



### CRISIS RESPONSE

Another way RealPage is helping to protect your residents and employees while ensuring your business continuity.

# Tips & Best Practices for Protecting Teams & Residents

One of the best defenses in times of crisis is reliable, accurate knowledge. RealPage has compiled the following tips and best practices for ActiveBuilding users to help improve communication and offer online self-service to comply with social distancing.

## USE ACTIVEBUILDING MESSAGES FOR HIGH PRIORITY COMMUNICATIONS

If your communication requires timely delivery, use ActiveBuilding Messages (vs. the Activity Wall posts) and note the following:

- Choose the email delivery option, as it sends email messages in real time and allows residents to respond to your staff.
- For emergencies, choose the “Important Facilities or Operations Update” option (residents cannot opt out of these messages in their Notification Settings).
- Use Activity Wall posts for less time-sensitive communications. Activity Wall notifications are delivered each evening as a Daily Digest of all the updates from that day.
- Unregistered residents will receive Messages from ActiveBuilding but cannot view the Activity Wall Posts or receive Daily Activity Digest emails.

## ENCOURAGE RESIDENTS TO OPT-IN TO SMS

For residents to receive a text notification, they must enable SMS notifications once registered in ActiveBuilding. If text notifications are a focus, we recommended actively promoting to residents how to enable their SMS notifications.

*HOW-TO: Person Icon > Personal Settings > Notifications > Enable SMS Notifications*

## RECONNECT: ENCOURAGE ACTIVEBUILDING REGISTRATIONS

Take this opportunity to reconnect with residents who have not registered for ActiveBuilding and re-send their registration invitation.

*HOW-TO: Dashboard > Resident Management > Residents identified by > Resend Invite*

## NOTIFY RESIDENTS OF ANY CHANGES TO YOUR SERVICE REQUEST POLICY

If you have enacted any changes in the maintenance request process, you can save resident and staff time by adding a message to the top of the request form in ActiveBuilding. For example, if you choose to limit maintenance requests to emergency-only incidents, you can easily change the service request form message to display a notification for residents.

*HOW-TO: Dashboard > Application Settings > Modules & Features > Service Requests*

## SCHEDULE “SPECIAL LEASING OFFICE HOURS” USING AMENITY RESERVATIONS

To limit resident and staff interaction in leasing offices, use amenity reservations to schedule calls, video chats or socially-distanced, in-person meetings. In addition to making the reservation process self-service, you can offer specific time slots and gather resident questions ahead of your meeting. NOTE: Amenity Reservations module must be enabled.

*HOW-TO: Community > Amenities > Add Amenity*

## ENCOURAGE ONLINE PAYMENTS (REALPAGE PAYMENTS)

Protect the health of your staff and residents by encouraging payment options that do not require in-person office visits. Encourage your residents to consider paying more safely with credit/debit card and ACH payment options. eMoney Order is also an option especially important for your residents who are seniors or others with low or fixed incomes that might not have the option to pay online. eMoney Order will allow them to pay at their local retailer or supermarket. Our retail locator is updated daily:

<https://www.datatel-systems.com/ext/client%20forms/checkfreepay.aspx>

You can also direct residents to how-to video links that walk them through paying rent online, printing a payment coupon, and setting up recurring payments – right from within the ActiveBuilding portal or app.

*HOW-TO: Make a Payment > Select Payment Method > Add New Payment*

## ENCOURAGE ONLINE PAYMENTS (CLICKPAY®)

To ensure no disruption to cash flow, urge residents to pay monthly expenses with electronic forms of payment. Check payments made in the office could expose staff and residents, and checks mailed off-site could experience delays with mail and processing. Contact residents who pay by check and ask that they register for ClickPay to pay online. ClickPay can provide branded email templates that you can modify to your needs and send to residents. Additionally, clients can direct residents to [support@clickpay.com](mailto:support@clickpay.com) or the ClickPay Resource Center at <https://support.clickpay.com/hc/en-us/categories/203820487-Resident-Help-Center>