



Seattle

Seattle Building & Energy Portal User Manual

**Seattle Benchmarking &
BEPS Help Desk**

Monday-Friday, 8am-4pm PST

buildingenergy@seattle.gov

206-727-8484



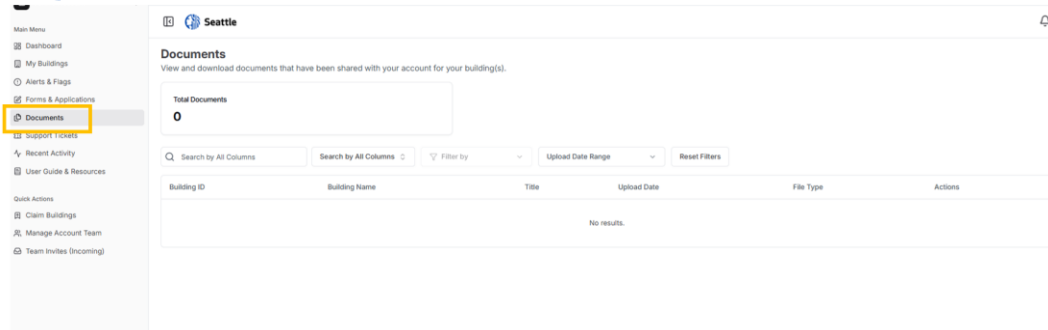
Seattle Building & Energy Portal User Guide

Purpose

The **Seattle Building & Energy Portal User Guide** provides a comprehensive overview of the Building Energy and Emissions Reporting Compliance Portal's features and functionality, helping you collaborate more effectively on Energy Benchmarking and Building Emissions Performance Standard (BEPS) energy efficiency initiatives. For step-by-step benchmarking instructions, please refer to the Seattle BEPS Program How-to Guide.

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1.0 System Functionality

The **Seattle Building & Energy Portal** is an online tool for building owners and managers. It allows users to manage buildings, collaborate with team members, review data alerts, and submit benchmarking compliance forms. It provides a clear view of compliance status and deadlines. Users can also receive customized support from the help desk through support tickets.

2.0 Account Management and Collaboration

2.1 Registration

The **Seattle Building & Energy Portal** can be accessed through an online web browser at buildingenergy.seattle.gov. New users click **Register** to navigate to the registration page. Here, users input account information and invite team members to the account. New users seeking registration support can submit a **help form** from this page by selecting "Need Help Registering? Send a message to the help desk."



Account Owner Login

Sign In to Your Account

Email Address *

Password *

☐ Remember me

[Forgot your password?](#)

Sign In

Need an account? [Register](#)

Need help registering? Send a message to the help desk.

Public Information

Personal information entered on this site is subject to the Washington State Public Records Act, and may be subject to disclosure to a third-party requester. At the City of Seattle we are committed to protecting your privacy and will ensure that any disclosures are done according to law. To learn more about how this information is managed, please see our [Privacy Statement](#).

To register:

1. Open the Benchmarking Portal sign-in page.
2. Select **Register**.



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3. Enter your account information and follow the on-screen prompts to complete setup.
4. (Optional) Invite team members.

Note: If your organization manages multiple properties, create one primary organization account to claim and manage all buildings. The account administrator can invite staff or consultants, assign the appropriate roles, and grant or remove building access as responsibilities change. We recommend using a generic email that can still be accessed if there are staff changes.

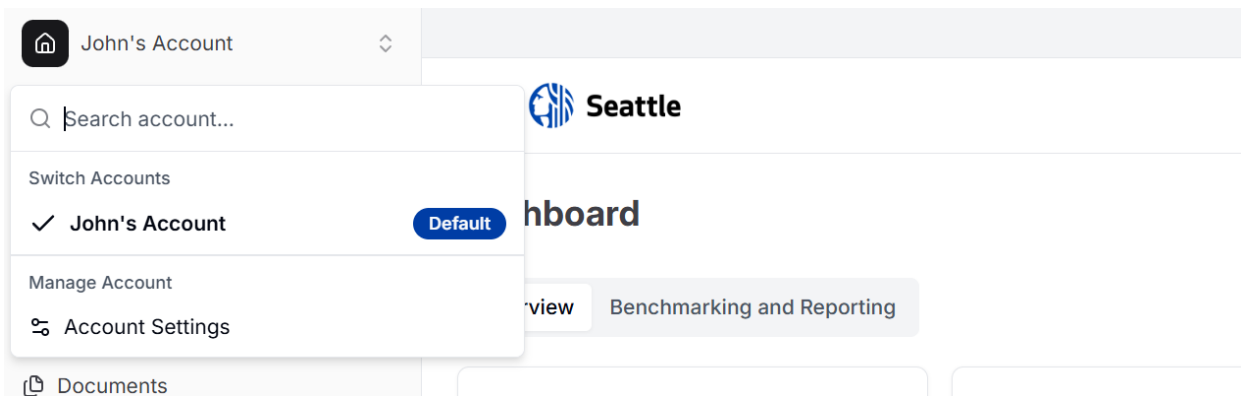
2.2 Return Users

Returning users will log in with their chosen email and password, then click **sign in**.

2.3 Account Settings

In the **Seattle Building & Energy Portal**, you may be a member of more than one account. For example, you may be invited to join another organization's account, or you may choose to create multiple accounts to manage separate building portfolios.

The account you are currently working in is called the **active account**. The name of this account is displayed in the upper left of the screen. The buildings and forms you see in the Portal are based on the active account.



To open Account Settings, click on the account name displayed in the top left corner of the screen and choose **Account Settings**.

In Account Settings, you can:

- Update your **Account Information** (organization name and affiliation)
- Manage **Members & Permissions** (invite members, assign roles, and control access)
- View **Invitations** (accept invitations, view details)

Only the Account Owner (the user who created the account) **can edit account information**.



Click on the **Members and Permissions** tab in account settings to view all members associated with the account, view permission settings, and invite new members. This can also be done in the **Manage Account Team** tab found in the sidebar.



Account Settings

Account Information

Members & Permissions

Invitations

 Invite Member



Search members...

All Roles



All Affiliations



Member Name

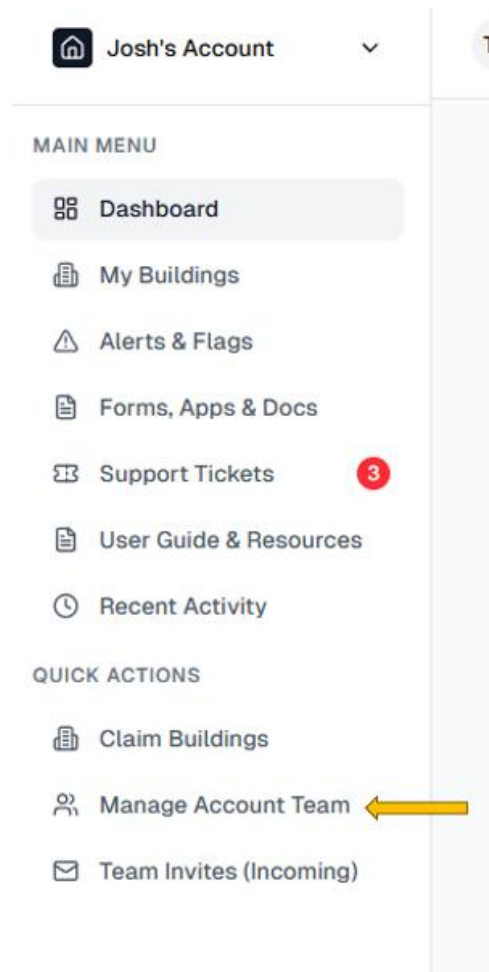
Email

Account Role

Affiliation

Actions

No results.



Account Admins can edit member roles. Only the **Account Owner** can remove members from the account. Other roles can view members but cannot make changes.

Users can be the following roles (see table for full descriptions):

- Account Admin
- Account Member
- Account Viewer
- Building Verifier
- Building Member
- Building Viewer

Name of Building User Role	Permissions	Restrictions
Account Level Roles		



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Account Admin	• Automatic access to all current and future claimed buildings • Full admin rights over buildings and submissions • Can unclaim and approve building transfers • Can access and manage benchmarking submissions	• Cannot edit/remove the account • Cannot remove members
Account Member	• Automatically added to all current and future claimed buildings • Can access and manage benchmarking submissions	• No account management access • No member management • Cannot create new properties or claim buildings
Account Viewer	• Automatically added with view-only access to all current and future claimed buildings • Can view reports and building information	• Cannot edit/remove the account • Cannot remove members
Verifier Roles		
Building Verifier	• Verify building details • Validate form submission data	• Cannot edit building records
Building Level Roles		
Building Member	• Full building-level access • Edit building details • Manage forms (submit, edit, request verification)	• Cannot approve transfers
Building Viewer	• Read only access to building data	• No editing of building records

2.3.1.1 Invite Account Member

Click on **Invite Member** to navigate to the **Invite Account Member** page to add new members to the account. Once on the Invite Account Member page, select the new member's Affiliation with Building and Account Role using the dropdown boxes, and send the invitation via email.

Only the Account Owner can remove members from the account (see Section 2.4.1 Members & Permissions).

To invite a new member:

1. Select **Invite Member**.
2. Select the member's **Affiliation** and **Role**.
3. Enter the member's email address.



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4. Click **Invite Member** to send the invitation.

Note: When sharing specific buildings rather than your entire portfolio, select **Account Building Level** from the **Account Role** drop-down menu. This will populate the **Building Level** permissions. Select the buildings you'd like to share and choose the preferred level of access (i.e. *Building Member* or *Building Viewer*).

Invite Member to Account: John's Account

Please provide:

- The affiliation the individual has with the building(s).
- The role of the individual.
- The email address of the individual you wish to invite to this account.

The Account Role selected determines the access and permissions granted to this individual within the account. Use the drawer below to review how each role behaves within the platform.

Account and Building User Roles

Once the invitation is sent, the member will receive an email to accept the invitation.

Affiliation with the Building(s) *

Property Manager

Account Role *

Account Building Level

Building Level Permissions

You will need to select which Buildings the Account Member will have access to. Building Level Permissions can only be applied to Buildings already claimed in the account.

Once the Buildings are selected, the permissions can be managed at any time from the "Members & Permissions" tab in Account Settings.

Q Search buildings...



Building ID

Permissions

No results.



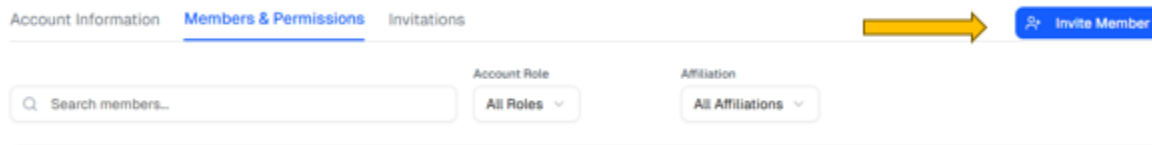
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To manage a pending invitation:

- Use the **Action** menu (three dots) to **re-send** an invitation (for example, if the invitation email was not received).
- If an invitation was sent to the wrong email address, cancel the invitation by clicking **Delete** and send a new one to the correct address.

Invited users must accept the invitation before they can access the account.

Account Settings

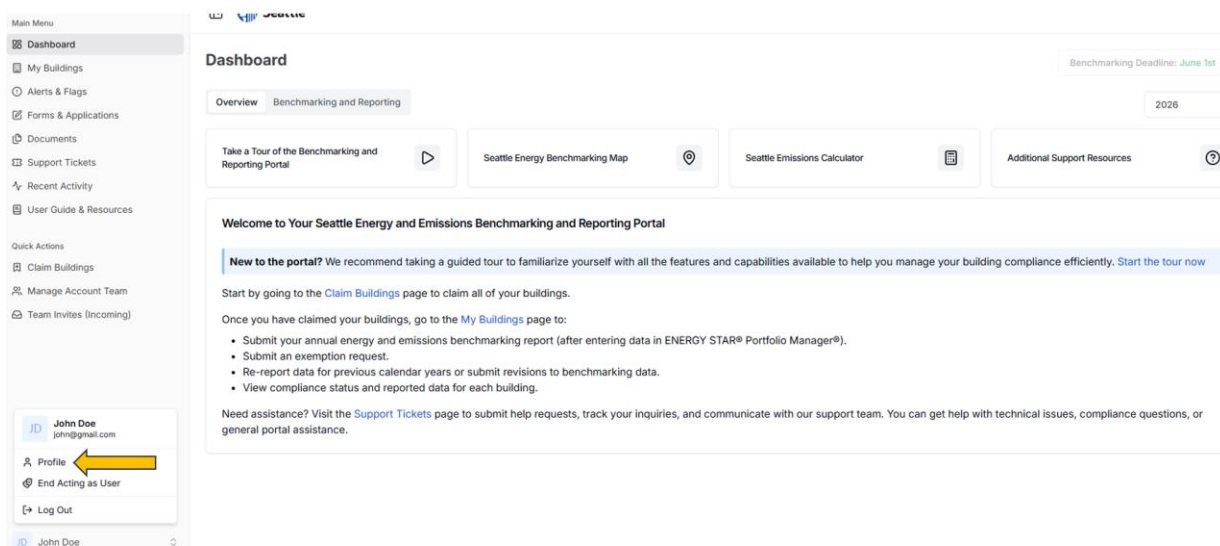


2.3.1.2 Edit Account Member Settings

To update account member settings, select the **Members & Permissions** tab in **Account Settings** and select the three dots under the **Actions** column. Selecting **Edit Member** will open the **Update Account Member** page where edits to *account role* and *affiliation* can be made. Select **Delete Member** to remove a member from this account.

2.4 Edit Profile Details

Use **Profile** to manage your individual user settings, such as your contact information, password, and security settings. Profile settings apply to you as a user and are separate from **Account settings** (which apply to the active account).



2.4.1 View and Edit Profile Info



In the **Profile Info** tab, you can update your user information, including your name, email address, phone number, company name, mailing address, and credentials or documentation (if applicable). You can also update your password and manage **Two-Factor Authentication** settings.

2.4.2 Manage My Accounts

Select **My Accounts** to view the accounts where you are a member. This page displays each account's name, owner, role, and affiliation. In the **Actions** column, select **Go to Account** to switch to that account. Note: You can also switch accounts by selecting the **Account Name** in the upper left of the screen (see Section 2.3).

To create a new account, select **Create Account**. You will be taken to the **Create Account** page, where you will enter an **Account Name** and select your **Affiliation** with the account. After you create the account, you will be the **Account Owner**.

Profile
Manage your profile.

Profile Info **My Accounts** Pending Invitations

Q Search accounts...

Account Name	Owner Name	Owner Email	Affiliation	Role	Pending Invitations	Actions
John's Account	John Doe	john@gmail.com	Building Owner	Account Holder	0	...

Showing 1 - 1 of 1 row(s)

2.4.3 Pending Invitations

Select **Pending Invitations** to view invitations you have received to join other accounts. This page shows who sent the invitation, the role and account affiliation, and the date sent.

Use the available actions to respond to the invitation. After accepting an invitation, the account appears in **Profile > My Accounts**. Select **Go to Account** or click the account name in the upper-left corner to switch accounts (see Section 2.3).

3.0 Claim Buildings Page

Use **Claim Buildings** to add a building to your My Buildings list in the BEPS Portal. Claimed buildings are associated with the active account.



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3.1 Claim Buildings

Claim your building(s) by using your 6-digit claim code provided by the city. Click on the **Claim Buildings** page in the sidebar. Alternatively, Users can navigate to the Claim Buildings page via the **My Buildings** page and click the link titled *Claim it on the Claim Buildings page*.

3.1.1 Searching for a Building to Claim

Use the search box to find your building using OSE Building ID, Building Name, or Primary Address. Click **Search**; The table updates automatically to display buildings that meet the search criteria.

Claim Buildings

Search and claim buildings associated with your account.

Search by OSE ID, Building Name or Address

Search

OSE ID	Building Name	Primary Address	Primary Use Type	Claim Status	Claimed By	Actions
Building ID	Building Name	123 Test St	0	Available	-	Claim

Showing 1 - 1 of 1 row(s)

3.1.2 Claiming a Building

If the building is currently unclaimed, click **Claim** in the Action column. In the pop-up window, enter the six-digit claim code provided by the city, then click **Claim Building**.

Claim Building

Enter the 6-character Claim Code for building 27602.

Don't have a code?

[Submit a support ticket to the Seattle Help Desk.](#)

Upon successful claim of a building, a confirmation message appears saying *Building Claimed Successfully!* The building will now appear in the **My Buildings** page.



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3.1.3 Transfer Requests

If the building is currently claimed, click **Request Transfer** in the **Action** column to request the transfer of the building into your buildings. Selecting Request Transfer displays a pop-up stating, "Building claim transfer has been requested," if this is the account's first transfer request.

If the account already has a pending request for the building, submitting a **duplicate transfer request** will prompt the following pop-up: "This building has a pending transfer request from your account but has not yet been approved". **Please allow 2 business days before submitting a duplicate request, as the help center requires time to review and approve these requests.**

3.1.3.1 Cancel an Outgoing Transfer Request

If a transfer request was initiated by mistake or is no longer needed, **cancel the request by navigating to Support Tickets in the sidebar**. Click on the three dots next to the building request and select **Delete** to cancel your outgoing request.

3.1.4 No Claim Code or Incorrect Claim Code

Click on **Submit a Support Ticket to the Seattle Help Desk** if you do not have access to your claim code. If the claim code is incorrect or missing, an error message is displayed, and the building is unable to be claimed.

3.1.5 ESPM Account Management

After entering the claim code for the building, you will be navigated to the **Energy Star Portfolio Manager Connection** popup. If the connection displays the incorrect ESPM ID, click on *Would you like to disconnect this account*. Click the **disconnect** option to disconnect the account or click **cancel** to cancel the disconnection request.

3.2 Un-claiming Buildings

Remove a building from your account if you accidentally claim one you do not own. Removing a building will release it from your account and allow it to be claimed by the correct owner.

- Select the **My Buildings** page in the panel on the left-hand side of the screen.
- Click on the three dots in the **Action** column for the building you want to un-claim and choose **Remove**.
- Confirm the building is not associated with the user and verify that un-claiming the building will remove it from the **My Buildings** page and disconnect the ESPM account listed.
- Click **confirm delete** if the action is valid.

4.0 Dashboard

4.1 Dashboard Configuration

There are two distinct tabs on the Dashboard labeled **Overview** and **Benchmarking and Reporting**.



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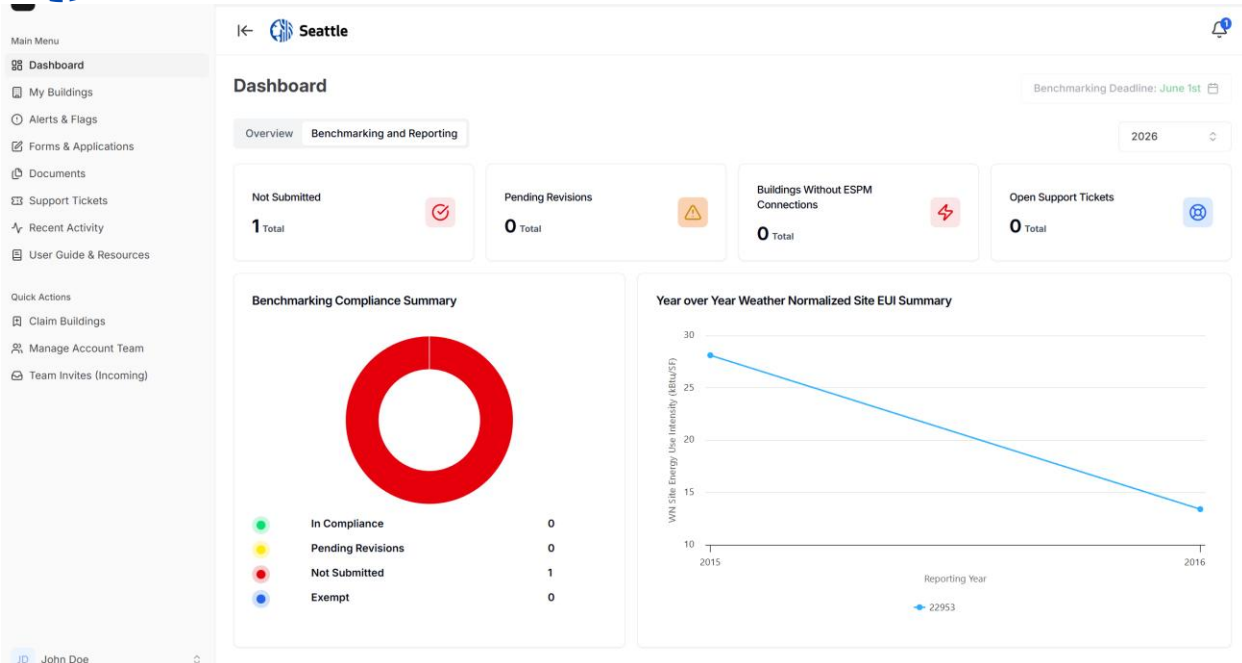
4.1.1 Overview

- Click **Take a Tour of the Benchmarking and Reporting Portal** to start the tour of key Portal features.
- Click **Seattle Energy Benchmarking Map** to navigate to the City of Seattle's public energy benchmarking disclosure map.
- Click **Seattle Emissions Calculator** to navigate to an external emissions calculator.
- Click **Additional Support Resources** to navigate to the **User Guide & Resources** page within the portal.

The screenshot displays the Seattle Energy and Emissions Benchmarking and Reporting Portal. The interface includes a sidebar with a 'Main Menu' and 'Quick Actions' section. The 'Main Menu' contains links to 'Dashboard', 'My Buildings', 'Alerts & Flags', 'Forms & Applications', 'Documents', 'Support Tickets', 'Recent Activity', and 'User Guide & Resources'. The 'Quick Actions' section includes 'Claim Buildings', 'Manage Account Team', and 'Team Invites (Incoming)'. The main content area is titled 'Dashboard' and features a 'Benchmarking Deadline: June 1st' notification. Below this, there are two tabs: 'Overview' and 'Benchmarking and Reporting'. A highlighted box contains four cards: 'Take a Tour of the Benchmarking and Reporting Portal', 'Seattle Energy Benchmarking Map', 'Seattle Emissions Calculator', and 'Additional Support Resources'. Below this, a welcome message reads 'Welcome to Your Seattle Energy and Emissions Benchmarking and Reporting Portal'. A 'New to the portal?' section recommends taking a guided tour and includes a 'Start the tour now' link. Below this, instructions are provided for claiming buildings and navigating to the 'My Buildings' page.

4.1.2 Benchmarking and Reporting Tab

Click on the **Benchmarking and Reporting** tab in the header of the **Dashboard** to view a summary of benchmarking for the account's buildings.



- Click on the **year dropdown menu** in the top right corner of the screen. This action allows you to view benchmarking and reporting stats for any year.
- Click on **Not Submitted** to display the total number of buildings associated with your account that have a benchmarking compliance status of *Not Submitted*. This action navigates you to the **My Buildings** page with the table filtered to show only *Not Submitted*.
- Click on **Pending Revisions** to display the total number of buildings associated with your account with a benchmarking compliance status of *Pending Revisions*. This action navigates you to the **Alerts and Flags** page.
- Click on **Buildings without ESPM Connections** to display the total number of buildings associated with your account that have an ENERGY STAR® Portfolio Manager® (ESPM) Connection status of *Never Connected* or *Disconnected*.
- Click on **Open Support Tickets** to view *new* or *open* status support tickets associated with the account. This action navigates you to the **Support Tickets** page.

5.0 My Buildings Page

The **My Buildings** page contains all details related to individual building compliance. **Users submit all benchmarking reports from this page.** In addition, this page lists the buildings associated with the active account and provides access to building details, compliance actions, and forms.

5.1 Buildings Overview

Select **My Buildings** in the sidebar to view a table of buildings associated with your active account. Use **Search**, **Columns**, and **Filters** to find buildings or narrow the table. Select **Clear filters** to reset the view.



John's Account

Main Menu

Dashboard

My Buildings

Alerts & Flags

Forms & Applications

Documents

Support Tickets

Recent Activity

User Guide & Resources

Quick Actions

Claim Buildings

Manage Account Team

Team Invites (Incoming)

Seattle

My Buildings

Manage buildings claimed by this account. Don't see a building in here? [Claim it on the](#)

Buildings

Transfer Requests

Search by All Columns

Search by All Columns

Filter by

OSE ID	Building Name	Primary Address	Reported Gross Floor Area (SF)	Prim
19681	OFFICE BUILDING	2118 3rd Ave	12,960	

Showing 1 - 1 of 1 row(s)

5.1.1 Building Page Navigation

Select a building's **Building ID** to open its **Building Summary** page.

5.1.2 My Buildings Columns

View the following information for all buildings:

- **OSE ID** (the building's Building ID)
- **Building Name**
- **Primary Address**
- **Reported GFA**
- **Primary Use Type**
- **Benchmarking Due:** reporting year by which the building's benchmarking data must be verified.
- **Child Properties**
- **ESPM Connection**
 - **Connected:** The building's ENERGY STAR® Portfolio Manager® account is connected to the City of Seattle's Portfolio Manager account.
 - **Disconnected:** The building's ENERGY STAR Portfolio Manager account was connected to the City of Seattle's Portfolio Manager account in the past, but has been disconnected.
 - **Never Connected:** The building's ENERGY STAR Portfolio Manager account has never been connected to the City of Seattle's Portfolio Manager account.
- **ESPM Property ID**
- **Benchmarking Status:**
 - See Section 3.1.3 for more information.
- **Alerts and Flags:** Displays the number of questions identified during review of the building's benchmarking report.
- **Submit:** Click to be taken to the benchmarking submission form.
- **Actions**
 - **Add Building**



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- o **Request** an Appeal or Exemption
- o **Click Disconnect** to remove the building from the account.

5.1.3 Child Properties Column

The column displays the number of child buildings associated with the building. Click on the **down-arrow within the parent building's row** to reveal detailed information about each child building, including. Users can view OSE ID, Building Name, Primary Address, ESPM Connection, and ESPM Property ID.

My Buildings
Manage buildings claimed by this account. Don't see a building in here? [Claim it on the Claim Buildings page.](#)

[Buildings](#) [Transfer Requests](#)

Search by All Columns... Search by All Columns Filter By

OSE ID	Building Name	Primary Address	Reported Gross Floor Area (SF)	Primary Use Type	Benchmarking Due	Child Properties	ESPM Connection	ESPM Property ID
2002	Pacific Tower	708 N 35th St	125,000	Office	June 1, 2025	2 ^	Connected	1234567
Child Buildings:								
Building ID: 2002-A		Building Name: Pacific Tower - North Wing		Address: 708 N 35th St, Suite A, Seattle, WA 98103				
Building ID: 2002-B		Building Name: Pacific Tower - South Wing		Address: 708 N 35th St, Suite B, Seattle, WA 98103				
3050	Broad Street Center	400 Broad St	89,500	Mixed Use	June 1, 2025	0	Never Connected	—
4100	Broadway Plaza	1701 Broadway	156,000	Retail	June 1, 2025	0	Disconnected	—
5200	Heritage Building	1200 Pine St	45,000	Historic	N/A	1 v	Connected	9876543

Showing 4 of 4 row(s)

5.1.4 ESPM Connection

This column displays the status of the building's ESPM Account connection. There are three statuses to include:

- **Connected:** The building's Portfolio Manager account is connected to the Building Owner Portal.
- **Disconnected:** The building's Portfolio Manager account was connected in the past but has been disconnected from the Building Owner Portal.
- **Never Connected:** The building has never been connected to the Building Owner Portal.



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[Click here to go to the Claim Buildings page.](#)

Benchmarking Due: June 1, 2026

Columns

Filter By

Assess Floor Area (SF)	Primary Use Type	Benchmarking Due	Child Properties	ESPM Connection	ESPM Property ID	Benchmarking Compliance	Alerts & Flags	Submit Benchmarking Report	Actions
Office	June 1, 2025	2	Connected	1234567	In Compliance	—	Submit	...	
Mixed Use	June 1, 2025	0	Never Connected	—	Not Submitted	—	Submit	...	
Retail	June 1, 2025	0	Disconnected	—	Pending Revisions	1	Submit	...	
Historic	N/A	1	Connected	9876543	Exempt	—	Submit	...	

5.1.5 Benchmarking Compliance

Real-time feedback can be viewed to determine the Building's compliance status.

- **Not Submitted:** Indicates a benchmarking report has not yet been submitted for that Reporting Year.
- **In Compliance:** Indicates an error-free report was submitted for that Reporting Year. No further action is required until the next reporting year.
- **Pending Revisions:** Indicates action is required to resolve errors for the report submitted. View actions by clicking on the number in the Alerts and Flags column of the dashboard. Update and resubmit the benchmarking report, apply for an appeal, or connect with the Help Desk for further assistance.
- **Exempt:** Indicates a benchmarking exemption request has been approved and the building does not need to submit a report for that Reporting Year.

You will also receive an email notification detailing the status of your submission. If your report is marked as *Pending Revisions*, the email will list all data quality flags, the revisions required, and instructions on how to revise. All necessary data corrections must be made in ESPM. **Once revisions are completed, a new Benchmarking Data Submission Form must be filled out in the Benchmarking Portal.**

[Click on the Claim Buildings page.](#)

Benchmarking Due: June 1, 2026 {

Columns ▾

Filter By ▾

ⓘ

Assess Floor Area (SF)	Primary Use Type	Benchmarking Due	Child Properties	ESPM Connection	ESPM Property ID	Benchmarking Compliance	Alerts & Flags	Submit Benchmarking Report	Action
Office	June 1, 2025	2 ▾	Connected	1234567	In Compliance	—	Submit	...	
Mixed Use	June 1, 2025	0	Never Connected	—	Not Submitted	—	Submit	...	
Retail	June 1, 2025	0	Disconnected	—	Pending Revisions	1	Submit	...	
Historic	N/A	1 ▾	Connected	9876543	Exempt	—	Submit	...	

5.1.6 Alerts & Flags

- This column displays the number of alerts and flags triggered for the most recent report. To view the flag name and description, select the number listed under the **Alerts & Flags** column.

5.1.7 Submit Button

- This is where users submit the annual benchmarking report to achieve compliance.** Scroll to the right and click the blue **submit** button in the **Submit Benchmarking Report** column to navigate to a building's specific reporting form. Fill in all required information and press **submit**.

[Click here to go to the Claim Buildings page.](#)

Benchmarking Due: June 1, 2026

Columns ▾ Filter By ▾ ⓘ									
Ass Floor Area (SF)	Primary Use Type	Benchmarking Due	Child Properties	ESPM Connection	ESPM Property ID	Benchmarking Compliance	Alerts & Flags	Submit Benchmarking Report	Actions
Office	June 1, 2025	2 ▾	Connected	1234567	In Compliance	—	Submit	...	
Mixed Use	June 1, 2025	0	Never Connected	—	Not Submitted	—	Submit	...	
Retail	June 1, 2025	0	Disconnected	—	Pending Revisions	1	Submit	...	
Historic	N/A	1 ▾	Connected	9876543	Exempt	—	Submit	...	

5.1.8 Actions Column

Click on the three dots in the Action column to reveal the following options:

- View Building Page:** Opens the building's individual page.
- Create Support Ticket:** Opens the "Create New Support Ticket" form for the building.
- Benchmarking Data Submission Form:** Opens the data submission form for the current year.
- Permanent Exemption Request:** Opens the Permanent Exemption Request form.
- Temporary Exemption Request:** Opens the Temporary Exemption Request form.
- Disconnect:** Select and confirm to disconnect your ESPM account from the City of Seattle's account.
- Remove:** This action will remove this building from your account and will disconnect this building's ENERGY STAR Portfolio Manager connection with the City of Seattle. This action is not reversible. A new claim code will be required to re-claim this building. Confirm to remove the building from your My Buildings table, and your ESPM account is disconnected from the City's account.

5.2 Individual Building Page

5.2.1 Viewing Building Summary

Click on the OSE Building ID to navigate to the individual Building page, as shown below:

My Buildings
Manage buildings claimed by this account. Don't see a building in here? [Claim it on the Claim Buildings page.](#)

[Buildings](#) [Transfer Requests](#)

Search by All Columns... Search by All Columns Filter By

OSE ID	Building Name	Primary Address	Reported Gross Floor Area (SF)	Primary Use Type	Benchmarking Due	Child Properties	ESPM Connection	ESPM Propri
2002	Pacific Tower	708 N 35th St	125,000	Office	June 1, 2025	2	Connected	1234567
3050	Broad Street Center	400 Broad St	89,500	Mixed Use	June 1, 2025	0	Never Connected	—
4100	Broadway Plaza	1701 Broadway	156,000	Retail	June 1, 2025	0	Disconnected	—
5200	Heritage Building	1200 Pine St	45,000	Historic	N/A	1	Connected	9876543

5.2.1.1 Building Information

On the **Building Summary** page, users can view the following information:

- **Building Information**
 - OSE ID
 - Building Name
 - Primary Address
 - Gross Floor Area (SF)
 - Last Reported Gross Floor Area
 - Three Largest Property Uses
- **Energy Star Portfolio Manager Connection Status**
 - Connection Status (Connected, Disconnected, Never Connected)
 - Date Connected or Disconnected
 - Portfolio Manager Account info (Username, Org, Email, etc.)
- **Reporting Compliance Status**
 - Current Compliance Status
 - Last Submission Date
- **Tune-Ups Compliance Status**
 - Tune-Ups Status
 - Tune-Ups Cohort
 - Tune-Ups Deadline

Building 2002 Summary

Building Summary Submissions History Associated Addresses Support Tickets Document Management

Building Information

OSE ID: 2002

Building Name: Pacific Tower

Primary Address: 708 N 35th St, Seattle, WA 98103, Seattle, WA 98101

Primary address information is sourced from geolocation data. Create a support ticket if you would like to update your building's primary address.

Gross Floor Area (SF): 125,000

Largest Property Uses:

1st: Office
2nd: Retail
3rd: N/A

Child Properties:

2002A 2002B

ENERGY STAR® Portfolio Manager® Connection Status

Connection Status: Connected

Date Connected: 01/15/2024

Portfolio Manager Property ID: 12345678

ESPM Admin Username: PacificTower

ESPM Admin Organization: Seattle Property Management

ESPM Admin Name: John Doe

ESPM Admin Email: john.doe@example.com

ESPM Admin Phone: (206) 555-0123

ESPM Admin Address: 1234 Main St, Seattle, WA 98101

Reporting Compliance Status

Compliance Status

In Compliance Last Submission: May 15, 2024

Tune-Ups Compliance Status

Tune-Ups Status

In Compliance

Tune-Ups Cohort: 2

Tune-Ups Deadline: 06/15/2025

5.2.2 Historical Submission Data

Click on the **Submissions History tab** within the Building Summary to view a list of submissions by year in table format. Search and filter within the table using the search bar and filter dropdown. Users can simply click the **I icon** to learn more about the table column definitions.

The table displays data for the following fields:

- Reporting Year
- Reporting Compliance Status
- Reporting Date
- Reported Gross Floor Area (SF)
- Largest Property Use Type
- 2nd Largest Property Type
- 3rd Largest Property Type
- Weather Normalized Site EUI
- ENERGY STAR Score
- GHGI
- Electricity %
- Natural Gas %
- District Steam %
- Submitted By

Building 2002 Summary

Building Summary Submissions History **Associated Addresses** Support Tickets Document Management

Submissions History

OSE ID: 2002 Building Name: Pacific Tower

A list of Submissions for this Building by Year

Search all columns... Search by All Columns Filter By

Reporting Year	Reporting Compliance Status	Reporting Date	Gross Floor Area (SF)	Largest Property Use Type	2nd Largest Property Type	3rd Largest Property Type	Weather Normalized Site EUI (kBtu/SF)	ENERGY STAR Score	G
2025	Not Submitted	—	—	—	—	—	—	—	—
2024	In Compliance	05/21/2024	125,000	Office	Retail	Storage	46.1	78	8
2023	In Compliance	05/18/2023	125,000	Office	Retail	Storage	48	77	8
2022	In Compliance	05/15/2022	125,000	Office	Retail	Storage	47.6	76	7

5.2.3 Associated Addresses

Click on the **Associated Addresses** tab to view all addresses associated with the building.

My Buildings > Building Summary

Building 2002 Summary

Building Summary Submissions History **Associated Addresses** Support Tickets Document Management

Associated Addresses

All addresses associated with this building sourced from geolocation data.

Search all columns... Search by All Columns

Street Address	Suite/APT	City	State	Postal Code
Showing 0 of 0 row(s)				

5.2.4 Managing Support Tickets

Click on the **Support Tickets** tab to view support tickets associated with the specified building. See Support Tickets Section 8.0 for more information on Support Tickets.

6.0 Alerts and Flags

Click on **Alerts and Flags** in the sidebar to view a table of all the account's buildings with active alerts and flags. Alerts are data quality issues identified in the building's benchmarking report. Buildings with alerts and flags have a compliance status of *Pending Revisions*; these are required actions to achieve a status of *In Compliance*.

On the **Alerts & Flags** page, select **View Alerts** for a building to open the **Active Alerts** page. The Active Alerts page lists each alert with a description and available actions.

To resolve an alert, open the **Action** menu (three dots) for the alert and follow the on-screen instructions. Depending on the alert, you may need to:



Seattle

- Correct the data in **ENERGY STAR Portfolio Manager**, then resubmit the report in this portal.
- Review full alert details in the Portal, or
- Create a **Support Ticket** to contact the help desk for additional assistance.

Alerts & Flags
A list of all your buildings that have alerts & flags.

Search by OSE ID... Search by All Columns Filter By 2025

OSE ID	Parcel	Status	Street	Alerts & Flags	Actions
OSE4100	163022410014	Pending Revisions	1701 Broadway	2	View Alerts

Showing 1 of 1 row(s)

7.0 Forms and Applications – Submit Benchmarking Reports

You do not start new forms from this page. To begin a new submission or request, use the **My Buildings** page:

- **Benchmarking submission:** On My Buildings, select Submit Data for the building.
- **Extension, Waiver, or Exemption request:** On My Buildings, open the building's Actions menu and select the appropriate request type.

Click on the **Forms and Applications** option in the sidebar to navigate to the central hub to manage and track the appropriate forms for compliance purposes. Users with the appropriate permissions can view and edit (see 2.3.1 Members and Permissions for the account type and permission level) for the following forms.

Forms can have the following statuses:

- o in progress
- o approved
- o denied

Below is a list of all forms that can be viewed from the **Forms and Applications Page**:

- Benchmarking Reporting Form
- Extension Form
- Permanent Exemption Form
- Temporary Exemption Form
- Appeal Form
- Building Portfolio Application
- BEPS Reporting Form



8.0 Support Tickets

Support tickets are an easy and convenient way to reach the help center via the portal. These support tickets allow users to organize communications by building, track the status of communications, and access personalized benchmarking support.

8.1 Viewing Support Tickets

Click on the **Support Tickets** page in the sidebar to view, search, filter, and respond to open support tickets.

Support Tickets can have the following statuses:

- o **New:** The ticket has been submitted and is awaiting an initial response from help desk.
- o **Open:** The help desk has responded but the ticket requires further communication.
- o **Closed:** The help desk has addressed the issue, and the ticket has been resolved.

Users can view the following information:

- Ticket ID
- OSE ID
- Building Name
- Primary Address
- Subject
- Category
- Status
- New Messages
- Created
- Last Updated
- Actions



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8.1.1 Create a New Support Ticket

Support Tickets

Search by All Columns Search by All Columns Filter by Hide Resolved/Closed + Create Support Ticket

Ticket ID	Building ID	Building Name	Primary Address	Subject	Category	Status	New Messages	Created	Last Updated	Actions
No results.										

Click on **Create New Support Ticket** to submit a ticket to the help desk. Fill out the form by selecting the category and building from the dropdowns, creating a subject, and including a detailed description of the issue.

8.1.2 Attach Documents

Click on the **attach document** option to select documents directly from your computer drive.

8.1.3 Message Status

View all submitted support tickets, their status, and respond to/manage support tickets from the **Support Tickets** table view. Click on the **ticket ID** to navigate to the comments and updates page of the specified support ticket. Enter a new comment/response to tickets using the **Add Comment** box and click **Comment** to respond to the thread.

8.1.4 Filter and Search Support Tickets

Search tickets via the **search box**. Use the **Filter by** dropdown to view filter options, including Category, Status, and New Messages. Support tickets are automatically sorted in order of most recent message/submission.

8.1.5 Alerts

Click on the **bell icon** in the upper left corner of the page to view alerts relating to messages. Click on the **notification** to navigate to the **ticket page** to view and respond. When there is a new reply to a support ticket, a notification will also display next to the **support tickets** tab in the sidebar.

Support Tickets

Search by All Columns Search by All Columns Filter by Hide Resolved/Closed + Create Support Ticket

Ticket ID	Building ID	Building Name	Primary Address	Subject	Category	Status	New Messages	Created	Last Updated	Actions
1047	19681	OFFICE BUILDING	2118 3rd Ave, Seattle, WA, 98121	How to Fix Alerts and Flags	Account Management	New	0	04/17/2026	04/17/2026	...

8.1.6 Create a Ticket from the My Buildings Page

Click on the **Support Tickets** tab on the **My Buildings** page to view all support tickets associated with the specified building.

Building Support Tickets

A list of Support Tickets for this Building.

Search by All Columns Search by All Columns Filter by Show Resolved/Closed

Ticket ID	Building Name	Primary Address	Subject	Category	Status	New Messages	Created	Last Updated	Actions
1047	OFFICE BUILDING	2118 3rd Ave, Seattle, WA, 98121	How to Fix Alerts and Flags	Account Management	New	0	04/17/2026	04/17/2026	...

Showing 1 - 1 of 1 row(s)

9.0 Recent Activity

Click on **Recent Activity** in the sidebar to view a historical log of actions taken on the user account:

- Activity Type
- Event
- User Email
- Timestamp

10.0 User Guide & Resources

Click on **User Guide & Resources** in the sidebar to view helpful how-to guides, FAQs, and videos. These resources cover how to submit reports, address common questions, and explain law requirements and expectations.

Click the **User Guide** tab to view the Benchmarking Portal user guide. Click the **Resources** tab to access the portal's resource library. Select **View Link** to navigate to the appropriate benchmarking or policy resource.

11.0 Documents

Click the **Documents** page in the sidebar to view all documents associated with your buildings. Use the search bar and **Filter by** dropdown to find documents that match your desired criteria.

View and **Download** documents by clicking the three dots in the **Actions** column.

