

clixifix[®]

Step-by-Step User Guide
Resident Portal



- 03. Your Portal
- 04. Overview
- 05. Tickets & Defects
- 06. Creating a ticket
- 07. Comments
- 08. Ticket Status
- 09. Discussions
- 10. Appointments
- 11. Adding a shortcut to your device

03 Your portal

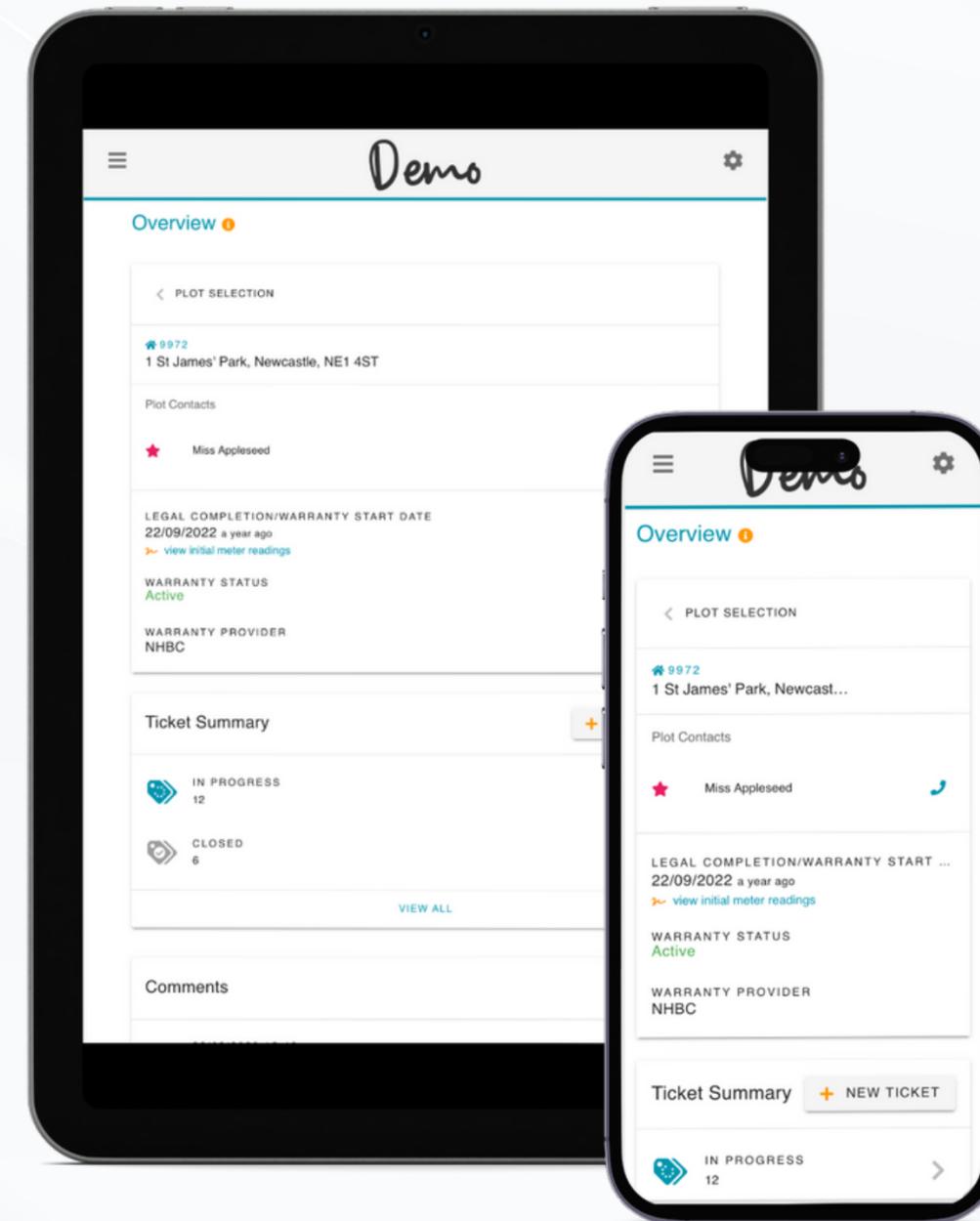
clifix® enables you to centralise all your conversations with your developer.

Your Portal allows you to:

- Log defects by creating a Ticket
- Communicate with your housebuilder directly
- Add a comment which is time and date-stamped
- Track the progress of your ticket
- View all confirmed Appointments

Your Portal may include the following:

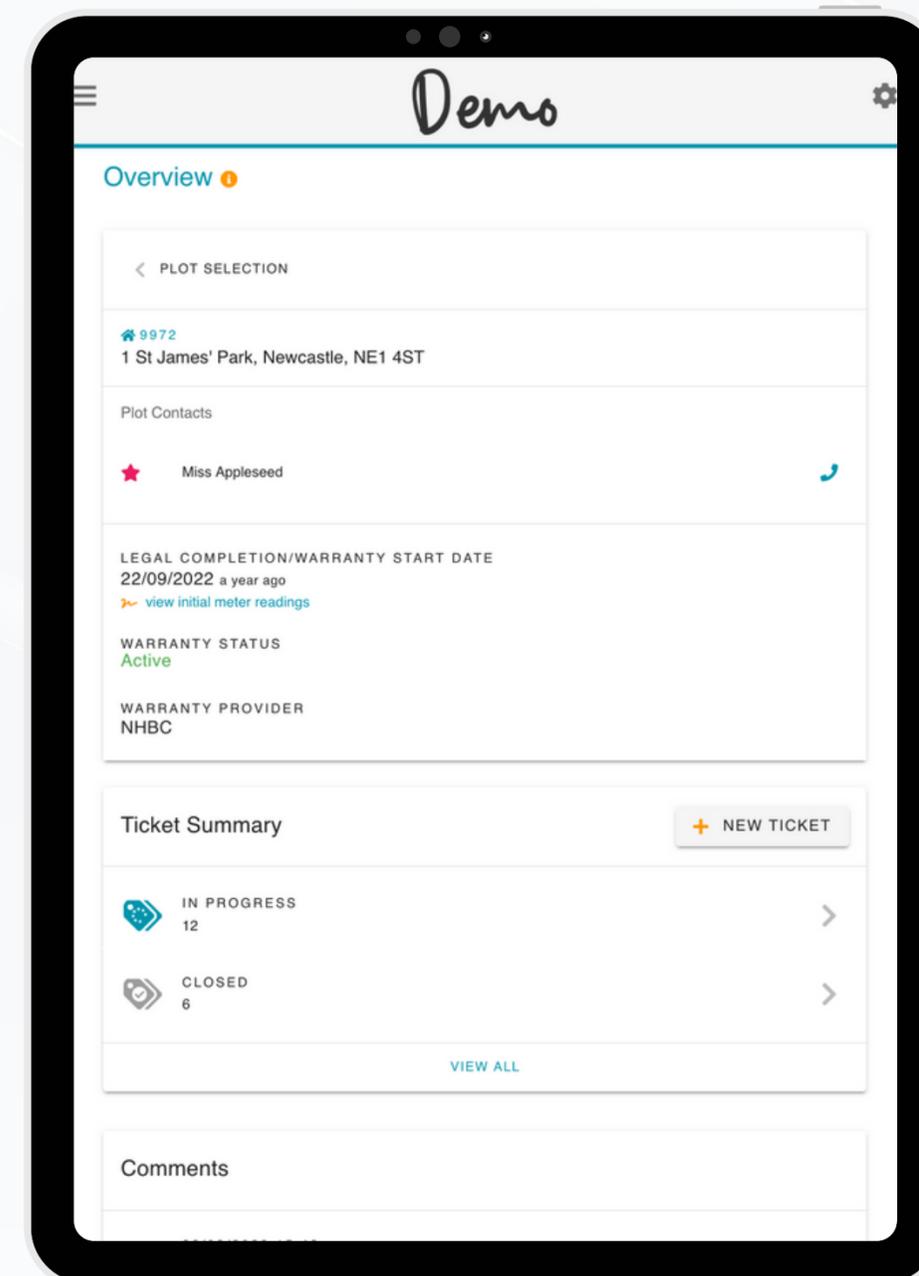
- Appliance Guides & important Handover Documents
- Useful information (meter information, choices, etc.)
- Information about your housebuilder and their customer
- Full details of your warranty provider



04 Overview

Your 'Overview' dashboard contains all the resources your housebuilder has pre-populated for you to help you with your new home.

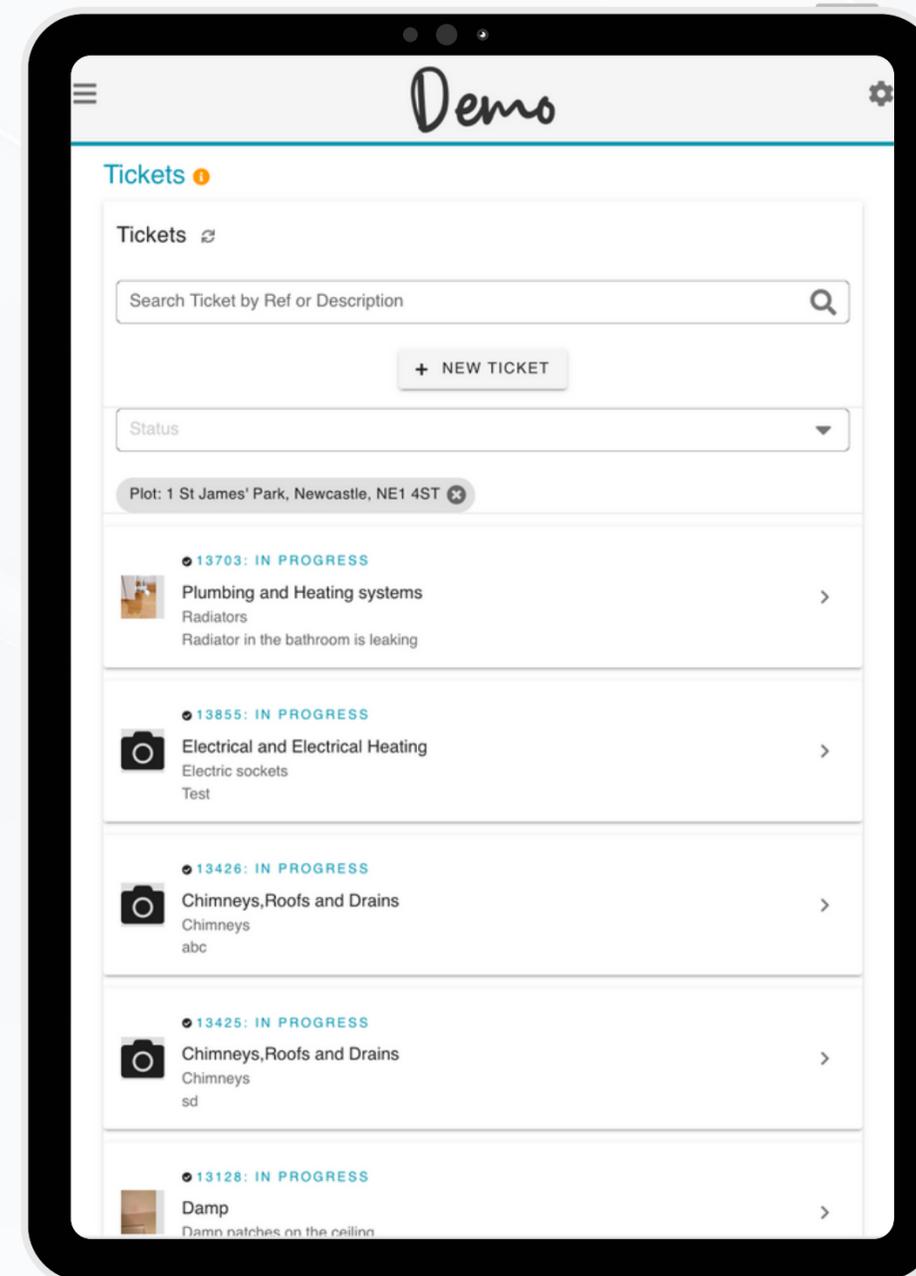
- ✔ Plot information
- ✔ Ticket Summary
- ✔ Adding a new ticket
- ✔ Comments



05 Tickets & Defects

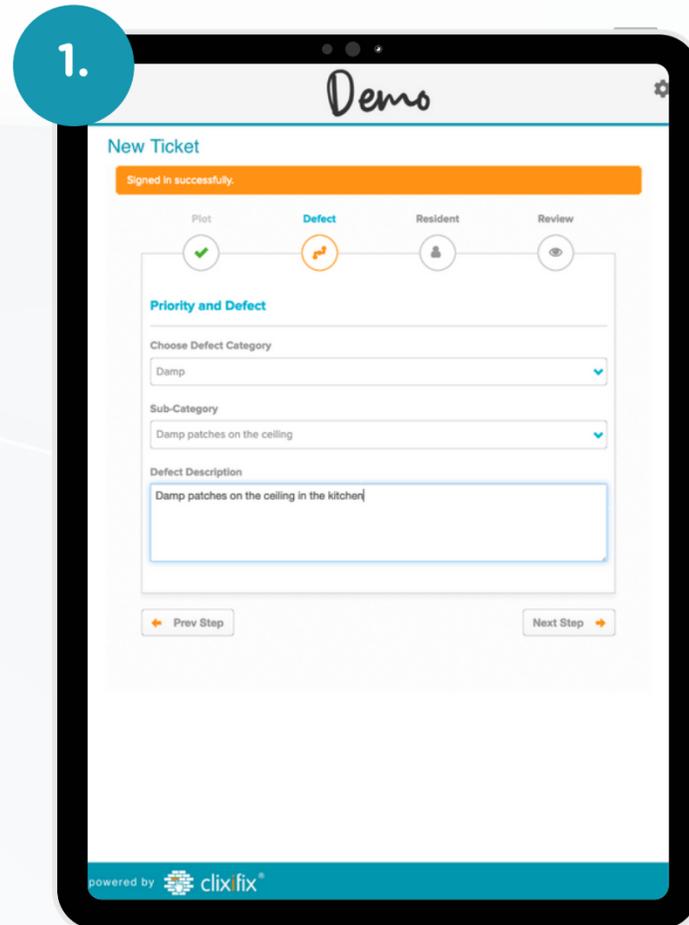
A Ticket is a quick and simple way to notify your housebuilder of any defects with your new home.

The Tickets tab displays all Tickets relating to your property. From here you can also log any new tickets by using the **+New Ticket** button

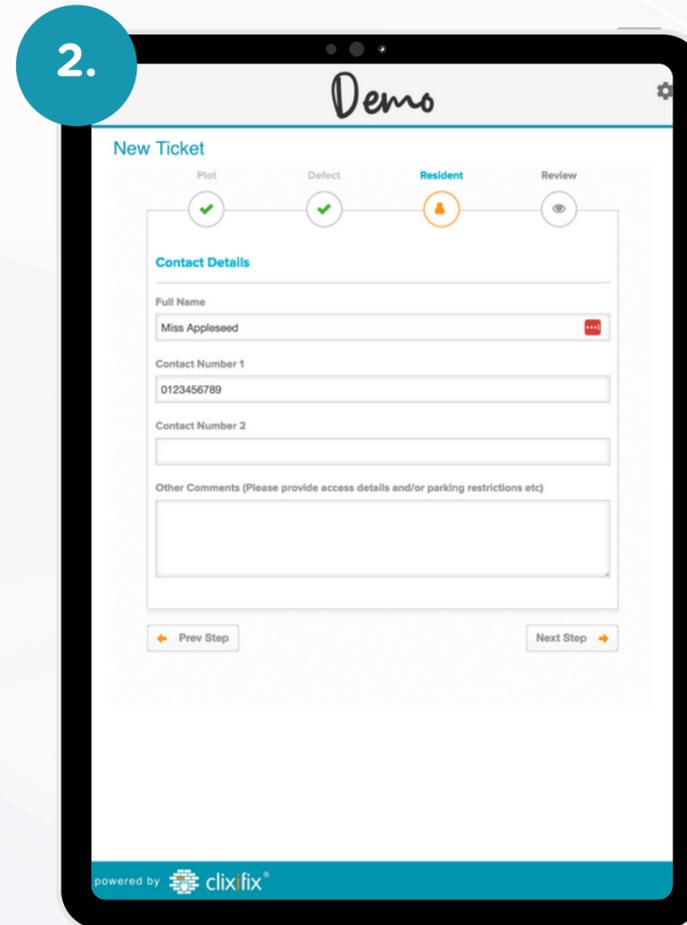


06 Creating a ticket

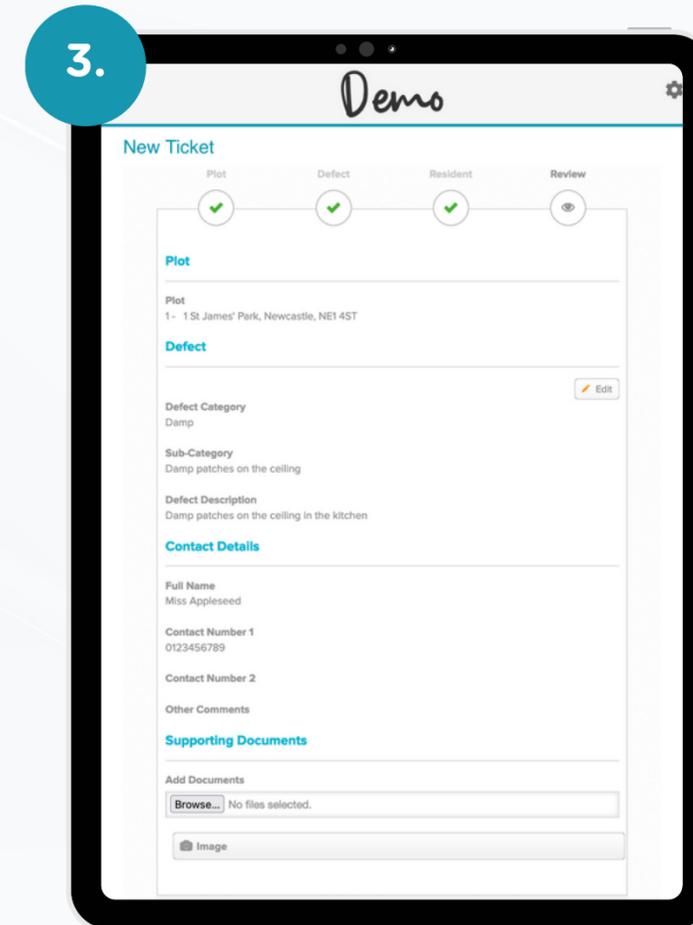
Creating a ticket is simple and will notify the relevant people the aftercare team that you have raised an issue.



Select **+New Ticket** and choose the relevant categories



Confirm your contact details and add any comments



Add any images and **Post Ticket**

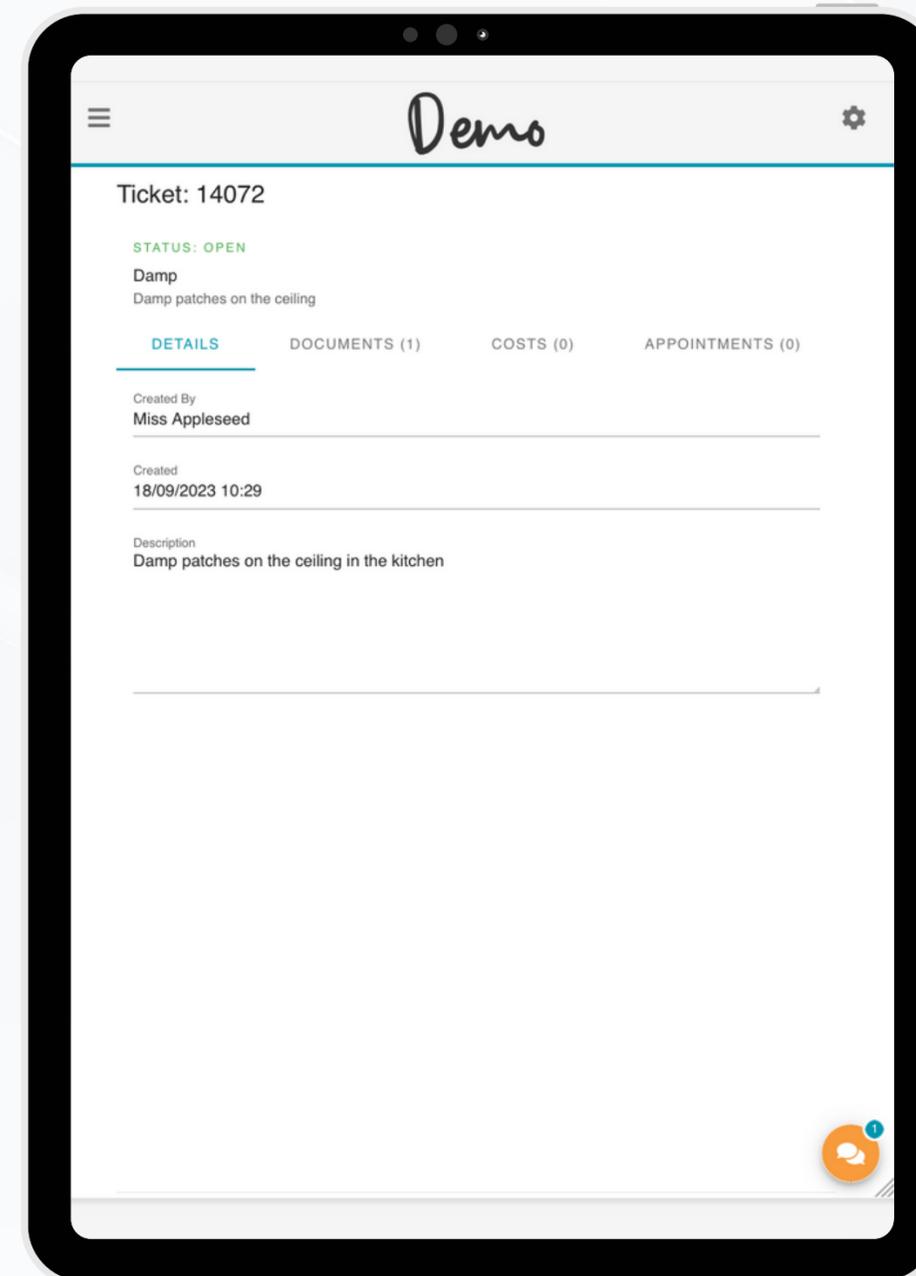
07 Comments

Now you have created your ticket, you have an open line of communication with your housebuilder regarding your reported defect via the Comments Tab.



Simply Add a Comment to:

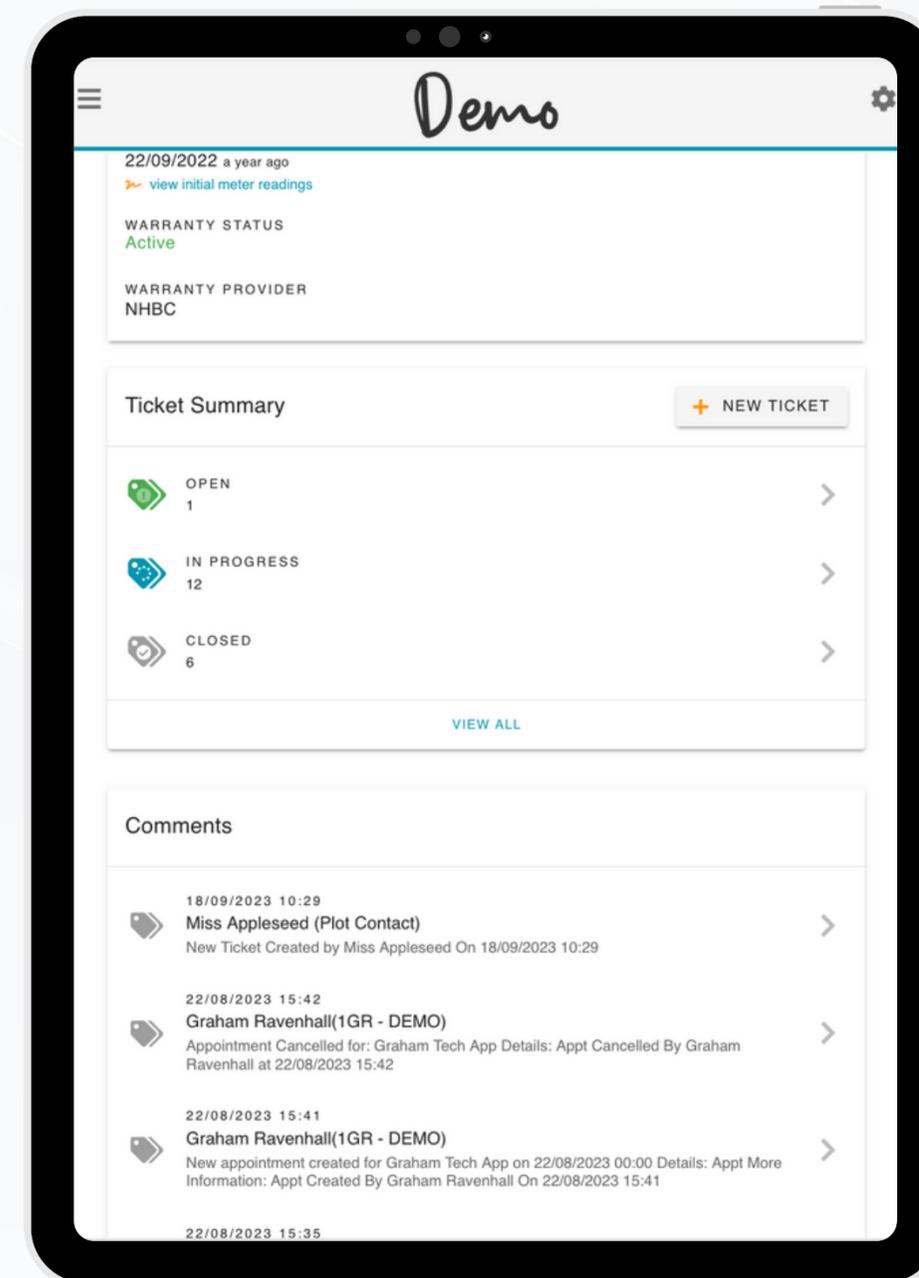
- Liaise with your housebuilder regarding appointments
- Request an update
- Inform your housebuilder of any changes to your defect (i.e. the problem has worsened)



08 Ticket Status

There are 5 possible Status levels for Tickets:

1. **Open** – Your Ticket has been raised successfully and your housebuilder has been notified.
2. **Closed** – The Ticket has been resolved.
3. **In Progress** – Your housebuilder is working to resolve the defect.
4. **On Hold** – Your Ticket has been placed on hold. This could be for a number of reasons (e.g. a part requires manufacturing).
5. **Abortive visit** - Your ticket has been aborted



09 Discussions

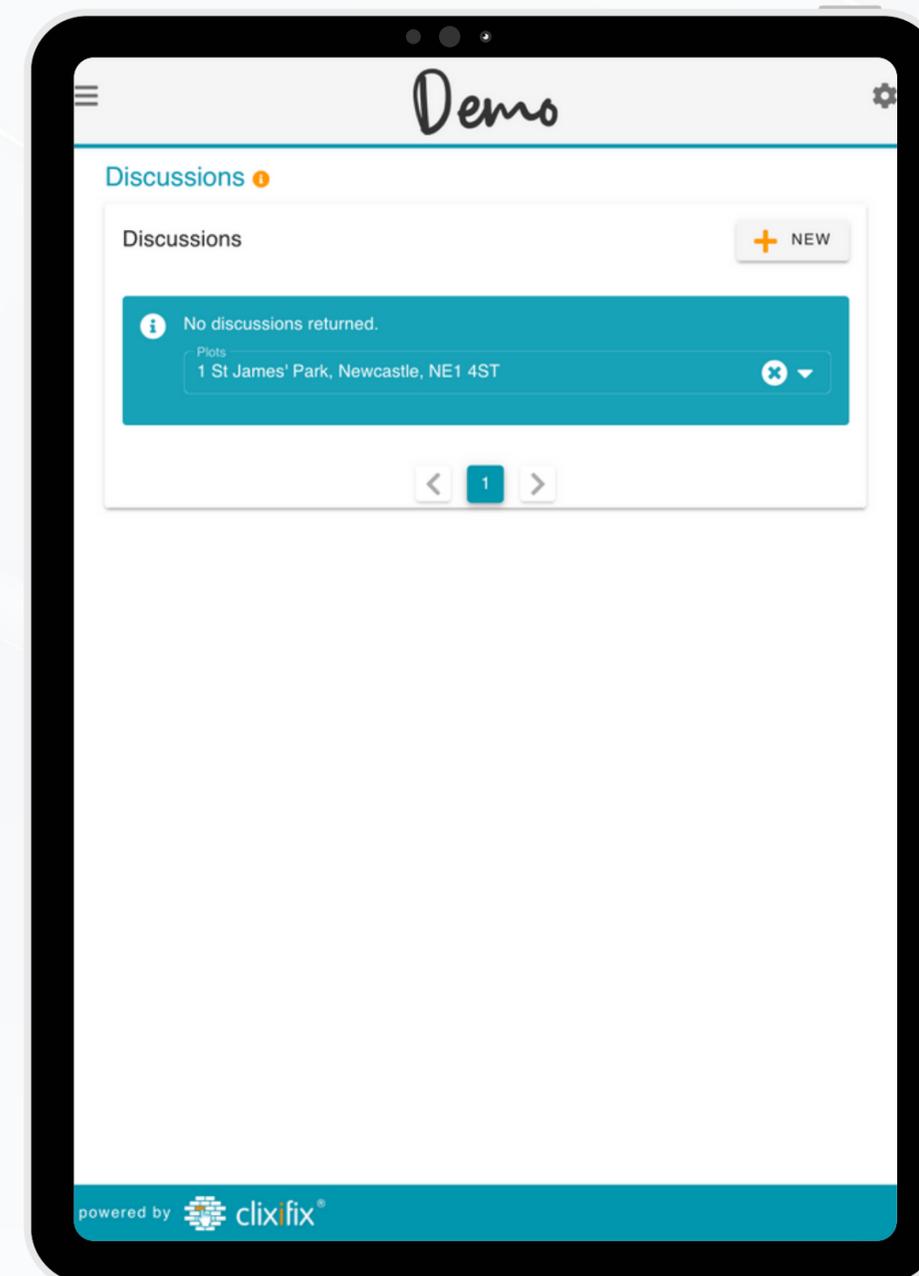
You may have a general enquiry about your new home.

The quickest and simplest way to contact your housebuilder would be to raise a Discussion. Discussions can be found in your clixifix® toolbar

When you are ready to create your discussion, click **+New**

Any responses from your housebuilder will sit under your original query. You will also be notified via email.

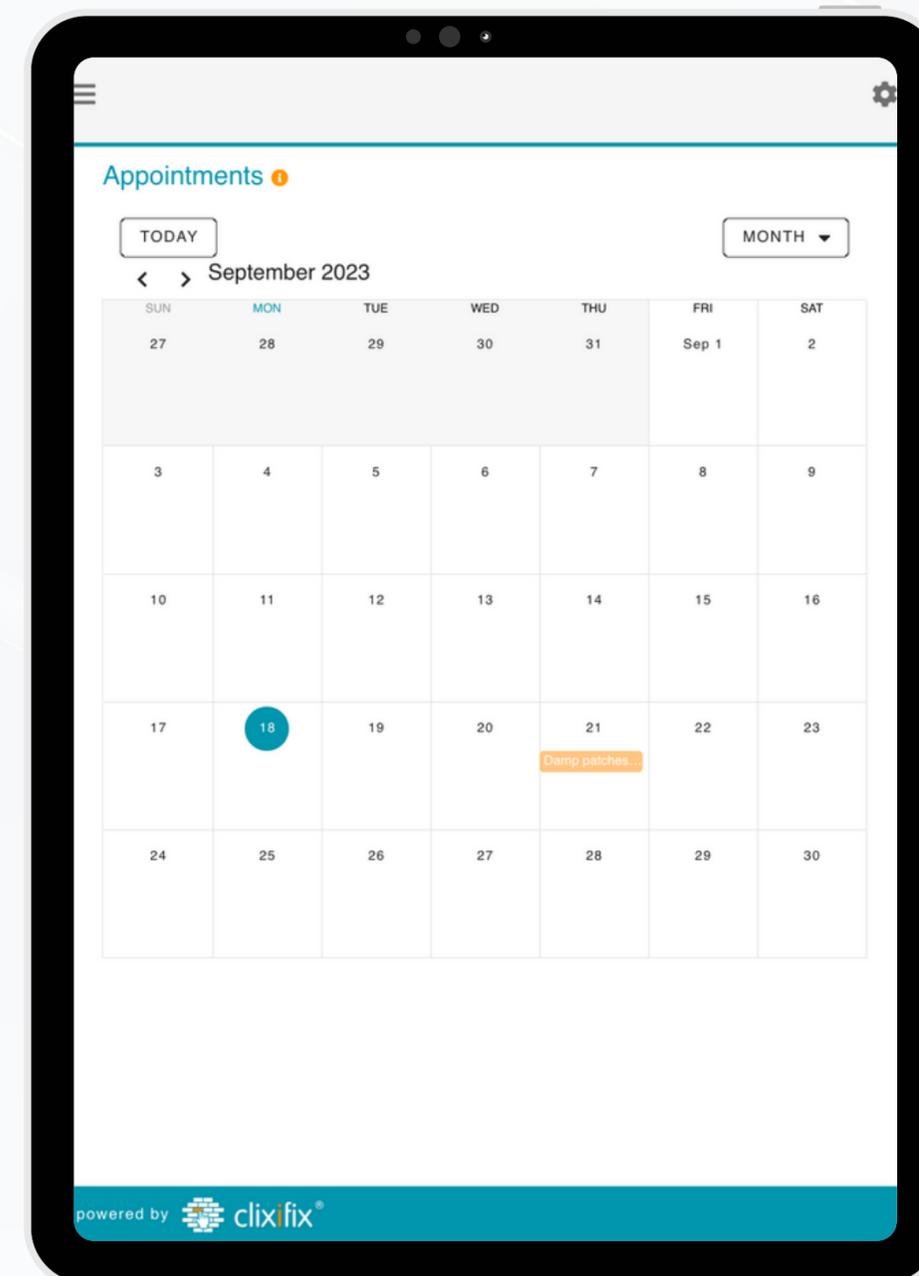
Note: This feature has to be enabled by your housebuilder.



10 Appointments

Appointments keep you up to date with any planned visits to your home to help resolve an issue.

- Any Appointments created will be shown in the Appointments area of your portal
- Appointments link to a specific Ticket
- If the Appointment is unsuitable, simply add a comment to the relevant Ticket proposing an alternative date/time



11 Adding a shortcut on your mobile device

iPhone/iPad

Step 1. Open clixifix® in your Safari browser

Step 2. Tap the share button at the top of the page 

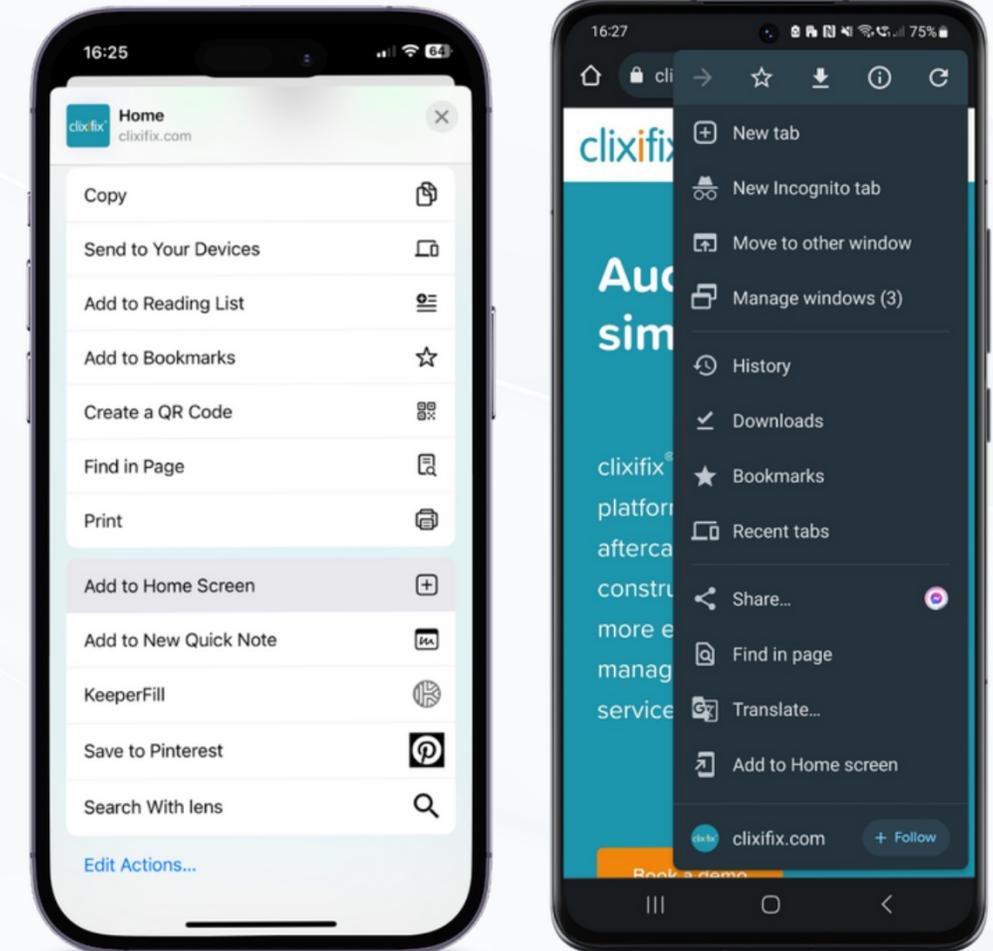
Step 3. Select “Add to Home Screen” from the options available

Android

Step 1. Open clixifix® in your Chrome browser

Step 2. Tap the 3 dots menu option ●●●

Step 3. Select “Add to Home Screen” from the options available





clixifix[®]

For assistance with using your portal you can contact the clixifix[®] Success Team below

Support