

WARRANTY WALK through

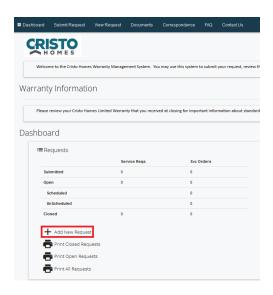
1.) The steps to entering a warranty request through your Owner portal.

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.



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.





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









WARRANTY WALK through

4.)

Request Type - Will Always be Portal Request.

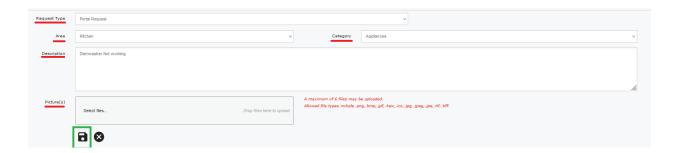
Area - Select the area that best represents where the service is for.

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 reprentative 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).



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.

