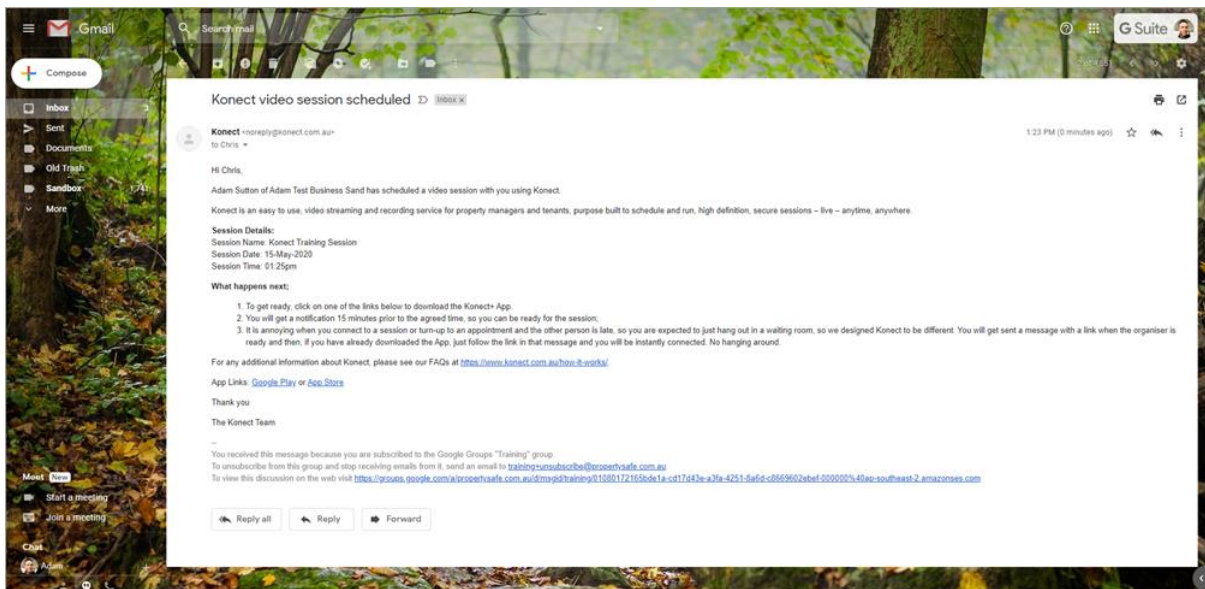# KONECT

Session Procedure

Customer or Tenant

What Is Konect?

Konect is an innovative, simple to use video streaming and recording service that helps improve customer experiences, communications and engagement. Businesses and real estate agencies can connect to their customers or tenants through a secure video stream, upon which they can remotely and safely access a property or area, allowing them to validate repairs, assist in maintenance completion, or complete an inspection.
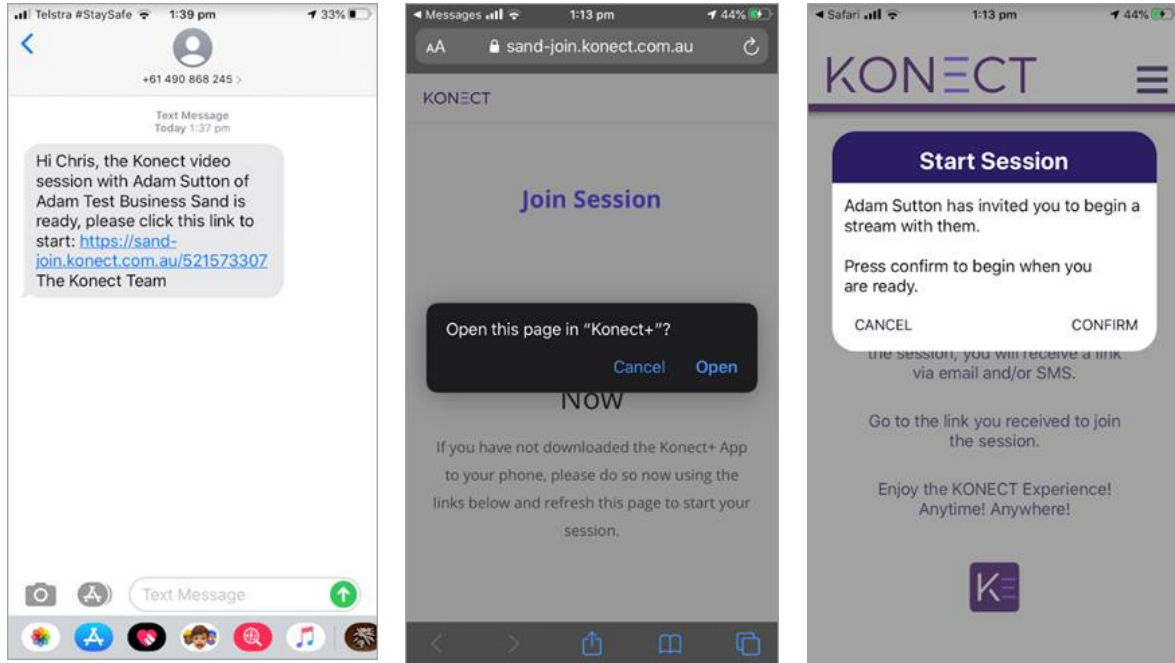
A Konect video stream consists of two-way audio between a business user/property manager and a customer/tenant, and one-way video allowing the business user/property manager user to view a high-quality video connection, with the ability to capture screenshots when needed.
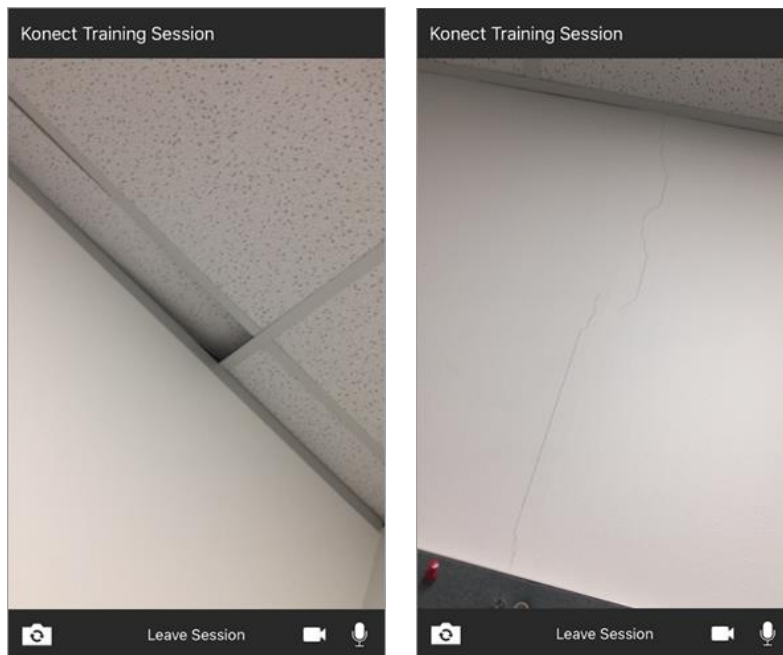
How Does it Work?

1. When a business user or property manager creates a Konect session, an email will be sent to the customer or tenant with instructions on how to download the Konect+ app, join the session and what to expect throughout.

2. The customer/tenant will receive another email/SMS 15 minutes prior to the session start time. Clicking the link within either the email or SMS will guide the customer/tenant to download the Konect+ app from their smart device's respective app store. Once downloaded, the customer/tenant can tap the link again to join the scheduled session.
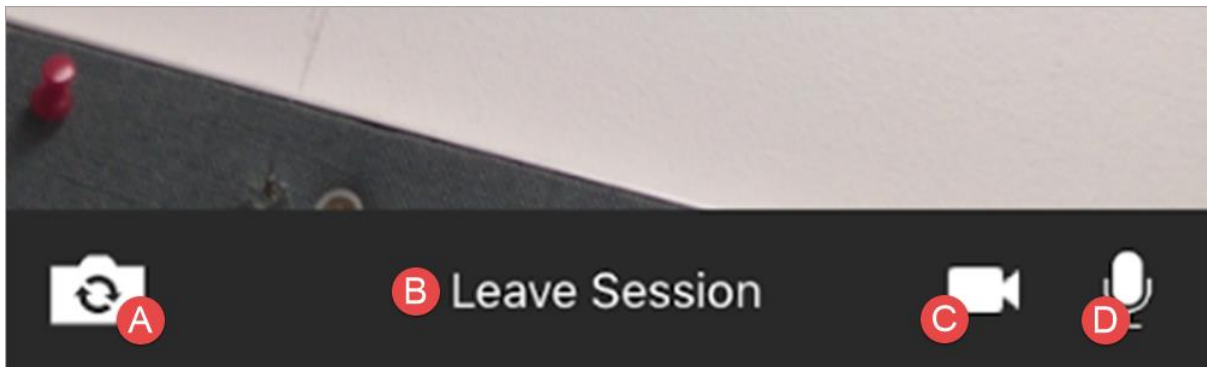

3. When the customer/tenant successfully joins the session, the business user or property manager will direct the customer/tenant around the property, may ask to hold the smart device steady to take screenshots, or pan the device up, down, left or right when needed.

4. Throughout the session, the customer/tenant can use the on-screen buttons to perform certain actions.

- Switches between the rear and front-facing cameras.
- Allows the customer/tenant to leave the current session.
- Toggles the sharing of video via the active camera.
- Toggles the sharing of audio via the microphone.

5. Once the business user/property manager has captured all the data they require, they will end the current session and the customer/tenant will be taken back to the Konect+ app homepage.