

LifeAt

LifeAt Help Desk

Welcome
Take the Tour

o **Site Access**

Registration

Who can create an account?

How do I create an account?

Can I invite someone to join LifeAt Your Building?

Why hasn't my additional resident account been created?

Can I keep my account with LifeAt once I move out of Your Building?

Login and Password

I forgot my username.

I forgot my password.

Can I change my username and/or password?

My username and password are correct but I still can't log in.

Deactivation

How do I deactivate my account?

What happens when I disable my account?

Can I reactivate my account?

o **Account Management**

My Profile

What's My Profile?

My Personal Info

How do I update My Personal Information?

How do I add or change my profile picture?

How do I delete my profile picture?

What is Create Additional Resident Profile?

How do I create an additional resident profile?

What is My Photos?

How do I add pictures?

How do I modify the title of a picture?

How do I delete a picture?

My Marketplace

What's My Marketplace?

How do I publish a new item?

How do I delete an existing item?

How do I add or change the image for a published item?

How do I edit the information for a published item?

How do I contact someone if I am interested in their published item?

How will I know when someone is interested in my published item?

When will my Marketplace item expire?

My Messages

- What's My Messages?
- How do I view my messages?
- How do I send a new message?
- How do I reply to a message?
- How do I delete a message?

My Address Book

- What's My Address Book?
- How do I view my contacts?
- How do I add a new contact?
- How do I edit an existing contact?
- How do I delete an existing contact?
- How do I search for an existing contact?
- What's "Quick Contacts"?
- How do I add or delete "Quick Contacts"?

o Site Features

News and Updates

- What's News and Updates?
- How do I search for news and updates?
- How do I post a comment?
- How do I delete my comment?
- Can I report an offensive comment?
- Can I suggest News and Updates items?
- Who can access and read News and Updates?
- How can I access News and Updates items after they've been removed from the front page?

Forums

- What is Forums?
- How can I post something on Forums?
- How do I reply to a post?
- How do I start a new thread?
- Can I start a new forum?
- Can I report an offensive post?

We Deliver

- What's We Deliver?
- How do I find what I need on We Deliver?
- How do I make a suggestion on We Deliver?
- How do I rate and review on We Deliver?
- Can I modify or delete my rating / review?
- Can I make an anonymous suggestion?
- Can I make an anonymous review or rating?
- How are ratings assigned?

Resident Profiles

- What's Resident Profiles?
- What's My Friends?
- How can I view resident profiles?
- How can I add a resident as a friend?
- How do I remove a resident from My Friends?
- How do I send a message to a resident / Friend?
- How do I post a comment on a resident profile?

Marketplace

What's Marketplace?

How do I search / browse for items on Marketplace?

How do I contact someone if I am interested in their published item?

How do I add an item on Marketplace?

How will I know when someone is interested in my published item?

How do I manage (view, edit, and delete) my posted Marketplace items?

Neighborhood Guide

What is Neighborhood Guide?

How do I find what I need on Neighborhood Guide?

How do I make a suggestion?

How do I rate and review?

Can I modify or delete my rating / review?

Can I make an anonymous suggestion?

Can I make an anonymous review or rating?

How are ratings assigned?

o Privacy and Security

Does LifeAt distribute user information?

What can I do to protect my privacy?

Who can see my profile information?

Can users know when I see their profiles?

Who can see my messages?

Who can see my comments, marketplace posts, and reviews?

How do I block a user?

Will a user know if I have blocked him/her?

How can I report something offensive or inappropriate?

o Other

Reporting Site Problems, Errors or Omissions

My question has not been answered

Welcome

Welcome to LifeAt Your Building!

LifeAt is a private social network for your building which allows you, the tenant, to actively contribute and improve upon your residential experience. You can think of it as a tool that allows for quick and easy interaction between tenants, management, staff and the surrounding community. LifeAt is hip, fun and easy to use. The best part is that you and neighbors are helping to provide contents and to keep it current so... the more it is used, the better it gets!

Your Building Network

- Get the latest news and information affecting your building.
- Find contact information for building management and maintenance.
- Download forms and legal documents.
- Create a profile and meet your neighbors.

Your Neighborhood

- Rate and review shops, services and restaurants in your community.
- Order food.
- Keep informed about what is going on in your area.

Take the Tour

Learn about LifeAt through our site overview.

Getting Started with LifeAt:

LifeAt offers many practical features to help you navigate your living environment. This is your Homepage. It contains links to all the information you can access on the site.

The **Search** function lets you search for neighborhood spots, news, or marketplace posts (by keyword). Simply type in a word or phrase, choose the section you want the engine to search in, and press Go.

Home Welcome, Client | Logout [My Profile](#) [My Marketplace](#) [My Messages](#)

NEWS & UPDATES WE DELIVER RESIDENT PROFILES MARKETPLACE NEIGHBORHOOD GUIDE THE BUILDING

Advertisement

The New York Times Home Delivery

With home delivery, you'll never miss the compelling, thought-provoking coverage The New York Times gives you.

[See Prices](#)

Welcome to LifeAt Online Demo

This website is meant to enhance the experience of living in this incredible building. We welcome all building residents to log on and enjoy this useful tool. The more you use it, the better it will get.

LifeAt has entered into an agreement with Seamless Web & Marketing. Seamless will be providing menus for all of our listed restaurants and owners who have integrated their online food ordering services with our "We Deliver" section. We are

My Profile is your account management panel. You can adjust your personal settings and preferences (profile information, profile picture, messages), add entries to your address book, and add, delete, or edit your marketplace items.

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Advertisement

My Profile

[MY PERSONAL INFO](#) [MY MARKETPLACE](#) [MY MESSAGES](#)

My Information

First Name *

Last Name *

Email *

Occupation

Hometown

Status

My Photos

No Photos have been added at the moment.

[UPLOAD PHOTOS](#)

My Friends

No Friends added at the moment.

Create Additional Resident Profile

Click here to create new user profile corresponding to additional residents of your unit. The request will be subject to approval by the

Toolbar:

News and Updates allows the building management to inform residents of building matters—whether it's maintenance issues or new amenities—and lets residents post their own comments in response.

The screenshot shows the top navigation bar of the LifeAt website with tabs for NEWS & UPDATES, WE DELIVER, RESIDENT PROFILES, MARKETPLACE, NEIGHBORHOOD GUIDE, and THE BUILDING. Below the navigation is a search bar for finding singles, with options for gender, age (25 to 39), and relationship status (Intimate). A search button and a 'Search News' section are also visible. The News & Updates section features a welcome message and a news item titled 'New LifeAt Partnership' with a 'Post a comment' link and '0 comments'.

Forums is a virtual discussion board that lets you voice your thoughts on any building or neighborhood matter (or even organize a community event!). Become involved—this is the best way to make yourself heard.

Forums


The screenshot shows a forum post titled 'Building' with a placeholder text: 'Praesent semper mauris eget diam. Vivamus dui sapien, molestie sit amet, porta nec, ultricies eget, tellus.' It indicates 7 posts and 8 threads, and includes a 'Start a Thread' button. Below the post is a table listing forum threads.

Subject	Responses	Created by	Start Date	Last Post
new topic2	0	Santiago	2006-12-29	2006-12-29
new topic	0	Santiago	2006-12-29	2006-12-29
thoughts?	0	Santiago	2006-12-20	2006-12-20
dasdsa dsa	0	Gustavo	2006-12-07	2006-12-07
dsads ad sa	0	Gustavo	2006-12-07	2006-12-07
nuevo	0	Francisco	2006-12-07	2006-12-07
New Thread	0	Santiago	2006-11-27	2006-11-27

We Deliver lets users compile a list of all door-to-door services available in the area, whether it's food, dog-walking, or airport pickup. You can browse through the different categories to find the service you need, rate or review a particular service based on your own experience, or make a suggestion about a service that is not yet listed. The more you use this list, the more it grows.

NEWS & UPDATES WE DELIVER RESIDENT PROFILES MARKETPLACE NEIGHBORHOOD GUIDE THE BUILDING

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We Deliver

Welcome to the We Deliver section of LifeAt Online Demo. This section is dedicated to helping you find, rate and review the local business that service Building Demo. Please be sure to take advantage of the "Make a Suggestion" feature to help us keep this useful section current. After all, no one knows this information better than you.

Sort By: [Make a Suggestion](#)

Food near Building Demo

1 2 3 4 (Next) (Last Page)



Cafe Sage
Thai
★★★★ 0 votes
[View Menu / Order](#)
T: 212-406-4773 T: 212-406-4901

[RATE AND REVIEW](#)


Categories

- Babysitters & Nannies (3)
- Cable / Internet / Phone (4)
- Car & Limousine Services (5)
- Dog walkers (3)
- Dry cleaning / Laundry (1)
- Food (25)
- Housekeeping / Cleaning Service (4)

Resident Profiles lets you get to know fellow residents by browsing through their profile photos and personal information. You can add them as friends, send them messages, and post comments about them.

NEWS & UPDATES WE DELIVER RESIDENT PROFILES MARKETPLACE NEIGHBORHOOD GUIDE THE BUILDING







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Meet Your Neighbors

Welcome to the Resident Profiles of LifeAt Online Demo. Feel free to look around and get an idea of who your neighbors are. Be sure to take advantage of the message feature to stay in touch with your friends in the building.

Sort By:

 Chanan Project Developer	 Cristina	 Gustavo Interactive Developer	 Jeremy Developer	 Matthew Director of Business Development	 Silvana Account Executive Creative
---	--	--	--	---	---

Marketplace lets you offer and buy goods and services from within your neighborhood community. You can post wanted items as well.

Image	Description	Price	Date Listed	Created By
	Powerboat G3 boat, boat	\$1,200.00	01/01/2007	Quintero

Neighborhood Guide is an expansive list of everything available in your area: restaurants, bars, and clubs, museums and galleries, grocery stores, bookstores, theatres, drugstores, and shops. Think of this as your own tailored yellow pages. As with We Deliver, you can rate and review listings or suggest one of your own.

Neighborhood Guide

Restaurants near **Building Demo**

1 2 3 David Gust-Patel

	Acqua Italian ★★★★☆ 0 votes View Menu T: 212-349-4433	Rate and Review
	Su Mandarin Chinese ★★★★☆ 0 votes View Menu T: 212-305-0313	Rate and Review

Categories


- Banks (7)
- Bar, Clubs & Lounges (17)
- Books (4)
- Drugstores (7)
- Film, Music & Theatre (5)
- Gyms (6)
- Museums & Galleries (5)
- Post Office (2)
- Restaurants (22)
- Schools (7)
- Shopping (18)
- Supermarkets (2)

The Building is an introduction to Your Building and its many amenities.


NEWS & UPDATES WE DELIVER RESIDENT PROFILES HAPPYPLACE NEIGHBORHOOD GUIDE THE BUILDING

Activity Feed

NEW MEMBERS' OFFER



ENJOY
FREE SHIPPING
ON ORDERS \$204



Expires
1/13/07

shutterfly
Do more with your digital pictures.

Go

The Building


Property Information

The former headquarters of JP Morgan, comprised of a 42-story tower at 15 Broad Street and an adjoining five-story building at 22 Wall Street, are being converted into the first luxury high-rise condominium on the Block, known as "Downtown by Philippe Stark." Together with project architect Israel Lavya and developer A.L.S. Development, Stark, one of France's best known designers, plans to transform the epicenter of American finance — the intersection of Broad and Wall Streets — into a vertical paradise.

Features and Amenities

- Swimming Pool
- Basketball Court
- Bowling Alley
- Fitness Center
- Children's Playroom
- Theater by Three
- Business Center
- Sports Lounge
- Yoga/Dance Studio

For further information please visit <http://www.theblock.com>



Property Information

Photo Gallery

Floorplans

Plans

o Site Access

Registration

Who can create an account?

Anyone currently residing at Your Building. If you are a prospective tenant, you may create your LifeAt account upon signing the lease or contract. Anyone not currently residing in the building, or with legal rights to a unit, cannot create a LifeAt account.

How do I create an account?

To activate your account with LifeAt, you must log in with the username and password provided by the building management at the time of signing the lease. Only one username and password will be provided per unit. If you are the sole tenant or resident of your unit, you will receive your login info at the time of signing the lease and you can log onto LifeAt immediately. If you are the sole tenant or resident of your unit and you did not receive a username and password to log on to LifeAt, contact your building administrator.

If you are an additional resident of this unit, you will not receive a username and password of your own at the time of moving. In order to register, you must have the primary account holder create an account for you. The account holder can do so by clicking on "Create Additional Resident Profile" under the "My Personal Info" tab in My Profile.

Can I invite someone to join LifeAt Your Building?

You can only invite a person to join the site if he / she is an additional resident. To allow a resident in your unit to create an account, you must create an additional resident profile.

The primary account holder is the tenant who received a username and a password at the time of signing the lease.

Since only one username and password is provided upon signing the lease, only one tenant will be able to register for an account. An additional resident is anyone who lives in a unit whose name is not on the lease, or is not the main name on the lease, and therefore did not receive a username and password at the time of moving in. An additional resident may be, for instance, a family member, friend, or roommate.

Why hasn't my additional resident account been created?

Once the primary account holder submits a request to create an additional resident profile, the site administrator must confirm this request before the registration process is complete. Confirmation of the account should occur within a few hours, or at most within a 48 hour period. If you have submitted a request for an account and do not yet have access to the site after the 48-hour period has expired, you should contact the site administrator. Once the administrator confirms your request for a new account, you may log in to LifeAt using the username and password you submitted in the request form.

Can I keep my account with LifeAt once I move out of Your Building?

No. When you move out of your unit, your account will automatically be disabled by the administrator. You may still visit the site, but you will not be able to log in and use any of the features that require login (Marketplaces, rate and review, Messages, Post a Comment, Resident Profiles, and so on).

Login and Password

I forgot my username.

If you forgot your username, click on “Forgot your username / password?” on the upper right corner of the page (below the Search function). The system will prompt you to enter the email address with which you registered your account. After you submit this information to the system, you should receive an email with your username at the provided address.

I forgot my password.

If you forgot your password, click on “Forgot your username / password?” on the upper right corner of the page (below the Search function). The system will prompt you to enter the email address with which you registered your account. After you submit this information to the system, you should receive an email with your password at the provided address.

Can I change my username and/or password?

No. Once registered, the primary account holder must keep the username and password that was used for registration. Additional residents can initially submit a username and password of their choice (subject to availability and administrator approval). However, once the request for an additional resident account (and its corresponding username and password) has been confirmed, the additional resident will not be able to change the username or password.

My username and password are correct but I still can't log in.

The username and password entries for this site are case-sensitive. Make sure that you haven't accidentally enabled Caps Lock. If you are sure that you've entered the username and password exactly as you entered them when you registered for the site and you still cannot log in, contact the site administrator.

Deactivation

How do I deactivate my account?

Your account will be automatically deactivated when you move out of the building. However, should you decide to disable your account prior to your move-out date, you may contact the site administrator and ask for your account to be disabled. Make sure to enter “disable account” as your subject and include your full name and login username in the body of the email. Remember that once you disable your account you will lose community privileges and will no longer be able to participate in marketplaces, rate or review, post comments, or view your neighbors' profiles. Think how much you'd be missing out on!

What happens when I disable my account?

If you disable your account your profile will be removed from Resident Profiles. You will lose the ability to participate in the building community (post comments, add reviews, etc.) and to access user profiles and other features that require user login. Your existing posts, rates and reviews, and comments will appear on the site, but there will be no active link to your profile associated with those comments. LifeAt will preserve your settings, preferences, and profile information should you decide to reactivate.

Can I reactivate my account?

Yes. To regain access to your account, you must contact the site administrator. However, keep in mind that some of your original account information cannot be reactivated. Once you reactivate your account, for instance, you will have to re-create your Friend list.

o Account Management

My Profile

What's My Profile?

My Profile is your account management panel. You can adjust your personal settings and preferences (profile information, profile picture, messages), add entries to your address book, and add, delete, or edit your marketplace items. You can access My Profile through the tab on the top right corner of the page. Once inside My Profile, you can control and edit the following categories: My Personal Info, My Marketplace, My Messages, and My Address Book.

My Personal Info

How do I update My Personal Information?

In My Profile, select the My Personal Info tab. Fill out your first name, last name, email address, occupation, hometown, status, and hobbies.

Click on 'Yes' if you have children or 'No' if you don't.

Type in whatever you want about yourself in 'About Me'.

Add or change your profile picture by clicking the Browse tab next to the Change Image prompt. A window (Open File) listing the contents of your computer will appear. Find the source image you want and then press "Open" on the "Open File" window. The picture will appear on your profile once you press "Submit."

How do I add or change my profile picture?

In the My Personal tab under My Profile, click the Browse tab next to the Change Image prompt. A window (Open File) listing the contents of your computer will appear. Find the source image you want and then press "Open" on the "Open File" window. The picture will appear on your profile once you press "Submit."

How do I delete my profile picture?

If you uploaded an image but do not want any picture on your profile anymore, you may delete the existing image by selecting the trash bin icon (). Be aware that if there is no picture available, the system will display a generic 'No Images' message in place of your photo.

What is Create Additional Resident Profile?

Since only one username and password combination is assigned per apartment upon signing the lease, only one tenant can register for an account (using that information). An additional resident will have to register for a separate account using a different username and password combination. Additional residents may register for an account using the "create additional resident profile" link on the primary account holder's My Profile page.

How do I create an additional resident profile?

As an additional resident, you must have the primary account holder create an account for you. The account holder can do so by clicking on Create Additional Resident Profile under the My Personal Info tab in My Profile.

A pop-up window will display a form that must be filled out with your information.

Note: the form must be filled out with your personal information and NOT the primary account holder's!

Once you or the primary account holder has entered your first and last name, email address, and desired username and password, press Submit (Only press Reset if you want to erase all completed fields and start over again).

If your desired username is already in use, an error message will pop up informing you that the username already exists, and prompting you to suggest a new username.

If the username is not taken, and your request has been sent to the site administrator for approval, the system will display the following message: "Thank you for your request. The information will be subject to approval by the Administrator of this website." If you see this message, the request process is in order. The site administrator will receive your account request the next time he/she logs in, and will confirm your request.

If you have submitted a request for an account and do not yet have access to the site, see *Why hasn't my account been created?*

What is My Photos?

My Photos lets you upload any photos you want to share with your neighbors. You can upload single images directly from your computer files. You can add up to 5 images. My Photos is filtered for content. If any images are found offensive, they will be automatically removed from the site.

How do I add pictures?

To add pictures to your profile, go to the My Personal Info tab under My Profile. Click on "Add Pictures". You'll be prompted to enter a title for your picture; type in any title you want. Choose "Everyone can see this picture" if you want to share your photos with all members of LifeAt Your Building, regardless of whether they are on your friend list or not, or "Only My Friends can see this photo" if you only want those on your friend list to see your photos (for more information on privacy options, see the Privacy and Security section). Press Continue. To add a photo, click on the "Browse" button next to "Add Photo." Find the source image you want, and press "Open" on the "Open File Window" to select this image. Click "Submit." The picture will appear on your profile page under My Photos.

How do I modify the title of a picture?

To change the title of an existing picture, go to the My Personal Info section under My Profile. In "My Photos," click on the pencil icon () next to the photo whose title you want to modify. Next to "Title", enter the new title you want for your photo and press "Submit." The new photo title will appear next to your photo when you return to the main My Personal Info page.

How do I delete a picture?

To delete a picture from your profile, go to the My Personal Info section under My Profile. In "My Photos," click on the trash bin icon () next to the photo you want to delete. A pop-up message will appear, asking for confirmation that you want to erase the picture. Press "Accept" if you want to go ahead and delete it; press "Cancel" if you want to keep the photo. Note: if you press "Accept", the photo will be deleted from your profile, and you will no longer be able to access it through the site.

My Marketplace

What's My Marketplace?

My Marketplace lets you manage and edit items you've published or requested on Marketplace. It contains information on these items, organized into the following Marketplace categories: "Goods," "Services," and "Wanted." For each item the system will display (if available) an image, a brief description, a price or price range, and the time when the item was listed.

You can also add or change the item image, edit the item information (category, title, description, and price), or delete an item through My Marketplace. You may add a new item through My Marketplace as well.

How do I publish a new item?

To publish an item on Marketplace, select the My Marketplace tab under My Profile. Click on “Add New Item.” Select the appropriate category of the item you want to publish: Goods, Services, or Wanted. Enter a title for the item you’re posting (for instance, “Brand New Ikea Futon” or “Experienced Babysitter”) and a brief description of the goods or services you are offering or looking for. To add an image for your item (if applicable), click “Browse” and look for the source image you want the system to display. Enter a price or price range for your item, and then click “Submit.” The item will now appear on your My Marketplace page, under the appropriate category, for you to view and manage. It will also immediately appear in the Marketplace section for all users to see.

Note: you may also add an item directly from Marketplace (instead of My Marketplace). Simply click on the Marketplace tab in the toolbar, and select “Add New Item” (far right). To enter information and add an image for the item, follow the same steps detailed above.

How do I delete an existing item?

To delete an item you’ve posted on Marketplace, select the My Marketplace tab under My Profile. Locate the item you want to delete and click on the trash bin icon () next to it. A pop-up message will appear, asking for confirmation that you want to remove the item from Marketplace. Press “Accept” if you want to go ahead and delete it; press “Cancel” if you want to keep it on the site. Once you press “Accept,” the item will no longer appear on Marketplace.

How do I add or change the image for a published item?

To add or change the image for a published item, select the My Marketplace tab under My Profile. Locate the item whose image you need to update and click on the pencil icon () next to it. Click “Browse” (bottom left of the page, next to “Image”) to find the source image you want for your item. Click “Open” on the “Open File” window to select the image. Press “Submit.” The new image will appear along with your listed item in the appropriate Marketplace category.

How do I edit the information for a published item?

To add or change information for a published item—such as the category, title, description, or price of the item—select the My Marketplace tab under My Profile. Locate the item whose information you need to update and click on the pencil icon next to it. Enter the information you want in the corresponding fields and press “Submit.”

How do I contact someone if I am interested in their published item?

If you’ve found a good or service that you are interested in, you need to contact the user who published it. To do so, simply click on the name (“Created By”) that corresponds to the item you want. A pop-up window will appear, prompting you to send a message to the user. Type in whatever questions you may have about the item, and press “Submit.” The user will be notified of your message the next time he/she logs in.

How will I know when someone is interested in my published item?

If a user is interested in your published item, he/she will contact you via a message. When you log into your account, you will be notified of new incoming messages through the “New Messages” button on the upper right corner of the page.

If you have any new messages, the button will display the appropriate number (if you have no new messages, it will just read "0.") When you click on this button, the system will direct you to the My Messages tab under My Profile, and you'll be able to read any messages from interested users.

To reply to a user, see *how do I reply to a message?* in the My Messages section. Note: the "New Messages" button on the top right corner is simply a shortcut to My Messages, under My Profile. You may check your message inbox and manage your messages by going to My Profile and selecting the My Messages tab).

When will my Marketplace item expire?

Your published item will remain on Marketplace for as long as you want. Provided the offer or request for the item is still valid— you have not yet sold or delivered your published good or service, or you have not found the item you are interested in (in the case of "Wanted" items)— you may keep the item listed on Marketplace until the transaction is finalized.

For your benefit and that of your fellow residents, we suggest that you delete posts that are no longer applicable (i.e., you've sold your item, you no longer want to sell an item, or you no longer need a service you listed as "wanted"). The idea is to keep Marketplace as current and reliable as possible, so that it can be a truly helpful user feature.

My Messages

What's My Messages?

My Messages lets you view and manage all of your incoming and outgoing messages. Messages are a very important feature for the site because they are used to add friends, contact users regarding Marketplace items, contact multiple users at once, and more.

How do I view my messages?

To view your messages, you may do any of the following:

--Once you're logged into your account, click on the My Profile button at the top of the page. Select the My Messages tab. You may check your inbox and manage your messages from here.

--Once you're logged into your account, click on the "New Messages" button on the upper right corner of the page. When you click on this button, the system will direct you to the My Messages tab under My Profile, from where you can manage all your messages.

You may choose to view your messages by date (newest to oldest, or oldest to newest)

or by sender (alphabetically). To choose your preferred viewing option, click on the "Sort By" drop-down menu on the left side of the page.

How do I send a new message?

To send a new message, you may do any of the following:

--Once you're logged into your account, click on the My Profile button at the top of the page. Select the My Messages tab. Click on "Send a Message." Select the intended recipient using the drop-down menu, enter a subject for your message, and type in your message. When you are finished, click "Submit." The user will be notified of your message the next time he or she is logged in.

--Once you're logged into your account, select the "Resident Profiles" tab in the toolbar. Locate the intended recipient of your message (you may browse through users alphabetically or by registration date), click on the photo to access his/her profile, and then press "Send Me a Message." Enter a subject for your message, and type in your message. When you are finished, click "Submit." The user will be notified of your message the next time he or she is logged in.

How do I reply to a message?

In My Messages, locate the message you want to reply to. Click on the “Reply” button to the right of the message. The “Send To” field will be automatically filled in for you with the name of the selected recipient. Enter your desired subject and message. When you are finished, click “Submit.” The user will be notified of your message the next time he or she is logged in.

Alternatively, you may open the message to which you are responding and then press the “Reply” button from there. This allows you to read the message you are replying to before you compose your reply. To view the message you want to reply to, simply go to My Messages, locate the message, and click on its subject. This will open the message. Press the “Reply” button and follow the same instructions as above.

How do I delete a message?

In My Messages, locate the message you want to delete. Click on the trash bin icon () next to it. A pop-up message will appear, asking for confirmation that you want to delete the message. Press “Accept” if you want to go ahead and delete it; press “Cancel” if you want to keep it. Once you press “Accept,” the item will be permanently removed from your inbox.

Alternatively, you may open the message which you want to delete and then proceed to delete it. This allows you to read the message you intend to delete before taking any action. To view the message you want to delete, simply go to My Messages, locate the message, and click on its subject. This will open the message. If you are sure you want to delete it, click on the trash bin icon () next to it. Follow the same instructions as above.

How do I forward messages?

You can share a message in your inbox with other LifeAt members using the Forward function. To do so, follow these simple steps:

In My Messages, locate the message you want to forward. Click on the “Forward” button to the right of the message. Select the intended recipient using the dropdown menu (“Send to”). Enter your desired subject and message. When you are finished, click “Submit.” The user will be notified of your message the next time he or she is logged in.

Alternatively, you may open the message which you want to forward and then press the “Forward” button from within the message. This allows you to read the message you are forwarding before you take any action. To view the message you intend to forward, simply go to My Messages, locate the message, and click on its subject. This will open the message. Press the “Forward” button and follow the same instructions as above.

My Address Book

What’s My Address Book?

My Address Book is a very helpful feature that lets you keep all of your contacts together. Because your address book can be viewed and managed through the site, you don’t have to worry about losing important information like you do with paper address books. My Address Book also lets you easily search for contacts alphabetically, organize and browse contacts by groups, and create a list of Quick Contacts so that you can email people with just one click.

Enjoy this hassle-free way of storing your contacts—you can enter friends, family, coworkers, fellow Your Building residents, and anyone you want!

How do I view my contacts?

To view contacts in your address book, you must select the My Address Book tab in My Profile. You can search / browse for contacts by selecting a particular group (friends, family, building, etc) or alphabetically by clicking on a particular letter. Note: contacts are organized alphabetically by FIRST NAME, not last name. For example, if you are searching for Paul Smith, you'll find the contact under "P" and not "S." You may also glance at your Quick Contacts list on the right of the page. For each contact, the default view includes the address, phone number, mobile number, and email address. To view the full entry for a contact, click on "View Complete Info" under the name of the person whose information you want to view.

How do I add a new contact?

In My Address Book, click on "Add Contact." Enter the contact's name (first and last), full address, phone number(s), and email address(es). Select the appropriate group for this contact (friends, family, building, etc). Leave the "Set as Quick Contact" box checked if you want the person to be added to your Quick Contacts. Uncheck this box if you prefer not to include the person in your Quick Contacts. Click "Submit." You may now find your contact by group, alphabetically by first name, or in your Quick Contacts (if applicable).

How do I edit an existing contact?

In My Address Book, locate the contact you want to modify. You may search for contacts by group, alphabetically by first name, or in Quick Contacts (if applicable). Once you've found the contact you want to modify, click on the pencil icon () next to it. Make the necessary corrections / additions. Press "Submit." The contact record will now be updated.

How do I delete an existing contact?

In My Address Book, locate the contact you want to delete. You may search for contacts by group, alphabetically by first name, or in Quick Contacts (if applicable). Once you've found the contact you want to delete, click on the trash bin icon () next to it. A pop-up message will appear, asking for confirmation that you want to delete the contact. Press "Accept" if you want to go ahead and delete it; press "Cancel" if you want to keep it. Once you press "Accept," the item will be permanently removed from your address book.

How do I search for an existing contact?

You can search / browse for contacts in a few different ways. In My Address Book:

--Browse by group

You may select a particular group (friends, family, building, etc) which you want to browse by pulling the drop-down menu ("Select a Group") and choosing the appropriate category.

--Search alphabetically

You may find a user by alphabetical order simply by clicking on the appropriate letter. Note: contacts are organized alphabetically by FIRST NAME, not last name. For example, if you are searching for Paul Smith, you'll find the contact under "P" and not "S."

--Quick Contacts

You may also glance at your Quick Contacts list on the right of the page, which lets you easily view information for selected users.

For each contact, the default view includes the address, phone number, mobile number, and email address. To view the full entry for a contact, click on "View Complete Info" under the name of the person whose information you want to view.

What's "Quick Contacts"?

Quick Contacts is a nifty little feature designed to save you time when looking for contacts. Instead of searching for a person by alphabet or group, clicking on the name, and then seeing the contact information, you can simply scroll down your Quick Contacts list and in one glance access the main information of the person you're looking for. This list is ideal for people you need to contact frequently, since you won't have to perform a search for them every time you log into LifeAt.

How do I add or delete "Quick Contacts"?

When you create a new entry in your address book, the system leaves the "Set as Quick Contact" checkbox enabled by default, and sets all new entries in your address book as a quick contact. That means that any person you add to your address book will be automatically included in your Quick Contacts list.

If this is a new entry and you do not want to add someone to your Quick Contacts list, you must override the default setting by disabling the checkbox next to "Set as Quick Contact." To do so, simply click on the checkmark inside the box. If the box appears empty, it means that it has been disabled and the contact will not be added to Quick Contacts.

If you want to remove an existing contact from your Quick Contacts list, locate the contact in your address book, either alphabetically or by group. Once you've found the contact you want to remove from Quick Contacts, click on the pencil icon () next to it. Uncheck the box that says "Set as Quick Contact" so that the box appears empty. Press "Submit." The contact will remain in your address book, but will be removed from Quick Contacts.

If you want to add an existing contact to your Quick Contacts list, locate the contact in your address book, either alphabetically or by group. Once you've found the contact you want to add to Quick Contacts, click on the pencil icon () next to it. Check the box that says "Set as Quick Contact" so that a checkmark appears inside it. Press "Submit." The contact will now appear on your Quick Contacts.

o Site Features

News and Updates

What's News and Updates?

News and Updates allows the building management to inform residents of building matters—whether it's maintenance issues or new amenities—and lets residents post their own comments in response.

How do I search for news and updates?

There are a few ways in which you can browse or search for news.

--You may browse news by date using the calendar. To search for a news item, simply click on the date associated with the item you are looking for. You can only click on dates which contain news. Note: the date associated with a news item is the day that the item was published.

--Alternatively, you may search news by keyword using the Search function. Simply type in any word or phrase related to the news item you are looking for in the "Search News" field and press "Go." The system will perform the search within News and Updates and display any results associated with your search. Select the one that best approximates what you were looking for.

--You may also search news by keyword using the general Search function at the top of the page. Enter a word or phrase, select "News and Updates" as your search category using the drop-down menu ("In"), and press "Go." The system will perform the search and display any results associated with your search, organized into categories (among them "News and Updates"). Select the result that best approximates what you were looking for.

How do I post a comment?

You may express any thoughts on a particular News and Updates item by posting a comment in response to the item.

To do so, find the news item you want to respond to (you can see news and updates on the Home page or under News and Updates). Once you've located the item, click on the "Post a comment" link beneath it. A pop-up window will prompt you to post your comment. Enter your desired message and press "Submit."

The comment will be immediately added to the news item. To view your comment, and other comments associated to that item, click on the "Comments" link beneath the item (the link will specify how many comments there are for that particular news item).

How do I delete my comment?

You cannot delete a comment that you've posted on News and Updates. The site administrator monitors comments on a frequent basis and will remove any inappropriate content.

Can I report an offensive comment?

Marketplaces is automatically filtered for foul language and unsuitable phrases, which means that any comments that contain inappropriate word or word combinations will be blocked from the Marketplaces. However, the automatic filter can sometimes miss a comment that may not explicitly contain words of insult or abuse but may still convey an aggressive message.

If you see any comments that you find offensive or consider inappropriate for the site, you may alert the site administrator. Please include the information you find unsuitable and the news item it is associated with. The administrator will review your report and consider a suitable course of action.

Can I suggest News and Updates items?

If you know of matters that are strictly related to the building and the LifeAt Your Building community, and that have not already been published on the site, you may make a suggestion by emailing suggestions@lifeat.com. Your suggestion, if deemed appropriate, will be published.

Who can access and read News and Updates?

News and Updates can be selectively marked as public (visible to anyone who visits the site) or private (only visible to Your Building residents). That means that the site administrator and the building management can monitor and control the information that is visible to users. If a matter is deemed unsuitable for public viewing (issues that may affect the intimacy of the building residents, for instance) then the News and Updates item will only be visible to residents. Otherwise, general news and updates that do not compromise the privacy of the building and its residents may be posted as public, for all site visitors to see.

How can I access News and Updates items after they've been removed from the front page?

Recent news items are featured on the Home page or on the front page of News and Updates. However, all items have an assigned expiration date after which the news item is no longer deemed valid (basically it means it's old news). When an item reaches its expiration date, it will disappear from the front page (Home or News and Updates), but will still be available on the site, along with its associated comments. To find a particular news item after it has been removed from the front page, you may use the Search News function to search by phrase or keyword, or use the calendar to search by date.

For help searching, see *How do I search for news and updates?*

Forums

What is Forums?

Forums is a virtual discussion board that lets you voice your thoughts on any building or neighborhood matter (or even organize a community event). Become involved—this is the best way to make yourself heard and familiarize yourself with those around you.

How can I post something on Forum?

To post something on Forum, click on the “Forums” tab in the main toolbar. On the Forums page, you will be able to see all available threads for a given forum. You can read each thread and its posts by clicking on the subject of the thread.

If you want to reply within a thread, simply click on the subject of the appropriate thread, select the specific message (post) you want to reply to, and click on the “Reply” button next to it.

Alternatively, you may start a new thread <link to thread help below> within the forum if you feel that you have something to add that does not quite fit into the existing threads.

How do I reply to a post?

If you want to reply to a post in an existing thread, simply click on the subject of the appropriate thread, select the specific message (post) you want to reply to, and click on the “Reply” button next to it. A new page will prompt you to enter a title for your reply. You may leave this field blank if you want to keep the same title as the original post. Type in your message below the title and click “Submit.” Your post will now appear under the original post you replied to in the appropriate thread.

How do I start a new thread?

To start a new thread, go to the Forums section by selecting the “Forums” tab on the toolbar. Click on the “Start a thread” button, on the top right of the page. A new page will prompt you to fill out the title for the new topic, and your own message. When you are finished, click “Submit.” Back on the main Forums page, you will now see the new thread at the top of the thread list.

Note: the default setting for viewing posts is by Last Post (most recent). You may change this setting by clicking on the highlighted headings next to “Subject.” “Responses” will organize threads by the amount of user responses/posts within a thread, “Created By” will sort threads alphabetically by user name, “Start Date” will list threads in the order that they were created, and “Last Post” will display the most recent posts regardless of the threads’ start dates.

Can I start a new forum?

No. Only site administrators have the necessary privileges to create, modify, or delete forums. Users may reply to existing posts and start new threads, but cannot create new forums. If the administrator feels that some threads relate very closely to each other and deviate from the main “Building” concept, he/she will group all those related threads into a new forum.

Can I report an offensive post?

Forums is automatically filtered for foul language and unsuitable phrases, which means that any comments that contain inappropriate word or word combinations will be blocked from the forums. However, the automatic filter can sometimes miss a comment that may not explicitly contain words of insult or abuse but may still convey an aggressive message.

If you see any comments on Forums that you find offensive, or consider inappropriate for the site, you may alert the site administrator [here](#). Please include the information you find unsuitable and the thread / post it is associated with. The administrator will review your report and consider a suitable course of action.

We Deliver

What's We Deliver?

We Deliver lets users compile a list of all door-to-door services available in the area, whether it's food, dog-walking, or airport pickup. You can browse through the different categories to find the service you need, rate or review a particular service based on your own experience, or make a suggestion about a service that is not yet listed. The more you use this list, the more it grows and the more useful it becomes.

How do I find what I need on We Deliver?

We Deliver contains a very comprehensive list of all kinds of services that cater to Your Building residents. To make the most out of it, you should know where to find the information you need. There are a few ways to do this:

--Browse

On the "Categories" panel to your right, click on the appropriate category to focus your search. The system will direct you to a page with a list of all the services within that category available near you. The default view for these services is by alphabetical (A-Z) order. You may scroll down the page until you see something you like.

--Sort

Once you've chosen the category you like, you may override the default alphabetical order and sort by Most Recommended, Recently Added, or Coupons. For instance, if you're looking for a great restaurant you might sort by Most Recommended. The system will then display the restaurants that achieved the highest score (calculated on the basis of residents' ratings)

--Search

In the Search field at the top of the page, enter a word or phrase for the item you are trying to find and press "Go." The system will perform the search and display all available results for that word or phrase in all categories of We Deliver.

How do I make a suggestion on We Deliver?

We Deliver allows you to suggest a venue or service that you feel should be included in the list, but is not currently available on the site. You may also make a suggestion about a service or venue you are unhappy with. Say you hired an airport pickup service and want to warn your fellow residents about terrible delays, but you can't find the listing on We Deliver to post your negative rating. In this case you may suggest the service be added to the site, along with your review.

To make a suggestion, click on We Deliver and press the Make a Suggestion button on the right. A pop-up window will prompt you to fill out a form. Enter the name of the venue or service along with its associated address, web address, phone number, and email address (if available). Select the appropriate category for the suggested entry and type in your message. Be as specific as possible in your description / review. The site administrator will receive and consider your suggestion for publication on the site.

How do I rate and review on We Deliver?

If you have something to say about an item listed on We Deliver, go ahead and share it with your residents. To rate or review venues or services not listed on this section, see *How do I make a suggestion?*

To rate or review an existing item, find the venue or service you want to add your thoughts to and click on the “Rate and Review” button next to it. Enter your comments in “Your Review” and choose a corresponding rating by clicking one of the buttons under “Rate this Spot” (one is poor and five is excellent on the star scale). Click “Submit.” Your review will now appear with the listed service or venue. To view what you and others have written, click on the entry. Your rating will be added to the entry and used to calculate the overall rating.

Can I modify or delete my rating / review?

You cannot delete a review or rating that you’ve submitted to We Deliver. The site administrator monitors this kind of information on a frequent basis and will remove any unsuitable content if found. You may, however, add another review for the same entry if you have changed your mind since your last comment.

Can I make an anonymous suggestion?

Yes and no. When you make a suggestion, you are sending your comment to the site administrator, which means he / she will be able to see your identity. In that sense, you cannot make a completely anonymous suggestion. However, your identity will not appear associated with the venue or service you suggested on We Deliver. For example, if you suggested that the administrator add a certain restaurant, he/she will be able to see it comes from you, but when the restaurant is loaded onto the site, there will be no way for users to tell the suggestion was yours. So in that sense, yes, you can make an anonymous suggestion.

Can I make an anonymous review or rating?

All reviews are publicly identified by the user(s) who submit them. There is no way to keep your identity from appearing next to your post. Because your rating is used to calculate an overall rating, your particular suggested score will not be displayed in the rating for a specific entry. If you prefer to preserve your anonymity, we suggest submitting a rating, and not a review, for a given venue or service.

How are ratings assigned?

LifeAt’s rating scale allows one rating per user per item. The overall rating for a given product or service reflects the average of all users’ ratings—that is, the total point score distributed among the number of users who provided a rating. A restaurant that received a single rating of five stars, and no other input from users, will display a five-star rating.

However, if the same restaurant later receives two more votes of three and two stars each, then the overall point score will go down.

It is important to keep in mind that while the rating scale can give you a sense of users’ perceptions on a particular venue or service, it remains merely a sample of users’ opinions. The overall point score will represent only the average resulting in the opinions of those inclined to submit ratings.

Resident Profiles

What’s Resident Profiles?

Resident Profiles lets you get to know fellow residents by browsing through their profile photos and personal information, as well as viewing their photo albums. You can add them as friends, send them messages, and post comments about them. Your profile also appears in Resident Profiles for your neighbors to browse and comment as well.

What's My Friends?

My Friends is a feature that lets you create a subset of closer contacts within the wide resident community. You may choose to add certain residents to this list to separate them from other residents you don't know so well. Who you choose to add is up to you—you could have all of your residents as friends, just a few, or none at all. The idea of My Friends is that it gives you quick access to the users you might want to contact or view more frequently, as well as an easy way to selectively share information with them and not all site users. Creating a Friends list is also important because certain features—such as posting comments on a user profile—depend on user relationships. A resident who is not your friend cannot post a comment on your profile. If you want to give certain users access to this and other features you must add them to your Friends list.

For more information on privacy features see the Privacy section.

How can I view resident profiles?

For privacy reasons, all residents must be logged in to view user profiles. Once you have logged into LifeAt, click on "Resident Profiles" in the toolbar. The system will display all available resident profiles alphabetically by first name (A-Z). You may change this default setting and sort users by inverse alphabetical order (A-Z) or by date of registration (recent to older or vice versa).

How can I add a resident as a friend?

To add a resident as a friend, make sure you are logged into LifeAt. Go to the Resident Profile section and select the user you want to add as a friend. On his/her profile page click the "Add me as friend" button. A pop-up message will ask you for confirmation that you want to add this person to your friend list. Click "Accept." The system will notify the user of your friend request and he/she must confirm this request for you to become friends. Note: Friend lists are reciprocal. This means that when you add someone to your friend list, you'll be added to their friend list as well.

How do I remove a resident from My Friends?

To remove someone from your list of Friends, make sure you are logged into LifeAt. Go to "My Personal Info" under "My Profile" to visualize your list of Friends. Click on the trash bin icon () next to the user you want to remove from your list. A pop-up message will ask you for confirmation that you want to remove this person from your Friend list. Click "Accept."

Note: When you remove someone from your friend list, the user will not be informed of your action. However, because friend lists are reciprocal, you will be removed from the user's friend list as well.

How do I send a message to a resident / Friend?

To send a message to a resident, or to anyone on your Friend list, make sure you are logged onto the site. Go to the Resident Profile section or My Friends and select the intended recipient of your message by clicking on his/her profile. On the user's profile page click the "Send me a message" button. In the pop-up window enter your desired subject and type in your message. The "Send To" field will be automatically filled in for you with the name of the selected recipient. Click "Submit." The user will be notified of your message the next time he/she is logged in. For help with other message functions (reply, delete, and forward) see My Messages.

How do I post a comment on a resident profile?

The “post a comment” feature on Resident Profiles is limited to users who share a reciprocal Friend link. This means that you may only post a comment on a user profile if that user is in your Friend list, and vice versa.

To post a comment on a Friend’s profile, make sure you are logged into LifeAt. Go to My Friends and select the appropriate user profile. On the selected profile find the “Resident Comments” section and click on “Post a comment.” If you are included in the user’s Friend list, a window will pop up prompting you to write your message. When you are finished typing your message, click “Submit.” Your comment will now appear at the top of Resident Comments for that user.

If you attempt to post a comment for a resident who is not a Friend, you will receive a message asking you if you want to add this person to your Friend list. You must add this person as a Friend if you want to post on his/her profile. Press “Accept” if you want to access the comment feature for this user. The user will receive your Friend request the next time he/she logs in. Once your request is accepted, you will be able to post a comment for this user.

If you do not want to be added to this user’s Friend list, click “Cancel.” You will not be able to post a comment on this user’s profile.

Marketplace

What’s Marketplace?

Marketplace lets you offer and buy goods and services from within your neighborhood community as well as post wanted items. There are three categories in Marketplace for you to offer or find virtually anything.

--Goods refers to anything material that you want to sell, from electronic devices and appliances to furniture, shoes, DVDs, and even used cars.

--Services refers to anything non-material that you can offer, from babysitting and IT help to guided tours and language lessons.

--Wanted refers to goods and services that you want to access rather than purchase.

Think of it as an inverse Goods and Services: you advertise what you don’t have. Sellers who spot such requests and have the appropriate product or service to offer may do so by replying to the Wanted post.

How do I search / browse for items on Marketplace?

Marketplace is a very useful feature for residents. To make the most of it, you should know how and where to find what you need. To find an item on Marketplace you may:

--Browse

Click on the “Marketplace” tab in the toolbar to access this section.

Using the category tabs, select the appropriate category to focus your search by Goods, Services, or Wanted. The system will direct you to a page with a list of all the services and products, within that category, that are being offered or requested by fellow residents. The default view for these services is by the date listed (most recent first). You may scroll down the page until you see something you like.

--Sort

Once you’ve chosen the category you like, you may override the default chronological order and sort by Price (lowest to highest) and by Creator (alphabetical order by user name).

How do I contact someone if I am interested in their published item?

If you’ve found a good or service that you are interested in, you need to contact the user who published it. To do so, simply click on the name (“Created By”) that corresponds to the item you want. A pop-up window will appear, prompting you to send a message to the user.

Type in whatever questions you may have about the item, and press "Submit." The user will be notified of your message the next time he/she logs in.

How do I add an item on Marketplace?

To add an item on Marketplace, click on the "Marketplace" tab in the toolbar to access this section. Click the "Add New Item" button on the right of the page. The system will direct you to the My Marketplace section in My Profile, where you will be prompted to fill out a form. Select the appropriate category for the service or product you want to purchase or offer, enter a title, and type in a description. Enter your price. To upload an image, Click "Browse" (bottom left of the page, next to "Image") to find the source image you want for your item. Click "Open" on the "Open File" window to select the image. Press "Submit." Your item will now appear in the appropriate Marketplace category for all users to view.

How will I know when someone is interested in my published item?

If a user is interested in your published item, he/she will contact you via a message. When you log into your account, you will be notified of new incoming messages through the "New Messages" button on the upper right corner of the page. If you have any new messages, the button will display the appropriate number (if you have no new messages, it will just read "0.") When you click on this button, the system will direct you to the My Messages tab under My Profile, and you'll be able to read any messages from interested users.

To reply to a user, see how do I reply to a message? in the My Messages section. Note: the "New Messages" button on the top right corner is simply a shortcut to My Messages, under My Profile. You may check your message inbox and manage your messages by going to My Profile and selecting the My Messages tab).

How do I manage (view, edit, and delete) my posted Marketplace items?

You can view, edit, or delete any items you have posted on Marketplace by clicking on the "My Marketplace" tab in My Profile. My Marketplace is the control panel for all your published items. Find out how to manage your items in My Marketplace.

Neighborhood Guide

What is Neighborhood Guide?

Neighborhood Guide is an expansive list of everything available in your area: restaurants, bars, and clubs, museums and galleries, grocery stores, bookstores, theatres, drugstores, and shops. Think of this as your own tailored yellow pages. As with We Deliver, you can rate and review listings or suggest one of your own.

How do I find what I need on Neighborhood Guide?

Neighborhood Guide contains a very comprehensive list of all kinds of services and entertainment available near Your Building. To make the most out this guide, you should know where to find the information you need. There are a few ways to do this:

--Browse

On the "Categories" panel to your right, click on the appropriate category to focus your search. The system will direct you to a page with a list of all venues or services, within that category, available near you. The default view for these services is by alphabetical (A-Z) order. You may scroll down the page until you see something you like.

--Sort

Once you've chosen the category you like, you may override the default alphabetical order and sort by Most Recommended, Recently Added, or Coupons.

For instance, if you're looking for a great restaurant you might sort by Most Recommended. The system will then display the restaurants that achieved the highest score (calculated on the basis of residents' ratings).

--Search

In the Search field at the top of the page, enter a word or phrase for the item you are trying to find and press "Go." The system will perform the search and display all available results for that word or phrase in all categories of Neighborhood Guide.

How do I make a suggestion?

Neighborhood Guide allows you to suggest a venue or service that is not currently available on the guide but which you feel should be included.

Say you visited a bar and want to rave about its great ambiance, but you can't find an entry for it in the guide. In this case you may suggest the bar be added to the site, along with your review and rating. You may also make a suggestion about a venue you are unhappy with, for example if you dined at a restaurant and want to warn your fellow residents about its terrible service, but you can't find the listing on Neighborhood Guide to post your negative rating. Here you could also suggest the venue be added so that you may warn your neighbors.

To make a suggestion, click on Neighborhood Guide and press the "Make a Suggestion" button on the right. A pop-up window will prompt you to fill out a form. Enter the name of the venue or service along with its associated address, web address, phone number, and email address (if available). Select the appropriate category for the suggested entry and type in your message. Be as specific as possible in your description / review. The site administrator will receive and consider your suggestion for publication on the site.

How do I rate and review?

If you have something to say about an item listed on Neighborhood Guide, go ahead and share it with your residents. To rate or review venues or services not listed in this section, see *How do I make a suggestion?*

To rate or review an existing item, find the venue or service you want to add your thoughts to and click on the "Rate and Review" button next to it. Enter your comments in "Your Review" and choose a corresponding rating by clicking one of the buttons under "Rate this Spot" (one is poor and five is excellent on the star scale). Click "Submit." Your review will now appear with the listed service or venue. To view what you and others have written, click on the entry. Your rating will be added to the entry and used to calculate the overall rating.

Can I modify or delete my rating / review?

You cannot delete a review or rating that you've submitted to Neighborhood Guide. The site administrator monitors this kind of information on a frequent basis and will remove any unsuitable content if found. You may, however, add another review for the same entry if you have changed your mind since your last comment.

Can I make an anonymous suggestion?

Yes and no. When you make a suggestion, you are sending your comment to the site administrator, which means he / she will be able to see your identity. In that sense, you cannot make a completely anonymous suggestion.

However, your identity will not appear associated with the venue or service you suggested on Neighborhood Guide. For example, if you suggested that the administrator add a certain restaurant, he/she will be able to see it comes from you, but when the restaurant is loaded onto the site, there will be no way for users to tell the suggestion was yours. So in that sense, yes, you can make an anonymous suggestion.

Can I make an anonymous review or rating?

All reviews are publicly identified by the user(s) who submit them. There is no way to keep your identity from appearing next to your post. Because your rating is used to calculate an overall rating, your particular suggested score will not be displayed in the rating for a specific entry. If you prefer to preserve your anonymity, we suggest submitting a rating, and not a review, for a given venue or service.

How are ratings assigned?

LifeAt's rating scale allows one rating per user per item. The overall rating for a given product or service reflects the average of all users' ratings—that is, the total point score distributed among the number of users who provided a rating. A restaurant that received a single rating of five stars, and no other input from users, will display a five-star rating. However, if the same restaurant later receives two more votes of three and two stars each, then the overall point score will go down. It is important to keep in mind that while the rating scale can give you a sense of users' perceptions on a particular venue or service, it remains merely a sample of users' opinions. The overall point score will represent only the average resulting in the opinions of those inclined to submit ratings.

o Privacy and Security

Does LifeAt distribute user information?

LifeAt does not distribute or sell user information to any individuals or companies. Because only site users are allowed to view user profiles, you do not have to worry about marketers or spammers getting hold of your information. For more information, please see our Privacy Policy.

What can I do to protect my privacy?

LifeAt offers privacy settings which you may modify in order to control the information that you share through the site. These are some of the things you can do to control what information is made available to users:

--Create a Friend list in My Friends.

This will allow you to selectively display information to users of your choice. Friends may see all data on your profile, including your personal information, photo albums, and your Friend list. They can also send you messages and post a comment on your profile page. Only users that you add to My Friends can access all this information. If you do not want someone to access your full profile, do not add them to My Friends.

--Select who can view your photo albums. When you create an album and upload photos onto your profile page, the system will ask you whether you want to make this album available to all users or just to your Friends. If you do not want to share your photos with all residents, make sure you click on the "Only my friends can see this album" option.

--Block users

This feature allows you to prevent someone from viewing your profile or contacting you in any way.

--Don't offer private information!

Only your first name and last name are required fields for your profile. If you feel uncomfortable sharing your email address, occupation, hometown, or any other information in your profile, leave such fields blank. You are by no means required to list anything that you do not want to share. Above all, avoid sharing any financial information (such as credit card numbers) in Marketplace transactions or any other type of exchange, and do not include your social security number or any such information in your communications with other users.

Who can see my profile information?

Anyone who has an account with LifeAt Your Building can log onto the site and potentially view your full profile information (unless you block the user). You may decide to share certain information with a select group of people and keep others from seeing it. To do so, we recommend creating a list of Friends.

This will allow you to selectively display information to users of your choice. Friends may see all data on your profile, including your personal information, photo albums, and your Friend list. They can also send you messages and post a comment on your profile page.

Only users that you add to My Friends can access all this information. If you do not want someone to access your full profile, do not add them to My Friends.

Note: Site visitors who do not have an account with LifeAt Your Building may not log onto the site, and may not access your profile.

Can users know when I see their profiles?

No. Users have no way of telling that you have viewed their profile page, so go ahead and browse all you want!

Who can see my messages?

You are the only person with access to your incoming messages. No other user can read what someone else has written to you in a message (as opposed to comments and marketplaces, which are public and available to all users). By the same token, the intended recipient of your outgoing messages is the only person with access to your message. If you want to keep your communications with other users private, we recommend using only messages and avoiding marketplace posts and profile comments.

Who can see my comments, marketplace posts, and reviews?

Profile comments, marketplace posts, and We Deliver / Neighborhood Guide reviews are public features. This means that, for these sections, all users may read what you have submitted. If you do not want users to view these kinds of posts, do not submit such information.

Note: Profile comments require a Friend connection between the involved users (someone who is not on your Friend list may not post a comment on your profile), and are in that sense private. However, the comments that your Friends add to your profile will be visible to all users, (Friends or non-Friends) and are in that sense public.

How do I block a user?

If you want to prevent someone from viewing your profile, contacting you, or have any interaction with you through the site, you may block the user by going into his / her profile and selecting "Block user".

Will a user know if I have blocked him/her?

Most likely. While the user will not be notified of your action in any direct way, the effects of the block might be enough to alert the user of your request. When a block goes into effect, you lose all connections with that particular user. If you and the user shared a friendship status (My Friends), you and the user will be removed from your reciprocal Friend lists. Any profile comments added by that user will be removed from your profile. Additionally, the user will be unable to view your profile or contact you through LifeAt. Your profile will be hidden from view in the user's Resident Profiles page, and you will not receive any messages from this person. Because these connections are not restored once you remove the block, you must be absolutely sure you want to block someone when you request such an action.

How can I report something offensive or inappropriate?

If you see anything that you find offensive or consider inappropriate for the site, you may alert the site administrator here. Please include the information you find unsuitable and its location on the site. The administrator will review your report and consider a suitable course of action.

o **Other**

Reporting Site Problems, Errors or Omissions

If you have any trouble viewing the site or accessing its features, please report the problem to the site administrator. Make sure you describe the problem and specify where on the site you encountered it. If possible please copy and paste the URL where the issue occurred.

My question has not been answered

For questions or problems regarding site maintenance, write to administrator@lifeat.com.

For questions about LifeAt, write to info@lifeat.com