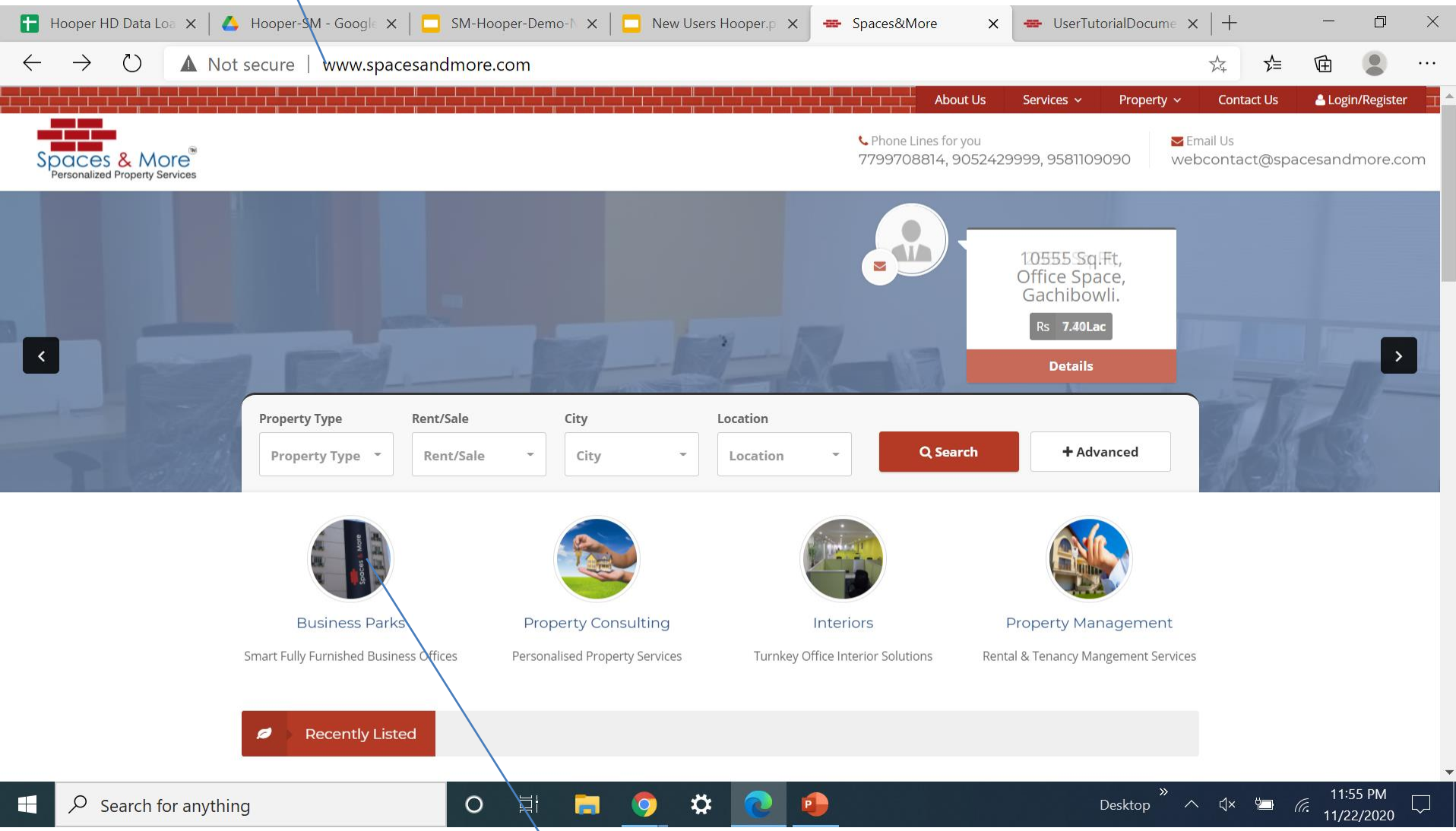
Tutorial for new Spaces & More Help Desk System for Site Managers

- New Help Desk System can be accessed from our website http://www.spacesandmore.com similar to how you have been using with our existing system.
- The Help Desk App can be downloaded on your phone from Play store for Android or Apple Store. Please search for HooperPro
- Also this tutorial will available on the website

- Every site manager is set up in the new Help Desk System.
- First time you access the system the password should be changed.

Access Help Desk from Spaces&More website www.spacesandmore.com



Click on Business Parks

WhatsApp | Fatcow | Domain Led Experience | 12-24 Upload - Google Drive | Business Parks - Spaces&More

Not secure | www.spacesandmore.com/business-parks

Settings and more (Alt+F)

About Us | Services | Property | Contact Us

Spaces & More™
Personalized Property Services

Phone Lines for you
7799708814, 9052429999, 9581109090

Email Us
webcontact@spacesandmore.com

BUSINESS PARKS

Business Parks

Spaces & More Business Parks provide ready to use fully furnished Smart Business Offices for rent.The offices provided are exclusive Lock & Key offices which are well maintained with an onsite manager available for support. Our offices are elegantly designed keeping in mind the local best practices in construction like Vastu. The offices sizes start from sizes as low as 800 sqft.

We call our offices smartoffices as they are designed using space efficiently with modern elements keeping in mind the requirements of a typical executive office with branded Premium Ergonomic office.

We currently operate more than 1 Lakh sqft of office space in various business locations in Hyderabad. These locations are well connected to public transport and are located in growth corridors of Hyderabad.

Click on Help Desk Icon to access the Help Desk System

Help Desk Users Tutorial - Website " -- " Help Desk Users Tutorial - Phone

PM Owners Tutorial - Website " -- " PM Owners Tutorial - Phone

Site Managers Tutorial - Website " -- " Site Managers Tutorial - Phone

Click on Links to access Tutorials

Quick Contact

Name*

Email*

Phone

Message

I'm not a robot reCAPTCHA

Business Park at Jubliee Hills

Plot No 645, Road No 36, Jubilee Hills, Jubliee Hills, Hyderabad, Telangana. Map

helpdesk-icon-4.png Open file | Tutorial for Helpdes....pp... Open file | Tutorial for Helpdes....pp... Open file | Tutorial for Helpdes....pp... Open file | Show all

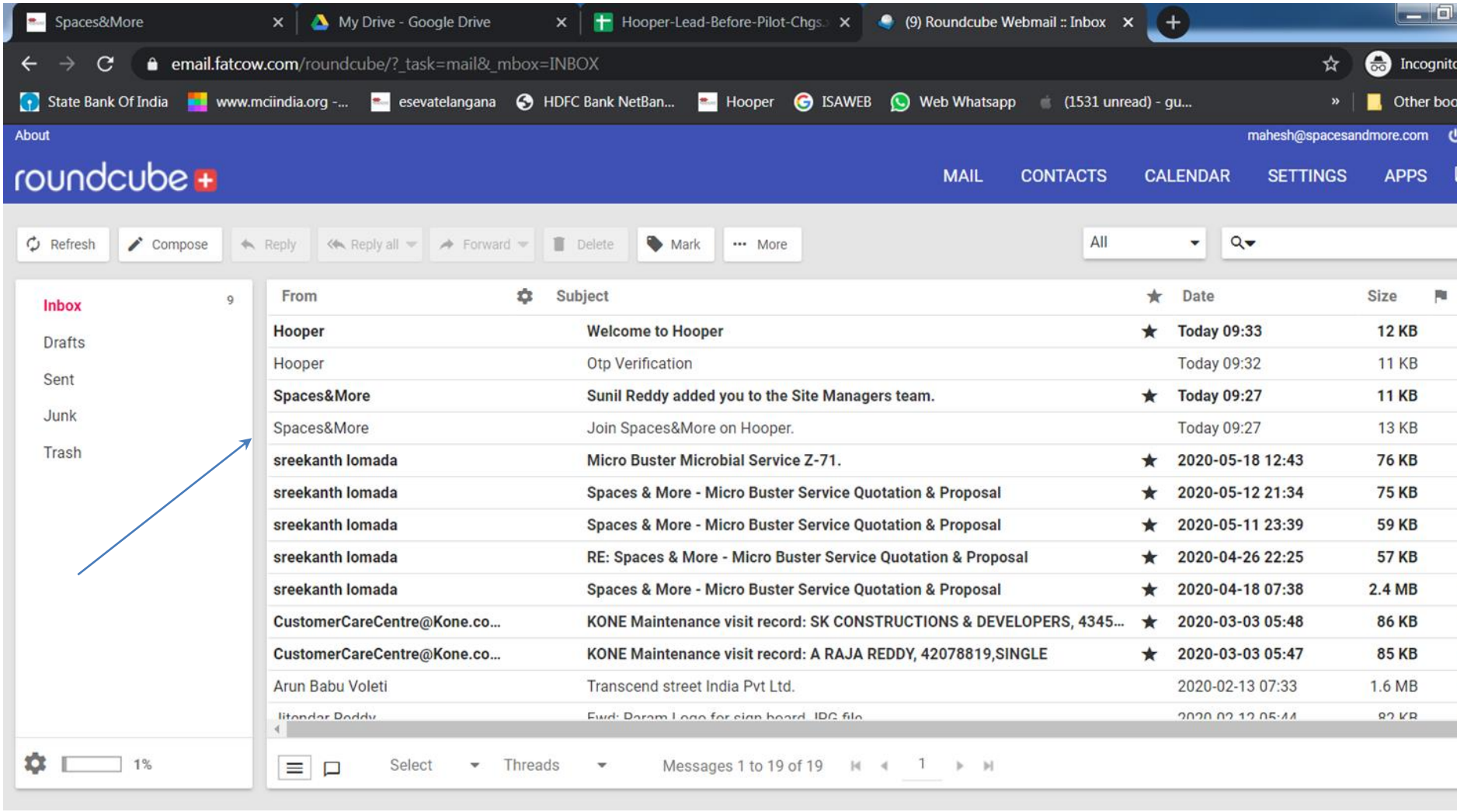
Type here to search

Desktop

9:59 PM
12/25/2020

To Change Password

- Please change password when you access the system for the FIRST Time.
- Click on Forgot Password. Enter Email address provided to you by Spaces & More.
- You will get an OTP on your OFFICIAL email.
- Enter the OTP and you will be given option to change the password.


Spaces&More
My Drive - Google Drive
Hooper-Lead-Before-Pilot-Chgs
(9) Roundcube Webmail :: Inbox
email.fatcow.com/roundcube/?_task=mail&_mbox=INBOX
Incognito
State Bank Of India
www.mciindia.org -...
esevatelangana
HDFC Bank NetBan...
Hooper
ISAWEB
Web Whatsapp
(1531 unread) - gu...
Other boo
About
mahesh@spacesandmore.com
roundcube
MAIL
CONTACTS
CALENDAR
SETTINGS
APPS
Refresh
Compose
Reply
Reply all
Forward
Delete
Mark
More
All
Inbox 9
Drafts
Sent
Junk
Trash
From
Subject
Date
Size
Hooper Welcome to Hooper Today 09:33 12 KB
Hooper Otp Verification Today 09:32 11 KB
Spaces&More Sunil Reddy added you to the Site Managers team. Today 09:27 11 KB
Spaces&More Join Spaces&More on Hooper. Today 09:27 13 KB
sreekanth lomada Micro Buster Microbial Service Z-71. 2020-05-18 12:43 76 KB
sreekanth lomada Spaces & More - Micro Buster Service Quotation & Proposal 2020-05-12 21:34 75 KB
sreekanth lomada Spaces & More - Micro Buster Service Quotation & Proposal 2020-05-11 23:39 59 KB
sreekanth lomada RE: Spaces & More - Micro Buster Service Quotation & Proposal 2020-04-26 22:25 57 KB
sreekanth lomada Spaces & More - Micro Buster Service Quotation & Proposal 2020-04-18 07:38 2.4 MB
CustomerCareCentre@Kone.co... KONE Maintenance visit record: SK CONSTRUCTIONS & DEVELOPERS, 4345... 2020-03-03 05:48 86 KB
CustomerCareCentre@Kone.co... KONE Maintenance visit record: A RAJA REDDY, 42078819,SINGLE 2020-03-03 05:47 85 KB
Arun Babu Voleti Transcend street India Pvt Ltd. 2020-02-13 07:33 1.6 MB
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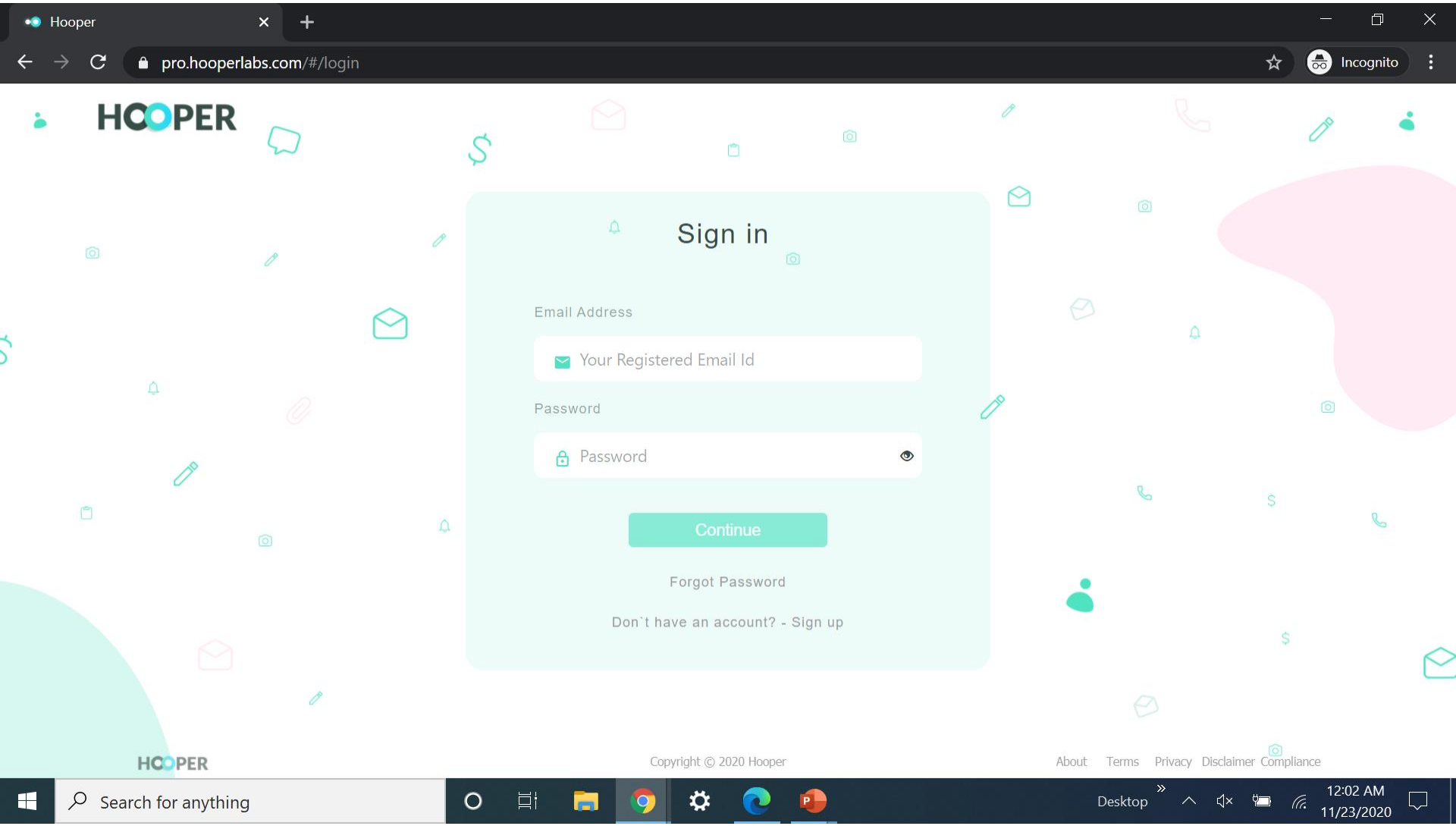
Threads
Messages 1 to 19 of 19
1


Hooper
pro.hooperlabs.com/#/login
Incognito
HOOPER
Sign in
Email Address
Your Registered Email Id
Password
Password
Continue
Forgot Password
Don`t have an account? - Sign up
HOOPER
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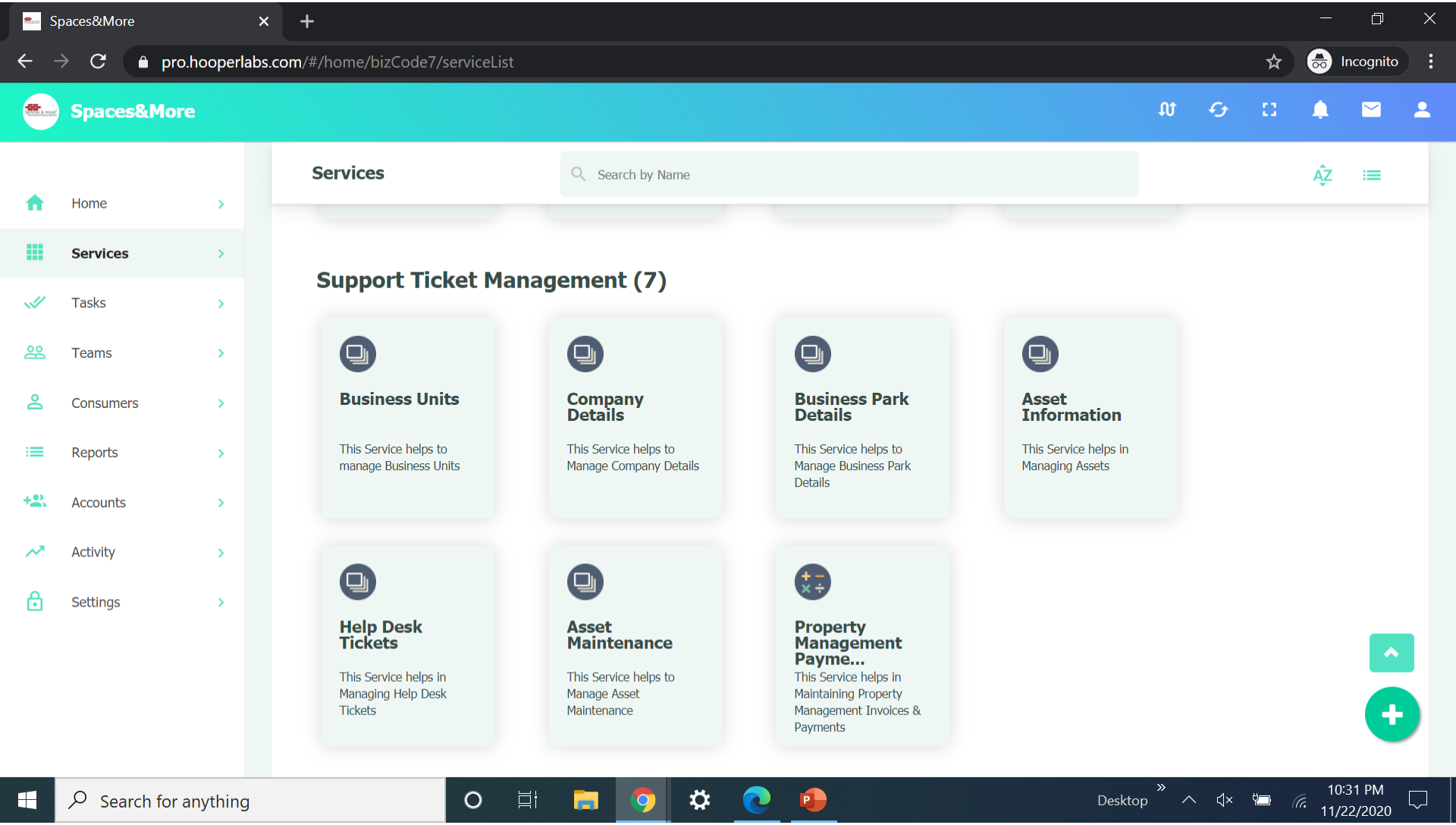
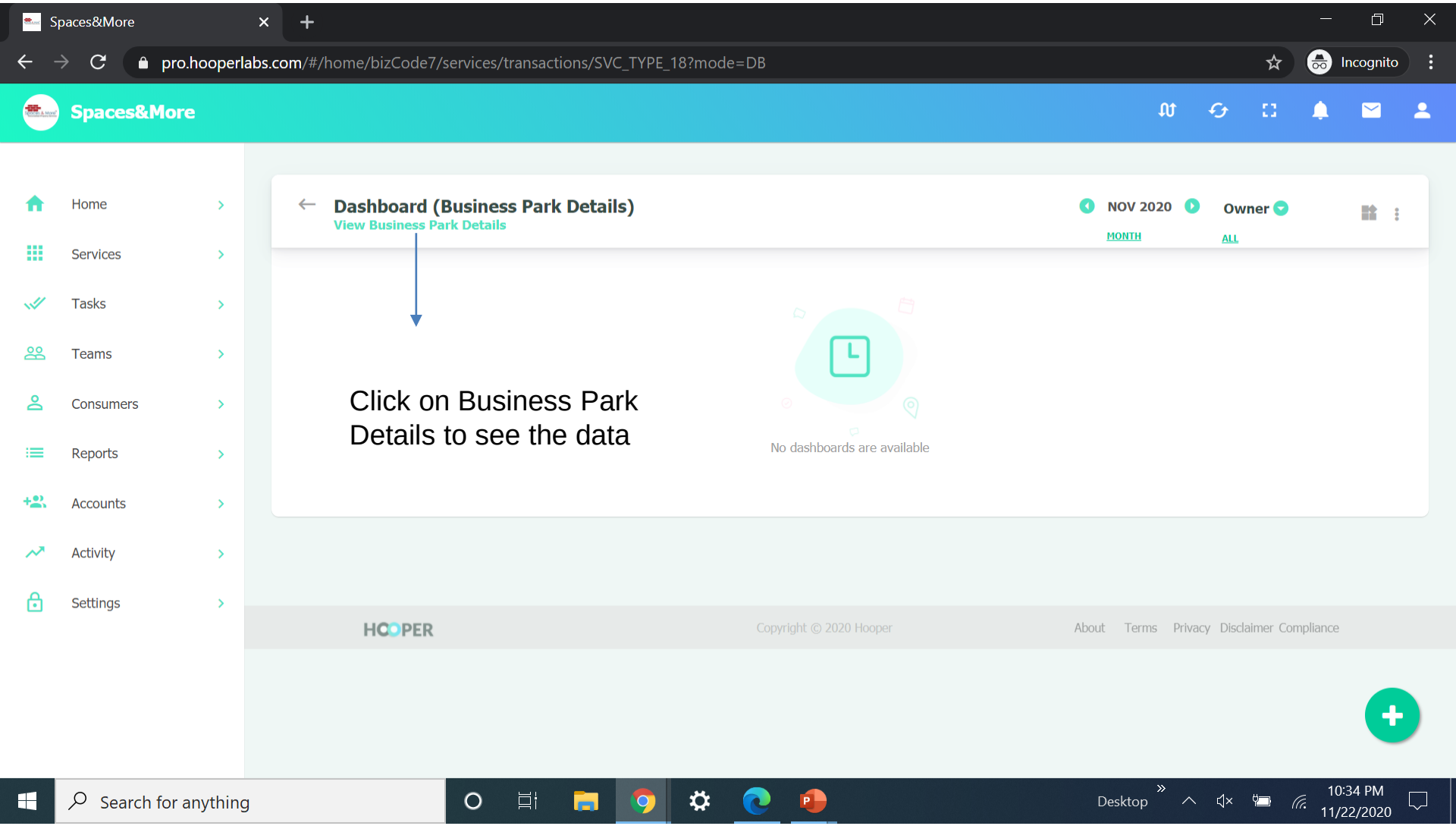
Compliance
Search for anything
Desktop
12:02 AM
11/23/2020

- Once you login, on your left you will see a menu (Home, Services, Tasks, Teams, Consumers)
- Please ignore Tasks, Teams and Consumers
- If you click on Home, you should see Services at the bottom
- If you click on Services, you should see Services on the right under Support Ticket Management .
  - Business Units
  - Company Details
  - Business Park Details
  - Asset Information
  - Help Desk Tickets
  - Asset Maintenance


Spaces&More
pro.hooperlabs.com/#/home/bizCode7/serviceList
Incognito
Spaces&More
Home
Services
Tasks
Teams
Consumers
Reports
Accounts
Activity
Settings
Services
Search by Name
Support Ticket Management (7)
Business Units
This Service helps to manage Business Units
Company Details
This Service helps to Manage Company Details
Business Park Details
This Service helps to Manage Business Park Details
Asset Information
This Service helps in Managing Assets
Help Desk Tickets
This Service helps in Managing Help Desk Tickets
Asset Maintenance
This Service helps to Manage Asset Maintenance
Property Management Payme...
This Service helps in Maintaining Property Management Invoices & Payments
Search for anything
Desktop
10:31 PM
11/22/2020

- All old open and closed tickets will be copied from the old system to the new system.
- While we transition,
  - All internal tickets need to be created in Hooper only
  - All OBC tickets created by client will be in old system and Site Managers have to create the same in Hooper and close in both the systems (Old id to be put in Hooper)
  - All OBC tickets created by SM need to be created in Hooper only.
- Each client is provided an email to login into the system. Eg a-gbp3@spacesandmore.com

- Click on “Business Parks” Service to see the details about the Business Parks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Incognito
Spaces&More
Home
Services
Tasks
Teams
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Reports
Accounts
Activity
Settings
Dashboard (Business Park Details)
View Business Park Details
NOV 2020
MONTH
Owner
ALL
Click on Business Park Details to see the data
No dashboards are available
HOOPER
Copyright © 2020 Hooper
About
Terms
Privacy
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Compliance
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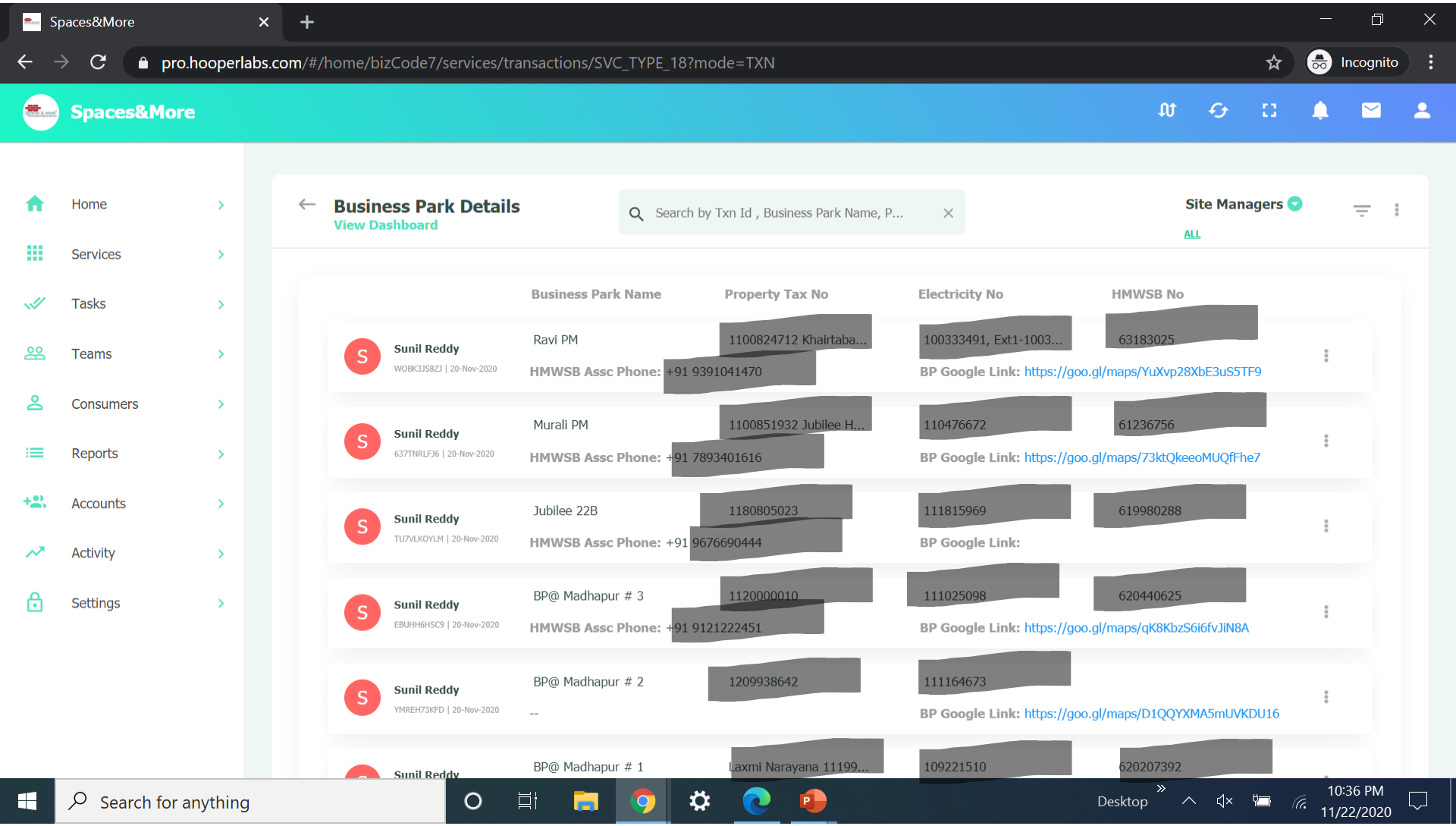
11/22/2020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Business Park Details
View Dashboard
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Site Managers
ALL
Business Park Name
Property Tax No
Electricity No
HMWSB No
Sunil Reddy
WOBK3JS8ZJ | 20-Nov-2020
Ravi PM
1100824712 Khairtaba...
100333491, Ext1-1003...
63183025
HMWSB Assc Phone: +91 9391041470
BP Google Link: https://goo.gl/maps/YuXvp28XbE3uS5TF9
Sunil Reddy
637TNRLFJ6 | 20-Nov-2020
Murali PM
1100851932 Jubilee H...
110476672
61236756
HMWSB Assc Phone: +91 7893401616
BP Google Link: https://goo.gl/maps/73ktQkeeoMUQfFhe7
Sunil Reddy
TU7VLKOYLM | 20-Nov-2020
Jubilee 22B
1180805023
111815969
619980288
HMWSB Assc Phone: +91 9676690444
BP Google Link:
Sunil Reddy
EBUHH6HSC9 | 20-Nov-2020
BP@ Madhapur # 3
1120000010
111025098
620440625
HMWSB Assc Phone: +91 9121222451
BP Google Link: https://goo.gl/maps/qK8KbzS6i6fvJiN8A
Sunil Reddy
YMREH73KFD | 20-Nov-2020
BP@ Madhapur # 2
1209938642
111164673
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BP Google Link: https://goo.gl/maps/D1QQYXMA5mUVKDU16
Sunil Reddy
BP@ Madhapur # 1
Laxmi Narayana 11199...
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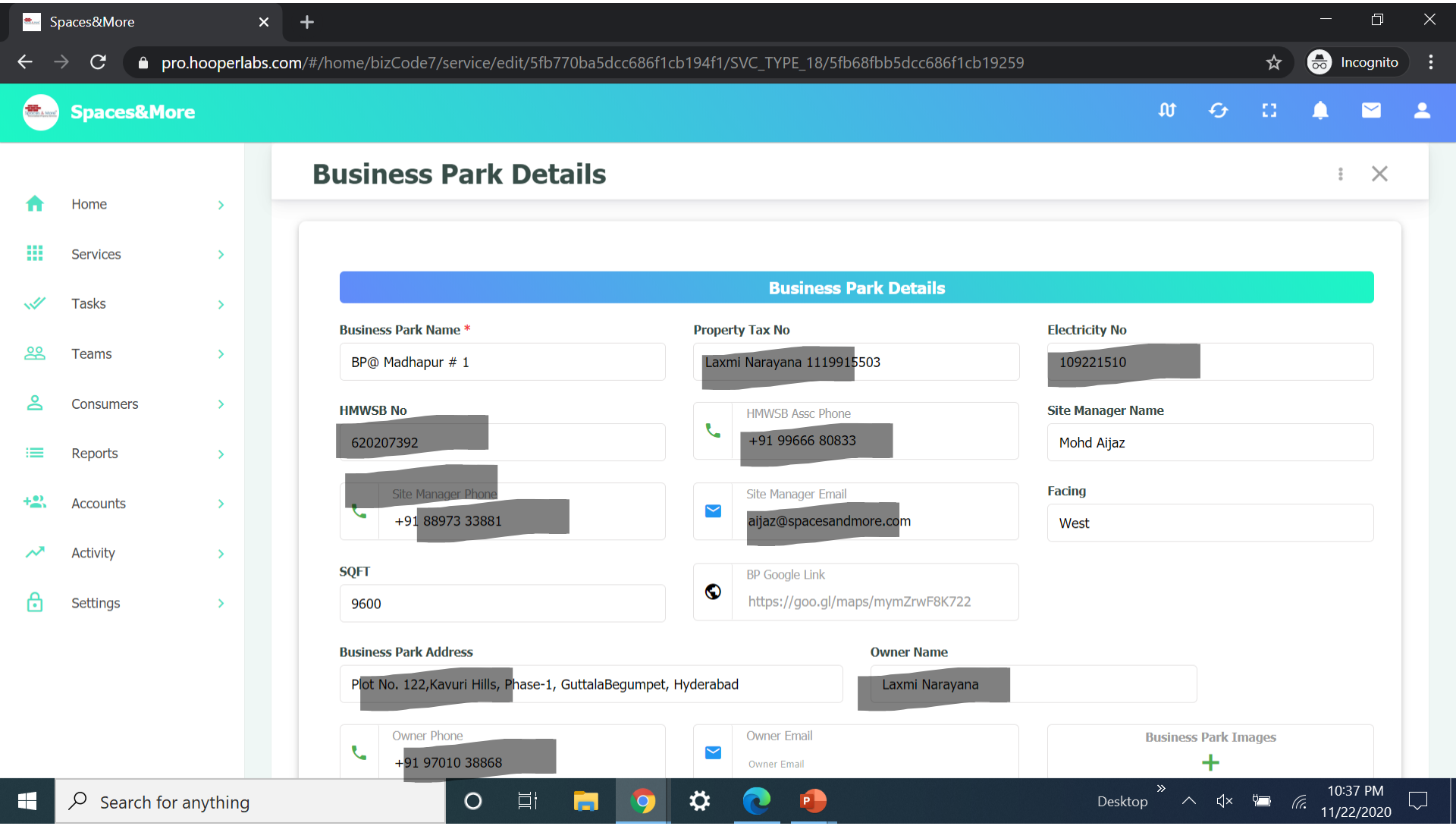
11/22/2020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Home
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Tasks
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Business Park Details
Business Park Details
Business Park Name *
BP@ Madhapur # 1
Property Tax No
Laxmi Narayana 1119915503
Electricity No
109221510
HMWSB No
620207392
HMWSB Assc Phone
+91 99666 80833
Site Manager Name
Mohd Aijaz
Site Manager Phone
+91 88973 33881
Site Manager Email
aijaz@spacesandmore.com
Facing
West
SQFT
9600
BP Google Link
https://goo.gl/maps/mymZrwF8K722
Business Park Address
Plot No. 122,Kavuri Hills, Phase-1, GuttalaBegumpet, Hyderabad
Owner Name
Laxmi Narayana
Owner Phone
+91 97010 38868
Owner Email
Owner Email
Business Park Images
Search for anything
Desktop
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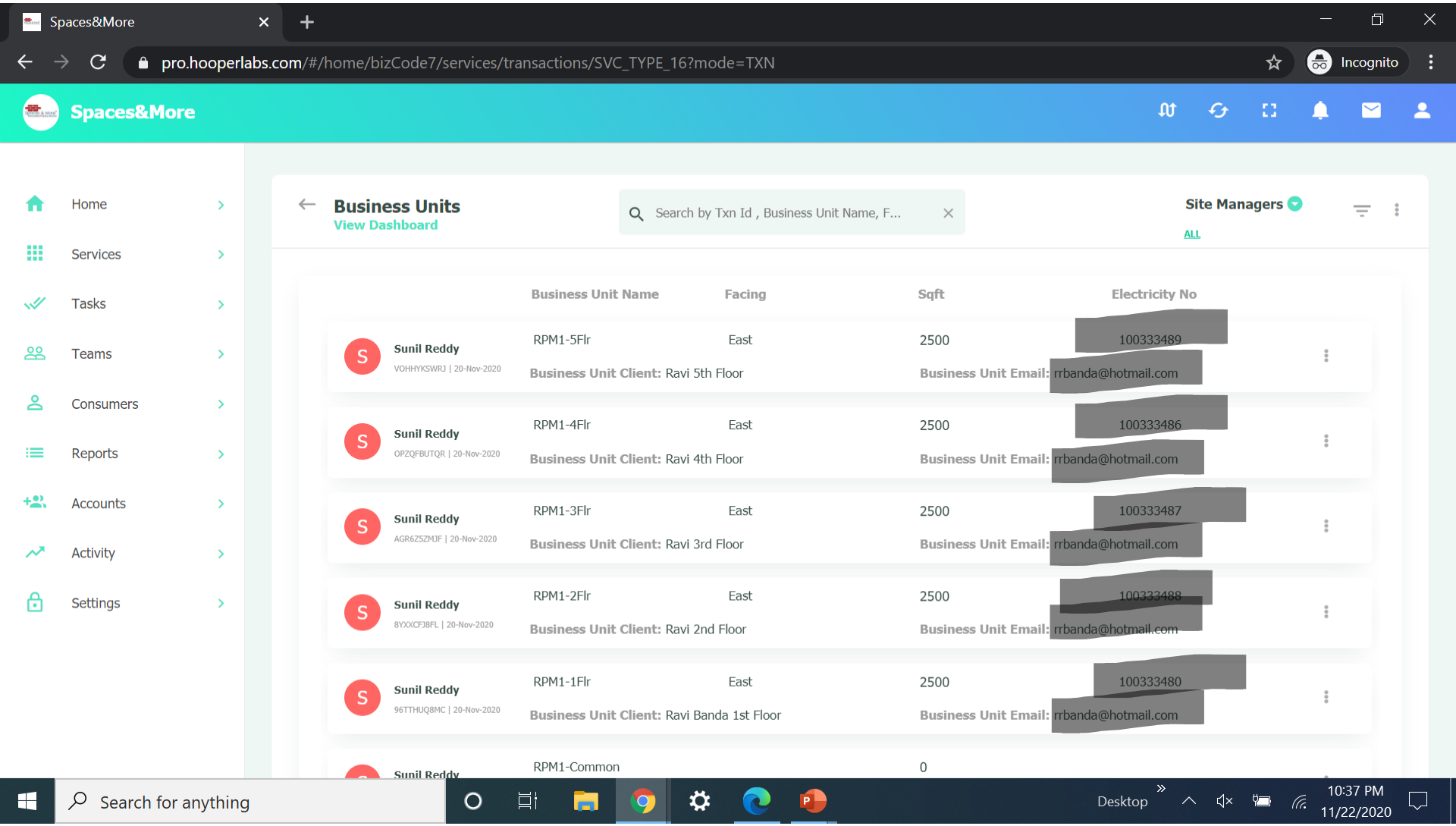
- Click on “Business Unit” Service to see the details about the different Business Units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Business Units
View Dashboard
Search by Txn Id , Business Unit Name, F...
Site Managers
ALL
Business Unit Name
Facing
Sqft
Electricity No
Sunil Reddy
VOHHYKSWRJ | 20-Nov-2020
RPM1-5Flr
East
2500
100333489
Business Unit Client: Ravi 5th Floor
Business Unit Email: rrbanda@hotmail.com
Sunil Reddy
OPZQFBUTQR | 20-Nov-2020
RPM1-4Flr
East
2500
100333486
Business Unit Client: Ravi 4th Floor
Business Unit Email: rrbanda@hotmail.com
Sunil Reddy
AGR6Z5ZMJF | 20-Nov-2020
RPM1-3Flr
East
2500
100333487
Business Unit Client: Ravi 3rd Floor
Business Unit Email: rrbanda@hotmail.com
Sunil Reddy
8YXXCFJ8FL | 20-Nov-2020
RPM1-2Flr
East
2500
100333488
Business Unit Client: Ravi 2nd Floor
Business Unit Email: rrbanda@hotmail.com
Sunil Reddy
96TTHUQ8MC | 20-Nov-2020
RPM1-1Flr
East
2500
100333480
Business Unit Client: Ravi Banda 1st Floor
Business Unit Email: rrbanda@hotmail.com
Sunil Reddy
RPM1-Common
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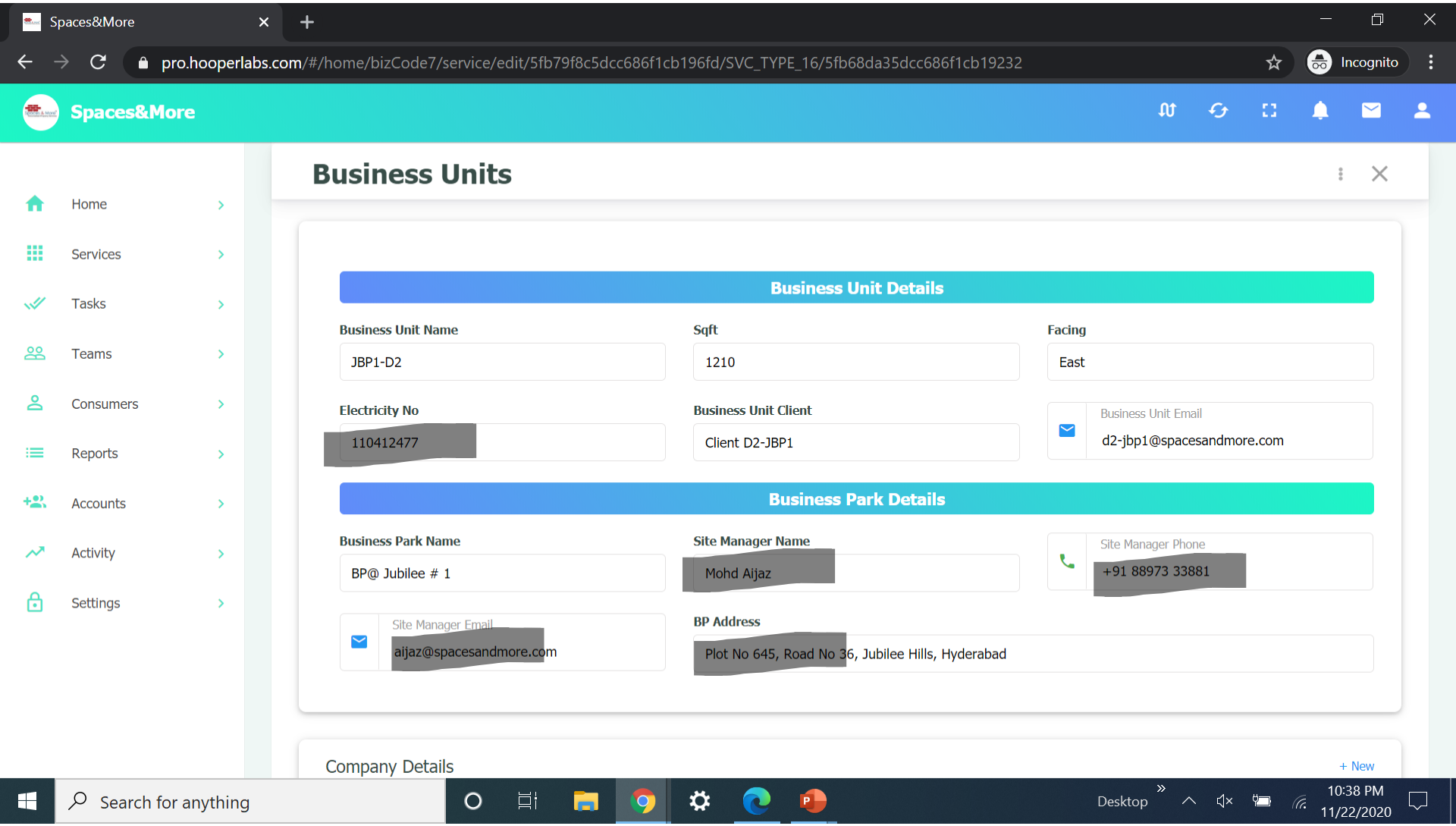
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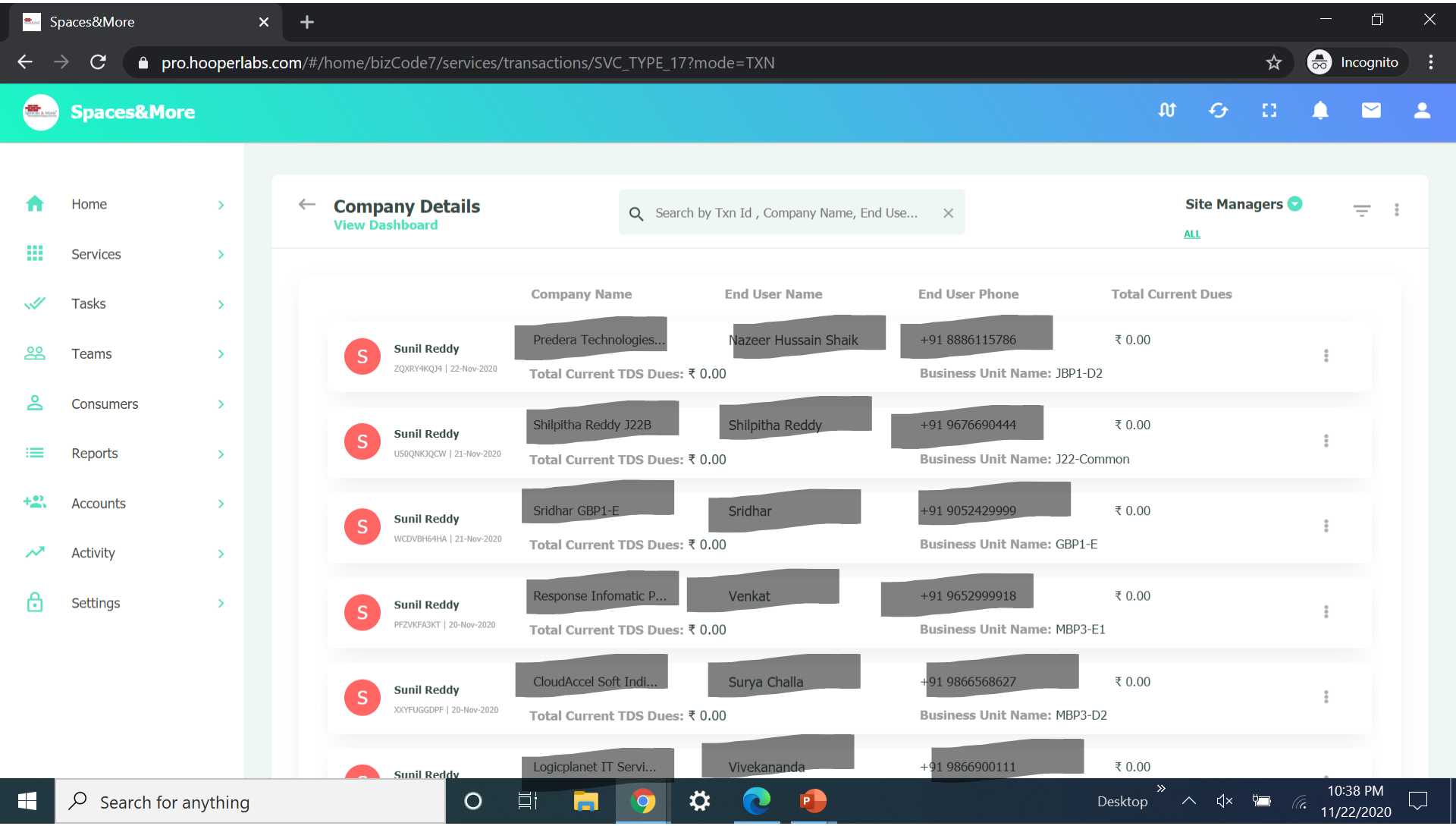
Settings
Business Units
Business Unit Details
Business Unit Name
JBP1-D2
Sqft
1210
Facing
East
Electricity No
110412477
Business Unit Client
Client D2-JBP1
Business Unit Email
d2-jbp1@spacesandmore.com
Business Park Details
Business Park Name
BP@ Jubilee # 1
Site Manager Name
Mohd Aijaz
Site Manager Phone
+91 88973 33881
Site Manager Email
aijaz@spacesandmore.com
BP Address
Plot No 645, Road No 36, Jubilee Hills, Hyderabad
Company Details
+ New
Search for anything
Desktop
10:38 PM
11/22/2020

- Click on “Company” Service to see the details about the different Companies that are in Spaces & More Business Parks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Reports
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Settings
Company Details
View Dashboard
Search by Txn Id , Company Name, End Use...
Site Managers
ALL
Company Name
End User Name
End User Phone
Total Current Dues
Sunil Reddy
ZQXRY4KQJ4 | 22-Nov-2020
Predera Technologies...
Nazeer Hussain Shaik
+91 8886115786
₹ 0.00
Total Current TDS Dues: ₹ 0.00
Business Unit Name: JBP1-D2
Sunil Reddy
U50QNKJQCW | 21-Nov-2020
Shilpitha Reddy J22B
Shilpitha Reddy
+91 9676690444
₹ 0.00
Total Current TDS Dues: ₹ 0.00
Business Unit Name: J22-Common
Sunil Reddy
WCDVBH64HA | 21-Nov-2020
Sridhar GBP1-E
Sridhar
+91 9052429999
₹ 0.00
Total Current TDS Dues: ₹ 0.00
Business Unit Name: GBP1-E
Sunil Reddy
PFZVKFA3KT | 20-Nov-2020
Response Infomatic P...
Venkat
+91 9652999918
₹ 0.00
Total Current TDS Dues: ₹ 0.00
Business Unit Name: MBP3-E1
Sunil Reddy
XXYFUGGDPF | 20-Nov-2020
CloudAccel Soft Indi...
Surya Challa
+91 9866568627
₹ 0.00
Total Current TDS Dues: ₹ 0.00
Business Unit Name: MBP3-D2
Sunil Reddy
Logicplanet IT Servi...
Vivekananda
+91 9866900111
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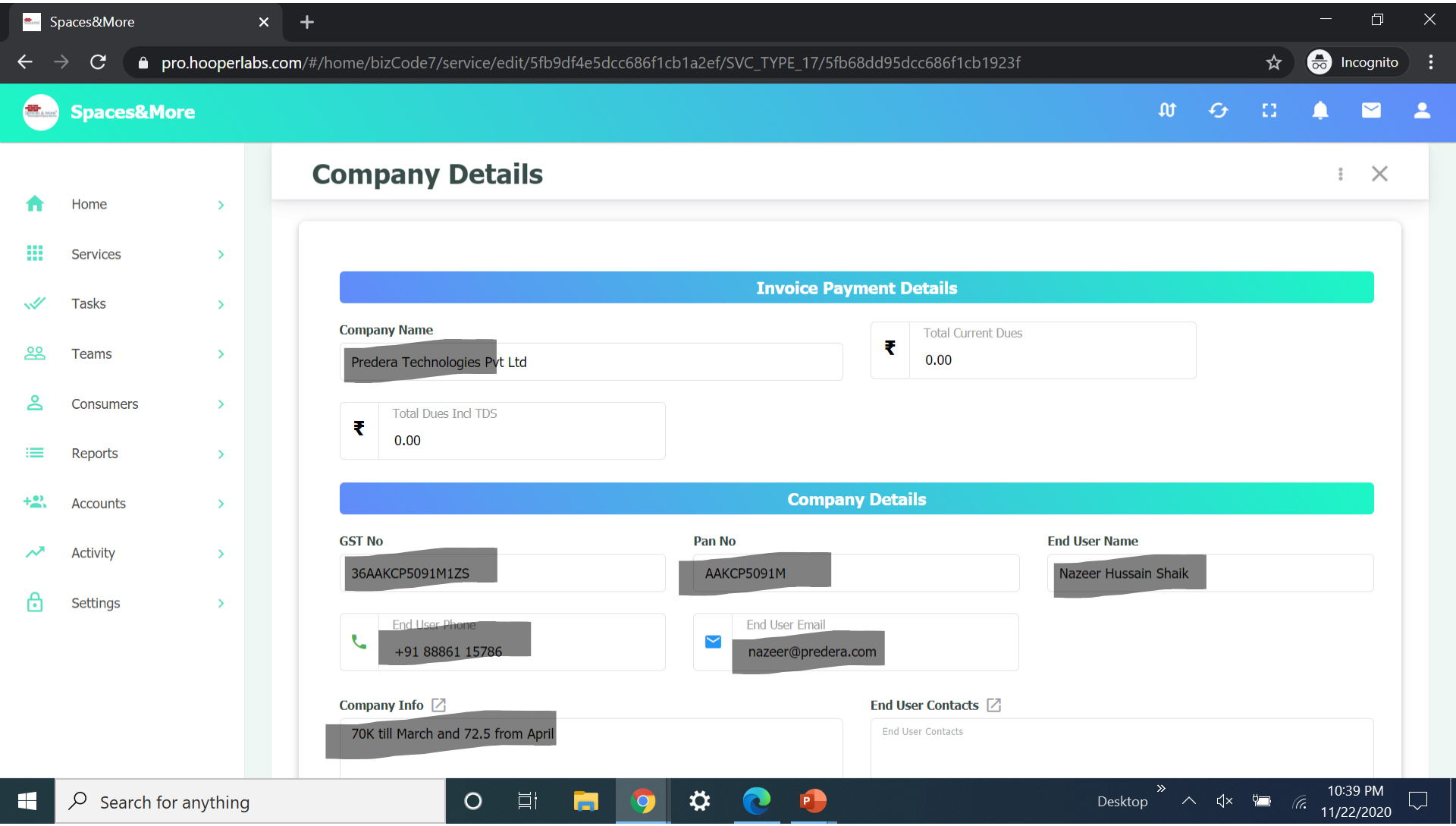
11/22/2020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Incognito
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Home
Services
Tasks
Teams
Consumers
Reports
Accounts
Activity
Settings
Company Details
Invoice Payment Details
Company Name
Predera Technologies Pvt Ltd
Total Current Dues
0.00
Total Dues Incl TDS
0.00
Company Details
GST No
36AAKCP5091M1ZS
Pan No
AAKCP5091M
End User Name
Nazeer Hussain Shaik
End User Phone
+91 88861 15786
End User Email
nazeer@predera.com
Company Info
70K till March and 72.5 from April
End User Contacts
End User Contacts
Search for anything
Desktop
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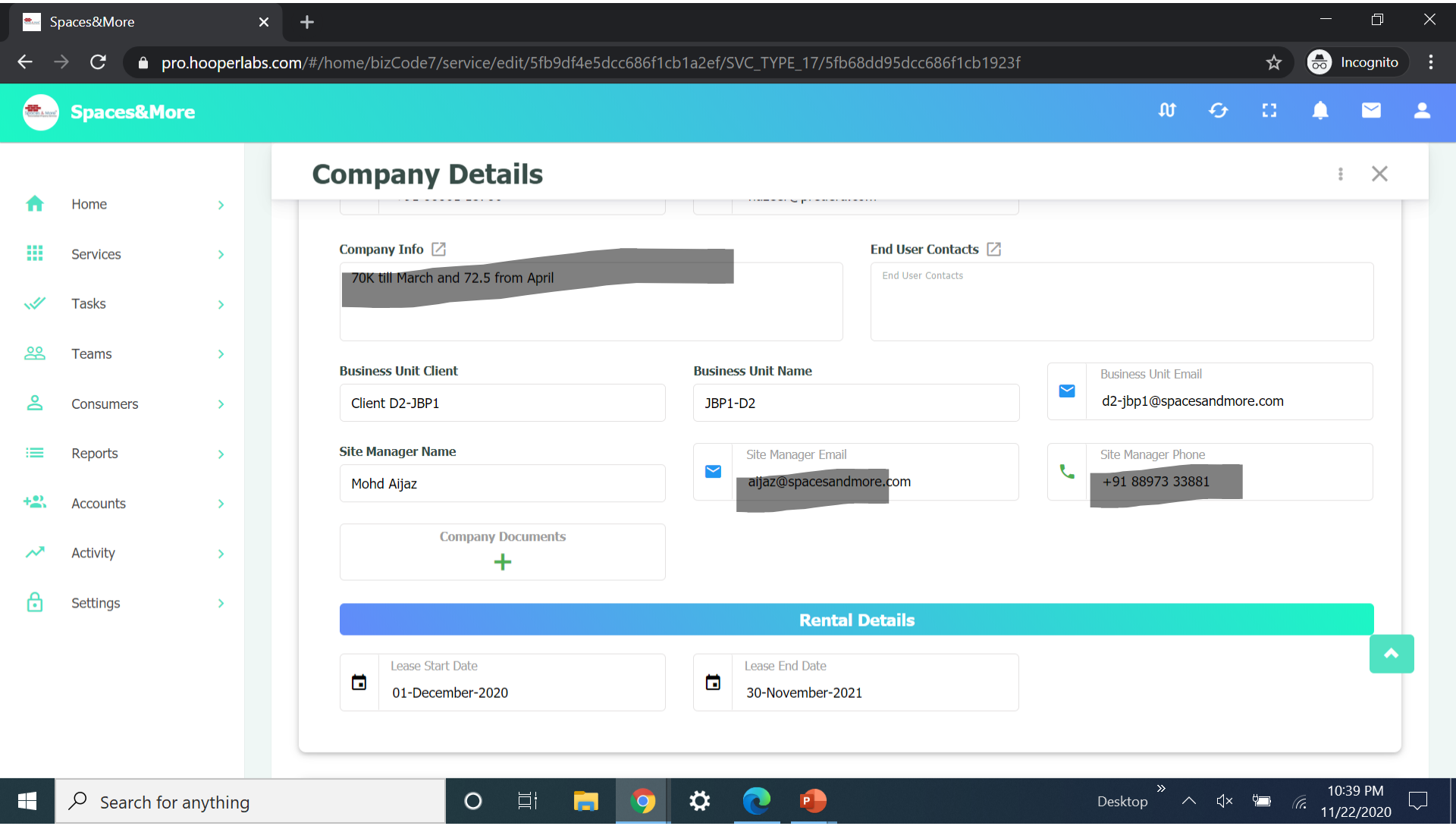
11/22/2020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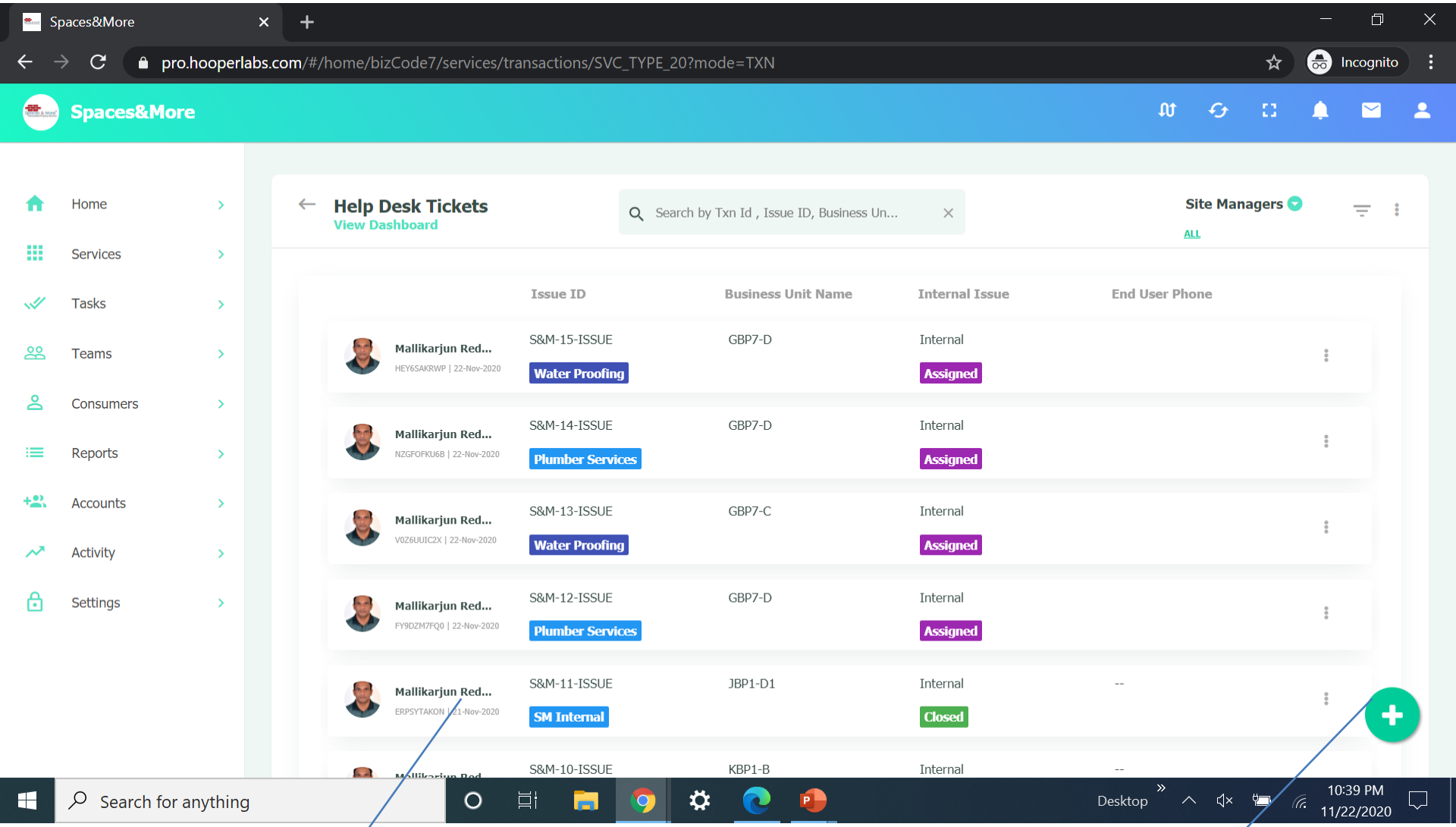
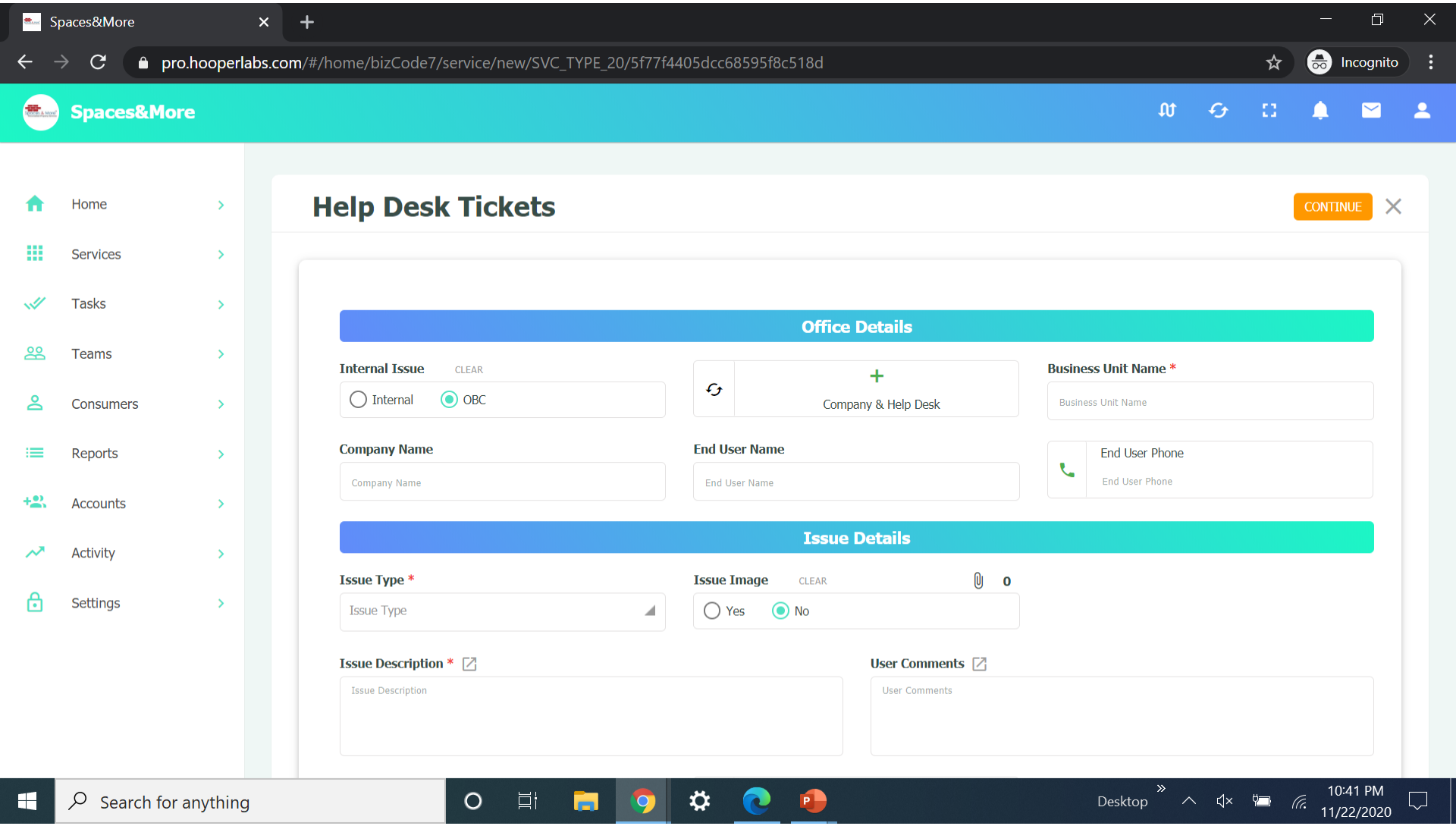
Tasks
Teams
Consumers
Reports
Accounts
Activity
Settings
Company Details
Company Info
70K till March and 72.5 from April
End User Contacts
End User Contacts
Business Unit Client
Client D2-JBP1
Business Unit Name
JBP1-D2
Business Unit Email
d2-jbp1@spacesandmore.com
Site Manager Name
Mohd Aijaz
Site Manager Email
aijaz@spacesandmore.com
Site Manager Phone
+91 88973 33881
Company Documents
Rental Details
Lease Start Date
01-December-2020
Lease End Date
30-November-2021
Search for anything
Desktop
10:39 PM
11/22/2020

- Click on “Help Desk” Service to see the create Issues for any Office (Business Unit) and also to update details of Issues created for different Business Units
- Any issue that needs to be created for Common Area is to be created for Common Business Unit.



Click on record to view/update the Issue

Click on + to create new issue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pro.hooperlabs.com/#/home/bizCode7/service/new/SVC_TYPE_20/5f77f4405dcc68595f8c518d
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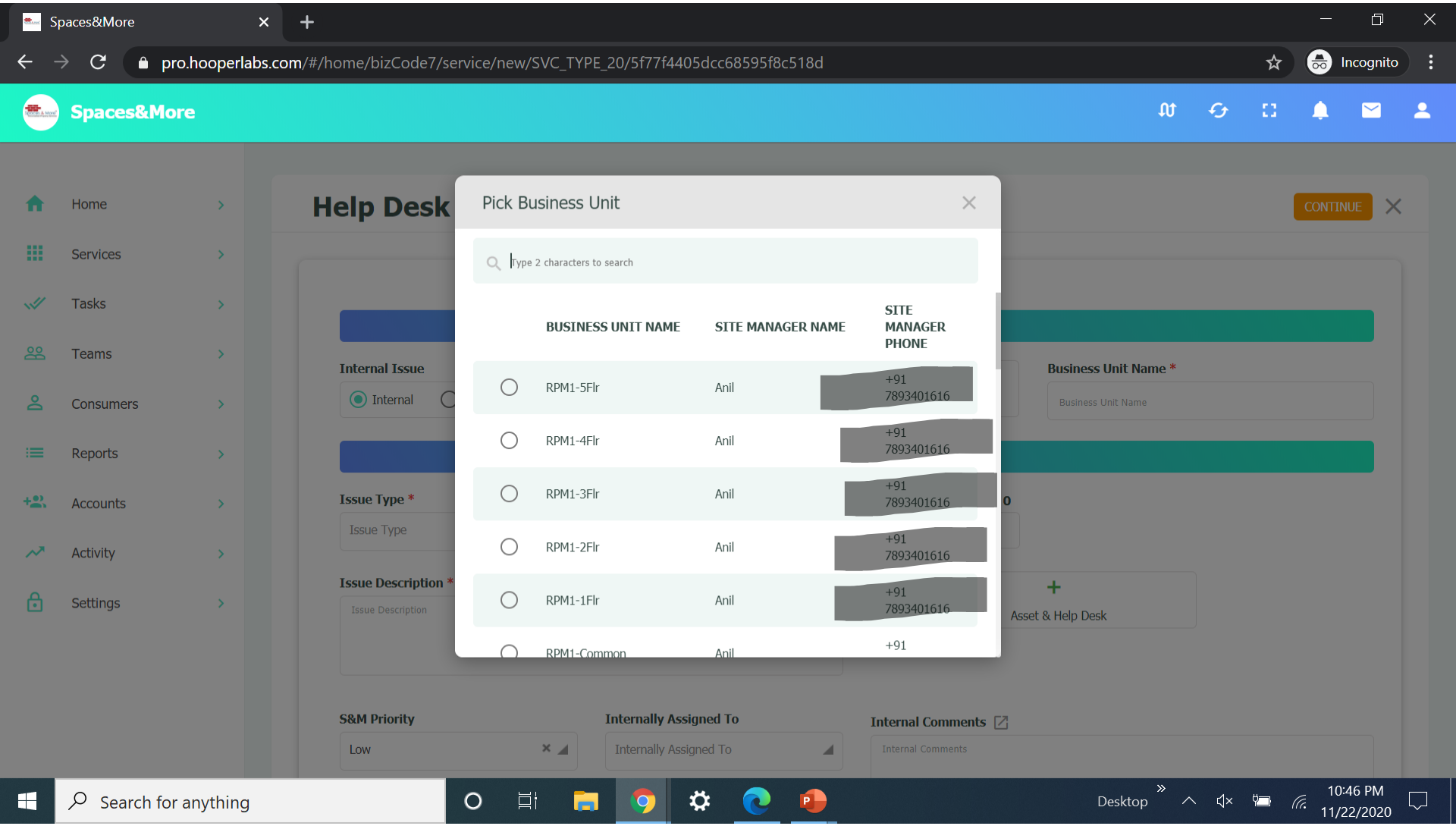
Reports
Accounts
Activity
Settings
Help Desk Tickets
CONTINUE
Office Details
Internal Issue
CLEAR
Internal
OBC
Company & Help Desk
Business Unit Name *
Business Unit Name
Company Name
Company Name
End User Name
End User Name
End User Phone
End User Phone
Issue Details
Issue Type *
Issue Type
Issue Image
CLEAR
0
Yes
No
Issue Description *
Issue Description
User Comments
User Comments
Search for anything
Desktop
10:41 PM
11/22/2020

- Internal Issue – Internal for tickets for BP or for an office which we don't want end users to see
- OBC – On Behalf of Client – For tickets for clients (created by client or by SM on behalf of client.
- If Internal is selected then Pick Business Unit is shown, click on it to select a Business Unit. (For creating an issue for Business Park it is listed as BU-Common eg JBP-Common). It will populate BU details.
- If OBC is selected then Company & Help Desk is shown, click on it to select a Company. It will populate Company details


Spaces&More
pro.hooperlabs.com/#/home/bizCode7/service/new/SVC_TYPE_20/5f77f4405dcc68595f8c518d
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Spaces&More
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Tasks
Teams
Consumers
Reports
Accounts
Activity
Settings
Help Desk
CONTINUE
Internal Issue
Internal
Business Unit Name *
Business Unit Name
Issue Type *
Issue Type
Issue Description *
Issue Description
Asset & Help Desk
S&M Priority
Low
Internally Assigned To
Internally Assigned To
Internal Comments
Internal Comments
Pick Business Unit
Type 2 characters to search
BUSINESS UNIT NAME
SITE MANAGER NAME
SITE MANAGER PHONE
RPM1-5Flr
Anil
+91 7893401616
RPM1-4Flr
Anil
+91 7893401616
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Anil
+91 7893401616
RPM1-2Flr
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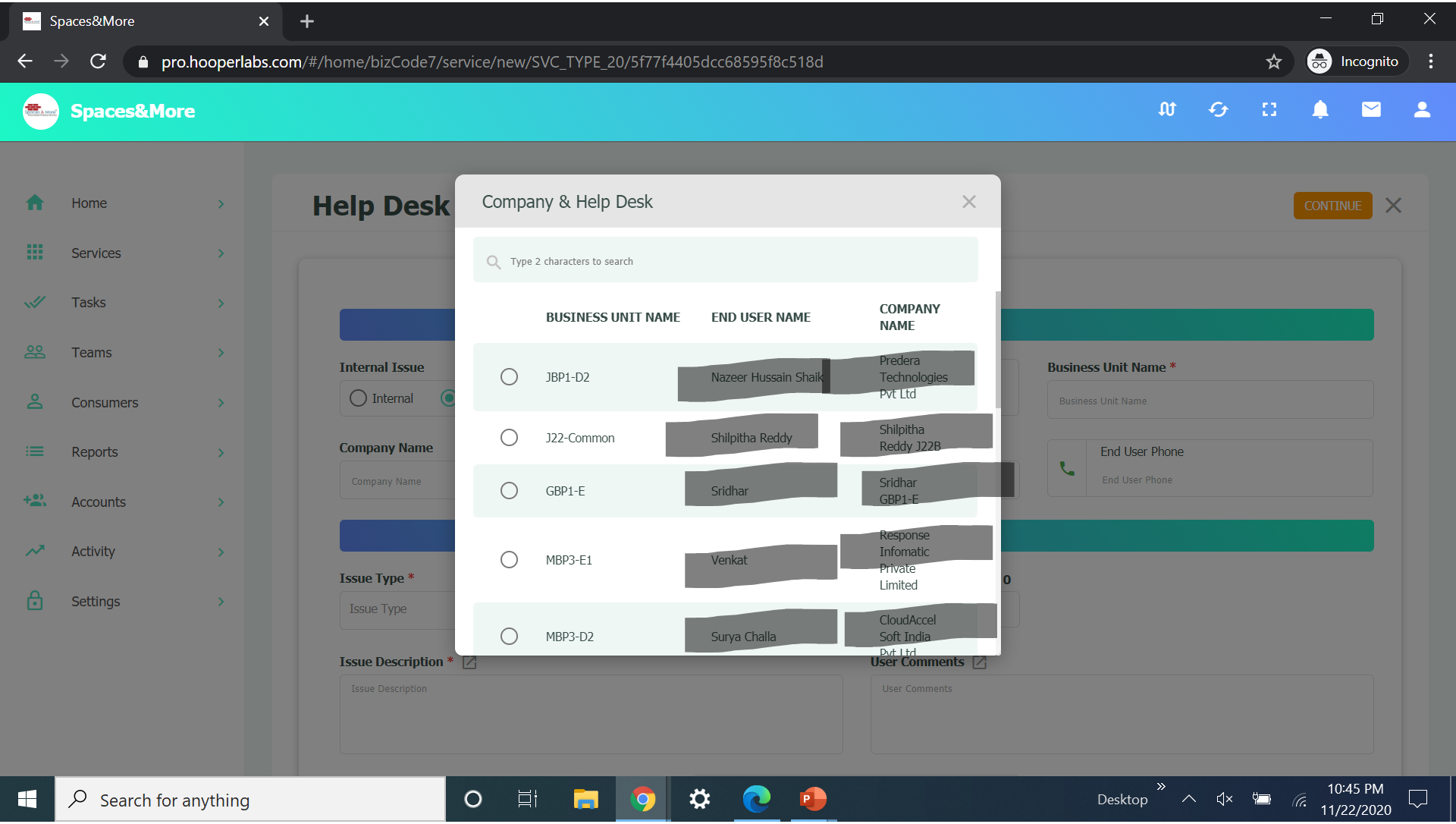
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Settings
Help Desk
CONTINUE
Internal Issue
Internal
Company Name
Company Name
Business Unit Name *
Business Unit Name
End User Phone
End User Phone
Issue Type *
Issue Type
Issue Description *
Issue Description
User Comments *
User Comments
Company & Help Desk
Type 2 characters to search
BUSINESS UNIT NAME
END USER NAME
COMPANY NAME
JBP1-D2
Nazeer Hussain Shaik
Predera Technologies Pvt Ltd
J22-Common
Shilpitha Reddy
Shilpitha Reddy J22B
GBP1-E
Sridhar
Sridhar GBP1-E
MBP3-E1
Venkat
Response Infomatic Private Limited
MBP3-D2
Surya Challa
CloudAccel Soft India Pvt Ltd
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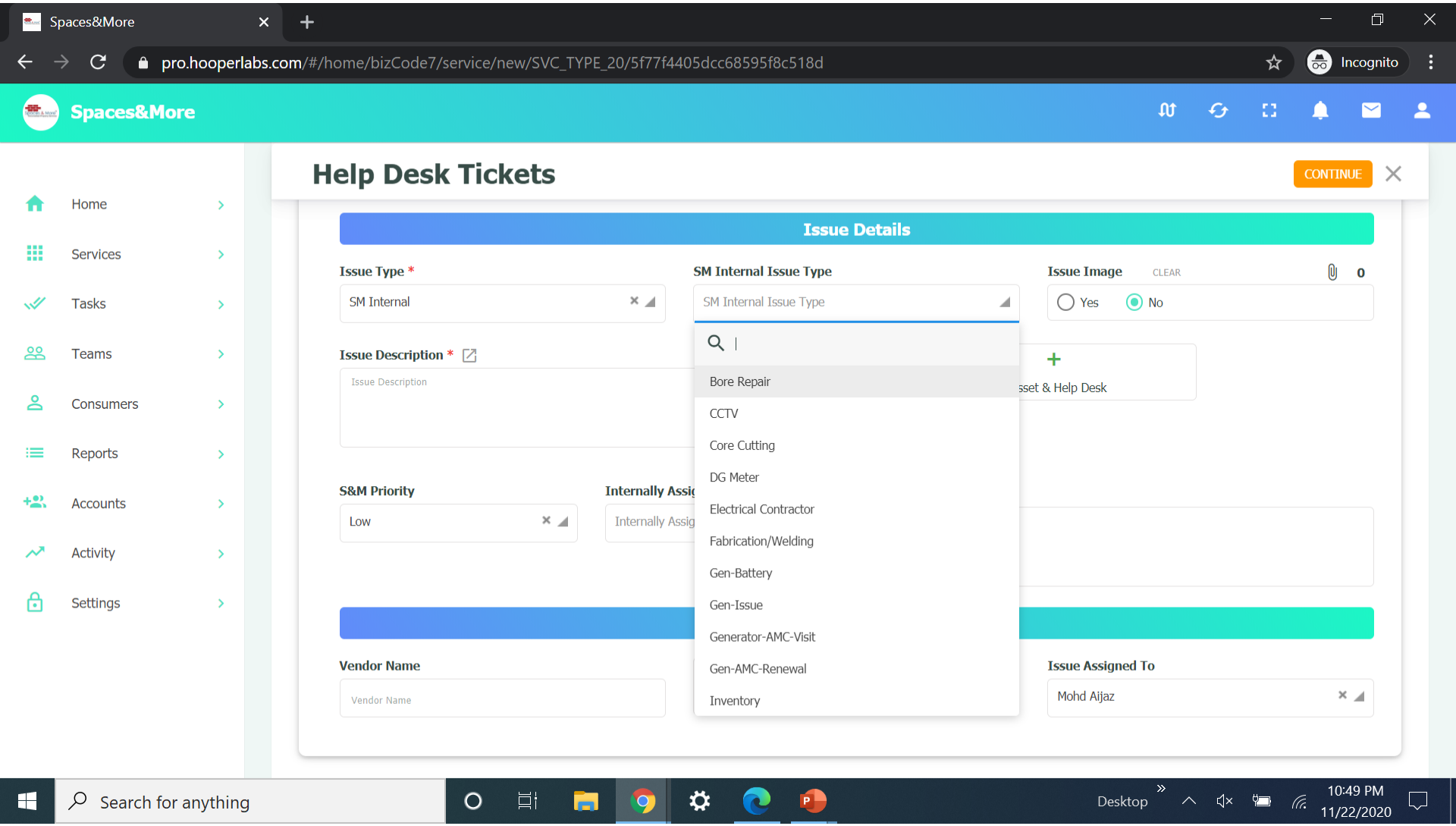
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Consumers
Reports
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Activity
Settings
Help Desk Tickets
CONTINUE
Issue Details
Issue Type *
SM Internal
SM Internal Issue Type
Issue Image
CLEAR
0
Yes
No
Issue Description *
Issue Description
Bore Repair
CCTV
Core Cutting
DG Meter
Electrical Contractor
Fabrication/Welding
Gen-Battery
Gen-Issue
Generator-AMC-Visit
Gen-AMC-Renewal
Inventory
S&M Priority
Low
Vendor Name
Vendor Name
Issue Assigned To
Mohd Aijaz
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10:49 PM
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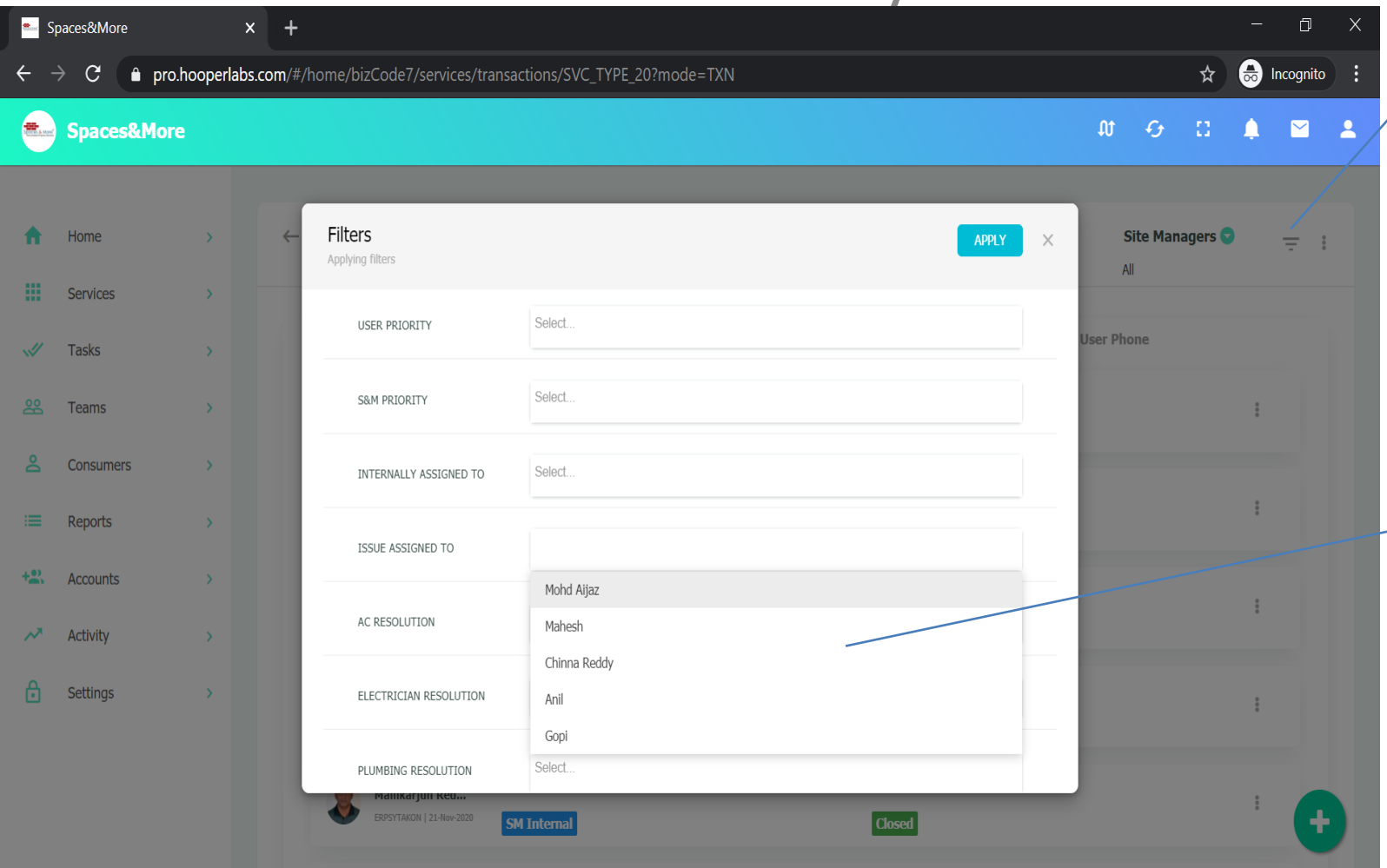
- Select Issue Type – Some Issues like AC will need AC Issue Type to be selected
- For SM type of issues like Generator or Lift select SM Internal
- Issue Image will allow users to attach an image for the Issue.
- Issue Description – Enter details of the Issue.
- Click on Asset & Help Desk to select the Asset which this Issue is for. Like AC, Chairs, Generator.

- S&M Priority – Default is Low. Only when an office cannot be used (Office shutdown) is when HIGH priority should be used.
- Internally Assigned- You can internally assign the Issue to Electrician, Plumber, AC technician and also enter comments for Internally Assigned
- Based on Asset Selected, Vendor name & phone for the Asset are displayed.
- Issue is assigned to the specific Site Manager
- Click on Continue & Submit at the bottom of the screen

- You can see all Issues for all Business Parks except for Property Management buildings.
- Click on Filter to filter your Issues



Click here to Filter records

Click on Your name

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- Accounts
- Activity
- Settings

Help Desk Tickets

UPDATE

Washrooms need Water proofing work

Asset & Help Desk

Issue Resolution Details

Issue Status

Assigned

S&M Priority

Medium

Estimated Completion Date

22-November-2020

Amount To Be Paid By CLEAR

S&M | Add To Maintenance | Client-Directly

Internally Assigned To

Internally Assigned To

Internal Comments

Dattu is doing work

SM Comments

SM Comments

Asset/Vendor Information Section

Vendor Name

Vendor Name

Vendor Phone

Vendor Phone

Issue ID

S&M-15-ISSUE

Search for anything

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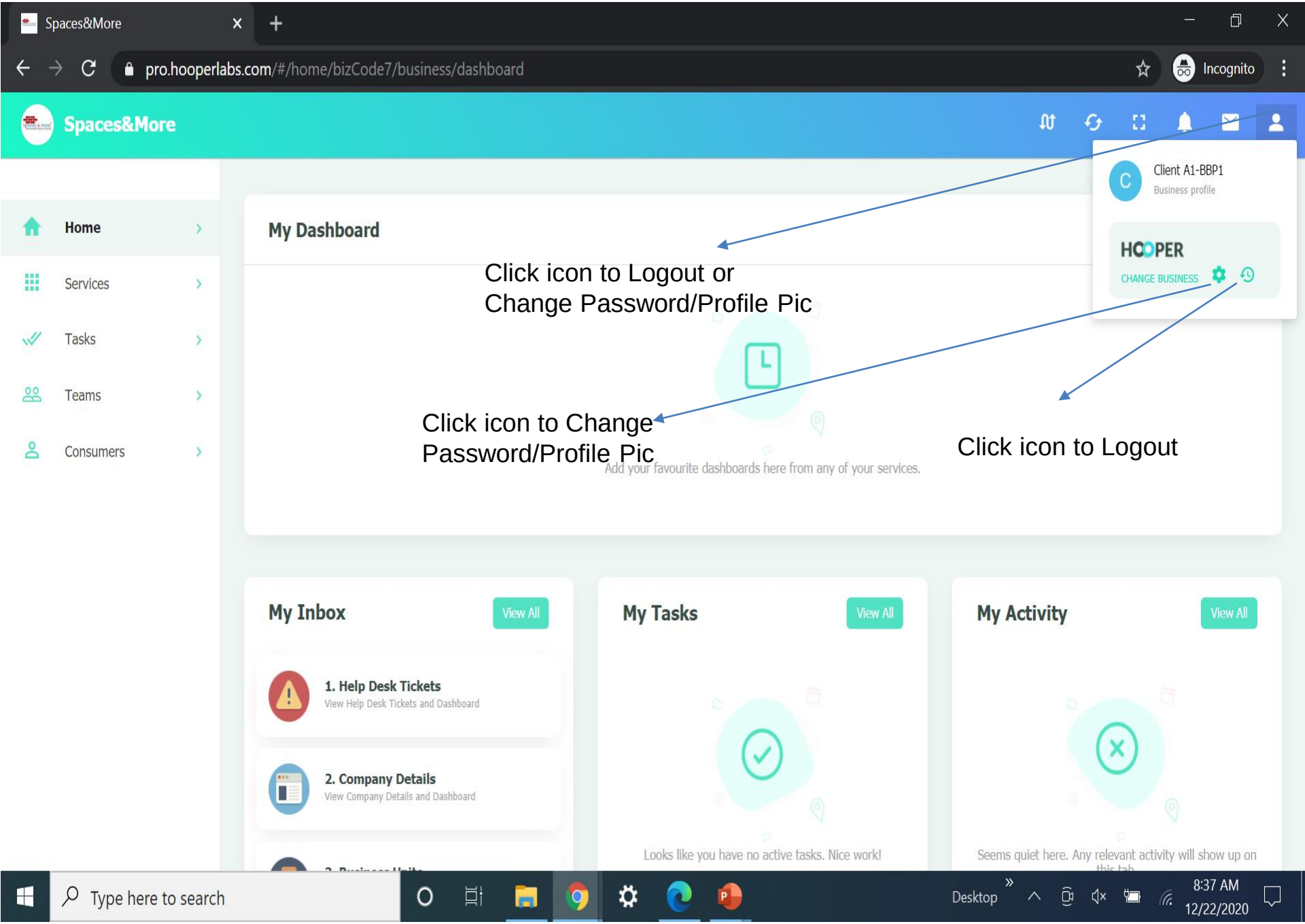
- Issue Status – As soon as you get a SMS that an issue is assigned then change the status to Acknowledged
- Visit the office site and validate the User Priority. If the priority is not correct then change in S&M Priority – Default is Low. Only when an office cannot be used (Office shutdown) is when HIGH priority should be used.
- Amount to be paid should be selected. If ATM or Client Directly then you need to attach an image of the client approval
- SM Comments – You can enter SM comments and also update the estimated completion date

- When the actual work is being done then change the Issue Status to Work In Progress
- Once the work is completed then the Issue Status has to be changed to Closed.
- If the work is not completed according to the Client then they will need to open a new ticket or discuss with Site Manager or Ops Manager.
- Client will get an SMS/Email when the Issue Status is in Work In Progress and when Issue is Completed.
- If Issue needs to be Cancelled or put on Hold then Reason has to entered.
- Client will get an SMS/Email when Issue Status is Cancelled or put on Hold along with the reason.

- To Logout of the System or to change password or to change your Profile picture, please click on the icon (person icon) on the top right.
- It will give you a link to “Settings” and “Logout”
- The Settings link will give you an option ton Change Password or to change your Profile Picture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Click icon to Logout or
Change Password/Profile Pic
Click icon to Change
Password/Profile Pic
Click icon to Logout
Add your favourite dashboards here from any of your services.
My Inbox
View All
1. Help Desk Tickets
View Help Desk Tickets and Dashboard
2. Company Details
View Company Details and Dashboard
My Tasks
View All
Looks like you have no active tasks. Nice work!
My Activity
View All
Seems quiet here. Any relevant activity will show up on
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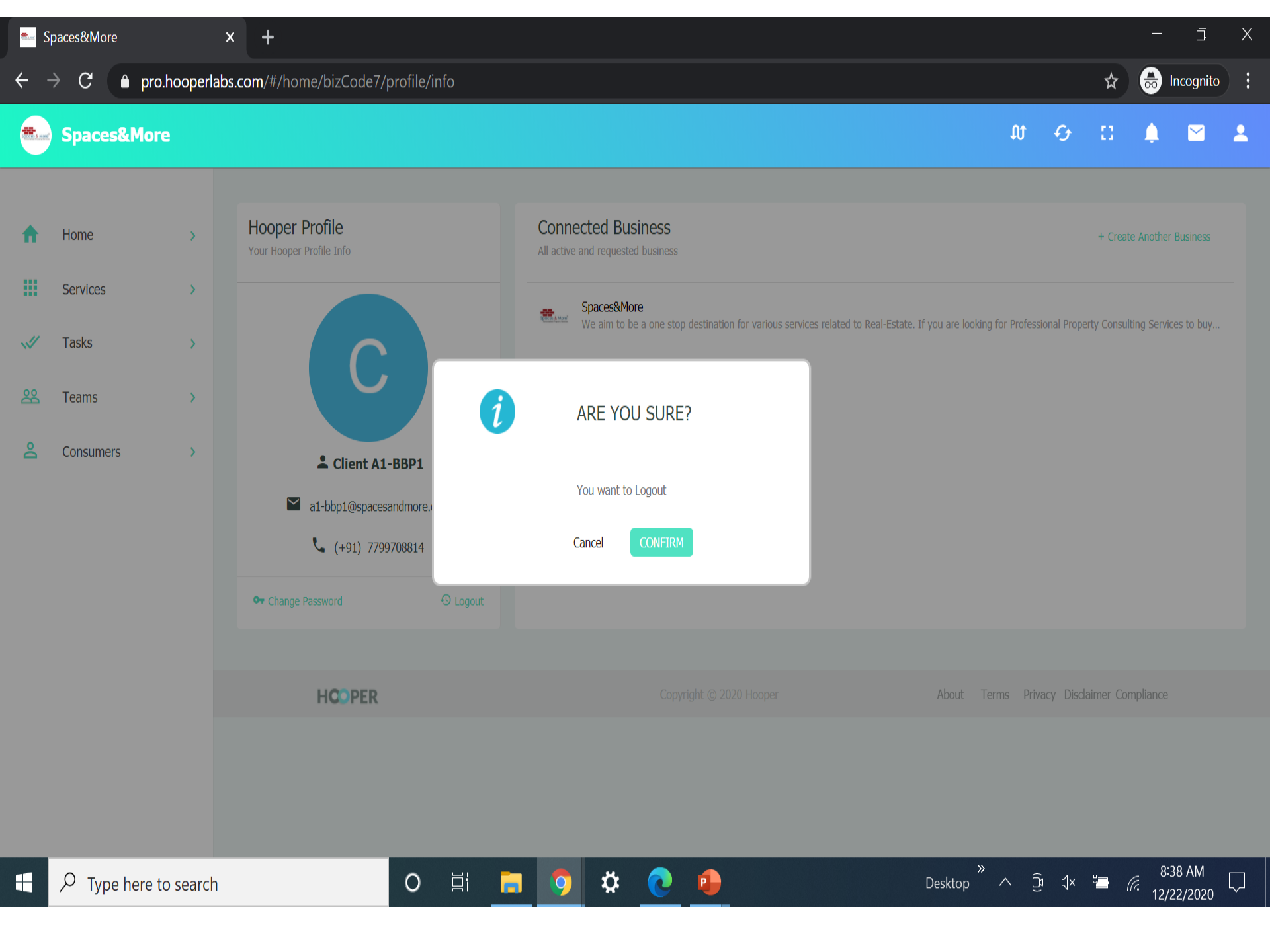
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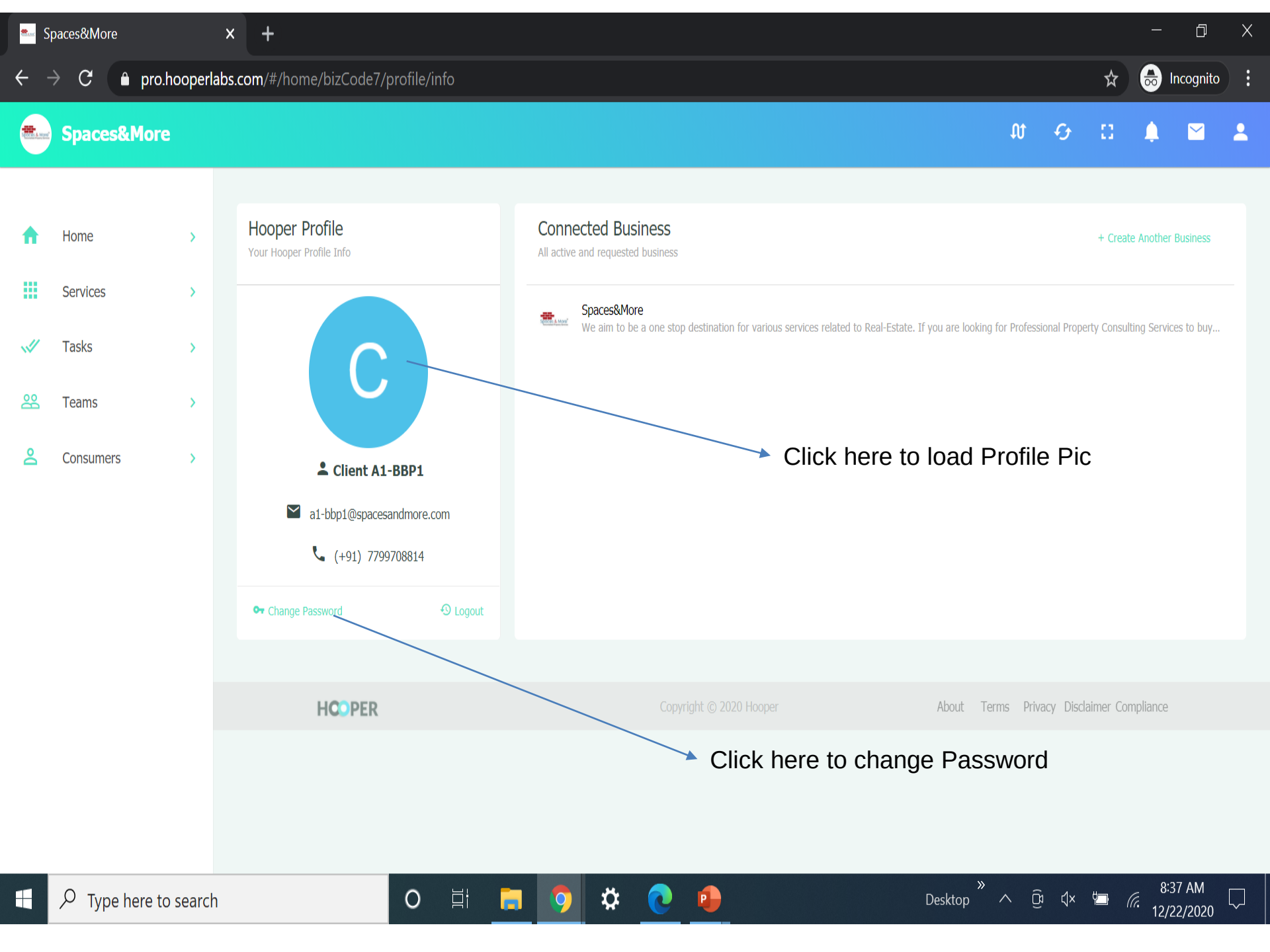
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Thank You

- New Help Desk System can be accessed from our website http://www.spacesandmore.com similar to how you have been using with our existing system.
- The Help Desk App can be downloaded on your phone from Play store for Android or Apple Store. Please search for HooperPro
- If you have any questions, please feel free to contact Operations Manager Mallikarjun Reddy @ 7799708817