The Hive Quick Start

An overview of the tenant mobile application

Overview

The Hive mobile application allows tenants with desktop credentials to stay connected while they are away from their desk. Using The Hive application, tenants can submit and view the status of work orders, register visitors, receive property management communications, view the tenant directory, and access building information. The Hive can be downloaded and used on the Android or iOS platform.

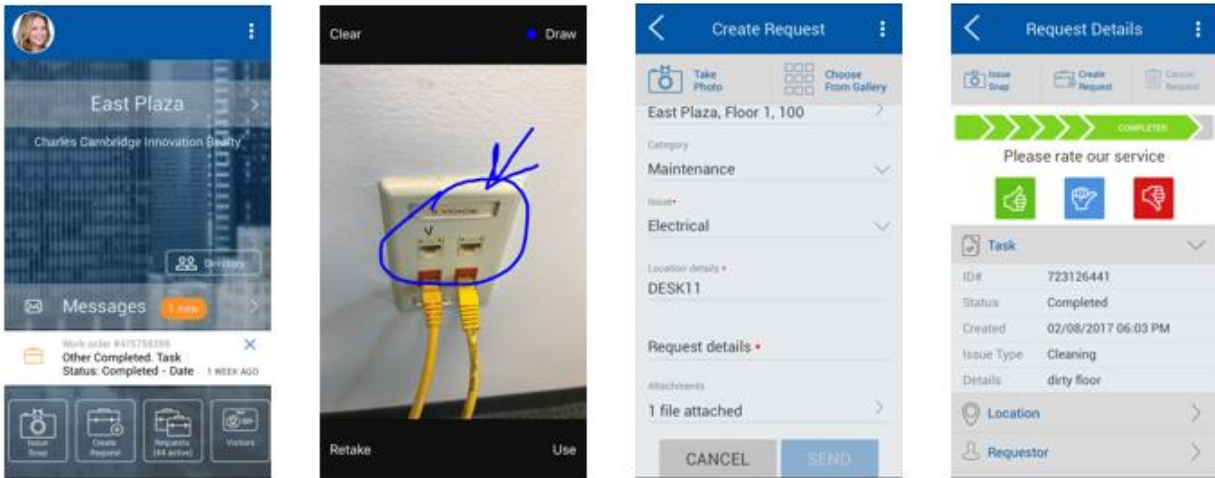| Millennials Love Mobile	• Many users prefer mobile to web or phone • Increase the likelihood of your tenants entering WO electronically • Building information and services at their fingertips
Better Tenant Engagement	• Reach your tenants anytime and anywhere, not just at their desk • Give your tenants a more immediate and responsive experience • Actual tenant stakeholders can submit feedback on work orders • Increase building value by increasing awareness of amenities
Rich Mobile Experience	• Take a photo and create a work order immediately • Be notified of status alerts and broadcasts, wherever you are • Quickly locate and communicate with your colleagues • Preregister and manage your visitors on the go

Work Orders

If your tenant spots an issue while walking through your building, The Hive allows them to snap a photo and create work order right from their mobile device. After the work order has been created, they will be able to follow along, in real-time, as the work order progresses through its lifecycle.

➢ Snap a photo and create a work order

➢ View real-time updates to your requests

➢ Snap a photo, edit it, and then attach it to your request
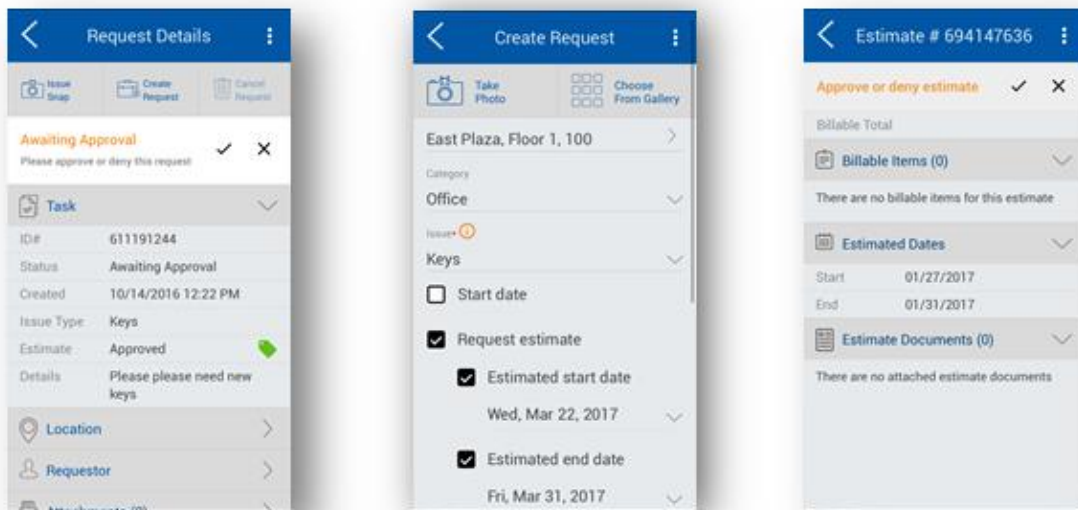
> ➢ Provide feedback to Property Management personnel

Approve Requests and Request Estimates

If your workflow requires tenant admin authorization, The Hive will ensure that the approval process is adhered to, prior to work beginning.
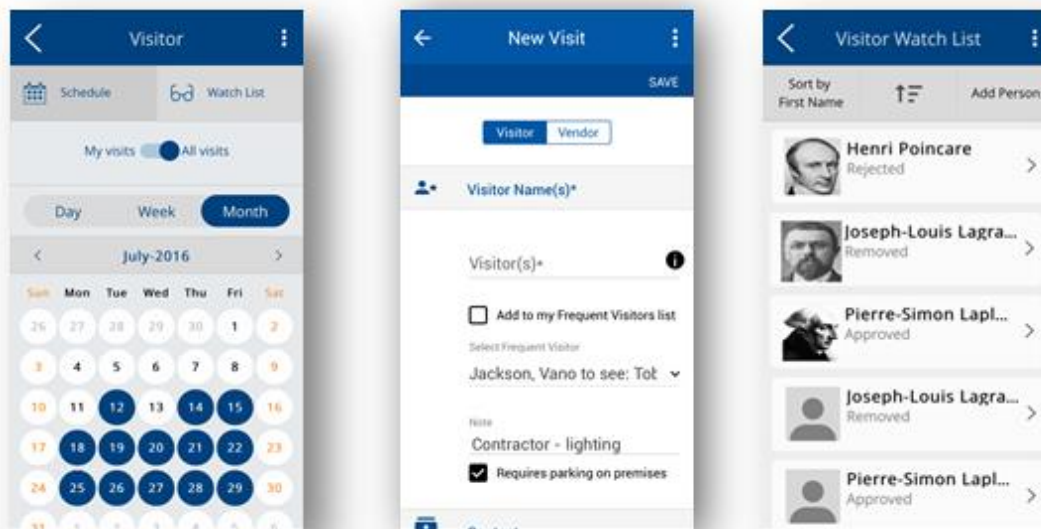
> ➢ Tenant admin approvals for tenant and sub-tenant requests

> ➢ Schedule upcoming work orders

> ➢ Review and approve work order estimates

Register Visitors

Property management organizations that utilize the Visitor Registration module can also benefit by implementing The Hive. Providing The Hive access to tenants allows them to register and manage visitors to the building from their mobile device.

➢ View and manage preregistered visitors

➢ Schedule future visitors

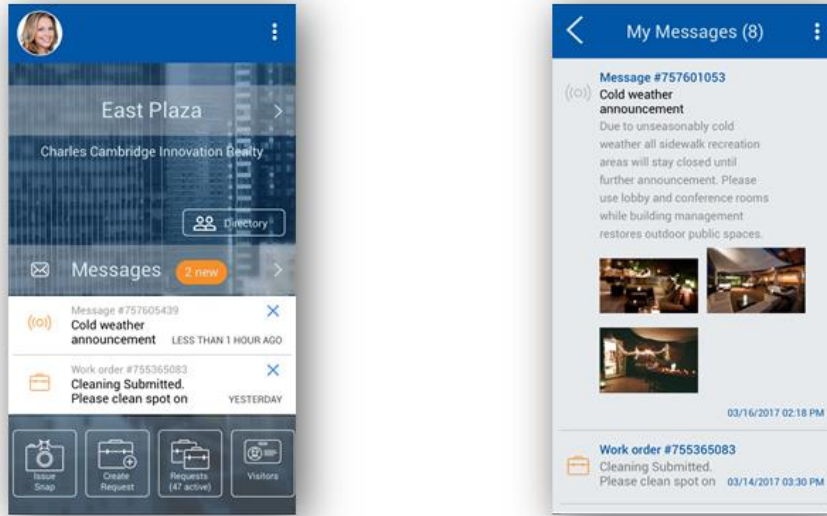➢ Prevent unauthorized persons from entering the building

Receive Important Messages

Giving your tenants access to The Hive will allow them to receive new Broadcasts messages and important updates on their requests.

➢ Instantly receive Broadcast and Work Order messages

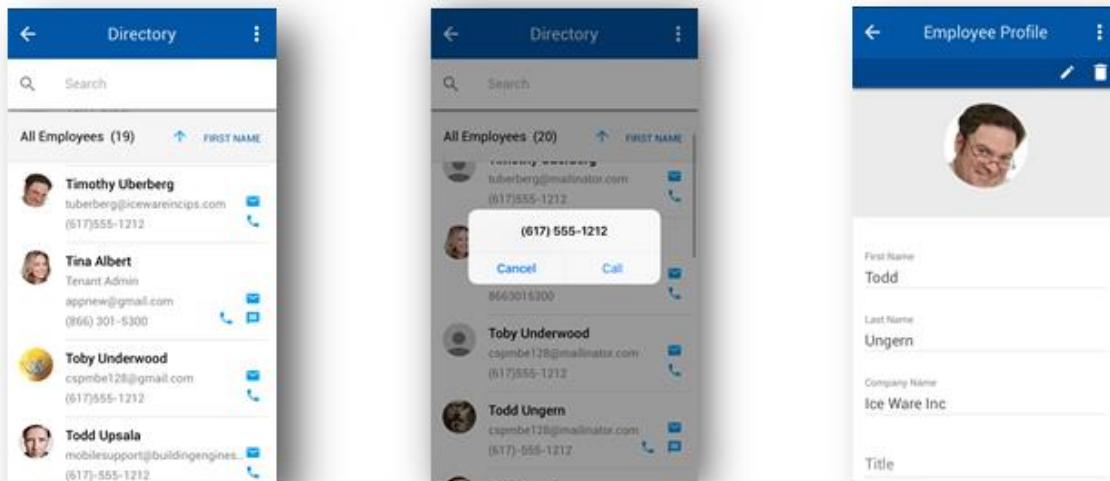➢ View images that are attached to messages

➢ Quickly identify when new messages have been received

Tenant Directory

The Hive directory allows tenants to search, view, and contact colleagues right from the application. If you have tenants with admin privileges, they will be able to update employee records as information changes.

➢ Search for employees

➢ Call, email, or text right from the application

➢ Update your personal contact information

➢ Tenant admins can update employee information

Building Information

The Hive allows tenant employees to access building information and tenant-facing documentation while away from their desk. Implementing The Hive empowers tenants to quickly and easily locate building specific information on their own.

> ➢ Quickly find a building's phone number, address, and business hours
>
> ➢ Locate and download tenant-facing building documents