



Property Staff Onboarding Kit



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Introduction

About the staff onboarding kit

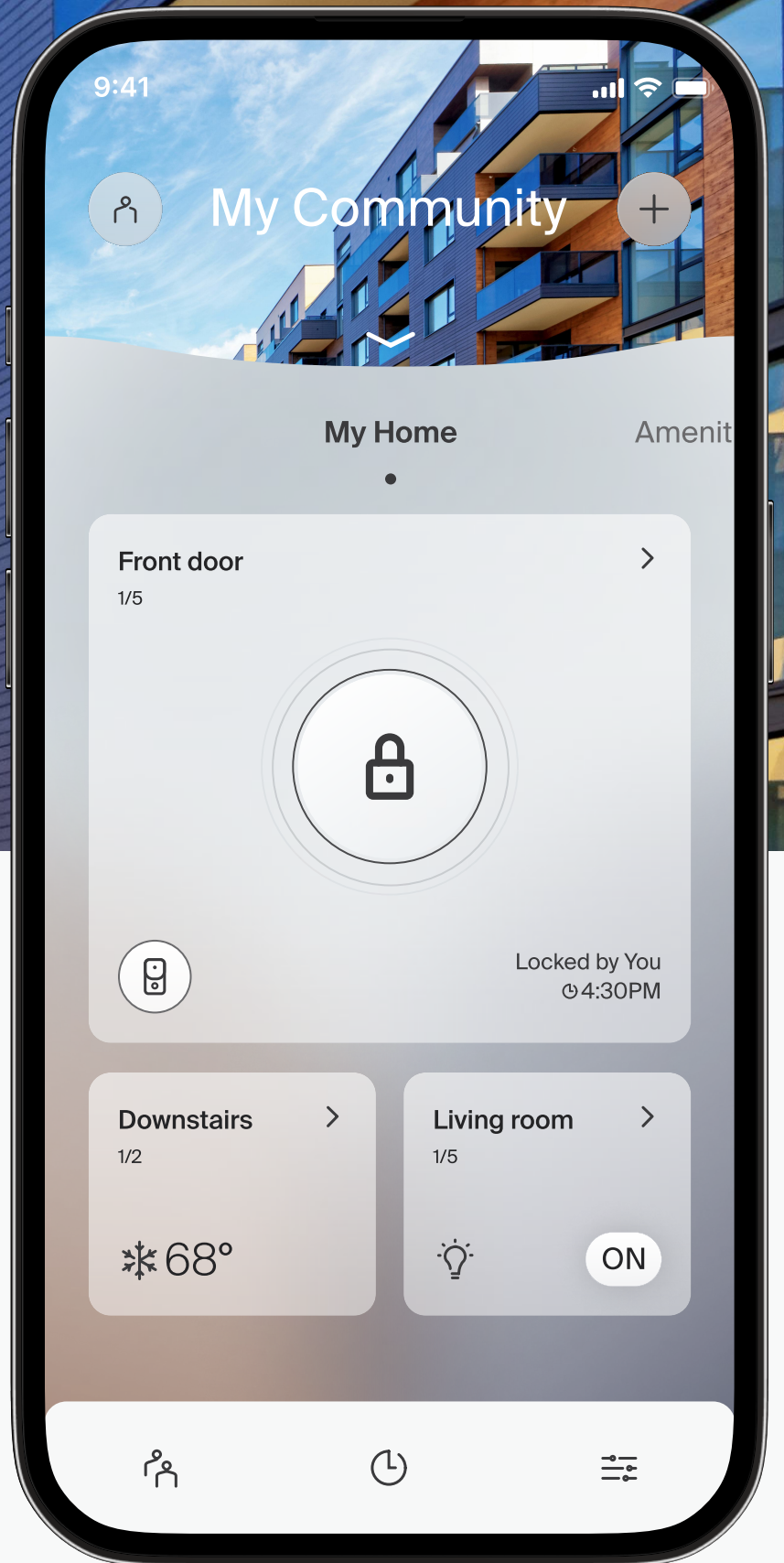
To kick start your Ambient journey, we've put together this staff onboarding kit to house everything you need to know to get started.

This kit includes:

- Your responsibilities during an Ambient install or upgrade
- Commonly asked questions from residents and other property staff
- Marketing materials you may add to your community's website
- A resident campaign you can customize and send as an awareness and educational tactic

We hope you find this kit helpful. Please contact your Ambient Customer Success Manager (CSM) if you'd like to provide any feedback on how we can improve this resource.





What is Ambient?

Ambient is the next-generation smart apartment and property automation platform for multifamily. With revolutionary hardware and premium user experiences, Ambient uniquely delivers smart access control, property automation, and building intelligence solutions that are cost-effective and dependable.

Installation guide

Ambient installation steps

1. Your Ambient Project Manager will hold a kickoff meeting two weeks before launch to:
 - a. Set expectations around the timing of installations
 - b. Confirm the shipping details of Ambient devices
 - c. Set ongoing office hours
2. Devices will begin to arrive at your community
 - a. Your team will need to store these devices in a dry and safe location prior to installation
3. The installation schedule will be shared with property staff. This is a live report that is updated daily to show installation progress, such as:
 - a. Details about the installation
 - b. Whether each unit is vacant or occupied
 - c. When the installation is complete
 - d. *Note: The first installation will take place in a model or vacant unit to ensure that the installation is optimal before ramping the speed of the workflow in all occupied units.*
4. Two to three days before each resident's installation appointment, your team is instructed to notify residents that an Ambient-certified installer will be setting up Ambient in their unit.
5. The Project Manager will reach out to your team with any details required to set up Ambient integrations such as those with property management software and access control systems prior to installation
6. After in-units installations are complete, any revisits that are required are added to the end of the schedule
 - a. These revisits typically consist of units where there was resident refusal due to pets, or resistance to permission to enter (PTE) requests



Ambient installation FAQs

How long does it take for Ambient devices to arrive?

Devices generally arrive between 2-12 weeks of the order date.

Before installation, who is responsible for storing Ambient devices?

Once devices are received at the community, your team is responsible for storing the devices in a safe and dry room ahead of any installations.

When Ambient is installed in an occupied unit are residents added to Ambient immediately?

Ambient keeps tabs on the performance of newly-installed devices in each unit for up to three days to make sure everything is working reliably before inviting residents.

General FAQs

How do residents sign up for Ambient?

Residents receive an email invitation to Ambient when they are added to a unit by your team. This email contains a special link, specific to each resident, that allows them to set up an Ambient account and gain access to their unit and community doors. Residents should only create an Ambient account after being invited.

How quickly do residents receive their invitation to Ambient?

For units with Ambient already installed, new residents receive their invitation immediately when added to their unit.

If Ambient is installed in an already occupied unit, existing residents receive their invitation within three days.

What happens if a resident downloads the Ambient Home app and sets up an account before being invited?

If a resident sets up an Ambient account without using the link included in the email invitation to your community, they won't see their unit or community doors and will instead be prompted to add their own lock. If this happens to one of your residents, please contact Ambient Support to help troubleshoot this issue.

Why don't I see the option to resend an invitation to a particular resident?

If you don't see the option to resend an invitation to a particular resident, it means that resident has already activated their account. If a resident has forgotten their password, please reference this [help article](#).

I manage multiple properties; can I use the same email address to log in to them all?

No, you must use a different email address to sign in to each Ambient community. We are working on removing this limitation in the future.

How do I know if a Hub or Bridge is offline?

You can see the status of each Ambient Hub in the "Devices" section of the "Unit" page in the manager dashboard. If a Hub is offline, you'll see a message saying so. This capability is coming soon for Ambient Bridge.



Do Ambient Hubs and Ambient Bridges need to be connected to the internet?

Depending on your community, each unit will have an Ambient Hub or Ambient Bridge which must be connected to the internet for Ambient to function. For most installations, Hubs are connected to internet using a wired Ethernet connection. Hubs also have a cellular connection as a backup. Bridges connect to a central Ambient Gateway for their connection to the internet.

How do I know if a unit lock has a low battery?

It depends on the exact model, but most unit locks used by Ambient will beep or flash a warning when their batteries are low.

Basic troubleshooting tips

Before contacting Support, please use the linked help articles to troubleshoot your issue.

Device and Ambient Hub connections

- Make sure Ambient devices are powered on. [Learn more.](#)
- Make sure that your Ambient Hub is connected to the internet. [Learn more.](#)
- Keep track of your community's hubs: make sure that hubs are plugged in and remain in the unit in which they were installed.
- Learn [how to swap batteries on an Ambient Lock.](#)

Resident account activation

- Resident login information cannot be shared. If a resident is having trouble locating their activation email, try re-sending their invitation. [Learn more.](#)
- Please encourage your residents to wait until they have received an invitation to join Ambient Home before downloading the Ambient Home app.
- Ensure that the resident has created only one Ambient Home account when they fail to be able to login. If the resident has created more than one account, ask them to try logging in with their other username and password.
- If your resident is having trouble accepting their invitation to Ambient Home: [learn more.](#)
- If the welcome message does not appear when residents are trying to accept their invitation to Ambient Home: [learn more.](#)

Pairing and resetting an Ambient Doorbell

- If a resident is having trouble pairing their Ambient Doorbell: [learn more.](#)
- If a resident has moved out of your community and you need to reset the Ambient Doorbell for the next resident, [learn how.](#)

For additional troubleshooting tips, look for the "Troubleshooting" tab located on the [Ambient Home Support site.](#)





Your Ambient team and how to get help

Your Ambient team is dedicated to making sure you and your community get the most out of Ambient. Your team consists of a Project Manager, a Customer Success Manager (CSM), and our Support team. Here is guidance for who to reach out to, when.

Ambient Project Manager

- Contact your Ambient Project Manager
 - for any installation-related questions
 - if you are having problems with the scheduling or attendance of Ambient technicians
- To contact your PM, please reference the email you received during installation

Ambient Customer Success Manager (CSM)

- Contact your CSM
 - for onboarding and set-up questions for other staff and residents within your community
- To contact your CSM, please reference the email you received during onboarding

Ambient Support

- Contact Ambient Support
 - if a resident can't sign into Ambient Home
 - for any troubleshooting issues you are unable to resolve
 - to find support articles
- To contact Ambient Support, visit [Ambient.co/support](https://ambient.co/support)



Marketing toolkit

We've created a marketing toolkit to help you promote your new smart home amenity with prospects. In this kit, you'll find:

- Marketing copy to include on your website to help drive leasing activities
- App graphics and animations to showcase the elevated living experience at your property
- Talking points you can use during leasing tours
- Instructions on how to set up your model unit(s)

Note: Not all copy and animations are relevant to each community.



Main landing page

Note: Please modify these templates based on the devices that are available at your community.

Example A

Headline

Frictionless resident experiences

Body text

The whole property is equipped with thoughtfully designed smart technology to bring you unparalleled convenience, comfort, and peace of mind. With just the Ambient app, you can let in the dog walker while you're at work, take a dip in the pool without carrying keys, or set your ideal temperature on your way home.

Example B

Headline

Smart apartments

Body text

You're in control of your home with thoughtfully designed smart technology that simplifies and enhances your day-to-day. Every unit is equipped with a state-of-the-art smart home app, smart lock, and smart thermostat. With the simple and intuitive Ambient app, you can let in the dog walker while you're at work, take a dip in the pool without carrying keys, or adjust the temperature on your way home.

Design files

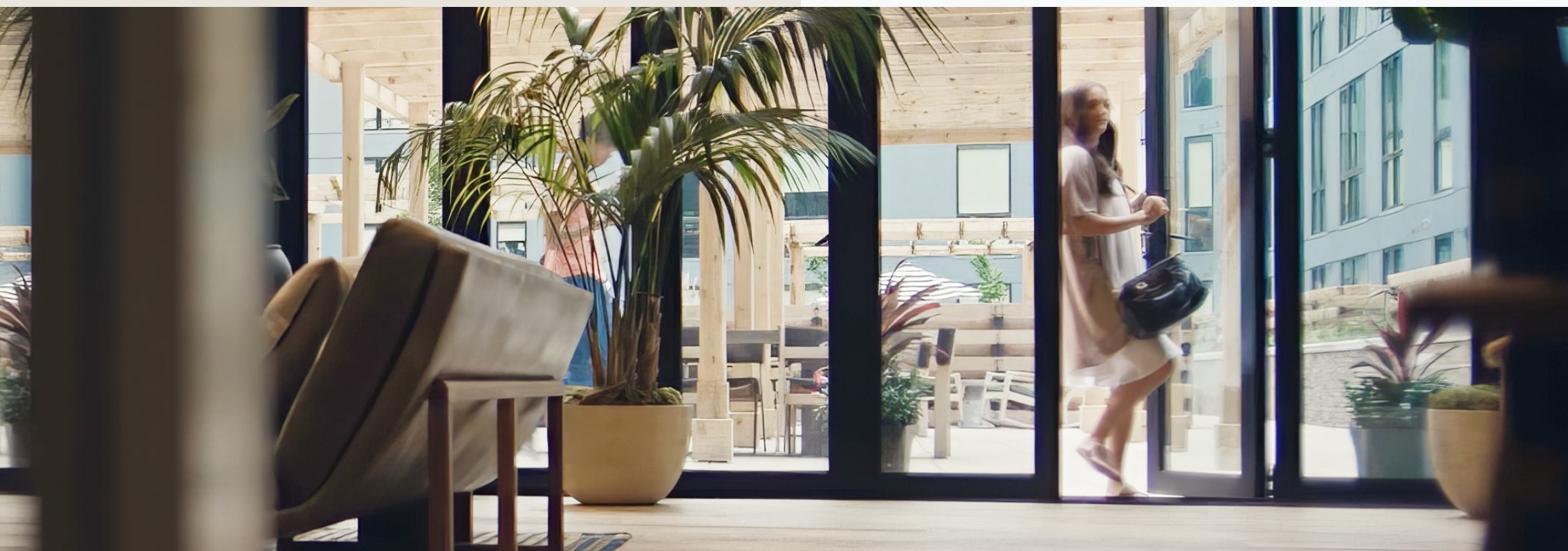
Smart Home Animation

Resident Home Screens

Community Access

Smart Thermostat Screens

Doorbell Screens



Suggested talking points for leasing tours

Beginning of tour

- Our goal is to make your everyday living experience effortless from day one.
- Our entire property uses state-of-the-art technology to add comfort and convenience in your unit and throughout the building.
- You can freely move about the whole community with just the Ambient app – no need to carry around keys and fobs.



In-unit

Highlight smart lock

- Every unit door has a smart lock that's connected to the Ambient app, which lets you unlock your door with your phone. Alternatively, you can continue to use your physical key or create a custom PIN if you prefer.
- When you're away, you can remotely let in guests or service providers, such as dog walkers or house sitters, all through the Ambient app.
- You can see exactly when your door is opened, and you can check the status of your lock for added peace of mind.

Highlight smart thermostat

- Every unit also comes pre-installed with a smart thermostat.
- You can easily adjust the temperature from anywhere with your phone. Residents who have pets like to use this feature to keep their homes climate controlled while they're at work.
- Smart thermostats can also save you an average of \$50 on energy bills per year [applicable if residents are responsible for paying their own energy bills]

FAQ

We take your privacy seriously, so rest assured that staff can never see your activity history or who comes and goes from your unit.

How to set up your model unit

This content is intended for property staff who are setting up their community's model unit to show to prospective residents.

Note: Not all features and product capabilities may be available to your community. Please set up your model unit according to the products and features available to you.

Adding a 'model resident' to your model unit

To add a 'model resident' to a model unit, you must first create an email address that only other property staff use at your community, such as modelunit@onefivemainproperties.com.

Then, add the email address as a "resident" to the model unit and [activate the account](#).

All leasing agents should now be able to log into the model unit on their phones via the Ambient Home app, and recreate the resident experience for prospective renters.

Pairing an Ambient Doorbell

The Ambient Doorbell allows your residents to speak with visitors and identify when packages are delivered. [Learn how to pair an Ambient Doorbell](#).

Controlling a thermostat

You can control thermostats in model units as prospective residents tour your community. [Learn how to set a thermostat from the manager dashboard](#).

Intercom and visitor access

ButterflyMX

ButterflyMX allows your residents to answer visitor calls and unlock doors and gates through the Ambient Home app. [Learn how to connect the ButterflyMX intercom](#).

ProDataKey (PDK)

PDK lets your residents have keyless access across your entire community, within the Ambient Home app. [Learn how to set up PDK access](#).

Device connection

Ambient Bridge

The Ambient Bridge provides the connection that allows your Ambient Home devices, like your front door lock, to run smoothly. [Learn how to set up an Ambient Bridge](#).

Ambient Hub

The Ambient Hub provides the connection that allows your Ambient Home devices, like your front door lock, to run smoothly. [Learn more about your Ambient Hub](#).



Resident nurture campaign

We've created campaign templates to help you support residents in their adoption of Ambient. You can easily tailor these to your community.

Notice of Ambient coming soon

Note: The bold red text with graphics indicate places to customize the templates.

Subject: Ambient coming soon!

Send timing: 1 week prior to first installation

Hi **[RESIDENT NAME]**,

We are excited to announce that our community is installing Ambient!

Our team is sharing a survey to get a sense of any questions or concerns you may have prior to the installation.

What this means for our community:

- Every unit will have Ambient capabilities, such as **[insert features here]**
- This will enable you to **[insert value here]**
- Our goal is to make your everyday living experience effortless, comfortable, and convenient

What's next:

- Within the next couple of days to next couple of weeks, you will receive an email with your installation appointment time.
- Once Ambient is installed in your unit, you will be sent an email to activate the Ambient app. Please be sure to activate the app so you can start using these features!

We are excited to be on this journey with you and look forward to hearing your feedback.

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Take the survey [Link to Google form of the survey. Make sure to make a copy of the survey and save it in your Drive to track responses. Survey questions in this survey are displayed on the next page]

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Talk soon,

[PROPERTY STAFF @COMMUNITY]

Pre-installation survey

To be linked in previous email

Your community is installing smart technology through Ambient to add comfort and convenience to your living experience. This survey is intended to bring you awareness of Ambient and provide your property staff with any questions you may have about the installation process and technology Ambient provides.

CTA to click to: “Continue”

1. Please select the top question you have of the Ambient installation coming to [community]. If you do not have any questions, please choose the option that indicates “I don’t have any questions.”

- A.** I have questions about my safety and security
- B.** I am not particularly tech-savvy
- C.** I don’t see the point of having this sort of technology in my home
- D.** I have questions about how the install will disrupt my day-to-day
- E.** I don’t have any questions

2. How would you like to be reminded of your installation appointment?

- A.** A regular cadence of reminder emails from your property staff
- B.** A regular cadence of reminder emails from Ambient
- C.** A cadence of communication that combines SMS and email from Ambient and/or property staff
- D.** Communication that combines SMS, emails, and physical assets (such as direct mail, door tags, fliers) around the community

3. How far in advance would you ideally like to be notified of your install appointment?

- A.** 2 weeks
- B.** 1 week
- C.** 3 days
- D.** 1-2 days

Pre-installation survey (Continued)

To be linked in previous email

4. What are you looking forward to the most about the Ambient install (select what is applicable for your community)?

- A.** Having more control of my home, from anywhere (locks, temperature, lighting)
- B.** Being able to let friends and family via my Ambient app
- C.** Not having to remember physical keys when I leave for the day
- D.** Saving money by setting temperature and lighting schedules

5. Would you be interested in any of the following smart home upgrades if your community provided them?

- A.** Smart locks (unlock your unit from your phone or keypad)
- B.** Smart lights (dim and control lights with your phone)
- C.** Smart thermostats
- D.** Water leak sensors (notifications of a leak in your unit)

Activation: Send 1 day post-install

Note: The bold red text with graphics indicate places to customize the templates.

Subject: Increased convenience and control at [COMMUNITY NAME]

Notes: Residents will have received separate communication to activate their Ambient app the day of installation.

If resident activates app <1 day of this email, resident skips to “tips and tricks to get started on Ambient” see below

Hi **[RESIDENT NAME]**,

Welcome to a new and improved **[COMMUNITY NAME]**.

Your unit is now equipped with smart technology to bring you unparalleled convenience, comfort, and peace of mind.

With the Ambient app, you can **[let the dog walker in, enter new spaces without carrying keys, and set your ideal temperature on your way home]**.

You're in control of your home and part of our connected community: activate your Ambient app to get started.

By now, you should have received an email from Ambient to activate your account.

Join us today.

Talk soon,

[PROPERTY STAFF @COMMUNITY]

What residents are saying about Ambient: Send 1 week post-install

Note: The bold red text with graphics indicate places to customize the templates.

Subject: What residents are saying about Ambient

Note: If resident activates app <1 day of this email, resident skips to “tips and tricks to get started on Ambient” see below

Hi **[RESIDENT NAME]**,

Getting started with Ambient is easier than you might think.

You’re in control of your home and part of our connected community: activate your Ambient app to get started.

Here’s what residents from other communities are saying about Ambient:

“I like the automatic setting of the thermostat which allows me to set heating and cooling separately easily.”

“Using the Ambient app to lock and unlock my doors and control my temperature makes it much easier for me.”

Ready to join us and activate your Ambient app?

Talk soon,

[PROPERTY STAFF @COMMUNITY]

Getting started on Ambient: Send 1 day post-activation of Ambient app

Note: The bold red text with graphics indicate places to customize the templates.

Subject: Tips for getting started on Ambient

Hi **[RESIDENT NAME]**,

We're excited that you've joined other residents in **[COMMUNITY NAME]**. Activating your Ambient Home app gives you unparalleled convenience, comfort, and peace of mind.

Looking for more? Here is how to take full advantage of Ambient:

- Make your everyday living experience effortless from day one
- The entire property uses state-of-the-art technology to add comfort and convenience in your unit and throughout the building.
- You can freely move about the whole community with just the Ambient app – no need to carry around keys and fobs.

As always, feel free to reach out to us for any questions about Ambient.

Talk soon,

[PROPERTY STAFF @COMMUNITY]

