



Dear Valued Tenant,

Welcome to the Trinity Real Estate portfolio. This letter is meant to provide an introduction to Workspeed, the online system our tenants use to submit Service Requests and to reserve building resources. Workspeed makes service requests easy to submit and track and allows Trinity to deliver quicker and more efficient service. In addition, Workspeed provides easily accessible backup information for the bills our tenants receive.

Getting Started:

Please provide your Trinity Property Manager with the names and email addresses for the primary Workspeed users in your office. Many tenants choose their office or facilities manager to be their primary Workspeed users. Whoever has responsibility for tasks such as reserving freight elevators and reporting maintenance, janitorial and security issues should be designated Workspeed users.

Once your primary Workspeed users are set up by your Property Manager, you will receive an email from service.request@workspeed.net with Workspeed login information allowing you to start using the system immediately.

The web address used to access the system is <https://trinity.workspeed.com>.

If you are unclear about how to log in or submit Service Requests, click on the following link to see a step-by-step video:

http://www.workspeed.com/documents/next/Workspeed_Tenant_Kickoff_WITHOUT_Visitor_or_Shared_Resource/

Answers to most Workspeed questions can also be found in the “Tenant” section of the Workspeed Customer Support Page, which you can find by clicking the “Help” link in the top right corner of the Workspeed website. We recommend referring to this helpful page often. Additionally, attached is a Tenant’s Guide to Workspeed that you can be used as a reference.

As you start to use the system please keep the following in mind:

- The names and email addresses you provided your Property Manager will be T1 Workspeed users. If these users want to create other users, they can add T2 and T3 users. For instructions on how to add new users, click the “Help” link in the top right corner of the Workspeed website, then click the “Tenant” link on the left hand side of the resulting page. Instructions on adding new users can be found in section 6.1- “Add New User”. If you want to add another T1 user, please speak with your Trinity Property Manager.

- T1, T2 and T3 users have the following "rights:"

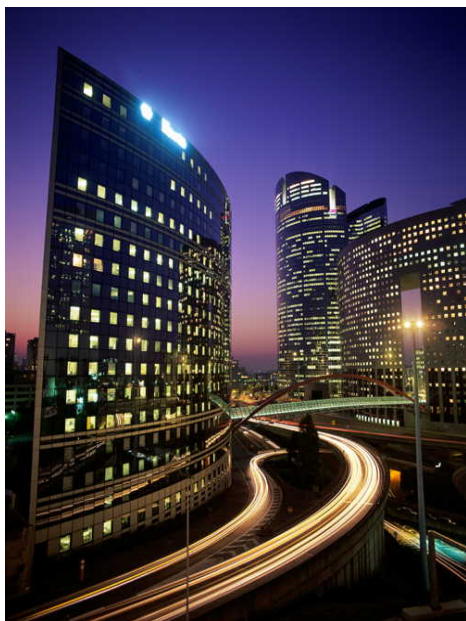
Access/Capability	Tenant1 (T1)	Tenant2 (T2)	Tenant3 (T3)
Create Service Request	X	X	Must be authorized by T1 or T2
View All Company Service Requests	X	Only for Own SR	Only for Own SR
Authorize Service Requests	From T3	From T3	
Perform User Administration	For T2/T3		
View Workspeed Users for Company	X		

- Trinity Call Center staff have been trained to help you submit requests through the Workspeed site if you need personal assistance. Their phone number is 646.613.9401.
- To reserve "shared resources" (i.e., Freight Elevator, Sprinkler Shutdown, Fire Alarm Shutdown) through Workspeed select "Create SR" then "Additional Service". Make sure to specify the dates and times you are requesting these resources in the "Brief Description" box when filling out the Service Request. Please note that this process is different than what is laid out in the Workspeed's official tenant guide.
- Workspeed works best using Internet Explorer 5.5 and above and Netscape Navigator 6.1 and above. We recommend using these browsers for the system if you do not already.

We truly appreciate the time you are taking to learn this system. Please contact your Trinity Property Manager with any further questions.

Sincerely,

The Trinity Real Estate Team



Workspeed[™]

SOFTWARE THAT EMPOWERS

Point. Click. Request.

The Tenant's Guide to Workspeed

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.

Workspeed increases Property Management efficiency and provides tenants with faster request fulfillment. Workspeed also offers accurate request tracking and reporting capabilities for accessing historical and billing information on completed requests.

Your Property's Workspeed Address

http:// _____ .workspeed.com

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Workspeed System Requirements

PCs

- ◆ **Operating System:** Windows 98/2000/XP
- ◆ **Internet Browsers:**
 - ✧ Internet Explorer 5.5 and above
(Version 6.x is recommended)
 - ✧ Mozilla Firefox
(Version 3.0.1 and higher for limited tenant functionality.
More advanced features are not supported)
 - ✧ Apple Safari
(Version 3.1.2 and higher for limited tenant functionality.
More advanced features are not supported)

Macintosh

- ◆ **Operating System:** Mac OS 10
- ◆ **Internet Browsers:**
 - ✧ Internet Explorer 5.1 and above
 - ✧ Netscape Navigator 6.2 and above

Other System Requirements

- ◆ **PDF Software**

Adobe Acrobat Reader 5.0 or higher must be installed in order to download and/or print Tenant Reports in PDF format
- ◆ **Screen Resolution**

The Workspeed application is optimized for 1024x768.
- ◆ **Internet Connectivity**

Dial-up users must connect at 28 kbps or higher
(High Speed/Broadband connection highly recommended)
- ◆ **Firewall Ports**

To enable Workspeed communications, please have your IT department open the following ports: 80, 443, 9000

Sign In to the Workspeed System

Follow the steps below to sign in to Workspeed:

1. Launch your Internet Browser
2. Access Workspeed using one of the following 3 methods:
 - ◆ Enter your property's Workspeed Web Address (included in the Username and Password email)
– OR –
 - ◆ Type <https://secure.workspeed.com> in your browser address bar
– OR –
 - ◆ Click the link in your Welcome To Workspeed email
3. Enter your **Username** and **Password** in the *Sign In* section
4. Click the **SIGN IN** button (or press the ENTER key)

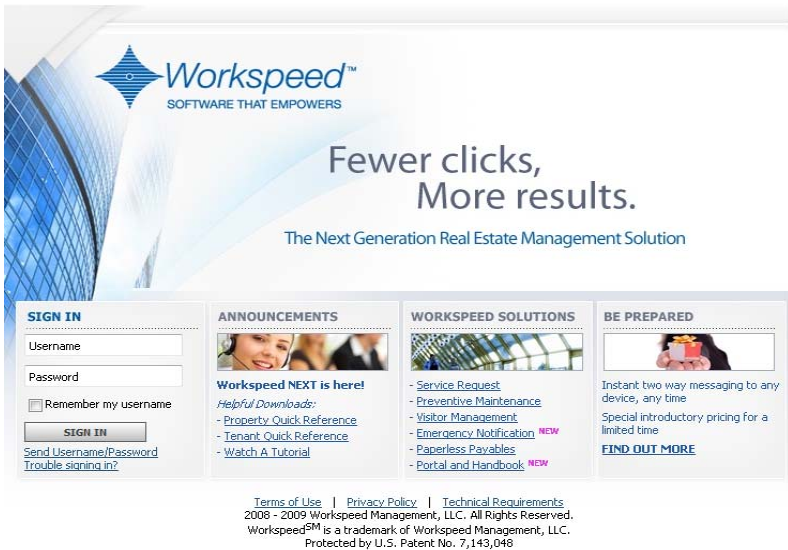


Figure 1

Workspeed Functions

Refer to the page numbers below to learn about these Workspeed functions:

- ◆ [Create Service Request](#) – Page 5 (Main Menu)
- ◆ [Create Shared Resource Reservation](#) – Page 6 (Main Menu)
- ◆ [Find Requests and Check Status](#) – Page 7 (Main Menu, Workspeed Tools)
- ◆ [Complete My To Dos](#) – Page 9 (Main Menu)
- ◆ [Generate Reports](#) – Page 10 (Main Menu)
- ◆ [Add Visitors/Update Visitors](#) – Pages 12-13 (Main Menu)
- ◆ [Update My Profile](#) – Page 14 (Workspeed Tools)
- ◆ [View Tenant Communications](#) – Page 14 (Main Menu)
- ◆ [Add New Users](#) – Page 15 (Main Menu)
- ◆ [Help](#) – Page 17 (Workspeed Tools)
- ◆ [Change Username/Password](#) – Page 19 (Workspeed Tools)

Workspeed Home Page

The screenshot shows the Workspeed Home Page for 'Galaxy Tower'. The page includes a Main Menu Bar with links to HOME, SERVICE REQUEST, SECURITY, AMENITIES, REPORTS, and ADMINISTRATION. A 'Last time you logged in' message shows the user logged in on 09/22/2008 at 12:33 PM. The 'Workspeed Tools' section is visible in the top right. The 'Property Drop Down' menu is set to 'Galaxy Tower'. The 'My To Do's' section lists tasks such as 'Authorize Request', 'Approve Request Estimate', 'Update Request Information', and 'Sign Off Request', each with a description and a count of requests. The 'My Shortcuts' section lists links to 'SR - My Requests', 'AM - Conference C...', and 'SE - Create Visit...'. The 'Announcements' section lists 'Book Drive' and 'Construction Noises'. The 'Links' section lists 'Move Property Man...' and 'Local Fire Code U...'. The 'Documents' section lists 'evacuation plan-c...' and 'Lilly Wine'. The footer contains links to 'About Workspeed', 'Contact', 'Terms of Use', 'Privacy Policy', and 'Technical Requirements', along with copyright information for Workspeed Management, LLC.

Galaxy Tower

Welcome, John Sizemore. You last logged in on 09/22/2008 12:33 PM

Workspeed
SOFTWARE THAT EMPOWERS

My Workspeed | Search | Help | Logout

HOME SERVICE REQUEST SECURITY AMENITIES REPORTS ADMINISTRATION

Home/My To Do's

Pods

Property Drop Down

Property: Galaxy Tower

TO DO ALL

My To Do's

Your To Do List

	# of Requests
Authorize Request → Submit new or updated requests	2
Approve Request Estimate → Authorize cost estimate for request	1
Update Request Information → Provide more information about request	1
Sign Off Request → Approve completion of request	3

My Shortcuts

- SR - My Requests
- AM - Conference C...
- SE - Create Visit...

Announcements

- Book Drive
- Construction Noises

Links

- Move Property Man...
- Local Fire Code U...

Documents

- evacuation plan-c...
- Lilly Wine
- More Documents...

About Workspeed | Contact | Terms of Use | Privacy Policy | Technical Requirements

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WorkspeedSM is a trademark of Workspeed Management, LLC.
Protected by U.S. Patent No. 7,143,048

Company, Legal and Technical Information

Create Service Request

Step 1

- Click the **CREATE SR** option under **SERVICE REQUEST** menu.
- Select a Service Request category (such as *Repair*)
- Select the Service Request type that best fits your need.

The screenshot shows the Galaxy Tower Workspeed portal. The 'CREATE SR' option is highlighted under the 'SERVICE REQUEST' menu. The 'Select Service Request Type' dropdown is open, showing various categories like Repair, Temperature, Shared Resources, Cleaning, Security, and Additional Services, each with a list of specific request types.

Step 2

- Enter a **Brief Description** of the work requested
- Enter **Location Details**
- Change **Bldg/Block, Floor, and Suite/Space** if different from defaults
- Enter a contact name (**Upon Arrival Ask For**) for the request
- Provide supporting documentation (**Add More Documents (PDF)**)
- Click **CONTINUE** to confirm the information

The screenshot shows the 'CREATE SERVICE REQUEST' form. The 'Brief Description' field contains 'New sign for our door'. The 'Location Details' section shows 'Reception area' selected, with 'Bldg / Block' set to 766, 'Floor' set to 1, and 'Suite / Space' set to 100. The 'Upon Arrival Ask For' field contains 'John'. The 'Related Documents' section is empty, and there is a button to 'Add More Documents (PDF)'. The 'BACK' and 'CONTINUE' buttons are at the bottom.

Step 3

Review the request information, then click:

- SUBMIT** to submit request
- MODIFY** to modify request
- CANCEL** to cancel request

Note: When the request is submitted, you will see **Please Wait** blinking in the **Status** area prior to receiving the **New - Confirmed ID #**. This is your SR ID#.

The screenshot shows the 'CREATE SERVICE REQUEST' form in the 'Step: Confirm' state. The 'Request Type' is 'Lighting' and the 'Status' is 'Not Yet Submitted'. The 'Request For' field contains 'TLC Industries'. The 'Brief Description' field contains 'Several lights out'. The 'Location' field contains 'Bldg: 766, Floor 1, Suite 100'. The 'Location Details' field contains 'main reception'. The 'Upon Arrival Ask For' field contains 'Janet'. The 'BACK', 'MODIFY', and 'SUBMIT' buttons are at the bottom.

The screenshot shows the 'CREATE SERVICE REQUEST' form in the 'Step: Confirmed' state. The 'Request Type' is 'Lighting' and the 'Status' is 'New - Confirmed ID #: 413368920'.

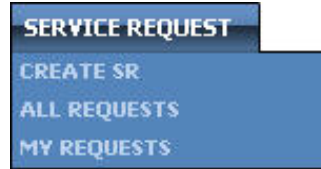
Find Requests and Check Status

Click **ALL REQUESTS** or **MY REQUESTS** from the Service Request menu option, or the **SEARCH** link from the Workspeed Tools options in the upper right of any page.

STEP 1: VIEW A LIST OF REQUESTS

Option 1: ALL REQUESTS

- Click the **ALL REQUESTS** option from the **SERVICE REQUEST** menu button
- Select a category link, then select from the choices to view a list of requests for that category
- Go to **STEP 2** on the following page



ALL REQUESTS

To view detailed information about a service request, begin by selecting a category from the list below. From there, you will see another set of choices. Choose from these to view a list of requests that meet your criteria.

Requests by:

Current Requests	Type	# of Requests
Leak	Tenant	7
Lightning	Action Required	42
Too Cold	Status	5
Too Hot	None	7
Janitorial		3
Keys and Locks		4

Option 2: MY REQUESTS

- Click the **MY REQUESTS** option from the **SERVICE REQUEST** menu button
- Select a link from the listing of all request types with a status of *open* (status = new, pending, or complete)
- Go to **STEP 2** on the following page

MY REQUESTS

To view detailed information about a service request, begin by selecting a category from the list below. From there, you will see another set of choices. Choose from these to view a list of requests meeting your criteria.

Requests by:

Current Requests	Type	# of Requests
Lightning		5
Too Hot		5
Too Cold		4
Plumbing		9
Electrical Power		1



Option 3: SEARCH

- Click the **SEARCH** link in the upper right tool bar to access the Search screen
- Click the checkbox(es) for desired field(s), and enter the search criteria (such as **Date**, **Service Request Type**, and/or **Status**)
- Click **SUBMIT** to perform the search
- Go to **STEP 2** on the following page

SEARCH

Check the option(s) you would like to search for. Additional criteria will display for each selected option. NOTE: not all options may be searched at the same time.

☐ **ID#**

☐ **INVOICE NUMBER#**

☐ **DATE** Request Created
☐ In the last days
☐ from to
 Please enter dates using (mm/dd/yyyy) format.

☐ **VISITOR** Find visitors by name, company, host or tenant company.

☐ **SR REQUEST TYPE** Specify Service Request type(s) to limit your search

☐ **STATUS** Find requests with a specified status.

☐ **SPACE** Specify a location to limit your search.

☐ **CHARGE INFORMATION** Specify charge type and or amount to limit your search.

Find Requests and Check Status

STEP 2: ACCESS INDIVIDUAL REQUEST

- ◆ After finding a request in **Step 1**, you can click on the Service Request **ID #** for detailed information and to modify the request if necessary

Note: You cannot modify a request after the status is *Complete*, but you can Add a Comment at any time

VIEW RESULTS				
To view more information, select the ID # of any request. You can re-sort the list by clicking on any category title.				
Viewing 1 - 25 of 26 selected requests >> Next 25 Requests >>				
ID#	Type	Status	Originator	Created
413368920	Lighting	Pending	TLC Industries	May 20, 2008
	by the stairs	several lights out		12:37p
359263541	Lighting	New	TLC Industries	Mar 5, 2008
		several lights out		3:53p

ID#
[413368920](#)

STEP 3: VIEW REQUEST INFORMATION AND HISTORY

- ◆ On the *View Request Information* screen you can view details about the request, add comments to the request, and view the **Next Step** information to track the request progress
- ◆ Scroll to see the full *Service Request History*

VIEW REQUEST INFORMATION				
ID#: 382610010	Type: Lighting	Status: Pending		
Next Step: Complete Request	To Be Performed By: Nova Property Management			
Brief description: several lights out				
▼ Service Request History:				

VIEW REQUEST INFORMATION													
ID#: 382610010	Type: Lighting	Status: Pending											
Next Step: Complete Request	To Be Performed By: Nova Property Management												
Brief description: several lights out													
▼ Service Request History:													
Requested by: John Sizemore			Requested for: TLC Industries										
Date	Time	Action	Performed By	Company	Status								
May 20, 2008	12:37p	Request Initiated	John Sizemore	TLC Industries	New								
May 20, 2008	12:46p	Accepted	Nancy Drew	Nova Property Management	Pending								
Create Information													
Requested by: John Sizemore (646-442-6412), TLC Industries													
For: TLC Industries, Regional HQ													
On Behalf Of: John Sizemore													
Building: 766, Block: 317 Madison Avenue, Floor: 2, Suite/Space: Hallway													
Location Details: by the stairs													
Upon Arrival Ask For: Janet													
Process Information													
Enter/edit charge data upon completion													
Sign-off Required													
Selecting Modify will send the request back through the review and process steps.													
Select an option and click SUBMIT: Back to previous page													
SUBMIT													

Complete My To Do's

Some Service Requests may require further action (such as Authorize Request, Update Information and Sign Off Request). These requests can be found in the My To Do's section. Failure to complete your To Do's will prevent requests from progressing to the next step.

Step 1

- Click the **MY TO DO'S** option under the **HOME** menu.
- Select the link for the action you want to perform (such as [Update Request Information](#), [Sign Off](#), or [Authorize Request](#))

TO DO ALL		
My To Do's		# of Requests
Authorize Request	Submit new or updated requests	2
Approve Request Estimate	Authorize cost estimate for request	1
Update Request Information	Provide more information about request	1
Sign Off Request	Approve completion of request	3

Step 2

- To Update Request Information, select the [ID#](#)

UPDATE REQUEST INFORMATION				
Select the ID# of any request to begin.				
View All Results Viewing 1 - 2 of 2 matching records				
ID#	Type	Status	Originator	Created
413430026	Plumbing	New	TLC Industries	Sep 24, 2008 12:46p
		there is a leak		
413305638	Leak	New	TLC Industries	Sep 22, 2008 11:19a
		leaky faucet		

Step 3

- Review the Request for Information, and click the [Edit Section](#) link. Modify the original details of your request. Enter the missing information wherever it is appropriate to do so.

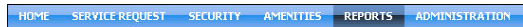
UPDATE REQUEST INFORMATION					
Review the comments below, update the information, and select Submit.					
Service Request Comments please be more specific: where, what type of leak? Nancy Drew					
Service Description: Plumbing-Request Status: New Request ID: 413430026 Created On: Sep 24, 2008 12:46p Create Request For: TLC Industries Property: Galaxy Tower Location: Bldg / Block: 317 Madison Avenue Floor: 1 Suite / Space: 100 Location Details: Not Entered Brief Description: there is a leak Upon Arrival Ask For: John Estimated Cost: Edit Section					
Service Request History: Requested by: John Sizemore Requested for: TLC Industries					
Date	Time	Action	Performed By	Company	Status
Sep 24, 2008	12:46p	Request Initiated	John Sizemore	TLC Industries	New
Sep 24, 2008	12:47p	Info needed	Nancy Drew	Nova Property Management	New
please be more specific: where, what type of leak?					
CANCEL REQUEST					SUBMIT

Generate Reports

Workspeed provides several standard reports for viewing Service Request activity and Billable Backup information. These reports update periodically as progress information for each request is added into the system.

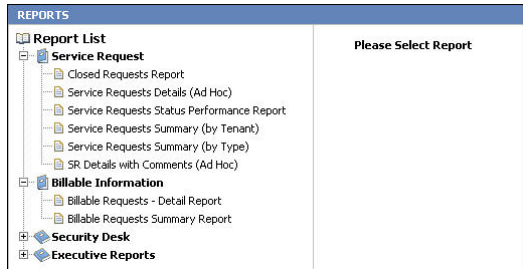
Step 1

- Click the **REPORTS** button from the main menu at the top of any screen



Step 2

- Select a report category from the Report List ([Service Request](#) or [Billable Information](#))
- Select a Report Name from the list of available reports.



Step 3

- Select the desired **Report Options** (Property, Report Format, Report Period, and associated Report Dates)
- Click **GENERATE REPORT** to create the report



Step 4

- Click **VIEW** to review the report (and save/print) - OR -
- Click **REGENERATE REPORT** to recreate the report (if it has been created previously and you wish to include the most current information)



Step 5

By default, reports in Workspeed are generated as PDF files that can be viewed, saved, and printed directly from the Adobe Acrobat Reader software (available as a free download from www.adobe.com).

All reports in Workspeed can also be created in Excel, or CSV (Comma Separated Variable) format for further processing.

Archie Towers

Billable Requests - Detail

Report

June 2005

Powered by Workspeed

Request for: TLC Industries

On Behalf of: N/A

Accounting ID: EDFSGR

Nova Property Management

ID#: 80316436

Created: 06/21/04

Closed: 01/03/05

Request Type: Lighting

Originator: Nancy Oline, Nova Property Management

Location: Building 700, Box 117 Madison Avenue, Floor 1, Suite 110

Location Details: test

Request Description: test

Work Summary: 1 light, 5 hr labor

Assigned To: Bob Blackburn

Service Request Charges

Labor

Quantity	Description	Item Code	Unit Price	Extended Price	Tax
0.5	Engineering-Engineer	ENGIN	\$58.01	\$29.01	8.000 %
				Labor Subtotal:	\$29.01
				Labor Tax:	\$0.00
				Labor Total:	\$29.01

Material

Quantity	Description	Item Code	Unit Price	Extended Price	Tax
3.0	Bulb	T432	\$10.58	\$31.74	8.625 %
				Material Subtotal:	\$31.74
				Material Tax:	\$2.74
				Material Total:	\$34.48

Totals

				Service Request Subtotal:	\$63.75
				Service Request Tax:	\$2.74
				Service Request Total:	\$66.49

Update My Profile

Step 1

- Click [My Workspeed](#) in Workspeed tools in the upper right side of any Workspeed page.



Step 2

- Update your **Contact Information**, and [Change Username/Password](#)
- You can customize what Workspeed functions you want in your **Shortcuts**, and which **Pods** to display on your Workspeed homepage.
- Select which email notifications to receive in the **Notification Preferences** section for each building.
- Click **SUBMIT** for your updates to take effect.

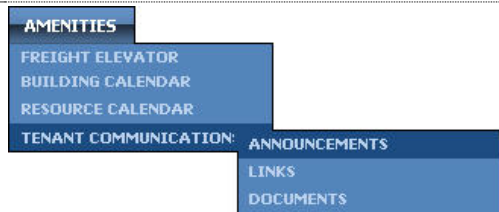
The image is a screenshot of the 'MY WORKSPEED' profile update form. It has a blue header with the text 'MY WORKSPEED'. Below the header is a section titled 'Contact Information' with fields for First Name, Last Name, Job Title, Status, Address 1, Address 2, City, State, Zip, Office Phone, Cell Phone, Email, Pager, and Wireless PIN. There is a 'Change Username/Password' link. Below this is a section titled 'My Shortcuts' with a 'Select items to be included in your My Shortcuts pod' section and a 'Select visible pods' section. The 'Select items to be included in your My Shortcuts pod' section has a 'Clear All' button and a list of items: Service Request, Security, and Amenities. The 'Select visible pods' section has checkboxes for Links, Announcements, Documents, and My Shortcuts. Below this is a section titled 'Notification Preferences' with a 'Select a property to view or edit your notification preferences:' section and a list of properties: Galaxy Tower, Regal Towers, and Rivisto Plaza. At the bottom right are 'BACK' and 'SUBMIT' buttons.

View Tenant Communications

View Tenant Communications posted by the Management.

Step 1

- Click **TENANT COMMUNICATIONS** from the **AMENITIES** menu.
- Select Announcements, Links or Documents.



Step 2

- Select an announcement, link, or document you wish to access by clicking on the link for that communication

ANNOUNCEMENTS		
Title	Posted On	Posted By
Announcement Notification ...	Jun 27, 2007	N. Drew
management meet and greet	Jul 14, 2005	N. Drew
Window Cleaning	May 20, 2003	N. Drew
Weekend Elevator Access	Feb 25, 2003	N. Drew

Add New Users

Depending on your access (established by Property Management), you may be able to create new User Profiles for your company.

Step 1

- ◆ Click **ADMINISTRATION** button on the main menu
- ◆ Select **ADD NEW USER**
- ◆ Click **FIND** (your tenant company name pre-populates in the search field)
- ◆ Select the radio button in the **Action** column next to the desired **Company Name**, then click **ADD USER**

A screenshot of a web form titled 'ADD NEW USER'. Below the title is a subtitle: 'Select Company - Search and find Workspeed related companies for adding new user.' Underneath is a section labeled 'Quick Finder' containing two rows of input fields. The first row has 'Company Name:' with a text box containing 'TLC Industries' and 'Company Type:' with a dropdown menu set to 'All'. The second row has 'Property Name:' with an empty text box and 'Federal Id:' with an empty text box. A 'FIND' button is located at the bottom right of the form.

Step 2

- ◆ Select the radio button in the **Action** column next to the desired **Company Name**, then click **ADD USER**

Action	Company Name	Fed. ID	Property	Company Type	Active	Contact Name	Contact Phone
☒	TLC Industries	slh-01	Galaxy Tower	TENANT	☒		(450) 55...
			Rivisto Plaza	TENANT			
						CANCEL	ADD USER

Step 3

- ◆ Enter information for the new user – required fields (**First Name**, **Last Name**, and **E-Mail Address**) are marked with a **blue** asterisk
- ◆ Expand the property tree in the **Select Business Functions** section, and select the Tenant privilege level (see chart below)
- ◆ Click **CREATE** at the bottom of the screen to add the user

Add new user to [TLC Industries]

☒ Active ☐ Reset Default Password

☐ Send Username and Password Password: *****

Login Name: 426209912 Confirm Password: *****

Title: Office Manager ☒ Same as Entity's address

First Name: Sandra Address 1: Regional HQ

Last Name: Missoni Address2:

E-Mail Address: smissoni@office.ws City: Boston

Job status: Please Select State: MA Massachusetts

Office phone: 212-442-6412 Zip: 20053

Mobile phone:

Home phone:

Select Business Functions:

Galaxy Tower

Tenant:

- ☐ None
- ☒ TENANT2
- ☐ TENANT3
- ☐ TENANT4

Property: Galaxy Tower Business Function: TENANT2

Tenant Roles: (?)

CANCEL CREATE

Note: Only Property Management can add TENANT1 level users (Primary Contacts)

Tenant Privileges

Access/Capability	TENANT 1	TENANT 2	TENANT 3	TENANT 4
Create Service Request	Yes	Yes	Must be authorized	Visitor only
View All Requests	Yes	No	No	Yes
Authorize Requests	Yes	Yes	No	No
Create Freight Elevator Reservation	Yes	No	No	No
Approve Cost Estimates	Yes	Yes	No	No
Sign Off completed Requests	Yes	Yes	No	No
Perform User Administration	Yes	No	No	Tenant 4 users (optional)

Step 4 (Optional)

- ◆ Select the **DEFAULT LOCATION** button from the vertical menu on the left to designate a default location for the newly added user

GENERAL INFO

DEFAULT LOCATION

PREFERENCES

NOTIFICATION

SEC. AND BUILD. PASS.

EAP / NOTIFICATION

Default Location: Sandra Missoni [TLC Industries]

Select Default Location:

Galaxy Tower

766

317 Madison Avenue

1

100

2

Property: Galaxy Tower Location: 100

Help

If you need more detail about a particular function in Workspeed, you can access a PDF copy of this Tenant Guide via the **HELP** button

Step 1

- ◆ Click [Help](#) in the Workspeed tools in the upper right of any Workspeed page.
- ◆ View a PDF copy of this Tenant handbook.



Frequently Asked Questions

Q. I can't access the Sign In screen – what should I do?

- A. Check whether you can access other websites. If you can, make sure you entered the address correctly. **Note:** Do not type *www* before the address (See Page 1 for further details).

Q. What should I do if I am unable to access the Internet?

- A. Check with your Internet Service Provider (ISP) or your IT Department to report the issue. Enter your request when Internet service is restored, or contact the Property Management Office.

Q. My Internet Explorer browser appears to be “hanging,” and I have rechecked the address – what should I do?

- A. Try clearing your Temporary Internet Files as follows:
1. Launch Internet Explorer
 2. Select **Tools-Internet Options...**
 3. Select the General Tab in the *Internet Options Window*, and click **Delete Files** in the Temporary Internet Files section
 4. Click **OK** in the *Delete Files Confirmation Window*
 5. Click **OK** at the bottom of the *Internet Options Window*
 6. Close the browser (Click the **X** in the upper right-hand corner), then launch a new browser session

Q. Can I eliminate the prompt to allow secure and non-secure data?

- A. Yes - you can disable the mixed security prompt in Internet Explorer:
1. Launch Internet Explorer
 2. Select **Tools-Internet Options...**
 3. Select the Security Tab in the *Internet Options Window*, and click **Custom Level...**
 4. In the *Security Settings Window* section select **Enable** for Display Mixed Content
 5. Click **OK**, and click **Yes** when prompted “Are you sure you want to change the security settings for this Zone”
 6. Click **OK** at the bottom of the *Internet Options Window*
 7. Close the browser (Click the **X** in the upper right-hand corner), then launch a new browser session

Q. Why can't I just call the Management Office for my Requests?

- A. Entering Service Requests in Workspeed expedites the handling of your request, and allows you to easily track status and review historical information. ***In case of emergency, always call the Property Management Office and, if necessary, 911.***

Q. I have forgotten my password! What do I do?

- A. Click on the [Send Username/Password](#) link on the Sign In Screen. Follow the instructions. If no profile is found, contact your property management office.

Q. How do I change my username and password?

- A. Follow the steps below to change your Username/Password:
1. Click [My Workspeed](#) (see page 15 – Update My Profile)
 2. Click the [Change Username/Password](#) link in the **Contact Information** section.
 3. Type in the current password
 4. Type in the new password
 5. Re-enter the new password
 6. Click **SUBMIT**

Q. How do I change my name/email address/phone number?

1. Click [My Workspeed](#) (see page 15 – Update My Profile)
2. Update the appropriate fields
3. Click **SUBMIT**

Q. How do I change the email notifications I receive?

- A. Follow the steps below to change your name/email/phone #:
1. Click [My Workspeed](#) (see page 15 – Update My Profile)
 2. In the **Notification Preferences** section, deselect the email notifications you do not wish to receive
 3. Click **SUBMIT**

Q. When I create a Recurring Visitor request on Friday to repeat on Saturday, Sunday, and Monday, why can't I see the Visits for Sunday and Monday when I go to View All Scheduled Visitors?

- A. Recurring Visitor requests will appear in the system 24 hours prior to the actual occurrence.