

2-10 Home Buyers Warranty Homeowner Portal User Guide

This document will provide guidance on how to register on the 2-10 HBW portal, understand your dashboard and view warranty documents, submit service requests, and contact your 2-10 NewHome Care team.

How to Register

As a first-time user you will need to register your portal account on the 2-10 HBW website. ****The primary user will have access to submit NewHome Care Requests****

- I. Visit www.2-10.com/homeowner or go to 2-10.com and select **Sign In**, and choose [Sign up here](#)

2-10 Sign In [← Back](#)

If you registered your account before July 12, 2024, you will need to verify your email address and create a new password. [Start Now](#)

Email Address*

Email Address

Password*

Password

Sign In

New, or not yet registered? [Sign up here.](#)
[Forgot password](#)

- II. Enter your email address, and choose **Send Verification Code**

Verify Your Email [← Cancel](#)

If you have already verified your email and are attempting to reset your password, [click here.](#)

Email Address*

Email Address

Send Verification Code



III. Using the verification code sent to your email, enter the code and choose **Verify Code**

The image shows two parts of the verification process. On the left is an email from Microsoft on behalf of 2-10 Home Buyers Warranty, with the subject '2-10 Home Buyers Warranty account email verification code'. The email body says 'Verify your email', 'Thanks for verifying your ussrubicon42@gmail.com', and 'Your code is: 293658'. On the right is a web form titled '2-10 Portal Verify Your Email'. It has a 'Cancel' link at the top left. Below the title, there is a link: 'If you have already verified your email and are attempting to reset your password, [click here](#).' A green box says 'Verification code has been sent to your inbox. Please copy it to the input box below.' There are two input fields: 'Email Address*' with 'ussrubicon42@gmail.com' and 'Verification Code*' with '293658'. At the bottom are two buttons: 'Verify Code' (highlighted with a red arrow) and 'Send New Code'.

IV. After verifying your email, create a **New Password**. Following the creation of your password, choose **Create My Account**

The image shows the '2-10 Portal Verify Your Email' web form after successful verification. The title is '2-10 Portal Verify Your Email'. Below the title, there is a link: 'If you have already verified your email and are attempting to reset your password, [click here](#).' A green box says 'E-mail address verified. You can now continue.' There are two input fields: 'Email Address*' with 'ussrubicon42@gmail.com' and 'New Password*' with 'New Password'. Below that is another input field: 'Confirm New Password*' with 'Confirm New Password'. At the bottom, there is a line of text: 'By clicking Create My Account, I agree that I have read and accept the full Terms and Conditions and Privacy Policy.' Below this text is a 'Create My Account' button, which is highlighted with a red arrow.

- V. Confirm your contact details, enter your first/last name, phone number and phone type, and choose **Next**

The screenshot shows the 'Homeowner Portal Registration' page at step 2, 'Confirm Information'. The progress bar at the top indicates that 'Create Account' is complete, 'Confirm Information' is the current step, and 'Add Property' is next. The main heading is 'Confirm Your Information', with a red arrow pointing to it. Below the heading is a sub-heading 'Confirm Your Information' and a note: 'Please confirm your personal information and we will search for associated properties that have coverage.' The form contains three required fields: 'First Name' (with 'FirstName' as a placeholder), 'Last Name' (with 'Last Name' as a placeholder), and 'Phone Number' (with '(000) 000-0000' as a placeholder). To the right of the phone number field is a 'Select Phone Type' dropdown menu with 'Choose' as the selected option. At the bottom of the form is a red 'Next' button, with a red arrow pointing to it.

- VI. Enter your last name, street address and zip code and choose **Add Property**

The screenshot shows the 'Homeowner Portal Registration' page at step 3, 'Add Property'. The progress bar at the top indicates that 'Create Account' and 'Confirm Information' are complete, and 'Add Property' is the current step. The main heading is 'Add Property', with a red arrow pointing to it. Below the heading is a sub-heading 'Add Property' and a note: 'Please enter your street address exactly as it appears on your Certificate of Warranty Coverage, welcome letter, or email confirming your coverage.' The form contains three required fields: 'Last Name' (with 'Burkey' as a placeholder), 'Street Address' (with 'Street Address' as a placeholder), and 'ZIP Code' (with 'ZIP Code' as a placeholder). At the bottom of the form is a red 'Lookup Property' button, with a red arrow pointing to it.

VII. Confirm your property address and **choose Add to My Account**

Homeowner Portal

Registration

✓ Create Account ✓ Confirm Information **3** Add Property

We found 1 result(s).
Please select the property or properties that you would like to add to your account.

9415 Woodleigh Mill Dr, 32244

Primary Home Owner ▾

[Add to My Account](#)

[Search Again](#)

Understanding Your Portal Dashboard

After creating and logging into your account, you can view warranty coverages, download the warranty booklet, submit a Warranty Service Request, add extended coverage for systems and appliances, and more.

The screenshot shows the 'New Home Warranty' section of the portal. Callouts point to the following elements:

- Address:** 4371 WATCH HILL ST
- New Home Warranty Section:** The main header area.
- Your Contact Info:** Primary contact information for William Hunt.
- Account Info:** The user's name, WILLIAM HUNT.
- Builder:** The Villages of Lake-Sumter, Inc.
- Coverage Type:** Systems / Structural
- Coverage Effective Date:** 6/29/2016
- Structural Expiration Date:** 6/29/2026
- Systems Expiration Date:** 6/29/2018
- Warranty Number:** FL364326
- Remaining Coverage:** Systems / Structural
- Call to Action:** Add Systems and Appliances Coverage Now

How to View Warranty Documents

Need to reference your Warranty Booklet or Certificate of Warranty? Select **My Account** located on the left side of the dashboard, then select **My Documents** and choose **Download** next to the desired document.

The screenshot shows the 'My Documents' section. A red arrow points from the 'MY ACCOUNT' link in the left sidebar to the 'My Documents' link in the top navigation bar. Below the navigation, the 'New Home Warranty Documents' section is displayed, including a list of documents for download.

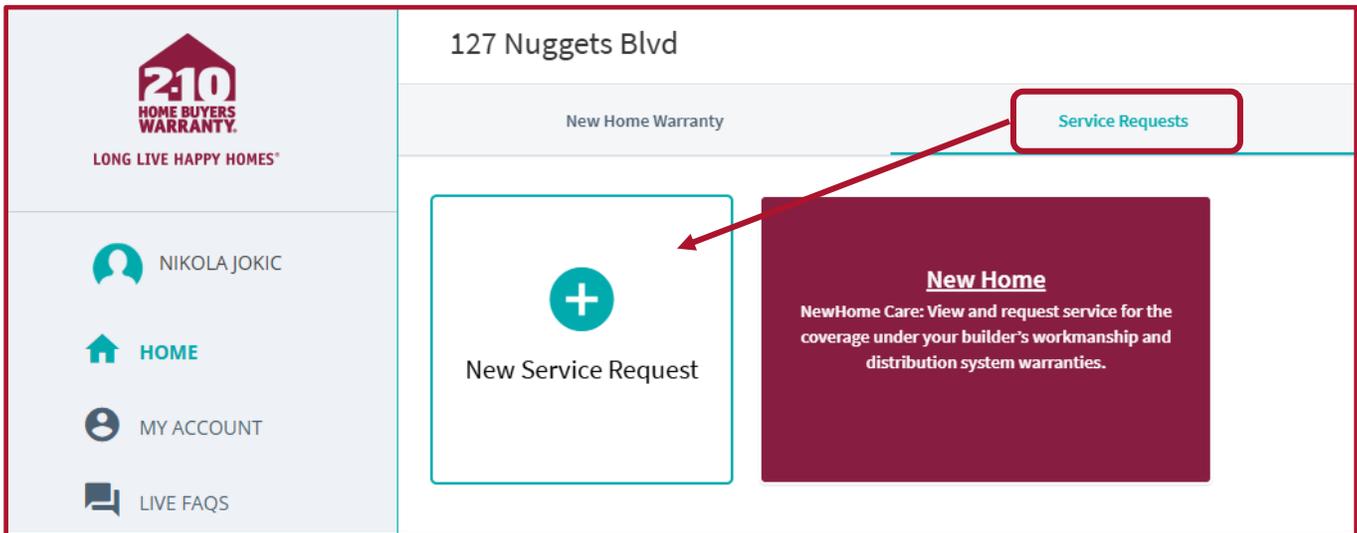
Document Type	Document Name	Action
	New Home Warranty Booklet for 4371 WATCH HILL ST	Download
	Certificate Of Warranty for 4371 WATCH HILL ST	Download

How to Submit and Review Service Requests

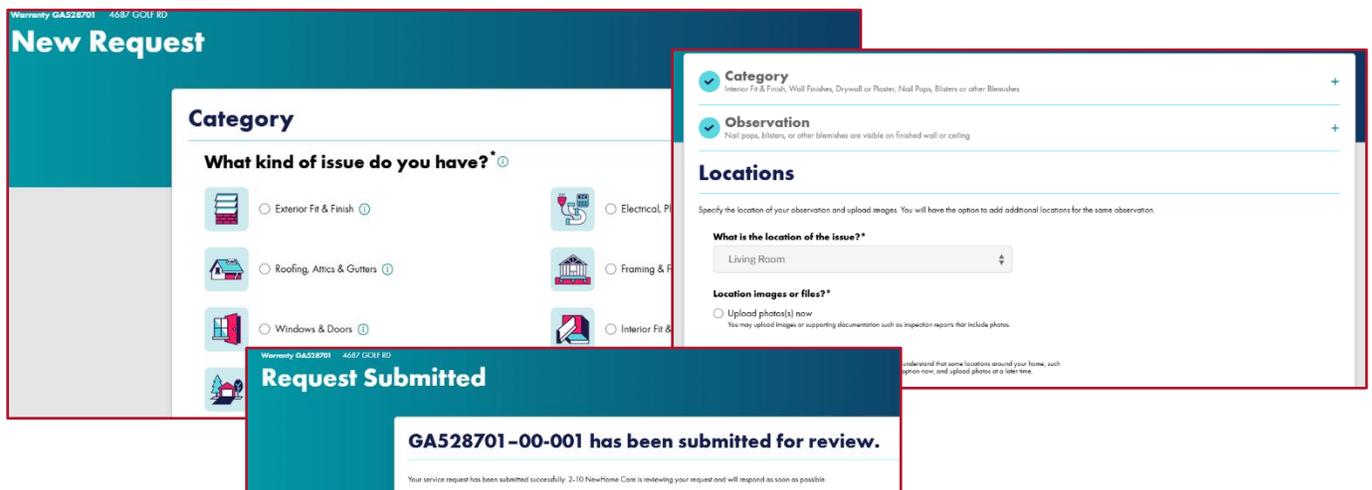
If you have warranty items that you would like to report, follow these steps:

I. From the **Service Request** tab, choose **New Service Request**

Note: If you are using a cell phone or tablet, you will need to scroll to the far right to see the service request tab or turn your phone horizontally.



II. Follow the smart intake questionnaire to report the issue you are experiencing, specify location, and upload any supporting pictures or documents.



III. To add additional items, choose **New Request** or view your request details by selecting **View Requests**

Click to view request(s) details

GA528701-00-001 has been submitted for review.

Your service request has been submitted successfully. 2-10 NewHome Care is reviewing your request and will respond as soon as possible.

View Requests **New Request** Click to report additional items

Request Details Summary Page

View requests details, status updates, and more.

Warranty GA528701
4687 GOLF RD

Service Requests

Search table

REPORTED	REQUEST	STATUS	OBSERVATION
2/24/25	GA528701-00-001	Open - Pending Coverage Review	Nail pops, blisters, or other blemishes are visible on finished wall or ceiling
2/22/25	GA528701-00-002	Open - Pending Coverage Review	Exterior paint or stain peels or deteriorates
2/20/25	GA528701-00-003	Open - Pending Coverage Review	
2/20/25	GA528701-00-004	In Progress - Awaiting Scheduling	
2/25/25	GA528701-00-005	Open - Pending Expedited Review	
2/26/25	GA528701-00-006	Deferred - Deferred	
2/24/25	GA528701-00-007	Closed - Complete	

Showing 7 of 7

Warranty GA528701
4687 GOLF RD

GA528701-00-001 [View All Requests](#)

Status: Open - Pending Coverage Review

- Observation +
- Locations +
- Messages +

Contact us!

2-10 NewHome Care team will be your dedicated team for all warranty-related service requests. is your first point of contact for any issues or questions that may arise concerning your home warranty needs, such as homeowner portal registration issues, questions about your coverage, or follow up on an open service request.

You may contact us by phone at **720.531.6754**. Our business hours are Monday through Friday, 6:00am – 5:00pm Mountain Time.

Please note: If you experience an emergency warranty-related situation, such as a major pipe leak, total loss of electricity or complete lack of heating or cooling, please reference the emergency procedures provided by your builder and submit your request in your 2-10 Portal as soon as possible. If necessary, take the necessary steps to mitigate any risk that may cause additional damage to the home.

