



How to Request a Maintenance Request through your MyRentPortal

1. Initial Dashboard upon logging in. See example below:

A screenshot of a web browser displaying the Current Midtown MyRentPortal dashboard. The browser's address bar shows the URL "https://current.myrentportal.com/pm/index.php". The dashboard header includes the Current Midtown logo and a navigation menu with tabs for Dashboard, Payments, Maintenance, Documents, Communication Log, Lease Detail, and Roommate Finder. The user is logged in as Andrew Hoover. The main content area is divided into several sections: "RECENT INVOICES" (No Invoices Found), "RECENT PAYMENTS" (No Payments Found), "RECENT MAINTENANCE REQUESTS" (listing several terminated and completed requests), and "LEASES" (showing a "Parking Garage" lease with a "View Lease Summary" button). A "Request Maintenance" link is visible at the bottom of the maintenance requests section. The footer contains links for "BACK TO MAIN SITE" and "TERMS OF USE", the Current Midtown logo, and contact information for 221 Monticello Ave, Williamsburg, VA 23185, including a phone number and email address.

2. Click on Maintenance tab. You will be shown the current maintenance requests on your account:

A screenshot of the Current Midtown MyRentPortal Maintenance Request page. The navigation menu at the top is highlighted on the "Maintenance" tab. The page title is "Maintenance Request" and the sub-header is "CURRENT MAINTENANCE REQUESTS". Below this, there are two rows of maintenance requests, each displayed as a grey bar with a blue link to the "Work Order#": "Work Order# 26951 - Terminated" and "Work Order# 26950 - Terminated". The user is logged in as Andrew Hoover.


- a. You can click on each Work Order to see further details. See below example when clicked:

Maintenance Request


CURRENT MAINTENANCE REQUESTS

Work Order# 26951 - Terminated

Issue Description: Staff requested maintenance request example for SOP
Estimated Completion Date: 2021-10-22
Assigned To: Maintenance Admin

3. To create a new Maintenance request, scroll to the bottom of your Work Order list and Click on  Add Maintenance Request. See example below:



4. After clicking on  Add Maintenance Request you will have the opportunity to enter the problem in the Problem box, your Availability in the Availability Box and upload any pictures / videos of the request. See below for the initial screen upon clicking the Add Maintenance Request Button:

Maintenance Request

Problem:

Availability:

Upload Attachments:

No file chosen
 No file chosen
 No file chosen

See Below for example of completed for prior to clicking on the Submit button:

Maintenance Request

Problem:

Availability:

Upload Attachments:

No file chosen

No file chosen

No file chosen



After clicking the submit button you will see the following:

Maintenance Request

Maintenance Request Added Successfully



5. Until it is activated and assigned you will see the request will be in pending status.

Maintenance Request

CURRENT MAINTENANCE REQUESTS

Work Order# 27276 - Pending

Issue Description:	Toilet continually running.
Estimated Completion Date:	Unknown
Assigned To:	Unknown

- You will receive emails and text messages associated with the request from beginning, activation and assignment, updates, when maintenance is in your unit and completion.
- In addition, your roommates will receive similar notifications via email and text of your request without the specific details of your request.