

**Daniels & Daniels**  
**Real Estate**

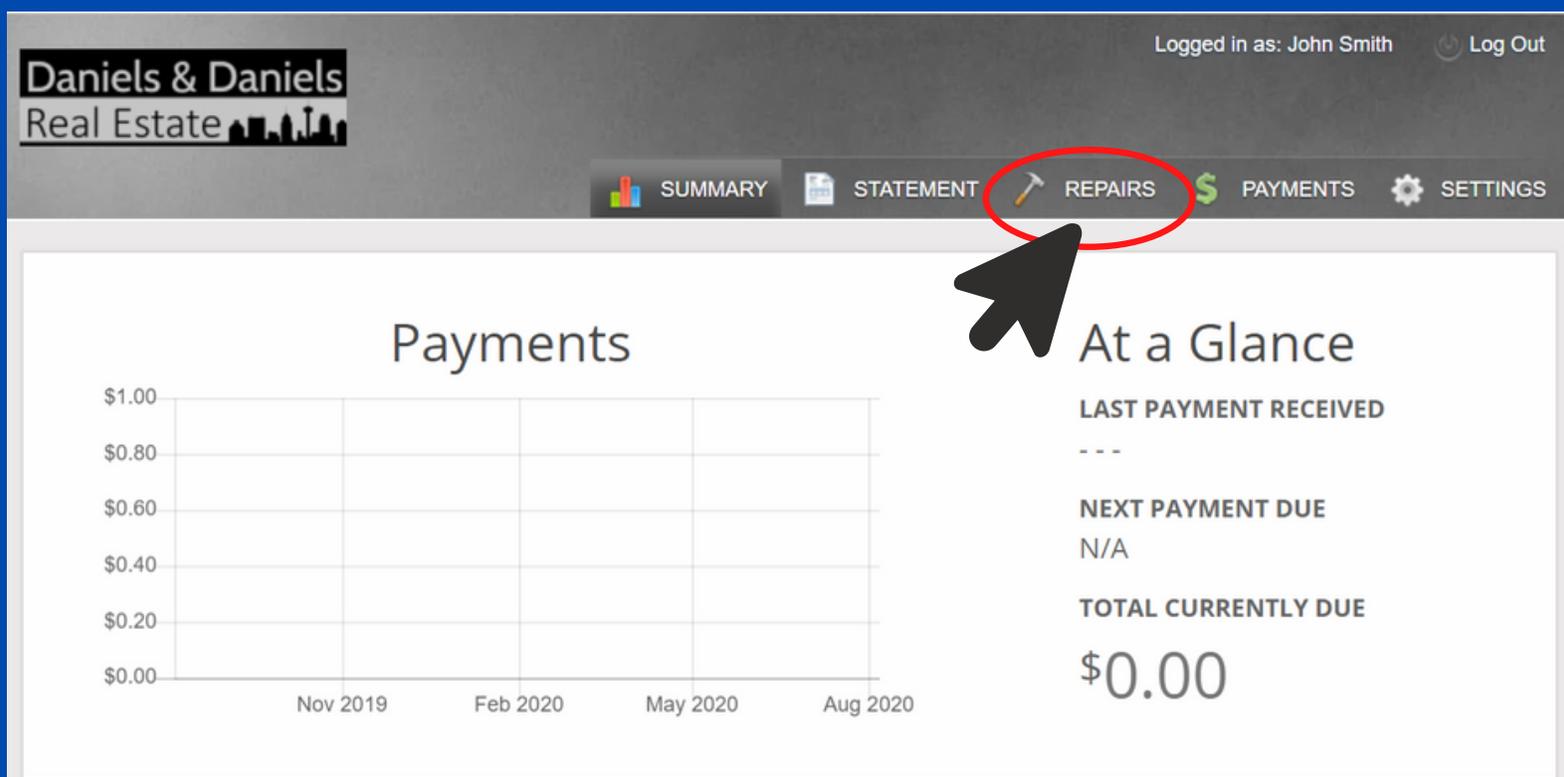


# How to submit a workorder through your



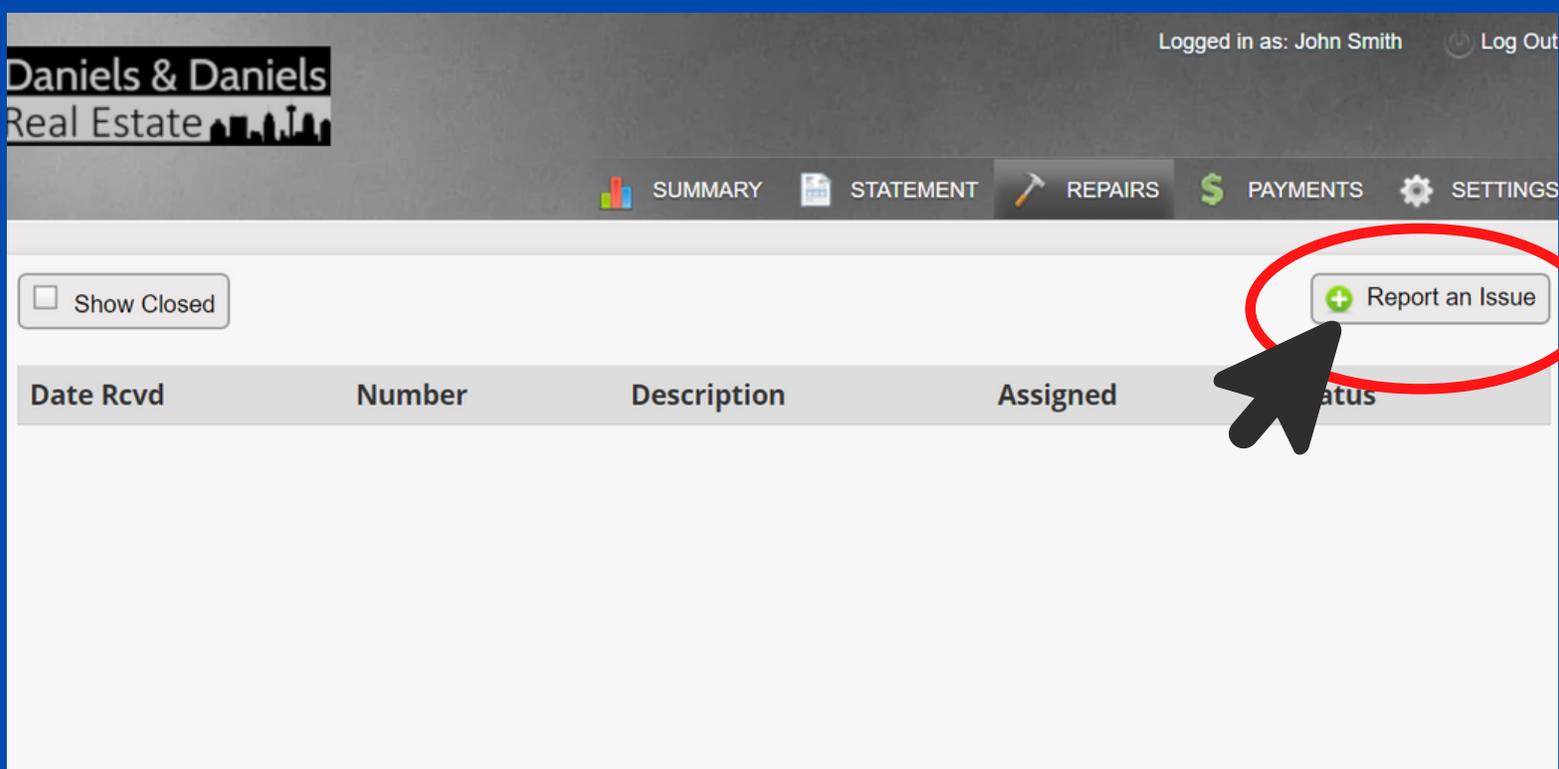
# tenant portal

In your Rentec tenant portal, click the REPAIRS tab at the top.



If you need assistance logging into your Rentec tenant portal please contact our office.

**On this page you will submit your workorder by clicking Report an Issue on the top right corner.**



The screenshot shows the user interface for Daniels & Daniels Real Estate. At the top right, it indicates the user is logged in as John Smith with a 'Log Out' option. The main navigation bar includes 'SUMMARY', 'STATEMENT', 'REPAIRS', 'PAYMENTS', and 'SETTINGS'. Below this, there is a 'Show Closed' checkbox and a '+ Report an Issue' button, which is circled in red and has a mouse cursor pointing to it. Below the navigation is a table with the following headers: 'Date Rcvd', 'Number', 'Description', 'Assigned', and 'Status'.

**Once you have completed submitting a workorder and return to this screen, you will see your workorder listed.**

# You are now on the report an issue screen.

that repair personnel can locate the issue.

SHORT DESCRIPTION

Leak underneath kitchen sink

DETAILED DESCRIPTION

There is a slow drip of water coming out of one of the pipes under the kitchen sink. I have put a bucket there for now to catch the water but it will need attention soon.

PHOTOS

After clicking "Report Issue", you can then upload photos.

ENTRY OK?

**SELECT NO FOR  
"ENTRY OK?"**

YES  NO

BACK

REPORT ISSUE

Leave a short and detailed description in the appropriate boxes. Once your're finished, click **REPORT ISSUE** at the bottom.

# Your workorder has now been submitted.

Workorder Information	
Received	08/12/2020
Number	1086
Status	Open / Unassigned
Description	Leak underneath kitchen sink
Details	There is a slow drip of water coming out of one of the pipes under the kitchen sink. I have put a bucket there for now to catch the water but it will need attention soon.
Assigned To	N/A
Entry OK?	No
Attachments	 <input type="button" value="Upload a Photo"/> There are currently no attached files.

[RETURN TO REPAIRS](#)

You can now also upload any pictures you may have.

**Our staff may contact you via email, phone or text. We ask that you please do your best in communicating back with us when needed for the workorder. This will help in avoiding delays.**

**Not all workorders are the same so some may take longer than others. We ask that you please be patient in more extensive repairs. We understand big jobs can be a big headache and an infringement on your time and home life, but we will do our absolute best to get any and all repairs done in a timely reasonable manner.**

**One last thing is, please feel free to communicate to us any questions or concerns you may have. We always want our tenants to feel comfortable and safe, so whether it was a vendor that made you feel uncomfortable or you feel the job wasn't completed up to standards, please let us know and we will address your concerns.**

**Sincerely,**

*Daniels and Daniels Real Estate Staff*

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