TRUSTEE'S COMMUNICATION
IMPLEMENTATION OF MANAGE MY NEST SOFTWARE

February 18, 2022

Esteemed Owners:

In an effort to improve the homeowners' communications and overall operations at the ESJ Condominium, the ESJ Homeowners Association (hereinafter "ESJ HOA") intends to hire the services provided by MACKAY ENTERPRISES, LLC ("ME") a Puerto Rico Limited Liability Company, with its principal place of business located in San Juan, to implement ME's Manage My Nest™ website program. Upon review of similar products to this market, this is one of the most comprehensive community management software or platforms for residents, owners, board members, and managers of Condos, HOAs, Marinas, Commercial Buildings, and similar types of properties. This application seems easy to use with nothing to install since is a web base program that works with all leading browsers (IE, Edge, Chrome, Safari, etc.).

In summary, this is a multi-language digital cloud platform that allows to provide the ability to integrate all matters in real time, makes communication, logging, and security related to a property be available at anytime and anywhere, featuring:

- Communications (including attachments) by email and text message which can expand the ability of communication between the owners and keep the community informed more quickly while saving time and resources.
- Community website
- Resident & Management portal
- Online library for documents, forms, etc. (allow to preserve and digitally archive important documents; keep a calendar and remind important dates such as expiration contracts).
- integrate security personnel to improve access control to manage both tenants and visitors: keeping visitor logs with photo capture and arrival notifications to resident (Keep vehicle registries; registries for parking spaces, beepers, stickers, FOBs, AVIs,

etc.; and pets and service animal registries with photos). Also, keep security incident records.

- allows to track ticket management- handle when are created and maintain records of all the work performed
- allows the residents to be aware of all their account information (Such as invoices, form letters for collections and account balance certification among others).
- can be integrated with some accounting systems (ex: QuickBooks™ Desktop/Online, Sage™/Peachtree™, etc), and much more.

Once this service is established a monthly Subscription Fee of one dollar ($1) per Unit with a minimum Subscription Fee of fifty dollars ($50) per property will be charged. A one-time Setup Fee per property will be charged at three dollars ($3) per Unit, with a minimum Setup Fee of three hundred and fifty dollars ($350) per property.

During the setup, ME will create a unique username and password to access MMN to every owner unit. For the time being the software will be implemented to provide the service to the 177 units of the Full Owners. I understand that this system will ease the handling of documents and communications of the owners as well as assist in the creation and update of the Owners' Registry mandated by the Honorable Court. We look forward to complete the implementation of this application by February 28, 2022.

Enclosed please find some printed material on the application for your review. A walk through and video presentation is available at **https://vimeo.com/531041236 (password "MMNE")** & https://youtu.be/m3DHcRYYQ2s.

Best Regards,

Wigberto Lugo Mender, Esq. CPA

Service Agreement

This Service Agreement ("Agreement") is between **ESJ Towers Condominium** (referred to in this Agreement as "you" or "your") and **MACKAY ENTERPRISES, LLC** ("ME") a Puerto Rico Limited Liability Company, with its principal place of business located in San Juan, Puerto Rico. By registering for or using ME's Manage My Nest™ service ("MMN"), you represent that you have reviewed and accepted this Agreement. If you are agreeing to this Agreement on behalf of a company or other legal entity, you represent that you have the authority to bind such entity to this Agreement.

WHEREAS, ME is a provider of software as a service and has developed MMN;

WHEREAS, You want to subscribe to MMN; and

WHEREAS, You and ME desire to enter into this Agreement defining the respective rights and responsibilities and memorializing the terms and conditions pursuant to which ME will provide you MMN for a fee.

NOW, THEREFORE, in consideration of the mutual promises and agreements contained herein, the parties intending to be legally bound hereby agree as follows:

1. Agreement

1.1. This Agreement describes the terms governing your use of MMN. It includes by reference:

(a) ME's Privacy Policy and Terms of Use, as such policies may change from time to time, available through MMN or provided to you otherwise; and

(b) Any additional terms provided separately to you by written agreement.

2. Term

2.1. Effective Date

The Effective Date will be the first day of the succeeding month that you provide ME with all applicable fees (as defined in Section 3, and collectively, the "Fees"), provided that ME must have at least fourteen (14) days after receipt of the Fees and your data to process and customize your MMN portal. If you provide the Fees or your data less than fourteen (14) days prior to the end of a month, ME, at its sole discretion, may delay the Effective Date until the first day of the next successive month.

2.2. Initial Term

The Initial Term will begin on the Effective Date, and extend for one (1) calendar year.

2.3. Renewal Terms

The Initial Term will be renewed automatically for equal one (1) calendar month terms (each a "Renewal Term"), unless notice of termination is provided pursuant to Section 10.

2.4. Term Definition

"Term" includes the Initial Term and any Renewal Terms.

3. Fees

3.1. Subscription Fee

During the Term of this Agreement, you agree to pay ME a monthly Subscription Fee of one dollar ($1) per Unit (as defined in Section 5.1) located on or in the property or properties using MMN, with a minimum Subscription Fee of fifty dollars ($50) per property. The Subscription Fee is due on or prior to the first day of each month during the Term.

Subject to Section 3.4, the Subscription Fee will not change for at least twelve (12) months from the Effective Date; provided that if the number of Units changes at any time, ME reserves the right to change the Subscription Fee accordingly.

3.2. Setup Fee

A one-time Setup Fee per property will be charged at three dollars ($3) per Unit, with a minimum Setup Fee of three-hundred and fifty dollars ($350) per property.

3.3. Visitor Setup Fee

If visitor pre-authorization data is available, requested to be included in the setup, and deemed usable by ME in its sole discretion, a one-time "Visitor Setup Fee" will be charged at one dollar ($1) per Unit, with a minimum Visitor Setup Fee of one-hundred and fifty dollars ($150).

3.4. Additional Fees

Certain third-party features included in MMN for your convenience may incur additional fees not included in the Subscription Fee ("Additional Fees") (e.g., automated voice calls). If a capability has Additional Fees, you will receive a notice through MMN before using that capability, and the Additional Fee will become part of next month's invoice.

3.5. Taxes

The Fees do not include any taxes, levies, duties, or similar governmental assessments of any nature, including, for example, value-added, sales, use, or withholding taxes, assessable by any jurisdiction whatsoever (collectively, "Taxes"). You are responsible for paying all Taxes associated with your subscription under this Agreement. If ME has the legal obligation to pay or collect (or to have paid or collected) Taxes for which you are responsible under this Section 3.5, ME will invoice you and you will pay that amount unless you provide ME with a valid tax exemption certificate authorized by the appropriate taxing authority. Notwithstanding the foregoing, ME is solely responsible for taxes assessable against ME based on its income, property, and employees.

4. Payment

4.1. Invoicing & Payment

The following terms apply to the for the payment of Fees for MMN. This Agreement also incorporates by reference and includes any payment terms provided to you on the website for the Services:

(a) All Fees will be billed, and must be paid, in U.S. Dollars;

(b) ME will send monthly invoices approximately two (2) weeks before the start of each Term, unless another arrangement is agreed to by both parties;

(c) All Fees must be paid by the start of each Term;

(d) You must pay with one of the following:

1. Physical check drawn on a U.S. Bank;
2. Electronic check drawn on a U.S. Bank
3. Wire transfer of funds;
4. Valid Visa or Mastercard logoed Credit or Debit Card acceptable to ME;
5. By another payment option ME approves in writing.

Payment options 2, 4, and 5 in this Subsection 4.1(d) may incur an additional convenience fee set by ME;

(e) If you provide Credit or Debit card information to ME, you authorize ME to charge such card for all Fees during the Term of this Agreement as they become due.

(f) If your payment information is not accurate, current, and complete, and you do not notify us promptly when such information changes, we may suspend or terminate your account and refuse your use of MMN.

(g) If you do not notify us of updates to your payment method (e.g., credit card expiration date), to avoid interruption of your service, we may participate in programs supported by your card provider (e.g., updater services recurring billing programs, etc.) to try to update your payment information, and you authorize us to continue billing your account with the updated information that we obtain.

4.2. Returned Checks

If you present a check to ME that is returned by your bank for any reason, you will be charged a service fee of twenty-five dollars ($25) for each returned check, plus the amount of any fee charged to ME as a result of the check being returned. For the purposes of Section 4.3, any invoiced Fees associated with a returned check will not be deemed received by ME until the check is subsequently honored or you replace the check with another payment option.

4.3. Overdue Charges

If any invoiced Fees are not received by ME by the due date, then without limiting any of ME's rights or remedies under this Agreement, those Fees may accrue late interest at the rate of 1.5% of the outstanding balance per month, or the maximum rate permitted by law, whichever is lower.

5. Units

5.1. "Unit" will mean any common area destination or non-common area in your property or properties.

Common area destination Units are common areas in or on your property that are made available to the general public, and may include, but are not limited to: sports courts, parks, pools, playgrounds, churches, gymnasiums, schools, and gazebos. During setup, ME will determine if your common area(s) should be categorized as a Unit on a case by case basis, and notify you of any corresponding changes to the Fees.

Non-common area Units may include, but are not limited to: any residential or commercial spaces including apartments, offices, homes, condos, business locations, and non-common area spaces for which a fee is charged.

6. Users

6.1. Types of Users

"User" will include anyone given a unique username and password to access MMN. MMN provides many different types of User roles. The rights granted to each User depends on the role you assign to the User.

During setup, ME will create Users and assign initial User roles based on the data and information you provide.

6.2. Users with Management Roles

Users with management roles have the ability to set up additional Users and/or change User roles. Based on the roles you assign to Users, Users may be able to add, edit, delete, copy, view data, or change the term of your subscription. You are responsible for the rights you grant to your Users.

7. Services; Modification to Services

7.1. Services

During the Term of this Agreement, ME will provide you, and Users authorized by you, access to MMN and all the services offered through MMN (each a "Service", and collectively, the "Services").

7.2. Availability

ME strives to maintain MMN available at all times; however, MMN may suffer occasional disruptions and outages (an "Outage"). ME is not liable for any disruption or loss you may suffer resulting from an Outage. During an Outage, you may not be able to retrieve Your Content (as defined in Section 9.2). If an Outage lasts more than five (5) days, the Fees will be prorated to adjust for the Outage on a per diem basis. For the purposes of this Section 7.2, a day will be defined as a consecutive twenty-four (24) hour period.

7.3. Modification to Services

7.3.1. Development

ME reserves the right to develop or adjust MMN, the Services, and/or the underlying technical infrastructure used to provide MMN and its Services, to reflect the continuing development of MMN, the Services, and technical advances. Under no circumstances will ME's decision to develop or adjust MMN, the Services, or technical infrastructure under this paragraph be deemed a breach of this Agreement.

7.3.2. Limitation

ME reserves the right to limit or discontinue, temporarily or permanently, MMN or any Service. For material changes, to the extent reasonably possible, ME will provide you with reasonable notice either posted to MMN or delivered through the contract information you provide. You may reject any changes to MMN or the Services by terminating the Agreement pursuant to Section 10.1. Your continued use of MMN and the Services will constitute your acceptance of and agreement to such changes.

8. Rights to Use MMN

8.1. Scope of Grant

Subject to the terms of this Agreement, you and your Users may only access MMN solely to the extent necessary to manage your property. You are responsible for all Users authorized by you to access MMN.

8.2. Restrictions

You agree not to use, nor permit any User to use, MMN or its Services in a manner that violates any applicable law, regulation, or this Agreement. You agree you will not:

(a) Provide access to or give any part of MMN or its Services to anyone other than a User;

(b) Delete or modify any Copyright notice and other proprietary rights and notices in MMN;

(c) Reproduce, modify, copy, or deconstruct MMN or its Services; or

(d) Sublicense, rent, lease, lend, trade, sell, or resell, or otherwise transfer, directly or indirectly, any portion of MMN to anyone other than a User.

The language in this Section 8 will be construed as a limit to the scope of any rights granted under this Agreement and under no circumstances will it be understood to expand the rights granted in this Agreement.

9. Property Rights

9.1. Intellectual Property Rights

Unless expressly agreed otherwise in this Agreement, ME owns all rights, title, and interest in any and all patent rights, copyrights, trademark rights, and other rights in MMN, as well as any improvements, design contributions, or derivative works to MMN conceived or created by either party to this Agreement (collectively, "ME Property"). Except for the limited rights granted in this Agreement, no proprietary rights are transferred from ME to you.

You may provide, or ME may solicit, your input regarding MMN or its Services, including, without limitation, comments or suggestions regarding the possible creation, modification, correction, improvement, or enhancement of MMN or its Services ("Feedback"). You acknowledge that any information disclosed by ME during discussions related to

Feedback will be considered ME's confidential information. You agree to grant ME a non-exclusive, perpetual, irrevocable, worldwide, royalty free license to use, publish, and disclose Feedback in any manner ME chooses and to display, perform, copy, make, and use in any manner and via any media ME chooses, with or without reference to the source. You acknowledge that any information provided to you related to MMN or its Services is only intended as possible strategies, developments, and functionalities of MMN and is not intended to bind ME to any particular course of business, product strategy, and/or development.

9.2. Your Content

Unless expressly provided otherwise, the original data provided by you prior to and during the use of MMN and its Services, including all materials, data, and personal information uploaded, posted, or stored through your use of MMN ("Your Content"), will not form part of ME Property. You will have the right to access, edit, print, download, or otherwise use Your Content during the Term of this Agreement. Archive Your Content frequently. You are responsible for any lost or unrecoverable part of Your Content. ME is not responsible for Your Content or data you submit through MMN.

10. Termination

10.1. Termination by You

You may terminate this Agreement by giving a thirty (30) days prior written notice to ME of your intent to terminate this Agreement. Payments made in advance are non-refundable.

10.2. Termination by ME

ME may terminate this Agreement by giving thirty (30) days prior written notice to you. Notwithstanding, if you fail to provide ME your Subscription Fee in accordance with Section 3.1, ME has the right to suspend your access to MMN and/or terminate this Agreement at any time without any further liability or obligation and may seek to recuperate all Fees then paid and/or retain the agreed-upon Subscription Fee. Payments made in advance are non-refundable.

10.3. Effect of Termination Notice

After notice of termination, you are responsible for downloading and exporting all of Your Content before the end of the Term. Upon termination of this Agreement, ME is not responsible for Your Content, and cannot guarantee it will be available.

11. Data Protection, Collection, & Use

11.1. Protection

ME will at all times use commercially reasonable efforts to comply with the applicable laws on privacy and data protection. For more information about how ME protects your data, please review ME's Privacy Policy, available on ME's website, MMN, or otherwise provided.

11.2. Collection & Use

We may collect and use both personal and non-personal data to provide you MMN and its services and to improve and extend MMN and its Services. For more information about how ME collects and uses your data, please review ME's Privacy Policy, available on ME's website, MMN, or otherwise provided.

12. DISCLAIMER OF WARRANTIES

YOUR USE OF MMN AND ITS SERVICES AND CONTENT IS ENTIRELY AT YOUR OWN RISK. EXCEPT AS PROVIDED IN THIS AGREEMENT, MMN IS PROVIDED "AS-IS." TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ME DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY THAT THE SERVICES ARE FIT FOR A PARTICULAR PURPOSE, TITLE, MERCHANTABILITY, DATA LOSS, NON-INTERFERENCE WITH OR NON-INFRINGEMENT OF ANY INTELLECTUAL PROPERTY RIGHTS, OR THE ACCURACY, RELIABILITY, QUALITY OR CONTENT IN OR LINKED TO THE SERVICES. ME DOES NOT WARRANT THAT MMN AND ITS SERVICES ARE SECURE, FREE FROM BUGS, VIRUSES, INTERRUPTIONS, ERRORS, THEFT OR DESTRUCTION. IF THE EXCLUSIONS FOR IMPLIED WARRANTIES DO NOT APPLY TO YOU, ANY IMPLIED WARRANTIES ARE LIMITED TO 60 DAYS FROM THE DATE OF SUBSCRIPTION OR DELIVERY OF THE SERVICES, WHICHEVER IS SOONER.

ME disclaims any representations or warranties that your use of the services will satisfy or ensure compliance with any legal obligations, laws, or regulations.

13. LIMITATION OF LIABILITY & INDEMNITY

13.1. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE ENTIRE LIABILITY OF ME FOR ALL CLAIMS RELATING TO THIS AGREEMENT WILL BE LIMITED TO THE SUBSCRIPTION FEE YOU PAID FOR MMN DURING THE TWO (2) MONTHS PRIOR TO SUCH CLAIM. SUBJECT TO APPLICABLE LAW, ME IS NOT LIABLE FOR ANY OF THE FOLLOWING: (A) INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES; (B) DAMAGES RELATING TO FAILURES OF TELECOMMUNICATIONS, THE INTERNET, ELECTRONIC COMMUNICATIONS, CORRUPTION, SECURITY, LOSS OR THEFT OF DATA, VIRUSES, SPYWARE, LOSS OF BUSINESS, REVENUE, PROFITS, OR INVESTMENTS. THE ABOVE LIMITATIONS APPLY EVEN IF ME HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THIS AGREEMENT SETS FORTH THE ENTIRE LIABILITY OF ME AND YOUR EXCLUSIVE REMEDY WITH RESPECT TO THE SERVICES AND ITS USE.

13.2. INDEMNITY

YOU AGREE TO INDEMNIFY AND HOLD ME HARMLESS FROM ANY AND ALL CLAIMS, LIABILITY AND EXPENSES, INCLUDING REASONABLE ATTORNEYS' FEES AND COSTS, ARISING OUT OF YOUR USE OF MMN AND ITS SERVICES OR BREACH OF THIS AGREEMENT (COLLECTIVELY, "CLAIMS"). ME RESERVES THE RIGHT, IN ITS SOLE DISCRETION AND AT ITS OWN EXPENSE, TO ASSUME THE EXCLUSIVE DEFENSE AND CONTROL OF ANY CLAIMS. YOU AGREE TO REASONABLY COOPERATE AS REQUESTED BY ME IN THE DEFENSE OF ANY CLAIMS.

14. Assignment or Transfer

You may not assign your rights or obligations under this Agreement, or transfer any rights to use MMN, without the prior written consent of ME. ME may assign or transfer ownership of this Agreement without your consent to (a) an affiliate, (b) a company through a sale of assets by ME, (c) a successor by merger. Any assignment in violation of this Section will be void.

15. Notices

All notices, requests, demands, claims, and other communications or deliveries ("Notices") required or permitted by this Agreement will be in writing and given by electronic mail, personal delivery, or by certified mail, postage prepaid, return receipt requested, to the parties at the addresses listed below (or at such other address as any party may hereafter specify in writing from time to time). These Notices will be considered delivered on the day the party sends the Notices to the other party

If to ME:

Name:	Robert MacKay President, MacKay Enterprises, LLC
Address:	76 Kings Court, Ste 904 San Juan, PR 00911
Email:	robert@managemynest.com
Telephone:	(214) 923-5777

If to you:

Name:	Wigberto Lugo Mender, Esq, CPA Appointed Trustee
Address:	ESJ Towers Condominium 6165 Isla Verde Ave. Carolina, PR 00979
Email:	trustee@esjcondo.com & info@esjcondo.com
Telephone:	787-791-5151 ext.83041

16. General

16.1. Entire Agreement

This Agreement, including any and all terms, conditions, and policies that are incorporated into these terms by reference, constitute the entire agreement between you and ME and govern your use of MMN and its Services, superseding any prior understandings, communications, and agreements, oral or written, regarding the subject of this Agreement or MMN and its Services that you may have had with ME.

16.2. Severability

If any part of this Agreement is determined to be invalid or unenforceable pursuant to applicable law, the invalid or unenforceable provision will be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties and the intent of the original provision. Where a court is unable to construe any unenforceable or invalid provision to make it binding, the court will sever and delete the provision. In any event, all other terms which remain valid and enforceable will survive and remain in full force and effect.

16.3. No Waivers

ME's failure to exercise or enforce any right or provision of this Agreement will not constitute a waiver of such right or provision.

16.4. Choice of Law

This agreement will be construed in accordance with the laws of the Commonwealth of Puerto Rico without regard to its conflicts of laws provisions.

16.5. Survival

This Section 15, and Sections 3 (for amounts incurred before the termination of this Agreement), 8, 9, 11, 12, 13, and those that by their terms apply after this Agreement end will survive any termination or cancellation of this Agreement.

16.6. Amendment

This Agreement may not be amended except through a written agreement by authorized representatives of each party.

16.7. Counterparts & Electronic Signatures

This Agreement may be executed in one or more counterparts, each of which will be deemed to be an original copy of this Agreement and all of which, when taken together, will be deemed to constitute one and the same agreement. The facsimile, email, or other electronically delivered signatures of the parties will be deemed to constitute original signatures, and facsimile or electronic copes hereof will be deemed to constitute duplicate originals.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK-- SIGANTURE PAGE TO FOLLOW]

IN WITNESS WHEREOF, the parties have executed this Agreement on this 17th day of February, 2022.

MACKAY ENTERPRISES, LLC

By: Robert MacKay

Title: President

ESJ Towers Condominium

By: Wigberto Lugo Mender, Esq, CPA

Title: Appointed Trustee

Introduction Guide To

Manage My Nest™

Resident Edition

ESJ Towers

123 Main Street
San Juan, PR 00907 US

mmn.ismynest.com

as of: 01/24/2022

Welcome to the Manage My Nest™ (MMN) online management platform!

This platform provides numerous benefits for **ESJ Towers**, including those that can save **money**, increase **security**, improve **collaboration** between residents and the board and management, save **time**, and raise **confidence** with added **transparency** for all management related processes.

As a resident, here is a list of just some of the many benefits available to you through the **MMN** platform:

- View account statements
- View payment history
- Make online payments*
- Community calendar
- Community news
- Open tickets
- Get updates on your tickets
- Receive safety alerts
- Access Forms
- Access the master deed
- Access the by-laws, rules, policies, and such
- Be informed re: maintenance and improvements
- Reserve common areas*
- Receive notices by email and/or text message
- Community website
- Website for each unit for sale/rent
- Pre-authorize your visitors*
- Virtual concierge
- and more...

* may not apply/be enabled yet for your community

MMN was designed to be easy to use and understand, but we have made it even easier by having benefits that can be enjoyed without even having to login to the platform. For example: you'll receive all the communication messages from the board and management via email and text messages – no having to get into **MMN** to see your messages. Want to open a ticket? Want to inform management about something? It's done easily by just sending an email to **mmn@ismynest.com**. Super easy!

How do I login to MMN?

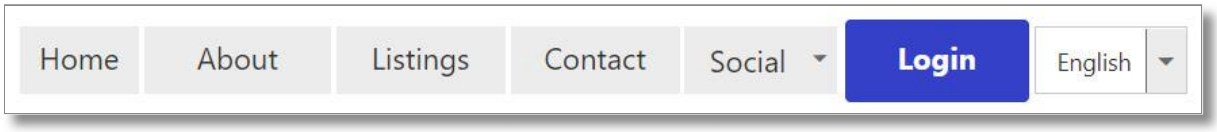
On your computer or mobile device, open a browser (Safari, Chrome, Edge, etc.) and enter the address* of the Manage My Nest™ website for **ESJ Towers** - which is:

https://MMN.ismynest.com

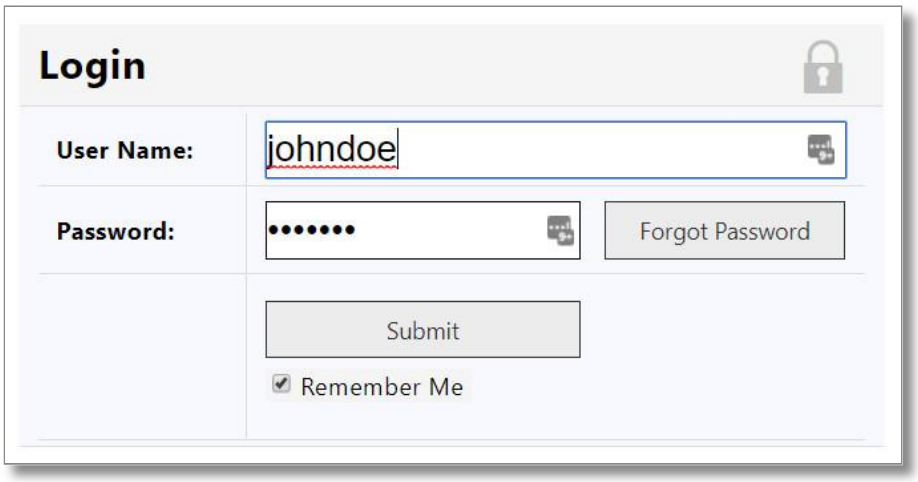
* Please ensure that you do **not** enter a "www" as part of the address. Also be sure you are entering the address in the **address bar** and **not** in the search bar of sites like Yahoo, Google, Bing, etc.

The following is related to the <u>complete</u> portal. If you are accessing MMN from a <u>mobile</u> device, please jump to the section later in this document that covers the mobile portal.

Once the website has loaded, click on the "**Login**" menu option that looks like this



On the next screen enter your username and password, and then press the "**Login**" button.

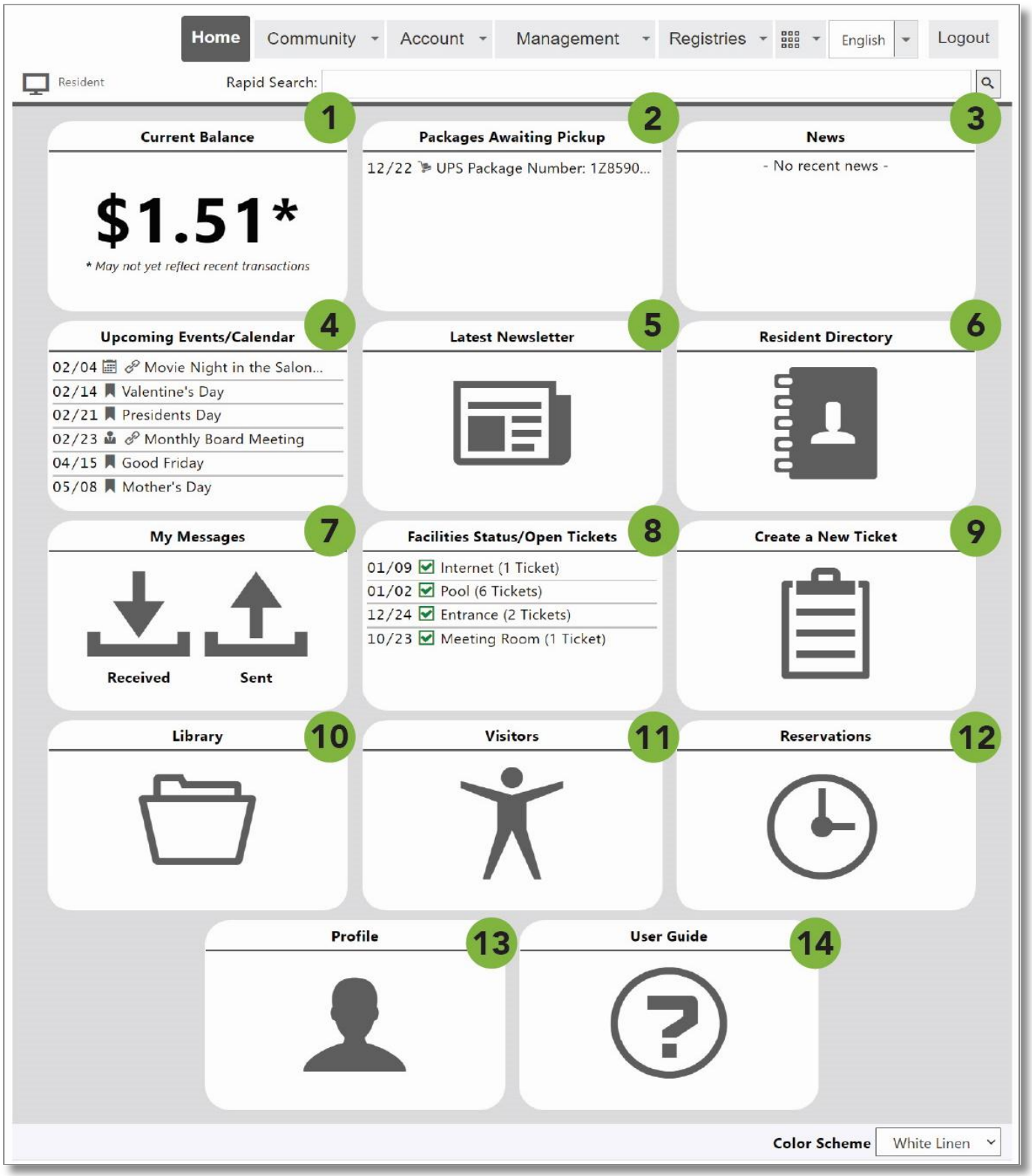


If you do not know your **username**, please ask Management to send it to you.
If you do not know your **password**, enter your username and press the "**Forgot Password**" button – **MMN** will email you your password. Management does not have access to your password, but they can instruct the platform to email it to you.

Home Page

After you login, the **Home Page** will appear. There are several home pages available, depending on your role within your community. Each one has been designed to give the user quick access to the information they typically access most frequently. If your user profile allows your access to more than one home page, you can cycle between those that you have access to by clicking the small monitor icon that appears directly below your community's logo (in the upper left area of the page).

For most users, the home page will be the **Resident** version which looks like this (see the next page for a description of what each icon covers):



1. **Current Balance** - if you are an owner, or a resident where the owner/management have given you access to view the owner's statement, this icon will appear. If your accounting system has been integrated with Manage My Nest, your total balance due will appear here (if negative, then you have a credit on your account). The breakdown of that total balance due appears below the total. If you **click** on the total balance due, your account statement will open so you can see the details of all the transactions on your account.

   Clicking on the total balance due will also allow you to make an online payment from the statement's corresponding **Pay Now** button (provided your community has enabled online

payments with Manage My Nest).

2. **Packages Awaiting Pickup** - if your community provides the service of holding packages delivered for your unit when you are not home, this icon will list all deliveries you have received that are waiting for you to come pickup.

3. **News** - this icon displays the 6 most recent news items that the board or management have posted (if any). If you click on a specific news item, you will see the details of that item. If you click on the title **News**, you will be able to see all recent news items, have acess to filters to review older history, etc.

4. **Upcoming Events** - this icon display the next 6 upcomming events on the community calendar. If you click on a specific event, you will see the details of that event. If you click on the title "**Upcoming Events**", you will be able to see the entire Calendar for the month. There you can go back or forward to any month. You can also choose to view the calendar in a day, weekly, or agenda format. All versions can be easily printed by right-clicking and choosing print from your browser's print options.

5. **Latest Newsletter** - this icon is a link to the latest newsletter that your community has published (is applicable).

6. **Resident Directory** - if enabled for your community, this icon opens the Directory of Staff and Residents. Each resident has control via their user profile, on whether or not they want to publish an email, telephone, mailing address, and/or physical address. You can also ask your management to exclude you completely from the directory if desired. The default behavios is that this icon is only available to management and board members in order to support each resident's privacy. If the directory is enabled, you can easily print it by right-clicking and choosing print from your browser print options.

7. **My Messages** - all communications from Manage My Nest arrive to the inbox of your personal email and/or text message device. However, from your personal inbox, you can erase messages on purpose and sometimes without even meaning to. It an also be difficult in your personal inbox to find messages from a while ago as your inbox tends to fill up with lots of messages from other topics, junk, spam, etc. So, this icon lets you see all the messages you have received or sent from Manage My Nest. Since you can not delete message from here, nor is there any junk/spam or non-Manage My Nest messages, it makes it much easier to find any message here. Your messages will appear just like they did in your inbox, with date, from, to, subject, contents, and even attachments.

   Sent messages have the added feature of letting you know when you sent a message, contents, etc. - and where possible, if the recipients have opened the email, how many times, the last date, and even from what IP it was opened - giving you practically a certified email capability. Note that this only works with email when possible, it does not work for text messages.

8. **Facilities Status** - this link shows you what facilities/common areas or general issues are confronting any repair, improvements, etc. If you click on a specific entry, you will see the details of that situation (provided the board/management have enabled public viewing of these details). If you click on the title "**Facilities Status**", you will be able to see the entire list of tickets that have been marked for public access, as well as any that you created (that are not yet completed), and any that have been assigned to you.

9. **Create a New Ticket** - this link allows you to open a new ticket. This can be a general request ticket (requests, questions, complaints, etc.) or and Architecture ticket (where you want to make a change to your unit and need approval from (or have questions for) the Architecture Review Board/Architecture Committee.

   In any ticket, you can include up to 5 attachments when you create the ticket, and up to 5 more on each note that you add to the ticket.

10. **Library** - this link takes you to the online library so you can access all the documents marked for access by residents. Note that some documents may only be accessible to owners (vs non-owner

residents), or even just to board members/mgt. Reasons for controlled access vary but typically it is due to only being relevant to owners, or perhaps contains some sensitive/privacy related information, etc.

11. **Visitors** - if your community manages visitor arrivals at a gated entrance or lobby concierge, this link will allow you review the visitors you've had to your unit, pre-register visistors, and remove prior visitor pre-registrations on your account. Visitor pre-registrations allow you to specify what authorization you are providing for the visitor (from a certain date/time until a future date/time, always allowed, never allowed, and even indicate if you have a protection order).

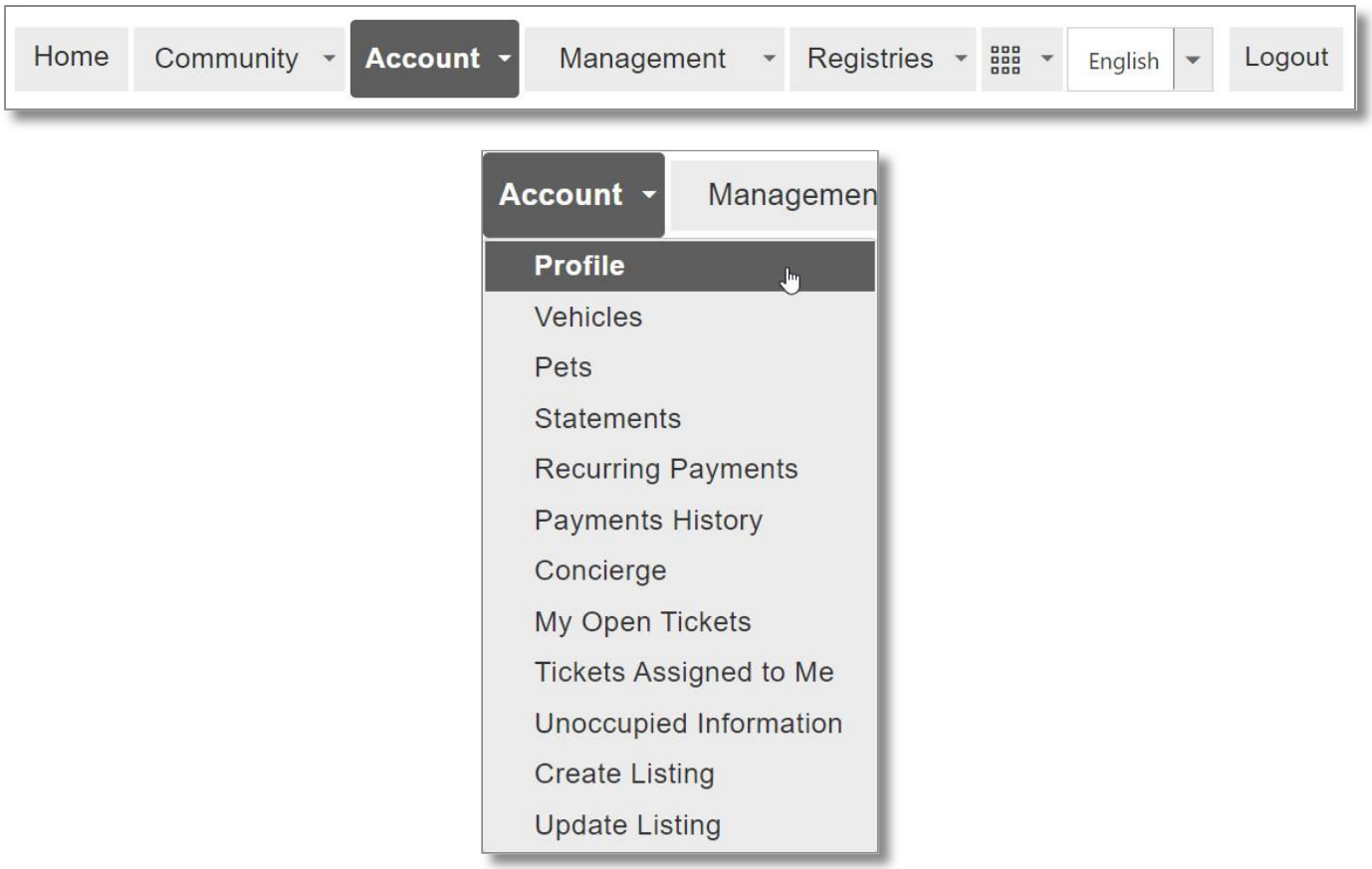
12. **Reservations** - if your community has common areas/facilities that can be reserved (ex: meeting rooms, tennis courts, gym, etc.), this link will allow you to make the request for the desired date/time. If your request falls within the rules, restrictions, capacities, and is available on the date/time you requested, it can be auto-approved. If not, it will be given a pending approval while management reviews your request and/or waits for you to provide whatever additional information/steps needed.

13. **Profile** - this link will take you to your user profile so you can make changes such as: password, addresses, email, telephones, emergency contact information, preferences, etc.

14. **User Guide** - this link will take you to the latest version of this very document.

How do I change my password?

To change your password click on the “**Account**” menu option, and then “**Profile**”. The menus look like this:



Change your password by first checking the "**Change Password**" checkbox, and then entering the desired password in both the "**New Password**" and again in the "**Confirm New Password**" fields that appear in the first section of the page. This section looks like this:

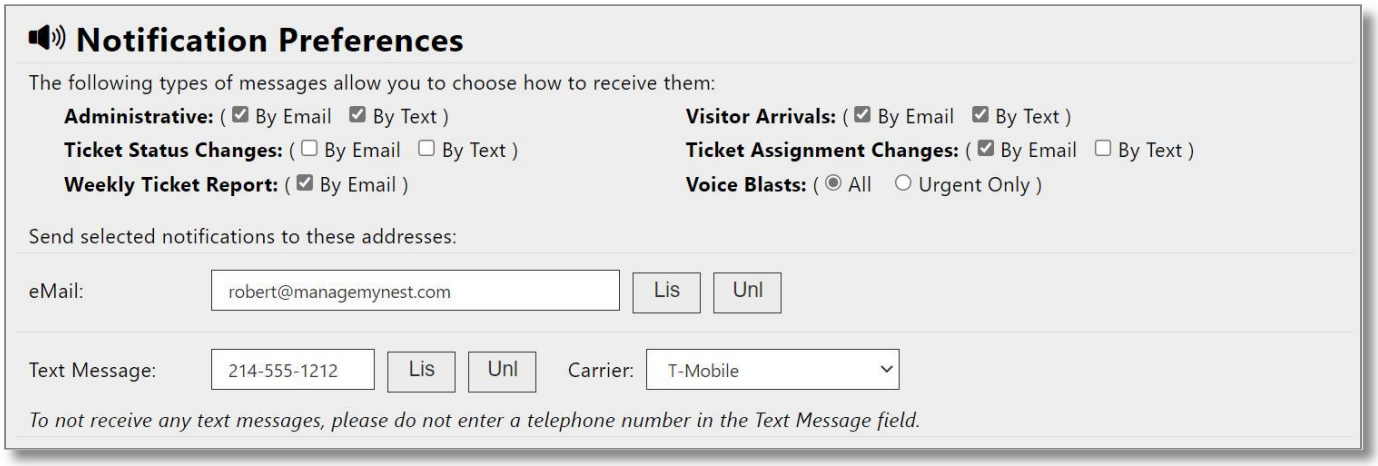
You can also change your **Username** if you want, but it will need to be a unique name not used by any other customer of the **Manage My Nest** platform.

Scroll to the bottom of the page and click "**Update**" to save your changes.

How do I receive messages from the Board & Management?

To receive messages, the **MMN** needs to know your email and/or a phone number that supports text messages. You can add/update these in your user Profile under the "**Notifications**" section. Follow the same instructions as above to get to your profile. Further down the screen you will find a section titled "**Notification Preferences**".

Here is where you add/update the email and telephone information that **MMN** uses for sending messages. You can enter just an email, just a phone number, or both depending on whether you want to receive communications via email, text message, or both. To receive text messages, you must indicate who the mobile carrier is for your phone (AT&T, T-Mobile, Verizon, etc.) Without the carrier, your text messages will not arrive. The **Lis** and **Unl** buttons allow you to quickly copy in your Listed or Unlisted email/telephone if you are wanting to use those for your notifications. They are simply there to make it faster/easier than entering them again. If you prefer to enter them again, you can do that.



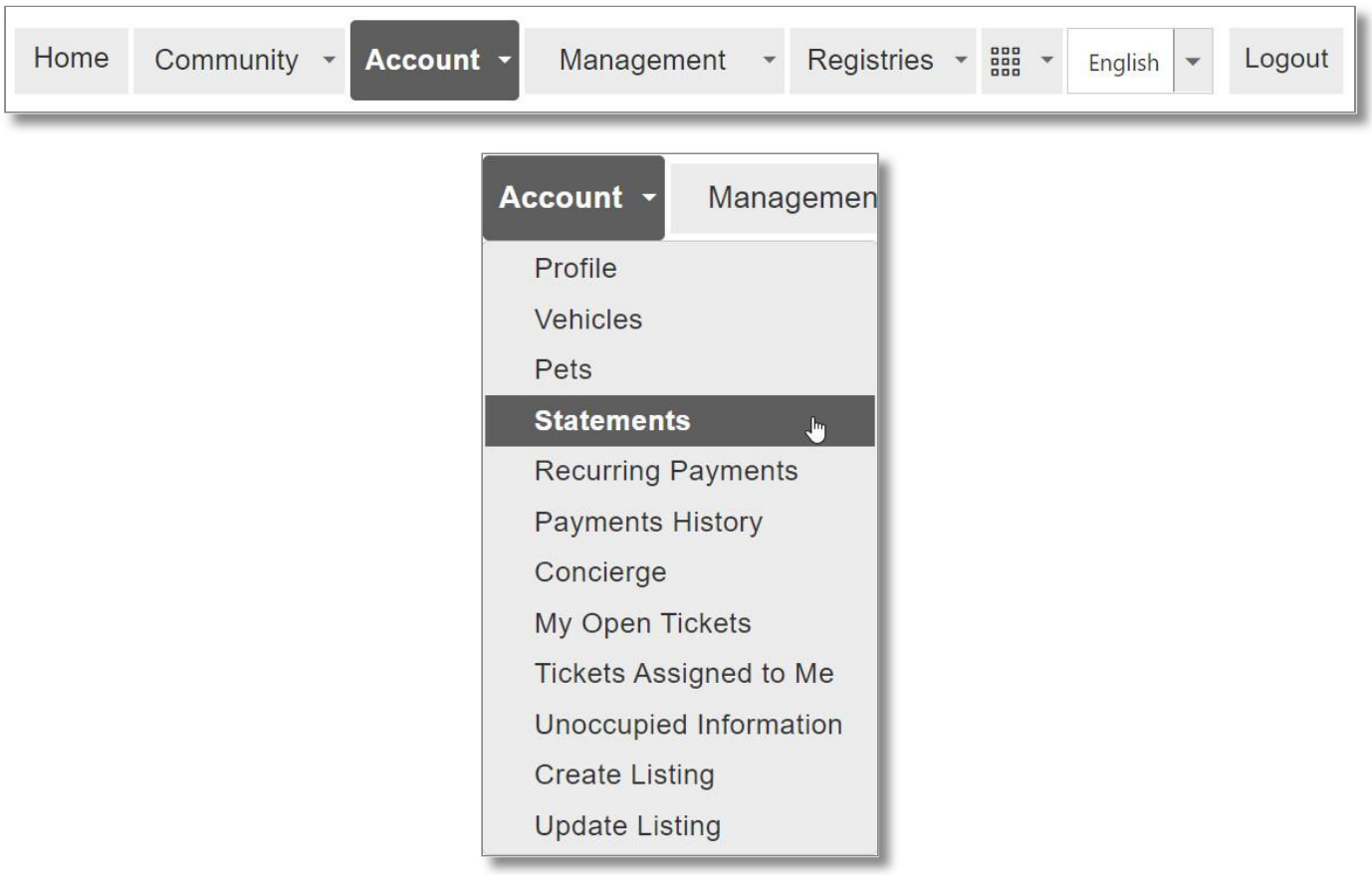
You can also tailor your messages by type. The default setting is that you will receive both Administrative messages (those from the Board & Management) as well as Visitor Arrival messages by

both email and text.

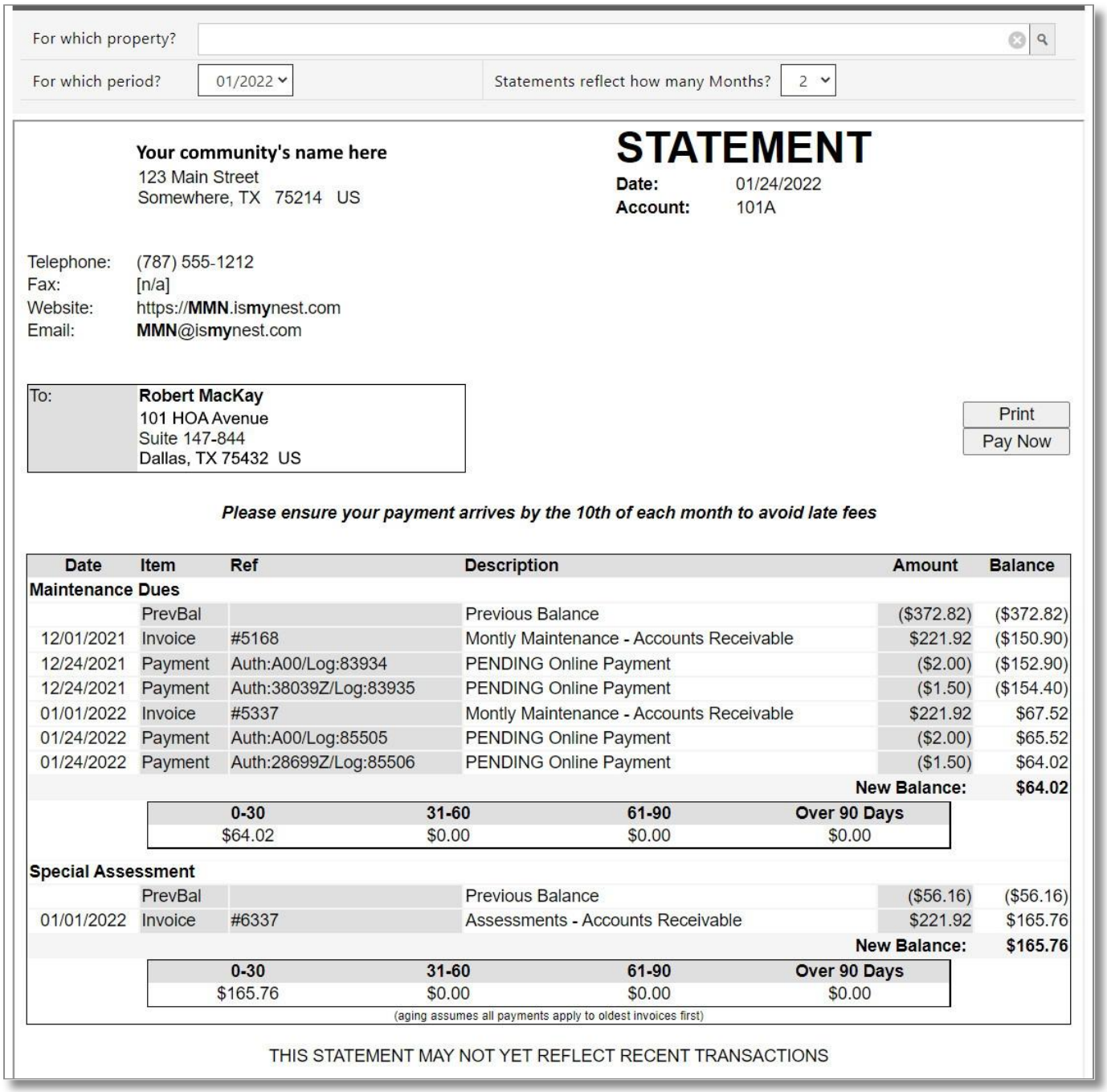
IMPORTANT: The Board or Management also has the capability in **MMN** to place voice call blasts. When this capability is used, the **MMN** platform will call you at the telephone number in your profile to inform you about the reason for the call via recorded message (such as important reminders, alerts, emergencies, etc.). The calls will come from the telephone number **(787) 305-3057**. As such, please take whatever steps are needed to ensure that calls from this telephone number are not blocked.

How do I access my account statements 24/7?

MMN can display your current and prior account statements. To see these, click on the "**Account**" menu option, and then "**Statements**". The menus look like this:



If you own multiple units, select the unit that you want to see (the page will default with the first or only one you have). Then select the month you want to see (the default month is the most recent). The statement should look similar to one like this:



For which property?

For which period? 01/2022 Statements reflect how many Months? 2

Your community's name here
123 Main Street
Somewhere, TX 75214 US

STATEMENT

Date: 01/24/2022
Account: 101A

Telephone: (787) 555-1212
Fax: [n/a]
Website: https://**MMN**.is**my**nest.com
Email: **MMN**@is**my**nest.com

To: **Robert MacKay**
101 HOA Avenue
Suite 147-844
Dallas, TX 75432 US

Print
Pay Now

Please ensure your payment arrives by the 10th of each month to avoid late fees

Date	Item	Ref	Description	Amount	Balance
Maintenance Dues					
	PrevBal		Previous Balance	($372.82)	($372.82)
12/01/2021	Invoice	#5168	Montly Maintenance - Accounts Receivable	$221.92	($150.90)
12/24/2021	Payment	Auth:A00/Log:83934	PENDING Online Payment	($2.00)	($152.90)
12/24/2021	Payment	Auth:38039Z/Log:83935	PENDING Online Payment	($1.50)	($154.40)
01/01/2022	Invoice	#5337	Montly Maintenance - Accounts Receivable	$221.92	$67.52
01/24/2022	Payment	Auth:A00/Log:85505	PENDING Online Payment	($2.00)	$65.52
01/24/2022	Payment	Auth:28699Z/Log:85506	PENDING Online Payment	($1.50)	$64.02
				New Balance:	**$64.02**

0-30	31-60	61-90	Over 90 Days
$64.02	$0.00	$0.00	$0.00

Special Assessment					
	PrevBal		Previous Balance	($56.16)	($56.16)
01/01/2022	Invoice	#6337	Assessments - Accounts Receivable	$221.92	$165.76
				New Balance:	**$165.76**

0-30	31-60	61-90	Over 90 Days
$165.76	$0.00	$0.00	$0.00

(aging assumes all payments apply to oldest invoices first)

THIS STATEMENT MAY NOT YET REFLECT RECENT TRANSACTIONS

The statement will reflect a default number of months worth of transactions (2 months in this example). You can choose to display anywhere from 1 month or up to 60 months on any one statement.

The statement will display whatever Accounts Receivable categories your community is using. It could be just maintenance or it could also display other categories such as assessments, insurance, water, parking, etc. Each category will display a prior balance, transactions, new balance, and the aging for that category.

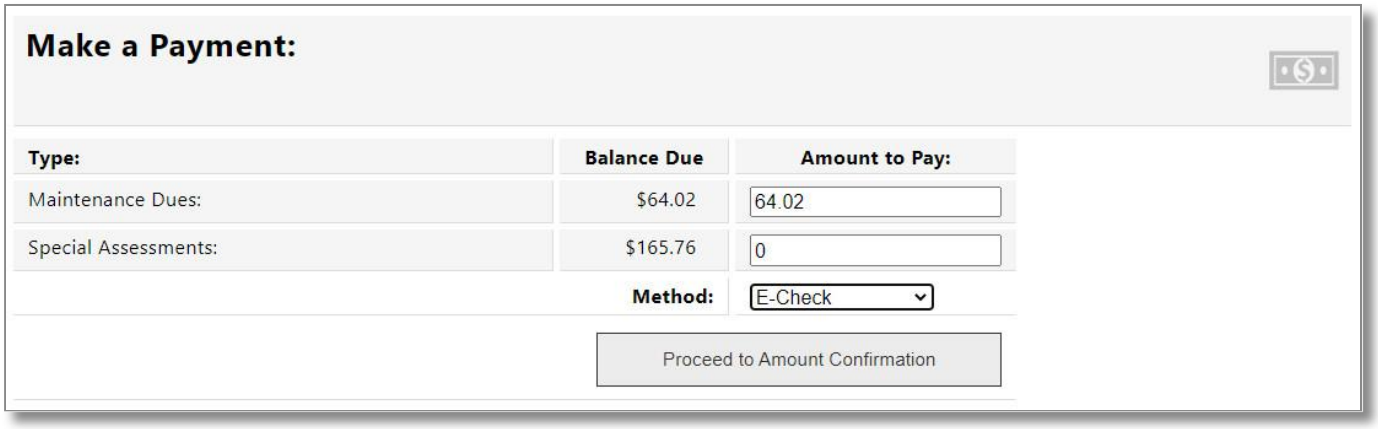
When viewing a statement, you can press the "**Print**" button to print the statement for your records.

If **ESJ Towers** has online payments enabled in Manage My Nest, the "**Pay Now**" button will be enabled. Payments can be made with electronic checks, ACH, direct debit from Checking accounts, direct debit from Savings accounts, or with credit cards/debit cards. Payments can also be setup to be automatically recurring each month on the day you select.

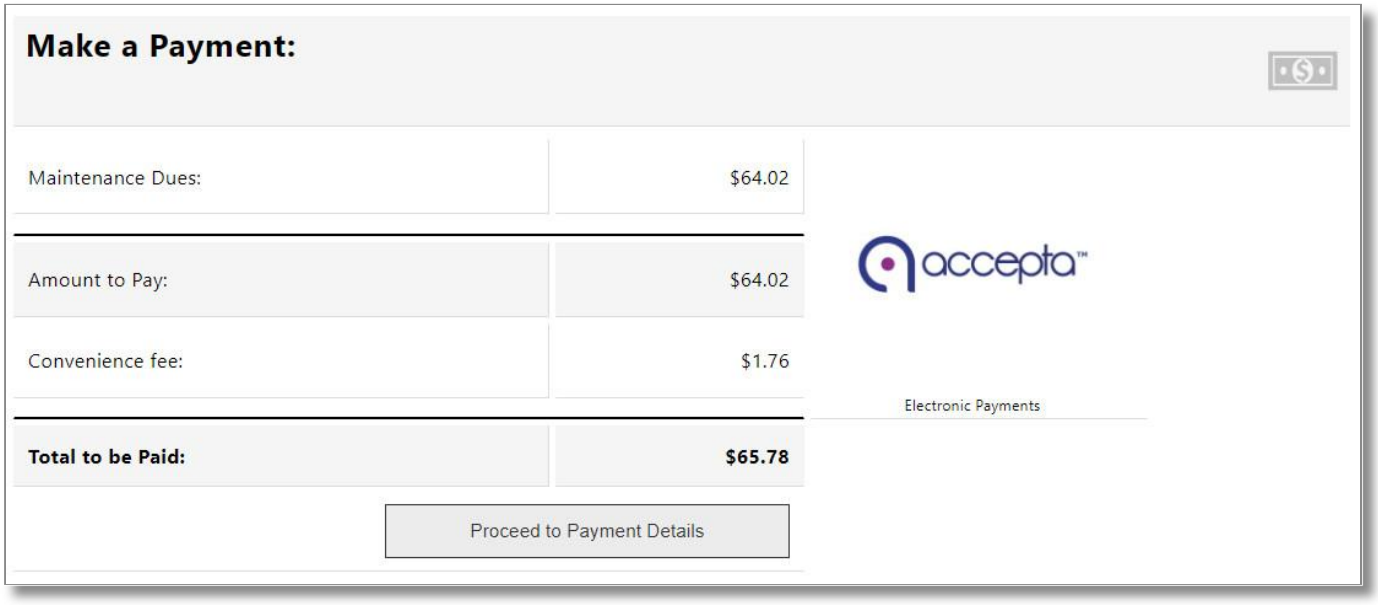
Statements are updated by your community's management team or accountant, usually once a month. Thus, a recent payment may not appear until next month's update.

How do I make an online payment to my account?

Open the statement for the unit on which you want to make a payment (see prior instructions above on how to access your statements). On any statement you are viewing, there will be a "**Pay Now**" button (if this button is not enabled, it means that your community has not enabled this feature yet). Click the button to begin making a payment. You will see a page similar to this one:



Enter the amount you want to pay (for each Accounts Receivable category if your community has more one as in the above exameple). Then select the payment method you want to use. **Credit/Debit Card** lets you pay with any card that has a MasterCard™, Visa™, etc. logo that is accepted by your community. **E-Check** lets you pay with a paper check, ACH, direct debit from a checking account, or direct debit from a savings account. Press the "**Proceed to Amount Confirmation**" button when ready. The next page will look similar to this:



This page will recap what you entered as the amount to pay. It will also show what the **convenience fee** (if any) will be. The application of a convenience fee is controlled by the board and/or management company. If the fee appears as $0.00, then a convenience fee does not apply for the payment method you chose. If there is a convenience fee, the page will show the total that you will be paying including the convenience fee.

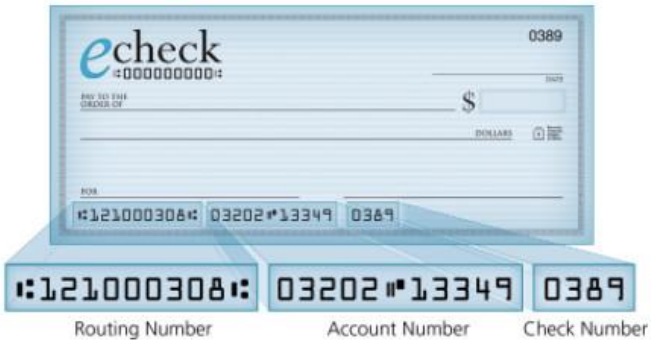
The page will also show the logo of the Payment Processor that your community is using with Manage My Nest (Accepta™ in this example). Press the "**Proceed to Payment Details**" button when ready. The next page should look similar to this one:

Shipping and Return Policies

Transaction Information

Item	Description	Qty	Unit Price	Item Total
1	Maintenance/Dues Payment to North Parks HOA	1	$64.02	$64.02
2	Convenience Fee	1	$0.30	$0.30
			Total:	**$64.32**

Payment Information



Routing Number: 123456789

Account Number: 9876543210

Check Number: 5122

Account Type: (•) Personal Checking ( ) Personal Saving ( ) Business Checking ( ) Business Saving

Billing Information

Use Owner info

First Name: Robert Last Name: MacKay

Address: 101 HOA Avenue Suite 147-844

City: Dallas

State: TX Postal Code: 75432

Country: US

eMail: robert@managemynest.com Telephone: (214) 555-1212

Pay Now

On this page, enter the information related to your payment method. If a Credit/Debit card, you would enter the Card Number, Expiration Date, and CVC code. If an E-Check, you would enter the Routing Number, Account Number, Check Number (not required), and what type of account the payment coming from.

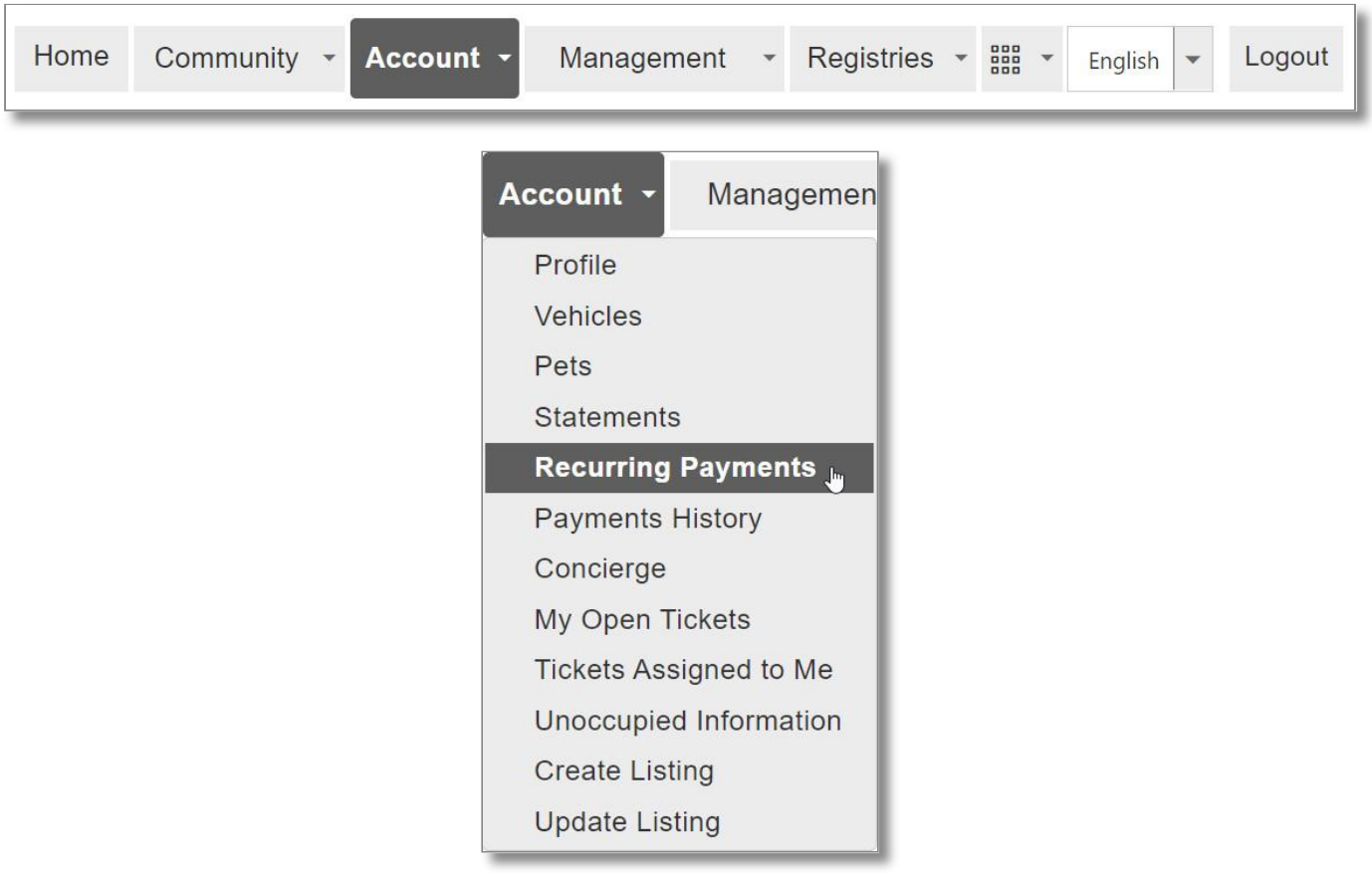
You also need to enter the address that the above payment method uses to send you statements. The default is the address from your profile. Note that some Payment Processors have very strict rules on addresses. Manage My Nest will let you know if a payment attempt fails due to a problem with the address so you can adjust the address until it complies with their requirements.

This is the last step. When you press the "**Pay Now**" button, your payment information will be sent securely to the community's Payment Processor to make the payment. If successful, you will see a confirmation page that you can print for your records. If you entered a valid email, you will also receive a confirmation at that email address. If the payment failed, Manage My Nest will display this and what is the reason for the failure (if this was provided to us by the Payment Processor).

If successful, your statement (when you refresh the statement page) will reflect this payment and your new balance due ($0.00 if you paid it in full). Note that the payment will say **Pending**, because until management/accounting gets the payment logged into the community's accounting platform, it is considered a pending payment. Once entered into the accounting platform, the payment will no longer show the **Pending** label.

How do I set my payment to occur automatically each month?

Use the same instructions as above, except choose “**Recurring Payments**” instead of “**Statements**” as shown here:

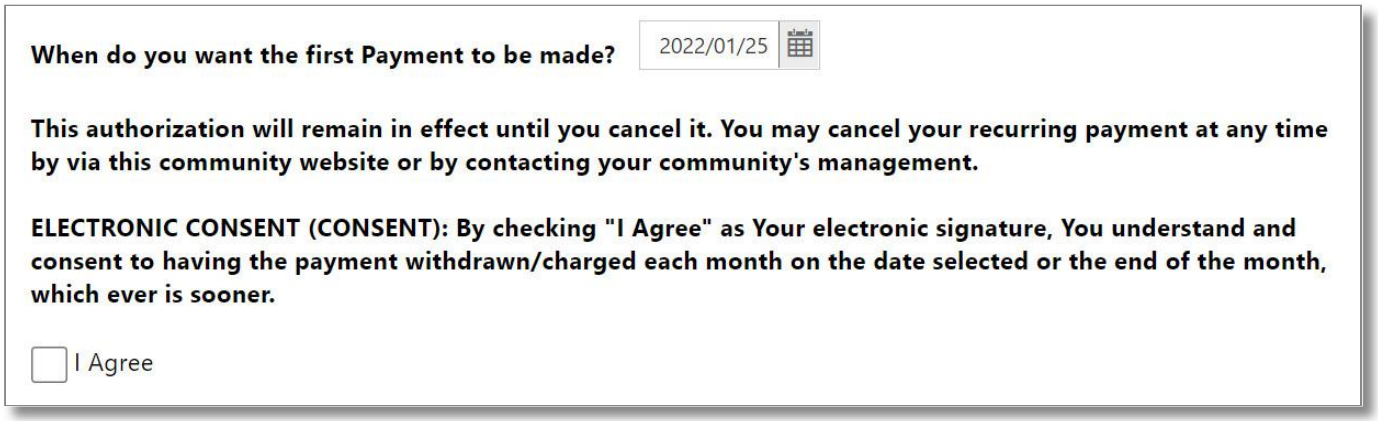


You will then see a page listing your history of recurring payments - with your current payment(s) first, followed by any cancelled prior recurring payments. To cancel a recurring payment, just click the

CANCEL button to the right of the payment that you want to stop. The page should appear similar to this one:

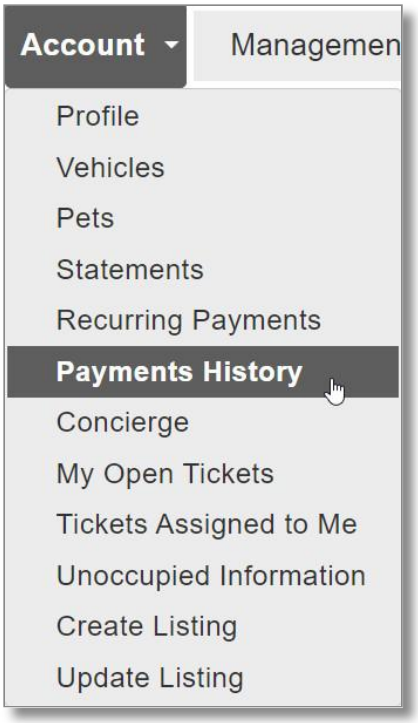
To add or setup a recurring payment, just click the **Add Recurring Payment** button. This will take you to a page where you can specify the unit you want to have the payment applied to (if you only own one unit, that will be the default unit). Select the **NEXT** button to continue. You will then be able to specify how much to pay each month and if you want to pay via a Credit/Debit card, or via Electonic Check (which includes ACH and direct debits as well). After you have indicated your preferences, press the **Proceed to Amount Confirmation** button. You will then be able to review the amount you are paying and what the convenience fee is for the type of payment selected - **note**: the application of a convenience fee is controlled by the board and/or management company. If the fee appears as $0.00, then a convenience fee does not apply for the payment method you chose. Press the **Proceed to Payment Details** button.

On the Payment Details page, this is where you will enter the account information that the payment is to be made from. You will also select the date that you want the payment deducted each month, and also you check the **I AGREE** box to indicate your acceptance of the **Electronic Consent** to process your payment automatically each month until you cancel the recurring payment as shown here:



How can I view my Payment history?

Use the same instructions as the section above, except choose “**Payment History**” instead of “**Recurring Payments**” as shown here:



If you own multiple units, select the unit that you want to see.

Like with statements above, the payment history is updated by your community's management team or accountant, usually once a month. Thus, a recent payment may not appear until next month's update.

Can I get an additional user account for my spouse, family member, tenant, or person in charge of my property?

Of course you can. **MMN** allows every resident (owners, family members, renters, etc.) to have their own user account. This allows residents who do not have a computer, to have a family member or a close friend have an account on their behalf. There is no charge for additional user accounts. To request one, contact your community manager and provide them the user's information (name, address, email, telephone, etc.)

What are Tickets?

Tickets are any task that needs to be acted upon, managed, or documented. By default, and to protect the privacy of residents, all resident-created tickets enter as a "**Request/Inform**" type of ticket, as these types of tickets are only visible to the creator of the ticket, the Board/Management, and the person assigned to the ticket, if any. If the Board/Management determines that your ticket falls under another type, they will update the ticket to one of the following supported types:

- **Accounting** (used to track statements/payments related topics)
- **Activity** (used to track community activities – if applicable)
- **Architecture** (used to track renovation/remodeling requests, petitions, and questions made to the Architecture Committee/Reivew Board - if applicable)
- **Board Task** (used to track tasks being worked/considered by the Board of Directors)
- **Communication** (used to track communication or communication committee topics – if applicable)
- **Conciliation** (used to track topics submitted to the Conciliation Committee - if applicable)
- **Decoration** (used to track decorations committee topics – if applicable)
- **Delivery** (used to track incoming/outgoing packages – if applicable)

- **Elections** (used to track elections committee topics – if applicable)
- **Emergencies** (used to track emergency or emergency committee topics – if applicable)
- **Facility** (used to track facilities related topics – if applicable)
- **Financial** (used to track finance or finance committee topics – if applicable)
- **HOAs** (used to track topics related to HOAs in your area – if applicable)
- **Insurance** (used to track insurance related topics – if applicable)
- **Landscaping** (used to track landscaping or landscaping committee topics – if applicable)
- **Legal** (used to track legal or legal committee related topics, actions, & cases)
- **Moves** (used to track move ins and move outs)
- **Parking** (used to track parking related topics – if applicable)
- **Request/Inform** (used to track requests or to inform others about a particular topic)
- **Reservation** (used to track reservation requests for common area spaces such as Gazebos, Meetings Rooms, Guest Rooms, Tennis Courts, etc.)
- **Rules/Regulations** (used to track compliance and compliance committee related topics – if applicable)
- **Safety/Incident** (used to track incidents, safety/security lapses, alerts, rules violation, etc.)
- **Service** (used to track maintenance service requests, repairs, and improvements)
- **Steering** (used to track steering committee topics – if applicable)
- **Violation** (used to track violations)

Why create a Ticket?

Because it saves time in being able to make these types of requests right from your computer or mobile device at anytime without having to wait for business hours when the management office/staff is available. It also elimnates having to track down and find your community manager in order to place your request.

Another benefit to creating tickets, is that **MMN** will automatically notify you of every update regarding your Ticket. These updates include new notes, replies, documents, photos, assignments, status changes, etc.

Finally, by creating a Ticket via **Manage My Nest™**, you will have access to a historical log of each request you have made should you need to reference one in the future.

How do I create a Ticket?

There are three ways to create Tickets:

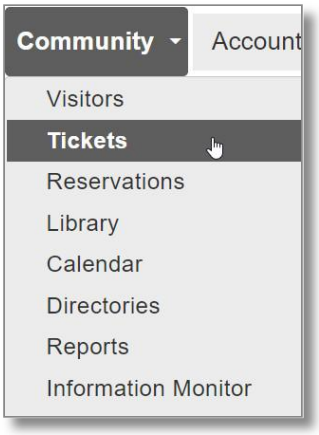
1. **THE EASIEST WAY** – Just send* an email (which can include attachments) to:

   MMN@ismynest.com

   * Note that the email must be sent from an email address listed in your profile as a part of **MMN**'s security to ensure only authorized users for **ESJ Towers** can create Tickets in your portal.

2. **THE MOBILE WAY** – Access **MMN** via a mobile device's browser, login, and select "**Create Ticket**". Here you just need to enter a title for the ticket, the contents/details, and optionally you can include a picture or short video using your device's camera.

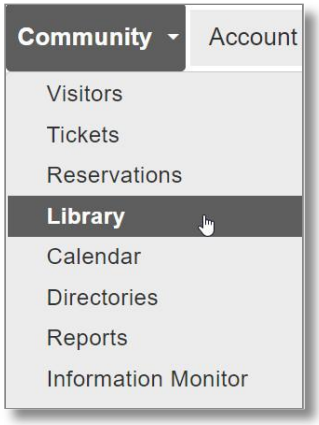
3. **THE TABLET/DESKTOP WAY** – Access **MMN** via a browser (Chrome, Safari, Edge, etc.), login, select the "**Community**" menu optoin, then "**Tickets**" and then click the "**Create Ticket**" button. Here you just need to enter a title for the ticket, the contents/details, and optionally you can upload any related documents, photos, etc.



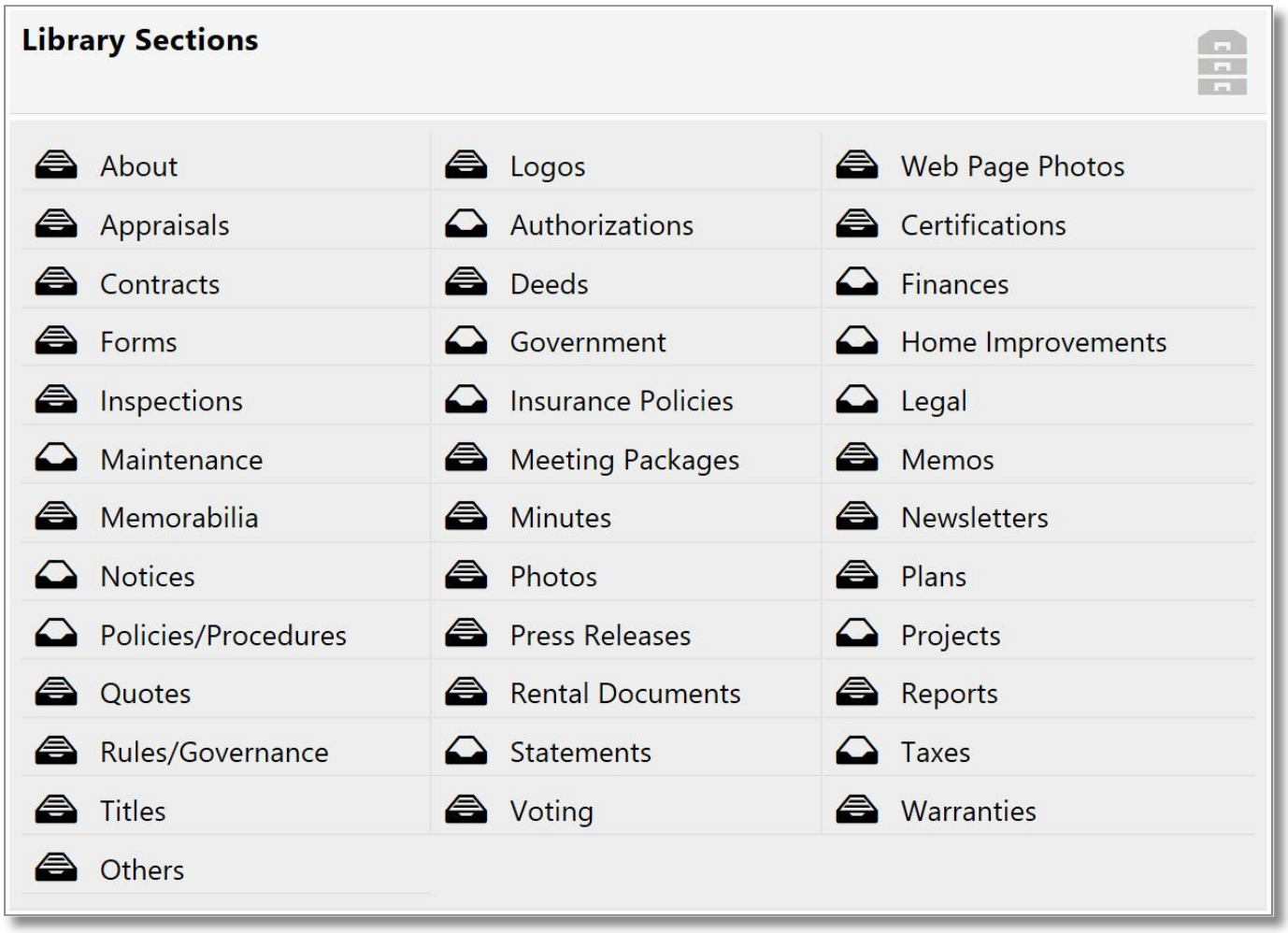
To maintain privacy, Tickets created by residents are **only** visible to the author, management, and the board of directors. If the board or management updates the ticket to **Public**, then (and only then) will the ticket become visible to all users. This is usually done if the ticket is for a service request related to a common area within your community. If your ticket is assigned to a committee or a specific person/vendor, then the committee members or vendor will also be able to see your ticket in order to work on your request.

How do I access the By-Laws, forms, and other documents?

MMN maintains an online library in which you can access and upload all kinds of documents 24/7. To access these, once logged in, select the "**Community**" menu option, and then “**Library**”.



You will then be shown all the available sections. Sections that have documents that you can access are indicated with a tray icon that is filled in. Click on a section that has the documents you want to access. The screens will look similar to these:

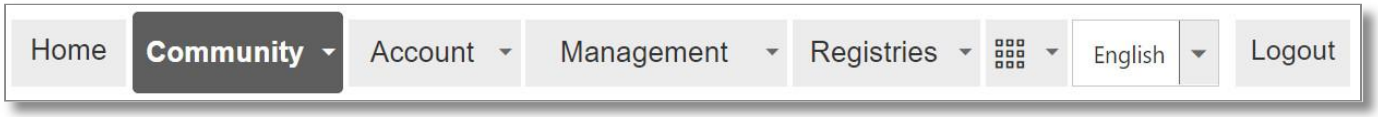


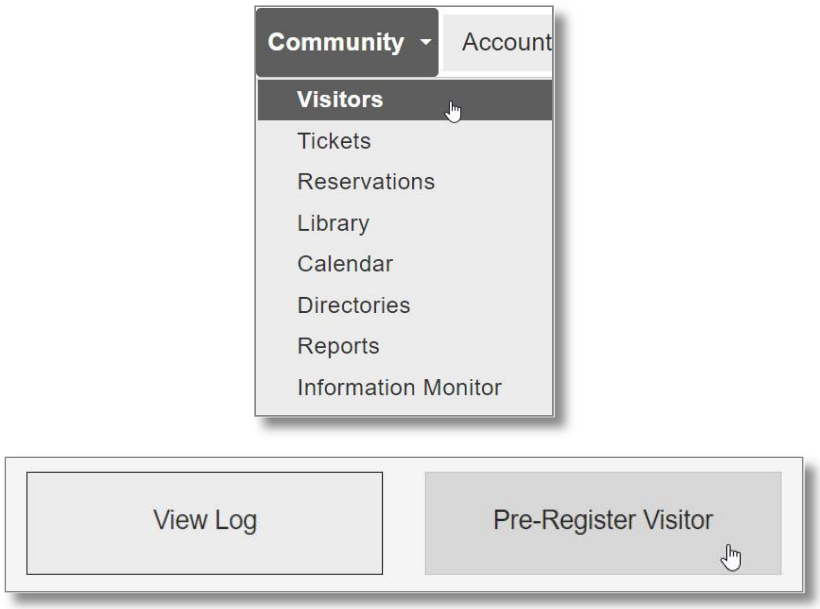
Once you are in the desired section, the available documents are listed. The default order is by most recently added/updated. If the document is a photo, a thumbnail view of the photo is shown. If the document is not a photo, an icon will indicate the type of document (PDF, Word, Excel, PowerPoint, Video, etc.). To access the document, simply click on it.

You can also upload files to the library. For security reasons, any file uploaded by a resident will not be visible to others until the Board/Management has reviewed the file to ensure it is appropriate. Once they tag the file as “**approved**” the document will be visible to all users.

How do I pre-authorize visitors?

If **ESJ Towers** has a Visitor registry, you can pre-register visitors that you know in advance will be visiting as well as indicate those who should never be allowed in. To create a visitor pre-registration, once logged in, select the "**Community**“ menu option, then **Visitors**”, and then click on the “**Pre-Register Visitor**” button.





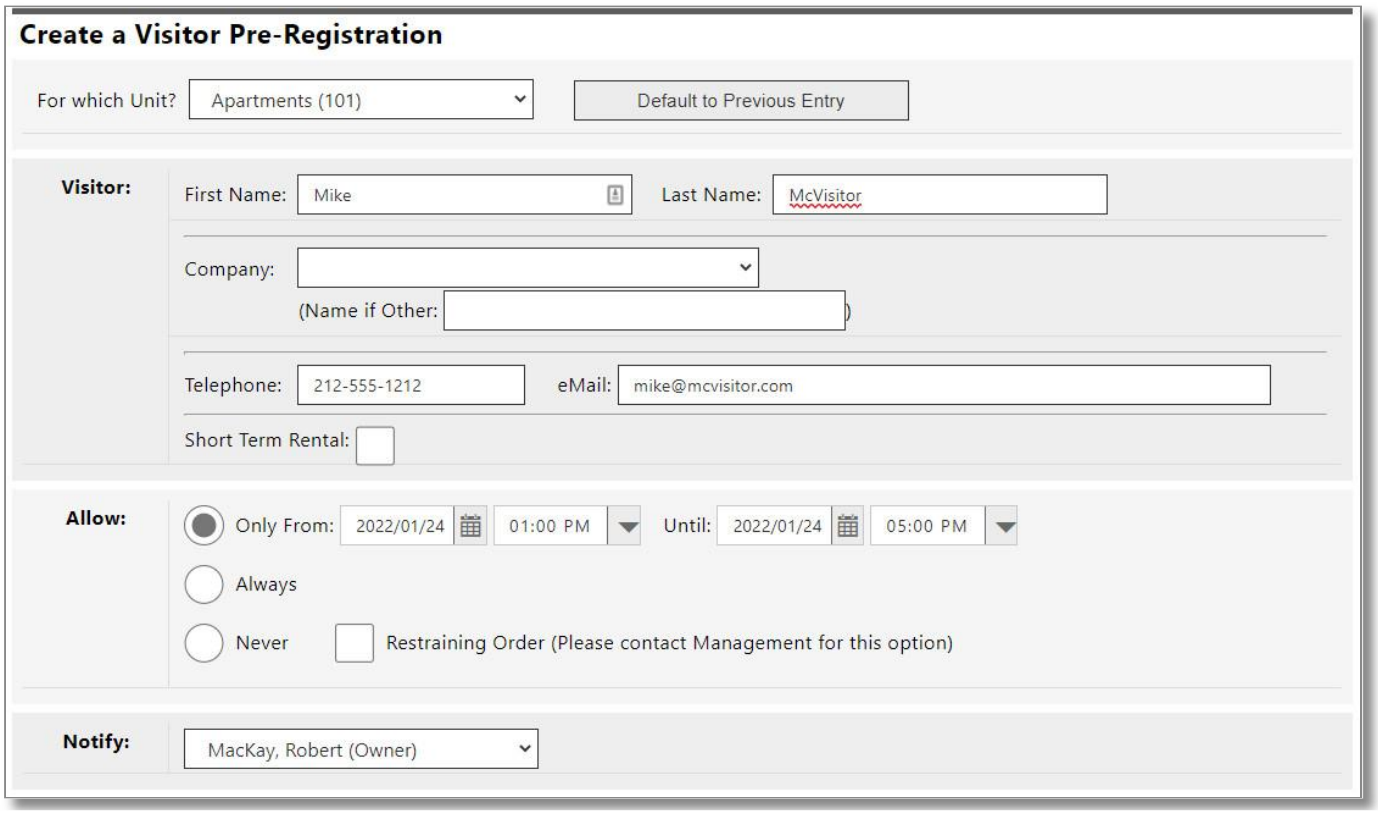
In the form that appears, simply select your apartment (in case you own more than one), and then enter the details regarding your visitor. You can specify if the visitor is to...

1. ...**only** be allowed from a certain date/time until a certain date/time
2. ...**always** be allowed (such as a family member)
3. ...**never** be allowed (and if never allowed, is the reason related to a restraining order)

If marking the option related to a restraining order, please contact your community manager as they may have some additional required steps to take.

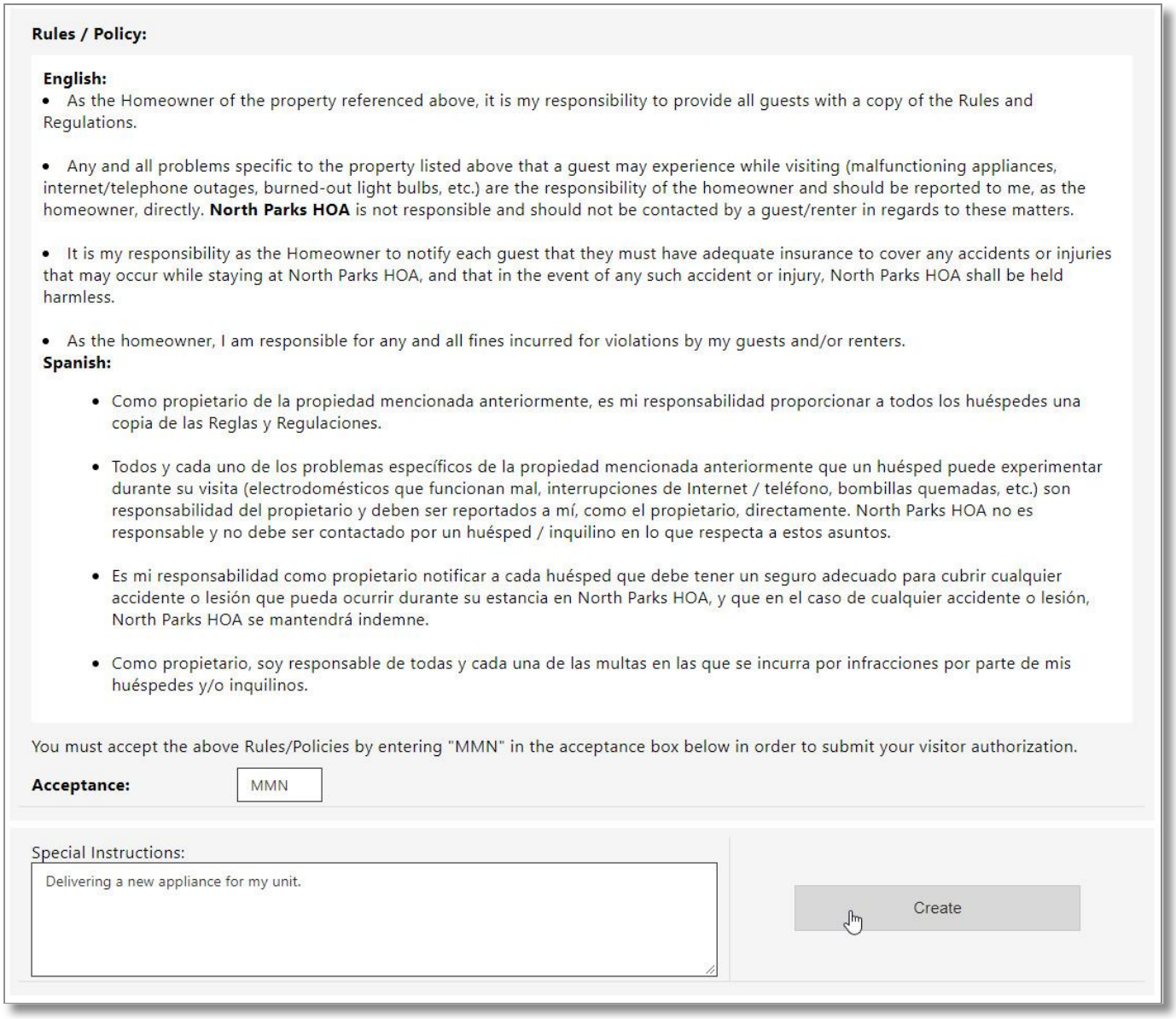
You can also indicate who (or yourself even) to notify by email and/or text message when your visitor arrives.

The page should look similar to this:



Your community likely has visitor rules that you must agree to by entering the letters "MMN" into the **Acceptance** field.

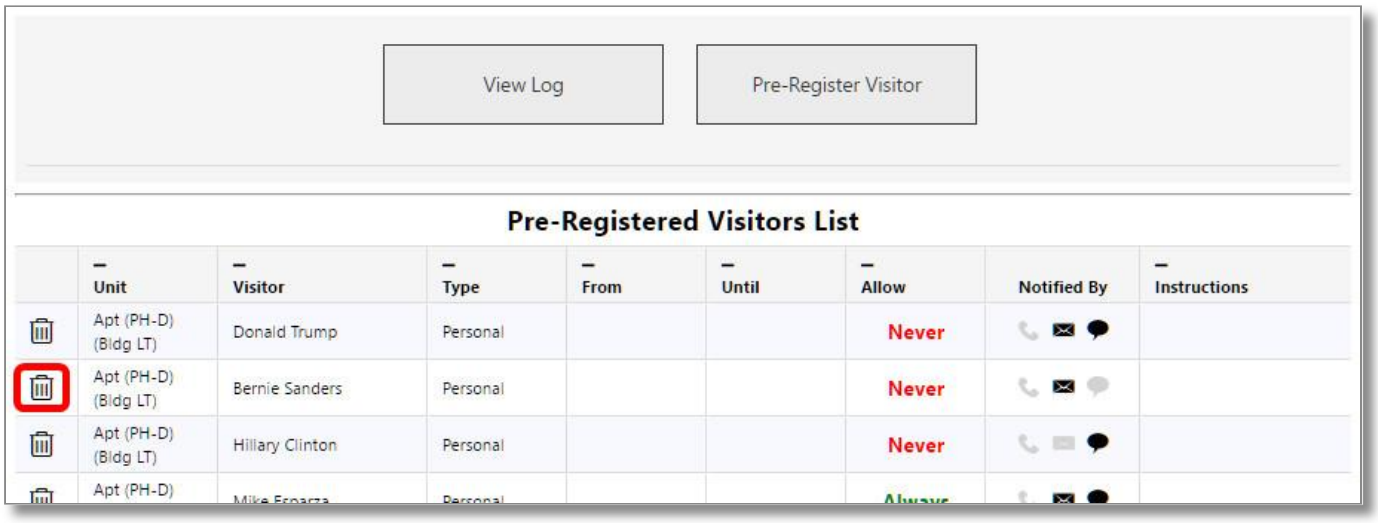
If you have any special notes that you want the gate or front desk to know regarding your visitor, you can enter these in the **Special Instructions** field.



Click the “**Create**” button when done. Your visitor authorization will be immediately available to the gate or front desk personnel.

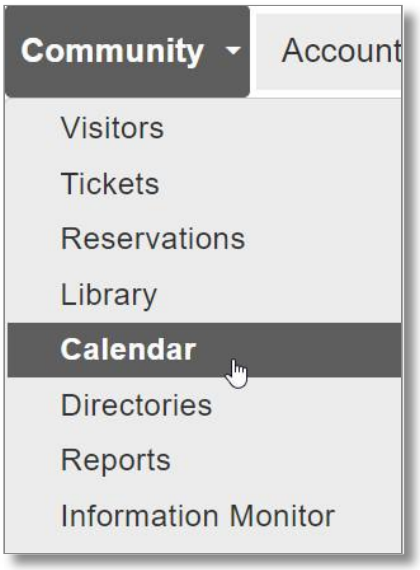
How do I remove a visitor pre-authorization?

To remove pre-authorized visitors, once logged in, select the "**Community**“ menu option, then select “**Visitors**”. Any pre-authorized visitors will appear below the "**View Log**" and "**Pre-Register Visitor**" buttons. To the left of each pre-authorized visitor there will be a corresponding "**Trash Can**" icon. To remove a pre-authorized visitor, simply click the "**Trash Can**" icon that corresponds to the entry you want to remove (the image below provides an example of what the screen will look like).

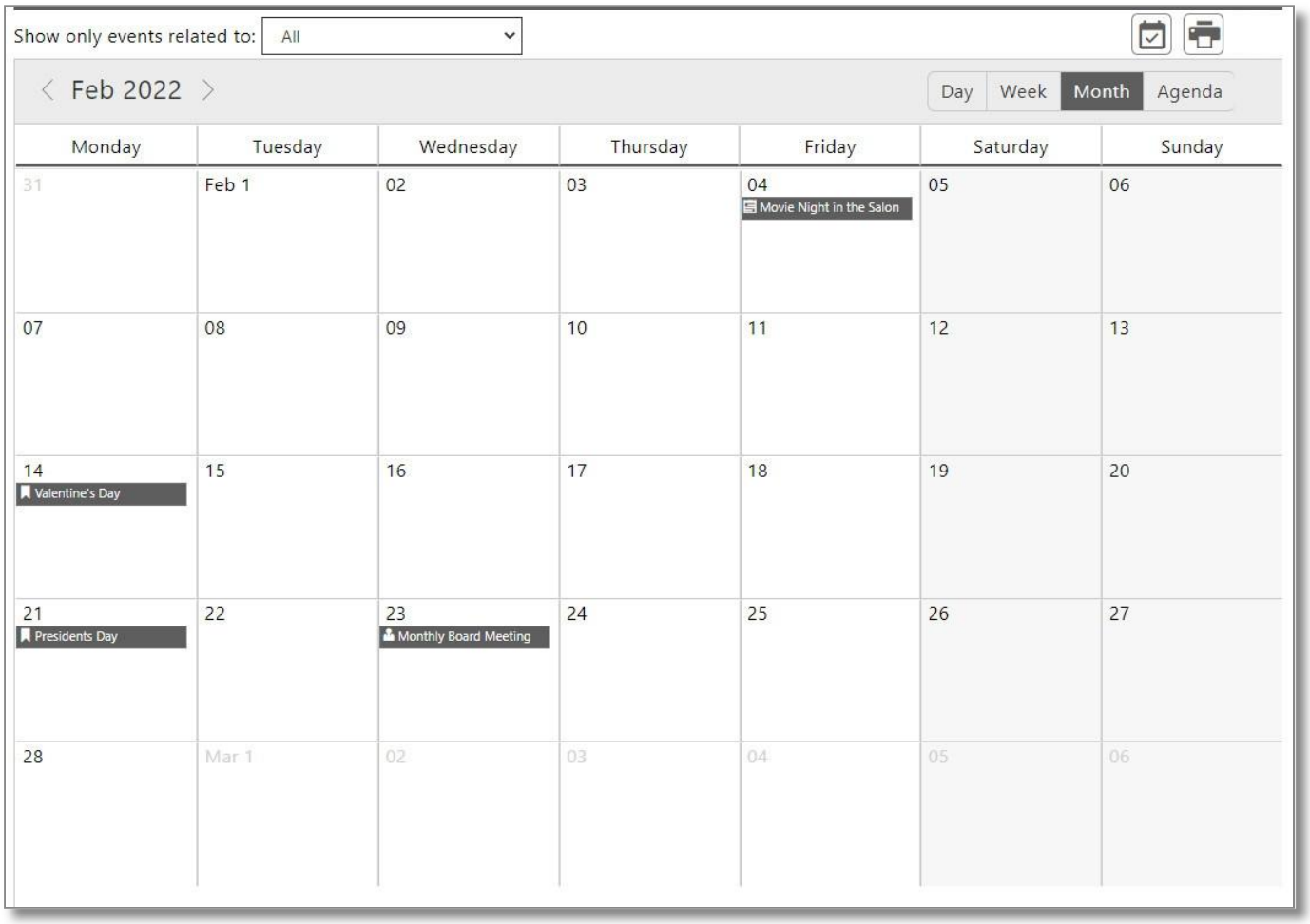


How do I see the Community Calendar?

To access the calendar, once logged in, select the "**Community**" menu option, and then “**Calendar**”.



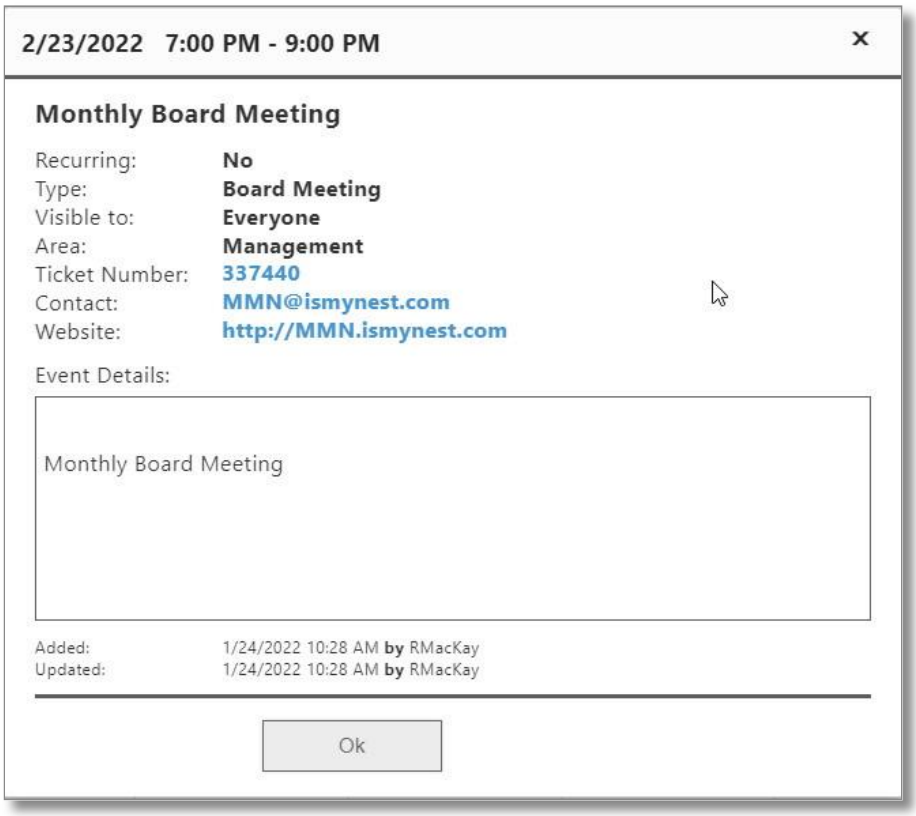
You will now see the current month’s calendar and the related events for that month. The calendar should look similar to this page:



You can navigate forward/backward any number of months using the arrows at the top-left of the calendar. If you clock on the month itself, you can navigate directly to any month/year.

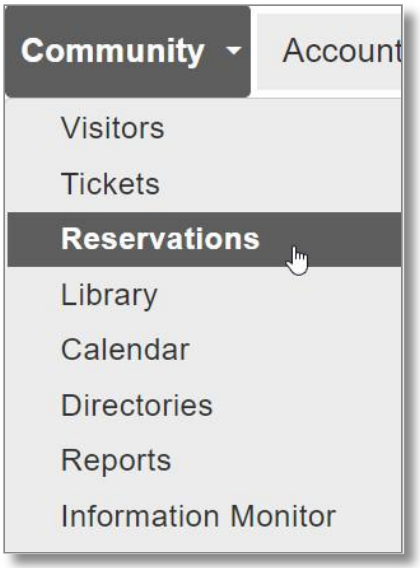
To the right are buttons to allow you to switch between types of view (Day view, Week View, Month View, and Agenda View).

At the top of the page you can also filter the calendar to only show certain types of events, as well as print the calendar.
To see the details of any one event, just click on the event. A pop-up will appear giving you the details regarding the event. The pop-up should look similar to this.

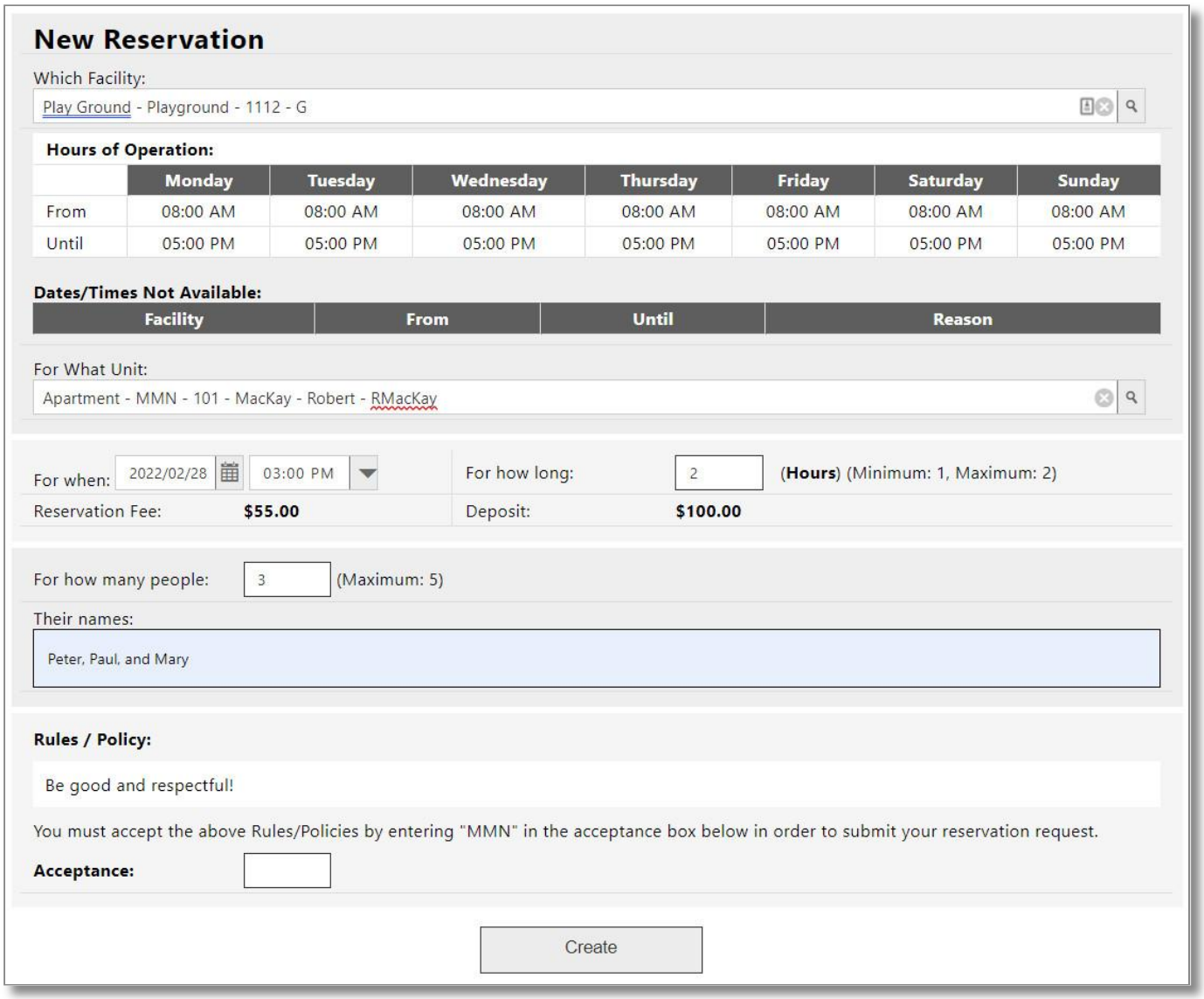


How can I reserve common areas/facilities?

If your community has setup one or more areas to be reservable, you will see the option for **Reservations** in the **Community** menu.



You will now see the page for making reservations that will look similar to this page:



First find and select the common area/facility that you want to reserve. When you do this, the page will update to show you the Operating Hours for that facility.

Next select the unit for which you are making the reservation. The default will be your unit (or your first one if you own more than one).

Next select the date and time that you want to reserver the facility for, and for how long. If a deposit or fee is required, it will be shown below desired date/time so you are aware of those costs (if any).

Next enter the number of people that will be using the facility and their names.

Finally, if your community has any rules/policies that you must adhere to and accept, they will be shown and you will need to enter the letters "MMN" to indicate your acceptance of these rules/policies.

Now just press the "**Create**" button to make the reservation request.

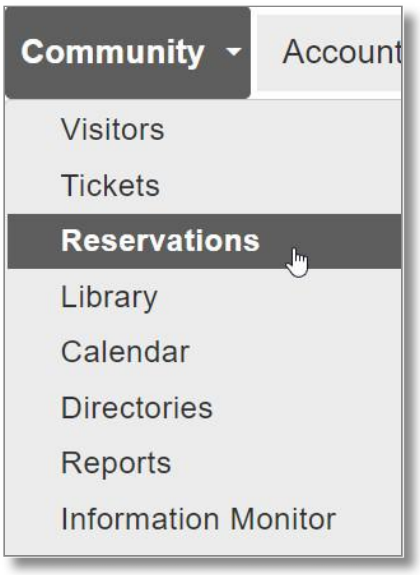
If the reservation complies with all the rules, restrictions, capacities, and availability, the page will refresh to the calendar view showing your reservation on the calendar. If the reservation requires additional approval by the board/management, it will be a **pending** reservation. Once they approve it, it will change to a fully approved reservation.

If the reservation did not comply with any rule, restriction, capacity, or availability, the page will refresh

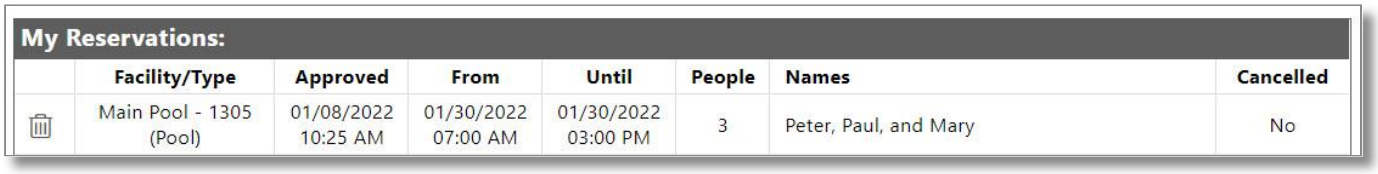
to let you know the reason for not being approved, so you can change any of the above entries (date/time, number of people, etc.) to comply and thus get your reservation made.

How do I cancel a reservation?

If your community has setup one or more areas to be reservable, you will see the option for **Reservations** in the **Community** menu.



If you have any reservations already made, these will be displayed first, above the reservation area described in the prior section above. To cancel a reservation, simply click on the trash can icon to the left of the reservation you want to cancel. This area for cancelling a reservation will look similar to this:



My Reservations:

	Facility/Type	Approved	From	Until	People	Names	Cancelled
🗑	Main Pool - 1305 (Pool)	01/08/2022 10:25 AM	01/30/2022 07:00 AM	01/30/2022 03:00 PM	3	Peter, Paul, and Mary	No

What else can I do with Manage My Nest?

From the Community and Account menus, you can access other capabilities such as:

- "**Update My Profile**" where you can jump straight to your profile to make any corrections, change your password, etc.
- "**See Messages Received**" where you can access the entire history of messages that have been sent to you via **MMN**. When you click on this link, the page will then show you your most recent messages from the last 30 days. You can change the date ranges to search for more or older messages. Please keep in mind that **MMN** will only display a maximum of 250 messages at a time. So, adjust the date ranges to be more specific if you are not seeing a message that you know you had received. Messages are never archived thus they are always available 24/7. The

icon shown next to each message will indicate if it was a message sent to you by email or by text message. Any attachments that may have been included will be available to open as well.

- "**See Messeges Sent**" is similar, but shows the messages you have sent via **MMN**.
- "**See My open Tickets**" link will take you to the Tickets page, with filters automatically applied to show you only open tickets that were created by you.
- "**See Tickets assigned to Me**" link will also take you to the Tickets page, but with filters automatically applied to show you only tickets that are currently assigned to you.
- Access "**Directories**" such as how to contact Management, who is on the Board and committees of the community, Emergency telephone numbrers, and even suppliers in the area for things like plumbing, carpentry, remodeling, painting, etc.
- Get "**Concierge Reminders**" via the Manage My Nest virtual concierge. Just enter the date/time and reminder message. When that date/time comes, MMN will send you an email and/or text message with your reminder. There is no limit as to how many reminders you can setup.
- Create a website to list your unit "**For Sale or For Rent**" - just fill in the form about your unit, pricing, upload up to 30 high resolution photos and floor plans, indicate any frequently asked questions (FAQs) you want included, and information about your Realtor™ (if applicable). Once done, when management or the board approves the content, it will be available for the entire world to access via your community's public web page. This link can also be given to your Realtor™ or others to share with anyone interested in buying/renting your unit.
- View "**Reports**" that you have access to. Some reports include charts and graphs, while others are more of a traditional table style. If a report has a column heading with a dash above it, that indicates that clicking on the column heading will re-sort that report by that column heading. This allows you to sort nearly all the table-style reports however you would like. You can export all table style reports directly to Microsoft Excel via the "**Export To Excel™**" at the bottom of all these reports.
- Generate a "**Unit Web Page**" - If your unit is a commercial space, **MMN** also provides a one page website to promote your business. This page will be accessible via the public web page's "**Directory**" menu option where all commercial spaces within your community are listed (if applicable). To create your page, click on the "**Unit Page**" option within the "**Account**" menu. Fill in the form and mark the specialties/services your business offers. Again, this option will only appear if your unit is a commercial space. It does not apply to private units such as homes, apartments, etc.

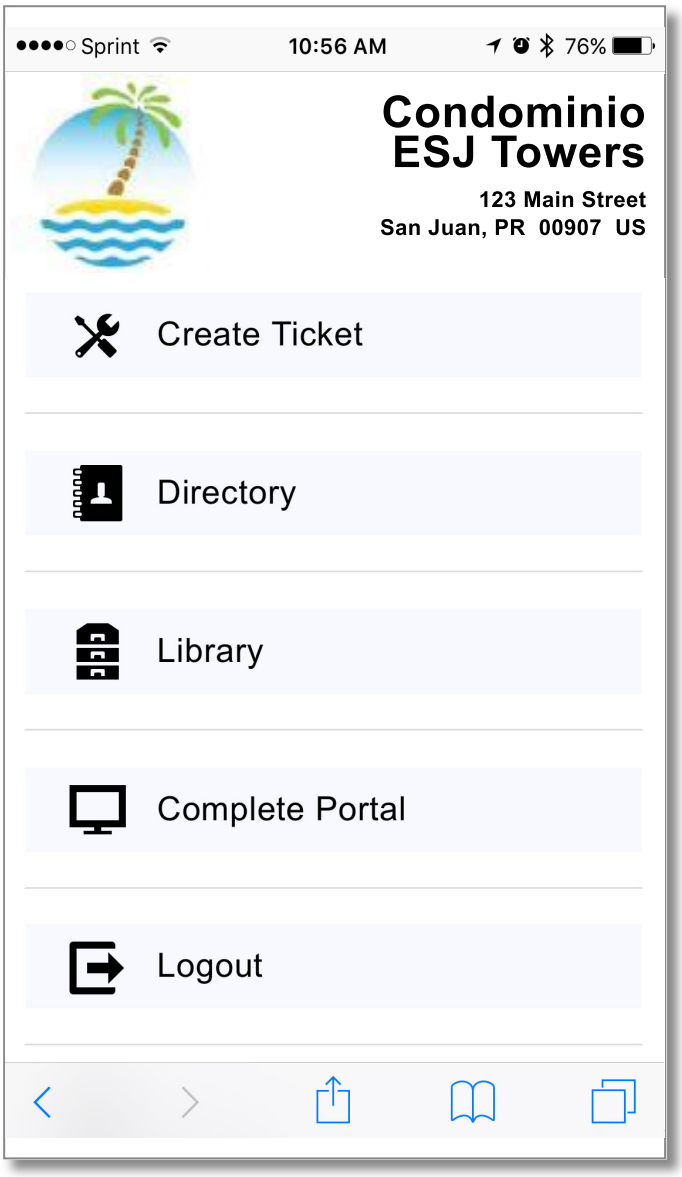
  You can also create a "**User Web Page**" if your unit is a commercial space, **MMN** also provides a one page website "resume" to promote your own professional capabilities (such as for Doctors, Lawyers, Engineers, Designers, CPAs, Architects, etc.). This page will be accessible within your commercial space's unit page (see above) via the public web page's "**Directory**" menu option (where all commercial spaces within your community are listed). To create your personal page, click on the "**User Page**" option within the "**Account**" menu. Fill in the form that appears related to your professional resume. Again, this option will only appear if your unit is a commercial space. Again, this does not apply to private units such as homes, apartments, etc.

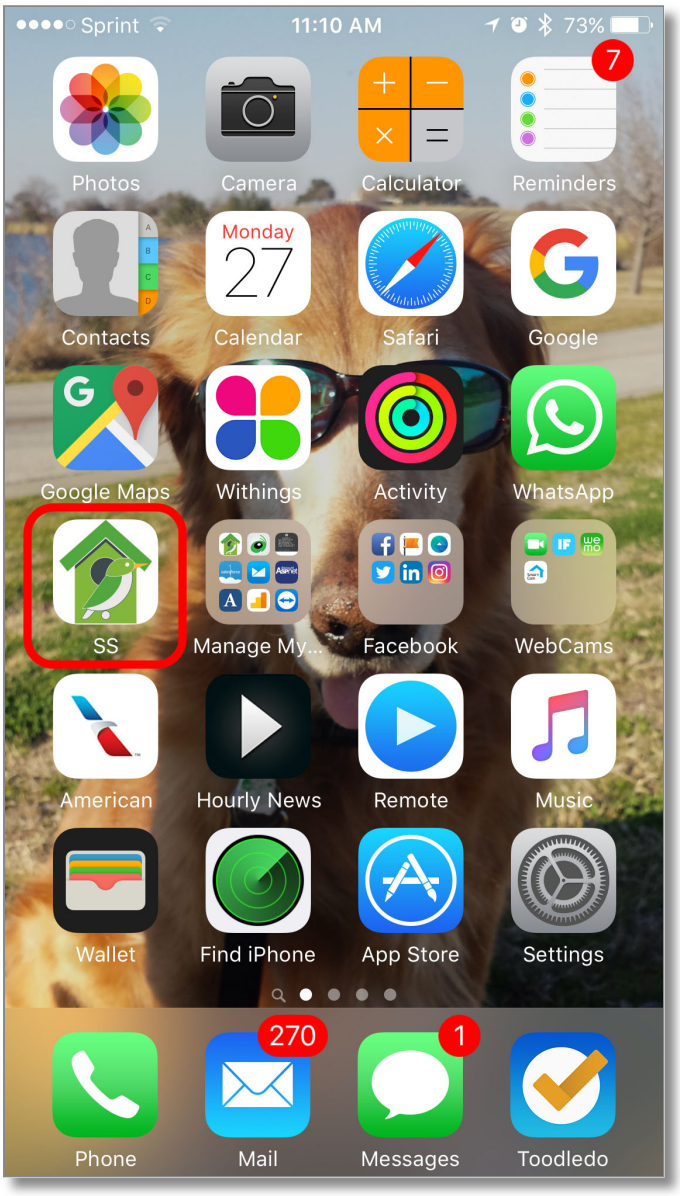
MORE… We are always improving and expanding the capabilities of **Manage My Nest**. If you have an idea for a new feature or an improvement, please send it to **info@managemynest.com**.

Is there a mobile app or version available?

Our platform auto-detects if you are accessing it from an iPhone™, Blackberry™, or Android™ based mobile device. When this is detected, you are automatically shown the mobile version of **MMN**. Since our platform is written in HTML5, the platform behaves virtually as if it was an app. You can even add it

to your home screen so it appears like an app on your device. The image on the left shows what the mobile version looks like, and the image on the right shows how **MMN** looks when saved to your home screen as if it were a native app (highlighted in **red** below):





Note: If you get a message about "cookies" or an error regarding "too many redirects", please go into your browser's settings and **enable cookies** for your website.

The mobile platform allows you to "**Create a Ticket**", access the "**Directories**", access the "**Library**", or jump out of the mobile platform and into the "**Complete Portal**".

Please note that in the directories, unless you are part of the Board/Management, only telephone and emails that are marked as “listed” are shown. To protect the privacy of users, all telephones and emails were marked as “unlisted” when the platform was implemented unless told otherwise by the Board/Management.

To navigate the mobile platform, just click the function you want to open. To get back to the main menu at any time, just click the property’s logo on the top-left of each screen.

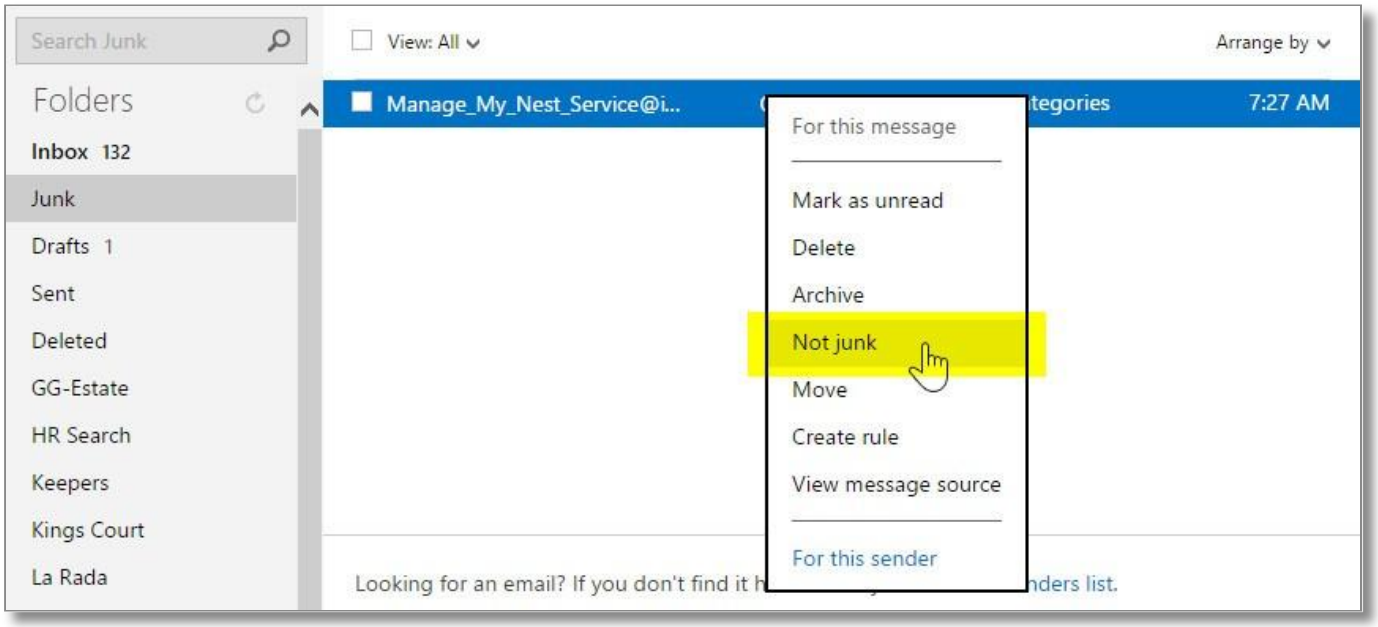
Why am I not getting any emails from MMN?

Barring your email address having a typo in your account profile, this is almost always due to the messages getting caught in your junk/spam folder. Please go into your junk and/or spam folders and look for the messages there. If you find them, be sure to mark them as “Not junk” or “Not spam” to prevent them from getting classified as such in the future.

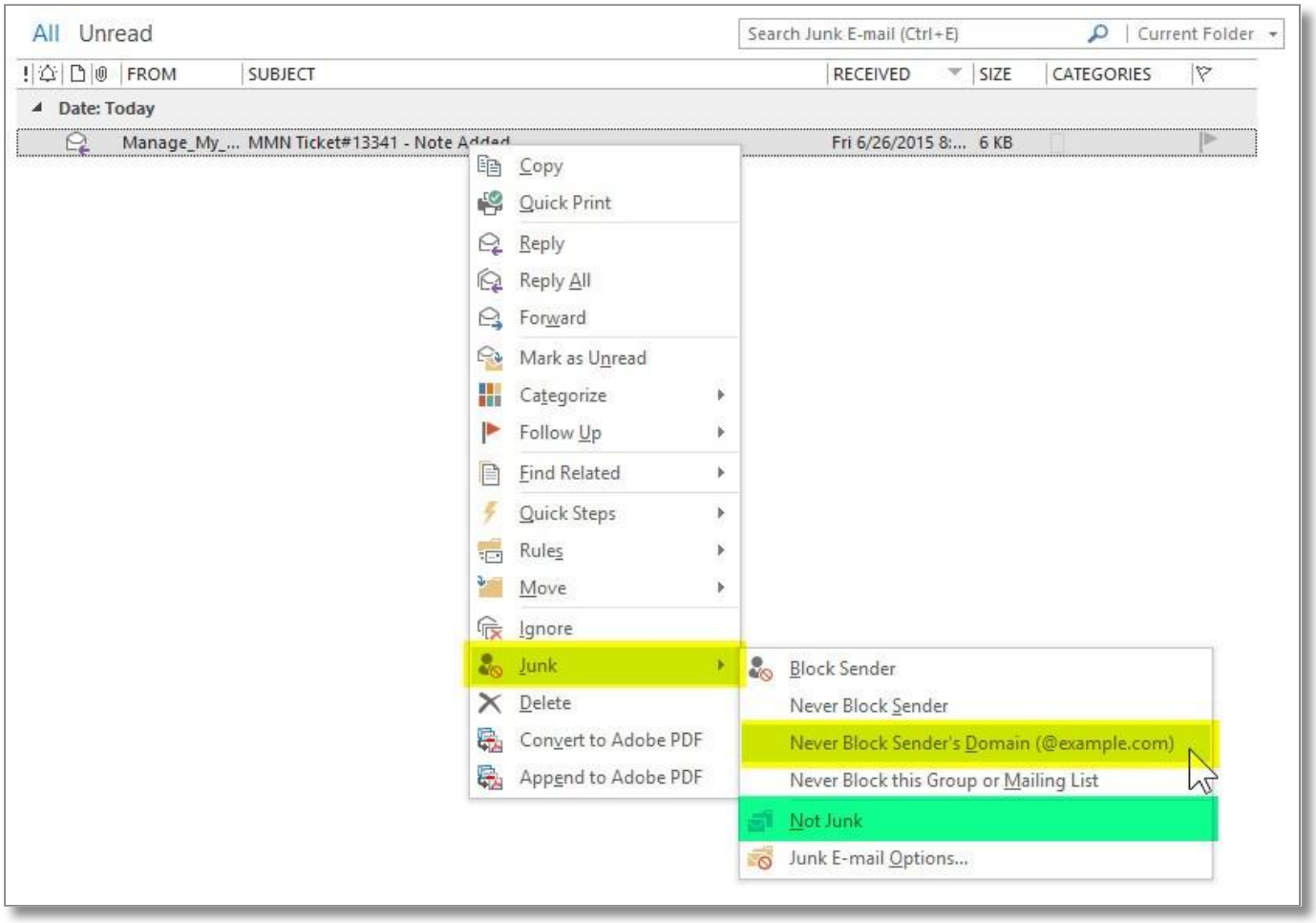
The following images show you how to do this for the 3 most popular email clients:

GMAIL:

HOTMAIL / LIVE / OUTLOOK (web):



OUTLOOK (desktop application):



We hope you find the **Manage My Nest™** platform to be an easy and useful tool as a resident of **ESJ Towers**, to stay informed, make request, manage your account, and so much more. The company behind **MMN** is well recognized for its responsiveness to its customers and is always looking for ways to improve the platform even more as well as add new capabilities. Please submit any ideas for improvements or new capabilities to **info@managemynest.com** and you will very likely see them soon in a future version of **MMN**. For more information on **MMN**, visit our webpage at:

https://www.ManageMyNest.com

Copyright © 2022 - MacKay Enterprises, LLC - All Rights Reserved