


Welcome to the new version of the Work Order Request Portal. This portal will provide access to view **Notices** from Property Management and submit and review requests for **Work Orders**.

Signing In

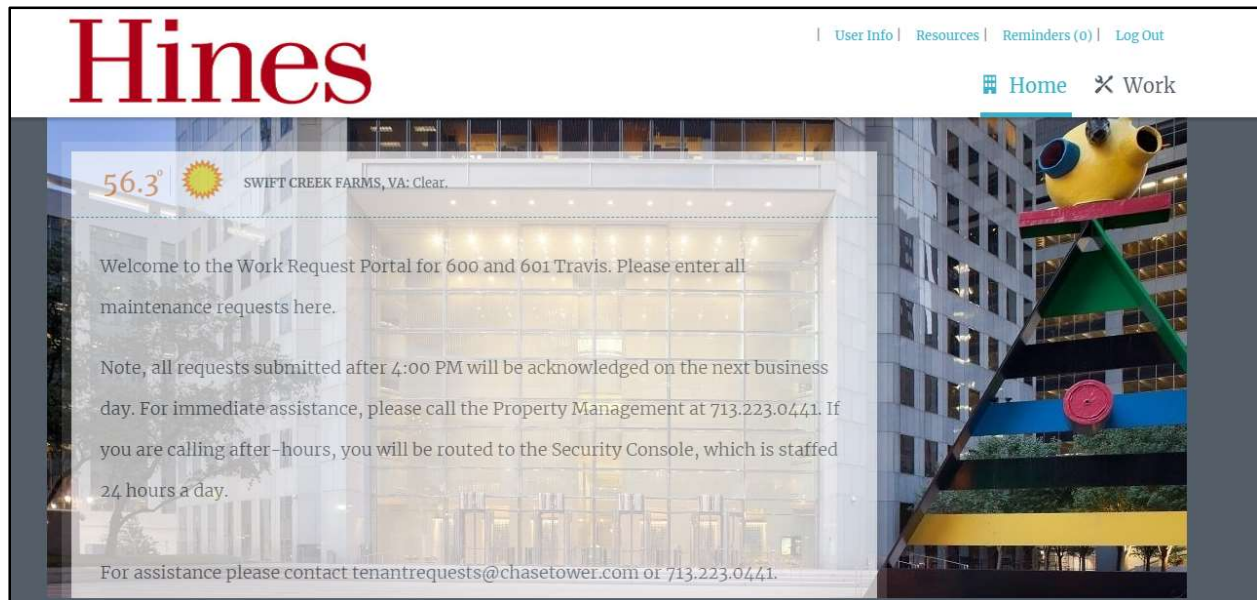
1. Go to your Portal URL: <https://600601travis.awareportal.com>
2. In the Username/Email field type in your email address (on file with Property Management)
3. If you are an existing tenant, your password has remained the same as used with the previous Tenant Portal. For all new Tenants accessing the Portal for the first time, your initial password will be set to hines (lowercase).
4. Once you log in, you are able to change your password under the User tab.

If you have forgotten your password, you can click on the “I forgot my password” link on the sign in screen.


 A screenshot of the Hines Sign In portal. The page features the Hines logo in red at the top. Below the logo, the text "Sign In" is displayed in a blue font. There are two input fields: "Name" with a placeholder "emailaddress@domain.com" and "Password" with a masked password ".....". A link "I Forgot My Password" is located below the password field. A checkbox labeled "Remember Me" is positioned below the "I Forgot My Password" link. At the bottom of the form is a blue "Sign In" button.

Home Screen

The Home screen contains basic instructions and important information. It is also where you will see any links, files, and notices posted by the property management team.



Navigation Bar

The navigation bar is present on every page within the Portal and contains several items that are important to a user’s ability to use the Portal. With links to the Home, Work and Visitor pages, you can move effortlessly between the three with one click.



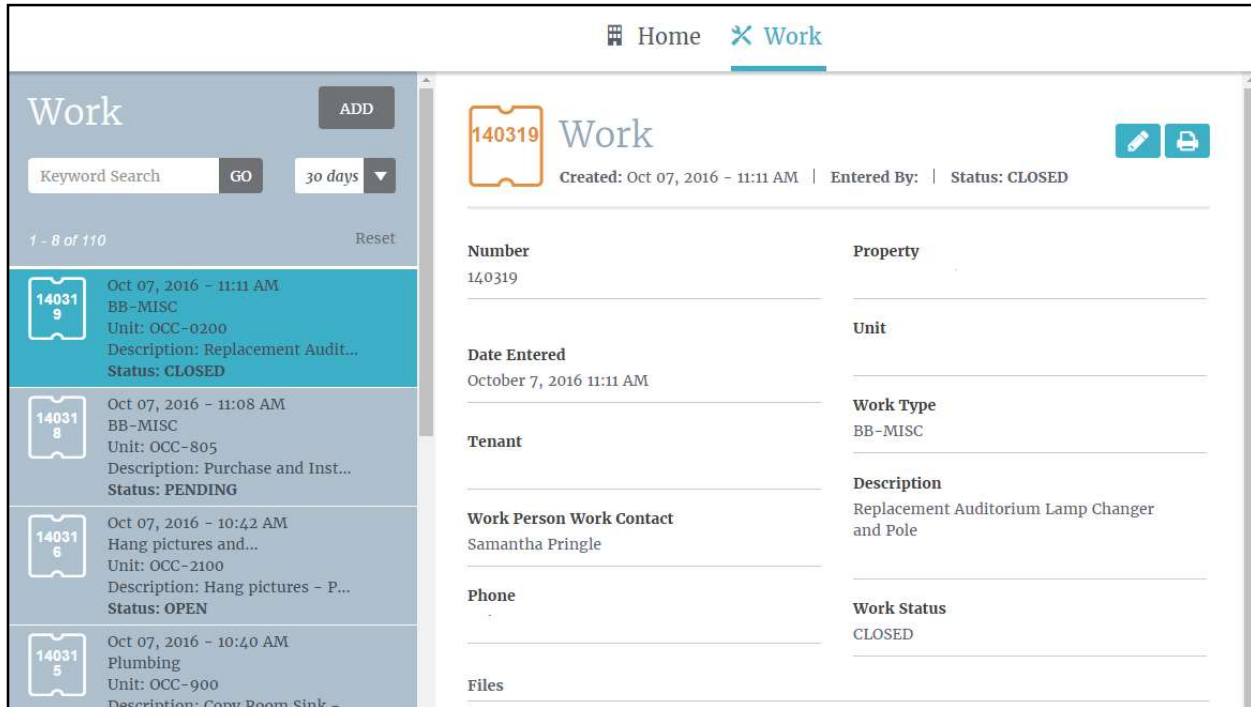
The user’s contact information can be viewed and edited by clicking on **User Info**. This is also where you would go to change your password.

The **Resources** tab will show any documents or websites specific to the property.

To view any building specific notices or events, please click on the **Reminders** tab.

Work Screen

The Work screen is where you can add new work requests and view your open requests.

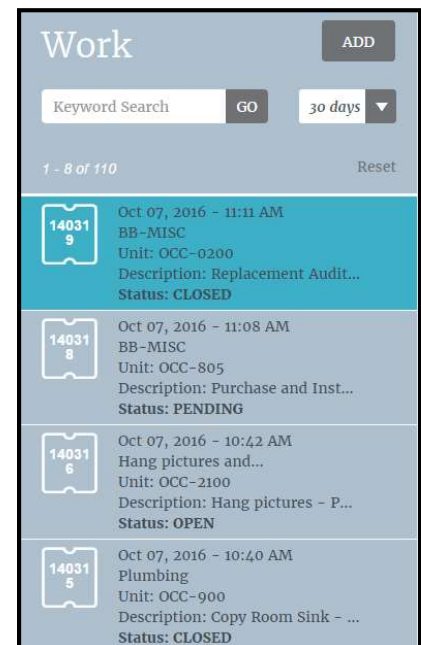


The list of work is shown in the panel on the left. This list can be filtered by typing in keywords such as Date Entered, Work Status or even Types of work. The list can also be expanded to include records reaching 7, 14, 30 or 60, 90 or even 365 days back. In addition clicking on Advanced Search will allow you to further customize your search.

Clicking on an item in the list on the left will show the details of the work order on the right. Work orders can also be printed from this page, using the icon in the top right-hand corner, just below the navigation bar.

The Print List option, will allow you to print a list of your searched criteria for your records.

In order to place a work request, click on the  button in the top



left-hand corner and the work request screen will populate. Please note: it is imperative you provide as much detail regarding the reported issue as possible.

[Close Add Mode](#)

Add Work

Floor

Room

*** Work Type**

Description

Please upload any photos or documents specific to your request here *image or pdf*

If you have any questions about the work order portal, please contact Property Management.