

The Commercial Realty Group

Commerplus

Tenant Services Interface (TSI)

User Manual

THE  
**COMMERCIAL**  
**REALTY GROUP**

HERITAGE PROPERTIES ■ MODERN COMFORT

# The Commercial Realty Group

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# Getting Started

## About the Tenant Services Interface

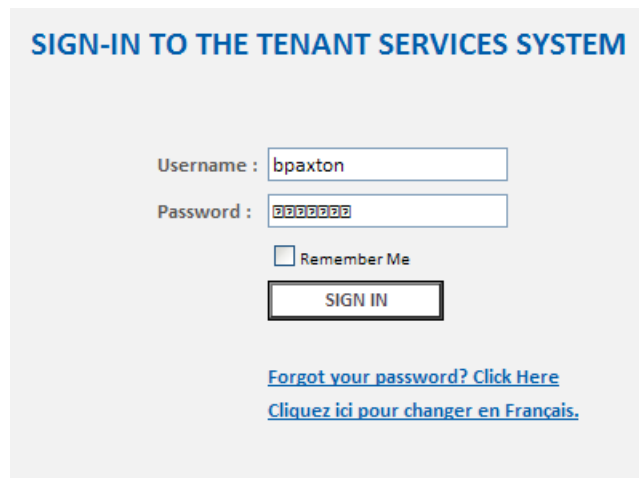
The Commercial Realty Group has provided a self-service, web interface known as the Tenant Services Interface. This interface enables you to enter and track service requests.

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**.



The screenshot shows a login form titled "SIGN-IN TO THE TENANT SERVICES SYSTEM". It includes a "Username" field with the text "bpaxton", a "Password" field with masked characters, a "Remember Me" checkbox, a "SIGN IN" button, and two links: "Forgot your password? Click Here" and "Cliquez ici pour changer en Français."

**SIGN-IN TO THE TENANT SERVICES SYSTEM**

Username :

Password :

Remember Me

[Forgot your password? Click Here](#)  
[Cliquez ici pour changer en Français.](#)

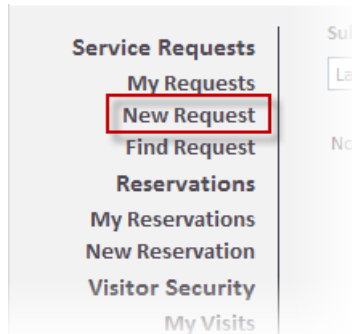
# Tenant Service Requests

## About Tenant Service Requests

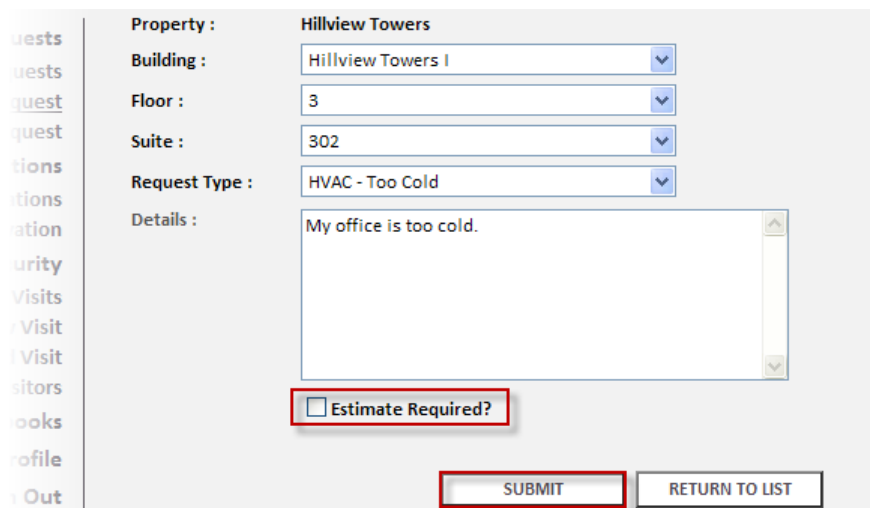
The Commercial Realty Group has provided you with a Tenant Services Interface for entering and tracking your service requests on-line. This feature improves your communication with The Commercial Realty Group, and promotes faster service.

## Making a Request

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



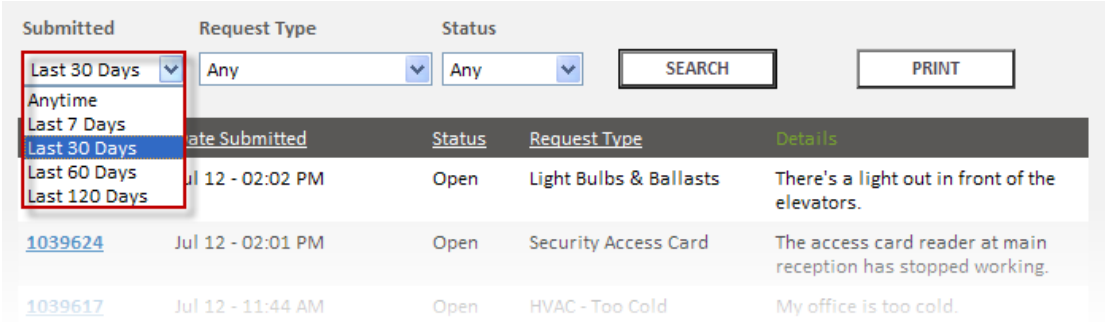
2. The system automatically selects your property in the **Property** drop-down.
3. Some tenants may be configured to enter Requests for more than one building. In this case there will be a **Building** field on the Service Request Entry screen. To select a building for the location of the request, click 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.

A screenshot of the Service Request Entry form. The form fields are: Property (Hillview Towers), Building (Hillview Towers I), Floor (3), Suite (302), Request Type (HVAC - Too Cold), and Details (My office is too cold). There is a checkbox labeled 'Estimate Required?' which is currently unchecked. At the bottom right, there are two buttons: 'SUBMIT' and 'RETURN TO LIST'. The 'SUBMIT' button is highlighted with a red box.

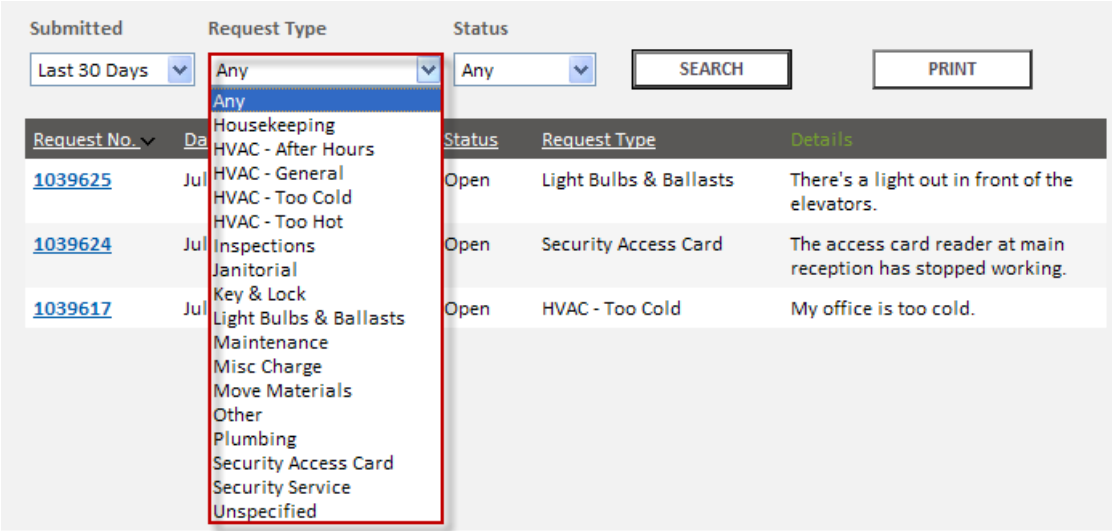
# Finding a Request

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.

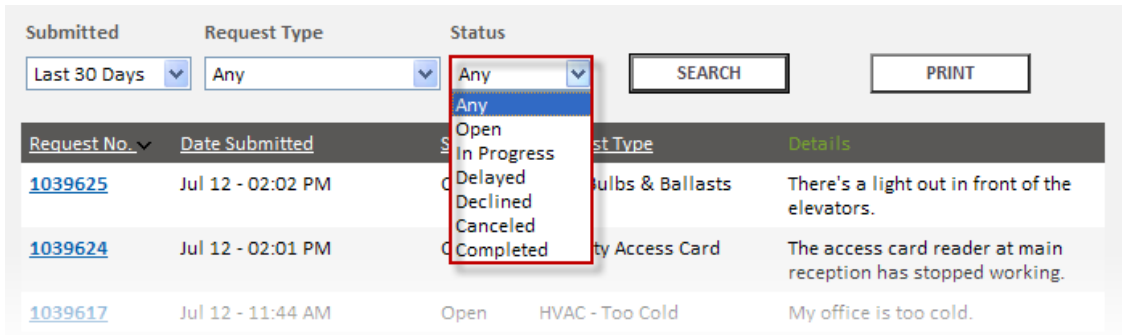


2. To change the request type, click the **Request Type** drop-down and select the desired type.





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.

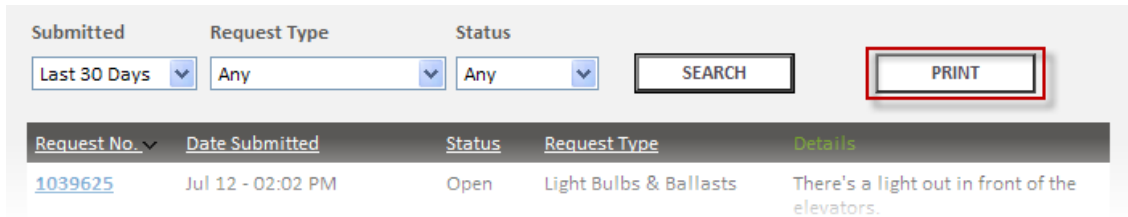
## Organizing My Service Requests

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.

Submitted		Request Type		Status	
Last 30 Days	Any	Any	Any	SEARCH	PRINT
Request No.	Date Submitted	Status	Request Type	Details	
<a href="#">1039625</a>	Jul 12 - 02:02 PM	Open	Light Bulbs & Ballasts	There's a light out in front of the elevators.	
<a href="#">1039624</a>	Jul 12 - 02:01 PM	Open	Security Access Card	The access card reader at main reception has stopped working.	
<a href="#">1039617</a>	Jul 12 - 11:44 AM	Open	HVAC - Too Cold	My office is too cold.	

## 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.



The screenshot shows a web interface for viewing service requests. At the top, there are three filter dropdowns: 'Submitted' (set to 'Last 30 Days'), 'Request Type' (set to 'Any'), and 'Status' (set to 'Any'). To the right of these filters are two buttons: 'SEARCH' and 'PRINT'. The 'PRINT' button is highlighted with a red rectangular border. Below the filters is a table with the following data:

<u>Request No.</u>	<u>Date Submitted</u>	<u>Status</u>	<u>Request Type</u>	<u>Details</u>
<a href="#">1039625</a>	Jul 12 - 02:02 PM	Open	Light Bulbs & Ballasts	There's a light out in front of the elevators.

# My Profile

## Changing Your Profile

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

The screenshot displays the 'My Profile' interface with two main sections: 'General Information' and 'Username & Password'. The 'General Information' section includes fields for Name (Bill Paxton), Building (Hillview Towers I), Floor & Suite (3), Phone (555-555-3849), Fax, E-mail (bpaxton3987@hotmail.com), and several emergency contact fields. The 'Username & Password' section includes fields for Username (bpaxton), New Password, and Confirm Password, along with a link to 'Password Rules'. A 'Permissions' section below shows 'Can Request Service', 'Can Reserve Resources', and 'Can Invite Visitors', all set to 'Yes'. The 'E-Mail Subscriptions' section is partially visible at the bottom.

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.

The screenshot shows a web form titled "E-Mail Subscriptions". Below the title, there is a instruction: "Please check the following boxes to indicate which email notifications you wish to receive". The form contains a grid of checkboxes for various notification types. The "SAVE" button at the bottom is highlighted with a red rectangular border.

E-Mail Subscriptions		
Please check the following boxes to indicate which email notifications you wish to receive		
<input checked="" type="checkbox"/> Request Confirmation	<input checked="" type="checkbox"/> Reservation Confirmation	<input checked="" type="checkbox"/> Announcement
<input checked="" type="checkbox"/> Request Cancelled	<input checked="" type="checkbox"/> Reservation Confirmation - Approval Required	<input type="checkbox"/> Fire Drill
<input type="checkbox"/> Request in Progress	<input checked="" type="checkbox"/> Reservation Approved	
<input checked="" type="checkbox"/> Request Delayed	<input checked="" type="checkbox"/> Reservation Rejected	
<input checked="" type="checkbox"/> Request Completed	<input checked="" type="checkbox"/> Reservation Cancelled	
<b>SAVE</b>		

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