Workspeed Functions and Steps

Ref A - Create Service Request (SR)

1. Select a **Service Request Type** (Repair, Temperature, etc.)
2. Select a **Service Request Category** from the expanded list (Lighting, HVAC, etc.)
3. Enter required (and optional) fields, and then click **CONTINUE**
   a**. Required fields are indicated with an ***
   b**. DO NOT enter a Cost Center ID**
4. Attach pictures in **Related Documents** link (Add More Documents) related to your SR (Optional)
5. Click **Continue**
6. Review request, then click **SUBMIT**

Ref B - Create Shared Resource Request (Conference Room Calendar Scheduling)

1. Under Select Service Request Type, select **Shared Resource**
2. Select Shared Resource Category
   a. Select Category (Conference Center, Freight Elevator or Loading Dock)
3. DO NOT enter a Cost Center ID
4. Select Shared resource: (Team, Excellence, Vision or Games)
5. Enter **Reason for Reservation (If this is not filled out, the reservation will not be approved by Property Management):**
   a. Number of Attendees
   b. Set up (Classroom, Square, etc.)
   c. Reservation contact: Email and phone number
   d. Additional Information (Optional)
6. Select **Date of Reservation**
7. **Related Documents:** You can attach a document with a drawing/instructions for a specific set-up (Optional).
8. Click **SUBMIT**
9. Select checkbox(es) for reservation time(s) and then click **SUBMIT**
10. Review scheduling information, then click **CONFIRM**

Ref C – Check Status of Submitted Service Requests (SR)

1. Click the icon in the top left corner of your screen
2. Click My Requests (Under Service Requests), then select request type
3. Click View All, select category link, and then select a choice from the expanded list
4. Click Search, enter criteria, then click **SUBMIT**
5. Click on Service Request ID# to view request details (Scroll down to view full *Service Request History*)

Ref D - Generate Reports

Click **REPORTS** from the main toolbar

1. Click the icon on the toolbar on the left side of your screen
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

Ref E - Update My Profile

1. Click your name (next to Welcome) on the bottom right corner of your screen
2. Click **MY PREFERENCES** in the left-hand navigation bar
    a. Change Contact Information
3. Modify your profile information
    a. Change Notification Preferences
4. Select the checkbox next to the Property Name, and then customize which Workspeed Notifications you wish to receive
5. Click **SUBMIT**

Ref F - View Communications from Property Management

1. Click the icon in the top left corner of your screen
2. Select one of the following links listed under **Tenant Communications** for information from Property Management:
    a. ANNOUNCEMENTS
    b. **LINKS**
    c. **DOCUMENTS**

Ref G - Add New Users

Contact Property Management to add additional Workspeed users

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Ref H - Workspeed Help

1. Select the  icon on the toolbar on the left side of your screen
2. View/Print *Tenant Guide to Workspeed* (in PDF Format)

Ref I - Change Username/Password

1. Click your name (next to Welcome) on the bottom right corner of your screen
2. Click **MY PREFERENCES** in the left-hand navigation bar
3. Click **USERNAME/PASSWORD** link in the **Contact Information** section
4. Highlight the current username and delete it
5. Type in the new username
    a. Change Password
6. Type in the current Password
7. Type in the new password
8. Re-enter the new password
9. Click **SUBMIT**
