

RYAN SELF SERVICE PORTAL



In order to use the Ryan Self Service Portal, you must first be entered as a contact within our work order system. Please contact your local Ryan office if you need to be set up within our system.

Below are instructions that outline the how to use the Ryan Self Service Portal.

Go to www.ryancompanies.com/service.

Click on Submit Work Orders.

The User ID and Password will remain the same as you used on our old system. Enter your User ID and Password, then click on Login. (User ID and Password are not case sensitive)

The screenshot shows the login interface of the Ryan Self Service Portal. At the top left is the RYAN logo with the tagline 'BUILDING LASTING RELATIONSHIPS'. Below the logo are two menu items: 'New Work Order' and 'Existing Work Orders'. The main area contains a login form with fields for 'User ID' and 'Password', and a 'Login' button.

The first screen you will see will be Existing Work Orders. These are work orders that have been submitted or that are assigned to your space and the current status of each.

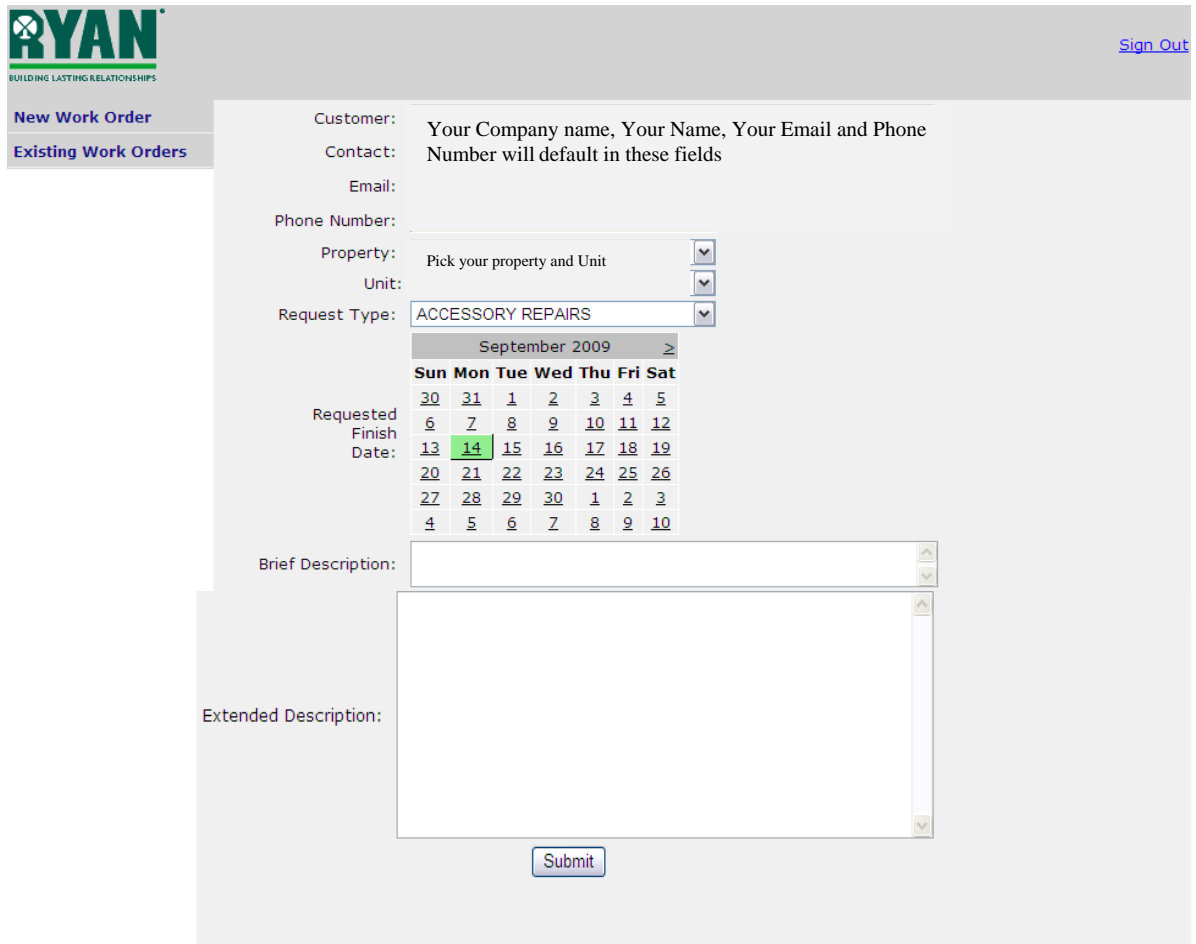
The screenshot shows the 'Existing Work Orders' page. At the top left is the RYAN logo with the tagline 'BUILDING LASTING RELATIONSHIPS'. Below the logo are two menu items: 'New Work Order' and 'Existing Work Orders'. A 'Sign Out' link is visible in the top right corner. The main area displays a table of work orders with columns: Order Number, Customer Name, Description, Status, Priority, Order Date, Requested Finish Date, Actual Finish Date, Assigned To, Property, and Unit.

Order Number	Customer Name	Description	Status	Priority	Order Date	Requested Finish Date	Actual Finish Date	Assigned To	Property	Unit
760069	TBD	ELEVATOR CHANGE EDIT; PLEASE C	COMPLETED	Low	09/10/2009	09/10/2009	09/10/2009	100321	TBD	
757610	TBD	ELEVATOR SCHEDULE CHANGE	COMPLETED	Med	09/08/2009	09/08/2009	09/10/2009	135647	TBD	

Open work orders will remain on this list until they are placed in a Closed Status; once a work order is placed in a Closed Status, it will drop from the list after 30 days.

To Submit a New Work Order

From this same screen, click on New Work Order on the left hand side. You will be brought to the New Work Order form.



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BUILDING LASTING RELATIONSHIPS

[Sign Out](#)

New Work Order

Existing Work Orders

Customer: Your Company name, Your Name, Your Email and Phone

Contact: Number will default in these fields

Email:

Phone Number:

Property: Pick your property and Unit

Unit:

Request Type: ACCESSORY REPAIRS

Requested Finish Date:

September 2009						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Brief Description:

Extended Description:

Submit

Ryan has customized this screen to have fields such as the customer, contact, email address, and phone number populate automatically. These fields will be highlighted in gray and cannot be changed.

** Required fields that need to be filled in order to submit the work order.

The **"Property" field is where you would select your property. (If you have multiple properties, pick the property where the work is being requested.)

The **"Unit" field would be the area or floor within the building the work will need to take place.

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In the ******“Request Type” field, pick the work type that best classifies the request you are submitting.

In the “Requested Finish Date” calendar, pick the date you would like to have the work completed by. You can also choose if you would like the work completed in the AM or PM. The Requested Finish Date field is not a required field.

In the ******“Brief Description” field, describe the service request or problem that needs to be resolved, in 88 characters or less.

The “Extended Description” field allows you to enter in additional information, or copy and paste information from other documents into the work order.

Click on the “Submit” button and you will be directed back to your grid of open work orders.

Newly submitted work orders will not immediately display on the Existing Work Order screen. They will display approximately 45 minutes after submittal.

An email will be sent to you acknowledging you have submitted a request. When the request is processed, another email will be sent to you providing you with the work order number.

After the work is done and the work order is placed in a Completed Status, an email will be sent to you confirming completion of the request.