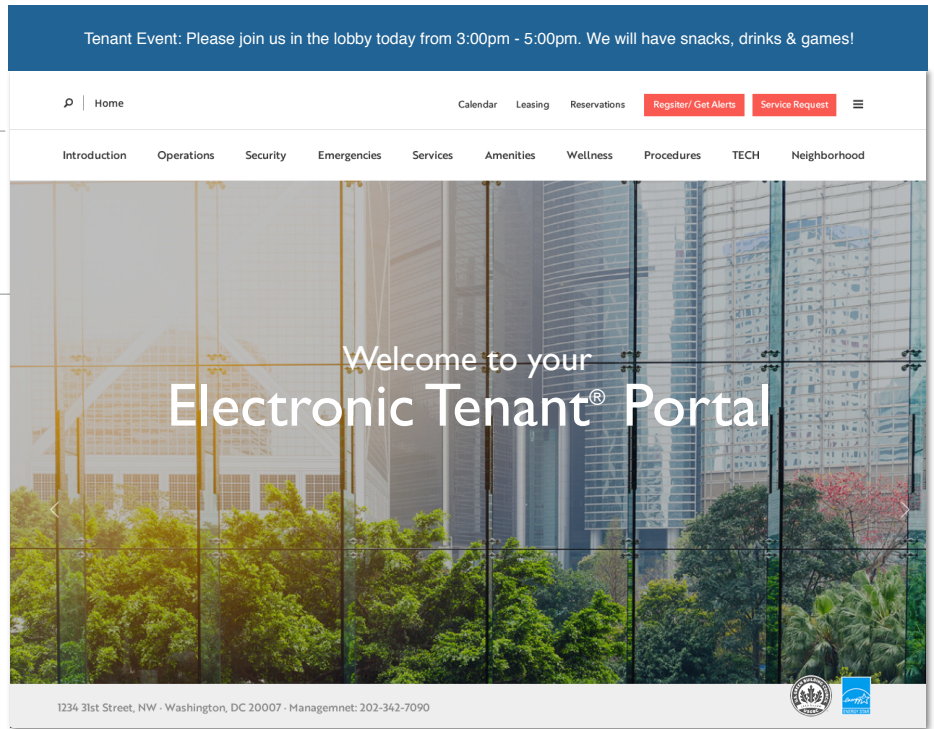


### Electronic Tenant® Portal

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

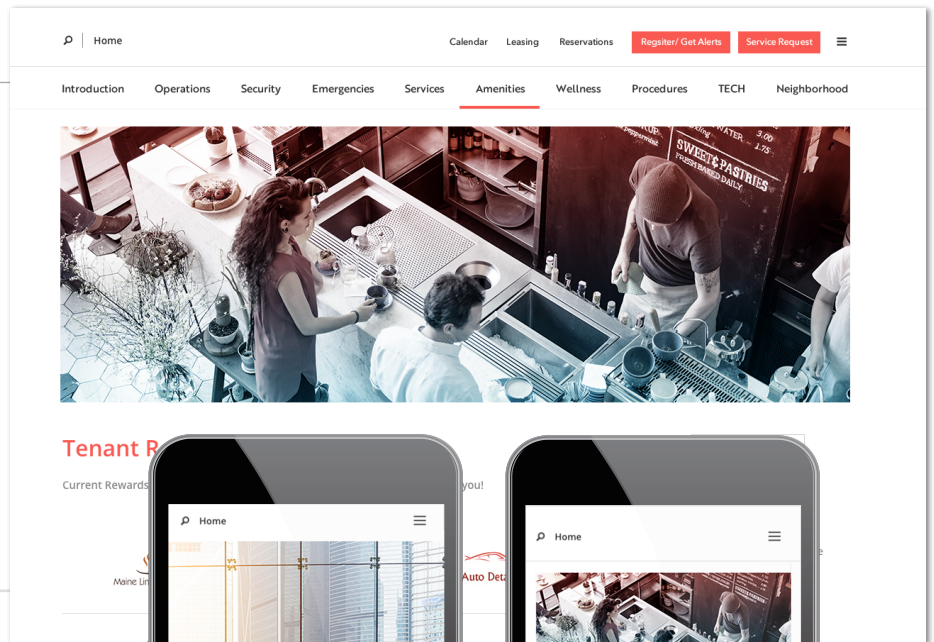
Communications can be posted through banners and calendar events on the site to provide you with up to date community and property information.

[www.jbproperties.info](http://www.jbproperties.info)



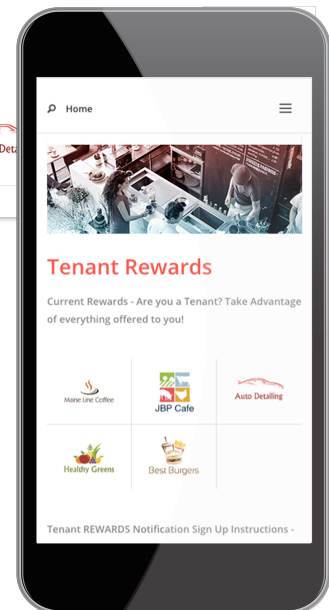
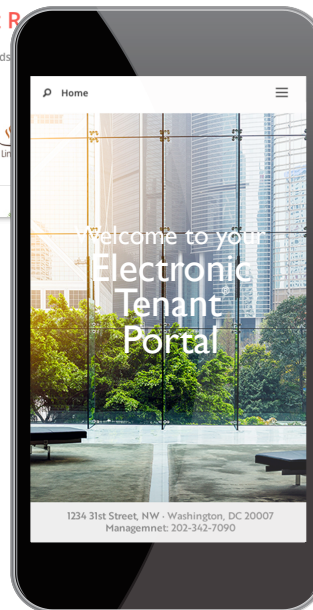
### Quicklinks

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 SmartPhone, 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

(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)



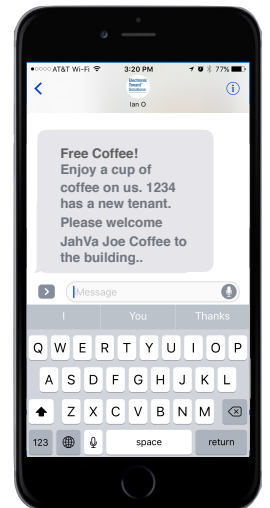
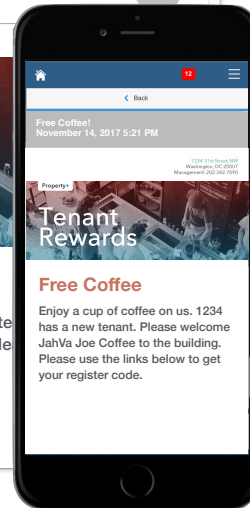
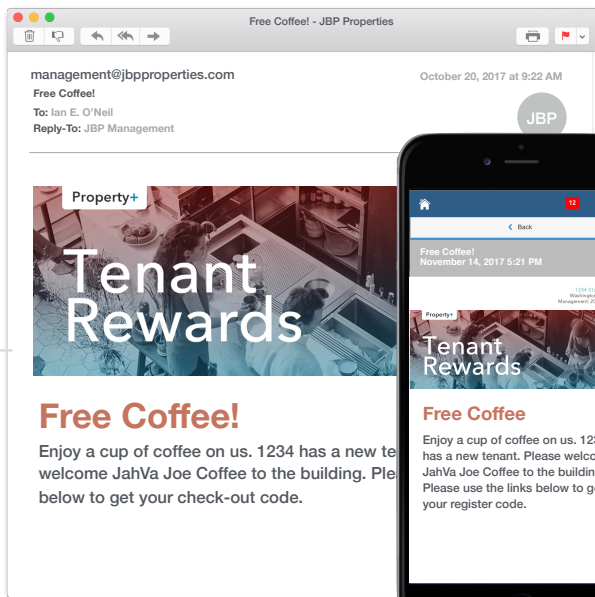
## First time logging in?

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](#)”



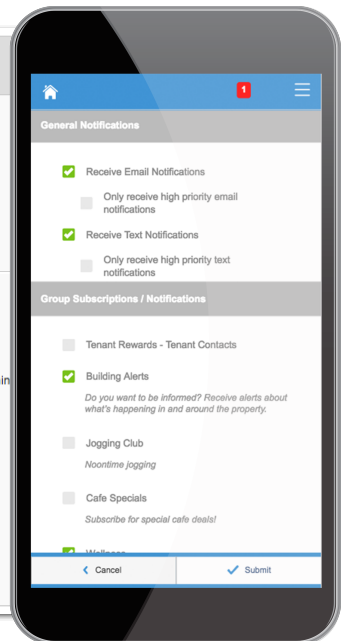
## Customize Notifications

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.

### Manage Notifications

- Receive Email notifications
  - Only receive high priority email notifications
- Receive Text notifications
  - Only receive high priority text notifications

- Group  **Tenant Rewards - Tenant Contacts**  
 Description:
- Building Alerts**  
 Description: Do you want to be informed? Receive alerts about what's happenin around the property.
  - Jogging Club**  
 Description: Noontime jogging
  - Cafe Specials**  
 Description: Subscribe for special cafe deals!
  - Wellness**  
 Description: Do you like to be healthy? Notifications regarding wellness.



## 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, manage and rate service 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.

How would you rate your satisfaction for this request? 👍 Satisfied 👎 Dissatisfied

**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**

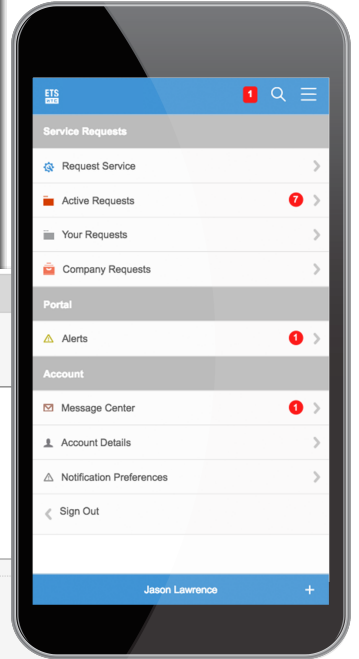
Service Type: HVAC Cold  
 Location: 300  
 Description: it's cold.

**Communication Log**

Note

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

Add Notes



## 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.

**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

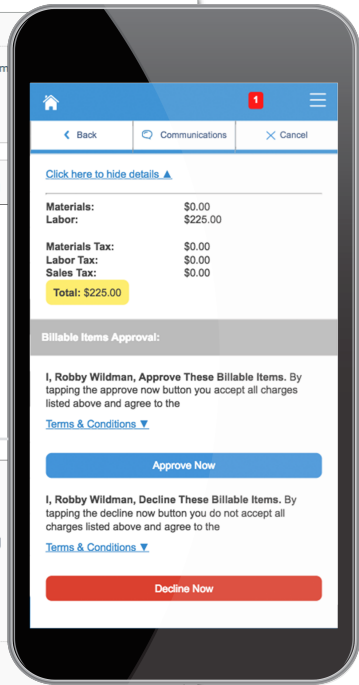
- Access Card (attach form)
- Appliances
- Breakroom/Kitchen
- Carpet Cleaning
- Cleaning/Janitorial
- Electrical
- Elevator
- Fire Alarm System
- Garage
- General Maintenance
- Keys & Locks

Location \* Required

Request Description \* Required

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

[SUBMIT 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
2740354	February 7, 2019 9:59 AM	February 7, 2019 10:00 AM	Red Hand LLC	Bryn Jerome Tenant Admin	Lighting Repairs Location: Suite 20	Completed
2740353	February 7, 2019 9:23 AM	February 7, 2019 8:46 PM	Red Hand LLC	Bryn Jerome Tenant Admin	After Hours HVAC Location: opening as a completed SR	Completed

## Reservations

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

## 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.

## 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
209866	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

Attendee List #

Email Reminder #

Reservation Time & Dates

ⓘ You can pick days on the calendar by clicking on them or you can click the 'Add Date' button to 4 days. Review the color codes below and hover over them to determine the availability for specific d

This amenity is available:  
 Wednesday  
 8:00 AM - 5:00 PM  
 < 2017 2018 2019 2020 2021 >  
 < Jan Feb Mar Apr May Jun > Date 1:

Your Reservations  
 Other Reservations  
 Room Unavailable  
 Your Reservations (Unavailable)

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

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 - 9:00 AM) Conf Room A (8:00 AM - 9:00 AM) Unavailable	5 Conference Room (8:00 AM - 10:00 AM) Adirondack Room (9:00 AM - 4:00 PM) Conf Room A (8:00 AM - 10:00 AM) Unavailable	6	7 Herrigel/Kennedy Room Unavailable Treadway Room Unavailable Portside Room Unavailable	
8 Herrigel/Kennedy Room Unavailable Treadway Room Unavailable Portside 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 - 12:00 PM)	12 Conference Room (9:30 AM - 1:00 PM) Conf Room A (9:00 AM - 1:00 PM) Unavailable	13	14 Herrigel/Kennedy Room Unavailable Treadway Room Unavailable Portside Room Unavailable	

\$ 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

## 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 (to the end of the file).

Choose PDF:

[+ Submit New Certificate](#)

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  Waiver of Subrogation

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
<span style="color: green;">●</span>	56999 <span style="color: red;">Non-Compliant</span>	Approved	May 22, 2016
<span style="color: red;">●</span>	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](#).

