

Occupant User Guide

Web Work Requests[®]

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WEBSITE OVERVIEW

Web Work Requests (WWR) allows an occupant to enter maintenance-related requests using the Internet. Friedman Properties Property Management can then create work orders for review by maintenance personnel. Occupants use the WWR website to create and monitor work requests that have been submitted to Friedman Properties Property Management. Several features are available once an Occupant has logged into the web application:

- Enter work requests
- Receive email confirming work request submission
- Review and report on work requests
- Change login information

LOG INTO THE WEBSITE

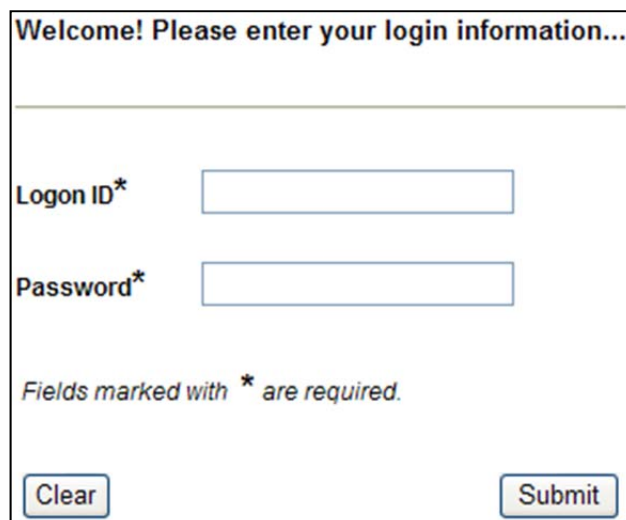
Friedman Properties Property Management supplies the occupant with the website address, a login ID and a password.

Note:

The Logon ID is the Unit Reference Number that Friedman Properties Property Management has listed for a unit. Both the ID and Password can be changed within the website.

Procedure:

1. Open an Internet browser, such as Internet Explorer.
2. Type in the website address supplied by Friedman Properties Property Management.
3. Enter the **Logon ID** and **Password** on the *Welcome* page.
4. Click **Submit**.



>Welcome! Please enter your login information...

Logon ID*

Password*

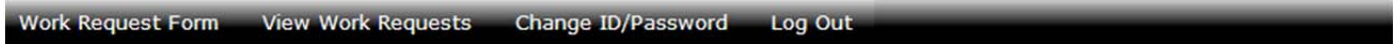
*Fields marked with * are required.*

ENTER A WORK REQUEST

Procedure:

1. Click **Work Request Form** on the main menu bar or the hyperlink on the *Home* page welcome screen to display the *Work Order Request* screen.

The work request form automatically completes certain information based on your login (Occupant Name, Property, Unit and Address).



Welcome

Welcome to the SamTrak Tester 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 Out](#)

End your SamTrak Tester Maintenance Request session and prevent others from viewing your information.

Work Order Request

Occupant	Isissin Padush
Property	Gateway Park
Unit	99 5106
Address	99 Gateway Park Blvd
City/State/Postal Code	Chicago, IL 60000

Email Address:

Save as my default contact email

Contact Phone:

Email Notification: yes no

Permission To Enter:

Description*
(Max. length 320 chars.)

characters left

Special Instructions:
(Max. length 100 chars.)

characters left

Fields marked with * are required.

2. Update the **Email Address** field if it is blank or incorrect. This address is used to receive work order confirmations if the *Email Notification* option is set to *Yes* (on this screen).

Note:

Update your email address and select the checkbox *Save as my default contact email* checkbox.

3. Review the **Phone Number** and update if necessary. The field should default to the phone number provided to Friedman Properties Property Management or entered on previous work requests.

4. Select **Yes** in the **Email Notification** field to automatically receive an e-mail containing the request details. The e-mail address on this screen is used for the automatic confirmation.
 5. Select a **Permission to Enter** option to indicate whether a service provider has permission to access your unit. The *permission to enter* codes correspond to Friedman Properties Property Management service department. The code tells service personnel whether they have permission to enter the unit or if they must contact you first.
- Note:**
- If the *Permission to Enter* list does not contain the information you require, you can note unique permission instructions in the *Special Instructions* field on this screen.
6. Describe the problem or the work required in the **Description** field.
 7. Enter any additional comments or instructions about the work request in the **Special Instructions** field.
 8. Click **Submit**. Work request details are displayed for review. An e-mail is sent confirming that the work request was submitted if the *Email Notification* field is *Yes*.
 9. A Work Request summary displays to the screen. To print a copy of the request click the **View Printable Version** hyperlink then **Print** from the Internet browser *File* menu.
 10. Click the **Back** button to return to the main *Web Work Request* page.

VIEW WORK REQUESTS

The status of work requests can be monitored at any time using the WWR application. Once work requests have been dispatched, status information is updated immediately on the web site.

Procedure:

1. From the Web Work Request website, click the **View Work Requests** menu or the hyperlink on the *Home* page welcome screen. A report displays listing all work requests.

Work Order/Work Requests Status

Select Number of records per page

To sort results, click the column header link.

Click to view a printable version in a separate browser window

Click to export to a spreadsheet file

Work Request No.	Work Order No.	Status	Date Created	Date Scheduled	Created By	Property Name	Unit Reference No.	Description
16	N/A	New	5/13/2010	N/A	Isissin Padush	Gateway Park	99 5106	Sliding patio door won't lock properly Contact Email: Tenant5106@aol.com
15	N/A	New	5/13/2010	N/A	Isissin Padush	Gateway Park	99 5106	Kitchen sink is leaking at the faucet connection point Contact Email: Tenant5106@aol.com

2. Click any column heading to sort the spreadsheet by that column data in ascending or descending order.
3. Click a **Work Request Number** or **Work Order Number** to view the request or work order in more detail.
 - The work order column displays *N/A* if no work order has been assigned.
 - The default work request status is *New*. Once a work order is created from the request, the status column changes to that of the work order status and includes the scheduled date.

MANAGE ID AND PASSWORD

You can change your logon ID and password at any time using the web application. Friedman Properties Property Management will periodically update our record for these changes.

Procedure:

1. Click **Change ID/Password** on the main menu or the hyperlink on the *Home* welcome screen.

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

2. For security purposes, enter your **Current ID** and **Current Password**.

Note:

Login information is case-sensitive. Use only letters and numbers, no characters.

3. Enter a **New ID**, **New Password**, or both. Re-enter this new information to confirm that everything was typed correctly and are valid entries.

4. Click **Okay** to submit the new login or password changes. You will receive on-screen confirmation and e-mail confirmation that the new login information has been accepted.

Note:

If you do not receive an e-mail confirmation, contact Friedman Properties Property Management to verify that they have your correct email address in their records.

5. Click on **OK** to return to the main web page.

WEB WORK REQUEST TECHNICAL PROBLEMS

Report any Web Work Request technical issues to Friedman Properties Property Management at 312-645-7755.