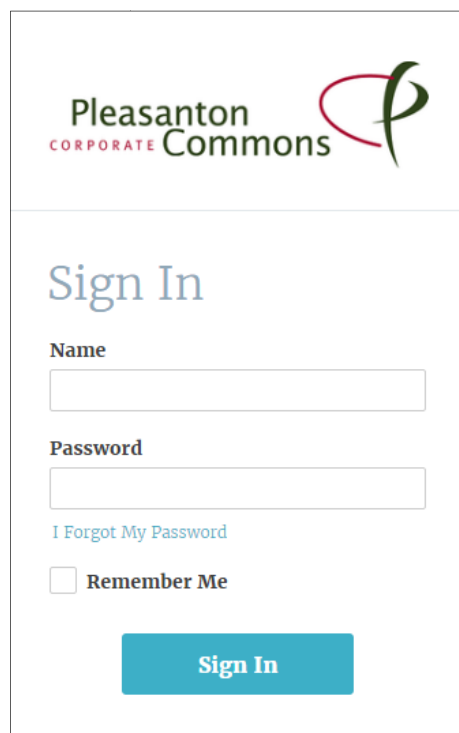


Welcome to the new Work Order Request Portal. This portal will provide access to view **Notices** from Property Management and submit and review requests for **Work Orders**.

Signing In

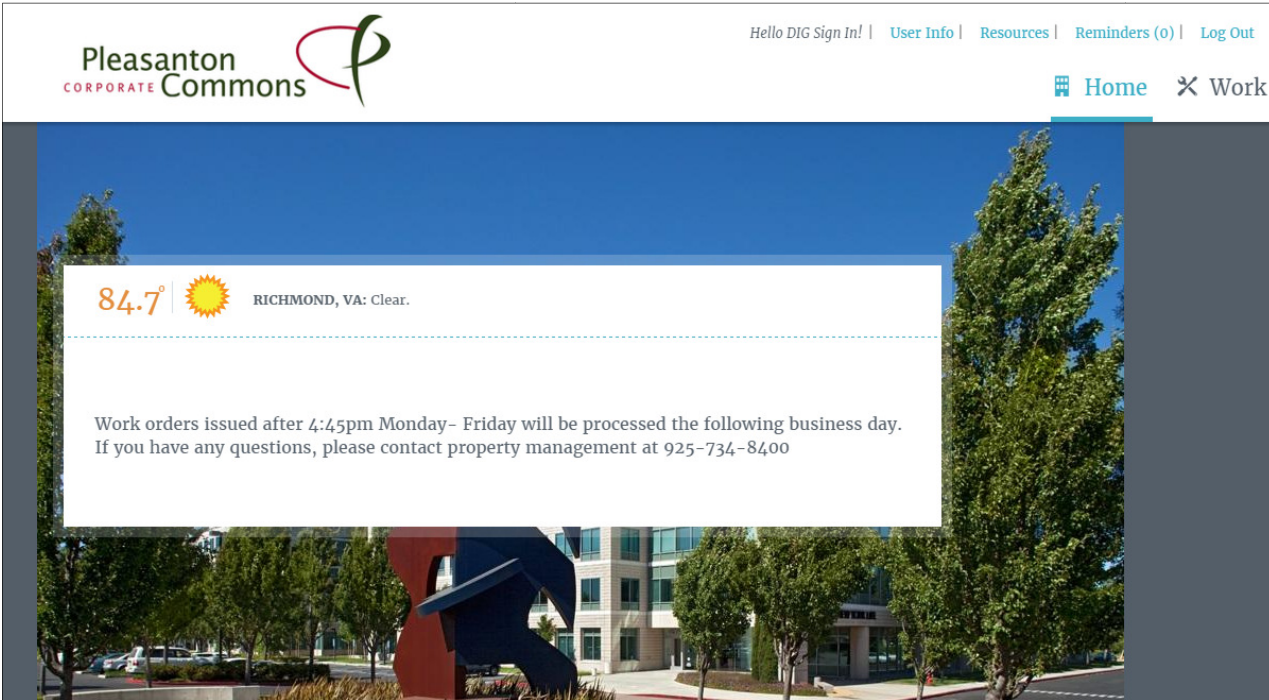
1. Go to your Portal URL (<https://pcc.awareportal.com>).
2. Type in your username: (email address) and initial password of: (hines) and click **Sign In**.
3. If at any time you have forgotten your password, use the “*I Forgot My Password*” link to have your password emailed to you.



The screenshot shows the sign-in interface for Pleasanton Corporate Commons. At the top, the logo features the text "Pleasanton CORPORATE Commons" next to a stylized "P" icon. Below the logo, the heading "Sign In" is displayed in a blue font. There are two input fields: "Name" and "Password". Below the password field is a link that says "I Forgot My Password". A checkbox labeled "Remember Me" is positioned below the link. At the bottom of the form is a teal button with the text "Sign In".

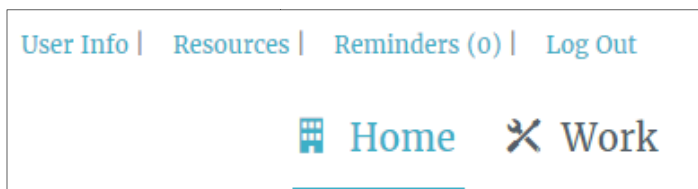
Home Screen

The Home screen contains basic instructions and important information. It is also where you will see any links, files, and notices posted by the property management team.



Navigation Bar

The navigation bar is present on every page within the Portal and contains several items that are important to a user’s ability to use the Portal. With links to the Home and Work pages, you can move effortlessly between the two with one click.



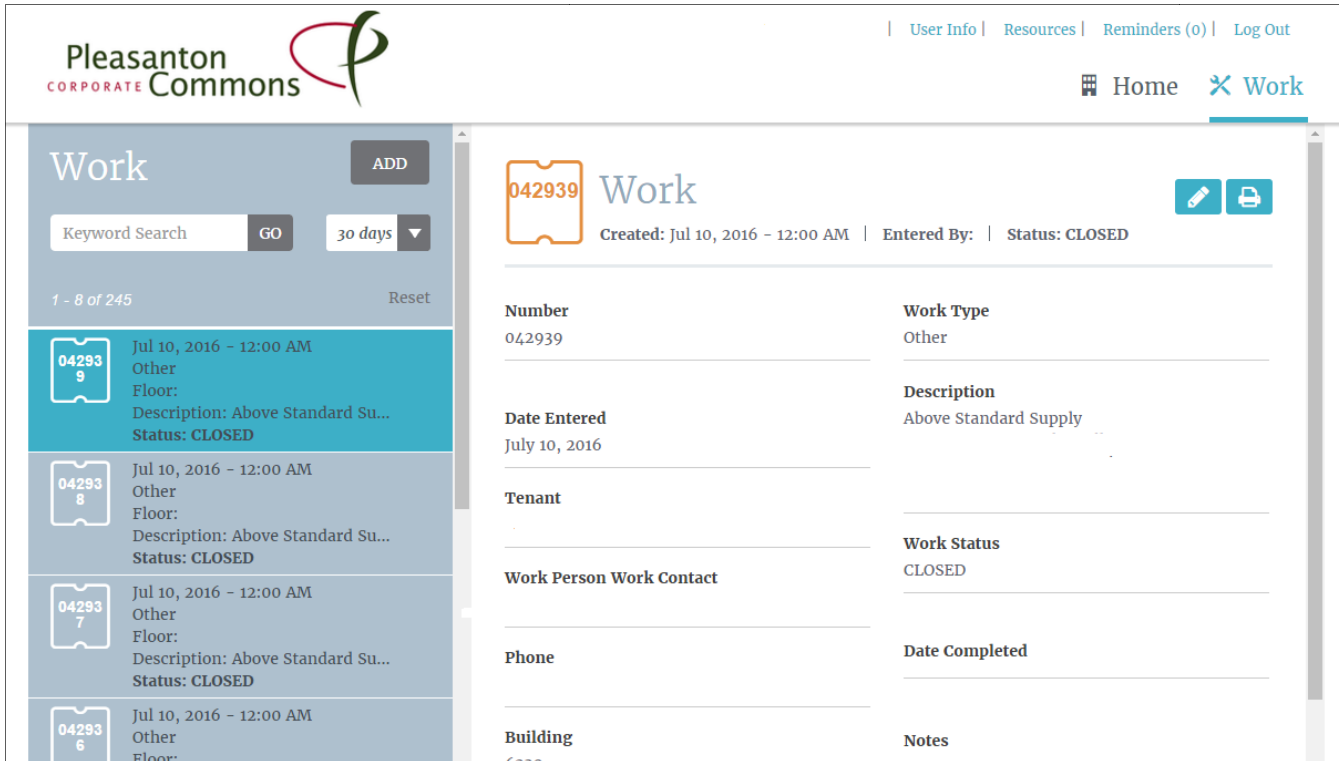
The user’s contact information can be viewed and edited by clicking on **User Info**. This is also where you would go to change your password.

The **Resources** tab will show any documents or websites specific to the property.

To view any building specific notices or events, please click on the **Reminders** tab.

Work Screen


The Work screen is where you can add new work requests and view your open requests.



The screenshot displays the 'Work' screen in the Pleasanton Corporate Commons tenant portal. At the top left, the logo and name 'Pleasanton CORPORATE Commons' are visible. Navigation links for 'User Info', 'Resources', 'Reminders (0)', and 'Log Out' are at the top right. Below these are 'Home' and 'Work' menu items. The main content area is split into two panels. The left panel, titled 'Work', features an 'ADD' button, a 'Keyword Search' field with a 'GO' button, and a '30 days' filter dropdown. It shows a list of work requests, with the first one highlighted in blue. The right panel shows the details for work request '042939', including its creation date (Jul 10, 2016 - 12:00 AM), status (CLOSED), and various fields like 'Number', 'Date Entered', 'Tenant', 'Work Person Work Contact', 'Phone', 'Building', 'Work Type', 'Description', 'Work Status', 'Date Completed', and 'Notes'. A print icon is located in the top right of the details panel.

The list of work is shown in the panel on the left. This list can be filtered by typing in keywords. The list can also be expanded to include records reaching further back, or set to show only more recent work. Clicking on an item in the list on the left will show the details of the work order on the right.

Work orders can also be printed from this page, using the icon in the top right-hand corner, just below the navigation bar.

In order to place a work request, click on the  button in the top left-hand corner and the work request screen will populate. **Please note: it is imperative you provide as much detail regarding the reported issue as possible.** If you have any questions about the work order portal, please contact Property Management.