

Befimmo Helpsite – FAQ

- **Does it regards me ?**

The Helpsite is a service offered to all Befimmo tenants. Each tenant can benefit from a user account in order to introduce its enquiry.

- **When can I use it ?**

The Helpsite is accessible to all tenants as of March 1st, 2016. In order to have access a user account needs to be created. To do so, please communicate the email address of the person within your company who centralises the enquiries (helpdesk@befimmo.be). Please indicate the preferred language of correspondance. After creation of the user account, the user can consult the Helpsite through the following link : <https://helpsites.netika.com/Client>.

- **What's the impact on my activities ?**

Through the Helpsite a tenant has, from now on, the possibility to monitor an enquiry that he previously submitted via the system. The tenant can, at all times, access the status of the enquiries and is able to communicate with Befimmo by means of comments. An enquiry can easily and rapidly be submitted on the Helpsite.

- **Can I continue to communicate enquiries by mail or over the phone ?**

The Helpsite is a free of charge service which is added to the current communication means. Befimmo invites its tenants to use the Helpsite as it has advantages compared with the other communication means.

Please use the Helpsite from Monday to Friday between 8AM and 5PM in order to guarantee our rapid respons.

In case of urgencies, please contact our helpdesk by phone : +32 2 679 37 50 (available 24/7).



Befimmo