

How-to Guide to:



Pre-Arrival Inspection App

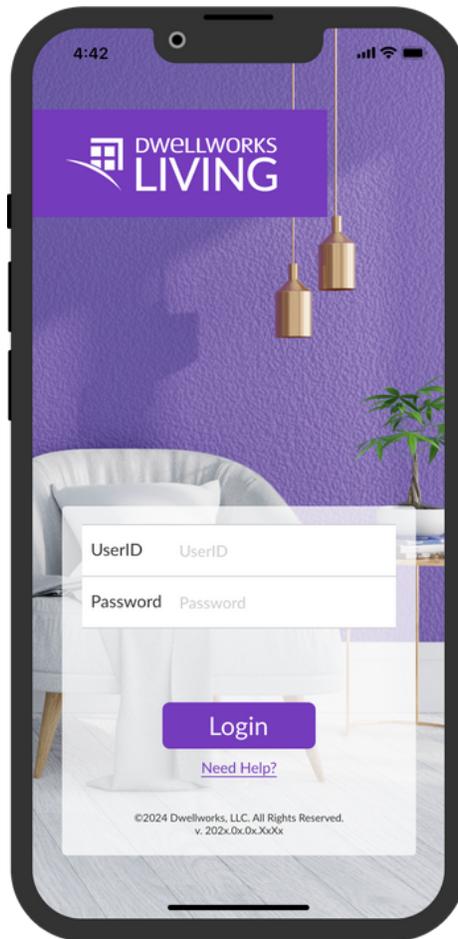


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Top FAQs

Are photos always required?

The app will let you know when photos are required. We do recommend taking photos, though, as that's the best way to create an accurate record of pre-arrival conditions.

What if I open the app and I don't see any inspections to complete?

You may need to tap the 'Refresh my Task List' button to sync the app and retrieve your current roster of inspections.

What if the unit I'm inspecting has an unusual or atypical space, like a wine cellar or computer room?

There are tools in the app that allow you to easily add custom spaces to your unit as you go along.

What if I get an error message while logging in?

Contact your Dwellworks Living representative to confirm your epic™ credentials.

(Reminder – credentials are case sensitive)

Welcome!

We know the inspection process can be daunting.
This app just made it easier.

This free app allows our supplier partners/property operators to thoroughly capture unit conditions prior to guest arrival so that a clear record will exist for any client/guest questions and in the event of future disputes.

Downloading the App

The app is available in the Apple and GooglePlay stores. Hover with your phone camera or press and hold the following QR codes with your finger to download the app from either store.

[Click here for the Apple Store link.](#)

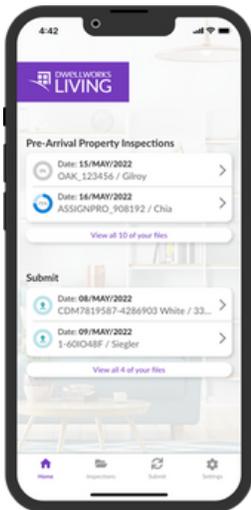
[Click here for the GooglePlay link.](#)

Logging In

Use your epic™ username & password to login (reminder – credentials are case sensitive.) If you run into technical difficulties, please contact us at it@dwellworks.com

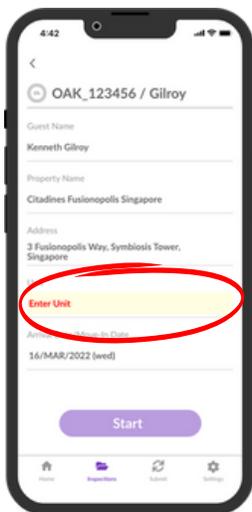
For non-technical questions, please contact your Dwellworks Living Supply Chain representative.

Getting Started with an Inspection



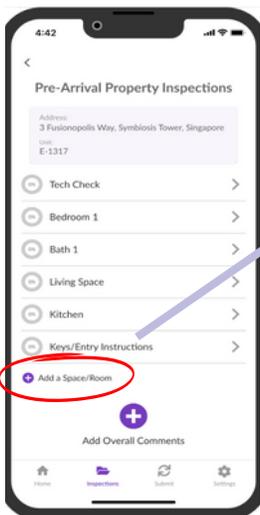
On your home screen you will see both the inspections in progress and inspections that are ready to be completed and submitted.

To begin an inspection, tap on the Property Inspection that you would like to start.



You will be asked to include a Unit number or other ID if this field is not prepopulated.

After you've completed this step, you will then proceed with the inspection.

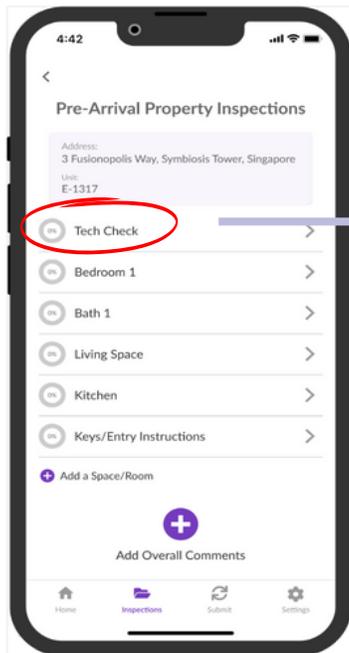


After you have inspected all the core elements of the unit, you can choose to add missing spaces or rooms that are not included in the standard list.

You may also add additional overall comments that you feel are important to note.

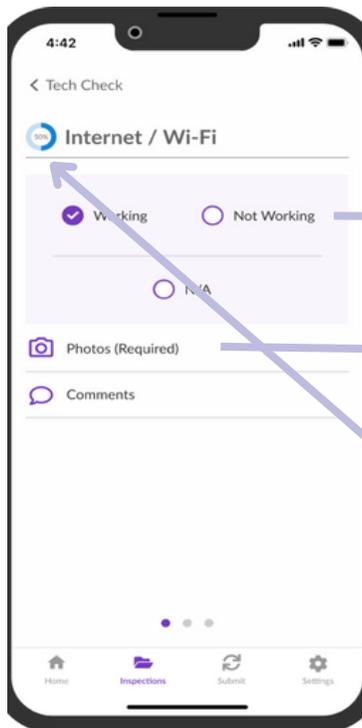
See additional details: page 7

Completing a Tech Check



At the top of your list of rooms, you will see the “Tech Check” section. Here you will inspect things like wifi-routers, digital entertainment, and any other digital amenity in the home.

If a particular item is present in the unit but not shown on the app, you can easily add it.



Tech Check Checklist

Choose between working, not working, or N/A for the technology’s status.

Here you must upload photos to show the condition of the equipment. You can retake these later if desired.

See the “Progress Wheel” on the upper left corner to see how far along you are in the overall inspection.

Inspecting a Room or Space

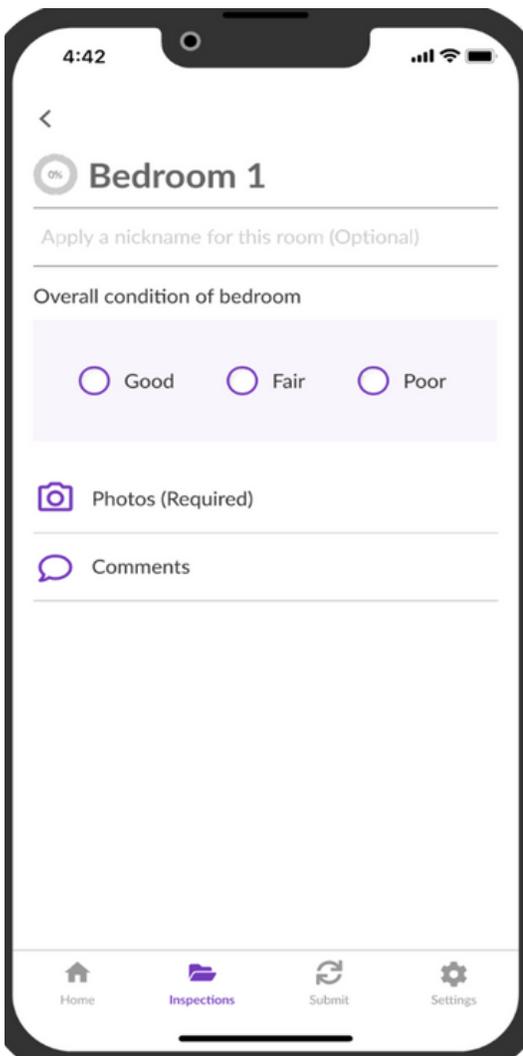
Under the “Tech Check” section is all the rooms to inspect. Once you select one, you can add a nickname or description for the room. Take note of the following as you inspect:

Guidelines:

Good – furnishings/appliances new or nearly new; no damage; complete sets of linens and housewares, etc

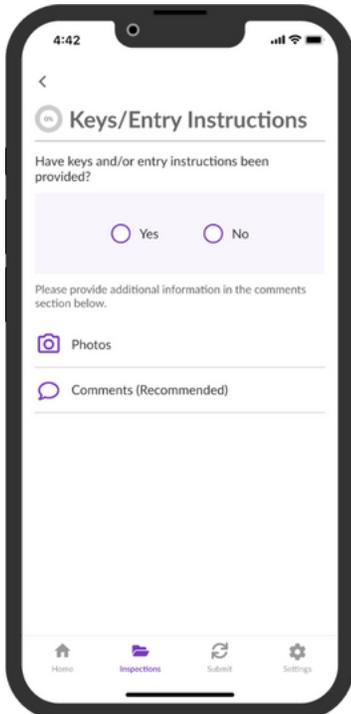
Fair – furnishings show some use; light scratches; note any incomplete sets of linens and housewares, etc.

Poor – damaged or stained furnishings; mismatched or incomplete sets of linens and housewares.



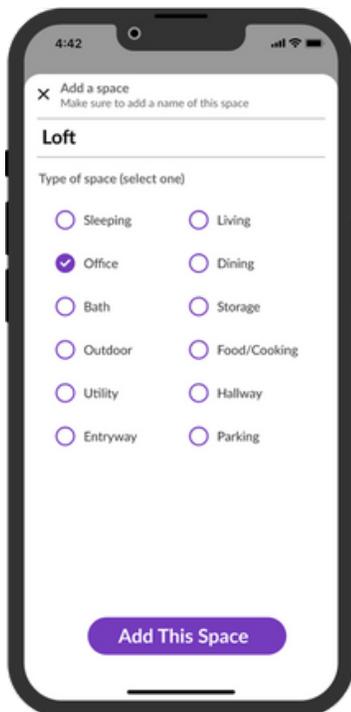
When the Progress Wheel looks like this, you have successfully completed this room’s/space’s inspection. Follow these instructions for every room/space, completing the description, the condition, the photo upload, and additional comments (optional).

Other Sections to Make Note of



Keys and Entry Information

Showing that you have provided the guest with access instructions is a critical piece of any Pre-Arrival Inspection. Use this section to note details, including photos and comments as necessary.

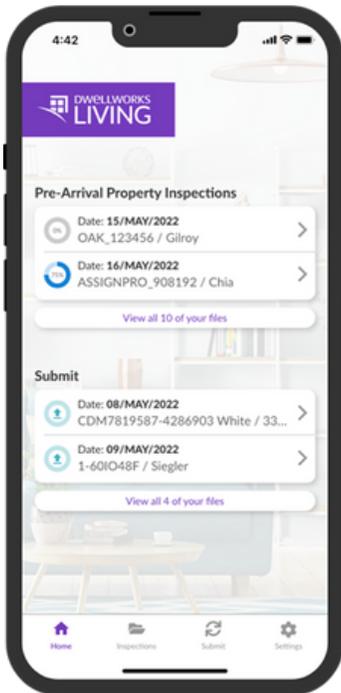


Adding A Space/Room

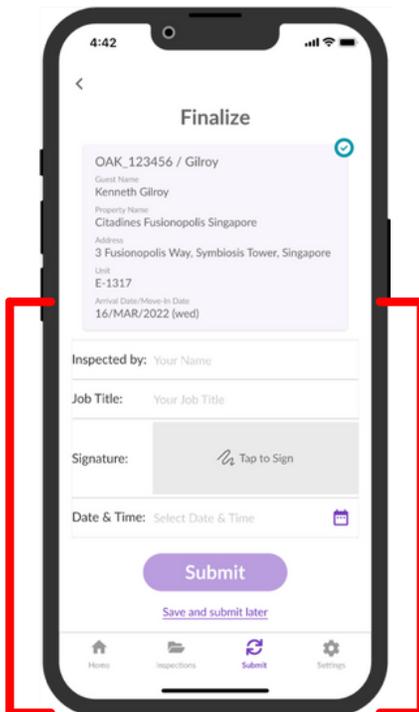
As noted, some units have unique rooms. Click the “Add Rooms/Spaces” button at the bottom of the room list to add one not already on the list.

You can add details about the room/space and name it whatever you like.

Submitting a Property Inspection



Once you have fully completed an inspection, you can navigate back to the home screen and view which inspections are ready to be submitted.

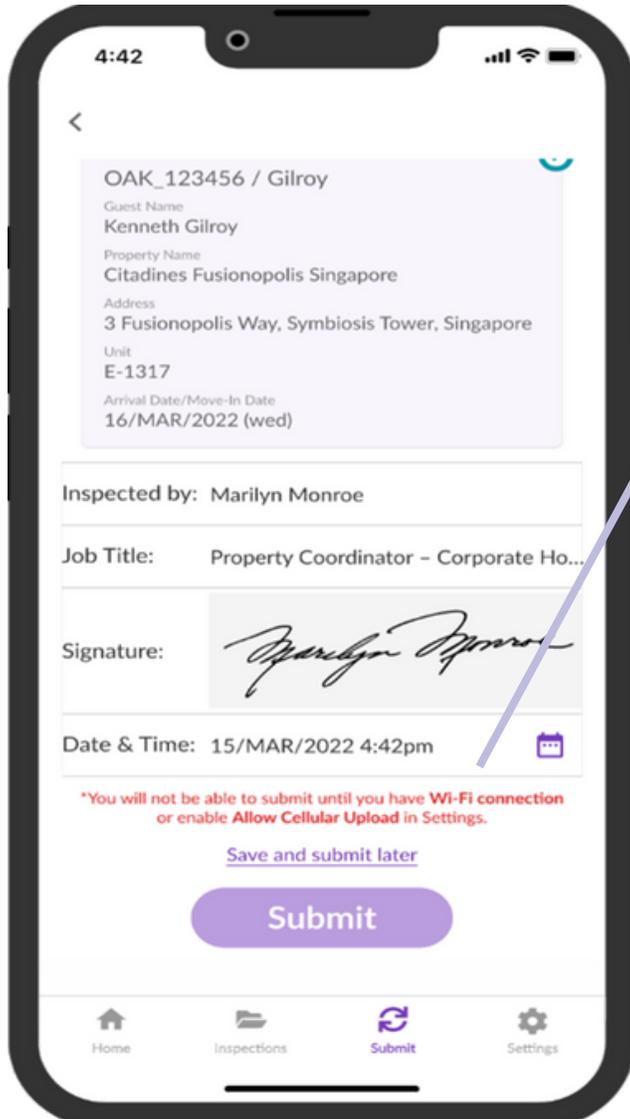


When preparing to submit an inspection, please fill out your name, job title, date and time of submission, and your signature. You can add a signature by writing with your fingertip.

Once you have reviewed and confirmed the details of your submission, simply tap on Submit.

If you would like to wait until you have a better signal or wish to use Wi-fi instead, you can choose to "Save and submit later."

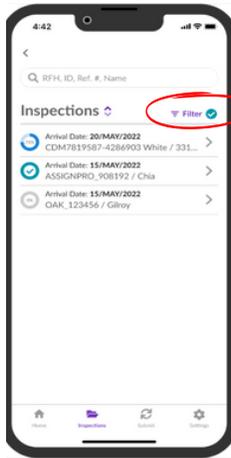
Wifi Connection Issues



If you see this message, go to Settings and select “Allow Cellular Upload.”

This will allow for faster submission speeds and allows you to upload high-quality photos.

Easy Ways to Find Specific Inspections



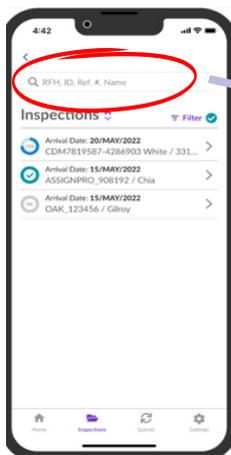
Filtering Inspections

Click the Filter button on the top right of the screen. You will see options to filter by date or status of the inspection.



Sorting Inspections

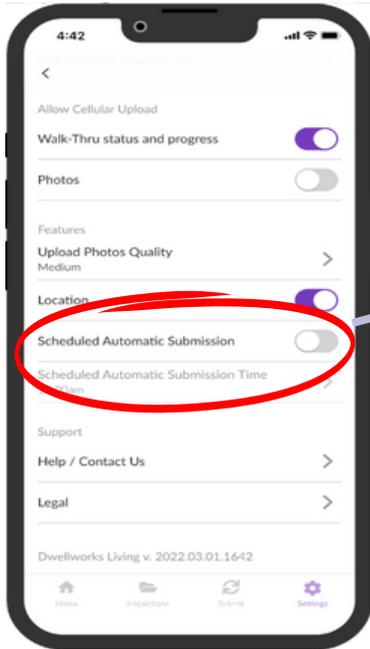
To sort Arrival Dates by ascending (further in the future) and descending (closer to the present), tap on the arrows to toggle between the two.



Searching for Inspections

Tap on the search bar to search for an Inspection by Guest Name or Request for Housing (RFH) ID.

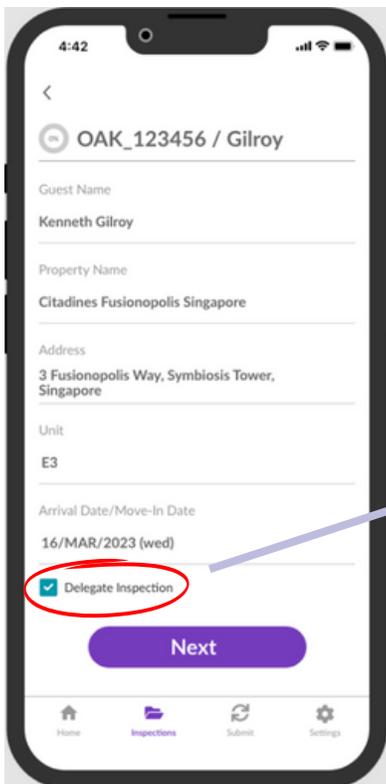
Other Helpful Tools



Scheduling Inspection Submissions

If you wish to have your reports submitted automatically at a specific time of day, tap to toggle this feature on and then set the time you wish for the submissions to be uploaded.

Delegating an Inspection



To send an assignment to someone else, open the file you wish to send and click “Delegate Inspection.”

On the next screen, fill out their name and email and click Delegate. A screen will pop up confirming the assignment was sent properly.

That delegate will get an email you will be CC’ed on with that confirmation and a secure passcode they will use in order to access the file. They will login to the app under the “Guest Login” feature.

**If you run into technical difficulties,
please contact us at
it@dwelworks.com**

**For non-technical questions, please
contact your Dwellworks Living
Supply Chain representative.**

**For all other questions about this app,
view our information page on
dwelworksliving.com**

