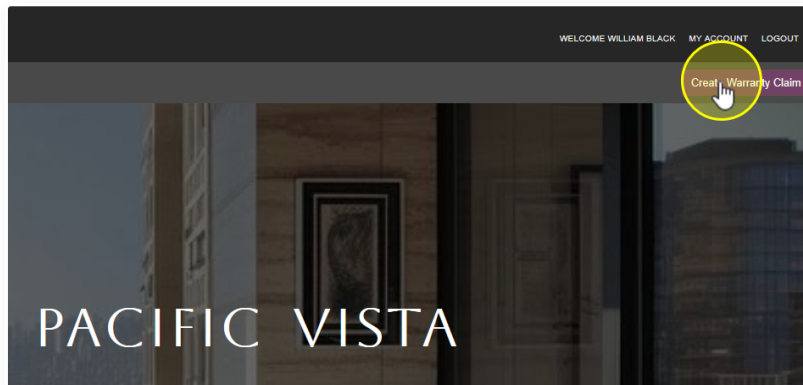


# Multiple Warranty Claim - Resident/User Portal

- 1 Click "Create Warranty Claim"



- 2 Select the "Unit Recipient"

The screenshot shows the 'New Warranty' form. The 'Unit Recipient' dropdown menu is open, displaying a list of units. The first unit, '204', is highlighted in blue. A yellow circle highlights the 'Unit Recipient' dropdown menu. The form also includes fields for 'First Name' (containing 'William'), 'Entry Dates', and 'Entry Date'. A 'Submit Warranty Claim' button is located at the bottom of the form.

- 3 Enter personal detail "First Name"

The screenshot shows the 'New Warranty' form. The 'First Name' field is highlighted with a yellow circle. The form also includes fields for 'Unit Recipient' (containing '204'), 'Last Name' (containing 'Black'), 'Entry Dates', and 'Entry Date'. A 'Submit Warranty Claim' button is located at the bottom of the form.

4 Enter personal detail "Last Name"

A screenshot of a web form. The 'First Name' field contains 'William'. The 'Last Name' field contains 'Black' and is highlighted with a yellow circle. Below these fields is an 'Entry Dates' section with a table containing 'Entry Date', 'Start Time', and 'End Time' columns. The 'Entry Date' column is currently empty.

5 Enter personal detail "Email Address"

A screenshot of a web form. The 'Last Name' field contains 'Black'. The 'Email Address' field contains 'William.Black@ceonesource.com' and is highlighted with a yellow circle. Below these fields is an 'Entry Dates' section with a table containing 'Start Time' and 'End Time' columns. The 'End Time' column is currently empty. A 'Create Warranty Claim' button is visible in the top right corner.

6 Provide "Telephone Number"

A screenshot of a web form titled 'New Warranty'. The 'Unit Recipient' field contains '204'. The 'Telephone Number' field contains '(412) 267-2213' and is highlighted with a yellow circle. The 'First Name' field contains 'William'. Below these fields is an 'Entry Dates' section with a table containing 'Entry Date' and 'End Time' columns. The 'Entry Date' column is currently empty. A 'Submit Warranty Claim' button is visible at the bottom.

7 Click "Add Date"

Form for adding a date. Fields include Last Name (Black), Email Address (William.Black@ceonesource.com), Start Time, and End Time. A yellow circle highlights the "Add Date" button. A blue button labeled "More Warranty Item" is also visible.

8 Choose your "Entry Date"

Form for choosing an entry date. Fields include Unit Recipient (204), First Name (William), Last Name (Black), Telephone Number ((412) 267-2213), and Entry Dates. A calendar widget is open, showing the date 3/10/2025. A blue button labeled "Submit Warranty Claim" is visible. Footer text: © 2025 PACIFIC VISTA 2. A Private Residential Experience. Where elegance meets ease. Powered By CEOneSource.com.

9 Select the "Start Time"

Form for selecting a start time. Fields include Last Name (Black), Email Address (William.Black@ceonesource.com), Date (2/2025), Start Time, and End Time. A time selection widget is open, showing the time 12 am. A blue button labeled "Choose Time" is visible.

10 After selecting the Start Time, click **"Select"**

	Last Name *	Email Address *
	Black	William.Black@ceonesource.com
	Start Time	End Time
	7:00 am	
	Choose Time	
	Time 7 am - 00 - 00	
	Now	Select

11 Select the **"End Time"**

	Last Name *	Email Address *
	Black	William.Black@ceonesource.com
	Start Time	End Time
	7:00 am	
		Choose Time
		Time 12 am - 00 - 00
		Now
		Select
		Add Date
		More Warranty Item

12 After selecting the End Time, click **"Select"**

	Last Name *	Email Address *
	Black	William.Black@ceonesource.com
	Start Time	End Time
	7:00 am	4:00 pm
		Choose Time
		Time 4 pm - 00 - 00
		Now
		Select
		Add Date
		More Warranty Item

13 Click "More Warranty Item"

The screenshot shows a warranty claim form. At the top, there are fields for 'Black' and 'William.Black@ceonesource.com'. Below these are fields for 'Start Time' (7:00 am) and 'End Time' (4:00 pm). A table with one row and one column is visible, with the value '7:00 am' in the first row and '4:00 pm' in the second row. To the right of the table is a button labeled 'Add Date'. At the bottom right, a button labeled 'More Warranty Item' is highlighted with a yellow circle.

14 Enter detail "Describe your request"

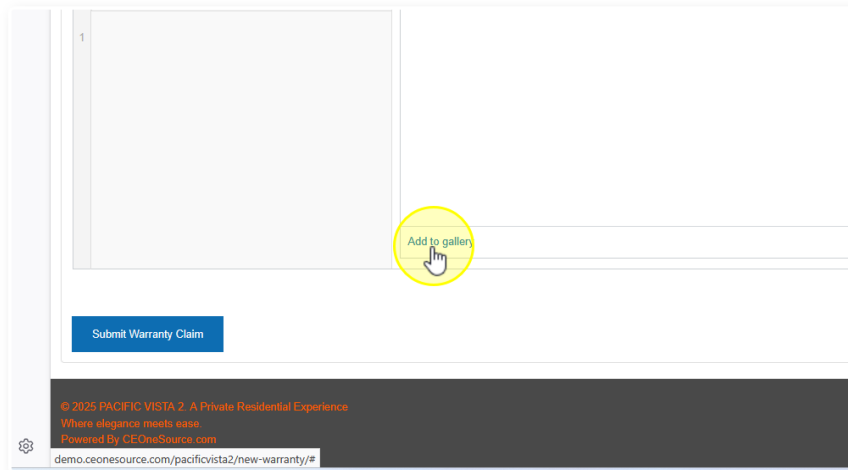
The screenshot shows a warranty claim form. At the top, there are fields for '204' and 'William'. Below these are fields for 'Telephone Number' (412) 267-2213 and 'Entry Dates' (04/12/2025). A table with one row and one column is visible, with the value '04/12/2025' in the first row and '04/12/2025' in the second row. Below the table is a button labeled 'Submit Warranty Claim'. In the 'Warranty Items' section, the 'Describe your request' field is highlighted with a yellow circle.

15 Choose your preferred attachment source. In this example, I will select the option to "Upload Photo"

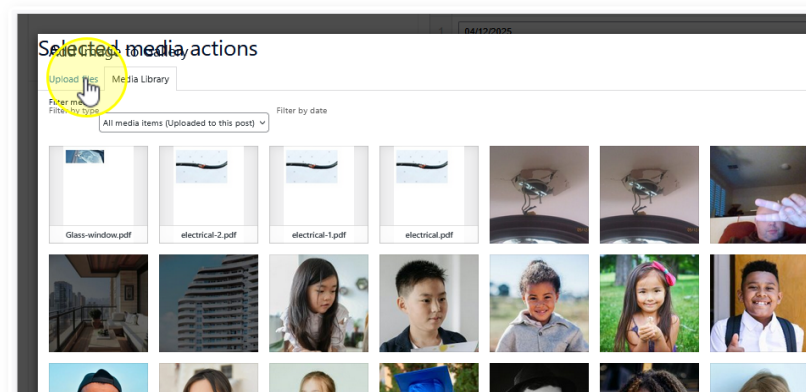
The screenshot shows a warranty claim form. At the top, there are fields for '204' and 'William'. Below these are fields for 'Telephone Number' (412) 267-2213 and 'Entry Dates' (04/12/2025). A table with one row and one column is visible, with the value '04/12/2025' in the first row and '04/12/2025' in the second row. Below the table is a button labeled 'Submit Warranty Claim'. In the 'Warranty Items' section, the 'Describe your request' field is highlighted with a yellow circle. Below the 'Describe your request' field is a button labeled 'Attachment Source'. To the right of the 'Attachment Source' button is a button labeled 'Select'. Below the 'Select' button is a button labeled 'Capture Photo'. Below the 'Capture Photo' button is a button labeled 'Upload Photo'. Below the 'Upload Photo' button is a button labeled 'Upload Video'. The 'Upload Photo' button is highlighted with a yellow circle.



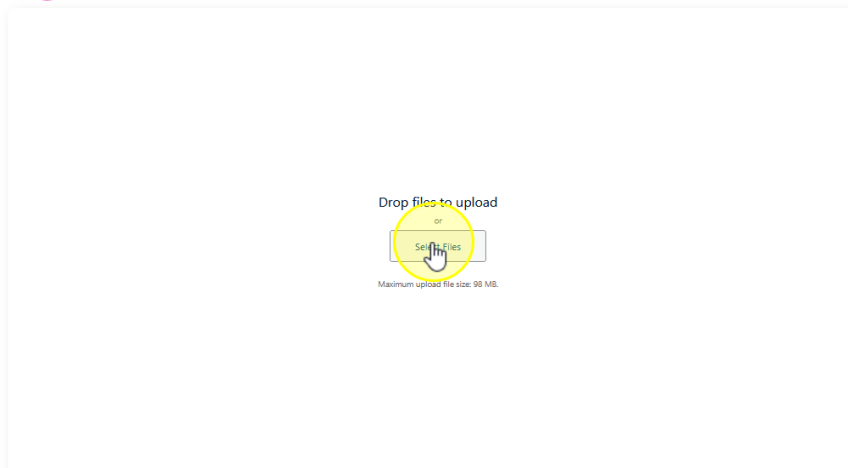
- 16 Click "Add Gallery" to begin attaching the item you want



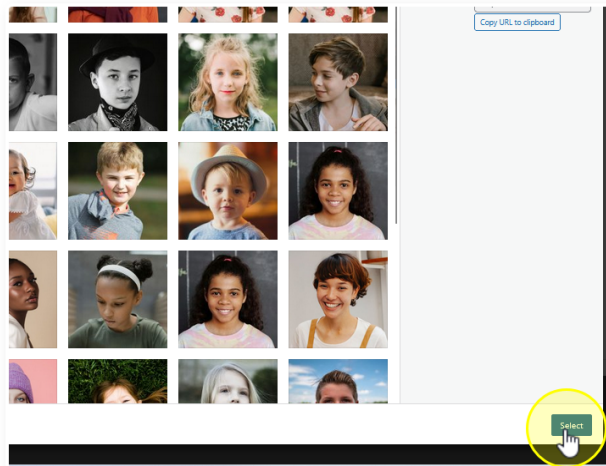
- 17 Click "Upload files"



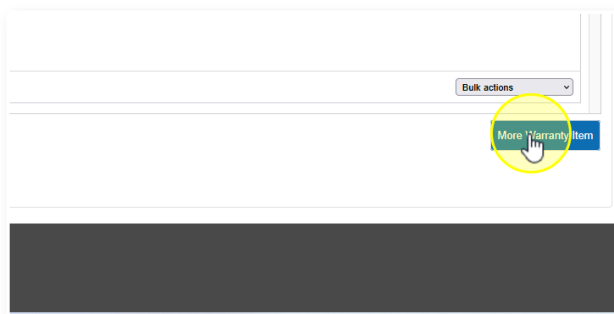
- 18 Click "Select Files"



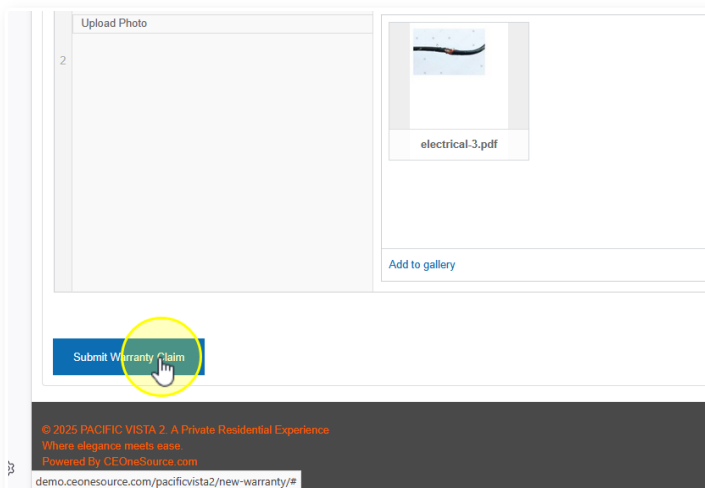
19 After selecting a file, click **"Select"** to confirm



20 If you wish to add more warranty claims, simply click **"More Warranty Item"**, and then enter the details as outlined in **Steps 14 through 18**



21 Click **"Submit Warranty Claim"** to complete the process



22 You will now be able to see the **Warranty Claims** you have submitted here

Pacific Vista

WELCOME WILLIAM BLACK MY ACCOUNT

HOME ABOUT MEET YOUR FAMILY

Create Account

## Account History

My Profile Edit Profile Account History

My Guests My Activity My Warranty

YOU HAVE A PENDING WARRANTY'S THAT NEEDS FOR APPROVAL

10 entries per page

Search:

Unit	Full Name	Email Address	Telephone	Entry Start Date & Time	Entry End Date & Time	Describe Your Request	Status
204	William Black	William.Black@ceonesource.com	(412) 267-2213			Electrical request Sample	Pending Gatekeeper
204	William Black	William.Black@ceonesource.com	(412) 267-2213			Door Knob Sample request	Pending Gatekeeper
204	William Black	William.Black@ceonesource.com	(412) 267-2213			Electrical sample	Pending Gatekeeper
204	William Black	William.Black@ceonesource.com	(412) 267-2213			Glass window Sample	Pending Gatekeeper