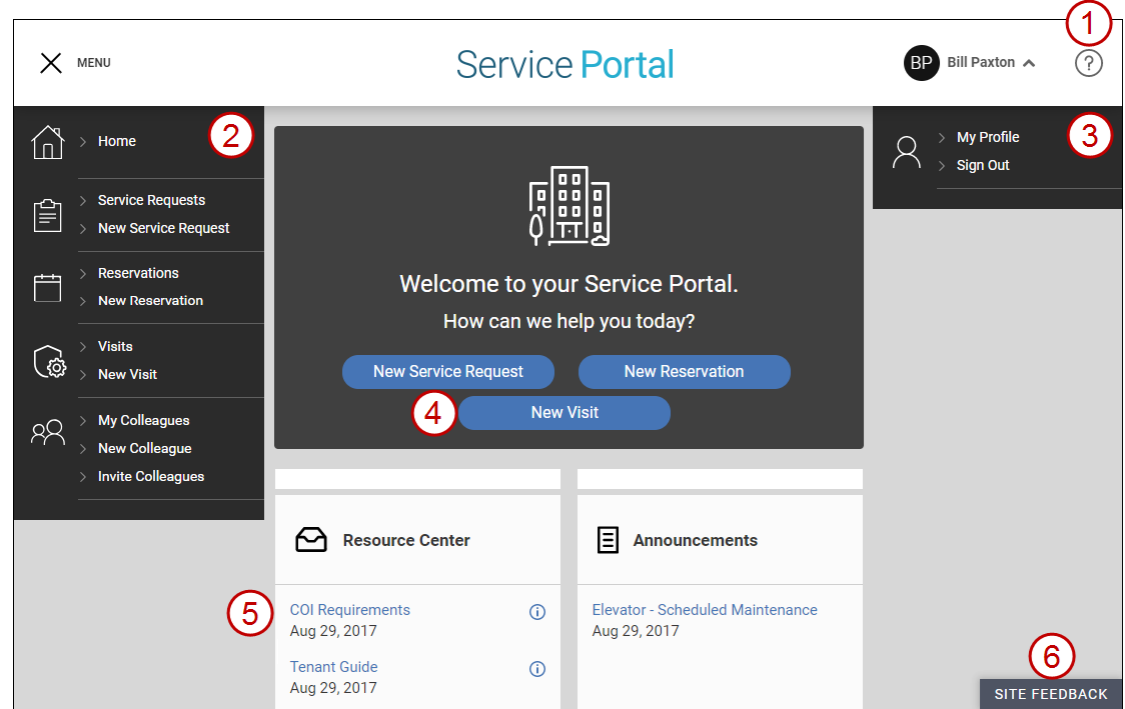




Service Portal at a Glance

- 1. Online Help:** Press the **Help** button (?) to open Online Help in a new browser window.
- 2. Navigation Menu¹:** The Navigation Menu button (≡) provides the following options:
 - **Home:** Displays the screen shown here.
 - **Service Requests:** View a list of service requests and their details.
 - **New Service Request:** Create a new service request.
 - **Reservations:** View your reservations and their details.
 - **New Reservation:** Reserve a resource, such as a meeting room, service elevator, AV equipment, etc.
 - **Visits:** view a list of expected visitors and visit details.
 - **New Visit:** Create a one-time or recurring visit.
 - **My Colleagues²:** View and update your colleague's details
 - **New Colleague²:** create a new colleague.
 - **Invite Colleagues²:** invite a coworker to create a Service Portal login.
- 3. User Options:** Click on your name at the top-right corner of the screen to access the following options:
 - **My Profile:** View and update your account information.
 - **Sign Out:** logs you out of the service portal, ending your session.
- 4. Quick Links¹:** Use the buttons on the Home page to quickly access the following features:
 - **New Service Request:** Create a new service request.
 - **New Reservation:** Reserve a resource, such as a meeting room, service elevator, AV equipment, etc.
 - **New Visit:** Create a one-time or recurring visit.



- 5. Info Cards¹:** The following informational cards are displayed on the Home page:
 - **Resource Center:** Displays a collection of downloadable documents that your Property Manager has made available to tenants.
 - **Announcements:** Any general announcements issued by Property Management are displayed here.
 - **Property Events:** This card displays scheduled property events that may span multiple days, such as construction activities that temporarily restrict building access.
 - **Billing Reports:** This card displays links to view monthly summaries billable tenant requests.
- 6. Site Feedback:** if you encounter a problem while using the Service Portal, such as a feature or function that does not seem to be working correctly, you can report the issue here.

¹ Exact features displayed will depend on the services provided by Property Management and/or your account's access level.

² Only displayed for Administrators.