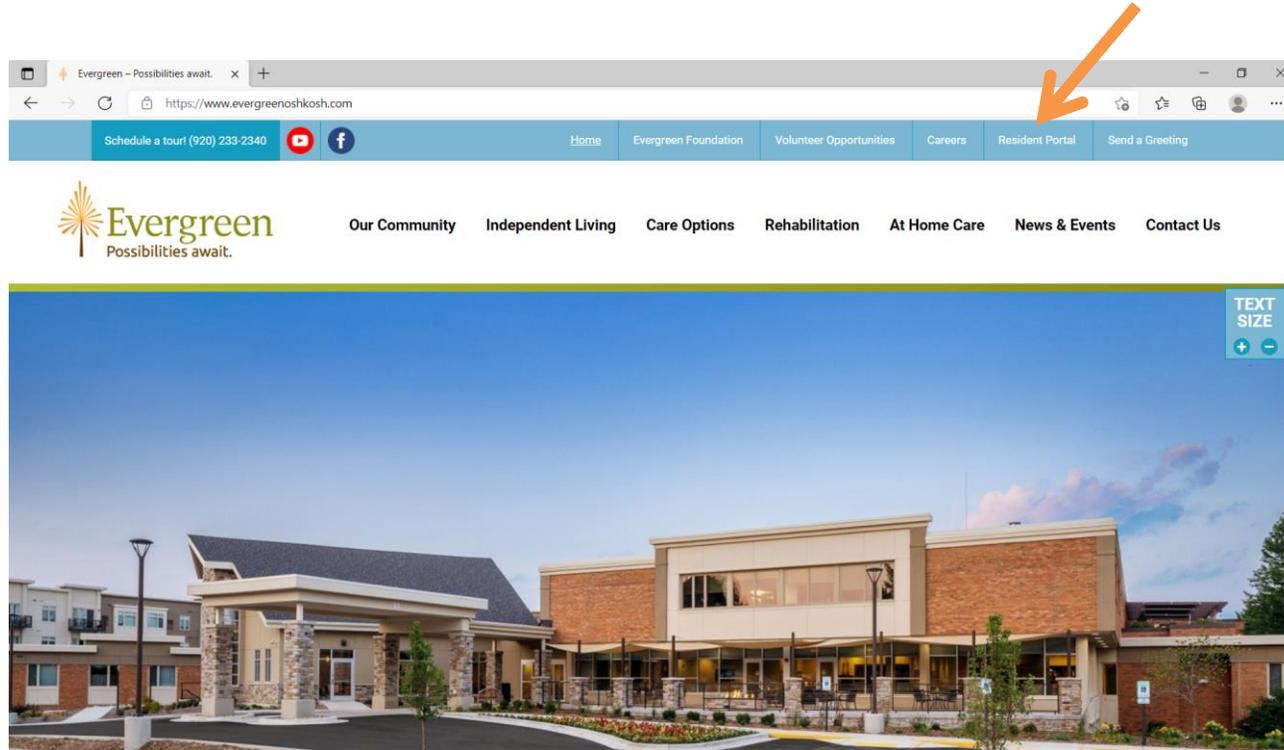
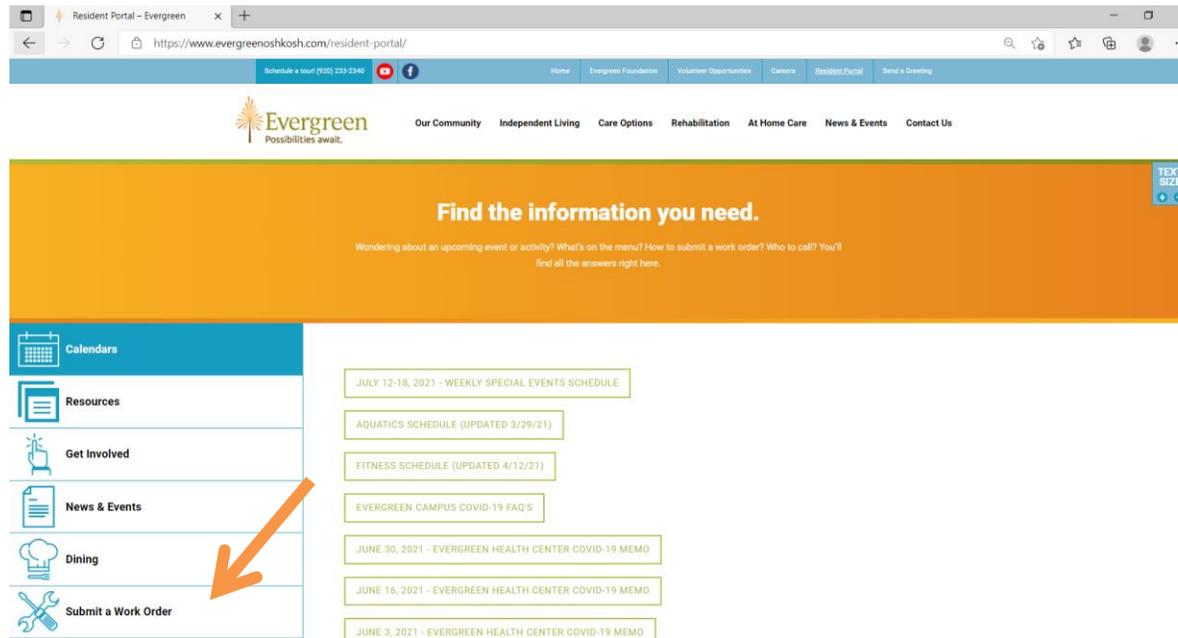


# Resident WorxHub Instructions

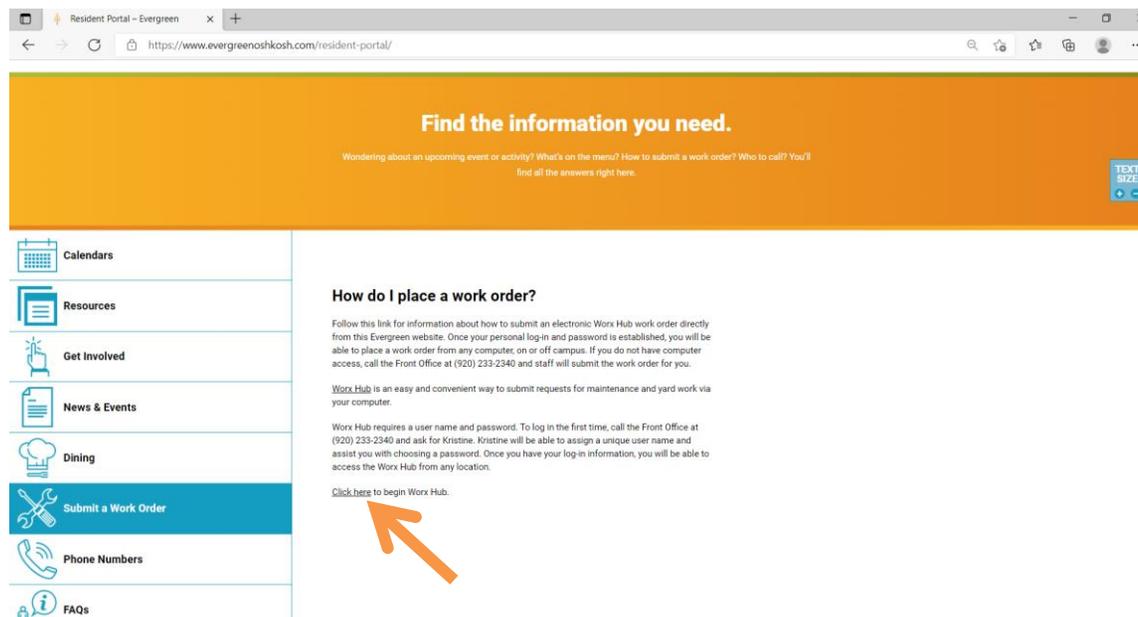
- Begin by opening your internet browser. Depending on which internet browser you use, it may look slightly different than the graphic below. (Common browsers include Internet Explorer, Mozilla Firefox, Safari and Google Chrome.)
- Type **EvergreenOshkosh.com** into the browser menu at the top of the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



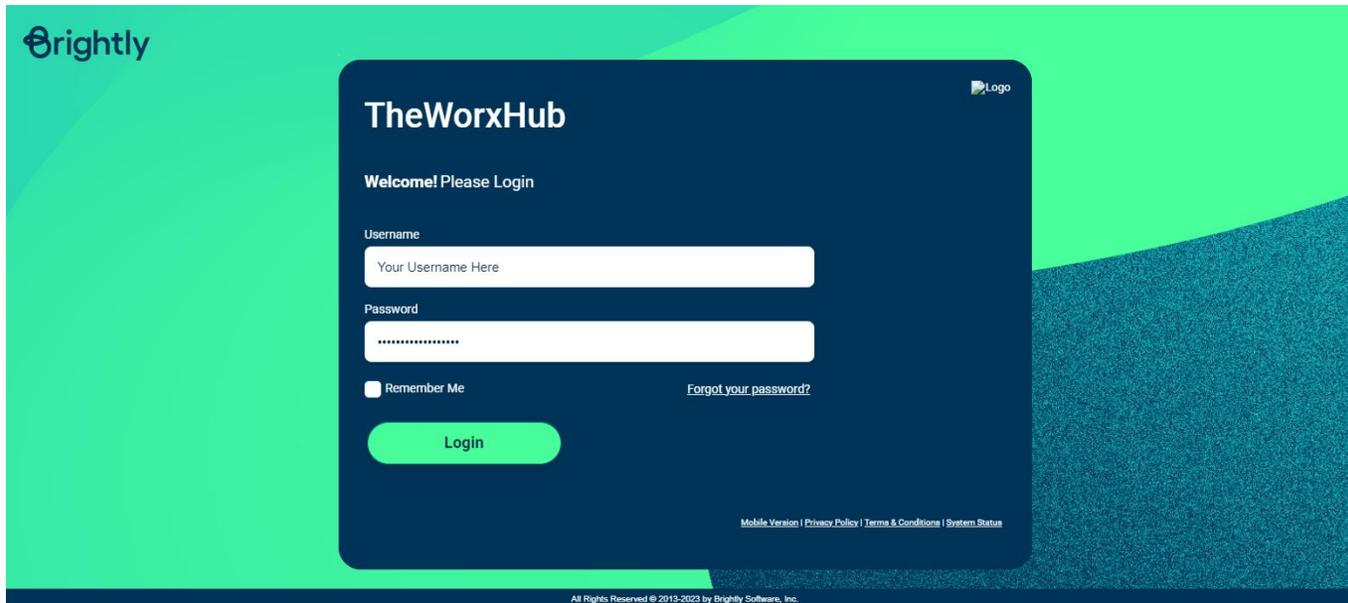
- Once in the Resident Portal click on the Submit a Work Order Tab



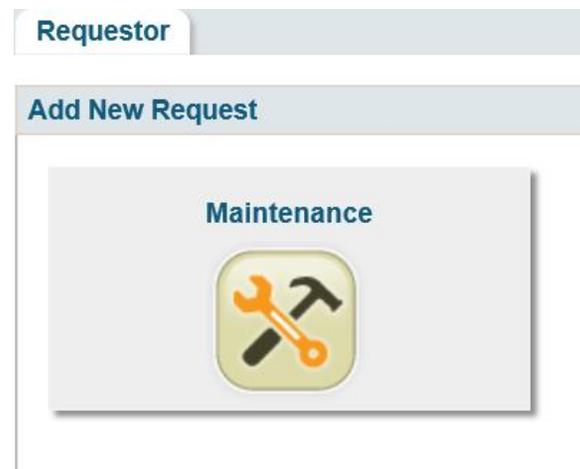
- Once click on Click Here to go to the WorxHub login screen



- Enter your **username** and **password** and the click **login**.  
**Note:** If you are on your personal device, click stay logged in to save your username and password.



- If you do not have login information, contact **Resident & Guest Services at (920) 233-2340**
- 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 \***

Resident

**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 \***

Your address

**Description of issue \***

Light bulb burned out

**Details**

Master bedroom ceiling fan needs a bulb replaced.

**Source of Work\***

Resident

**Requestor \***

Your name

**Requestor Phone**

Your number

[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.

**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 image shows a screenshot of a web form titled "New Housekeeping Request" with a sub-header "New Request" in an orange box. The form is titled "New Housekeeping Request" and shows it was "Started 02/26/2018 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?". At the bottom, there are three buttons: "I'm Done!", "Add Another", and "Cancel". The "I'm Done!" button is circled in green. A link "Subscribe to email updates" is also circled in green. An orange arrow points from the top right towards the "Subscribe to email updates" link, and another orange arrow points from the bottom towards the "I'm Done!" button.

- 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 **Resident & Guest Services (920) 233-2340** 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 **Resident & Guest Services at (920) 233-2340**
    - • This site is to be used to place any maintenance and housekeeping requests ONLY for your own accommodation. Requests for other areas must be made by calling **Resident & Guest Services 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 **Resident & Guest Services at (920) 233-2340**