



## FPE Services Requests on the Hilti Construction Platform

### Frequently Asked Questions - FAQs (US)

#### Getting Started

**Q:** How do I get started with creating an Engineering Judgement (EJ)?

**A:** If you are already registered on [Hilti Online](#), use your existing credentials to log into the [Hilti Construction Platform](#). For non-registered users, see **Hilti Online Registration** instructions below.

#### Hilti Online Registration

**Q:** How do I register for Hilti Online?

**A:** Go [here](#) to register using the email address associated with your company's account.

**Q:** Is there a video tutorial of how to register on Hilti Online?

**A:** Yes, you can visit [here](#) for video tutorials.

#### Hilti Construction Platform

**Q:** Where do I access the Hilti Construction Platform?

**A:** Once registered on [Hilti Online](#), visit the [Hilti Construction Platform](#) to get started.

**Q:** Do I have to register on Hilti Online to use access the Hilti Construction Platform?

**A:** Yes, go [here](#) to register using the email address associated with your company's account.

**Q:** What can I do on the Hilti Construction Platform?

**A:** When first accessing the Hilti Construction Platform, you will see three options (Figure A):

- 1) Create a new Engineering Judgement
- 2) Revise a previous Engineering Judgement
- 3) Send a question to a Hilti Fire Protection Engineer

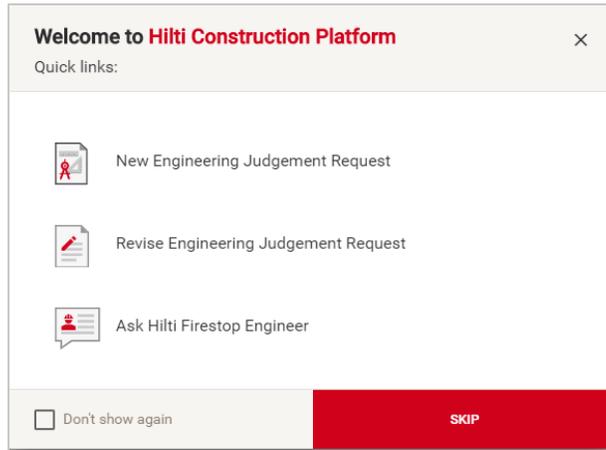


Figure A

**Q:** I'm on my Dashboard – what should I do now?

**A:** On the Assets column, click the + sign on the top right. This will expand options to create an Engineering Judgement, revise a previous EJ, or ask a Hilti Fire Protection Engineer a question. See Figure B.

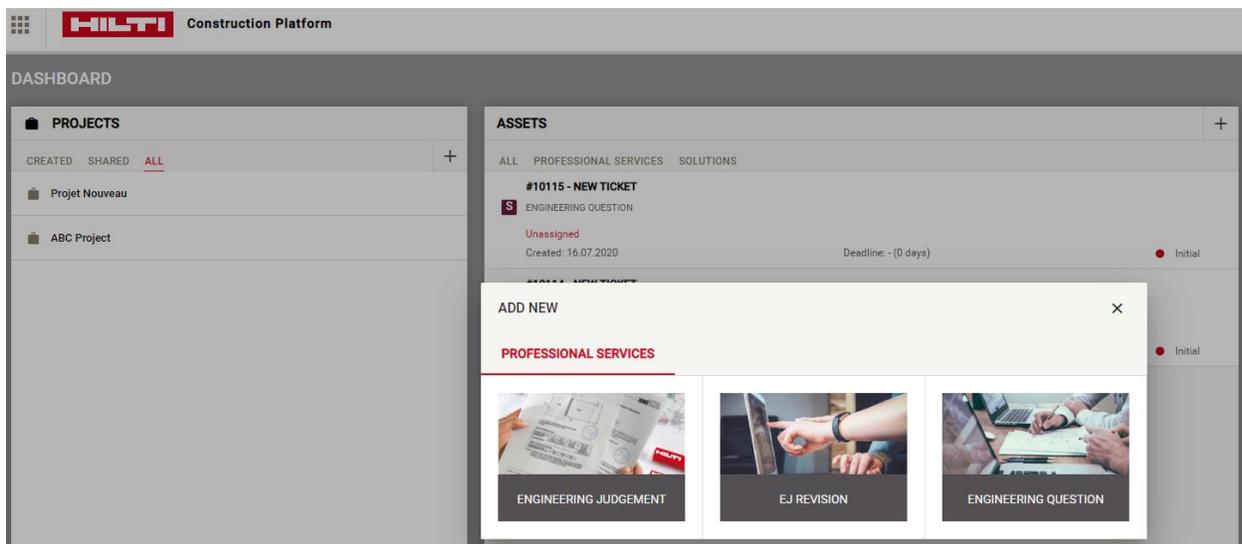


Figure B

**Q:** I'm creating my first EJ Request. How do I create a new project?

**A:** The first step in creating an EJ is to assign it to a project. If this is your first EJ, click **+ ADD NEW PROJECT** for which your EJ will be assigned to. This is an important step because later, new EJs or Revisions or Questions can be added to this same project via simple drop-down selection. See Figure C. A window for New Project will then open to add project specific information. See Figure D.



HILTI Construction Platform

NEW ENGINEERING JUDGEMENTS REQUEST

SUMMARY Request # 10121

Request name \*  
New Ticket Created: 17 Jul. 2020 by Pat Smith

E.J Request

Project Info Requester

Project \* Requester  
Select the value from list Pat Smith

+ ADD NEW PROJECT

Figure C

NEW PROJECT

Project name \* ABC Project Address 1 123 Main Street Contact person Your Name

Country Address 2 Contact email Your Email

Portfolio (Sourcing of Hilti products) Postal code 75024 Contact phone

City Plano

State / Region TX

CANCEL ADD PROJECT

Figure D

**Q:** How will I be notified about my service request?

**A:** There are three (3) notification types you will receive via email (the same email address you registered with). In each case, a link is included where you can access your service request.

- *Received* – Hilti has received your request
- *Completed* – Hilti has completed your request
- *More Information Needed* – Hilti needs more information or details to complete your request-



**Q:** How can I check the status of my service request?

**A:** On your Dashboard, select the project where your service request resides (Figure E). The Assets column displays each service request for the project and its current status: Received, In Progress, Complete, Info Needed, or Draft (not yet submitted). See Figure F.

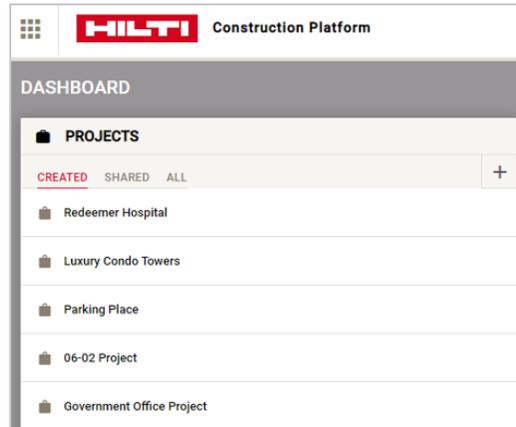


Figure E

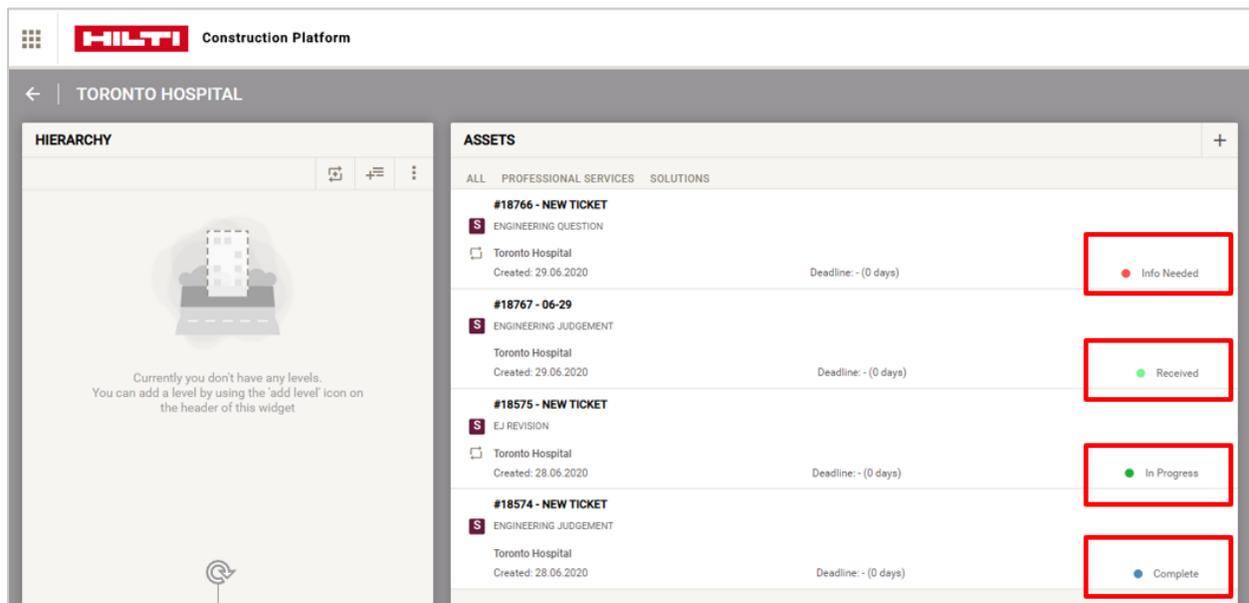


Figure F

**Q:** I received a *More Info Needed* notification in my email (Figure G). What do I do?

**A:** Select the *Go to my Fire Protection Request* banner which opens the service request. The *Comments* section on the right-side will detail additional information needed. Additional documents (such as photos) may be added to the request in the *Documents* area on the right-side column (Figures H and I).



We need more information about your Request!

**HS** Hilti SystemAccount Constr Platf EMail  
To

[↶ Reply](#) [↶ Reply All](#) [→ Forward](#) [⋮](#)

Sun 6/28/2020 4:45 PM

[i](#) If there are problems with how this message is displayed, click here to view it in a web browser.

**HILTI**

**PLEASE PROVIDE MORE INFORMATION ON YOUR ENGINEERING REQUEST**

\_\_\_\_\_

We're almost done. We just need a little more information about your scenario. Please review our comments on your request by clicking the link below.

**GO TO MY FIRE PROTECTION REQUEST**

This message was sent from an unmonitored address. Please do not respond to this e-mail. Instead, if you have questions, please call 800-879-800 (US), or 800-363-4458 (CA) and ask for a fire protection engineer.

Figure G

NEW ENGINEERING JUDGEMENTS REQUEST #12612

Request name: New Ticket

Created: 07/04/2020

1 E.J. Request 2 Review & Submit

Your request is being reviewed by a Hilti representative.

Project Info	Requester	Submit to
Project: Project Demo UAT	Requester: chavgab@hilti.com	Contact Person, Contact email, Contact phone

**Provide answers to questions or add comments**

**Note: This is not a live chat session, responses may be delayed**

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

Application Details	Penetration	Additional 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**

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?

Figure H

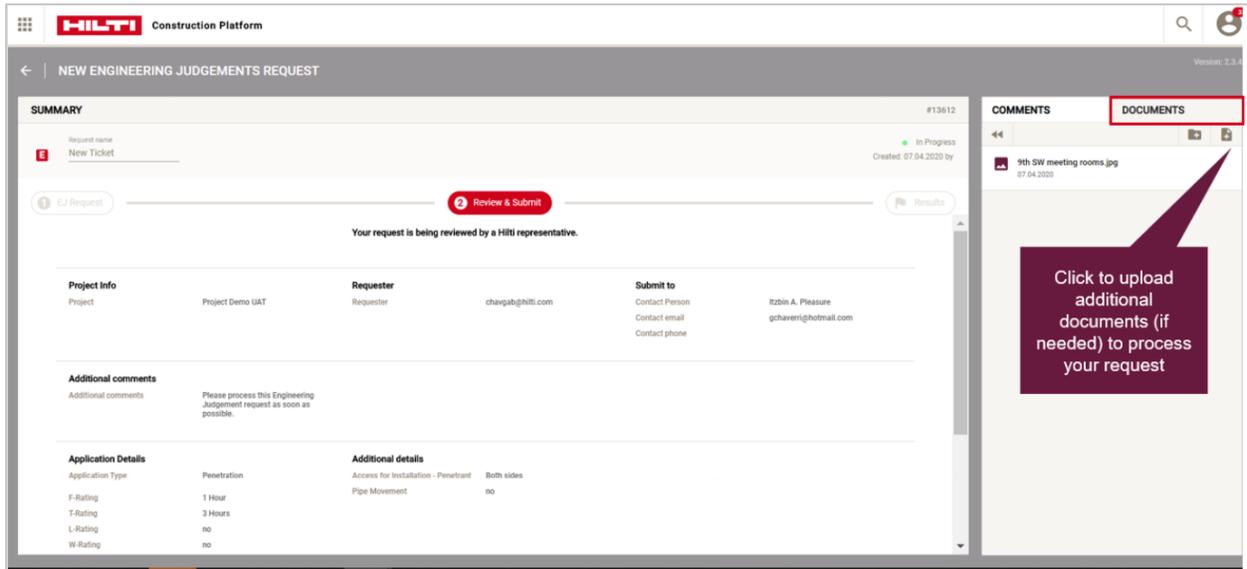


Figure I

**Q:** How do I create a Revision from a completed EJ that is now in need of updated details?

**A:** On the Welcome banner, select *Revise Engineering Judgement Request* (Figure J). As shown in Figure K, enter the Engineering Judgement number of the EJ requiring revision. Use the Comments section to describe the changes/updates/revisions required. A new photo or sketch may also be added at this stage.

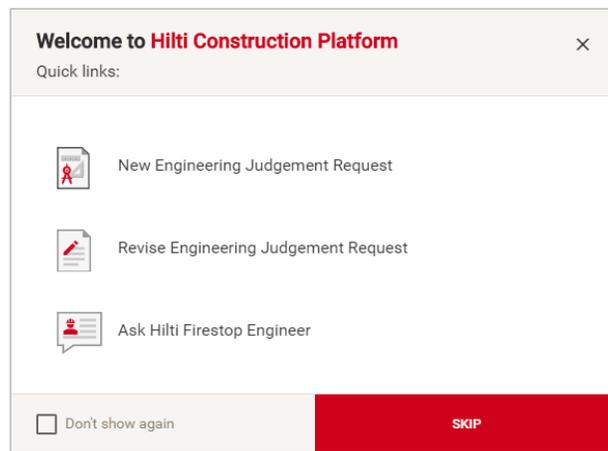


Figure J



← | **NEW EJ REVISION REQUEST**

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**SUMMARY** Request # 10404

Request name \*  
t  Created: 31 Aug. 2020 by Bradley Garrett

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**1 EJ Revision**

**Project Info**

Engineering Judgement number \*

Field is required

Project \*

Field is required

+ ADD NEW PROJECT

**Requester**

Requester  
**Bradley Garrett**

Figure K

**Q:** How can I communicate with the FPE Team after the EJ is in completed status?

**A:** You may use the *Ask a Fire Protection Engineer* question feature to communicate with the FPE team. Please note that once the EJ is in completed status, the FPE team will not be alerted to any updates in the comments feature.

**Q:** How do I share a project with someone else?

**A:** On the Dashboard, select the project to share – when the row is highlighted, then click on the three vertical dots to the right of the project name. Select 'Share Project' (Figure L). 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 Hilti Construction Platform. They must be registered and have logged into the HCP at least one time; otherwise, an error will be received when trying to share. Shared users may be assigned a choice of three (3) unique roles as shown in Figure M.

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

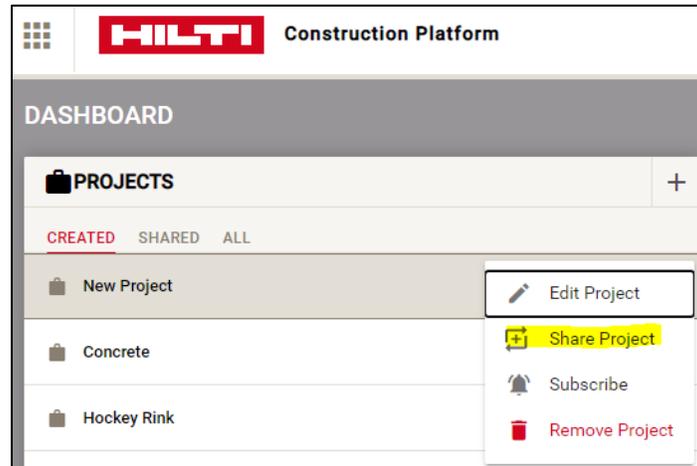


Figure L

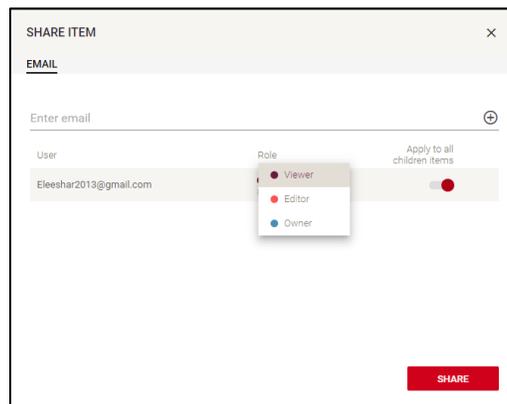


Figure M

**Q:** How can I see a project someone else has shared with me?

**A:** On the Dashboard, under Projects, click on the *Shared* link. (Figure N)

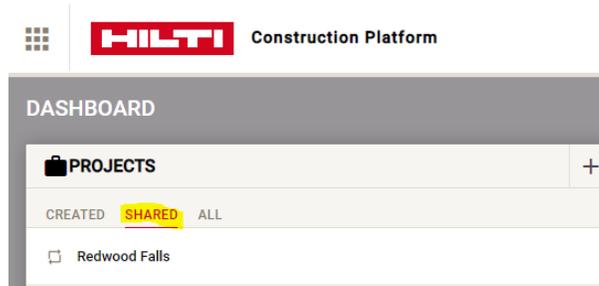


Figure N

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

**A:** The search function can be found by clicking the magnifying glass at the top right of the Dashboard (Figure O). Select the type(s) of search you'd like to see and enter the criteria in the search line (Figure P).



Figure O



Figure P

## Customer Service (US)

**Q:** Where can I get support with the Hilti Construction Platform?

**A:** Hilti Customer Service is available at 1-800-879-8000 from 6 a.m. to 8 p.m. CST Monday – Friday or by message, chat, or let us call you back. [Contact us today for any questions.](#)