

WorkOrderProof

USER GUIDE

Every work order, proven.

workorderproof.app

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1. Welcome to WorkOrderProof

WorkOrderProof is a work order management app built for residential landlords, commercial property managers, and affordable housing operators alike. Whatever you manage — a single rental home, a commercial plaza, or a portfolio of HUD-assisted units — the same core loop applies: a request comes in, becomes a work order, moves through a clear pipeline with photos and notes, and closes with a professional record that proves the work was done.

Who it's for

- **Independent landlords** — self-manage repairs without a spreadsheet or a shoebox of receipts.
- **Property management companies** — coordinate techs, track vendor costs, and keep every property's history in one place.
- **Commercial property teams** — track buildings, suites, and maintenance requests without extra software your team won't use.
- **Affordable housing operators & PHAs** — turn on the compliance module for HQS/NSPIRE deadline tracking and proof-of-repair documentation.

The core promise

Every work order carries its own timeline — every status change, every note, every photo, timestamped and attributed automatically. When a tenant, an inspector, or an owner asks “was this fixed, and when?” — you have a one-click PDF answer, not a memory.

YOUR DATA, YOUR DEVICE

WorkOrderProof never requires uploading anything through a third-party service you don't control. Photos, notes, and records live in your own Supabase-backed account, accessible only to your organization.

2. Getting Started

Creating your account

Go to workorderproof.app and choose Create Account. You'll provide:

- **Organization name** — what shows up across your team's dashboard (e.g., "Summit Ridge Property Group").
- **Your name** — used to label your activity in the timeline and reports.
- **Email & password** — the account you'll sign in with.

Your workspace starts on the Free plan automatically — no card required. You can invite teammates and upgrade whenever you're ready; nothing about your data changes when you do.

Understanding roles

Role	What they can do
Owner	Full control: billing, all work orders and properties, inviting/removing team members, everything a Manager can do. The account creator is always the first Owner.
Manager	Assigns and manages work orders, adds properties and vendors, invites Technicians and Managers (not Owners), triages tenant requests.
Technician	Sees and updates the work orders assigned to them: changes status, adds notes, costs, and photos. Can't add properties, invite teammates, or see the full billing picture.

Adding your first property

From the Properties tab, tap + Add property. You'll set:

- **Type** — Residential, Commercial, or Affordable Housing. This changes nothing about how the app works day-to-day, except that Affordable Housing properties default to having the compliance module available (Section 8).
- **Units** — optional. Add unit labels ("Apt 4B," "Suite 210") if the property has more than one — skip this entirely for a single-family rental.

The moment a property is created, it gets its own tenant request link and QR code — see Section 4.

3. The Work Order Pipeline

Every work order moves through the same pipeline, whether it started from a tenant's phone or your own walkthrough notes:

SUBMITTED	ASSIGNED	IN PROGRESS	ON HOLD	COMPLETED	CLOSED
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Stage	What it means
Submitted	Created, not yet assigned to anyone.
Assigned	A team member or vendor is on it. Requires picking an assignee.
In Progress	Work has actually started — timestamps automatically.
On Hold	Paused, with a required reason: awaiting parts, awaiting access, awaiting approval, or other. Time spent on hold is tracked separately and doesn't count against your response-time stats.
Completed	The fix is done. Cost fields become editable here.
Closed	Signed off. This generates the final PDF record and, if compliance tracking is on, requires the deficiency reference and deadline to be filled in first.

You can't skip stages or move backward out of order — the same rules are enforced whether you're online or working from the field with no signal (Section 9).

Priority

- **Emergency** — anything tagged Safety Hazard is automatically flagged Emergency. You can also mark a work order Emergency manually.
- **High / Normal / Low** — set by whoever creates the work order; defaults to Normal.

Categories

Plumbing · Electrical · HVAC · Appliance · Doors/Windows/Locks · Pest · Grounds/Exterior · Safety Hazard · Other.

4. Tenant & Requester Submissions

This is the feature that saves you the most time: tenants and building occupants can submit a work order request without ever creating an account.

How it works

1. Every property has its own request link and QR code, found on the property's detail page.
2. Print the QR code and post it somewhere visible — a lobby, a laundry room, a break room, a unit door — or just text/email the link directly.
3. A tenant opens the link, picks their unit (if the property has units), selects a category, describes the issue, optionally attaches photos, and marks whether it's an emergency and whether you have permission to enter.
4. They get a short tracking code to check status later — no login needed on their end, ever.

Reviewing requests

Submissions land in your Requests tab as a triage queue, not as live work orders yet. For each one, you can:

- **Accept** — converts it into a real work order, pre-filled with everything the tenant provided.
- **Reject** — with a reason, for duplicates or anything that doesn't need action. The tenant can still see this via their tracking code.

WHY TRIAGE INSTEAD OF INSTANT CREATION?

The review step is your spam filter and your quality gate — it keeps your work order list clean and gives you a chance to catch duplicates before they clutter the pipeline.

5. Photos & Documentation

Photos are what turn a work order into proof. From any work order, tap + Add photo to capture one directly from your phone's camera — no need to take a picture separately and upload it later.

Before / During / After

Tag every photo with a stage. A clean Before/After pair is the single most convincing piece of documentation you can hand a tenant, an owner, or an inspector.

Compression happens automatically

Photos are resized and compressed on your device before upload — roughly ten times smaller than a raw phone photo, which matters when a tech is on a weak cellular signal in the field. You never have to think about file size.

WORKING WITH NO SIGNAL?

Photos taken offline save to your device and upload automatically the moment you're back online — see Section 9.

6. Generating Reports

Every work order can generate a branded PDF record — the document you'd hand to a tenant, an owner, an inspector, or keep for your own files.

Work Order Record

Property and unit, category and priority, the full timeline, before/after photos side by side, itemized costs, and a signature line once closed.

Proof-of-Repair (compliance properties)

The same report, with an added banner showing the inspection type, the deficiency reference, and whether the correction deadline was met — the exact document a HUD inspector or property file expects.

PLAN NOTE

Photos embed directly into the PDF on Pro and Business plans. On the Free plan, the report still generates — photos are listed by caption instead of shown as images.

7. Team & Vendors

Inviting teammates

From the Team tab, Owners and Managers can tap + Invite team member, choose Technician or Manager, and get a link to send however you'd like — text, email, Slack, whatever's fastest.

5. **1.** The person you're inviting opens the link and sees exactly which organization and role they're joining before they do anything else.
6. **2.** They create their account — and land directly in your organization, not a separate one of their own.
7. **3.** The invite link expires after 7 days if unused, and can be revoked any time from the Team tab.

Seats are limited by plan (see Section 10) — you can't send more invites than you have room for, so you'll always know exactly what you're paying for.

Adding vendors

Vendors are external contractors you assign work orders to — no login needed on their end. Add a name, trade, phone, and email from the Team tab, then assign them to any work order the same way you'd assign a teammate.

PLAN NOTE

Vendor tracking and cost logging are available on Pro and Business plans.

8. Compliance Module (Business Plan)

For affordable housing and HUD-assisted properties, the compliance module turns on inspection-linked deadline tracking without changing anything about how the rest of the app works.

Turning it on

From a property's detail page, toggle Compliance tracking. It's on by default for properties marked Affordable Housing, but you can turn it on or off for any property, any time.

What it adds to a work order

- **Inspection type** — HQS, NSPIRE, REAC legacy, or a local standard.
- **Deficiency reference** — the specific finding this work order corrects.
- **Correction deadline** — with a visible countdown on your dashboard, so nothing slips past due unnoticed.

A compliance work order can't be closed until both the deficiency reference and the deadline are filled in — this is enforced by the app, not just a suggestion, so your records stay complete.

NOT AN OFFICIAL CERTIFICATION

WorkOrderProof tracks and documents your compliance work — it doesn't replace or certify against any official inspection standard. Always follow your program's official guidance.

9. Working Offline

Field work doesn't stop for a weak signal, so neither does WorkOrderProof. If you lose connection mid-job, the app keeps working exactly as normal.

What you can still do offline

- **Status changes** — move a work order through its stages exactly as you would online.
- **Notes** and
- **costs** — add and log them as usual.
- **Photos** — capture, compress, and attach; they upload automatically once you're back online.
- **New work orders** — you can even log a new issue you find on-site with no signal at all.

An amber banner lets you know you're offline and shows how many changes are waiting to sync — you're never left guessing.

What requires a connection

Adding properties, reviewing tenant requests, and changing compliance settings are office tasks and stay online-only — intentionally, to keep the offline experience simple and reliable for the part that matters most: getting the job documented.

If something changed while you were offline

Rarely, a change you made offline might conflict with something that happened on the server in the meantime — for example, a manager closed a work order while you were mid-repair with no signal. If that happens, the app tells you clearly, shows you the current server state, and lets you retry or discard the conflicting change. Nothing is ever silently lost or silently overwritten.

10. Plans & Pricing

	Free	Pro — \$19/mo	Business — \$49/mo
Properties	1	Unlimited	Unlimited
Open work orders	10	Unlimited	Unlimited
Team members	1	5	Unlimited
Tenant QR/link requests	✓	✓	✓
Photos embedded in PDFs	—	✓	✓
Vendors & cost tracking	—	✓	✓
Compliance module	—	—	✓

Upgrading

From Settings, choose Upgrade on either plan card — you'll check out securely through Stripe and land right back in the app with your new plan already active. Downgrading works the same way in reverse: cancel through Stripe and your plan drops to Free automatically at the end of your current billing period. Your data is never affected by a plan change — only which features are unlocked.

ALREADY USING ANOTHER PROOF FAMILY APP?

Ask about the Proof Family bundle discount if you're already subscribed to ConstructProof — look for the promo code in your ConstructProof billing settings.

11. Tips for Getting the Most Out of WorkOrderProof

- **Print the QR code.** Post it somewhere every tenant will actually see it — by the mailboxes, not buried in a welcome packet nobody reads twice.
- **Take a Before photo before you touch anything.** A photo taken the moment you arrive protects everyone if there's ever a dispute about pre-existing damage.
- **Use notes liberally.** The timeline is your record — “tenant confirmed access after 2pm” or “part on backorder, ETA Friday” takes five seconds and saves a phone call later.
- **Log costs as you go, not at the end of the month.** Consistent categorization makes your monthly rollup reports (Business plan) actually useful for spotting patterns — like one property generating far more plumbing calls than the rest.
- **Don't worry about unused invite links lying around.** A stale invite link is a security no-op — revoked or expired links simply stop working, no cleanup required.

12. Getting Help

Questions, feedback, or something not working the way you expect — reach out any time.

info@workorderproof.app

workorderproof.app

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