F.A.Q.- Frequently Asked Questions

FAQ

A work order did not get dispatched to a person's device. Why?

"The work order may not get dispatched because of poor cell phone service. That person's device may not have received a signal at the time of the dispatch. Please check your 'Outstanding' list- if the last event of that work order says, 'dispatch failed' simply open up the work order and re-dispatch."

My engineer was receiving work orders yesterday, but today he/she is not. Why?

"Have your engineer pull out the battery on their device for at least 20 seconds. Once they power it back on, do a test work order to see if they are receiving WOs now. If that still does not work, have them delete all prior emails, and pull out their battery for at least 20 seconds, again do a test work order. If all suggestions above do not work- please contact AxisSupport@cbre.com"

I cannot view the Work Order ID # in the Outstanding List?

"You will have to clear your browser's cache, log out, close out the browser and then open it and log in. At the time of writing this FAQ, this issue has been observed only with Internet Explorer 9. To clear the cache in Internet Explorer 9, hold Alt and press X, click on Internet Options, in the new window select the Delete button, make sure Temporary Internet files is checked and select the Delete button."

Click *here* for step by step instructions.

Why are some of our users not receiving emails through the Message Blaster, "Save & Notify" link, Forgot My Password, or other automated emails?

"Unless you receive a server error, the save and notify feature is working. AXIS sends the emails after which it's up to the client's email service to decide whether or not to deliver to the users inbox. The below would fix any issues where user's aren't receiving emails generated from the AXIS system. Either the source IP or the router IP might be blacklisted by the clients email service because their software may have tagged emails, likely from the router, as being SPAM. Have the clients check with their IT department / Network Admins to see if the following IPs are being blacklisted by their email service:

Source: 208.68.246.152
Router: 64.18.6.12

If one of those IPs appear on their blacklist, they should be able to white list them. "

One of my users got locked out of their account, how do I reset it?

"As a security measure, a user's account will be locked if he or she tries too many times

to log in with the incorrect credentials. As a property manager or property administrator, a user's account can be unlocked by navigating to the user's profile in the control panel and clicking the reset button."

How do I add a link on the My Workspace page that opens a document/ PDF?

"If you have the document already uploaded to AXIS or elsewhere on the internet, simply copy and paste the URL into the My Workspace Links.

If you need to create a link to a new document, upload the file to the Document Manager via a **Custom Page** (preferably one that's not live). Use the Hyperlink Manager to locate and copy the URL to the resource, and then paste it into the My Workspace Links."

Why are my Building and Tenant Managers experiencing exremely slow loads or are unable to access the TR/ PM Work Order system?

"If no major computer updates have been recently applied, and a faulty network can be ruled out, the issue may be with the browser's cache.

Each time you access a file through your web browser, the browser caches (i.e., stores) it. Thus, the browser doesn't have to newly retrieve files (including any images on the page) from the remote web site each time you click Back or Forward. You should periodically clear the cache to allow your browser to function more efficiently.

Usually completely quitting out of and restarting the browser will fix the issue that the Portal is having with the computer. If not, emptying the browser's cache may be necessary. For instructions, please see the appropriate browser version that is being used in the **Clearing Your Browser Cache** help section."

My Tenants are still complaining about not being able to submit a Work Order or Visitor Security entry after constantly clearing their browser cache, how can this be permanently fixed?

"If your tenants find themselves having to constantly clear their browser cache, it may be that their computer is being shared by multiple users, using the same browser and same computer profile login throughout the day.

If this is the case, advise your tenants to each use different browsers or have their IT create a seperate computer profile for each user."

Why am I receiving the error message, 'A require approval user with the same email address already exists' when trying to create a new Tenant User profile?

"When there is already an account with the same email address pending approval, you will receive this message. These accounts pending approval were submitted via the **Register Me** link from your portal's Login page. To view these pending approvals, navigate to *Setup > User Registration* in your control panel."

Changes (User Group Permissions, Module, etc.) that I've made to one of my user's profiles are not reflecting in their control panel. How do I fix it?

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page) from the remote web site each time you click Back or Forward. You should periodically clear the cache to allow your browser to function more efficiently.

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Some AXIS fuctions are not working / loading. How do I restore functionality?

PC users who regularly visit the Portal or AXIS sites may experience spontaneous loss of functionality. If you are experiencing any of the issues including but not limited to: pages not loading, export reports buttons not working, or unable to upload to Document Library, please take the necessary steps to re-enable full functinality.

1. Restart Browser
2. Update browser plugins (Adobe Flash, ActiveX, Java)
3. **Clear Browser Cache**
4. **Add AXIS and Angus sites to the Trusted Sites Zone** List

The final solution is to add these sites to the Trusted zone, which will restore their functionality while maintaining more stringent security for the rest of the Internet. This allows ActiveX, pop-ups, and scripting to be available for the chosen sites but not for the Internet as a whole.

How do I cancel a recurring Work Order?

There is no "Cancel" or "Delete" button available to stop recurring PM or TR work orders. In order to cancel recurring work orders, you must open the work order schedule and enter an "End Date" if one is missing, or change it to an earlier date if one exists.

- **Editing a PM WO Schedule**
- **Editing a TR WO Schedule**

Which browsers are supported when creating an Interactive Stacking Plan?

At this time, you may only create a new Interactive Stacking Plan using Internet Explorer 9 and up, Firefox, Chrome and Safari.

Why do I receive an error even though my browser is Internet Explorer version 9 or later when creating a new Interactive Stacking Plan?

The Axis Control Panel may have incorrectly detected your browser. On your keyboard, press F12 , click on Browser Mode (top middle of new window) and select Internet Explorer 9. Allow the page to reload and you should be able to start drawing. If not, please contact the Axis Support Team at AxisSupport@cbre.com.

I created an Interactive Stacking Plan, but when I go to the website, I doesn't include all availabilities. What happened?

You may not have associated all available floors and suites to your stacking plan. Please

refer to Attaching availabilities to an Interactive Stacking Plan above.

How do I contact AXIS support via email or phone?

Phone number: (949) 809-3605

Email: AxisSupport@cbre.com

Hours: Monday-Friday 8:00 am - 5:00 pm PST

Emergency: If you need immediate assistance due to server errors and Axis Portal is closed, please contact CBRE IT help desk- (877) 435-7547

Credits