The Commercial Realty Group

Commerplus

Tenant Services Interface (TSI)

User Manual

THE COMMERCIAL REALTY GROUP

Heritage Properties ■ Modern Comfort

The Commercial Realty Group

Phone: 416-864-1800

Fax: 416-864-1888

Website: www.commergroup.com

Table of Contents

Getting Started

About the Tenant Services Interface

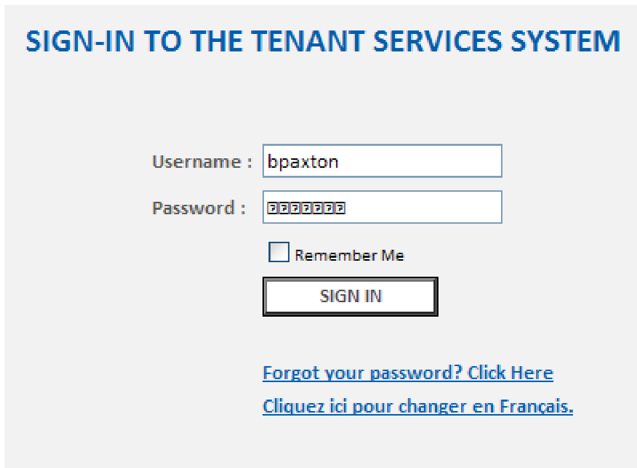
The Commercial Realty Group has provided a self-service, web interface known as the Tenant Services Interface. This interface enables you to enter and track service requests.

The Commercial Realty Group will provide a web address, user name and password for using your Tenant Services Interface.

Please note that the screenshots included here are for instructional purposes only and will differ depending on how your property has set up their Tenant Services Interface.

Logging In

1. Establish an Internet connection. Open a web browser and enter the web address to your Tenant Services Interface, as provided by The Commercial Realty Group. Click the Tenant Services link. The Login screen is displayed.
2. Click the **Username** field and enter your user name.
3. Click the **Password** field and enter your password.
4. Click **Sign In**.



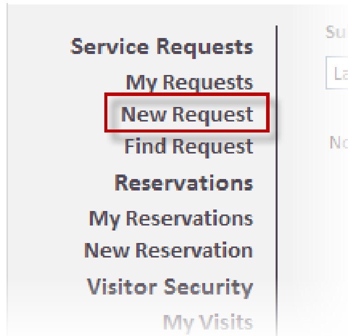
Tenant Service Requests

About Tenant Service Requests

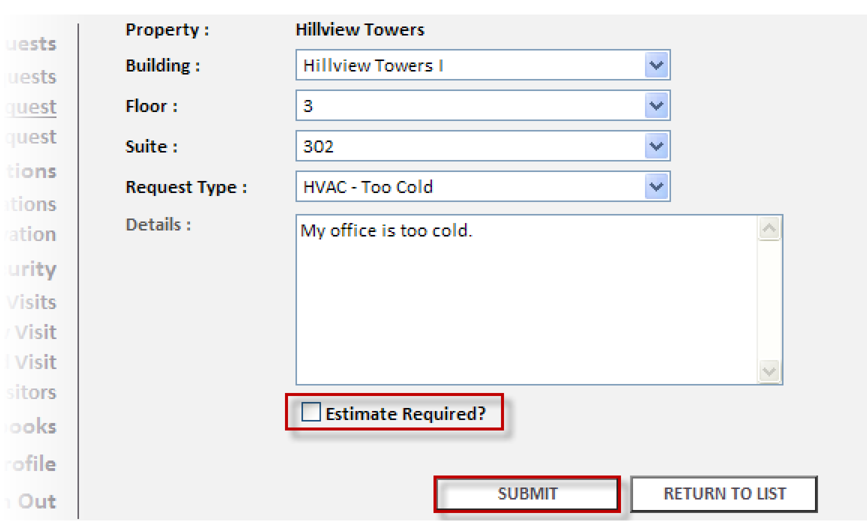
The Commercial Realty Group has provided you with a Tenant Services Interface for entering and tracking your service requests on-line. This feature improves your communication with The Commercial Realty Group, and promotes faster service.

Making a Request

1. Click **New Request** in the main menu. The Service Request Entry screen is displayed.



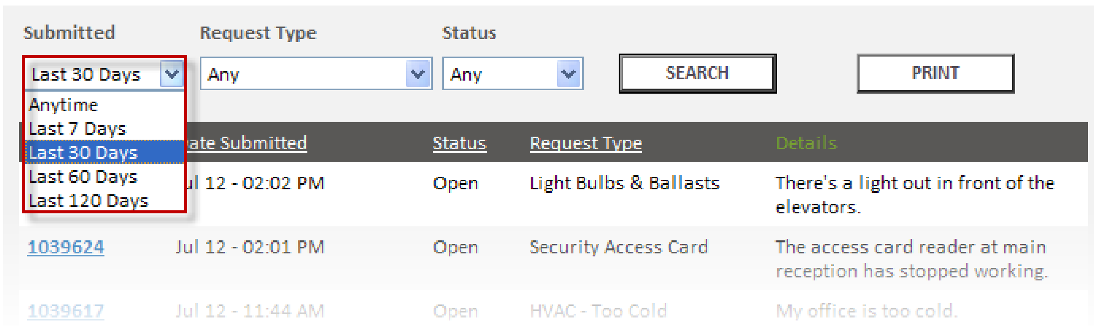
2. The system automatically selects your property in the **Property** drop-down.
3. Some tenants may be configured to enter Requests for more than one building. In this case there will be a **Building** field on the Service Request Entry screen. To select a building for the location of the request, click the **Building** field and select the desired building from the drop-down list.
4. Use the **Floor** and **Suite** drop-down lists to select a floor and suite.
5. Click the **Request Type** field and select a request type from the drop-down menu.
6. Click the **Details** field and enter the details of the request.
7. Indicate if an estimate is required using the checkbox provided.
8. Click **Submit**. Your request is submitted, and the Request Confirmation screen is displayed.



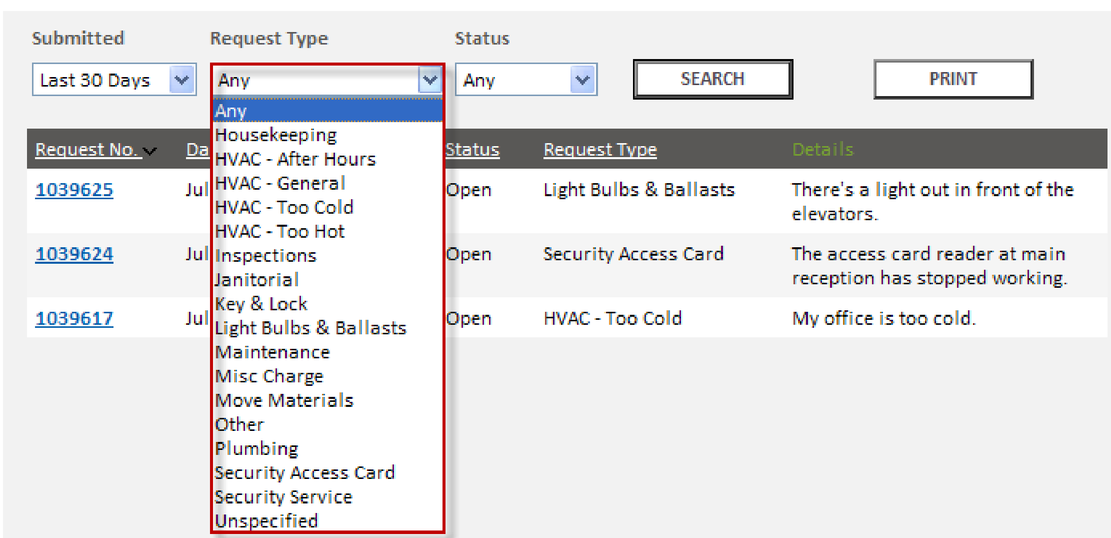
Finding a Request

Requests can be easily located on the **My Requests** screen, accessed from the menu on the left.

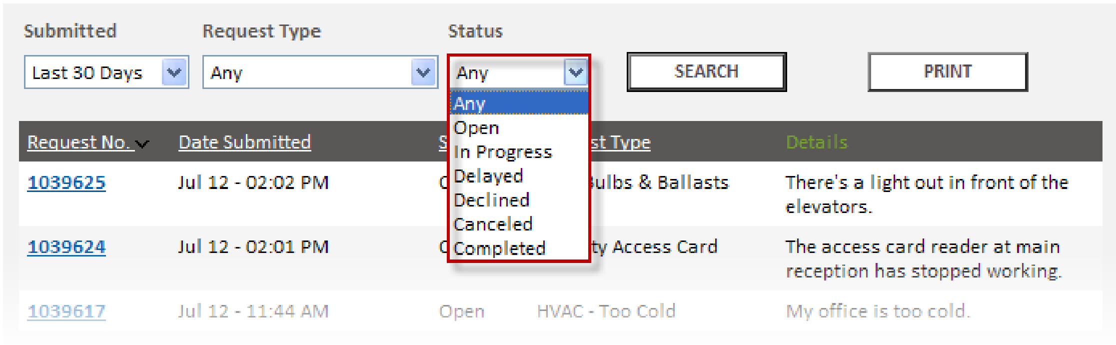
1. By default, the system displays requests submitted in the last 30 days, of any request type, and any status. To change the time-frame, click the **Submitted** drop-down and select the desired time frame.



2. To change the request type, click the **Request Type** drop-down and select the desired type.



3. To change the status, click the **Status** drop-down and select the desired status.



4. Click the **Search** button. Requests matching the selected criteria are displayed on the My Service Requests screen.

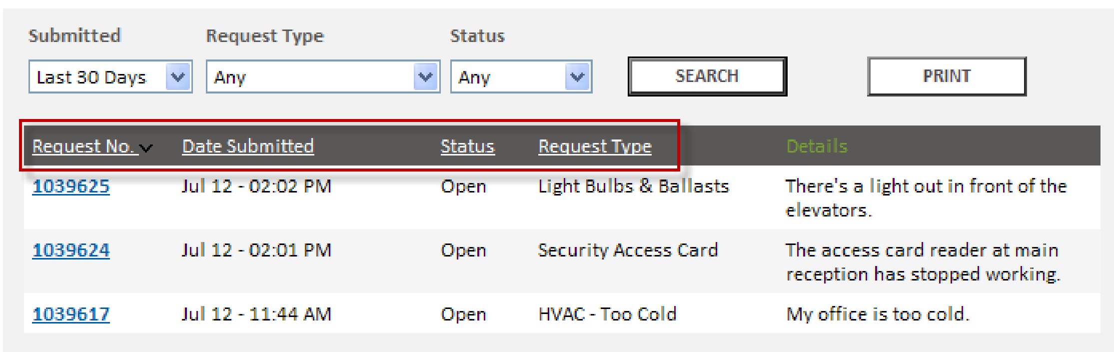
Organizing My Service Requests

1. By default, the system organizes the Requests by Request Number in descending order (highest to lowest). To change the order of requests by Request Number, click **Request No.** The requests are displayed in ascending order (lowest to highest) by Request Number.

2. To organize the requests by date received, click **Date Received**. The requests are displayed in descending order. To display the requests in ascending order, click **Date Received** again.

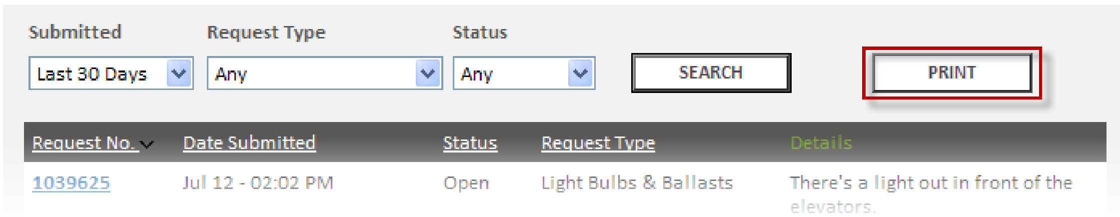
3. To organize the requests by status, click **Status**. New requests are displayed at the top of the list, followed by open and completed requests. To display completed requests at the top of the list, click **Status** again.

4. To organize the requests by request type, click **Request Type**. The requests are displayed by request type in ascending alphabetical order. To organize the requests by request type in descending alphabetical order, click **Request Type** again.



Printing Request Lists

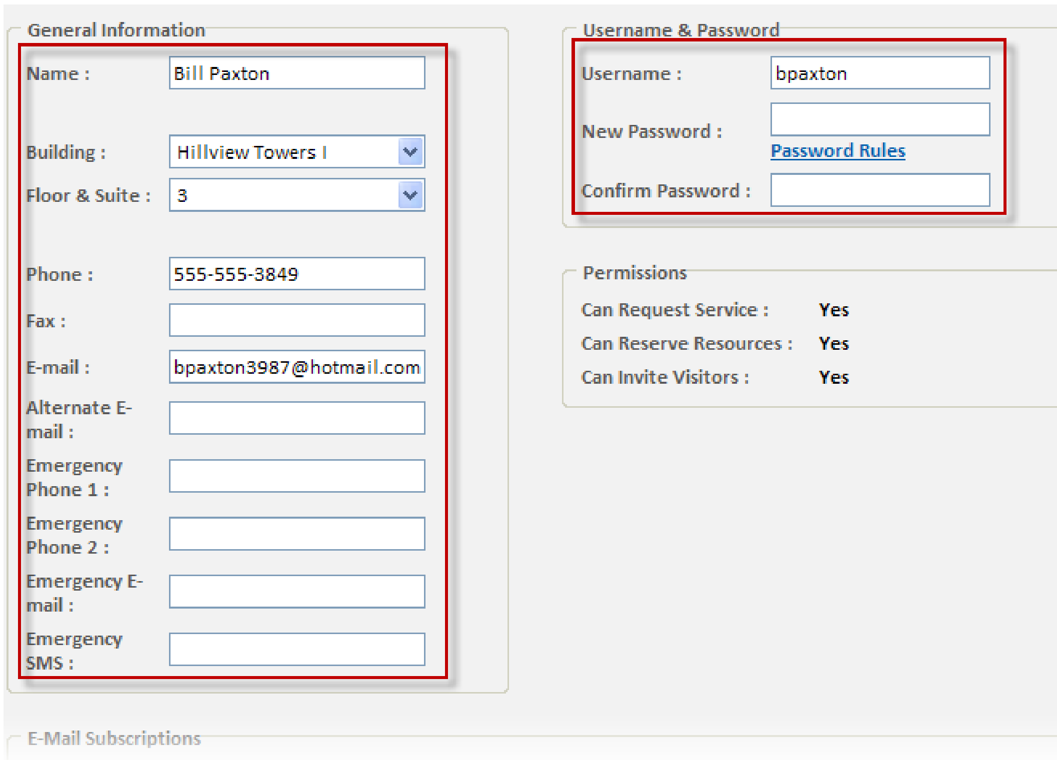
Tenants can now print a list of their requests. To print the list of service requests, click **Print** on the View Service Requests screen.



My Profile

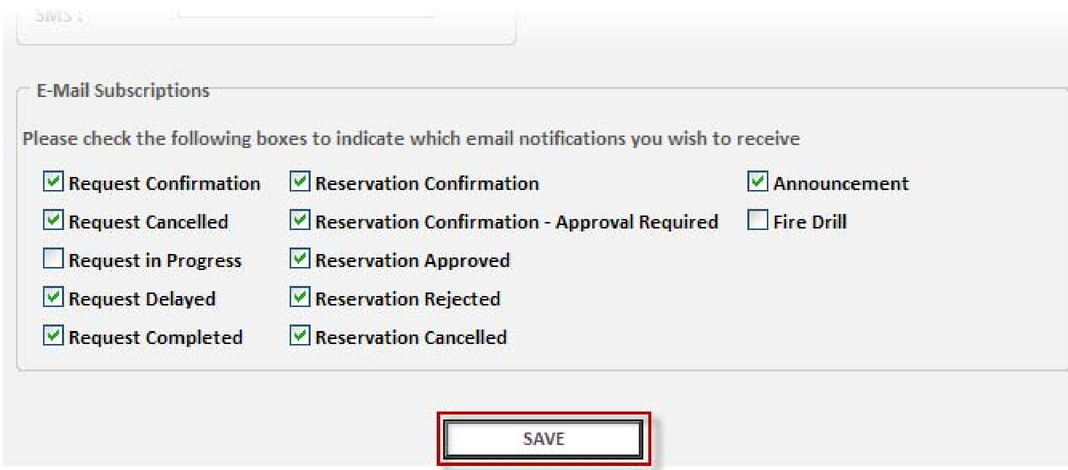
Changing Your Profile

The My Profile screen allows you to manage the information associated with your login account.



1. The General Information section contains contact and location information. To change the name, click the **Name** field and enter the new name.
2. To change the department, click the **Department** field and select the desired department from the drop-down list.
3. To change the building, click the **Building** field and select the desired building from the drop-down list.
4. To change the Floor & Suite, click the **Floor & Suite** field and select the desired Floor and Suite from the drop-down list.
5. To change the phone number, click the **Phone** field and enter the new Phone number.
6. To change the fax number, click the **Fax** field and enter the new Fax number.
7. To change the e-mail address, click the **E-mail** field and enter the new e-mail address.

8. The Username & Password section allows you to change your login information. To change your user name, click the **Username** field and enter the new username.
9. To change your password, click the **Password** field and enter your new password. Then click the **Confirm Password** field and enter your new password again.
10. Place checkmarks beside all notification types you would like to receive email notifications for.



11. When all necessary changes are complete, click **Save**.