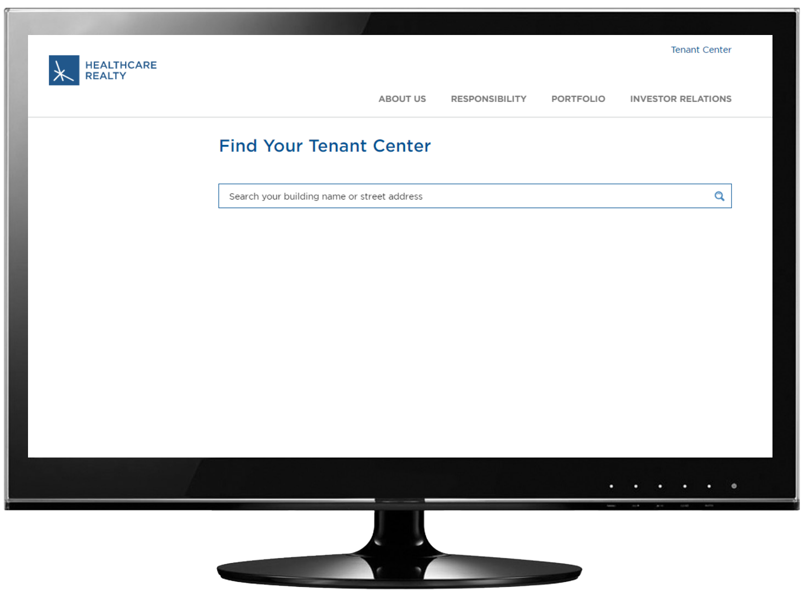
Tenant Service Portal

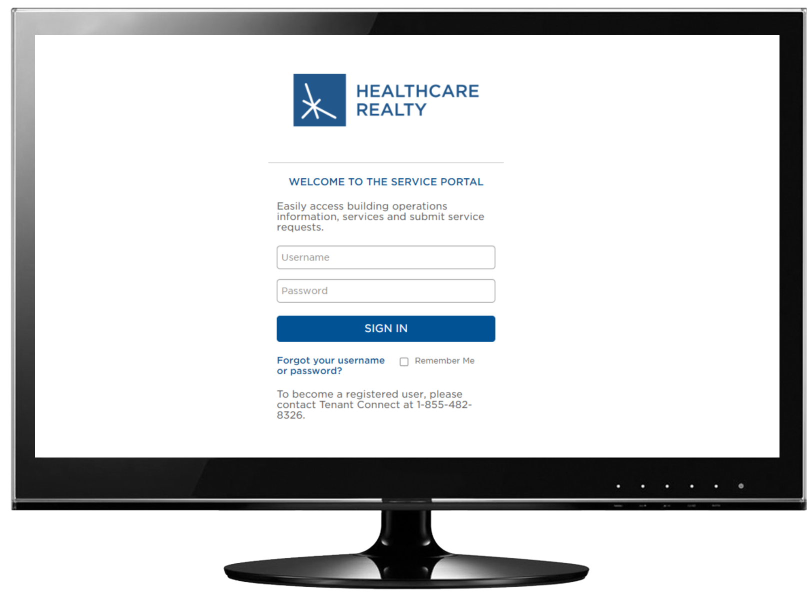
HEALTHCARE REALTY

Have any questions?
Contact your Management Office.

The Service Portal is one location for building announcements, billing reports, and tenant requests.

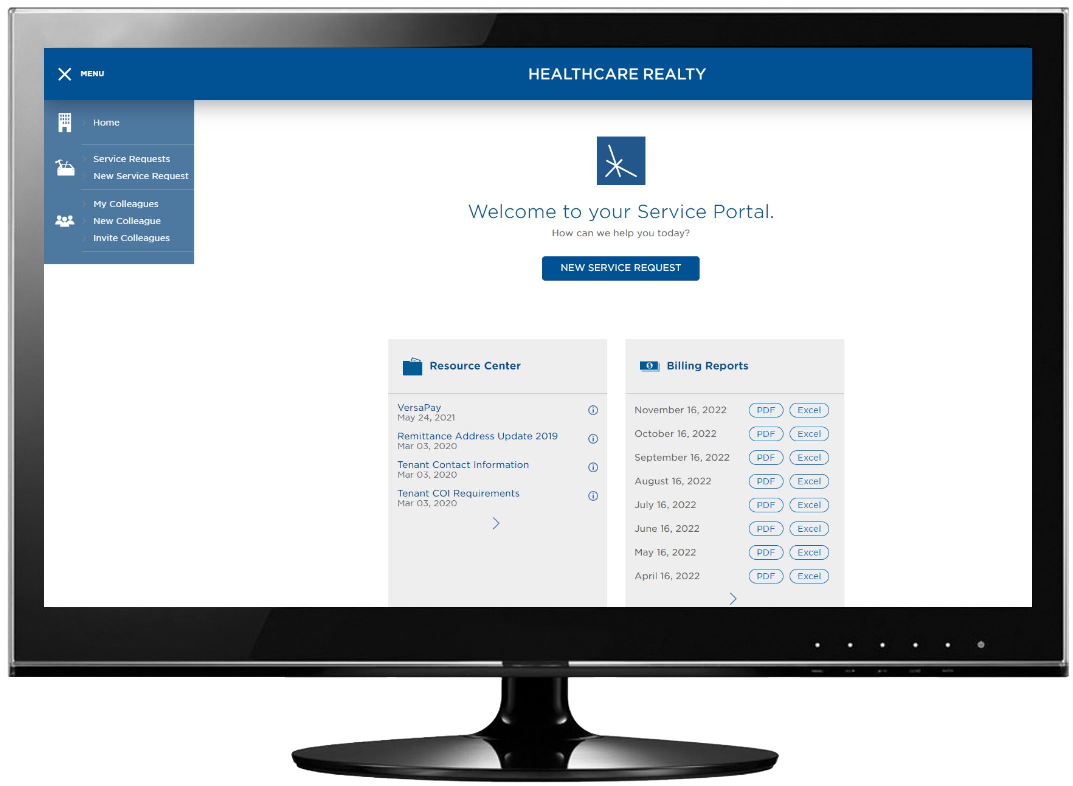
- To access the tenant center please visit healthcarerealty.com and select Tenant Center in the upper right hand corner.
- Search for your building, type the building address in the tenant center search bar.
- Enter the username and password that you created from the initial service portal system email.





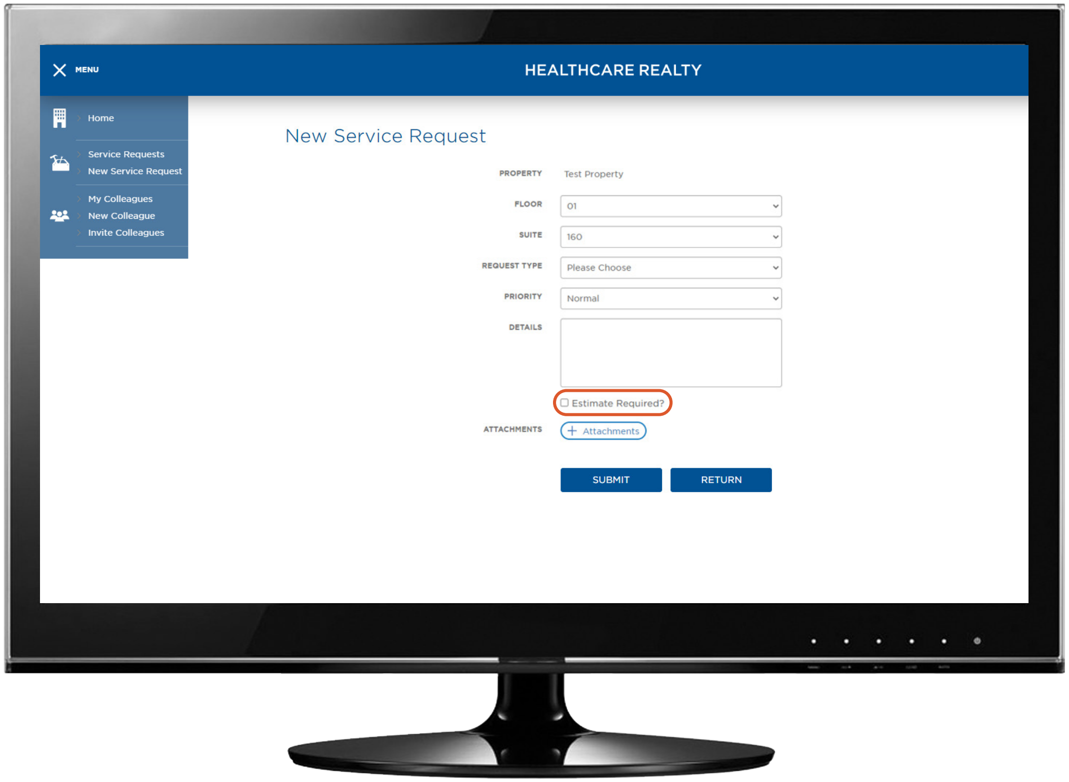
From the Welcome Screen, you can access links to:

- Enter service requests
- Review service requests
- Add and delete users
- Review billing reports for additional services
- Download property forms
- View announcements
- Update emergency contact information



New Service Request

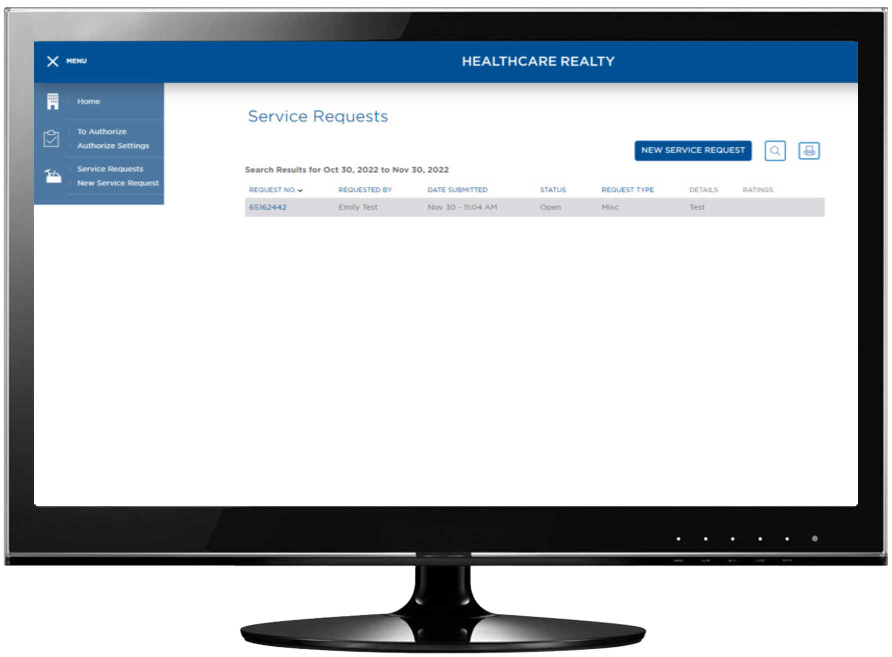
- To submit a New Service Request, complete all sections.
- If this is a request that will be billed back to you, select the **Estimate Required** box so your Management Office can complete an estimate for the job
    - If you are requesting work that is not included in your lease and will need to be billed back and require an estimate prior to work beginning, select the **Estimate Required** box on your New Service Request. When this is selected, the building engineers will not move forward with a job until the estimate is approved.
    - You will receive an email with the estimate details from your property manager. You can reply to the email with your approval or rejection.
- Attach pictures or documents to help explain your request

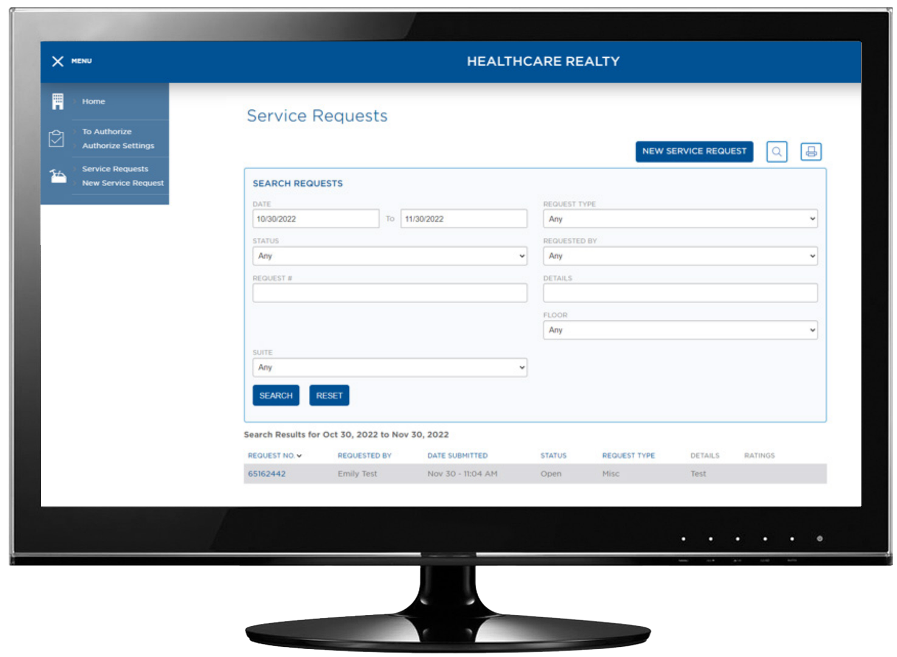


My Service Requests

From the My Requests screen, you can:

- Review the status of any previous requests
- View estimates that have been sent for approval
- Select the request number for more details
- Search for previously submitted requests





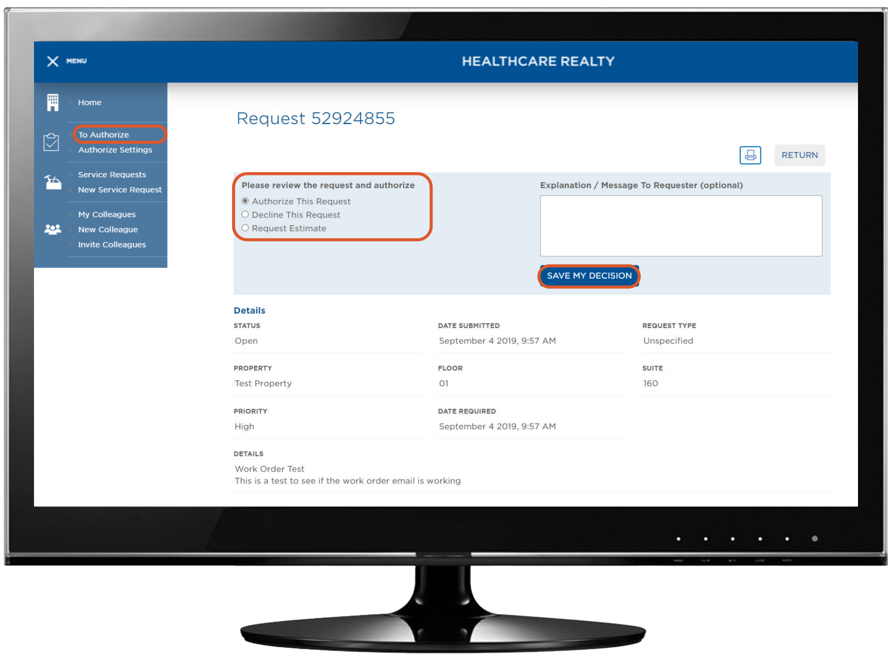
Authorizing a Service Request

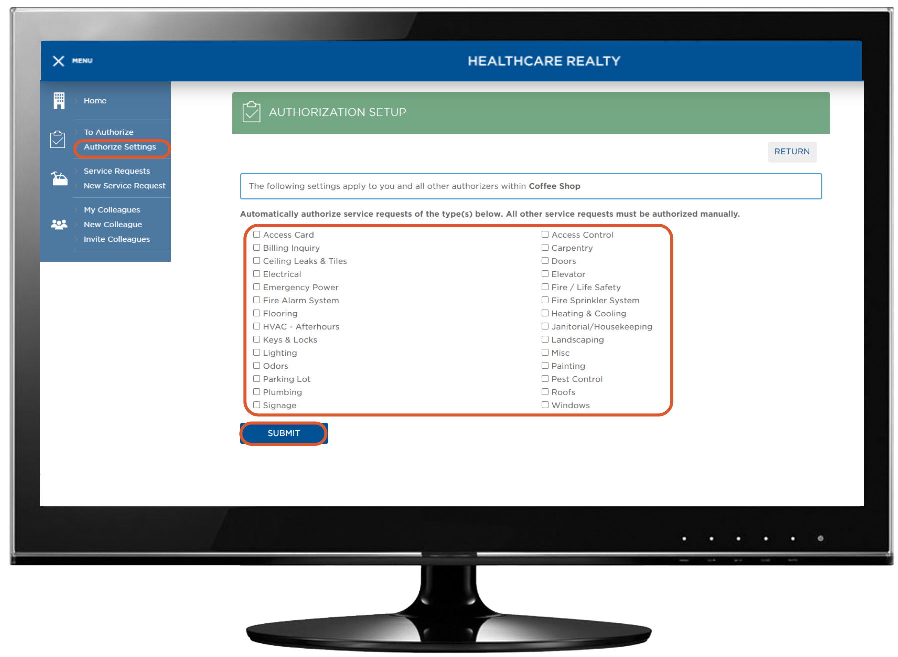
To authorize a work order:

- Open the **To Authorize** page and review the service request
- Select **Authorize This Request, Decline This Request,** or **Request Estimate**
- Select **Save My Decision**

To bypass the authorization process:

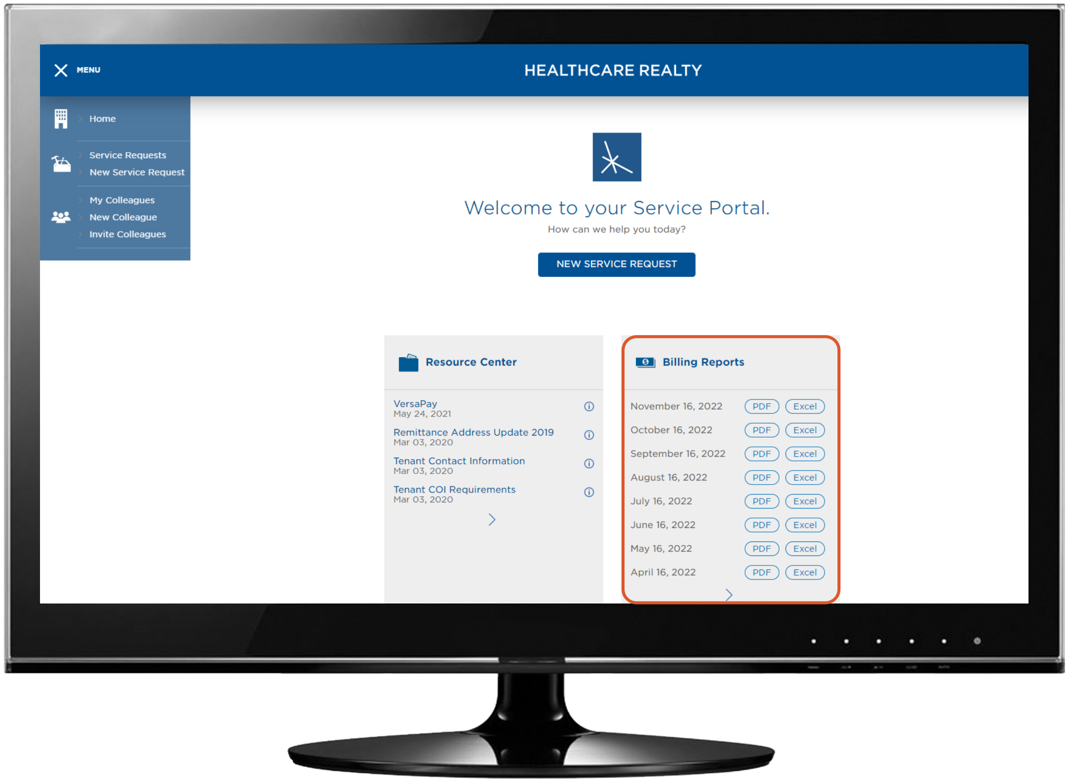
- Open the **Authorize Setting** page
- Select the service requests that you with to bypass the authorization processes on
- Select **Submit**





Billing Reports

- You can find a PDF or Excel of your Billing Reports on your portal's homepage
- The Billing Report is only for additional services. It does not include the recurring charges outlined in your lease. Recurring charges will be posted to your account and billed via the monthly statement. This will provide backup for those charges.
- If you have questions or need additional information on the Service Request, please contact your Management Office team



Adding a New Colleague

- If you are the Administrator of your group, you can add coworkers to submit requests. If you are not the administrator you will need to ask your administrator to add you.
- Complete the following sections and select the **send username and password** to colleague via e-mail box and your coworker will receive a welcome email
- Grant your colleague the appropriate permissions and select **save**