

# SUBMITTING WORK ORDERS



The following pages will provide you with a visual step-by-step on how to submit a Unit/Marina or Common Area work order to the SCLA Site Manager.

A screenshot of the Solomons Landing website. At the top, there's a navigation bar with links for HOME, OUR COMMUNITY, AMENITIES, RESIDENT FUNCTIONS, and RESIDENT REFERENCES. The RESIDENT FUNCTIONS link is currently active, displaying a dropdown menu with options: Submit a Maintenance Request, Update Your Contact Info, Contact Manager, Emergency Call-In Procedures, Access Resident Portal, Change Your Password, and Log Out. The background of the page shows a scenic sunset over water.

A screenshot of the Solomons Landing website. At the top, there's a navigation bar with links for HOME, OUR COMMUNITY, AMENITIES, RESIDENT FUNCTIONS, and RESIDENT REFERENCE ITEMS. The RESIDENT FUNCTIONS link is currently active, displaying a dropdown menu with options: Submit a Maintenance Request, Submit a Unit Maintenance Request, and Submit a Common Area Maintenance Request. Below the dropdown, there's a paragraph of text about submitting a unit maintenance request and a "Unit Work Order" button. To the right, there's another section with a "Common Area Work Order" button.

Submitting a work order can be done via the community website or through your Pilera Dashboard

# UNIT WORK ORDERS

The screenshot shows the Solomons Landing Resident Dashboard. At the top, there is a navigation bar with links for Dashboard, Your Information, Unit, Community, View, Website, and Contact Management. A dropdown menu is open under the 'Unit' link, showing options: Lease, Documents, Work Orders, and Architecture Change Request. The 'Work Orders' option is highlighted with a red circle and an arrow points from the text 'FROM THE UNIT DRODOWN SELECT "Work Orders"' to it. Below the dropdown, there is a section for 'Board Member' with a 'Open Tasks' count of 48 and a 'View Details' button. There is also a section for 'Resident' with 'Today's Office Hours' (8:00am-4:00pm), 'Contact Management' (button), 'Open Work Orders' (0), 'Open Common Work Orders' (99+), 'Open Architecture Requests' (0), and a 'New Messages In Last Month' count of 99+.

FROM THE UNIT DRODOWN  
SELECT "Work Orders"

Work Orders that are directly affecting your unit/slip only should be submitted as a “Unit Work Order”.

# COMMON AREA WORK ORDERS

The screenshot shows a web browser window for the Solomons Landing Resident Portal. The URL is https://app.pilera.com/index.php/resident/workorders/show/pcs. The page title is "Solomons Landing : Runabout Loop - Brodie - 1 / 550 (PIL-607149006)". The navigation bar includes links for Dashboard, Your Information, Unit, Community, View, Website, Contact Management, and a user profile for Norm Patton. On the left, there's a logo for Solomons Landing Island Living and a "Unit Work Order" section with a dropdown menu set to "ANY". A red circle highlights the "Community" dropdown menu, which is open and shows options: Calendar, Directory, Events, Document Library, Marketplace, Common Area Work Orders, Task Management, and Knowledge Base / FAQs. An arrow points from the text "FROM THE COMMUNITY DROPODOWN" to the "Common Area Work Orders" option. Below the dropdown, a table header is visible with columns: Subject, ID, State, Created On (New York), Status, Priority, Service Type, and Area / Location. The message "No data available in table" is displayed. At the bottom of the page, there's a footer with links to Privacy Policy and Software Agreement, and a copyright notice: © 2020 Pilera.

FROM THE COMMUNITY DROPODOWN  
SELECT “Common Area Work Orders”

Any area outside of your unit are considered a common area and should be submitted as a “Common Area Work Order”

Init Work Ord x +

https://app.pilera.com/index.php/resident/workorders/show/pcs

Solomons Landing : Runabout Loop - Brodie - 1 / 550 (PIL-607149006)

Dashboard Your Information ▾ Unit ▾ Community ▾ View ▾ Website Contact Management Norm Patton ▾

 Solomons Landing  
ISLAND LIVING

 Unit Work Orders

PIL-607149006 ▾

State: ANY

Add Unit Work Order

Subject	ID	State	Created On (New_York)	Status	Priority	Service Type	Area / Location
No data available in table							

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**SELECT “Add Unit Work Order”**

## Ticket Details

* Subject:	HOA Office - Front Room - Alarm Panel	<b>BUILDING—UNIT—BASIC ISSUE</b>
* Description:	The alarm panel for my unit is not staying on its frame. This is the ifrst time this has happened and I need to see if it can be repaired or I believe it will need to be replaced.	Be as in-depth as possible, providing a full history and description of the issue and previous reports or conversations had about this specific issue only. Every separate issue will need a separate work order.
* Category:	Other	The Site Manager will update and assign the appropriate category when assigning the work order to a vendor or maintenance staff. “Other” is appropriate.
* Sub-Category:	N/A	<b>Urgent—Immediate threat to safety or major structural damage.</b> <b>High—Probable threat to safety or likely structural damage.</b> <b>Medium— Minor safety risk or loss of functionality of service.</b> <b>Low— No safety hazard present. Unsightly condition present or request for additional services.</b>
* Priority:	MEDIUM	
Location:	HOA Office as you enter to the left and right next to the copier.  Characters : 65 (255 maximum characters allowed)	Basic location information if not visibly apparent.
Contact Name:	Norm Patton	Person you authorize to discuss the issue with. This can be either yourself or an agent acting on your behalf.
Contact Email:	manager@solomonslandingcondos.com	This person will need to be able to authorize entry into the unit if not occupied.
Contact Phone:	410-326-4448	
Entry:	<input type="radio"/> Any Time <input checked="" type="radio"/> Notify Before Entering <input type="radio"/> Occupant Must Be Present	Select entry preference

## Attachments

Contact Email:

manager@solomonslandingcondos.com

Contact Phone:

Entry:  Any Time  Notify Before Entering  Occupant Must Be Present

nts

Add Attachments

Cancel

Add

If possible please **ALWAYS** add photos for reference. There is no limit to the amount of photos you can add and when the work order is assigned, the pictures are included with the ticket. This will help speed up many work orders to make sure they are assigned to the appropriate service provider.

