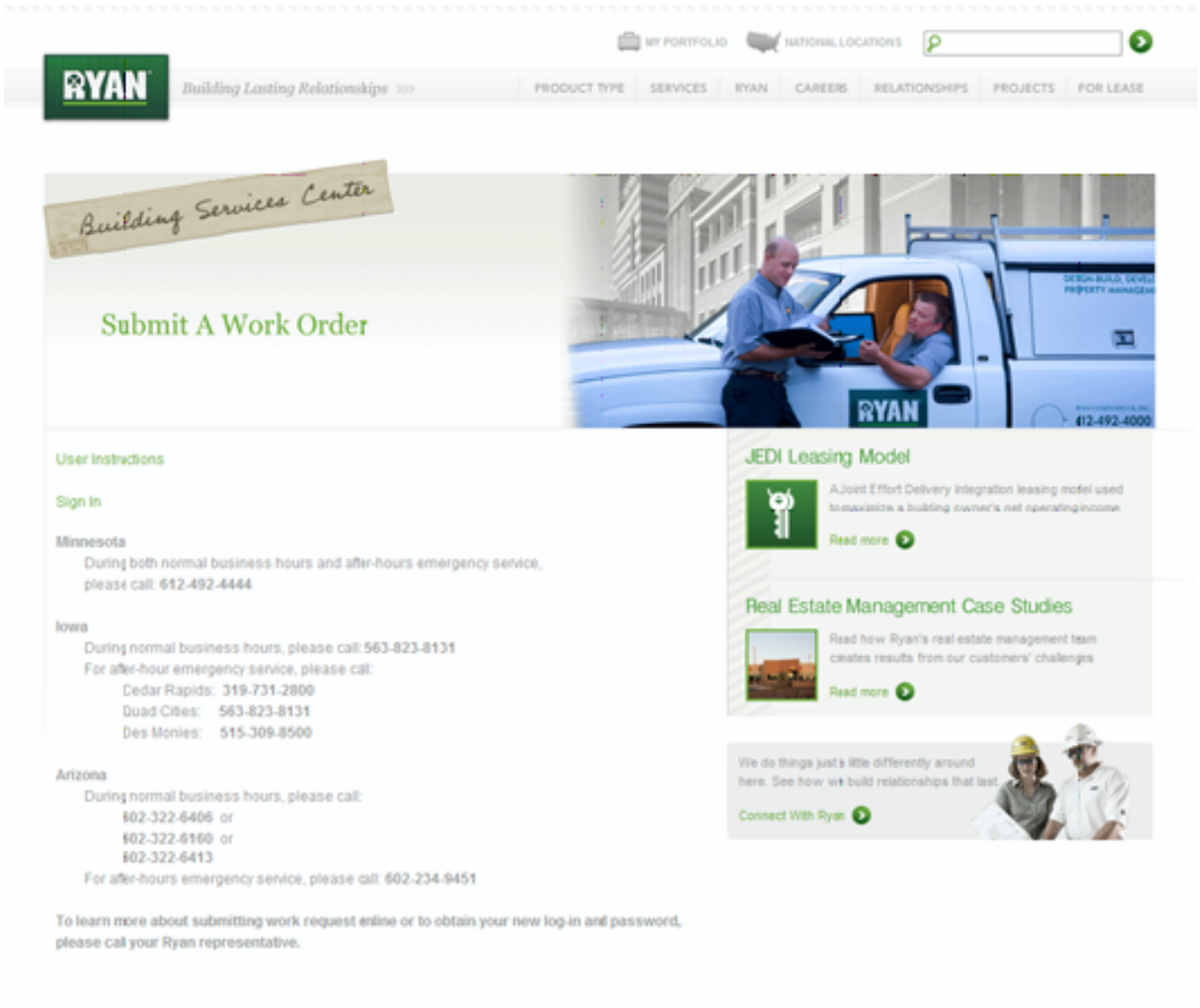


## USER INSTRUCTIONS FOR SELF SERVICE PORTAL

Tenant and Customer contacts must obtain a USER NAME and PASSWORD in order to use the Self Service Portal.

In order to obtain your USER NAME and PASSWORD you can call your local Ryan representative or contact us at [rbs@ryancompanies.com](mailto:rbs@ryancompanies.com).

1) Click on "Sign In"



**RYAN** Building Lasting Relationships

MY PORTFOLIO NATIONAL LOCATIONS

PRODUCT TYPE SERVICES RYAN CAREERS RELATIONSHIPS PROJECTS FOR LEASE

### Building Services Center

## Submit A Work Order

**User Instructions**

**Sign In**

**Minnesota**  
During both normal business hours and after-hours emergency service, please call: 612-492-4444

**Iowa**  
During normal business hours, please call: 563-823-8131  
For after-hour emergency service, please call:  
Cedar Rapids: 319-731-2800  
Quad Cities: 563-823-8131  
Des Moines: 515-309-8500

**Arizona**  
During normal business hours, please call:  
602-322-6406 or  
602-322-6160 or  
602-322-6413  
For after-hours emergency service, please call: 602-234-9451

To learn more about submitting work request online or to obtain your new log in and password, please call your Ryan representative.

### JEDI Leasing Model

A Joint Effort Delivery Integration leasing model used to maximize a building owner's net operating income.

[Read more](#)

### Real Estate Management Case Studies

Read how Ryan's real estate management team creates results from our customers' challenges.

[Read more](#)

We do things just a little differently around here. See how we build relationships that last.

[Connect With Ryan](#)

2) IN UPPER CASE, enter your USER NAME and PASSWORD.

*If you fail to log in correctly after 3 attempts, the system will lock you out.*

In the event this happens, please contact us at [rbs@ryancompanies.com](mailto:rbs@ryancompanies.com)

## Sign In

Enter your Single Sign-On user name and password to sign in

User Name

Password



[ABOUT SSL CERTIFICATES](#)

Unauthorized use of this site is prohibited and may subject you to civil and criminal prosecution.

## TO SUBMIT A WORK ORDER

3) Click on the link "Add Work Order"

The screenshot shows the Ryan Companies Portal interface. At the top left is the RYAN logo. At the top right are links for 'Account Info' and 'Logout'. Below the navigation bar, the page title is 'ServiceTasks'. Underneath, it says 'Service Tasks' and 'Customer: Ryan Companies US Ir'. There are two links: 'Add Work Order' and 'View Work Orders'. An arrow points from the text above to the 'Add Work Order' link.

- 4) The Self Service, Customer Equipment Information page will default your Customer Number, Contact Name, Phone and Email Address.

Example of the Self Service Work Order Screen

**Self Service**

OK Cancel Tools

**Customer/Equipment Information**

Order Number	<input type="text"/>			
Customer	<input type="text" value="102105"/>			
Contact Name	<input type="text" value="JOHN DOE"/>	Phone	<input type="text" value="612"/>	<input type="text" value="492-4000"/>
Email	<input type="text" value="jill.parrish@ryancompanies.com"/>			
Work Description *	<input type="text" value="JOHN ON 3RD FLOOR IN AREA A IS TOO HOT"/>			
Requested Finish Date	<input type="text" value="02/25/2008"/>	<input type="text" value="13:00:00"/>		
Property	<input type="text" value="10229"/>	Unit *	<input type="text" value="0300"/>	RETK-Ryan Companies TBB


Text1

Courier New 10 B I U


Please see John in Cube A-310.

- 5) In the Work Description field, type in a summary of your request. This is a required field and has a maximum of 88 characters.
- 6) Requested Finish Date fields – In the first field, enter the date you would like this request finished. In the second field, enter the time (military time) you would like the request finished. These fields are not required.

- 7) Choose the Property and Unit fields (identifying where the work needs to take place);  
Click in the Property field.

Property   Unit \*


A magnifying glass (visual assist) will display to the right of the Property field. Click on it. A table will display that will contain the property number and unit(s) associated with your organization.

Select  Find  Close  Tools 

Customer   
Property   
Unit

Records 1 - 3


	Property	Property Description	Unit	Unit Description
<input checked="" type="radio"/>	10229	Franklin Street Prop-Office	0300	RETK-Ryan Companies
<input type="radio"/>	10229	Franklin Street Prop-Office	0440	RETK-Ryan Companies
<input type="radio"/>	10229	Franklin Street Prop-Office	0450	RETK-Ryan Companies

Click on the desired radio button for the property and unit where the work needs to take place, then click on Select (green check mark) 

You will return to the Self Service Customer/Equipment Information Page. The Property and Unit field will default with your selection.

- 8) In the 'Text' field you can type in a further description of your request. You can also attach a picture or document. This field will contain our staff notes on what was done to complete the request or progress notes.

(You may be prompted to install ActiveX. ActiveX is required to utilize this feature.)

- 9) Click on OK  to save and submit your request

## TO VIEW THE STATUS OF YOUR EXISTING REQUESTS

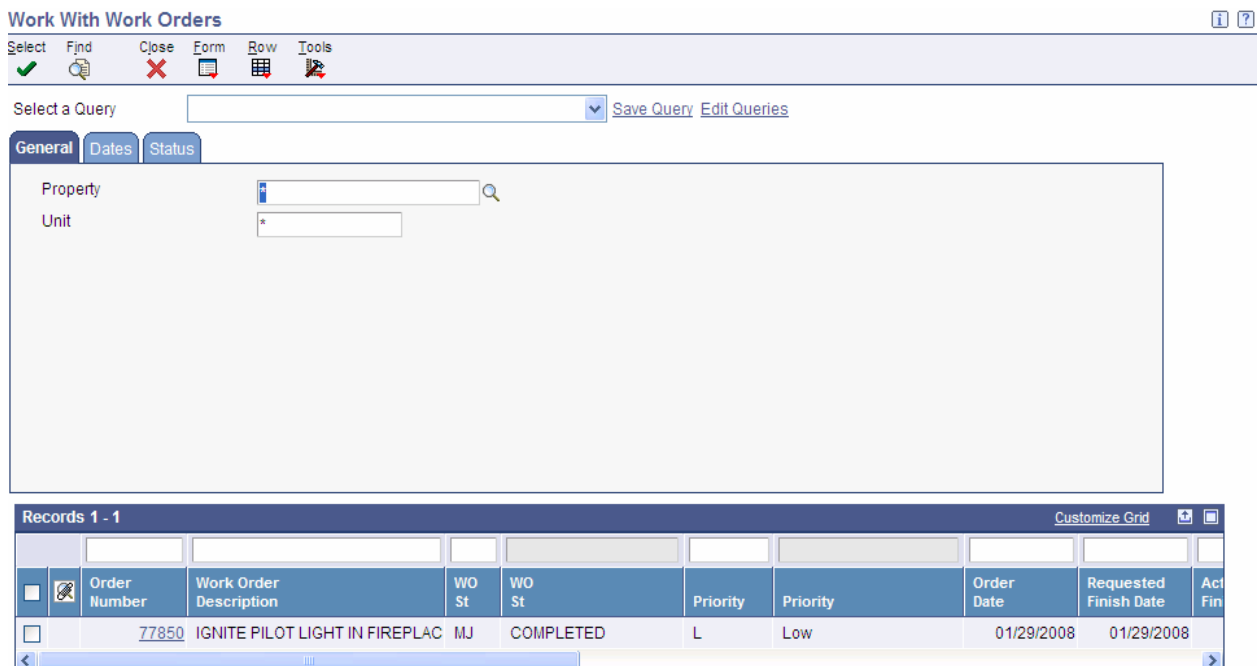
1) Click on "View Work Orders"



The Work with Work Order Screen will appear. All the work orders associated with your organization will display on the grid in the lower portion of the screen.

To view the details of the work order;

- ♣ Click on the work order number within the grid or check the box to the left of the work order number and click on Select.



## SORTING WORK ORDERS

You can sort the work orders by Property Unit, Date Range or Work Order status.

- ♣ Click on the General tab and enter the Property Unit you want to see the work orders for (If you have space in multiple properties). Click on Find.
- ♣ Click on the Dates tab to enter a date range you want to see work orders. Click on find.
- ♣ Click on the Status tab to enter a work order status you want to see work orders for. Click on find.

Work With Work Orders

Select Find Close Form Row Tools

Select a Query  Save Query Edit Queries

General Dates Status

Property

Unit

Records 1 - 1 Customize Grid

	Order Number	Work Order Description	WO St	WO St	Priority	Priority	Order Date	Requested Finish Date	Act Fin
<input type="checkbox"/>	77850	IGNITE PILOT LIGHT IN FIREPLAC	MJ	COMPLETED	L	Low	01/29/2008	01/29/2008	