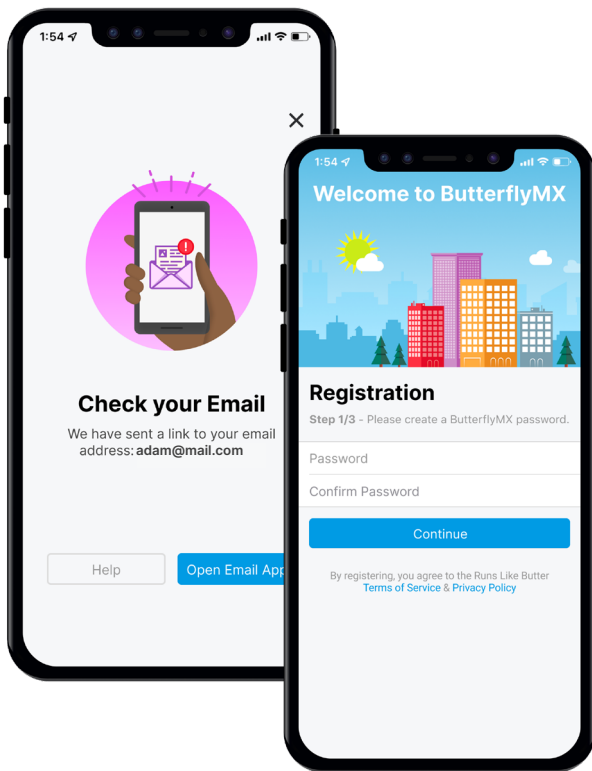




ButterflyMX Tenant User Guide

Property access made simple



1. Registering for ButterflyMX

REGISTRATION EMAIL

Welcome to ButterflyMX!

To access all of our features, you'll need to finish your registration. You should have received a registration email (and a text message if you provided your SMS number) from ButterflyMX. If you have not received this email or text message, please contact your property manager or our support team at support@butterflymx.com.

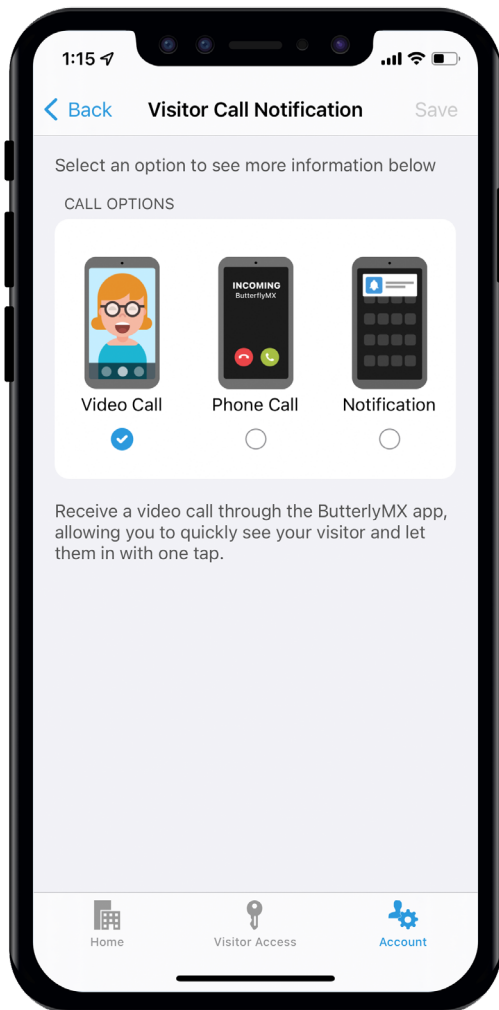
CHOOSING A PASSWORD

After pressing the "Get Started" button in the registration email, you will be asked to create a password. Make sure the passwords match in both text fields.

2. Using the Mobile App

Now that you are registered, download the mobile app from the App Store or Google Play and sign in with the email and password that you created earlier.

The app will prompt you to enable notifications and access to your phone's camera and microphone. You can update all notification settings later from your account.



CHOOSING YOUR NOTIFICATION PREFERENCE

After signing into the app, choose how you'd like to be notified of visitors. You can choose to take calls through either the mobile app or through a telephone call.

Option 1: Mobile App

Calls that come through the app will be video calls. You can also use the app to open the door. If you miss a call from the app, it will roll over as a phone call to the phone number on your account.

Important: Select "Mobile app" in the dropdown menu for "Contact preference" if you plan to use the app on an Android. On iOS, you can choose "Video Call," "Phone Call," or "Notification."

Option 2: Phone Calls

Using this option, calls from the intercom will come in as a regular phone call. After you accept the call, you can open the door by dialing "9."

KEY MOBILE APP FEATURES

Now that you've signed into the app, you can use all of our convenient features, including:

- Swipe to Open
- Building Contact
- Activity Tracking
- Account Page
- Visitor Access

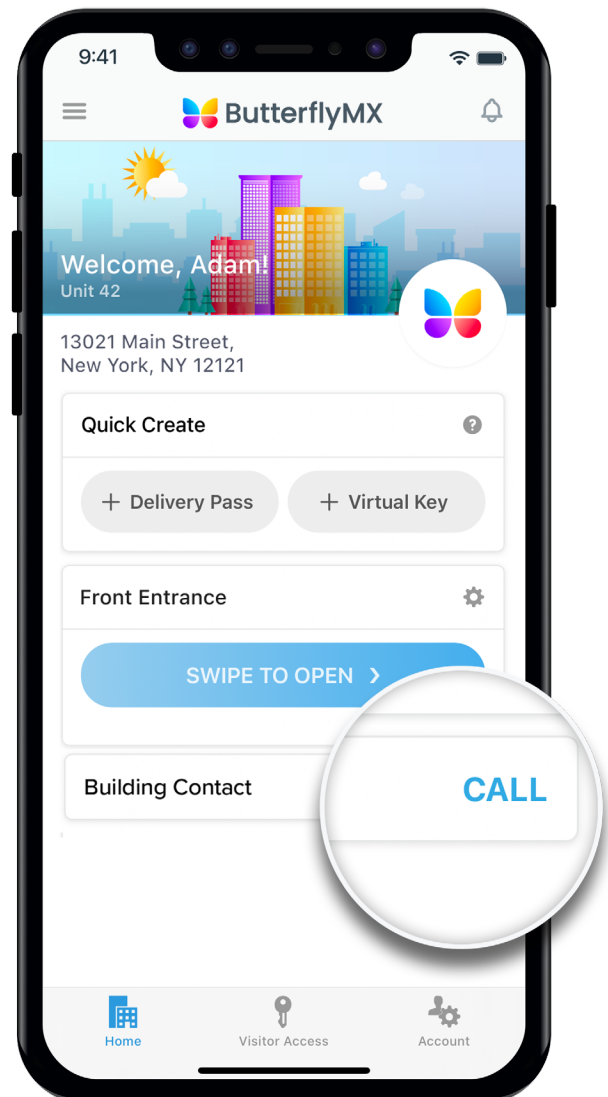
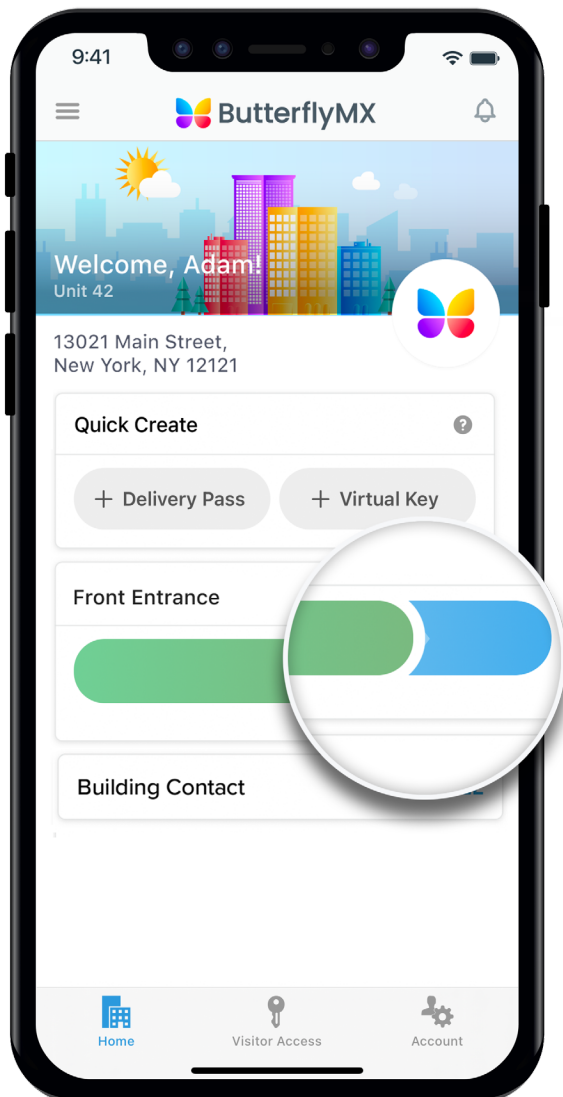
Please note: all features may not be available at your property

Swipe to Open

Swipe your finger across the “Swipe to Open” button on the Home tab of the app to open the door.

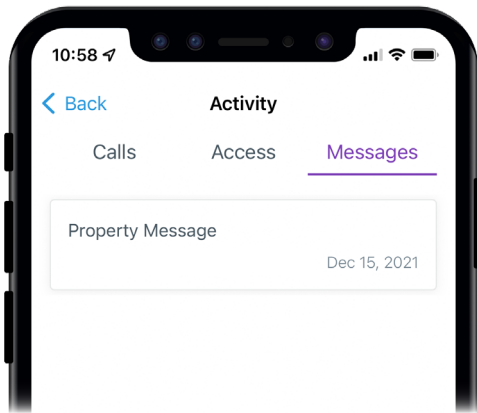
Building Contact

The Building Contact button calls a dedicated on-site team member as provided by your property manager.



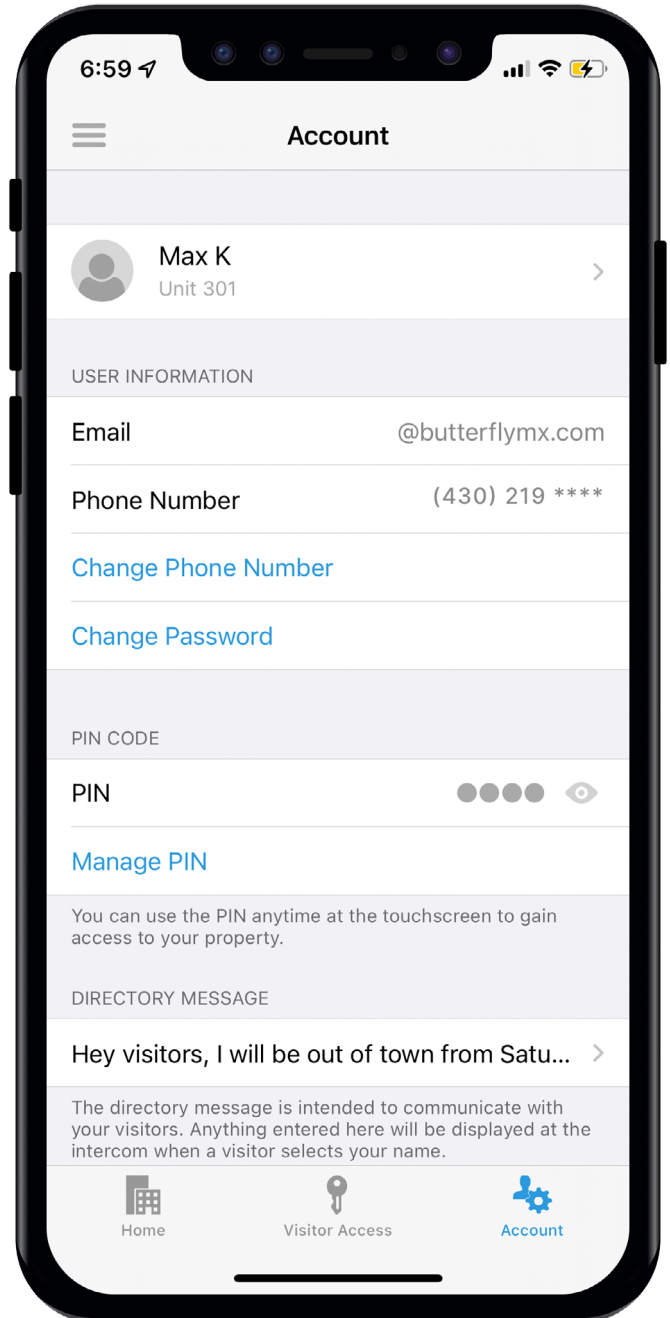
Activity Tracking

At any point, you can access a comprehensive list of the visitors and deliveries you've received. Also, if a visitor comes while you are gone, you can find any voice or text message they left for you. Access these features from the "Activity" tab on Android, or the bell icon in the upper right corner on iOS.



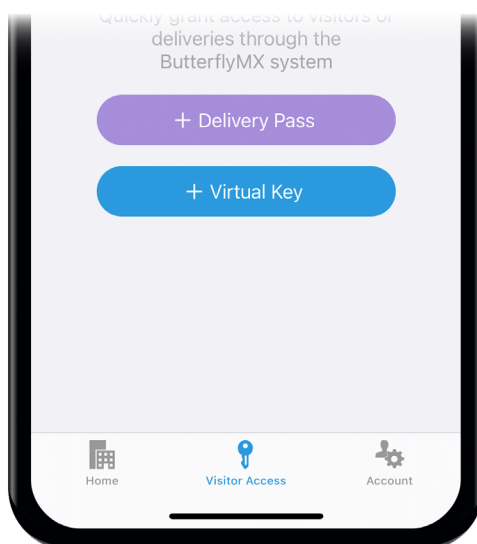
Account Page

Update your profile information, PIN code, directory messages, and more. You can also change your notification settings and send an email to our support team by clicking on the "Help" button.



Visitor Access

ButterflyMX offers two convenient ways to enable access for visitors and delivery carriers: virtual keys and delivery passes.

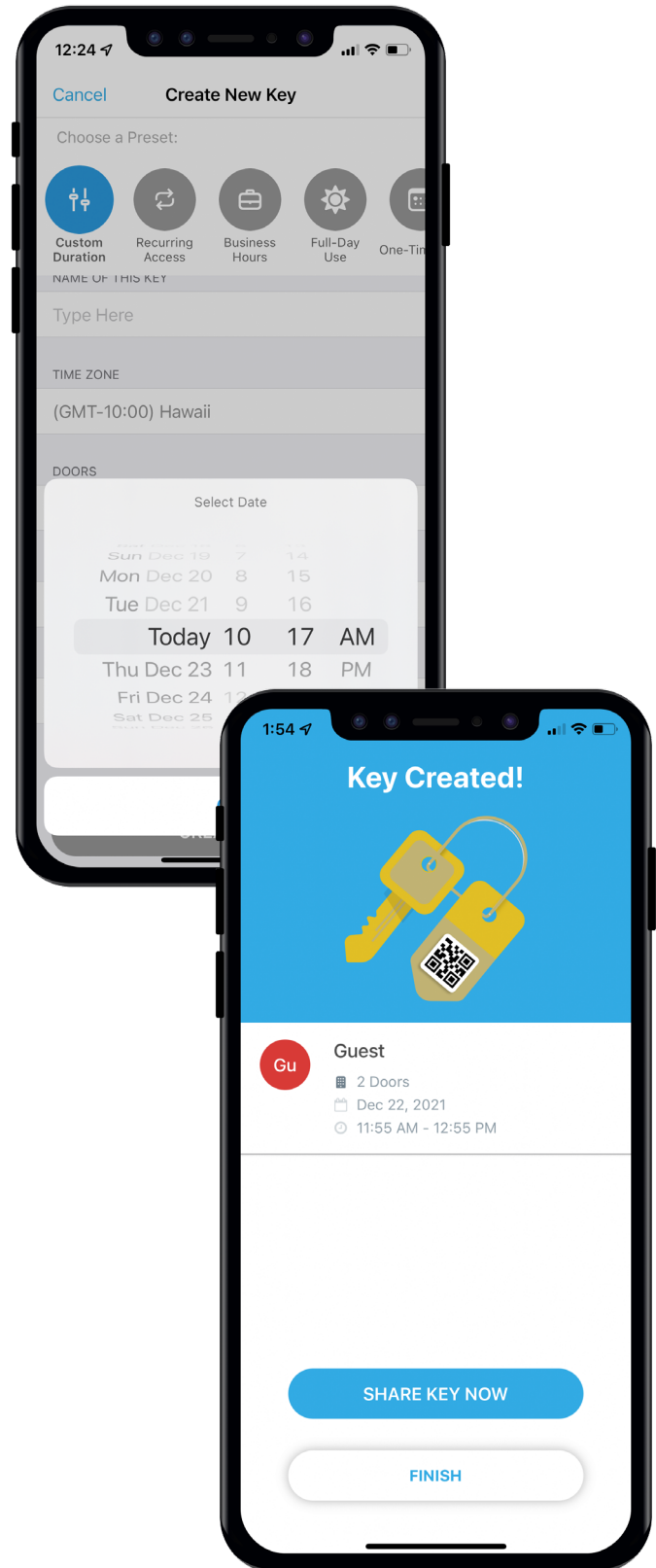


VIRTUAL KEYS

If enabled by your property, virtual keys are digital access credentials you can send to guests or service providers. With a virtual key, visitors can access the building without having to contact you first. You can configure these keys to work only on specific days or at certain times.

How to create a virtual key:

1. Tap the “Quick Create” button labeled “+ Virtual Key” in the mobile app.
2. Choose a preset: Custom Duration, Recurring Access, Business Hours, Full-Day Use, One-Time Use.
3. Name the key, choose the doors it will provide access to, and select start/end times.
4. You’ll be taken to a “Key Created!” screen. Review your virtual key details and click “SHARE KEY.”
5. Enter the recipient’s SMS phone number or email.
6. If you’re not ready to share the key now, you can share it at a later time by choosing the key under “Active” in the Visitor Access section.
7. The recipient will receive a QR code and PIN number to unlock the doors you’ve granted them access to.



DELIVERY PASS

If enabled by your property, delivery passes are single-use, six-digit PIN codes that you can create and send to a delivery carrier. This allows couriers to access your building and complete deliveries even when you aren't home.

How to create a delivery pass:

1. Open the ButterflyMX app
2. Click 'New Delivery Pass'
3. Copy and paste the automatically generated code into the e-commerce provider's "delivery instructions" box at check-out

