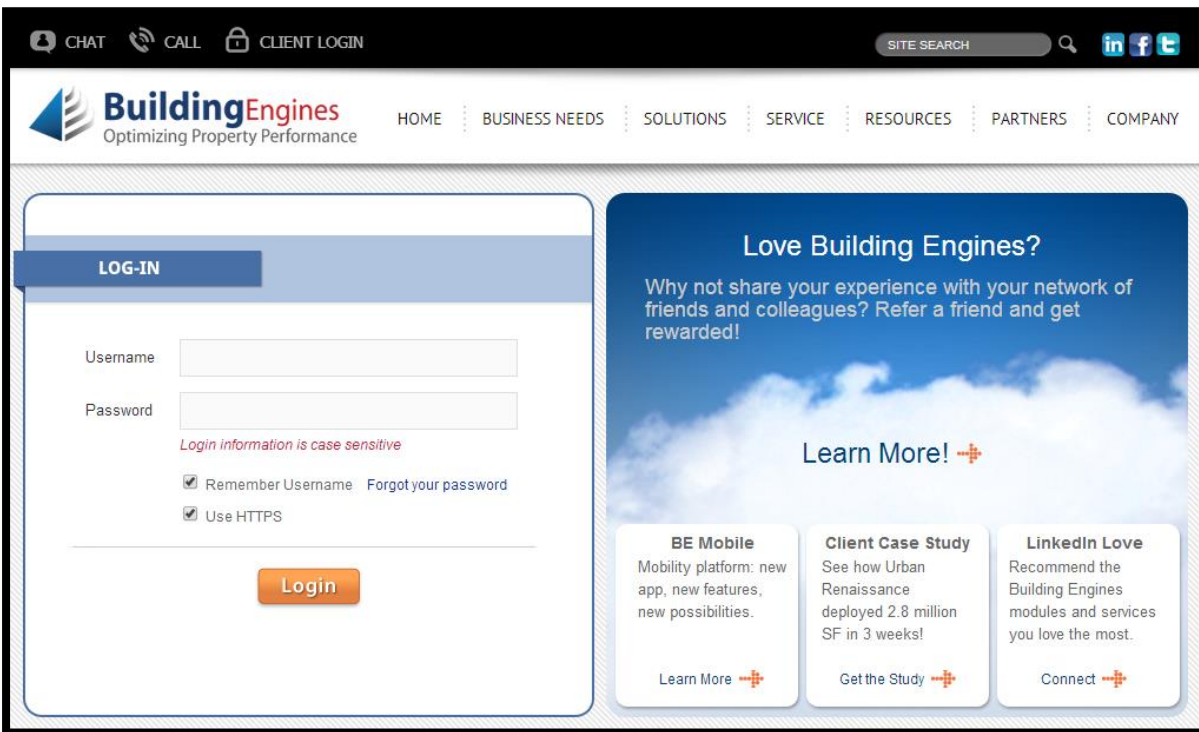# Tenant Guide – Work Order

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):


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:
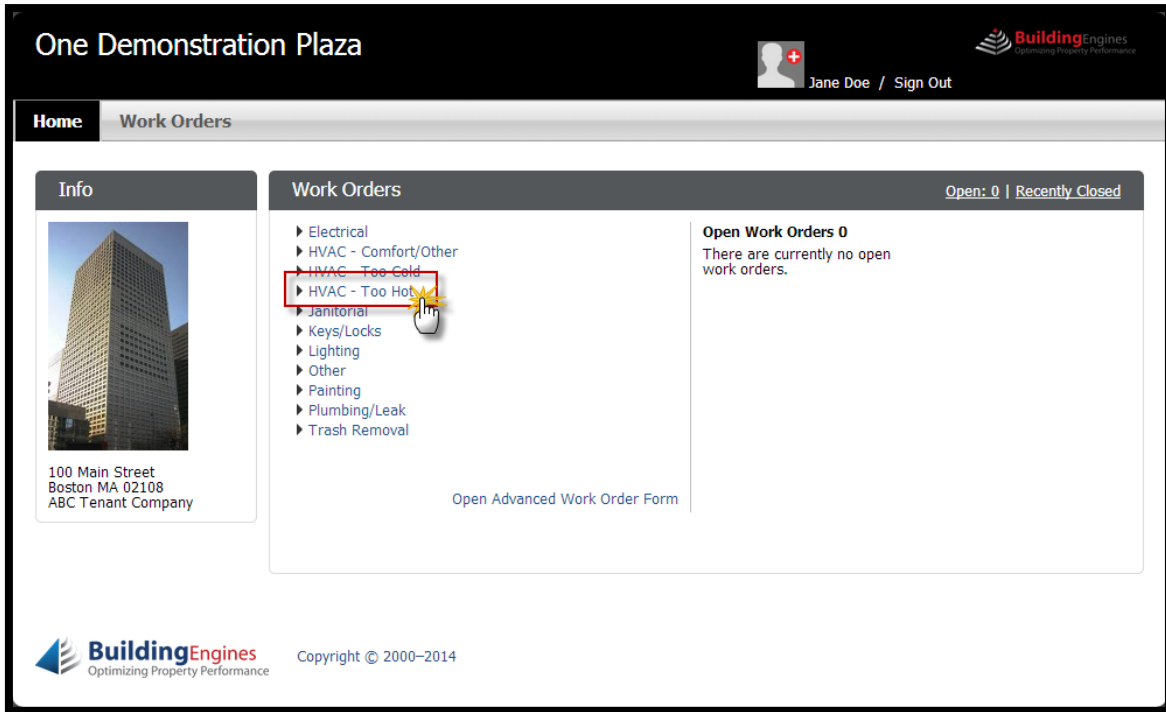

2. Select the appropriate **Floor / Suite**, specify a Location, and provide a few additional **Details** for the service request. Click **Save** to submit the new work order:
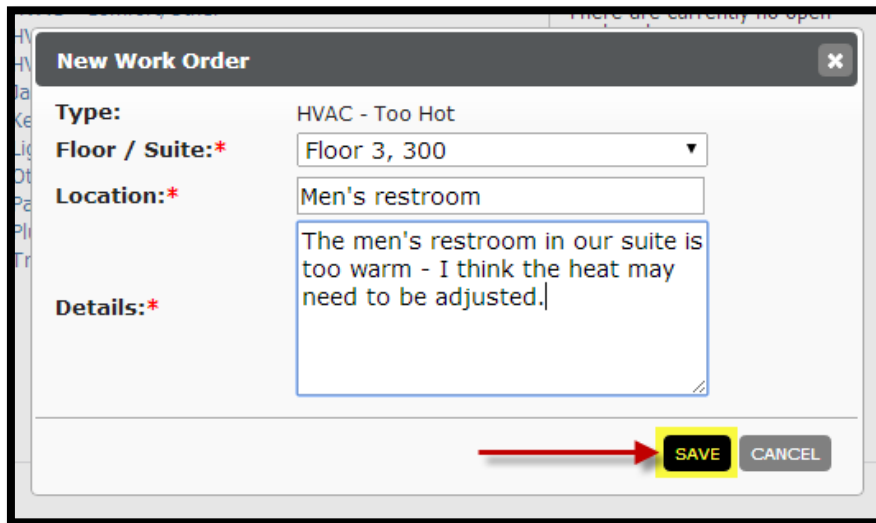

3. A confirmation message will display with the unique identification number for your work order, as well as a summary of the request details. Click **Ok** to close the confirmation message:

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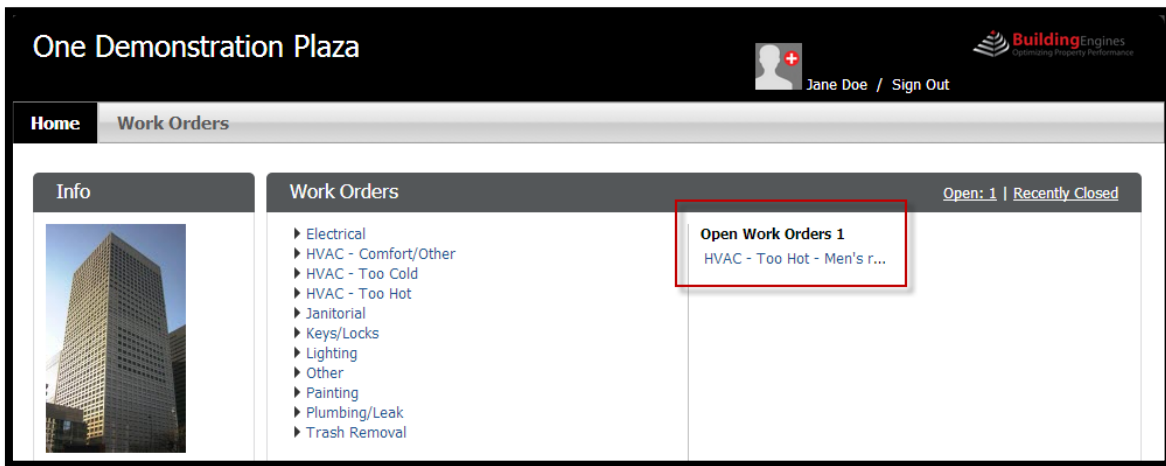

5. To review the status of your work order, navigate to the **Work order** tab from your Tenant Homepage:
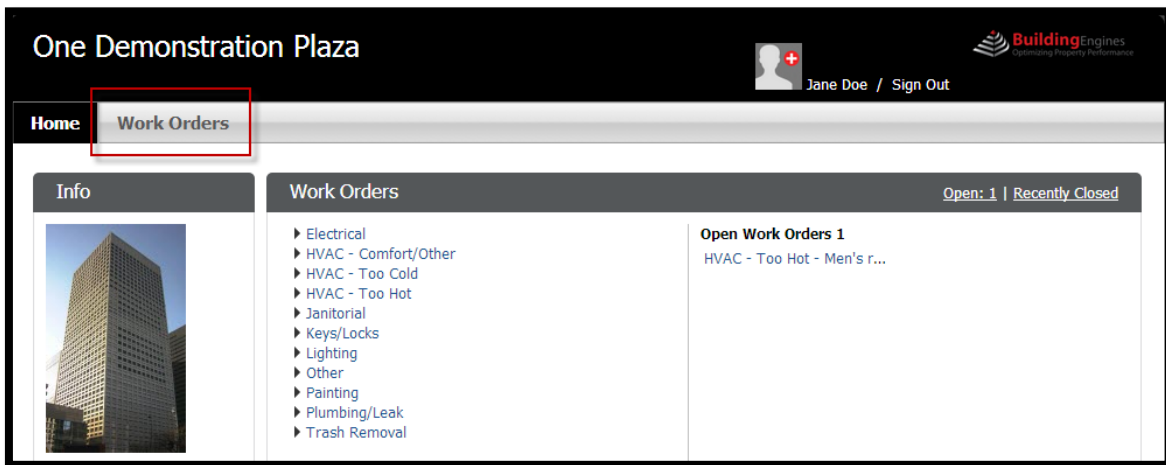
6. Click the **Request** number to open the work order and view the details of the service request:

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:
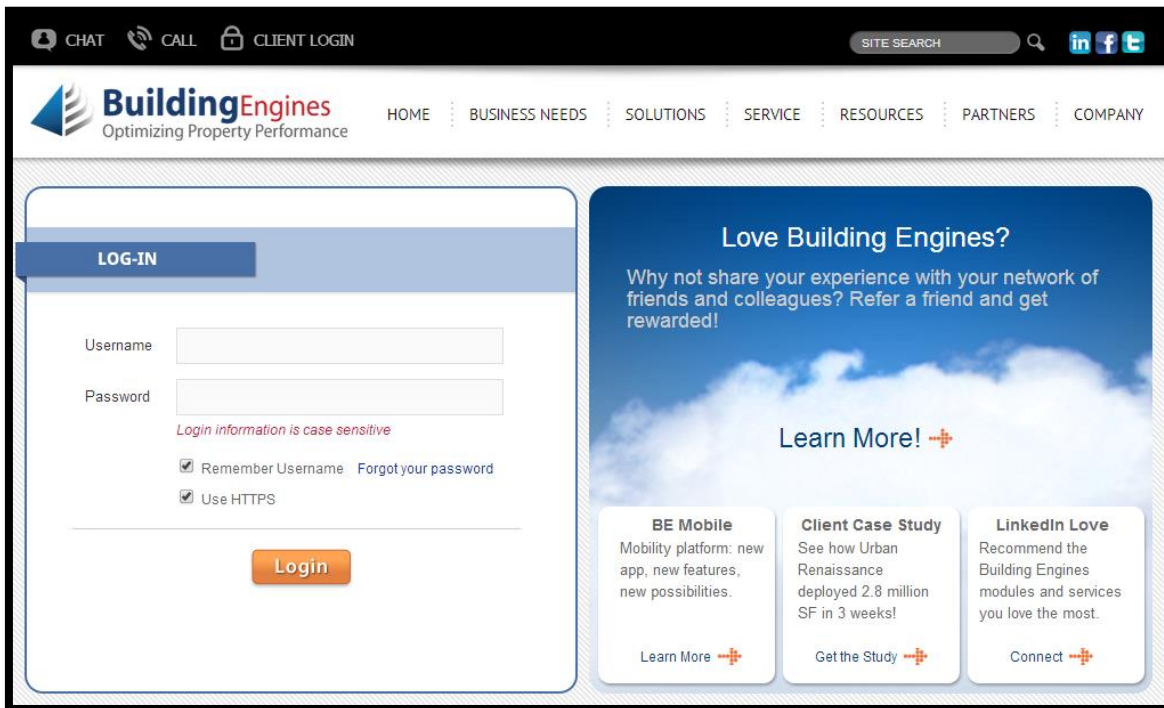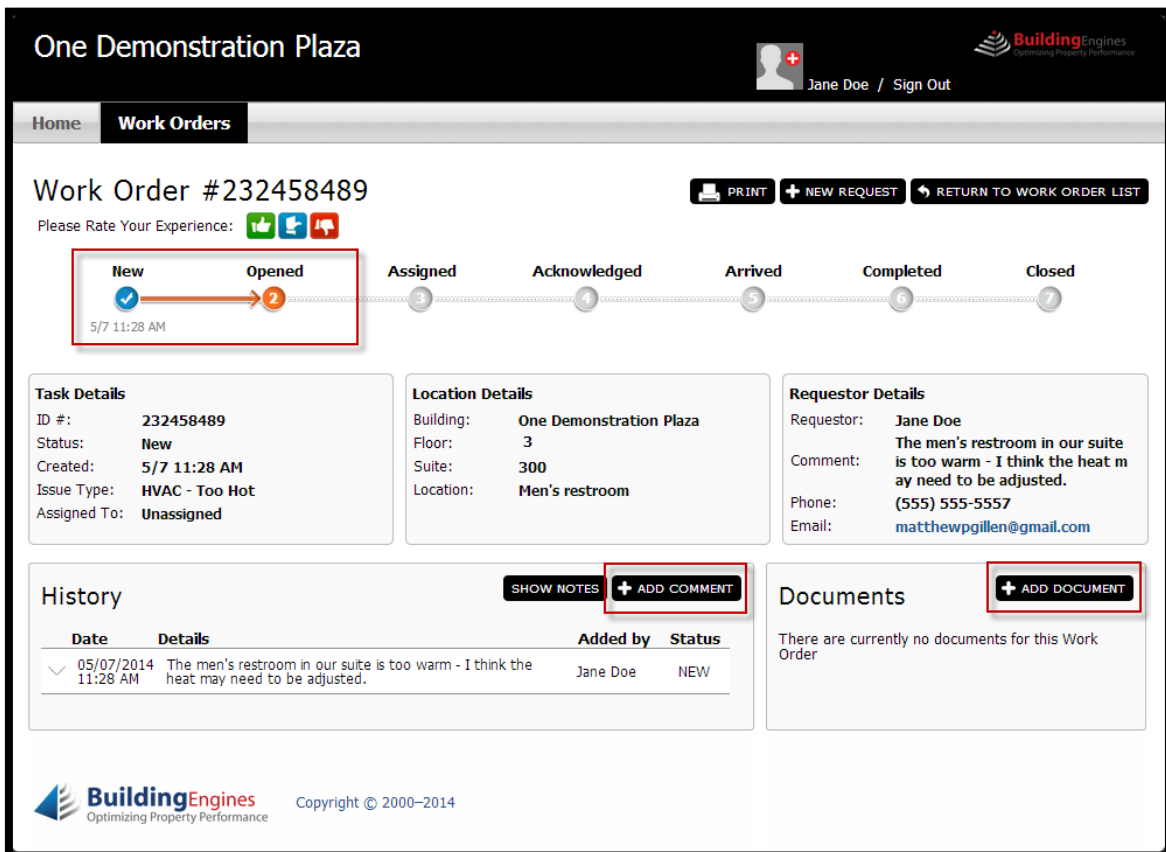
Tenant Guide – Resource Schedule

Logging into Building Engines

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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):


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. Navigate to the **Resource Schedule** tab from your Tenant Homepage:
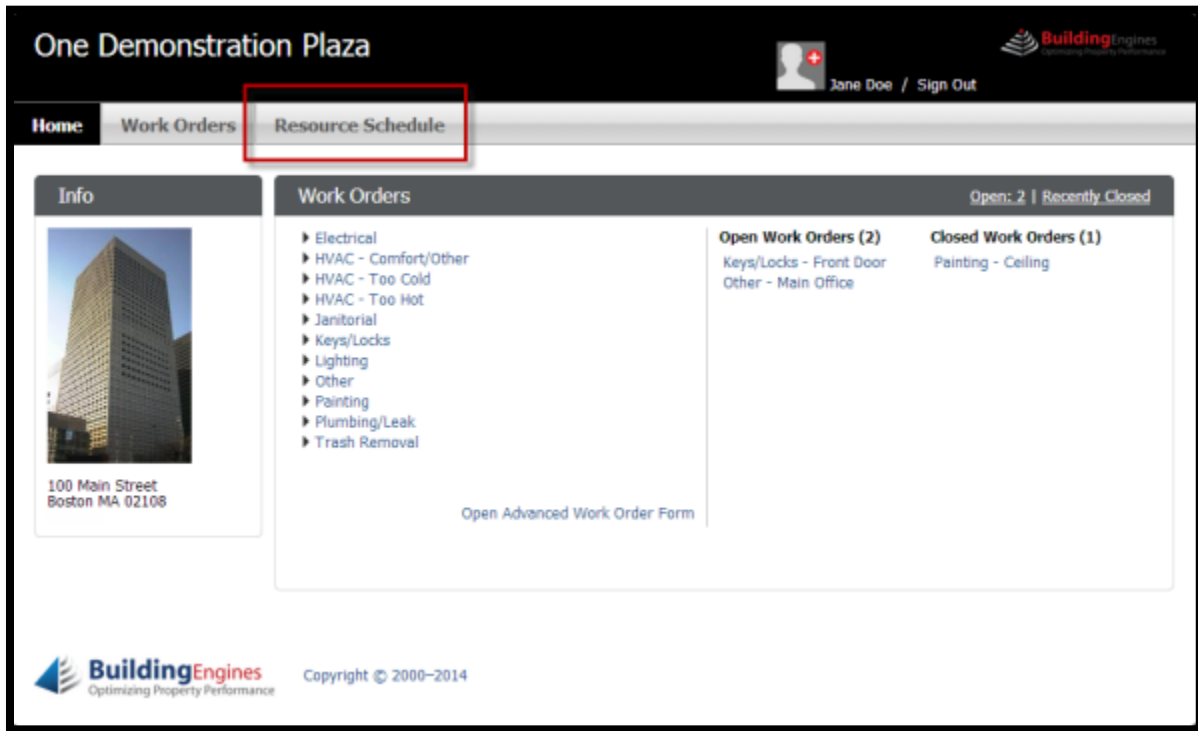
2. View available building resources in the left panel, as well as a full page calendar with toggles for month, week, day, and today. Click **Create Reservation** to schedule a new event:
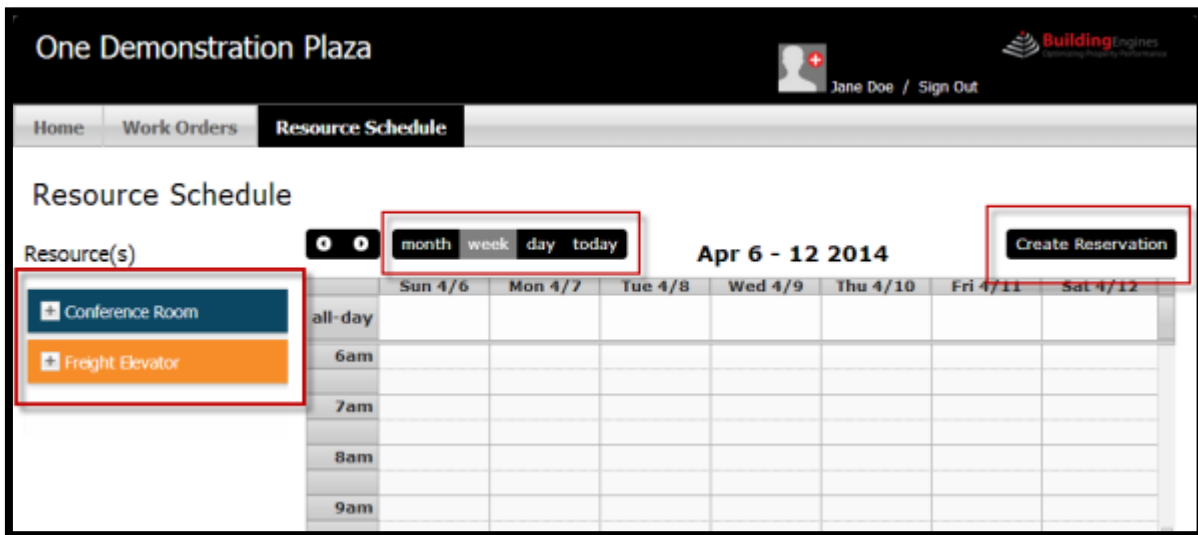
3. Select a resource from the dropdown. Provide all required request details, name the event, select a date and time, and click **Save** to complete the resource reservation request:

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.