



TENANT USER GUIDE

Table of Contents

Placing a Service Request	2
Log In	2
Submit a Service Request	3
Checking the Status of Your Service Request & Reporting	4
Changing Your Profile	5
New User Set-Up	6

SUBMIT A SERVICE REQUEST

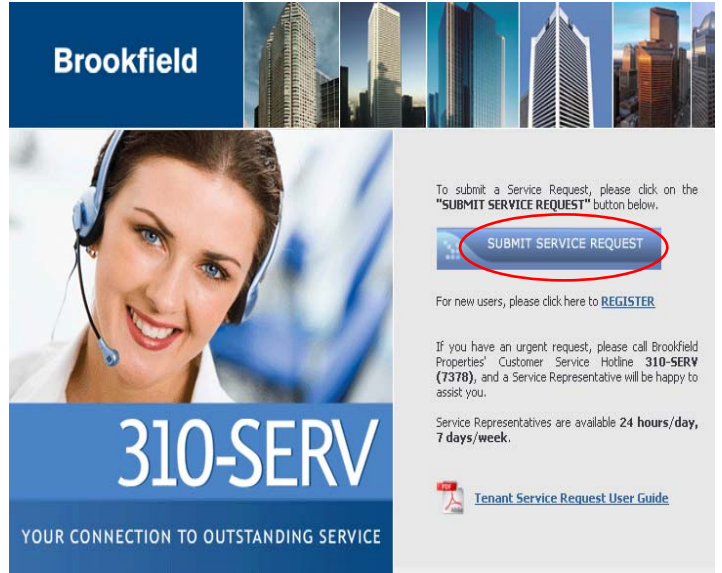
You can reach our online system in *two* ways:

1. Clicking on Service Request from your property website
2. Go directly to www.310SERV.com


Once at our 310-SERV website, you can click on  to commence the Service Request submission process.

The log in screen will appear.


NEW USERS: Refer to page 6 of this Guide for New User Set-Up instructions.



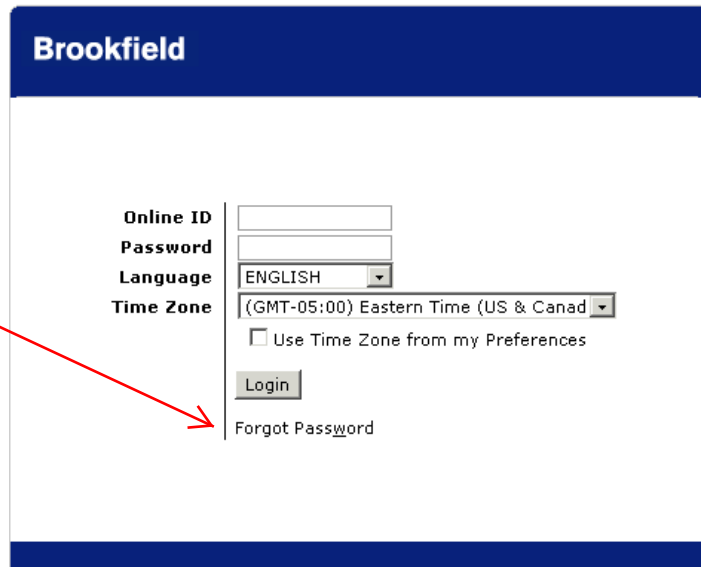
TO LOGIN:

1. Enter your **Online ID** and **Password** and click the  button.




If you forget your password, click on **Forgot Password?** A message box will display requesting your **Online ID**.

Type in your **Online ID** and click . Your password will be e-mailed to you shortly.

When you receive your password via e-mail, follow the **Login** procedures above.

A screenshot of the Brookfield 310-SERV login screen. The top navigation bar is blue with the 'Brookfield' logo on the left. The main content area is white. On the left, there are labels for 'Online ID', 'Password', 'Language', and 'Time Zone'. To the right of these labels are input fields: a text box for Online ID, a text box for Password, a dropdown menu for Language (set to 'ENGLISH'), and a dropdown menu for Time Zone (set to '(GMT-05:00) Eastern Time (US & Canad)'). Below the Time Zone dropdown is a checkbox labeled 'Use Time Zone from my Preferences'. At the bottom of the form is a 'Login' button and a link for 'Forgot Password'. A red arrow points from the 'Forgot Password?' text in the previous block to the 'Forgot Password' link in this screenshot.

CREATE A SERVICE REQUEST:

1. Click the **New Request** icon  on the top tool bar.
2. **The New Request** window displays and contains your caller profile details.
3. If the request is for a different site, click the Lookup icon  to the right of the **Site** field and select the appropriate location (if applicable).
4. Enter the details of your work request into the **Request Description** field.
5. If the **Work Location** fields (**Floor/Suite/Area**) are empty or if the work is needed for a different Floor/Suite/Area, enter them into the appropriate **Work Location** fields.
6. Click the Lookup icon  to the right of the **Request Category** field and select the most appropriate one.
7. Click the **Submit** button at the bottom of the window and the system will display your Web Request Number.
8. Click on the **Ok** button to close the Service Request Number message box.



New Request

For **EMERGENCIES**, please contact your building **SECURITY** directly. For all other matters requiring personal assistance, please contact **310-SERV (7378)**.

First Name* Kris Last Name* Schwartz

Tenant Name Brookfield Base Building

Phone* 416-369-8277 Fax 416-359-8599

Site* BRK1003-Bay Wellington Tower, 161 Bay Street, Toronto ON M5J 2T3

Floor 02 Suite 200 Area

Requested On 16-Oct-2009 01:18 PM

Request Description* (Max. 240 characters)

Work Location Floor* 02 Suite* 200 Area

Request Category*


* You must complete all mandatory fields

Submit Reset Cancel






CHECKING THE STATUS OF YOUR SERVICE REQUEST:

1. Click the **My Inbox** icon  from the tool bar.

2. Click on the  sign or click directly on **MyInbox** itself to display your list of queues.


3. Click on the name of the desired queue:

-  MyRequests
-  MyClosedRequests

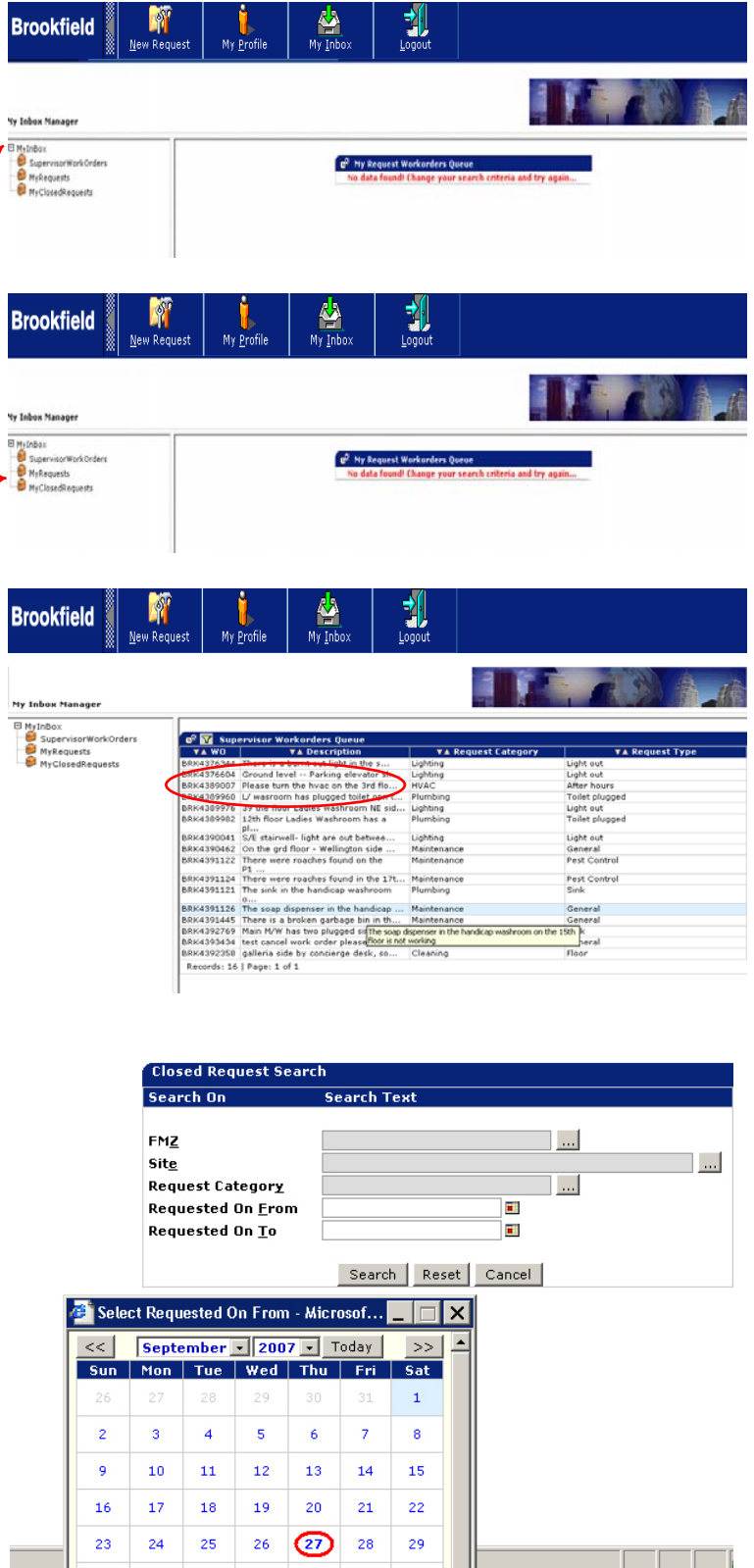
4. From  MyRequests: Request Status contains a list of all your active requests.

Click directly on the request to view more details.

5. From  MyClosedRequests: **Search** by date, using the “**Requested On From**”, and “**Requested On To**”, by clicking on the calendar icon – to display the calendar. Once you select dates, click on the Search button .

6. If you would like to print or save a report of your work orders, you can simply select the print icon  and the report will be displayed in the PDF viewer.


Note: If you are the main tenant contact for your company and have requested access to view all work orders submitted by your employees, you will see a Supervisor Queue.

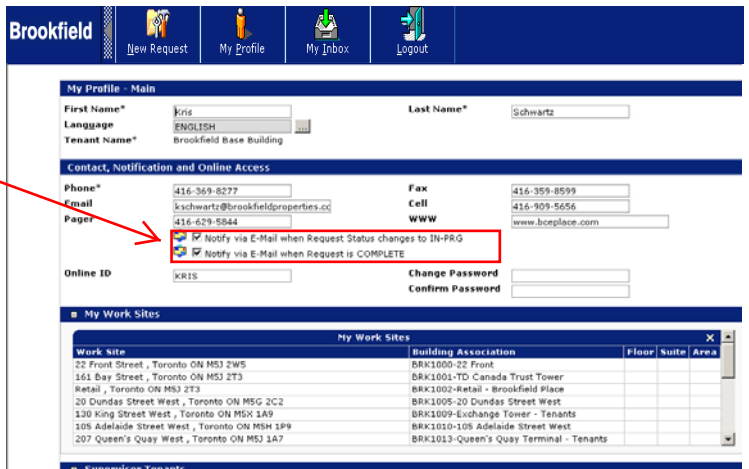
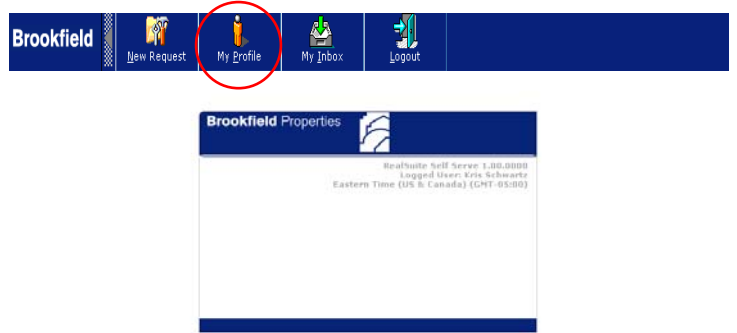


The screenshots illustrate the user interface for checking service request status. The top navigation bar includes 'New Request', 'My Profile', 'My Inbox', and 'Logout'. The 'My Inbox Manager' section shows a tree view with 'MyInbox', 'SupervisorWorkOrders', 'MyRequests', and 'MyClosedRequests'. A 'My Request Workorders Queue' message indicates 'no data found! Change your search criteria and try again...'. The 'Supervisor Workorders Queue' table lists requests with columns for ID, Description, Request Category, and Request Type. A search window titled 'Closed Request Search' allows filtering by 'Search On' (FMZ, Site, Request Category, Requested On From, Requested On To) and 'Search Text'. A calendar window titled 'Select Requested On From - Microsoft...' shows the date 27 selected.

ID	Description	Request Category	Request Type
BRK4372408	Lighting	Light out
BRK4376604	Ground level -- Parking elevator ...	Lighting	Light out
BRK4389007	Please turn the hvac on the 3rd flo...	HVAC	After hours
BRK4389640	L2 westroom has plugged toilet...	Plumbing	Toilet plugged
BRK4399774	4th floor ladies restroom NE sid...	Lighting	Light out
BRK4389482	12th floor Ladies Washroom has a pl...	Plumbing	Toilet plugged
BRK4390041	S/E stairwell- light are out betwee...	Lighting	Light out
BRK4390462	On the grd floor - Wellington side ...	Maintenance	General
BRK4391122	There were roaches found on the ...	Maintenance	Pest Control
P1 ...			
BRK4391124	There were roaches found in the 3PL...	Maintenance	Pest Control
BRK4391131	The sink in the handicap washroom ...	Plumbing	Sink
BRK4391126	The soap dispenser in the handicap ...	Maintenance	General
BRK4391445	There is a broken garbage bin in th...	Maintenance	General
BRK4392769	Main M/W has two plugged si...	Plumbing	General
BRK4393434	test cancel work order please...	Plumbing	General
BRK4392050	gallery side by concierge desk, se...	Cleaning	Floor

CHANGING YOUR PROFILE:

1. Click on **My Profile** icon  from the top tool bar. The **My Profile - Main** window displays all of your contact and work site information.
2. Click on the fields as necessary to change the information. **(Please note that your tenant name and work site information cannot be modified.** To change *this* information, simply call **310-SERV (7378)**, and a Brookfield Properties Representative will assist you).
3. If you wish to receive an email notifying you when a call is **In-Progress** and/or **Complete**, please check of the appropriate boxes in your profile.
4. Click the **Save** button at the bottom of the window when you have completed your changes.



The screenshot shows the 'My Profile - Main' form. The form is divided into several sections: 'Personal Information', 'Contact, Notification and Online Access', and 'My Work Sites'. The 'Contact, Notification and Online Access' section contains fields for phone, email, and pager, as well as checkboxes for email notifications. A red box highlights the two notification checkboxes, and a red arrow points from the text in step 3 to this box.

Work Site	Building Association	Floor	Suite	Area
22 Front Street, Toronto ON M5J 2W5	BRK1000-22 Front			
161 Bay Street, Toronto ON M5J 2T3	BRK1001-TD Canada Trust Tower			
Retail, Toronto ON M5J 2T3	BRK1002-Retail - Brookfield Place			
20 Dundas Street West, Toronto ON M5G 2C2	BRK1005-20 Dundas Street West			
120 King Street West, Toronto ON M5X 1A9	BRK1009-Exchange Tower - Tenants			
105 Adelaide Street West, Toronto ON M5H 1P9	BRK1010-105 Adelaide Street West			
207 Queen's Quay West, Toronto ON M5J 1A7	BRK1013-Queen's Quay Terminal - Tenants			

PLEASE NOTE: IF YOU ARE A **NEW USER** YOU WILL BE REQUIRED TO FOLLOW THE INSTRUCTIONS BELOW **BEFORE** PROCESSING A SERVICE REQUEST.

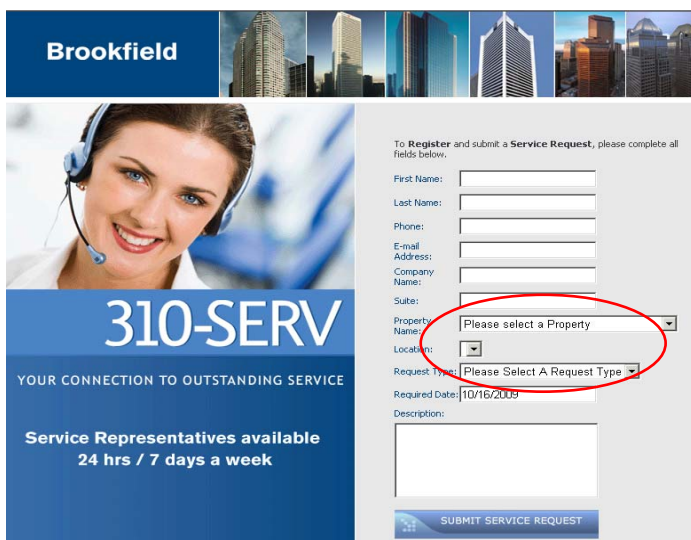
NEW USER SET- UP:

- 1 Click on Register to commence the process.



- 2 A form page will appear. Please type in all of your **contact** and **location information** in the appropriate fields. Select a **Request Type**. Type in the **Description** of your **Service**.

Click on 



- 3 A Service Representative will process your Service Request and set-up a **NEW** online user account which will be **emailed to you when complete**.

NOTE:
Your user name will be your *email address*

