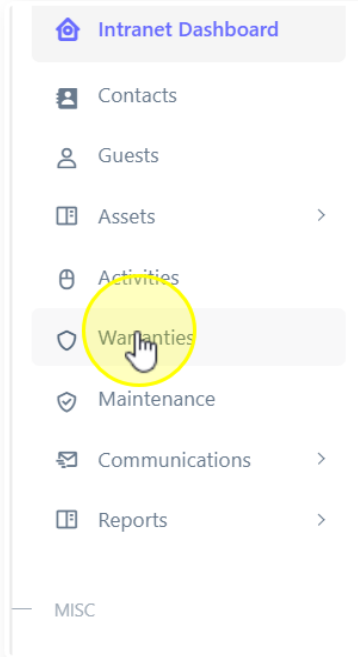



Manager/Admin Guide: Reviewing and Approving or Denying New Warranty Claims Submitted by Residents in the Resident's Portal.

1 Click "Warranties"




The Intranet Dashboard sidebar menu includes the following items: Intranet Dashboard, Contacts, Guests, Assets, Activities, Warranties (highlighted with a yellow circle and a hand cursor), Maintenance, Communications, Reports, and MISC.



CONTACTS

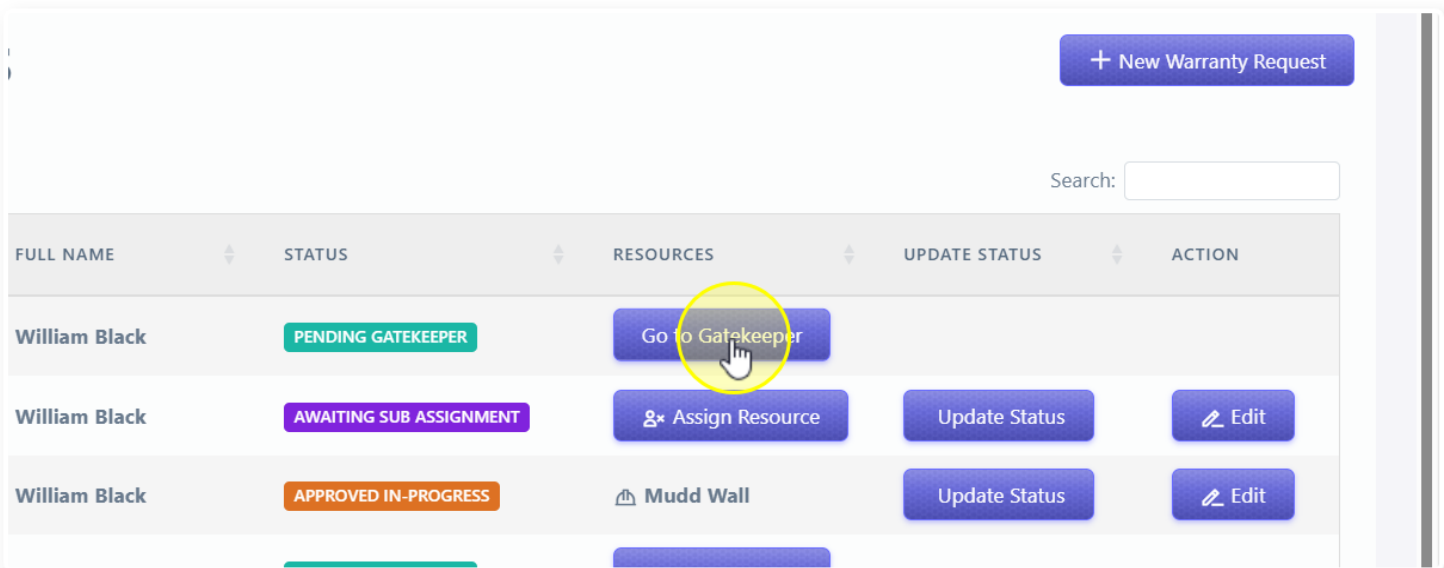
List of all contacts, including staff and building admins. This will help the staff to quickly find and communicate with the residents.



GUESTS

Guest management, such as check in and out, guest profiles, and guest-related services.

2 Click "Go to Gatekeeper"

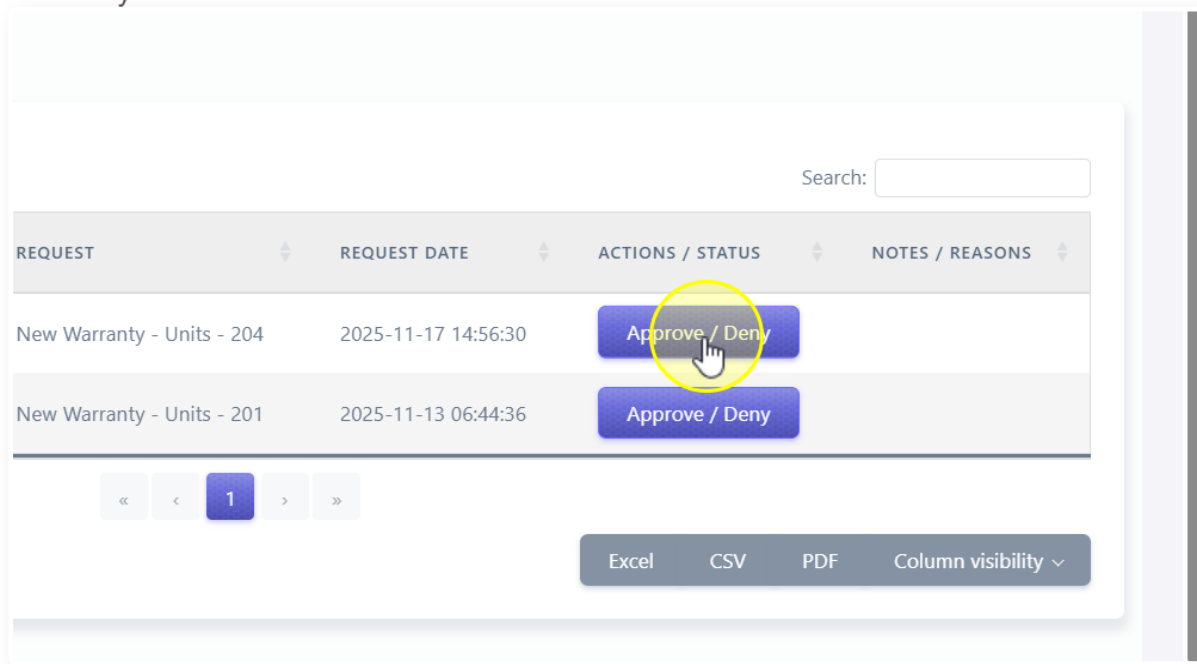


[+ New Warranty Request](#)

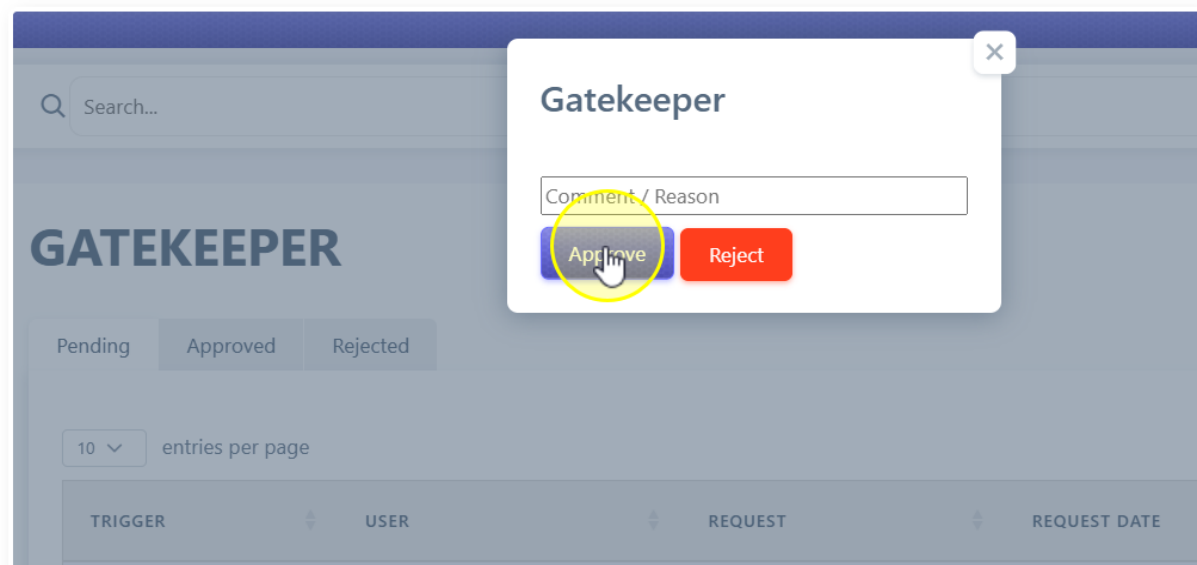
Search:

FULL NAME	STATUS	RESOURCES	UPDATE STATUS	ACTION
William Black	PENDING GATEKEEPER	Go to Gatekeeper		
William Black	AWAITING SUB ASSIGNMENT	Assign Resource	Update Status	Edit
William Black	APPROVED IN-PROGRESS	Mudd Wall	Update Status	Edit

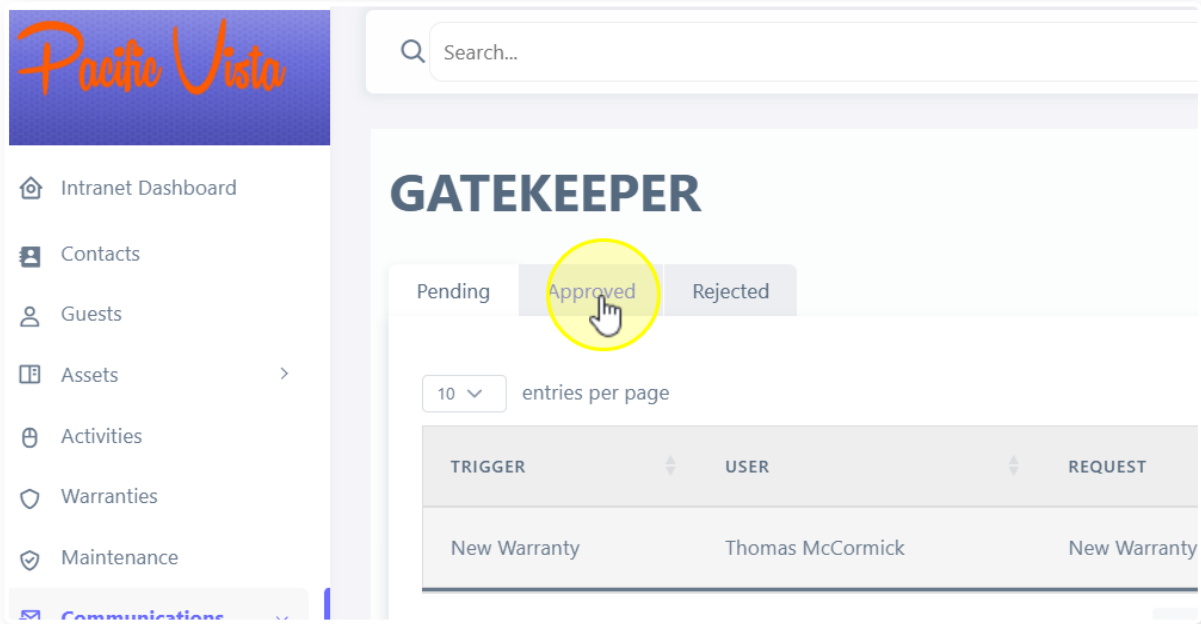
- 3 Go to **Action/Status** and select the status or action you want: "Approve" or "Deny"



- 4 Here, select the action you want to take for the Warranty Claim submitted by the Resident/User



- 5 For example, if you select the action "Approved", once it has been approved, you can check the recently approved Warranty Claim from the Resident/User in the "Approved" tab.



- 6 To check under the Approved tab, you can view the newly approved Warranty Claim."

