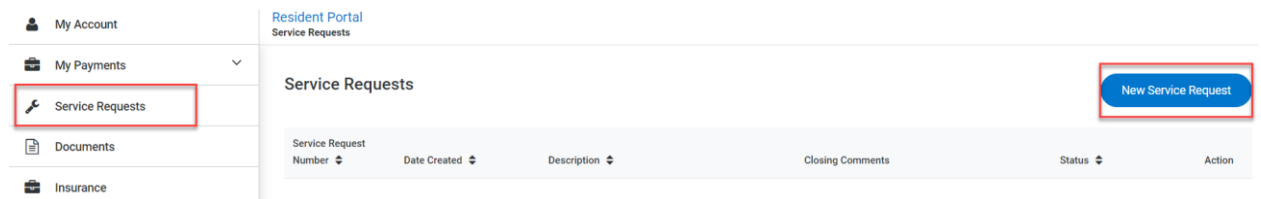


# Creating a New Service Request

To create a new service request in the Tenant Portal:

1. You can open the **New Service Request** pane from different locations:

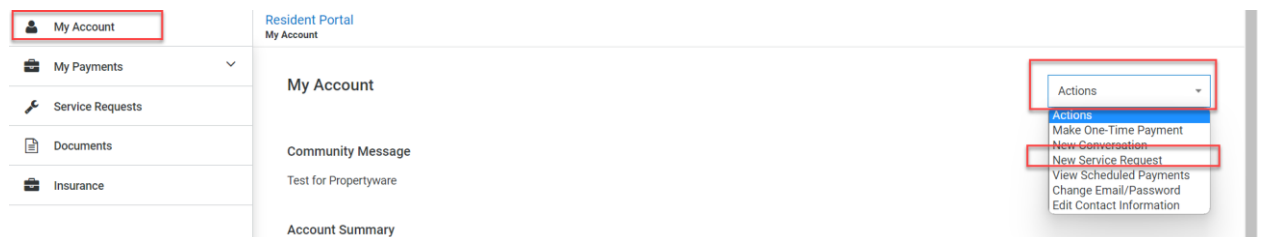
- From the **Service Requests** page, click **New Service Request**.



- From the **My Account** page, click **New Request** in the *Open Service Requests* section.



- From the **Actions** drop-down menu on the **My Account** page, select **New Service Request**.



2. The **New Service Request** pane opens (see image at the right).
3. From the **Building/Unit** drop-down list, select the location for the service request.
4. In the **Specific Location** text box, provide additional details regarding the location of the maintenance problem.
5. In the **Description** text box, type a detailed description of the problem.
6. From the **Primary Phone Type** drop-down list, select the type of phone number you are providing for the request: **Mobile**, **Work**, or **Home**.
7. In the **Primary Phone** text box, type the phone number to use for this request.
8. The **Email Address** text box is automatically populated with the email address associated with your account. To change the email, type your changes in the text box.
9. From the **Priority** drop-down list, select the urgency of the service request.
10. In the **Preferred Entry Date & Time** section, configure the entry date and time:
  - a) To indicate that any time and date are acceptable, move the **Any Date/Time** toggle switch to the right.
  - b) To specify a preferred entry time, move the **Any Date/Time** toggle switch to the left. In the date and time fields that appear:
    - In the **Preferred Entry Date** calendar box, type or select the date on which you would like the service to be performed.
    - In the **Preferred Time to Enter** date box, type or select the time at which you would like the service to be performed.

**New Service Request** ✕

Requestor ~  
[Redacted]

Primary Phone Type  
Home ▾

Primary Phone  
[Empty]

Email Address \*  
[Redacted]

Priority  
Medium ▾

Preferred Entry Date & Time  
☒ Any date/time

Attach Document

\* Required fields

Cancel Save

11. To attach a document (including image files), click Attach Document, then use the browser's file upload dialog box to navigate to the file to attach.
12. When all the fields are complete, click **Save**.
13. If you added a new phone number or email address, a dialog box appears and you must indicate whether or not your profile should be updated to include your changes.

The new service request is created and appears in the list of open service requests.

## New Service Request ✕

Requestor \*

Primary Phone Type

Home ▾

Primary Phone

Email Address \*

Priority

Medium ▾

Preferred Entry Date & Time

☒ Any date/time

Attach Document

\* Required fields

Cancel

Save