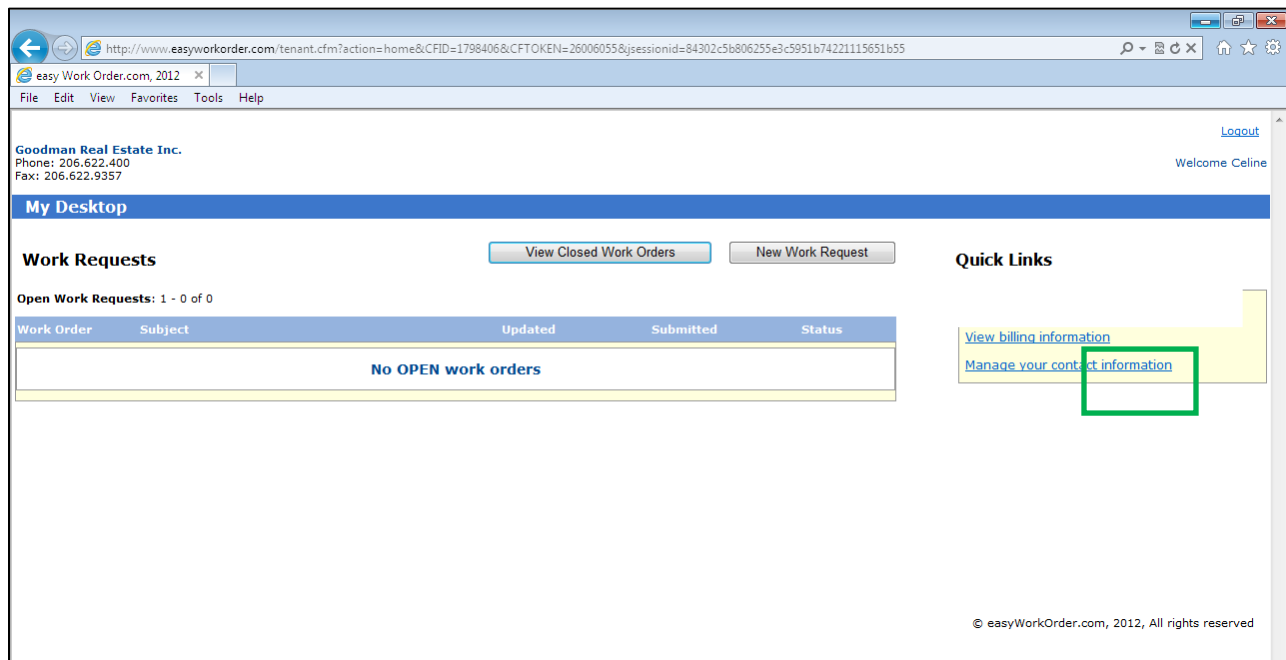


## OPENING WORK REQUEST SCREEN

Open an internet browser and enter [easyworkorder.com](http://easyworkorder.com) in the address bar

1. In the top right corner of the screen click '**Customer Login**'
2. Enter your **User Name and Password**, and click '**Login**'

## TENANT DESKTOP



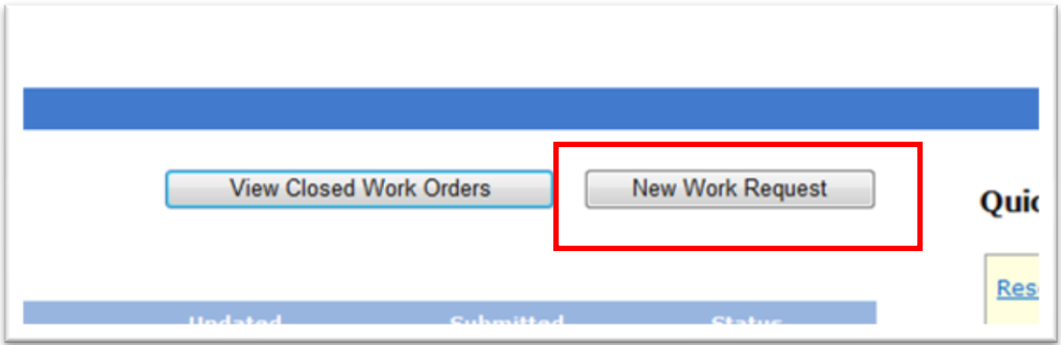
The Tenant Desktop is your base location for reporting problems and tracking the status of the problems that you report.

**Quick Links** is the navigation menu through which you open work requests and manage your contact information.

To view the detail of open or closed work orders, click on the **work order number** and you will be taken to the work order, where you can view its detail.

### Opening a work request

From your Tenant Desktop, click on the '**New Work Request**' button



You are now in the actual **Work Request** screen. This is where you select the type of problem you are experiencing, the urgency level of the problem and provide a concise narrative of the problem.

Goodman Real Estate Inc  
2801 Alaskan Way  
Seattle, WA 98121

Unit: 310  
Submitted by: Celine Lavigne  
Phone: 206.448.0259 Ext: NULL  
Cell: NULL  
Email: clavigne@goodmanre.com

Date Received: 06/28/2012  
Time Received: 09:43 AM  
Problem Type: -- Select a Problem Type --  
Other Problem Type: (Enter only if Other is selected)  
Urgency Level:  High  Medium  Low  
Requested Completion Date: June 28 2012

Check this box if there is a safety issue:

Problem Description (Describe the nature of your problem as clearly and succinctly as you can.)

(Max 255 characters) 255 characters left.

Attach File

Submit Cancel

Once the Work Request screen is open:

The screenshot shows a web form with the following fields and values:

- Problem Type:** \* Construction
- Other Problem Type:** (Empty text box with note: "(Enter only if Other is selected)")
- Urgency Level:**  High  Medium  Low
- Requested Completion Date:** December 14 2004

1. Select the type of problem you are reporting, under 'Problem Type' then select the 'Urgency Level'

**Please Note:**

- The '**Problem Type**' selection has a list of common problems, select the one most closely matching yours. Select 'Other' if none exist and be sure to enter a description of what the 'Other Problem Type' is.

- Not ALL problems are **HIGH** urgency. Please be realistic with which level you select. Most problems are **MEDIUM** urgency.

2. Move down to the Narrative section of the Work Request and type in a description of your problem. You are limited to 255 characters. Please try and be as accurate and concise as possible.

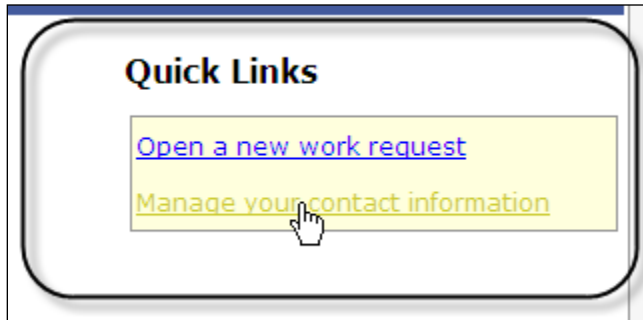
The screenshot shows the 'Problem Description' section with the following elements:

- Section Header:** Problem Description (Describe the nature of your problem as clearly and succinctly as you can.)
- Text Area:** A large empty text box for entering the description.
- Character Count:** (Max 255 characters) 255 characters left.
- Buttons:** Submit and Cancel

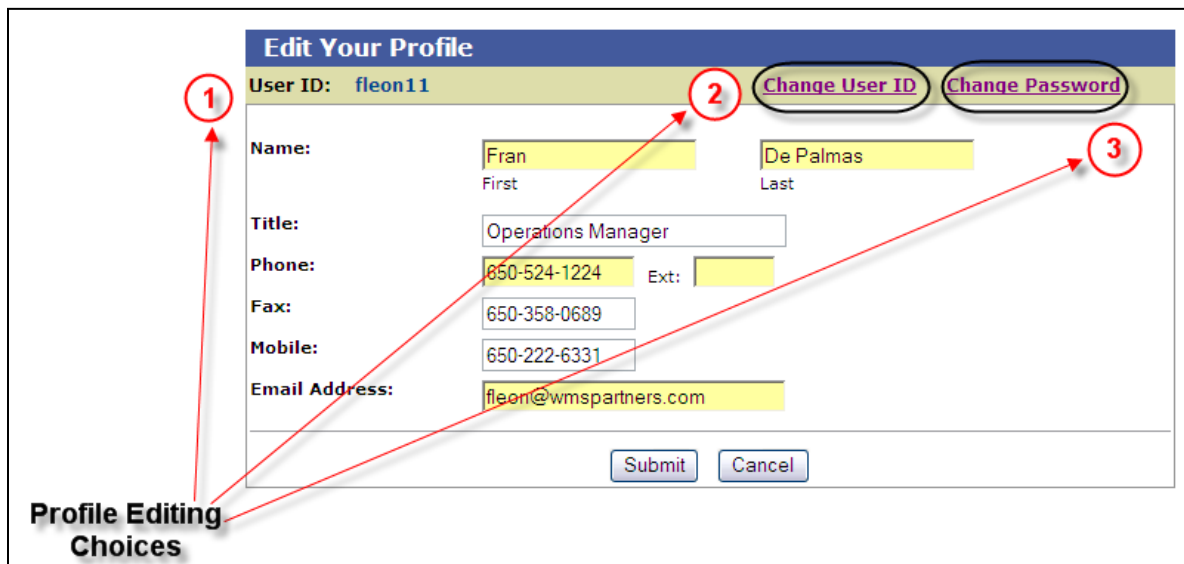
3. When you are satisfied with what you are reporting, click '**Submit**'.
4. Your Work Request has been sent to the property management office, automatically updating their Work Order queue, and you will receive an email notification stating that they have received your request. At this point there is nothing more to do. You may log out and wait to be contacted, via email, of the status of your Work Request.

## CHANGING USERNAME, PASSWORD OR CONTACT INFORMATION

Changing your contact information, your user name or your password is very simple.



1. Under **Quick Links**, on your main Tenant Desktop, click on 'Manage your contact information'
2. You will be taken to the '**Edit Your Profile**' screen:



**Edit Your Profile**

User ID: fleon11

**1** Name:    
First Last

Title:

Phone:  Ext:

Fax:

Mobile:

Email Address:

**2**   **3**

**Profile Editing Choices**

(Figure 3.6, Edit Your Profile)

You have three (3) choices in this screen: 1) change you contact information; 2) change your user ID; and 3) change your password.

### 3. **Changing your contact information**

The screen is pre-populated with you initial contact information. Simply change the entry that you want and click Submit when you are finished.

#### 4. Changing your User ID

Clicking 'Change User ID, number 2 in figure 3.6, above, takes you to the 'Change Your User ID' screen.

The screenshot shows a web form titled "Change Your User ID" with a blue header. Below the header, a red warning message states "ALL FIELDS ARE REQUIRED". The form contains several input fields: "Current User ID" with the value "fleon11", "New User ID" (empty), "Enter your password:" (empty), and "Re-enter your password:" (empty). A grey informational box contains the text: "Spaces and punctuation are not allowed. If your new user name is already in use, you will be prompted to enter a different one." Below this, another grey box states: "To insure that you are authorized to change this user ID, please enter your existing password twice. Insure that CAPS LOCK is not pressed." At the bottom of the form are two buttons: "Submit" and "Cancel".

(Figure 3.7, 'Change Your User ID')

To change your user ID, enter your desired NEW User ID and enter your current password twice (for security purposes, this is a required step). When you are finished, click '**Submit**'. Your User ID has been changed.

## 5. Changing your Password

Clicking 'Change Password, number 3 in figure 3.6, above, takes you to the 'Change Your Password' screen.

The screenshot shows a web form titled "Change Your Password" with a blue header. Below the header, a red message states "ALL FIELDS ARE REQUIRED". The form contains three input fields, each with seven black dots representing masked text. The first field is labeled "Enter Your Current password:". Below it, a grey instruction bar reads "To insure that you are authorized to change this user ID, please enter your existing password. Insure that CAPS LOCK is not on." The second field is labeled "Enter Your New Password:". The third field is labeled "Re-enter your New Password:". Below the third field, another grey instruction bar reads "To insure accuracy, enter your NEW password twice. Insure that CAPS LOCK is not on." At the bottom of the form are two buttons: "Submit" and "Cancel".

(Figure 3.7, 'Change Your User ID)

To change your password, enter your CURRENT password in the top half of the screen, then enter your new password twice in the bottom half of the screen. When you are finished, click 'Submit'.

Your password has now been changed.