SERVICE PORTAL QUICKSTART GUIDE

CBP CONNECTION
AT YOUR SERVICE
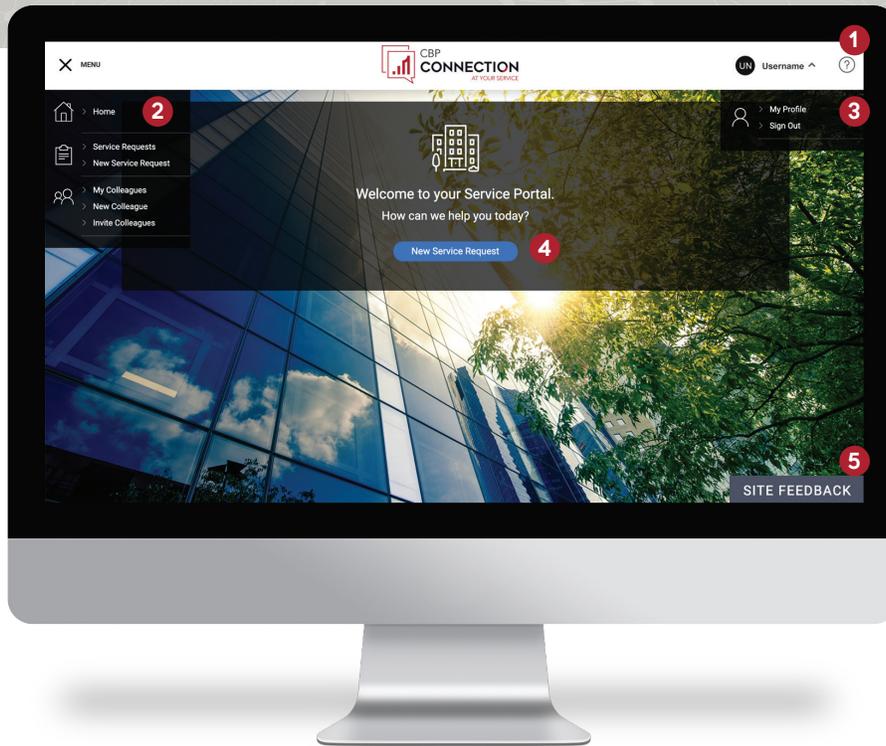

1. **Online Help:** Press the **Help button (?)** to open Online Help in a new browser window.

2. **Navigation Menu[1]:** The Navigation Menu button (≡) provides the following options:
   - **Home:** Displays the screen shown here.
   - **Service Requests:** View a list of service requests that have been created.
   - **New Service Request:** Create a new service request.
   - **My Colleagues[2]:** View a list of your colleagues. Click on a name to view and edit a colleague's details.
   - **New Colleague[2]:** Fill out all required fields and click Save to create a new colleague.

   Please note: this document will be updated as new features are made available in the Tenant Services Portal.

3. **User Options:** Click on your name at the top-right corner of the screen to access the following user options:
   - **My Profile:** Modify your account information as needed and click **Save**.
   - **Sign Out:** logs you out of the service portal, ending your session.

4. **Quick Links[1]:** Use the buttons on the home page to quickly access the following features:
   - **New Service Request:** Create a new service request.

5. **Site Feedback:** if you encounter a problem while using the Service Portal, such as a feature or function that does not seem to be working correctly, you can report the issue here.

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[1] Exact features displayed will depend on the services provided by Property Management and/or your account's access level.
[2] Only displayed for Administrators.