Tenant Guide - Prism for Tenants App

Prism is a web-based suite of tools that links you to your Property Management team. The Prism for Tenants app allows you to track your work orders on the go!
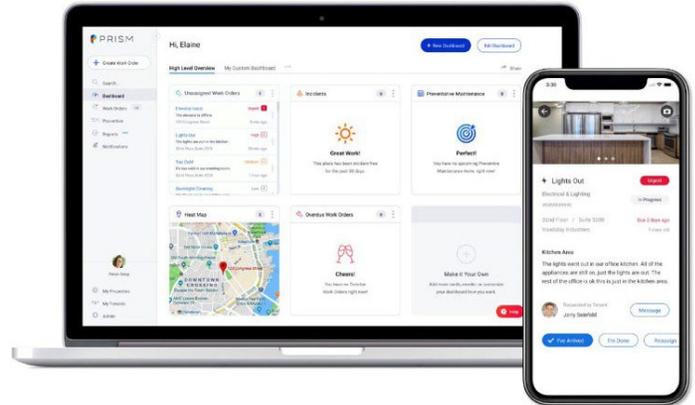
1. Welcome!

Your property administrator will send you a welcome email inviting you sign into Prism.
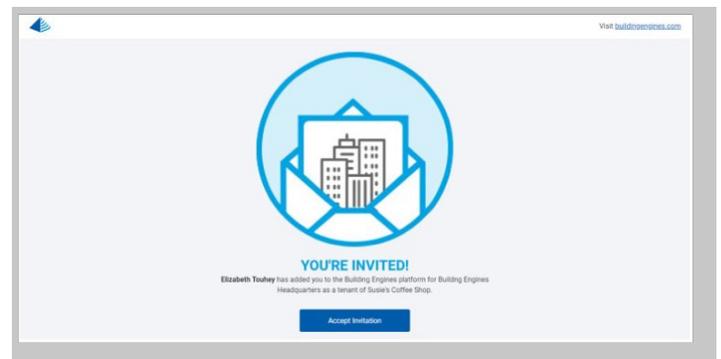
Simply click on Accept Invitation to complete your Prism profile and log in! You will need to log in via the web before accessing the Prism for Tenants app.
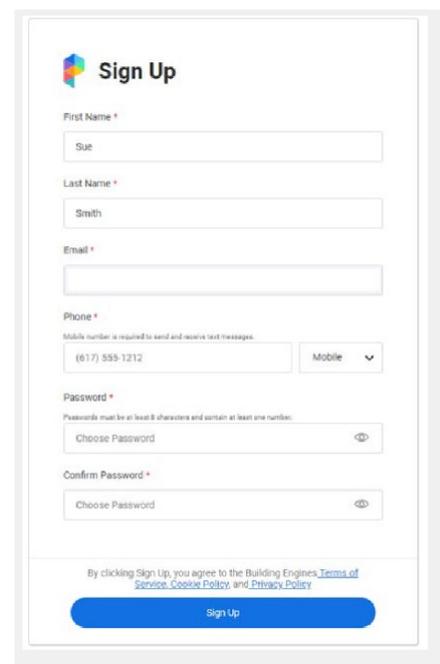
2. Download the app

Search for "Prism for Tenants" in the Apple App store or Google Play store.
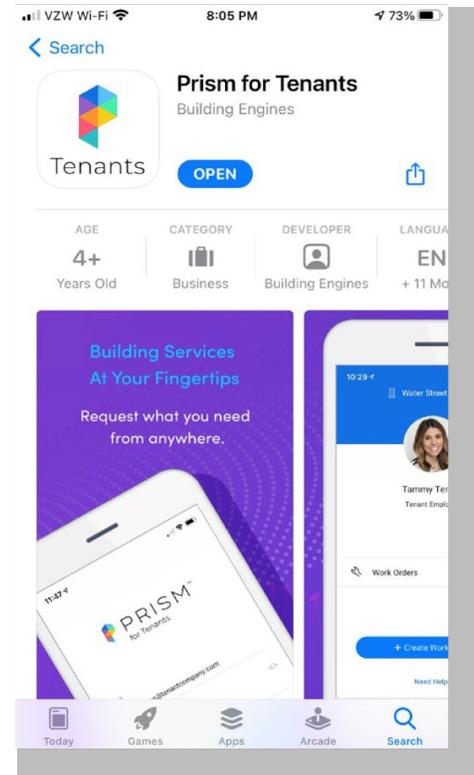
3. Sign in!

Sign into Prism for Tenants using the same log in credentials you set up in step 1.
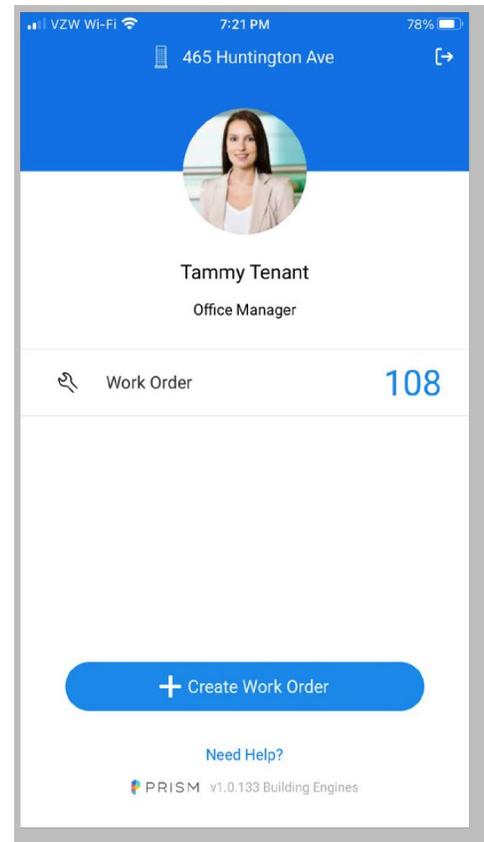
4. Create a work order

Select create work order and Prism will prompt you for all the information needed.
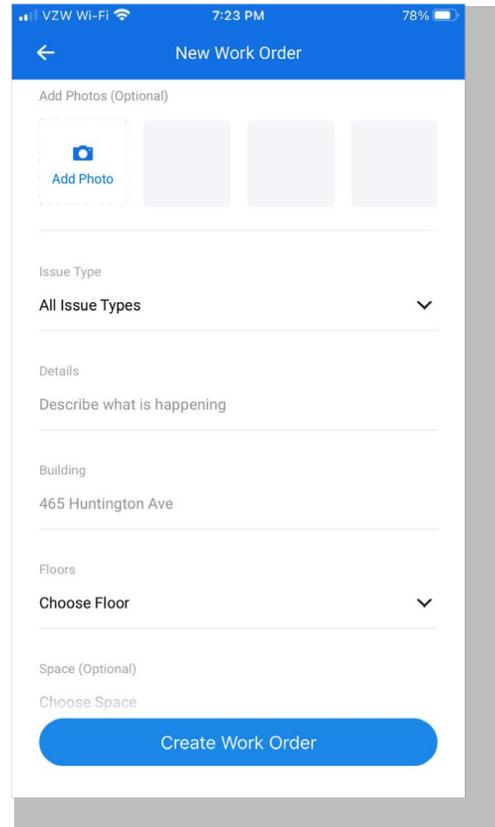
5. Get the details

Select work orders to view status updates, comments from your property management team, and any other useful information.
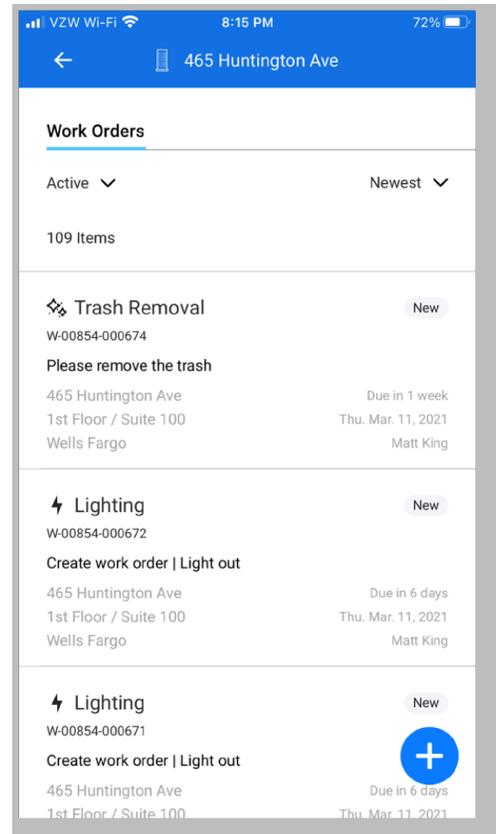
6. Tell Us How We're Doing

When the work order is complete, your property management team may send you an email to rate their work.

Choose the appropriate star rating and you will be able to add additional comments.