OFFICIAL

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.

Follow the link to open the ACE Customer Portal. You can find the link on the Network Rail ASPRO web page, or from your ASPRO contact. When you open the link you will see 'Asset Protection and Optimisation -Customer Portal' at the top of the page.

You will see at the bottom of the page a list of popular Knowledge Articles to support you if you need any quidance. You can also search for an article in the search bar at the top of the page.

If you already have an account, you will see the 'Sign In' link at the top right of the screen. Log in with your registered email address and password. There is also a link to reset your password if required.

If you need to create an account, you will see a link to 'Sign Up' in the right corner. Click this link and enter your name, email address and phone number.

NetworkR

Move to Create & View enquiry

Start Here

Once logged in you will see your dashboard with recent enquiries, my tasks, my work orders and my appointments. You can now raise a new enquiry.

8

Click the link and set your password, and then navigate back to the login screen to enter your email address and password.

When you have entered your details, click 'Sign Up' and you will see a notification saying your request for an account has been submitted. You will then receive an email with a link to set a password to complete the sign up process.

If you are working on behalf of an organisation, for example a developer or council, you can search for your organisation by typing in the organisation field. If you cannot find your organisation, you can set this up by entering the name of the org.

OFFICIAL

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.

Start Here

End Here

To create a new enquiry, log into your Customer Portal account, navigate to the dashboard and click create new enquiry under Recent Enquiries/Schemes.

Here you will see the ASPRO **Initial Enguiry Questionnaire** (IEQ) which asks a variety of questions regarding your works. Complete all details as required and click 'Next' to move through the screens.

To use the location map on the second page, type an address in the search bar at the top of the map and drag the pin to the exact location, checking that the fields below show the correct address. You can add additional maps and drawings on the last page of the IEQ.

When complete, click Create Scheme to submit enquiry and you will receive your enquiry reference number. and click Return Home to go to your dashboard.

Network

the enquiry details and on the right of the screen you will see an actions button. Click here and select either 'Cancel this request' or 'Hold this request'. 8

To cancel an enquiry, open

When any changes are made to the enquiry by the ASPRO team they will show on this enquiry overview page. You will see the subtabs Messages, Activities, Engineering Review, Possession and Documents.

To view an existing enquiry, navigate to the dashboard and under Recent Enquiries/Schemes you will see your enquiry. Click the enquiry number to open and view details.

You will also receive an email notification confirming your reference number and which ASPRO team your enquiry has been sent to. When the ASPRO team have assigned a manager to work with you, you will receive a notification informing you of their name.

OFFICIAL

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.

<u>Messages</u>

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 is 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

NetworkR

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