



USING THE TENANT REQUEST WEBSITE

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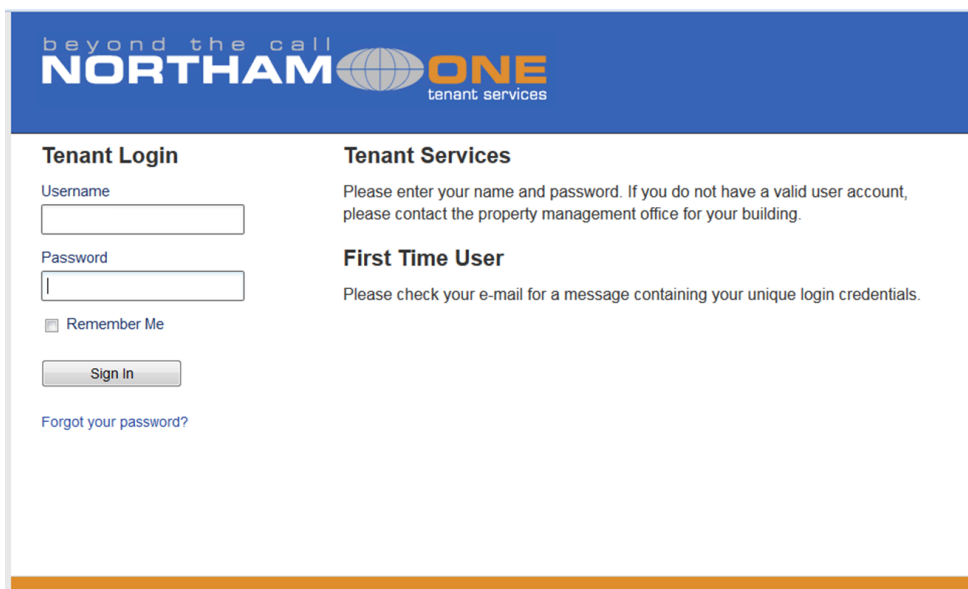
About NorthamONE Tenant Request web site

How to Login:

1. From your Web browser, go to www.northamone.com



2. Select the “Login” option on the menu [top right of screen]. This will take you to the NorthamONE Tenant Request Page.
3. Enter Username & Password (if you do not have these credentials, they can be created or reset through our Tenant Services department via email service@northamone.com or by phone 416-667-8426)



Tenant Login

Username

Password

Remember Me

[Forgot your password?](#)

Tenant Services

Please enter your name and password. If you do not have a valid user account, please contact the property management office for your building.

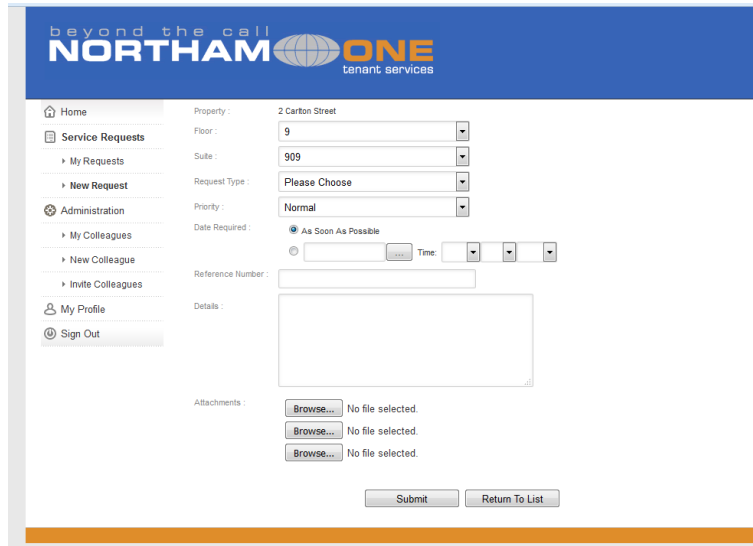
First Time User

Please check your e-mail for a message containing your unique login credentials.

About NorthamONE Tenant Request web site

Enter a New Tenant Request:

1. Click **New Request** in the main menu on the left-hand side. The **New Service Request** screen is displayed.

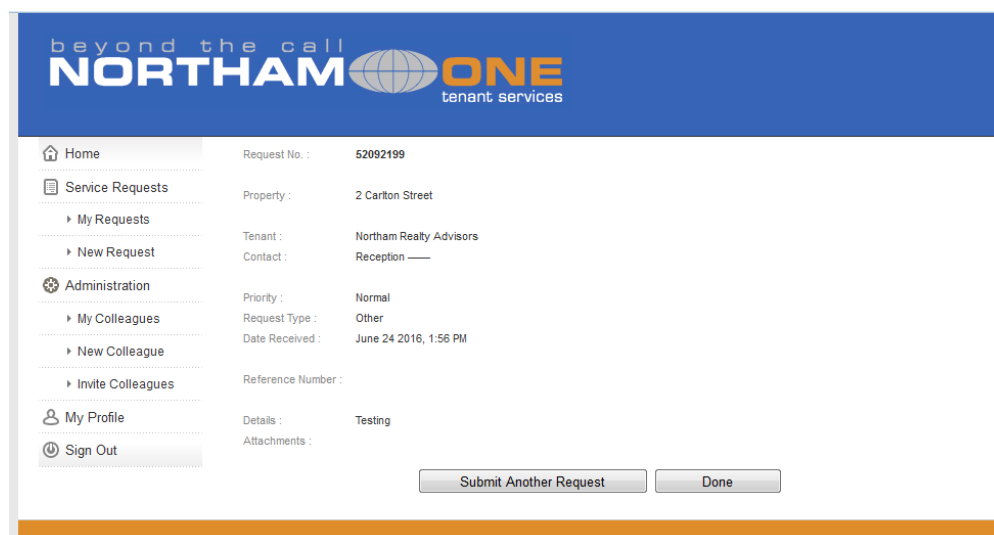


The screenshot shows the 'New Service Request' form. The header includes the NorthamONE logo and 'beyond the call' tagline. A left-hand navigation menu contains options like Home, Service Requests, My Requests, New Request, Administration, My Colleagues, New Colleague, Invite Colleagues, My Profile, and Sign Out. The main form area contains the following fields:

- Property: 2 Carlton Street
- Floor: 9
- Suite: 909
- Request Type: Please Choose
- Priority: Normal
- Date Required: As Soon As Possible (with a calendar icon and time selection dropdowns)
- Reference Number: (empty text box)
- Details: (empty text area)
- Attachments: Three 'Browse...' buttons, each with 'No file selected' text below it.

At the bottom of the form are two buttons: 'Submit' and 'Return To List'.

2. Select the specifics for the request from the drop-down menus provided, and type the details of the request in the **Details** field of the form.
3. Click **Submit**. The receipt confirmation screen will be displayed, informing you that your service request was successfully submitted. You will also be notified when the request has been completed.
4. Please reference the **request number** any time you are referring to a specific request with our Tenant Services department.



The screenshot shows the 'Request Confirmation' screen. The header is the same as the previous screen. The left-hand navigation menu is also present. The main form area displays the following information:

- Request No.: 52092199
- Property: 2 Carlton Street
- Tenant: Northam Realty Advisors
- Contact: Reception
- Priority: Normal
- Request Type: Other
- Date Received: June 24 2016, 1:56 PM
- Reference Number: (empty text box)
- Details: Testing
- Attachments: (empty text box)

At the bottom of the form are two buttons: 'Submit Another Request' and 'Done'.

About NorthamONE Tenant Request web site

View the Service Request list:

1. Click **My Requests** in the main menu. Your previously submitted requests will be displayed.

Request No.	Requested By	Date Submitted	Status	Request Type	Details
52092199	Reception	Jun 24 - 01:56 PM	Open	Other	Testing
52092172	Reception	Jun 24 - 01:05 PM	Open	Light Bulbs/Ballasts	There is a light out in the 10th floor women's washroom
52081348	Caroline De Barra	Jun 23 - 01:53 PM	Completed	Security/Access Cards	Hi Guys, Can you please activate 48663 b-033 for Egle Kapetsonis here on the 9th floor? She left her card at home today. Thanka Thanka you Caroline
52070222	Reception	Jun 22 - 12:21 PM	Completed	Washrooms	There is one soap container missing in the 10th floor women's washroom. The soap dispenser in the 10th floor women's washroom has fallen off the wall and needs to be re-assembled. Thank you.
5206514	Reception	Jun 22 - 10:52 AM	Completed	Electrical	Hey Jamal, there is a ball tech waiting in the lobby who needs access to the telephone room. He has a 10:30 appointment with approval from Chris Federbuck. Thanks
52062842	Reception	Jun 21 - 05:29 PM	Completed	Other	Hey Jamal, our door is locking a minute too early (5:29). Can you please fix this for us? Thanks.
52049445	Caroline De Barra	Jun 20 - 12:55 PM	Completed	Security/Access Cards	Hi Dante, Please deactivate the following cards: 03271 b-039 03251 b-040 48598 b-033 48683 b-033 No one ever came to clean these, I am going to recycle them. When you have a second, will you come see me about keys? I have a couple, that need to go into storage downstairs. Thanks Dante, Caroline

2. Click the request number to view the details of the request.

Request No. : 52092199
Status : Open
Property : 2 Carlton Street
Building : 2 Carlton Street
Floor : 9
Suite : 909
Priority : Normal
Request Type : Other
Date Submitted : June 24 2016, 1:56 PM
Reference Number :
Details : Testing
Attachments :

HISTORY :

Date	Event	Details
Jun 24 - 01:56 PM	Open	

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](#)

3. You can also search for specific requests. Fill in the appropriate information in the **Filter** fields and hit **Search**.

Filter fields:

- Date: 05/24/2016 To 06/24/2016
- Request #: []
- Request Type: Any
- Floor: Any
- Request Details: []
- Suite: Any
- Status: Any
- Requested By: Any

[Search](#) [Reset](#)

About NorthamONE Tenant Request web site

My Profile:

1. Click **My Profile** in the main menu. Your profile page will be shown. You can change all of the information on this page, including username and password.

The screenshot shows the 'My Profile' page of the NorthamONE Tenant Request web site. The page has a blue header with the logo 'beyond the call NORTHAM ONE tenant services'. A left sidebar contains a navigation menu with options: Home, Service Requests (with sub-options My Requests and New Request), Administration (with sub-options My Colleagues, New Colleague, and Invite Colleagues), My Profile (highlighted), and Sign Out. The main content area is divided into several sections: GENERAL, LOGIN, PERMISSIONS, EMERGENCY INFORMATION, and E-MAIL SUBSCRIPTIONS. The GENERAL section contains fields for First Name (Reception), Last Name, Building (2 Carlton Street), Floor & Suite (9, 909), Phone (416-977-7151 ext 0), Fax, E-mail (reception@northamrealty.com), and CC. The LOGIN section has fields for Username (reception), New Password, and Confirm Password, with a link to Password Rules. The PERMISSIONS section lists: Can Submit Requests, Can View All Requests, Subscribes to Announcements, and Can Manage Colleagues. The EMERGENCY INFORMATION section has fields for Phone 1, Phone 2, E-mail, and SMS. The E-MAIL SUBSCRIPTIONS section has a heading 'Please check the following boxes to indicate which email notifications you wish to receive' and two columns of checkboxes. Under 'Requests', all checkboxes are checked: Request Confirmation, Request Cancelled, Request in Progress, Request Delayed, and Request Completed. Under 'Announcements', the 'Announcement' checkbox is checked. A 'Save' button is located at the bottom of the form.

beyond the call
NORTHAM ONE
tenant services

Home
Service Requests
 My Requests
 New Request
Administration
 My Colleagues
 New Colleague
 Invite Colleagues
My Profile
Sign Out

GENERAL

First Name : Reception
Last Name : _____
Building : 2 Carlton Street
Floor & Suite : 9, 909
Phone : 416-977-7151 ext 0
Fax : _____
E-mail : reception@northamrealty.com
CC : _____

LOGIN

Username : reception
New Password : _____
Confirm Password : _____
[Password Rules](#)

PERMISSIONS

Can Submit Requests
Can View All Requests
Subscribes to Announcements
Can Manage Colleagues

EMERGENCY INFORMATION

Phone 1 : _____
Phone 2 : _____
E-mail : _____
SMS : _____

E-MAIL SUBSCRIPTIONS

Please check the following boxes to indicate which email notifications you wish to receive

Requests	Announcements
<input checked="" type="checkbox"/> Request Confirmation	<input checked="" type="checkbox"/> Announcement
<input checked="" type="checkbox"/> Request Cancelled	
<input checked="" type="checkbox"/> Request in Progress	
<input checked="" type="checkbox"/> Request Delayed	
<input checked="" type="checkbox"/> Request Completed	

Save