



# AIRBASSADOR

## ONBOARDING INSTRUCTIONS

*We recommend printing these instructions and referring to them as you proceed through the six onboarding steps.*

### Step 1: Choose your hosting plan

Choose a hosting plan that works for your situation.

- a. Enter the property owner's information.
- b. Review our hosting plans at <https://www.airbassador.com/hosting>. We offer you a choice between two hosting plans to fit your needs:
  - Flex Hosting. Our Flex Hosting plan allows you to choose what responsibilities you want Airbassador to handle on your behalf.
  - Platinum Hosting. Our Platinum Hosting plan allows us to handle virtually all tasks associated with your listing.
    - If you choose the Flex Hosting Plan, you can choose any optional services you want.
- c. Select who is responsible for the turnover after each guest stay.
- d. Select who is responsible for supplying amenities.
- e. Choose the length of the agreement and effective date.
- f. After we receive your listing information, a Management Agreement will be sent to your email for you to review and electronically sign.

### Step 2: Setting up your listing accounts

In order to list your property on Airbnb and Vrbo, you will need an account. If you do not already have an account, you will need to create an account on each booking platform.

#### *Airbnb*

- a. New Account: Click on the link provided to set up your account.
  - You will need to provide your email, phone number, and verify your identity to create an account.
  - You will need to create a new listing to add your property. Just enter the basic information, and we will fill in all the details and photos later.
  - Next, you'll need to add Airbassador as a co-host by using the instructions below.



# AIRBASSADOR

- b. Existing Account: If you already have an Airbnb account, you will need to invite Airbassador as a co-host.
- Log in to your Airbnb account and switch to your hosting
  - Select the listing you want to add Airbassador to
  - Find the "Co-hosts" section in the listing editor
  - Tap "Invite a co-host" or "Get started"
  - In the email section, enter **staff@airbassador.com**
  - So that we can manage your listing, choose "Full Access" in the permissions section
  - Review the information and tap "Send" to invite us. After we accept your invitation, you will come back to the co-host section and set up the co-host payout.

## *Vrbo*

- a. New Account: Vrbo does not have a co-host feature like other booking platforms do.
- We will create and set up your Vrbo account using your primary email address and a password that we will email to you.
  - You will then be able to log into your Vrbo account using your email and our shared password. You cannot change the password during the term of our agreement unless you notify us of the new password.
- b. Existing Account: If you already have a Vrbo account, you will need to change your password to a shared password that we will email to you. You'll then share your login name with us so that we can access your account.

## *Zelle*

- a. We use Zelle to send or receive money without fees.
- b. New Account: Click on the link provided to set up your account.
- Search for your bank's name and click on it
  - Confirm you have the correct bank, then click "Continue To Your Bank"
  - Follow the instructions on your bank's website to enroll
  - If your bank does not offer Zelle, contact us by email at **staff@airbassador.com**



# AIRBASSADOR

## **Step 3: Property Information**

We want your listing to shine on all booking platforms!

- a. Click the link to complete the "Property Survey" data so that we have all the information we need about your property and all it has to offer.
- b. Upload any photos of your property.

## **Step 4: Listing Preferences**

Set up your listing fees and policies.

- a. Click the link to complete the "Listing Preferences" data so that we have all the information we need about your listing policies and fees.

## **Step 5: Opt-In Services**

We recommend services to help owners save money.

- Ownwell may help you save money on property taxes and more. You only pay if you save.
- Proper Insurance is insurance designed for owners and hosts. This insurance will replace your traditional homeowner policy while providing additional coverage not found in homeowner policies.

## **Step 6: Tutorials**

Use our tutorials to learn how to navigate in your Owner's Portal where you have access to a wealth of information to gain perspective into your business.