



Tenant Login

The basics



A guide to access and functionality for tenants using the Building Engines system.

Your building has an engine!

Get some miles out of it!

Logging In

How to access the Building Engines system

Building Engines runs on cloud based technology, meaning that your personal account and all associated information can be accessed using any computer.

Logging in to the site requires no downloaded software, and is as simple as logging into any popular websites you might already use.

First, navigate your preferred internet browser to: www.requestcom.com
You will see the following screen:



You will need a username and a password in order to login. These credentials should be given to you by a member of the property management staff.

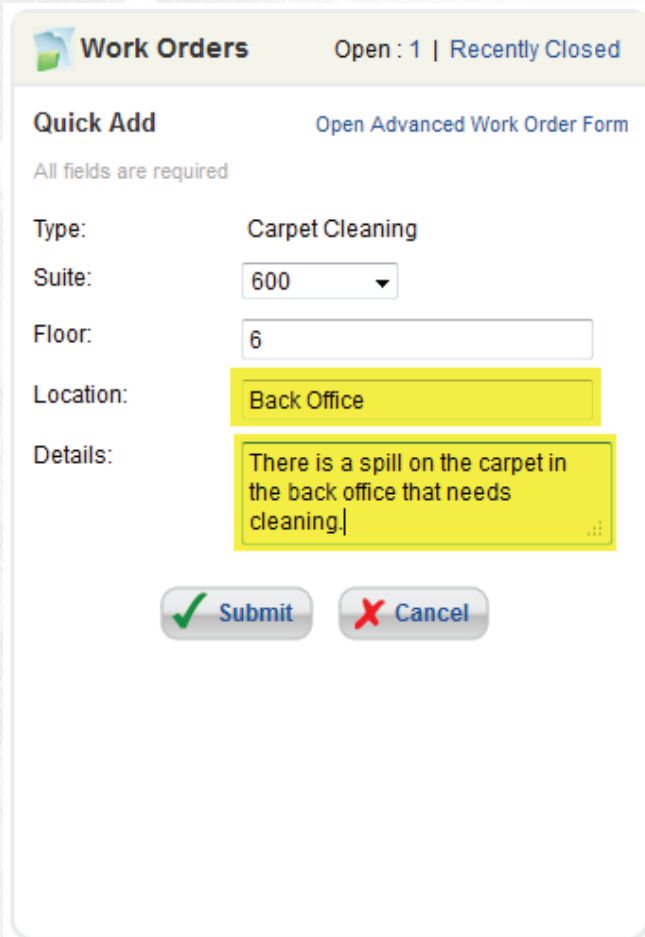
If you are unsuccessful in logging in, please first remember that all usernames and passwords are case sensitive, and verify that you are entering in the correct information exactly. If you are still unsuccessful, contact your property manager or tenant coordinator to inquire about your account, or to receive a new one.

Work Order

How to submit work orders and search for past work orders

To Submit a Work Order:

From the list at the center of your screen, you will select the issue type that most closely matches the issue you would like to submit. Upon selecting (clicking) this category, you will receive the following window:

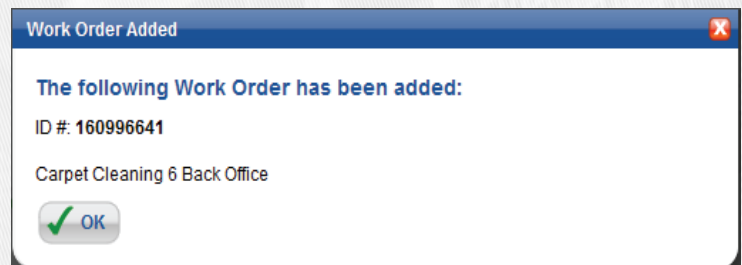


The screenshot shows a 'Work Orders' form with the following fields and values:

- Work Orders** (Header) | Open : 1 | Recently Closed
- Quick Add** | [Open Advanced Work Order Form](#)
- All fields are required
- Type: Carpet Cleaning
- Suite: 600
- Floor: 6
- Location: Back Office
- Details: There is a spill on the carpet in the back office that needs cleaning.
- Buttons: Submit (with green checkmark), Cancel (with red X)

After filling out the location and details of the issue, simply click "Submit" to pass your request on to property management.

You will receive small popup that confirms your submission, as well as provides you with the work order reference number should you need to search for it directly later on (image below).



The screenshot shows a 'Work Order Added' popup window with the following information:

- Work Order Added** (Title bar)
- The following Work Order has been added:
- ID #: 160996641
- Carpet Cleaning 6 Back Office
- Button: OK (with green checkmark)

To Review a Work Order:

To view work orders that have been submitted but not yet completed, the user can click the "Show (+)" in the "Open Work Orders" window on the right. You are also able to click the number next to "Open:" in the center to the right of "Work Orders."

This will take the user to the work order search page, the same page accessible by clicking the "Work Orders" tab in between "Home" and "Building Documents."

Work Order

How to submit work orders and search for past work orders

From the list screen, you can select any of the work orders yet to be completed, or you can use the parameters on the left to search for work orders of various criteria.

To see the status and details of any work order, click into their request number from the list screen. You will get a view similar to the following:

The screenshot shows the 'Edit Work Order' interface for a work order at Demo Plaza. The status progression is shown as a timeline: New (3/21 2:19 PM), Opened (3/21 2:25 PM), Assigned (3/21 2:25 PM), Acknowledged (3/21 2:25 PM), Completed (3/21 2:25 PM), and Closed. The 'Completed' status is highlighted in orange with a '5' in a circle. Below the timeline are three detail sections: Task Details (ID # 160996641, Status: Open, Created: 3/21 2:19 PM, Issue Type: Carpet Cleaning), Location Details (Building: Demo Plaza, Floor: 6, Suite: 600, Location: Back Office), and Requestor Details (Requestor: Nick Krone, Comment: There is a spill on the carpet in the back office that needs cleaning, Phone: (555) 555-5555, Email: DemoEmail@donotuse.C...). At the bottom, there is a 'History' table and a 'Documents' section.

Date	Details	Added by	Status
03/21/2013 02:26 PM	Added Comment: Noticed a second spill that will be cleaned as well.	Nick Krone	OPEN
03/21/2013 02:25 PM	Acknowledged via mobile device by Nick Krone.	Nick Krone	OPEN
03/21/2013 02:25 PM	Assigned To: Nick Krone Original Details: There is a spill on the carpet in the back office that needs cleaning.	Nick Krone	OPEN
03/21/2013 02:19 PM	There is a spill on the carpet in the back office that needs cleaning.	Nick Krone	NEW

From this screen, you are able to see the status progression of your work order (including time stamps), as well as see all of its details.

You will also be able to view history line items associated with the work order, add your own comment to the history, attach a document, or print.

So Why All This?

How to help property management help you

Efficient service for you starts with efficient work flow for your property management company. Building Engines provides the capabilities for your management team to perform at their best, but only if your team is in on the game.

Throughout this walkthrough, we hope you realized that Building Engines is as much about providing tenants transparency and speeding up your day as it is for building management.

Help them

Help you

While calling the maintenance department regarding a work order may at first seem faster than logging in, consider that, with a desktop favorite icon and a few mouse clicks, you can not only submit that same request, but gain the ability to keep tabs on it as it progresses.