Repository: Entrata Content

Grace Hill has partnered with Entrata to provide their software online training courses (19 in total) and Application Training user guides (60+ documents) directly in Vision for our Gold and Platinum clients. Below is a catalog of the Entrata content available.

Gold clients can access Entrata content in the Vision Learning Center Library, system administrators can add Entrata user guides to the Resources widget on the Learning Center homepage, or assign the Entrata courses and user guides out to learners.

Platinum clients can access Entrata content from the Vision Library, add user guides to Resources, assign to learners, or use Plug & Play to incorporate needed Entrata content directly into custom courses.

The 19 available Entrata online courses will have the below learner instructions and acknowledgement included with each course:

Course Instructions for Learners: Click 'Get Started' to begin. Enter your name and email address and select 'Launch Course'. Once you complete the Final Knowledge Challenge, select 'Continue' to see your results and then close the window to return to your Learning Center. If you do not receive a passing score, launch the course again to retry. When you receive a passing score, proceed to the Acknowledgement.

Acknowledgement Language: Have you completed this course with a passing score of 80%? By selecting 'Yes' you are affirming that you have successfully completed this course with a passing score, and that you understand and intend to apply the knowledge gained.

Entrata Course Title	Duration	Description	Topics Included
Entrata Accounting Essentials	15 mins.	Entrata Accounting Essentials is a course covering the more advanced accounting processes of month-end close, bank reconciliations, journal entries, owner and management fees, closings, and more.	AP Payments, Bank Reconciliations, Journal Entries, Management Fees, Owners, Closings, Invoices, Purchase Orders, Vendor
Entrata Accounts Payable: Purchase Orders and Invoices	15 mins.	Team members charged with managing spending will benefit from Entrata Accounts Payable: Purchase Orders and Invoices. In this course, you will learn how to create, edit, and approve purchase orders for spending. You will also learn how to create, edit, and approve invoices attached to those purchase orders.	Entrata Dashboard Purchase Orders Invoices
Entrata Accounts Payable: Vendors and AP Payments	15 mins.	Entrata Accounts Payable: Vendors and AP Payments walks you through how to add and manage a vendor as well as approving and finalizing payments that have been run through the purchase order and invoice process.	AP Payments Vendors
Entrata Applications	15 mins.	The application process is exciting for both the applicant and the leasing representative! Entrata Applications ensures you know how to lead your applicant through the process using the ProspectPortal.	Entrata Dashboard Leads ProspectPortal

Entrata Course Title	Duration	Description	Topics Included
Entrata AR Payments	15 mins.	Payments come at you from all different directions at the first of the month. Entrata AR Payments teaches you how to ensure those payments are posted, deposits are made, and your residents' ledgers are adjusted properly.	AR Payments
Entrata Guest Cards	15 mins.	As the old saying goes...the information you get out is only as good as the information you put in. Learn how to make the most out of your lead tracking and follow-up using Entrata Guest Cards.	Entrata Dashboard Leads
Entrata Leasing	30 mins.	When it comes to executing a lease, it is important to make sure all of your i's are dotted and t's are crossed. Entrata Leasing helps ensure nothing is missed by helping you generate a lease, getting it signed by all parties, and countersigning the lease to ensure its complete execution.	Entrata Dashboard Leads
Entrata Maintenance	15 mins.	Manage each step of the maintenance process using Entrata Maintenance. Create, edit, and complete a work order, and manage the whole make ready process right from Entrata.	Entrata Dashboard Residents Maintenance
Entrata New Reports	30 mins.	Entrata New Reports gives you insight to what has changed from the original Entrata reporting package, helps you manage instances of reports, schedule reports and packets, and ensure you've migrated from the legacy reports to fully take advantage of your new options.	Reports
Entrata Reports	15 mins.	Know where to go to get the information you need using Entrata Reports. The information you need is right at your fingertips if you know where to look.	Reports
Entrata Resident Management 1	30 mins.	It has been said that a resident decides whether or not they will renew on move-in day. Even if that's not entirely true, you can use Entrata to help the move-in process run as smoothly as possible. Entrata Resident Management 1 will ensure you know how to set your new resident up for success by demonstrating how to move them in, update their financial tab, ensure their resident profile is complete, and manage future communications.	Entrata Dashboard Residents Messaging/Emails AR Payments
Entrata Resident Management 2	15 mins.	Change happens and knowing how to manage it when it does is crucial. Entrata Management 2 explores how to execute renewals, mid-lease modifications (adding a roommate, etc.), and transferring someone to another home.	Entrata Dashboard Residents
Entrata Resident Management 3	15 mins.	It's so hard to say goodbye, sometimes. Entrata Resident Management 3 walks you through how to process a proper notice to vacate, document a skip or lease termination, and perform a move-out.	Entrata Dashboard Residents

Entrata Course Title	Duration	Description	Topics Included
Entrata Resident Management 4	15 mins.	Managing a resident's financial account properly is one of the most important tasks in ensuring a great resident experience and the financial health of your community. Entrata Resident Management 4 teaches you how to handle residents with delinquent accounts, close out the account, and collect on balances owed after move-out.	Entrata Dashboard Residents Collections
Entrata ResidentPortal	15 mins.	Part of creating an amazing resident experience is having the right tool in place to facilitate communication and manage that experience. Learn how both residents and site teams can use the Entrata ResidentPortal to ensure that experience is optimized.	Entrata Dashboard Residents Reservations
Entrata Screening	15 mins.	Taking prospective residents through the screening process can be a process full of anxiety for both the applicant and the leasing representative, if you're not confident in the process and the tools you are using to complete it. Learn how to use Entrata to screen applicants, revise and rescreen when needed, and to confidently review the results.	Screening
Entrata Student Functionality	30 mins.	Student housing requires a unique approach to leasing and management, and that requires specialized functionality. Learn how to use Entrata to manage student housing applications, screening, and leases. Also learn what bulk functions are available to make one of the most challenging sectors of the multifamily industry a little easier.	Entrata Dashboard Leads Residents Screening
Introduction to Entrata	30 mins.	Welcome to Entrata! This course will help you learn to navigate the Entrata system, use the Dashboard to manage your tasks, and know how and where to seek help and support.	Entrata Dashboard
Managing Leads in Entrata	30 mins.	This course is all about managing leads! Learn how to explore the lead profile, manage leads and follow-up from your Dashboard, and communicate with your leads right from Entrata.	Entrata Dashboard Leads Messaging/Emails

Below are the available **Entrata user guides** in Vision:

Repository Item Name	User Guide Topics Covered
App Store User Guide	• App Store Overview • Adding Apps in the Apps Store • App Store Billing, Payments, and Contracts • Terminating Contracts (Admin)
Applications User Guide	• Applications User Guide Overview • Generating and Managing Rent Quotes • Sending a Lead an Invitation to Apply • Starting an Application in Entrata • Changing the Primary Applicant • Adding an Applicant to an Application • Adding a Guarantor • Completing and Approving an Application • Setting up a New Application (Admin) • Setting up Screening Vendors (Admin) • Application Reports and Settings (Admin)
Bill Pay User Guide	• Paying Invoices with Bill Pay • Verifying Bill Pay Account Information (Admin)
CallAnalysis User Guide (Admin)	• CallAnalysis User Guide Overview • Managing CallAnalysis Scorecards • CallAnalysis Reports and Settings
CallTracking User Guide	• CallTracking User Guide Overview • Use CallTracking • Setting up Greetings and Vanity Numbers (Admin) • Using the IVR (Admin) • CallTracking Reports and Settings (Admin)
Catalogs & Asset Tracking User Guide	• Using the Asset List • Creating a Purchase Order from a Work Order • Receiving Purchase Order Items • Setting up Catalogs & Asset Tracking (Admin)
Corporate Leads User Guide	• Corporate Leads User Guide Overview • Adding an Application to a Business • Assigning a Unit Number to a Business's Application • Adding Occupants to a Business's Application • Corporate Leads: Filling Out the Property Application • Corporate Leads: Screening an Occupant • Corporate Leads: Generating a Lease • Corporate Leads: Moving In a Resident • Adding a Corporate Lead (Admin) • Screening a Corporate Lead (Admin) • Archiving a Business (Admin)
Craigslist Posting User Guide	• Craigslist Posting: Product Overview • Avoiding Craigslist Posting • Creating a Craigslist Ad • Managing Active and Archived Craigslist Ads in Entrata • Creating Ad Templates for Craigslist Posting (Admin) • Installing the Entrata Craigslist Assistant (Admin) • Craigslist Posting Reports and Settings (Admin)
Delinquency Management User Guide	• Creating a Delinquency Notice (Admin) • Setting Up Delinquency Policies (Admin) • Setting Up Small Balance Reminders • Setting Up Late Notice Settings for a Property (Admin)

	• Using the Delinquency Dashboard
DocManagement User Guide (Admin)	• DocManagement User Guide Overview • Managing Documents (Admin) • Using DocAccess (Admin) • DocManagement Settings (Admin)
DocStorage User Guide	• DocStorage User Guide Overview • Logging In to DocStorage • DocStorage: Managing Documents • DocStorage: Using DocAccess
Employee Portal User Guide	• Making Employee Portal Accessible (Admin) • Accessing Employee Portal • Adding Documents to Employee Portal (Admin) • Adding Custom Documents to Employee Portal (Admin)
Entrata Accounting Setup User Guide (Admin)	• Setting Up General Ledger Trees (Admin) • Setting Up Charge Codes (Admin) • Setting Up Bank Accounts AP (Admin) • Setting Up Management Fees (Admin) • Setting Up Closings (Admin) • Setting Up Accounting Budgets (Admin) • Setting Up Gross Potential Rent (Admin) • Setting Up Entrata Approvals (Admin) • Setting Up ACH Payments (Admin) • Setting Up Positive Pay SFTP Keys (Admin) • Setting Up a 1099 Transmitter (Admin)
Entrata Accounting User Guide	• Entrata Accounting User Guide Overview • Using Vendors AP • Using Purchase Orders AP • Using Invoices AP • Creating Recurring Transactions • Finalizing AP Payments • Making Payments Using AvidPay • Using Checks • Using Journal Entries AP • Reconciling Bank Accounts • Advancing a Period • Closing a Period • Rolling Back or Unlocking a Period • Using Corporate Customers • Generating Management Fees • Managing Owners AP • Using Month-End Reports for Accounting • Scheduling a Positive Pay Export • Managing Unclaimed Property • Using Inter-Company Reimbursements • Printing and Filing 1099 and 1096 Forms • Setting Up Positive Pay through Entrata (Admin) • Setting Up GL and AP Exports (Admin) • Creating and Scheduling GL and AP Export Batches (Admin)
Entrata Affordable HUD User Guide	• Entrata Affordable: HUD Product Overview • HUD Glossary of Terms • Checking Affordable Subsidy Eligibility • Entering HUD Certification Information • Running a Trial Certification

	• Processing a HUD Certification • Finalizing a HUD Certification • Correcting a Move-In Certification • Using the Affordable Waitlist • Getting to Know the Affordable Resident Profile • Using the Household Tab of the HUD Resident Profile • Performing a Recertification • Performing an Interim Recertification • Managing Ineligibility • Transferring a Resident at an Affordable Property • Managing an Affordable Repayment Agreement • Processing an Affordable Move-Out • Updating HUD Contracts and Property Information (Admin) • Updating HOME Property Information, Rent Limits, and Program Rents (Admin) • Conducting a Gross Rent Change (Admin) • Setting Up the Affordable Waitlist (Admin) • Special Claims (Admin) • HAP Requests (Admin) • TRACS Transmissions (Admin) • Entrata Affordable Reports (Admin)
Entrata Affordable Tax Credit User Guide	• Entrata Affordable: Tax Credit Product Overview • Checking Affordable Subsidy Eligibility • Entering Tax Credit Certification Information • Running a Trial Certification • Processing a Tax Credit Certification • Finalizing a Tax Credit Certification • Using the Affordable Waitlist • Getting to Know the Affordable Resident Profile • Using the Household Tab in the Tax Credit Resident Profile • Adding a New Member to a Tax Credit Household • Transferring a Resident at an Affordable Property • Performing a Recertification • Performing an Interim Recertification • Managing Ineligibility • Processing an Affordable Move-Out • Updating Tax Credit Property Information and Set-Aside (Admin) • Updating HOME Property Information, Rent Limits, and Program Rents (Admin) • Setting Up the Affordable Waitlist (Admin) • Entrata Affordable Reports (Admin)
Entrata Blog User Guide	• Entrata Blog Product Overview • Creating a Blog Post • Managing the Blog Approval Process • Removing a Blog Post • Using the Blog Activity Feed • Using the Entrata Blog Posting Calendar • Managing Blog Post Comments • Setting Up a Blog User (Admin)
Entrata Commercial User Guide	• Entrata Commercial Product Overview • Adding a Commercial Tenant • Getting to Know the Commercial Tenant Profile

	• Performing a Commercial Move-In • Performing a Commercial Move-Out • Setting Up a Commercial Property (Admin) • Setting Up Triple-Net (NNN) Expenses (Admin) • Setting Up Reimbursable Expenses (Admin) • Using the Commercial Mappings Tool (Admin)
Entrata Core Setup User Guide (Admin)	• Setting Up Rent Pricing (Admin) • Setting Up Amenities (Admin) • Setting Up Pricing Formulas (Admin) • Setting Up Floor Plans (Admin) • Setting Up a Waitlist (Admin) • Setting Up the Move-In/Move-Out Checklist (Admin) • Setting Up Late Fees (Admin) • Setting Up Resident Responsibilities (Admin) • Setting Up Specials (Admin) • Setting Up Occupant Types (Admin) • Setting Up Add-Ons (Admin) • Setting Up Deposit Interest (Admin) • Setting Up Event Results (Admin)
Entrata Core: Charges and Payments User Guide	• Adding Bulk Charges and Credits • Managing Recurring Charges on a Resident's Profile • Adding One-Time Charges or Credits • Adding a Conditional Charge or Credit to a Resident • Adding Payments for Residents • Adjusting Payments in Entrata • Voiding and Cancelling Payments • Blocking a Resident From Making Payments • Adding a Deposit • Posting a Late Fee • Adding a Collections Recovery Payment
Entrata Core: Property Management User Guide	• Entrata Core Product Overview • Setting Up a Waitlist (Admin) • Managing Leases in Entrata • Creating Lease Expiration Limits (Admin) • Completing a Move-In Checklist • Using the Move-in and Move-out Boards • Reversing a Move-in • Performing Actions for Residents • Managing Lease Utilities • Adding and Deleting Pets • Managing Midlease Modifications • Terminating a Residential Lease • Placing a Resident on Notice • Moving Residents Out • Performing Financial Move-Outs • Setting Up Repayment Agreements (Admin) • Managing Repayment Agreements (Admin) • Adding a Resident • Working with Gift Incentives
Entrata Facilities User Guide	• Entrata Facilities Product Overview • Setting Up Property-Level Work Orders (Admin) • Setting Up Company-Level Work Orders (Admin) • Using Unit Type Locations (Admin)

	• Configuring Property-Level Work Order Settings (Admin) • Creating a Work Order • Editing Work Order Details • Managing Work Orders from the Dashboard • Setting Up the Make Ready Board (Admin) • Creating a Make Ready Request • Managing the Make Ready Board • Setting Up Resident Maintenance Surveys (Admin) • Facilities Settings and Reports (Admin)
Entrata Insights User Guide	• Entrata Insights Product Overview • Generating a Custom Report • Creating a Custom Report (Admin) • Editing a Custom Report (Admin)
Entrata Military	• Entrata Military Product Overview • Entrata Military: Filling Out Guest Cards and Applications • Entrata Military: Using the Waitlist • Completing and Approving an Application • Generating and Uploading Leases • Performing a Military Move-in • Viewing the Military Ledger on the Resident Profile • Flagging a Resident as Deployed • Performing a Military Move-Out • MAC Workflow • Entrata Military: Customizing an Application (Admin) • Entrata Military: Setting Up the Waitlist (Admin) • Setting Up Military Functionality in Units and Unit Types (Admin) • Entrata Military Reports and Settings (Admin)
Entrata PaaS Dashboard User Guide	• My Dashboard Interface Overview • Entrata Calendar • Setting Up Task Priority
Entrata PaaS New Reporting User Guide	• Getting to Know Entrata New Reporting • Using New Reporting • Converting to New Reporting (Admin) • Maintaining a Company Report Library (Admin)
Entrata PaaS Reports User Guide	• Entrata Reports Overview • Using Reports • Organizing Reports • Using the Reports Inbox • Using Reports Packets • Lead Statuses for Reporting
Entrata Pricing User Guide	• Entrata Pricing User Guide Overview • Getting to Know the Pricing Dashboard • Using the Pricing Dashboard • Using Pricing Dashboard Details • Managing Competitors • Setting Up Entrata Pricing (Admin) • Using the Pricing Approvals Dashboard (Admin) • Entrata Pricing Reports and Settings (Admin)
Entrata Student User Guide	• Entrata Student Product Overview • Returning Student Workflow • Setting Up Lease Terms for Student Properties (Admin) • Creating New Floor Plans and Unit Types (Admin)

	• Connecting Units, Unit Types, and Floor Plans (Admin) • Adding Space Options (Admin) • Pricing for Student Properties (Admin) • Managing Student Application Processes (Admin) • Surveying Roommate Interests • Bulk Unit Assignment Overview & Setup • Managing Bulk Unit Assignments and the Waitlist • Performing Move-ins and Move-outs in Bulk • Using the Move-in and Move-out Boards • Using the Bulk Roommate Shuffle • Creating a Tiered Offer Template (Admin) • Performing Student Renewals • Managing Unit Space Amenities (Admin) • Setting Up Installment Plans (Admin) • Managing Meal Plans • Countersigning Independent Leases • Student Reports and Settings
ILS Portal User Guide (Admin)	• ILS Portal Product Overview • Managing ILS Subscriptions (Admin) • Fixing Interruptive Feed Errors (Admin) • Using the ILS Data Syndication Matrix (Admin) • Using the Transmission Log (Admin) • Setting Up Lead Sources (Admin) • Setting Up Email Notifications for ILS Portal (Admin) • Denying Access to an ILS (Admin) • ILS Portal Reports and Settings (Admin)
InspectionManager User Guide	• InspectionManager Product Overview • Setting Up Inspections (Admin) • Managing Inspection Templates-Checklists (Admin) • Managing Inspections • Completing an Inspection
Job Costing User Guide	• Creating a Job in Job Costing • Using Budgets in Job Costing • Using Budget Templates in Job Costing • Using Units & Locations in Job Costing • Using Job Contracts • Managing Job Costing Financials • Managing Documents in Job Costing • Setting Up Job Costing (Admin)
Lead and Resident Documents User Guide	• Uploading a Document • Adding an eSign Document • Downloading a Document • Deleting a Document (Admin)
LeadManager User Guide	• LeadManager User Guide Overview • Lead Scoring Overview • Lead Source Attribution Overview • Using the Leads Tab on the Dashboard • Using the Referrers Dashboard • Using the First Month Rent Calculator • Filling Out a Guest Card in Entrata • Getting to Know the Lead Profile • Assigning a Leasing Agent to a Lead • Scheduling an Appointment with a Lead

	• Adding Lead Contact • Combining Leads • Reviewing Unknown Email Leads • Cancelling a Lead • Distinguishing Between Leads and Applicants (Admin) • Setting Up Referrer Types (Admin) • Setting Up Lead Sources (Admin) • Setting Up Contact Points (Admin) • LeadManager Reports and Settings (Admin)
LeaseExecution User Guide	• LeaseExecution User Guide Overview • Generating and Uploading Leases • Sending a Lease Signing Invitation • Signing and Approving a Lease • Reversing Lease Approval • Cancelling a Lease • Managing Resident Leases • Setting Up Merge Fields in Microsoft Word 2013 (Admin) • Setting Up Merge Fields in Microsoft Word 2016 (Admin) • Viewing the Global Merge Field List (Admin) • Setting Up Templates and Packets (Admin) • Uploading a PDF Template (Admin) • Customizing Merge Field Settings by Property (Admin) • LeaseExecution Reports and Settings (Admin)
Leasing Center User Guide	• Leasing Center User Guide Overview • Leasing Center Best Practices • Viewing Leasing Center Appointments • Updating the Leasing Center Dashboard (Admin) • Forwarding Calls to the Leasing Center (Admin) • Leasing Center Reports and Settings (Admin)
LobbyDisplay User Guide (Admin)	• LobbyDisplay Product Overview (Admin) • Creating a New LobbyDisplay (Admin) • Managing LobbyDisplay (Admin) • Setting Up LobbyDisplay Hardware (Admin) • Setting Up Chromecast (Admin) • Showcasing LobbyDisplay (Admin) • LobbyDisplay Reports and Settings (Admin)
Message Center User Guide	• Message Center User Guide Overview • Managing Message Center Lists • Creating a New Email • Creating a New Email with Classic Message Center • Sending an Email Using Uploaded Lists • Sending an Email from the Dashboard • Managing Scheduled, Sent, and Draft Emails • Sending Text Messages • Using Quick Responses • Managing the Email Template Library (Admin) • Setting Up Text Messaging (Admin) • Setting Up Quick Responses (Admin) • Uploading a List of Potential Leads (Admin) • Setting Up Email Headers and Footers (Admin) • Scheduling Automated Calls (Admin) • Setting Up Contact Points (Admin) • Message Center Reports and Settings (Admin)

Notification Panel User Guide	• Notification Panel User Guide Overview • Answering Chats from ProspectPortal • Using Two-Way Texting • Setting Up the Notification Panel (Admin) • Setting Up Chats for the Notification Panel (Admin) • Setting Up Texting for the Notification Panel (Admin)
Notification Recipients User Guide	• Adding a Notification Recipient (Admin) • Triggering Notification Recipient Emails (Admin)
Owner Portal User Guide	• Making Owner Portal Accessible (Admin) • Adding an Owner (Admin) • Giving Owner Portal Permissions (Admin) • Accessing Owner Portal • Adding Documents to Owner Portal (Admin)
ParcelAlert User Guide	• ParcelAlert Product Overview • Entering New Packages • Managing Packages • Sending Package Notifications • Managing ParcelAlert Shipping Vendors (Admin) • ParcelAlert Reports and Settings (Admin)
Permissions User Guide (Admin)	• Permissions Introduction (Admin) • Dashboard Permissions (Admin) • Lead Permissions (Admin) • Residents Permissions: All Residents (Admin) • Residents Permissions: (Admin) • Corporate Permissions (Admin) • Accounting Permissions (Admin) • Tools Permissions (Admin) • Reports Permissions • Reports Permissions: Accounting • Reports Permissions: Operations • Reports Permissions: Leasing • Reports Permissions: Marketing • Reports Permissions: Maintenance • Reports Permissions: Pricing • Reports Permissions: Payments • Reports Permissions: Utilities • Reports Permissions: Communications • Reports Permissions: System • Apps Permissions • Setup – Company Permissions: Part 1 • Setup – Company Permissions: Part 2 • Setup – Property Permissions: Part 1 • Setup – Property Permissions: Part 2 • Setup – Users & Groups Permissions (Admin) • Setup – Websites Permissions (Admin)
Pre-Collections Management User Guide	• Managing Pre-Collections Notices • Completing Actions from the Pre-Collections Dashboard • Setting Up Pre-Collections Management Policies (Admin)
ProspectPortal: Advanced User Guide (Admin)	• ProspectPortal: Advanced Product Overview • DNS Editing (Admin) • Securing Your Website (Admin) • Setting Up Canonical URL Tags (Admin) • Managing Google Analytics for ProspectPortal (Admin)

	• Implementing a Google Maps API Key (Admin) • Using the Snippet Generator (Admin) • Using Website Wrappers (Admin) • ProspectPortal Reports (Admin) • ProspectPortal Settings (Admin)
ProspectPortal: Basic Setup User Guide (Admin)	• ProspectPortal: Basic Setup Product Overview • Creating a New ProspectPortal Website (Admin) • Selecting a Website Design (Admin) • Using the Color Picker Tool • Adding Contact Information to Your ProspectPortal Website (Admin) • Managing the Entrata Media Library • Setting Up the ProspectPortal Website's Navigation Menu (Admin) • Setting Up an Amenities Page (Admin) • Setting Up a Blog Page (Admin) • Setting Up a Floor Plans Page (Admin) • Setting Up a Home Page (Admin) • Setting Up a Maps & Directions Page (Admin) • Setting Up a Photos & Tours Page (Admin) • Setting Up a Reviews Page (Admin) • Setting Up the ProspectPortal Website's Sidebar (Admin) • Setting Up a Property Page (Admin) • Setting Up a Custom Webpage (Admin)
ProspectPortal: Customization User Guide (Admin)	• ProspectPortal: Customization Product Overview • Selecting a Website Design (Admin) • Branding Your Website (Admin) • Using the Color Picker Tool • Adding Media to Your ProspectPortal Website (Admin) • Adding Widgets (Admin) • Managing Your Website's Social Media and SEO Features (Admin) • Designing Documents and Webpages with Architect (Admin)
ProspectPortal: Website Features User Guide	• ProspectPortal: Website Features Product Overview • Using the ProspectPortal Website • Widget Types Overview (Admin) • Setting Up Greetings and Vanity Numbers (Admin) • Settings Up the Multi Contact Button for ProspectPortal (Admin) • Setting Up Responsive Apartment Search (Admin) • Setting Up the High Rise Floor Plan Viewer for ProspectPortal (Admin) • Setting Up Site Plan Tool (Admin) • Setting Up Virtual Move-In (Admin) • Creating a Website Ad (Admin) • Scheduling Ad Runs (Admin)
Referrers User Guide	• Using the Referrers Dashboard • Setting Up Referrer Types (Admin)
Renewals User Guide	• Renewals Product Overview • Creating a Renewal Offer • Editing a Renewal Offer • Selecting and Completing a Renewal Offer in ResidentPortal • Approving a Renewal Offer

	• Cancelling a Renewal • Using Tiered Offer Templates (Admin) • Renewals Reports and Settings (Admin)
ReputationAdvisor: Posting Tool User Guide	• ReputationAdvisor: Posting Tool Product Overview • Creating a Social Media Post • Reviewing a Social Media Post • Monitoring Social Media Performance • Google Posts Overview • Creating a Google Post • Getting Started with Google My Business • Managing the ReputationAdvisor Posting Calendar • Setting Up Social Media Posting (Admin) • Setting Up Social Media Notifications (Admin) • ReputationAdvisor: Posting Tool Reports and Settings (Admin)
ReputationAdvisor: Reviews User Guide	• ReputationAdvisor: Reviews Product Overview • ReputationAdvisor Reviews Tab Overview • Filtering the Reviews Dashboard • Getting to Know the Review Screen • Managing Reviews • Managing Reviews from the Dashboard • Approving Review Responses • Adding Review Rating Attributes (Admin) • Exporting the Reviews Tab Dashboard (Admin) • Setting Up Review Notifications (Admin) • ReputationAdvisor: Reviews Reports and Settings (Admin)
ResidentInsure User Guide	• ResidentInsure User Guide Overview • Enrolling in ResidentInsure • Managing an Insurance Policy • Managing a Master Policy • Adjusting Master Policy Settings (Admin) • ResidentInsure Reports and Settings (Admin)
ResidentPay DocScan and Check Scanning User Guide	• ResidentPay DocScan and Check Scanning Product Overview • Scanning an Invoice Using DocScan • Processing a Check Payment Using DocScan • Ordering a Check Scanner through Entrata • Installing DocScan (Admin) • Checking Your .Net Version (Admin) • ResidentPay DocScan and Check Scanning • Reports and Settings (Admin)
ResidentPay User Guide	• ResidentPay Product Overview • Making a Payment in ResidentPortal: Resident Perspective • Making a Visa Payment: Resident Perspective • Making a MoneyGram Payment: Resident Perspective • Splitting Roommate Payments: Resident Perspective • Tracking Online Payments • Adjusting a Payment in Entrata • Blocking a Resident from Making Payments • Managing Repayment Agreements • Submitting a Merchant Change Request (Admin) • Setting Up Visa Payments (Admin) • Setting Up MoneyGram Payments (Admin) • Setting Up Certified Funds (Admin) • Setting Up Roommate Payments (Admin)

	• Enabling ResidentPay Account Verification (Admin) • Setting Up Charity Donations for ResidentPay (Admin) • ResidentPay Reports and Settings (Admin)
ResidentPortal Amazon Alexa	• Using ResidentPortal with Amazon Alexa
ResidentPortal App User Guide	• ResidentPortal App: Getting Started • ResidentPortal App: Menu Overview • Performing a Move-In or Move-Out Inspection in the ResidentPortal App • Managing Entratamation Devices • Devices in the ResidentPortal App
ResidentPortal User Guide	• ResidentPortal Product Overview • Setting Up a ResidentPortal Account in Entrata • Managing a ResidentPortal Referral in Entrata • Communicating with a Resident Using ResidentPortal • Managing Services, Amenity Reservations, and the Guest List in Entrata • Approving a Rentable Items in Entrata • Using the Community Tab in Entrata • Restricting a Resident's ResidentPortal Access (Admin) • ResidentPortal Reports and Settings (Admin)
ResidentPortal: Resident Perspective User Guide	• ResidentPortal Product Overview • Setting Up a ResidentPortal Account in ResidentPortal: Resident Perspective • Navigating the ResidentPortal Dashboard: Resident Perspective • Making Changes to a ResidentPortal Account: Resident Perspective • Submitting a Review in ResidentPortal: Resident Perspective • Referring a Friend in ResidentPortal: Resident Perspective • Contacting the Property Management in ResidentPortal: Resident Perspective • Signing a Document in ResidentPortal: Resident Perspective • Managing a Message in ResidentPortal: Resident Perspective • Requesting a Service in ResidentPortal: Resident Perspective • Reserving an Amenity in ResidentPortal: Resident Perspective • Reserving a Rentable Item in ResidentPortal: Resident Perspective • Entering an Insurance Policy in ResidentPortal: Resident Perspective • Using the Community Tab in ResidentPortal: Resident Perspective • Managing the Maintenance Tab in ResidentPortal: Resident Perspective • Completing a Move-In Checklist in ResidentPortal: Resident Perspective • Requesting a Transfer in ResidentPortal: Resident Perspective • Using ResidentPortal with Amazon Alexa: Resident Perspective • Making a Payment in ResidentPortal • Selecting and Completing a Renewal Offer in ResidentPortal
ResidentUtility User Guide	• ResidentUtility Product Overview • Uploading a Missing Provider Bill • Managing the Pre-Bill • Customizing and Reviewing an Invoice Mailed to a Resident • Editing Utility Caps and Subsidies

	• Managing Temporary Charges • Managing Move-Outs and Vacant Cost Recovery (VCR) • ResidentUtility Reports and Settings (Admin)
ResidentVerify User Guide	• ResidentVerify Product Overview • Processing a Screening • Reviewing Screening Results • Applying a Screening Decision • Approving an Applicant with Conditions • Overriding a Screening Decision (Admin) • Customizing the Adverse Action Letter (Admin) • Viewing a Screening Package (Admin) • Completing a Screening during Migration (Admin) • ResidentVerify Reports and Settings (Admin)
Self-Initiated Migration (SIM) Tool User Guide (Admin)	• Self-Initiated Migration (SIM) Tool Product Overview (Admin) • Preparing for the Data Migration (Admin) • Migrating a Lease Up or New Construction (Admin) • Migrating a Current Property or Take-Over (Admin) • Completing and Uploading the Optional Data for Migration (Admin) • Reviewing and Verifying the Migration Data (Admin)
SiteTablet User Guide	• SiteTablet Product Overview • Installing and Logging In to Site Tablet • SiteTablet Dashboard Overview • SiteTablet Menu: Leads & Applicants • SiteTablet Menu: Residents • SiteTablet Reports and Settings (Admin)
Support Tickets User Guide	• Submitting Support Tickets • Managing Support Tickets
Terminating Contracts	• Terminating Contracts (Admin)
Transfers User Guide	• Transfers Product Overview • Transferring a Resident • Requesting a Transfer in ResidentPortal • Cancelling a Transfer • Setting Up Transfer Reasons (Admin) • Transfers Reports and Settings (Admin)
Users and Groups User Guide (Admin)	• Managing Groups (Admin) • Managing Users (Admin) • Resetting an Entrata User's Password (Admin) • Adding Training Courses to a User or Group (Admin)
Utility Expense Management and Invoice Processing User Guide	• UEM and Invoice Processing Product Overview • Setting Up an Invoice Processing Account • Utilizing Utility Expense Management • UEM and Invoice Processing Reports and Settings (Admin)
VendorAccess User Guide	• Setting Up Compliance Rule Sets (Admin) • Fulfilling Compliance Requirements • VendorAccess Syncing Workflow • Syncing with VendorAccess • Managing VendorAccess Actions through the Dashboard • Using VendorAccess AP Exchange • Using VendorAccess: Vendor Perspective • Creating Test Accounts