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| Tenant Web Interface Work Order Wonder | Effective Date: |
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**Service Request
Work Order System:**

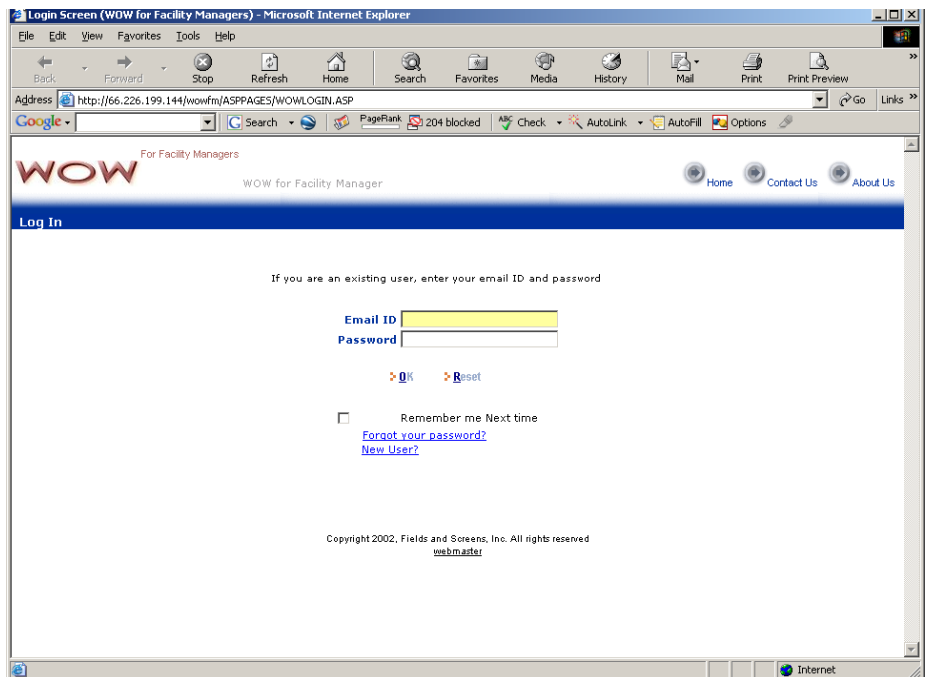
The new Service Request work order system is a web based system that allows you to create your own service request. This new program allows you to check on the status of your work orders once they have been submitted as well as see what work orders were previously placed.

Going forward, please do not send an email to request a repair. All repairs and service requests will be requested through this system.

The repair and maintenance email address will remain active for you to submit questions.

**How to Use the Tenant
Work Order System:**

1. From the [*designated web page*] click on [*Service request*].
2. The Log in screen will appear



3. After logging in with the assigned password, the Work Order List will appear.
 - This list shows all previously placed work orders.

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| Work Order # | Called Date & Time | Property | Suite Area | Work Requested | Status | Completed Date & Time | Requested By for the Tenant |
|--------------|--------------------|---------------------|------------------|---|--------|-----------------------|------------------------------------|
| 193 | 6/21/2006 1:26 PM | 1750 Pacific Street | Suite 500 | too cold | WP | | Clyde Chase view |
| 192 | 6/20/2006 8:40 AM | 1750 Pacific Street | Suite 500 | too hot | WP | | Clyde Chase view |
| 191 | 6/19/2006 1:40 PM | 1750 Pacific Street | Suite 200 | uyigufudtygyi | WC | 6/19/2006 2:00 PM | Clyde Chase view |
| 190 | 6/16/2006 12:33 PM | 1750 Pacific Street | Suite 500 | Door sticking | WC | 6/16/2006 12:35 PM | Julie Ettrick view |
| 189 | 6/14/2006 1:56 PM | 1750 Pacific Street | 3RD FL WOMENS RM | lights out in breakroom | WP | | Julie Ettrick view |
| 188 | 6/14/2006 1:56 PM | 1750 Pacific Street | 3RD FL WOMENS RM | lights out in breakroom | WP | | Julie Ettrick view |
| 183 | 5/12/2006 4:58 PM | 1750 Pacific Street | 3RD FL WOMENS RM | Test Work Order | WP | | Julie Ettrick view |
| 182 | 5/12/2006 2:30 PM | 1750 Pacific Street | Suite 300 | Too hot. | WP | | Clyde Chase view |
| 181 | 5/12/2006 1:39 PM | 1750 Pacific Street | 3RD FL WOMENS RM | john's out side., bring him back to his desk. | WP | | Clyde Chase view |
| 179 | 4/28/2006 2:06 PM | 1750 Pacific Street | Suite 500 | Door is hard to close | WP | | Clyde Chase view |
| 178 | 4/28/2006 1:46 PM | 1750 Pacific Street | Suite 500 | repair door jam | WP | | Julie Ettrick view |
| 177 | 4/28/2006 1:44 PM | 1750 Pacific Street | 3RD FL WOMENS RM | door is sticky | WP | | Julie Ettrick view |
| 176 | 4/18/2006 10:54 AM | 1750 Pacific Street | 3RD FL WOMENS RM | too cold | WP | | Clyde Chase view |
| 175 | 4/4/2006 3:16 PM | 1750 Pacific Street | 3RD FL WOMENS RM | too cold | WP | | Clyde Chase view |
| 164 | 3/20/2006 1:36 PM | 1750 Pacific Street | 3RD FL WOMENS RM | too cold | WP | | Julie Ettrick view |

4. When in the work order list you can:

- Click on any of the column headers to sort differently. For Example
 - Clicking once on Work Order No. will sort the work orders numerically by work order number with a little arrow showing the sort order. Up for ascending, down for descending.
 - Clicking on the Status column header will sort by work order status.
- View the details of the work order by clicking on the **view** button in the right hand column of the work order you would like to see.
- To place a new service request
 - in either Work Order list or the detail screen click on **Add a new Work Order**
- When using any of the filtering fields, you must click [Go] once you have entered/chosen the pertinent information in order to refresh the screen.

Viewing an Open Work Order:

1. To view details of a work order click on **view** in the right hand column of the work order you would like to look at.
 - When viewing details of the work order you can see the present status and any detail that has that has been entered by Tenant Services.

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- If you have questions about the status of your work order, please use this function prior to emailing anyone in Tenant Services. In most cases your questions can be answered on this page.
- You can view the details of any work order that is open or closed.

Creating a New Work Order:

1. From the Work Order List or the Detail screen click on **Add a new Work Order**. The work order request screen will appear.

2. Your name, building, areas occupied, telephone number and email address will automatically populate.
 - **Work Requested** – Write a description of the problem.
 - Click [Save] to submit the service request.
 - Click [Cancel], only when data has been entered, to cancel the service request and return you to the Work Order list.
 - Click [Reset] to clear what you have entered.

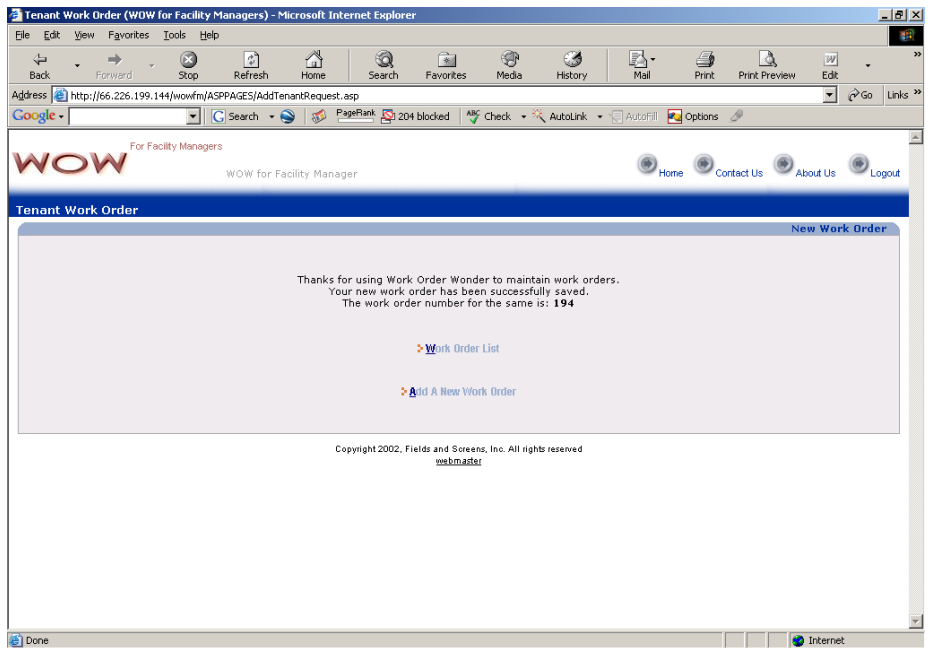
Once a service request has been saved a screen will appear confirming your service request and assigning you a number. You are not required to print this out as the request will also appear on the Work Order List screen.

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You may now return to the [Work Order List] or [Add a New Request]

Tip: In order to see the work order show up immediately on the work order list you must click [GO] to refresh the page.