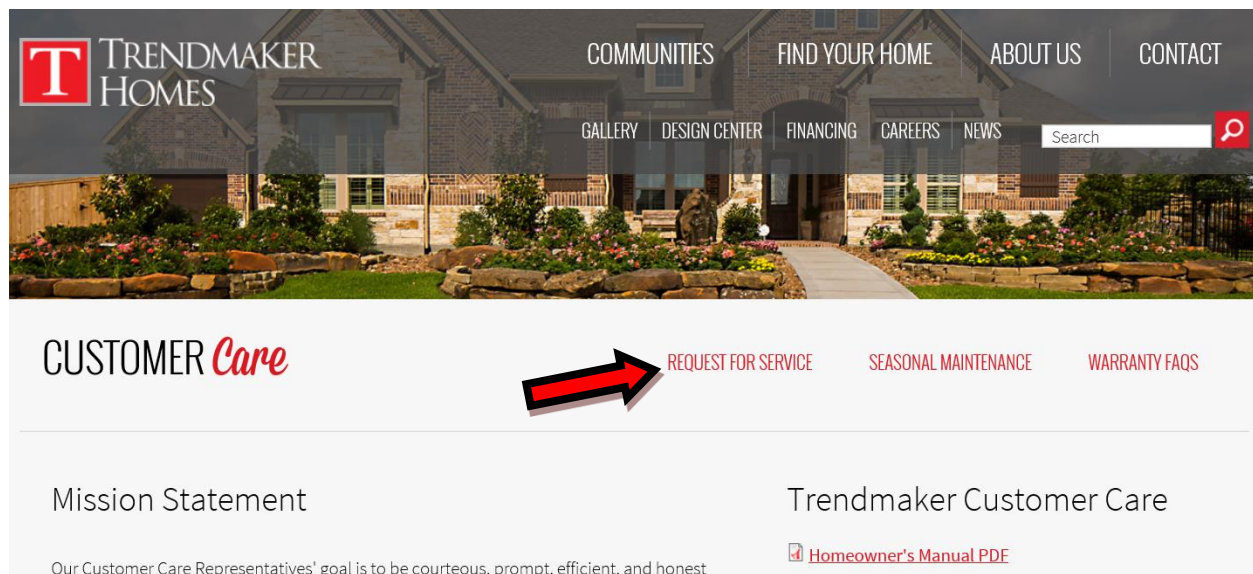
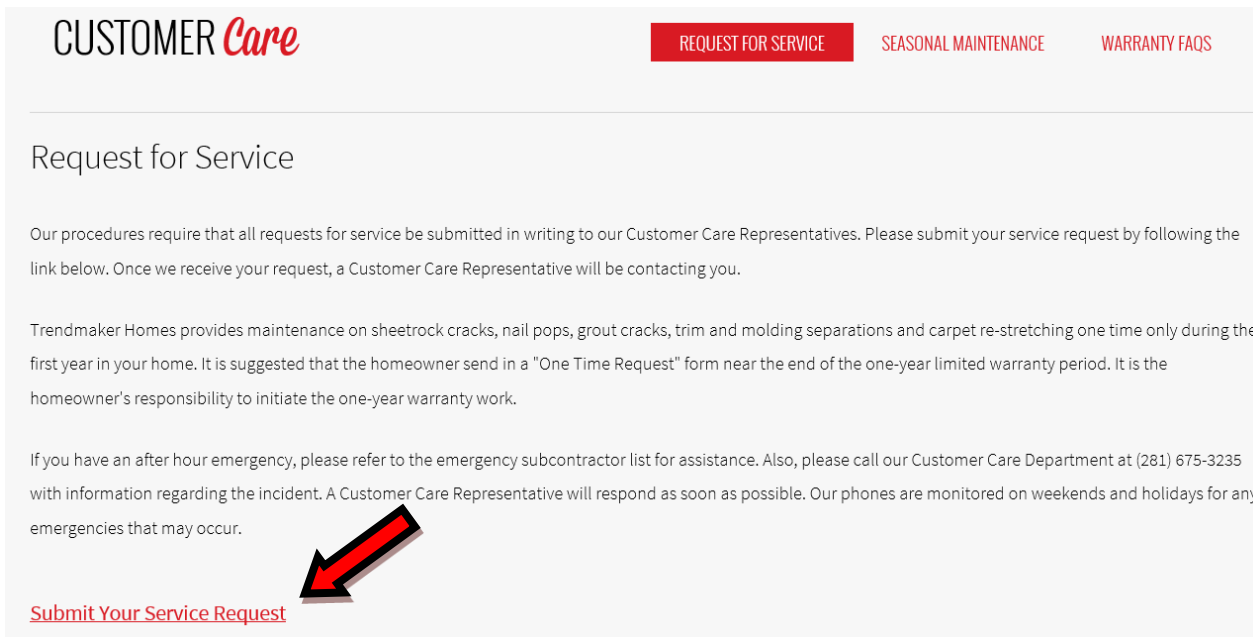


LOGGING INTO THE PORTAL

1. Visit the Trendmaker Homes Customer Care Page at:
<http://www.trendmakerhomes.com/customer-care>
2. Select the "Request for Service" tab



3. Click "Submit Request for Service" button at the bottom of the page.



4. Log in to the portal with your provided user name and password

- a. Enter your **User Name**
- b. Enter your **Password**
- c. Check "Remember Me" if you want your browser to remember the login.
- d. Click "Sign In"



Homeowner Service Request Center

Sign Into Your Account. If your contact information has changed please contact Customer Service

User Name → Homeowner Name

Password → Password:

Remember Me

→ Sign In

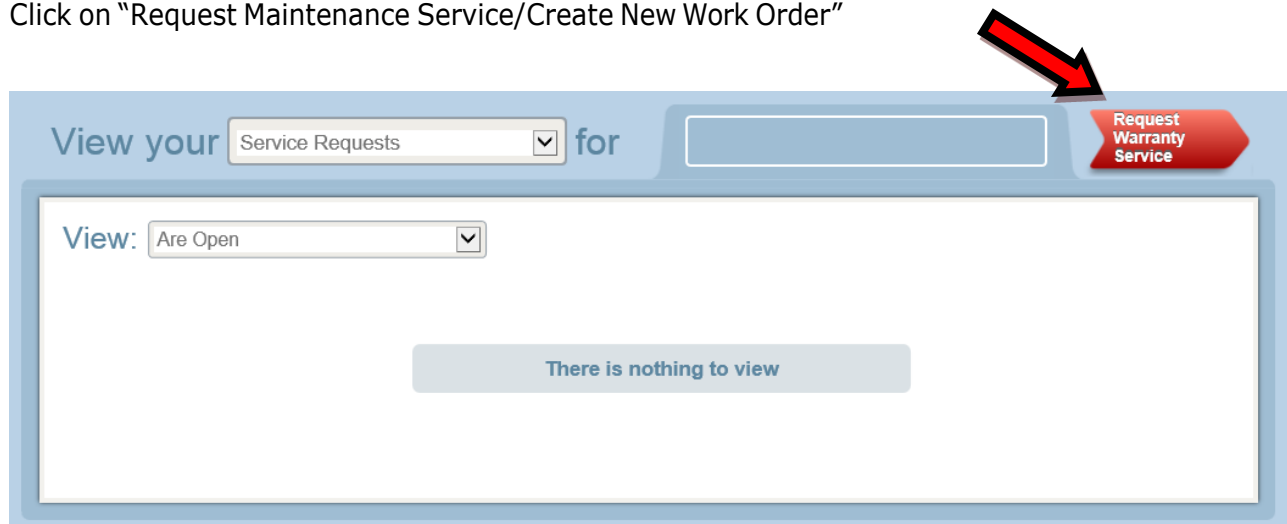
[Forgot User Name/Password?](#)

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CREATING A WORK ORDER

To create a new service request or work order, follow the instructions below.

1. Click on "Request Maintenance Service/Create New Work Order"



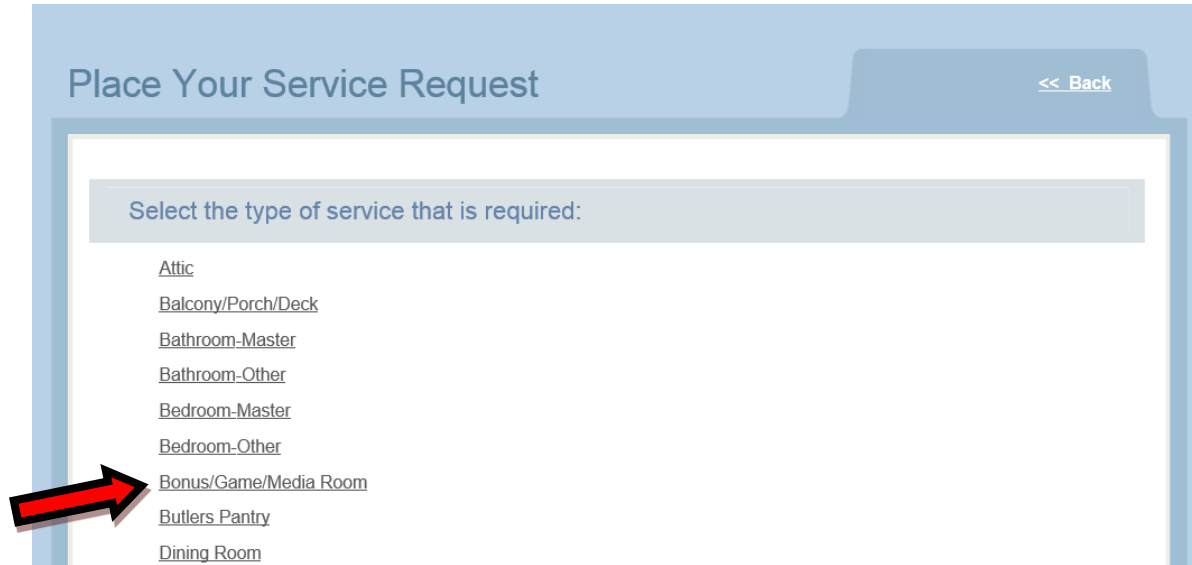
View your for

[Request Warranty Service](#)

View:

There is nothing to view

2. Select the area where service is needed.



3. Select the item that needs work



4. Select the type of problem

Place Your Service Request [<< Back](#)

You selected: **Electric**

Select the type of problem

- [BAD BREAKER](#)
- [BREAKER BOX NOT LABELED](#)
- [CEILING FAN- DAMAGED](#)
- [CEILING FAN- DEFFECTIVE](#)
- [CEILING FAN- NEEDS BALANCE](#)
- [CEILING FAN- POOR INSTALLATION](#)

5. Enter any additional information

Place Your Service Request [<< Back](#) [Continue](#)

You selected: **CEILING FAN- NEEDS BALANCE**

Enter any additional information:

6. Tell us how you would like to schedule this request

How do you want to schedule this request?

- I want to grant the technician permission to enter.
- Let me request an appointment.
- Please call me first.

7. Add another item to your request OR select continue to finish and submit

[Add Another Item](#) [<< Back](#) [Continue](#)

8. Confirm your contact information

Review Your Service Request [<< Back](#) [Submit Request](#)

This request has not yet been submitted.

Requestor Details

* Name: _____

* Preferred phone number or email: _____

9. Submit your request OR Add another item

Item #1

Location: Bonus/Game/Media Room

Item: Electric

Symptom: CEILING FAN- NEEDS BALANCE

Additional Info:

[Add Another Item](#)

[<< Back](#) [Submit Request](#)

10. When you see the confirmation page, the work order has been submitted.

Confirmation [Home](#)

Your service request has been submitted

The appropriate staff member has been notified. For future reference, the service request number is provided below. You can check the status of a service request from the Home Page

Your service request number is 2060003

[Home](#)