

Salesforce West

ONE FACILITY

The web-based OneFacility System (www.onefacility.com) allows tenant users to authorize visitors and tenant facility managers to add, delete and modify their employee access cards.

TENANT USER (TU)

All tenant users who are given access to the OneFacility system can request their own visitors.

Entering visitor(s):

- Open up the OneFacility website (www.onefacility.com) and click on “Administration”.
- Click on “Requests”.
- Click on “Visitor Authorization”.
- Click on “Add” to add one visitor or “Add Multiple” to add more than one at the same time.
- Fill in the requested fields with name, time and date. If adding only one visitor, click “Save” when finished. If adding multiple visitors, continue to click “Add Another Visitor” until you are finished with the list. Once you have finished, click “Save”.

Visitors who are not in One Facility will not be allowed access until approved by the tenant. Security will call the tenant contact or reception desk for authorization. Once the tenant has provided authorization, the visitor will be processed through the OneFacility system and issued a temporary visitor badge for the day. He/she then can proceed to the appropriate floor.

TENANT FACILITY MANAGER (TFM)

Only a Tenant Facilities Manager (TFM) has the ability to add, delete and modify their company employee access cards and grant their employees access to One Facility.

Granting One Facility Access to Employees (to enter visitors):

If an employee would like to be able to enter their own visitors, the TFM can send an email containing the link to One Facility and a username and password for the new user.

- Open up the OneFacility website (www.onefacility.com) and click on “Administration”.
- Click on “My Company Personnel”.
- Click on the employee’s name who would like One Facility access.
- Enter their e-mail address at the bottom of the screen.
- Back at the top of the screen, click on “Generate Password” and check the box for “E-mail password”.

- Once you click “Save” at the bottom of the screen, the new employee should receive an email containing the link to One Facility and their username and password within a few minutes.

Issuing New Access Cards/Reissues:

When a new employee requires a building access card, the TFM can issue this. The TFM must notify the PMO should an employee need parking privileges and/or freight elevator access.

Input New Card:

- Open up the OneFacility website (www.onefacility.com) and click on “Administration”.
- Click on “My Company Personnel”.
- Click on the “Add” tab at the top of the screen.
- Fill in the blank fields.
- Should you want this new employee to be able to request visitors, enter their e-mail address at the bottom of the screen. Back at the top of the screen, click on “Generate Password” and check the box for “E-mail password”. Once you click “Save”, the new employee should receive an email containing the link to One Facility and their username and password within a few minutes.
- If employee is a monthly parker, please contact the building office to have parking rights assigned.
- When finished with entry, click “Save”.

The employee is finished once these steps are completed. Inform the employee that the cards will not work immediately. Once the card has been entered into OneFacility and updated to the console, the card will be active. This will take a few hours.

Should the new card need to be activated right away, you may contact the Hines building office and request a “Force Transformation”. This will speed up the process to approximately 10-15 minutes.

Running Reports:

All Tenant Facilities Managers (TFM) have the ability to run reports.

There are six different report options available. Pick one that will best fit what information you are looking for.

- Click on “Administration”
- Click on “Reports”
- Click on the type of report that most closely fits what information you are looking for.
- Choose the date, time, event categories, security points, occupancy (by tenant) and personnel for which you want to run the report.
- Click on “Run Report”

Reports can be downloaded as Excel spreadsheets.

- Click on either “Send This Page to Excel” or “Send All Pages to Excel”
- Save the Excel report

Purchasing/Loading New Cards:

If tenants purchase new cards from Hines, these cards will be billed back with an admin. fee for approximately \$5.00 each. If the cards are purchased directly from Touchcom, they will first need to be loaded to the system.

- To load new cards, e-mail Touchcom Support (support@touchcominc.com) with card numbers contained in the new box of access cards. Cards numbers will not be accepted by system until they have been uploaded by Touchcom Support.