



# TechTown Detroit

Community Handbook

## Table of Contents

<b>Welcome to TechTown</b>	<b>3</b>
<b>Membership Perks</b>	
<b>Brivo Card and Mobile Pass</b>	<b>4</b>
<b>Package Delivery + Mail Pickup!</b>	<b>4</b>
<b>SafeWalk</b>	<b>4</b>
<b>Member Portal – OfficeRND</b>	<b>4</b>
<b>Parking</b>	<b>4</b>
<b>Recycling</b>	<b>5</b>
<b>Local Restaurants!</b>	<b>6</b>
<b>Member Amenities</b>	<b>7</b>
<b>Printer Access Instructions</b>	<b>8</b>
<b>Conference Room Guidelines</b>	<b>9</b>
<b>Mailbox Usage</b>	<b>10</b>
<b>COVID-19 Guidelines</b>	<b>11</b>
<b>Stay in the Loop</b>	<b>12</b>
<b>Report an Issue (Service Requests)</b>	<b>13</b>
<b>House Rules and Code of Conduct</b>	<b>14</b>

# Welcome to TechTown!

**We are pleased to welcome you to our community!**

**Have questions about TechTown Detroit or your  
Membership?**

**TechTown Detroit Receptionist**

**[receptionist@techtowndetroit.org](mailto:receptionist@techtowndetroit.org)**

**Front Desk: (313) 879-5250**

**Erica Overstreet, Membership Manager**

**[coworking@techtowndetroit.org](mailto:coworking@techtowndetroit.org)**

**Follow TechTown on Social Media:**

**[Facebook.com/techtowndetroit](https://www.facebook.com/techtowndetroit)**

**Twitter + Instagram: [@techtowndetroit](https://twitter.com/techtowndetroit)**

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

**Contact TechTown Detroit:**

**[info@techtowndetroit.org](mailto:info@techtowndetroit.org)**

**440 Burroughs Street**

**Detroit, MI 48202**

## Membership Perks <sup>1/2</sup>

Coworking at TechTown Detroit 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:

### **Brivo Access Card (TechTown Facility Access)**

Once you have signed on as a member, you will be issued a Brivo card. Your Brivo card gives you access to our TechTown community. You also have access to your Brivo pass through the Brivo Mobile app. There is a \$5 processing fee to activate your card. If you misplace your card and need to be issued a new one, there is a \$5 replacement fee.

### **Package Delivery + Mail Pickup!**

TechTown community members have more options for shipping and receiving packages here with complimentary mail delivery and pickup! Office tenants can expect the Community Ambassadors to deliver packages directly to your suite on a regular basis. You may also request for an Ambassador to pull your mail and have it ready for your pick up at the front desk! (See pg. 10 for details on curbside mail pickup).

### **SafeWalk**

If you're here after hours and feel unsafe walking to your car, feel free to call the Wayne State Police Department and a police officer will escort you to your car.

Phone Number: (313) 577-2222

### **Emergency Phone**

A compliant emergency phone is located on the west side of the vestibule (upon entering the building). Push for help will provide quick and reliable handsfree communication for emergencies.

# Membership Perks <sup>1/2</sup>

## Member Portal – OfficeRND

Use <https://techtown.officernd.com/login> as a resource and tool to help you navigate our community. Use this site to manage your account and make bookings in the space.

Below are links to how to videos to help guide you through the portal:

[TechTown Detroit – Portal Overview](#)  
[TechTown Detroit – How to Book  
Space TechTown Detroit – Billing  
Setup](#)

## Connecting with Fellow Members

- Log into <https://techtown.officernd.com>
- On the home page, click on the left-hand blue column titled Members
- Click on Companies

Once logged in, you will see a brief description of what each company does, with the option to reach out and connect with your fellow members.

## TechTown Facebook Private Group

Stay connected within the community and request to join our private group, [Coworking Members & Tenants @ TechTown](#)

This is a private group that has been created for the coworking members and tenants in order to share information on events, opportunities, and resources. We strive to strengthen our community and to build connections among each other.

## **Membership Perks** 2/2

### **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. Hangtags are required to utilize the lot and the paperwork to obtain them can be requested at the front desk.**

**Bike parking is located inside of the coworking space at TechTown. You will find poles with bike racks available on the first floor!**

### **Recycling**

**Recycling areas are located on the 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> floors of TechTown. Recyclables include Plastic, Paper, Returnable, Glass, and Batteries. Cardboard will be directed to be broken down and taken to loading dock in the back of our building. Stop by the front desk and a Community Ambassador will happily assist you to gain access to the loading dock area!**

**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.**

## Local Restaurants!

Contact the restaurant or visit their website for more information!

**Babo Detroit** (Gourmet Diner)

15 E Kirby St #115, Detroit, MI 48202  
**(313) 974-6159**

**Baobab Fare** (African)

6568 Woodward Ave, Suite 100, Detroit, MI 48202  
**(313) 265-3093**

**Bucharest Grill** (Middle Eastern)

110 Piquette Ave, Detroit, MI 48202  
**(313) 965-3111**

**Condado Tacos** (Mexican-American)

634 Selden St Unit A, Detroit, MI 48201  
**(313) 638-1530**

**GO! Sy Thai** (Thai Cuisine)

4240 Cass Ave #103, Detroit, MI 48201  
**(313) 638-1467**

**Gus's Fried Chicken** (American)

4101 3rd Ave, Detroit, MI 48201  
**(313) 818-0324**

**Halal Street** (Mediterranean)

474 Peterboro St, Detroit, MI 48201  
**(313) 815-2496**

**Hopcat** (American)

4265 Woodward Ave, Detroit, MI 48201  
**(313) 769-8828**

**Ima** (Ramen/Udon Noodles)

4870 Cass Ave, Detroit, MI 48201  
**(313) 883-9788**

**Joe Louis Southern Kitchen** (American)

6549 Woodward Ave, Detroit, MI 48202  
**(313) 788-8338**

**Pie-Sci Pizza** (Pizza)

5163 Trumbull, Detroit, MI 48208  
**(313) 818-0290**

**Rocco's Italian Deli** (Italian Deli)

3627 Cass Ave, Detroit, MI 48201  
**(313) 315-3033**

**Royale with Cheese** (American)

4163 Cass Ave, Detroit, MI 48201  
**(313) 315-3014**

**Supino Pizzeria** (Pizza)

6519 Woodward Ave, Detroit, MI 48202  
**(313) 314-7400**

**Shangri-La** (Chinese)

4710 Cass Ave, Detroit, MI 48201  
**(313) 974-7669**

**Spread Detroit** (Deli)

4201 Cass Ave, Detroit, MI 48201  
**(313) 782-4946**

**Taqueria Mi Pueblo** (Mexican)

7278 Dix St, Detroit, MI 48209  
**(313) 841-3315**

**The Kitchen, Cooking with Que** (Vegan)

6529 Woodward Ave Suite A, Detroit, MI 48202  
**(313) 462-4184**

**Wasabi** (Korean/Japanese)

15 E Kirby St, Detroit, MI 48202  
**(313) 638-1272**

**Yum Village** (Afro-Caribbean)

6500 Woodward Ave, Detroit, MI 48202  
**(313) 334-6099**

**Zo's Good Burger** (American)

2894 W Grand Blvd, Detroit, MI 48202  
**(313) 771-0022**

**Z's Villa** (American)

42 Piquette Ave, Detroit, MI 48202  
**(313) 874-2680**

## Member Amenities

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

- Mac Adaptors
- Web Camera
- Tripod
- Presentation
- Pointer
- Laptop
- Dry Erase Markers
- Polycom Phones
- Videoconferencing
- Remotes
- Owl 360-degree camera, mic and speaker (creating an immersive hybrid meeting experience).

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.

### 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. To dig deeper, check out the OfficeRND [member portal!](#)

### Coffee/Tea Service

Coffee and tea are provided upon request at our front desk. The service runs from 8AM-5PM. We offer an assortment of tea flavors from Stash Tea Company and fresh brewed coffee daily. Coffee is purchased locally from [Ashe Supply Co.](#) with coffee beans imported from Guatemala and Colombia

### Food Vendor Pop-ups

Forgot your lunch? Every week you can support a local small business by purchasing a meal from one of our specialty food vendors! Ask a community Ambassador at the front desk for information on the vendors for the week or check the vestibule calendar!

### Breadless

We now have a [Breadless](#) vending machine, located in the Fueling Station. Breadless provides a variety of healthy, low carb, gluten-free and fresh food options.

### Fueling Station

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



# Printer Access Instructions

You must be on the “TechTown-Secure” network to set up the printer. Utilize your own personal Wi-Fi password to gain access.

## For WINDOWS

1. Look up: [Ricoh Printer Drivers](#) on the internet.
2. Visit the website entitled “Universal Print Driver – Ricoh Global”
3. FOR WINDOWS: download PCL6 V4 Driver for Universal Print (first option on the list)
4. Unzip the file
5. Go to the driver\_web\_installer folder
6. Select the multicolored “RV\_SETUP” icon
7. Select “Yes”
8. Select ‘Agree go to next”
9. Select “Network” and click next
10. Select “Click if you cannot find the device”
11. Select “Specify device IP Address”
12. Enter the correct IP Address depending on your floor (1<sup>st</sup> Floor: 10.1.120.250, 3<sup>rd</sup> floor: 10.1.120.251 – 5<sup>th</sup> floor: 10.1.120.252)
13. Once the device pops up, select “Next”
14. After install, select “Next” (if stated install failed, select retry”
15. Print test page to be sure connection is stable

## For MAC

1. Go to your “System preferences” and click on the “Print & Scan” button
2. Click on the round “IP” logo at the top
3. Click the “+” button at the bottom left to “add a printer”
4. Then type in the IP Address into the “address” bar and it should automatically find the printer.
5. Click “add” and follow the prompts. Should be set up within minutes.
6. Once the driver has been installed, do a one-page test print.

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## How do I replace the paper?

Printer paper can be found in the cupboards nearby each of the printers on the 1<sup>st</sup>, 3<sup>rd</sup>, and 5<sup>th</sup> floors. Open the drawer located in the front of the printer and fill it with paper. Closing the drawer and printer will reset and begin printing.

## How do I replace the toner?

Open the front panel of the printer. Pull toner from its place. Unwrap the new toner and slide it into the slot of removed toner. If you need additional assistance, please see a Community Ambassador at the front desk.

## Conference Room Guidelines

- Members are allotted a specific number of credit hours for conference and meeting room space every month. The number of credit hours you have will depend on your membership level. If you exceed your allotted monthly credits, TechTown will invoice you for the remainder of the hours. As a member, you will receive a 25% discount on any additional hours of meeting and conference room space you use.
- Reservation Hours for TechTown Detroit are Monday & Friday 8:30am-6:00pm, Tuesday, Wednesday, and Thursday 8:30am-8:00pm.
- 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](mailto: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 1-hour 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.
- 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.

## Mailbox Usage

**Coworking members can upgrade to a mailbox at any time.**

**Mailboxes can be rented at the following rates:**

- **Coworking Mailbox: \$25 per month with a coworking membership.**
- **Virtual Mailbox: \$150 per quarter or \$450 for 12 months.**
- **Virtual Mailbox Plus: \$200 per quarter or \$600 for 12 months.**

**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 coworking membership. The deposit will be refunded in its entirety once we receive the returned mailbox key.**

**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.**

**Curbside Mail Pickup: TechTown now offers curbside mail pickup! Place your mail pickup request by emailing [receptionist@techtowndetroit.org](mailto:receptionist@techtowndetroit.org). In your email, specify you would like your mail pulled for curbside pickup. Include the suite number and company name as well. Mail requests must be placed the morning prior to pick up, at least 24 hours in advance. Upon arrival to the building, call the front desk stating you are here for a mail pickup, and a Community Ambassador will bring your mail out to you.**

# COVID-19 Guidelines

TechTown's utmost concern is the safety and security of our members. While our physical spaces have changed to maximize the safety and wellness of users, the TechTown community remains strong and connected!

**Cleaning and Sanitizing:** In addition to performing a daily deep-clean, we're sanitizing common areas throughout the day, adding sanitizer stations, and stocking sanitizing supplies throughout the building.

**Technology Upgrades:** A low-touch entry system and no-touch temperature scanner ensure that members and tenants can enter the building safely and easily.

## Keeping our community safe!

TechTown will always work to keep its members and guests safe. Which is why many policies have been put into place during the pandemic to mitigate the spread of COVID-19. While the team at TechTown is frequently reassessing, these are the current building policies every member must adhere to:

**Entering/Exiting the Building:** Upon entering and exiting the building, all members must scan their own Brivo passes to access the building. We ask that each individual takes their temperature using the no-touch temperature scanners in the vestibule every time entering or re-entering the building.

**Mask Policy:** Masking in common areas at TechTown is optional. Please be respectful of those making choices different than yours.

The CDC recommends masking in crowded indoor settings and for those who have had a positive test following a quarantine period or if exposed to someone with COVID-19.

## Stay in the loop!

TechTown is a community and organic interactions 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 Newsletter:** 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!

**Vestibule Calendar:** Check here to see what's happening at TechTown.

**TechTown Website + Member Portal:** Visit [techtowndetroit.org/events](https://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. You can also view the calendar via the OfficeRND [member portal](#)!

## Reporting 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. Your requests are important to us.

To report an issue or make a request fill out this short ticket on the TechTown website: <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](#).

### Offboarding a member:

If someone on your team is leaving your company, please ensure the following steps are taken:

You will need to submit an e-mail to [receptionist@techtowndetroit.org](mailto:receptionist@techtowndetroit.org) that the member is leaving your company (please include Name and E-mail of person). Once the notice is received, our staff will revoke the members access to the building. The member leaving will also be asked to return their parking tag and Brivo card to the front desk.

# House Rules & Code of Conduct

**At TechTown Detroit, we strive to be a welcoming space for all. Please be considerate of our community by following the rules listed below:**

- Be considerate of others space and privacy.
- When you have guests, you are responsible for them. We require members to be onsite at all times when guests are expected to be in the building.
- Please do not touch the personal belongings of any other member or guest.
- Do not sit at someone else's dedicated desk. (Dedicated desks will be clearly marked with the person's name and/or company name).
- Contact the front desk for booking cancellations, or if changes occur so that the Community Ambassadors can properly prepare for your event.
- If at any point you notice disruptive or suspicious behavior, please report it to the front desk.
- No smoking inside, or within 100 feet of the TechTown building.
- TechTown Detroit COVID-19 safety protocol must be adhered to.
- Lock or store your property safely. If you suspect something of yours has been lost or stolen, please report it to the front desk.
- Please clean up after yourself and dispose of any food products when you are done eating meals.
- Please keep clothing items on (shoes, shirt, etc.) when utilizing common spaces.
- We ask all our members to refrain from sleeping overnight in the facility.
- Please follow the recycling protocols.
- **Pet Policy:** Except for registered and insured service dogs, tenants and members shall not bring or allow its employees or guests to bring any animals into the Facility for any reason. Tenants and members shall furnish to Landlord a copy of any registered service animal's documents and insurance immediately upon request.

## House Rules & Code of Conduct

- You must have cabinets/storage containers with lids for any items placed under your desk.
- Dedicated Desks cannot be used as storage units. Each desk must remain functional as a desk with room for a chair to accompany it.
- Your items must not invade other people's space (example: your items belong to your space and cannot be placed on other people's desks, please defer to the Community Handbook).
- Do not leave open food overnight anywhere in the building.
- Area must be kept clean and presentable at all times.
- The Fueling Station is a communal space so all items there can be shared within the community. All personal items must be stored at your dedicated desk. TechTown is the sole supplier of all small appliances for communal use.
- The communal fridges must be cleaned out of your items once a week on Fridays by 6pm, or else your items will be disposed of.
- Dishes should not be left in the sink. Our members are expected to clean your dishes immediately.