Tenant User Guide

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Accessing Prism

1. Navigate to connect.buildingengines.com.
2. Enter your email address
3. Enter your password
4. Upon log in, your will see the main Prism dashboard

Main Dashboard

Dashboard Cards

Open Work Orders

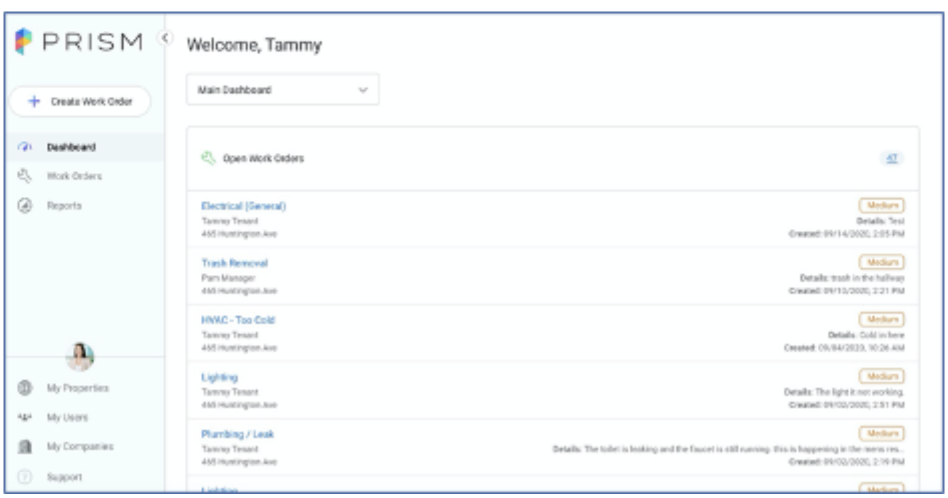
Any recent work orders that you submitted will appear in this dashboard card. This will allow you to easily check in on statuses and updates made to those tickets. If you would like to learn more about an individual ticket, you can click on the Issue Type hyperlink and it will take you to that work order record to learn more.

Navigation Bar:

On the left side of the main dashboard there is the navigation bar. This will be your source of direction to all available modules within Prism. At the bottom of the bar you will see the Support Center module.

Support Center:

If you select the Support Center option in the bottom of your navigation bar, it will take you to a site with a variety of Prism related videos, how-to documents and latest releases.



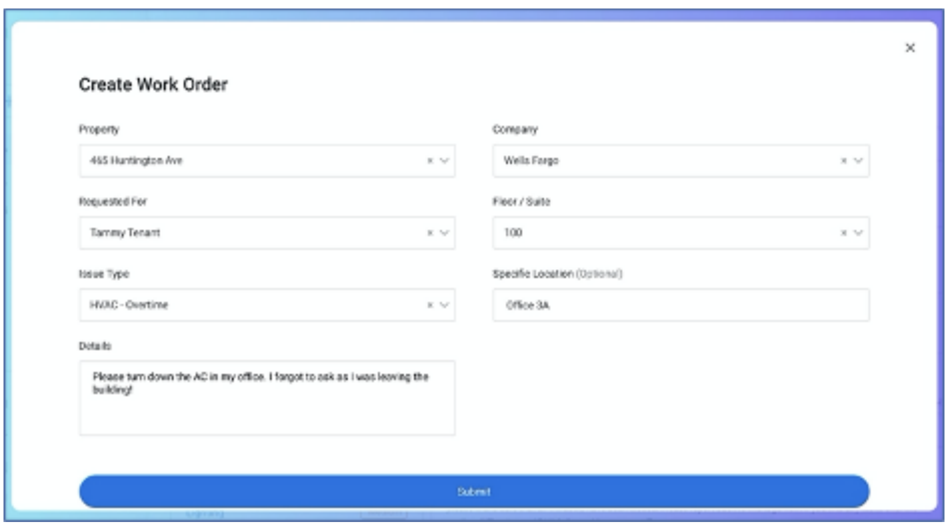
PRISM

Work Orders

The Work Orders module gives you the ability to create, view and update your work orders. The Work Orders grid has filter and sort options to help you easily find the exact information that you are looking for within Prism.

Creating a Work Order

1. Click on the '+ New Work Order' button in the upper right-hand corner of the Work Order Grid or at the top of the navigation bar on the left side of your account.
2. Within the Create Work Order window, you will want to ensure that the following fields are filled out:
    a. **Property** (the property you are submitting a work order for)
    b. **Company** (what company you work for)
    c. **Requested For** (either yourself or the person you are submitting a work order on behalf of)
    d. **Issue Type** (the reason for the work order)
    e. **Details** (the details of your issue)
    f. **Floor/Suite** (the floor and suite if where the issue is occurring)
    g. **Specific Location** (Optional, more details on the issue location such as landmarks or office numbers)
3. Once you have filled out those details, click the Submit button.



Viewing a Work Order

1. From the Work Order grid, select the Work Order number that you'd like to view.
2. Across the top of the Work Order, you will see the following information:
    a. Issue Type
    b. Work Order Number
    c. Created Date and Time
3. In the middle of the Work Order, you will see the following information:
    a. Status
    b. Assignee
    c. Specific Location
    d. Details

   e. Attachments

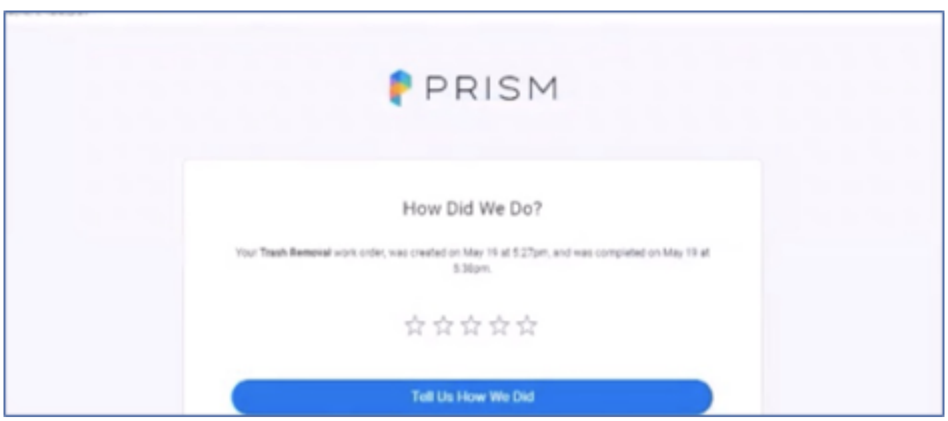
5. Along the right-hand side of the Work Order, you can see the History of the Work Order. This will show you any changes or updates that were made, as well as any comments that were added.
6. Within the history bar, there is an option to Follow a work order. You can check off the box if you are interested in receiving updates to a work order that you haven't personally submitted.

Editing a Work Order

1. From the Work Order grid, select the Work Order number that you'd like to edit.
2. Here you will see all of the details associated with that Work Order.
   a. If you would like to add a comment for the assigned engineer to see, you can Add Comment within the work order history section
   b. If you decide that the work no longer needs to be done, you can change the status to Cancelled by clicking on the Status dropdown. The engineer will receive a notification indicating that the work was Cancelled
   c. If you would like to add any image, you can select Browse within the Attachments section to add a photo
   d. If you would like to provide more information for the engineer, you can edit the Details as well as the Specific Location

Tenant Satisfaction

1. Once your work order is completed by the engineer, you will receive a Tenant Satisfaction email asking you about your experience. Example of the email notification is below.



2. You can rate your experience on a scale of 1-5, 5 being the highest.

3. Once you submit your rating, it will appear in the work order grid for reporting purposes

4. If the rating is low, a property representative will be notified in order to escalate the issue

My Users

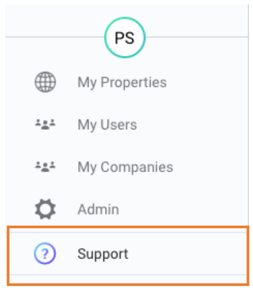
My Users

Under the My Users module within the navigation bar, you can view your user profile as well as other members of your company. Information within these profiles can include:

1. Name
2. Job Title
3. Company
4. Contact Information
5. Properties
6. Job Function

Support

By clicking on the Support module, you will be taken to our Prism Support Center.



Here you will find documentation on FAQs, Training Guides, Webinars and Videos, and Release Notes and New Features. You will also be able to log a Support ticket and also live chat with our support agents.