

# CPAD New User Interface

## What is happening?

The latest version of Concerto, which is the software used to run CPAD, has a fresh look and feel.

All users who access the desktop version of CPAD will see this fresh look once the software version is updated on our live system.

Users of the mobile apps (for helpdesk jobs, orders, water monitoring and questionnaires) have been using the updated look and feel for a while now, so this brings everything inline.

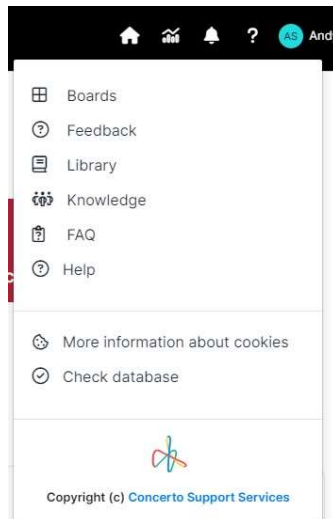
The data in the system and the functionality are broadly **staying the same**. And whilst the benefits of these changes are mostly for accessibility, there are a few additional features which should improve user experience.

The changes are outlined in the following pages. As ever, if you have any queries, email them to [CPAD@manchester.gov.uk](mailto:CPAD@manchester.gov.uk)

## General layout changes

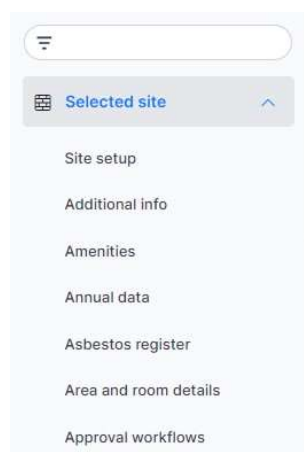
### Top menu

In the top right corner of the page, the menu options have changed to icons and moved to a popup menu to improve the responsive layout of the page – i.e. They will be usable on smaller devices and for accessibility when zoomed in to larger magnifications.



### Main menu

The icons against every option have been removed to improve general clarity as per Accessibility guidelines. The menu also scrolls independently to the main area of the page.



CPAD New User Interface

Colours

The colours have been toned and the main font is now slightly larger. Button and status colours have been specifically selected to pass Accessibility tests.

Helpdesk

CFM Helpdesk 143,883

Security Request 6,229

ID / Access Request 27,920

Furniture Key Request 280

Furniture Request (Repairs and New Installations) 202

Height Adjustable Desk Request 16

ADD A NEW RECORD

RAISE A NEW QUOTE REQUEST

DELETE SELECTED ROWS

PRINT SELECTED JOB TICKETS

DASHBOARD

JOB COSTS AND JOURNALS

CREATE JOBS

New Instruction 4

Change Request 20

Housekeeping Support 3

Facilities Support 5

Awaiting Approval/Acceptance 16

Contract Support 18

New Site Support

Quotes 22

With Supplier - Accepted 200

With Supplier - No Access 1

With Supplier - WIP 176

Extension Requests 2

Complete 1,613

Cancelled 6

Closed 140,580

All records

Resources

Messages 41,496

Search

Advanced Search

There are 4 records.

152550100

Ref	UPRN / Name	Raised	Originator	Status	Call type	Response/Completion Date & Time	Currently with	Assigned to	Latest supplier note	Last Action
<input type="checkbox"/>	Select all in page									
<input type="checkbox"/>	<div>00212883000077137400 - Plymouth Grove Hostel B01-02-017Room 21 lock needs repairing</div>	03 Apr 2024 16:09 Sophie Pinder	Sophie Pinder	New Instruction		Priority E (28 days) 14 May 2024 08:00	Workplace Support Team			Raise Job
<input type="checkbox"/>	<div>00212882000077239711 - Hall Lane Resource CentrePAT Testing for 3 Chapel Road</div>	03 Apr 2024 16:06 Matthew Woods	Matthew Woods	New Instruction		Priority A (4 hours) 04 Apr 2024 12:00	Workplace Support Team			Raise Job

Forms

Main input forms have been refreshed across the system, again this much improves visual accessibility. The forms also have a floating 'X' at the top which allows you to exit a form without scrolling.

Location / Site \*

Plymouth Grove Hostel (000077137400)

Project details

Plymouth Grove Hostel

21, Plymouth Grove, Ardwick, Manchester, Greater Manchester, M13 9LU

Tel : 0161 219 6050

Buy back : Budget, Confidential Waste, FA Monitoring, General Waste, Grounds, Housekeeping, IA Monitoring, Keyholding, On-Site Security, Out of Hours, Pest Control, PPM, Repairs, Sanitary Waste, TAP, Window Cleaning

Site Info →

Project \*

FM Project (000077100756/0004)

Order details

Client or employer \*

Growth and Neighbourhoods

Helpdesk reference

00212883

Originator

Sophie Pinder

Originator email

CPAD@manchester.gov.uk

Originator telephone

01612058129

SAVE

SAVE AND ADD ANOTHER LINE

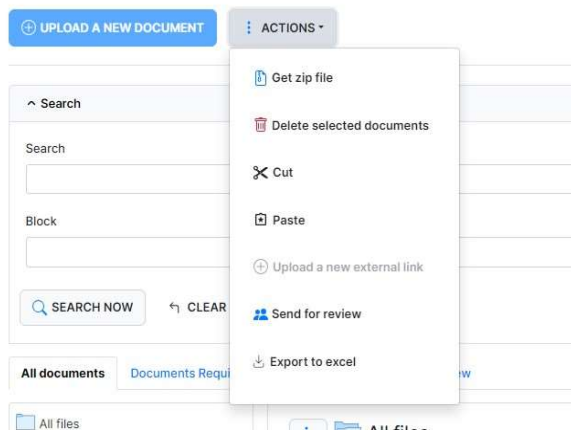
SAVE AND ADD ANOTHER ORDER

CANCEL

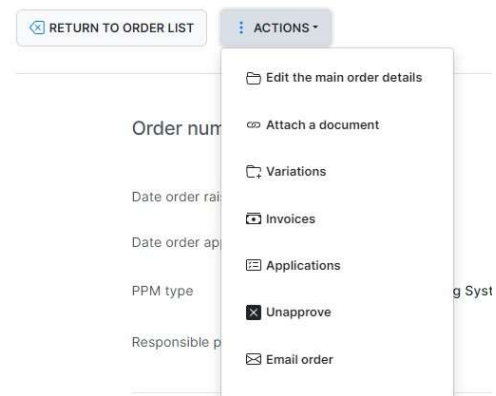
## Toolbars

Where appropriate, toolbars with large numbers of buttons have been changed to incorporate button groups – called “Actions” – this allows for a more responsive layout.

### Documents



### Order register



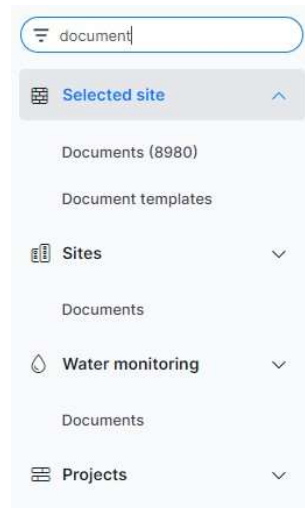
## Searches

The main search along the top of every page has been improved to include Helpdesk jobs, Orders and Case Management references in its index – the search will now look for exact matches for order number and job reference. This will only return results for areas of CPAD that you have permissions to see.



## CPAD New User Interface


The left-hand menu also includes a new search feature. Type the menu item you are looking for in the search bar at the top of the menu, and the menu will just show you matching menu items.



## Quick Reports

The main Quick Reports landing page has a new feature to allow you to search for reports by layout, as well as by name.

### Quick reports

 REPORTS ADMINISTRATION

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#### Available reports


**All layouts** Tables Single value tile Charts Maps


Select a report type

Helpdesk

Select a report


My Helpdesk Jobs

 ADD A NEW REPORT

 ACTIONS -

#### My Helpdesk Jobs


Report created by me

 Search


Job Ref

Select a filter...

Job Raised from

dd/mm/yyyy 

Job Raised to

dd/mm/yyyy 

Most reports are tables, but you can also look specifically for reports which are a single value, a chart, or a map. Selecting one of these tabs will filter the results you get when using the dropdowns.

# Specific Area Changes

## PPM Scheduler

A new summary screen has been introduced when working in the PPM Scheduler both in Sites Home and Selected Site.

Previously, within the scheduler, you could click on an activity, and it would present as an editable form (permissions apply). Now, clicking on an activity presents a summary page where you can access much more information about that activity:

BACK TO TASK LIST

TypeData Protection Impact Assessment

LocationDidsbury District Library  
692, Wilmslow Road, Didsbury, Manchester, Greater Manchester, M20 2DN

FrequencyAnnual

SupplierMCC - Facilities Management

StatusLive

Date of next visit30 Sep 2024

Operative

Ryan Southern

Description of activity

Annual review of the DPIA

CHANGE DETAILS

Visits

Remedials

Equipment

Orders

Jobs

Guidance

Audit trail

Action history and document attachments

ADD AN ACTIVITY

This page will allow you to change the details of the activity by clicking through to the Change Details button, but will also allow you to see other aspects of the activity in-page, using the tabs under the main description, for example you'll be able to see all visits, all orders raised against this activity and their status, and any changes that have been made in the audit trail.

The orders tab lets you view key order information for each of the orders raised:

[Visits](#)
[Remedials](#)
[Equipment](#)
[Orders](#)
[Jobs](#)
[Guidance](#)
[Audit trail](#)

Orders :

	Order number	Description	Order Date	Target Date	Supplier	Order value	Expenditure	Cost code	Approval status	Order status	Complete date
	M0171059	Packaged Electric Water Heaters - Cistern Type (Non Drinks) (Annual - Statutory) - December 2023 000077100756/0004 : FM Project	24 Nov 2023	31 Dec 2023	Engle Ltd	£113.24	£113.24	FM Budget421130	Complete	Complete	08 Dec 2023
	M0139770	Packaged Electric Water Heaters - Cistern Type (Non Drinks) (Annual - Statutory) - December 2022 000077100756/0004 : FM Project	25 Nov 2022	31 Dec 2022	Engle Ltd	£101.59	£101.59	FM Budget421130	Complete	Complete	16 Dec 2022
	M0109605	Packaged Electric Water Heaters - Cistern Type (Non Drinks) (Annual - Statutory) - December 2021	15 Nov 2021	31 Dec 2021	Engle Ltd	£94.82	£94.82	FM Budget421130	Complete	Complete	15 Dec 2021