



WARRANTY WALK *through*

1.) The steps to entering a warranty request through your Owner portal.

Step One Log into your portal using your user name and password provided in your portal welcome letter. You will then be prompted to change your password to one unique to you.

Sign in to continue to Punchlist Manager

CRISTO HOMES

Username

Password

0 of 1 users logged on. [Forgot your password?](#)

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[2024 30.5 \(build 2401190506\)](#) [Click Here](#)
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2.) Once in your portal:

You will notice on the dashboard a plus sign next to Add New Request. Click the plus sign and it will take you to the Submit work order screen.

Dashboard Submit Request View Request Documents Correspondence FAQ Contact Us

CRISTO HOMES

Welcome to the Cristo Homes Warranty Management System. You may use this system to submit your request, review it

Warranty Information

Please review your Cristo Homes Limited Warranty that you received at closing for important information about standard

Dashboard

Requests

	Service Reqs	Svc Orders
Submitted	0	0
Open	0	0
Scheduled		0
Unscheduled		0
Closed	0	0

+ Add New Request

Print Closed Requests

Print Open Requests

Print All Requests



3.) Select the Plus Button to create a Service Request

Warranty Message

Please review your Cristo Homes Limited Warranty that you received at closing for important information about standard

Request Message

Please submit all warranty requests through the Warranty Management System

Submit Request(s):





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4.)

Request Type – Will Always be Portal Request.

Area – Select the area that best represents where the service is for.

Category – Try your best to pick the category that best describes your issue.

Description – Type in your description. Please give as much detail as possible, the more detail the better!

Pictures – Please add pictures, many times, if you can upload qualify photos of your issue, it can save a trip for a cristo representative doing a site visit to review your issue, and we can create the service order sooner! Once that is complete you can see your request in the box below. This is also where you will check the status of your request.

Once all of those items are done, click the floppy disc (save).

The screenshot shows a web form for submitting a service request. It includes dropdown menus for 'Request Type' (set to 'Portal Request'), 'Area' (set to 'Kitchen'), and 'Category' (set to 'Appliances'). A text area for 'Description' contains the text 'Dishwasher Not working'. Below this is a file upload section with a 'Select files...' button and a 'Drop files here to upload' area. A red note states: 'A maximum of 6 files may be uploaded. Allowed file types include .png, .bmp, .gif, .heic, .ico, .jpg, .jpeg, .jpe, .tif, .tiff'. At the bottom left, there are three icons: a green plus sign, a blue checkmark, and a red printer icon.

5.) Then your portal request will drop down to the bottom portion of the screen.

- Select the plus button (green) if you want to submit a second service request.
- Select the check mark (Blue) if you are ready submit your service order to the office.
- Select the printer (red) if you want to print hard copies of your service order requests.

  				
Reque...	Cat...	Area...	Request	Status
Portal Request	Appliances	Kitchen	Dishwasher Not working [CH Rental]	Not Submitted