

Tenant[®] Education Memo

A detailed “How To” document that will walk you through your Electronic Tenant[®] Portal, Tenant Center and included Applications.

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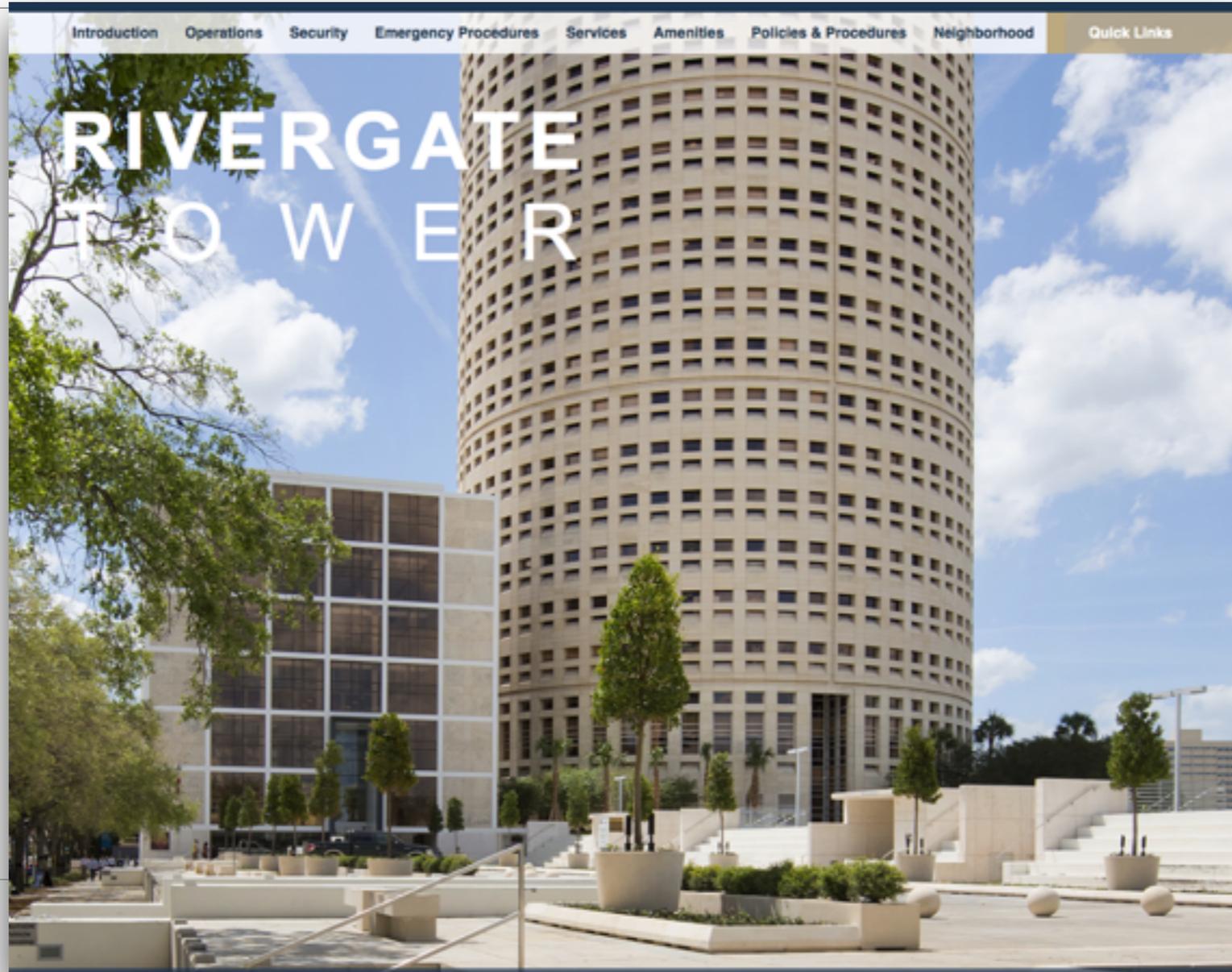
Communications Electronic Tenant® Portal

An invaluable web-based, desktop and mobile, informational hub providing 24 / 7 access to any and all information needed by tenants and others associated with the property.

[Desktop](#) · [Mobile](#) · [3rd-Party Integration](#) · [Special Purpose](#)



Custom Chapter Content



Quick Links

Quick Links appear on every page to provide you with single-click access to important information, documents and services most frequently used.

rivergatetower.info

Desktop View

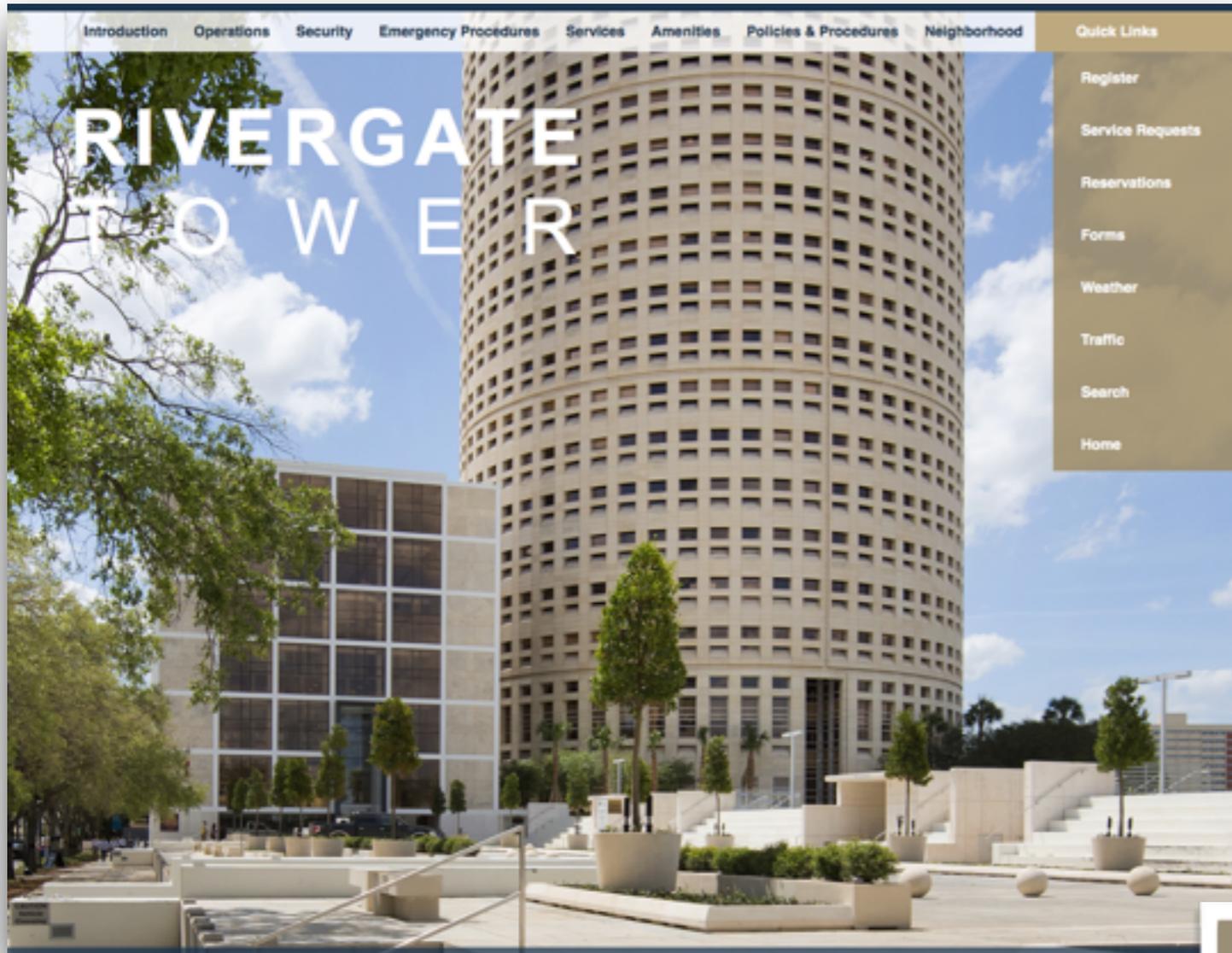
Overview

The Electronic Tenant® Portal is a comprehensive overview of important building information relating to operations, security, services, amenities, policies and procedures, and important emergency procedures.

Bookmark Your Portal

Please bookmark your Electronic Tenant® Portal and review it frequently as it is regularly updated.

Tenant Registration



Register

A “register” button provides tenants the ability to create a unique login to allow for updating contact information and notification preferences so they can be informed of local and/or building events as well extenuating circumstances that may affect their daily work routine.

How Tenants Register from the Portal

1. Click the Register button located on your Electronic Tenant® Portal.
2. Read and accept the terms of the user tenant disclaimer, waiver and release of liability.
3. Complete the new account form and select submit.
4. Management will contact you via e-mail with a confirmation of your new account request.



Communications Instant Alert

The Instant Alert Application™ allows for an effective and efficient way for property managers to keep tenants aware and prepared for changing circumstances in the property.

Banner Alerts

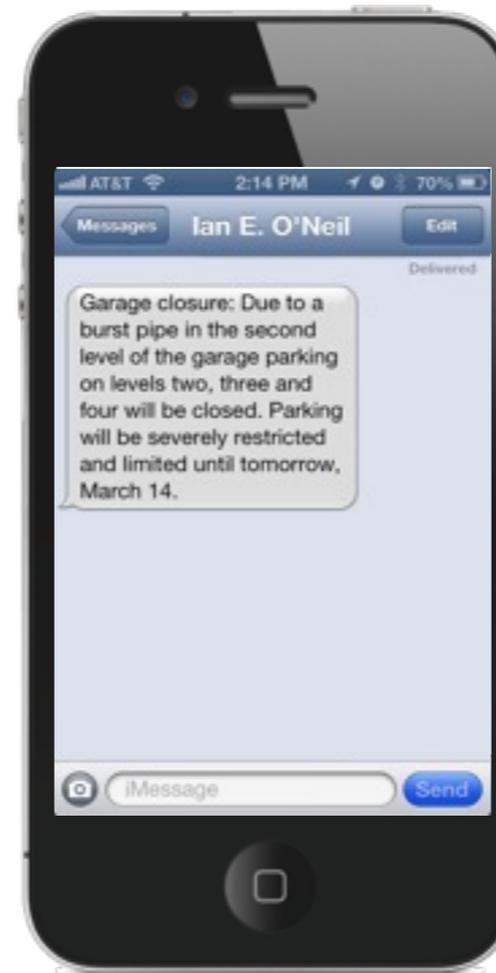
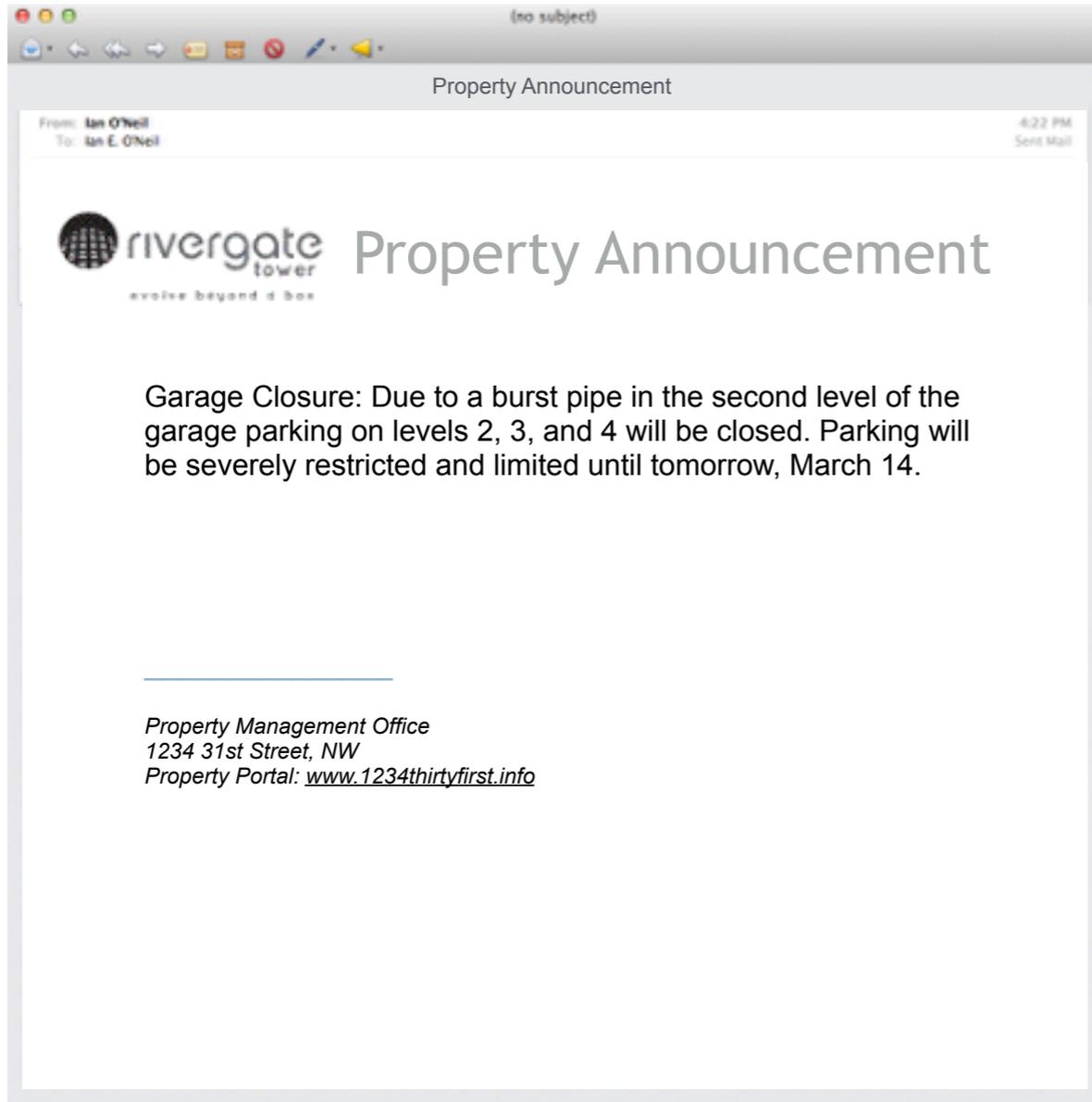
Color-coded messages appear on all pages of the property portal every time Management creates a new alert. Colors reflect levels of importance or urgency. It is always recommended to frequent the portal site to see if any new alerts have been added.



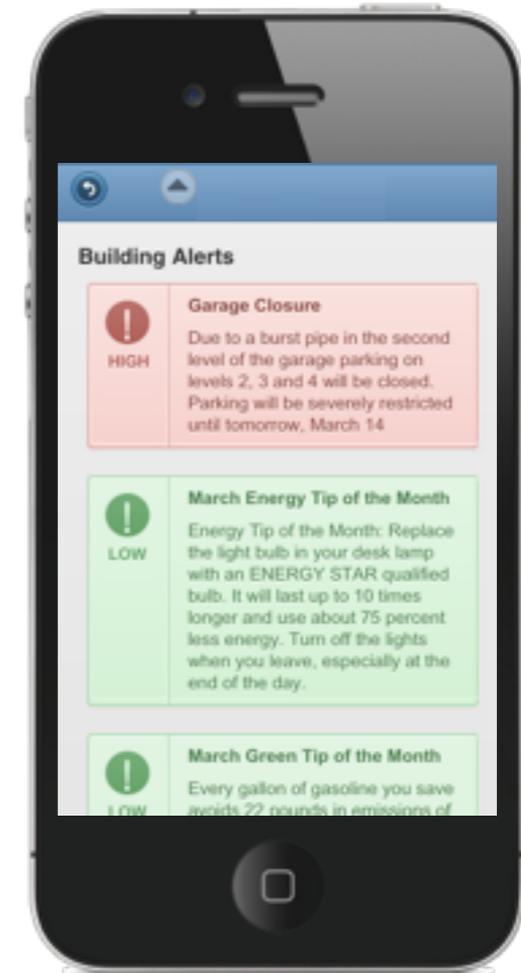
Overview

The Instant Alert Application allows management to deliver important announcements and information in 3 ways:

- Color-coded banner at the top of each page of your Electronic Tenant® Portal (see above)
- Email capability
- Text message capability. Please ensure Management has your mobile number on file so you can be kept apprised of extenuating circumstances when email and/or the portal cannot be accessed.



Text Message View when sent to your mobile phone



Alert Display through the Mobile Property Application

Email and Text Message Alerts

If your property uses the Instant Alert Application, and you have entered your email and mobile information, you will receive alerts from the Management team - examples of email and text message alerts are shown here.



Tenant Center



The Tenant Center is a secure area that allows access to the interactive Electronic Tenant Solutions applications in place at the property.

- View and Manage Contact Information
- Sign up for Notifications
- Receive Emergency Alerts
- Submit and Manage Work Orders, Certificate of Insurance and Reservations
- Take Advantage of Available Amenities
- Learn More about Affinity/Reward Programs
- Customize Notifications

Desktop and Mobile App Access - URL: <http://tenanthandbooks.com/tenant.cfm?bid=1079>

Simply type in your building's Tenant Center URL above into your web browser on your desktop or mobile phone. URLs can also be accessed via your Electronic Tenant Portal and via Tenant Center Login emails sent from your management team.

Please Login to the Tenant Center

Username

Password

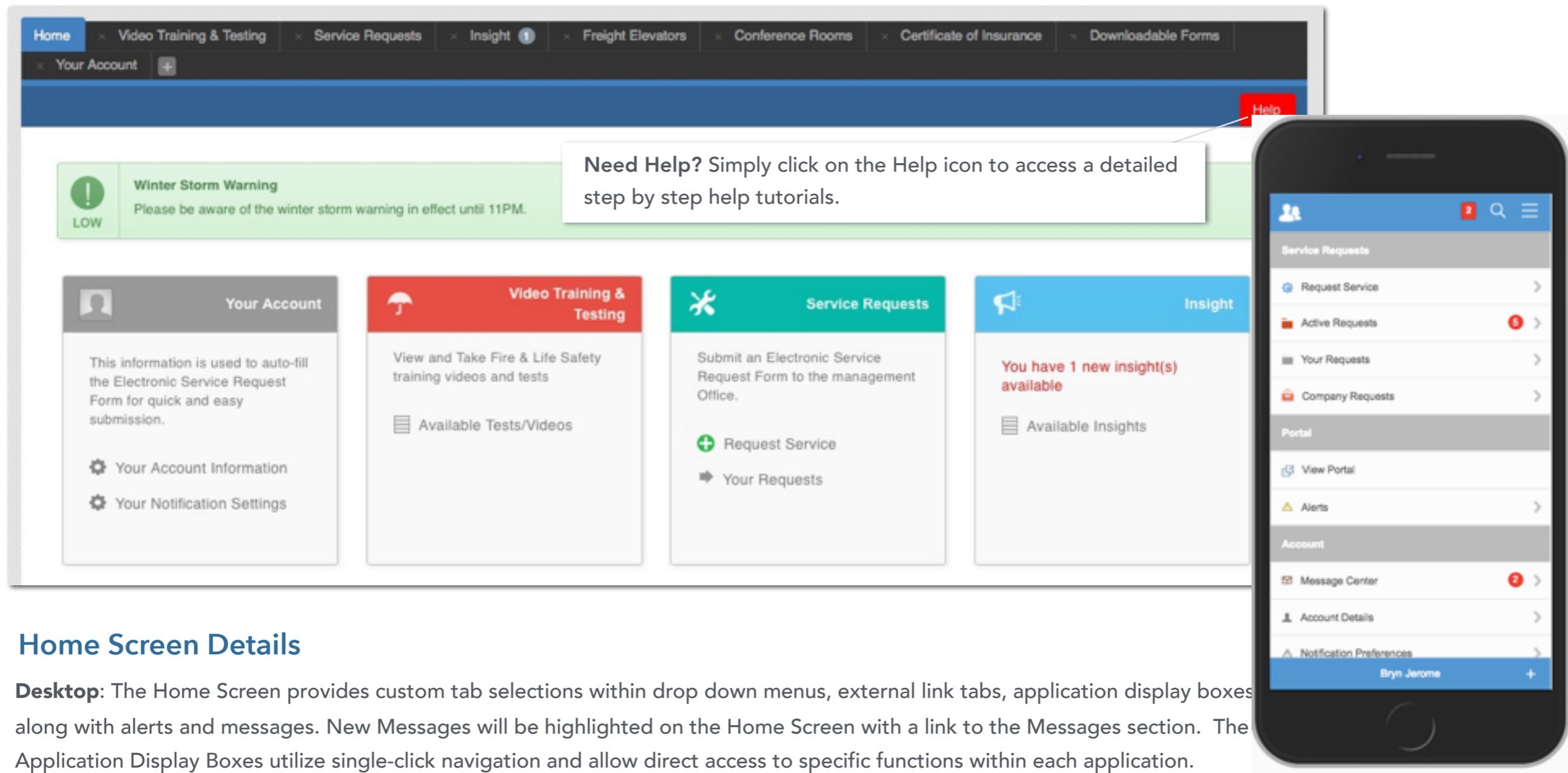
LOGIN

Forgot your username or password?

Request Account

First time logging in? Simply click on the Request Account link and enter the required fields of information and click submit. Property Management will review and respond the request with the steps needed to complete registration.

Mobile: Download the App to your Home Screen! After logging in, remember to follow the steps to add the new app to your home screen for easy access!



Home Screen Details

Desktop: The Home Screen provides custom tab selections within drop down menus, external link tabs, application display boxes along with alerts and messages. New Messages will be highlighted on the Home Screen with a link to the Messages section. The Application Display Boxes utilize single-click navigation and allow direct access to specific functions within each application.

Mobile: The Home Screen provides easy access to place a new work order and review and manage active work orders. Links will be provided to view the property's Electronic Tenant Portal as well as review and update account details. If a new message has been added notifications will be marked by red icons. Clicking directly on these icons will bring you to the details of the messages.

Update Contact Information and Keep in the Know!

The Tenant Center allows access to update Account Information, as well as Notification Settings, which will help manage your communication preferences. Click the links from the home screen, to update your information or notification preferences. Remember to include your mobile phone number! In an emergency situation management will be able to alert you with a text message. Under Notification Preferences, choose what you want to hear about by opting into groups such as Tenant Events and Wellness.

Contact Information

First Name *

Last Name *

Company *

Job Title

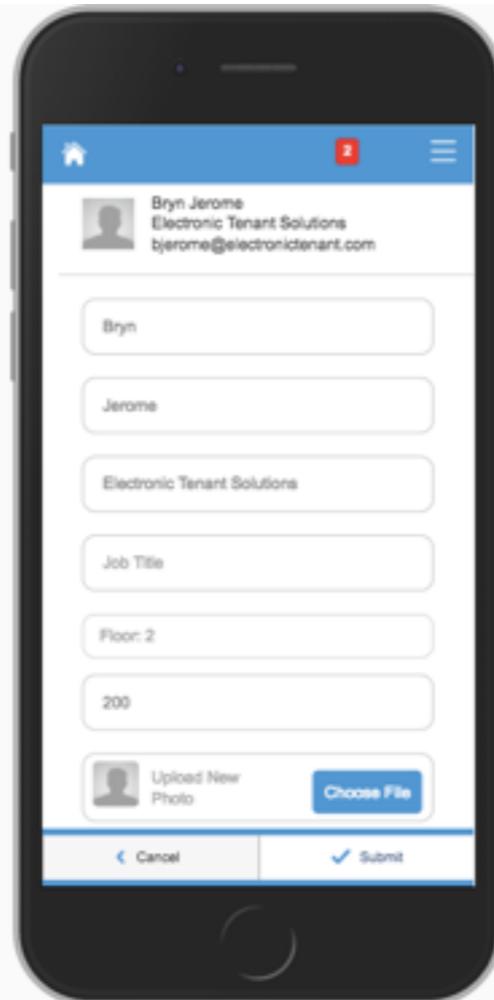
Floor

Suite

User Photo

Upload a photo of your user. 5mb maximum file size. JPG and JPEG images only. Square photos work best.

Lease ID



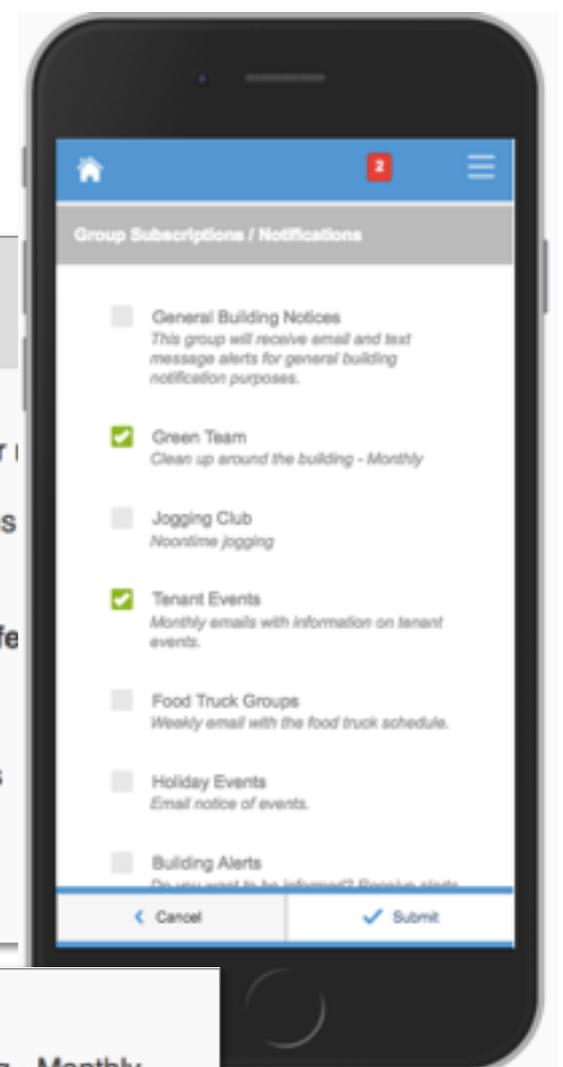
Edit Notifications

Manage Notifications

- User will receive Building Calendar
- User will receive Email Notifications

Instant Alert Notification Level Preference

- Receive High Alert notifications
- Receive Medium Alert notifications
- Receive Low Alert notifications



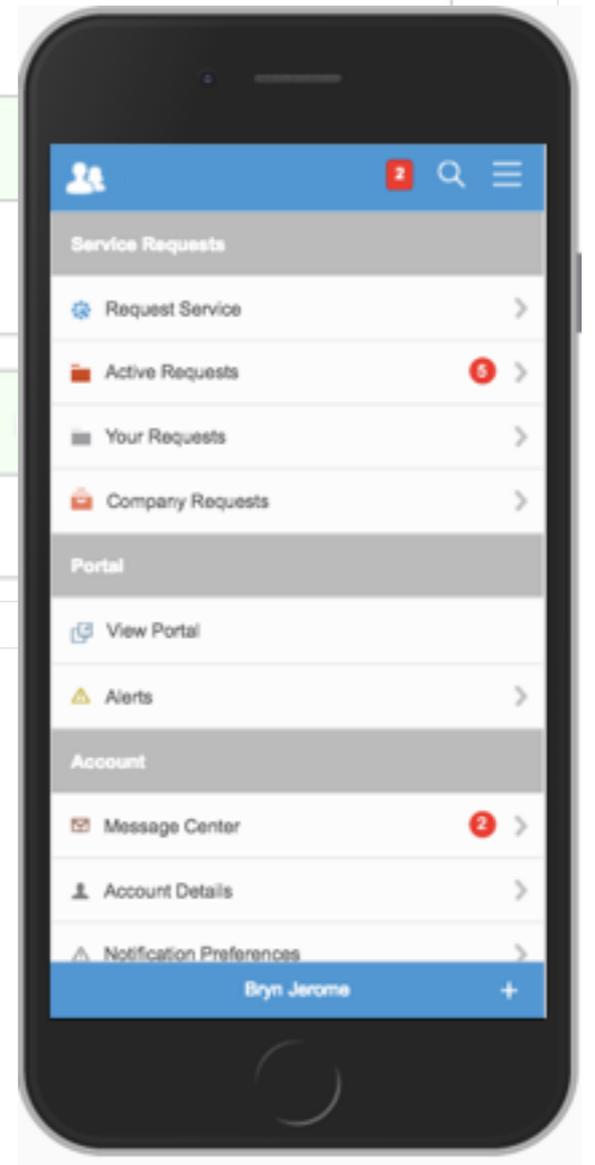
Green Team
Description: Clean up around the building - Monthly

Group Subscriptions

Depending on the applications available at your building, subscriptions groups are a great way to stay informed on events, building initiatives, scheduled building maintenance and/or emergency messages.

The desktop interface features a blue header with a 'Messages' tab showing 99 unread messages. Below the header, there are navigation links for 'View New Messages' and 'View Read Messages', and a red 'Help' button. The main content area displays a title 'Your Messages: Viewing "New" Messages - Found 99 Messages' and a sub-header 'Viewing New Messages | View Read Messages'. A red link 'Mark All Messages as Read' is visible. A pagination control shows '< Back 1 2 3 4 5 6 7 8 9 10 Next >' and '(Displaying 1 to 10 of 99 Records)'. The message list includes:

- Your Password Reset Request**
Electronic Tenant Solutions login information for jlawrence@ElectronicTenant.com
[View More](#)
- Low ALERT for JBP Properties: Test**
Low Alert for JBP Properties test For additional information visit: [http://www.j ...](http://www.j...) [View More](#)



View New Messages

Desktop: Upon logging in, if you have new messages associated with group subscriptions and/or requests placed into the applications you will be alerted by a circle next to the messages tab noting how many new messages you have.

Mobile: On the Home Screen, notifications of a new message will display as a red icon in the top right hand corner as well as in the Message Center. Simply click on the icon to access the most recent message.

The screenshot shows the Electronic Tenant Solutions Tenant Center interface for the Rivergate Tower Tenant Center. The user is logged in as Jason Lawrence. The navigation bar includes tabs for Home, Video Training & Testing, Service Requests, Insight (1), Freight Elevators, Conference Rooms, Certificate of Insurance, Downloadable Forms, and Your Account. A dropdown menu is open, showing options to Add All, Add External Link, Add Current Page, and Remove All. The 'Add External Link' dialog box is displayed, with the following fields and options:

- Tab Title: ePay
- External Link: https://epay.info/login
- Open in an external browser window (radio button)
- Open in a tab (radio button, selected)
- SUBMIT button

The resulting 'ePay' tab is visible in the navigation bar, and a preview of the ePay website is shown below the dialog box. The ePay website includes a 'Check Address balance' button, a 'Faucets List' link, and a form for entering a coin address, username, or email address. A 'Check address stats' button is also present, along with a link for 'Forgot your secured account password?'.

Access to Third Party Sites

Adding an external link tab in the Tenant Center allows users to bookmark frequently used third party websites , like log in pages for rental payments, or service requests, without having to leave the TC homepage.

Add an External Link

Keeping all third party URLs in one place just got easier in the Tenant Center. Simply click the + tab drop down and select Add External Link. A pop up box prompting a tab title and the URL address appears. Enter the information and click submit. A new tab is then added to the menu bar with quick links to your external page.



Operations

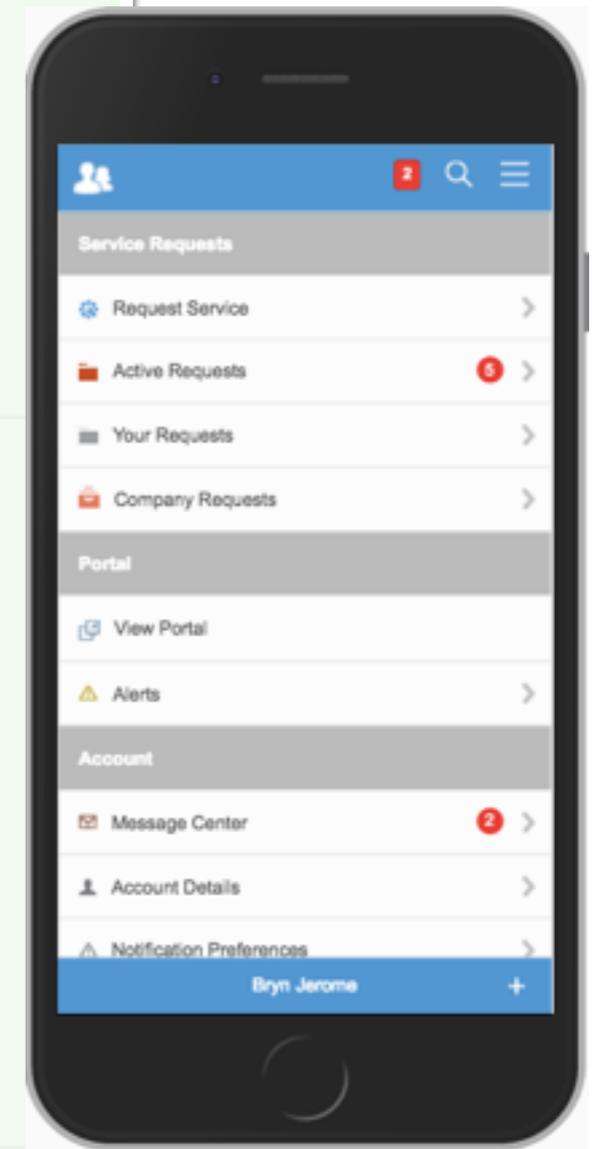
Service & Maintenance Request

The Service & Maintenance Request Application™ allows tenants to submit and manage service and maintenance requests in mobile and desktop environments. All requests are immediately delivered to management for review and action.

- Secure On-Line Request Form
- Comprehensive Request Management
- Finite Request Tracking
- Billable Tracking
- On-Line and Email Status Updates

Request Service

On your desktop or mobile app, use one of these options to add or review existing service requests.



Service Request

Submit an Electronic Service Request Form to the management Office.

- + Request Service
- ➔ Your Requests

Overview

Your Electronic Tenant[®] Portal features a comprehensive Service Request Application[™]. This application allows you to submit, track and manage your service and maintenance requests on both desktop and mobile devices.

Access

Once you've entered the Tenant Center, the Service Request Application[™] is accessed from the home screen - either directly from the application display box or from the dropdown menu.

Contact Information

Contact information is auto-filled based on the information associated with individual usernames and passwords. [Click here to update your information.](#)

JBP Properties
Date: January 29, 2015

Tenant Name

Tenant Company
American Eagle

Tenant Suite/Floor

Tenant Telephone

Tenant Email

Contact Information

Your contact information is auto-filled based on the information associated with your account.

Maintenance Request Details

Please note that some requests may incur charges. In these instances, you will be notified by the management office. To obtain a schedule of fees, please contact the Building Management Office

Choose Service Type * Required

- AC Cold
- Access Cards
- Window Washing
- After-Hours HVAC
- Cold Call
- Hot Call
- Janitorial
- Pest Control
- Lighting
- Cleaning

Location * Required

Request Description * Required

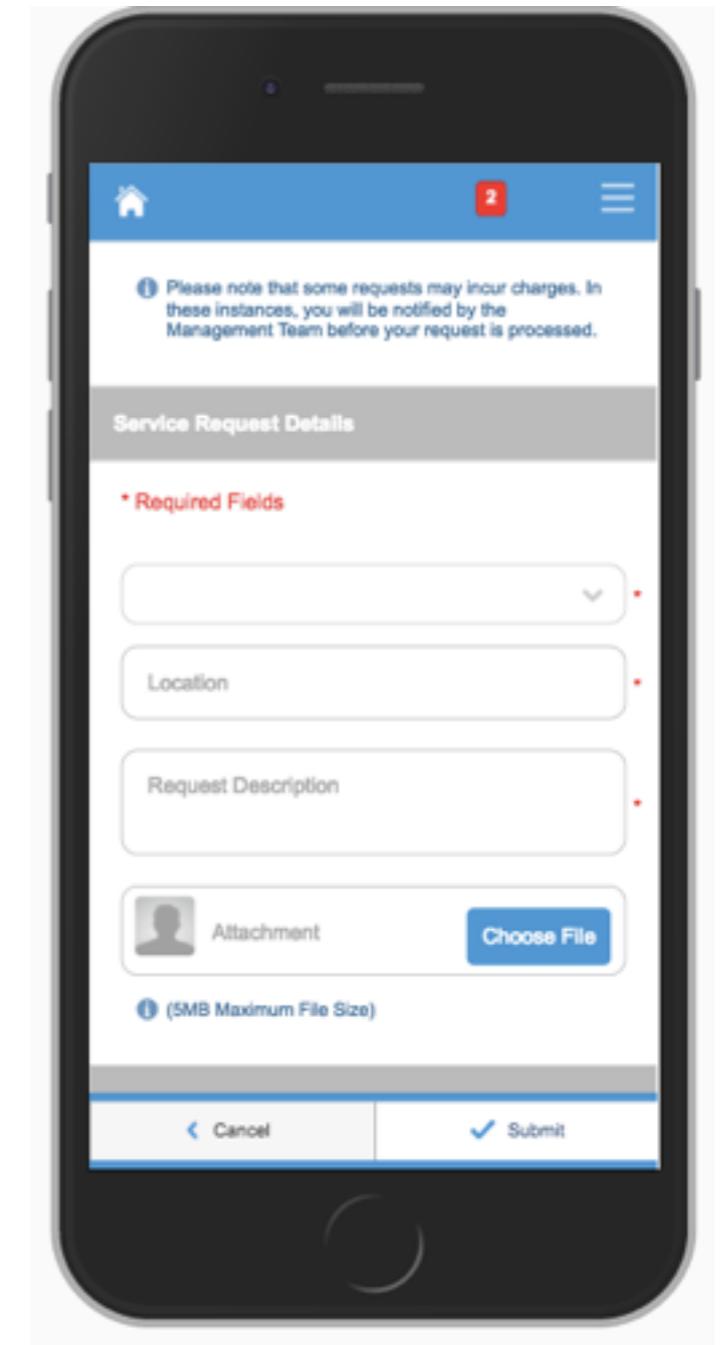
Attach File To Request
 no file selected
(5mb maximum file size.)

Details

Simply click the circle, or choose from the drop down menu the service type you are requesting.

Enter the location and a brief description relating to the request. Please enter any and all information that will assist management in locating and addressing the request.

Attach 1 file up to 5MB.



Service Requests

Request Service Your Requests

Help

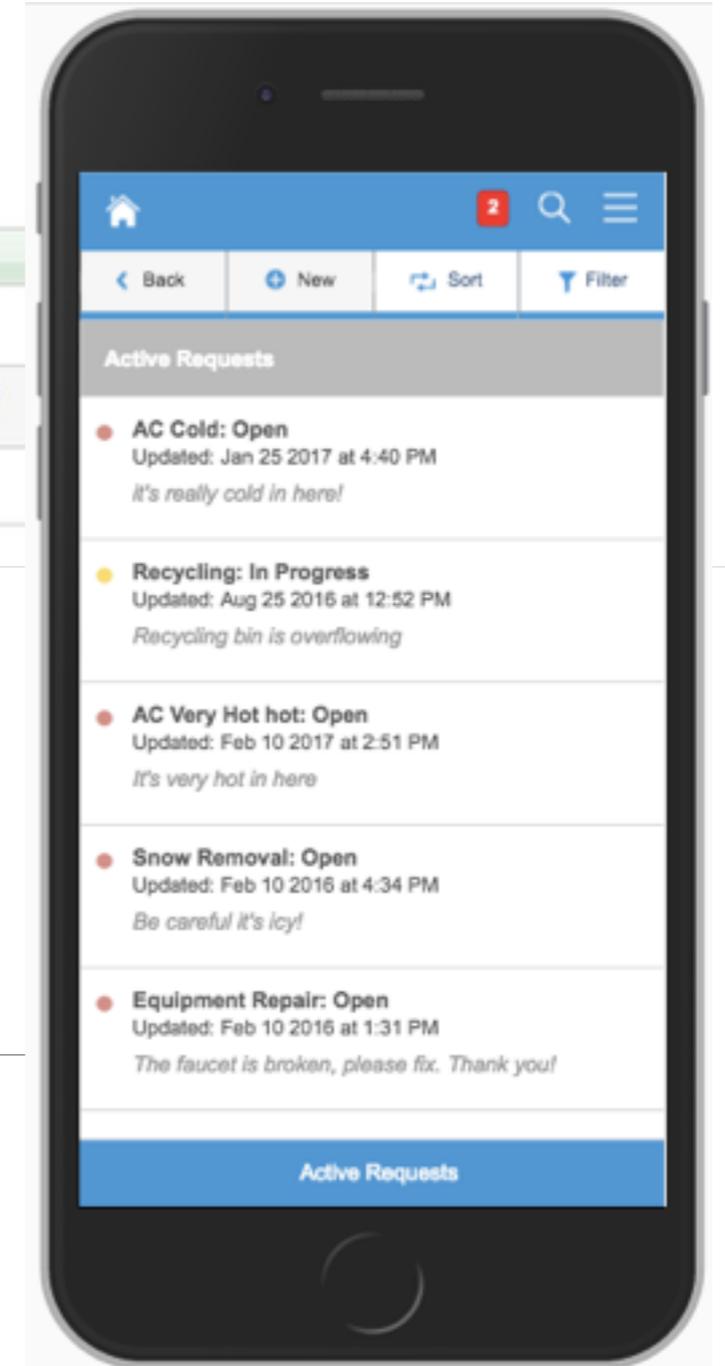
Use the drop down list below to view the status your Electronic Tenant[®] Service Requests each month.

Choose Date:

Your Service Requests for February 2015

ID	Date Added	Date Updated	Company	Contact	Service
1441974	February 2, 2015 12:41 PM	February 2, 2015 12:41 PM	American Eagle	John Smith Tenant Admin	Snow Removal Location: 2100
1441970	February 2, 2015 12:39 PM	February 2, 2015 12:39 PM	American Eagle	John Smith Tenant Admin	Access Card: Lost Location: 2100

[Download CSV File](#)



Check Status

You may check the status of your service request from the Tenant Center at any time. Once logged in to the Tenant Center, either access your previously submitted requests via the home screen dropdown menu or via the "Your Requests" or "Active Requests" link. Upon entering, current service requests will appear in chronological order with the most recent request at the top. Use the Choose Date option to select a different month on the desktop or use the filter and sort options in the mobile app to search any additional requests.

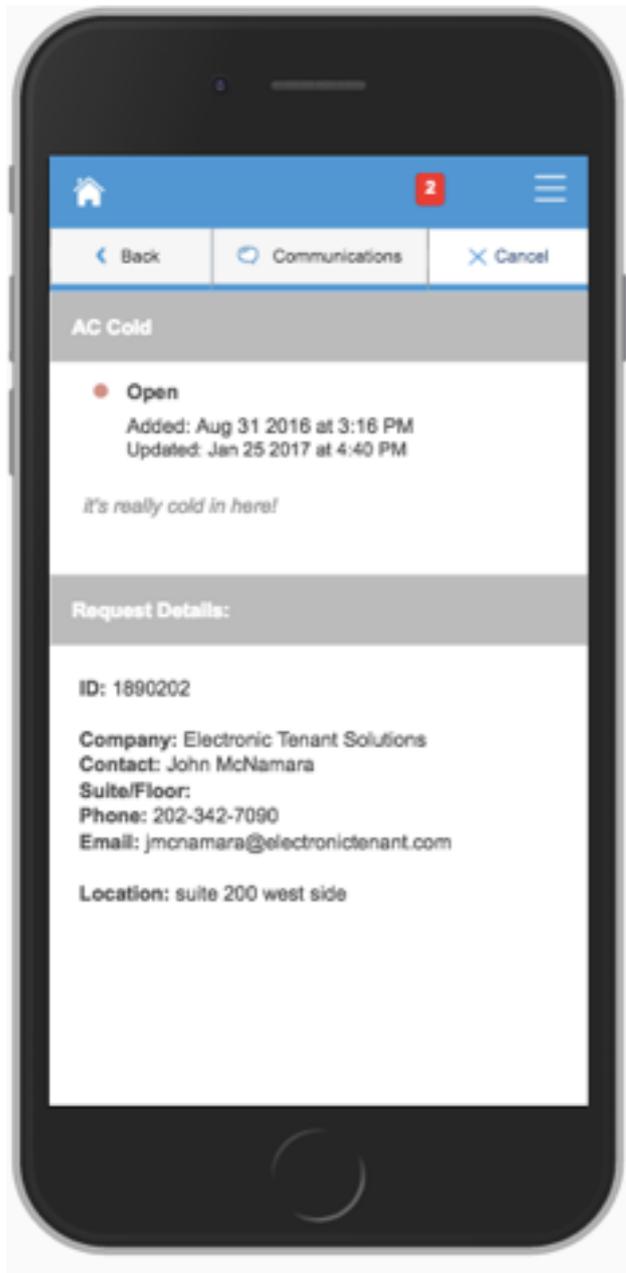
Request Details

- The summary provides various details about the request including ID number, date and time of submission and last update, company and contact, service type and status. To view the Service Request details click on the text in any of the linked columns.

Download Requests

- To download a .csv file of your requests, click the "Download .CSV File" link.
- The .csv file will download in a new window.

Service Request Details: The Service Request Details page provides in-depth information for a specific request.



Service Request Details

[Cancel Request](#) [Print...](#)

Service Request Information

ID: 1441974
Date Submitted: February 5, 2015 at 12:41 PM
Last Updated: February 2, 2015 at 12:41 PM

In Progress Request

Assigned

Company: American Eagle
Contact: John Smith
Suite/Floor: 2100
Phone: 213.312.9870
Email: johnsmith@email.com

Request Details

Service Type: Snow Removal
Location: 2100
Description: Snow Removal at Loadin

Assigned

Name: Steve Sakellar

Communication Logs

[View Communication Log \(1 items\)](#)

Communication Log

Note

Attach File To Note

[Choose File](#) no file selected

(5mb maximum file size.)

[Add Notes](#)

Service Request Options

From here you can cancel your service request, view billable details and also print the request.

Communication Log Detail

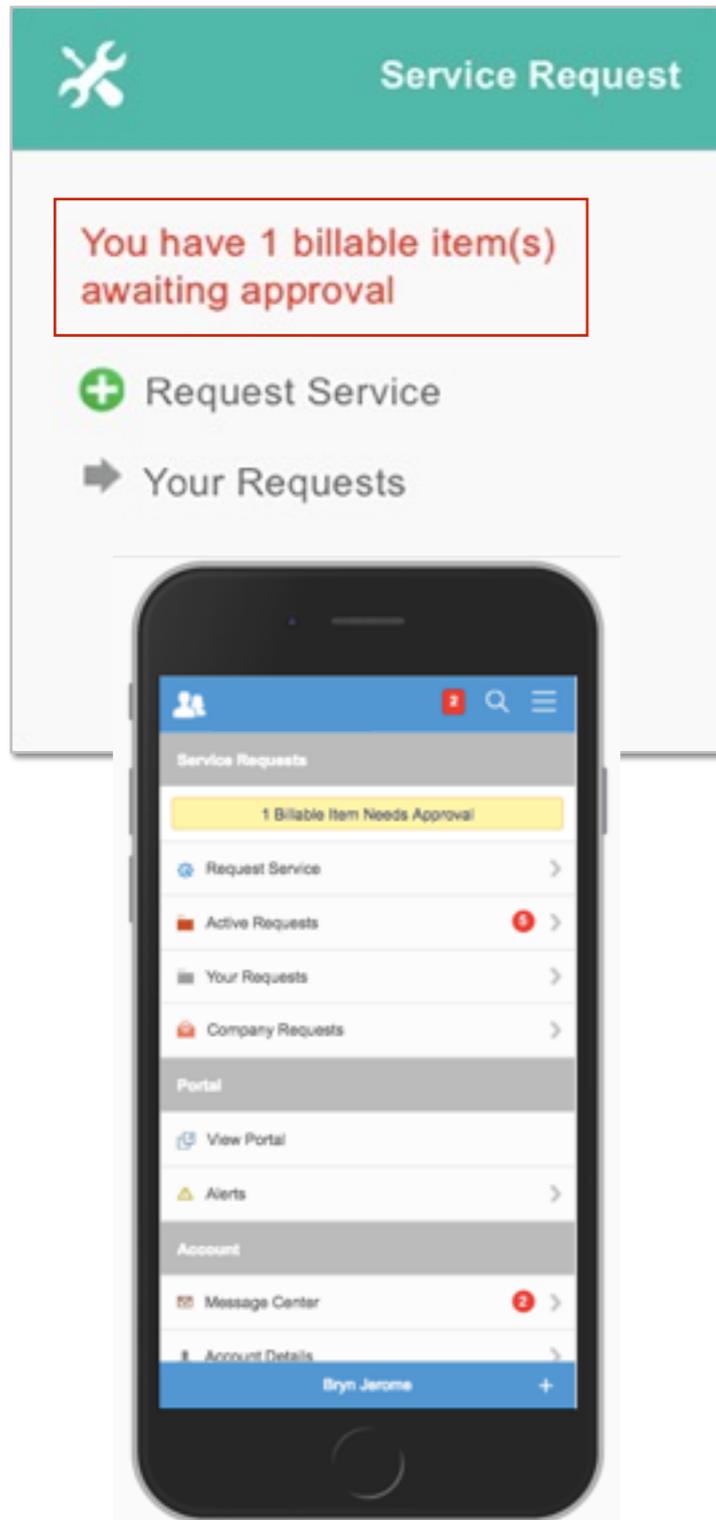
The Communication Log allows you to communicate with management regarding your request by allowing you to add notes, ask questions or attach files.

Use the Communication Log to send notes, comments, questions and attach files to management regarding your service request. Make sure to select "Add Notes" to save.

1. Enter your notes in the Note box as illustrated.
2. You can also attach a file to your comment, note or question by selecting "Choose File."
3. To submit the note, click on "Add Notes."

Communication Log

Notes previously entered will be listed here. To expand and view the entire log, select "View Communication Log."



Billable Requests

Management may choose to use the billable feature should your service request require additional charges not covered under your company's lease agreement. If a service request requires additional charges you may receive an email asking that you log into the Tenant Center and approve or decline the charges. If you have a billable service request that needs approval, you will see a red alert or yellow banner as illustrated.

BILLABLE DETAILS

YOUR APPROVAL REQUESTED

This service request item is a billable item and not covered under you company's lease agreement. Additional charges apply. Using the buttons below, please approve or decline the charges. Should you choose to decline these charges the service request will be cancelled.

By accepting the charges you confirm that you are an employee or agent of the company who is authorized to accept the charges. The company will be billed for the services per the terms of the company's lease agreement.

Should you have any questions please contact the Management Office prior to accepting or declining the charges.

I AARON O'NEILL, APPROVE THESE BILLABLE ITEMS.

By clicking the approve now button you accept all charges listed below.

APPROVE NOW

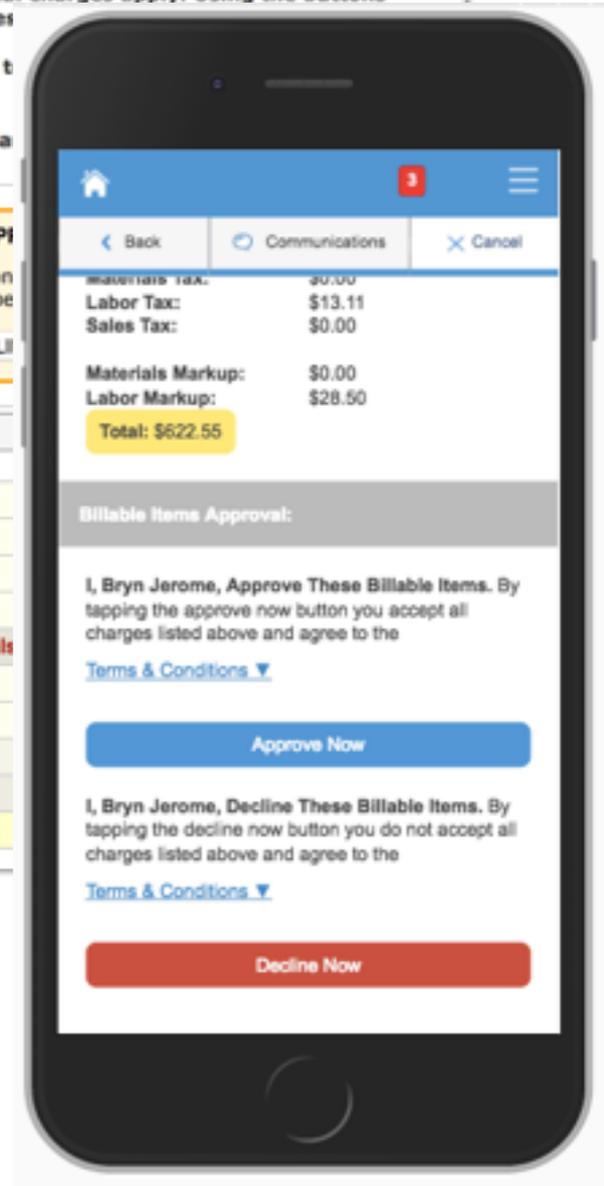
I AARON O'NEILL, DO NOT APPROVE THESE BILLABLE ITEMS.

By clicking the decline now button you do not accept all charges listed below.

DECLINE NOW

Billable Items

Access Card Replacement		
Labor Rate: \$25.00 Total Time: 0 hour(s) 30 minutes		
Labor Description: Took 30 minutes to create new access card.		
Materials Description: Materials were \$4 per card.		
02/11/15	Labor	Materials
Cost	\$12.50	\$4.00
Tax	\$0.00	\$0.00
Sales Tax	\$1.00	\$0.32
Totals	\$13.50	\$4.32
		Grand Total \$17.82



Approve or Deny Charges

After reviewing the charges, select either 'APPROVE NOW' or 'DECLINE NOW' and management will be notified of your decision.

You will also receive an email receipt for your records indicating your choice of approval or declination of the charges.



Reservations

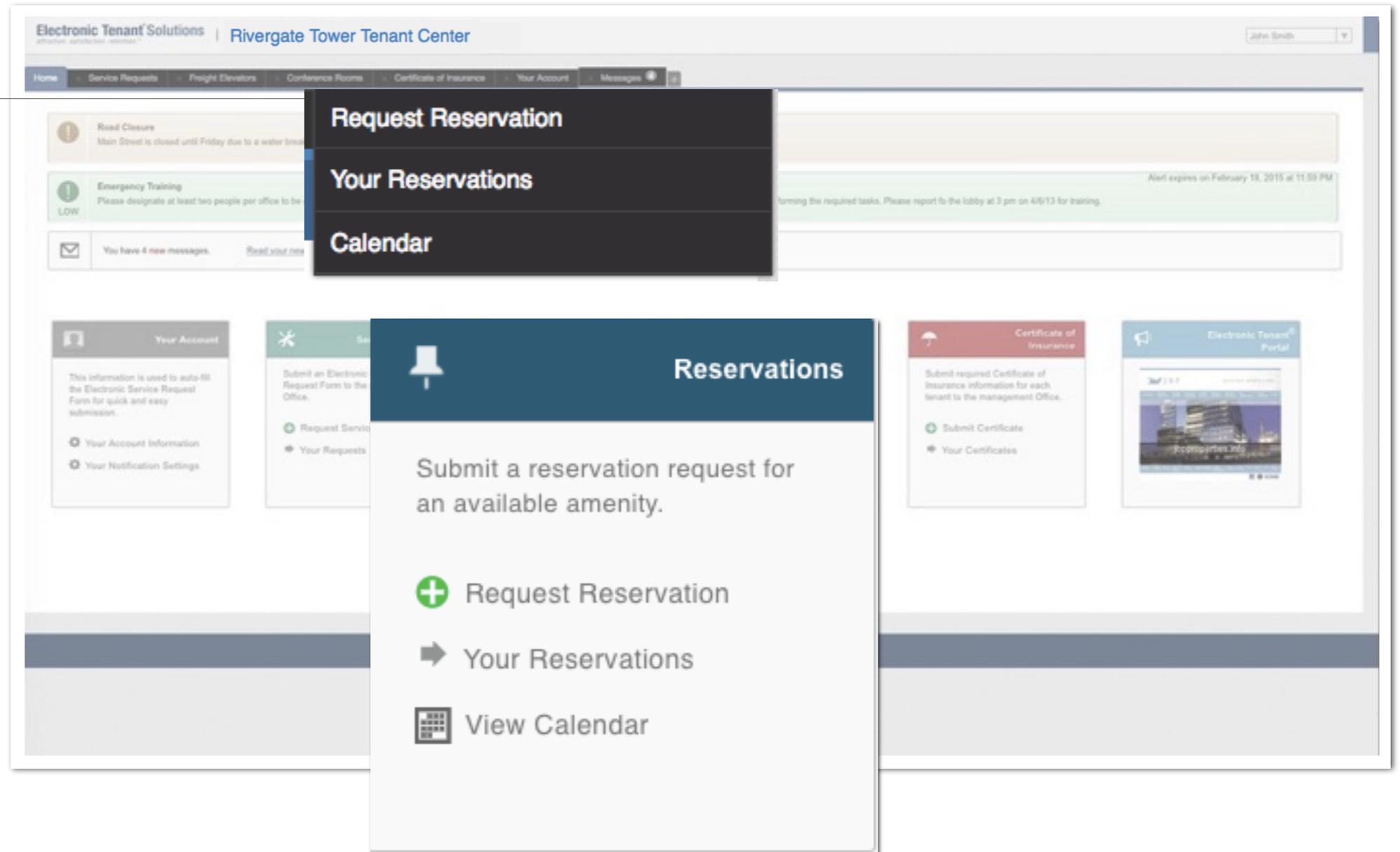
The Electronic Tenant® Portal features a comprehensive Amenity Management Application™. This application allows you to place and manage reservation requests.

Availability Calendar · Online Reservation Requests
Email Status Updates



Your Reservations

Dropdown Menu or Application Display Box: Use one of these options to access the various areas of the Reservations Application.



Overview

Your Electronic Tenant® Portal features a comprehensive Reservations Application™. This application allows you to place and manage reservation requests.

Access

Once you've entered the Tenant Center, the Reservations Application™ is accessed from the home screen - either directly from the application display box or from the dropdown menu. See page 5 for details on accessing the Tenant Center.



Request Reservation: Amenity Selection

Submit a Reservation Request

Choose "Select" next to the amenity you would like to reserve. A reservation form will appear requesting specific information about your request.

Amenity Details

Each amenity listed will showcase room details such as a brief description of the room, location, capacity, availability and more.

Please choose an amenity to reserve.	
SELECT	<p>Cape Room</p> <p>Amenity File: Conference-Room-Floor-Plan.pdf</p> <p>Description:</p> <p>Location: 2nd Floor</p> <p>Maximum Requestable Days: 5</p> <p>Max Capacity: 20</p> <p>Reservation Times:</p> <p>Daily 8:00 AM - 6:00 PM</p> <p>Available Days: Monday Wednesday Thursday Friday</p>
SELECT	<p>Cape Room - Side A</p> <p>Amenity File:</p> <p>Description:</p> <p>Location: 2nd Floor</p> <p>Maximum Requestable Days: 5</p> <p>Max Capacity: 20</p> <p>Reservation Times:</p> <p>Daily 8:00 AM - 6:00 PM</p> <p>Available Days: Monday Tuesday Wednesday Thursday Friday</p>
SELECT	<p>Cape Room - Side B</p> <p>Amenity File: Conf-Floor-Plan.gif</p> <p>Description: This is the smaller of the two halves of the Cape Room.</p> <p>Location: 2nd Floor</p> <p>Maximum Requestable Days: 3</p> <p>Max Capacity: 14</p> <p>Reservation Times:</p> <p>Weekdays 7:00 AM - 7:00 PM</p> <p>Available Days: Monday Tuesday Wednesday Thursday Friday</p>



Contact Information

Your Contact Information

Name Bryn Jerome

Email * bjerome@electronictenant.com

Phone 2023427090

Alt Phone 2074201400

Update your account details with the info

Conference Main Contact

Same As Above

Name *

Email *

Phone

Alt Phone

Contact Information

Enter your contact information. If the primary contact for the reservation is different, enter that contact's information too.

Meeting Details

Meeting Name *

Number of Attendees * 0 Max Capacity: 50

Attendee List [ⓘ]

Email Reminder [ⓘ]

Reservation Details

Enter all meeting details, such as the attendees list and email reminder notification.

Reservation Time & Dates

[ⓘ] You can pick days on the calendar by clicking on them or you can click the 'Add Date' button to add days. Review the color codes below and hover over them to determine the availability for specific days.

This amenity is available:

Weekdays
8:00 AM - 5:00 PM

< 2017 2018 2019 2020 2021 >

< Jan Feb Mar Apr May Jun >

Date 1:

Your Reservations
Other Reservations Multiple
Room Unavailable
Your Reservations (Unavailable)

+ Add Date

JAN 2017

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Enter the Meeting Date(s) & Time(s) here.

A calendar will showcase available and unavailable dates.

Available Options

- Reservation Options
- Overhead Projector
 - Telephone Line
 - Wireless Internet Access

Setup Options

Special Requests

Select Reservation Options and Amenity Set-Up Preferences, as indicated here.

Enter any special needs, questions or notes pertaining to your reservation request here.

Attachments

Attachment

 5MB Maximum file size.

Add attachments needed for the request. (if applicable)

Reservation Alert

This reservation may incur billable charges, Management will be in touch if this is the case.

Important reservation information will be easily displayed prior to submitting reservations.

Reservations

Submit a reservation request for an available amenity.

- + Request Reservation
- ➔ Your Reservations
- 📅 View Calendar

Your Reservations

From the home screen, select the “Your Reservations” link from the Application Display Box or from the Reservations dropdown menu on the navigation bar.

Amenity Reservations

Reservations placed will display showcasing status status, billable status (if applicable), Name, Amenity, # of Days and Start Date of the reservation. Every column can be sorted based on preference.

\$ 204869	Completed	Requested	Business Meeting	Cape Room	1	October 25, 2017
\$ 200688	Approved	Approved	AM Meeting	Maine Room	1	July 26, 2017
199600	Completed	Pending	Westchase Meeting	Cape Room	1	June 19, 2017
196048	Canceled	Pending	Board Meeting	Maine Room	1	April 24, 2017
\$ 195005	Approved	Requested	SAP Training	Cape Room	1	April 12, 2017
194674	Approved	None	Company Conference Meeting	The Jordan Room	1	March 29, 2017

+ Add Reservation

Filters

Show All Reservations

Show Recent Reservations

Update Filters

Total Reservations

15 Found

Amenity Name ▾

Reservation Date ▾

Reservation Status ▾

Submitted By ▾

Billable Status ▾

Search and Filter Options

All reservations can be searched by simple text and/or filtered by the options available.

Show All Reservations - This will display all reservations placed.

Show Recent Reservations - This will display all reservations placed within the past 30 days.

Calendar View

Easily change the calendar view from the default monthly view to Day, week or Year

January 2017

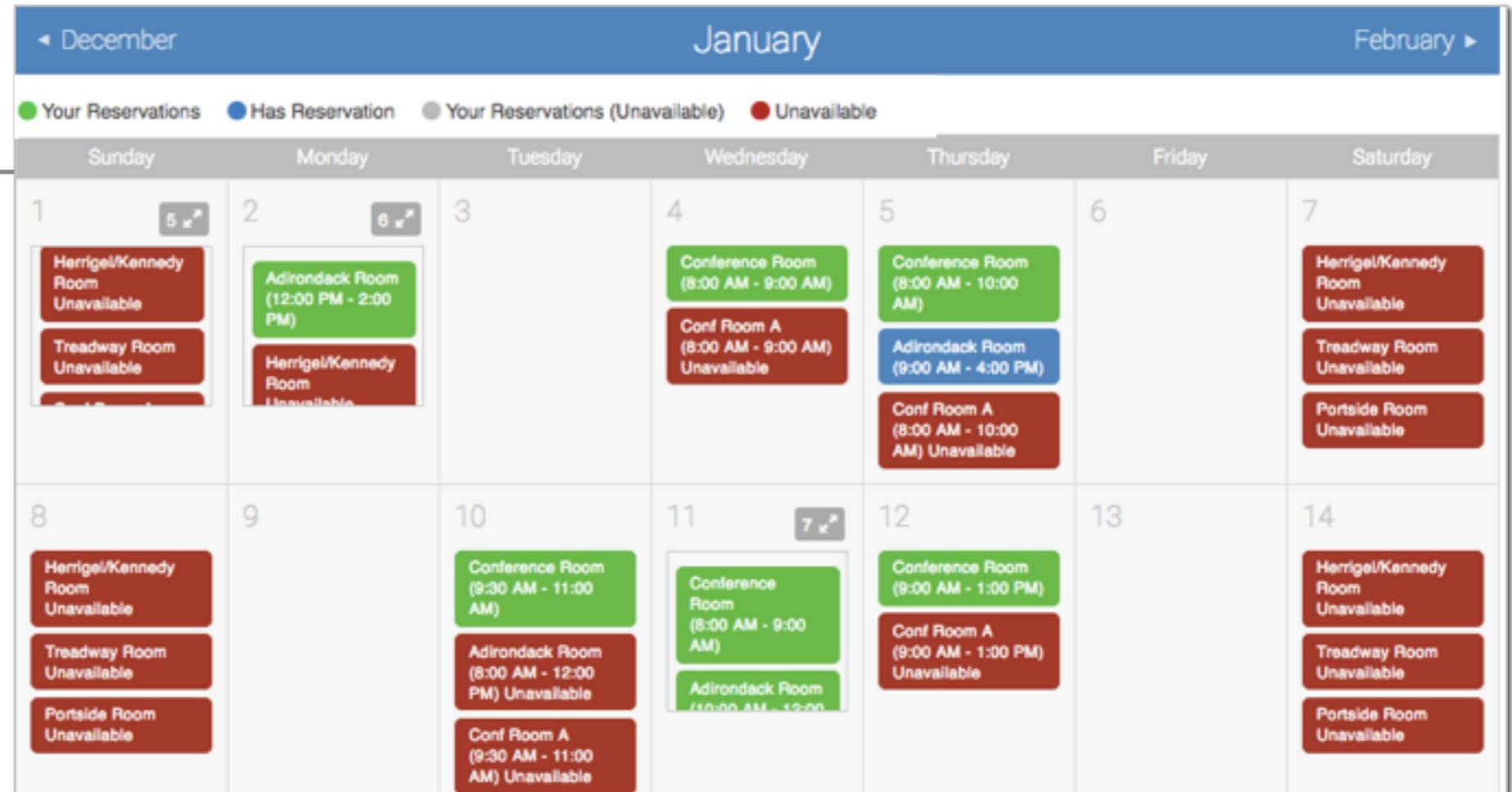
Day | Week | **Month** | Year

Reservations

Submit a reservation request for an available amenity.

- + Request Reservation
- ➔ Your Reservations
- 📅 View Calendar

The current month's calendar, shown below, will appear displaying your current reservations (green), rooms that have reservations (blue) and any unavailable conference room times (red). Use the arrows on the calendar to view future and previous months.



Reservations Calendar

From the home screen, select the "View Calendar" link from the Application Display Box or from the Reservations dropdown menu.

Filters

- ✓ Show All Reservations
- ✓ Show Today
- 🔄 Update Filters

Submitted By ▾

Reservation Status ▾

Amenity Name ▾

Filter Options

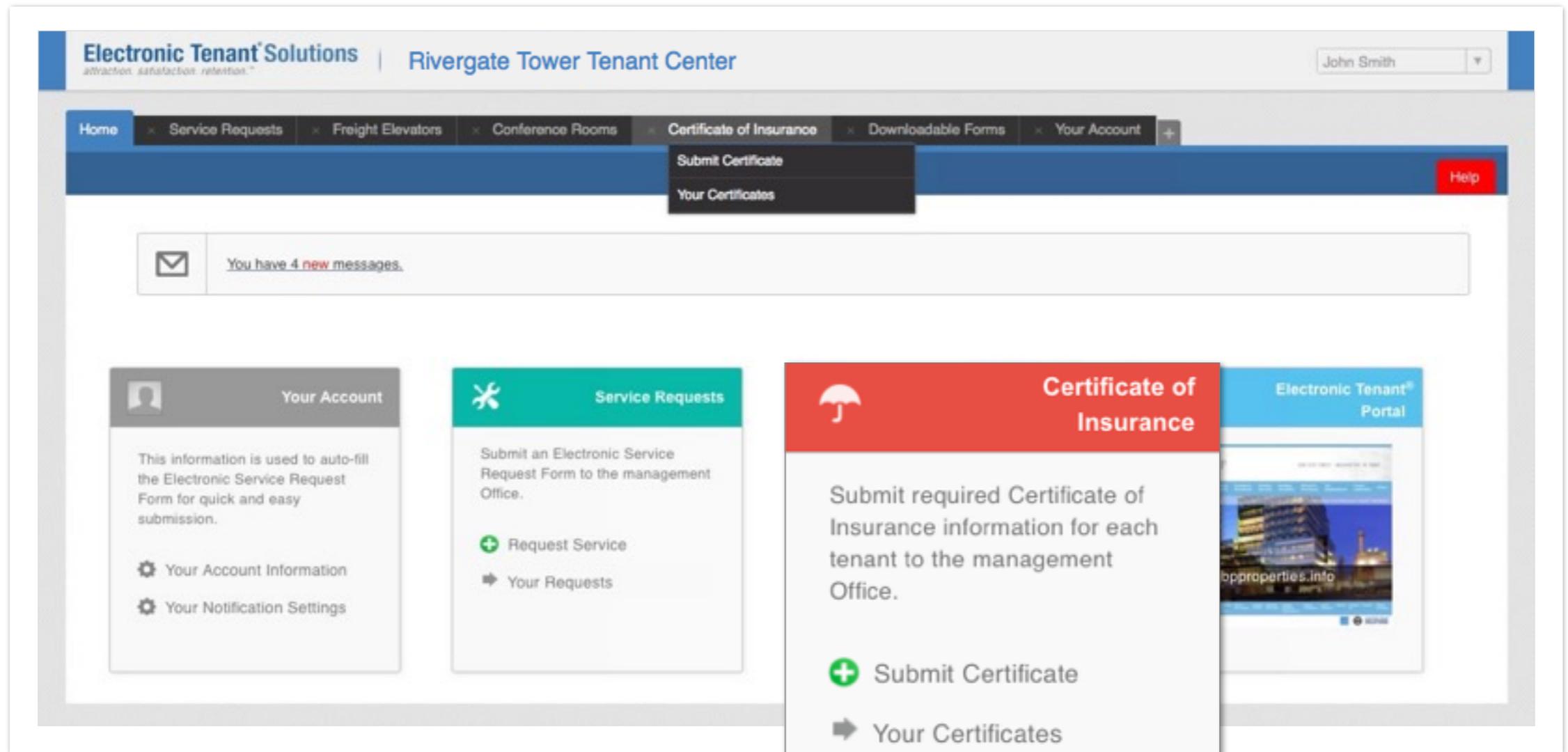
Easily find a reservation on the calendar by using the filter options provided.



Risk Management Certificate of Insurance Tracking

The Certificate of Insurance Tracking Application™ allows tenants to submit and track Certificates of Insurance. All certificates are immediately delivered to management for review and action.

Secure On-Line Submission Form · Expiration Tracking · Compliance Notification



Submit COI

Use one of these options to add or review existing Certificates of Insurance

Overview

The Certificate of Insurance application allows you to enter your certificate information as well as submit a hard copy of your Certificate of Insurance. You can then submit this information directly to management for review and approval.

Access

Once you've entered the Tenant Center, the Certificate of Insurance Application is accessed from the home screen - either directly from the application display box or from the dropdown menu.



Submit Certificate

General Information

Information will pre-fill with date, building and company. If any of this information is incorrect please contact management.

Insured/Producer/Additional Insured/Companies Affording Coverage: Please take the time to populate as much of the information from your Certificate of Insurance into the corresponding fields.

Adding a Copy of the COI

Once you have filled in the on-line form, please click on "Choose File" to attach a copy of the Certificate of Insurance to include for management.

[View Certificates](#)

Add New Certificate

General Information

Date Added:	May 15, 2015
Building:	JBP Properties
Company:	JBP Properties

[Expand All](#)

Insured

Producer

Additional Insured

Companies Affording Coverage

Policies of Insurance

General Liability Limits

Automobile Liability

Claims Made Occur Independent Contractors
 Hired Autos Non-owned Autos Waiver of Subrogation

Policy Number	<input type="text"/>
Policy Effective Date	<input type="text"/> <input type="button" value=""/>
Policy Expiration Date	<input type="text"/> <input type="button" value=""/>

LIMITS

Combined Single Limit (each accident):	<input type="text"/> Minimum Limit Required: \$250,000.00
Bodily Injury (per accident):	<input type="text"/> Minimum Limit Required: \$100,000.00
Property Damage:	<input type="text"/> Minimum Limit Required: \$50,000.00

Garage Liability

Excess Liability

Workers Compensation & Employment

Professional Liability

Other

Upload PDF Document

Please locate a PDF file on your computer to upload. File must be **UNDER 1MB** and must **INCLUDE PDF EXTENSION** (.pdf at the end of the file).

Choose PDF:

Choose File

no file selected

Tip: Use the Expand All button to view all the data fields that should be populated.

Policies of Insurance

From your Certificate of Insurance please enter the minimum limits, policy numbers and expiration dates. Populating this information will ensure the Certificate can be tracked for compliance as well as expiration.

Certificate of Insurance

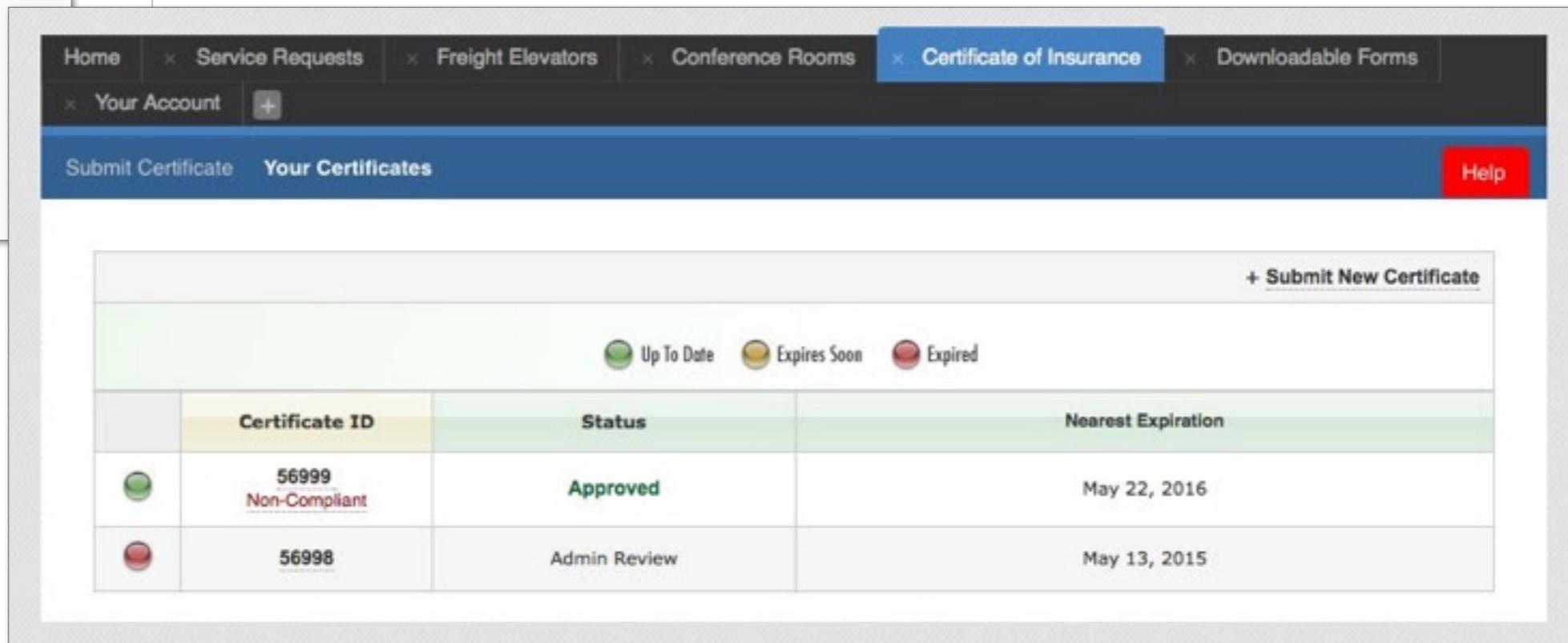
Submit required Certificate of Insurance information for each tenant to the management Office.

+ Submit Certificate

➔ Your Certificates

Check Status

You may check the status of your certificate from the Tenant Center at any time. Once logged in to the Tenant Center, either access your previously submitted certificates via the home screen dropdown menu or via the "Your Certificates" link on the Certificate of Insurance Application Display Box. Upon Entering the "Your Certificates" page, all Certificates will appear in chronological order with the most recent at the top. A quick "Status" column will show you if the COI is under *Admin Review, Approved* or *Denied*.



	Certificate ID	Status	Nearest Expiration
	56999 <small>Non-Compliant</small>	Approved	May 22, 2016
	56998	Admin Review	May 13, 2015

View Your Certificate

To view the details of the Certificate you can simply click on the Certificate ID. This will bring up all Certificate information that was input into the system. Please note that you will not be allowed to edit the Certificate. If you need to make changes please contact management.

Compliant?

If the Certificate submitted does not meet the minimum insurance limits it will be marked as "non-compliant." If the Certificate is non-compliant you will receive a request from management regarding any action that needs to be taken to update the current certificate on file.

Expiration

The right column will showcase the expiration date with the nearest expiring COI at the top of the list. Based on management preferences you will be notified via email to update your COI. If you find the COI is going to be expiring soon and you have not received any communication from management, please contact them directly.