

USER GUIDE

Version 2.2

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M3Central User Guide

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Overview of M3Central

M3Central is a web-based system with two modes. The Diagnostics mode gives non-technical staff at housing providers the ability to diagnose repairs and accurately allocate Schedule of Rates items. The Reporting mode gives tenants the ability to report repairs online. You can subscribe to both modes, or just to one.

M3Surveyor is an optional add-on for the Diagnostics mode that works offline. It is primarily used for void property surveys, but can also be used to create a schedule of works for any purpose.

M3Central is designed to be portable across multiple devices, including mobiles and tablets. This enables on-site diagnosis of repairs. The system is highly customisable to ensure each organisation can tailor the content to their specific requirements.

Visit the M3 website to try out M3Central and view a video demo:

https://www.m3h.co.uk/try/m3central

This user guide is intended for use by M3Central administrators, and staff who use M3Central Diagnostics and M3Surveyor. It is not intended for use by tenants who use M3Central Reporting, although the instructions in the <u>Reporting a repair</u> section could be adapted for tenants.

Administering the system

Administrators can manage and customise M3Central via the Control Panel. You can use it to change settings such as the default Schedule of Rates, and to set up email addresses and URLs to get data in and out of the system.

The Control Panel also includes an online editor which can be used to customise available resources including, but not restricted to, the repair problems, the advice, and the Schedule of Rates. You will be able to test all changes before making them available to your users.

M3Central Reporting subscribers can use the Control Panel to view and export system usage reports.

Accessing the Control Panel

You can access the Control Panel via the following link:

https://m3central.net/facmin/index.cfm

You will be prompted for your login ID and password. These details would have been emailed to the person nominated as your organisations primary contact when M3Central was activated. You can retrieve your login details by emailing <u>helpdesk@m3h.co.uk</u>.

When requesting login details, remember to send the request from an official organisation email (I.E. not from a personal Gmail or Yahoo account).

Search 🔾	ļ ,	ļ			Not logged in	Store	🥃 Cart (0)	e Logout
About	Products 🗸	Consultancy	Training	Your challenges expertly solved in partnership	News	Events	Support	Contact us
			M3Cen	Itral Log in				
		Nee	Hc :d a demo, train	W can we help)? of our links be	elow		
	Request Demo Fill in our demo rei be happy to send o	quest form and one your way	J we'll	Order / Get Quote Go to our store page to get a quote view product prices	e or	Support Check out o our contact assistance	ur products' FAC details if you ne	28, or get led further

Settings

Repair Mode (at the top of the page) indicates which mode of M3Central you are subscribed to. This will affect which settings options are available. M3 Central has two modes: Diagnostics and Reporting. Diagnostics mode is intended for staff who need access to the Schedule of Rates. Reporting mode is intended mainly for use by tenants who want to report repair problems online. An M3Central subscription may cover you to use each mode individually or together.

This table below explains each of the options available on the settings page. Please note, you can also select the information link next to each option for detailed explanations.

Option	Applicable mode	Explanation
Show quantities option	Reporting	Check this option to allow users to set a quantity next to each repair item. Quantities can only be set when the unit of measurement for the underlying Schedule of Rates item is IT or NO.
Display location option	Reporting	Check this option to allow tenants to specify a location of a repair from a predefined list. This list can be customised from within the Editor.
Default email address	Reporting	This is the default email address to which repair reports will be sent. It can be overridden by using the Setmail addresses option (explained below) or by setting redirection codes for specific repair problems. If it finds any alternative email address is not valid, M3 Central Reporting will revert to the default
Send report from user address	Reporting	email address. Check this option to set the user's email address as the 'from' address in an emailed report. This lets you use an auto-responder on your mailbox to acknowledge receipt of the repair report.
Store user details in report database	Reporting	Check this option to store the user's name, address and other information they provide in the personal details form. By default, M3Central does not keep this information.
Store user comments	Reporting	Check this option to store user comments in the M3Central database.

Option	Applicable mode	Explanation
Opt out of Google Analytics	Both	Check this option to prevent your data from being used by Google Analytics. M3Central uses Google analytics to obtain useful metrics which are used to improve the user experience and functionality. By default, this option is not checked.
Return SOR Codes	Reporting	Check this option to return suggested SOR item codes with the repair reports.
Default Schedule of Rates for Diagnostics	Diagnostics	This lets you set the Schedule of Rates that is used for Diagnostics.
Default Schedule of Rates for Reporting	Reporting	This lets you set the Schedule of Rates that is used for Reporting. This option only affects the SOR item codes that are returned with a repair report. If you have elected to have no SOR item codes returned with repair reports then this option is irrelevant.
Configure for use with Open Access from Capita	Reporting	These portals have some specific requirements for M3 Central Reporting to work with them. For more information on integration refer to the <i>M3Central Integration Guide</i> .
Configure for use with the Self Service Portal from Orchard	Reporting	These portals have some specific requirements for M3 Central Reporting to work with them. For more information on integration refer to the <i>M3Central Integration Guide</i> .
Allow users to upload photos	Reporting	Check this option to allow users to attach photos to their reports. The photos are kept on the M3 Central server and a link to them is sent with the report.
Allow photo captions	Reporting	Check this option allow users to add a caption to uploaded photos.
Permit only specified setmails	Reporting	Check this option to only permit setmail addresses that are specified below. Setmails are email addresses that are passed to M3Central when it is started up. They allow customers who have a group structure to send reports to different mailboxes while using the same M3 Central account. Do not use this option if you are using redirection by postcode (in that case your email addresses are already specified separately).

Option	Applicable mode	Explanation
Display lookup option on home page	Both	Check this option to display the Lookup field on the M3Central home page. It allows users to enter a search term and get an immediate list of matching options as they type.
Display report reference number to user	Reporting	Check this option to hide the report reference number from the user. This number is useful for tracking the status of individual reports. You may want to hide it to prevent tenants from confusing this with the job order number.
% Percentage change to SOR rates	Diagnostics	Apply a % discount or uplift to all the rates in the Schedule of Rates. Apply a discount by entering a negative value, and an uplift by entering a positive value.
Clear all items from the Scheduler after they have been successfully sent	Diagnostics	Check this option to clear the Scheduler after items have been sent.
Allow users to make free text reports	Reporting	Check this option to allow tenants to make type in a description of their repair problem. This is usual if they want to add additional comments, or if they cannot find the repair they want to report.
Link to 'please wait' symbol	Both	This lets you provide a link to your own image to replace the standard 'please wait' image. You must ensure that the link is externally resolvable and contains all the required resources.
Enable Welsh support in Editor	Reporting	Check this option to display the Welsh language resources in the Editor. This allows you to edit these sections and to keep them aligned with the English versions.

Option	Applicable mode	Explanation
Set delay in days for	Reporting	Inserting a value greater than 0 here
displaying specific dates for		will cause users to be presented with
user to select		a list of actual dates when asked for
		access information.
		M2Control will use the number you
		enter to calculate how far in the
		future to start offering dates Δ 2-
		day delay is built in. So, if 1 is
		entered the first date will be 3 days
		in the future. Weekends are not
		included so 10 days means 2 weeks.
		M3Central will exclude bank holidays.
		The system also adjusts to the time
		of day. If the current time is 17.00
		hours or later, the starting date will
		be calculated from the following day.
		If 0 is entered, users are presented
		with days of the week with
		AM/PM/Evening slots.
		M3Central is not integrated with any
		appointment system. It just passes
		back the dates chosen by the user.
If using date option, the	Reporting	If you have activated the option to
number of dates to show		set dates for users to select, you can
		dates to display. The default is 5
Maximum number of	Reporting	If user comments are being stored in
characters permitted in	Reporting	a database that you control it may
Comments box.		have limits on the number of
		characters that can be stored. You
		can set the maximum number of
		characters that users can enter here
		Characters include spaces. Users get
		a counter showing them how many
		characters they have left.
		A blank or zero entry means no
		restrictions on the number of
		characters that can be entered.
Make comments required	Reporting	This refers to the Comments box
		available when users are making a
		report. This option will mean that
		hox (which can be a single space)
		before they can make their repair
		requests.

Option	Applicable mode	Explanation
Show Quick Links to other pages	Diagnostics	The Quick Links for Diagnostics appear next to the pictures and allow users to jump directly to pages that may be relevant to the problem that they want to diagnose
		There is an equivalent set of links for Reporting but these only appear when the user clicks on the 'Can't find the problem you want to report?' link. They are not affected by this setting.
		Quick Links can be amended in the Control Panel Editor.
Send SOR items by clicking on the code	Diagnostics	Allows users to click on the SOR item code to immediately send that item without putting it in the Scheduler first.
Units of Measure that should allow quantities with decimals	Diagnostics	This allows you to define which Units of Measure (UOM) should allow for quantities entered with decimals.
		By default, quantities are rounded to nearest whole number. The M3NHF Schedule of Rates Measurement Rules states that items with UOMs of LM, SM or CM should be measured to 2 decimal places, so this allows for that at the point of diagnostics.
		UOMs should be separated by a comma. For example, to allow quantities to be marked in decimals for items with UOMs of LM and SM, enter LM.SM

Please note, any changes you make to settings will not be saved unless you select the **update** button.

i Link to 'please wait' symbol	
(i) Enable Welsh support in Editor	✓
(i) Set delay in days for displaying specific dates for user to select	0
(i) If using date option, the number of dates to show	5
(i) Maximum number of characters permitted in Comments box. Zero/blank means no limit.	255
Make Comments required	
i Show Quick Links to other pages	<
Send SOR items by clicking on the code	
This record last changed: 23-Apr-2021	Update

Adding or removing users (Diagnostics mode)

Under the **Users** section you can add a user by entering a **User Name** and **User ID** and selecting the **Add User** button. The User ID should contain no spaces. To delete a user, select the **Delete User** button.

Users may be asked for their User ID when they want to save a list of Schedule of Rates items from the Scheduler. These files can be opened from within M3Central and M3Locator Plus (version 4.4 and higher).

The user will be prompted for their User ID when they try to save or open a file in the Scheduler. To preload the User ID you would need to add the parameter **user** to the URL:

https://m3central.net/index.cfm?&ID=514884&user=jsmith

USERS		(j
User Name	User ID	Action
John Smith	jsmith	Delete User
		Add User

Defining the URL where data will be posted

Under the **URLs to which data will be posted** section you can create a **returnurl**. The returnurl defines the URL where M3Central will send reports or items when it is integrated with another system.

To create a returnurl enter an **Alias** and **URL** and select the **Add URL** button. To delete a returnurl select the **Delete URL** button.

Refer to the *M3Central Integration Guide* for more information on how to use the returnurl.

URLs to which data will be posted		(j)
Alias	URL	Action
example	https://example.com	Delete URL
		Add URL

Defining additional email addresses

Under the **Setmail addresses** section you can define email addresses where reports will be sent. If you have checked the **Permit only specified setmails** setting, only email addresses defined in this section can override the default email address. The redirection code assigned to the email address can also be used to route repair reports according to the type of repair. Refer to the <u>Editing Repair Problems</u> section for more information on routing repair reports using a redirection code.

To add a setmail address enter an email address under **Emails** and an optional **Redirection code** and select the **Add Email Address** button. To delete a setmail address select the **Delete Email Address** button.

Setmail addresses - permitted o	()	
Redirection code (optional)	Emails	Action
HEAT	test@m3h.co.uk	Delete Email Address
		Add Email Address

Adding or removing profiles

Under the **Profiles** section you can create different profiles for different target groups. For example, you may want to create a profile for leaseholders that only displays the repairs relevant to that group. To add a profile, enter a **Description**, **Alias**, and **SOR** and select the **Add profile** button. The Alias should contain no spaces. The SOR specifies the Schedule of Rates version. To delete a profile, select the **Delete Profile** button.

Profiles			(j)
Description	Alias	SOR	
Leaseholders	lease	NHF72	
		NHF SOR Version 7.2	~
4			۱

Once you have created a profile you can load it in the Editor and configure it to meet your requirements. Refer to the <u>Using the Editor</u> section for more information on how to select and edit a profile.

You can invoke a profile by adding the appropriate parameter to the M3Central URL. To load a profile with the alias 'lease', you would need to add the parameters **profile=lease** to the URL:

https://m3central.net/index.cfm?&ID=514884&returnurl=example&profile=lease

Profiles are primarily intended for use in Reporting mode, but can also be used in Diagnostics mode.

Contract percentage adjustments

Under the **Contract percentage adjustments** section, you can set uplifts or discounts to the standard rates in the M3NHF Schedule of Rates for different contracts. To add a contract, enter a **Contract Name** and **Adjustment Percentage** and select the **New Contract** button. To delete a contract, select the **Delete Contract** button. The contract name should contain no spaces. You do not need to enter the percentage sign. To apply a discount enter a negative number.

To load the percentage adjustments for the relevant contract, you would need to add the parameters **contract=** to the URL:

https://m3central.net/index.cfm?&ID=514884&contract=2021plumbingcontract

Contract percentage adjustments		(i)
Contract Name	Adjustment Percentage	Action
2021plumbingcontract	-5.0 %	Delete Contract
	%	New Contract

Updating the Control Panel password

Under the **Update Password** section, you can change the password for the Control Panel. To change the password, enter your new password twice and select the **Update** button.

Refer to the <u>Accessing the Control Panel</u> section for more information on how to retrieve your login details if you forget your password.

Update Password	
Type new password	
Retype new password	
	Update

Using the Editor

The Editor can be used to customise the resources in M3Central to your organisation's specific requirements. This includes, but is not limited to, the repair problems, the advice, and the Schedule of Rates. The Editor is accessed via the Control Panel.

To begin using the Editor choose a profile from the drop-down list under the **Select Profile to edit** section, and select the **Load Profile** button. Choose ---- to load the default profile. If you have not created any profiles, you do not need to load a profile. Refer to the <u>Adding or removing profiles</u> section for more information on adding or removing profiles.

Select Profile to edit (or continue editing default	profile)
Leaseholders	Load Profile
Select Resource to edit	
~	Load Resource

To load the resource you want to edit, choose a resource from the drop-down list under the **Select Resource to edit** section, and select the **Load Resource** button.

	Select Resource to edit	
S	 Repair Problems - Reporting Repair Problems - Reporting in Welsh Repair Problems - Diagnostics Advice - Reporting Advice - Reporting in Welsh Advice - Diagnostics Schedule of Rates - Diagnostics User Information Form User Information Form in Welsh Emergencies - Diagnostics Doctor Damp - Reporting Doctor Damp in Welsh	Load Resource ublish Changes Help
	Quick Links - Diagnostics Quick Links - Diagnostics in Welsh Quick Links - Reporting Quick Links - Reporting in Welsh Locations - Reporting Messages Messages in Welsh)?

Saving, previewing and publishing changes in the Editor

The Editor lets you test all changes before making them available to your users.

Saving changes to the test area

Selecting the **Save Changes** button will save changes to the test area. End users will not see the changes. If the button is greyed out no changes have been made.

Previewing changes

Selecting the **Preview Changes** button will load an instance of M3Central from the test area so you can preview changes.

Cancelling changes

Selecting the **Cancel Changes** button will remove all data from the test area. Cancelled changes cannot be recovered.

Publish changes for end users

Selecting the **Publish Changes** button moves changes to the live area where they will be seen by end users.

Save Changes	Preview Changes	Cancel Changes		Publish Changes		Help	
--------------	-----------------	----------------	--	-----------------	--	------	--

Editing Advice

Advice is context sensitive and changes depending on the repair category you have selected in the M3Central interface. Refer to the <u>Using the system</u> section for more information on using advice when reporting or diagnosing a repair.

There are three resources for advice: one for Diagnostics mode, one for Reporting mode and one for the Welsh language Reporting mode. It is up to you to ensure that the English and Welsh advice resources are synchronised. The Welsh language resources will not appear if you have not checked the **Enable Welsh support in Editor** option in settings.

To edit advice, first load the relevant advice resource by choosing it from the drop-down list and selecting the **Load Resource** button. Next select the category of the advice you want to edit.

Editing the text

To edit advice, left click anywhere in the advice text box. If you hit the **Enter** key a new bullet point will be created on the next line.

To make highlighted text bold hit **Ctrl** + **B** (Windows)/**Cmd** + **B** (Mac OS) on your keyboard. To underline highlighted text hit **Ctrl** + **U** (Windows)/**Cmd** + **U** (Mac OS). To make highlighted text italic hit **Ctrl** + **I** (Windows)/**Cmd** + **I** (Mac OS).

You can toggle between making text a heading or normal by select **Make heading** or **Make normal text** in the popup box. You can delete a line of text by selecting **Delete**.

To create a hyperlink, left click and drag your mouse cursor over text. An **Edit, edit or remove a link** popup will appear.

Remember to select the **Save Changes** button or your changes will be lost.



Imbed a YouTube video

To imbed a YouTube video in advice, paste the web address of a the video in the text. Left click on the web address and select **Video Link**.



Editing Doctor Damp

Doctor Damp provides a simple approach to report or assess a damp problem. It is intended to narrow down possible causes of damp. It is not intended as a substitute for inspections by technically qualified staff. Doctor Damp works by taking the user through a series of options. For all options there is some general advice, and in some cases there is a link to a specific repair solution.

There are three resources for Doctor Damp: one for Diagnostics mode, one for Reporting mode and one for the Welsh language Reporting mode. It is up to you to ensure that the English and Welsh resources are synchronised. The Welsh language resources will not appear if you have not checked the **Enable Welsh support in Editor** option in settings.

Editing the headings

You can edit the text for the headings under the **Headings** section. There is a maximum of three headings. Changing the text will change the headings in the M3Central interface, but the sections corresponding to each heading in the Editor will remain **Damp patches on the wall**, **Damp patches on the ceiling** and **Damp and black mould on walls or ceiling**.

Headings	
Pick the syn	nptom that best identifies your damp problem. The descriptions will then help you decide what kind you may have.
Damp patch	nes on the wall
Damp patch	nes on the ceiling
Damp and b	black mould on walls or ceiling

Editing the options and general advice

You can edit the general advice under the options by scrolling down to the relevant heading. Each heading has three phases of advice. For example, if a user selects **Damp patches on the wall** they will be asked whether the damp is at ground level and be given some general advice (both are editable). If they select **No** to the question, they advance to the next phase and are asked if the damp patch is below a window. If they select **No**, they advance to the final phase and are presented with a suggested repair category.

Damp patches on the wall
Is the damp at ground level? If No, click here
Damp on a wall at ground level sounds like rising damp (water being drawn up into the wall from the ground). You might see peeling wallpaper and discoloured patches on the lower part of the wall on the inside. The floor might also be damp.
Rising damp could mean that the 'damp proof course' has broken down. Or there may be something piled up against the outside wall which is causing the problem. You might want to check whether the outside of the wall has earth or debris against it that could be removed.

At any point during the process, the user can enter some free text (optional) and select **Make Report** to report a damp problem.

Editing Emergencies (Diagnostics mode)

Emergencies is intended to show a list of urgent repair problems that require immediate action. Under each of these problems you can list Schedule of Rates items that may be relevant to the problem. Refer to the <u>Editing Repair Problems</u> section for more information on how to show or hide Emergencies in the M3Central interface.

Under the **Introduction** section you can edit the introductory paragraph that appears when a user selects Emergencies.

Editing the urgent repair problem

Scroll down and select the relevant text box to edit an urgent repair problem.

To add a new problem select **New**, and you will be prompted to enter text for the urgent repair problem (left), text for the solution to the problem (top right) and the Schedule of Rates item code (bottom right). You can select the **Code lookup** button to search for the relevant code. Select the **Add** button to add the new urgent repair problem. Otherwise select the **Cancel** button.

To delete the problem select **Delete** next to the relevant problem.

Introduction	The headings show urgent repair problems that will require immediate headings to see links to items from the Schedule of Rates that may be not all the possible actions that may be required; for example gas leaks	action. Click on the relevant. These are should always be
Problem		
Problem	Loss of entire supply of ele	Delete New
	Item Standard electricity check Code 895001 Code lookup	Delete

Editing the list of Schedule of Rates items

To add a new Schedule of Rates item under an urgent repair problem select **New** next to another item under the relevant problem. You will be prompted for an item description and the Schedule of Rates code. You can select the **Code lookup** button to search for the relevant code. To delete the Schedule of Rates item select **Delete** next to the relevant item.

Problem	Loss of entire supply of ele	Delete New
	Item Standard electricity check	Delete
	Code 895001 Code lookup	
	Item	
	Code Code lookup	
Add Cancel		

Editing Locations (Reporting mode)

When a User selects a repair problem, they will be presented with a drop-down list containing a standard list of locations for the repair. These locations are hard-wired and change depending on the category of the repair problem. This is useful if the tenant is not going to be home to show the repair operative the location of the problem.

The Locations resource can be used to override the default list of locations. If these locations are edited, they will replace the default list of locations. Unlike the default list, these locations will remain the same regardless of the repair category.

The user will not be prompted for a location if you have not checked **Display location option** in settings.

To add a new location, select **New** next to one of the other locations. To delete a location select **Delete** next to the relevant location.

Location	Balcony	Delete New
Location	Bathroom or Shower Roor	Delete New
Location	Bedroom	Delete New
Location	Communal Area	Delete
Location	Dining Room	Delete
Location	External Front	Delete
Location	External Rear	Delete New
Location	External Side	Delete
Location	External	Delete
Location	Garden Back	Delete
Location	Garden Front	Delete New

Editing Messages

One of the key features of M3Central is the high degree of customisation that users can undertake. The Messages resource allows you to edit most of the text you see in the M3Central interface.

There are two resources for Messages: one for English and one for Welsh language support. It is up to you to ensure that the English and Welsh resources are synchronised. The Welsh language resources will not appear if you have not checked the **Enable Welsh support in Editor** option in settings.

If you want to edit specific text, and are not sure which Messages text box to edit, you can find the correct box by doing a text search. To do a text search select **Find** from your browser menu, or hit **Ctrl** + **F** (Windows)/**Cmd** + **F** (Mac OS) on your keyboard.

Repair Reporting – Repair selection (Reporting mode)

Under this section you can edit the text the user sees when reporting a repair using the graphics.

Repair Reporting – Postcode Redirection (Reporting mode)

This section is useful if you are redirecting repair reports to different addresses based on the user's postcode. You can add text to remind the user of the importance of entering the correct postcode.

Repair Reporting - Sending reports (Reporting mode)

Under this section you can edit the text the user sees when sending a repair report.

Repair Diagnostics: Messages displayed with SOR item (Diagnostics mode)

Under this section you can edit the messages that appear under the Schedule of Rates item when a user selects a solution from a repair area.

The top box contains the message that appears if an item is marked as rechargeable. The middle box contains the message that appears in front of the value assigned to a rechargeable item. Refer to the <u>Editing Repair Problems</u> section for more information on marking items as rechargeable.

The bottom box contains the message that appears if the item refers to a qualifying repair that must be carried out within a legally prescribed time limit.

Repair Reporting: Tenant's responsibility message (Reporting mode)

Under this section you can edit the message that appears if a repair has been marked as tenant's responsibility. Refer to the <u>Editing Repair Problems</u> section for more information on how to set an item as tenant's responsibility.

Repair Reporting: Optional message at bottom of confirmation page (Reporting mode)

Under this section you can enter text to appear at the bottom of the confirmation page after a user sends a repair report.

Repair Reporting: Optional message at top of first page (Reporting mode)

Under this section you can enter text to appear at the top of the M3Central Reporting home page.

Repair Diagnostics: Optional message at top of first page (Diagnostics mode)

Under this section you can enter text to appear at the top of the M3Central Diagnostics home page.

Repair Reporting: Optional message to replace free text report option (Reporting mode)

Under this section you can enter text that will appear in place of the free text comments box.

Message following Diagnostics POST (Diagnostics mode)

Under this section you can enter text that appears after selected repair items have been POSTed.

Editing Quick Links

Quick links are shortcuts to other repairs categories. They are a useful shortcut when a user is unsure what repair group a particular problem falls under. Refer to the <u>Using the system</u> section for more information on using quick links when reporting or diagnosing a repair.

There are four resources for Quick Links: two for Reporting mode (English and Welsh), and two for Diagnostics mode (English and Welsh). It is up to you to ensure that the English and Welsh resources are synchronised. The Welsh language resources will not appear if you have not checked the **Enable Welsh support in Editor** option in settings.

To add a new quick link, enter a description in the **New Link** field and select the repair category is shortcuts to from the **link** drop-down list. To remove a quick link, just delete the text from **New Link** field.

Remember to select the Save Changes button or your changes will be lost.

aths			
Floor tiles	Ċ	Kitchen	~
Wall or ceiling problems	C	Walls and Floors	~
Floorboards	C	Walls and Floors	~
Hot water supply	C	Hot Water	~

Editing Repair Problems

Load Repair Problems to change which repair problems are displayed and which Schedule of Rates items they link to. There are three resources for Repair Problems: one for Diagnostics mode, one for Reporting mode and one for the Welsh language Reporting mode. It is up to you to ensure that the English and Welsh resources are synchronised. The Welsh language resources will not appear if you have not checked the **Enable Welsh support in Editor** option in settings.

Repair Problems are organised into groups, categories, repair areas, problems and items. You can edit the text for all five levels. However, groups and categories map to specific images and users may get confused if the titles no longer match the image.

Filtering out repair groups and categories

You can hide a group by unchecking the **Display** option to the right of that group. To hide a category select the **+** button next to the relevant group to expand it and uncheck the **Display** option to the right of the relevant category. For example, to hide gas heating repairs expand the Heating & Electrics group and uncheck the **Display** option next to the Gas Heating category.

Doctor Damp and the Emergencies section are both edited separately but you can set their display status here.

GROUP Heating	& Electrics		Display
	Gas Heating	Display	Email Redirect Code
	Solid Fuel	🗹 Display	Email Redirect Code
	Electric Heating	Z Display	Email Redirect Code
	Electricity	Z Display	Email Redirect Code
	Renewable Energy	🗹 Display	Email Redirect Code

Edit links to the Schedule of Rates items

You can add new problems or items by selecting the **New** button next to an existing problem or item. You can select the **Code lookup** button to search for the relevant item code. More than one code can be added to each item.

You can delete problems or items by selecting the **Delete** button next to the relevant problem or item. Deleting a problem will delete all the items under it. Similarly, if you delete an item all the codes under it will be removed. If you delete all the codes under an item you will not be able to re-add the codes and will need to delete the item and recreate it.

If you delete all the problems under a repair area the repair area will be hidden. It will remain available in the Editor so you can restore it later.

Messages can be added alongside or instead of the Schedule of Rates item. If you replace all codes with a message, then only the message will be displayed. If you have a code as well as a message then the message will be displayed in the repair report form (Reporting mode) or along with the Schedule of Rates item (Diagnostics mode).

PROBLEM	Broker	n bath			Delete N	ew
	ITEM	Bath needs refixing			Delete	iew
	CODE	630917	Code lookup	Rechargeable	Delete	lew

Directly linking to pages in M3Central

Select the **Show link codes** button on the top left to see the codes needed to directly link to a page in M3Central. For example, if you want to link directly to the Bath screen you would add the parameter **page=b1**. If you also want to bring up the links for bath panels you would add the parameter **ra=bathpanel1**:

https://m3central.net/index.cfm?ID=514884&page=b1&ra=bathpanel1

These links could be used as part of a script to assist users. The link codes can vary depending on whether you are using Reporting or Diagnostics Mode, and which Schedule of Rates underlies the set of repair problems. It is advisable to check the links work before they are deployed.

Redirect repair problems to different email addresses

You can redirect categories of repairs to different email addresses by entering an **Email Redirect Code**. Refer to the <u>Defining additional email addresses</u> section for more information on how to add email addresses and create a redirect code.

GROUP Heating	& Electrics			Display
	Gas Heating	🗹 Display	Email Redirect Code	HEAT
	Solid Fuel	🗹 Display	Email Redirect Code	
	Electric Heating	🗹 Display	Email Redirect Code	
	Electricity	🗹 Display	Email Redirect Code	
	Renewable Energy	🗹 Display	Email Redirect Code	

Mark items as tenant responsibility (Reporting mode)

To mark an item as tenant responsibility check the **Tenant's Responsibility** option to the right of the relevant item. This will prevent the user from being able to report that item. They will instead get a message stating that it is the tenant's responsibility. You can edit this message using the <u>Messages</u> resource.

Mark items as rechargeable (Diagnostics mode)

To mark an item as rechargeable check the **Rechargeable** option to the right of the relevant item. This will display a message informing the user that an item may be rechargeable when they view the Schedule of Rates item. You can edit this message using the <u>Messages</u> resource.

Selecting the **Rechargeable** link will open a dialog box you can use to specify the actual charge for which a tenant could be liable if the repair was carried out.

REPAIRAREA	Damaged door	
PROBLEM	Sticking or damaged door	Delete New
	ITEM Damaged door CODE 335005 Code lookup Rechargeable	Delete New Delete New
REPAIRAREA	Save New Item Rechargeable item 1	Delete New Delete New
PROBLEM	Charge: 28.00	Delete New
	Add this SOR item code 335005	Delete New Delete New

Editing the Schedule of Rates (Diagnostics mode)

The Editor allows you to edit the Schedule of Rates using the Schedule of Rates resource. Refer to the <u>Settings</u> section for more information on how to select the underlying Schedule of Rates. Also remember to select the **Save Changes** button once you have finished making all of your edits to ensure you don't lose your changes.

Applying filters

You can exclude Schedule of Rates items that are not applicable by checking the **Filter** option to the left of the relevant trade, heading, subject or item. Filtering out items simply hides the Schedule of Rates items, it does not delete them.

If you filter out a trade or heading, all items below that heading will be filtered out. If a heading is red it indicates that a filter has been applied at a lower level.

To filter all out all items except those linked to repair problems, select the **Filter by Links** button.



Amending Schedule of Rates items

You can find the Schedule of Rates item you want to amend by selecting the relevant trade, heading and subject. Alternatively, if you know the code of the item, you can enter the code into the **Search by SOR** field and then select the **Search SOR** button.

You can amend all the text associated with the Schedule of Rates item, except for the code. Once you have finished making changes to an item you must select the **Apply** button or you will lose your changes.

Airbrid	<u>eks and Vents</u>
<u>Air</u>	pricks
Filter 🔽	
11500	
Priority	R
Job Title	AIRBRICK:RENEW WITH PVC
Descripti	Airbrick:Cut out existing airbrick and renew with 225x150mm PVC ventilator, bed and point in cement lime mortar (1:1:6) and make good any finishes and remove waste and debris.
Unit	NO
Rate	19.62

Adding new Schedule of Rates items

Select the **New SOR Item** button to add a new Schedule of Rates item. You can assign the new item an existing trade, heading and subject or create new ones.

Once you have entered all the details for the new item, select the **Add** button.

New SOR Item	Clear All Filters	Filter By Links	ltems Filtered: 2772 Total Iten	ns: 3230
				×
Trade				
Brickwork		♥ (Choose Trade	
	New	Trade		- 1
Heading				
Airbricks and V	/ents	✓ Choo	ose Heading	- T
	New	Heading		- 1
Subject				- 1
Airbricks 🗸 (Choose Subject			- 1
	New	Subject		
New SOR	ltem			m
	lab	Description	LION Data	1 a
	00	Description		
				- 1
Add				- 1
				-

Deleting a new Schedule of Rates item

You can delete Schedule of Rates you have added or customised by selecting the **Delete** button next to the item. The Delete button will only appear for items you have added or amended. If you delete an amended item it will be restored to its original state (prior to the amendments).

Editing the User Information Form (Reporting mode)

The user information form is only displayed if the repair reports are sent via email and users are not accessing M3Central via a portal.

There are two resources for the user information form: one for English and one for Welsh language support. It is up to you to ensure that the English and Welsh resources are synchronised. The Welsh language resources will not appear if you have not checked the **Enable Welsh support in Editor** option in settings.

The two text boxes at the top of the page allow you to enter text at the top of the form, and above the access information section of the form.

User options

The **User Options** section allows you to create user types. Only user types that are checked will be displayed in the form. The user can only choose one type. If the user chooses any option other than Tenant, the form will display additional fields so the user can specify their name as well as the name of the occupier.

You can also enter an **Email Redirect Code** to route all reports from certain user types to a specified email address. Refer to the <u>Defining additional email addresses</u> section for more information on how to add email addresses and create a redirect code. This email redirect will override all other redirects.

Refer to the <u>Reporting a Repair</u> section for more information on using quick links when reporting or diagnosing a repair.

User Options		
Display	Person Type	Redirect Code
	Tenant	Email Redirect Code
	Family member	Email Redirect Code
	Staff member	Email Redirect Code
	Leaseholder	Email Redirect Code
2	Other	Email Redirect Code

Form fields

You can choose to show or hide a field by checking or unchecking the relevant option in the **Display** column. To mark a field as required check the relevant option in the **Required** column. You can also edit the names of the fields.

The first two fields are always hidden unless the user has selected a user type other than Tenant.

Form fiel	lds		
Display	Required	Form Field	
	<	Name	This field is displayed only if the user selects a user option other than 'Tenant'
		Phone number	This field is displayed only if the user selects a user option other than 'Tenant'
		Name	
		Phone number	
		Alternative phone number	
		Address	
		Address 2	
		Address 3	
		Postcode	
		Rent Account Number	
		Email address	
		Comments	
		Remember Me	

Access information

If **Ask for access information** is checked the user will be prompted for access information. Please note, M3Central is not integrated with any appointment system. It simply passes on the information provided by the user.

By default, the user is asked to specify which mornings or afternoons during the days of the week they are available. Check the options you would like to offer the user.

Access Information				
Ask for access info	rmation 🔽			
Header	There is usually some	one at home during th	e following times:	
Day	АМ	РМ	Evening	All Day
Monday				
Tuesday		 ✓ 		
Wednesday		<		
Thursday		<		
Friday	<			
Saturday	<			
Note [1]	Please avoid school ru	IN		
Note [2]	Access to my home is	not necessary		

If you elected to provide the user with specific dates to choose from, you will not be provided with any check boxes as the dates are system generated. Refer to the <u>Settings</u> section for more information on how to set M3Central to display specific days for the user to select.

You can also edit the text for the header and add additional notes, such as **Please avoid** school run and Access to my home is not necessary.

Additional information requested from users (Reporting mode)

You can choose to ask the User up to four additional questions to get more information about the repair. You can choose to show or hide a question by checking or unchecking the relevant option in the **Hidden** column. To mark a field as required check the relevant option in the **Required** column. You can also edit the names of the fields.

The first three rows relate to questions that require a text answer from the User. The fifth row relates to a question where the user selects from a drop-down list of answers. You have up to five options in the drop-down list.

Additional i	nformation reque	sted from users (optional)
Hidden	Required	Form Field
		What item is affected?
		What is the item made of?
		What is the problem?
Dropdown		
		How did it happen?
	OPTION	Wear and tear
	OPTION	Tenant or Visitor action
	OPTION	Fitting fault or defect
	OPTION	Vandalism or break in
	OPTION	Storm, flood or fire damag

Editing the M3Surveyor cover form (Diagnostics mode with M3Surveyor)

The M3Surveyor home page contains a form which is used to enter a property's details. Refer to the <u>Using M3Surveyor to create a schedule of works</u> section for more information on how to use M3Surveyor.

Reload	
Home Search B	rowse Scheduler Sync
Fantastic Housing: NH	IF SOR Version 6.2
M3 Surveyor	
23 Commonside East	Address 1
	Address 2
12345	Property Reference
CR4 2QA	Postcode
678910	Gas Meter
11121314	Electricity Meter
Asbestos Work Requ	ired
Decent Homes Work	Required
Save	2 Notes

You can use the Editor to modify the cover form to collect different types of information. Fields cannot be added to the form, but existing fields can be edited.

Show to User	Display Name	Keyname	Туре
	Address 1	address1	input
	Address 2	address2	input
	Property Reference	Propref	input
	Postcode	postcode	input
	Gas Meter	gmeter	input
	Electricity Meter	emeter	input
	Water Meter	wmeter	input
	Extra field	extrainput	input
	Asbestos Work Required	asbestos	checkbox
	Decent Homes Work Requ	decenthomes	checkbox
	Extra checkbox	extracheckbox	checkbox
	Notes	notes	textarea

The columns are explained in the table below:

Column	Explanation
Show to User	If a field is checked it will be displayed.
Display Name	The label of the field.
Keyname	The name of the variable that gets returned when a form is saved.
	I.E. address1: 23 Commonside East
Туре	The description of the field type. The type will be input (single line of
	text), textarea (multiple lines of text), or checkbox . The field type
	cannot be changed.

Remember to select the **Save Changes** button or your changes will be lost.

Editing the M3Surveyor template (Diagnostics mode with M3Surveyor)

M3Surveyor provides templates you can use to define categories and locations for a list of repairs. For example, you can predefine a list of repairs for a 2 bedroom flat. Templates are typically used for void inspections. Refer to the <u>Using M3Surveyor to create a schedule of</u> <u>works</u> section for more information on how to use M3Surveyor.

You can use the Editor to modify the templates, including the dwelling types, locations and lists of Schedule of Rates items.

Editing dwellings

Select **Edit Dwellings** to add or remove dwelling types. You can add your own categories, which do not necessarily need to be actual dwellings. A dwelling is a collection of locations and cannot be directly associated with Schedule of Rates items, only to the locations.

Edit SOR items	Edit Dwellings		Edit Locations	
New Dwelling Type]			
Bedsit		Delete		
Flat - 1 Bed		Delete		
Flat - 2 Bed		Delete		
Flat - 3 Bed		Delete		
House - 2 Bed		Delete		
House - 3 Bed		Delete		
House - 4 Bed		Delete		

Editing locations

Select **Edit Locations** to edit locations and assign them to dwellings.

To add a new location, select the **New location** button. You could define a new location for a room type, or for any other heading you want to attach a list of Schedule of Rates items to. For example, you might want to create a location called 'electrics' or 'heating'.

To remove a dwelling select the **Delete** button.

To assign a location to a dwelling, select the **Select Dwellings** button. You can assign a location to one or more dwellings by checking the appropriate dwelling(s).

Edit SOR items	Edit Dwellings		Edit Locations			
New Location						
Bedroom 1		elete	Select Dwelling	js	6 selected	¢
Bedroom 2		elete	Select Dwelling	js	✓ Check all × Uncheck all	8
Bedroom 3		elete	Select Dwelling	js	✓Flat - 1 Bed	
Bedroom 4		elete	Select Dwelling	js	✓Flat - 2 Bed	
Bedroom 5		elete	Select Dwelling	js	✓Flat - 3 Bed	
Communal Area		elete	Select Dwelling	js	✓House - 2 Bed	•
Dining Room		elete	Select Dwelling	js		

Editing Schedule of Rates lists

Select Edit SOR items to add or remove Schedule of Rates items attached to locations.

To view the items attached to a location, select a dwelling and select the location you want to access. The same location may appear under multiple dwellings. If you change the Schedule of Rates items attached to a location, the changes will be applied to all instances of that location regardless of which dwelling types they fall under.

To add a new item, select the **New SOR item** button and enter the code of the item you want to add. You can select the **Code lookup** button to search for the relevant code.

To get a description of an existing item, select the **Code Check** button.

To remove an item, select the **Delete** button.

To copy a list of items to another location, select the **Copy items** buttons. You can check the locations you want to copy the list of items to.

Edit SOR items	Edit Dwellings Edit Locations			
✓ BEDSIT				
✓ Communal Area				
New SOR item Copy items 871091 Code Check Delete				
✓ Kitchen	✓ Kitchen			
V FLAT - 1 BED				
✓ FLAT - 2 BE	✓ FLAT - 2 BED			
✓ FLAT - 3 BE	✓ FLAT - 3 BED			
✓ HOUSE - 2 E	V HOUSE - 2 BED			
V HOUSE - 3 E	V HOUSE - 3 BED			
✓ HOUSE - 4 E	V HOUSE - 4 BED			

Opening and saving templates

Before you open or save a temple you need to validate your User ID. Enter your **User ID** and select the **OK** button. Refer to the <u>Adding or removing users (Diagnostics mode)</u> section for more information on how to add or remove users.



You can save a template by selecting the **Save** or **Save As** buttons. Use the **Save As** button if you want to save an amended version of your template and keep the original.

You can open lists that you have previously created by selecting the **Open** button.

You will be able to open your saved templated from within the M3Surveyor interface. Refer to the <u>Using M3Surveyor to create a schedule of works</u> section for more information on how to access your templates in M3Surveyor.
Usage reports (Reporting mode)

Usage statistics allow you to see at a glance the frequency and type of repairs being received. Subscribers to M3Central Reporting can view usage reports, including the number and types of repairs reported within a given time period. To view usage reports login to the Control Panel and select **View Reports**. These reports can be exported in an MS Excel spreadsheet format.

Search Q						Store	Cart (0)	🕒 Logout
About	Products 🗸	Consultancy	Training	Your challengee expertly solved in partnership	s News	Events	Support	Contact us
	Your M30 from a Scl	Central accour nedule of Rate	M3Cer nt can be use es, and in Rep without hav	ntral Control d in both Diagnostics forting Mode, which al ring to use the Schedul	Panel Mode, which le lows users to re le of Rates.	ts users sel eport repair	lect items r problems	
\$	Settings Change / update on your account	application option	is 🚺	Editor Change / update the informat is presented to your users	tion that	View Rep Lets you so made in Re	oorts ee reports that h eporting Mode.	nave been
ē	Export Preview or expor been made in Re	t reports that have porting Mode		Documents View available documents an to help get you started with M3Central	id guides	Release I View the re latest featu	Notes elease notes and ures, updates ar	d check the nd bug fixes
	Frequently Asi We've listed the r questions about	ked Questions most asked about the product here		Surveys View all available surveys fror organisation	m your			

View usage within a given period

On the **View reports** page, select the date range of the reports you want to view and select the **Go** button. The chart will display the number repair items requested by category. The number of repair requests is higher than the number of reports because tenants may request more than one repair at a time.

Select a date range					
Please select the date range you would like to view information for.					
O This month					
O Last month					
Pick a month					
Jun Select the month					
2017 V Select the year					
O Pick a specific date range					
Go					



View contents of reports

At the bottom of the **View reports** page there are links to the 5 most recent reports. Select one of the links to view the contents of the respective report.

Select the **View all reports** link to view a list of all reports broken down by category. For example, to view all repair reports containing repair requests related to Basins select the **Basins** link.

Latest 5 reports						
These are the latest 5 reports made via M3 Central						
Report	Date Created	Comment				
> Report 1	made on 12-Mar-2021 at 10:36:38					
> Report 2	made on 18-Feb-2020 at 16:55:05					
> Report 3	made on 18-Feb-2020 at 16:41:13					
> Report 4	made on 18-Feb-2020 at 16:39:19					
> Report 5	made on 17-Feb-2020 at 18:10:29					
	> View all reports					

Exporting usage reports

Usage reports can be exported in an MS Excel format. These reports can be useful if you want to do some analysis on the frequency and types of repairs being ordered through M3Central. The following steps explain how to do this.

1. In the Control Panel, select **Export**.

Search \bigcirc						Store	📜 Cart (0)	Cogout	
About	Products V	Consultancy	Training	Your challer expertly sol in partnersh	nges ved Nev ip	vs Events	Support	Contact us	
			M3Ce	ntral Contro	ol Panel				
	Your M30 from a Sc	Central accou hedule of Rat	int can be use ies, and in Rep without hav	d in both Diagnostic porting Mode, which ving to use the Scher	es Mode , which allows users to dule of Rates.	lets users se report repai	elect items ir problems		
\$	Settings Change / update on your account	e application option	ns 🖍	Editor Change / update the infor is presented to your users	mation that	Lets you : made in F	ports see reports that I Reporting Mode.	have been	
ē	Export Preview or expor been made in Re	rt reports that have eporting Mode	₿	Documents View available documents to help get you started wit M3Central	and guides	Release View the latest fea	Notes release notes an tures, updates ar	d check the nd bug fixes	
R	Frequently Asl We've listed the questions about	ked Questions most asked about the product here		Surveys View all available surveys organisation	from your				

2. From the drop-down list, choose **Repair Reports** and click the **Load Resource** button.

Select Profile from which to export (or continue with default)						
~	Load Profile					
Select Resource to export						
Advice - Diagnostics Repair Problems - Reporting in Welsh Repair Reports Schedule of Rates - Diagnostics Advice - Reporting in Welsh Advice - Reporting Emergencies - Diagnostics Repair Problems - Reporting Repair Problems - Diagnostics	Load Resource					

3. Enter a start and end date and select the **Download** button. You can save the reports in MS Excel format to the location of your choice. Select the Preview button to see a preview of the data, as it would appear in a spreadsheet, before downloading.

Repair Reports	
Filter Report Start date dd/mm/yyyy End date dd/mm/yyyy Download	

Using the system

This chapter will explain how to use the M3Central interface to report and diagnose repairs. M3Central has two modes which will be dealt with separately. The Reporting mode is used to report repairs online, and users will not see Schedule of Rates items. The Diagnostics mode is used to diagnose repairs, and helps non-technical staff quickly and accurately allocate Schedule of Rates items.

Reporting a repair

M3Central can be used to report more or one repair at a time. The instructions in this section can be adapted for use in instructional materials for tenants.

Reporting repairs using the graphics

M3Central provides a graphical interface to help tenants quickly and easily report repairs. On the M3Central home page you will see approximately eight images that represent different groups of repairs. The number of images you see may vary depending on which groups you have elected to display in the Control Panel. Refer to the <u>Editing Repair Problems</u> section for more information on how to show or hide repair problems.

This section assumes that you want to report a broken stair post.

1. Select the group that covers the repair you want to report. In this case you would select the **Walls, Floor & Stairs** group.



2. Select the category of the repair you want to report. In this case you would select the **Internal Stairs** category.

Home Reports Send
Back
Walls and External Internal
Floors Stairs Stairs

3. Optional: Select the Advice button to view advice. This opens a window with advice relevant to repair category you selected. Refer to the <u>Editing Advice</u> section for more information on how to edit the advice text.

Advice Stairs Damaged stairs can b think your stairs are o Please also tell us if th shared with your neig	×
Handrails and balusters Posts and treads	e a hazard - do let us know if you dangerous. ne stairs are inside your home or are ghbours.

4. Select the relevant repair area. In this case you would select the **Posts and treads** repair area.

Home Reports Send Back Advice		
Handrails and balusters Posts and treads		

5. Select the problem that best describes the repair you want to report. In this case you would select Broken Post.

If you can't see the problem you want to report, select **Can't find the problem you want to repair?** This opens a window where you can manually type in a description of the problem, or select a suggested page that might include the problem you want to report.

Home Reports Send Back Advice	
Handrails and balusters Posts and treads	Posts and treads X Please select a problem from the list Posts Broken post Loose post Treads Nosing to treads broken or loose Tread loose Tread broken Can't find the problem you want to report?

6. Select a location for the repair and answer any additional questions that may assist the repair operative. Select the Make Report button to add the repair to your repair report. You will not be able to select a location, answer questions or add comments if you have not elected to display these options in the M3Central Control Panel. Refer to the <u>Settings</u> section for more information on how to show or hide these options.

Home Reports Send		
Repair Request		×
Problem involves	Repair concerns	Details
Posts and treads	Posts	Broken post
What is the item made of? What is the problem? Wear and tear Select a location Internal Add notes and comments Stairs are shared with my ne Make Report Cancel	What is the ite What is the pr VHow did it hap	m made of? oblem? pen?

7. Review your repair problems. You can add photos by selecting the Choose Photo... button. You can edit the comments for a repair by selecting the Notes button. Refer to the <u>Settings</u> section for more information on how to enable or disable the ability to add photos.

You can add more than one repair. Select the Home tab to raise more repairs. Once you are ready to send the repairs select the **Next** button or **Send** tab.

Home	Reports Send					
	Problem involves	Repair concerns	Details	Location	Comments	
Del	Posts and treads	Posts	Broken post	Internal	Notes The stairs are shared with my neighbour.	
Del	Basin tiles and taps	Basin taps	Tap leaking, stiff or loose	Bathroom or Shower Room	Notes Leaking at base of tap	
Next Photos Choose Photo						
Save	caption Delete Photo	Captio	n			

8. Enter your personal information and access details into the user information form. You will not see this form if you are accessing the M3Central interface through a portal, or if M3Central is directly integrated with your housing management system. Once you have entered all the required information, send the repair report containing all the problems you have raised by selecting the **Send** button. Refer to the Editing the User Information Form (Reporting mode) section for more information on how to make changes to the form.

) Tenant 🔘 Family member 🔘 Staff member 🔘 Othe	r .		
ersonal Details			
= Required			
ame *	Name		
hone number *	Phone number		
Iternative phone number	Alternative phone	e number	
ddress *	Address		
ddress 2	Address 2		
ddress 3	Address 3		
ostcode *	Postcode		
ent Account Number	Rent Account Nu	mber	
mail address *	Email address		
omments		~	
emember Me			
emember Me stores your name, address etc on this com hared computers. 	puter and fills in this form automa	atically next time. You shouldn't use R	emember Me on public
nere is usually someone at home during the following tim	ies:		
onday AM		Monday PM	
Jesday AM		Tuesday PM	
/ednesday AM		Wednesday PM	
hursday AM		Thursday PM	
riday AM		Friday PM	
aturday AM			
ease avoid school run			

9. If possible, make a note of the repair request reference number on the confirmation page (this may be hidden). Select the Send me a copy button to have a copy of the report sent to your email address. If you plan on raising more repairs, select the Clear button to clear the screen.

Reporting repairs using Lookup

The Lookup feature provides an effective way to search for a repair problem when you are unsure which group or category the repair would fall under.

This section assumes that you want to report a water leak from the empty flat above you.

1. Start typing the repair problem in the Lookup field on the M3Central home page. As you type, suggested categories will appear in the drop-down list of results. In this case you would type 'leak'.



 Select the category that best describes the repair problem from the drop-down list. This will redirect you to the correct page in M3Central and display a list of problems. In this case you would select Water: Leaks.

3. Select the problem that best describes the repair you want to report. In this case you would select Leak from empty flat above.

If you can't see the problem you want to report, select **Can't find the problem you want to repair?** This opens a window where you can manually type in a description of the problem, or select a suggested page that might include the problem you want to report.



4. Select a location for the repair and add any additional comments that may assist the repair operative. Select the Make Report button to add the repair to your repair report. You will not be able to select a location or add comments if you have not elected to display these options in the M3Central Control Panel. Refer to the <u>Settings</u> section for more information on how to show or hide these options.

ome	Reports	Send				
ck	Advice					
			Problem involves	Ropair concorne	Details	×
			Leaks	Leaks from flat above	Leak from empty flat above	blem from the list
			-		ct a location	
			Add notes and comme Water is coming through ceiling. Make Report Can	ents ugh my kitchen		: above
	ی بال	E				at above
					Burst pipe in:	

5. Review your repair problems. You can add photos by selecting the **Choose Photo...** button. You can edit the comments for a repair by selecting the **Notes** button. Refer to the <u>Settings</u> section for more information on how to enable or disable the ability to add photos.

You can add more than one repair. Select the Home tab to raise more repairs. Once you are ready to send the repairs select the **Next** button or **Send** tab.

Home	Reports S	end			
	Problem involves	Repair concerns	Details	Location	Comments
Del	Leaks	Leaks from flat above	Leak from empty flat above		Notes
Next		Choose Photo.			Water is coming through my kitchen ceiling.
Save ca	aption Delete P	hoto			*

6. Enter your personal information and access details into the user information form. You will not see this form if you are accessing the M3Central interface through a portal, or if M3Central is directly integrated with your housing management system. Once you have entered the required information, send the repair report by selecting the Send button. Refer to the Editing the User Information Form (Reporting mode) section for more information on how to make changes to the form.

Nenc Account Number	123456		
Email address *	info@m3h.co.uk		
Comments	Knock loudly as work	doorbell doesn't	
Remember Me			
Remember Me stores your name, address etc Me on public or shared computers.	on this computer and fills in this form	automatically next time. You shou	ldn't use Remember
Access Information	following times.		
Access Information There is usually someone at home during the Monday AM	following times:	Monday PM	
Access Information There is usually someone at home during the Monday AM Tuesday AM	following times:	Monday PM Tuesday PM	
Access Information here is usually someone at home during the Yonday AM Tuesday AM Vednesday AM	following times:	Monday PM Tuesday PM Wednesday PM	
Access Information There is usually someone at home during the Monday AM Fuesday AM Wednesday AM Fhursday AM	following times:	Monday PM Tuesday PM Wednesday PM Thursday PM	
Access Information here is usually someone at home during the Yonday AM Tuesday AM Vednesday AM Thursday AM Triday AM	following times:	Monday PM Tuesday PM Wednesday PM Thursday PM Friday PM	
Access Information There is usually someone at home during the Monday AM Tuesday AM Wednesday AM Friday AM Saturday AM Saturday AM	following times:	Monday PM Tuesday PM Wednesday PM Thursday PM Friday PM	
Access Information There is usually someone at home during the Monday AM Tuesday AM Friday AM Friday AM Saturday AM Saturday AM	following times:	Monday PM Tuesday PM Wednesday PM Thursday PM Friday PM	

7. If possible, make a note of the repair request reference number on the confirmation page (this may be hidden). Select the Send me a copy button to have a copy of the report sent to your email address. If you plan on raising more repairs, select the **Clear** button to clear the screen.

Diagnosing a repair

M3Central can be used to diagnose repairs and accurately allocate Schedule of Rates items. It provides multiple ways for a user to diagnose repairs using graphics, word searches, topics searches and code lookups. Once repair problems have been diagnosed, the Scheduler can be used to send the repairs to your housing management system.

When M3Central displays the Schedule of Rates item it will include the (1) code; (2) priority; (3) short description; (4) medium description; (5) units of measurement; and (6) associated rate.

If you are using the M3NHF Schedule of Rates, the default priorities and units of measurement are as follows:

Priority	Meaning	Units of meas.	Meaning
R	Routine	NO	Number
U	Urgent	IT	Items
E	Emergency	SM	Square metres
Х	User defined	LM	Linear metres

Diagnosing repairs using the graphics

M3Central provides a graphical interface to help non-technical staff quickly and easily diagnose repair problems. On the M3Central home page you will see approximately eight images that represent different groups of repairs. The number of images you see may vary depending on which groups you have elected to display in the Control Panel. Refer to the <u>Editing Repair</u> <u>Problems</u> section for more information on how to hide repair problems.

This section assumes that a tenant has reported that approximately 15 plain roof tiles fell off the roof and broke after a storm during the night.

1. Select the group that covers the repair you want to report. In this case you would select the **Roofs & Drains** group.



2. Select the category of the repair you want to report. In this case you would select the **Roofs** category.

Home Search Browse Scheduler	
Back	
Roofs Chimneys Chimneys Gutters. Downpipes and Drains	

3. Optional: Select the Advice button to view advice. This opens a window with advice relevant to repair category you selected. Refer to the <u>Editing Advice</u> section for more information on how to edit the advice text.

Home Search Browse Scheduler	
Back Advice	Advice X
Ridge tiles	Type of roof Ask if the damaged area is large or small. Check what part of the roof is damaged.
Slate roof	Roof leaking (see also Water) Warn of the danger that water might affect electricity and to turn off power if there is any sign of this.
	Ask what rooms are affected. If water is dripping, suggest placing a bucket or bowl under the leak. Ask whether the roof is flat or pitched
Flat roofs	If pitched; ask whether the covering is slate or tiles. If tiles, ask whether they are profiled (i.e. not flat) Ask if slates or tiles are missing, broken or loose.

4. Select the relevant repair area. In this case you would select the **Tiled roof** repair area.



5. Select the problem that best describes the repair you want to report. In this case you would select Broken tiles.



6. Identify the correct Schedule of Rates item. After you select a problem a window will open with one or more suggested Schedule of Rates items.

If you do not see the correct item, use the 'breadcrumbs' at the top of the window to go up one or more levels. In this case the given item (code 201301) covers replacement of up to 10 plain concrete or clay tiles. However, 15 tiles were broken. If you use the 'breadcrumbs' and select **Concrete or Clay Plain Tiles to Match Existing** you will see more items that you can choose. In this case you may prefer code 201303, which covers replacement of plain concrete or clay tiles in groups over 10 by square metre.

7. Once you have identified the correct Schedule of Rates item, send it to the Scheduler by selecting the + button next to the item. More than one item can be added to the Scheduler. Once you have finished diagnosing repairs, they can be sent to your housing management system from the Scheduler. Refer to the <u>Using the Scheduler</u> to send items section for more information on how to use the Scheduler.



Diagnosing repairs using Lookup

The **Lookup** feature provides an effective way to diagnose a repair problem when you are unsure which group or category the repair would fall under.

This section assumes that a tenant has reported a faulty smoke detector.

1. Start typing the repair problem in the Lookup field on the M3Central home page. As you type suggested categories will appear in the drop-down list of results. In this case you would type 'smoke'.



2. Select the category that best describes the repair problem from the drop-down list. This will redirect you to the correct page in M3Central and display a list of problems. In this case you would select **Electrical: Smoke detectors**.



3. Select the problem that best describes the repair you want to report. In this case there is only one option and you would select **Smoke detector faulty**.



4. Identify the correct Schedule of Rates item. After you select a problem a window will open with one or more suggested Schedule of Rates items.

If you do not see the correct item, use the 'breadcrumbs' at the top of the window to go up one or more levels. In this case you could select **Smoke Detectors** or **Special Installations** to search for more appropriate items. However, the displayed item (code 872025) is most likely the one you want.

5. Once you have identified the correct Schedule of Rates item, send it to the Scheduler by selecting the + button next to the item. More than one item can be added to the Scheduler. Once you have finished diagnosing repairs, they can be sent to your housing management system from the Scheduler. Refer to the Using the Scheduler to send items section for more information on how to use the Scheduler.



Diagnosing repairs using the text search

Items can be identified by doing a standard word search of the short and medium descriptions of the underlying Schedule of Rates. This feature can be useful, but has some limitations. The steps below will demonstrate the pros and cons of doing a text search.

1. Select the Search tab.



2. Select the Search Text heading.

Home Search Browse Scheduler
Search Text
Enter word to search for:
Match case Whole words only
Search
Search Codes
Search Topics

- **3.** Enter the word to search for and select the Search button. To improve the effectiveness of the search, you should be as specific as possible. For example, if you are using the M3NHF Schedule of Rates and search for the word 'tap', the results will display more than 70 codes, very few of which are relevant. This is because the search has picked up every instance of the word tap. The results can be improved by using the plural 'taps', or by ensuring that **Whole words only** is checked. The results will display a list of suggested Schedule of Rates items.
- 4. Once you have identified the correct Schedule of Rates item, send it to the Scheduler by selecting the + button next to the item. More than one item can be added to the Scheduler. Once you have finished diagnosing repairs, they can be sent to your housing management system from the Scheduler. Refer to the <u>Using the Scheduler</u> to send items section for more information on how to use the Scheduler.

Search Text					
Enter word to search for: tap	Items found: 2	24			×
Search Search Codes Search Topics	+ 631301 R	TAP :RENEW PAIR BASIN PILLAR TAPS	Tap:Renew pair 15mm cp pillar taps to basin, turn off/on water supply, disconnect, remove old, connect new taps, including remove and refix securely basin if required, test on completion.	IT 56.49	
	+ 631303 R	TAP:RENEW PAIR BASIN TAPS- CERAMIC DISC	Tap :Renew pair 15mm cp ceramic disc pillar taps to basin, tum off/on water supply, disconnect, remove old, connect new taps, including remove and refix securely basin if required, test.	IT 65.67	
	+ 631309 R	TAP :RENEW PAIR BATH PILLAR TAPS	Tap:Renew pair of 22mm cp pillar taps to bath, turn off/on water supply, remove bath panel and studding to gain access, refix on completion, test and made good	IT 71.48	

Diagnosing repairs using the code search

If you know the code of the Schedule of Rates item you are looking for, you can lookup that code directly in M3Central. For example, someone in the accounts department may want to query the Schedule of Rates item on an invoice from a contractor. This feature may also be useful if the same repair is commonly reported and the user already knows the code.

1. Select the Search tab.

Home Search Brows	e Scheduler	
Fantastic Housing: SO	OR Version 6.2	
	Lookup	
R		
Plumbing Doors & Windows	Kitchens & Sinks	Heating & Electrics
		II.
Garages & Roofs & Drains	<u>Communal</u> Facilities	<u>Walls.</u> <u>Floors &</u> <u>Stairs</u>

2. Select the Search Codes heading.

Search Codes			
Enter code to find:			
001101	<u>^</u>		
001103			
001105			
001301			
001303			
001501			
001503			
001505			
001507			
003003			
003007			
003009			
003011			
005001			
005003			
007001			
007005	3. () () () () () () () () () (
007007	<u> </u>		

3. Enter the code you want to find. The window will automatically scroll to the code you entered. Double click on the code to view its details.

You can use the 'breadcrumbs' at the top of the window to go up one or more levels and look for additional related items.

4. Once you have identified the correct Schedule of Rates item, send it to the Scheduler by selecting the + button next to the item. More than one item can be added to the Scheduler. Once you have finished diagnosing repairs, they can be sent to your housing management system from the Scheduler. Refer to the <u>Using the Scheduler</u> to send items section for more information on how to use the Scheduler.

Search Codes		
Enter code to find:		
460029		
460029 460031		
460033		
460035		×
460037		
460039	Cleaning and Clearance Internal Cleaning and Clearance Dwelling Clearance	
460041		
460101	+ 460029 X GARAGE: Garage:Clear out, and remove all contents to an IT 50.74	
460103	CLEAR approved tip and make ready for new tenant.	
460201	DEBRIS	
460203		
460205		11.
460207		
460209		
460211		
460213		
460215		
460217		

Diagnosing repairs using the topic search

You can use M3Central to search for Schedule of Rates item by topic. The same items are often listed under more than one topic to make it easier to find them. Some topics will include multiple items from different trades.

1. Select the Search tab.



2. Select the Search Topics heading.



3. Start typing in the topic you are looking for. The window will automatically scroll to the topic as you type. Double click on a topic to view the Schedule of Rates items it includes.

If you do not see the correct item, use the 'breadcrumbs' at the top of the window to go up one or more levels.

4. Once you have identified the correct Schedule of Rates item, send it to the Scheduler by selecting the + button next to the item. More than one item can be added to the Scheduler. Once you have finished diagnosing repairs, they can be sent to your housing management system from the Scheduler. Refer to the <u>Using the Scheduler</u> to send items section for more information on how to use the Scheduler.



Diagnosing repairs using the SOR Browser

You can browse for items in the Schedule of Rates by searching according to trade, heading and subject. This is a more technical feature that is primarily used by staff who already know which trade the Schedule of Rates item falls under.

1. Select the Browse tab.

Home Sea	rch Browse	Scheduler	
Fantastic Hou	ising: NHF SOF	R V on 6.2	
		kup	
R	F		
Plumbing	Doors & Windows	<u>Kitchens &</u> <u>Sinks</u>	Heating & Electrics
Garages & External	<u>Roofs &</u> <u>Drains</u>	<u>Communal</u> <u>Facilities</u>	<u>Walls,</u> Floors & Stairs

- 2. Select the trade, heading and subject of the Schedule of Rates item(s) you want to view. You can use the 'breadcrumbs' at the top of the window to go up one or more levels and look for additional related items.
- 3. Once you have identified the correct Schedule of Rates item, send it to the Scheduler by selecting the + button next to the item. More than one item can be

added to the Scheduler. Once you have finished diagnosing repairs, they can be sent to your housing management system from the Scheduler. Refer to the <u>Using the Scheduler</u> to send items section for more information on how to use the Scheduler.



Using the Scheduler to send items

The Scheduler provides a flexible way of working with lists of Schedule of Rates items. Items in the Scheduler can be sent to your housing management system. It can also be used to collect items for any purpose and to create standard lists that can be recalled and amended for particular projects. The sections above explain how to send items to the Scheduler.

Deleting an item

You can delete items in the Schedule by selecting the **X** button.

Adding a note to an item

You can add notes to an item by selecting the **Notes** button. A window will open where you can add text or edit existing text. Select **OK** to save the note, or **Cancel** to undo changes.

Changing the quantity

You can change the quantity of any item by editing the values under the **No** column. The quantity for each item defaults to 1. The rates will automatically adjust when you enter a new quantity. Note, the rates for service contract items are shown as 0 as they are not part of the M3NHF Schedule of Rates.

Opening and saving a list

You can save a list of items for future use by selecting the **Save** or **Save As** buttons. You will NOT be warned if there are unsaved items in the Scheduler. Use the **Save As** button if you want to save an amended version of your list and keep the original. The lists are saved on the M3Central server.

You can open lists that you or other users have previously created in the Scheduler by selecting the **Open** button.

When saving or opening files you may be prompted for your User ID. Refer to the <u>Adding or</u> <u>removing users (Diagnostics mode)</u> section for more information on how to add or remove users.

Sorting the list by trade

You can sort the list by trade by selecting the **Sort** button. The sort can be undone by selecting the **Unsort** button.

Clearing a list

You can clear a list by selecting the **Clear** button. This will empty the Scheduler of all items. If you have not saved your list, it will be permanently deleted.

Importing SOR item codes

You can import items by selecting **Import SOR Codes**. A window will open where you can paste Schedule of Rates item codes. Once you have copied your list of codes, select the **OK** button. The Scheduler will add items to the list if it can find them in the underlying Schedule of Rates. Select the **Cancel** button once you are done adding codes to the Scheduler.

Sending items to another system

You can send items to another system by selecting the **Send** button. Refer to the *M3Central Integration Guide* for more information on integrating M3Central with other systems.

Code	Priority	Job Title	Description	UoM	Rate	No Cost
		Notes				
531321 X	R	TAP: OVERHAUL ANY TYPE OF TAP	Tap:Overhaul any type of tap, dismantle and renew any parts, reseating, repacking gland, resecure tap, cleaning down stem, reassemble, and packing gland and test on completion.	NO	10.61	1 10.6
		Notes				
305705 X	R	FLOORBOARD: REMOVE AND REFIX SINGLE BOARD	Floorboard:Remove and later refix any boards, including denail joists remove spoil, punch in nails, level to existing and make good including any extra noggins required.	LM	4.42	5 22.10

Using M3Surveyor to create a schedule of works

M3Surveyor is primarily used for void property surveys, but can also be used to create a schedule of works for any purpose. It stores surveys locally, so you can work offline and submit your data when you go online. A key feature is the ability to create templates for different property types with lists of frequently used Schedule of Rates items. Photos can be attached to each item. Once a survey has been created, you can use the Scheduler to send the repairs to your housing management system.

M3Surveyor is an add-on for M3Central Diagnostics, and can only be purchased if you already have Diagnostics mode activated.

Reload									
Home	Search	Browse	Scheduler	Sync					
Fantasti	c Housing:	NHF SOR	Version 6.2						
M3 Su	irveyor								
23 Comm	nonside Eas	t Ad	dress 1						
		Ad	dress 2						
12345		Pro	perty Referen	ce					
CR4 2QA		Po	stcode						
678910		Ga	s Meter						
11121314	4	Ele	ectricity Meter						
Asbes	stos Work R	equired							
Decer	nt Homes W	/ork Requir	ed						
Save					Not	es			

Entering property details

The M3Surveyor home page provides a simple form to store a properties details. You cannot add additional fields to the form, but you can modify the form and choose what information to ask for. Refer to the <u>Editing the M3Surveyor cover form (Diagnostics mode with M3Surveyor</u>) section for more information on how to edit the form.

Select the **Save** button to save the property survey. The details are saved locally, so even if you close and re-open your browser M3Surveyor can recall the property details.

Identifying items in a template

You can create templates containing frequently used Schedule of Rates items. Templates allow you to predefine a list of items for dwellings and locations within dwellings. Refer to the Editing the M3Surveyor template (Diagnostics mode with M3Surveyor) for more information on how to create and edit templates.

1. Select the Scheduler tab.

Home Search Browse Scheduler Sync Fantastic Housing: NHF SOR Version 6.2 M3 Surveyor Image: Search searc			
Fantastic Housing: NHF SOR Version 6.2 M3 Surveyor 23 Commonside East Address 1 Address 2 12345 Property Reference CR4 2QA Postcode			
23 Commonside East Address 1 Address 2 12345 Property Reference CR4 2QA Postcode			
Address 2 12345 Property Reference CR4 2QA Postcode			
12345 Property Reference CR4 2QA Postcode			
CR4 2QA Postcode			
678910 Gas Meter			
11121314 Electricity Meter			
Asbestos Work Required			
Decent Homes Work Required			
S-1/2	Not	tes	

2. Select the M3Surveyor Template heading.

Reload
Home Search Browse Scheduler Sync
M3 Surveyor Template
BEDSIT
FLAT - 1 BED
FLAT - 2 BED
FLAT - 3 BED
HOUSE - 2 BED
HOUSE - 3 BED
HOUSE - 4 BED
Open
SOR items

3. Select the dwelling type and location of the items you want to add. You check items individually, or you can select the **Check All** button to check all items within that location. Select the **Add all checked** button to add the items to the Scheduler.

Refer to the <u>Using the Scheduler to send surveys</u> section for more information on how to use the Scheduler.

Reloa	ad			^
Но	me	Search I	Browse Scheduler Sync	
	M3 Sur	veyor Tem	ıplate	
	REDGI			
	ELAT -	1 860		
8				
8	FLAT	2 DED		
	FLAI -	3 BED		
	Bedro	oom 1		
	Add a	II checked	Check All	
		413117	CEILING:HACK RENEW PLASTER IN PATCH	
		415013	PLASTER REPAIR:REPAIR CRACK TO WALL OR CEILING	
		411121	WALL:HACK REPLASTER DUB OUT IN PATCH	
		415001	PLASTER REPAIR:REPAIR CRACKS AROUND FRAME	
		429001	COVING:FIX PLASTER COVING	
		305701	FLOORBOARD:RENEW NE 1.0SM	
		381001	SKIRTING:RENEW SOFTWOOD SKIRTING	-

Identifying items using the text search

Items can be identified by doing a standard word search of the short and medium descriptions of the underlying Schedule of Rates. This feature can be useful, but has some limitations. The steps below will demonstrate the pros and cons of doing a text search.

1. Select the Search tab.

Reload		
Home Search	Browse Scheduler Sync	
Fantastic Housing:	OR Version 6.2	
M3 Surveyor		
23 Commonside East	st Address 1	
	Address 2	
12345	Property Reference	
CR4 2QA	Postcode	
678910	Gas Meter	
11121314	Electricity Meter	
Asbestos Work Re	Required	
Decent Homes W	Nork Required	
Save	Notes	
1		

2. Select the Search Text heading.

Reload
Home Search Browse Scheduler Sync
Search Text
Enter word to search for:
Match case Whole words only Search
> Search Codes
- Search Topics
/ Search Topics

3. Enter the word to search for and select the Search button. To improve the effectiveness of the search, you should be as specific as possible. For example, if you are using the M3NHF Schedule of Rates and search for the word 'tap', the results will display more than 70 codes, very few of which are relevant. This is because the search has picked up every instance of the word tap. The results can be improved by using the plural 'taps', or by ensuring that **Whole words only** is checked. The results will display a list of suggested Schedule of Rates items.

4. Once you have identified the correct Schedule of Rates item, send it to the Scheduler by selecting the + button next to the item. More than one item can be added to the Scheduler. Refer to the <u>Using the Scheduler to send surveys</u> section for more information on how to use the Scheduler.



Identifying items using the code search

If you know the code of the Schedule of Rates item you are looking for, you can lookup that code directly in M3Surveyor.

1. Select the Search tab.

Reload	
Home Search Brow	wse Scheduler Sync
Fantastic Housing:	SOR Version 6.2
M3 Surveyor	
23 Commonside East	Address 1
	Address 2
12345	Property Reference
CR4 2QA	Postcode
678910	Gas Meter
11121314	Electricity Meter
Asbestos Work Require	ed
Decent Homes Work R	equired

2. Select the Search Codes heading.

teload
Home Search Browse Scheduler Sync
Search Text
Search Codes
Enter code to find:
001101
001103
001105
001301
001303
001501
001503
001505
001507
003003
003007
003009
003011
005001
005003
007001
007005
1007007
Search Topics

3. Enter the code you want to find. The window will automatically scroll to the code you entered. Double click on the code to view its details.

You can use the 'breadcrumbs' at the top of the window to go up one or more levels and look for additional related items.

4. Once you have identified the correct Schedule of Rates item, send it to the Scheduler by selecting the + button next to the item. More than one item can be added to the Scheduler. Refer to the <u>Using the Scheduler to send surveys</u> section for more information on how to use the Scheduler.

Search Text		
Seurch Text		
Search Codes		
Entor codo to find:		
460012		
400004	No of items: 1	*
460006		
460009	Cleaning and Clearance Internal Cleaning and Clearance Dwelling Clearance	
460010		
460012	+ 460012 X DWELLING: Dwelling:Clean, wash down, scrub, clean all kitchen IT 77.65	
460025	CLEAN TO units, sanitary fittings and other landlords fittings,	
460026	LETTABLE clean windows internally, disinfect toilets, spray	
460027	STANDARD aiffreshener all to lettable standard.	
460028		2.5
460029		11.
460031		
460033		
460035		
460037		
460039		
460041		
460101		
460103 🔹		

Identifying items using the topic search

You can use M3Central to search for Schedule of Rates item by topic. The same items are often listed under more than one topic to make it easier to find them. Some topics will include multiple items from different trades.

1. Select the Search tab.

Reload	
Home Search Bro	wse Scheduler Sync
Fantastic Housing:	SOR Version 6.2
M3 Surveyor	
23 Commonside East	Address 1
	Address 2
12345	Property Reference
CR4 2QA	Postcode
678910	Gas Meter
11121314	Electricity Meter
Asbestos Work Requir	red
Decent Homes Work F	Required
Save	20 Notes

2. Select the Search Topics heading.

Search Browse Scheduler Sync > Search Text >	oad						
Search Text Search Topics Enter topic to find: Accessories - DP Switches Accessories - Socket Outlets Baliofs: Values Ballofs: Values	Iome Search Browse Scheduler	Sync					
Search Codes Search Topics Inter topic to find: Accessories - DP Switches Accessories - Socket Outlets Additional Builders Work Airbricks Airlocks Airlocks/Reprime Annual Testing Anti - Funglicide Treatment Anti-Vandal Paint - External Pipework Anti-Vandal Paint - External Walls Architraves - Softwood Asphalt Roof Coverings Balofix Valves Balustrades - Isolated Balustrades -	Search Text	> Search Text					
Search Topics Inter topic to find: Accessories - DP Switches Accessories - Socket Outlets Accessories - Generally Additional Builders Work Airbricks Airbricks Airbricks Airlocks/Reprime Annual Testing Anti - Fungicide Treatment Anti-Vandal Paint - External Pipework Balc Boiler - Fault Finding Balloffx Valves Balustrades - Isolated Balustrades - Isolated	> Search Codes						
Enter topic to find: Accessories - DP Switches Accessories - Socket Outlets Accessories - Generally Additional Builders Work Airbricks Airlocks Airlocks Airlocks/Reprime Annual Testing Anti - Fungicide Treatment Anti-Vandal Paint - External Pipework Anti-Vandal Paint - External Pipework Anti-Vandal Paint - External Pipework Anti-Vandal Paint - External Pipework Anti-Vandel Paint - External Walls Architraves - Softwood Asphalt Roof Coverings Back Boiler - Fault Finding Ballofix Valves Balustrades - Isolated	Search Topics						
Accessories - DP Switches Accessories - Light Switches Accessories - Socket Outlets Accessories - Generally Additional Builders Work Airbricks Airbricks Airlocks/Reprime Annual Testing Anti - Fungicide Treatment Anti-Vandal Paint - External Pipework Anti-Vandal Paint - External Pipework Anti-Vandal Paint - External Walls Arthitraves - Softwood Asphalt Roof Coverings Back Boiler - Fault Finding Ballofix Valves Balustrades - Isolated	Enter topic to find:						
Accessories - Light Switches Accessories - Socket Outlets Accessories - Generally Additional Builders Work Airbricks Airbricks Airlocks/Reprime Annual Testing Anti - Funglicide Treatment Anti-Vandal Paint - External Pipework Anti-Vandal Paint - External Walls Artchitraves - Softwood Asphalt Roof Coverings Back Boiler - Fault Finding Ballofix Valves Balustrades - Isolated	Accessories - DP Switches	<u>^</u>					
Accessories - Socket Outlets Accessories - Generally Additional Builders Work Airbricks Airbricks Airlocks/Reprime Annual Testing Anti - Fungicide Treatment Anti-Vandal Paint - External Pipework Anti-Vandal Paint - External Walls Architraves - Softwood Asphalt Roof Coverings Back Boiler - Fault Finding Ballofix Valves Balustrades - Isolated	Accessories - Light Switches						
Accessories- Generally Additional Builders Work Airbricks Airlocks Airlocks/Reprime Annual Testing Anti - Fungicide Treatment Anti - Yandal Paint - External Pipework Anti-Vandal Paint - External Pipework Anti-Vandal Paint - External Walls Architraves - Softwood Asphalt Roof Coverings Back Boiler - Fault Finding Ballofix Valves Balustrades - Isolated	Accessories - Socket Outlets						
Additional Builders Work Airbricks Airbricks Airlocks/Reprime Annual Testing Anti - Funglicide Treatment Anti-Vandal Paint - External Pipework Anti-Vandal Paint - External Walls Architraves - Softwood Asphalt Roof Coverings Back Boiler - Fault Finding Ballofix Valves Balustrades - Isolated	Accessories- Generally						
Airbricks Airlocks Airlocks/Reprime Annual Testing Anti - Funglicide Treatment Anti-Vandal Paint - External Pipework Anti-Vandal Paint - External Walls Architraves - Softwood Asphalt Roof Coverings Back Boiler - Fault Finding Ballofix Valves Balustrades - Isolated	Additional Builders Work						
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3. Start typing in the topic you are looking for. The window will automatically scroll to the topic as you type. Double click on a topic to view the Schedule of Rates items it includes.

If you do not see the correct item, use the 'breadcrumbs' at the top of the window to go up one or more levels.

4. Once you have identified the correct Schedule of Rates item, send it to the Scheduler by selecting the + button next to the item. More than one item can be added to the Scheduler. Refer to the <u>Using the Scheduler to send surveys</u> section for more information on how to use the Scheduler.

Search Text	
Search Codes	No of items: 14 X
Search Topics	Wall and Floor Tile and Sheet Finishes Wall and Floor Finishes Wall Tiling
nter topic to find: /all Vall Hnishes - Alternatives Vall Or Partition Renewals Due to	+ 429003 R COVING: Coving:Remove, set aside and refix LM 6.85 REFIX Gyproc plaster coving ne 150mm girth. PLASTER COVING
ungus/Beetle Eradication or DPC Works /all Plates /all Tiling /all or Partitions /alls - Construction	+ 431003 R WALL TILES: Wall Tiles:Hack off glazed wall tiling, SM 11.08 HACK OFF AND MAKE GOOD
/alls - Demolition /alls - Rebuilding /arden Call Installation /arm Air Unit /arm Air Unit - Fault Finding /arm Air/Water Unit /ash Down	+ 431005 R WALL TILES: Wall Tiles:Clean off walls, fix new ne NO 1.76 RENEW OR 152x152x 6mm glazed ceramic wall tile FIX in patch to splashbacks, cills with INDIVIDUAL adhesive, grout, cutting, hack off tiling NEW GLAZED in patch, make good (per tile). TILE
/ash Hand Basins /ashing Machine Plumbing /aste Chutes	+ 431007 R WALL TILES: Wall Tiles:Clean off walls, fix new ne SM 51.56 RENEW OR 152x152x 6mm glazed ceramic wall
/aste Disposal Unit	

Identifying items using the SOR Browser

You can browse for items in the Schedule of Rates by searching according to trade, heading and subject. This is a more technical feature that is primarily used by staff who already know which trade the Schedule of Rates item falls under.

1. Select the Browse tab.

Reload	
Home Search Br	owse Scheduler Sync
Fantastic Housing: NH	F SOR 0.2
23 Commonside East	Address 1
	Address 2
12345	Property Reference
CR4 2QA	Postcode
678910	Gas Meter
11121314	Electricity Meter
Asbestos Work Requi	red
Decent Homes Work	Required
Save	// Notes
Jure	

- Select the trade, heading and subject of the Schedule of Rates item(s) you want to view. You can use the 'breadcrumbs' at the top of the window to go up one or more levels and look for additional related items.
- 3. Once you have identified the correct Schedule of Rates item, send it to the Scheduler by selecting the + button next to the item. More than one item can be added to the Scheduler. Refer to the Using the Scheduler to send surveys section for more information on how to use the Scheduler.



Using the Scheduler to send surveys

The Scheduler provides a flexible way of working with lists of Schedule of Rates items. Items in the Scheduler can be sent to your housing management system. The sections above explain how to send items to the Scheduler.

Deleting an item

You can delete items in the Schedule by selecting the **X** button.

Adding a note to an item

You can add notes to an item by selecting the **Notes** button. A window will open where you can add text or edit existing text. Select **OK** to save the note, or **Cancel** to undo changes.

Changing the quantity

You can change the quantity of any item by editing the values under the **No** column. The quantity for each item defaults to 1. The rates will automatically adjust when you enter a new quantity. Note, the rates for service contract items are shown as 0 as they are not part of the M3NHF Schedule of Rates.

Opening a saved survey

You can open a saved survey by selecting the **Open** button.

Refer to the <u>Entering property details</u> section for more information on saving a survey.

Sorting the list by trade

You can sort the list by trade by selecting the **Sort** button. The sort can be undone by selecting the **Unsort** button.

Clearing a list

You can clear a list by selecting the **Clear** button. This will empty the Scheduler of all items. If you have not saved your list, it will be permanently deleted.

Sending items to another system

You can send items to another system by selecting the **Sync** button. If you are offline the survey will be out into a queue. If you select the **Sync** tab you will be able to see all your surveys in the queue.

Reload
Home Search Browse Scheduler Sync
You are offline
You have these survey(s) waiting to be sent
1 Quarry Road
You can save these surveys and continue working on a new survey

Once you are back online, you can send your surveys by selecting the **Reload** button or by selecting the **Sync** tab and selecting the survey you want to send.

Refer to the *M3Central Integration Guide* for more information on integrating M3Central with other systems.

Support

M3 provides full support to M3Central administrators, and staff who use M3Central Diagnostics and M3Surveyor.

Helpdesk

You can contact the M3 helpdesk by emailing <u>helpdesk@m3h.co.uk</u> or by calling the helpline on +44 (0)208 274 4010.

M3 website

You can access M3Central support via the M3 website (<u>www.m3h.co.uk/support/m3central</u>). This page provides answers to a list of frequently asked questions and a link to a contact form where you can raise additional support queries.

About M3 Pro	ducts Publications Con	sultancy	1	Support	Training	Order	Contact	Search
8	M3SUI An optional ad Diagnostics th	Support We provide full support for all M3 products. Support is provided via the telephone and email during normal office hours. We also provide consultancy for both maintenance and development projects.	Support Schedules M3Central M3Locator Plus M3Housecall M3RD20 M3Parnwin Plus M3Parnwin Lite					Login
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https://www.m3h.co.uk/s	upport			C		D	Natio	Consil Housing

M3NHF Schedule of Rates support

For support and advice on the M3NHF Schedule of Rates visit the Schedules support page on the M3 website (<u>www.m3h.co.uk/support/schedules</u>). This page contains a link to a contact form where you can raise technical queries.

Thank you for using M3Central!