Quick Guide to Concerto P2

Log into Concerto P2 using the following web address: https://p2.telford.gov.uk

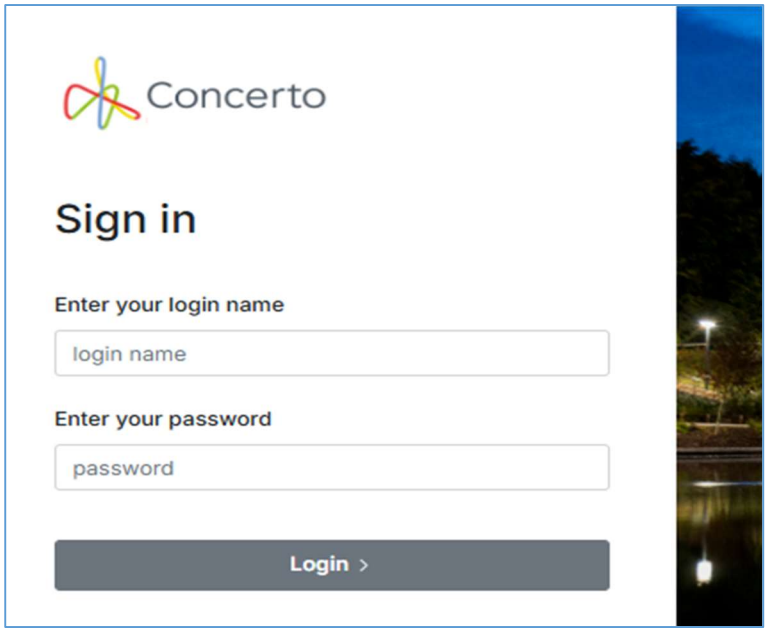
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1. Login to Concerto P2

If you do not already have a login name and password, please contact the biT Helpdesk at bit.helpdesk@telford.gov.uk

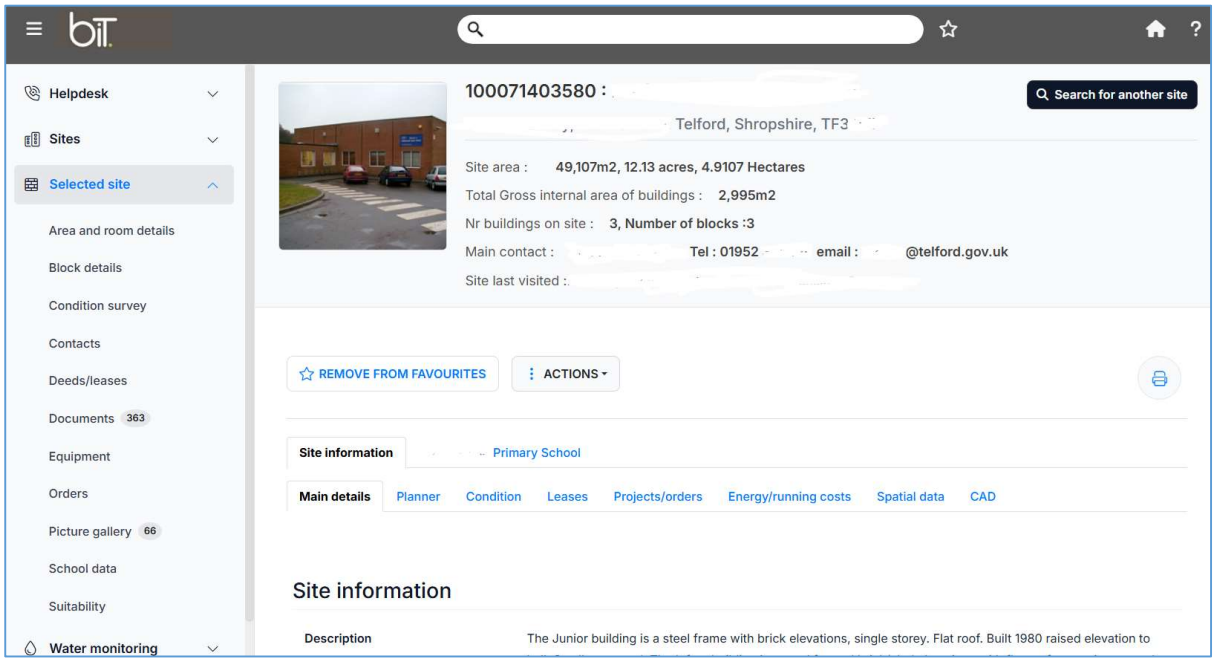
Enter your login details.



You can change your password following first login by going to the top right of the screen and, clicking on your initials and choosing ‘My Profile’. Click “Change Your Password” and follow the prompts.

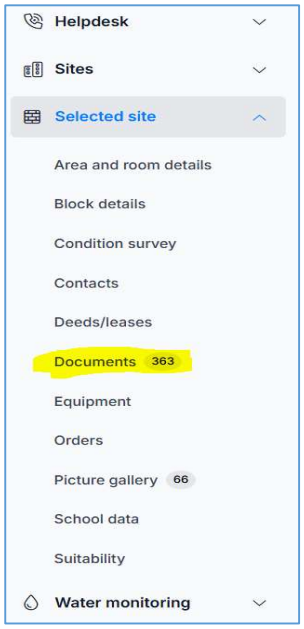
Below is the first screen you will see; from here you can access your site documents, equipment list, and orders register. N.B you may notice highlighted items e.g. red, purple etc. as you navigate the site; this is for T&W info only.

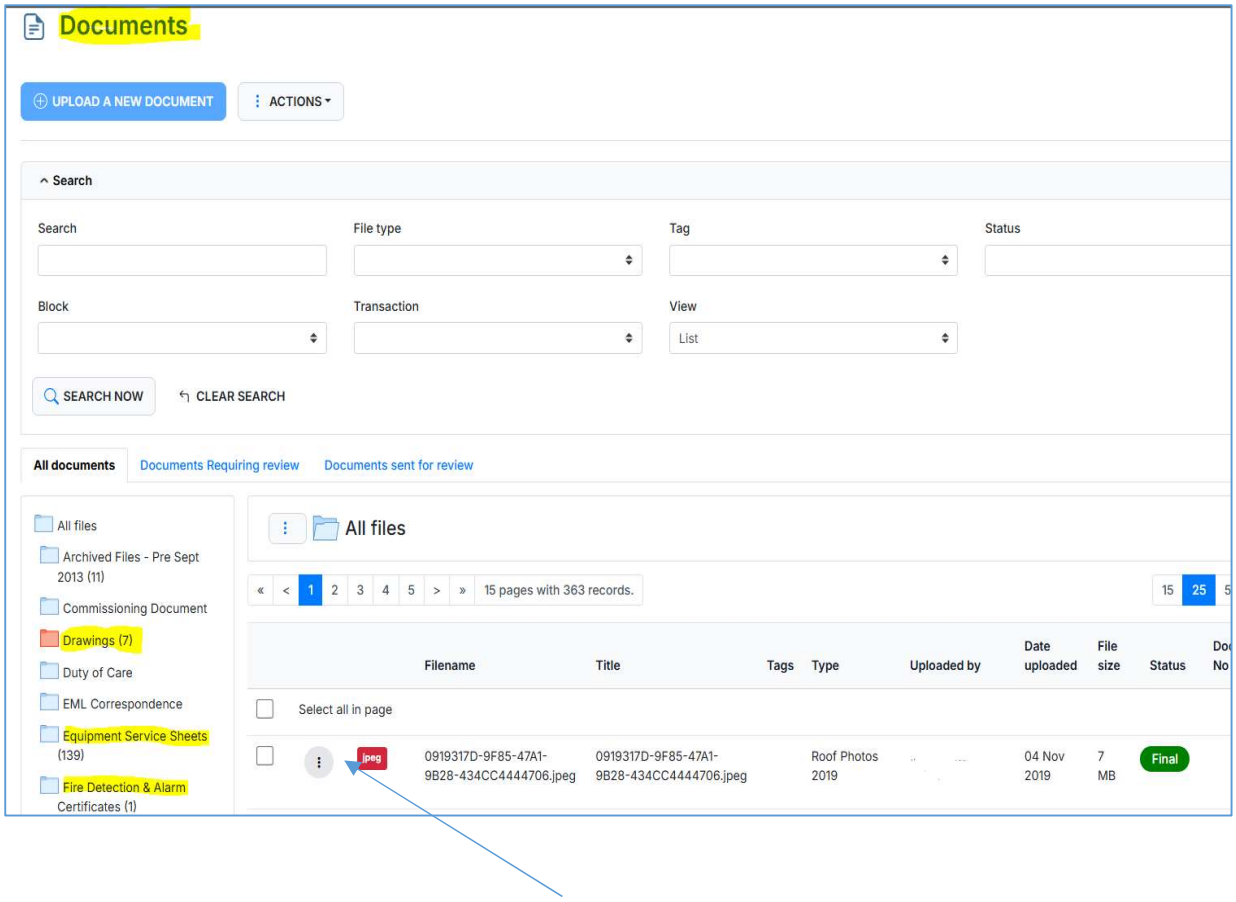
Site Home Page



2. Accessing Site Documents

Click on “documents” (left hand side of screen) to view uploaded files.

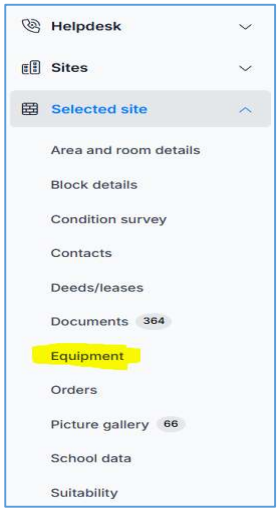




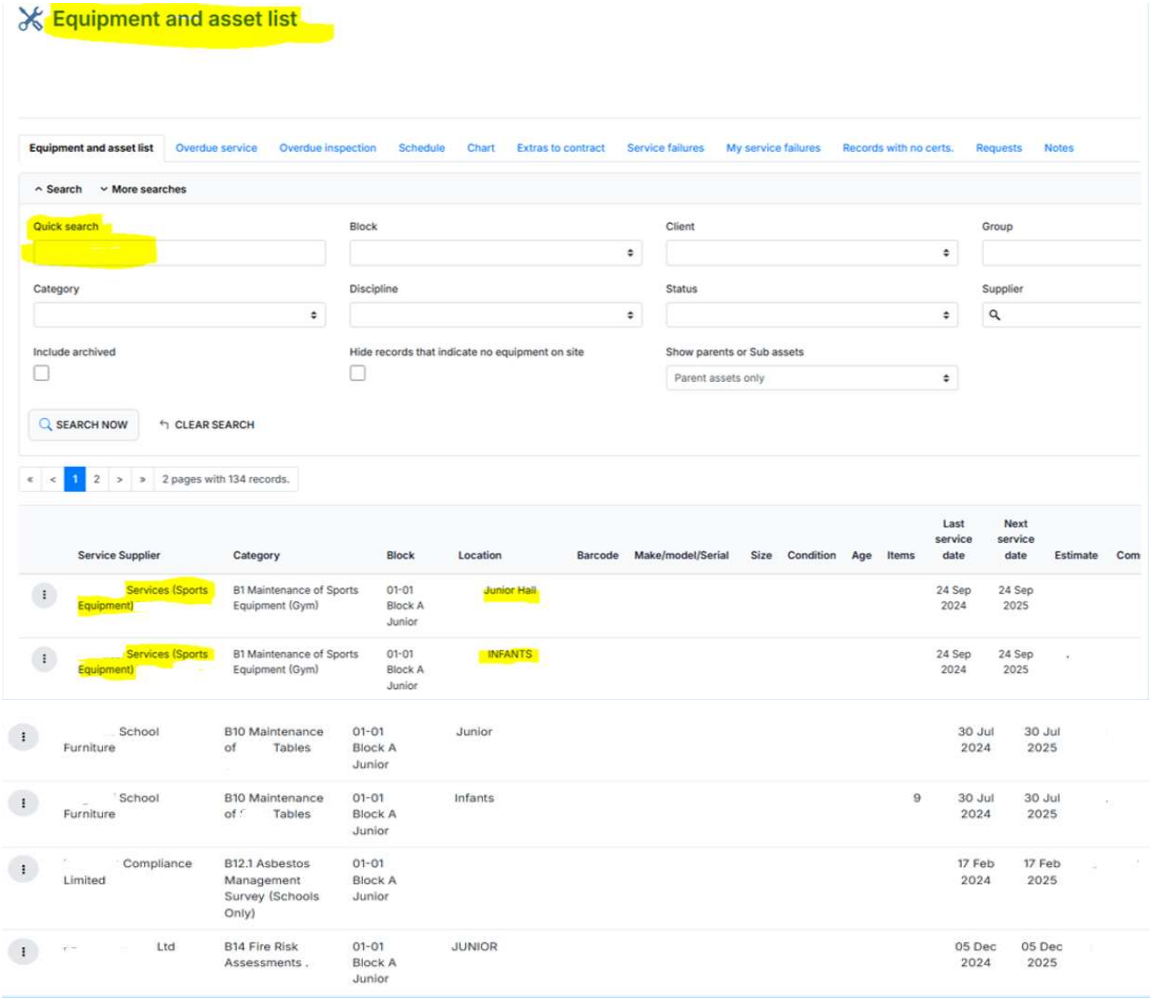
To download a document, click on the 3 dots

3. Accessing the Equipment List

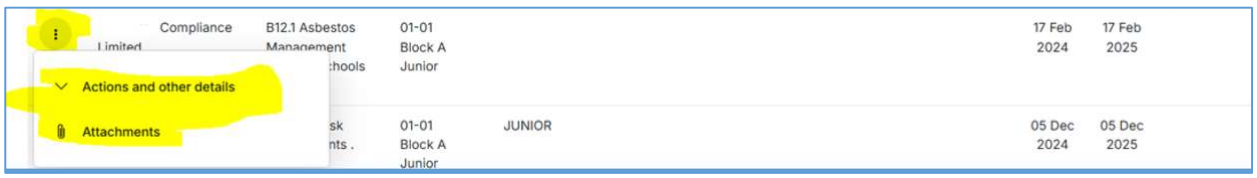
To view your site service contracts click “Equipment” (left hand side)



You will see the following and can search using key words e.g. sports equipment. The service contract details will show, such as last service / next service date and the cost.



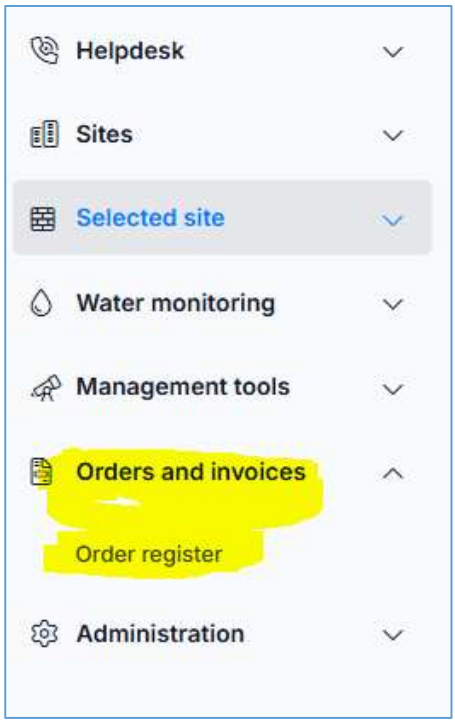
To see attachments, such as service sheets, click on the 3 dots and choose attachments, as shown below:



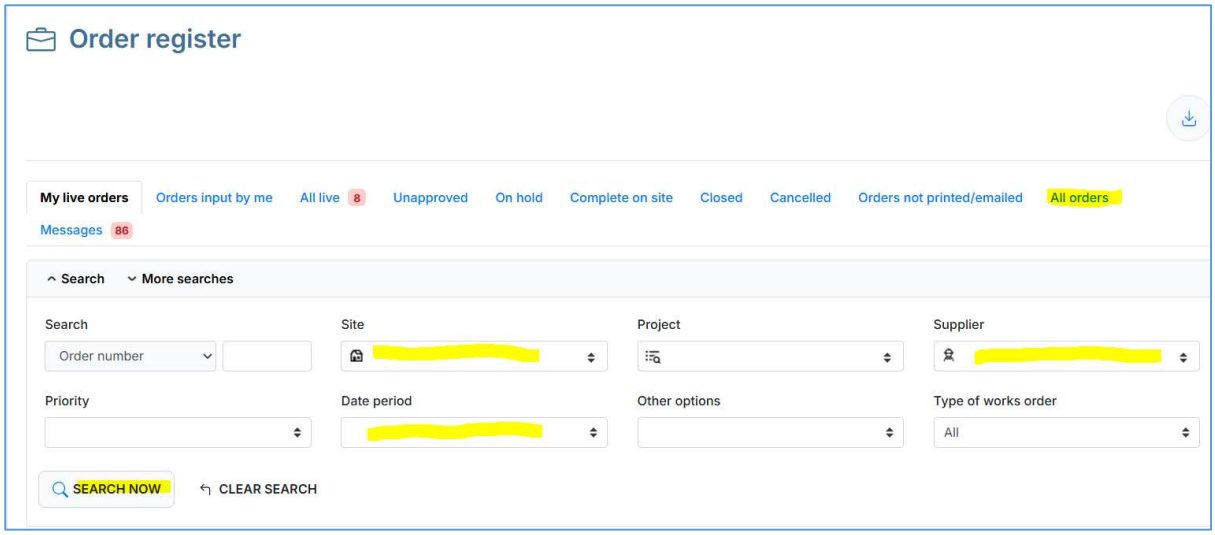


4. Viewing the Order Register

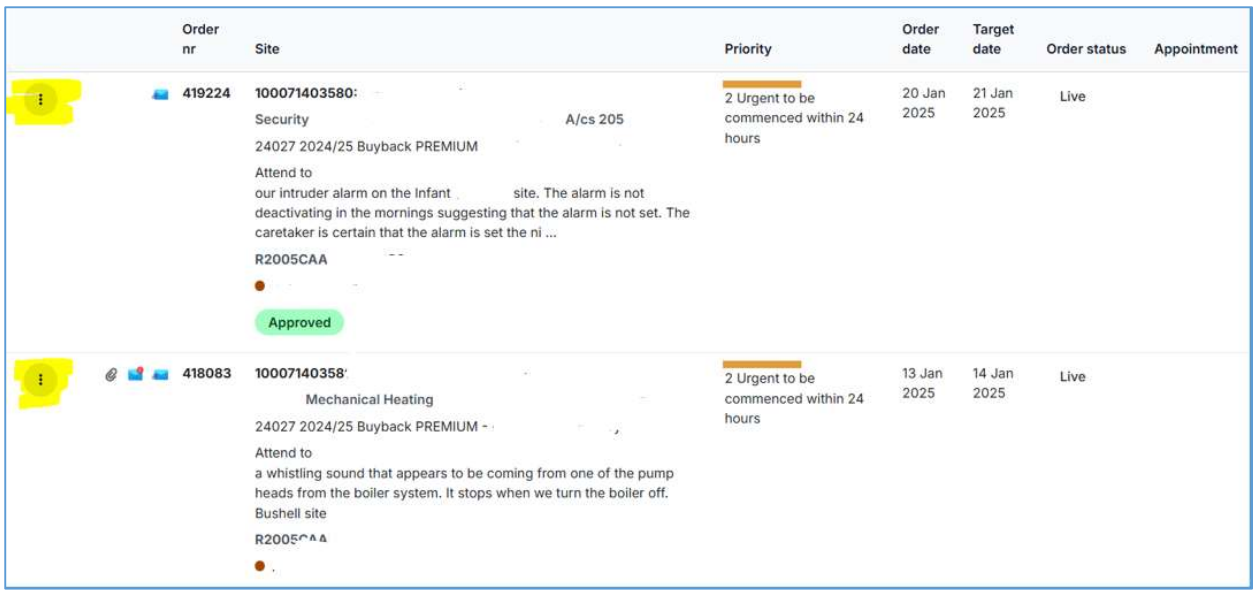
On the left hand side, click “Orders and Invoices”.



Click on “all orders” to show all orders raised or use the tabs along the same line to reduce your search e.g. “all live”. You can then refine your search using the boxes detailed below:

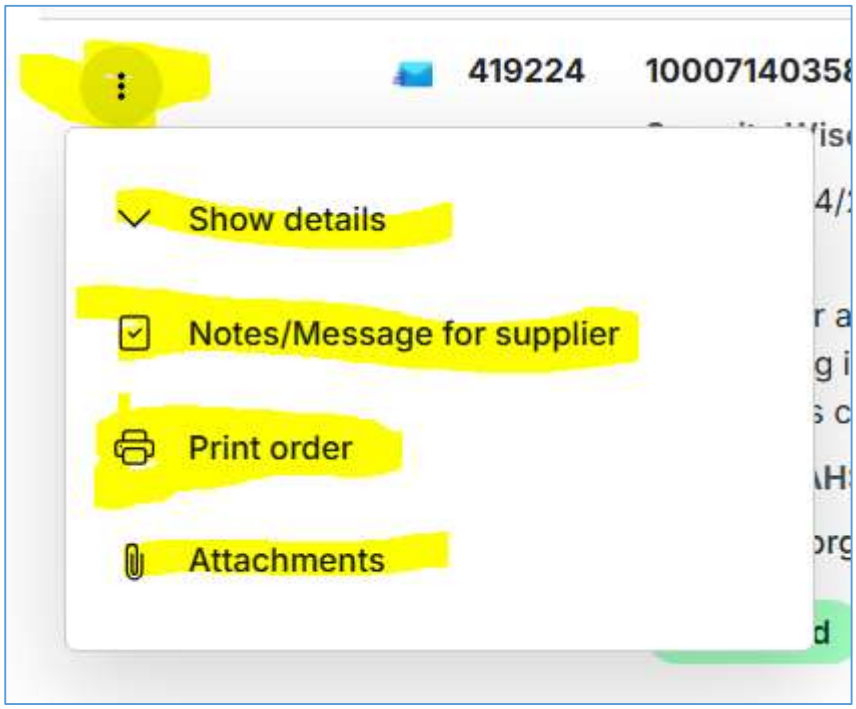


Your orders will be listed as follows:



	Order nr	Site	Priority	Order date	Target date	Order status	Appointment
⋮	419224	10007140358 Security A/cs 205 24027 2024/25 Buyback PREMIUM Attend to our intruder alarm on the Infant site. The alarm is not deactivating in the mornings suggesting that the alarm is not set. The caretaker is certain that the alarm is set the ni ... R2005CAA Approved	2 Urgent to be commenced within 24 hours	20 Jan 2025	21 Jan 2025	Live	
⋮	418083	10007140358 Mechanical Heating 24027 2024/25 Buyback PREMIUM - Attend to a whistling sound that appears to be coming from one of the pump heads from the boiler system. It stops when we turn the boiler off. Bushell site R2005CAA	2 Urgent to be commenced within 24 hours	13 Jan 2025	14 Jan 2025	Live	

For more detail on a specific order, click on the 3 dots and select from the options:



You can export an order list to Excel by clicking the download arrow on the right hand side:



The excel spreadsheet will show as follows:

Orders raised

Order number	Order date	Site	Description	Target completio	Actual completio	Supplier	Status	Priority
419224	20/01/2025 00:00	100071403580:	Attend toour intruder alarm on the Inf	21/01/2025 09:28		Security	Live	2 Urgent to be
418083	13/01/2025 00:00	100071403580:	Attend toa whistling sound that appe	14/01/2025 15:48		Mechanical	Live	2 Urgent to be
415271	17/12/2024 00:00	100071403580:	Attend toThe receiving monitors on th	18/12/2024 16:39	19/12/2024 00:00	Security	Live	2 Urgent to be
414954	12/12/2024 00:00	100071403580	tend tothe vehicle gates are workin	12/12/2024 14:36	16/12/2024 00:00	Security	Live	1A Emergency
411172	30/10/2024 00:00	100071403580	Attend tothere is a bat in the hall in t	30/10/2024 11:31			Live	1A Emergency
410260	14/10/2024 00:00	100071403580.	Attend toplatform/pupil lift not workin	15/10/2024 13:21		Passenger and	Live	2 Urgent to be
380213	14/09/2023 00:00	100071403580:	Attend toThere is a fault on the gas a	14/09/2023 14:01		Gas	Live	1A Emergency
373699	01/06/2023 00:00	100071403580:	Attend toBees nest located by Nurse	02/06/2023 15:42			Live	2 Urgent to be

5. Quotations following equipment failures

Following a service where piece of equipment fails, and further works are required. You will receive an email from Concerto/P2 (as per the email from Claire Sieradzki dated November 2024) requesting you to review the quotation and either confirm or decline the works. For audit purposes you will be sent two reminders via P2 and if no response is still received, we will then call you to confirm your decision and ask that this is acknowledged in an email. We will then close off the failure with notes attached.