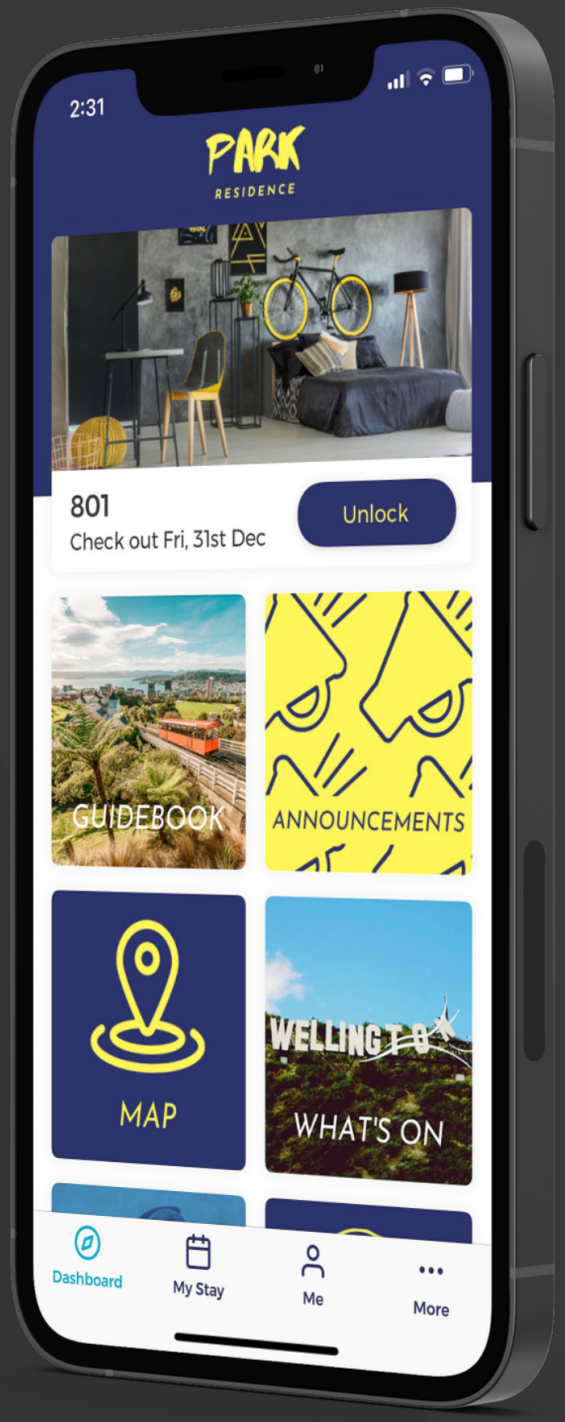
altitude.

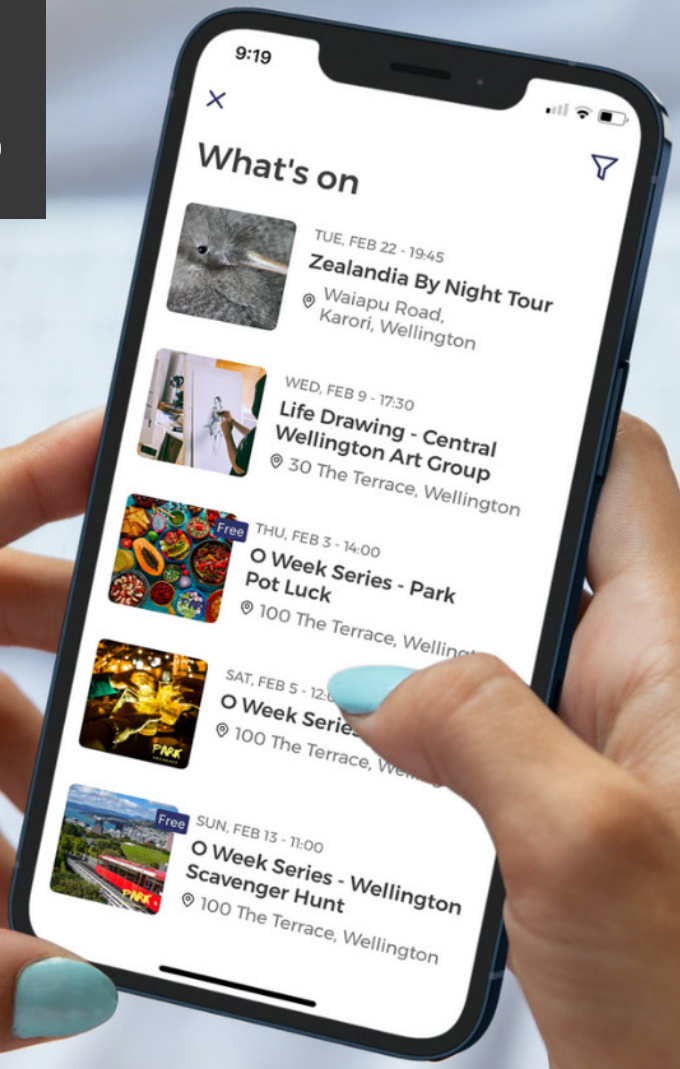
student app

the smarter accommodation platform

www.altitudehq.com



elevate your student experience with altitude's **student app**



create the **ultimate** student experience.

We're focused on enhancing experiences and making your life easier.

For students beginning or returning to their studies, moving to a new home-away-from-home is a big task. On the other hand, operators organising pre-arrival documentation, move in days and so much more is no mean feat. Life is a whole lot easier when everything you need is in one single place.

Altitude's Student App is a fully-customisable, consolidated app with anything and everything relevant to the student experience at your property.

Students have the freedom to learn all about your property, ask questions, get organised and stay in the know as they prepare for the big move and undertake their studies. Students have the freedom to review agreement terms, pay deposits, move in and out, use a mobile key, see what's on, communicate via chatbot, view bill, and provide feedback from their own device.

Staff are empowered to directly connect with students from the moment they have secured their booking. Give staff control with insights, reporting and streamlined automated processes to save time.

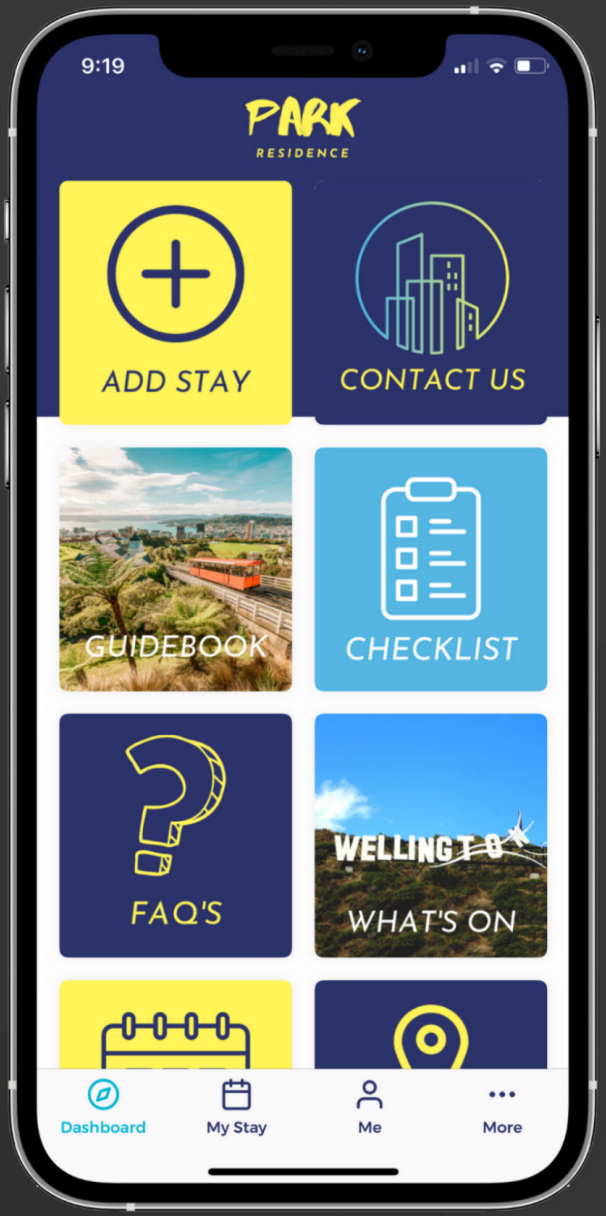
www.altitudehq.com

benefits

Easy to use

Fully Customisable

Time-Saving



Cost-saving

Multi Property and Multi Language

Reporting and Back of House Management

features

Comprehensive Arrival Features

Enable Mobile Keys

Push Notifications, Alerts and Announcements

Emergency Alerts and App Functions

Student Wellbeing

Maintenance, Lost Property and more

Real-time Feedback and Communication

Manage Billing Methods and Services

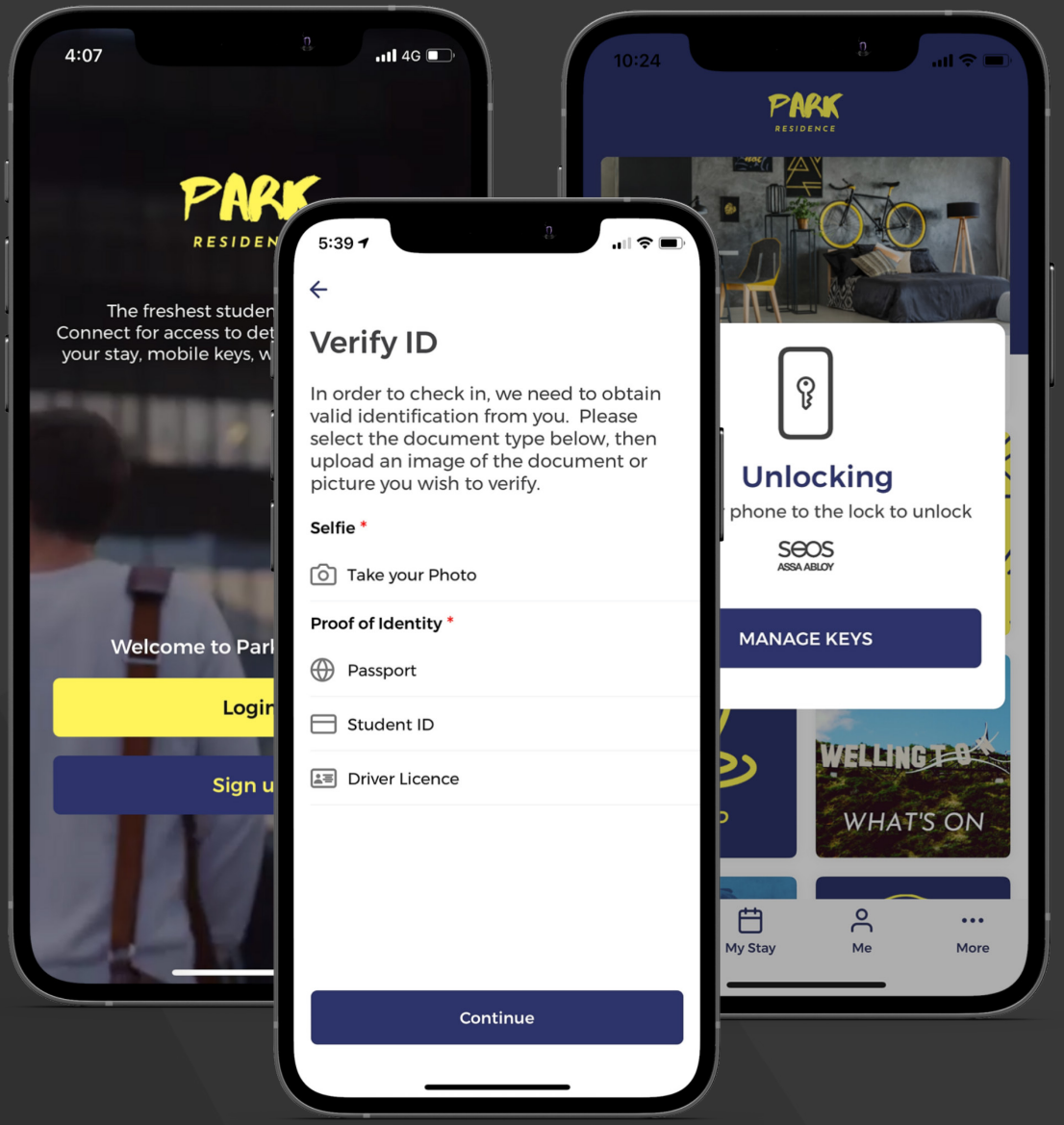
student experience

pre-arrival and arrival

provide a centralised, **user-friendly** solution to **connect** with students

We understand the number of forms and requirements needed before moving in. That's why we have developed simple in-app flows to allow students to easily download, e-sign, attach proof of ID and update payment details all from one area.

- Automatically update PMS with student details, removing manual data entry
- Notification of completed pre-arrival forms and check-in
- Push notifications can be sent directly to students for follow up, check-in and more
- Enable mobile keys to reduce loss and unauthorised access on site
- Receive back-of-house notifications of student status, requests and communication
- Upload and verify identification as required by the property

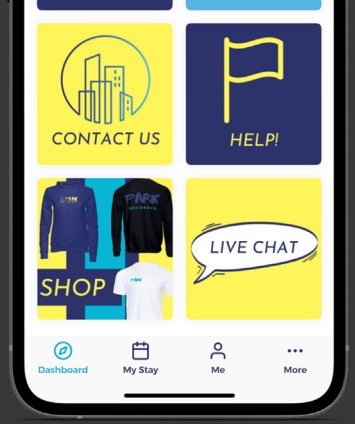


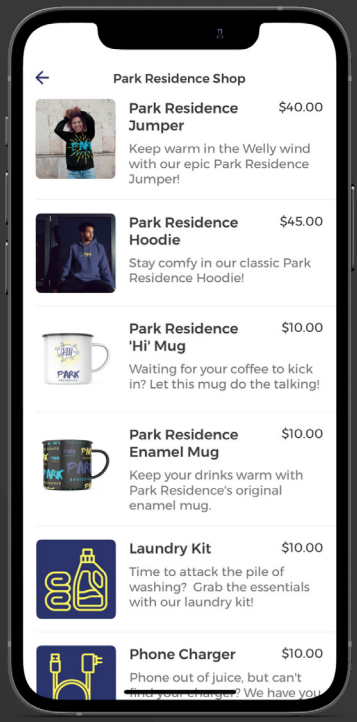
student experience

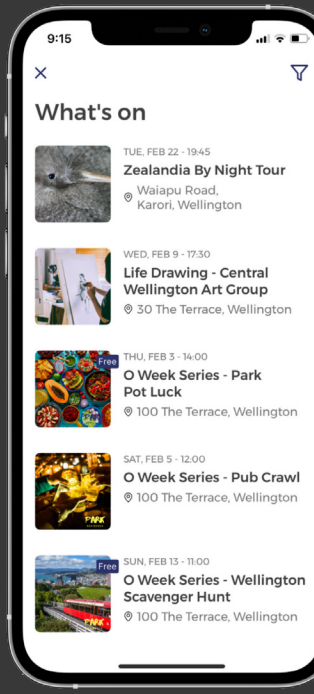
during stay

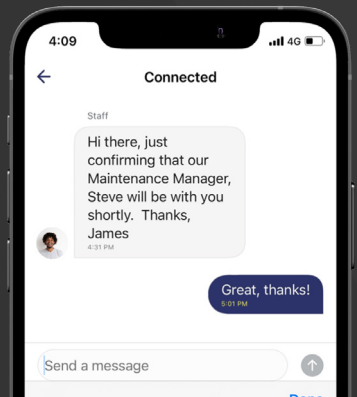
Altitude's Student App offers students and staff a powerhouse of features, enabling a streamlined and easy user experience. With anything and everything needed while staying at your property, students have one place to find all of the answers.

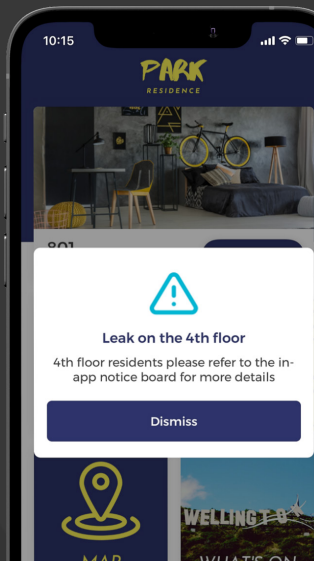
- Log maintenance and lost property
- View and filter events and local area information
- Complete wellbeing and student surveys
- In-app announcement board
- Receive push notifications for alerts, emergencies and announcements
- Real-time communication via live chat, email, phone and more
- Completely customisable content with HTML, PDF and External Link pages
- Property Guidebook and Student Information
- Enable mobile keys
- Integrated systems
- In-App Store
- Emergency alerts











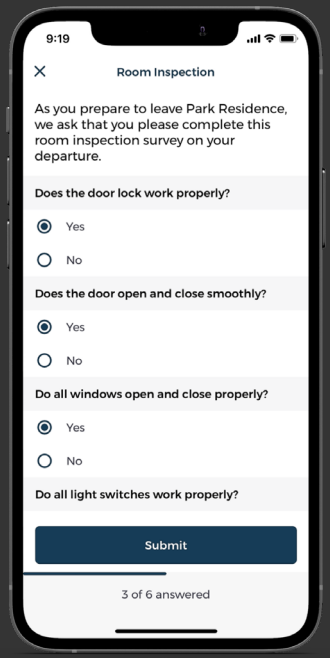
student experience

departure

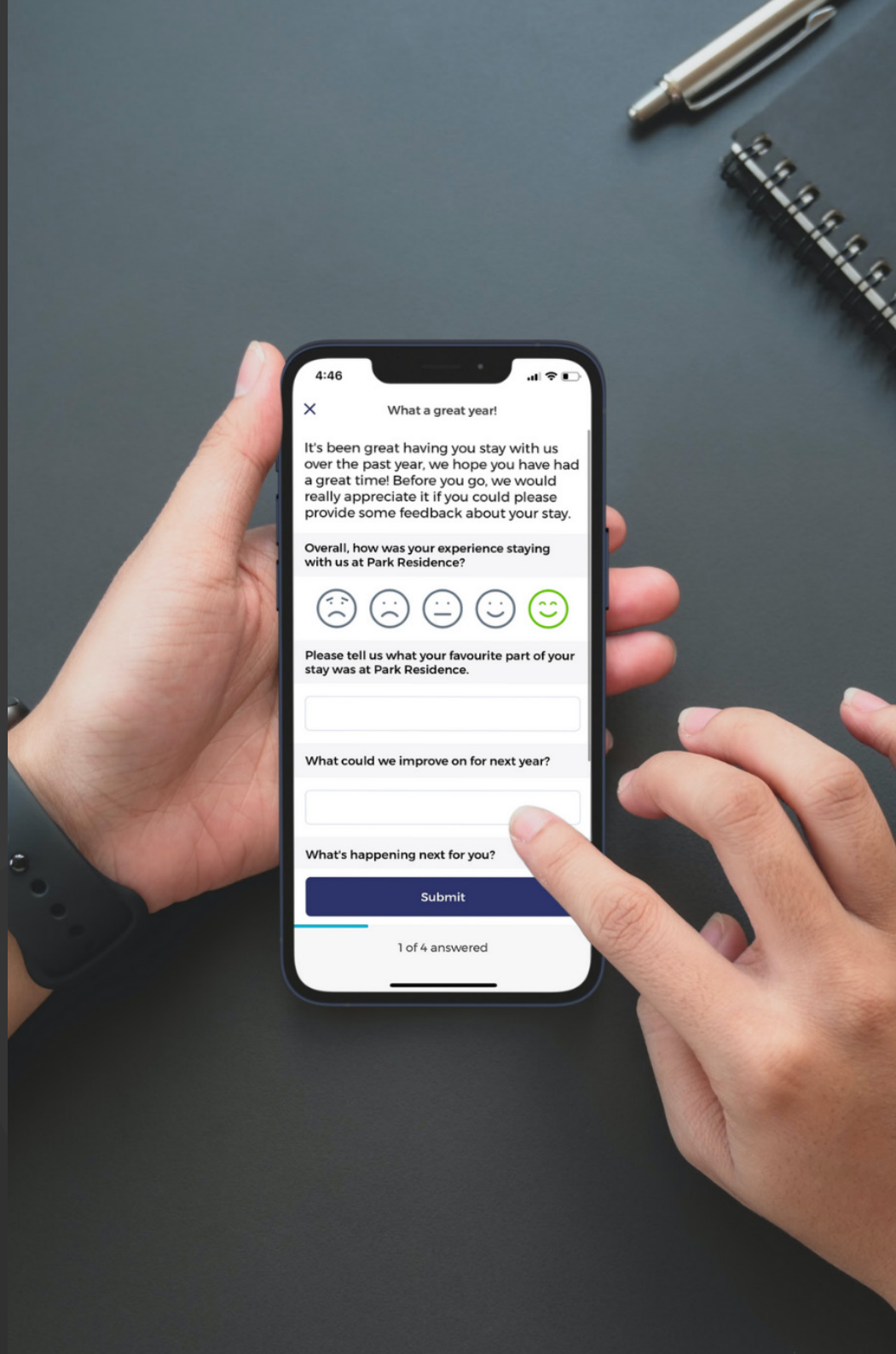
Students can begin the departure process straight from their mobile phones as they get ready to move out.

Properties can set pre-departure checklists and inventory reports to be completed by the student, which can be configured to notify staff to complete final room checks and sign off.

Students can then check out straight from their mobile phones, provide important feedback on their experience, re-apply for next year and stay in touch with the property.



- Live feedback and NPS
- Departure surveys
- Coordinate move out details
- Room inspections
- Process final payments



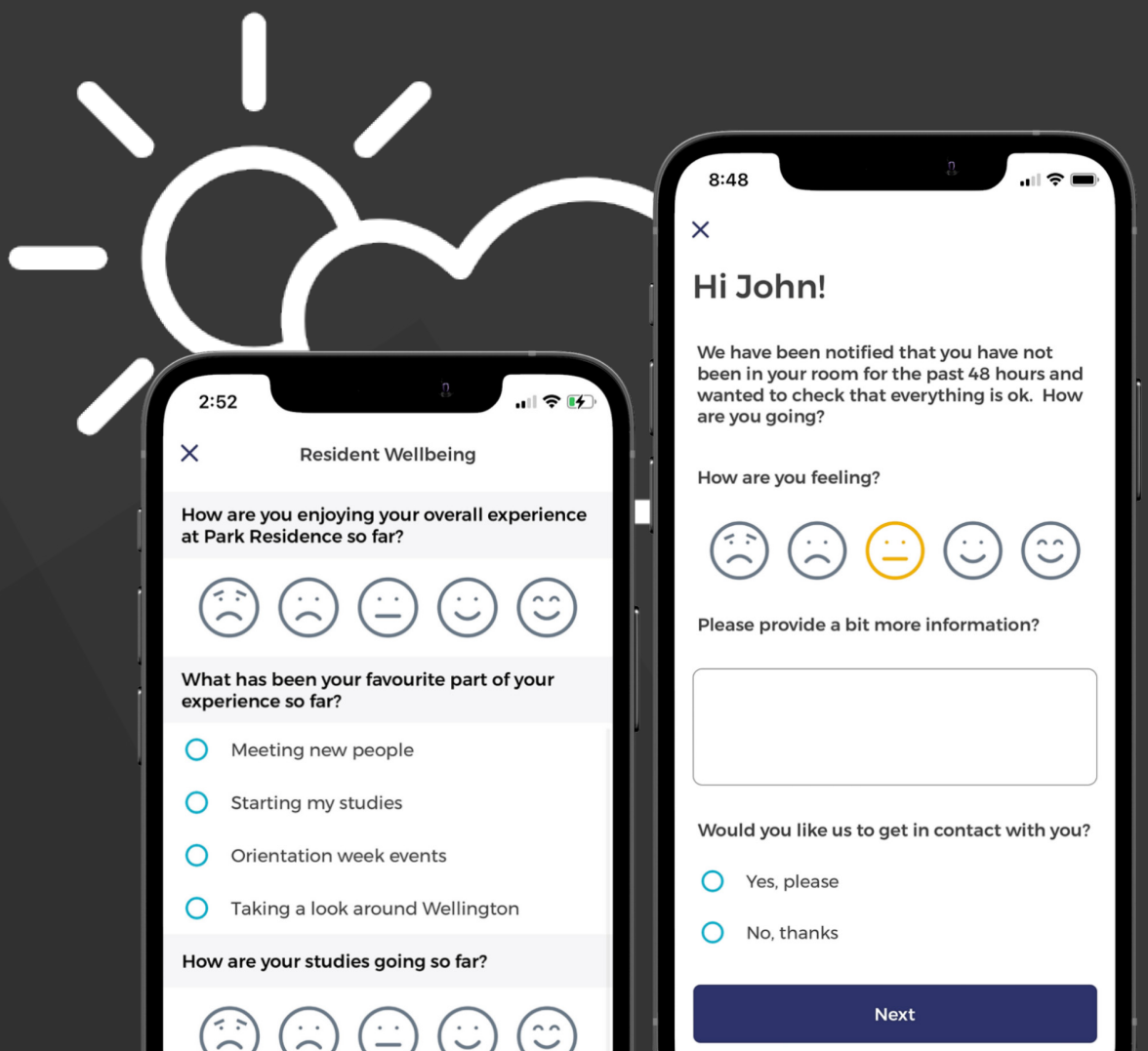
additional features

wellbeing

our student app has a **specific focus** on the **wellbeing** and health and safety of students

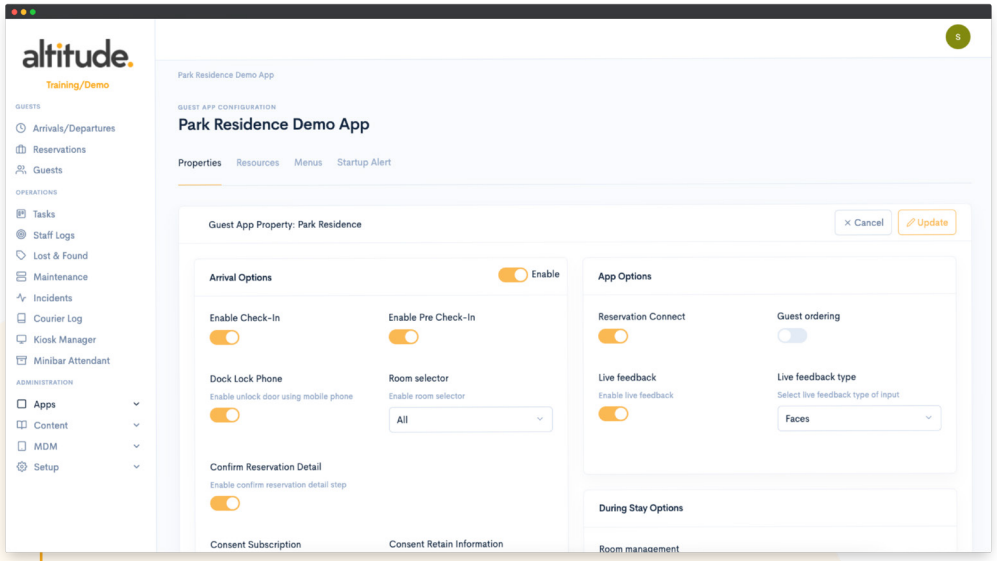
By making the most of the Wellbeing functionality in Altitude's Student App and Altitude Cloud, staff can keep up to date with students and check in when needed.

- Create wellbeing push notifications requiring an update from the student
- Configure time frames and follow up alerts based on property requirements
- Students can update their location status to 'away', then indicate returning dates
- Create wellbeing surveys for feedback throughout the year
- Emergency notifications and updates to support management of health and safety



back-of-house experience

altitude cloud

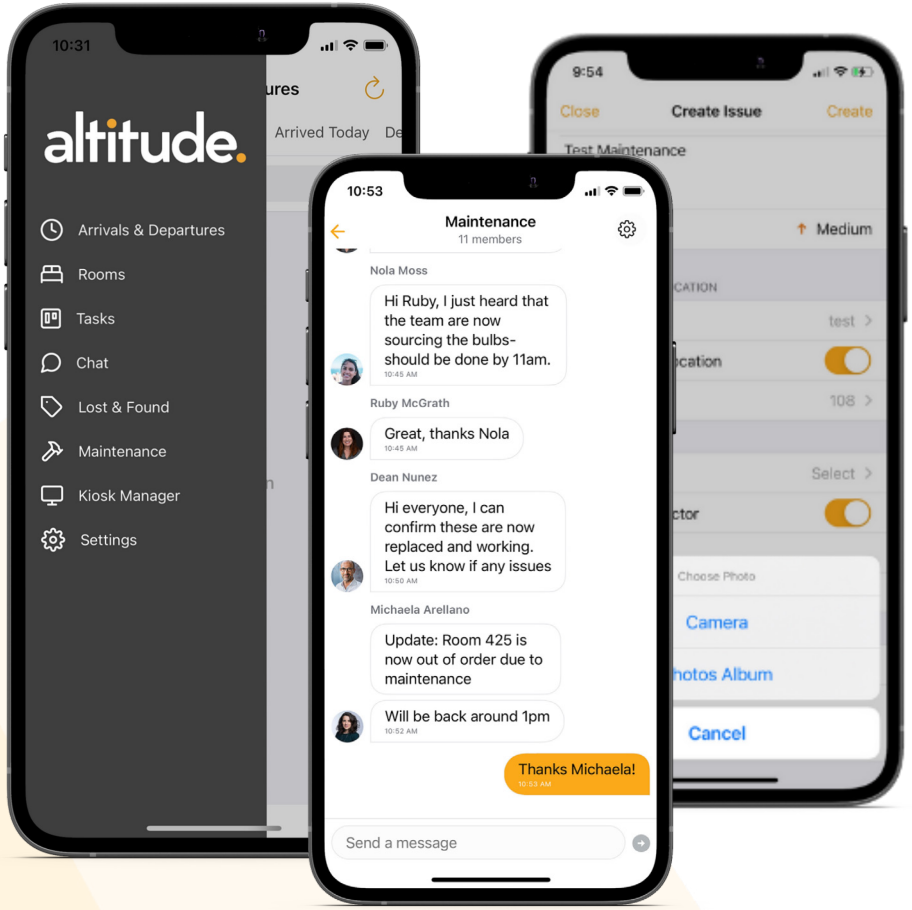


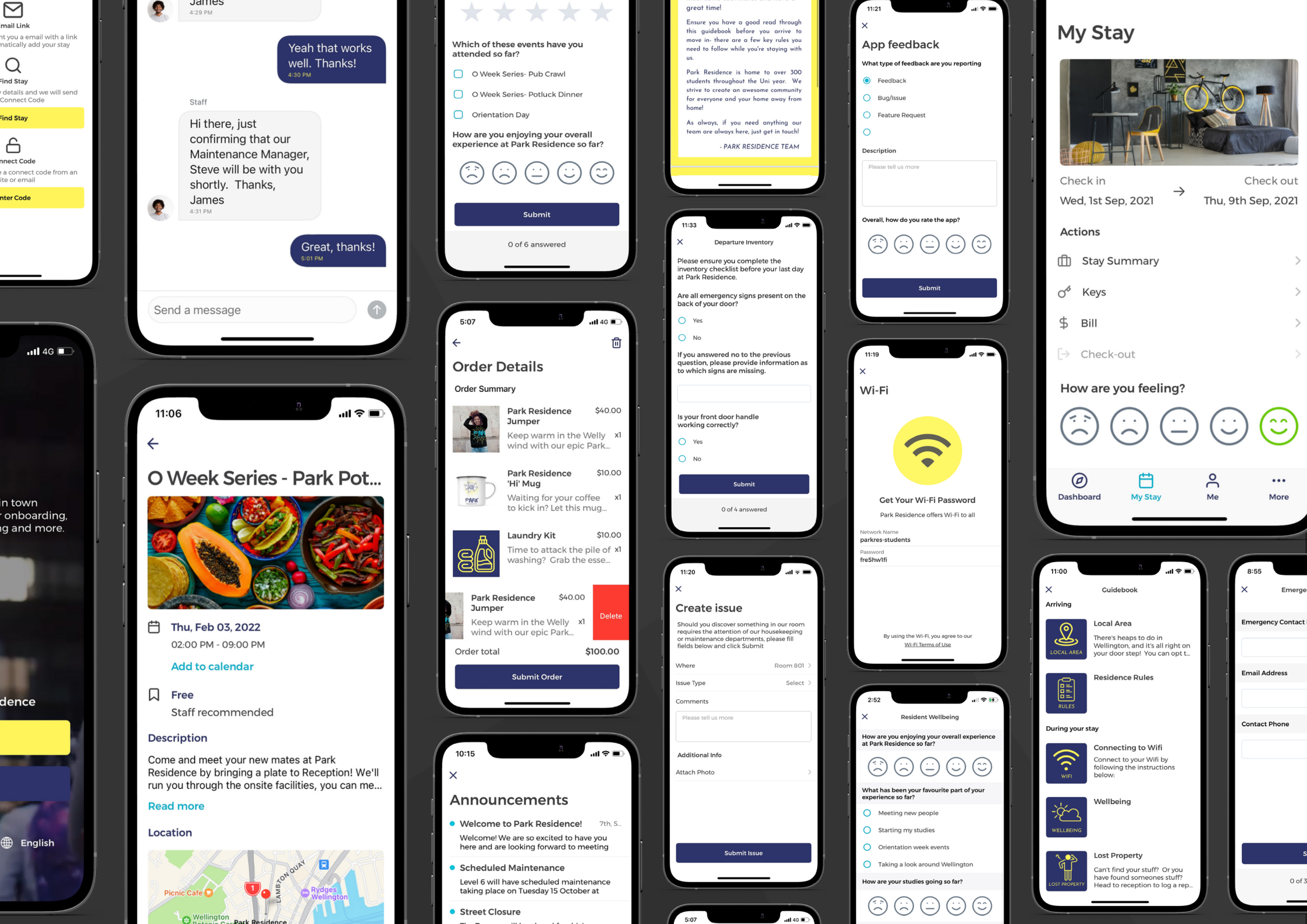
Intuitive user interfaces allow easy customisation of your student experience

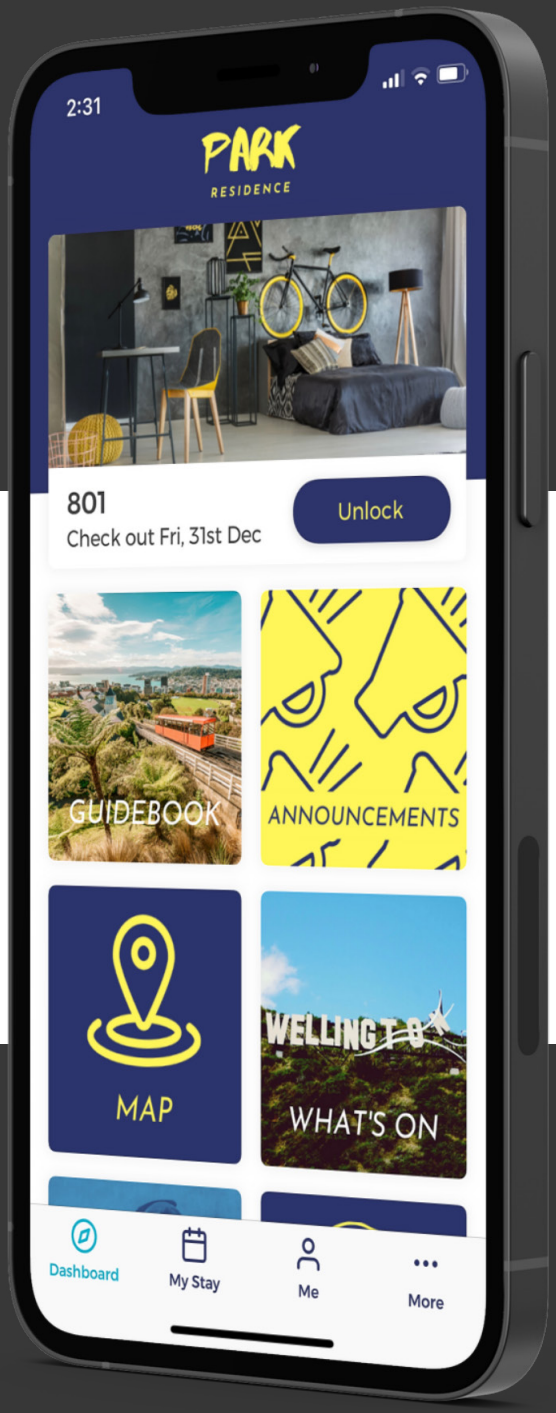
Integrated features mean real-time updates to your PMS, doors, payment gateways and more.

admin app

- Manage scheduled and requested maintenance
- Live room and reservation views
- Manage lost property
- Live Chat




Yeah that works well. Thanks!
4:30 PM
Staff
Hi there, just confirming that our Maintenance Manager, Steve will be with you shortly. Thanks, James
4:31 PM
Great, thanks!
5:01 PM
Send a message
Which of these events have you attended so far?
O Week Series- Pub Crawl
O Week Series- Potluck Dinner
Orientation Day
How are you enjoying your overall experience at Park Residence so far?
Submit
0 of 6 answered
Ensure you have a good read through this guidebook before you arrive to move in- there are a few key rules you need to follow while you're staying with us.
Park Residence is home to over 300 students throughout the Uni year. We strive to create an awesome community for everyone and your home away from home!
As always, if you need anything our team are always here, just get in touch!
- PARK RESIDENCE TEAM
11:21
App feedback
What type of feedback are you reporting
Feedback
Bug/Issue
Feature Request
Description
Please tell us more
Overall, how do you rate the app?
Submit
My Stay
Check in
Wed, 1st Sep, 2021
Check out
Thu, 9th Sep, 2021
Actions
Stay Summary
Keys
Bill
Check-out
How are you feeling?
Dashboard
My Stay
Me
More
11:33
Departure Inventory
Please ensure you complete the inventory checklist before your last day at Park Residence.
Are all emergency signs present on the back of your door?
Yes
No
If you answered no to the previous question, please provide information as to which signs are missing.
Is your front door handle working correctly?
Yes
No
Submit
0 of 4 answered
11:19
Wi-Fi
Get Your Wi-Fi Password
Park Residence offers Wi-Fi to all
Network Name
parkres-students
Password
fre5hw1fi
By using the Wi-Fi, you agree to our
Wi-Fi Terms of Use
5:07
Order Details
Order Summary
Park Residence Jumper
$40.00
Keep warm in the Welly wind with our epic Park...
x1
Park Residence 'Hi' Mug
$10.00
Waiting for your coffee to kick in? Let this mug...
x1
Laundry Kit
$10.00
Time to attack the pile of washing? Grab the esse...
x1
Park Residence Jumper
$40.00
Keep warm in the Welly wind with our epic Park...
x1
Delete
Order total
$100.00
Submit Order
11:06
O Week Series - Park Pot...
Thu, Feb 03, 2022
02:00 PM - 09:00 PM
Add to calendar
Free
Staff recommended
Description
Come and meet your new mates at Park Residence by bringing a plate to Reception! We'll run you through the onsite facilities, you can me...
Read more
Location
Picnic Cafe
Rydges Wellington
LAMBTON QUAY
Wellington
Park Residence
11:20
Create issue
Should you discover something in our room requires the attention of our housekeeping or maintenance departments, please fill fields below and click Submit
Where
Room 801
Issue Type
Select
Comments
Please tell us more
Additional Info
Attach Photo
Submit Issue
11:00
Guidebook
Arriving
Local Area
There's heaps to do in Wellington, and it's all right on your door step! You can opt t...
LOCAL AREA
Residence Rules
RULES
During your stay
Connecting to Wifi
Connect to your Wifi by following the instructions below:
WIFI
Wellbeing
WELLBEING
Lost Property
Can't find your stuff? Or you have found someones stuff? Head to reception to log a rep...
LOST PROPERTY
10:15
Announcements
Welcome to Park Residence!
7th, S...
Welcome! We are so excited to have you here and are looking forward to meeting
Scheduled Maintenance
Level 6 will have scheduled maintenance taking place on Tuesday 15 October at
Street Closure
2:52
Resident Wellbeing
How are you enjoying your overall experience at Park Residence so far?
What has been your favourite part of your experience so far?
Meeting new people
Starting my studies
Orientation week events
Taking a look around Wellington
How are your studies going so far?
8:55
Emergency Contact
Email Address
Contact Phone
English



altitude.
student app

Thank you for taking the time to read our Student App overview. We are really excited about the endless opportunities this solution offers in support of student accommodation providers.

If you would like to learn more about Altitude, what we do, or take a deep dive into the student app functionality and features, get in touch with us by visiting www.altitudehq.com, or emailing hello@altitudehq.com. We would love to hear your feedback on the work we do and work with you to find the right solution for your property.

Thank you again and we look forward to working with you!

- Altitude Team

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*Park Residence is a fictional property, developed by the Altitude team for demonstration and marketing purposes.