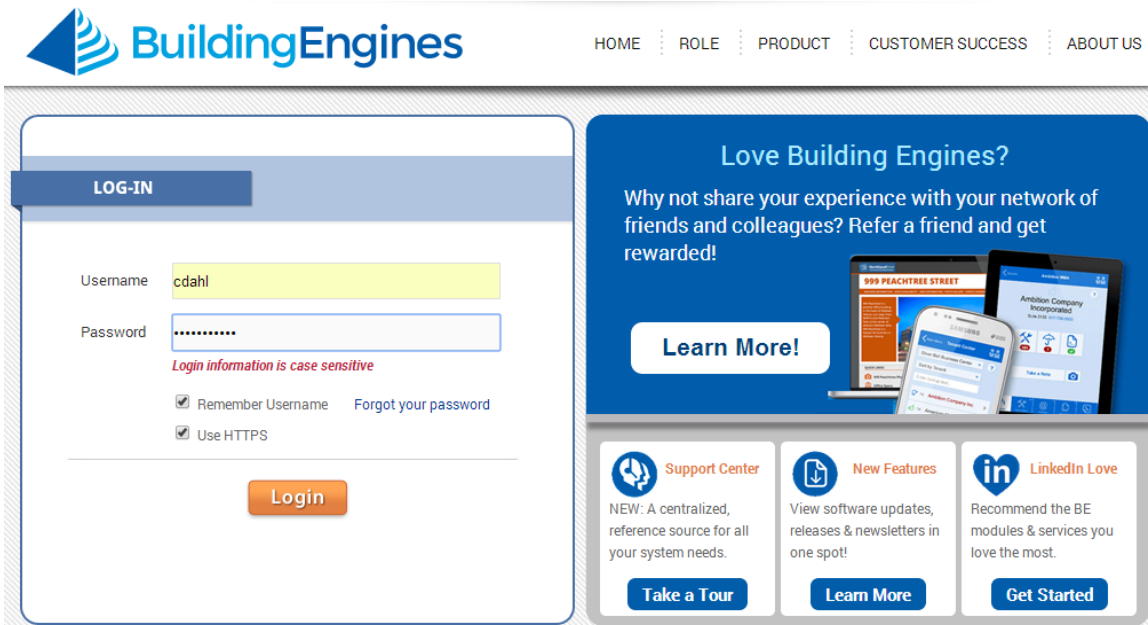


Tenant Guide – Admin User

Logging into Building Engines

Building Engines is a web-based suite of tools that links you to your Property Management team. The system can be accessed on most browsers (for example, Internet Explorer, Google Chrome, or Mozilla Firefox), and requires no additional software to download. It's as simple as logging into your favorite website.

To access Building Engines, navigate to www.buildingengines.com/login - and enter in your Username and Password (provided to you by a member of your property management staff):



The screenshot shows the BuildingEngines website's login interface. At the top left is the BuildingEngines logo. To the right is a navigation menu with links for HOME, ROLE, PRODUCT, CUSTOMER SUCCESS, and ABOUT US. The main content area is divided into two sections. On the left is a 'LOG-IN' form with a blue header. The form contains a 'Username' field with the text 'cdahl', a 'Password' field with masked characters, and a red note stating 'Login information is case sensitive'. Below the password field are two checkboxes: 'Remember Username' (checked) and 'Use HTTPS' (checked). A 'Forgot your password' link is positioned to the right of the 'Remember Username' checkbox. At the bottom of the form is an orange 'Login' button. On the right is a promotional banner titled 'Love Building Engines?' with the text 'Why not share your experience with your network of friends and colleagues? Refer a friend and get rewarded!' and a 'Learn More!' button. Below the banner are three columns of links: 'Support Center' (with a 'Take a Tour' button), 'New Features' (with a 'Learn More' button), and 'LinkedIn Love' (with a 'Get Started' button).

If you are unsuccessful when attempting to log in, please remember that **usernames and passwords are CaSE SenSative**.

If you are still unsuccessful (after verifying that you are entering the information correctly), use the blue **Forgot your password** hyperlink to recover your login credentials. You may also contact your property manager or tenant coordinator to inquire about your account or recover your login credentials.

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This document is confidential and intended solely for the use of the individual or property management organization authorized by Building Engines, Inc. Not for public distribution or disclosure.

Overview

The Tenant Administration functionality in Building Engines provides the Tenant Administrator with a set of tools to manage tenant specific operations.

Tenant Admins have the ability to:

- Manage system users
- Reset passwords
- Keep unwelcomed guests from entering the premises
- Monitor resources that have left the building

Creating a User Account

1. Click **Admin**:

The screenshot shows the Building Engines interface for Berkshire Crossing. The top navigation bar includes 'Home', 'Visitors', 'Work Orders', 'Property Removal Pass', 'Resource Schedule', 'Documents', and 'Admin'. The 'Admin' menu item is highlighted in yellow, and a red arrow points to it. The main content area is divided into three columns: 'Info', 'Visitors', and 'Work Orders'. The 'Info' column displays a photo of the building and its address: 896 Roland Circle, Boston MA 02455, BEI Technologies. The 'Visitors' column shows a form for adding a visitor, with fields for Name, Contact, Floor / Suite, Date, and Time. The 'Work Orders' column displays a 'Quick List' of tasks and a 'Visitor Access' section. The 'Admin' menu item is highlighted in yellow, and a red arrow points to it.

2. Click **Add User**:

Berkshire Crossing
{BET DEMO - CARL}

Carl Dahl / Sign Out

Home Visitors Work Orders Property Removal Pass Resource Schedule Documents **Admin**

User Admin

TENANT SERVICES USER ADMIN EVENT MGMT VISITOR WATCH LIST VIEW LEASE

Search Parameters

+ ADD USER - DELETE AUDIT EMPLOYEES

EXPAND

| Name | Email | Phone | Access Card |
|------------|---------------|----------------|-------------|
| Brown, Jim | jbrown@na.com | 5555555556 | |
| Dahl, Carl | cdahl@na.com | (555) 555-5555 | 5468952 |

3. Enter in the new user information.

4. Select the modules that the new user can access.

5. Choose the Username scheme (Email Address or First Initial + Last Name).

6. Click the Send Welcome Email:

New User

BACK TO USER LIST

Contact Information

Title: []

First Name: * []

Last Name: * []

Email: * []

Phone: * []

Extension: []

Alternate Phone: []

Mobile: []

Mobile Phone Carrier: -- Select --

Pager: []

Fax: []

Address: []

City/State/Zip: [] [] []

Emergency Contact (Name and Number): []

Floor: Uncategorized

Username

Email Address First Initial + Last Name

Send Welcome Email

User Access

Work Order

Visitor Control

Resource Schedule

Property Removal Pass

Tenant Administration

FLS Groups

Fire Wardens

Tenant Visitor Options

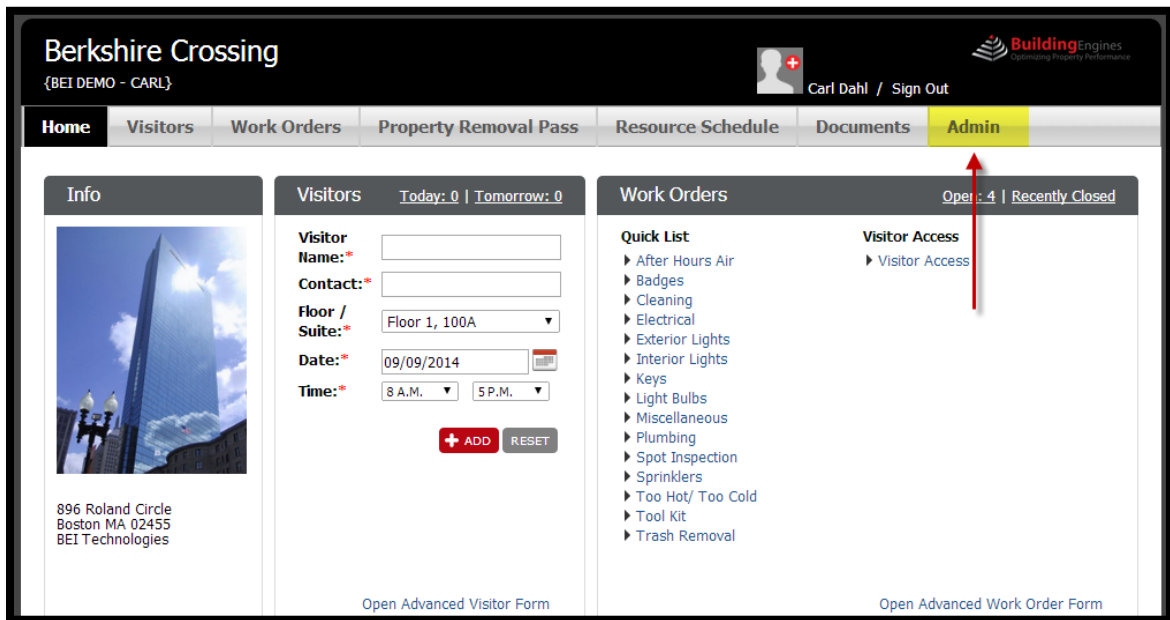
Company Visitors Visible

User requires access card + ADD RESET

7. Click **+ADD**.

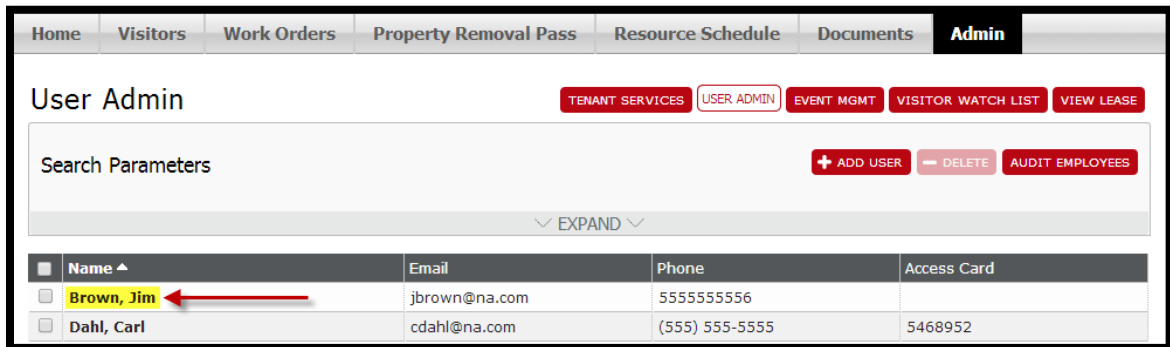
Editing a User Account

1. Click **Admin**:



The screenshot shows the main dashboard for 'Berkshire Crossing' (BEI DEMO - CARL). The user is logged in as 'Carl Dahl / Sign Out'. The 'Admin' menu item in the top navigation bar is highlighted in yellow, with a red arrow pointing to it. The dashboard contains three main sections: 'Info' with a building image and address (896 Roland Circle, Boston MA 02455, BEI Technologies), 'Visitors' with a form for adding a visitor (fields for Name, Contact, Floor/Suite, Date, and Time), and 'Work Orders' with a 'Quick List' of tasks and a 'Visitor Access' section.

2. Click on a user's name:



The screenshot shows the 'User Admin' page. At the top, there are navigation tabs: Home, Visitors, Work Orders, Property Removal Pass, Resource Schedule, Documents, and Admin (which is active). Below the tabs are several buttons: TENANT SERVICES, USER ADMIN (highlighted), EVENT MGMT, VISITOR WATCH LIST, and VIEW LEASE. A search bar is present with buttons for '+ ADD USER', '- DELETE', and 'AUDIT EMPLOYEES'. Below the search bar is an 'EXPAND' dropdown. A table lists users with columns for Name, Email, Phone, and Access Card. The row for 'Brown, Jim' is highlighted in yellow, with a red arrow pointing to his name.

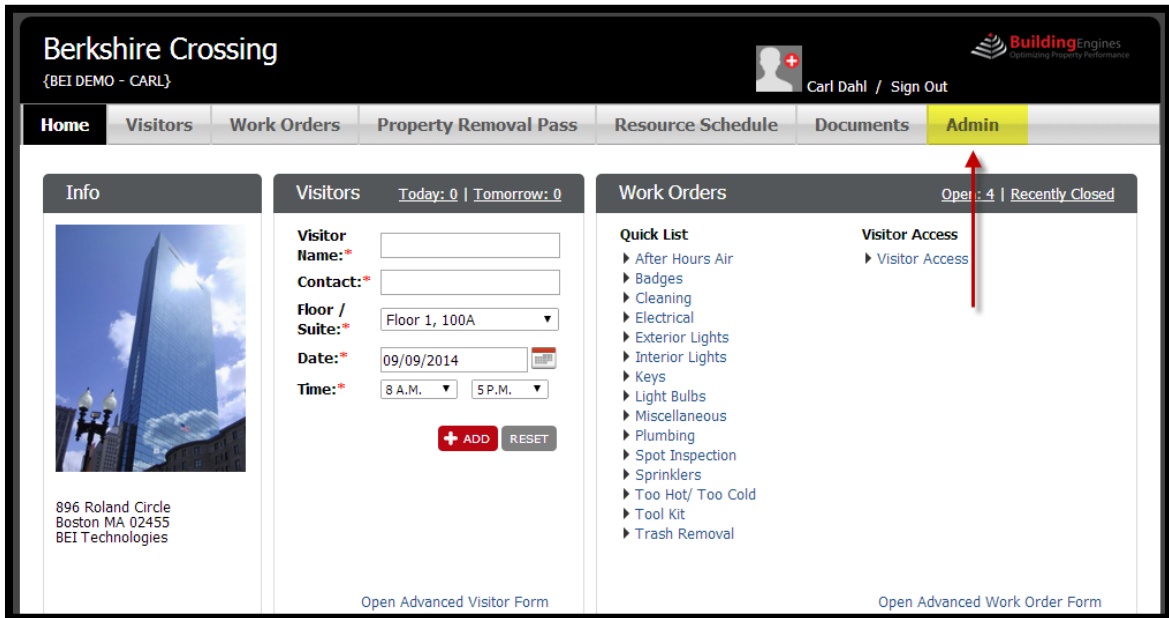
| Name | Email | Phone | Access Card |
|------------|---------------|----------------|-------------|
| Brown, Jim | jbrown@na.com | 5555555556 | |
| Dahl, Carl | cdahl@na.com | (555) 555-5555 | 5468952 |

3. Make the appropriate updates to his or her account information.

4. Click **UPDATE**.

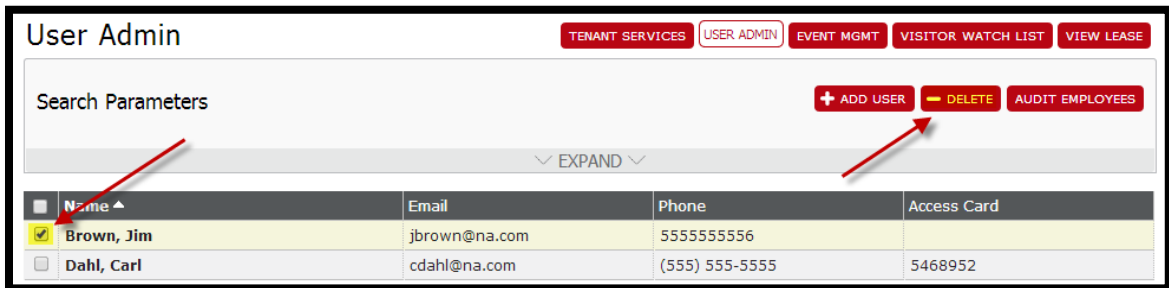
Deleting a User Account

1. Click **Admin**:



The screenshot shows the Berkshire Crossing user interface. The top navigation bar includes 'Home', 'Visitors', 'Work Orders', 'Property Removal Pass', 'Resource Schedule', 'Documents', and 'Admin'. The 'Admin' menu item is highlighted in yellow. A red arrow points to the 'Admin' menu item. Below the navigation bar, there are three main sections: 'Info' (with a building image and address: 896 Roland Circle, Boston MA 02455, BEI Technologies), 'Visitors' (with fields for Visitor Name, Contact, Floor / Suite, Date, and Time, and buttons for '+ ADD' and 'RESET'), and 'Work Orders' (with a 'Quick List' of tasks and a 'Visitor Access' section). A red arrow also points to the 'Visitor Access' section.

2. Check the box next to the user's name:



The screenshot shows the 'User Admin' interface. At the top, there are navigation tabs: 'TENANT SERVICES', 'USER ADMIN', 'EVENT MGMT', 'VISITOR WATCH LIST', and 'VIEW LEASE'. Below these are buttons for '+ ADD USER', '- DELETE', and 'AUDIT EMPLOYEES'. A search bar labeled 'Search Parameters' is present. Below the search bar is an 'EXPAND' dropdown. A table lists users with columns for Name, Email, Phone, and Access Card. The 'Brown, Jim' row is highlighted, and a red arrow points to the checkbox next to his name. Another red arrow points to the '- DELETE' button.

| <input type="checkbox"/> | Name ▲ | Email | Phone | Access Card |
|-------------------------------------|------------|---------------|----------------|-------------|
| <input checked="" type="checkbox"/> | Brown, Jim | jbrown@na.com | 5555555556 | |
| <input type="checkbox"/> | Dahl, Carl | cdahl@na.com | (555) 555-5555 | 5468952 |

3. Click **Delete**.

Searching for a User Account

1. Click **Admin**.
2. Click the **EXPAND** bar and enter in a user's last name or email address:



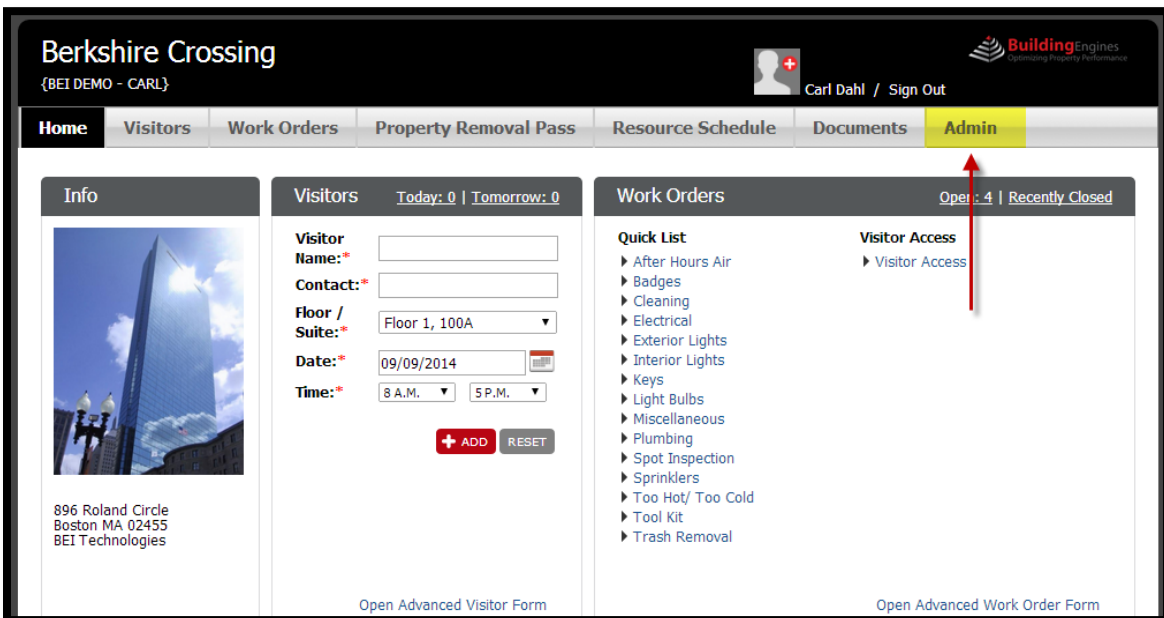
Search Parameters + ADD USER - DELETE AUDIT EMPLOYEES

EXPAND

3. Click **Search**.

Resetting a User Password

1. Click **Admin**:



Berkshire Crossing
{BEI DEMO - CARL}

Carl Dahl / Sign Out

Home Visitors Work Orders Property Removal Pass Resource Schedule Documents **Admin**

Info: 896 Roland Circle, Boston MA 02455, BEI Technologies

Visitors: Today: 0 | Tomorrow: 0

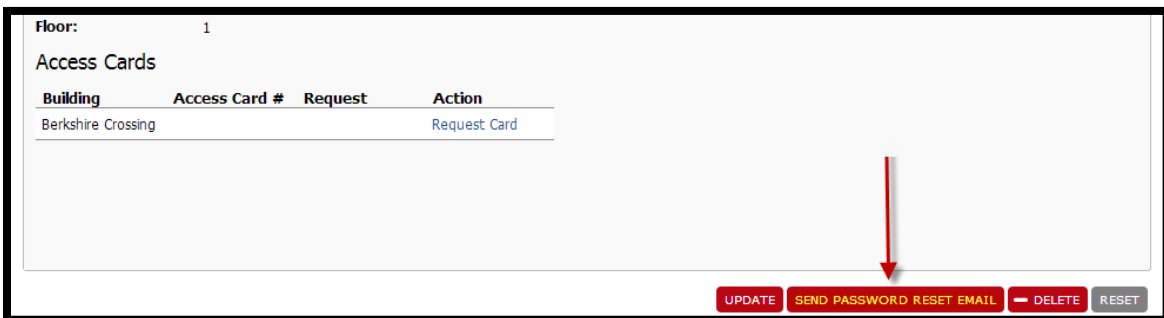
Work Orders: Open: 4 | Recently Closed

Quick List: After Hours Air, Badges, Cleaning, Electrical, Exterior Lights, Interior Lights, Keys, Light Bulbs, Miscellaneous, Plumbing, Spot Inspection, Sprinklers, Too Hot/ Too Cold, Tool Kit, Trash Removal

Visitor Access: Visitor Access

Buttons: + ADD, RESET, UPDATE, SEND PASSWORD RESET EMAIL, - DELETE, RESET

2. Select a user from the list
3. Click **SEND PASSWORD RESET EMAIL**:



Floor: 1

Access Cards

| Building | Access Card # | Request | Action |
|--------------------|---------------|---------|--------------|
| Berkshire Crossing | | | Request Card |

Buttons: UPDATE, SEND PASSWORD RESET EMAIL, - DELETE, RESET

Additional Functionality

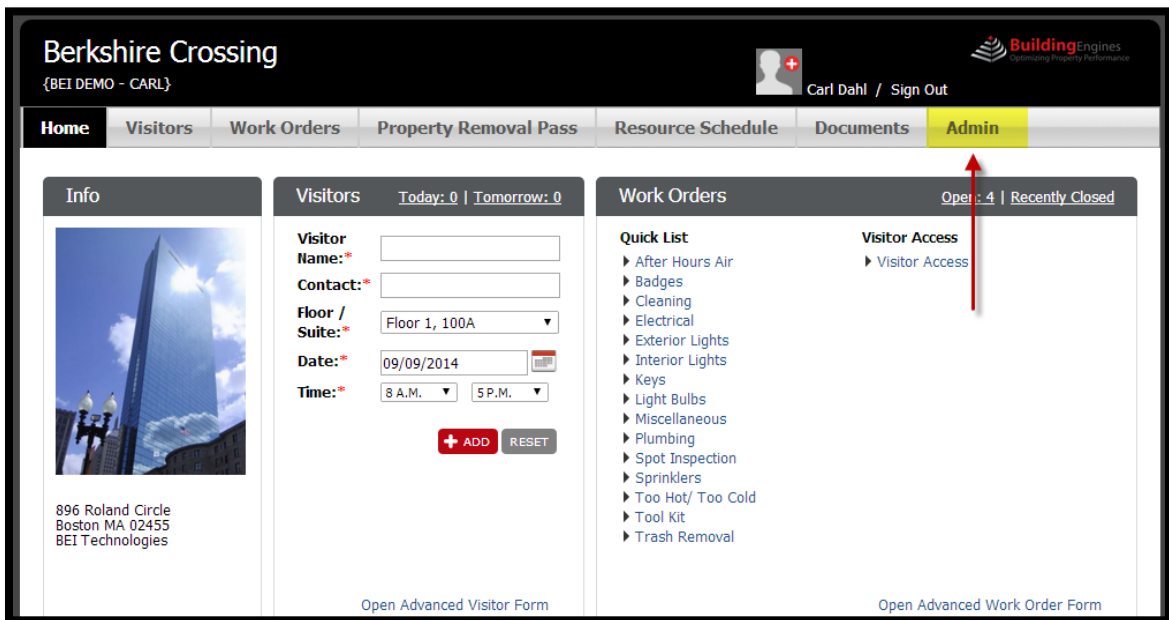
Please note that not all functionality in this section will apply to all Tenant Admins. The **Visitor Watch List** and **Property Removal Pass** buttons will only function if the corresponding module is being utilized by your Property Management team.

Visitor Watch List

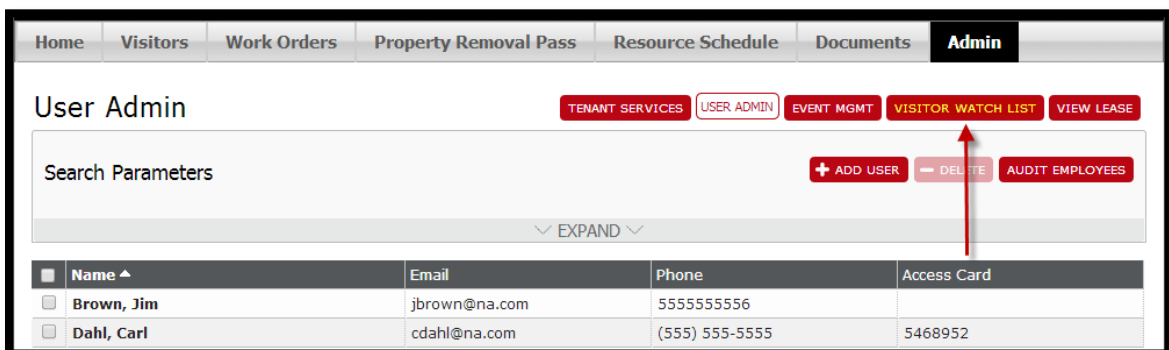
The Visitor Watch is designed to give Tenant Admins a way to keep unwelcome visitors from entering the building. If a person on this list attempts to check in the system will alert guards to prevent entrance.

Adding a Person to the Visitor Watch List

1. Click **Admin**:



2. Click **Visitor Watch List**:



3. Click **Add Watch List User**.

4. Enter in the watched person's information:

- a. Note: Please provide a detailed description and/or picture. This will ensure the right person is barred from entering the building.

The screenshot shows a web application interface for 'Berkshire Crossing' (BEI DEMO - CARL). The user is logged in as 'Carl Dahl / Sign Out'. The navigation menu includes Home, Visitors, Work Orders, Property Removal Pass, Resource Schedule, Documents, and Admin. The main content area is titled 'New Watched Person' and contains a form with the following fields:

- Contact Information:**
 - Title:
 - First Name: *
 - Last Name: *
 - Address:
 - City/State/Zip:
 - Reason:
 - Description:
 - Upload Photo: No file chosen
- Current Photo:** No current photo

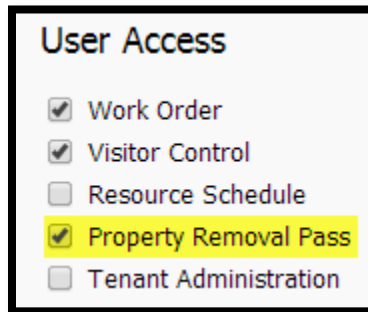
At the bottom right of the form, there are two buttons: '+ ADD' and 'RESET'. At the bottom left, the BuildingEngines logo and 'Copyright © 2000-2014' are visible. A 'BACK TO USER LIST' button is located at the top right of the form area.

5. Click **+ADD**.

Property Removal Pass

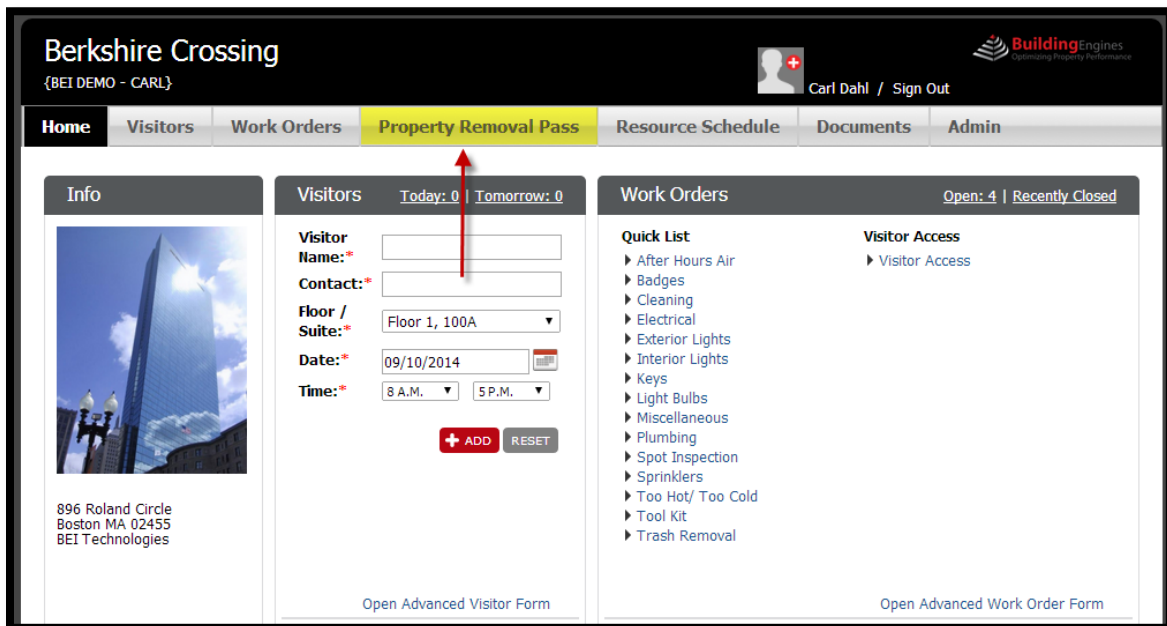
For buildings with secure lobbies and standard procedures for property removal, Tenant Admins are able to control the authorization for property that is leaving the building through the Property Removal Pass module.

*To grant access to a tenant employee select the **Property Removal Pass** access box within their user record.



Submitting a Property Pass Request

1. Navigate to **Property Removal Pass**:



2. Click **Add New Pass**.

3. Provide the name and contact information for the requestor (if other than tenant), as well as a complete description of the property to be removed from the building:

New Property Removal Pass [RETURN TO PROPERTY REMOVAL PASS LIST](#)

Requested By

First Name: * Carl
Last Name: * Dahl
Email: * cdahl@na.com
Company: * BEI Technologies
Expires on: * 10/10/2014

Property Info

Property Desc.: * Laptop
Projector
Wireless Network Card

Additional Information:
For an offsite client presentation

Removed From

Floor / Suite: * Floor 1, 100A
Location: Storage Closet

+ SAVE RESET

4. Click **Save**. The request is then routed to the Tenant Admin for approval.
- a. Note: If you are the Tenant Admin, your pass will automatically be approved.

Tenant Admin Approves or Denies Request

1. The Tenant Admin receives a notification via email that a property removal pass request has been received.
2. The Tenant Admin may “quick approve” the request through a link included in the email notification, or may log into the tenant portal to view the full request.
3. The Tenant Admin reviews the details of the request and chooses to deny or approve the requestor by clicking the action button and updating the status:

The screenshot displays the 'Berkshire Crossing' tenant portal interface. At the top, the user is identified as 'Carl Dahl / Sign Out'. The main navigation includes 'Home', 'Visitors', 'Work Orders', 'Property Removal Pass', 'Resource Schedule', 'Documents', and 'Admin'. The 'Property Removal Pass' section is active, showing a search bar and buttons for '+ ADD NEW PASS' and 'PRINT RESULTS'. Below this is a table with columns for 'Requestor', 'Details', 'Expires', and 'Actions'. A single row is visible for 'Jim Brown'. A 'Change Status' modal is open over the table, with 'Status' set to 'Approved' and 'Expires on' set to '10/10/2014'. A red arrow points to the 'Actions' column header in the table.

4. Click **SAVE**.

Tenant Receives Approved or Denied Request

1. Once the request has been approved, the tenant employee or guest requestor receives an email notification.
2. The tenant employee accesses the approved property removal pass through the tenant portal, and prints a hard copy of the pass to present at the guard station upon exit:

The image shows a printed 'PROPERTY REMOVAL PASS' form. At the top is the logo for 'Property Management, Inc.' with a stylized 'PM' icon. Below the logo, the title 'PROPERTY REMOVAL PASS' is centered. The form is divided into two columns of information. The left column lists: PASS ID #230438282, BUILDING Commercial Street Corporate, and TENANT ABC Investments. The right column lists: REQUESTOR INFO, COMPANY ABC Investments, and NAME Louisa Books. A light blue box contains the 'DESCRIPTION OF ITEMS BEING REMOVED': 'Box of files' and '2 Binders of Documents'. Below this, it says 'Authorized by Dan Ableman on Jun 06, 2014 10:34 AM' and 'FOR USE BY JUL 06, 2014'. A section labeled 'SECURITY OFFICER USE ONLY' contains fields for 'Received by (Print name)', 'Signature', and 'Date'. At the bottom center is the 'BuildingEngines' logo with the tagline 'Optimizing Property Performance'.

Property Management, Inc.

PROPERTY REMOVAL PASS

| | | | |
|----------|-----------------------------|----------------|-----------------|
| PASS ID | #230438282 | REQUESTOR INFO | |
| BUILDING | Commercial Street Corporate | COMPANY | ABC Investments |
| TENANT | ABC Investments | NAME | Louisa Books |

DESCRIPTION OF ITEMS BEING REMOVED

Box of files
2 Binders of Documents

Authorized by Dan Ableman on Jun 06, 2014 10:34 AM FOR USE BY JUL 06, 2014

SECURITY OFFICER USE ONLY

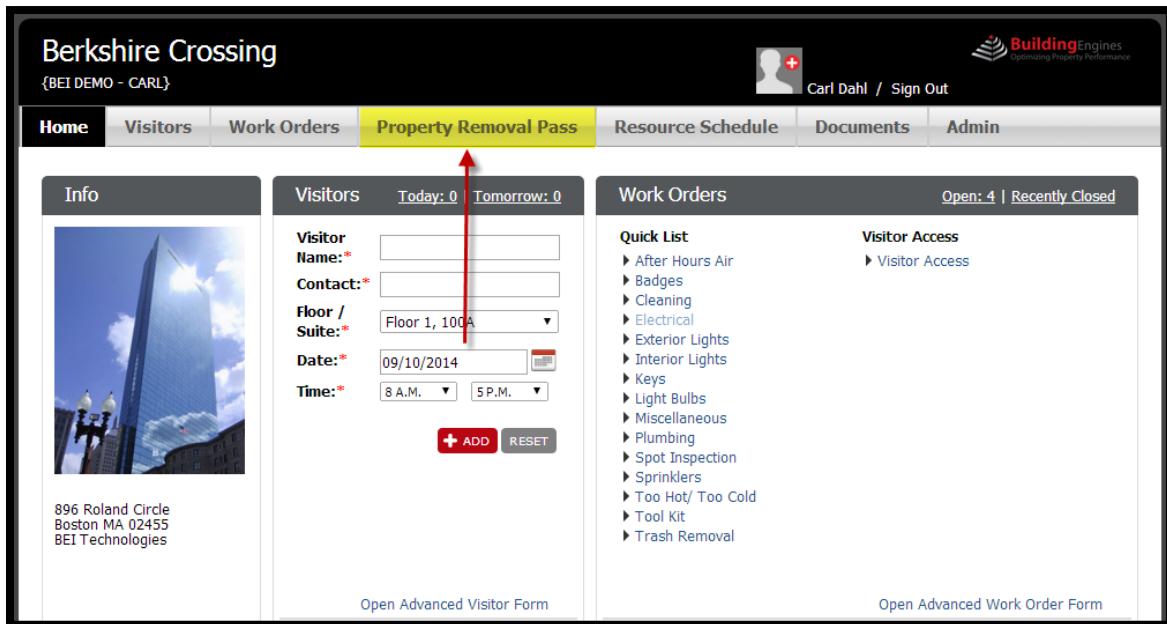
Received by (Print name) _____
Signature _____ Date _____

BuildingEngines
Optimizing Property Performance

Reviewing Property Pass History

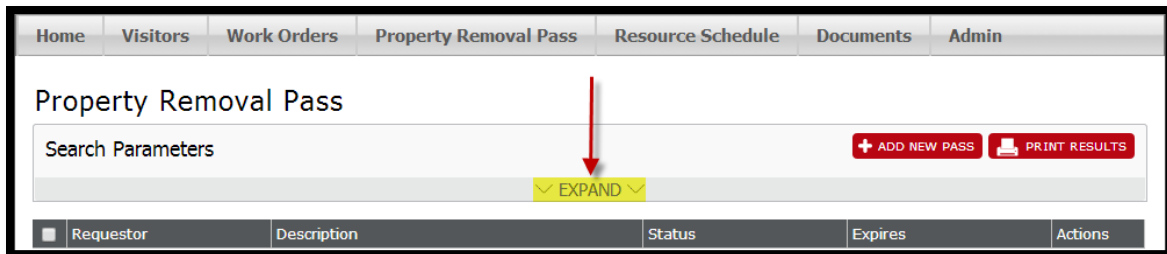
Upon property exit (or during the property removal pass request process), Tenant Admins are able to view the details of a request, from submission to approval to exit.

1. Navigate to **Property Removal Pass**:



The screenshot shows the 'Berkshire Crossing' dashboard for user 'Carl Dahl'. The 'Property Removal Pass' tab is selected. The dashboard includes sections for 'Info' (property address: 896 Roland Circle, Boston MA 02455), 'Visitors' (Today: 0, Tomorrow: 0), and 'Work Orders' (Open: 4 | Recently Closed). A red arrow points to the 'Property Removal Pass' tab in the navigation menu.

2. Click **EXPAND**:



The screenshot shows the 'Property Removal Pass' search interface. It includes a search bar, 'ADD NEW PASS' and 'PRINT RESULTS' buttons, and an 'EXPAND' button. A red arrow points to the 'EXPAND' button. Below the search bar is a table with columns: Requestor, Description, Status, Expires, and Actions.

3. Enter in the search criteria.

4. Click **Search**.