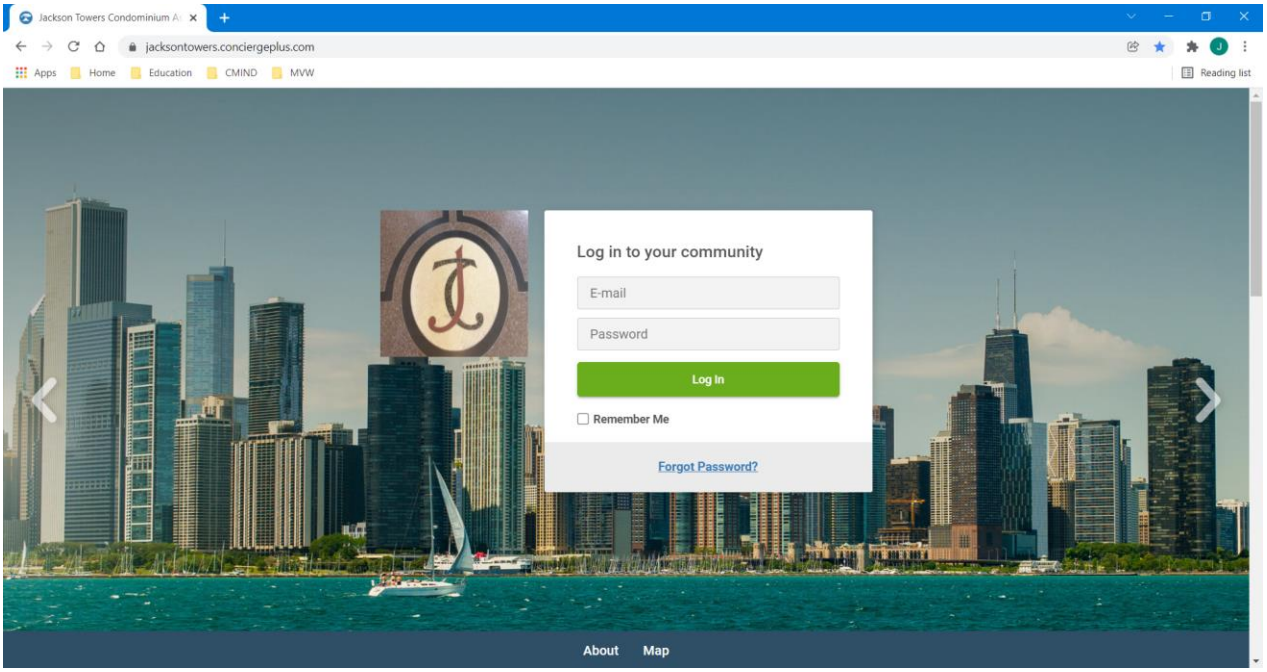

Jackson Towers Concierge Plus Owner/Resident

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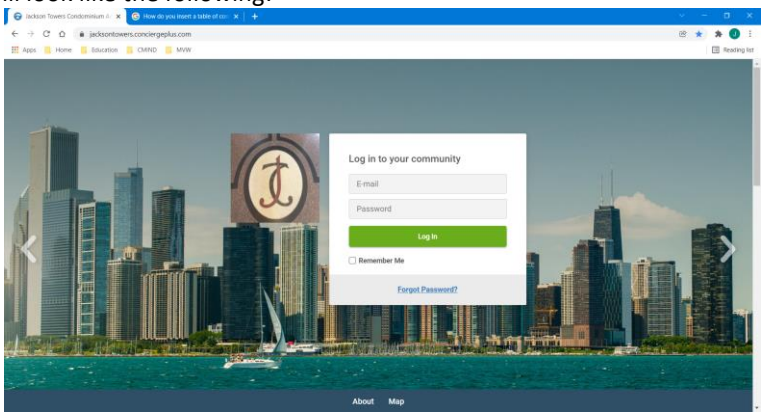
1 PURPOSE

This document will describe the functionality of the Concierge Plus for Jackson Towers to be used by owners and residents of Jackson Towers.

2 ACCESS TO CONCIERGE PLUS

2.1 URL (website)

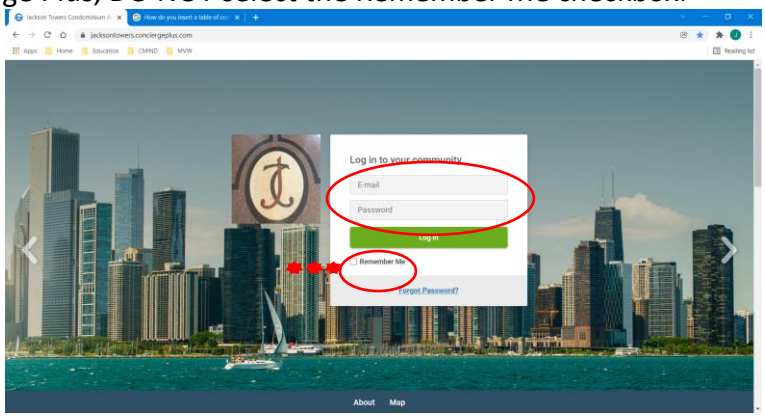
To access Concierge Plus from any internet browser enter the url: https://jacksontowers.conciergeplus.com
The initial page will look like the following:



2.2 Log In

You will be provided a User ID and password to log in to the system. Your User ID will be an email address of your choice. The email address you choose will also be the email address that you will receive notifications from the system, if you choose to be notified by email.
To login to the system enter the User ID in the E-mail field and the password in the password field. Select the Log In button to access the system.

*** If you are using a public or shared computer (any computer used by multiple people) to access Concierge Plus, DO NOT select the Remember Me checkbox.

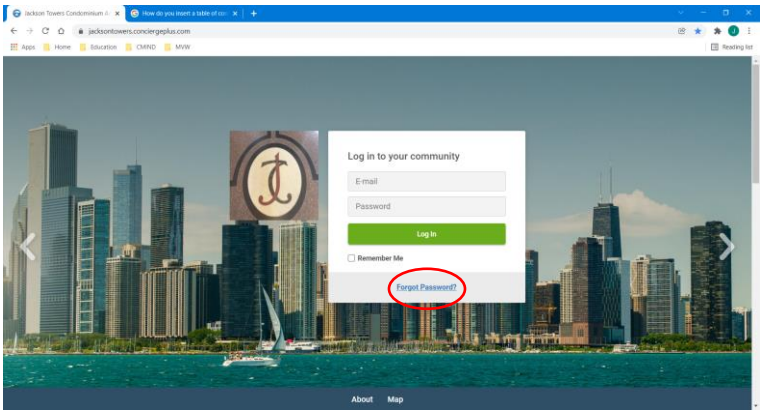


2.2.1 Password

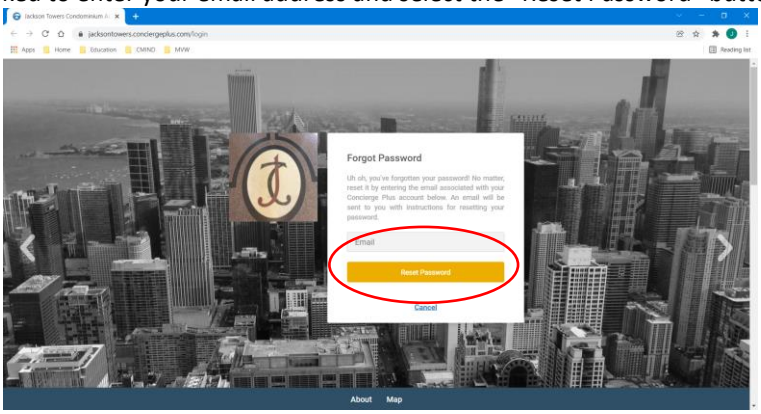
The password you use must be at least 8 characters in length. You can use any combination of letters and characters. Passwords are case-sensitive.

2.2.2 Forgot Password

If you forget your password, there is an option to reset your password. On the Login Screen select "Forgot Password?".



You will then be asked to enter your email address and select the "Reset Password" button.



You will receive an email with the subject *"Jackson Towers Condo // Reset Your Password"* that will provide a link where you will be asked to enter a new password.
The following is an example of the email (actual email may differ):

Reset Your Password

Hi Bobby,

You are receiving this email because you indicated that you need to reset the password associated with your profile on the Jackson Towers Condo website.

Click Here to Reset Your Password

If you did not request this change, you can ignore this email, and the request will expire automatically.

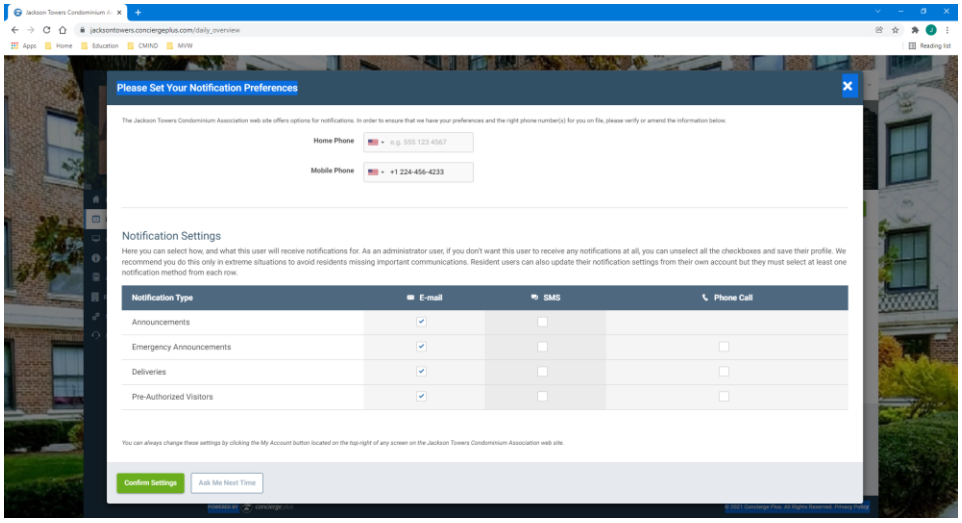
Thank you,
The Jackson Towers Condo Team

You're receiving this email because you are a member of the Jackson Towers Condominium Association community, 5555 South Everett, Chicago, IL. Log in at https://jacksontowers.conciergeplus.com

Upon selecting "Click Here to Reset Your Password" you will be taken to a screen to enter your new password.

2.2.3 Confirm Notification Settings

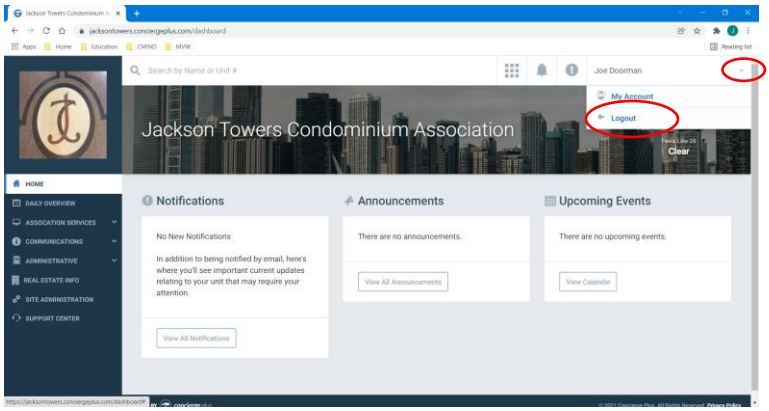
Upon entry into the system, you may be prompted to confirm your notification settings. This will likely occur the first time you enter the system or if there is a change to your profile that has not been confirmed. If you do not select the "Confirm Settings" this screen will show up each time you log in until you do. This sets up how the Concierge Plus system will notify you if you for any tasks or announcements. You have the option to be notified by either email or text message (SMS) to the phone number entered on your profile.



2.3 Log Out

*** IF YOU ARE USING ANY COMPUTER THAT IS USED BY MULTIPLE PEOPLE YOU MUST LOGOFF!!!!

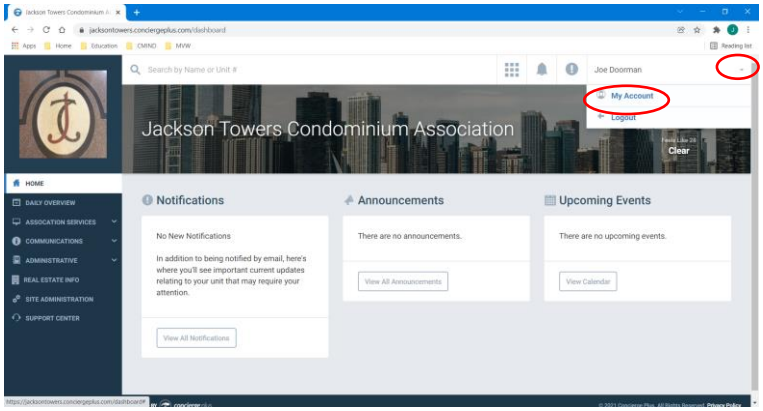
To exit the Concierge Plus system, select the drop-down arrow next to your name in the upper right corner of the page. A drop-down list will appear. Select "Logout".



3 MY ACCOUNT – Updating Your User Profile

You will have access to update your personal information contained in your User Profile.

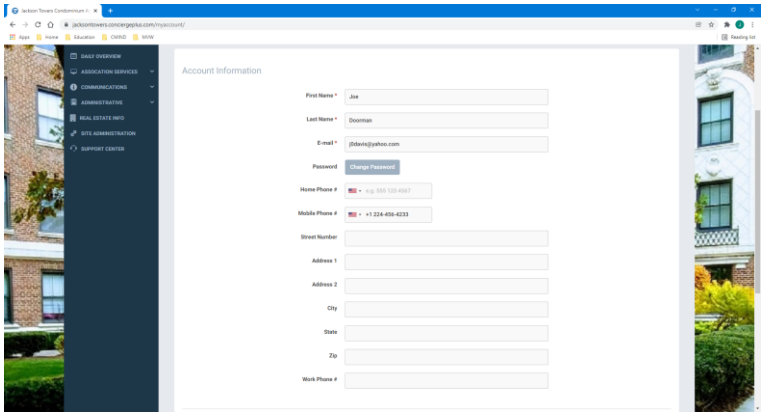
To access your personal information select the drop-down arrow next to your name in the upper right corner of the page. A drop-down list will appear. Select "My Account".



A page with Account Information and Notifications Settings will appear. There is 1 SAVE button at the bottom of the page that must be selected to make any changes you make on the screen.

3.1 Account Information

The top of the page will contain personal information that cannot be changed on this screen. The information includes Name, Home Phone, Mobile Phone, Address and Work Phone. For steps to change this information please see the Form/Service Request section below.

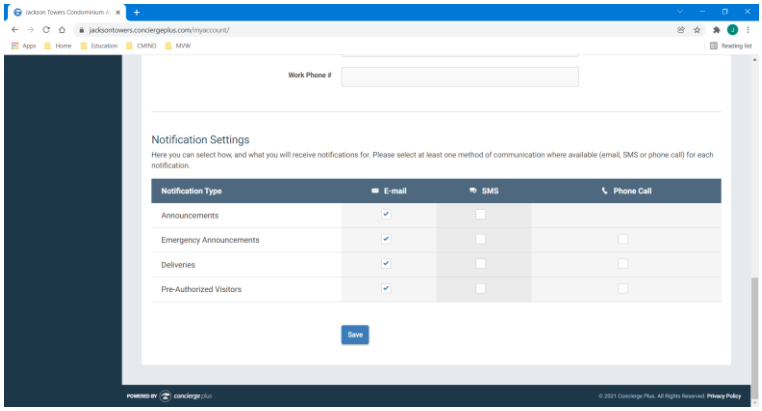


3.1.1 Change Password

For using the Change Password function, you will be prompted to enter your Current Password, a New Password and asked to re-type your New Password. Please note: This function is different than the Forgot Password function (Section 2.2.2). Use this function if you know your existing password and want to change to a new password.

3.2 Notifications Settings

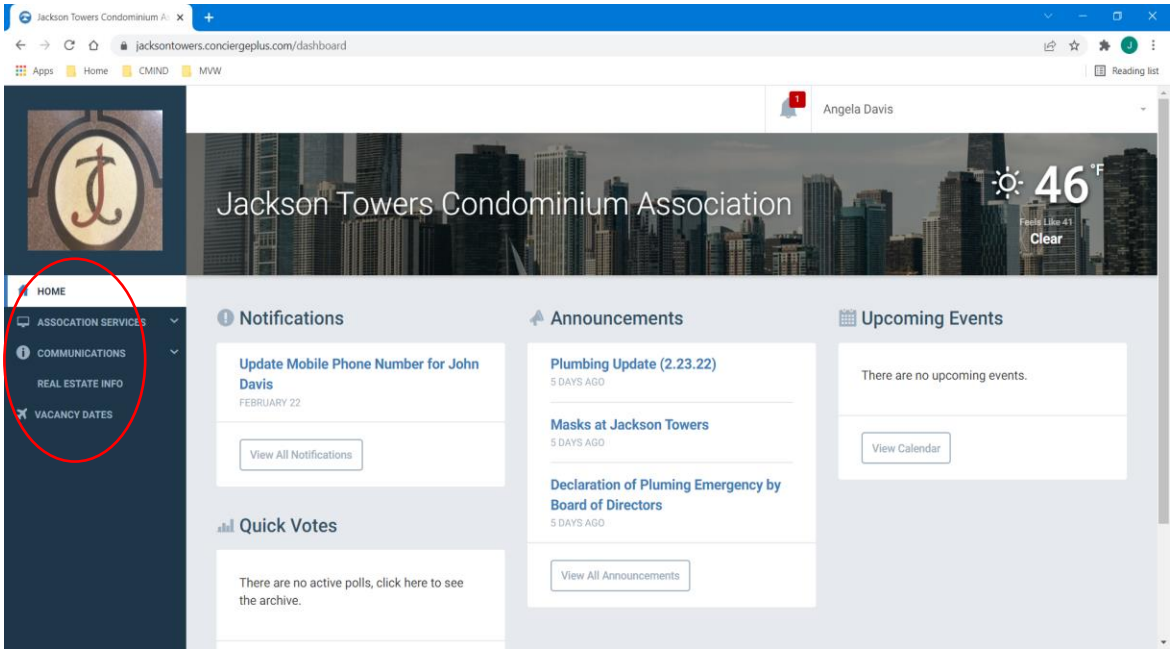
The bottom of the My Account page contains your Notification Settings. Use this page to update how you want to be notified for Announcements. You can choose to receive notifications by either email, text (SMS) or Phone Call.



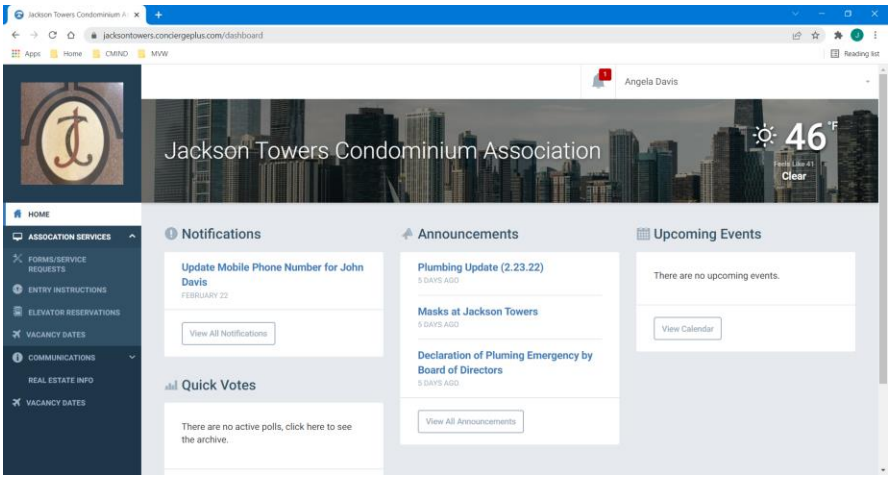
4 HOME PAGE and NAVIGATION

After logging in and taking the appropriate action on the Clock In pop-up window, you will be taken to either the Home Page or Daily Overview. The Home Page will contain information for you to view including any Notifications, Announcements and Upcoming Events. From the Home Page (as well as other main pages) you will see on the left side the Navigation Toolbar for accessing other functions and features of Concierge Plus.

The features accessible through the Navigation Toolbar are Home Page, Association Services, Communications, Real Estate Info, and Vacancy Dates.



The Home Page is a personal page that will display any notes and events for you. The sections on the Home Page include Notifications, Announcements and Upcoming Events.



4.1 Notifications

The Notifications section will list any notifications from the Concierge Plus system. These notifications can include updates from service requests, deliveries and other requests made through the Association Services features.

4.2 Announcements

Announcements will include any updates from the association that was generated through Concierge Plus by the association management team.

4.3 Upcoming Events (Future Use)

Upcoming Events will contain upcoming events for Jackson Towers.

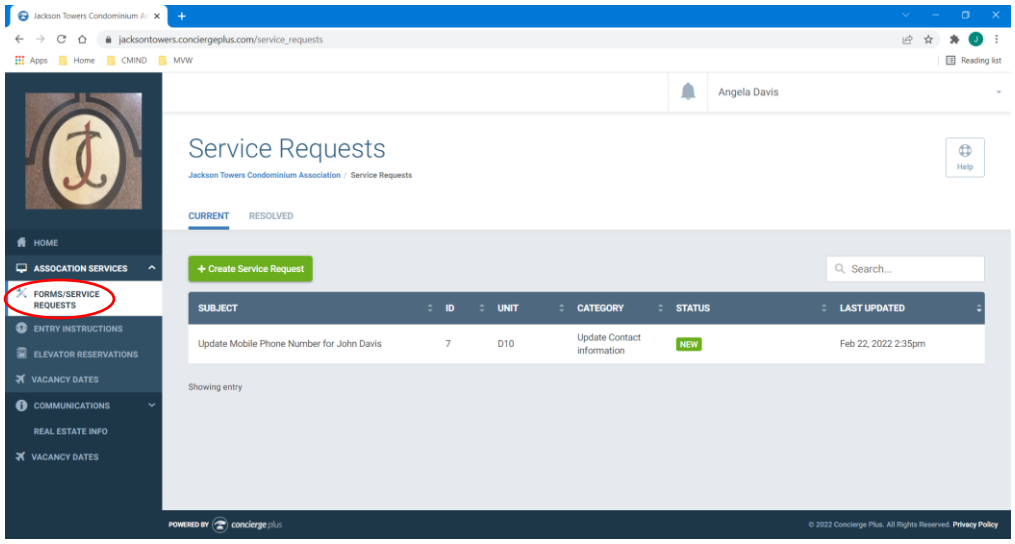
5 ASSOCIATION SERVICES

Selecting Association Services on the Navigation Toolbar will allow access to the following features:

1. Forms/Service Requests
2. Entry Instructions
3. Elevator Reservations
4. Vacancy Dates

5.1 Forms/Service Requests

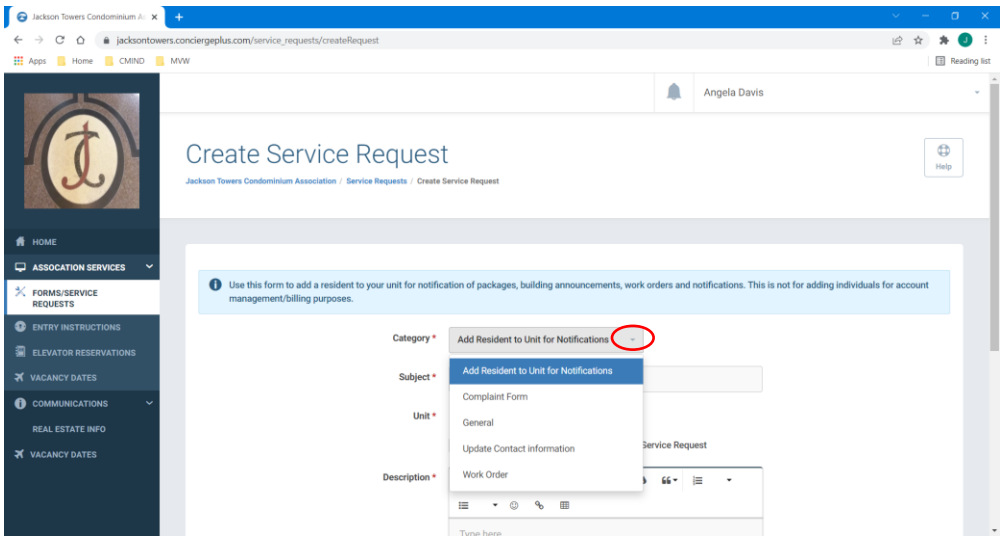
Upon selection of Forms/Service Requests the following page will appear containing a button to create a new service request and a list of any outstanding service request you've made.



5.1.1 Service Request Creation/Notification

By selecting the +Create Service Request button an owner, resident or an administrator may enter a Service Request in Concierge Plus. An administrator will be notified that a new Service Request was entered and assign it to the appropriate staff, or the administrator may perform the request.

Upon selecting the +Create Service Request the following form will appear. By selecting the Category dropdown the different types of Service Request will appear. Please select the appropriate option for the type of request needed.



The different categories for Service Request are:

1. Add Resident to Unit for Notifications - This form is for adding a person that resides in your home access to the system. This will allow that person to be notified directly (for instance: for receiving notification of package delivery).

*** ADDING RESIDENTS TO CONCIERGE PLUS SHOULD NOT BE USED FOR ADDING SOMEONE AS AN OWNER TO THE ASSOCIATION BILLING ACCOUNT FOR THIS RESIDENCE. PLEASE CONTACT THE ASSOCIATION MANAGEMENT TEAM FOR ADDING TO BILLING ACCOUNT.

2. Complaint Form (Can be used in place of the existing paper Complaint Form) This form is for anyone that has a disagreement with or complaint about a Jackson Towers employee, unit owner, resident, contractor, or visitor. Anonymous complaints are not accepted.
3. General – Future Use
4. Update Contact Information – Owner/residents can update their contact information (phone number, email address) directly in the Concierge Plus. You can use this form to request an update for yourself. This change will also be reflected in the Premier Management Accounting System.
5. Work Order (Can be used in place of the existing paper Work Order Form) – The Work Order form is to request the janitorial staff to perform some type of maintenance work.
6.

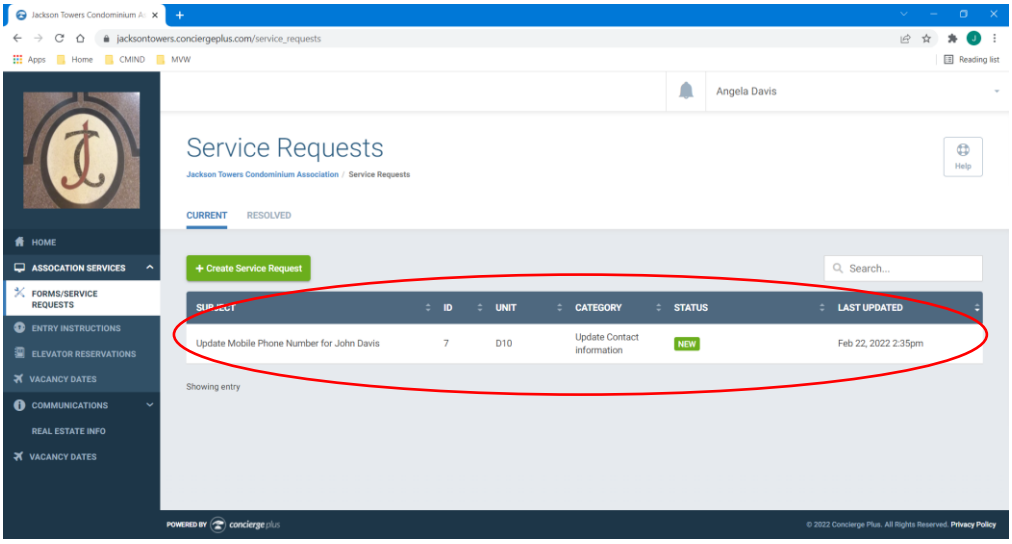
Each form will require some different information.

For all forms you will be required to enter something in the Subject and Description fields (required by the Concierge Plus System)

All forms will notify and be sent to an administrator who will be able to electronically forward the request to the appropriate person for action.

5.1.2 Viewing and Updating Service Request

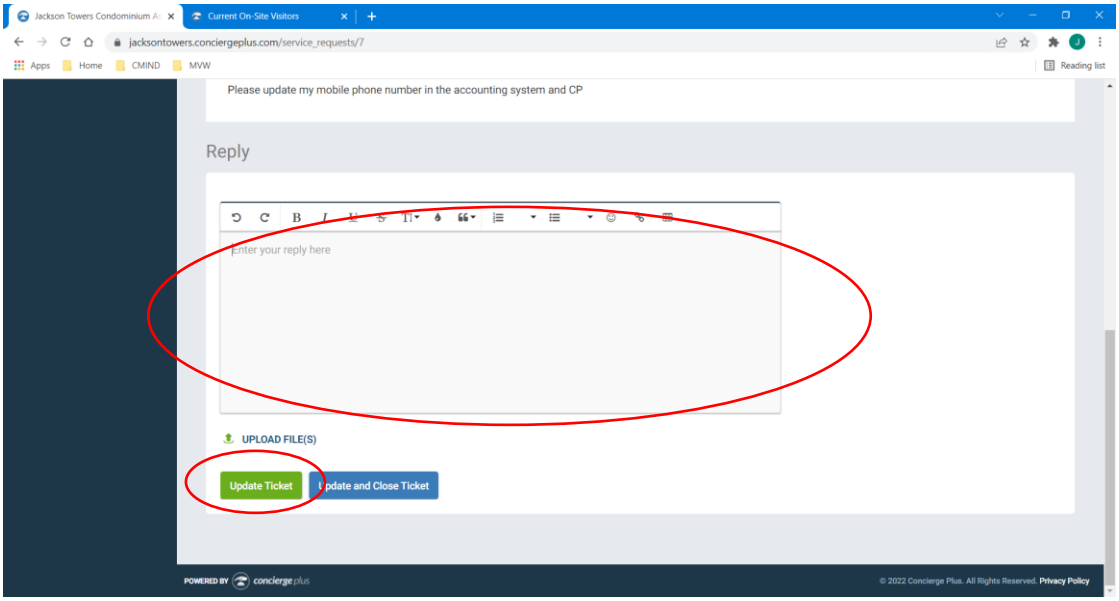
You can view the details of a Service Request and add comments to the request by highlighting and selecting the specific request. The top portion of the page will provide the details entered by the creator and any updates to the form.



.

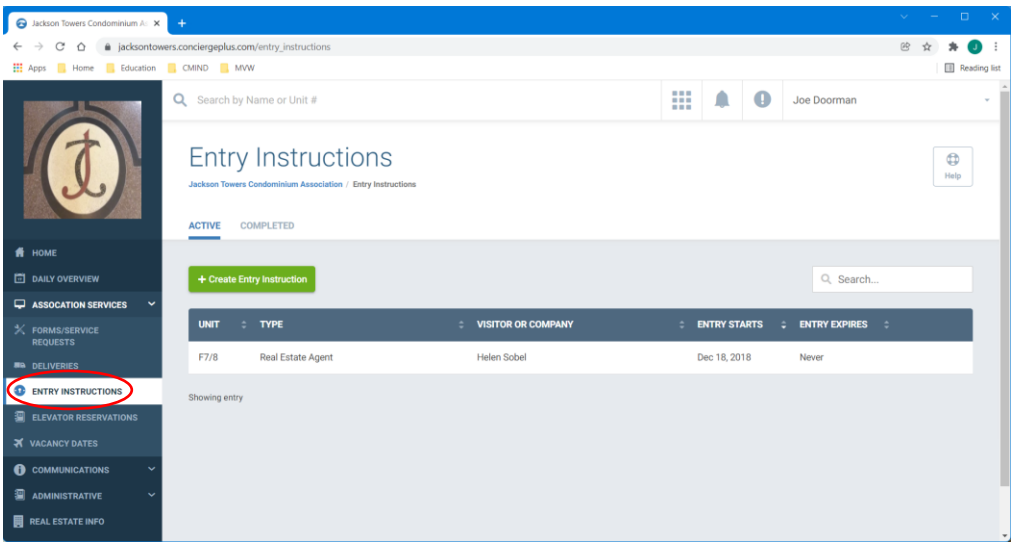
The bottom of the form will display a Reply box. You can send a note/reply to the administrator and/or the staff member on the work order by typing the message/update into the box.

Please note that the information will not be updated until you select the 'Update Ticket' button on the bottom of the page.



5.2 Entry Instructions

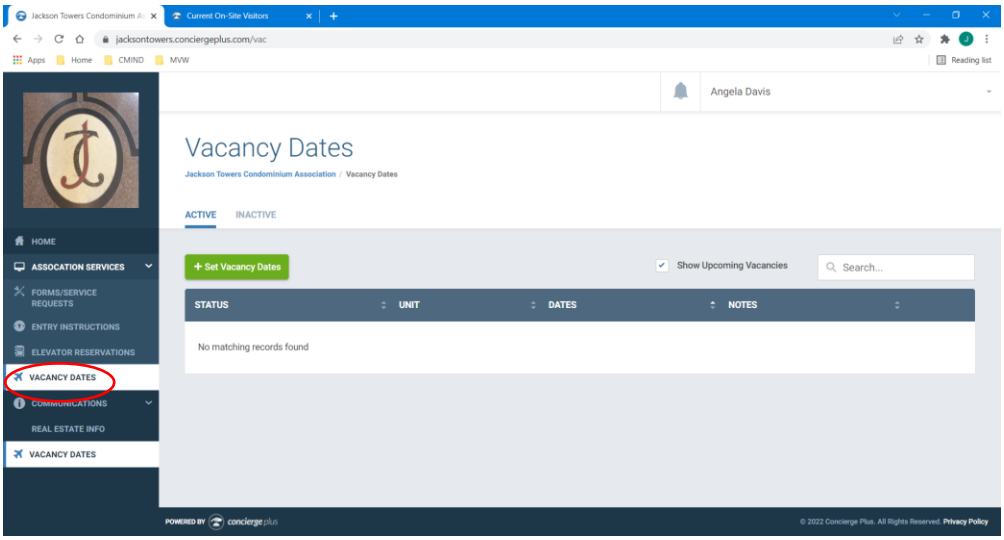
Upon selection of Entry Instructions the following page will appear containing a button to +Create Entry Information requests forms and a list of any active instructions you've requested. This form can be used for granting access to your unit to specific individuals for a specified date range. This information will be available for JT staff to verify at the front desk. Upon creating the request you will be asked to provide the Name, indicate if the visitor can use your key left at the front desk to access your unit, Start Date and Expiration Date.



5.3 Elevator Reservations - For Future Use

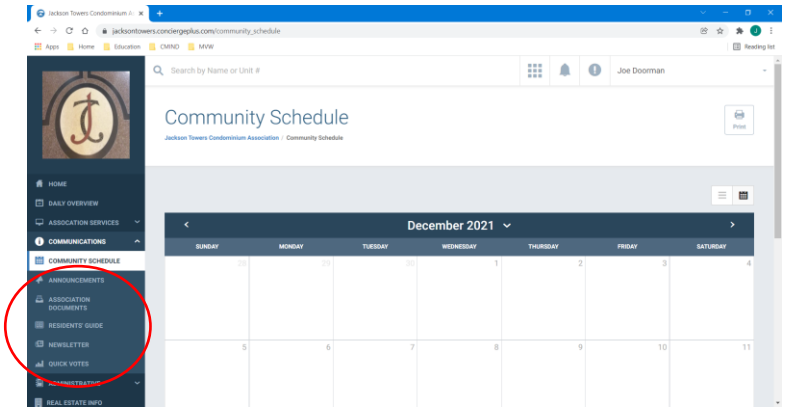
5.4 Vacancy Dates

Upon selection of Vacancy Dates the following page will appear containing a button to +Set Vacancy Dates for providing dates you will be away from your unit to administrative and door staff. You can provide an emergency name and emergency phone number in the form.

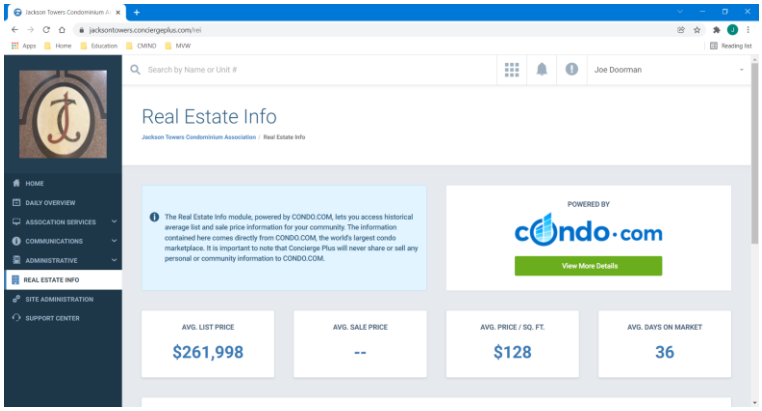


6 COMMUNICATIONS

The Communications Feature will provide access to calendars, association documentation and newsletters.



7 REAL ESTATE INFO

The Real Estate Info provides information from Condo.com on sales information on condos within Jackson Towers that are for sale or have been recently sold. This information is public and is not provide by Jackson Towers Administration.

JACKSON TOWERS CONCIERGE PLUS – Owners & Residents