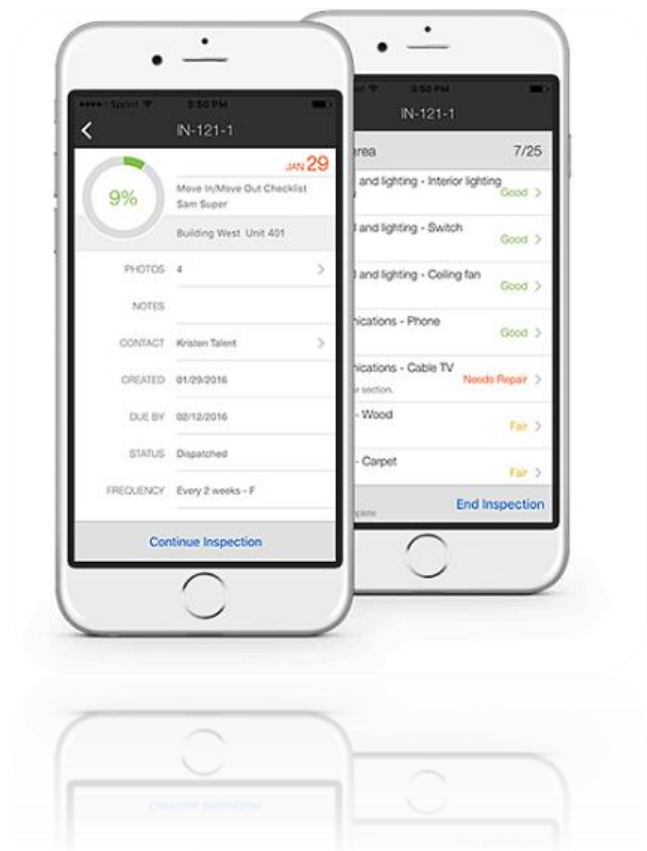


MOBILE FACILITIES

WELCOME GUIDE

FOR NEW & EXISTING MOBILE FACILITIES USERS



WELCOME

Keep your maintenance techs out on the property and amaze your residents with faster service using RealPage® Facilities Maintenance Software with Mobile Facilities App.

RealPage property maintenance software lets you modernize your maintenance process. With RealPage you can quickly assign work orders and make-readies, view detailed reports, and perform move-in and move-outs lightning fast using your phone. You can monitor open jobs, measure performance to make improvements, and shorten response times while cutting costs.

RealPage's Support Team is available to help every step of the way. Contact us with any questions.

Sincerely,

RealPage Support Team
Email: Support@realpage.com
Phone: 1-800-704-0154

CONTACTING REALPAGE SUPPORT



Client Portal

- Registered users can log in to submit Support Requests (Preferred Method)
- Click here to access the Client Portal Guide

Phone Support

- 1-800-704-0154

Email

- Support@realpage.com

SERVICE LEVEL SCALE (SLS) FOR SUPPORT CASES

Priority	Definition	SLS Hours
P1 - Critical	Client site is not operational, and no workaround is available. These are also issues that cause crashes or severe hindrance of use for the product.	12 business hours
P2 - High	Issues where the site is operational, but a major function is down.	36 business hours
P3 - Medium	Issues where there is a workaround that allows the client to circumvent the issue until a fix can be applied.	6 - 8 business weeks (450 business hours)
P4 - Enhancement	Client is requesting a change of functionality for the product. Has been replaced by the "Idea Exchange" on the RealPage Client Portal.	Determined by the Product Manager of the impacted product

WHAT WILL REALPAGE SUPPORT HELP WITH?

Support will provide support via phone or email to users during the deployment process. Support includes:

1. 'How to' questions from site users: Logging in, creating service requests, creating inspections, make readies, assets, consumption logs.
2. Application Errors
3. Browser related issues: Missing buttons, etc.
4. Integration questions/Inventory & Asset Integration with OpsBuyer
5. Help on how to run reports/understanding differences in reporting
6. Log in issues
7. Installing Mobile Application

SUGGESTED INFORMATION TO INCLUDE WHEN CONTACTING SUPPORT FOR MOBILE APP ISSUES:

- Device Information (Example Galaxy 8? iPhone7 Plus?)
- User ID experiencing issues
- Property name if property specific
- IOS version/Android Version
- Screenshots are very helpful
- Detail information as to what the issue is, for example if there was an error, what action was the user taking while they received the error
- Mobile Facilities App Version (Can be found in Settings)
- Is user on Wi-Fi or a Data Plan?
- Are you utilizing Unified Login?



TRAINING DOCUMENTS



User Guides	Document Link	Video Link
Mobile Facilities User Guide	Link to Document	
Inventory Integration with Spend Management User Guide	Link to Document	
Facilities-Inventory	Link to Document	
Mobile Facilities-Inspections	Link to Document	
Resident Charge Approval Workflow User Guide	Link to Document	
How To Documents		
Setting up Mobile Facilities Users	Link to Document	
Product Learning Portal Instructions for Mobile Facilities Webinar	Link to Document	
Submitting an Enhancement Request	Link to Document	
Inspection Templates Set up Instructions	Link to Document	Link to Video
Move Photos to FAS	Link to Document	
Mobile Facilities Quickstep Guide	Link to Document	
Implementation Call Webinar		Link to Video
Best Practice-Mobile Facilities	Link to Document	
Marketing Material		
Keep your Maintenance Process Moving	Link to Document	
Customer Testimonial-RISE RESIDENTIAL	Link to Document	
Customer Testimonial-BUE RIDGE COMPANIES	Link to Document	
Customer Testimonial-CAMDEN	Link to Document	

LOOKING FOR WEBINAR TRAINING?

Our RealPage team is offering two Group Webinar Trainings a month! Log in to [Product Learning Portal Website](#) to view the Training Calendar dates available. For further instructions on accessing the Learning portal please refer to the Product Learning Portal Instructions for Mobile Facilities Webinar above.

We also recommend having users take the below courses through the Learning Catalog:

Onsite Facilities

- ✎ Mobile Facilities App
- ✎ Mobile Facilities App: Inventory Management
- ✎ Facilities Plus Mobile App Reports – Demonstrations
- ✎ Facilities Plus Mobile App – Demonstrations
- ✎ OneSite Facilities
- ✎ OneSite Facilities – Demonstrations

Need Spanish Speaking Training? Onsite Facilities-Spanish

- ✎ Aplicación móvil Facilities Plus (Facilities Plus Mobile App)
- ✎ OneSite Facilities - Spanish

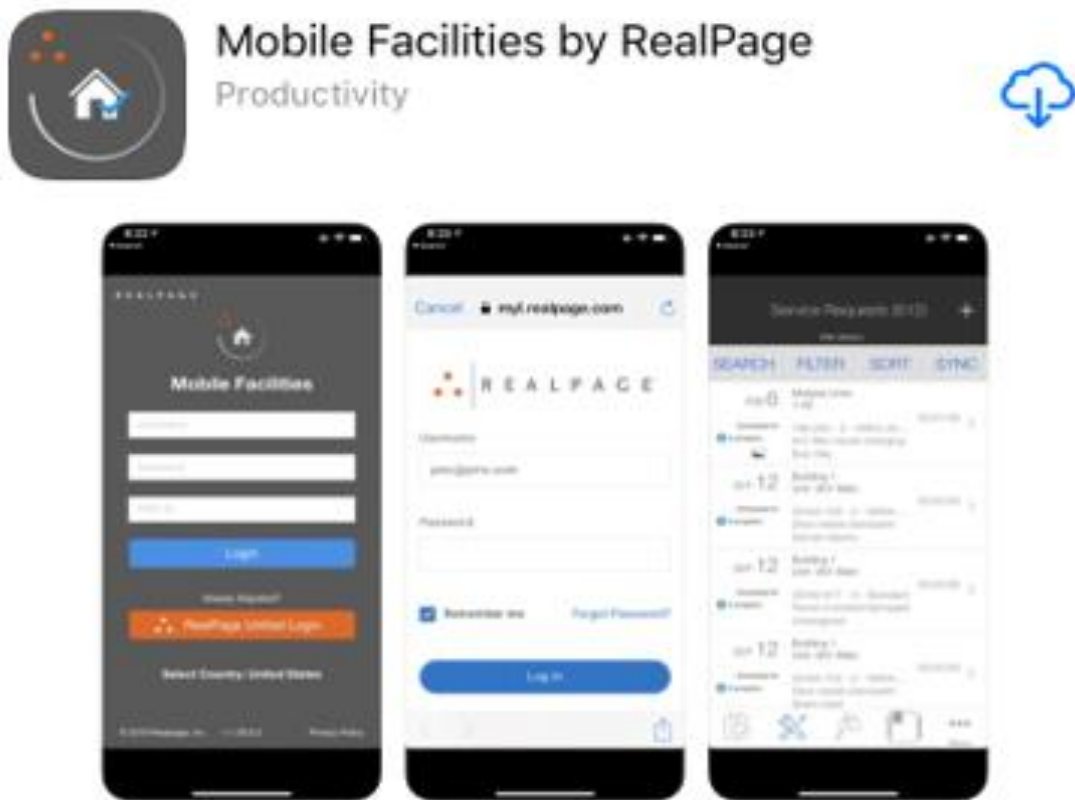


MOBILE FACILITIES APPLICATION

Downloading Mobile Facilities

You can download our application in the Apple Store or Playstore application for Android. Just search for Mobile Facilities by RealPage.

Note: **When searching on App store in IOS ipad device search under iPhone only.**



Once Downloaded Technicians can do the following:

- Complete Service Requests
- Complete Make Readies
- Work on Inspections
- Record Time Worked
- Bill and take Payments
- Create and Maintain Assets