REAL ESTATE SERVICES

Global My Facility Voer Guide

BANK OF AMERICA FACILITIES

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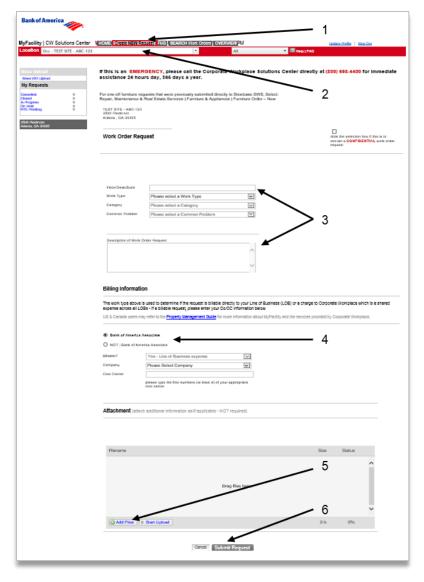
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Creating a New Request in MyFacility

- 1) Login to MyFacility and click "Create New Request".
- 2) Select the location for which the WO should be created.
- 3) Fill in the following information:
 - a. Floor/Desk Number
 - b. Work Type
 - c. Category
 - d. Common Problem
 - e. Description
- 4) Select if you are/are not a Bank of America associate.
- 5) Include an attachment if one is available.
- Click "Submit Request".







(JLL)Full MyFacility Guide

Features

The following features are available in MyFacility:

- Status and history of all your requests presented on home page.
- Ability to add a location to your profile.
- Limited number of refreshes required.
- Simple service request form: all information entered on one page using an intuitive form layout.
- Confirmation and approval emails to proactively communicate progress made on your requests.
- Search capability for all users.
- Consistent navigation elements to streamline the path to what you need.

Terminology

Common Problem	List of repairs and services commonly requested.		
Work Order	A work order is a service request that has been submitted for		
	dispatching. Each work order contains information on the type of		
	service requested along with status and condition.		

Condition of Service Request

Closed	Indicates the work has either been completed by the service provider or was not approved by the Facility Manager. Closed work orders cannot be reopened.	
Open	Request has been submitted and is waiting to be completed by a technician or service provider.	

Status of Service Request

Status of Service Request	
Awaiting Review	Indicates the work order has been completed by the service provider and is awaiting invoice approval and processing (where applicable).
Cancelled	Indicates the work no longer needs to be performed.
Dispatched	Indicates that the work order has been assigned to a service provider with the appropriate service level and response/completion times.
Solving	Work order is in the process of being dispatched by the Real Estate Services Solutions Center.

Work Order Priority Levels

Service Levels	Response Time	Completion Time
Emergency	4 hours	8 hours
Rush	1 day*	3 days
Normal	5 days	5 days*
Routine	15 days	15 days*

*denotes SLA that is measured based on business days (business day = 9AM - 6PM)





MyFacility

MyFacility New User Request

- 1) Send an email to BofADataMgt@am.jll.com with the following information:
 - a. Name
 - b. Email Address
 - c. Phone Number
 - d. Location (MHID)
 - e. Business need for account access

Logging into MyFacility

- 1) Open a new internet browser session.
- 2) In the address bar type in: https://bankofamerica.thepsc.com.
- 3) Bank associates and international Facility Partner users will use Simplified Sign-On (SSO) to login.
 - a. For any troubles logging in, users can use the email link below "trouble logging in?" to contact Data Management.
- 4) Service provider users (engineers, vendors) will use the User Name and Password fields to login.

Adding Locations to Your Profile

NOTE: All locations you are registered with will be available to you in the drop-down menu on the home page.

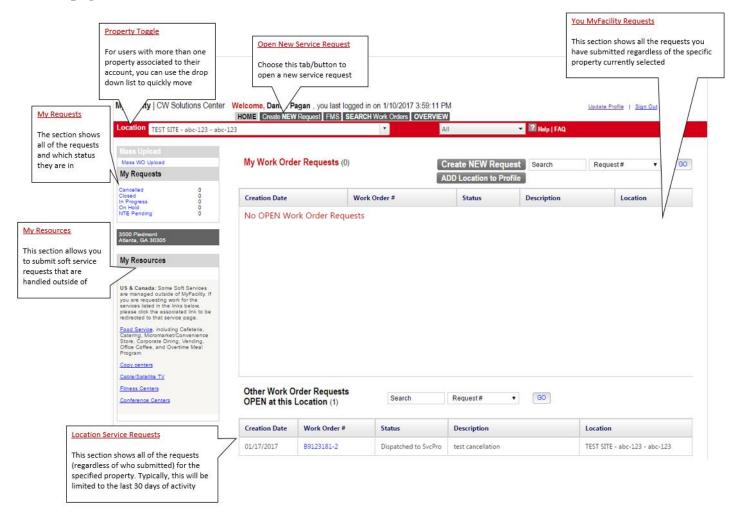
- 1) From the MyFacility Home Page, click on the Update Profile link at the top right of the page.
- 2) To change or add new location click the box next to "Add new location".
- 3) You must enter the building information here and choose the correct location.
- 4) After you have entered your criteria, click the Save Changes button.





Major Website Components

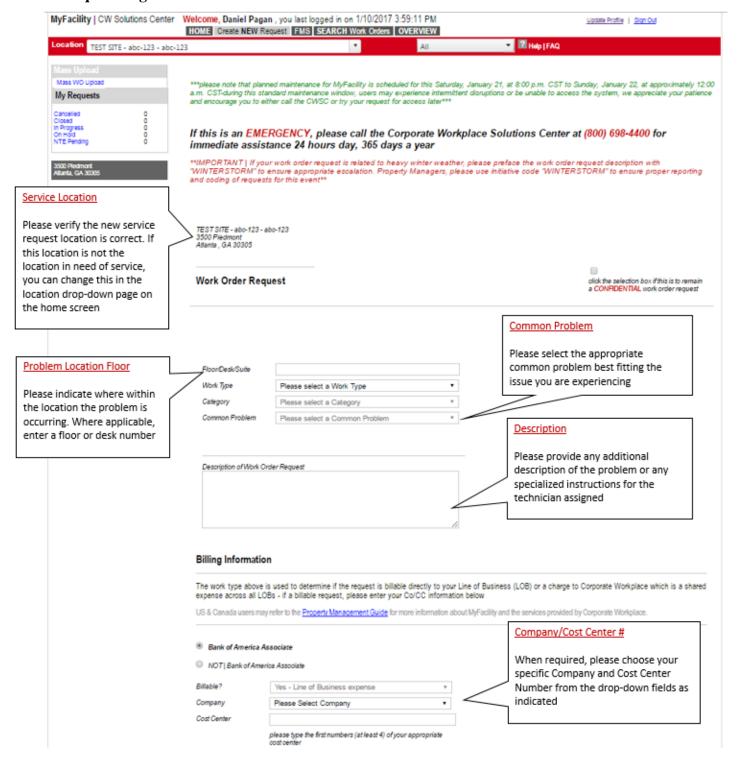
Homepage







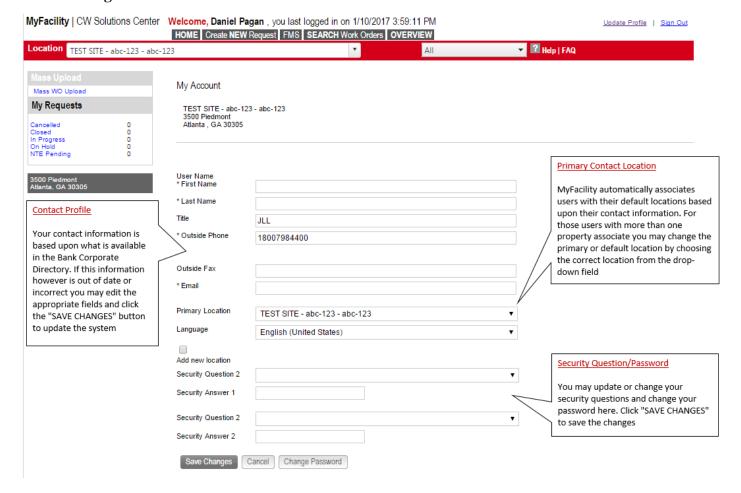
New Request Page







Profile Page



Creating a Service Request Online

- 1) From the home page, click on "Create NEW Request".
- 2) Confirm the correct site is selected or select the appropriate service location from the "Location" drop down menu.
- 3) In the Floor/Desk Number field, indicate the location within the site where service is required.
- 4) Select the appropriate work type from the drop-down list.
- 5) Provide a clear and detailed description of what is required.
 - This should include all special instructions that will aid services providers in completing the request.
 Additional location detail can also be included.
 - b. If you believe that certain supplies may be required to complete the job, please detail that in the description.
 - c. An attachment can also be included as applicable.
- 6) Once all required values have been entered, click "Submit Request".
 - a. If you would like to start over and clear all previously entered information, click on "Cancel".
- 7) Review "Service Confirmation" information.
- 8) If a similar request is required, you can select "Duplicate Request" to re-enter the "New Request" page with the fields pre-populated with the last service request's details.
- 9) Once you have submitted your work order request:
 - a. You will be taken to the subcase view of the work order request which details the request you just submitted along with the status and condition of your work order.





b. You will also receive a confirmation email to the email address listed on your profile with this same information.

Search Functionality

NOTE: Search results will only include requests that you have submitted. MyFacility can only search for work orders created within the last 180 days.

- 1) Click on the "Search" tab or icon within the action panel (available on any home page).
- 2) Enter the appropriate search criteria including the following:
 - a. Service Request #
 - b. Service Request Description
 - c. Condition
 - d. Created in Last (default setting is 5 days)
 - e. Contact Select "Individual Occupant Location" (from the dropdown) OR select "All Occupant Locations"
- 3) Click "Search" to run the query, select "Clear" to reset search parameters or select "Cancel" to return to the home page.
- 4) Search results will display in the similar format as the home page. If you request a search that does not return any results you will receive a message that states, "No Service Requests Found".

Checking Status of Submitted Work Order

NOTE: You cannot view the subcase for a work order you did not submit.

- 1) The home page displays:
 - a. All open work orders submitted by you.
 - b. All open work orders for the building you have selected from the "Locations" dropdown.
- 2) From the home page, click on the request number for the work order you would like to check the status of.
- 3) You will be taken to the subcase view of the work order request which details your request, the status and condition of your work order, and any notes that have been added.

Adding Notes

NOTE: You can only add notes to a request that you have submitted that is not in a closed or cancelled condition.

- 1) From the home page, click on the request number for the work order you would like to add notes to.
- 2) Click on the "Add Notes" icon within the action panel.
- 3) Type in the notes you would like to add to the request.
 - a. Notes are viewed by Call Center representatives, Service Providers, and Facility Managers.
- 4) Click on "Add Notes" button or click the "Clear" button to start over.
- 5) Your notes will be added and viewable in the subcase history.

Updating Your Profile

- 1) From the home page, click on the "Update Profile" link at the top right.
- 2) From this page you can:
 - a. Update the locations attached to your profile see "Adding Location to your Profile" section above.
 - b. Update your contact information.
- 3) Type in the changes you would like to make to your profile.
- 4) Update your security questions and password.

Contact Information/Getting Help

Send an email to BofADataMgt@am.jll.com including you question(s) and any specific record identifiers. NOTE: Internet Explorer 9 users may experience sign-in difficulties in MyFacility. Try logging in with compatibility view turned on. To activate compatibility view in IE9, click the "torn page" icon in the address bar; the page will automatically refresh

