

Supplier Maintenance Portal – Glossary & Frequently Asked Questions (FAQs)

Welcome to the Supplier Maintenance Portal Glossary & FAQs. This guide is based on common queries raised by users to help you self-serve answers efficiently.

Glossary

Term:	Definition:
Work Order	A maintenance task issued through the portal, outlining what work needs to be done, where, and by when.
Due Date	The deadline by which the work must be completed.
Maintenance Window Start/End	The number of days before and after the planned service date when a visit can be scheduled. This provides flexibility for booking appointments.
Scheduled Visit Date/Time	The agreed date and time for the supplier to attend site and carry out the work.
Status Indicator	A visual indicator showing whether a visit has been approved: • Amber – Waiting for Facilities Manager approval • Green – Approved and authorised to attend
Create Remedial	Used to raise additional work identified during a visit that requires follow-up action.

Q: How will I be onboarded and gain access to the Supplier Maintenance Portal?

A: Existing suppliers working with Unite Students have been set up in Salesforce, which supports the Supplier Maintenance Portal. We have received the names and email addresses of supplier contacts who require portal access.

On the launch date, nominated users will receive:

- An email containing their username and a link to the Supplier Maintenance Portal.
- A separate password reset email, allowing them to create their password.
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Password reset links remain valid for 72 hours. If the link expires, select "Forgot your Password?" on the portal login page to request a new one.

Training materials and user guidance are available on the [Supplier Zone](#).

For new suppliers, a password reset email will be issued automatically once supplier registration has been completed and the supplier record has been created in Salesforce.

Q: What should I do if I haven't received an initial email invite from Unite Group?

A: Existing suppliers should receive both a portal access email and a separate password reset email. Please check your Spam or Junk folders first. If you still cannot locate the emails, reach out to your Unite Group contact, who can arrange for an IT support ticket to be raised.

Q: What should I do if I'm not able to access the Supplier Maintenance Portal or have forgotten my login details?

A: If you have forgotten your password, or your password reset link has expired, select "Forgot your Password?" on the portal login page to request a new password reset email. Password reset links are valid for 72 hours. If you continue to experience access issues after resetting your password, please reach out to your appropriate Unite Group contact for further assistance.

Q: Can multiple users from the same supplier organisation access the Supplier Maintenance Portal?

A: Yes. Multiple users from the same supplier organisation can be granted access to the portal. If additional users require access after the initial setup, please contact salesforceadministrator@unitestudents.com who can arrange access.

Q. How will I receive the onboarding invitation and registration documents for the new Supplier Maintenance Portal?

A: Password reset emails will be sent from salesforceadministrator@unitestudents.com. To ensure that you don't miss the email when it is issued, please add this email address to your safe senders list.

Q. How do I access the Supplier Maintenance Portal?

A: Once you have set up your password using the link, you can access the Supplier Maintenance Portal via the launch day email or from the below link:

[Supplier Maintenance Portal: Login Here](#)

Q: Is there a user guide or training material available?

A: Yes. A range of helpful resources, including the Supplier User Guide can be found in the [Supplier Zone](#) on our external website.

Q: Is it possible to upload revised RAMS (Risk Assessment Method Statement) if site conditions change?

A: Yes, updated RAMS can be uploaded to the Work Order, but approval will be required before work continues. You can upload this in the Files section of the Work Order (see Supplier User Guide for more details).

Q: Can the Purchase Order be uploaded against the work order?

A: Yes. PDF files — including Purchase Order PDFs — can be uploaded to the work order. Salesforce supports PDF uploads, along with other file types such as ZIP, JPEG, CSV, and Excel.

Q: Is there a file size limit?

A: Yes. Individual file uploads are limited to 2GB.

Q: What happens if a submitted quote is rejected?

A: If a quote is rejected, the Central Estates team will contact you and advise on the next steps. Where appropriate, suppliers will be given the opportunity to submit a revised quote through the portal or via an agreed communication method.

Q: Can the quoted costs be amended on Remedial Work Orders after the supplier has submitted it?

A: Yes, but not directly by suppliers. Once a quote has been submitted, suppliers cannot amend the quoted cost through the portal. If a change is required, please reach out to your Unite Group contact, who can arrange for the amendment to be made within Salesforce by the appropriate internal team.

Q: Can individual sections in the 'Update Work Order' area be updated without completing the entire process? For example, if a remedial quote has been added, but the fabrication cost is still pending.

A: No. The portal does not support partial Work Order updates.

If remedial work has been identified and a full quote is not yet available, we recommend waiting until all required information, including any fabrication or remedial costs, has been obtained before submitting the Work Order.

Q: How is Work Order completion verified?

A: Work Order completion is verified using the supporting information provided by the supplier, which may include:

- Completion documentation
- Photographs
- Site verification checks

Additional information may be requested where necessary.

Q: Can the portal home screen and dashboards be customised for my organisation?

A: No. The portal home screen and dashboards are not currently configurable, and all suppliers see the same standard view. However, supplier feedback is extremely valuable. Following go-live, we will review common feedback and enhancement requests to identify opportunities for future improvements to the portal experience.

Q: What happens if I'm unable to complete the job on site? What should I do in the portal?

A: If you are unable to complete the job during your visit, for example because access could not be gained, do not select *Update Work Order*. Instead, add a comment in the Work Order chatter explaining that the work could not be completed and provide the reason. The Unite team will review the update, resolve any access-related issues where possible, and arrange a new appointment date and time. Once you have returned to site and completed the work, select *Update Work Order*, set the status to Completed, and enter the required completion details as normal.

Q: If I don't know what stage a Work Order is at, how can I find it?

A: Use the 'All Open Work Orders' list view to see all open Work Orders, regardless of their work type, location, or current status. If you know the Work Order number, you can also use

the search bar to search for it directly. The Work Order will appear in the search results, allowing you to view its current status and details.

Q: I've added a quote and estimated cost, but I haven't received a PO number. What should I do?

A: Once a quote and estimated cost have been submitted, the site's Maintenance Manager should review the request and raise a PO number as soon as possible. If you have been waiting longer than expected, add a comment in the Work Order chatter and tag the Maintenance Manager or Unite Site Sponsor. This will send them a notification and help ensure the request is reviewed and actioned promptly.

Q: When I select '*Not Needed*' for RAMS, the portal still asks me to upload them. What should I do?

A: We are aware of this issue and are currently working on a fix. In the meantime, if RAMS are not required, please select 'No' rather than 'Not Needed'. This will allow you to continue without being prompted to upload any documents.