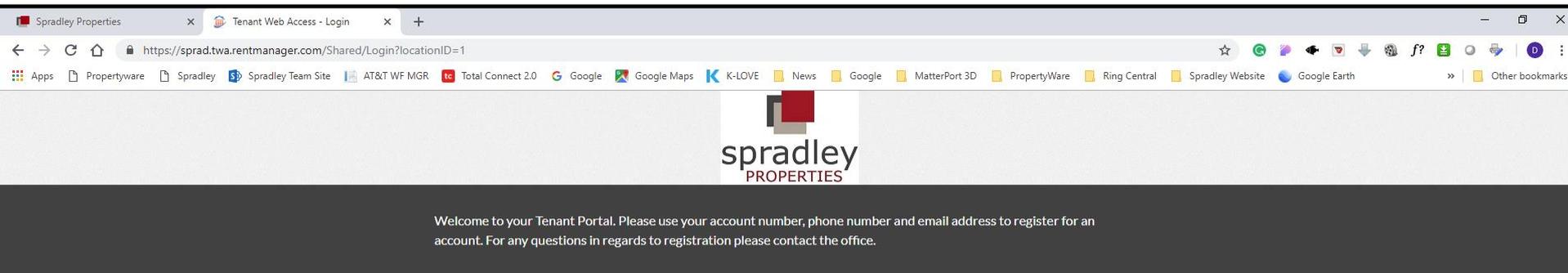


How To Submit A Maintenance Request Through Your Tenant Web Access Portal.

- ① Go To <https://sprad.twa.rentmanager.com/> or you can get there through the tenant links from our main website www.spradleyproperties.com .



- ② Enter your email address you use and the password you created when you initially set up your tenant portal access.

A screenshot of the "TENANT WEBACCESS" login form. The form has two input fields: "Email Address" containing "johndoe@somewhere.com" and "Password" containing "Password here". Below the password field are links for "Forgot password?" and a "Remember me" checkbox. A blue "login" button is highlighted with a red circle, and a hand cursor icon is pointing at it. Two red arrows point from the left towards the email and password fields. At the bottom, there is a "Sign up" link and a copyright notice: "© 2018 Rent Manager".

Page 2. How To Submit A Maintenance Request Through Your Tenant Web Access Portal.

- ③ Once logged into your portal, **Option 1.** select “Service Issues” from the main navigation bar, OR **Option 2.** select “Service Issues” under the menu button  on the left side of your dashboard.

Option 1.

Option 2.

Charges

Item	Amount
Open Charges	\$0.00
Open Credits	\$0.00
Balance Due	\$0.00

Notes

Date	Time	Message
9/18/2018	12:40:00 PM	TWA Initial Mass Batch
9/18/2018	12:33:00 PM	TWA Initial Mass Batch

Leases

Unit	Start	End	Orig Start	Expires
121 N 31C	09/01/16		09/01/16	

Messages

All general maintenance request must be submitted in writing through this tenant portal. Please contact our office for emergency maintenance requests at 254-742-7733. Emergency maintenance is anything that relates to the property under the terms of your lease that is threatening to life, health, or the integrity of the property.

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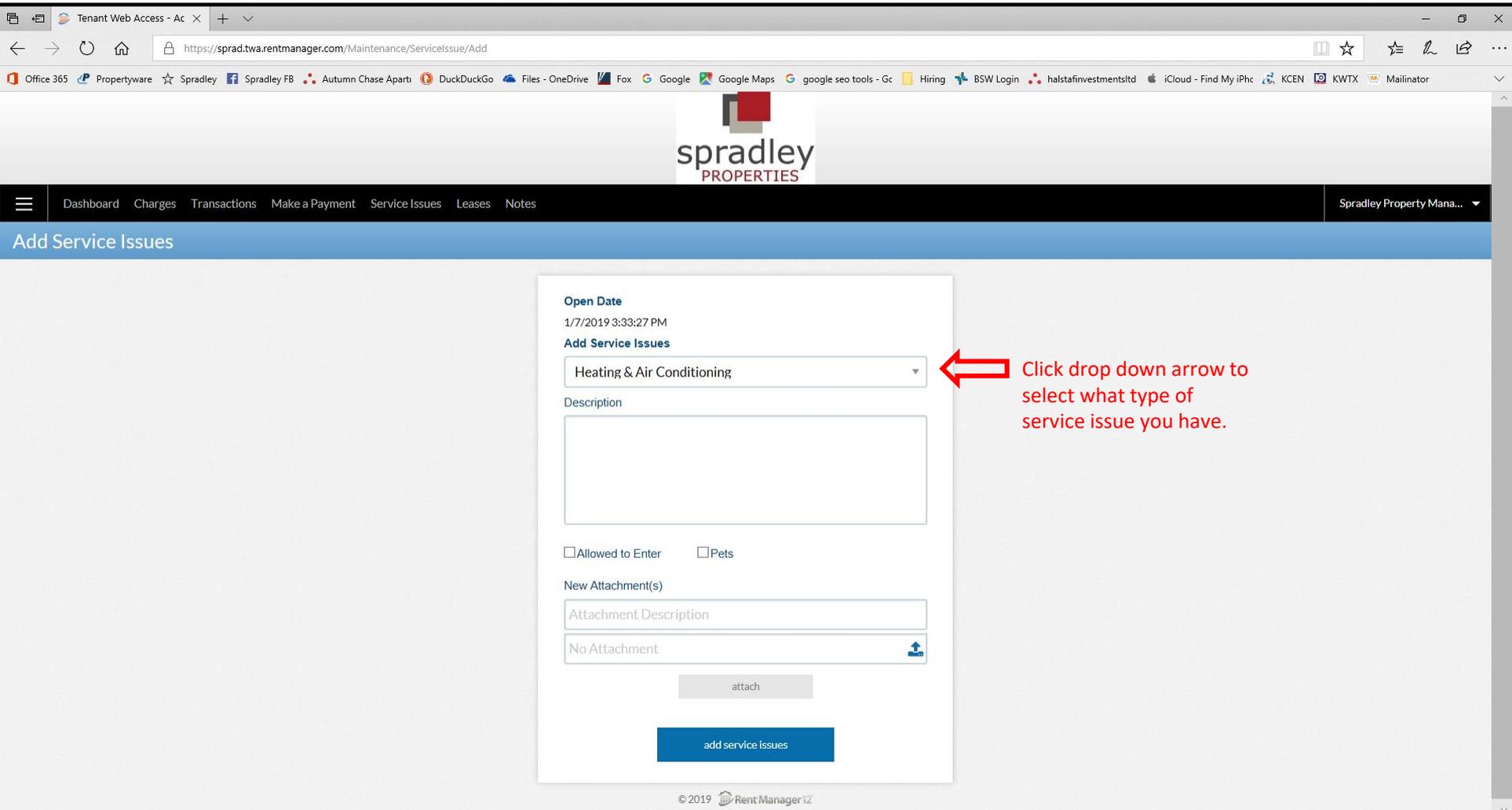
- ④ On your Service Issues page, you can track existing service issues as well as click on the “add service issues” button to create and submit a new maintenance request.

The screenshot shows the Spradley Properties Tenant Web Access portal. The browser address bar displays <https://sprad.twa.rentmanager.com/Maintenance/ServiceIssue/List>. The Spradley PROPERTIES logo is centered at the top. A navigation menu includes Dashboard, Charges, Transactions, Make a Payment, Service Issues, Leases, and Notes. The main content area is titled "Service Issues" and contains a form with the following elements:

- Open/Closed dropdown menu (set to "Open And Closed")
- From Date input field (12/19/2017)
- To Date input field (12/19/2018)
- filter button
- add service issues button (highlighted with a red circle and a hand icon)
- 10 items per page dropdown
- Table header with columns: #, Date, Closed, Status, Service Issues, Description
- Showing 0 to 0 of 0 entries
- 10 items per page dropdown

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- 5 Once on the Add Service Issues page, begin filling out the online request form. Start by clicking the  drop done arrow to select the type of service issue you have.



The screenshot displays the 'Add Service Issues' page in a web browser. The browser's address bar shows the URL <https://sprad.twa.rentmanager.com/Maintenance/ServiceIssue/Add>. The page header features the 'spradley PROPERTIES' logo and a navigation menu with items like 'Dashboard', 'Charges', 'Transactions', 'Make a Payment', 'Service Issues', 'Leases', and 'Notes'. The main content area is titled 'Add Service Issues' and contains a form with the following elements:

- Open Date:** 1/7/2019 3:33:27 PM
- Add Service Issues:** A dropdown menu currently showing 'Heating & Air Conditioning'. A red arrow points to the dropdown arrow with the instruction: 'Click drop down arrow to select what type of service issue you have.'
- Description:** A large text input field.
- Allowed to Enter:** Allowed to Enter
- Pets:** Pets
- New Attachment(s):** A text input field containing 'Attachment Description' and a 'No Attachment' option with an upload icon.
- attach:** A grey button.
- add service issues:** A blue button.

At the bottom of the page, the copyright notice reads '© 2019 Rent Manager iZ'.

Page 5. How To Submit A Maintenance Request Through Your Tenant Web Access Portal.

⑥ In this example, we are going to select “Plumbing”.

The screenshot shows a web browser window with the URL <https://sprad.twa.rentmanager.com/Maintenance/ServiceIssue/Add>. The page header includes the Spradley Properties logo and a navigation menu with items: Dashboard, Charges, Transactions, Make a Payment, Service Issues, Leases, and Notes. The main content area is titled 'Add Service Issues' and contains a form with the following fields:

- Open Date:** 1/7/2019 3:33:27 PM
- Add Service Issues:** A dropdown menu with options: Heating & Air Conditioning (highlighted), Electrical, Plumbing, and General Maintenance. A red arrow points to the 'Plumbing' option.
- Allowed to Enter
- Pets
- New Attachment(s):** Attachment Description field with a 'No Attachment' button and an upload icon.
-
-

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Page 6. How To Submit A Maintenance Request Through Your Tenant Web Access Portal.

- 7 Next, please type a detailed description of what repair is needed, where it is located and what happened. Followed by checking the box that we have permission to access your home for making repairs, and check the box if you have any pets. **Important Additional Info:** pictures of what is broken or damaged is worth a thousand words. Please attach and upload any photos that will help us understand and remedy your maintenance request.

Provide as much detail as possible.

Don't forget to check this box giving us permission to enter your home to complete a repair.

When adding photos, give them a name here:

Let our maintenance tech know if you have any pets by checking this box.

Please click here to attach any photos that will help us address your service request.

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⑧ To attach a photo file, follow the steps below when the file selection window pops up as depicted:

The screenshot shows a web browser window with the URL <https://sprad.twa.rentmanager.com/Maintenance/ServiceIssue/Add>. The page header includes the Spradley PROPERTIES logo and navigation links: Dashboard, Charges, Transactions, Make a Payment, Service Issues, Leases, Notes. The main content area is titled "Add Service Issues" and features a blue "add service issues" button. A Windows file selection dialog box is overlaid on the page, showing the "Downloads" folder. The file list contains one item: "Hot Water Heater Example.JPG" (JPG File, 39 KB). Red annotations include: 1. A red arrow pointing to the "Downloads" folder in the left sidebar with the text "1. Navigate to the directory your photos are located." 2. A red arrow pointing to the "Hot Water Heater Example.JPG" file with the text "2. Select the photo to attach." 3. A red arrow pointing to the "Open" button at the bottom right of the dialog with the text "3. Select 'Open' to attach the photo."

1. Navigate to the directory your photos are located.

2. Select the photo to attach.

3. Select "Open" to attach the photo.

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- ⑨ Now you should see your selected photo file populated in the field as shown below. To complete the process, you must make sure to click on the “attach” button.

The screenshot shows a web browser window with the URL <https://sprad.twa.rentmanager.com/Maintenance/ServiceIssue/Add>. The page header includes the Spradley Properties logo and a navigation menu with items like Dashboard, Charges, Transactions, Make a Payment, Service Issues, Leases, and Notes. The main content area is titled "Add Service Issues" and contains a form with the following fields:

- Open Date:** 1/7/2019 3:33:27 PM
- Add Service Issues:** A dropdown menu with "Plumbing" selected.
- Description:** A text area containing the text: "My hot water heater is leaking in my garage. I just noticed it today. I have cut off the water supply and turned off the breaker. I need you to come check it out please. I have included an attached picture. Call me if you have any questions at 254-555-1212."
- Allowed to Enter:** A checked checkbox.
- Pets:** An unchecked checkbox.
- New Attachment(s):** A list of attachments with the filename "Hot Water Heater Example.JPG" and a red 'x' icon to remove it.
- attach:** A blue button with a paperclip icon, circled in red.
- add service issues:** A blue button at the bottom of the form.

Annotations on the screenshot include:

- A red arrow pointing to the attachment list with the text: "Here is where the photo you selected to attach shows up."
- A red circle around the "attach" button with a hand cursor icon pointing to it and the text: "Don't forget to click 'attach' to upload your photo(s)."

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Page 9. How To Submit A Maintenance Request Through Your Tenant Web Access Portal.

- 10 The last step is to make sure you have filled in all of the blanks, check boxes, and added any photos. Once everything is entered you are ready to select “add service issues” to submit your request.

The screenshot shows the 'Add Service Issues' form in the Spradley Properties Tenant Web Access Portal. The form is filled out with the following information:

- Open Date:** 1/7/2019 3:33:27 PM
- Add Service Issues:** Plumbing (selected from a dropdown menu)
- Description:** My hot water heater is leaking in my garage. I just noticed it today. I have cut off the water supply and turned off the breaker. I need you to come check it out please. I have included an attached picture. Call me if you have any questions at 254-555-1212.
- Permission to repair:** Allowed to Enter Pets
- Do you have pets?:** (indicated by a green checkmark)
- Attachments:** Hot Water Heater Example.JPG (with description: Hot Water Heater In Garage)

Annotations on the screenshot include:

- Red arrows pointing to the 'Type of Issue' dropdown, 'Detailed Description' text area, and 'Attached photos' section, each accompanied by a green checkmark.
- A red arrow pointing to the 'Pets' checkbox, accompanied by a green checkmark and the text 'Do you have pets?'.
- A red circle around the 'add service issues' button at the bottom, with a hand cursor pointing to it.
- Red text at the bottom right: **Finally, don't forget to click "add service issue" to submit your request.**



The End