Dear Tenants:

As part of our ongoing effort to improve building services, **Your Company Name** is implementing a new web-based program provided by Building Engines, Inc.  This new program will allow you and the members of your organization to enter service requests directly from your computer desktop or mobile device. Once the work order is completed, you will receive email confirmation that the work has been done and may review the information online.

You will soon be receiving a Welcome email from Building Engines to activate your account. You will click the “**Activate**” button and be brought to a page where you will see your username and create a password. Moving forward, you can use these credentials to log in and submit requests via [**http://www.buildingengines.com/login**](http://www.buildingengines.com/login).

Once you have successfully activated your account via the desktop, you can access Apple’s **App Store** or Android’s **Google Play Store** to download the corresponding mobile app, **The Hive by Building Engines**. The app will allow you to use the same username and password that you have previously set up and give you the ability to submit and track work orders on the go!

**Tenant Training**

Enclosed is a user guide which will explain how to navigate the Building Engines system as well as a quick online training video: [**https://buildingengines.wistia.com/medias/vyfefgzofd**](https://buildingengines.wistia.com/medias/vyfefgzofd). Building Engines does have a Support Team that can be reached at 1-866-301-5300 or support@buildingengines.com.

Thank you in advance for your participation and cooperation in making the Building Engines implementation a success at our properties. Should you have any questions in regards to this new system, please feel free to contact your Property Manager directly.

Sincerely,

**Your Signature here**