



Instructions for accessing the 360 Service Request System for 100/150 S. Wacker Drive

<https://100150swd.360facility.net>

Please use the link above to access the 360 system.

For your username, please contact Anna in the office of the building at 312-327-1040 or aspizzirri@lpc.com

Enter your username assigned to you.

For pass word please enter 1234. You may change your password once you log-in.

Click Sin In.

The next page will bring you to 2 tabs at the top, "Create Request" and "My Requests". To enter a new service request, click the "Create Request" tab. Your building and suite are default values so you do not have to enter anything there.

The dropdown "Type" lists all the categories of requests and the dropdown "Subtype" allows you to edit that category even further.

In the "Describe Request" box you should put in as much information as possible about the request. For example, if you need a light bulb changed be specific as to the location also who the contact is for the request. "Light bulb out in Joe's NW corner office. See Nancy for details".

You can always check on your requests by clicking on the "My Requests" tab.

**Please note, some requests are assigned directly to the department and some requests come through our office for determination of assignment. If a request is assigned to an outside vendor like a locksmith, electrician or a carpenter there can be a longer wait time.

360 Tenant Training Guide – Helpful Hints and Examples

Helpful hints to help you navigate the correct Type category based on the service:

Service = Type Category
Cleaning = Janitorial
Dumpster/Discard Items = Janitorial
Hang Picture = Carpentry
Hot/Cold = Carpentry
Keys = Locksmith
Keycards = Keycards
Lights Out = Lights
Move Furniture = Janitorial
Power Loss/Blown Fuse = Electrical
Repairs = Carpentry
Sinks, Toilets, Urinals, Leaks = Plumbing
Signage/Electronic Directory = Signage

Here are a few examples of requests:

Key Requests: Type = Locksmith and choose the appropriate Sub type based on the total quantity of keys needed. Type in the description section how many keys you need and the number stamped on the key. If you not have a number stamped on the key then provide location or door. For example, if you want 8 keys cut for the entrance door stamped ABC12. You would select Locksmith, Sub type Key – Door – SRM, Description – Please provide 8 keys for the entrance door stamped ABC12.

Cleaning: Type = Janitorial and choose the appropriate Sub Type. Include in the description the location and information needed to complete the cleaning. For example, coffee is spilled. You would select Janitorial, Sub Type Cleanup and put in the description coffee spilled on the kitchen floor.

Sink Clogged: Type = Plumbing and Sub Type = repair sink. Include in the description section what is wrong and who to contact for questions.

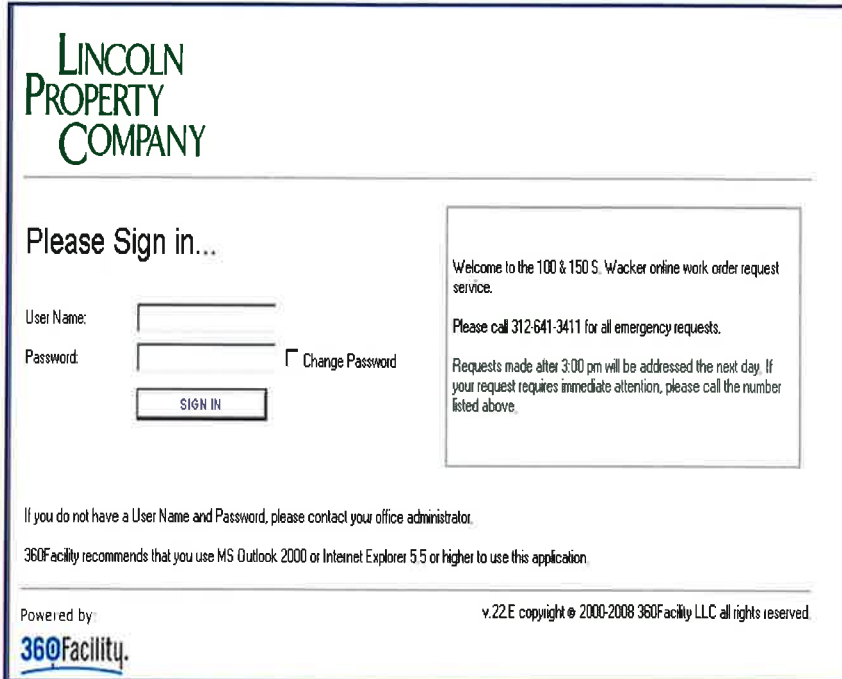
Electrician: Type = Electrical and choose the appropriate Sub Type. If you are unsure of the correct Sub Type put request under sub type other and type in the description what you need done.

Dumpster: Type = Janitorial and the Sub Type is Dumpster Miscellaneous and you should put in the Description – pick up 2 dumpsters, empty and return.

Lights Out: Type = Lights and the Sub Type = Lights Out. Indicate location of lights out (in the reception area, over Jogn Doe’s desk, etc.) so that the service can be completed if you are not available. Another option is to have a copy of your floor plan that can be left at reception showing the locations where you would like the light bulbs changed.

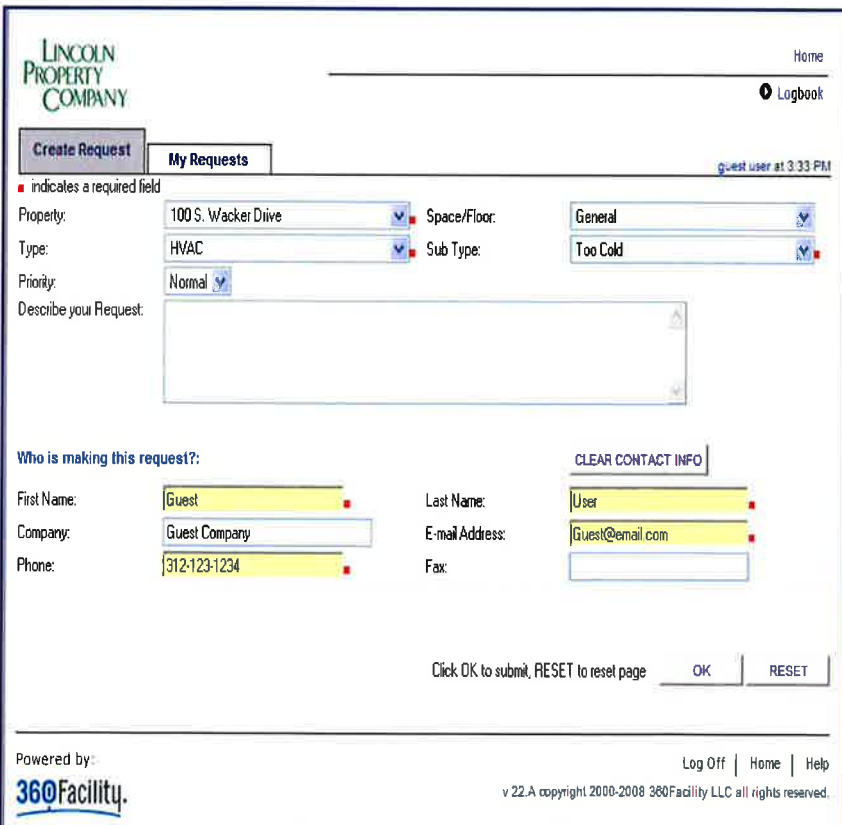
Keycard: Type is Keycard and choose the appropriate Sub Type. In the description section indicate the individual(s) name. Once a request has been submitted, the individual will be notified by security when their card is ready for pick up. If a Mobile Keycard is requested, an access link will be sent to the person’s phone.

TENANT SERVICE REQUEST
HOW TO GUIDE



Sign In:

- Click on the **Submit A Request** link located above the picture of 100 & 150 S Wacker
- You will see the Sign In screen pictured.
- Enter your **User Name:** |
- Enter your **Password:** 1234. This password is temporary. Click on the **Change Password** checkbox to change your password.
- Click **SIGN IN**
- For quick access, create a **Shortcut** on your desktop by clicking on File, scroll down to Send and select Shortcut to Desktop or add the sign in page to your list of favorite sites by clicking on Favorite and selecting "Add to Favorites".



Entering a Service Request:

- Click on the **Create Request** tab
- The Property and Space/Floor will default to your location. Use the drop down box to change the location (Ex: Men's Bathroom, Women's Bathroom)
- Select the request **Type** – this describes the category of work (janitorial, lights, HVAC, plumbing, carpentry, etc.)
- Select the request **SubType** – this describes the activity (dumpster request, lights out, hot/cold, toilet clogged, hang misc items, etc.)
- **Describe your Request** – please provide any details that will assist with the completion of your request
- **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 a completion notice via email for your request, please make sure your email address is entered.
- Click **OK** to send the request

TENANT SERVICE REQUEST HOW TO GUIDE

Home
Logbook

Create Request My Requests

guest user at 4:18 PM

Your Request has been recorded.
The Request ID is [8752](#)

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

Confirmation:

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

Home
Logbook

Create Request My Requests

guest user at 3:49 PM

2 Open Requests for guest user

Date	Request ID	Requested By	Property	Type/Sub Type	Assigned To	Status / Priority
6/12/2008 3:49 PM	8752	User_Guest	100 S. Wacker Drive General	HVAC Too Cold	100 Engineer	Open / Normal
4/8/2008 8:57 AM	2445	User_Guest	100 S. Wacker Drive General	HVAC Too Cold	Wessel	In Progress / Normal 6/11/2008 10:25 AM

Closed Requests for guest user (past 60 days)

Checking the status:

- Click on 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: [8752](#))
- The Request Details page will be displayed.

Home
Logbook

Create Request My Requests

LPC Guest at 11:45 AM

REQUEST DETAILS

GENERAL INFORMATION

Request ID: 11503
Requested By: Carolyn Pace
Phone: 312-641-3411
Fax: n/a
Date: 11/19/2008 8:43 AM CST
Company: Lincoln Property Company
E-mail: cpace@lpc.com

REQUEST DETAILS

Property: [100 S. Wacker Drive](#)
Type: Lights
Assigned To: Ryan Wessel - Lincoln Property Company
Priority: Normal
Estimated Amount: \$0.00
Space/Floor: Women's Bathroom
Sub Type: Light Out
Complete By: n/a
Status: Open
Not to Exceed Amt.: \$0.00

Original Message: 18th floor - called in by Martha @ Lakeside.

UPDATE REQUEST

General Comments:

Click UPDATE to save:

Click CANCEL to cancel this request.

Viewing Request Details:

- The **GENERAL INFORMATION** section displays who made the request and when.
- The **REQUEST DETAILS** section displays the information related to the request.
- The **UPDATE REQUEST** section allows you to send additional information to the staff member that completed your request. Enter the information in the **General Comments** field and click **UPDATE**. Your comments will be forwarded to the staff member that completed the work.