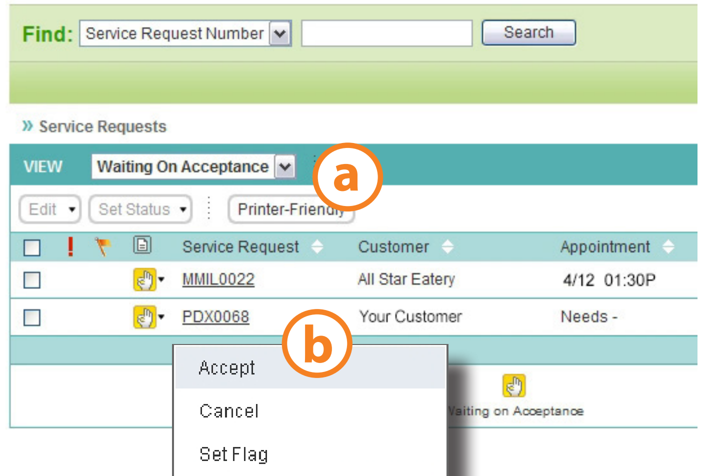
WorkTrack Quick Reference

prepared for:

CBRE

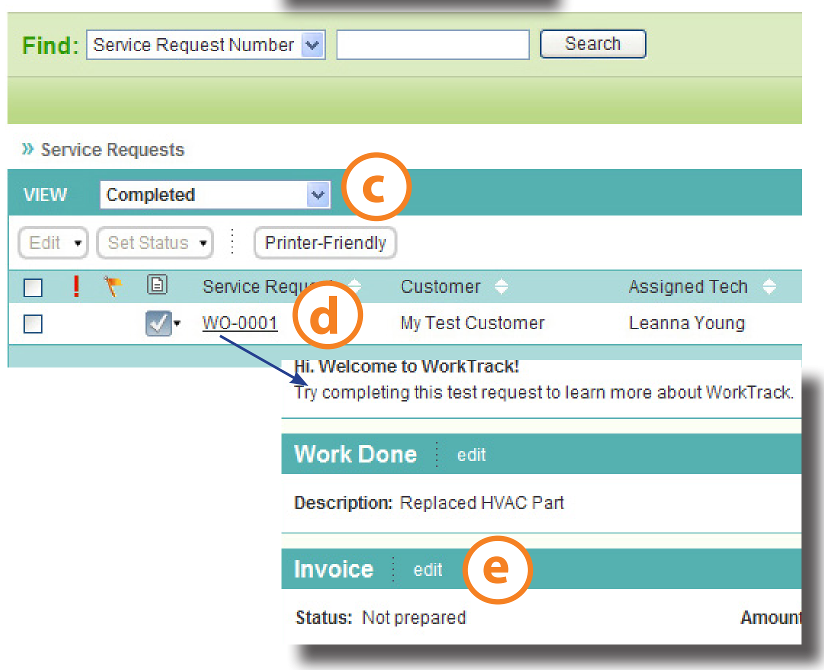
Sign-In to WorkTrack

1. Using Internet Explorer, go to: http://provider.worktrack.com
2. Enter: username, password, company name (as provided) and press "Sign In"
3. You will see the service request list page



Accept New Work

1. Select the "Waiting on Acceptance" view (a)
2. View request details by clicking on the request number hyperlink (b)
3. Change status to "Accept" by clicking on the icon.
4. Enter notes and click "Ok"
5. The request will disappear from the "Waiting on Acceptance" view and appear in the "Accepted" view (Note: to refuse new work, select "Cancel")



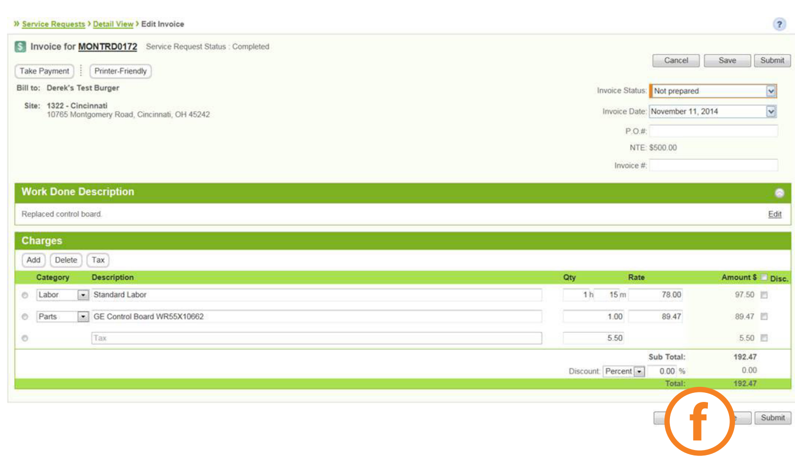
Complete Work

1. In WorkTrack, select the "Accepted" view
2. When the technician has completed the work, find the request
3. Select the status icon
4. Choose "Complete"
5. Enter details in the completion notes field and press "Ok"

Submit an Invoice

1. Find the completed work order in the "Completed" view (c)
2. Click the hyperlink to view details (d)
3. Click "edit" to view invoice (e)
4. Add line items for labor and parts
5. Add any other fees, add/edit discounts and tax
6. When you're finished and ready to send the invoice, click the submit button (f)

   (Note: You cannot submit an invoice before the request is completed)



WORK ORDER NETWORK