

# Multiple Warranty Claim - Resident/User Portal

**Multiple Warranty Claim** refers to a feature within a Resident or User Portal that allows a resident to submit **several warranty-related issues in a single claim form**, instead of filing each item separately.

## Unit Recipient

- **Description:** The specific unit or property for which the warranty claim is being submitted.
- **Purpose:** Ensures the warranty request is tied to the correct property, helping avoid confusion or misallocation of resources.

## First Name & Last Name

- **Description:** Resident's first and last names.
- **Purpose:** Identifies the claim submitter, enabling personalized communication and proper documentation.

## Email Address

- **Description:** The resident's email.
- **Purpose:** Used for notifications regarding the claim status, approvals, and updates.

## Telephone Number

- **Description:** Resident's contact number.
- **Purpose:** Allows the service team to follow up for additional details or scheduling service.

## Add Date (Entry Date, Start Time, End Time)

- **Entry Date:** The date when the claim is submitted.
- **Start Time & End Time:** Optional fields to indicate when the issue occurred, or when service is requested.
- **Purpose:** Helps in scheduling, tracking claim timelines, and analyzing trends or recurring issues.

## Describe Your Request

- **Description:** A text field where residents provide details about the issue or service needed.
- **Purpose:** Gives the service team a clear understanding of the problem, ensuring the correct resources and personnel are assigned.

**Note:** If you have additional warranty items to report, you may continue adding them to your claim.

In the attachment section, you can choose to capture a photo, upload a photo, or upload a video as supporting documentation.

Once you have finished adding all your warranty items and attachments, you may proceed to submit your warranty claim.

**Please see the attached video, which provides a detailed overview of the Multiple Warranty Claim - Resident/User Portal.**

**Follow these Steps to make a Multiple Warranty Claim - Resident/User Portal: [Multiple Warranty Claims.pdf](#)**

1. Click "**Create Warranty Claim**"
2. Select **the "Unit Recipient"**
3. Enter personal detail "**First Name**"
4. Enter personal detail "**Last Name**"
5. Enter personal detail "**Email Address**"
6. Provide "**Telephone Number**"
7. Click "**Add Date**"
8. Choose your "**Entry Date**"
9. Select the "**Start Time**"
10. After selecting the Start Time, click "**Select**"
11. Select the "**End Time**"
12. After selecting the End Time, click "**Select**"
13. Click "**More Warranty Item**"
14. Enter detail "**Describe your request**"
15. Choose your preferred attachment source. In this example, I will select the option to "**Upload Photo**"
16. Click "**Add Gallery**" to begin attaching the item you want
17. Click "**Upload files**"
18. Click "**Select Files**"
19. After selecting a file, click '**Select**' to confirm
20. You will now be able to see the **Warranty Claims** you have submitted here

**☐ Tips for Multiple Warranty Claim - Resident/User Portal:**

**1. Provide Clear Descriptions:**

Ensure each warranty issue is described accurately and in detail to help the maintenance team understand the problem.

2. **Use Attachments Wisely:**

Include photos or videos that clearly show the issue. Choose the most relevant attachment source: capture a photo, upload a photo, or upload a video.

3. **Add Multiple Items Carefully:**

Use the **“More Warranty Item”** option to include all additional claims. Enter details for each issue as instructed in the portal steps.

4. **Review Before Submission:**

Double-check that all warranty items and attachments are complete and accurate before submitting your claim.

5. **Track Your Claims:**

After submission, monitor the status of each warranty item through the portal to stay updated on progress

---

Revision #4

Created 2 December 2025 22:57:16 by Christina

Updated 3 December 2025 00:19:22 by Christina