

Customer Hub

The Customer Hub is a single point of access for customers to interact with all Spatial Services staff and supports our drive to deliver improved customer services.

The Customer Hub is designed to better facilitate, track, manage and streamline customer requests. Once a request is submitted through the Customer Hub, a ticket is raised, and customers will be able to monitor and track the status of their request as it is processed.

Customers create a free account which they access with a username and password. Through their account, customers can:

- view real-time status updates on requests
- view a complete record of requests from lodgement through assessment to decision
- access all request documentation and correspondence
- correspond with DCS Spatial Services.

System requirements

To use the Customer Hub, customers need a:

- computer, not a mobile phone or IPAD
- internet connection
- commonly used and recent web browser (for example Chrome, Firefox, Safari, or the latest version of Microsoft Edge). Internet Explorer is not supported.
- email address.

Customers will not be able to access the Customer Hub if they are using older versions of browsing software, for example Microsoft Edge.

Getting help using the Customer Hub

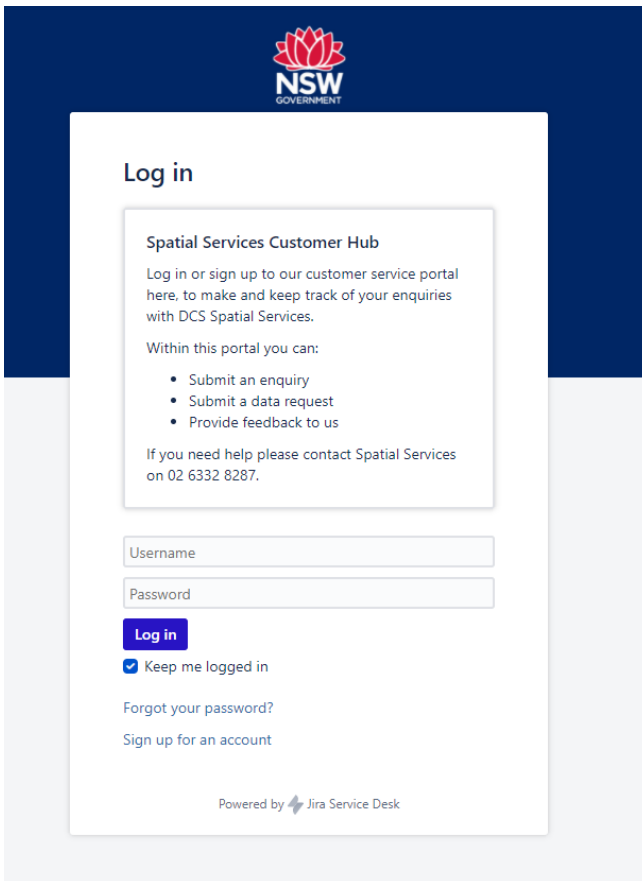
Call +61 2 6332 8200 8.30am- 4.30pm Monday to Friday.

Create an account/log in

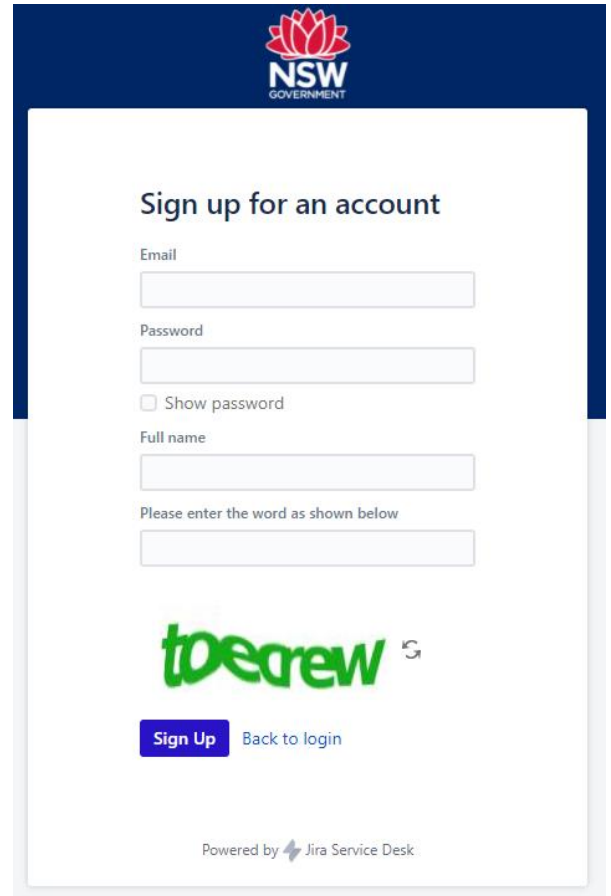
To use the Customer Hub, customers first create an account here:

<https://customerhub.spatial.nsw.gov.au/servicedesk/customer/portals>

An account is based on an individual's email address. Account set up is instantaneous. The customer will receive an email confirming their account is set up and listing their username which is their email address.



The screenshot shows the 'Log in' page of the Spatial Services Customer Hub. At the top is the NSW Government logo. Below it, the heading 'Log in' is displayed. A central box contains the following text: 'Spatial Services Customer Hub', 'Log in or sign up to our customer service portal here, to make and keep track of your enquiries with DCS Spatial Services.', 'Within this portal you can:', a bulleted list with items 'Submit an enquiry', 'Submit a data request', and 'Provide feedback to us', and 'If you need help please contact Spatial Services on 02 6332 8287.' Below this box are input fields for 'Username' and 'Password', a blue 'Log in' button, a checked checkbox for 'Keep me logged in', and links for 'Forgot your password?' and 'Sign up for an account'. At the bottom, it says 'Powered by Jira Service Desk'.



The screenshot shows the 'Sign up for an account' page of the Spatial Services Customer Hub. At the top is the NSW Government logo. Below it, the heading 'Sign up for an account' is displayed. The form includes input fields for 'Email', 'Password', and 'Full name'. There is a checkbox for 'Show password' and a CAPTCHA field with the instruction 'Please enter the word as shown below' and the word 'toecrew' in a stylized green font. Below the CAPTCHA is a blue 'Sign Up' button and a link for 'Back to login'. At the bottom, it says 'Powered by Jira Service Desk'.

Sharing requests in an organisation

An organisation can request DCS Spatial Services to allow specific employees within the organisation to share access to requests by submitting an enquiry as below.


The Spatial Collaboration Portal
 The Spatial Collaboration Portal provides a secure platform to facilitate the delivery of NSW spatial datasets. The Portal allows local, state, and federal agencies to deliver spatial data, asset management and visualisation services, and enables the search and discovery of datasets for all NSW citizens.

Spatial Services Customer ...
Enquiries and data


Welcome! Please select from the following options to contact us

What do you need help with?


 Search help

 **Make an enquiry**
 Submit a general enquiry. For example, availability of products and services and how to access them and technical or support issues.


Here is an example of an enquiry that would need to be submitted. Bob Smith has recently joined Albury City Council and has created a Customer Hub account (refer to page 2). Daniel Sanese is Bob's Manager and would like to allow him access to their requests so has submitted this enquiry to the team to set up the sharing arrangement. Daniel would receive confirmation once this is created and the team would then verify this request before advising Daniel and Bob of the outcome.

 Spatial Services Customer ... / Enquiries and data
Make an enquiry

Raise this request on behalf of

 Daniel Sanese

Organisation - if your organisation is not listed please select "other" and provide in the following field

 Albury City Council ✕ 🔍

Organisation - please enter N/A if a member of the public (optional)

Job title (optional)

Phone - please enter your 10-digit phone number (e.g. 0263319876)

Summarise your enquiry. For example, How do I access Administrative Boundaries?


Description - please include further details or a description of what the enquiry relates to

Hi team,

Bob Smith has recently joined Albury City Council and has created a Customer Hub account. Can you please allow him access to the Albury City Council requests. You may contact me on my email or phone if required.

Thank you
 Daniel Sanese
 daniel.sanese@customerservice.nsw.gov.au

Attachment (optional)

 Drag and drop files, paste screenshots, or
 browse

Create Cancel

Once set up in the Customer Hub, the employee can see and work on requests:

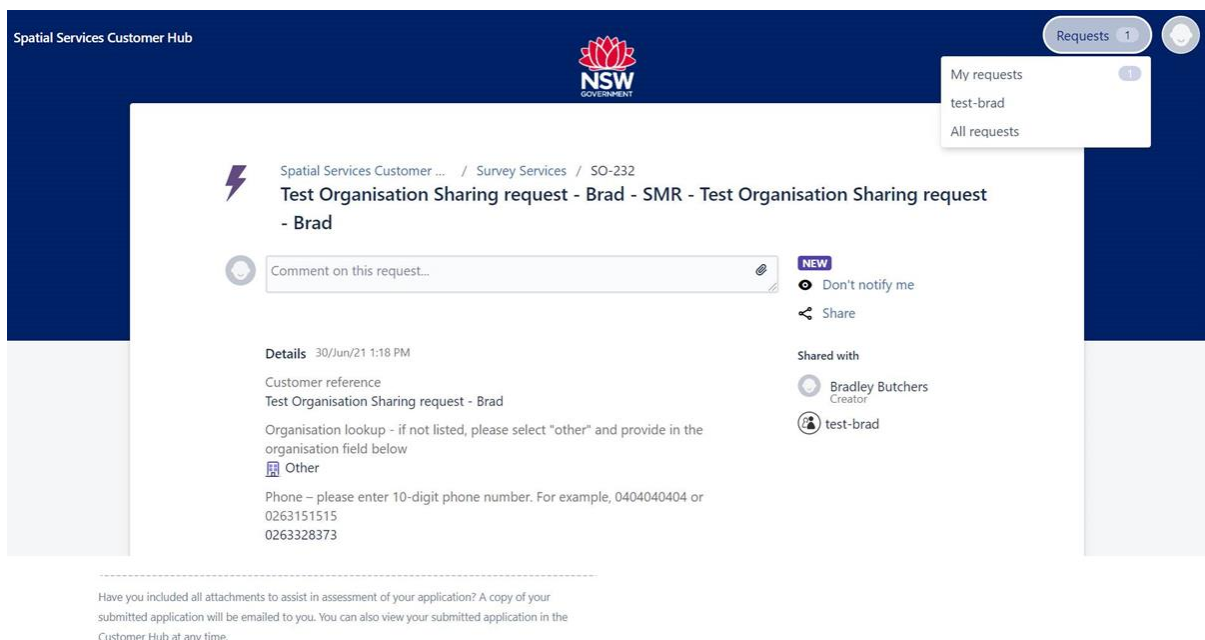
- they have submitted
- requests submitted by other employees within the same organisation.

Sharing functionality does not extend to anyone who is not a member of the organisation – for example a contractor who is working on a project for a short time.

Organisations are responsible for reviewing the membership of their sharing arrangement at least every six months. This is necessary to ensure confidentiality over the organisation's requests which can sometimes include commercial in confidence information. For example, if an employee leaves the organisation, the organisation is responsible for removing that person from the sharing arrangement. Refer to 'Removing a user from an organisation's sharing arrangement' below for the process to follow.

All customers in the sharing arrangement will receive notifications whenever a change is made to any request. Within the Customer Hub a user can choose to turn notifications off for individual requests.

The example below shows the customer can choose to view their own requests or those submitted for the organisation 'test-brad'.



The screenshot displays the 'Spatial Services Customer Hub' interface. At the top, there is a navigation bar with the NSW Government logo and a 'Requests 1' notification. The main content area shows a request titled 'Test Organisation Sharing request - Brad - SMR - Test Organisation Sharing request - Brad'. Below the title is a comment box and a 'NEW' badge. To the right, there are options for 'Don't notify me' and 'Share'. The 'Shared with' section lists 'Bradley Butchers (Creator)' and 'test-brad'. The 'Details' section includes the date '30/Jun/21 1:18 PM', the customer reference 'Test Organisation Sharing request - Brad', and a note about organisation lookup. A phone number field is also present with the value '0263151515' and '0263328373'. At the bottom, there is a note about attachments: 'Have you included all attachments to assist in assessment of your application? A copy of your submitted application will be emailed to you. You can also view your submitted application in the Customer Hub at any time.'

Under the organisation sharing arrangement, requests submitted by the customer will be set to 'Private request' by default. At the time of lodging a request, the customer can elect not to share the individual request as shown below.

DCS Spatial Services Customer Hub

Have you included all attachments to assist in assessment of your application? A copy of your submitted application will be emailed to you. You can also view your submitted application in the Customer Hub at any time.

 Private request 

Private request

Share with test-brad

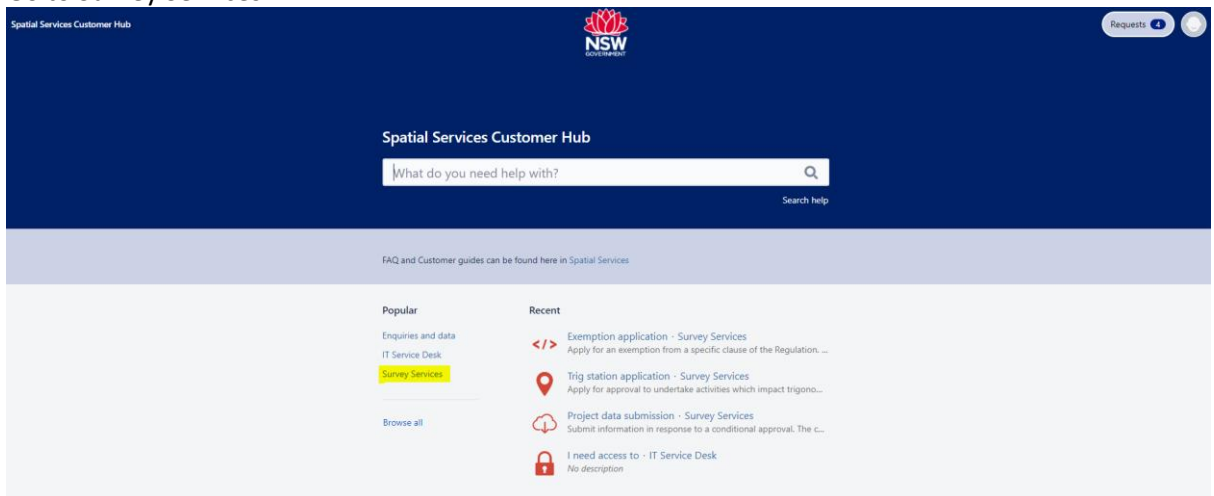
Private request

Powered by  Jira Service Desk

Removing a user from an organisation's sharing arrangement

Once a customer has left an organisation, the organisation is responsible for removing this user from the organisation's sharing arrangement. These are the steps to follow.

1. Go to Survey Services.



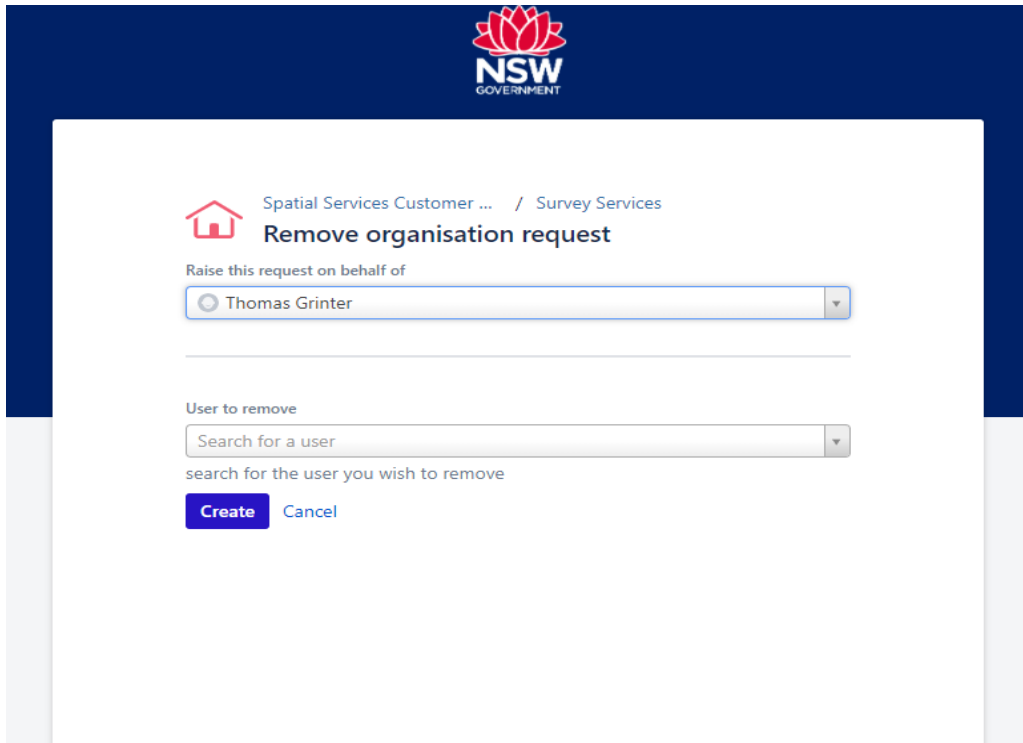
2. Select Remove organisation request.



[Remove organisation request](#)

Submit a request to remove a user from your organisation's sharing arrangement

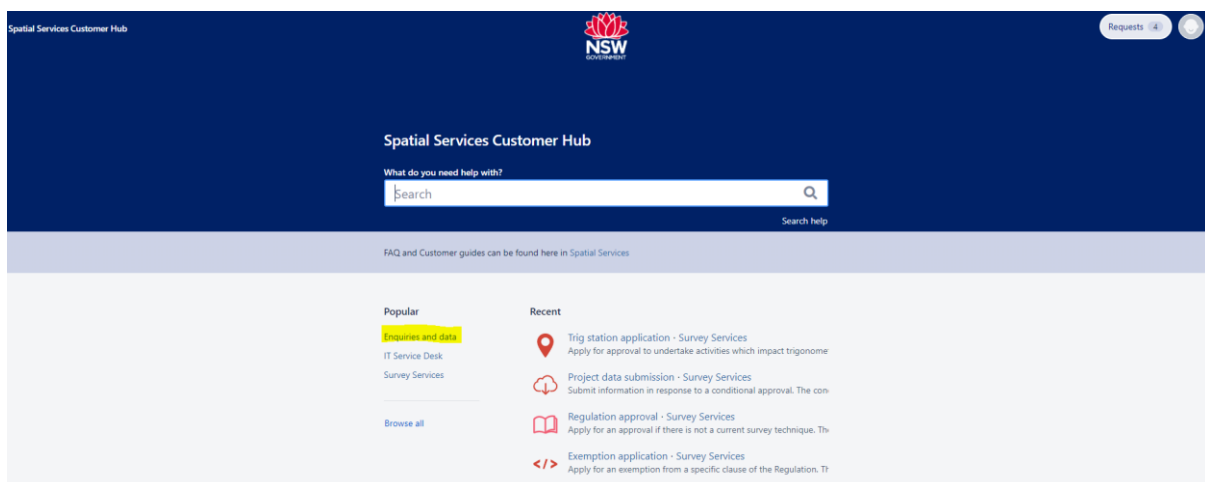
3. Search and then select the user you would like to remove. Then select create. This user is then automatically removed from the sharing arrangement.



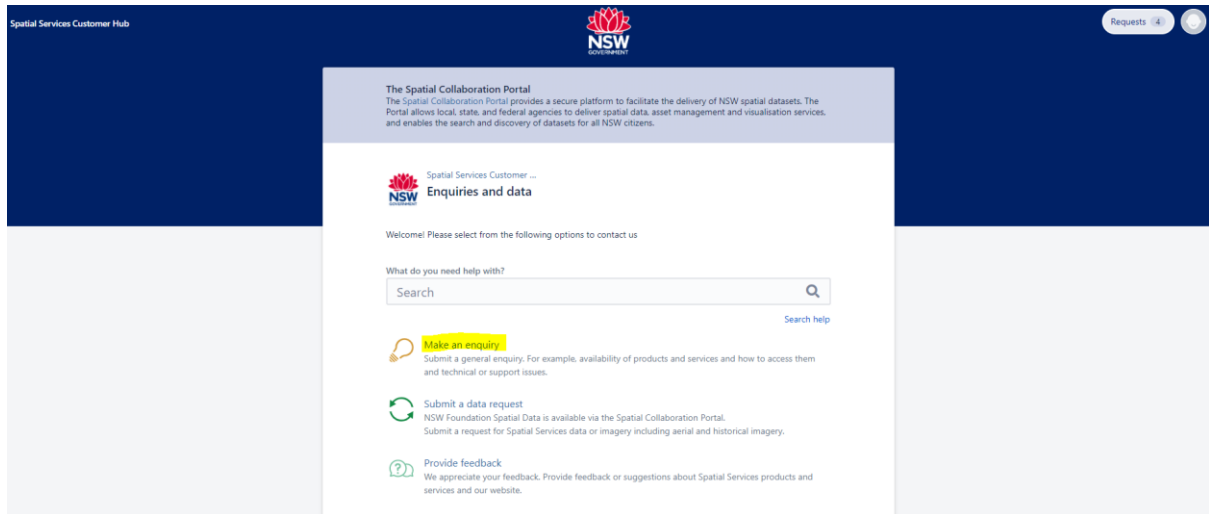
Reassigning a request/s

If a customer would like to reassign a request/s to another staff member within the organisation (i.e. a customer has left your organisation and then need to reassign their request/s), please follow the process below. Please note this process would need to be followed after you have followed the above process 'Removing a user from an organisation's sharing arrangement'.


1. Go to Enquiries and data.



2. Go to Make an enquiry.



- Complete the fields below and create the request. Include specific details including the names of the new and previous staff members and the request/s you would like reassigned. The Spatial Services team will then action this request and reach out to you for any clarifications etc. The new staff member will then be allocated and receive email notification of the change. It is important that the new staff member has created a Customer Hub account (see page 2 above).


Spatial Services Customer ... / Enquiries and data

Make an enquiry

Raise this request on behalf of

○ Daniel Sanese

Organisation - if your organisation is not listed please select "other" and provide in the following field

Organisation - please enter N/A if a member of the public (optional)


Job title (optional)

Phone - please enter your 10-digit phone number (e.g. 0263319876)

Summarise your enquiry. For example, How do I access Administrative Boundaries?

Description - please include further details or a description of what the enquiry relates to

Attachment (optional)

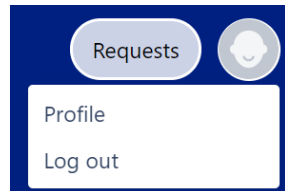
 Drag and drop files, paste screenshots, or browse

Create

Cancel

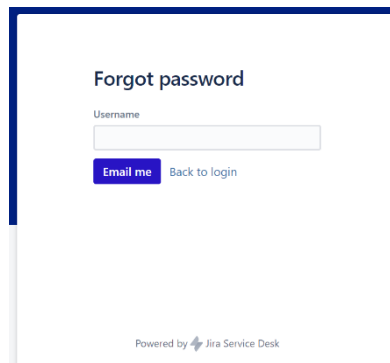
Log out

Customers can logout from any screen by clicking on the round circle at the top right of the screen and selecting Log out.



Forgot password

Customers can reset their password by accessing the login page and clicking on the 'Forgot your password' link. The customer will be taken to the screen shown below. The customer enters their Username which is their email address and clicks on Email me. The customer will receive an email with a link in it. The customer clicks on that link to create a new password.



Create avatar (image)

Customers may wish to personalise their account with an image visible both to themselves and DCS Spatial Services. Customers click on the round circle at the top right of the screen and then select Profile. Once in their Profile customers select Edit your profile, and then Change avatar. Customers may drag/drop or upload an image and click on save.



Spatial Services Customer ...

Pretty Parrot

Log in with

pretty.parrot@outlook.com

Edit your profile

Avatar



Change avatar

Name

Send notifications to

pretty.parrot@outlook.com

Preferences

Language

Time zone

Save

Cancel

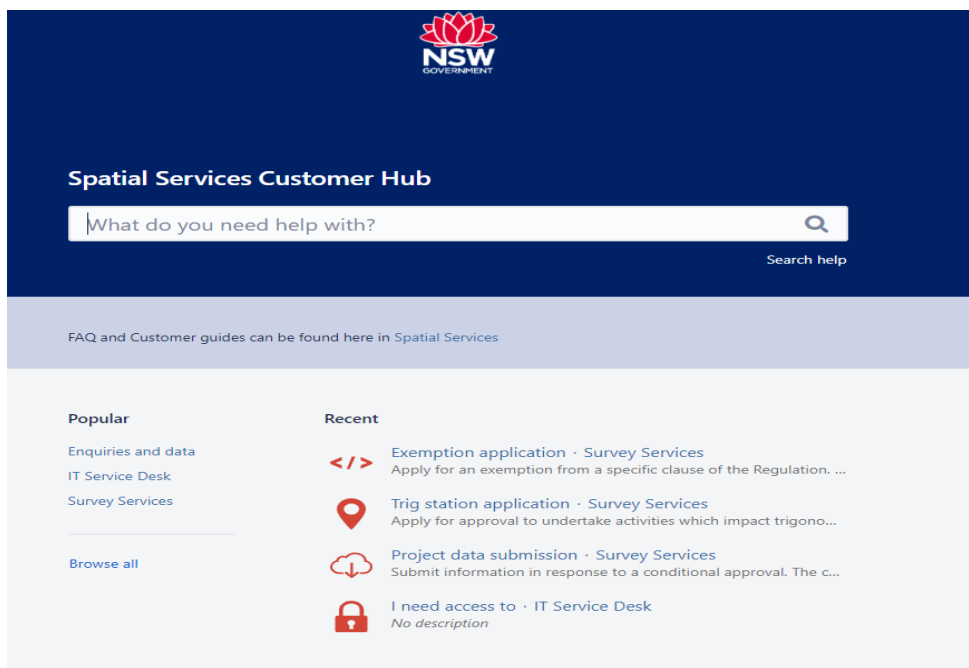
Options

[Edit your profile](#)

[Change password](#)

Survey Services

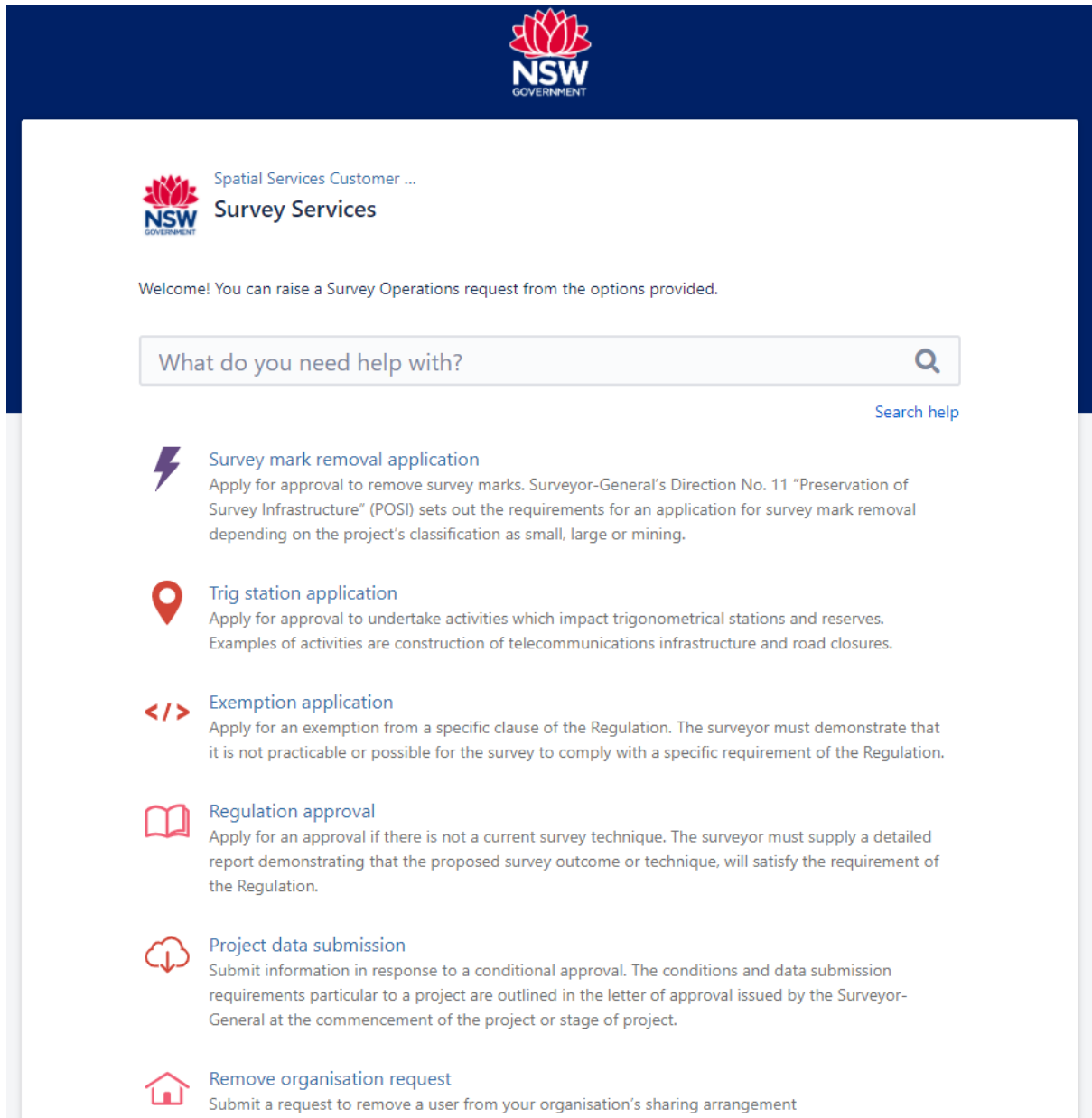
Once a survey customer logs into the Customer Hub, they arrive at the home page. If the customer has recently used a form, the Customer Hub will offer that form on the home page. To see all the Surveying online forms, select Survey Services. Do not select “Enquiries and data” as this option is for non-surveying related enquiries, data requests and feedback.



Survey online forms

After selecting Survey Services on the home page, the customer reaches the Survey online forms as shown below.

Survey online forms previously on the DCS Spatial Services website are now only accessible in the Customer Hub. Forms include lookup tables, dropdown boxes and error messages to guide form completion.



The screenshot shows the Survey Services Customer Hub interface. At the top, there is a dark blue header with the NSW Government logo. Below the header, the page title is "Spatial Services Customer ... Survey Services". A welcome message reads: "Welcome! You can raise a Survey Operations request from the options provided." Below this is a search bar with the placeholder text "What do you need help with?" and a magnifying glass icon. To the right of the search bar is a "Search help" link. The main content area lists seven survey-related services, each with an icon and a brief description:

- Survey mark removal application** (lightning bolt icon): Apply for approval to remove survey marks. Surveyor-General's Direction No. 11 "Preservation of Survey Infrastructure" (POSI) sets out the requirements for an application for survey mark removal depending on the project's classification as small, large or mining.
- Trig station application** (location pin icon): Apply for approval to undertake activities which impact trigonometrical stations and reserves. Examples of activities are construction of telecommunications infrastructure and road closures.
- Exemption application** (code icon): Apply for an exemption from a specific clause of the Regulation. The surveyor must demonstrate that it is not practicable or possible for the survey to comply with a specific requirement of the Regulation.
- Regulation approval** (book icon): Apply for an approval if there is not a current survey technique. The surveyor must supply a detailed report demonstrating that the proposed survey outcome or technique, will satisfy the requirement of the Regulation.
- Project data submission** (cloud with arrow icon): Submit information in response to a conditional approval. The conditions and data submission requirements particular to a project are outlined in the letter of approval issued by the Surveyor-General at the commencement of the project or stage of project.
- Remove organisation request** (house icon): Submit a request to remove a user from your organisation's sharing arrangement.

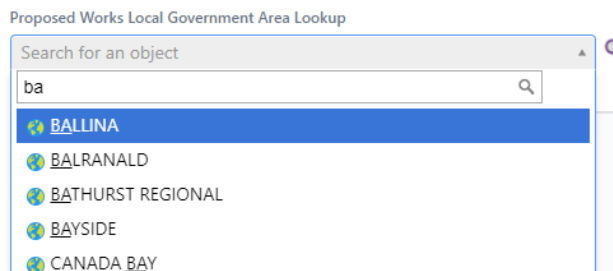
Online forms - lookup tables

Customers can search lookup tables by:

- typing in the first letter of the organisation/LGA etc. or
- using the down arrow to the right of the lookup table to scroll through the options.

Important to note that the optional organisation field is for an organisation that is not in the drop-down list.

There is also a magnifying glass search option to the right of the drop down box, however it does not provide any additional searching functionality.



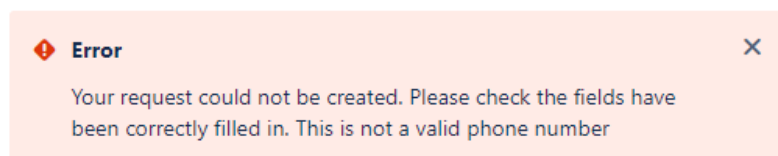
If the drop-down lists do not appear on a DCS Spatial Services Customer Hub form, you will need to refresh your browser by using Ctrl + F5 (or Command + Shift + R if you are using a Mac), then close and re-open the page. The drop-down options should then be available.

If refreshing your browser does not resolve the issue, please try another browser. The preferred browser for using the DCS Spatial Services Customer Hub is Google Chrome, Firefox, Safari and the latest version of Microsoft Edge are also supported. Internet Explorer is not supported by the DCS Spatial Services Customer Hub.

Online forms – error messages

Error messages assist customers to accurately complete online forms, which in turn enables prompt assessment by the DCS Spatial Services team. Error messages will appear if:

- mandatory fields are not completed. Fields are mandatory, unless identified on the form as *(optional)*. A red error message appears next to the mandatory field where information needs to be entered.
- fields have not been entered correctly. An error message appears at the top of the form explaining the correction required.
- important to note that automatically scrolling to the error message won't occur, so it is important you complete all mandatory fields.



Lodgement confirmation

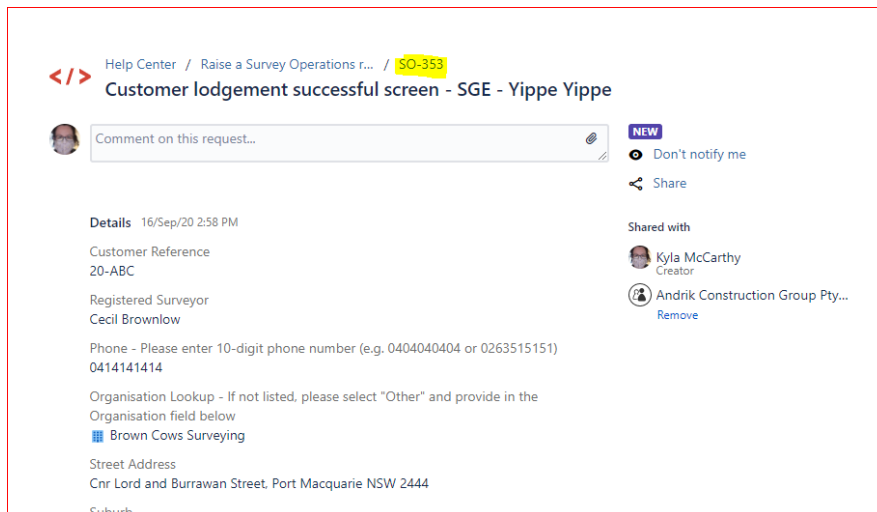
When a request has lodged successfully, a screen will appear showing the completed request (example below). Notice in the top line, a SO number has appeared, this is the unique number allocated to the request.

A copy of the completed request is also:

- emailed to the customer
- saved in the Customer's account in the Customer Hub.

Customers may:

- complete another request or view all their requests by clicking on Raise a Survey Operations request
- exit the portal completely by simply closing the window.



Customers cannot reply to emails

Customers cannot reply to email notifications. Instead, customers log into the Customer Hub, select the relevant request, and reply by adding a comment/questions or attachment.

If the customer replies to the email they will receive the following error message. Unfortunately, this message cannot be modified. DCS Spatial Services is working on a solution whereby customers can reply to emails they receive.

DCS Spatial Services Customer Hub

From: Microsoft Outlook <MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@nswgov.onmicrosoft.com>
Sent: Friday, 20 November 2020 9:37 AM
To: Kyla McCarthy
Subject: Undeliverable: RE: [JIRA] Spatial Services - # SO-16:Road closure - SGT - Krawarree - edited



Your message to ss-jira-uat@customerservice.nsw.gov.au couldn't be delivered.

[ss-jira-uat](mailto:ss-jira-uat@customerservice.nsw.gov.au) wasn't found at
customerservice.nsw.gov.au.

Kyla.McCarthy2	Office 365	ss-jira-uat
Action Required		Recipient
Unknown To address		

How to Fix It

The address may be misspelled or may not exist. Try one or more of the following:

- Send the message again following these steps: In Outlook, open this non-delivery report (NDR) and choose **Send Again** from the Report ribbon. In Outlook on the web, select this NDR, then select the link **"To send this message again, click here."** Then delete and retype the entire recipient address. If prompted with an Auto-Complete List suggestion don't select it. After typing the complete address, click **Send**.
- Contact the recipient (by phone, for example) to check that the address exists and is correct.
- The recipient may have set up email forwarding to an incorrect address. Ask them to check that any forwarding they've set up is

Commenting or adding information

Customers can't reply to email notifications. Instead, customers log into the Customer Hub to communicate with DCS Spatial Services.

Customers comment on a request by typing in the "Comment on this request." box. A customer may comment if they are providing an explanation, providing an update, asking a question or withdrawing the request. Documents can be added to the comment. Please note when adding or attaching files they need to be stored locally to enable drag and drop.

Any communication from DCS Spatial Services in relation to a request (including emails) can be viewed by the customer in the Customer Hub at any time.

When the customer is ready to submit the comment/additional information to DCS Spatial Services, they click on the Add button.

</> Exemption sought to not use an extra verifying mark - SGE - Lawson



Hi Spatial Services, attached is the additional information that you requested

IN REVIEW

Don't notify me




Additional submissi...

Add Cancel

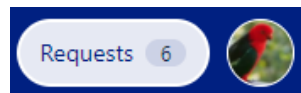
Drag and drop files, paste screenshots, or browse

Shared with

 Pretty Parrot Creator

View requests




Customers can view their requests from any page by clicking on the Requests button in the top right-hand corner of the page.



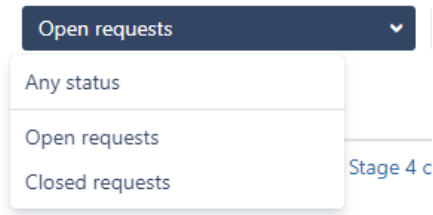
The requests screen allows customers to track the status of requests, provide comments for the Survey team to address and share the request with other customers. The image below left shows a customer has four open requests:

- SO-299 is a Survey Mark Removal (SMR) request with status of IN REVIEW
- SO-315 is a Regulation Approval (SGA) request with status of IN REVIEW
- SO-353 is an Exemption (SGE) request with status of NEW
- SO-350 is a Project Data Submission (PDS) request with status of NEW.

Requests

Type	Reference	Summary	Service desk	Status
	SO-299	Test 4 September - Error message 1 - SMR - Bowral	Raise a Survey Operations request	IN REVIEW
	SO-315	Test 4 September - Customer selects Other from Lookup table - SGA - Port Macquarie	Raise a Survey Operations request	IN REVIEW
</>	SO-353	Customer lodgement successful screen - SGE - Yippe Yippe	Raise a Survey Operations request	NEW
	SO-350	Project Data Submission - Mid Western Highway Upgrade - PDS - SO-252	Raise a Survey Operations request	NEW

The customer selects from the drop-down box to view requests which are open, closed, or requests of any status to see all requests.



Customers can also access your requests via the hyperlink in the email/s you receive as below.



[Accessibility](#) | [Privacy](#) | [Disclaimer](#) | [Copyright](#) | [Right to information](#) | [Contact Us](#)
 Copyright © Spatial Services 2020

Request status

Customers could see any of the following status next to a request

Status	DCS Spatial Services action
New	Request has been received
Invalid	Request has been terminated e.g. was an accidental submission
In Review	Request is being reviewed
Pending Customer	Request review is paused while waiting for information from the customer
Abandoned	Request terminated at customer request
Approved	Request has been approved
Rejected	Request has been rejected
Appeal Request	Request appeal is being considered

Notifications

Each request has notifications turned on. This means the customer will receive an email notification when DCS Spatial Services:

- seeks additional information from the customer or
- approves/not approves a request.

To avoid missing important emails, customers should not select the Don't notify me option.



Comment on this request...



IN REVIEW

Don't notify me

Share

Download a document

Customers cannot export a request; however customers receive:

- an email with a copy of their initial request lodgement and
- further emails each time an update is made to the request.

Customers can download individual attachments from a request. To do this, Customers hover over the attachment/document name, right click and select Save Link As, and select the location to save the document in. The document will download in PDF.



Pretty Parrot 18/Sep/20 10:51 AM **LATEST**

Additional submission.docx (18 kB)