Getting Started Guide

New to ActiveBuilding? This guide will provide five quick steps that you will need to effectively use your new portal.

We will cover the basics:
1. Signing in as a new staff user
2. Adding/removing staff users
3. Getting started best practices
4. Managing community activity
5. Messaging

Please visit www.realpage.com/support for more information.
Signing in as a New Staff User

Your portal is live and you’ve received your invitation email! Now what?

1. Select ‘Click Here to Get Started’.

2. If you are a new user, select ‘New ActiveBuilding User’. Fill out steps 1-3.

3. If you already have an existing staff account for another property with the same email, select ‘Existing ActiveBuilding User’. To receive access, enter email and password.

4. Bookmark the URL for future logins at <propertyname>.activebuilding.com and enter your email and password.
Adding/removing staff users
You can’t do it all by yourself!

1. To invite staff, go to Dashboard > Staff Management > Invite Staff User.

2. Enter name, messaging groups (optional), user access, title, email and invite by email.

3. To remove or edit staff, select a staff user. Next, select ‘Edit Manager’ or ‘Delete This Manager’.
Getting Started Best Practices

Add content to give an overview of what is going on in your community!

1. Add a starter post welcoming residents to the portal i.e., ‘Welcome to our new community portal! What does everyone think?’

2. To give an overview of what is going on in the community you can create an announcement. To do this go to Announcements > Manage > Post Public Announcement.

3. Featured links help your residents find more useful resources in your community. Set these to display on home page under Featured Links > Manage > Add New Link > check featured link box.

4. Inform your residents of all the ways they can reach you by adding general info. Go to Community > General Info > select pencil icon by hovering over community title to add office hours and contact info.
Managing Community Activity

No double posting necessary!

1. You can have updates post to both ActiveBuilding and Facebook or Twitter by checking the social media box before posting. Setup these integrations by going to Dashboard > Application Settings > Social Media.

2. Daily digest emails summarize that days happenings as another way to keep everyone informed. Registered users can opt out of receiving in Personal Settings > Notifications Settings.

3. Decide if you want to see your residents message before posts or not. Go to Dashboard > Application Settings > Modules & Features > Profanity Filter and/or Content Approval.

4. Resident Satisfaction Surveys can be turned on to help gauge how your community feels. To turn on go to Dashboard > Application Settings > Modules & Features > Resident Satisfaction Surveys.
Messaging

In addition to email notifications there are text and voice notifications!

1. To send a message, select ‘Send a Message’ in your Quick Links. You can select a group to send the message to under ‘Add Groups’ or type the user’s name, unit, or group in the ‘To’ box.

2. Staff users can send text and voice notifications to residents by selecting the ‘Delivery Options’ link below the message box.

3. All registered residents will receive email messages unless they opted out. You can help direct residents to change those settings by going to Personal Settings > Notifications.

4. Before a resident can get texts they need to set text notifications by entering their mobile number. A 4-digit verification code will be sent to their mobile number that they will enter.