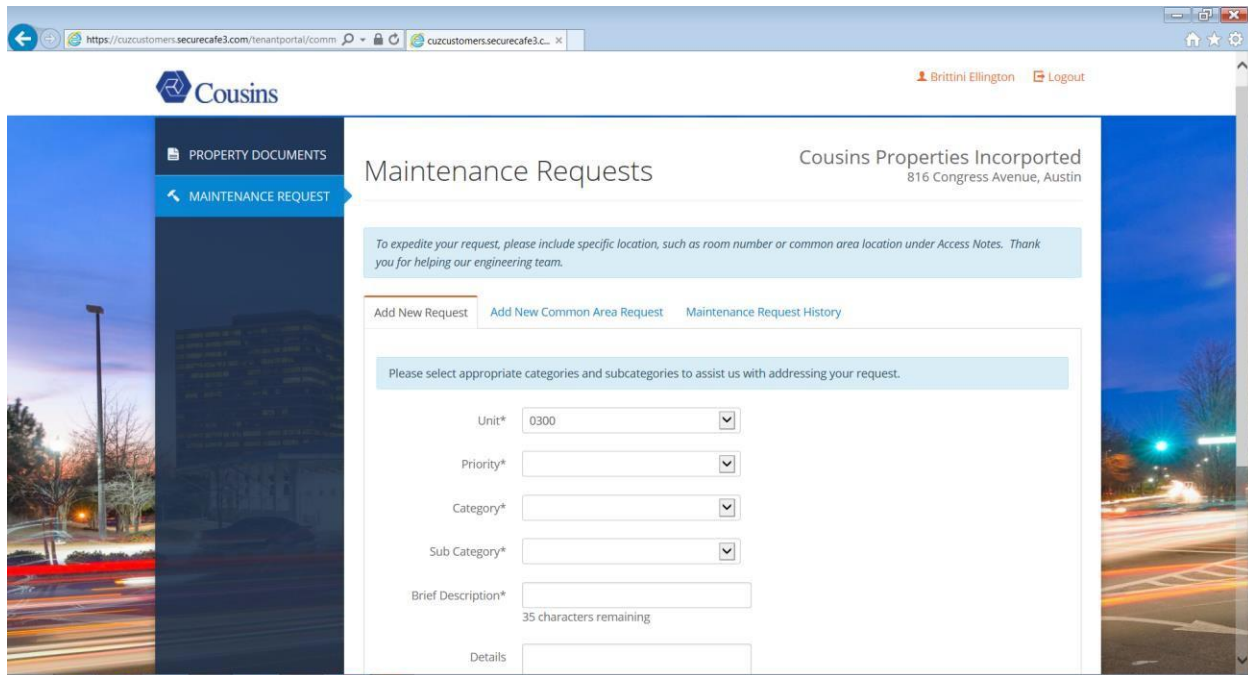


## BUILDING ACCESS CARD REQUEST PROCEDURES

For all access requests you will log in to the Work Order system, known as Cuz Customers, which can be accessed [HERE](#).

You will select Maintenance Request from the left side of the menu which takes you to the screen below:



The screenshot shows a web browser window with the URL <https://cuzcustomers.securecafe3.com/tenantportal/comm>. The page header includes the Cousins logo and the user name Brittini Ellington with a Logout button. The main content area is titled "Maintenance Requests" and includes the address "Cousins Properties Incorporated, 816 Congress Avenue, Austin". A navigation menu on the left has "MAINTENANCE REQUEST" selected. A blue banner contains the text: "To expedite your request, please include specific location, such as room number or common area location under Access Notes. Thank you for helping our engineering team." Below this are three tabs: "Add New Request", "Add New Common Area Request", and "Maintenance Request History". A light blue box instructs the user to "Please select appropriate categories and subcategories to assist us with addressing your request." The form fields are: "Unit\*" (dropdown menu with "0300" selected), "Priority\*" (dropdown menu), "Category\*" (dropdown menu), "Sub Category\*" (dropdown menu), "Brief Description\*" (text input field with "35 characters remaining" below it), and "Details" (text input field).

You will make the following selections/entries as seen in the screen shot below:

**UNIT:** Select the suite where the key fob should be delivered

**PRIORITY:** Tenant Requested

**CATEGORY:** Security

**SUB CATEGORY:** Card Access

**BRIEF DESCRIPTION:** Type NEW, DELETION or REPLACEMENT depending on which is applicable

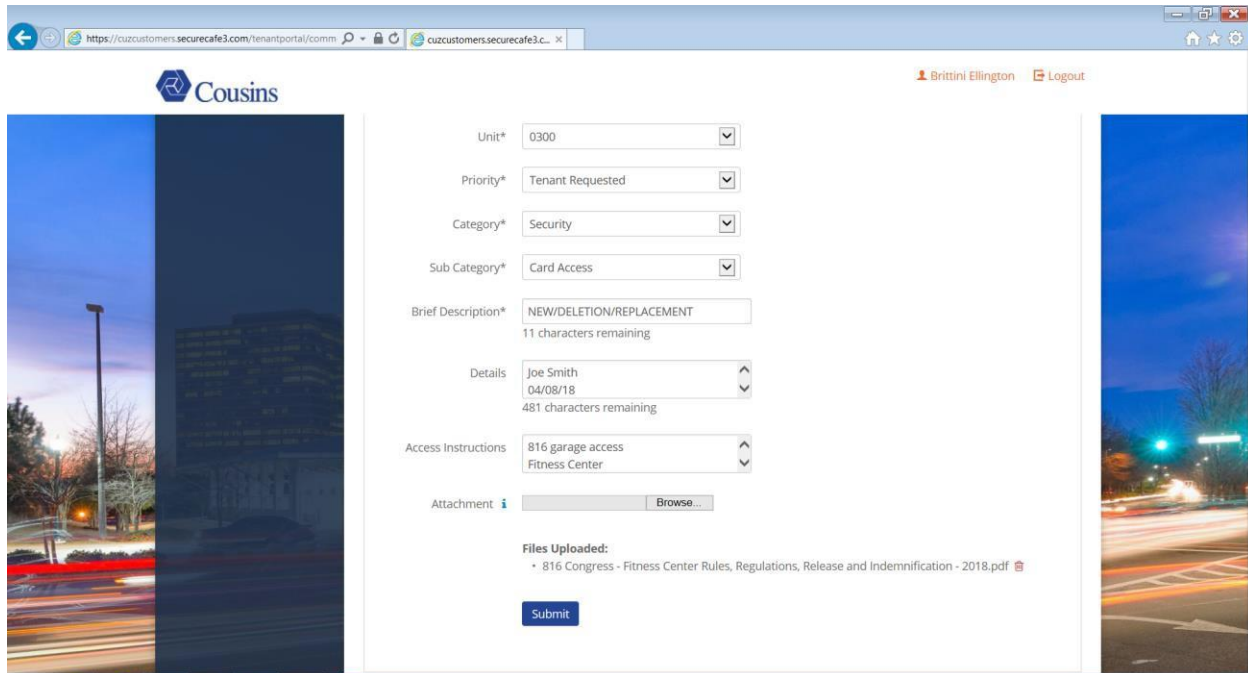
**DETAILS:** Enter the name and effective date

**ACCESS INSTRUCTIONS:**

- For employees who park at the 816 Congress garage enter 816 garage access
- For fitness center access enter Fitness Center

ATTACHMENT: For those requesting Fitness Center access please attached the required Fitness Center form found [HERE](#)

Then click SUBMIT



The screenshot shows a web browser window with the URL <https://cuzcustomers.securecfe3.com/tenantportal/comm>. The page features the Cousins logo and a user profile for Brittini Ellington with a Logout button. The main content is a request form with the following fields:

- Unit\*: 0300
- Priority\*: Tenant Requested
- Category\*: Security
- Sub Category\*: Card Access
- Brief Description\*: NEW/DELETION/REPLACEMENT (11 characters remaining)
- Details: Joe Smith, 04/08/18 (481 characters remaining)
- Access Instructions: 816 garage access, Fitness Center
- Attachment: Browse...
- Files Uploaded: 816 Congress - Fitness Center Rules, Regulations, Release and Indemnification - 2018.pdf
- Submit button

Once received the request will be processed and the key fob will be delivered to you in your suite no later than 3PM. Requests received after 3PM will be processed the following business day.

As always, your company will be billed a \$25.00, Non-refundable charge for lost, damaged or stolen cards/fobs. A fob will be issued as a replacement.