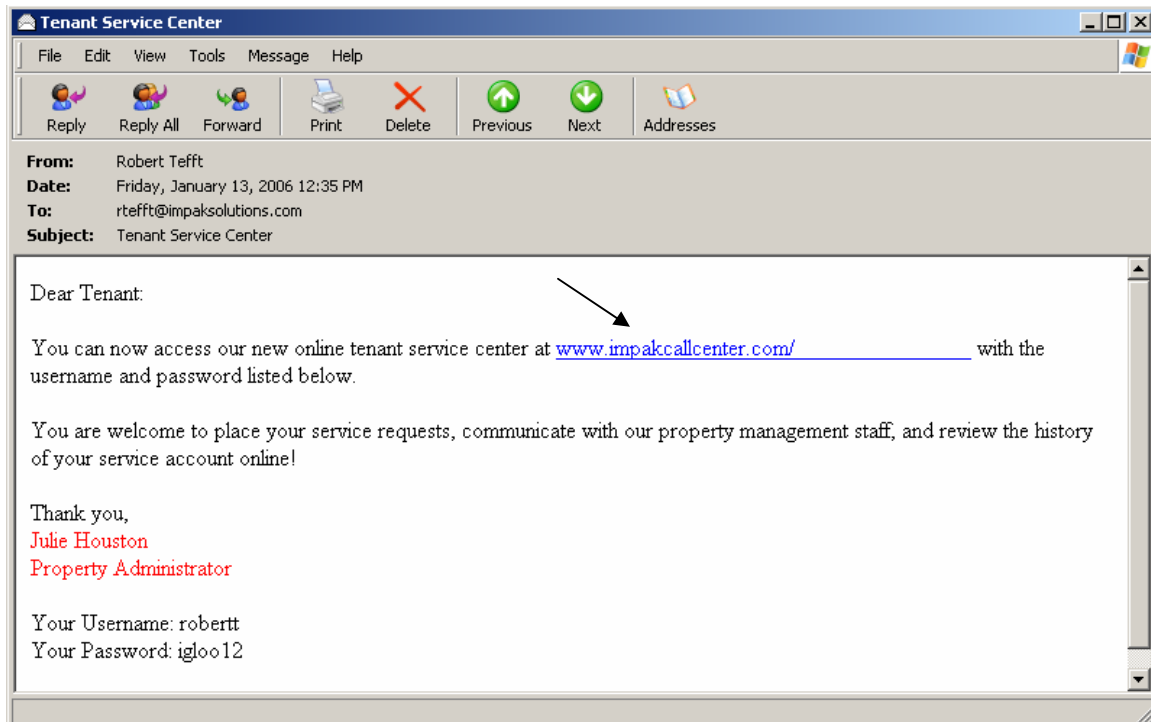




Web-based Work Order System

Tenant Service Guide

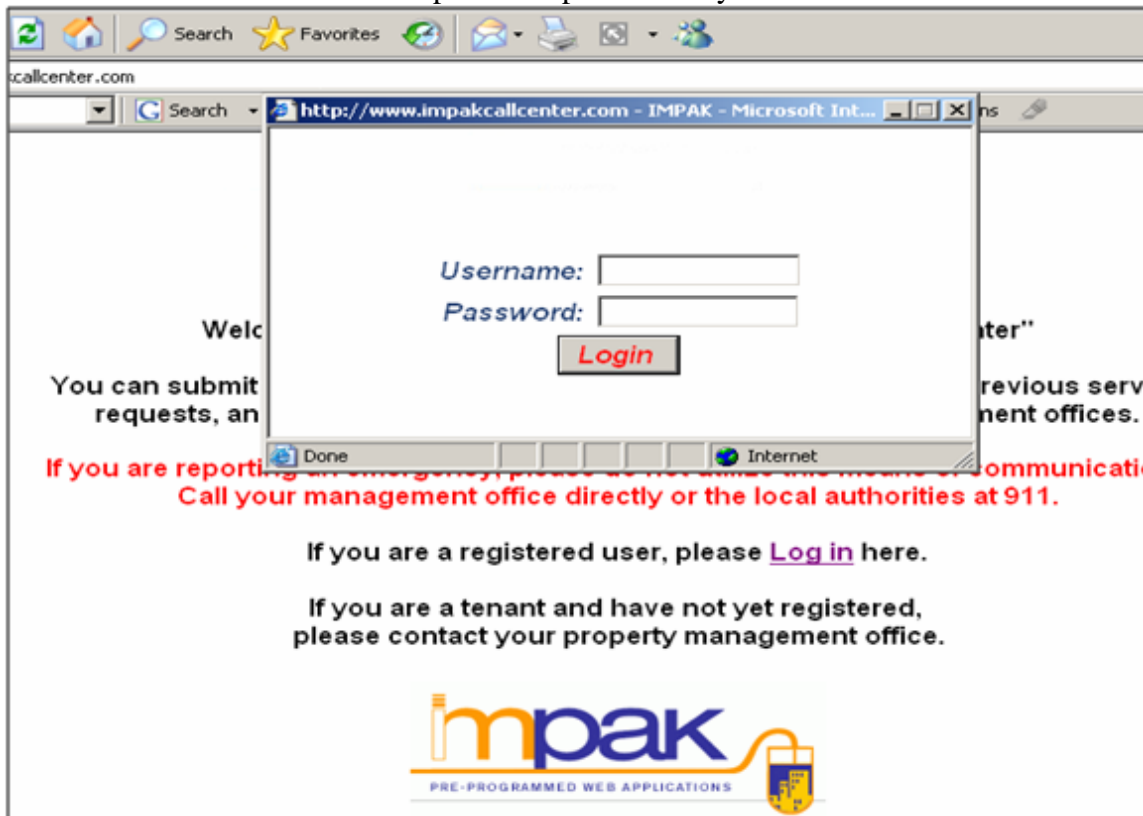
1. You have received or will receive an e-mail similar to the example below with the website link to go to.



2. Click on the website link to go directly to the program (below).
3. Click on "Log In".



4. Enter the username and password provided in your email.



5. To post a new service request, click on the link to “Post a New Service Request”.



6. Fill out this simple form, then click “Post Request”.

POST A NEW SERVICE REQUEST

Property: 3100 Monticello (Monticello)
Tenant: TefftNet, Inc.
Suite #: 1800
Tenant Phone:
Requested By: Robert Tefft
Email Address: rtefft@impaksolutions.com

**Please take a moment to describe your maintenance concern.
We will respond to your request as soon as possible.**

**If you are reporting an emergency, please do not utilize this means of
communication. Call your management office directly or the local authorities at 911**

* Location:

* Job Type:

* Your Service Request:

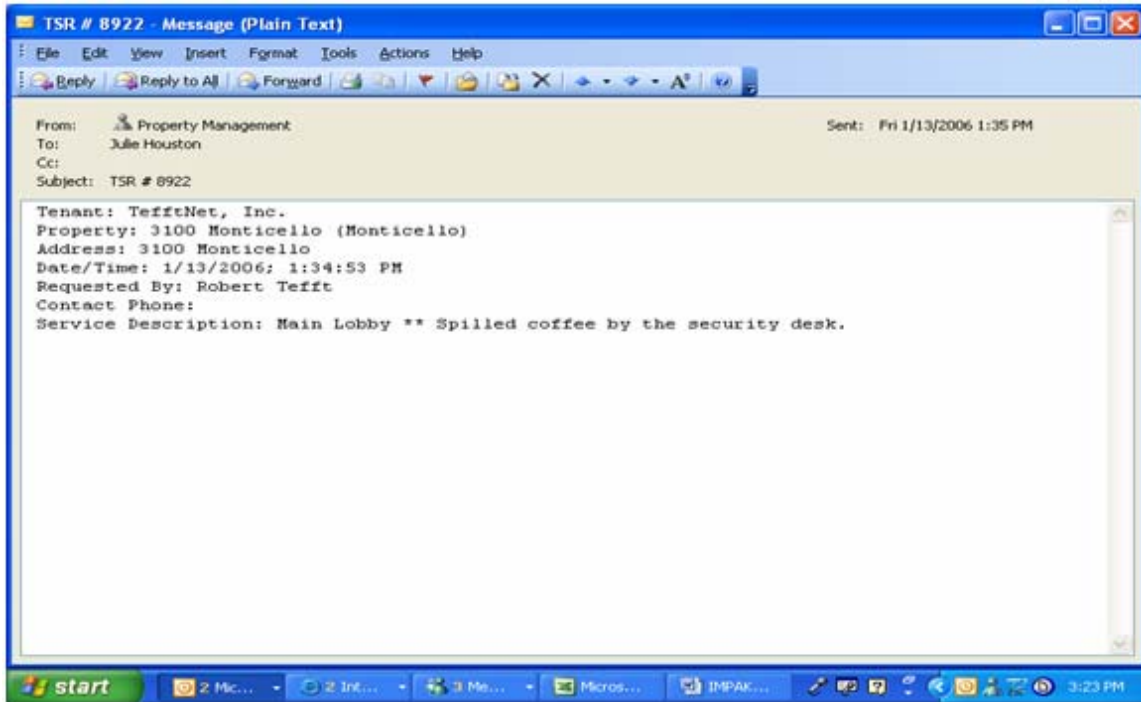
* Required

7. You will see the following message and the property management team will immediately receive your service request via an e-mail notification.

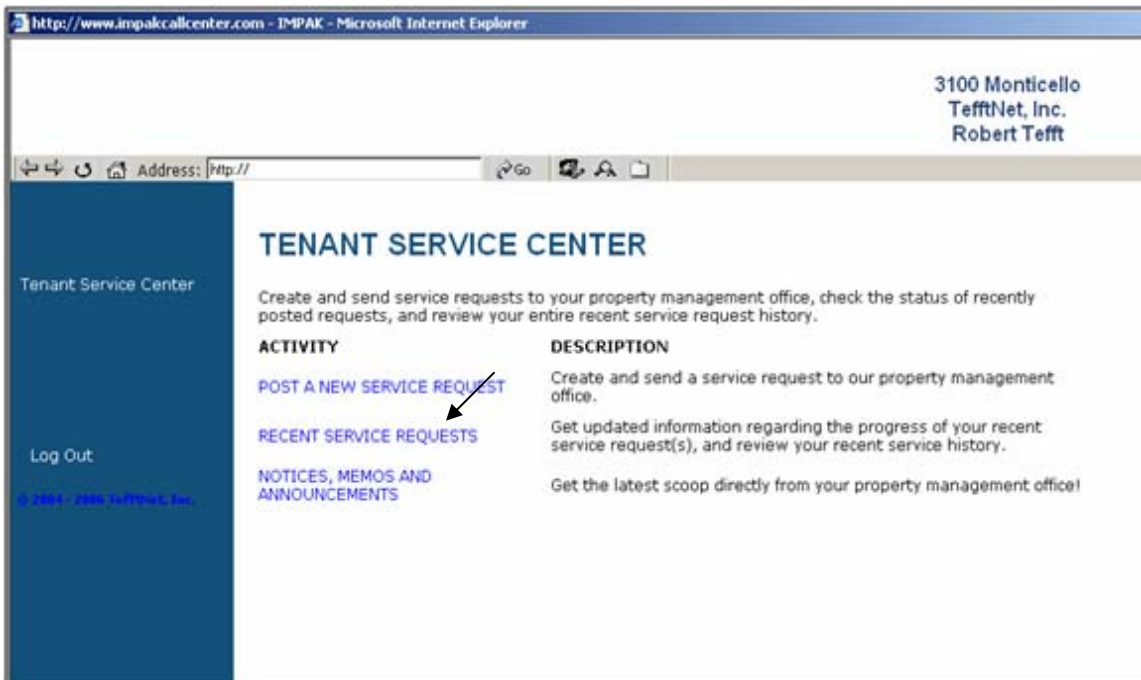
Message

**Thank you for posting your request for service on our
website.
We will respond to your request as soon as possible.
Please come back and **CHECK RECENT REQUESTS** to
stay informed about our progress.**

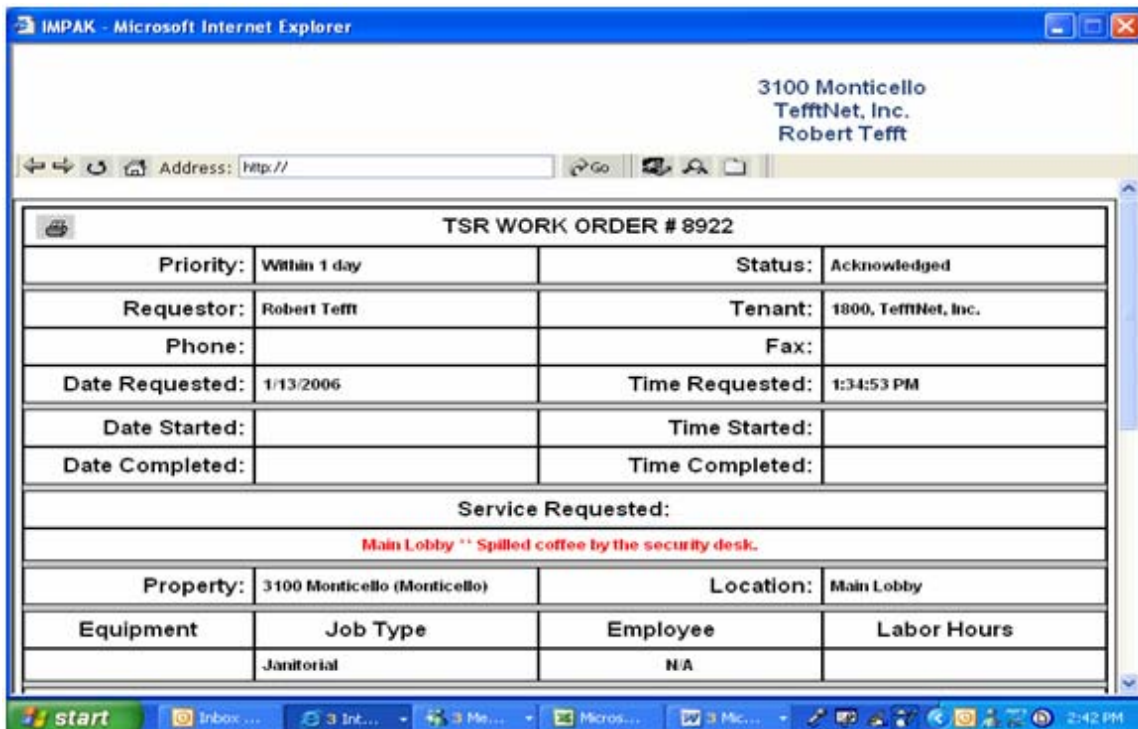
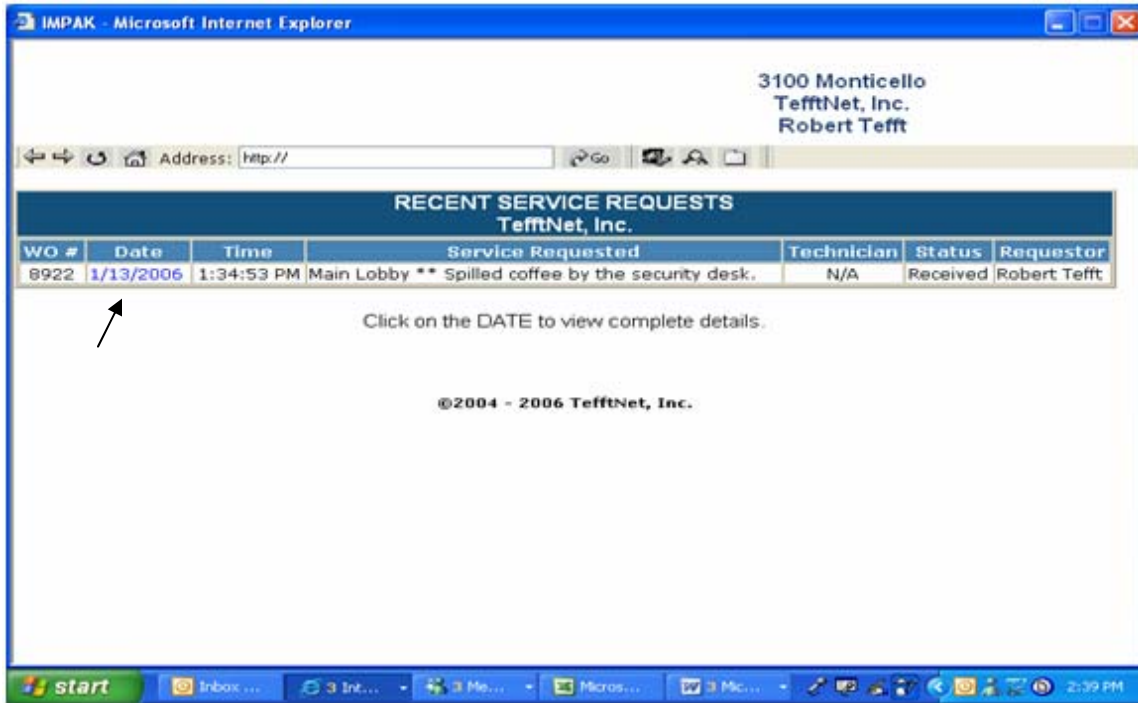
**Thanks Again,
The Property Maintenance Office.**



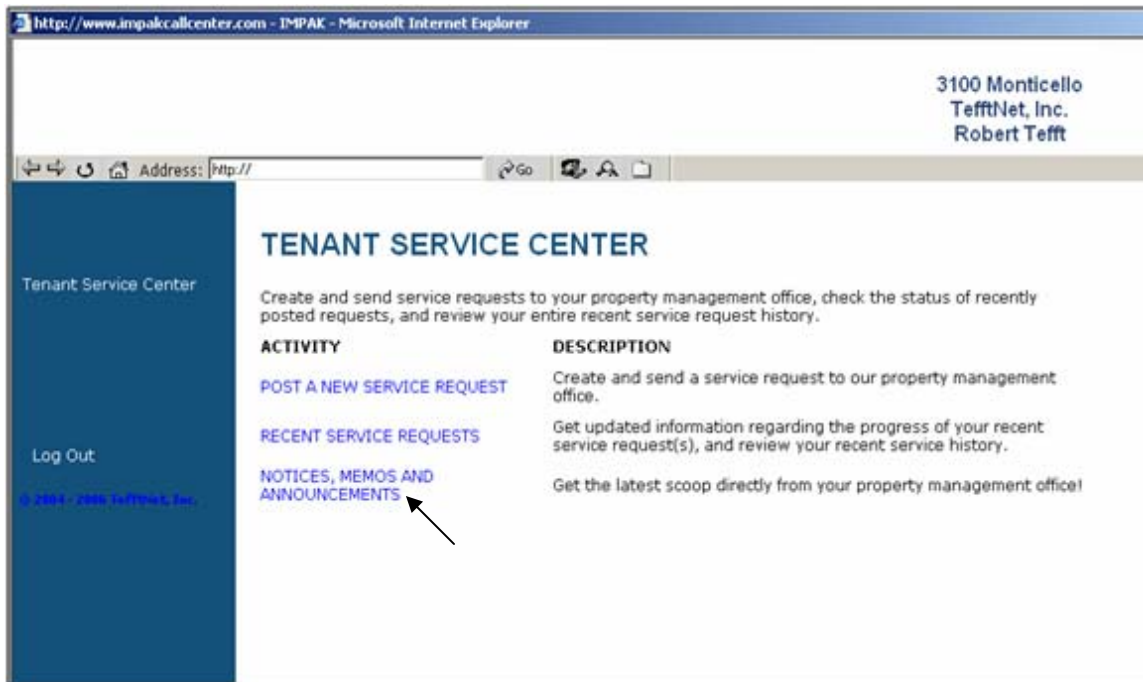
- To check your recent requests, click the link “Recent Service Requests” on the main screen.



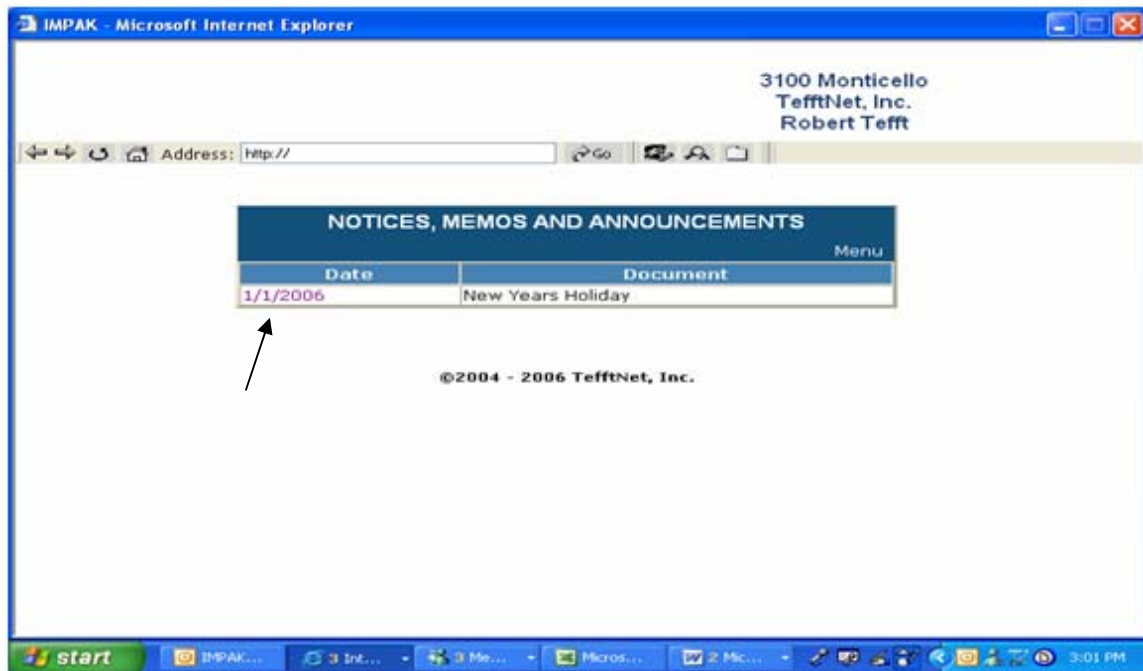
- This screen will show a list of your recent service requests. Click on the date to view complete details.

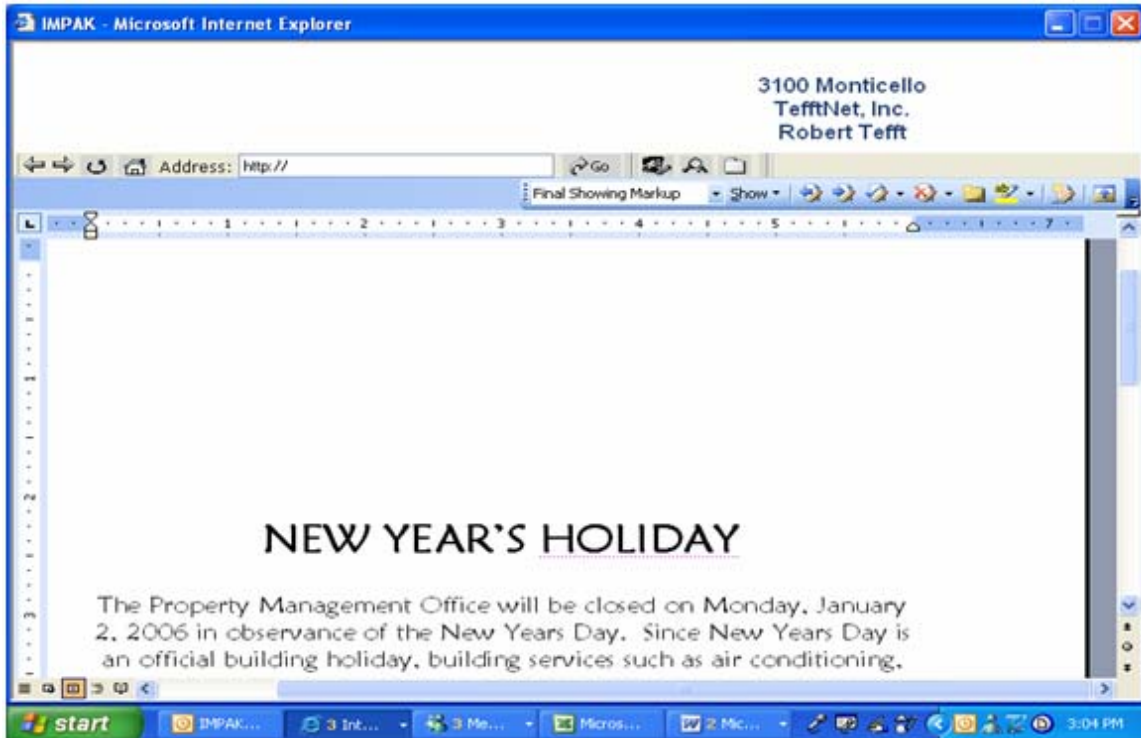


10. The management team is also able to post information on this website. To view this information, click on the link “Notices, Memos and Announcements”.



11. Then click on the date to view the document.





12. To go back to the main menu page you can always click on the house icon on the top left corner. And make sure you log out after you are done for the day.

