

## 1. Login

[www.maintenanceconnection.com](http://www.maintenanceconnection.com)



## Welcome.

Please enter your Member ID and Password.

Member ID:

Password:

Language:

Having trouble logging in? [Click here.](#)

Forgot Your Password? [Click Here](#)

Want to Sign Up? [Click Here](#)

Want to View Our Website? [Click Here](#)

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By clicking OK, you agree to the Terms of Use, including the electronic delivery of important disclosures and other information contained in the Agreement. Please read the [Terms of Use](#) and [Privacy Policy](#) before you log in.

Initial sign-up will have to be approved before work-orders can be submitted; this could take up to a day to complete. Tenant will create Member Id and tenants will create their own password.

## 2. Townsite Utilities and Maintenance

Select an option:

- › [Submit Service Request](#)
- › [Service Request Status](#)
- › [Change Password](#)
- › [Help](#)
- › [Log-off](#)

### Submit Service Request

Please fill out the form below. When you are finished, click the **Submit** button below (you may need to scroll the page down with your mouse). Click on a field name for more information.

If possible, please specify the closest Location or Asset that relates to your request. [If you know the Location or Asset ID, click here.](#) (This is not required)

 [Townsite Utilities and Maintenance](#)

More...(if needed) ▼

(Required)

Problem:

Select... ▼

(Required)

Short Description:

[Clear](#)

(Required)

Images:

Add

Remove

## 3. Drop down box to Townsite General

Select an option:

- › [Submit Service Request](#)
- › [Service Request Status](#)
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 [Townsite Utilities and Maintenance](#)

More...(if needed) ▼  
More...(if needed)  
+ FMI EQUIPMENT  
**+ Townsite General**  
+ Wikieup-General  
CLP-General  
Ranches General  
AZ 811-BLUE STAKE (AZ 811-BLUE STAKE)

(Required)

(Required)

Short Description:

[Clear](#)

(Required)

Images:

Add

Remove

#### 4. Drop down box to **Street address** (Please make sure choosing correct East or West when necessary)



Select an option:

- › [Submit Service Request](#)
- › [Service Request Status](#)
- › [Change Password](#)
- › [Help](#)
- › [Log-off](#)

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-  [Townsite Utilities and Maintenance](#)
-  [Townsite General](#)

More... (if needed) ▾	
+ MOHAVE	(Required)
+ MOONLIGHT	
+ MURPHY	
+ NAVAJO	
+ NORTHERN	
+ PALM	
<b>+ PALOVERDE</b>	
+ PAPAGO EAST	(Required)
+ PAPAGO WEST	
+ PARK EAST	
+ PARK WEST	
+ PHILLIPS	
+ PIMA	
+ POPLAR	
+ QUINTERO	
+ RANDALL	
+ RINCON	
+ ROADS	
+ RUBY	
+ SKOUSEN	

Clear

(Required)

Submit

## 5. Drop down to House Number


Select an option:

- › [Submit Service Request](#)
- › [Service Request Status](#)
- › [Change Password](#)
- › [Help](#)
- › [Log-off](#)

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-  [Townsite Utilities and Maintenance](#)
-  [Townsite General](#)
-  [PALOVERDE](#)

More...(if needed)

More...(if needed)	(Required)
PALOVERDE 300 (100000019116)	
PALOVERDE 302 (100000019117)	
PALOVERDE 308 (100000019118)	
PALOVERDE 310 (100000019119)	
PALOVERDE 400 (100000019120)	
PALOVERDE 401 (100000019121)	
PALOVERDE 402 (100000019122)	(Required)
PALOVERDE 404 (100000019123)	
PALOVERDE 406 (100000019124)	
PALOVERDE 408 (100000019125)	
PALOVERDE 502 (100000019126)	
PALOVERDE 504 (100000019127)	
PALOVERDE 505 (100000019128)	
PALOVERDE 507 (100000019129)	
PALOVERDE 508 (100000019130)	(Required)
<b>PALOVERDE 509 (100000019131)</b>	
PALOVERDE 510 (100000019132)	
PALOVERDE 512 (100000019133)	
PALOVERDE 600 (100000019134)	

[Clear](#)

## 6. Problem:

Drop down to **10 Mechanical General** (No other option is to be used)

Select an option:

- › [Submit Service Request](#)
- › [Service Request Status](#)
- › [Change Password](#)
- › [Help](#)
- › [Log-off](#)

### Submit Service Request

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If possible, please specify the closest Location or Asset that relates to your request. [If you know the Location or Asset ID, click here.](#) (This is not required)

-  [Townsite Utilities and Maintenance](#)
-  [Townsite General](#)
-  [PALOVERDE](#)
-  [PALOVERDE 509 \(100000019131\)](#)

(Required)

Problem:

Select...  
Select...  
**10 Mechanical General**  
20 Mechanical General  
30 Electrical System-- General  
40 Electrical General  
60 Electrical Ground  
60 Combined

(Required)

[Clear](#)

(Required)

Images:

## 7. After selecting **Mechanical General**, clear the description box.




Select an option:

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- › [Change Password](#)
- › [Help](#)
- › [Log-off](#)

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-  [Townsite Utilities and Maintenance](#)
-  [Townsite General](#)
-  [PALOVERDE](#)
-  [PALOVERDE 509 \(100000019131\)](#)

(Required)

Problem:

10 Mechanical General

(Required)

Short Description:

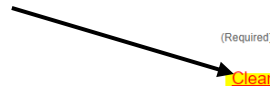
10 Mechanical General

(Required)

Images:

Add

Remove



Clear

8. Short Description should include:

Full Name – Best contact number (Special Instructions, ex. Covid-19 no symptoms, or small infant)

Location of mechanical problem, thorough but not lengthy description of mechanical issue. Include picture if necessary.

Include if someone will be home, if not, Does tenant give Verbal Permission to Enter (VPTE)

Any other special instructions (Ex. Call before going over.)

Select an option:

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- › [Help](#)
- › [Log-off](#)

[Submit Service Request](#)

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[Townsite Utilities and Maintenance](#)  
[Townsite General](#)  
[PALOVERDE](#)  
[PALOVERDE 509 \(100000019131\)](#)

(Required)

Problem:

10 Mechanical General

(Required)

Short Description: [Clear](#)

John Doe - 928-###-#### (No symptoms of Covid-19)  
Guest bathroom sink is leaking underneath where the pipe bends. Under sink and work area will be cleared.  
Wife will be home, please call before going over, have large dogs.

(Required)

Images:

Include a picture if you have one

Click Submit

Tenant should receive and email when the request is:

- Accepted
- Issued
- On hold (If put on hold)
- Completed