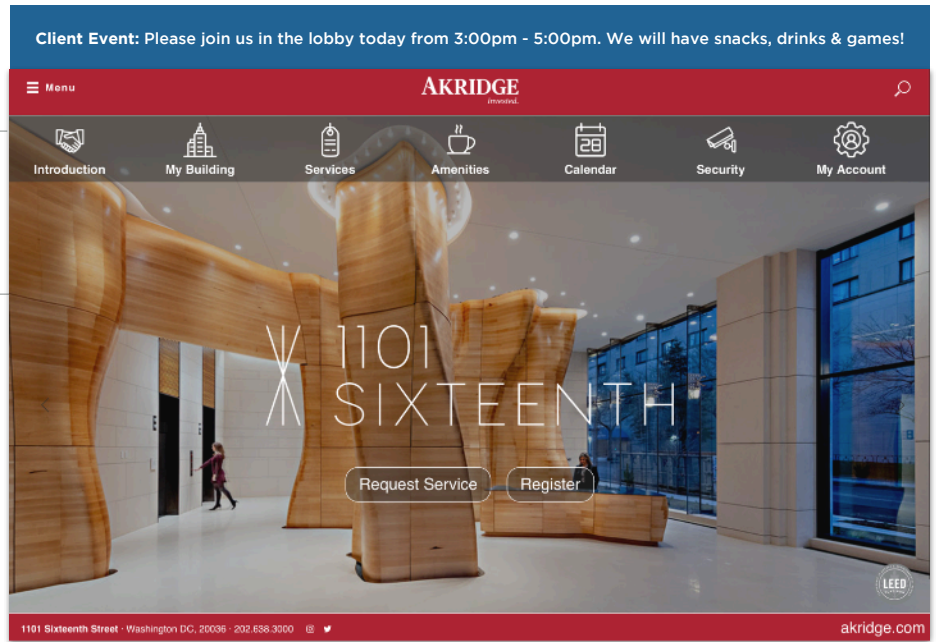


## Electronic Client Portal

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

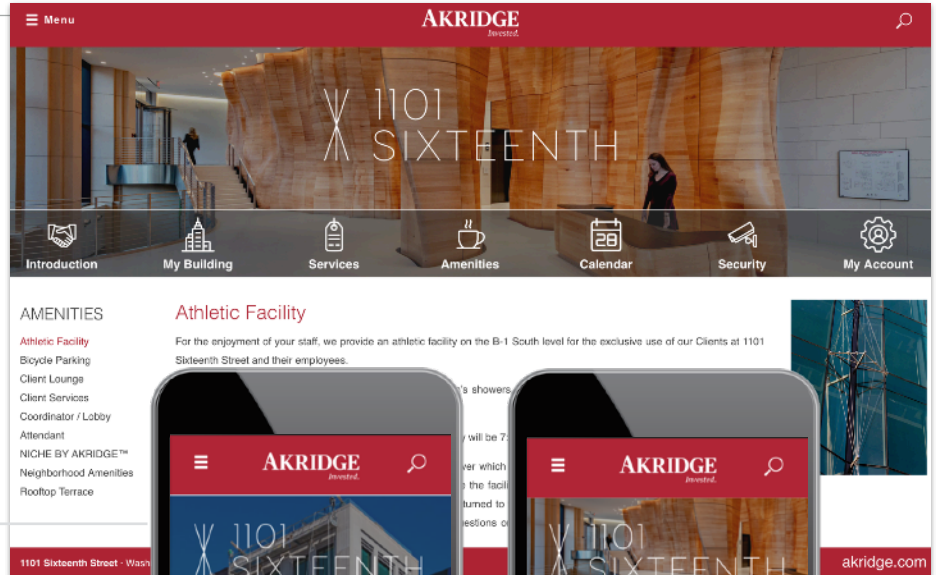
Communications can be posted through banners and calendar events on the site to provide you with up to date community and property information.

[www.1101SixteenthStreet.info](http://www.1101SixteenthStreet.info)



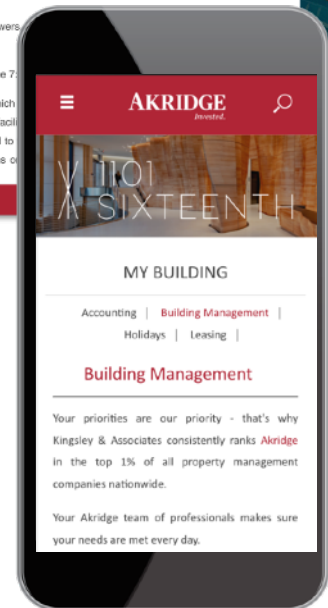
## Quicklinks

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 Client Portal wherever you go.



### Client Center

(Service Requests, Reservations, & Notifications)

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

Submit and manage amenity reservations.

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



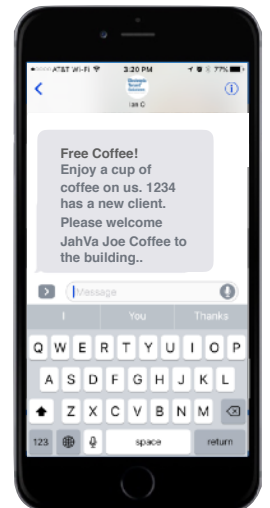
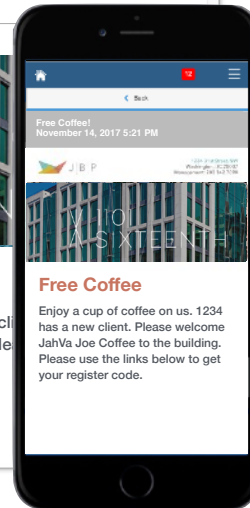
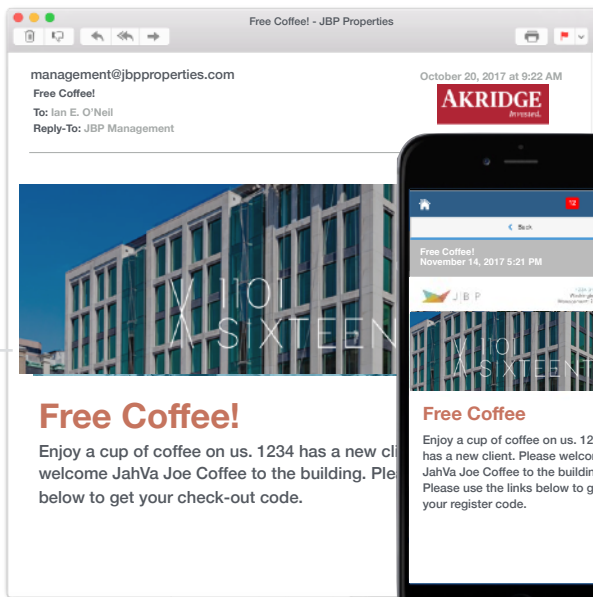
### First time logging in?

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

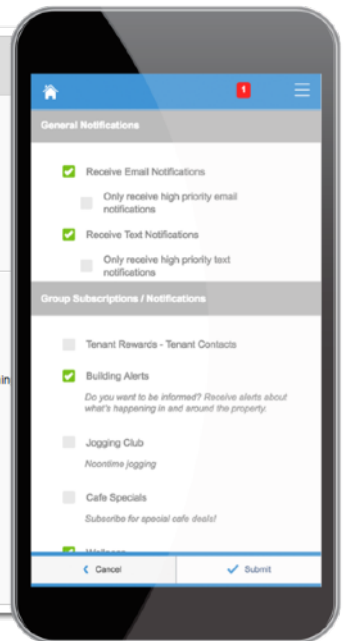
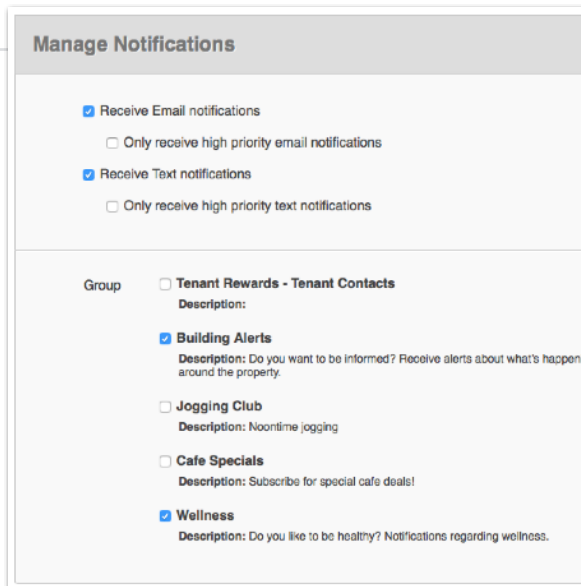
The Client Center is available in the Apple App Store and Google Play.

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.

## 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 Client 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 Client 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

Attendee List #

Email Reminder #

---

Reservation Time & Dates

© You can pick days on the calendar by clicking on them or you can click the "Add" button to a days. Review the color codes below and hover over them to determine the availability for specific id

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

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

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

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 (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 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 7 Conference Room (8:00 AM - 9:00 AM) Adirondack Room (9:00 AM - 10:00 AM)	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 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

## Support

### Help Center

Log in to your Client 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 Client Center, please follow the link to connect with your [property management team](#).

**Client Center** Joey Terry

Home > Your Account > Video Training & Testing > Service Requests > Freight Elevators > Conference Rooms

Certificate of Insurance > Downloadable Forms > **Help Center**

FAQ Video Tutorials Application Documentation **Help**

Search Our Help Documents:  **GO**

**Help**

Listed below are links to frequently asked questions for the various Electronic Tenant® Solutions applications. Simply click on the links below to view the FAQ's for each specific application. Please note, as new features are added to the applications the Help Center will be updated so be sure to check back regularly.

**Help Categories**

Certificate of Insurance

**Certificate of Insurance**

**Do I need to fill in all fields when 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 team...

**Service Requests**

**How to Review and Approve/Deny Billable Charges**

This Video Tutorial explains how to review and then approve or deny billable charges associated with service requests.

**How to Submit & Manage Service Requests**

This PDF will explain how to submit service requests, view and manage existing requests and approve/deny billable charges associated with requests.

**How to Submit and Manage Service Requests**

This Video Tutorial will explain how to submit and manage your service requests, including how to cancel requests and how to communicate with Property Management regarding your request.

**I can't see my service request when I select the "View Requests" option?**

The view requests page only shows the current months requests. To review requests from previous months, use the month/year drop down menu to navigate to other m...

**Conference Rooms**

**Can I Cancel or Edit a reservation after it has been approved?**