

# Triovest

## SERVICE REQUESTS

Triovest makes every effort to provide prompt and efficient response to all requests for our tenants.

### **BUILDING SERVICE REQUESTS**

Our primary method of communication for maintenance and operational service requests is through *Service Connect*, our web-based platform which is access through the Triovest website. If you do not have email / internet access, please contact our Tenant Services Coordinator at 604-684-1198.

Triovest's tenant services hours are 8:00 am – 4:00 pm Monday – Friday, excluding statutory holidays. All service requests should be made through *Service Connect* on the Triovest website at [www.triovest.com](http://www.triovest.com).



Submitting your service request via *Service Connect* will ensure the most efficient response from the appropriate staff. Service requests submitted in *Service Connect* after tenant services hours will be dispatched the following business day. Requests submitted late in the afternoon may not be responded to until the following business day.

Access to utility rooms require 24 business hours advance notice.

**\*Please do not report building emergencies through *Service Connect*. PLEASE CALL 604-684-1198.**

### **After Tenant Services Hours BUILDING EMERGENCIES ONLY**

On weekdays 4:00 pm – 8:00 am and weekends/holidays, please call 604-684-1198. You will then have the option of leaving a telephone message which will be retrieved the following business day or pressing 1 and being forwarded to our 24 hour answering service to ensure that our on call operator is dispatched.

Please refer to your Tenant Guideline Manual for further information.

## HOW TO SUBMIT SERVICE REQUESTS

### Logging in

1. Visit the website [www.triovest.com](http://www.triovest.com)

2. Click on **Service Connect**



**Maintenance Request Login**

Username

\*  
Password

Remember Me

Forgot your password? [Click Here](#)

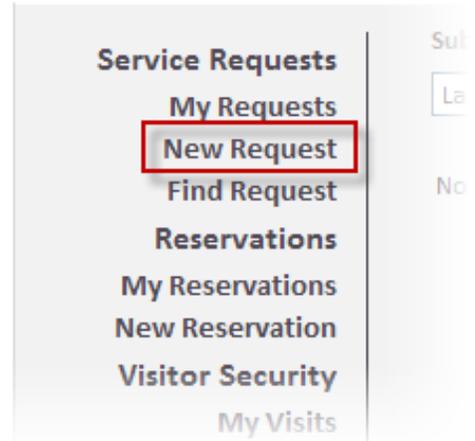
3. Click the **Username** field and enter your username on the Service Connect login.

4. Click the **Password** field and enter your password.

5. Click **Sign In**.

## [Making a Request](#)

1. Click **New Request** in the main menu. The Service Request Entry screen is displayed.
2. The system automatically selects your property in the **Property** drop-down.
3. Some tenants may be configured to enter Requests for more than one building. In this case there will be a **Building** field on the Service Request Entry screen. To select a building for the location of the request, click the **Building** field and select the desired building from the drop-down list.



4. Use the **Floor** and **Suite** drop-down lists to select a floor and suite.
5. Click the **Request Type** field and select a request type from the drop-down menu.
6. Click the **Details** field and enter the details of the request.
7. Click **Submit**. Your request is submitted, and the Request Confirmation screen is display

## [Finding a Request](#)

Requests can be easily located on the **My Requests** screen, accessed from the menu on the left.

1. By default, the system displays requests submitted in the last 30 days, of any request type and any status. To change the time-frame, click the **Submitted** drop- down and select the desired time frame.

The screenshot shows the 'My Requests' interface. At the top, there are three dropdown menus: 'Submitted' (with a red box around it and a dropdown menu open showing options: Last 30 Days, Anytime, Last 7 Days, Last 30 Days (highlighted), Last 60 Days, Last 120 Days), 'Request Type' (set to Any), and 'Status' (set to Any). There are 'SEARCH' and 'PRINT' buttons. Below is a table with columns: Request ID, Date Submitted, Status, Request Type, and Details.

	Date Submitted	Status	Request Type	Details
<a href="#">1039624</a>	Jul 12 - 02:01 PM	Open	Security Access Card	The access card reader at main reception has stopped working.
<a href="#">1039617</a>	Jul 12 - 11:44 AM	Open	HVAC - Too Cold	My office is too cold.

## Organizing My Service Requests

1. By default, the system organizes the Requests by Request Number in descending order (highest to lowest). To change the order of requests by Request Number, click **Request No.** The requests are displayed in ascending order (lowest to highest) by Request Number.
2. To organize the requests by date received, click **Date Submitted**. The requests are displayed in descending order. To display the requests in ascending order, click **Date Submitted** again.
3. To organize the requests by status, click **Status**. New requests are displayed at the top of the list, followed by open and completed requests. To display completed requests at the top of the list, click **Status** again.
4. To organize the requests by request type, click **Request Type**. The requests are displayed by request type in ascending alphabetical order. To organize the requests by request type in descending alphabetical order, click **Request Type** again.

Submitted	Request Type	Status		
Last 30 Days ▾	Any ▾	Any ▾	SEARCH	PRINT
Request No. ▾	Date Submitted	Status	Request Type	Details
<a href="#">1039625</a>	Jul 12 - 02:02 PM	Open	Light Bulbs & Ballasts	There's a light out in front of the elevators.
<a href="#">1039624</a>	Jul 12 - 02:01 PM	Open	Security Access Card	The access card reader at main reception has stopped working.
<a href="#">1039617</a>	Jul 12 - 11:44 AM	Open	HVAC - Too Cold	My office is too cold.

## [Changing Your Profile](#)

The *My Profile* screen allows you to manage the information associated with your login account.

1. The General Information section contains contact and location information. The following information can be changed in this section:
  - Name
  - Property
  - Building
  - Floor & Suite
  - Phone number
  - Fax
  - Email
  - CC (used with service request and reservation notifications)

The screenshot displays the 'My Profile' interface with several sections highlighted by red boxes:

- General:** Fields for Name (John Smythe), Property (Hillview Towers), Building (Hillview Towers I), Floor & Suite (1, 102), Phone (414-555-1212), Fax, E-mail (jsmythe@apsystems.com), and CC.
- Emergency Information:** Fields for Phone 1 (414-555-1212), Phone 2, E-mail, and SMS.
- Login:** Fields for Username (jsmythe), New Password, Confirm Password, and a link to Password Rules.
- Permissions:** A list of permissions with 'Yes' or 'No' values: Can Submit Requests (Yes), Can Submit Reservations (Yes), Can Invite Visitors (Yes), Can Authorize Requests and Reservations (Yes), Can View All Requests (Yes), Can View All Visits (Yes), Can View All Reservations (Yes), Subscribes to Announcements (Yes), and Can Manage Colleagues (Yes).
- E-Mail Subscriptions:** A section at the bottom for managing email notifications.

2. The Login section allows you to modify the username and password you use to log in to *Service Connect*.
3. In the E-Mail Subscriptions section, place checkmarks beside all notification types you would like to receive email notifications for. Notification types are organized by type (Requests, Reservations, Announcements).
4. When you are finished making changes, click **Save**.