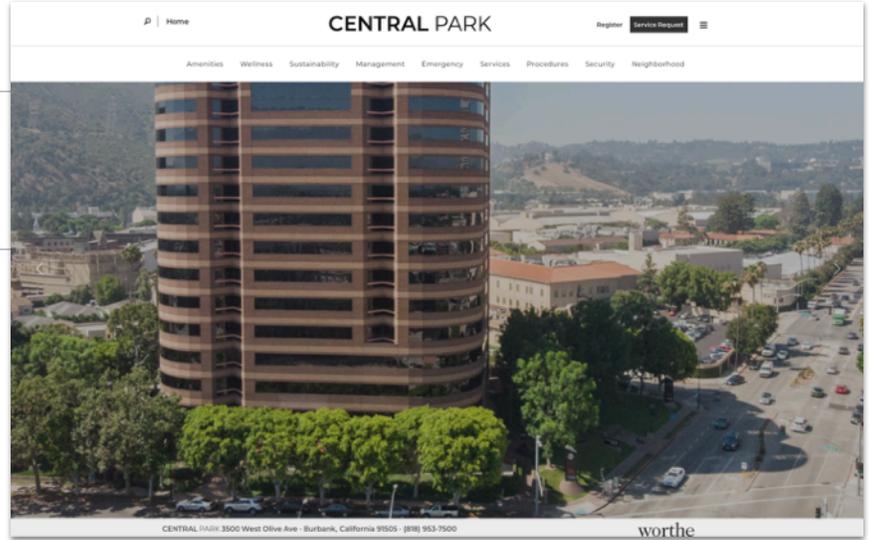


Electronic Tenant® Portal

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

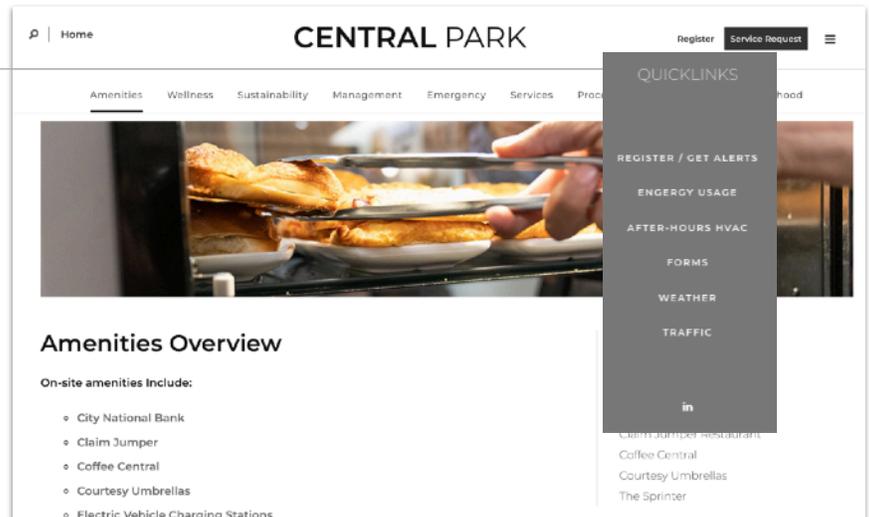
Communications can be posted through banners and calendar events on the site to provide you with up to date community and property information.

3500WestOlive.info



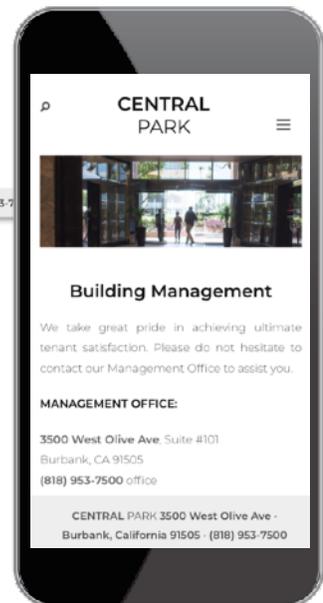
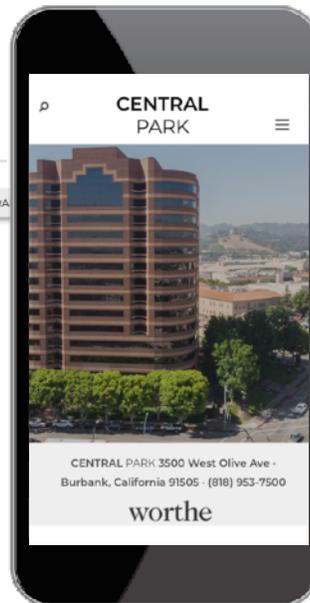
Quicklinks

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.



Tenant Center

(Service Requests, COI & Contact Management)

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

Submit and COI's, contact information & service requests.

Click below [Tenant Center](#) (Click)



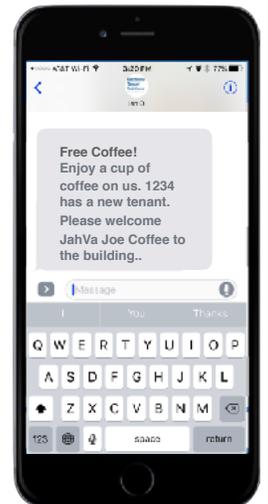
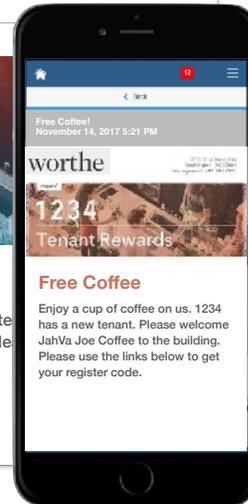
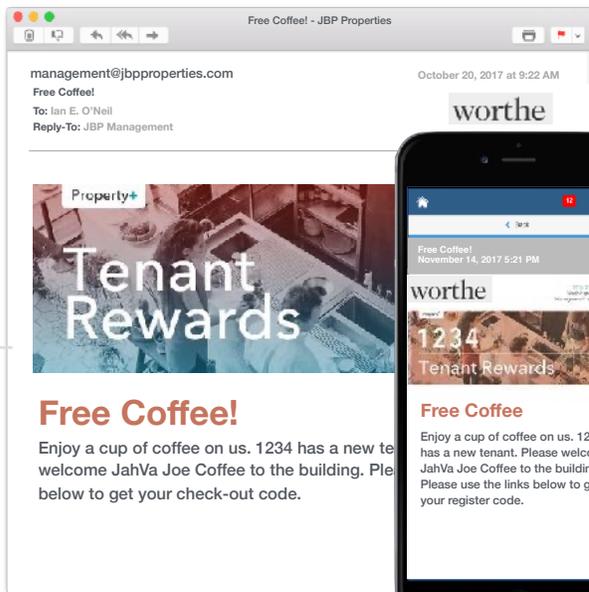
First time logging in?

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

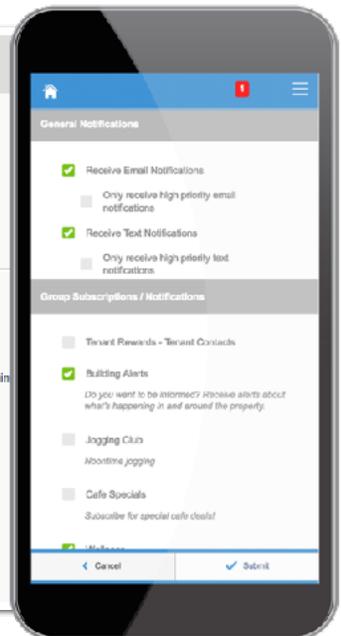
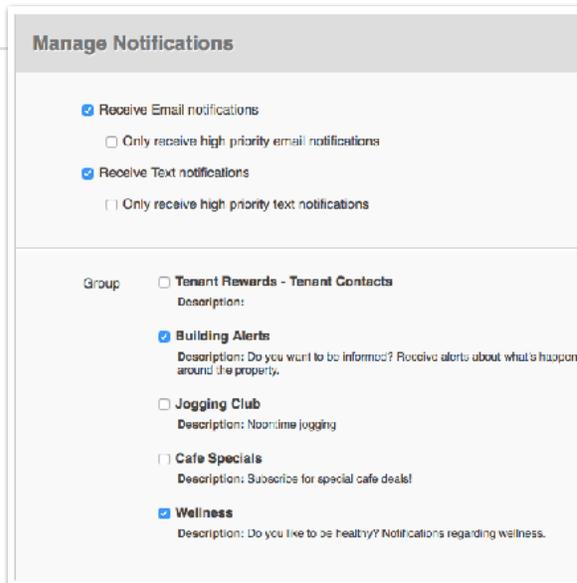
The Tenant Center is available in the Apple App Store and Google Play.

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.

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.

Service Request Details

Cancel Request Print...

Service Request Information

ID: 2382770
 Date Submitted: February 12, 2018 at 10:37 AM
 Last Updated: February 12, 2018 at 10:37 AM

Open Request

Company: Electronic Tenant Solutions
 Contact: Robby Wildman
 Suite/Floor:
 Phone:
 Email: rwildman@electronictenant.com

Request Details

Service Type: HVAC Cold
 Location: 300
 Description: It's cold.

Communication Log

Note

Attach File To Note

Choose File no file selected
 (5mb maximum file size.)

Add Notes

Mobile App Interface:

- Service Requests
- Request Service
- Active Requests
- Your Requests
- Company Requests
- Partials
- Alerts
- Account
- Message Center
- Account Details
- Notification Preferences
- Sign Out

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.

Maintenance Request Details

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

Choose Service Type * Required

- Access Card (attach form)
- Appliances
- Breakroom/Kitchen
- Carpet Cleaning
- Cleaning/Janitorial
- Electrical
- Elevator
- Fire Alarm System
- Garage
- General Maintenance
- Keys & Locks

Location * Required

Request Description * Required

Attach File To Request

Choose File no file selected
 (5mb maximum file size.)

Mobile App Interface:

Back Communications Cancel

Click here to hide details

| | |
|----------------|-----------------|
| Materials: | \$0.00 |
| Labor: | \$225.00 |
| Materials Tax: | \$0.00 |
| Labor Tax: | \$0.00 |
| Sales Tax: | \$0.00 |
| Total: | \$225.00 |

Billable Items Approval:

I, Robby Wildman, Approve These Billable Items. By tapping the approve now button you accept all charges listed above and agree to the Terms & Conditions

Approve Now

I, Robby Wildman, Decline These Billable Items. By tapping the decline now button you do not accept all charges listed above and agree to the Terms & Conditions

Decline Now

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

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:

General Liability Limits

Claims Made
 Occur
 Independent Contractors
 Waiver of Subrogation

| | |
|------------------------|----------------------|
| Policy Number | <input type="text"/> |
| Policy Effective Date | <input type="text"/> |
| Policy Expiration Date | <input type="text"/> |

LIMITS

| | | |
|-----------------------------|----------------------|--|
| Each Occurrence: | <input type="text"/> | Minimum Limit Required: \$1,000,000.00 |
| Fire Damage (any one fire): | <input type="text"/> | Minimum Limit Required: \$1,000,000.00 |
| 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"/> |
| Policy Expiration Date | <input type="text"/> |

LIMITS

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

[+ Submit New Certificate](#)

● Up To Date
● Expires Soon
● Expired

| | Certificate ID | Status | Nearest Expiration |
|--------------------------------------|---------------------------------------|--------------|--------------------|
| ● | 56999 <small>Non-Compliant</small> | Approved | May 22, 2016 |
| ● | 56988 | 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](#).

The screenshot displays the Tenant Center Help Center interface. At the top, the user is logged in as 'Joey Terry'. The navigation menu includes 'Home', 'Your Account', 'Video Training & Testing', 'Service Requests', 'Freight Elevators', and 'Conference Rooms'. The 'Help Center' is selected, showing a search bar and a 'Help' button. Below the search bar, there is a 'Help' section with a list of frequently asked questions for various Electronic Tenant Solutions applications. A sidebar on the right, titled 'Service Requests', contains several links to video tutorials and PDF guides, such as 'How to Review and Approve/Deny Billable Charges', 'How to Submit & Manage Service Requests', and 'How to Submit and Manage Service Requests'.