

Internal use only

Project NextGen – MAS or Touchstone

NextGen First Day Checklist

Purpose of this checklist:

Below is a list of recommended checks to complete on the **first business day** using MAS or Touchstone. You might like to add more tasks to the checklist, to reflect your specific role at Programmed Facility Management, or delete any tasks that may not be relevant to you or your role.

On my first day at work using MAS or Touchstone I will:

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Review the Hypercare documentation and check the Support Agents List to identify who my support person is. A link is attached at the end of this document. |
| <input type="checkbox"/> | Acquaint myself with the NextGen Knowledge Hub where I can find the latest Training & Support information. Save this page as a ★ Favourite in your browser. |
| <input type="checkbox"/> | Ensure I know my Programmed Network user ID and password . Our MAS and Touchstone systems use Single Sign On, which means we will use these login details to access the applications. |
| <input type="checkbox"/> | On the morning of go live, I will check my email inbox to ensure I have received an email inviting me to activate my Touchstone User Profile . If I have not received this email invitation, I will contact my Regional Support Agent . |
| <input type="checkbox"/> | I will follow the instructions in the Touchstone Email Invitation to download and access the Touchstone application. I will select the Touchstone Mobile App suitable for my device (iOS or Android), and download the application. I can also download the Touchstone Windows Desktop application here (see note at the end of this document about installing the Desktop application). |
| <input type="checkbox"/> | I will check for the latest updates to the Touchstone Mobile App . A notification will appear upon opening the app when an update is available — be sure to install it promptly to access the latest features and improvements. |
| <input type="checkbox"/> | Ensure I make a note to use the Short Code PFM-PRD when accessing the Touchstone Application. |
| <input type="checkbox"/> | Familiarise myself with accessing the NextGen Cheat Sheets for simple, one page instructions. Links are attached at the end of this document. |

<input type="checkbox"/>	<p>Make sure I attend the Drop-In Training Clinics should I need help with any Touchstone function. Drop-In clinics will commence in the week of go live, and run through until end of the second week. These are optional one hour sessions, and are free for anyone to join to obtain refresher information on how to perform any Touchstone or MAS functions. The link to the booking page is found at the end of this document. Make sure to select a timeslot that suits.</p>
<p>Note - Touchstone Windows Application download If you have already downloaded the Touchstone Windows Desktop application, you may be required to uninstall the application and reinstall it on Monday 23rd June. If your desktop application is not working as expected, please follow the instructions in this Cheat Sheet - PM-CS-0040-Touchstone Windows Uninstall.pdf</p>	
<h2>Related links</h2>	
<p>System Links to access the MAS and VUM Production environments:</p> <ul style="list-style-type: none"> • Vendor User Management - https://admin.touchstone.works • MAS - https://main.manage.mas.pfm.touchstone.world/maximo/oslc/graphite/manage-shell/index.html#/main <p>Please note, Touchstone is accessed via a downloaded Mobile Application or installing on your PC using a executable file. You can download both of these via the VUM link above.</p>	
<p>NextGen Knowledge Hub</p>	
<p>NextGen Role-Based User Guides</p>	
<p>NextGen Touchstone Drop-in Training Clinics booking page</p>	
<p>NextGen Hypercare Support Agents</p>	
<p>NextGen Cheat Sheets on Sharepoint</p>	