



FAQ MyBuilding Resident Users

MyBuilding Inc

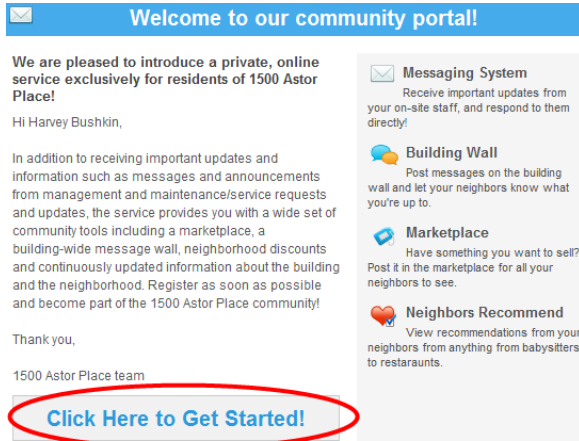
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Contents

- Register for the First Time with an Email Invitation.....3**
- Register for the First Time with a Printed PIN.....5**
- Request a PIN.....7**
- Message Your Property Manager.....8**
- Leave Front Desk Instructions.....9**
- Set Privacy Settings.....10**
- Set Notification Settings.....11**
- View Building Documents.....12**
- Submit a Service Request.....13**
- Sign Out.....15**

Register for the First Time with an Email Invitation

1. Open the invitation email from noreply@mybuilding.org (if you are expecting an email and you don't see it, make sure it wasn't sent to your spam folder)
2. Click on the box at the bottom that reads **Click Here to Get Started!** to take you to the registration page



3. Enter your personal information and a password that you will remember

A registration form titled "Personal Information". It contains the following fields: "First Name:" with the value "Harvey"; "Last Name:" with the value "Bushkin"; "Primary Email Address:" with the value "email@mybuilding.org"; "Confirm Email Address:" with the value "email@mybuilding.org"; "Home Phone Number:" with the value "555-555-5555"; "I am a pet owner:" with radio buttons for "No" (selected) and "Yes"; "Password:" with a masked field and a "Good" status indicator; and "Confirm Password:" with a masked field.

4. Click the box at the bottom agreeing to MyBuilding's Terms and Conditions and Privacy Policy, and click **Continue**

A small box containing a checkbox and the text: "I confirm reading MyBuilding services Terms and Conditions and Privacy policy before entering this site." Below the checkbox is a blue button labeled "Continue".

1. Click on the boxes for when you would like to receive notifications to your email address (this can be edited later), and click **Save Settings & Continue**

Notify me when:

- Send me a daily activity digest ?
- Notify me every time something is posted
- I have received a new message
- New front desk instructions are entered by residents
- Work Orders submissions & updates
- Someone leaves me a note
- A new amenity reservation is made
- Access requests by residents
- Pending Content by residents

[Save Settings & Continue](#)

2. Fill out any information you'd like to share for a public profile to other residents of your building. You may choose to skip this step, or you can always edit it later.

Welcome to the official online service of
1500 Astor Place

Tell your neighbors about yourself Step 2 of 3

Upload a picture of yourself so your neighbors will know who you are

[Browse...](#)
JPG, GIF or PNG, no larger than 2MB

Gender: Male Female

Birthday: - -

Occupation:

Interests:

<input type="checkbox"/> Arts	<input type="checkbox"/> Reading	<input type="checkbox"/> Photography
<input type="checkbox"/> Auto	<input type="checkbox"/> History	<input type="checkbox"/> Photography
<input type="checkbox"/> Books	<input type="checkbox"/> Humor	<input type="checkbox"/> Politics
<input type="checkbox"/> Business	<input type="checkbox"/> Internet	<input type="checkbox"/> Politics
<input type="checkbox"/> Cars	<input type="checkbox"/> Magic	<input type="checkbox"/> Science Fiction
<input type="checkbox"/> Computers	<input type="checkbox"/> Movies	<input type="checkbox"/> Sports
<input type="checkbox"/> Fashion	<input type="checkbox"/> Music	<input type="checkbox"/> Technology
<input type="checkbox"/> Fitness	<input type="checkbox"/> Nature	<input type="checkbox"/> Television
<input type="checkbox"/> Food/Cooking	<input type="checkbox"/> Hobbies	<input type="checkbox"/> Travel
<input type="checkbox"/> Health	<input type="checkbox"/> Outdoors	<input type="checkbox"/> Video Games

Other:

[Finish & Take Me to My Page](#)

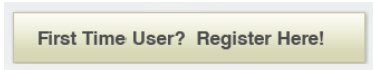
3. Click **Finish & Take Me to My Page**

[Finish & Take Me to My Page](#)

4. You will see your building's home page

Register for the First Time with a Printed PIN

1. Open a web browser and enter you building's URL address
2. Click on **First Time User? Register Here!**



1. Enter PIN Number received from property manager, and click **Continue**
2. Click **I Am a New User**
3. Enter your personal information and a password that you will remember

Personal Information

First Name: * Harvey

Last Name: * Bushkin

Primary Email Address: * email@mybuilding.org

Confirm Email Address: * email@mybuilding.org

Home Phone Number: * 555-555-5555

I am a pet owner: No Yes

Password: * [masked]
Good

Confirm Password: * [masked]

4. Click the box at the bottom agreeing to MyBuilding's Terms and Conditions and Privacy Policy and click **Continue**

I confirm reading MyBuilding services Terms and Conditions and Privacy policy before entering this site.

Continue

5. Click on the boxes for when you would like to receive notifications to your email address (this can be edited later), and click **Save Settings & Continue**

Notify me when:

Send me a daily activity digest ⓘ

Notify me every time something is posted

I have received a new message

New front desk instructions are entered by residents

Work Orders submissions & updates

Someone leaves me a note

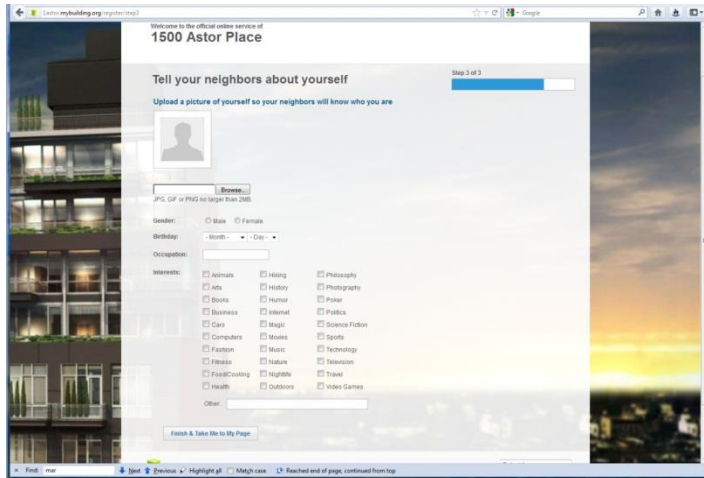
A new amenity reservation is made

Access requests by residents

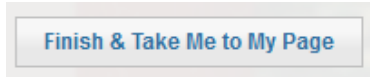
Pending Content by residents

Save Settings & Continue

6. Fill out any information you'd like to share for a public profile to other residents of your building. You may choose to skip this step, or you can always edit it later.



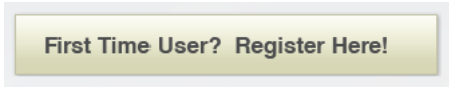
7. Click **Finish & Take Me to My Page**



8. You will see your building's home page.

Request a PIN

1. Open a web browser and enter you building's URL address.
2. Click on **First Time User? Register Here!**



3. Click on **I do not have a PIN**

A screenshot of a web form titled "Do you have a registration PIN?". Below the title, there is explanatory text: "You would have received this in a welcome letter from your property manager. If you do not have a PIN, please click the 'I do not have a PIN' button below." There are two input fields: "Please enter your PIN code" and a "Continue" button. At the bottom, there is a button labeled "I do not have a PIN" which is circled in red.

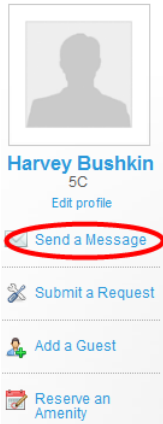
4. Fill out the required information and click **Continue**

A screenshot of a registration form titled "Please provide the following additional information". The form contains several fields: "Select your unit:" with a dropdown menu showing "2A"; "Email:" with the text "email@mybuilding.org"; "Your First Name:" with the text "Harvey"; "Your Last Name:" with the text "Bushkin"; "Did you have access to the system in the past?" with radio buttons for "Yes" and "No" (selected); "Your move-in date:" with dropdowns for "April", "5", and "2012"; "Your birthday:" with dropdowns for "March", "11", and "1953"; and "Any comments?" with a large text area. At the bottom, there is a CAPTCHA section with the logos for "zelus" and "gloagem", and a "Continue" button circled in red.

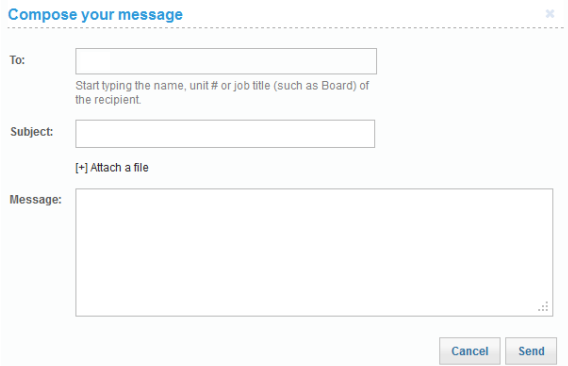
5. Once the form is filled out and submitted, the request to have access to the site will be sent to the portal's admin users and will be pending their approval.

Message Your Property Manager

1. On the left hand side of the screen click on **Send a Message**



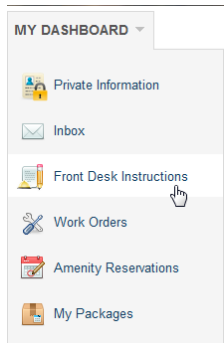
2. Start typing your property manager’s name or the title “Manager” in the **To:** field, and click on that name when it shows up.



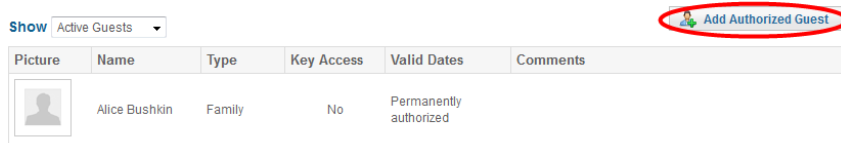
3. Write the message, and click **Send**

Leave Front Desk Instructions

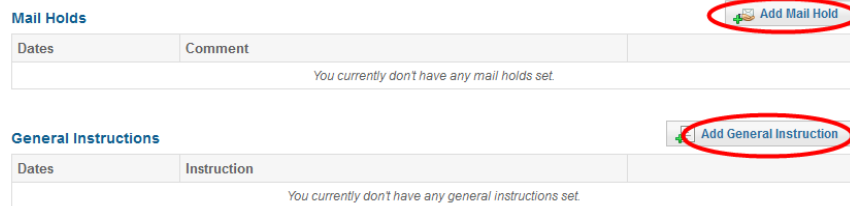
1. At the top of the screen under **My Dashboard** click **Front Desk Instructions**



2. Here, you can view current authorized guests or add a new one by clicking **Add Authorized Guest**

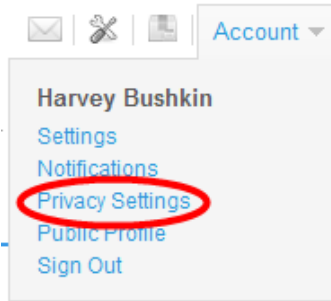


3. You can also add a mail hold or a general instruction by clicking the appropriate links.



Set Privacy Settings

1. In the top right corner of the screen click on **Account** and then **Privacy Settings**



2. Adjust your settings and click **Save**

Privacy Settings

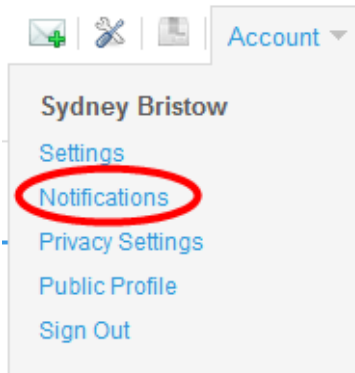
Account Notifications **Privacy Settings**

- Allow my neighbors to see my unit number.
- Allow others to post notes on my profile.
- Allow other residents to send me messages.
- List me on the My Neighbors page.

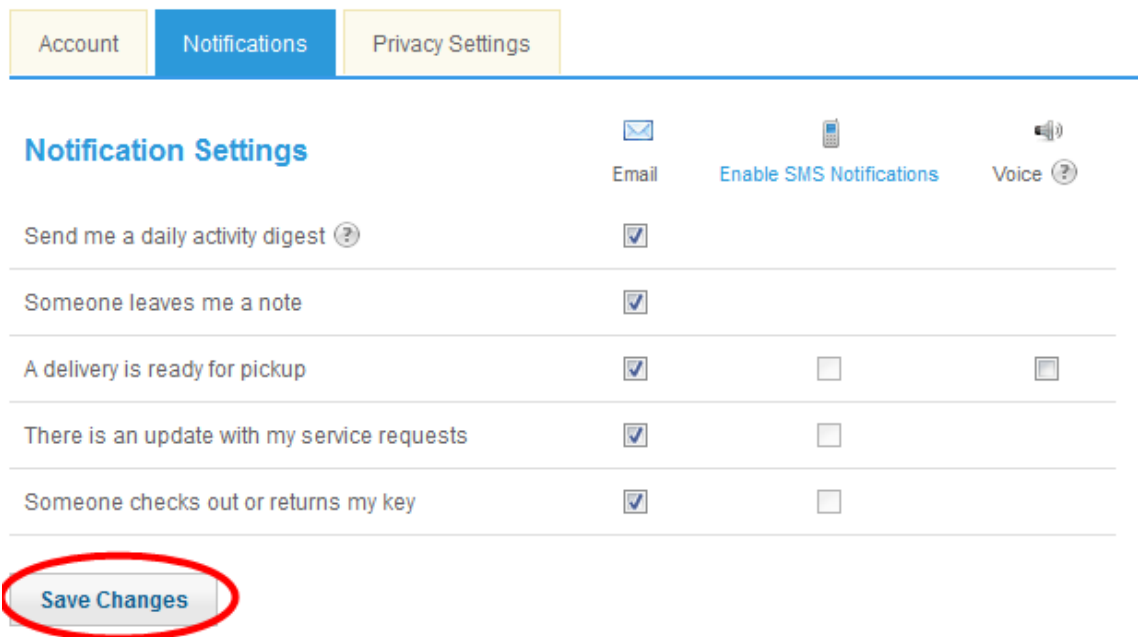
Save

Set Notification Settings

1. In the top right corner of the screen click on **Account** and then **Notifications**



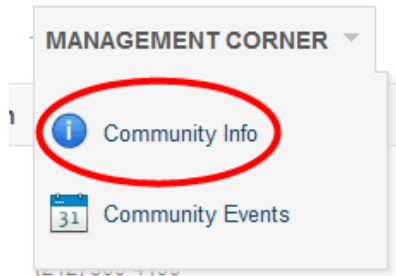
2. Check off which notifications you would like to receive and click **Save Changes**

A screenshot of the 'Notification Settings' page. At the top, there are three tabs: 'Account', 'Notifications', and 'Privacy Settings'. The 'Notifications' tab is selected. Below the tabs, there is a section titled 'Notification Settings' with three columns: 'Email', 'Enable SMS Notifications', and 'Voice'. The 'Email' column has a checked checkbox for each notification type. The 'Enable SMS Notifications' column has a checked checkbox for 'Send me a daily activity digest' and unchecked checkboxes for the other notification types. The 'Voice' column has a checked checkbox for 'Send me a daily activity digest' and unchecked checkboxes for the other notification types. At the bottom of the page, there is a 'Save Changes' button, which is circled in red.

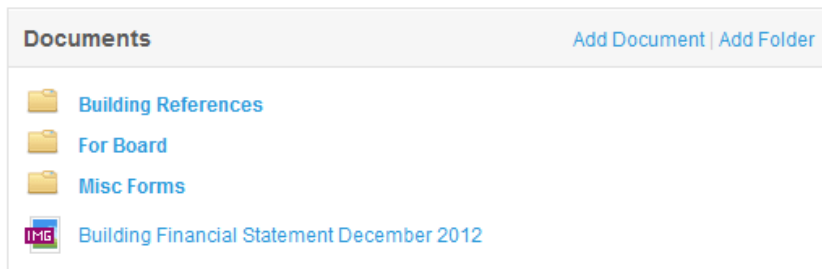
	Email	Enable SMS Notifications	Voice
Send me a daily activity digest ?	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Someone leaves me a note	<input checked="" type="checkbox"/>		
A delivery is ready for pickup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is an update with my service requests	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Someone checks out or returns my key	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

View Building Documents

1. At the top of the screen under **Management Corner** click **Community Info**

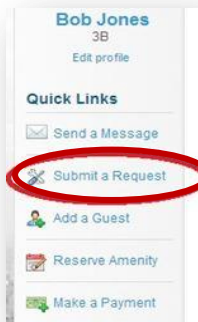


2. Scroll down to view the **Documents** section

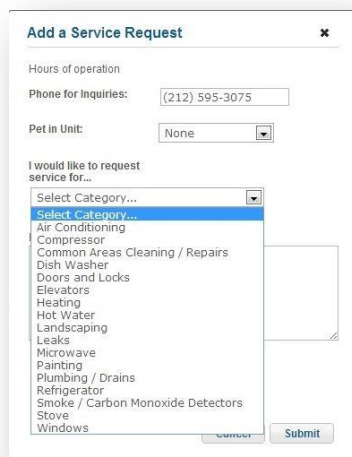


Submit a Service Request

1. On the left side of the screen, click on **Submit a Request**



2. Fill out a phone number you would like to be reached at, and select a category from the drop down menu fitting the maintenance issue you are having.

A screenshot of the 'Add a Service Request' form. It includes fields for 'Hours of operation', 'Phone for inquiries' (with the number (212) 595-3075), and 'Pet in Unit' (set to None). A dropdown menu is open for 'I would like to request service for...', showing a list of categories such as Air Conditioning, Compressor, Dish Washer, and Heating. A 'Submit' button is visible at the bottom right.

3. Type a description of the problem and indicate whether the super has permission to enter the unit or not.

Add a Service Request ✕

Hours of operation

Phone for Inquiries: (212) 595-3075

Pet in Unit: None

I would like to request service for...
Air Conditioning

Please describe the problem:
The air conditioning is not working, please fix at your earliest convenience.

You have my permission to enter
 You do not have my permission to enter

Cancel Submit

4. Click **Submit**.

Add a Service Request ✕

Hours of operation

Phone for Inquiries: (212) 595-3075

Pet in Unit: None

I would like to request service for...
Air Conditioning

Please describe the problem:
The air conditioning is not working, please fix at your earliest convenience.

You have my permission to enter
 You do not have my permission to enter

Cancel **Submit**

Sign Out

1. In the top right corner of the screen click on **Account** and then **Sign Out**

