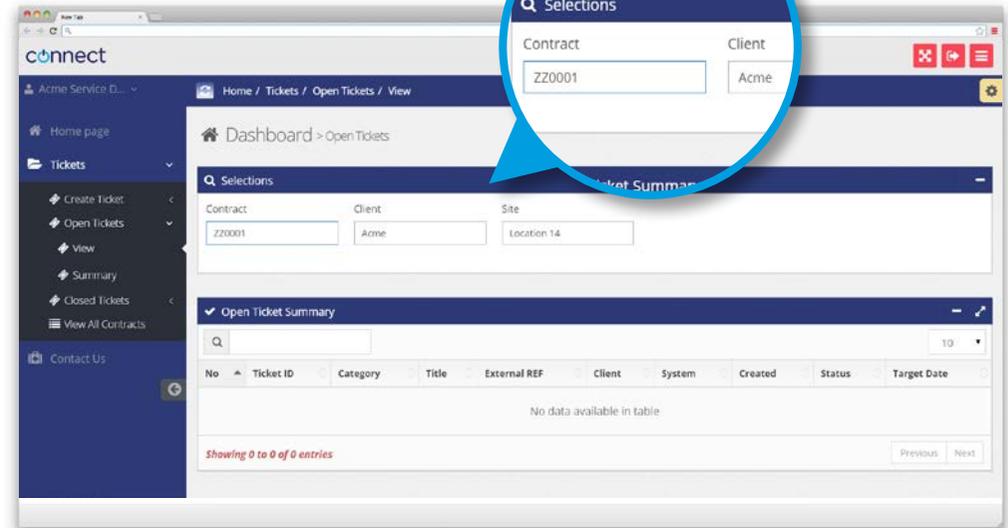
Step 5.2.

You can also view a summary by site, via the 'Geolocation' map.

Contracts

Step 6.0.

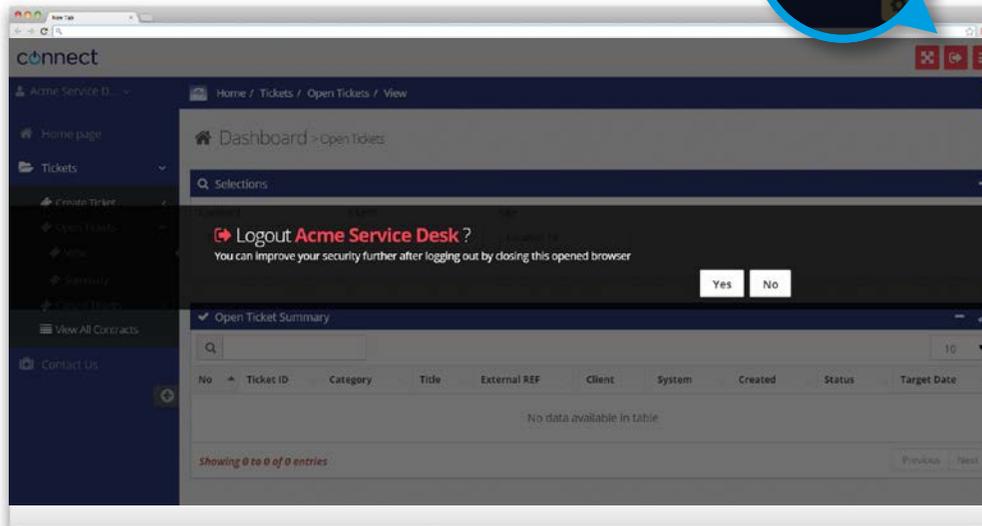
Users can view any current contract associated with their relationship with Connect. 'Contracts' can be filtered by 'Contract', 'Client' and 'Site'.



Logging out of the Dashboard

Step 7.0.

Click on the LOGOUT button. When you log out, your settings will be saved and you will see the same set-up the next time you log onto the Dashboard.



Support

Step 7.1.

If you would like to get in touch to discuss the Connect Dashboard, please email dashboard@connectmanaged.com or call the Service team on: 0207 950 3200.

Browser Support

The following information outlines the level of support the Dashboard gives to web browsers.

Browser	IE	Firefox	Chrome*	Safari
Level 1 (Supported)	11, 10	All versions within the last year	All versions within the last year	8.0.6
Level 2 (Partial support)	9,	-	-	-
Level 3 (Unsupported)	7,8	All versions older than 1 year	All versions older than 1 year	-

Notes: Chrome Versions auto update without user intervention, so the supported version is the most recent non-beta version.