

# HOW TO USE YOUR TENANT PORTAL:

Under the "My Account" section, you can update your contact information, Change Your Tenant portal Password, and create new service requests.



## SUBMITTING A SERVICE REQUEST:

Click on "New Service Request" under the "My Account" tab.

- Building/Unit: Select your property address
- Specific Location: Area of your home needing repair (ex: Master Bathroom)
- Description: Detail the problem
- Primary Phone: Select your preferred phone #
- Email Address: This should be automatically entered
- Preferred Time: NOTE: This does NOT guarantee your appointment time.
- Preferred Date:
- Gate Code: Enter this if applicable.
- Repair Type: Select appropriate choice.

APPLIANCES: If your repair is an appliance,  complete the Appliance Section.

TROUBLESHOOTING: Make SURE you go through the troubleshooting section of your tenant handbook PRIOR to sending your request. \*\* YOU WILL BE CHARGED FOR ANY REPAIR OR TRIP COSTS THAT ARE DEEMED TENANT ERROR &/OR COULD HAVE BEEN REPAIRED BY COMPLETING THE TROUBLESHOOTING TASKS \*\* You may also access the troubleshooting guide in the top right corner of your service request page, or online directly at:

<http://www.propertyware.com/pw/servlet/servlet.FetchDocument?id=91360355>