

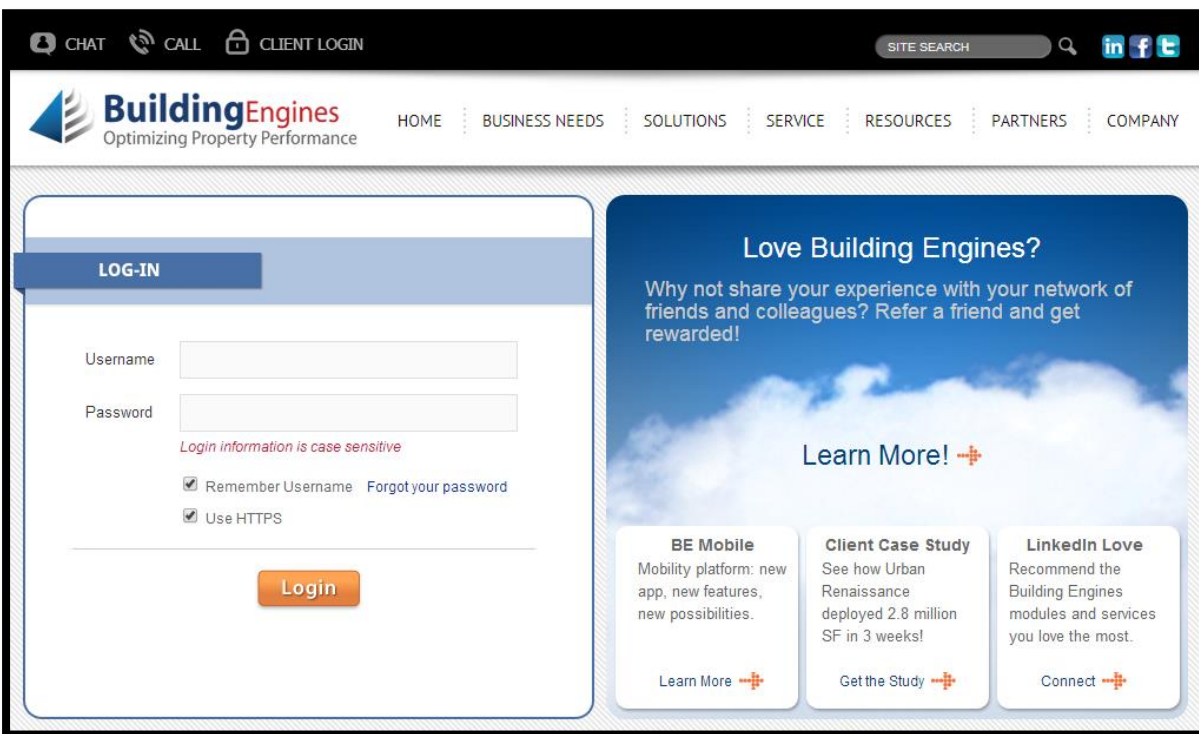
Tenant Guide – Work Order

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

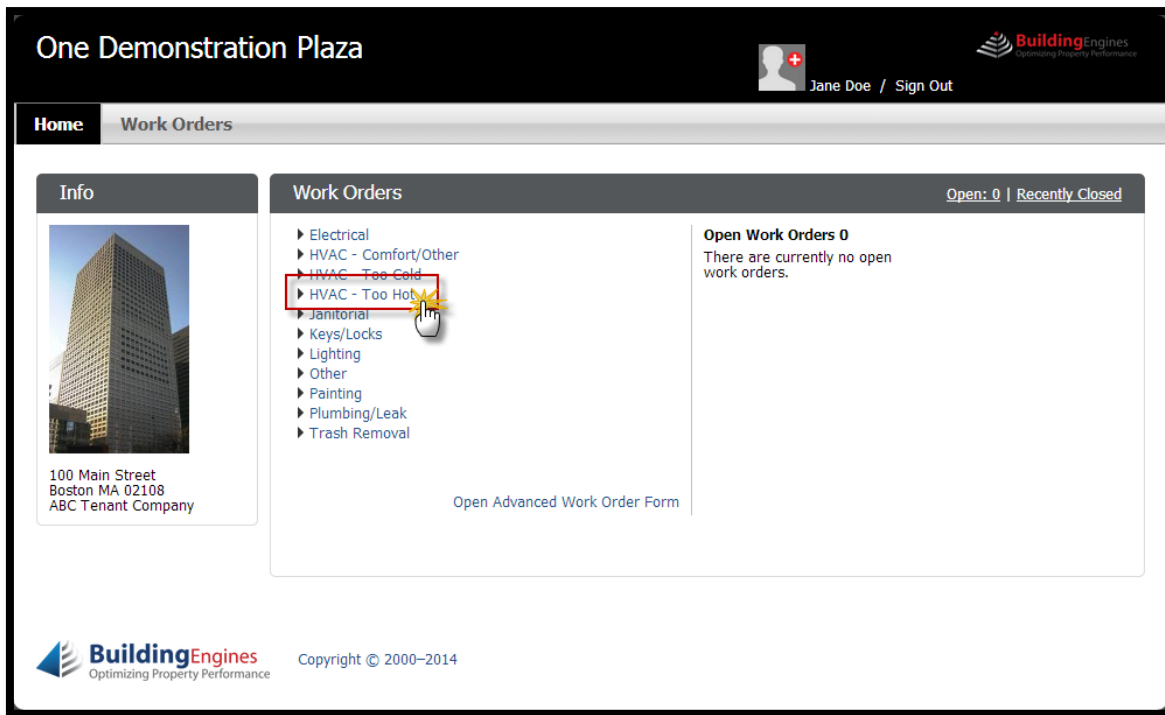
The screenshot shows the BuildingEngines website's login interface. At the top, there are links for CHAT, CALL, and CLIENT LOGIN, along with a SITE SEARCH bar and social media icons. The main navigation bar includes HOME, BUSINESS NEEDS, SOLUTIONS, SERVICE, RESOURCES, PARTNERS, and COMPANY. The login section on the left features a 'LOG-IN' header, input fields for Username and Password, a note that login information is case sensitive, checkboxes for 'Remember Username' and 'Use HTTPS', a 'Forgot your password' link, and a 'Login' button. To the right, a promotional banner asks 'Love Building Engines?' and encourages users to refer friends. Below this, three featured content boxes are visible: 'BE Mobile' (new app), 'Client Case Study' (Urban Renaissance deployment), and 'LinkedIn Love' (recommend modules), each with a 'Learn More' or 'Get the Study' link.

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:



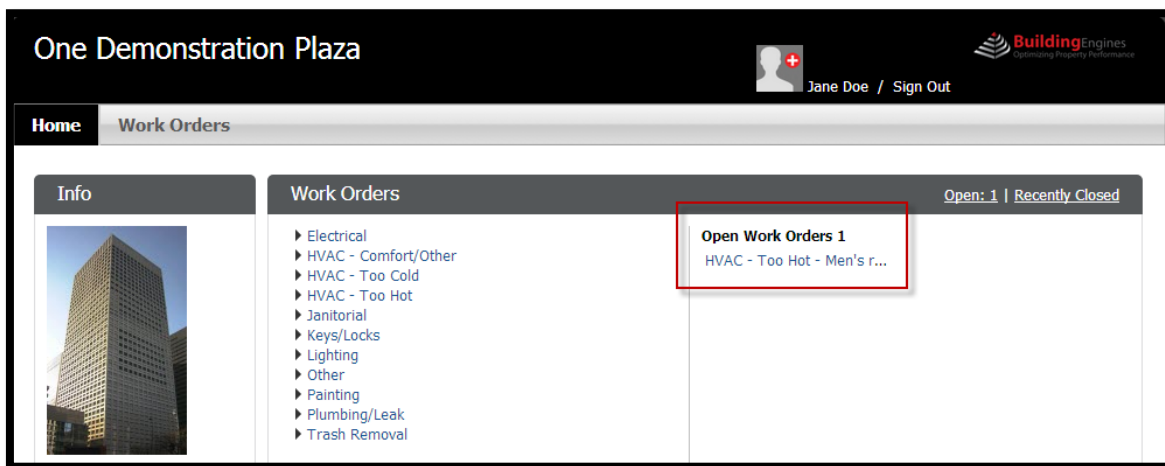
2. Select the appropriate **Floor / Suite**, specify a Location, and provide a few additional **Details** for the service request. Click **Save** to submit the new work order:

The screenshot shows the 'New Work Order' form. The 'Type' field is set to 'HVAC - Too Hot'. The 'Floor / Suite' dropdown is set to 'Floor 3, 300'. The 'Location' field is set to 'Men's restroom'. The 'Details' text area contains the text: 'The men's restroom in our suite is too warm - I think the heat may need to be adjusted.' At the bottom right, there are 'SAVE' and 'CANCEL' buttons. A red arrow points to the 'SAVE' button.

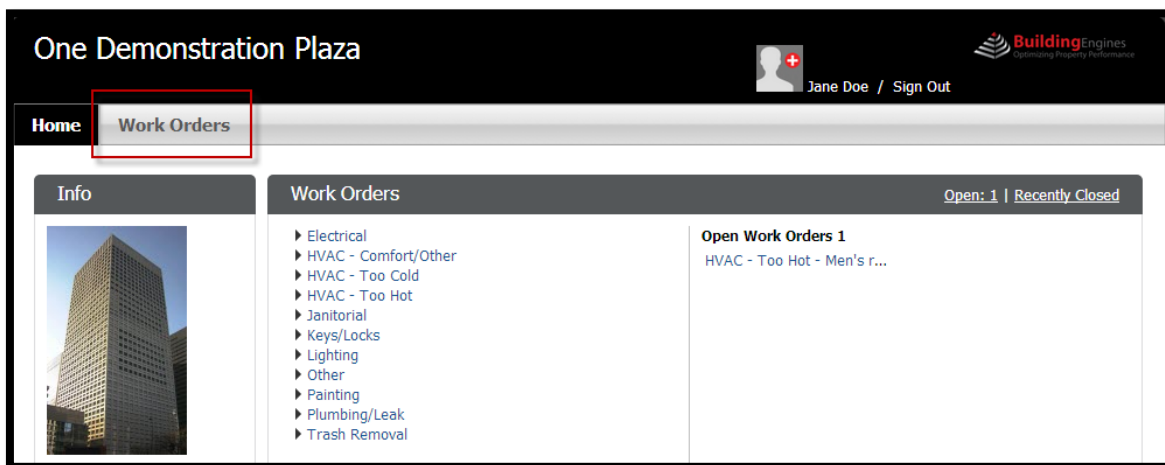
3. A confirmation message will display with the unique identification number for your work order, as well as a summary of the request details. Click **Ok** to close the confirmation message:



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 Plaza

Home **Work Orders**

Work Orders

Search Parameters + NEW REQUEST PRINT

EXPAND

Request	Status	Requester	Issue Ty...	Requested ...	Details	Date Clo...	Location	Floor
232458489	New	Jane Doe	HVAC - T...	05/07/2014	The men's restroom in our suite is too...		Men's re...	3

Showing all 1 rows

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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

Home **Work Orders**

Work Order #232458489 PRINT + NEW REQUEST RETURN TO WORK ORDER LIST

Please Rate Your Experience: thumbs up thumbs down

New Opened Assigned Acknowledged Arrived Completed Closed

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 Details

Building: One Demonstration Plaza

Floor: 3

Suite: 300

Location: Men's restroom

Requestor Details

Requestor: Jane Doe

Comment: The men's restroom in our suite is too warm - I think the heat may need to be adjusted.

Phone: (555) 555-5557

Email: matthewpgillen@gmail.com

History SHOW NOTES + ADD COMMENT

Date	Details	Added by	Status
05/07/2014 11:28 AM	The men's restroom in our suite is too warm - I think the heat may need to be adjusted.	Jane Doe	NEW

Documents + ADD DOCUMENT

There are currently no documents for this Work Order

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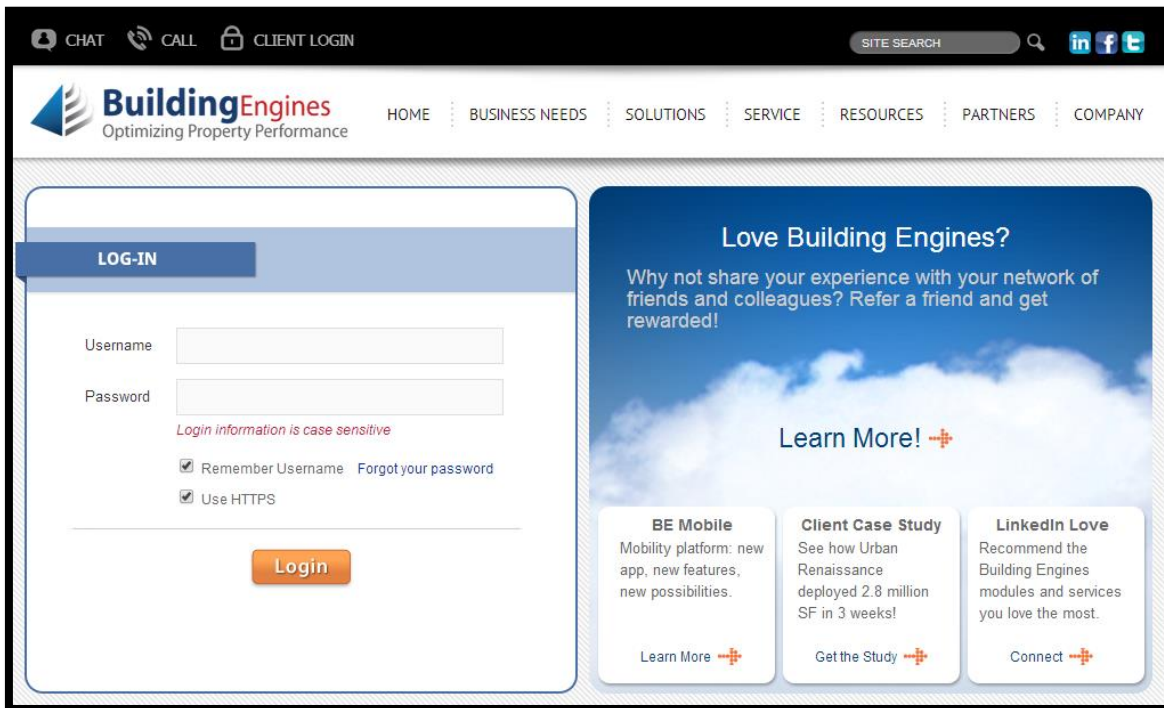
Tenant Guide – Resource Schedule

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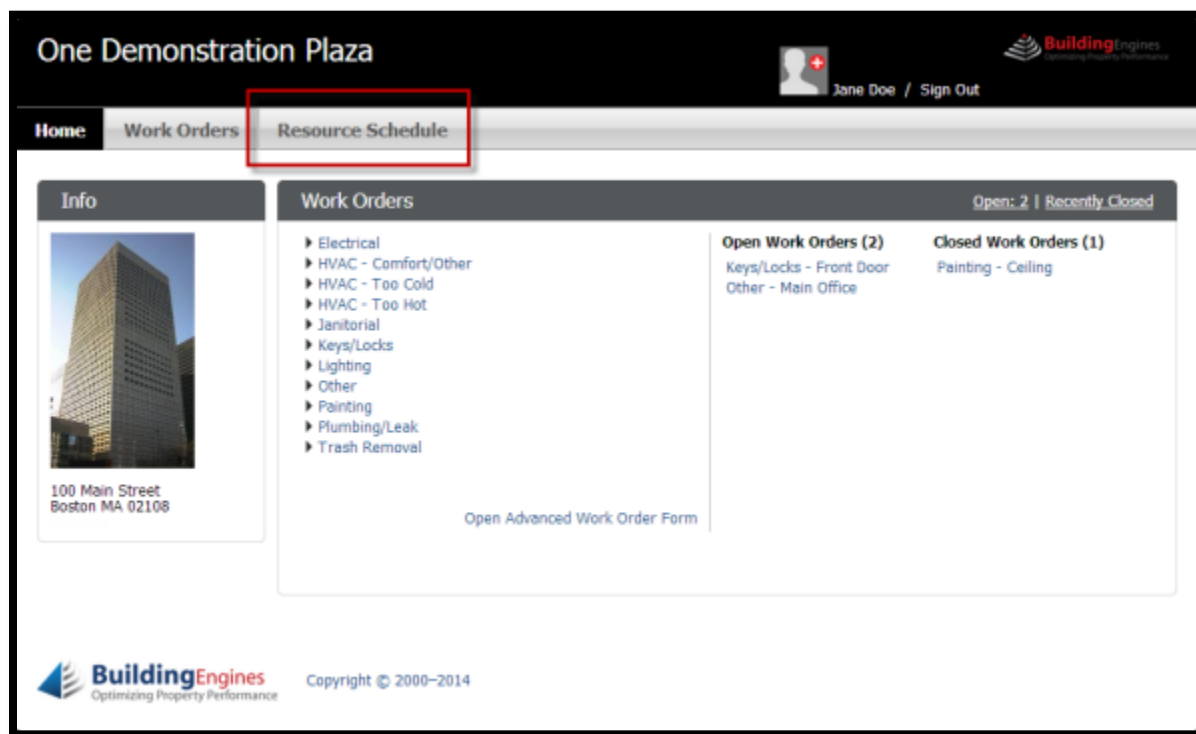
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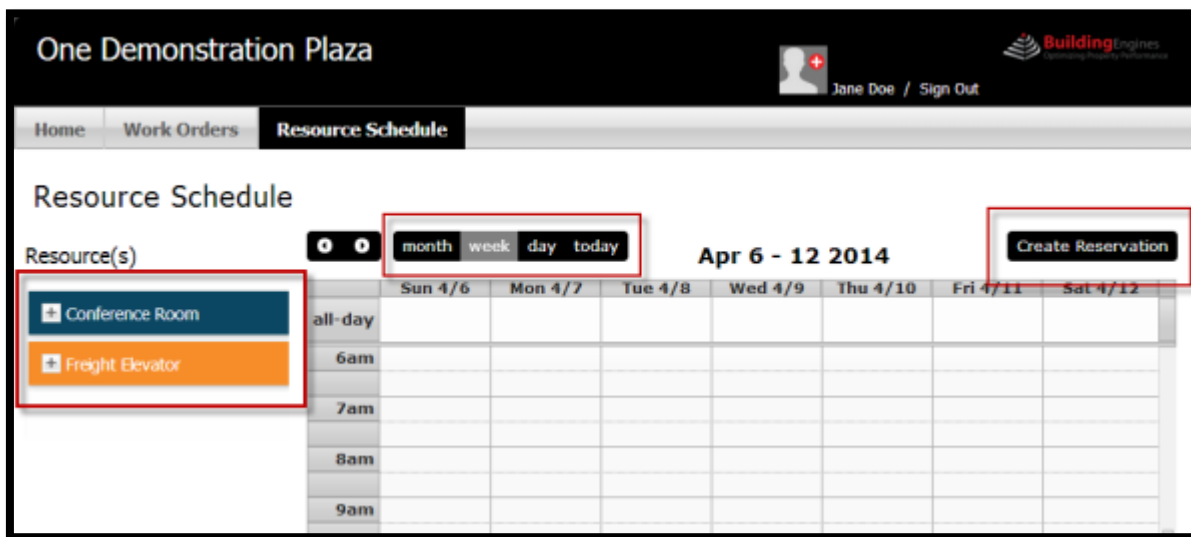
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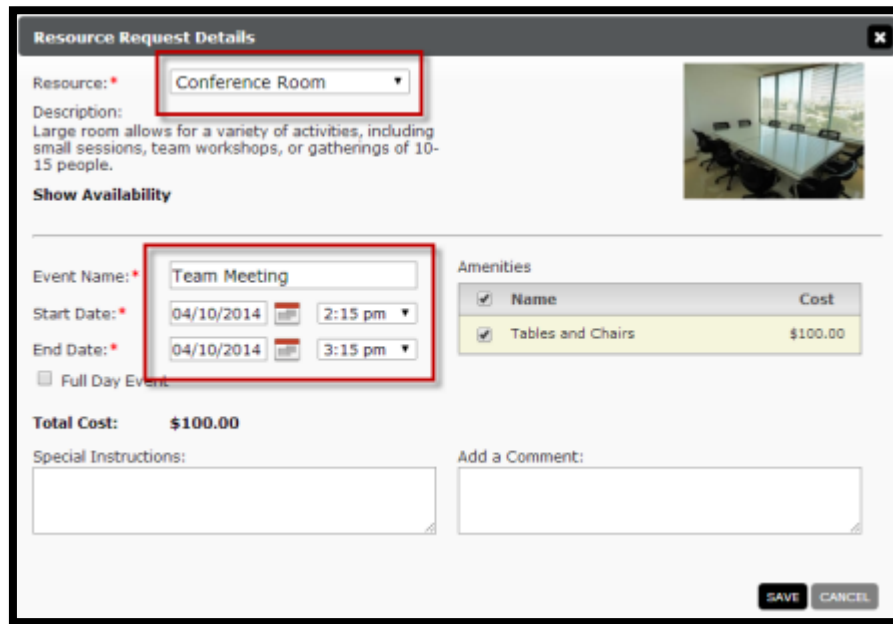
1. Navigate to the **Resource Schedule** tab from your Tenant Homepage:



2. View available building resources in the left panel, as well as a full page calendar with toggles for month, week, day, and today. Click **Create Reservation** to schedule a new event:



3. Select a resource from the dropdown. Provide all required request details, name the event, select a date and time, and click **Save** to complete the resource reservation request:



Resource Request Details

Resource: * Conference Room

Description: Large room allows for a variety of activities, including small sessions, team workshops, or gatherings of 10-15 people.

Show Availability

Event Name: * Team Meeting

Start Date: * 04/10/2014 2:15 pm

End Date: * 04/10/2014 3:15 pm

☐ Full Day Event

Total Cost: \$100.00

Special Instructions:

Add a Comment:

Amenities

<input checked="" type="checkbox"/>	Name	Cost
<input checked="" type="checkbox"/>	Tables and Chairs	\$100.00

SAVE CANCEL

4. Once your reservation request has been saved, your event will appear on the calendar between the start and end dates you have selected. The calendar will also display any other tenant reservations for the space to prevent duplicate bookings.

