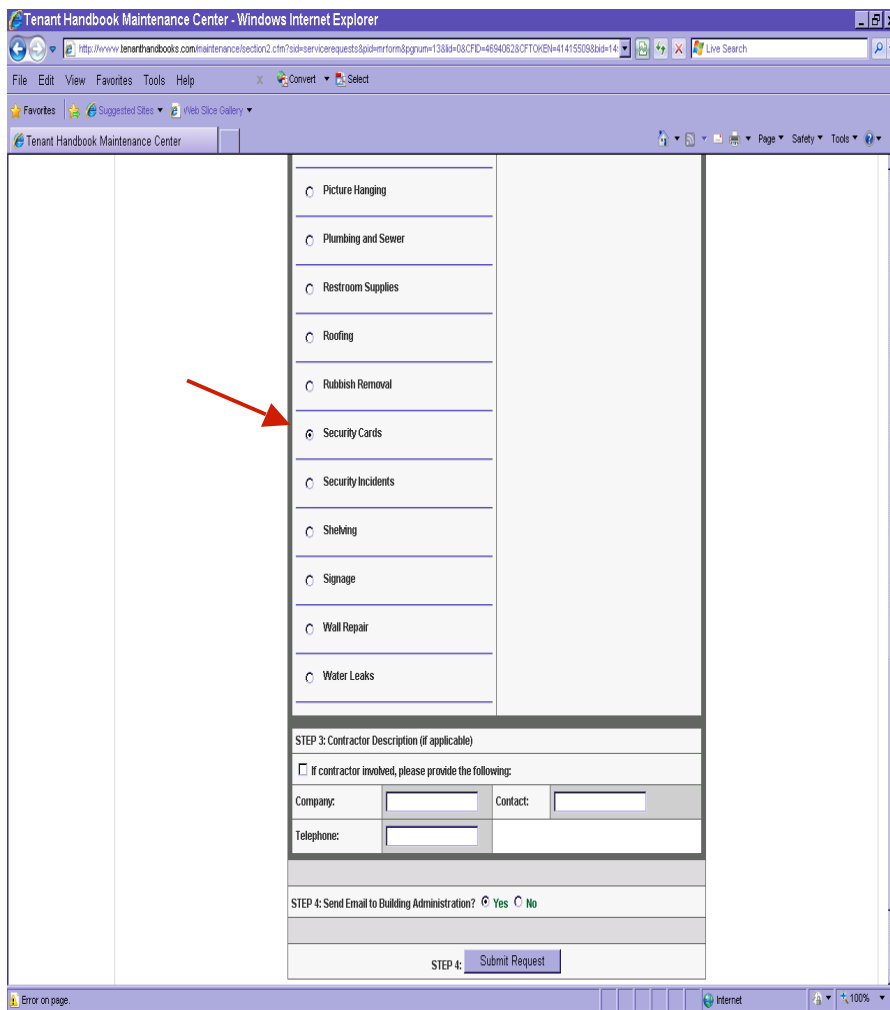


## SECURITY ACCESS CARDS

To request a Security **Access Card** for building entrance after hours for an employee, submit a “Service Request” using the Electronic Tenant Handbook (ETH) work order system. Please note that **only authorized representatives are able to make these requests**.

The request is made as follows:

- **CHOOSE TYPE OF REQUEST, CLICK ON “SECURITY CARDS”**



The screenshot shows a web browser window titled "Tenant Handbook Maintenance Center - Windows Internet Explorer". The address bar displays a URL from "http://www.tenanthandbooks.com". The page content is divided into two main sections. The left section is a large, empty white area. The right section contains a vertical list of request types, each with a radio button: "Picture Hanging", "Plumbing and Sewer", "Restroom Supplies", "Roofing", "Rubbish Removal", "Security Cards", "Security Incidents", "Shelving", "Signage", "Wall Repair", and "Water Leaks". A red arrow points to the "Security Cards" option, which is currently selected. Below this list is a section titled "STEP 3: Contractor Description (if applicable)" with a checkbox "If contractor involved, please provide the following:". Below the checkbox are input fields for "Company:", "Contact:", and "Telephone:". At the bottom of the form is a section titled "STEP 4: Send Email to Building Administration?" with "Yes" and "No" radio buttons. A "Submit Request" button is located at the very bottom of the form. The browser's status bar at the bottom shows "Error on page." and "Internet".

Tenant Handbook Maintenance Center - Windows Internet Explorer

http://www.tenanthandbooks.com/maintenance/section2.cfm?sid=servicerequests&pid=mrform&pgnum=13&id=0&CFID=4694062&CFTOKEN=41415509&bid=14

File Edit View Favorites Tools Help

Tenant Handbook Maintenance Center

Request Calls

SERVICES

- Building Calendar
- Instant Alert System
- Email Notification System
- Certificate of Insurance Tracking System
- Service Request System
- Property Contact Management
- Building Directory
- Freight Elevator Management
- Preventative Maintenance System
- Leasing Center
- Conference Room Management
- Designee Management
- Video Training & Testing

ACCOUNT

- Your Account
- Log Off

SITE HELP

- Help Center
- Contact Us

Add New Service Request for **Laurel Park Place Office Center**

**Schostak** **Laurel Park Place Office Center**  
BUILDING SERVICE REQUEST FORM

STEP 1: Contact Information

Company:	Management Office	Date:	07/28/11 (mm/dd/yy)
Contact Person:	Gabriella Barc	Time:	4:57 PM (h:mm)
Suite/Floor:	P-30		
Telephone:	734-432-9110	Fax #:	
Email:	barc@schostak.com		

STEP 2: Maintenance Request Details

Choose Type of Request	Request Location	Request Description
<input checked="" type="radio"/> Carpet		
<input type="radio"/> Cleaning		
<input type="radio"/> Doors, Locks, Keys		
<input type="radio"/> Electrical		
<input type="radio"/> Elevators		
<input type="radio"/> Flooring Repairs		
<input type="radio"/> Furniture Repairs		
<input type="radio"/> HVAC - Too Cold		

Done Internet 100%

• **REQUEST DESCRIPTION, ENTER THE FOLLOWING INFORMATION:**

1. EMPLOYEE'S NAME
2. INDICATE EITHER TEMPORARY OR PERMANENT **AFTER HOURS** ACCESS
3. IF PERMANENT AFTER HOURS IS REQUIRED, PLEASE PROVIDE A **FOUR – DIGIT PIN NUMBER** (it is recommended that the last four digits of the driver's license be used)
4. INDICATE THE **EFFECTIVE DATE** THE CARD SHOULD BE ACTIVATED

**AFTER HOURS ACCESS** is defined as follows:

<b>Monday through Friday</b>	<b>6:00 PM through 6:00 AM</b>
<b>Saturday</b>	<b>6:00 PM through 10:00 AM</b>
<b>Sundays &amp; Holidays</b>	<b>6:00 PM through 6:00 AM</b>

**TEMPORARY** is defined as used on a short - term basis

**PERMANENT** is defined as an endless basis

Tenant Handbook Maintenance Center - Windows Internet Explorer

http://www.tenanthandbooks.com/maintenance/section2.cfm?sid=servicerequests&pid=mrform&pgnum=138&id=0&CFID=46940628&CFTOKEN=41415509&bid=14

File Edit View Favorites Tools Help

Tenant Handbook Maintenance Center

- ☐ Picture Hanging
- ☐ Plumbing and Sewer
- ☐ Restroom Supplies
- ☐ Roofing
- ☐ Rubbish Removal
- ☒ Security Cards
- ☐ Security Incidents
- ☐ Shelving
- ☐ Signage
- ☐ Wall Repair
- ☐ Water Leaks

STEP 3: Contractor Description (if applicable)

☐ If contractor involved, please provide the following:

Company:  Contact:

Telephone:

STEP 4: Send Email to Building Administration? ☒ Yes ☐ No

STEP 4:

Error on page.

- **SUBMIT REQUEST AT THE BOTTOM OF THE PAGE.**

Once the request is received, a Security Access Card will be assigned and programmed promptly. 24-hour advance notice during normal business hours is required in all instances to insure timely processing. You will be notified when the card can be picked up at the Security Desk or the Management Office.

**FEES WILL APPLY FOR NEW, REPLACEMENT, OR REPROGRAMMED CARDS.**

### DEACTIVATING SECURITY ACCESS CARDS

Tenants will submit a request for **Deactivating a Security Access Card** by using the ETH work order system. Please note that **only authorized representatives are able to make these requests.**

Please follow the previous instructions for making this request with the following exceptions.

- **REQUEST DESCRIPTION, ENTER THE FOLLOWING INFORMATION**

1. EMPLOYEE'S NAME
2. LIST THE CARD NUMBER
3. INDICATE THE EFFECTIVE DATE THE CARD IS TO BE DEACTIVATED

Once a Security Access Card is collected from the Employee, it may be kept for future use or returned to the Management Office.

**THERE ARE NO FEES FOR DEACTIVATING CARDS.**