

City Workbench User Guide - Creating a Technician User Profile



QRG No: PRO-UG-015

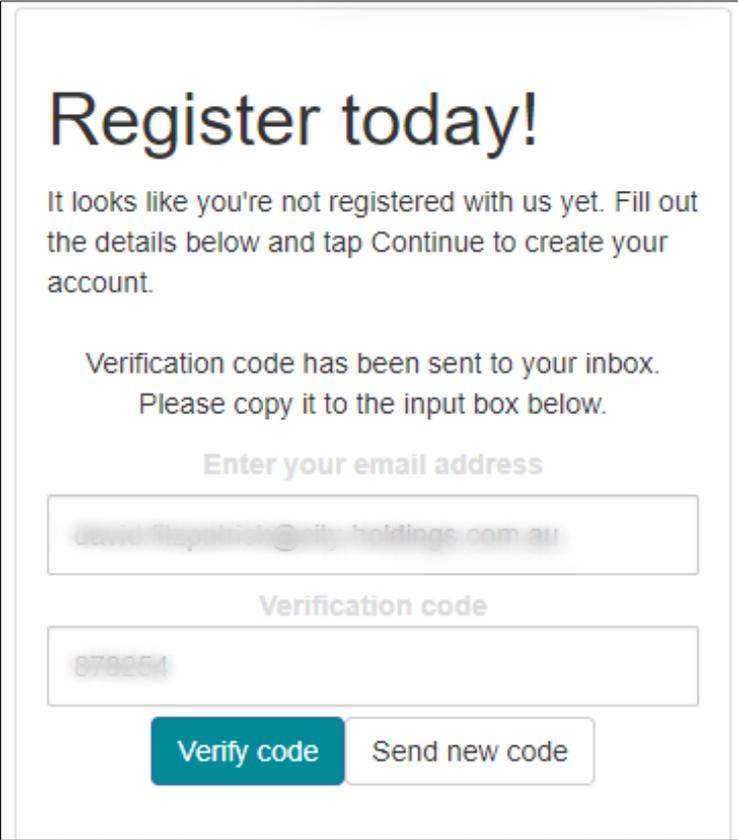
Process Area: Procurement & Subcontractor Management

This purpose of this guide is to illustrate how a Technician User can create a user profile in the City Workbench application (previously referred to as Closedown Portal or Subcontractor Portal).

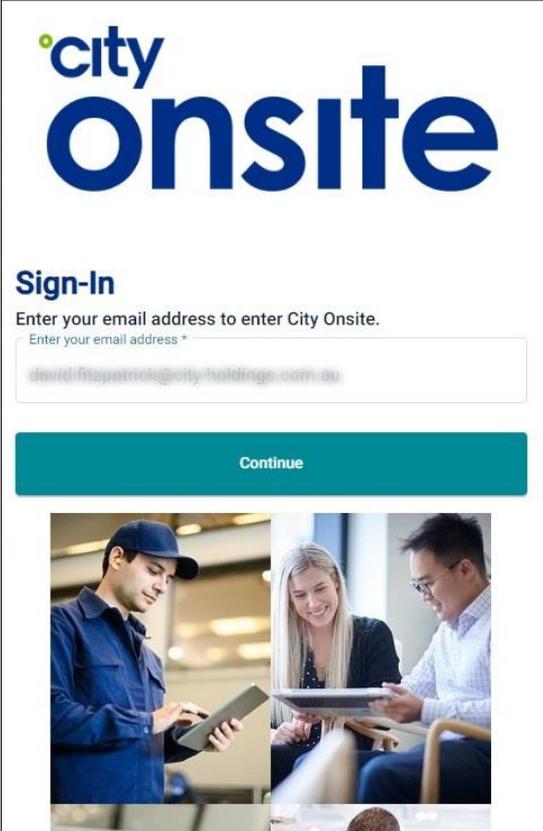
A Technician user can only sign up and create a user profile for City Workbench by invitation only from a Subcontractor Administrator. If you have not received an invitation, please contact the Subcontractor Administrator for your organisation.

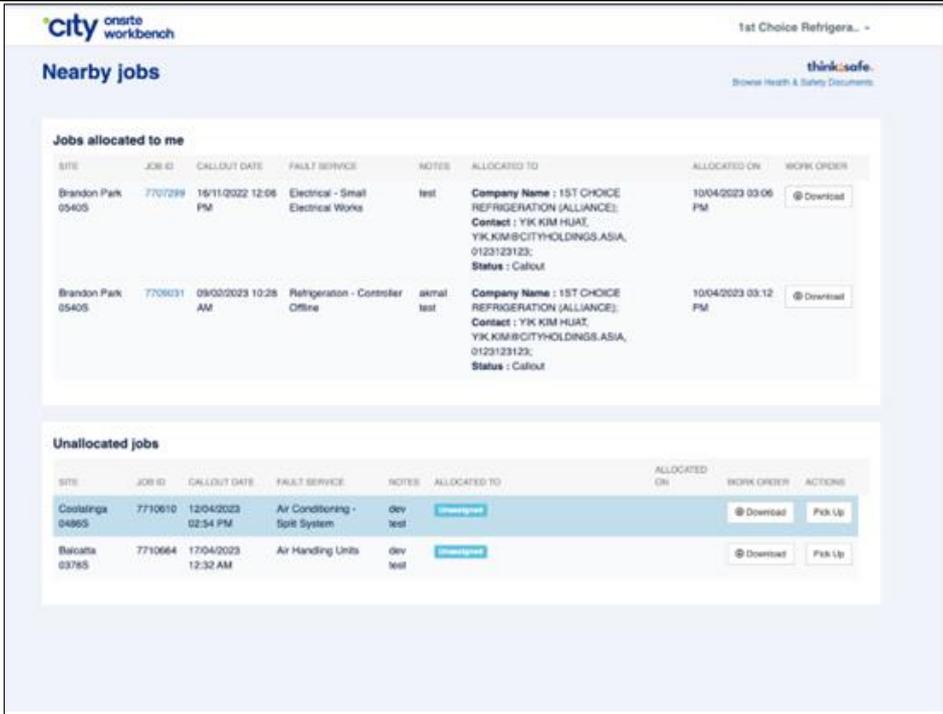
Creating a Technician User Profile

Instruction	Screen View
<p>On receipt of your City Onsite invitation email, begin the process of creating your user profile by clicking the link.</p>	
<p>Clicking the link in the email will open a web browser page inviting you to register.</p> <p>In the pop-up screen, enter your email address and select 'Send verification code'.</p>	
<p>Check your email for receipt of an email with the subject 'City Onsite email verification code'</p> <p>Take note of the code within the email.</p>	

Instruction	Screen View
<p>Return to the web browser and add the code from your email to the Verification code box.</p> <p>Click on the 'Verify Code' button.</p>	

Instruction	Screen View
<p>The screen will confirm 'E-mail address verified. You can now continue.'</p> <p>Proceed to enter your first name, last name, and mobile number in the corresponding fields.</p> <p>You will need to create and confirm a 10-character password that contains a combination of lowercase, uppercase, numbers and special characters.</p> <p>Press 'Continue' when done.</p>	 <p>Register today!</p> <p>It looks like you're not registered with us yet. Fill out the details below and tap Continue to create your account.</p> <p>E-mail address verified. You can now continue.</p> <p>Enter your email address</p> <p>Enter your first name</p> <p>Enter your last name</p> <p>Enter your mobile number</p> <p>Enter your password</p> <p>Confirm your password</p> <p>Continue Cancel</p> <p>By registering you agree to our Conditions of Use</p>

Instruction	Screen View	
<p>The registration pop-up screen will close and return you to the main browser screen.</p> <p>Enter your email address and press 'Continue'</p>		
<p>In the pop-up window, enter the email address for your profile and the password you created.</p>		

Instruction	Screen View
<p>Upon successfully signing in, you will be forwarded to the City Workbench Technician Page.</p> <p>From here you can proceed to review jobs allocated to you or pick up jobs that City has assigned to your organisation.</p>	 <p>The screenshot displays the 'Nearby jobs' interface in the City Workbench system. It features two main sections: 'Jobs allocated to me' and 'Unallocated jobs'. Both sections contain tables with columns for Site, Job ID, Callout Date, Fault Service, Notes, Allocated To, Allocated On, and Work Order. The 'Allocated to me' section shows two jobs at Brandon Park (05405) with callout dates from 10/11/2022 to 09/02/2023. The 'Unallocated jobs' section shows two jobs at Coolangra (04865) and Balclutha (03785) with callout dates from 12/04/2023 to 17/04/2023. Each job entry includes a 'Download' button and, for unallocated jobs, a 'Pick Up' button.</p>

Document Control

Approval

	Title	Name
Administrator	Procurement Manager – OSS - Finance	Jessica Kearns
Approver	Head of Financial Control – Finance	Leonard Khoo

Electronic approval maintained on file.

Document History

The following table lists the changes made to this document:

Version	Date	Amended By	Summary of changes
1	25/10/2023	C. James	Initial release.