



WELCOME HOME

Welcome to your JSM Apartment! Please reference
this packet for important information. Enjoy your
new home!

FREQUENTLY ASKED QUESTIONS

Maintenance Requests:

(Not Including Move-In Day Cleaning Requests)

1. Log in to your Resident Portal.
2. Navigate to *My Apartment*.
3. Navigate to *Maintenance*.
 - Please note that move-in is our busiest time of the year. Our maintenance team will work on requests in the order in which they are received. Emergency maintenance requests are the exception. Please contact our office if you have an emergency.

24-Hour Emergency Maintenance for after-hours office assistance: (217) 359-2695.

Internet Troubleshooting:

1. Please refer to **Page 5** for internet details.
2. To find out where your internet portal is, please sign in to your Resident Portal and navigate to the *Announcements* page.

**For any additional assistance, please contact Pavlov:
(888) 472-8568.**

To access your Resident Portal, click the link below:
<https://jsmliving.residentportal.com/auth>

LIST OF CONTACTS

Emergencies

- Dial 9-1-1 for ALL life threatening emergencies..... 9-1-1
- IL Domestic Violence Hotline (Call or Text 24/7)..... 877-863-6338

JSM 24 Hour Emergency Maintenance..... 217-359-2695
Or log in to your Resident Portal for all other requests

Public Safety (Police/Fire):

- University of Illinois Police Department..... 217-333-1216
- City of Champaign Police (non-emergency)..... 217-351-4545
- City of Champaign Fire (non-emergency)..... 217-403-7200
- City of Urbana Police (non-emergency)..... 217-384-2320
- City of Urbana Fire (non-emergency)..... 217-384-2420

Utilities:

- Ameren IP (electric)..... 1-800-755-5000
- Pavlov (internet)..... 1-888-472-8568
- Illinois American Water..... 1-800-422-2782

Towing:

- Reynolds..... 217-337-0913

IMPORTANT REMINDERS

Rent Payments:

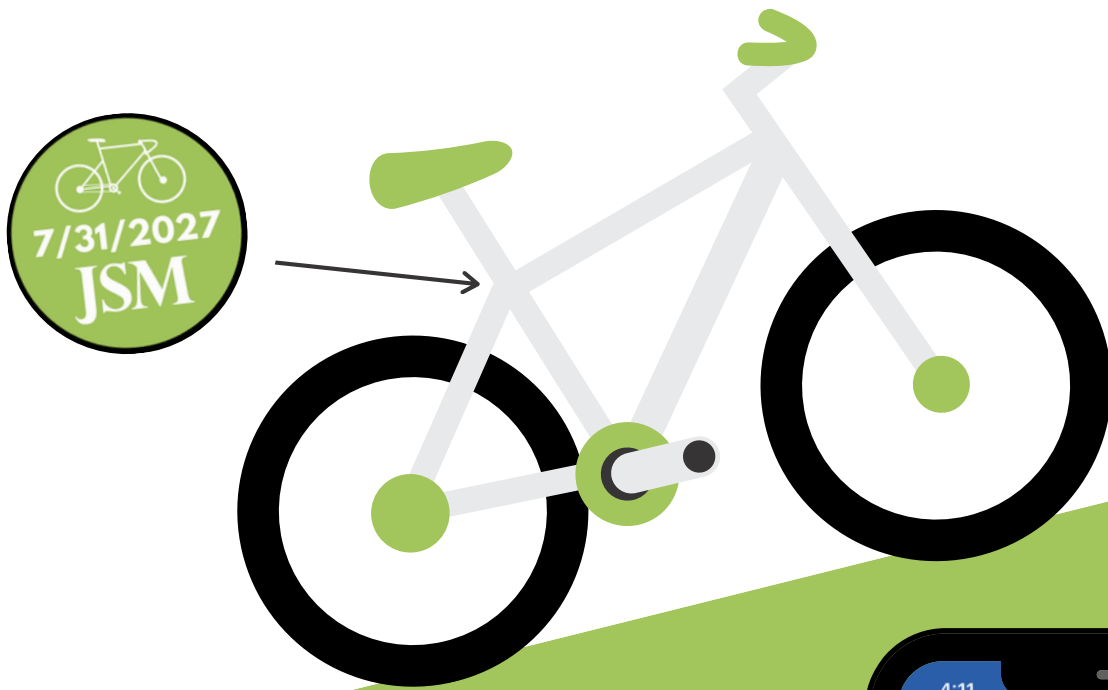
- Rent payments are always due on the **first day of each month**. There is no grace period. Payments can be made using a personal check, money order, cash, or cashier’s check.
- Single and Automatic payments can be set up through the Resident Portal using a Credit Card, Debit Card, or E-check. Online transactions will incur service fees.

CONTACT US WITH YOUR QUESTIONS!

(217) 359-6108 | JSMLIVING.COM | EMAIL US VIA YOUR RESIDENT PORTAL

DON'T FORGET YOUR BIKE STICKER

Please place your provided JSM bike sticker to the back of your bike.

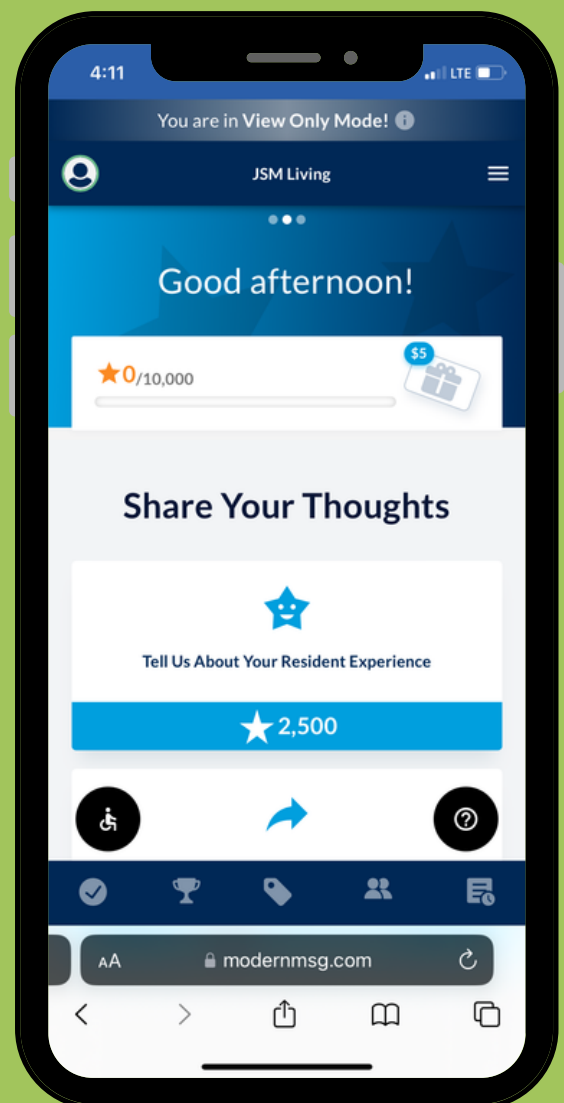


community
rewards

Download Community Rewards and get access to our online community where you can earn points to redeem for gift cards. Check your email for an invite or scan the QR code below!



Scan to join!



RESIDENT AMENITIES

STUDENT CENTER

528 E Green St.



Free Wifi



Smart TVs



Printing Station



Group Study Rooms



Private Study Rooms

VIP PROGRAM

Valid at participating retailers



Visit jsmliving.com/vip to see the most updated list of exclusive offers.



Show your JSM VIP Card or Community Rewards app before a purchase at a participating JSM retailer.



Enjoy free or discounted food items, merchandise, and much more!

FITNESS CENTER

707 S Sixth St.



3,000+ Square Feet



Free Weights



Squat Racks



Stretching Area



Cardio Equipment

FOR MORE INFORMATION, VISIT JSMLIVING.COM/AMENITIES

YOUR RESIDENT SERVICES TEAM

Our Resident Services team is here to make your JSM Living experience the best it can be by managing package rooms, responding to noise concerns, hosting resident events, and helping create a welcoming community.



PACKAGE ROOMS

Packages stored in the LuxerOne room are checked and dated by our team weekly. Any unclaimed packages will be held for up to 30 days before being transferred to our office. At that time, we'll reach out to arrange a pickup. Packages not retrieved or scheduled for pickup will be returned to sender.*

****This process ensures package rooms are not filled with abandoned or forgotten packages, allowing there to be space for newly delivered packages.***



PERISHABLES

Perishable items delivered to the property must be retrieved promptly to prevent the disposal of unattended goods. Items left unattended for over 24 hours will be discarded to avoid potential health hazards from spoilage. Please note that fees may be applied for improper disposal or repeated violations, and no reimbursement will be provided for discarded items.



BALCONY/BIKES

Balconies containing trash or items not suitable for outdoor spaces will be subject to a Common Area Violation. For clarification on what you can store on your balcony, please review your lease or contact the Leasing Office.

Bikes should be stored on the designated bike rack for your location, which can be found in your Resident Portal. If there is no designated bike rack, bikes must be stored inside the apartment.



NOISE COMPLAINTS

In the event of excessive noise from a neighbor, you can file a complaint by contacting JSM through your Resident Portal. From there we will want to set up a call or meeting with you to get a better understanding of what the complaint is about to address the issue with the residents causing the disturbance. We will update you along the way.

Connecting Wirelessly



Before You Get Started

You will need a network interface or wireless card installed on your device. You will also need to ensure your device has wireless capabilities.

Standard Wireless Setup

- On your computer, click the icon that allows you to search for wireless networks.
- Click on the wireless network that corresponds with your unit to connect to it (For example, If you live at 707 S. 6th, your wireless network SSID is Pavlov Media 707S6TH).

Connection Not Working?

- Is your wireless card turned on? Most laptops have an On/Off button.
- Check the signal strength and make sure you're still connected.
- If you've moved your computer, you may need to select another designated Pavlov Media connection with better signal strength.

General Recommendations

- Unplug the Ethernet data cable if present.
- Use only certified drivers whenever possible. Turn off file and printer sharing.
- Run any Software Updates for your computer or device and turn on automatic updates if available.
- Run Anti-Virus and Anti-Spyware software and turn on your firewall.
- Plug your computer into a surge protector (many power strips have one built-in).
- Use your device's Help system to find information on Network Setup.

Find more information regarding your internet at jsmliving.com.
Questions? Call 888.4.PAVLOV anytime!

WELCOME TO YOUR APARTMENT!

How to get online: Connect to your property's wired or wireless network.

2.4 GHz

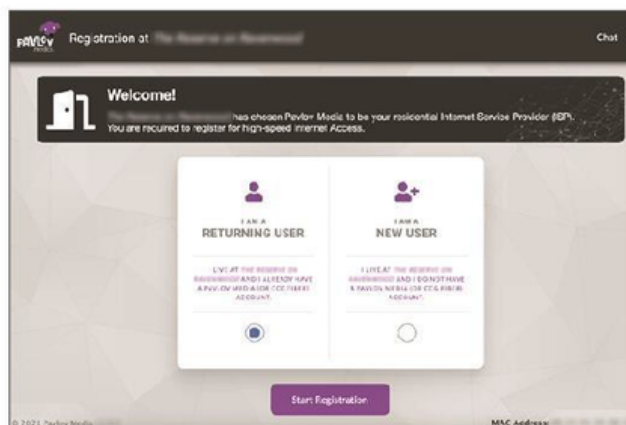
Network name: JSM - Campus Center Secure
Password: jsmsecure

or

5 GHz

Network name: 5G JSM - Campus Center Secure
Password: jsmsecure

1. Open a Web browser (Chrome, Safari, Edge, Internet Explorer, etc.).
2. Type [Pavlovgo.com](https://pavlovgo.com) in the URL. The *Welcome* screen should appear.



i I am seeing a security error. What does this mean

It's normal to see security errors in some cases before you activate your service. This is a legitimate web site from Pavlov Media, your Internet Service Provider. In order to activate your Internet service, we need to obtain some basic information. We aren't compromising your confidential traffic. You are likely seeing this error because you are attempting to access a URL starting with <https://> — try a website with <http://> in the URL instead.

3. On the Welcome screen, select **I AM A NEW USER** and click **Start Registration**.
Or, if you already have a Pavlov Media account, select **I AM A RETURNING USER**.
4. Enter your account information and click **Next**.
5. Enter your contact information and click **Next**.
6. Enter your address information and click **Next**.
7. Read the Terms of Service. If everything on the Confirmation screen is correct, click **Finish**.
If you need to make changes, click **Back**.
8. You're now registered! You are now able to surf the Internet.
9. You will receive an email asking you to validate your email address.
This is required to reset your password and communicate with you.

i Troubleshooting:

If you are having problems, first try closing your web browser, reboot your device, and start again.

i How do I get my other devices online?

You can add other devices to your account by accessing your *My Account* page.

Go to <https://myaccount.pavlovmedia.net> and sign in using the same username and password you used to register.

Click **My Features** on the dashboard then click **+ Add**.

MAINTENANCE FEES



AFTER HOURS CALLS & LOCK-OUT FEE

Residents requesting after hours emergency assistance for preventable maintenance will be charged a minimum fee of \$100.



KEY REPLACEMENTS

- Front Door: \$20
- Mailbox: \$20
- Entry Door: \$20
- Fob: \$50
- Fob Reactivation: \$20



LOCK CHANGES

Lost keys require lock changes.

- Front Door: \$55
- Mailbox: \$30



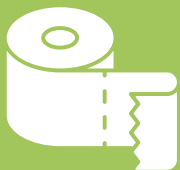
PET POLICY

JSM does not allow pets. Residents will be charged a \$100 fee for violation.



DAMAGES/REPAIRS/OTHER

Unnecessary or preventable repairs to a JSM property will result in a minimum \$50 fee.



TOILET STOPPAGE/GARBAGE DISPOSAL

A minimum \$50 fee will be charged if JSM staff has to plunge your toilet and/or remove foreign objects from your garbage disposal.



VISUAL LEARNER?

Scan the QR code to the left to access our how-to videos. For more videos, find us on YouTube!

AFTER MOVE-IN CHECKLIST

01

INSPECTION FORM

Complete the Move In Inspection Form in your Resident Portal **within 72 hours of key collection**. Document any damages with photos to avoid charges upon move out.

****Do not include maintenance requests on this form***

02

CLEANING

Additional cleaning requests must be submitted within 24 hours of picking up keys.

03

PARKING

Contact JSM if you would like to lease a parking space.

04

AMENITIES

Check out our amenities:

- JSM Fitness Center - 707 S. Sixth
- JSM Student Center - 528 E. Green

05

COMMUNITY REWARDS

Sign up for Community Rewards by clicking [here](#)!

06

RENEW

Be on the lookout for Renewal Emails soon!