

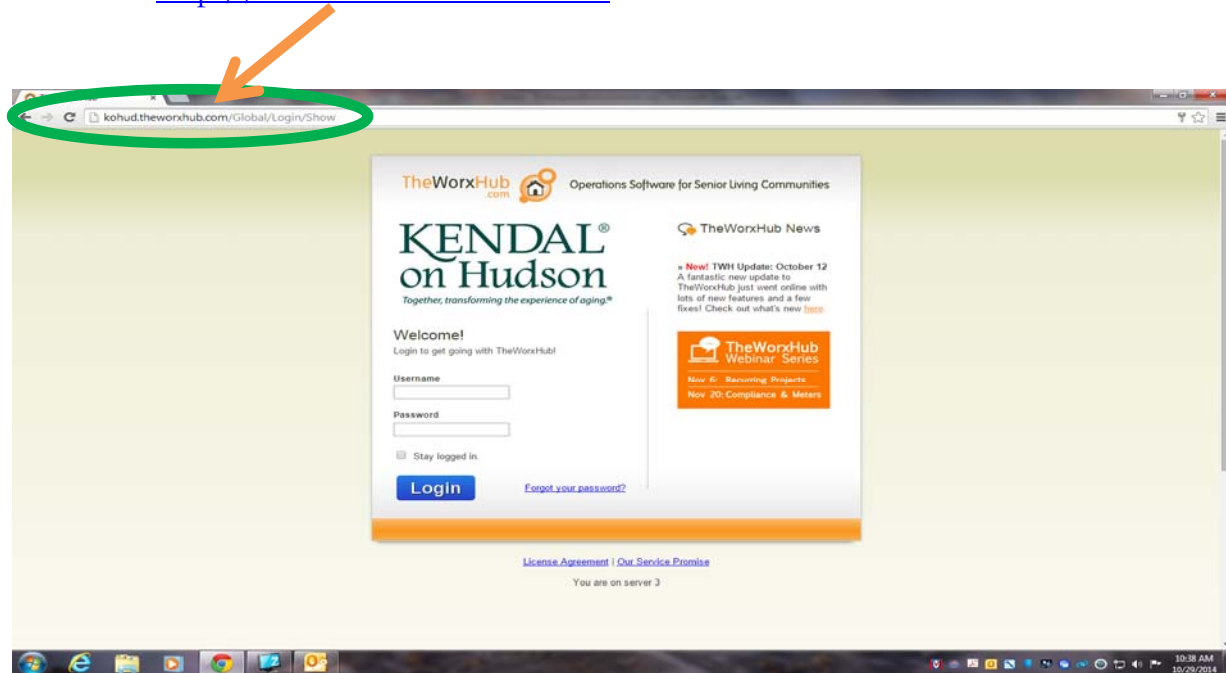
WorxHub Resident Request Instructions

This site is to be used to make maintenance requests **ONLY**. ***Absolutely no requests will be taken in regards to any IT/Verizon FiOS (cable)/Phone related issues, you will need to contact IT at ext. 1070 or 1090.***

To create a request:

1. Once you have opened your internet, please type the following website address and press “enter” on your keyboard:

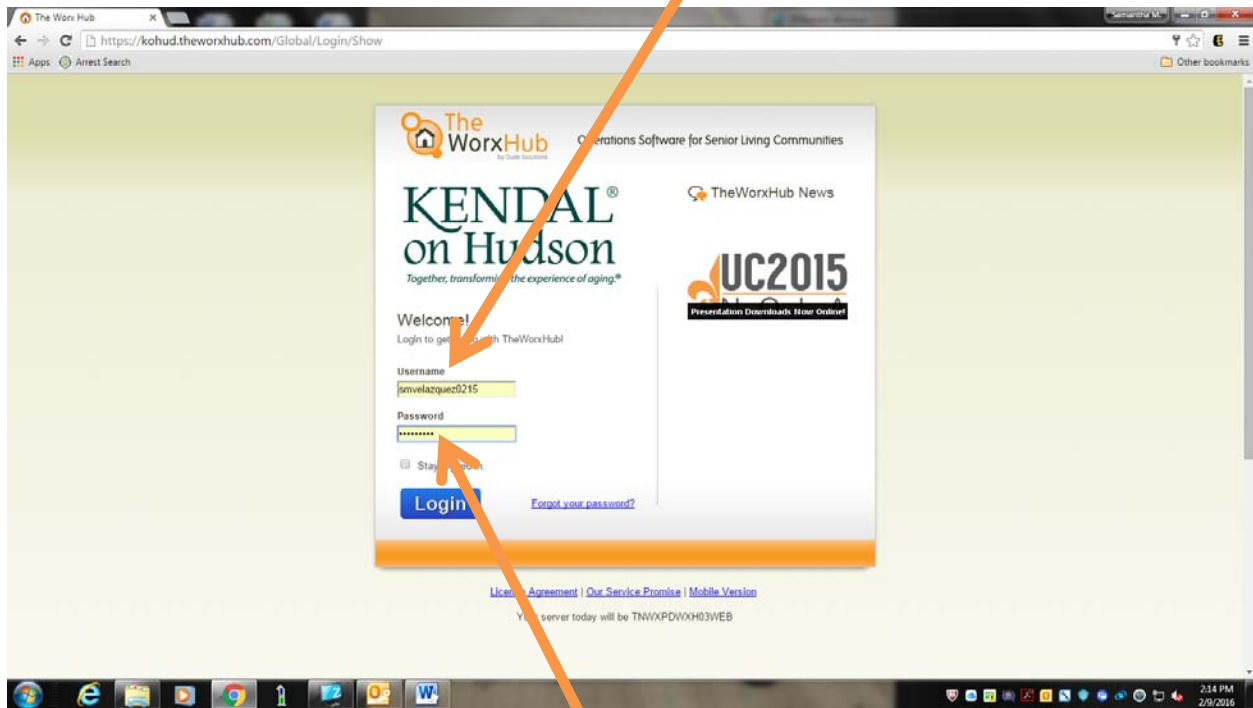
<http://kohud.theworxhub.com>



Please note: there is NO “www” in this website address.

2. a. Enter your username. Your username is the first part of your email address.

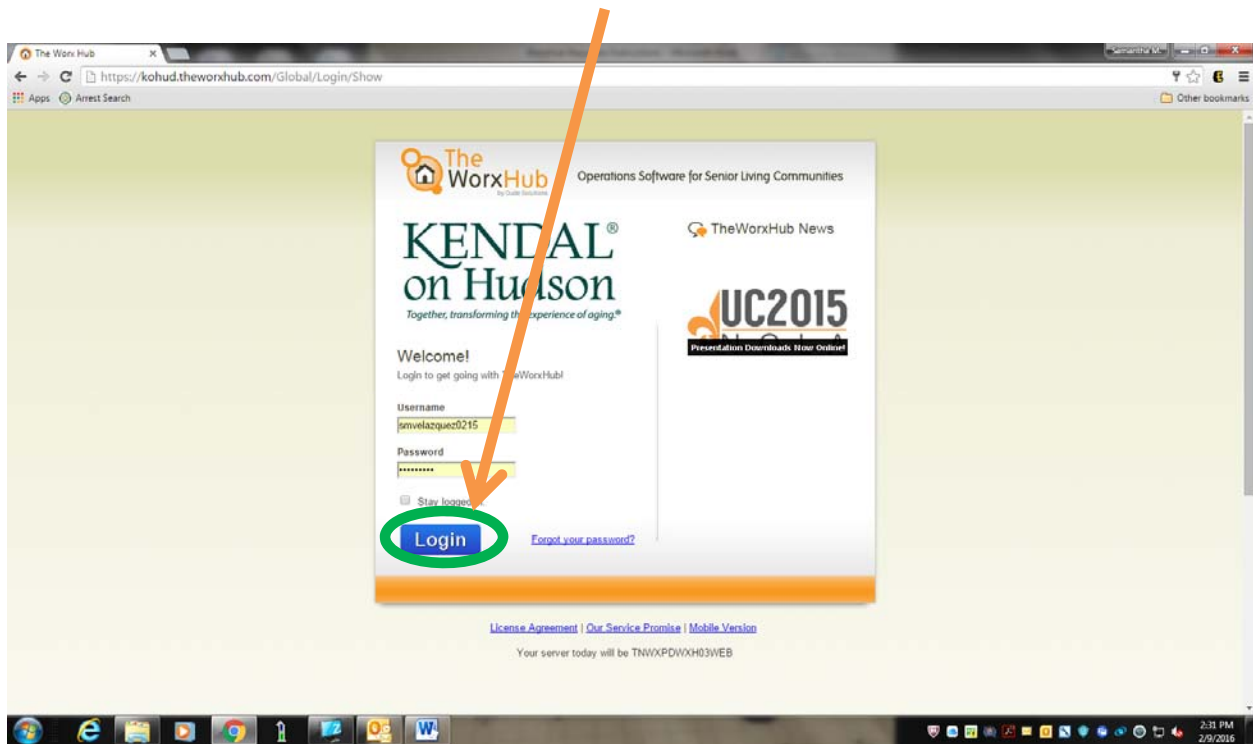
(i.e. svelazquez@kohud.kendal.org → username is svelazquez)



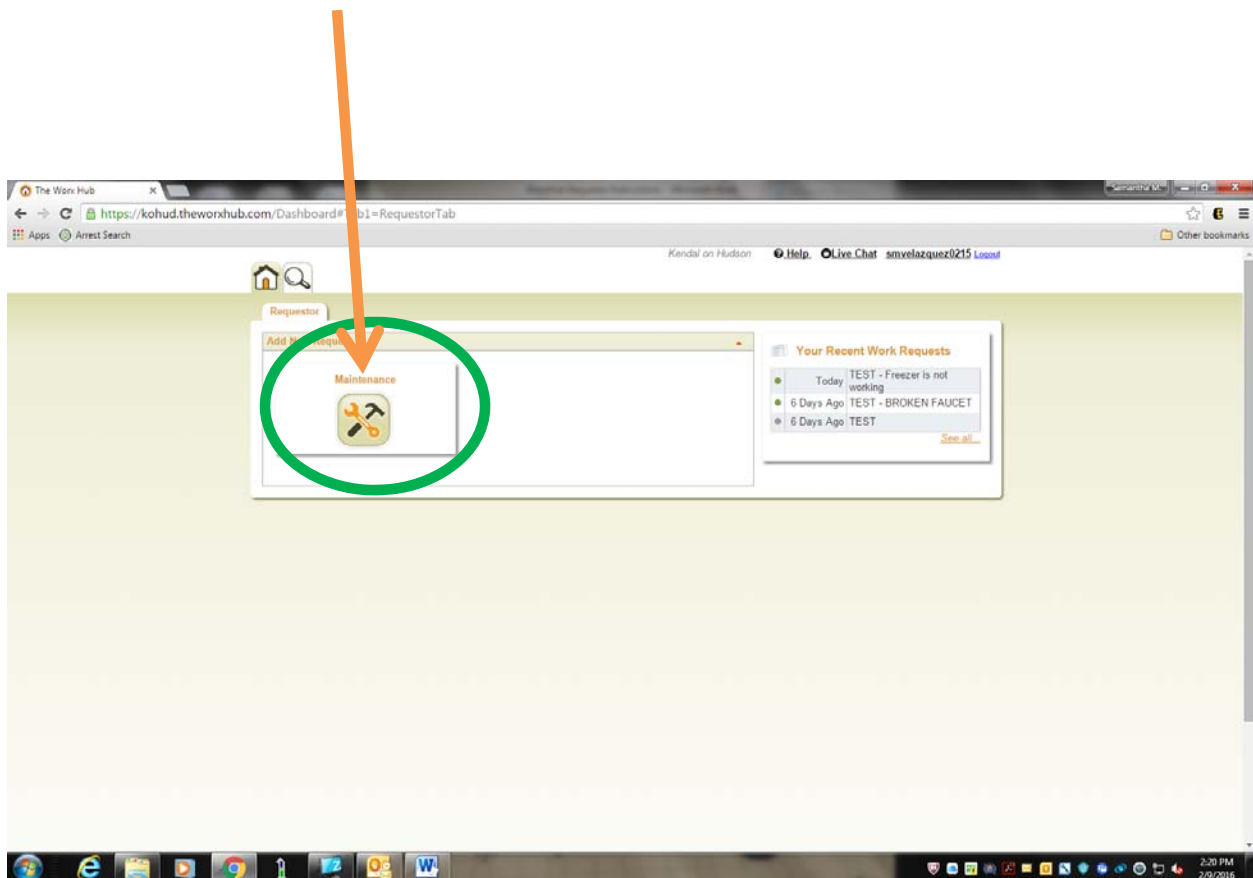
- b. Also, enter your password. Your password is “kendal” + your apartment number all in lowercase.

(i.e. kendal1204)

3. Click on “Login” once you have entered your username and password.

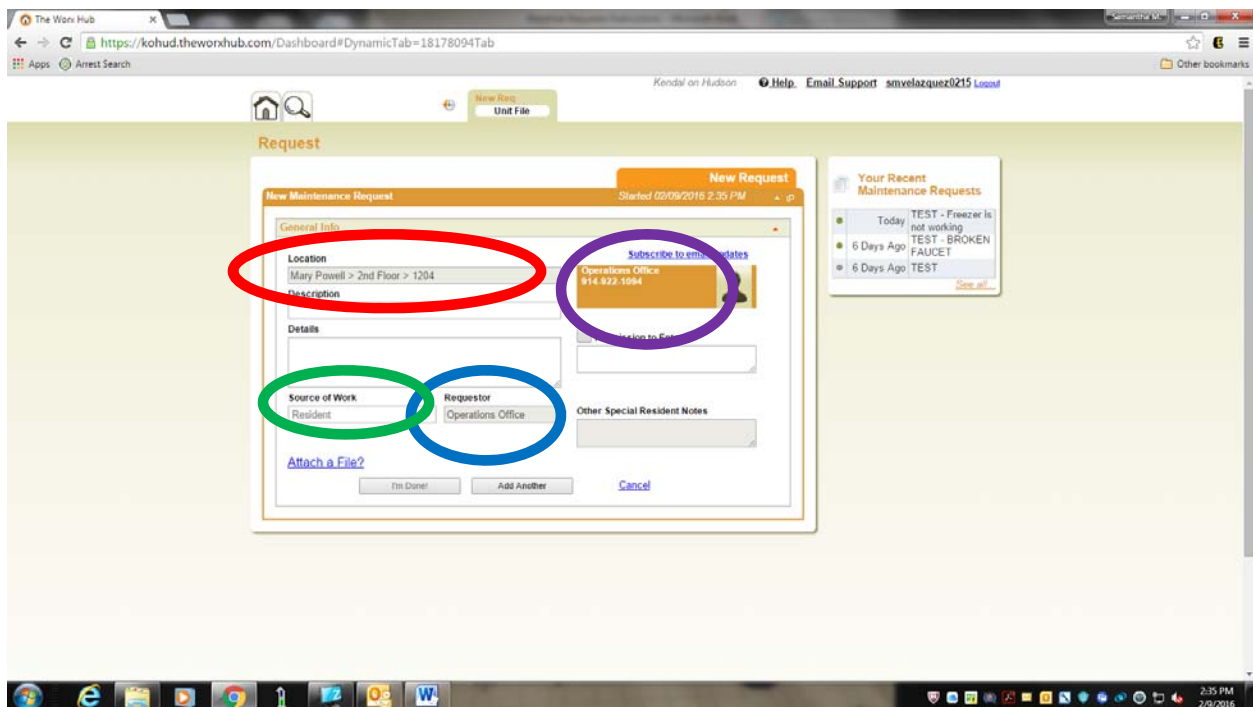


4. Select the “maintenance” department button in order to create your request.

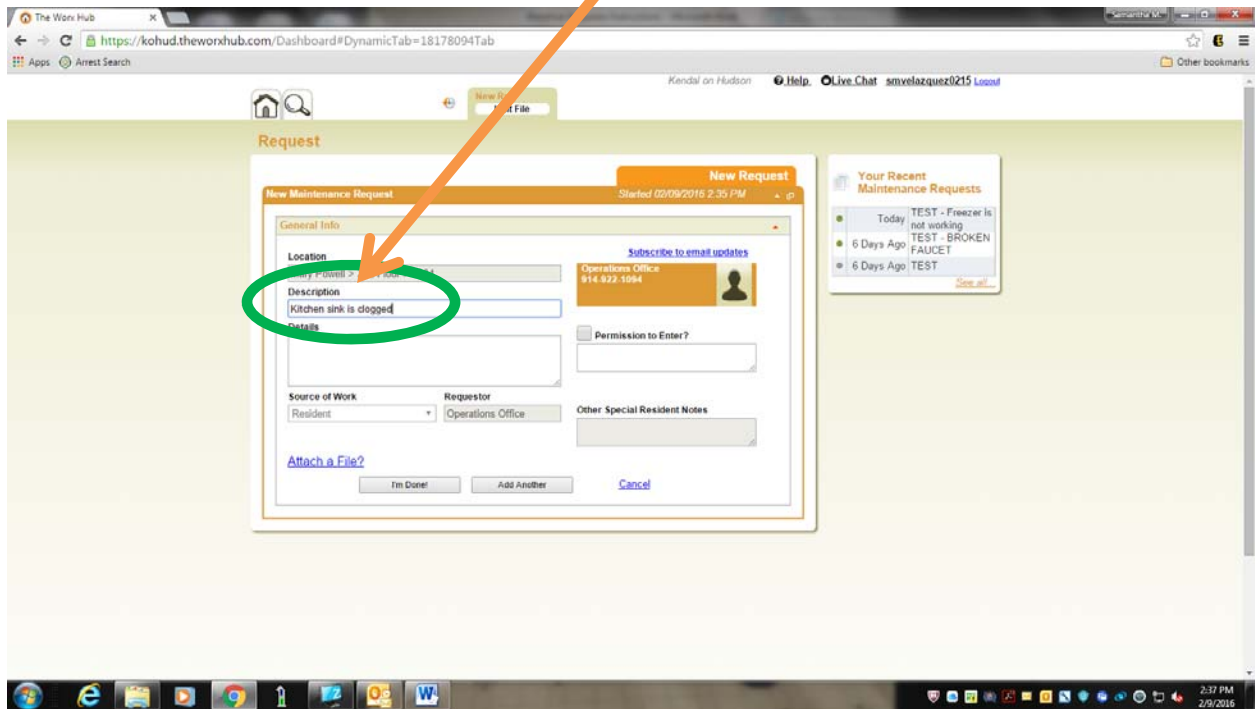


You will notice that your apartment information automatically shows up in the “Location”, “Source of Work”, “Requestor”, and in the orange box areas.

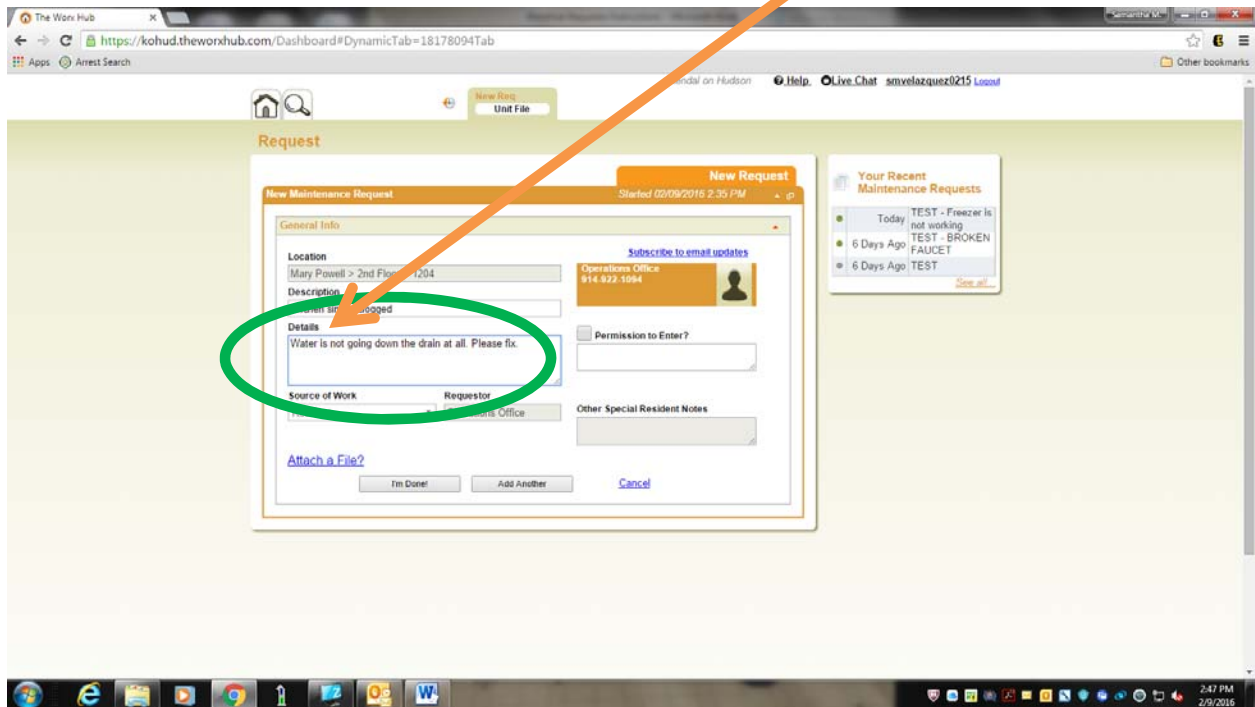
These areas cannot be edited. You can ONLY make requests for your OWN apartment. Requests pertaining to any other area on Kendal on Hudson property please call the Front Desk (ext. 1000) or Facilities (ext. 1980).



5. Type in a **brief description** of the issue in the “Description” line. (i.e. Vanity light bulb out, kitchen sink clogged, toilet will not flush)



6. If you have more information please type it in the “Details” section.



7. Please indicate if maintenance may enter your apartment without you being present and if so, please check the box for “permission to enter” and any special note you would like to add. (i.e. if you have pets)

The screenshot shows a web browser window with the URL <https://kohud.theworkhub.com/Dashboard#DynamicTab=18178094Tab>. The page title is "Request" and the main heading is "New Request". The form is titled "New Maintenance Request" and is dated "Submitted 02/09/2016 2:35 PM". The form fields are as follows:

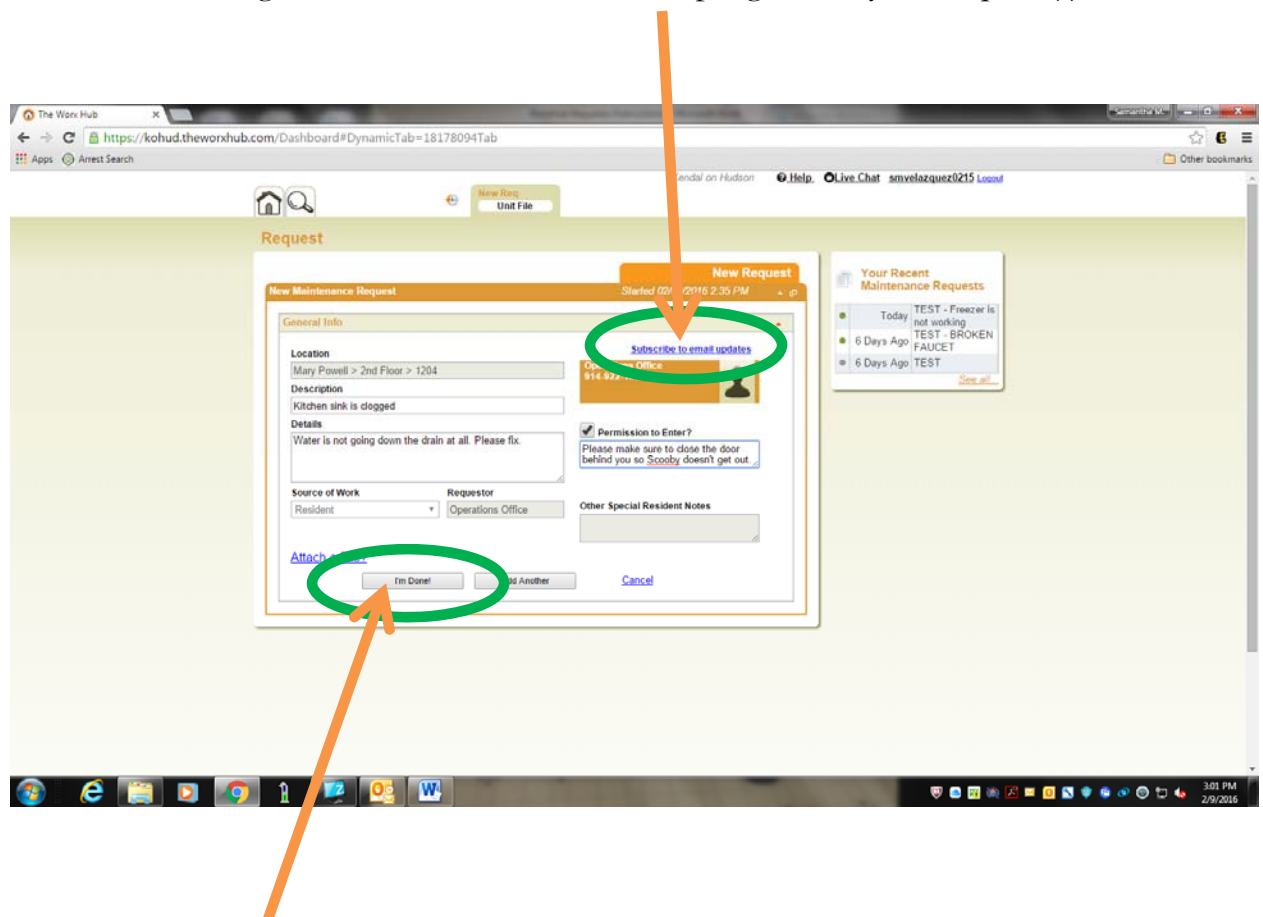
- Location:** Mary Powell > 2nd Floor > 1204
- Description:** Kitchen sink is clogged
- Details:** Water is not going down the drain at all. Please fix.
- Source of Work:** Resident
- Requestor:** Operations Office

The "Permission to Enter?" checkbox is checked, and a comment box below it contains the text: "Please make sure to close the door behind you so Scooby doesn't get out." A green circle highlights the checkbox and the comment box. An orange arrow points from the top of the page down to the checkbox. A "Your Recent Maintenance Requests" sidebar is visible on the right, showing three entries: "Today TEST - Free not working", "6 Days Ago TEST - BROKEN FAUCET", and "6 Days Ago TEST".

If not, please do not check the box and write in the comment box below a time and date of your availability.

The screenshot shows the same web browser window and form as above. The "Permission to Enter?" checkbox is unchecked. The comment box below it contains the text: "I am available Monday morning after 11am". A green circle highlights the checkbox and the comment box. An orange arrow points from the top of the page down to the checkbox. The "Your Recent Maintenance Requests" sidebar on the right shows three entries: "Today TEST - Freezer is not working", "6 Days Ago TEST - BROKEN FAUCET", and "6 Days Ago TEST".

8. If you would like to receive email updates on the progress of your request, please click on the blue hyperlink “Subscribe to email updates”. If not, you will need to sign into WorxHub to view the progress of your request(s).

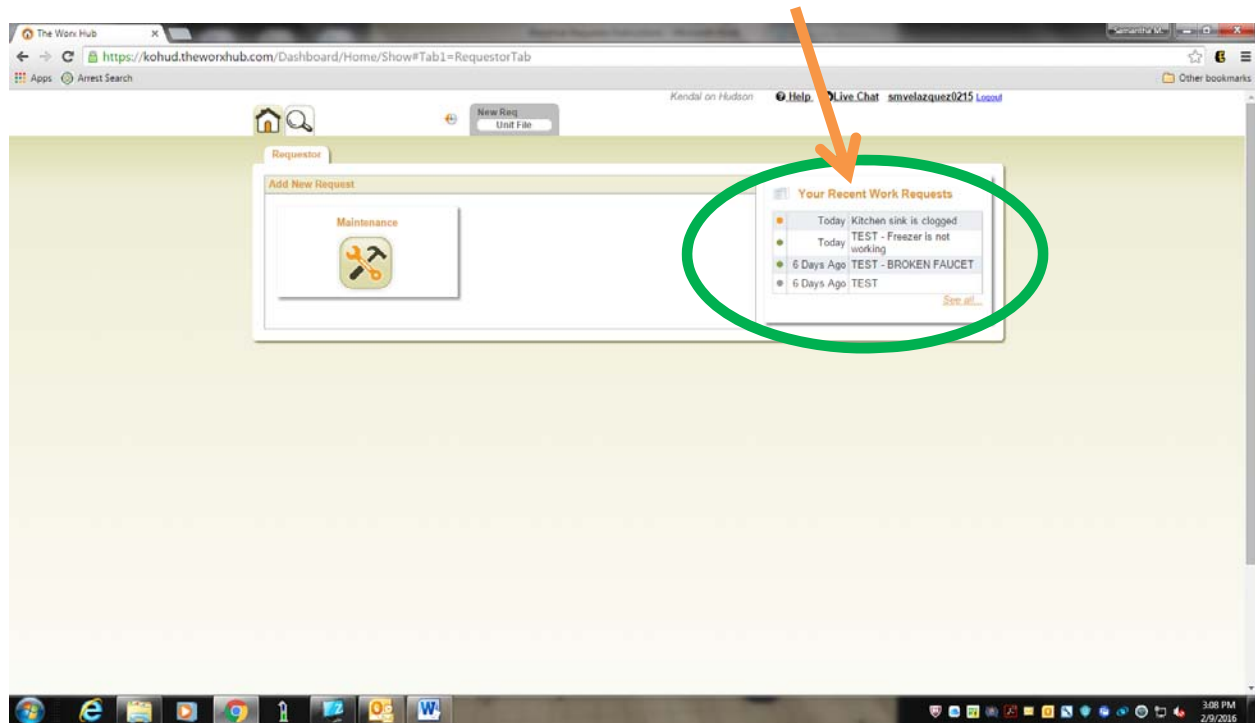


9. You may now click on “I’m Done!” to create your maintenance request.

Please keep in mind that you may only place one work request at a time. Do NOT list more than one issue on a request. This will result in a “REJECT” status and your request will not go through. DO NOT place duplicate requests for the same issue as those will be rejected as well.

To check the status of your request, in case you did NOT subscribe to the email updates.

Once you have logged into your WorxHub account, you will see on the right side of your screen a list of recent work requests/orders for your apartment. You can click on any of these and you will be shown a log for that specific work request/order. We encourage you to look at this log *PRIOR* to calling staff for the status of your request/order for a more efficient and detailed response.



DO NOT CONTACT WORXHUB FOR ANY REASON. THEY DO NOT HAVE ANY INFORMATION REGARDING YOUR WORK REQUESTS/ORDERS, NOR DO THEY HAVE ANY OF YOUR LOG IN INFORMATION.

PLEASE LOG INTO YOUR WORXHUB ACCOUNT TO CHECK THE STATUS. CALL FACILITIES AT EXT. 1980 OR OPERATIONS AT EXT. 1010 FOR LOG IN INFORMATION.