**Subcontractors – Clixifix**

**All works after initial snagging which is done by site will be issued to subcontractor via the Clixifix system.**

**Information we need to set an account up:-**

**Company Name**

**Address**

**Tel:-**

**Email Address for person responsible for customer care within their business**

**Ascent will set up subcontractor account and an email is sent to the address that they provided to notify that the account needs to be activated.**

**Subcontractor clicks onto the link and sets a password that creates the account for future access.**

**Ascent Customer Care issue work ticket which generates an email to the subcontractor to say that a job has been issued to them. The ticket shows Address, homeowners details, contact number, details of job and required response time for works to be complete.**

**Subcontractor clicks on Reject or Accept.**

**When work is complete for the job subcontractor should email customercare@asecnt-homes.co.uk stating job number and completion date.**

**Ascent Customer Care update and close job on Clixifix system.**