Angus AnyWhere at Union Bank Plaza
Frequently Asked Questions

Union Bank Plaza is pleased to announce the rollout of our new electronic tenant services system, **Angus AnyWhere**.

- To access the new system, please go to the building website, www.unionbankplaza.com and click on the Tenant Services tab. This will take you to the Angus AnyWhere Login Page.
- Enter the login and password sent to you via email by Angus Systems.
- Please make sure to change your password upon logging in for the first time to ensure security. You can do this by checking the "Change Password" box to the right of the login area on the login page.

1. May I make a request at any time of day or night?
Yes. A tenant may make a request at any time they have access to the internet. Any requests made after hours will be addressed the next business day.

2. Can I make requests from my phone?
Yes. A tenant may make a request at any time. For mobile devices with web browsers, use www.unionbankplaza.com to enter a service request as you normally would.

3. Will this program affect response time to a tenant call?
Response time should be improved by eliminating the need to contact the Management Office to have the call dispatched.

4. What if my request goes unanswered?
If you feel that your request is not being answered in a timely fashion, please call the Office of the Building. **Do not re-submit or re-enter your request**.

5. Can Key Card requests/changes be made through the Angus Anywhere program?
Yes. If you need to change access cards or request new cards, you may do so by selecting "Keys/Card Access" then "Access Cards". Your request will be sent directly to the Management Office.

6. What if my request is urgent and needs immediate attention?
If your request is of an urgent nature (i.e., flooding, severe leakage, security, etc.) please call the Management Office right away.

7. Will I be able to see if an engineer has received my request?
Yes. Once an engineer or dayporter receives your request they will accept it. You will see a time appear under the last name of the team member who received your request. All tenants will also be able to view the request and see any updates that a building team member has made.

8. What if I made a mistake in the entry?
If you make an error in entry, please note the Request ID number. Call the Office of the Building and give a team member that number. They will then correct your request.

9. Can I make several requests at one time?
No. The system accepts only one service request per ID number. If you need to make a lighting request and a HVAC request they must be completed under separate ID numbers.

10. If I have any questions regarding the program, whom can I call?
If you have any questions regarding the Angus AnyWhere program, please contact the Management Office at 213.550.2610.