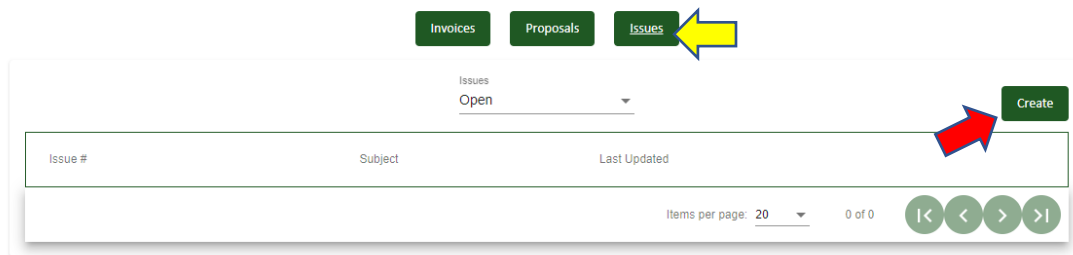


SUBMIT AN ISSUE ON YOUR PROPERTY

A great way to communicate directly with your account manager regarding matters on your property is by submitting a request through the “Issues” tab.

To do this, on the top of the page click on “Issues”. From here, you can view your existing issues that you have created, add additional comments, and see if there has been any follow up.

You can also create a new issue by clicking on the “Create” button.



This will pull up a new box allowing you to provide details as to your issue (see example).

Describe your issue in detail in the Notes section. You can even attach a picture by clicking on “Choose Files”.

When you are done click on “Create Issue”.

This request will go directly to your account manager, and can quickly be viewed by the foreman who works on your property so that a prompt resolution can be expected.

A screenshot of a form for creating a new issue. The form is titled "Property" and contains the following fields: "2000 Greenleaf St" (Property), "Subject *", "Dead Plant" (Subject), "Priority *", "Normal" (Priority), "Notes/Description", "Azalea in rear looks like it has died. Would like this replaced." (Notes/Description), and "Attachments (Each attachment can only be 10MBs, limit of 5)". Below the attachments section is a green button with a paperclip icon and the text "Choose files...". At the bottom of the form are two green buttons: "Create issue" and "Cancel". A blue arrow points to the "Create issue" button.