

## New User Registration



Your HOA will provide you with a unique community code. This unique code will be used during the registration process for HOA Connect.

Once you have entered your unique community code, you will be prompted to enter other information to complete the registration process.



Complete the fields and click the save button on the bottom of the screen.



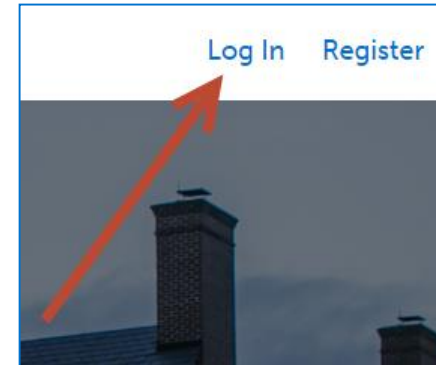
There will be a list of streets in your community on the Street drop-down menu. If your street is not listed, click the "My street is not listed" box and type your street name in the text box.



## Logging In



After registering, you will use the secure Log In to access your home page through the [hoa.brightview.com](https://hoa.brightview.com/) website.



To log in, simply enter your email address and password created during registration. When entered click the "Log In" button.

Once logged in, you will be taken your BrightView HOA Connect home page.

**To learn to navigate your home page, please see reverse.**

## Creating a Service Request

Service Request

To create a service request, click the green Service Request button found in the menu column.



Next, select the service category pertaining to your request. Then click "Next".



Now, enter details about the request. If service is needed at your home, select "My Home" for Location. If service is needed at a commons area, select Commons Area, and enter a brief description of the issue location.



Last, review your service request details. If acceptable, click the "Submit Your Request" button. If changes are necessary, click the "Edit Your Request" button.

## Home Page Navigation

Announcements, if available, are found in the left column in the drop-down. Announcements represent items that we want you as a resident to be aware of. These include things like scheduled services or events.

Notifications, if available, are found at the top of the home page. These items represent high-priority issues and are designed to let you know we are aware of the issue.

Your active Service Requests will be displayed under the Active Tickets tab under your name and address. To review request details, click the "View Ticket" button to the right.

Service	Area A	Area B	Area C	Area D
Mowing	Monday	Tuesday	Wednesday	Thursday
Pruning	Tuesday	Wednesday	Thursday	Monday
Debris Removal	Wednesday	Thursday	Monday	Tuesday
Edging	Thursday	Monday	Tuesday	Wednesday

Under the Maintenance Schedule tab, you will see the updated maintenance schedule for recurring services. To know when to expect these services, click the link and review the details.