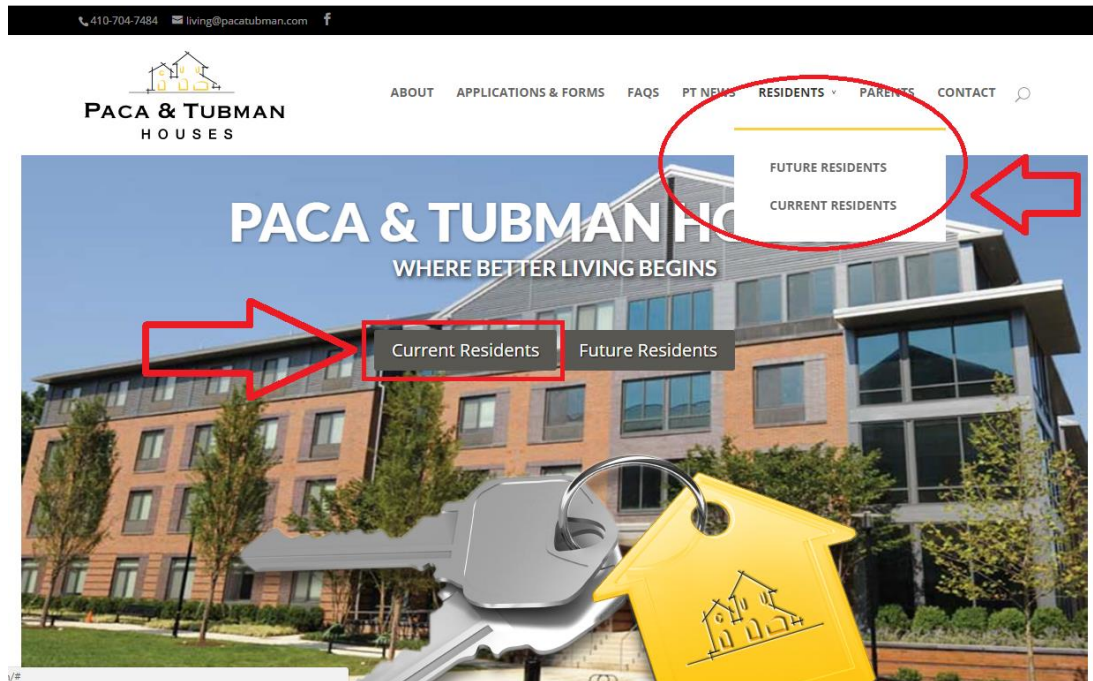


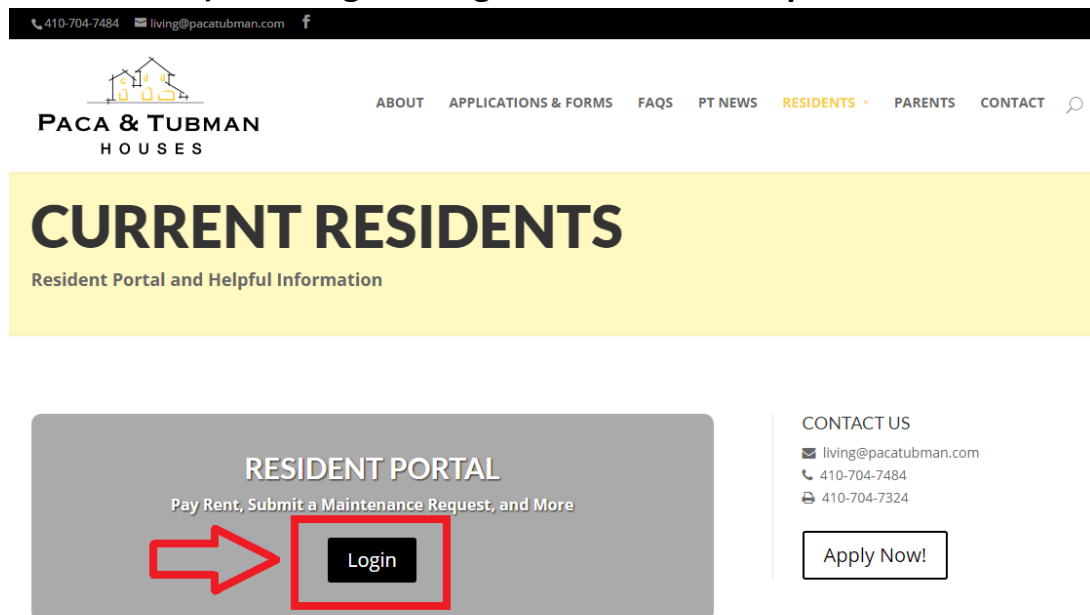
How to Submit a Work Order for Paca & Tubman:

Online:

- 1.) Go to www.pacatubman.com
- 2.) Click on 'current residents' either on the front page of the website or under the Residents tab at the top of the page.



- 3.) Click 'login' to sign into the resident portal



4.) Enter your username and password to enter the portal. (Please note: you must have completed the registration for the portal to gain access. If you have not done this, please click 'register now' to the bottom left of the username/password box.)



Welcome to the Resident Portal

If this is your first time using the portal, click 'Register Now' in the box to the right.

After submitting your registration you will receive an e-mail with a temporary password. If you do not receive the e-mail, please check your spam/junk mail folder. You will be asked to change that password after logging into the portal for the first time.

Thank You!

The Portal Login

Sign in

Email Address:

Password:

[Forgot your password?](#)

Haven't registered yet?
[Register Now](#)

[Contact Us](#)

(If needed.)



How to register for the Resident Portal instructional video.

5.) Once in the resident portal, click the top tab that says 'work orders.'

The screenshot shows the top navigation bar of the Resident Portal. The 'Work Orders' tab is highlighted with a red box, and a red arrow points to it from the right. The page header includes the Capstone Management logo, 'RESIDENT PORTAL', and 'Paca & Tubman Houses Towson University Residential Community'. Below the header, the user is logged in as Michelle Carr, Unit 135B. The main content area is titled 'Work Orders' and features a search bar with 'All Dates', '1/1/1900', and '12/31/2199' selected. A table with columns for Number, Unit, Schedule Date, Description, and Status is visible, along with a 'View / Update' button.

6.) At the top left, click 'enter a new work order.'

This screenshot is similar to the previous one, but the 'Enter a New Work Order' button is highlighted with a red box, and a red arrow points to it from the right. The rest of the interface, including the navigation tabs, user information, and the 'Work Orders' table, remains the same.

7.) Fill in the 3 fields as completely as possible. Type of work order, description of the problem, and any special instructions.

The screenshot shows a web application interface for 'CAPSTONE RESIDENTIAL'. A modal window titled 'Enter a Work Order' is open. It contains the following text: '(Call the office if immediate action is required) All telephone, cable, and internet problems (including wiring and jacks) should be directed to our community's service provider, NTC. To report a problem to NTC go to <http://www.ntc-com.com/?id=659> or call 1-888-201-8420.' Below this text are three input fields: 'Work Order' (a dropdown menu with 'Bathroom - Electrical' selected), 'Description' (a text area), and 'Special Instructions' (a text area). Three red arrows are overlaid on the form: arrow 1 points to the 'Work Order' dropdown, arrow 2 points to the 'Description' text area, and arrow 3 points to the 'Special Instructions' text area. At the bottom of the modal are 'Cancel' and 'Save' buttons. The background shows a user profile for Michelle (Ass Leasing Office) William and a 'Work Orders' section with filters for 'All', 'Open', and 'Completed'.

8.) Click 'save' at the bottom

This screenshot is identical to the one above, showing the 'Enter a Work Order' modal. However, a red arrow points down to the 'Save' button at the bottom right of the modal, which is also highlighted with a red rectangular box. The 'Cancel' button is to its left. The background interface remains the same.

Paper Work Order:

Paper work orders are available at the front CC desk of both Paca & Tubman. Fill this out and leave it with the desk.

These paper work orders are also available for pick-up and drop off in the Management Office located in Paca.

In case of an emergency, please contact the RA on call.