Prism Tips & Tricks with Live Q & A

Hosted by: Kelli Raines, Erol Ogunc, Grace Kim

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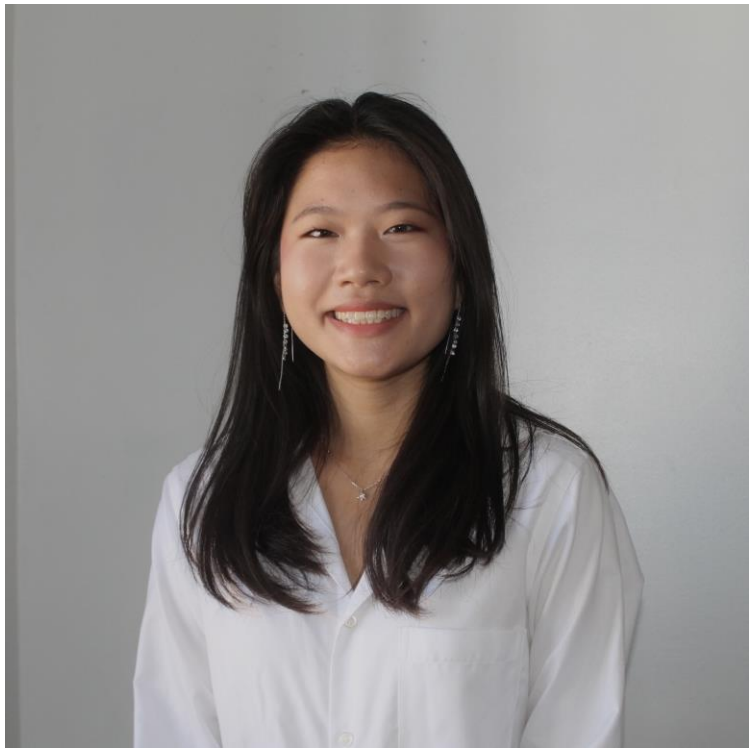
Meet Your Hosts

Kelli Raines
Customer Success Manager

Erol Ogunc
Support Team Lead



Grace Kim
Application Support Engineer

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Agenda

01 Prism Support Center vs. Prism Training University

02 Prism Support Center

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

03 Prism Training University & Prism User Certification

- 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

- 4.1 Prism FAQs
- 4.2 Open Q & A

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Prism Support Center vs. Prism Training University

01

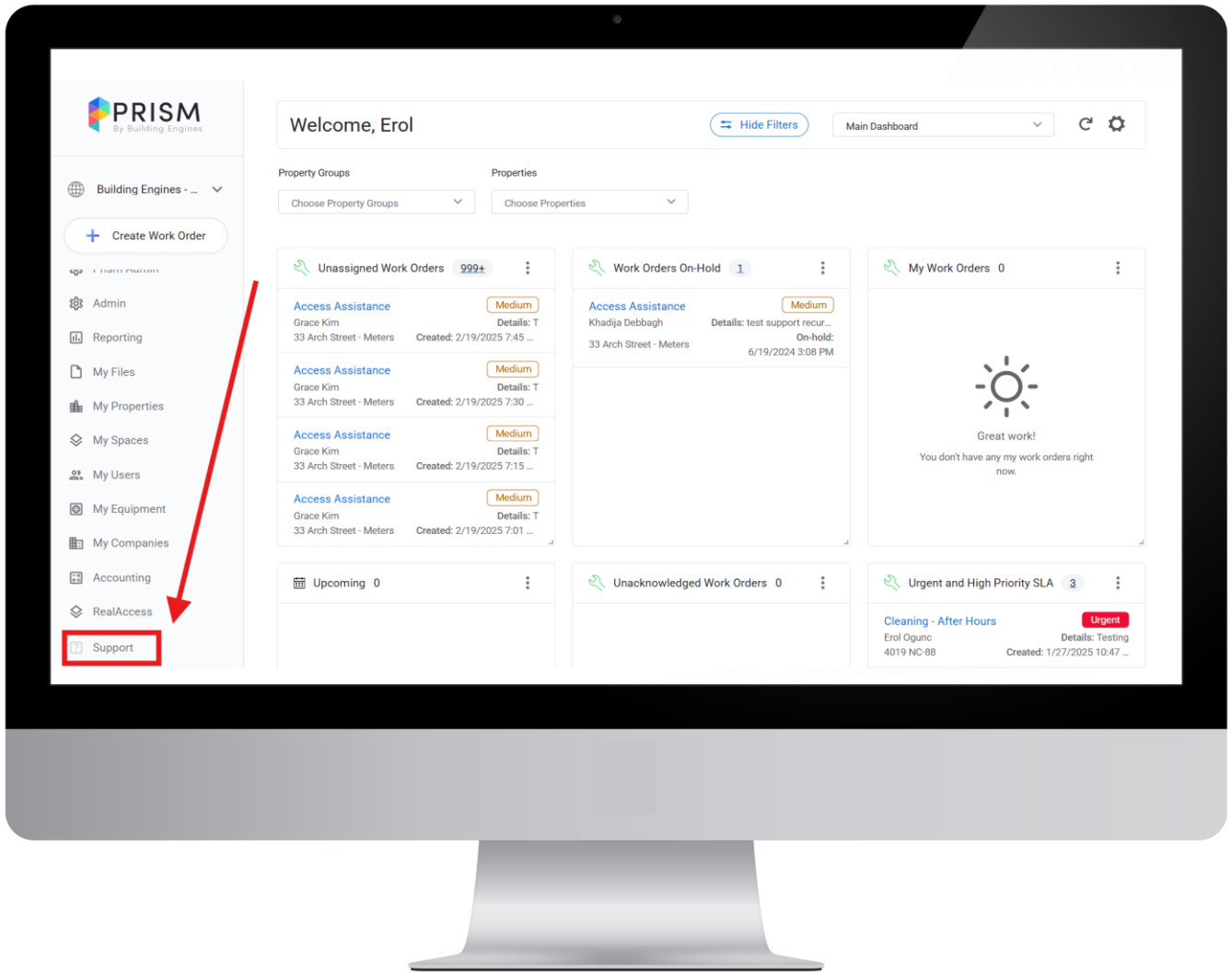
Prism Support Center

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

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



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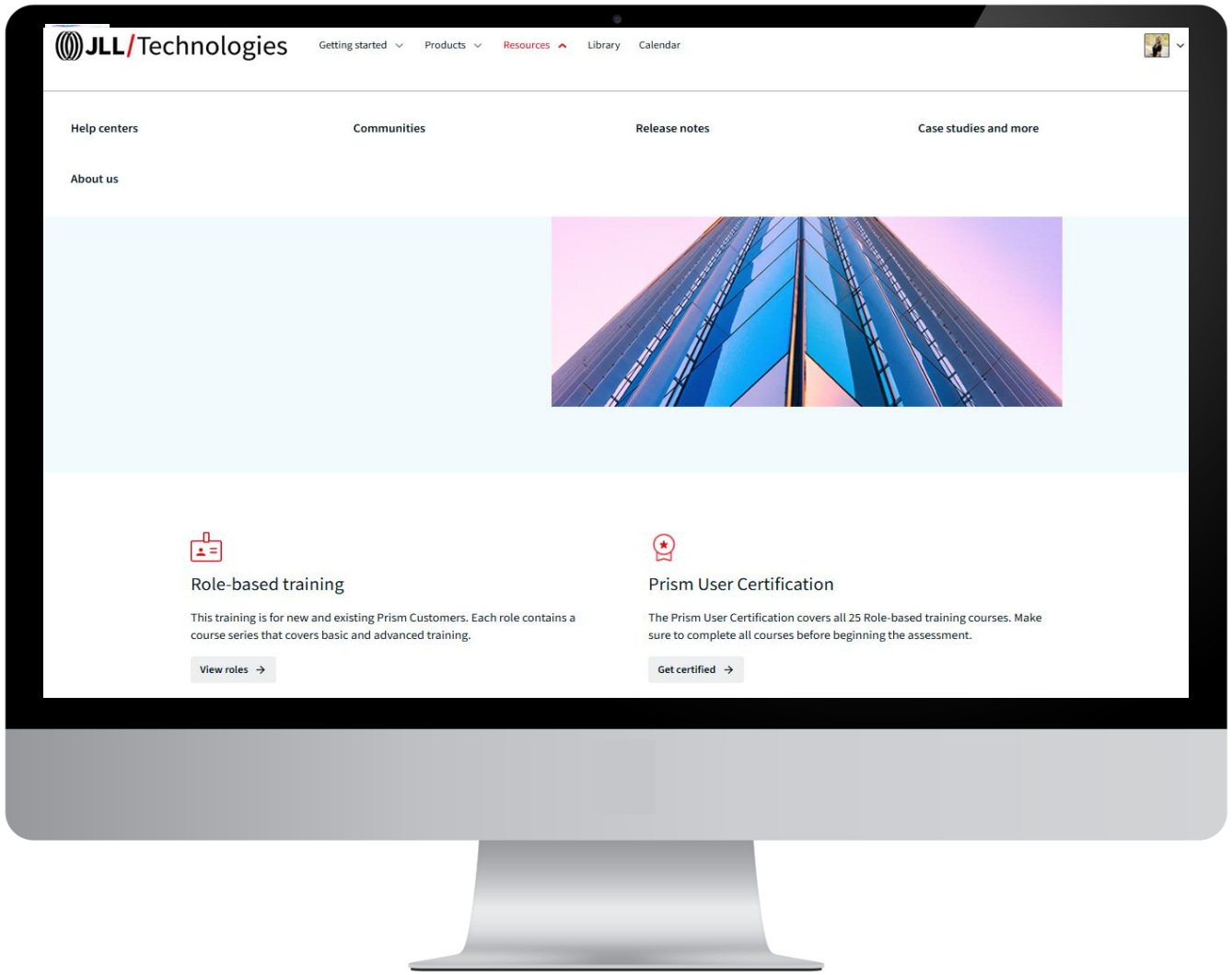
Prism Training University by JLL Technologies

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



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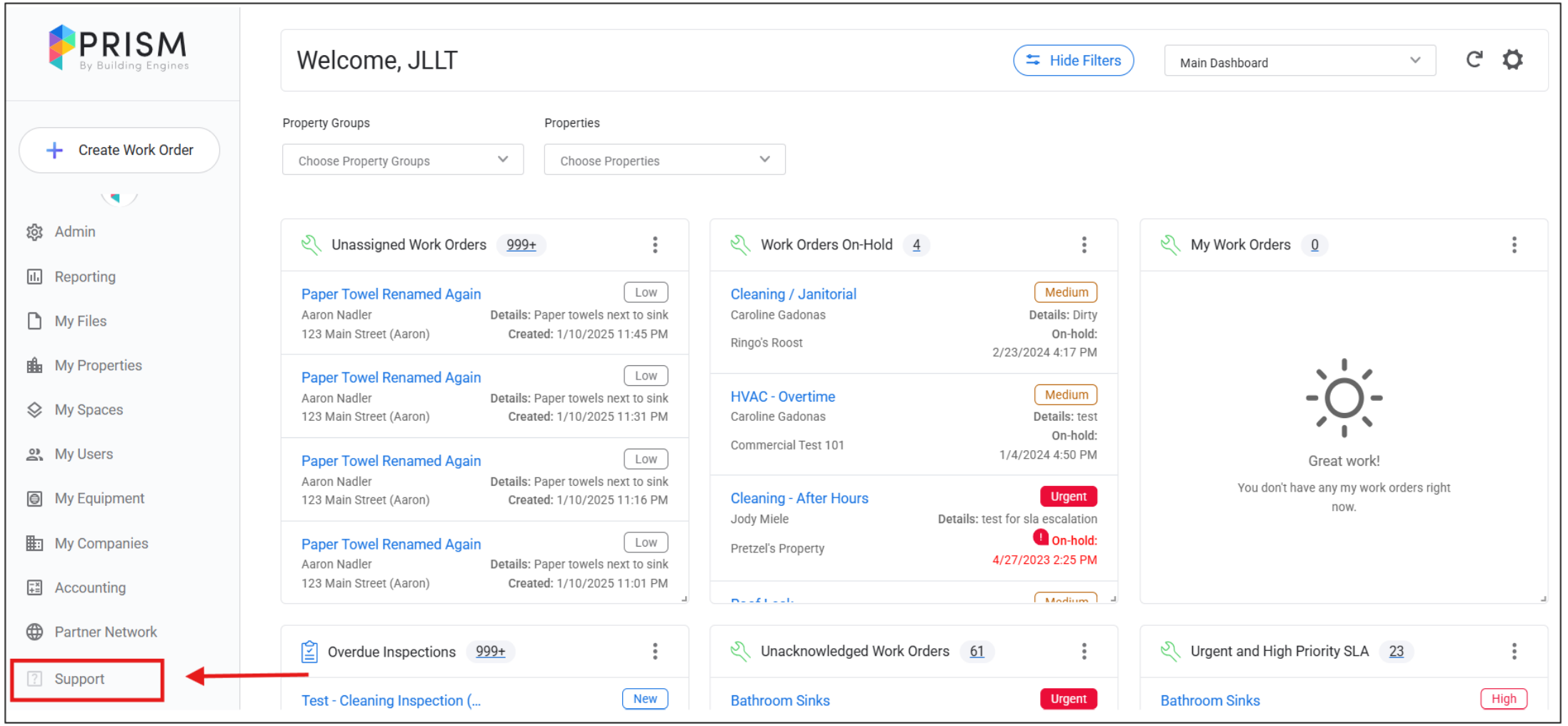
Prism Support Center

02

Prism Support Center

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



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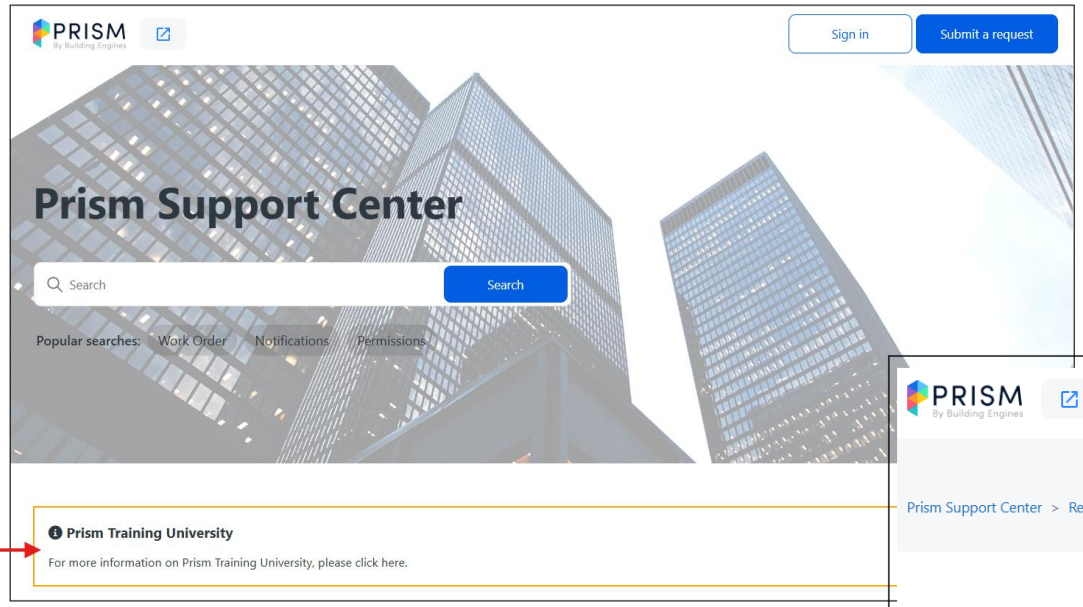
Prism Training University & Prism User Certification

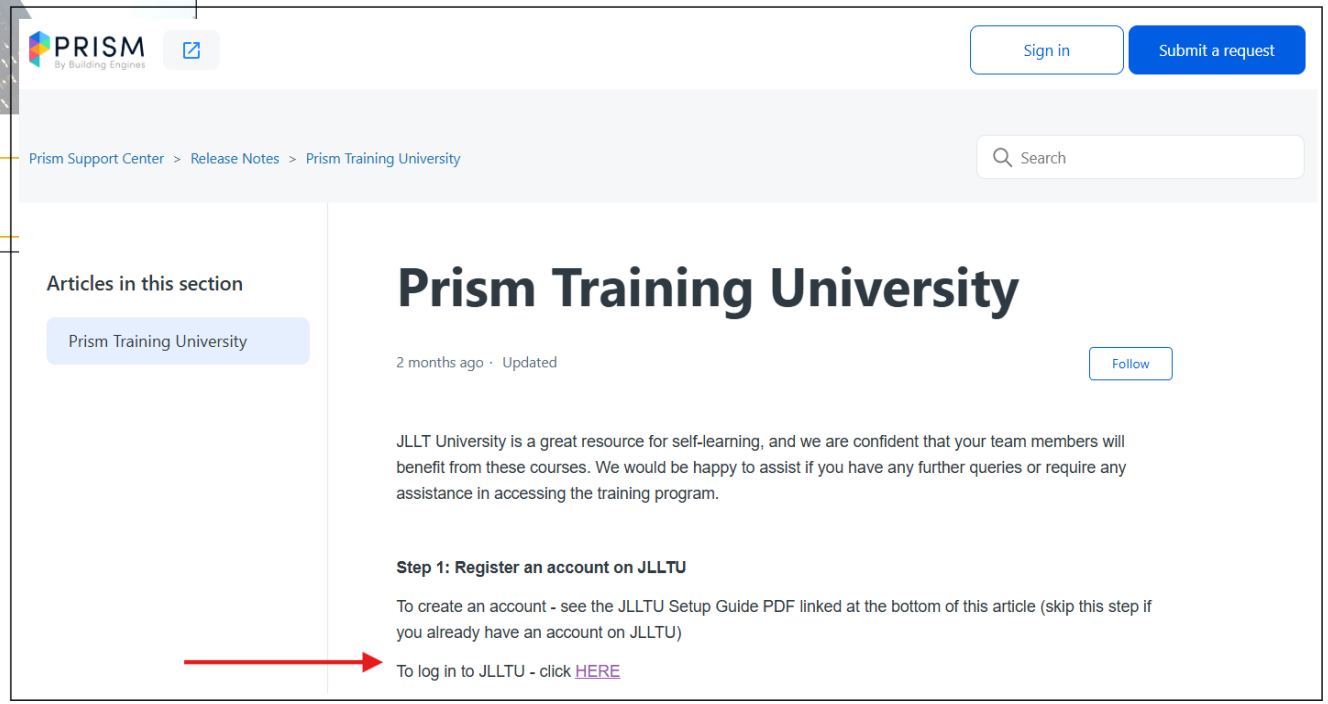
03

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



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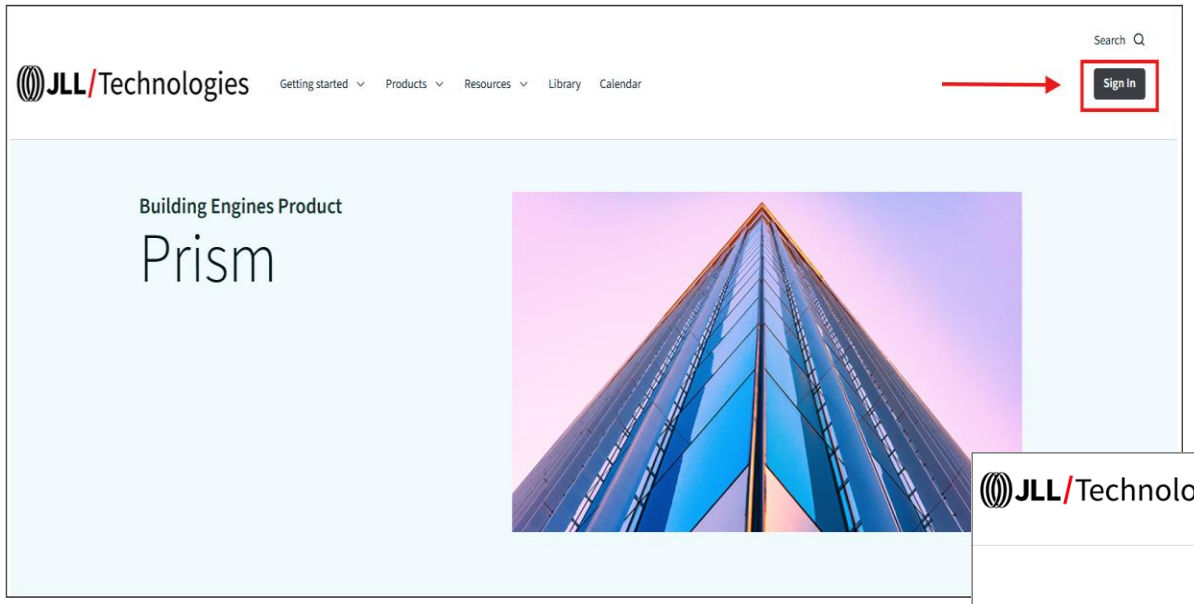
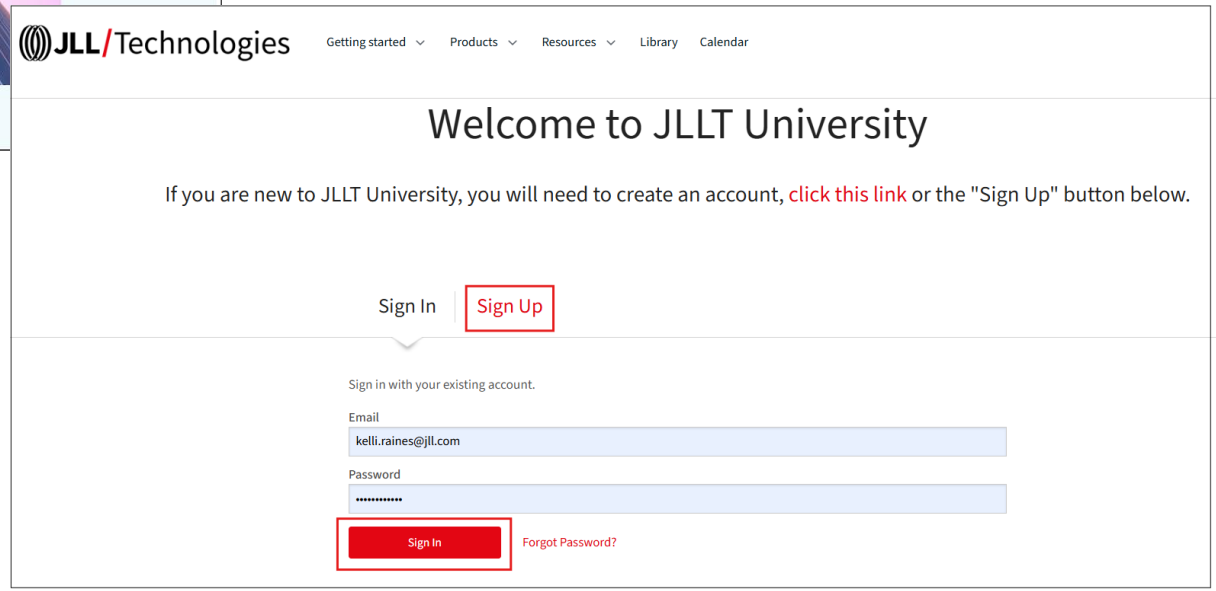
Prism Training University



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



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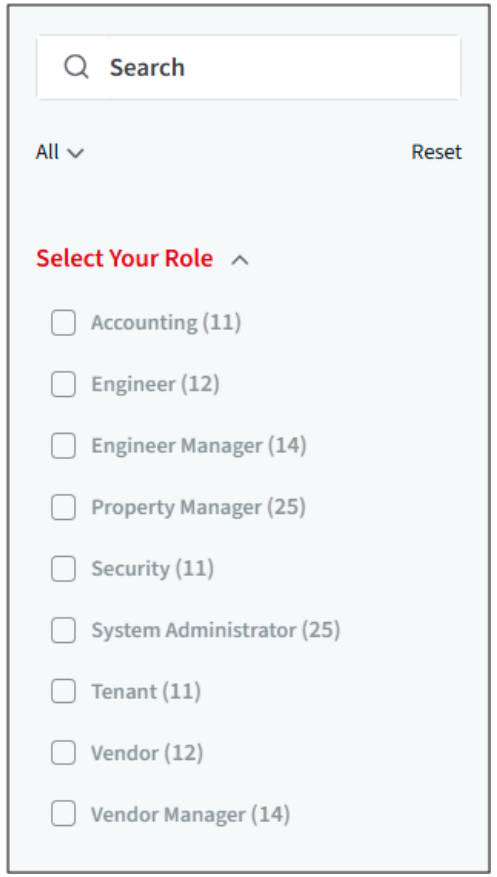
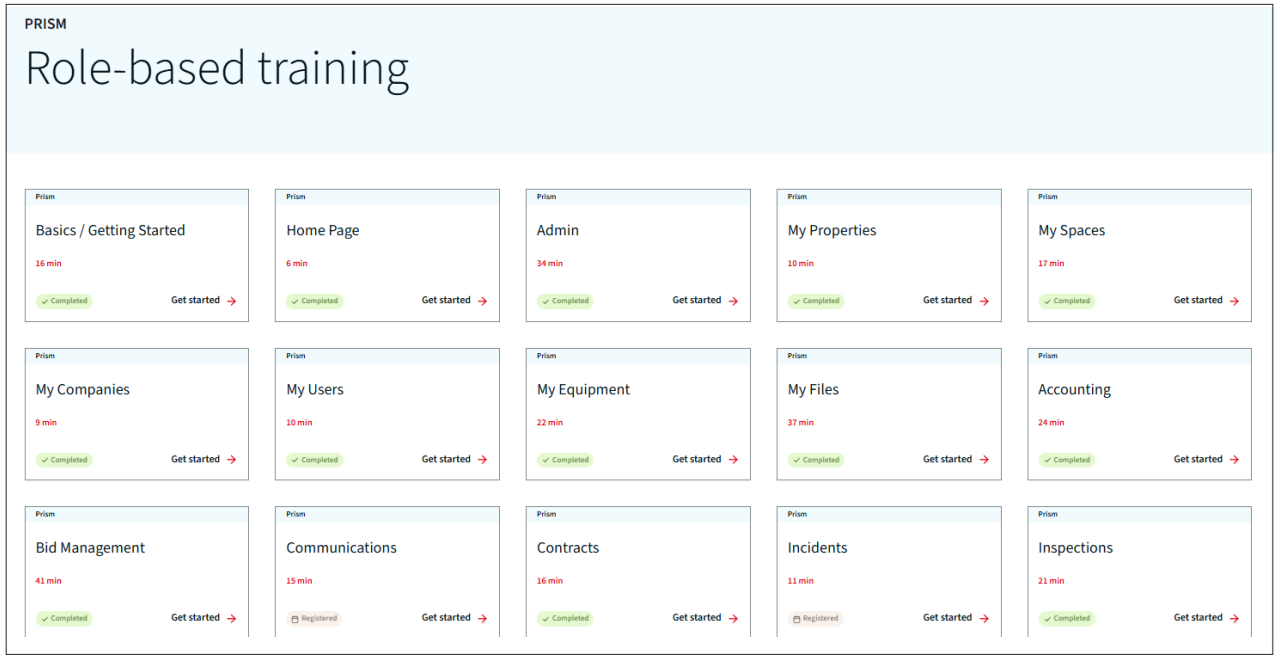
Prism Role-Based Training Courses



- 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



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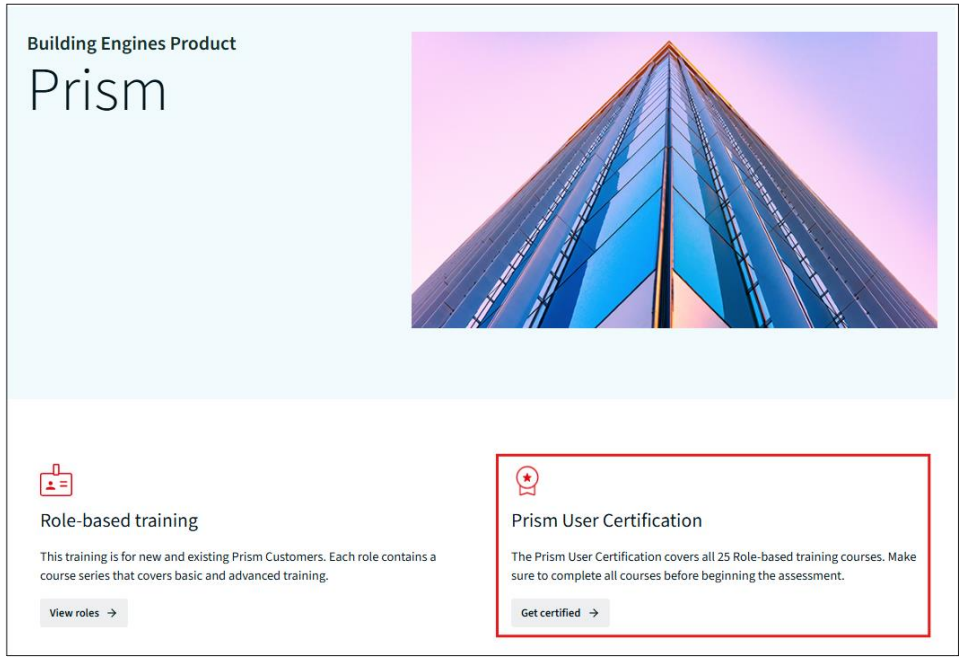
Prism Training University

4.8★
average rating

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

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Prism Tips & Tricks

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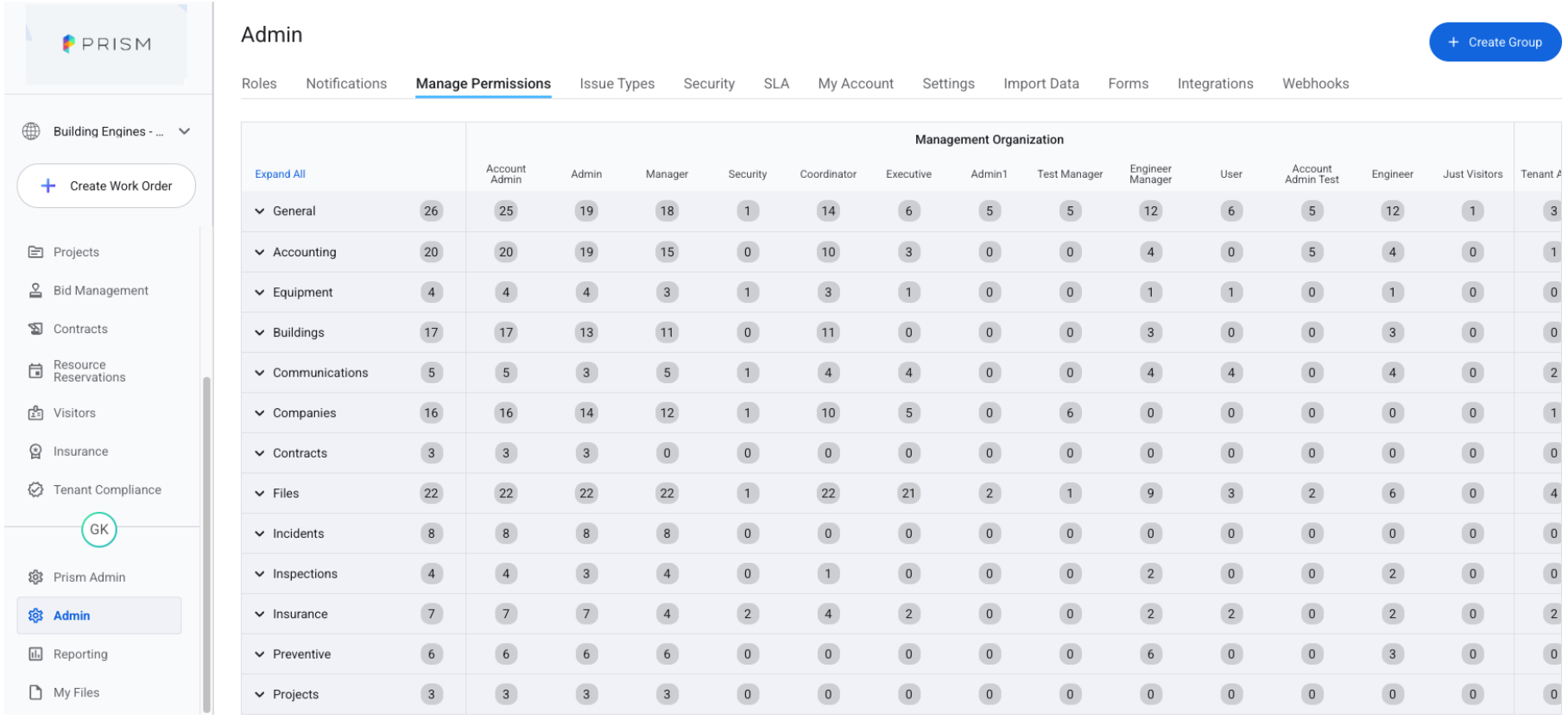
Prism Tips & Tricks

Users and Permission groups

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



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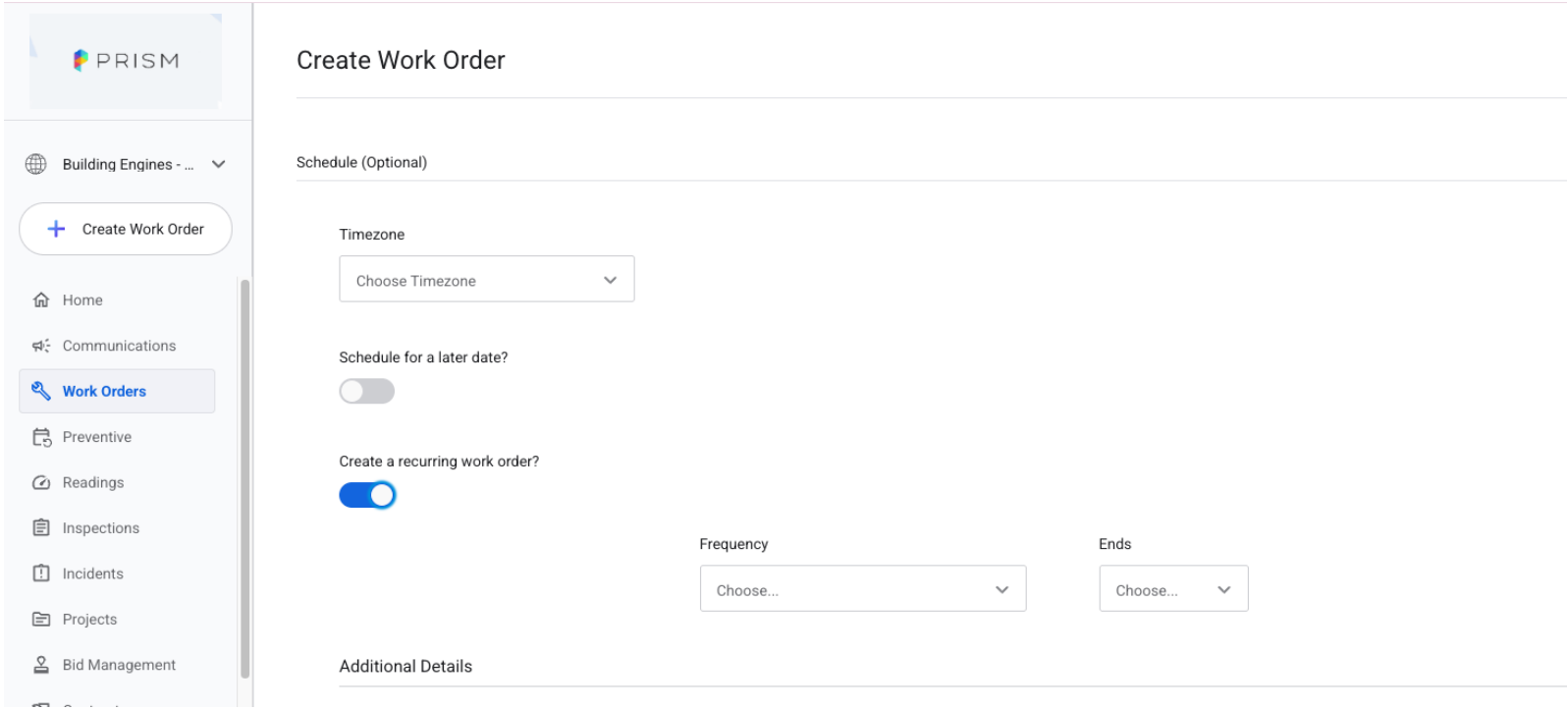
Prism Tips & Tricks

Recurring Work Orders

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



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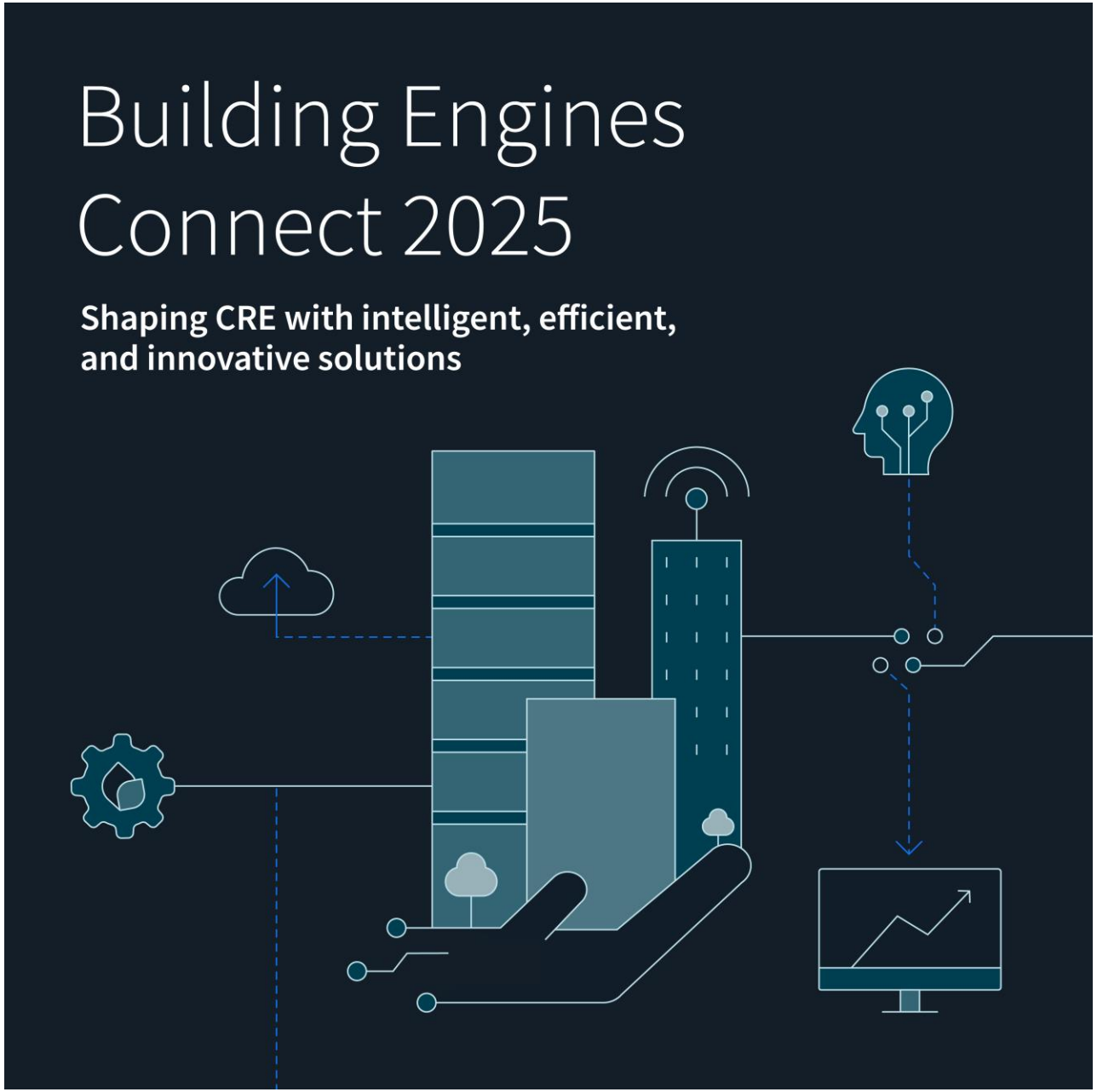

Tuesday, July 29th, 2025 | Virtual Event

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/

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Live Q & A

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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

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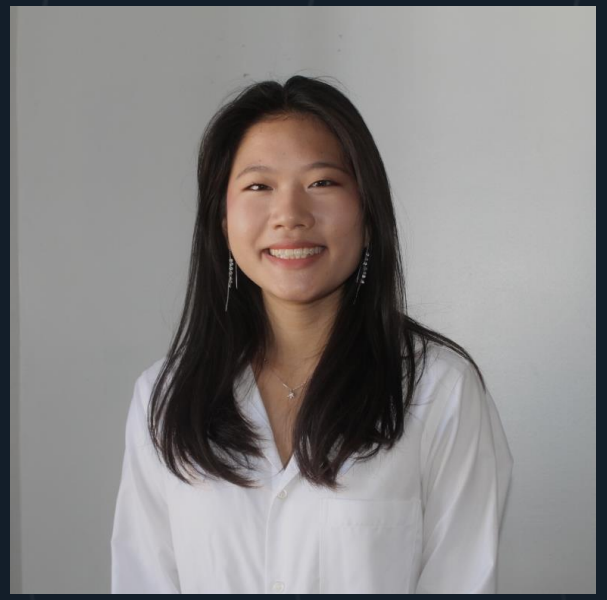
Thank you

Kelli Raines
Customer Success Manager

Erol Ogunc
Support Team Lead



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Application Support Engineer

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