

General

What is Rise Buildings?

- Rise Buildings is a mobile app and web platform for both commercial and residential properties designed to assist you in your everyday life. Stay up to date on information, events, request work orders, credential visitors, receive package notifications, and so much more all from the palm of your hand.

How can I provide feedback or request support?

- Our support team would love to hear from you. You can reach them through your profile.
- To do so, select your profile from the upper right-hand corner and scroll to “Get Support” or “Submit Your Idea.”

I forgot my password. How do I reset my password?

- Follow the “Set/Update Password” link in the upper right-hand corner of the login screen or visit <https://portal.risebuildings.com/#/access/forgotpwd> to reset your password.
- Your Property Manager can also reset your password.

My portal is not showing updated information. (E.G. Work orders, current residents, locations etc.)

- You need to clear the cached data from your web browser. This may vary based on your browser choice.
- The most used web browser is Chrome:
 - Hold CTRL +H and select clear browsing data. Ensure that cached images and files is selected. Select “Clear Data.”

Work Orders

How can I create a work order?

- Select “Work Orders” and follow the onscreen prompts to create a work order.

Will I receive notifications when the work order is in progress or completed?

- Yes, you will receive an in-app notification as well as an email when staff has opened and closed your work order.

Property Communication

How can I stay up to-date on building communications?

- Your property staff will be able to communicate to the property through the “Community” feature. This is located on the bottom menu on the app or through the right-hand menu on the web portal. Management Updates will be labeled as such to differentiate between occupant updates.

Can I engage with other users in my property through the app?

- Yes, if approved by your property, the “Community” feature will also allow you to connect with and sell items to others in your property.

How can I control my push notifications?

- You can enable or disable push notifications by selecting “Notification Settings” from your profile, located in the upper right-hand corner.
- Select which features for which you would like to enable or disable push notifications.

Property Events

How can I view or RSVP for events at the property?

- Your property staff will share property or community events through the “Events” quick action button.
- Upon selecting “Events” you may select any event you would like to view or RSVP for.

How can I view events I have already RSVP'd for?

- To Select “My Events” from the top of the events screen.

Property Amenities

How can I view or reserve an amenity at my property?

- Select “Request a New Reservation,” all amenities available at your property will appear here.
- Select the amenity you wish to reserve and follow the on-screen prompts.

How can I view amenities I have already reserved?

- Select “Request a New Reservation,” and select “Booked” from the top of the screen to view all amenities that you have booked.

Visitor Management

How can I credential a visitor to enter the property?

- Select “Add a New Visitor” and follow the onscreen prompts to enter the visitor’s information.
- Once completed the visitor will be sent a Rise Visitor Pass that will grant them access to the property via the Visitor Kiosk at the appointed date and time.
- When they arrive, you will be sent a notification letting you know your visitor has checked in at the Visitor Kiosk.

Can a visitor still be admitted to the property if I did not credential them?

Yes, with the Rise Visitor Kiosk, your visitor can request entry.

Web Portal

What is the web portal URL?

- <https://portal.risebuildings.com>

What browsers support the Rise Buildings web portal?

- Google Chrome - Mozilla Firefox - Apple Safari - Microsoft Edge

Do I have a different login for the web portal?

- Your login is the same for both the app and web portal.

App

Where can I download the app?

- The app is accessible and free of charge through the Apple App store for iOS users and the Google Play store for Android users.

What should I do if I do not remember my Apple ID or Google store password?

- Please reach out to Apple or Google about resetting your password.