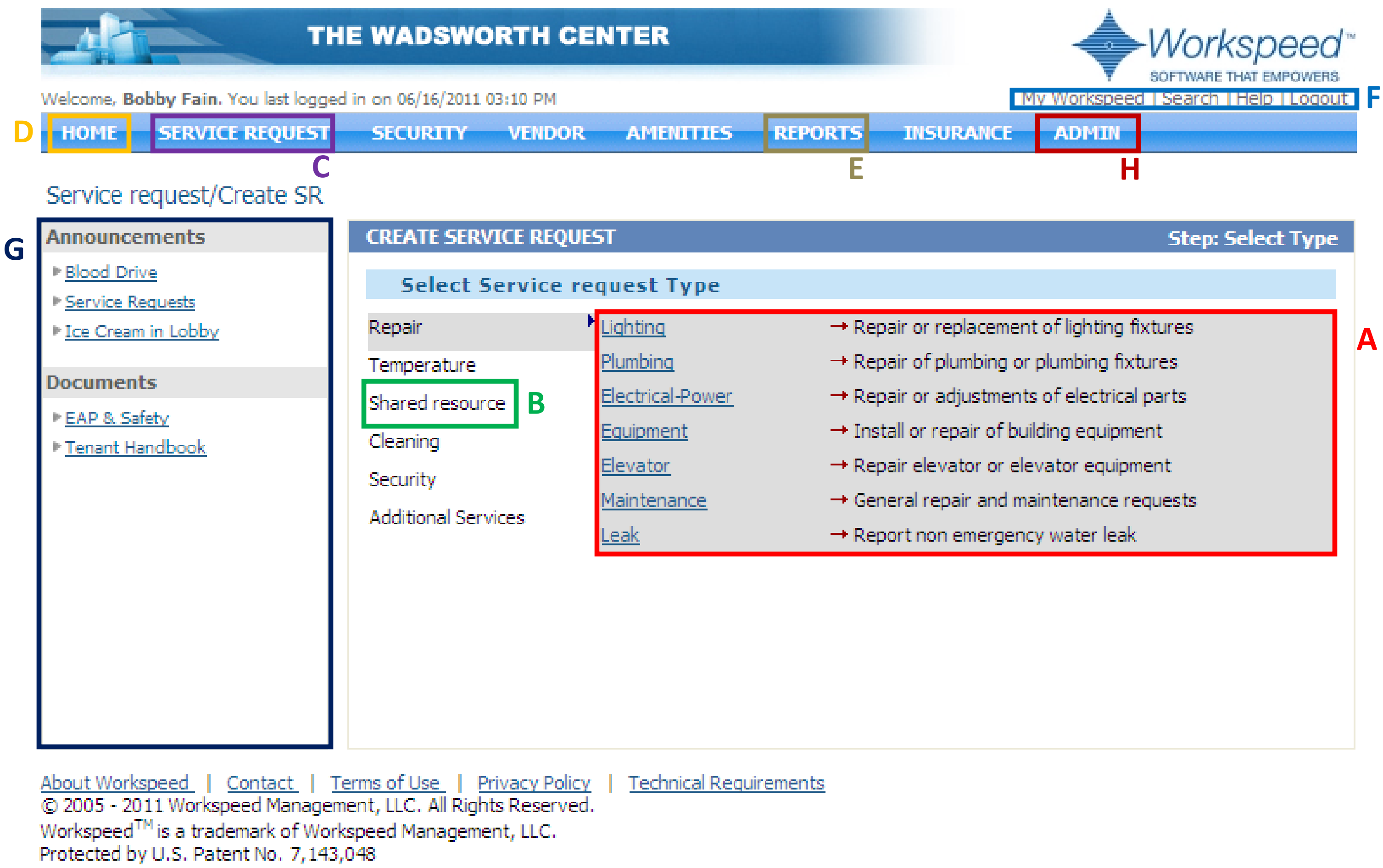
Welcome to Workspeed!

Congratulations! You now have the ability to quickly and easily initiate and track all of your service requests and maintenance requests via the Internet. Workspeed's easy-to-use system increases efficiency and provides users with faster request fulfillment. Workspeed also provides accurate tracking of requests and reporting capabilities for accessing historical and billing information on completed requests.

Access Workspeed Here: http://secure.workspeed.com

For complete details on all Workspeed functionality, please refer to Workspeed's Online Help. To reach the Online Help, login to Workspeed and click the Help link located in the top right hand corner of the screen.



A – Create Service Request

B – Create Shared Resource Request

C – Find Requests and Check Statuses

D – Complete To Do Items

E – Generate Reports

F – Update Profile & Obtain Help

G – View Communications

H – Add New Users

Key Operations

A – Create Service Request

1. Go to the SERVICE REQUEST tab and select CREATE SR.
2. Select a Service Request Category, then select a Service Request Type from the expanded list.
3. Enter any required (and optional) fields, then click CONTINUE.
4. Review the request and click SUBMIT.

B – Create Shared Resource Request

1. Go to the SERVICE REQUEST tab and select CREATE SR.
2. Select the Shared Resource Category and choose the resource type.
3. Select the Shared Resource and enter the Reason for Reservation.
4. Select the Date of First Reservation and click SUMBIT.
5. Select checkbox(es) for reservation time(s), then click SUBMIT.
6. Review scheduling information, then click CONFIRM.

C – Find Requests and Check Statuses

1. Go to the SERVICE REQUEST tab and select either MY REQUESTS or ALL REQUEST.
    a. Filter requests using the Request by drop-down list and locate the request(s) to review.
2. Alternatively, use the Search link located in the top right-hand corner of the screen to locate requests by querying the Workspeed database.
    a. Use the provided search fields and press SUMBIT to review search results.

D – Complete To Do Items

1. Go to the HOME tab and select MY TO DO'S.
2. Select the link for the action you wish to perform (for example Authorize Request, Approve Cost Estimate, Update Request Information, and Sign Off Request.)
3. Select the Service Request ID# from the list, if necessary.
4. Review the request information and take any necessary actions.

E – Generate Reports

1. Go to the REPORTS tab and select GENERATE REPORTS.
2. Select a report category from the Report List and choose a Report to run.
3. Select the desired Report Options.
4. Click GENERATE REPORT to create the report.
5. Click VIEW REPORT

F – Update Profile & Obtain Help

1. Update Profile: Go to the My Workspeed link located in the top right-hand corner of the screen.
    a. Adjust Contact Information, Groups, Notification Preferences, and more.
    b. After adjustments are made, press the SUBMIT button to save the changes.
2. Get Help: Go to the Help link located in the top right-hand corner of the screen.
    a. Review online help, watch training videos, and submit support requests.
    b. For additional assistance, please contact MRI Global Client Support:

    - If you are a Designated Support Contact (DSC), please visit our Client Portal (http://myMRI.mrisoftware.com), to submit a support request. The client portal is available 24 hours a day and one of our experienced support agents will be able to assist you.
    - If you are not a DSC, please contact your organization's billing contact to find out who your assigned DSCs are.

G – View Communications

1. Select one of the hyperlinks to view:
    a. ANNOUNCEMENTS
    b. DOCUMENTS
    c. LINKS

F – Add New Users*

1. Go to the ADMIN tab and select ADD NEW USER.

2. Press the FIND button, then select the radial button in the Action column next to the Company Name, then click ADD NEW USER.
3. Enter contact information into required (and optional) fields.
4. Under the Business Functions section, press the Edit button in the Actions column.
5. Expand the Tenant Functions section and choose the appropriate User Role.
6. Press the CREATE button.

* Contact Property Management to add new TENANT1 users.