Service Request System

User Manual

SEPTEMBER 2012

Login to Service Request System at:
www.wattplaza.com (Quick Links)

Or direct at:
www.ng1.AngusAnyWhere.com

Getting Started

About the Service Request System

Watt Plaza has provided a self-service, web interface known as the Service Request System. This interface enables you to enter and track service requests. In addition, your Service Request System also includes Resource Reservations.

Watt Plaza will provide a web address, user name and password for using your Service Request System.

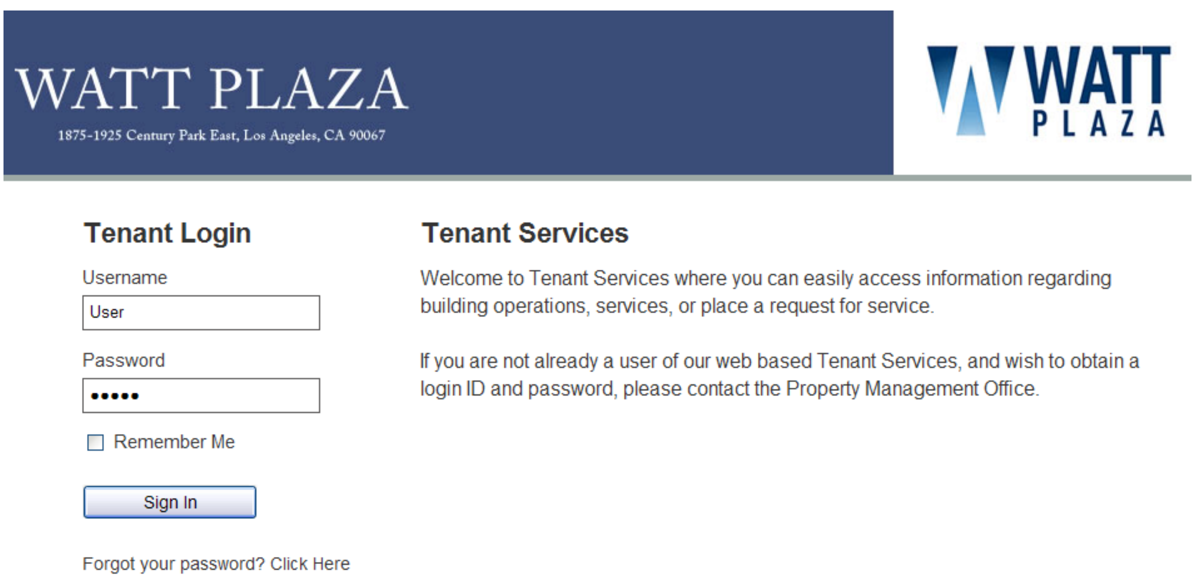
Please note that the images included here are for instructional purposes only; depending on how the TSI has been configured, the interface may not necessarily appear exactly as depicted.

Logging In

> *i* After logging in, users who are inactive for 60 minutes will be automatically logged out.

1. Open a web browser and enter the following web address: www.ng1.AngusAnyWhere.com

   Or go to www.wattplaza.com and click ***Service Request System*** under **Quick Links**. The login screen is displayed.
2. Click the **Username** field and enter your user name.
3. Click the **Password** field and enter your password.
4. If you would like the site to remember your user name and password, place a checkmark beside **Remember Me**.
5. Click **Sign In**.

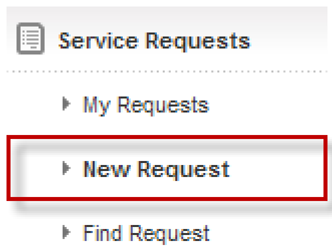


Service Requests

Making a Request

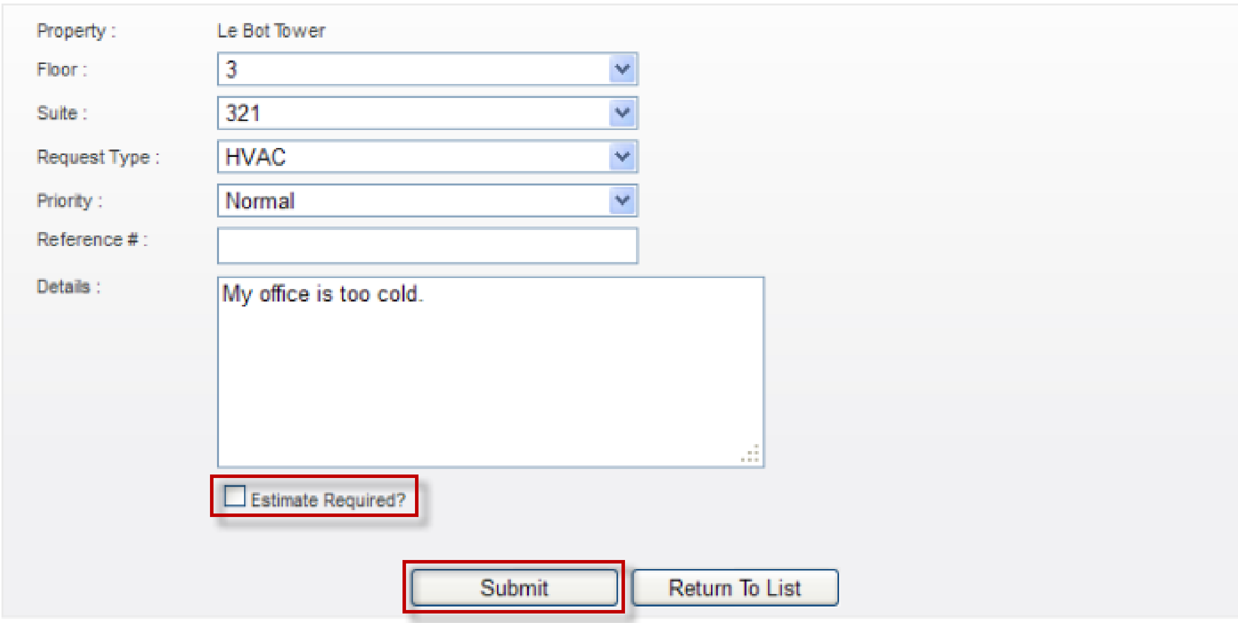
Requests are submitted to report issues which require attention from building staff. To create a new request, follow the steps outlined below.

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



2. The system automatically selects your property.
3. If you have offices in more than one building and your tenancy has been set up to allow you to create Requests for more than one building (not shown below), 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.
4. Use the **Floor** and **Suite** drop-down lists to select a floor and suite.
5. Click the **Request Type** field and select a request type from the drop-down menu.
6. Use the **Priority** drop-down menu to select a priority.
7. Enter the appropriate information in any additional fields which may be present.
8. Click the **Details** field and enter the details of the request.
9. Indicate if an estimate is required using the checkbox provided.
10. Click **Submit**. Your request is submitted and the Request Confirmation screen is displayed.

> *i* 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.

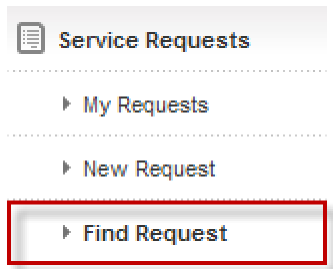


Searching by Request Number

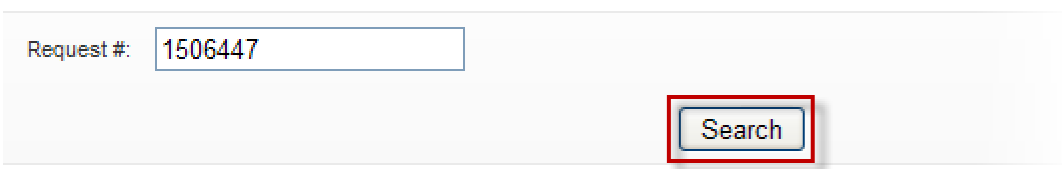
You can search for a specific request by entering the request number.

i In situations where you do not know the request number, you can instead sort through your request list as described in Organizing my Service Requests.

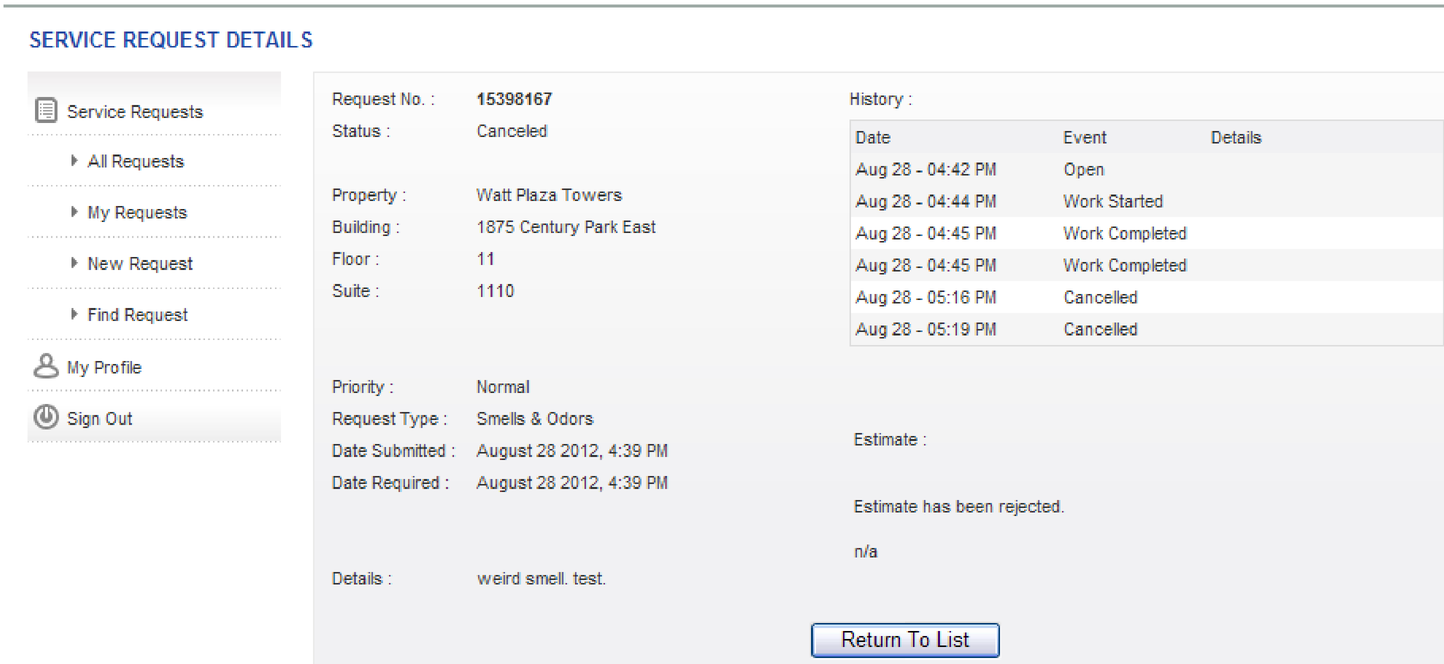
1. Click on **Find Request** in the main menu. The Find Request screen is displayed.



2. Enter the request number into the field provided, then click **Search** to display the request.



3. The request details are displayed. When you are finished, you can click **Return To List** to be taken to the My Requests List; alternately, you can click **Find Request** from the main menu to search for another request.



SERVICE REQUEST DETAILS

Service Requests
- All Requests
- My Requests
- New Request
- Find Request

My Profile

Sign Out

Request No. :	**15398167**
Status :	Canceled
Property :	Watt Plaza Towers
Building :	1875 Century Park East
Floor :	11
Suite :	1110
Priority :	Normal
Request Type :	Smells & Odors
Date Submitted :	August 28 2012, 4:39 PM
Date Required :	August 28 2012, 4:39 PM
Details :	weird smell. test.

History :

Date	Event	Details
Aug 28 - 04:42 PM	Open	
Aug 28 - 04:44 PM	Work Started	
Aug 28 - 04:45 PM	Work Completed	
Aug 28 - 04:45 PM	Work Completed	
Aug 28 - 05:16 PM	Cancelled	
Aug 28 - 05:19 PM	Cancelled	

Estimate :

Estimate has been rejected.

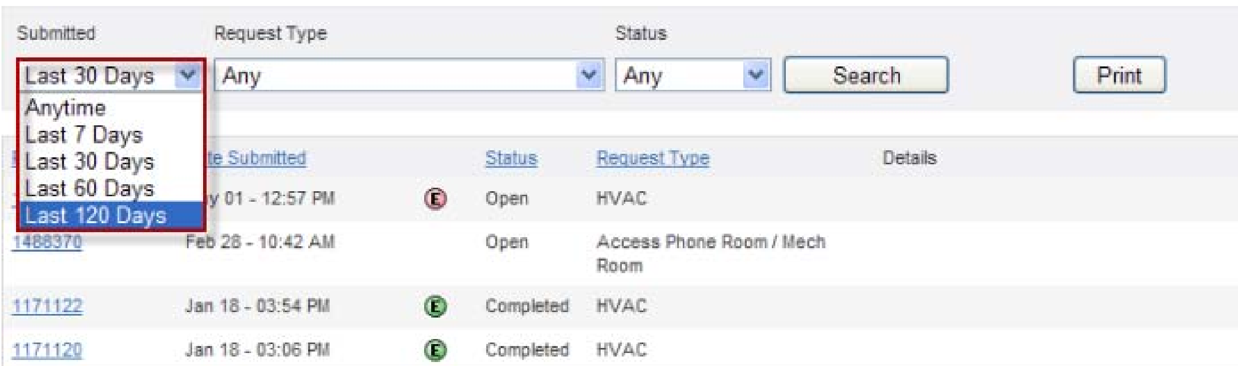
n/a

Return To List

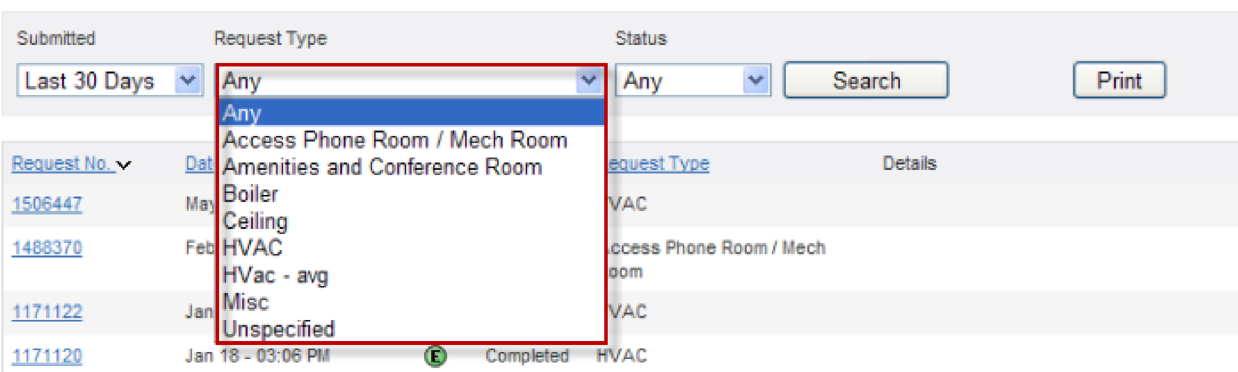
Organizing My Service Requests

> *i* You can use the sorting and filtering methods described below to search for requests when the specific request number is not known. To search for a request using the request number, see Searching by Request Number.

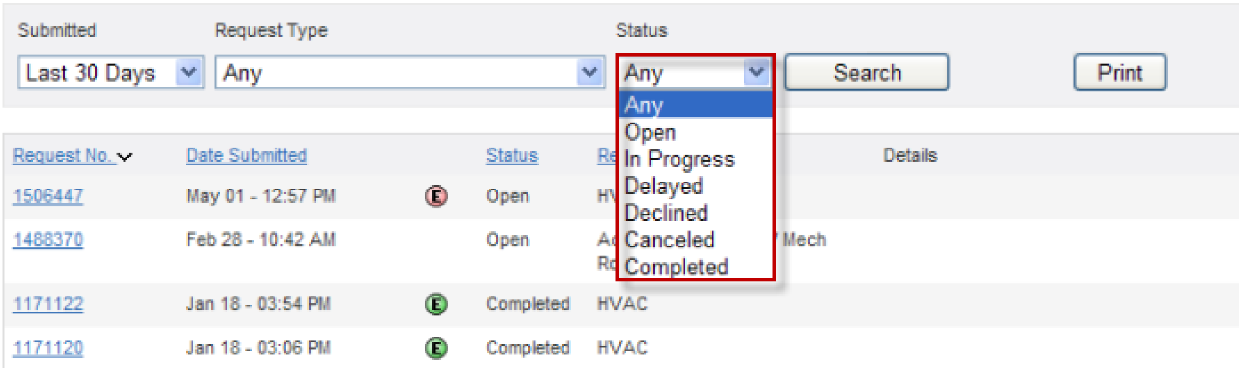
1. By default, the system displays requests submitted in the last 30 days, of any request type and any status. To change the time-frame, click the **Submitted** drop-down and select the desired time frame.



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



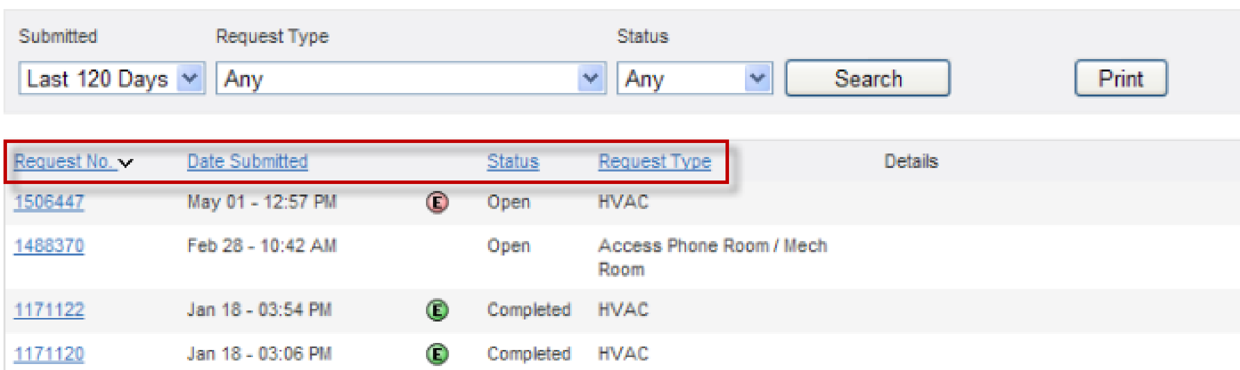
3. To change the status, click the **Status** drop-down and select the desired status.



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

5. By default, the system organizes the Requests by Request Number in descending order (highest to lowest). You can sort the list by clicking on the following headings:

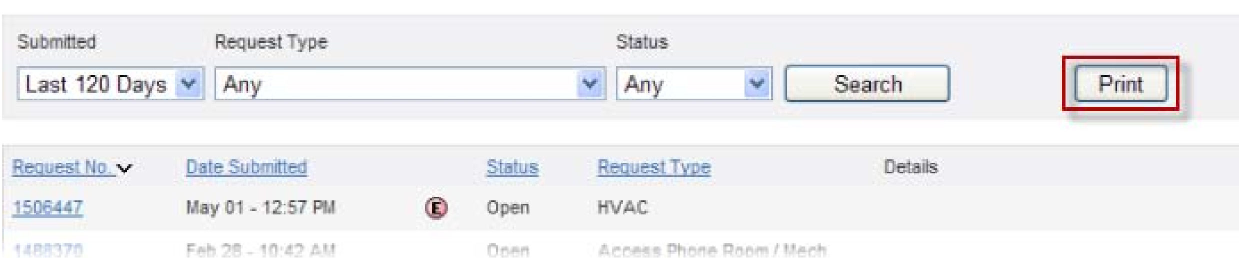
    - Request Number
    - Date Submitted
    - Status
    - Request Type



6. To view a request's details, click the request number.

Printing Request Lists

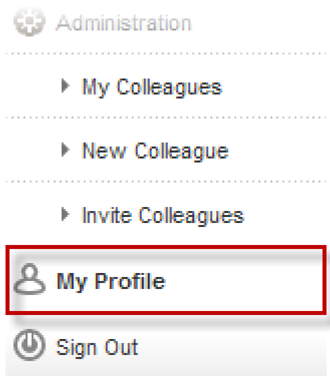
To print the list of service requests, click **Print** from the View Service Requests screen.



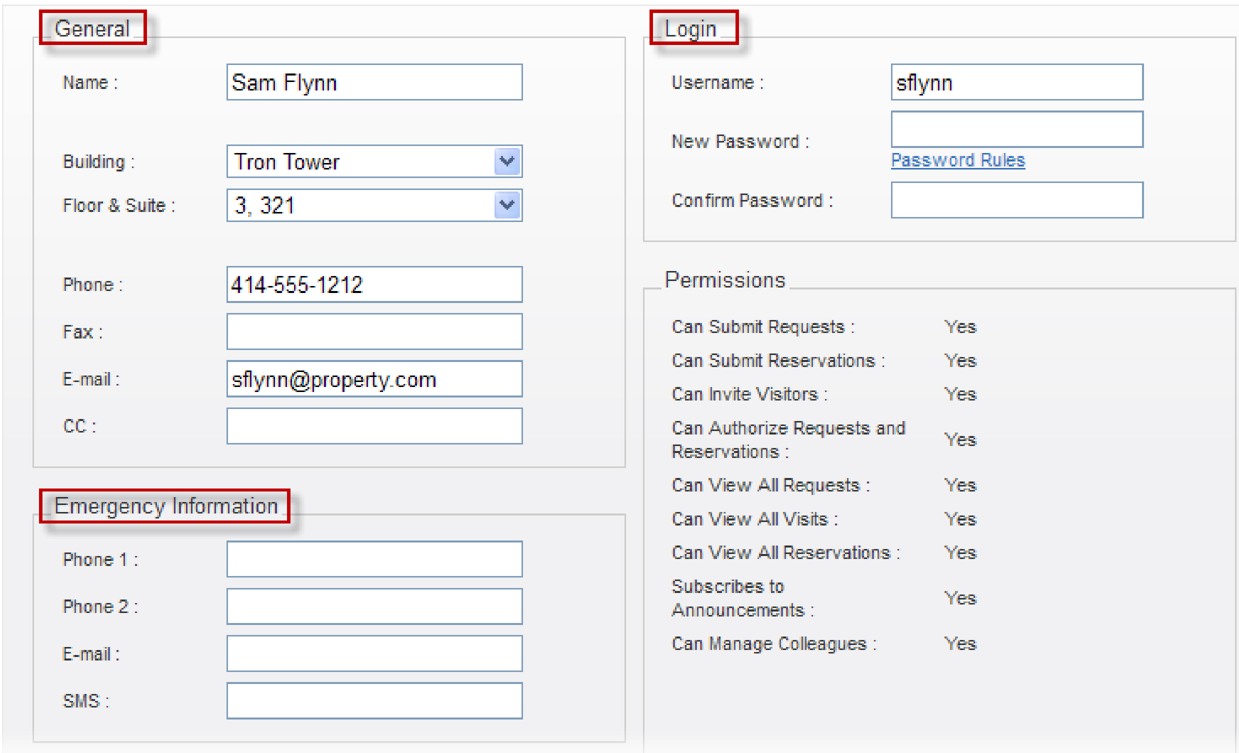
My Profile

Changing Your Profile

The My Profile screen allows you to manage the information in your 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 receive emergency notifications from property management.
3. The Login section allows you to modify the username and password you use to log in to the system.

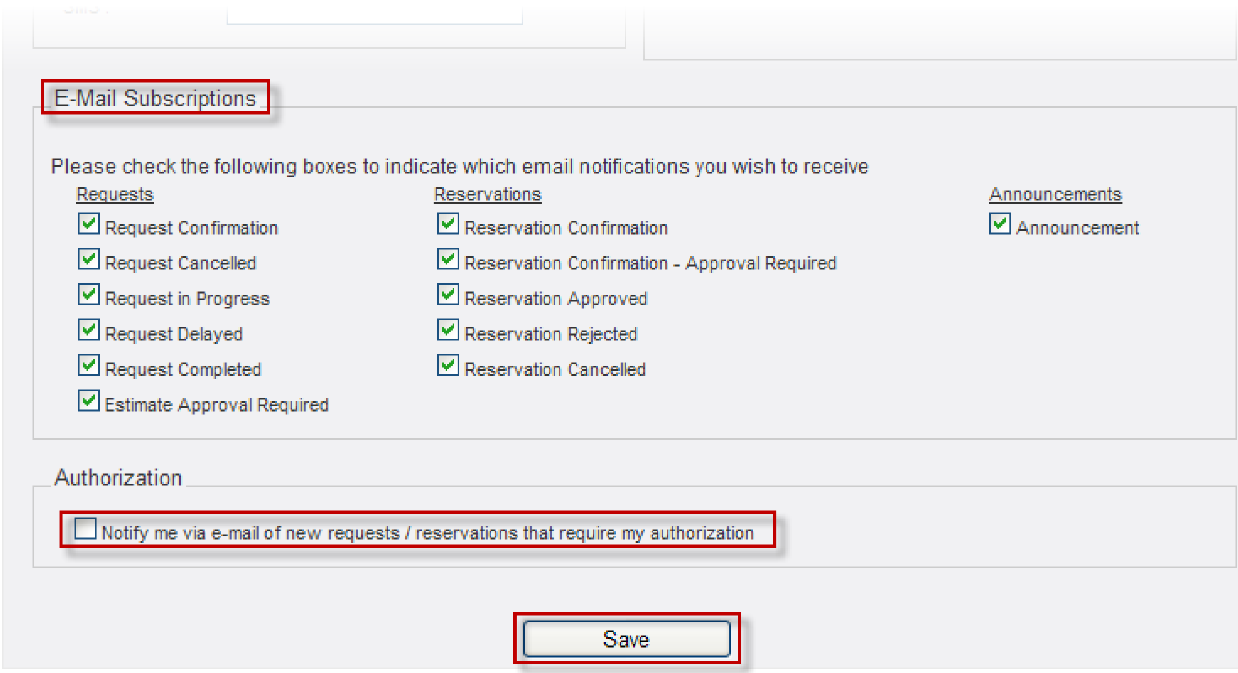


4. In the E-Mail Subscriptions section, place checkmarks beside all notification types you would like to receive email notifications for. Notification types are broken down by type (Requests, Reservations, Announcements).

> *i* This option is only available to you if your **Subscribes to Announcements** permission is set to "Yes".

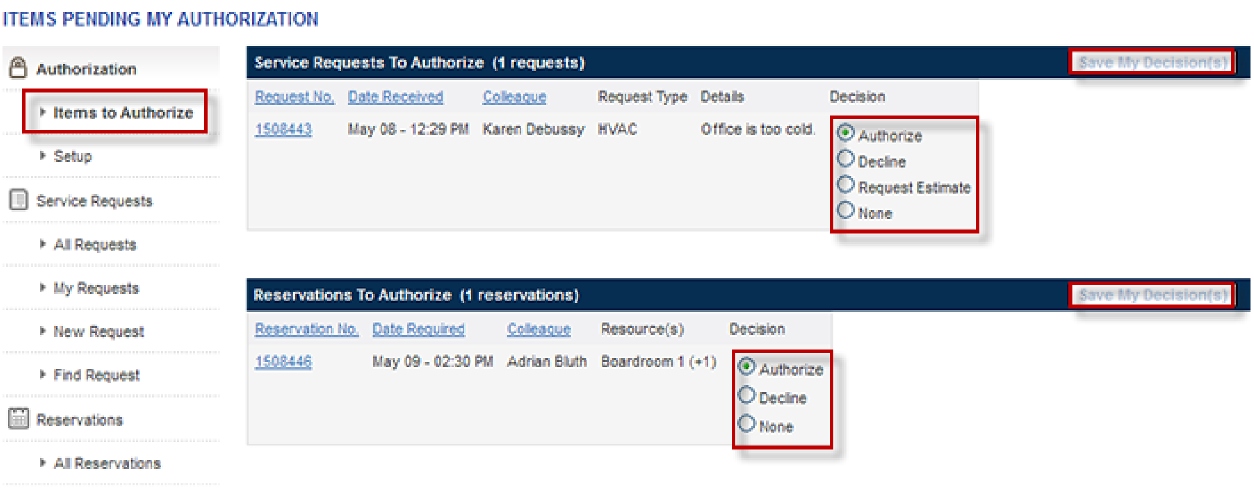
5. If your permissions indicate that you are able to authorize requests and reservations, you can enable or disable email notification of new requests by checking or unchecking **Notify me via email...** in the Authorization section.

6. When you are finished making changes, click **Save**.


E-Mail Subscriptions
Please check the following boxes to indicate which email notifications you wish to receive
Requests
Request Confirmation
Request Cancelled
Request in Progress
Request Delayed
Request Completed
Estimate Approval Required
Reservations
Reservation Confirmation
Reservation Confirmation - Approval Required
Reservation Approved
Reservation Rejected
Reservation Cancelled
Announcements
Announcement
Authorization
Notify me via e-mail of new requests / reservations that require my authorization
Save

Authorizing Items

1. Select **Items to Authorize** from the main menu. Service Requests requiring authorization are displayed in the top section. Reservations requiring 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 by number, click the **Request No.** or **Reservation No.** 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. For Service Requests, you can also select **Request Estimate** to receive a cost-estimate from your property manager.
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 to a specific request or reservation (it will still need to be authorised or declined at some point).



Tenant Administrators

About Tenant Administrators

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

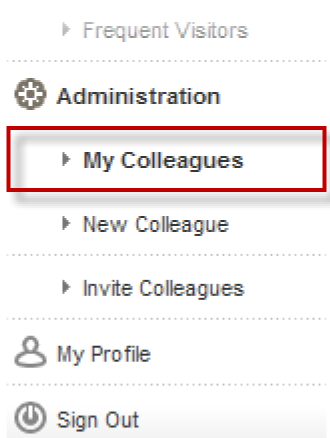
- Make tenant requests
- Request reservations
- Create visits
- Self-subscribe to announcements

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 your property management company).

Modifying Colleagues

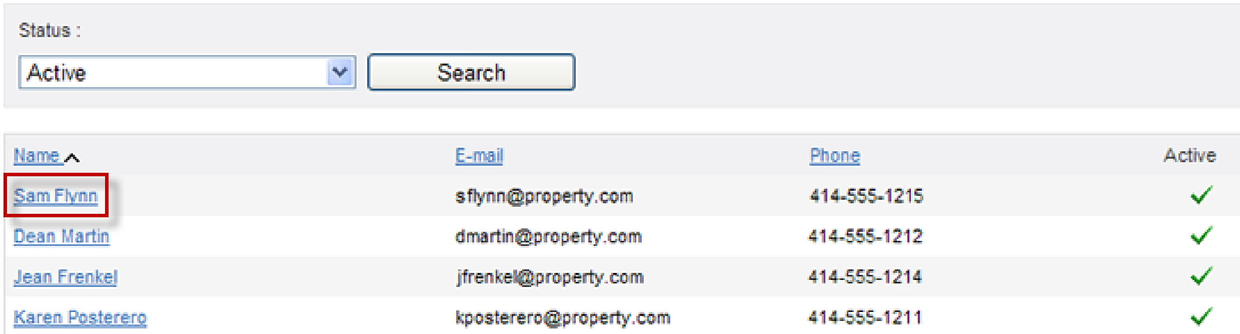
Tenant Administrators can modify their colleagues' settings in the following manner:

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.



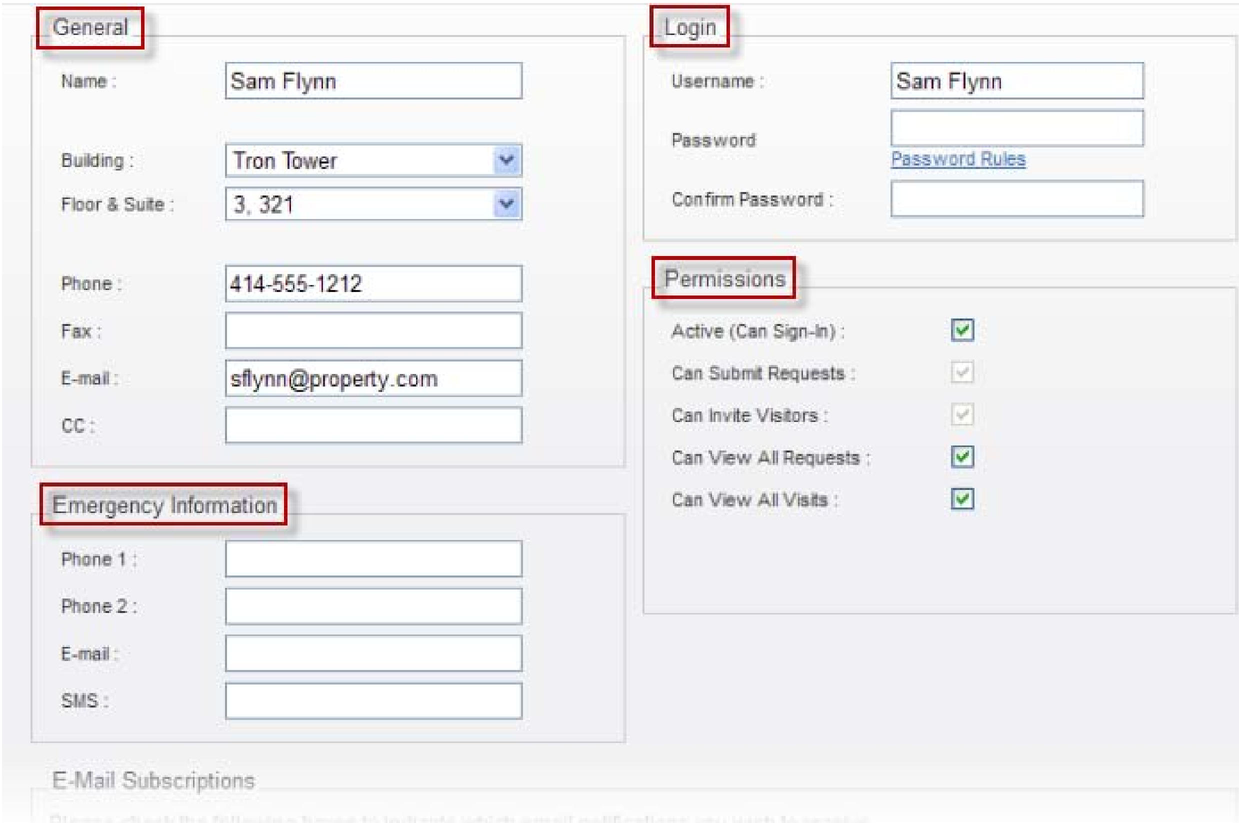
2. Select the colleague you would like to modify. The Contact Entry screen will be displayed.

> *i* 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.

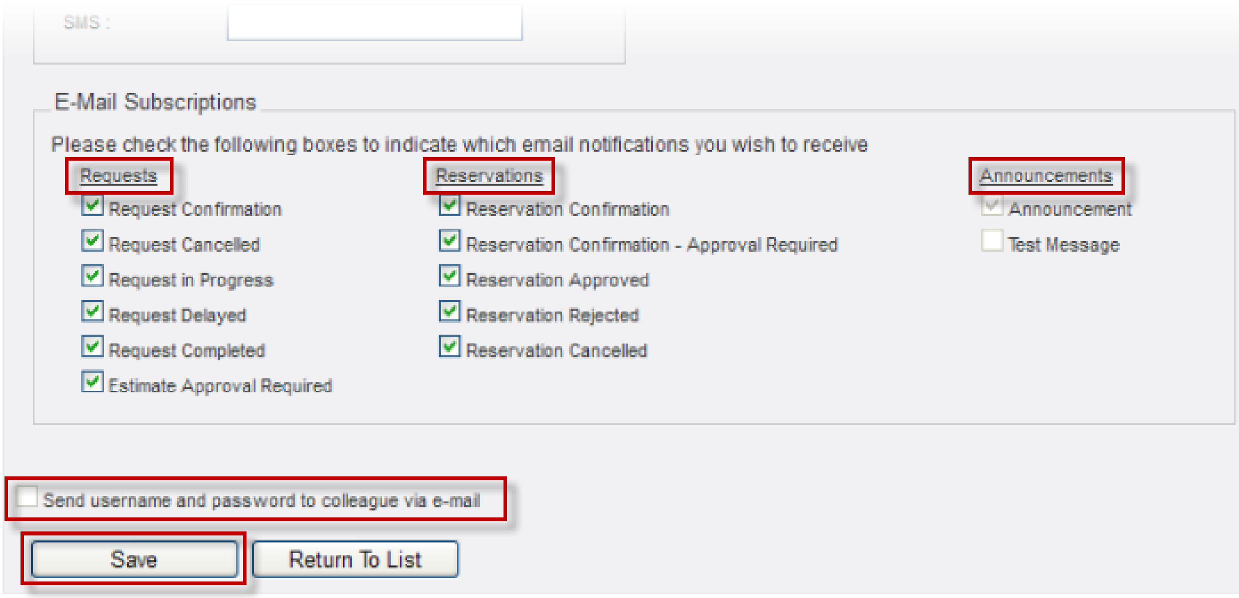


3. The General Information section contains contact and location information. The following information can be changed in this section:
   - Name
   - Building
   - Floor & Suite
   - Phone number
   - Fax
   - Email
   - CC (used with service request and reservation notifications)
4. The Emergency Information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

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



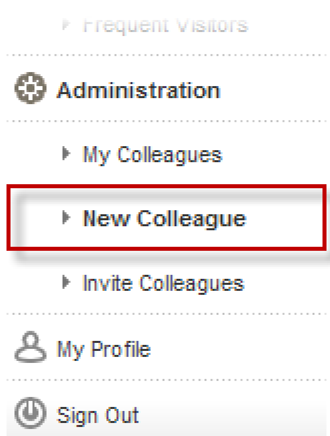
7. In the E-Mail Subscriptions section, place checkmarks beside all notification types you would like your colleague to receive email notifications for. Notification types are broken down by type (Requests, Reservations and Announcements).
8. If you made a change to your colleague's login information, 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**.



Adding a Colleague

To add a colleague as a contact in the TSI:

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

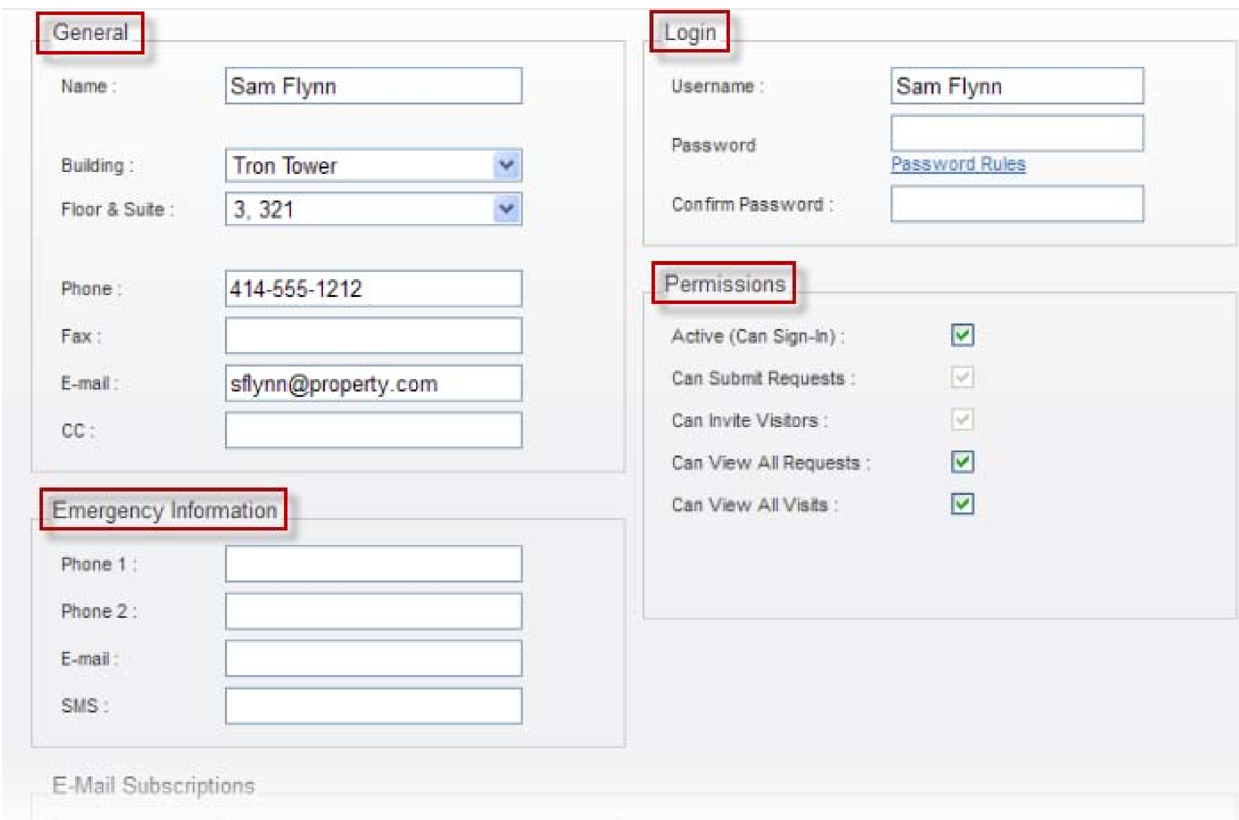


2. The General Information section contains contact and location information. The following information can be added in this section:
   - Name
   - Property
   - Building
   - Floor & Suite

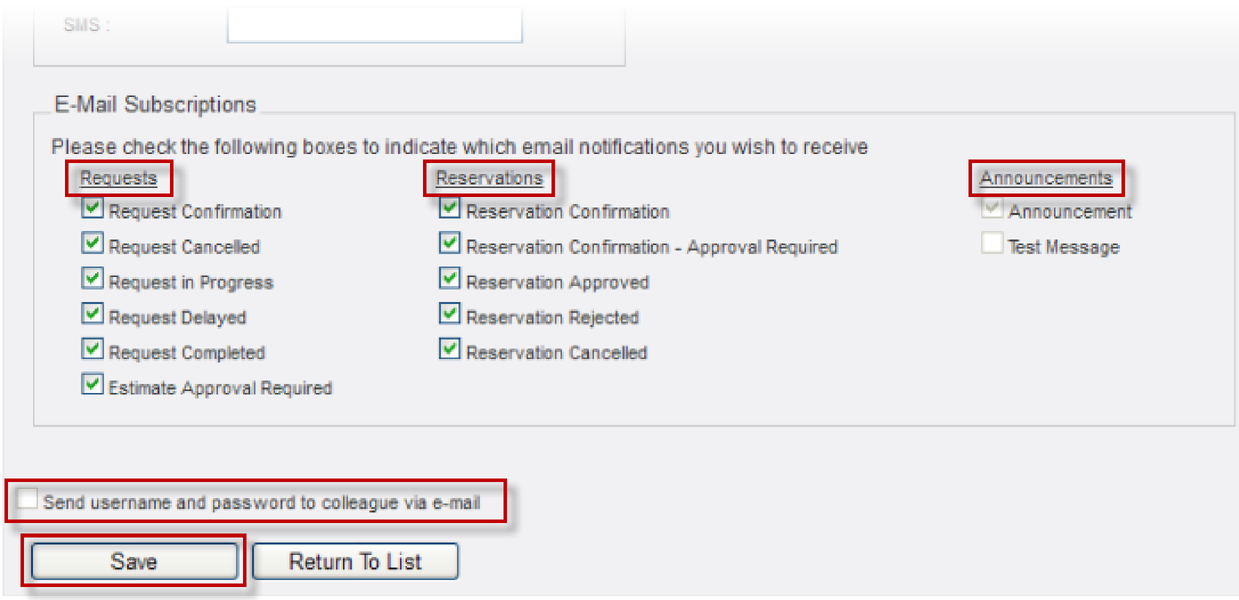
- Phone number
- Fax
- Email
- CC (used with service request and reservation notifications)

3. The Emergency Information section allows you to enter emergency contact information, which will be used to receive emergency notifications sent by property management.
4. The Login section allows you to create the username and password used to log in to the system.
5. The Permissions section allows you to set up the colleague's permissions.

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



6. 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).
7. Place a checkmark beside **Send username and password...** if you would like to send the login information by email (if you do not, you will need to provide the colleague with the login information by some other means).
8. When you are finished making changes, click **Save**.

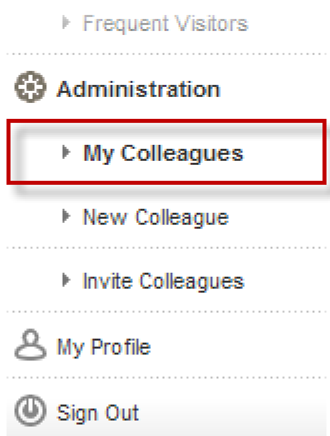


Deleting a Colleague

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

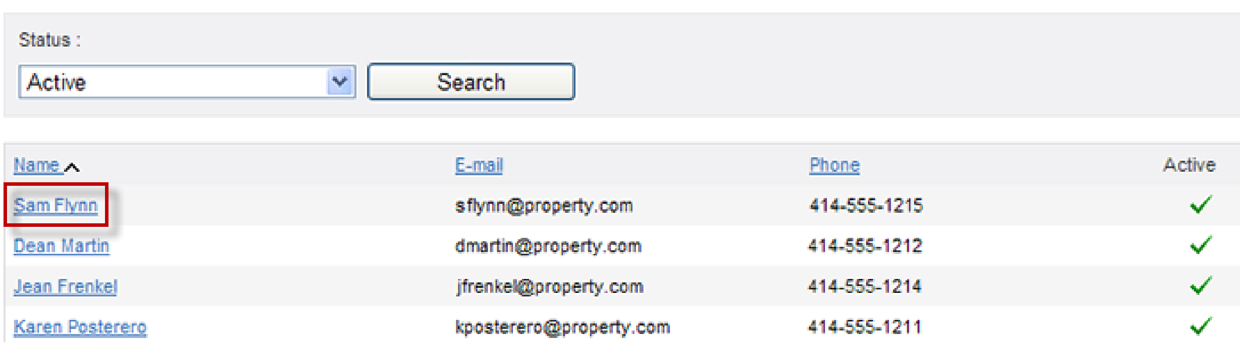
Deactivating a Colleague

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

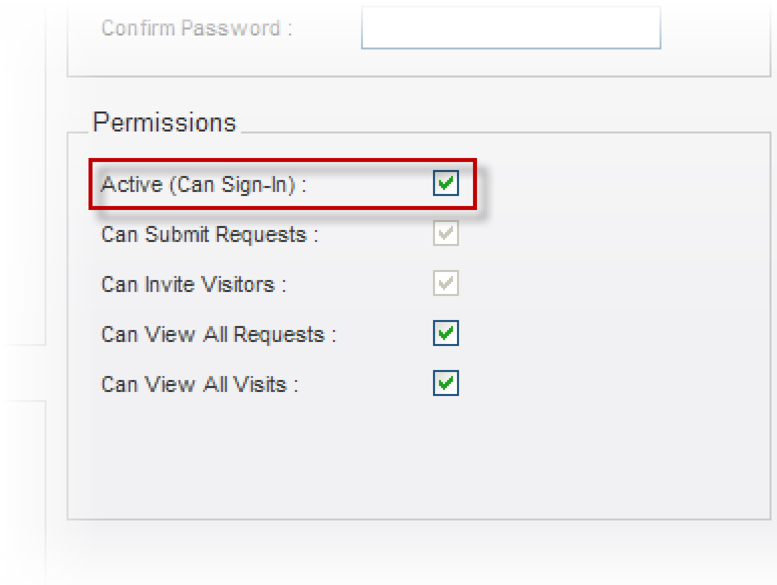


2. Select the colleague you would like to deactivate. The Contact Entry screen will be displayed.

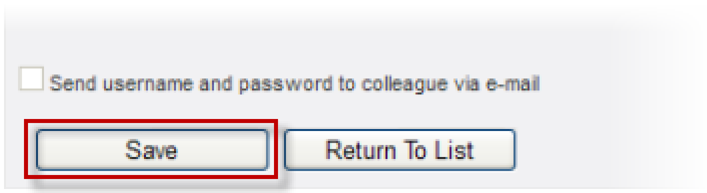
> *i* The My Colleagues list can be set to display active or inactive contacts using the **Status** drop-down list and clicking **Search**. You can also sort the list in ascending or descending order by clicking on the **Name**, **E-mail**, and **Phone** field headings.



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


Confirm Password :
Permissions
Active (Can Sign-In) :
Can Submit Requests :
Can Invite Visitors :
Can View All Requests :
Can View All Visits :

4. Click **Save**.


Send username and password to colleague via e-mail
Save
Return To List