

## **Tenant Guide – Work Order**

## Logging into Building Engines

Building Engines uses technology that provides access to your personal Tenant account and all associated information using any computer.

Besides a web browser (such as Internet Explorer, Google Chrome, or Mozilla Firefox), no additional downloaded software is required; it's as simple as logging into your favorite website.

Navigate to <u>www.buildingengines.com/login</u> - you will be prompted to provide your Username and Password (provided to you by a member of your property management staff):

BuildingEngines         HOME         BUSINESS NEEDS         SOLUTIONS         SERVICE         RESOURCES         PARTNERS         COMPANY						
LOG-IN Username Password Login information is case sensitive Remember Username Forgot your password Use HTTPS		Love Building Engines? Why not share your experience with your network of friends and colleagues? Refer a friend and get rewarded! Learn More! -+				
ogin	BE Mobile Mobility platform: new app, new features, new possibilities.	Client Case Study See how Urban Renaissance deployed 2.8 million SF in 3 weeks!	LinkedIn Love Recommend the Building Engines modules and services you love the most. Connect			
	n is case sensitive	n is case sensitive Jsername Forgot your password  BE Mobile Mobility platform: new app, new features,	bis case sensitive Username Forgot your password  Definition  Def			

If you are unsuccessful when attempting to log in, please remember that **usernames and passwords are CaSE SenSative**.

If you are still unsuccessful (after verifying that you are entering the information correctly), use the blue **Forgot your password** hyperlink to recover your login credentials. You may also contact your property manager or tenant coordinator to inquire about your account or recover your login credentials.

After successfully logging in, proceed with the following steps:



**1.** To quickly and easily submit a work order from your Tenant Homepage, click the hyperlink to the appropriate issue type:

One Demonstration	n Plaza	Jane Doe / Sign O	BuildingEngines     Cytomang Preperty Performance
Home Work Orders			
Info	Work Orders		Open: 0   Recently Closed
100 Main Street	<ul> <li>Electrical</li> <li>HVAC - Comfort/Other</li> <li>HVAC - Too Celd</li> <li>HVAC - Too Celd</li> <li>HVAC - Too Celd</li> <li>Huntorial</li> <li>Janitorial</li> <li>Keys/Locks</li> <li>Lighting</li> <li>Other</li> <li>Painting</li> <li>Plumbing/Leak</li> <li>Trash Removal</li> </ul>	Open Work Orders 0 There are currently no open work orders.	
Boston MA 02108 ABC Tenant Company	Open Advanced Work Order Form		
Optimizing Property Performance	Copyright © 2000–2014		

 Select the appropriate Floor / Suite, specify a Location, and provide a few additional Details for the service request. Click Save to submit the new work order:

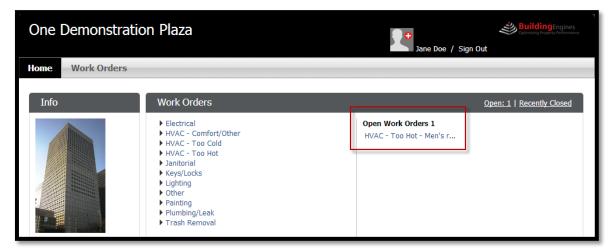
	There are carrenay to open
New Work Order	×
Туре:	HVAC - Too Hot
Floor / Suite:*	Floor 3, 300 🔻
Location:*	Men's restroom
Details:*	The men's restroom in our suite is too warm - I think the heat may need to be adjusted.

 A confirmation message will display with the unique identification number for your work order, as well as a summary of the request details. Click **Ok** to close the confirmation message:

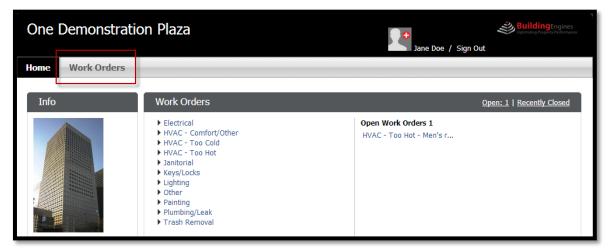




**4.** The newly created **Open Work Order** will now appear in the list on your Tenant Homepage:



**5.** To review the status of your work order, navigate to the **Work order** tab from your Tenant Homepage:



6. Click the **Request** number to open the work order and view the details of the service request:



One Demonstration	n Plaza		Jane Doe /	Sign Out	BuildingEngin Optimizing Property Perform	105 mance
Home Work Orders						
Work Orders						
Search Parameters				+ NEW	REQUEST	NT
		$\sim$ EXPAND $\sim$				
Request         Status           232458489         New		equested Details	restroom in our suite is too	Date Clo	Location Floor Men's re 3	
In a Image Showing all 1 rows						Ŷ
Optimizing Property Performance	Copyright © 2000–2014					

**7.** The Work Order View displays the current stage of work for the service request in addition to the task/location/requestor details. You may also add any comments or documents that you would like to communicate to the property management staff:

One Demonstration Plaza			Jane	Doe / Sign Out	BuildingEngines Optimizing Property Performance
Home Work Orders Work Order #232458489 Please Rate Your Experience:	Assigned	Acknowledged	Arrived	Completed	N TO WORK ORDER LIST
5/7 11:28 AM           Task Details           ID #:         232458489           Status:         New           Created:         5/7 11:28 AM           Issue Type:         HVAC - Too Hot           Assigned To:         Unassigned	Location D Building: Floor: Suite: Location:	etails One Demonstration Plaza 3 300 Men's restroom		The men's n is too warm ay need to (555) 555-5	estroom in our suite - I think the heat m be adjusted. 5557 illen@gmail.com
History           Date         Details           05/07/2014         The men's restroom in our suite           11:28 AM         heat may need to be adjusted.	is too warm - I thi	SHOW NOTES + ADD COM Added by Sta nk the Jane Doe NE	tus There ar Order	ments e currently no docum	ADD DOCUMENT
Optimizing Property Performance	2000–2014				

