



USING THE TENANT REQUEST WEBSITE

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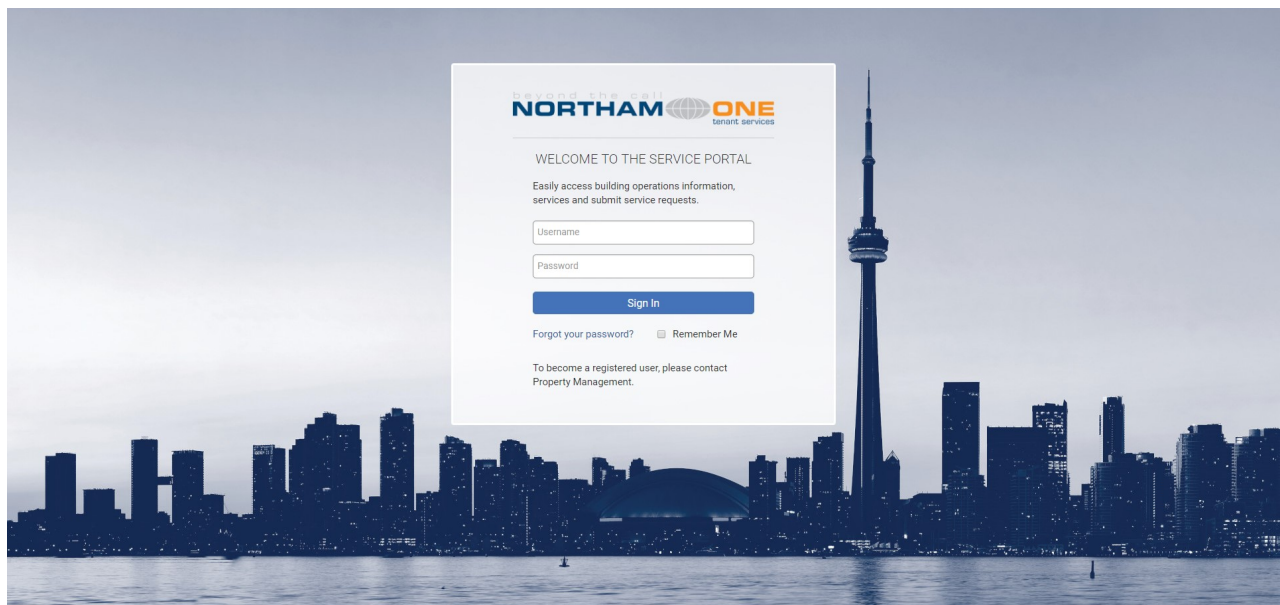
About NorthamONE Tenant Request web site

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)



About NorthamONE Tenant Request web site

Enter a New Tenant Request:

PROPERTY: 2 Carlton Street

FLOOR: 9

SUITE: 909

REQUEST TYPE: Please Choose

PRIORITY: Normal

DATE REQUIRED: As Soon As Possible Date/Time

DATE: TIME:

REFERENCE NUMBER:

DETAILS:

ATTACHMENTS:

1. Click **New Service Request** in the middle of the screen or on the main drop down menu located on the left-hand side.
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.

REQUEST DETAILS 71431285

DATE RECEIVED	REQUEST TYPE	TENANT	CONTACT
September 26 2018, 11:34 AM	Other	Northam Realty Advisors	Reception ---
PROPERTY	FLOOR	SUITE	
2 Carlton Street	9	909	
PRIORITY	DATE REQUIRED		
Normal	September 26 2018, 12:00 PM		
DETAILS			
Testing			
REFERENCE NUMBER			

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.

The screenshot shows the 'SERVICE REQUESTS' page. The header includes the NorthamONE logo and a user profile for 'Reception'. A sidebar menu on the left contains 'Home', 'Service Requests', 'New Service Request', 'My Colleagues', 'New Colleagues', and 'Invite Colleagues'. The main content area displays a table of search results for August 26, 2018, to September 26, 2018. The table has columns for Request No., Requested By, Date Submitted, Status, Request Type, and Details. A 'NEW SERVICE REQUEST' button is visible in the top right of the table area.

Request No.	Requested By	Date Submitted	Status	Request Type	Details
71434051	Reception	Sep 26 - 02:12 PM	Completed	Other	TESTING
71431285	Reception	Sep 26 - 11:34 AM	Completed	Other	Testing
71407749	Reception	Sep 24 - 03:21 PM	Completed	Light Bulbs/Ballasts	Hi guys, there is a light right by the reception desk on Michelle's side that keeps flickering. When you have a chance, can you please take a look? thank you!
71407746	Reception	Sep 24 - 03:21 PM	Completed	Other	Hi, We have 1 box that is ready to go to storage. Thank you. Geraldine Zara gzara@northamrealty.com
71405974	Reception	Sep 24 - 01:51 PM	Completed	Washrooms	Please take a look at the mens washroom door. It does not seem to be closing and locking. Thank you
71384099	---	Sep 21 - 01:34 PM	Completed	Elevator	Elevator cab 5 doors are opening and closing very slow. Please look into. Thank you
71380335	Reception	Sep 21 - 10:23 AM	Completed	Other	6th floor ladies washroom one light is out 7th floor mens washroom 3rd urinal is running too much 9th floor ladies washroom middle tap is not working. Possibly the battery is dead
71373701	Reception	Sep 20 - 03:17 PM	Completed	Other	7th floor mens washroom one of the urinal wont stop running. Please tend to as soon as possible.
71250991	Caroline De Bara	Sep 19 - 12:19 PM	Completed	Security/Access Cards	Hi Darine, Can you please add access to this card for the basement? 39409 8-043 Thank you, Caroline
71257236	Caroline De Bara	Sep 19 - 10:40 AM	Completed	Security/Access Cards	Hi Darine, Can you please activate the following: Neil Pilkington 39353 b-043 to the accessible washroom, 7th and 18th floors for him? For suite 500 and 1317. Anna Shah 39352 b-043 Amardeep Riar 39446 b-043 Thank you!

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

The screenshot shows the 'REQUEST 71434051' details page. The header includes the NorthamONE logo and a user profile for 'Reception'. A sidebar menu on the left contains 'Home', 'Service Requests', 'New Service Request', 'My Colleagues', 'New Colleagues', and 'Invite Colleagues'. The main content area displays details for the request, including 'DETAILS', 'PROPERTY', 'SUITE', 'PROPERTY', 'DETAILS', 'COMPLETED BY', 'REFERENCE NUMBER', and 'HISTORY'. A 'NEW NOTE' button is visible at the bottom.

STATUS	DATE SUBMITTED	REQUEST TYPE
Completed	September 26 2018, 2:12 PM	Other

PROPERTY	BUILDING	FLOOR
2 Carlton Street	2 Carlton Street	9

DATE	EVENT	DETAILS
Sep 26 - 02:12 PM	Open	
Sep 26 - 02:14 PM	In Progress	
Sep 26 - 02:14 PM	Completed	

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

The screenshot shows the 'SERVICE REQUESTS' search page. The header includes the NorthamONE logo and a user profile for 'Reception'. A sidebar menu on the left contains 'Home', 'Service Requests', 'New Service Request', 'My Colleagues', 'New Colleagues', and 'Invite Colleagues'. The main content area displays a search form with fields for 'DATE', 'REQUEST TYPE', 'STATUS', 'REQUEST #', 'FLOOR', and 'DETAILS'. A 'SEARCH' button is visible at the bottom.

About NorthamONE Tenant Request web site

My Profile:

1. Click **My Profile** on the right hand side, top of the page. 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 services website. The page is divided into several sections:

- GENERAL:** Includes 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.
- EMERGENCY INFORMATION:** Includes fields for PHONE 1, PHONE 2, E-MAIL, and SMS.
- LOG IN, PERMISSIONS & SUBSCRIPTIONS:** Includes a password rule (Never shorter than 5 characters. Must not contain your username.) and fields for USERNAME (reception), NEW PASSWORD, and CONFIRM PASSWORD.
- E-Mail Subscriptions:** A section with a heading 'Please check the following boxes to indicate which email notifications you wish to receive' and sub-sections for Requests, Reservations, and Announcements, each with several checked checkboxes.
- Permissions:** A section with four radio button options: Can Submit Requests, Can View All Requests, Can Submit Reservations, and Can Manage Colleagues.

A sidebar on the left contains navigation links: Home, Service Requests, New Service Request, My Colleagues, New Colleague, and Invite Colleagues. The top right corner features a 'My Profile' dropdown menu, which is highlighted by an orange arrow and a red box. A 'SITE FEEDBACK' link is visible in the bottom right corner.