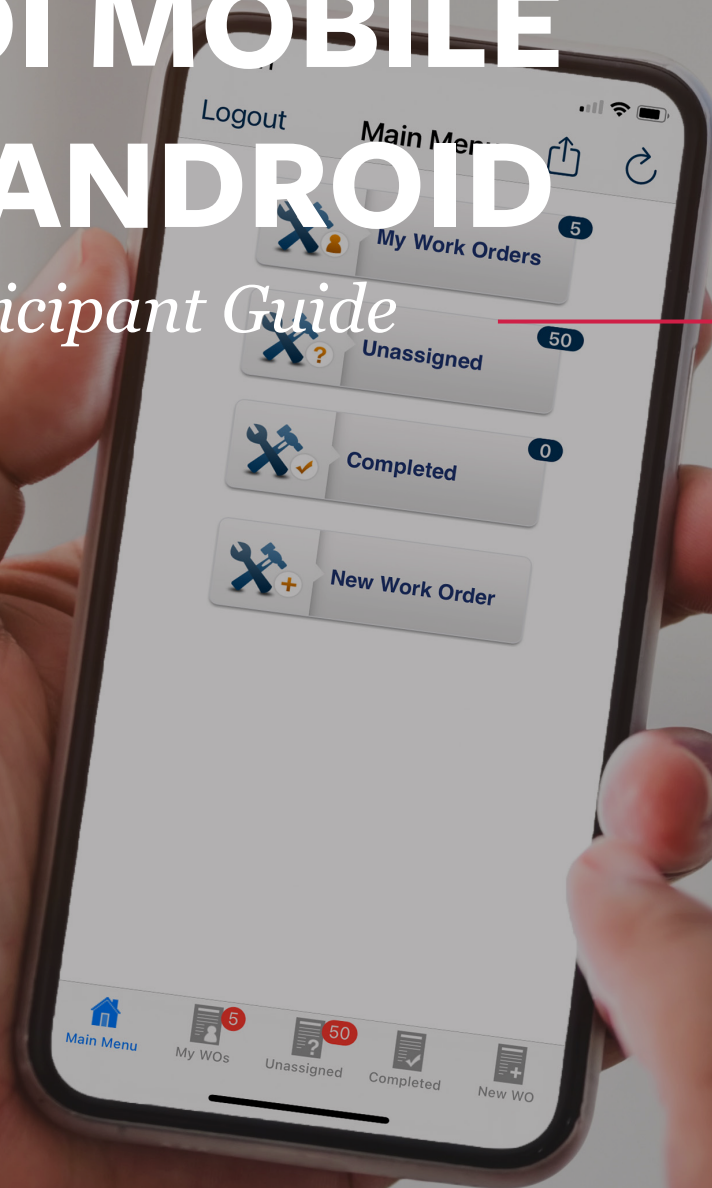


YARDI MOBILE FOR ANDROID

Participant Guide



OUR MISSION

At Liberty Military Housing, our mission is to provide military families with exemplary service in a quality home environment, employees with unparalleled opportunities for personal and professional development, and military partners with quality homes and vibrant neighborhoods.

YARDI MOBILE FOR ANDROID

PARTICIPANT GUIDE

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OUR CORE VALUES

WE ACCOMPLISH
OUR MISSION THROUGH:



Commitment

We passionately strive each day to deliver on our mission to serve our residents, our partners, and each other.



Balance

We all take responsibility for creating and maintaining a healthy work-life balance for ourselves and each other.



Respect

We strive to treat others as we would like to be treated.



Empowerment

Each of us is encouraged to take initiative, ownership, and make good business decisions in the best interest of those we serve.



Integrity

We are always honest and truthful, we do what is right - ALWAYS.



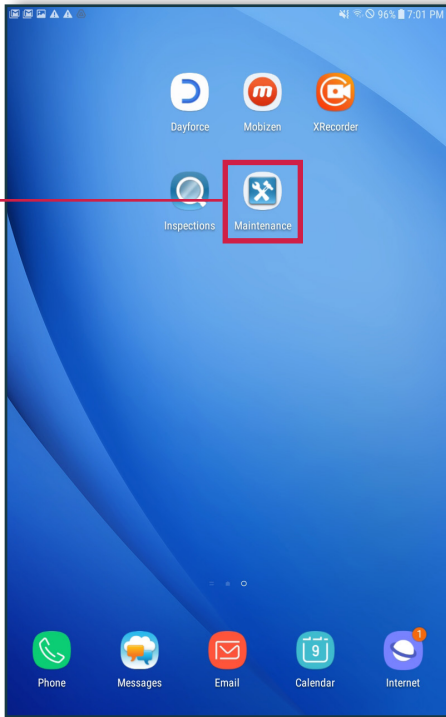
Communication

Our interactions with each other are respectful, we listen with an open mind, provide honest feedback, and we are receptive to new ideas.

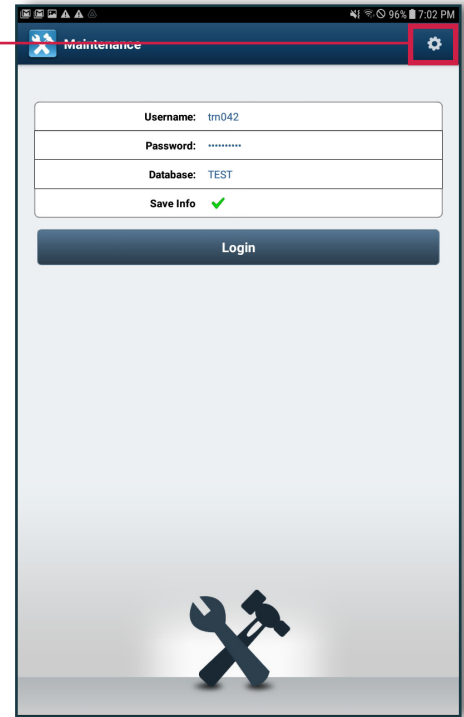
YARDI SETUP

Follow the steps below to setup YARDI Mobile on an Android device.

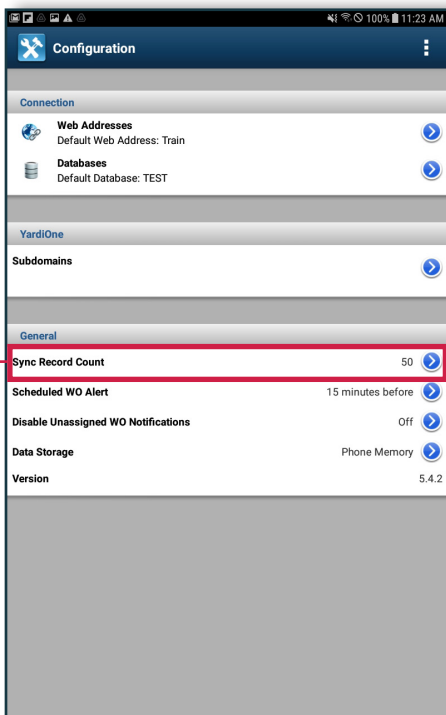
1 Tap the **YARDI Maintenance App**



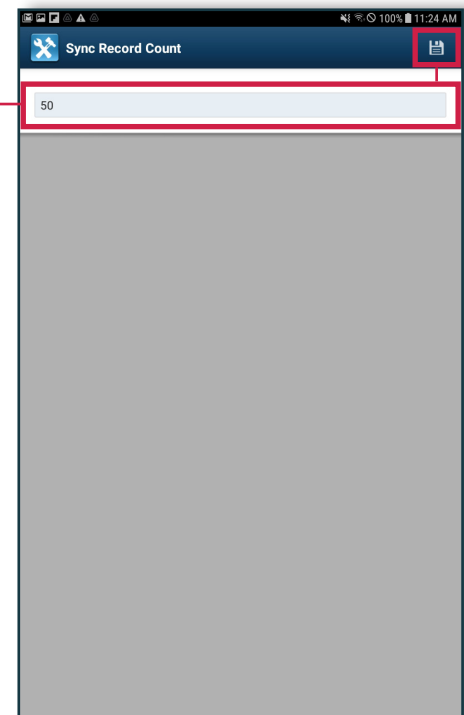
2 Tap **Setup**



3 Tap **Sync Record Count**

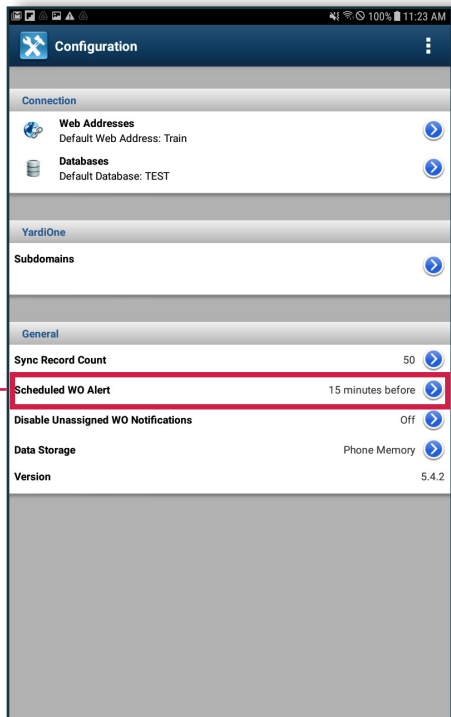


4 Set to **50** then tap **Save**



YARDI SETUP

5 Tap **Scheduled WO Alerts**



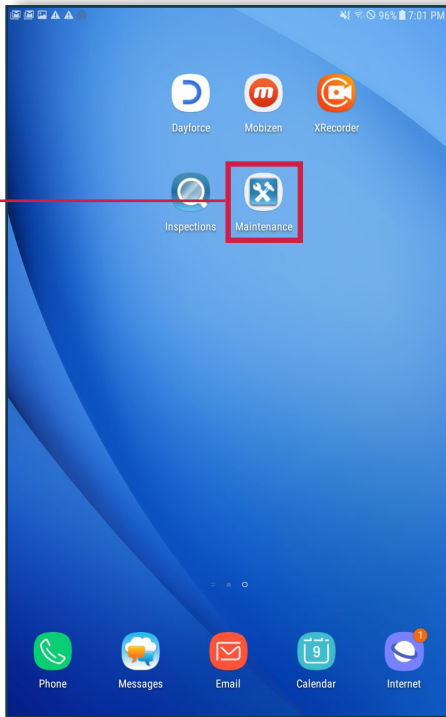
6 Tap **Enable Alerts** then tap **Done**



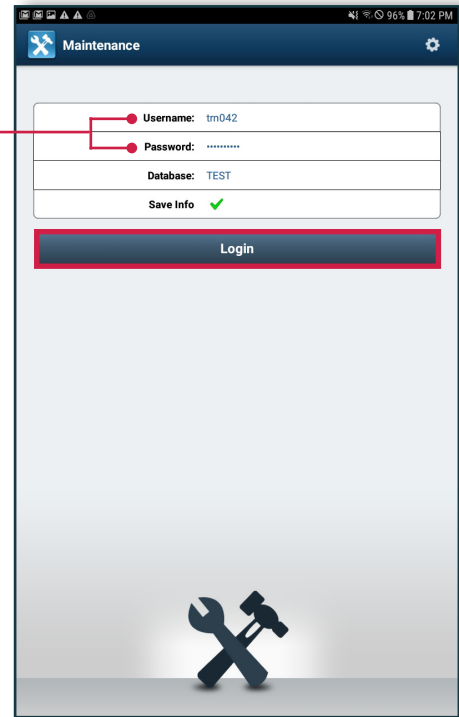
COMPLETING A WORK ORDER

Follow the steps below to complete a work order in YARDI Mobile.

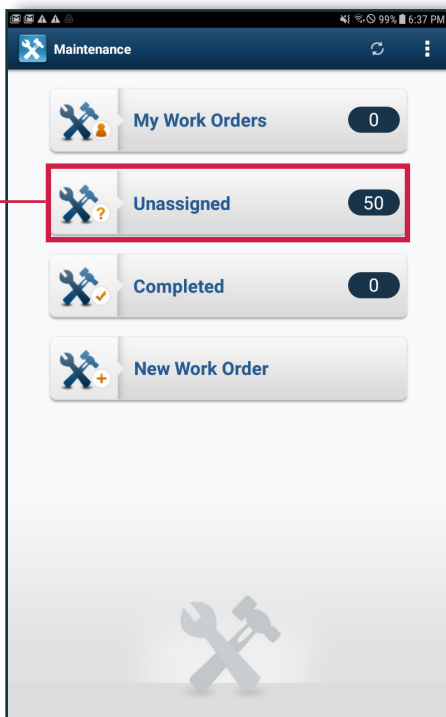
1 Tap the **YARDI Maintenance App**



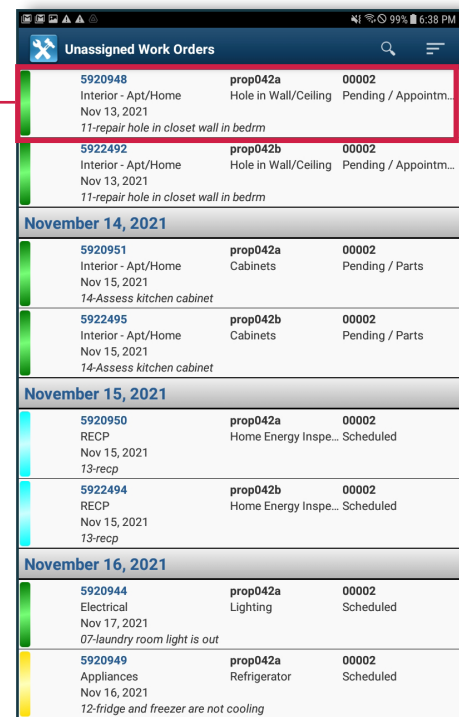
2 Enter your **username** and **password**, then tap **Login**



3 Tap **Unassigned**



4 Tap the **Work Order** you are about to complete



COMPLETING A WORK ORDER

5 Tap **Edit**

WO #5920946

WO info Labor Material Image Voice

Call Date: Nov 12, 2021 1:58 PM
 Property: prop042a
 Property Name:
 Unit: 00002
 Address: 00002 Training Street
 San Diego, CA 92105 United States
 Occupant Name: t0270595 Training
 Bill To:
 Asset:
 Template:
 Priority: 03 - Routine
 Caller Name: Chris
 Caller Phone: (214) 222-2222
 Caller Email: test@lpsi.zcc
 Brief Desc: 11-repair hole in closet wall in be
 OK To Enter: No
 Category: Interior - Apt/Home
 SubCategory: Hole in Wall/Ceiling
 Location: 2nd Bedroom
 Follow up OK?: EMAIL_ONLY
 Hot Ticket?: NO

6 Scroll down and tap **Status**

WO #5920948

Caller Name: Chris
 Caller Phone: (214) 222-2222
 Caller Email: test@lpsi.zcc
 Brief Desc: 11-repair hole in closet wall in be
 Problem Desc: 2nd bedroom closet has a hole in the wall where mice chewed through, please fill in the hole and repair it /am
 OK To Enter: No
 Access Notes: pte n pets y dogs /am
 Category: Interior - Apt/Home
 SubCategory: Hole in Wall/Ceiling
 Location: 2nd Bedroom
 Follow up OK?: EMAIL ONLY
 Hot Ticket?: NO
 On Call?: NO
 Pets?: YES
 Response Method: Home Phone
 Appointment Reque...: NO
 Tenant Responsible: No
 Maint Notes:
 Status: Call
 Reason:

7 Tap **Home Arrival Time**

WO #5920948

Caller Name: Chris
 Caller Phone: (214) 222-2222
 Caller Email: test@lpsi.zcc
 Brief Desc: 11-repair hole in closet wall in be
 Problem Desc: 2nd bedroom closet has a hole in the wall where mice chewed through, please fill in the hole and repair it /am
 OK To Enter: No
 Access Notes: Pending / Appointment
 Category: Call
 SubCategory: Scheduled
 Location: In Progress
 Follow up OK?: On Hold
 Hot Ticket?: Request Reassignment
 On Call?: First Contact
 Pets?: Review - Cancel
 Response Method: Review - Cancel
 Appointment Reque...: Home Arrival Time
 Tenant Responsible: Work Completed
 Maint Notes:
 Status: Call
 Reason:

8 Tap **Save**

WO #5920948

Caller Name: Chris
 Caller Phone: (214) 222-2222
 Caller Email: test@lpsi.zcc
 Brief Desc: 11-repair hole in closet wall in be
 Problem Desc: 2nd bedroom closet has a hole in the wall where mice chewed through, please fill in the hole and repair it /am
 OK To Enter: No
 Access Notes: pte n pets y dogs /am
 Category: Interior - Apt/Home
 SubCategory: Hole in Wall/Ceiling
 Location: 2nd Bedroom
 Follow up OK?: EMAIL ONLY
 Hot Ticket?: NO
 On Call?: NO
 Pets?: YES
 Response Method: Home Phone
 Appointment Reque...: NO
 Tenant Responsible: No
 Maint Notes:
 Status: Home Arrival Time
 Reason:

9 Scroll up and tap **Labor**

WO #5920948

WO info Labor Material Image Voice

Call Date: Nov 12, 2021 1:58 PM
Property: prop042a
Property Name:
Unit: 00002
Address: 00002 Training Street
San Diego, CA 92105 United States
Occupant Name: t0270595 Training
Bill To:
Asset:
Template:
Priority: 03 - Routine
Caller Name: Chris
Caller Phone: (214) 222-2222
Caller Email: test@lpsi.zcc
Brief Desc: 11-repair hole in closet wall in be
OK To Enter: No
Category: Interior - Apt/Home
SubCategory: Hole in Wall/Ceiling
Location: 2nd Bedroom
Follow up OK? EMAIL_ONLY
Hot Ticket? NO

10 Tap the **Clock** icon

WO #5920948

WO info Labor Material Image Voice

No Labors

11 The Date/Time will auto populate, then tap **Save**

WO #5920948

Date In: 12/9/21
Time In: 6:41 PM
Date Out:
Time Out:
Notes:
Tech Notes:
 Complete
 Delete

12 Tap the back arrow and the tap **Image**

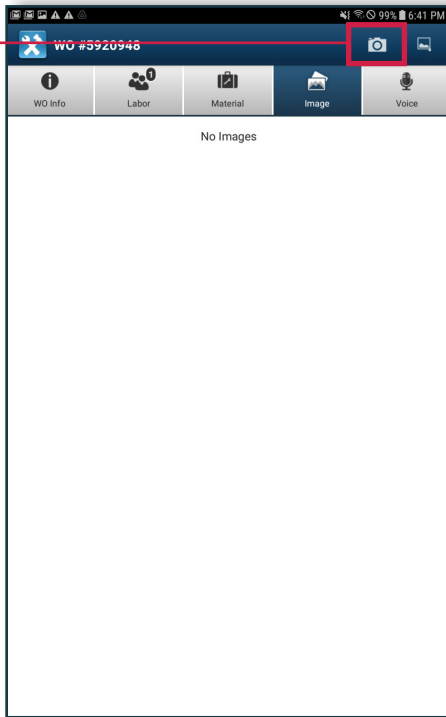
WO #5920948

WO info Labor Material Image Voice

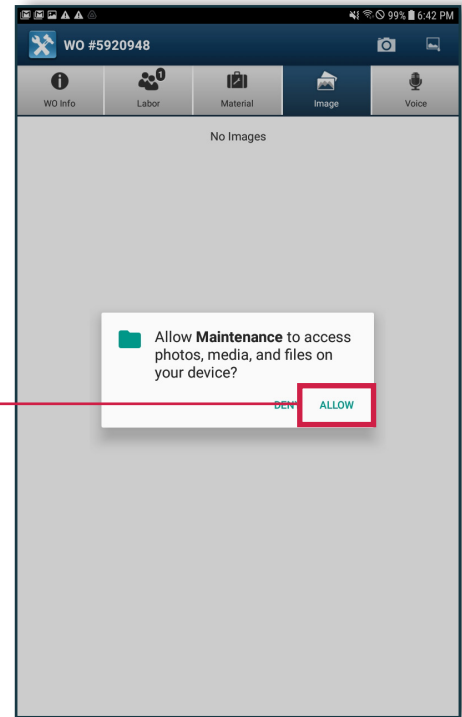
In: 12/9/21 6:41 PM
Out:

COMPLETING A WORK ORDER

13 Tap the **Camera**



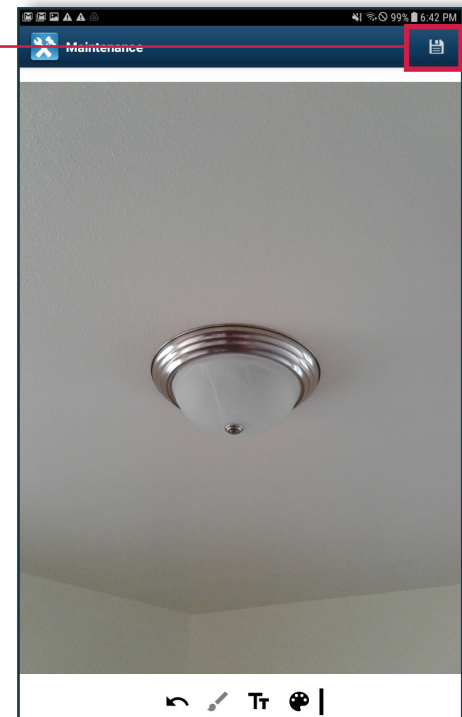
14 Tap **Allow**



15 Take the before picture and then tap **OK**



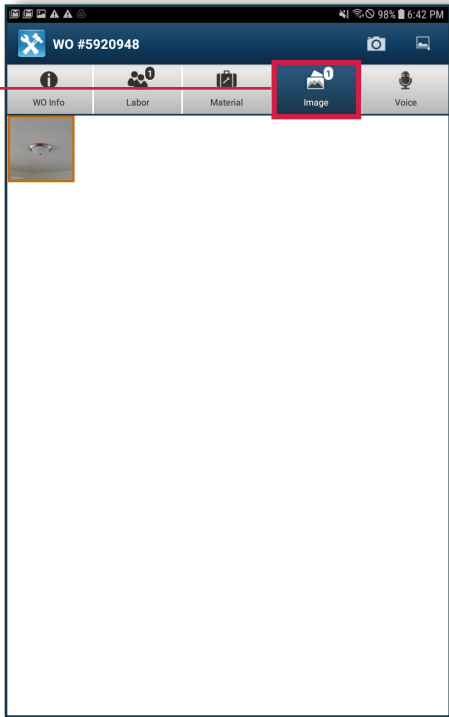
16 Tap **Save**



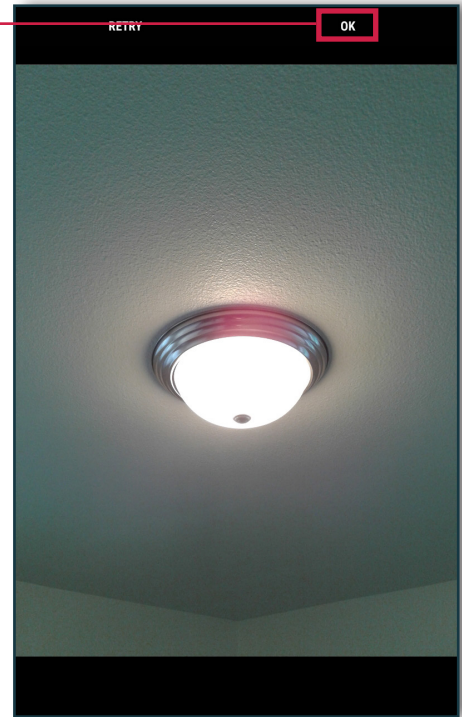
NOTE:
If your picture is blurry, tap **Retake** to capture a clearer picture.

As a best practice, **Sync** your mobile device after taking your before pictures.

17 Once the repair is complete, **Image**



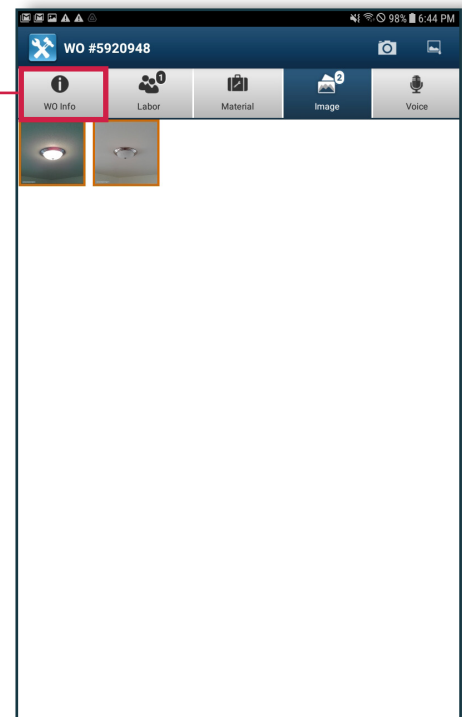
18 Tap **OK**



19 Tap the **Save**

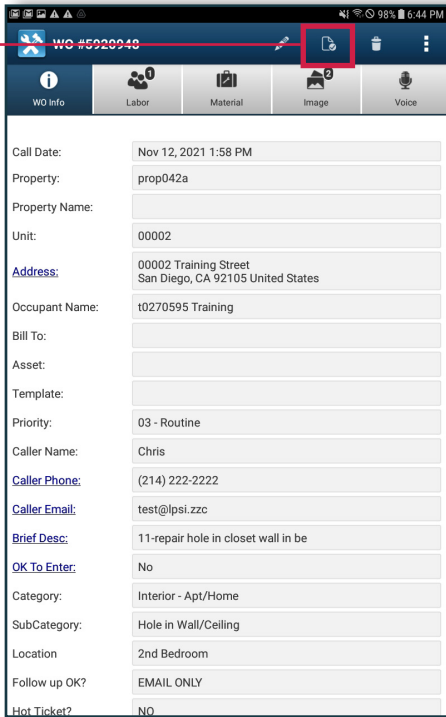


20 Tap **WO Info**

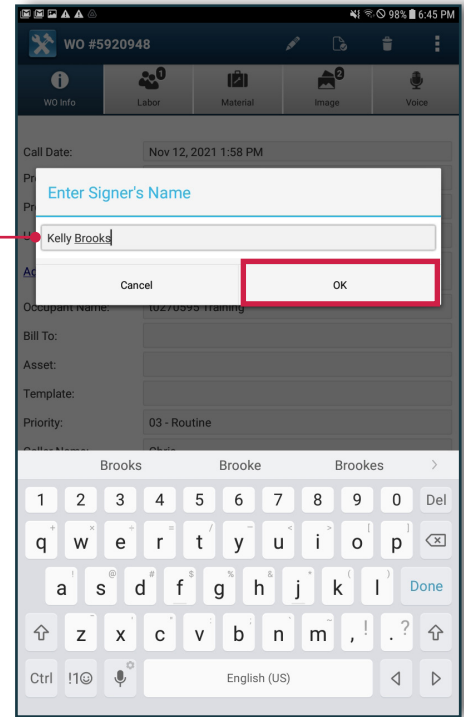


COMPLETING A WORK ORDER

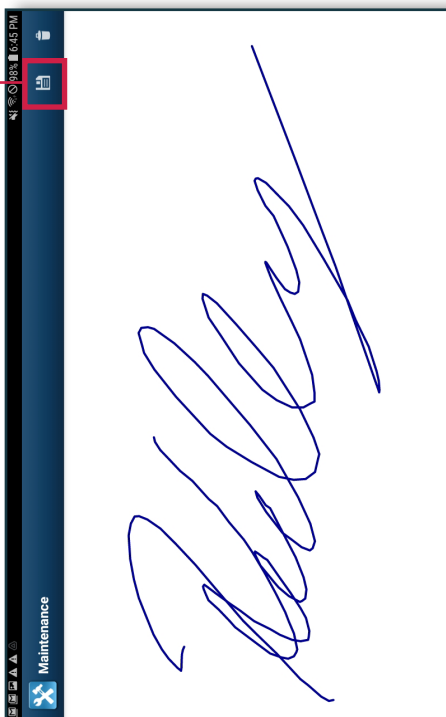
21 Tap the **Signature** icon



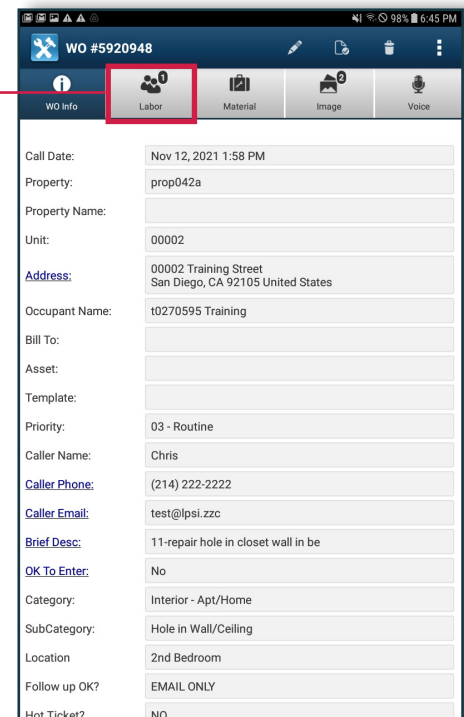
22 Enter the resident's name and tap **OK**



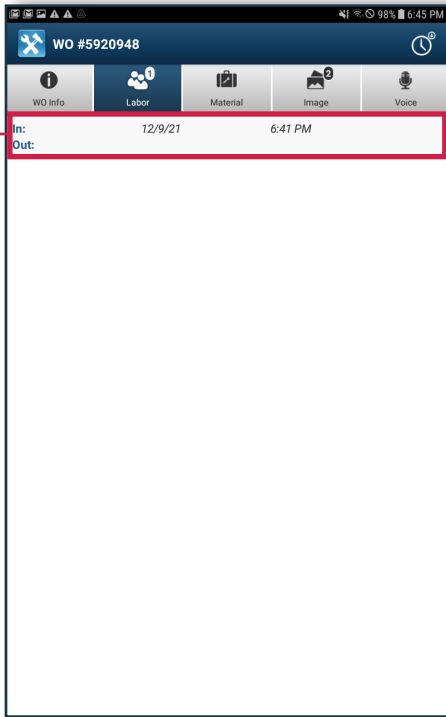
23 Once the resident signs, tap **Save**



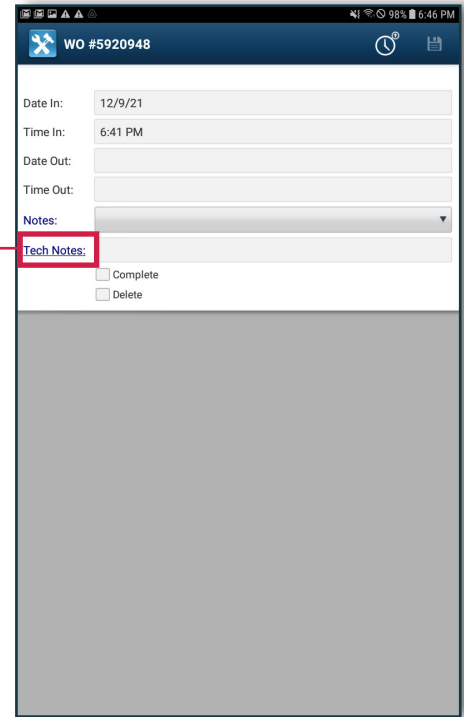
24 Tap **Labor**



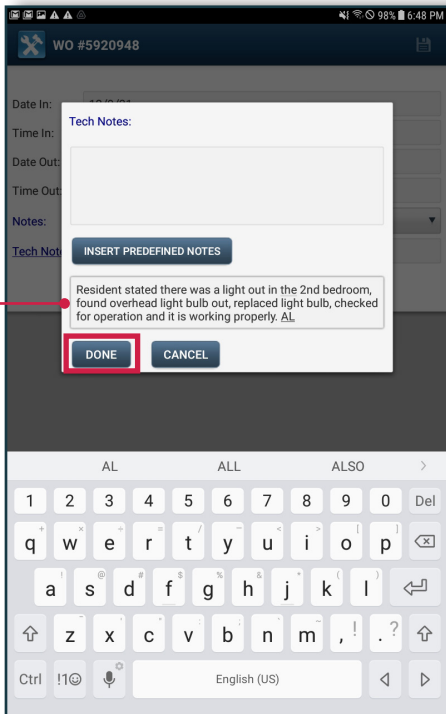
25 Tap the **current Labor line**



26 Tap **Tech Notes**



27 Enter your repair notes, then tap **Done**

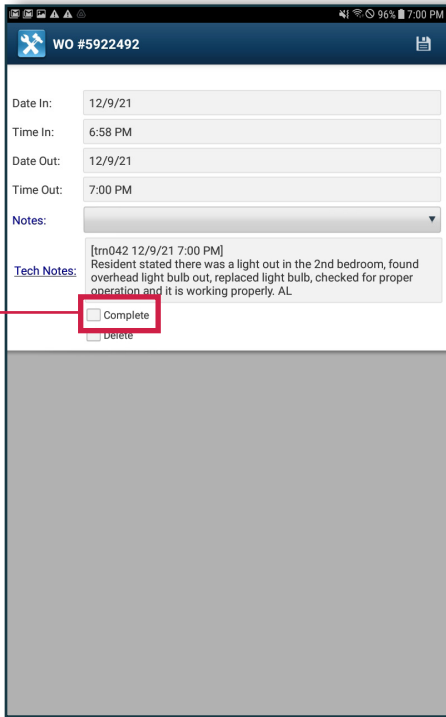


28 Tap the **Clock** icon and the time/date will auto populate

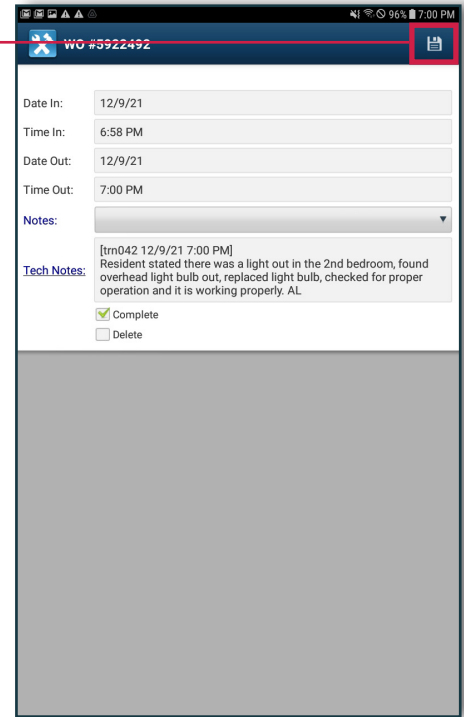


COMPLETING A WORK ORDER

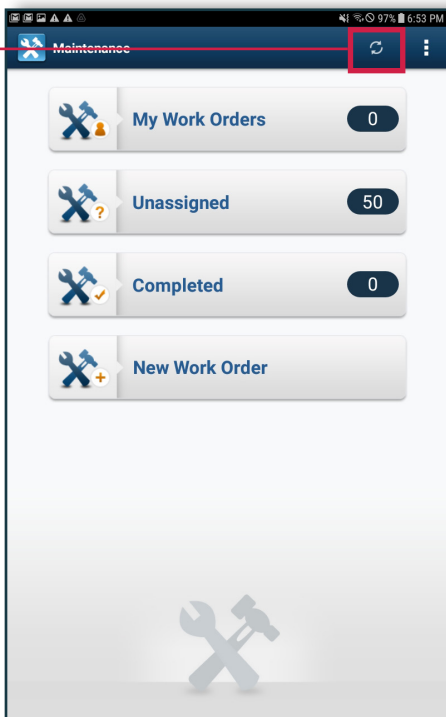
29 Tap **Complete**



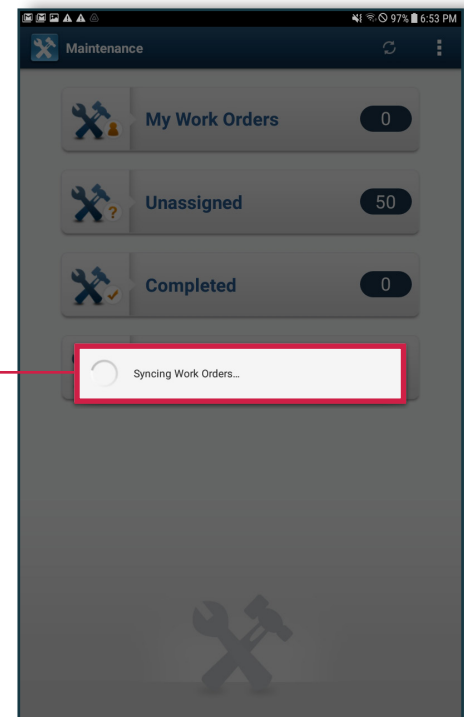
30 Tap **Save**



31 Go back to the Main Menu and tap **Sync**

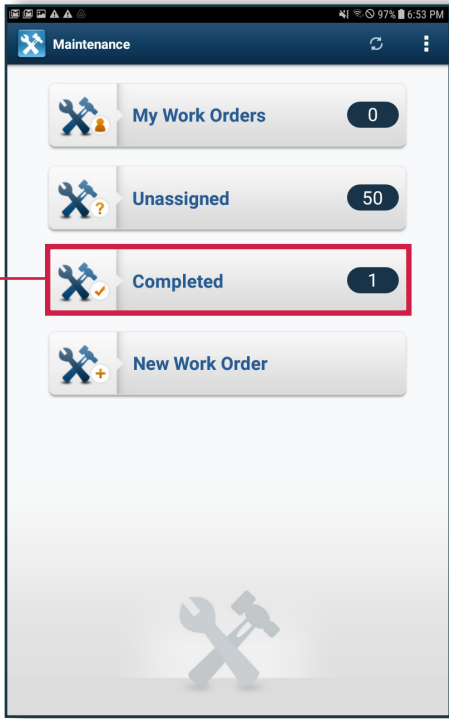


32 YARDI Mobile will then Sync and **Update**



33

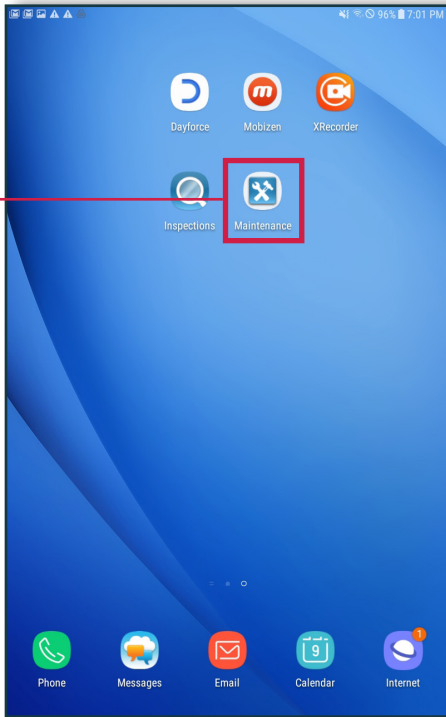
Once done, you will see closed work orders under **Completed**



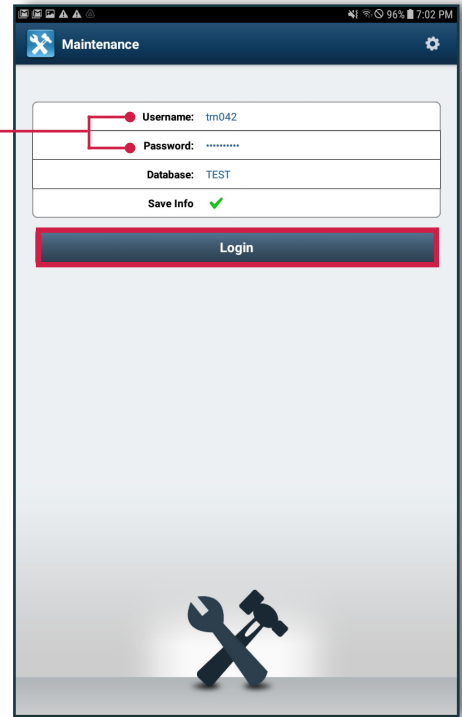
ON CALL - DOCUMENTING ARRIVAL TIME

Follow the steps below to document your arrival time in YARDI Mobile.

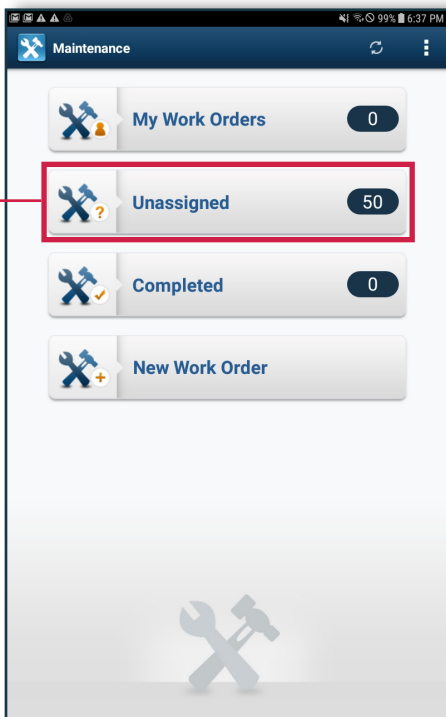
1 Tap the **YARDI Maintenance App**



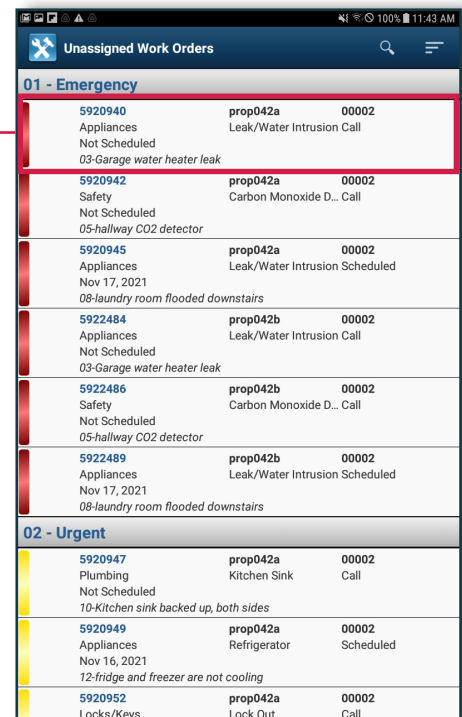
2 Enter your **username** and **password**, then tap **Login**



3 Tap **Unassigned**



4 Locate the **Emergency Work Order**



ON CALL - DOCUMENTING ARRIVAL TIME

5 Tap **Edit**

WO #5920940

WO info Labor Material Image Voice

Call Date: Nov 17, 2021 8:00 AM

Property: prop042a

Property Name:

Unit: 00002

Address: 00002 Training Street
San Diego, CA 92105 United States

Occupant Name: t0270595 Training

Bill To:

Asset:

Template:

Priority: 01 - Emergency

Caller Name: Gloria

Caller Phone: (214) 222-2222

Caller Email: test@lpsi.zzc

Brief Desc: 03-Garage water heater leak

OK To Enter: Yes

Category: Appliances

SubCategory: Leak/Water Intrusion

Location: Garage

Follow up OK?: PHONE ONLY

Hot Ticket?: YES

6 Scroll down and tap **Status**

WO #5920940

Caller Name: Gloria

Caller Phone: (214) 222-2222

Caller Email: test@lpsi.zzc

Brief Desc: 03-Garage water heater leak

Problem Desc: Hot water heater in the garage is leaking water from the PVC pipe and there is a puddle on the floor. Resident has also found that some drywall has gotten wet.

OK To Enter: Yes

Access Notes: pte - yes; pets - yes, secured. //tj

Category: Appliances

SubCategory: Leak/Water Intrusion

Location: Garage

Follow up OK?: PHONE ONLY

Hot Ticket?: YES

On Call?: NO

Pets?: YES

Response Method: Home Phone

Appointment Reque...: NO

Tenant Responsible: No

Maint Notes:

Status: Call

Reason:

7 Tap **First Contact**

WO #5920940

Caller Name: Gloria

Caller Phone: (214) 222-2222

Caller Email: test@lpsi.zzc

Brief Desc: 03-Garage water heater leak

Problem Desc: Hot water heater in the garage is leaking water from the PVC pipe and there is a puddle on the floor. Resident has also found that some drywall has gotten wet.

OK To Enter: Yes

Access Notes: pte - yes; pets - yes, secured. //tj

Category: Call

SubCategory: Scheduled

Location: In Progress

Follow up OK?: On Hold

Hot Ticket?: Request Reassignment

On Call?: First Contact

Pets?: Review - Cancel

Response Method: Home Arrival Time

Appointment Reque...: Work Completed

Tenant Responsible:

Maint Notes:

Status: Call

Reason:

8 Tap **Save**

WO #5920940

Caller Name: Gloria

Caller Phone: (214) 222-2222

Caller Email: test@lpsi.zzc

Brief Desc: 03-Garage water heater leak

Problem Desc: Hot water heater in the garage is leaking water from the PVC pipe and there is a puddle on the floor. Resident has also found that some drywall has gotten wet.

OK To Enter: Yes

Access Notes: pte - yes; pets - yes, secured. //tj

Category: Appliances

SubCategory: Leak/Water Intrusion

Location: Garage

Follow up OK?: PHONE ONLY

Hot Ticket?: YES

On Call?: NO

Pets?: YES

Response Method: Home Phone

Appointment Reque...: NO

Tenant Responsible: No

Maint Notes:

Status: First Contact

Reason:

NOTE:
When changing work orders to this Status, you must have called the resident to gather more information and inform them of your arrival time.

ON CALL - DOCUMENTING ARRIVAL TIME

9 Tap **Edit**

WO #5920940

WO info Labor Material Image Voice

Call Date: Nov 17, 2021 8:00 AM

Property: prop042a

Property Name:

Unit: 00002

Address: 00002 Training Street
San Diego, CA 92105 United States

Occupant Name: t0270595 Training

Bill To:

Asset:

Template:

Priority: 01 - Emergency

Caller Name: Gloria

Caller Phone: (214) 222-2222

Caller Email: test@lpsi.zzc

Brief Desc: 03-Garage water heater leak

OK To Enter: Yes

Category: Appliances

SubCategory: Leak/Water Intrusion

Location: Garage

Follow up OK?: PHONE ONLY

Hot Ticket?: YES

10 Scroll down and tap **Status**

WO #5920940

Caller Name: Gloria

Caller Phone: (214) 222-2222

Caller Email: test@lpsi.zzc

Brief Desc: 03-Garage water heater leak

Problem Desc: Hot water heater in the garage is leaking water from the PVC pipe and there is a puddle on the floor. Resident has also found that some drywall has gotten wet.

OK To Enter: Yes

Access Notes: pte - yes; pets - yes, secured. //tj

Category: Appliances

SubCategory: Leak/Water Intrusion

Location: Garage

Follow up OK?: PHONE ONLY

Hot Ticket?: YES

On Call?: NO

Pets?: YES

Response Method: Home Phone

Appointment Reque...: NO

Tenant Responsible: No

Maint Notes:

Status: First Contact

Reason:

11 Tap **Home Arrival Time**

WO #5920940

Caller Name: Gloria

Caller Phone: (214) 222-2222

Caller Email: test@lpsi.zzc

Brief Desc: 03-Garage water heater leak

Problem Desc: Hot water heater in the garage is leaking water from the PVC pipe and there is a puddle on the floor. Resident has also found that some drywall has gotten wet.

OK To Enter: Yes

Access Notes: pte - yes; pets - yes, secured. //tj

Category: Call

SubCategory: Scheduled

Location: In Progress

Follow up OK?: On Hold

Hot Ticket?: Request Reassignment

On Call?: First Contact

Pets?: Review - Cancel

Appointment Reque...: Home Arrival Time

Tenant Responsible: Work Completed

Maint Notes:

Status: First Contact

Reason:

12 Tap **Save**

WO #5920940

Caller Name: Gloria

Caller Phone: (214) 222-2222

Caller Email: test@lpsi.zzc

Brief Desc: 03-Garage water heater leak

Problem Desc: Hot water heater in the garage is leaking water from the PVC pipe and there is a puddle on the floor. Resident has also found that some drywall has gotten wet.

OK To Enter: Yes

Access Notes: pte - yes; pets - yes, secured. //tj

Category: Appliances

SubCategory: Leak/Water Intrusion

Location: Garage

Follow up OK?: PHONE ONLY

Hot Ticket?: YES

On Call?: NO

Pets?: YES

Response Method: Home Phone

Appointment Reque...: NO

Tenant Responsible: No

Maint Notes:

Status: Home Arrival Time

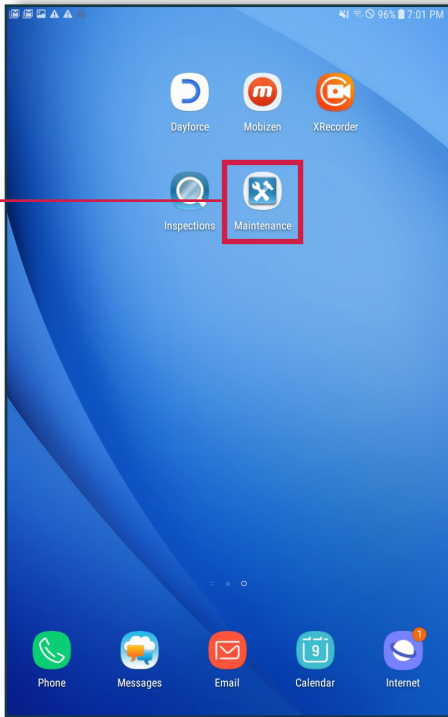
Reason:

NOTE:
When changing work orders to this Status, you must be physically at the resident's door (in-person).

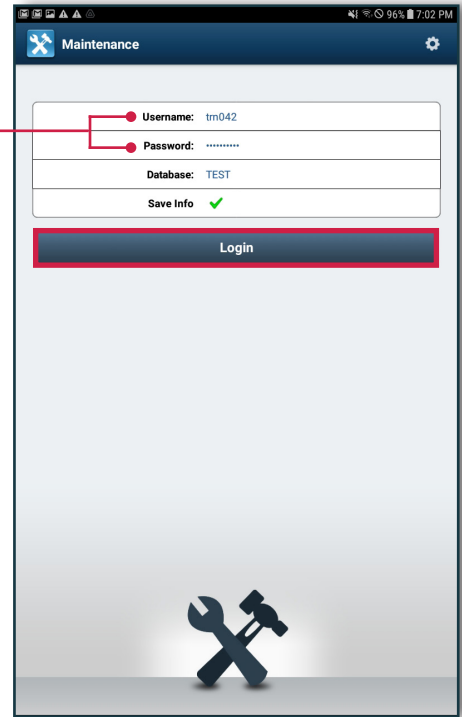
HELPFUL FEATURES

Use the helpful features below when using the YARDI Mobile app.

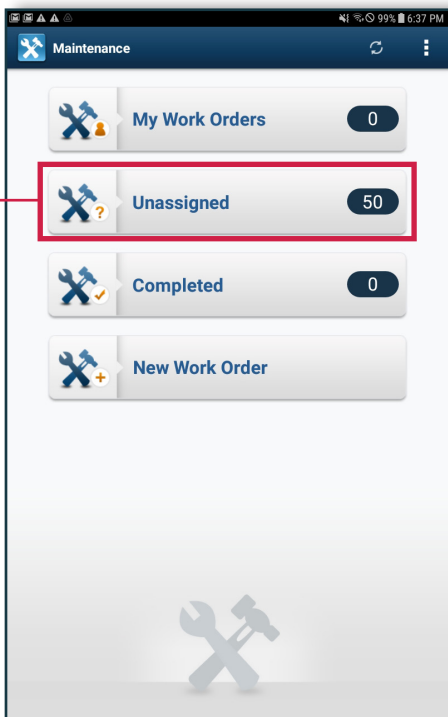
1 Tap the **YARDI Maintenance App**



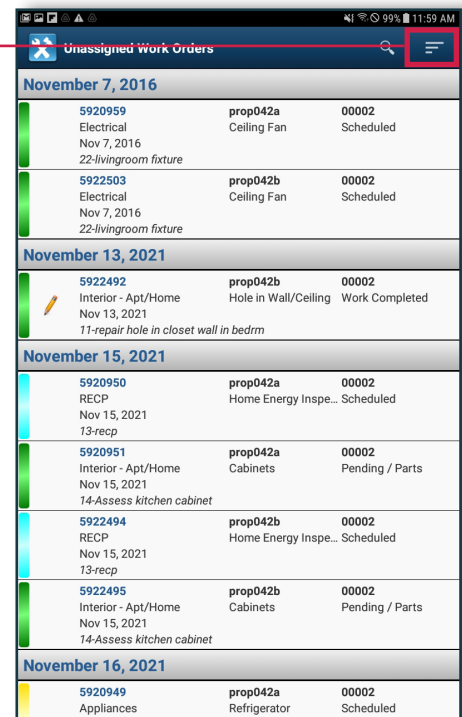
2 Enter your **username** and **password**, then tap **Login**



3 Tap **Unassigned**

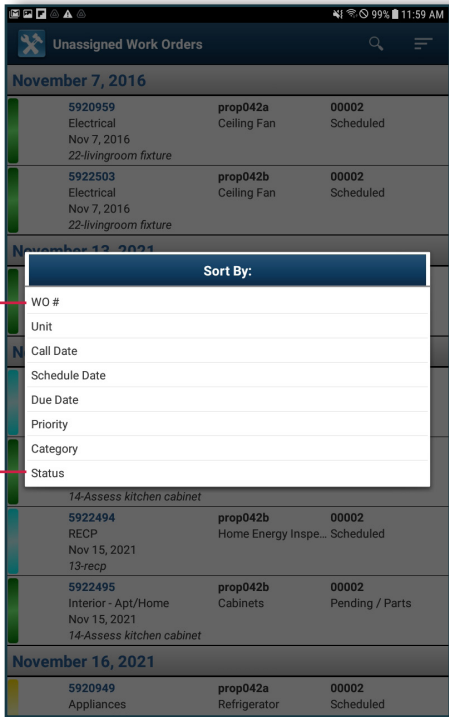


4 Tap **Sort By**



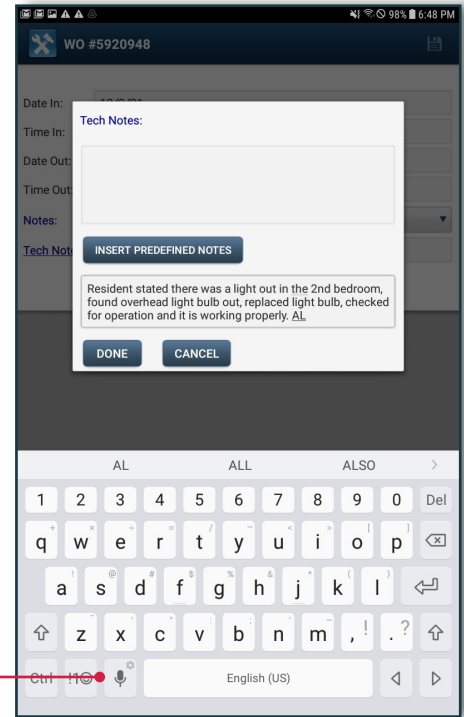
HELPFUL FEATURES

5 Work Orders can then be sorted by the following:



- WO #
- Unit
- Call Date
- Scheduled Date
- Due Date
- Priority
- Category
- Status
- Due Date

6 Use the **speech to text feature** to quickly record **Tech Notes**



NOTE: Ensure notes are accurate before saving.

