

These pages have been created for tenants to view **building notices**, submit **work requests**, and provide **feedback** regarding work performed.

1. Go to <http://GMrencen.com/>
2. This takes you to the GM Renaissance Center web site home page. Click on the **Tenant Service Request** link in the lower left-hand corner of the page.

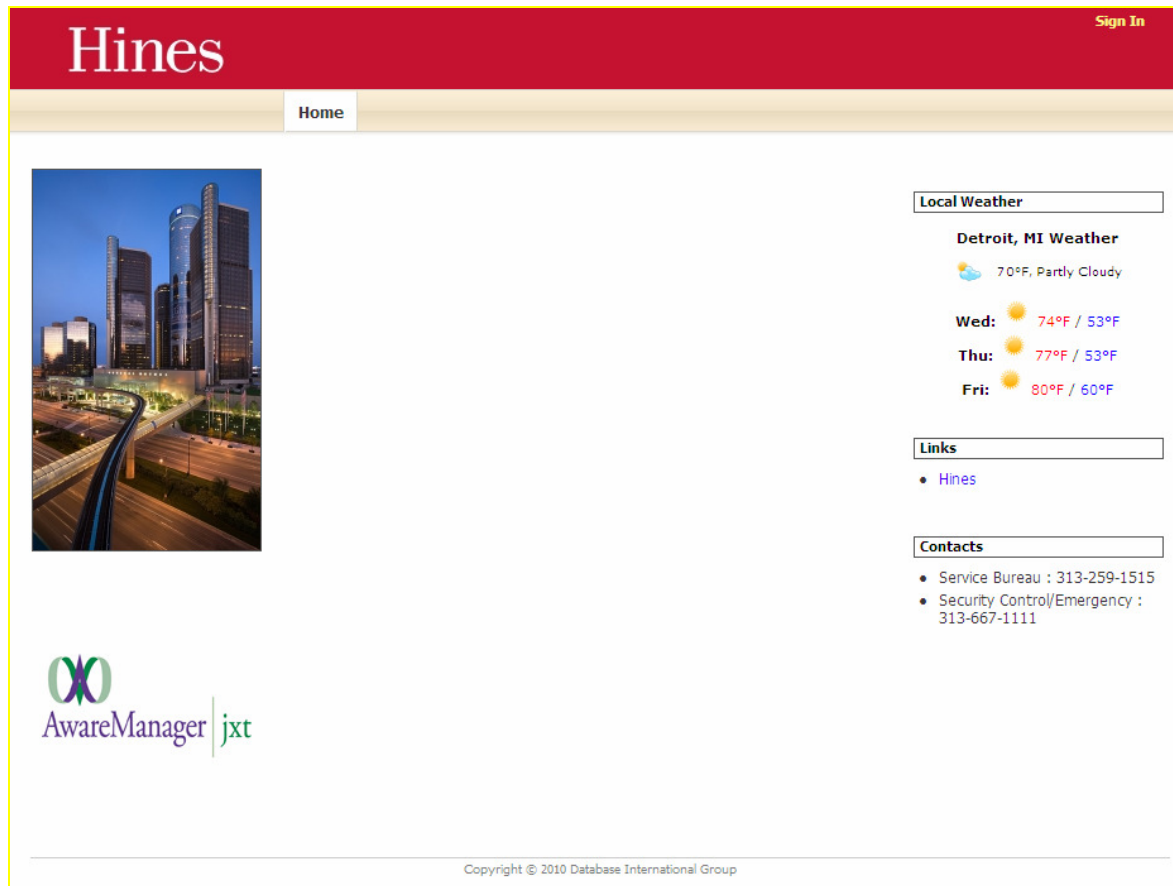


HELPFUL HINT

To create a shortcut on your desktop:

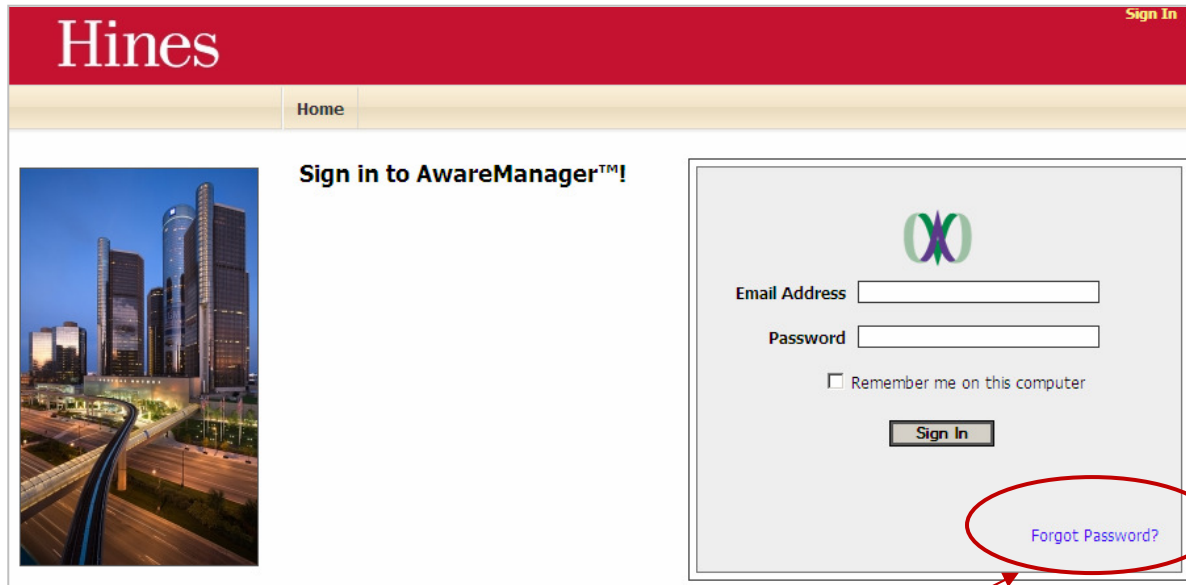
- Right-click anywhere on your desktop and select **New > Shortcut**.
- In the *Create Shortcut* window, enter the **URL** into the *Location* field and click **Next**.
- Type a name for the shortcut and click **Finish**. This shortcut will appear on your desktop.

- You will be taken to the **Hines Tenant Web Pages WORK REQUEST** home page.



To Sign In to the Web Page:

- In the upper right-hand corner, click on **Sign In** to begin your session.
- Enter your **Email Address** and **Password** (*your initial password is lowercase **hines123***).



Sign in to AwareManager™!

Email Address

Password

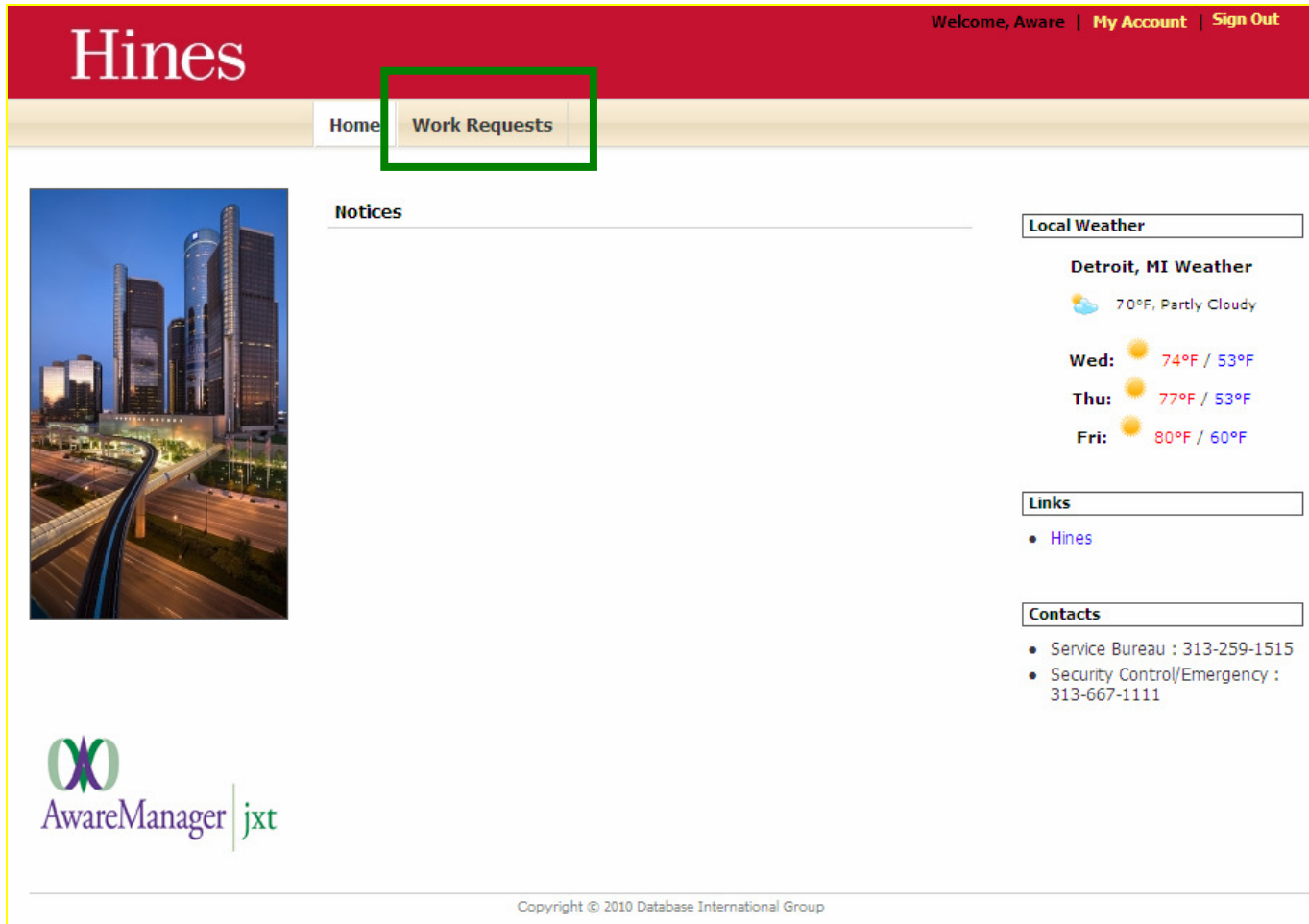
Remember me on this computer

[Forgot Password?](#)

- **Your password is case sensitive.**
- If you have forgotten your password, click the **Forgot Password?** link – A field will open in which you can enter your email address and your password will be sent to the email address provided.
- The site can remember your Sign In information (*if you have cookies enabled*) by clicking the **Remember me on this computer** check box.
- If you are unable to sign in, contact the Tenant Service Bureau at (313) 259-1515 or via email at Engineering-Detroit@hines.com.

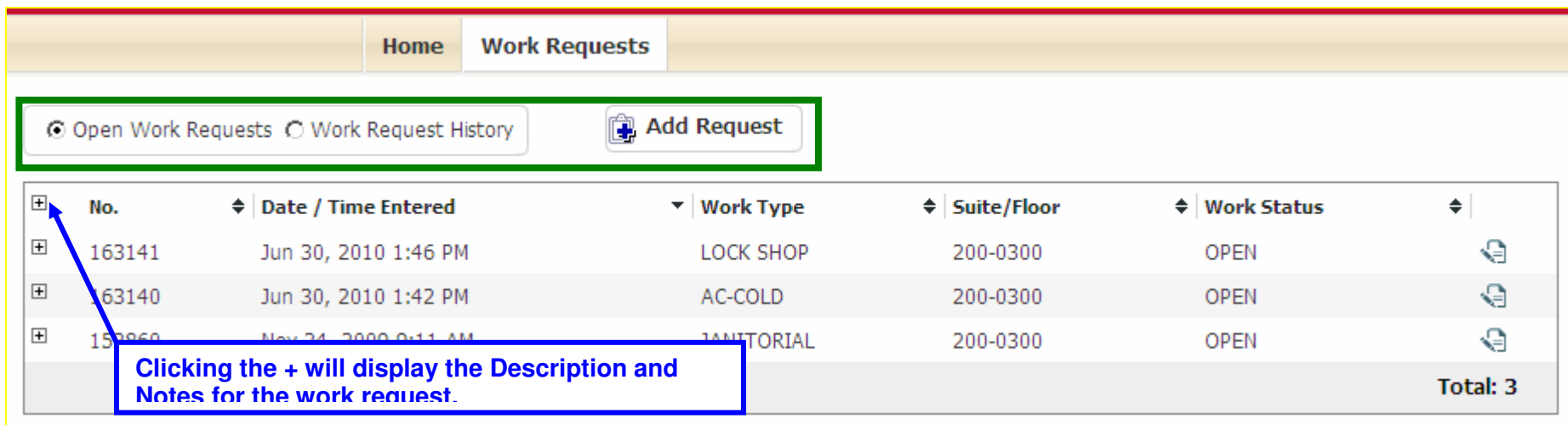
NOTE: If you enable cookies and have the system ‘remember’ you at sign in (by clicking the “remember me on this computer” checkbox on the Sign In window), **you will not have to sign in each time and you will be brought directly to this page.**




In addition to the Home tab, you will notice an additional tab: **Work Requests**.



The screenshot displays the Hines tenant web portal interface. At the top, a red header bar contains the Hines logo on the left and the text "Welcome, Aware | My Account | Sign Out" on the right. Below the header is a navigation bar with two tabs: "Home" and "Work Requests". The "Work Requests" tab is highlighted with a green rectangular box. The main content area is divided into three columns. The left column features a large image of a modern skyscraper at night. The middle column is titled "Notices" and is currently empty. The right column contains three sections: "Local Weather" showing "Detroit, MI Weather" with a current temperature of 70°F and "Partly Cloudy" conditions, and a 3-day forecast for Wednesday (74°F / 53°F), Thursday (77°F / 53°F), and Friday (80°F / 60°F); "Links" with a single link to "Hines"; and "Contacts" with two entries: "Service Bureau : 313-259-1515" and "Security Control/Emergency : 313-667-1111". At the bottom left of the page is the "AwareManager | jxt" logo, and at the bottom center is the copyright notice "Copyright © 2010 Database International Group".

The Work Requests tab includes three features: 1) the ability to view **All Open Work Requests**, 2) the ability to view **Work Request History**, and 3) the ability to **Add a New Work Request**.



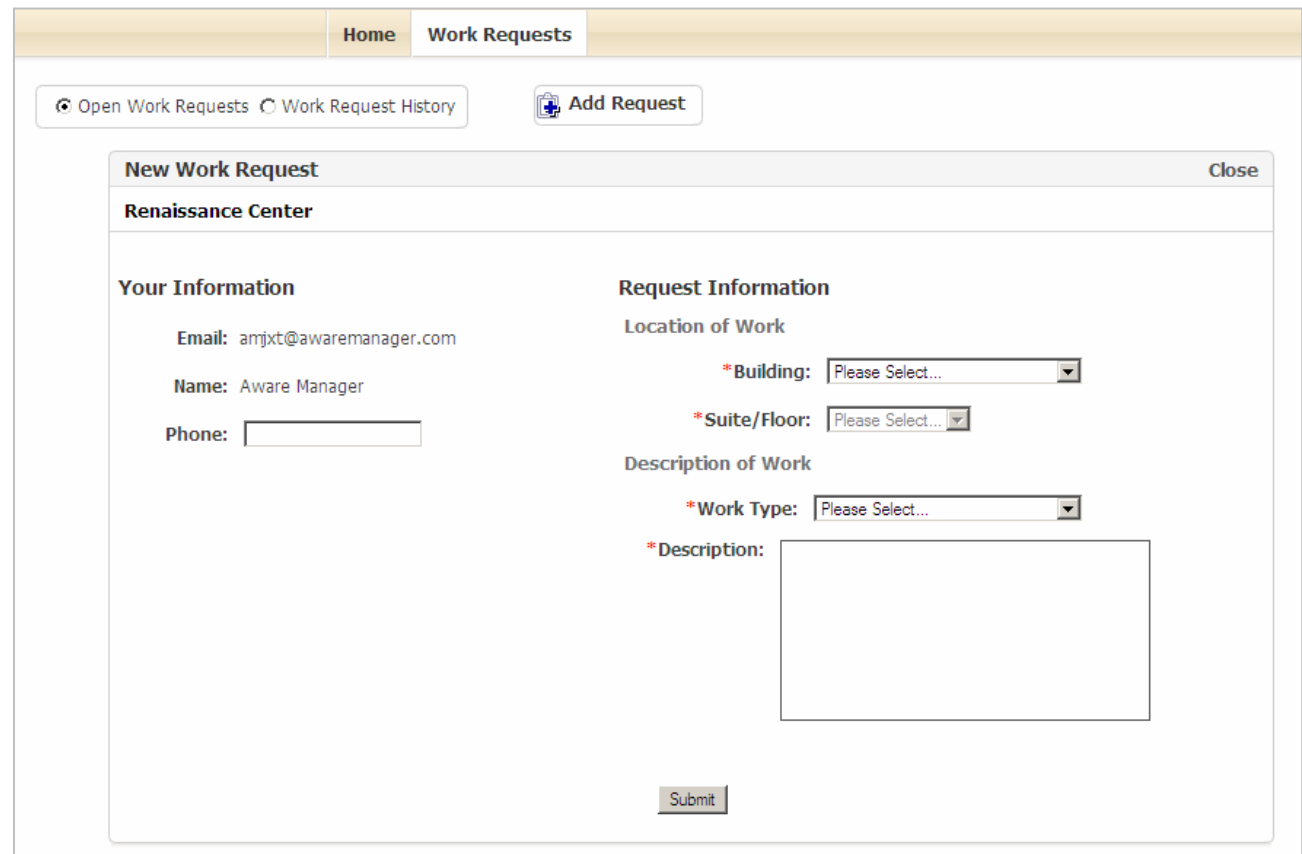
No.	Date / Time Entered	Work Type	Suite/Floor	Work Status	
163141	Jun 30, 2010 1:46 PM	LOCK SHOP	200-0300	OPEN	
163140	Jun 30, 2010 1:42 PM	AC-COLD	200-0300	OPEN	
153860	Nov 24, 2009 9:11 AM	JANITORIAL	200-0300	OPEN	
Total: 3					

- **All Open Work Requests** are the work orders that have not yet been closed by the Tenant Service Bureau.
- **Work Request History** will display all work, including the requests that have been closed within the past 60 days.
- If you are a primary contact for your company, you will be able to see all of the work requests for your company and will also include the name of the person who requested the work. The Tenant Service Bureau can designate which employees are primary users.
- The lists can be sorted by clicking on the column titles.
- The + sign at the top left of the list will expand all work requests included on the list.
- Click the + sign next to the work order number to view additional details about a work request.
- The **Survey** icon at the end of each row is used to access a Service Evaluation Form (reviewed in detail on page 7).

To add a new work request, click on [Add New Request](#)

*NOTE: This web-based form will auto-populate information for you based upon details in the Hines AwareManager database (such as Telephone Number, Tower, and Floor). You can change these defaults on individual requests. To make a permanent change, you can update your information by accessing the **My Account** feature. Some fields can only be updated by the Tenant Service Bureau staff.*

- Select the **Building** and **Floor** where the work is needed.
- Select the **Work Type** from the drop down menu that best describes the work.
- Include a detailed **Description** of your request.
- Click **Submit**.



The screenshot shows a web interface for submitting a work request. At the top, there are navigation tabs for 'Home' and 'Work Requests'. Below the tabs, there are three buttons: 'Open Work Requests', 'Work Request History', and 'Add Request'. The 'Add Request' button is highlighted. The main form is titled 'New Work Request' and has a 'Close' button in the top right corner. The form is for the 'Renaissance Center'. It is divided into two columns: 'Your Information' and 'Request Information'. 'Your Information' includes fields for Email (amjxt@awaremanager.com), Name (Aware Manager), and Phone. 'Request Information' includes dropdown menus for Building, Suite/Floor, and Work Type, and a large text area for Description. A 'Submit' button is at the bottom right.

Once the work order has been submitted, you will be able to view it in your OPEN work order list. After the work order is modified by the Tenant Service Bureau, your list will automatically update. You may need to refresh the page if you leave it open for a long period of time (press F5 or click Refresh in you browser).

Survey

The tenant Survey form can be used to convey your opinion regarding the services related to a specific work request. You can access the Survey from the Survey icon on the work list pages, which will bring up the Service Evaluation Form.

No.	Date / Time Entered	Work Type	Suite/Floor	Work Status
163141	Jun 30, 2010 1:46 PM	LOCK SHOP	200-0300	OPEN
163140	Jun 30, 2010 1:42 PM	AC-COLD	200-0300	OPEN
152860	Nov 24, 2009 9:11 AM	JANITORIAL	200-0300	

Survey

Your Name: *Aware Manager*
Work Order: *163141*

*Received a timely response after submission of work order

*Request was resolved satisfactorily

*Work order was completed in a timely manner

*Courtesy and professionalism of staff

*Level of communication regarding work order

Comments *(optional)*:

- These results will be recorded with the other work request details.
- Answer each question by selecting the option that best describes your opinion from the drop down box.
- Comments are optional – please use this field to convey any details regarding the service that was provided.
- When you are finished, click **Submit**.

The **My Account** feature allows you to change your password and update your **User Profile** with any changes to your personal information such as Phone Numbers, Email Address, etc. To make adjustments, click the appropriate feature (Change Password or Details), then enter the information and click **Submit**.

My Account

▼ **Change Password**

- By changing your password, you will be signed off and need to sign on again.
- Passwords are case-sensitive. Remember to check your CAPS lock key.

Current Password:

New Password: Confirm Password:

▼ **Your Details**

Name: <input type="text" value="Aware Manager"/>	Title: <input type="text"/>
Phone: <input type="text" value="617-542-8555"/>	Home Phone: <input type="text"/>
Fax: <input type="text"/>	Cell Phone: <input type="text"/>

Address Line 1: <input type="text" value="50 Congress St."/>	City: <input type="text" value="Boston"/>
Address Line 2: <input type="text" value="Suite 630"/>	State: <input type="text" value="MA"/>
	Zip Code: <input type="text" value="02109"/>
	Country: <input type="text"/>

FAQ

What if I am having problems getting to the web-based form?

Confirm that the problem is not an internet access issue; if it is, please contact your IT Department. If the problem is isolated to the Hines Tenant Web Pages site, please contact the Tenant Service Bureau at **(313) 259-1515**.

Work Requests

What if my request is an emergency?

If your request is an emergency, do NOT use the web form. Contact the Tenant Service Bureau at (313) 259-1515.

How do I know the Tenant Service Bureau received the Work Request and is working on my request?

Once your request has been processed by the Tenant Service Bureau, the work request will appear in your Open Work Order list with a status of OPEN. You will receive an email notification with the Work Request Number noted.

What if I have more than one work request at a time?

Please enter in each work request separately. This will ensure that your work can be appropriately assigned and monitored.

What if I have a question about my request after I submitted it?

Contact the Tenant Service Bureau by telephone [(313) 259-1515] or email (Engineering-Detroit@hines.com) and reference the Work Order Number with questions about your request.

How do I place a Work Request after hours?

If your work request is not urgent and can wait until the next business day for service, please use the web form. If your request is urgent, call the Security Office at (313) 667-1234.

How will I know if my work has been completed?

The work request status will be changed to COMPLETED when the work is finished and you will receive an email notification. It will be changed to CLOSED once Hines Management has reviewed it.

What if I want more detail about my work requests (current and past)?

When requested, the Tenant Service Bureau can provide reports detailing your current and past work requests.