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SYSTEM REQUIREMENTS

PC/Tablet/Smart Phone

Up-to-date Web Browser (Chrome**, Firefox, Microsoft Edge, Safari)

Internet Connection

Tenant Username & Password

** Chrome is recommended to see and use all of the features available in IMPAK.
Username & Password

You should have received a **username** and **password** in an email to log-in to the IMPAK Tenant Service Center. If you have not received this email, please contact your property manager.

When you receive the email with your login credentials like below, click on the website link for the Tenant Service Center and then enter the username and password provided in the **Username** and **Password** fields.

[Click on the login link]

[Enter your credentials here]

You can submit service requests, review the progress and history of previous service requests, and view memos and notices from our property management office. If you are reporting an emergency, please do not utilize this means of communication. Call your management office directly or the local authorities at 911.
Menu Bar

- **HOME**: Clicking on the home button will take you back to the Tenant Service Center main page.
- **NOTIFICATIONS**: Receive various types of notifications through IMPAK, and review and delete them.
- **REMINDERS**: Reminders for service requests will appear here.
- **NAME**: Review and change your user information and update your password.

Activity Section

**POST A NEW REQUEST**—Create and send a service request to your property management office.

**SERVICE REQUEST HISTORY**—Get updated information regarding the progress of your recent service request(s), and review your recent service history.

**RESERVATIONS**—Reserve any available facility/resource.

**VISITOR CHECK-IN**—Schedule and log visitors to your building, take photos and print badges for visitors.

**MEMOS / FORMS**—Get the latest information directly from your property management office!

**CHANGE MY PASSWORD**—Change your password here.
Post a New Request

To submit a new work order, click on Post a New Request.

Fill out the Your Phone #, Service Location, Job Type, and Your Service Request fields and select Save to create the service request.

- **Service Location**—Identify where the service request is located.
- **Job Type**—Selecting the closest job type will help prepare the technician as to what materials or tools they might need.
Service Request History

To review previously submitted service requests, click on **Service Request History**.

Here you can find any information entered when you submitted the service request, along with technician assignment, work notes, and the status of the request. You will also be able to see other service requests submitted for your tenant company.

<table>
<thead>
<tr>
<th>Work Order</th>
<th>Property</th>
<th>Service Description</th>
<th>Technician</th>
<th>Status</th>
<th>Requester</th>
</tr>
</thead>
<tbody>
<tr>
<td>22695</td>
<td>Cunningham Road</td>
<td>1st ** Late Fee** 80 ** Late Fee Change ** Need Light Bulb change in Hillary's office. Light bulb was replaced</td>
<td>Technician Back up</td>
<td>Closed</td>
<td>Kay Henry 281-259-2647</td>
</tr>
<tr>
<td>23061</td>
<td>Cunningham Road</td>
<td>1st ** Late Fee** 80 ** Late Fee Change ** Need Light Bulb change in Hillary's office. Light bulb was replaced</td>
<td></td>
<td>Accepted</td>
<td>Kay Henry 281-259-2647</td>
</tr>
</tbody>
</table>

**Attachments**
Add pictures and documents to your service requests for property management to see, such as photos of the issue.

**Comments**
Add comments to a service request to communicate directly with property management about the work order.

**Reminder**
Create reminders for service requests to be reminded of them on a specific day.

**Print**
Print out the work order in printer-friendly format.
Service Request History (Continued)

Use the dropdown in the top-left to see service requests for all or specific suites.

Use the Task icon in the top-right to filter service requests by Status and access the Service Requests Report.

Rate the service received for a specific service request using Please Rate Our Service in the Requestor column. Complete a simple two-question form and give any feedback on the service request for property management to review.
Reservations

View each facility/resource calendar and create reservations for that specific facility/resource.

Select available facilities/resources

Select the calendar month

Select the date box number to create a reservation

View important information for each facility/resource below the calendar.
Reservations (Continued)

Select the date box number to create a reservation. Fill out Company / Suite, Date, Start/End Time, Requested By, Phone, and Email.

Select **Save** to create the reservation. An email will be sent to property management if they require approval for reservations.

Select **Save and Continue** to create the reservation and continue to the reservation's page. An email will also be sent to property management if they require approval for reservations.

In the reservation's page, edit the reservation, select add-ons, download attachments and view any facility/resource details.

*Reservation*—Edit the information for the reservation.

*Add-Ons*—Select add-ons, such as projectors or additional chairs, if applicable.

*Attachments*—Download any attachments for the facility/resource.

*Facility/Resource Details*—View important information for each facility/resource.

*Package*—Email or print the reservation package, which contains details of the reservation, cost estimates, attachments and facility/resource information.
Visitor Check-In

To schedule a visitor, select **New Visitor** in the top-left. Fill out **Tenant Person to be Visited, Call-Back Phone, Visit Date/Time, Visitor Name** and select **Save**.

**Review** and **edit** schedules in the Visitor Check-In screen.

**Check visitors in/out and print badges**

**Edit current schedules**
Memos/Forms

Select Memos / Forms to view any memos or forms for your property.

Here your property managers can upload forms for you to easily access and download.

Change My Password

Change your password here.
Here property managers can update tenants on important information pertaining to the building such as events, maintenance and inspections.