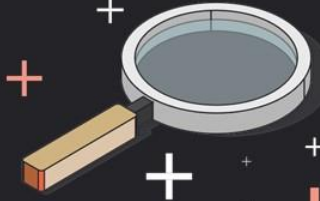


HOW-TO GUIDE



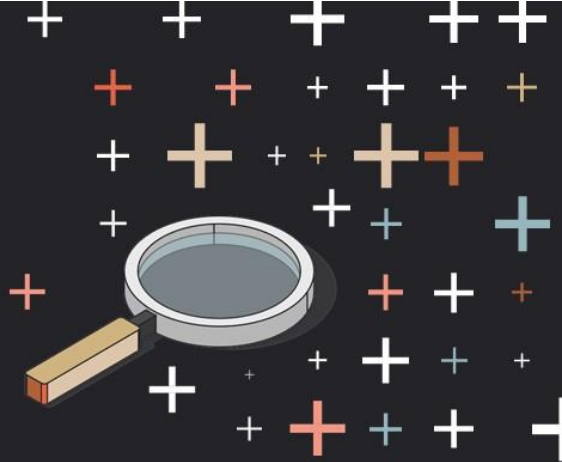
INTRODUCTION

Link+ is a one-stop-shop digital solution 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. Below is a brief how-to guide for setting up your Link+ account and performing key actions.

The screenshot displays the Link+ dashboard for a user named 'Test'. The header includes the LINK+ logo, a navigation menu, an inbox with 6 items, and a user profile. The main content area is divided into several sections:

- Property Information:** 'Airport Business Center Minneapolis, MN 55425' with links for 'CONTACT LINK' and 'NEW SERVICE REQUEST'.
- Service & Repairs:** A red card with icons for 'ROOFING', 'LANDSCAPING', and 'FIRE LIFE SAFETY', and a 'NEW SERVICE REQUEST' button.
- Bills & Payments:** A tan card showing 'CURRENT BALANCE' and a 'PAY BILL NOW' button.
- Support Center:** A blue card with options to 'ASSIGN MY LEASE', 'UPDATE CONTACTS', 'NOTICE ADDRESS', and 'SUBLEASE MY SPACE'.
- My Property & Lease:** A white card with buttons for 'MY LEASE', 'CAM DOCUMENTS', and 'COMPLIANCE'.
- LINK PROPERTY TEAM:** A section for reaching out to the property manager.
- Manage Link+ Users:** A table listing users (You, Test User) with 'Admin' roles and buttons for 'ADD TEAM MEMBER' and 'MANAGE TEAM ACCESS'.
- Community Impact:** A blue card titled 'You're Powering Up Meals!' featuring a photo of volunteers and the statistic '3,151,323 MEALS DONATED IN 2023'.
- Footer:** Three columns for 'About Link', 'Environmental Sustainability', and 'Latest News', each with a 'LEARN MORE' link.

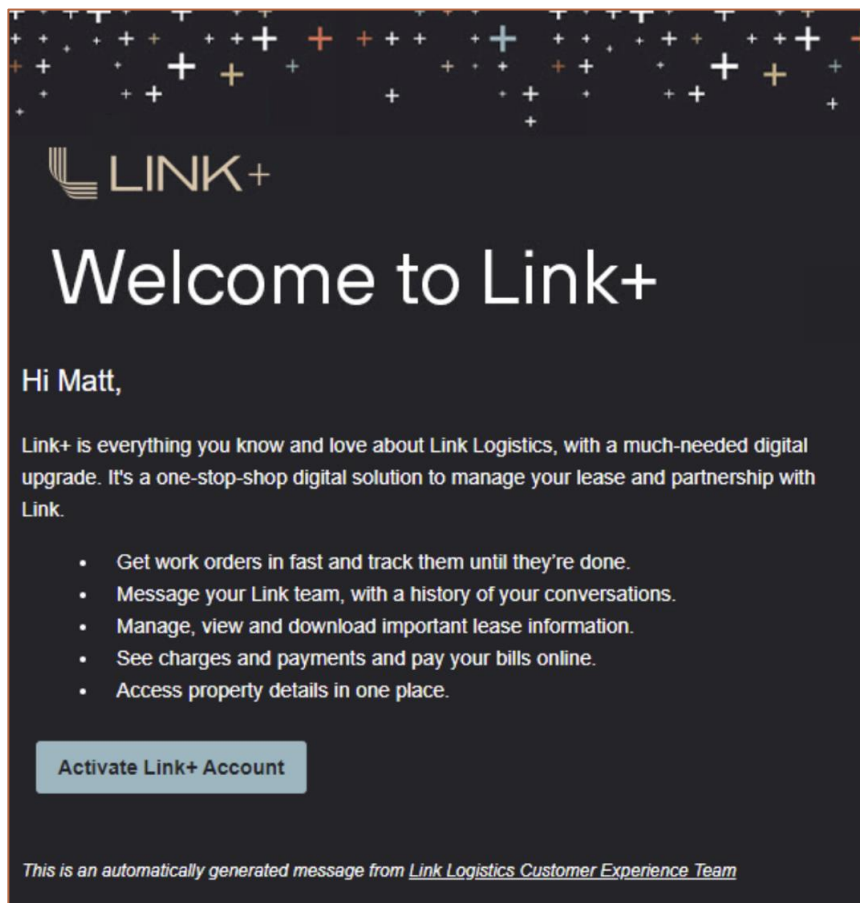
HOW-TO GUIDE



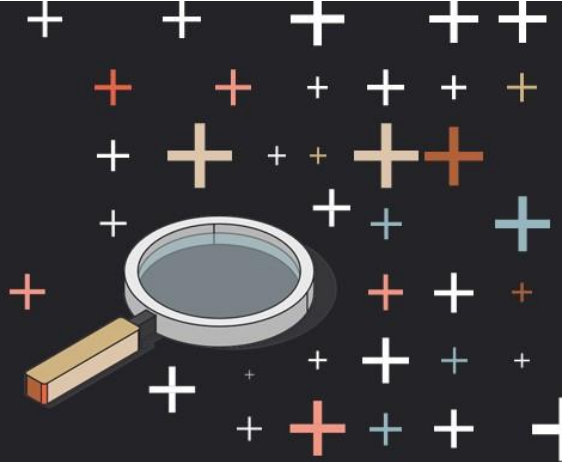
CREATING AN ACCOUNT – FROM EMAIL INVITE

1. Open your email invitation from linkplus@linklogistics.com. This will include your unique link to activate your Link+ account. If you can't find the invite, please check your spam filters or ask your IT team to make sure linkplus@linklogistics.com isn't blocked by your servers.
2. Click **Activate Link+ Account**.
3. Create a **unique password** that meets necessary criteria. (Your username = the email address used for activation.)

Congrats! You can now access Link+ by going to www.linkplus.com from any device, or by downloading the **Link+ app** for both Apple and Android.

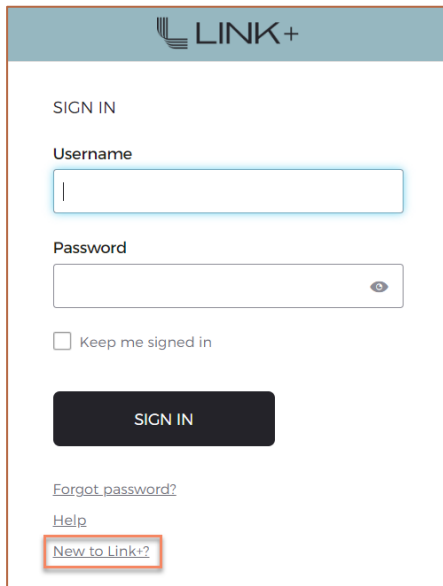


HOW-TO GUIDE

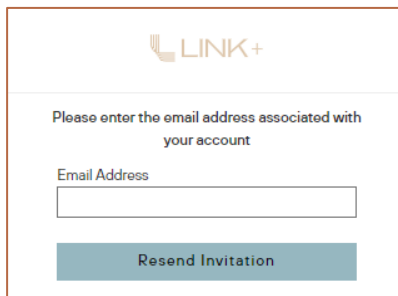


CREATING AN ACCOUNT – FROM LINKPLUS.COM

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



3. Enter your email address to resend the invitation link to your email.



4. Follow the instructions on page 2 to complete your registration.
5. If you receive an error when entering your email, please contact your property manager for help.
6. If you did not receive an email, please check your spam filters or ask your IT team to make sure linkplus@linklogistics.com is not being blocked by your servers.

HOW-TO GUIDE

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 profile icon on the top right corner as shown in (a).

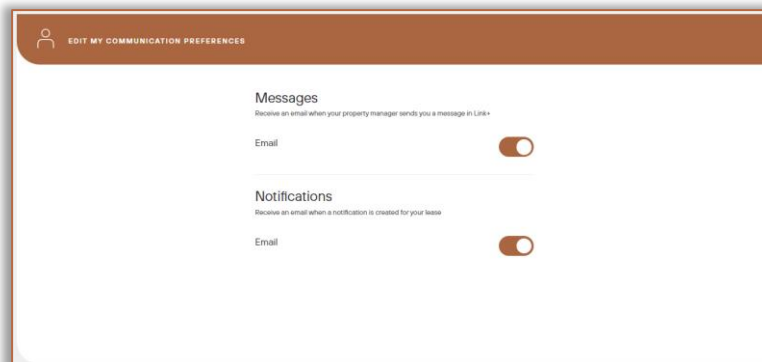
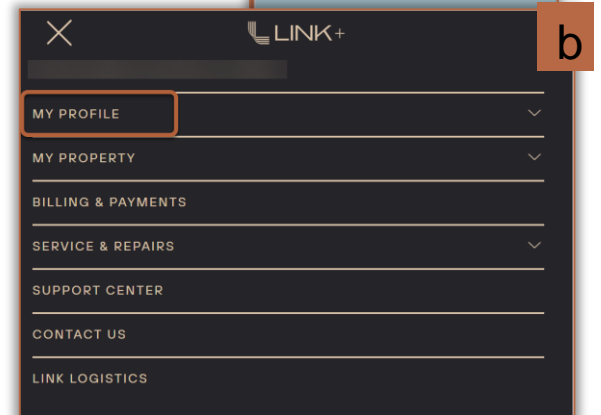
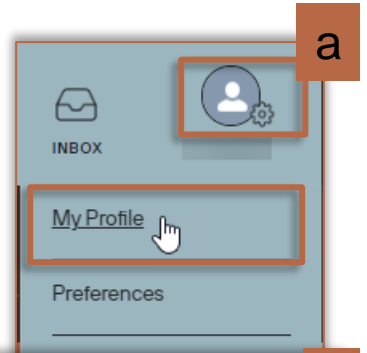
To set up your profile **using your mobile device**, click on the menu on the top left-hand corner and select **My Profile** as shown in (b).

Once in your profile you can:

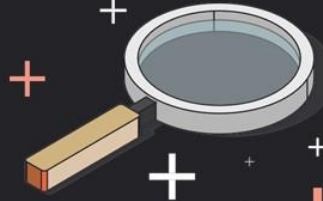
- Upload a photo and review your property details
- Update your first and last name
- Insert your title
- Update your email
- Add your phone number
- Select your time zone

Once this information is complete, click save and then select confirm and submit.

Additionally, you can set up your notification preferences by clicking Preferences.



HOW-TO GUIDE



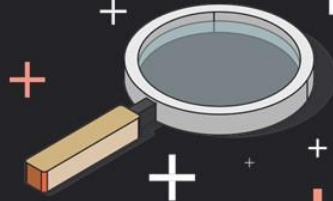
GET STARTED - DASHBOARD

Accessible anytime, anywhere, your Link+ dashboard is the first thing you will see when you log in. It's the fastest way to access lease documents, submit service requests, contact property management, pay your bills and more.

- **Inbox** – Located in the upper right-hand corner, this is where you'll send and receive messages to and from your Link property management team.
- **Profile** – Right next to the inbox is your profile picture, where you can access your account settings.
- **Announcements** – Major announcements will appear across the top of your dashboard.
- **Dashboard Tiles** – Tiles provide quick access to your service requests, bill pay, support center requests, property and lease documents, and contact information for your Link property management team.



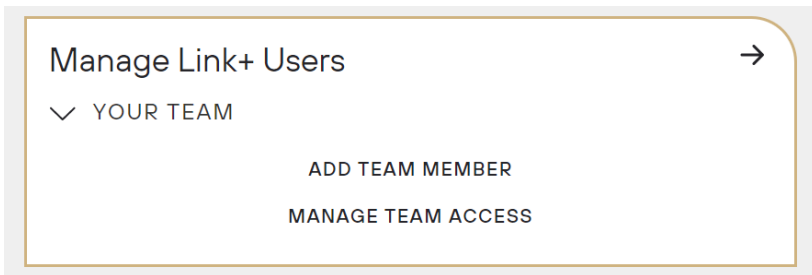
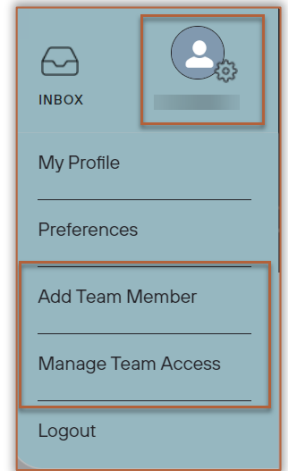
HOW-TO GUIDE



ADD AND MANAGE YOUR TEAM

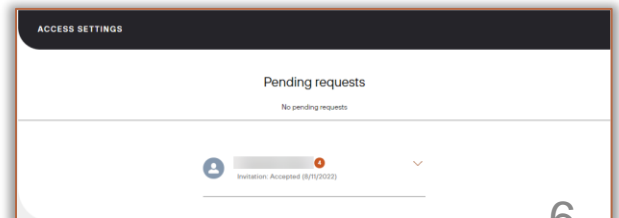
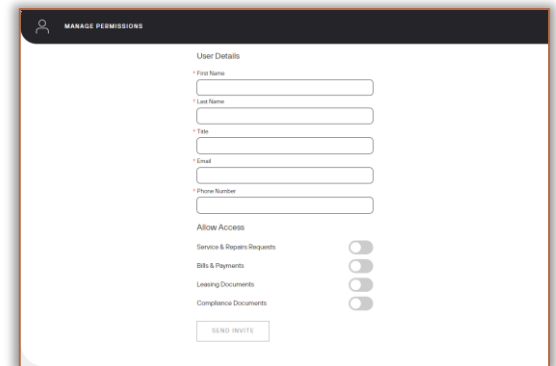
Click your **profile icon** located on the right-hand corner of your screen to add a team member and manage team access. As the admin, you can set user permissions accordingly.

You can also manage users on the Link+ dashboard in the **Manage Link+ Users Section**.



Manage Permissions

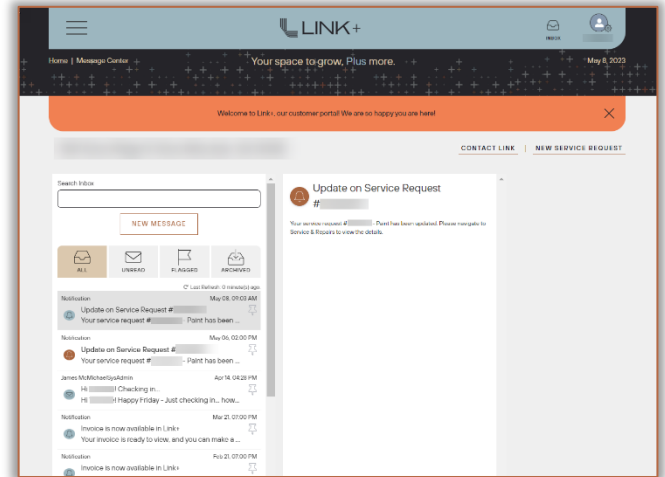
- To add new team members to Link+, click **Add Team Member**.
- Complete the form, selecting the appropriate access level. You can use the toggle feature to give specific access to certain areas.
- Click **Send Invite** when you're ready and the team member will receive an email invitation.
- To view pending requests, click **Managing Team Access**. Access can be changed even after a request has been accepted.



HOW-TO GUIDE

INBOX

You can send, reply and receive messages to and from your property management team directly from your **Inbox**. Notifications, alerts and invoice reminders can also be found here.



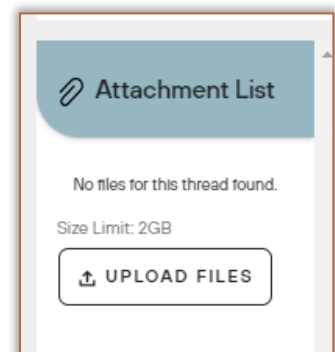
Message

- Click the **Inbox** button at the top right of your Link+ home page to find the **Message Center**.
- To send a message, click **New Message** and select the recipient from your contact list.
- When sending a message, be **descriptive as possible** so we can help you quickly.
- Click **Send** when you are ready.

Upload Attachment

If you need to upload an attachment to your message, you can do so after sending. Select the **All Messages** filter and choose the message you would like to add an attachment to.

On the right-hand side of the message, you will find the attachments section.



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.

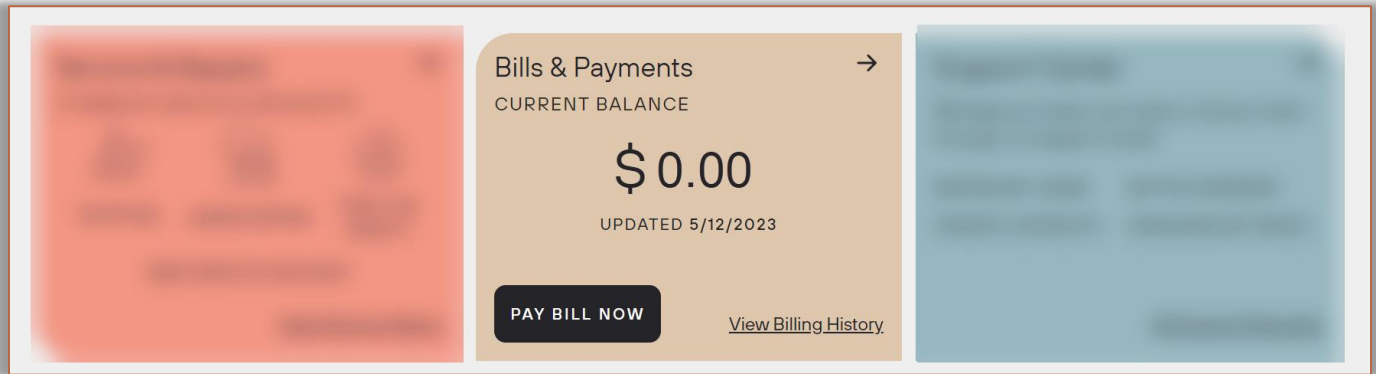
HOW-TO GUIDE



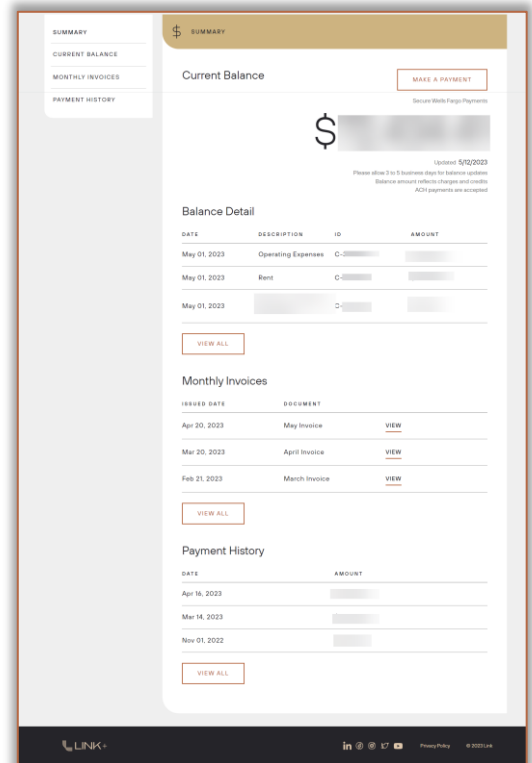
BILLS & PAYMENTS

The Bills & Payments section of your dashboard allows you to see your current balance.

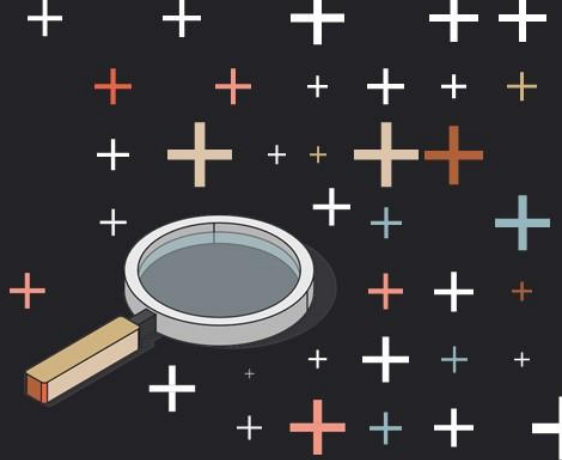
- The **View Billing History** button will allow you to browse all your invoices or payments.
- The **Pay Bill Now** button will allow you to pay your current bill.



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

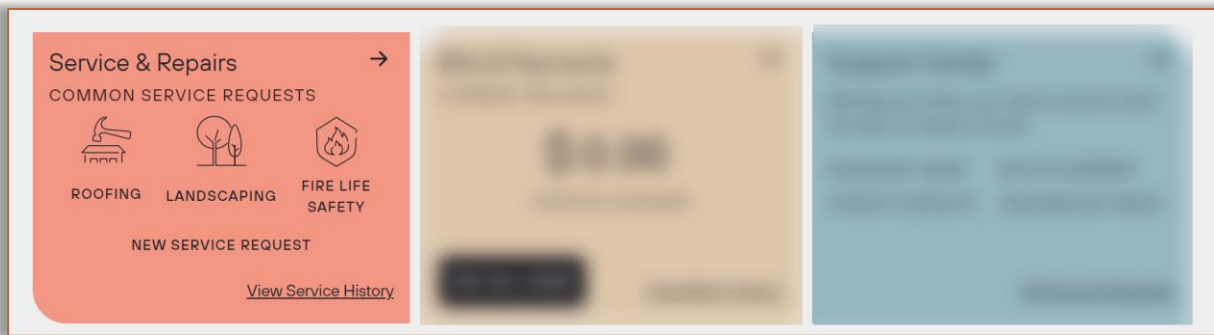


HOW-TO GUIDE



SERVICE & REPAIRS

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

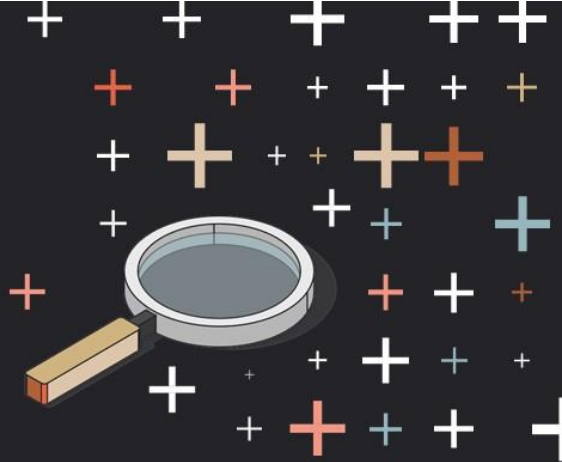


New Service Request

- 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.

HOW-TO GUIDE



MY PROPERTY & LEASE

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

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

My Property & Lease

PROPERTY & LEASE DOCUMENTS

Manage, view and download important information related to your property and lease.

MY LEASE

CAM DOCUMENTS

COMPLIANCE

LINK PROPERTY TEAM

Reach out to your Property Manager for questions and support.

Keith Jerome
Property Manager

CONTACT

612-448-2847

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.

Property Team (2)

Keith Jerome
Property Manager

CONTACT

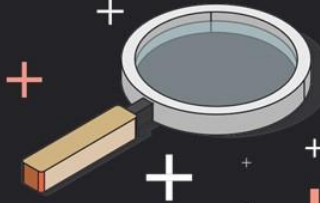
(612) 448-2847

Photos (1)

What's Nearby

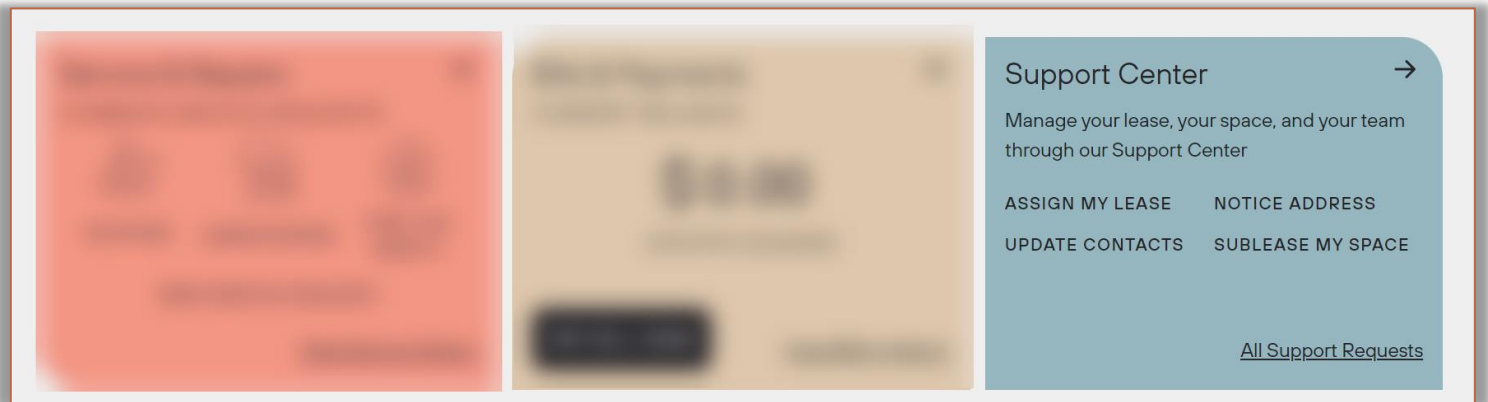
LEASE DOCUMENTS	DATE	TYPE	NAME	FILE SIZE	
CAM DOCUMENTS	Jan 27, 2022	Lease	Link Logistics Real Estate Management LLC - License Agreement 06.01.2021 - br40660.pdf	2.65 MB	
COMPLIANCE	SHOW MORE				

HOW-TO GUIDE



SUPPORT CENTER

The Support Center section of your dashboard allows you to submit all other 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.

Support Center

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.