Cixfix®

Step-by-Step User Guide Resident Portal



Contents

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

Step-by-Step User Guide



03 Your portal

clixifix[®] enables you to centralise all your conversations with your developer.

Your Portal allows you to:

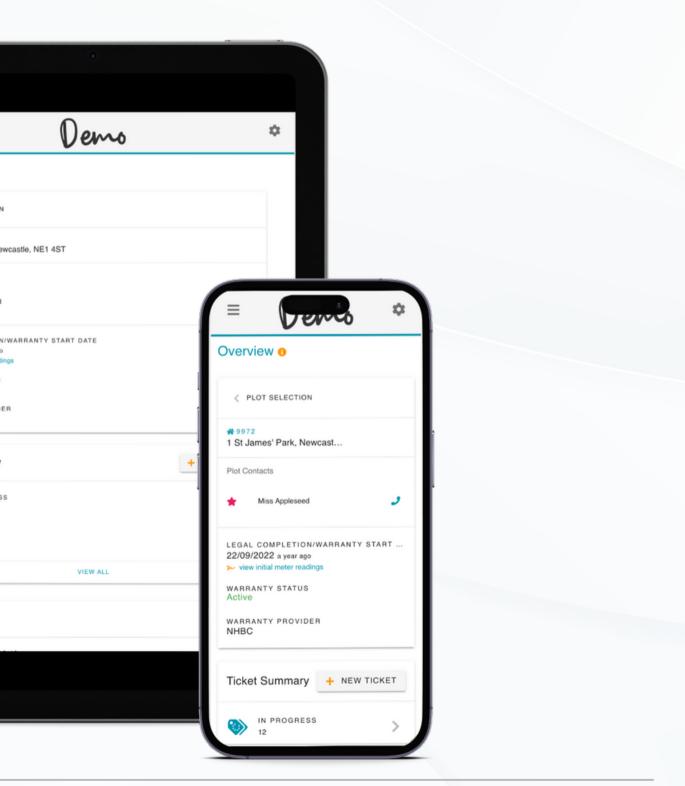
- Log defects by creating a Ticket
- Communicate with your housebuilder directly
- Add a comment which is time and date-stamped
- Track the progress of your ticket
- View all confirmed Appointments

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

≡	
	Overview 0
	< PLOT SELECTION
	# 9972 1 St James' Park, Newc
	Plot Contacts
	Miss Appleseed
	LEGAL COMPLETION/W 22/09/2022 a year ago
	WARRANTY STATUS Active
	WARRANTY PROVIDER NHBC
	Ticket Summary
	IN PROGRESS 12
	CLOSED 6
	Comments

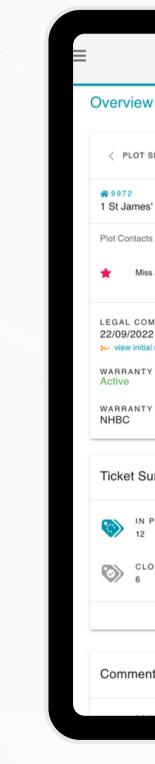
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04 Overview

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



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Demo	\$
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TSELECTION	
es' Park, Newcastle, NE1 4ST	
cts	
liss Appleseed	و
OMPLETION/WARRANTY START DATE 22 a year ago tial meter readings TY STATUS	
TY PROVIDER	
Summary	+ NEW TICKET
N PROGRESS 2	>
LOSED	>
VIEW ALL	
ents	



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



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Demo	\$
3 0	
5 Ø	
n Ticket by Ref or Description	Q
+ NEW TICKET	
	•
St James' Park, Newcastle, NE1 4ST 😒	
• 13703: IN PROGRESS Plumbing and Heating systems Radiators Radiator in the bathroom is leaking	>
• 13855: IN PROGRESS Electrical and Electrical Heating Electric sockets Test	>
• 13426: IN PROGRESS Chimneys,Roofs and Drains Chimneys abc	>
• 13425: IN PROGRESS Chimneys,Roofs and Drains Chimneys sd	>
● 13128: IN PROGRESS Damp	>
Damp natches on the ceiling	



06 Creating a ticket

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

v Ticket	New Ticket
gned in successfully.	Plot Defect Resident Review
Plot Defect Resident Review	
	Contact Details
Priority and Defect	Full Name
Choose Defect Category	Miss Appleseed
Damp	Contact Number 1 0123456789
Sub-Category Damp patches on the celling	Contact Number 2
Damp patches on the ceiling	
Damp patches on the celling in the kitchen	Other Comments (Please provide access details and/or parking restrictions etc)
♦ Prev Step	
	+ Prev Step Next Step
	anneathu 🏯 aliu fu
⊳y 🌞 clix fix°	powered by 🚑 clix fix*
v ♣ clix fix* elect +New Ticket	powered by 🌻 clix fix* Confirm your

Step-by-Step User Guide for the Resident Portal

Piot Defect Resident	Review
	\bigcirc
Plot	
Plot 1 - 1 St James' Park, Newcastle, NE1 4ST	
1 - 1 St James Park, NewCastle, NE1451	
Delect	
Defect Category	/
Damp	
Sub-Category	
Damp patches on the ceiling	
Defect Description	
Damp patches on the ceiling in the kitchen	
Contact Details	
Full Name	
Miss Appleseed	
Contact Number 1	
0123456789	
Contact Number 2	
Other Comments	
Supporting Documents	
Add Documents	
Browse No files selected.	

Add any images and Post Ticket



07 **Comments**

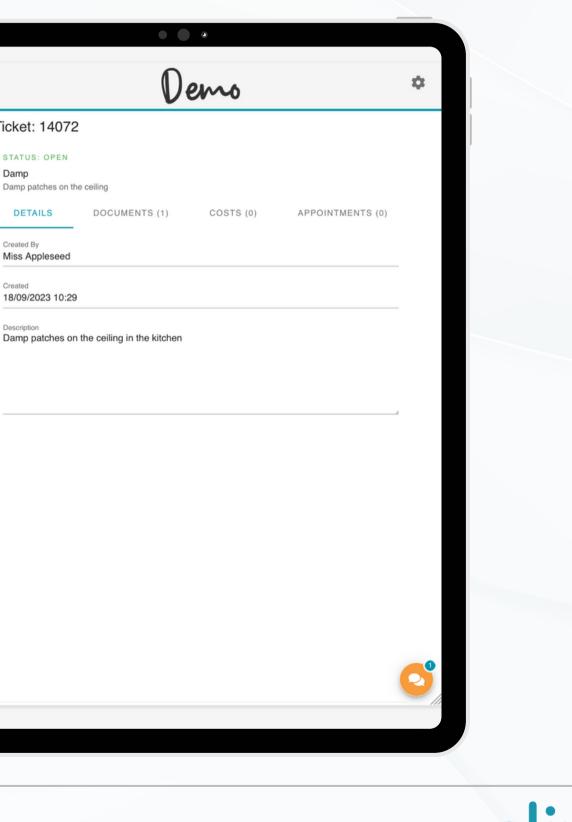
Now you have created your ticket, you have an open line of communication with your housebuilder regarding your reported defect via the Comments Tab.

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)

≡	
	Ticket:
	STATUS Damp Damp pat
	DETA
	Created By Miss Ap
	Created

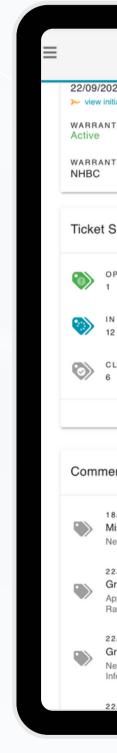
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08 Ticket Status

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



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• • •	
Demo	\$
22 a year ago	
itial meter readings	
TY STATUS	
TY PROVIDER	
Summary	+ NEW TICKET
PEN	>
N PROGRESS 2	>
LOSED	>
VIEW ALL	
ents	
8/09/2023 10:29	
liss Appleseed (Plot Contact)	>
lew Ticket Created by Miss Appleseed On 18/09/2023 10:29	
2/08/2023 15:42 Graham Ravenhall(1GR - DEMO)	
ppointment Cancelled for: Graham Tech App Details: Appt Cancelled By lavenhall at 22/08/2023 15:42	/ Graham
2/08/2023 15:41	
araham Ravenhall(1GR - DEMO)	>
lew appointment created for Graham Tech App on 22/08/2023 00:00 Dei Iformation: Appt Created By Graham Ravenhall On 22/08/2023 15:41	tails: Appt More
2/08/2023 15:35	



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.

Step-by-Step User Guide

for the Resident Portal

\$	
+ NEW	
∞ -	
	+ NEW

Discus

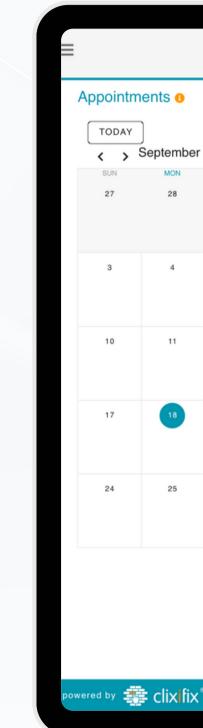
Discus



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



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		18	19	20		22	23
25 26 27 28 29 30					Damp patches		
25 26 27 28 29 30							
		25	26	27	28	29	30



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 \int Step 3. Select "Add to Home Screen from the options available"



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

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CIXIIX®

For assistance with using your portal you can contact the clixifix[®] Success Team below <u>Support</u>

