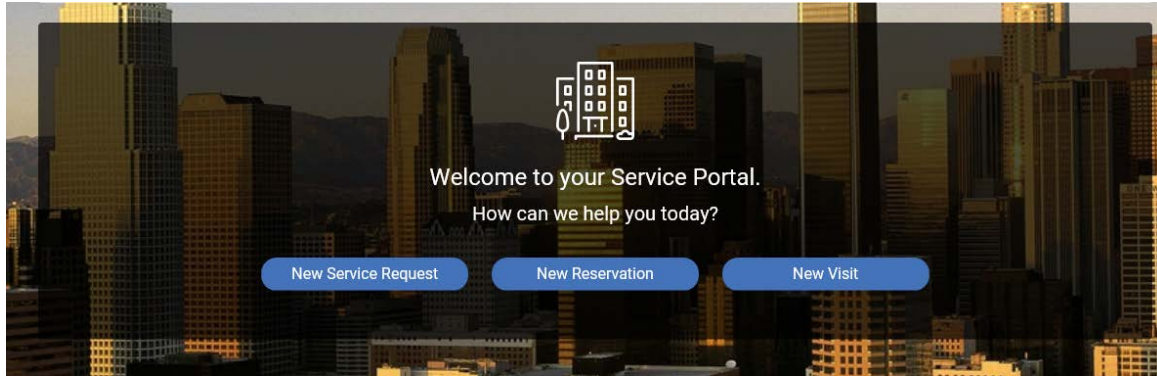



# Secured Floor Tenant Procedures for Visitors

## Angus Visitor Management System



### Procedure on how to submit a new work order for a “New Visit”:

- First, you will go to the home page accessing through the tenant portal at [www.republicplaza.info](http://www.republicplaza.info)
- Click on a “New Visit” then complete the **appropriate fields**.

 VISIT DETAILS

[IMPORT FROM EXCEL](#) [QUICK ENTRY](#)

**VISITOR(S)**

Each visitor name should be unique and entered once. Group visits should include all known guest names and the total number of visitors expected (if different from the number of visitor names entered).

FIRST NAME	LAST NAME	COMPANY	EMAIL
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Add](#) **If you have more than one visitor in a group use the add button.**

GROUP SIZE

**TIME & LOCATION**

[SWITCH TO RECURRING VISIT](#)

DATE

EXPECTED TIME

FLOOR  SUITE

- Enter the **email address of the employee** host, they will be notified on arrival to meet the visitor in the lobby escort the visitor to your secure suite. By default, the login used to enter the information will be notified of the visitor’s arrival.

HOST

NAME		<input checked="" type="checkbox"/> Not finding who you are looking for?	NAME	PHONE
	<input type="text"/>		<input type="text"/>	<input type="text"/>

**If you can't find the host name in the drop down, please type in their name and phone number.**

GENERAL

<input checked="" type="checkbox"/> Send an email when the visitor(s) are checked-in	
NOTIFICATION BY EMAIL (ENTER EACH EMAIL ADDRESS IN A SEPARATE LINE)	NOTES
<input type="text" value="kimberly.udink@brookfieldproperties.com"/>	<input type="text"/>

**Add any other email addresses you want notified when visitors sign in. If your adding visitors for someone else, you'll need to include their email address here.**

- Once you click save, the visit has been submitted, your visitor will receive an email with a **PIN number**.
- When the visitor arrives, they will have to check-in at the Self Check-in kiosk in the lobby. The Self Check-in kiosk is located on the Lobby desk at the top of the escalator.
- When the visitor has completed the **check-in process**, an email will be generated to notify you and those you have selected to be notified, that your/their visitor(s) have **arrived**.
- For your security and the security of all building occupants, security guards will **not send** visitor(s) up to a secured floor. A **tenant representative** is required to meet the visitor(s) in the lobby and escort them to your secured floor. This prevents unauthorized individuals accessing tenant spaces from the elevators.
- For **unexpected visitor(s)**, the security guard will call the tenant contact and request that a “New Visit” request be submitted for the guest. A tenant representative will be required to meet the visitor(s) in the lobby and escort them to your secured floor.

- Further instructions on the use of this new feature can be found in the **Angus Service Portal Help** page. Simply click the **question mark** next to your name in the upper right-hand corner of the webpage to be directed to the portal.

Service Portal Help

Getting Started

- About the Service Portal
- Logging In
- The Home Page
- Tenant Service Requests
- Resource Reservations
- Visitor Security
- Package Pass
- My Profile
- Authorization
- Estimates
- Tenant Administrators

### About the Service Portal

Your property management company has provided a self-service, web interface known as a Service Portal. This interface allows you to enter and track the status of your [Service Requests](#) (e.g. requests for repairs in your suite, or to report issues in other areas of the building). In addition, your Service Portal may include [Resource Reservations](#), and [Visitor Security](#).

Your property management company will provide a web address, user name and password for using your Service Portal.

Please note that the images included here are for instructional purposes only, depending on how your Service Portal has been configured, and the specific device you are using to access the Service Portal (such as a cellular phone, tablet, laptop or desktop computer), the interface may not appear exactly as depicted.

