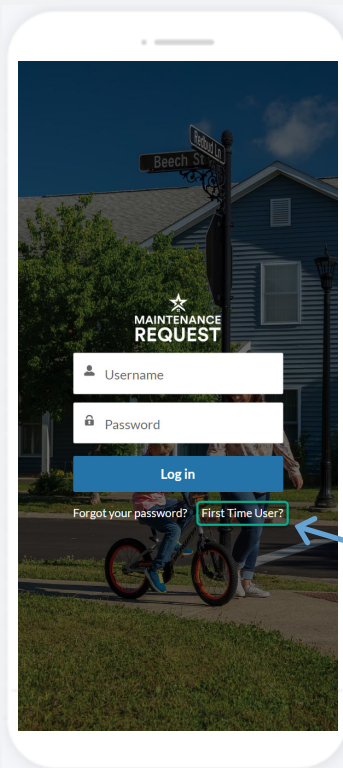


# QUICK START GUIDE



## Submitting Maintenance Service Requests in the App or Resident Portal



You have the ability to schedule routine service requests for completion during a timeframe that is convenient for you! Permission to Enter (PTE) is not required to submit routine service requests through the app or portal. You are also able to submit multiple service requests at once!

A resident portal/app account is required to utilize this feature and a one-time registration and email verification is required. Once registered, you will login to the app/portal and then login to the service request system.

1. When you select **Request Maintenance** from the mobile app or resident portal, you will be taken to the service request scheduling system.

Download the app now by scanning the QR code:



If it is your first time accessing the system, register by clicking **First Time User?**

Note: We recommend using the Centinel Communities mobile app for the best experience from your mobile device.

## CREATING YOUR ACCOUNT

2.

During registration, you will be asked to provide the email address associated with your Centinel Communities mobile app/ resident portal account and to set a password. The email address entered must match what is listed on your account profile under My Settings > My Personal Info & Preferences.

\*Email

\*Password

\*Confirm Password

Sign Up

3.

After clicking 'Sign Up', you will receive an email with a verification code. Copy the code from the email and paste it into the Verification Code field.

Verify Your Identity

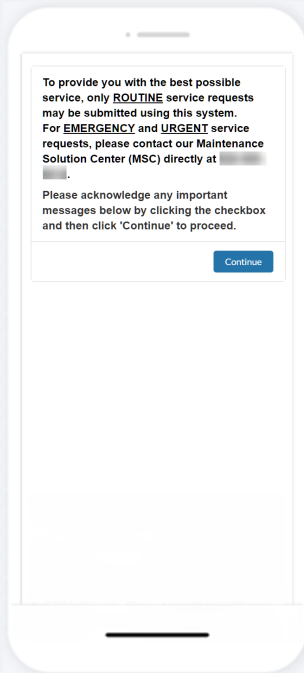
To Verify your new account, enter the verification code we sent to

\* Verification Code

Verify

Click 'Verify' to activate your account. You will automatically be taken to the screen to begin your service request (see "Submitting a Service Request" on next page).

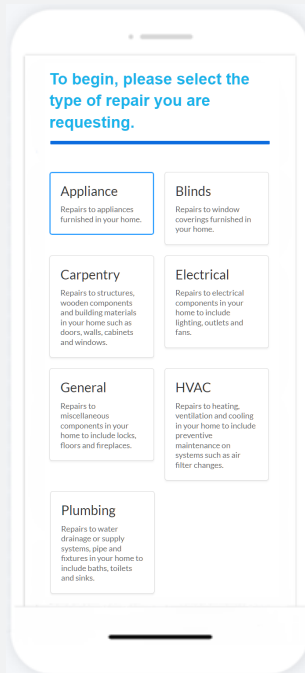
# SUBMITTING A SERVICE REQUEST



4. After clicking

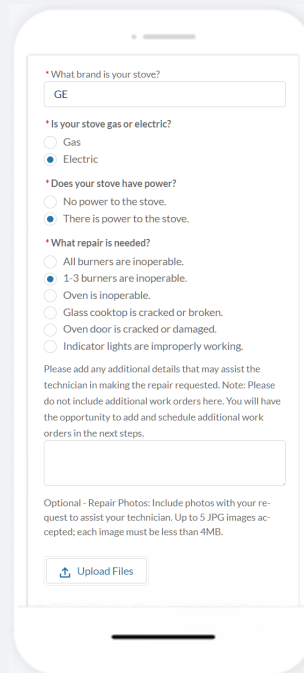
**Request Maintenance** from the app or portal, you will be prompted to login. Use the email and password you set.

**TIP:** The first time you login, respond “Yes” when your device asks to save your password. This will make accessing the system seamless in the future.



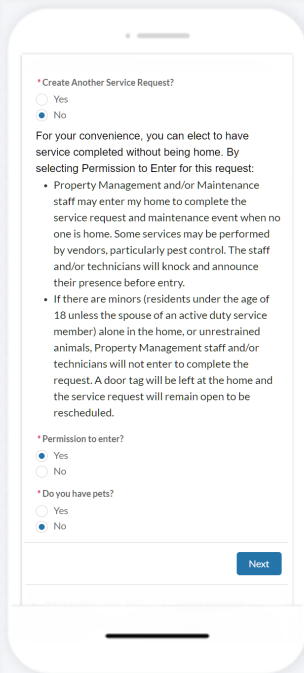
5.

Select a category and then subcategory for your service request.



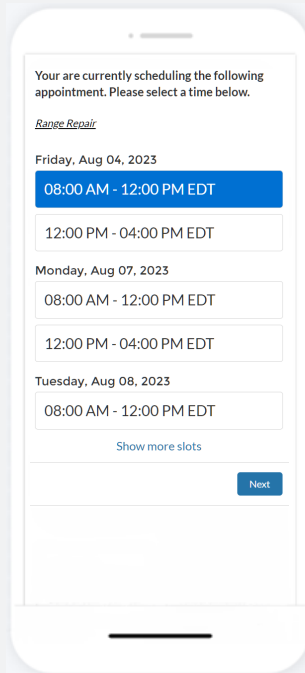
6.

Follow the prompts to provide specifics about your service request. To better assist your technician(s) on the day of service, you may add comments and/or photos to your request(s).



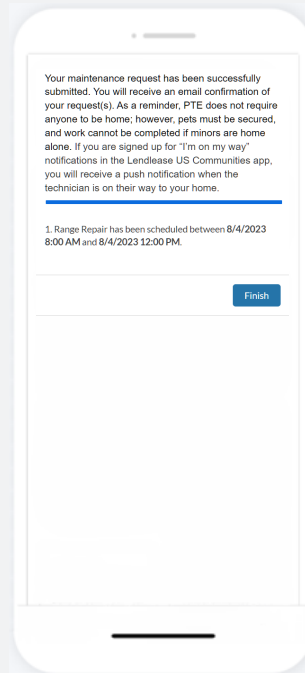
7.

If you would like to submit another service request, you may do so by choosing the option. Otherwise, you will be prompted for PTE and information regarding any pets.



8.

Next, you will be prompted to schedule your service request(s). Pick an appointment window that works best for you.



9.

You will receive a confirmation on the screen. You will also receive an email confirmation of your appointment. You may check the status of your service request and previous requests by going to **Maintenance Requests > View My Request History**.

If you have any questions or need assistance logging in or submitting a maintenance service request, please contact the Maintenance Solution Center.

**We hope you enjoy the convenience of scheduling your service requests!**



# Maintenance Service Request Scheduling FAQ

## What features are available in the service request scheduling system?

- **Select your appointment date and time** – When submitting your service request, you will be prompted to select an appointment date and time window for the work to be completed. Available appointments are based on the type of service(s) requested and technician availability. You will have flexibility in choosing the appointment time that works best for you. In some cases, and based on the type of service(s) requested, you may be asked to call the MSC to schedule your appointment.
- **Submit more than one service request at a time** – Service requests of a similar type can even be scheduled to be completed during the same appointment window. When scheduling, you will have the option to select **One Appointment** to have multiple service requests completed during the same appointment, or **First Available**, which will allow you to select the earliest appointment window for each service request individually. If your requests are not similar in type, you may be asked to call the MSC to schedule your appointments individually for your convenience.
- **PTE not required** – Since you are scheduling a time for the work to be completed, PTE is not required.

## How do I get started with service request scheduling?

Complete a quick and easy sign up. Details are included in the provided Quick Start Guide. Should you have any questions or encounter trouble signing up, please contact the MSC for assistance.

## Can service requests for pest control, common areas, and landscaping be submitted using this system?

To provide you with the best possible service, requests related to pest control, common areas, and landscaping must be called in to the Maintenance Solution Center (MSC). This allows our team to gather all the necessary details regarding your specific concern and helps ensure the best and quickest response based on the situation.

## Can I view my work order history?

Yes, your entire work order history is viewable in the resident portal and app.

## What if I need to cancel or reschedule a service request that was scheduled?

If you need to cancel or reschedule, or if the service could not be completed because someone under the age of 18 was home alone or animals were not secured, simply call the MSC to reschedule.

## Can this system be used to report urgent or emergency maintenance concerns?

For urgent or emergency maintenance concerns, please continue to contact the MSC directly by phone.

## Can service requests be scheduled once a resident has given notice they will be moving out?

We know the weeks leading up to a move can be hectic and finding a convenient time for our maintenance team to visit your home can be difficult. Therefore, there is no need to report minor or routine service requests once you have given notice that you will be moving. Routine service requests will be addressed by our maintenance team after you have moved out.

## What if I encounter an issue while submitting a service request?

If you have trouble submitting a service request, please contact the MSC for assistance.

**Thank you for being a valued resident!**