



# HOW TO SUBMIT A MAINTENANCE/SERVICE REQUEST

This guide provides you clear instructions on how to submit a maintenance or service request for your unit/address.

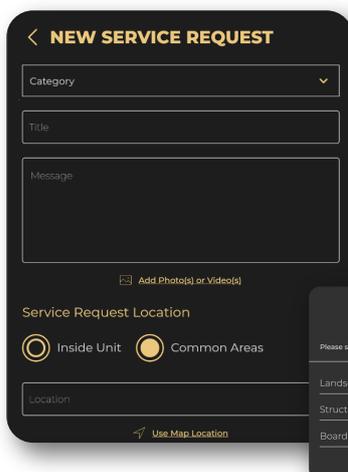
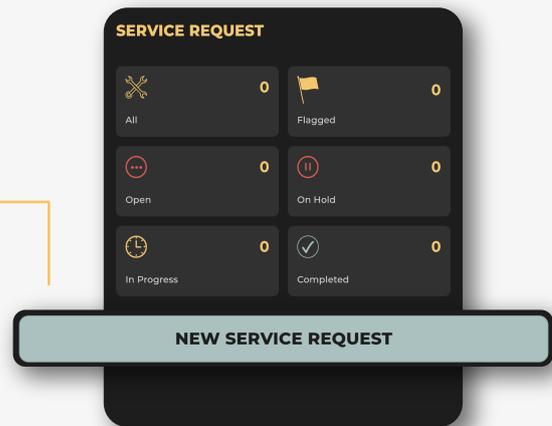


## 1 Log into your ONR account

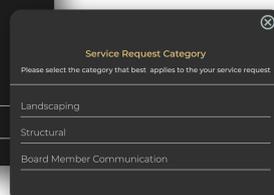
After logging in, locate the **concierge bell icon** and give it a click or tap. From the menu, choose **"SERVICE REQUEST"**.



## 2 Find and click on the long blue button labeled "NEW SERVICE REQUEST".



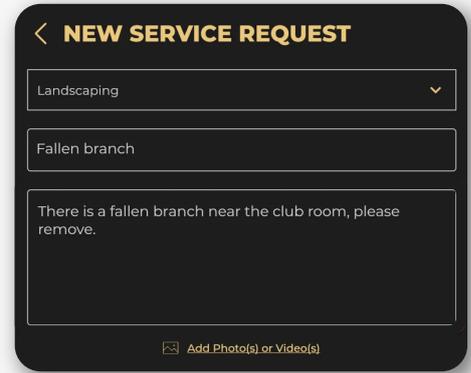
## 3 Start by selecting a "Category." Opens a pop-up window displaying the available service request categories for your association.



**Choose the category** that closely matches your request.

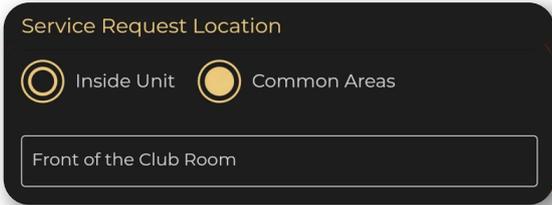
Provide a descriptive **"Title"** for your request and in the **"Message"** field, provide a detailed explanation of your request. You can also **upload videos or images** if necessary by choosing **"Add Photo(s) or Video(s)."**

4



**Remember,** if you're uploading images or videos, they should already be on your gallery of laptop for you to select during the upload.

5

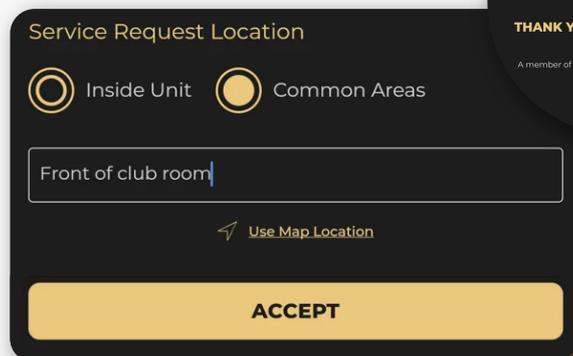


Choose whether your **service request relates** to the interior of your unit or a common area.

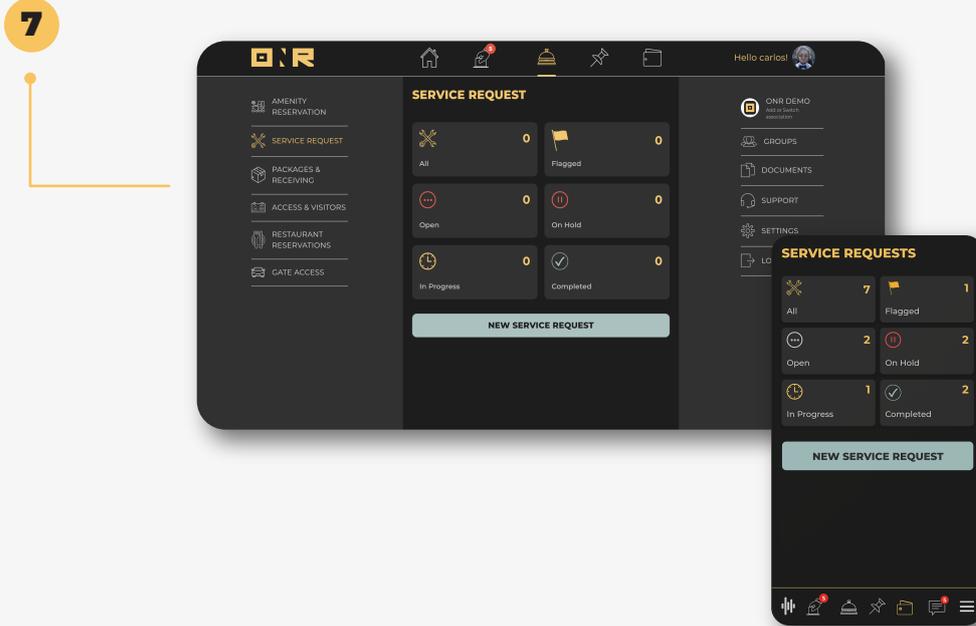
- For an **"Inside Unit"** request, click on the **"Select Unit"** field to choose your unit. Once you've selected your unit, you can decide to grant or deny permission for entry. If you select **"ON,"** you'll need to specify the best time for the visit, provide entry instructions, preferred hours, and indicate the presence of any animals. If you choose **"OFF,"** you simply confirm the request.
- If it's related to **"Common Areas,"** specify the areas by typing in the location or use the map feature by selecting **"Use Map Location."** This opens a Google Maps screen where you can drop a pin at your desired spot and then **"CONFIRM LOCATION."**

6

Once all the fields are complete, submit the request by clicking **"ACCEPT."** You'll receive a **confirmation message,** and an email confirmation receipt will be sent to you.



To track your request, return to the **"SERVICE REQUEST"** section. Here, you can monitor the status and progress of your request.



Remember, every time your **request's status or progress changes**, you'll receive email notifications as well.

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