updater.

Feature Overview

When your residents log into Updater, they're taken to their very own Updater dashboard – a customized hub, co-branded for your community, where they can complete all of their moving related tasks.

OUR FEATURES INCLUDE:

FORWARD YOUR MAIL

DESCRIPTION:
With just a few clicks, your resident can file their official USPS mail forwarding form (pre-populated with their new address) via Updater. No trip to the post office or fee required!

HOW TO TALK ABOUT IT:
"You can skip that trip to the post office and forward your mail with the USPS for free through Updater, our move-in amenity."

UPDATE YOUR ACCOUNTS

DESCRIPTION:
Our founding feature allows residents to seamlessly update the mailing address for any of their accounts and subscriptions in just a few clicks. From newspapers to loyalty programs, we've partnered with over 15,000 businesses to save them hours on updating accounts.

HOW TO TALK ABOUT IT:
"My favorite feature – you can notify all of the businesses you care about that you've moved in just a few minutes and clicks."

CONNECT UTILITIES

DESCRIPTION:
This step helps your residents seamlessly sign up, transfer, or disconnect their electric, gas, and water services. Within this feature, your residents will see the utilities your property requires them to set up (and only those utilities). They'll also see which specific electric, gas, and water companies your property uses.

HOW TO TALK ABOUT IT:
"We help connect you with the right companies that service your new home and let you know which utilities we require to be setup for move-in day."

CONNECT YOUR TV & INTERNET

DESCRIPTION:
With just a few steps, residents are guided through a seamless process to compare cable, internet, and phone companies – and schedule installation – directly through Updater.

HOW TO TALK ABOUT IT:
"With Updater, you can quickly and easily set up digital services and schedule in-home installations. You'll have your house hooked up in no time."

YOUR LOCAL GUIDE

DESCRIPTION:
This customizable features helps residents get familiar with your community and feel at home on day one. The Local Guide allows you to showcase local services, amenities, and business that your resident may need – think of it as a directory to their new neighborhood!

HOW TO TALK ABOUT IT:
"Updater makes it easy to connect with and learn about local providers and vendors. Perfect before, during, and after your move."

OBTAIN RENTERS INSURANCE

DESCRIPTION:
If renters insurance is available for your residents, you can include the Obtain Renters Insurance step in their Updater dashboard. Within this feature, they'll be able to see your property's insurance requirements, as well as your recommended provider. If renters insurance is mandatory for your community, we'll even put a required banner on this step to remind your residents it's essential.

HOW TO TALK ABOUT IT:
"It's so easy to connect with our Renters Insurance provider right through Updater – all of our requirements can be found within your dashboard before move-in."
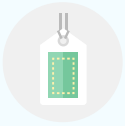
MOVING CENTER

DESCRIPTION:
Our Moving Center helps residents coordinate the physical part of their move directly through Updater.

HOW TO TALK ABOUT IT:
"Your dashboard includes information and special offers for truck rentals, self-storage, and packing supplies."

SEARCH MOVE-IN OFFERS

DESCRIPTION:
Moving can be expensive! Your residents will be able to browse timely discounts and deals within Updater, as well as some perks to help them get settled post-move. Think of it as a collection of housewarming gifts for your residents.

HOW TO TALK ABOUT IT:
"We'll also help you score major savings on things like cardboard boxes, furniture, and much more within Updater!"

SHARE MOVING ANNOUNCEMENTS

DESCRIPTION:
Friends and family need to know that your resident moved, and this feature takes care of that. This step allows residents to create a personalized e-card that can be shared through social media. Each announcement gives a shout-out to your community by displaying your logo, too – hello, implied referrals.

HOW TO TALK ABOUT IT:
"Our digital move-in dashboard lets you share a custom e-card with friends and family to let them know about your new home."

ACCESS YOUR RESIDENT PORTAL

DESCRIPTION:
We know a lot of important things happen inside of your Resident Portal. If you'd like, you can include the Access Your Resident Portal feature to directly link your resident to your community's portal. Residents can click right in to pay rent, submit service requests, and find community info – straight from the Updater dashboard.

HOW TO TALK ABOUT IT:
"Once you're moved in, Updater makes it easy to access your Resident Portal directly from your dashboard."