

One Central Homeowner Portal Updates:

Availability Updates:

The wish to add a day dropdown to each of the two Availability options, so users will need to choose both a day: Monday, Tuesday Wednesday, Thursday, Friday as well as the existing time selections. Note that if you want to reduce the font size of the text in the dropdowns, I'm fine with that.

See mockup on page 2 below for what I am thinking but let me know if you have a more efficient approach. I understand that this does not follow the grid exactly, I just don't want this to get too large.

Notifications are set to us, so feel free to test submissions if you wish.

Photo Upload:

They wish to have the option of up to 2 photos to upload. Photo 1 is required, photo 2 is optional. Note that we will need to update the reporting and both notification emails as well. See notes on pages 3 and 4 below.

Service Request Form

* All requests should be submitted ONLY by the home owners of the unit.

First Name*

Last Name*

Cell Phone*

Email Address*

Unit Number*

Availability 1*:

Day*:

Time*:

Availability 2*:

Day*:

Time*:

Request Details #1

Please select Location*

Please select Item*

Description*

0/150

Photo 1*:

Choose File

Add Request

Photo 2 (optional):

Choose File

SUBMIT

Service Request Notification Email Updates:

123 - One Central Homeowner Service Request



One Central Homeowners Portal <no-reply@onecentral.ca>
To: Bruce Cassidy

Submission date: March 22, 2023

Submission time: 10:45 AM

First name: John

Last name: Test

Cell phone: 4163435252

Email address: domain-admin@intellimarketing.com

Unit number: 123

Availabilities 1: AM 09:00

Availabilities 2: AM 09:00

Service Request Details #1

Location: Bathroom 1

Item: Shower Enclosure

Description: copy here

Photo: [Click here to view photo](#)

Please add selected day in front of each time with a hyphen. i.e.
Monday - AM 09:00

Please update these 2 text labels to Availability 1 and Availability 2 (instead of Availabilities)

We need to allow for 2 photos here. Perhaps "[View photo 1](#)" and if there's a 2nd photo, on the next line add "[View photo 2](#)". If you have better idea, please let me know.

Customer Notification Email Updates:

Dear Homeowner,


Your service request has been submitted to One Central Customer Care and will be reviewed as soon as possible. Please refrain from submitting multiple requests of the same topic.

Note: Due to a high volume of submissions, please allow 5 business days for our team to respond. If you have an emergency, please call 9-1-1, or contact AWM's emergency line 604-685-3227.

Thank you for your patience.

Service Request Details #1

Location: Bathroom 1
Item: Shower Enclosure
Description: copy here
Photo: [Click here to view photo](#)



We need to allow for 2 photos here. Perhaps "[View photo 1](#)" and if there's a 2nd photo, on the next line add "[View photo 2](#)". If you have better idea, please let me know.