Policies

**Screen Mirroring** – A screen-mirroring guide will be available at each tv station at each meeting space. The Screen Mirroring guide is available electronically [here.](https://www.dropbox.com/s/zwvk4iryc0lw5kp/SCREEN%2520MIRRORING%2520GUIDE.pdf?dl=0)

**Printing –** WC has the latest Copy, Print, and Scanner technology by Cannon. Cost to print B&W copies is $0.13/page and Color copies are $0.20/page. Upon written request to manager@workcapitol.co we will install printer drivers on your computer. Members will be Billed quarterly. Members may also make copies at a cost of $0.13 and scan to email for free. Only WorkSpace and WorkSuite members are allowed to utilize their own Printer and or Copier. No Personal IT equipment other than PCs can be left unattended in the Great Room or any WorkSpot.

**Telephone-** Working Capitol does not supply telephones or telephone lines to any space however cat-6 data wiring allows WorkDesk members and up the ability to utilize VOIP (Voice Over IP technology.) You can have your phone number transferred via variety of services such as Vonage, Spectrum, Ooma. Working Capitol does not facilitate the transfer, setup or administration of this process. Our IT team however can supply Custom IT setup services for additional service setup fee.

 **IT Requests** – Working Capitol covers general IT requests and will solve issues in common areas such as the copy machine, TVs, Wifi issues, custom IT issues such as telephone, personal computer troubleshooting, virus, file issues, server setup telephone etc. Will be assessed at the custom IT minimum rate of $75 per hour. Data ports may be split via a dongle and are available at an extra charge from our IT as well as other accessories such as data cables. Any computer or IT hardware accessories are note included.

**Antivirus-** Members are required to have a reputable Antivirus active and up to date in order to keep the network safe and healthy. Members must keep their computer operating system up to date with all of their program updates. Starting January windows 7 is no longer going to be supported by Microsoft. Everyone using Windows needs to have Windows 10. One person can easily infect everyone. Working Capitol, and its IT partners Raflyn technology, will not be responsible for data loss, virus infections or any other issues related to their network computer systems compromise. If members are not in agreement to this they are able to call for their own Internet service drop via the Working Capitol D-mark at the members sole expense. Working Capitol is not responsible for any damage, loss concerning data, personal property. Working Capitol IT will conduct periodic checkups on member’s antivirus at no charge however the cost for any antivirus must be supplied by members. Working Capitol IT can supply Antivirus for a $59.99 per year, per computer; plus a $25 install fee.

**Administrative Contact-** Please refrain from contacting the Experience Manager on personal phone numbers unless it is an emergency. Instead please email manager@workingcapitol.co for any membership issues, maintenance requests and any generalized IT concerns. Note that the email info@workingcapitol.co or administrators other emails that may have been used to previously communicate will not be used moving forward.

**Membership Fee Payment** – members may remit payment in the following ways:

Payments will be collected online through Stripe, our payment processor, however, a 2.9% + $0.30 fee will apply per transaction.

**Shared Receptionist** – Working Capitol’s staff will be at or near the reception desk to assist tenants with clearing out the conference rooms. The shared receptionists do not handle any personal, or professional tasks or call routing, and is rather thought of as a gatekeeper and someone to help keep the traffic and seat guests in the conference rooms.

**Guests/ Clients-** Personal Guest and Clients are welcome to meet with you in any of the conference/ meeting rooms but must be accompanied by a member. After Business Hours, guest/ clients are welcome to meet you and wait for you upfront in the lobby area right in front of the reception desk after business hours. As with clients, they are welcome to meet with you in the great room but must be accompanied by you for liability and management purposes during business hours (before 5 pm) only. Seating at the work spot table and work desks and all amenities (except for restrooms and accompanied visit in the great room) are reserved for members only. The Hosting member is responsible for any and all actions of their guest including, damage, theft, harm and agrees that should any monetary be accrued as such that they will be responsible.

**Membership Cancellation -** We would hate to see you leave but if you wish to cancel your membership, you may do this under your member account within the billing section, please take not that no prorated amount is refunded if a member cancels within the billing cycle. WorkVirtual, WorkSpot or WorkDesk on WorkPlan - If/When a lease term ends, the lease shall automatically convert to a month-to month lease until a new lease is drafted. If into a new billing cycle has started the tenant is obligated to fulfil that months’ rent - no prorated refund is made.

**WorkPass Cancellation/ Rescheduling -** We are unfortunately unable to refund any WorkPass purchase however we can work with you to reschedule your visit. We are flexible and always here to help. Email manager@workingcapitol.co for assistance.