



# **C3 Portal Quick User Guide**

**January 25, 2021**

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Dear Tenants,

**At Choice Properties, we are committed to providing our customers the best in class service.**

We work hard to continuously improve our tenant services program and are excited to introduce Choice Customer Connection (C3) which will launch on February 1, 2021.

C3 will make reaching us easier than ever by offering:

1. A new tenant service request portal ([C3portal.ca](https://C3portal.ca)) that:
  - Is web based and mobile friendly
  - Offers a centralized location to quickly and easily:
    - Place service requests and track their progress
    - Review events occurring in your building
    - Book amenities
    - Authorize visitors
    - Access tenant resources
2. A 24-hour tenant service line – [1.833.5.CALLC3](tel:18335225523) (1.833.522.5523)

No matter the day, no matter the time, support from Choice Properties will be at your fingertips.

Thank you for your partnership,

**Choice Property Management Team**

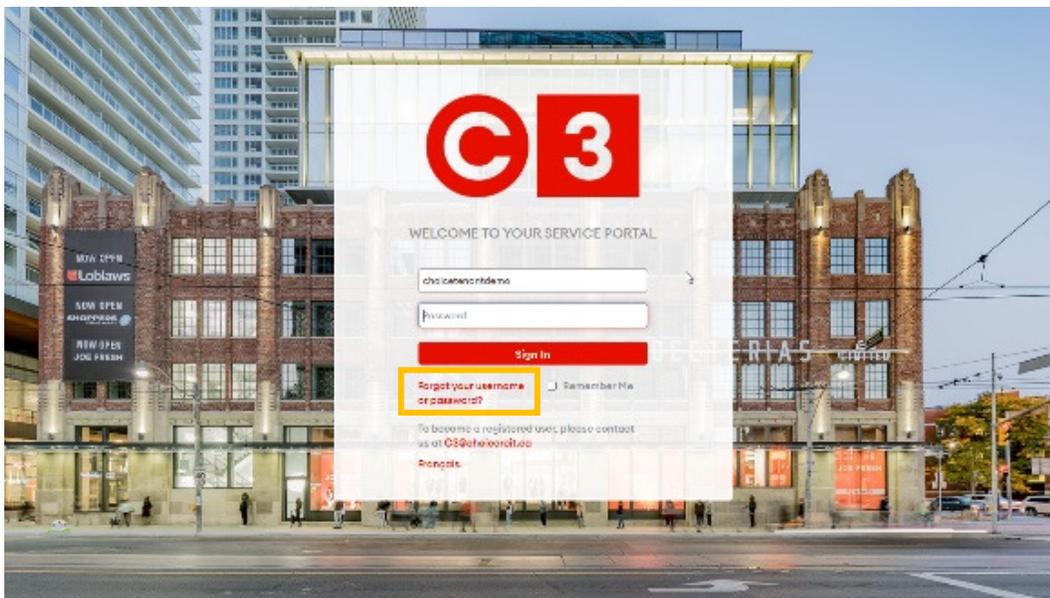
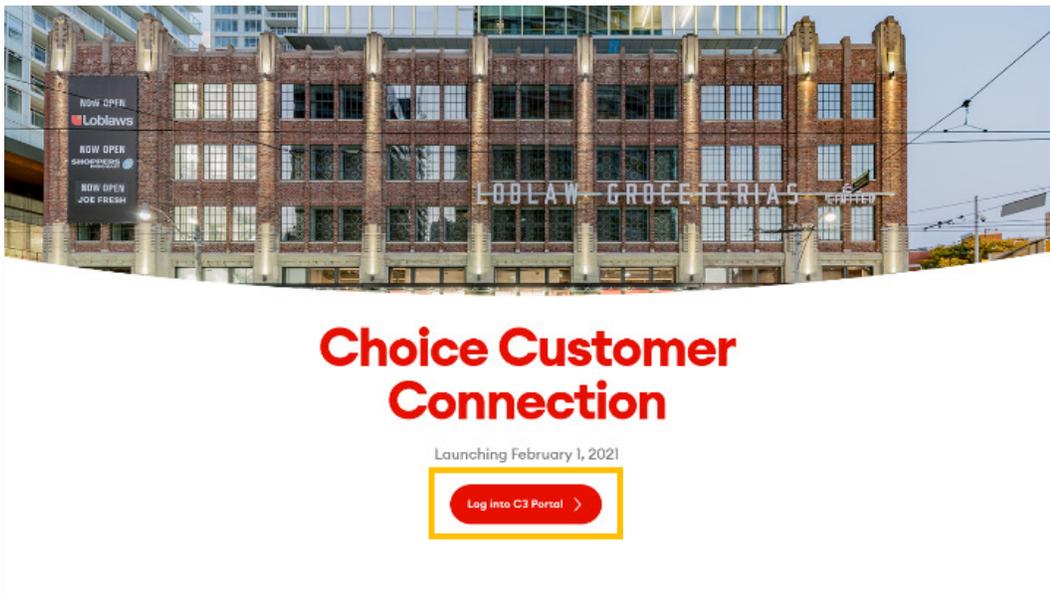
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## How to Login

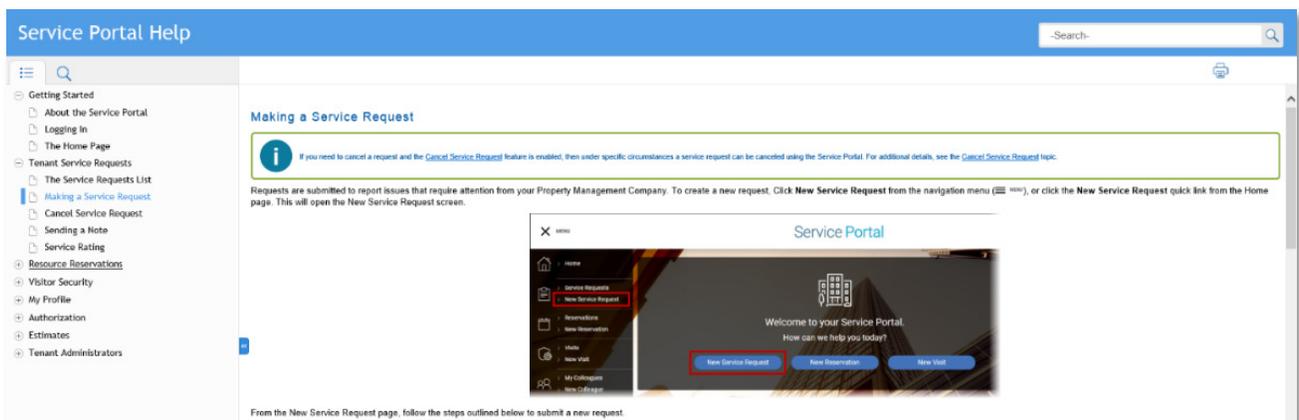
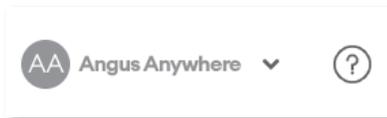
You will receive an email with easy to follow step by step directions to create your own username and password to access the service portal ([C3portal.ca](http://C3portal.ca)).

If you have not received the e-mail or are experiencing issues logging in please contact your property manager or e-mail us at [C3@choicereit.ca](mailto:C3@choicereit.ca). The “Forgot Password” feature may also be used if you have forgotten your password.



## Available Help

The service portal offers a wide array of help resources. While logged in you can access the help information by clicking the question mark icon located in the upper right corner of the service portal screen.

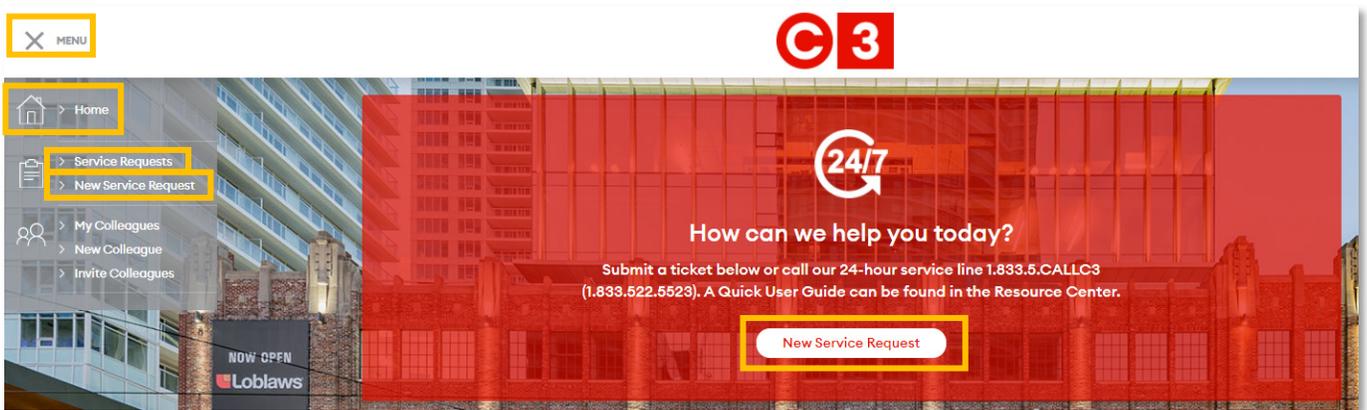


## General Navigation

In this section we will review the basic navigation options on the service portal interface.

The main menu is located on the top left hand side:

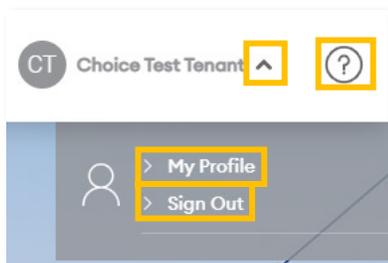
- **Menu:** Hide or show the menu dropdown to select available options.
- **Home:** Return to the home screen.
- **Service Requests:** Shows a list of existing work orders.
- **New Service request:** Allows you to place a new work order request.



Additional navigation features are located on the top right hand side (click your username to access):

Click your name to access **My Profile**:

- **My Profile:** Allows you to change your password and modify other relevant profile information on the service portal interface.
- **SIGN OUT:** Sign out/Exit the system.
- **?:** Help section



## Changing Password

After signing in for the first time it is a best practice to update the temporary password with a more secure one. To change your password click on **My Profile** and enter your new password in the indicated field.

Confirm your password by entering it again in the **CONFIRM PASSWORD** field and then click **SAVE** at the bottom of the screen.

The screenshot shows the 'MY PROFILE' page with a red header. The 'GENERAL' section contains fields for FIRST NAME (Choice), LAST NAME (Test Tenant), BUILDING (Test Building), and FLOOR & SUITE (02, 201). The 'EMERGENCY INFORMATION' section has fields for PHONE1, PHONE2, E-MAIL, and SMS. The 'LOG IN, PERMISSIONS & SUBSCRIPTIONS' section includes a 'Password Rules' note and three input fields: USERNAME (choicetenantdemo), NEW PASSWORD, and CONFIRM PASSWORD. The 'NEW PASSWORD' and 'CONFIRM PASSWORD' fields are highlighted with yellow boxes.

## Submitting a New Work Order Request

Begin by clicking on **NEW REQUEST**. By default the system will automatically pre-populate your building, floor and suite. You may override the location information if necessary depending on the details of your request. Next please specify the **REQUEST TYPE** using the dropdown menu, set a priority level and then enter specific details relating to the request.

Required information:

- Floor
- Suite/Location
- Request Type
- Priority Level
- Details (specifics around the work to be completed)
- You may include an attachment (photo) to assist in clarifying the work to be completed

Once all information is complete click **SUBMIT**.

**NEW SERVICE REQUEST**

PROPERTY Test Property

FLOOR 02

SUITE 201

REQUEST TYPE Cleaning

PRIORITY Normal

DETAILS  
There is a spill in the lobby. Very slippery and should be cleaned up ASAP

ATTACHMENTS  
+ Attachments  
spill.png

SUBMIT RETURN

After submitting the work order, a confirmation screen with the work order details will appear. You also have the opportunity to **SUBMIT ANOTHER REQUEST** or **RETURN** to return to the home screen.

**REQUEST DETAILS 59806093**

<b>DATE RECEIVED</b>	<b>REQUEST TYPE</b>	<b>TENANT</b>	<b>CONTACT</b>
January 25 2021, 11:28 AM	Cleaning	Choice Test Tenant	Choice Test Tenant
<b>PROPERTY</b>	<b>FLOOR</b>	<b>SUITE</b>	
Test Property	02	201	
<b>PRIORITY</b>			
Normal			
<b>DETAILS</b>			
There is a spill in the lobby. Very slippery and should be cleaned up ASAP			
<b>ATTACHMENTS</b>			
spill.png			
<b>SUBMIT ANOTHER REQUEST</b>		<b>RETURN</b>	

## Service Requests

You can view a list of all work order requests by clicking on **Service Requests**.

**SERVICE REQUESTS**

NEW SERVICE REQUEST

Search Results for Dec 25, 2020 to Jan 25, 2021

Request No.	Requested By	Date Submitted	Status	Request Type	Details	Ratings
59806452	Choice Test Tenant	Jan 25 - 11:56 AM	Open	Lighting	There is a spill in the lobby. Very Slippery and should be cleaned up ASAP.	
59806093	Choice Test Tenant	Jan 25 - 11:28 AM	Open	Cleaning	There is a spill in the lobby. Very slippery and should be cleaned up ASAP	

Additional information is available by clicking on the **Request Number** (example below).

 **REQUEST 59806093**

 **RETURN**

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**DETAILS**

<b>STATUS</b>	<b>DATE SUBMITTED</b>	<b>REQUEST TYPE</b>
Open	January 25 2021, 11:28 AM	Cleaning

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<b>PROPERTY</b>	<b>BUILDING</b>	<b>FLOOR</b>
Test Property	Test Building	02

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**SUITE**  
201

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**PRIORITY**  
Normal

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**DETAILS**  
There is a spill in the lobby. Very slippery and should be cleaned up ASAP

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**ATTACHMENTS**  
 [spill.png](#)

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**HISTORY**

Date	Event	Details
Jan 25 - 11:28 AM	Open	

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**NOTES TO PROPERTY MANAGEMENT**  
[+ New Note](#)

For additional assistance,  
please contact your property manager.