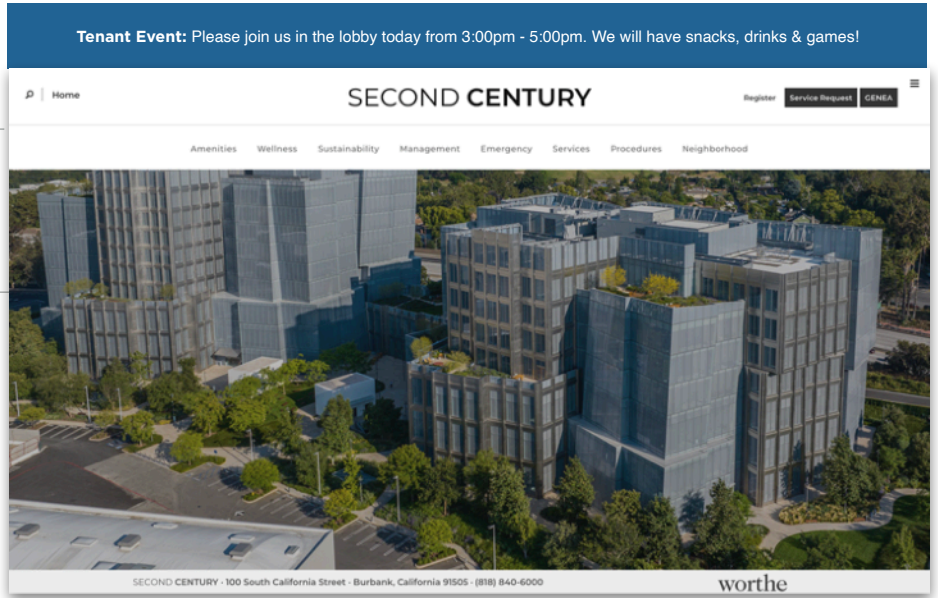


### Electronic Tenant® Portal

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

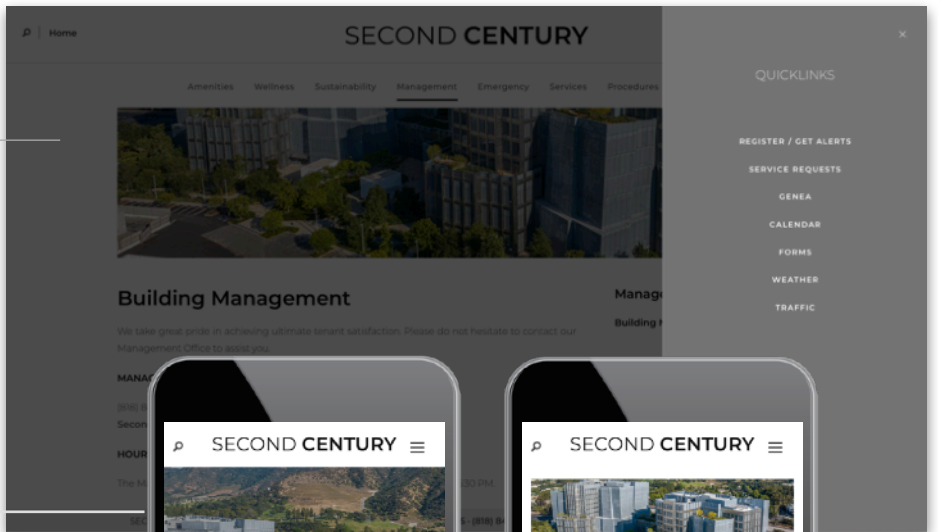
Communications can be posted through banners and calendar events on the site to provide you with up to date community and property information.

[info.2cburbank.com](http://info.2cburbank.com)



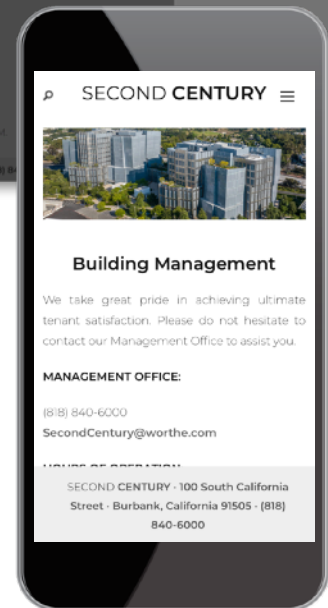
### Quicklinks

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 Tenant® Portal wherever you go.



## Tenant Center

(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)



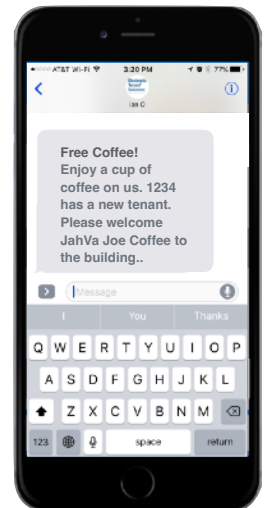
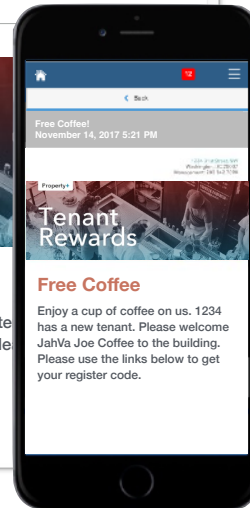
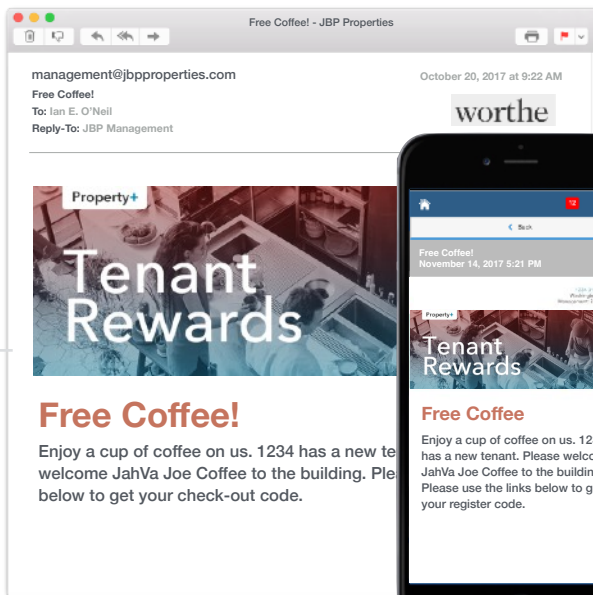
## First time logging in?

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

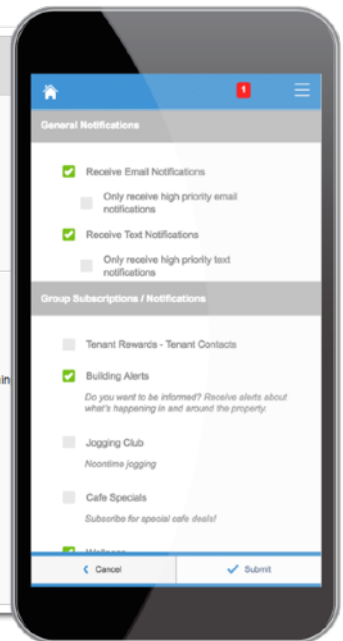
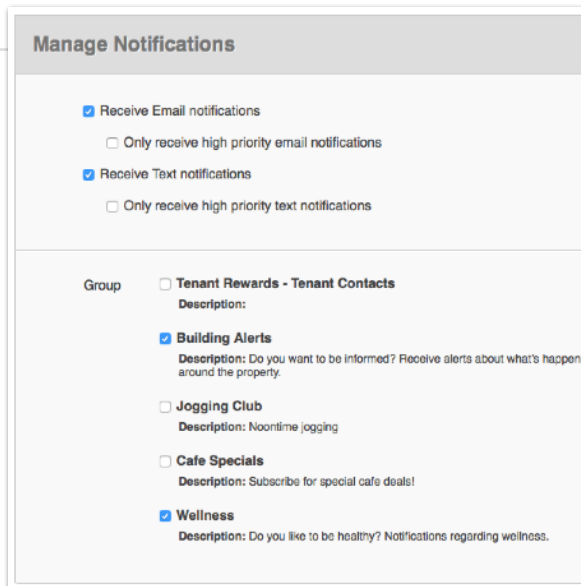
The Tenant Center is available in the Apple App Store and Google Play.

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.



## 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 and manage service and maintenance requests. All requests are immediately delivered to management for review and action.

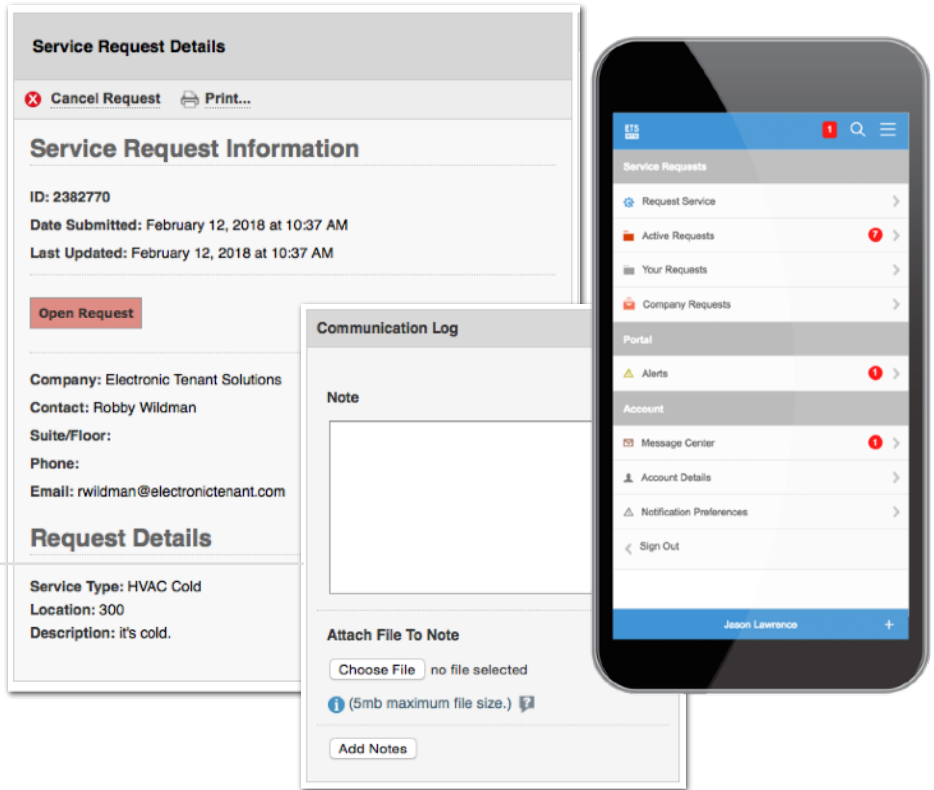
**Two Options:** Place requests through the mobile app or your desktop!

### 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.

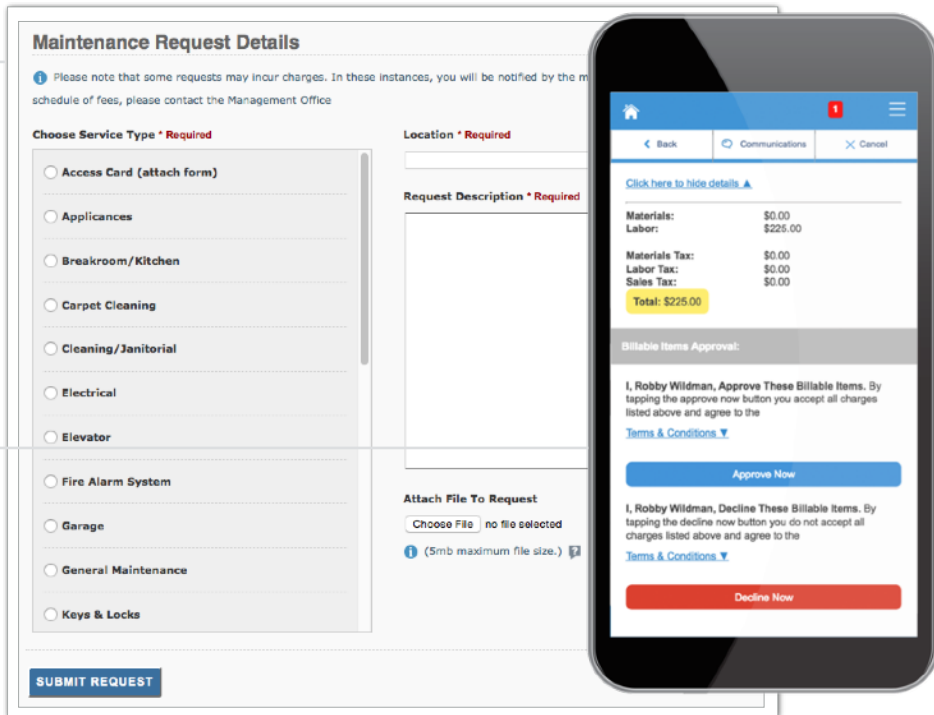


## Submitting a Request

**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.



## 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.

**Your Service Requests for February 2018**

ID	Date Added	Date Updated	Company	Contact	Service	Status
2392558	February 21, 2018 1:18 PM	February 21, 2018 1:19 PM	Electronic Tenant Solutions	Jordi St. John Tenant Admin	Snow Removal Location: Maine office	Completed
2390869	February 20, 2018 12:51 PM	February 20, 2018 12:51 PM	Electronic Tenant Solutions	Tiffany Coates	Cleaning Location: suite 201	Open

[Download CSV File](#)

## 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](#).

**Tenant 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.

**Conference Rooms**

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

**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 months.