



GUIDE FOR SETTING UP SERVICE REQUESTS



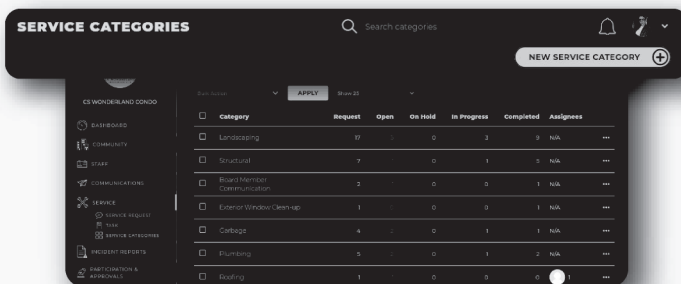
1 Main Menu Options

Once logged in to the Power Admin, on the menu to the left, you will see the Service Request Module. If you hover over it, you will see the following options:

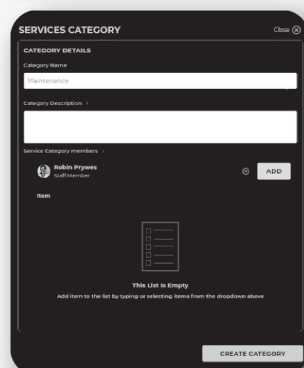
- Service Request
- Tasks
- Service Categories

A Service Categories

A service category is a classification used to organize various types of service requests or tasks within a management system. Each category helps to ensure that requests are assigned to the appropriate team members and handled efficiently.



1 Click on the New Service Category button.



2 Add a Category Name and a Category Description

3

In the Service Category Members drop-down menu, select the staff members or admin responsible for handling service requests related to this category.

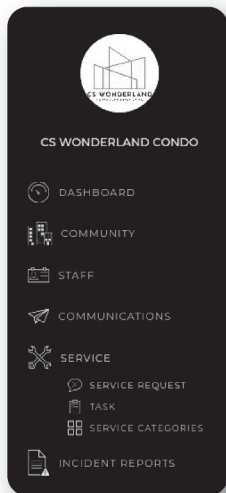
4

Once all information is entered, click Create Category at the bottom right to receive a confirmation message.

Category	Request	Open	On hold	In Progress	Completed	Assignees
Landscaping	17	0	0	3	9	NA
Structure	7	0	0	1	5	NA
Board Member Communication	2	0	0	0	1	NA
External Window Clean-up	1	0	0	0	1	NA
Garbage	4	0	0	1	1	NA
Plumbing	5	0	0	1	2	NA
Roofing	1	0	0	0	0	NA
Structure	0	0	0	0	0	NA
Plumbing	1	0	0	0	0	NA
Security	0	0	0	0	0	NA
Maintenance	0	0	0	0	0	NA

5

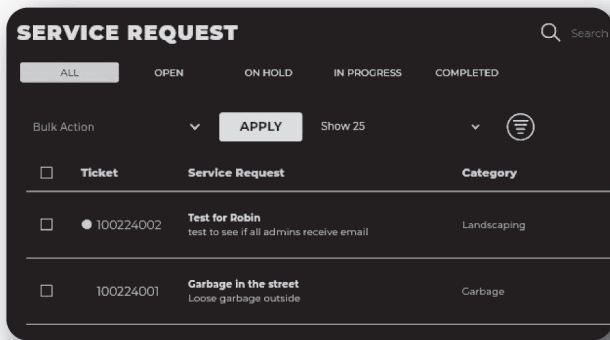
After adding the required categories, they will be displayed as a list.



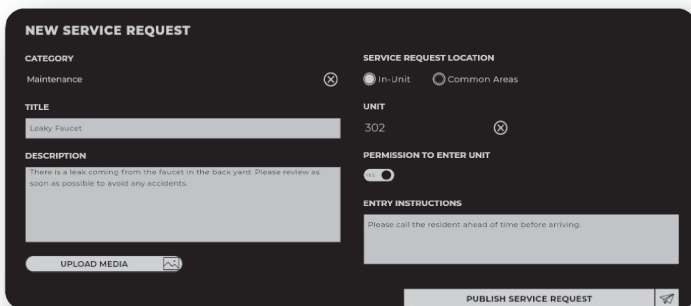
B Creating a New Service Request from Power Admin

The management team can submit service requests on behalf of a resident. For example, if the resident contacts management by email, phone, or in person, a Service Request can be submitted from Power Admin to ensure it is properly logged and addressed.

1 Click on the New Service Request icon.



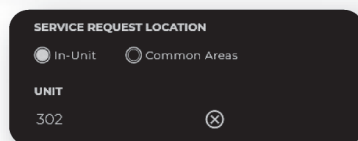
2 From the Category drop-down menu, select the appropriate service category for the request.



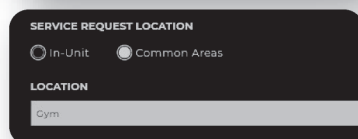
3 Provide the necessary information by entering a Title and a Description of the issue.

4 Click Upload Media to attach a picture of the issue if needed.

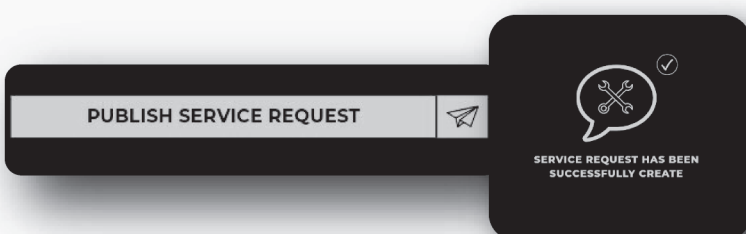
5 In the Service Request Location section, choose either In-Unit or Common Area.



- **In-Unit:** Select the unit from the drop-down menu, toggle the permission to enter unit option on or off, and add any entry instructions.



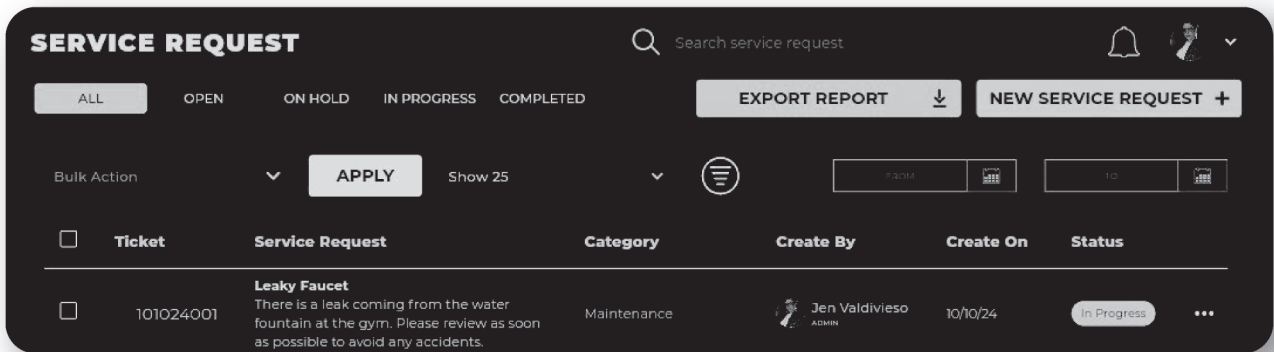
- **Common Area:** Enter the name of the space related to the Service Request.



6 Once all steps are completed, click Publish Service Request to receive a confirmation message.



7 An email will be sent to the resident, staff, and management team when a service request is submitted.



8 Once the process is complete, the service request will appear under the Service Request dashboard.

If you have any problems or need additional assistance, don't hesitate to reach out to our dedicated support team at support@onrapp.com