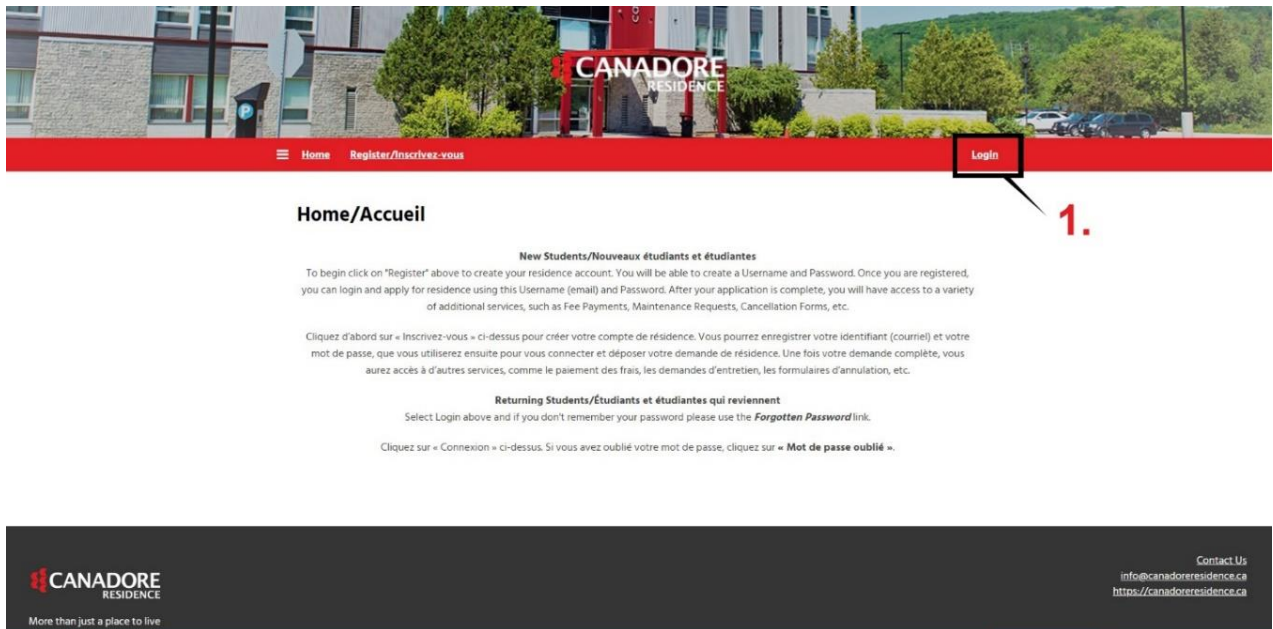


Submitting a Maintenance Request Guide – 2023

If there is something in your suite that you require our maintenance team to take a look at, then you are able to submit a request through your online Residence housing portal.

Follow the steps below to ensure your request is submitted properly and our maintenance team can follow up in a timely manner.

1. Navigate to the login page of your Residence housing portal.



Home/Accueil

New Students/Nouveaux étudiants et étudiantes
To begin click on "Register" above to create your residence account. You will be able to create a Username and Password. Once you are registered, you can login and apply for residence using this Username (email) and Password. After your application is complete, you will have access to a variety of additional services, such as Fee Payments, Maintenance Requests, Cancellation Forms, etc.

Cliquez d'abord sur « Inscrivez-vous » ci-dessus pour créer votre compte de résidence. Vous pourrez enregistrer votre identifiant (courriel) et votre mot de passe, que vous utiliserez ensuite pour vous connecter et déposer votre demande de résidence. Une fois votre demande complète, vous aurez accès à d'autres services, comme le paiement des frais, les demandes d'entretien, les formulaires d'annulation, etc.

Returning Students/Étudiants et étudiantes qui reviennent
Select Login above and if you don't remember your password please use the *Forgotten Password* link.

Cliquez sur « Connexion » ci-dessus. Si vous avez oublié votre mot de passe, cliquez sur « **Mot de passe oublié** ».

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info@canadoreresidence.ca
https://canadoreresidence.ca

2. Enter your Username and Password. Your Username will be your email address

Login

Please enter your login details below.

Email/Courriel:

Password/Mot de passe:

Remember Login for 1 day(s)/Mémoriser la connexion pour 1 jour(s)

LOGIN/CONNEXION

[Forgotten Password/Mot de passe oublié](#)
[Register here/Inscrivez-vous ici](#)

New Users

If you are new to housing, click on "Register" link above to create your residence account. You will be able to create a Username and Password.

Once you are registered, you can login and apply for residence using this Username (email) and Password. After your application is complete, you will have access to a variety of additional services, such as Fee Payments, Maintenance Requests, Cancellation Forms, etc.

Nouveaux comptes

3. Click on the "Maintenance" button in the menu

Home/Accueil

3.

Profile

Hi/Bonjour

Information/Informations sur le profil

Name/Nom:

Preferred Name/Nom préféré:

Account Number/Numéro de compte:

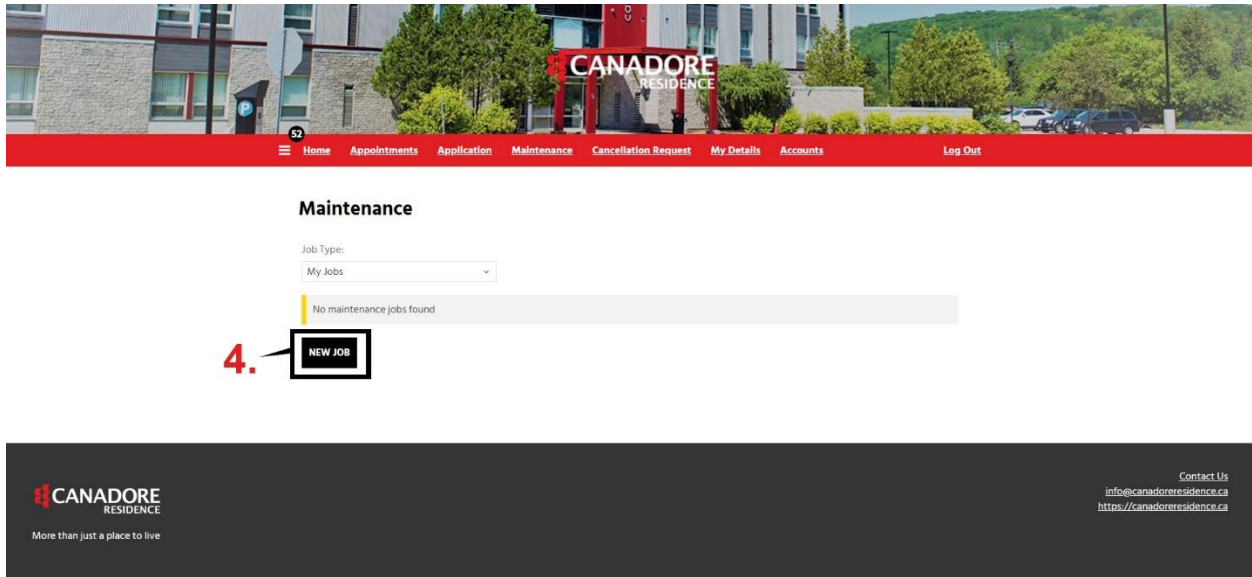
Home Address/Adresse à domicile:

Cell Phone/Téléphone cellulaire:

Home Phone/Téléphone à domicile:

Email/Courriel:

4. Click on the “New Job” button



5. a. Select your room number
b. Select “Maintenance Request” from the Job Request drop down
c. Select “Maintenance Required” from the Job Request Item
d. Enter the request details into the description box
e. Click on the “Submit” button

Home Appointments Application Maintenance Cancellation Request My Details Accounts Log Out

Room
Room Category:
My Room

Please select a Room Space for this maintenance job:

Room Description	Room Space	Room Type
CB-29 - A	C9-29 - A	2 Bedroom Suite

5.a

Status
Date Reported: 2023-03-29 08:23
Status:

5.b

General
Job Request: MAINTENANCE REQUEST
Job Request Item: Maintenance Required
5.c

Please Provide a Detailed Description of the Request:
Bedroom light bulb has burnt out.
5.d

By clicking "Submit" you agree that Maintenance or Housekeeping Staff can enter your suite to address the issue reported. For more information please refer to section 4.04 Room Entry and section 4.05 Maintenance by the Manager as outlined in your Student Residence Agreement.

GO BACK SUBMIT **5.e**

6. You can now view the list of requests, including their status and maintenance notes.

Home Appointments Application Maintenance Cancellation Request My Details Accounts Log Out

Maintenance

Job Type:
My jobs

Date Reported	Job Status	Job Description	Item	Action
2023-03-29 08:00 AM	1 Unassigned	Bedroom light bulb has burnt out.	Maintenance Required	VIEW

6.

[NEW JOB](#)

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