



**QuadReal**<sup>™</sup>  
CONNECT



# Stay Connected

QuadReal CONNECT is the contact centre operation within QuadReal, serving our Office, Industrial and Retail customers. We ensure that your service request is dispatched to a dedicated team member, and our process is designed to keep you informed from the time you place your request to the moment it's resolved.

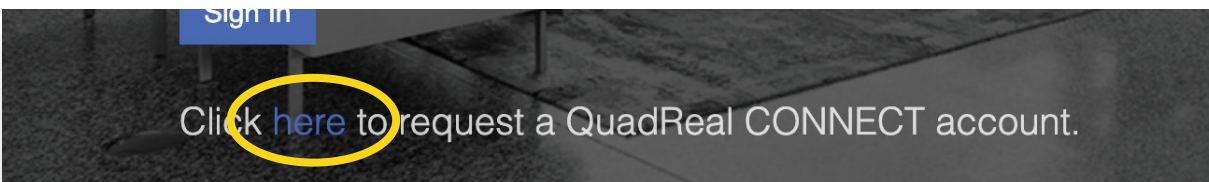
To get started, visit [quadrealconnect.com](https://quadrealconnect.com)

Email your inquiries to  
**[service@quadrealconnect.com](mailto:service@quadrealconnect.com)**

Need to talk to us directly?  
**Call 1-877-977-2262**

## Requesting Web Portal Access

Portal Access can be requested at [quadrealconnect.com](https://quadrealconnect.com),  
by clicking the link underneath the Sign In button



- 1 Fill in the **Request Login form** and click Submit.
- 2 A Contact Centre representative will respond to your request as quickly as possible, within one business day.
- 3 Once the profile has been created, you will receive an email **containing a link** to complete the set up process.
- 4 After receiving the welcome email, click the link to activate the new account. Follow this by clicking “**Continue**” and “**Register**”.
- 5 When presented with the **Sign In** page, click the link located near the bottom.  
*\* Click here to complete your registration if you’ve received an invitation*
- 6 Sign in using the email address to whom the invitation was delivered, and create a password  
*\* Click here to complete your registration if you’ve received an invitation*
- 7 Update your information in **My Settings**

# How to put through a **service request**

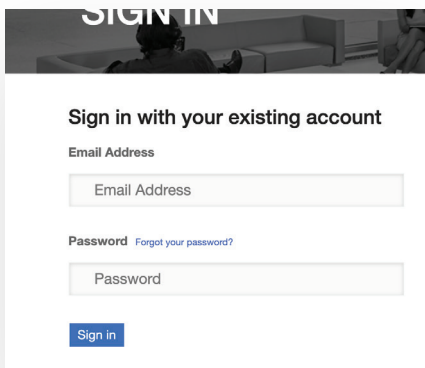
1

Portal Access can be found at [quadrealconnect.com](https://quadrealconnect.com)  
Click **Sign In**



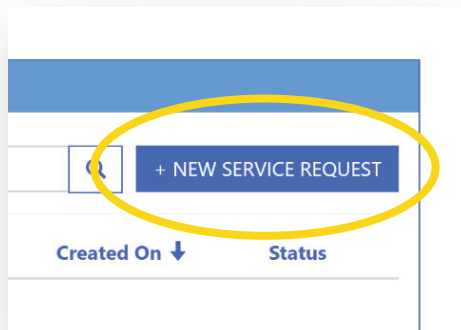
2

Enter **email address** and **password**



3

Click **'New Service Request'**

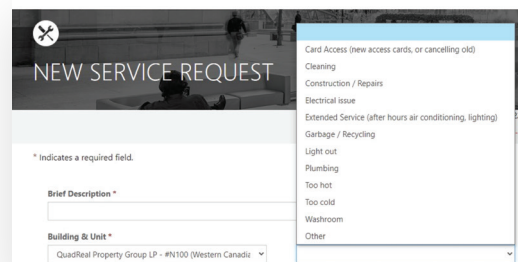


4

Fill in each field accordingly, being sure to choose the correct **'Building & Unit'**

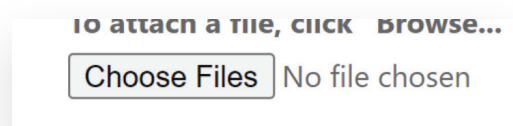
5

Select the **service request type** from the dropdown



6

If there is a picture or other file associated with the request, it can be **attached** using the **'Choose Files'** button



7

Click **Submit**