



Tenant Set-up Guide for Google

Talk to LJ Hooker Concierge - Tenants Guide

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Accessing your tenancy information using Google & LJ Hooker Concierge

In order to talk to LJ Hooker Concierge from your Google home device or your smart phone, please use the following information to set up your accounts.

Please note: If you choose to set up a new Gmail account, you will need to update your property manager with your new email address before you will be able to access your tenancy information.

Requirements

• An active Google Account.

If you need to create a google account and you want to link it to an existing non-gmail email address, please follow the below instructions.

- An active wifi connection and a Google home device.
- A smart phone with Google Home and Google assistant installed.

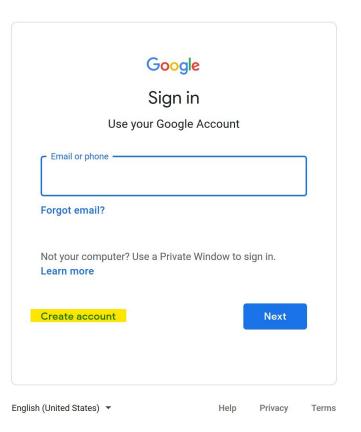
Creating a Google account is fairly simple. You'll need to provide some basic information, like your name, age, and location. Once you create and verify your account, you'll be able to use Gmail, Google Docs, Google Calendar, and many other services.

**If you have a Gmail address, you already have a Google account so you won't need to create an account. You can simply sign in to Google using your Gmail information.

1. Go to www.google.com. Locate and select the sign in button in the top right corner of the page.

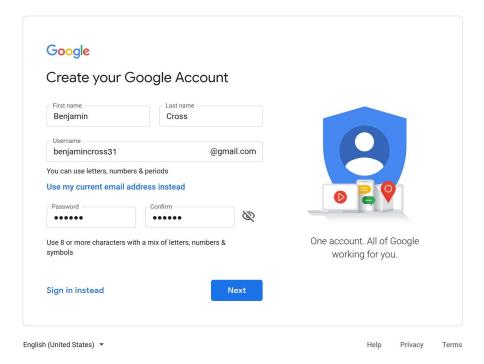
Gmail Images Sign in

2. Select Create Account

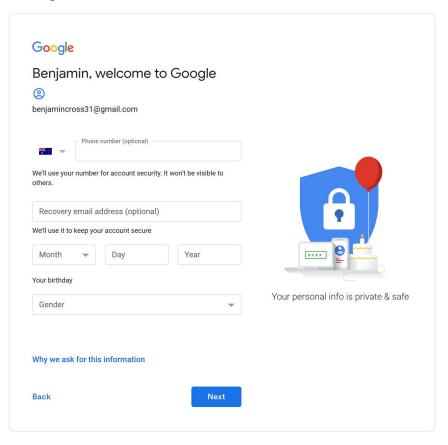


3. The Sign Up form will appear. Follow the directions by entering the required

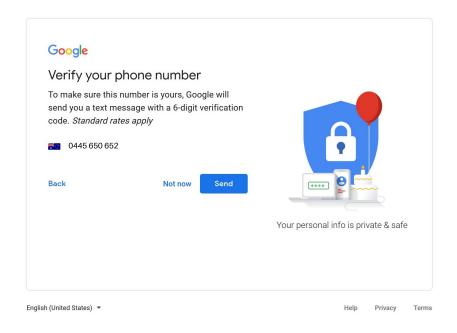
information.



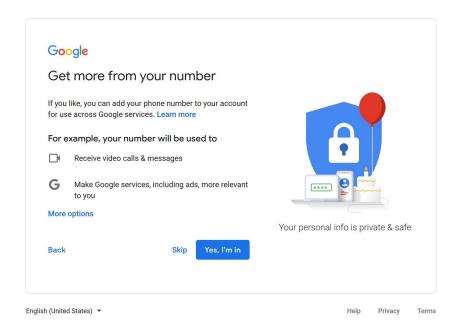
4. Complete your account set up with your mobile phone number, a recovery address, your date of birth and gender.



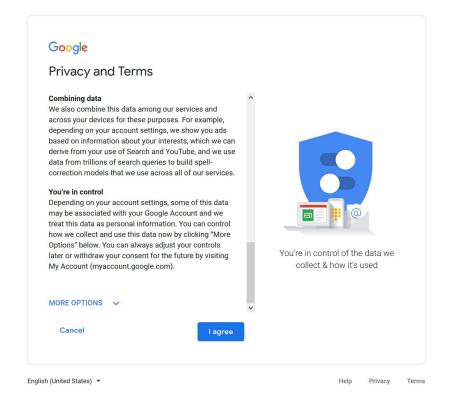
5. Verify your phone number.



6. Select your personal preferences with regard to your mobile phone number.



7. Accept Google's privacy terms and conditions.



8. Your Google Account has been successfully created and you have been logged in to your account. Manage your account by clicking on the coloured circle with your acount name initial in it, in the top right corner.

Gmail Images III B

Linking an Existing Email Address to a Google Account

When you create a Google Account, you automatically get a Gmail address. But if you'd rather use another email address to sign in, you can link a non-Gmail email address to the account and use it to sign in, recover your password, get notifications, and more.

When choosing an alternate email, follow these requirements:

- You can't use a Gmail address.
- You can't use an email address that's already linked to another Google Account.
- Remember to use your Google Account password when signing in using this email address.

Linking an Existing email address on Android, Computer, Phone & Tablet

- a. On your Android phone or tablet, open your device's Settings. Apps --> Google --> Google Account.
- b. At the top, tap Personal info.
- c. Under "Contact info," tap Email.
- d. At the bottom, tap Advanced.
- e. Under "Alternate emails," tap Add alternate email or Add other email.
- If you're using an account through your work or school, you might not see this option. Ask your administrator for help.
- f. Enter an email address you own. Tap Add.

Google will send an email with a verification link to your alternate email address. You'll need to open the email and click the link before you can sign in to your account with the alternate address. You might not get the email right away.

If you can't find the message, see our tips to find the verification email or request a new one.

Linking an Existing Email Address to a Google Account

Linking an Existing email address on iPhone & iPad

- a. On your iPhone or iPad, open the Gmail app Gmail.
- b. Tap Menu Menu and then Settings and then your account and then Manage your Google Account. If you don't use Gmail, go to myaccount.google.com.
- c. At the top, tap Personal info.
- d. Under "Contact info," tap Email.
- e. Under "Alternate emails", select Add alternate email or Add other email.
- f. Enter an email address you own. Select Add.
- g. Google will send an email with a verification link to your alternate email address. You'll need to open the email and click the link before you can sign in to your account with the alternate address. You might not get the email right away.

Linking an Existing email address on PC

- a. Open your Google Account. You might need to sign in.
- b. Select "Personal info." Choose Email Advanced.
- c. Next to "Alternate emails," select Add alternate email or Add other email. You may need to sign in again.
- d. Enter an email address you own. Select Add.
- e. Google will send an email with a verification link to your alternate email address. You'll need to open the email and click the link before you can sign in to your account with the alternate address. You might not get the email right away.

Setting up the Google Home device

The Google Home app will walk you through the steps to set up Google Home. This includes Google Home, Google Home Mini, and Google Home Max.

The initial steps are for first-time Google Home app users. If you're already set up a Google Home device and are setting up another device, you can skip to step 8.

You can also use the Google Assistant app on your phone, if you don't have a Google Home device.

- 1. Plug in Google Home.
- 2. Create a Google Account if you don't have one. You can use Family Link to create and manage a Google Account for a child under 13.
- 3. Install the Google Home app from the Google Play Store or the App Store.
- 4. Make sure your mobile device or tablet is connected to the same Wi-Fi as your Google Home device.
- 5. Download Google Assistant to use LJ Hooker Concierge out of the home.
- 6. From the home screen, tap on the Google Home app
- 7. Tap Add Set up device Set up new devices in your home
- 8. Scanning for Google Home devices: The Google Home app scans for nearby devices that are plugged in and ready to set up. Tap the home you want to add the device to Next.
- 9. Connecting to your new device: The app will now connect your phone to your new Google Home so that you can configure it. Note: You will be prompted with the following notification during this step, "Your phone may disconnect from Wi-Fi during setup".
- 10. Making a connection: We'll play a sound on the device to make sure you're setting up the right device. When you hear the sound, tap Yes.
- 11. Tap Yes, I'm in to send anonymous data that helps us improve devices, or tap No thanks to opt out.

Setting up the Google Home device

- 12. Tap the room where you're setting your device up Next.
- 13. Room selection: Choose the room where your device is located. This helps you identify the device when you want to cast to it. Tap Next.

You can create a custom room by tapping Add custom room type in Room name Next.

14. Wi-Fi connection: Choose the Wi-Fi network you want to connect to your device.

Tap Next. If you don't see your Wi-fi network, tap Other Wi-Fi Network...

- Use Saved password? (Android only)
- Tap OK to use the password you have saved in your phone
- To manually enter the password, tap Enter manually type in password Connect. The Google Home app will remember this network when you set up more devices. If you don't want the Google Home app to remember this network, uncheck Use this Wi-Fi network to set up future devices.
- Note: Your password must be 8-63 characters long.
- 16. Before using your Google Assistant:

Read the information then click Next

17. Get personal results with Voice Match: You can teach your Assistant to recognize your voice. This allows the Assistant to provide personal results when it recognizes your voice. Follow the prompts. **Note:** If you didn't accept the Google Assistant permissions in the previous screen, you can't set up Voice Match.

Note: Now that you've trained your voice, other people in your home can still use Google Home but they won't get personalized answers until they teach their Assistant to recognize their voice.

Setting up the Google Home device

Note: If you don't teach the Assistant your voice, you'll be asked if you want the Assistant to be able to provide personal results. This means that anyone who talks to the device will be able to access your personal results, since the Assistant won't be able to recognize your voice and differentiate between the people in your home.

16. Address: The Google Home app will ask for access to use your location to pre-fill your address. If you allow access, your address will be pre-filled. Otherwise you will need to enter it manually. This is the address where your device is located. Enter your address Next.

Note: You can Skip entering your address, but the Assistant won't be able to answer questions about local weather, traffic, or businesses.

- 17. Media services: Access your music and movie services.
- Music services: Tap + and follow the account linking steps. Tap Next.
- Default music service: If you have more than one music service linked, you will be asked to select a Default music service: Tap the service you want to use as default Next. If you haven't linked the account, follow the steps.
- Video services: Tap + and follow the account linking steps. Tap Next.
- 18. Type in a name for your devices Next.
- 19. Choose whether to receive emails about your device by tapping Sign up or No thanks.
- 20. Add a payment method.
- 21. Summary screen: Here's a review of what you set up. You can choose to set up other functionality. Tap Continue Finish setup.
- 22. Set up is successful. You're all done!

How do I interact with "LJ Hooker Concierge"

To begin talking with 'LJ Hooker Concierge" simply say "Hey Google talk to LJ Hooker Concierge" and you will have access to the answers to hundreds of common renting questions.

Alternatively, you can SMS CLAIRE @LJ Hooker Concierge with your enquiry on 0488 849 655.

Here are some examples of questions you can ask CLAIRE using Google Home, Google Assistant and SMS.

- How much do I owe? When is my rent due?
- How long is my lease? or When can I give notice to move out?
- Who is my property manager? What is my property manager's phone number? What is my property managers by email address?
- Questions about electrical problems you experience, including emergency issues. Eg,
 My oven and stove top have stopped working and I need an electrician.
- Questions about plumbing problems you experience, including emergency issues.
 Eg,My shower won't turn off or send a plumber asap!
- Questions about the emergency tradespeople and their contact details listed in your tenancy agreement. Eg, Who do I call in an emergency if I can't contact my property manager?

For further information, please refer to your Tenant's Handbook, provided by your Property Manager.