

Instructions Flow App

Dear tenants:

This is how to use your app:

1. Download & registration

The app "your place." is available in the App Store and Google Play Store:

Android:

<https://play.google.com/store/apps/details?id=com.reos.live&hl=de&gl=US>

iOS:

<https://apps.apple.com/de/app/your-place/id1391625498>

If you don't want to download the app, you can also access the same features through a browser:

<https://prv.tenant.reos.software/login>

When you open the app for the first time, you will see the following screen. Please log in using the email address you used for the onboarding process. In the top field, please enter "PRV".

Figure 1 (Login):

your place.

Bitte logge Dich ein.

The login form consists of four input fields stacked vertically. The first field is labeled 'PRV' and contains the text 'PRV'. The second field is labeled 'Benutzername'. The third field is labeled 'Passwort'. Below these fields is a blue button labeled 'Login'.

Once you have successfully logged in, you will see the following dashboard.

Figure 2 (Dashboard):



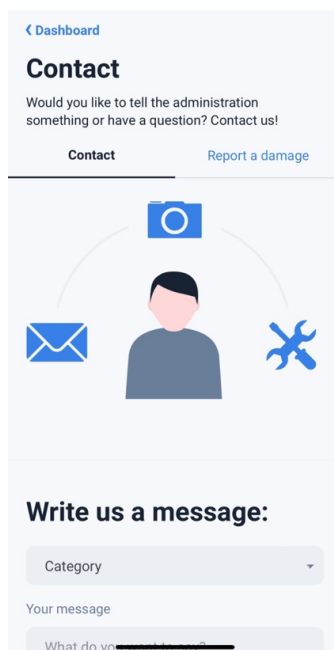
To change the language, please go to Einstellungen → Sprache wählen → English

2. Making requests via the app

From now on, please submit requests via the "Contact" tab. You will be able to choose between different categories (e.g., accounting, heating, etc.) and upload a file or a photo instantly.

If you make a request regarding, e.g., accounting, someone from the office will contact you. If you have a repair request, the janitor will contact you via the app. Thus, your request will immediately reach the responsible person via the app.

Figure 3 (Contact):

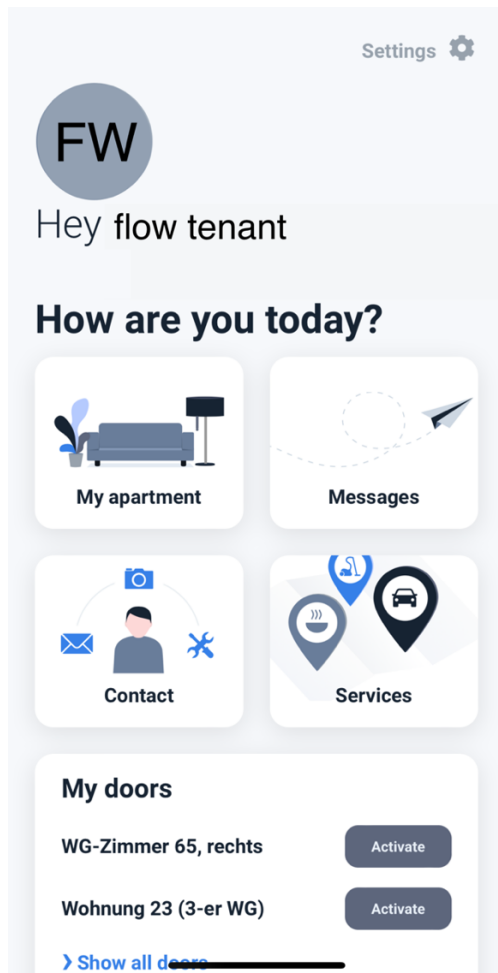


3. Door opening via the app (only for tenants with Standard or Prime package)

As you can see in Figure 4, you can also open doors via the app. Under "Show all doors" you will find a list of doors to which you have access authorization.

BUT: Opening doors via the app is not a replacement for your transponder. In the event of a power failure or a server problem, it will not be possible to open the doors via the app. So please always take your transponder with you when you leave the apartment or house.

Figure 4 (My doors):



4. Landlord certificate

(only available via desktop version <https://prv.tenant.reos.software/login>)

To obtain your landlord certificate, click on the link and log in. Then, choose "My apartment" and afterwards choose "Documents". Your landlord certificate is available for you there.

5. Parcel delivery and shipping via myRENZbox

You are able to receive and send parcels via myRENZbox.

Drop-off authorization:

1. Open the "your place." App
2. Click on "settings"
3. Click on "myrenzbox"
4. Now you can make a one-time deposit authorization for the parcel box in the RENZ portal. This is legally required. The drop-off authorizations must be made individually for DHL and ParcelLock. Follow the respective instructions of the providers and use the same e-mail address here as well (register, specify the correct delivery address, etc.).
5. In the future, when parcels are ready for pickup, you will receive a push message via your app.

Shipping from the parcel box:

1. Requirement for sending parcels via the parcel box is the instruction above.
2. A shipment or return must be ordered in advance on the homepage of the respective provider (DHL or ParcelLog, DPD, GLS, Hermes).
3. Make sure that the shipment is sufficiently postpaid. The collection is subject to fee.
4. Now take the postpaid parcel to the parcel box, hold your transponder in front of the reader unit.
5. Then select "Insert" and answer the questions about the parcel.
6. After you select the parcel box size, you can insert the parcel and close the door.
7. In case the parcel does NOT fit the parcel box, DO NOT close the door, instead click "Change box size". The display will automatically change to the information display "Wrong box selected".
8. Now remove the package and close the door. You can then select the size of the parcel box again.
9. If the package is successfully deposited and a confirmation appears on the display, please do not forget to log off.

6. Errors in the tabs: My apartment & Services

Please ignore the "Services" and "My Apartment" tabs for now, not everything has been programmed there yet. The listed services (WeWash, N26 & Verivox) are not offered, and the rental prices are not yet displayed correctly. The rental prices from the rental contract are valid.

If you have any questions or comments regarding the app, please feel free to contact us.

Best regards

Your Flow Team