

Registering a maintenance request from MYBOS app (from a smartphone)

To create a maintenance request via MYBOS, you will need to have a login and password created first by the Building Manager. Once you have this created and provided to you, you are now ready to create a maintenance request. The next step is to install MYBOS Resident App to your smartphone.

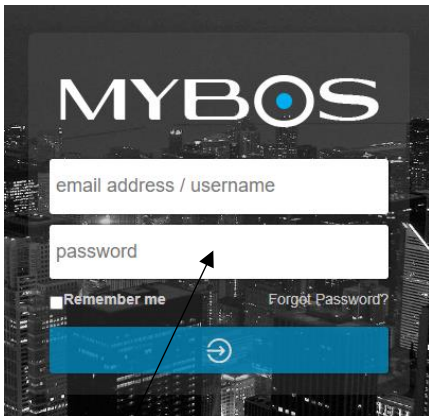
To create a maintenance request from your smartphone:

1. Launch the MYBOS App from your smartphone:

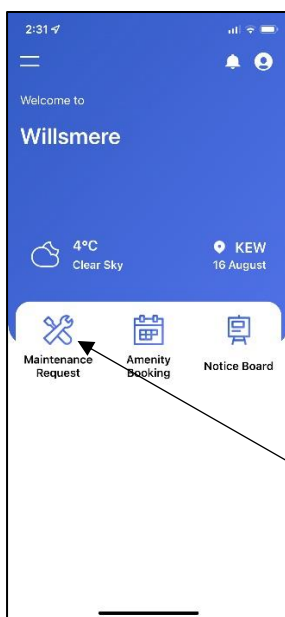


MYBOS Resident

2. Once the app has been launched, you will see the following:

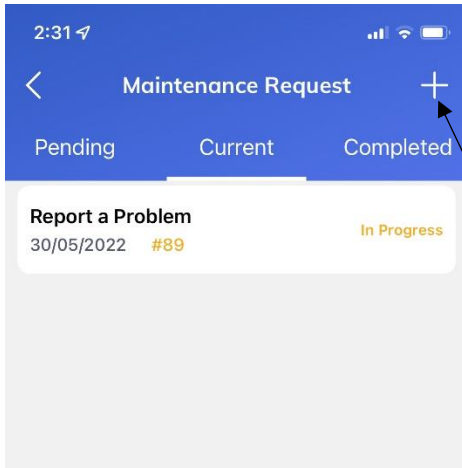



3. Type in your login credentials. (**NOTE:** if you have logged into the app previously, it will bypass the login screen and take you to Home screen immediately). Once you have successfully logged into MYBOS, you will see the following, which is the **Home** screen:



4. To create a new maintenance request, tap on the **Maintenance**  button located at the top of the screen.

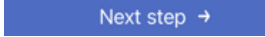
5. The following screen will appear (see below). This will display all your maintenance request that have been previously registered:

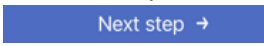


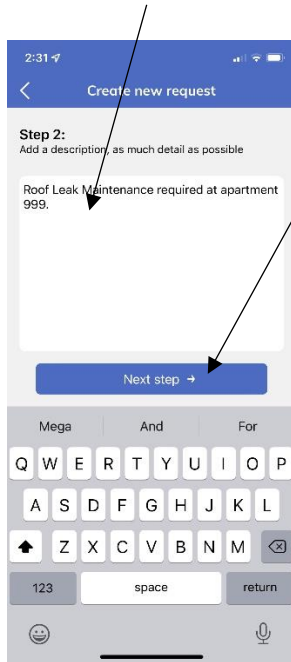
To create a new maintenance request, tap on the **Add**  button located near the top right section.

6. The following window will appear:

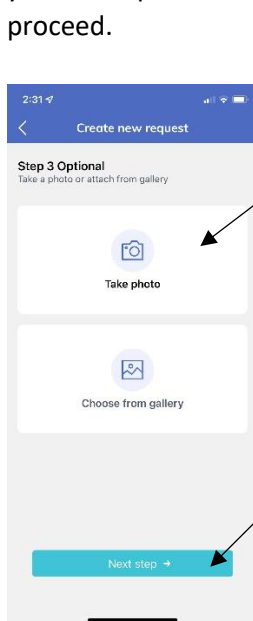


7. Tap on the option **Report a Problem** and then tap on the **Next Step**  button.

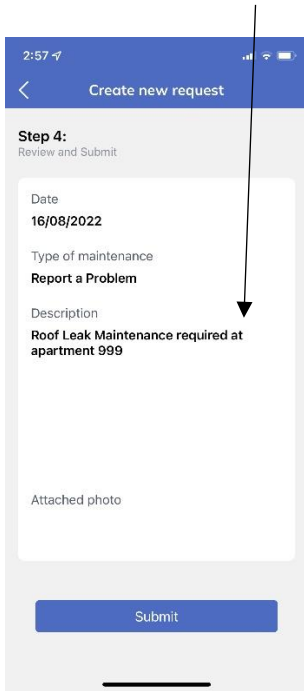
8. The next screen will appear below. This is where you enter the information you require for the maintenance request. Then click on the **Next Step**  button to proceed.





9. The next window will allow you to add images/photos to help assist with the Building Manager understanding your maintenance request. You can either take a photo or choose a photo that is stored in your smartphone. This section is optional and can be ignored by clicking on the **Next Step** button to proceed.



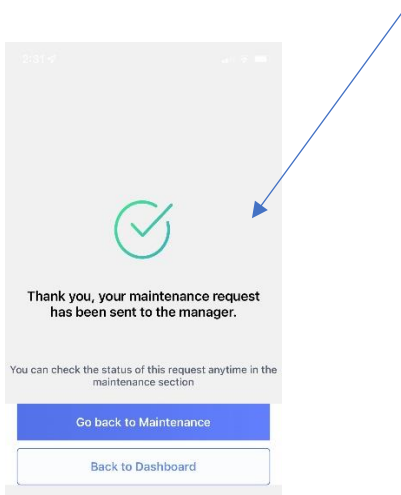
10. MYBOS will now summarise your maintenance request.



11. You can click on the **Back**  button (located at the top left section) to modify any of the previous steps.

Once you have satisfied with your request, click on the **Submit**  button to complete.

12. MYBOS will display the screen below that the maintenance request has been submitted.



13. You will also receive an email to notify you that the maintenance request has been submitted successfully.

14. And when you return back to the Maintenance section, your new request will appear as a status of "Pending".

