



Tenant Service Requests Guidebook

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Getting Started

About the Tenant Services Interface

Commercial Properties Limited is pleased to offer our tenants a self-service, web interface known as the Tenant Services Interface. This interface enables you to enter and track Service Requests and Resource Reservations online.

We will provide your designated contacts with a user name and password for using the Tenant Services Interface at www.commercial-properties.ca . Please remember our 24 hour toll free number for urgent requests: **1-877-536-6600**.

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

Logging In

1. Establish an Internet connection. Open a web browser to www.commercial-properties.ca and select “Service Requests” under the @ Your Service menu. Click the “Login here” link to display the Login screen.
2. Click the **User Name** field and enter your user name as provided by us.
3. Click the **Password** field and enter your password.
4. Click **Submit**.

sign-in to the tenant services system



The screenshot shows a login form with the following elements:

- User Name field: bchang
- Password field: masked with six dots
- Remember Me checkbox: unchecked
- Sign In button: highlighted with a red border
- Forgot your password? [Click Here](#)

Tenant Service Requests

About Tenant Service Requests

The Tenant Services Interface allows you to enter and track your service requests on-line. This feature improves your communication with us, promotes faster service, and gives you a record of your requests.

Making a Request

1. Click **New Request** in the main menu. The Service Request Entry screen is displayed. The system automatically selects your property in the Property drop-down.
2. Some Tenants may be configured to enter Requests for more than one building. In this case there will be a Building field on the Service Request Entry screen. To select a building for the location of the Request, click the Building field and select the desired building from the drop-down list.

The screenshot shows a web form for entering a service request. The 'Property' field is set to 'Hillview Towers'. The 'Building' field is highlighted with a red circle and contains a dropdown menu with 'Hillview Towers' selected. Below it, a list shows 'Tower One' and 'Tower Two'. The 'Request Type' field is empty. The 'Date Required' section has a radio button selected for 'As Soon As Possible' and an empty date field. The 'Time' field has three dropdown menus. A 'Details' text area is at the bottom, and 'Submit' and 'Return To List' buttons are at the very bottom.

- The system automatically selects your Floor or Suite in the **Floor & Suite** drop-down. To enter a request for another Floor or Suite, click the **Floor & Suite** field and select it from the drop-down menu.


Property : Hillview Towers
 Building : Hillview Towers
Floor & Suite : 1
 Request Type :
 Date Required :
 Details :

- 1, Ladies Washroom
- 1, Lobby
- 1, Main Hallway
- 1, Men's Washroom
- 2
- 2, Ladies Washroom
- 2, Main Hallway
- 2, Men's Washroom
- 3, 301
- 3, 302
- 3, 303
- 3, Ladies Washroom
- 3, Main Hallway
- 3, Men's Washroom
- 4, Ladies Washroom
- 4, Main Hallway
- 4, Men's Washroom

- Click the **Request Type** field and select a Request Type from the drop-down menu.

Property : Hillview Towers
 Building : Hillview Towers
 Floor & Suite : 2
Request Type : Please Choose
 Date Required :
 Details :

- Please Choose
- Electrical
- Elevator
- Fax Machines
- Furniture - Add/Change/Delete
- Housekeeping
- HVAC - After Hours
- HVAC - General
- HVAC - Too Cold
- HVAC - Too Hot
- Inspections
- Janitorial
- Key & Lock
- Light Bulbs & Ballasts
- Maintenance
- Miscellaneous Charge

- 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.
- Click the **Details** field and enter the details of the request.

- Click **Submit**. Your request is submitted, and the Request Confirmation screen is displayed.

NOTE: 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
 Floor & Suite : 1
 Request Type : Light Bulbs & Ballasts
 Date Required : As Soon As Possible
 Details : Light out in print room.

Submit Return To List

Finding a Request

Requests can be easily located on the My Requests screen.

Finding Requests

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 Search

Last 30 days Any Any

Received	Status	Request Type	Details
- 10:24 AM	New	Elevator	Elevator not working.
Jun 14 - 10:57 AM	New	HVAC - Too Hot	Too hot in my office.
Jun 14 - 09:01 AM	New	Elevator	Elevator not working.

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

The screenshot shows a search filter interface. The 'Request Type' dropdown is highlighted with a red circle and is open, displaying a list of request categories. The 'Submitted' dropdown is set to 'Last 7 days' and the 'Status' dropdown is set to 'Any'. A 'Search' button is visible to the right. Below the filter is a table of request details.

Request No.	Date Received	Status	Request Type	Details
4560	Jun 20 - 10:24 AM	New	Elevator	Elevator not working.
4341	Jun 14 - 10:57 AM	New	HVAC - Too Hot	Too hot in my office.
4337	Jun 14 - 09:01 AM	New	Elevator	Elevator not working.

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

The screenshot shows the same search filter interface, but now the 'Status' dropdown is highlighted with a red circle and is open, displaying a list of status options. The 'Request Type' dropdown is now set to 'Elevator'. The 'Submitted' dropdown remains 'Last 7 days' and the 'Search' button is still present. The table below shows the same request details as the previous screenshot.

Request No.	Date Received	Status	Request Type	Details
4560	Jun 20 - 10:24 AM	New	Elevator	Elevator not working.
4341	Jun 14 - 10:57 AM	New	HVAC - Too Hot	Too hot in my office.
4337	Jun 14 - 09:01 AM	New	Elevator	Elevator not working.

Then click the **Search** button. Requests matching the selected criteria are displayed on the **My Service Requests** screen.

Organizing My Service Requests

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.

To organize the Requests by Date Received, click **Date Received**. The Requests are displayed in descending order. To display the Requests in ascending order, click **Date Received** again.

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.

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 filter interface with three dropdown menus: 'Submitted' (set to 'Last 7 days'), 'Request Type' (set to 'Elevator'), and 'Status' (set to 'Any'). A 'Search' button is located to the right of these filters. Below the filters is a table with the following data:

<u>Request No.</u>	<u>Date Received</u>	<u>Status</u>	<u>Request Type</u>	Details
4560	Jun 20 - 10:24 AM	New	Elevator	Elevator not working.
4337	Jun 14 - 09:01 AM	New	Elevator	Elevator not working.

Authorization

About Tenant Authorization

The Tenant Authorization feature enables tenants to allow their contacts to submit requests via the Tenant Services Interface, and designate one or more contacts, named Authorizers, to authorize and decline these requests via the Tenant Services Interface.

Setup

The Setup screen allows you to:

- Set up automatic authorization for certain Request Types, and
- Determine if billable reservations require authorization.

As shown in the screenshot below, these settings apply to all authorizers in your company.

1. To select which Request Types can be automatically authorized, locate the desired **Request Type** and click the checkbox to select it.
2. To indicate that billable reservations require authorization, click the **Billable reservations require authorization** checkbox to select it.
3. Click **Submit**.

The following settings apply to you and all other authorizers within **Blaze Printing**

Service Requests

Automatically authorize service requests of the type(s) below. All other service requests must be authorized manually.

<input type="checkbox"/> Electrical	<input type="checkbox"/> HVAC - Too Cold	<input type="checkbox"/> Miscellaneous Charge
<input type="checkbox"/> Elevator	<input type="checkbox"/> HVAC - Too Hot	<input type="checkbox"/> Move Materials
<input type="checkbox"/> Fax Machines	<input type="checkbox"/> Inspections	<input type="checkbox"/> Not known
<input type="checkbox"/> Furniture - Add/Change/Delete	<input type="checkbox"/> Janitorial	<input type="checkbox"/> Plumbing
<input type="checkbox"/> Housekeeping	<input type="checkbox"/> Key & Lock	<input type="checkbox"/> Security Access Card
<input type="checkbox"/> HVAC - After Hours	<input type="checkbox"/> Light Bulbs & Ballasts	<input type="checkbox"/> Security Service
<input type="checkbox"/> HVAC - General	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Unspecified

Reservations

Billable reservations require authorization

Submit

Authorizing Items

1. Select Items to Authorize from the main menu. Service Requests requiring your authorization are displayed in the top section. Reservations requiring your authorization are displayed in the bottom section.
2. By default, the system displays items in descending order by Request Number or Reservation Number, from the highest number to the lowest.

To arrange items in ascending order, click the Request No or Reservation Number column heading.

To arrange items by date, with the most recent requests at the top of the list, click the Date Received or Date Required column heading.

To arrange items by colleague in ascending alphabetical order, click Colleague.

3. To Authorize an item, locate the desired item and click the Authorize or Decline radio button as desired.
4. When all selections are made, click Save My Decisions. When the requester logs in to the Tenant Services Interface, Requests that are authorized will be marked Authorized, and those that are declined will be marked Declined. If None is selected, no change will be made.

Service Requests To Authorize (3 requests)					Save My Decision(s)
Request No.	Date Received	Colleague	Request Type	Details	Decision
4337	Jun 14 - 09:01 AM	Maria Alphonso	Elevator	Elevator not working.	<input checked="" type="radio"/> Authorize <input type="radio"/> Decline <input type="radio"/> None
4341	Jun 14 - 10:57 AM	Maria Alphonso	HVAC - Too Hot	Too hot in my office.	<input type="radio"/> Authorize <input type="radio"/> Decline <input checked="" type="radio"/> None

Resource Reservations

About Resource Reservations


Resource Reservations simplifies, streamlines and optimizes the reservation process for all of your building's amenities. Using your property's Tenant Services Interface, you can book and track the resources your building has to offer.

Making a New Reservation

1. Select **New Reservation** from the main menu. The Reservation Wizard is displayed.
2. The **Who & Where** section determines who requires the reservation, and where the resource is required. To select the building, click the **Building** field and select the desired building from the drop-down list.
3. By default, the system displays your name in the **Required By** field. If the resource is required by someone else, click the **Required By** field and select your colleague's name from the drop-down list.



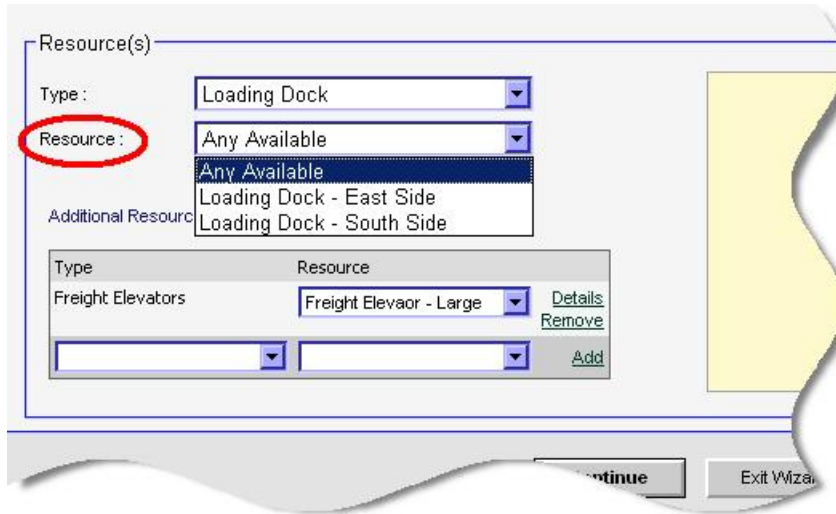
The screenshot shows a web form titled "Who & Where" which is circled in red. Below the title, there are three fields: "Property:" with the value "Hillview Towers", "Building:" with a dropdown menu showing "Any", and "Required By:" with a dropdown menu showing "Maria Alphonso".

4. The **Date and Time Required** section determines the day and time that the resource is required, and how long it is needed. To select the date required, click the  and select the desired date from the calendar. Or, click the **Date Required** field and enter the date.
5. To select the time required, click the **Time Required** fields and select the hour and minutes from the drop down lists. Then click the **AM/PM** field and select if the desired time is AM or PM.

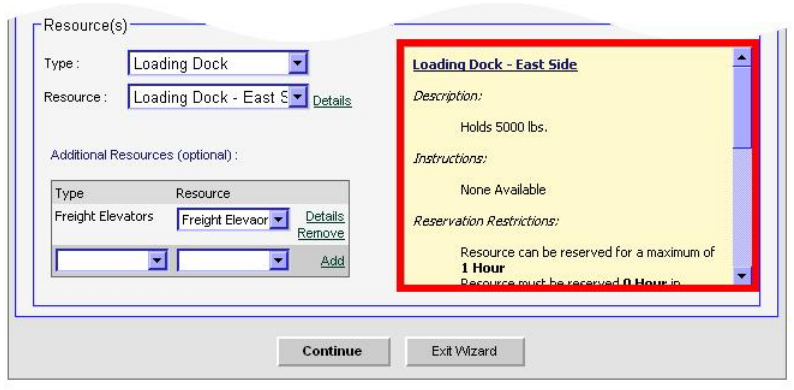
- Enter the duration that the resource is required in the **Duration** field.

- Select the type of resource that is required in the Resources section. To select the type of resource, click the **Type** field and select the type of Resource from the drop-down list.

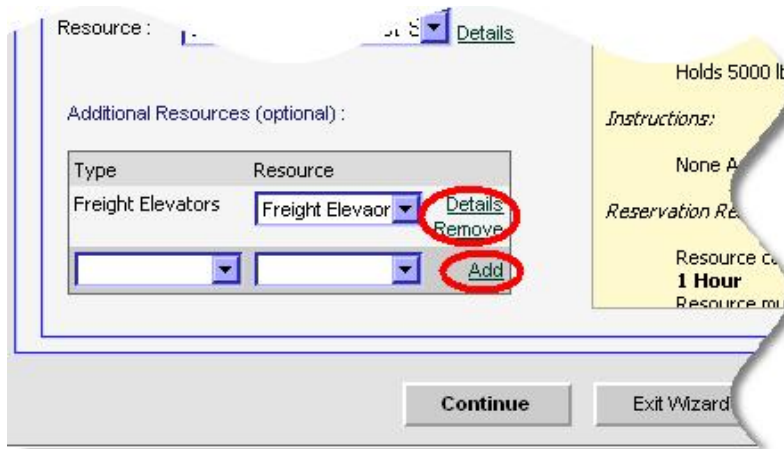
- The system searches for available resources of the selected type. By default, the system displays **Any Available** in the Resource field. To select from the available resources, click the **Resource** field and select the desired resource.



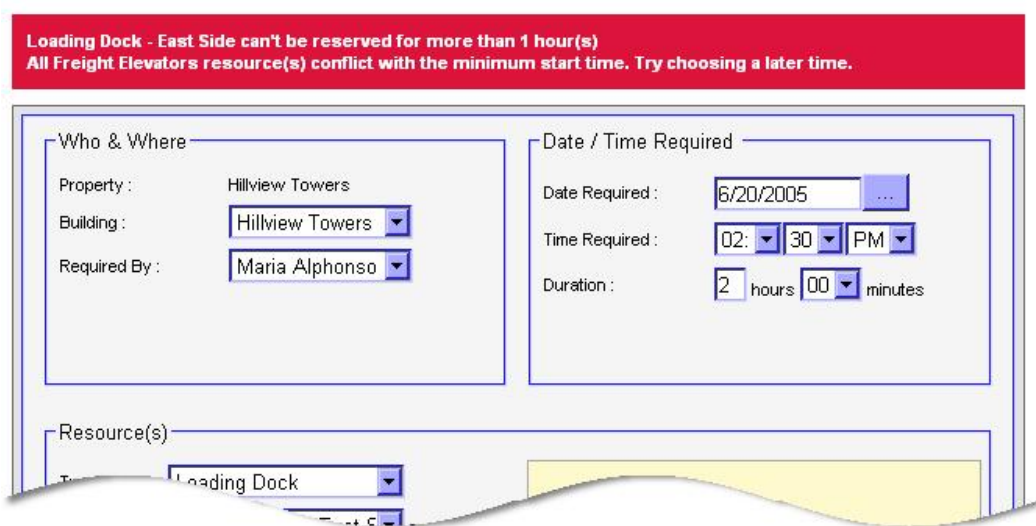
Once selected, notice the information that is displayed to the right of your selection. These details will help you to select a resource.



- Your property may associate resources that are commonly used together. This makes it easier for you to reserve all the resources you need at once. In this example, the property has associated a Freight Elevator with a Loading Dock. To view the details for the additional resource, click **Details**. If you do not wish to reserve this resource, click **Remove**. If you would like to search for an additional resource, click **Add**.

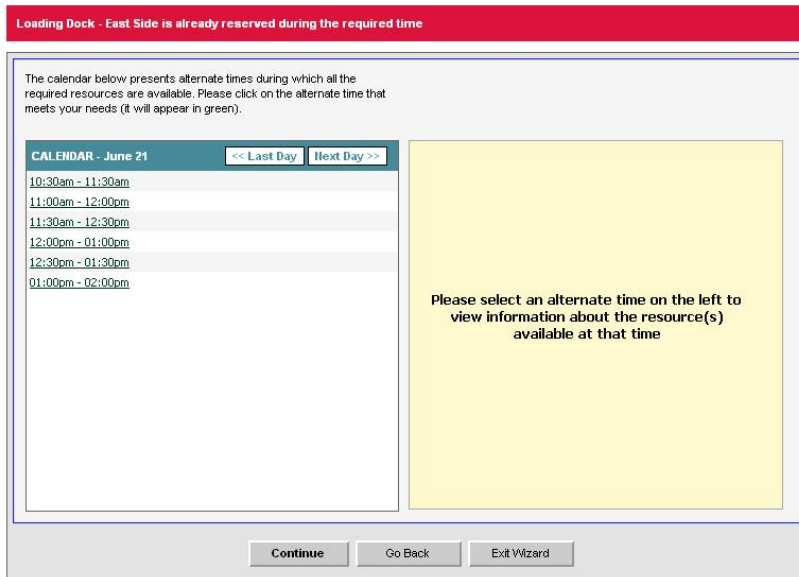


10. When all selections are made click **Continue**. The system checks the availability of the resources you have selected.
11. If there is a conflicting reservation already in the system, a warning message such as the one below will be displayed. Consult the error message and make new selections for your reservation. In this example, the desired Loading Dock can not be reserved for more than 1 hour, and Freight Elevators are not available for reservation until a later time. When you have changed your selections, click **Continue**.



12. When the resource you have selected is reserved at the selected time, the system will display a list of alternative days and times when the resource is available, as shown in

the example below. Click another desirable time, and then click **Continue**.



13. Enter any special notes that may be required in the **Special Notes** section.

14. Click **Reserve**. The Reservation Confirmation screen is displayed.

NOTE: 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.

Finding Reservations

Select **My Reservations** from the main menu.

By default, the system displays all your reservations for this month. To display another time frame, click the **Reservation Time** field and select the desired time frame from the drop-down menu.

The screenshot shows a 'Reservation Time' dropdown menu with options: Today, Tomorrow, This Week, Next Week, This Month (highlighted), and Next Month. Below the menu is a table with columns: Reservation No., Resource(s), Reservation Date, and Status.

Reservation No.	Resource(s)	Reservation Date	Status
	East Side	Jun 21 - 10:30 AM	Reserved
	East Side	Jun 21 - 09:30 AM	Reserved
4471	Conference Room 2	Jun 20 - 09:30 AM	Requires Tenant Authorization
4470	Conference Room 2	Jun 20 - 11:30 AM	Requires Approval

Click **Search**. The results are displayed.

Organizing the Reservation List

The **Reservation List** can be easily sorted by clicking the list headings.

By default, the list is organized by **Reservation Number**, in descending order (highest to lowest).

To organize the list in ascending order (lowest to highest) by Reservation Number, click **Reservation No.**

To sort the list by Resource Type in ascending alphabetical order, click **Resource Type**.

To sort the list by Reservation Date ascending order, click **Reservation Date**.

To sort the list by Status type in ascending alphabetical order, click **Status**.

The screenshot shows the 'Reservation Time' dropdown menu set to 'This Month'. Below it is a table with columns: Reservation No., Resource(s), Reservation Date, and Status. The 'Reservation No.' column is circled in red.

Reservation No.	Resource(s)	Reservation Date	Status
4565	Loading Dock - East Side	Jun 21 - 10:30 AM	Reserved
4564	Loading Dock - East Side	Jun 21 - 09:30 AM	Reserved
4471	Conference Room 2	Jun 20 - 09:30 AM	Reserved
4470	Conference Room 2	Jun 20 - 11:30 AM	Reserved

Viewing Reservations

To view the details of a reservation, click the **Reservation Number**. The **Reservation Details** screen is displayed. This screen contains all the details of your reservation, as well as any History associated with your reservation.

Reservation No. :	4565	History						
Status :	Reserved	<table border="1"><thead><tr><th>Date</th><th>Event</th><th>Notes</th></tr></thead><tbody><tr><td>6/20/05 12:04 PM</td><td>Submitted</td><td></td></tr></tbody></table>	Date	Event	Notes	6/20/05 12:04 PM	Submitted	
Date	Event	Notes						
6/20/05 12:04 PM	Submitted							
Property :	Hillview Towers							
Building :	Hillview Towers							
Resources :	Loading Dock - East Side							
Date Required:	Jun 21 2005							
Time Required:	10:30 AM							
Duration:	1 hrs 0 min							
Special Notes:	None							

[Return to List](#)

To return to your Reservation List, click **Return to 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. To change the name, click the **Name** field and enter the new name.
2. To change the department, click the **Department** field and select the desired department from the drop-down list.
3. To change the building, click the **Building** field and select the desired building from the drop-down list.
4. To change the Floor & Suite, click the **Floor & Suite** field and select the desired Floor and Suite from the drop-down list.
5. To change the phone number, click the **Phone** field and enter the new Phone number.
6. To change the fax number, click the **Fax** field and enter the new Fax number.
7. To change the e-mail address, click the **E-mail** field and enter the new e-mail address.

The screenshot shows a web form titled "General Information" which is circled in red. The form contains the following fields:

- Name:** Bob Chang
- Department:** (dropdown menu)
- Building:** Hillview Towers
- Floor & Suite:** 1
- Phone:** 555-555-5555
- Fax:** (empty text box)
- E-mail:** bchang@abccompany.com

On the right side of the form, there are partially visible sections for "User" and "Perm" (Permissions), with some text like "Can Re" and "Can R" visible.

8. The **Username and Password** section allows you to change your login information. To change your user name, click the **Username** field and enter the new Username.
9. To change your password, click the **Password** field and enter your new password. Then click the **Confirm Password** field and enter your new password again.

The screenshot shows a form titled "Username & Password" which is circled in red. Below the title, there are three input fields: "Username" with the text "bchang", "New Password", and "Confirm Password".

10. If you are a Tenant Authorizer, you can be notified by e-mail when there are new requests or reservations for you to authorize. To enable this option, click the **Notify me via e-mail of new requests / reservations that require my authorization** checkbox to select it.

The screenshot shows a form titled "Authorization" which is circled in red. Below the title, there is a checkbox labeled "Notify me via e-mail of new requests / reservations that require my authorization". At the bottom of the form, there is a "Save" button.

11. When all necessary changes are complete, click **Save**.