LMH RESIDENT APP

Participant Guide

LIBERTY
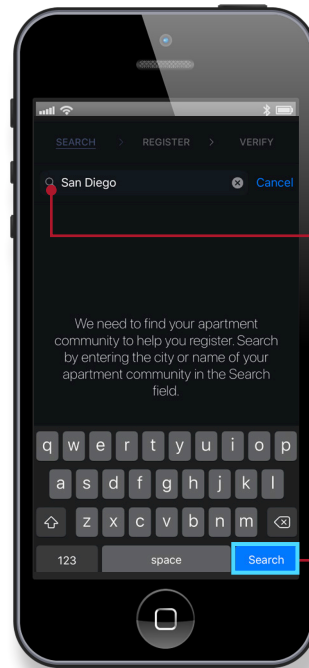MILITARY HOUSING

HOW TO REGISTER

Follow the steps below to register into the Liberty Resident App once it's been downloaded from the Apple Store or Google Play Store.
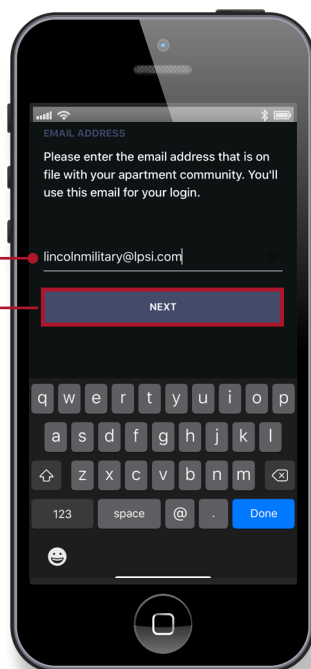
1 **Tap** the **Sign Up option** to register.
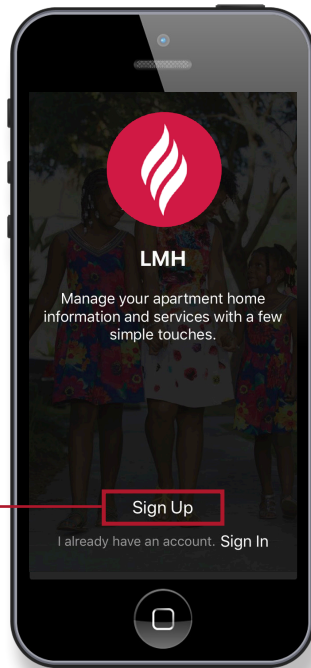
2 **Enter** the **city or name** of **your community** then **Tap Search**. A list of community names will appear.
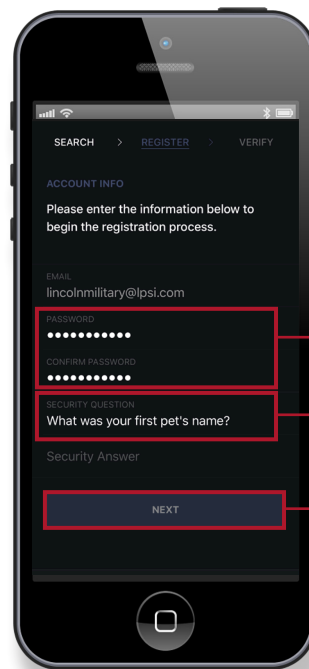
Tap your **community.**

3 **Enter** the **Primary email address** that is on file with your community.

4 Tap **Next.**

5 **Enter** the **following:**

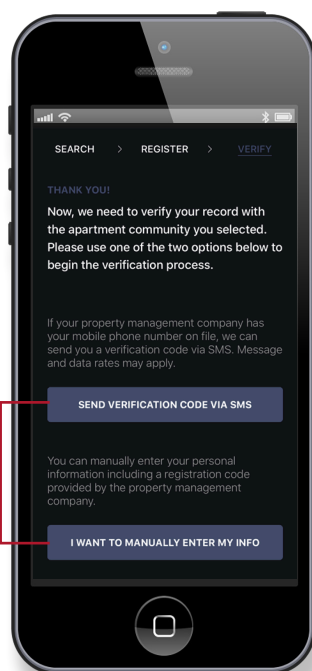**Create** and **confirm** your **password.**
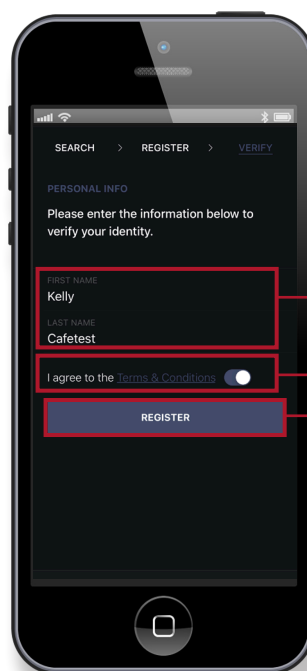
Enter your **security answer.**

Tap **Next.**

HOW TO REGISTER *con't*

Follow the steps below to register into the Liberty Resident App once it's been downloaded from the Apple Store or Google Play Store.

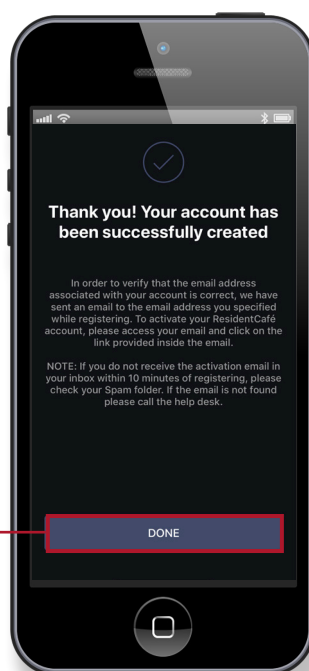**6** Tap **one** of the **two options** to begin the **verification process.**

SEARCH > REGISTER > VERIFY

THANK YOU!

Now, we need to verify your record with the apartment community you selected. Please use one of the two options below to begin the verification process.

If your property management company has your mobile phone number on file, we can send you a verification code via SMS. Message and data rates may apply.

SEND VERIFICATION CODE VIA SMS

You can manually enter your personal information including a registration code provided by the property management company.

I WANT TO MANUALLY ENTER MY INFO

7 **Enter** the following:

SEARCH > REGISTER > VERIFY

PERSONAL INFO

Please enter the information below to verify your identity.

FIRST NAME
Kelly

LAST NAME
Cafetest

I agree to the Terms & Conditions

REGISTER

First & **Last Name**

Slide right to **agree** to the **Terms & Conditions**

Tap **Register**

8 Tap **DONE** to complete the **registration process.**

Thank you! Your account has been successfully created

In order to verify that the email address associated with your account is correct, we have sent an email to the email address you specified while registering. To activate your ResidentCafé account, please access your email and click on the link provided inside the email.

NOTE: If you do not receive the activation email in your inbox within 10 minutes of registering, please check your Spam folder. If the email is not found please call the help desk.
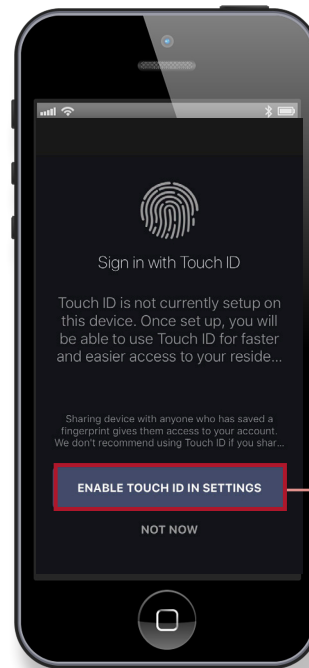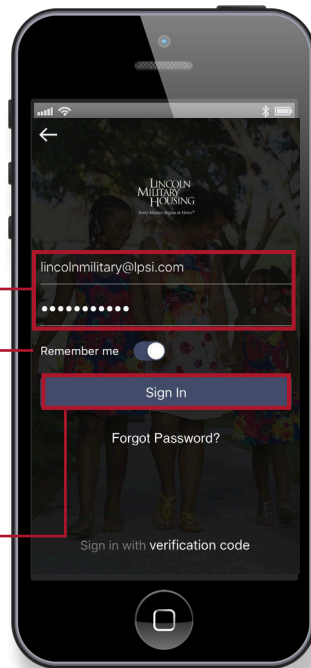
DONE

SIGN IN TO RESIDENT APP

Follow the steps below to submit a maintenance request.

1 **Enter** your **email address** and **password.**

NOTE:
Slide the "Remember me" to the right for the app to remember your login information.

2 Tap **Sign In.**

NOTE:
You will have the option of setting up the "Sign in with Touch ID.

Maintenance – Allows our residents to easily submit a maintenance request, attach photos, voice memos, and track the progress.
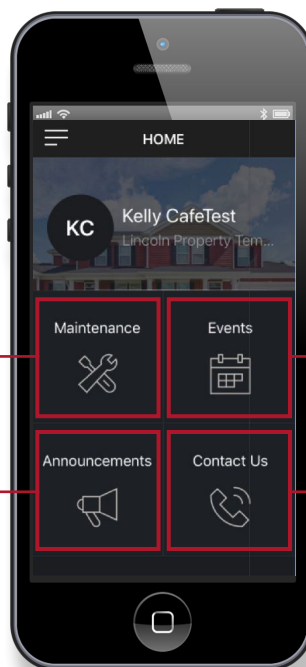
Events – Residents will be able to see upcoming monthly and weekly events taking place within their community.

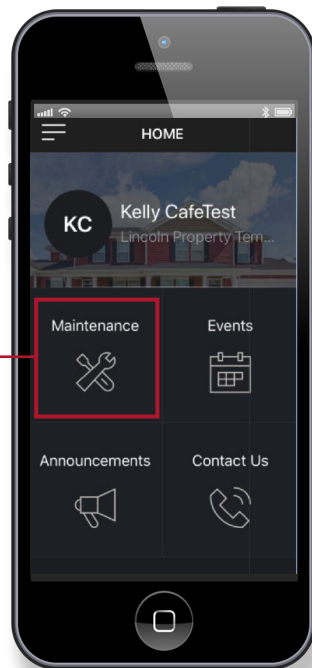**Announcements –** Residents will have access to view community announcements.

Contact Us – directly calls our Liberty At Your Service at **(888)578-4141**
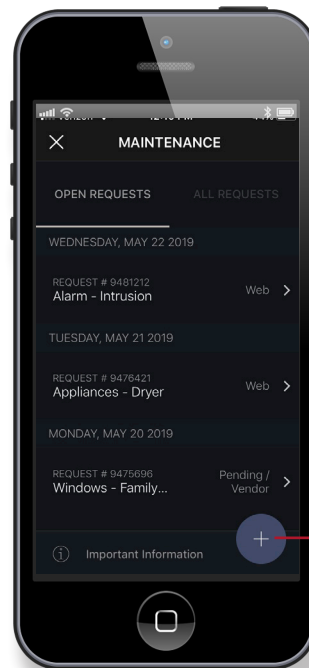
SUBMITTING A MAINTENANCE REQUEST

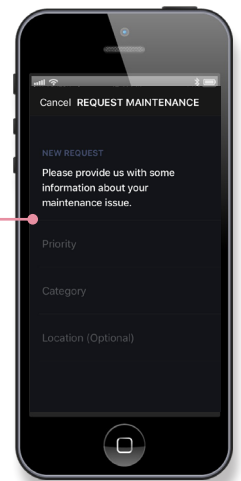Follow the steps below to submit a maintenance request.
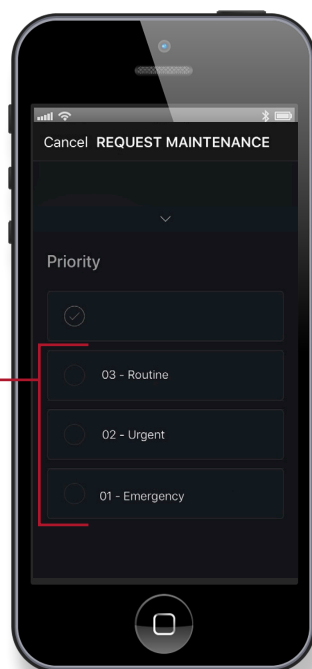
1 **Tap** the **Maintenance** option.

2 Tap ⊕ option to create a **new maintenance request.**

NOTE: The new request screen will appear.

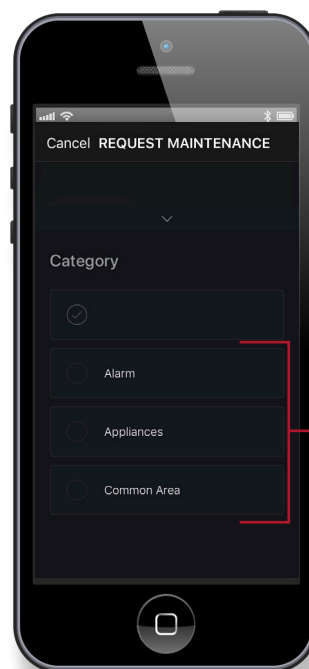**3** Tap **PRIORITY** to select whether the service is an

03-Routine

02-Urgent

01-Emergency

NOTE:
If resident is experiencing an **Emergency** in their home that requires immediate attention, we encourage them to **call** Liberty At Your Service at **(888)578-4141 24/7**

4 Tap **CATEGORY** and **scroll up or down** to select the category for the **maintenance request.**
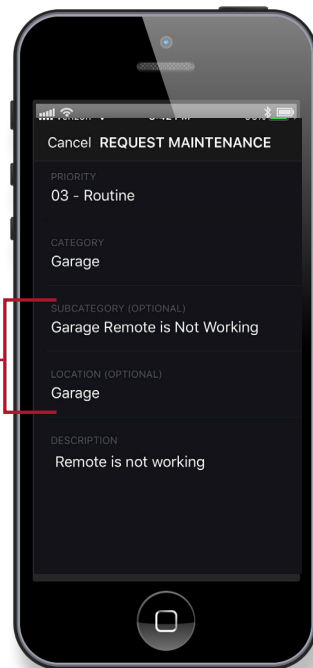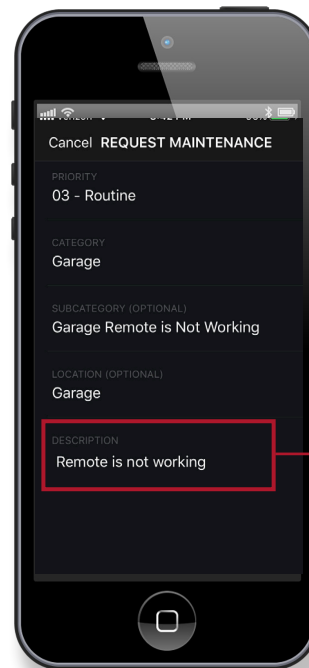
SUBMITTING A MAINTENANCE REQUEST *con't*
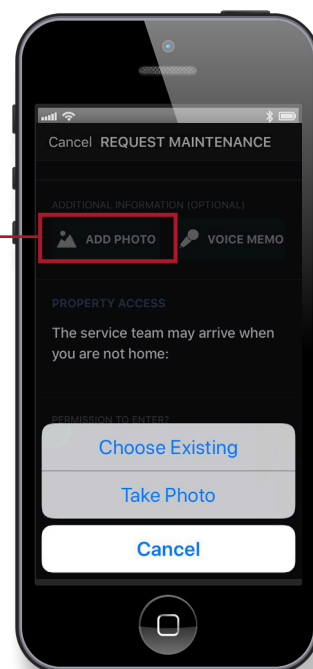
Follow the steps below to submit a maintenance request.

5 Tap **SUBCATEGORY** and **LOCATION** and **scroll up or down** to select the **subcategory** and **location** of the maintenance request.
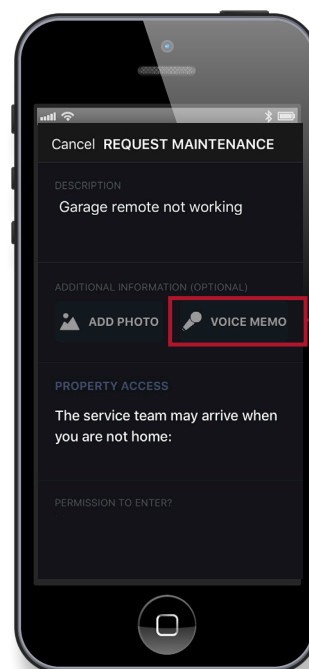
Cancel REQUEST MAINTENANCE

PRIORITY
03 - Routine

CATEGORY
Garage

SUBCATEGORY (OPTIONAL)
Garage Remote is Not Working

LOCATION (OPTIONAL)
Garage

DESCRIPTION
Remote is not working

6 Include a **DESCRIPTION** of the maintenance request.

Cancel REQUEST MAINTENANCE

PRIORITY
03 - Routine

CATEGORY
Garage

SUBCATEGORY (OPTIONAL)
Garage Remote is Not Working

LOCATION (OPTIONAL)
Garage

DESCRIPTION
Remote is not working

7 Tap **ADD PHOTO** (optional) to include a photo on the maintenance request.

Cancel REQUEST MAINTENANCE

ADDITIONAL INFORMATION (OPTIONAL)
ADD PHOTO   VOICE MEMO

PROPERTY ACCESS
The service team may arrive when you are not home:

PERMISSION TO ENTER?

Choose Existing

Take Photo

Cancel

8 Tap the **VOICE MEMO** (optional) to include a voice memo on the maintenance request.

Cancel REQUEST MAINTENANCE

DESCRIPTION
Garage remote not working

ADDITIONAL INFORMATION (OPTIONAL)
ADD PHOTO   VOICE MEMO

PROPERTY ACCESS
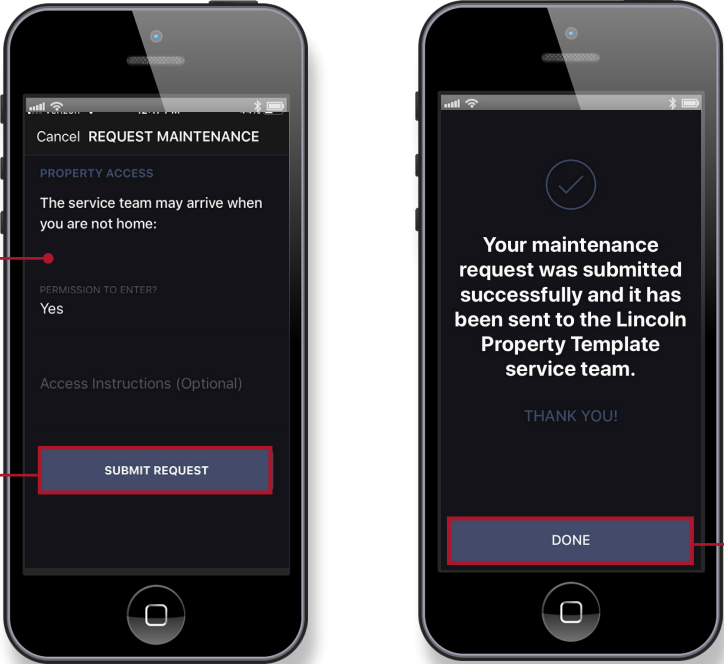The service team may arrive when you are not home:

PERMISSION TO ENTER?

SUBMITTING A MAINTENANCE REQUEST *con't*

Follow the steps below to submit a maintenance request.

9 Tap the **Permission to Enter** to grant permission to a service technician to enter your home to work on the maintenance request if you are not home.

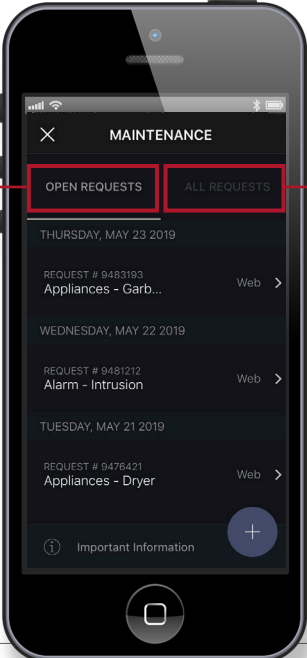**10** Tap the **SUBMIT REQUEST** to complete the maintenance request.

Cancel **REQUEST MAINTENANCE**

PROPERTY ACCESS

The service team may arrive when you are not home:

PERMISSION TO ENTER?
Yes

Access Instructions (Optional)

SUBMIT REQUEST

11 Tap on **DONE** after viewing message.

Your maintenance request was submitted successfully and it has been sent to the Lincoln Property Template service team.

THANK YOU!

DONE

TRACKING A MAINTENANCE REQUEST

The **OPEN REQUESTS** section will display and **track all pending maintenance requests.**

The **ALL REQUESTS** will display history of all **maintenance** requests.

✕ MAINTENANCE

OPEN REQUESTS   ALL REQUESTS

THURSDAY, MAY 23 2019

REQUEST # 9483193
Appliances - Garb...   Web >

WEDNESDAY, MAY 22 2019

REQUEST # 9481212
Alarm - Intrusion   Web >

TUESDAY, MAY 21 2019

REQUEST # 9476421
Appliances - Dryer   Web >

ⓘ   Important Information

FREQUENTLY ASKED QUESTIONS

Q Can the residents register within the Liberty Military Resident App?

A While registration is available via the app, we recommend encouraging our residents to register within the resident portal located within our Liberty Military Website using their computer and or laptop.

Q What kind of priorities can residents select when creating a Maintenance Request?

A They can select Emergency, Urgent, and or Routine. If residents have Emergencies, please encourage them to call Liberty At Your Service.

Q Does the below error message impact residents ability to create and submit a maintenance request
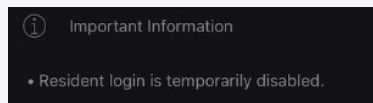
A If and when residents see the above message, "Resident Login is temporarily disabled," assure them that is a behind-the-scenes message that will not impede them from creating and submitting their maintenance requests.

Q Where do the attachments go from the App?

A Within the WO, the Function drop-down at the top will show Attachments option. This section will have images and voice memos recorded from the App.

Q How can Liberty Team members update the resident via the App?

A Within Voyager, Liberty Team members can add dates/notes to the Access Entry notes. IT recommends adding date time and note. NEVER overwrite previous entries.
Example:
5/28 10:10AM Inspected appliance. Ordered part. Will reschedule install when part arrives.
5/29 1:15PM Part arrived, will be scheduling to install.

Q Can residents register for events in the event section of our App?

A No, our community services events portal is staying the same.
Our residents can go to libertymilitaryresident.com for event registrations.

NOTES

LIBERTY

MILITARY HOUSING