ANGUS SYSTEM – TENANT SERVICE REQUEST

To set up access to Angus, please fill out an *Angus Information Form* (see forms) and send to **Rufaro Phiri, Assistant Property Manager –** by email at phiri@canderel.com

Angus, our web-enabled response system, puts Tenants in control of their needs. Angus allows Tenants to submit their service requests and monitor the status of their requests on-line. The system enables requests like:

- Service and maintenance requests
- Requesting, changing, and picking up security access cards
- Cleaning requests and visitations
- Ordering signage
- Requests for the HVAC system
- Replacement of equipment's, specifically servicing the Tenant's premise, to meet supplementary needs
- Booking freight elevators for deliveries and moves

Complementary services include:

- Adjustments for the HVAC system
- Replacement of base building fluorescent tubes and ballasts
- Programming security access cards
- Minor cleaning requests
- Fire Warden training

Services which require **additional charges** include:

- Replacement of non-base building lighting and ballasts
- After hours security
- After hours HVAC
- Replacement of access cards

Once a request has been submitted, it is immediately dispatched to site personnel using wireless communications.

How to Enter a Service Request

- Log onto **www.canderel.com**
- Click the Angus logo on the right-hand side.
- Enter your email address.
- Enter your password and then *Submit*.
- You will now go to a screen entitled *New Service Request*.
- **Floor:** Your floor will default in. If you wish to report something on a different floor, please choose from the drop-down menu.
- **Location/Suite:** Choose your suite number from the drop-down menu. Note: You can also choose *Washrooms* or *Elevator* from the list.
- **Date Required:** If you have a specific date and time that you need your request done by, please enter this information. If not choose as soon as possible.
- **Priority:** The priority defaults to Normal. Choose to alternate as required.

- **Service Type:** Choose from the drop-down menu.
- **Details:** Type in your request. For example: "Light out in John Smith's office" or "Northwest side of Suite #4321 is too cold".
- Click on *Submit*. A receipt confirmation page is displayed. Please make a note of the request number or print the page from your web browser so you can check the status of the request later.
- At this point the service request is routed directly to the Building Operators Wireless Communication Device.

Please confirm which of your staff have been set up. You may want
2 staff set up for back up during vacation and sick leave.

How to Check on the Status of a Request

Click on *View Request Status* and enter the service confirmation number. A request status report will show you the details of your request including the date and time of your request and actions taken.

Once Request has Been Completed

You will receive an email from norepy@aa.angusanywhere.com to let you know that the work has been done. Any comments that have been made by the tradesperson will also be shown in this email.

How to Review Service Request History

From the Angus website, click on *View Request List.* By entering your email address, you will be able to view a list of all service requests that you have made to date. By clicking on the request number, you may view the details of that work order.

If a request is "closed" the work has been completed; if the request is "outstanding" you will see from the information displayed that it has been dispatched and will be dealt with as soon as possible.

How to Change Your Password

Click on *My Settings* from the Angus website. You will be prompted to enter your old password and your new password. The system will also send you an email confirming the new password.

In Case of Emergency

If there is an urgent janitorial, maintenance, or security service request that requires immediate attention, please pick up the phone and call **either your Property Manager or Building Operator.**

Hours of Operation

The web-enabled Tenant request system is manned Monday to Friday between 8:00 a.m. to 4:00 p.m. If you enter a request outside of these hours, it will be placed in queue and dispatched on the next business day.