



# ANGUS ANYWHERE

TENANT GUIDE

**ACCESSING ANGUS ANYWHERE**

# ANGUS ANYWHERE LINK

Hold ctrl button and click the link below

<https://ng1.angus.mrisoftware.com/Tenant/Canderel/TSI/Default.aspx?Language=en-us>

# LOGIN PAGE

Tenant login - Canderel

canderel.com/tenant-login/

**Canderel** Who we are Services Space for lease Impact & Engagement Contact News **Tenant Login** EN

## Canderel

WELCOME TO THE TENANT REQUEST SYSTEM

**INSTRUCTIONS**  
Please enter your name and password. If you do not have a valid user account, please contact ... more

ebillay

Password

Sign In

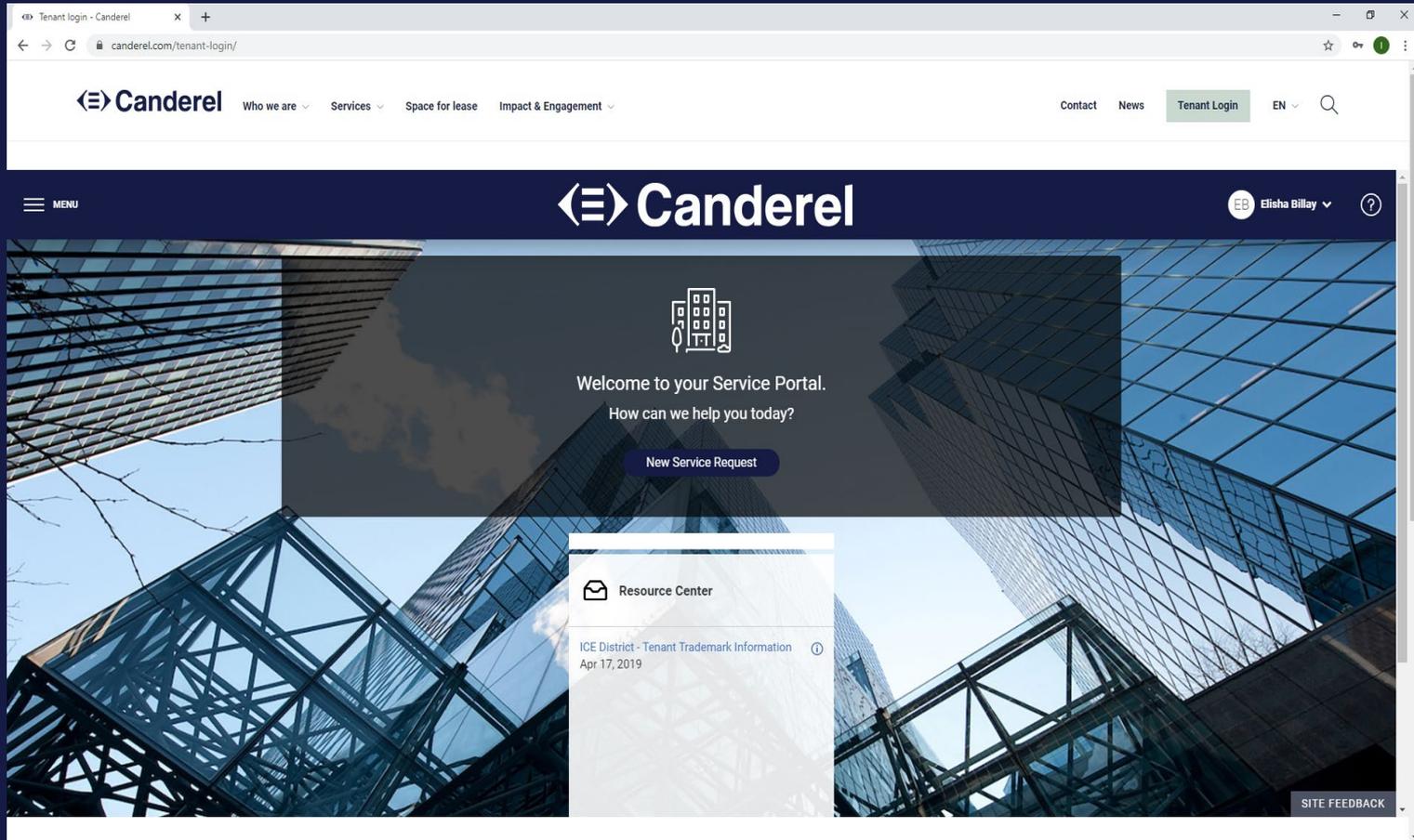
Forgot your username or password?  Remember Me

**FIRST TIME USER**  
Please check your e-mail for a message containing your unique login credentials.  
Français.

Username – Enter Password – Click Sign In

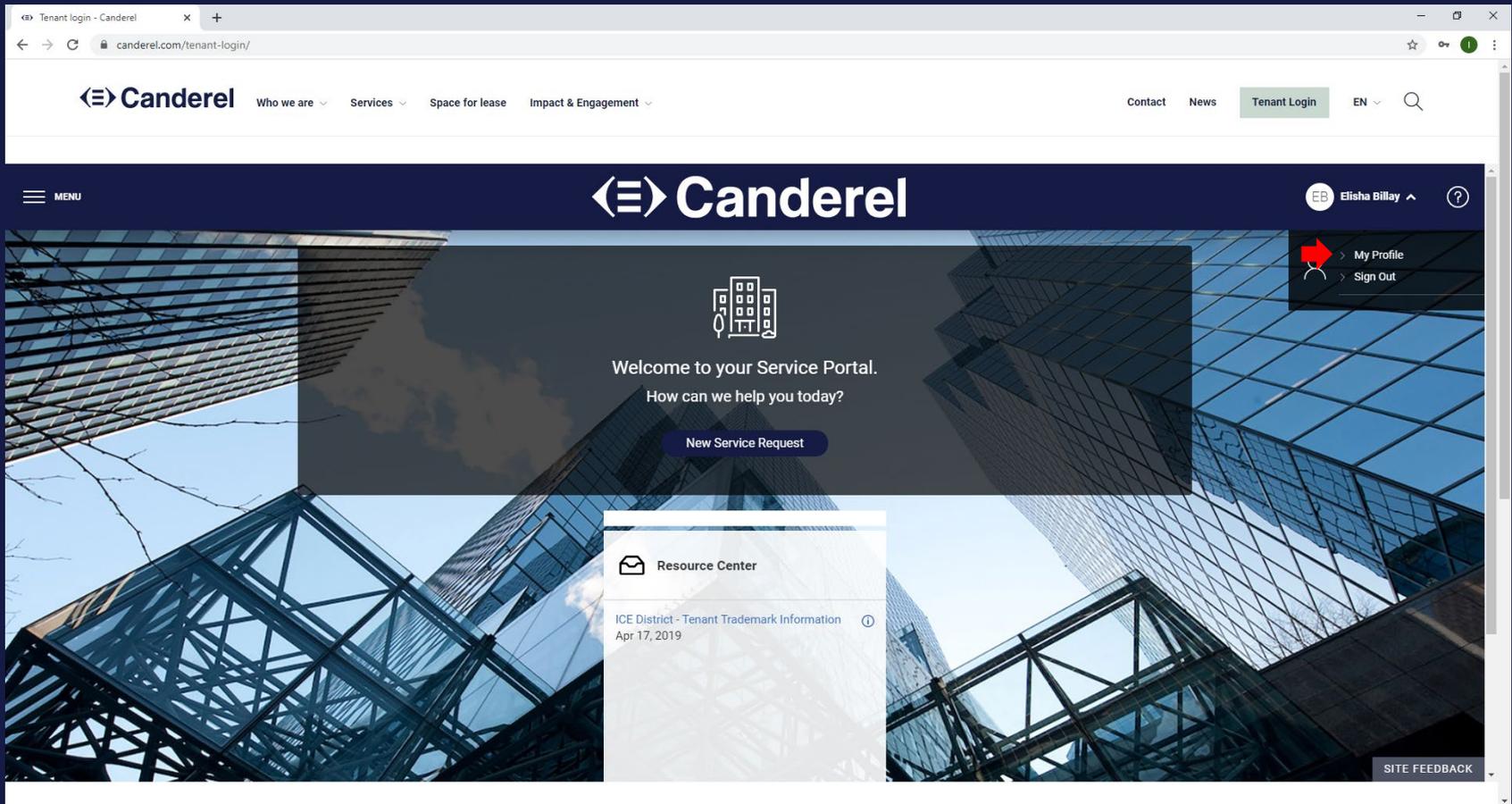
If you forget your password, it can be retrieved by clicking “Forgot your password”

# HOME PAGE



**UPDATING USER PROFILE**

# MY PROFILE



The screenshot shows a web browser window with the URL `canderel.com/tenant-login/`. The page features a dark blue header with the Canderel logo and navigation links: "Who we are", "Services", "Space for lease", and "Impact & Engagement". On the right side of the header, there are links for "Contact", "News", "Tenant Login", and "EN". Below the header, a dark blue banner contains the Canderel logo and a user profile for "Elisha Billay". A dropdown menu is open, showing "My Profile" (highlighted with a red arrow) and "Sign Out". The main content area has a background image of a modern glass building and contains the text "Welcome to your Service Portal. How can we help you today?" with a "New Service Request" button. A "Resource Center" section is visible, listing "ICE District - Tenant Trademark Information" dated "Apr 17, 2019". A "SITE FEEDBACK" link is located in the bottom right corner.

Access to “My Profile” can be found on the top right hand side of your screen.  
To access click on “My Profile”

# MY PROFILE CONTINUED

The screenshot shows the 'MY PROFILE' page in a web browser. The browser address bar shows 'canderel.com/tenant-login/'. The page header includes the Canderel logo and navigation links. The main content area has a dark blue header with the Canderel logo and a user profile icon for 'Elisha Billay'. Below this is a green bar with a person icon and the text 'MY PROFILE'. The form is divided into three sections: 'GENERAL', 'EMERGENCY INFORMATION', and 'LOG IN, PERMISSIONS & SUBSCRIPTIONS'. Red arrows point to the following fields: First Name, Last Name, Building (pre-filled with 'Stantec Tower'), Floor & Suite (pre-filled with '01'), Phone, E-mail, Username (with a red warning icon), and Password (with a red warning icon).

**GENERAL**

FIRST NAME	LAST NAME	BUILDING	FLOOR & SUITE
<input type="text"/>	<input type="text"/>	Stantec Tower	01
PHONE	FAX	E-MAIL	CC
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**EMERGENCY INFORMATION**

PHONE 1	PHONE 2	E-MAIL	SMS
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**LOG IN, PERMISSIONS & SUBSCRIPTIONS**

Password Rules: Never shorter than 8 characters. Must not contain your username.

USERNAME	NEW PASSWORD	CONFIRM PASSWORD
<input type="text"/>	<input type="text"/>	<input type="text"/>

The following fields can be updated:

First & Last name – Floor & Suite number – Phone number  
Building - Email address – Username - Password

# MY PROFILE CONTINUED

The screenshot shows a web browser window with the URL `canderel.com/tenant-login/`. The page header includes the Canderel logo and navigation links: Who we are, Services, Space for lease, Impact & Engagement, Contact, News, Tenant Login, and EN. The user profile is identified as Elisha Billay. The main content area is titled "EMERGENCY INFORMATION" and contains several sections:

- EMERGENCY INFORMATION:** Includes input fields for PHONE 1, PHONE 2, E-MAIL, and SMS.
- LOG IN, PERMISSIONS & SUBSCRIPTIONS:** Contains a password rule: "Password Rules: Never shorter than 8 characters. Must not contain your username." Below this are input fields for USERNAME, NEW PASSWORD, and CONFIRM PASSWORD. The USERNAME field has a red error icon.
- E-Mail Subscriptions:** A section with a red arrow pointing to it, containing the text: "Please check the following boxes to indicate which email notifications you wish to receive". It lists "Requests" (Request in Progress, Request Delayed, Request Completed) and "Announcements" (Administrator, Announcement).
- Permissions:** A list of permissions with checked boxes: Can Submit Requests, Can View All Requests, and Can Manage Colleagues.

A "SAVE" button is located at the bottom of the form. A "SITE FEEDBACK" link is visible in the bottom right corner.

Email subscriptions are email notifications.  
This section can be customized to best meet your needs.

# MY PROFILE CONTINUED

The screenshot shows a web browser window with the URL `canderel.com/tenant-login/`. The page header includes the Canderel logo and navigation links: `Who we are`, `Services`, `Space for lease`, `Impact & Engagement`, `Contact`, `News`, `Tenant Login`, and `EN`. The main content area is titled `MY PROFILE CONTINUED` and features a dark blue header with the Canderel logo and a user profile icon for `Elisha Billay`.

The profile page is divided into several sections:

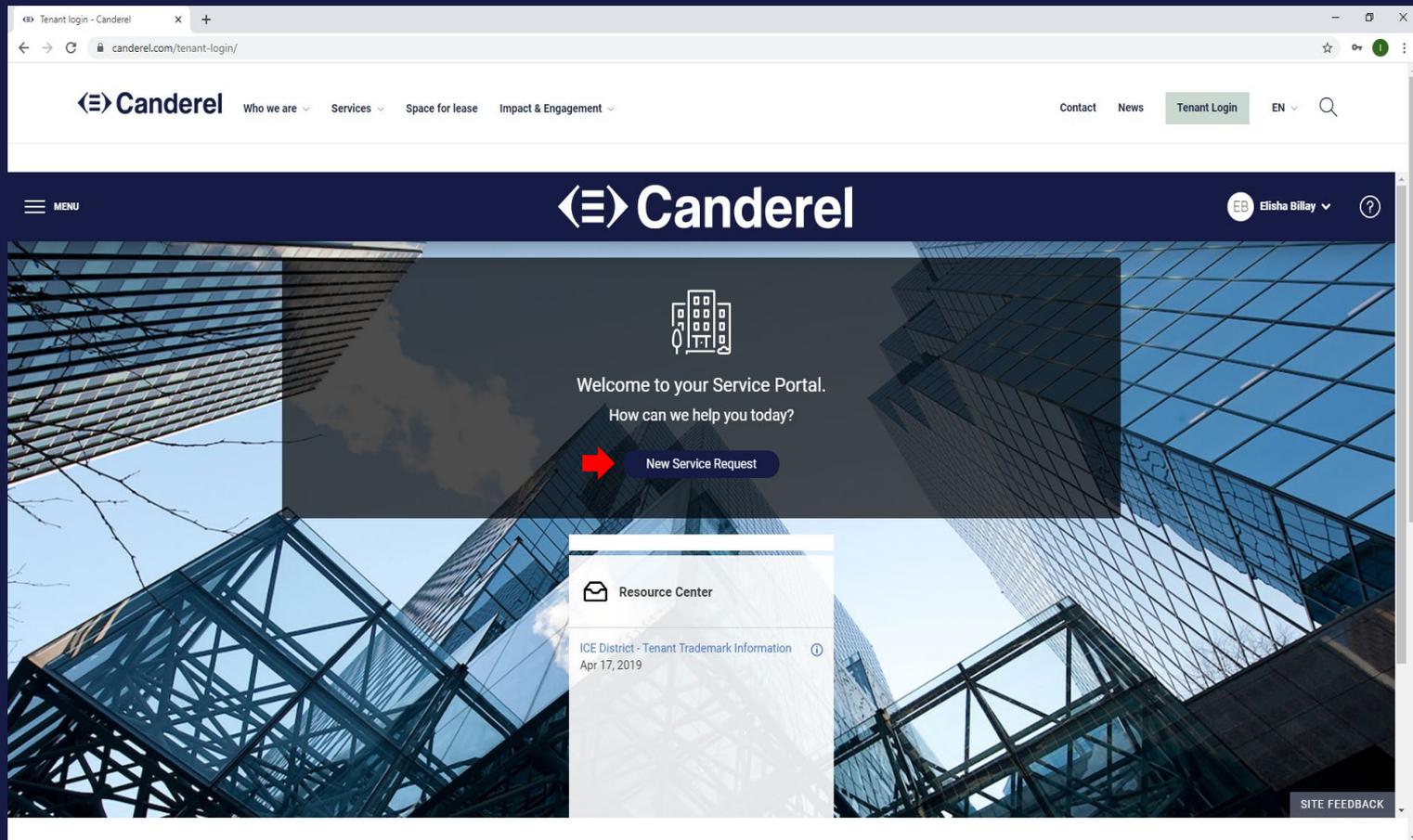
- EMERGENCY INFORMATION**: Contains four input fields for `PHONE 1`, `PHONE 2`, `E-MAIL`, and `SMS`.
- LOG IN, PERMISSIONS & SUBSCRIPTIONS**: Includes a `Password Rules` section stating: "Never shorter than 8 characters. Must not contain your username." Below this are three input fields for `USERNAME`, `NEW PASSWORD`, and `CONFIRM PASSWORD`.
- E-Mail Subscriptions**: A section with the instruction: "Please check the following boxes to indicate which email notifications you wish to receive". It includes sub-sections for `Requests` (with checkboxes for `Request in Progress`, `Request Delayed`, and `Request Completed`) and `Announcements` (with checkboxes for `Administrator` and `Announcement`).
- Permissions**: A list of three checked permissions: `Can Submit Requests`, `Can View All Requests`, and `Can Manage Colleagues`.

A red arrow points to a `SAVE` button at the bottom left of the form. A `SITE FEEDBACK` link is visible in the bottom right corner.

Once all fields are updates, click on “Save” to save all changes made.

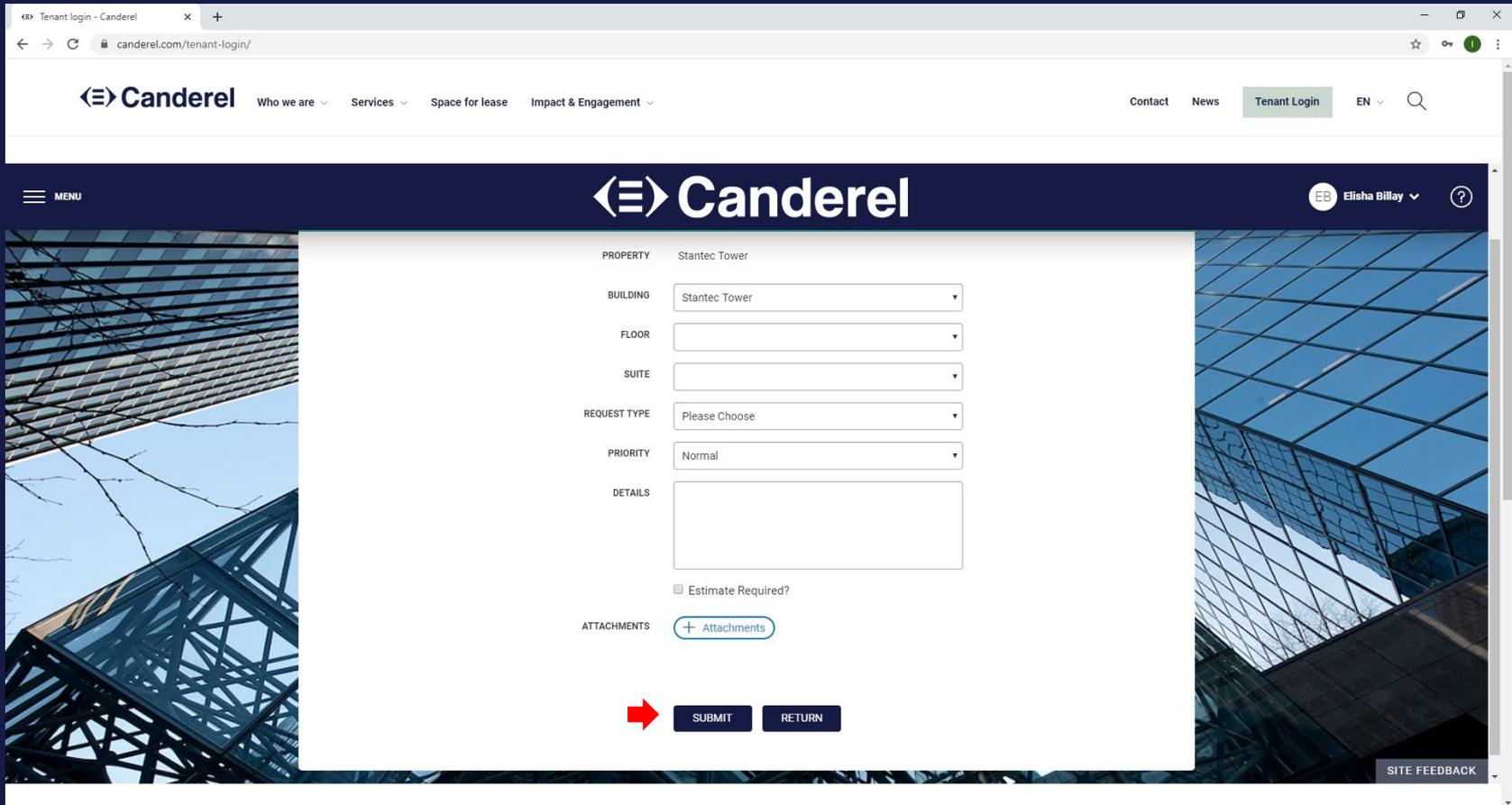
# **SUMBITTING A NEW SERVICE REQUEST**

# SUBMITTING A NEW SERVICE REQUEST



To Submit a new Service Request click on “New Service Request” found on the Home Page.

# NEW SERVICE REQUEST



The screenshot shows a web browser window with the URL [canderel.com/tenant-login/](https://canderel.com/tenant-login/). The page features a dark blue header with the Canderel logo and navigation links: 'Who we are', 'Services', 'Space for lease', and 'Impact & Engagement'. On the right, there are links for 'Contact', 'News', 'Tenant Login', and 'EN'. Below the header, a dark blue sidebar contains a 'MENU' icon and the user's name 'EB Elisha Billay'. The main content area is a white form titled 'NEW SERVICE REQUEST' for 'Stantec Tower'. The form includes the following fields:

- PROPERTY: Stantec Tower
- BUILDING: Stantec Tower (dropdown)
- FLOOR: (empty dropdown)
- SUITE: (empty dropdown)
- REQUEST TYPE: Please Choose (dropdown)
- PRIORITY: Normal (dropdown)
- DETAILS: (empty text area)
- ATTACHMENTS: + Attachments (button)

Below the form, there is a checkbox for 'Estimate Required?' and two buttons: 'SUBMIT' and 'RETURN'. A red arrow points to the 'SUBMIT' button. In the bottom right corner, there is a 'SITE FEEDBACK' link.

When submitting a new Service Request please fill out the following fields:  
Building - Floor – Request Type – Priority – Details  
Attachments such as photos can be added if needed.  
Once all information is completed click on “Submit”

# SERVICE REQUEST CONFIRMATION

The screenshot shows a web browser window with the URL `canderel.com/tenant-login/`. The page features a navigation bar with the Canderel logo and menu items: Who we are, Services, Space for lease, Impact & Engagement, Contact, News, and Tenant Login. A user profile for Elisha Billay is visible in the top right corner.

The main content area displays the request details for ID 81057104. The details are organized into several sections:

- REQUEST DETAILS 81057104**
- DATE RECEIVED:** March 11 2020, 2:41 PM
- REQUEST TYPE:** Access Card
- TENANT:** Canderel Management (West) Inc.
- CONTACT:** Elisha Billay
- PROPERTY:** Stantec Tower
- BUILDING:** Stantec Tower
- FLOOR:** 02
- SUITE:**
- PRIORITY:** Normal
- DETAILS:** Test
- ESTIMATE REQUIRED:** No

At the bottom of the details section, there are two buttons: **SUBMIT ANOTHER REQUEST** and **RETURN**. A **SITE FEEDBACK** link is located in the bottom right corner of the page.

Once the service request is submitted the following page will be displayed providing a confirmation of your request.

# **TRACKING SERVICE REQUESTS & HISTORY**

# SERVICE REQUEST HISTORY

The screenshot shows a web browser window with the URL `canderel.com/tenant-login/`. The page features a dark blue header with the Canderel logo and navigation links: "Who we are", "Services", "Space for lease", "Impact & Engagement", "Contact", "News", "Tenant Login", and "EN". A user profile "EB Elisha Billay" is visible in the top right. A "MENU" is open on the left, listing "Home", "Service Requests", "New Service Request", "My Colleagues", "New Colleague", and "Invite Colleagues". A red arrow points to "Service Requests". The main content area includes a "Welcome to your Service Portal. How can we help you today?" message with a "New Service Request" button. A "Resource Center" section is also visible, showing a link for "ICE District - Tenant Trademark Information" dated "Apr 17, 2019". A "SITE FEEDBACK" link is in the bottom right corner.

To view Service Request history, click on “Menu” and “Service Requests” from the Home Page

# SERVICE REQUEST HISTORY CONTINUED

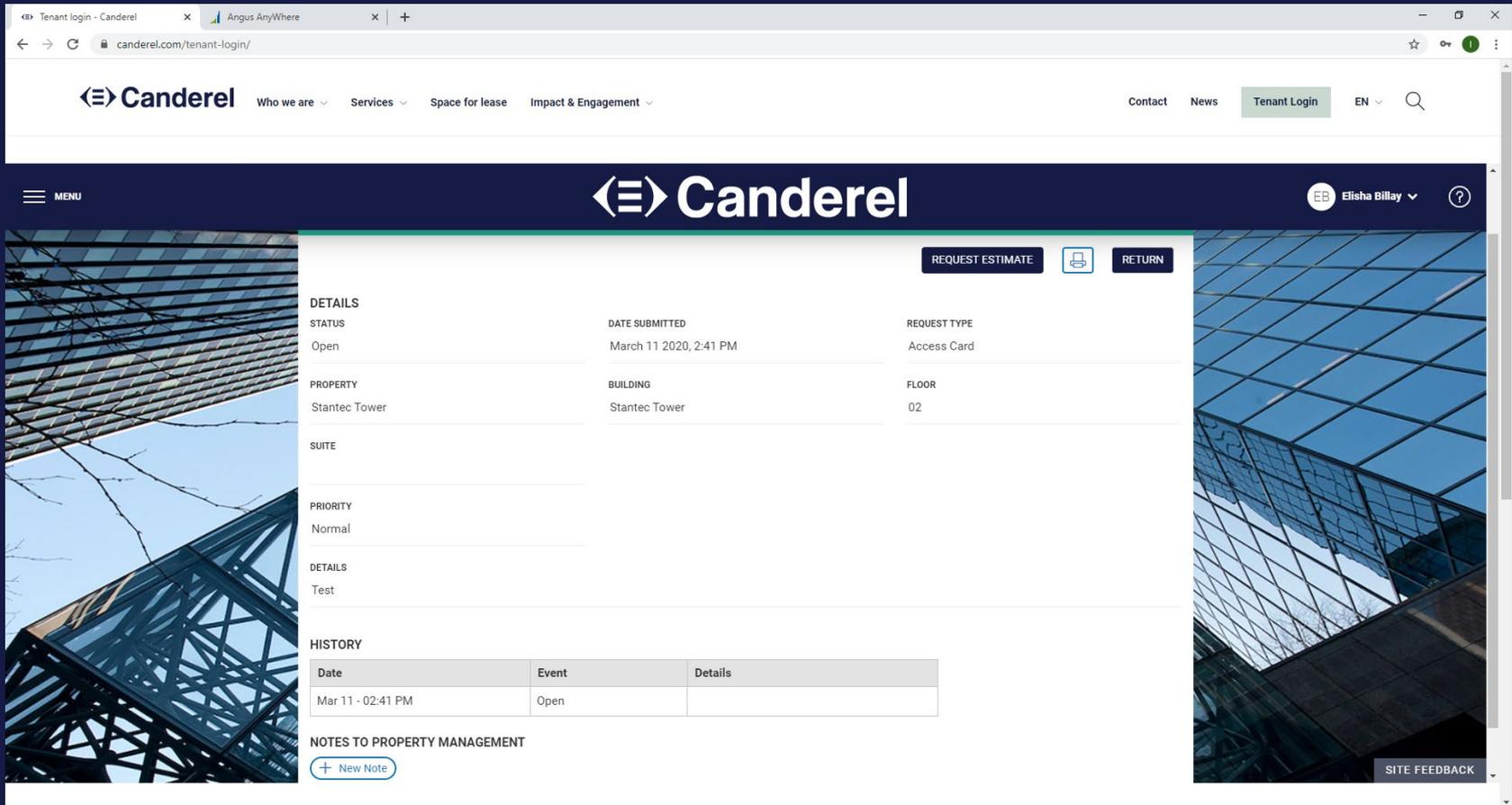
The screenshot shows the Canderel tenant login portal. The page title is "SERVICE REQUESTS". A search bar indicates "Search Results for Feb 11, 2020 to Mar 11, 2020". A table lists the following service requests:

Request No.	Requested By	Date Submitted	Status	Request Type	Details	Ratings
81057104	Elisha Billay	Mar 11 - 02:41 PM	Open	Access Card	Test	
81039931		Mar 10 - 10:20 AM	Completed	Miscellaneous	Main Floor back hallway by Rexall baseboard need to be re-glued. Thanks	
80997917		Mar 06 - 05:03 AM	Completed	Cleaning	Hello Cely, Someone urinated on the exit door for stairwell 2 level 1. Thank you.	
80993011		Mar 05 - 12:45 PM	In Progress	Miscellaneous	P1a -Break Room fridge need to replace the water filter and air filter. Thanks	
80983952		Mar 05 - 01:10 AM	Completed	Repair	Hello Dmytro, One of my guards found damage near the Rescom office door near the service elevators during his podium patrol	
80982261		Mar 04 - 04:04 PM	Completed	Access Card	Please give Bike cage and womans locker room access to: Mandy Card # 17208 & 17159 Clover Card # 17203 Contact Elisha if you have questions.	
80953393		Mar 02 - 04:11 PM	Completed	Lock	lock on door into freight elevator is broken	
80947970		Mar 02 -	Completed	Access Card	Michelle Ouellette - 11102014708-1 Please give access to woman's	

A red arrow points to the "Request No." column header. A "NEW SERVICE REQUEST" button is visible in the top right of the table area. The user profile "EB Elisha Billay" is shown in the top right corner. A "SITE FEEDBACK" button is in the bottom right corner.

To view a specific Service Request click on the Request Number.

# SERVICE REQUEST HISTORY CONTINUED



The screenshot displays the Canderel Tenant Login interface. At the top, there is a navigation bar with the Canderel logo and menu items: Who we are, Services, Space for lease, Impact & Engagement, Contact, News, Tenant Login, and EN. Below this is a secondary header with a MENU icon, the Canderel logo, and a user profile for Elisha Billay. The main content area features a service request details card with the following information:

- REQUEST ESTIMATE** (button) and **RETURN** (button)
- DETAILS** section:
  - STATUS:** Open
  - DATE SUBMITTED:** March 11 2020, 2:41 PM
  - REQUEST TYPE:** Access Card
  - PROPERTY:** Stantec Tower
  - BUILDING:** Stantec Tower
  - FLOOR:** 02
  - SUITE:** (empty field)
  - PRIORITY:** Normal
  - DETAILS:** Test
- HISTORY** table:

Date	Event	Details
Mar 11 - 02:41 PM	Open	
- NOTES TO PROPERTY MANAGEMENT** section with a **+ New Note** button.

At the bottom right of the page, there is a **SITE FEEDBACK** button.

Once you click on a specific Service Request you can find the request details such as date submitted, request type and history of request. From this screen additional Information can also be added by clicking on “New Note”

# **FREIGHT ELEVATOR RESERVATION**

# FREIGHT ELEVATOR RESERVATION

☰ MENU

↔ Canderel

TT Test Test ▾



Welcome to your Service Portal.

How can we help you today?

New Service Request



New Reservation

📁 Resource Center

Locker Room Form ⓘ  
Apr 25, 2022

Bicycle Cage Form ⓘ  
Apr 25, 2022

Tenant Manual ⓘ  
Apr 25, 2022

To Submit a freight elevator reservation click on “New Reservation” found on the Home Page.

# FREIGHT ELEVATOR RESERVATION

NEW RESERVATION

Begin by selecting one or more resources below.  
The calendar will refresh with your selections

Stantec Tower  
Elevators

- Freight Elevator ⓘ

Today ◀ ▶ Sunday, December 25, 2022 - Saturday, December 31, 2022

	Sun 12/25	Mon 12/26	Tue 12/27	Wed 12/28	Thu 12/29	Fri 12/30	Sat 12/31
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM				Freight Elev...			
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							
6:00 PM							

Legend:  First Come First Serve  Unavailable  Available

Select the date and time that you require the freight elevator.  
(Note: Multiple days will need to be entered separately.)

# FREIGHT ELEVATOR RESERVATION

**NEW RESERVATION**

RESOURCES: Freight Elevator ⓘ

TIME START: 12/26/2022 📅 09:00AM ▾

TIME END: 12/26/2022 📅 10:00AM ▾

REQUESTED BY: Test Test ▾

RESERVATION NOTES: ➔

➔ **CREATE** CANCEL

Enter the details of your booking in the reservation notes such as What is being delivered, which floor and the name of the contractor.  
Click create.

# FREIGHT ELEVATOR RESERVATION

RESERVATION 94898293

[CANCEL RESERVATION](#) [RETURN](#)

**REQUIRES APPROVAL:** Your reservation requires approval by your Property Management Office. You will be notified when the reservation is confirmed.

### Reservation Details

<b>RESOURCES</b> Freight Elevator	<b>REQUESTED BY</b> Test Test	<b>RESERVATION DATE AND TIME</b> Dec 26, 2022 - 9:00 AM to 10:00 AM <a href="#">RESCHEDULE</a>
<b>DURATION</b> 1 hour(s)	<b>PROPERTY</b> Stantec Tower	<b>BUILDING</b> Stantec Tower

**RESERVATION NOTES**

[ADD](#)

### History

Date	Event	Notes
Dec 20, 2022 - 2:29 PM	Requires Approval	
Dec 20, 2022 - 2:29 PM	Submitted	

The reservation request will be sent to Canderel for approval. Once approved you will receive a confirmation email.

# SERVICE RATING

# SERVICE RATING

Your Request is completed (Access Card)

elisha.billay@stantec.com

## Canderel

**REQUEST COMPLETED**

Elisha Billay, your service request was completed on Mar 11, 2020 03:17 PM.  
See more details below.

Please reply to this email or contact our Customer Service Group should you have any questions or require anything further.

### Access Card

WORK ORDER  
**81057104**

REQUEST DATE  
**Mar 11, 2020 | 02:41 PM**

DESCRIPTION  
**Test**

COMPLETED BY  
**Elisha Billay**  
Tenant Coordinator

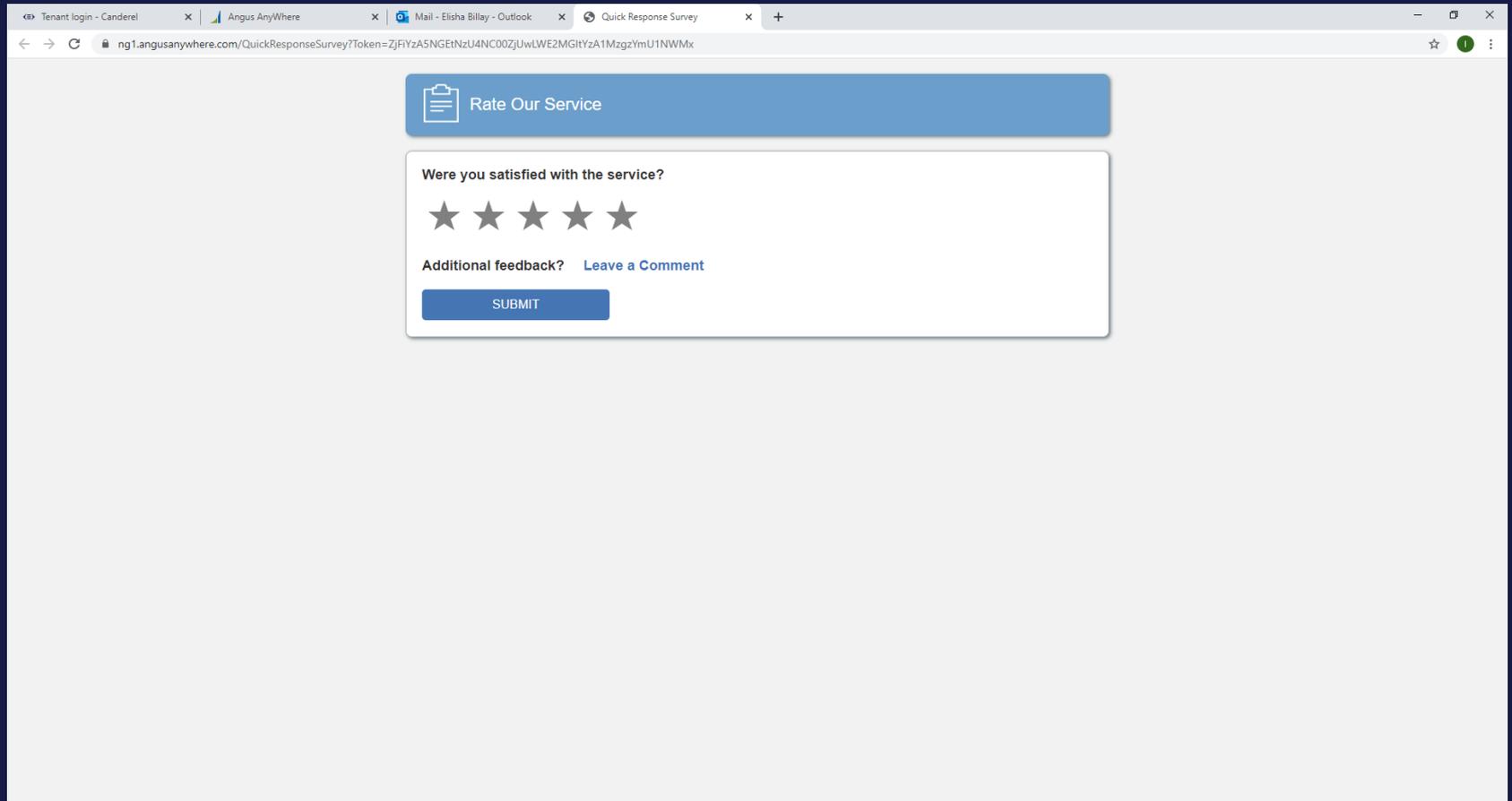
Were you satisfied with the service?  
Take our **One Question Survey**.

[RATE OUR SERVICE](#)

Stantec Tower

Once the service request has been completed; Angus will e-mail you a confirmation e-mail which will include notes detailing the work that was completed. At the bottom of the e-mail Will be a link that will direct you to a page where you can rate the service received for this request

# SERVICE RATING

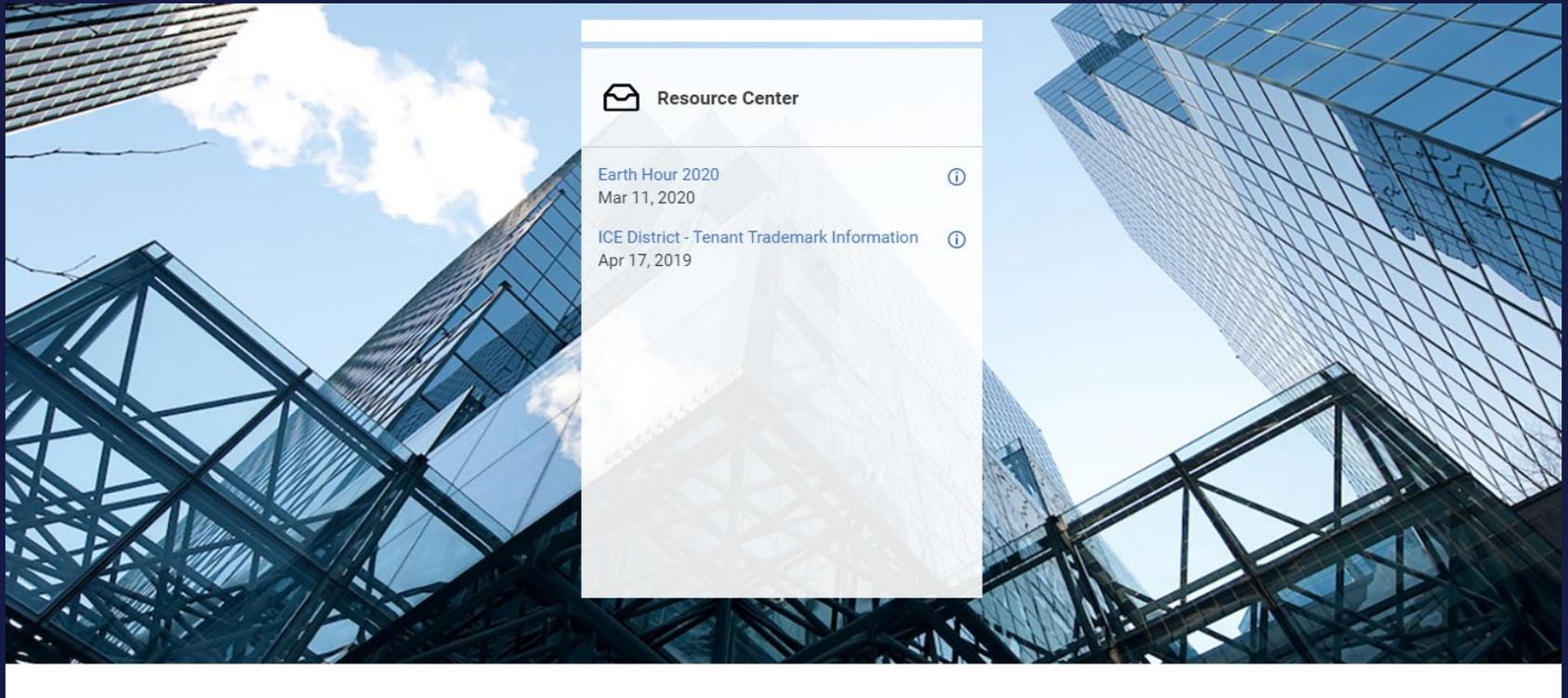


The image shows a screenshot of a web browser window. The browser has several tabs open: 'Tenant login - Canderel', 'Angus AnyWhere', 'Mail - Elisha Billay - Outlook', and 'Quick Response Survey'. The address bar shows the URL: 'ng1.angusanywhere.com/QuickResponseSurvey?Token=ZjFiyzA5NGEtNzU4NC00ZjUwLWE2MGltYzA1MzgzYmU1NWx'. The main content area features a blue button with a clipboard icon and the text 'Rate Our Service'. Below this is a white box containing the question 'Were you satisfied with the service?' followed by five grey stars. Underneath the stars is the text 'Additional feedback?' and a blue link 'Leave a Comment'. At the bottom of the white box is a blue button labeled 'SUBMIT'.

Our goal is to provide our tenants the best possible service. We always enjoy hearing From you, as your opinion means so much to us and provides insight as to how we can continue to improve our services. We look forward to hearing from you.

# RESOURCE CENTRE

# RESOURCE CENTRE



The Resource Centre allows access to forms and informational documents.  
You can find this on the home page.

# CONTACT INFORMATION

Canderel Management (West) Main Line  
780-702-2070

Emergency Afterhours Line  
780-426-4960

## **Please Note:**

In case of an afterhours emergency please call our Emergency Afterhours Line.

If a request is submitted on Angus after normal business hours it will be dispatched accordingly the following business day.

**THANK YOU**

CANDEREL MANAGEMENT (WEST)