

[Copy Link](#)

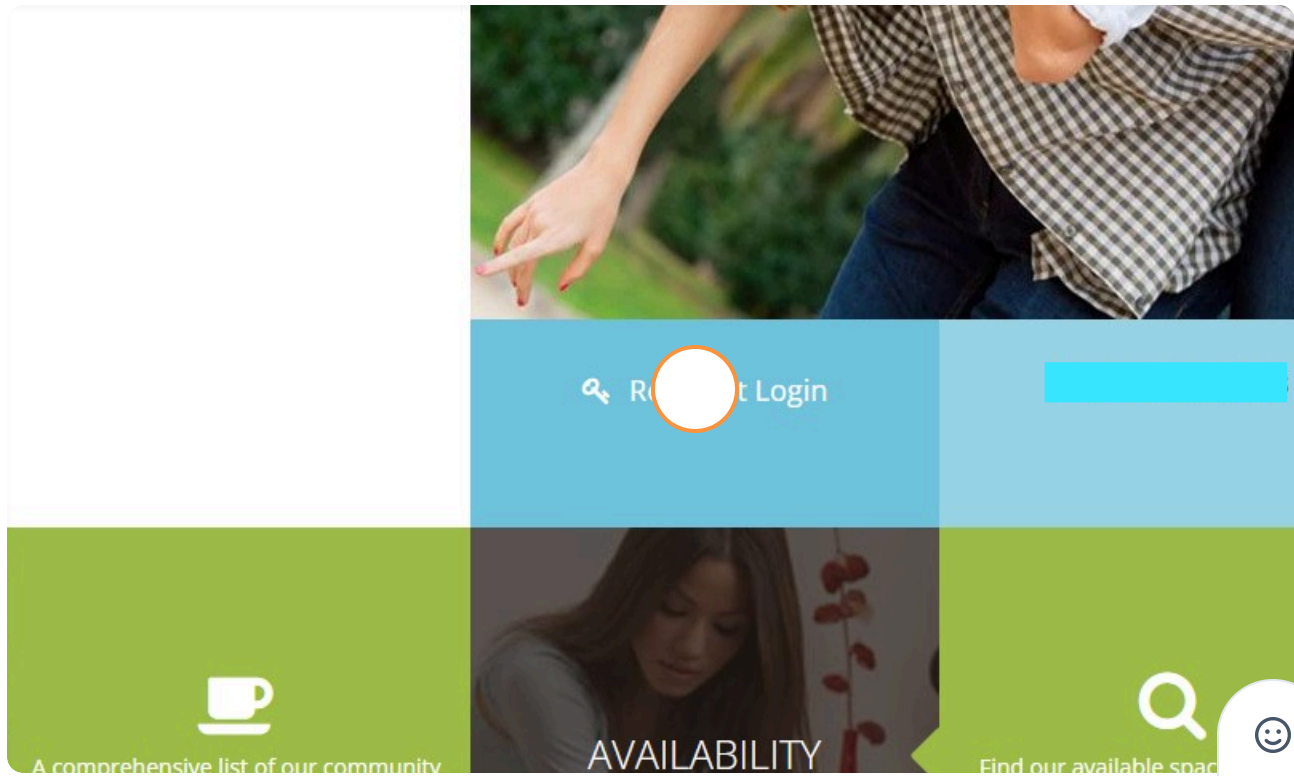
## Submit a Maintenance Request through RentCafe

Cody Schwartz | 17 steps | 2 minutes



1 Navigate to RentCafe.

2 Click the Resident Login link.



## Welcome to Resident Services

If your username is not an email address, [click here to login](#).

\* indicates required fields.

Email\*

Password\*

Sign In

[Forgot password?](#)

[Click here to register.](#)



- 4 Click the "Password" field and enter your password.

## Welcome to Resident Services

If your username is not an email address, [click here to login](#).

\* indicates required fields.

Email\*

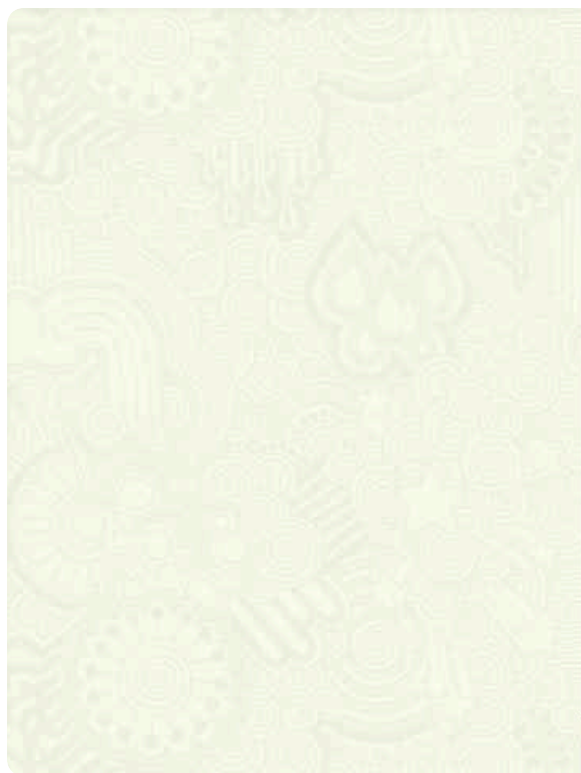
Password\*

Sign In

[Forgot password?](#)

[Click here to register.](#)





If your username is not an email address, [click here to login](#).

\* indicates required fields.

Email\*

Password\*

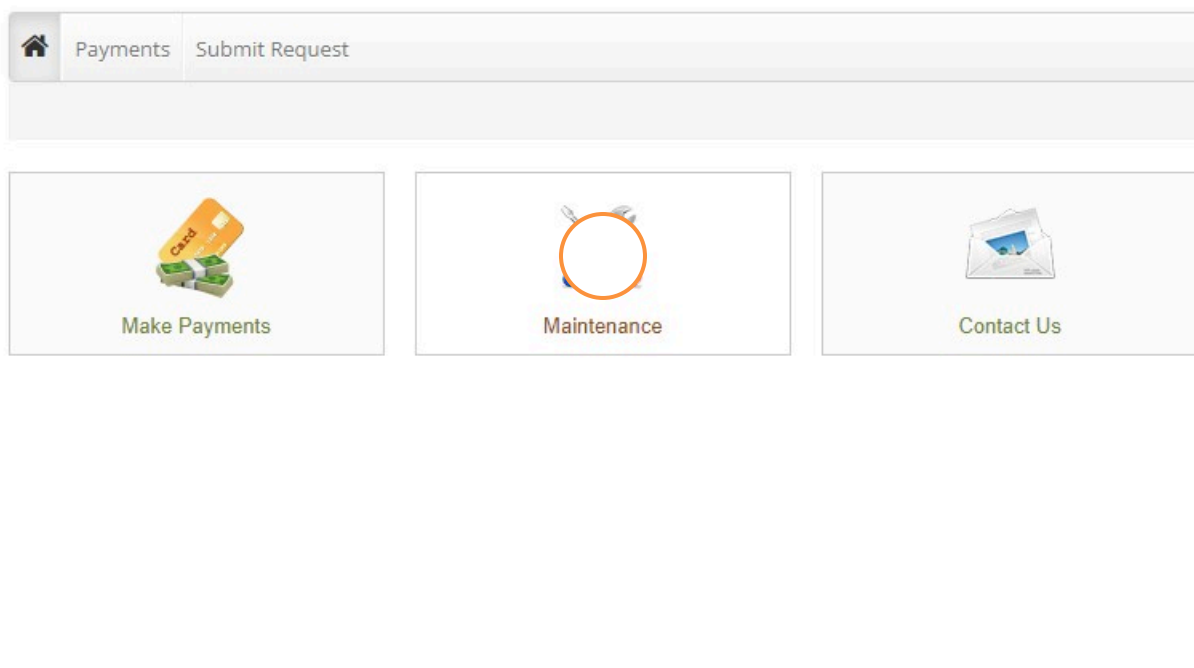


[Forgot password?](#)

[Click here to register.](#)

## 6 Click the Maintenance button.





- 7 Click "Select a Category" and choose the option that best fits your issue.

The screenshot shows the 'Maintenance Request' form. The title 'Maintenance Request' is prominently displayed. Below the title, there are two tabs: 'Submit Maintenance Request' (active) and 'Request History'. The form contains the following fields:

- Category\***: A dropdown menu with the text 'Select a' and a downward arrow. This field is highlighted with an orange circle.
- Sub Category**: A dropdown menu with the text 'Select a Sub category' and a downward arrow.
- Location**: A dropdown menu with a downward arrow.
- Full Description\***: A large text area for entering the details of the maintenance request.

At the bottom right of the form, there are two icons: a smiley face and a plus sign inside a speech bubble.

## Maintenance Request

Submit Maintenance Request

Request History

Category\*

Select a Category

Sub Category

Q |

Location

My Apart

Full Description\*

My Property

Pest Control

1499 characters remaining

Access Instructions

- 9 Click "Select a Sub Category" and choose the option that best fits your issue.

Submit Maintenance Request

Request History

Category\*

My Apartment

Sub Category

Select a Sub Category

Location

Q |

Full Description\*

Cabinet Damaged

Ceiling F

Door Lock

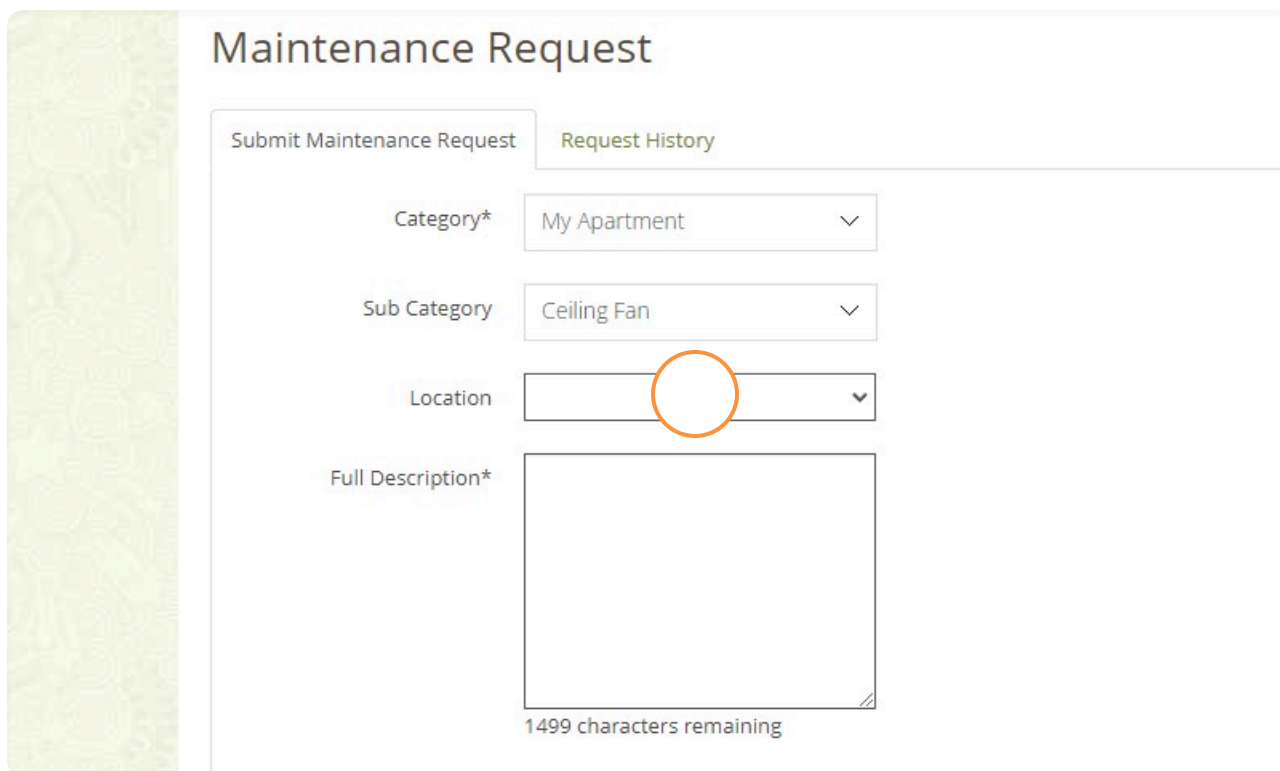
Flooring Damaged

Front Door Damage

Access Instructions

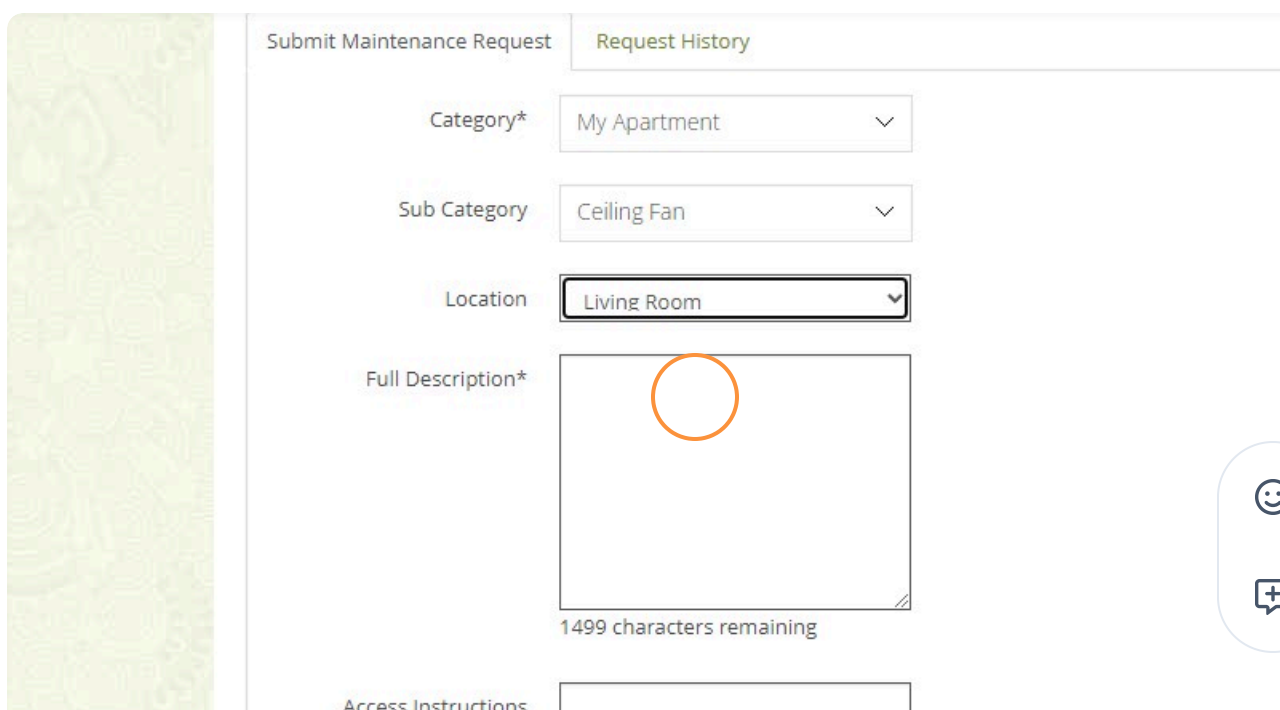


- 10 Click the "Location" dropdown and choose the best fitting option.



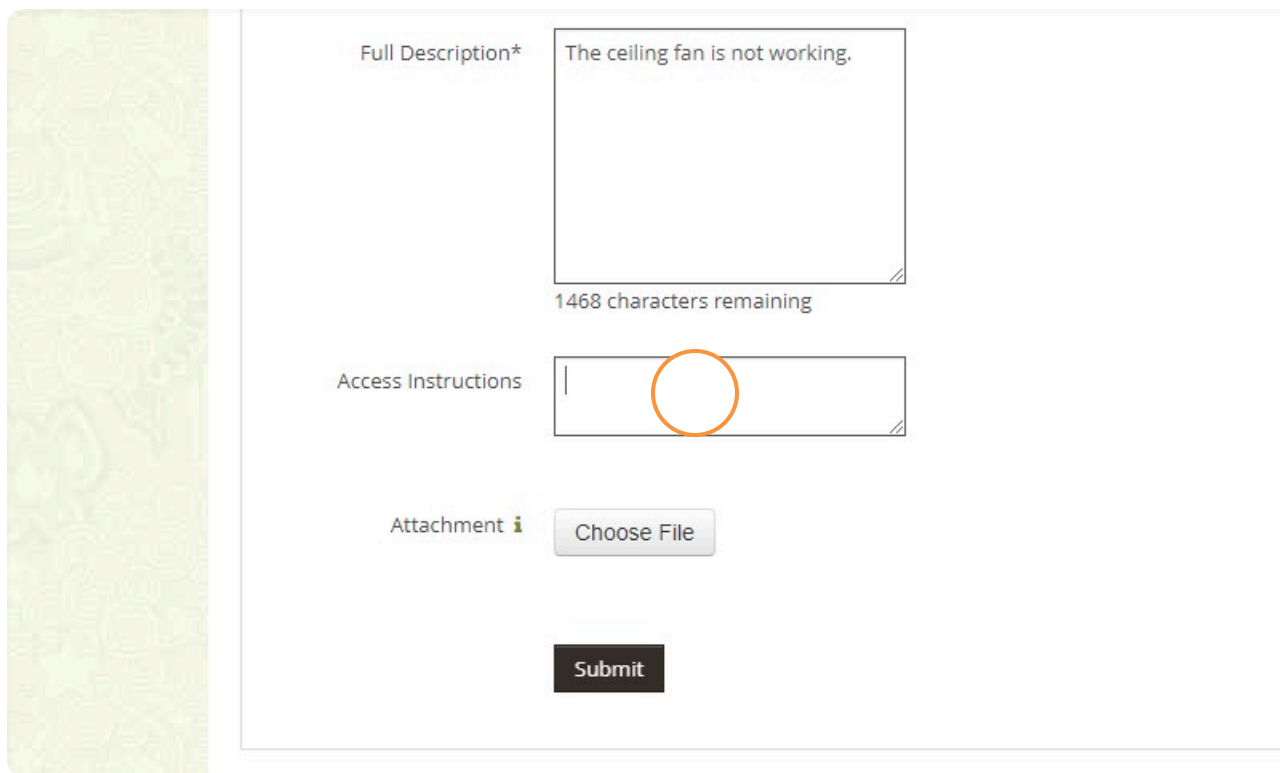
The screenshot shows the 'Maintenance Request' form. At the top, there are two tabs: 'Submit Maintenance Request' (active) and 'Request History'. Below the tabs, there are four fields: 'Category\*' with a dropdown menu showing 'My Apartment', 'Sub Category' with a dropdown menu showing 'Ceiling Fan', 'Location' with a dropdown menu, and 'Full Description\*' with a text area. An orange circle highlights the 'Location' dropdown menu. Below the text area, it says '1499 characters remaining'.

- 11 Click the "Full Description" field and enter a more detailed description of the issue.



The screenshot shows the 'Maintenance Request' form. At the top, there are two tabs: 'Submit Maintenance Request' (active) and 'Request History'. Below the tabs, there are four fields: 'Category\*' with a dropdown menu showing 'My Apartment', 'Sub Category' with a dropdown menu showing 'Ceiling Fan', 'Location' with a dropdown menu showing 'Living Room', and 'Full Description\*' with a text area. An orange circle highlights the 'Full Description\*' text area. Below the text area, it says '1499 characters remaining'. At the bottom left, there is a link 'Access Instructions'.

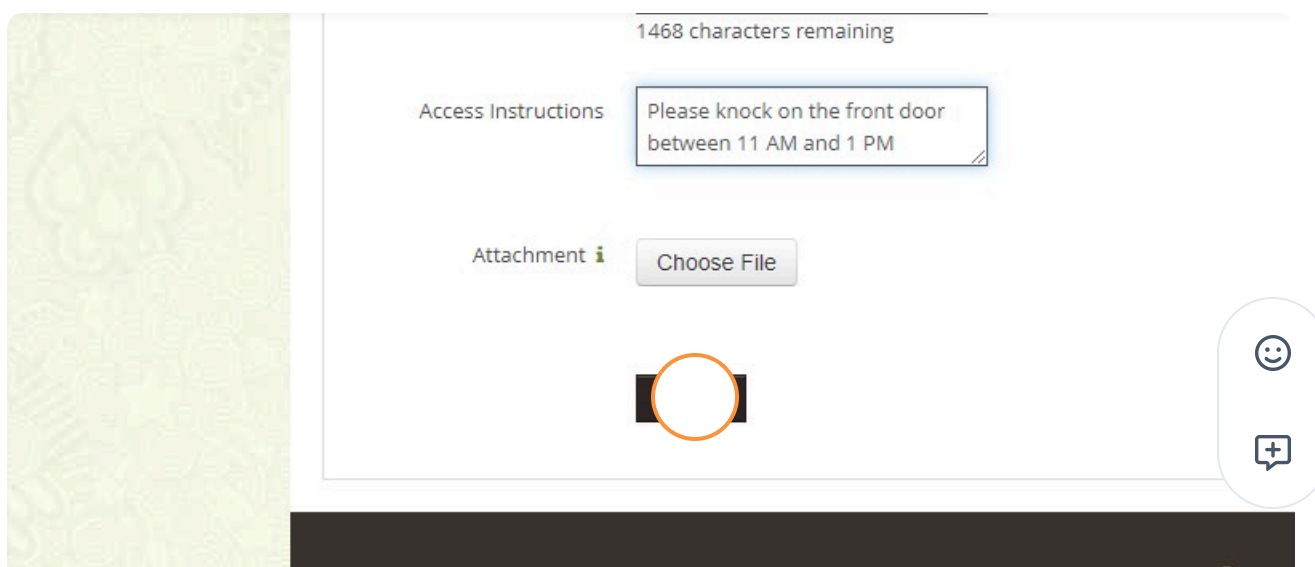
- 12** Click the "Access Instructions" field to enter information you would like Property Management to know about accessing your apartment, i.e. best time, etc.



The screenshot shows a maintenance request form. On the left is a vertical green decorative bar with a repeating pattern. The form fields are as follows:

- Full Description\***: A text area containing the text "The ceiling fan is not working." Below the text area, it says "1468 characters remaining".
- Access Instructions**: A text input field with a vertical cursor. An orange circle highlights the input field.
- Attachment**: A label with an information icon (i) and a "Choose File" button.
- Submit**: A black button with white text.

- 13** Click "Submit"

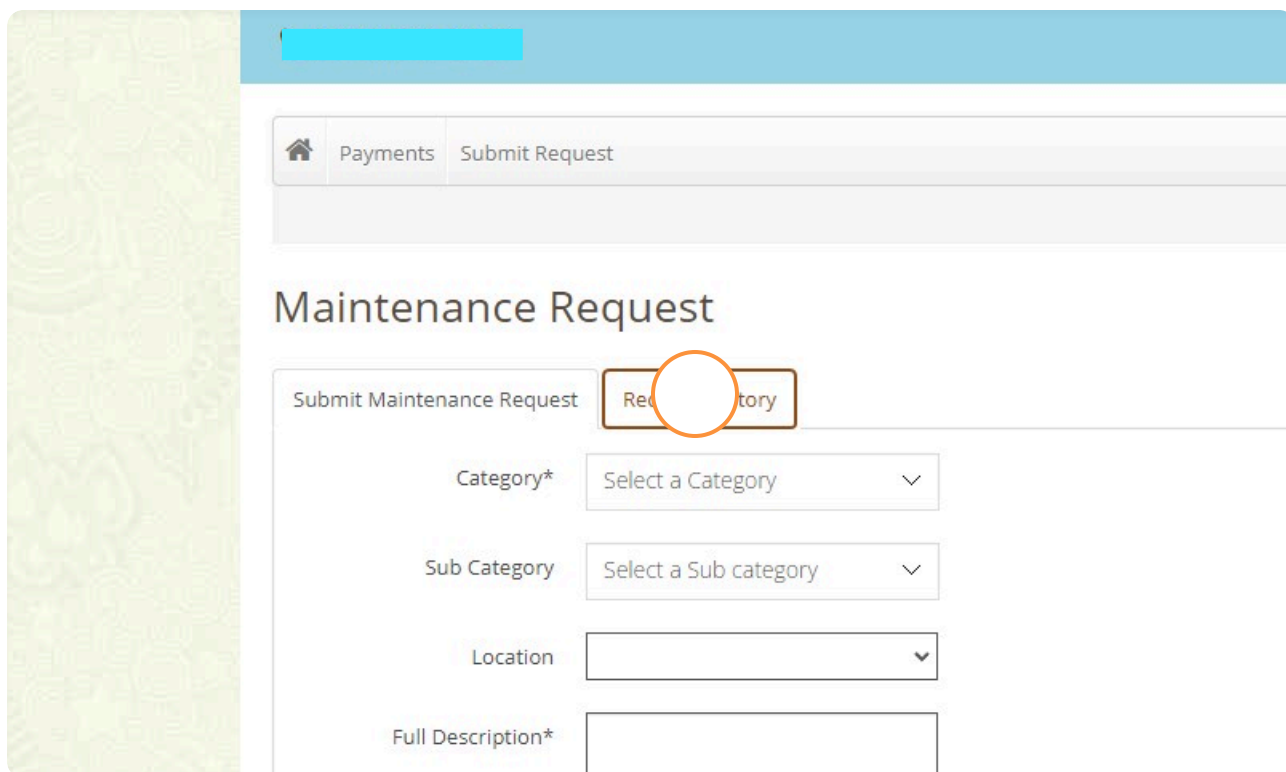


This screenshot shows the same form as the previous one, but with the "Access Instructions" field filled with the text "Please knock on the front door between 11 AM and 1 PM". The "1468 characters remaining" text is now at the top of the form area. An orange circle highlights the "Submit" button at the bottom. On the right side of the form, there is a vertical toolbar with a smiley face icon and a plus icon in a speech bubble.



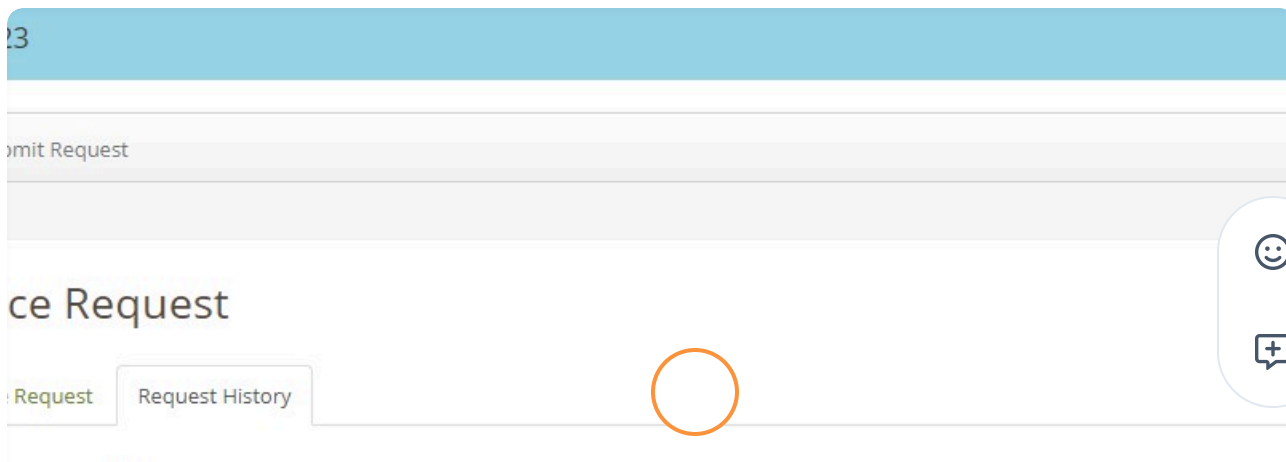
Austin, TX 787  
(800) 999-877

#### 14 Click "Request History"



The screenshot shows the 'Maintenance Request' form on the RentCafe website. At the top, there is a navigation bar with a home icon, 'Payments', and 'Submit Request'. Below this, the title 'Maintenance Request' is displayed. The form itself has a tabbed interface with 'Submit Maintenance Request' and 'Request History'. The 'Request History' tab is circled in orange. Below the tabs, there are four input fields: 'Category\*' with a dropdown menu showing 'Select a Category', 'Sub Category' with a dropdown menu showing 'Select a Sub category', 'Location' with a dropdown menu, and 'Full Description\*' with a text area.

#### 15 You will now see all of your previous Maintenance Requests with Property Management.

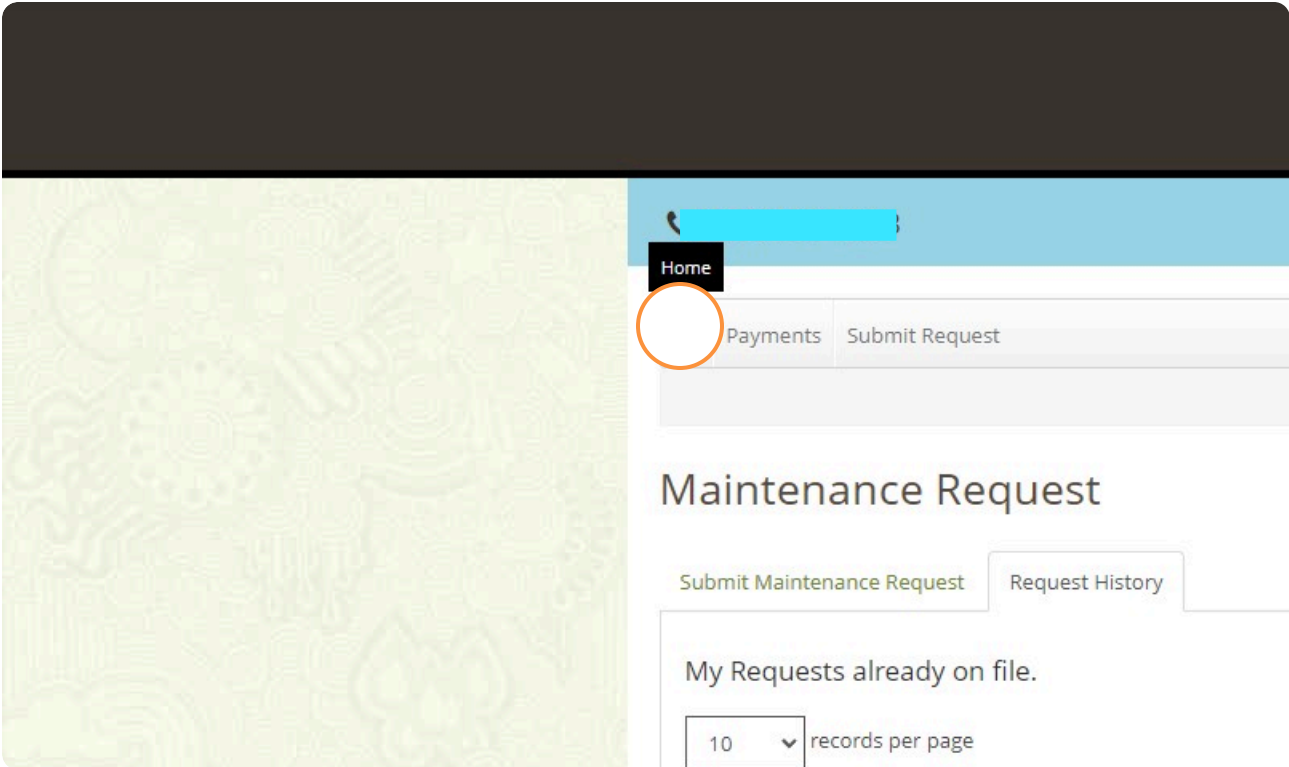


The screenshot shows the 'Request History' page on the RentCafe website. At the top, there is a navigation bar with a home icon, 'Payments', and 'Submit Request'. Below this, the title 'Maintenance Request' is displayed. The form itself has a tabbed interface with 'Submit Maintenance Request' and 'Request History'. The 'Request History' tab is circled in orange. Below the tabs, there are two input fields: 'Category\*' with a dropdown menu showing 'Select a Category' and 'Sub Category' with a dropdown menu showing 'Select a Sub category'. There is also a 'Location' dropdown menu and a 'Full Description\*' text area.

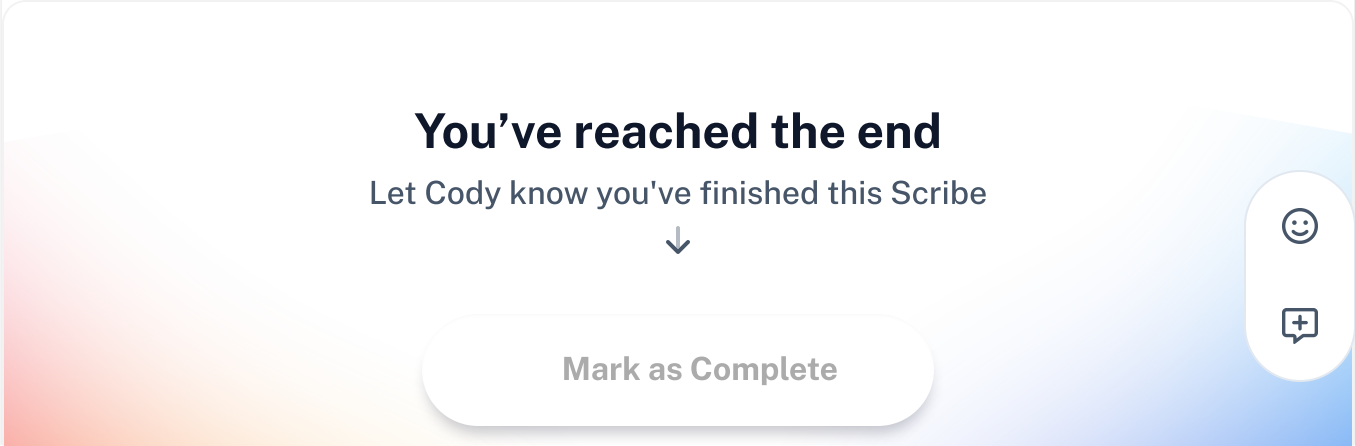


Requested	Category	Description	Status	Date Completed	Originator
7/17/2024	My Apartment	The ceiling fan is not working.	Web		Sheryl Bryant

16 Click "Home"



17 Click "Sign Out"



Residents

Welcome to Pathways at  
Coronado Hills



Need help? Call 512-588-8298 or request support here:  
<https://forms.gle/FfVKVeu2tzDuuroV7>

HACA Austin Pathways RentCafe v.01, July 19, 2024

[https://scribehow.com/shared/Submit\\_a\\_Maintenance\\_Request\\_through\\_RentCafe\\_\\_tumg4D0CQSyir\\_CQX0aaMw](https://scribehow.com/shared/Submit_a_Maintenance_Request_through_RentCafe__tumg4D0CQSyir_CQX0aaMw)

