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.

•	My Account		Resident Portal Service Requests						
v	My Payments	~	Service Requests						
ø	Service Requests		Service Reque	-515	New Service Request				
ľ	Documents		Service Request	Date Created 🗢	Description 🗢	Closing Comments	Status 🗢	Action	
-	Insurance								

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

4	My Account]	Resident Portal My Account	
÷	My Payments	~		
₽¢.	Service Requests	L.	View Account Detail	Make a Payment
	Documents		Open Service Requests	
÷	Insurance		+ New Request	
			Service Request Number 🗢 Date Created 🗢 Description 🗢	Status 🖨
			No Service Requests Found	
			4	• •

View All Requests

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

La My Account	Resident Portal My Account	
🖶 My Payments 🗸 🗸	My Account	
Service Requests	my Account	Actions -
Documents	Community Message	Make One-Time Payment New Conversation New Service Request
🚔 Insurance	Test for Propertyware	View Scheduled Payments Change Email/Password
	Account Summary	Edit Contact Information

The New Service Request pane opens (see image at the right). From the Building/Unit drop-down list, select the	New Service Request ×
location for the service request.	Requestor "
In the Specific Location text box, provide additional details regarding the location of themaintenance problem.	Primary Phone Type
In the Description text box, type a detailed description	Home
of the problem.	Primary Phone
From the Primary Phone Type drop-down list, select the type of phone number you areproviding for the	
request: Mobile, Work, or Home.	Email Address *
In the Primary Phone text box, type the phone number to use for this request.	
The Email Address text box is automatically populated	Priority
with the email address associatedwith your account. To change the email, type your changes in the text box.	Medium -
From the Priority drop-down list, select the urgency of	Preferred Entry Date & Time
the service request.	Any date/time
In the <i>Preferred Entry Date & Time</i> section, configure the entry date and time:	Attach Document
a) To indicate that any time and date are	Attach Document
acceptable, move the Any Date/Time toggle	* Required fields
switch to the right. b) To specify a preferred entry time, move the Any	Cancel Save
Date/Time toggle switch to the left. Inthe date and	

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time fields that appear:

- In the Preferred Entry Date calendar box, type or select the date on which • youwould like the service to be performed.
- In the Preferred Time to Enter date box, type or select the time at which • youwould like the service to be performed.

 To attach a document (including image files), click Attach Document, then use the browser'sfile upload dialog box to navigate to the file to attach.

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- 12. When all the fields are complete, click **Save**.
- If you added a new phone number or email address, a dialog box appears and you mustindicate 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	5
Cancel Save	