

Customer Services Support Interface

Frequently Asked Questions

Can customers cancel a work order request?

Customers cannot cancel a TR work order request. If the customer does not need the service after all, they must contact the Property Management Group for their property to cancel a request.

Who can I call if I am having trouble logging in?

Contact the Property Management Team at 469.917.4300.

How do I retrieve my username and password if forgotten?

On the TSI Login page, under Sign In, click "Forgot your password?" or you may contact the Property Management Team at 469.917.4300.

How can I stop receiving email notifications for work order updates?

On the menu screen, click "My Profile", and scroll down to the Email Subscriptions section. Remove the checkmarks beside all notifications types you would no longer like to receive email notifications for.

How can I receive email notifications for work order updates?

On the menu screen, click "My Profile", and scroll down to the Email Subscriptions section. Place checkmarks beside all notifications types you would like to receive email notifications for.

How can I activate/deactivate/delete a colleague?

On the menu screen under Administration, click My Colleagues. Select the colleague you would like to modify to open their profile. To activate a colleague, place a checkmark next to Can Submit Requests under the Permissions section. To deactivate a colleague, remove the checkmark next to Can Submit Requests under the Permissions section. Deleting a colleague: colleagues cannot be deleted. They can be deactivated, which disables their access.

How do I reset my password?

If you know your password, but simply want to change it, open My Profile on the main menu. In the login section, you can reset your password.

How do I add a colleague?

On the main menu under Administration, click New Colleague and enter the information in the spaces provided. You can automatically send the new colleague their login information by placing a checkmark next to "Send username and password to colleague via email" just above the Save button.

What is an authorizer?

An authorizer can authorize or decline service requests. An authorizer can be set up by their Administrators. Once set up, the authorizer can select the service requests they would like authorization for. To do this, go to Authorization under the main menu, and click Setup.

What is an administrator?

An Administrator can add new colleagues, grant colleagues permission to make tenant requests and self-subscribe to announcements. Administrators are set up through the Property Management Team.

What are permissions?

Permissions are access levels given to an individual's profile. Permissions are located on an individual's

profile below the Login section. Administrators can edit other colleague's permissions. Individuals cannot modify their own permissions. Contact the Property Management Team at 469.917.4300 to request modifying your own permissions.

What's the difference between an authorizer and an administrator?

Administrators can manage and maintain colleagues within the system. Authorizers can authorize or decline other colleague's service requests