

External use only

Project NextGen – Touchstone

NextGen First Day Checklist

For Vendors & Suppliers

Purpose of this checklist:

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

On my first day at work using Touchstone I will:

- 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.
- Ensure I know my **email address**.
Our Touchstone systems will activate the User Profile using the email address, and ask you to create a password.
- 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 **Contract Administration Team or Programmed representative**.
The email will be sent from DoNotReply@touchstone.works. Please check your junk folders to ensure it is not missed.
- 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.
You can also download the **Touchstone Windows Desktop application** here (see note at the end of this document about installing the Desktop application).
- 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 available on the NextGen Knowledge Hub .
<input type="checkbox"/>	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 functions. The link to the booking page is found at the end of this document. Make sure to select a timeslot that suits.

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, which can be found on the [NextGen Knowledge Hub](#).

Related links

System Links to access the VUM Production environment and download Touchstone:

Vendor User Management - <https://admin.touchstone.works>

Please note, **Touchstone** is accessed via a downloaded **Mobile Application** or installing on your PC using an executable file. You can download both of these via the **VUM link** above.

[NextGen Touchstone Drop-in Training Clinics booking page](#)

[NextGen Knowledge Hub](#)