



CLOUD-BASED WORK ORDER SYSTEM
TENANT PORTAL USER GUIDE



WWW.IMPAKSOLUTIONS.COM



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Online Services

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SYSTEM REQUIREMENTS

PC/Tablet/Smart Phone

Up-to-date Web Browser (Chrome**, Firefox, Microsoft Edge, Safari)

Internet Connection

Tenant Username & Password

** Chrome is recommended to see and use all of the features available in IMPAK.

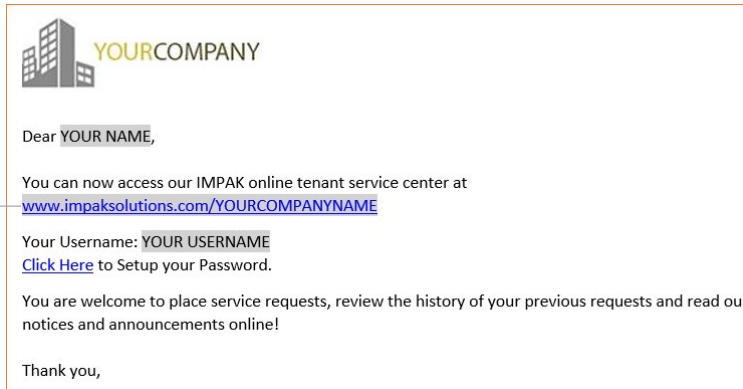




Username & Password

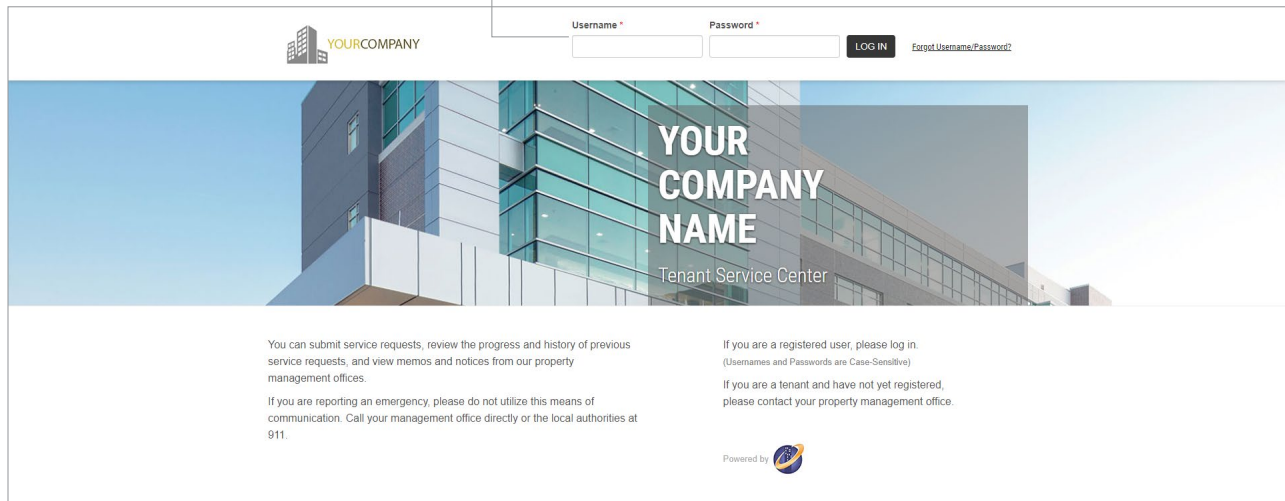
You should have received an **Tenant Portal User - Your Login Credentials** email like below to log-in to the IMPAK Tenant Service Center. If you have not received this email, please contact your property manager.

When you receive the email with your login credentials, select **Click Here** in the *Click Here to Setup your Password* section. This will allow you to create a new password and log into the IMPAK Tenant Service Center. Use the username provided in the credentials email and your password whenever you'd like to log into IMPAK.



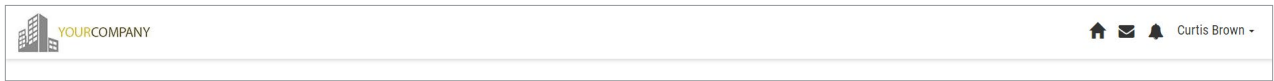
Click on the login link

Enter your credentials here



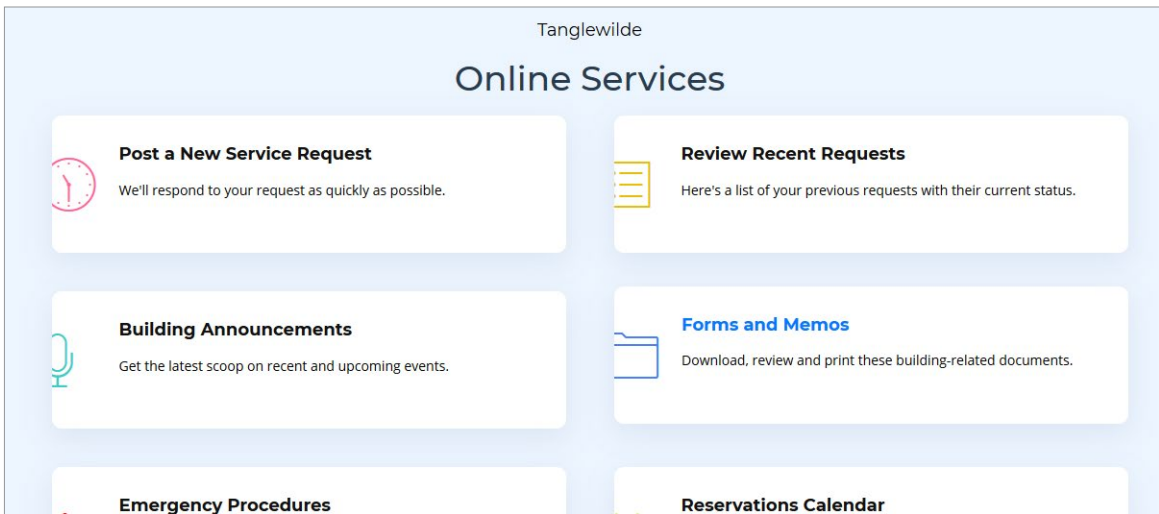


Menu Bar



- HOME** Clicking on the home button will take you back to the Tenant Service Center main page.
- NOTIFICATIONS** Receive various types of notifications through IMPAK, and review and delete them.
- REMINDERS** Reminders for service requests will appear here.
- NAME** Review and change your user information and update your password.

Online Services



POST A NEW REQUEST—Create and send a service request.

REVIEW RECENT REQUESTS – Review your recent service history and updated information regarding the progress of your recent service request.

BUILDING ANNOUNCEMENTS – Here property managers can update tenants on important information pertaining to the building such as events, maintenance and inspections.

FORMS AND MEMOS – Review memos and forms sent to you from your property management office.

Reservations Calendar – Reserve any available facility/resources.

VISITOR REGISTRATION – Schedule visitors to your building.

MORE PROPERTY INFORMATION – View additional information about your building.

COMMUNITY MAP – Find restaurants and other area features within walking distance.

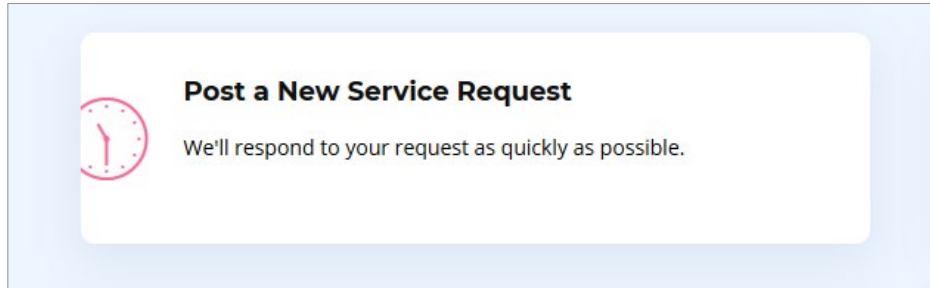
PHOTOS – Enjoy photographs from in and around the building.

PROPERTY STAFF – Get to know the people who take care of your building.





Post a New Service Request



To submit a new work order, click on **Post a New Service Request**.

Fill out the **Your Phone #**, **Service Location**, **Job Type**, and **Your Service Request** fields and select **Save** to create the service request.

Service Location – Identify where the service request is located.

Job Type – Selecting the closest job type will help prepare the technician as to what materials or tools they might need.

File/Photo – Upload an attachment when creating the work order.

Suite
Nook&CrannyBookstore (Suite: 150)

Your Phone # *
12345234

If Other, Call Back Name and Phone #

Service Location *
- Select Service Location

Job Type *
- Select Job Type

Your Service Request *

1500 characters left

Save **File/Photo**





Review Recent Requests

Review Recent Requests

Here's a list of your previous requests with their current status.

To review previously submitted service requests, click on [Review Recent Requests](#)

Here you can find any information entered when you submitted the service request, along with technician assignment, work notes, and the status of the request. You will also be able to see other service requests submitted for your tenant company.

SERVICE REQUEST HISTORY				
Work Order	Property	Service Description	Status	Requestor
24260 6/21/2019 4:57:42 PM <i>Billable</i>	Tanglewilde	Conference Room ** Ceiling Tiles ** Service Description <small>Print Attachments Comments Reminder</small>	Dispatched 6/21/2019 4:58:13 PM	Erik Svetlik 12345234
24259 6/21/2019 4:56:48 PM	Tanglewilde	All Floors ** Ceiling Tiles ** TEST <small>Print Attachments Comments Reminder</small>	Dispatched 6/21/2019 4:56:48 PM	Erik Svetlik 12345234
24258	Tanglewilde	All Floors ** Ceiling Tiles ** TEST	Dispatched	Erik Svetlik 12345234

Attachments

Add pictures and documents to your service requests for property management to see, such as photos of the issue.

Comments

Add comments to a service request to communicate directly with property management about the work order.

Reminder

Create reminders for service requests to be reminded of them on a specific day.

Print

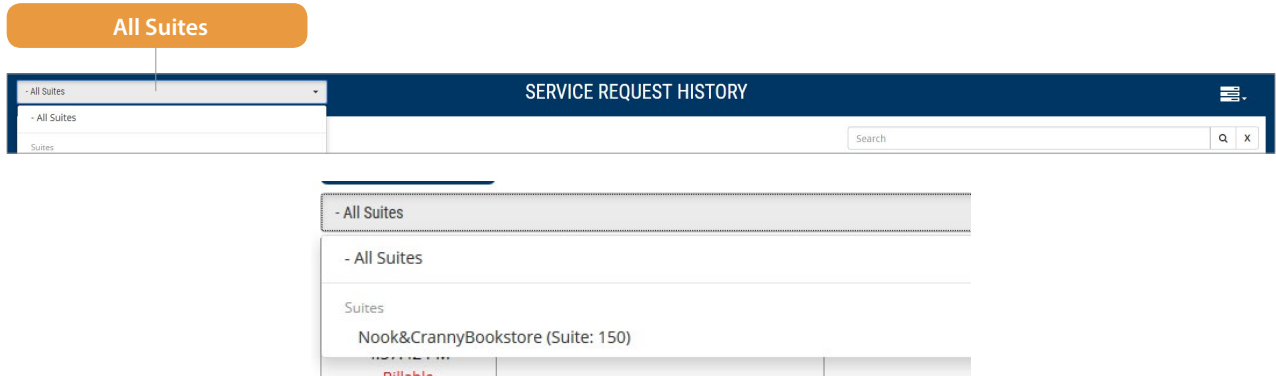
Print out the work order in printer-friendly format.



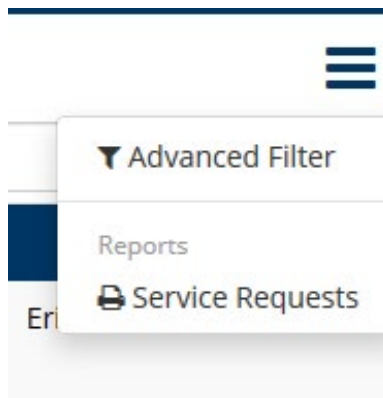
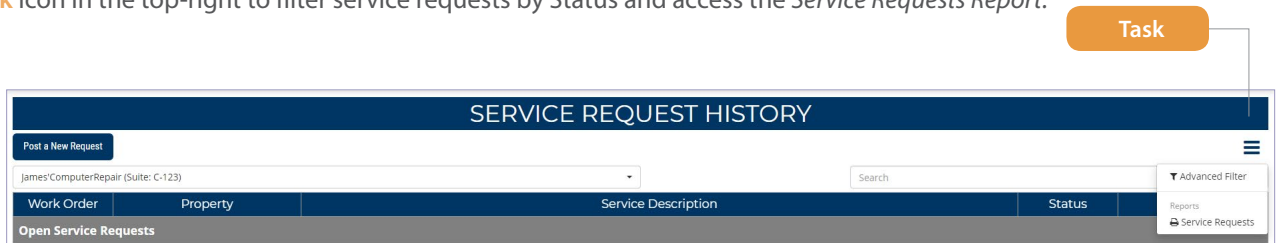


Review Recent Requests (Continued)

Use the dropdown in the top-left to see service requests for all or specific suites.



Use the **Task** icon in the top-right to filter service requests by Status and access the *Service Requests Report*.



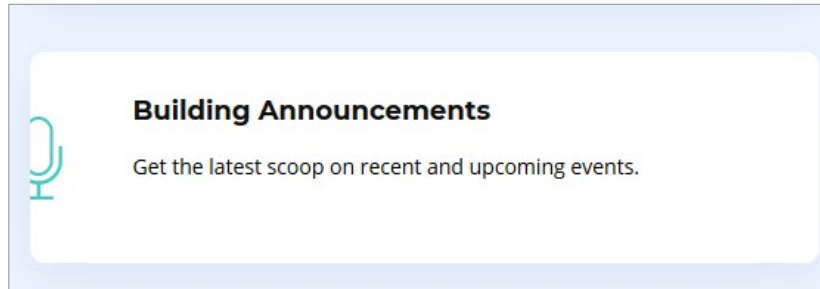
Rate the service received for a specific service request using **Please Rate Our Service** in the Requestor column. Complete a simple two-question form and give any feedback on the service request for property management to review.





Building Announcements

Get the latest scoop on recent and upcoming events.



Tanglewilde

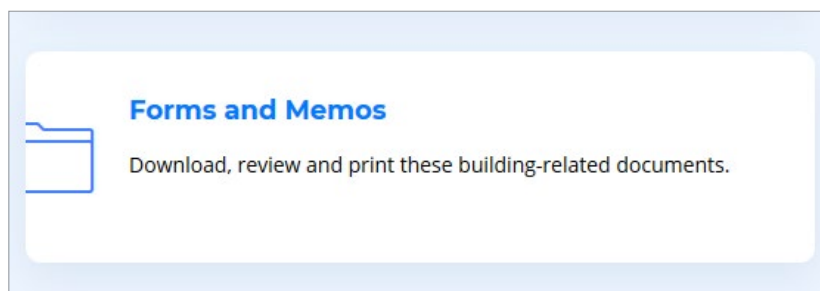
Announcements

Welcome tenants



Forms and Memos

Select **Forms and Memos** to download, review and print building-related documents.







Forms and Memos (Continued)

Here your property managers can upload forms for you to easily access and download.

Form and Memos




Test Image.jpg



Test Image2.jpg

Click to view the memo or form

Reservations – Make and update reservations for meeting rooms or other areas within the property



Reservations Calendar

Make and update reservations for meeting rooms or other areas within the property.

Reservations Calendar

View each facility/resource calendar and create reservations for that specific facility/resource.

Select available facilities/resources

Select the calendar month

RESERVATIONS

Conference Room @ Tanglewilde
September 2019

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<div style="font-size: x-small;"> September 2019 SU MO TU WE TH FR SA 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 </div> <div style="font-size: x-small;"> October 2019 SU MO TU WE TH FR SA 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 </div>	September 1	2	3	4	5	6	7
	8	9	10	11	12	13	14
	15	16	17	18	19	20	21
	22	23	24	25	26	27	28
	29	30	October 1	2	3	4	5

Room Options

Available
Mon-Fri (7:00 AM-9:00 PM)
Gap Between Reservations
30 min.
Hourly Rate
\$20.00
After Hours Hourly Rate
\$50.00
Approval Needed For
Tenant Reservations
Required

Select the date box number to create a reservation





Reservations Calender (Continued)

View **important information** for each facility/resource below the calendar.

DESCRIPTION

Conference Room #145

Items Available Upon Request

- Projector
- Microphone
- Podium
- 65" LED TV

Seat Arrange

- Class Room Style
- Circle
- Outer Edges

PHOTOS



DOCUMENTS

Select the date box number to create a reservation. Fill out **Company / Suite, Date, Start/End Time, Requested By, Phone, and Email.**

Company / Suite *
 Nook&CrannyBookstore (Suite: 150) @ Tanglewilde

Date * 9/26/2019 Start Time * 7:00 AM End Time * 8:00 AM

Event Name

Layout
 Test (Default) / Cost: \$100.00

Recurrence
 - One Time Event -

Requested By *
 Erik Svetlik

Phone *
 12345234

Email *
 esvetlik@impaksolutions.com

Reservation Notes

1000 characters left

Save **Save and Continue**

Select **Save** to create the reservation. An email will be sent to property management if they require approval for reservations.

Select **Save and Continue** to create the reservation and continue to the reservation's page. An email will also be sent to property management if they require approval for reservations.





Reservations Calender (Continued)

In the reservation's page, edit the reservation, select add-ons, download attachments and view any facility/resource details.

Facility/Resource
Auditorium
Cunningham ** Cunningham Road ** 4800 Tanglewilde St. - Houston, Tx 77063

RESERVATION ADD-ONS ATTACHMENTS FACILITY/RESOURCE DETAILS

Room Options
Available
Mon-Fri (7:00 AM-7:00 PM) Sat-Sun (8:00

Company / Suite *
Best Buy (Suite: 300)

Date *

Reservation – Edit the information for the reservation.

Add-Ons – Select add-ons, such as projectors or additional chairs, if applicable.

Attachments – Download any attachments for the facility/resource.


Facility/Resource Details – View important information for each facility/resource.





Visitor Registration

Let property management know who your visitors will be to help promote better building security.



Visitor Registration

Let us know who your visitors will be to help promote better building security.

To schedule a visitor, select **New Visitor** in the top-left. Fill out the **Visit Date**, **Tenant Person to be Visited**, **Guest Name #1** and select **Save**.

Visit Info

Visit Date * Visit Time Other Dates

Expected Arrival Window
 Selected Time
 Morning Afternoon Evening Any Time

Meeting Location

Host Info

Suite Tenant Person to be Visited * Call-Back Phone Email

Send Additional Notification To

Visitor Info

Visitor Type Company

Guest Name #1 * Guest Name #2 Guest Name #3

Guest Name #4 Guest Name #5 Guest Name #6

[Add New Visitor](#)

Review and **edit** schedules in the Visitor Check-In screen.

New Visitor

Q
X

#/Date/Time	Visitor	Meet With	Location & Notes	In/Out	Options
#262 9/6/2019 04:25 PM Selected Time Erik Svetlik	Type: Visitor Guest(s): Test	Erik Svetlik - 12345234 Nook&CrannyBookstore Suite:150 Main Phone:	Location: Lobby Attachments	<input checked="" type="checkbox"/> Check-In <input type="checkbox"/> Badge	<input type="text"/> <input type="text"/> <input type="text"/>

Edit current schedules


Check visitors in/out and print badges





More Property Information

View additional information about your building.

 **More Property Information**


Here are a few other things we'd like you to know about this property.

Tanglewilde

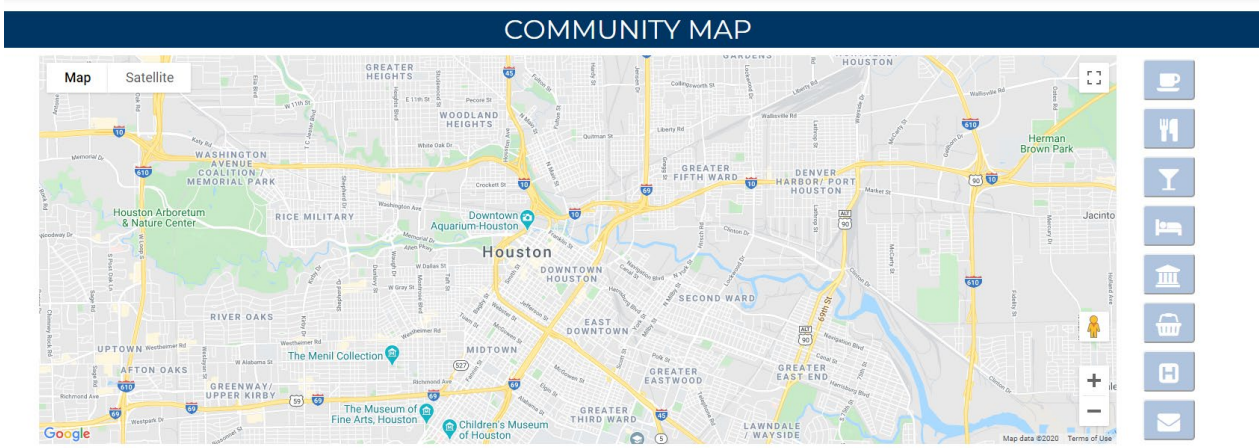
Property Information

Community Map

View additional information about your building.

 **Community Map**


Find restaurants and other area features within walking distance.






Photos

Enjoy selections from in and around the building.

 **Photos**
Enjoy these selections from in and around our building.

Tanglewilde
Photos



Property Staff

Get to know the people who take care of your building.

 **Property Staff**
Get to know the people who take care of your building.

Tanglewilde
Property Staff

