

- Overview
 - The average adult's attention span is currently 8.25 seconds, down from 12 seconds in the year 2000. [*Apa.org*]
 - People who are interrupted during tasks take 50% longer to complete them and make up to 50% more errors compared to those who work without interruptions. [*Supportivecareaba.com*]
 - The average job-seeker prefers an online application that takes no longer than twenty minutes. [*Blog.hiringthing.com*]
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- Application Setup
 - Leasing Type: Lease Execution
Site Manager > Property > Property Configuration > Content & Settings > Settings > Guest Card Settings
 - Conversion Optimization
Site Manager > Property > Property Configuration > Marketing > Conversion Optimization
 - Customizing the Application Form
Site Manager > Property > Property Configuration > Content Management > Customize Application Form
 - "Hide pre-application steps if completed by leasing agent" – enabled
Site Manager > Property > Property Configuration > Content & Settings > Settings > Guest Card Settings
- Configuring Communication
 - "Send Emails on New Guests and Rental Applications To Property" and "Send Emails on New Guests and Rental Applications To Prospect" – enabled
Site Manager > Property > Property Configuration > Content & Settings > Settings > Guest Card Settings
 - "Send Application Reminder Email to Occupants that have not completed application after __ hours"
Site Manager > Property > Property Configuration > Content & Settings > Settings > Guest Card Settings
 - Updating Email Templates in Site Manager
Site Manager > Property > Property Configuration > Marketing > Email
 - Updating Page Narratives on Online Application
Site Manager > Property > Property Configuration > Content Management > Page Narratives
 - "Display Waitlist Apartments" – Exclude and "Enable Availability Alerts" – Enable
Site Manager > Property > Property Configuration > Content & Settings > Settings

- Enforcing Policies
 - “Restrict move in day selection to end how many days after unit available date”
Site Manager > Property > Property Configuration > Content & Settings > Settings > Apartment Search Settings
 - “Require ‘Breed’ when ‘Pet Type’ supplied in application Pet Information” – enabled if pet restrictions at property
Site Manager > Property > Property Configuration > Content & Settings > Settings > Guest Card Settings
 - “Minimum Months at Current Address: __”, “Minimum Months at Current Employment: __”, and “Require previous address fields only if the ‘Minimum Months at Current Address’ is not met.” – enabled
Site Manager > Property > Property Configuration > Content & Settings > Settings > Guest Card Settings
 - “Prospects Must Request to Cancel Applications” – enable
Site Manager > Property > Property Configuration > Content & Settings > Settings > Guest Card Settings
- Industry Trends
 - “Hide optional fields for applicants under 18” – enable
Site Manager > Property > Property Configuration > Content & Settings > Settings > Guest Card Settings
 - “Require applicants to sign the application form?” enable
Site Manager > Property > Property Configuration > Content & Settings > Settings > Guest Card Settings
 - “Auto regenerate Prospect document on occupant addition” – enable
Site Manager > Property > Property Configuration > Content & Settings > Settings > Guest Card Settings
 - “Which Voyager guest card field should the prospect phone # be inserted into?”
Cell
Site Manager > Property > Property Configuration > Content & Settings > Settings > Guest Card Settings
- Residential Application Support
 - Application Optimization Review
 - Optimal procedures
 - Focus on Compliance
 - Knowledgeable across the workflow, Products