

## Tenant Service Request Instructions



### Sign In

User Name

Password

**SIGN IN**

[View Mobile](#) | [Privacy Policy](#) |  [Change User Information](#)

Welcome to the Foundry Commercial Facility Maintenance System! Our goal is to provide you with the highest level of customer service and this system is the most effective method to communicate your maintenance needs to our team.

Please don't use the system for emergencies; call the property management office for emergency requests.

If you have forgotten your User Name or Password or if you are having any problems logging in, please contact your Property Management office or via email at 360HelpDesk@foundrycommercial.com

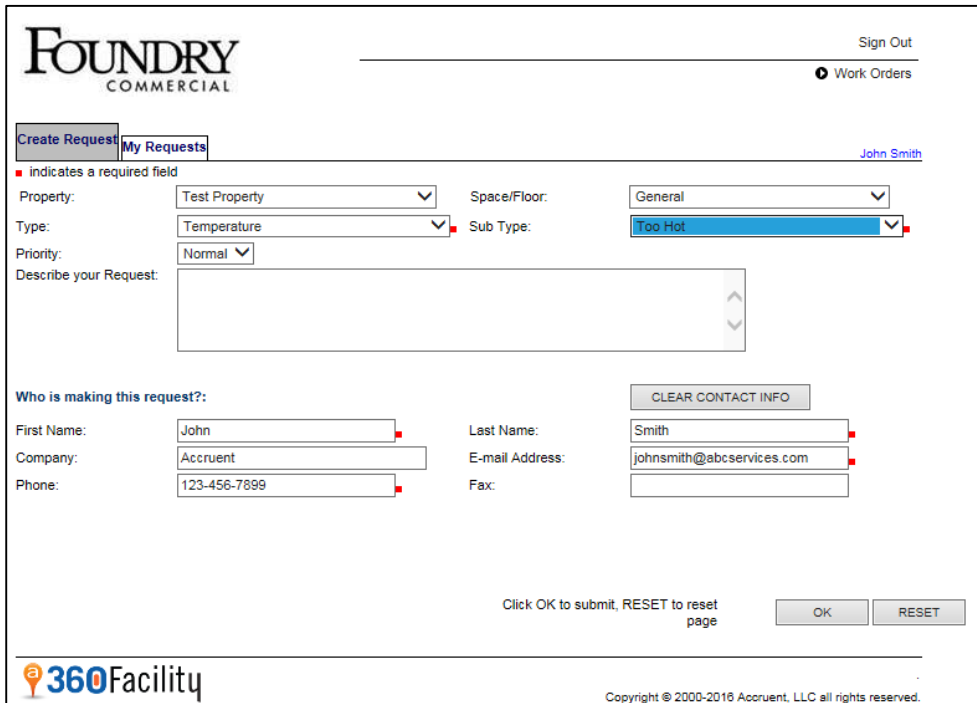
### Sign In

- Go to <https://cnl.360facility.net>
- You will see the Sign In page as pictured
- Enter your **User Name** (for example, "johndoe")
- Enter your **Password** (passwords are case sensitive)
- Click **SIGN IN**
- If you would like to change your password, click the **Change User Information** checkbox

If you did not receive a User Name or Password or have forgotten your User Name or Password, please contact your Foundry Commercial Property Management Office or via email at 360HelpDesk@foundrycommercial.com

### Create a Service Request

- Click the **Create Request** tab
- The Property and Space will default to your location
- Select the request **Type** – this describes the category of work (Temperature, Plumbing, Lighting)
- Select the request **SubType** – this describes the activity (Too Cold, Faucet Leak, Lights Out)
- **Describe your Request** – describe your request in further detail, please be as detailed as possible
- **Who is making this request?** – This will default to your contact information. If you are entering this request on behalf of another person, edit the contact information as desired
- **NOTE:** To receive updates via email on the status of your request, please make sure your email address is entered
- Click **OK** to send the request



**FOUNDRY COMMERCIAL** Sign Out

**Work Orders**

**Create Request** | **My Requests** John Smith

■ indicates a required field

Property:  Space/Floor:

Type:  Sub Type:

Priority:

Describe your Request:

**Who is making this request?:**

First Name:  Last Name:

Company:  E-mail Address:

Phone:  Fax:

CLEAR CONTACT INFO

Click OK to submit, RESET to reset page

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Sign Out

Work Orders

Create Request
My Requests John Smith

Your Request has been recorded.  
The Request ID is [19969](#)

Please write this number down for future reference. Thank you.

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### Request Confirmation

- After the request is entered, the system will display a Request ID link. This can be used to access your request and review the status

Sign Out

Work Orders

Create Request
My Requests John Smith

9 Open Requests for John Smith

Date	Request ID	Requested By	Property	Type/SubType	Assigned To	Status / Priority
1/25/2016 12:14 PM	<a href="#">19969</a>	<a href="#">Smith, John</a>	Test Property General	Temperature Too Hot	zAdmin2	Open / Normal

### Check Request Status

- Click the **My Requests** tab
- You will see a list of all open requests at the top and closed requests at the bottom
- Click on the **Request ID** of the request you want to check, for example, 2
- The system will display the Request Details page

Sign Out

Work Orders

Create Request
My Requests John Smith

#### REQUEST DETAILS

**GENERAL INFORMATION**

Request ID:	19969		
Requested By:	John Smith	Date:	1/25/2016 12:14 PM CST
Phone:	123-456-7899	Company:	Accruent
Fax:	n/a	E-mail:	<a href="mailto:scott.ghent@foundrycommercial.com">scott.ghent@foundrycommercial.com</a>

**REQUEST DETAILS**

Property:	<a href="#">Test Property</a>	Space/Floor:	General
Type:	Temperature	Sub Type:	Too Hot
Assigned To:	zAdmin2, 360 - Accruent	Complete By:	1/28/2016 12:14 PM CST
Priority:	Normal	Status:	Open
Estimated Amount:	\$0.00	Not to Exceed Amt.:	\$0.00

**REQUEST HISTORY**

Type	Update Date	Comments	Status	Assigned To	Updated By
Initial	1/25/2016 12:14 PM CST	Hot in conf room	Open	zAdmin2, 360	John Smith

**UPDATE REQUEST**

General Comments:

Click UPDATE to save:

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### View Request Details

- The GENERAL INFORMATION section displays who made the request and when it was made
- The REQUEST DETAILS section displays additional information like location, work type, and priority
- The REQUEST HISTORY section shows all updates to the request made by the service personnel

### Make Updates

- If you would like to provide additional information, just type your comments in the **General Comments** field and click **UPDATE**. Your comments will be added to the Request History. You can log in and add additional comments at any time