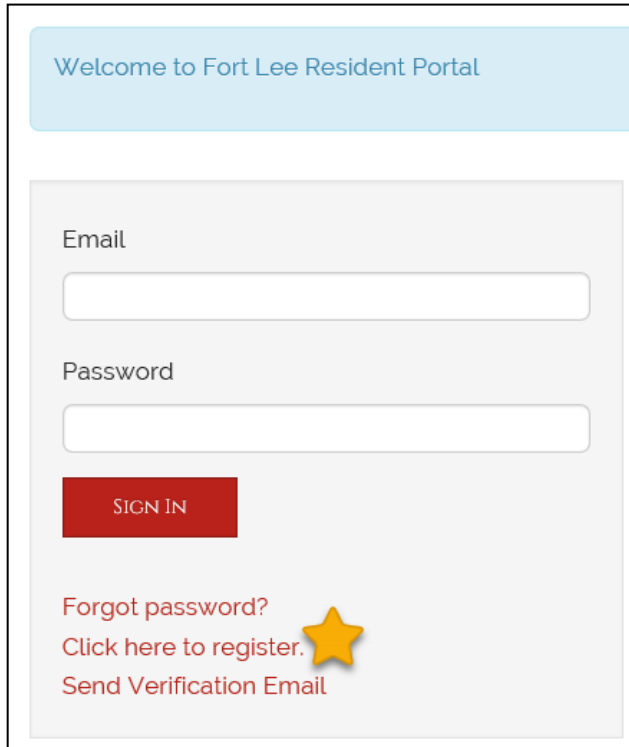


Welcome to your new online access to our resident services portal. Once activated, you can manage a variety of resident needs right from your computer or mobile device. The following steps will show you how to register, submit a work order, and navigate the resident services portal.

To register, you will need to use the contact information on file at your Community Office. Please contact your office and ask for your registration code and email on file.




>Welcome to Fort Lee Resident Portal

Email

Password

SIGN IN

Forgot password?
Click here to register. 
Send Verification Email

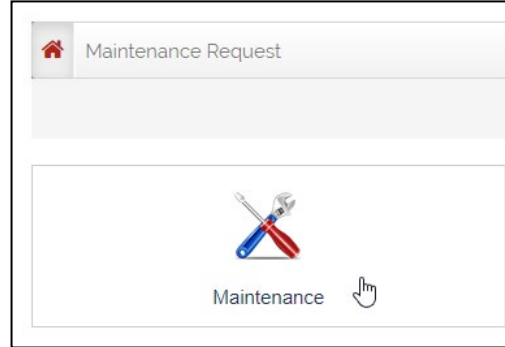
Using the link provided by your Community Office, select the **Click here to register** link.

Complete the required fields and click Register. Be sure to use the registration code and email provided to you by your Community Office. Once registration is completed, you will receive a user confirmation email from [no-reply@rentcafe.com](mailto:reply@rentcafe.com). The email will contain a link, **click the link to activate your account**. This is the final step to activate your account. If you do not receive an email, please check your junk box.

From the homepage you can access a quick reference tool on the right hand side, click each icon to see a fly out with information on announcements, calendar, and more.



You can submit a **routine** maintenance request using the Maintenance icon on the homepage. Be sure to complete all the fields when entering a maintenance request.



MAINTENANCE REQUEST

The form below should be used only for routine maintenance requests.

For urgent or emergency maintenance after hours, please call (804) 733- [redacted]

Submit Maintenance Request

Request History

Request History - View your previously submitted work orders on this tab

Priority*

Priority - Routine

Category*

Category - Select the most fitting category to your needs

Sub Category

Subcategory - Select the most fitting subcategory to your needs

Full Description*

Description - Enter a detailed description of your maintenance needs


1499 characters remaining

Access Instructions

Access Instructions - Enter information about pets, alarm notice, additional contacts, etc.

Permission to Enter*

Permission to Enter - Select Yes to allow maintenance to enter your home without you present. Select No and a team member will contact you prior to arriving to complete your work order

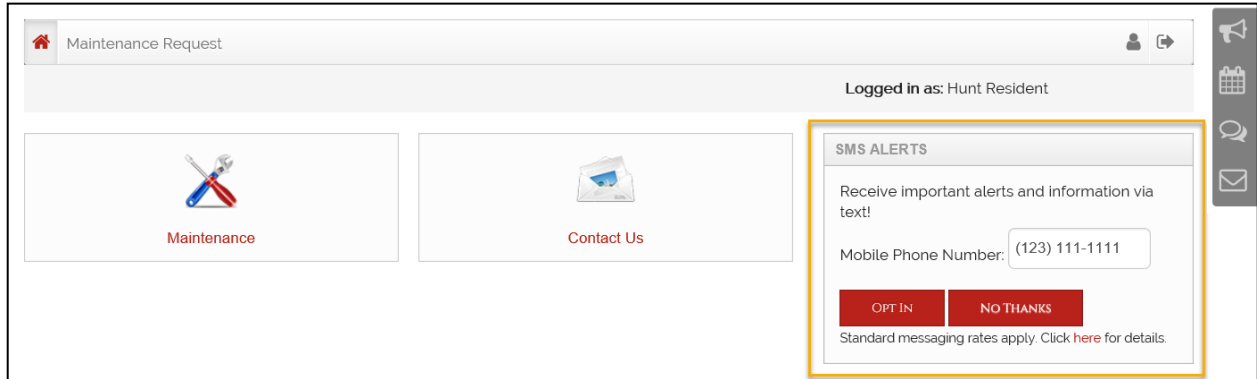
Attachment  No file chosen

Attachment - You can add photos or voice recordings to your work order

Click **Submit** once completed to send your work order to your Community Office.

The resident services portal should not be used to enter emergency or urgent work orders. Please call your community office phone number for all emergency or urgent work

From your homepage, you can also sign up for SMS (Standard Messaging System) alerts. By opting into this program, you will receive text message alerts for upcoming events, announcements, and more. Please note, if you choose to opt-out you will still receive emergency or critical alerts via SMS sent by your Community Office.



To change your SMS or other notification options, click the person icon and then Edit Profile.

