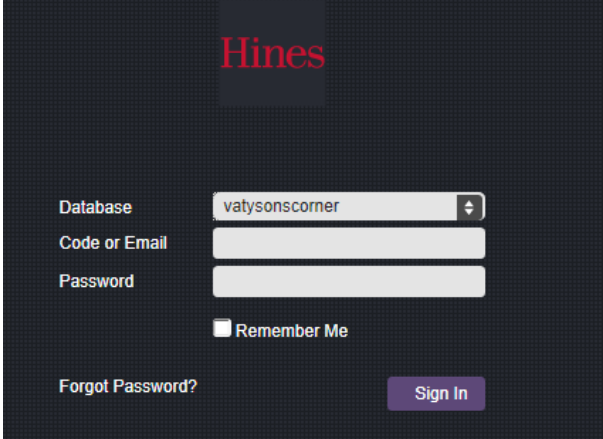


The Tenant Portal web pages have been created for tenants to view **Notices** and submit and review requests for **Work**.

- 1) To access the Portal go to **http://hines.amjxt.com/ec/portal**
- 2) You will be taken to the **Sign In** page
  - a) Choose your database (vatysonscorner)
  - b) Enter your **Email** address
  - c) Enter your **Password (initially set to hines)**
  - d) Select **Remember Me**
  - e) Click **Sign In**



The screenshot shows the Hines Sign In page. At the top, the word "Hines" is displayed in red. Below it, there are three input fields: "Database" with a dropdown menu showing "vatysonscorner", "Code or Email", and "Password". A "Remember Me" checkbox is located below the password field. At the bottom left, there is a link for "Forgot Password?". At the bottom right, there is a purple "Sign In" button.

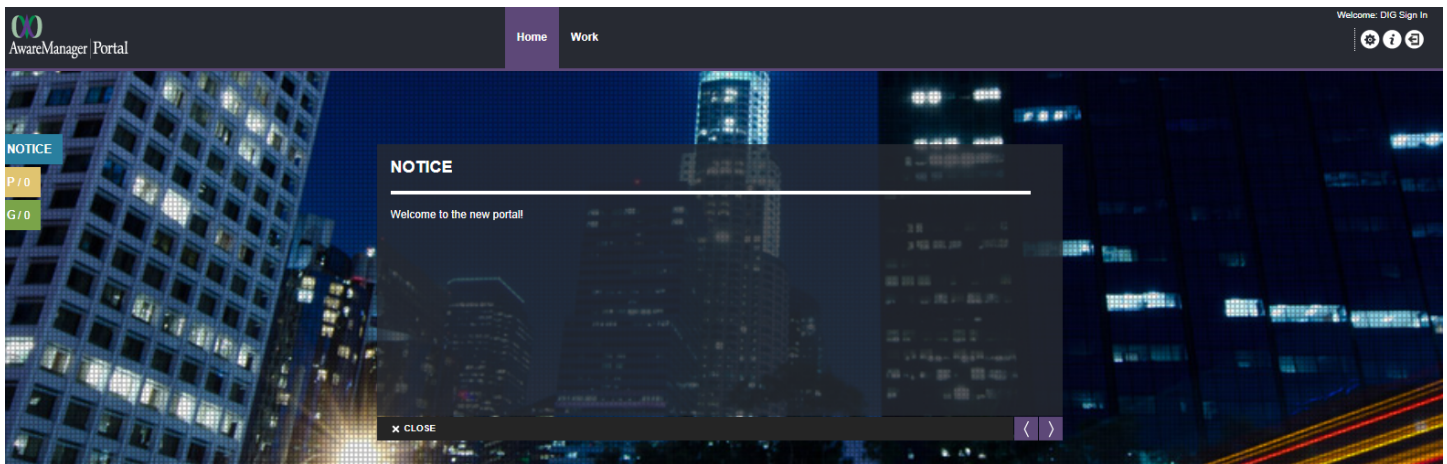
### To create a shortcut on your desktop

- 1) Right-click anywhere on your desktop and select **New > Shortcut**
- 2) In the Create Shortcut window, **enter the url (Step 1)** into the *Location* field and click **Next**
- 3) Type a name for the shortcut and click **Finish**

If you enable cookies and have the system remember you at sign in (by clicking the "Remember Me" checkbox on the Sign In window) you will not have to sign in each time and you will be brought directly to the Home page.

## Home Page

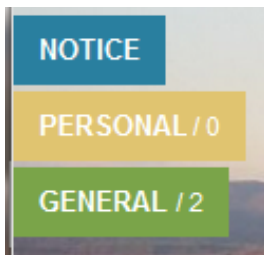
Once signed in you will be on the home page.



## Notices

These are displayed in the center of the page. You can navigate through all of your notices on the upper left and lower right of the notices windows

There are 3 types of **Notices**



**Notice** –instructions for everyone accessing the portal (*they appear automatically*)

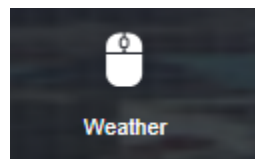
**Personal** – these messages are specific to you. For example; if the management staff has a question about a work request you submitted (*to view click the **Personal** button*)

**General** – These messages will be used for building information such as; fire alarm testing, notifications related to construction, shutdowns, preventive maintenance work, etc. (*to view click the **General** button*)

The bottom center of the home is where portal links are found, these are posted by the Property Management Office.

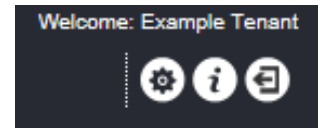
They may include the following types:

1. URLs: links to other web pages
2. Pictures
3. Documents: documents/forms
4. PDFs: non-editable documents



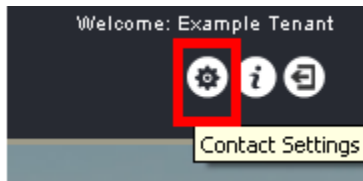
At the top right of the portal page you will find the following options:

## Contact Settings, Help, and Sign Out



### Contact Settings

This function allows you to review and update your contact information including your password. Remember to click **Submit** to save any changes.

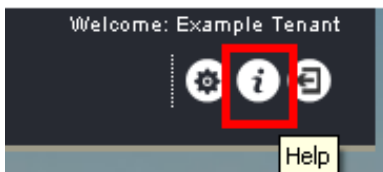


Contact Settings
CLOSE X

Name	<input type="text" value="Kristin"/>
Title	<input type="text"/>
Salutation	<input type="text" value="Dear Kristin"/>
Email	<input type="text" value="kro@awaremanager.com"/>
Phone	<input type="text" value="617 542 8555"/>
Address	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Pin Code	<input type="text"/>
Country	<input type="text"/>
Password	<input type="password" value="....."/>
Confirm Password	<input type="password" value="....."/>

### Help

This function generates a pop up window with basic help information



AwareManager Help
CLOSE X

**AwareManager Portal. Help**

**What am I looking at?**  
The home page includes notices that contain information, updates or other reminders.

**Where do I find help?**  
Where you see the question mark ? icon on any page, click on that and a list of FAQ's will appear.

**What does the Settings icon do?**  
It allows you to update your information, including changing password, contact and personal information.

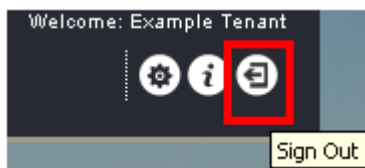
**How do I log off?**  
Go to the log out button and it will log you off and bring you to the sign on page.

**How do I check my Schedule?** (May not be available to all users)  
First, you must click on the Schedule tab. Then you have two options to view Schedule records. The first option is the list view, found on the list tab. The second option is the calendar view, found on the calendar tab. Click on the tabs to change your view.

**Where do I go to check Visitors?** (May not be available to all users)  
Just click on the Visitor tab. This generates a list of Visitor records.

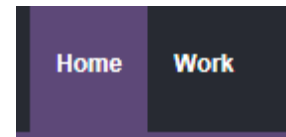
**How do I get to view Work records?** (May not be available to all users)  
First, you must click on the Work tab. Once in the work tab you will be able to view, search, add and edit work records.

**Sign Out** – This function logs you out of the portal and returns you to the sign in page

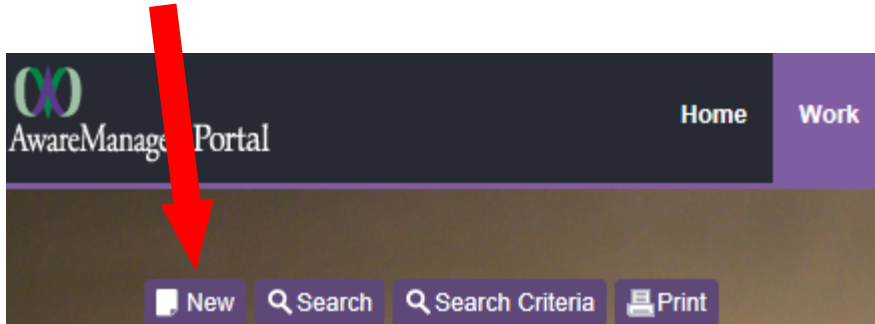


## To Enter a New Request

1) Click the **Work** tab at the top of the screen



2) Click on the **New** button on the top left of the list view



This web form will auto-populate information for you based upon details in the Property Management Office's database (such as Tenant, Suite and Phone Number).

**You can change these defaults on individual requests;** if for instance, you are reporting a problem in a space besides your own floor.

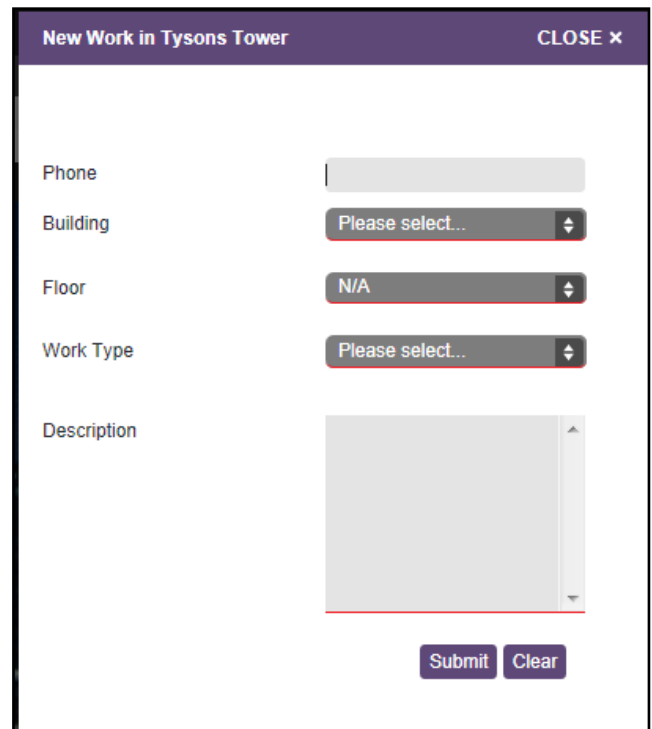
Enter information into all fields. Please give as much detail as possible

Enter in your phone number, if it is different than your standard line or is blank.

Select the **Building** from the drop down menu where the request is located.

- Select the **Floor** from the drop down menu where the request is located.
- Select the **Work Type** from the drop down menu that best describes the work
- Include a detailed **Description** of your request
- Click **Submit**

Click **Clear** if you would like to reset the form



New Work in Tysons Tower CLOSE X

Phone

Building

Floor

Work Type

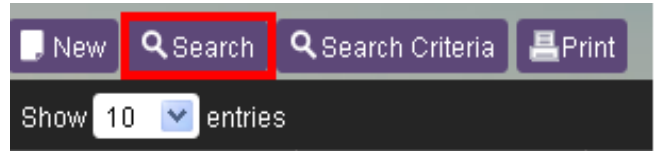
Description

### NOTE

To make a permanent change you can update your information by accessing the **Contact Settings** feature at the top right of the page. Keep in mind that some fields must be updated by the property management office.

## To Search for Requests

- 1) Click on the Corresponding tab at the top of the page
- 2) Click on the **Search** button on the top left of the list view

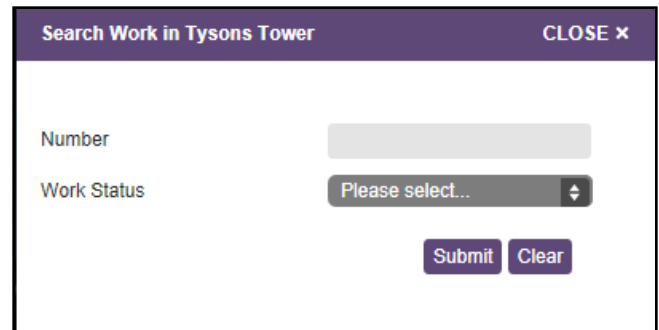


A pop up window will appear with **Search Criteria** fields

- 3) Fill out the search criteria and click **Submit**

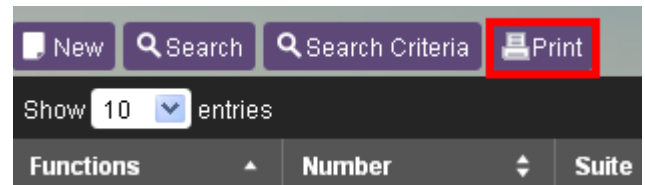
**Your results will be displayed in the list**

**The list is constrained to include Work Orders entered within the last 60 days.**

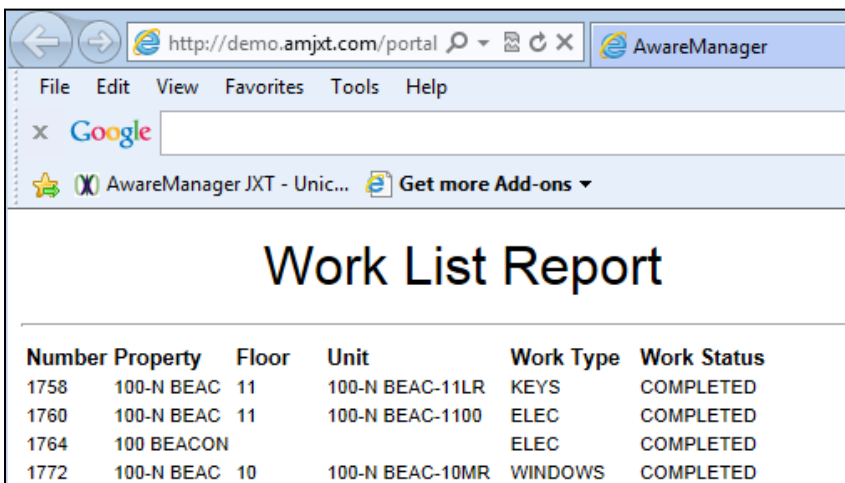


## To Print your requests

The **Print** button allows you to print the list of work records



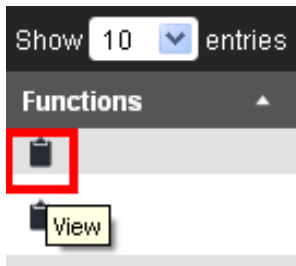
This will generate a new window in your browser which can be printed (Select **File > Print** from your Browser menu)



Number	Property	Floor	Unit	Work Type	Work Status
1758	100-N BEAC	11	100-N BEAC-11LR	KEYS	COMPLETED
1760	100-N BEAC	11	100-N BEAC-1100	ELEC	COMPLETED
1764	100 BEACON			ELEC	COMPLETED
1772	100-N BEAC	10	100-N BEAC-10MR	WINDOWS	COMPLETED

## View Requests

An additional function available in all three capsules: **View**, this function allows you to see additional details not visible via the list.



View Work		CLOSE x
Work: 14-00001		<a href="#">Print</a>
Number	14-00001	
Date Entered	July 24, 2014	
Tenant	HINES	
Work Person	TEST	
Phone	TBD	
Building	TYSONSTWR	
Floor	TYSONSTWR-02	
Work Type	LOT	
Description	Lights - other	
Work Status	COMPLETED	
Notes		
Date Completed		
Billable	No	

## **Frequently Asked Questions**

### **What if I am having problems getting to the Web form?**

Confirm that the problem is not a general problem accessing the internet (if so, contact your IT department). If the problem is isolated to the Tenant Portal Pages please contact the management office.

### **What if my request is an emergency?**

**If your request is an emergency, do NOT use the web form.** Contact the management office.

### **How do I know the property management office received and is working on my request?**

The work order will appear in your Open Work Order list with a status of OPEN once your request has been processed by the management office.

### **What if I have more than one work request at a time?**

Please enter in each work request separately. This will ensure that your work can be appropriately assigned and monitored.

### **What if I have a question about my request after I submitted it?**

Contact the management office and reference the Work Order Number with questions about your request.

### **How do I place a Work Request after hours?**

If your work request is not urgent and can wait until the next business day for service, please use the web form.

### **How will I know if my work has been completed?**

The work order status will be changed to COMPLETED when the work is finished. It will be changed to CLOSED once management has reviewed it.

### **What if I want more detail about my work requests (current and past)?**

The management office will be able to provide reports at your request detailing your current and past work requests

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