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TotalFacility is pleased to announce new enhancements to its Customer Portal at [www.totalfacility.com](http://www.totalfacility.com).

Last week, the latest TotalFacility customer portal website enhancements were released as part of our continuous efforts to improve the user experience. Beginning July 9, 2009 exciting new changes were implemented on the TotalFacility customer portal. The enhancements include:

- Real time refresh and updates of on-line data
- More advanced security features and encryption to protect your data
- The addition of a “Quick Lookup” search function on the customer Workbench where you can go right to a specific Work Order detail quickly and easily
- The addition of an “Advanced Search” option to further streamline detailed searches with advanced filtering to obtain more dynamic groupings of information
- The addition of a new unique report called “All Open On-Demand Work Orders Only” that shows you all of your open work orders, except any that are part of planned/preventative maintenance or special projects.
- When reviewing Work Order lists, the full Problem descriptions can be seen by moving the mouse cursor over the text without having to click into the specific Work Order.
- Enhancements in the management and financial reports and charts
- The overall look and feel of the customer portal has also been upgraded to be more intuitive and streamlined.

We hope that the new customer portal changes will enhance your interactive experience and help you do your work more efficiently. If you are an active TotalFacility customer and need assistance with the customer portal please email [sales@totalfacility.com](mailto:sales@totalfacility.com). As always, we welcome your comments and suggestions about how we can be a better partner with you and in servicing your locations.

The TotalFacility Team