

360Facility Work Orders

Westboro Executive Park

Paulette Nicoliello

General Manager

Andrew Katz

Tenant Service Coordinator



**JONES LANG
LASALLESM**

What is 360Facilty?

- 360Facility is a comprehensive service request and work order management system. It is accessible via the Internet to your standard browser. There is no hardware to buy or software to install.
- The goal is to improve satisfaction by providing tenants the ability to enter new service requests and track status.
- It also gives us the ability to automatically notify tenants that requests are complete.

What to use 360Facility for?

- Anything you normally call the Management Office for:
 - HVAC requests
 - janitorial requests
 - keys or access cards
 - light bulbs
 - clogged or leaking toilet/urinal
 - maintenance
- Response times will vary depending on the type of request.
- **Do not use 360Facility for emergencies!**
- Work orders placed after hours will be received the following day. If you need immediate assistance, call the Management Office and speak to the answering service.

360 Facility Website

- Enter the following website into your URL box
<https://secure.360facility.net/jllne>
- User Name: firstname.lastname
- Password: 1234

You have the ability to change your default password by clicking the change password button at the log on screen.

Main Screen



Login Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop Sign Out

Address <https://secure.360facility.net/jllne/> Go Links Norton Internet Security

 JONES LANG LASALLE.

Please Sign in...

User Name:

Password: Change Password

Welcome to Jones Lang LaSalle
Tenant Services Work Order System.

If you need assistance please contact the building management.

If you do not have a User Name and Password, please contact your building representative or service provider.

360Facility recommends that you use MS Outlook 2000 or Internet Explorer 5.5 or higher to use this application.

360Facility recommends that you read our [terms of service](#).

Done Internet

start Norton

2 Microsoft Office O... 5 Internet Explorer Microsoft Excel - Ven...

8:55 AM
Tuesday
2/27/2007

Creating a Request

Click the **Create Request** tab

The contact information will default to your name and suite.

Logbook - Create Request - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address https://secure.360facility.net/jllne/LB_Create_a_Request.asp Go Links Norton Internet Security

JONES LANG LASALLE. Home Logbook

Create Request My Requests at 9:03 AM

■ indicates a required field

Property: ■ Space/Floor:

Type: ■ Sub Type: ■

Priority:

Describe your Request:

Who is making this request?:

First Name: ■ Last Name: ■

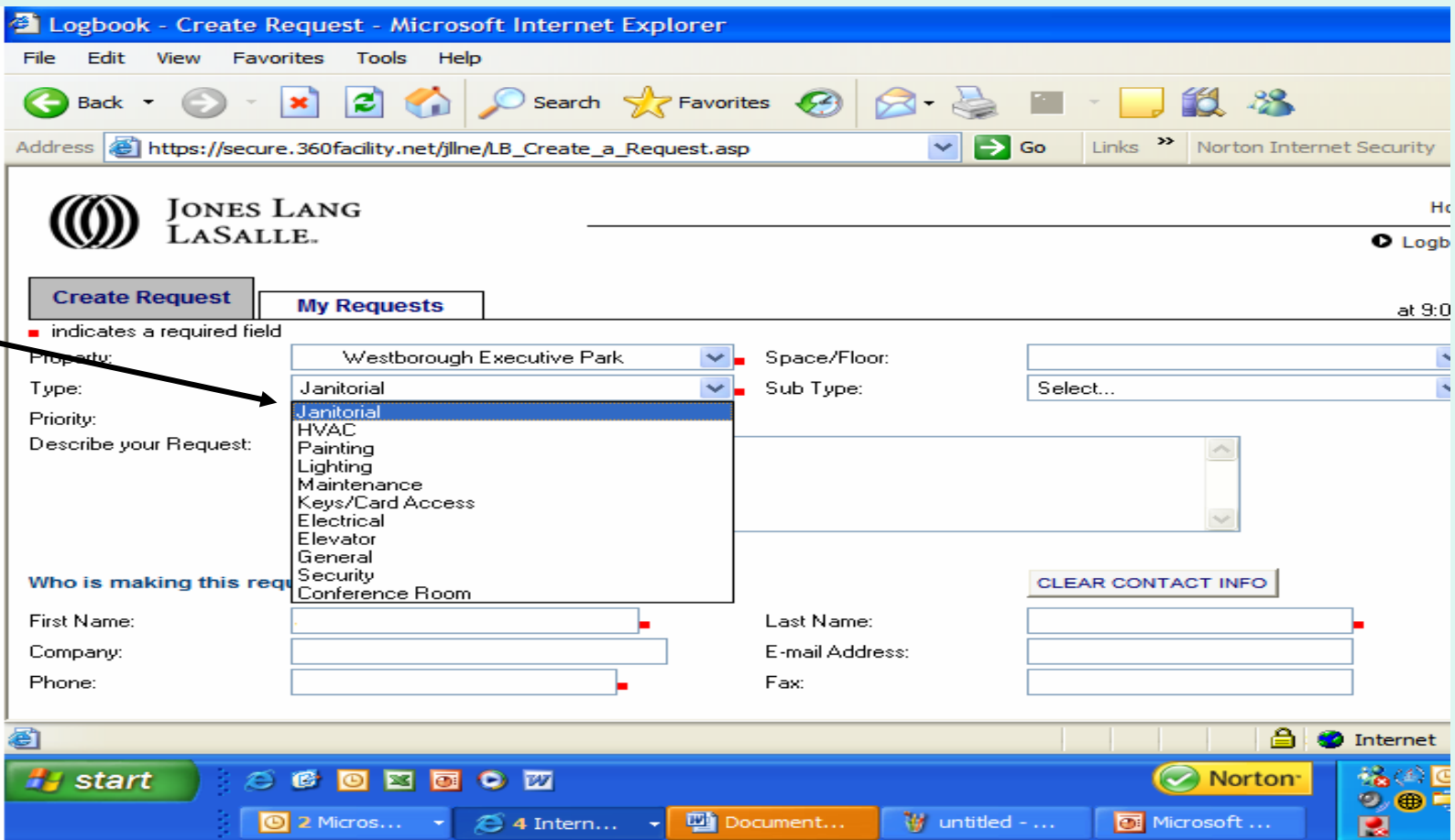
Company: ■ E-mail Address:

Phone: ■ Fax:

start Norton 9:05 AM Tuesday

Choose the Request Type

Click on the drop down box next to **Type**
Choose the type of request that you need



Logbook - Create Request - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://secure.360facility.net/jllne/LB_Create_a_Request.asp Go Links >> Norton Internet Security

JONES LANG LASALLE

Home Logbook at 9:00

Create Request My Requests

■ indicates a required field

Property: Westborough Executive Park

Type: **Janitorial**

Priority:

Describe your Request:

Who is making this request

First Name: Last Name:

Company: E-mail Address:

Phone: Fax:

CLEAR CONTACT INFO

start 2 Micros... 4 Intern... Document... untitled - ... Microsoft ... Norton Internet

The screenshot shows a web browser window with the title "Logbook - Create Request - Microsoft Internet Explorer". The address bar shows the URL "https://secure.360facility.net/jllne/LB_Create_a_Request.asp". The page header includes the logo for "JONES LANG LASALLE" and the text "Home Logbook at 9:00". There are two tabs: "Create Request" (active) and "My Requests". A legend indicates that a red square "■" denotes a required field. The form contains several input fields: "Property" (set to "Westborough Executive Park"), "Type" (set to "Janitorial"), "Priority", "Describe your Request", "Who is making this request" (with sub-fields for "First Name", "Company", "Phone", "Last Name", "E-mail Address", "Fax"), and a "CLEAR CONTACT INFO" button. A dropdown menu for "Type" is open, showing a list of request categories: "Janitorial", "HVAC", "Painting", "Lighting", "Maintenance", "Keys/Card Access", "Electrical", "Elevator", "General", "Security", and "Conference Room". A black arrow points from the left towards the "Type" dropdown menu. The browser's taskbar at the bottom shows the "start" button and several open applications, including "2 Micros...", "4 Intern...", "Document...", "untitled - ...", and "Microsoft ...". A "Norton Internet" security icon is also visible in the taskbar.

Choose the Sub Type

Click on the drop down box next to **Sub Type**

Choose the sub type of the request.

Each type of request has a different set of sub types.

Logbook - Create Request - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Recycle Bin Mail Print Folder Favorites Norton Internet Security

Address https://secure.360facility.net/jllne/LB_Create_a_Request.asp Go Links Norton Internet Security

JONES LANG LASALLE.

Logbook

at 9:0

Create Request My Requests

■ indicates a required field

Property: Westborough Executive Park Space/Floor: []

Type: Janitorial Sub Type: [Select...]

Priority: Normal

Describe your Request: []

Who is making this request?:

First Name: [] Last Name: []

Company: [] E-mail Address: []

Phone: [] Fax: []

Select...
Select...
Carpet Cleaning
Clean Windows
Cleaning
Dumpster Request
Dusting
Floor-Cleaning
Glass
Kitchen Cleaning
Lights
Mop Floor
Odor
Other
Restroom - Other
Restroom - Private
Restroom - Supplies
Spill
Trash Removal
Vacuuming

Describe the Request

Include as many details as you can.

Click the **OK** button at the bottom of the screen to submit the request.

Logbook - Create Request - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Recycle Bin Mail Print Folder Internet Options Help

Address https://secure.360facility.net/jllne/LB_Create_a_Request.asp Go Links Norton Internet Security

JONES LANG LASALLE.

Logb

Create Request My Requests at 10:0

■ indicates a required field

Property: Westborough Executive Park ■ Space/Floor:

Type: HVAC ■ Sub Type: HVAC - Too Cold

Priority: Normal

Describe your Request:

Who is making this request?: CLEAR CONTACT INFO

First Name: ■ Last Name: ■

Company: E-mail Address:

Request ID button

After you submit the request, it is assigned a Request ID number.

The screenshot shows a Microsoft Internet Explorer browser window titled "Logbook - Request Confirmation". The address bar displays the URL: https://secure.360facility.net/jllne/LB_Create_a_Request_Confirmation.asp?Re. The page content includes the Jones Lang Lasalle logo and navigation links for "Home" and "Logbook". There are two buttons: "Create Request" and "My Requests". A confirmation message states: "Your Request has been recorded. The Request ID is [8317](#). Please write this number down for future reference. Thank you." The footer includes the text "Powered by: 360Facility." and "v.20.S.1 copyright © 2000-2007 360Facility LLC all rights reserved." The Windows taskbar at the bottom shows the system tray with the date and time: 11:31 AM, Thursday, 3/1/2007.

My Requests Tab

Click on the Request ID number to see more details.

Logbook - My Open Requests - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address https://secure.360facility.net/jllne/LB_My_Open_Requests.asp Go Links Norton Internet Security

JONES LANG LASALLE Home
Logbook

Create Request My Requests First Last at 11:31 AM

1 Open Requests for First Last

Date	Request ID	Requested By	Property	Type/SubType	Assigned To	Status / Priority
3/1/2007 11:30 AM	8317	Last, First	112 Westborough Executive Park 108	Keys/Card Access Keys	Snyder	Open / Normal

Closed Requests for First Last (past 60 days)

No requests were found

Powered by: **360Facility.** Log Off | Home | Help
v.20.S.1 copyright © 2000-2007 360Facility LLC all rights reserved.

start Norton 11:33 AM
Thursday 3/1/2007

Request ID – View More Details

When you click on the ID you can view more details. You are able to see the status of the request and any comments that have been made.

Logbook - Request Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://secure.360facility.net/jlne/LB_Request_Update.asp?RequestID=83178 Go Links Norton Internet Security

Property:	112 Westborough Executive Park	Space/Floor:	108
Type:	Keys/Card Access	Sub Type:	Keys
Assigned To:	Becky Snyder - Jones Lang LaSalle-WEP	Complete By:	n/a
Priority:	Normal	Status:	Open

REQUEST HISTORY

Type	Update Date	Comments	Status	Assigned To	Updated By
Initial	3/1/2007 11:30 AM EST	Please order a new front door key for our suite.	Open	Becky Snyder	First Last
Update	3/1/2007 11:35 AM EST	Thanks, Charleen Keys have been ordered. They will arrive within a few days	Open	Becky Snyder	Charleen Taylor
Update	3/1/2007 11:36 AM EST	Thanks you for your help.	Open	Becky Snyder	First Last

UPDATE REQUEST

General Comments:

Click UPDATE to save:

Done Internet 11:37 AM

Troubleshooting

- If you have any trouble with the 360Facility web site, please call the Management Office and we will be happy to assist you.

Thank you!