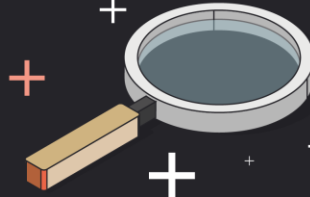


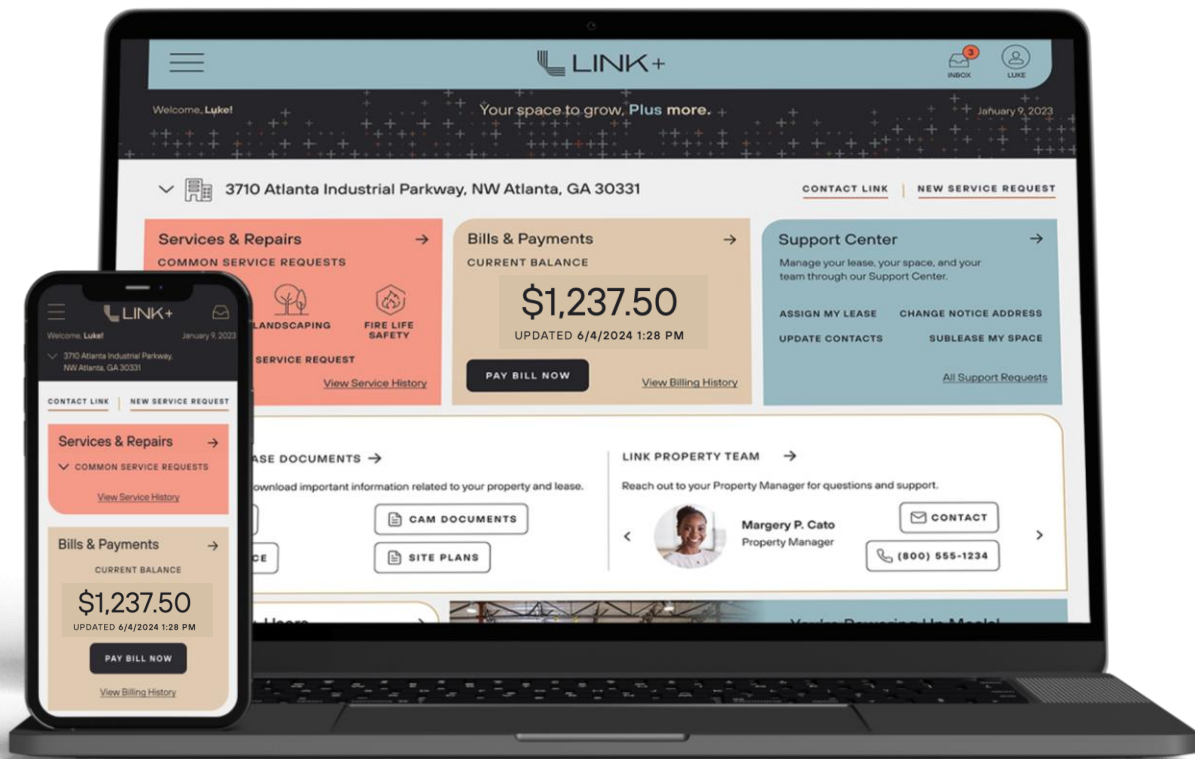


HOW-TO GUIDE



INTRODUCTION

Link+ is a one-stop-shop digital platform for managing your Link partnership. Using Link+ gives you more time to focus on your business while we take care of the rest. Accessible anytime, anywhere, Link+ is the fastest way to access lease documents, submit service requests, contact property management, pay your bills, and more.



Your space to grow. **Plus more.**



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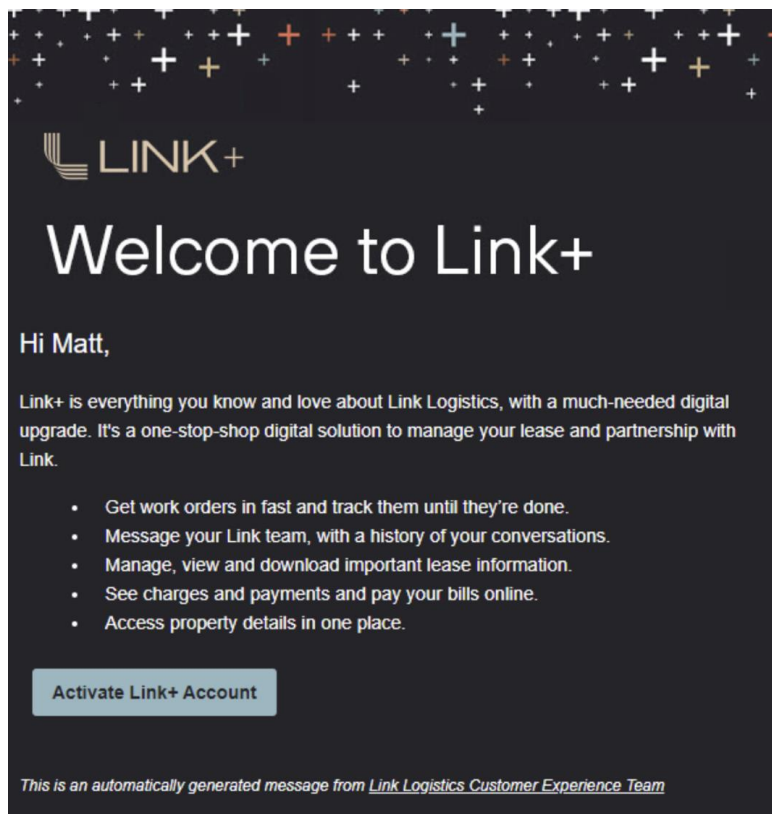
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CREATE AN ACCOUNT – FROM AN EMAIL INVITE

1. Open your email invitation from linkplus@linklogistics.com.
2. Click **Activate Link+ Account**.
3. Create a unique password that meets necessary criteria. Your username is the email address where you received the invitation.

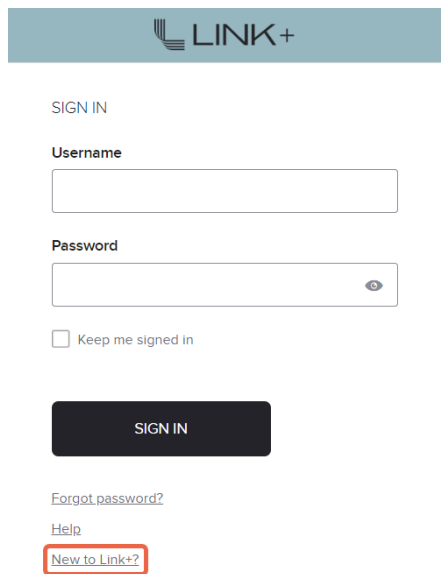
Congrats! You can now access Link+ by going to www.linkplus.com.



Can't find the email invitation? Check your spam filters or ask your IT team to make sure linkplus@linklogistics.com is not blocked by your servers. If needed, you can have the email resent by visiting linkplus.linklogistics.com/s/activate.

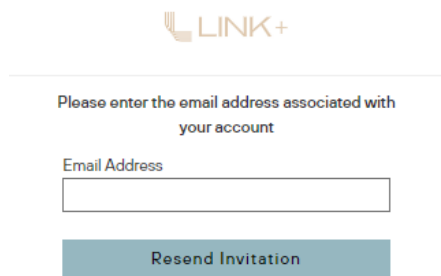
CREATING AN ACCOUNT – FROM LINKPLUS.COM

1. Navigate to linkplus.com in your desktop or mobile browser.
2. Click **New to Link+** at the bottom of the screen.



The screenshot shows the Link+ login interface. At the top is the Link+ logo. Below it is a 'SIGN IN' button. Underneath are input fields for 'Username' and 'Password'. A checkbox labeled 'Keep me signed in' is present. At the bottom are links for 'Forgot password?', 'Help', and 'New to Link+', which is highlighted with a red box.

3. Enter your email address and select Resend Invitation.

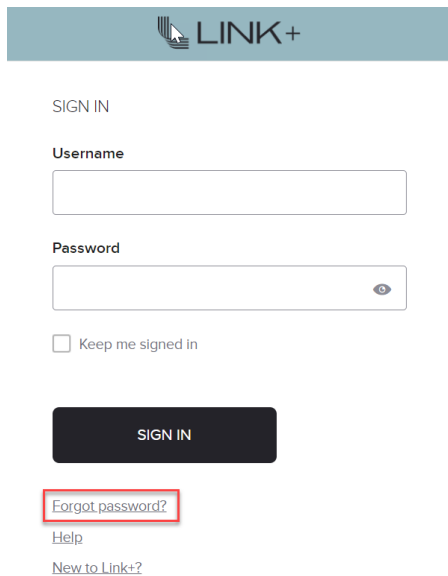


The screenshot shows the Link+ email verification page. It features the Link+ logo at the top. Below the logo is a horizontal line, followed by the text 'Please enter the email address associated with your account'. There is an 'Email Address' input field and a 'Resend Invitation' button at the bottom.

4. See [Creating an Account – From Email Invite](#) to complete your registration.

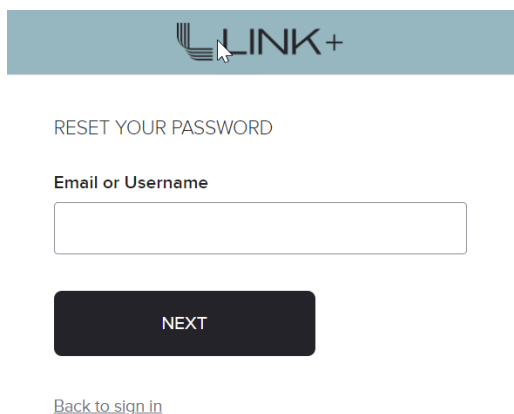
FORGOT PASSWORD – RESET IT ON LINKPLUS.COM

1. Navigate to linkplus.com in your desktop or mobile browser.
2. Click **Forgot password** at the bottom of the screen.



The screenshot shows the Link+ Sign In page. At the top is the Link+ logo. Below it is the text "SIGN IN". There are two input fields: "Username" and "Password". Below the "Password" field is a checkbox labeled "Keep me signed in". At the bottom of the form is a dark button labeled "SIGN IN". Below the button is a link labeled "Forgot password?" which is highlighted with a red box. Below that are two more links: "Help" and "New to Link+?".

3. Enter your email address and follow steps to reset password.



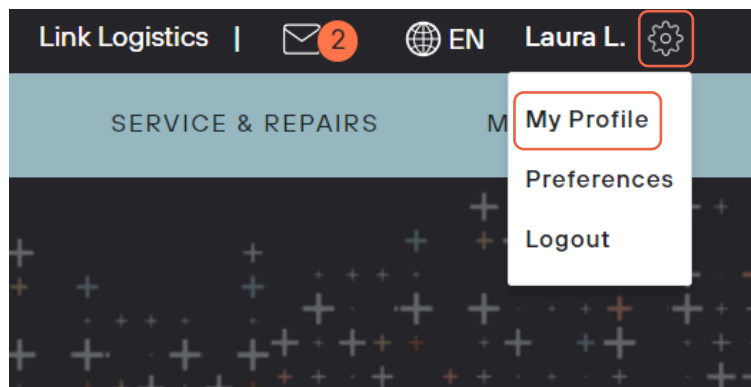
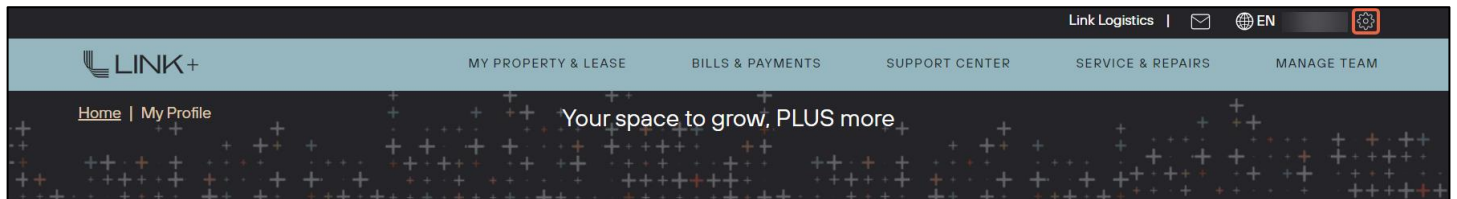
The screenshot shows the Link+ Reset Your Password page. At the top is the Link+ logo. Below it is the text "RESET YOUR PASSWORD". There is one input field labeled "Email or Username". Below the input field is a dark button labeled "NEXT". At the bottom of the page is a link labeled "Back to sign in".

4. See [Creating an Account – From Email Invite](#) to complete your registration.

SETTING UP YOUR PROFILE

Once your account is activated, the next step is to set up your profile. This ensures we have your current contact information.

To set up your profile **using your desktop**, click the settings icon, then **My Profile**.



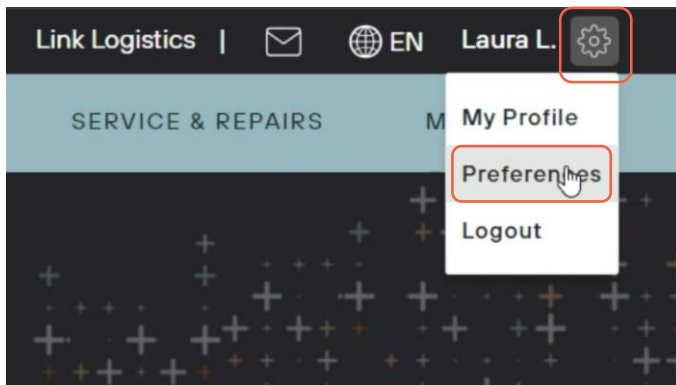
In your profile you can:

- Review your property details
- Upload a photo of yourself
- Update your first and last name
- Add your title
- Add your phone number
- Select your time zone
- Set your preferred language
- Change your password

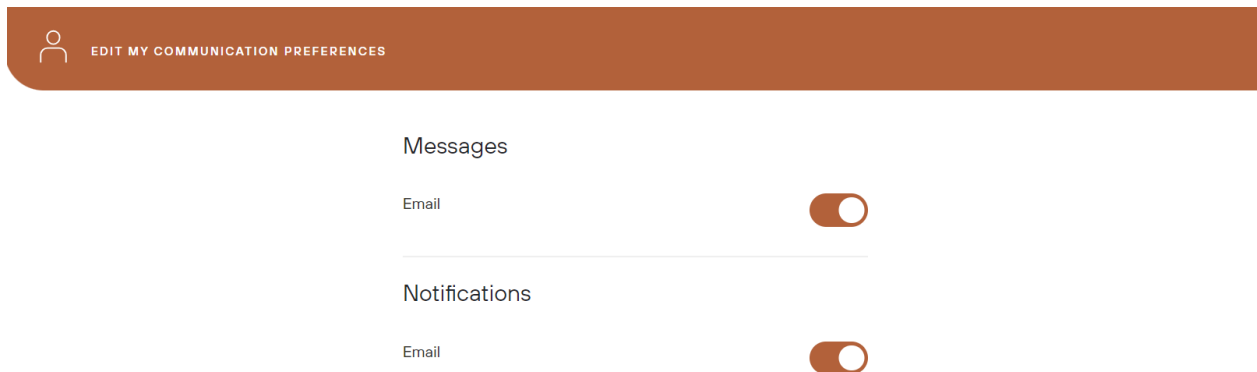
NOTIFICATION PREFERENCES

Notification preferences let you choose when to receive email alerts. These alerts notify you of new messages in Link+ or updates about your requests.

To set notifications, click the settings icon, then **Preferences**.

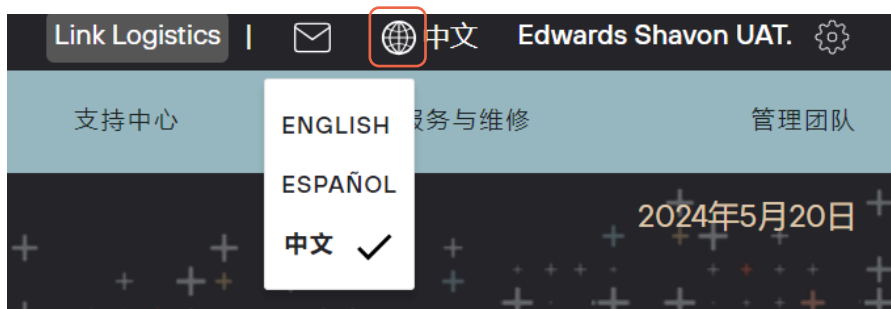
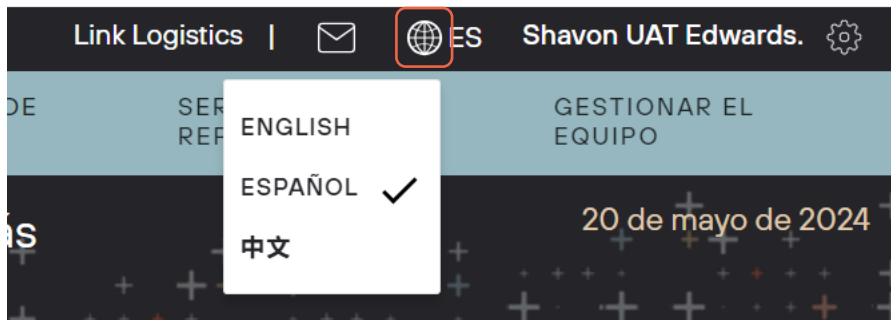
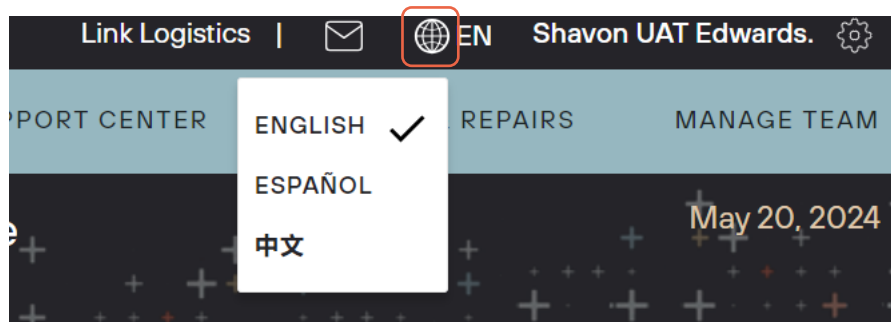


Use the toggles to turn on/off emails for messages and notifications.



LANGUAGES

Link+ defaults to English, upon your initial login. To change your language preference, click the globe icon, then select one of the available options: English, Spanish, and Mandarin.



HOME SCREEN

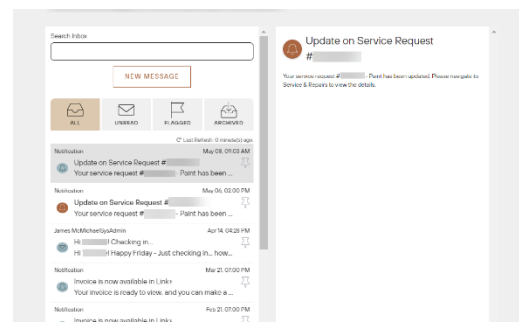
Your Link+ home screen contains everything you need to get work done quickly. Depending on your property and permissions, the menu, navigation bar and dashboard may have different options.

1. **Menu** – Access your Inbox, Profile and Settings.
2. **Navigation Bar** – Access the various Link+ pages.
3. **Dashboard** – Review summary information about the most used Link+.
4. **Property Switcher** – Use the drop-down arrow to view your other properties if you have more than one.

The screenshot displays the Link+ Home Screen interface. At the top right, a user profile icon is labeled with a red circle and the number 1. Below this is a navigation bar with tabs: MY PROPERTY & LEASE, BILLS & PAYMENTS, SUPPORT CENTER, SERVICE & REPAIRS, and MANAGE TEAM. The MY PROPERTY & LEASE tab is highlighted with a red circle and the number 2. The main content area features a welcome message and a property address: 5636-5762 West 79th Street Indianapolis, IN 46278. Below this, there are three main sections: Service & Repairs (with icons for Roofing, Landscaping, and Fire Life Safety), Bills & Payments (showing a current balance of \$1,237.50), and Support Center (with links for Assign My Lease, Notice Address, Update Contacts, and Sublease My Space). A red circle and the number 3 highlight the Support Center section. At the bottom, there is a section for My Property & Lease documents and a LINK PROPERTY TEAM section with a contact button for Robert Smith, Property Manager. A red circle and the number 4 highlight the My Property & Lease section. The bottom of the screen shows a Manage Link+ Users button and a banner for 'You're Powering Up Meals!'.

INBOX

You can send, reply and receive messages to and from your property management team directly from your Inbox. You can also find notifications, alerts, and invoice reminders here.



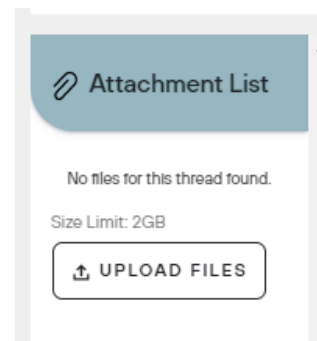
Message

To access your messages, click the **Envelope** icon at the top right of your Link+ home page.

- To send a message, click the **New Message** button and select the recipient you want to send a message to from your contact list.
- Click **Send** when you are ready.

Upload Attachment

- If you need to upload an attachment to your message, you can do so after sending your initial message.
- Choose the "All Messages" filter and select the message to which you want to add an attachment.
- You will find the attachments section on the right-hand side of the message. Click **Upload Files** to add the attachment(s).



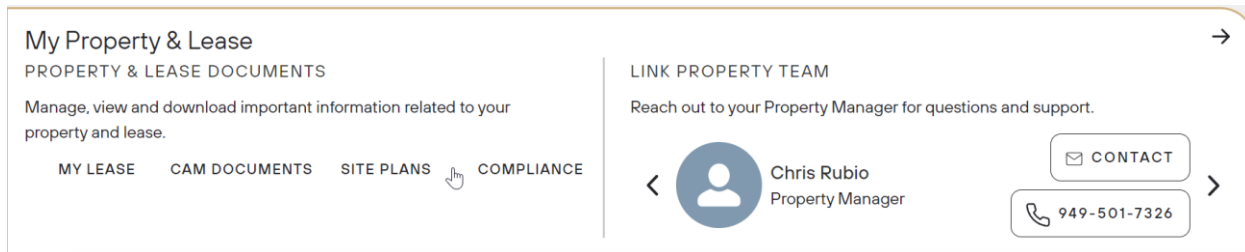
Search Inbox

Your messages are sorted by notification, alert or direct message. You can use the search function to find exactly what you're looking.

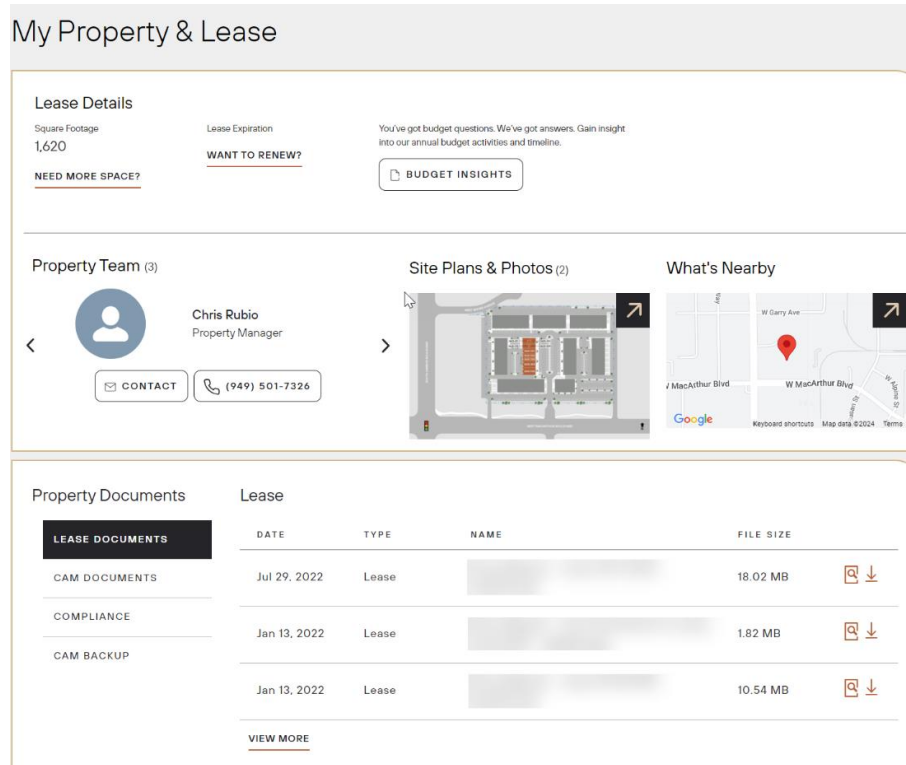
MY PROPERTY & LEASE

The My Property & Lease section of the dashboard allows you to:

- Review your lease, compliance, and CAM documents.
- View your Link property management team and contact information.



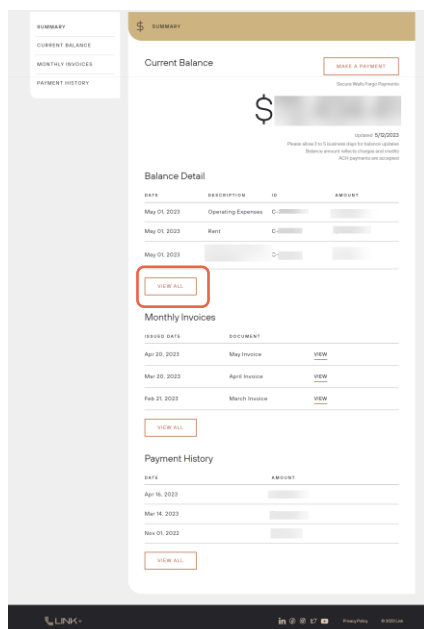
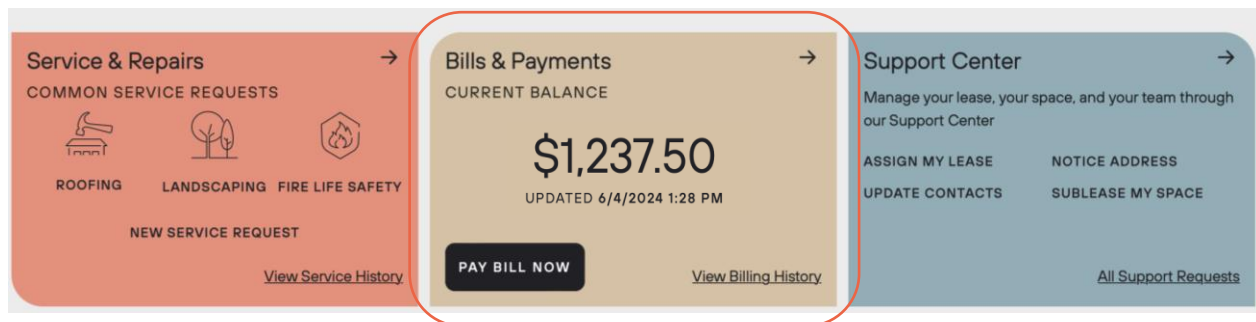
If you click into **My Property & Lease** from the dashboard or navigate from the general menu, you can see at-a-glance details such as the property address, map location and photos.



BILLS & PAYMENTS

The Bills & Payments section of your dashboard allows you to see your current balance. This section of Link+ is available to the admin of the account and anyone who is assigned Bills and Payments when added to the system.

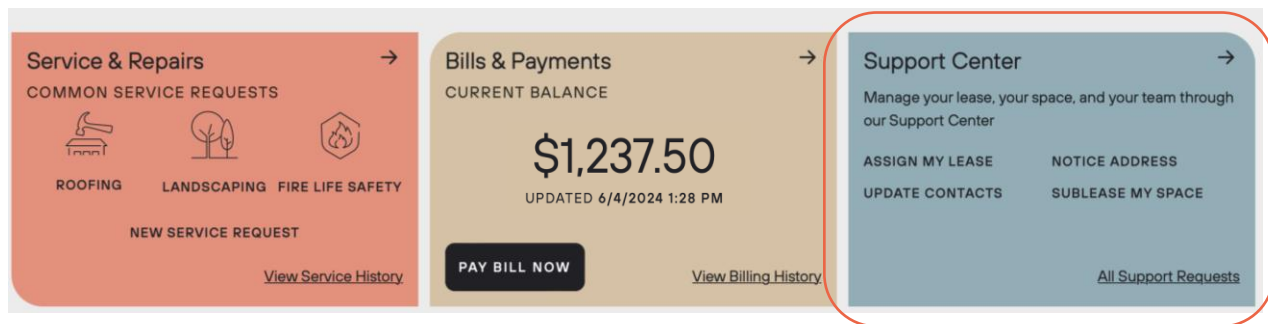
- The **View Billing History** button will allow you to browse all your invoices or payments.
- The **Pay Bill Now** button will allow you to pay your current bill.
 - Online bill pay can be done either as a one time or recurring ACH payment. You can activate automatic payments through ACH by selecting "Recurring".



When in the **View Billing History** section, you can see a complete list of charges by selecting the **View All** button.

SUPPORT CENTER

The Support Center section of your dashboard allows you to submit all requests that are not considered service requests. To submit a request, click on **Support Center** or **All Support Requests**.



Submitting a request through the Support Center or All Support Request

- Select the type of request you would like to submit.
- Fill out the form.
- Attach supporting material in the upload files section.
- Click **Submit Request**.

Make a Request

LEASE MANAGEMENT

- ASSIGN MY LEASE
- RENEW MY LEASE
- SUBLEASE MY SPACE
- SUBMIT ACCESS AGREEMENT
- NOTICE ADDRESS

CONTACTS AND LINK+ USERS

- UPDATE CONTACTS
- ADD/REMOVE LINK+ PORTAL ADMIN

OTHER

- REQUEST LANDLORD WAIVER
- PROVIDE FEEDBACK
- OTHER REQUESTS

Supporting you is what we do best.

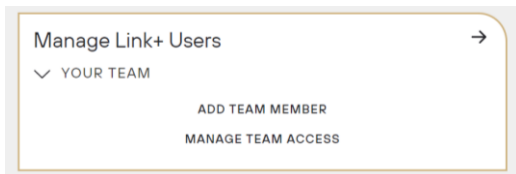
And we've got a full support center to provide you with whatever you need. Select your support request from the options to the left, and fill in the required details. We'll get your request processed quickly, and send status updates until your request is finished.

REQUEST NUMBER	REQUEST TYPE	REQUESTED	STATUS	UPDATED	DETAILS
00003641	Sublease My Space	Jun 13, 2023	Requested	Jun 13, 2023	VIEW
00003045	Assign My Lease	May 04, 2023	Requested	May 22, 2023	VIEW
00001030	Add/Remove Admin in Portal	Dec 05, 2022	Closed	Apr 04, 2023	VIEW

At the bottom of this page, under "Support Center" you'll be able to track the status of your requests.











MANAGE TEAM

The account admin can manage Link+ users on the dashboard in the **Manage Link+ Users** section.



Manage Team

Team Members + CONTACT/USER

TEAM MEMBER	EMAIL	PHONE	LEASE ROLE	LINK+ ACCESS	EDIT / DELETE
Kenny Nguyen	0035e0000vpc2paau@sfdc.co		Tenant Portal Billing, Leasing Contact, Admin Insurance, Legal, Tenant Managing Agent, Billing Primary, Onsite Contact		 
Enrolled in EnERGY Sabiha	0037x00001xnurqaa@sfdc.co		Add Role	Admin	 
Eric Feuch	0035e000016ovptaa4@sfdc.co	NULL	Leasing Agent, Billing Alternate	Add Access	 
Justina UAT Owenar	0037x00001ly8jqaaq@sfdc.co		Add Role	Admin	 
Test User	0035e00000yuu3aaac@sfdc.co	2011122300	Add Role	Admin	 

Manage Permissions

- To add new team members to Link+, click **Add Team Member OR Add Contact/User** and complete form.
- To allow the appropriate access level, **edit by selecting the pencil icon** and completing the form.
- Click **Save** when you're ready and the team member will receive an email invitation.
- To view pending requests, click **Managing Team Access**. Access can be changed even after a request has been accepted.

Add a Team Member

TEAM MEMBER DETAILS

* First Name

* Last Name

* Email

Phone Number

☐ Add to Lease Contacts

* Role

- Select Role -

NOTE: Any changes to Notice Address must be submitted via the Support Center

☐ Grant Link+ Access

Admin

Bills & Payments

Leasing Documents

Compliance Documents

SUBMIT

CANCEL

Edit Team Member

TEAM MEMBER DETAILS

* First Name

* Last Name

* Email

0035e0000vpc2paau@sfdc.co

Phone Number

☒ Add to Lease Contacts

* Role

Billing Primary, Insurance, Onsite Contact, Legal

NOTE: Any changes to Notice Address must be submitted via the Support Center

☒ Grant Link+ Access

Admin

Bills & Payments

Leasing Documents

Compliance Documents

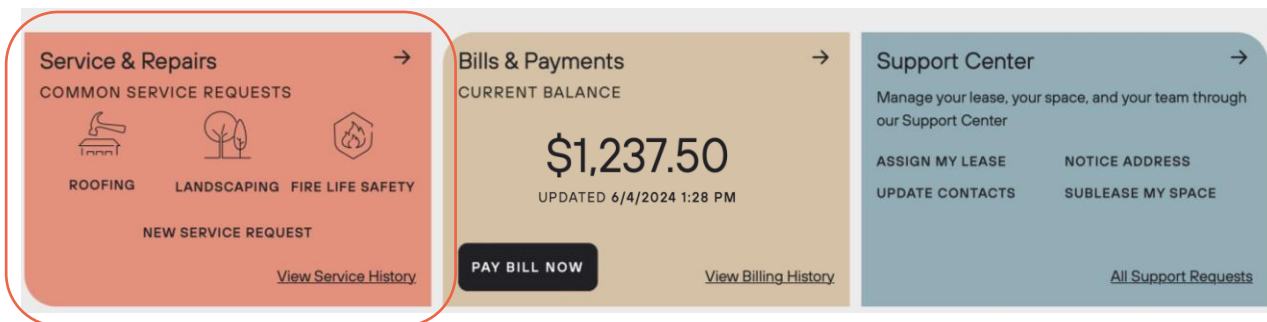
SAVE

CANCEL

SERVICE & REPAIRS

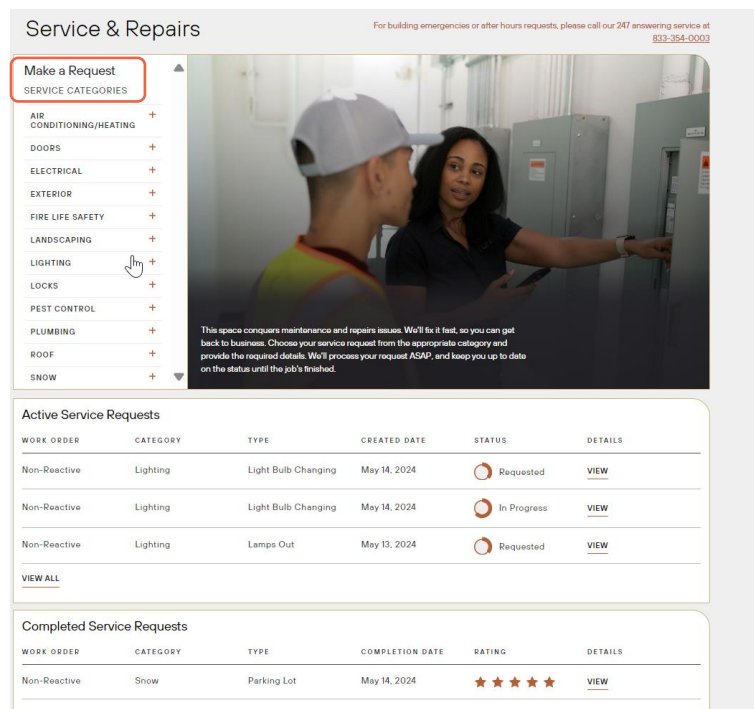
The Service Request section of your dashboard allows you to view your service request history or submit a new request.

** Please contact your property manager directly or send them a message using Link+ if you don't have access to Service Requests in Link+.*



Submit a New Service Request

- Select the **Service Category** to begin your request
- Fill out the form and attach any photos if needed
- Click **Submit Request**
- Each service request will receive a unique number for easy tracking.



*You can check the status of your request at any time. If you no longer need service, click **Cancel Request**, which can be found either on the bottom of the service request, the dashboard or the upper right-hand corner while viewing the service request.

ENERGY SOLUTIONS

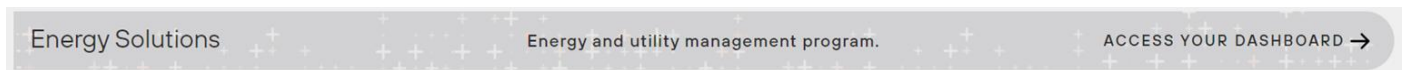
Customers eligible for Energy Solutions but not yet enrolled will have a **Save Your Energy** banner on the home page.

To learn more or sign up, click the **Learn More** button and fill out the form.



ENERGY SOLUTIONS DASHBOARD

Upon enrolling in Energy Solutions, the "Save Your Energy" banner will be replaced by a permanent box with a quick link to the Energy Solutions dashboard. Click **Access Your Dashboard** to access your information.



HOW TO DOWNLOAD OUR MOBILE APP

Link+ is a free mobile app exclusively for Link Logistics customers. Through this app, customers get a full view into their property operations as well as access to fast and reliable support from Link's team of experts. Download the Link+ app here:

