



How to Restore the Work Order ID#

Rev. 0
Feb 26, 2013

About

For some users, the Work Order ID # does not display every time they access the Tenant Request > Outstanding List.

Note: At the time of writing this document, this issue has only been observed on Internet Explorer 9.

To restore these ID #'s, follow the steps outlined in this document.

Click



Property: One Corporate Tower - Sales

TR Search: Search

- Building Services
- Setup
- Content Manager
- My Workspace
- Document Library
- Communication
- Reports
- Lease Intelligence

Outstanding List

Property: All Properties

[New Work Order](#)

TR Work Orders

All Request Types Assigned to anyone

[Dispatch](#)

ID	Last Event	Required	Request Type	Tenant	Property	Assigned To
	Dispatched	Feb 25 at 10:43 am	Amenity/Conference Center Usage	AXIS Portal	One Corporate Tower	Grounds Crew
Actions Required: None (Open) Assigned To: Grounds Crew Location: One Corporate Tower » Tower One » 01 » 130 Details: This is a test work order. Attaching Axis Brochure as an example.						
	Dispatched	Feb 21 at 4:34 pm	Directory Strip/Signage	Adobe	One Corporate Tower - Sales	Evan Nahigian
Actions Required: None (Open) Assigned To: Evan Nahigian (Requires Acceptance) Location: One Corporate Tower - Sales » Tower 1 » 01 » 105 Details: testing						
	Dispatched	Feb 14 at 10:56 am	Engineering Request (Misc)	CBRE	One Corporate Tower	Betty Jones
Actions Required: None (Open) Assigned To: Betty Jones Location: One Corporate Tower » Tower One » 02 » 200 Details: test						
	Accepted	Feb 14 at 10:51 am	Landscaping / Sprinklers	Turner Services	One Corporate Tower	Daisy Caster
Actions Required: None (Open) Assigned To: Daisy Caster Location: One Corporate Tower » Tower One » 12 » 1200 Details: teste						
	Accepted	Feb 6 at 6:01 pm	Elevator Operation	AXIS Portal	One Corporate Tower	Daisy Caster
Actions Required: None (Open) Assigned To: Daisy Caster Location: One Corporate Tower » Tower Two » 02 » 220 Details: test work order						
	Started	Jan 17 at 5:57 pm	HVAC too cold	AT&T	One Corporate Tower	Kor Chav
Actions Required: None (Open) Assigned To: Kor Chav (Unable to Dispatch) Location: One Corporate Tower » One Corporate Tower						

Outstanding List

Property: All Properties

TR Work Orders
 All Request Types | Assigned to anyone | X Reset | Dispatch

ID	Last Event	Required	Request Type	Tenant	Property	Assigned To
40587963	Dispatched	Feb 25 at 10:43 am	Amenity/Conference Center Usage	AXIS Portal	One Corporate Tower	Grounds Crew
Actions Required: None (Open) Assigned To: Grounds Crew Location: One Corporate Tower » Tower One » 01 » 130 Details: This is a test work order. Attaching Axis Brochure as an example.						
40551246	Dispatched	Feb 21 at 4:34 pm	Directory Strip/Signage	Adobe	One Corporate Tower - Sales	Evan Nahigian
Actions Required: None (Open) Assigned To: Evan Nahigian (Requires Acceptance) Location: One Corporate Tower - Sales » Tower 1 » 01 » 105 Details: testing						
40465276	Dispatched	Feb 14 at 10:56 am	Engineering Request (Misc)	CBRE	One Corporate Tower	Betty Jones
Actions Required: None (Open) Assigned To: Betty Jones Location: One Corporate Tower » Tower One » 02 » 200 Details: test						
40465195	Accepted	Feb 14 at 10:51 am	Landscaping / Sprinklers	Turner Services	One Corporate Tower	Daisy Caster
Actions Required: None (Open) Assigned To: Daisy Caster Location: One Corporate Tower » Tower One » 12 » 1200 Details: teste						
40369765	Accepted	Feb 6 at 6:01 pm	Elevator Operation	AXIS Portal	One Corporate Tower	Daisy Caster
Actions Required: None (Open) Assigned To: Daisy Caster Location: One Corporate Tower » Tower Two » 02 » 220 Details: test work order						
40079252	Started	Jan 17 at 5:57 pm	HVAC too cold	AT&T	One Corporate Tower	Kor Chav
Actions Required: None (Open) Assigned To: Kor Chav (Unable to Dispatch) Location: One Corporate Tower » One Corporate Tower						

Click →

- Print
- File
- Zoom (100%)
- Safety
- View downloads Ctrl+J
- Manage add-ons
- F12 developer tools
- Go to pinned sites
- Internet options**
- About Internet Explorer

Internet Options

General Security Privacy Content Connections Programs Advanced

Home page
 To create home page tabs, type each address on its own line.

 Use current Use default Use blank

Browsing history
 Delete temporary files, history, cookies, saved passwords, and web form information.
 Delete browsing history on exit
 Delete... Settings

Search
 Change search defaults. Settings

Tabs
 Change how webpages are displayed in tabs. Settings

Appearance
 Colors Languages Fonts Accessibility

OK Cancel Apply

My Workspace axisportal.com

LOGOUT | HOME | MY PROFILE | HELP
 Welcome, Demo Account

TR Search: Search

Document Library Communication Reports Lease Intelligence

New Work Order

Dispatch

Request Type	Tenant	Property	Assigned To		
Amenity/Conference Center Usage	AXIS Portal	One Corporate Tower	Grounds Crew		
Directory Strip/Signage	Adobe	One Corporate Tower - Sales	Evan Nahigian		
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40369765	Accepted	Feb 6 at 6:01 pm	Elevator Operation AXIS Portal	One Corporate Tower	Daisy Caster
40079252	Started	Jan 17 at 5:57 pm	HVAC too cold AT&T	One Corporate Tower	Kor Chav

1 of 79 | Records per page: Refresh Details

Displaying 1 - 20 of 1571

Click

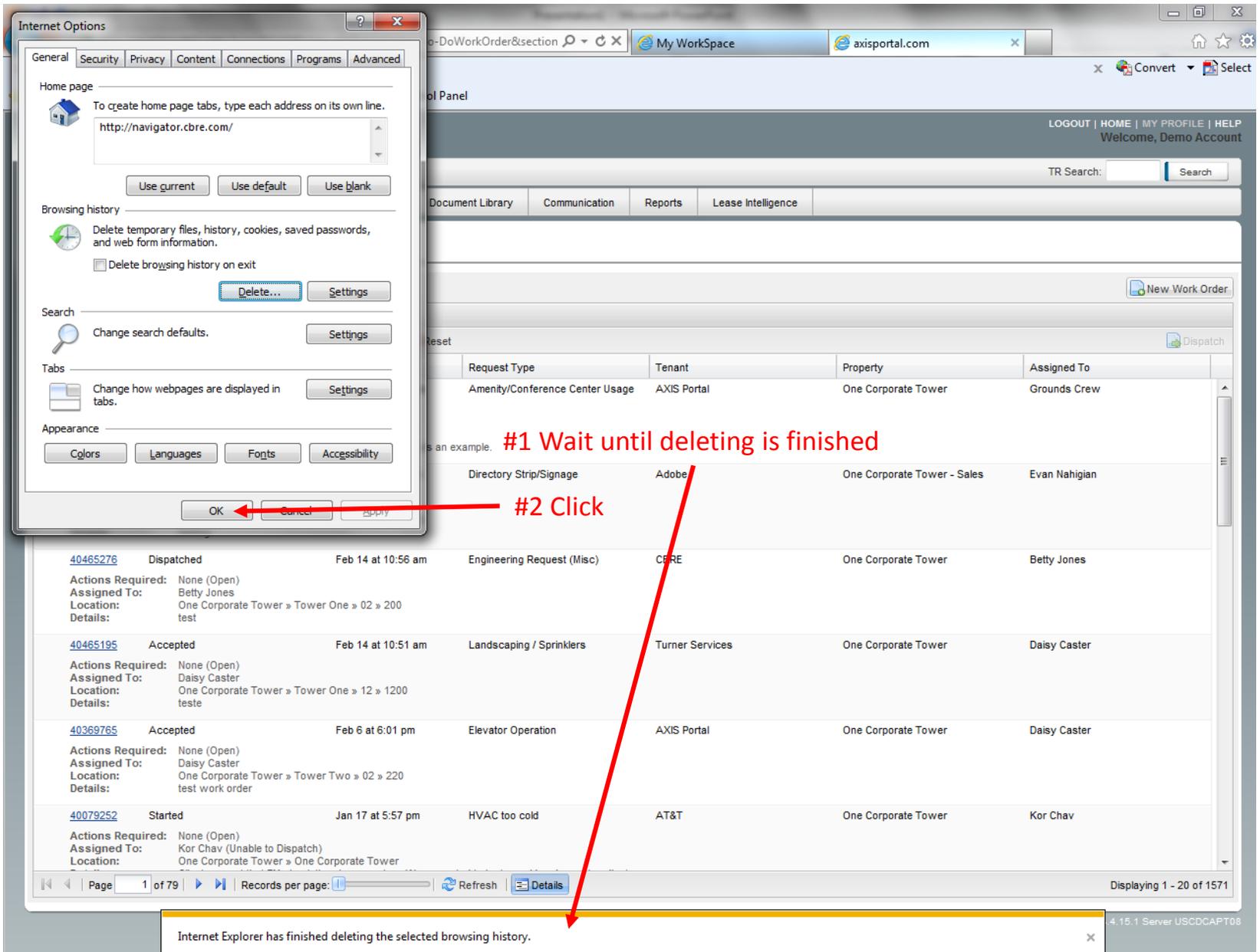
Delete Browsing History

- Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
 - Temporary Internet files** ← #1 Make sure this is checked
Copies of webpages, images, and media that are saved for faster viewing.
 - Cookies**
Files stored on your computer by websites to save preferences such as login information.
 - History**
List of websites you have visited.
 - Download History**
List of files you have downloaded.
 - Form data**
Saved information that you have typed into forms.
 - Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
 - ActiveX Filtering and Tracking Protection data**
A list of websites excluded from filtering, and data used by Tracking Protection to detect where websites might be automatically sharing details about your visit.
- [About deleting browsing history](#)

TR Search: Search

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Directory Strip/Signage	Adobe	One Corporate Tower - Sales	Evan Nahigian

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#1 Wait until deleting is finished

#2 Click

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#1 Click (points to the 'x' icon on the browser tab)

#2 Click (points to the 'x' icon on the browser tab)

Property: TR Search:

- Building Services
- Setup
- Content Manager
- My Workspace
- Document Library
- Communication
- Reports
- Lease Intelligence

Outstanding List

Property:

TR Work Orders

All Request Types

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#1 Click (points to My Workspace)
#2 Click (points to LOGOUT)

PROMOTIONS
24 Hour Fitness
Discount Available
VIEW ALL PROMOTIONS

BUILDING SERVICES
CBRE Navigator
Control Panel
Site Stuff

29th Floor Schedule
4th Floor Conference Rooms
5-Star Worldwide Scheduler
5th Floor Conference Rooms
5th Floor Conference Rooms
5th floor conference rooms
Americana Conference Room
Andrew - Test
Common Area Training Room
Room
Conference Center
Lobby Conference Room test
Lunch Cafe
The Galleria

Weight Watchers Support Group
Brian Employees
Lease Intelligence Demo
Change a Light Change the World Pledge
Commuter Club
FedEx

TENANT TOOLS
Tenant Demos and Handouts
Emergency Planning and Awareness
Bus Routes
Sig Alert
Los Angeles Phone Book
Entertainment
Movie Listings

Welcome, Demo

MANAGEMENT NEWS (1) | BUILDING STAFF NEWS (0) 2/26/2013

Blood Drive - Click here for details

Click here to e-mail this entry

We would like for you to join us in a blood drive on Thursday June 19th, etc.

ALERTS

Scheduler Requests(3)
Work Orders To-Do(2695)
Property Alerts(1)

CURRENT WEATHER
2/26/2013 (Tuesday)
Sunny
temp: 64

WORKORDER DASHBOARD

Property: All Properties

My Dashboard | Work Orders to Close

Add Component | Edit Dashboard | Last updated: 12:19 pm

Escalation Breakdown

Outstanding TR Workload

After Hours HVA...	~400
HVAC too hot	~300
HVAC too cold	~200
Rubbish Removal	~200
Unspecified	~100

Legend: Backlog (red), Today (blue)

Tenant COIs: Compliant vs Non-Compliant

PM Work Order Status Breakdown | Feb 2013 | Reset to now

WE WELCOME YOUR FEEDBACK

Let us know what we can do to improve our portal and our services offered by One Corporate Tower.

Please feel free to email us at support@axisportal.com or call (949)809-3605.

You can also call Lisa at 949.366.3636

Contact the building management team at 213.555.5555 if you have suggestions on portal improvements.

TenantConnect
PURCHASING POWER

CBRE Tenants
GET MORE!
www.TenantConnect.net

Click **HERE** to see how tenants leverage the purchasing power of CBRE!

Click and log back in.
Work Order #'s should display.



12:36 PM
2/26/2011