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TENANT SERVICE PORTAL USER GUIDE

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LOGGING IN

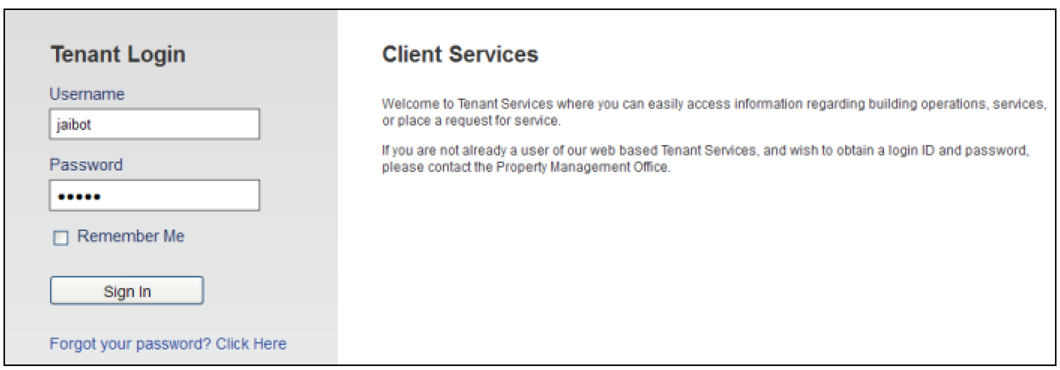
> *i* After logging in, users who are inactive for 60 minutes will be automatically logged out.

1. Open a web browser and enter the 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/

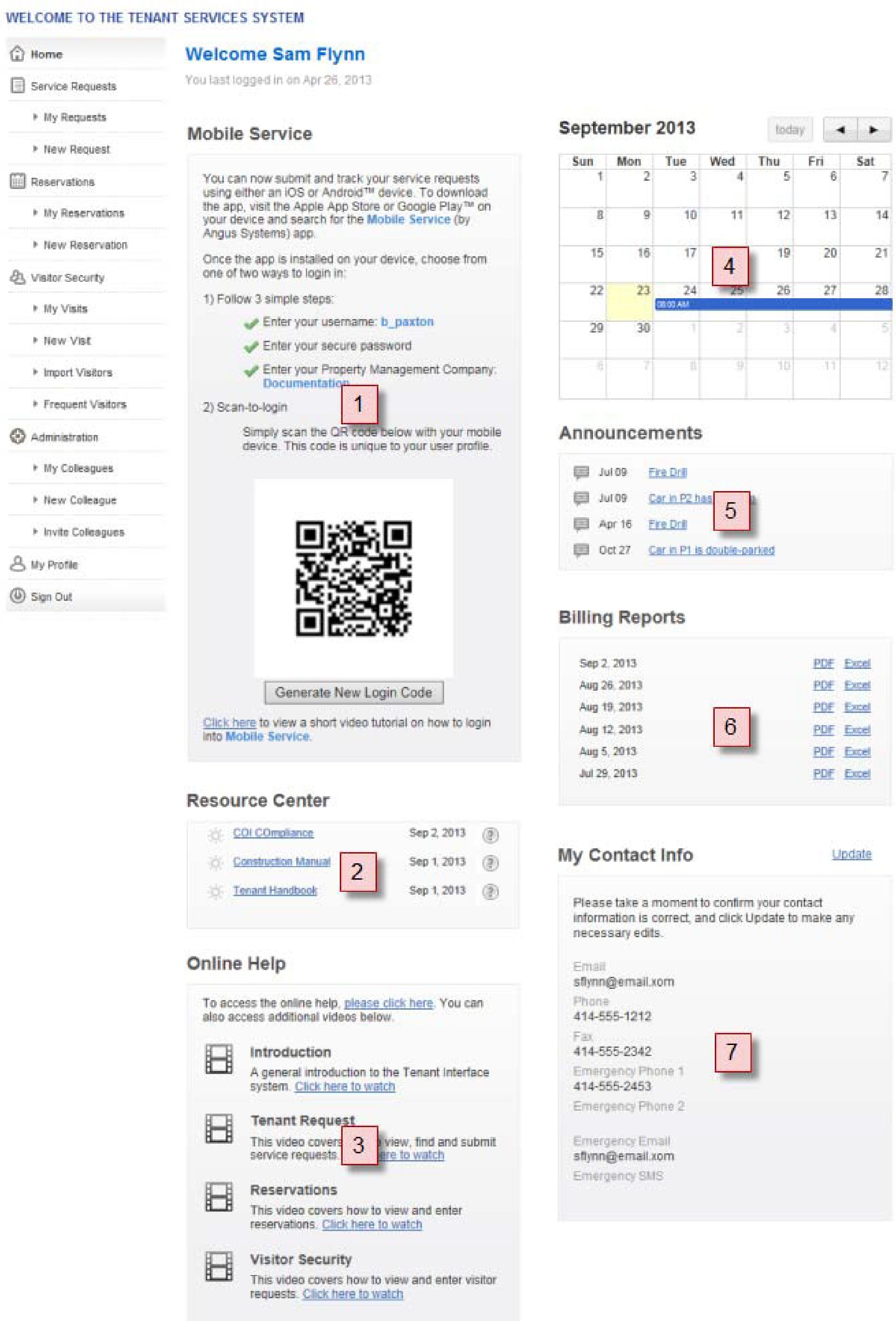
2. Click on "**Tenant Login**". .
3. Click the **Username** field and enter your user name.
4. Click the **Password** field and enter your password. **Default password is "12345".**
   Default password can be reset after logging in.
5. If you would like the site to remember your user name and password,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



THE 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.



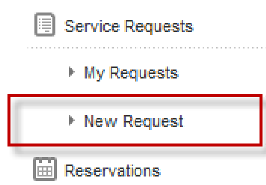
1. **Mobile Service:** This panel provides manual and QR code login information for the Mobile Service application. If this application has been enabled by Property Management, then this panel will be displayed. For additional information on downloading, installing and using the Mobile Service application 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.

> *i* 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* .

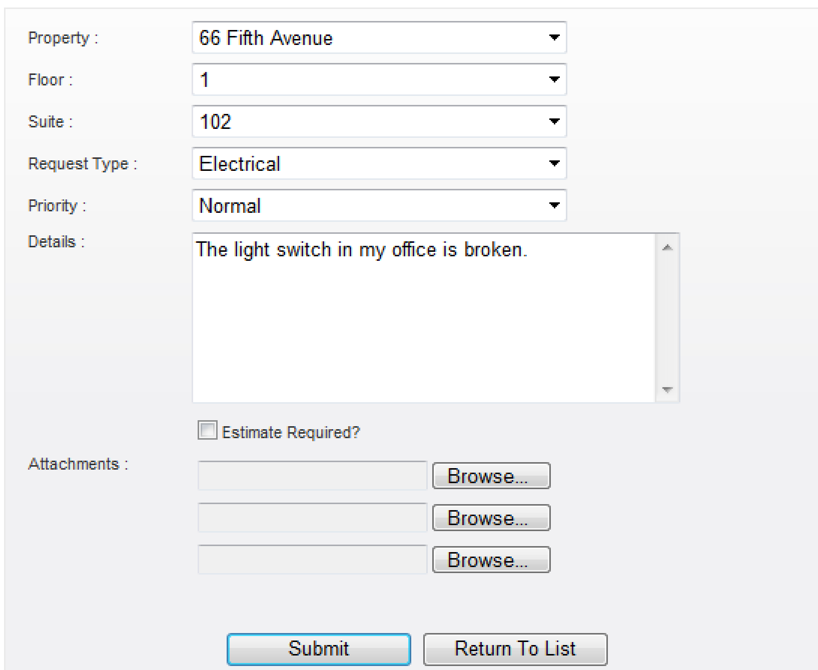
MAKING A REQUEST

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.



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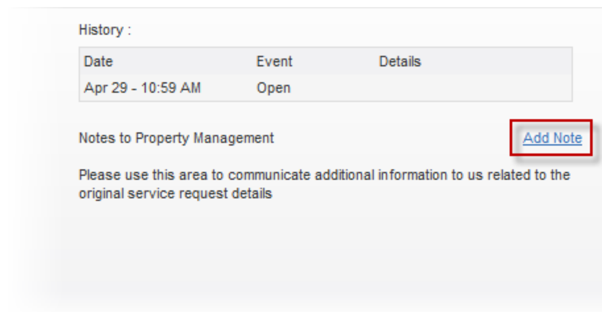
2. Click **Submit**. Your request is submitted and the Request Confirmation screen is displayed.

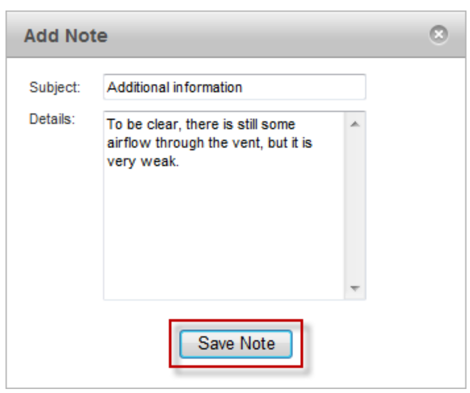
SENDING A NOTE

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:

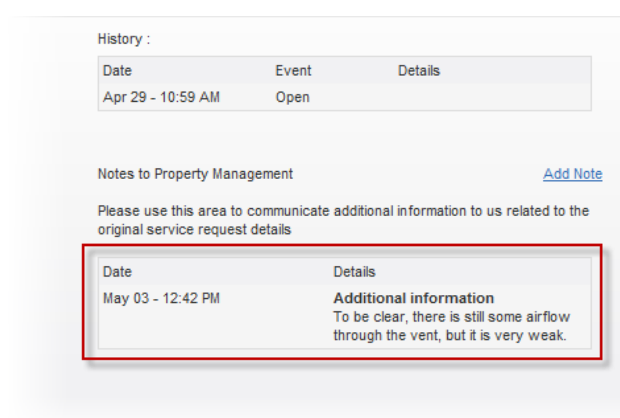
1. Using the My Requests list, locate the service request you would like to add a note to. Click the request number to display the request details.
2. On the request details page, click **Add Note**.



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



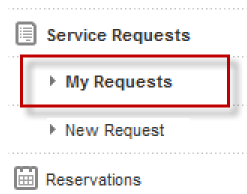
4. The note has now been added to the service request.



TENANT SERVICE REQUESTS

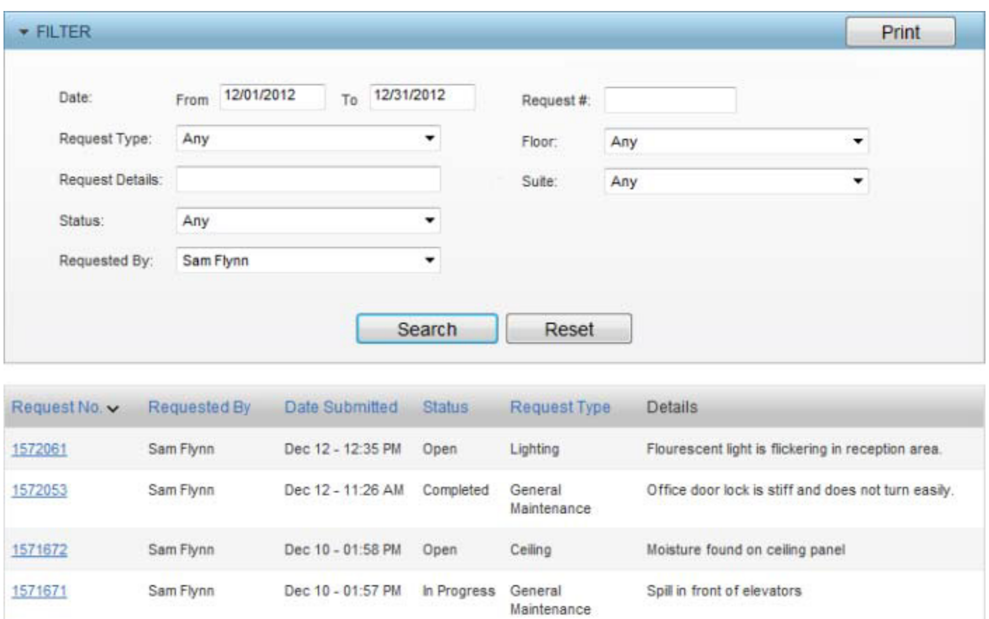
THE MY REQUESTS LIST

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.

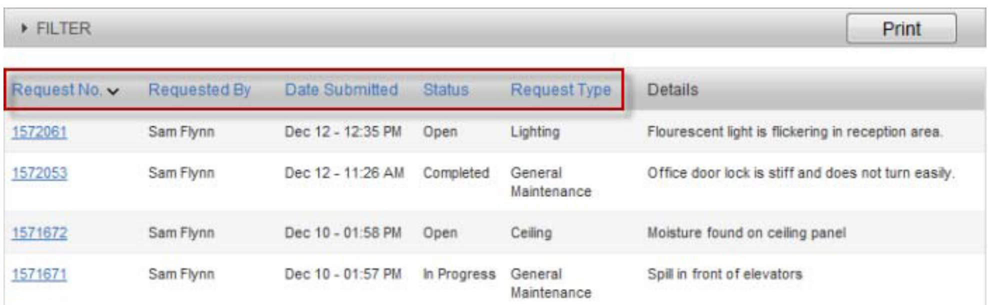


2. Use the dropdown menus to filter the list by Date, Request Type, Request Details, Status, Request Number, Floor or Suite.
    - If you have access to view your colleagues' requests, you will also see a **Requested By** dropdown.

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:

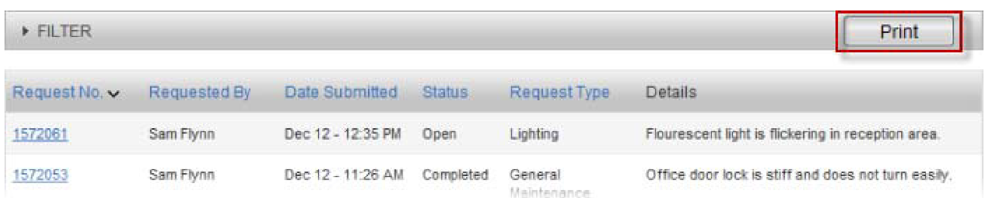
   - Request Number
   - Date Submitted
   - Status
   - Request Type



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
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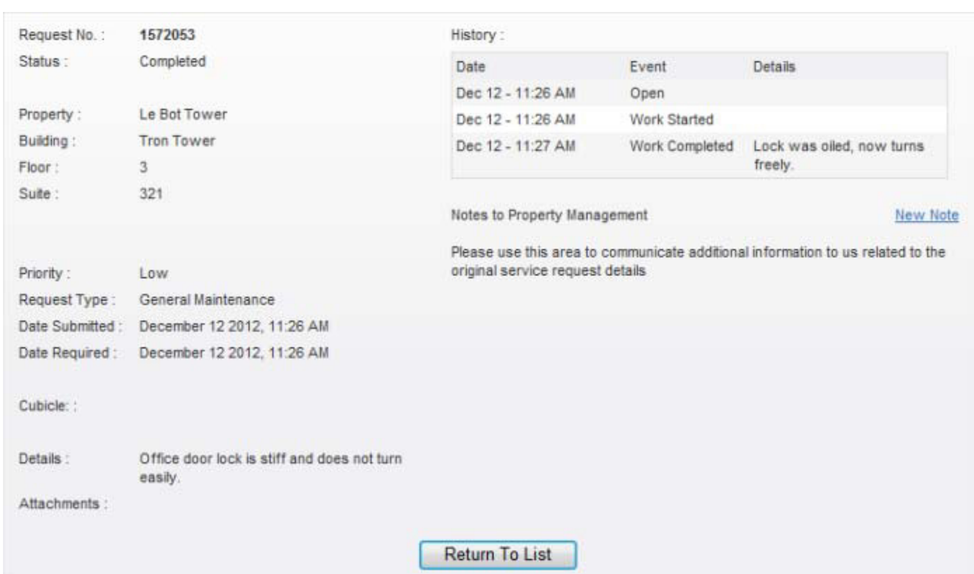
1572053	Sam Flynn	Dec 12 - 11:26 AM	Completed	General Maintenance	Office door lock is stiff and does not turn easily.

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