

DCS Spatial Services Customer Hub Guide

Information Sheet

November 2022

What is the new Spatial Services Customer Hub?

The Spatial Services Customer Hub has been developed to provide our customers with a central contact point to interact with Spatial Services staff. This user-friendly platform will be the primary way for customers to make an enquiry, submit a data request or provide feedback.

What is the difference between Spatial Services Customer Hub and contacting Spatial Services via email?

The Spatial Services Customer Hub centralises and streamlines submission of enquiries, data requests and customer feedback. Users will have the transparency to view the status of their request and any action that has taken place on their submission.

Spatial Service Customer Hub is a system to manage all of our customer enquiries across a range of subject matters and improve the customer experience. It is strongly encouraged that all forms of communication from our customers is submitted through the Spatial Services Customer Hub to allow team members to efficiently and effectively manage tickets and reduce any potential delays in responding to requests. This will also allow users to have a record of all interactions with us in one location, without having to search through email records.

How do I create a Spatial Services Customer Hub account?

In order to access the Spatial Services Customer Hub users will need to create an account using a one-time username and password. This will allow users to track the status of their requests at any given point in time and allow the team to track and measure all customer interactions across Spatial Services.

Step 1

To login into the Spatial Services Customer Hub, users will need to access via the 'Contact Us' page of the Spatial Services website:

https://www.spatial.nsw.gov.au/contact_us

Customers will then be promoted to Log in or sign up for an account.

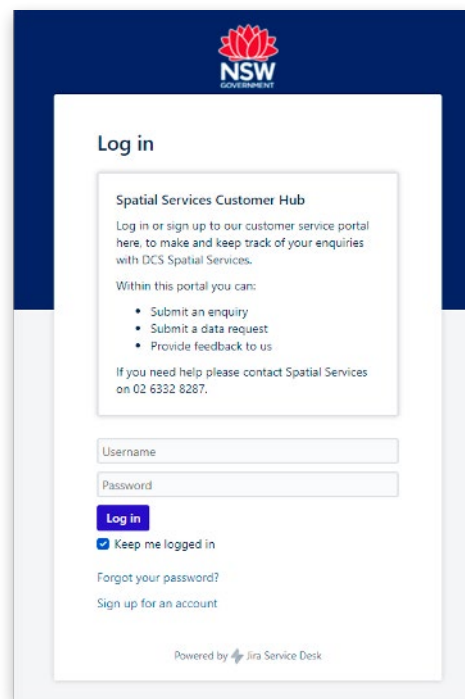
Alternatively please access the Spatial Services Customer Hub URL:

<https://customerhub.spatial.nsw.gov.au/servicedesk/customer/portals>

Step 2

When signing up for an account, customers will be required to enter their name, a valid email address and one-time password (no expiration date).

Returning users should enter their username (your email address will be your username) and password and click Log in.

The screenshot shows the login interface of the Spatial Services Customer Hub. At the top, there is the NSW Government logo. Below it, the heading 'Log in' is displayed. The main content area is titled 'Spatial Services Customer Hub' and contains the text: 'Log in or sign up to our customer service portal here, to make and keep track of your enquiries with DCS Spatial Services.' It then lists the capabilities of the portal: 'Within this portal you can:' followed by a bulleted list: 'Submit an enquiry', 'Submit a data request', and 'Provide feedback to us'. Below this, it says 'If you need help please contact Spatial Services on 02 6332 8287.' There are two input fields: 'Username' and 'Password'. A blue 'Log in' button is positioned below the password field. Below the button, there is a checkbox labeled 'Keep me logged in' which is checked. There are also links for 'Forgot your password?' and 'Sign up for an account'. At the bottom, it says 'Powered by Jira Service Desk'.

What if I forget my password?

If you forget your password the option to retrieve the password is a simple process.

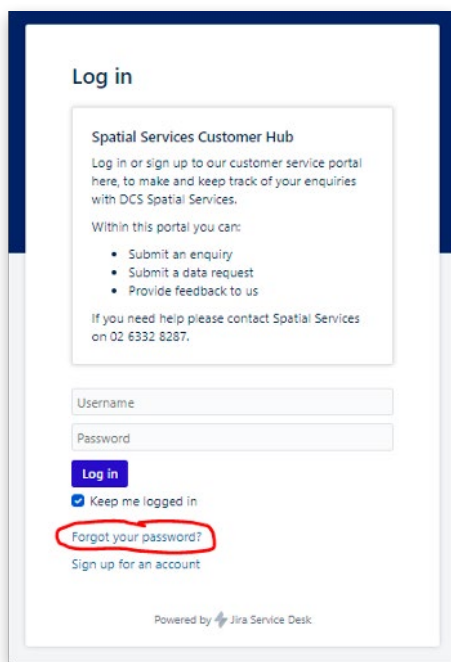
Step 1

Go to the Spatial Services Customer Hub log in page from the 'Contact Us' page of the Spatial Services website:
https://www.spatial.nsw.gov.au/contact_us

Alternatively please access the Customer Service Hub URL:
<https://customerhub.spatial.nsw.gov.au/servicedesk/customer/portals>

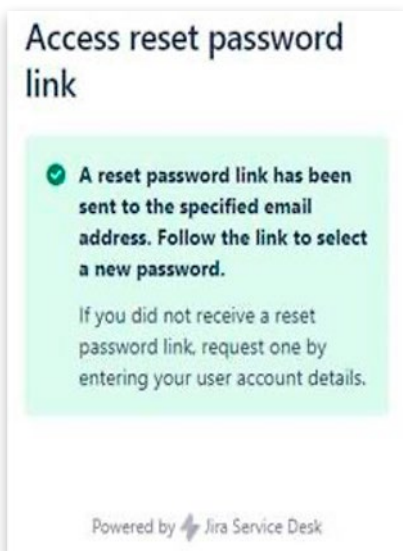
Step 2

Your email address will be your username. Select, 'forgot your password?'



Step 3

An access reset password link will be sent to the email address attached to the user profile.



Step 4

Choose a new password that is distinct from the previous and follows best practice which includes one capital letter (ie A), special character (ie #) and number (ie 2).



A dialog box titled "Change password" with a close button (X) in the top right corner. It contains three input fields: "Current password*", "New password*", and "Confirm password*", each with a password mask (dots). Below the fields is a note: "You'll be asked to log in again after you update your password." At the bottom right are two buttons: "Update" and "Cancel".

Step 5

A user can also change their password at any time through their customer profile. Please select my profile > options > change password. Then follow the prompts.

How do I navigate to the Spatial Services Customer Hub?

You can navigate to the Spatial Services Customer Hub via the Spatial Services 'Contact Us' Website page: https://www.spatial.nsw.gov.au/contact_us

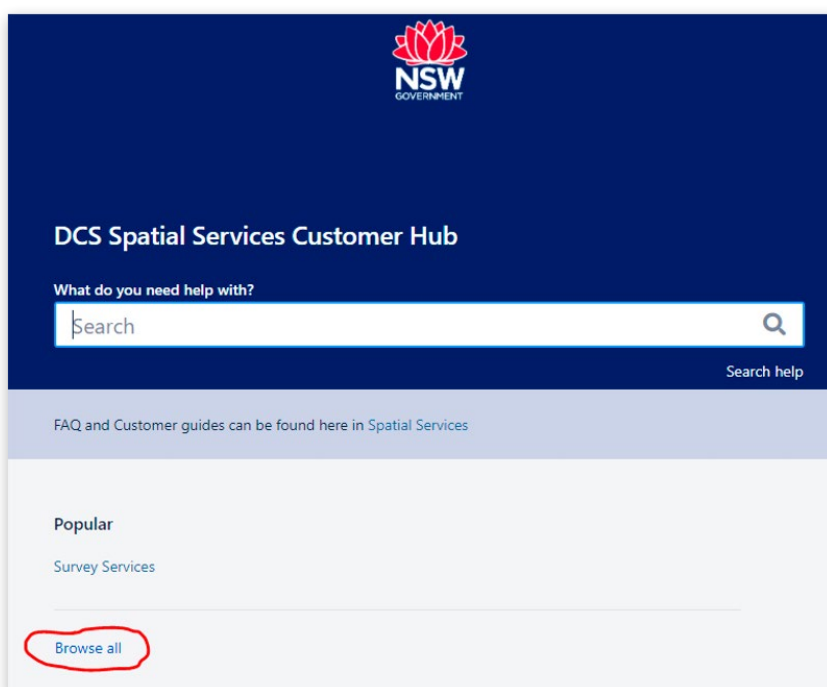
Alternatively please access the Customer Service Hub URL: <https://customerhub.spatial.nsw.gov.au/servicedesk/customer/portals>

How do I navigate the Spatial Services Customer Hub?

Once an account has been created you can raise a ticket with Spatial Services by following the steps below;

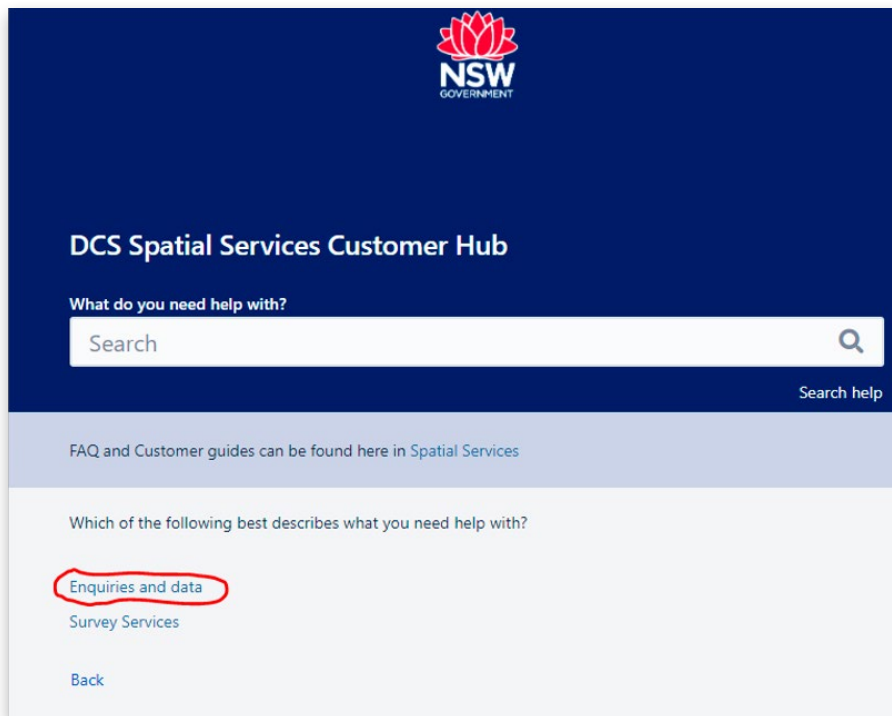
Step 1

After logging into the Customer Hub, the below page will be displayed and please click on 'Browse all' as circled in red.



Step 2

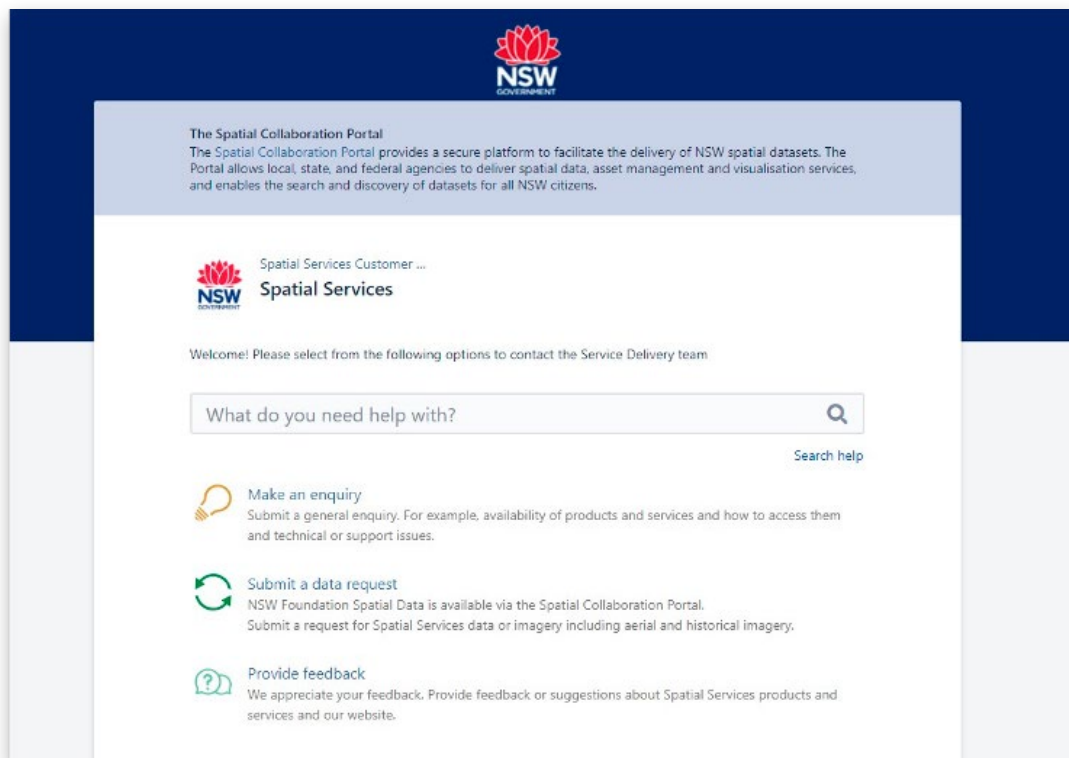
Click on Enquiries and Data.



The screenshot shows the 'DCS Spatial Services Customer Hub' page. At the top is the NSW Government logo. Below it is a search bar with the placeholder text 'What do you need help with?'. To the right of the search bar is a magnifying glass icon and a 'Search help' link. Below the search bar, a message states: 'FAQ and Customer guides can be found here in Spatial Services'. Further down, a question asks: 'Which of the following best describes what you need help with?'. There are two options: 'Enquiries and data' (which is circled in red) and 'Survey Services'. At the bottom left is a 'Back' link.

Step 3

Select from make an enquiry, submit a data request, or provide feedback options as shown below to reach out to Spatial Services.



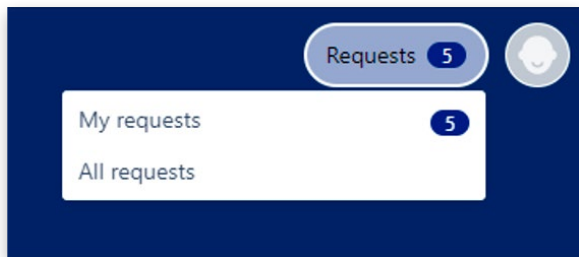
The screenshot shows the 'Spatial Services Customer Hub' page. At the top is the NSW Government logo. Below it is a header section titled 'The Spatial Collaboration Portal' with a description: 'The Spatial Collaboration Portal provides a secure platform to facilitate the delivery of NSW spatial datasets. The Portal allows local, state, and federal agencies to deliver spatial data, asset management and visualisation services, and enables the search and discovery of datasets for all NSW citizens.' Below this is a sub-header 'Spatial Services Customer Hub' with the NSW Government logo. A welcome message says: 'Welcome! Please select from the following options to contact the Service Delivery team'. Below this is a search bar with the placeholder text 'What do you need help with?'. To the right of the search bar is a magnifying glass icon and a 'Search help' link. Below the search bar are three options: 'Make an enquiry' (with a lightbulb icon), 'Submit a data request' (with a circular arrow icon), and 'Provide feedback' (with a question mark icon). Each option has a brief description of what it entails.

Once the customer becomes an avid user of the customer hub the 'Enquiries and Data' would show up in the popular section.

Once the appropriate form has been completed and submitted a ticket number will be generated which will alert the Service Delivery team that there is a new request requiring action.

The customer will receive a confirmation email with the ticket number.

At any point in you can view your request in the top-right hand corner of the page in requests. Users can track the progress of requests and provide comments for the Service Delivery team to address.



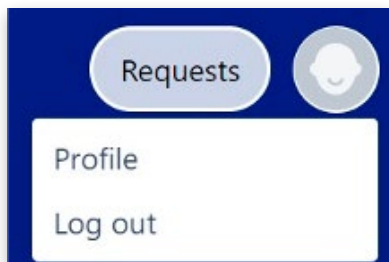
Each time the status changes you will be notified through an email, alternatively the customer can log into the Spatial Services Customer Hub and view the status of the request.

You can also view/edit your profile or log out in the far-right hand corner of the page.



How do I Log out?

Users can logout from any screen by clicking on the round circle at the top right of the screen and selecting Log out.

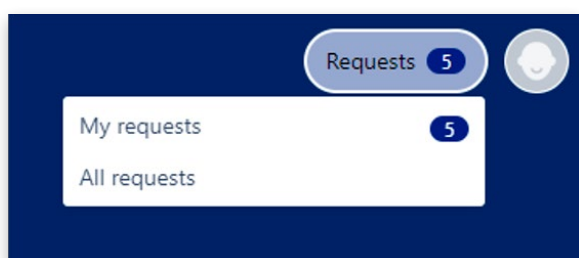


How do I add more information to a request?

When logged into the Spatial Services Customer Hub, customers can view and comment on any open request. You can add more information, including attachments to a request by navigating to the request via the Requests button, adding the relevant comment and then selecting Add.

Step 1

Select requests from the top right-hand corner then my requests.



Step 2

Select the appropriate request.

Spatial Services Customer ...

Requests

Open requests ▾ Created by me ▾ Any request type ▾ 🔍

Type	Reference	Summary	Service desk	Status	Requester
	SD-100	HAP - imagery missing? (Test)	Enquiries and data	NEW	Ros Test
	SD-93	CLONE - SIX use - combining of search results	Enquiries and data	NEW	Ros Test
	SD-80	SIX Maps - Eggleton Reserve (Test)	Enquiries and data	ASSIGNED TO SME	Ros Test
	SD-85	Looking for ECW state topo maps (Test)	Enquiries and data	ASSIGNED TO SME	Ros Test
	SD-83	Property details of Lot 34 DP 995703 & Lot 1 DP 742738 (Test)	Enquiries and data	NEW	Ros Test
	SD-81	194 Milperra Road, Revesby NSW (Test)	Enquiries and data	NEW	Ros Test
	SD-77	Boundary between Lot 1134 7 (Test)	Enquiries and data	NEW	Ros Test
	SD-32	Digital Twin (Test)	Enquiries and data	IN PROGRESS	Ros Test
	SD-31	Printing WMS (Test)	Enquiries and data	IN PROGRESS	Ros Test

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Step 3

View comments from the Service Delivery team and provide comments by typing in the comment on this request section. In addition, upload any required attachments by clicking the paper clip.

The screenshot shows a request page for 'Feature class for lot layer' under the breadcrumb 'Spatial Services Customer ... / Spatial Services / SD-283'. At the top, there is a comment input field with a paper clip icon and a 'NEW' badge. Below the input field are options to 'Don't notify me' and 'Share'. The 'Activity' section shows a comment from 'Shalin Limbachia' dated '18/Nov/20 1:04 PM' with a 'LATEST' badge. The comment text reads: 'Hi Shalin, Thank you for reaching out to us. Please follow the steps below: The Spatial Collaboration Portal (SCP) has been developed with several new and improved pathways to access a wide range of our data. It provides a secure platform and delivers the NSW Foundation Spatial Data Framework collection with an enhanced self-service experience that enables the 'search and discovery' of datasets for all NSW citizens. This is an exciting new delivery platform of Spatial Services' data which will progressively improve as we move through development and testing stages of the SCP. Features available: The Spatial Map Viewer provides an interactive map for analysing, editing, visualising, measuring and selecting data layers and map sections. (https://portal.spatial.nsw.gov.au/portal/apps/webappviewer/index.html?id=44e72c6c7ccf498cb1c822b740c647d3)'. Below the comment is a 'Details' section dated '17/Nov/20 1:41 PM' containing form fields for 'Organisation' (with a dropdown menu showing 'Other'), 'Phone' (with the value '0432538262'), and 'Description' (with the text 'How can I add the lot layer in SCP').

Can I download documentation?

Customers cannot export a request; however, customers receive:

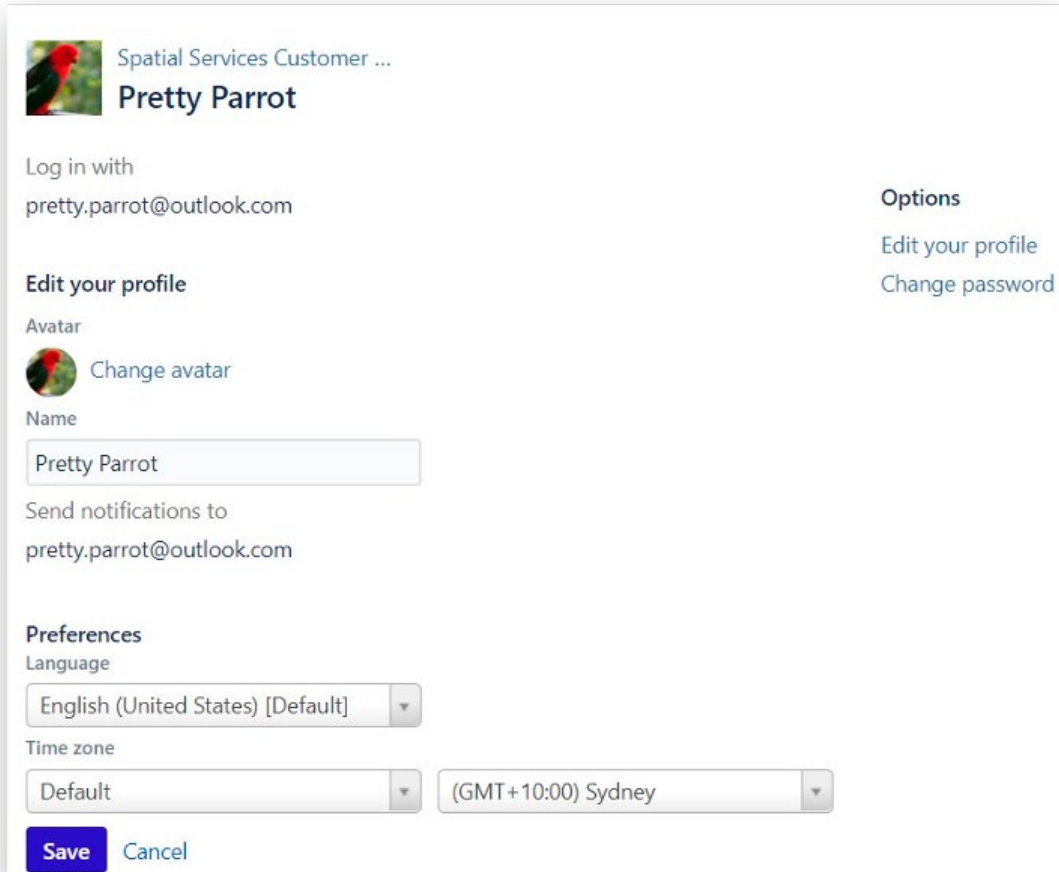
- An email with a copy of their initial request lodgement.
- Further emails each time an update is made to the request.

Customers can download individual attachments from a request. To do this, Customers hover over the attachment/document name, right click and select Save Link As, and select the location to save the document in. The document will download in PDF.

The screenshot shows an attachment in a request. It features a profile picture of a parrot, the name 'Pretty Parrot', and the date '18/Sep/20 10:51 AM' with a 'LATEST' badge. The attachment name is 'Additional submission.docx' with a size of '(18 kB)'.

How do I create an avatar?

Customers may wish to personalise their account with an image visible both to themselves and DCS Spatial Services. Customers click on the round circle at the top right of the screen and then select Profile. Once in their Profile customers select Edit your profile, and then Change avatar. Customers may drag/drop or upload an image and click on save.



The screenshot shows the 'Spatial Services Customer ...' profile page for 'Pretty Parrot'. At the top left is a red parrot avatar. Below it, the text 'Log in with pretty.parrot@outlook.com' is displayed. To the right, under the heading 'Options', are links for 'Edit your profile' and 'Change password'. The main section is titled 'Edit your profile'. It includes an 'Avatar' section with a small parrot icon and a 'Change avatar' link. Below this is a 'Name' field containing 'Pretty Parrot'. A 'Send notifications to' field shows 'pretty.parrot@outlook.com'. The 'Preferences' section includes a 'Language' dropdown set to 'English (United States) [Default]' and a 'Time zone' section with two dropdowns: 'Default' and '(GMT+10:00) Sydney'. At the bottom are 'Save' and 'Cancel' buttons.

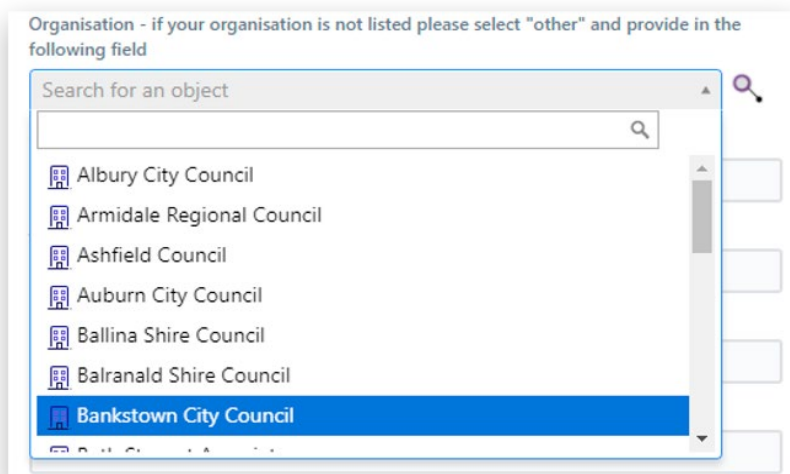
Can I search lookup tables?

Customers can search lookup tables by:

- Typing in the first letter of the organisation/LGA etc.
- Using the down arrow to the right of the lookup table to scroll through the options.
- Please select 'Other' if the organisation is not in the drop-down list.

Important to note that the optional organisation field is for an organisation that is not in the drop-down list.

There is also a magnifying glass search option to the right of the drop-down box, however it does not provide any additional searching functionality.



The screenshot shows a search interface for organisations. At the top, a text prompt reads: 'Organisation - if your organisation is not listed please select "other" and provide in the following field'. Below this is a search box with the placeholder text 'Search for an object' and a magnifying glass icon. A dropdown list of organisations is shown, including 'Albury City Council', 'Armidale Regional Council', 'Ashfield Council', 'Auburn City Council', 'Ballina Shire Council', 'Balranald Shire Council', and 'Bankstown City Council'. The 'Bankstown City Council' option is highlighted in blue. To the right of the list are several empty input fields.

Why am I receiving an error message?

Error messages assist customers to accurately complete online forms, which in turn enables prompt assessment by the Spatial Services team. Error messages will appear if:

- Mandatory fields are not completed. Fields are mandatory, unless identified on the form as (optional). A red error message appears next to the mandatory field where information needs to be entered.
- Fields have not been entered correctly. An error message appears at the top of the form explaining the correction required.
- Important to note that automatically scrolling to the error message won't occur, so it is important you complete all mandatory fields.



What does the status of my request mean?

Customers could see any of the following status next to a request

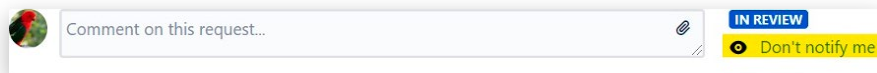
Status	Spatial Services action
New	Request has been received
Invalid	Request has been terminated e.g. was an accidental submission
In Review	Request is being reviewed
In Progress	Request is in progress
Pending Customer	Request review is paused while waiting for information from the customer
Abandoned	Request terminated at customer request
Pending IT Support	Request is being addressed by the technical team
Assigned to SME	Request is being addressed by the Subject Matter Expert
Approved	Request has been approved
Quote/Order Created	Request for the data order or the quote has been created
Quote Rejected	Request for the data order or the quote has been rejected by the customer
Quote Accepted	Price for the data order has been accepted by the customer
Quote Activated	Price for the data order has been activated
Pending Payment	Pending payment from the customer
Distribute Order	The data order is either placed in shopping cart or supplied to the customer
Rejected	Request has been rejected
Appeal Request	Request appeal is being considered
Resolved	Request is resolved

Will I receive notifications when the status of my request changes?

Each request has notifications turned on. This means the customer will receive an email notification when Spatial Services:

- Seeks additional information from the customer or
- Approves/not approves a request

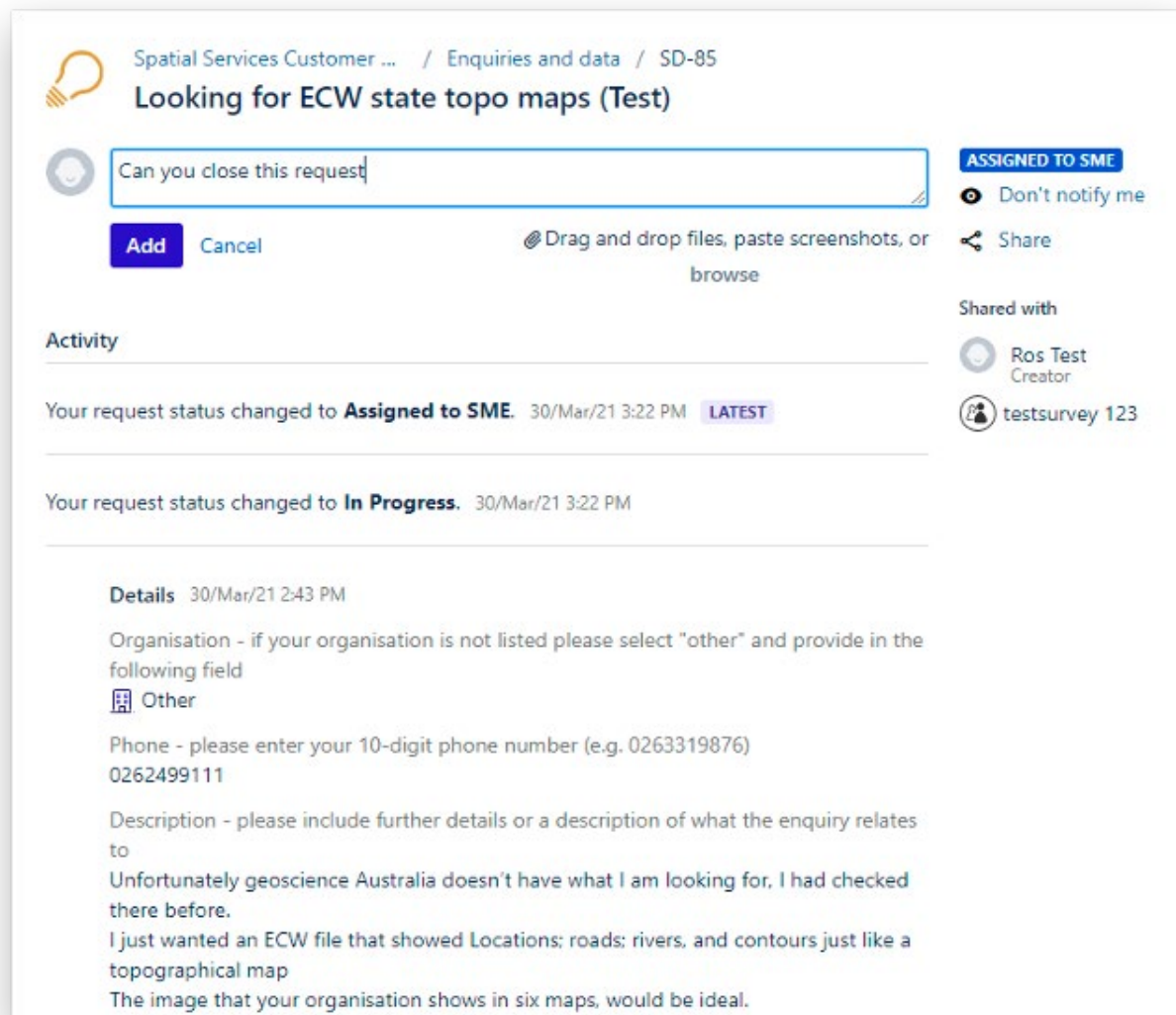
To avoid missing important emails, customers should not select the Don't notify me option.



A screenshot of a comment box for a request. On the left is a small circular profile picture. To its right is a text input field with the placeholder text "Comment on this request...". To the right of the input field is a small icon of a document with a pencil. Further right is a blue button labeled "IN REVIEW". Below the "IN REVIEW" button is a yellow button with a bell icon and the text "Don't notify me".

How do I close, cancel, or withdraw a request?

You can close, cancel, or withdraw a request by navigating to the request, adding the relevant comment (close, cancel or withdraw) then selecting Add.



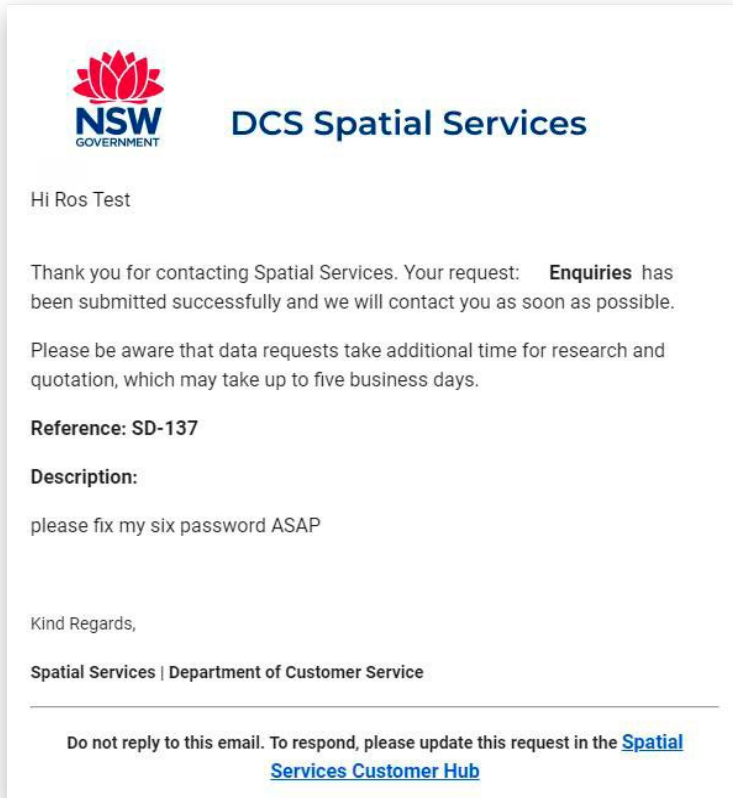
A screenshot of a request page in the Spatial Services Customer Hub. The page has a header with a lightbulb icon, the text "Spatial Services Customer ... / Enquiries and data / SD-85", and the title "Looking for ECW state topo maps (Test)". Below the title is a comment box with a circular profile picture on the left and the text "Can you close this request" inside. To the right of the comment box is a blue button labeled "Add" and a grey button labeled "Cancel". To the right of the "Add" button is a text input field with the placeholder text "Drag and drop files, paste screenshots, or browse". To the right of the comment box is a blue button labeled "ASSIGNED TO SME". Below the "ASSIGNED TO SME" button is a grey button labeled "Don't notify me". To the right of the "Don't notify me" button is a share icon and the text "Share". Below the share icon is the text "Shared with". Below the "Shared with" text are two user avatars: "Ros Test Creator" and "testsurvey 123". Below the comment box is an "Activity" section. The first activity item is "Your request status changed to **Assigned to SME**. 30/Mar/21 3:22 PM LATEST". The second activity item is "Your request status changed to **In Progress**. 30/Mar/21 3:22 PM". Below the activity section is a "Details" section with the text "30/Mar/21 2:43 PM". The details section contains the following text: "Organisation - if your organisation is not listed please select 'other' and provide in the following field", "Other", "Phone - please enter your 10-digit phone number (e.g. 0263319876)", "0262499111", "Description - please include further details or a description of what the enquiry relates to", "Unfortunately geoscience Australia doesn't have what I am looking for, I had checked there before.", "I just wanted an ECW file that showed Locations; roads; rivers, and contours just like a topographical map", and "The image that your organisation shows in six maps, would be ideal."

Will I still get emails from Spatial Services about my request?

Yes, you will receive an email confirming that a ticket has been submitted successfully. In addition, an email will be received each time the status of a request is changed.

IMPORTANT

This email address is not a monitored inbox. Customers will not be able to reply directly to the incoming email and must log into the Spatial Services Customer Hub to provide further comment on a raised ticket.



Customers cannot reply to email notifications. Instead, customers log into the Spatial Services Customer Hub, select the relevant request, and reply by adding a comment/questions or attachment.

If the customer replies to the email they will receive the following error message. 'Unfortunately, this message cannot be modified. DCS Spatial Services is working on a solution whereby customers can reply to emails they receive.'

Where can I find the Spatial Services Customer Hub user guide?

A user guides have been developed which can be accessed directly here:

https://www.spatial.nsw.gov.au/contact_us

How can I access the Hub from my IPAD or mobile phone?

The Spatial Services Customer Hub is best accessed using Chrome, it is not compatible with Internet Explorer and cannot be accessed via mobile phone. To use the Customer Hub, customers need a:

- Computer, not a mobile phone or IPAD
- Internet connection
- Commonly used and recent web browser (for example Chrome, Firefox, Safari, or the latest version of Microsoft Edge). Internet Explorer is not supported
- Email address

Customers will not be able to access the Spatial Services Customer Hub if they are using older versions of browsing software, for example Microsoft Edge.

Who can I contact to assist me with using the new Spatial Services Customer Hub?

Assistance is available through the Help Centre.

If the FAQs did not address your issue, please contact the Service Delivery team at SS-SDS@customerservice.nsw.gov.au or 02 6332 8287.

NSW Spatial Services

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