updater.

How It Works

Updater is a digital amenity that works completely behind the scenes. That's right, there's not much you need to do to make it work!

Our technology is directly integrated with your property management software which allows us to pull basic resident information in real time as you're leasing. As long as your residents have the required information and the correct status listed in your property management software, they will receive an Updater invite without you having to lift a finger.

WHAT INFORMATION IS REQUIRED?

Your property management software must have your residents':

1. First and last name

2. Email address

3. Move date

4. Address(es) they are moving to and/or from

IS MY RESIDENT'S INFORMATION SAFE WITHIN UPDATER?

Absolutely! We take your residents' privacy very seriously, so all of their information is secure within our system. We also never collect highly sensitive information from your residents.

WHEN WILL RESIDENTS RECEIVE THEIR INVITES?

Updater invitations are sent 35 days prior to your residents' move date. If a lease happens within that 35-day time period, Updater invitations are sent the very next business day. Please keep in mind that each software has it's own specific triggers. For more details on how invites are triggered at your community, contact success@updater.com.

WHAT IF MY RESIDENT IS MISSING AN INVITE?

If your resident did not receive an invite to Updater, please verify that their information and status in your property management software meet our requirements. If they do, feel free to get in touch with us.

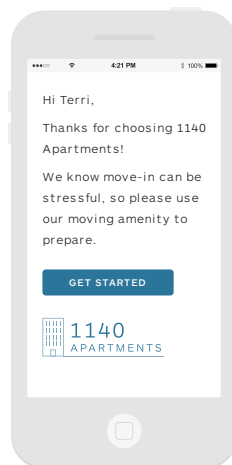## IS THERE ANYTHING ELSE I SHOULD DO?

Talk to your residents about Updater – it's that simple! Advise them to keep an eye on their inbox for their very own Updater invite – it's the best way to make sure they take full advantage of your property's newest digital amenity.
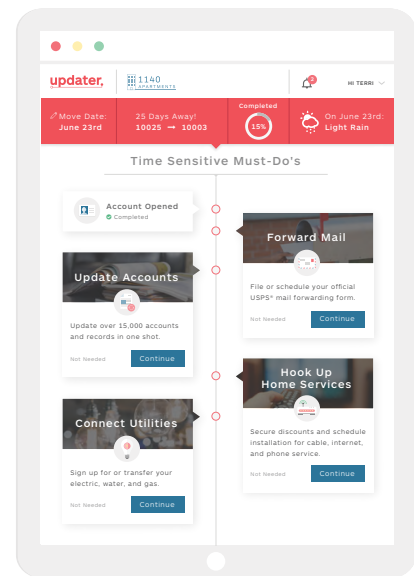
INTEGRATE

We integrate with your core management software to pull resident information.

INVITE

Invitations sent when trigger criteria is met - you don't need to do a thing!

MOVE-IN

Every resident has an experience customized to fit their unique move.

updater,