ANGUS
ANYWHERE
TENANT GUIDE

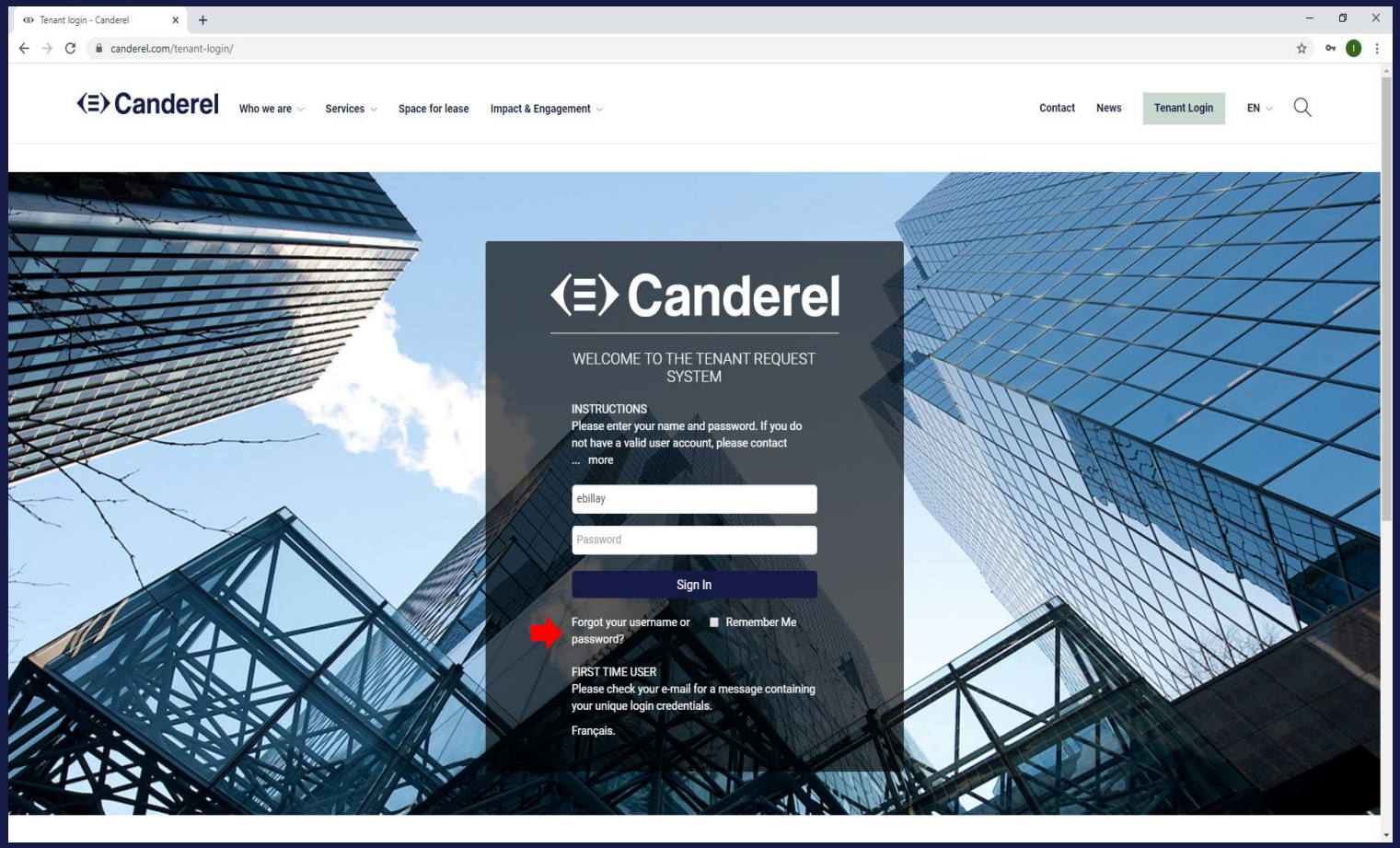
ACCESSING ANGUS ANYWHERE

ANGUS ANYWHERE LINK

Hold crtl button and click the link below

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

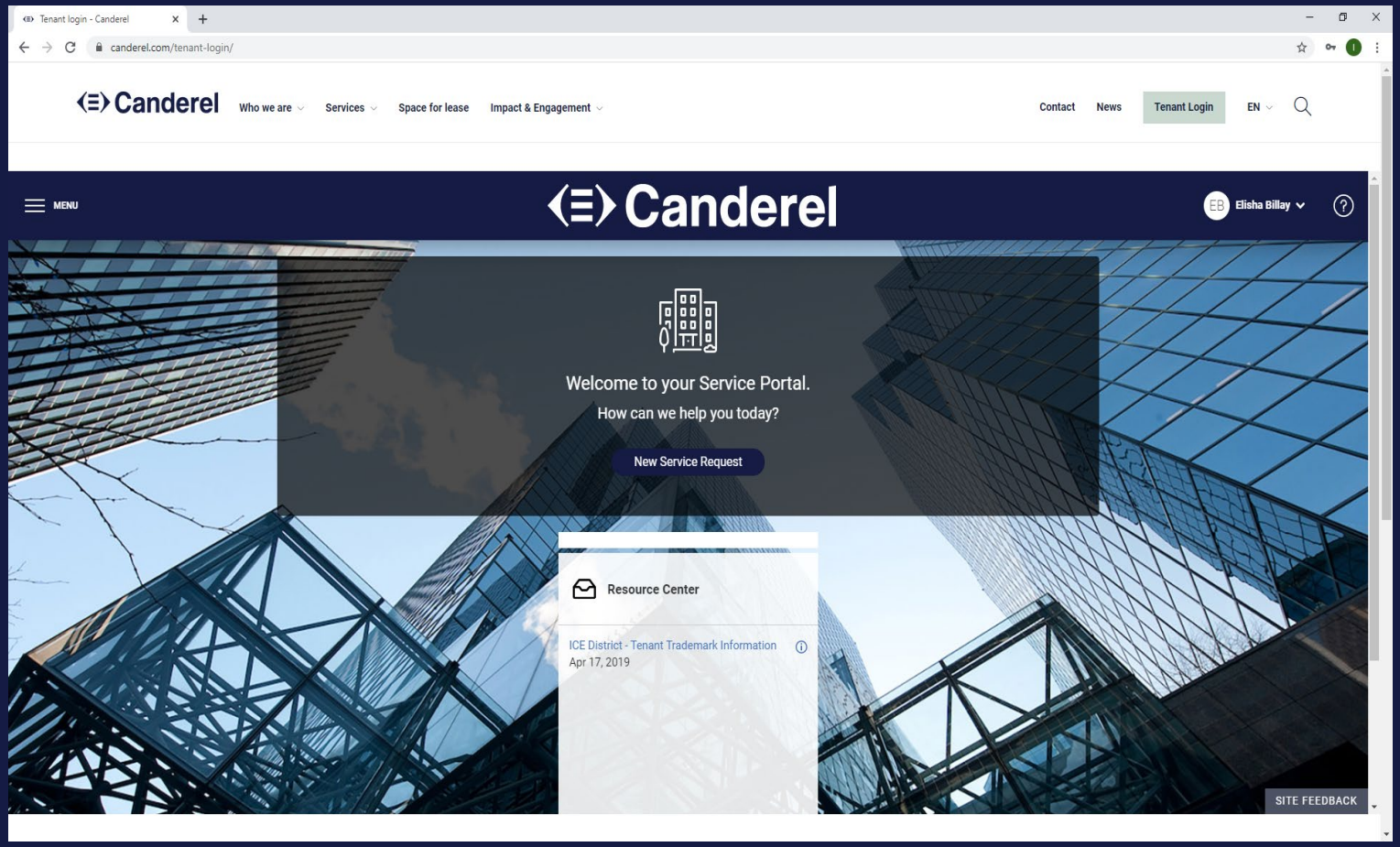
LOGIN PAGE



Username – Enter Password – Click Sign In

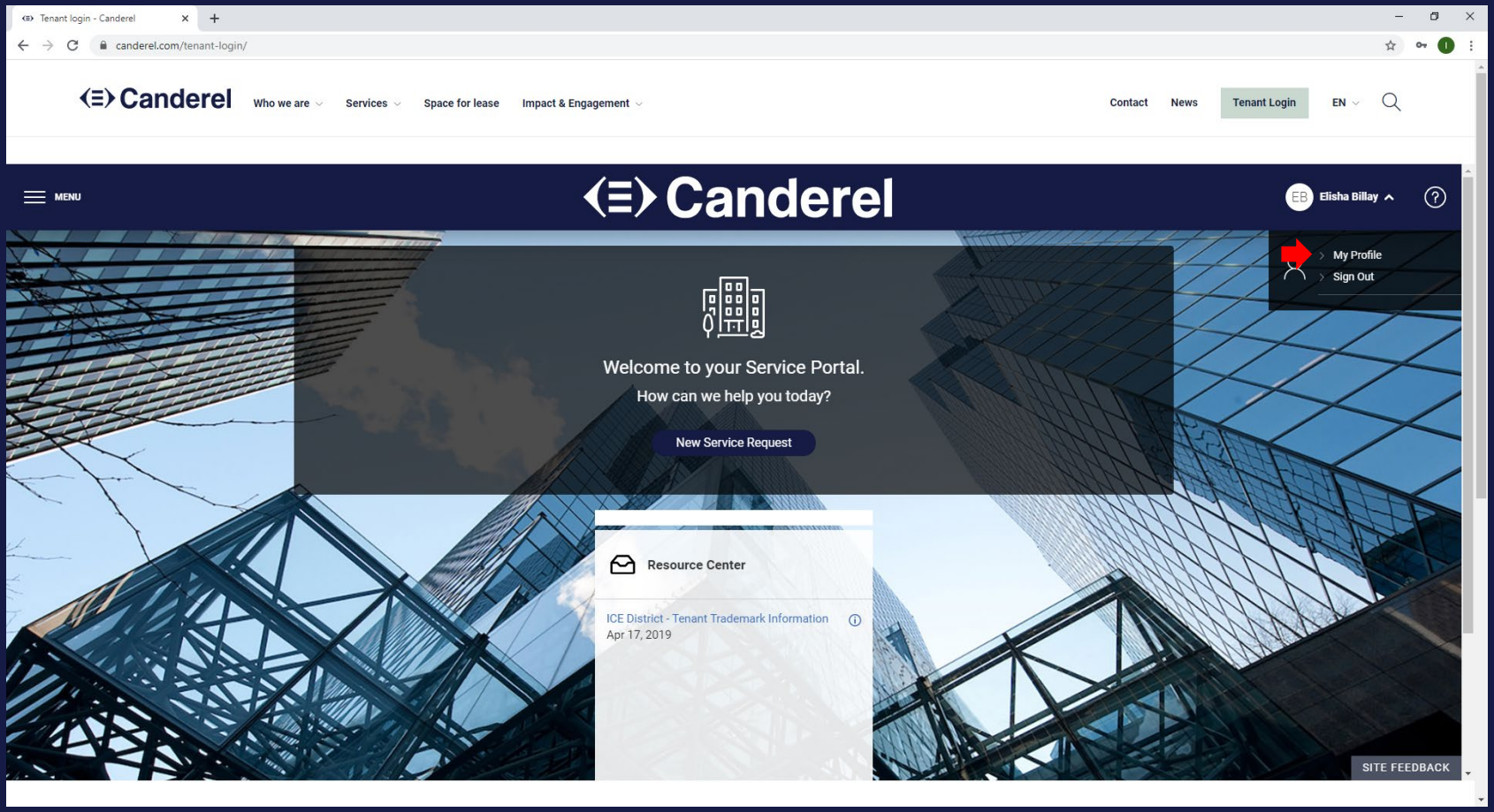
If you forget your password, it can be retrieved by clicking “Forgot your password”

HOME PAGE


Tenant login - Canderel
canderel.com/tenant-login/
Canderel
Who we are
Services
Space for lease
Impact & Engagement
Contact
News
Tenant Login
EN
MENU
Canderel
EB
Elisha Billay
Welcome to your Service Portal.
How can we help you today?
New Service Request
Resource Center
ICE District - Tenant Trademark Information
Apr 17, 2019
SITE FEEDBACK

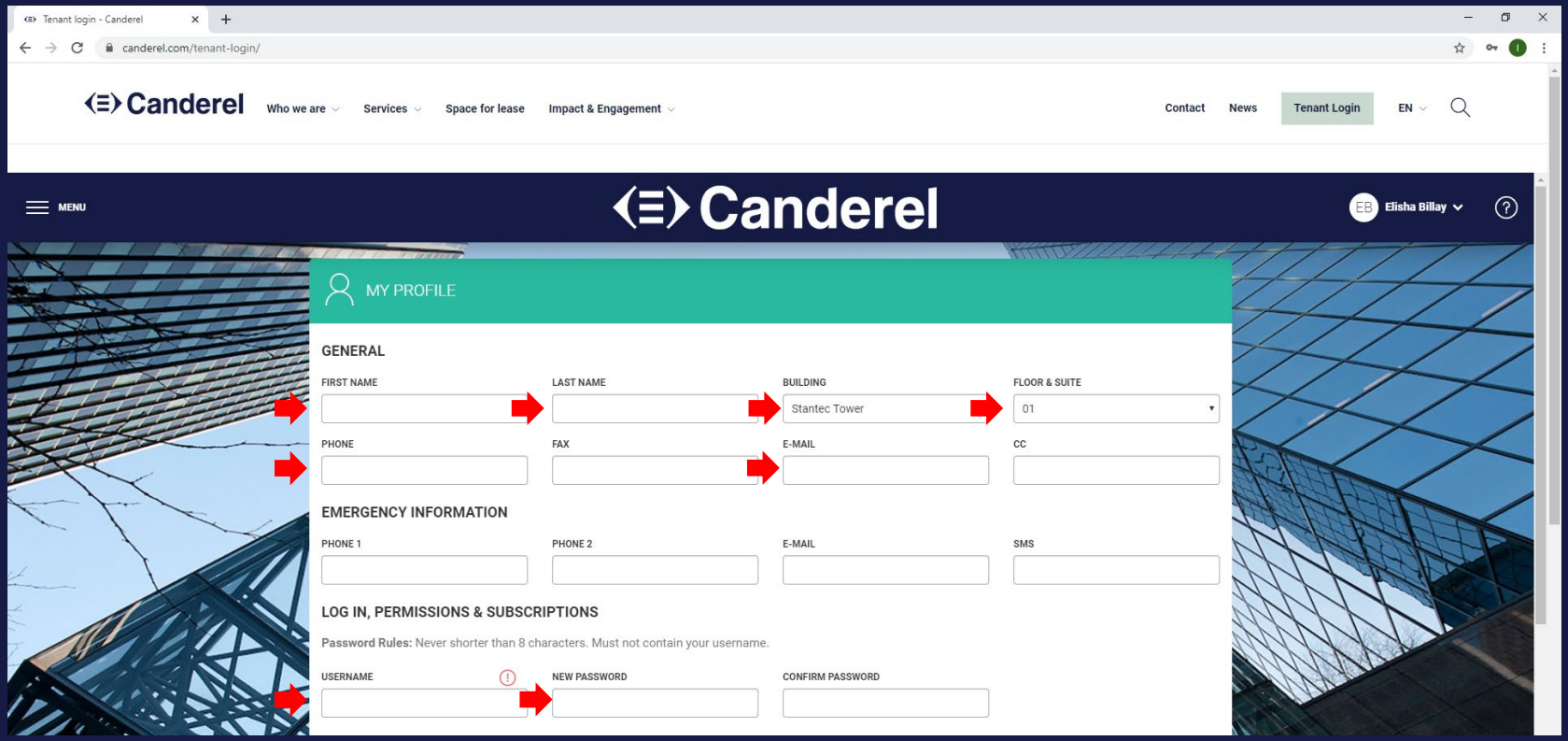
UPDATING USER PROFILE

MY PROFILE



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

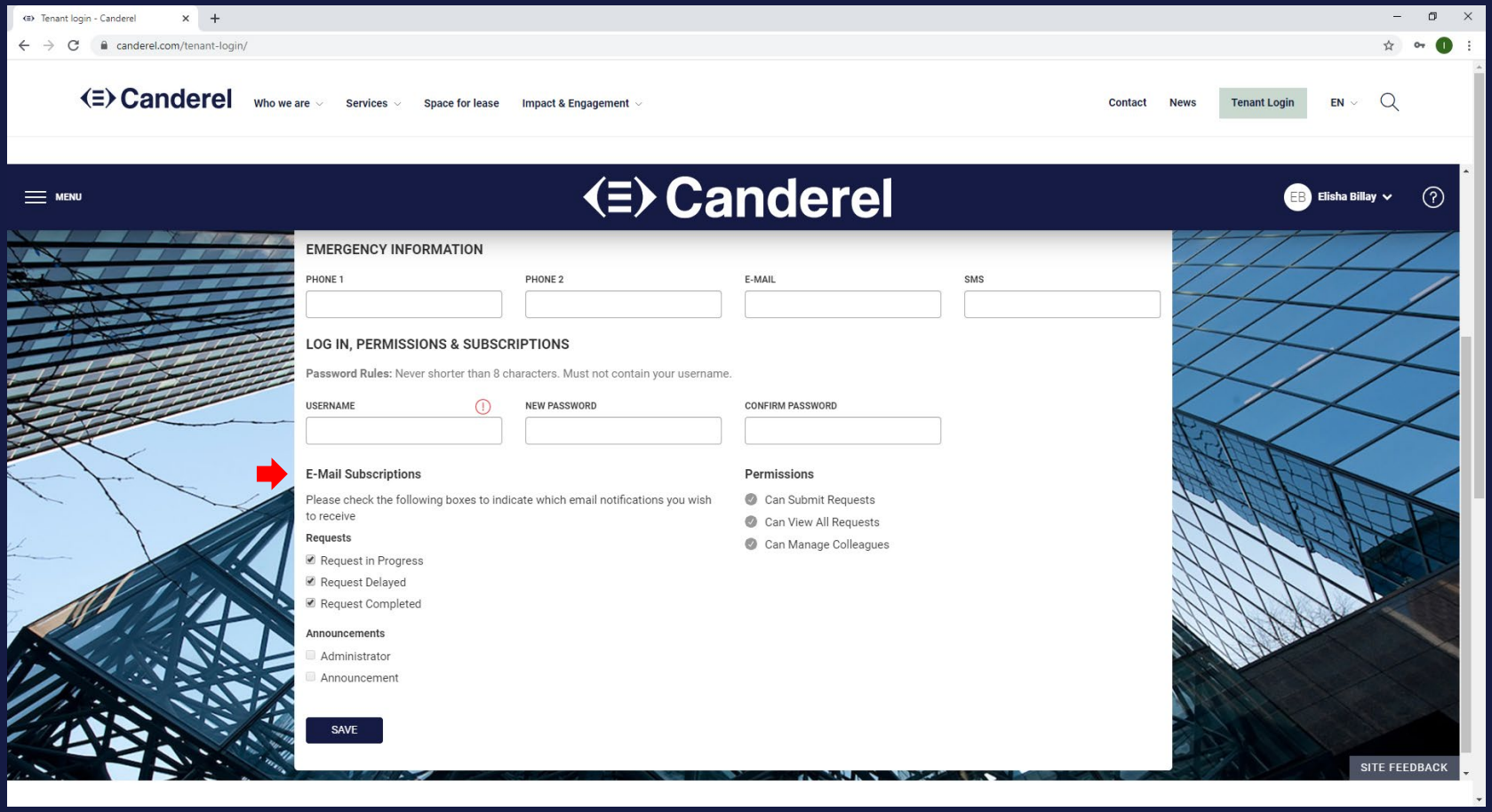
MY PROFILE CONTINUED



The following fields can be updated:

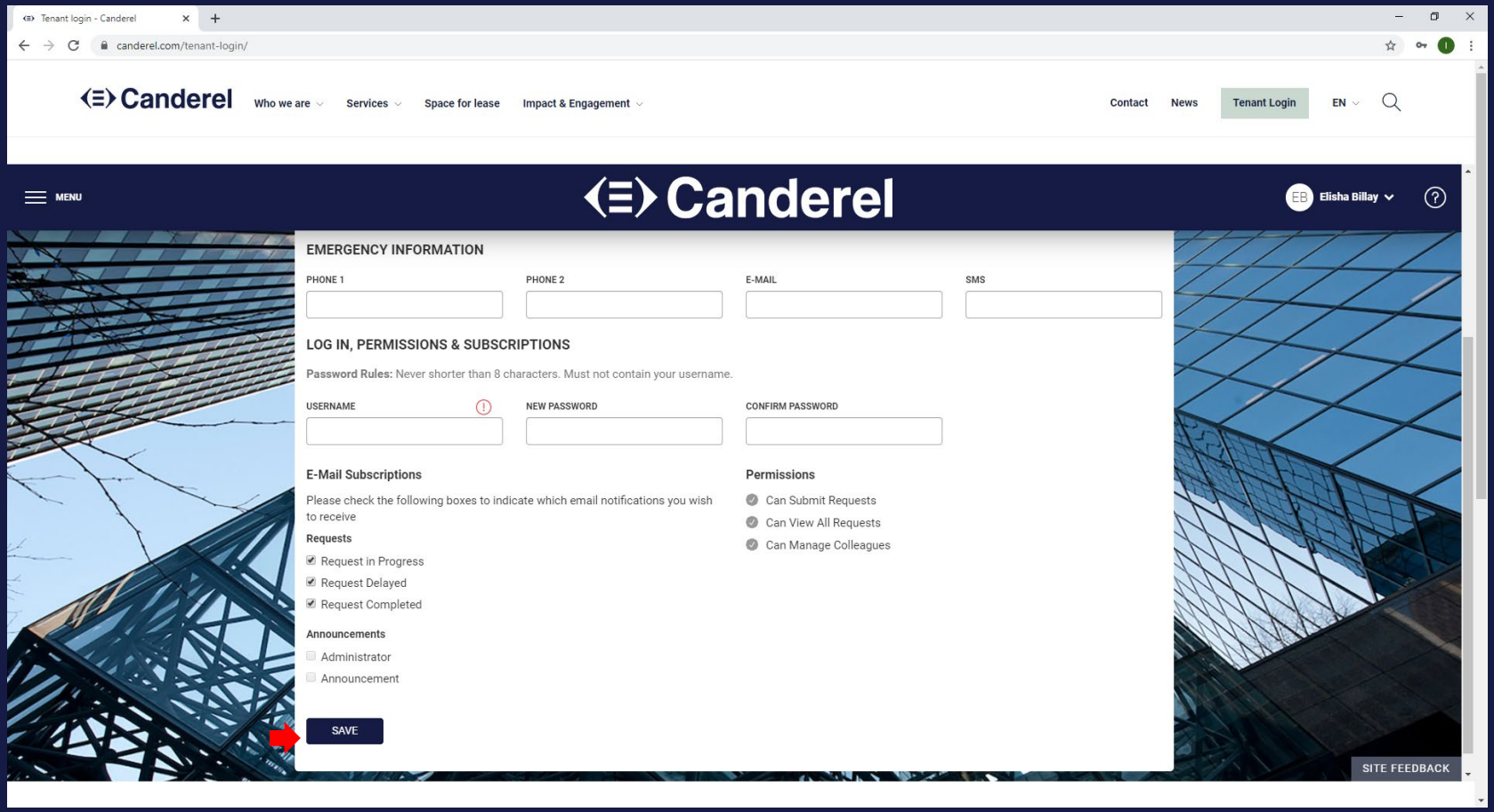
First & Last name – Floor & Suite number – Phone number
Building - Email address – Username - Password

MY PROFILE CONTINUED



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

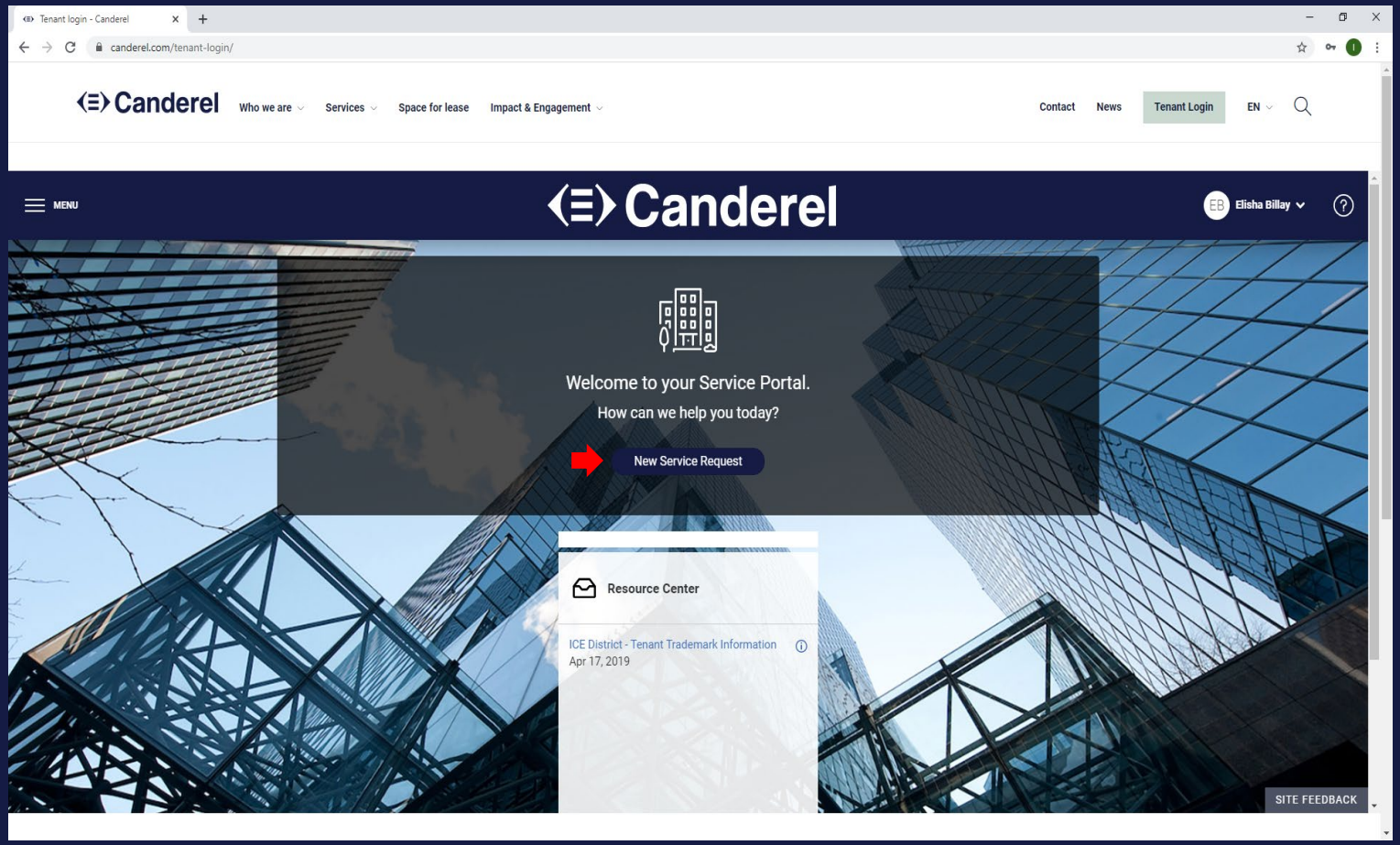
MY PROFILE CONTINUED



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

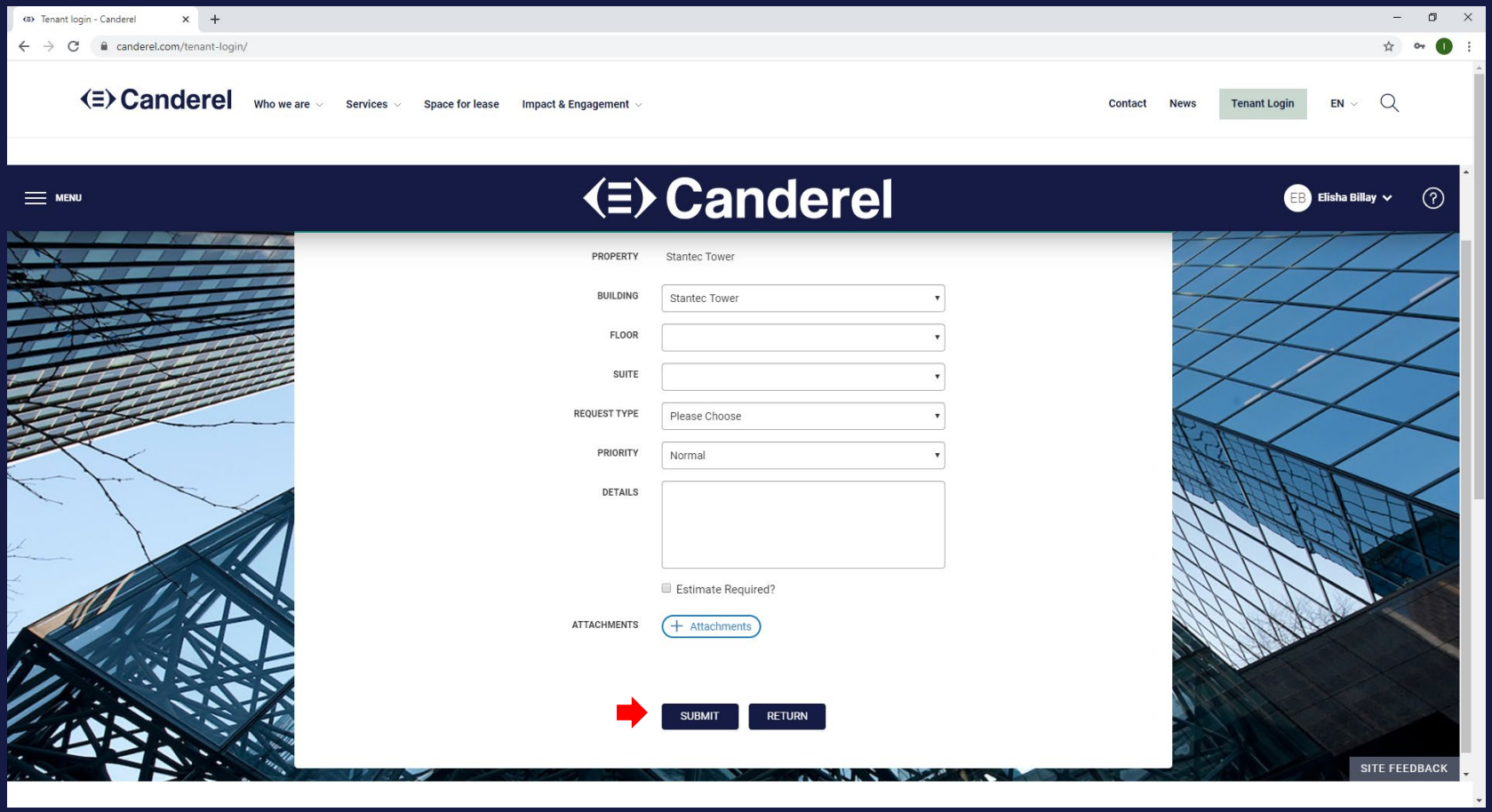
SUMBITTING A NEW SERVICE REQUEST

SUBMITTING A NEW SERVICE REQUEST



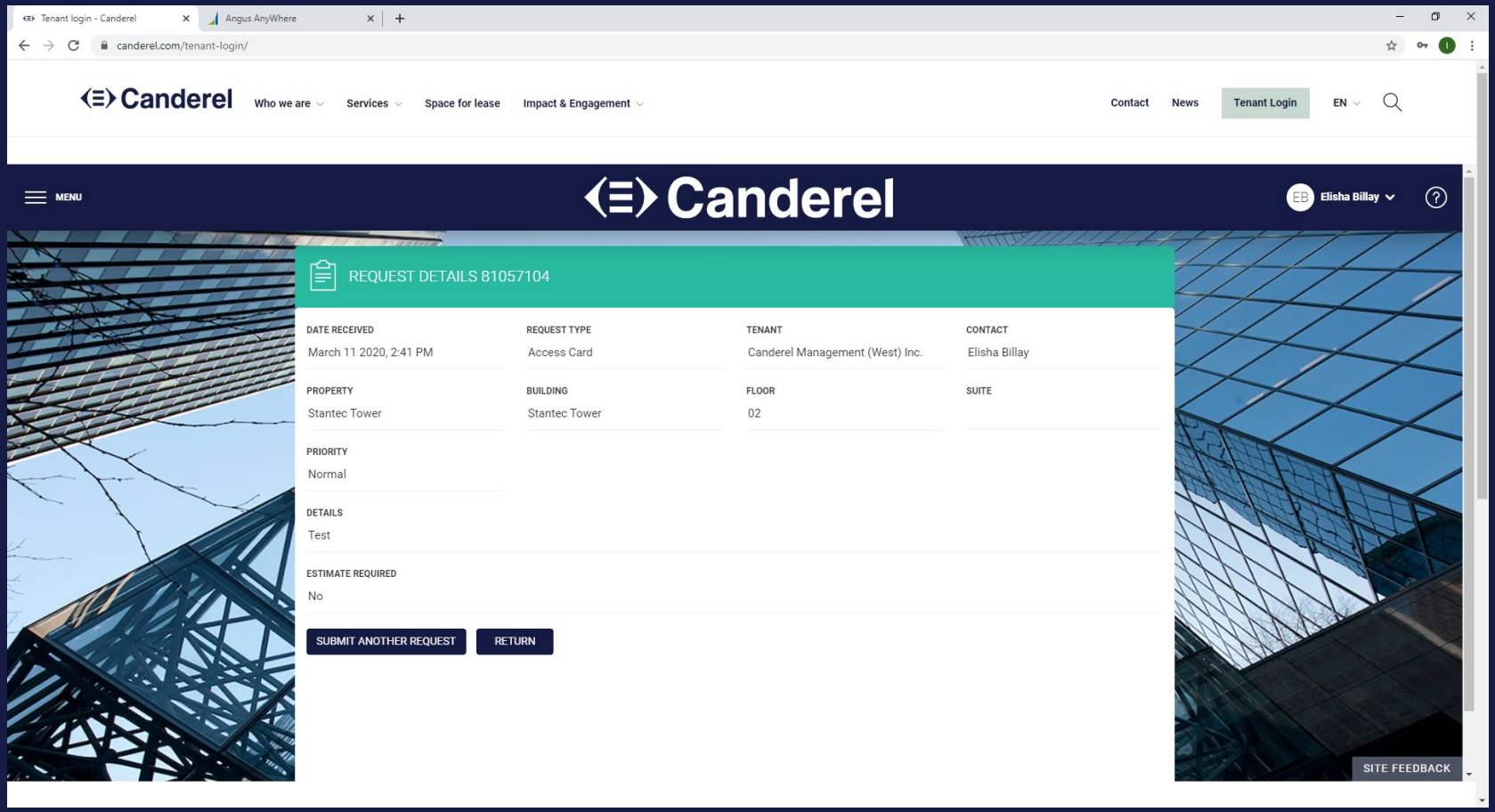
To Submit a new Service Request click on “New Service Request” found on the Home Page.

NEW SERVICE REQUEST



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”

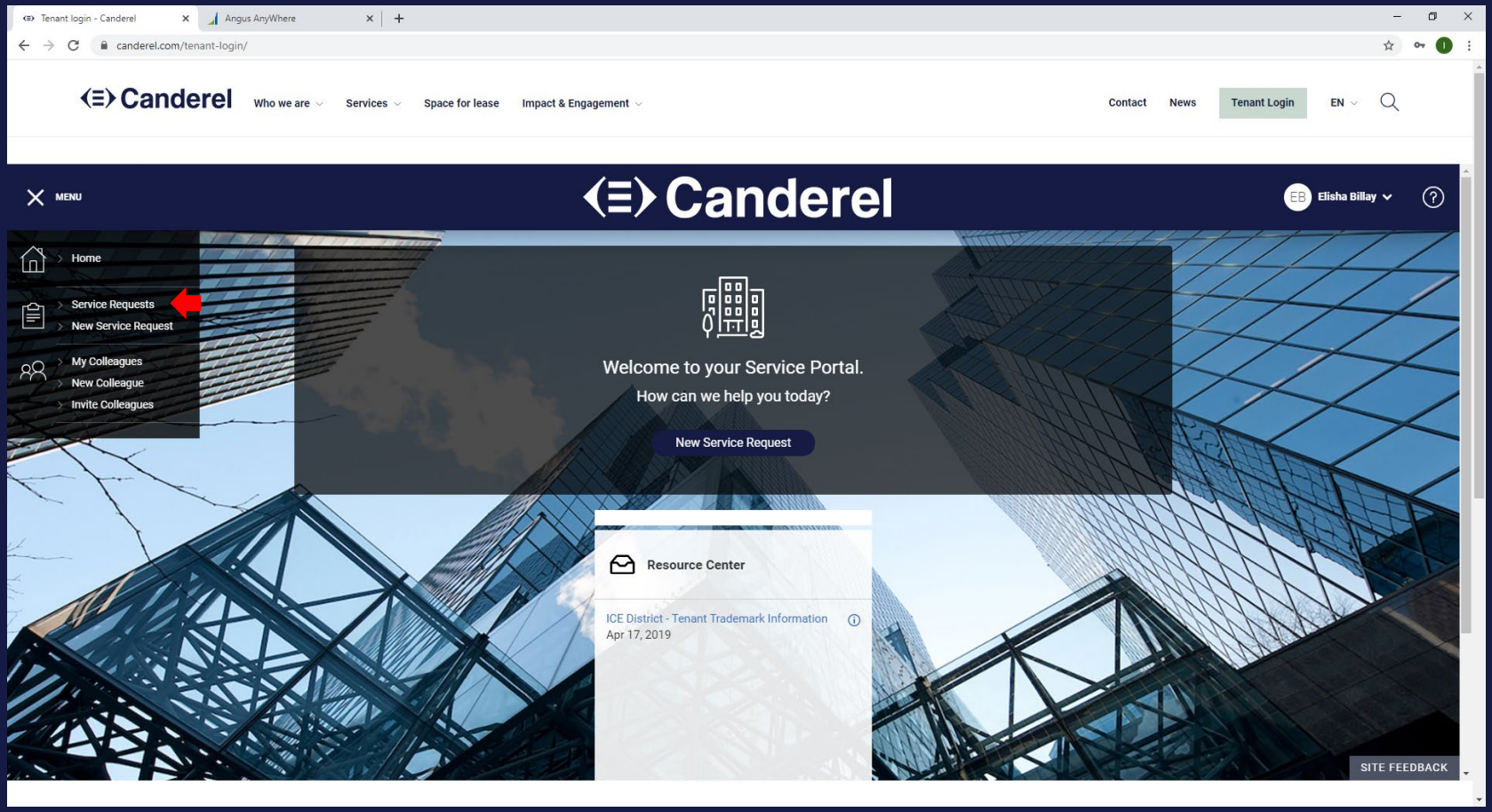
SERVICE REQUEST CONFIRMATION



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

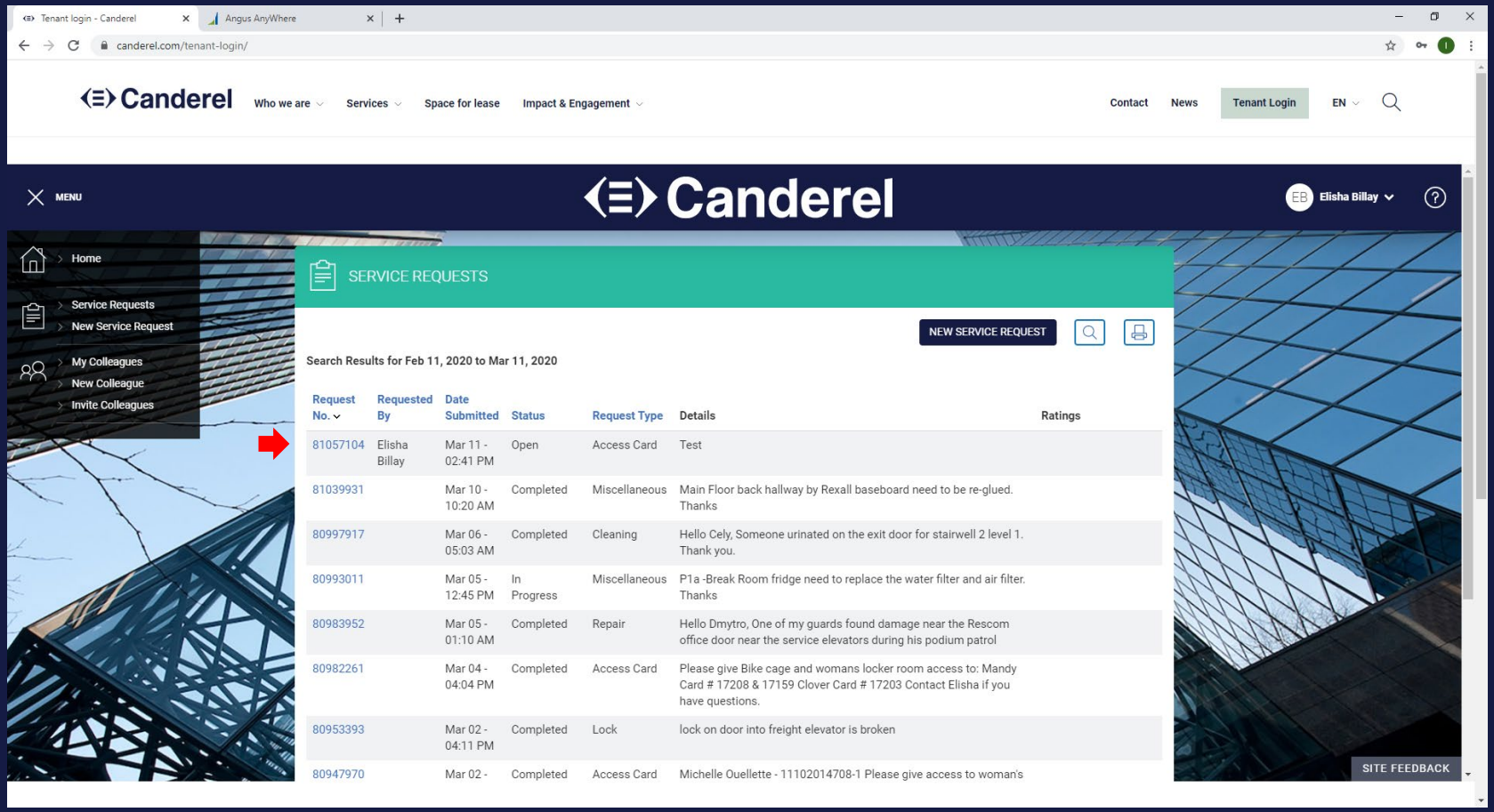
TRACKING SERVICE REQUESTS & HISTORY

SERVICE REQUEST HISTORY



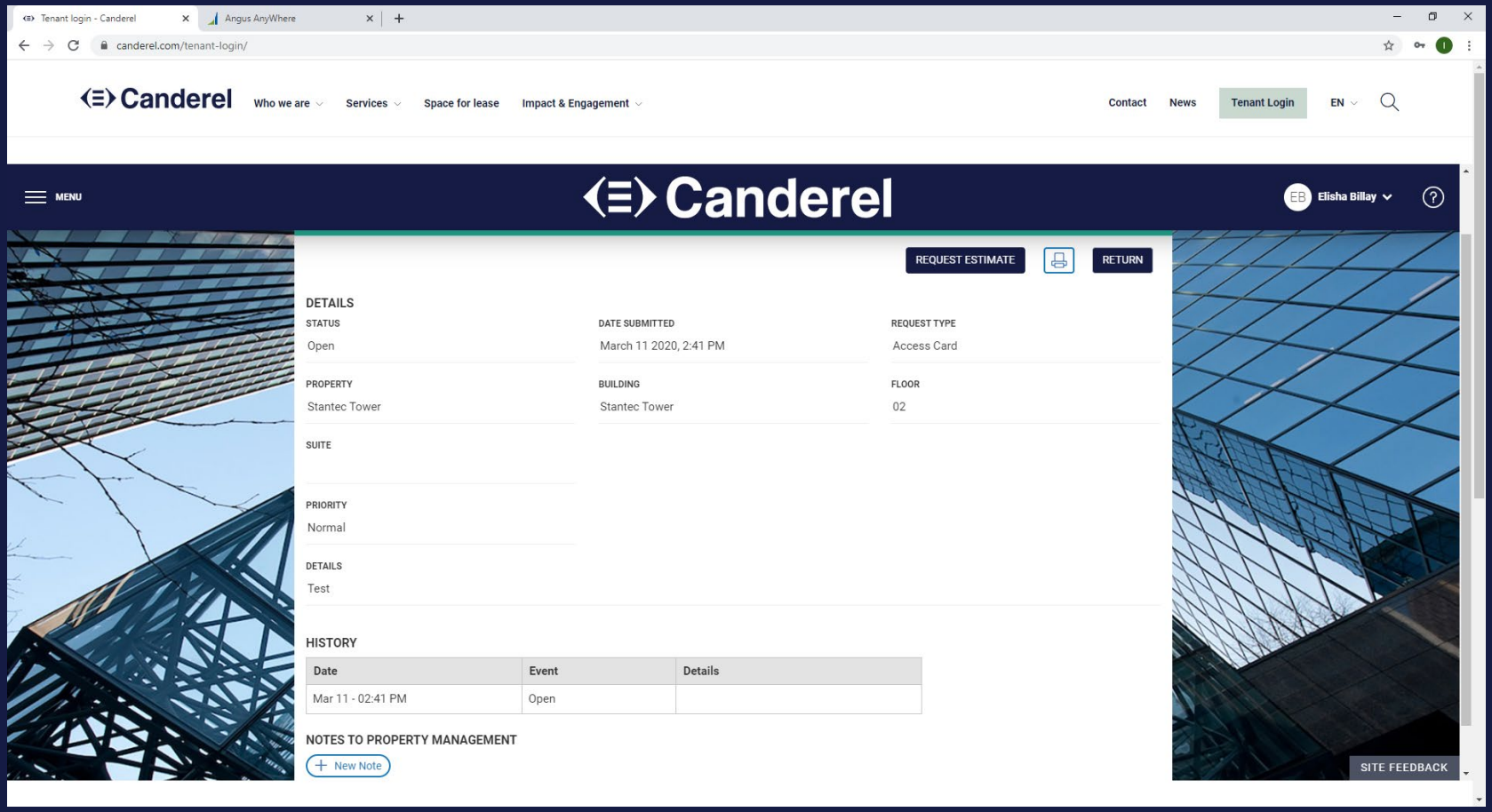
To view Service Request history, clock on “Menu” and “Service Requests” from the Home Page

SERVICE REQUEST HISTORY CONTINUED



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

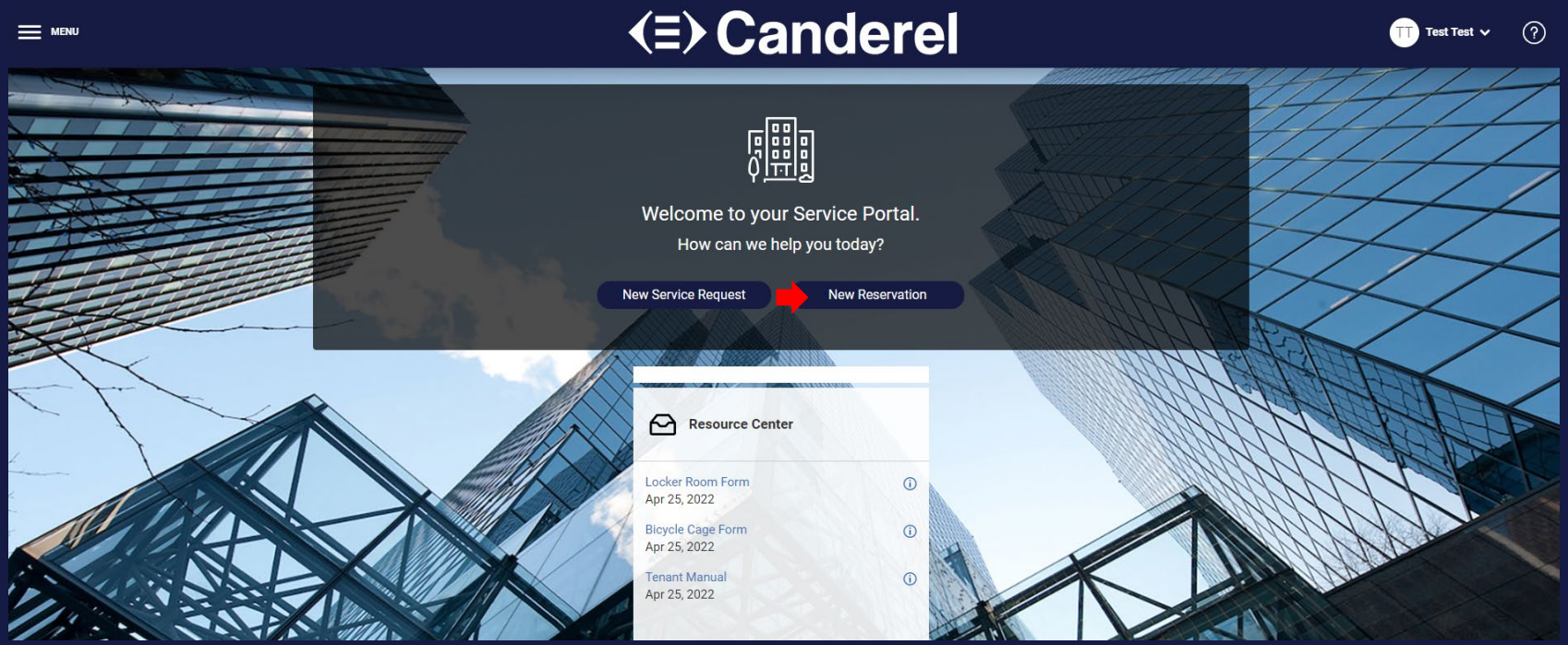
SERVICE REQUEST HISTORY CONTINUED



Once you clock 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”

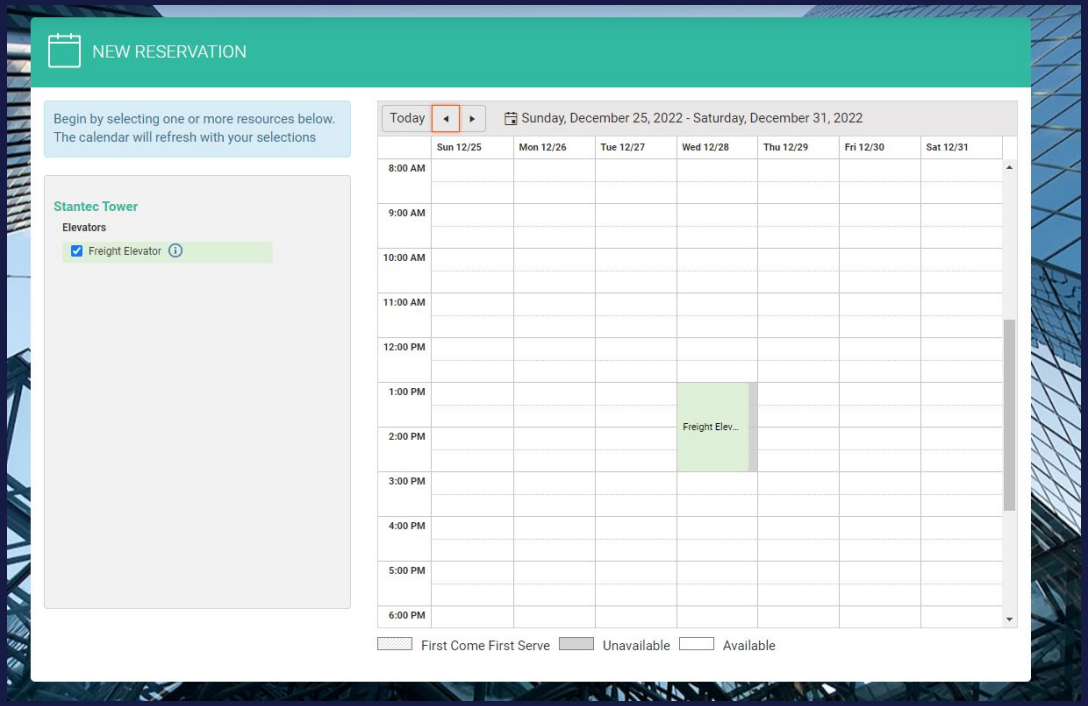
FREIGHT ELEVATOR RESERVATION

FREIGHT ELEVATOR RESERVATION



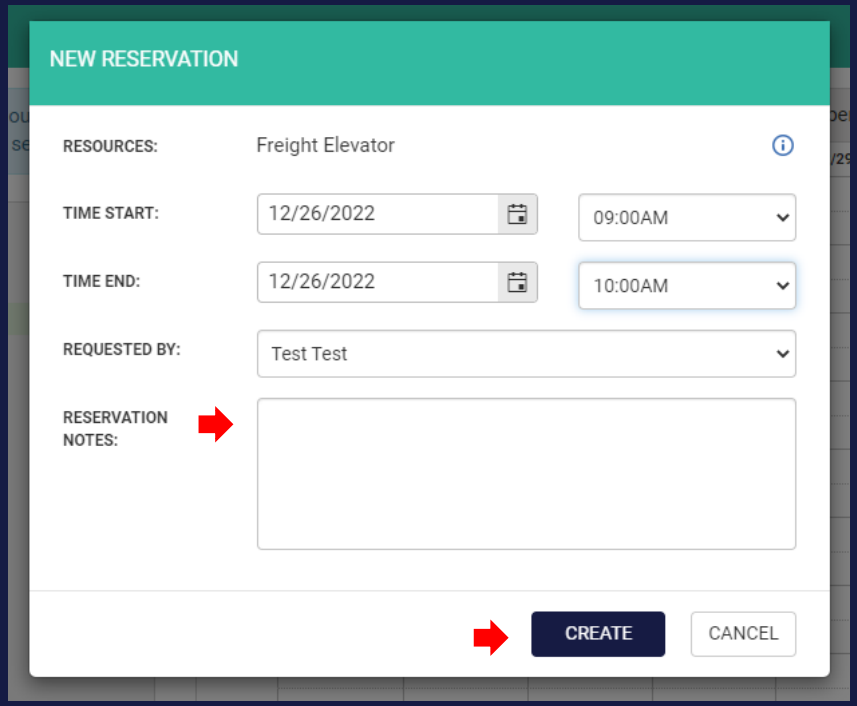
To Submit a freight elevator reservation click on “New Reservation” found on the Home Page.

FREIGHT ELEVATOR RESERVATION



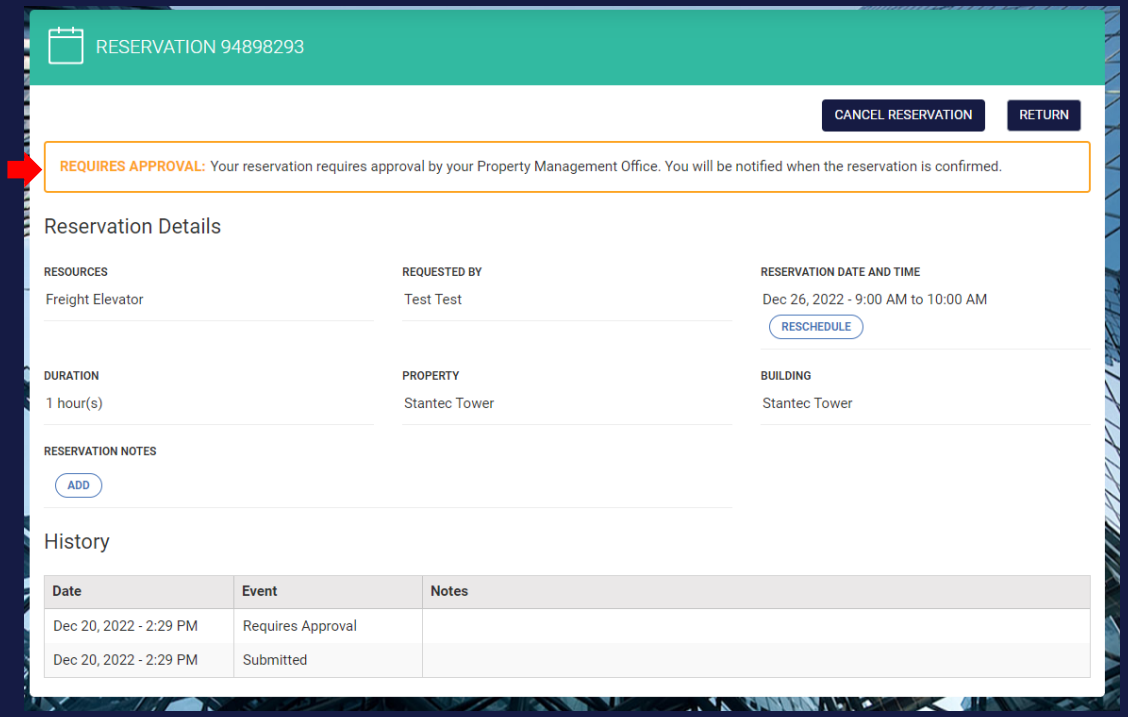
Select the date and time that you require the freight elevator.
(Note: Multiple days will need to be entered separately.)

FREIGHT ELEVATOR RESERVATION



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.

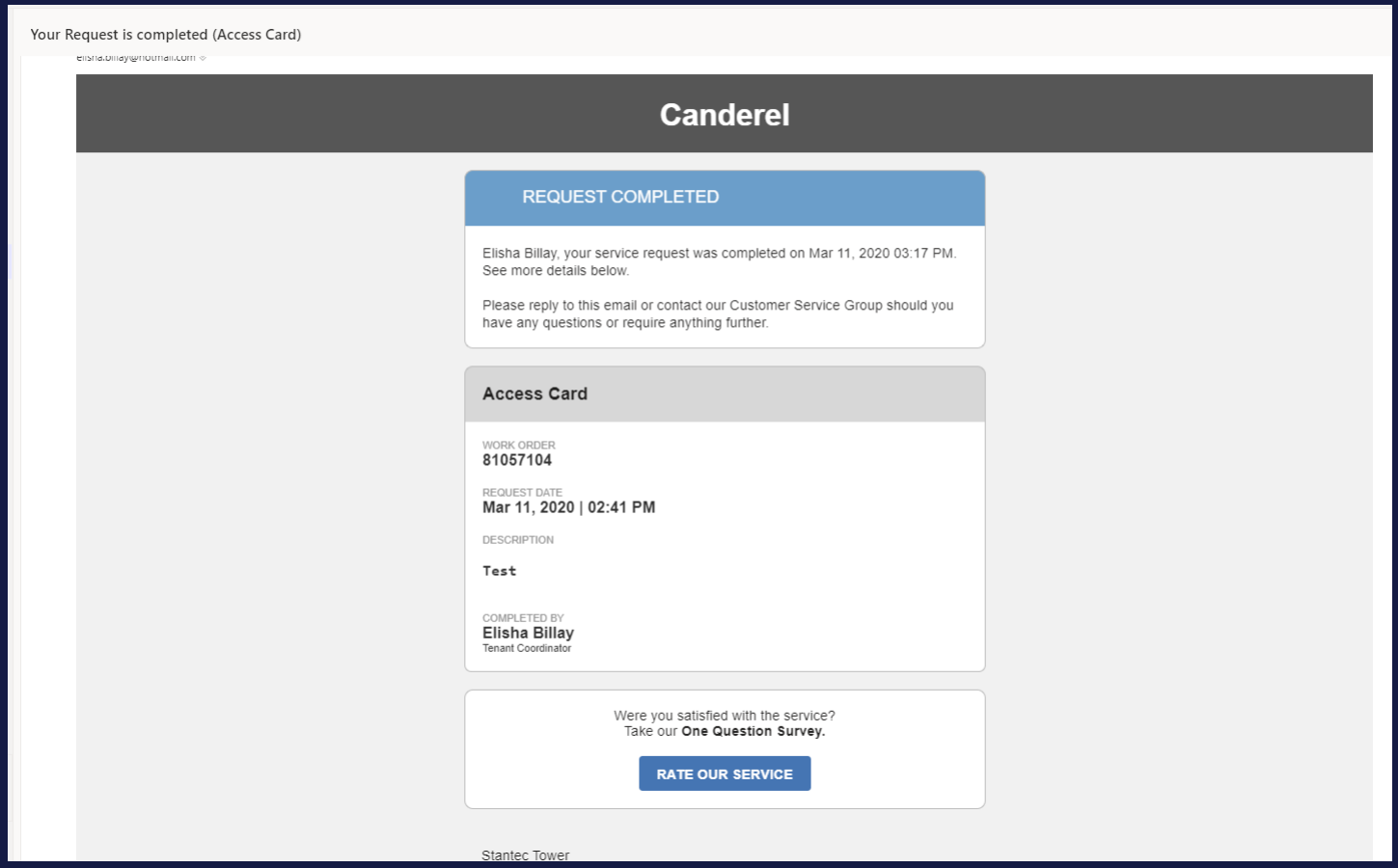
FREIGHT ELEVATOR RESERVATION



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

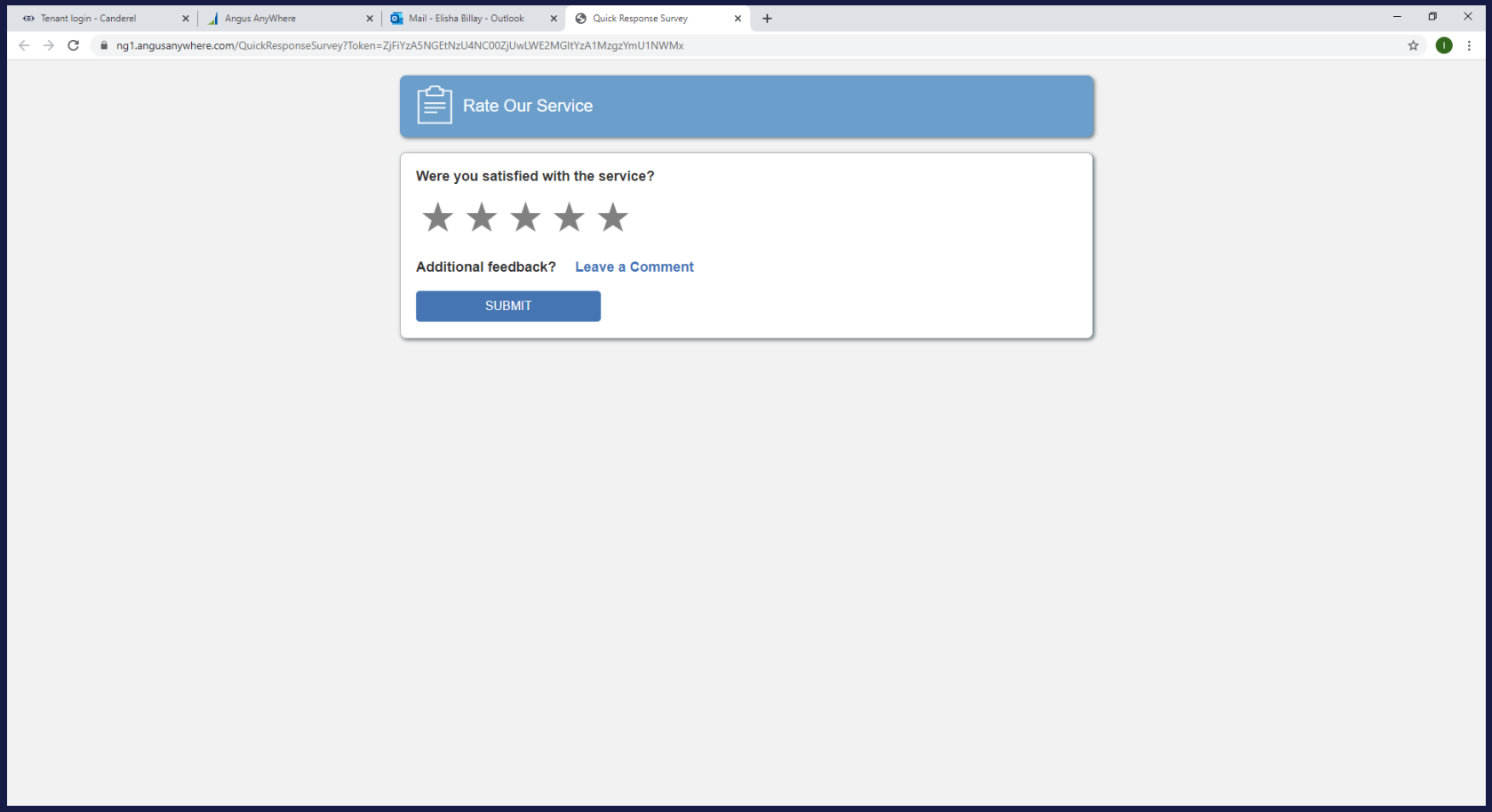
SERVICE RATING

SERVICE RATING



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

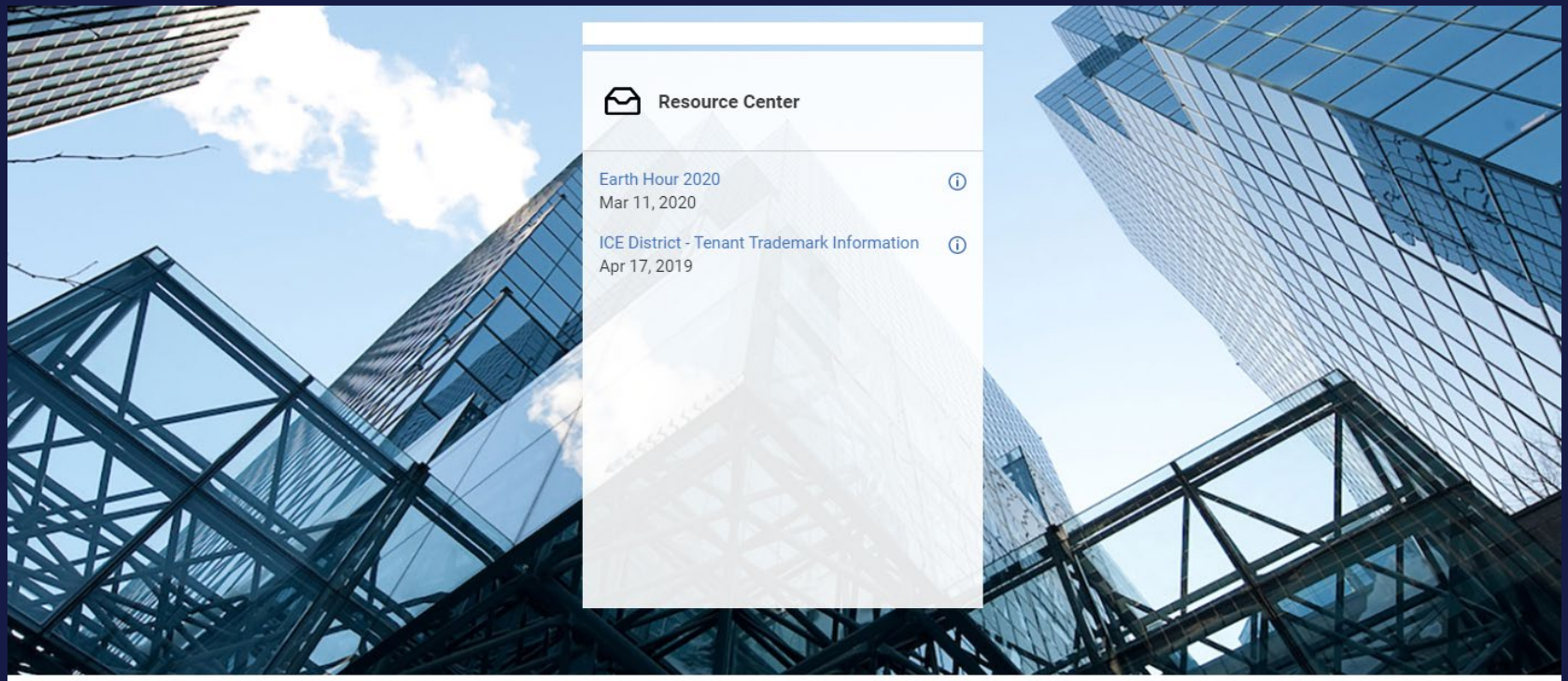
SERVICE RATING



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)