

## Circular to Shareholders & Clerks: CCL Members Portal

**July 20 2018**

Members, Clerks and Floor Staff can now log maintenance and network requests online through the CCL Members Portal – <https://ccl.com.au/portal> . Logging requests through the Members Portal will enable CCL to provide priority service for your request. Requests can be made through the portal 24 hours per day 7 days per week and are automatically directed to the relevant department.

Network and maintenance requests will be attended to by the first available network staff member during CCL's standard operation hours which are 8:30am to 5.00pm Monday to Friday. In addition, Maintenance requests may also be attended to by CCL's maintenance staff on site (based on their availability), who begin work in the buildings from 6.00am Monday to Friday, and are also here in the buildings from 7.00am to 3.00pm on Saturday, by logging requests via the portal, Maintenance staff who are onsite outside of standard business hours now receive a notification on their mobile phones. This is an improvement in response times, as requests made by calling reception or sending an email to maintenance are only logged during business hours.

The Members Portal can also be used to download your recent CCL invoices and statements and to make payments to CCL by credit card.

Clerks and Floor Staff now have access to an additional form, the New Member Request Form, for the purpose of notifying CCL when new members are joining the floor.

Instructions on how to log a Maintenance and Network request through the Members Portal are attached to this email.

Clerks and Floor Staff who do not already have access to the CCL Members Portal will receive a separate email containing instructions on how to register. For members who have not yet registered please contact our Accounts department at [accounts@ccl.com.au](mailto:accounts@ccl.com.au) or +61 2 9231 3644 to receive an invitation.

It is important to note that Network requests can only be attended to by CCL staff between 8:30am to 5.00pm Monday to Friday and that for urgent after hours Network requests members should not rely on logging a service request through the portal but should call the after hours number +61 2 9221 6235.

Kind regards,

**Debbie George**  
General Manager

E: [dgeorge@ccl.com.au](mailto:dgeorge@ccl.com.au)

W: [www.ccl.com.au](http://www.ccl.com.au)

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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](mailto: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 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.

## 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.