



# Service Request Instructions

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Submitting service requests on-line provides the following benefits:

- Allows self-service of service request entry
- Ability to check status of previously submitted service requests at anytime
- History of all completed service requests is accessible at anytime
- Provides electronic channels for interfacing with the building
- Ability to place service request during non-business hours for future attention

To Log-into Online Service Request System:

1. Click on this link: [www.300west6thst.com](http://www.300west6thst.com)
2. Click on “Service Requests” in the center of the page.
3. Fill in your User Name and Password. If you have any problems, you can contact the management office.

To Request Service:

1. Choose your floor and suite number.
2. Select request type.  
*Example: Electrical-Lighting, HVAC too cold, Vendor Access*
3. In the details box, type in your request and include any necessary explanation.  
*Example: Company, Date, Time, Brief description of work*
4. Click on the Submit button.

Service Request Monitoring:

- To check the status of any request, click on “my requests” (or “all requests” to see those submitted by other requestors in your office) and click on the request number. This will give you a detailed outline of your request, including times of submission and expedition, as well as engineer comments about the request.

**Remember: All requests must be put into the system at least 24 hours in advance. For a large move, we ask that any and all requests be put into the system at least 7 days in advance, preferably 14 days.**

## ANY QUESTIONS?

Please feel free to call the management office at 583-5577 with any questions. We are more than happy to help you.