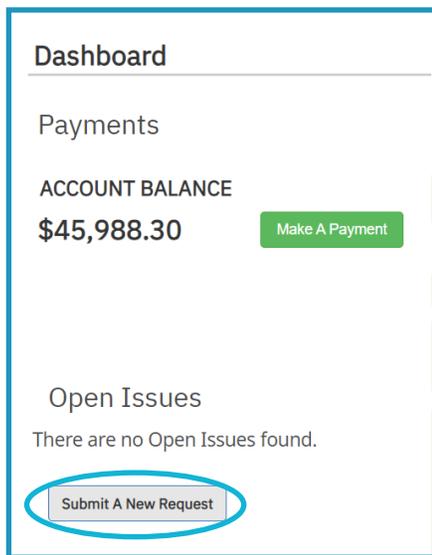
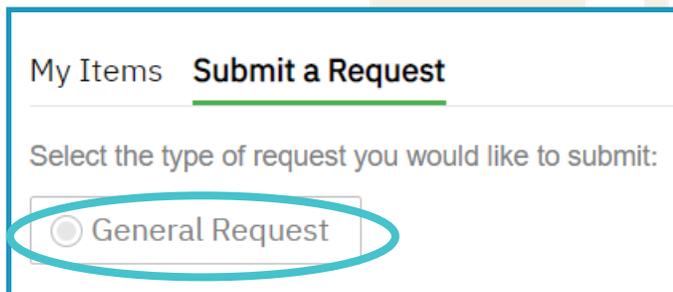
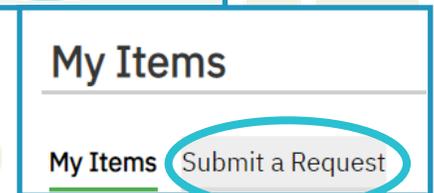
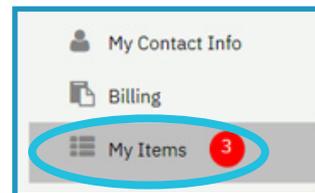


Whether it's a question about the community or a request about the account, the Vantaca portal provides the option to Submit a Request online. These requests can be reviewed and responded to by relevant team members. Let's explore how to Submit a Request!



First, we'll need to Submit a Request. We can either reach this page by clicking the "Submit a Request" button on the Dashboard, or by going to the My Items page and clicking the tab at the top of the page called "Submit a Request."



You will see two greyed-out boxes on the request page. These boxes are functional - simply click the type of request you'd like to submit to select that category. In this case, we will click on General Request. The box will then show as green and active.

Once the General Request tab is active, we can provide details about the request that is being submitted. Let's go through the information that will be needed to submit a request and make sure that the request reaches the best possible resource!

If you own more than one property in the community, make sure that the relevant property is selected.

Next, choose the type of request you're submitting. The menu provides extensive options, but choose the closest possible topic if you do not see your request or inquiry listed.

The subject of your request could be something like "account question" or "broken gate" - choose something that provides a short snippet of what the request will cover.

In this box, provide all the details relevant to your request. If you're requesting a clubhouse reservation, for instance, provide the dates, times, amount of guests, etc. If you're submitting a Work Order for a broken gate near a community amenity, provide the location and issue that you've noticed.

Be specific!

Do you have any spreadsheets, photos, or other documents relevant to this request? Click "Select files..." to upload relevant content for review.

Once all fields look complete and correct and any files are uploaded, click Submit Form to send your request in for review!

Your request will be reviewed and processed by the relevant team members. The status of requests can be tracked on the My Items page in the Vantaca portal. Please keep in mind that while some requests may receive a response as quickly as 48 hours, other items may require review by the Board of your community or multiple team members and this will impact response time.