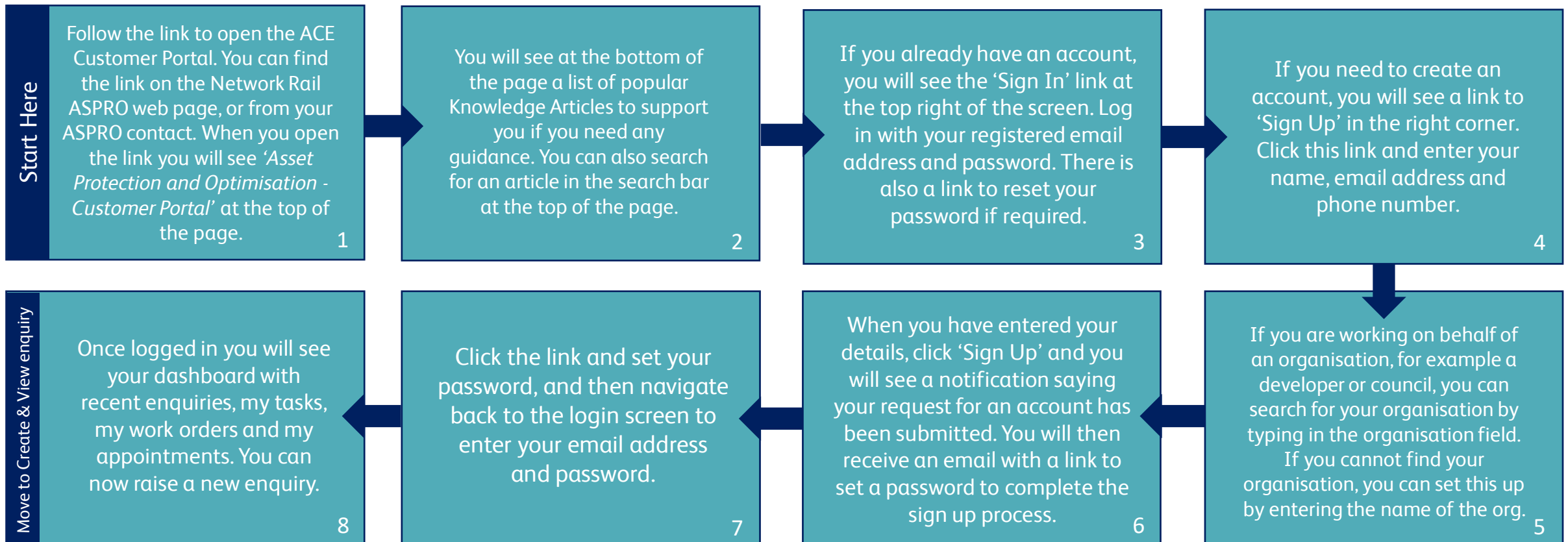


# Customer Portal – Sign In

The below is the process for creating a new account on the ACE system to be able to send enquiries to the ASPRO teams and get updates on your enquiries and schemes.

If you already have an account and would like to raise a new enquiry, please see the Create and View enquiry process flow chart.

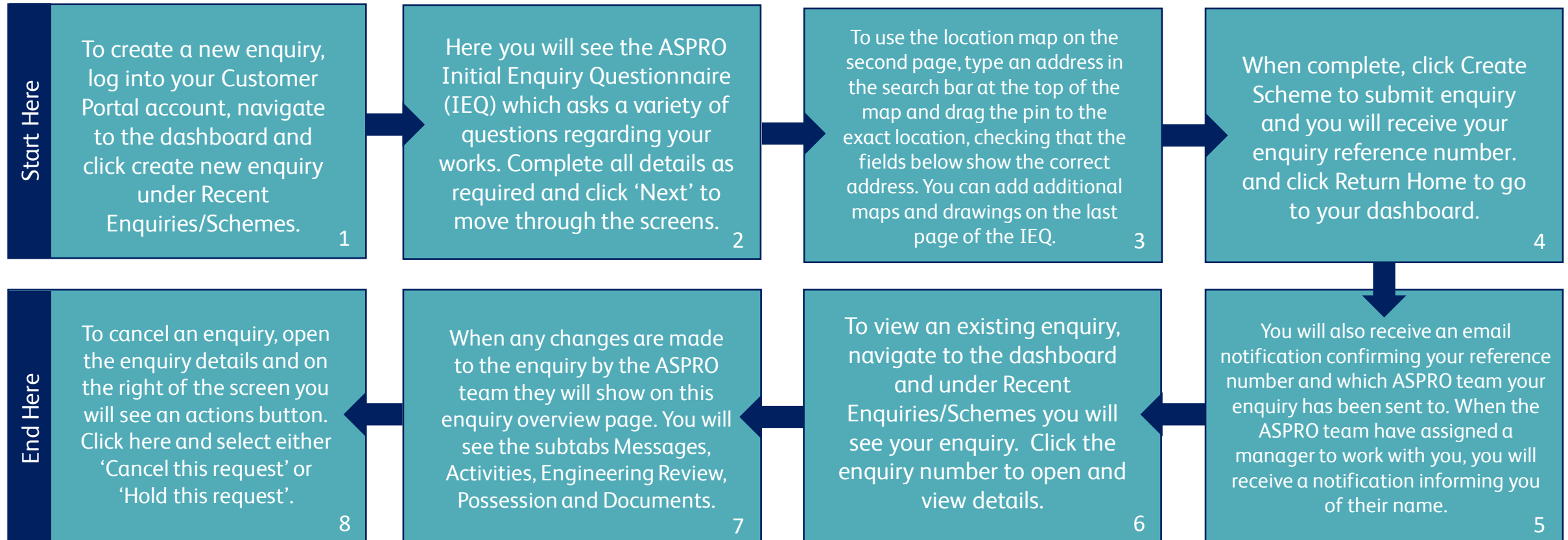


# Customer Portal – Create and View enquiry



The below is the process for sending a new enquiry to the ASPRO teams and for getting updates on your current schemes. You can also reply to messages, tasks and upload documents using the View Enquiry screen.

For more information on messages, activities and document uploads, please see the Further Information for Customers page.



# Customer Portal – Further Information

Below is some additional information to help you navigate around your dashboard of recent enquiries and schemes. Each scheme you create will have its own record with the sub tabs below.

For more information on creating enquiries, please see the Create and View enquiry process flow chart.

## Messages

Using this tab you are able to directly communicate with the ASPRO team without emailing or calling. The ASPRO team can also send you updates and attachments.

*To send a message:*

1. Open the messages tab, you will see an option to 'write a new message'
2. Type your message to the ASPRO team and click 'submit'. This will send the message and notify ASPRO.

*To view a message:*

1. Open the messages tab
2. All messages sent from the ASPRO team will appear here. You will be able to view messages on the screen, you will not need to open an additional pop up screen.

## Activities

The activities tab will be used by the ASPRO team to assign you 'activities' or 'tasks' to complete. These tasks could be to review an agreement, to submit engineering documents for review, or simply asking for further information. The activity or task may come with a due date the information or document is required by.

*To update the status of an activity or task:*

1. Open the Activities tab and find the task you would like to update
2. Click 'View/Update Notes' and you will be able to update the status and add comments
3. Once you have made the updates, click 'Save and Close'
4. This update will be sent to the ASPRO team who will then be in touch if more action is needed.

## Engineering Review and Possessions

To view details of the document reviews in process and details of any possessions, you can use the Engineering Review and Possession tabs.

The Engineering Review tab will show you what documents are in the process or have been reviewed. Once the review has been completed and signed off, this will show here. If the ASPRO team require an update or amendments from you, they will upload the document to the Documents folder and send either a message or a task with information of what amendments are required.

The Possessions tab is for information only and will inform you of any possessions or line blocks which have been requested, approved, scheduled or completed.

## Documents

On the documents tab you can upload any useful documents for the ASPRO team. Anything you attach to your enquiry, such as maps or drawings, will be automatically added to these folders, and when the ASPRO team have documents to send to you, such as agreements, you will also see these in the Documents tab.

*To upload a new document:*

1. Save the document onto your laptop/computer
2. Click on the documents tab and open the folder you would like to add files to
3. You can either drag and drop the file into the folder, or click 'Upload' in the top right corner
4. Once the file is showing in the folder, the ASPRO team will be able to access it