



Barkan Support Request Submission Policy

OPERATIONS

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VERSION
1.0

EFFECTIVE
March 2026

REVIEWED
March 2026

POLICY

Barkan is committed to providing timely and effective technical support to ensure seamless operations across all departments. To support this objective, all employees must follow standardized support request submission procedures. These procedures help prioritize issues, track resolutions, and provide accountability for ongoing support needs.

Submission Requirements

1. All support requests must be submitted via email to support@barkanco.com
2. Subject line must include:
 - a. Property name/code.
 - b. Unit number if applicable.
 - c. Brief description of request.
 - d. If urgent, put "Urgent" first.
3. In the body of the email:
 - a. Full details of the issue and any relevant history.
 - b. Which platform is involved (Yardi, CINC, VIVE, etc.).
 - c. Any owner or unit information if applicable.
 - d. Any error messages and screenshots of the issue and details on how you arrived there.
 - e. Any relevant documents or forms are attached and filled out in their entirety.
 - f. Forwarded emails should contain a summary with the information above.



Eligible Requests

1. Support tickets should be used for technical issues related to company systems and applications only. They are not intended for routine operational requests or tasks that fall under the responsibility of other departments. Employees should direct such requests to the appropriate department in accordance with standard procedures.
2. Barkan Support does not have access to onsite equipment and cannot assist with technical issues experienced outside of the company platforms (computer, phone, printer, etc.).
3. Anyone submitting a request must be a Barkan employee, or an employee of Barkan managed (full service or financial only) property.
4. Unit owners, Board members, or vendors should not be submitting or copied on internal support requests.
5. All payroll/HR, or ADP related issues should be addressed with the HR Department. Support does not have access to these resources.
6. All tickets must be received by email.
 - a. In the event of a critical system failure or emergency, verbal or direct contact with Support may be permitted. A formal ticket must be submitted afterward for tracking and documentation purposes.

Ticket Assignment and Response Time

1. Support tickets will be prioritized based on severity and operational impact.
2. Please allow a minimum of one business day for a response to your request; resolution may take longer depending on the nature and complexity of the issue.
3. It is each employee's responsibility to provide accurate and timely information when submitting a support request. Failure to follow proper procedures may result in delays in issue resolution.