



ADD VALUE USING AXIS'S LESSER KNOWN FEATURES

Axis Portal

Thursday August 7, 2014

PREPARED FOR

CBRE



ADD TO YOUR TENANT RELATIONSHIP

Utilize Lesser Known Tools in Axis

10-20 minutes

- Intro
- Customize the Feedback Box
- Get the Most out of Management Newsfeed
- Create a Group for Tenants and Another for Tenant Managers
- Utilize Survey Feature (only with Angus and additional fee)
- Tenant Directory (future enhancement)

INTRO

My Workspace and Control Panel

Welcome, Tina

BUILDING SERVICES
Submit a Work Order
10th Floor Conference Rooms
161 North Clark Conference Center
1st Floor
4th Floor Conference Rooms
5th Floor Conference Rooms
Conference Rooms
Floor 9 Conference Rooms
View Only

Properties List
Change the World, Start with Energy Star Campaign
Google


Manage Users

TENANT TOOLS
Tenant Demos and Handouts
Tenant Handbook
UPS Tracking
FedEx Tracking
Entertainment
Movie Listings
Real-Time Traffic
Los Angeles Phone Book

LOCAL NEWS & LINKS
Building News
Local News
Headline News

MANAGEMENT NEWS (4) 8/4/2014 New York, NY
WELCOME CONCIERGE! - Click here for details
Sunny 75

[Tweet](#) 0 [Recommend](#) 0 [Email this entry](#)



Building management would like to welcome our newly added Concierge team to One Corporate Tower.

This team is a great addition to compliment our newly remodeled lobby with many services offered to our tenants and their guests.

Powered by World Weather Online

FEEDBACK
Let us know what we can do to improve our portal and our services offered by One Corporate Tower - Sales.
Please feel free to email us at globalservicesdesk@cbre.com or call (949)809-3605

MY DOCUMENTS
Search: [Search](#)
display all docs

Name	Size(KB)
One Corporate Tower - Sales	1 KB

EVENTS THIS MONTH
Click here for full Event Calendar

No event scheduled. [View Other Calendars](#)
Building Construction Calendar

■ My Workspace

- Tenant and staff only
- Allows for personal communication

■ Control Panel

- Staff only
- Allows management to control communications


ax's
PROPERTY PORTAL

Property: One Corporate Tower - Sales TR Search: Search

Building Services Setup Content Manager My Workspace Document Library Communication Reports

Did You Know?
ASC Axis Portal Training
Axis Training is available to all Axis users and provides a comprehensive curriculum of courses delivered via the iWeb. To make learning about axis convenient and accessible for all users, administrators, and other real estate professionals, we offer courses in a variety of instructor-led formats.
Contact support@axiscb.com to schedule training.

Control Panel



Axis Training Session: May 21, 2014
Updated: May 21, 2014
This session is now over. Thank you all who attended. In case you could not attend, please click the link below to view a PDF of the items covered.
[Preventive Maintenance User Manual \(PDF\)](#)

Rallyard
Axis Portal has partnered with a Telecom solution allows building tenants to have a better way to find the right telecom service for their growing business needs. Over the following weeks, the Axis Portal will be enabling a page dedicated to the Rally Yard solution for client properties located in Texas. Please keep an eye out for information regarding Rally Yard over the next couple weeks if you are located in Texas. For more information regarding Rally Yard, please visit their website at <http://connect.rallyard.com/> or contact us at globalservicesdesk@cbre.com

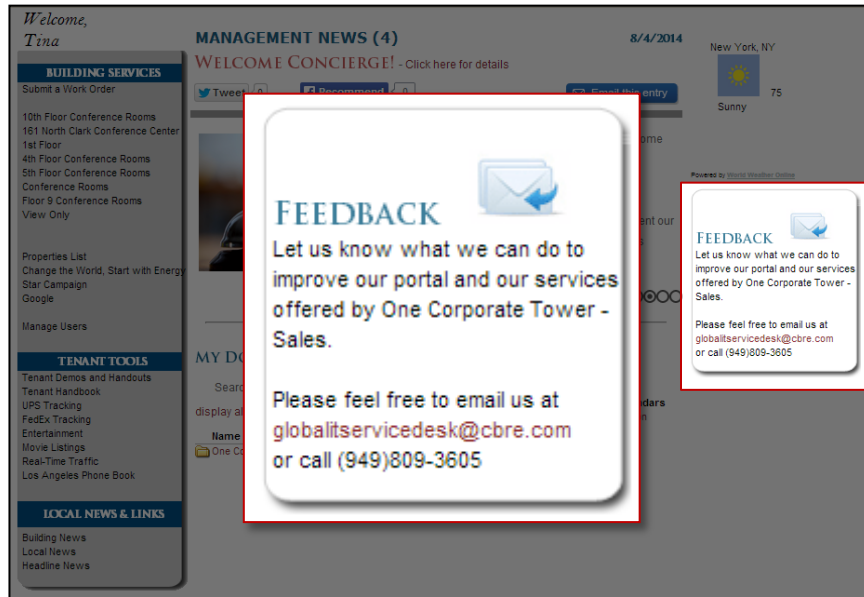
Reminders
Finally, remember that Axis Portal Support has been added to the CBRE Global IT Service Now. You may request support from your Axis Portal Team in the following ways:
• Email globalservicesdesk@cbre.com and include "Axis Portal" in the Subject field. This will allow us to start receiving support requests on a 24/7 basis and not only at 8:00 a.m. PST.
• Submit your request to <https://cbre.service-now.com/maypage.do> (CBRE Employees only)
• Call (949) 809-3605

Quick Links
[Manage Content](#)
Keep the content on your marketing website up to date.
[Setup](#)
Manage users and places in your portal, or change permissions.

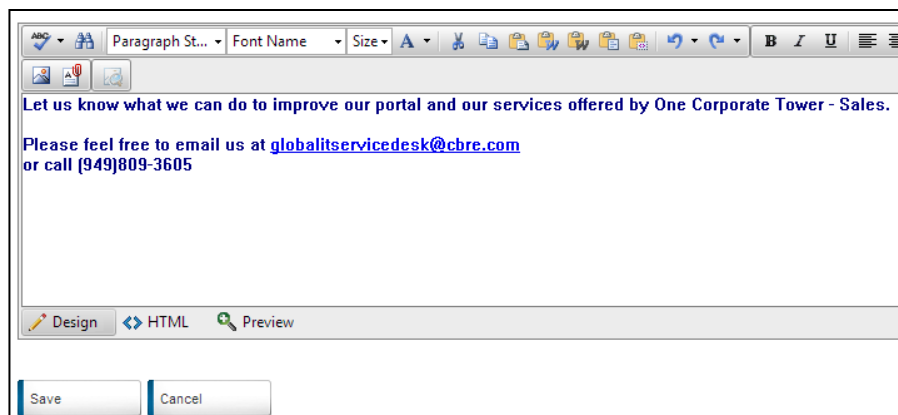
Build 3.4.10.1 Server: 08/22/2014

CUSTOMIZE FEEDBACK BOX

My Workspace

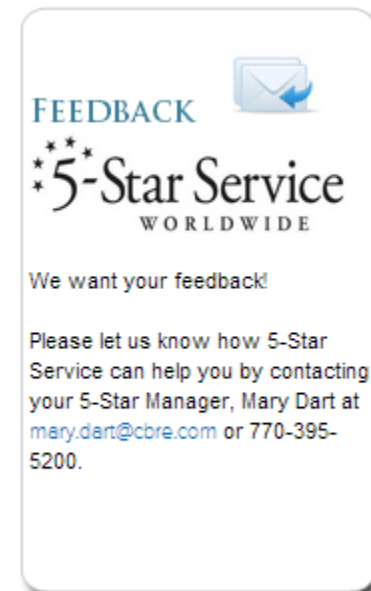


- Update the default in Control Panel
My Workspace > Feedback Message
- **Benefits:**
 - ✓ Personalized messaging for your tenants
 - ✓ Quickly receive tenant feedback



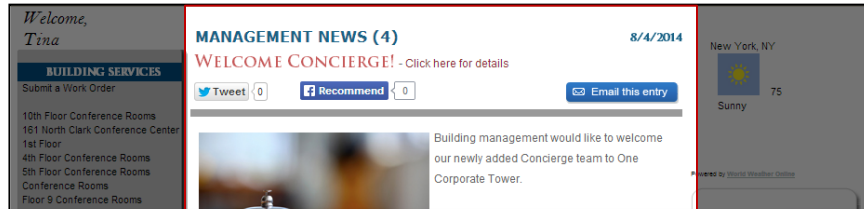
CUSTOMIZE FEEDBACK BOX

Example



GET THE MOST OUT OF MANAGEMENT NEWSFEED

Management Newsfeed



- Add Social Media
- Create targeted messaging
 - By User Groups
 - By Users
 - By Buildings
 - By Tenants
- **Benefits:**
 - ✓ More relevant newsfeed
 - ✓ Accommodate large and demanding tenants

GET THE MOST OUT OF MANAGEMENT NEWSFEED

Management Newsfeed

Enable Facebook and Twitter sharing

Subject *

Content *

Start Date * 8/4/2014

End Date * 9/4/2014

New Picture Choose File No file chosen

Permission Settings *

User Groups Users Buildings Tenants

Accounting
Brokers
Cleaning
Directors
Document Library Administrator
Engineering
Ownership
Property Administrators
Property Managers

[available items]

[selected items]

* Required Information
Submit Cancel Save & Send

- My Workspace > Management News > Add
 - Enable Facebook and Twitter Sharing
 - Permission Settings

SPECIAL NOTE ABOUT SOCIAL MEDIA AND OTHER LINKS

ALERTS
Work Orders To-Do(337)
BUILDING SERVICES
CBRE Navigator Control Panel Site Stuff
10th Floor Conference Rooms 161 North Clark Conference Center 1st Floor 4th Floor Conference Rooms 5th Floor Conference Rooms Conference Rooms Floor 9 Conference Rooms View Only
Property Facebook Property Twitter
Properties List QR Code Generator Change the World, Start with Energy Star Campaign Google
TENANT TOOLS
Tenant Demos and Handouts Tenant Handbook UPS Tracking FedEx Tracking Entertainment Movie Listings

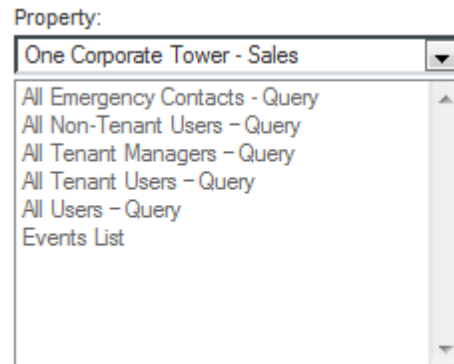
Add your property's social media sites

ALERTS
Work Orders To-Do(7)
BUILDING SERVICES
CBRE Navigator Control Panel
TENANT TOOLS
Tenant Demos and Handouts Accommodations Bike Walk Dunwoody Ravinia Shuttle (U:hinesrpoa P:ravinia) Commute Options Dunwoody Community Resources Fresh Harvest UPS Tracking FedEx Tracking Entertainment Movie Listings Real-Time Traffic Atlanta Phone Book
LOCAL NEWS & LINKS
Building News Local News Headline News

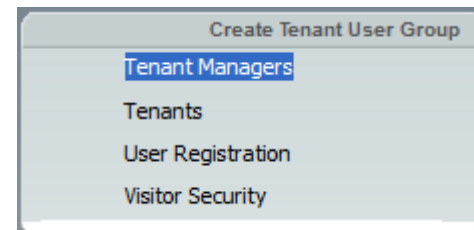
Add other relevant links

TENANTS AND TENANT MANAGERS

Manage Both User Groups



[available items]



- “Tenant” User Group
 - May receive email blasts
 - May login
- “Tenant Manager” User Group
 - Same as Tenant User Group + submit work orders
- **Benefits:**
 - ✓ Provides greater control over tenant requests
 - ✓ Allows for more segmenting in Control Panel

UTILIZE SURVEY FEATURE

Offered only with Angus and an additional fee

SURVEY RESPONSE DETAILS

Survey Information

Survey: Customer Satisfaction Survey
Campaign: Customer Satisfaction Survey - Campaign #1
Date Completed: 5/6/10 12:40 PM

Contact Information

Contact name: Mike Dell
Property: Carroll Corporate Plaza
Building: Carroll Corporate Plaza
Tenant: Acme Plumbers
Phone:
Email: support@angus-systems.com

Answers


	Questions
1	Q: How do you rate your satisfaction with the completion of your request? A: Very satisfied
2	Q: Do you have any comments you would like to share? A: Great Work !!

[Return To List](#)


- Create templates, campaigns, and monitor tenant responses
- **Benefits:**
 - ✓ Receive actionable, organized tenant feedback

TENANT DIRECTORY

Future enhancement



The image shows a design mockup for a tenant directory website. At the top, there is a dark blue header with the text "One Corporate Tower" in white. Below this is a red navigation bar with links for HOME, CONTACT, AREA INFO, PROPERTY INFO, LEASING INFO, and LOGIN. The main content area is titled "TENANT DIRECTORY" and features a table with columns for Tenant, Phone Number, Building, Floor, and Suite. The table lists tenants such as Adobe, Amazon, Apple, Google, Microsoft, Oracle, and Sony. A red watermark "Design Mockup" is overlaid on the bottom right of the table. At the bottom of the page, there is a dark blue footer with contact information for CBRE, including the address "400 SOUTH HOPE STREET | LOS ANGELES, CA 90071", ownership "OWNED BY TIS SECURITY", management "MANAGED BY CBRE, INC.", and a list of leasing contacts: RONNIE MERCER, ANDREW DAVIS, and KELLY ARCHUNG.

Tenant ^	Phone Number	Building	Floor	Suite
 Adobe	949-123-4567	Tower 2	03	310
 Amazon	949-123-7654	Tower 2	01	100
 Apple	949-123-1122	Tower 1 Tower 2	05 02	500 200
 Google	949-234-5678	Tower 1	03	300
 Microsoft	949-987-3210	Tower 3	04	400
 Oracle	949-555-4433	Tower 1	06	600
 Sony	949-120-4561	Tower 3	07	700

- **Benefits:**

- ✓ Provides visitors with directions and general info

TENANT DIRECTORY

Future enhancement

One Corporate Tower

HOME | CONTACT | AREA INFO | PROPERTY INFO | LEASING INFO | LOGIN

[View More Tenants](#)



Apple

John Doe, Receptionist
949-123-1122
Tower 1, Floor 05, Suite 500
Tower 2, Floor 02, Suite 200

[Description of Tenant written by REM]

- Attachment Uploaded by REM #1.pdf
- Attachment Uploaded by REM #2.pdf
- Attachment Uploaded by REM #3.pdf
- Attachment Uploaded by REM #4.pdf

Are you an employee at Apple and in this property?
[Sign in to get the latest management news and more.](#)

Don't have a username and password?
[Request an account.](#)

[View Previous Tenant: Amazon](#)

[View Next Tenant: Google](#)

Design Mockup

400 SOUTH HOPE STREET | LOS ANGELES, CA 90071 | OWNED BY TIS SECURITY | MANAGED BY CBRE, INC. Powered By Axis

For Leasing Information Contact:	RONNIE MERCER 949.725.8663 ronnie.mercer@cbre.com	ANDREW DAVIS 949.809.4710 andrew.j.davis@cbre.com	KELLY ARCHUNG 949.809.3792 kelly.archung@cbre.com
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HELP MATERIAL

Table of Contents

How to...

Customize the Feedback Box

Get the Most out of Management Newsfeed

Create a Group for Tenants and Another for Tenant Managers

Utilize Survey Feature (only with Angus and additional fee)

All following instruction pages assume you have logged into the Axis Control Panel.

How to Login:

1. Browse to <http://cp.axisportal.com>
2. Enter username and password
3. Click Login

If you forget your password, click on “Forgot your password?” and enter your email address.

If you forget your username (usually your email address), please contact the Axis Portal Team by emailing GlobalITServiceDesk@cbre.com

CUSTOMIZE THE FEEDBACK BOX

Instructions

1. Hover over My Workspace, click on Feedback Message
2. Type in new message
3. Click Save

GET THE MOST OUT OF MANAGEMENT NEWSFEED

Instructions

1. Hover over My Workspace, click on Management News
2. Click Add
3. Check “Enable Facebook and Twitter sharing”
4. Enter a Subject and Content, set a Start and End Date, add a picture if desired, and set the Permission Settings as desired
5. Click Submit or Save & Send if you wish to notify your users

CREATE A GROUP FOR TENANTS AND ANOTHER FOR TENANT MANAGERS

Instructions

By default, Tenant Managers and Tenants are created for you. It's up to you to segment your new users

If a tenant user requests to be added:

1. Hover over Setup, click User Registration
2. In the dropdown next to the Tenant column, select Tenants or Tenant Requests

If you a new tenant user:

1. Hover over Setup, click User Groups
2. Select Tenants or Tenant Managers from the left
3. Click Create
4. Enter details and click Save

A Special Note:

- Tenants may login only
- Tenant Managers may login and submit Tenant Requests

Additionally, other modules can follow suit depending on your preferences.

If you wish that only Tenant Managers receive emails from the Message Blaster, only select "All Tenant Managers - Query".

Another example, if you wish only Tenant Managers see the Resource Scheduler, select only Tenant Managers.

Utilizing both the Tenants and Tenant Managers user groups allows you to have greater control over your Axis Portal.

See [The Help Handbook](#) for more help.

UTILIZE SURVEY FEATURE (ONLY WITH ANGUS AND ADDITIONAL FEE)

Instructions

The Tenant Survey module allows you to create a survey, email it to your tenants, and receive feedback.

The email you send will contain a link to the survey. Your tenants will click on this link and answer the questions to provide feedback.

For more information on this module, please see the [Tenant Survey User Manual](#).

If you're interested in using the Tenant Survey module for your property, please contact Andrew Davis at andrew.davis2@cbre.com.