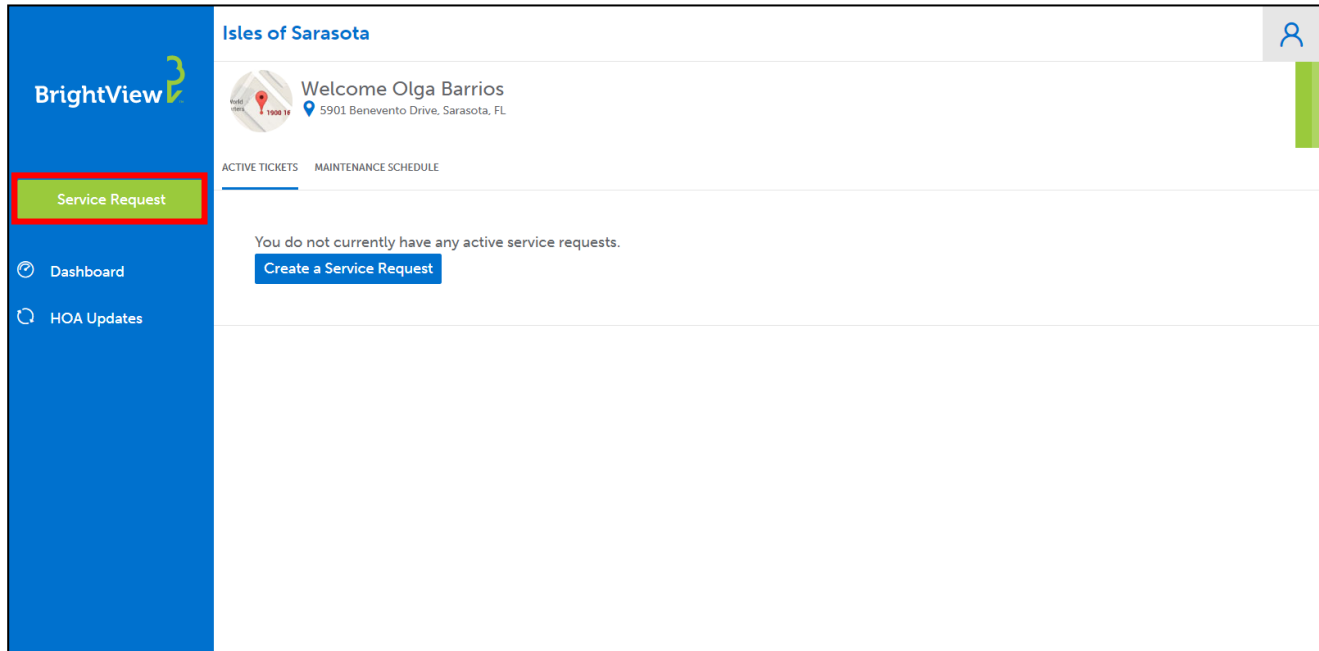


BrightView Portal Instructions

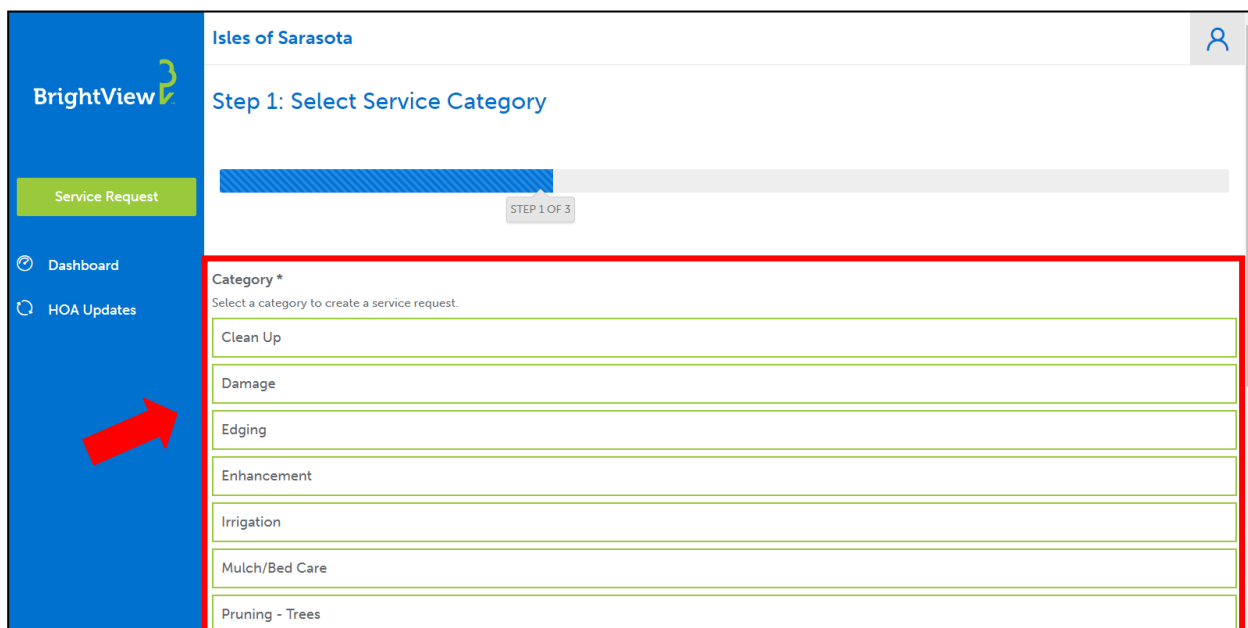
How to submit service request

Step 1) On the home page of the portal click on "Service Request".

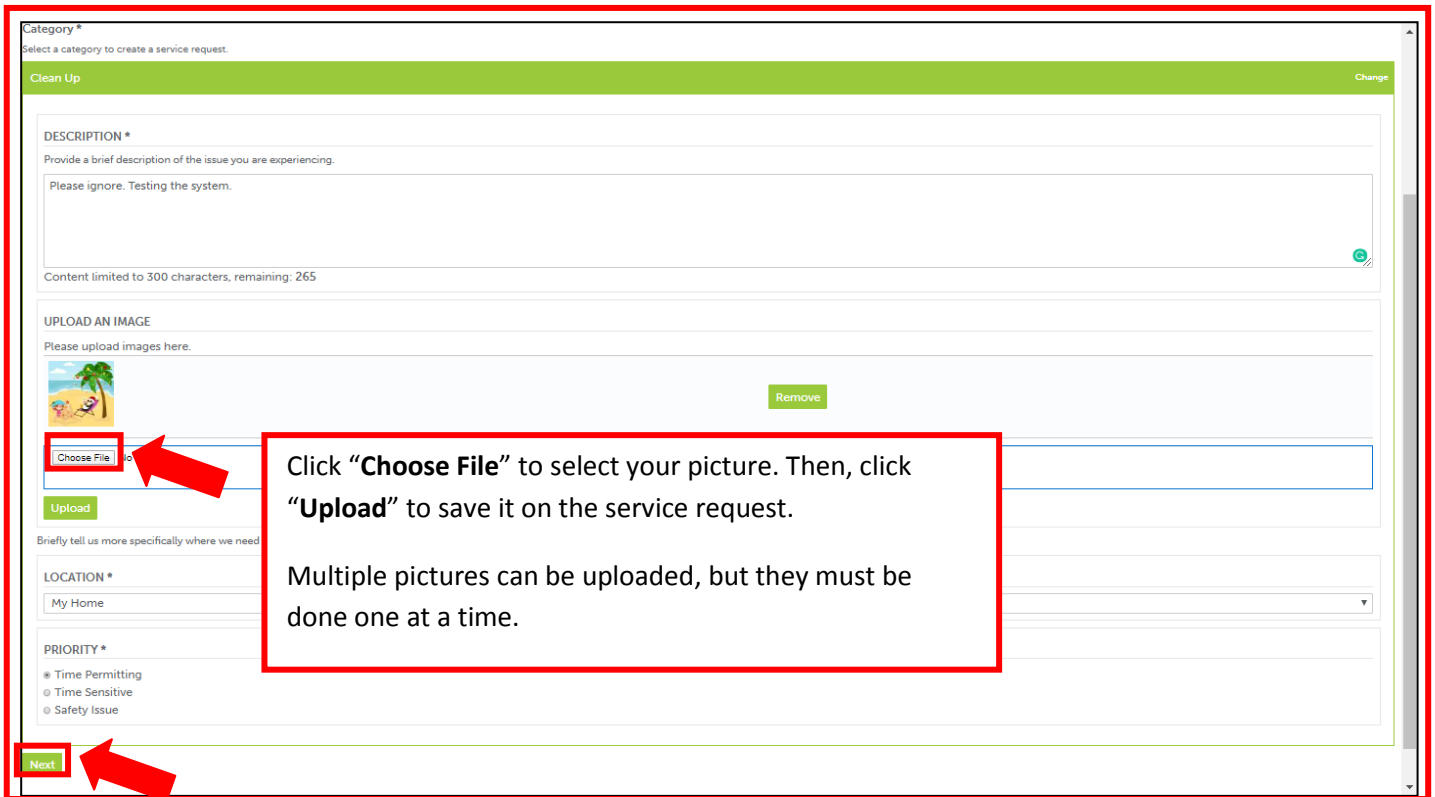


Step 2) Select a category to create a service request. You have 10 categories to choose from. Choose the category that best describes your request.

PLEASE NOTE: Each landscaping request requires its own individual service request.



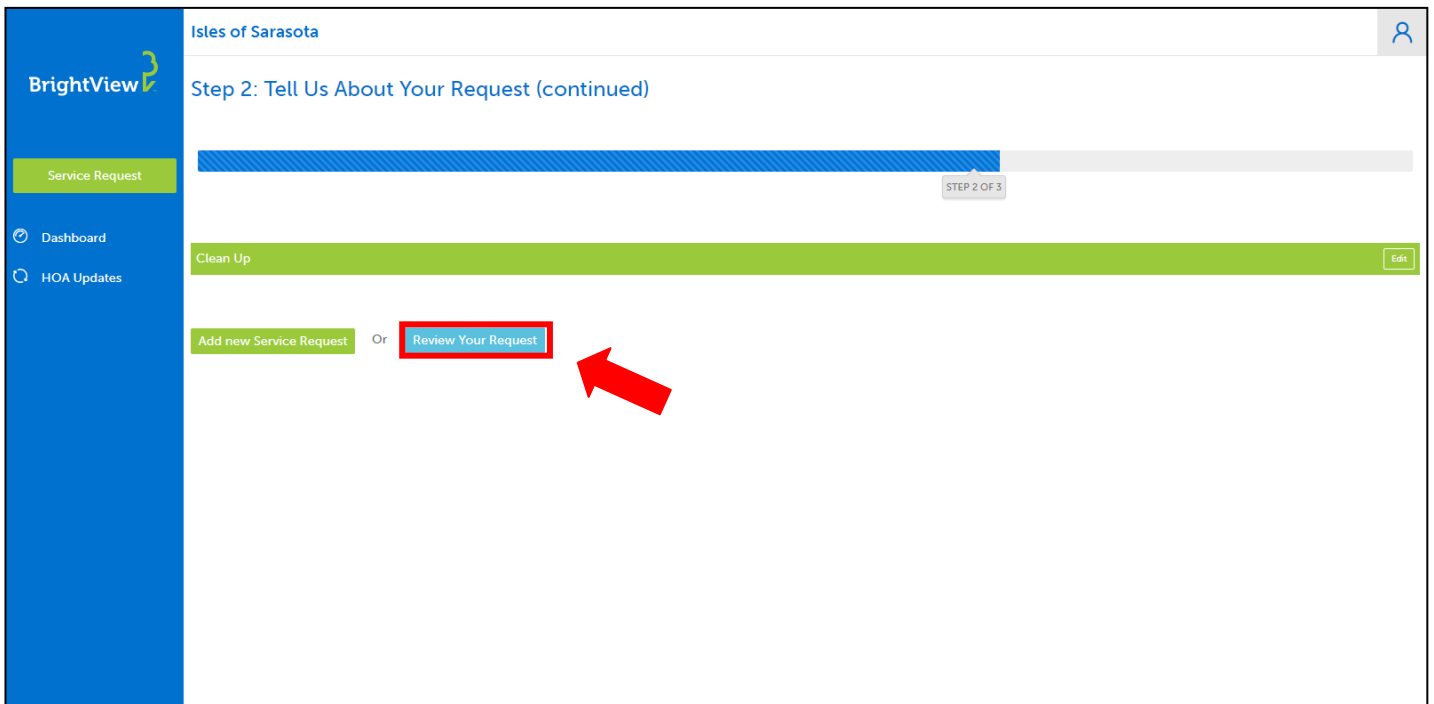
Step 3) Fill in the blanks and click **“Next”**. In the description box, please identify the location of your request. It’s extremely helpful to include pictures.



The screenshot shows a web form for creating a service request. The form is titled "Clean Up" and has a green header. It includes a "DESCRIPTION *" field with a text area containing "Please ignore. Testing the system." and a character count of 265. Below this is an "UPLOAD AN IMAGE" section with a "Choose File" button and an "Upload" button. A red box highlights the "Choose File" button, and a red arrow points to it. Another red box highlights the "Upload" button, and a red arrow points to it. A text box explains: "Click 'Choose File' to select your picture. Then, click 'Upload' to save it on the service request. Multiple pictures can be uploaded, but they must be done one at a time." Below the upload section is a "LOCATION *" dropdown menu with "My Home" selected. At the bottom, there is a "PRIORITY *" section with radio buttons for "Time Permitting", "Time Sensitive", and "Safety Issue". A red box highlights the "Next" button at the bottom left, and a red arrow points to it.

Step 4) Click **“Review Your Request”** if this is the only request you are submitting.

If you have multiple requests to submit, click on **“Add new Service Request”** and follow the same instruction starting from step #1. This way, you can submit multiple requests at once.



The screenshot shows the "Review Your Request" screen in the BrightView system. The page title is "Isles of Sarasota" and the breadcrumb is "Step 2: Tell Us About Your Request (continued)". A progress bar indicates "STEP 2 OF 3". The main content area shows a "Clean Up" category with an "Edit" button. Below this, there are two buttons: "Add new Service Request" and "Review Your Request". A red box highlights the "Review Your Request" button, and a red arrow points to it. The left sidebar contains navigation links for "Service Request", "Dashboard", and "HOA Updates".

Step 5) Click **“Submit Your Request”** to finalize the request. You are all done!

The screenshot shows the 'Step 3: Review Service Request' page in the BrightView system. The page has a blue sidebar with navigation options: 'Service Request' (selected), 'Dashboard', and 'HOA Updates'. The main content area is titled 'Isles of Sarasota' and 'Step 3: Review Service Request'. A progress bar at the top indicates 'STEP 3 OF 3'. The form contains the following sections:

- CLEAN UP** (Section Header)
- LOCATION:** Olga Barrios, 5901 Benevento Drive
- DESCRIPTION:** Please ignore. Testing the system.
- UPLOADED IMAGES:** A small image of a beach scene with a palm tree, a person, and a dog.

At the bottom of the form, there are two buttons: 'Submit Your Request' (highlighted with a red box and a red arrow) and 'Edit Your Request'.