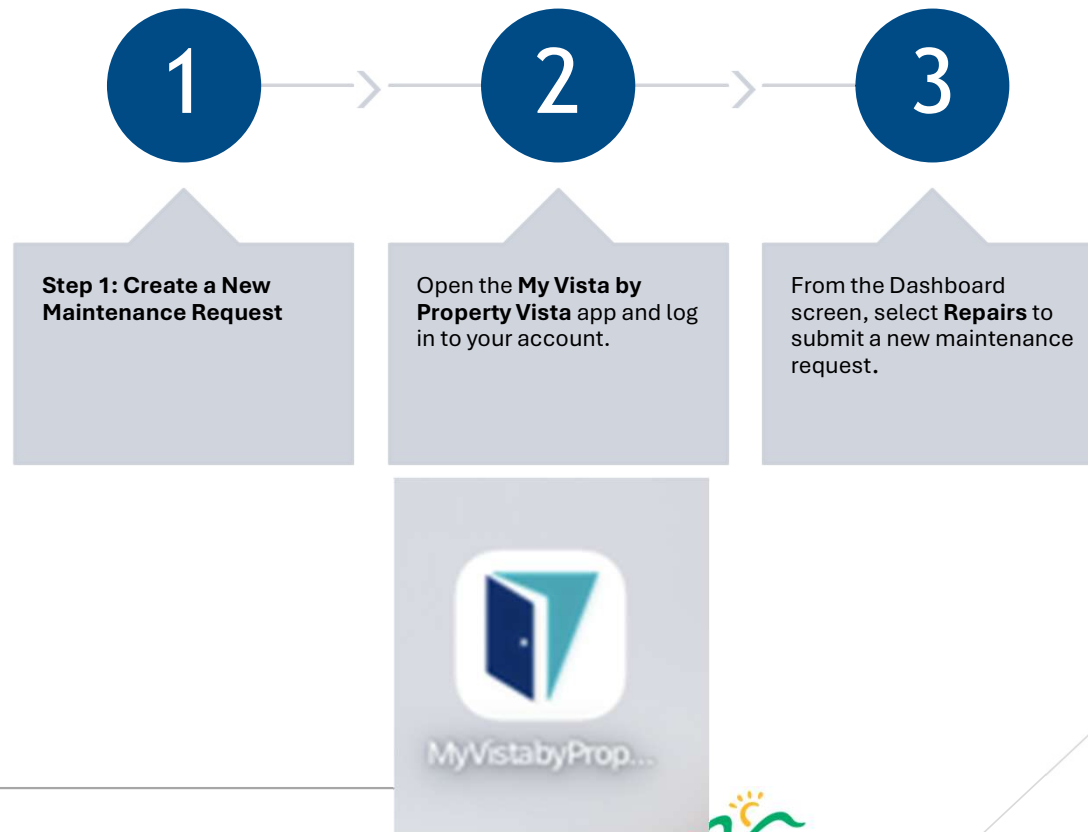
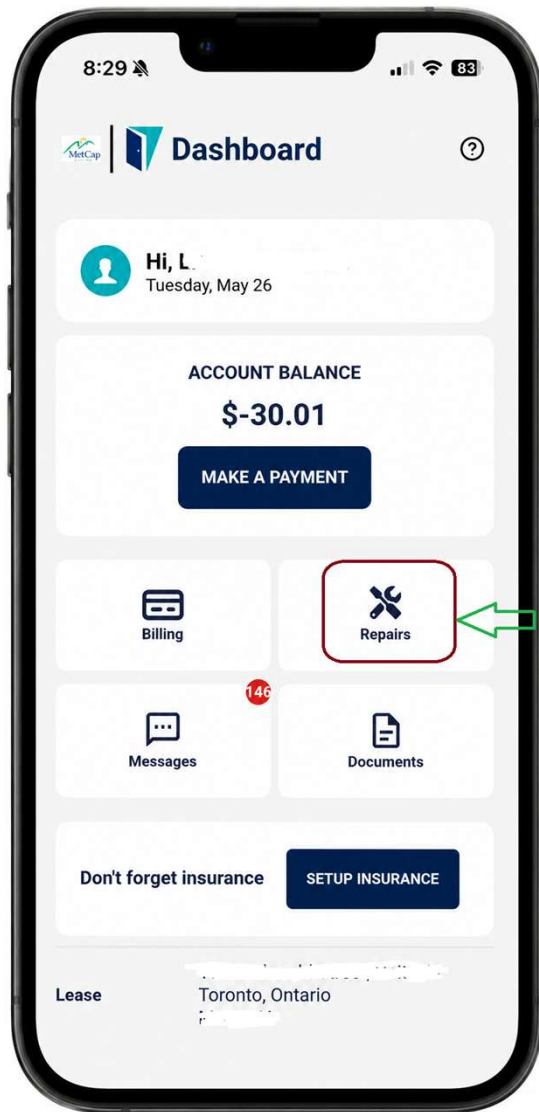
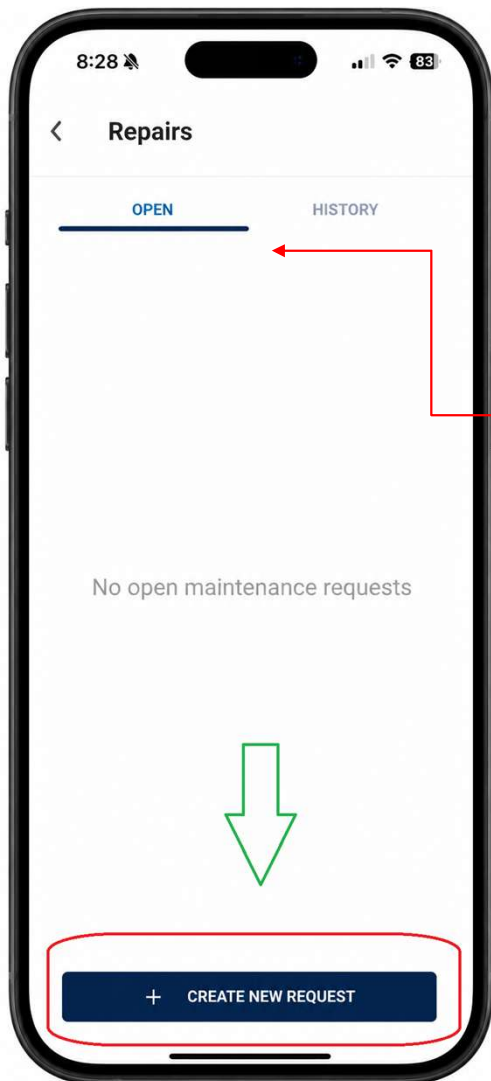


Resident Portal Guide:

How to Create a Maintenance Request in My Vista app







Step 2: Tap Create New Request

Select **CREATE NEW REQUEST** to start a new maintenance request.

View Open and Closed Maintenance Requests

📁 Residents can view both **Open** and **Closed** maintenance requests in the same **Repairs** section.

● **Open** – View active maintenance requests that are currently in progress.

● **Closed** – View completed maintenance requests that have already been resolved.



The image shows a smartphone screen with a 'Repairs' form. The form has several sections: 'AREA OF ISSUE' with a dropdown menu showing 'All Rooms - Entire Unit'; 'MORE SPECIFICALLY' with a dropdown menu showing 'Entire Unit'; 'ISSUE' with a dropdown menu showing 'Pick an issue'; 'DESCRIPTION' with a text area containing 'Test' and a 'Character Left: 2044' indicator; 'CONTACT PHONE' with a text area containing '(512) 741-1111'; and an 'Add Photos' button with a camera icon. At the bottom of the screen, there are two buttons: 'SUBMIT' and 'Cancel'. A green arrow points from the 'SUBMIT' button up towards the 'DESCRIPTION' field. The 'SUBMIT' button is highlighted with a red rectangular border.

Step 3 – Submit Your Request

-  Complete all required fields
-  Add photos (if applicable)
-  Click **Submit** at the bottom of the screen.