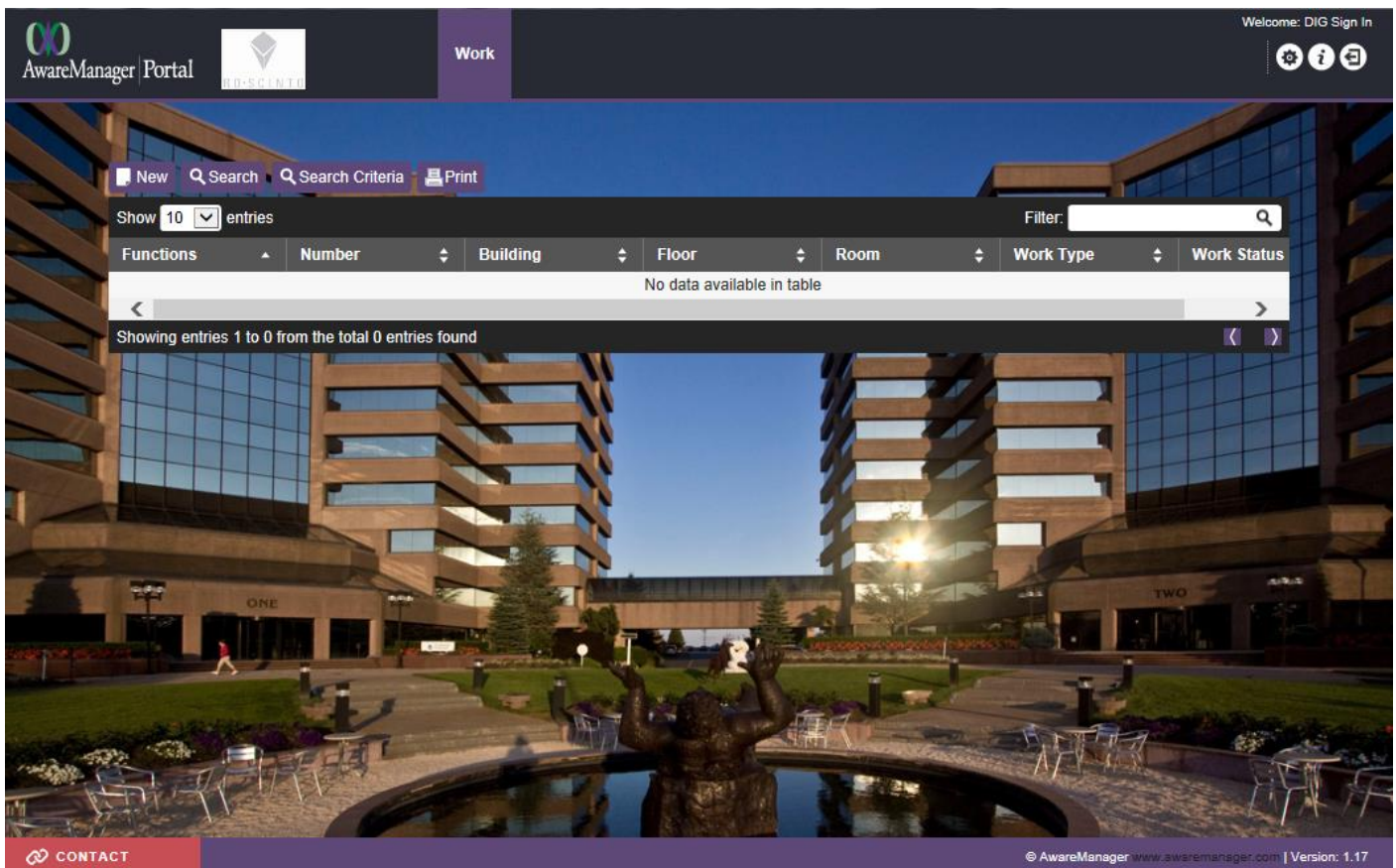
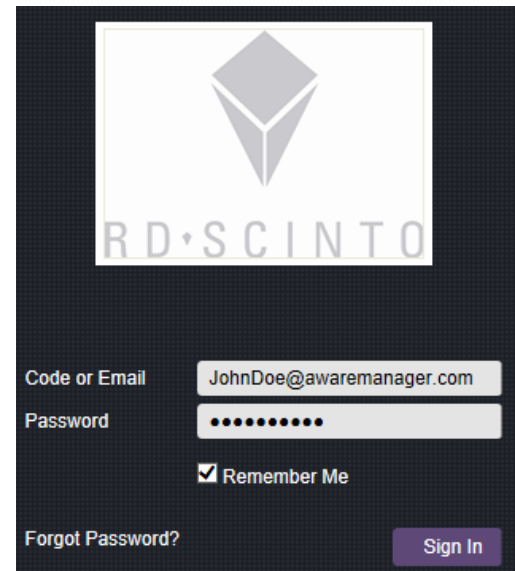


The Portal web pages have been created for clients to submit and review requests for **Work**.

- 1) To access the Portal go to <http://www.Scinto.com>. At the right hand top of the home page click on the tab **Scinto Tenants Area**. In the Black Box - **Maintenance Request** section just **Click Here.....**
- 2) You will be taken to the Tenant Portal **Sign In** page
 - a) Enter your **Email**
 - b) Enter your **Password** (Default Password is RDS. If you want to change this please call the R.D. Scinto Facilities Operations Group (FOG) at 203-925-8200)
 - c) Click **Sign In**
- 3) The AwareManager **Portal** page will open on the **Work** screen

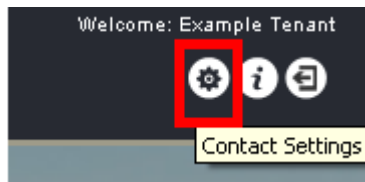


At the top right of the portal page you will find the following options:

Contact Settings, Help, and Sign Out

Contact Settings

This function allows you to review your contact information. If something looks incorrect, contact the R.D. Scinto Facilities Operations Group (FOG) at 203-925-8200 during our normal business hours, 8am - 4:30pm or e-mail fogwatch@scinto.com.



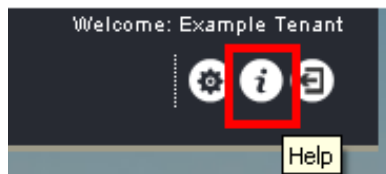
Contact Settings
CLOSE ✕

i Edit your contact info here:

Name	John Doe
Title	
Salutation	
Email	JohnDoe@awaremanager.com
Phone	
Home Phone	
Fax	
Cell Phone	
Address	
City	
State	
Zip Code	
Country	
Password	*****
Confirm Password	*****

Help

This function generates a pop up window with basic help information



AwareManager Help
CLOSE ✕

AwareManager Portal. Help

What am I looking at?
The home page includes notices that contain information, updates or other reminders.

Where do I find help?
Where you see the question mark ? icon on any page, click on that and a list of FAQ's will appear.

What does the Settings icon do?
It allows you to update your information, including changing password, contact and personal information.

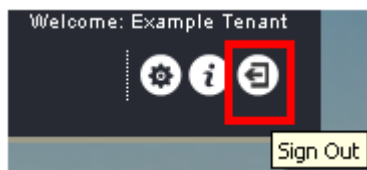
How do I log off?
Go to the log out button and it will log you off and bring you to the sign on page.

How do I check my Schedule? (May not be available to all users)
First, you must click on the Schedule tab. Then you have two options to view Schedule records. The first option is the list view, found on the list tab. The second option is the calendar view, found on the calendar tab. Click on the tabs to change your view.

Where do I go to check Visitors? (May not be available to all users)
Just click on the Visitor tab. This generates a list of Visitor records.

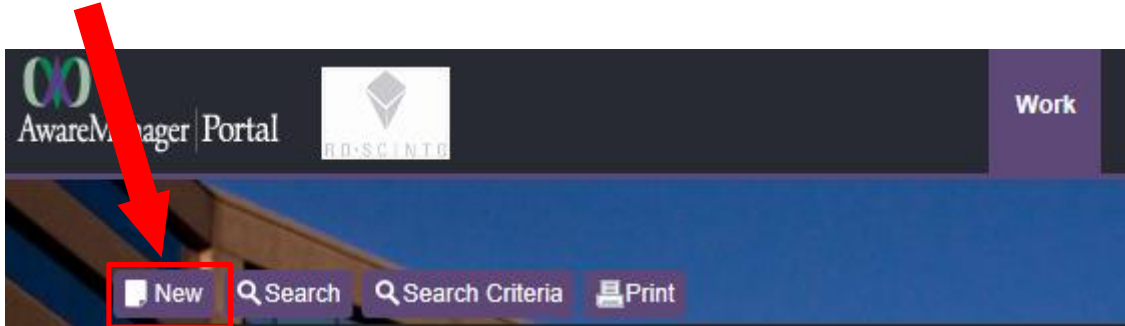
How do I get to view Work records? (May not be available to all users)
First, you must click on the Work tab. Once in the work tab you will be able to view, search, add and edit work records.

Sign Out – This function logs you out of the portal and returns you to the sign in page

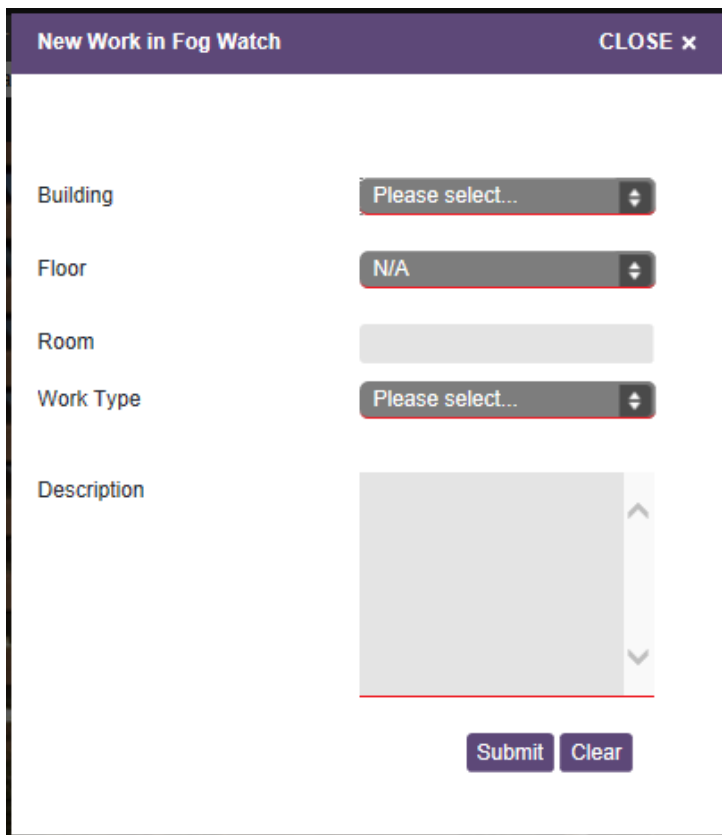


To Enter a New Request

- 1) Click on the **New** button on the top left of the list view



- 3) Enter information into all fields please give as much detail as possible

A screenshot of the 'New Work in Fog Watch' form. The form has a purple header with the title 'New Work in Fog Watch' and a 'CLOSE x' button. The form contains several fields: 'Building' (a dropdown menu with 'Please select...' selected), 'Floor' (a dropdown menu with 'N/A' selected), 'Room' (a text input field), 'Work Type' (a dropdown menu with 'Please select...' selected), and 'Description' (a large text area). At the bottom of the form, there are two buttons: 'Submit' and 'Clear'.

NOTE

This web form will auto-populate information for you based upon details in the Property Management Office's AwareManager database (such as Telephone Number, Property, and Floor).

You can change these defaults on individual requests; if for instance, you are reporting a problem in a space besides your own floor.

Keep in mind that your Contact info fields must be updated by the R.D.Scinto FOG property management office.

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

Click **Clear** if you would like to reset the form

To Search for Requests

1) Click on the **Search** button on the top left of the list view

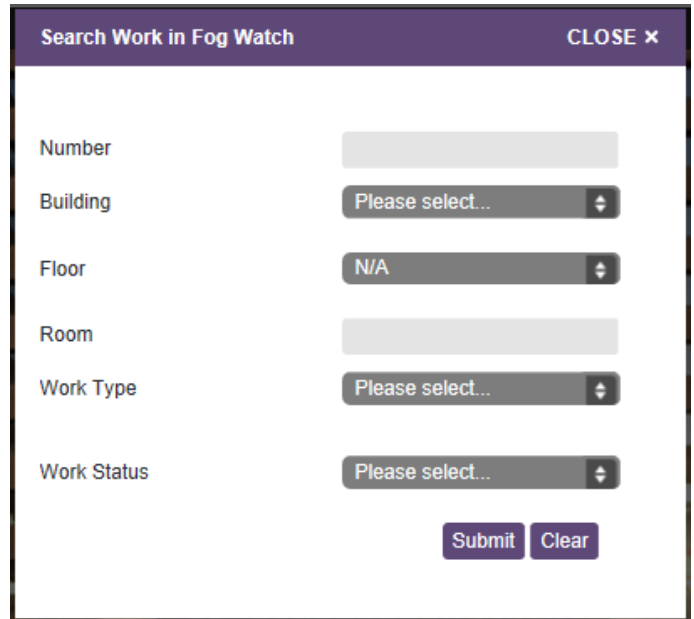
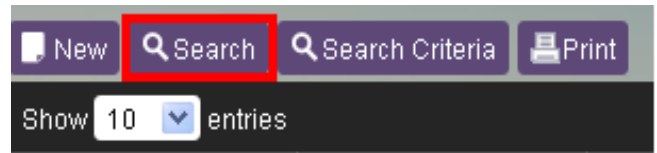
A pop up window will appear with **Search Criteria** fields

2) Fill out the search criteria and click **Submit**

Your results will be displayed in the list

The list is constrained to include Work Orders entered within the last 365 days.

Clear is used to reset the search criteria. **NOTE: clearing all values and clicking Submit will return all work orders entered in the last 365 days.**



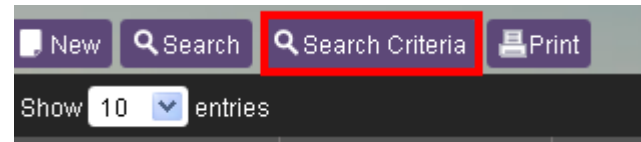
The screenshot shows a pop-up window titled 'Search Work in Fog Watch' with a 'CLOSE X' button in the top right corner. The window contains the following search criteria fields:

- Number:
- Building:
- Floor:
- Room:
- Work Type:
- Work Status:

At the bottom right of the window are two buttons: 'Submit' and 'Clear'.

View the Current Search Criteria

To view the current search click the **Search Criteria** button



A pop up window will appear displaying the search criteria

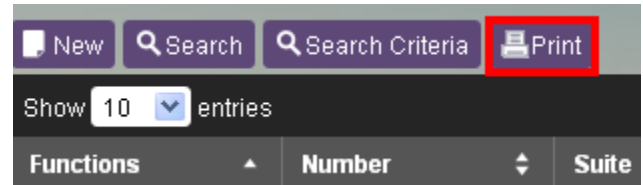


The screenshot shows a pop-up window titled 'View Search Criteria for Work' with a 'CLOSE X' button in the top right corner. The window displays the current search criteria:

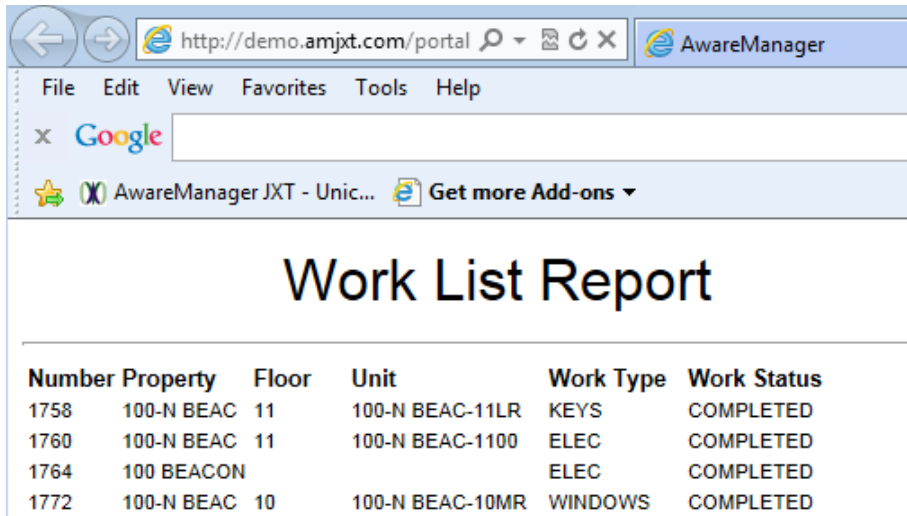
Work Status Type	Open
Date Entered	Last 365 Days

To Print your requests

The **Print** button allows you to print the list of work records

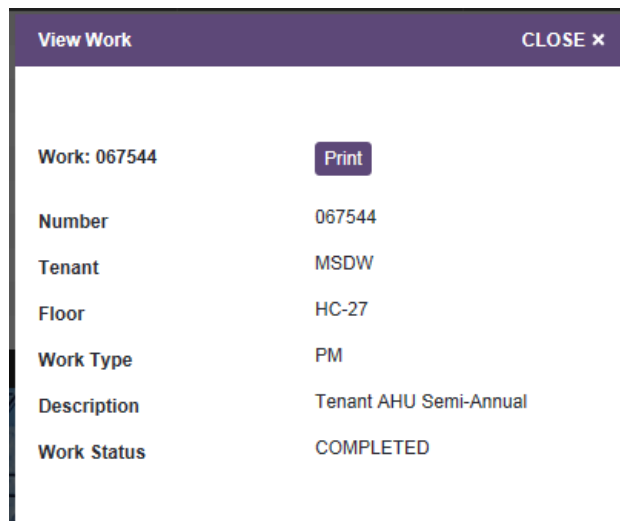
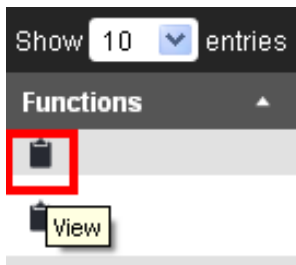


This will generate a new window in your browser which can be printed (Select **File > Print** from your Browser menu)



View Requests

An additional function available in all three capsules: **View**, this function allows you to see additional details not visible via the list.



Frequently Asked Questions

What if I am having problems getting to the Web form?

Confirm that the problem is not a general problem accessing the internet (if so, contact your IT department). If the problem is isolated to the Tenant Portal Pages please contact the R.D. Scinto Facilities Operations Group (FOG) during our normal business hours, 8:00am – 4:30pm, at 203-925-8200 or fogwatch@scinto.com.

What if my request is an emergency?

If your request is an emergency, do NOT use the web form. Call the FOG 24/7 hotline at 203-925-8200

How do I know the R.D. Scinto FOG management office received and is working on my request?

The work order will appear in your Open Work Order list with a status of OPEN once your request has been processed by R.D. Scinto FOG.

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?

Please call R.D. Scinto FOG at 203-925-8200 or e-mail fogwatch@scinto.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 you can submit the request via the web form. Please feel free to contact the R.D. Scinto Facilities Operations Group (FOG) during our normal business hours, 8:00am – 4:30pm, at 203-925-8200 or fogwatch@scinto.com to submit any requests.

How will I know if my work has been completed?

The work order status will be changed to CLOSED when the work is finished.

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

The R.D. Scinto FOG management office will be able to provide reports at your request detailing your current and past work requests.