

Repair Request Management

Spyglass Website Training Manual

If this manual is printed, you can find the links to these pages on the Admin Help page on the website.

Notes:

- Repair requests can be submitted by residents or board members. Residents can only submit repair request for themselves. Board members can submit repair requests on behalf of a resident as long as they use the resident's corresponding email address.
- Residents and board members can add notes at any time.
- Only board members can add internal notes (which are shown on the PDF Repair Request Report). This feature is only available in the backend view and cannot be added from the front-end view. Multiple internal notes can be added to a ticket and all those internal notes will be added to the report.
- The PDF Repair Request Report will automatically produce a PDF with the most up-to-date information when the Repair Request Report page is loaded.
- To post a response in the back-end, click the ticket name. If you click Edit Ticket, you will edit the original response.
- When in the back-end and you want to go back to the front-end, click "Spyglass Condos" in the top left corner and it will take you to the front-end. If you are on the front-end and want to get to the back-end, you can click that same link and it will take you to the back-end.

Add a Repair Request

1. Go to: Submit Repair Request
 - a. Front-end: <https://spyglasscondos.com/repair-request/add-ticket/>
 - b. Back-end: <https://spyglasscondos.com/wp-admin/admin.php?page=ticket&jstlay=addticket&formid=1>
2. **Complete the required fields** and click **Submit Ticket**

Repair Request

Dashboard Submit Ticket My Tickets Log out

Thank you for your submission. Someone will get back to you shortly.

Email Address * tier3@courtlanconsulting.com Full Name * Resident Spyglass

Phone *

Location * Select Location

Priority * Low

Subject *

Issue Summary * Visual Text

Paragraph B I [List Icons] [Link Icon] [Table Icon]

Attachments

Browse... No file selected. X

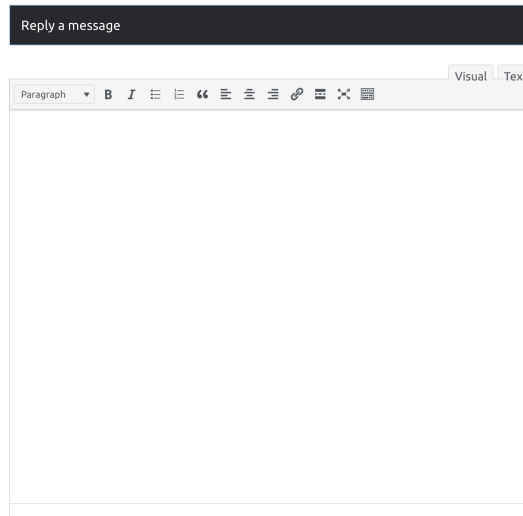
Maximum File Size (10240KB)
File Extension Type (.jpg, .jpeg, .png, .gif, .pdf, .doc, .docx, .ppt, .pptx, .pps, .ppsx, .odt, .xls, .xlsx, .mp3, .m4a, .ogg, .wav, .mp4, .m4v, .mov, .wmv, .avi, .mpg, .ogv, .3gp, .3g2, .zip)

Add more

Submit Ticket Cancel

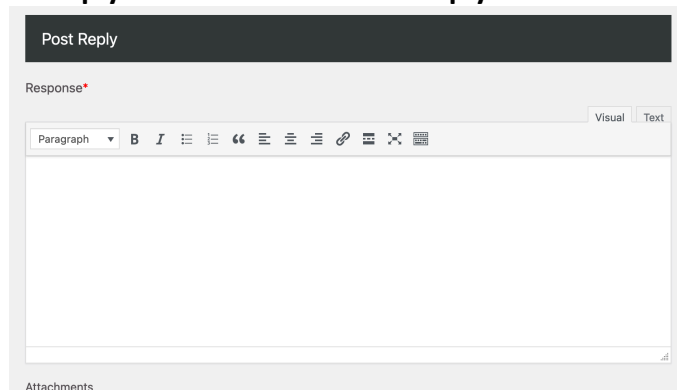
Add a Ticket Response

1. Front-end: Go to **My Tickets**, open the ticket and at the bottom, complete the reply a message section and click **Post Reply**



The screenshot shows a dark header bar with the text "Reply a message". Below it is a rich text editor with a toolbar containing icons for Paragraph, Bold (B), Italic (I), Bulleted List, Numbered List, Quote, Unquote, Link, Unlink, and Table. The editor is currently empty and has tabs for "Visual" and "Text" on the right side.

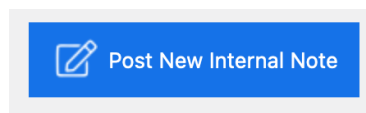
3. Back-end: Go to **View All Repair Requests**, click the ticket name and at the bottom, complete the **Post Reply** section and click **Post Reply**



The screenshot shows a dark header bar with the text "Post Reply". Below it is a form with a label "Response*" and a rich text editor with a toolbar containing icons for Paragraph, Bold (B), Italic (I), Bulleted List, Numbered List, Quote, Unquote, Link, Unlink, and Table. The editor is currently empty and has tabs for "Visual" and "Text" on the right side. Below the editor is a section labeled "Attachments".

Add an Internal Note for Board Meetings

1. Back-end: Go to **View All Repair Requests**, click the ticket name and click "Post New Internal Note"



2. Then complete the information in the pop-up

Edit and Original Ticket an Event

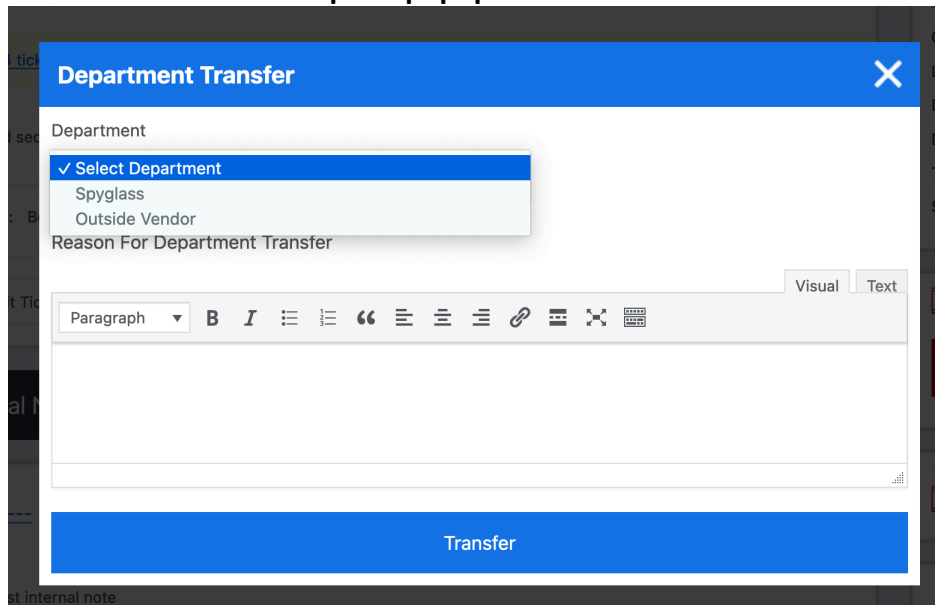
1. Back-end: Go to **View All Repair Requests**, click **Edit Ticket** and update as necessary

Closing a Ticket

1. Back-end: Go to **View All Repair Requests**, click the **ticket name** and click **Close Ticket**

Assigning Departments (Spyglass vs Outside Vendor)

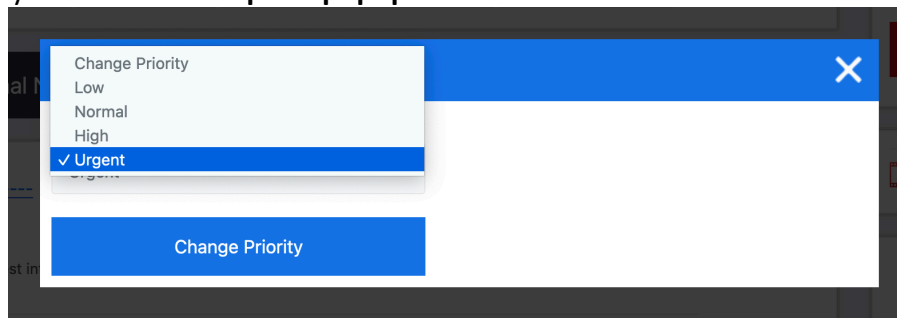
1. Back-end: Go to **View All Repair Requests**, click the **ticket name** and click **Change** under Department section and **complete popup**



The screenshot shows a 'Department Transfer' popup window. At the top, there is a blue header with the title 'Department Transfer' and a close button (X). Below the header, the form is divided into sections. The first section is labeled 'Department' and contains a dropdown menu with three options: 'Select Department' (which is currently selected and highlighted in blue), 'Spyglass', and 'Outside Vendor'. Below this is a section labeled 'Reason For Department Transfer' which contains a rich text editor. The rich text editor has a toolbar with various icons for text formatting (bold, italic, list, quote, link, etc.) and a 'Paragraph' dropdown. To the right of the toolbar are tabs for 'Visual' and 'Text'. At the bottom of the popup is a large blue button labeled 'Transfer'.

Changing Ticket Priority

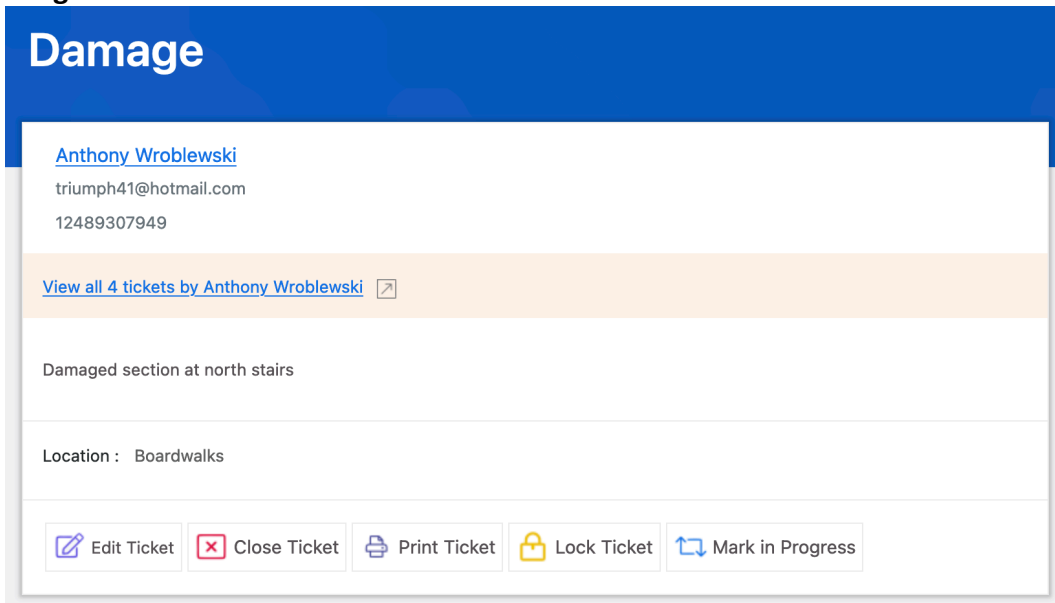
1. Back-end: Go to **View All Repair Requests**, click the **ticket name** and click **Change** under Priority section and **complete popup**



The screenshot shows a 'Change Priority' popup window. It has a blue header with the title 'Change Priority' and a close button (X). The main area of the popup is a dropdown menu with four options: 'Low', 'Normal', 'High', and 'Urgent'. The 'Urgent' option is currently selected and highlighted in blue. At the bottom of the popup is a large blue button labeled 'Change Priority'.

Mark Ticket “In Progress”

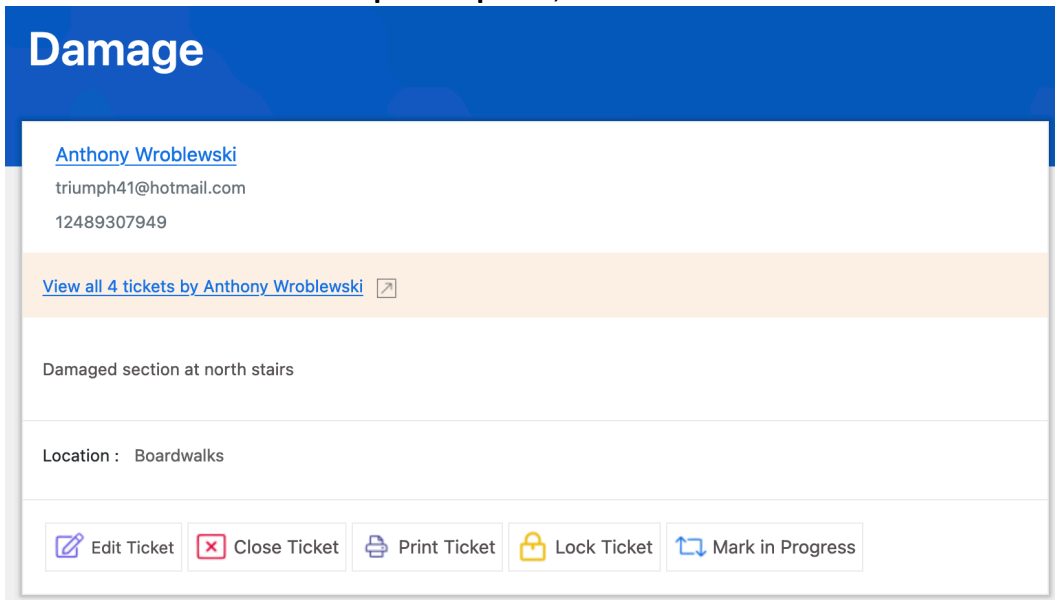
1. Back-end: Go to **View All Repair Requests**, click the **ticket name** and click **Mark In Progress**



The screenshot shows a ticket detail page with a blue header containing the word "Damage". Below the header, the user's name "Anthony Wroblewski" is displayed in blue, followed by their email "triumph41@hotmail.com" and phone number "12489307949". A link "View all 4 tickets by Anthony Wroblewski" with an external link icon is present. The ticket description is "Damaged section at north stairs" and the location is "Boardwalks". At the bottom, there is a row of five action buttons: "Edit Ticket" (pencil icon), "Close Ticket" (red X icon), "Print Ticket" (printer icon), "Lock Ticket" (lock icon), and "Mark in Progress" (refresh icon).

Print Individual Ticket

1. Back-end: Go to **View All Repair Requests**, click the **ticket name** and click **Print Ticket**



This screenshot is identical to the one above, showing the same ticket detail page for "Damage" with the same user information, description, location, and action buttons.

Run Repair Request Report

1. Front-end: Go to **Repair Request Report**, and it will automatically open a PDF report