

# **How to submit a maintenance request via the SHA Portal**

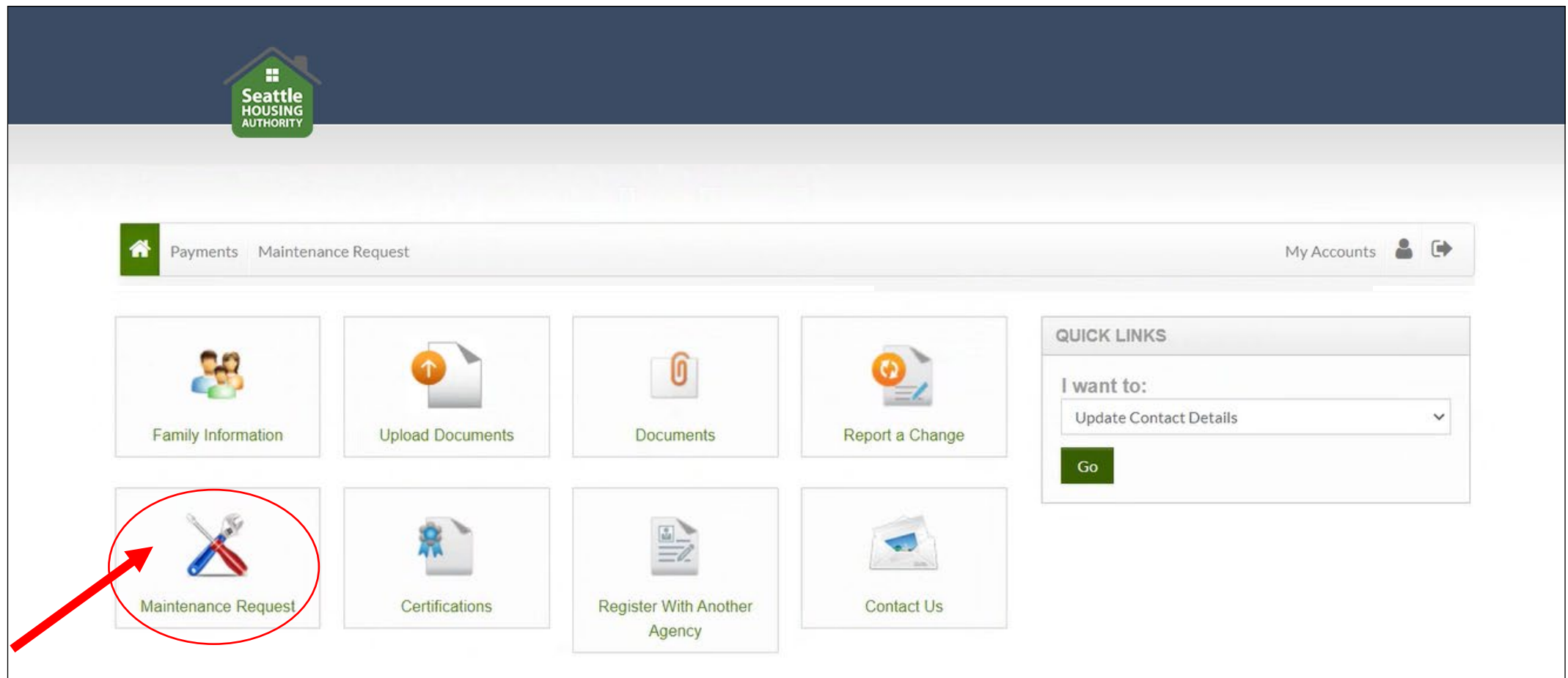
Instructions for SHA residents



1. [Log in to the SHA Portal](#)

2. From the SHA Portal dashboard, click on the Maintenance Request tile.

Please note: If you have an urgent or emergency request, call your property manager. Do not submit the request via the SHA Portal.



### 3. Next click on Submit Maintenance Request



## Maintenance Request

If you have an urgent or emergency work order and it is during our core business hours of 8:00 a.m. to 4:30 p.m., please call or visit your property management office in person. **If it is after hours, call the after-hours line at 206.443.4440.**

702 (New Holly II) Test

[Submit Maintenance Request](#)

[Request History](#)

- Do not use this form for emergency or urgent work orders. If your request is an emergency, please call the management office
- Please review the request history to avoid duplicates. Your service may be delayed if staff are not allowed to enter without you being re unable to contact you.
- If you have a pet, please specify the type of pet (cat, dog, etc.) in the notes section. If your pet is considered to be a threat to staff, please contain your pet in another area of the home or kennel.

**NOTE:** The service you requested may be billed to your account if it is determined that the damage was caused by tenant neglect and/or abuse.

## 4. Complete the Submit Maintenance Request online form

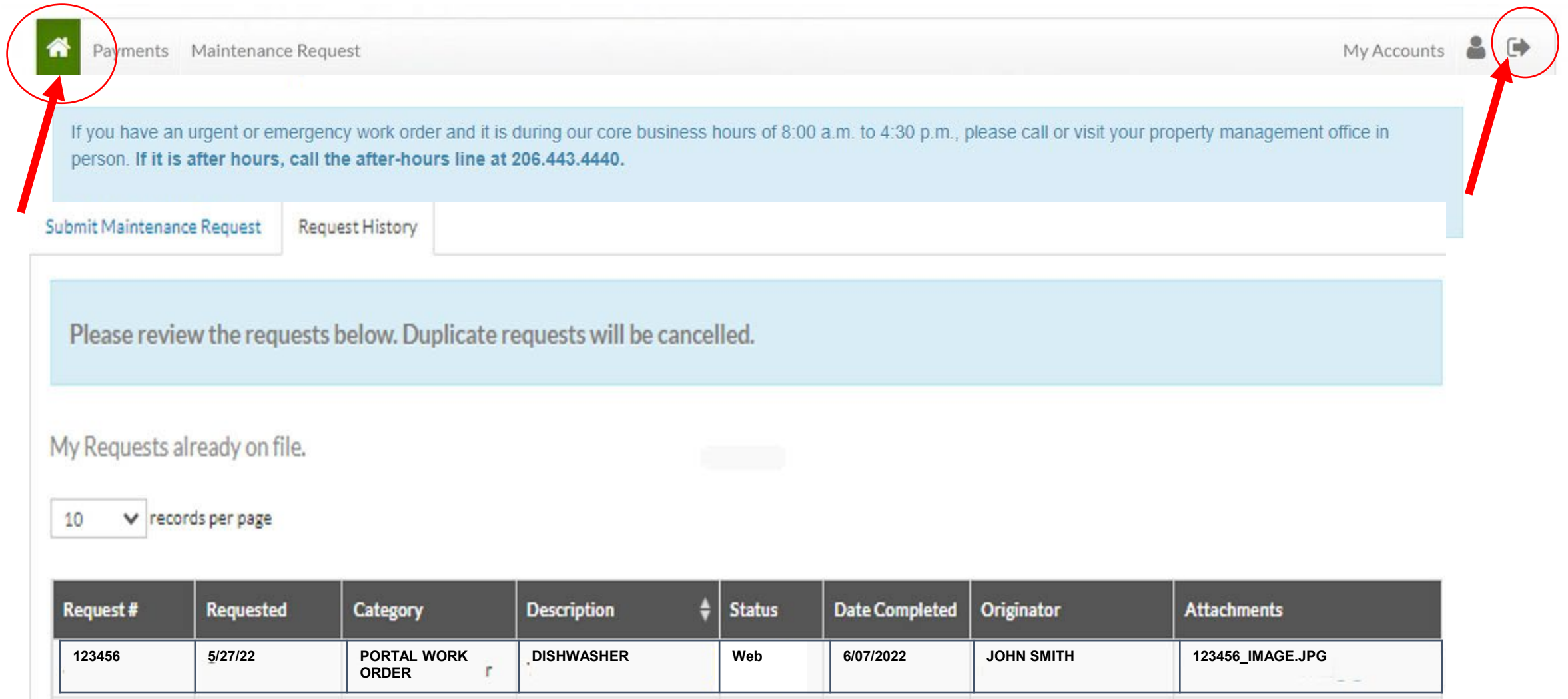
- a) **Category:** Click the dropdown arrow and select “Portal Work Order”
- b) **Sub Category:** Select “Portal”
- c) **Location:** Choose the location where the problem is, for example kitchen, bedroom, etc.
- d) **Full Description:** Describe the problem or concern
- e) **Access Instructions:** Provide any instructions for staff entering the unit
- f) **Permission to Enter:** Enter “yes” or “no”
- g) **Do you have a pet:** Select the type of pet
- h) **Attachment:** Pictures or other information regarding the request may be uploaded
- i) **Submit:** Click the button

The screenshot shows a web form for submitting a maintenance request. The form contains the following fields and options:

- Category:** A dropdown menu with "Portal Work Order" selected.
- Sub Category:** A dropdown menu with "Portal" selected.
- Location:** An empty dropdown menu.
- Full Description:** A text area with a yellow highlight at the top and a character count of "1499 characters remaining".
- Access Instructions:** A text area with a yellow highlight.
- Permission to Enter:** A dropdown menu with "Yes" selected.
- Do you have a pet?:** A dropdown menu with "Please select" selected.
- Attachment:** A file upload area with a "Choose File" button and the text "No file chosen".

At the bottom of the form is a green "Submit" button.

Your Maintenance Request will show in the Request History. To return to the SHA Portal dashboard, click on the small house icon. To logout, click on the arrow on the right.



The screenshot shows the top navigation bar of the SHA Portal. On the left, there is a green house icon circled in red with a red arrow pointing to it. Next to it are the links "Payments" and "Maintenance Request". On the right, there is a "My Accounts" link with a user icon, and a right-pointing arrow icon also circled in red with a red arrow pointing to it.

Below the navigation bar is a light blue banner with the text: "If you have an urgent or emergency work order and it is during our core business hours of 8:00 a.m. to 4:30 p.m., please call or visit your property management office in person. If it is after hours, call the after-hours line at 206.443.4440."

Below the banner are two tabs: "Submit Maintenance Request" and "Request History".

Below the tabs is another light blue banner with the text: "Please review the requests below. Duplicate requests will be cancelled."

Below the banner is the text "My Requests already on file." followed by a search input field.

Below the search field is a dropdown menu showing "10 records per page".

Below the dropdown is a table with the following data:

Request #	Requested	Category	Description	Status	Date Completed	Originator	Attachments
123456	5/27/22	PORTAL WORK ORDER	DISHWASHER	Web	6/07/2022	JOHN SMITH	123456_IMAGE.JPG