

Quick Start: Getting to Know Sytewise

Managing buildings and the systems inside them involves a lot of moving parts, and most of the friction in that work comes down to one thing: communication. Who needs to know what, when, and whether it actually happened. Sytewise is built to reduce that friction across every relationship in your operation.

Property managers get a single place to track every property, every fixture, every vendor, and every work order across their entire portfolio. Instead of chasing status updates through email threads and spreadsheets, the information is in the system, timestamped, searchable, and attached to the record it belongs to.

Vendors receive clear, complete work orders with everything they need to do the job: scope, fixtures, due dates, checklists, and a direct link to their portal. No phone tag to clarify what's needed. No guessing about which location or which unit. And when the job is done, they submit their completion through the same link, with photos, notes, and signatures that become part of the permanent record.

Clients get visibility into the properties and work being done on their behalf, through reports, linked records, and direct communication built into the workflow rather than bolted on as an afterthought.

Tenants connect to the operation through surveys and service records, keeping the people who actually use the spaces part of the picture.

The result is a system where planned work runs on a schedule, unplanned work gets handled without losing track of the routine, and every action leaves a documented trail that gets more useful the longer you use it.

Where to Start

The articles below cover the core features of Sytewise. If you're new to the system, reading them in order is a reasonable path. If you're looking for something specific, jump straight to it.

- **What Is Sytewise** — An overview of the platform and how it serves property managers, vendors, and AV integrators
- **A Tour of the Dashboard** — Understanding your stats, map, property list, and navigation

at a glance

- **Setting Up Vendors** — How to add vendors, build out their contact records, and assign them as defaults for specific property trades
 - **Creating a Property** — Adding a property to the system, validating its location, and using the Library to build a fully populated property from a saved template
 - **Adding Parts to Fixtures** — How to document the equipment inside a fixture by hand, by cloning, or from a Library item, and why that record pays off over time
 - **Creating and Sending a Work Order** — Building a work order, selecting fixtures, assigning a vendor, sending the job, and managing it through completion
 - **Using Checklists on Work Orders** — How checklists and work orders work together, when to attach versus send directly, and what happens when a work order is reassigned or deleted
 - **Fixture Checklists: From Assignment to Archive** — The full lifecycle of a checklist from creation through vendor completion, media download, and archive
 - **Creating Checklist Templates** — How to build reusable checklist templates with required photos, signatures, notes, and custom checkboxes
 - **Building an Annual Workflow with Reminders** — Setting up recurring work orders, surveys, and inspections so your planned work runs on a calendar instead of on memory
 - **Reporting in Sytewise** — Property reports, fixture reports, work order and survey reports, CSV exports, and how to use a checklist as a fully customizable inspection report
 - **The Left Menu: A Guide to Every Page** — A quick reference to every page in the navigation and what it does
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