

# RESIDENT PORTAL

## User Instructions

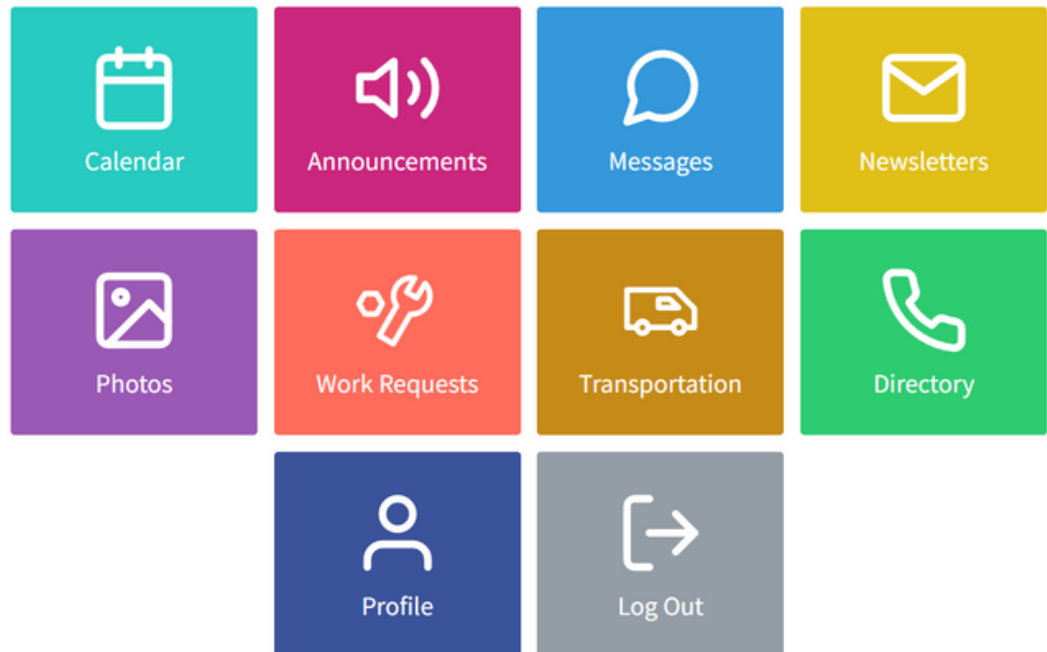
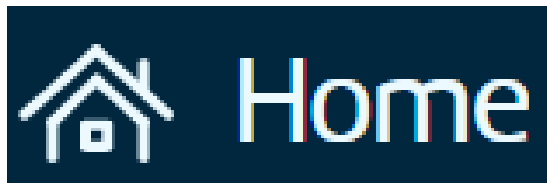
# RESIDENT PORTAL

## MAIN MENU




### FEATURE MENU

Anytime you would like to go back to the main menu, select **Home** on the top left-hand side of your screen.

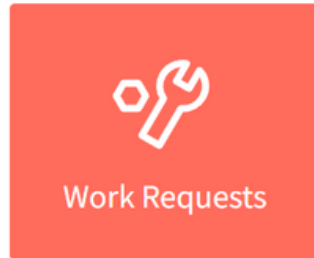


### LEARNING COMMUNITY

If you have questions on LifeLoop, the  on the top right-hand corner will take you to the LifeLoop Learning Community. It has frequently asked questions, videos and documents to provide you with a better user experience.

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## WORK REQUESTS-SUBMITTING A REQUEST



**Note:** If your community offers Work Requests within LifeLoop, you will see this icon.


### STEP 1


To submit a new work request, select **New Request** at the top right of your screen.


### STEP 2

Fill out what work is requested and a short description. Click **Submit Request**. Once submitted see the request and if it is **Open, In Progress** or **Closed** in the work request list.

 Open  
In To-Do List

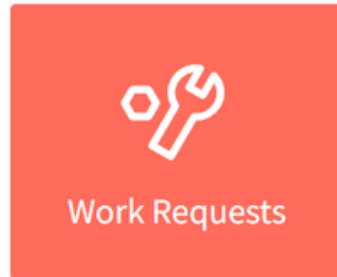
 Completed  
Upcoming

 Cancelled  
Upcoming

 In Progress  
a month ago

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## WORK REQUESTS - CANCELLING A WORK REQUEST



### STEP 1

To cancel a work request, find your work request in the work request list.

#### Work Requests

[Filters \(0\)](#)

REQUEST NAME	CREATED DATE
Maintenance - #MR000765 Clean my Fireplace 338	3 days ago

### STEP 2

If you would like to cancel your request simply click into the request.

### STEP 3

Click **Cancel Request** on the top right-hand corner.

Cancel Request

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## CONTINUED LEARNING



### ATTEND A UNIVERSITY COURSE

Don't forget about our complimentary LifeLoop University available to you and your team. Courses are provided weekly and cover all LifeLoop features. Emails with the topics and schedules are sent out monthly for you to register to attend.



### VISIT THE LEARNING COMMUNITY

Access LifeLoop marketing collateral and training resources at your convenience.

Find the Learning Community by clicking the "?" on the top right-hand side of your screen or going to <https://ourlifeloop.com/training/staff>.



### FURTHER QUESTIONS?

Reach out to [Support@OurLifeLoop.com](mailto:Support@OurLifeLoop.com) or your Customer Relationship Specialist.