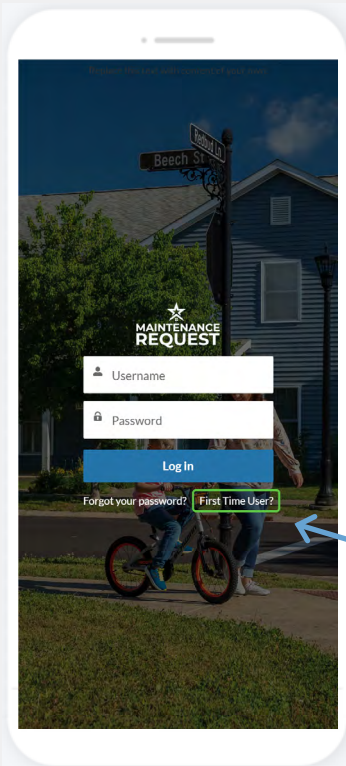


# QUICK START GUIDE



## Submit Routine Service Requests via the App or Resident Portal



Conveniently schedule all routine maintenance service requests using the Centinel Communities app or Resident Portal! Permission to Enter (PTE) is not required. Schedule multiple service requests at once and even reschedule appointments at your convenience!

A resident portal/app account is required 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?**

**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

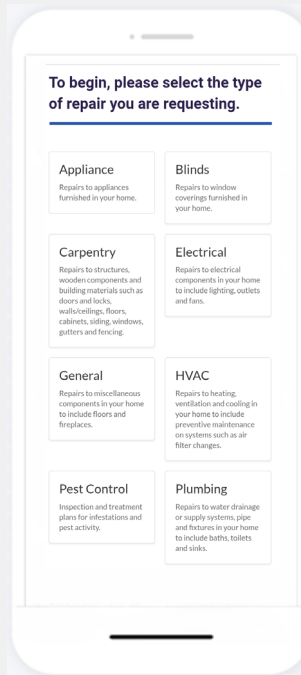
**Verify**

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

# SUBMITTING A ROUTINE SERVICE REQUEST

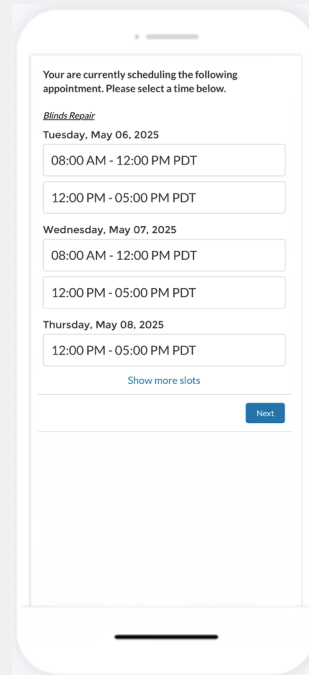
**4.** After clicking **Request Maintenance** from the app or portal, you will be prompted to login using the email and password you registered with.

**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.

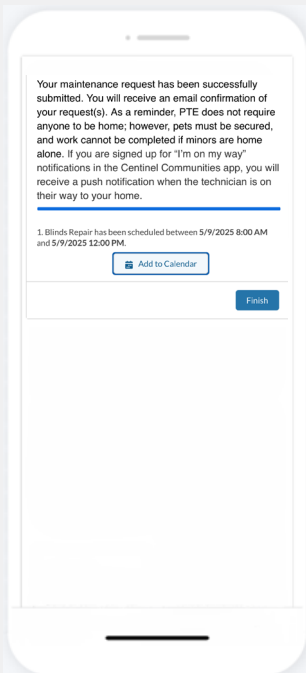


**5.** Select a category and then subcategory for your service request. Follow the prompts to provide specifics.

**TIP:** Add comments and/or photos to your service request(s) as needed to assist your maintenance technician.



**6.** Schedule your service request(s) by choosing the appointment window that works best for you.



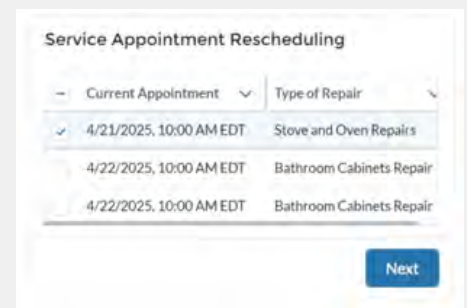
**7.** You will receive an appointment confirmation on the screen as well as an email.

**TIP:** Click “Add to Calendar” to add appointment(s) to your digital calendar.

**8.** Need to reschedule an existing appointment? Click the option at the top of the first screen after logging in.

Need to reschedule an existing appointment? [CLICK HERE](#)

Select the appointment(s) to reschedule and complete the process.



We hope you enjoy the convenience of scheduling all your routine service requests (and rescheduling as needed) using this method!

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



# Routine 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.
- **Reschedule existing appointments** – Conveniently reschedule an appointment as needed.

## 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 common areas and landscaping be submitted using this system?

To provide you with the best possible service, requests related to 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 under Maintenance Requests > View My Request History.

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

If you need to 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 login to the service request scheduling system and choose the option to reschedule at the top of the first screen.

## 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!**