



Angus Anywhere

TENANT SERVICE PORTAL USER GUIDE

LOGGING IN



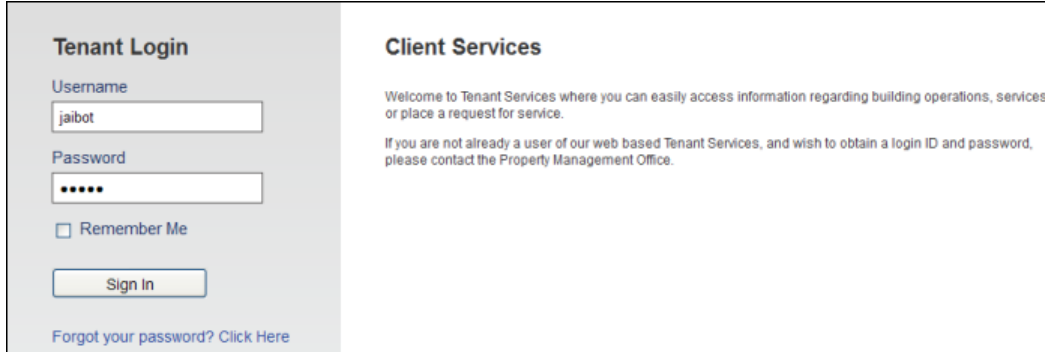
After logging in, users who are inactive for 60 minutes will be automatically logged out.

1. Open a web browser and enter the web address to your Service Portal, as provided by your management team. The Login screen is displayed.

MET LOGIN SITE

<http://www.mccarthycook.com/portfolio/metrocenter-at-south-coast/>

2. Click on “**Tenant Login**”.
3. Click the **Username** field and enter your user name.
4. Click the **Password** field and enter your password. **Default password is “12345”**.
Default password can be reset after logging in.
5. If you would like the site to remember your user name and password, place a checkmark beside **Remember Me**.
6. Click **Sign In**.



The screenshot shows a web interface with two main sections. On the left, under the heading "Tenant Login", there are input fields for "Username" (containing "jaibot") and "Password" (containing "*****"). Below these is a checkbox labeled "Remember Me" which is unchecked, and a "Sign In" button. At the bottom of this section is a link: "Forgot your password? Click Here". On the right, under the heading "Client Services", there is a welcome message: "Welcome to Tenant Services where you can easily access information regarding building operations, services, or place a request for service." Below this is another message: "If you are not already a user of our web based Tenant Services, and wish to obtain a login ID and password, please contact the Property Management Office."

THE HOMEPAGE

i Depending on how your Service Portal has been configured, as well as your level of access, some features described below may not be available, or their exact positioning on the page may vary.

A variety of features and functions can be made available on the Service Portal's home page, which is displayed by default after logging in. A description of each numbered section can be found below.

WELCOME TO THE TENANT SERVICES SYSTEM

- Home
- Service Requests
 - My Requests
 - New Request
- Reservations
 - My Reservations
 - New Reservation
- Visitor Security
 - My Visits
 - New Visit
 - Import Visitors
 - Frequent Visitors
- Administration
 - My Colleagues
 - New Colleague
 - Invite Colleagues
- My Profile
- Sign Out

Welcome Sam Flynn

You last logged in on Apr 26, 2013


Mobile Service

You can now submit and track your service requests using either an iOS or Android™ device. To download the app, visit the Apple App Store or Google Play™ on your device and search for the **Mobile Service** (by Angus Systems) app.

Once the app is installed on your device, choose from one of two ways to login in:

- Follow 3 simple steps:
 - ✓ Enter your username: **b_paxton**
 - ✓ Enter your secure password
 - ✓ Enter your Property Management Company; [Documentation](#)
- Scan-to-login **1**

Simply scan the QR code below with your mobile device. This code is unique to your user profile.



[Generate New Login Code](#)

[Click here](#) to view a short video tutorial on how to login into **Mobile Service**.

September 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	4	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

Announcements

- Jul 09 [Fire Drill](#)
- Jul 09 [Car in P2 has **5**](#)
- Apr 16 [Fire Drill](#)
- Oct 27 [Car in P1 is double-parked](#)

Billing Reports

Sep 2, 2013	PDF Excel
Aug 26, 2013	PDF Excel
Aug 19, 2013	PDF Excel
Aug 12, 2013	PDF Excel
Aug 5, 2013	PDF Excel
Jul 29, 2013	PDF Excel

Resource Center

- [COI Compliance](#) Sep 2, 2013 [?](#)
- [Construction Manual](#) **2** Sep 1, 2013 [?](#)
- [Tenant Handbook](#) Sep 1, 2013 [?](#)

Online Help

To access the online help, [please click here](#). You can also access additional videos below.

- Introduction**
A general introduction to the Tenant Interface system. [Click here to watch](#)
- Tenant Request**
This video covers **3** how to view, find and submit service requests. [Click here to watch](#)
- Reservations**
This video covers how to view and enter reservations. [Click here to watch](#)
- Visitor Security**
This video covers how to view and enter visitor requests. [Click here to watch](#)

My Contact Info [Update](#)

Please take a moment to confirm your contact information is correct, and click Update to make any necessary edits.

Email: sflynn@email.com
 Phone: 414-555-1212
 Fax: 414-555-2342 **7**
 Emergency Phone 1: 414-555-2453
 Emergency Phone 2:
 Emergency Email: sflynn@email.com
 Emergency SMS:

1. **Mobile Service:** This panel provides manual and QR code login information for the Mobile Service application. If this application has been enabled by Property Management, then this panel will be displayed. For additional information on downloading, installing and using the Mobile Service application on your iOS or Android™ mobile device, please refer to The Mobile Service Application topic and associated topics in this section.
2. **Resource Center:** the Resource Center displays a collection of documents that your property manager has made available to tenants, such as Certificate of Insurance (COI) Compliance and Tenant Handbooks outlining general policies and procedures. Click on a document name to view it.
3. **Online Help:** The Online Help section provides a link to this help system, as well as links to video tutorials which provide information on performing specific tasks within your Service Portal.
4. **Events Calendar:** the Events Calendar displays property events which may span multiple days, such as construction activities that may temporarily restrict building access. Clicking on an event marked on the calendar displays additional details.
5. **Announcements:** from time to time, your property management office may issue announcements concerning upcoming building-related events or other important information. These announcements are displayed in this section. you can click on the links to display the full details of the announcement.
6. **Billing Reports:** The billing reports section provides links to view monthly summaries of billable tenant requests. These reports are generally available as both PDF and Microsoft Excel files (in some cases they may only be available in PDF format). Tenant Administrators can grant access to this feature to coworkers; see Modifying Colleagues for more information.

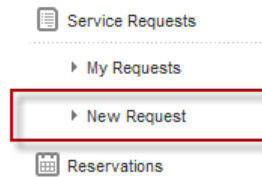


Contacts who can access all properties in a tenant group can use a drop-down list to select which tenant's billing reports to display.

7. **My Contact Info:** this section displays your current contact information. If any of this information is missing or incorrect, you can update this information using the update link provided in this section, or by accessing **My Profile** in the menu on the left. For more information, see *Changing Your Profile* .

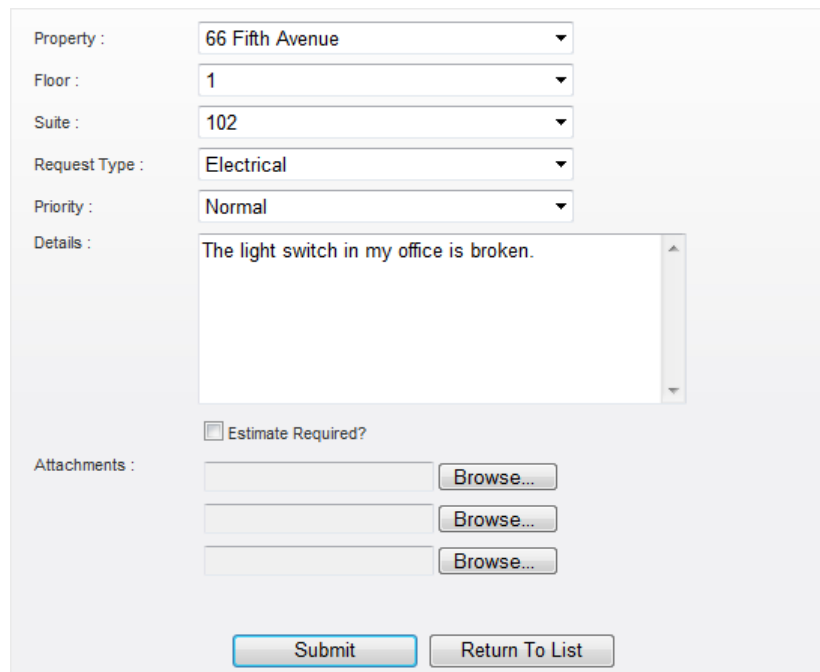
MAKING A REQUEST

Requests are submitted to report issues which require attention from your Property Management Company. To create a new request, Click **New Request** and then follow the steps outlined below.



1. The Service Request Entry screen is displayed.

Please fill out the required fields and feel free to attach a photo, if necessary.



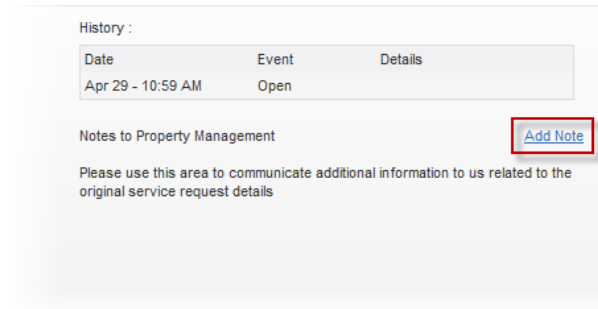
A screenshot of a service request entry form. The form contains several dropdown menus: 'Property' (66 Fifth Avenue), 'Floor' (1), 'Suite' (102), 'Request Type' (Electrical), and 'Priority' (Normal). A text area for 'Details' contains the text 'The light switch in my office is broken.' Below this is a checkbox for 'Estimate Required?'. At the bottom, there are three empty input fields for attachments, each with a 'Browse...' button. At the very bottom are two buttons: 'Submit' and 'Return To List'.

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

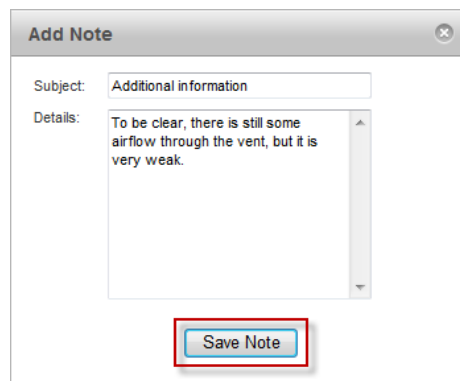
SENDING A NOTE

You can append a note to a service request after it has been made. This can be used to provide additional information concerning the request. To send a note, follow these steps:

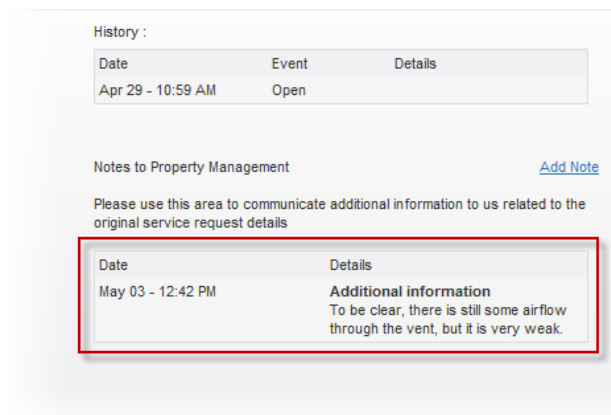
1. Using the My Requests list, locate the service request you would like to add a note to. Click the request number to display the request details.
2. On the request details page, click **Add Note**.



3. In the Add Note window that opens, enter a subject name and details for the note, then click **Save Note**



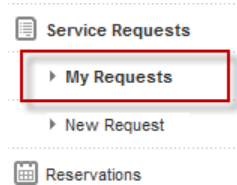
4. The note has now been added to the service request.



TENANT SERVICE REQUESTS

THE MY REQUESTS LIST

The My Requests list allows you to view and search for service requests that have been made. A history section in the request's details tracks status updates to the service requests as they occur. To access the list, click on **My Requests** in the navigation bar to the left.



1. By default, the system displays requests submitted in the last 30 days, of any request type and any status. To make changes, click on the **Filter** section above the list if it is not already expanded. This will display a wide variety of filter options.

i If you have access to view your colleagues' requests, set the **Requested By** filter to **Any** to view all requests.

▼ FILTER
Print

Date: From To Request #:

Request Type: Floor:

Request Details: Suite:

Status:

Requested By:

Request No. ▼	Requested By	Date Submitted	Status	Request Type	Details
1572061	Sam Flynn	Dec 12 - 12:35 PM	Open	Lighting	Flourescent light is flickering in reception area.
1572053	Sam Flynn	Dec 12 - 11:26 AM	Completed	General Maintenance	Office door lock is stiff and does not turn easily.
1571672	Sam Flynn	Dec 10 - 01:58 PM	Open	Ceiling	Moisture found on ceiling panel
1571671	Sam Flynn	Dec 10 - 01:57 PM	In Progress	General Maintenance	Spill in front of elevators

2. Use the dropdown menus to filter the list by Date, Request Type, Request Details, Status, Request Number, Floor or Suite.
 - If you have access to view your colleagues' requests, you will also see a **Requested By** dropdown.

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

▸ FILTER Print

Request No. ▾	Requested By	Date Submitted	Status	Request Type	Details
1572061	Sam Flynn	Dec 12 - 12:35 PM	Open	Lighting	Flourescent light is flickering in reception area.
1572053	Sam Flynn	Dec 12 - 11:26 AM	Completed	General Maintenance	Office door lock is stiff and does not turn easily.
1571672	Sam Flynn	Dec 10 - 01:58 PM	Open	Ceiling	Moisture found on ceiling panel
1571671	Sam Flynn	Dec 10 - 01:57 PM	In Progress	General Maintenance	Spill in front of elevators

5. You can print a list by clicking the **Print** button.

▸ FILTER Print

Request No. ▾	Requested By	Date Submitted	Status	Request Type	Details
1572061	Sam Flynn	Dec 12 - 12:35 PM	Open	Lighting	Flourescent light is flickering in reception area.
1572053	Sam Flynn	Dec 12 - 11:26 AM	Completed	General Maintenance	Office door lock is stiff and does not turn easily.

6. To view a request's details from this list, click the associated **Request Number**. The request details are displayed.

Request No. : 1572053

Status : Completed

Property : Le Bot Tower

Building : Tron Tower

Floor : 3

Suite : 321

Priority : Low

Request Type : General Maintenance

Date Submitted : December 12 2012, 11:26 AM

Date Required : December 12 2012, 11:26 AM

Cubicle :

Details : Office door lock is stiff and does not turn easily.

Attachments :

History :

Date	Event	Details
Dec 12 - 11:26 AM	Open	
Dec 12 - 11:26 AM	Work Started	
Dec 12 - 11:27 AM	Work Completed	Lock was oiled, now turns freely.

Notes to Property Management [New Note](#)

Please use this area to communicate additional information to us related to the original service request details

[Return To List](#)