

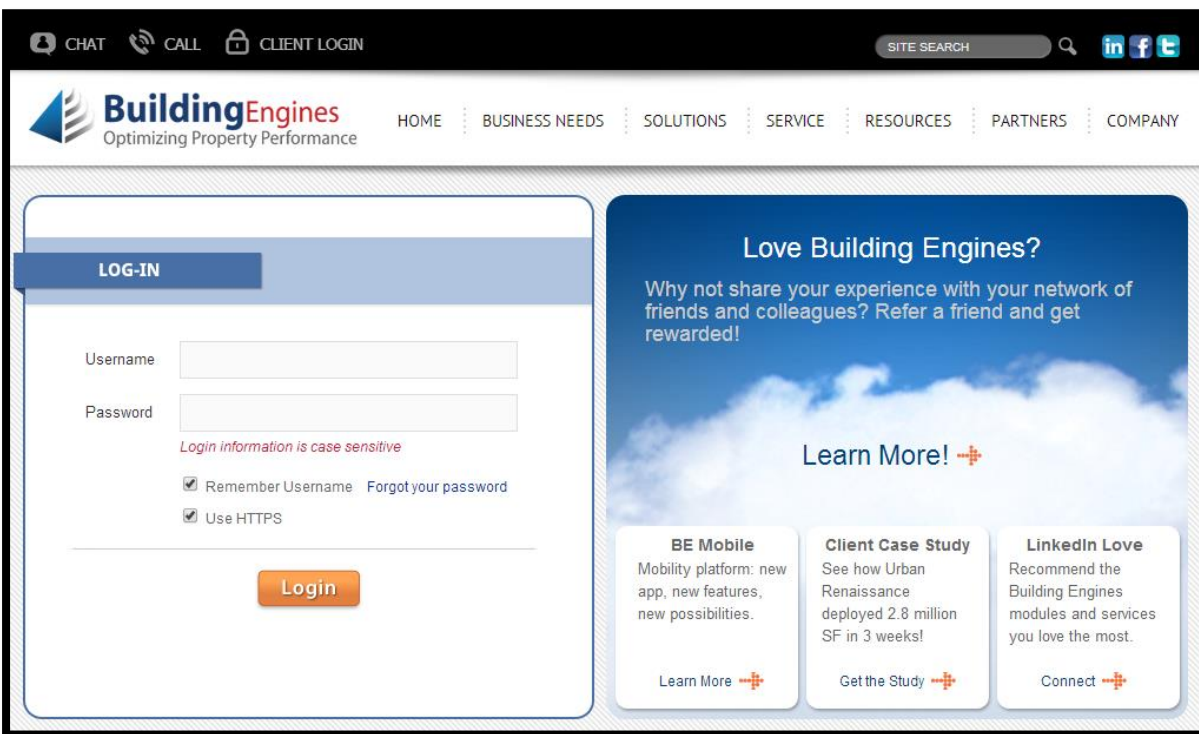
# Tenant Guide – Work Order

## Logging into Building Engines

Building Engines uses technology that provides access to your personal Tenant account and all associated information using any computer.

Besides a web browser (such as Internet Explorer, Google Chrome, or Mozilla Firefox), no additional downloaded software is required; it's as simple as logging into your favorite website.

Navigate to [www.buildingengines.com/login](http://www.buildingengines.com/login) - you will be prompted to provide your Username and Password (provided to you by a member of your property management staff):



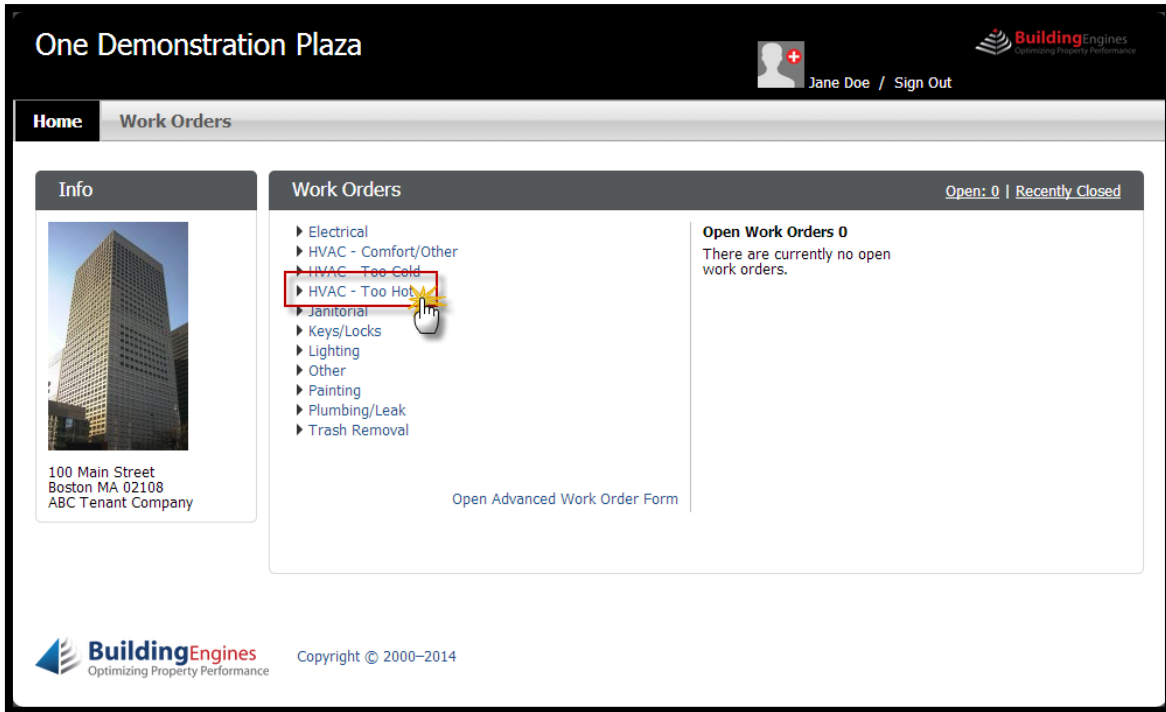
The screenshot shows the BuildingEngines website's login page. At the top, there are navigation links for CHAT, CALL, and CLIENT LOGIN, along with a SITE SEARCH bar and social media icons. The main navigation menu includes HOME, BUSINESS NEEDS, SOLUTIONS, SERVICE, RESOURCES, PARTNERS, and COMPANY. The login form is titled "LOG-IN" and contains fields for Username and Password. Below the password field, there is a note: "Login information is case sensitive". There are checkboxes for "Remember Username" (checked) and "Use HTTPS" (checked). A "Forgot your password" link is located next to the "Remember Username" checkbox. A blue "Login" button is at the bottom of the form. To the right of the login form is a promotional banner titled "Love Building Engines?" with the text "Why not share your experience with your network of friends and colleagues? Refer a friend and get rewarded!". Below the banner is a "Learn More!" link with a plus icon. At the bottom of the page, there are three featured content boxes: "BE Mobile" (Mobility platform: new app, new features, new possibilities.), "Client Case Study" (See how Urban Renaissance deployed 2.8 million SF in 3 weeks!), and "LinkedIn Love" (Recommend the Building Engines modules and services you love the most.). Each box has a "Learn More" or "Connect" link with a plus icon.

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

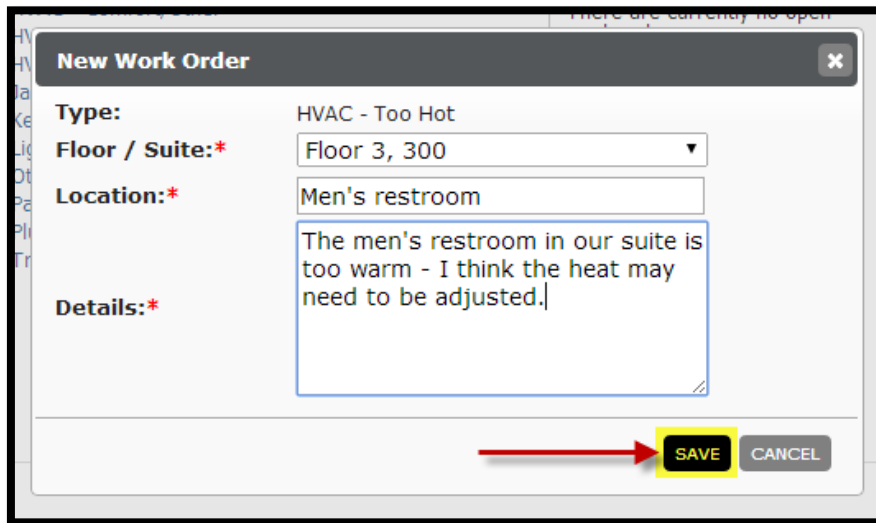
If you are still unsuccessful (after verifying that you are entering the information correctly), use the blue **Forgot your password** hyperlink to recover your login credentials. You may also contact your property manager or tenant coordinator to inquire about your account or recover your login credentials.

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:



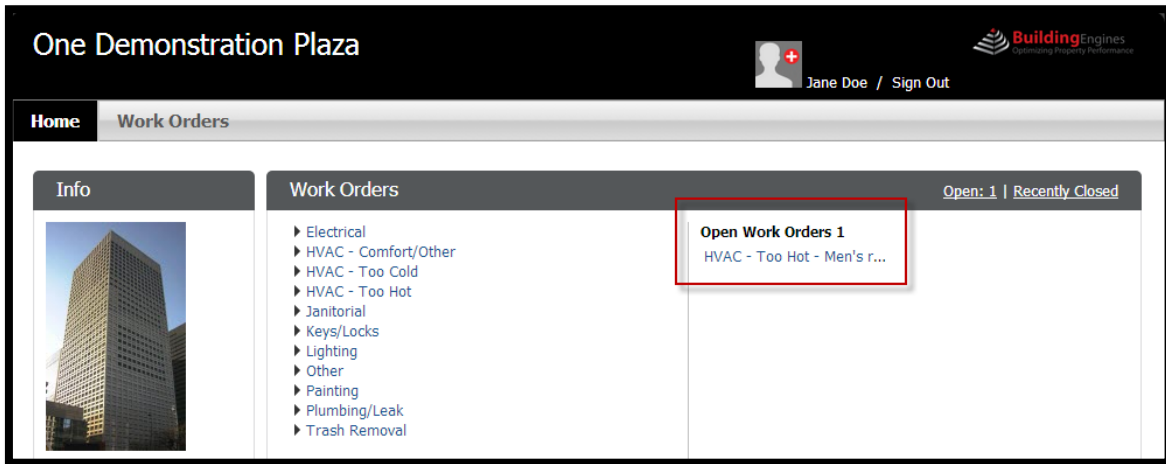
2. Select the appropriate **Floor / Suite**, specify a Location, and provide a few additional **Details** for the service request. Click **Save** to submit the new work order:



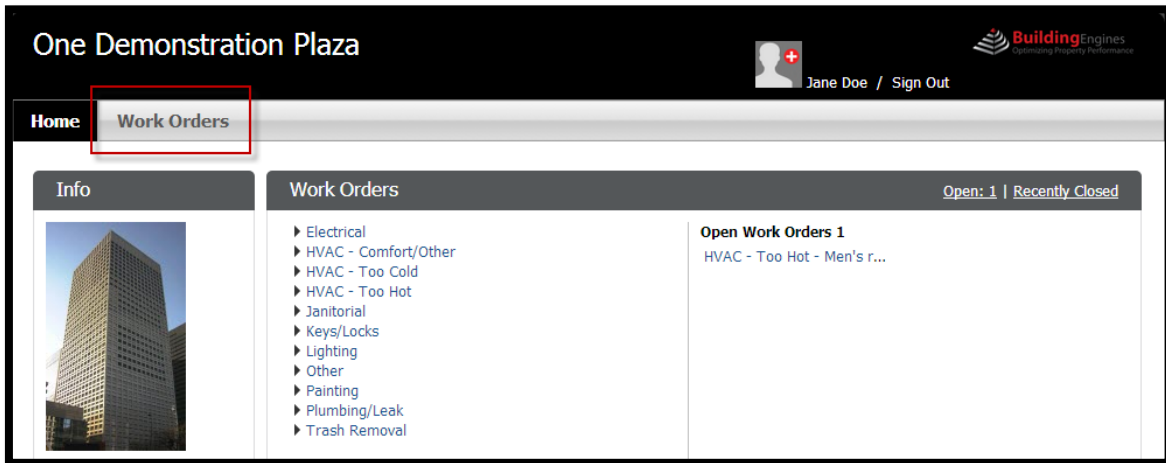
3. A confirmation message will display with the unique identification number for your work order, as well as a summary of the request details. Click **Ok** to close the confirmation message:



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



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



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



- 7. 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:

