



TechTown Detroit

Community Handbook

[Table of Contents](#)

TABLE OF CONTENTS	2
WELCOME TO TECHTOWN DETROIT!	3
MEMBERSHIP PERKS	4
Wayne State University Show Your OneCard and Save (24/7 Access)	4
Gym Memberships	4
Parcel Pending (Coming Soon!!)	4
Market Twenty 4 Seven	4
SafeWalk	4
Junction440.com	5
Slack	5
Parking	4
Recycling	4
Explore Midtown!	5
MEMBER AMENITIES	6
ONLINE PAYMENT	7
INTERNET ACCESS & PRINTING	9
CONFERENCE ROOM GUIDELINES	12
Booking a Room Online	13
MAILBOX USAGE	15
STAY IN THE LOOP:	16
REPORT AN ISSUE (SERVICE REQUESTS):	16

Welcome to TechTown Detroit!

We are pleased to welcome you to our community and look forward to helping your business grow!

Have questions about TechTown Detroit or membership?

TechTown Detroit Receptionist
receptionist@techtowndetroit.org
Front Desk: (313) 879-5250

Jonathan Colo, Community Manager
jonathan@techtowndetroit.org

Follow Junction440 & TechTown on Social Media



facebook.com/Junction440
facebook.com/techtowndetroit



[@Junction440](https://www.instagram.com/Junction440)
[@techtowndetroit](https://www.instagram.com/techtowndetroit)



[linkedin.com/company/techtown](https://www.linkedin.com/company/techtown)



Contact TechTown Detroit:

440 Burroughs Street
Detroit, MI 48202
Info@techtowndetroit.org

Membership Perks

Junction 440 provides a wealth of member amenities within our space and through the Wayne State University network. See list below of membership perks for our coworking community members:

Wayne State University Show Your OneCard and Save (24/7 Access)

Once you have signed on as a member, you will apply for an OneCard. Your OneCard gives you 24/7 access to our TechTown community, and can also be show for savings at more than 100 businesses Wayne State University-partnered businesses. Each member on your account is offered the opportunity to gain 24/7 access and the ability to Show your OneCard and Save. Learn more about where you can [save with your OneCard here](#).

Gym Memberships

TechTown Community members receive a 25% discount to [Henry Ford Health Systems' FitnessWorks](#). Let them know you work at TechTown when you sign up. Amenities for this membership include: spacious fitness floor, lap pool, full service locker room with steam room and sauna, indoor track, basketball court, racquetball court, and [free access to all group classes](#). This membership includes a minimum 12 month commitment - \$49/month for one person, \$74/month for a couple. Sign up here: <https://www.fitnessworksclub.com/join>.

Junction 440 coworking members are also eligible for an employee/spouse/retiree membership to the [Mort Harris Recreation and Fitness Center on the WSU campus](#). In order to receive this perk you must get your 24/7 access OneCard and apply for a 12 month commitment - \$252.00 for full year.

Parcel Pending (Coming Soon!!)

TechTown community members have more options for shipping and receiving packages here at TechTown with Parcel Pending! Parcel Pending is an app based service using Android and iOS via mobile device to manage your account, receive delivery alerts; and open lockers that contain your package. This service is only available to our community members so please address your packages with First Name, Last Name and Company Name. Learn more about how to ship and receive packages with Parcel Pending at the front desk!

Market Twenty 4 Seven

Market Twenty 4 Seven is the perfect break room and vending alternative, stocked with a variety of tasty, scratch-made and packaged options and premium beverages. It's open when you are so energizing food is available when employees want and need it.

Learn more about [how Market Twenty 4 Seven works here](#) or by visiting the market on in the Fueling Station on the first floor.

SafeWalk

If you're here after hours and feel unsafe walking to your car, feel free to do one of two things:

1. Press the SafeWalk button to be escorted by a Wayne State Police officer, available 24/7. The SafeWalk button is located in the front door vestibule underneath the chalkboard weekly calendar. If you have trouble finding it, ask the Junction440 manager or front desk staff.

Junction440.com

Use www.junction440.com as a resource and tool to help you navigate our community. Use this site to manage your account and make bookings in the space. Stay tuned for more details on our app, coming soon!

Slack Channel

Join the TechTown Slack channel [here](#) for access to your TechTown community members and timely building information and updates.

Parking

Parking is free in our TechTown Detroit/MDOT lot located at the Northeast corner of Cass Ave. and Amsterdam St. Parking is first come, first served as our lot is used by community and visitors around TechTown. Members can use up to 5 spots in the lot. Bike parking is located inside of Junction440, outside of above mentioned parking lot, and at the Southwest corner of Cass Ave. and Burroughs St. Guests visiting TechTown or members and tenant should also park in our TechTown Detroit/MDOT lot located on Cass Ave. and Amsterdam St.

Recycling

Recycling areas are located on the 1st, 3rd, 4th and 5th floors of TechTown. Recyclables include: Plastic, Paper, Returnables, Glass, and Batteries. Cardboard will be directed to be broken down and taken to loading dock in the back of our building.

We'd like to encourage members to replace their trash containers with recycle containers and use the centralized trash areas for disposal. Members are also encouraged to collect recycle containers from the reception desk for their space, which they can carry and empty at the recycling area. For convenience each container will be marked to know what can and cannot be recycled and what goes in each container.

Trash Disposal:

- 1st Floor in The Fueling Station
- 1st Floor near the post in the center of the 1st floor and the second post near the entrance
- 3rd Floor near post at north end of space.
- Coffee Grounds are composted. There is a swinging (flap) door in The Fueling Station marked for coffee grounds only and a bucket where the grounds can be dumped

Explore Midtown!

Looking for more options for breakfast, lunch or dinner? There are a plethora of local food options in and around Midtown and New Center for dine in and carry out service. Below are some of our favorites (and, not coincidentally, the closest):

Z's Villa

42 Piquette Ave
Detroit, MI 48202

Northern Lights

660 W Baltimore St
Detroit, MI 48202

Avalon Cafe + Biscuit Bar

2998 W Grand Blvd.
Detroit, MI 48202

Bucharest Grill

110 Piquette Ave
Detroit, MI 48202

Tony V's Tavern

5756 Cass Ave
Detroit, MI 48202

Henry Ford Health System Cafeteria

1 Ford Place-3rd floor
Detroit, MI 48202

Member Amenities

As part of your membership, members have access to a number of additional amenities including:

- Mac Adaptors
- Web Camera
- Tripod
- Presentation Pointer
- Laptop
- Dry Erase Markers
- Polycoms
- Videoconferencing
- Remotes

Visit the front desk to check out these items if needed for your meeting or event, you can also note items in your booking reservation request.

Got kids?

Tenants, members and their guests are welcome to bring their children to work when needed. Visit our front desk for coloring/activity books to keep the youngsters entertained.

Enjoy Your TechTown Community!

Spending time working in TechTown doesn't have to be dull. We provide many opportunities for members to make serendipitous connections and collisions. Every week we offer ways for members of our community to relax and take a load off during the work day.

Bagel Monday

Every Monday members of our community can enjoy a variety of free bagels from Detroit Institute of Bagels on the 3rd floor of TechTown in the shared coworking space.

Soup Wednesdays

Forgot your lunch? Every Wednesday support a local small business by purchasing a bowl of soup from GreenHouse Soups & Chili's.

Happy Hour Fridays

Wind down from a long week on Fridays in the Fueling Station from 3-5pm with FREE complimentary beer and popcorn.

Fueling Station

Looking for more space to work, eat, and connect? Use our community's Fueling Station as extra work, meeting or lunch space.

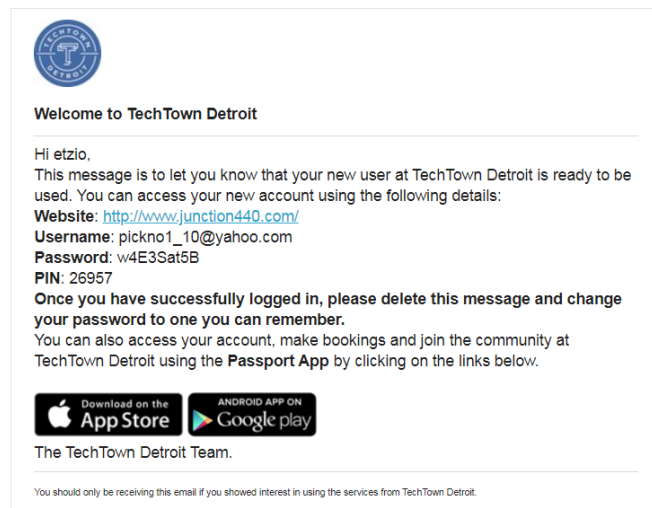
Online Payment

Payments for Junction440 memberships can be made **online at junction440.com or in person at our front desk during business hours with check or credit/debit card.** You can pay with your PayPal account, debit card or credit card. You can also set up recurring payments.

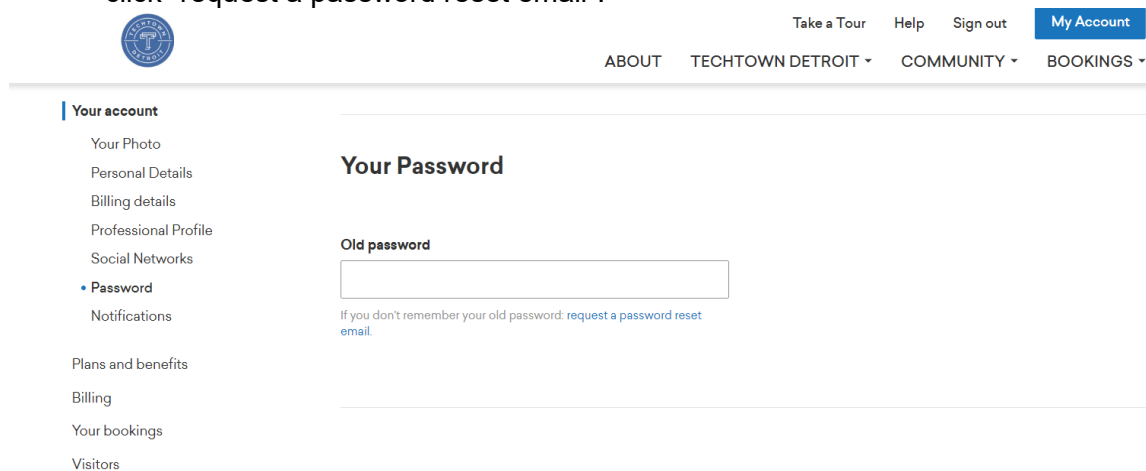
Payment Instructions

- 1) When you become a member of the space, you will receive a **Welcome to TechTown Detroit email** from Junction440 with a contact email address and temporary password. Login and change your password to something you can remember.

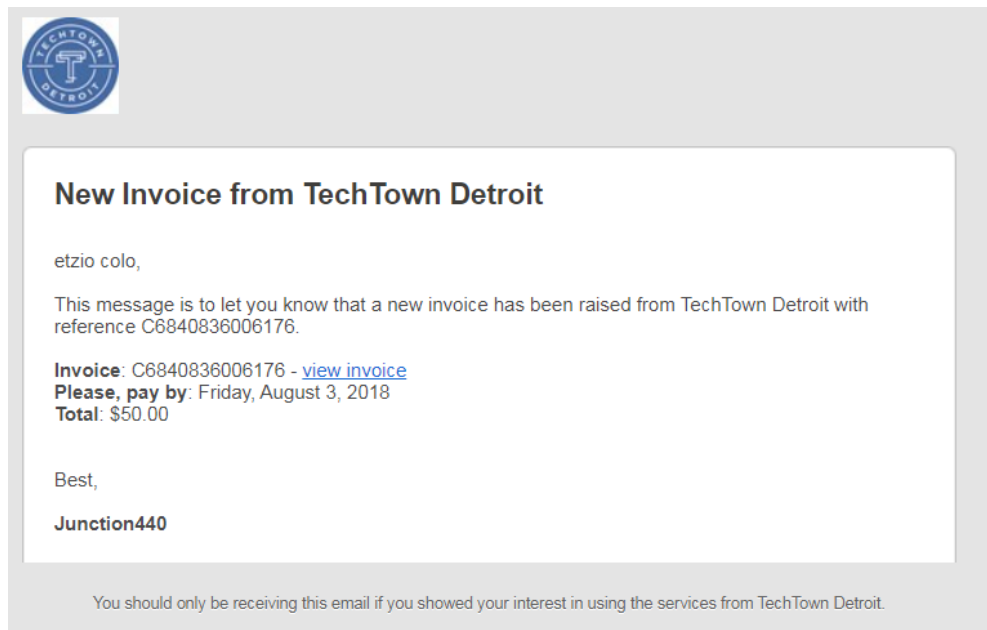
Sample welcome email:



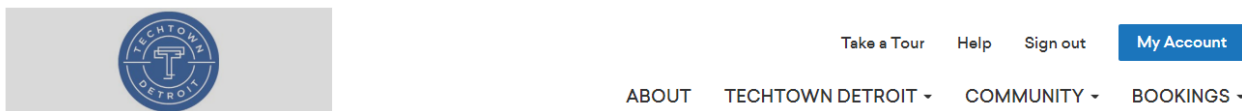
- 2) To change your password, go to Junction440.com, click **My Account (top right)** > **Password (left side)** and continue by entering your temporary password or click "request a password reset email".



- 3) You will receive your first invoice the day you sign up, and it will come in an email. It will be sent to the email address listed as the username of your profile. If you don't receive it, ask for it to be resent. Your invoice email will look like this:



- 4) Select 'View Invoice'
- You may be asked to log in to your account, or you may be advanced directly to the next screen. Once you are viewing the invoice, you can select **Pay by PayPal** which will prompt you to either pay with your PayPal account or a debit card.



Home / My Account / Payments

Your account

Plans and benefits




Billing

• Invoices and Payments

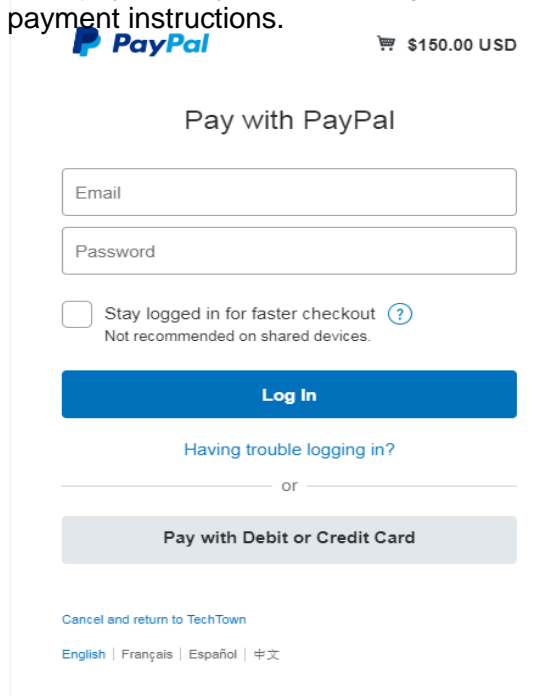
Your bookings

Visitors

Invoices and Payments

Date	Amount	Status	
#C6840836006173 - 7/18/2018 To be paid by Thursday, August 2, 2018	 \$150.00	 Pending	 Pay by PayPal

- 5) If you do not wish to pay via PayPal, select **Pay with a Debit or Credit Card** then follow the payment instructions.



The screenshot shows the PayPal payment page. At the top, the PayPal logo is on the left and the amount '\$150.00 USD' is on the right. The main heading is 'Pay with PayPal'. Below this are two input fields: 'Email' and 'Password'. Under the password field is a checkbox labeled 'Stay logged in for faster checkout' with a help icon and the text 'Not recommended on shared devices.' Below the checkbox is a blue 'Log In' button. Under the button is a link 'Having trouble logging in?'. A horizontal line with 'or' in the center separates this section from the next. Below the line is a grey button labeled 'Pay with Debit or Credit Card'. At the bottom left, there is a link 'Cancel and return to TechTown' and a row of language links: 'English | Français | Español | 中文'.

Internet Access & Printing

How to Access Public Wi-Fi

- In your computer's System Preferences, search for and select "Tech Town-Public."

How to Access Secure WiFi

- Go to the Front Desk OR email help@techtowndetroit.org
- Provide the following information:
 - Your first & last name
 - Your company's name
 - Your suite number, if applicable
 - Your company email address
- Within 24 hours expect an email with your credentials from a TechTown Detroit staff member (Community Ambassador?).
- In your computer's System Preferences, search for and select "Tech Town-Secure."
- If you are in a private suite, you can also connect to TechTown's Secure network via Ethernet cable, which plugs into the blue data jack in your office. Tenants supply their own Ethernet cords.
- If you have staff who need WiFi access,, send their name(s) and email(s) to receptionist@techtowndetroit.org

Ethernet

- There are Ethernet cables available for checking in and out at the front desk. You are also welcome to use your own Ethernet cable. There are Ethernet ports on the desk banks and on the floor of our lounge seating areas that you are welcome to utilize for Internet access.

How to Set Up Printer Access

IP address for each floor

1st floor: 10.1.120.250

3rd floor: 10.1.120.251

5th floor: 10.1.120.252

1. You must be on the “TechTown-Secure” network to set up the printer.
2. On a WINDOWS OR MAC operating system:
 - a. Go to techtowndetroit.org/TenantResources to download the appropriate printer driver.
 - i. **For Windows:** download PCL6 Driver [HERE](#)
 - a. Download > Unzip files > open folder (tip: search temp: / file name on unzip screen) > click blue icon in folder titled “SET UP” > follow on screen instructions for setting up printer via IP address
 - b. OR follow “b. On windows:” section below
 - ii. **FOR MAC:** download PPD Installer (Follow below instructions)
note: operating system will automatically find driver you downloaded.

AFTER DOWNLOADING THE DRIVER (Windows):

1. Control Panel > Devices and Printers > Add Printer > Add a network, wireless, or Bluetooth printer > The printer that I want isn't listed > select “Add a printer using a TC/IP address or hostname” > click Next > enter IP address for specific floor (see below) in Hostname or IP address fill box > click Next > Wait for network to connect with printer > next screen “Type a printer name” just click Next > printer will install driver > next screen “printer sharing” click “Do not share this printer” > click Next > next screen should say “You’ve successfully added RICOH MP C3504 > click “Finish”
OR
Type into your browser the IP address for your floor (*refer to key at top of the page*).
2. Click “Install print/scan drives” and follow the prompts. Don't worry about registering the product.

How to Replace Paper:

1. Find paper in cabinet to the top left of printer
2. Unwrap ream of paper
3. Pull out drawer from printer
 - a. For 8.5" x 11" prints, use Tray 1
 - b. For 8.5" x 14" (legal size) prints, use Tray 3
4. Place paper in drawer
5. Close drawer

Have questions? See the front desk for assistance!

Conference Room Guidelines

All members are allotted at least 6 hours of conference room time via membership. This includes all meeting rooms at TechTown and Industry Innovation Center (formerly known as NextEnergy). This does not include our event spaces: the Garage/Bays, the Atrium and the Auditorium. These rooms may be rented by TechTown community members and tenants at a 25% discount.

-Reservation Hours for TechTown Detroit and Industry Innovation Center are Monday & Friday 8am-6pm, Tuesday, Wednesday, and Thursday 8am-8pm and Saturday 10am-2pm. After hour Reservations in Industry Innovation Center will need approval by front desk staff

-Payments for all bookings are required in full prior to event or meeting date. Payments can be made by credit/debit card or via check.

-Cancellations must be made in writing via email to receptionist@techtowndetroit.org.

-All setup and attendance information must be confirmed 48 hours prior to event or meeting date. Additional setup changes may incur additional charges.

-Meeting and Event Space require a non-refundable security deposit of 1hr space rental charge. Your security deposit is applied to your rental fee.

-Cancellations within 1 week of your event or meeting date will incur a 50% charge of your total rental fee.

Conference Rooms are available for booking during the following hours:

8 am – 6 pm Monday & Friday

8 am - 8 pm Tuesday through Thursday

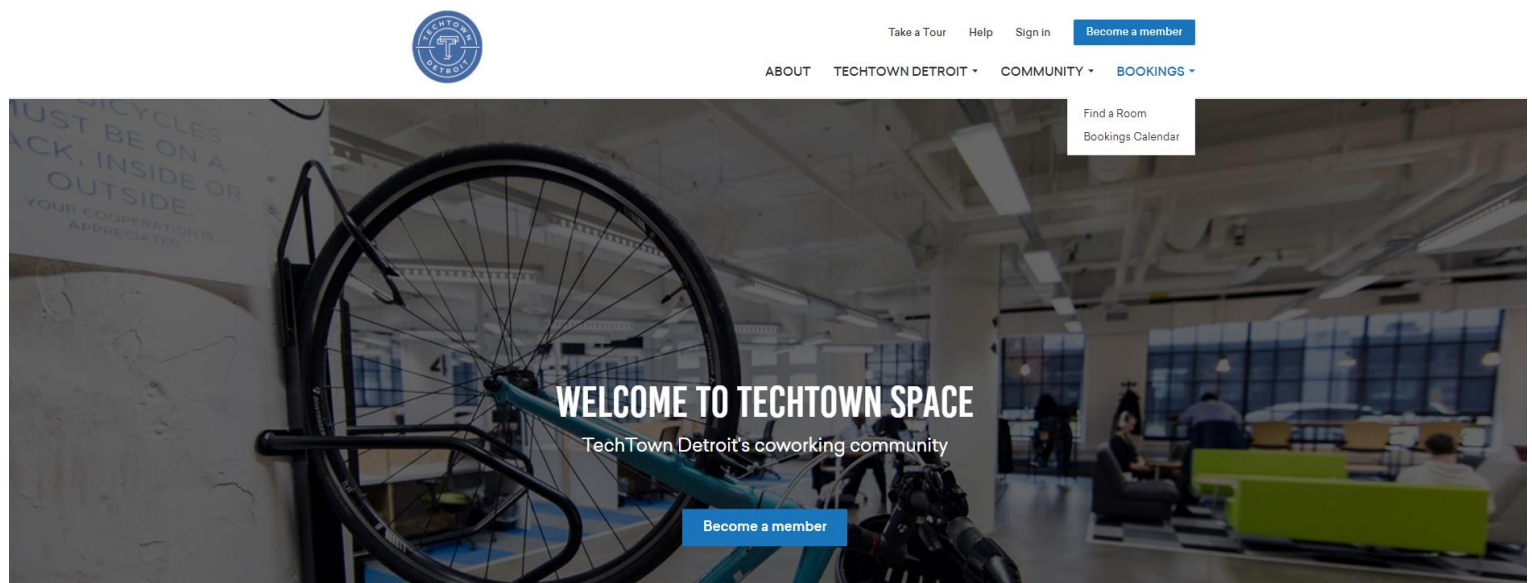
10 am - 2 pm on Saturday

If you are a guest or have guests arriving for your conference room booking time, please be sure to check in at the front desk first.

Tenant/coworking conference room hours do not extend to partner or outside groups. Rooms found to be reserved for an outside group will be charged to the tenant/coworking member account. For more information on how to book or reserve conference room space online see next section.

Booking a Room Online

- Sign in to your account at www.junction440.com
 - a. If you do not have a Junction 440 Member Account, visit www.junction440.com/en to sign up for a temporary account to make a booking. Payments for non-members are due within 30 mins of reservation.
- On the home page, click the drop-down menu **BOOKINGS**. You can view the entire **BOOKING CALENDAR**, or head to **FIND A ROOM** and put in the date and time of your meeting. Then Click the **FIND AVAILABLE ROOMS** button to see what rooms are available When the available rooms come up, click on the room you need. Availability for rooms will be noted in **AVAILABLE** or **NOT AVAILABLE** at top left of image.




Please note that if you are booking any of the below rooms, you will need to fill out the [TechTown Detroit Conference Room Reservation Form](#).

- *Test Track, Proving Grounds, Bay 1, Bay 2, The Garage, The Auditorium, The Atrium, Tesla, Edison, or Inventors*

You can also find a paper form for any room/event reservations at the front desk.

- Enter your conference room details (Date, Time). Check the items you will need and add any additional notes. Scroll down and click **SAVE THIS BOOKING**.



Event Space

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Sign out

COMMUNITY

Location: T

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3pm

Dy

Make a booking


Resource

The Showroom ▾




Date:

Thursday, 19 July 2018




Start Time

3:00 PM




End Time (60 minutes)

4:00 PM



Select the items you will require during this booking

 This booking has a cost of \$0.00

Save this booking

[Close](#)

TECHTOWN DETROIT | Community Handbook

Mailbox Usage

Any Junction440 member can upgrade to a mailbox at any time. We give all Junction440 member 50% off a mailbox. Mailboxes can be rented at \$150 per quarter or at \$450 for 12 months (Get 3 months free when you pay for the year in advance).

Signing up for a mailbox can be done in 2 easy steps:

1. Fill out a Mailbox Application. (Form available at the front desk)
2. Pay a \$50 refundable mailbox key deposit – will be invoiced to you once signed up for J440 membership

Please Note: If transitioning out of our community or your mailbox is no longer needed then members must return their key after cancelation to obtain \$50 deposit.

Stay in the Loop!

TechTown is a community and serendipitous collisions happen here every day. We invite you to participate in our many events and opportunities to make the most of your membership. Use these resources to stay on top of what's going on:

Monthly Techtown and Junction440 Eblasts: Learn more about our TechTown community, programs and opportunities by signing up for our monthly e-newsletters!

Use [TechTown E-Newsletter](#) to learn about entrepreneurs, programs and events from our entrepreneurial community from across the city!

Use [Junction 440 E-Newsletter](#) to learn about our coworking community and to stay connected about updates happening in the building!

Vestibule Calendar: Check here to see what's happening at TechTown every week!

Monthly Calendar: You can also pick up a calendar of events at the front desk

TechTown Website: Visit techtowndetroit.org/events organized by TechTown and by outside organizations. Anyone renting our event space can upload their event to this calendar. Instructions are provided with room reservation confirmation.

Report an Issue

Use the Service Request Form below to report an issue or share your concerns about our community. Once we receive your request, we will follow up within 48 hours to obtain more information or provide you with an update. We do our best to answer tickets as they come in.

To report an issue or make a request fill out this short ticket on the TechTown website at: <https://techtowndetroit.org/tenant-resources/>.

Tell Us How We're Doing!

We welcome feedback from all community members about your experiences here at TechTown Detroit. We value your opinions and we would love to hear from you! Want to share how we are doing? Fill out this short survey at this link [HERE](#).

Or copy and paste this link into your browser:

https://waynestate.az1.qualtrics.com/jfe/form/SV_1AB090tW0wpQRsF