



Whole of Government Touchdown

Open from 8 am to 5 pm, Monday to Friday

6 Parramatta Square

10 Darcy Street, Parramatta

Desk Booking Instructions

Property &
Development
NSW

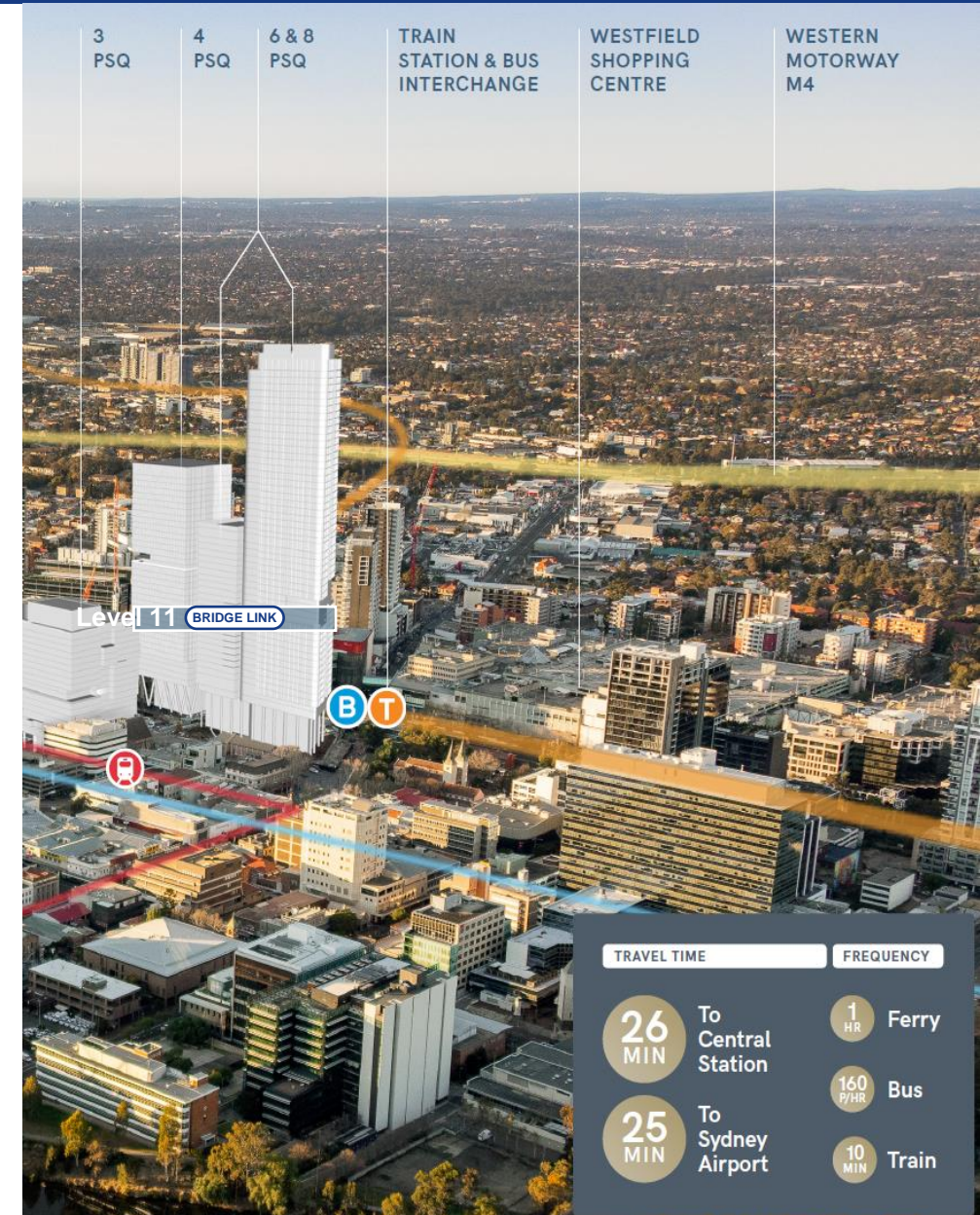


Welcome to 6 Parramatta Square

10 Darcy Street, Parramatta NSW 2150



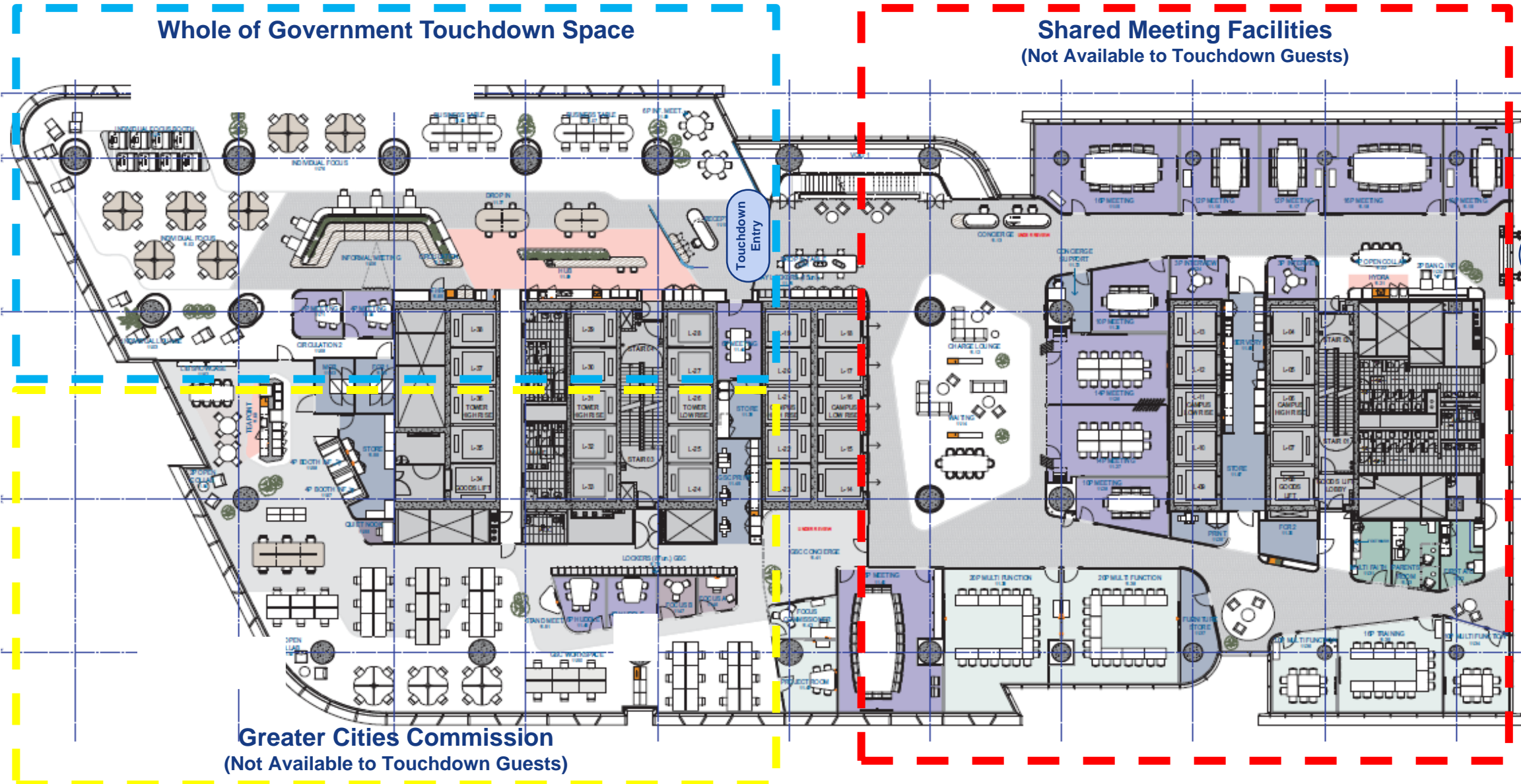
- 6 Parramatta Square (6PSQ) is part of the government campus at Parramatta.
- On behalf of the tenant agencies, PDNSW manages the government lobby (Sky Lobby aka Podium 1), concierge, the Whole of Government Touchdown, and the shared meeting room floor (L11). The shared meeting rooms are only for campus tenants.
- Upper Ground Floor is the building's public lobby accessed from 10 Darcy Street (6PSQ) or via the direct building access from the retail and station link located on Lower Ground.
- Sky Lobby (aka Podium 1) is the NSW Government reception area accessed from the large escalators that face the Railway Station on Darcy Street. Sky Lobby is the arrival and sign in location for visiting NSW Government staff and visitors.
- Upon arriving at Sky Lobby, Touchdown guests who have booked a space on level 11 should proceed to the NSW Government concierge desk where you will be asked to produce photo ID as part of the check-in process.
- The concierge team will validate your identification and booking information and then issue a "day" touchdown pass to access the lifts and Touchdown space on level 11. The pass must be returned when leaving.
- Touchdown visitors will be directed to the NSW Government lift bank that is accessed via the Western Speedstiles overlooking the coffee shop and large boat ([Parramatta Square's Tribute to Heritage](#)).
- Once accessing the Speedstiles, proceed to one of the black lift call panels, scan your pass under the screen and select level 11 on the display. Proceed to the designated lift.
- Once arriving at level 11, turn left and proceed to the Touchdown space where you will be greeted by the Concierge team who will assist you in locating your assigned workspace.



6PSQ - Level 11 | Shared Meeting Space & WoG Touchdown

Whole of Government Touchdown Space

Shared Meeting Facilities
(Not Available to Touchdown Guests)



6&4 PSQ
BRIDGE LINK
Only open 8 am to 5pm

Greater Cities Commission
(Not Available to Touchdown Guests)

First Time User Registration

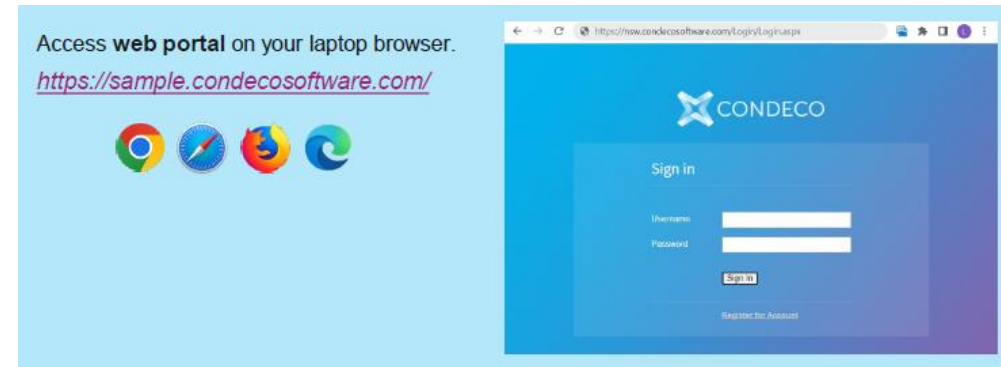
PDNSW operates Whole of Government Shared spaces using the Condeco Desk Booking Platform. Follow these steps to register for Condeco if you are a first time user so you can book personal workspaces.

STEP 1 – Accessing Condeco

Access the Condeco portal from your web browser.

<https://planning-nsw.condecsoftware.com/>

Supported browsers are Chrome, Safari, Firefox, or Edge.



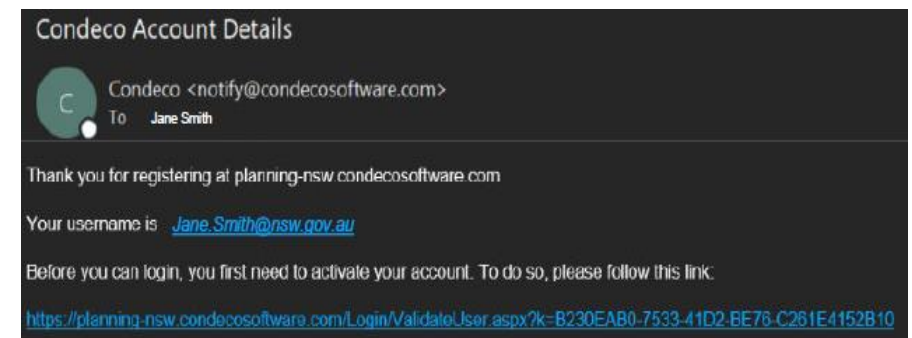
STEP 2 – Sign up to the Condeco platform

Select **Register for Account** in the web portal. Complete the required account information and submit the form.



STEP 3 – Activate your Condeco account

You will receive an email from notify@condecsoftware.com with a link to activate your account. Follow the link to set up your password.



Logging into Condeco

Follow these instructions to access Condeco so that you can book a personal workplace.

STEP 1 – Access Condeco via the web portal of Mobile App

Web Browser (Process In Blue)

Access the Condeco portal from your web browser.

<https://planning-nsw.condecosoftware.com/>

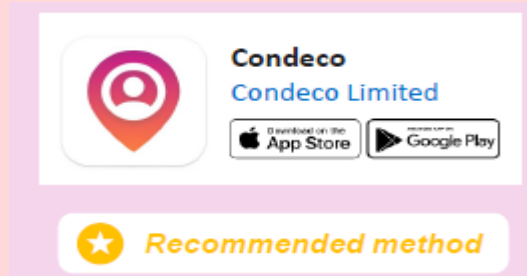
Supported browsers are Chrome, Safari, Firefox, or Edge.



Mobile App (Process In Pink)

Download the Condeco mobile application on your mobile device. Enter the following portal URL.

<https://planning-nsw.condecosoftware.com/>



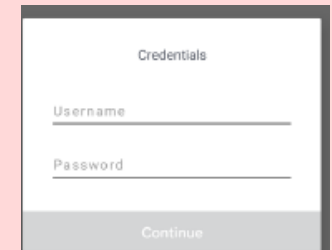
STEP 2 – Sign in using your email address and password

User your email address and password that you used to establish your account.



Web instructions
continue in Blue

User your email address and password that you used to establish your account.



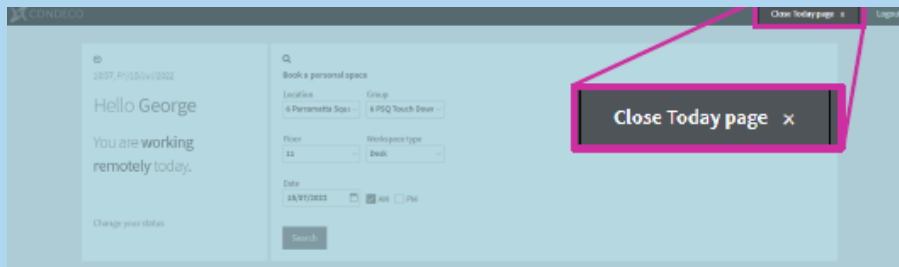
App instructions
continue in Pink

Booking a workspace via the web portal

Follow these instructions to search for and book a personal workplace.

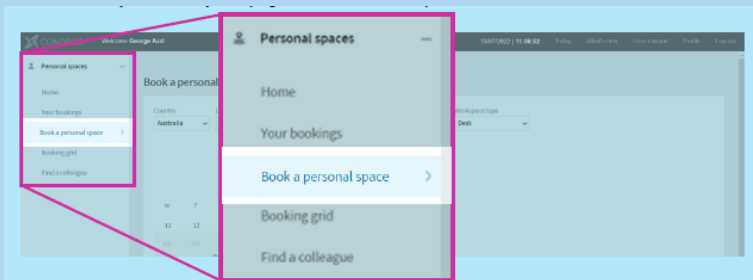
STEP 1 – Close the today page

You will land on the today page by default. This shows what bookings you have today. Close the Today page.



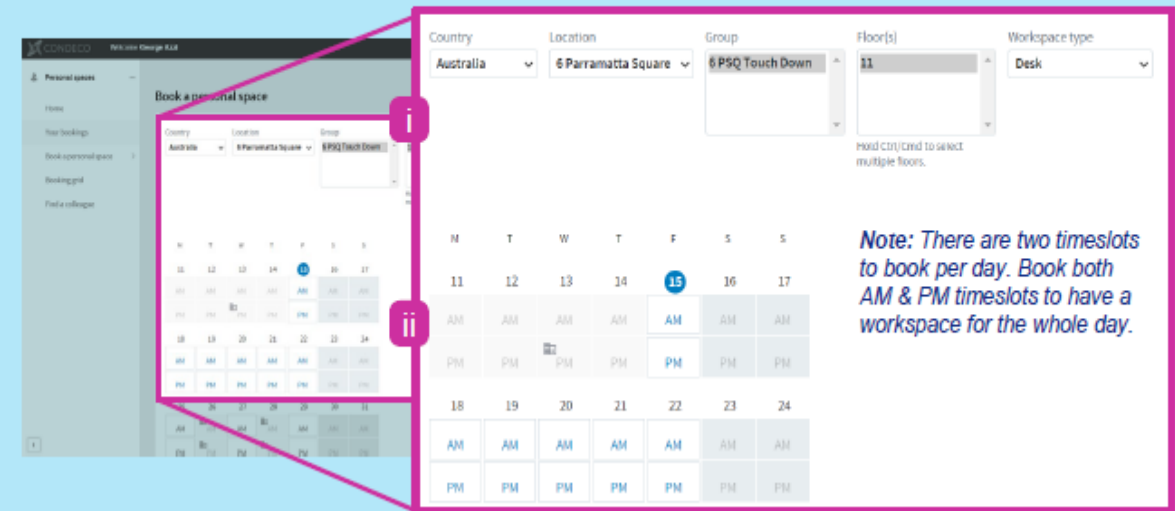
STEP 2 – Go to 'Book a personal space'

Use **Book a personal space** page under the Personal Spaces menu to search for a desk.



STEP 3 – Search for an available space

- i** The country, location, group, floor(s), and workspace type fields may already be selected. Check the selection and edit as required.
- ii** Select when you would like to book your workspace for.
Note: There are two timeslots to book per day. Book both AM & PM timeslots to have a workspace for the whole day.



Scroll down and select **Search** to continue.

Booking a workspace via the web portal

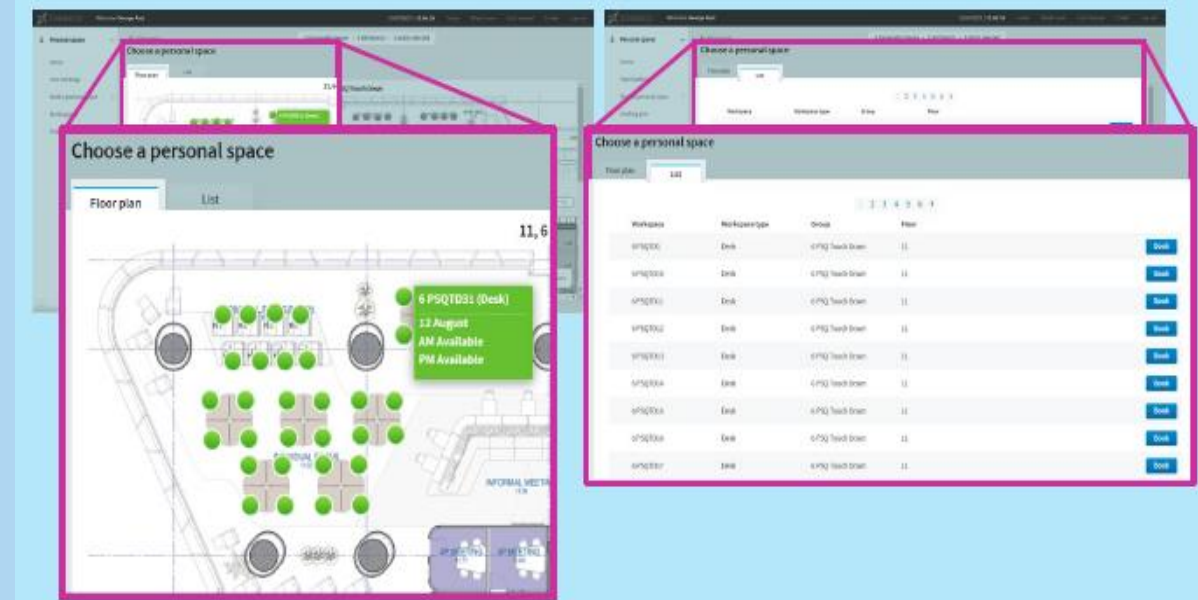
STEP 4 – Select an available space

Select a personal space which is identified by a green dot on the floor plan.

Select **Book**, or select the List Tab to book a desk.

Select the **Book** button to confirm.

A booking confirmation email will be sent from the Condeco system to confirm the booking details.




STEP 5 – Manage your booking

Use the **Your bookings** section to update, delete, and view your bookings before you arrive onsite for your desk booking.


i View on the floor plan.

Tap [View on floor plan](#) to see where your booked workspace is on the floor plan.

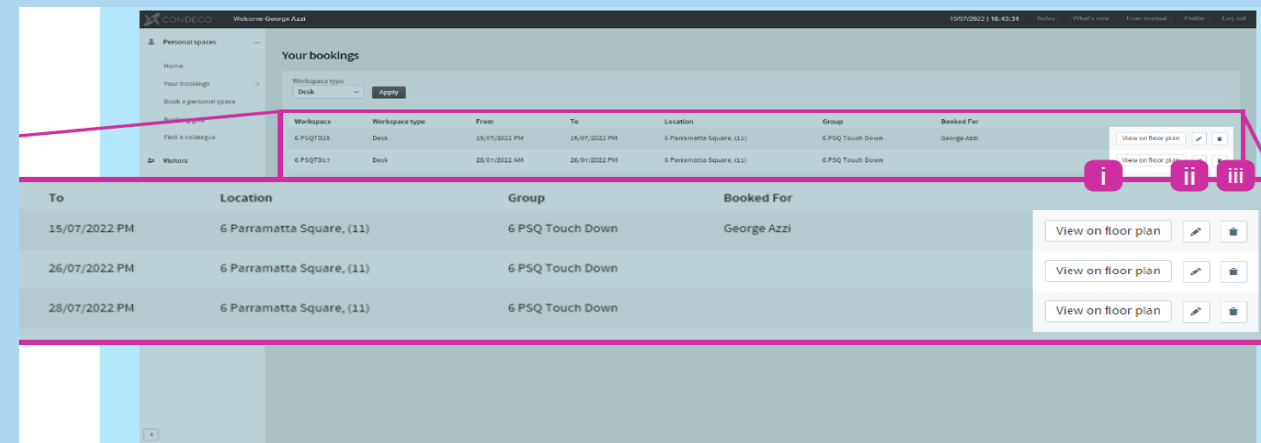
ii Delete a booking.

Select  to delete your booking.

iii Edit/Update a booking.

Select  to edit your booking.


A separate window will pop-up. Select update to apply changes.




Managing your booking

Follow these instructions to search for and book a personal workplace via the Condeco Mobile App.

STEP 1 – Add a new booking


 Open the Condeco App

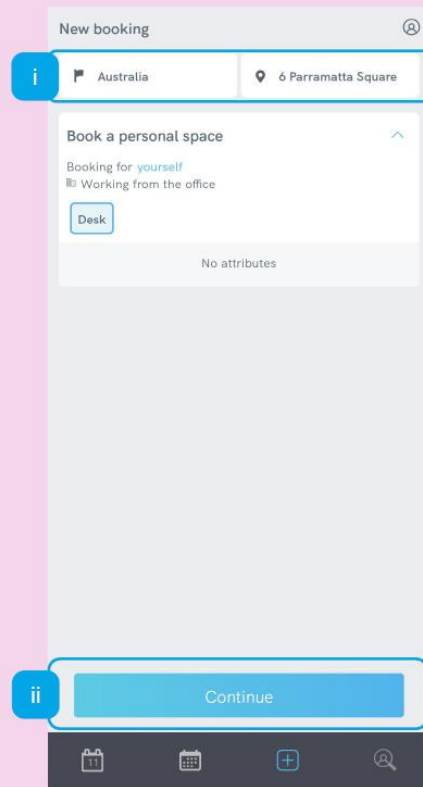
Select  to add a new booking.

i Choose your country and location.

ii Select **Continue**

Find your colleagues first!

Before you book a space, Select  and search for your colleague to see what desk they booked for the day!



STEP 2 – Search for an available space

i Select which floor and when you would like to book.
Note: There are two timeslots to book per day. Book both AM & PM timeslots to have a workspace for the whole day.

ii Select **Search**



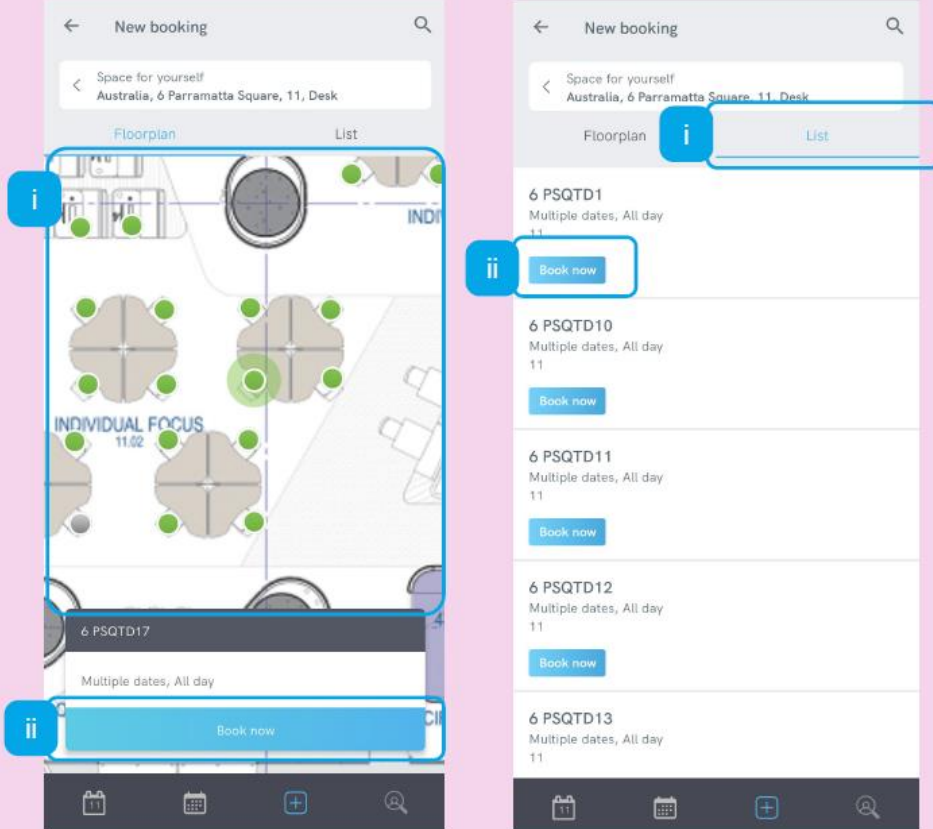
Managing your booking

Follow these instructions to search for and book a personal workplace via the Condeco Mobile App.

STEP 3 – Book an available space

i Tap a personal space indicated by the green dot on the **floorplan**, or find a space in the **list** view.
Note: Finding a colleague during a booking is not available in the mobile app.


ii Tap **Book now**
Check your email for booking confirmation.



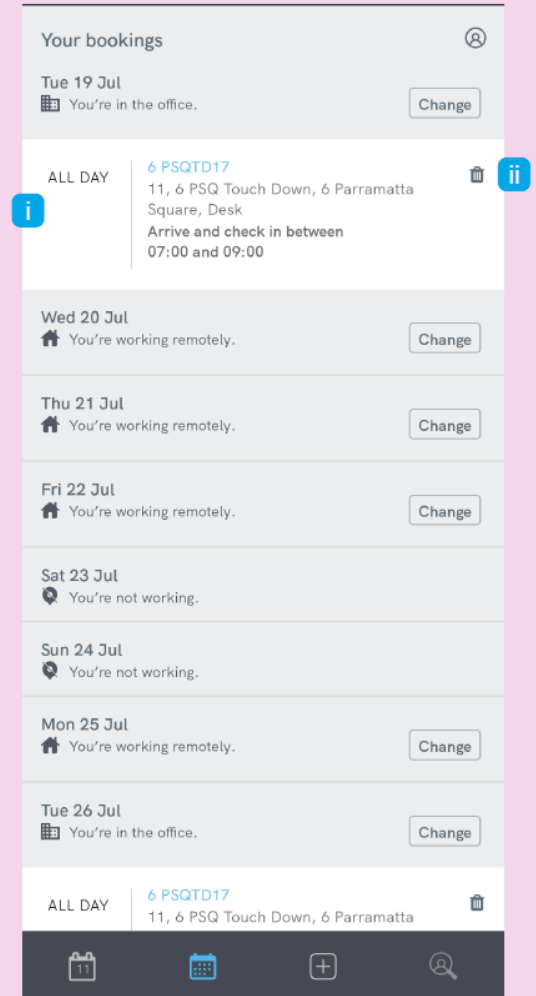
STEP 4 – Manage your booking

Use the **Your bookings** section to update, delete, and view your bookings before you arrive onsite for your desk booking.

i **View on the floor plan.**
Tap on the booking to see where your booked workspace is on the floor plan.

ii **Delete a booking.**
Select  to delete your booking.

X **Edit / Update a booking.**
Only possible on the web portal.
To change a booking in the mobile app, delete the current booking and create a new one instead.



Touchdown Facilities

Whole of Government Touchdown Parramatta

The Touchdown space is located on Level 11 of 6PSQ, 10 Darcy Street Parramatta and is open between 8:00 am and 5:00 pm, Monday to Friday.

- A workstation may be booked in AM or PM time slots, or for both allowing access for the day.
- Users are limited to a total of 16 hours in any given week over a maximum of two calendar days.
- Reservations may be made up to 10 business days in advance.
- Staff may continue to work past 5:00 pm noting the location may be unsupported after this time. Please inform concierge onsite for a briefing on site exit procedures.
- Reservations are for single workstations only.
- If staff do not arrive within 30 minutes of their allocated time the booking will be released (Reminders will be issued 15 minutes prior to bookings).
- Meeting rooms in the Touchdown can only be used if the organiser has a valid Touchdown workstation booking in Condeco.
- Meeting rooms in the meeting space located outside the Touchdown can **only** be used by building tenants. These are **not** for whole of government use.
- **Only** government staff can access the Touchdown space.

Non – Bookable Workpoints

The Touchdown space includes a variety of work locations including a number which are not visible on the booking system. These spaces include highchair collaboration tables, casual sofa seating, and individual privacy chairs.

What to bring?

- Staff should bring their laptops, mouse, power charger, and headphones / headsets.

What's available?

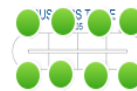
- Large Samsung Curved Monitors are installed on the bookable workstations and provide USB-C laptop charging.
- The Touchdown includes a multi-function printer that can be installed on your laptop to enable direct printing. Concierge can assist with installing this when you are onsite.
- The space includes a small kitchen with fridges for staff usage and milk, tea, and coffee.

Workstations



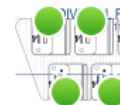
28 individual workstations

Individual workstations are in clusters of 4. Each workstation is a bookable space on the Condeco platform.



16 team collaboration workpoints

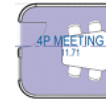
2 large team collaboration tables provide teams up to 6 workpoints to collaborate at open tables. Each work point on these tables is a bookable space on the Condeco platform.



8 individual focus booths

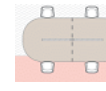
Individual focus booth workstations and one is wheelchair accessible. Each focus booth is a bookable space on the Condeco platform.

Meeting Spaces



2 x 4P Teams Meeting Rooms

4 person Microsoft Teams enabled meeting rooms that are bookable via concierge or via integrated agency Office 365 environments. Host bookings in these rooms must have valid Touchdown workstation booking or the meeting room booking will be cancelled.



2 x 4P Drop In High Tables

2 large 4 person drop in high tables for collaboration or for use if you don't have a booked workstation. These are not bookable.



2 x 6P Informal Round Meeting Spaces

2 large 6 person informal round meeting tables for collaboration and informal meetings. These are not bookable.

Note: When arriving at 6PSQ Sky Lobby, you will be required to produce Photo Identification before a day access pass can be issued.

Help and Support

If you need assistance or have issues with the booking process, please contact the Whole of Government Touchdown Concierge Team on

Mobile: 0497 418 653 (8:00 am to 5:00 pm)

Email: concierge@6psq.nsw.gov.au