



310-SERV

tenant user guide

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Submitting a Service Request

You can reach our online system in two ways:

1. Clicking on Service Request from your property website
2. Go directly to *www.310SERV.com*

SUBMIT REQUEST

Once at our website, you can click on the **Submit Request** button to commence the Service Request submission process. The log in screen will appear.

Logging In

Enter your **Online ID** and **Password** and click the Login button.

Brookfield

Online ID

Password

Language


Time Zone

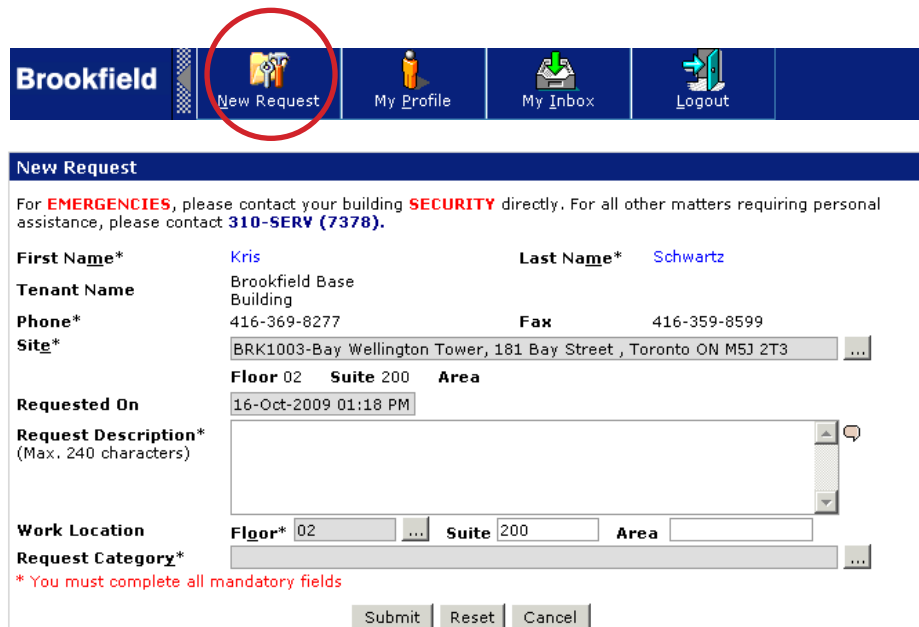
Use Time Zone from my Preferences

[Forgot Password](#)

1. If you forget your password, click on “**Forgot Password?**” A message box will appear requesting your **Online ID**.
- Type in your **Online ID** and click **OK**. Your password will be emailed to you shortly.
 - When you receive your password via email, follow the Login procedures above.

Creating a Service Request

1. Click the **New Request** icon on the top toolbar. 
2. The **New Request** window displays and contains your caller profile details.
3. If the request is for a different site, click the “...” icon to the right of the site field and select the appropriate location (if applicable).



Brookfield New Request My Profile My Inbox Logout

New Request

For **EMERGENCIES**, please contact your building **SECURITY** directly. For all other matters requiring personal assistance, please contact **310-SERV (7378)**.

First Name* Kris **Last Name*** Schwartz

Tenant Name Brookfield Base Building

Phone* 416-369-8277 **Fax** 416-359-8599

Site* BRK1003-Bay Wellington Tower, 181 Bay Street , Toronto ON M5J 2T3 ...

Floor 02 Suite 200 Area

Requested On 16-Oct-2009 01:18 PM

Request Description*
(Max. 240 characters)

Work Location **Floor*** 02 ... **Suite** 200 **Area**

Request Category* ...

* You must complete all mandatory fields

Submit Reset Cancel

4. Enter the details of your work request into the **Request Description** field.
5. If the **Work Location** fields (Floor/Suite/Area) are empty or if the work is needed for a different Floor/Suite/Area, enter them into the appropriate **Work Location** fields.
6. Click the “...” icon to the right of the **Request Category** field and select the most appropriate one.
7. Click the **Submit** button at the bottom of the window and the system will display your **Web Request Number**.
8. Click the **OK** button to close the **Service Request Number** box.



Your Web Request No.

BRK4393434

Ok

Checking Service Report Status & Reporting



1. Click on the **“My Inbox”** icon from the tool bar.
2. Click on the **+** sign or click directly on **“+ My Inbox”** to display your list of queues.
3. Click on the name of the desired queue: **“My Requests”** or **“My Closed Requests”**
4. From **“My Requests”**, **Request Status** contains a list of all your active requests. Click directly on the request to view additional details.

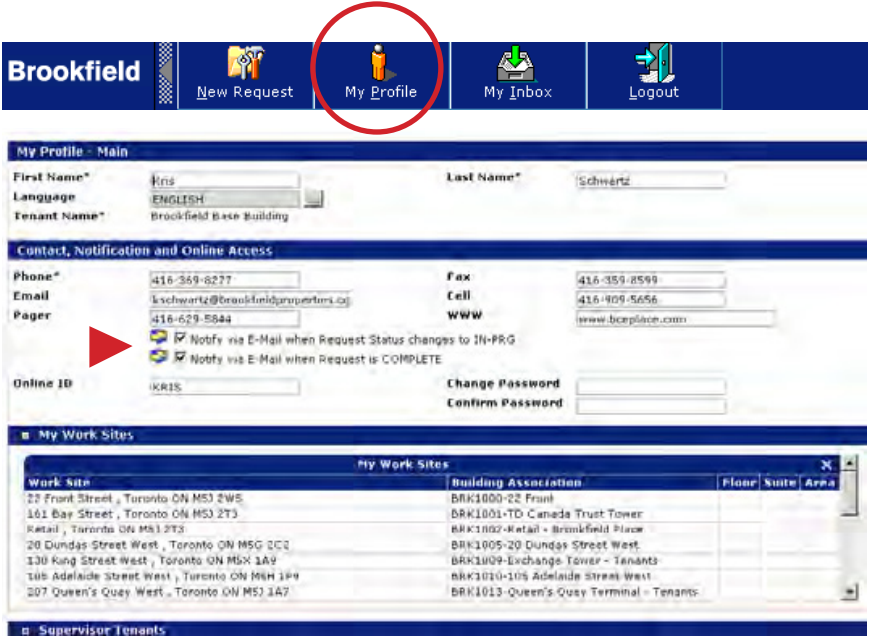
W/O	Description	Request Category	Request Type
BRK4376344	There is a burnt out light in the s...	Lighting	Light out
BRK43376604	Ground level - Parking elevator sh...	Lighting	Light out
BRK4369907	Please turn the heat on the 3rd flo...	HVAC	after hours
BRK4369960	L/ washroom has plugged toilet opt...	Plumbing	Toilet plugged
BRK4369976	3P the floor Ladies washroom NE sid...	Lighting	Light out
BRK4369982	12th floor Ladies Washroom has a...	Plumbing	Toilet plugged
BRK4360041	S/L stairwell- light s/w out betwee...	Lighting	light out
BRK4390462	On the 6rd floor - wellington side ...	Maintenance	General
BRK4391122	There were roaches found in the ...	Maintenance	Pest Control
BRK4391124	There were roaches found in the 17L...	Maintenance	Pest Control
BRK4391121	The sink in the hand-cap washroom	Plumbing	Sink
BRK4391126	The soap dispenser in the handicap ...	Maintenance	General
BRK4391445	There is a broken garbage bin in th...	Maintenance	General
BRK4392769	Main M/W has two plugged sif(The soap dispenser in the handicap washroom on the 15th fl...	Plumbing	Plumbing
BRK4360434	test cancel work order please (door is not working)	Plumbing	Plumbing
BRK4360358	galleria side by condense desk, eb...	Cleaning	11floor

5. From **“My Closed Requests”**, Search by date, using the **“Request On From”** and **“Request On To”**, by clicking on the calendar icon to display the calendar. Once you have selected the dates, click the **Search** button.
6. If you would like to print or save a report of your work orders, you can simply select the print icon and the report will be displayed in the PDF viewer.

Note: If you are the main tenant contact for your company and have requested access to view all work orders submitted by your employees, you will see a Supervisor Queue.

Changing Your Profile

1. Click on the “**My Profile**” icon from the tool bar. The **My Profile - Main** window displays all of your contact and work site information.
2. Click on the fields as necessary to change the information. **(Please note that your tenant name and work site information cannot be modified.** To change this information, call 310-SERV (7378) and a Brookfield Representative will assist you.)
3. If you wish to receive an email notifying you when a call is **In-Progress** and/or **Complete**, please check off the appropriate box in your profile.
4. Click the **Save** button at the bottom of the window once you have completed your changes.



Providing Feedback

If you would like to provide feedback or comments on your service request experience, click the **Feedback** button on www.310SERV.com. If you have urgent feedback, please contact us at 310-SERV (7378) and a Brookfield Representative will assist you.



New User Sign Up

A blue rectangular button with the text "SIGN UP" in white, uppercase letters. The button has a slight 3D effect with a darker blue shadow on the right side.

1. Click on the **Sign Up** button to begin the process.
2. A form page will appear. Please type in all of your contact and location information in the appropriate fields. Select a **Request Type**. Type in the description of your Service. Click **Submit**.
3. A Service Representative will process your **Service Request** and set-up a new online user account which will be emailed to you when complete.

Note: Your username will be your email address.

