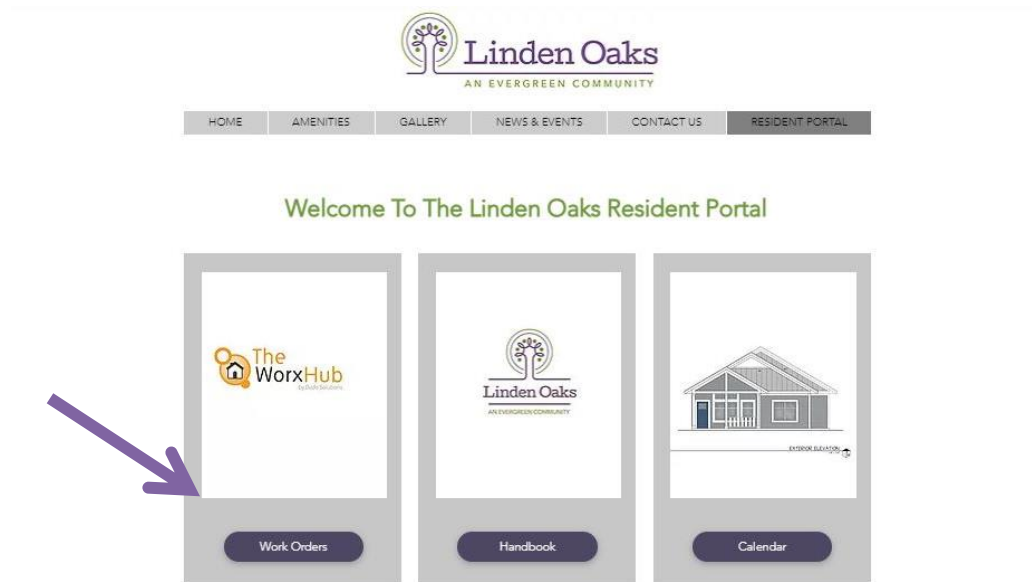


Linden Oaks Resident WorxHub Instructions

- Begin by opening your internet browser. Depending on which internet browser you use, it may look slightly different than the graphic below. (Common browsers include Internet Explorer, Mozilla Firefox, Safari and Google Chrome.)
- Type www.LindenOaksOshkosh.com into the browser menu at the top of the page and click on the Resident Portal



- Once in the Resident Portal click on the Work Order Tab

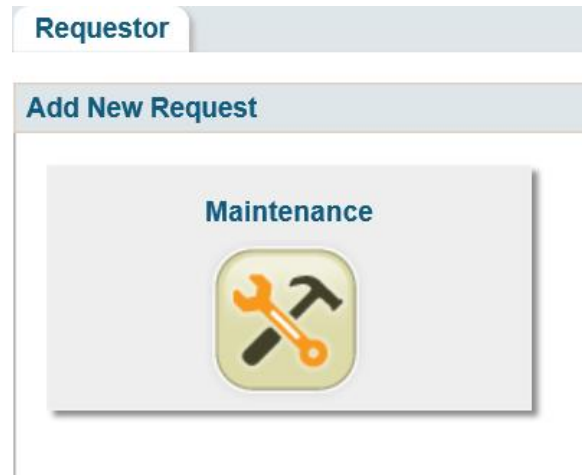


This will take you to the **Evergreen Management Company** WorxHub login screen where you will enter your **username** and **password** and then click **login**

Note: If you are on your personal device, click stay logged in to save your username and password

A screenshot of the Evergreen WorxHub login screen. At the top, there is a dark blue header with "TheWorxHub™ by Dade Solutions" and "software designed for senior living". Below the header, the Evergreen logo is displayed with the tagline "Possibilities await.". A "Welcome!" message is followed by "Login to get going!". There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Stay logged in.". At the bottom, there is an orange "Login" button and a blue link that says "Forgot your password?".

- ****Note:** If you do not have login information, contact **Evergreen Management Company at (920) 233-2340 to get set up.**
- Once logged in click on the **Maintenance tab**



- The **New Maintenance Request Form** will open with your address and phone number

General Info

* required field

Location *

Description of issue *

Details

Source of Work*

Requestor *

Requestor Phone

[Attach a File?](#)

- If you would like to receive email updates on the progress of your work order, click the **Subscribe to email updates** in the top right corner of the form
- Complete your request by providing a **description of the issue** and **details** of your request

General Info

* required field

Location *

Description of issue *

Details



Source of Work*

Requestor *

Requestor Phone

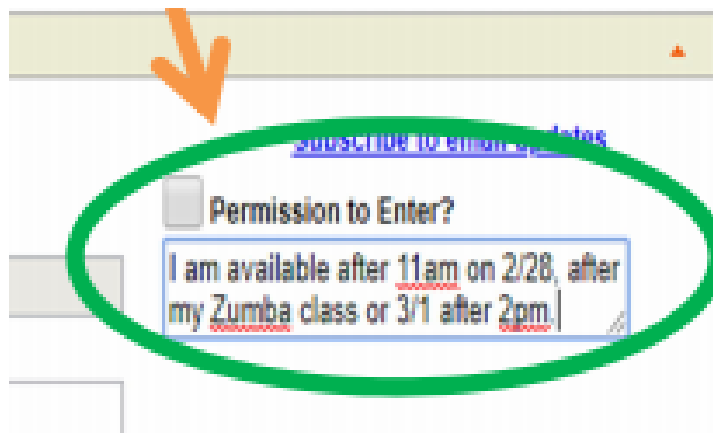
[Attach a File?](#)

- Click on the **Permission to Enter** checkbox if you give permission for a building & grounds team member to enter your home if you are away
Note: Please enter any important information below the check box if necessary. For example, I have a cat. Please do not let her out by accident

Permission to Enter?

I have a cat please do not let her out by accident.

- If you **do not** give permission for a team member to enter your home when you are away, **do not** check the **Permission to Enter** checkbox. It is important to leave a comment in the box with a date and time of your availability



[subscribe to email updates](#)

Permission to Enter?

I am available after 11am on 2/28, after my Zumba class or 3/1 after 2pm.

- Click **I'm done!** to submit your request into the system. If you have an additional request, click **Add Another** to open a new form
Note: Please submit **one work request per form or issue**. For each new work request, please complete and submit another form

The screenshot shows a web form titled "New Housekeeping Request" with a sub-header "New Request" and a timestamp "Started 02/26/2016 10:40 AM". The form is divided into several sections: "General Info", "Location", "Description", "Details", "Source of Work", "Requestor", and "Requestor Phone". The "Location" field contains "Mary Powell > 2nd Floor > North Corridor > 1201". The "Description" field contains "Stain Removal". The "Details" field contains "I spilled red wine on my living room carpet." The "Source of Work" is set to "Resident" and the "Requestor" is "Samantha Velazquez". The "Requestor Phone" is "914-922-1010". There is a link "Attach a File?" below the phone number. At the bottom of the form, there are three buttons: "I'm Done!", "Add Another", and "Cancel". The "I'm Done!" button is circled in green, and an orange arrow points to it from below. Another orange arrow points to a link "Subscribe to email updates" which is also circled in green. A "Permission" checkbox is visible, and a note states "I am available after 11am on 2/28, after my Zumba class or 3/1 after 2pm."

- To check the status of your request, in case you did NOT subscribe to the email updates. Once you have logged into your WorxHub account, you will see on the right side of your screen a list of recent work requests/orders for your home that you have placed via The WorxHub website. You can click on any of these and you will be shown a log for that specific work request/order. We encourage you to look at this log PRIOR to calling **Evergreen Management Company** for the status of your request/order for a more efficient and detailed response

ADDITIONAL NOTES:

- Please keep in mind that you may only place ONE work request at a time
 - Do NOT list more than one issue on a request
 - This will result in a “REJECT” status and your request will not go through
 - DO NOT place duplicate requests for the same issue
 - This will result in a “REJECT” status

- **DO NOT contact WorxHub for any reason**
 - They **DO NOT** have any information regarding your request(s), nor do they have any information regarding your account
 - For information regarding your account and/or login information please contact **Evergreen Management Company at (920) 233-2340**

- This site is to be used to place any maintenance requests ONLY for your own rental home. Requests for other areas must be made by calling **Evergreen Management Company at (920) 233-2340**

- Please note that this site does not function as a message center to contacting staff

- If you need to change your maintenance request or to edit an existing request, please call **Evergreen Management Company at (920) 233-2340**