

# Getting Started with the Subcontractor Portal



## What is the Subcontractor Portal?

It is an application that can be accessed either from a computer using Google Chrome or from a mobile device from anywhere you may be working.

It enables a subcontractor to immediately receive, easily update work orders, or submit a claim without having to return to your office, or contact us by phone or email.

All updates to a work order are uploaded in real-time to the Broadspectrum core system, therefore providing live updates from the field.

The Subcontractor Portal can be referred to as the Mobility Application. It is commonly referred to as "UI5" by the Broadspectrum Help Desk.

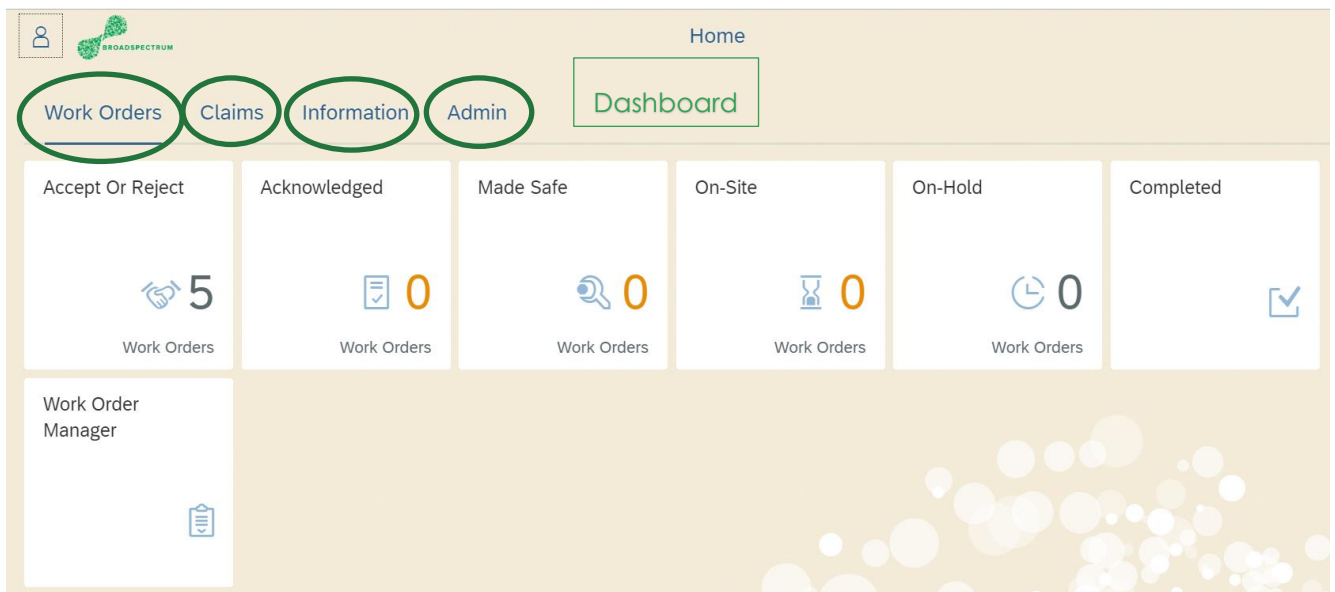
## Navigation: What does the Subcontractor Portal look and feel like?

The purpose of this section is to define a common language used throughout the training documents and videos. For example, you will know what a dashboard or a tile is.

### The Dashboards

As you first login, you will see different dashboards:

- Work Orders
- Claims
- Information
- Admin



# Getting Started with the Subcontractor Portal



## The Work Orders Dashboard

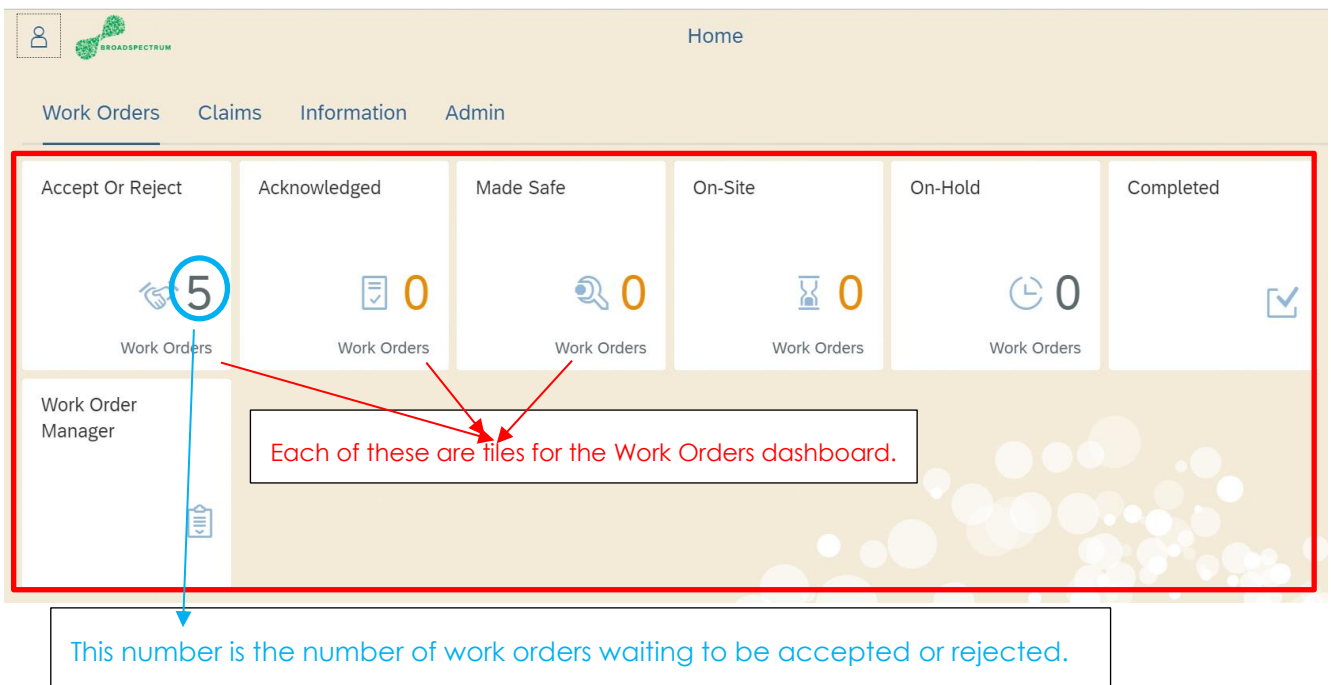
### The Work Orders Tiles

On the Work Order Dashboard you will be able to view work orders at different statuses, to search and export a list of work orders based on criteria you can define yourself (by using the Work Order Manager tile), change work order statuses, set a work order to completion, backdate the completion date before the status is set to Completed, upload documents/photos, view or email yourself shop papers, attach documents, request for additional work, raised an EOT (Extension of Time).

The Work Order Dashboard includes the following files:

- Accept or Reject
- Acknowledged
- Made Safe
- On-Site
- On-Hold
- Completed
- Work Order Manager

For more information on the Work Orders Dashboard, refer to document **How to navigate the work order dashboard.**



# Getting Started with the Subcontractor Portal



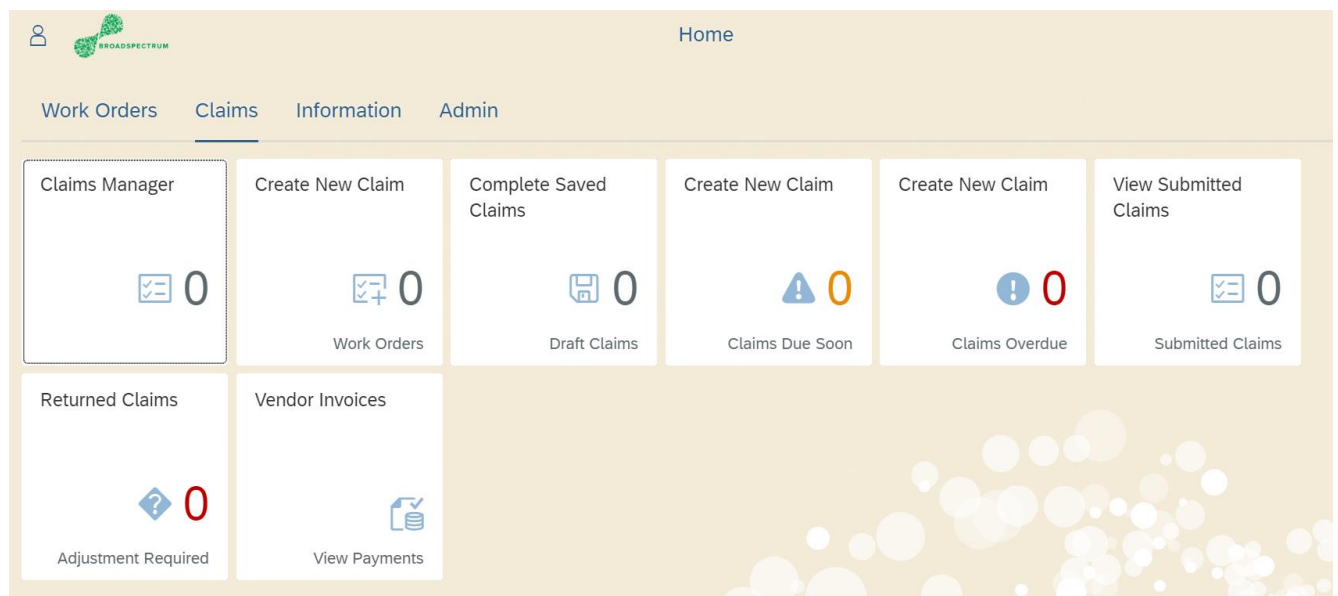
## The Claims Dashboard

On the Claims Dashboard you will be able to submit a claim for a work order once it is completed and once all attachments have been uploaded, to view submitted claims, to resend returned claims, to search and export a list of claims based on criteria you can define yourself (by using the Claims Manager tile),

The Claims Dashboard includes the following tiles:

1. Claims Manager
2. Create New Claims
3. Complete Saved Claims
4. Create New Claim – Claim Due Soon
5. Create New Claim – Claims Overdue
6. View Submitted Claims
7. Returned Claims
8. Vendor Invoices

For more information on the Work Orders Dashboard, refer to document ***How to navigate the claimsr dashboard.***



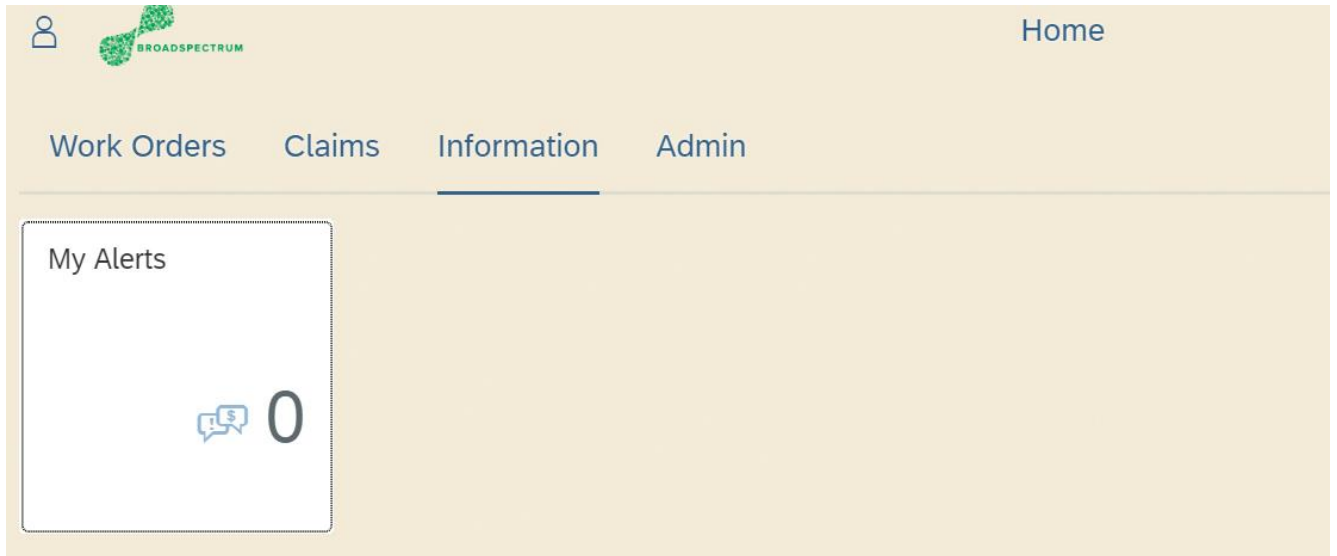
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## The Information Dashboard

The information Dashboard is mainly used to receive notification on whether a request for an Extension of Time has been approved or rejected.

It is important that after viewing an alert, that you delete it.



## The Admin Dashboard

