

SUBJECT	Date
YARDI VOYAGER PROCEDURES MANUAL LOCATING AN APPLICANT/RESIDENT	04-20-18

PURPOSE: To locate an Applicant/Resident in Voyager

PREPARED BY: SM or DM

WHEN PREPARED: When you need to locate an Applicant/Resident in Voyager

Searching for an approved Applicant or Resident/Tenant:

- 1) Throughout Voyager, when the field for a payer or tenant appears;
 - a. Enter the last name of the Applicant/Resident
 - b. If the Applicant/Resident does not appear
 - i. Click on the box to the right of the field to open the Payer search
 - ii. If the word Payer displays, click on the Payer link to open the Payer search.

The Payer window will open to allow you to search the database

Person Type; On the right of the box, scroll the bar all the way to the top and click on the blank section above the Type of Tenant. This will allow you to search on all person types.

Tenant Status; hold down the Ctrl key on your keyboard and select all status so they are highlighted blue.

In the **Search field**, enter the applicants last name and all available applicants and tenants will appear. If the name you are searching for appears, click on the box to the left of their name to select them and click OK.

The information will now populate on the Payer field.

If the Applicant/Resident does not appear, contact Clearwater for assistance.