

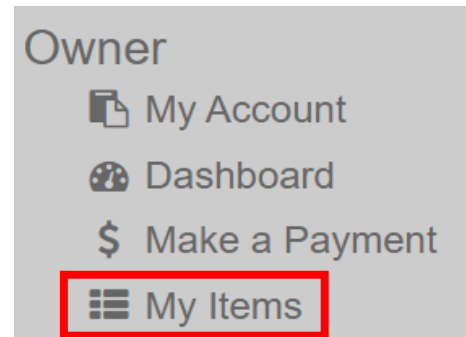


Association Portal

Dashboard – My Items

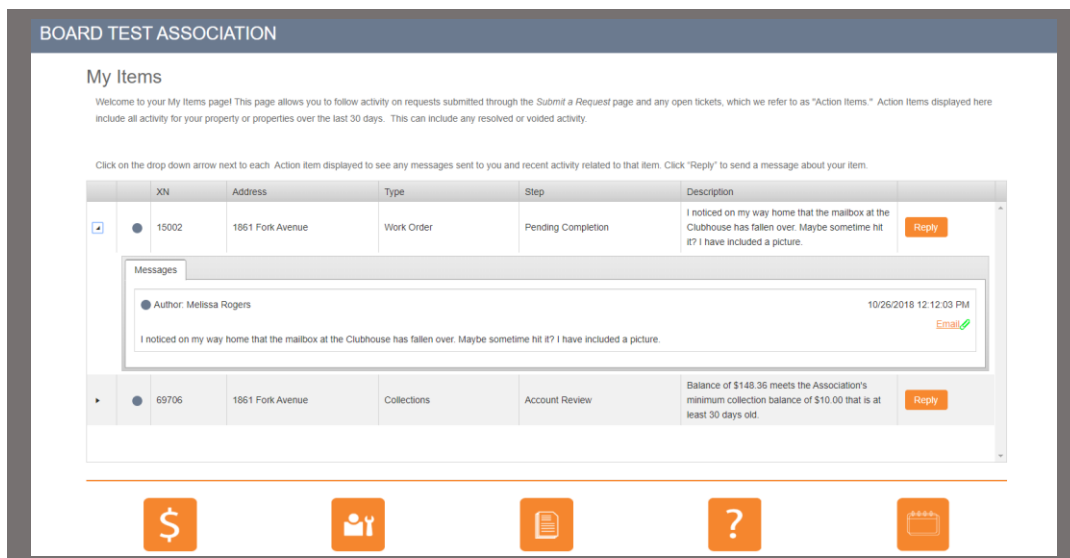
1. Click on “My Items” under the Owner tab on the left-hand menu. On this page we can see all open tickets or “Action Items” that you have submitted.

2. The portal is designed to show all activity for a specific property for the last 30 days. These items may have already been resolved. The chart only shows **what has occurred**, not necessarily what is **currently active**.



3. To the right of the chart is an orange box that says “Reply” – this allows you to send a message and any relevant attachments for any Action Items as-needed.

4. To the left of the chart is a right-facing arrow. If we click on this arrow it will turn downwards and display all messages currently in the system related to this Action Item. Messages are arranged in ascending order, so the newest message will be at the top. You must scroll down to navigate back in the timeline.



5. You may notice that some items show a green paperclip to the right of the message. This means that the message includes an attachment. You can click on this green paperclip and the attachment will open as a PDF in a new window. Usually these attachments are letters, receipts, or other authorizations or proofs of action. Save the PDF for your records as-needed.