



SERVICE REQUESTS GUIDE

Colliers makes every effort to provide prompt and efficient response to all requests for our tenants.

BUILDING SERVICE REQUESTS

Our primary method of communication for maintenance and operational service requests is through **Service Connect**, our web-based platform which is access through the Colliers website.

If you do not have email / internet access, please contact our Tenant Services Coordinator at 604-684-1198.

Colliers tenant services hours are 8:00 am – 4:00 pm Monday – Friday, excluding statutory holidays. All service requests should be made through **Service Connect** on the Colliers website at **www.colliers.com**.

1. Go to the Colliers website: <https://www.collierscanada.com/en-ca/>
2. Scroll to the bottom of the page and click on “24 Hour Service Centre” in the footer.



3. On the next page, click “LOG-IN TO SERVICE CONNECT” under “Former Triovest Tenant.”



4. You will be directed to the login portal. You may want to bookmark this page for future requests.

The Colliers Service Centre provides fast, efficient, round-the-clock service to our tenants across the country.

Existing Users

To report a maintenance concern, please use the Colliers Tenant Portal, which allows you to create, track, and update service requests from any computer or mobile device.

If you are a **new user**, please register below.

If you are an **existing user**, please use the link you were provided upon registration or log in below.

If you require assistance, please reach out to us through the contact form.

[REGISTER FOR THE COLLIERS TENANT PORTAL](#)

[LOG-IN TO THE COLLIERS TENANT PORTAL](#)

Former Triovest Tenant

If you are within a building formerly managed by Triovest, please continue to use the Service Connect platform below.

If you require assistance, please reach out to us through the contact form.

[LOG-IN TO SERVICE CONNECT](#)

Submitting your service request via **Service Connect** will ensure the most efficient response from the appropriate staff. Service requests submitted in **Service Connect** after tenant services hours will be dispatched the following business day. Requests submitted late in the afternoon may not be responded to until the following business day.

Access to utility rooms require 24 business hours advance notice.

****Please do not report building emergencies through Service Connect - PLEASE CALL 604-684-1198***



After Tenant Services Hours BUILDING EMERGENCIES ONLY

On weekdays 4:00 pm – 8:00 am and weekends/holidays, please call 604-684-1198. You will then have the option of leaving a telephone message which will be retrieved the following business day or pressing 1 and being forwarded to our 24-hour answering service to ensure that our on-call operator is dispatched.

Please refer to your Tenant Guideline Manual for further information.

HOW TO SUBMIT SERVICE REQUESTS

Logging in



Maintenance Request Login

Username

*
Password

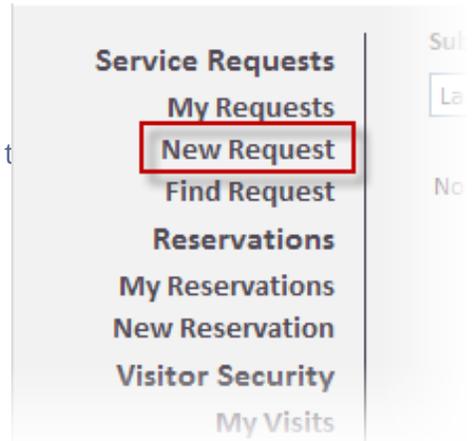
Remember Me

Forgot your password? [Click Here](#)

3. Click the **Username** field and enter your username on the Service Connect login.
4. Click the **Password** field and enter your password.
5. Click **Sign In**.

Making a Request

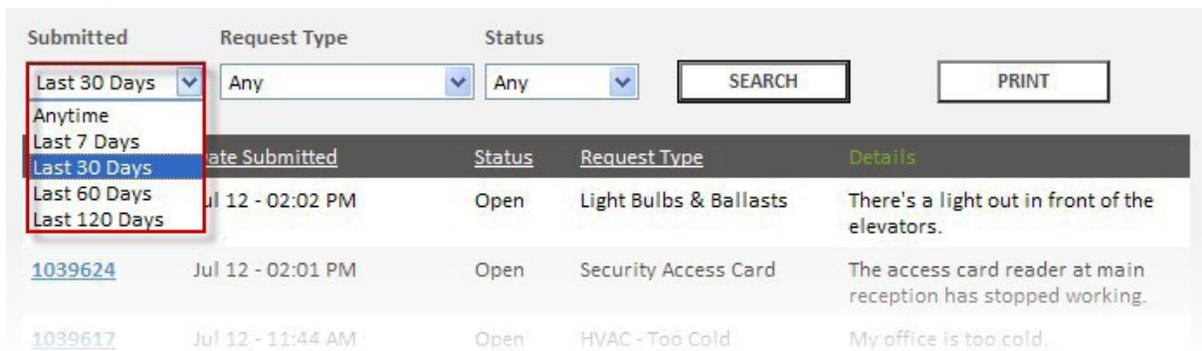
1. Click **New Request** in the main menu. The Service Request Entry screen is displayed.
2. The system automatically selects your property in the **Property** drop-down.
3. Some tenants may be configured to enter Requests for more than one building. In this case there will be a **Building** field on the Service Request Entry screen. To select a building for the location of the request, click the **building** field and select the desired building from the drop-down list.
4. Use the **Floor** and **Suite** drop-down lists to select a floor and suite.
5. Click the **Request Type** field and select a request type from the drop-down menu.
6. Click the **Details** field and enter the details of the request.
7. Click **Submit**. Your request is submitted, and the Request Confirmation screen is displayed.



Finding a Request

Requests can be easily located on the **My Requests** screen, accessed from the menu on the left.

1. By default, the system displays requests submitted in the last 30 days of any request type and any status. To change the timeframe, click the **Submitted** drop-down and select the desired time frame.



| Submitted | Request Type | Status | Request Type | Details |
|-------------------------|------------------------|--------|------------------------|---|
| 1039624 | Light Bulbs & Ballasts | Open | Light Bulbs & Ballasts | There's a light out in front of the elevators. |
| 1039617 | Security Access Card | Open | Security Access Card | The access card reader at main reception has stopped working. |
| 1039617 | HVAC - Too Cold | Open | HVAC - Too Cold | My office is too cold. |

Organizing My Service Requests

1. By default, the system organizes the Requests by Request Number in descending order (highest to lowest). To change the order of requests by Request Number, click **Request No.** The requests are displayed in ascending order (lowest to highest) by Request Number.
2. To organize the requests by date received, click **Date Submitted**. The requests are displayed in descending order. To display the requests in ascending order, click **Date Submitted** again.
3. To organize the requests by status, click **Status**. New requests are displayed at the top of the list, followed by open and completed requests. To display completed requests at the top of the list, click **Status** again.
4. To organize the requests by request type, click **Request Type**. The requests are displayed by request type in ascending alphabetical order. To organize the requests by request type in descending alphabetical order, click **Request Type** again.

Changing Your Profile

| Submitted | Request Type | Status | | |
|-------------------------|-------------------|--------|------------------------|---|
| Last 30 Days ▾ | Any ▾ | Any ▾ | SEARCH | PRINT |
| Request No. ▾ | Date Submitted | Status | Request Type | Details |
| 1039625 | Jul 12 - 02:02 PM | Open | Light Bulbs & Ballasts | There's a light out in front of the elevators. |
| 1039624 | Jul 12 - 02:01 PM | Open | Security Access Card | The access card reader at main reception has stopped working. |
| 1039617 | Jul 12 - 11:44 AM | Open | HVAC - Too Cold | My office is too cold. |

The *My Profile* screen allows you to manage the information associated with your login account.

1. The General Information section contains contact and location information. The following information can be changed in this section:
 - Name
 - Property
 - Building
 - Floor & Suite
 - Phone number
 - Fax
 - Email
 - CC (used with service request and reservation notifications)

General

Name :

Property : ▼

Building : ▼

Floor & Suite : ▼

Phone :

Fax :

E-mail :

CC :

Emergency Information

Phone 1 :

Phone 2 :

E-mail :

SMS :

Login

Username :

New Password :

[Password Rules](#)

Confirm Password :

Permissions

| | |
|---|-----|
| Can Submit Requests : | Yes |
| Can Submit Reservations : | Yes |
| Can Invite Visitors : | Yes |
| Can Authorize Requests and Reservations : | Yes |
| Can View All Requests : | Yes |
| Can View All Visits : | Yes |
| Can View All Reservations : | Yes |
| Subscribes to Announcements : | Yes |
| Can Manage Colleagues : | Yes |

E-Mail Subscriptions

2. The Login section allows you to modify the username and password you use to log in to *Service Connect*.
3. In the E-Mail Subscriptions section, place checkmarks beside all notification types you would like to receive email notifications for. Notification types are organized by type (Requests, Reservations, Announcements).
4. When you are finished making changes, click **Save**.