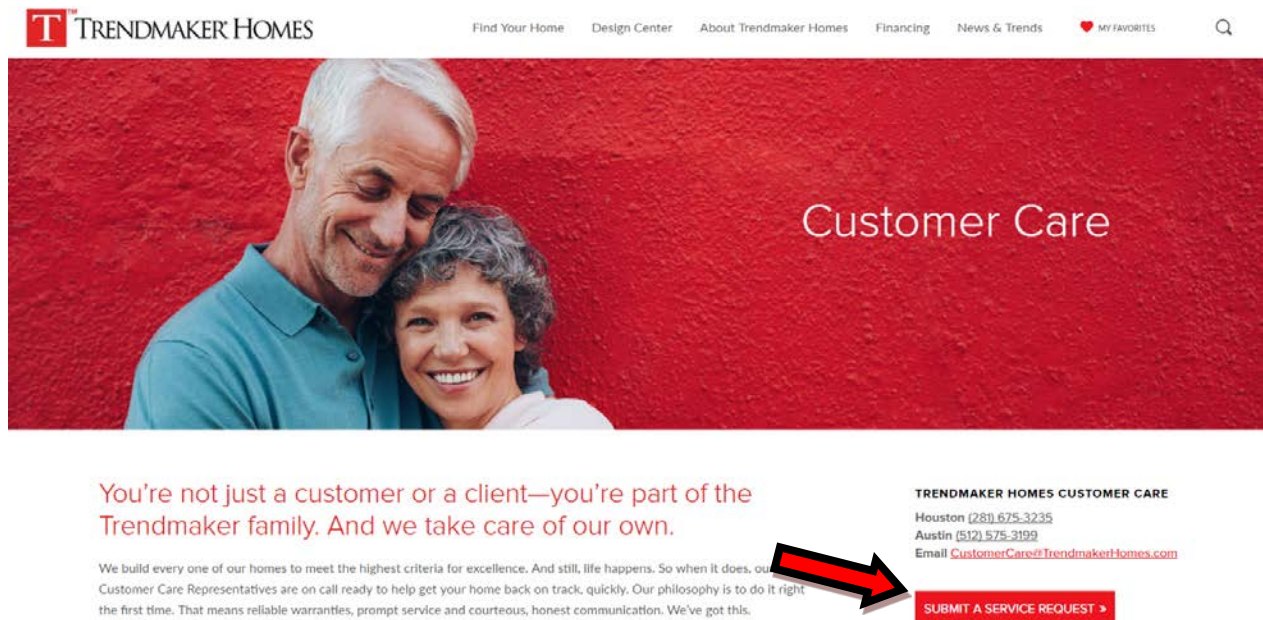


LOGGING INTO THE PORTAL

1. Visit the Trendmaker Homes Customer Care Page at:
<http://www.trendmakerhomes.com/homeowners/>
2. Select the "Submit A Service Request" tab



3. Log in to the portal with your provided user name and password

- a. Enter your **User Name**
- b. Enter your **Password**
- c. Check "Remember Me" if you want your browser to remember the login.
- d. Click "Sign In"





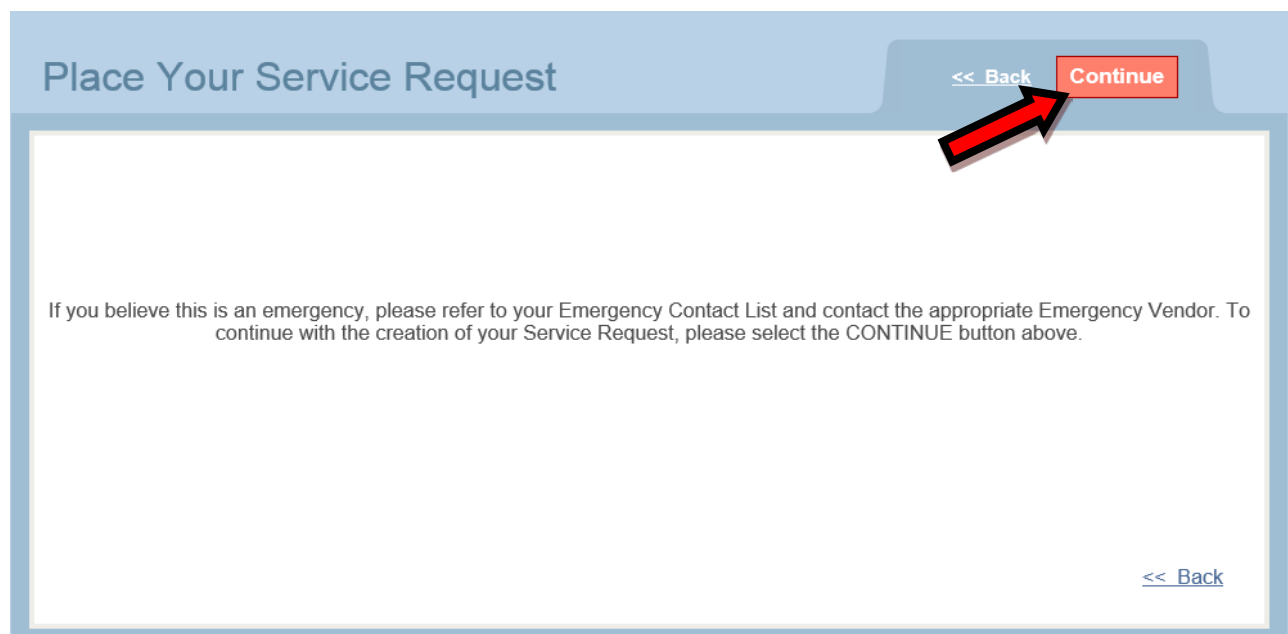
CREATING A WORK ORDER

To create a new service request or work order, follow the instructions below.

1. Click on "Request Maintenance Service/Create New Work Order"



2. If the request is not an emergency, select "Continue"





3. Select the area where service is needed.

Place Your Service Request [<< Back](#)

Select the type of service that is required:

- [Attic](#)
- [Balcony/Porch/Deck](#)
- [Bathroom-Master](#)
- [Bathroom-Other](#)
- [Bedroom-Master](#)
- [Bedroom-Other](#)
- [Bonus/Game/Media Room](#)
- [Butlers Pantry](#)
- [Dining Room](#)

4. Select the item that needs work.

Place Your Service Request [<< Back](#)

You selected: **Bonus/Game/Media Room**

Select the type of service that is required:

- [Appliances](#)
- [Cabinets](#)
- [Carpet](#)
- [Closet](#)
- [Concrete Foundation](#)
- [Drywall](#)
- [Electric](#)
- [Exterior Door](#)
- [Exterior Shutters](#)

5. Select the type of problem.

Place Your Service Request << Back

You selected: Electric

Select the type of problem

- [BAD BREAKER](#)
- [BREAKER BOX NOT LABELED](#)
- [CEILING FAN- DAMAGED](#)
- [CEILING FAN- DEFFECTIVE](#)
- [CEILING FAN- NEEDS BALANCE](#)
- [CEILING FAN- POOR INSTALLATION](#)

6. Enter any addition information.

Place Your Service Request << Back **Continue**

You selected: CEILING FAN- NEEDS BALANCE

Enter any additional information:



7. Tell Us How You Would Like to Schedule this Request

How do you want to schedule this request?

- I want to grant the technician permission to enter.
- Let me request an appointment.
- Please call me first.

8. Add Another Item to Your Request OR Select Continue to Finish and Submit

Add Another Item

<< Back Continue

9. If you are adding another item select your address and follow steps 3 through 6

Place Your Service Request << Back

Choices Available:

1234 Trendmaker Dr

Items Requested:

1. GROUT MISSING AT CABLE END



10. Confirm your contact information and attach a file if necessary.

Review Your Service Request << Back Submit Request

This request has not yet been submitted.

Requestor Details

* Name:
* Preferred phone number or email:

Any Supporting Pictures or Documents

Files: [Attach a File](#)

Work Order Details

Customer:
Assigned To:
Priority: Normal
Scheduling: You asked us to call you first. [Change](#)

Item #1

Location: Bonus/Game/Media Room
Item: Electric
Symptom: CEILING FAN- NEEDS BALANCE

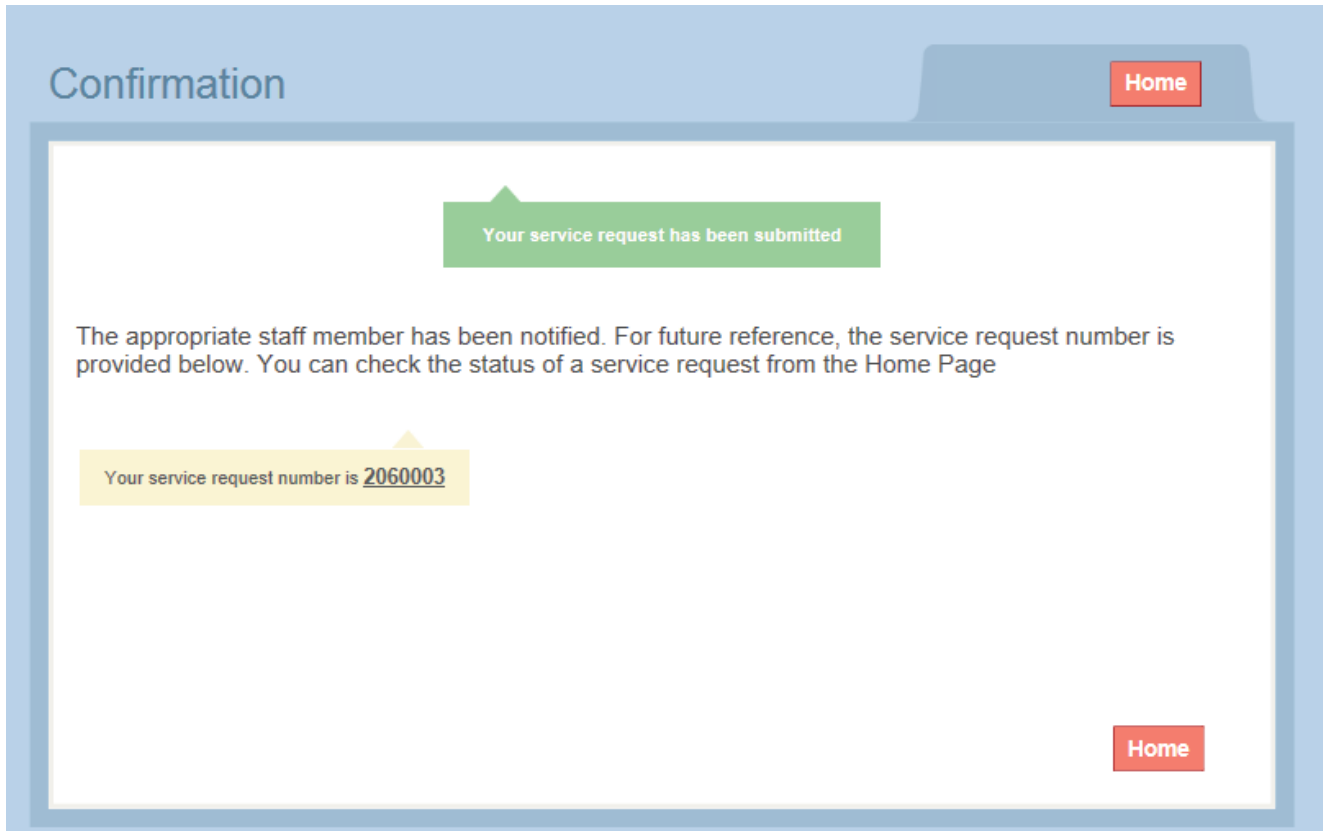
Additional Info:

[Add Another Item](#)

<< Back Submit Request

11. Click "Submit Request".

When you see the confirmation page, the work order has been submitted.



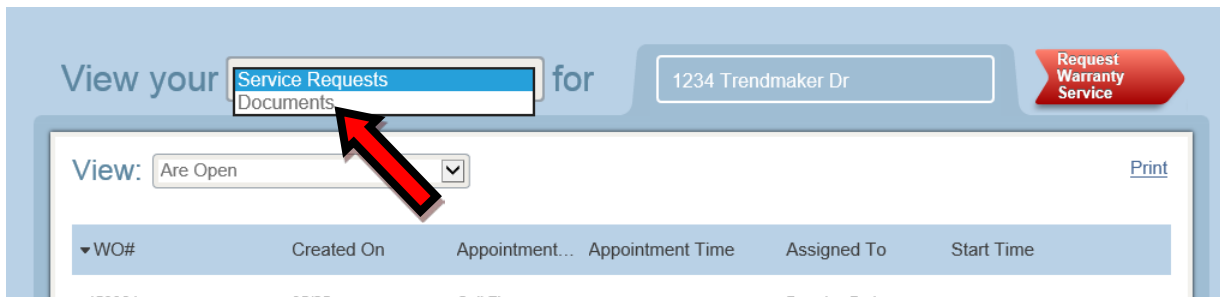
HOW TO VIEW YOUR SELECTIONS

In your portal, you also have access to the selections that you made for your home.

1. To view your selections, click on the drop box next to "View your"



2. Select "Documents" from the Drop Down list



3. Select "Click Here to View the Full Document" to open the attachment.
(You must have a PDF reader installed to view the file)

