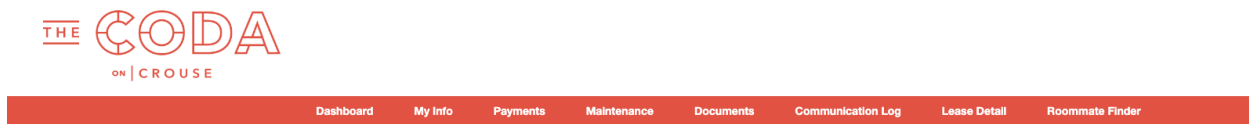


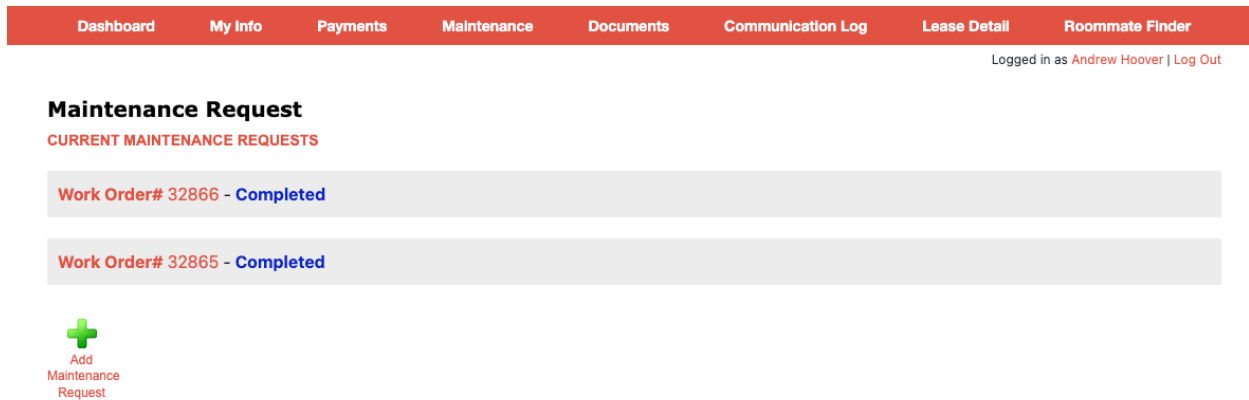


Requesting Maintenance Through Your MyRentPortal Account

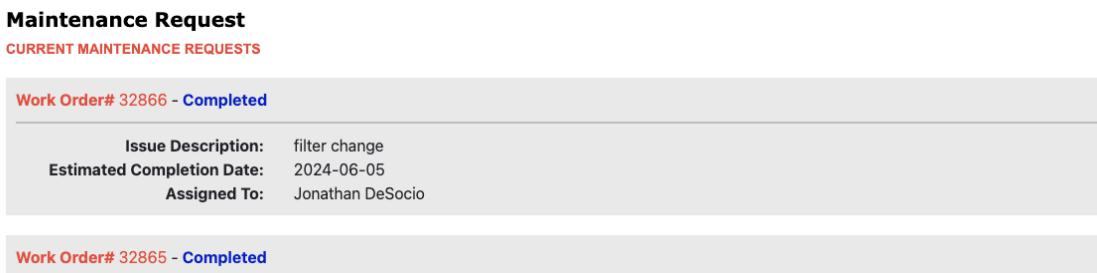
1. Upon logging in, click on Maintenance Tab at top. See example below:



2. Click on Maintenance tab. You will be shown the current maintenance requests on your account if any and their status:




- You can click on each Work Order to see further details. See below example when clicked:



3. To create a new Maintenance request, scroll to the bottom of your Work Order list and Click on Maintenance Request. See example below:





4. After clicking on  Add Maintenance Request you will have the opportunity to enter the problem in the Problem box, your Availability in the Availability Box and upload any pictures / videos of the request. See below for the initial screen upon clicking the Add Maintenance Request Button:

Maintenance Request

Problem:

Availability:

Upload Attachments:

Choose File	No file chosen
Choose File	No file chosen
Choose File	No file chosen

Acknowledgment: I understand that for all non-emergency maintenance that resident requests for certain scheduled dates/times of work based off of resident availability stated above may not coincide with the maintenance departments schedule or be during normal business hours Monday-Friday from 9am - 5pm. The maintenance department may enter and complete work when I am not present.

- See Below for example of completed request prior to clicking on the Submit button:

Maintenance Request

Problem:

Availability:

Upload Attachments:

Choose File	No file chosen
Choose File	No file chosen
Choose File	No file chosen

Acknowledgment: I understand that for all non-emergency maintenance that resident requests for certain scheduled dates/times of work based off of resident availability stated above may not coincide with the maintenance departments schedule or be during normal business hours Monday-Friday from 9am - 5pm. The maintenance department may enter and complete work when I am not present.

After clicking the submit button you will see the following:

Maintenance Request

✔ Maintenance Request Added Successfully



5. Until it is activated and assigned you will see the request will be in pending status.

Maintenance Request

CURRENT MAINTENANCE REQUESTS

Work Order# 32870 - Pending

Issue Description:	For Testing
Estimated Completion Date:	Unknown
Assigned To:	Unknown

6. You will receive emails and text messages associated with the request from beginning, activation, assignment, any updates, when maintenance is in your unit and upon completion.
7. In addition, your roommates will receive similar notifications via email and text of your request without the specific details of your request.