VICTORIA State Government | Government Services

ACLS Online Helpdesk (Corrigo) user guide

https://jll-vic-govt-au.corrigo.com/Customer

If you have an enquiry, please contact and Marc Villavicencio
marc.villavicencio@ap.jll.com

Important message

Please note that ACLS online helpdesk is available on the following browsers:

- Google Chrome
- Google Chromium Edge
- Firefox

Please make sure you set up one of the above as your default browser.

If your work relates to an EMERGENCY, DO NOT log a job,

contact the Property Service Helpdesk on 1800 SHARED (1800 742 733).

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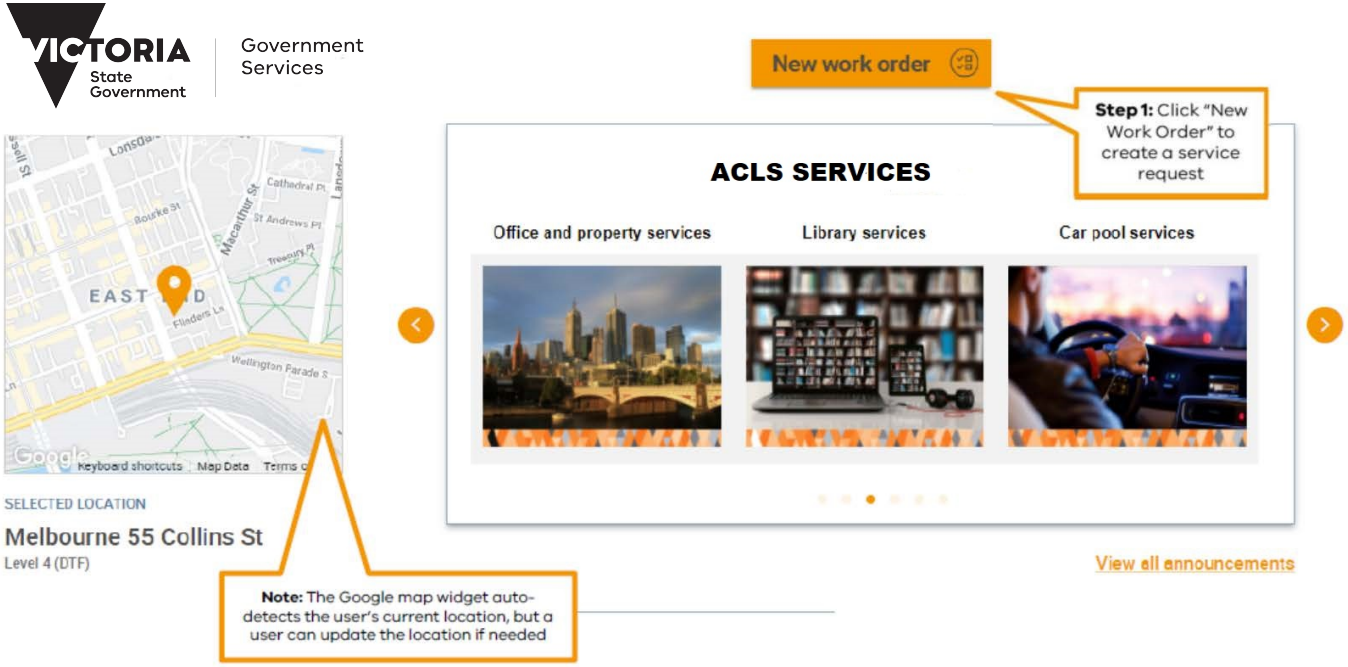
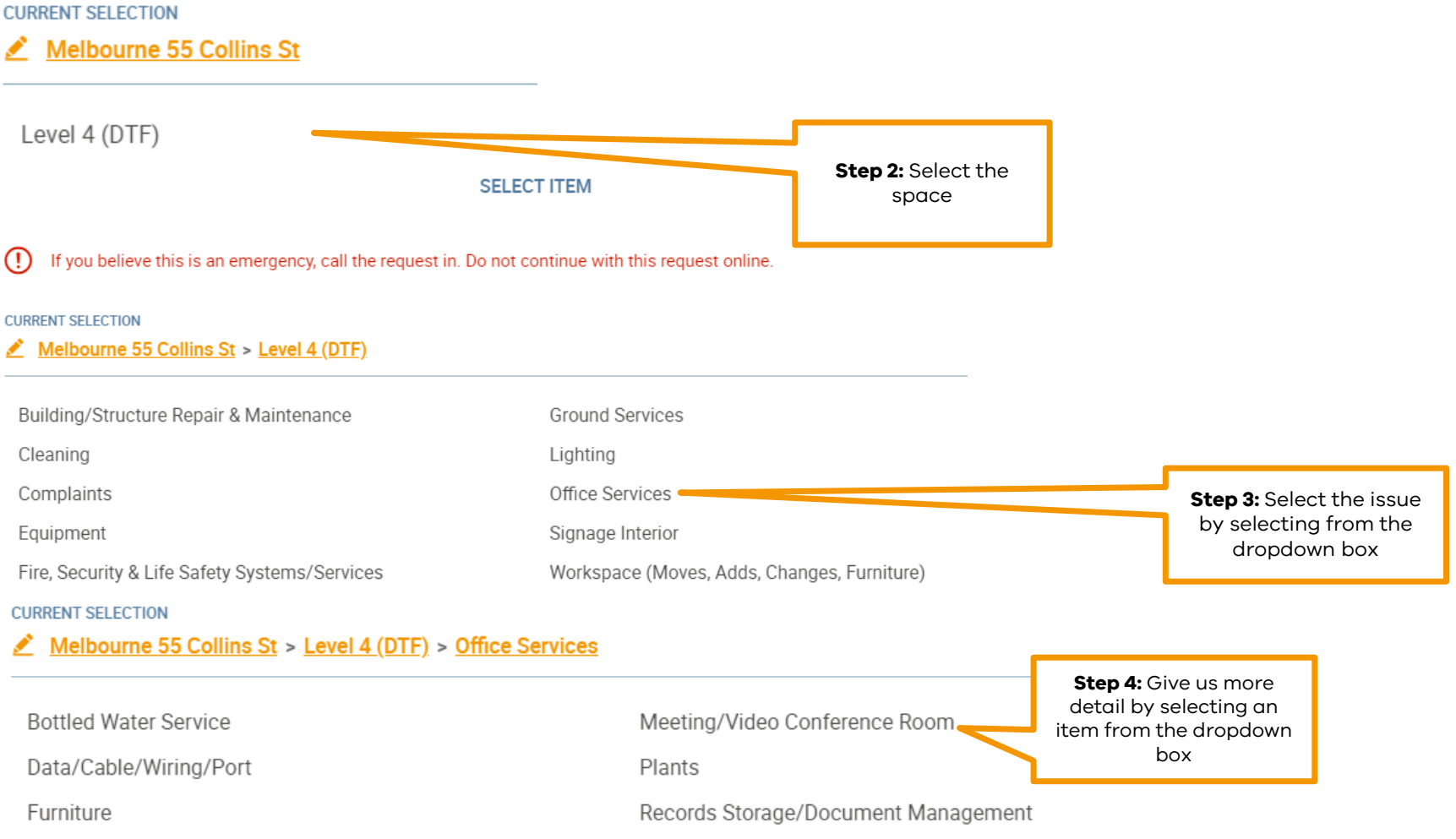
How to raise a work order request



How to raise a work request



How to raise a work request

CURRENT SELECTION

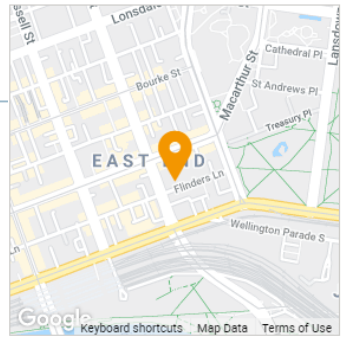
Melbourne 55 Collins St > Level 4 (DTF) > Office Services >

Meeting/Video Conference Room > Set Up Room

Describe the problem

Step 5: Provide any additional information then press the "Next" button

Where specifically is the problem [room/area]?



VICTORIA State Government | Government Services Shared Service Provider

Review and Submit

Cancel work order | Submit work order

CONTACT
larissa khenner
larissa.khenner@dtf.vic.gov.au

LOCATION
Melbourne 55 Collins St

WORK OR NEUTRAL
Meeting/Video Conference Room
Office Services

TASK
Set Up Room

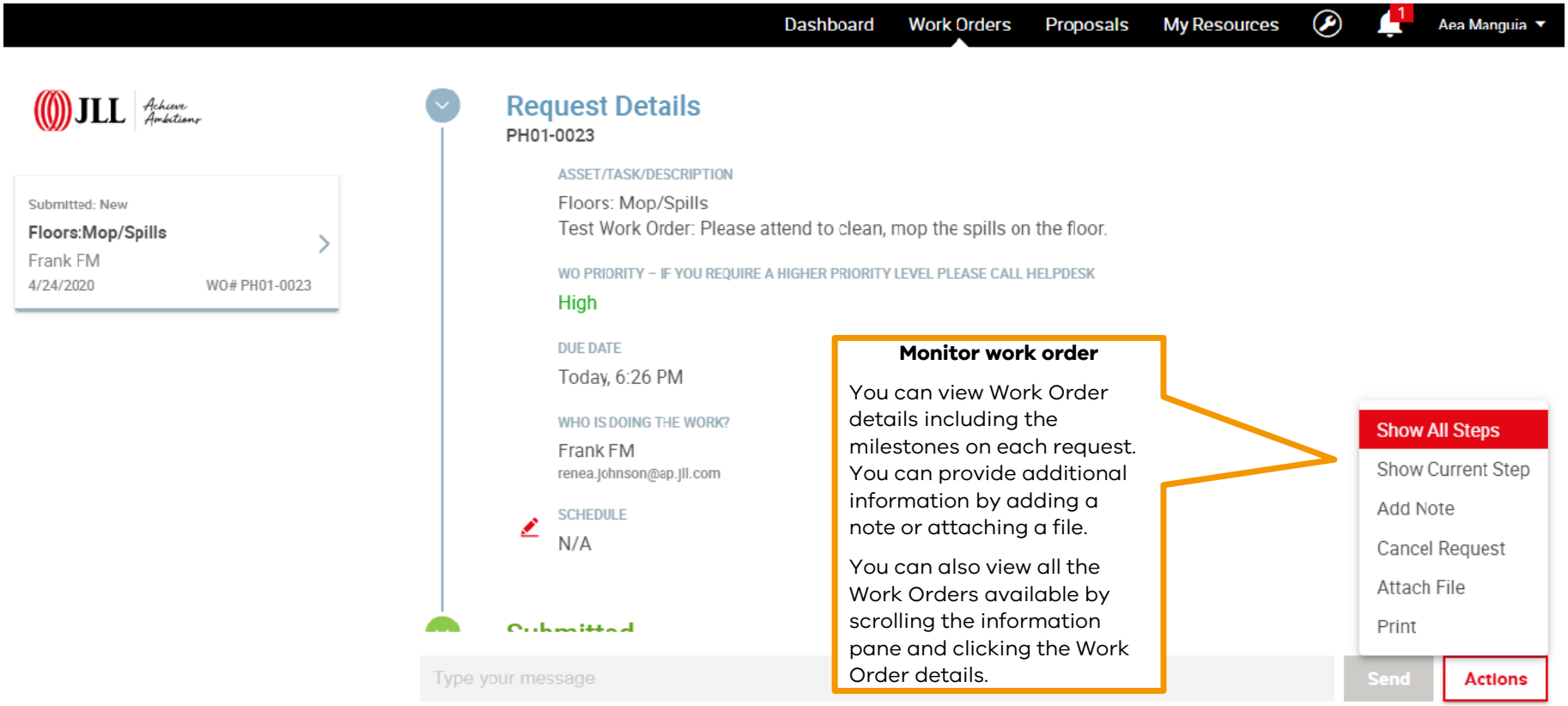
DESCRIPTION
Where specifically is the problem [room/area]?: near 2334 desk
Describe the problem: Set up a new room with equipment

WHO IS DOING THE WORK?
Modus Projects Pty Ltd

You can add attachments if required

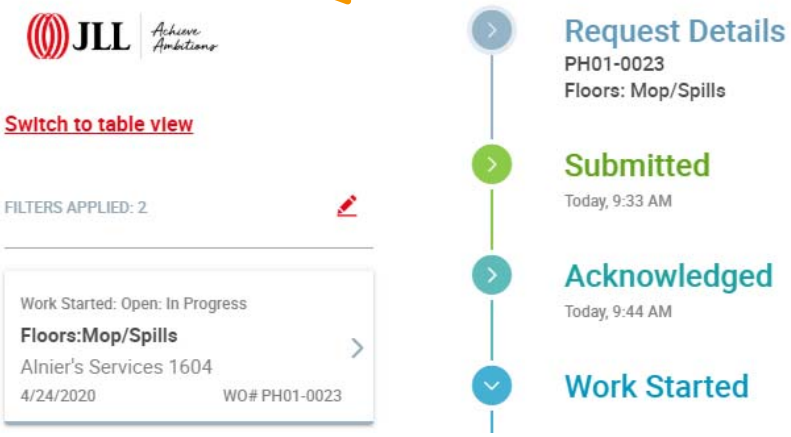
Step 6: Review the work order details then click "Submit Work Order"

Managing work orders requests

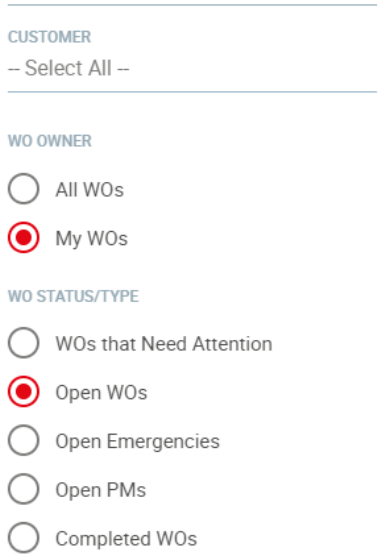


How to view your work order status

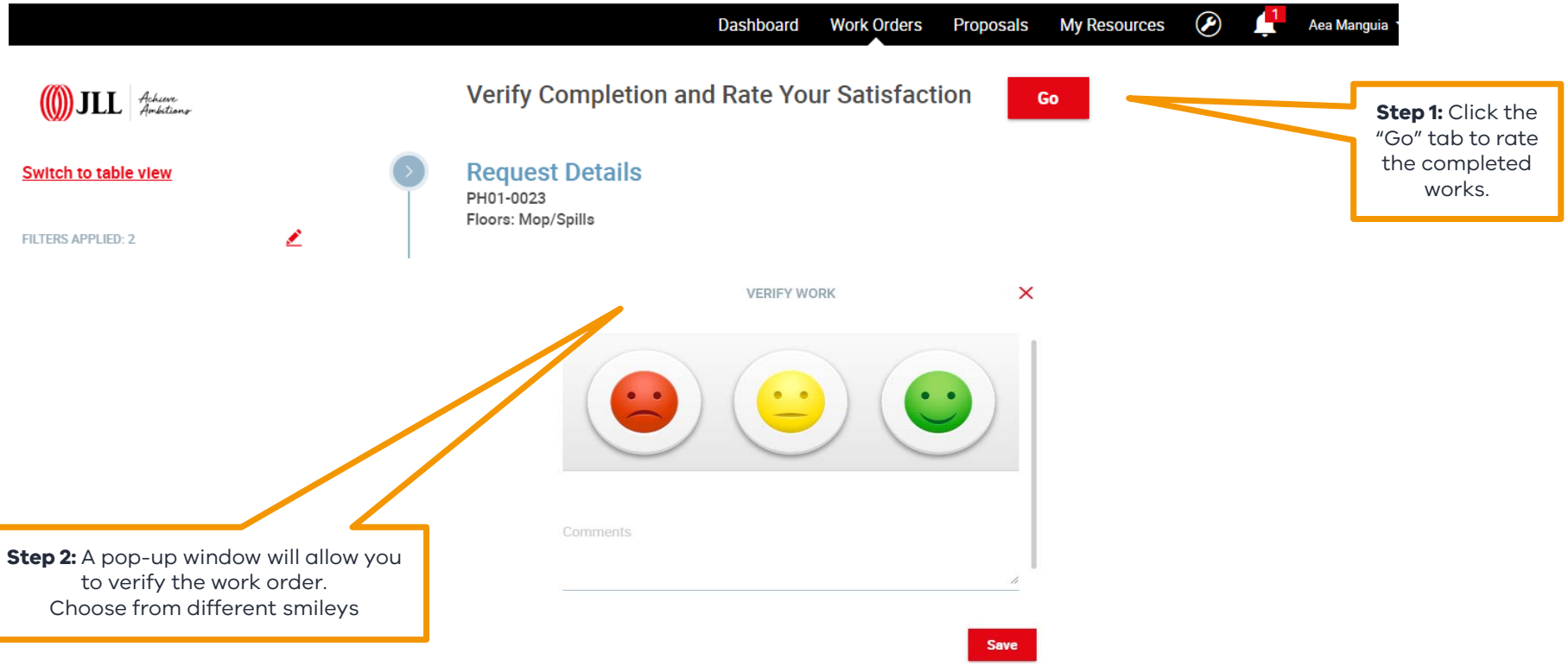
To see the details of a Work Order, select the Work Order number to view all milestones in each request.



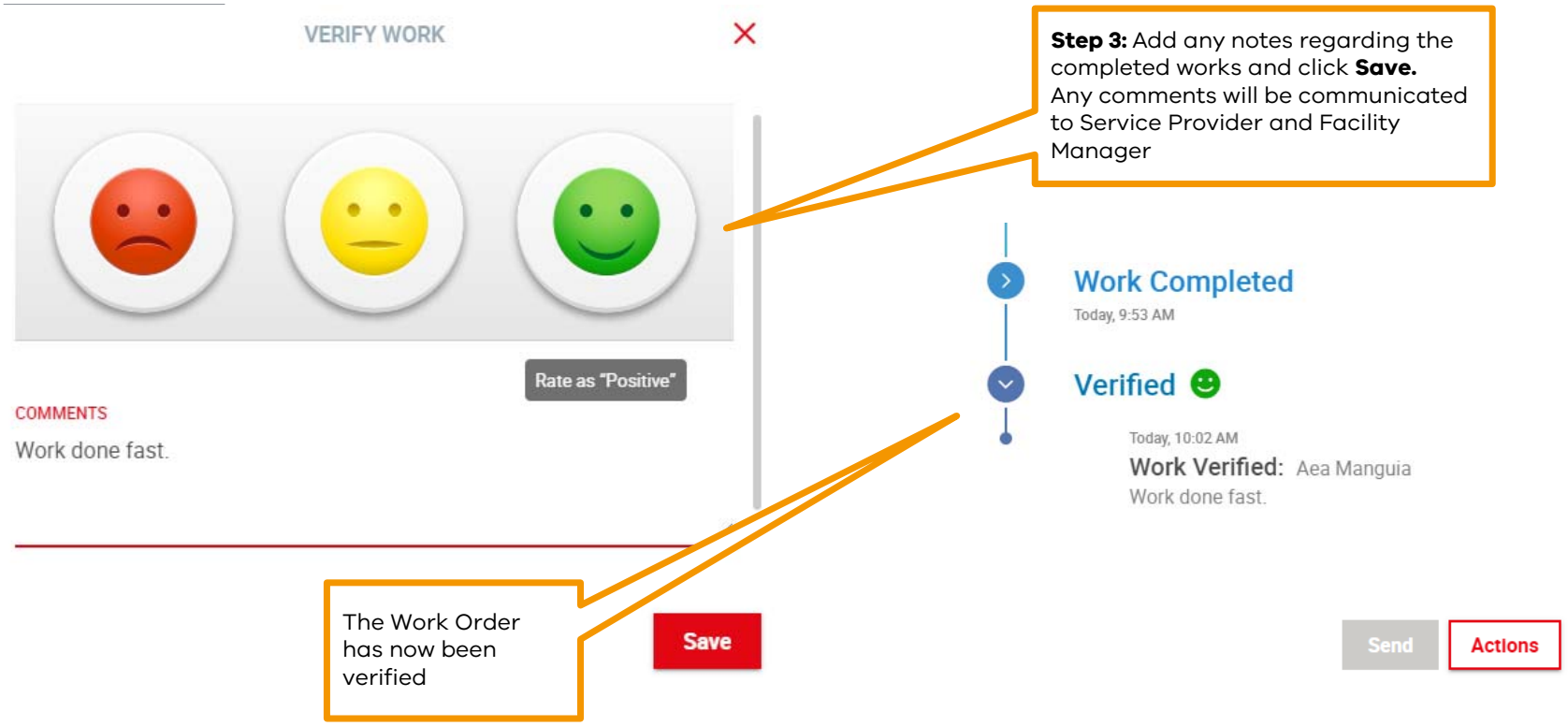
Managing Work Orders Menu



Work order verification



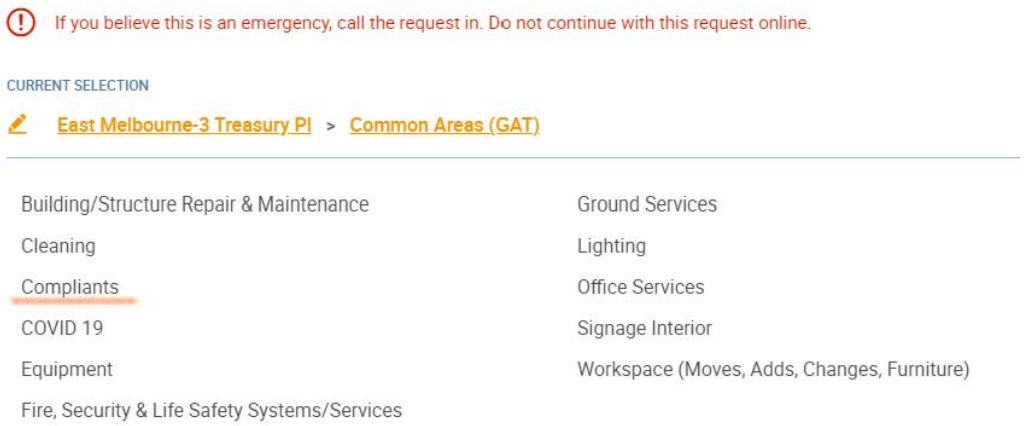
Work order verification



How to raise a work request related complaint

If you are not satisfied with the standard of facility management services or you have an issue with a work request, you can raise a formal complaint by following this process:

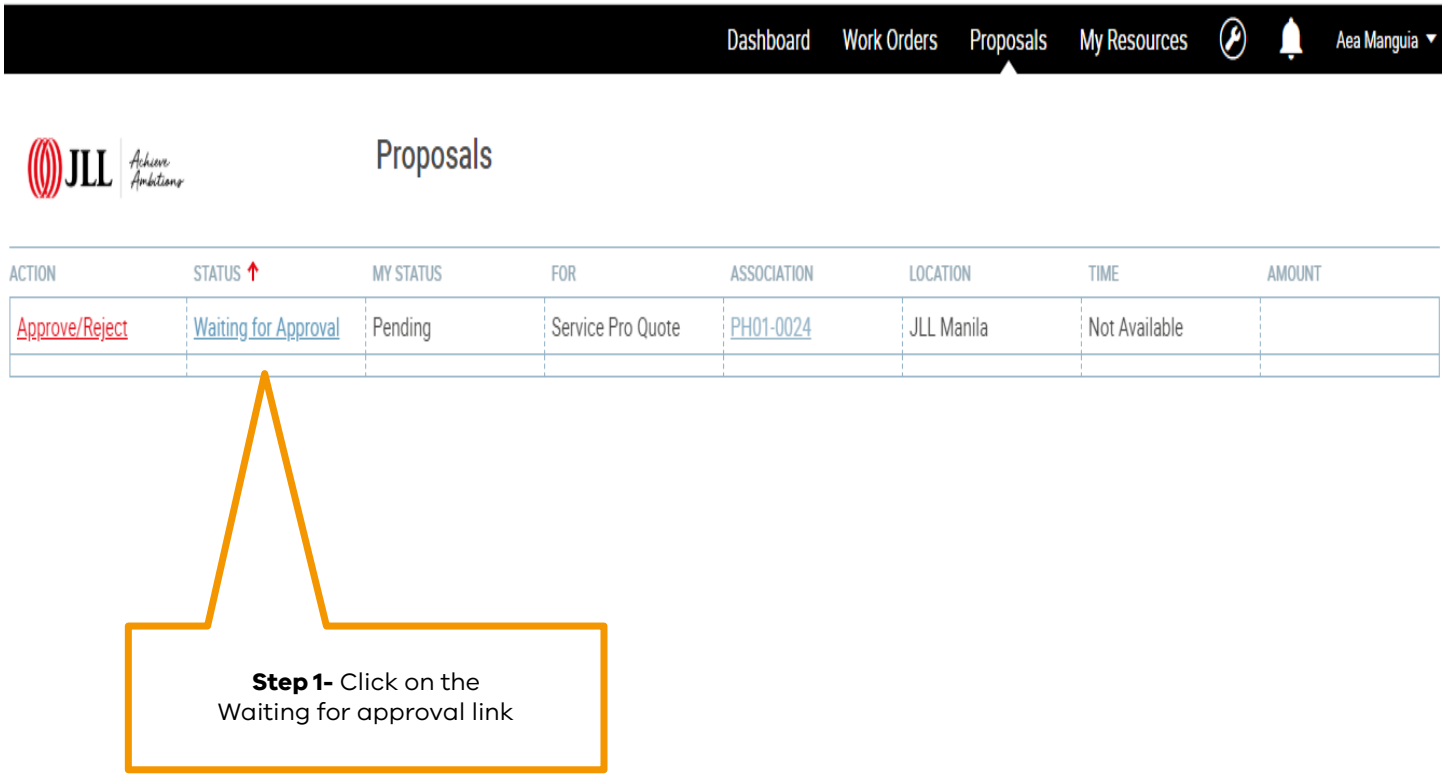
Step 1: Create a new work order and select Complaints from the list.
Step 2: Provide the details of your complaint on the form that appears and submit the work order.



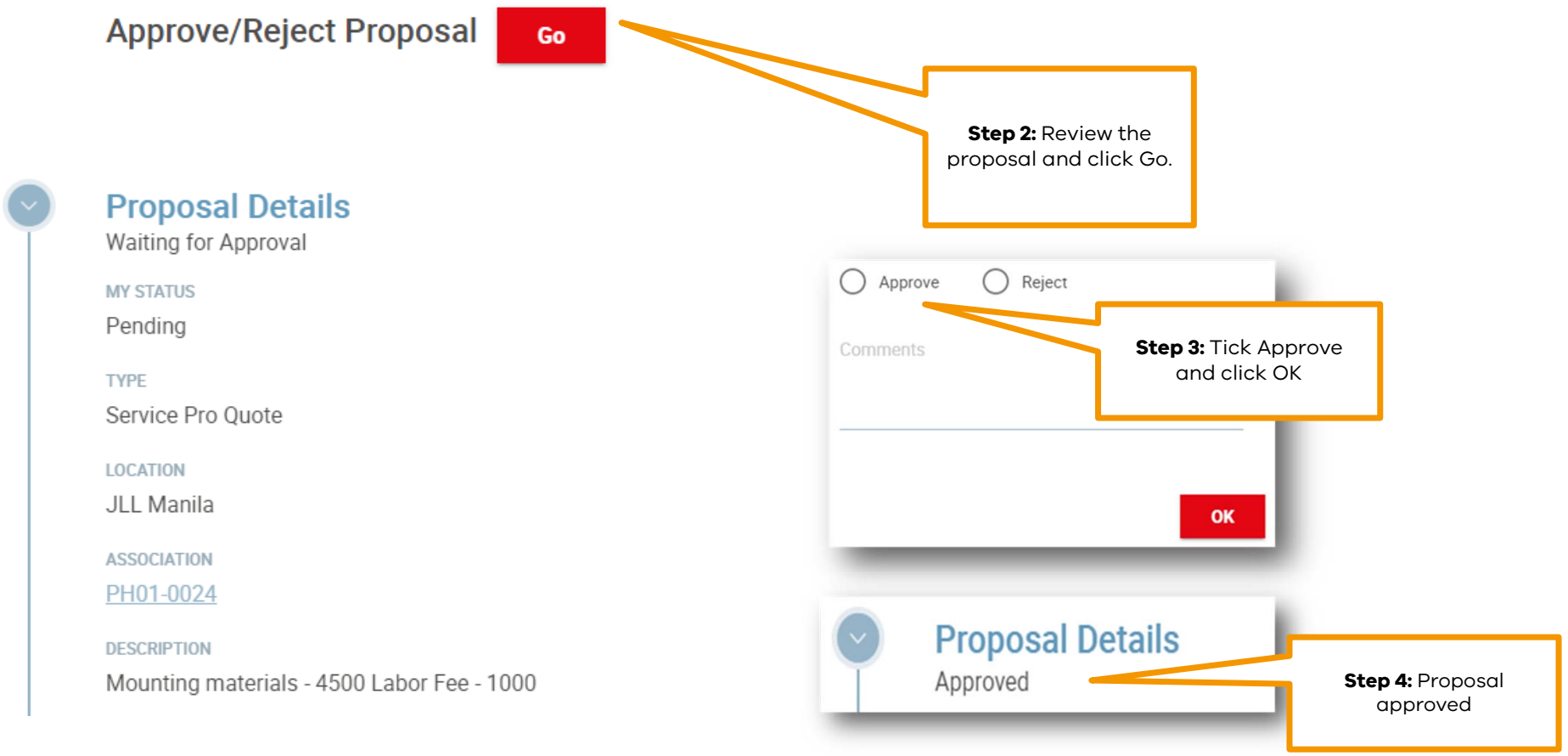
Raising complaints about all other ACLS services

Please lodge all complaints and feedback about ACLS Car Pools, ACLS Library Services (VGLS), Real Estate and Projects and/or any general complaints or feedback via the ACLS website.

How to approve a proposal



How to approve a proposal



How to download Corrigo mobile app

If you would like to be able to raise the work order request using your mobile, use these instructions to download the app.

- Download the Corrigo Incorporated mobile app from the Apple App or Google Play Store.
- Log in to Corrigo using your existing login and password and choose the company name: **JLL VIC-GOVT-AU**

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