



HELPSITE

USER GUIDE

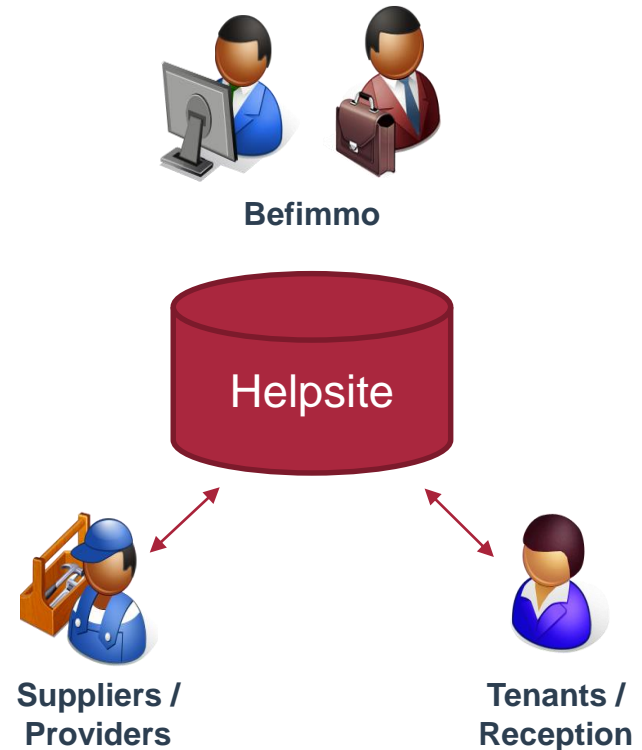
March 2016

What's HELPSITE ?

HELPSITE is a tool that is about building maintenance management. HELPSITE assists Befimmo in the planning and follow-up of enquiries.

It is an online and collaborative platform that offers a secure access to tenants and suppliers.

The tenant is able to register his enquiries at any moment and monitor them.



Why should I use it?

The tenant's portal allows you to monitor the processing of your enquiries at any moment. Multilingual and available on the internet, the portal also enables the exchange of information linked to an enquiry through comments and photos.

How to use it?

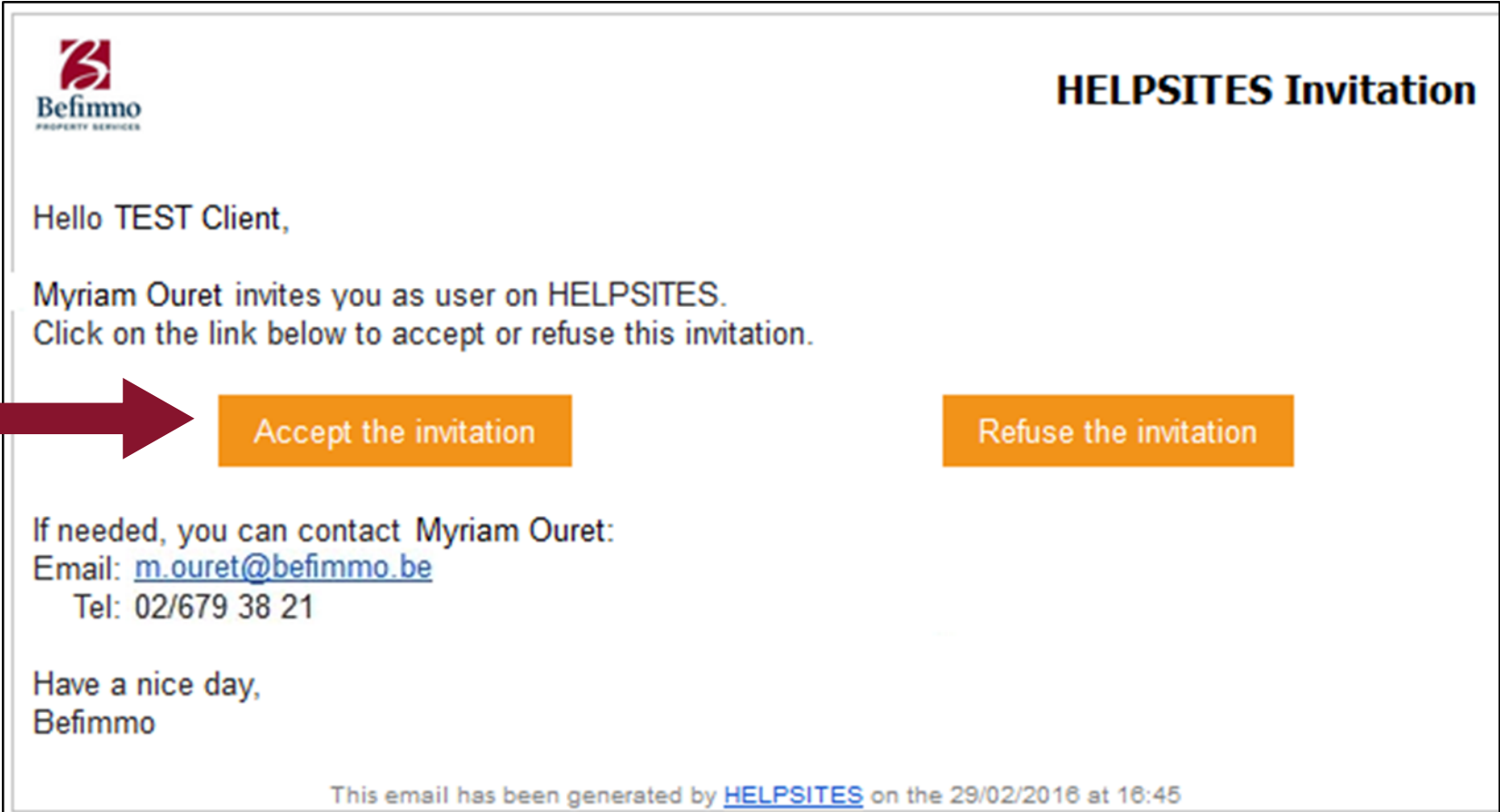
1. In order for Befimmo to create a user account, please communicate the email address and name of the contact person that centralises enquiries within your company to helpdesk@befimmo.be. Please also indicate the preferred language of correspondence.
2. This person will receive an email invitation in order to finalise the creation of its account.
3. Once the account created, you will be able to use the portal at the following address : <https://helpsites.netika.com/Client>.

➔ **The following pages describe how to use the portal.**

Account creation (1/2)

When you send us your email address (login), Befimmo will send you an invitation in order to finalise the creation of your account.

Click on « Accept the invitation ».



HELPSITES Invitation



Hello TEST Client,

Myriam Ouret invites you as user on HELPSITES.
Click on the link below to accept or refuse this invitation.



Accept the invitation

Refuse the invitation

If needed, you can contact Myriam Ouret:

Email: m.ouret@befimmo.be


Tel: 02/679 38 21

Have a nice day,
Befimmo

Account creation (2/2)

You are then invited to fill in a password.

Welcome

 HELPSITES by NETIKA

If you already have an HELPSITES account, you can use it as unique account to be connected to your different companies.

Email *

Password *

[Log In](#)

Don't have an HELPSITES account? Create it now!


Email *

Password *

Confirm password *

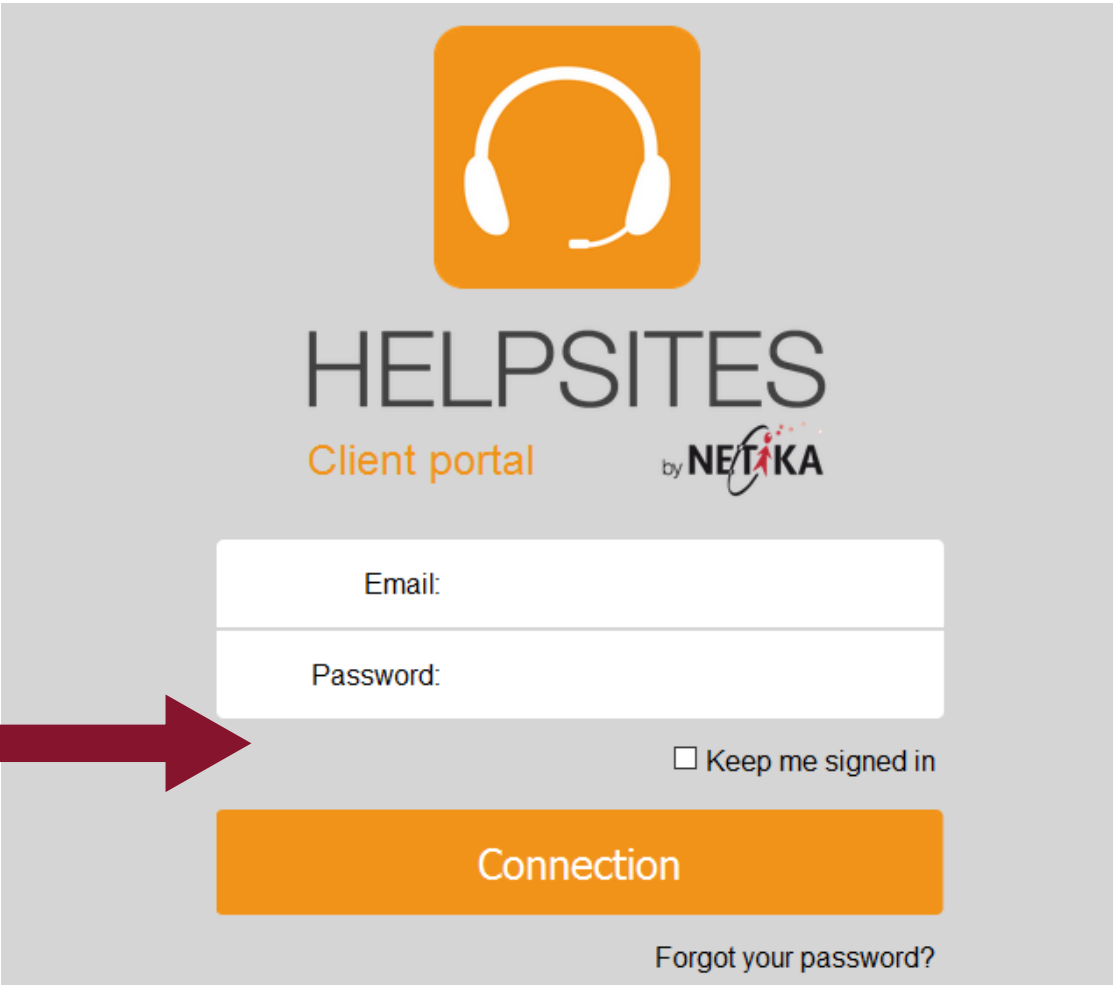
[Add account](#)

Please fill in your password twice.



Access to the portal

You will be redirected to the portal access.



Click here to register your data.

HELPSITES
Client portal by NETIKA

Email:

Password:

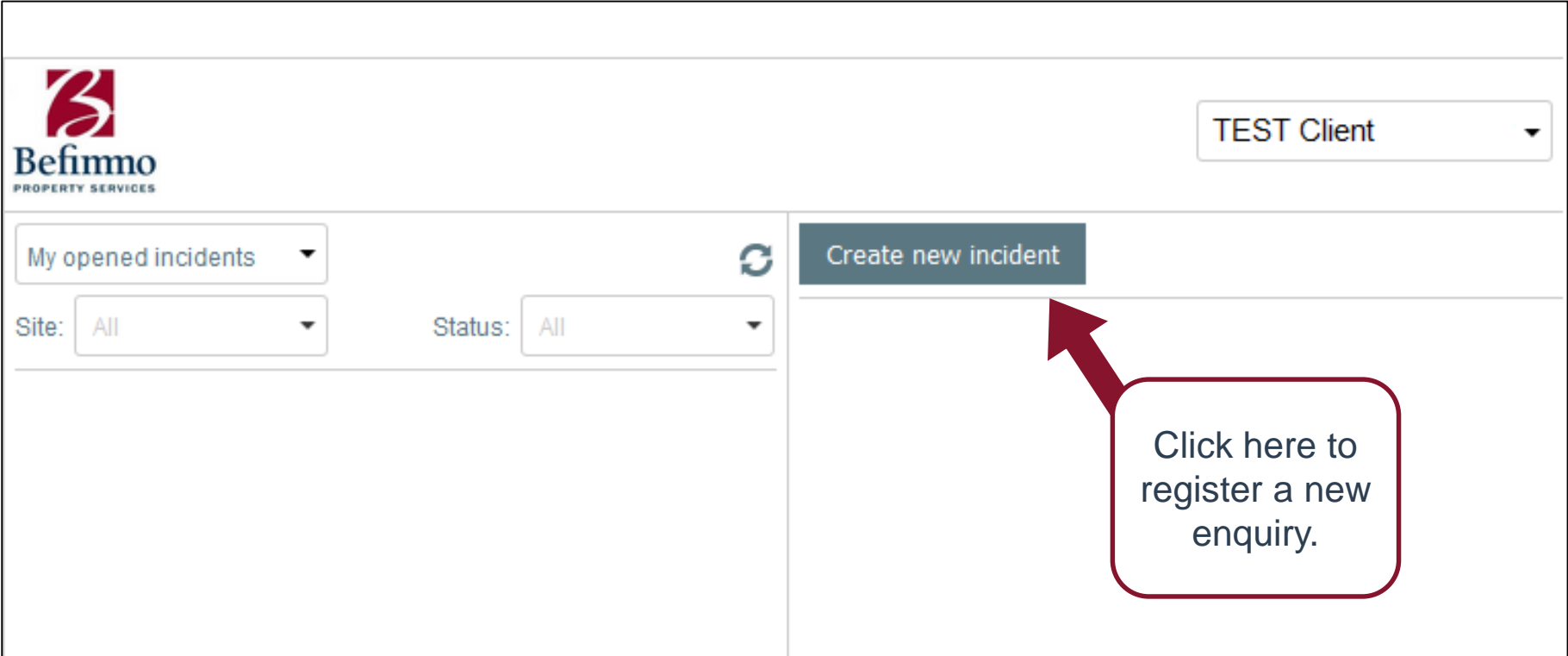
Keep me signed in

Connection

Forgot your password?

Opening of the portal

You can now use your portal and register your enquiries !



The screenshot displays the Befimmo portal interface. In the top left corner, the Befimmo logo and 'PROPERTY SERVICES' are visible. In the top right corner, there is a dropdown menu labeled 'TEST Client'. Below the logo, there is a navigation bar with a dropdown menu for 'My opened incidents' and a refresh icon. To the right of this is a dark blue button labeled 'Create new incident'. Below the navigation bar, there are two dropdown menus: 'Site: All' and 'Status: All'. A red arrow points from a callout box to the 'Create new incident' button. The callout box contains the text: 'Click here to register a new enquiry.'

Create a new enquiry

Create new incident

Cancel Send


Site *

Title *

Location *

Description *

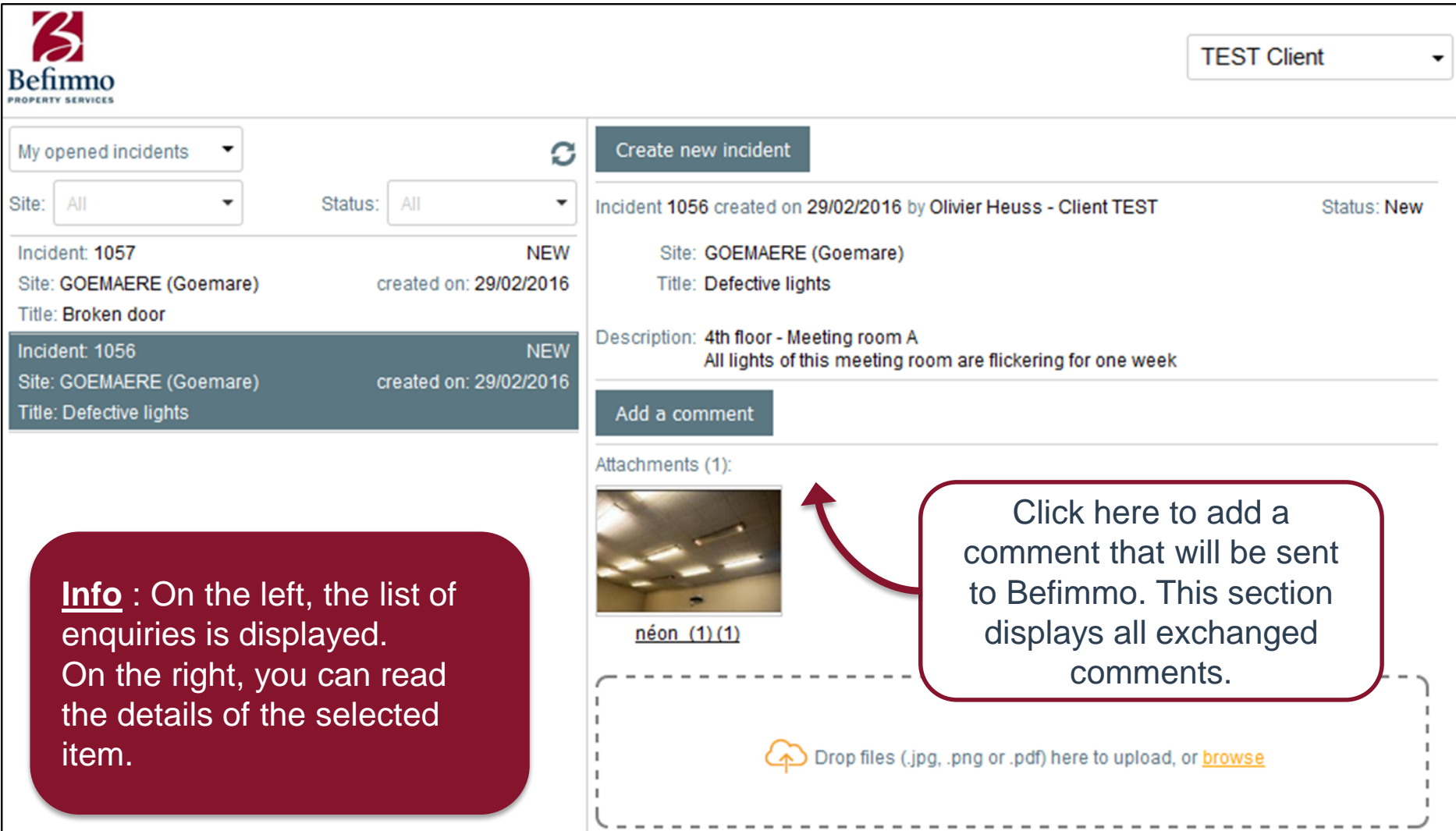
Attachments

 Drop files (.jpg, .png or .pdf) here to upload, or [browse](#)

Add a document or image with drag & drop.

Info : only 3 fields to complete, please be precise when submitting the enquiry.

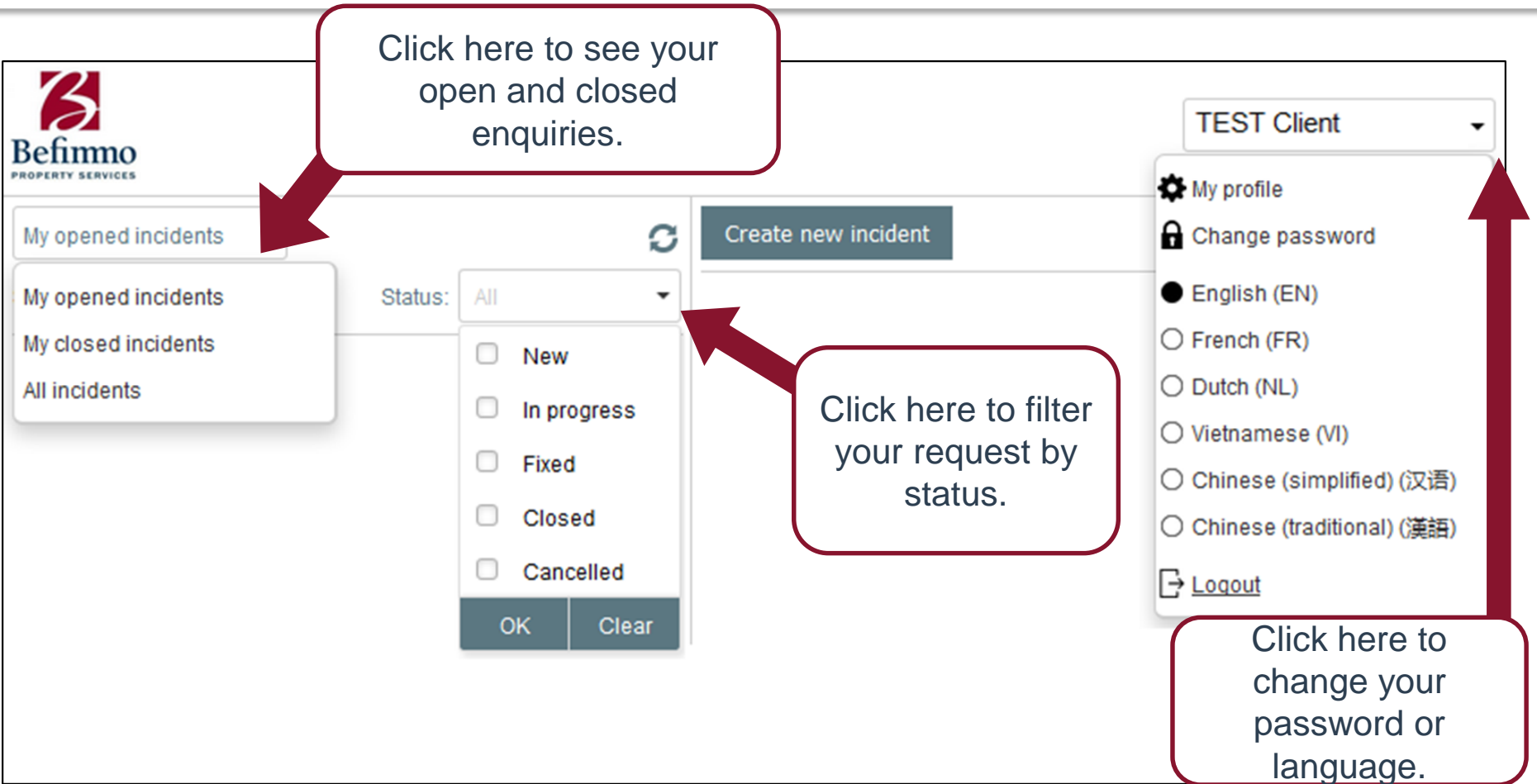
Tenant's portal



The screenshot displays the Befimmo tenant portal interface. At the top left is the Befimmo logo. On the right, there is a dropdown menu for the client, currently set to "TEST Client". Below the logo, there are filters for "My opened incidents" and "Status: All". A list of incidents is shown on the left, with the selected incident "Incident: 1056" highlighted. The details for this incident are shown on the right, including the site "GOEMAERE (Goemare)", title "Defective lights", and description "4th floor - Meeting room A". There is a section for "Attachments (1)" with a photo of a ceiling light fixture. A callout box points to the attachment with the text "Click here to add a comment that will be sent to Befimmo. This section displays all exchanged comments." Below the attachment is a dashed box containing an upload icon and the text "Drop files (.jpg, .png or .pdf) here to upload, or [browse](#)".

Info : On the left, the list of enquiries is displayed. On the right, you can read the details of the selected item.

Drop-down lists



The screenshot shows the Befimmo user interface. At the top left is the Befimmo logo and 'PROPERTY SERVICES'. Below it is a navigation menu with 'My opened incidents' selected. To the right is a 'Create new incident' button. In the center is a 'Status:' filter with a drop-down menu currently set to 'All'. Below the status filter are radio buttons for 'New', 'In progress', 'Fixed', 'Closed', and 'Cancelled', with 'OK' and 'Clear' buttons at the bottom. On the right side, there is a user profile menu for 'TEST Client' with options for 'My profile', 'Change password', and language selection (English (EN) is selected, followed by French (FR), Dutch (NL), Vietnamese (VI), Chinese (simplified) (汉语), and Chinese (traditional) (漢語)). A 'Logout' link is at the bottom of the menu. Three red callout boxes with arrows point to these elements: the top one points to the navigation menu, the middle one points to the status filter, and the bottom one points to the user profile menu.

Click here to see your open and closed enquiries.

Click here to filter your request by status.

Click here to change your password or language.