



Evanston MetroCenter  
Tenant Services Interface  
User Manual



## Table of Contents

|  |    |
|--|----|
| Getting Started.....                     | 1  |
| About the Tenant Services Interface..... | 1  |
| Logging In.....                          | 1  |
| Tenant Administrators .....              | 2  |
| About Tenant Administrators.....         | 2  |
| Modifying Colleagues .....               | 2  |
| Adding a Colleague.....                  | 5  |
| Deleting a Colleague .....               | 7  |
| Deactivating a Colleague .....           | 7  |
| Tenant Service Requests.....             | 9  |
| About Tenant Service Requests .....      | 9  |
| Making a Request .....                   | 9  |
| Finding a Request .....                  | 12 |
| Organizing My Service Requests .....     | 13 |
| Printing Request Lists.....              | 14 |
| My Profile.....                          | 15 |
| Changing Your Profile .....              | 16 |

# Getting Started

## About the Tenant Services Interface

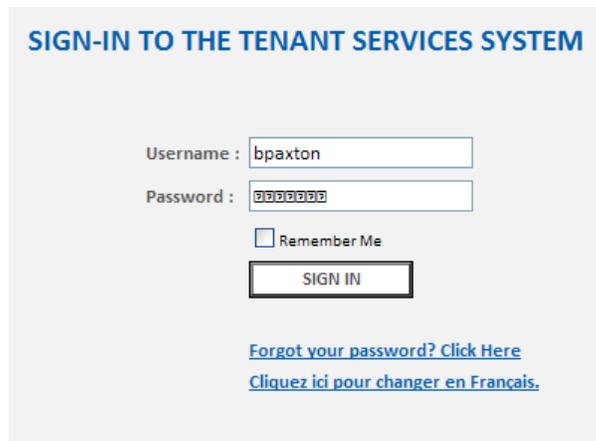
Your property management company has provided a self-service, web interface known as the Tenant Services Interface. This interface enables you to enter and track service requests. In addition, your Tenant Services Interface may include Resource Reservations and Visitor Security.

Your property management company will provide a web address, user name and password for using your Tenant Services Interface.

Please note that the screenshots included here are for instructional purposes only and will differ depending on how your property has set up their Tenant Services Interface.

## Logging In

1. Establish an Internet connection. Open a web browser and enter the web address to, [www.transwestern.net/angus](http://www.transwestern.net/angus). Click the Tenant Services link. The Login screen is displayed.
2. Click the **Username** field and enter your user name provided by the management office.
3. Click the **Password** field and enter your password.
4. Click **Sign In**.



The screenshot shows a login form titled "SIGN-IN TO THE TENANT SERVICES SYSTEM". It contains the following elements:

- A "Username" label followed by a text input field containing the text "bpaxton".
- A "Password" label followed by a password input field with masked characters.
- A checkbox labeled "Remember Me" which is currently unchecked.
- A "SIGN IN" button.
- Two links at the bottom: "Forgot your password? Click Here" and "Cliquez ici pour changer en Français".

# Tenant Administrators

## About Tenant Administrators

Tenant Administrators are contacts that have access to the TSI and have the ability to grant colleagues permission to do one or more of the following:

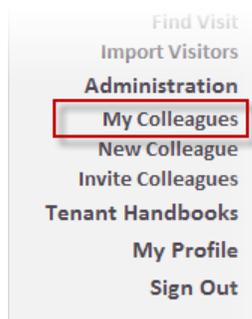
- Make tenant requests
- Request reservations
- Add/Edit/Delete Colleagues

The abilities that a Tenant Administrator has are determined by their Tenant Administrator Permissions, which are set up at the time the account is created (or can be added at a later date by property managers).

## Modifying Colleagues

Tenant Administrators can modify their colleagues' settings in the following manner:

1. Click **My Colleagues** in the Administration section of the TSI menu, located on the left side of the screen. A list of Colleagues are displayed.



2. Select the colleague you would like to modify. The Contact Entry screen will be displayed.



The My Colleagues list can be set to display active or inactive contacts using the **Status** drop-down list and clicking **Search**. You can also sort the list in ascending or descending order by clicking on the **Name**, **E-mail**, and **Phone** field headings.

## Tenant Services Interface User Manual

Status :  
Active

| Name                             | E-mail                  | Phone        | Active |
|----------------------------------|-------------------------|--------------|--------|
| <a href="#">Jennifer Wilkins</a> | jwilkins@apsystems.com  | 414-555-1212 | ✓      |
| <a href="#">Kevin Smithers</a>   | ksmithers@apsystems.com | 414-555-1224 | ✓      |
| <a href="#">Mike Dell</a>        | mdell@apsystems.com     | 414-555-2145 | ✓      |
| <a href="#">Sarah Franklin</a>   | sfranklin@apsystems.com | 414-555-6782 | ✓      |
| <a href="#">William Meyers</a>   | wmeyers@apsystems.com   | 414-555-7823 | ✓      |

3. The General Information section contains contact and location information. The following information can be changed in this section:
  - Name
  - Property
  - Building
  - Floor & Suite
  - Phone number
  - Fax
  - Email
  - CC (used with service request and reservation notifications)
4. The Emergency Information section allows you to enter emergency contact information, which will be used to transmit emergency notifications.
5. The Login section allows you to modify the username and password you use to log in to the TSI.
6. The Permissions section allows you to modify the colleague's permissions.



Depending on the specific administrative permissions you have been given, one or more options in the Permissions section may be inaccessible to you.

**General**

Name :

Department :

Properties :

Building :

Floor & Suite :

Phone :

Fax :

E-mail :

CC :

**Login**

Username :

Password :

[Password Rules](#)

Confirm Password :

**Permissions**

Active (Can Sign-In) :

Can Submit Requests :

Can Submit Reservations :

Can Invite Visitors :

Can View All Requests :

Can View All Reservations :

Can View All Visits :

Subscribe to Announcements :

Can Authorize Requests :

**Emergency Information**

Phone 1 :

Phone 2 :

E-mail :

SMS :

**E-Mail Subscriptions**

7. In the E-Mail Subscriptions section, place checkmarks beside all notification types you would like your colleague to receive email notifications for. Notification types are broken down by type (Requests, Reservations).
8. If you made a change to your colleague's login information, place a checkmark beside **Send username and password...** if you would like to send the new login information by email.
9. When you are finished making changes, click **Save**.

SMS :

**E-Mail Subscriptions**

Please check the following boxes to indicate which email notifications you wish to receive

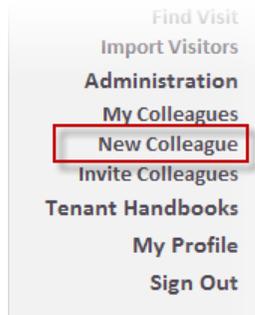
| Requests   | Reservations   | Announcements                                    |
|--|--|--|
| <input checked="" type="checkbox"/> Request Confirmation | <input checked="" type="checkbox"/> Reservation Confirmation                     | <input checked="" type="checkbox"/> Announcement |
| <input checked="" type="checkbox"/> Request Cancelled    | <input checked="" type="checkbox"/> Reservation Confirmation - Approval Required | <input type="checkbox"/> Fire Drill              |
| <input checked="" type="checkbox"/> Request in Progress  | <input checked="" type="checkbox"/> Reservation Approved                         |  |
| <input checked="" type="checkbox"/> Request Delayed      | <input checked="" type="checkbox"/> Reservation Rejected                         |  |
| <input checked="" type="checkbox"/> Request Completed    | <input checked="" type="checkbox"/> Reservation Cancelled                        |  |

Send username and password to colleague via e-mail

## Adding a Colleague

To add a colleague as a contact in the TSI:

1. Click **New Colleague** in the Administration section of the TSI menu, located on the left side of the screen. The Contact Entry screen is displayed.



2. The General Information section contains contact and location information. The following information can be added in this section:
  - Name
  - Property
  - Building
  - Floor & Suite
  - Phone number
  - Fax
  - Email
  - CC (used with service request and reservation notifications)
3. The Emergency Information section allows you to enter emergency contact information, which will be used to transmit emergency notifications.
4. The Login section allows you to create the username and password used to log in to the TSI.
5. The Permissions section allows you to set up the colleague's permissions.



Depending on the specific administrative permissions you have been given, one or more options in the Permissions section may be inaccessible to you.

**General**

Name :

Department :

Properties :

Building :

Floor & Suite :

Phone :

Fax :

E-mail :

CC :

**Login**

Username :

Password :

[Password Rules](#)

Confirm Password :

**Permissions**

Active (Can Sign-In) :

Can Submit Requests :

Can Submit Reservations :

Can Invite Visitors :

Can View All Requests :

Can View All Reservations :

Can View All Visits :

Subscribe to Announcements :

Can Authorize Requests :

**Emergency Information**

Phone 1 :

Phone 2 :

E-mail :

SMS :

**E-Mail Subscriptions**

7. In the E-Mail Subscriptions section, place checkmarks beside all notification types you would like your colleague to receive email notifications for. Notification types are broken down by type (Requests, Reservations, Announcements).
8. If you set up a username and password for your colleague, place a checkmark beside **Send username and password...** if you would like to send the new login information by email.
9. When you are finished making changes, click **Save**.

SMS :

**E-Mail Subscriptions**

Please check the following boxes to indicate which email notifications you wish to receive

| Requests   | Reservations   | Announcements                                    |
|--|--|--|
| <input checked="" type="checkbox"/> Request Confirmation | <input checked="" type="checkbox"/> Reservation Confirmation                     | <input checked="" type="checkbox"/> Announcement |
| <input checked="" type="checkbox"/> Request Cancelled    | <input checked="" type="checkbox"/> Reservation Confirmation - Approval Required | <input type="checkbox"/> Fire Drill              |
| <input checked="" type="checkbox"/> Request in Progress  | <input checked="" type="checkbox"/> Reservation Approved                         |  |
| <input checked="" type="checkbox"/> Request Delayed      | <input checked="" type="checkbox"/> Reservation Rejected                         |  |
| <input checked="" type="checkbox"/> Request Completed    | <input checked="" type="checkbox"/> Reservation Cancelled                        |  |

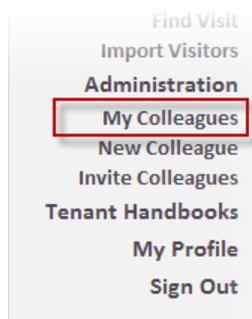
Send username and password to colleague via e-mail

## Deleting a Colleague

Colleagues cannot be deleted; however, you can deactivate them, which disables the account. See [Deactivating a Colleague](#).

## Deactivating a Colleague

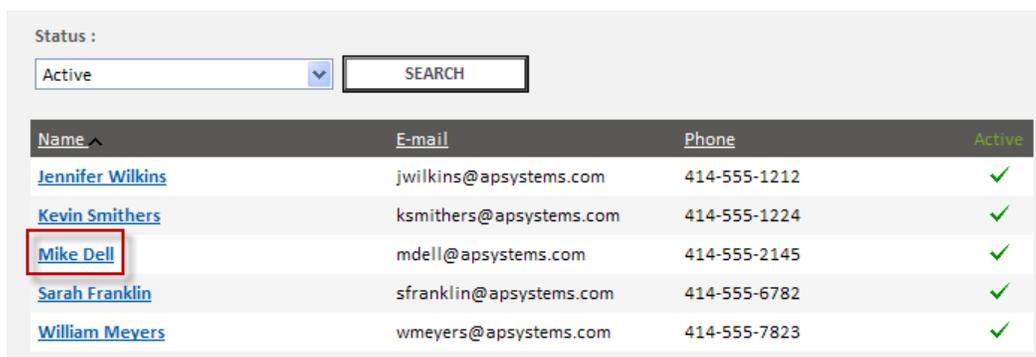
1. Click **My Colleagues** in the Administration section of the TSI menu, located on the left side of the screen. A list of Colleagues are displayed.



2. Select the colleague you would like to deactivate. The Contact Entry screen will be displayed.



The My Colleagues list can be set to display active or inactive contacts using the **Status** drop-down list and clicking **Search**. You can also sort the list in ascending or descending order by clicking on the **Name**, **E-mail**, and **Phone** field headings.

A screenshot of the 'My Colleagues' interface. At the top, there is a 'Status' dropdown menu set to 'Active' and a 'SEARCH' button. Below this is a table with columns for Name, E-mail, Phone, and Active. The 'Mike Dell' row is highlighted with a red box.

| Name ^                           | E-mail                  | Phone        | Active |
|----------------------------------|-------------------------|--------------|--------|
| <a href="#">Jennifer Wilkins</a> | jwilkins@apsystems.com  | 414-555-1212 | ✓      |
| <a href="#">Kevin Smithers</a>   | ksmithers@apsystems.com | 414-555-1224 | ✓      |
| <a href="#">Mike Dell</a>        | mdell@apsystems.com     | 414-555-2145 | ✓      |
| <a href="#">Sarah Franklin</a>   | sfranklin@apsystems.com | 414-555-6782 | ✓      |
| <a href="#">William Meyers</a>   | wmeyers@apsystems.com   | 414-555-7823 | ✓      |

3. In the Permissions section, remove the checkmark beside **Active (Can Sign-In)**.

Confirm Password :

**Permissions**

|                              |                                     |
|------------------------------|-------------------------------------|
| Active (Can Sign-In) :       | <input type="checkbox"/>            |
| Can Submit Requests :        | <input checked="" type="checkbox"/> |
| Can Submit Reservations :    | <input checked="" type="checkbox"/> |
| Can Invite Visitors :        | <input checked="" type="checkbox"/> |
| Can View All Requests :      | <input checked="" type="checkbox"/> |
| Can View All Reservations :  | <input checked="" type="checkbox"/> |
| Can View All Visits :        | <input checked="" type="checkbox"/> |
| Subscribe to Announcements : | <input type="checkbox"/>            |
| Can Authorize Requests :     | <input type="checkbox"/>            |

7. Click **Save**.

Send username and password to colleague via e-mail

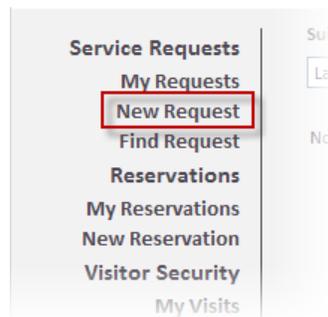
# Tenant Service Requests

## About Tenant Service Requests

You will be able to track your service requests on-line. This feature improves your communication with your Property Management Company and promotes faster service.

## Making a Request

1. Click **New Request** in the main menu. The Service Request Entry screen is displayed.



2. The system automatically selects your property in the **Property** drop-down.
3. Use the **Floor** and **Suite** drop-down lists to select a floor and suite.
4. Click the **Request Type** field and select a request type from the drop-down menu. A few things to keep in mind when setting up your work order.
  1. Some work orders will incur additional charges.
  2. Some work will require that an outside vendor be brought in.
  3. If the work is urgent (such as Leak, Fire, or Security needed), please contact the Property Management Office by phone.
5. Request Type options include the following. Choose the one that you think best fits your situation using the general guidelines below.
  1. Additional Cleaning – Use for night cleaning needs. Includes additional items you would like handled by the night crew (carpet shampooing). If you have cleaning issues (cleaning is not being handled to your satisfaction), please bring this to the attention of the Property Management Office. Please specify exactly what work needs to be done and where and when it should be done in the “Details” section.
  2. Additional Security – Use for security needs. Includes unlocking a suite, property pass removal or other non-urgent requests.

3. Bin Request – Use when requesting an extra garbage or recycling bin be delivered or removed. Please specify the type (“Trash” at \$85 per large green bin or “Recycle hamper” which is free for cardboard and misc paper) in the “Details” section.
4. Directory Plates – This should be selected when a change, addition or deletion to the electronic directory is needed. Please make sure the names are listed in the “Details” section exactly as they should appear in the directory. Changes after initial tenant move in will result in a charge incurred.
5. Electrical Problem – If a problem is electrical, choose this option. Examples include require additional outlet installed, blown circuit, etc.
6. Engineer Request – Use for a miscellaneous repair or request that will be completed by an Engineer. Examples include a rattling noise in your ceiling or a plumbing request. Please note that on-site staff does not handle furniture moves, but the Property Management Office would be glad to bring in a vendor for you to complete this request.
7. Freight Reservation – Please do not use this option. Contact the Property Management Office for assistance.
8. Handyman Request – Use this service type for requests such as hanging a bulletin board, installing a keyboard tray, etc.
9. Key/Lock Request – Use when you need a key replaced, extra keys made, a lock is sticking, a key pad code change, etc.
10. Leak – Do Not Use. Please contact the Management Office immediately for any leaks.
11. Light Maintenance – Use this request when you have a light out.
  1. Please be very specific as to the location, when you would like it changed, and who the Engineers can see with any questions in the “Details” field. Such as “19<sup>th</sup> floor over Jane Smith’s desk.”
  2. If your bulb change needs to be done immediately, specify comment in the Details field something like, “Flickering and causing headache, ASAP please”.
  3. If the light is in a conference room that has meetings scheduled, specify “Btwn Noon-1pm due to meeting schedule”.
12. Other – Use this service type if no other options will better describe your request.
13. Overtime HVAC – This option should be used when additional heating or air conditioning will be needed outside of regular business hours (M-F 8am-6pm). You should be very specific as to when the HVAC will be needed in the “Details”

section. Please provide 24 hours prior notice for this request. The current rate for overtime HVAC

14. Photo ID – New Card – Please use this option for new employees to received IDs.
  15. Photo ID – Replacement – Please select this option to have a replacement ID issued.
  16. Photo ID- Delete – Please select this option to have an ID deactivated.
  17. Porter Request – Use for day cleaning needs. Includes items that will be handled by the day crew (spill clean ups, quick vacuum). Please specify exactly what work needs to be done and where and when it should be done in the “Details” section.
  18. Rubbish Removal – Please use this service type when you require additional trash be removed from your office. This does not need to be done if the items can be disposed of normally – in which case you can place inside your regular trash bin for the night crew. Please flatten any boxes to be removed and leave in your lunchroom or copy area next to your regular trash can. If the janitors are unsure, they are inclined to leave an item to be on the safe side. As a courtesy, please do not leave extra trash near the freight elevator if the freight landing is on the pathway to another tenant’s suite entry.
  19. Shutdown – Please do not use this item.
  20. Too Cold – Use this option when you have an area that is too cold. Please be very specific in the “Details” section with the location of the problem, and who the Engineer should contact.
  21. Too Hot – Use this option when you have an area that is too cold. Please be very specific in the “Details” section with the location of the problem, and who the Engineer should contact.
6. Click the **Details** field and enter the details of the request.
  7. Indicate if an estimate is required using the checkbox provided.
  8. Click **Submit**. Your request is submitted and the Request Confirmation screen is displayed.



if your property uses the Authorization feature, your request may require authorization before it can be processed. The system will display a message informing you that authorization is required.

Property : Hillview Towers  
 Building : Hillview Towers I  
 Floor : 3  
 Suite : 302  
 Request Type : HVAC - Too Cold  
 Details : My office is too cold.  
 Estimate Required?  
 SUBMIT RETURN TO LIST

## Finding a Request

Requests can be easily located on the **My Requests** screen, accessed from the menu on the left.

1. By default, the system displays requests submitted in the last 30 days, of any request type and any status. To change the time-frame, click the **Submitted** drop-down and select the desired time frame.

| Submitted               | Request Type      | Status |                        |   |
|-------------------------|-------------------|--------|------------------------|---|
| Last 30 Days            | Any               | Any    | SEARCH                 | PRINT   |
| Anytime                 |                   |        |                        |   |
| Last 7 Days             |                   |        |                        |   |
| Last 30 Days            |                   |        |                        |   |
| Last 60 Days            |                   |        |                        |   |
| Last 120 Days           |                   |        |                        |   |
| <a href="#">1039624</a> | Jul 12 - 02:02 PM | Open   | Light Bulbs & Ballasts | There's a light out in front of the elevators.                |
| <a href="#">1039624</a> | Jul 12 - 02:01 PM | Open   | Security Access Card   | The access card reader at main reception has stopped working. |
| <a href="#">1039617</a> | Jul 12 - 11:44 AM | Open   | HVAC - Too Cold        | My office is too cold.  |

2. To change the request type, click the **Request Type** drop-down and select the desired type.

## Tenant Services Interface User Manual

The screenshot shows the search filters at the top of the interface. The 'Request Type' dropdown menu is open, displaying a list of request categories. The 'Status' dropdown is also open, showing 'Any' as the selected option. The table below shows the results of the search.

| Request No.             | Date Submitted    | Status | Request Type           | Details   |
|-------------------------|-------------------|--------|------------------------|---|
| <a href="#">1039625</a> | Jul 12 - 02:02 PM | Open   | Light Bulbs & Ballasts | There's a light out in front of the elevators.                |
| <a href="#">1039624</a> | Jul 12 - 02:01 PM | Open   | Security Access Card   | The access card reader at main reception has stopped working. |
| <a href="#">1039617</a> | Jul 12 - 11:44 AM | Open   | HVAC - Too Cold        | My office is too cold.  |

3. To change the status, click the **Status** drop-down and select the desired status.

The screenshot shows the search filters at the top of the interface. The 'Status' dropdown menu is open, displaying a list of status options. The 'Request Type' dropdown is also open, showing 'Any' as the selected option. The table below shows the results of the search.

| Request No.             | Date Submitted    | Status | Request Type           | Details   |
|-------------------------|-------------------|--------|------------------------|---|
| <a href="#">1039625</a> | Jul 12 - 02:02 PM | Open   | Light Bulbs & Ballasts | There's a light out in front of the elevators.                |
| <a href="#">1039624</a> | Jul 12 - 02:01 PM | Open   | Security Access Card   | The access card reader at main reception has stopped working. |
| <a href="#">1039617</a> | Jul 12 - 11:44 AM | Open   | HVAC - Too Cold        | My office is too cold.  |

4. Click the **Search** button. Requests matching the selected criteria are displayed on the My Service Requests screen.

## Organizing My Service Requests

1. By default, the system organizes the Requests by Request Number in descending order (highest to lowest). To change the order of requests by Request Number, click **Request No.** The requests are displayed in ascending order (lowest to highest) by Request Number.
2. To organize the requests by date received, click **Date Submitted**. The requests are displayed in descending order. To display the requests in ascending order, click **Date Submitted** again.

3. To organize the requests by status, click **Status**. New requests are displayed at the top of the list, followed by open and completed requests. To display completed requests at the top of the list, click **Status** again.
4. To organize the requests by request type, click **Request Type**. The requests are displayed by request type in ascending alphabetical order. To organize the requests by request type in descending alphabetical order, click **Request Type** again.

The screenshot shows a web interface for viewing service requests. At the top, there are three filter dropdowns: 'Submitted' (set to 'Last 30 Days'), 'Request Type' (set to 'Any'), and 'Status' (set to 'Any'). To the right of these filters are two buttons: 'SEARCH' and 'PRINT'. Below the filters is a table with the following data:

| Request No.             | Date Submitted    | Status | Request Type           | Details   |
|-------------------------|-------------------|--------|------------------------|---|
| <a href="#">1039625</a> | Jul 12 - 02:02 PM | Open   | Light Bulbs & Ballasts | There's a light out in front of the elevators.                |
| <a href="#">1039624</a> | Jul 12 - 02:01 PM | Open   | Security Access Card   | The access card reader at main reception has stopped working. |
| <a href="#">1039617</a> | Jul 12 - 11:44 AM | Open   | HVAC - Too Cold        | My office is too cold.  |

## Printing Request Lists

Tenants can now print a list of their requests. To print the list of service requests, click **Print** on the View Service Requests screen.

This screenshot is identical to the one above, but the 'PRINT' button is highlighted with a red rectangular box to indicate its location for printing the list.

# My Profile

## Changing Your Profile

The My Profile screen allows you to manage the information associated with your login account.

1. The General Information section contains contact and location information. The following information can be changed in this section:
  - Name
  - Property
  - Building
  - Floor & Suite
  - Phone number
  - Fax
  - Email
  - CC (used with service request and reservation notifications)
2. The Emergency Information section allows you to enter emergency contact information, which will be used to transmit emergency notifications to you.
3. The Login section allows you to modify the username and password you use to log in to the TSI.

| General   | Login  |
|---|--|
| Name : <input type="text" value="John Smythe"/>             | Username : <input type="text" value="jsmythe"/>  |
| Property : <input type="text" value="Hillview Towers"/>     | New Password : <input type="text"/>  |
| Building : <input type="text" value="Hillview Towers I"/>   | <a href="#">Password Rules</a>   |
| Floor & Suite : <input type="text" value="1, 102"/>         | Confirm Password : <input type="text"/>  |
| Phone : <input type="text" value="414-555-1212"/>           | <b>Permissions</b><br>Can Submit Requests : <b>Yes</b><br>Can Submit Reservations : <b>Yes</b><br>Can Invite Visitors : <b>Yes</b><br>Can Authorize Requests and Reservations : <b>Yes</b><br>Can View All Requests : <b>Yes</b><br>Can View All Visits : <b>Yes</b><br>Can View All Reservations : <b>Yes</b><br>Subscribes to Announcements : <b>Yes</b><br>Can Manage Colleagues : <b>Yes</b> |
| Fax : <input type="text"/>                                  |  |
| E-mail : <input type="text" value="jsmythe@apsystems.com"/> |  |
| CC : <input type="text"/>                                   |  |
|   |  |
| Emergency Information                                       |  |
| Phone 1 : <input type="text" value="414-555-1212"/>         |  |
| Phone 2 : <input type="text"/>                              |  |
| E-mail : <input type="text"/>                               |  |
| SMS : <input type="text"/>                                  |  |
| E-Mail Subscriptions  |  |

- In the E-Mail Subscriptions section, place checkmarks beside all notification types you would like to receive email notifications for. Notification types are broken down by type (Requests, Reservations,).
- If your permissions indicate that you are able to authorize requests and reservations, you can enable or disable email notification of new requests by checking or unchecking **Notify me via email...** in the Authorization section.
- When you are finished making changes, click **Save**.

SMS :

**E-Mail Subscriptions**

Please check the following boxes to indicate which email notifications you wish to receive

| Requests   | Reservations   | Announcements                         |
|--|--|---------------------------------------|
| <input checked="" type="checkbox"/> Request Confirmation | <input checked="" type="checkbox"/> Reservation Confirmation                     | <input type="checkbox"/> Announcement |
| <input checked="" type="checkbox"/> Request Cancelled    | <input checked="" type="checkbox"/> Reservation Confirmation - Approval Required | <input type="checkbox"/> Fire Drill   |
| <input checked="" type="checkbox"/> Request in Progress  | <input checked="" type="checkbox"/> Reservation Approved                         |                                       |
| <input checked="" type="checkbox"/> Request Delayed      | <input checked="" type="checkbox"/> Reservation Rejected                         |                                       |
| <input checked="" type="checkbox"/> Request Completed    | <input checked="" type="checkbox"/> Reservation Cancelled                        |                                       |

**Authorization**

Notify me via e-mail of new requests / reservations that require my authorization

**SAVE**