

Arena Sergel Q&A



General information about Arena Sergel

Is the reception at Arena Sergel staffed?

The reception is by the main entrance and is open from 8:00 a.m. to 5:00 p.m., Monday through Friday. Our Arena hosts are here to help you during the work day and are available if you have questions about Arena, need help with equipment, want to order food or book an event or need other assistance.

Contact information

Under "Kontakter" (Eng. "Contacts") in the Vasakronan app you can find contact information for Arena reception, the Arena Manager and Vasakronan's Customer Service:

info@arenasergel.se, +46 8 566 207 00. You'll also find contact information for Arena users.

You can choose to display your name and telephone number and/or e-mail address in "Contacts" and "Användare" (Eng. "Users").

You can select the settings under "Min profil" (Eng. "My profile"). By providing information about your title and skills as well as your LinkedIn profile, other Arena users can find more information about you. If you activate your career network, this information will be visible in "Contacts" and "Users."

Can I work at Arena during evenings and weekends?

Of course. You have 24/7 access to Arena, so feel free to burn the midnight oil. The alarm is activated at 7:00 p.m. If you leave after 7:00 p.m., use the exit button by the door. The door handle is directly connected to the alarm and alerts the security company. It should only be used in emergencies.

Can I smoke at Arena?

Smoking is not permitted at Arena, on the roof terrace or immediately outside the entrance.

Can I have mail and deliveries sent to Arena?

Of course. The postal address for Arena Sergel is Malmkillnadsgatan 36, SE-111 57, Stockholm, Sweden. Packages to the building are handled by Ragn-Sells, which has a delivery entrance at Regeringsgatan 55. You can always ask Arena reception for help with outgoing mail. Mail is delivered to Arena offices daily by Arena staff.



Inside Arena

Where can I sit and work?

At Arena, you have access to flexible workplaces and lounges. Take a free place that suits you. As a member, you can rent your own office, an "Arena office." You can find more information under "Offices."

Is there coffee, tea and food offerings?

Yes, fantastic coffee and tea is included in your subscription. You can get a cup at our coffee and tea stations. There are plenty of places to buy food, or you can heat something up in one of our microwaves. Our Arena hosts can also help you order food.

How do I get to the terrace?

The property has a roof terrace on floor 12. You can reach it through the lift on Malm-skillnadsgatan 36. The terrace is available for bookings mornings and afternoons, Monday through Friday. During lunch hours, the terrace is available to everyone who works in the building. Contact Arena reception for more information or to book the terrace.

Offices

Can I have my own office?

If you want your own office at Arena, you can rent an Arena office. The contract representative for the member contract can apply to rent an Arena office through the Kundportalen (Eng. Customer Portal). The contract representative indicates which users with Arena memberships will be using the Arena office. This is done in the Customer Portal.

How do I get an invitation and a key to an Arena office?

When you are granted authorisation for an Arena office, you will receive an invitation in your e-mail with information about the address and the name of the Arena office. You will also receive a digital key to the Arena office in Accessy and in your digital keyring on the home screen of the Vasakronan app.

What rules apply for renting an Arena office?

As an Arena office user, you need to be aware of our rules of use for Arena offices. You can find the rules of use in the Vasakronan app under "Vanliga frågor" (Eng. "FAQs") and the "Förhållningsregler" (Eng. "Rules of use") document.

Technical equipment and internet

How do I access the internet (Wi-Fi)?

Access to Arena's network requires authorisation from an Arena subscription. Choose the "Arena" network. On the login screen, choose the "Medlem" (Eng. "Member") tab. Register with the same e-mail address that you use in the Vasakronan app. You will receive an e-mail to verify your address, after which you will be granted access to the Wi-Fi network. As long as you have a subscription, you have access to the Wi-Fi network at Arena. If your subscription includes a nationwide supplement that provides access to all of our Arenas, you can access the Wi-Fi network at all Arenas.

Guest network

Choose the "Arena" network. On the login screen, the guest chooses the "Gäst" (Eng. "Guest") tab and provides the e-mail address of the user with the Arena subscription that they're meeting (their host). The host receives a verification e-mail for the guest. After the guest is approved, they will have Wi-Fi access for eight hours. After eight hours, the guest needs to re-apply for network access.

Event participants

During events at Arena, users can create a unique event ID for the network to provide to participants. The event ID is sent to participants by the individual responsible for the event. Participants choose the "Arena" network. On the login screen, they choose the "Event" tab and provide the event ID. Event IDs and access to the Wi-Fi network remain valid for the duration of the event.

Privet networks in Arena offices

If you have access to an Arena office, there is a private network in each office with an associated encryption key. When you are authorised to use an Arena office, you will receive an invitation via e-mail with instructions about how to connect to the private network.

1. Connect your device (telephone, laptop, printer, etc.) to the "ARENA-SEC" Wi-Fi network.
2. Provide the Wi-Fi password from the e-mail.
3. Follow the instructions for registering your device online.
4. Verify your device through the e-mail sent to you.

After registration and verification, your device has access to the private network. You can also register devices ahead of time through a Självserviceportal (Eng. Self-service portal). Follow the link in the invitation e-mail to the Self-service portal to register your device. Afterwards, connect directly to the "ARENA-SEC" Wi-Fi network. In the Self-service portal, private network users can easily see which of their personal devices are connected to the network, and add and remove any. It's also possible to designate an administrator for the private network who can help users register devices and who can see all devices that are registered in the private network. Arena offices also have fixed LAN outlets.

You can find the link to the self-service portal here: <https://arena.netsign.in/login>.

What equipment do the meeting rooms have?

All meeting rooms have digital displays that you can connect to via the Wi-Fi network. Your device (laptop, tablet or smartphone) must be connected to the "Arena" Wi-Fi network. On the display in the meeting room is a web address and a code (a meeting ID). Visit the address from your device and enter

the code. Afterwards, you can share the device's screen, or a presentation, on the display in the meeting room. There is also an HDMI cable in the room you can use to connect to the screen for sound and video.

Can I print, copy or scan documents at Arena?

At Arena, you can print out documents in the most common file formats, such as .PDF, .JPG and Office documents (Word, Excel, PowerPoint). The first time you use the printer, you need to register an account. Please contact reception and we'll help you.

1. Send an e-mail with your document to print@arenavasakronan.se. Within a few minutes, you'll receive a confirmation e-mail.
2. Click on the top link in the confirmation e-mail (ending with "/register") to register your account.
3. Provide your name and e-mail address. Then choose a username, password and a six-digit ID number.
4. Click on the following link in the confirmation e-mail to verify your account.
5. To print a document, e-mail it to print@arenavasakronan.se.
6. On the printer, press the Pull Print or Logga In (Eng. Log In) button and enter your six-digit ID number. You can use your ID number for all future print jobs. To scan or copy a document, enter your six-digit ID number on the printer. If you need to print a lot of documents, or if you need to print other document formats, you can also install a printer locally on your computer. Instructions are available in the confirmation e-mail from Papercuts. Talk to reception if you need help.

Report a problem at Arena

If you want to report a problem (for example, a broken office chair, coffee machine or printer), you can do that easily in Vasakronan's app under "Ärenden" (Eng. "Case log"). You can also share tips and suggestions for improvements. To file a new case, press the plus sign in the upper right corner. Here you can describe your problem, provide your location and attach an image to clarify what the case is about. The case will be submitted to Arena hosts for processing. Under Case log, you can find your item number, see its status and also send Arena hosts a message about the matter.

Booking meeting rooms, event spaces and meeting services

How do I book a meeting room?

You can book a meeting room at Arena Under the "Boka" (Eng. "Book") function in the Vasakronan app. When you book a meeting room, you will be given a digital key to the meeting room that is valid for the duration of the meeting. The key will appear under available locks on the home screen in the Vasakronan app 15 minutes before the start of the meeting and disappear at the end of the booked time. Remember that the door to the meeting room is always locked. You need a digital key to enter. If you happen to forget your phone in the meeting room, contact an Arena host who can help you open the meeting room.

How do I invite meeting participants to the meeting room?

When you book a meeting room in Vasakronan's app, you can invite participants by providing their e-mail addresses. You can also provide important information for the participants in the comments field. Meeting participants will receive an e-mail with information about the host, the name of the room, Arena's address, date, time and any comments as well as an access link for entrance to Arena (the main

entrance, speedgate and the door to the stairs). The access link is valid from 15 minutes before the start of the meeting until it ends.

How do I cancel a meeting room booking?

For a full refund, a meeting room booking should be cancelled at least one hour before the meeting's scheduled start time. Any later and the entire meeting room fee will be invoiced. If the booking includes a meeting service like breakfast, lunch or refreshments, the entire fee for the service will be invoiced if the cancellation is less than 24 hours ahead of the meeting's scheduled start time.

How do I book event spaces?

You can find information about Arena's event spaces under "Book" in Vasakronan's app. You can book event spaces through Arena hosts, who can also help plan extra services like catering, flowers, name badges and so on. Event spaces and extra services are invoiced separately.

How do I book catering for a meeting?

When you book a meeting room at Arena, you can purchase a meeting service like breakfast, lunch, refreshments or dinner with the Arena hosts that will be delivered to the meeting room.

- You can book a meeting service up to two hours before the delivery time, during office hours (8:00 a.m. to 5:00 p.m.) Monday through Friday.
- For a full refund, cancel a meeting service no later than 24 hours ahead of the meeting's scheduled start time. Within 24 hours, the entire fee for the service will be invoiced.



To and from Arena Sergel

How do I get in and out of Arena?

Entrance is through a digital key that you'll find on the home screen in the Vasakronan app as well as the Accessy app. You need authorisation from an Arena subscription to have a digital key. The first time you register in the Vasakronan app, you need to provide the number for the telephone where the app is installed. Afterwards you will receive an SMS with an invitation to Accessy. Install the Accessy app on the same phone and create an Accessy account with your phone number. You'll receive a recovery code. Save the recovery code in a secure place so that you can recover your Accessy account if you forget your PIN or change phones.

Afterwards you'll receive an SMS invitation from Accessy to the organisation Vasakronan@Arena. Accept the invitation in the Accessy app. Afterwards you'll find your digital keys in the Accessy app and under "Tillgängliga lås" (Eng. "Available locks") on the home screen in the Vasakronan app.

To open the outer door to Arena and the safety lock: open the Accessy app and hold your phone against the Accessy box on the door and security lock. You can also use the Vasakronan app and choose the lock you want to open under "Available locks" on the home screen. If your telephone has an NFC reader, you don't even need to open an app. Just hold your phone against the Accessy box.

What do I do if the entrance isn't working?

If you can't get in, you can look up the digital key in "Available locks" in the Vasakronan app or in the Accessy app. Tap on the key and select open.

If you're having problems with the main entrance, you can always call Arena reception on the entry phone. To leave, use the button next to the door. NOTE! The emergency handle should only be used in emergencies. If you have problems with the door, contact Arena reception by phone at +46 8-566 207 00 or Vasakronan's Customer Service by phone at +46 8-566 206 00.

- You need Accessy at all times to access the property through perimeter protection. Visitors without an e-mail invitation with an access link should use the entry phone for access.
- The lobby entrance at Arena is open from 8:00 a.m. to 5:00 p.m., Monday through Friday. Any other hours require Accessy.
- The security door at Arena reception requires Accessy from 8:00 a.m. to 5:00 p.m., Monday through Friday. It's open when the lobby entrance is closed (5:00 p.m. to 8:00 a.m.).

Where can I park my bicycle?

The property has two different places for bicycle storage that you reach from the Sveavägen 10 entrance. You can sign an agreement with Cykloteket at their premises for access to monitored bicycle storage as well as a service station, shower and charging station. Read more about our bicycle service offering under "Tjänster" (Eng. "Services") in the Vasakronan app.

Are there showers and changing rooms?

If you sign an agreement for bicycle services, you have access to showers, drying rooms and a locker for your clothes. Perfect if you want to commute by bicycle. There are also showers at Arena if you need them. Read more about the bicycle services agreement under "Services" in the Vasakronan app.



Guests and colleagues

How do I invite guests to a meeting?

In "Gäster & dagspass" (Eng. "Guests & visitor passes") in the Vasakronan app, you can invite guests to meetings at Arena. Provide the date, time (from-until), e-mail address and any comments for the guest. A guest invitation is valid for a maximum of twelve hours. Your

guest will receive an e-mail with the name of their host, the address for Arena, the date, time and any comments as well as an access link for entrance to Arena (the main entrance, security and the door to the stairs).

The access link is valid starting 15 minutes before the time given in the invitation until the end of the meeting. To invite meeting participants to a meeting room booked at Arena, see "Booking meeting rooms and event spaces." Guests without an invitation can register at Arena reception, who will contact the host.

Can guests stay at Arena after the meeting?

No, guests are not permitted to remain and work at Arena after the meeting time. This is a breach of the user terms of the member contract. If you want to invite a guest to work at Arena, you can book a visitor pass. You can find more information under "Visitor Passes".

How can I bring a colleague with me to Arena?

You can book a visitor pass for colleagues and partners for 8:00 a.m. to 5:00 p.m., Mondays through Fridays. Visitor passes are available as space permits. In "Guests & visitor passes" in the Vasakronan app, you can book a visitor pass for a colleague or external work partner who lacks an Arena subscription. You can choose to pay for a visitor pass with a credit card, Swish or through a company invoice to the member organisation.

What does a visitor pass include?

A visitor pass user has the right to work at Arena for one workday (Monday through Friday, 8:00 a.m. to 5:00 p.m.) and to take advantage of the offering at Arena such as free access to workplaces, breakfast, coffee/tea, printers and more. The visitor pass user can freely enter and leave Arena during the day. Visitor passes cannot be booked for weekends or holidays.

How much does a visitor pass cost?

The price of a visitor pass is given under "Guests & visitor pass" in the Vasakronan app and can be paid with credit card, Swish or through a company invoice to the member. A member can book a maximum of ten visitor passes per day. For a full refund, the visitor pass needs to be cancelled no later than 23:59 p.m. the day before the time booked. After this point, the user will be charged the full cost of the visitor pass.

How does the user access visitor pass?

The visitor pass user will receive an e-mail with information about their host, the address for Arena, the date, time and any comments as well as an access link for entrance to Arena (the main entrance, security and the door to the stairs). The access link is valid between from 8:00 a.m. to 5:00 p.m. on the day the visitor pass is booked (note that the access link does not work on weekends/holidays).

How do I pay for a visitor pass?

You can pay for a visitor pass with a credit card, Swish or through a company invoice to the member. For company invoices, there is a monthly purchase limit that the contract representative can manage in the Customer Portal.



Personal belongings and storage

Can I leave my personal belongings at Arena?

Yes. Every floor at Arena has a limited number of lockers to borrow during the day. They cannot be used for long-term storage.

How do I use the locker?

The first time you borrow a locker, you need to register in the Flexlock app.

1. Go to the Arena reception and ask for access to an Arena locker.
2. The Arena host registers your e-mail address and e-mails an invitation to Flexlock.
3. Click on the link in the invitation and create an account. Provide your name and choose a password.
4. Download the Flexlock ConnectSmart app and log in with your user name (e-mail address) and password.

5. Make sure that Bluetooth is enabled on your phone and tap "Hitta ledigt skåp" (Eng. "Find an available locker"). Note that lockers whose numbers start with 1 are on floor 1 and lockers whose numbers start with 2 are on floor 2.
6. Open the locker through the Flexlock ConnectSmart app (you need be within five metres of the locker). It locks automatically after four seconds, so once you close the door it will be locked.
7. You can borrow a locker for 16 hours. If you forget to empty your locker after 16 hours, you need to ask an Arena host to open the locker for you.

You can find a link to the Flexlock ConnectSmart app in "Skåp" (Eng. "Locker") in the Vasakronan app.



In case of emergency

What do I do if there's a fire?

In case of emergency, call 112. There is an automatic fire alarm with smoke detectors all over Arena. The alarm will sound if smoke is detected.

Where are the fire extinguishers?

There are fire extinguishers at marked areas around Arena. You can also find them in our map on the screens by the entrance and in the map view in the Vasakronan app.

How do I get out?

Evacuation plans and evacuation routes are posted and marked on every floor of Arena. There are 13 emergency exits at Arena. Note where they are. Remember not to use lifts in case of fire.

Where do I go once I leave the building (assembly point)?

The assembly point in case of fire is Brunkebergs Torg. You reach it via Malmskillnadsgatan. Turn left when you come out of the main entrance.

Where are the defibrillators?

Defibrillators are in two marked places in Arena, on floor 2 by the wardrobe and on the ground floor in the galley. You can find these through the map view in the Vasakronan app and on the billboard.



Agreement and guidelines

Where do I find the shared guidelines for using Arena?

We have established shared guidelines for what is permitted at Arena. As a user with an Arena membership, you need to be familiar with them and follow them. You can find rules of use and the rules for a comfortable environment in the Vasakronan app under “FAQs” and the “Rules of use” and “Ordning- och trivselregler” (Eng. “Rules for a comfortable environment”) documents.

How do agreements and access to Arena work?

Member contracts are signed between Vasakronan Arena and companies or organisations. Each member contract has one or several contract representatives that administrate the member contract and, through subscriptions, grant authorities to Arena subscriptions and Arena offices. The contract representative can do this through Customer Portal. If you have questions about your subscription, authorisation for your Arena office or the terms of your member or Arena office contract, please contact your contract representative.

How do I access other Arenas?

Vasakronan has several Arenas. Accessing them requires a nationwide supplement for your subscription. The contract representative can purchase a supplement for a subscription through the Customer Portal. If you have a nationwide supplement for your subscription, you will find all of our Arenas when you browse “community” in the upper menu of the Vasakronan app home screen. Here you can find the name of the Arena and its address. The nationwide supplement for a subscription means that your digital key is valid for all of our Arenas, likewise with the Arena network. To use an Arena function, such as booking a meeting room or inviting a guest, you need to scroll through “community” in the Vasakronan app and select the Arena you want to use.