



Resident Portal

Work Orders Made Easy



RESIDENT PORTAL

- Available to all residents
- Works on any device
- Submit maintenance work orders with notes and pictures
- Track status
- Survey upon completion

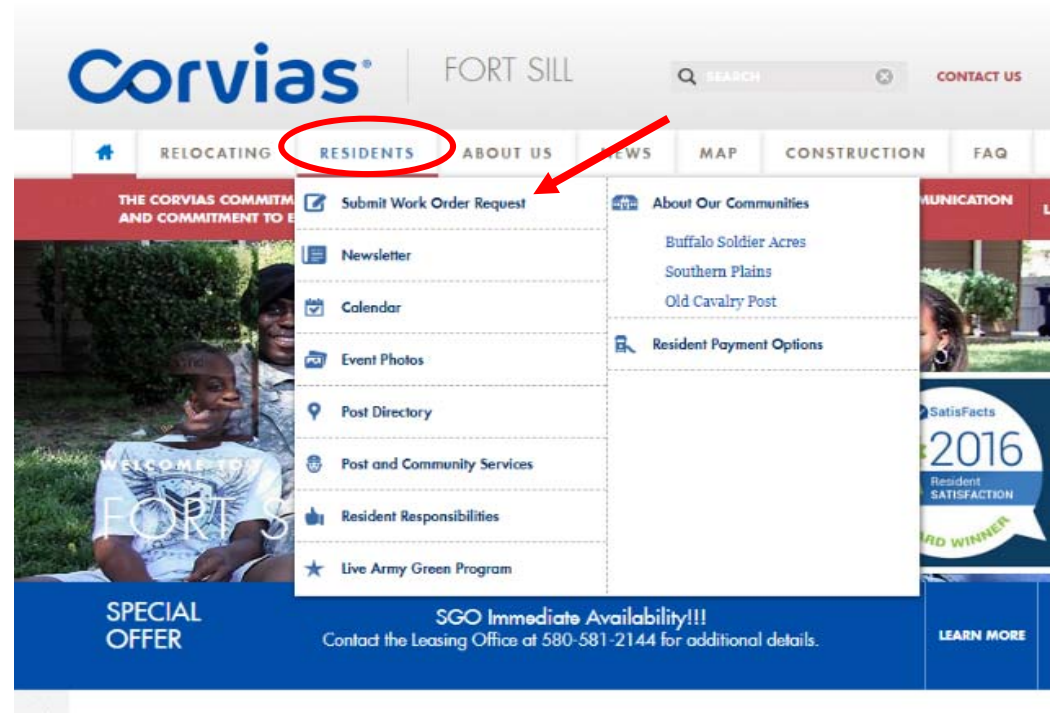
Emergencies requiring emergency personnel (i.e. Military Police, Fire Department), please call 911.

For all other maintenance emergencies, please call your emergency maintenance number



ONLINE REGISTRATION

- Link to portal is available on your installation page.
- Go to *RESIDENTS*, then *Submit Work Order Request*



Before downloading the app, you must first register for the online portal.

ONLINE REGISTRATION

- Fill in service member or primary leaseholder's first and last name, email address and last four digits of Social Security number.
- Create a password and agree to the terms

WELCOME TO RESIDENTPORTAL

CREATE A NEW ACCOUNT

First Name *

Last Name *

Email Address *

Password *

REQUIREMENTS: 6 CHARACTERS | LOWERCASE | UPPERCASE | NUMBER

Confirm Password *

Birth Date *

☐ I agree to the [terms and conditions](#).

CREATE ACCOUNT

USER LOG IN

Email *

Password *

LOG IN [Forgot Password](#)

LOG IN WITH FACEBOOK

Before downloading the app, you must first register for the online portal.

MAINTENANCE WORK ORDERS

When you return to the page, enter email and password and click **LOG IN**.

WELCOME TO RESIDENTPORTAL

CREATE A NEW ACCOUNT

First Name *

Last Name *

Email Address *

Password *

REQUIREMENTS: 6 CHARACTERS | LOWERCASE | UPPERCASE | NUMBER

Confirm Password *

Birth Date *

mm / dd / yyyy

☐ I agree to the [terms and conditions](#).

CREATE ACCOUNT

USER LOG IN

Email *

Password *

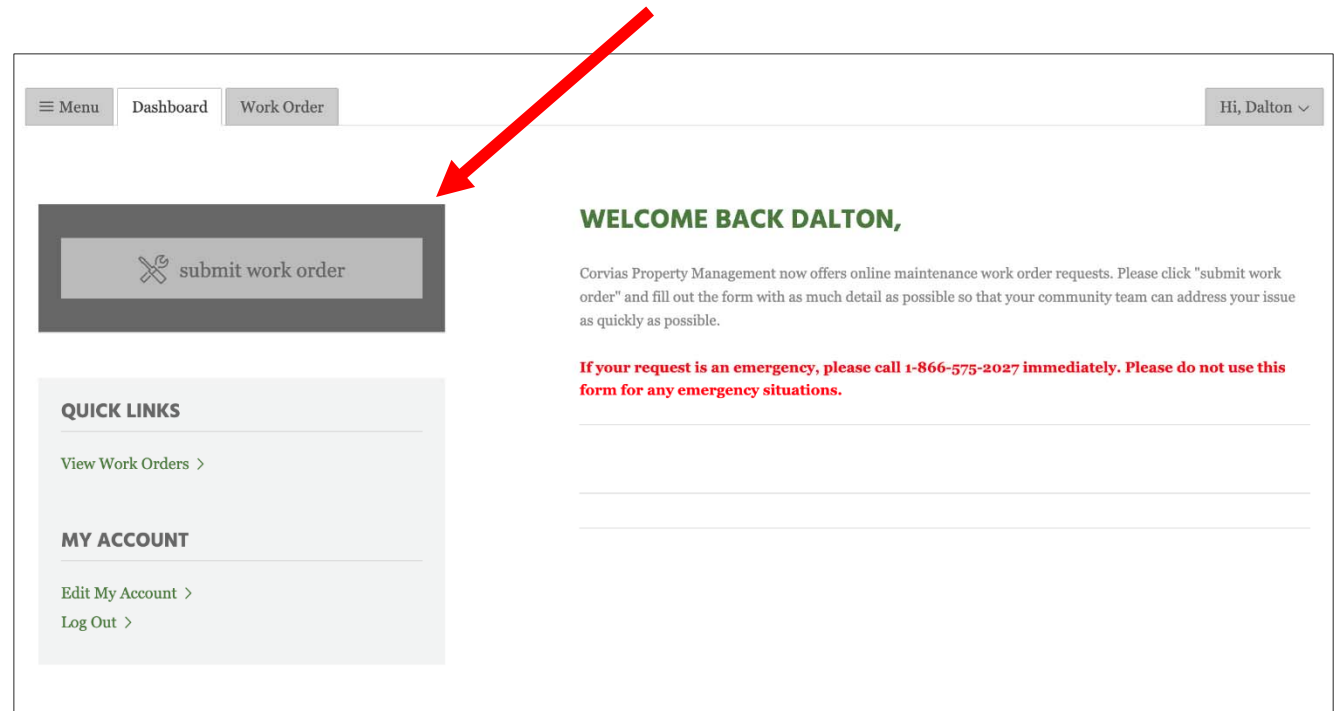
LOG IN

[Forgot Password](#)

LOG IN WITH FACEBOOK

MAINTENANCE WORK ORDERS

To open a maintenance work order click *SUBMIT WORK ORDER*



MAINTENANCE WORK ORDERS

- Choose
 - Location
 - Category
 - Problem and Type of issue
- Use the Description section to add more detail
- Attach a photo to better assign resources

The screenshot shows a web form titled "SUBMIT A WORK ORDER" with a navigation bar at the top containing "Menu", "Dashboard", and "Work Order". A user is logged in as "Hi, Erin". The form includes a "Back to Maintenance" link. A note states: "Corvias Property Management offers an online work order submission. Please fill out the form below with as much detail as possible so your community team can identify your request and take care of it. If your work order is an emergency, please call your community office immediately. This form should not be used for any emergency situations." A green wrench and screwdriver icon is displayed. Emergency contact numbers are listed: Office (334-440-8999) and Maintenance Emergency (844-947-4399). The form fields include: Email (Erin.Smith@gmail.com), Phone Number (with area code dropdown), a checkbox for "Opt-in for maintenance request completion updates (via text message/sms)", a "SHOW TERMS AND CONDITIONS" button, Location (Home), Category (Appliances), Problem (Dishwasher), and two yes/no questions: "Do you agree to let the property staff enter your unit to work on this maintenance issue?" (Yes) and "Do you have a pet?" (No). The Entry Note field contains "Dishwasher isn't draining water properly". The Description field contains "The dishwasher runs fine, but when the cycle is complete, not all of the water drains out." Below the description is an "Attach File" button and a note about accepted attachment formats (bmp, gif, jpeg, png, pdf, tiff, doc, docx, xls, xlsx). An "ATTACHED FILES" section shows "no files currently attached". At the bottom are "SUBMIT" and "CANCEL" buttons. A small disclaimer at the very bottom states: "If you only attach images and DO NOT fill out the maintenance description in detail it will delay any work that may need to happen in your unit."

MAINTENANCE WORK ORDERS

Opt in to receive text message when work order is complete

Email *

Erin.Smith@gmail.com

Phone Number *

555 — 111 — 2222

Mobile

☒ Opt-in for maintenance request completion updates (via text message/sms)*

SMS Subscriptions can be changed in My Profile > Subscription Settings.

[SHOW TERMS AND CONDITIONS](#)


MAINTENANCE WORK ORDERS

View open Work
Orders and Work
Order history



MenuDashboardWork Order

Hi, Dalton

 submit work order

QUICK LINKS

[View Work Orders >](#)

MY ACCOUNT

[Edit My Account >](#)
[Log Out >](#)

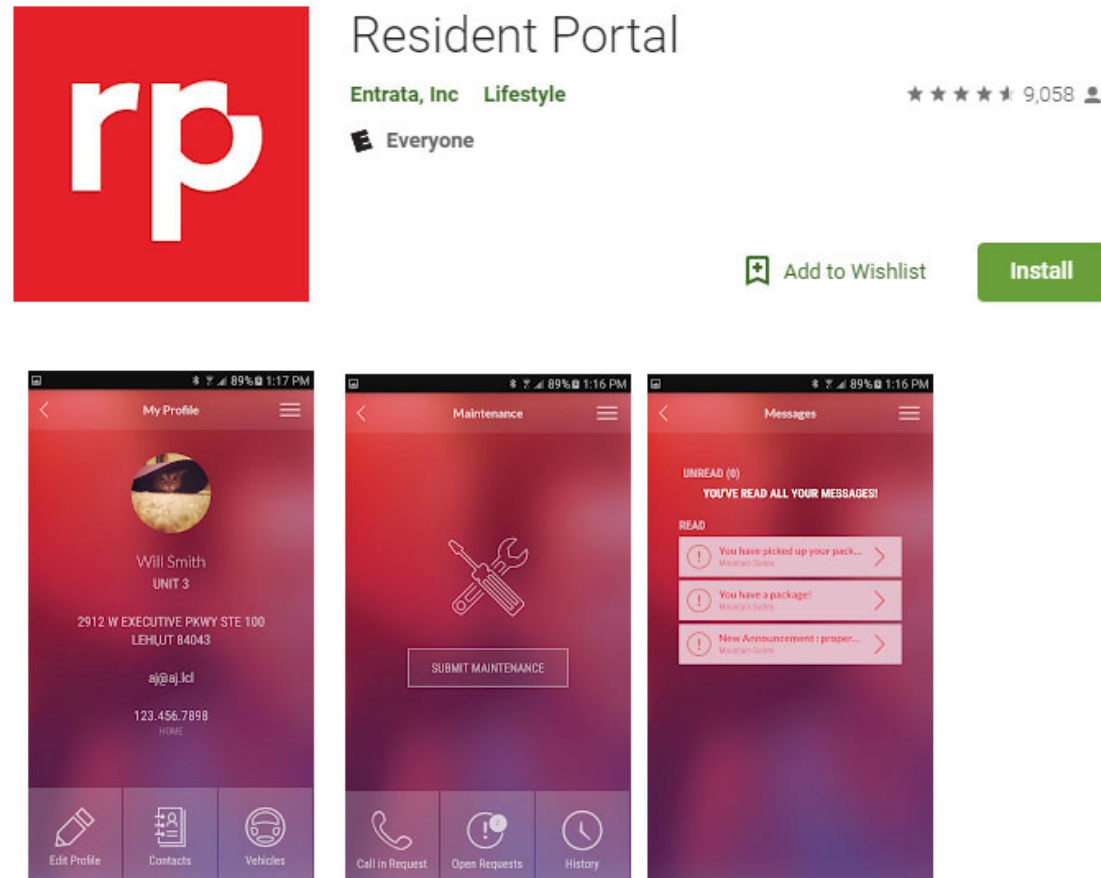
WELCOME BACK DALTON,

Corvias Property Management now offers online maintenance work order requests. Please click "submit work order" and fill out the form with as much detail as possible so that your community team can address your issue as quickly as possible.

If your request is an emergency, please call 1-866-575-2027 immediately. Please do not use this form for any emergency situations.

RESIDENT PORTAL APP

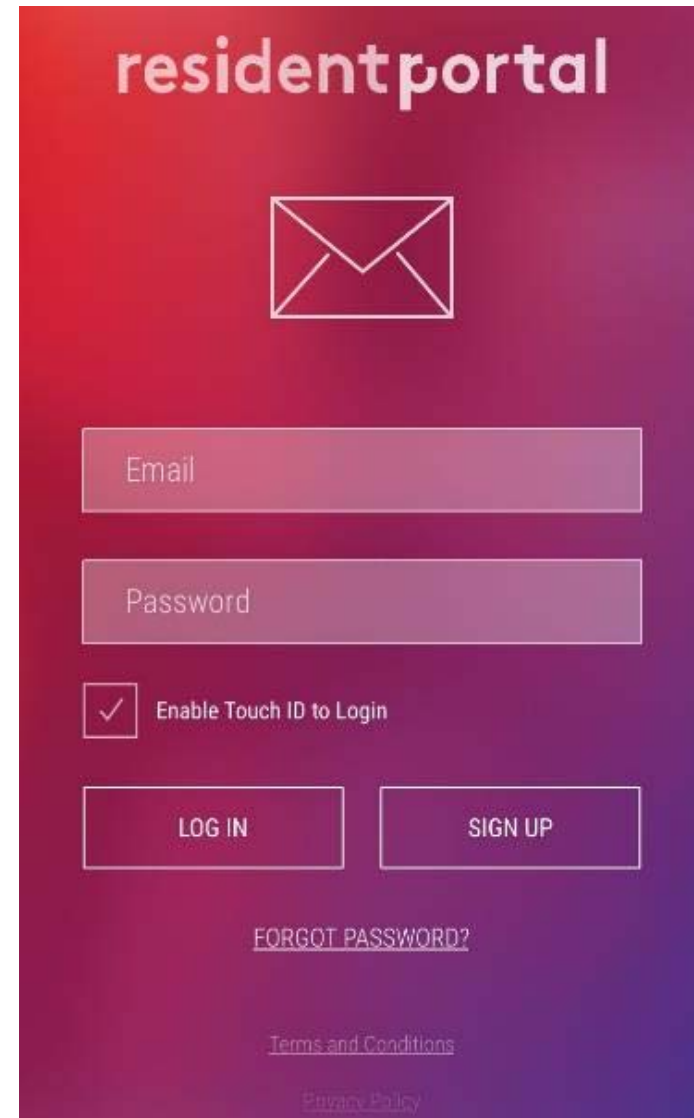
Download the Resident Portal app from your app store or Google Play store.*



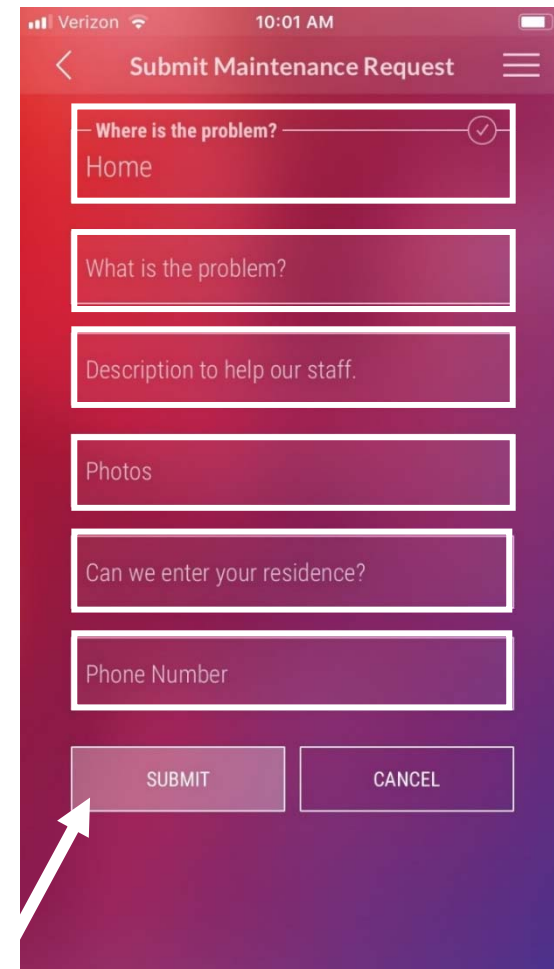
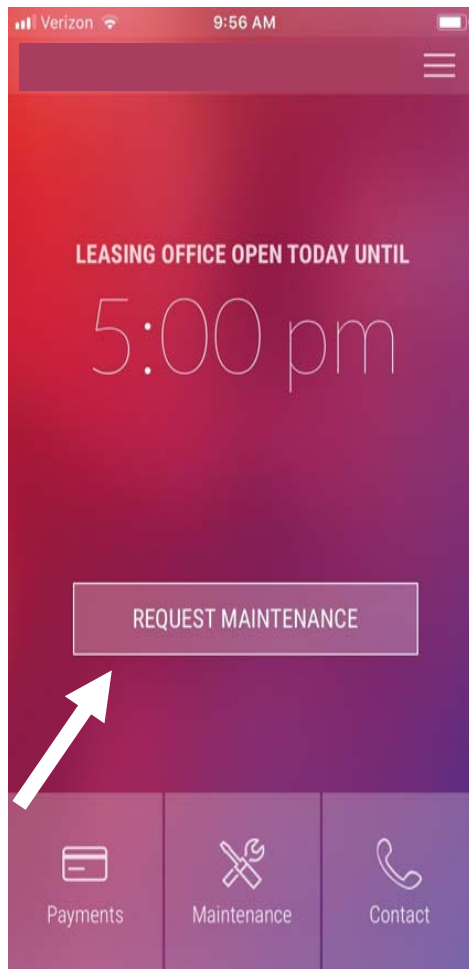
*Must register via the online portal before downloading the app.

RESIDENT PORTAL APP

- Touch *LOG IN*
- App may be downloaded on unlimited number of devices
- Sign in using same log in credentials that were used when registering for online portal

The image shows a mobile app interface for a 'residentportal'. The background is a gradient from red at the top to purple at the bottom. At the top, the text 'residentportal' is written in white. Below it is a white envelope icon. There are two white rectangular input fields: the first is labeled 'Email' and the second is labeled 'Password'. Below the password field is a checkbox with a white checkmark inside, followed by the text 'Enable Touch ID to Login'. At the bottom of the form area are two white rectangular buttons: 'LOG IN' on the left and 'SIGN UP' on the right. Below these buttons, the text 'FORGOT PASSWORD?' is centered. At the very bottom, there are two links: 'Terms and Conditions' and 'Privacy Policy', both in a smaller, lighter font.

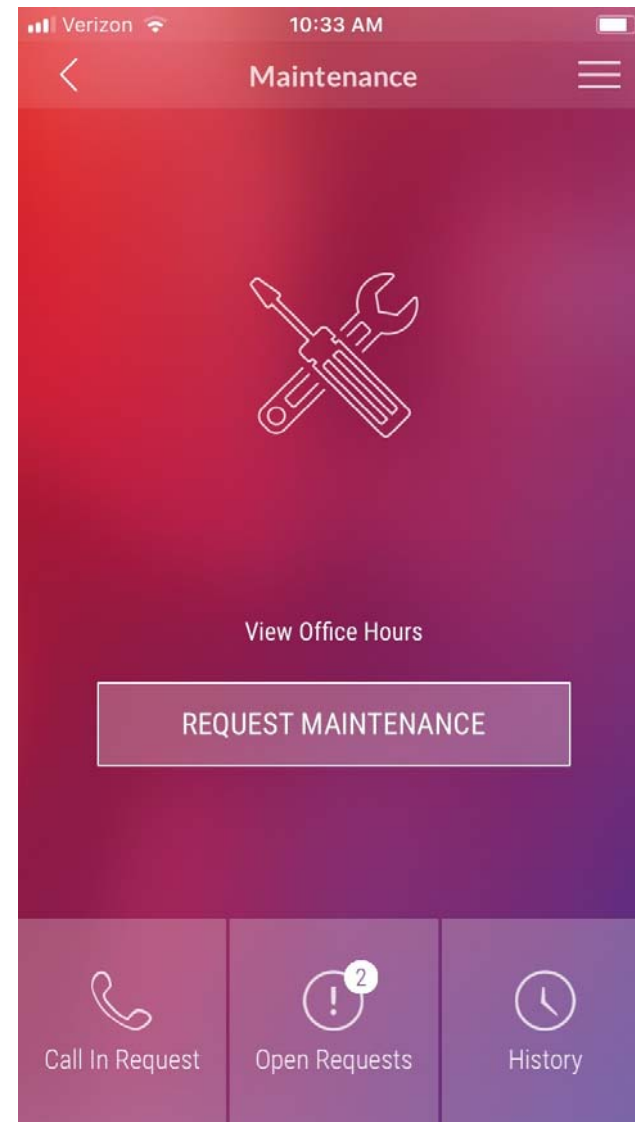
RESIDENT PORTAL APP



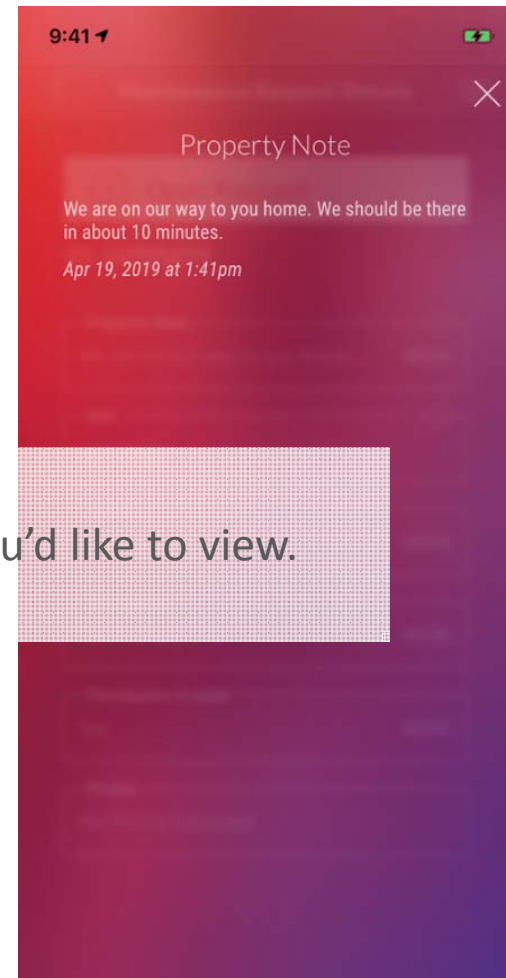
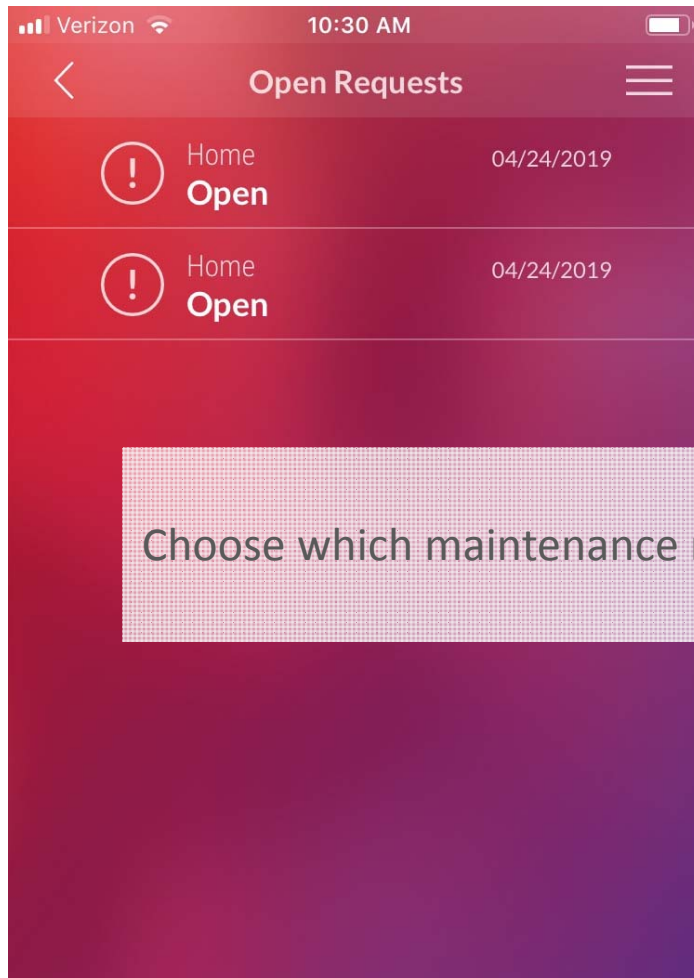
To submit maintenance work order, open app, click REQUEST MAINTENANCE. Fill our MAINTENANCE REQUEST form.

RESIDENT PORTAL APP

To see open maintenance requests, click *OPEN REQUESTS*

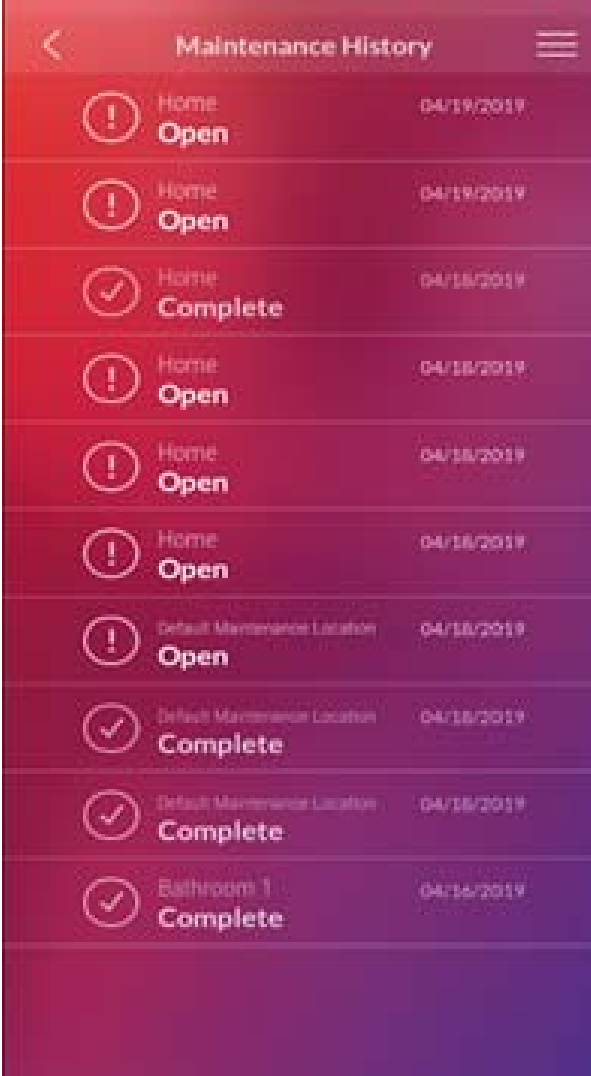


RESIDENT PORTAL APP



RESIDENT PORTAL APP

View maintenance work
order history

A screenshot of a mobile application interface titled "Maintenance History". The screen displays a list of maintenance work orders. Each row includes a status icon (either an exclamation mark in a circle for "Open" or a checkmark in a circle for "Complete"), the location of the work, and the date it was completed or opened. The background of the app is a gradient of red and purple.

	Maintenance History	
!	Home Open	04/19/2019
!	Home Open	04/19/2019
✓	Home Complete	04/18/2019
!	Home Open	04/18/2019
!	Home Open	04/18/2019
!	Home Open	04/18/2019
!	Default Maintenance Location Open	04/18/2019
✓	Default Maintenance Location Complete	04/18/2019
✓	Default Maintenance Location Complete	04/18/2019
✓	Bathroom 1 Complete	04/18/2019



We want to know that you are completely satisfied with our maintenance services. Please take a moment to complete the brief survey at the close of each work order.

If you have any questions, please contact your Community Center.