

Ticket/Warranty Claim Status for User/Resident

Ticket/Warranty Claim Status for User/Resident - This section outlines the process that Users and Residents can follow to view the current status of their submitted tickets. By providing a clear and accessible method for tracking updates, the system helps ensure transparency, timely communication, and improved service response.

It guides User/ Resident in monitoring the progress of their requests, inquiries, or reported issues.

Please see the attached video for a detailed guide on Ticket/Warranty Claim Status for User/Resident.

Follow these steps to check the Ticket/Warranty Claim Status for User/Resident:

[Ticket.Warranty Claim Status for User.Resident.pdf](#)

1. Once logged in, Click "**My Account**"
2. Click "**Account History**"
3. Click "**My Warranty**"
4. Kindly refer to the "**Status**" section for details
5. Here, you can view your **current Ticket/Warranty Claim Status**

□ **Tips for Ticket/Warranty Claim Status for User/Resident:**

1. Log in with the correct account

- Ensure you are using the account associated with your ticket or claim.
- Logging in with a different account may prevent you from seeing your requests.

2. Access the correct section

- Navigate to the "**Tickets,**" "**Requests,**" or "**Warranty Claims**" section.
- Look for the **status dashboard** or **My Tickets/Claims** list.

3. Check your current status regularly

- Your ticket or claim status may update over time (e.g., *Pending, In Progress, Resolved, Closed*).
- Regular monitoring helps you stay informed of any required actions.

4. Review updates and comments

- Support teams may add notes, instructions, or follow-up questions.
- Check these carefully to avoid delays in processing.

5. Keep your information secure

- Your ticket or warranty claim details are personal.
- Do not share links, account credentials, or sensitive information with others.

6. Contact support if needed

- If your ticket status hasn't updated within the expected timeframe or you encounter issues, contact the support or admin team directly.

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