User Guide for Consultants

Help? Please contact your Mirvac Project or Site Engineer.

This Quick Reference Guide (QRG) will show other Mirvac (Development Manager, Mirvac Design Consultant, Asset or Facility Manager) and External users (Consultants and Owners/Tenants) how to create a defect in iTWOcx. **Note**: Always use **Google Chrome** to access iTWOcx on the desktop.

1. From the **Homepage**:

    a. Expand the **QMS** module > click **Defects**.

    b. On the Defects dashboard, click on the **Create Defect** button.
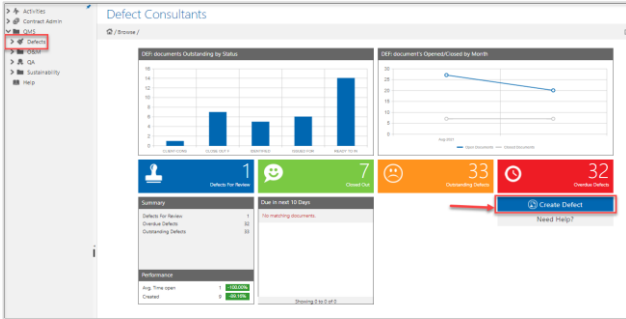
The New Defect form opens.

2. In the **Details** section at the top of the form:

    a. Add a **Title** that will be easy to search.

    b. The **Status** defaults to **Identified**. This cannot be changed.

    c. The **Type** is auto-populated from the chosen form type. This should not be changed.

    d. A default **Due** date is populated. Change if due date is incorrect.

    e. A **Ref** number is automatically assigned.

3. In the **collaborators** section:

    a. Click **action** to search the address book for the name of the **Mirvac Engineer** to whom you will assign this defect.

    b. Click **info** to search for the name(s) of any other recipients you would like to include for their information.

4. Add **Attachments** e.g. photographs.

5. In the **Form** section (fields marked with an asterix * are mandatory):

    a. Select an option from each of the **drop-down lists**.

    b. Enter the estimated **Defect Cost**.

    c. Enter **Further Notes** if desired.

6. (Optional) You may wish to click the **Save as Draft** button if you wish to come back to your defect and submit it later.

7. If you have finished creating your defect, click the **Submit** button.

If you decide to save your defect as draft, refer to the steps below for guidance on how to find your draft defect form later:

    a. Click on **Activities** in the top left-hand corner of your screen.

    b. Your draft form can be found under **Hotlist** > **Action Items** tab > **Drafts** > **Defect**.

    c. To continue updating your defect form, click on the **form name** to select it.

    d. Then click on the **Edit** button at the bottom of the form.

    e. Click the **Submit** button when complete.
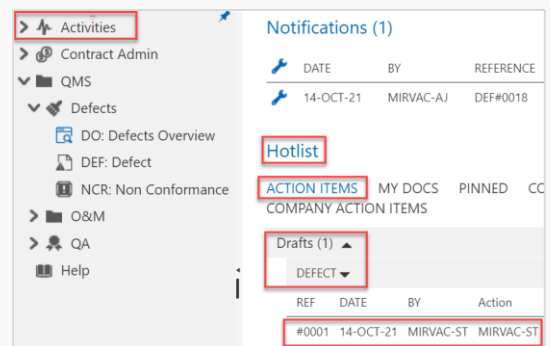
Steps Complete

Help? Please contact your Mirvac Project or Site Engineer.

This Quick Reference Guide (QRG) will show other Mirvac (Development Manager, Mirvac Design Consultant, Asset or Facility Manager) and External users (Consultants and Owners/Tenants) how to manage a defect in iTWOcx. **Note**: Always use **Google Chrome** to access iTWOcx on the desktop.

1. From the **Homepage**:

    a. Expand the **QMS** module > click **Defects**.

    b. On the Defects dashboard, click on **Defects for Review**.
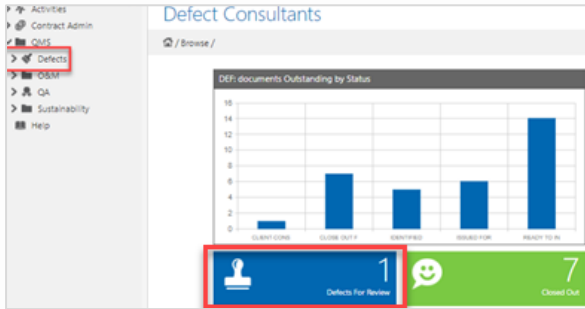
The list of defects awaiting review will appear.

2. Click on a defect to open the form and review it.

3. Click on the **Respond** button at the bottom of the form.

4. Scroll down to the bottom of the form and add **Comments** if you wish.

5. Click on one of the following options at the bottom of the form:

    a. **Pass:** the status of the defect will update to **Closed Out**.

    b. **Fail:** the status of the defect will update to **Close Out Fail**.

    iTWOcx will automatically send the necessary notifications

Steps Complete

QUICK REFERENCE GUIDE

**How to Create an NCR | Desktop | Other Mirvac and External Users**

mirvac

This Quick Reference Guide (QRG) will show other Mirvac (Development Manager, Mirvac Design Consultant, Asset or Facility Manager) and External users (Consultants and Owners/Tenants) how to create a non conformance report (NCR) in iTWOcx. **Note**: Always use **Google Chrome** to access iTWOcx on the desktop.

1. From the **Homepage**:

   a. Expand the **QMS** module > **Defects** > click **NCR: Non Conformance**.

   b. At the bottom of the screen, click **New**.
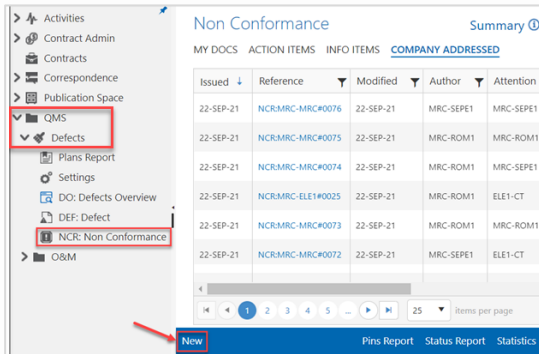
The New Non Conformance form opens.

2. In the **Details** section at the top of the form:

   a. Add a **Title** that will be easy to search.

   b. The **Status** defaults to **Identified**. This should not be changed.

   c. The **Type** is auto-populated from the chosen form type. This should not be changed.

   d. A default **Due** date is populated. Change if due date is incorrect.

   e. A **Ref** number is automatically assigned.
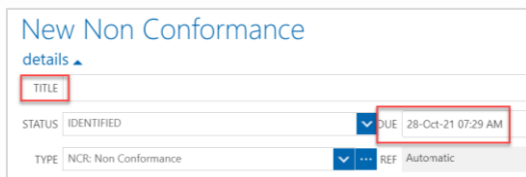
3. In the **collaborators** section:

   a. Click **action** to search the address book for the name of the Mirvac Engineer to whom you will assign this NCR.

   b. Click **info** to search for the name(s) of any other recipients you would like to include on this NCR for their information.

4. Add **Attachments** e.g. photographs.

5. In the **Form** section (fields marked with an asterix * are mandatory):

   NCR Location

   a. Select an option from each of the **drop-down lists**.

   b. Describe the **Location Details**.

   Part A – Details

   a. Click all the relevant **checkboxes**.

   b. Add **Comments**.

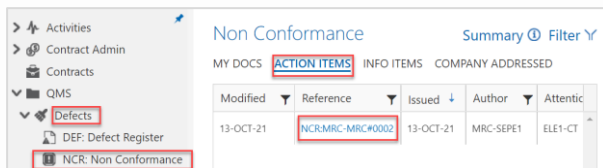   c. Click a radio button to indicate who the NCR was **Identified By**.

6. Click the **Submit** button at the bottom of the form to send it to the Mirvac Engineer for finalisation.

Steps Complete

Help? Please contact your Mirvac Project or Site Engineer.

This Quick Reference Guide (QRG) will show other Mirvac (Development Manager, Mirvac Design Consultant, Asset or Facility Manager) and External users (Consultants and Owners/Tenants) how to manage a non conformance report (NCR) in iTWOcx. **Note**: Always use **Google Chrome** to access iTWOcx on the desktop.

Please open and verify the details of a rectified NCR to either Pass or Fail the rectification works.

1. From the Homepage:

    a. Expand the **QMS** module > click **Defects**.

    b. Click on **NCR: Non Conformance**.

    c. Select the **Action Items** tab to see the forms you need to review.

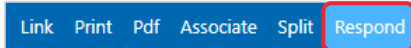   d. Locate the desired NCR on the list and click the **Reference** to open the form.

2. Click **Respond** at the bottom of the form.

3. Scroll down and review the details in each part of the form.

4. When your review is complete, scroll down to **Part E – Confirmation of Completed Works** and:

    a. Add **Comments**.

    b. If you are going to Pass the NCR, select a radio button to indicate who the NCR is **Accepted By**.

    c. If you are going to Fail the NCR, proceed to step 5.

5. Select one of the following options at the bottom of the form:

    a. Click **Pass** to close the NCR and update the status to **Closed Out**.

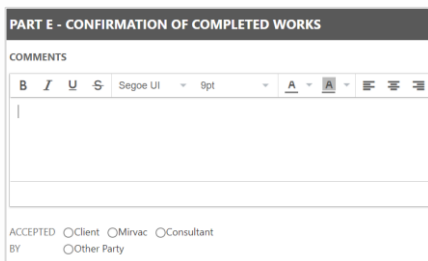   b. Click **Fail to** update the status to **Close Out Fail**.

iTWOcx will automatically send the necessary notifications.

Steps Complete

Help? Please contact your Mirvac Project or Site Engineer.

This Quick Reference Guide (QRG) will show Other Mirvac (Development Manager, Mirvac Design Consultant, Asset or Facility Manager) and External users (External Consultants, and Owner/Tenant) how to manage a Green Star or WELL Form in iTWOcx. **Note**: Always use **Google Chrome** to access iTWOcx on the desktop.

Review Green Star or WELL Form *(Mirvac Asset or Facility Manager only)*

1. When a Subcontractor or External Consultant submits a Green Star or WELL form for review, you can navigate to the form from either:

   a. The email notification – click on the link to open iTWOcx and view the form; or

   b. The iTWOcx **Homepage** > **Notifications** screen - click on the form name to view it.


The form opens, and you can review the contents.

2. When you are ready, click **Respond** (bottom of form).

3. If this form has been submitted by an External Consultant, proceed to step 6. If submitted by a **Subcontractor**:

   a. If the form requires further update by the Subcontractor, proceed to step 3b; if you are accepting the form, proceed to step 3c;

   b. Enter **Comments** (bottom of form) to explain why the form requires update & re-submission by the Subcontractor.

   c. Scroll up to the **details** section and click **Status**.

   d. If you are returning the form to the Subcontractor for update: select **Resubmit – Mirvac**.

   e. If you are forwarding the form to an External Consultant for review: select **Accepted – Mirvac**.
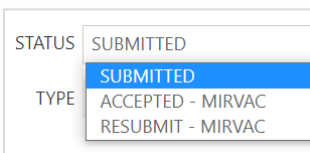
4. If you are returning the form to the Subcontractor: proceed to step 5.

   To forward the form for external review: in the **collaborators** section, click **action** to search the address book and add the name of the External Consultant who will review this form.

5. Click **Submit** (bottom of form).

   iTWOcx will send the relevant notifications. Go back to step 1 in this QRG when you receive a response from the Subcontractor or External Consultant.
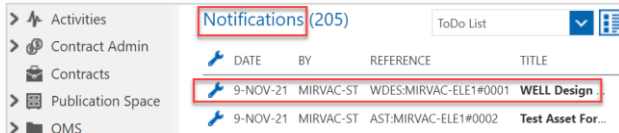
6. If this form has been submitted by an **External Consultant** and has a status of **Finalised**, no further action is required. If the form has a status of **Resubmit - Consultant**, proceed to step 7.

7. If the form requires further update by the **Subcontractor**, go back to step 3b. If the form requires further update by **Mirvac**:

   a. Make the necessary updates.

   b. Enter **Comments** (bottom of form) to explain how you have addressed the requirements specified by the External Consultant.

   c. Scroll up to the **details** section and click **Status**.

   d. To forward the form to the External Consultant for review: select **Accepted – Mirvac**.

   e. Click **Submit** (bottom of form).

iTWOcx will send a notification to the External Consultant. Go back to step 1 in this QRG when you receive their response.

Steps Complete

Help? Please contact your Mirvac Project or Site Engineer.

Review a Green Star or WELL Form *(External Consultants only)*

1. If Mirvac has submitted a sustainability form for your review, you can navigate to the form from either:

   a. The email notification – click on the link to open iTWOcx and view the form; or

   b. The iTWOcx **Homepage** > **Notifications** screen - click on the form name to view it.

The form opens, and you can review the contents.

2. When you are ready, click **Respond** (bottom of form).


3. Enter **Comments** (bottom of form) to explain whether the form is ready to be finalised; or whether it requires further update and needs to be resubmitted.

4. Click **Status** (top of form) and select either:

   a. **Resubmit – Consultant**

   b. **Finalised**

5. Click **Submit** (bottom of form).

   iTWOcx will automatically send the relevant notifications.

Steps Complete

mirvac

Associate a Green Star or WELL Form with another Form

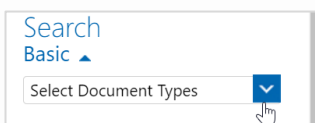To link a Green Star or WELL form with another form (e.g. a design or as-built form):

1. From the **Homepage**:
   a. Expand the **QMS** module > **Sustainability**.
   b. Select the **type of form** you need.
   c. Select either the **My Docs**, **Action Items**, **Info Items**, or **Company Addressed** tab to find the form you need.
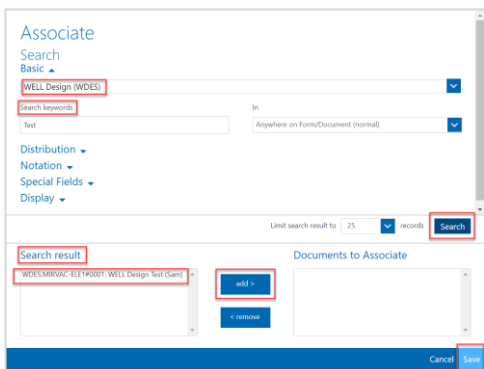   d. Locate your form on the list and click the **Reference** to open the form.
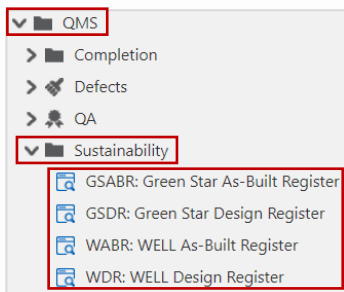
2. Click **Associate** (bottom of form).
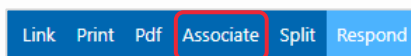
3. Click the **Select Document Types** drop-down list, and choose the type of form you wish to link to.

4. In the **Search Keywords** field, type the **Title** of the form you wish to link to, then click **Search**.

5. Review the **Search results** and identify the form you wish to link to.

6. Click the desired **form** to select it, then click **add**.

7. Click **Save** to associate the two forms.

Create a URL Link for a Green Star or WELL Form

To copy the URL of your Green Star or WELL form in iTWOcx to paste into an external document :

1. From the **Homepage**:
   a. Expand the **QMS** module > **Sustainability**.
   b. Select the **type of form** you need.
   c. Select either the **My Docs**, **Action Items**, **Info Items**, or **Company Addressed** tab to find the form you need.
   d. Locate your form on the list and click the **Reference** to open the form.
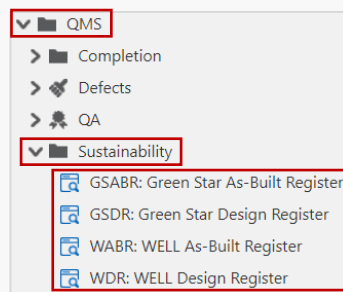
2. Click **Link** (bottom of form).
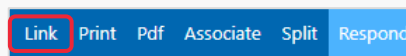
3. Click **Copy Link**.

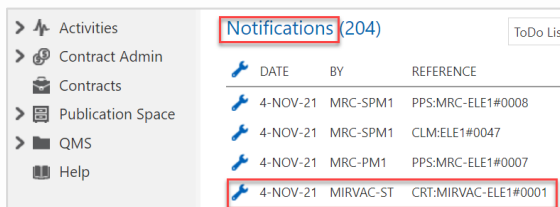4. Go to your destination file and **paste**.

Note: In order to be able to access this link, the recipient must be assigned as a user to your project in iTWOcx.

Steps Complete

Help? Please contact your Mirvac Project or Site Engineer.

This Quick Reference Guide (QRG) will show Other Mirvac (Development Manager, Mirvac Design Consultant, Asset or Facility Manager) and External users (External Consultants, and Owner/Tenant) how to manage a Commissioning Documents Form in iTWOcx. **Note**: Always use **Google Chrome** to access iTWOcx on the desktop.

Review a Commissioning Documents Form

1. If Mirvac has submitted a Commissioning Documents form for your review, you can navigate to the form from either:

   a. The email notification – click on the link to open iTWOcx and view the form; or

   b. The iTWOcx **Homepage** > **Notifications** screen - click on the form name to view it.

> ⚡ Activities	Notifications (204)		ToDo Lis
> 🏷 Contract Admin	🔧 DATE	BY	REFERENCE
🗄 Contracts			
> 📖 Publication Space	🔧 4-NOV-21	MRC-SPM1	PPS:MRC-ELE1#0008
> 📁 QMS	🔧 4-NOV-21	MRC-SPM1	CLM:ELE1#0047
📖 Help	🔧 4-NOV-21	MRC-PM1	PPS:MRC-ELE1#0007
	🔧 4-NOV-21	MIRVAC-ST	CRT:MIRVAC-ELE1#0001

2. Click **Respond** (bottom of form)

Link	Print	Pdf	Associate	Split	Respond

   The form opens, and you can review the details.

3. Enter **Comments** (bottom of form) to explain whether the form is ready to be finalised; or whether it requires further update and needs to be resubmitted.

4. Click **Status** (top of form) and select either:

   a. **Resubmit – Consultant**

   b. **Finalised**

5. Click **Submit** (bottom of form).

iTWOcx will automatically send the relevant notifications.

Steps Complete

This Quick Reference Guide (QRG) will show other Mirvac (Development Manager, Mirvac Design Consultant, Asset or Facility Manager) and External users (Consultants and Owners/Tenants) how to create a defect in iTWOcx using the mobile application.

1. To create a new defect, on the app's main screen, tap on the **Modules** tab (bottom of screen).

   Me | Modules | Favorites | Settings

2. Tap **QMS** > **Defects** > **Defect Register**.

3. Tap the **Create** icon (bottom of screen)

The New Defect Details screen opens.

4. On the **Details** screen:

   a. Add a **Title** that will be easy to search.

   b. The **Status** defaults to **Identified**. This cannot be changed.

   c. A default **Due Date** is populated. Change if due date is incorrect.

   d. In the **Collaborators** section:

      i. Tap the ⊕ icon in the **action** field to search the address book for the name of the **Mirvac Engineer** to whom you will assign this defect.

      ii. Tap the ⊕ icon in the **info** to field to search for the name(s) of any other recipients you would like to include on this defect for their information

5. Tap the **Form** icon (bottom of screen). The Form screen opens.

   Details | Form | Attachments | Related
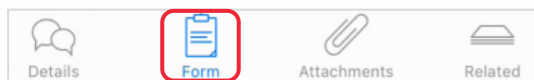
6. On the **Form** screen (fields marked with an asterix * are mandatory):

   a. Select an option from each of the **Please select** lists.

   b. Enter the estimated **Defect Cost**.

   c. Enter **Further Notes** if desired.

7. Tap the **Attachments** icon (bottom of screen). The Attachments screen opens.

   Details | Form | Attachments | Related

8. Tap the **camera** icon (top of the screen).

9. Choose whether to take a photo/video; or upload an image or file from your device.

   Take Photo / Video
   Camera Roll
   Choose File
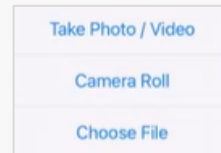
10. If you would like to add mark-ups to your attachment:

    a. Tap the **paint palette** icon (top of attachment screen).

    b. Tap the **red arrow** icon to see the available mark-up options.

    c. Select an arrow, a shape or text option

    d. Select a colour option.

    e. Tap on the attachment to add your mark-up.

11. To save your attachment, tap **Save** (bottom of attachment screen).

12. When you have finished creating your defect, tap **Save** (top of screen); and then tap **Save and Close**.

    Save and Close
    Save and Create New

You are returned to the Defect Register and iTWOcx:

    a. Updates your defect with a status of **Identified**

    b. Sends a notification to the Mirvac Engineer to assign the defect to a subcontractor.

Steps Complete

Help? Please contact your Mirvac Project or Site Engineer.

This Quick Reference Guide (QRG) will show other Mirvac (Development Manager, Mirvac Design Consultant, Asset or Facility Manager) and External users (Consultants and Owners/Tenants) how to manage a defect in iTWOcx using the mobile application

1. On the app's main screen, tap **Me** (bottom of screen), then the **Hotlist** tab. This will display items that require your attention:

2. Tap **Defect Register**.

The list of defects awaiting attention will appear. Defects with a status of **Client-Consultant Review** must be reviewed.

3. Tap on a **defect** to open the form.

4. Navigate through the **Details**, **Form** and **Attachments** icons at the bottom of the screen to view all the information for this defect.
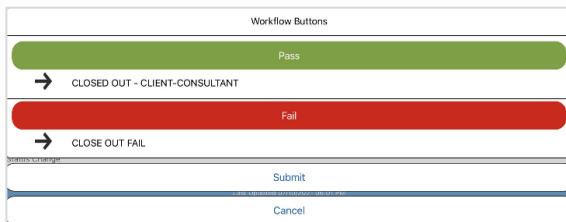

5. When your review is complete, return to the **Details** page.

6. If desired, enter **Comments** to explain the review outcome and tap **Submit**.

7. Towards the top of the page, tap the **Status** field.

The Workflow Buttons appear.

8. Tap either **Pass** or **Fail.**

When you make your selection, iTWOcx will ask you to confirm if this selection is correct.

9. Tap **Yes** to submit your response. iTWOcx will automatically send notifications and:

   a. **Pass:** update the status of the defect to **Closed Out**.

   b. **Fail:** update the status of the defect to **Close Out Fail**.

Steps Complete

This Quick Reference Guide (QRG) will show other Mirvac (Development Manager, Mirvac Design Consultant, Asset or Facility Manager) and External users (Consultants and Owners/Tenants) how to create a non conformance report (NCR) in iTWOcx using the mobile application.

1. From the **Homepage**:

   a. Tap **Modules** (bottom of screen)

   b. Tap **QMS** > **Defects** > **Non Conformance**.
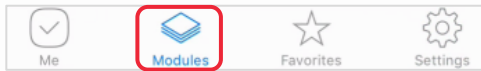
2. Tap the **Create** icon (bottom of screen).

   The New Non Conformance Details screen opens.

3. On the **Details** screen:

   a. Add a **Title** that will be easy to search.

   b. The **Status** defaults to **Identified**. This cannot be changed.

   c. A default **Due Date** is populated. Change if due date is incorrect.

   d. Tap the ⊕ icon in the **action** field to search the address book for the name of the **Mirvac Engineer** to whom you will assign this defect.

   e. Tap the ⊕ icon in the **info** to field to search for the name(s) of any other recipients you would like to include on this defect for their information

4. Tap the **Form** icon (bottom of screen). The Form screen opens.

5. On the **Form** screen (fields marked with an asterix * are mandatory):

   NCR Location

   a. Select an option from each of the **Please select** lists.

   b. Describe the **Location Details**.

Part A – Quality/Safety/Environment/System

   a. Select an option from the relevant the **Please select** lists.

   b. Describe the **Part A Details**.

Note: If a safety NCR is identified, then Mirvac staff should continue to raise the NCR in Hammertech. A request to remove the safety checkboxes from iTWOcx will be actioned in a future release. For now, disregard the safety section in iTWOcx and raise your safety NCR in Hammertech.

6. Tap the **Attachments** icon (bottom of screen). The Attachments screen opens.

7. Tap the **camera** 📷 icon (top of the screen).

8. Choose whether to take a photo/video; or upload an image or file from your device.

9. If you would like to add mark-ups to your attachment:

   a. Tap the **paint palette** icon 🎨 (top of attachment screen).

   b. Tap the **red arrow** icon ↙ to see the available mark-up options.

   c. Select an arrow, a shape or text option.

   d. Select a colour option.

   e. Tap on the attachment to add your mark-up.

10. To save your attachment, tap **Save** (bottom of attachment screen).

11. When you have finished creating your NCR, tap **Save** (top of screen); and then tap **Save and Close.**

You are returned to the Non Conformance Register and iTWOcx:

   a. Updates your NCR with a status of **Identified**.

   b. Sends a notification to the Mirvac Engineer to assign the NCR to a subcontractor.

Steps Complete

Help? Please contact your Mirvac Project or Site Engineer.

This Quick Reference Guide (QRG) will show other Mirvac (Development Manager, Mirvac Design Consultant, Asset or Facility Manager) and External users (Consultants and Owners/Tenants) how to manage a non conformance (NCR) in iTWOcx using the mobile application.

1. On the app's main screen, tap **Me** (bottom of screen), then the **Hotlist** tab. This will display items that require your attention:

2. Tap **Non Conformance**.

The list of NCRs awaiting attention will appear. NCRs with a status of **Client-Consultant Review** must be reviewed.

3. Tap on an NCR to open the form.

4. Navigate through the **Details**, **Form** and **Attachments** icons at the bottom of the screen to view all the information for this NCR.
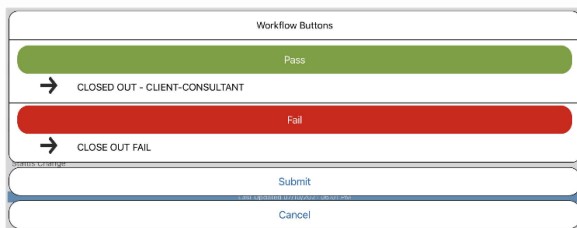

5. When your review is complete, return to the **Form** page.

6. In **Part E**:
   a. Enter **Details** to explain the outcome of your review.
   b. If you are going to Fail the NCR, proceed to step 7. Otherwise, tap **Accepted By** and select the correct option.

7. Return to the **Details** page.

8. Towards the top of the page, tap the **Status** field.

   The Workflow Buttons appear.

9. Tap either **Pass** or **Fail.**

   When you make your selection, iTWOcx will ask you to confirm if this selection is correct.

9. Tap **Yes** to submit your response. iTWOcx will automatically send notifications and:

   a. **Pass:** update the status of the defect to **Closed Out**.

   b. **Fail:** update the status of the defect to **Close Out Fail**.

Steps Complete

Help? Please contact your Mirvac Project or Site Engineer.