OwnerWeb™ Overview

OwnerWeb is an additional website managed through your Escapia system. Owners have the ability to login to OwnerWeb to: create reservations, view published owner statements, view reports, and view service orders - you control the level of access.

OwnerWeb setup process

To access OwnerWeb settings, login to Escapia, and go to:

> Admin> Setup> **OwnerWeb**

- The URL to send your owners will be at the top of the page. It is in the same format as your Escapia URL, it will look like this:

  https://YourCompanyName.escapia.com/ownerweb

  So, if your Escapia URL is: https://abcdef.escapia.com/webagency
  Then your OwnerWeb URL will be: https://abcdef.escapia.com/**ownerweb**

Managing OwnerWeb

> Go to: Admin> Setup> **OwnerWeb**

Setup OwnerWeb

OwnerWeb is a tool property owners can use to view owner statements, make reservations, and change their contact information. OwnerWeb can be accessed at http://rainydayrentals.escapia.com/OwnerWeb. To change the text owners will see on the home page of OwnerWeb, modify the contents of textbox below and click Save.

Owner Web Homepage Text

> Welcome to the ABC Rentals Owner Login area.
>
> On this website you can view statements published by your property management company, make online reservations, and update account information (mailing address, phone number, email and password).
>
> Owner meeting Saturday - Bring your own donuts.

☑ Enable owners to create reservations (creates an owner hold).
☑ Enable owners to view published statements.
☑ Enable owners to view reports.
   ☐ Use detailed reports.   ☐ Show Source Subcategory for Owner Stays.
☑ Enable owners to modify their contact information and change their password.

Service Order Settings
☑ Enable owners to view service orders.
☑ Show costs for service orders.
☐ Show service orders charged to bookings and security deposits.
[All ▼] Select service orders viewable by owners

You can publish existing owner statements to OwnerWeb using the Manage Owner Statements page. You can generate and publish owner statements using the Generate Owner Statements wizard. Only statements you publish will appear on OwnerWeb.

Owners must have a valid e-mail address and password to log in to OwnerWeb. To set up an owner, go to Find Owners, click an owner, ensure they have a valid e-mail address, then click Change Password. Remember to click Save on both pages. Owners will be able to change their password when they log on.

[Cancel]   [Save]

General settings:
- **OwerWeb Homepage Text:** This is the information an owner will see on the OwnerWeb homepage when they first login.

Here is an example of what the text will look like to the owner once they login:
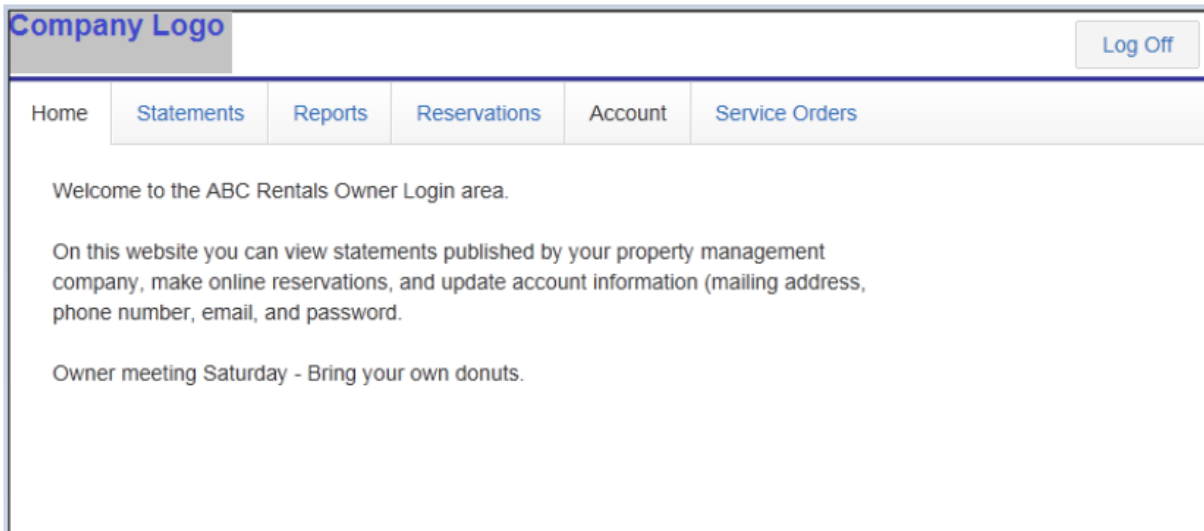
- **Enable Owners to create reservations:** Check mark this box to allow owners to block out dates for their own unit(s) in OwnerWeb, which will then create Owner type Holds on your Reservation Grid in Escapia.
- **Enable owners to view published statements:** If you select the Publish option when generating owner statements, the statements will be published to OwnerWeb for the owner to view.
  This is what the owner will see:

- **Enable owners to view reports:** Allows owners to view a brief Booking Summary report. The level of detail visible to the owner is determined by you. The standard report shows the type of stay (Renter, Guest of Owner, etc), unit code, nights booked and Rent amount.
  - **Use detailed reports:** The same as above, however, this option allows the owner to see additional information on the report: owner name, address, Guest first and last name
  Below is an example of the detailed report:

View Booking Summary Detailed Report

Start Date: 8/1/2014   End Date: 8/31/2014   View   Print

|◀| |◀| 1 /1 |▶| |▶| ⊖ ⊕ 100% ▼

Bookings for 8/1/2014 - 8/31/2014

08/18/2014 05:33 PM
Page 1 of 1

Owner
Sally Brown

Address
1152 26th Ave SE, Ballard, WA

Type	(Arrival - Departure) [Nights]	Unit Code	First Name	Last Name	Entry Date	Rent
Renter	(7/21/2014 - 8/4/2014) [14]	B103	John	Schmidt	3/6/2014	$1,450.00
Renter	(8/6/2014 – 8/10/2014) [4]	B103	Bob	Flanigan	8/15/2014	$600.00
Total Bookings	**2**				**Total**	**$2,050.00**

- ○ **Show Source Subcategory for Owner Stays:** Shows the source subcategory of the Reservation on reports for Owner type Reservations.
- ● **Enable owners to modify their contact information and change their password:** Allows owners to change their OwnerWeb password and update their contact information. This will automatically update the owner's contact record in Escapia.

Service Order Settings:
- ● **Enable owners to view service orders:** Allows owners to view service orders via OwnerWeb.
- ● **Show costs for service orders:** Makes the service order cost visible to owners.
- ● **Show service orders charged to bookings and security deposits:** Shows service orders that were not billed to the owner, but to the guest.
- ● **Select service orders viewable to owners:** You can choose to show only service orders with a certain processing status: All, Completed/Closed, Partially/Fully Processed, Fully Processed.

Once you have completed setting up OwnerWeb, click the Save button so as not to lose your changes.

Enabling Owner Access

To enable an owner for access to OwnerWeb, navigate to the Owner tab of the owner's contact record in Escapia:

Contacts> Find Contacts> **Find Owners**
Click on the Owner's name to open the contact record
Click on the Owner tab

In the Ownerweb Access section, place a checkmark in the box next to Enable access to OwnerWeb

Create a password for the owner

Then Save

We also encourage testing the login prior to sending it to the owner. This will verify that the password you have written or typed in is correct, and it will allow you to get a firsthand look at OwnerWeb.

To access OwnerWeb, you will need to provide the owner with the following:

1. **OwnerWeb URL:** You can get the URL by logging in to Escapia and navigating here:
   Admin> Setup> OwnerWeb
2. **Username:** Primary email address in the owner's contact record
3. **(Optional) A link to our OwnerWeb Documentation for owners**, available on the Support Home

(Click Here) to view a document that goes over what the Owner will see once they login to OwnerWeb.