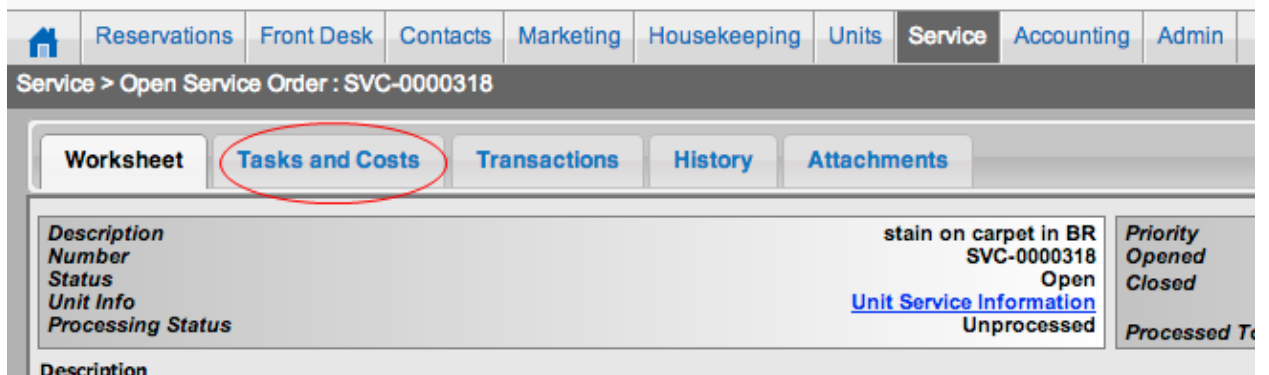


Getting Started with the HomeAway PM App

You can use the HomeAway PM app to assign and manage tasks for housekeepers and maintenance technicians. Before you can use the HomeAway PM app, you must complete the following set up processes in Escapia:

1. Set up users. Refer to the [Setting up Users](#) document.
Housekeepers and maintenance technicians must have Escapia usernames and passwords in order to log in to the HomeAway PM app. Also, in order for an Escapia user to access the HomeAway PM app, you must assign the user a role of Housekeeper, Technician, Housekeeping Manager, Technician Manager, or Agency Administrator.
2. Ensure that you have the Service Order Accounting module installed. To see if you have this module installed, open an existing service order. If the **Tasks and Costs** tab appears when you open an existing service order, you have the Service Order Accounting module installed. If you do not have this module installed, contact support.



3. Create service orders and add tasks to those service orders, or add tasks to existing service orders. Refer to the [Managing Service Orders and Tasks](#) document.
A maintenance task is a sub-item of a service order, and therefore a maintenance task must be assigned to a service order. Similarly, service orders do not appear in the maintenance task list in the HomeAway PM app. Only tasks (that are sub-items of service orders) appear in the HomeAway PM app maintenance task list. In order to ensure that items appear in the maintenance task list of the HomeAway PM app, make sure that all service orders have tasks.
4. Verify that you are using a compatible mobile device. Refer to the [System Requirements for Using the HomeAway PM Mobile App](#) document.
5. Download the HomeAway PM app. Refer to the [Downloading and Logging in to the HomeAway PM App](#) document.