



TENANT GUIDE FOR CREATING WORK ORDERS

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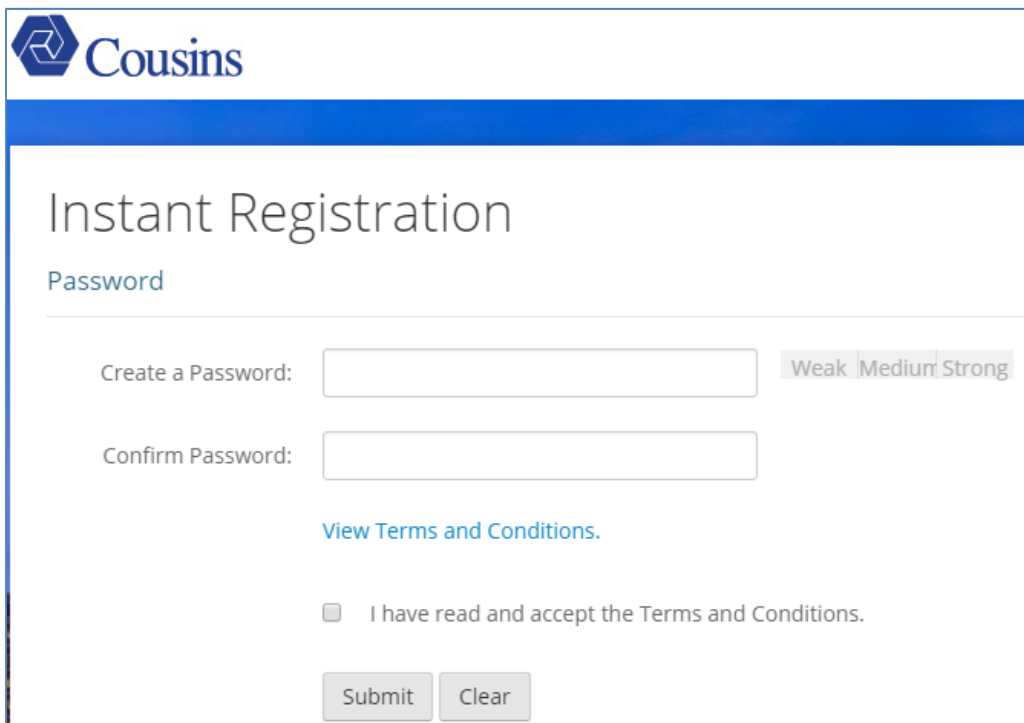
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Cousins will provide a link that can be used to submit work order requests online. Once a work order request is submitted, it is automatically sent to Cousins. Users will be able to create a work order request for their lease or for common areas within and around their property.

This document will provide you with the steps required to add new work orders and review the status of submitted work orders.

1 REGISTRATION (ONE TIME ONLY)

1. Users will receive an email containing a link to allow registration on the Cousins' Tenant Portal site.
2. Click the link provided in the email to access the Instant Registration page. On the Registration Page, create and confirm a password. Check the box to confirm acceptance of the Terms and Conditions. Click **Submit**.



Registration is now complete.

2 CREATING A WORK ORDER

2.1 LOGGING IN

1. Enter the following URL into a web browser:
<http://www.cuzcustomers.com>
2. Enter the **Email** and **Password** under which the account was registered.
3. Select **Login**.

Sign in to my account

Email

Password

Remember Me

[Login](#)

[Forgot password?](#) | [Click here to register.](#)

2.2 SELECTING A LEASE

Customers that have more than one lease will be required to select the appropriate lease before continuing. ***If a customer has only one lease, proceed to section 2.3 – Creating a Work Order.***

1. Click **Select**, on the lease you are working with.

Select Lease

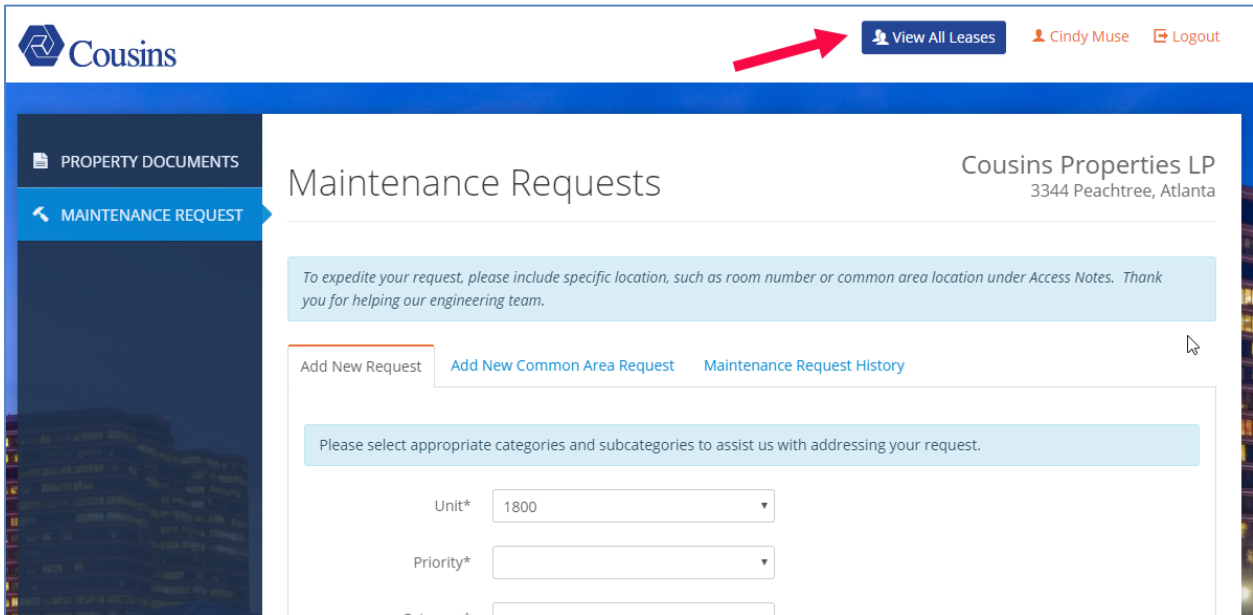
10 records per page Search:

Lease	Lease Code	Unit Code	Role	Property Name	Property Address	
GRACE	t0000667	0200, S1220B	Workorder Contact	777 Main Street	Fort Worth TX 76102	Select
Rainwater, Inc.	t0000836	2250, 2255, 2299	Workorder Contact	777 Main Street	Fort Worth TX 76102	Select

Showing 1 to 2 of 2 entries ← Previous **1** Next →

2. The Maintenance Requests screen will appear. Follow the instructions in section 2.3 – Creating a Work Order.

NOTE: If a Customer has more than one lease, **View All Leases** will display along the top of the Maintenance Request screen. The **View All Leases** menu selection will allow the user to change the lease for the purpose of adding a work order.



2.3 CREATING A WORK ORDER

A work order can be created for a Customer suite/unit or for a common area of the property. Each option is outlined below.

Work Order for Customer Suite/Unit

1. Select the **Add New Request** tab from the Maintenance Request screen.

2. Enter the following information:
 - a. Unit – select the appropriate unit/suite from the dropdown menu.
 - b. Priority – select the option Tenant Requested from the dropdown menu.
 - c. Category – select the appropriate category as it relates to the work order request from the options listed in the dropdown menu.
 - d. Sub Category – select the appropriate sub category as it relates to the category identified above.
 - e. Brief Description – describe the nature of the work order.
 - f. Details – add additional detail related to the work order if needed. This field is not required.
 - g. Access Instructions – add instructions related to unit/suite access if needed. This field is not required.
 - h. Attachments – to upload an image or voice memo up to 2 MB, click Browse and locate the file to be uploaded. This field is not required.

Once all information has been populated, click **Submit**. The work order has now been sent to Cousins. You will receive a confirmation by email.

Work Order for Common Area

1. Select the **Add New Common Area Request** tab from the Maintenance Request screen.

2. Enter the following information:
 - a. Floor - select the appropriate floor from the dropdown menu.
 - b. Location – select the appropriate location from the dropdown menu.
 - c. Priority – select the option Tenant Requested from the dropdown menu.
 - d. Category – select the appropriate category as it relates to the work order request from the options listed in the dropdown menu.
 - e. Sub Category – select the appropriate sub category as it relates to the category identified above.
 - f. Brief Description – describe the nature of the work order.
 - g. Details – add additional detail related to the work order if needed. This field is not required.
 - h. Access Instructions – add instructions related to unit/suite access if needed. This field is not required.
 - i. Attachments – to upload an image or voice memo up to 2 MB, click Browse and locate the file to be uploaded. This field is not required.

Once all information has been populated, click **Submit**. The work order has now been sent to Cousins. You will receive a confirmation by email.

3 REVIEWING MAINTENANCE REQUEST HISTORY

A user can review the work order requests that have been previously submitted. Requests which were submitted for a common area will not display in the Maintenance Request History.

1. Select the **Maintenance Request History** tab from the Maintenance Request screen.

Maintenance Requests

Cousins Properties LP
3344 Peachtree, Atlanta

To expedite your request, please include specific location, such as room number or common area location under Access Notes. Thank you for helping our engineering team.

Add New Request Add New Common Area Request Maintenance Request History

From: To: Status:

10 records per page Search:

Maintenance #	Requested	Category	Description	Status	Requested By	Attachment
956528	5/14/2019	Security	test	Work Order Submitted	Cindy Muse	

Maintenance #	A unique number assigned by the system.
Requested	Date the work order was submitted.
Category	Category submitted on the work order.
Description	Brief Description submitted on the work order.
Status	Status of the work order: Work Order Submitted; In Progress; Work Completed; Canceled
Requested By	Name of individual requesting work order.
Attachment	Attachments to a work order.

To see more detail for a given work order, click the **Maintenance #**. The Maintenance Summary screen appears.

Maintenance Summary
✕

Work Order #	Work Request Date	Property	Address	Tenant Name	Requested By
956528	5/14/2019	3344 Peachtree	Atlanta GA 30326	Cousins Properties LP	Cindy Muse

Status	Priority	Category	Sub Category	Access Instructions
Work Order Submitted	Tenant Requested	Security	Card Access	

Description	Details	Technician Name	Upload Attachment
test	test additional details		<input type="button" value="Choose File"/> No file chosen <input type="button" value="Submit"/>

Status History

Status	Date	Time
Work Order Submitted	5/14/2019	2:45 PM

4 LOGGING OUT

To log out of the system, click the **Logout** link along the top menu bar.

View All Leases
Cindy Muse
Logout

← MAINTENANCE REQUEST

Maintenance Requests

GRACE
 777 Main Street, Fort Worth

To expedite your request, please include specific location, such as room number or common area location under Access Notes. Thank you for helping our engineering team.

Add New Request
Add New Common Area Request
Maintenance Request History