

## TENANT EDUCATION MEMO

**This detailed “How To” document will walk you through your Electronic Tenant® Portal and included applications.**

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24/7 informational hub for tenants; offering on demand access to important building information and web-based services.

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Instant Alerts are timely and effective communication to keep you aware and prepared for changing circumstances in your building.

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Secure area where you can manage your account details and use the Electronic Tenant® Solutions applications listed below.

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Learn how to submit and manage your service requests.

## Electronic Tenant Portal - [www.3535marketst.medicaloffice.info](http://www.3535marketst.medicaloffice.info)

### 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.

CONTACT US

Tenant Login Leasing Directions Directory Forms Search **Emergency Procedures** Service Request Traffic Weather



3535 MARKET STREET · 3535 Market Street · Philadelphia, PA 19104

### Bookmark your Portal!

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

## 3535 MARKET STREET

#### SECTION NAVIGATION

INTRODUCTION >>  
OPERATIONS >>  
TENANT LEADERSHIP >>  
SERVICES >>

POLICIES & PROCEDURES >>  
SUSTAINABILITY >>  
NEIGHBORHOOD >>

#### MANAGEMENT

P: 215-387-5502

#### LEASING

OFFICE: 215-387-5504  
RETAIL: 215-557-0050

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

Tenant Login Leasing Directions Directory Forms Search **Emergency Procedures** Service Request Traffic Weather

INTRODUCTION OPERATIONS TENANT LEADERSHIP SERVICES POLICIES & PROCEDURES SUSTAINABILITY NEIGHBORHOOD



#### IN THIS SECTION

Building Management  
Leasing  
Rent Payment  
Building Hours  
Emergency Contacts  
Holidays



#### BUILDING MANAGEMENT

The staff of Lincoln Harris CSG is dedicated to making your work environment at the 3535 Market Street as safe and pleasant as possible. Please do not hesitate to contact Building Management at:

Phone: (215) 387-5502  
Fax: (215) 387-5508

#### Address:

Suite 30A  
3535 Market Street  
Philadelphia, PA 19104

The following personnel are available to address your needs:

**Senior Property Manager:** Lynne Williams  
(215) 387-5502  
lwilliams@ipc.com

**Assistant Property Manager:** Kimberly Matthews  
(215) 387-5502  
kmatthews@ipc.com

**Chief Engineer** Michael Gimelstein  
(215) 387-5506  
mgimelstein@ipc.com

## Instant Alert

### Overview

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

- Color-coded banner at top of each page of your Electronic Tenant Portal (See 3 example banners below)
- Email capability
- Text message capability

**! HIGH** **Emergency Message Test and Drill**  
This message is being delivered to test the Instant Alert Emergency Notification System. Emergency Instant Alert Messages will display on the Electronic Tenant Portal at <http://jbpproperties.info>. You will also receive an email and a text message to your mobile device informing you of a building emergency. Please contact the management office should you have any questions.

**! LOW** **Scavenger Hunt**  
The 5th person who can answer this question will win a \$20 gift certificate to Starbucks! You can find the answer by referencing your Electronic Tenant Portal at [www.JBPProperties.com](http://www.JBPProperties.com).  
Question: In what year was this property built and who was the architect behind the design? - Send your answer to [jbpmanagement@jbp.com](mailto:jbpmanagement@jbp.com) to win!

**! LOW** **June Green Tip of the Month**  
Do not throw away electronic equipment – recycle with a responsible/reputable recycler. Why? Electronic equipment contains harmful toxins, such as lead, mercury & cadmium. When released into the environment via improper disposal or disassembly, these chemicals can contaminate our water, land & air; damage or destroy fragile ecosystems; and, cause damage to coronary, respiratory, nervous & skeletal systems of individuals who are not using proper safety precautions when disassembling the equipment. When selecting an electronics recycling company, check that the vendor recycles responsibly – see [e-stewards.org](http://e-stewards.org) for a list of vendors in each state who recycle responsibly (click link for "Find Your Local e-stewards"). In addition, all Best Buy stores have an electronics-recycling program, though they will only accept 2 items per visit. For further information & education on the risks associated with improper disposal & handling, please see <http://www.GreenCitizen.com>

CONTACT US

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## 3535 MARKET STREET

### SECTION NAVIGATION

INTRODUCTION >>  
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### MANAGEMENT

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## Tenant Admin Center

### How to Access the Tenant Admin Center

The Tenant Admin Center is a secure area you can access to manage your account; including contact information, communication preferences and the interactive ETS applications available for your building.

### TENANT ADMIN CENTER LOGGING IN....

The screenshot shows the Tenant Admin Center login interface. At the top right, there are links for 'Home' and 'Log Off'. Below this is a green banner with the text 'Please login to access your Electronic Tenant® Services'. A 'Please Login' button is positioned above the login form. The form itself is titled 'Your Tenant Account: Please Login' and contains two input fields: 'Username' and 'Password', followed by a 'Login' button. Two callouts, A and B, are present. Callout A points to a link that says 'Forgot your username/password?'. Callout B points to a link that says 'Request Tenant Admin Center username/password?'. Below the callouts, there is a paragraph of text explaining the registration process.

Electronic Tenant **Tenant Admin Center** Home | Log Off

Please login to access your Electronic Tenant® Services

Please Login

Your Tenant Account: Please Login

Username	<input type="text"/>
Password	<input type="password"/>

Login

**A** [Forgot your username/password?](#)

**A.** Have your login information sent to your inbox.

**B** [Request Tenant Admin Center username/password?](#)

**B.** Need to register for an account? Click the Request Tenant Admin Center username/password link and complete the account request form. Once you have completed the form, management will contact you via e-mail with your account information.

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## Tenant Admin Center

### TENANT ADMIN CENTER - HOME SCREEN

Upon entering the Tenant Admin Center, you can access your account details and the interactive applications listed below in this document.

The screenshot shows the Tenant Admin Center home screen. At the top left, it says "Tenant Admin Center". At the top right, there are links for "Home" and "Log Off". Below this is a navigation bar with three items: "Electronic Tenant® Services", "Downloadable Forms", and "Your Contact Information". A green oval labeled "A" highlights the navigation bar. Below the navigation bar, there is a "Home" button and a circular icon labeled "A". The main content area has three sections: "Electronic Tenant® Message Center" with links for "View New Messages (3 New)" and "View Read Messages"; "Your Contact Information" with a description and a link to update user information; and "Downloadable Forms" with a link to view a list of forms. A green oval labeled "B" highlights the "Your Contact Information" section. At the bottom, there is a copyright notice: "© 2013 Red Hand, L.L.C. All rights reserved • Tenant Admin Center v3".

**A: LINKS:** Click on the appropriate navigation button to access various areas of the Tenant Admin Center.

**B: YOUR ACCOUNT INFORMATION:** Select "Your Contact Information" to make updates.

## Tenant Admin Center

### YOUR CONTACT INFORMATION

Message Center: 4 New | 0 Read

Account Information

A

Edit Notifications

Back to Home

First Name *	<input type="text" value="John"/>
Last Name *	<input type="text" value="Smith"/>
Company *	<input type="text" value="No Company"/>
Job Title	<input type="text" value="CEO"/>
Floor	<input type="text" value="3"/>
Suite	<input type="text" value="300"/>
User Photo	<input type="text" value=""/> <small>Upload a photo of your user. 5mb maximum file size. JPG and JPEG images only. Square photos work best.</small>
<b>Contact Information</b>	
Primary Email *	<input type="text" value="jsmith@electronictenant.com"/>
Secondary Email	<input type="text" value="jsmith@aol.com"/>
Tertiary Email	<input type="text"/>
Phone	<input type="text" value="2023427090"/>
Emergency Phone	<input type="text"/>
Mobile Phone	<input type="text" value="2023427090"/> <small>Accepted Number Format Examples (United States: 1-234-567-8890 International: +1890579987698)</small>
Fax	<input type="text"/>
<b>User Preferences</b>	
Tenant Admin Center *	<input type="text" value="John"/>
	<input type="text" value="*****"/>

#### A. ACCOUNT INFORMATION:

Make sure your contact information is up to date as it will be used to populate important information when using applications or making requests. Make sure your email is correct or you will not receive any notifications regarding your requests.

**Important:** If your building uses the Instant Alert application and you wish to receive Instant Alert notifications via SMS text message, you must provide your mobile phone number.

B

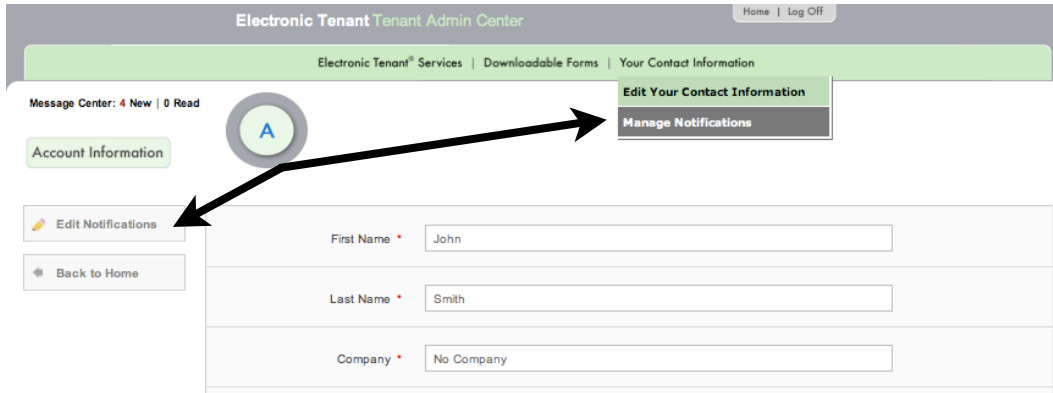
SUBMIT CANCEL

#### B. UPDATE ACCOUNT:

When done, select "Submit"

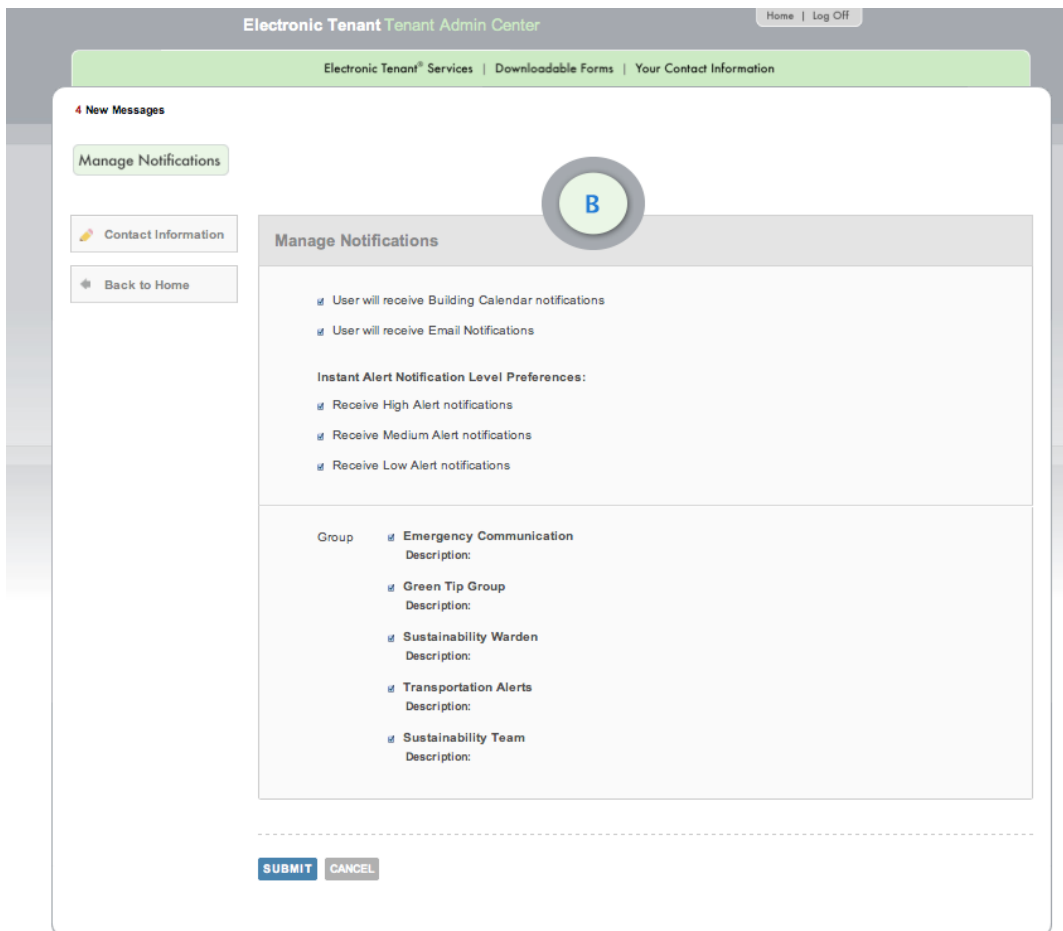
## Tenant Admin Center

### MANAGE NOTIFICATIONS



#### A. MANAGING NOTIFICATIONS:

From the drop down menu on the horizontal menu bar, click "Manage Notifications" or click on "Edit Notifications" within "Your Contact Information." These links will bring you to the below page where you can manage your building notifications.



#### B. NOTIFICATIONS AND GROUPS:

Notifications allow you to opt-in or out of management generated correspondence. Depending on the applications available at your building, subscriptions to building communications are a great way to stay informed on events, building initiatives, scheduled building maintenance or emergency messages.

## Tenant Admin Center

### DOWNLOADABLE FORMS

The Tenant Admin Center is often home to many important forms and additional documents necessary for day-to-day tenant operations in the building.

All Electronic Tenant® Portal forms and downloadable documents are in Portable Document Format (PDF). PDFs require Acrobat Reader to view and print. Acrobat Reader is free software and can be downloaded from <http://www.adobe.com/products/acrobat/readstep2.html>. Acrobat Reader is commonly pre-installed on most computers. Please use the most recent version available.

Tenant Admin Center Home | Log Off

Electronic Tenant® Services | Downloadable Forms | Your Contact Information

**3 New Messages**

Downloadable Forms

To download a document click on the links below. Documents may require Adobe Acrobat Reader 5.0 or higher. This software is free. [Click here to get the reader.](#)

**Building Access Card Request Form**

**Electronic Tenant Recycling**

**A: FORMS:** Click the name of the form you would like to download.

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## Tenant Admin Center

### TENANT ADMIN CENTER - MESSAGE CENTER

The Message Center provides access to all management generated correspondence sent via Electronic Tenant® Solutions Applications. While messages will also be delivered directly to your e-mail or mobile device based on your account information, the message center acts as a storage hub, available 24/7/365.

Tenant Admin Center

Home | Log Off

Electronic Tenant® Services | Downloadable Forms | Your Contact Information

1 **New Message**

Home

**Electronic Tenant® Message Center**  
Click here to view messages sent from building administration.  
Links: [View New Messages \(1 New\)](#) | [View Read Messages](#)

**Your Contact Information**  
Click here to update your user information. This information is used to auto-fill the Electronic Service Request Form for quick and easy submission. In addition, accurate contact information will assist the management staff in expediting all maintenance requests.

**Downloadable Forms**  
Click here to view a list of downloadable forms in PDF format.

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**A:** If you have new messages, the total number of messages will be displayed as circled here.

**B:** Select the “View New Message” link circled here to view messages.

## Service and Maintenance Request

### Overview

Your Electronic Tenant® Portal features a comprehensive Service & Maintenance Request Application™. This application allows you to submit and manage your service and maintenance requests. All requests are immediately delivered to management for review and action.

### Access

Once you've entered the Tenant Admin Center, the Interactive Service & Maintenance Request Application™ is accessed either directly from the home screen or the Electronic Tenant Services navigation button as indicated in the image below. Please see [page 4](#) for instructions on how to access and log into the Tenant Admin Center.

The screenshot displays the Tenant Admin Center interface. At the top right, there are links for 'Home' and 'Log Off'. Below this is a green navigation bar with 'Electronic Tenant® Services | Downloadable Forms | Your Contact Information'. A dark grey box highlights 'Electronic Tenant® Service Requests' with a red '3' icon. To the right, a green box contains 'Request Service' and 'Your Service Requests'. A circular callout 'A' points to these options. Below the navigation bar, there is a 'Home' button. The main content area includes sections for 'Electronic Tenant® Message Center', 'Electronic Tenant® Service Request', 'Your Contact Information', and 'Downloadable Forms'. The 'Request Service' link in the 'Electronic Tenant® Service Request' section is circled in green. A callout 'A' also points to this link. The footer contains the text: '© 2013 Red Hand, L.L.C. All rights reserved • Tenant Admin Center v3'.

# Service and Maintenance Request

## SUBMITTING A SERVICE REQUEST

The screenshot shows the 'Electronic Tenant® Service Request Form'. It is divided into two main sections: 'Contact Information' and 'Maintenance Request Details'.  
**Contact Information:** Includes fields for Tenant Name (John Smith), Tenant Company, Tenant Suite/Floor (300), Tenant Telephone (2023427090), and Tenant Email (jsmith@jbcompany.com). A callout 'A' points to the Tenant Name field.  
**Maintenance Request Details:** Includes a 'Choose Service Type \* Required' section with radio buttons for HVAC, Keys (circled with 'B'), and Lights. A 'Location \* Required' field contains 'Front Office Door' (circled with 'C'). A 'Request Description \* Required' text area contains the text 'The exit sign light in our suite is out and needs a new bulb.' (circled with 'C'). Below this is an 'Attach File To Request' section with a 'Choose File' button and a file size limit of 5mb (circled with 'D'). At the bottom is a 'Submit Request' button (circled with 'E').

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

**B:** Simply click the circle next to the service you are requesting. Selecting an inappropriate category for your request will slow down response time as requests are dispatched by category to management team members.

**C:** 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.

**D:** Attach 1 file up to 5mb. Hover your cursor over the "?" tool tip for a list of file types.

**E:** Click "Submit Request" and your request will be sent to management and you will be sent a copy via email.

## Service and Maintenance Request

You may check the status of your service requests from the Tenant Admin Center at any time. Once logged in to the Tenant Admin Center, click the "Your Service Requests" link. Upon entering the Your Request page, the current months 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.

### YOUR REQUESTS

**Tenant Admin Center** Home | Log Off

Electronic Tenant® Services | Downloadable Forms | Your Contact Information

**3 New Messages**

Your Recent Service Requests

**A: CHOOSE DATE:** To see the status of requests for months other than the current month, select the desired month and year from the drop-down list.

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

Choose Date:  2013

Your Service Requests for **June 2013**

ID	Date Added	Date Updated	Company	Contact	Service	Status
1028520	June 26, 2013 12:42 PM	June 28, 2013 10:45 AM		John Smith Tenant Admin	Keys Location: 3rd Floor, Suite 300	In Progress
1028519	June 26, 2013 12:41 PM	June 26, 2013 12:41 PM		John Smith Tenant Admin	HVAC Location: 3rd Floor, Suite 300	Open

**C**

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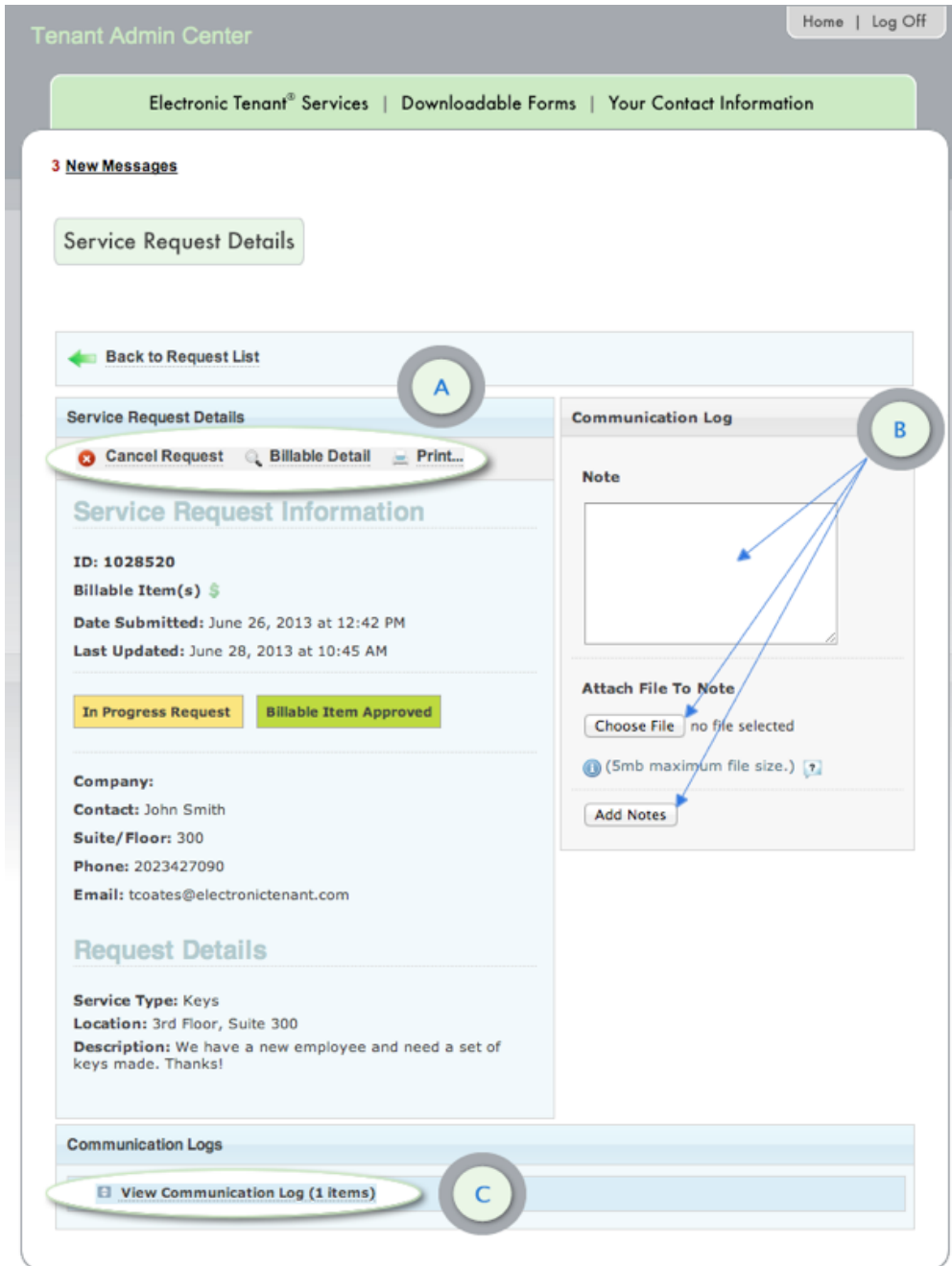
**B: REQUEST DETAILS:** The summary provides various details about the request including ID number, date and time of submission and last update, company and contact, service type and status. To view the Service Request details click on the text in any of the linked columns.

**C: 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 and Maintenance Request

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



### A: SERVICE REQUEST OPTIONS:

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

### B: COMMUNICATION LOG:

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"

**C: COMMUNICATION LOGS:** Notes entered by either management or you will be listed here. To expand and view the entire log select "View Communication Log".



## Service and Maintenance Request

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

### BILLABLE ITEMS

The screenshot displays the Tenant Admin Center interface. At the top, there is a navigation bar with links for "Electronic Tenant® Services", "Downloadable Forms", and "Your Contact Information". Below this, a "3 New Messages" notification is visible. A "Home" button is located on the left, and a circular profile icon with the letter "A" is on the right. A prominent red alert box in the center contains the text: "ALERT! You have 1 billable service request(s) that need your approval. Please visit your Service Requests to approve or decline these items." Below the alert, there are four sections: "Electronic Tenant® Message Center" with links to "View New Messages (3 New)" and "View Read Messages"; "Electronic Tenant® Service Request" with links to "Request Service" and "View Your Requests"; "Your Contact Information" with a link to update user information; and "Downloadable Forms" with a link to view a list of forms. At the bottom of the page, a copyright notice reads: "© 2013 Red Hand, L.L.C. All rights reserved • Tenant Admin Center v3".

**A:** Select "**Visit Your Requests**" then select the "**Billable Details**" link next to the billable service request and the screen on the following page will appear.

**CONTINUE TO NEXT PAGE....**

# Service and Maintenance Request

## BILLABLE ITEMS

Tenant Admin Center
Home | Log Off

Electronic Tenant<sup>®</sup> Services | Downloadable Forms | Your Contact Information

**4 New Messages**

Service Request Details

[Back to Your Request List](#) | [Request Service](#)

**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 cannot be completed.

By accepting the charges you confirm that you are an employee or agent of the company who is authorized to approve these charges. Your 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 JOHN SMITH, APPROVE THESE BILLABLE ITEMS.**

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

APPROVE NOW

**I JOHN SMITH, DO NOT APPROVE THESE BILLABLE ITEMS.**

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

DECLINE NOW

A

B

**Billable Items**

HVAC		
Labor Rate: \$0.00 Total Time: 0 hour(s) 0 minutes		
Materials Description: After hours HVAC charge.		
07/31/13	Labor	Materials
Cost	\$0.00	\$900.00
Tax	\$0.00	\$0.00
Sales Tax	\$0.00	\$0.00
Totals	\$0.00	\$900.00
Grand Total		\$900.00

**Billable Totals**

		Labor/Materials
Total Labor:		\$0.00
Total Materials:		\$900.00
Total:		\$900.00
		Tax
Total Labor Tax:		\$0.00
Total Materials Tax:		\$0.00
Total Sales Tax:		\$0.00
Total:		\$0.00
Grand Total		\$900.00

**A & B: APPROVE/DENY BILLABLE:** After reviewing the charges select either A: Approve or B: Decline and management will be notified of your decision. You will also receive an email receipt for your records indicating if you approved or declined these charges.