

Self Service Portal Operation and Instructions

1. Log on to the portal by navigating to www.propertyinfo.com , click on Customer Logins then Self Service Center or by using the following link: <https://selfservice.propertyinfo.com>.
2. Enter in your email address that we have on file in our system. If you don't know what it is please call the Customer Care Center at (877) 800-3132 for assistance.
3. If you do know your email address on file, enter it and select **Log In**. It will then ask you to reset the password.

After you select Save the following screen will appear. Select Login Page to login to Self Service.

4. Reenter the email address and the new password and select Log In.

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5. Once you are logged in, you will see a screen as shown below.

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Client Self Services

My Person Info | Support Requests | Logout | Downloads

My Requests

Open Closed Both

Filter By: [] Submit Clear Export

No records found.

My Requests
All Requests
New Request

Example of user with Tickets assigned to them.

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My Person Info | Support Requests | Logout | Downloads

My Requests

Open Closed Both

Filter By: [] Submit Clear Export

1 - 5 of 5 Records

Request	Open Date	Description	Status	State
144735	06/13/12	need a Differential Backup of the SDE database on ...	Completed	O
144085	06/12/12	RE: sf outlook integration	Assigned	O
142583	06/07/12	FW: Contractor for Storage team	Assigned	O
142058	06/06/12	Need a differential backup of the SDE Database to ...	Completed	O
141968	06/06/12	test	Assigned	O

My Requests
All Requests
New Request

- My Requests:** Requests assigned to user logged into the portal.
- All Requests:** Used by Manager only. Currently not available. If you need to see all requests assigned to your company, please contact Customer Services.
- New Request:** Creates a new Support Request for Customer Care Center.
- My Person Info:** Information about you.
- Support Requests:** Another way to navigate to the support requests screen when on another page.
- Downloads:** The download page provides many popular downloads needed by our customers. This is a link to open <http://portal.propertyinfo.com/downloads>.

Viewing your Support Requests

- Log on to Portal as shown above. The following view will appear:

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My Person Info | Support Requests | Logout | Downloads | Help

My Requests

Open
 Closed
 Both

Filter By:

1 - 2 of 2 Records

Request	Open Date	Description	Status	State
208459	09/12/12	SDE timeout. Not sure what other information is n...	Assigned	0
181804	08/09/12	ISSUE in SDE	Waiting for...	0

[My Requests](#)
[All Requests](#)
[New Request](#)

How to open one of your Support Requests

1. Open existing requests by selecting the blue hyperlinked description of the Support Request you wish to view.
2. **Completion Code** allows the user to solve the Support Request by typing a Resolution in the Resolution field and selecting one of the completion codes listed in the drop down box.

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Select Status allows the user to close out a Support Request by selecting Close and typing in a resolution.

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Support Request

Enter incident information

Incident #
181804

Email Address
CrRichar@stewart.com

First Name
Craig

Creation Date
8/9/2012 10:13:00 AM

Completion Code
[Dropdown]

Select Status
[Dropdown]

Description
ISSUE in SDE

Add Attachment **Add Detail** **Save** **Reset**

Status
Waiting for...

Last Name
Richard

Target Date
9/7/2012 5:00:00 PM

Completion Date

Resolution
[Text Area]

My Requests
All Requests
New Request

1 - 1 of 1 Records

File	URL
image001.gif	

1 - 3 of 3 Records

Date	Action	Login	Note
8/10/2012 10:58:05 AM	EMAIL_SENT	MBENFORD	
8/14/2012 11:23:40 AM	EMAIL_SENT	SYSTEMACCOUNT	
8/15/2012 7:00:18 PM	EMAIL_SENT	SYSTEMACCOUNT	

Adding a Note to the Support Request

By selecting **Add Detail**, you will see the below screen shot. Select an action listed in the **Action** drop down box and enter whatever note you wish to give to the technician working your issue in the **Note** field. Click submit

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Action

Enter information below.

Incident
146423

Action
Enter a note... [dropdown]

Note
This is a test. [text area]

Submit

My Requests
All Requests
New Request

Adding an Attachment to the Support Request

By selecting **Add Attachment**, the following view will appear. Click on Browse and find the file you are attempting to add and submit.

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Client Self Services

My Person Info | Support Requests | Logout | Downloads

Incident Number: 146423

File Name [input] Browse...

Back Submit

My Requests
All Requests
New Request

Creating a new Support Request

By selecting **New Request** on the right side of any view, you can create a new Support Request. The following view will appear. Select the **Impact**, enter as much detail as you can about your issue, and a Support request will be generated for you to be assigned to the appropriate technician.

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Support Request

Client
Doe, John [dropdown]

Email Address
TestEmail@stewart.com [input]

Importance [dropdown]

Impact [dropdown]

Needed Date & Time [input]

Description [text area]

Save Reset

My Requests
All Requests
New Request