

Tenant Service Portal

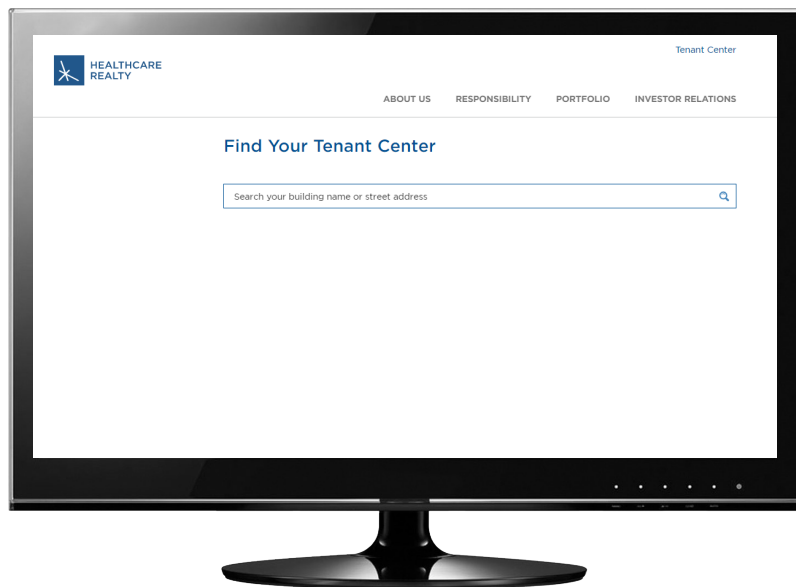


Have any questions?
Contact your Management Office.

Tenant Service Portal Sign In

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

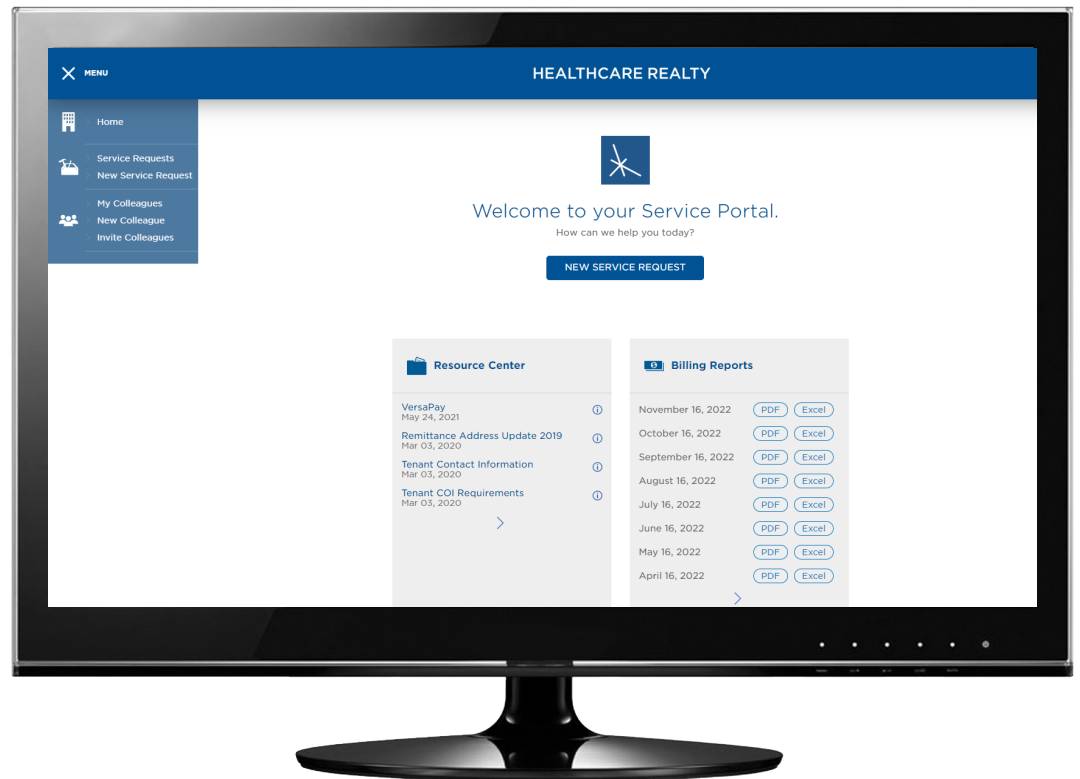
- To access the tenant center please visit healthcarerealty.com and select Tenant Center in the upper right hand corner.
- Search for your building, type the building address in the tenant center search bar.
- Enter the username and password that you created from the initial service portal system email.



Tenant Service Portal Welcome Screen

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



Tenant Service Portal 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

The screenshot shows a web browser window on a monitor displaying the 'New Service Request' form in the 'HEALTHCARE REALTY' tenant service portal. The form is titled 'New Service Request' and includes the following fields and options:

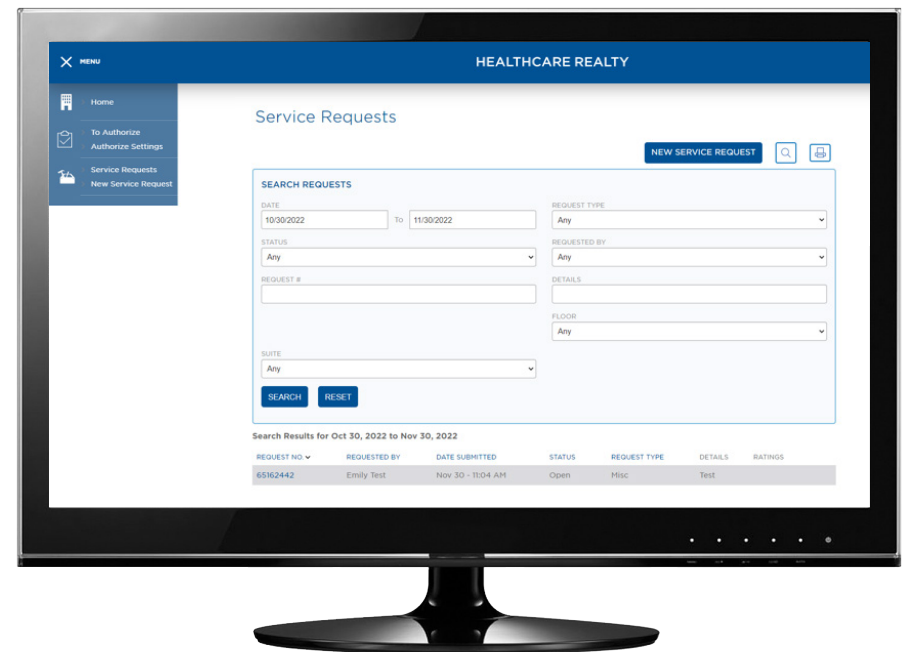
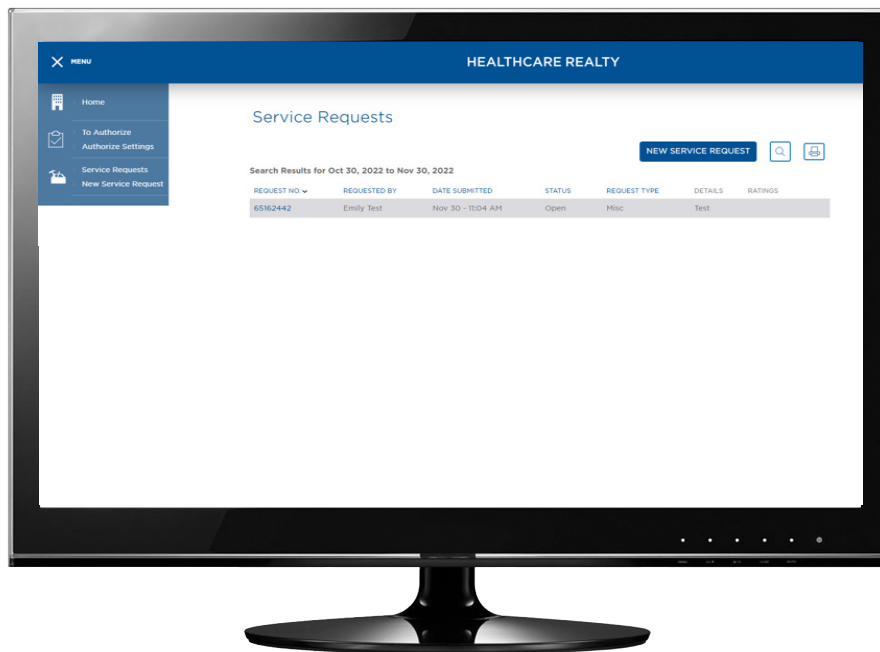
- PROPERTY:** Test Property
- FLOOR:** 01
- SUITE:** 160
- REQUEST TYPE:** Please Choose
- PRIORITY:** Normal
- DETAILS:** A large text area for providing request details.
- Estimate Required?:** A checkbox, which is highlighted with a red circle in the image.
- ATTACHMENTS:** A button labeled '+ Attachments'.
- Buttons:** 'SUBMIT' and 'RETURN' buttons at the bottom of the form.

Tenant Service Portal

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



Tenant Service Portal

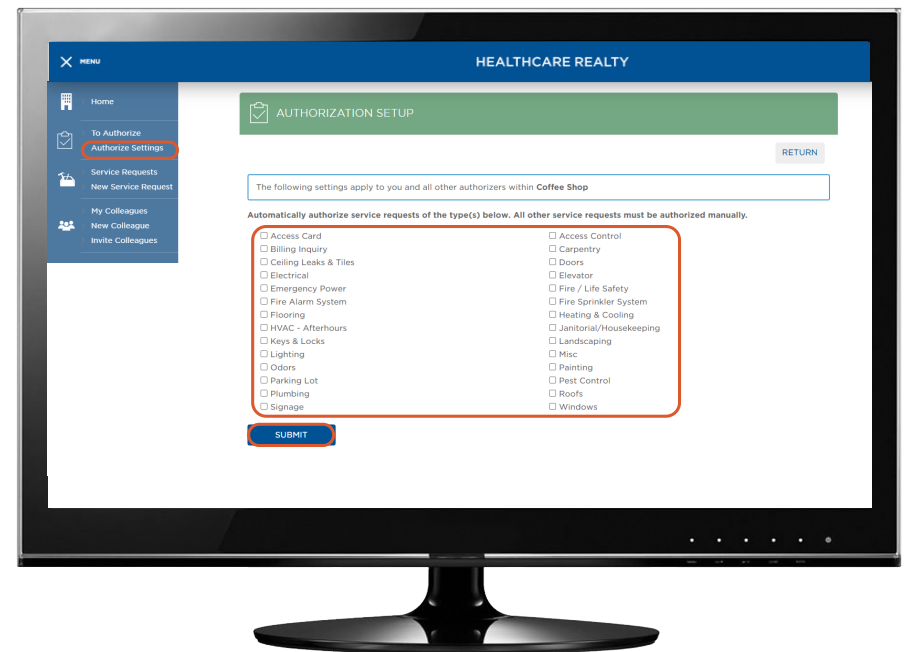
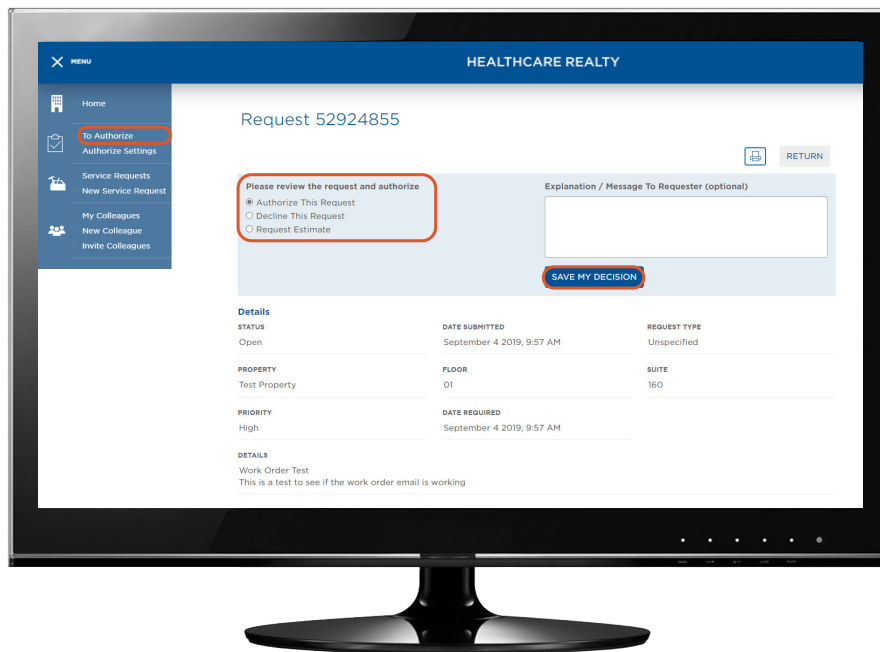
Authorizing a Service Request

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**

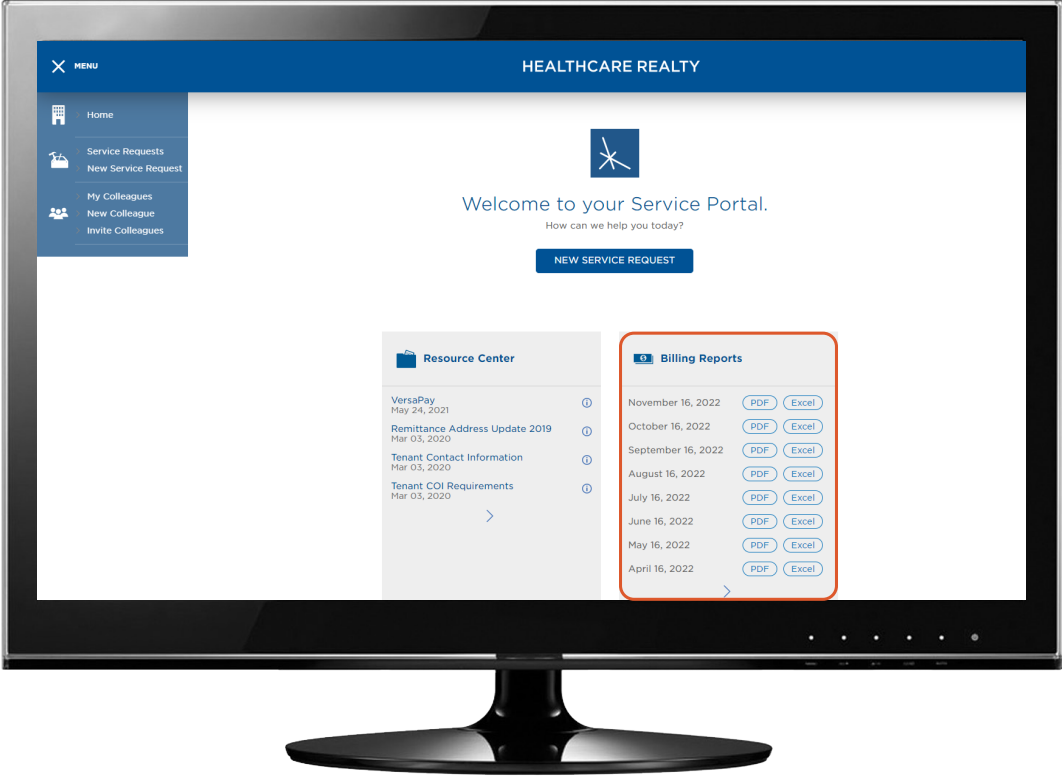
To bypass the authorization process:

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



Tenant Service Portal 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



Tenant Service Portal

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**

The screenshot shows the 'My Colleagues' form in the Healthcare Realty Tenant Service Portal. The form is divided into several sections: 'GENERAL' with fields for First Name, Last Name, Building (Test Building), and Floor & Suite (01, 170); 'CONTACT & EMERGENCY INFO' with sub-sections for Contact Information (Phone, Fax, E-Mail, CC) and Emergency Information (Phone 1, Phone 2, E-Mail, SMS); and 'LOG IN, PERMISSIONS & SUBSCRIPTIONS' with a checkbox for 'Send email notification to colleague to create username and password'. A 'RETURN' button is located in the top right corner.

This screenshot shows the 'LOG IN, PERMISSIONS & SUBSCRIPTIONS' section of the form. It includes a checkbox for 'Send email notification to colleague to create username and password' and a note: 'Contact must have email address to receive the email notification.' Below this are three sections: 'E-MAIL SUBSCRIPTIONS' with checkboxes for Request Confirmation, Request Cancelled, Request in Progress, Request Delayed, Request Completed, Estimate Approval Required, and Billing Reports; 'ANNOUNCEMENTS' with checkboxes for Announcement, Do Not Use Fire Drill, Do Not Use Inclement Weather, and Do Not Use Window Cleaning; and 'PERMISSIONS' with checkboxes for Can Submit Requests, Can View All Requests, Subscribe to Announcements, Can Authorize, and Access to Billing Reports. A 'SAVE' button is located at the bottom.