

## Building Engines: Your Questions Answered

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The MTA is now using Building Engines to schedule work orders and visitors and book time in conference rooms on the 20th floor of 2 Broadway.

The MTA has switched to **Building Engines**, a new, web-based property management software program that is being used for scheduling visitors, service requests and meeting time in the 20th floor conference rooms at 2 Broadway.

Building Engines will replace Shortpath, the property management software that had been used until Oct. 1. Service requests or work orders that were scheduled in Shortpath prior to that date will be completed, **but please do not schedule any new requests into that old system, as they will not be acknowledged.**

Additionally, **all visitor information that was entered into Shortpath must be re-entered into Building Engines**; that data will not automatically be transferred.

***Below are answers to some of your most frequently asked questions about how Building Engines works:***

- 1. How do I obtain a Building Engines account?** Each MTA department has a designated administrator who is responsible for creating new accounts for those requiring access to Building Engines. You should contact that administrator.
- 2. What if I don't know who my designated administrator is?** Check with your supervisor and/or former Shortpath administrator. If the answer is still unclear, contact the Building Management Office at 646-252-1005.
- 3. Do my Shortpath log-in credentials work for Building Engines?** No. If you receive a Building Engines activation e-mail, you will be prompted to create a new password when you log in for the first time.
- 4. How do I access the Building Engines system?** Visit this website: [www.mta.buildingengines.com](http://www.mta.buildingengines.com). You'll also find a permanent link to the site on MTA Today by going to the Tools menu bar, then selecting "**2 Broadway Information.**"
- 5. I didn't take the training. How do I submit a work order or schedule a visitor?** Building Engines features several user-friendly video guides that will show you how to submit a work order or visitor request. On your Building Engines homepage, click on the orange "Documents" tab in the upper right-hand section of your screen. When that page opens, click "Miscellaneous." There, you'll see multiple user guides for your reference.

**And as added resources:**

- **Click [HERE](#) for a printable pdf guide to submitting a work order.**
- **Click [HERE](#) for printable pdf instructions for scheduling a visitor.**



**6. Are work orders automatically transferred from Shortpath into Building Engines?** No. However, property management is working to fulfill all work orders submitted in Shortpath prior to the Oct. 1 Building Engines rollout. **Any new work orders must be requested through Building Engines.**

**7. Are scheduled visitors automatically transferred from Shortpath into Building Engines?** No. Visitor data will NOT be transferred into Building Engines, so please ensure that you **enter new and recurring visitor information into Building Engines.** If your visitor is associated with a vendor, be sure to enter the vendor name in the “Notes” section of the visitor entry.

**8. What can I do if I have additional questions?** You can call the Building Engines support team at 866-301-5300 or write to [support@buildingengines.com](mailto:support@buildingengines.com). You may also call the property management office at 646-252-1005.

We thank you for your patience during this transition.