

# 2. Vendor Portal Documentation

Help with the Sytewise Vendor Portal.

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# Logging In

Helpful information for accessing your Vendor Portal Account

# Log in Screen Help

Point your browser to the vendor.sytewise.com. You will land on the login page automatically.

## To sign in:

1. Enter your username in the first field.
2. Enter your password in the second field. If you need to double-check what you typed, click the eye icon to the right of the password field to reveal it.
3. Check the box to agree to the terms of use.
4. Click **Sign In**.

If your credentials are not accepted, double-check that your caps lock key is off -- passwords are case-sensitive. If you have forgotten your password, click the **Forgot My Password** link below the sign-in button and follow the prompts.

Once you are signed in successfully, you will see a brief "Logging You In" message before landing on your dashboard.

**Tip:** Your session will time out after a period of inactivity. If the portal suddenly asks you to log in again, that is why. Just sign back in and you will be right where you left off.



**SYTEWISE**

## Vendor Login

Username

Elemental Air

Password

.....

Agree with the [Terms & Conditions](#)

[Forgot Password?](#)

**LOGIN**

Don't have a MapALight account? [Signup Now](#)

# Work Order Help

How to access Sytewise Work Orders

# Vendor Main Page

## Main Dashboard

Your dashboard is the first thing you see after logging in, and it is your home base for everything in the portal. It displays a card for each section that has been enabled for your account.

Each card shows:

- An icon representing the section
- The section name and a short description
- A blue number badge showing how many items are currently waiting for you (shown on Work Orders and Checklists)

Click any card to jump straight into that section. The navigation bar at the bottom of every page has a home icon to bring you back to the dashboard at any time, and a sign-out icon to log off when you are done.

## The sections you may see on your dashboard:

Section	What it is for
Work Orders	View and act on jobs assigned to you by your administrator

Section	What it is for
Checklists	Complete task-based checklists, sometimes tied to a specific work order
HSE Forms	Submit required health, safety, and environment compliance forms
Files	Manage your insurance certificates and compliance documents

# Work Orders

## Work Orders

The Work Orders section is where you will find all the jobs your administrator has assigned to you. By default the list shows your open (incomplete) work orders, but you can switch views at any time.

## The Work Order List

Each work order in the list shows you:

- The work order number in brackets
- The name of the property or job site, which is a clickable link to the full detail page
- A color-coded due date badge so you can see at a glance what needs attention:
  - **Blue** means the due date is coming up and you have time
  - **Yellow** means the job is due today
  - **Red** means the job is past its due date
  - **Green** means the job has been completed
- The property address, with a map pin icon you can tap to open directions in your maps app (Apple Maps on iPhone and iPad, Google Maps everywhere else)
- The management company name and their contact information
- Any work instructions provided by your administrator
- A list of checklists linked to that work order, also color-coded by due date

## Switching between open and completed work orders:

Click the **Show Completed WOs** button in the upper right corner to see work orders you have already finished. Click **Show Incompleted WOs** to switch back to your active list.

## Rejected work orders:

If a work order has been rejected, it will appear with a yellow background and a warning icon. Click into it to see the details and take action.

## The Work Order Detail Page

Clicking a work order opens its detail page. What you see here depends on the type and current state of the job.

**If the work order is already completed**, the page shows a completed label and a link back to your list. No further action is needed.

**If the work order is active**, you will see one or more of the following sections:

### Simple Completion

This section is for straightforward jobs where you just need to confirm the work is done.

- Read through the job details, property address, and instructions.
- Click the address to open it in your maps app if you need directions.
- Enter any notes about the work in the notes field.
- Optionally update the account or invoice number and your actual fee for the job.
- Click the red **All Complete** button to submit your completion.

### Detailed Completion

If the work order includes specific fixtures or equipment items, you will see the Detailed Completion section also. This is where you document the condition of each individual piece of equipment. If some equipment isn't repaired, this is where you will note what you found on site and recommend next steps.

A map at the top of the section shows the locations of fixtures at the property. Click **Hide Map** if you want more screen space. Each fixture is listed below the map as a collapsible card. Tap or click the fixture name to expand it and see its parts.

**For each part, select one of three status buttons:**

- **OK** means the part is in good condition and no action is needed.
- **Needs Service** means the part requires repair or follow-up. When you select this option, an

extra area appears where you can enter a note describing the issue and upload photos of the problem.

- **Repair Complete** means the part had an issue and you have already fixed it. The same note and photo area appears so you can document what you did.

**Uploading photos:** Click **Add Images** to open the photo uploader. You can choose an image from your device or take a new photo with your camera. Uploaded photos appear as thumbnails. Click the X badge on any thumbnail to remove a photo you added by mistake. Photos that were already on file before you arrived are shown for reference but cannot be deleted from this page.

Once you have gone through all fixtures and parts, fill in the account or invoice number and your actual fee if needed, then click **Submit**.

### Reject This Work Order

If for any reason you cannot accept the work order, use this section to send it back to your administrator. Enter a reason for the rejection in the text field and click **Reject**. Rejected work orders appear highlighted in yellow on your work order list.

### Notes

The Notes section is available on every active work order. It is a running log of comments visible to both you and your administrator.

To add a note, click in the text field, type your message, and press **Enter**. The note is saved immediately with your name and a timestamp. You do not need to click a separate save button.

To delete one of your notes, click the X icon next to it. You will be asked to confirm before it is removed permanently.

## Workorder #12502

Welcome, Elemental Air

### Ollie's Toccoa Quarterly HVAC Service Units 1,2,7,8

**Property:** Toccoa Georgia Ollies 996  
📍 1524 Big A Rd, Toccoa, GA 30577, USA

**Management:** Big Ole Company (615) 555-1212  
123 Main Street Nashville TN 37206

Please conduct the quarterly service on HVAC Units 1,2,7, and 8. Clean the coils, Change the filters, Inspect the heat exchangers, and adjust the belts. Estimate the cost before starting repairs. Call me with any questions, Jeff 615-319-8277.



I reject Workorder #12502 at *Toccoa Georgia Ollies 996*.

Reason for rejection

Reject

# Sample Work Order

Congratulations! You made it! Here is a sample of a Sytewise Work Order.

Click [here](#) for a full explanation of all of the features.

# Vendor Profile Help

Editing your information in the Vendor Profile.

# Vendor Profile Help

On the Vendor Account Setting Page you can:

- Enter and update your Company Name, Address and Contact Information.
- Add a description of the work you are available to do.
- Add a copy of your Certificate of Insurance to keep your record of Insurance up to date.

## Account Settings for Elemental Air

Welcome, Elemental Air

### Account Settings

**Name**

**Company Email**

**Company Phone**

**Company Address**

**Description**

[Save](#)

### Files and Insurance

[Add An Insurance Policy](#)

## To add an Certificate of Insurance:

- Click the button labeled "Add An Insurance Policy"
- Enter the details of your insurance policy including:
  - Name of your Insurance Provider
  - Insurance Policy Number
  - The Start and End dates of your current policy
  - The contact Agent at your Insurance along with their contact information.
- Click Add

### Files and Insurance

[Add An Insurance Policy](#)

#### Add an insurance policy

**Company Name \***

**Policy Number \***

**Start Date \***

**End Date \***

**Contact Name**

**Contact Phone**

**Contact Email**



## Once you've entered the details:

- You will see your insurance Policy Listed
-

You can upload a copy of your COI

- Click on Choose File
- Navigate to a JPG or PDF of the Certificate of Insurance you want to upload
- Click Upload

### Files and Insurance

[Add An Insurance Policy](#)

<b>Insurance Co.</b> <b>Policy #</b> Policy ABC123 JEFF THORNHILL (161) 531-9827 <a href="mailto:jeff.thornhill@comcast.net">jeff.thornhill@comcast.net</a>	<i>Nov 30, 2020 - Nov 30, 2021</i> <input type="button" value="Choose File"/> No file chosen Upload A PDF or JPG <input type="button" value="Upload"/>
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After you click Upload, and will appear for that Certificate of Insurance.

- Indicate the name of the project and location when naming the file that you upload.
  - example: bargain hunt cookeville hvac coi
  - don't worry about adding the dates to the file name. They will appear automatically.

### Files and Insurance

[Add An Insurance Policy](#)

<b>Insurance Co.</b> <b>Policy #</b> Policy ABC123 JEFF THORNHILL (161) 531-9827 <a href="mailto:jeff.thornhill@comcast.net">jeff.thornhill@comcast.net</a>	<i>Nov 30, 2020 - Nov 30, 2021</i>  sample COI.pdf
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