

Potomac Ridge

AT LANSDOWNE WOODS

HOW TO DO A IN-UNIT SERVICE REQUEST ON BUILDINGLINK

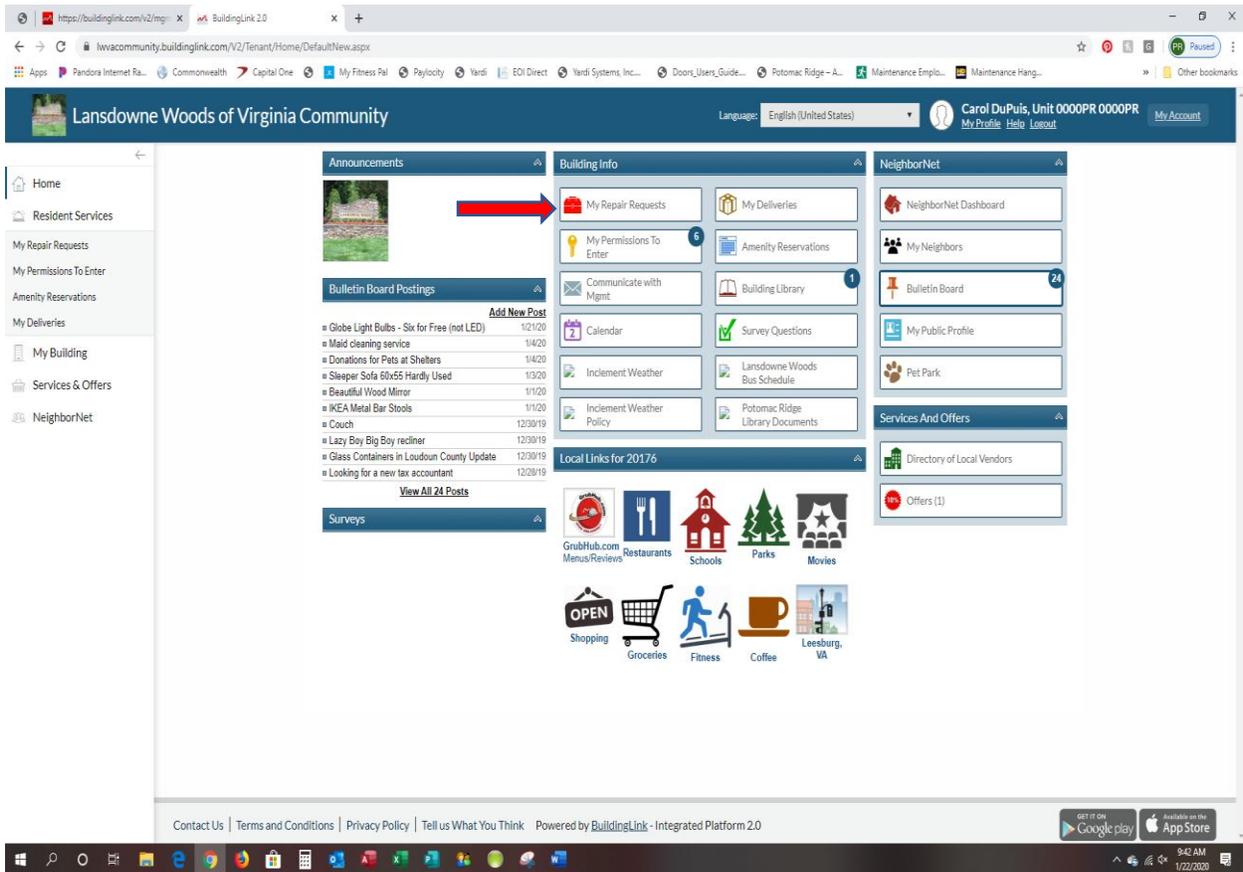
The screenshot displays the BuildingLink website interface for the Lansdowne Woods of Virginia Community. The page is titled "Lansdowne Woods of Virginia Community" and shows the user "Carol DuPuis, Unit 0000PR 0000PR". The interface is divided into several sections:

- Home**: A sidebar menu with options like Resident Services, My Repair Requests, My Permissions To Enter, Amenity Reservations, My Deliveries, My Building, Services & Offers, and NeighborNet.
- Announcements**: A section with a red arrow pointing to a "My Repair Requests" button. Below it is a "Bulletin Board Postings" section with a list of items and dates.
- Building Info**: A central section with various service request options, including "My Repair Requests" (highlighted with a red arrow), "My Deliveries", "My Permissions To Enter", "Communicate with Mgmt", "Calendar", "Inclement Weather", and "Local Links for 20176".
- NeighborNet**: A section with options like "NeighborNet Dashboard", "My Neighbors", "Bulletin Board", "My Public Profile", "Pet Park", and "Services And Offers".
- Local Links for 20176**: A section with icons for "GrubHub.com", "Restaurants", "Schools", "Parks", "Movies", "Shopping", "Groceries", "Fitness", "Coffee", and "Leeburg, VA".

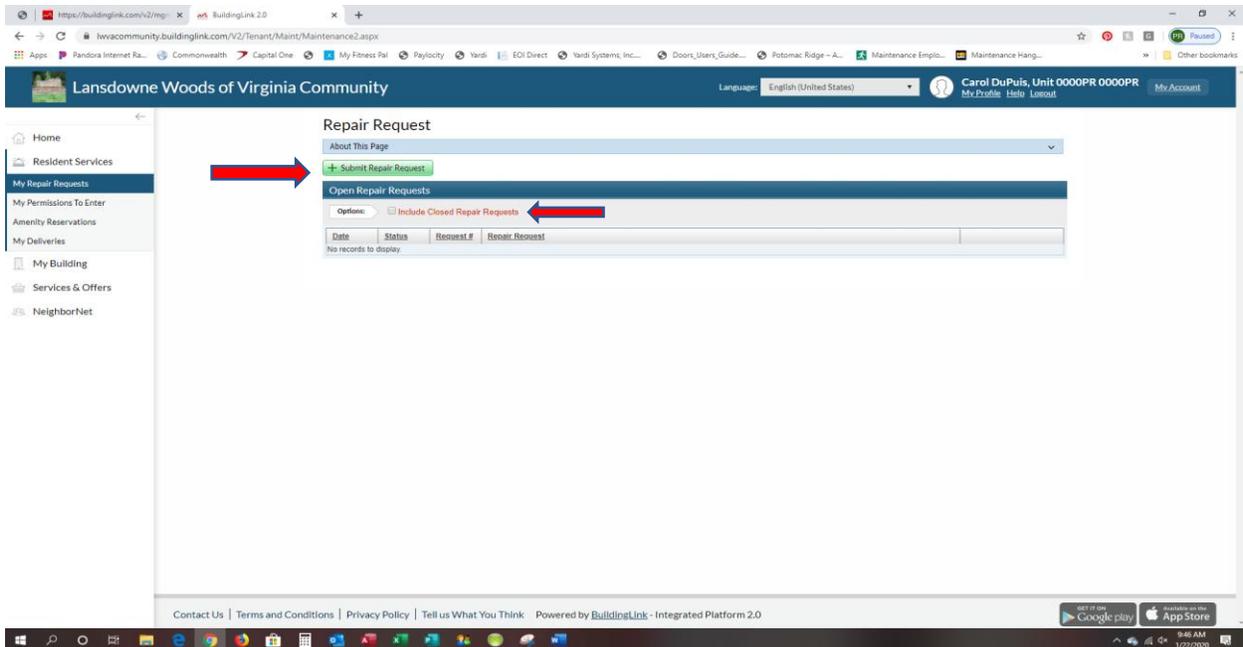
The footer of the page includes "Contact Us", "Terms and Conditions", "Privacy Policy", "Tell us What You Think", "Powered by BuildingLink - Integrated Platform 2.0", and "Get it on Google play" and "Available on the App Store" buttons.

HOW TO DO A IN-UNIT SERVICE REQUEST ON BUILDINGLINK

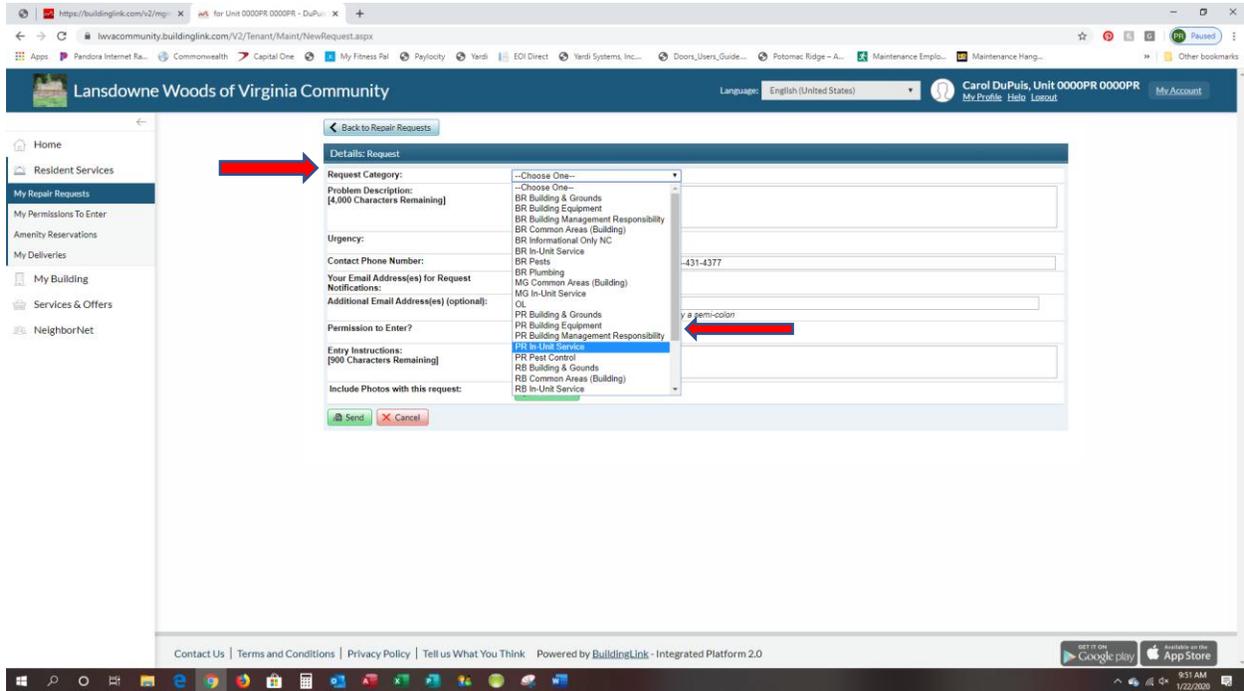
From the home page click on the **“My Repair Requests”** tab.



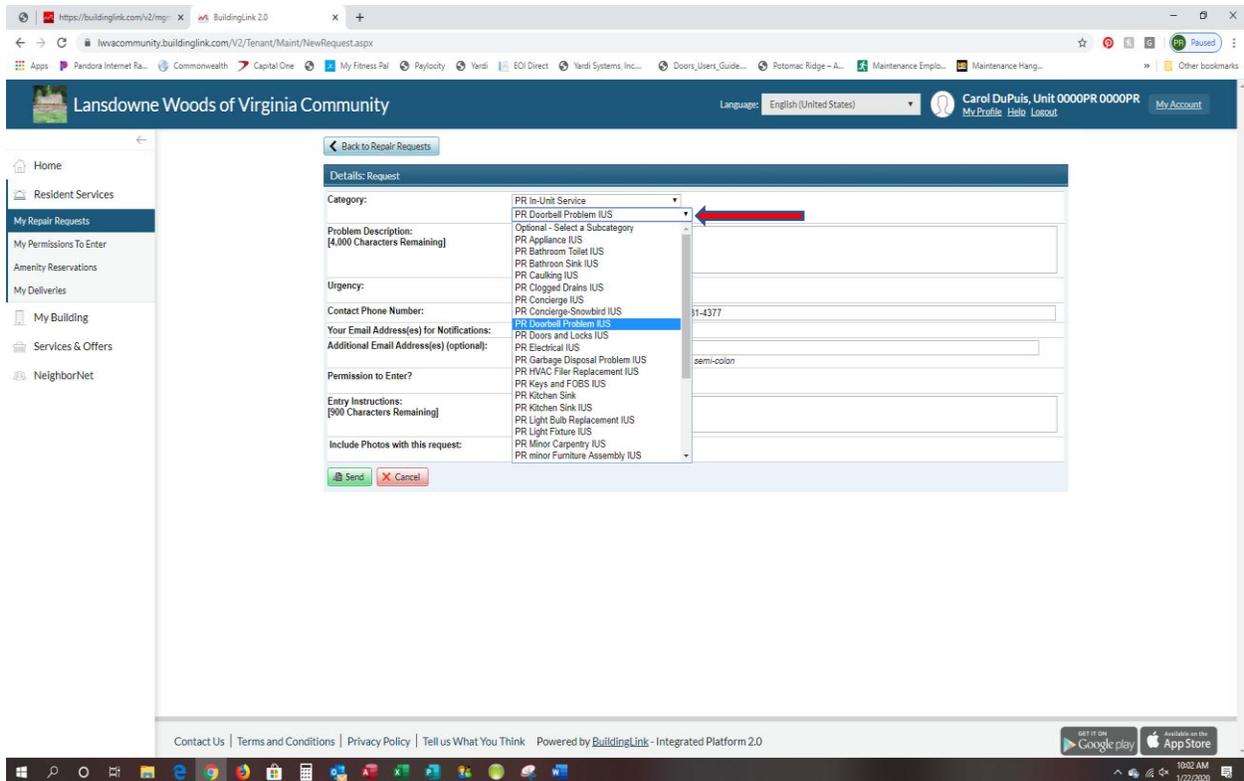
At the next screen you will click on **“Submit Repair Request”** tab. Also, on this screen if you select **“Include Closed Repair Requests”** you can view all your repair requests.



At the screen click on **“Request Category”** tab. You will get a drop-down list. All the buildings are listed by their initials so make sure you chose **“PR In-Unit Service”**.



Below that is a **“Optional Select a Sub-Category”** tab. This lists only PR options, and you can use if you like but it is optional.



Next you will fill in the **“Problem Description”**, this is where you can put what work you need done. As you see below, I have listed several items. You will **not** select the **“Urgency”** tab leaving it on low. Unless it is an emergency in that case please call the office. Below that is your contact information please make sure that is correct.

The screenshot shows the 'Details: Request' form in the BuildingLink 2.0 interface. The form includes the following fields and options:

- Category:** PR In-Unit Service (dropdown), Optional - Select a Subcategory (dropdown)
- Problem Description:** [3,328 Characters Remaining] (text area) containing:
 1. Master bath toilet is clogged.
 2. Change batteries in smoke detectors
- Urgency:** Radio buttons for High and Low. The 'Low' button is selected.
- Contact Phone Number:** (W)703-723-9666
- Your Email Address(es) for Notifications:** thedupulshouse@aol.com
- Additional Email Address(es) (optional):** (text area)
- Permission to Enter?:** Radio buttons for Yes and No.
- Entry Instructions:** [900 Characters Remaining] (text area)
- Include Photos with this request:** + Add Photo (button)

At the bottom of the form are 'Send' and 'Cancel' buttons. A red arrow points to the 'Problem Description' field, and another red arrow points to the 'Low' radio button.

Next is the **“Permission to Enter”** tab which tells us that it is okay to use the courtesy key. In the **“Entry Instructions”** tab you can write any instructions about entering your unit that you need us to know. This can also be used to remind us that you have a cat or dog.

There is an option to add a photo but that is not necessary but if you want to use it. When you are done click on the **“Send”** tab. Once you hit **“Send”** both the office and the engineers will receive an email notifying us of the work order.

The screenshot shows the 'Details: Request' form in the BuildingLink 2.0 interface, focusing on the 'Permission to Enter' and 'Entry Instructions' sections. The form includes the following fields and options:

- Category:** PR In-Unit Service (dropdown), Optional - Select a Subcategory (dropdown)
- Problem Description:** [3,328 Characters Remaining] (text area) containing:
 1. Master bath toilet is clogged.
 2. Change batteries in smoke detectors
- Urgency:** Radio buttons for High and Low. The 'Low' button is selected.
- Contact Phone Number:** (W)703-723-9666
- Your Email Address(es) for Notifications:** thedupulshouse@aol.com
- Additional Email Address(es) (optional):** (text area)
- Permission to Enter?:** Radio buttons for Yes and No.
- Entry Instructions:** [900 Characters Remaining] (text area) containing:

I would like to be home when you come. I will be home all day today. Tomorrow I will be home after 1:00pm. Please remember I have a cat.
- Include Photos with this request:** + Add Photo (button)

At the bottom of the form are 'Send' and 'Cancel' buttons. A red arrow points to the 'Permission to Enter?' section, another red arrow points to the 'Entry Instructions' field, and a third red arrow points to the 'Send' button.