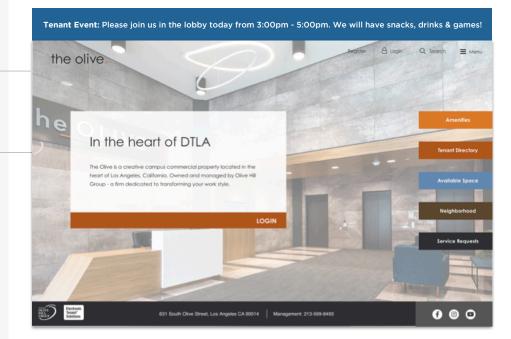
Electronic Tenant® Portal: Access

Electronic Tenant® Portal

The Electronic Tenant® Portal is an invaluable hub providing 24/7 access to any and all property information.

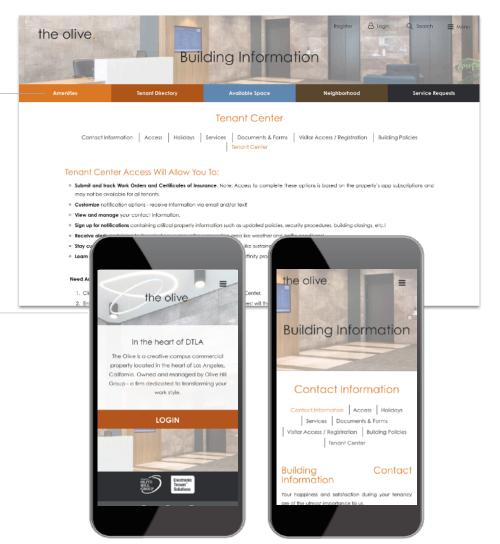
Communications can be posted through banners and calendar events on the site to provide you with up to date community and property information.

www.theOlive631.com





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



Go Mobile

By downloading and bookmarking the Mobile Property App to your Smart-Phone, you can add an icon to the 'home screen' of your mobile device and have all the information and features of your Electronic Tenant[®] Portal wherever you go.

Electronic Tenant Solutions attraction. satisfaction. retention."

Tenant Center: Registration

Free Coffee! Enjoy a cup of coffee on us. 1234 has a new tenant.

Please welcome JahVa Joe Coffee to

Q W E R T Y U I O P

0

the building.

Ы (here

Tenant Center

(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)



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October 20, 2017 at 9:22 AM

OLIVE HILL GROUP

Free Coffee

vour register code.

Enjoy a cup of coffee on us. 1234

JahVa Joe Coffee to the building. Please use the links below to get

has a new tenant. Please welco

Free Coffee! - JBP Properties

ιQ.

Free Coffee!

To: Ian E. O'Neil Reply-To: JBP Manag

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management@jbpproperties.com

Free Coffee!

below to get your check-out code.

Enjoy a cup of coffee on us. 1234 has a new te

welcome JahVa Joe Coffee to the building. Ple

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"

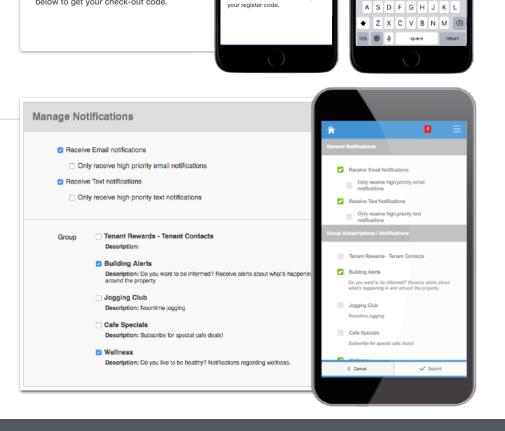


Customize Notifications

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.



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Manage Applications: Service Requests

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.

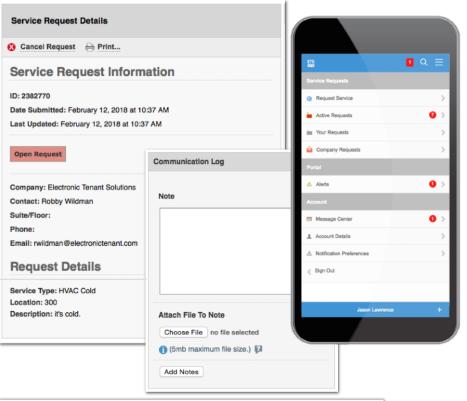
Please enter any and all information that will assist management in locating and addressing the request.

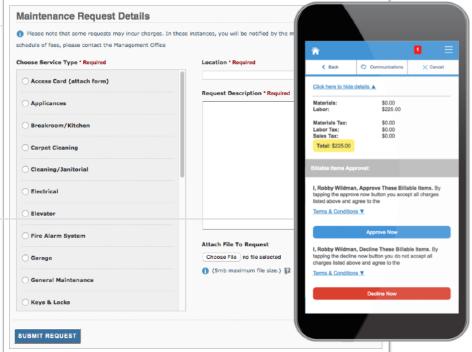
Billable Items

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.





| 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 | Tiffaney Coates | Cleaning Location: suite 201 | Open |

Electronic Tenant[®] Solutions

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.

Manage Applications: Certificate of Insurance

| | | | | | View Certificates |
|-------------|------------------------|--|-------------------|--|------------------------|
| Add Ne | ew Certificate | | | | |
| Gener | al Information | | | | |
| Date Added: | | | February 22, 20 | 18 | |
| Building: | | | RDI Tower | | |
| Compar | ny: | | Electronic Tena | Int Solutions | |
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| 🛛 Ga | rage Liability | General Liability Limits Claims Made Occ | | dent Contracts 🗌 Walver of Subrogation | |
| Ex | cess Liability | Policy Number | | dent contracts - waiver of Sublogation | |
| | orkers Compensatio | Policy Effective Date | | 10 | |
| | | Policy Expiration Date | | 16 | |
| | operty Insurance | LIMITS | | | |
| Cri | me | Each Occurrence: | | | |
| E Em | ployee Practices In | | | Minimum Limit Required: \$1,000,000.0 | 0 |
| Per Per | rsonal & Advertising | Fire Damage (any one fire) | : | Minimum Limit Required: \$1,000,000.0 | 0 |
| Cy | ber Liability | Med Exp (any one person) | | | |
| E Pro | ofessional Liability | General Aggregate: | | | |
| 🛛 Oti | her | Products-Comp/Op AGG: | | | |
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| end of th | he file). | Policy Number | | | |
| Choose | PDF: | Policy Effective Date | | E. | |
| | | Policy Expiration Date | | æ | |
| | | LIMITS | | | |
| | | Combined Single Limit (ea | ch accident): | Minimum Limit Required: \$50,000.00 | |
| | | Bodily Injury (per accident |): | Minimum Limit Required: \$100,000.00 | |
| | | Property Damage: | | Minimum Limit Required: \$150,000.00 | |
| | | | | | + Submit New Certifica |
| | | 👄 U | p To Date 🥯 Expir | es Soon 🥯 Expired | |
| | Certificate ID | Status | | Nearest Expir | ration |
| • | 56999 Non-Compliant | Approved | đ | May 22, 20 | 016 |
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Electronic Tenant Solutions

Support

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 <u>property management team</u>.

| Tenant C | enter | | Joey Terry |
|---|---|---|---|
| me × Your A Certificate of Insu | ccount × Video Training & Testing 🕦 × Service Reque Irance × Downloadable Forms × Help Center 💽 | ests × Freight Elevators × Con/ | ference Rooms |
| Q Video Tutoria | als Application Documentation | | |
| | | Search Our Help Docume | GO GO |
| Help | re links to frequently asked questions for the various Electron | | |
| Simply click on are added to the | Help Categories | | |
| | | | Certificate of Insurance |
| <table-cell-rows> Cortifi</table-cell-rows> | cate of Insurance | 🗶 Service Requests | |
| ₽ | submitting a COI? No, there are no required fields but it is recommended to provide as much information as possible to facilitate faster processing by your Property Management te | Billable C This Video 1 and then ap | eview and Approve/Deny harges l'utorial explains how to review prove or deny billable charges with service requests. |
| L Confe | rence Rooms | Requests This PDF wirequests, virequests and | abmit & Manage Service III explain how to submit service ew and manage existing d approve/deny billable charges with requests. |
| P | Can I Cancel or Edit a reservation after it has been approved? | Requests This Video 1 submit and including ho | Tutorial will explain how to manage your service requests, w to cancel requests and how to le with Property Management |
| | | I select th option? The view re- current mon from previou | e my service request when le "View Requests" quests page only shows the ths requests. To review requests us months, use the month/year nenu to navigate to other m |