

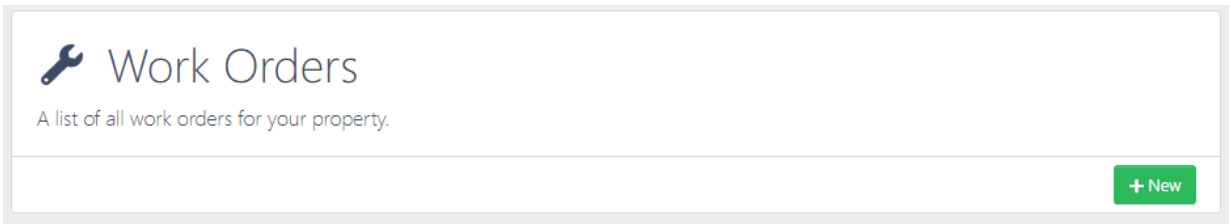
Work Orders

Below are instructions for Residents to create, view, and update Work Orders in the Resident Portal

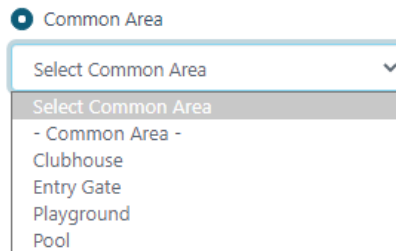
Log in to your Resident Portal Account (<https://resident.snaphoa.com>).

Creating a Work Order

1. Expand the My Home tab and select Work Orders
2. Click the New button



3. Select the location of the issue that you are reporting.
 - o Choose My Property if it is an issue in/on your address
 - o Choose Common Area if it is for a common area within your association and choose an option from the dropdown. If you do not see the specific Common Area where the issue is, select -Common Area-.



- If you are reporting a Common Area Work Order, review the list of Recent Common Areas Work Orders on the right hand side or under My Community > Work Orders to see if the issue has already been reported



4. Select the Resident that should be the point of contact for this Work Order and their preferred Contact Method


Contact Information

Resident


- Kate Drobny
- Selah Short
- Stacey Tuccy
- Kelsey Weisenberger
- Jenna Wesienberger

Contact Method

Email


- noreply@actionlife.com 
- None

Phone

- (714) 555-5555 
- None



- o If the preferred phone number or email address is not listed, you can add that contact method by selecting My Home > Residents and selecting the resident. You will then be able to add a phone number or email address and it will appear as an option when creating the Work Order.
5. Select the Type (or category) that best describes the issue you are reporting.
 - o When you select a Type, you will see verbiage that will inform you who is responsible for that type of Work Order (Owner, Association, or Other).

Type

Who is responsible for this type of Work Order?  Owner



6. Enter a brief description of the issue in the Description field (similar to the subject of an email)
7. Enter additional details of the issue in the Details field (provide as much information as possible to assist in the association resolving this issue)
8. Click Create.
9. You will then have the ability to upload attachments/photos and also add additional Notes

Attachments

Attachment	Updated	Updated By
No matching records found		

Updates

Notes
No matching records found

Viewing Work Orders

You will be able to return to My Home > Work Orders at any time to view updates and the status of the Work Order if you submitted it for My Property. Clicking on the Work Order will provide you with additional information and updates.

All Open Closed Search [Download]

Work Order

#22516 - Ants
Reported: 04/24/2023 Open
Ants (Exterior)

#14712 - TV
Reported: 12/15/2022 Open
Cable TV (Television)

#14711 - Air
Reported: 12/15/2022 Open
Air Conditioner

You can view the status of Common Area Work Orders under My Community > Work Orders. Clicking on the Work Order will provide you with additional information and updates.

All Open Closed Reported From MM/DD/YYYY To MM/DD/YYYY Search [Download]

Work Order

#51945 - Light out in Fitness Center
Reported: 07/17/2024 Open
Interior Repairs (Leaks)

#51928 - Entry Gate not lowering
Reported: 07/16/2024 Open
Gate (Exterior - Individual Units)

#51927 - Door to fitness center slamming
Reported: 07/16/2024 Open
Garage Door Mechanism

Updating Work Orders

While viewing a Work Order, you have the ability to provide additional information using the Upload button (to include photos) or Add Note button to provide additional information or respond to an update.

Attachments + Upload

Search [Download]

Attachment	Updated
ceilinglight.PNG	11/14/2024 6:11 pm

Showing 1 to 1 of 1 rows

Updates + Add Note

Search [Download]

Notes

05/30/2025 11:23 am - Kelsey Weisenberger Team Member
Vendor has confirmed arrival of part and will install on Monday

05/23/2025 12:13 pm - ***@***.*** Resident
also noticed it out