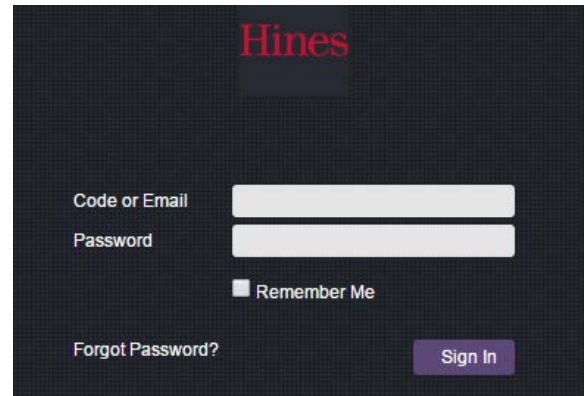


Welcome to the new Tenant Portal web page. This portal will provide access to submit and review requests for **Work**.

- 1) To access the Portal go to <http://hines.amjxt.com/se/portal>
- 2) You will be taken to the **Sign In** page
 - a) Enter your **Email** address
 - b) Enter your **Password** – your password is “**hines**”
 - c) Select **Remember Me**
 - d) Click **Sign In**
 - e) You will be asked to change your password



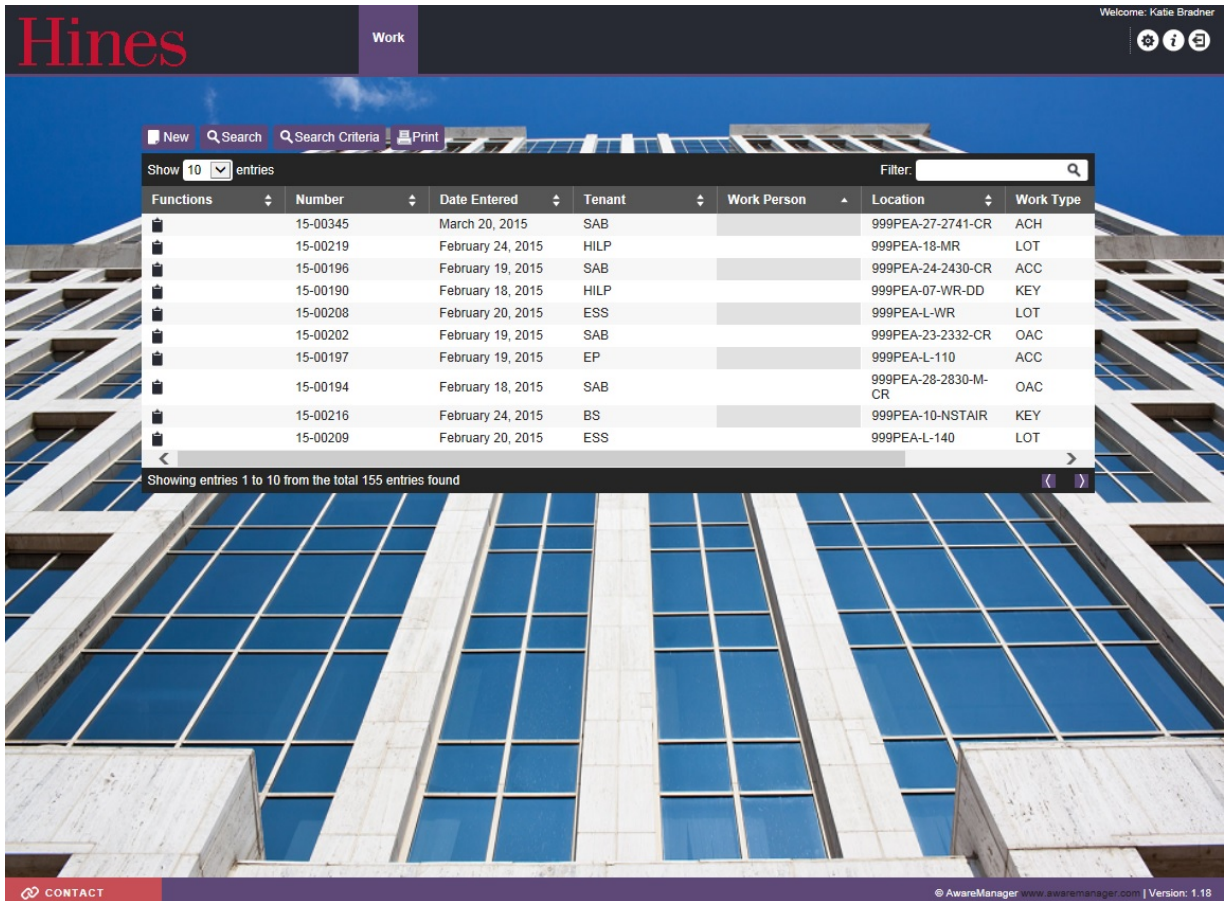
The screenshot shows the Hines Sign In page. At the top, the word "Hines" is written in red. Below it, there are two input fields: "Code or Email" and "Password". To the right of the "Password" field is a checkbox labeled "Remember Me". At the bottom left, there is a link "Forgot Password?". At the bottom right, there is a purple button labeled "Sign In".

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**

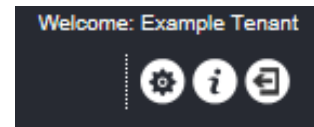
If you enable cookies and have the system remember you at sign in (by clicking the “Remember Me” checkbox on the Sign In window) you will not have to sign in each time and you will be brought directly to the Home page.

Once signed in you will be on the **Work** page.



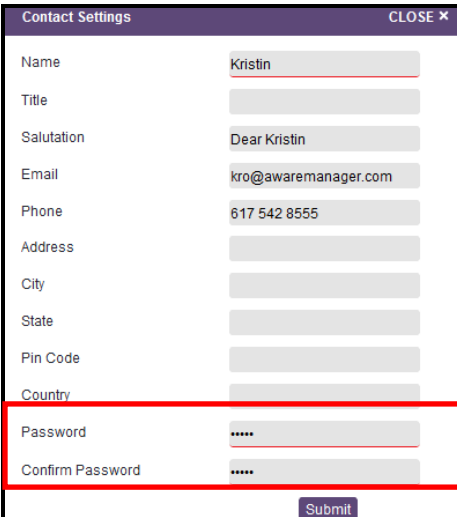
At the top right of the portal page you will find the following options:

Contact Settings, Help, and Sign Out

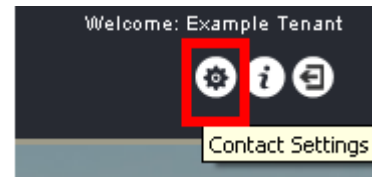


Contact Settings

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

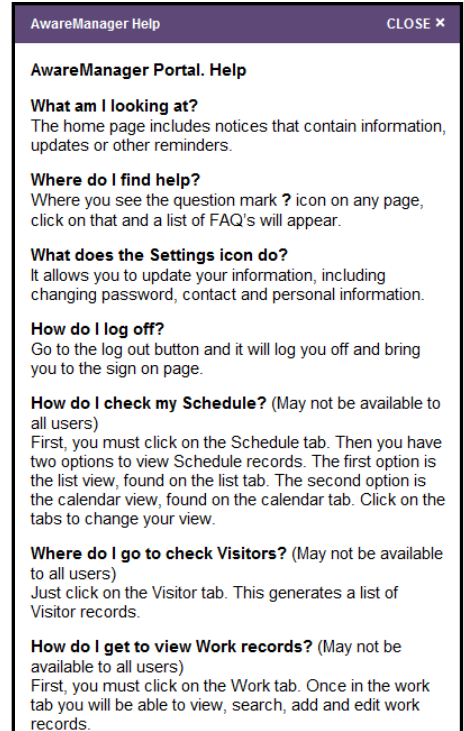
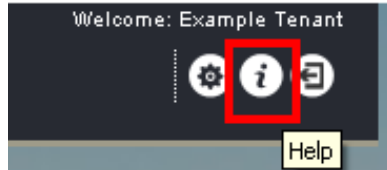


The screenshot shows the 'Contact Settings' form. It includes fields for Name (Kristin), Title, Salutation (Dear Kristin), Email (kro@awaremanager.com), Phone (617 542 8555), Address, City, State, Pin Code, and Country. The Password and Confirm Password fields are highlighted with a red box, and a 'Submit' button is at the bottom.



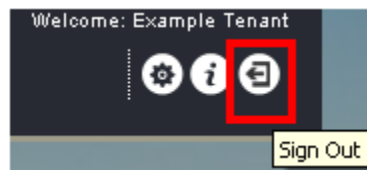
Help

This function generates a pop up window with basic help information



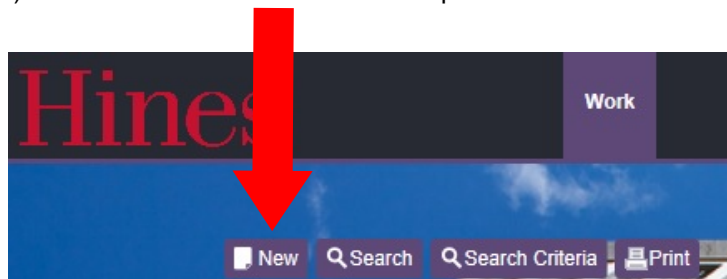
Sign Out

This function logs you out of the portal and returns you to the sign in page



To Enter a New Request

- 1) Click 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 who is placing the request and their contact information)

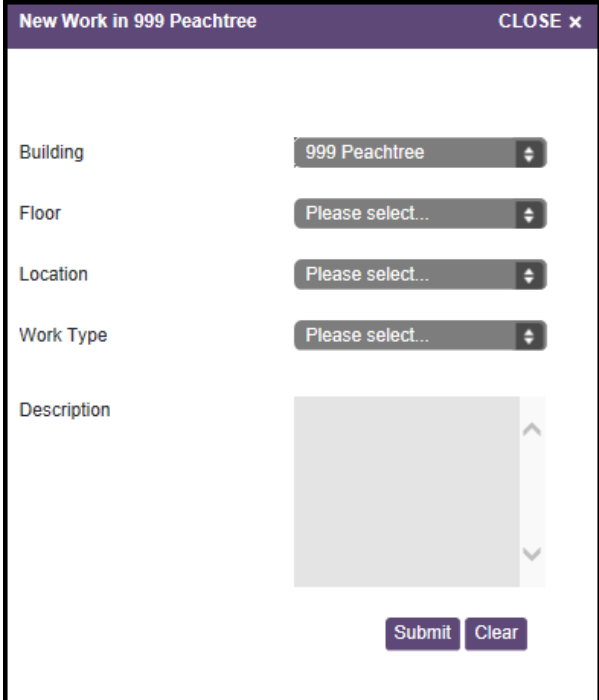
When submitting a request please provide as much detail as possible.

The **Building, Floor and Location** fields will determine the area where you are requesting work. This information will default to a standard that you can change by selecting the drop down options.

Please note: When choosing a separate location from where you are located, you will need to select the Floor in order to constrain the Location list to show only the floor's applicable spaces.

Select the **Work Type** from the drop down menu that best describes the work

Include a detailed **Description** of your request and then click **submit**



To Search for Requests

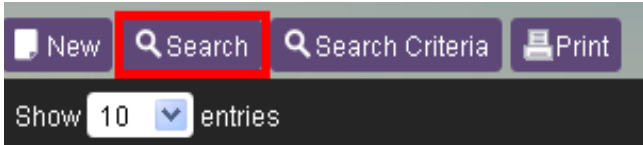
- 1) Click on the Corresponding tab at the top of the page
- 2) Click on the **Search** button on the top left of the list view

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

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

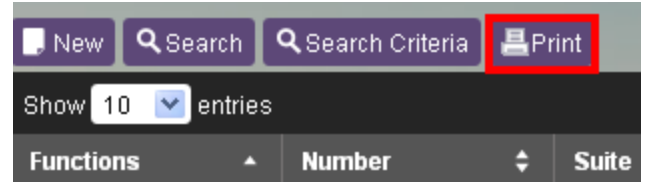
Your results will be displayed in the list

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

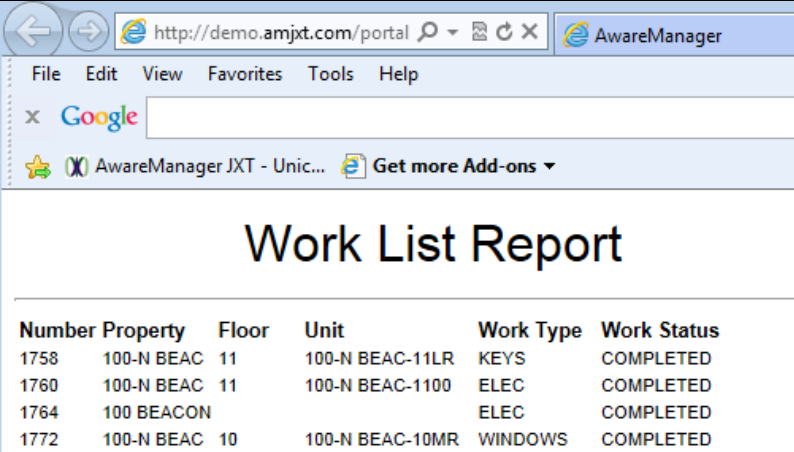


To Print your requests

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)

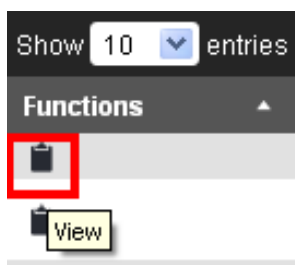
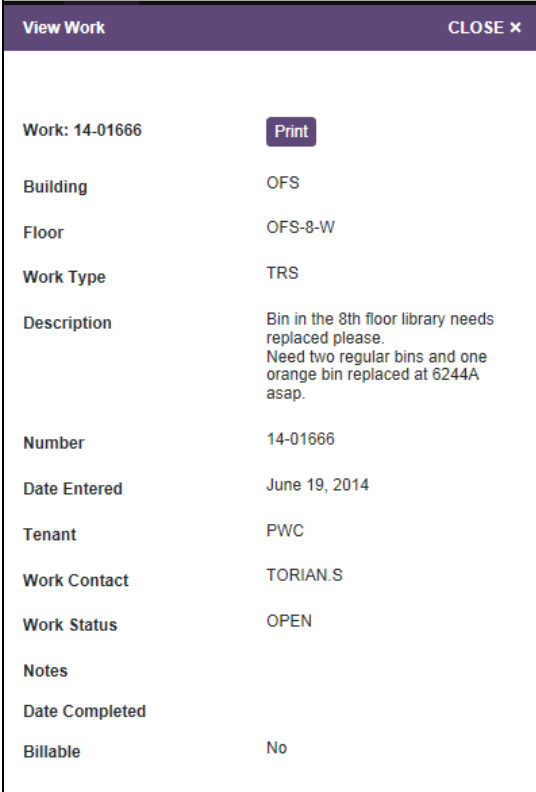


The screenshot shows a browser window with the URL 'http://demo.amjxt.com/portal'. The page title is 'Work List Report'. Below the title is a table with the following data:

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.

The screenshot shows a 'View Work' modal window with the following details:

View Work		CLOSE X
Work: 14-01666		Print
Building	OFS	
Floor	OFS-8-W	
Work Type	TRS	
Description	Bin in the 8th floor library needs replaced please. Need two regular bins and one orange bin replaced at 6244A asap.	
Number	14-01666	
Date Entered	June 19, 2014	
Tenant	PWC	
Work Contact	TORIAN.S	
Work Status	OPEN	
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 property management office at (404) 249-1700.

What if my request is an emergency?

If your request is an emergency, do NOT use the web form. Contact the property management office at (404) 249-1700.

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 property 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 (after 5:00pm EST and before 8:00am EST Monday through Friday and anytime on Holidays and weekends)?

If your work request is not urgent and can wait until the next business day for service, please use the web form. **If your request is an emergency, do NOT use the web form.** Contact security at (404) 249-1700.

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