

ONLINE TENANT SERVICES

TENANT SERVICE REQUESTS

360Facility Login Page - Microsoft Internet Explorer

Address: <http://hp.re.360facility.net>

Please Sign in...

User Name:

Password: ☐ Change Password

If you do not have a User Name and Password, please contact your building representative or service provider.
360Facility recommends that you use MS Outlook 2000 or Internet Explorer 5.5 or higher to use this application.
360Facility recommends that you read our [terms of service](#).

Powered By: 360Facility

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Sign In:

- Go to <http://hp.re.360facility.net>
- You will see the log in screen
- Enter your User Name (i.e., jsmith)
- Enter your Password
- Click the "SIGN IN" button
- Note: You may change your password by clicking the "Change Password" checkbox.

360Logbook

Home FAQ Help

Logbook

Create Request My Requests

■ indicates a required field

Property: Space/Floor:

Type: Sub Type:

Priority:

Describe your Request:

Who is making this request?:

First Name: Last Name:

Company: E-mail Address:

Phone: Fax:

CLEAR CONTACT INFO

Click OK to submit, RESET to reset page

Entering a Service Request:

- Click on the Create Request tab
- The Property and Space/Floor will default to your location
- Select the Request Type – this describes the category of work (cleaning, maintenance, HVAC, etc.) See the attached list of Request Types and Subtypes
- Select the Request Subtype – this describes the activity (dumpster request, toilet plugged, hang misc. items, etc.)
- Describe your Request – if you need to describe your request in further detail, you may enter that information into this field.
- Who is making this request? – This will default to your contact information. If there is a specific person you want our service personnel to contact, you may enter that information here or in the Describe your Request field.
- Click the OK button to send the request

- You can see all of the information that you entered on this page
- The Request History shows the response of the service personnel to your request
- If you need to send more information, you can enter that information in the General Comments field.
- Click the Update button to send your update

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Special Notes to Our Tenants:

- Please do not enter a work request in 360Facility if you are experiencing an emergency. Call our office or after hours emergency number so we can address it immediately.
- Work requests entered outside of our office hours will be addressed the next business day.
- Using 360Facility to communicate your work request is an optional method. You may continue to use phone or email to contact us with your requests. Feel free to use all three methods!
- The “hardest part” of entering your work request in 360Facility is picking the Request Type and Subtype. Reference the attached list to help you get acquainted with these categories. Choose the category that most closely fits the type of work you are requesting. Don’t worry about choosing a “wrong” category since the Statement of Work box is the most important step in communicating your request. Give enough detail here to clearly communicate your request.

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HAMILTON PARTNERS TENANT REQUEST CATEGORY LIST IN 360FACILITY

As of 11/14/05

Select "Type" first. The screen will refresh and you will get the appropriate "Subtypes" in the drop down list.

Type	SubType
Cleaning	Carpet Cleaning
Cleaning	Dumpster Request- Inside
Cleaning	Dumpster Request- Outside
Cleaning	Dusting
Cleaning	Floor - Solid
Cleaning	Glass
Cleaning	Kitchen
Cleaning	Odor
Cleaning	Other
Cleaning	Restroom - Private
Cleaning	Restroom - Supplies
Cleaning	Spill
Cleaning	Trash
Cleaning	Vacuuming
HVAC	HVAC - After Hours
HVAC	HVAC - Fan
HVAC	HVAC - Noise
HVAC	HVAC - Other
HVAC	HVAC - Too Cold
HVAC	HVAC - Too Hot
Keys/Card Access	Access Cards
Keys/Card Access	Keys
Keys/Card Access	Locks
Lighting	Bulbs - Common
Lighting	Bulbs - Tenant Specialty
Lighting	Bulbs - Tenant Standard
Lighting	Desk Lights
Lighting	Exit Sign
Lighting	Exterior
Lighting	Other
Lighting	Signage
Maintenance	Blinds
Maintenance	Carpentry
Maintenance	Ceiling Leak
Maintenance	Ceiling Tile
Maintenance	Doors
Maintenance	Electrical
Maintenance	Elevator
Maintenance	Hang Misc Items
Maintenance	Other
Maintenance	Painting/Wall Paper
Maintenance	Pest Control
Maintenance	Plumbing - Drains
Maintenance	Plumbing - Other
Maintenance	Roof or Window Leak
Maintenance	Smoke Detectors
Maintenance	Snow Removal
Maintenance	Toilet/Urinal Overflow
Maintenance	Toilet/Urinal Plugged
Maintenance	Toilet/Urinal Running Water
Porter Service	Clean Item
Porter Service	Move Item

Note: The sub types in bold above are the most common tenant request categories. When entering a work request in 360 Facility, you must enter the type first, the screen will refresh and then the sub type will be available in the drop down menu.