



CUSTOMER USER GUIDE

Hilti Construction Platform and Firestop Selector
Mobile App for Fire Protection Service Requests



Fastening & Protection Solutions
Transactional Engineering Services



CHAPTERS

1. Hilti Construction Platform (HCP) introduction
2. Registering for the HCP
3. Creating an Engineering Judgment (EJ) service request on the HCP
4. Notifications, status, sharing, comments & documents
5. Navigating the HCP dashboard
6. Firestop Selector mobile app for EJs
7. Frequently Asked Questions (FAQs)

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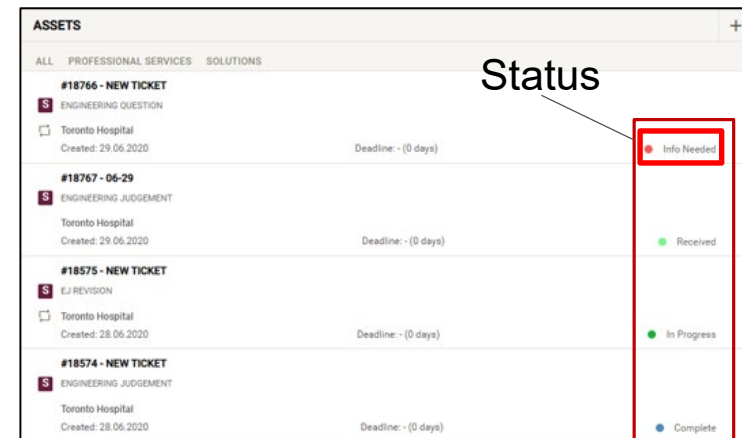
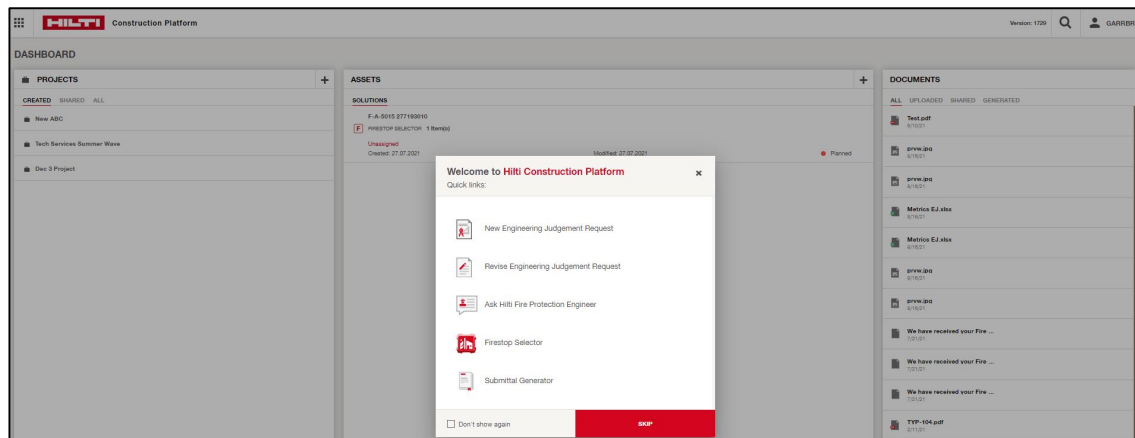
5. Navigating the HCP dashboard

6. Firestop Selector mobile app for EJs

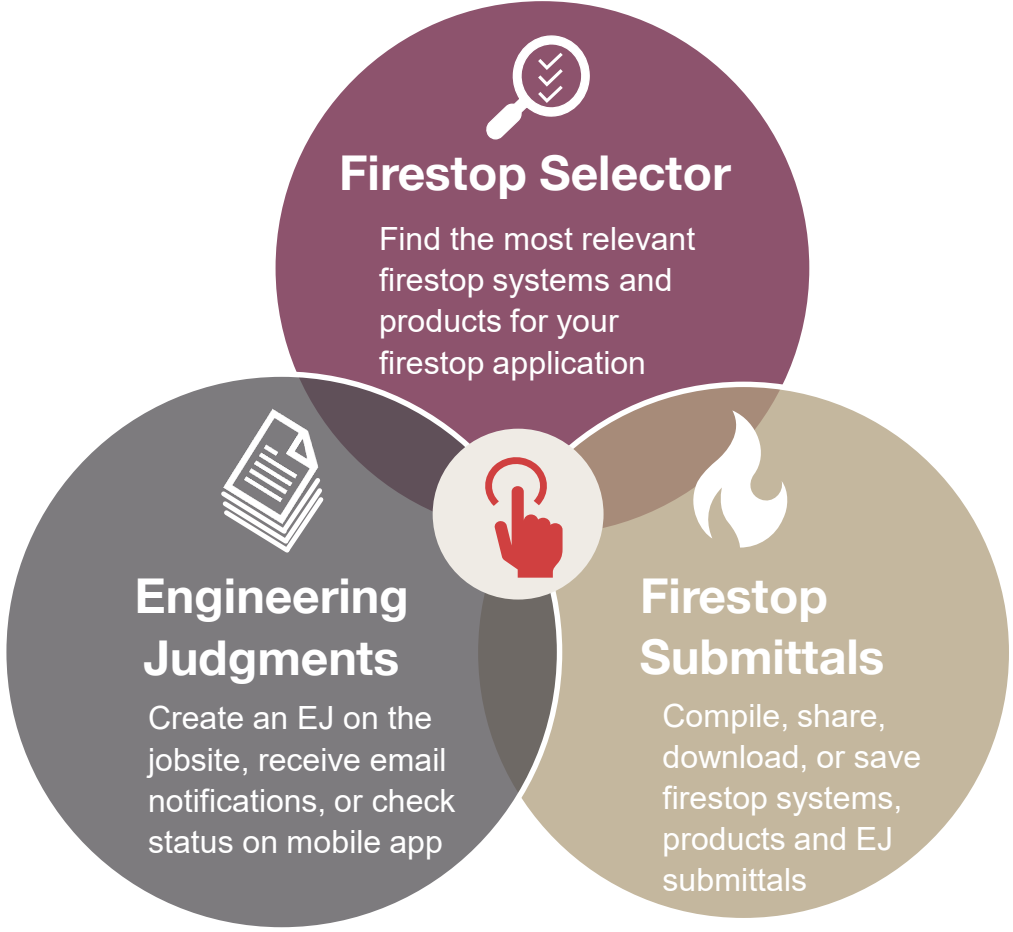
7. Frequently Asked Questions (FAQs)

HCP INTRODUCTION





- The HCP is a digital platform to submit, track and manage Fire Protection Design Team (FPDT) service requests, such as
 - New Engineering Judgments (EJs), Revisions to EJs, or questions to FPDT
- For EJs, users are able to:
 - Submit requests and retrieve completed EJ drawings from the HCP
 - Track the *status* of requests on the HCP (i.e., Received > In Progress > Completed or More Info Needed)
 - Store and share projects
- Firestop Selector & Submittals is also available on the HCP to search for and save systems, and created submittals



THREE NEW SOFT-TOOLS DESIGNED TO HELP INCREASE PRODUCTIVITY & IMPROVE CUSTOMER EXPERIENCE



WEB AND MOBILE APPS NOW AVAILABLE FOR ENGINEERING JUDGMENTS, FIRESTOP SELECTOR & SUBMITTALS

| Services & Solutions for Fire Protection | Web  ConstructionPlatform.Hilti.com | Mobile    Firestop Selector |
|---|---|---|
| Engineering Judgments | ● | ● |
| System Selector | ● | ● |
| Submittal Generator* | ● | |

* US Only


Legend

● Available

● In Development

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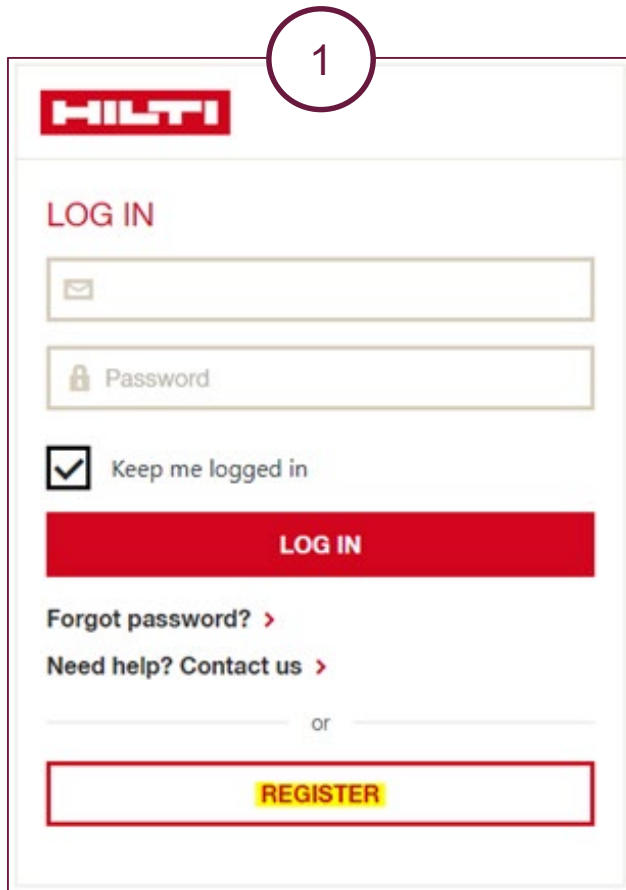
5. Navigating the HCP dashboard

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GO TO CONSTRUCTIONPLATFORM.HILTI.COM AND CLICK “REGISTER” TO COMPLETE STEPS (1), (2), AND (3)

1



HILTI

LOG IN

Keep me logged in

LOG IN

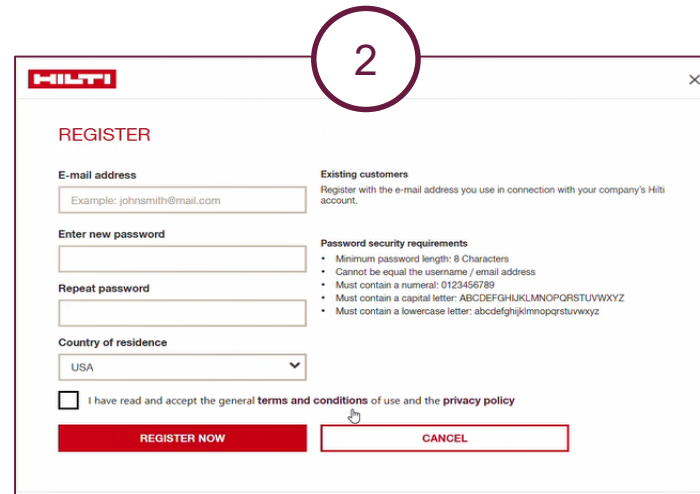
[Forgot password? >](#)

[Need help? Contact us >](#)

or

REGISTER

2



HILTI

REGISTER

E-mail address

Example: johnsmith@mail.com

Existing customers
Register with the e-mail address you use in connection with your company's Hilti account.

Enter new password

Repeat password

Country of residence

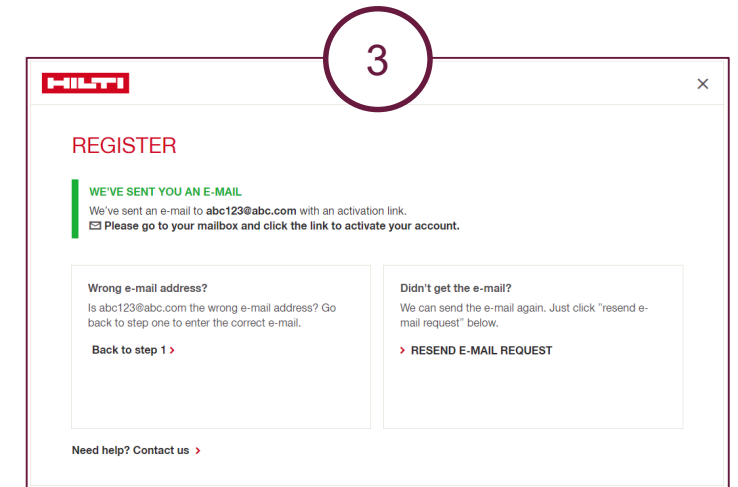
I have read and accept the general [terms and conditions](#) of use and the [privacy policy](#)

Password security requirements

- Minimum password length: 8 Characters
- Cannot be equal the username / email address
- Must contain a numeral: 0123456789
- Must contain a capital letter: ABCDEFGHIJKLMNOPQRSTUVWXYZ
- Must contain a lowercase letter: abcdefghijklmnopqrstuvwxyz

REGISTER NOW

3



HILTI

REGISTER

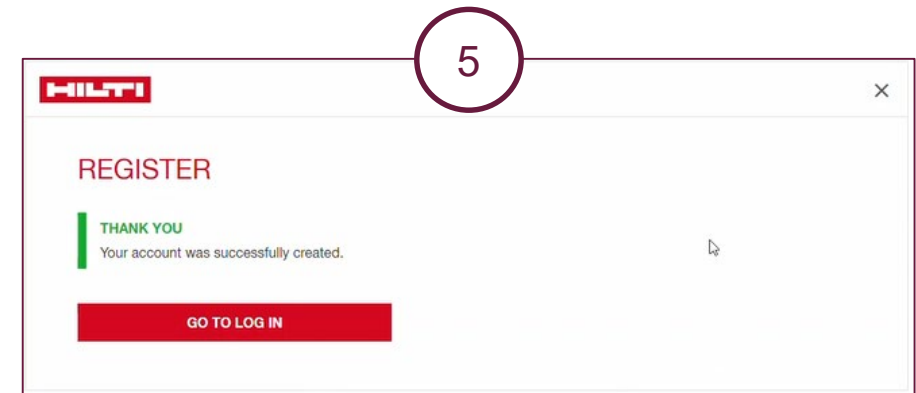
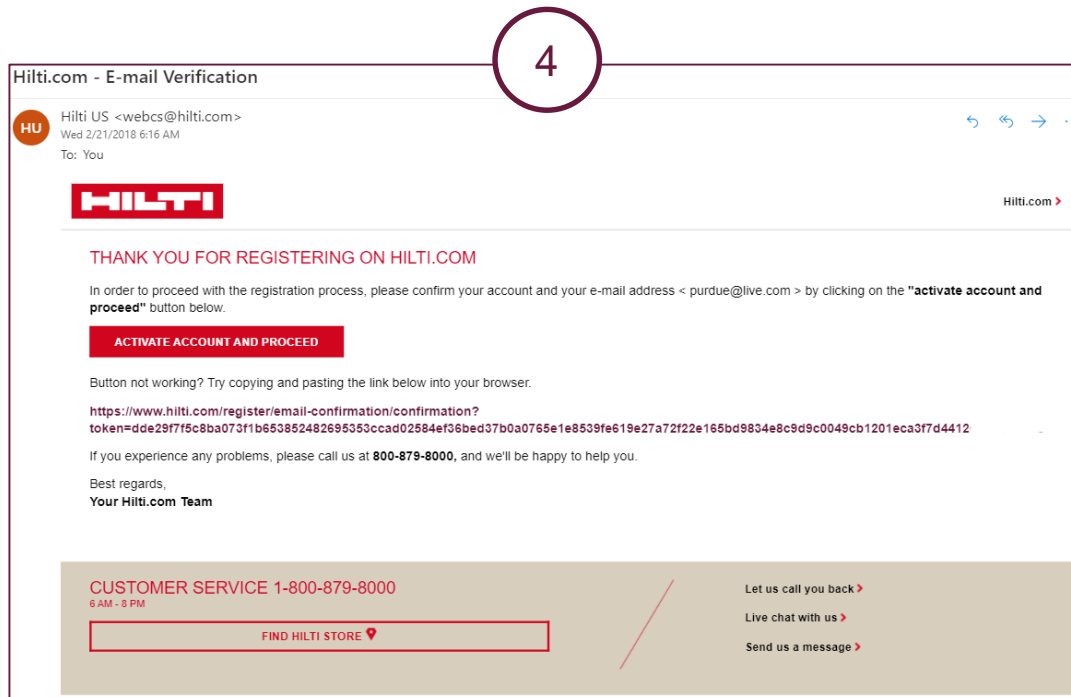
WE'VE SENT YOU AN E-MAIL
We've sent an e-mail to **abc123@abc.com** with an activation link.
Please go to your mailbox and click the link to activate your account.

Wrong e-mail address?
Is abc123@abc.com the wrong e-mail address? Go back to step one to enter the correct e-mail.
[Back to step 1 >](#)

Didn't get the e-mail?
We can send the e-mail again. Just click "resend e-mail request" below.
[RESEND E-MAIL REQUEST](#)

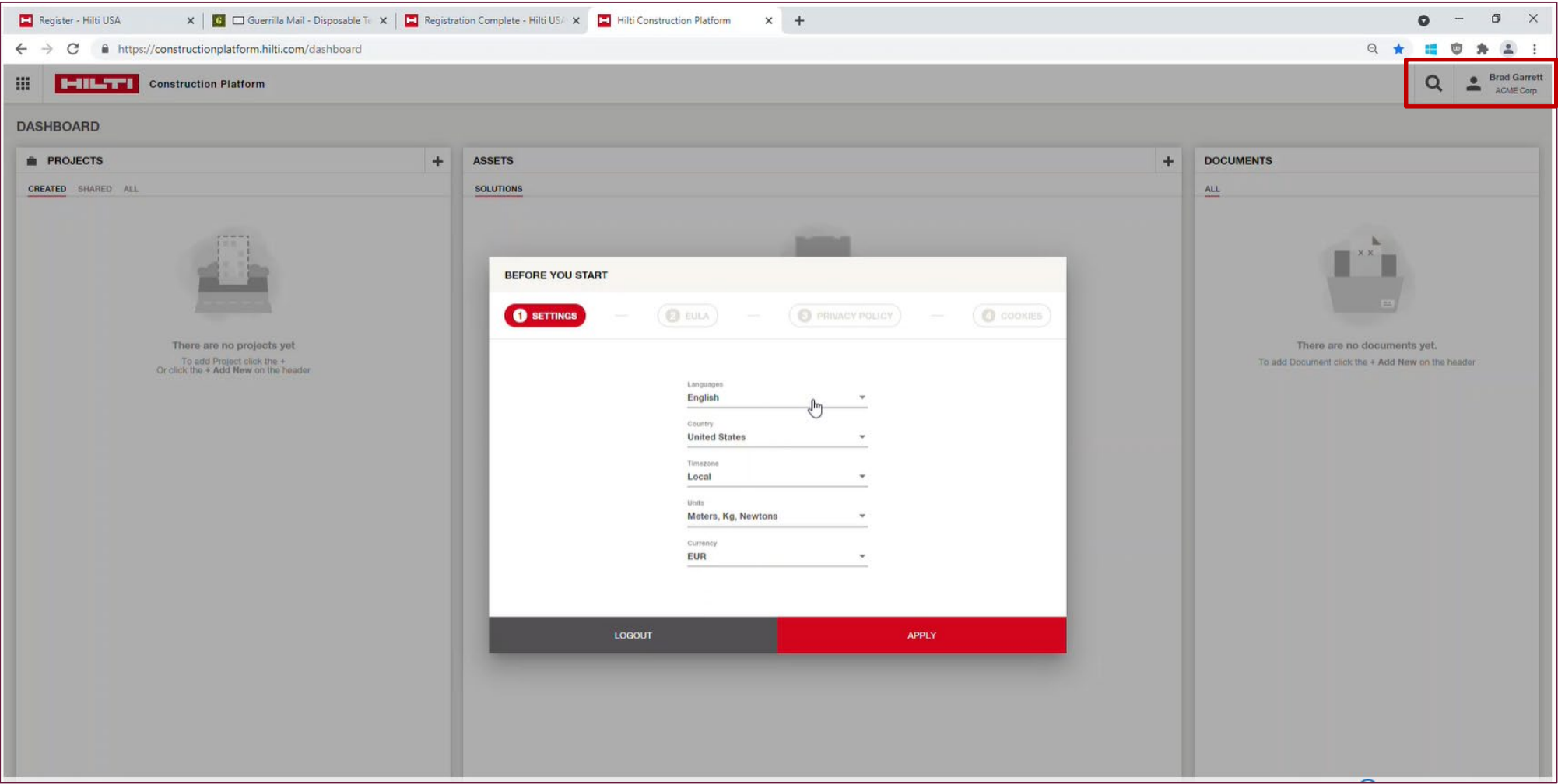
[Need help? Contact us >](#)

RECEIVE VERIFICATION EMAIL (4) TO “ACTIVATE ACCOUNT & PROCEED” AND “GO TO LOG IN” (5)

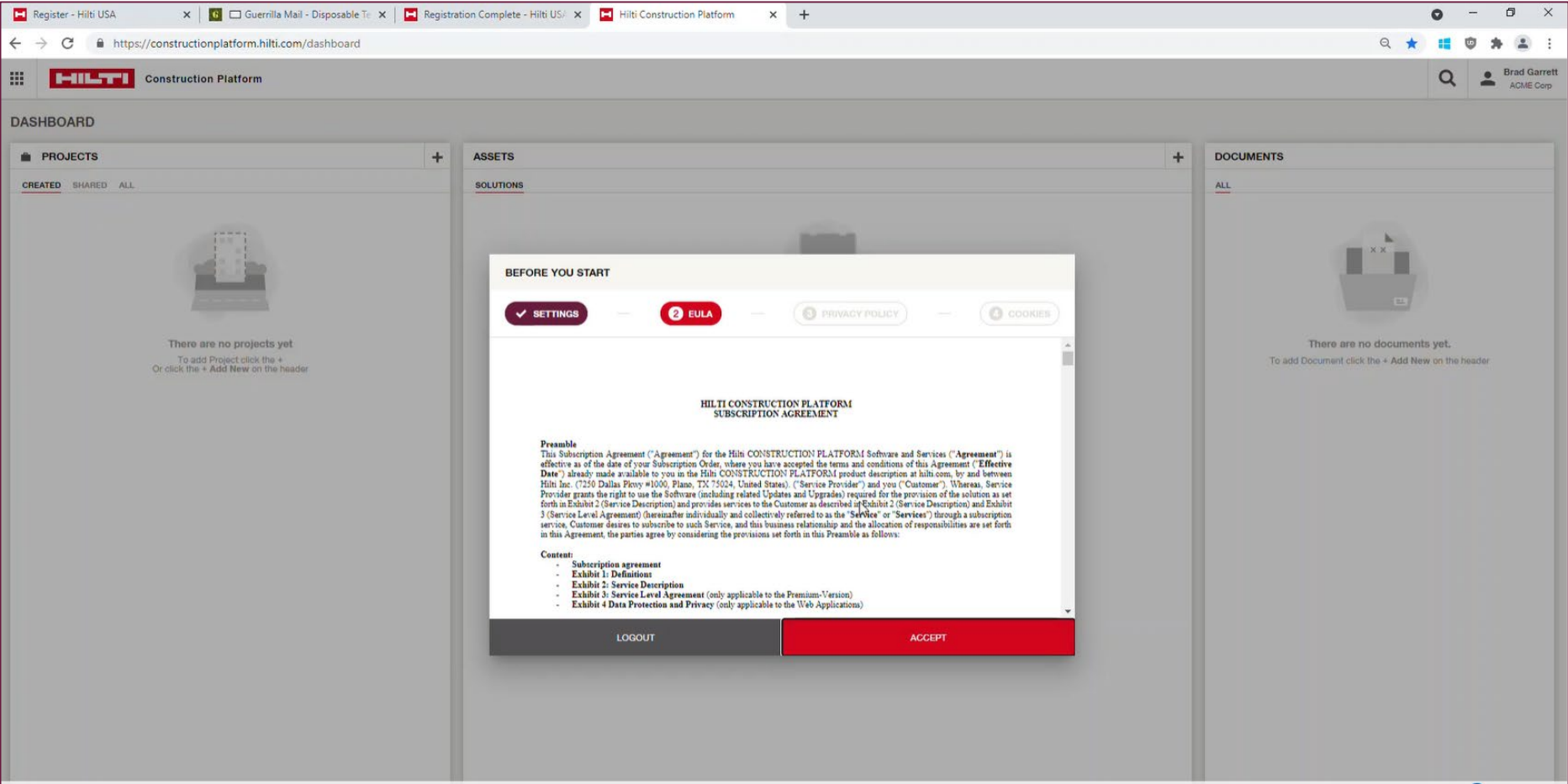


For any registration issues, please contact Hilti Customer Service at 1-800-879-8000 (US) or 1-800-363-4458 (CA)

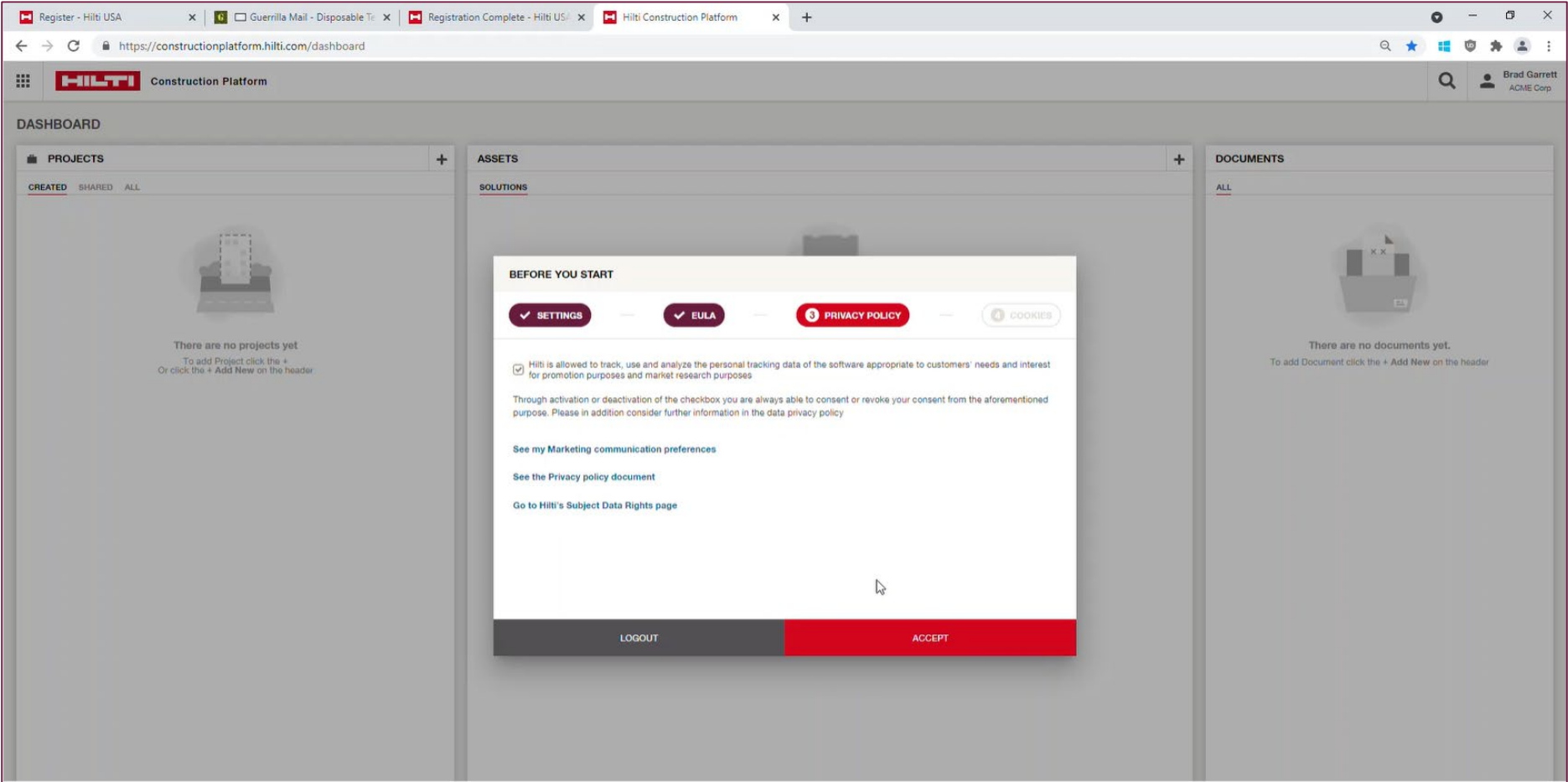
CREATE LOCALIZATION SETTINGS – LANGUAGE, COUNTRY, UNITS, ETC. AND RECOGNIZED BY THE PLATFORM



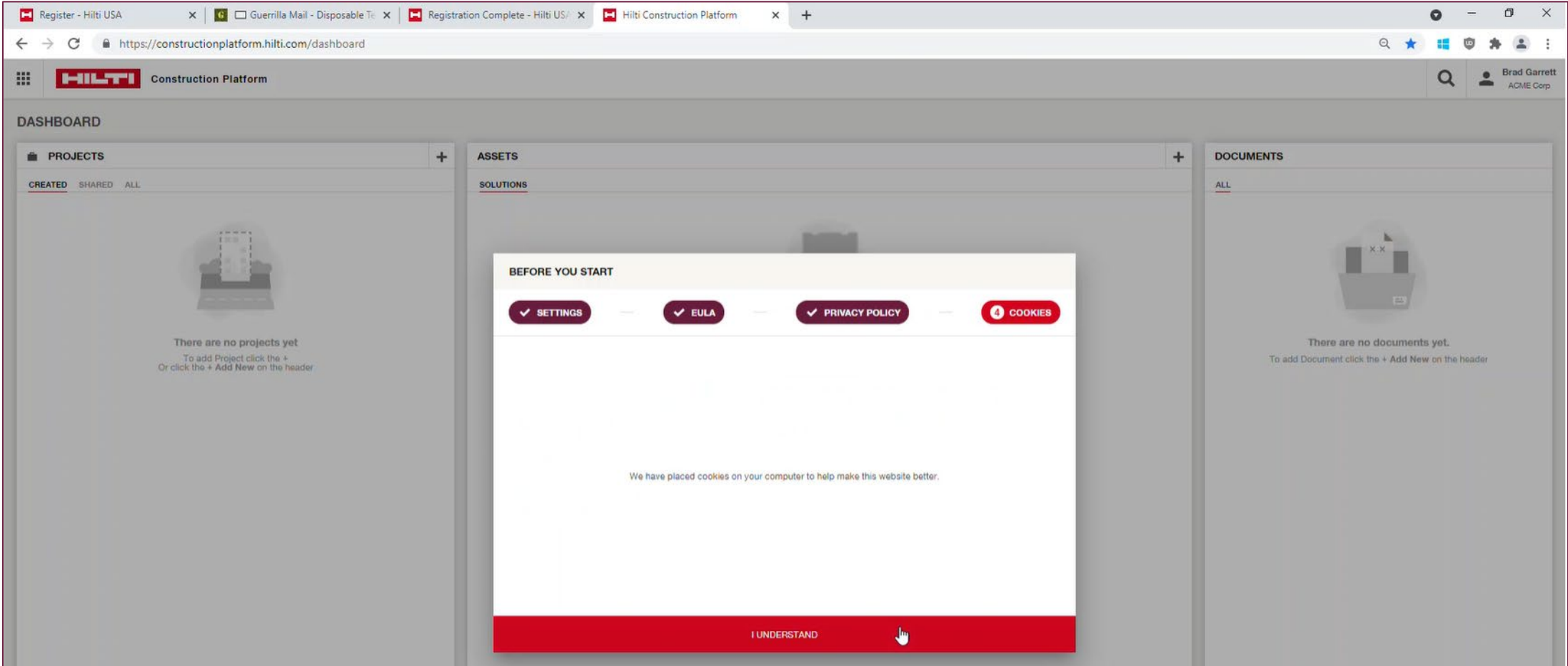
ACCEPT END USER LICENSE AGREEMENT



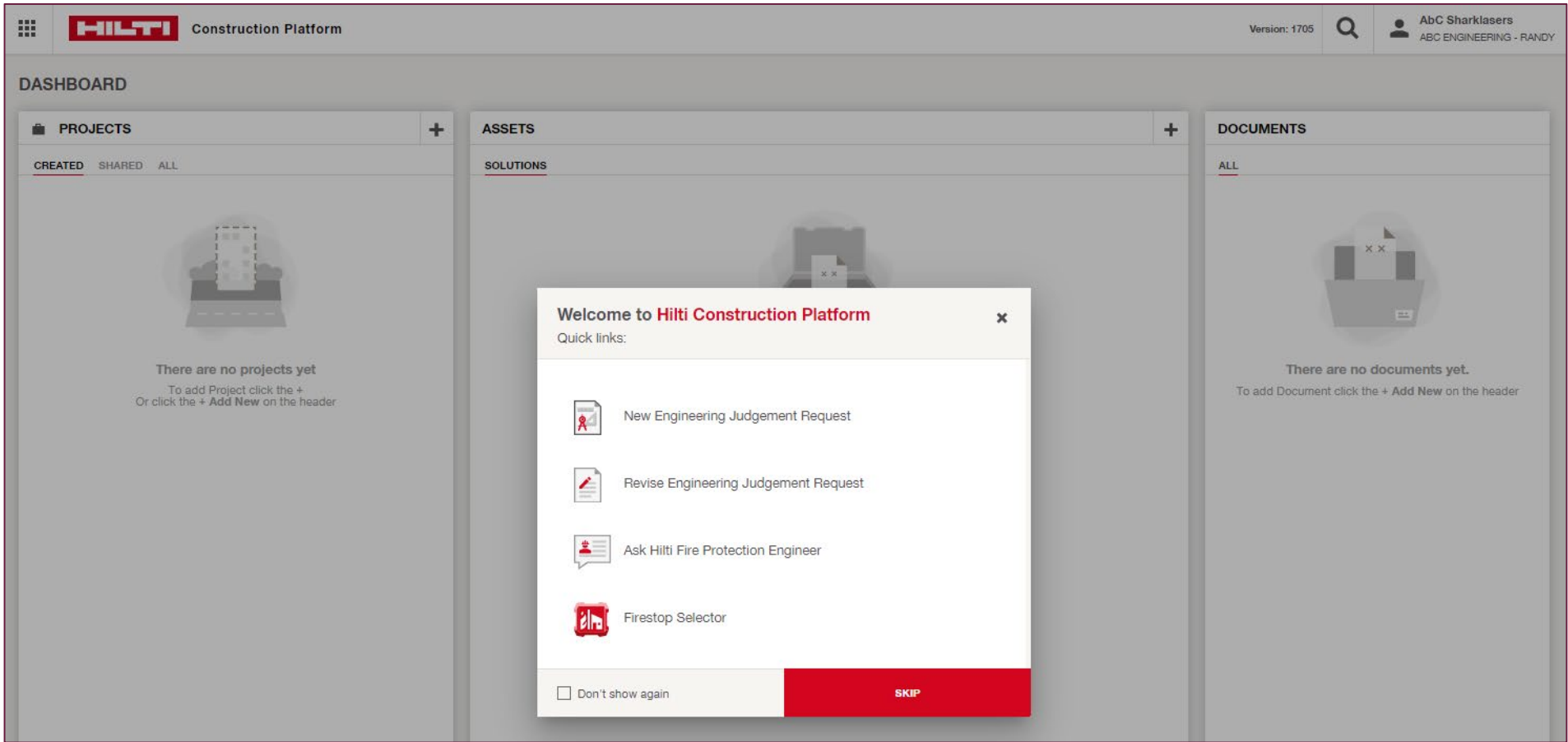
ACCEPT PRIVACY POLICY



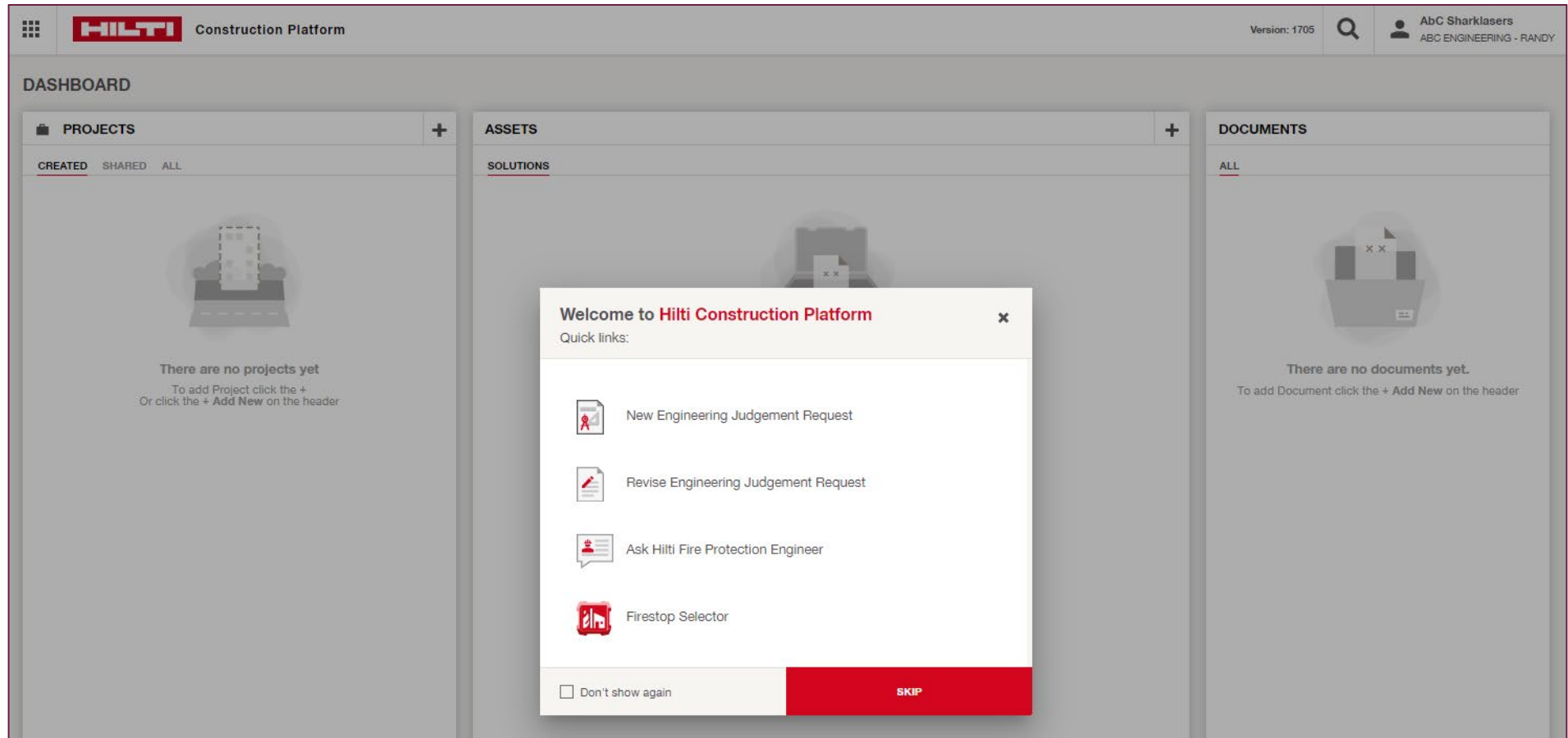
ACKNOWLEDGE COOKIE STATEMENT



YOU ARE NOW ABLE TO REQUEST AND RETRIEVE AN EJ FROM THE HCP



QUICK LINKS ARE AVAILABLE AT LOGIN TO THE HCP



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FIRST STEP – CREATING A PROJECT

1. Select "Add Project"

2. Create Project Name

4. Select 'Add Project'

The screenshot shows the 'ADD PROJECT' form in the HILTI Construction Platform. The form is divided into three columns: 'Project Info', 'Project address', and 'Contact person'. The 'Project Name' field contains 'Customer User Guide'. The 'Country (Location of Project)' is set to 'United States' and 'Portfolio' is 'US'. The 'Contact person' section has a pre-filled email 'xyz@sharklasers.com'. At the bottom right of the form is a red 'Add project' button. A callout box points to the 'Add project' button with the text '4. Select \'Add Project\''. Another callout box points to the 'Project Name' field with the text '2. Create Project Name'. A third callout box points to the 'Contact email' field with the text '3. If not already auto-filled, enter your email address here'. A fourth callout box points to the 'PROJECTS' section of the dashboard with the text '1. Select "Add Project"'. The dashboard shows a 'NEW PROJECT - ABC ENGINEERING - RANDY' entry.

3. If not already auto-filled, enter your email address here

Note: project displays under 'Created'

The screenshot shows the HILTI Construction Platform dashboard. The 'PROJECTS' section is active, and the 'CREATED' tab is selected. A project named 'Customer User Guide - ABC ENGINEERING - RANDY' is listed under the 'CREATED' tab. The project name is highlighted in yellow. The dashboard also shows a 'NEW PROJECT - ABC ENGINEERING - RANDY' entry in the background.

CREATING YOUR FIRST SERVICE REQUEST

The screenshot shows the Hilti Construction Platform dashboard. The 'PROJECTS' section on the left contains a list of projects, with 'Customer User Guide - ABC ENGINEERING - RANDY' highlighted. A red callout box labeled '1. Click on the project' points to this entry. A '+' icon is visible to the right of the projects list. A second red callout box labeled '2. Click \"+\"' points to this icon. The 'DOCUMENTS' section on the right lists several PDF files. An 'ADD NEW' modal window is open in the foreground, showing two tabs: 'PROFESSIONAL SERVICES' and 'SOLUTIONS'. Under the 'SOLUTIONS' tab, there are four service cards: 'CALCULATION SERVICE', 'ENGINEERING JUDGEM...', 'EJ REVISION', and 'ENGINEERING QUESTION'. A red callout box labeled '2. Click \"/>The screenshot shows the Hilti Construction Platform dashboard. The 'PROJECTS' section on the left contains a list of projects, with 'Customer User Guide - ABC ENGINEERING - RANDY' highlighted. A red callout box labeled '1. Click on the project' points to this entry. A '+' icon is visible to the right of the projects list. A second red callout box labeled '2. Click \"+\"' points to this icon. The 'DOCUMENTS' section on the right lists several PDF files. An 'ADD NEW' modal window is open in the foreground, showing two tabs: 'PROFESSIONAL SERVICES' and 'SOLUTIONS'. Under the 'SOLUTIONS' tab, there are four service cards: 'CALCULATION SERVICE', 'ENGINEERING JUDGEM...', 'EJ REVISION', and 'ENGINEERING QUESTION'. A red callout box labeled '2. Click \"/>

NAME YOUR SERVICES REQUEST

The screenshot displays the Hilti Construction Platform interface for creating a request. The browser address bar shows the URL <https://constructionp...>. The page title is "Hilti Construction Platform". The user is identified as "XYZ sharklases" from "ABC ENGINEERING - RANDY". The version is "9.2.10-rc5".

The main content area is titled "SUMMARY" and shows "Request # 49460". A text input field for "Request name" contains "Customer User Guide Demd". Below this, a progress bar indicates the current step: "1 EJ Request" (highlighted in red), followed by "2 Review & Submit" and "3 Results".

Under "Project Info", the "Project" dropdown is set to "Customer User Guide". Under "Requester", the name is "XYZ sharklases". A red callout box points to the "Project" dropdown with the text: "Note, the request is created for this project".

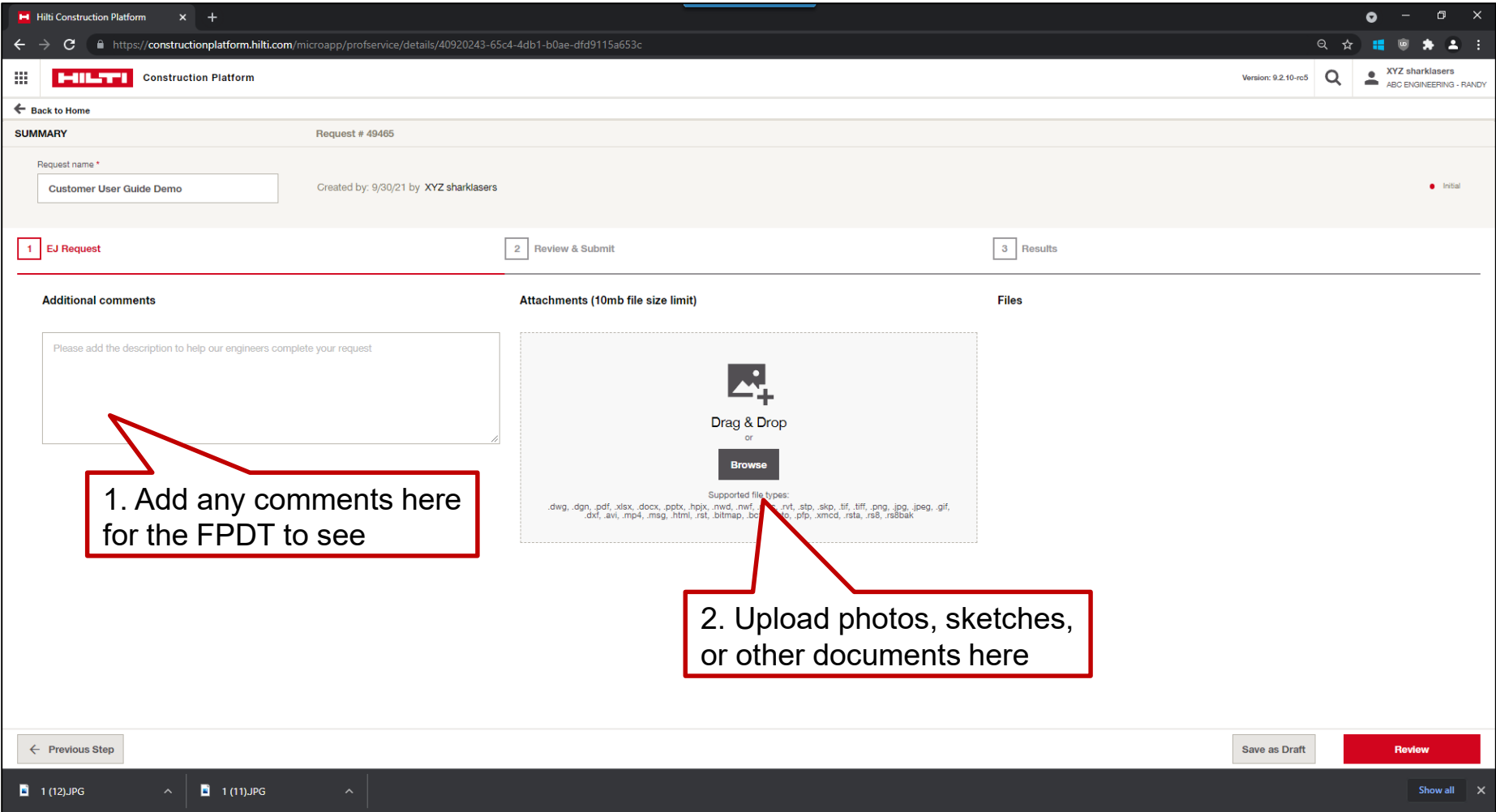
At the bottom right, a red button labeled "Next" with a right-pointing arrow is highlighted by another red callout box with the text: "2. Click 'Next'".

SELECT THE APPLICATION TYPE, RATINGS, AND ADDITIONAL ATTRIBUTES AND FOLLOW THE WORKFLOW

The screenshot displays the Hilti Construction Platform interface for an EJ Request. The workflow consists of three steps: 1. EJ Request, 2. Review & Submit, and 3. Results. The current step is 1. EJ Request, which is divided into three sections: Application & Assembly details, Ratings, and Additional attributes. Three callouts provide instructions for each section:

- 1. Select the Application and Assembly details:** Points to the 'Application Type' dropdown menu, which includes options like Penetration, Joint, and Perimeter Fire Barrier (Edge-of-Deck).
- 2. Select the F-Rating:** Points to the 'Ratings' section, specifically the 'F-Rating' dropdown menu, which includes options like 1 Hour, 2 Hours, 1 & 2 Hours, 3 Hours, and 4 Hours.
- 3. Choose Additional attributes as required:** Points to the 'Additional attributes' section, which includes dropdown menus for 'Access for Installation - Penetrant' and 'T-Rating', and checkboxes for 'L-Rating', 'W-Rating', 'Pipe Movement', 'Firestop Custom Detail (FCD) (Canada only)', and '50 Pa. (Canada only)'.

ADD COMMENTS, UPLOAD ANY PHOTOS, SKETCHES, OR OTHER DOCUMENTS, AND SELECT “REVIEW”



REVIEW THE DETAILS OF THE REQUEST AND “SUBMIT”

HILTI Construction Platform | Version: 9.2.10-rc5 | XYZ sharklasers | ABC ENGINEERING - RANDY

Request # 49465

Request name *
Customer User Guide Demo

Created by: 9/30/21 by XYZ sharklasers

Initial

1 EJ Request | 2 Review & Submit | 3 Results

| Project Info | Requester | Additional comments |
|------------------------------|----------------------------|---------------------|
| Project: Customer User Guide | Requester: XYZ sharklasers | Additional comments |
| City: | | |
| Address: | | |
| State / Province: | | |
| Postal code: | | |

| Files | Application Details | Additional attributes |
|-------|-------------------------|--|
| | Application Type: Joint | Access for Installation - Joint: no |
| | F-Rating: 2 Hours | Movement: no |
| | | Firestop Custom Detail (FCD) (Canada only): no |
| | | 50 Pa. (Canada only): no |

| Joint Details | |
|--|----------------|
| Joint Type | Head-of-Wall |
| Horizontal Assembly - Joints | Concrete Floor |
| Minimum Assembly Thickness (in.) | 6 |
| Maximum Joint Width (in.) | 2 |
| Vertical Assembly - Joint | Gypsum Wall |
| Stud width (in.) | 16 |
| Desired firestop option 1 | TTS |
| Desired firestop option 2 | Wool and spray |
| Are there penetrating items to consider? | no |

← Previous Step | Save as Draft | **Submit**

1 (12).JPG | 1 (11).JPG | Show all

Note, to make changes prior to submitting, click “Previous Step”

THE REQUEST IS SUBMITTED AND RECEIVED BY THE FPDT

The screenshot displays the Hilti Construction Platform interface. At the top, the browser address bar shows the URL: <https://constructionplatform.hilti.com/microapp/profservice/details/40920243-65c4-4db1-b0ae-dfd9115a653c>. The page title is "Hilti Construction Platform".

Key elements and callouts:

- Request # 49465**: A callout box points to the request number in the top right area.
- Request name**: A callout box points to the "Request name" field containing "Customer User Guide Demo".
- Created by**: A callout box points to the text "Created by: 9/30/21 by XYZ.sharklaskers".
- Dashboard**: A callout box points to a "Back to Home" link in the top left.
- Request Status**: A callout box points to a "Received" status indicator in the top right.
- Progress Steps**: A callout box points to the "Review & Submit" step in a progress bar.
- Notification**: A callout box points to the message "Your request has been received." accompanied by an envelope icon.
- Action**: A callout box points to a "+ New EJ request" button.

The interface includes a "SUMMARY" section with a "Request name" field, a "Created by" field, and a "Request # 49465" label. Below this is a progress bar with three steps: "1 EJ Request", "2 Review & Submit", and "3 Results".

A notification message states: "Your request has been received." Below this is a button labeled "+ New EJ request" with the subtext "Continue requesting new EJ's".

The main content area is divided into sections: "Project Info", "Requester", "Additional comments", "Files", "Application Details", and "Additional attributes".

| Project Info | Requester | Additional comments |
|------------------------------|-----------------------------|----------------------|
| Project: Customer User Guide | Requester: XYZ.sharklaskers | Additional comments: |
| City: | | |
| Address: | | |
| State / Province: | | |
| Postal code: | | |

| Files | Application Details | Additional attributes |
|-------|-------------------------|--|
| | Application Type: Joint | Access for Installation - Joint: no |
| | F-Rating: 2 Hours | Movement: no |
| | | Firestop Custom Detail (FCD) (Canada only): no |
| | | 50 Pa. (Canada only): no |

COMMENTS AND DOCUMENTS

The screenshot displays the Hilti Construction Platform interface for a completed EJ Request. The main content area shows a message: "Your request has been received." with a green checkmark icon. Below this, there is a "New EJ request" button. The interface is divided into several sections: "Project Info", "Requester", "Additional comments", "Files", "Application Details", and "Additional attributes".

Callouts provide the following information:

- This is where completed EJs will be retrieved**: Points to the top right of the interface.
- The Comment section may be used to send comments to the FPDT. Note that comments are disabled when the request is complete**: Points to the "COMMENTS" section on the right.
- Click to upload additional documents (if needed) to process your request**: Points to the "DOCUMENTS" section on the right.
- Documents uploaded with the request will also be stored here**: Points to the "DOCUMENTS" section on the right.

The "COMMENTS" section shows a comment from "xyz" at 9:50:21, 9:21 AM, stating "This area is for comments Team". The "DOCUMENTS" section shows a document icon and a "COMMENT" button.

| Project Info | Requester | Additional comments |
|--|-----------------------------|----------------------|
| Project: Customer User Guide City: Address: State / Province: Postal code: | Requester: XYZ sharklaskers | Additional comments: |

| Files | Application Details | Additional attributes |
|-------|--|---|
| | Application Type: Joint F-Rating: 2 Hours | Access for Installation - Joint: no Movement: no Firestop Custom Detail (FCD) (Canada only): no 50 Pa. (Canada only): no |

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EMAIL NOTIFICATIONS



- Email notifications are sent for three events:
 - Received, Complete, and More Info Needed
 - A link is sent with each notification email which when clicked will open the ticket on the HCP

The image displays three overlapping screenshots of email notifications from Hilti, each with a label in a red box:

- Received:** The top-left screenshot shows an email with the subject "We have received your Fire Protection Request". The main body text says "WE HAVE RECEIVED" in red. A red button is partially visible at the bottom.
- More Info Needed:** The middle screenshot shows an email with the subject "We need more information about your Request!". The main body text says "PLEASE PROVIDE MORE INFORMATION" in red. A red button is partially visible at the bottom.
- Complete:** The bottom-right screenshot shows an email with the subject "Your Fire Protection Request is complete!". The main body text says "YOUR FIRE PROTECTION REQUEST IS COMPLETE" in red. A prominent red button at the bottom says "GO TO MY FIRE PROTECTION REQUEST".

Each email screenshot includes the Hilti logo, the sender "Hilti SystemAccount Constr Platf EMail", and recipient information. The "Complete" email also shows a date and time: "Sun 6/28/2020 4:49 PM".

STATUS TRACKER ON HCP

HILTI Construction Platform

TORONTO HOSPITAL

Version: 1141

HIERARCHY

Currently you don't have any levels.
You can add a level by using the 'add level' icon on the header of this widget

ASSETS

| ALL | PROFESSIONAL SERVICES | SOLUTIONS |
|----------------------------|-----------------------|----------------------|
| #18766 - NEW TICKET | | |
| ENGINEERING QUESTION | | |
| Toronto Hospital | | Deadline: - (0 days) |
| Created: 29.06.2020 | | Info Needed |
| #18767 - 06-29 | | |
| ENGINEERING JUDGEMENT | | |
| Toronto Hospital | | Deadline: - (0 days) |
| Created: 29.06.2020 | | Received |
| #18575 - NEW TICKET | | |
| EJ REVISION | | |
| Toronto Hospital | | Deadline: - (0 days) |
| Created: 28.06.2020 | | In Progress |
| #18574 - NEW TICKET | | |
| ENGINEERING JUDGEMENT | | |
| | | Deadline: - (0 days) |
| | | Complete |

DOCUMENTS

Total Project Volume: \$0.00

Project Start: 28.06.2020 Project completed

Project End: 28.06.2020

Created: 28.06.2020, 4:40 PM

Last modified: 28.06.2020, 4:40 PM

Levels: 0

Solutions: 0

Documents: 0

200 Street, FFR5, Toronto, Ontario, Canada

CONTACTS

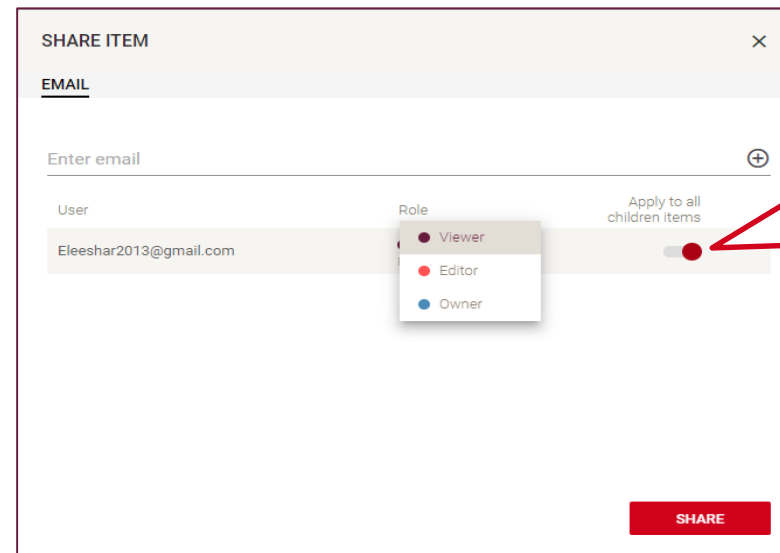
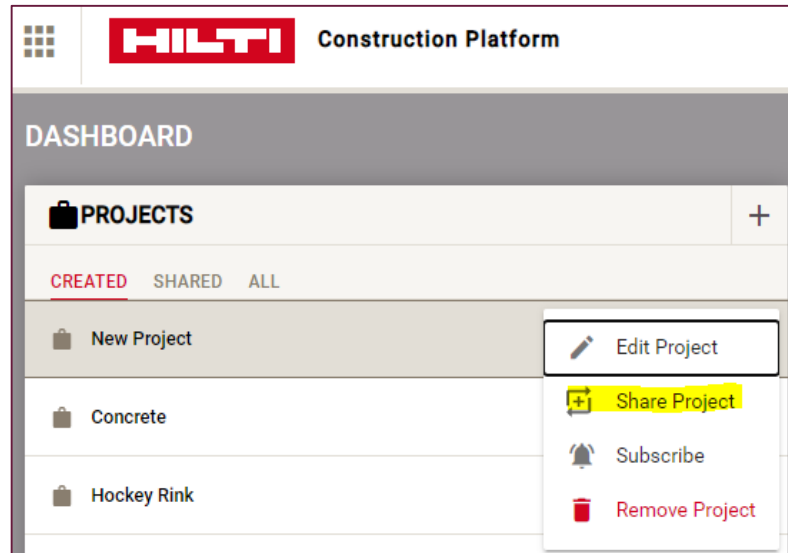
John Smith
PM
EJFPS2020@gmail.com


Five (5) types of statuses:

- Draft:** Request saved, but not submitted
- Received:** Request successfully submitted
- In Progress:** Request in review
- Info Needed:** Need more information
- Complete:** Request completed

SHARING PROJECTS WITH OTHER HCP USERS

- In the Dashboard, hover over the project to share to highlight the row, then click on the three vertical dots to the right of the project name and select “Share Project”
- Then add the email address of the person with whom you want to share the project. **Note: projects may be shared only with other users of the HCP**
 - If sharing with a Hilti employee, use their Hilti email address e.g., smitpat@hilti.com for Pat Smith. The users must be registered and have set up their HCP account; otherwise, the project will not be share – click “Share Project” again to confirm
- Shared users may be assigned a choice of three (3) unique roles: **Viewer**: read-only access; **Editor**: read, write, and delete; **Owner**: read, write, delete, and sharing rights

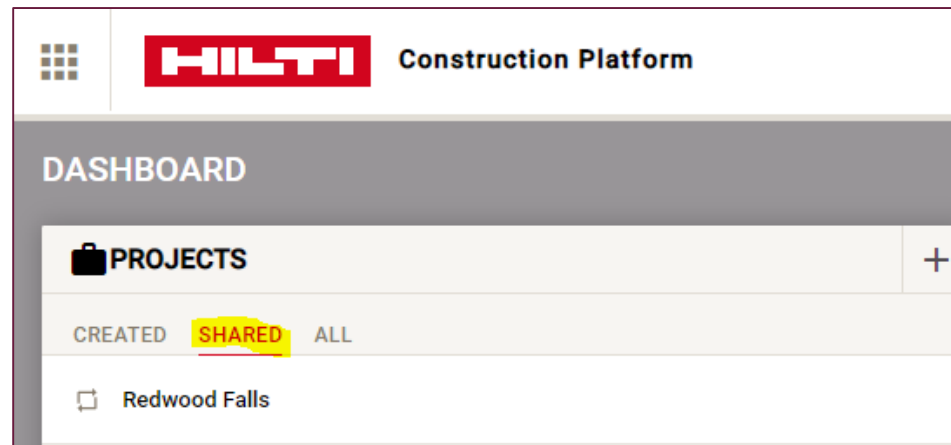




This **MUST** be selected for the requests within a project to be visible to other users with whom you share a project. If not, the project is shared, but empty of EJs, Revisions and Questions

HOW TO SEE A PROJECT SHARED WITH YOU BY ANOTHER HCP USER

- In the Dashboard, under Projects, click on the “SHARED” link
- Note: for a customer (or any HCP user) to share a project with you, they must use your Hilti email address e.g., hiltmar@hilti.com (for Martin Hilti)



COMMENTS ON HCP

HILTI Construction Platform

NEW ENGINEERING JUDGEMENTS REQUEST

Version: 2.3.4

SUMMARY

Request name
New Ticket

1 EJ Request | 2 Review & Submit

Your request is being reviewed by a Hilti representative

Project Info

| | | | |
|---------|------------------|-----------|-------------------|
| Project | Project Demo UAT | Requester | chavgab@hilti.com |
|---------|------------------|-----------|-------------------|

Additional comments

Additional comments: Please process this Engineering Judgement request as soon as possible.

Application Details

| | | | |
|------------------|-------------|-------------------------------------|------------|
| Application Type | Penetration | Access for Installation - Penetrant | Both sides |
| F-Rating | 1 Hour | Pipe Movement | no |
| T-Rating | 3 Hours | | |
| L-Rating | no | | |
| W-Rating | no | | |

COMMENTS

Comment

07.04.2020, 7:34 PM
chavgab
Yes, that's ok. Thank you.

07.04.2020, 7:33 PM
hilti_user1
We are wrapping a few things and we will be done with your engineering judgement request soon. Is it ok if we use CFS-TTS for your completed EJ Request?

07.04.2020, 7:30 PM
chavgab
When is my EJ request going to be ready?

Note:

- 1) This is not a live chat session; responses will be delayed
- 2) Once request is completed, comments are disabled (closed) and any changes to the EJ require a revision

DOCUMENTS ON HCP

The screenshot displays the Hilti Construction Platform interface for a 'NEW ENGINEERING JUDGEMENTS REQUEST'. The page is titled 'NEW ENGINEERING JUDGEMENTS REQUEST' and includes a 'SUMMARY' section with a progress bar showing '1 EJ Request' and '2 Review & Submit'. A message states 'Your request is being reviewed by a Hilti representative.' The form contains sections for 'Project Info', 'Requester', 'Submit to', 'Additional comments', 'Application Details', and 'Additional details'. On the right side, there is a 'COMMENTS' and 'DOCUMENTS' sidebar. A document titled '9th SW meeting rooms.jpg' is shown with a date of '07.04.2020'. Three red callout boxes provide instructions: one points to the 'DOCUMENTS' header, another points to the document entry, and a third points to the 'Review & Submit' button.

Callout 1: This is where completed EJs will be retrieved

Callout 2: Documents uploaded with the request will also be stored here

Callout 3: Click to upload additional documents (if needed) to process your request

DOWNLOADING DOCUMENTS ON HCP

The screenshot displays the HILTI Construction Platform interface for a 'NEW ENGINEERING JUDGEMENTS REQUEST'. The page title is 'NEW ENGINEERING JUDGEMENTS REQUEST' and the version is '2.19.6'. The request is identified as 'Request # 17065' with the name 'Pipe penetration', created on '11 Jun. 2020' by 'Eleena Sharma'. The status is 'Complete'. A progress bar shows three steps: '1 EJ Request', '2 Review & Submit', and 'Results'. A message states: 'Your request has been completed. Please check the documents panel to download the results.' On the right, the 'DOCUMENTS' panel lists two files: '00004708.jpg' (11.06.2020) and '348244a.pdf' (11.06.2020). A red box highlights the three-dot menu for the PDF file, which has opened a dropdown menu with options: 'Download document', 'Share document', 'Move to folder', and 'Delete document'. A red callout box points to the 'Download document' option with the text: 'Click to Download your completed Fire Protection Service request'.

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THE MAIN LANDING DASHBOARD OFFERS ACCESS TO THE MAJOR FEATURES

The screenshot shows the Hilti Construction Platform dashboard. The main navigation bar includes the Hilti logo, 'Construction Platform', '+ ADD NEW...', a search icon, and a user profile icon with a notification badge. The dashboard is divided into three main sections: PROJECTS, ASSETS, and DOCUMENTS.

- PROJECTS:** A list of projects including Audi Sales Building, Audi Production Line, Hilti Innovation Centre, 360 Tower, and Hospital Schaan. A callout 'HCP application menu' points to a '+' icon above the list.
- ASSETS:** A list of assets with details like '#10066 - NEW TICKET', 'ENGINEERING JUDGEMENT', 'Unassigned', 'Created: 03.07.2020', and 'Deadline: - (0 days)'. A callout 'Add new dialog for projects' points to a '+' icon above the list.
- DOCUMENTS:** A section with a message 'There are no documents yet. To add a new Document click the + Add New on the header'. A callout 'Add new dialog for assets' points to a '+' icon above the section.

Additional callouts and overlays include:

- List of created projects:** A callout pointing to the project list.
- Project context:** A menu with options: Edit Project, Share Project, Project Settings, Subscribe, and Remove Project.
- Add new dialog for projects:** A form titled 'ADD PROJECT' with fields for Project info, Project address, and Contact person.
- Add new dialog for assets:** A form titled 'ADD NEW' with tabs for PROFESSIONAL SERVICES and SOLUTIONS, and options like ENGINEERING JUDGEMENT, EJ REVISION, and ENGINEERING QUESTION.
- Detailed settings:** A menu with options: Company Settings, Personal settings, Notifications, End-User Agreement, Privacy Policy, Data Sub-Processors, and Logout.
- HCP settings menu:** A user profile menu for 'eiseman@hilti.com' with a notification badge and a list of recent updates for projects like Hilti Innovation Centre and Hospital Schaan.

PROJECT DASHBOARD

Filtering for different types of “ASSETS” where “SOLUTIONS” refer to the outputs of Firestop Selector and Professional Services refer to service requests, like Engineering Judgments.

The multi-levelled project hierarchy allows the user to order elements

Documents that can be stored & shared for projects and respective project levels

HILTI Construction Platform

HILTI INNOVATION CENTRE

Version: 1141

HIERARCHY

- Level - 1
- Level - 1 - 1
- Level - 2

ASSETS

ALL PROFESSIONAL SERVICES SOLUTIONS

COFFEE AREA

- PROFIS MODULAR SUPPORTS ENGINEERING 1 Item(s)
- Hilti Innovation Centre
- Created: 03.07.2020 Modified: 06.07.2020 Planned

DRINKING WATER FOUNTAIN

- PROFIS MODULAR SUPPORTS ENGINEERING 1 Item(s)
- Hilti Innovation Centre
- Created: 03.07.2020 Modified: 06.07.2020 Planned

DOCUMENTS INFO

There are no documents yet.

To add documents, click the + Add New on the header

PROJECT HIERARCHY

Projects and/or project levels can be shared with other HCP users with different levels of access rights (read/write)

| User | Role | Apply to all children items |
|---|-----------------------|-------------------------------------|
| hagabru@hilti.com hagabru@hilti.com is inside of your organisation | Editor Read, Write | <input checked="" type="checkbox"/> |



This MUST be selected for the requests with a project to be visible to other users with whom you share a project

Adding new levels

ADD A LEVEL

Name *

Level - 3

CANCEL ADD

Editing of the project details and subscribing/unsubscribing to enable/disable notifications

Edit project

Unsubscribe

Level - 1

Level - 1 - 1

Level - 2

Each level offers a separate context-menu to access the most important functionalities ("Level Settings" is a PROFIS MSE specific feature and only visible if you have access to the respective application)

Rename Level

Share Level

Add Level

Level Settings

Subscribe

Remove Level

SHARING OF A PROJECT OR ANY OTHER ELEMENT LIKE A LEVEL, REQUEST, ETC.

Items on HCP can be shared with any other user that is a registered user and has visited the HCP at least once

Projects shared with Hilti users must use the Hilti email address of the user e.g., hiltmar@hilti.com

| | Role | Apply to all children items |
|--|-----------------------|-------------------------------------|
| hagabru@hilti.com <small>hagabru@hilti.com is inside of your organisation</small> | Editor Read, Write | <input checked="" type="checkbox"/> |

After entering the email address, it can be added to the list via the + icon

Access rights are distinguished based on roles:

- Viewer:** read-only access
- Editor:** read & write access
- Owner:** sharing rights

Access can either be granted for a single level, or for the respective element together with all children elements

Note: projects may be shared only with other users of the HCP. They must be registered and have logged in to set up their HCP account.

DOCUMENTS & FOLDERS

Detailed view

DOCUMENTS

Root folder

| <input type="checkbox"/> | Type | Name | Created | Modified |
|--------------------------|--------|-------------------------------------|------------|------------|
| <input type="checkbox"/> | Folder | Input Files 0 document(s) | 06.07.2020 | 06.07.2020 |
| <input type="checkbox"/> | Folder | Plans 0 document(s) | 06.07.2020 | 06.07.2020 |

DETAILS

Root folder 2 folder(s)
0 document(s)

Add new folder

ADD NEW FOLDER ✕

New folder name *

CANCEL ADD

DOCUMENTS INFO

Input Files >

Plans >

There are no documents yet.
To add Document click the + Add New on the header

Context menu

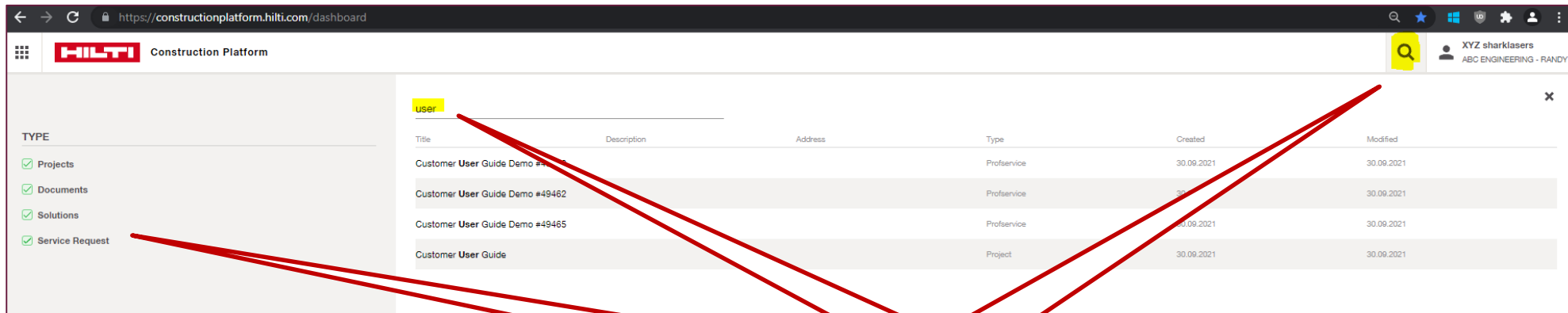
- Rename folder
- Move to folder
- Delete folder

SEARCH FEATURE



Q: Is there a search feature to find project names, names of services' requests, etc.?

A: Yes, the search function (magnifying glass) can be found in the right corner of the Dashboard (Figure O). Select the type(s) of search you're interested in and enter the criteria in the search line (Figure P).



Searches by project name, request name, etc.

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5. Navigating the HCP dashboard
- 6. Firestop Selector mobile app for EJs**
7. Frequently Asked Questions (FAQs)

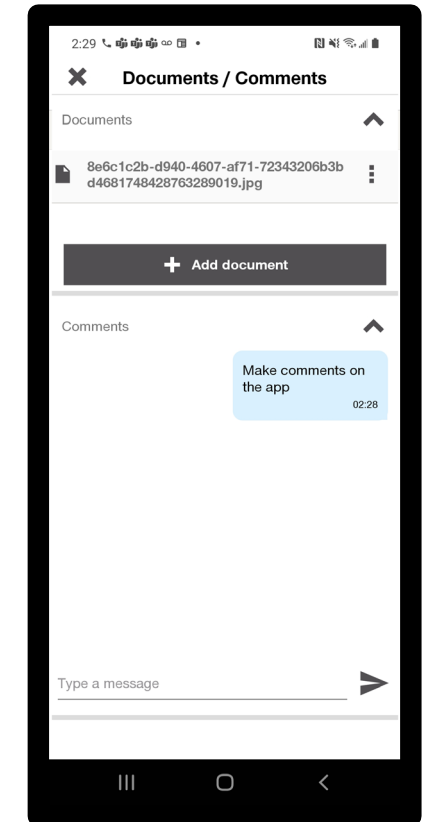
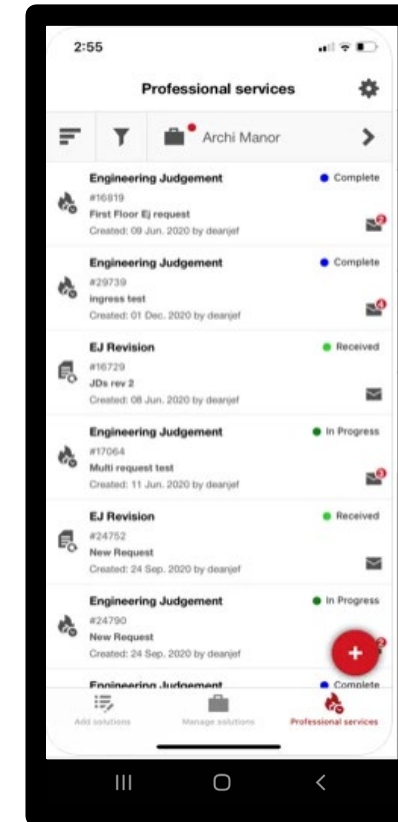
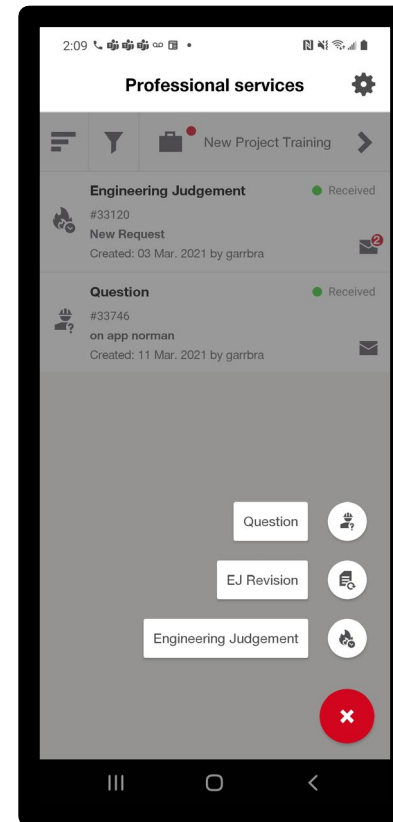
HILTI FIRESTOP SELECTOR MOBILE APP IS AVAILABLE ON ANDROID AND IOS APP STORES



Firestop Selector

What can I do on the mobile app for EJs?

- ✓ Login with your HOL username and password
- ✓ Create & submit requests with attachments (e.g., photos) for *projects previously created* on web HCP
New EJ, Revision, or Question
- ✓ Receive email *notifications* from the HCP
Received > Completed > More Info Needed
- ✓ Check request *status* on the app
Received > In Progress > Completed > More Info Needed
- ✓ Enter comments towards the FPDT
- ✓ + Add Document to the original request



GOOGLE PLAY QR CODES TO DOWNLOAD THE HILTI FIRESTOP SELECTOR APP ON YOUR ANDROID



Firestop Selector



US-ENGLISH



CA-ENGLISH



CA-FRENCH



APP STORE QR CODES TO DOWNLOAD THE HILTI FIRESTOP SELECTOR APP ON YOUR APPLE DEVICE



Firestop Selector



US-ENGLISH



CA-ENGLISH



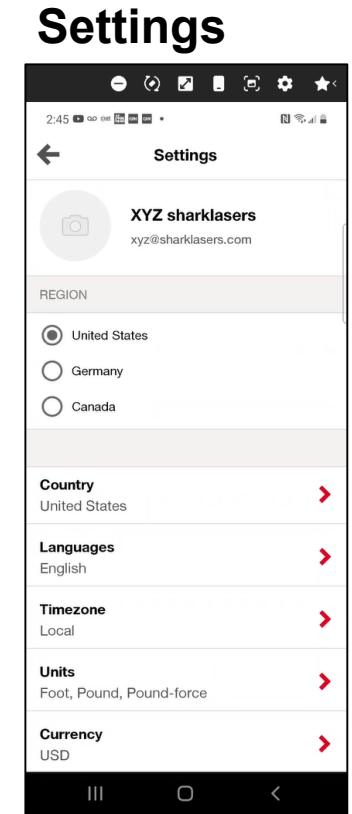
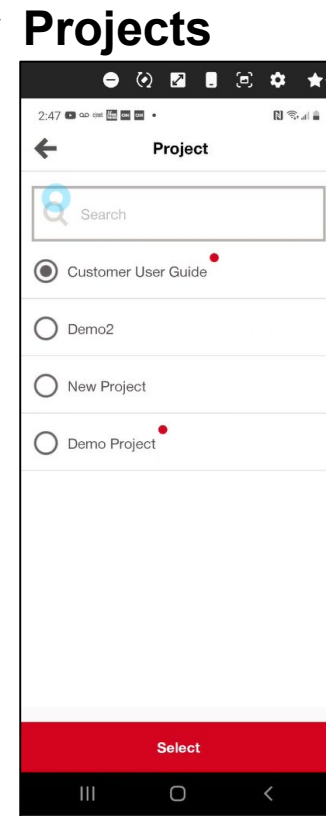
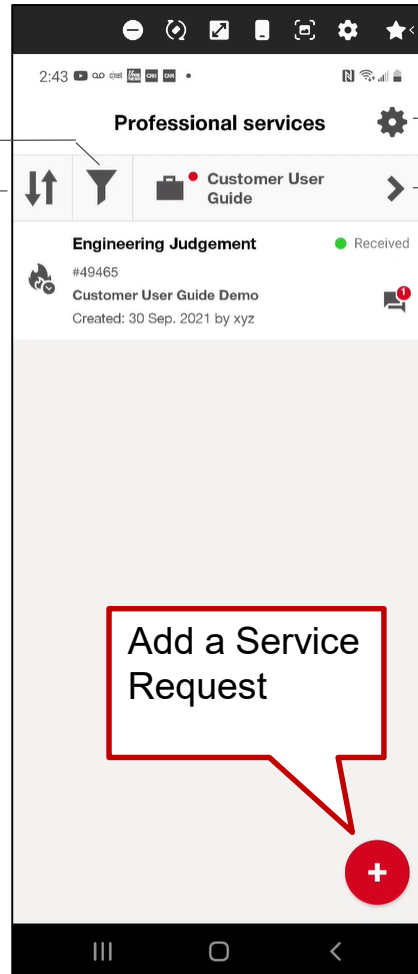
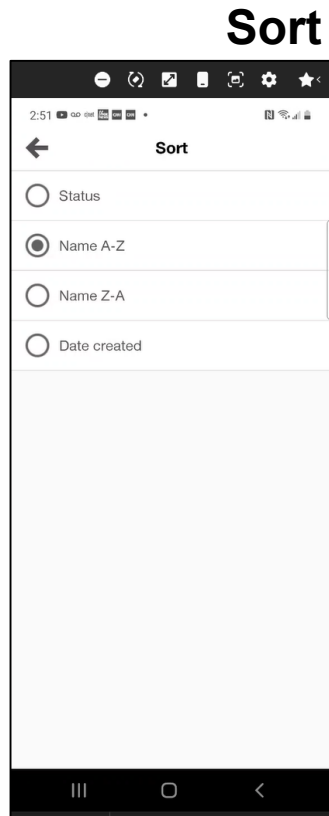
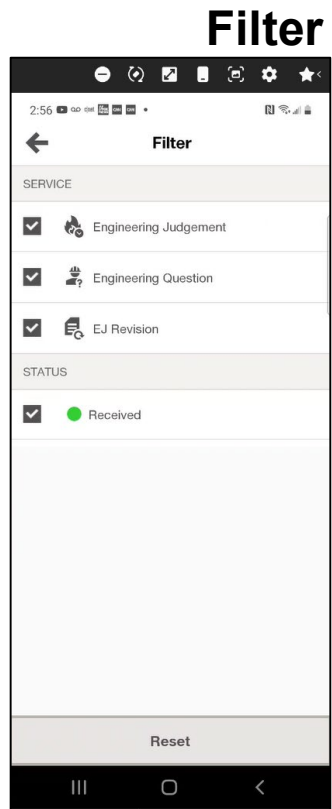
CA-FRENCH



MOBILE APP FEATURE NAVIGATION



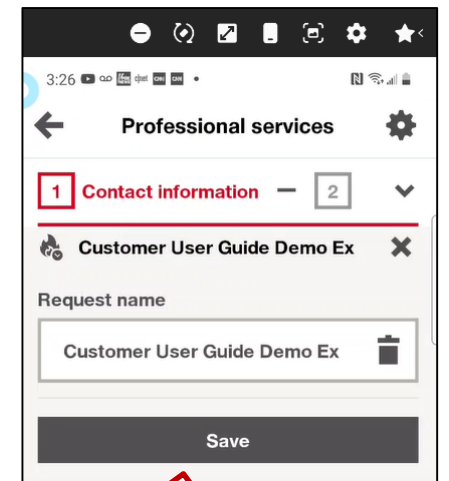
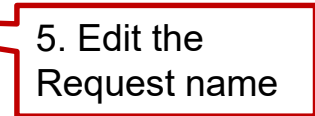
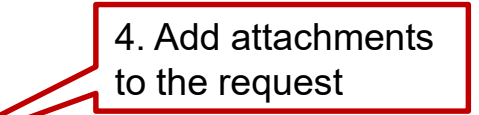
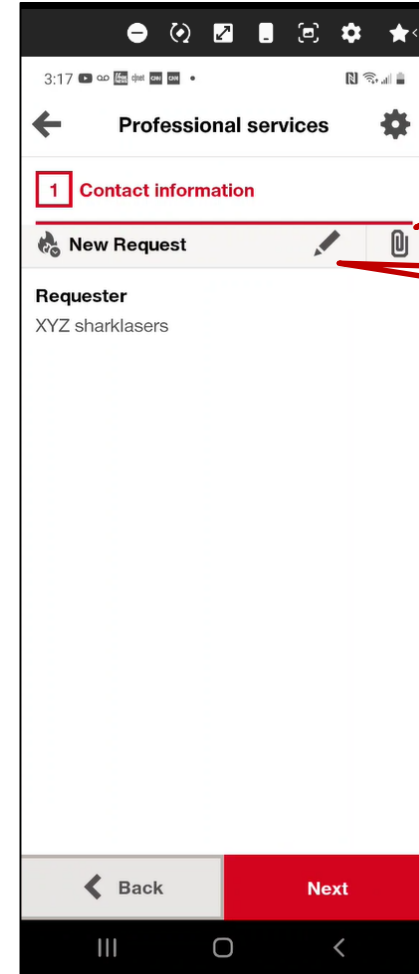
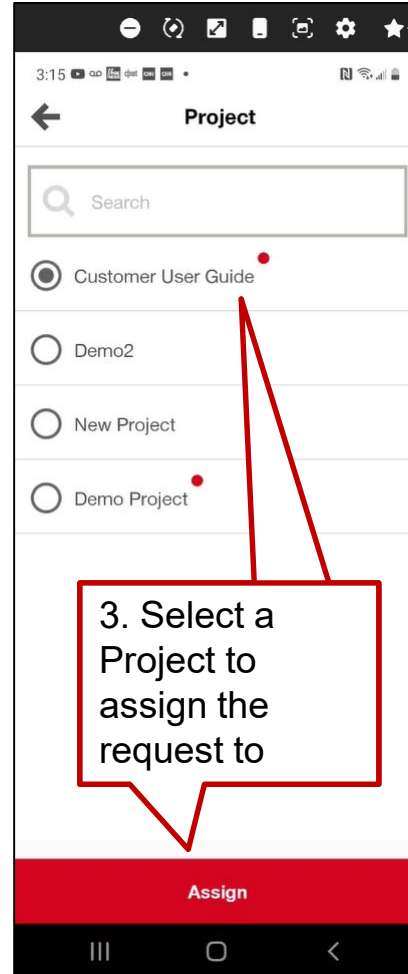
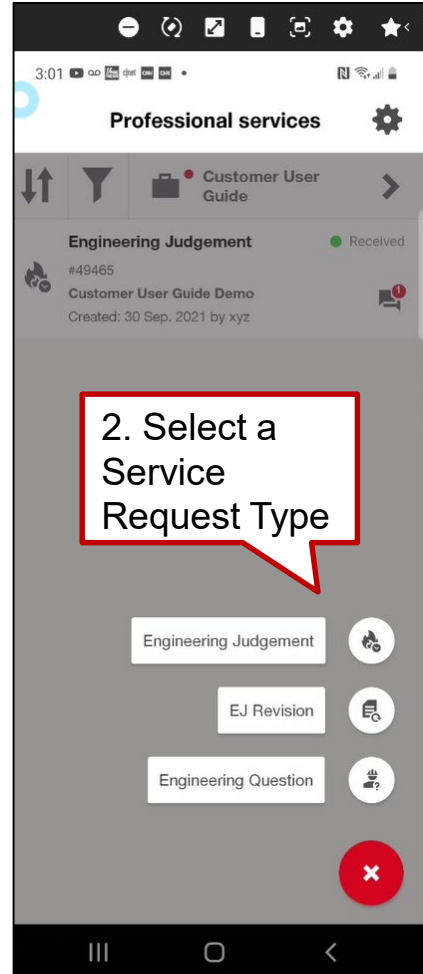
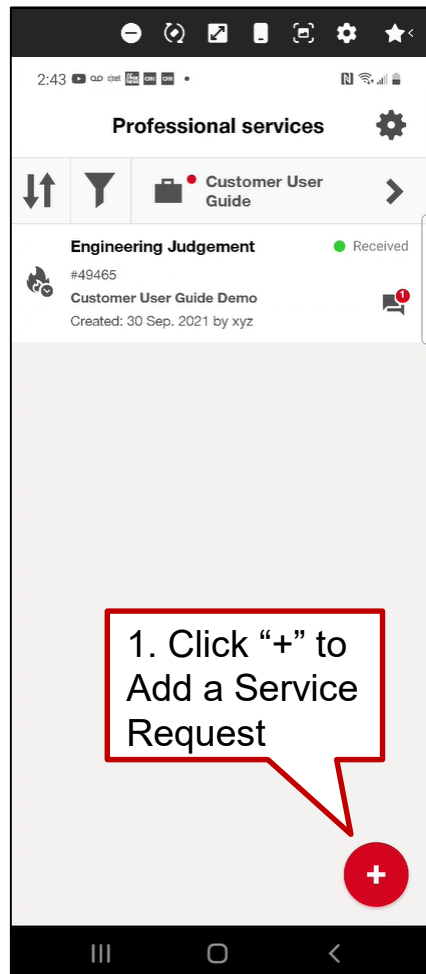
Firestop Selector



CREATING AN ENGINEERING JUDGMENT ON THE FIRESTOP SELECTOR MOBILE APP – 1 OF 3



Firestop Selector



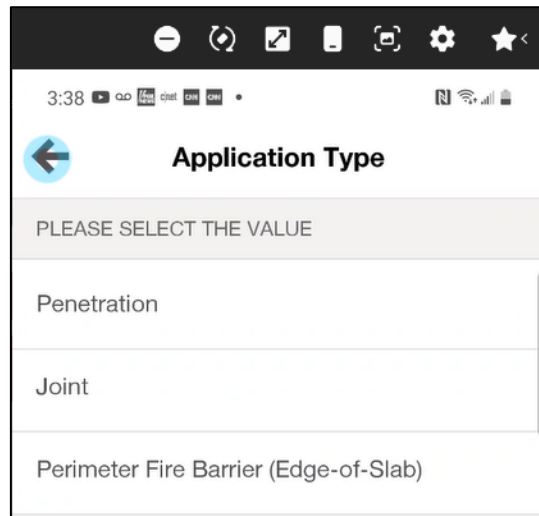
CREATING AN ENGINEERING JUDGMENT ON THE FIRESTOP SELECTOR MOBILE APP – 2 OF 3



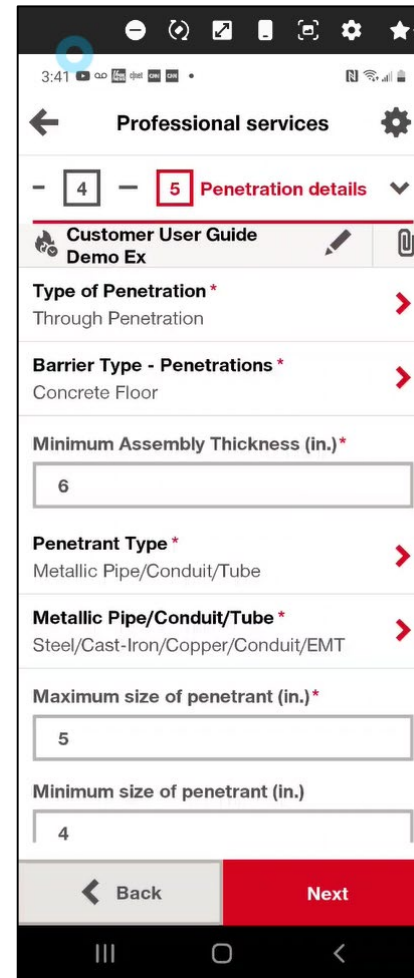
Firestop Selector



1. Select "Application Type"



2. Select "Next"



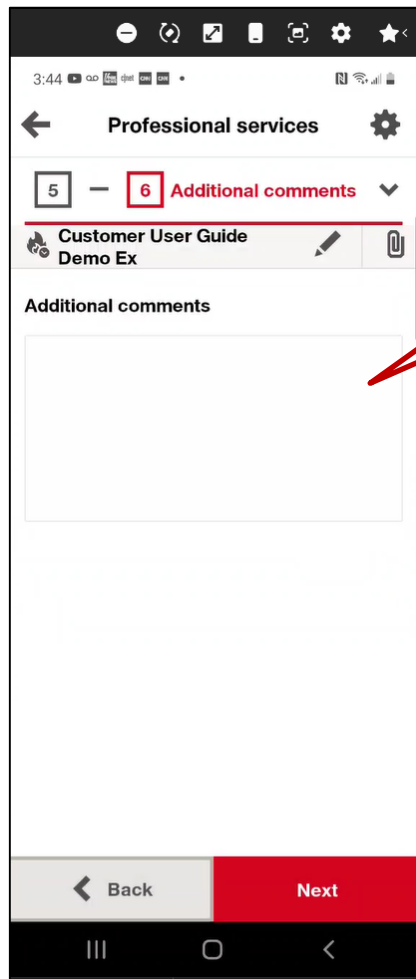
3. Follow the dynamic flow, depending upon application type and conditions

4. Select "Next"

CREATING AN ENGINEERING JUDGMENT ON THE FIRESTOP SELECTOR MOBILE APP – 3 OF 3



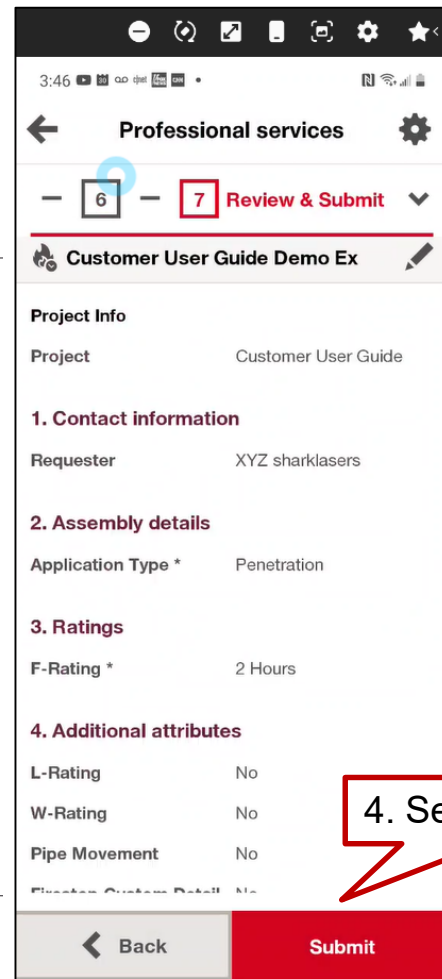
Firestop Selector



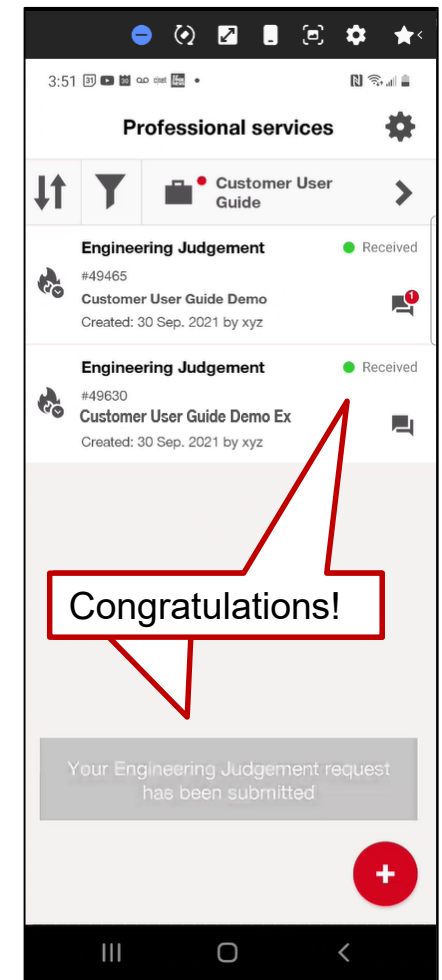
1. Add comments, if any

3. Review Steps 1-7 to ensure accuracy of request

2. Select "Next"



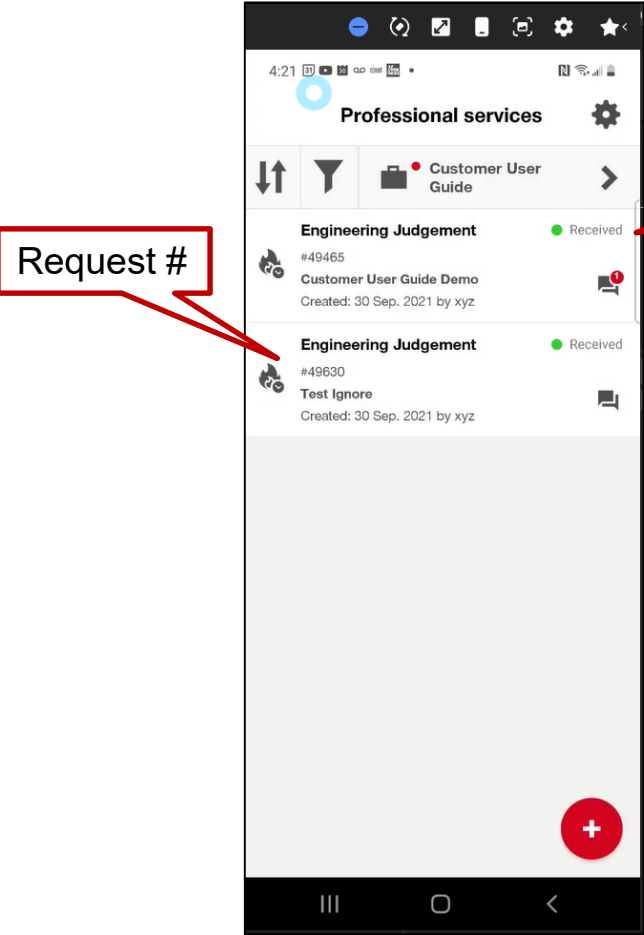
4. Select "Submit"



ADDITIONAL FEATURES AND FUNCTIONALITY ON THE FIRESTOP SELECTOR MOBILE APP

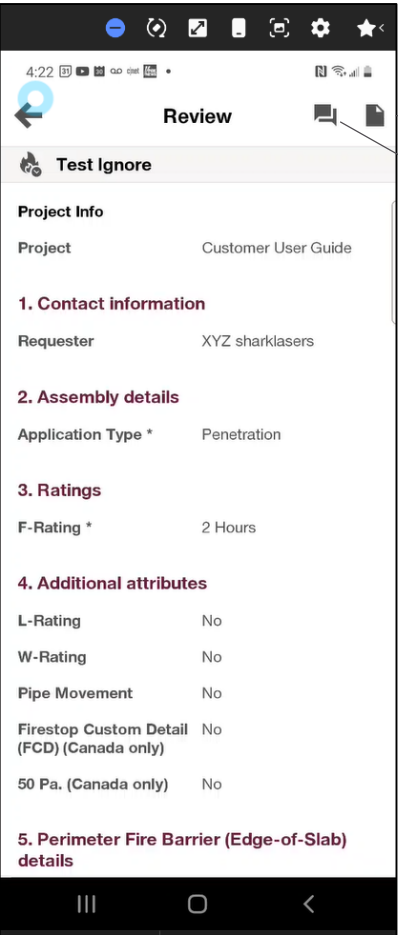


Firestop Selector



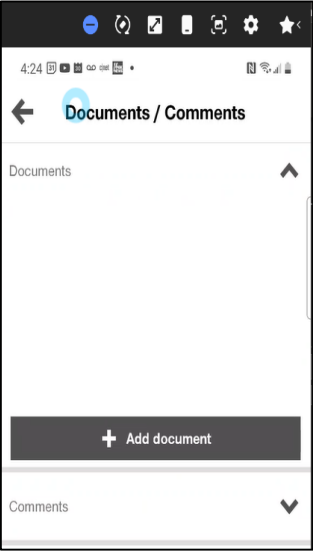
Status

Comments, red dot indicates new comments



Comments

Documents



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- 7. Frequently Asked Questions (FAQs)**

FAQ – NOTIFICATIONS

Q: Will email notifications also be received for Revisions and Questions to the FPDT team?

A: Yes, all three request types (New EJs, Revisions, and Questions) will receive the three notification types (*Received, Completed, More Info Needed*) to keep the user updated on their request

Q: Can email notifications be turned off or disabled?

A: Not at this time; this request has been captured for future consideration

Q: If a project is shared, will everyone on the project receive email notifications?


A: No, only the person requesting a service (EJ, Revision, Question) will receive email notifications for each request.

FAQ – PROJECT SHARING

Q: How do I share a project?

A: First, projects can only be shared with HCP users – i.e., those who have visited the HCP at least one time. Enter the user's email address you want to invite, then press the +. Assign Viewer, Editor or Owner, then slide the “Apply to all children items” to the right – this will ensure the other party is able to see the requests in the project.

| User | Role |
|------------------------|--------|
| Eleeshar2013@gmail.com | Viewer |


This MUST be selected for the requests within a project to be visible to users

FAQ – REVISIONS

Q: What is an EJ Revision?

A: An EJ Revision is a modification to a previously completed EJ. This modification could be along the lines of change in concrete thickness, adjustment to the hourly rating, etc. It is NOT a change in project or contractor. In accordance with IFC guidelines, an EJ is specific to contractor and location. If you need a change in any of those categories (project or contractor) to a previously completed EJ, please submit a new EJ request

Q: What happens if an error is identified after an EJ is submitted (and *Received*)?

A: If the EJ is still in *Received* status, a comment can be added to the EJ and seen by the FPDT team. Once the status changes to *In Progress*, comments and changes may delay turnaround time. A *Revision* to the EJ will need to be requested. To avoid delay, submit correct information on the original request

FAQ – REVISIONS

Q: What if an EJ Revision is needed after the EJ is Complete (by the FPDT)?

A: The *Revise* feature may be used to submit a revision for a completed EJ (in *Complete* status). Note: the project name and contractor name cannot change for a revision. If FPDT receives an EJ Revision request with a different contractor name than the original EJ, your request will not be processed and will be canceled but marked as complete. The requester will be asked to submit a New EJ Request.

The screenshot displays the Hilti Assets interface. At the top, there is a header 'ASSETS' with a plus sign. Below it, there are tabs for 'ALL', 'PROFESSIONAL SERVICES', and 'SOLUTIONS'. The main content area shows a list of items. The first item is '#47940 - NEW REQUEST' with a status of 'Complete'. The second item is '#47699 - NEW REQUEST' with a status of 'Complete', which is highlighted with a red box. Below this, a larger view of the '#47699 - NEW REQUEST' item is shown, with a red box highlighting the 'Revise' button in the bottom right corner. The 'Revise' button is located in a dropdown menu that also contains a 'Copy' button.

FAQ - GENERAL

Q: Can multiple EJs be on one request?

A: Because each request is handled and tracked as a unique case request number, there is only one EJ per request at this time. However, future enhancements may enable multiple EJs on one request.

Q: Who should I go to for support or help with navigation questions?

A: Hilti Customer Service (US and CAN) can help with basic navigation questions on the HCP, including escalation to Product Support and Global Software for additional support. Customer Service is available at 1-800-879-8000 (US) and CA: 1-800-363-4458 (CA)

Q: Does the new process change commitments to turnaround times?

A: Turnaround time ambitions have not changed. Because this is a new process and way of working for both the customer and Hilti, there will be some learnings. The FPDT team is pleased to launch and continue to provide the highest quality EJs and best service in the industry

FAQ – FROM FPDT

Q: If I submit more than one request that can be addressed by the same EJ, what should I expect to see on the platform?

A: Should the FPDT determine that one EJ may represent multiple application requests, the FPDT may complete one EJ drawing and attach it to one of the multiple requests, with comments (in the HCP) referencing the service request where the completed EJ may be retrieved

Q: My EJ request needs a T-rating. While we're waiting on the T-rating EJ, what communication should we expect on the platform?

A: In the event a T-rating is required, EJ request status will be set to *More Info Needed* (i.e., awaiting info from the vendor). Requester confirms that the Hilti EJ is correct. Hilti sends to vendor to complete T-rating. Once the T-rating is complete, the request will be marked *Complete* and the T-rating EJ is sent to the platform

FAQ – FROM FPDT

Q: I call in to talk to an FPDT about an EJ and this conversation results in a revision. What does the revision process look like after this conversation?

A: You must create and submit a Revision request on the platform. Because each of the 50,000+ EJs processed per year is treated as a unique case, each request must be handled individually through the platform and case handling tools

FAQ – FROM FPDT

Q: What happens if I get two EJs back on one request - one is a cold smoke seal and one is a rated solution?

A: The FPDT team will reach out to the requester to confirm that a cold smoke seal is okay. If we do not hear back from the requester and it results in a cold smoke seal, the FPDT team wanted to provide a pathway to get to a rated solution if needed

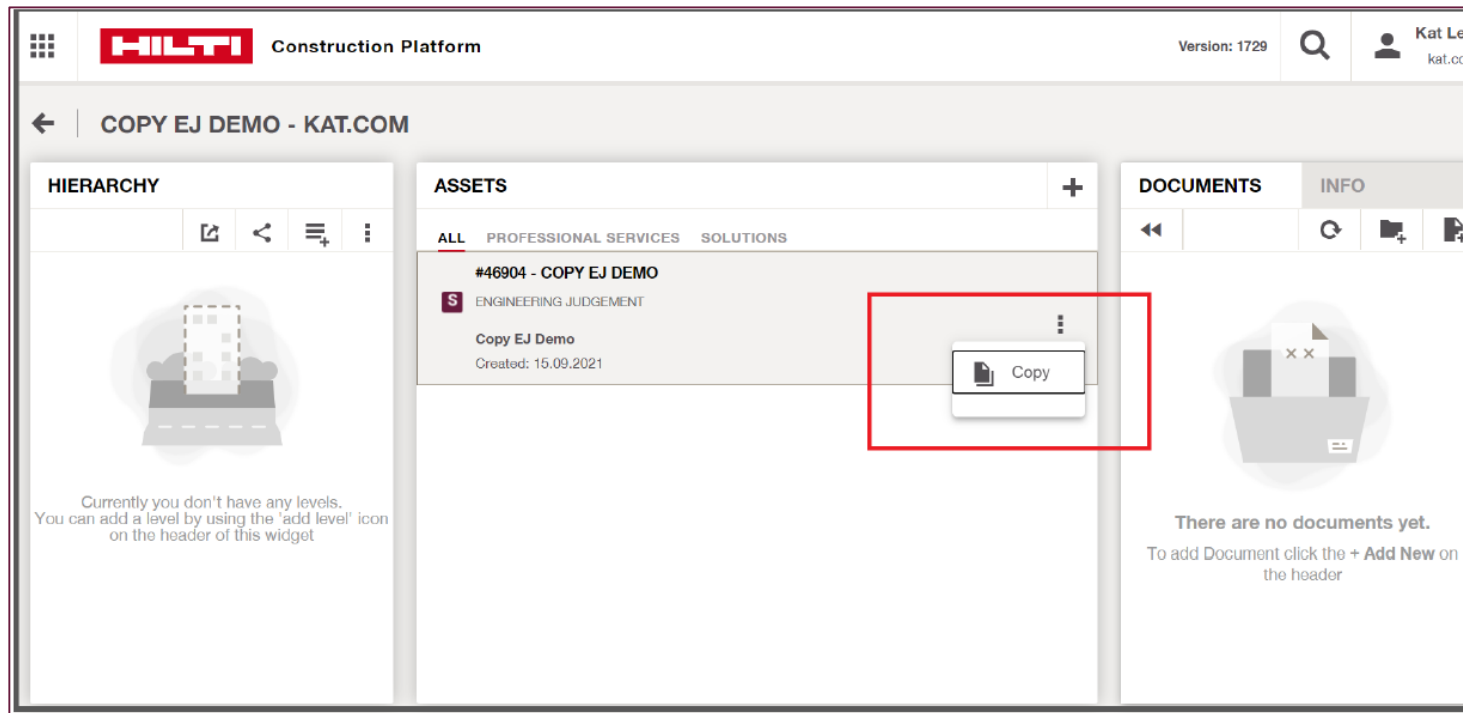
Q: I put two product options in my request, but I only received one EJ. What happened?

A: If the FPDT team can complete your request with your first desired firestop option, we will complete it with only that product. If you want the same EJ with a second product, submit a new EJ request

FAQ – FROM FPDT

Q: How and when do I use the Copy feature?

A: The Copy function may be used to copy *the fields* of an EJ previously requested on the HCP to reuse in the creation and submission of a new EJ request that is similar



FAQ – FROM FPDT

Q: My request is in the state of *More Info Needed*. How long do I have to answer a question before the request is completed?

A: Requesters will have two weeks (14 calendar days) to answer a question once the request is placed in *More Info Needed* state. It will then be closed out due to inactivity. If you still need the request to be processed after it's been closed, please submit a new request.

NOTE: After seven calendar days, there will be a comment sent to the HCP as a reminder that the request will only be open for one more week. The requester will also receive an email with a reminder to look on the HCP. That email will include the request number which can be utilized to find the specific request that is still in the *More Info Needed* state. Respond back on the HCP with the information needed to proceed with the EJ request.

FAQ – FROM FPDT

Q: How do I submit a same-as EJ request?

A: Same-as EJ is an exact replication of a previous EJ with ONLY a project and contractor name change. If you believe you have a same-as EJ request, use the *Engineering Question/Ask Hilti Fire Protection Engineer* request on HCP.

The project and contractor name needs to be submitted along with with the previous EJ numbers(s) in the comments. It helps to also submit the PDF(s) of the previous same-as EJ's. Your request will be processed by an FPDT and you will receive the same-as EJ if there are no other changes to it than the project and contractor. If you submit a revision on a completed same-as EJ, your request will not be processed. You will be asked to submit a new EJ request

For any questions with the HCP, please contact Hilti Customer Service at 1-800-879-8000 (US) or 1-800-363-4458 (CA)

THANK YOU

