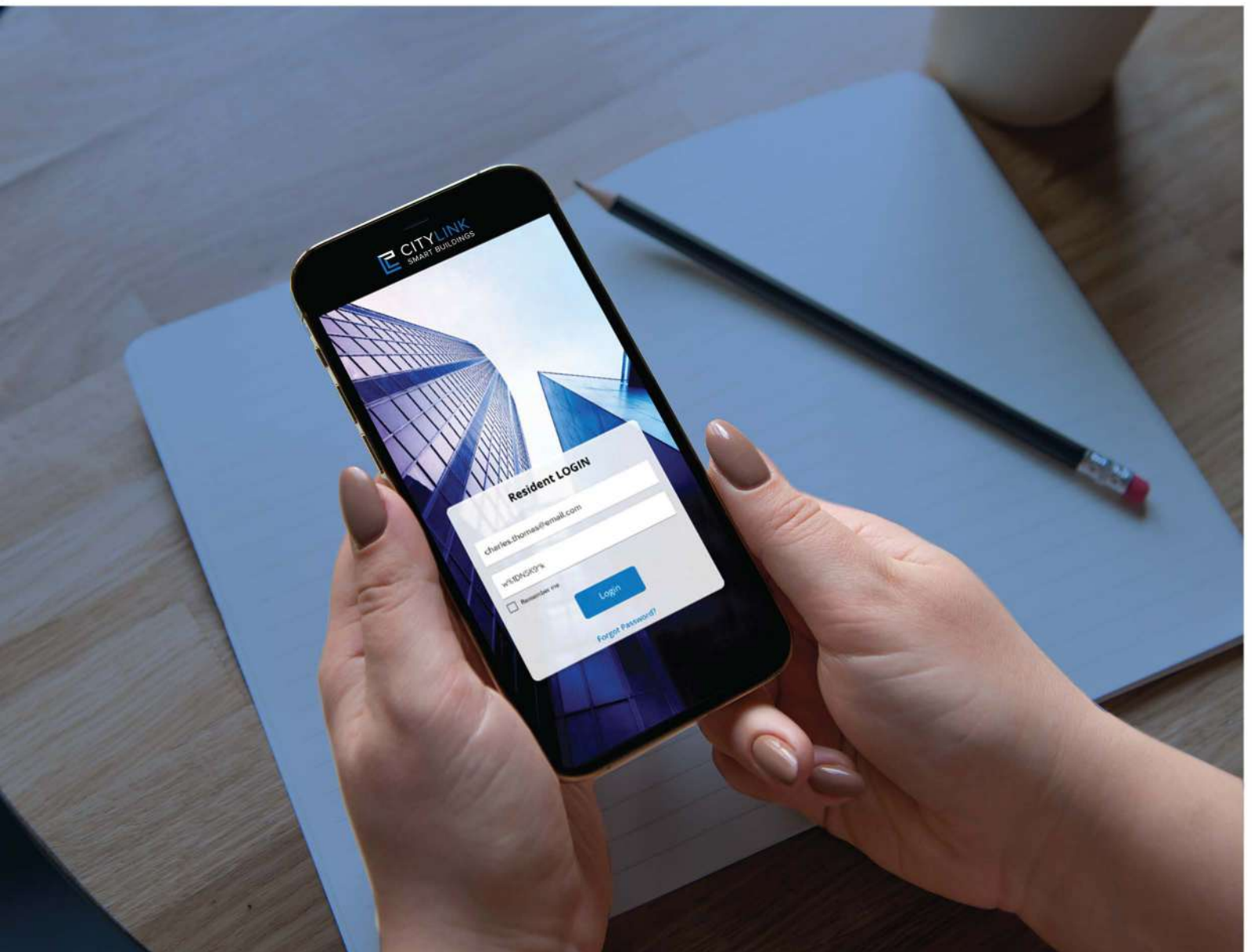


CITYLINK

MOBILE APPLICATION SET-UP GUIDE



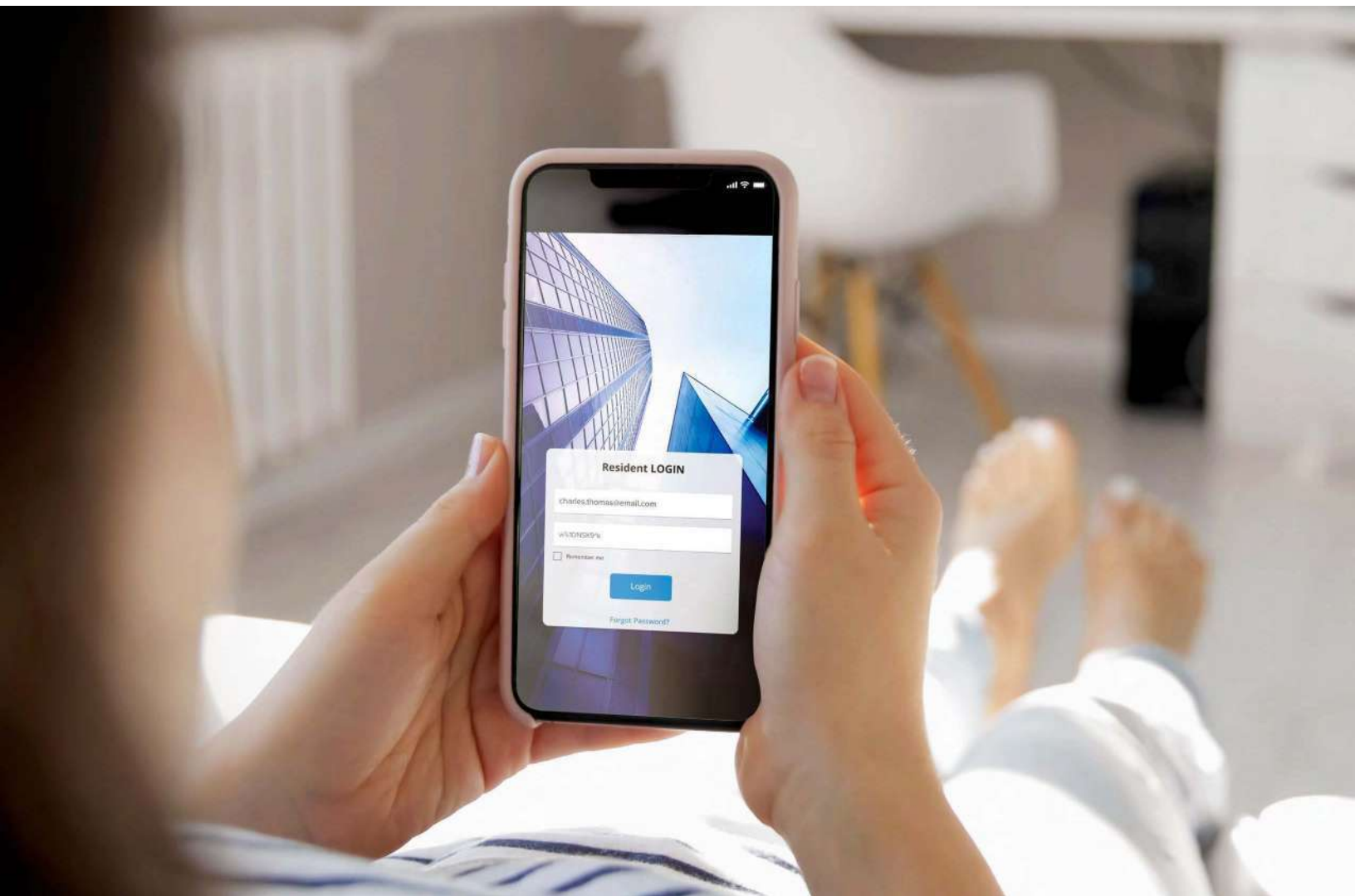
Mobile Application Set-Up Guide

This document is intended to help with the first-time set-up of the mobile application.

Features and functions displayed on screen images may not be available as part of your property's mobile solution.

Note: For best results when setting up the application, including the digital keys, ensure a stable data or Wi-Fi signal is available.

Please contact your Property Management Team if you have questions.



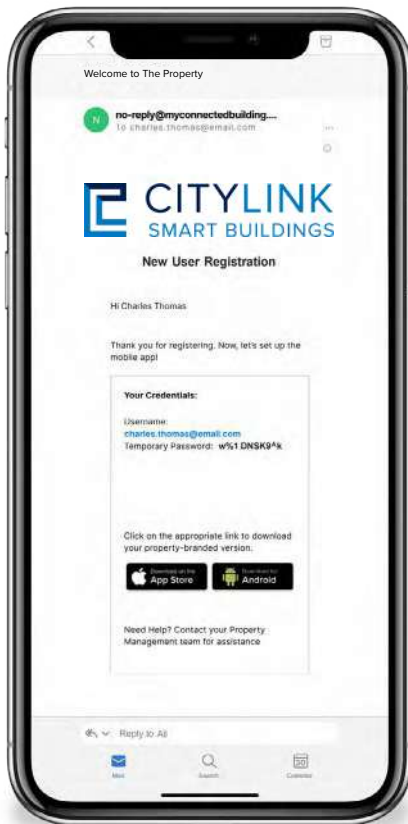
Mobile App Invite

Upon completion of the unit registration process, an e-mail invite will be sent to the address you provided in your **'Occupant Profile'**.

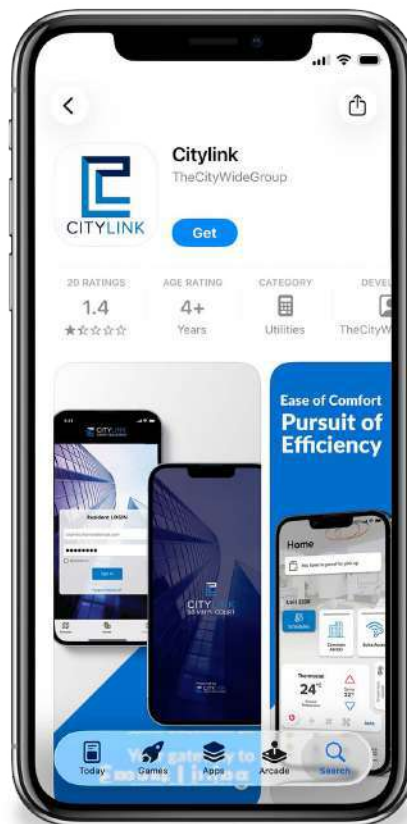
Sender: 'no-reply@myconnectedbuilding.com'

Subject: 'Welcome to Citylink'.

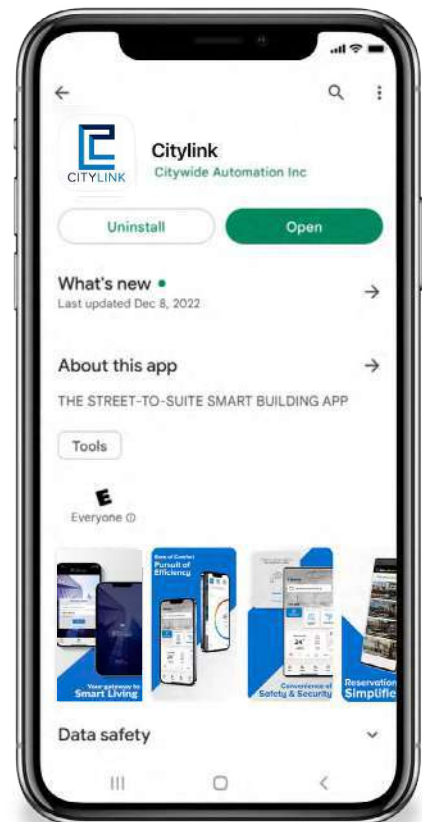
Open the e-mail and click the link image for your mobile brand, to be directed to either the **Apple App Store** (iPhone), or the **Google Play Store** (Android).



E-Mail Invite



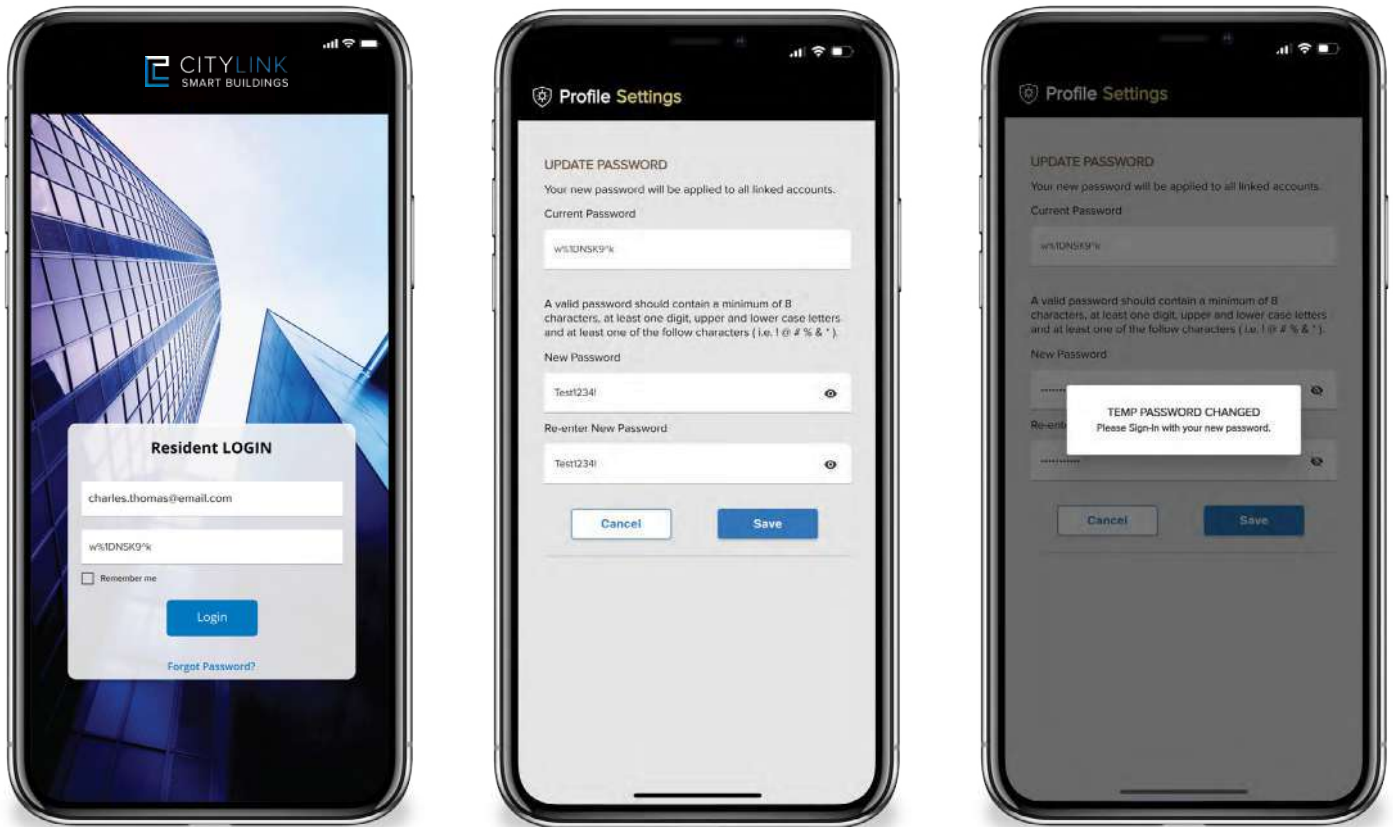
Apple App Store



Google Play Store

Download the app, then **'Open'**.

Changing the Temporary Password



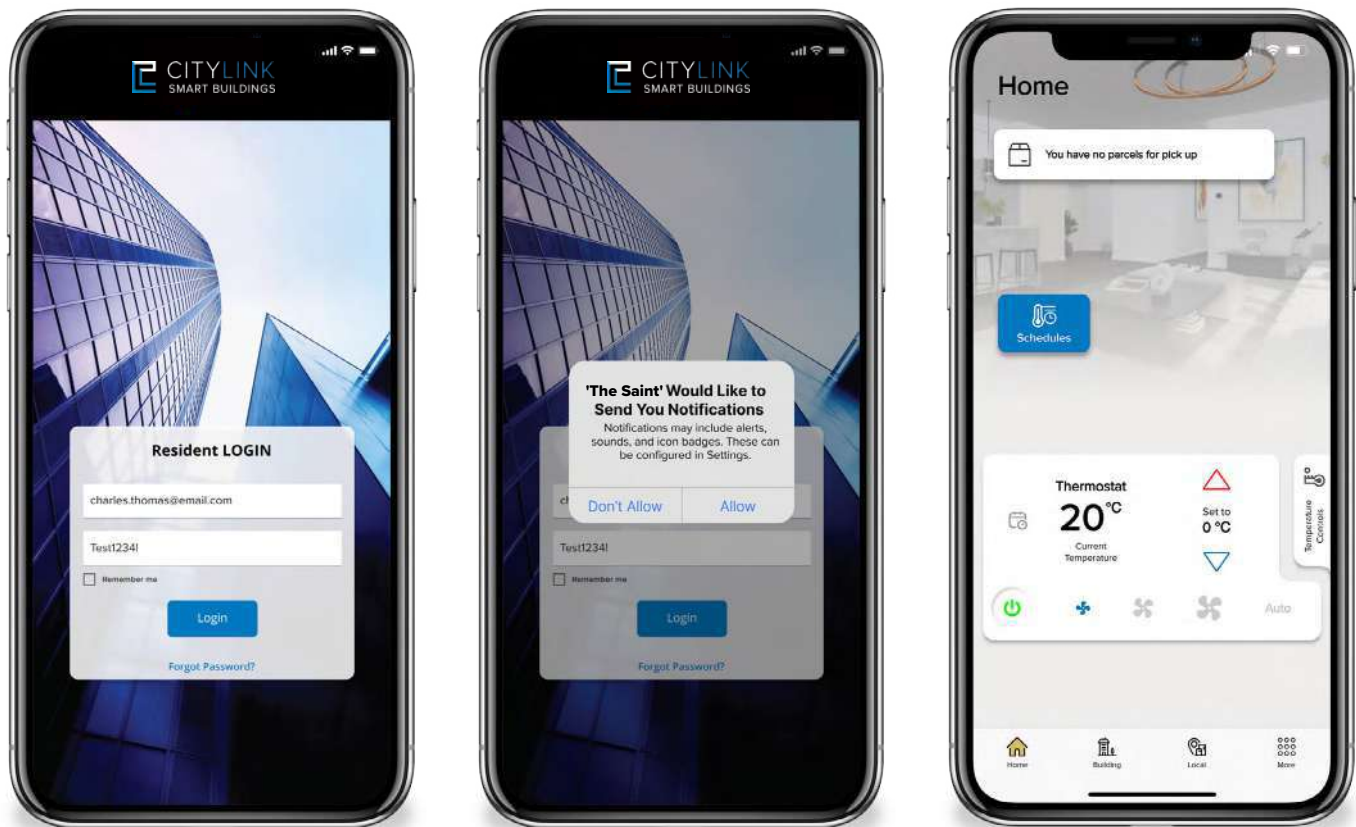
On the '**RESIDENT LOGIN**' screen, enter the '**Username**' and '**Temporary Password**' provided in the invite e-mail, and click '**Login**'.

Enter the '**Temporary Password**' again, and then enter a new 8-character password, twice.

To be sure both are the same, click on the 'eye' icon on the right of the text box to view.

Confirmation of the successful password change will be provided.

Login Confirmation

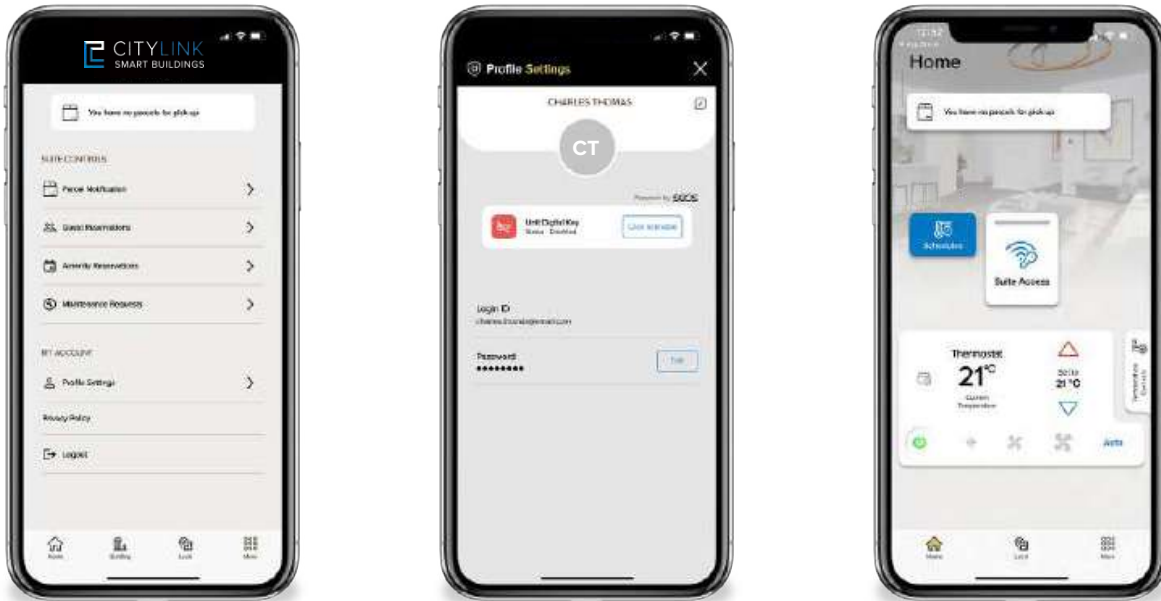


‘Login’ with the Username and new Password.

Click on **‘Allow’** to ensure that app related notifications and alerts are received.

The app will open to the ‘Home’ screen. The mobile ‘access’ tiles must be enabled.

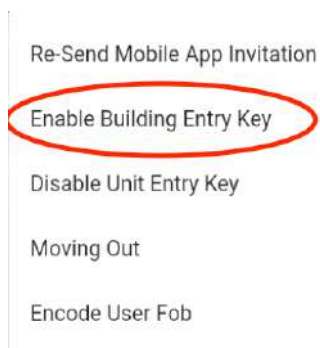
Enable the Access Tiles



To enable the 'Suite Access' tile, click '**More**' (bottom right), then '**Profile Settings**'.

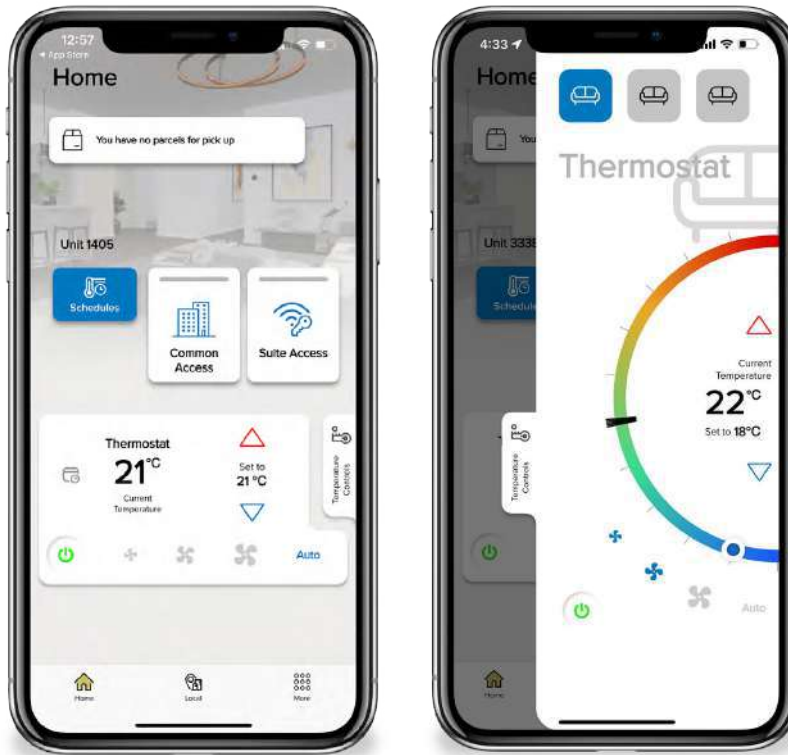
Touch '**Click to Enable**' and allow the '**Unit Digital Key**' time to load and appear on the Home Screen.

To enable the '**Common Access**' tile, contact your Property Management team and request that the 'Building Entry Key' is enabled in the property system.



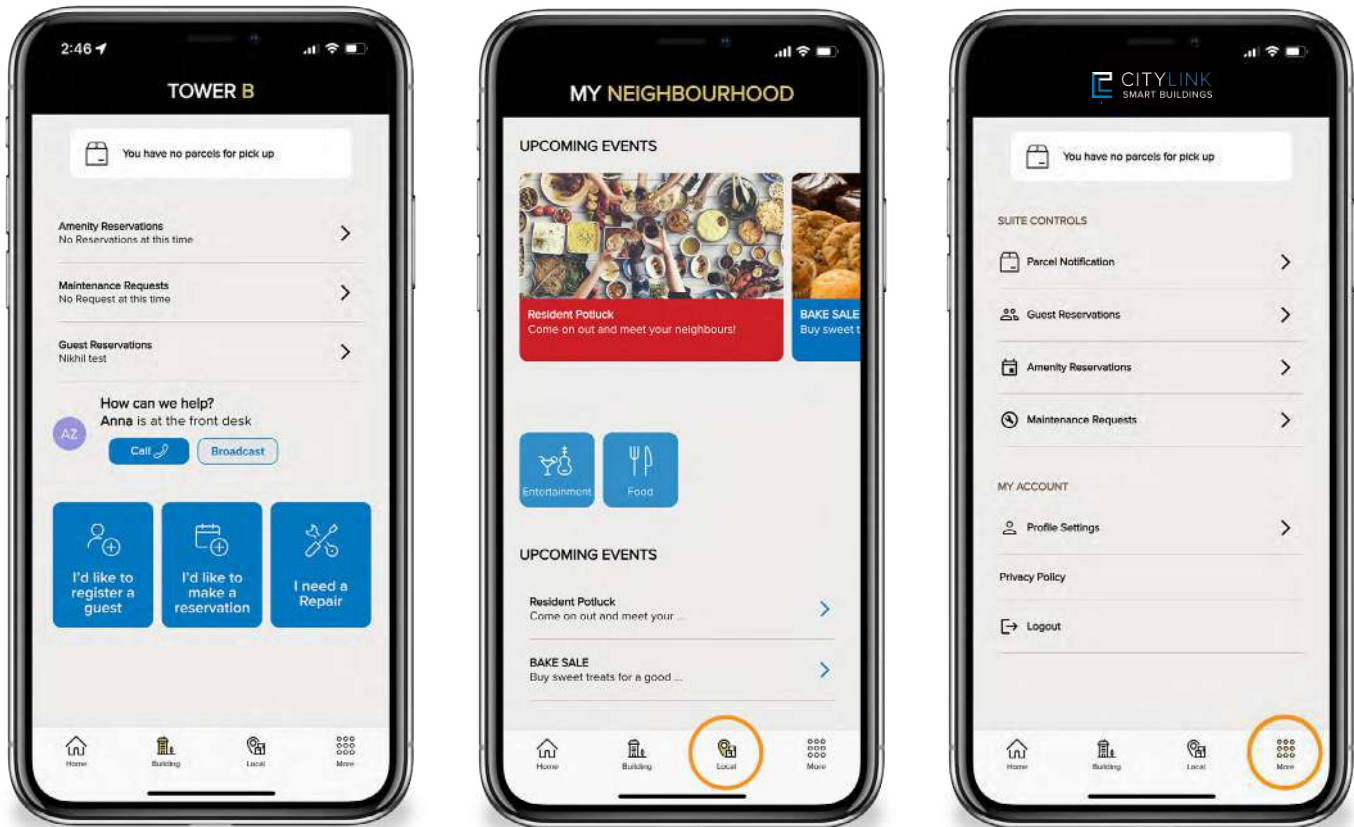
Note: Be sure to enable Bluetooth

Home Screen Features*



- **Thermostat Control** - Manage the temperature for one or more in-suite heating/cooling devices.
- **Schedules** - Set specific date and time parameters for personal comfort.
- **Common Access** - Touch the tile and it will turn blue. Within 10 seconds, hold the mobile in close proximity to the card reader to unlock a common building entryway, or common amenity.
- **Suite Access** - Touch the tile and it will turn blue. Within 10 seconds, hold the mobile in close proximity to the door sensor to unlock or lock unit access.
- **Notifications** - Occasional pop-up alerts for miscellaneous activities, including property Alerts, and parcel pick-up.

Mobile Application Sections



Building

Create and track Guest Invites, Amenity Reservations and Maintenance Requests.

Local

Remain informed of events and offers within the property or the surrounding community.

More

Account settings and miscellaneous feature controls.

Internet Connectivity

For optimal performance, the Citylink mobile application is dependent on a stable data or wi-fi signal.

In circumstances where the signal is low, conflicting between data and wi-fi, or non-existent, the application will switch to “No Internet” mode.

The ‘Home’ screen will briefly go black then re-appear with only the ‘Common Access’ and ‘Suite Access’ tiles remaining on the display.



As long as Bluetooth is enabled, the mobile may still be used to trigger the door sensor, and the common area smart readers, within proximity.

When a stable internet signal returns, the application will briefly go black then re-appear with the thermostat controls, back on the ‘Home’ screen.

Mobile Set-Up Support

If you experience issues during set-up, please refer to the FAQ below. If you still cannot resolve your issue, contact the Property Management team.

To assist with troubleshooting efforts, appreciated if you could answer/provide the following:

- 1. Did you download the app via the App Store/Android link included with your invite, or did you download the Citylink App by visiting Apple's App Store or Google Play?**
- 2. A screen shot of the mobile app invite which shows your Username and Temporary Password credentials.**
- 3. A screen shot of the login screen you are seeing when you try to enter the temporary credentials.**
- 4. A screen shot of the error message you are receiving (if applicable).**
- 5. Identify the make and model of your mobile device (e.g., 'iPhone 11' or 'Samsung S10')**

Frequently Asked Questions

Q. I downloaded the 'Citylink' application from the App Store/Google Play, but my temporary password doesn't work.

A. Please do not visit the App Store or Play Store directly to download your property app for the first time. Please click on the App Store or Android link contained in the invite email. The 'Username' and 'Temporary Password' credentials provided are specifically linked to the property with which the user is registered.

Q. My temporary password or new password will not work .

A. If you receive an '**Invalid Password**' error message, be aware:

- The temporary credentials provided in the invite e-mail expire after two (2) weeks.
- The Username e-mail address must match the e-mail address in the property system profile.
- The temporary password characters must be entered EXACTLY as provided.
- Common mistaken characters are, zero ('0') vs. capital o ('O'), or, capital i ('I') vs. lowercase L ('l').

If issues persist, delete the app, request the mobile app to be re-sent, and start the set-up again.

Q. I haven't received the mobile application invitation

A. The mobile app invite can sometimes go to the 'Junk' or 'Spam' folder depending on the receiver's e-mail settings.

If the invite e-mail is still not found, please contact your Property Management Team.

Q. I received the invite email on my computer, but when I tried to set it up, it didn't work.

A. The mobile app may only be used on a mobile device. There is currently no desktop version (PC or Mac) of the Citylink app available for occupant use.

Note: The mobile app may be loaded on an iPad or Tablet however this is not recommended. The display was not designed for a screen that large, so some features or functions may not perform correctly.

Q. I gave my friend my Username and Password, but they can't get the app set up.

A. Invite credentials may not be shared between two mobile devices. This is a security measure to ensure only residents of the property have access via the mobile application.

Q. I'm an Android user and I've received the following message when I tried to download the mobile application: 'This item isn't available in your country.'

A. The Citylink branded mobile applications are restricted in Google Play for use by Canadian subscribers only. Depending on where the Google Play app was first downloaded and set up, the mobile may automatically be assigned that Region's access permissions. The user must access their regional settings for Google Play and change to Canada. For guidance on this issue, visit this link:

<https://support.google.com/googleplay/answer/7431675?hl=en#:~:text=Your%20Google%20Play%20country%20determines,Play%20country%20once%20per%20year.>

Q. When I tap the 'Common Access' tile and hold my device close to the smart reader, it does not respond.

A. Contact Property Management and confirm that your 'Building Entry Key' has been enabled and that you have the correct Access Level assigned to access/use that particular area. If the key is enabled however still does not work, Property Management will submit a ticket to the responsible support group to investigate and resolve.

Q. When I tap the 'Common Access' tile and hold my device close to the smart reader, my Apple Pay Wallet appears

A. This is a known issue with Apple and cannot be resolved by changing the iOS settings. However there is NO risk of financial information being shared/stolen, or a financial transaction to be processed.