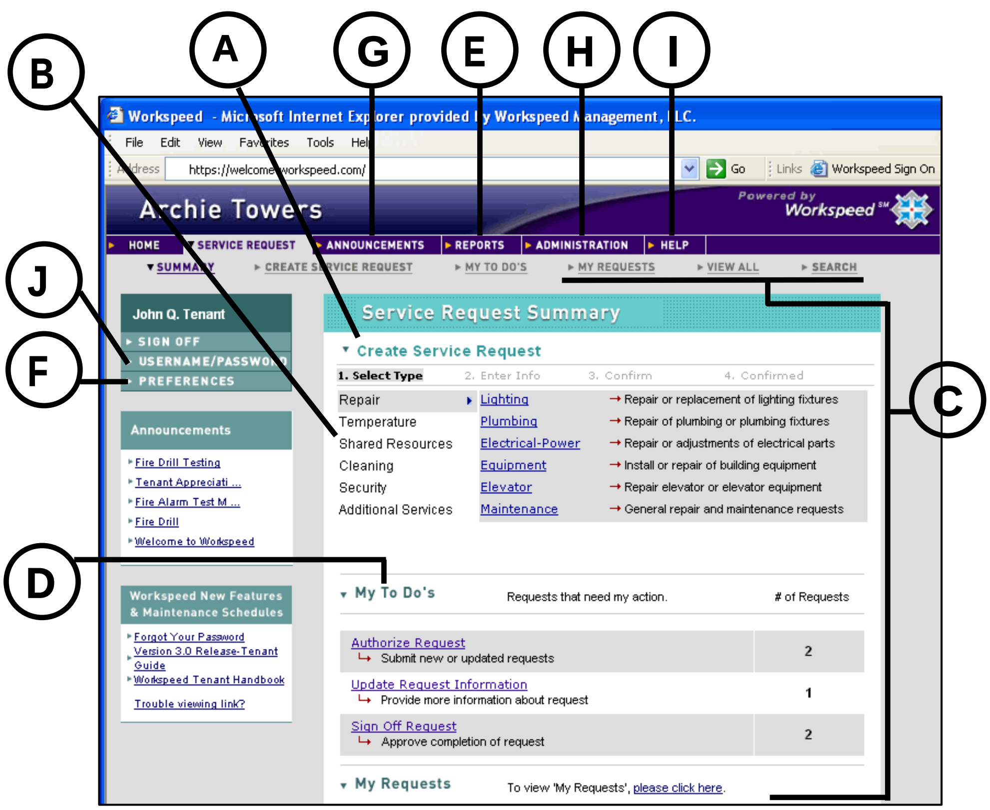
Welcome to Workspeed!

Congratulations! You now have the ability to quickly and easily initiate and track all your service and maintenance requests via the Internet and wireless technology. Workspeed's easy-to-use system increases efficiency and provides users with faster request fulfillment. Workspeed also provides accurate tracking of requests and reporting capabilities for accessing historical and billing information on completed requests.

Your Property's Workspeed Address: http://bh.workspeed.com

For complete details on all Workspeed Functions below, please refer to the corresponding sections in the *Tenant Guide to Workspeed* (accessible in PDF format via Workspeed **HELP**)

Ref	Workspeed Function	Description
A	Create Service Request	Initiate a Workspeed Request for Service
B	Create Shared Resource Request	Make Reservations for Freight Elevator, Conference Center, etc.
C	Find Requests and Check Status	Locate/Check the Status of already-submitted Requests
D	Complete My To Do's	Perform required actions on requests (Authorize, Update, Sign Off)
E	Generate Reports	View Reports for Request Activity and Billable Backup
F	Update My Profile	Change Profile Information, Customize Workspeed notifications
G	View Communications	View Building Announcements, Documents, and Quick Links
H	Add New Users	Create New User Profiles for your Company
I	Obtain Help	View/Print copy of *Tenant Guide to Workspeed* Handbook
J	Change Username/Password	Change Existing Workspeed Username and/or Password



Workspeed Functions and Steps

A Create Service Request

1. Click the Create Service Request link
2. Select a Service Request Category
3. Select a Service Request Type from the expanded list
4. Enter required (and optional) fields, then click **CONTINUE**
5. Review request, then click **SUBMIT**

B Create Shared Resource Request

1. Click the Create Service Request link
2. Select *Shared Resource* Category
3. Enter **Reason for Reservation**
4. Select **Date of First Reservation**, then click **SUBMIT**
5. Click **SUBMIT**
6. Select checkbox(es) for reservation time(s), then click **SUBMIT**
7. Review scheduling information, then click **CONFIRM**

C Find Requests and Check Status

1. Select one of the methods below to locate and check the status of already-submitted requests:
   a. Click My Requests, then select request type
   b. Click View All, select category link, then select a choice from the expanded list
   c. Click Search, enter criteria, then click **SUBMIT**
2. Click on Service Request ID# to view request details (Scroll down to view full *Service Request History*)

D Complete My To Do's

1. Click the My To Do's link
2. Select the link for the action you wish to perform (for example, Authorize Request, Approve Cost Estimate, Update Request Information, and Sign Off Request)
3. Select the Service Request ID# from list
4. Review request information, take appropriate action

E Generate Reports

1. Click **REPORTS** from the main toolbar
2. Select a report category from the **Report List**
3. Select a **Report Name** from the list of reports
4. Select the desired **Report Options** (including frequency, time period, and report format)
5. Click **GENERATE REPORT** to create the report
6. Click **VIEW** to review/save/print the report

F Update My Profile

1. Click **PREFERENCES** in the left-hand navigation bar
   a. *Change Contact Information*
      Modify your profile information
   b. *Change Notification Preferences*
      Select the checkbox next to the Property Name, then customize which Workspeed Notifications you wish to receive
2. Click **SUBMIT**

G View Communications

1. Click **COMMUNICATIONS** from the main toolbar
2. Select one of the following tabs to view property info:
   a. **ANNOUNCEMENTS**
   b. **BUILDING DOCUMENTS** (in PDF Format)
   c. **QUICK LINKS** (Internet-related links)

H Add New Users*

1. Click **ADMINISTRATION** from the main toolbar
2. Click the Add New User link
3. Enter the **Company Name**, then click **FIND**
4. Select the radio button in the **Action** column next to the desired **Company Name**, then click **ADD USER**
5. Enter required (and optional) fields
6. Expand the property tree in the **Select Business Functions** section, and select the Tenant privilege level (e.g., TENANT2 or TENANT3)
7. Select **Send Username and Password** checkbox at top of screen
8. Click **CREATE** at bottom of screen to add the user

***** Contact Property Management to add TENANT1 users

I Obtain Help

1. Select **HELP** from the main toolbar
2. View/Print *Tenant Guide to Workspeed* (in PDF Format)

J Change Username/Password

1. Click **USERNAME/PASSWORD** in the left hand navigation bar
   a. *Change Username*:
      Highlight the current username and delete it
      Type in the new username
   b. *Change Password*
      Type in the current Password
      Type in the new password
      Re-enter the new password\
2. Click **SUBMIT**