OWNEROPS ONE

Homeowner

Step-by-step guide

Current instructions for your workspace. Start with the task you need, follow the numbered steps, then check the result.

Revised October 23, 2026 • Revision 2

Start here

Sign in and select the role that fits your work. Begin on Home, choose the relevant property, and review the next action. Use Properties for saved records and Property Intelligence for specialized tools.

Open OwnerOpsOne.com. Features and access depend on your account. Use the live plan screen for current subscription terms.

Silent training

Every training video uses on-screen instructions and contains no audio. Pause or replay any step. Open Help & Tutorials for the matching video collection and role guides.

Find your task

01. Getting around
02. Add your first property
03. Property overview and units
04. County and property records
05. Systems and appliances
06. Utilities
07. Maintenance
08. Repairs
09. Documents and photos
10. Mission Control
11. Voice and video walkthroughs
12. Inspections
13. Smart Capture
14. Expenses and receipts
15. Project estimates and redesign
16. Ask AI and repair guidance
17. Professional directories
18. Profile, notifications and text size
19. Help & Tutorials

01. Getting around

Home • Properties • More tools

1. Start at Home. Choose a property, then review What needs attention today?

2. Use Review rent & payment status, Track a repair, or Review all properties & units to act on a task.

3. On desktop use the sidebar and More tools. On mobile use the bottom navigation and Tools or More.

4. Choose the correct property and unit before adding records. Use Get help with this step without leaving your task.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

02. Add your first property

Properties → Add property

1. Open Properties and choose Add property. Enter the street address, city, state and ZIP.

2. Save the property; optional details can wait. If county lookup is pending, continue with the saved property.

3. Review the returned details and photo. Use Edit property details to correct missing or inaccurate information.

4. Follow the setup checklist: add a tenant or mark the rental vacant, then record rent or a repair. Check any unit-creation warning.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

03. Property overview and units

Properties → Choose a property

1. Open a saved property and review its Overview.

2. Use Edit property details to correct the property's information.

3. For rentals with units, open Units and choose the unit you need.

4. Keep unit records attached to the correct property.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

04. County and property records

Property → County records

1. Open a saved property and choose County records.

2. Review available parcel and county information. Coverage varies by location.

3. Follow official record links and compare details with the source. Correct your property record when needed.

4. If lookup is unavailable, keep working with your saved address and retry later. Missing records do not mean the property failed to save.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

05. Systems and appliances

Property → Systems or Appliances

1. Choose Systems for building equipment or Appliances for individual items.

2. Use Add to create the equipment record.

3. Record known specifications and review the saved information.

4. Do not guess a model or serial number; check the equipment label.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

06. Utilities

Property → Utilities

1. Open Utilities on the saved property.

2. Add a provider or review the available lookup results.

3. Check the provider name, phone, website and useful service notes.

4. Confirm a provider actually serves the property's address.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

07. Maintenance

Maintenance • Property → Maintenance

1. Open Maintenance and choose the relevant property or unit.

2. Describe the task clearly and set its due details.

3. Review the task after saving, then update its status as work progresses.

4. Example: inspect the kitchen sink for a reported leak.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

08. Repairs

Property → Repairs

1. Open the property and choose Repairs.

2. Record the issue and the work required.

3. Return to the repair record to document progress and completion.

4. Use maintenance records for planned upkeep and repairs for issues.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

09. Documents and photos

Property → Documents or Photos

1. Open the property before adding supporting files.

2. Use Documents for property paperwork and Photos for images.

3. Review the uploaded file and confirm it belongs to this property.

4. Use clear file names that help you find records later.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

10. Mission Control

Home → Mission Control

1. Open Mission Control: Ask or update your properties. Speak or type the property address, unit, destination tab and details.

2. For a recording, choose Stop & review. Correct the notes, then choose Analyze notes.

3. Review the proposed property, unit, destination and fields before confirming the save. Questions can return an answer without changing records.

4. Check the saved record in the intended property tab. If microphone access is unavailable, type your notes instead.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

11. Voice and video walkthroughs

More tools → Voice & Video Walkthrough

1. Select the property and unit before recording.

2. Choose voice or video and describe each room or exterior area.

3. Review observations and the destination before saving.

4. Check that the saved walkthrough appears under the intended property.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

12. Inspections

Property → Inspections & Walkthroughs

1. Open the property's Inspections & Walkthroughs tab.

2. For a structured inspection, use Property Inspection Builder.

3. Document room conditions and photos, then review the report.

4. Record actual observations; do not infer a condition from missing data.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

13. Smart Capture

More tools → Smart Capture

1. Open Smart Capture and choose what the image is for.

2. Select the property, add photos and enter the relevant details.

3. Use Save Photos or Submit Request, then check the saved result.

4. Receipts and inspections have their own capture destinations.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

14. Expenses and receipts

Expenses • Property → Expenses

1. Record an expense against the correct property and unit.

2. For a receipt, use Receipt & Expense Scanner and review the extracted details.

3. Check the merchant, date, amount and category before saving.

4. Keep the original receipt with the expense record.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

15. Project estimates and redesign

Tools → Property Tools

1. Open Project Estimator for an itemized project estimate.

2. Use Redesign Studio to upload a room photo and explore recommendations.

3. Review quantities, materials and proposed work before acting.

4. Design suggestions and estimates are planning aids.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

16. Ask AI and repair guidance

Ask AI • More tools

1. Describe the property question and include useful context.

2. Use Repair Estimator AI for estimated repair costs or Maintenance Predictor AI for suggested upkeep.

3. Review the answer against your records and real conditions.

4. AI guidance and estimates can be incomplete or incorrect.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

17. Professional directories

Property Intelligence → Professionals

1. Choose the directory for the service you need.

2. Search the location for contractors, notaries, attorneys, lenders or inspectors.

3. Verify the provider's contact details and qualifications independently.

4. A directory result is not a booking or endorsement.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

18. Profile, notifications and text size

Profile • Tools

1. Use Profile to review account details and available settings.

2. Review notification settings for the alerts you need.

3. For easier reading, open Tools and choose Large Text.

4. Check the live subscription screen for current plan terms.

Check: Reopen the relevant screen and confirm the intended property, unit and saved result.

19. Help & Tutorials

Get help with this step • Help & Tutorials

1. Choose Get help with this step on your current screen for instructions relevant to your task.

2. Expand Watch the short silent tutorial. Read the on-screen steps; all training videos have no audio.

3. Choose Return to my task to continue. Use Help & Tutorials for role PDFs and the complete video collection.

4. If you still need help, use the support link and describe the screen and problem. Do not include passwords or payment credentials.

Check: Return to your task and continue where you left off.

Keep your work reliable

Before saving

Confirm the property, unit, people, dates and amounts. Review imported or AI-generated information before relying on it.

After saving

Look for confirmation and reopen the record. If an error appears, review it and retry only after checking whether the record or payment already exists.

When you need help

Choose Get help with this step, read the relevant instructions, then Return to my task. For more help, use the support link with the screen name and a short description of what happened.

About this edition

Aligned with the updated app source and training curriculum. These instructions describe workflows; they do not certify a completed live transaction. Screen availability depends on role and account. Public records, AI suggestions and estimates need review.