

# Prism Tips & Tricks with Live Q & A

**Hosted by: Kelli Raines, Erol Ogunc, Grace Kim**

# Meet Your Hosts



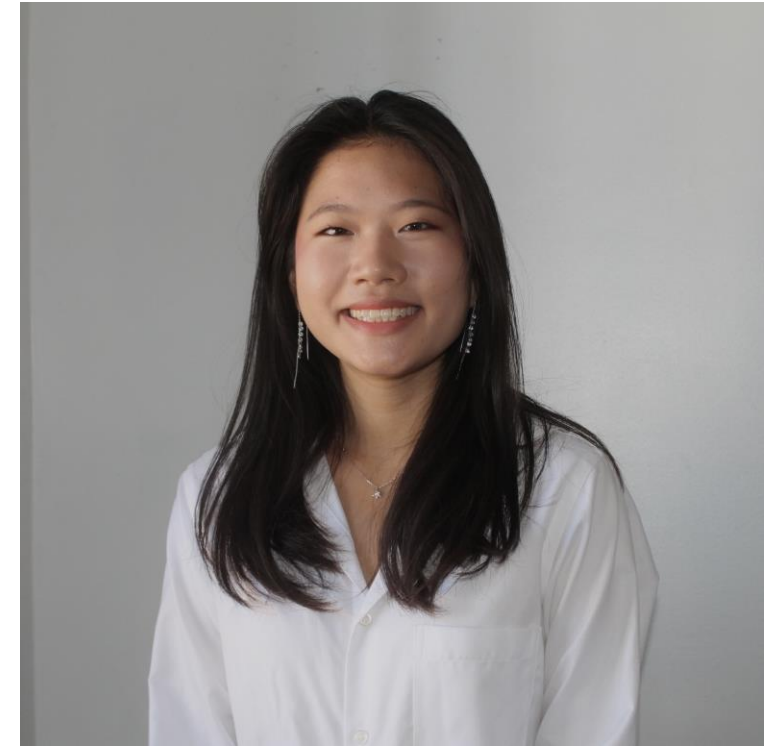
**Kelli Raines**

Customer Success Manager



**Erol Ogunc**

Support Team Lead



**Grace Kim**

Application Support Engineer

# Agenda

## 01 Prism Support Center vs. Prism Training University

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## 02 Prism Support Center

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- 2.1 Overview: How to Navigate
- 2.2 Prism Release Notes
- 2.3 Submit a Support Ticket

## 03 Prism Training University & Prism User Certification

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- 3.1 Create a JLLT University Account
- 3.2 Prism Role-Based Training Courses
- 3.3 Complete the Assessment & Earn your Certification

## 04 Prism FAQs & Q & A

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- 4.1 Prism FAQs
- 4.2 Open Q & A

# Prism Support Center vs. Prism Training University



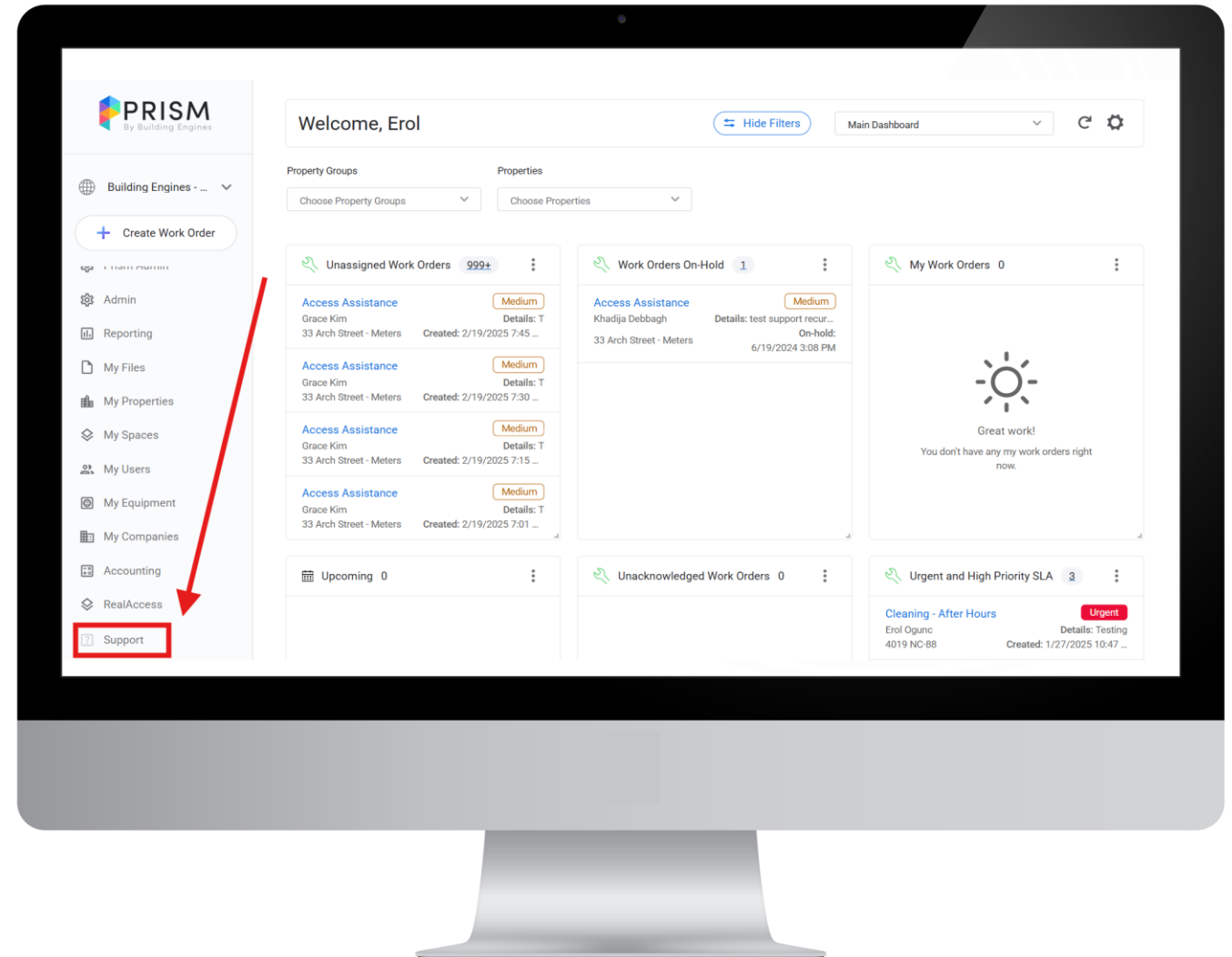
# Prism Support Center

For more information and support, please visit the Prism Support Center, a comprehensive knowledge base and customer support portal for Building Engines' Prism platform.

This can be found on the bottom left-hand side of Prism or by visiting

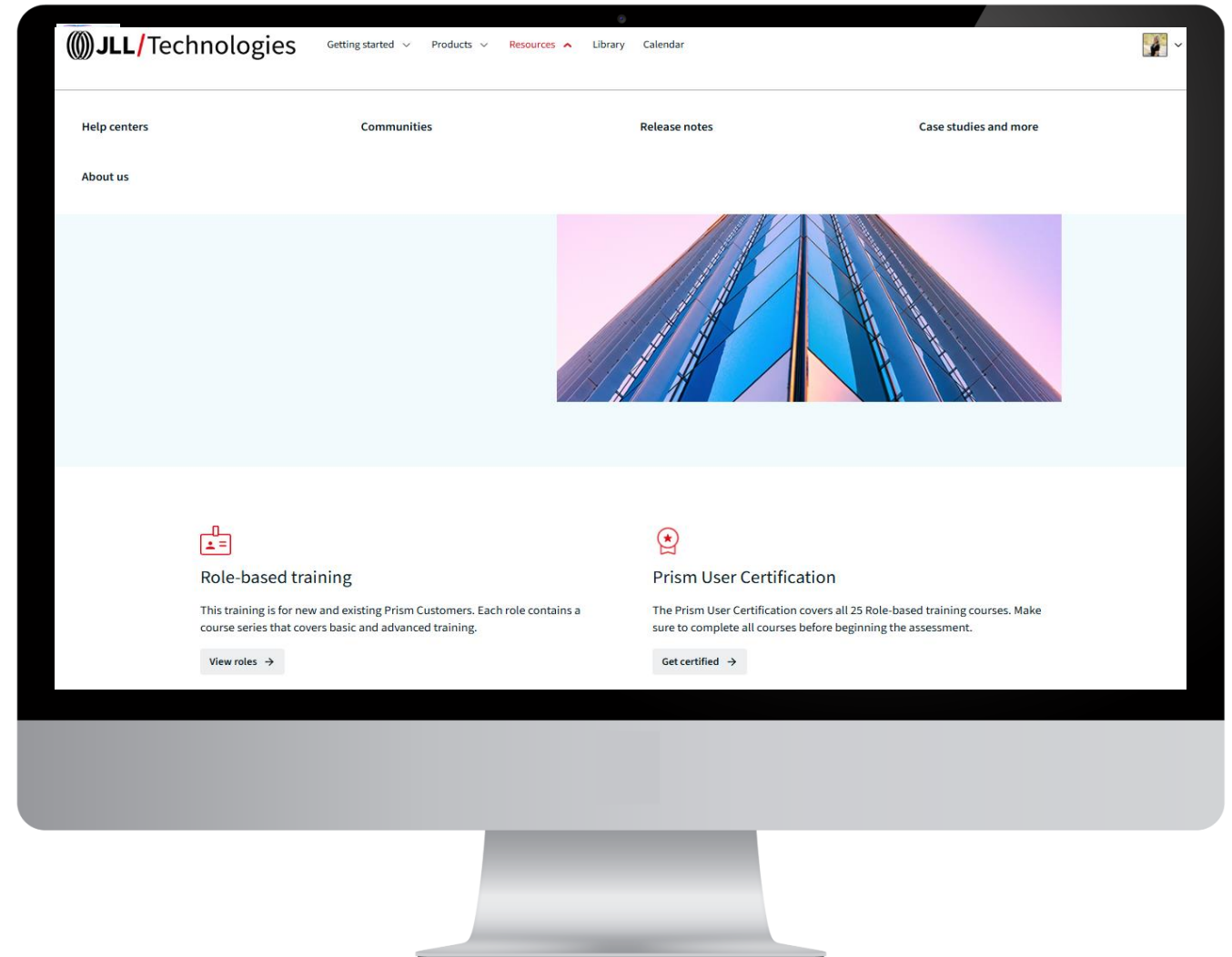
[buildingengines-prism.zendesk.com/hc/en-us](https://buildingengines-prism.zendesk.com/hc/en-us)

- Documentation and user guides
- Frequently asked questions (FAQs)
- Tutorial articles and how-to guides
- Troubleshooting resources
- Release notes and platform updates
- Support contact information



# Prism Training University by JLL Technologies

- Online Self-Paced Learning Platform
- Role-Based Training
- Courses and Tutorials on Prism Modules
- Prism User Certification




# Prism Support Center

02

# Prism Support Center

- Log in to Prism & click Support in the bottom left panel



PRISM  
By Building Engines

Create Work Order

Admin

Reporting

My Files

My Properties

My Spaces

My Users

My Equipment

My Companies

Accounting

Partner Network

Support

Welcome, JLLT

Hide Filters

Main Dashboard

Property Groups

Choose Property Groups

Properties

Choose Properties

Unassigned Work Orders 999+

Paper Towel Renamed Again

Low

Aaron Nadler  
123 Main Street (Aaron)  
Details: Paper towels next to sink  
Created: 1/10/2025 11:45 PM

Paper Towel Renamed Again

Low

Aaron Nadler  
123 Main Street (Aaron)  
Details: Paper towels next to sink  
Created: 1/10/2025 11:31 PM

Paper Towel Renamed Again

Low

Aaron Nadler  
123 Main Street (Aaron)  
Details: Paper towels next to sink  
Created: 1/10/2025 11:16 PM

Paper Towel Renamed Again

Low

Aaron Nadler  
123 Main Street (Aaron)  
Details: Paper towels next to sink  
Created: 1/10/2025 11:01 PM

Work Orders On-Hold 4

Cleaning / Janitorial

Medium

Caroline Gadonas  
Ringo's Roost  
Details: Dirty  
On-hold: 2/23/2024 4:17 PM

HVAC - Overtime

Medium

Caroline Gadonas  
Commercial Test 101  
Details: test  
On-hold: 1/4/2024 4:50 PM

Cleaning - After Hours

Urgent

Jody Miele  
Pretzel's Property  
Details: test for sla escalation  
On-hold: 4/27/2023 2:25 PM

My Work Orders 0

Great work!

You don't have any my work orders right now.

Overdue Inspections 999+

Test - Cleaning Inspection (...)

New

Unacknowledged Work Orders 61

Bathroom Sinks


Urgent

Urgent and High Priority SLA 23

Bathroom Sinks

High

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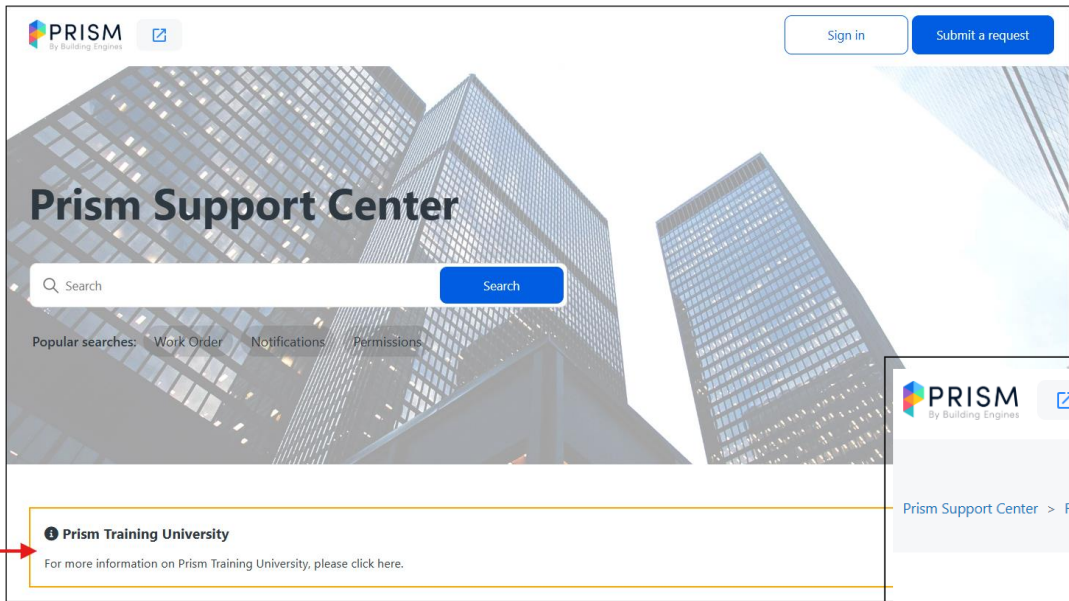




# Prism Training University & Prism User Certification

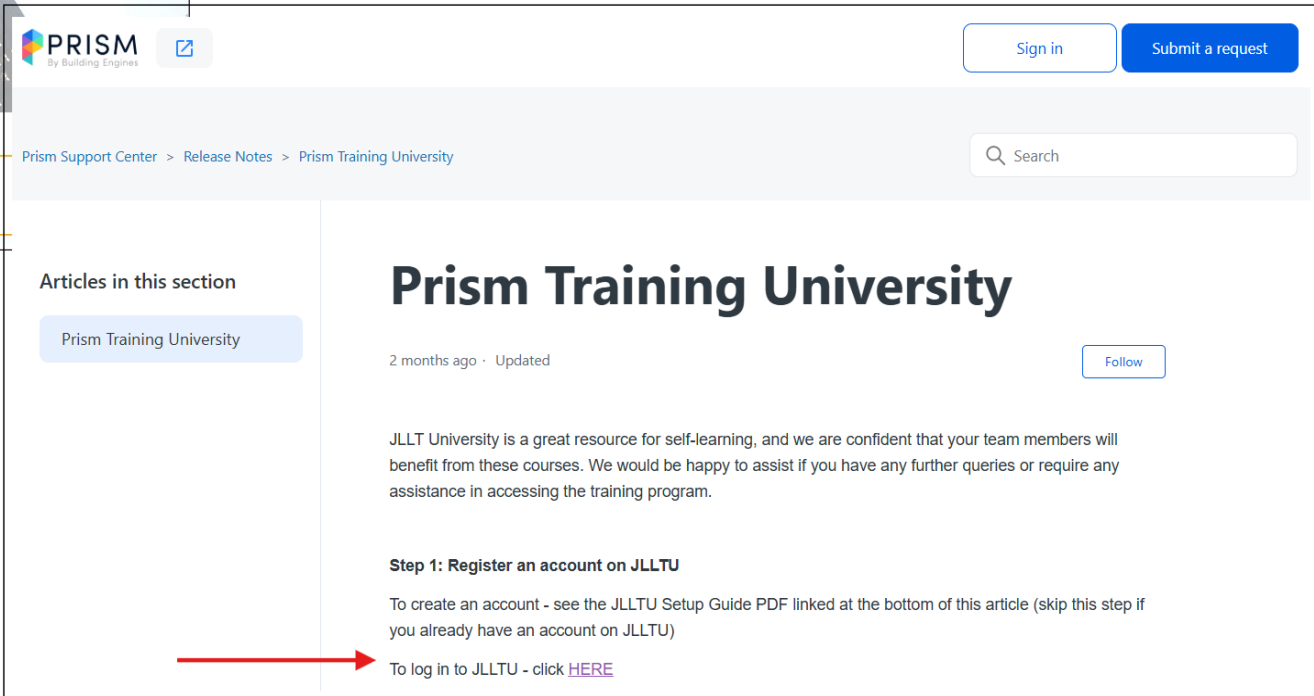


# Prism Training University

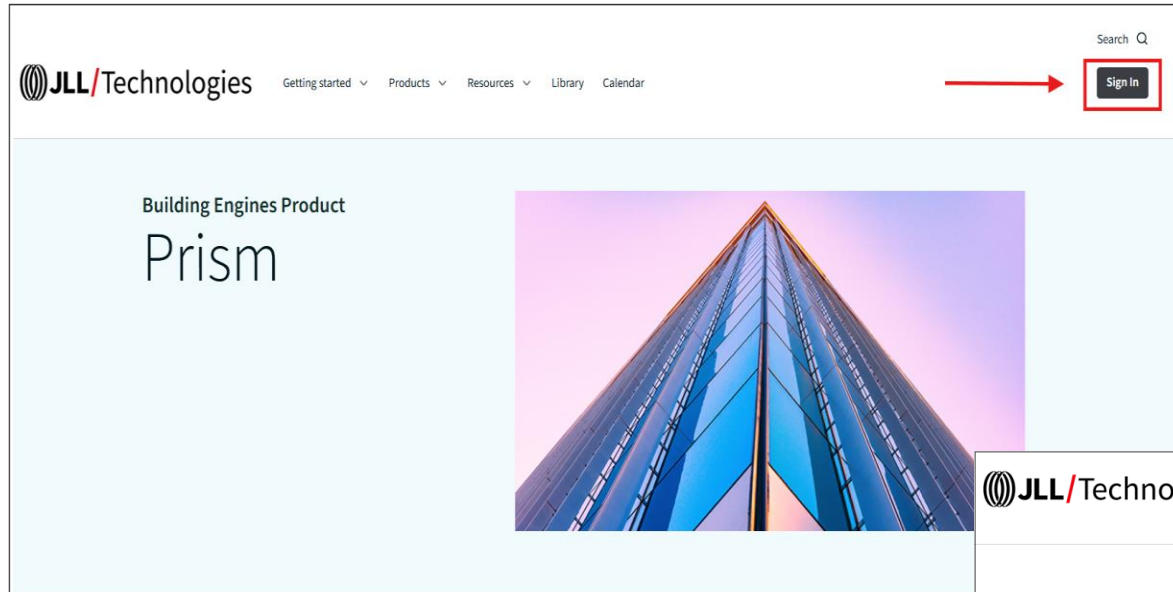


**Step 1:** Start at the Prism Support Center and select Prism Training University at the top of the page

**Step 2:** Then, select the link “click HERE” to navigate to Prism Training University



# Prism Training University



**Step 3:** Select “Sign In” in the top right corner

**Step 4:** Then, create an account by clicking “Sign Up” or click “Sign In” to log in

A screenshot of the JLLT University login and sign-up page. The header includes the JLL Technologies logo and navigation links. The main heading is 'Welcome to JLLT University'. Below it, a message states: 'If you are new to JLLT University, you will need to create an account, [click this link](#) or the "Sign Up" button below.' There are two buttons: 'Sign In' and 'Sign Up', with the 'Sign Up' button highlighted with a red box. Below these buttons, there is a section for signing in with an existing account, featuring input fields for 'Email' (containing 'kelli.raines@jll.com') and 'Password' (masked with dots). At the bottom, there is a red 'Sign In' button (highlighted with a red box) and a 'Forgot Password?' link.

# Prism Role-Based Training Courses

- Courses are for new and existing Prism Users
- 25 Self-paced Courses
- 3 Knowledge Check Questions after each Course
- Encourage all courses to be completed, before completing the Assessment for the Prism User Certification
- Now, let's walk through this **TOGETHER**

All ▾ Reset

Select Your Role ^

☐ Accounting (11)

☐ Engineer (12)

☐ Engineer Manager (14)

☐ Property Manager (25)

☐ Security (11)

☐ System Administrator (25)

☐ Tenant (11)

☐ Vendor (12)

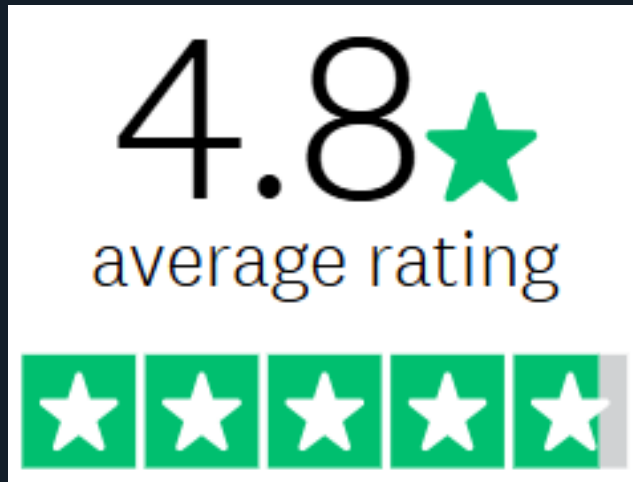
☐ Vendor Manager (14)

PRISM

Role-based training

<div>Prism</div> <div>Basics / Getting Started</div> <div>16 min</div> <div>✓ Completed</div> <div>Get started →</div>	<div>Prism</div> <div>Home Page</div> <div>6 min</div> <div>✓ Completed</div> <div>Get started →</div>	<div>Prism</div> <div>Admin</div> <div>34 min</div> <div>✓ Completed</div> <div>Get started →</div>	<div>Prism</div> <div>My Properties</div> <div>10 min</div> <div>✓ Completed</div> <div>Get started →</div>	<div>Prism</div> <div>My Spaces</div> <div>17 min</div> <div>✓ Completed</div> <div>Get started →</div>
<div>Prism</div> <div>My Companies</div> <div>9 min</div> <div>✓ Completed</div> <div>Get started →</div>	<div>Prism</div> <div>My Users</div> <div>10 min</div> <div>✓ Completed</div> <div>Get started →</div>	<div>Prism</div> <div>My Equipment</div> <div>22 min</div> <div>✓ Completed</div> <div>Get started →</div>	<div>Prism</div> <div>My Files</div> <div>37 min</div> <div>✓ Completed</div> <div>Get started →</div>	<div>Prism</div> <div>Accounting</div> <div>24 min</div> <div>✓ Completed</div> <div>Get started →</div>
<div>Prism</div> <div>Bid Management</div> <div>41 min</div> <div>✓ Completed</div> <div>Get started →</div>	<div>Prism</div> <div>Communications</div> <div>15 min</div> <div>Registered</div> <div>Get started →</div>	<div>Prism</div> <div>Contracts</div> <div>16 min</div> <div>✓ Completed</div> <div>Get started →</div>	<div>Prism</div> <div>Incidents</div> <div>11 min</div> <div>Registered</div> <div>Get started →</div>	<div>Prism</div> <div>Inspections</div> <div>21 min</div> <div>✓ Completed</div> <div>Get started →</div>

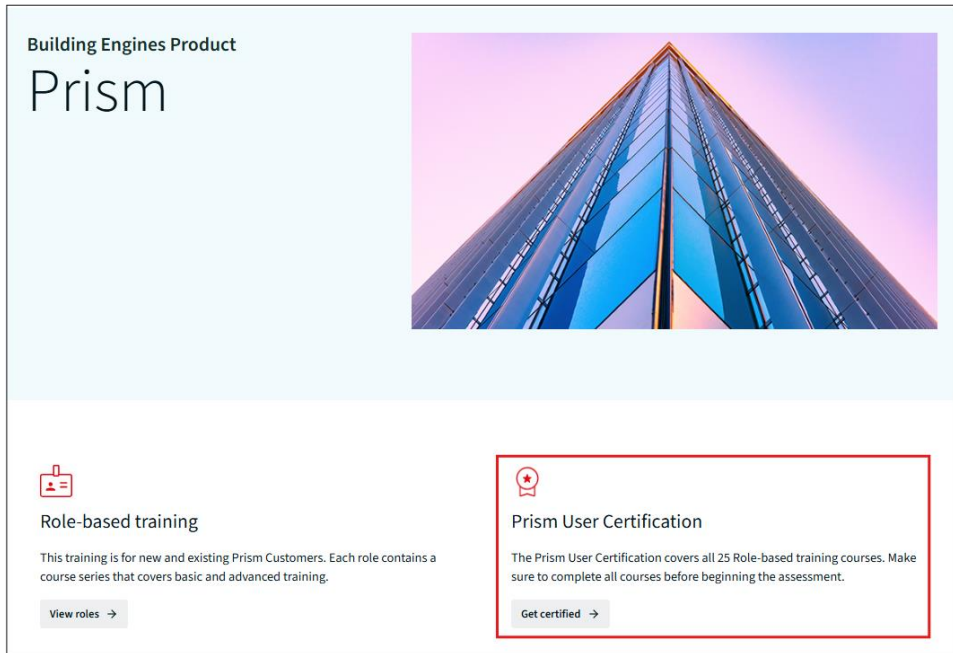
# Prism Training University



Feedback from users completing courses in JLLT University



# Prism User Certification



- Assessment has 40 questions (multiple choice & true/false)
- 2 hours to complete the assessment
- 3 attempts to pass the assessment
- Upon completion, a user is shown correct and incorrect answers
- Pass with a score of at least 80% or higher
  - Granted Prism User Certification & LinkedIn Badge
- We encourage users to review all the Prism Role-Based Training Courses, prior to starting the assessment



# Prism Tips & Tricks

04



# Prism Tips & Tricks

## Users and Permission groups

- Permission groups on Prism are fundamental to setting up your account

PRISM

Building Engines - ...

+ Create Work Order

Projects

Bid Management

Contracts

Resource Reservations

Visitors

Insurance

Tenant Compliance

GK

Prism Admin

Admin

Reporting

My Files

Admin

+ Create Group

Roles Notifications Manage Permissions Issue Types Security SLA My Account Settings Import Data Forms Integrations Webhooks

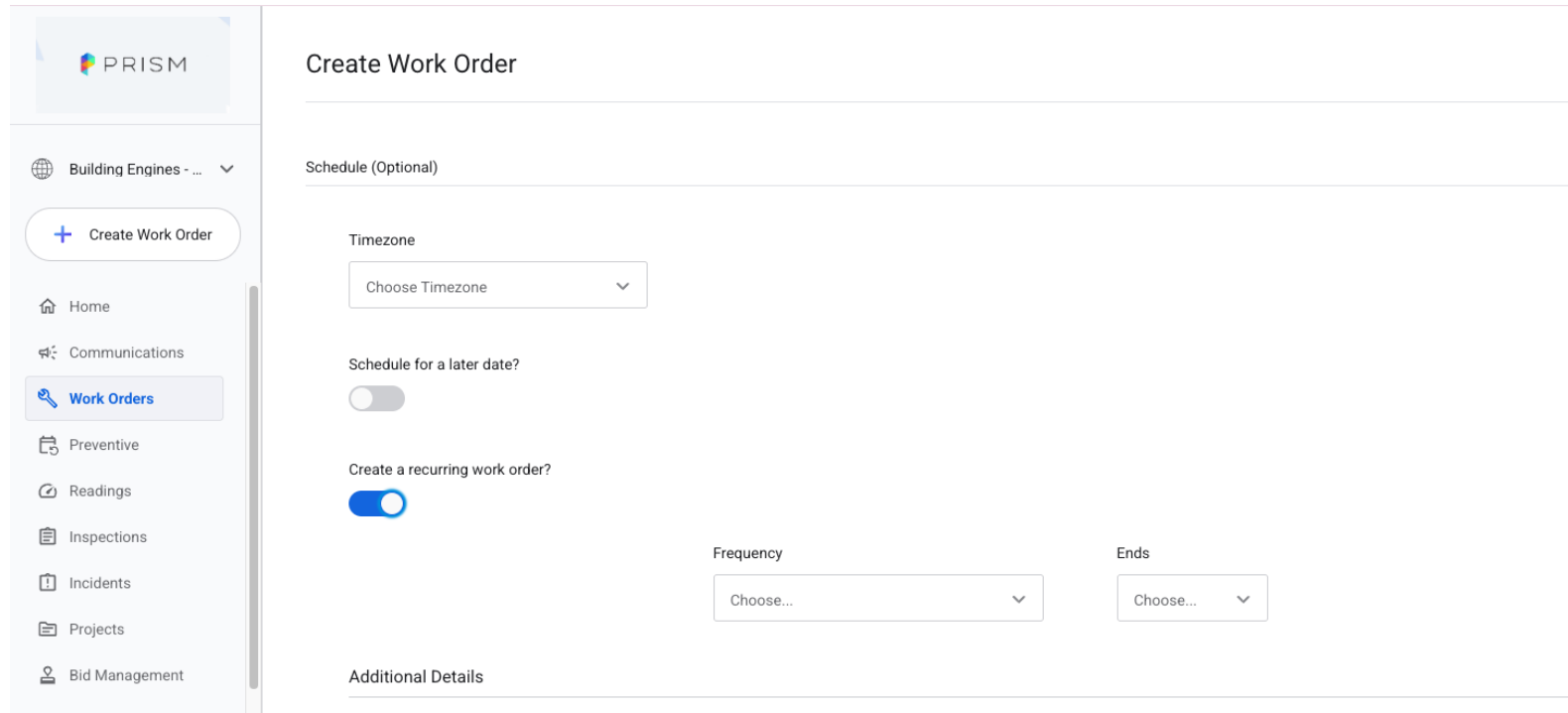
		Management Organization													
		Account Admin	Admin	Manager	Security	Coordinator	Executive	Admin1	Test Manager	Engineer Manager	User	Account Admin Test	Engineer	Just Visitors	Tenant A
Expand All															
General	26	25	19	18	1	14	6	5	5	12	6	5	12	1	3
Accounting	20	20	19	15	0	10	3	0	0	4	0	5	4	0	1
Equipment	4	4	4	3	1	3	1	0	0	1	1	0	1	0	0
Buildings	17	17	13	11	0	11	0	0	0	3	0	0	3	0	0
Communications	5	5	3	5	1	4	4	0	0	4	4	0	4	0	2
Companies	16	16	14	12	1	10	5	0	6	0	0	0	0	0	1
Contracts	3	3	3	0	0	0	0	0	0	0	0	0	0	0	0
Files	22	22	22	22	1	22	21	2	1	9	3	2	6	0	4
Incidents	8	8	8	8	0	0	0	0	0	0	0	0	0	0	0
Inspections	4	4	3	4	0	1	0	0	0	2	0	0	2	0	0
Insurance	7	7	7	4	2	4	2	0	0	2	2	0	2	0	2
Preventive	6	6	6	6	0	0	0	0	0	6	0	0	3	0	0
Projects	3	3	3	3	0	0	0	0	0	0	0	0	0	0	0



# Prism Tips & Tricks

## Recurring Work Orders

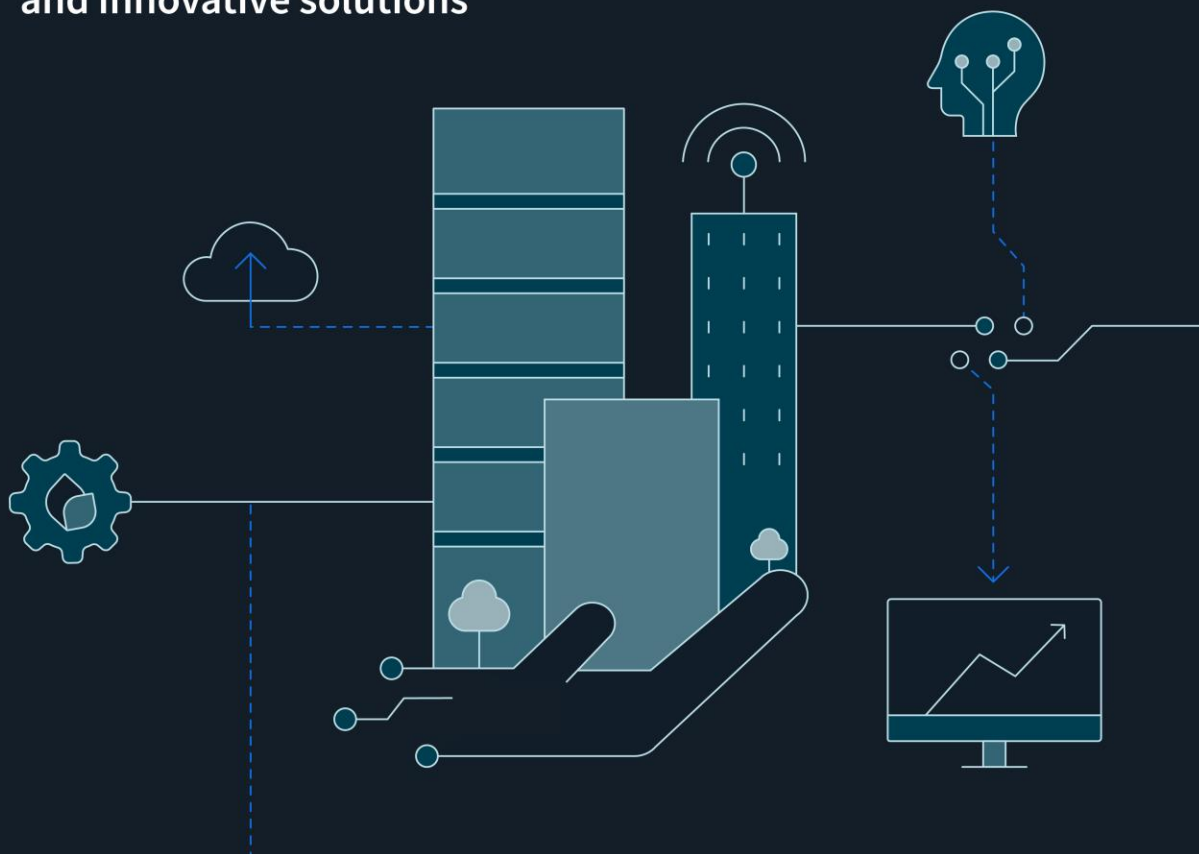
- Toggle create recurring Work Order on creation screen
- Schedules/Work Order tab
- Utilize filters to your advantage



The screenshot displays the 'Create Work Order' interface in the Prism application. On the left is a sidebar with the PRISM logo at the top, followed by a dropdown menu for 'Building Engines - ...'. Below this is a 'Create Work Order' button with a plus icon. Further down are links for 'Home', 'Communications', 'Work Orders' (highlighted with a blue icon), 'Preventive', 'Readings', 'Inspections', 'Incidents', 'Projects', and 'Bid Management'. The main content area is titled 'Create Work Order' and contains a 'Schedule (Optional)' section. This section includes a 'Timezone' dropdown menu with 'Choose Timezone' selected. Below this is a toggle switch for 'Schedule for a later date?' which is currently turned off. Further down is another toggle switch for 'Create a recurring work order?' which is turned on (blue). At the bottom of the 'Schedule (Optional)' section are two dropdown menus: 'Frequency' with 'Choose...' selected, and 'Ends' with 'Choose...' selected. Below the 'Schedule (Optional)' section is an 'Additional Details' section.

# Building Engines Connect 2025

Shaping CRE with intelligent, efficient,  
and innovative solutions



**Tuesday, July 29th, 2025 | Virtual Event**

Don't miss our annual property management technology user conference! **Building Engines Connect 2025** brings together industry leaders, Building Engines customers and users for an interactive day of learning, networking, and innovation.

## ***Featured Session:***

### **Empowering Excellence: Your Prism Success Toolkit**

2:00 PM-2:30 PM ET

Join our Customer Experience (CX) team as they walk you through essential Prism resources designed to elevate your property management capabilities. Discover Prism University, explore support channels, and learn proven strategies for training and adoption that drive measurable results.

**Save your spot today!**

<https://beconnect.cventevents.com/event/beconnect2025/>

Live Q & A

04



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Your knowledge is our mission. We are here to support your learning journey every step of the way.

*-Customer Experience Team*

# Thank you



**Kelli Raines**

Customer Success Manager



**Erol Ogunc**

Support Team Lead



**Grace Kim**

Application Support Engineer