

Operations: Now Live

TEMPLATE Operations — Now Live	PRODUCT Ops	AUDIENCE Tenant Admins	STAGE Now Live
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EMAIL SUBJECT LINE

Cove Is Live at [Building Name]

Email Body

Hi [Tenant Admin Name],

Cove is officially live at [Building Name]. You can now submit and track all building requests directly through the platform. [Customize: add any additional Ops modules live for your building, e.g., amenity reservations, visitor management, waivers]

Getting started:

1. Navigate to <https://manage.cove.is> or download your building app from the App or Google Play store.
2. Enter your work email.
3. Retrieve the six-digit login code sent to your email.
4. Enter the login code.

Once a request is submitted, you'll see real-time status updates and can message the building team directly within that request.

Need a hand getting set up? [Property Management Contact Name] and the Cove support team are available at techsupport@cove.is.

Thanks for your partnership as we roll this out.

[Property Management Team Name]

Customization note: If tenant admins need to complete an account activation step (e.g., verifying an email invite) before their first login, spell that out as its own numbered step rather than folding it into step 1.

Before sending

- Replace every **[bracketed placeholder]** with your building's details.
- Update the sender name/signature to match your property management team's convention.

- Send from the address you want tenants replying to; confirm it matches what you ask them to whitelist.
- Keep the subject line intact where possible. It's written to perform well in crowded inboxes.