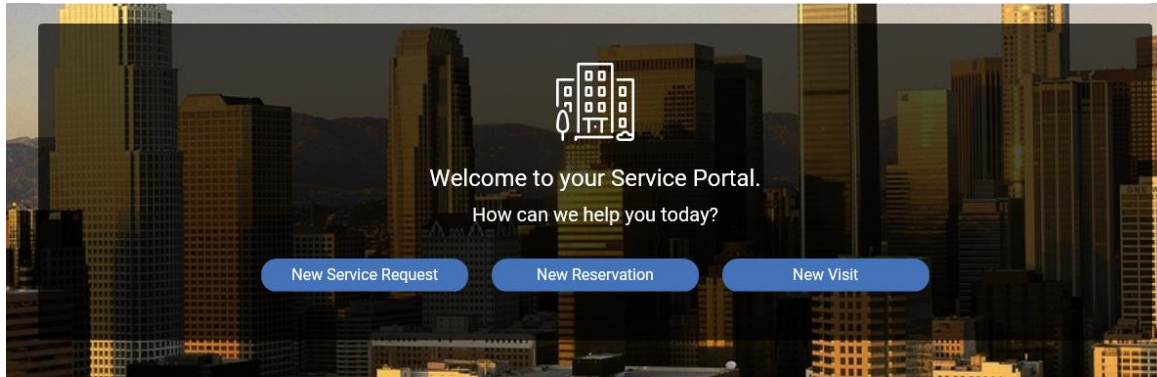


Secured Floor Tenant Procedures for Visitors

Angus Visitor Management System

“New Visit” feature on the Angus Anywhere Platform will replace the current visitor/guest procedures currently in place.



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

- First, you will go to the home page (<https://www.ng1.angusanywhere.com/Tenant/Trizec/Brookfield/Default.aspx>) and click on a “New Visit” then you fill out the **appropriate fields**.

VISIT DETAILS

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

GROUP SIZE

Add **If you have more than one visitor in a group use the add button**

TIME & LOCATION

SWITCH TO RECURRING VISIT

DATE
6/19/2018

EXPECTED TIME
12:30 PM

BUILDING 1801 California Street **FLOOR** 52 **SUITE** 5200 Transamerica Life Insurance

- Make sure to enter the **email address of the employee** who will be notified on arrival to meet the visitor in the lobby and escort them. By default, the login used to enter the information will have their email address notified.

HOST

NAME
Brad Huber Not finding who you are looking for?

GENERAL

Send an email when the visitor(s) are checked-in

NOTIFICATION BY EMAIL (ENTER EACH EMAIL ADDRESS IN A SEPARATE LINE)

bradley.huber@transamerica.com

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

NOTES

- Once submitted, your guest will receive an email with a **PIN number**. Upon arrival to the building, your guest will need to input the **PIN number** and the **company name**, 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 elevator.
- When the guest has completed the **check-in process**, an email will be generated to notify the tenant and those you have selected to be notified, that your guest(s) has **arrived**.
- For your security and the security of all building occupants, security guards will **not send** guest(s) up to the floor. A **tenant representative** will be required to meet the guest (s) in the lobby and escort them to your floor. This prevents unauthorized individuals accessing tenant spaces on the elevators.
- For **unexpected guest(s)**, the security guard will call the tenant contact and request that a “New Visit” request be submitted for the guest. For these requests, you will need to check the “Visitor has Arrived” feature in the request. This step will ensure that you and your meeting host have a record of your guest(s) arrivals. A tenant representative will be required to meet the guest(s) in the lobby and escort them to your floor.
- Please share this memo with your **Executive Assistants, Receptionist, Administrative Assistants, HR** and any other individuals in your office who are responsible for setting up guest and/or visitors to your space.

- 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.



Brookfield strives to provide a safe and secure environment for Republic Plaza tenants. If you have any questions or concerns regarding this procedure, please contact Byron McDaniel at 303.595.7029 or the Brookfield management office. 303.595.7000.