

## Tenant Center

(Reservations, Requests, Notifications & Rewards)

Update your contact information or notification preferences seamlessly for Property Management enabled communications.

Submit and manage reservation and work order requests

Login to Your [Tenant Center](#) (Click)



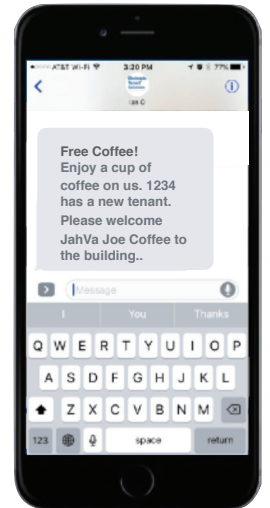
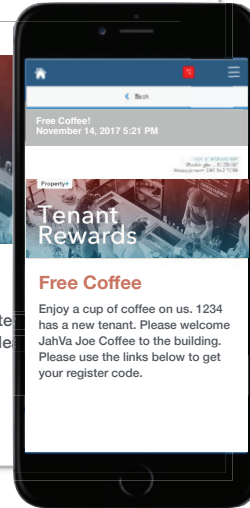
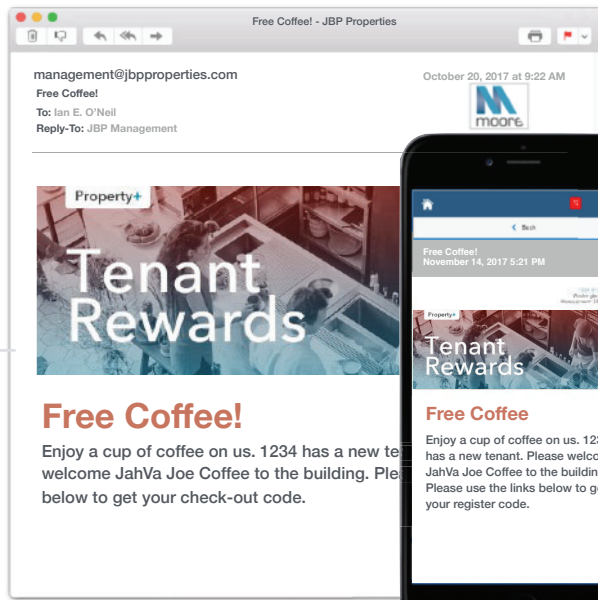
## First time logging in?

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

## Download the App

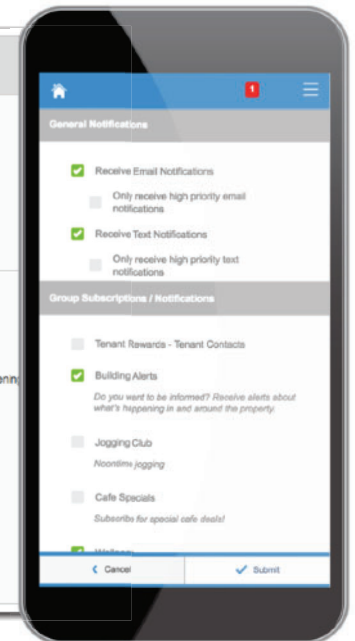
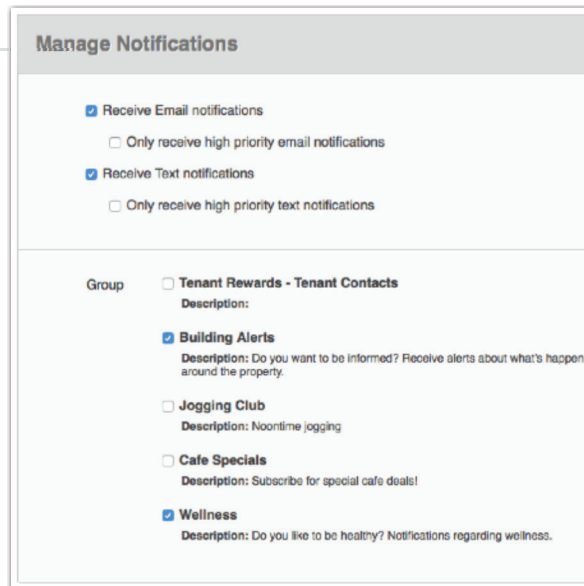
The Tenant Center is available in the Apple App Store and Google Play.

Search “[Tenant Center](#)”



## Customize Notifications

Choose what and how you want to be notified. Property Management can keep you up to date on everyday events, building announcements and emergency situations.



## Benefits of Registering

- Receive real-time alerts during property emergencies.
- Be the first to know of new building amenities.
- Take advantage of tenant-only rewards.

## Service Requests

Submit and manage service and maintenance requests. All requests are immediately delivered to management for review and action.

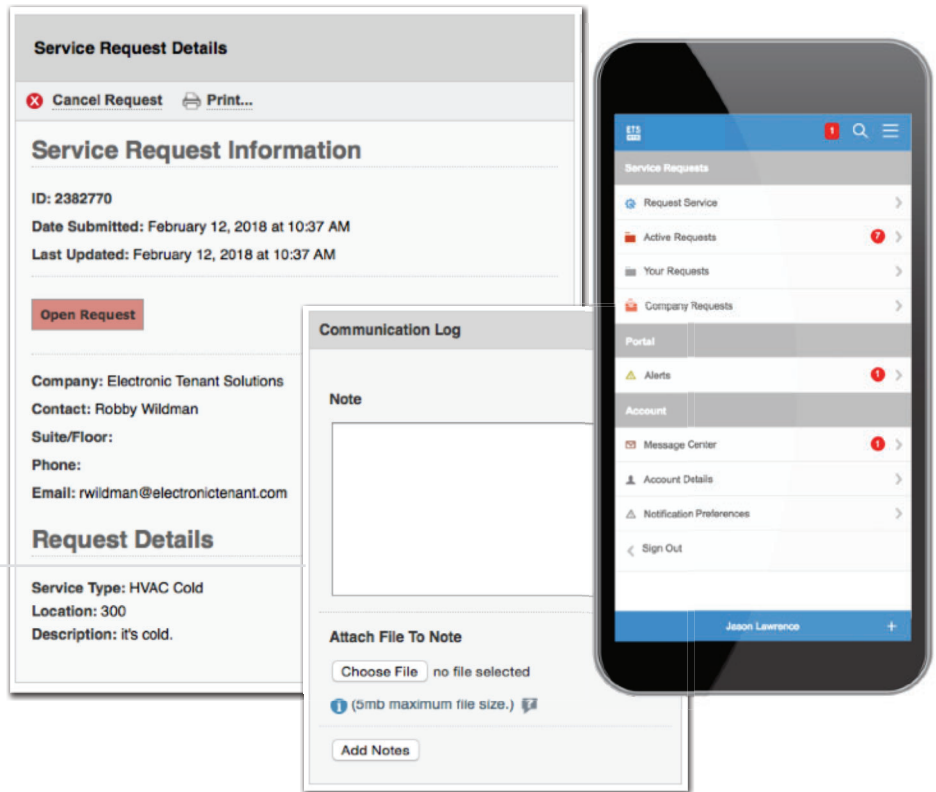
**Two Options:** Place requests through the mobile app or your desktop!

## Access [\(Click Here\)](#)

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.

## Additional Communication

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



## Submitting a Request

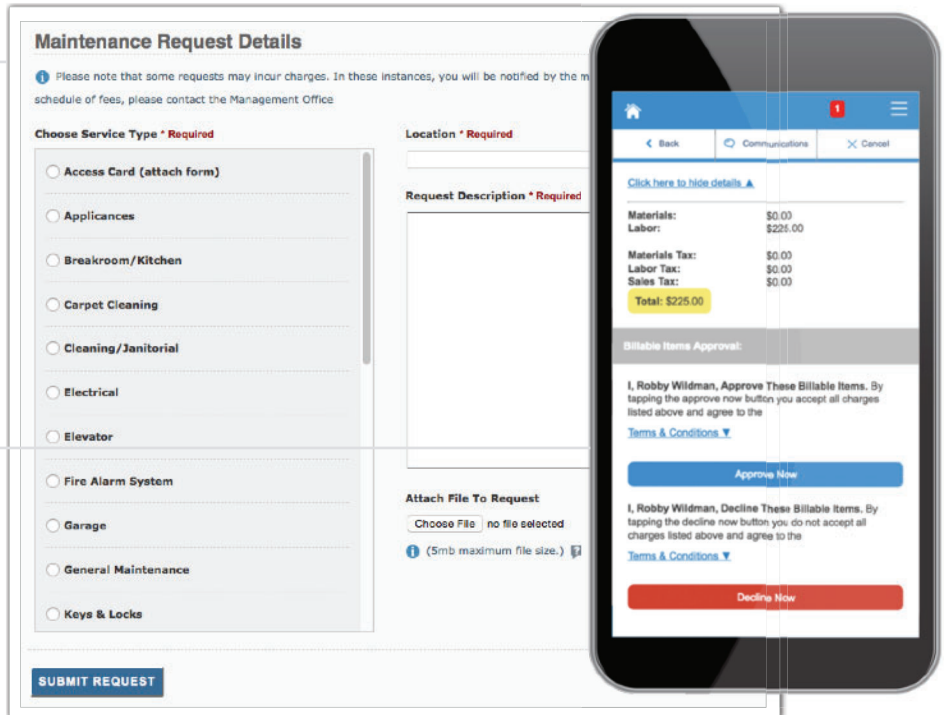
**Step 1:** Choose the Service Request Type (overtime HVAC, Lighting, etc)

**Step 2:** 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.

## Billable Items

If your service request requires additional charges not covered under your company's lease agreement, you may receive an email asking that you log in to the Tenant Center and approve or decline the charges.



## Your Requests

Requests placed will display under Your Requests option. All requests and details can be downloaded for your convenience.

Your Service Requests for February 2018						
ID	Date Added	Date Updated	Company	Contact	Service	Status
2392558	February 21, 2018 1:18 PM	February 21, 2018 1:19 PM	Electronic Tenant Solutions	Jordi St. John Tenant Admin	Snow Removal Location: Maine office	Completed
2390869	February 20, 2018 12:51 PM	February 20, 2018 12:51 PM	Electronic Tenant Solutions	Tiffany Coates	Cleaning Location: suite 201	Open

[Download CSV File](#)

## Reservations

Submit and manage reservation requests. All requests are immediately delivered to Property Management for review and action.

### Access [\(Click Here\)](#)

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.

## Submitting a Reservation

**Step 1:** Choose "Select" next to the amenity you would like to reserve. A reservation form will appear requesting specific information about your request.

**Step 2:** Enter your contact information and all meeting details, such as the set up needs, catering details, attendees list and email reminder notification. You will have options to add special needs, requests as well as any attachments, if needed.

## Billable Items

If your reservation request requires additional charges not covered under your company's lease agreement you may receive an email asking that you log in to the Tenant Center and approve or decline the charges.

## Reservation Calendar

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

## Your Reservations

Reservations placed will display under Your reservations option. All reservations can be searched by simple text and/or filtered by the options available.

ID	Status	Reservation Name
213848	Approved	Bowl-a-rama
212613	Canceled	Maine Office Gathering
205866	Approved	Year End Meeting
209374	Approved	Pre-Holiday Staff Meeting
207730	Approved	Board Meeting
205908	Approved	Board Meeting
200688	Approved	AM Meeting
199600	Completed	Westchase Meeting
195005	Approved	SAP Training
194674	Approved	Company Conference Meeting
191521	Pending	Monthly Meeting

Meeting Details

Meeting Name:

Number of Attendees:  Max Capacity: 50

Attendees List #

Email Reminder #

Reservation Time & Dates

The amenity is available:

Weekdays:

6:00 AM - 5:00 PM

2018 2019 2020 2021

< 2018 Feb Mar Apr May Jun >

Your Reservations:  Other Reservations:  Multiple Room Unavailable:  Your Reservations Unavailable:  [Add Date](#)

JAN 2017

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	

PO: Lease ID: 12345	Status: <b>Approved</b>			
Type	Cost	Mark Up	Tax	Total
▼ Labor	\$100.00	\$0.00	\$0.00	\$100.00
<b>Grand Totals</b>	<b>\$100.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$100.00</b>

December		January					February	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
1 Herrigel/Kennedy Room Unavailable Treadway Room Unavailable	2 Adirondack Room (12:00 PM - 2:00 PM) Herrigel/Kennedy Room Unavailable	3	4 Conference Room (8:00 AM - 8:00 AM) Conf Room A (8:00 AM - 9:00 AM) Unavailable	5 Conference Room (8:00 AM - 10:00 AM) Adirondack Room (8:00 AM - 4:00 PM) Conf Room A (8:00 AM - 10:00 AM) Unavailable	6	7 Herrigel/Kennedy Room Unavailable Treadway Room Unavailable Ponside Room Unavailable		
8 Herrigel/Kennedy Room Unavailable Treadway Room Unavailable Ponside Room Unavailable	9	10 Conference Room (9:30 AM - 11:00 AM) Adirondack Room (8:00 AM - 12:00 PM) Unavailable Conf Room A (9:30 AM - 11:00 AM) Unavailable	11 Conference Room (8:00 AM - 9:00 AM) Adirondack Room (12:00 AM - 10:00)	12 Conference Room (8:30 AM - 1:00 PM) Conf Room A (9:00 AM - 1:00 PM) Unavailable	13	14 Herrigel/Kennedy Room Unavailable Treadway Room Unavailable Ponside Room Unavailable		

\$ 204869	Completed	Requested	Business Meeting	Cape Room	1	October 25, 2017
\$ 200588	Approved	Approved	AM Meeting	Maine Room	1	July 25, 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



## Certificate of Insurance

Submit, view and track insurance certificates.

### Access [\(Click Here\)](#)

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.

## Submitting a COI

**General Information:** Information will pre-fill with date, building and company. If any of this information is incorrect please contact Property Management.

### Step 1: 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.

### Step 2: 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.

## Your Certificates

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 the Certificate submitted does not meet the minimum insurance limits it will be marked as "non-compliant."

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 needed.

[View Certificates](#)

Add New Certificate

General Information

Date Added:	February 22, 2018
Building:	RDI Tower
Company:	Electronic Tenant Solutions

[Expand All](#)

Insured

Producer

Additional Insured

Companies Affording Coverage

Policies of Insurance

General Liability Limits

Automobile Liability

Garage Liability

Excess Liability

Workers Compensation

Property Insurance

Crime

Employee Practices In

Personal & Advertising

Cyber Liability

Professional Liability

Other

Upload PDF Document

Please locate a PDF file on your computer (at the end of the file).

Choose PDF:

[View Certificates](#)

General Liability Limits

Claims Made    Occur    Independent Contracts    Waiver of Subrogation

Policy Number	<input type="text"/>
Policy Effective Date	<input type="text"/> <small>📅</small>
Policy Expiration Date	<input type="text"/> <small>📅</small>

LIMITS

Each Occurrence:	<input type="text"/> <small>Minimum Limit Required: \$1,000,000.00</small>
Fire Damage (any one fire):	<input type="text"/> <small>Minimum Limit Required: \$1,000,000.00</small>
Med Exp (any one person):	<input type="text"/>
General Aggregate:	<input type="text"/>
Products-Comp/Op AGG:	<input type="text"/>
Other:	<input type="text"/>

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"/> <small>📅</small>
Policy Expiration Date	<input type="text"/> <small>📅</small>

LIMITS

Combined Single Limit (each accident):	<input type="text"/> <small>Minimum Limit Required: \$50,000.00</small>
Bodily Injury (per accident):	<input type="text"/> <small>Minimum Limit Required: \$100,000.00</small>
Property Damage:	<input type="text"/> <small>Minimum Limit Required: \$150,000.00</small>

[+ Submit New Certificate](#)

● Up To Date   
 ● Expires Soon   
 ● Expired

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

Support

Help Center

Log in to your Tenant Center on the desktop. Make sure to click on the RED help button, and choose from categories listed on right.

Contact Your Property Management Team

If you have additional questions or are having any issues accessing the Tenant Center, please follow the link to connect with your [property management team](#).

