

YARDI MOBILE FOR iOS

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 iOS

PARTICIPANT GUIDE



TABLE OF CONTENTS

Our Mission	1
Our Core Values	3
YARDI Setup	4 - 5
Completing a Work Order	6 - 15
Documenting Arrival Time	16 - 17
Helpful Features	18 - 19

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.



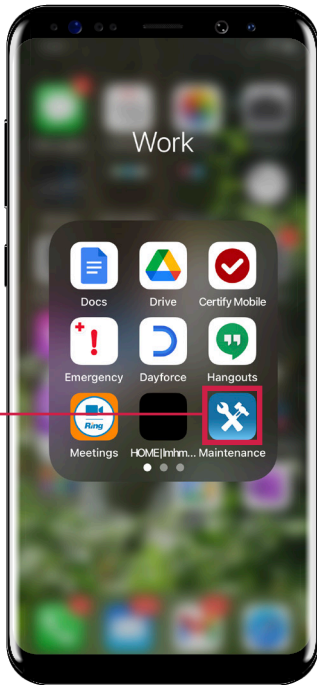
Communication

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

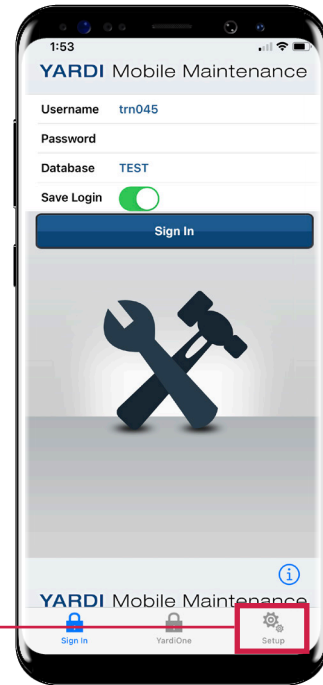
YARDI SETUP

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

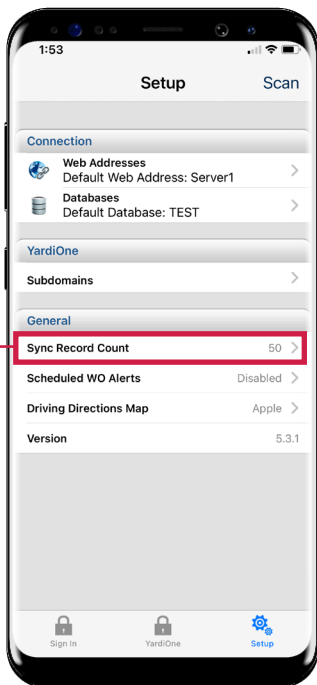
1 Tap the **YARDI Maintenance App**



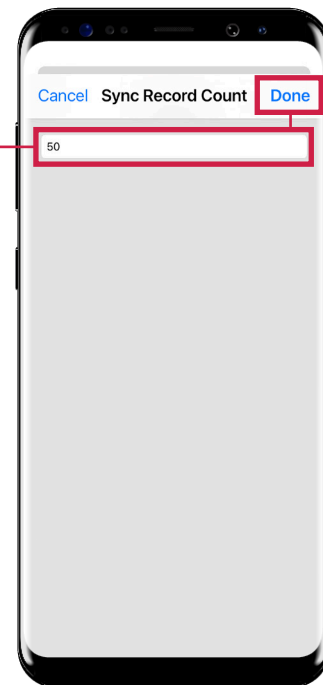
2 Tap Setup



3 Tap Sync Record Count

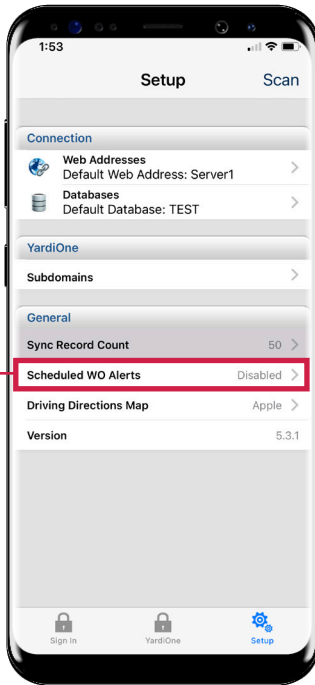


4 Set to 50 then tap Done

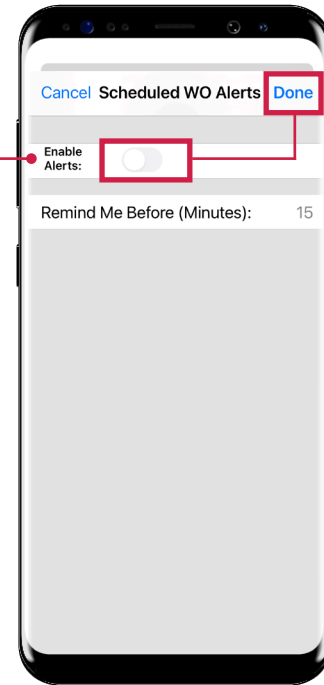


YARDI SETUP

5 Tap Scheduled WO Alerts



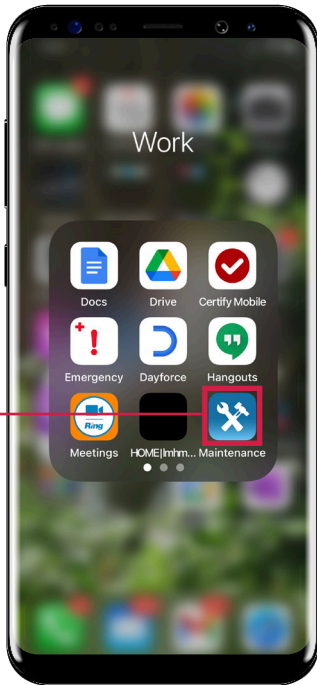
6 Tap Enable Alerts then tap Done



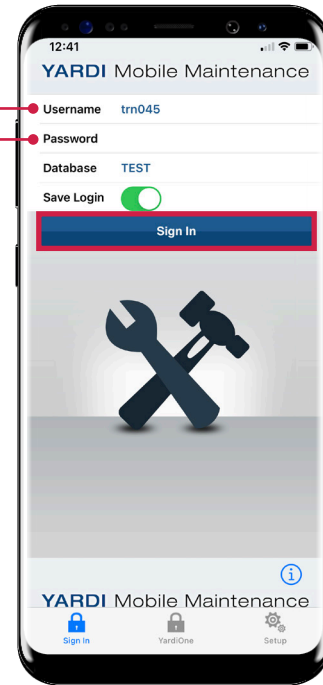
COMPLETING A WORK ORDER

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

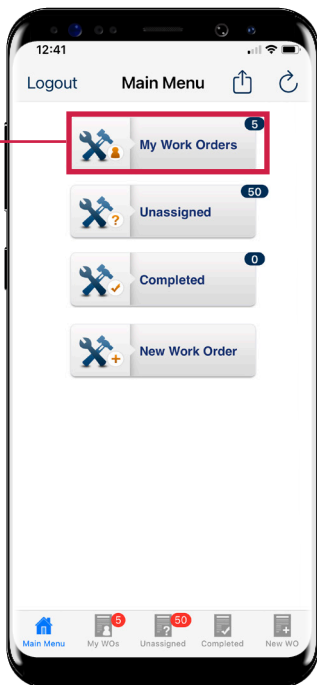
1 Tap the **YARDI Maintenance App**



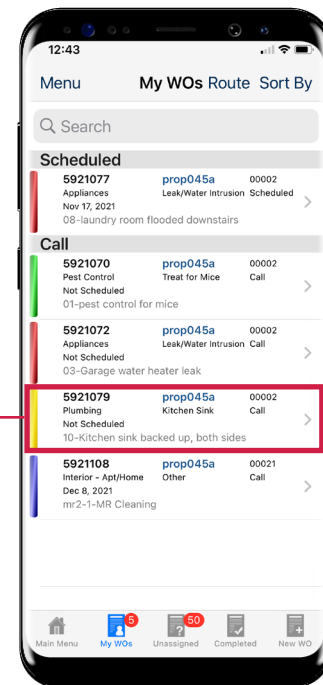
2 Enter your **username** and **password**, then tap **Sign In**



3 Tap **My Work Orders**

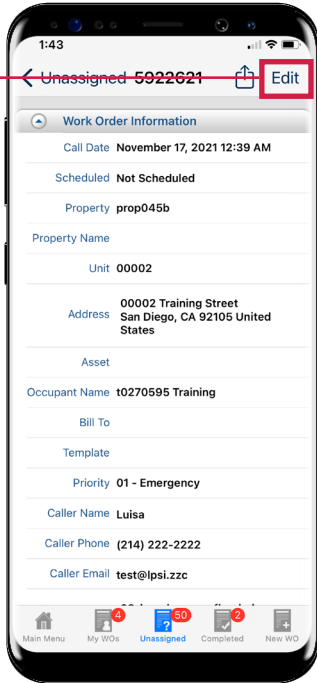


4 Tap the **Work Order** you are about to complete

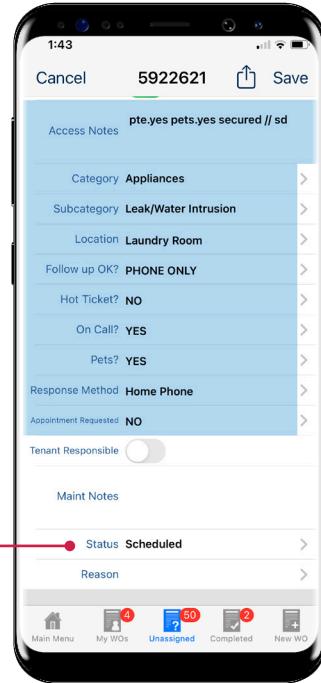


COMPLETING A WORK ORDER

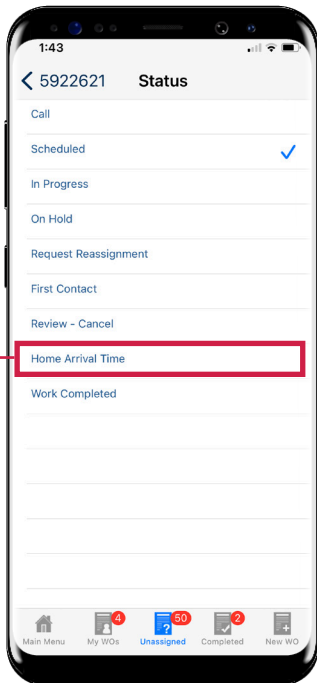
5 Tap **Edit**



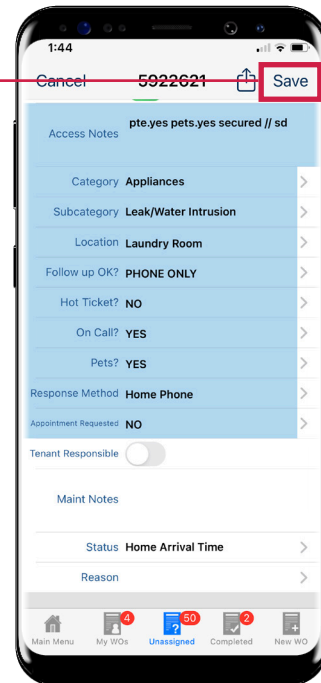
6 Scroll down and tap **Status**



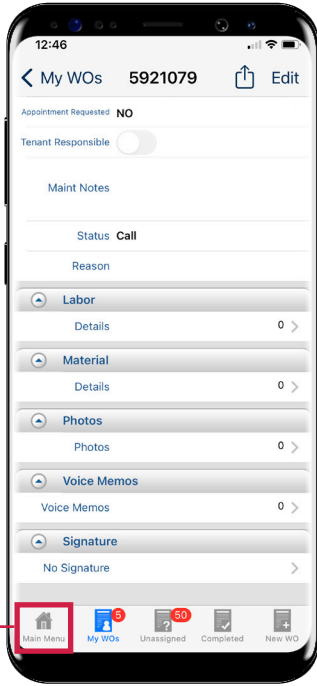
7 Tap **Home Arrival Time**



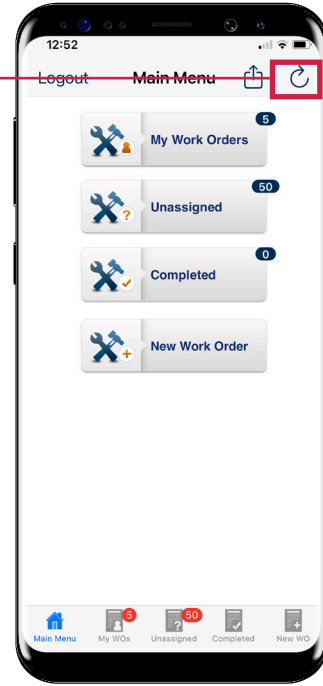
8 Tap **Save**



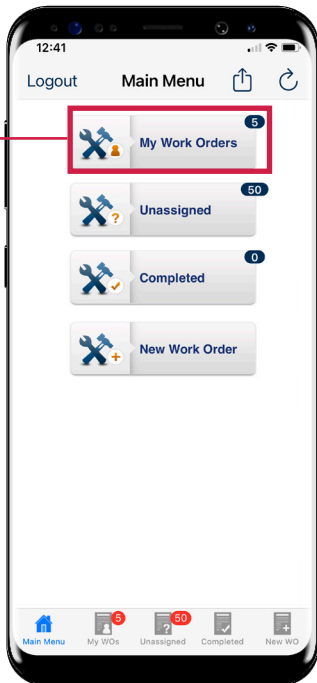
9 Tap **Main Menu** in the lower left corner



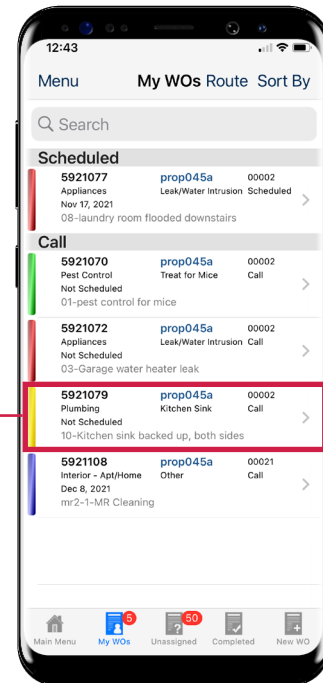
10 Tap the **Sync** icon



11 Tap **My Work Orders**

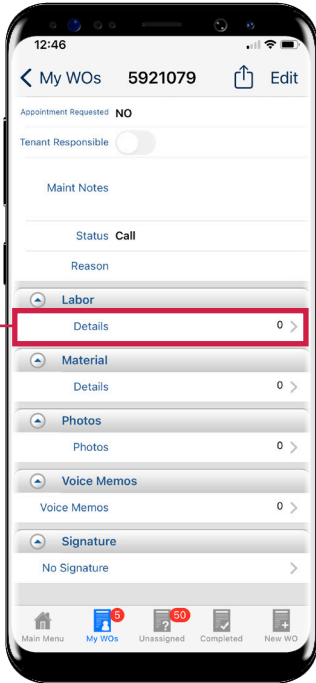


12 Tap the **Work Order** you are in the process of completing

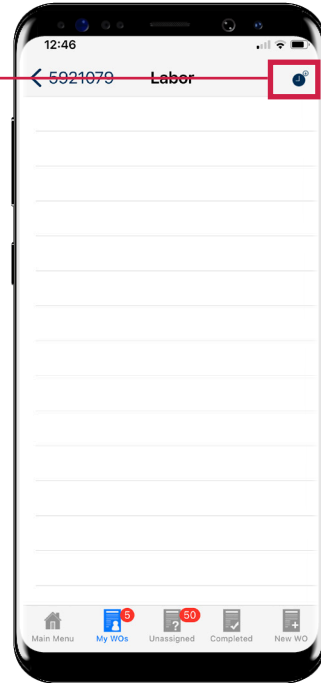


COMPLETING A WORK ORDER

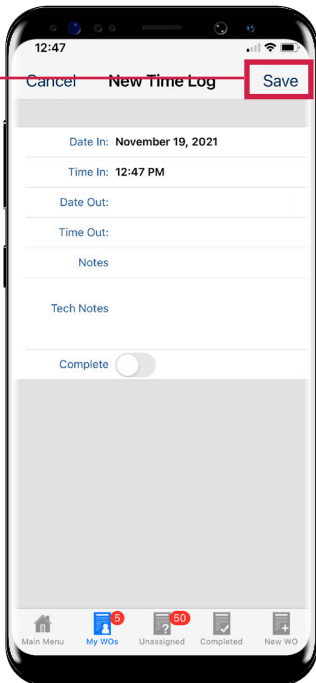
13 Scroll down and tap **Details** under Labor



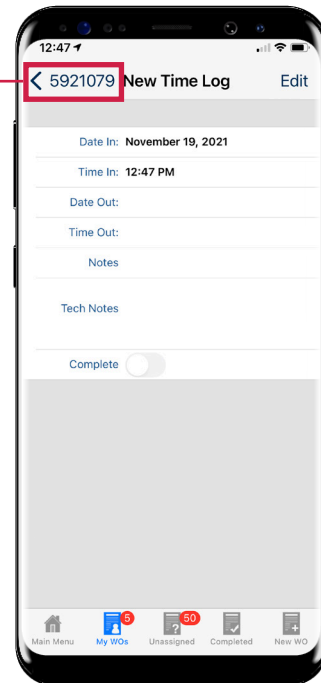
14 Tap the **Clock** icon



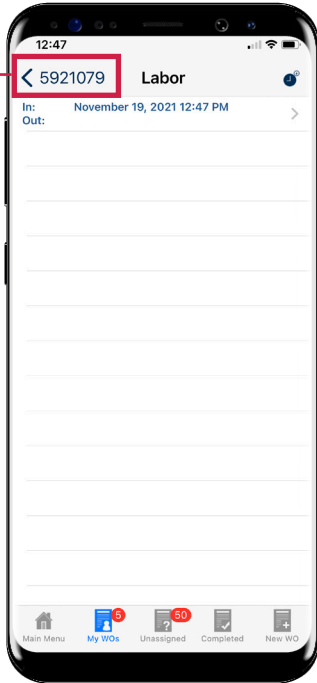
15 The Date/Time will auto populate, then tap **Save**



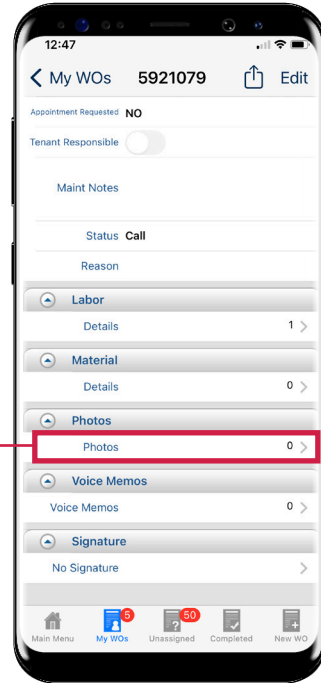
16 Tap the **back arrow**



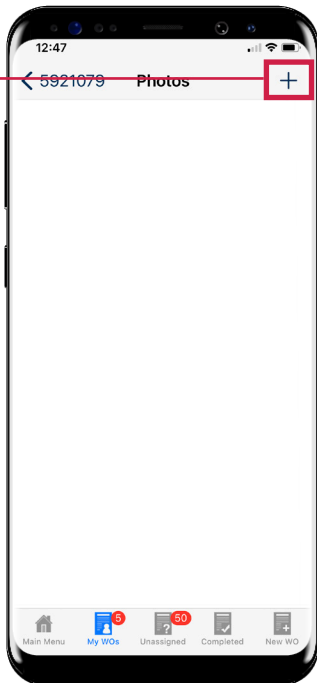
17 Tap the **back arrow**



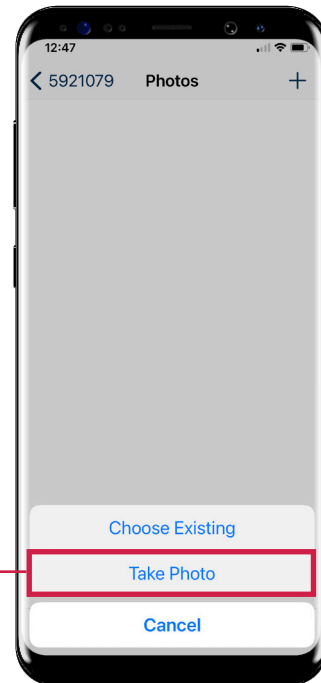
18 Tap Photos under photos



19 Tap the **+** sign



20 Tap Take Photo



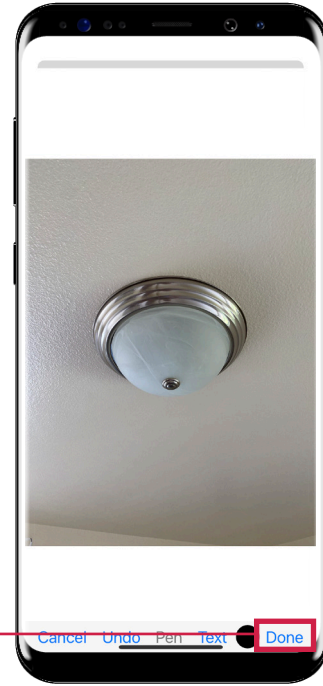
COMPLETING A WORK ORDER

21 Take the before photo and tap **Use Photo**

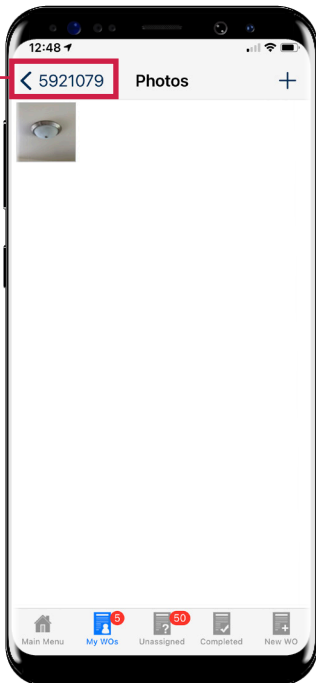


NOTE:
If your picture is blurry, tap **Retake** to capture a clearer picture.

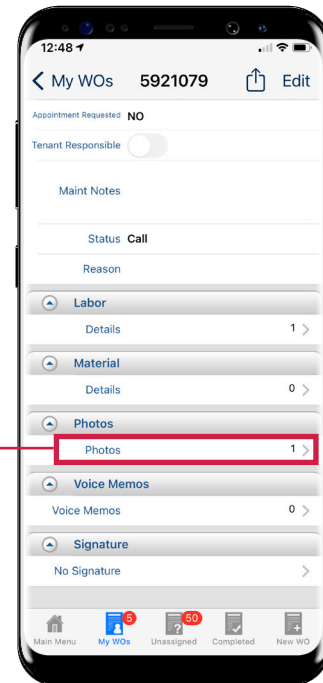
22 Tap Done



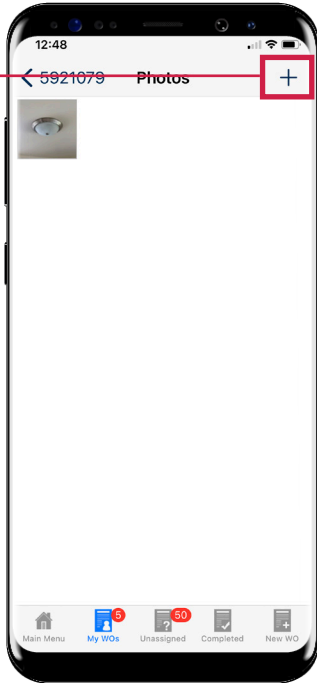
23 Tap the back arrow



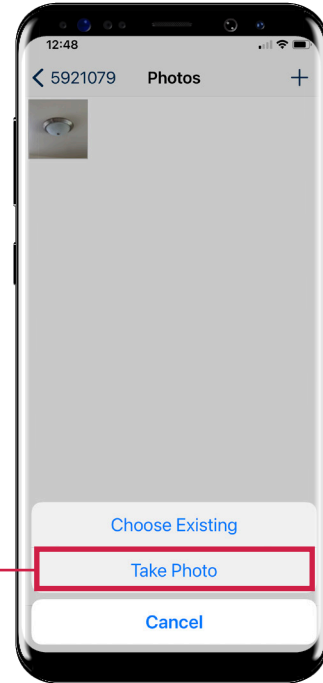
24 Once the repair is complete, tap Photos



25 Tap the + sign



26 Tap Take Photo



27 Take the after photo and tap Use Photo

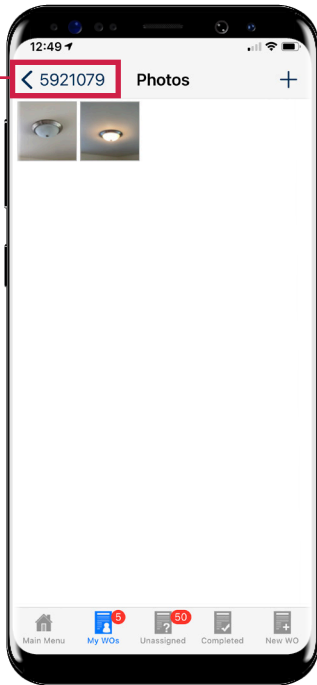


28 Tap Done

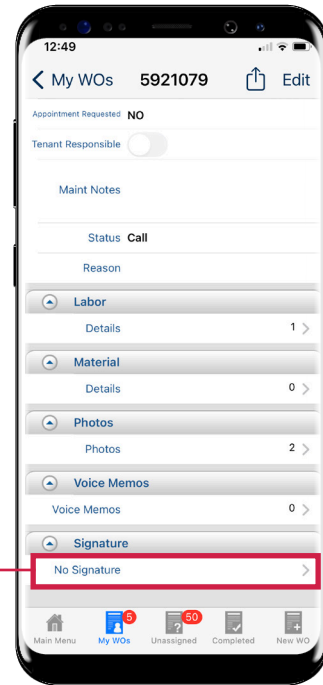


COMPLETING A WORK ORDER

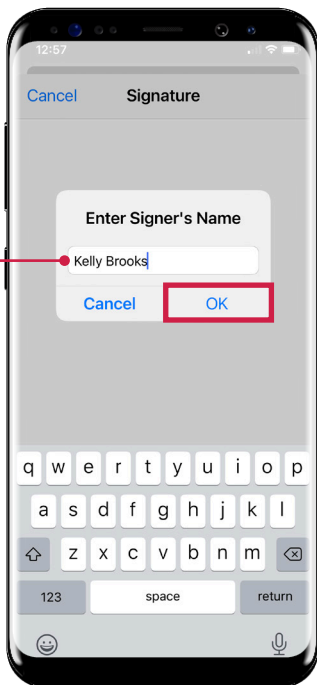
29 Tap the **back arrow**



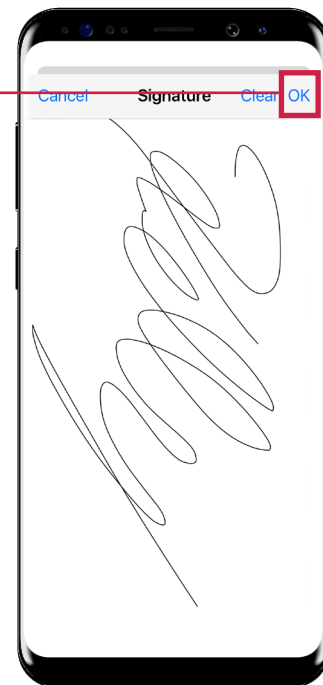
30 Tap **No Signature**



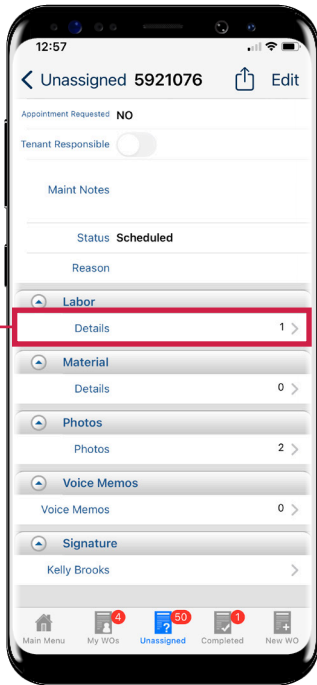
31 Enter the **Resident's Name** and tap **OK**



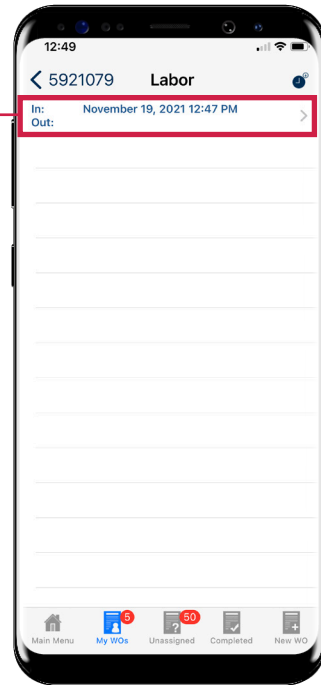
32 Once the Resident Signs, tap **OK**



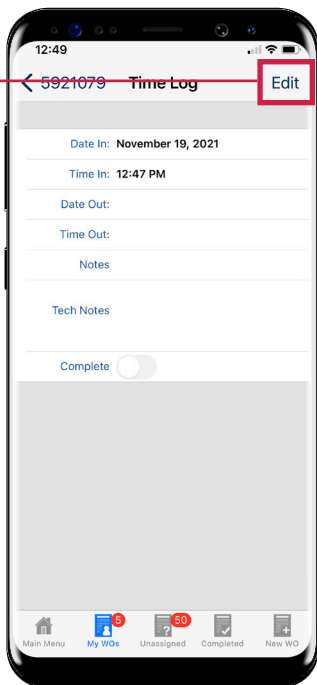
33 Tap **Details** under Labor



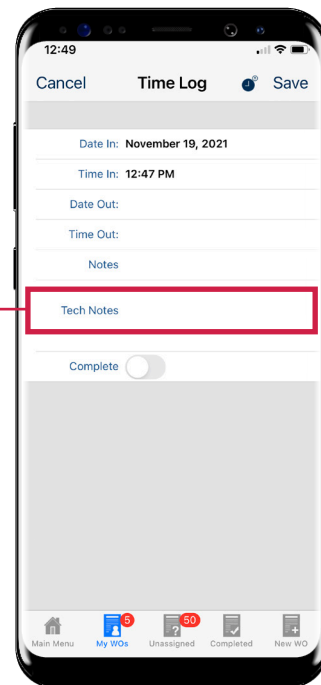
34 Tap the **current Labor Line**



35 Tap **Edit**

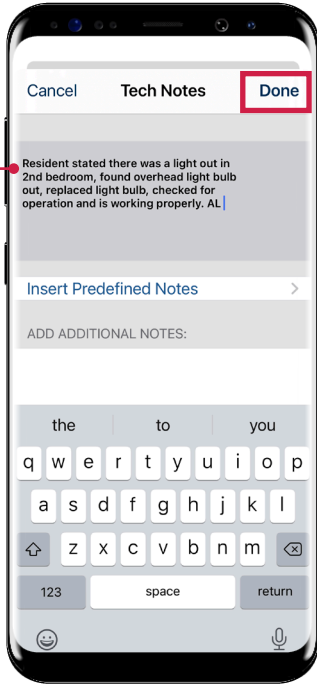


36 Tap **Tech Notes**

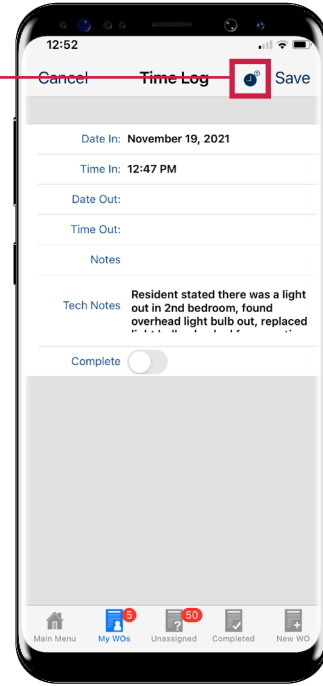


COMPLETING A WORK ORDER

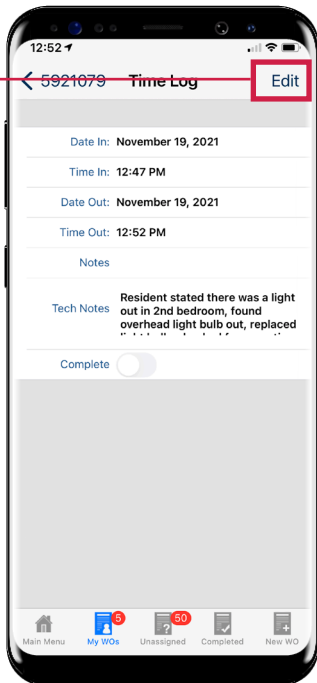
37 Enter your **repair notes**, then tap **Done**



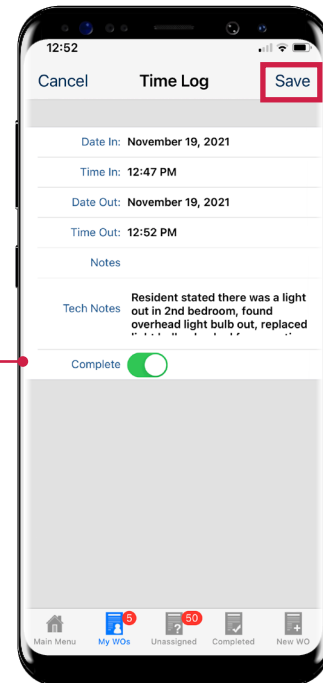
38 Tap the **Clock icon**



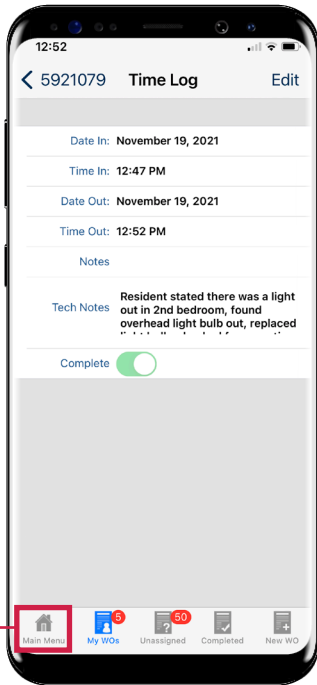
39 Tap **Edit**



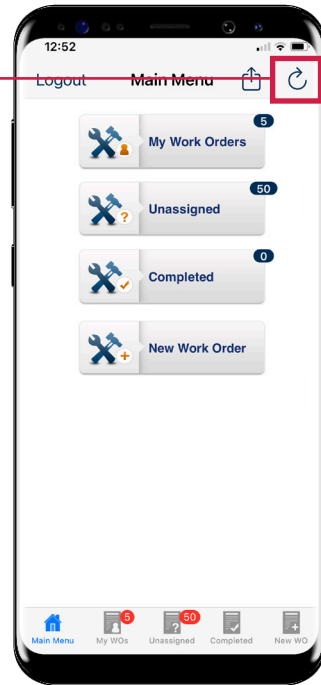
40 Tap **Complete**, then tap **Save**



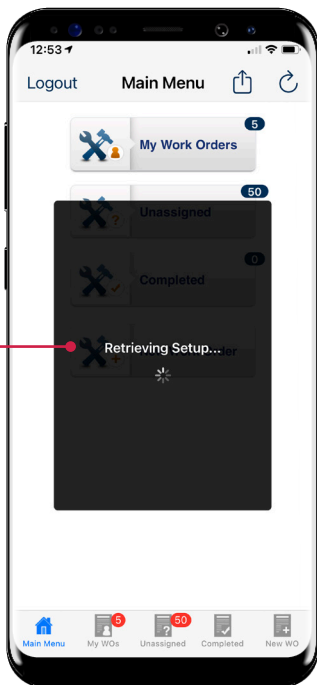
41 Tap **Main Menu**



42 Tap **Sync**



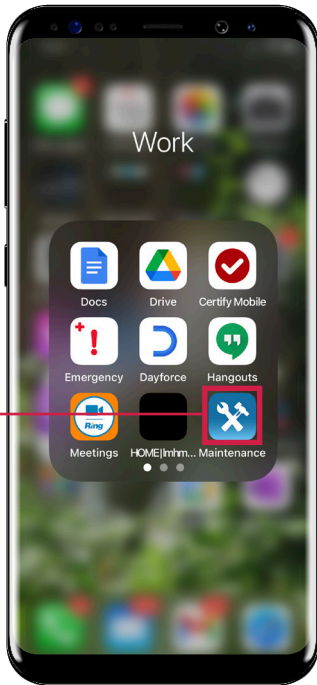
43 Device will **Sync** and **update YARDI** with the completed work order



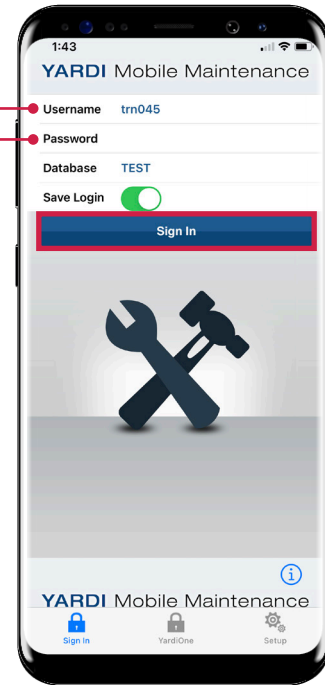
DOCUMENTING ARRIVAL TIME

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

1 Tap the **YARDI Maintenance App**



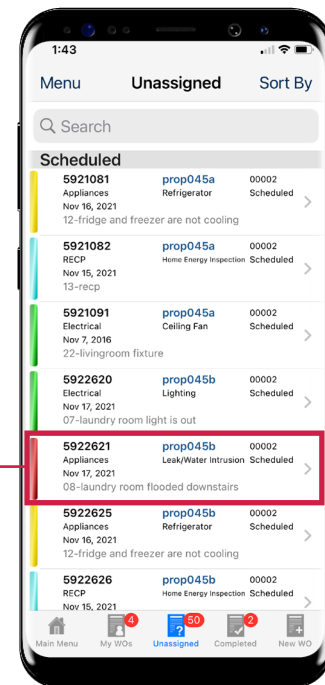
2 Enter your **username** and **password**, then tap **Sign In**



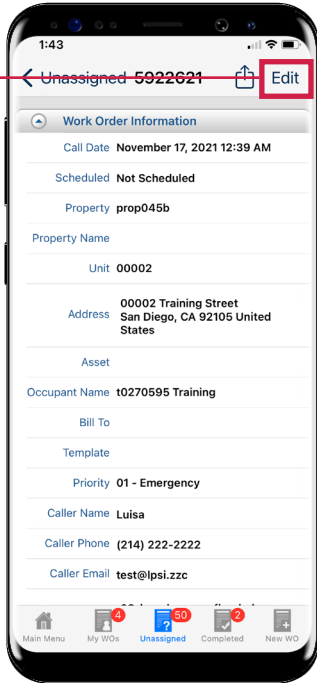
3 Tap **Unassigned**



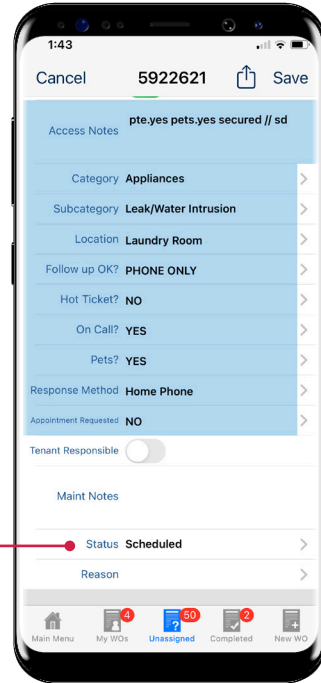
4 Locate the **Emergency Work Order**



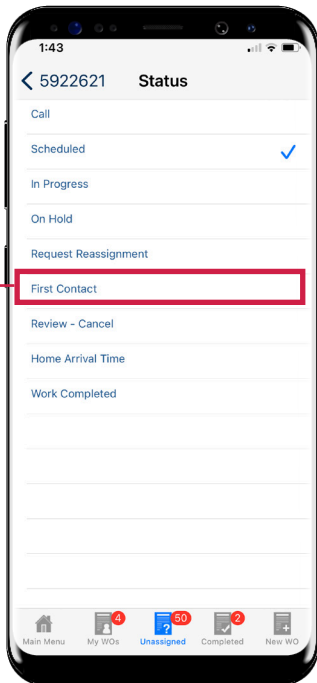
5 Tap **Edit**



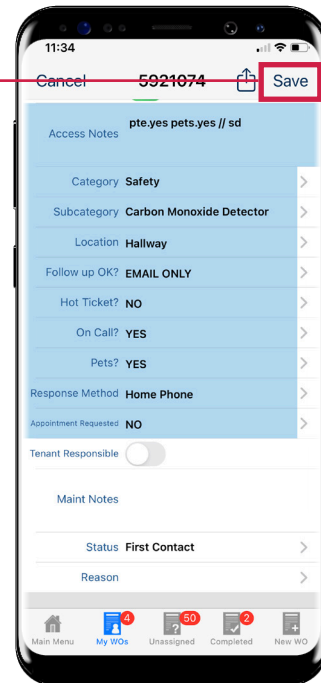
6 Scroll down and tap **Status**



7 Tap **First Contact**



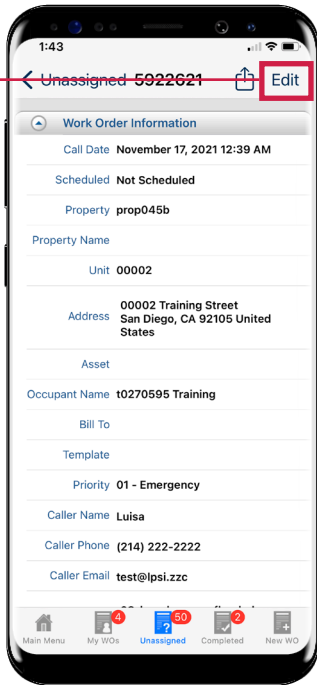
8 Tap **Save**



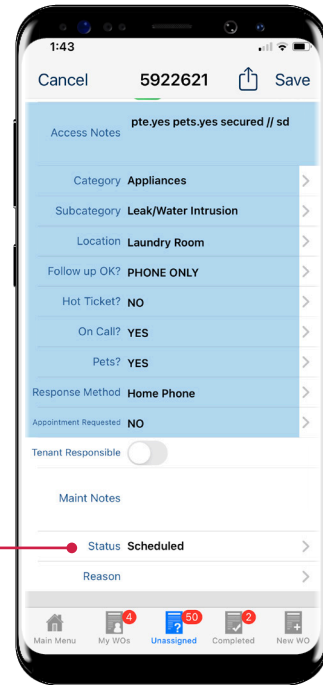
NOTE: When changing work orders to this Status, you must have called the resident to gather more information and inform them of your arrival time.

DOCUMENTING ARRIVAL TIME

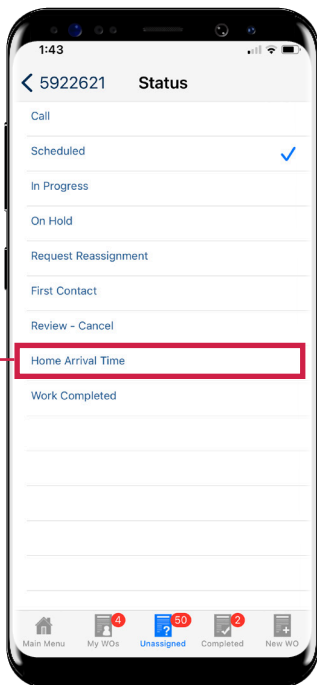
9 Tap **Edit**



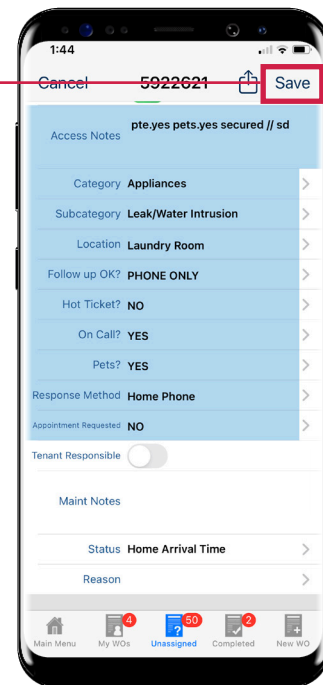
10 Scroll down and tap **Status**



11 Tap **Home Arrival Time**



12 Tap **Save**

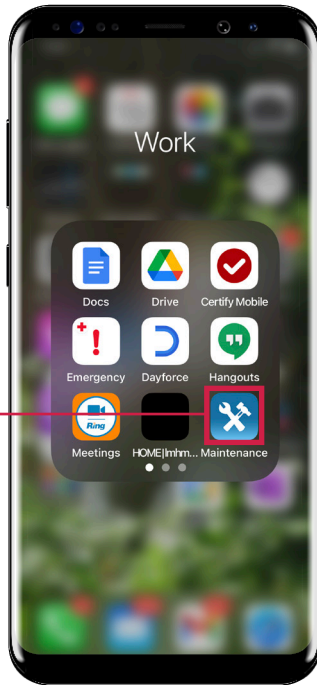


NOTE:
When changing work orders to this Status, you must be physically at the resident's door (in-person).

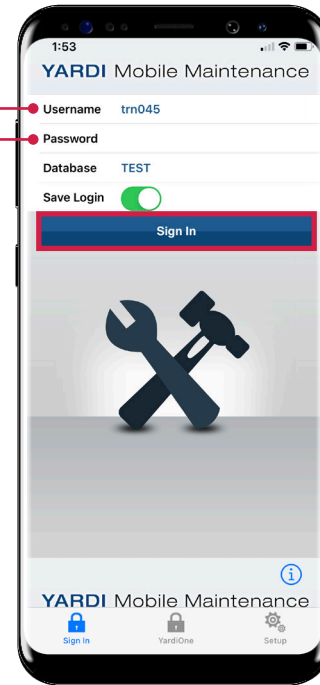
HELPFUL FEATURES

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

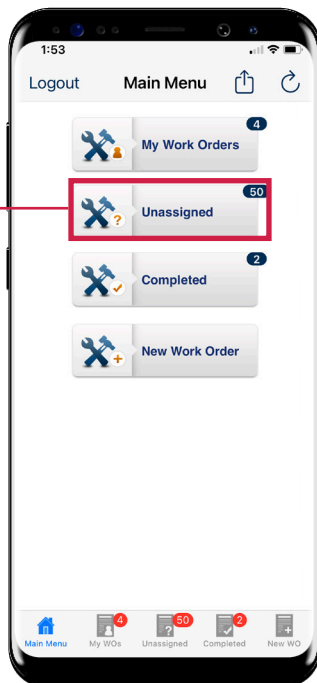
1 Tap the **YARDI Maintenance App**



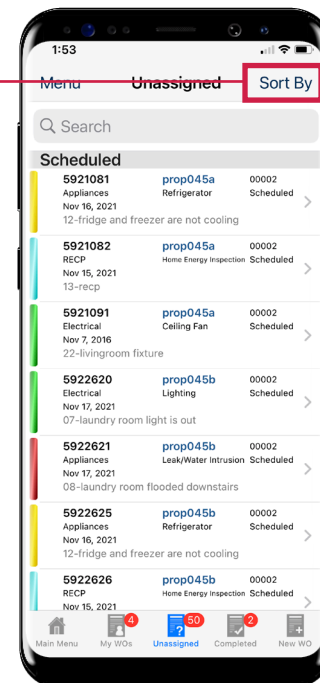
2 Enter your **username** and **password**, then tap **Sign In**



3 Tap **Unassigned**

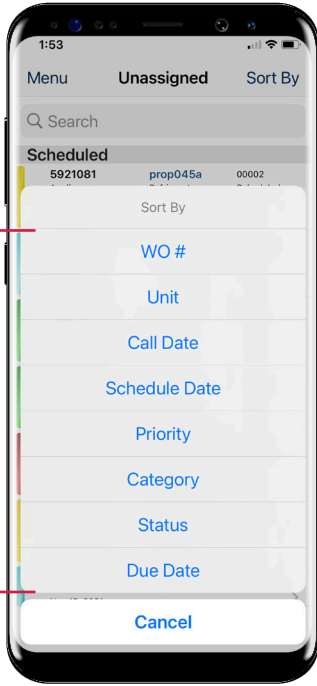


4 Tap **Sort By**



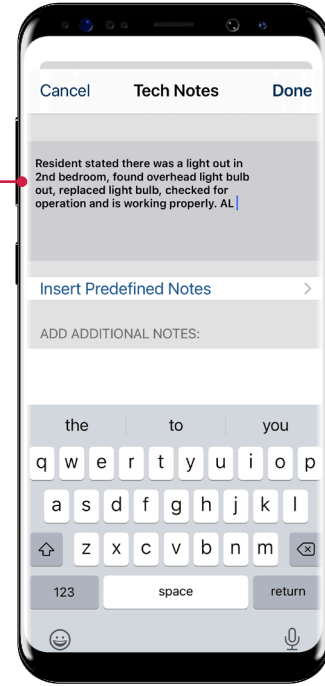
HELPFUL FEATURES

5 Work Orders can then be sorted by the following:



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

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



NOTE:

Ensure notes are accurate before saving.

