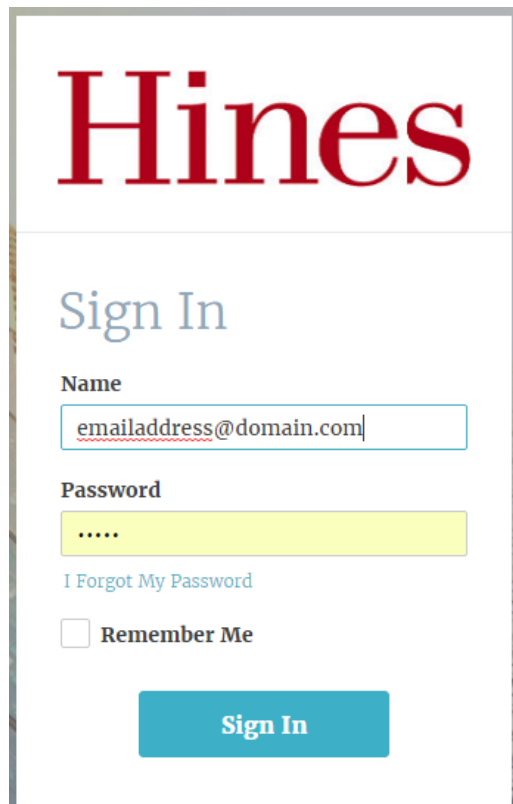


Welcome to the new version of the Work Order Request Portal. This portal will provide access to view **Notices** from Property Management and submit and review requests for **Work Orders**.

Signing In

Go to your Portal URL (<https://tysonscorner.awareportal.com>)

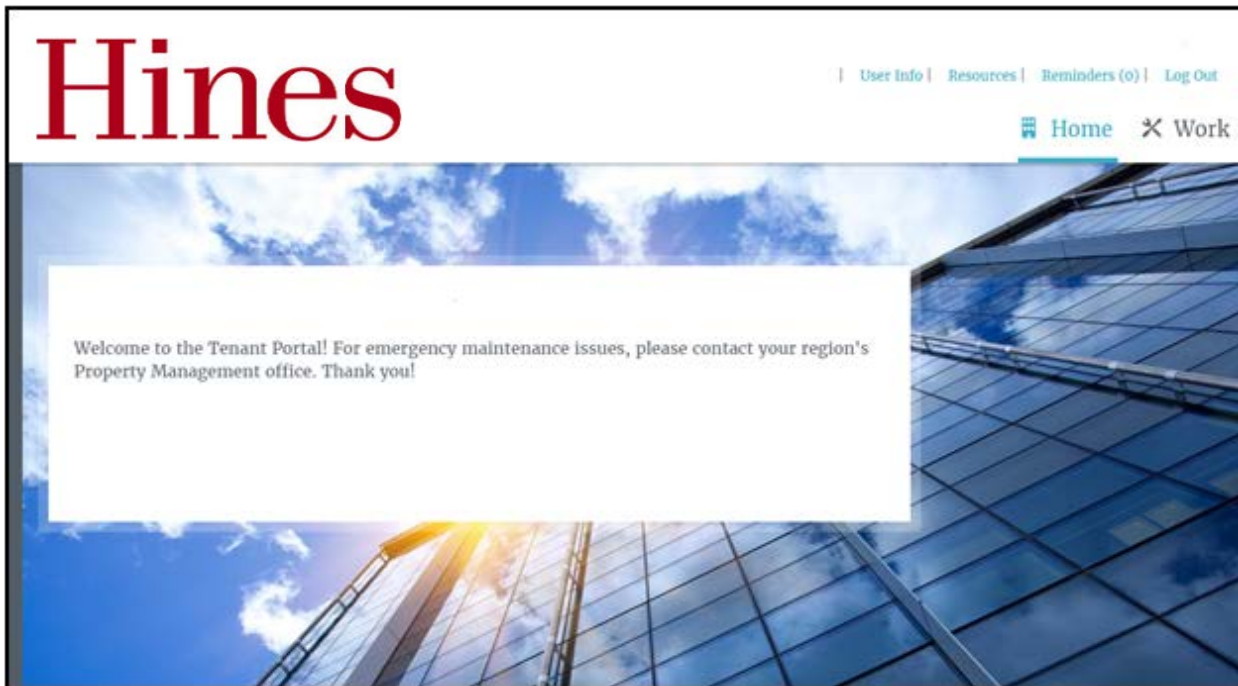
1. In the Name field type in your email address (on file with Property Management) and the same password you have utilized with the previous portal.
2. Once you log in the first time, you will be able to change your password under User Info. If at any time, after you change your password you have forgotten it, use the “*I Forgot My Password*” link to have your password emailed to you.



The screenshot shows the Hines Sign In portal. At the top, the word "Hines" is displayed in a large, red, serif font. Below this, the text "Sign In" is written in a blue, sans-serif font. The form contains two input fields: "Name" with the placeholder text "emailaddress@domain.com" and "Password" with five dots. Below the password field is a link that says "I Forgot My Password". There is also a checkbox labeled "Remember Me". At the bottom of the form is a blue button with the text "Sign In".

Home Screen

The Home screen contains basic instructions and important information. It is also where you will see any links, files, and notices posted by the property management team.



Navigation Bar

The navigation bar is present on every page within the Portal and contains several items that are important to a user's ability to use the Portal. With links to the Home, Work and Visitor pages, you can move effortlessly between the three with one click.



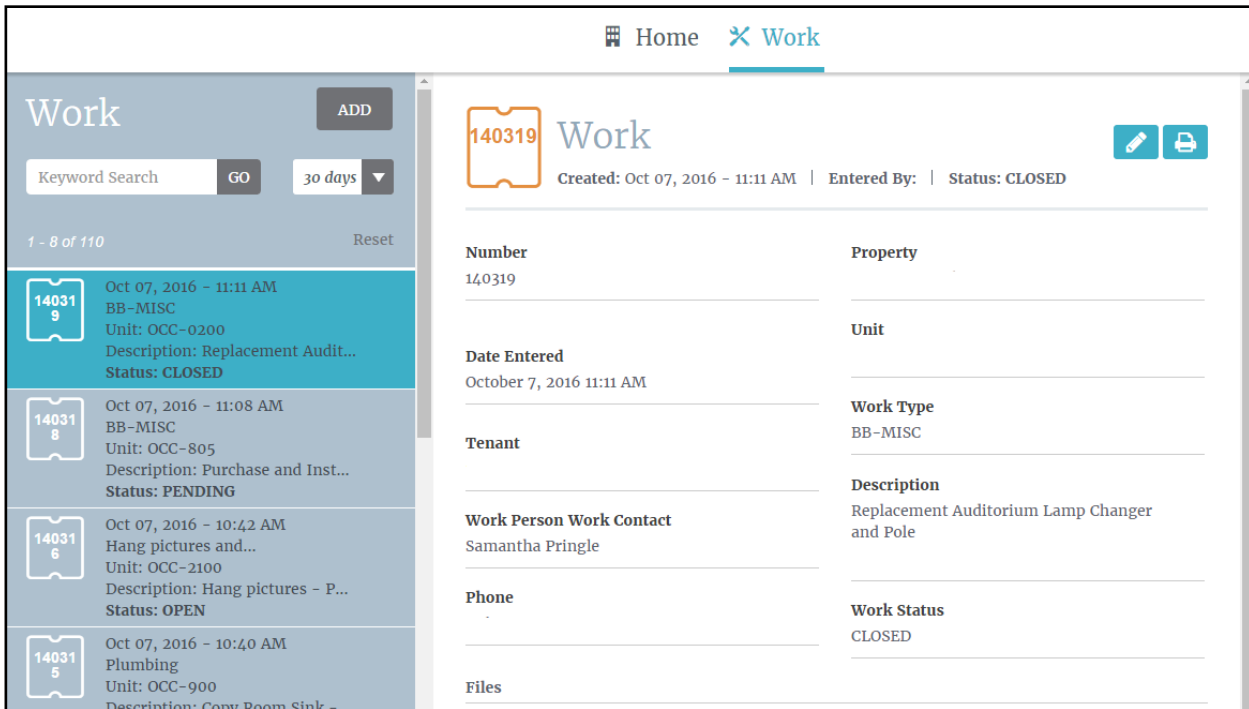
The user's contact information can be viewed and edited by clicking on **User Info**. This is also where you would go to change your password.

The **Resources** tab will show any documents or websites specific to the property.

To view any building specific notices or events, please click on the **Reminders** tab.

Work Screen

The Work screen is where you can add new work requests and view your open requests.



The screenshot displays the 'Work' screen in the tenant portal. At the top, there are navigation tabs for 'Home' and 'Work'. The main content area is divided into two sections: a list of work requests on the left and a detailed view of a selected request on the right.

Work Request List (Left Panel):

- 140319** (highlighted): Oct 07, 2016 - 11:11 AM, BB-MISC, Unit: OCC-0200, Description: Replacement Audit..., Status: CLOSED
- 140318**: Oct 07, 2016 - 11:08 AM, BB-MISC, Unit: OCC-805, Description: Purchase and Inst..., Status: PENDING
- 140316**: Oct 07, 2016 - 10:42 AM, Hang pictures and..., Unit: OCC-2100, Description: Hang pictures - P..., Status: OPEN
- 140315**: Oct 07, 2016 - 10:40 AM, Plumbing, Unit: OCC-900, Description: Conv Room Sink...

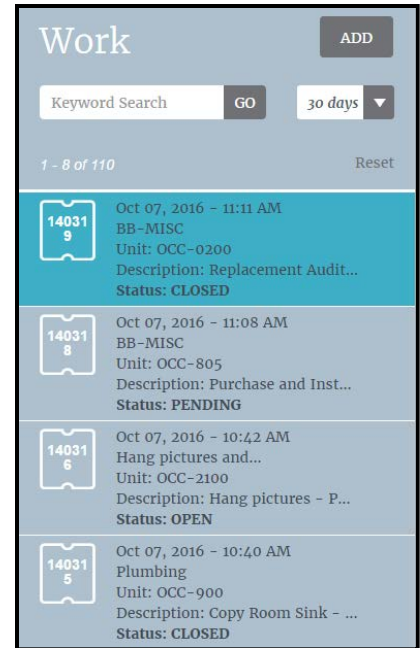
Work Request Detail View (Right Panel):

140319 Work (Created: Oct 07, 2016 - 11:11 AM | Entered By: | Status: CLOSED)

- Number:** 14,0319
- Property:** .
- Unit:** .
- Date Entered:** October 7, 2016 11:11 AM
- Tenant:** .
- Work Person Work Contact:** Samantha Pringle
- Phone:** .
- Files:** .
- Work Type:** BB-MISC
- Description:** Replacement Auditorium Lamp Changer and Pole
- Work Status:** CLOSED

The list of work is shown in the panel on the left. This list can be filtered by typing in keywords such as Date Entered, Work Status or even Types of work. In addition, the advanced search option will let you set the search criteria for work orders that have been entered for your organization. The list can also be expanded to include records reaching 7, 14, 30, 60, 90 or even 365 days back. Clicking on an item in the list on the left will show the details of the work order on the right. Work orders can also be printed from this page, using the icon in the top right-hand corner, just below the navigation bar.

In order to place a work request, click on the **ADD** button in the top left-hand corner and the work request screen will populate. Please note: it is imperative you provide as much detail regarding the reported issue as possible. If you wish to upload a file or photo that pertains to your work request, please do so via the File upload option on the Add Work screen.

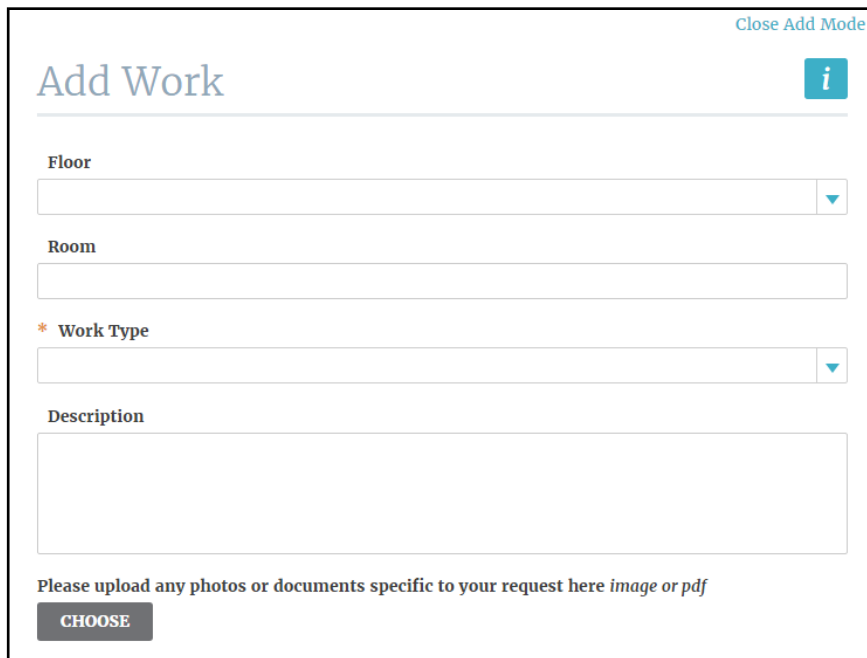


Work **ADD**

Keyword Search **GO** 30 days ▼

1 - 8 of 110 Reset

14031 9	Oct 07, 2016 - 11:11 AM BB-MISC Unit: OCC-0200 Description: Replacement Audit... Status: CLOSED
14031 8	Oct 07, 2016 - 11:08 AM BB-MISC Unit: OCC-805 Description: Purchase and Inst... Status: PENDING
14031 6	Oct 07, 2016 - 10:42 AM Hang pictures and... Unit: OCC-2100 Description: Hang pictures - P... Status: OPEN
14031 5	Oct 07, 2016 - 10:40 AM Plumbing Unit: OCC-900 Description: Copy Room Sink - ... Status: CLOSED



Close Add Mode

Add Work **i**

Floor

Room

*** Work Type**

Description

Please upload any photos or documents specific to your request here *image or pdf*

CHOOSE

If you have any questions about the work order portal, please contact Property Management.