Infrastructure Ontario

Property Services Guide

Version 5.1
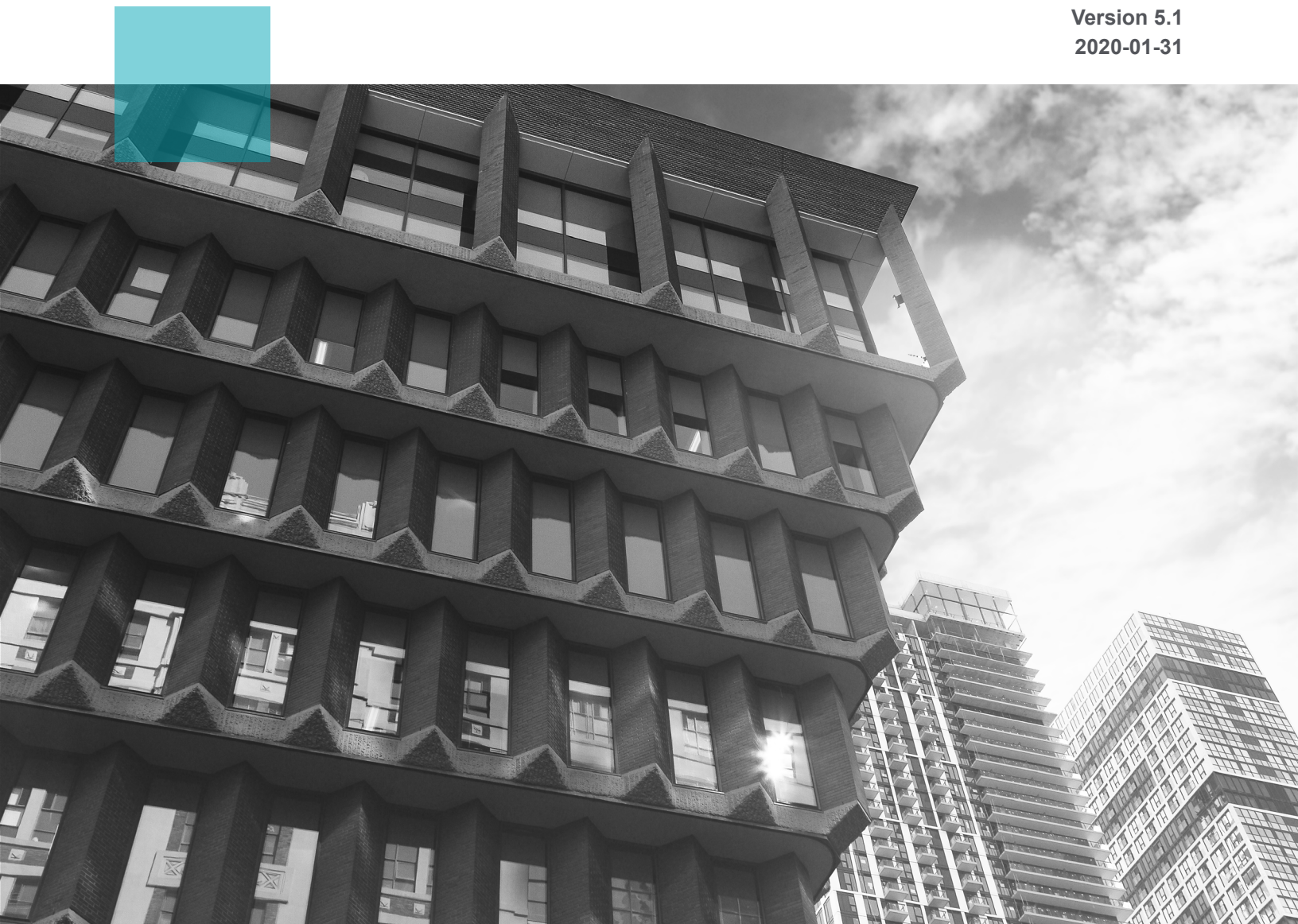2020-01-31

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IO Property Services Line

The IO Property Services Line (IO PSL) is a facility service request system for all owned and leased provincial government properties within the General Real Estate Portfolio (GREP).

The IO PSL is a bilingual service, available 24 hours a day, 7 days a week.

Clients can currently contact the IO PSL through:

Web
https://IOPropertyServices.cbre.com

Phone
+1 (877) 590-5090

Service Request Reference Chart

The chart below provides examples to help you determine the most efficient method to submit a service request and access the IO PSL.

IO PSL - Web	Phone +1 (877) 590-5090	Call 9-1-1
Routine Service Requests	**Urgent Service Requests**	**Emergency**
IO PSL - Web does not process urgent requests.	Phone requests will be managed by the Customer Support Representative.	In the event of an emergency, concerning a life health or safety matter, please dial 9-1-1.
Examples: Cleaning Landscaping Elevator Repairs Interior Lights – Repair / Replace Doors – Repair / Replace Too Hot / Too Cold	**Examples:** Alarms Sounding Power Outages Flood / Leaks Elevator Entrapment	**For all property related emergencies, it would be appreciated if you could also call the IO PSL when safe to do so.**

IO PSL - Web

This is the preferred method to submit routine service requests.

The website can be accessed via: https://IOpropertyservices.cbre.com

The IO PSL - Web is an easy-to-use online service request tool that clients can use to create and track service requests for property matters. The IO PSL - Web replaces the need to call the IO PSL for non-urgent matters by allowing clients to submit their request online.

Benefits of using the IO PSL - Web:
- The IO PSL - Web's interface has been upgraded and increases process efficiency.
- It captures information directly from the requestor.
- It's convenient, user friendly, and timely.
- Service requests are dispatched immediately.
- Allows user to track service requests status regardless of how request was initiated.
- Reports can be generated for client use.

Phone

IO PSL offers a bilingual service available 24 hours a day, 7 days a week to report urgent service requests. +1 (877) 590-5090

In the event of an emergency, concerning a life health or safety matter, dial 9-1-1.

For urgent building-related matters, the IO PSL is staffed by a team of qualified Customer Service Representatives (CSRs), who have been trained to assist with property service requests. When your call is placed, you will be connected to a CSR who will:
• Assist in handling the service request.
• Understand and help define the specifics of the problem.
• Provide you with a service request number so you can track the progress of the service request.
• Handle all follow-up concerns related to the work to ensure that it has been completed to your satisfaction.

When calling, please have the following information ready:
• City
• Address
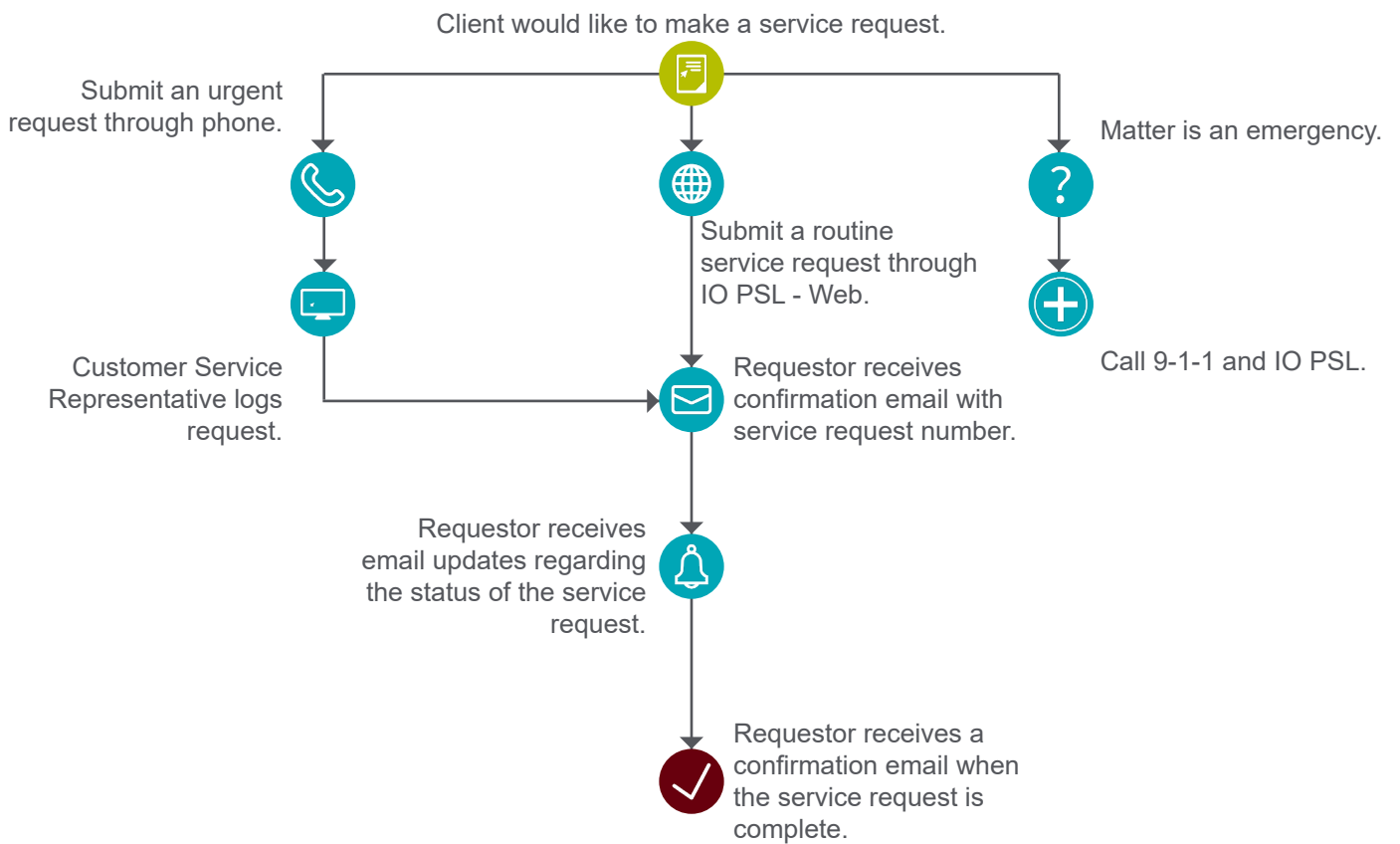• Building Name
• Email

Note: If you are calling in regards to a building not associated with the one defined in your profile, please state this to the Customer Service Representative on the call.

Service Request Generation Process

The nature of the request will typically determine the response time.
- Urgent Service Request - typical response time would be 0.5 - 2.0 hrs. (in person)
- Routine Service Request - typical response time would be 2.0 - 9.0 (business) hrs.

Note: a notification will be sent by email following the submission of the request. Please refer to the target response and completion date of the request in the notification email.

Client would like to make a service request.

Submit an urgent request through phone.

Matter is an emergency.

Submit a routine service request through IO PSL - Web.

Customer Service Representative logs request.

Call 9-1-1 and IO PSL.

Requestor receives confirmation email with service request number.

Requestor receives email updates regarding the status of the service request.

Requestor receives a confirmation email when the service request is complete.

IO PSL - Web Instructions

New User Registration & Login

Sign Up

Enter your email address in the applicable box. IO PSL – Web login credentials will be sent to new users via email immediately. A valid password format includes at least ten characters, no spaces, one number, one lower case letter, one upper case letter, and one special character (!@#$%^&+).

Note: for security purposes, users will be prompted to update their password every 90 days or at next log-in.

Login

If you are already registered, please enter your valid government email address and password. If users have forgotten or lost their login password, simply click on the "Forgot Password?" link to have your password reset & emailed to the associated email address.
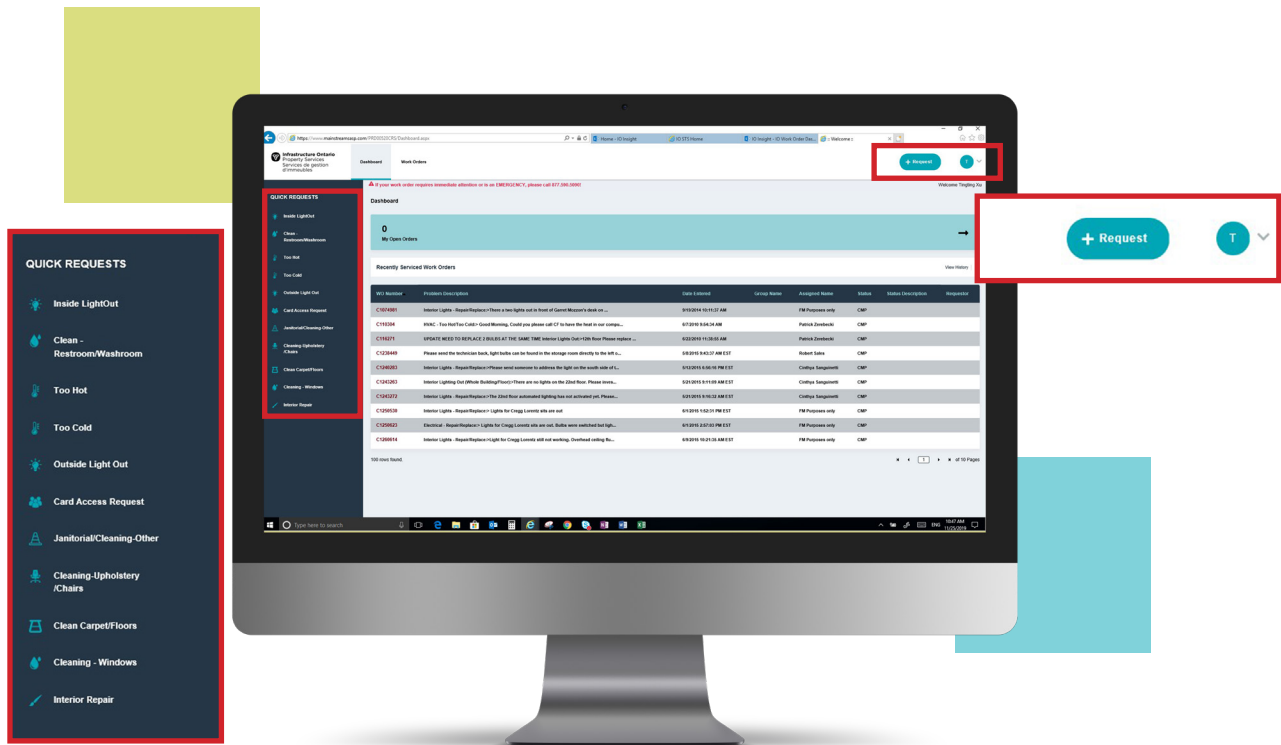
Homepage

Recent Service Requests: Users will see a list of recent service requests on the homepage.

Quick Requests: "Quick Request" options are listed along the left side of the homepage. To create a request, you will be directed to a 3-step service request submission.

Requests: Alternatively, if your request does not fit under any of the "Quick Requests", click on the "+ Request" button located in the top right corner of the homepage.

User Profile: You can access / edit your profile and settings by selecting the circle with your initial (located in the top right corner).

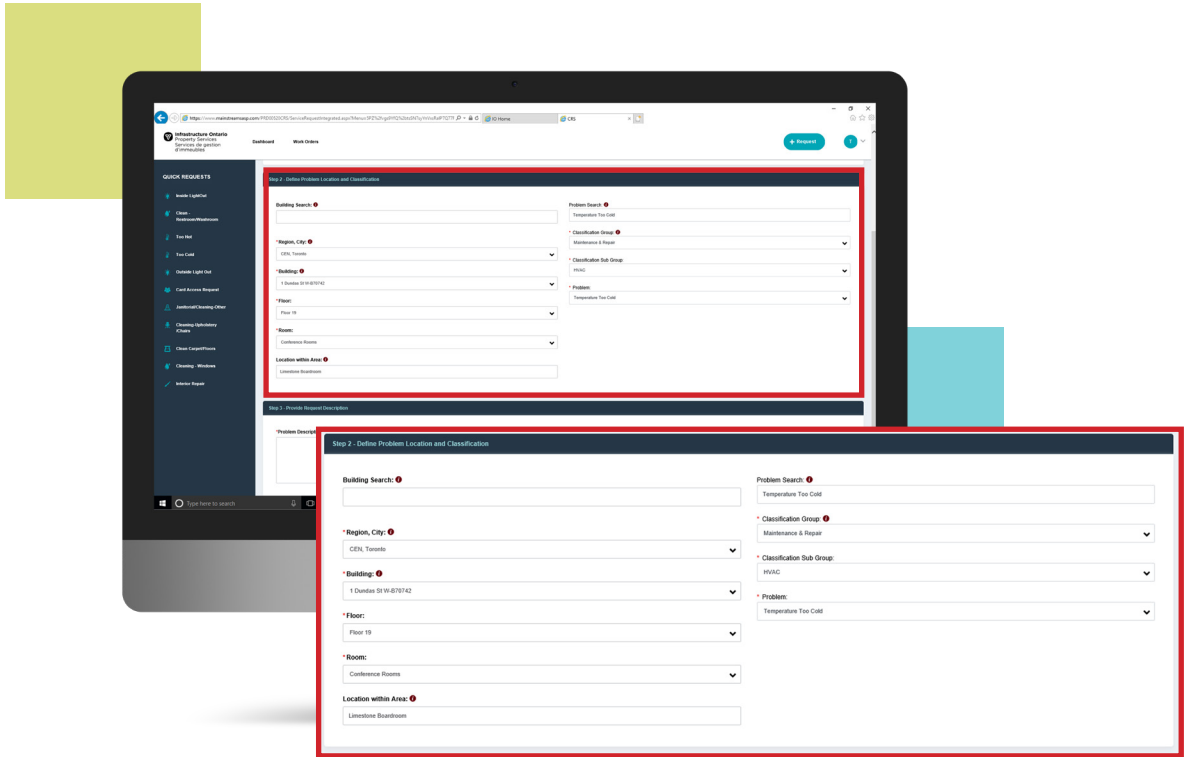**Note:** Service Request = Work Order.
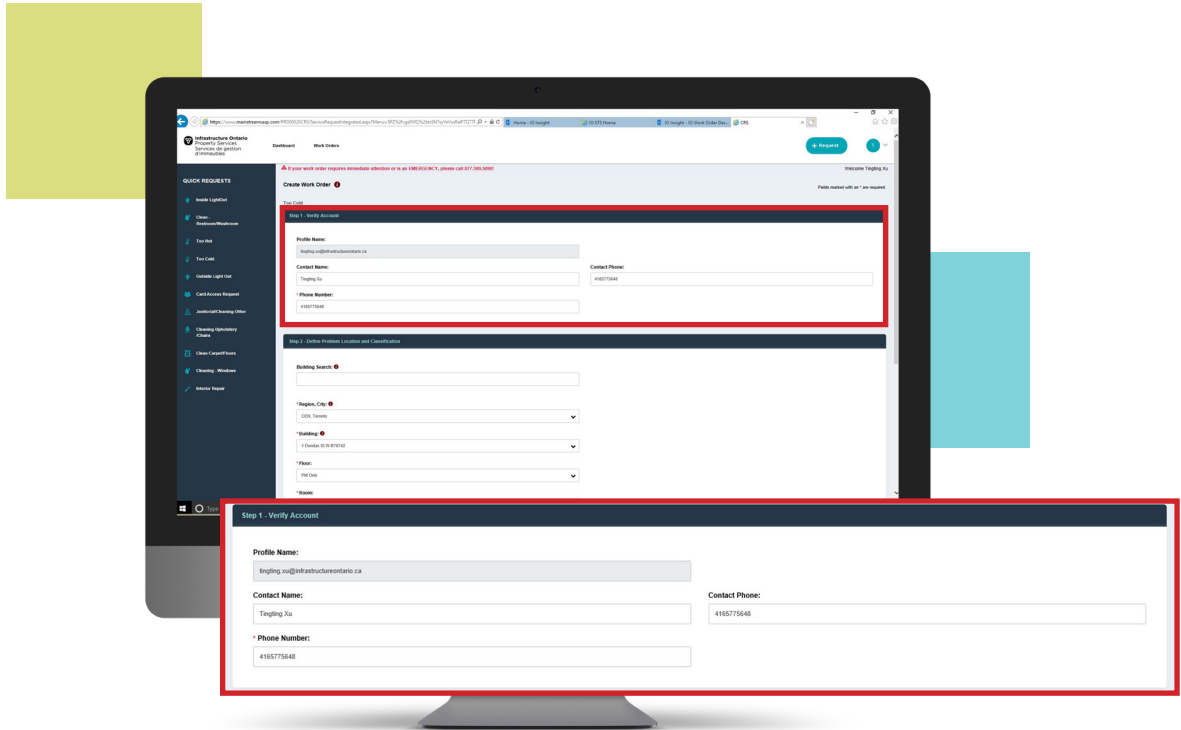
Create a Service Request

Step 1: Verify Account

Confirm your profile name, contact name, and phone number are correct; revise as necessary.

Note: these are temporary changes affecting this request only. If numbers / name need to be changed permanently, they need to be changed under your profile.

Step 2: Define Problem Location & Classification

The location information will be pre-populated as your profile location, revise as necessary. Use the drop-down tabs or search function ("Building Search" – by entering the address or "Building Number") to select your city, building, floor, and room.

Use the "Location within Area" field to provide additional details about where the problem is (e.g. a specific office [Karen's office] or part of the floor [NW Side]).

If not using the "Quick Request", please search by entering the problem and then select the description that best fits the problem from the drop-down tabs. For example:
- Elevator Repair
- Exterior Building Repair
- Boardroom Screen / Projector Issue
- Walkways / Parking Lot Issue
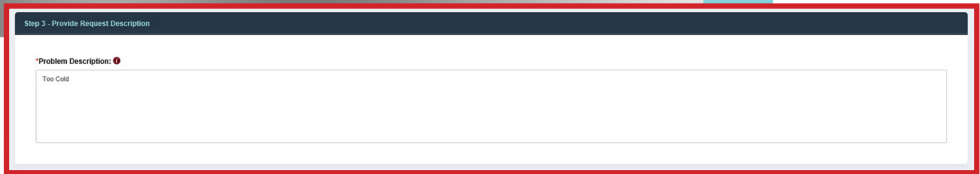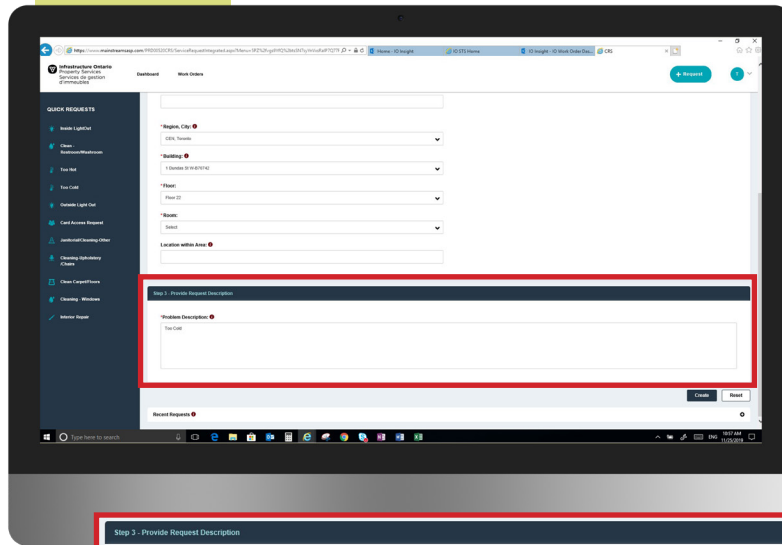
Step 3: Provide Request Description

Provide a description of the work requiring attention in the description box. This information will be dispatched to the appropriate Facility Manager, Technician or Vendor for their attention. Click the "Create" button once you are satisfied with your request details to submit the service request.
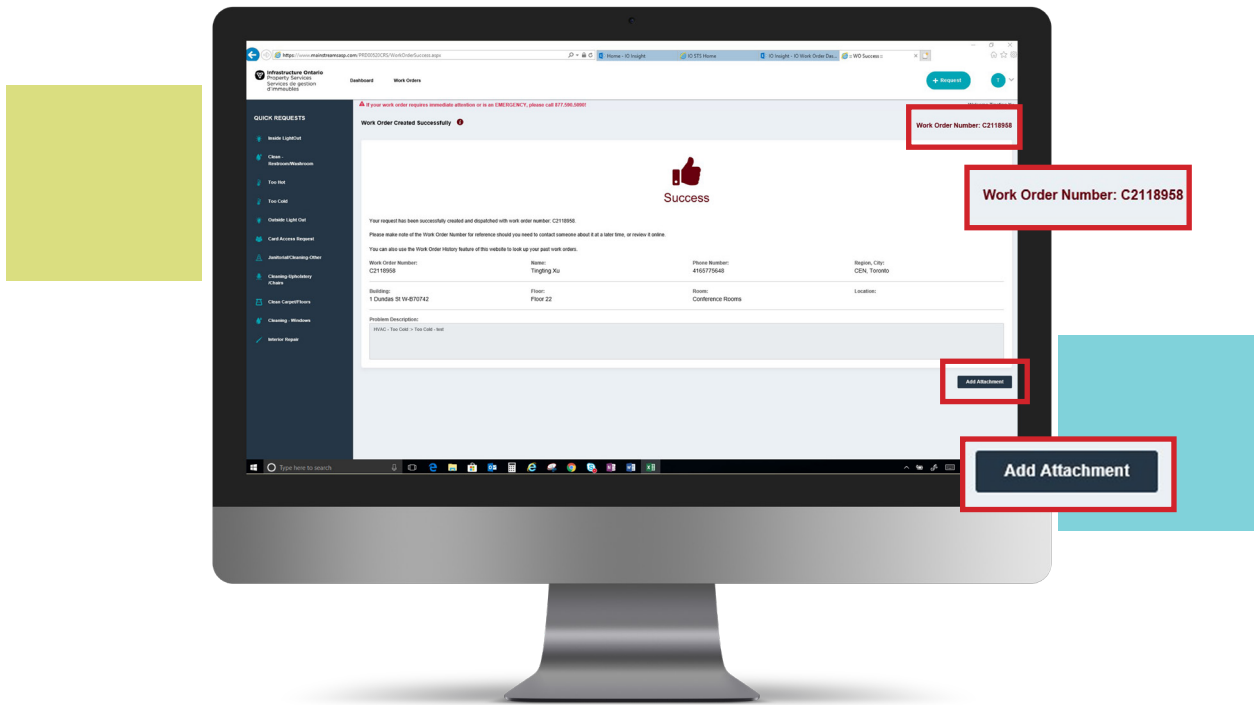
Service Request Creation Confirmation

After clicking "Create", your service request will be entered into the IO PSL – Web system. The service request will automatically dispatch to the IO Property Service Provider for the work to be assessed and performed.

Your service request number will be located at the top right of your screen. If you wish to add any photos or relevant documents, click on the "Add Attachment" button located in the bottom right corner of the confirmation page. A confirmation email of the service request will be sent with request information, response and target completion date.
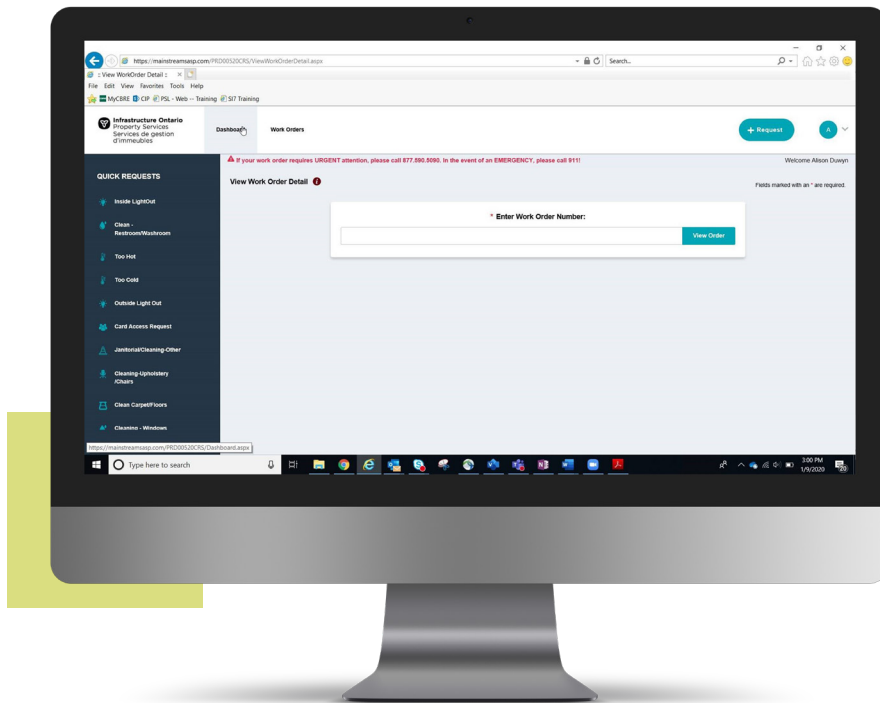
View & Track Service Requests

View History: Once your service request has been entered into the IO PSL – Web system, you may track the progress of the work or any other previously entered service requests by using the "Work Order History" link.

View Service Request: Under the "View Work Order" tab, enter the service request number to view the details and status. Please ensure the "C" prefix is included.

Further inquiries concerning the status of a service request can be directed to the IO PSL at:
+1 (877) 590-5090.

Note: Service Request = Work Order.