

## VANTACA – COMMUNITY PORTAL

Resource Property Management introduced this cloud-based management system in February 2024. **Vantaca** provides enhanced management and communication by instantly affording the ability to view your account, initiate a service request, and communicate with our property manager.

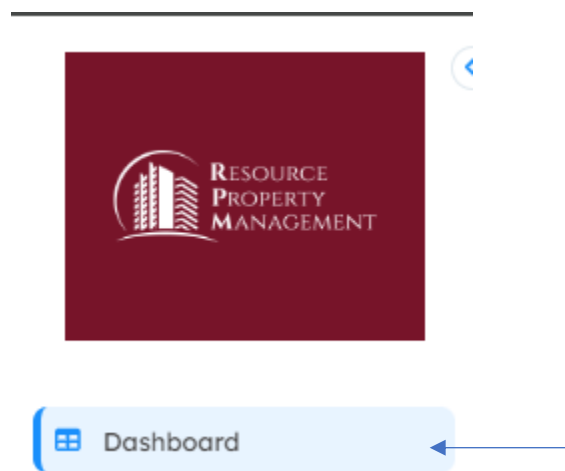
### STEP BY STEP INSTRUCTIONS TO SUBMIT SERVICE REQUEST

#### Step 1. Log In into Vantaca

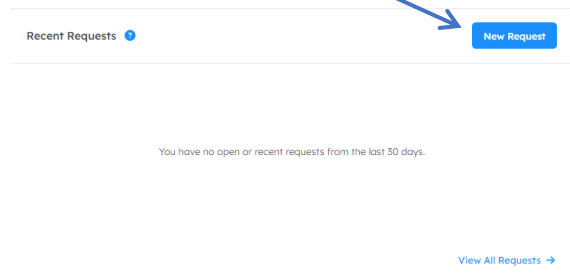
[home.resourcepropertymgmt.com/dashboard](https://home.resourcepropertymgmt.com/dashboard)

Welcome to your new Resource Property Management Portal!

#### Step 2. Click on dashboard in the left margin



#### 3. Submit a New Request



#### 4. Click New Request and new window will open.

Select "General Request" for Landscaping and Irrigation service requests.

## New Request

[Submit a Request](#) My Items

Select the type of request you would like to submit:

- General Request
- ARC Request

After making your selection new window will open with instructions. You will need to complete the form.

The screenshot shows the 'Submit A Request' form with the following elements:

- Navigation: [Submit a Request](#) My Items
- Selection:  General Request,  ARC Request
- Section: **Submit A Request**
- Instructions: "Thank you for using your Owner's Portal! Here you will be able to easily select from the options below to help communicate with your management company about association related matters." and detailed instructions for Billing, Late Fee Waiver, Service/Maintenance, and General Questions.
- Property: 2310 Pleasant Hill Ln
- Choose a Type of Request: (Choose a Request Type) - Arrow 1 points here.
- Subject: - Arrow 2 points here.
- Description: Please provide a detailed description of your request. - Arrow 3 points here.
- Attachments: Attach documents to help describe your request. Select files... - Arrow 4 points here.
- Submit Form: - Arrow 4 points here.

1. Select "Service Request" from drop down menu.
2. In the "Subject" field – type **Lawn, Shrubs, Weeds/Fertilization, Irrigation or Other**
3. Provide detail description of your request by typing in this box
4. Attach supporting documentation and click 'Submit form'.

You will receive a confirmation "Your request has been sent". If you do not receive an acknowledgement, your service request did not go through.

Should you have any questions regarding the above instructions, please contact President or Vice President, who will be happy to assist you in this matter.

Betsy Papamitrou

Vice President & Communications