

Welcome to the new Tenant Service Request System – Logging-In

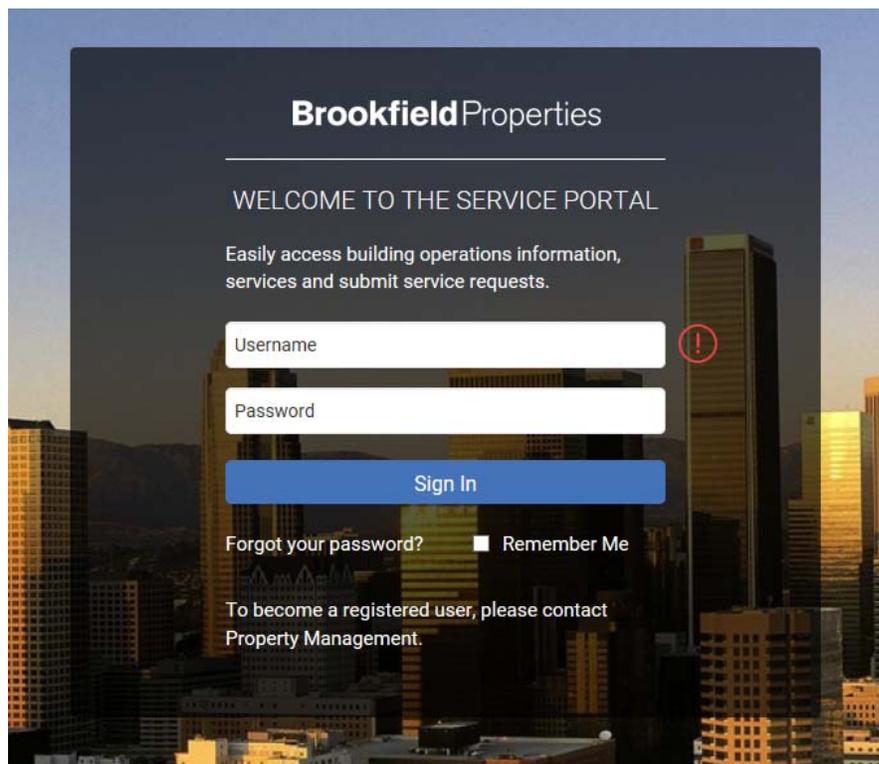
This guide has been created to help you enter your Building Service Requests On-Line. Please follow the steps below to enter your Building Service Request.

- 1.) Go to <http://200vesey.info/toc.cfm>
- 2.) In the Center of the page choose Tenant Service Request



- 3.) You will be taken to a new page where you can enter your Username and Password. After doing so, please click the **“Sign In”** button to enter the system.

sign-in to the tenant services system



Entering a Service Request

After signing-in to the Angus tenant service system, please follow the steps below to enter your service request on-line:

- 1.) Click on the New Service Request button in the lower middle of the screen or using the hamburger



menu to select **Service Request > New Request** from the main menu.

- 2.) The Service Request Entry screen is displayed. If you are authorized to place requests in only one building, the system will automatically select your property in the **Property** drop-down. If you are authorized to place requests in more than one building, there will be a **Building** field on the Service Request Entry Screen. Simply use the drop-down arrow to select the building for which you would like to enter a request.

- 3.) The system automatically selects your Floor or Suite in the **Floor & Suite** drop-down. To enter a request for another Floor or Suite, please select that floor from the drop-down menu.

- 4.) To select a **Request Type**, please select from the drop-down menu as shown below:

The screenshot shows the 'NEW SERVICE REQUEST' form with the following fields and values:

- PROPERTY: Brookfield Place - 200 Vesey Street
- FLOOR: 25
- SUITE: 2501
- REQUEST TYPE: Please Choose (dropdown menu open)
- PRIORITY: (empty)
- DATE REQUIRED: (empty)
- CUSTOMER REFERENCE NUMBER: (empty)
- DETAILS: (empty)
- ATTACHMENTS: + Attachments

The 'REQUEST TYPE' dropdown menu is open, showing the following options:

- Auditorium / Conferences
- Building Mgmt. Use Only.
- Chilled/Condenser Water
- Cleaning / Janitorial
- Directory Strips / Signs
- Electricity
- Elevator / Escalator
- Freight Elevator
- General Contracting Work
- HVAC - After Hours
- HVAC - Cold Calls
- HVAC - Hot Calls
- Keys & Locks
- Lights
- Move
- Odor
- Parking Validations
- Pest Control
- Plumbing
- Repairs & Maintenance
- Restroom
- Security
- Shutdowns
- Utilities

- 5.) By default, the **As Soon As Possible** checkbox is selected. To enter a **Date Required**, click the  or the **Date Required** field and select a date from the calendar. To enter a required time, click the time fields and select the time. **PLEASE NOTE - IF YOU USE THE DATE REQUIRED FIELD, THE WORK ORDER WILL NOT BE DISPATCHED UNTIL THE ACTUAL "DATE REQUIRED". THIS IS NOT RECOMMENDED FOR SERVICE TYPES THAT REQUIRE ADVANCED COORDINATION WITH BUILDING STAFF.**
- 6.) Click the **Details** field and enter the details of the request. Please be as specific as possible so that we can better address your request.

 NEW SERVICE REQUEST

PROPERTY Brookfield Place - 200 Vesey Street

FLOOR

SUITE

REQUEST TYPE

PRIORITY

DATE REQUIRED As Soon As Possible
 Date/Time

DATE
TIME

CUSTOMER REFERENCE NUMBER

DETAILS

Estimate Required?

ATTACHMENTS

Click **Submit**. Your request is submitted and the Request Confirmation screen will be displayed.

Finding a Service Request

Requests can easily be located on the My Requests screen. By default, the system displays Requests submitted in the last 30 days, of any Request Type and any status.

- 1.) Enter a date to search From/To. The default is the last 30 days.
- 2.) To change the **Request Type**, use the drop-down menu and select the desired Request Type.
- 3.) To change the **Status**, use the drop-down menu to select the desired Status.
- 4.) Then click the **Search** button. Requests matching the selected criteria will display on the **My Service Requests** screen.

NEW SERVICE REQUEST [Search] [Print]

SEARCH REQUESTS

DATE: 11/01/2010 To 5/10/2018

REQUEST TYPE: Keys & Locks

STATUS: In Progress

REQUESTED BY: Any

REQUEST #

DETAILS

BUILDING: Any

FLOOR: Any

SUITE: Any

SEARCH RESET

- 5.) There are 4 ways to organize your requests: **Request No.**, **Date Received**, **Status** and **Request Type**. By default, the system organizes the requests by **Request No.** in descending order. To change how these requests are organized, simply click on the preferred organization method and your requests will be organized by that method in descending order. To rearrange the requests in ascending order. Simply click the same organization method again and they will appear in ascending order.

BrookfieldProperties

SERVICE REQUESTS

NEW SERVICE REQUEST

Search Results for Nov 01, 2010 to May 10, 2018

[Change Column Sort Order](#)

Request No	Requested By	Date Submitted	Status	Request Type	Details
34111070	Harriet Olsen	Feb 15 - 12:58 PM	Completed	Building Mgmt. Use Only.	This is a test dispatch
33291931	Thomas (Demo) Sarracino	Sep 25 - 02:05 PM	Completed	Cleaning / Janitorial	Room needs to be cleaned
33291318	Harriet Olsen	Sep 25 - 01:04 PM	Completed	Keys & Locks	Replace lock on unit 402
22576506	Harriet Olsen	Jul 28 - 02:04 PM	Completed	Keys & Locks	5 locks with 2 keys each
19573033	Harriet Olsen	Jan 18 - 09:30 AM	Completed	Keys & Locks	Demo Service Request This is a test of the work order submitted by e-mail Need keys
19572935	Harriet Olsen	Jan 18 - 09:11 AM	Canceled	Lights	Lights out in washroom

Auditorium / Conferences	Use only when reserving one of the Brookfield Conference Rooms or any exterior or interior plaza areas.
Building Mgmt. Use Only	Do Not Use – for internal billing use
Chilled / Condensed Water	Do Not Use – for internal billing use
Cleaning / Janitorial	For janitorial requests and restroom supplies
Directory Strips / Signs	Use when requesting a new sign for tenant space
Electricity	
Elevator / Escalator	Do Not Use – for internal billing use
General Contracting Work	Do Not Use– for internal billing use
HVAC – After Hours	Use for requesting after– hour HVAC
HVAC – Cold Call	Use when someone is reporting an area / office too cold or HVAC equipment making a noise
HVAC – Hot Call	Use when someone is reporting an area / office too warm or hot.
Keys / Locks	Use for a new or additional key or lock repair/replacement
Lights	Use when a light bulb is out or light sensor needs to be replaced
Move	Use when you need building Janitorial staff to move something for you.
Odor	Use when reporting a foul odor, all burning smells and electrical burning smells should be reported to security personnel immediately.
Parking Validations	Do Not Use – for internal billing use
Pest Control	Use when reporting pest control issues
Plumbing	Use for all plumbing issues
Repairs and Maintenance	Use for all maintenance issues
Restroom	Use for all restroom engineering maintenance needs/concerns/issues except cleaning and re-stocking. For the cleaning and re-stocking use Cleaning/Janitorial.
Security	Use when you need assistance from the security staff
Unspecified	Do Not Use– for internal billing use
Utilities	Do Not Use– for internal billing use