LEARN SOMETHING USEFUL

Equiem Skills Lab

A short, practical course for office managers and everyone at Regent’s Wharf.

Start anytime. Use your own device.

Your building app can make everyday tasks easier. This guide gives you a route to follow, a few things to practise and an Excel workbook to keep alongside it.

20 minutes

Everyone / missions 01–06

+15 minutes

Office managers / missions 07–10

A course that fits your working day

01 **Make it yours**
Account, interests and your choice of updates

02 **Find the essentials**
Current guides and building documents

03 **Join the community**
Events, deals and wellbeing

04 **Welcome a visitor**
The details a real guest invitation needs

05 **Get the right help**
Request routing and status

06 **Plan a shared space**
Shared spaces and booking approval

Open Equiem **Open the existing toolkit**

If an option is missing from your account, ask Reception to check the right route for your role. Your Excel Skills Passport is a personal learning record.

YOUR QUICK START / 01–03

Find your way. Find your people.

Begin with the pages you can use every day, then make the app feel relevant to you.

01 Make it yours

My account

Check your account details. Review Interests and choose the newsletter or push preferences that suit you. You decide which updates to receive.

Success: I can find my account and choose my own preferences.

Open this route

02 Find the essentials

My Building > Document Hub

Read the current welcome guide. Locate the latest handbook and building guidance. The Home quick links also include the Regent’s Wharf Document Hub.

Success: I know where current building information lives.

Open this route

03 Join the community

Events / Deals / Wellbeing quick link

Choose an event or offer that is useful to you. Read its time, venue and terms, then follow its RSVP or redemption instructions. A waiting list is only available when shown.

Success: I can find an opportunity and understand how to take part.

Open this route

One useful action: share a current guide, event or offer with a colleague who would benefit. Keep routine suggestions in the comments on the course post.

YOUR QUICK START / 04–06

Visitors. Requests. Shared spaces.

Open the workflow, understand the fields, and use it when you have a genuine task.

04 Welcome a visitor

Visitor appointments > New Appointment

Check the title, location, date, start time, duration and host. Use Add Visitors for the genuine guest details, review the information and Submit when the invitation is ready.

For practice, identify the fields without sending a test invitation.

Open this route

05 Get the right help

Request management > NEW REQUEST

Choose building > level > space > category > details. Describe what happened and where; attach a relevant photo if helpful. Check My Requests for the live status and keep the reference.

For urgent hazards or emergencies, contact Security / Reception immediately.

Open this route

06 Plan a shared space

Bookings > Catalogue > The Engine Room

Check availability, capacity, permitted times and layout. The Engine Room requires approval: a submitted request is not a confirmed booking. Check the outcome before confirming arrangements.

The web account shows capacity 60 and a minimum booking of one hour.

Open this route

Menus and permissions may differ between companies and between web and mobile. Reception can help if you cannot see a feature. No practice record needs to be submitted to complete this course.

OFFICE MANAGERS / SPREADSHEET SKILLS

Choose one task. Choose one tool.

Your existing toolkit has seven blank Excel workbooks. Start with the task in front of you.

Smart Priorities

Download blank copy

When the task list is competing for your time. Review the ranked queue and deadline flags.

Visitors & Events

Download blank copy

Before a team gathering, client visit or workshop. Check room clashes, total capacity, portions and overspend.

Service Requests

Download blank copy

When your team needs a clear follow-up list. Review due dates, overdue days and closed-on-time results.

Suppliers & Renewals

Download blank copy

Before a supplier review or contract notice date. Review VAT-inclusive spend, headroom and notice dates.

Attendance & Catering

Download blank copy

Before ordering food for a team day. Review portions, budget left and unused meals after service.

Starters & Access

Download blank copy

Before a new colleague’s first day. Review completion, next step, due dates and overdue actions.

Deliveries & Assets

Download blank copy

For parcel handovers or company equipment on loan. Review uncollected items and overdue returns.

Download → enter → review → save. Edit the pale yellow cells. Try a labelled example, inspect the calculation and remove the example before real use. Save your company copy in an approved location.

Turn a skill into a small habit.

Add 15 minutes to the quick start, then use a simple routine your team can keep.

07 Choose the right workbook

Open the Office Managers' Toolkit. Download one blank workbook. Enter a clearly labelled example in pale yellow cells and review its calculated result.

08 Follow up without duplicating

Use your Service Requests copy for planning. Record a genuine Equiem request reference and a follow-up date, then check its live status in Equiem.

09 Prepare a team moment

Use Visitors & Events or Starters & Access to plan one upcoming activity. Review clashes, capacity or next steps, then carry out the live building actions in Equiem.

10 Make it a weekly habit

Choose three actions from Weekly Routine, nominate an owner and review day, and share one useful app route with a colleague.

Your workbook, at a glance

Start Here selects your path and shows progress. App Guide explains when, where and how. Skills Passport records practice. Template Guide helps you choose a workbook. Weekly Routine and Team Launch support your colleagues. Live Session contains a suggested workshop plan. Ideas & Feedback keeps your own improvement notes.

The live walkthrough is proposed; the date, time and room will be confirmed before an event is announced. Vote in the linked Equiem poll for your preferred Thursday time or choose the on-demand guide.

A CHECKLIST TO KEEP

Your first six skills, in one place.

Tick the tasks you can do or explain. Use the Excel Skills Passport for editable progress.

- [ ] **01 Make it yours**

  I can find my account and choose my own preferences.

- [ ] **02 Find the essentials**

  I know where to find current building information.

- [ ] **03 Join the community**

  I can find an event and understand its RSVP or offer terms.

- [ ] **04 Welcome a visitor**

  I can explain what is needed before a guest arrives.

- [ ] **05 Get the right help**

  I can route an issue and know how to check its status.

- [ ] **06 Plan a shared space**

  I understand that an Engine Room request needs approval.

One useful next step

Choose one task you will use this week, help one colleague find a route, and leave one practical suggestion in the course comments.

Open Equiem **Open the Office Managers' Toolkit**

Need help? Email Arlean / Reception

Thank you for helping make Regent's Wharf easier to use, one useful habit at a time.