AppFolio Vendor Portal Quick Start Guide

Thank you for being a business partner with At Home Real Estate Property Management, LLC. To help you get familiar with AppFolio, our rental software provider, we've created this Quick Start Guide. As we go, we'll share some tips and tricks for using the system.

Please note that you can always access the work order system by navigating to www.vendor.appfolio.com. Note: AppFolio oddly does not offer a mobile application, their website is the only way to access your work orders.

QR Code to Access Vendor Portal

Initial Process
Whenever a resident submits a work order, we evaluate the situation and forward it to the relevant vendor.

On your end, you'll receive notifications via email and/or text message. To access the work order, simply select the "View Work Order" button.

Note: Many vendors access the website on their mobile devices, so these screenshots are taken from a mobile device. Please note that the site might look slightly different on a desktop, but its functionality will remain consistent.

The Rest of This Guide
The following pages will describe each "pane" in the Work Order screen. This is to help familiarize you with each pane and how it helps us work together. If you have any questions, please always feel free to reach out to use at maintenance@fultonmo.com.

Work Order Details Pane
This pane provides crucial information, such as the priority of the request and whether there's a scheduled time to address the issue. By default, it displays nothing scheduled, but after you schedule a time with a resident, it will be shown here. We'll cover how to schedule in a future pane.
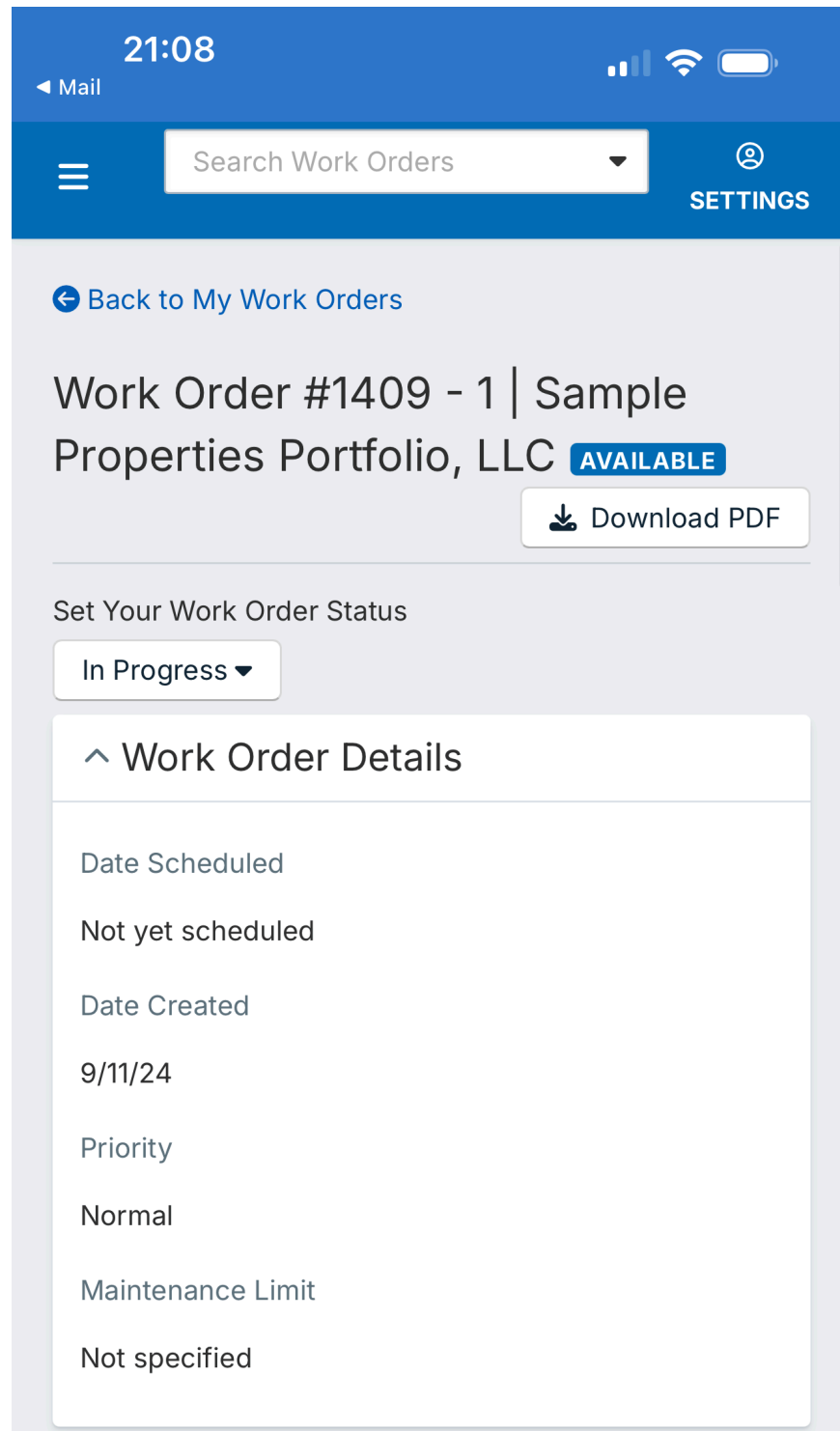
Tenant Pane
This pane provides various communication options with residents.

The standout feature is the ability to text residents. We've noticed that they respond more promptly to us and vendors through texts.

This function also records messages exchanged between you and the resident, ensuring clarity and avoiding confusion. Additionally, it conceals your personal phone number from the resident, preventing them from contacting you directly after the job.

To use this feature, enter your phone number in the "Verify Your Number" box and select "Verify."

You'll receive a text confirming your number. You can start messaging with this number, and all messages will be sent directly to the resident. Any responses will also come to this number, streamlining conversations and enhancing efficiency.

Tip: Whenever you work on a different work order, you'll repeat this verification step to generate unique numbers for communicating with different residents.

Job Information Pane
This is where you'll find the address, description of the issue, vendor instructions, and information about whether the resident has given permission to enter.

Notice: Even if a resident has given permission to enter, you must always inform the resident about your visit to the property. This is for the safety and security of everyone involved. We wouldn't want anyone to be startled or hurt by an unexpected visit. Additionally, we kindly request our residents to inform us if a vendor fails to provide notice before arriving.

Schedule Pane
After discussing the time and date to assist a resident with an issue, you schedule it in the AppFolio Vendor portal. This ensures that everyone involved—the resident, the management company, and you—are on the same page regarding the repair schedule. Additionally, it sends a text reminder to the resident that you'll be coming out to perform any maintenance. **We require that this function be used to ensure that all parties are aligned, including our awareness of the job being performed.**

Important: Maintenance services are stated in our lease to be done Monday through Friday from 8:00 AM to 5:00 PM, unless otherwise agreed upon between you and the resident. Please note that residents are informed that scheduling is at the discretion of the vendor so that you are able to expedite the resolution of any issues. If you encounter a resident who is resistant to scheduling, or is being rude or hostile, please contact us at maintenance@fultonmo.com for assistance. We take such matters very seriously and ensure that all our vendors feel comfortable and respected.

21:08
◀ Mail

Search Work Orders ▼

👤 SETTINGS

≡

∧ Schedule

After you scheduled the job with the tenant, please enter the date and time below. When entered, we will automatically update the property manager and send the tenant a reminder 24 hours before your arrival window.

Scheduled For *

[📅]

Arrival Window *

[4 hours   ∨]

Time *

[Enter a time   🕐]

Timezone

CDT

Schedule Job

Bottom Buttons
You'll also notice a few buttons at the bottom of the page. These are also quite useful. Here's a brief overview.

Notes: If you'd like to make any notes about the work order, share your experiences, or include photos of completed work or other issues, feel free to use the notes section. Please note that these notes are not shared with the resident through the work order system.

Invoices: Instead of uploading the invoice here, kindly contact us at help@fultonmo.com. We will provide you with a custom email address that you can use to send your invoice for processing.

Work Done: Whenever you've finished a job, press the "Work Done" button to inform us of its completion. This will enable us to track the progress and ensure everyone is on the same page.
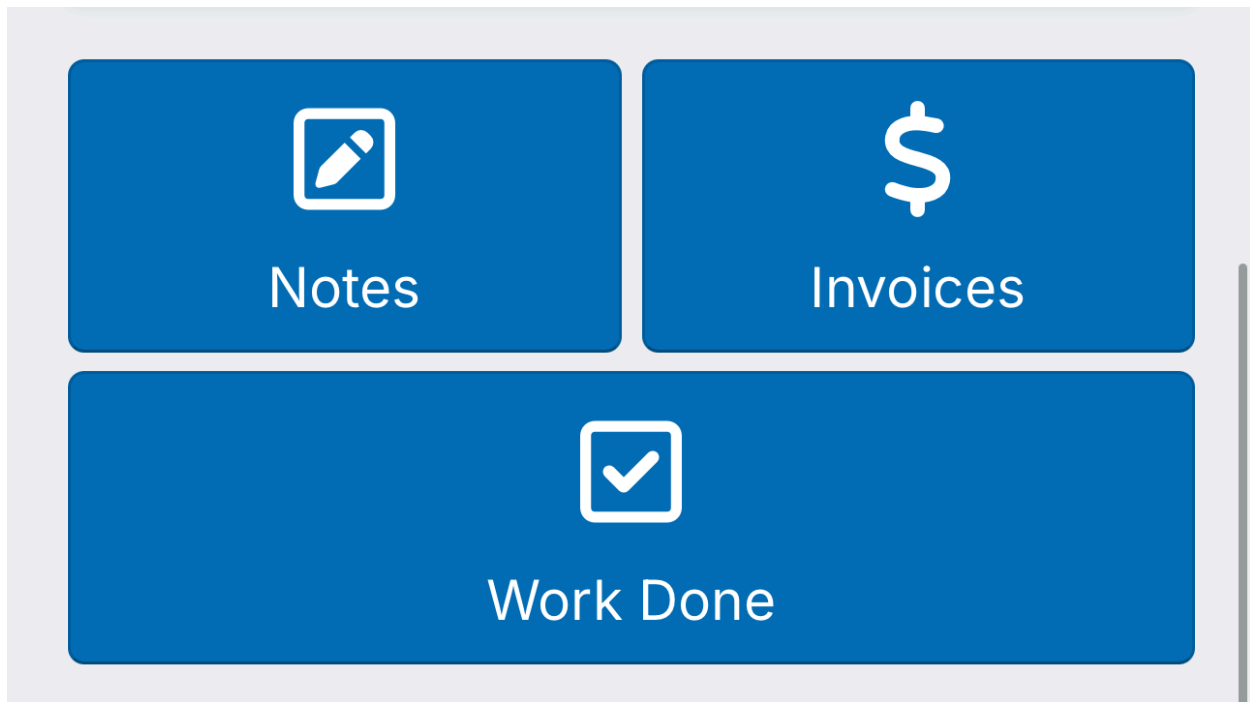
Tip: Navigating to the Work Orders home page is a breeze. Simply select the "Work Orders" tab, located on the hamburger button (three horizontal lines) in the top left corner of the screen. This will bring you to a screen displaying all active work orders, as well as those marked as "Done" or "Completed."
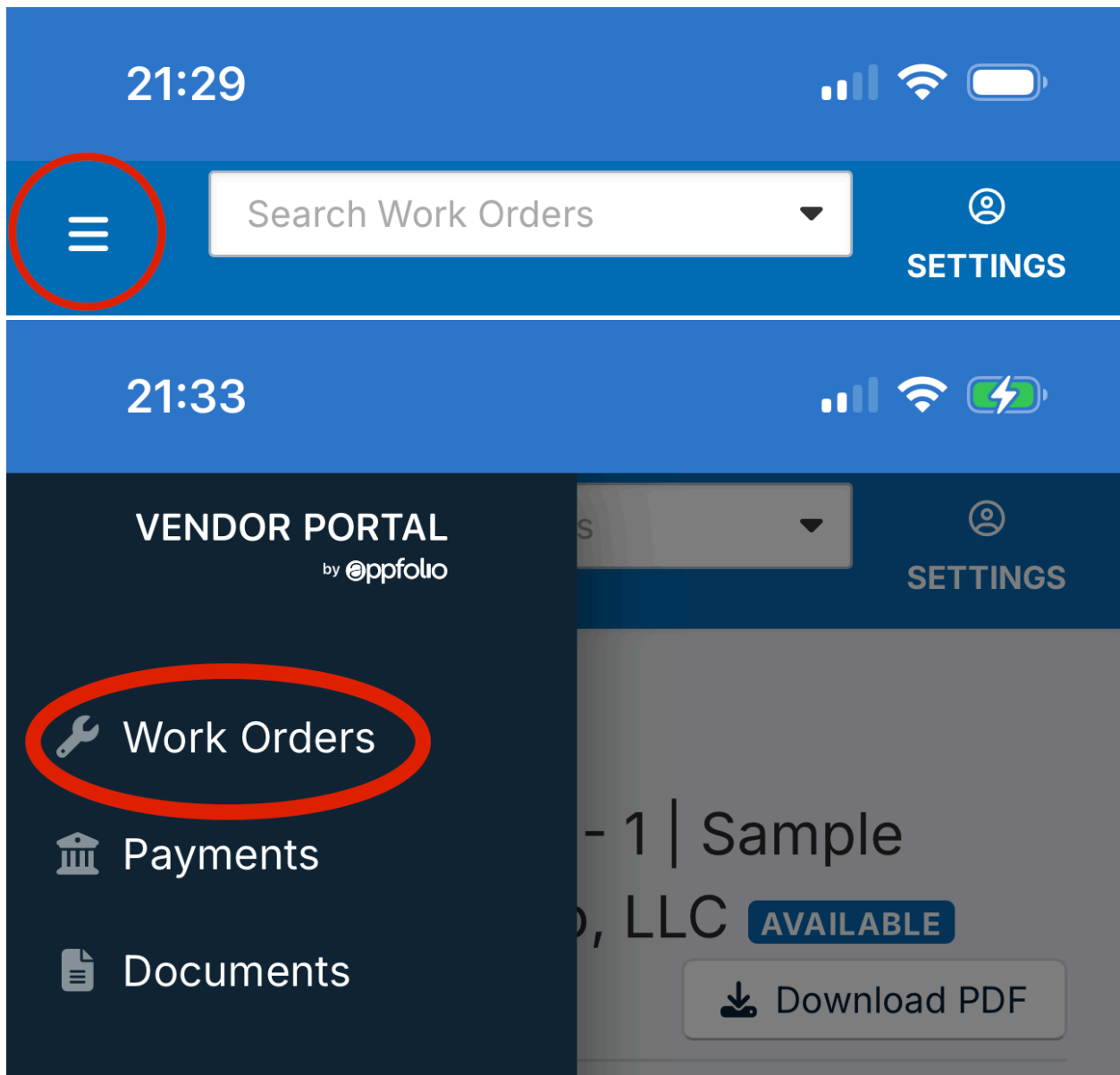
Tip: To find a specific work order, use the search box at the top of the "Work Orders" page. You can enter a work order number or an address for a property you're servicing. Selecting the result will take you to the work order page.
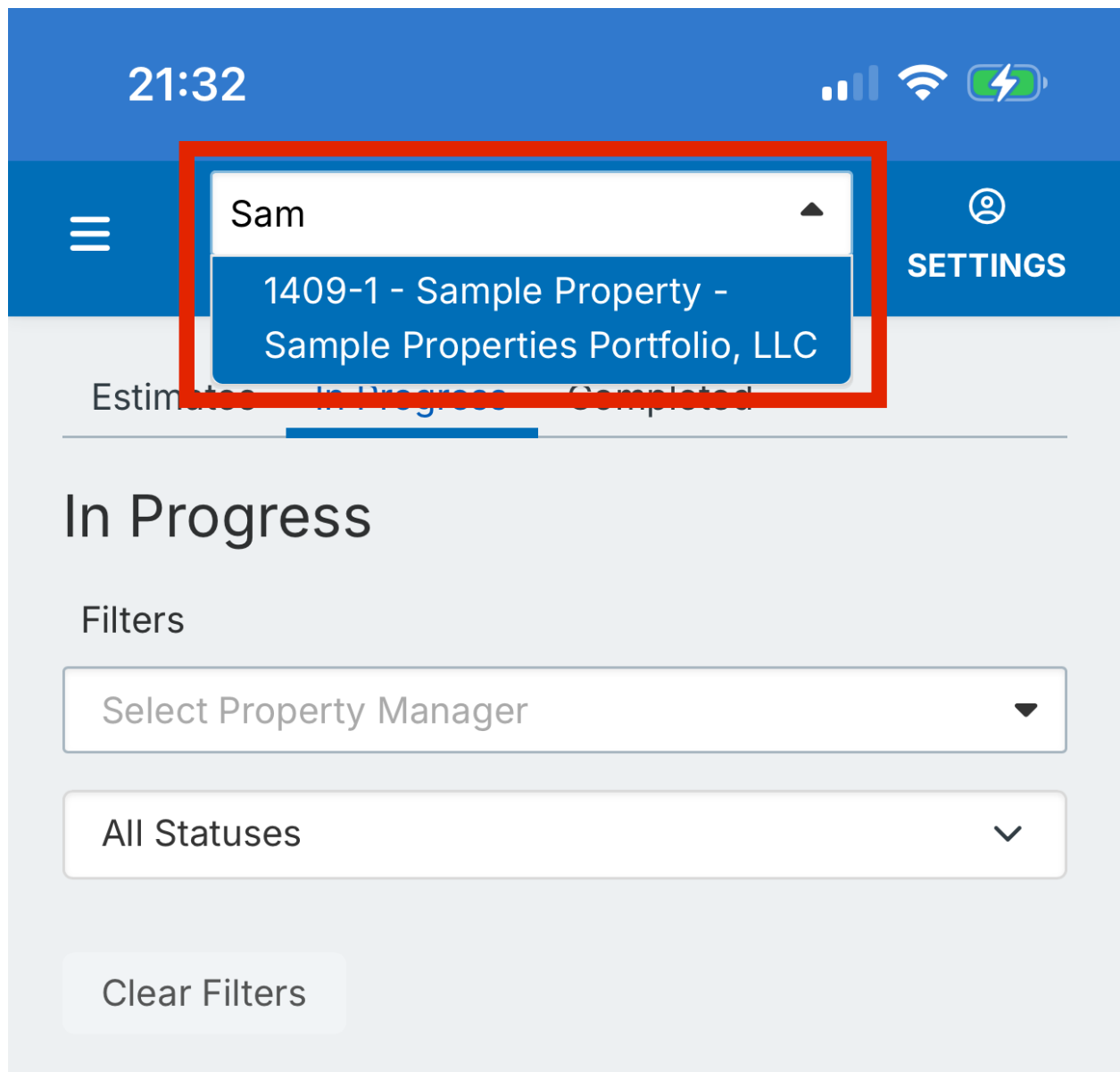
A Few Remaining Tips

- If you'd like to log in directly to AppFolio's vendor portal using your email address and password, please visit our website at www.fultonmo.com/vendor for a step-by-step guide on setting up an email and password login.

- AppFolio lacks a sorting feature for work orders, so you'll have to scroll through the list on the Work Order page, or alternatively enter the physical address in the search bar to locate the work order.

- We cannot set deadlines for jobs in AppFolio. Please refer to the work order notes or reach out to us for any clarification.

- You can also call our phone number at 573-416-0070 and select the vendor line or email us at maintenance@fultonmo.com if you need assistance with a work order or if we can try to provide help with the AppFolio Vendor Portal.

Thank you for taking the time to review this Quick Start Guide. We look forward to doing business together, and hope that this was helpful in using the AppFolio Vendor Portal.