

Friedman Properties Web Work Request Procedure

Overview

Friedman Properties implemented a web application which enables you to enter maintenance requests from a web site for review and dispatch by our property management personnel. This document provides instructions on how to access and use the site. Please use this system to report all non-emergency work requests.

Logging onto the Web Site

1. Open your Internet browser (i.e. Internet Explorer)
2. Type in the URL or address of the web site supplied by the Friedman Properties.
 - ❑ For example: <http://workorders.friedmanproperties.com>
3. At the Welcome page, type your Logon ID and Password then click Submit to enter the web site.
 - ❑ Please refer to your Welcome Letter to get your login and password.

Welcome! Please enter your login information...

Logon ID*

Password*

Once you have successfully logged onto the Web site you have several options. These options include:

- ❑ Entering and submitting maintenance work requests
- ❑ Reviewing the status and schedule details of your submitted work requests
- ❑ Changing your Login ID and Password

Main Page

[Enter Work Request](#)

[Work Request/Order
Status Report](#)

[Change ID/Password](#)

[Log Out](#)

Welcome

Welcome to the A.T. Maintenance Request home page. Please select from the menu options available on the left.

Work Request Form:

Need maintenance attention? Fill out this form and your request is immediately sent to Management.

View Work Requests:

See a list of current and past maintenance requests along with their details and status.

Change ID/Password:

Use this link to personalize your Login ID and/or Password.

Log off:

End your A.T. Maintenance Request session and prevent others from viewing your information.

Entering a New Work Request

1. Click on the **Enter Work Request** hyperlink.
2. Based on your logon id, you will either be directed to the Work Request screen or you will be directed to a Unit Selection page, which contains a list of all available units you can generate requests for.
 - If you have multiple units associated with your login, click the unit number link for the unit in which the work request applies. An example of the listing has been provided below.

[Enter Work Request](#)

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Unit Selection

Please select the unit to which the Work Request applies:

Unit Reference Number	Address
1503	100 Breakpoint Road
750C02	999 W. RANDOLPH ST. SPACE C02
750C23	SPACE C23 999 W. RANDOLPH STREET
75111	SPACE 111 999 W. RANDOLPH STREET
75116	999 W. RANDOLPH STREET
99902	Elm Street
JEFCHS1000	1000 Jeffries Chase Way
MCNFRM525	525 McCormick Street

3. The unit information based on your login or the selected unit will automatically be filled in on the request.
4. If the email address for the person entering the request is different than that filled in the Email Address field or one has not been supplied, enter it now.

5. If the phone number doesn't default based on the information you provided to the Friedman Properties or during previous work requests, enter it now.
6. To receive an Email confirmation of this request upon submittal, select Yes. An email with the request details will be sent to the email address specified in Step 4.
7. Indicate whether a service provider can access your unit by choosing from the permission to enter field options.
 - The permission to enter codes relates to that of your Friedman Properties's service department. By selecting one, it lets the service personnel know whether permission to enter your unit has been granted or not or if they need to contact you first.
 - If the permission to enter codes listed does not apply to your needs, please indicate so in the Special Instructions field. Refer to Step 9 for more details.
8. Describe the problem or the work that needs to be performed in the Work Requested field.
9. Enter any additional comments or instructions pertaining to this work request in the Special Instructions field.
10. When finished, click Submit.
11. You will be taken to a new page with the work request details. From this screen, you may print a copy of the request for your records. To do so, click the View Printable Version hyperlink then select File>Print from your Internet Explorer menu.
12. To return to the main Web Work Request page, click the Back button.
13. Upon submitting your request, if you selected Yes to the Email Notification option in Step 4, you will receive an email confirming that the work request was submitted.

[Enter Work Request](#)

Work Order Request

[Work Request/Order Status Report](#)

[Change ID/Password](#)

[Log Out](#)

Owner	Retail Tenant #3
Property Name	Breakpoint Towers
URN	1503
Address	100 Breakpoint Road
City/State/Postal Code	Chicago, IL 29402-

Email Address:

Contact Phone:

Email Notification: yes no

Allowed To Enter: yes no

Description:*

Special Instructions:

Requesting the Status of Work

The status of a work requests can be monitored at any time through the Web application. Once work requests have been dispatched for maintenance, the work request statuses are updated immediately on the web site.

1. From the Web Page, click on the **Work Request/Order Status Report** hyperlink.
2. Once you have entered work requests, a list will be provided for you of all those requests including, a work order number if one has been assigned and the request/order status.
 - ❑ To view the request or order in more detail, click the corresponding hyperlink.
 - ❑ If no work order has been assigned, the field will be indicated with "N/A" which means no work order is applicable at this time.
 - ❑ The default status of a Work Request is New. Once a work order has been created for the request, the status will change to that of the work order and will include the scheduled date.
 - ❑ Depending on the configuration of Web Work Requests, notifications may be sent by email when a work order has been scheduled and/or service has been provided. Please contact Friedman Properties for further details.
3. To return to the main Web Work Request page, click Cancel.

[Enter Work Request](#)

[Work Request/Order Status Report](#)

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Work Order/Work Requests Status

To sort results, click the column header link.

Work Request No.	Work Order No.	Status	Date Created	Date Scheduled	Created By	Property Name	Unit Reference No.	Description
112	N/A	New	10/19/2004	N/A	Angela Veehorn	McNeilson Farms Condos	MCNFRM525	sink in the master bat...
107	311	Completed	10/18/2004	10/18/2004	John Smith	Jeffries Chase Apartments	JEFCHS1000	carpet on the stairs l...
106	310	Closed	10/18/2004	10/18/2004	BURGER KING	Tri State Center	750C02	security system needs ...
105	309	Open	10/18/2004	10/18/2004	Nancy Olson	Property 999	99902	hvac is not working. l...
104	308	Completed	10/18/2004	10/18/2004	BURGER KING	Tri State Center	750C23	grease traps need serv...
103	307	Closed	10/18/2004	10/18/2004	Angela Veehorn	McNeilson Farms Condos	MCNFRM525	Back door is falling o...

Cancel

Changing Your Login ID and Password

At anytime you can change your login id and password for the web application. Friedman Properties will have record of these changes however this does not automatically update any contact information in

relation to Web Work Requests. Therefore, it is recommended that you contact Friedman Properties in the event your email address had changed.

1. When logged into Web Work Requests, click the **Change ID/Password** link.
2. For security purposes, you must be logged in to Web Work Requests to change this information and will be prompted to reenter your Current ID and Password.
3. You may change your ID or Password or both. Enter the new values in their corresponding fields.
4. Once you've typed a new ID or Password or Both, you will be required to reenter the information to confirm the records match and are valid entries.
 - ❑ If any of the information typed is incorrect or does not match, you will receive on-screen message stating so and will not be able to submit the new login or password changes until they are correct.
5. Click on OK to submit the new login or password changes.
6. Upon submitting the changes, you will receive on-screen confirmation and email confirmation that the new login id and password changes were accepted.
7. Click on OK to return to the Welcome page.

[Enter Work Request](#)

[Work Request/Order
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[Log Out](#)

For your security, please begin by entering your current Logon ID and Password.

Current ID

Current Password

Type either the new ID or Password or both in the boxes below.

Enter new ID

Reenter new ID

Enter new Password

Reenter new Password

Cancel

Okay

Web Work Request Technical Problems

Please report any technical issues encountered with Web Work Requests to your Friedman Properties by emailing us at workorders@friedmanproperties.com.