

# USER GUIDE

This guide is designed to familiarize you with ClikFIX®, Bentall Kennedy's proprietary tenant services platform. If at any stage you need assistance, please call us at 1.866.ClikFIX (1.866.254.5349) or email us at [service@ClikFIX.com](mailto:service@ClikFIX.com).

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## Introduction

ClikFIX is designed specifically to enhance the tenant service experience at our managed properties. No matter what size of space or type of property you occupy, ClikFIX can make it easier for you to place service requests, help you track your requests and minimize your total cost of occupancy.

Service requests can be submitted at your convenience at any hour. Each request is promptly dispatched to the appropriate building operations personnel or approved contractor electronically. Progress is monitored through to completion to ensure work is carried out within the deadlines set for specific activities, ensuring that you consistently receive exceptional customer service. Tenant representatives who are designated as Key Contacts can choose to be automatically notified of events around their organization's service requests.

There are multiple ways of contacting ClikFIX, and you can choose the one most convenient for you. Our service centre is open around the clock, so there's always a Building Service Representative available to assist you. Outside of your building's core business hours, all non-urgent service requests will be dispatched to technicians the next business day. When a service requirement is urgent, you should always contact us by phone at 1.866.ClikFIX (1.866.254.5349). In the event of an emergency or life-threatening issue, please call 911 before contacting the service centre.

## Getting ready to place a service request

No matter what means you use to contact us, we recommend you have the following information available so that we can serve you as quickly as possible:

- *Location:* You will be asked for the building name and/or street address, floor and suite number, and office/cubicle where service is needed.
- *Contact:* We require the phone number and full name of the person requesting service, as well as the phone number and full name of a site contact (if different than the person requesting service).
- *Service required:* Please be prepared to describe the assistance you need or the problem you are experiencing in as much detail as possible. This will help the maintenance technician resolve the issue promptly.

### Placing a phone service request

#### Dial 1.866.ClikFIX (1.866.254.5349)

Our service centre is open around the clock, so there's always a Building Service Representative available to assist you. You will be asked to provide:

- the building name and/or street address, floor and suite number, and office/cubicle where service is needed;
- your phone number and full name, and the phone number and full name of a site contact (if it is someone other than yourself); and
- a detailed description of the assistance you need or the problem you are experiencing.

Frequent callers to ClikFIX can be added to our database so that we can reduce the amount of information we require from you each time you call. Simply provide us with your phone number and we'll be able to quickly locate your building information.

Once your request has been recorded in our database, it will be dispatched by one of our Building Service Representatives to the appropriate Bentall Kennedy maintenance technician or approved contractor. Outside of your building's core business hours, non-urgent service requests will be assigned the next business day.

*Please note: When a service requirement is urgent, you should always contact us by phone at 1.866.ClikFIX (1.866.254.5349). In the event of an emergency or life-threatening issue, please call 911 before contacting the service centre.*

### Placing an email service request

#### Email [service@clikfix.com](mailto:service@clikfix.com)

When emailing a service request, please be sure to provide:

- the building name and/or street address, floor and suite number, and office/cubicle where service is needed;
- your phone number and full name, and the phone number and full name of a site contact (if it is someone other than yourself);
- a detailed description of the assistance you need or the problem you are experiencing; and
- indicate if you would like a service request tracking number once the request has been received and recorded in our database.

After sending your email request to ClikFIX, you will receive an auto-reply message from the service centre confirming that we have received your request. If you do not receive an auto-reply promptly, please contact us by phone at 1.866.ClikFIX (1.866.254.5349).

Once your request has been recorded in our database, it will be dispatched by one of our Building Service Representatives to the appropriate Bentall Kennedy maintenance technician or approved contractor. Outside of your building's core business hours, non-urgent service requests will be assigned the next business day.

Please do not use email if your request is urgent; contact us by phone at 1.866.ClikFIX (1.866.254.5349). Our Building Service Representatives can ensure we have all of the necessary details to promptly dispatch your request. *In the event of an emergency or life-threatening issue, please call 911 before contacting the service centre.*

Please also indicate whether you would like a service request tracking number once the request has been received and recorded in our database.

Once your request has been recorded in our database, it will be dispatched by one of our Building Service Representatives to the appropriate Bentall Kennedy maintenance technician or approved contractor. Outside of your building's core business hours non-urgent service requests will be assigned the next business day.

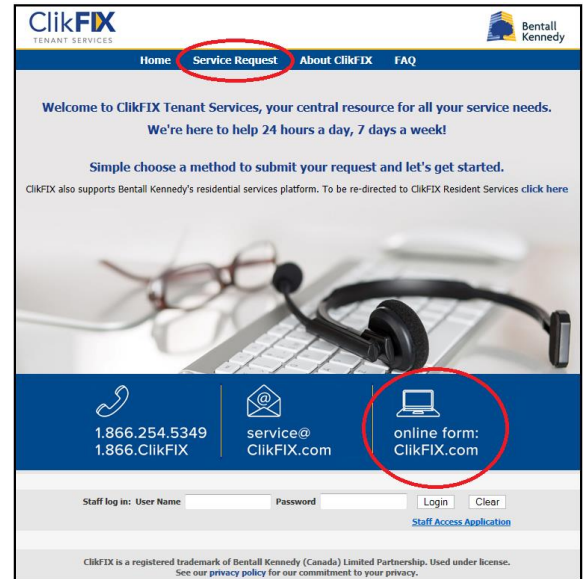
## Placing a web request

Go to [www.ClikFIX.com](http://www.ClikFIX.com) and click on

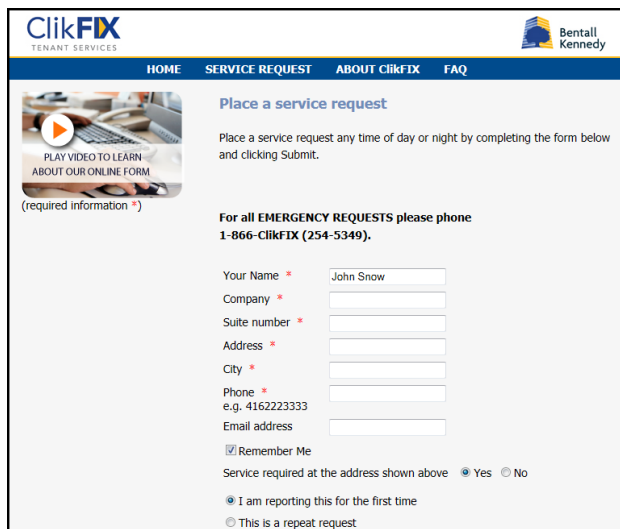
**Service Request or Online Form**

When placing a web request, you will be asked to provide:

- the building name and/or street address, floor and suite number, and office/cubicle where service is needed;
- your phone number and full name, and the phone number and full name of a site contact (if it is someone other than yourself);
- a detailed description of the assistance you need or the problem you are experiencing; and
- an indication of whether you would like a service request tracking number once the request has been received and recorded in our database.



Enter your contact information. This information is mandatory; all mandatory fields are shown with an \*.



- Select "Remember Me" if you want your contact information to be saved for future requests. **Note: You must have "cookies" enabled on your computer for the Remember Me feature to function properly.**
- Indicate whether service is required at the address you provided at the top of the form or at a different location. If the service is required on a different floor of the same building, or at a different building, select "Service is required at a different location".
- Indicate whether this is a first-time or repeat request. If the service request relates to an ongoing issue (e.g., a technician serviced yesterday but it is not working again), select "This is a repeat request".

To watch a video to learn more about the online form, click on the Play Video icon.



Provide a detailed description of the service required. This is a mandatory field. Include as much information as possible; this will help the maintenance technician resolve the service issue promptly.

Details of service requested \*

Floor and location where service is needed

Office or desk number

Any special access instructions

Site contact (if not you)

Name

Phone

- Indicate the floor and location where service is needed as well as the office or desk number, if applicable.
- If access is restricted at any time (e.g. a room is unavailable until 2 pm), provide special access instructions.
- If you will not be available to meet with the technician, identify an alternate site contact the technician can liaise with.

Indicate whether you would like a ClikFIX Building Service Representative to contact you with a tracking number.

- If you wish to be provided with a tracking number, note whether you would like to receive it by phone or by email. If you select email, you must include your email address with your contact information at the top of the online form.
- You do not need to request a tracking number if you have automatic notifications turned on through the service centre. A tracking number will automatically be provided. For details about automatic notifications, see [“Setting up automatic notifications from ClikFIX”](#).

Please provide service request tracking number

By phone

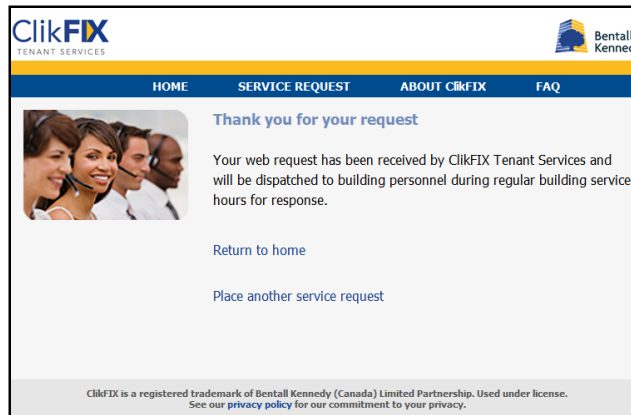
By email

No tracking number is required

If you have requested a tracking number, our service centre will respond to you as soon as one has been assigned.

Finally, click “Submit” to send your service request to ClikFIX.

Congratulations! Once you have received the “Thank you for your request” screen, your service request has been successfully received by ClikFIX. A Building Service Representative will dispatch your request to the appropriate Bentall Kennedy maintenance technician or approved contractor. Outside of your building’s core business hours non-urgent service requests will be assigned the next business day.



The screenshot shows the ClikFIX Tenant Services website interface. At the top, there are logos for ClikFIX and Bentall Kennedy. A navigation bar includes links for HOME, SERVICE REQUEST, ABOUT ClikFIX, and FAQ. The main content area features a 'Thank you for your request' message, a photo of three smiling customer service representatives, and a confirmation text: 'Your web request has been received by ClikFIX Tenant Services and will be dispatched to building personnel during regular building service hours for response.' Below this, there are two links: 'Return to home' and 'Place another service request'. At the bottom, a small footer contains legal disclaimers: 'ClikFIX is a registered trademark of Bentall Kennedy (Canada) Limited Partnership. Used under license. See our privacy policy for our commitment to your privacy.'

### Providing written confirmation

Your building procedures may require that you provide written confirmation for certain types of service requests, such as requests for extended air conditioning services, access cards or security guard services. Please check with our service centre or your Property Manager to determine whether written confirmation is required for your request.

Written confirmation of a service request can be emailed to [service@ClikFIX.com](mailto:service@ClikFIX.com).

### Tracking service requests

If you have placed a service request and indicated that you wanted to receive a service request tracking number, the ClikFIX Building Service Representative will email or call you once the request has been recorded in the ClikFIX database and a tracking number has been assigned. If you wish to check the status of your request, simply provide this number to our service centre.

### Setting up automatic notifications from ClikFIX

When more than one individual is responsible for placing service requests, it can be challenging for office administrators to stay informed about activities within their premises. Through Tenant Notifications, you can opt for the service centre to notify you via email whenever a service request is recorded relating to your space – no matter who requested service and no matter what method was used to place a request. When you receive a tenant notification, you can rest assured that the service centre has received and dispatched your request promptly.

### Sample Request Created Notification

```

-----Original Message-----
From: ervctr
Sent: Monday, July 25, 2011 10:27 AM
To: Luanne Albino
Subject: ClikFIX - New Request To Tenant- REQ000001061183 LO in Luanne's Office

ClikFIX - New Request - REQ000001061183

Tenant Message :
Dear SynchroSERV Inc.

Your firm asked to be alerted whenever a ClikFIX request was created.

The following service was requested.

Issued: 7/25/2011 10:25:40 AM
Caller's Name: Luanne Albino
Phone: 6046285973
Suite/Floor: 770, 07
Building Name: One Bentall Centre
Description: LO in Luanne's Office
Additional Details: LO in Luanne's Office. Test Work Order.

If you have any questions about this request or require additional details, please contact us at your earliest convenience.

Thank you.

ClikFIX
1-866-254-5349
service@clikfix.com
REQ-NotifyTenNewEmail02-NotSchReq

```

Each tenant can identify an office administrator or “Key Contact” to be notified of all requests. Key Contacts can be notified: (1) when a new request is CREATED and/or (2) when an existing request has been RESOLVED (i.e. when the technician has completed the task).

To set up automatic Tenant Notifications, please contact your Bentall Kennedy Property Manager or our service centre.

If ever you require a report of all of your service requests for a particular time period, your Property Manager can provide you with this information.

### Contact us

Want to ask us a question? Please feel free to call 1.866.ClikFIX (1.866.254.5349) or email [service@ClikFIX.com](mailto:service@ClikFIX.com). We'd be happy to answer any questions you may have.