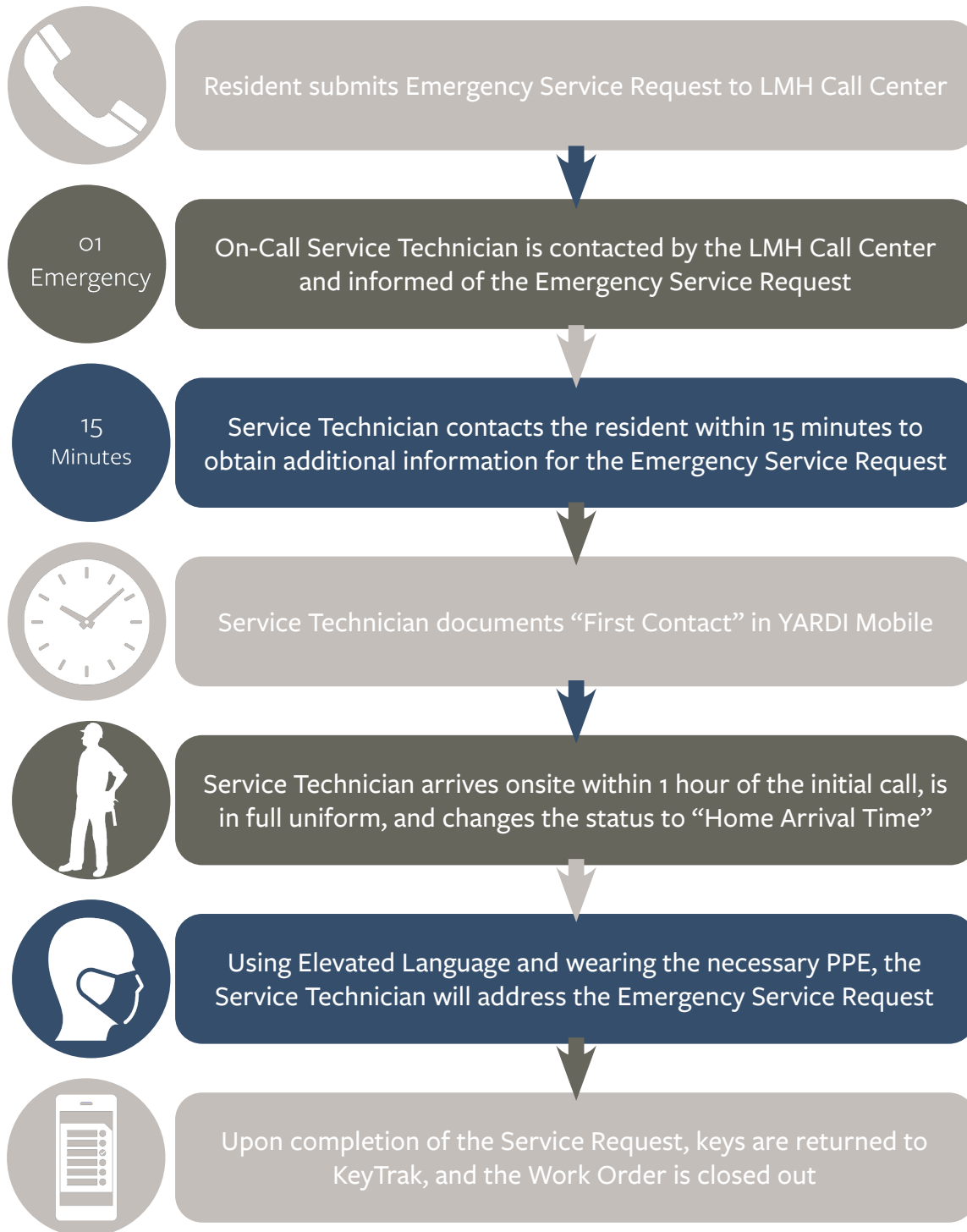


ON CALL PROCEDURES

Participant Guide



ON-CALL PROTOCOLS

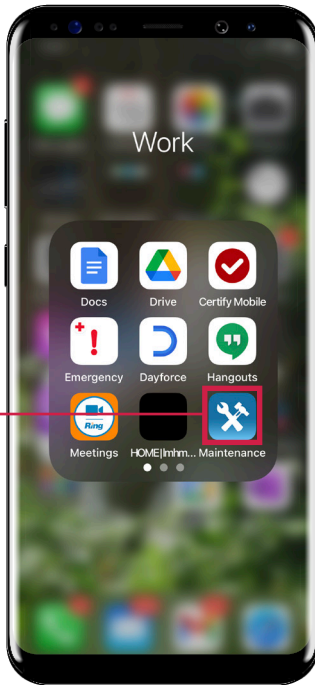
**NOTE:**

- Service Requests that require attention from the next shift must be contacted first thing in the morning
- If the Service Request requires vendor assistance, the District Manager and/or Maintenance Supervisor must be contacted first

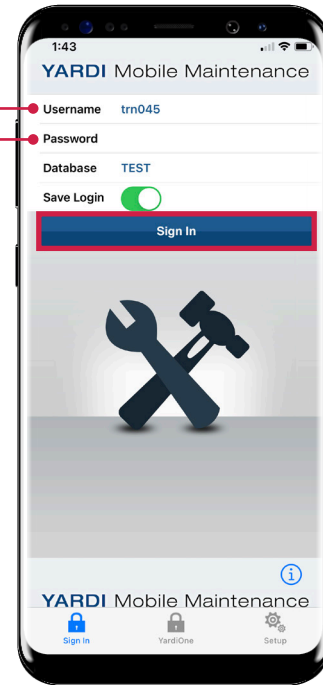
ON CALL - DOCUMENTING ARRIVAL TIME

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

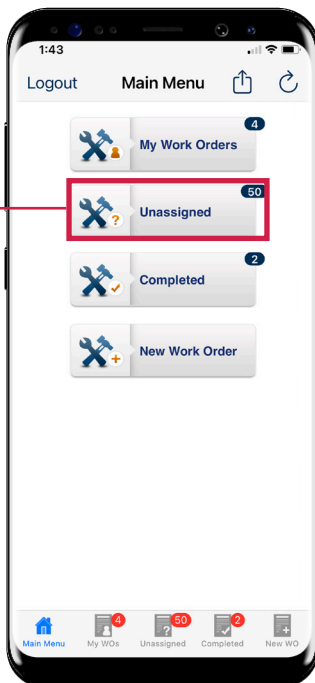
- 1 Tap the **YARDI Maintenance App**



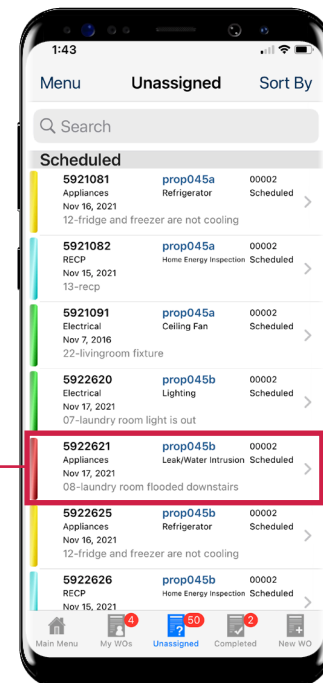
- 2 Enter your **username** and **password**, then tap **Sign In**



- 3 Tap **Unassigned**

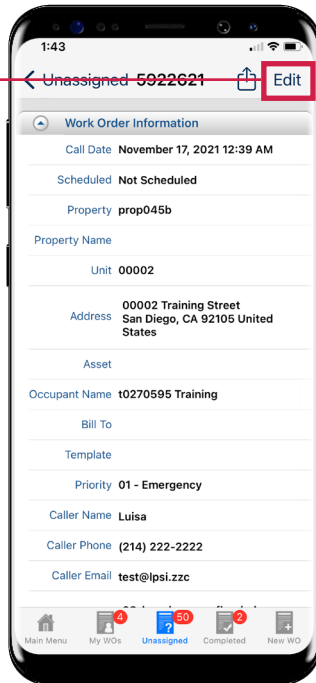


- 4 Locate the **Emergency Work Order**

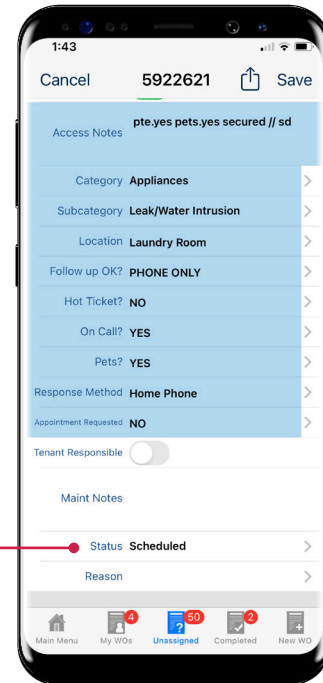


ON CALL - DOCUMENTING ARRIVAL TIME

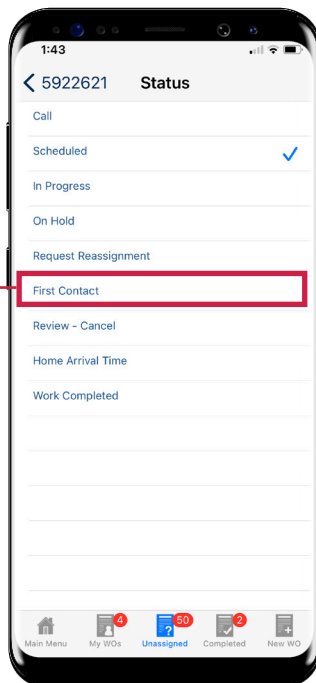
5 Tap **Edit**



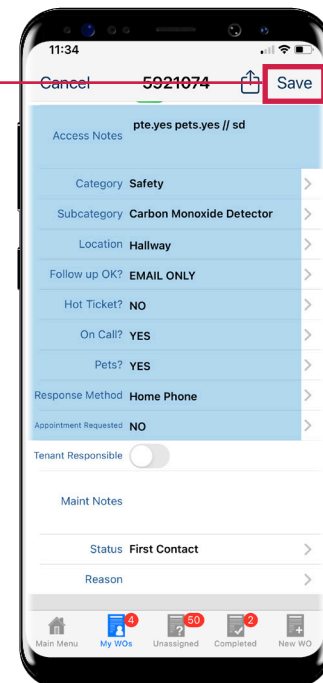
6 Scroll down and tap **Status**



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.

ON CALL - DOCUMENTING ARRIVAL TIME

9 Tap **Edit**

1:43
← Unassigned 5922621 → Edit

Work Order Information

Call Date November 17, 2021 12:39 AM

Scheduled Not Scheduled

Property prop045b

Property Name

Unit 00002

Address 00002 Training Street
San Diego, CA 92105 United States

Asset

Occupant Name 10270595 Training

Bill To

Template

Priority 01 - Emergency

Caller Name Luisa

Caller Phone (214) 222-2222

Caller Email test@lpsi.zcc

Main Menu My WOs Unassigned Completed New WO

10 Scroll down and tap **Status**

11:34
Cancel 5921074 Save

Access Notes pte.yes pets.yes // sd

Category Safety

Subcategory Carbon Monoxide Detector

Location Hallway

Follow up OK? EMAIL ONLY

Hot Ticket? NO

On Call? YES

Pets? YES

Response Method Home Phone

Appointment Requested NO

Tenant Responsible ☐

Maint Notes

Status First Contact

Reason

Main Menu My WOs Unassigned Completed New WO

11 Tap **Home Arrival Time**

1:43
← 5922621 Status

Call

Scheduled ☒

In Progress

On Hold

Request Reassignment

First Contact

Review - Cancel

Home Arrival Time

Work Completed

Main Menu My WOs Unassigned Completed New WO

12 Tap **Save**

1:44
Cancel 5922621 Save

Access Notes pte.yes pets.yes secured // sd

Category Appliances

Subcategory Leak/Water Intrusion

Location Laundry Room

Follow up OK? PHONE ONLY

Hot Ticket? NO

On Call? YES

Pets? YES

Response Method Home Phone

Appointment Requested NO

Tenant Responsible ☐

Maint Notes

Status Home Arrival Time

Reason

Main Menu My WOs Unassigned Completed New WO

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

NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

