OWNEROPS ONE

Property Manager

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. Portfolio transfer
03. Add your first property
04. Property overview and units
05. Property health
06. Tenants and leases
07. Tenant applications
08. List for Rent
09. Rental-site submission tools
10. Messages
11. Maintenance
12. Repairs
13. Voice and video walkthroughs
14. Inspections
15. Mission Control
16. Systems and appliances
17. Utilities
18. Documents and photos
19. Rent payments
20. Security deposits
21. Expenses and receipts
22. Accounting: review and post
23. Accounting: bank reconciliation
24. Accounting: reports and workflows
25. Calendar and short-term stays
26. Professional directories
27. Profile, notifications and text size
28. 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. Portfolio transfer

More tools → Transfer Portfolio

1. Choose a portfolio file upload or the web-link transfer option.

2. Review the extracted records and Portfolio Health Check.

3. Confirm the import, then inspect the created properties and import history.

4. Check for duplicates before importing the same portfolio again.

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

03. 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.

04. 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.

05. Property health

Property Health

1. Open Property Health to scan properties and units for items that need attention.

2. Read the reason beside each status. Needs initial inspection or Not rated means evidence is missing.

3. Open a due maintenance item or repair, complete the work, then update its record and check the saved result.

4. Health uses recorded information and due dates. Starter templates alone do not establish condition; a score is not a physical inspection.

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

06. Tenants and leases

Tenants & Leases • Property → Tenants

1. Open Tenants & Leases, or the Tenants tab on a property.

2. Check the selected property, unit and tenant before working on a lease.

3. Review the lease and its signature status before treating it as complete.

4. A tenant account and a signed lease are different milestones.

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

07. Tenant applications

Tenant Applications

1. Open Tenant Applications to prepare an application.

2. Check the property and requested application information.

3. Review submitted information before moving forward with a tenant.

4. An application is not a signed lease or confirmed payment.

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

08. List for Rent

Property → List for Rent

1. Open List for Rent on a saved property. Check the prefilled details.

2. Choose Generate Listing. Edit the title and description, then complete the accuracy review.

3. Choose Publish Shareable Listing to create an OwnerOps One listing and application link.

4. External rental sites require separate submission. No automatic syndication.

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

09. Rental-site submission tools

List for Rent → Rental site tools

1. Prepare and review your listing in OwnerOps One.

2. Copy the listing text and use the external rental-site submission links.

3. Complete each rental site's own submission process.

4. Updates and removals in OwnerOps One do not update external sites.

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

10. Messages

Messages

1. Open Messages and choose the correct conversation.

2. Include the property or unit and a clear description.

3. Review the recipient and message before sending.

4. Keep one issue clear so both sides can follow it.

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

11. 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.

12. 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.

13. 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.

14. 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.

15. 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.

16. 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.

17. 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.

18. 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.

19. Rent payments

Owner: Payments • Tenant: My Lease

1. Owners: open Payments and confirm the property, unit, tenant, amount and due date. Processing is separate from Paid.

2. Tenants: open My Lease and the eligible payment. Review Total charged by this checkout and any recorded late fee before paying once.

3. If checkout reports Processing, retain confirmation and wait for the final result. Check with the provider or landlord before attempting another payment.

4. Owners: verify received funds before recording an outside payment. Unsubmitted charges exclude payments already processing.

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

20. Security deposits

Property Intelligence → Landlord Tools

1. Open Security Deposit Tracker.

2. Track the deposit against the correct rental and tenant.

3. Review recorded deductions and refunds with supporting documents.

4. Keep deposit records separate from ordinary rent income.

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

21. 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.

22. Accounting: review and post

Accounting → Review sources

1. Open Accounting and select the property and unit scope.

2. In Review sources, inspect eligible rent and expense records.

3. Check the actual amount, date and accounts before posting a balanced entry.

4. Posting an entry does not move money or change tenant payment status.

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

23. Accounting: bank reconciliation

Accounting → Reconcile

1. Set up the bank account record and its opening statement balance.

2. Import the statement CSV and check each proposed ledger match.

3. Choose Check statement again after edits. Save only when all matches and differences pass.

4. Matching statement rows does not create missing transactions.

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

24. Accounting: reports and workflows

Accounting

1. Use Reports and Performance to review posted accounting information.

2. Use Bills & payables, Vendors and Recurring for their related workflows.

3. Review scope and dates before exporting reports or reviewing access.

4. Reports contain posted entries and opening balances, not every source record.

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

25. Calendar and short-term stays

Calendar & Reminders • Property → Stays

1. Open Calendar & Reminders to review scheduled property activity.

2. For a short-term rental, open Stays and select the correct unit.

3. Use Add Stay and review arrival, departure and turnover details.

4. Confirm availability on the booking platform; avoid assuming instant sync.

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

26. 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.

27. 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.

28. 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.