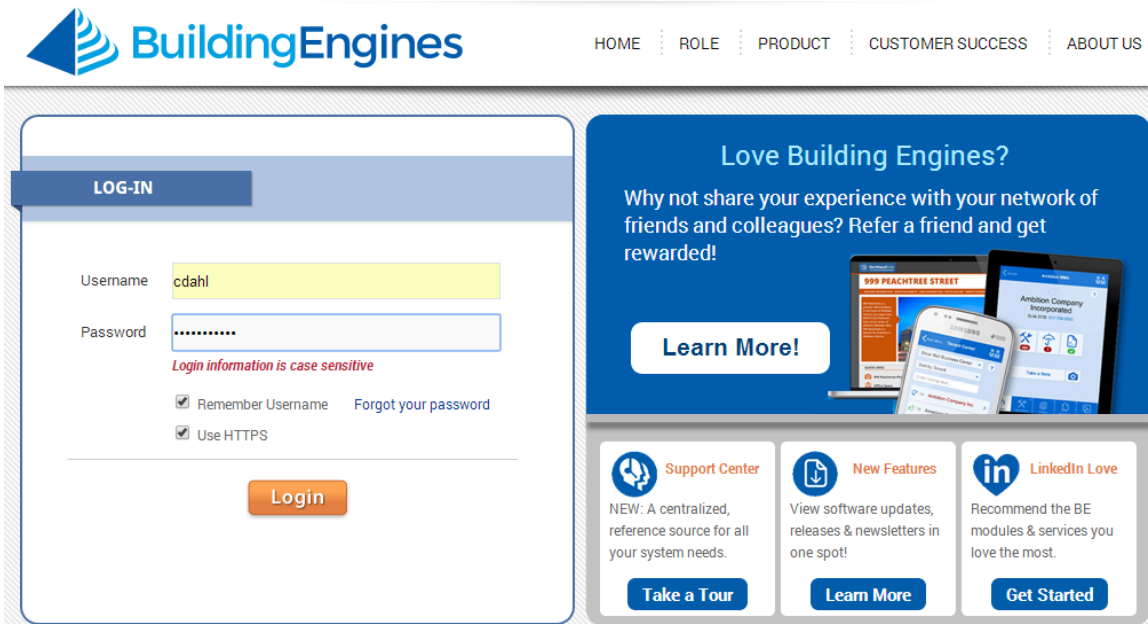


# Tenant Guide – Work Order

## Logging into Building Engines

Building Engines is a web-based suite of tools that links you to your Property Management team. The system can be accessed on most browsers (for example, Internet Explorer, Google Chrome, or Mozilla Firefox), and requires no additional software to download. It's as simple as logging into your favorite website.

To access Building Engines, navigate to [www.buildingengines.com/login](http://www.buildingengines.com/login) - and enter in your Username and Password (provided to you by a member of your property management staff):



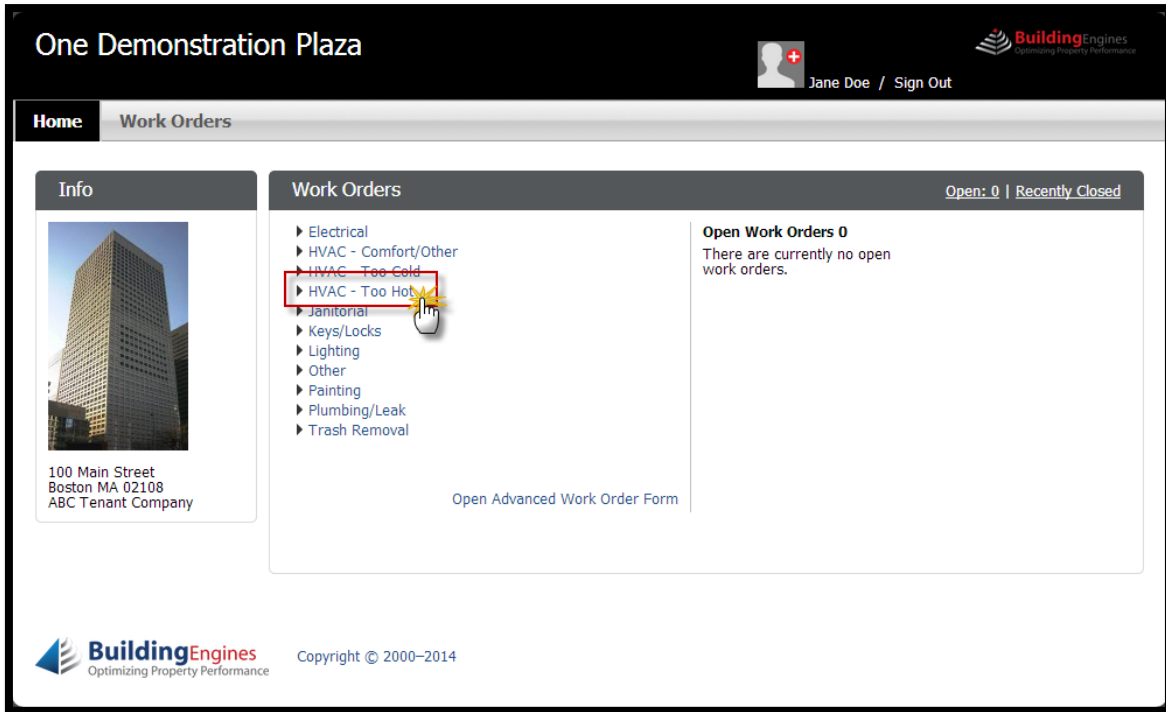
The screenshot shows the BuildingEngines website's login interface. At the top left is the BuildingEngines logo. To the right is a navigation menu with links for HOME, ROLE, PRODUCT, CUSTOMER SUCCESS, and ABOUT US. The main content area is divided into two sections. On the left is a 'LOG-IN' form with a blue header. The form contains a 'Username' field with the text 'cdahl', a 'Password' field with masked characters, and a red warning message: 'Login information is case sensitive'. Below the password field are two checkboxes: 'Remember Username' (checked) and 'Use HTTPS' (checked). A blue link 'Forgot your password' is positioned to the right of the 'Remember Username' checkbox. At the bottom of the form is an orange 'Login' button. On the right is a promotional banner with a blue background. The banner has the heading 'Love Building Engines?' and the text 'Why not share your experience with your network of friends and colleagues? Refer a friend and get rewarded!'. Below this text is a white 'Learn More!' button. To the right of the button are images of a laptop, a tablet, and a smartphone displaying the BuildingEngines interface. Below the banner are three white boxes with blue icons and text. The first box has a head-and-gears icon, the heading 'Support Center', and the text 'NEW: A centralized, reference source for all your system needs.' with a blue 'Take a Tour' button. The second box has a document icon, the heading 'New Features', and the text 'View software updates, releases & newsletters in one spot!' with a blue 'Learn More' button. The third box has the LinkedIn logo, the heading 'LinkedIn Love', and the text 'Recommend the BE modules & services you love the most.' with a blue 'Get Started' button.

If you are unsuccessful when attempting to log in, please remember that **usernames and passwords are CaSE SenSative.**

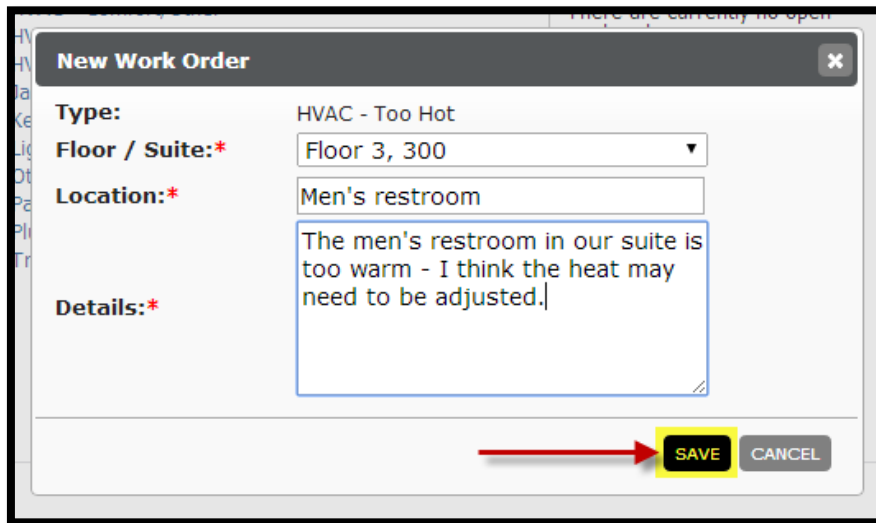
If you are still unsuccessful (after verifying that you are entering the information correctly), use the blue **Forgot your password** hyperlink to recover your login credentials. You may also contact your property manager or tenant coordinator to inquire about your account or recover your login credentials.

After successfully logging in, proceed with the following steps:

1. To quickly and easily submit a work order from your Tenant Homepage, click the hyperlink to the appropriate issue type:



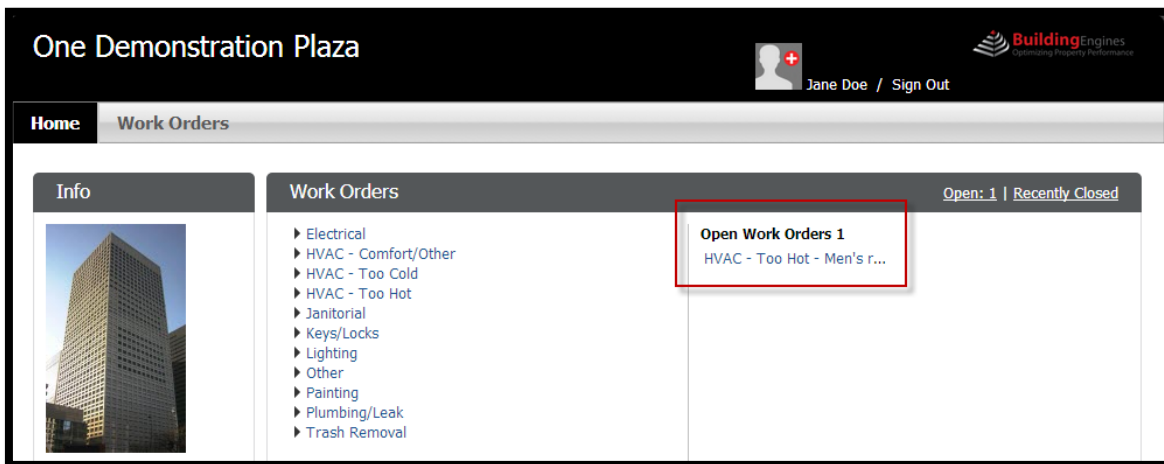
2. Select the appropriate **Floor / Suite**, specify a Location, and provide a few additional **Details** for the service request. Click **Save** to submit the new work order:



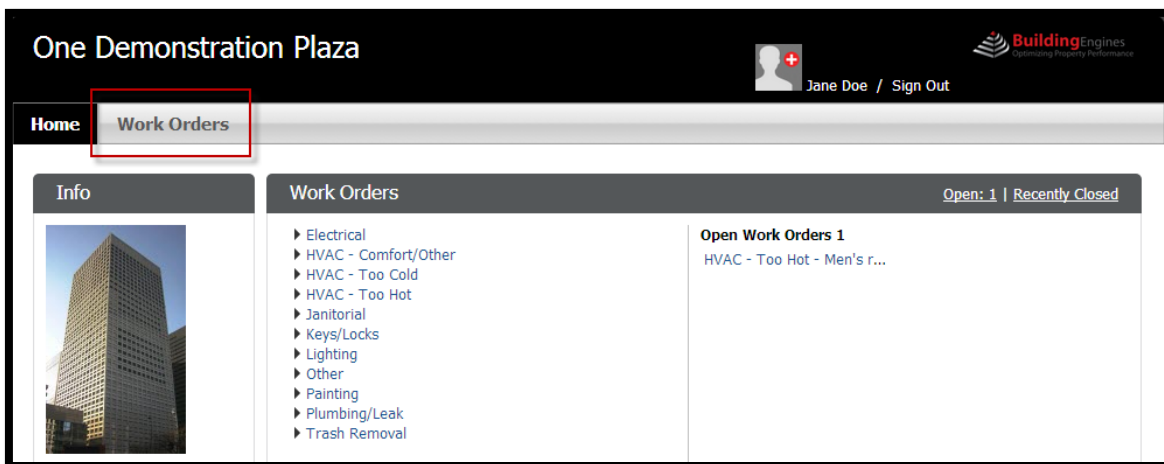
- A confirmation message will display with the unique identification number for your work order, as well as a summary of the request details. Click **Ok** to close the confirmation message:



- The newly created **Open Work Order** will now appear in the list on your Tenant Homepage:



- To review the status of your work order, navigate to the **Work order** tab from your Tenant Homepage:



- Click the **Request** number to open the work order and view the details of the service request:



- The Work Order View displays the current stage of work for the service request in addition to the task/location/requestor details. You may also add any comments or documents that you would like to communicate to the property management staff:

