

Reminder - Contact Details for CCL

COUNSEL'S
CHAMBERS
LIMITED

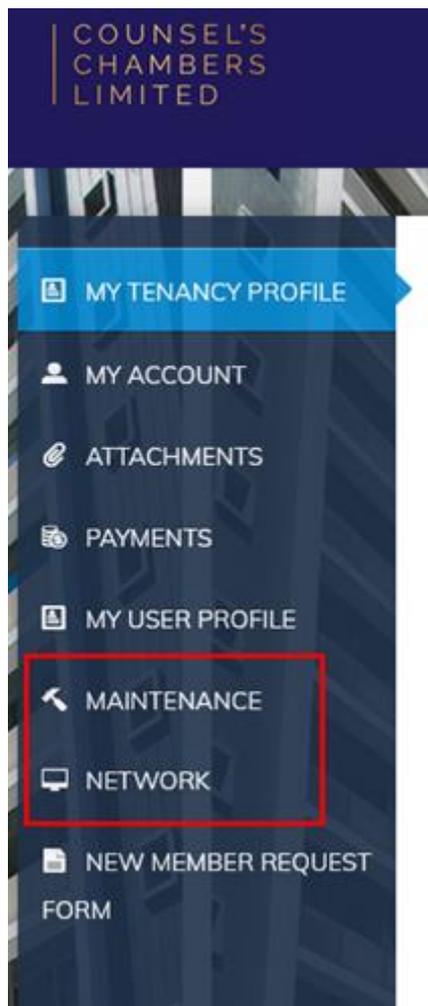
28 May 2021

Dear: Shareholders & Clerks,

Reminder – Contact Details for CCL

We have noticed that Members & Clerks are using the Network Support email address support@ccl.com.au to log maintenance requests or support requests for the new mobile phone access service and, as a consequence, responses to these requests have been delayed. We therefore felt that a timely reminder on the best way to log CCL support requests for both maintenance and network should be circulated.

For the fastest and most efficient service, service requests for both maintenance and network should be logged using the Members Portal at this link: <https://www.ccl.com.au/portal>, attached are instructions on how to log maintenance and network service requests on the Members Portal. Please ensure that when using the portal that you always select the correct category from the main menu (ie: either Maintenance or Network) – see example below:



Alternatively, to log service requests via email the email addresses are as follows:

Maintenance: maint@ccl.com.au

Network: support@ccl.com.au

For after-hours Network Support please call 9221-6235

Requests for IT Service must be logged through either the tenant portal or by emailing support@ccl.com.au you should only telephone our offices regarding an IT service request if the request has already been logged and you have a service request number.

Service requests are prioritised as follows:

- (a) Shareholder requests will be attended to first;
- (b) then Clerks;
- (c) then Readers & Licensees;
- (d) then Staff.

As advised above, our maintenance team are dealing with all access matters including support for the new mobile phone access service, they can be contacted on 9231-3644 or maint@ccl.com.au. More information about access passes, mobile access and after-hours access assistance can be found in the attached User access guide.

I hope the above information is helpful, please let me know if you have any questions.

Kind Regards,

Debbie George

CEO

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It may be read, copied and used only by the intended recipient. If you have received it in error, please contact CCL on +61 2 9231 3644 or by email at admin@ccl.com.au, or the Sender immediately by return email, and immediately delete this email. CCL reserves the right to monitor all email communications through its networks. If the content of this email is personal or unconnected with CCL's business, we accept no liability or responsibility for it. You should take full responsibility for virus checking of this email and any attachments. If this email contains personal information (as defined in the Privacy Act Cth as amended) you must at all times comply with the Privacy Act and Australian Privacy Principles in connection with the personal information.

How to Log a Network Request

1. Log into the CCL Members Portal:

<https://www.ccl.com.au/portal>

2. Click on **Network** option on the side menu:



3. Please select the **Priority** and **Category** from the dropdown menus, and then enter a **Brief** and a **Detailed Description** of your request, as seen in the example below:

Unit*	<input type="text" value="WE03-13"/>
Priority	<input type="text" value="Normal"/>
Category	<input type="text" value="Connectivity"/>
Brief Description*	<input type="text" value="Not connected to the network"/> 7 characters remaining
Details	<input type="text" value="My computer is not connected to the network. It is displaying a warning."/> 428 characters remaining
Attachment 	<input type="button" value="Browse..."/> No file selected.

Note: Please see next page for more detailed information on the request form.

4. Press the **Submit** button to log your request to our Network department:

Detailed Information

Unit

This field is automatically populated with the room or floor which your account is associated with.

Priority

- **Normal:** This should be assigned to most network requests.
- **Urgent:** Reserved for network requests which require our immediate attention.

Category

There is an extensive list of categories available however the main categories are:

- **General**
- **Network**
- **Connectivity**
- **Email**

Brief Description

A short description/title for the network request.

Details

A detailed description of the network request. You can include information such as error messages, steps to reproduce the issue, convenient times to attend to the request, etc.

Attachment

This field is optional. You can include photos related to the network request to assist us with diagnosing and resolving the issue.

How to Log a Maintenance Request

1. Log into the CCL Members Portal:

<https://www.ccl.com.au/portal>

2. Click on **Maintenance** option on the side menu:



3. Please select the **Priority** and **Category** from the dropdown menus, and then enter a **Brief** and a **Detailed Description** of your request, as seen in the example below:

Unit*	<input type="text" value="WE03-13"/>
Priority	<input type="text" value="Normal"/>
Category	<input type="text" value="Lights"/>
Brief Description*	<input type="text" value="Replace light in corridor"/> 10 characters remaining
Details	<input type="text" value="Please replace light in the east corridor. We have the globe."/> 439 characters remaining
Attachment 	<input type="button" value="Browse..."/> No file selected.

Note: Please see next page for more detailed information on the request form.

4. Press the **Submit** button to log your request to our Maintenance department:

Detailed Information

Unit

This field is automatically populated with the room or floor which your account is associated with.

Priority

- **Normal:** This should be assigned to most maintenance requests.
- **Urgent:** Reserved for maintenance requests which require our immediate attention.

Category

There is an extensive list of categories available however the main categories are:

- **General Building**
- **Lights**
- **Bins (Green, Blue & Secure)**
- **Cleaning**
- **HVAC (Air-conditioning)**
- **Plumbing**

Brief Description

A short description/title for the maintenance request.

Details

A detailed description of the maintenance request. You can include information such as whether you are supplying the globes for light changes, convenient times to attend to the request, etc.

Attachment

This field is optional. You can include photos related to the maintenance request to assist us with diagnosing an issue or ordering replacement parts, etc.

Access passes

There are three types of access pass or tag that Members, Clerks & Staff use throughout the buildings. Optimal operation for cards or tags vary and depend on the way the cards or tags are used, the following information illustrates the most effective methods of use.

Cards or tags work most effectively when removed from wallets, bags, purses, and phone cases.

Access Card:

When using an access card in the Building, ensure that the card is placed over the centre of the reader as shown below. Wait for the reader to beep and colour on the reader to change from red to green.



Oval access key tag:

When using the oval key tag in the Buildings, ensure that your thumb is placed on the indentation shown below.



Hold the oval key tag perpendicular to the reader and at the centre of the reader as shown below, wait for the beep and colour on the reader to change from red to green.



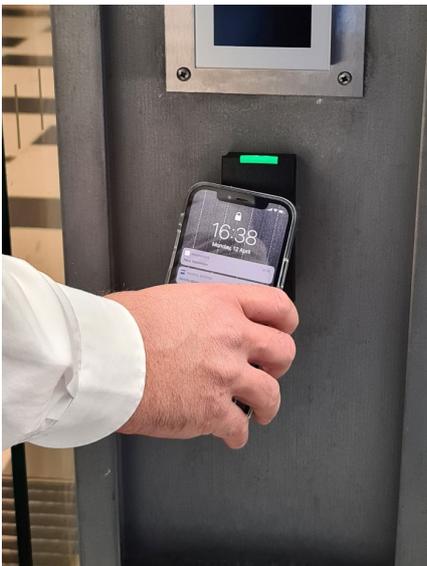
Round access key tag:

When using the round access key tag, ensure that the tag is placed flat over the centre of the reader. Wait for the reader to beep and colour on the reader to change from red to green.



Mobile Device ID:

When using your mobile device ID, ensure your phone is placed under the light on the reader. Wait for the reader to beep and colour on the reader to change from red to green.



HID Mobile App

Your Android™ or iOS® mobile device can be used for access by holding it close to or “tapping” it on the readers located within the building.

Once you have indicated your preference to use your mobile device for access, getting set up involves:

Step 1: Download the HID Mobile Access App

From the App Store for iOS:

<http://appstore.com/hidmobileaccess>

From Google Play for Android:

<https://play.google.com/store/apps/details?id=com.hidglobal.mobilekeys.android.v3>

Step 2: Enter the invitation code

You will receive an email from HID Global, which will include a 16 character invitation code. If you have email set up on your mobile, and have downloaded the App, you just need to tap the code which will enter the code automatically. Otherwise, you can enter the code manually.

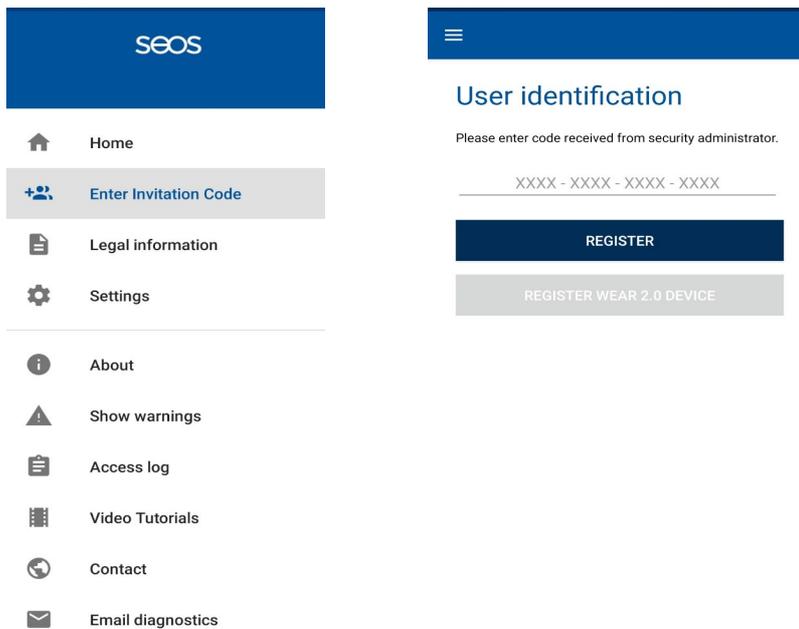


Figure 1 Manually Enter Invitation Code

Step 3: Let CCL’s Maintenance team (maint@ccl.com.au) know that you are set up, we will authenticate your access and you can start using your mobile device.

Please inform your Clerk if you wish to use your mobile device instead of an access card or tag, CCL will commence making arrangements to initiate the process.

User tips

iOS®: Optimal Settings

The following settings are recommended for users to achieve the best experience for mobile access:

- Allow Mobile Access when must be 'Always'.
- Location services must be enabled and set to 'Always'.
- Twist and Go must be enabled.
- Mobile Device Bluetooth must be enabled.

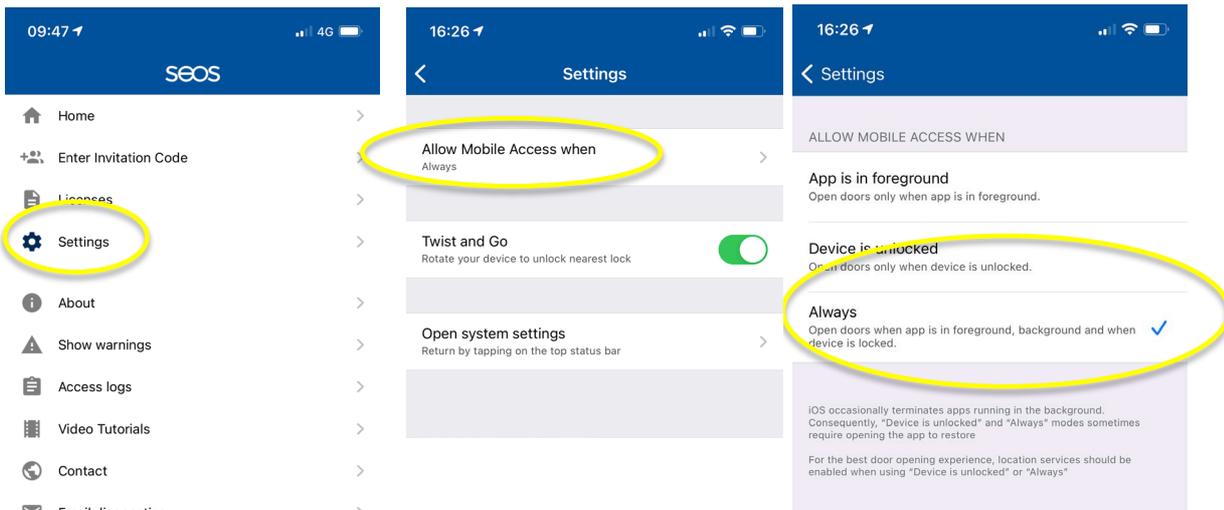


Figure 2 Allow Mobile Access When.

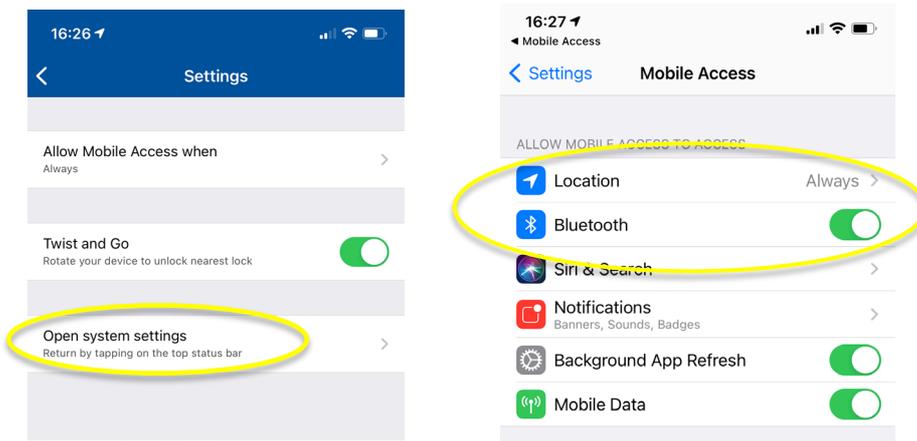


Figure 3 Enable Location and Bluetooth

Apple Wallet and Apple Pay:

Those who use Apple Wallet will notice that your Apple pay credentials will appear when using mobile access. This bug is known to HID and does not affect the operation of mobile access. User experience may vary for those with this feature, if you experience a conflict with Apple Wallet and mobile access, reopen the HID App on your mobile device.

Tutorials can be found within the App, and also online.

Android™: Optimal Settings

The following settings are recommended for users to achieve the best experience for mobile access:

- Mobile Device Location must be enabled.
- Mobile Device NFC must be enabled.
- Allow Mobile Access when must be 'Always'.
- Location services must be enabled and set to 'Always'.
- Notifications must be disabled.
- User Feedback must be enabled.
- Bluetooth Sensitivity must be set to 'Normal'.
- Twist and Go should be enabled.

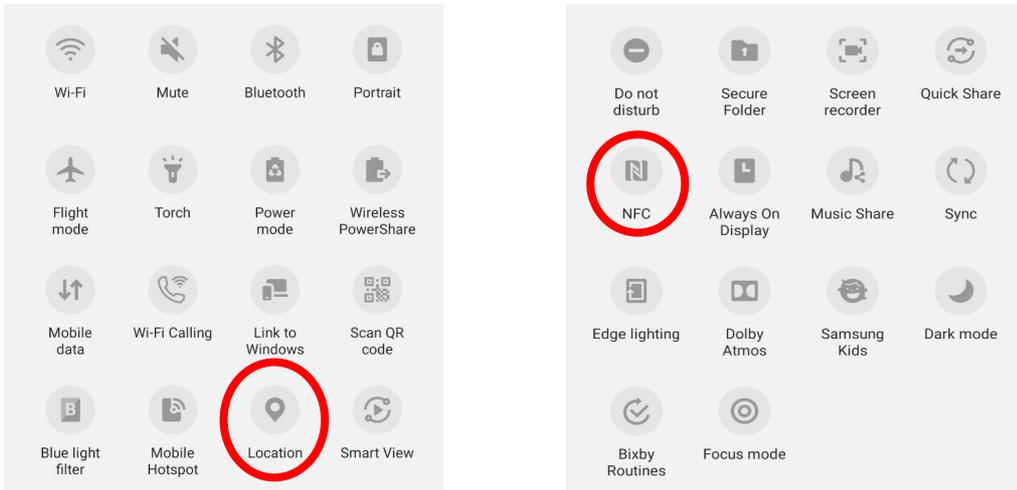


Figure 4 Mobile Device Location and NFC.

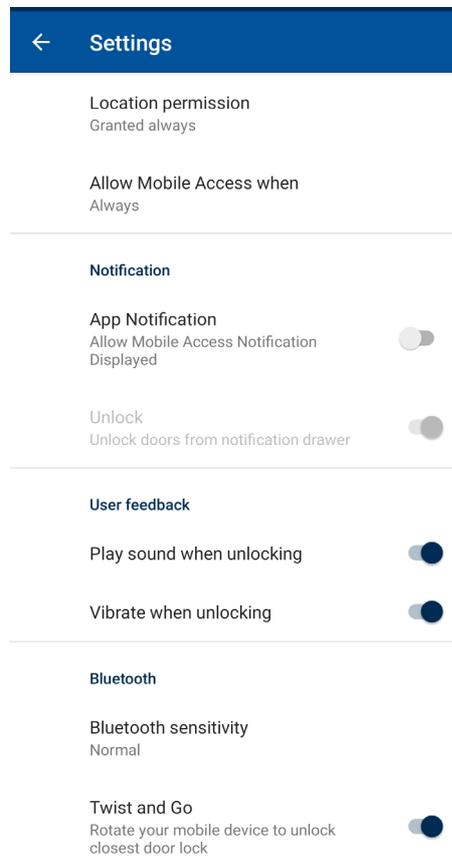
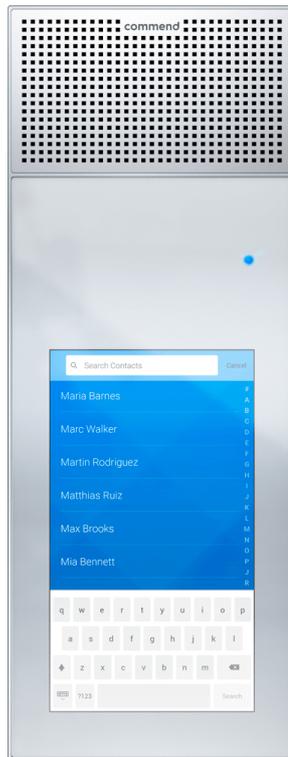


Figure 5 Android App Settings

Tutorials can be found within the App, and also online.

Door phones



From the door phone at the glass doors or in the lift lobby to your building (for double floors, at the side where your reception is located), visitors can browse the directory to locate your name, or use the search function, and then press the call icon. This will call your handset, if your reception is open the call will be diverted to your receptionist.

If you have a video-enabled handset (Cisco 8845 or 8865 models) you will also see a video feed from the intercom.

To grant access to your visitor, press “1” on your Cisco handset. This will open the door and allow your visitor to call the lift and access your floor via the lifts for one minute.

After hours and emergency contacts

For all emergencies, dial 000.

For assistance with access from Monday to Saturday, dial “CCL Caretaker” on the door phone.

For duress response, dial “Security: Duress only” or call Allied Security on 1300 003 456. Charges may apply.