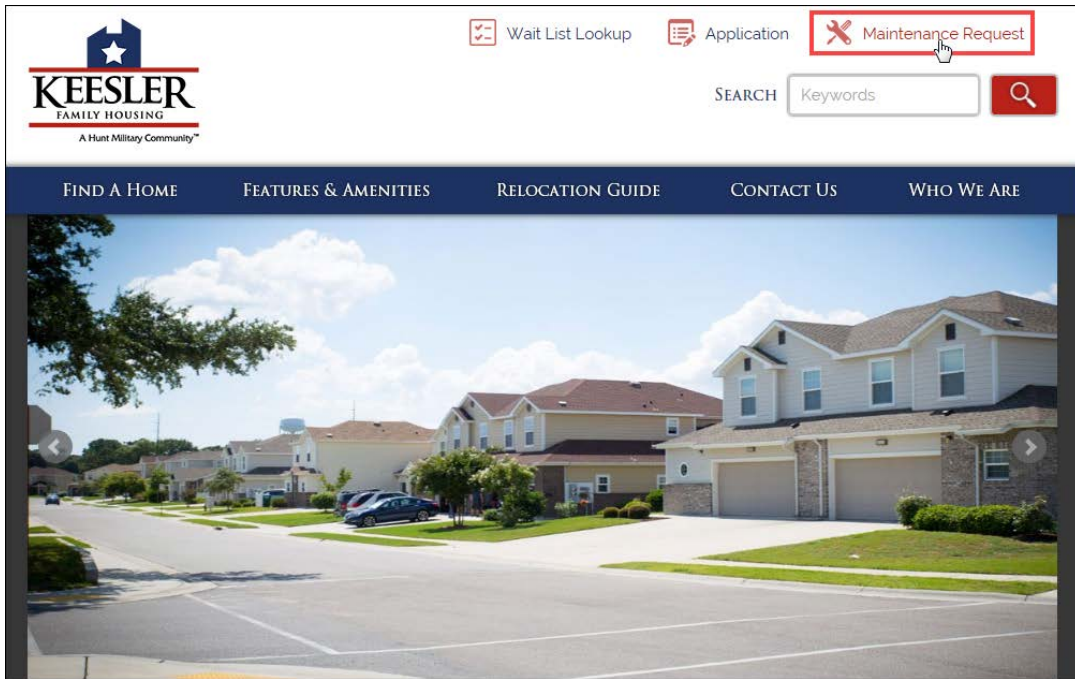
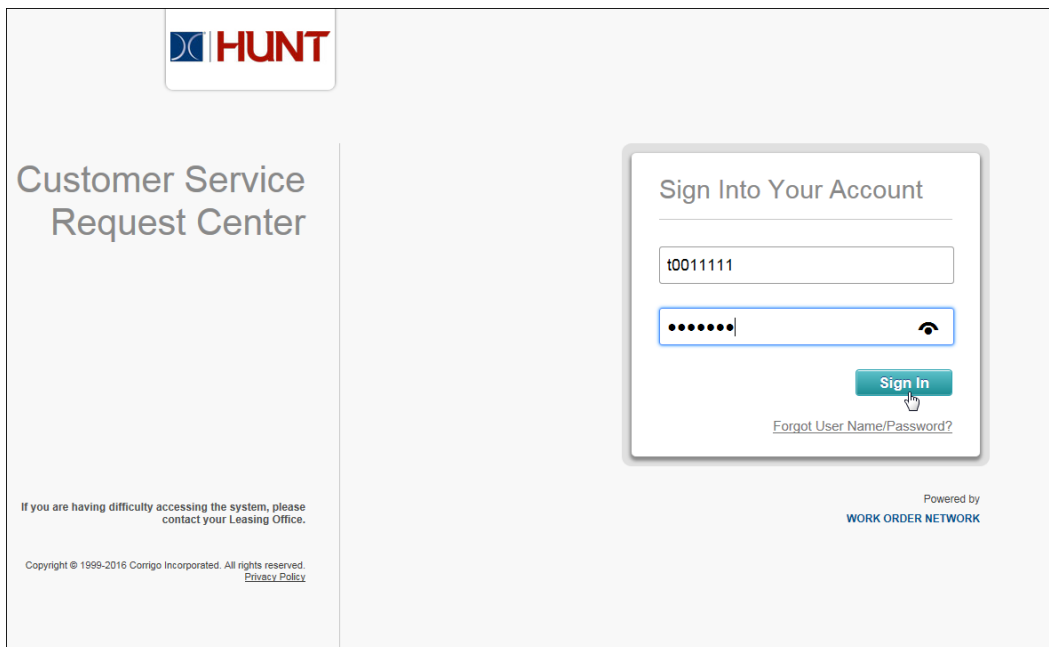


SUBMITTING A MAINTENANCE SERVICE REQUEST VIA THE RESIDENT PORTAL

To access the Resident Maintenance Portal, go to your property's website and click the Maintenance Request link at the top of the screen.



Log in using your username and password. This information will be sent to you via email. Click the Sign In button to login to the Resident Maintenance Portal.



SUBMITTING A MAINTENANCE SERVICE REQUEST VIA THE RESIDENT PORTAL

When the Maintenance Portal screen loads, you can view previously submitted work orders or click the Request Maintenance Service button to create a new service request.

HUNT Welcome [Contact Us](#)

View your Service Requests for **Smith, John** [Request Maintenance Service](#)

Welcome to the new online Maintenance Request Portal for Hunt Military Communities.

[Collapse](#)

View:

▼WO#	Status	Description	Specialty	Appointment Time	Completed...
MGPT4...	New	Cabinets:Cabinet falling apart:Cabinet need to be fixed. Dish washer damaged cabinet.	Carpentry	11/15	
MGPT4...	New	Garage Door / Opener:Lubricate / service hardware:Garage door not	Electrical	11/15	

SUBMITTING A MAINTENANCE SERVICE REQUEST VIA THE RESIDENT PORTAL

Choose if the request is needed for the Exterior or Interior of your home.

The screenshot shows a web form titled "Place Your Service Request" with a blue header and a dark blue navigation bar containing a "<< Back" link. The main content area has a light gray background and contains the following elements:

- A heading: "Select the area or asset that requires service:"
- Two radio button options: "Exterior" and "Interior". A mouse cursor is positioned over the "Interior" option.
- A second heading: "Select the maintenance issue or service required"
- Two radio button options: "*Lock Out" and "Other:".
- A "<< Back" link in the bottom right corner.

Next, choose the area of your home where the service is needed.

The screenshot shows the same "Place Your Service Request" form, but with a green callout box at the top center that says "You selected: Interior". The main content area now displays a list of interior areas under the heading "Select the area or asset that requires service:":

- Bathrooms
- Bedrooms
- Garage
- Hallways / Entryway
- Heating & Cooling Area
- Kitchen
- Laundry Area
- Living / Dining Room
- Other Interior

A mouse cursor is positioned over the "Bedrooms" option. The "<< Back" link remains in the top right corner.

SUBMITTING A MAINTENANCE SERVICE REQUEST VIA THE RESIDENT PORTAL

Choose the item that needs maintenance.

The screenshot shows a web form titled "Place Your Service Request" with a blue header and a dark blue navigation bar containing a "<< Back" link. A green callout box at the top center says "You selected: Bedrooms". Below this is a grey instruction bar: "Select the area or asset that requires service:". A list of underlined links follows: Baseboards, Carpeting, Ceiling Fan, Ceilings, Closets, Doors, Flooring, Lighting (with a mouse cursor hovering over it), Outlets, Walls, and Windows & Screens.

Click the description that best matches your maintenance issue.

The screenshot shows the same "Place Your Service Request" form. The green callout box now says "You selected: Lighting". The grey instruction bar reads "Select the maintenance issue or service required". A list of underlined links follows: Bulb requires replacement (with a mouse cursor hovering over it), Light Cover is missing / broken, Light not functioning, Switch / fixture sparking, and Other:. A "<< Back" link is located in the bottom right corner of the form area.

SUBMITTING A MAINTENANCE SERVICE REQUEST VIA THE RESIDENT PORTAL

1. Enter any additional information that you want to include.
2. Select if you would like to make an appointment or if you will grant the maintenance technician Permission To Enter (PTE).
3. Click the Continue button.

The screenshot shows a web form titled "Place Your Service Request". At the top right, there are two buttons: "<< Back" and "Continue". A red circle with the number "3" is placed over the "Continue" button, with a hand cursor icon pointing to it. Below the title, a green callout box says "You selected: Bulb requires replacement". Underneath is a grey header for the text input field: "Enter any additional information:". The text "Light bulb out in ceiling fan." is entered in the field, which is highlighted with a red box and a red circle with the number "1". Below this is another grey header: "How do you want to schedule this Service Request?". Two radio button options are shown: "By checking this box, you agree to give a maintenance technician and/or a third party service provider Permission To Enter (PTE) your home to complete the requested maintenance service. If you would like to review and/or complete the PTE form in its entirety, you can access the form on your Community website." and "Please call me to schedule an Appointment." The second option is selected. This section is highlighted with a red box and a red circle with the number "2". At the bottom, a yellow callout box states: "Your Service Request has been automatically classified as **Routine/PM**. If you believe this item is an emergency, please dial 808-839-4357 to place your Service Request."

SUBMITTING A MAINTENANCE SERVICE REQUEST VIA THE RESIDENT PORTAL

Ensure that your information is correct and click the Submit Request button to create the service request.

Review Your Service Request

[<< Back](#) [Submit Request](#)

This Service Request has NOT yet been submitted.

Requestor Contact Information:

* Name: Smith, John
* Phone/Email:

Work Order Details

Customer: John Smith
Priority: Routine/PM
Scheduling: You asked us to call you first. [Change](#)

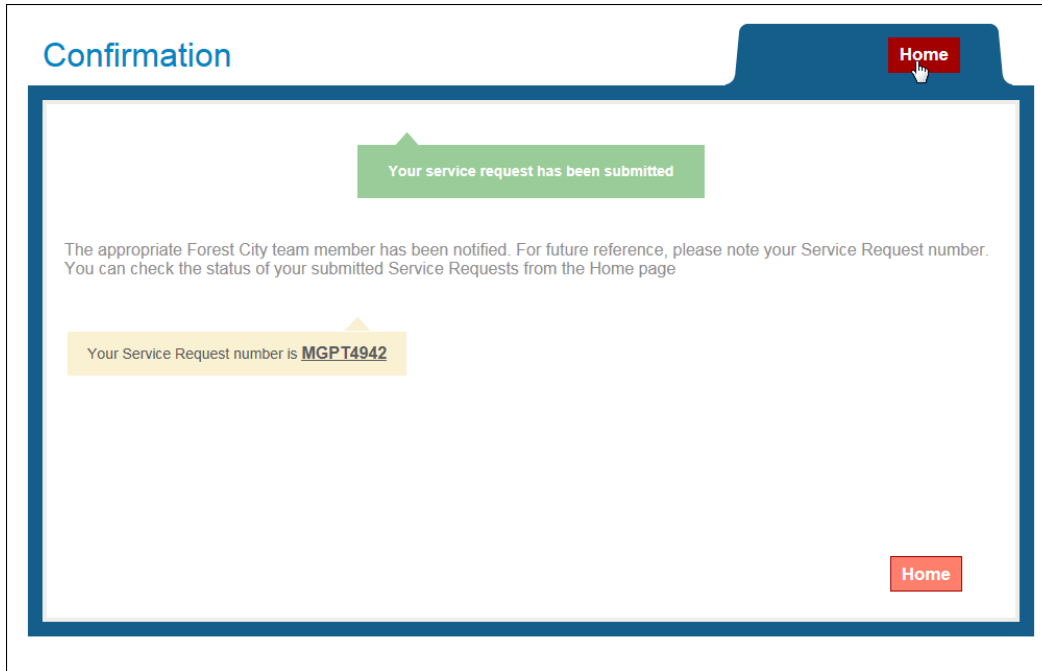
Item #1

Location: Bedrooms
Item: Lighting
Symptom: Bulb requires replacement

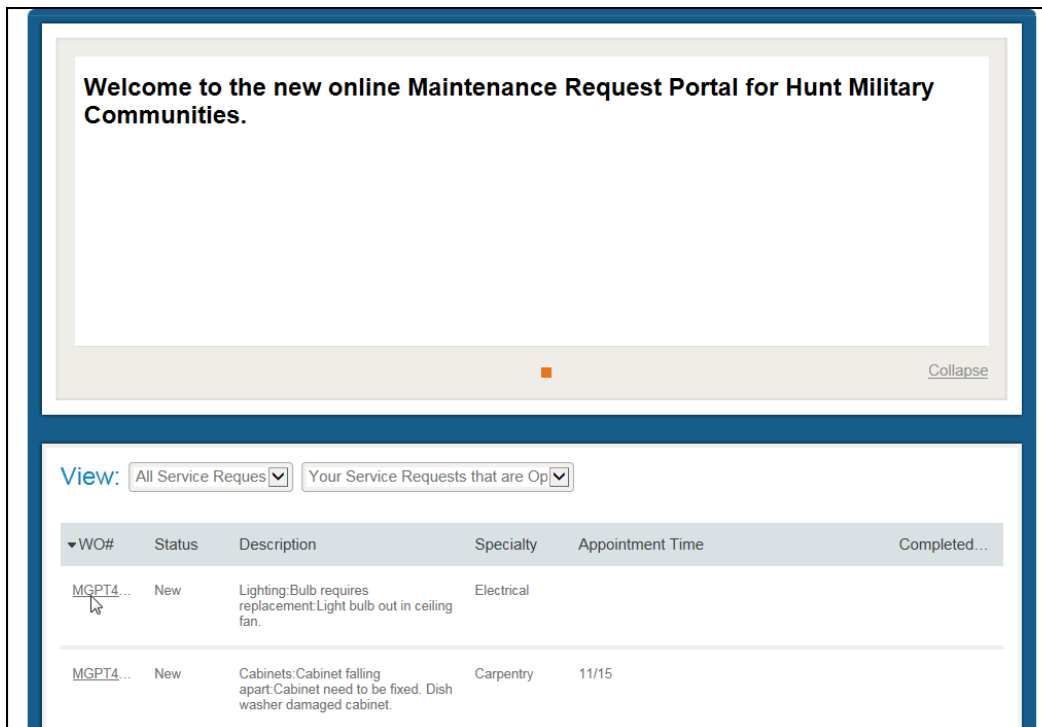
Additional Info:

SUBMITTING A MAINTENANCE SERVICE REQUEST VIA THE RESIDENT PORTAL

The Confirmation screen will provide you with a link to the service request.



You can log into the portal at any time to review the status of your service requests.



You can cancel or choose to re-schedule your service request.

Service Request Details

[<< Back](#)

Available Actions

- Cancel your Service Request
- Re-Schedule Your Service Request

Work Order MGPT4942 (New)

How is it your Service Request scheduled?

Priority: Routine/PM
Schedule: Call First

What was the maintenance issue?

Location: Interior>Bedroom s
Item: Lighting
Symptom: Bulb requires replacement
Additional Info: Light bulb out in ceiling fan.