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Residents' User Guide

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YOUR PORTAL

clixifix® enables you to centralise all your conversations with Erris Homes.

Your portal allows you to:

- Log defects by creating a ticket
- Communicate with Erris Homes 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 Erris Homes and our customer care charter
- Full details of your warranty provider



OVERVIEW

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

- ✓ Plot information
- ✓ Ticket summary
- ✓ Adding ticket shortcut
- ✓ Comments

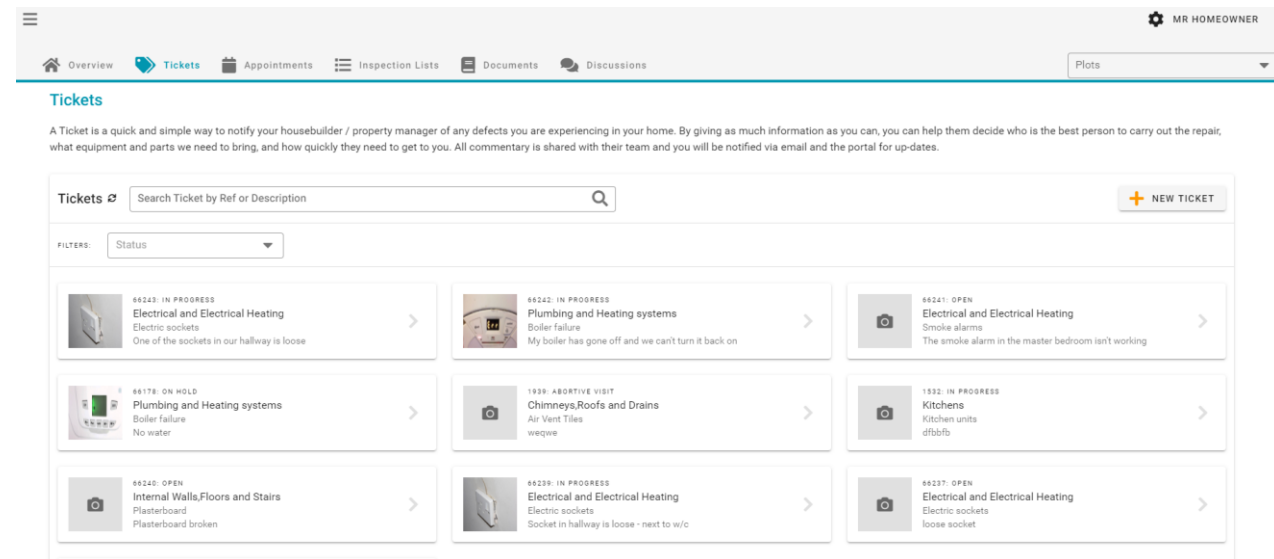
The screenshot displays the 'Overview' dashboard for a user named 'MR HOMEOWNER'. The dashboard is divided into three main sections: 'Plots', 'Ticket Summary', and 'Comments'. The 'Plots' section lists three plots: '1 apartment' (Scheme: 454), '12 The Meadows' (Scheme: 212), and '4 Newbiggin-by-the-Sea, Northumberland, NE64 6DP' (Scheme: 127). The 'Ticket Summary' section shows a breakdown of tickets by status: OPEN (33), CLOSED (9), IN PROGRESS (18), ON HOLD (3), and ABORTIVE VISIT (1). The 'Comments' section shows a list of recent comments from 'Our Operative(Test House Builder)' and 'Mr Homeowner (Plot Contact)'. The dashboard also includes a navigation bar with options like Overview, Tickets, Appointments, Inspection Lists, Documents, and Discussions, and a search bar.

WHAT IS A TICKET?

A ticket is a quick and simple way to notify Erris Homes of any defects you are experiencing in your new home.

Tickets Tab

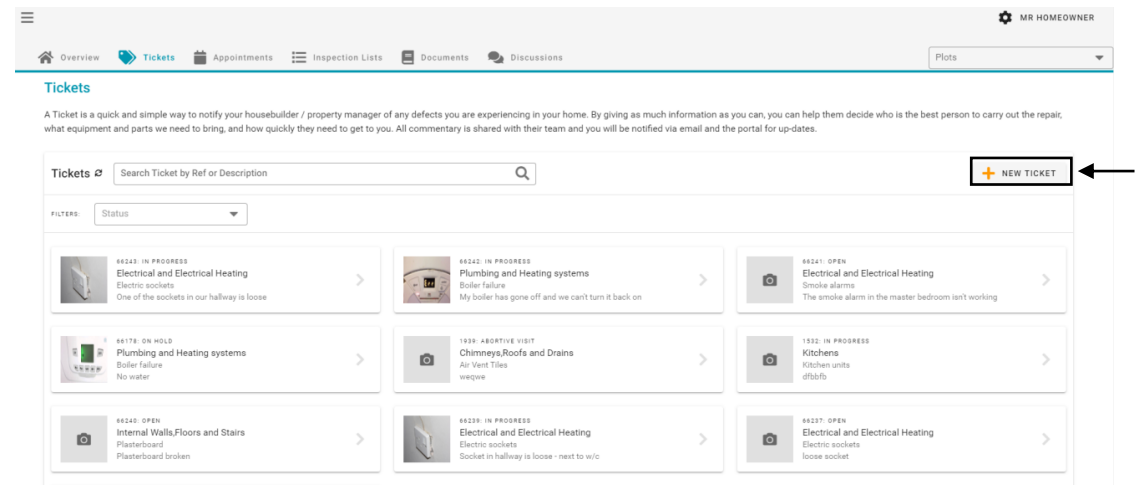
This section displays all tickets relating to your home.



CREATING A TICKET

3 steps to creating a ticket:

1. New ticket (one defect per ticket)
2. Defect type & sub-category (with detailed description)
3. Other comments (access information etc.)

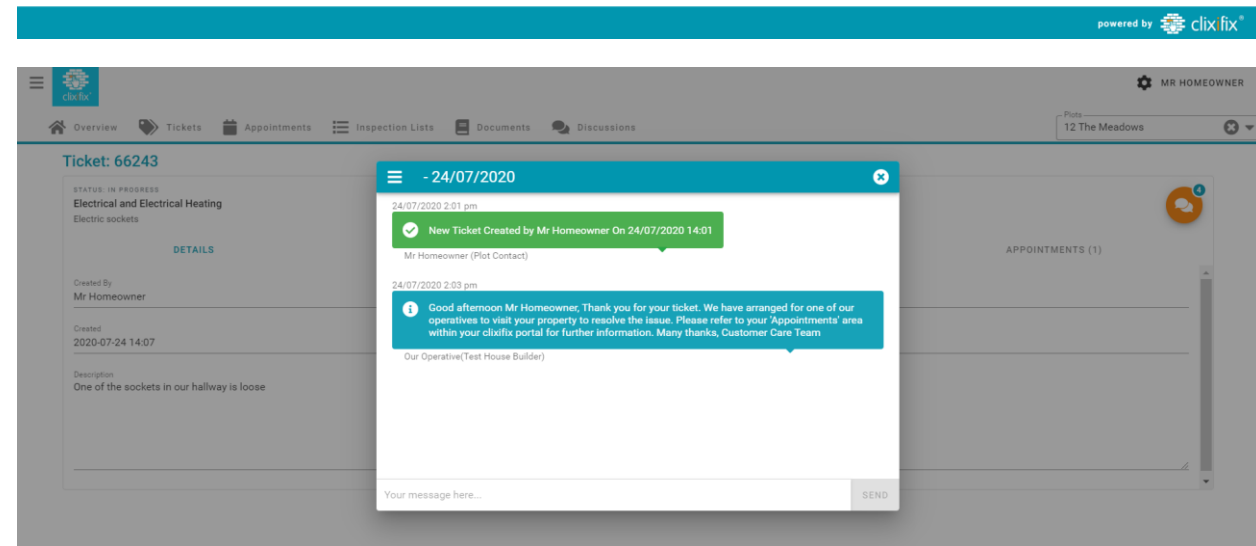
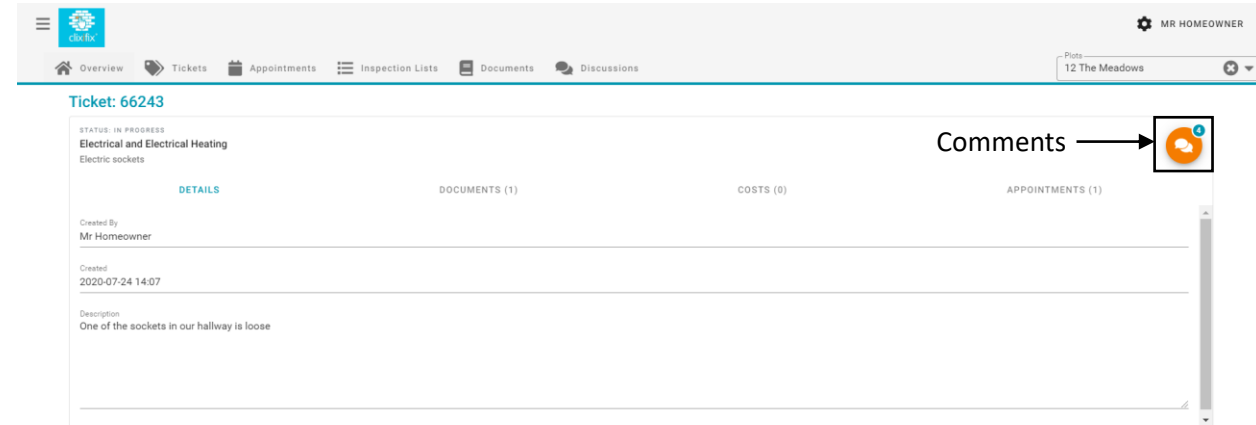


COMMENTS

Now you have created your ticket, you have an open line of communication with Erris Homes regarding your reported defect via the comments tab.

Simply add a comment to:

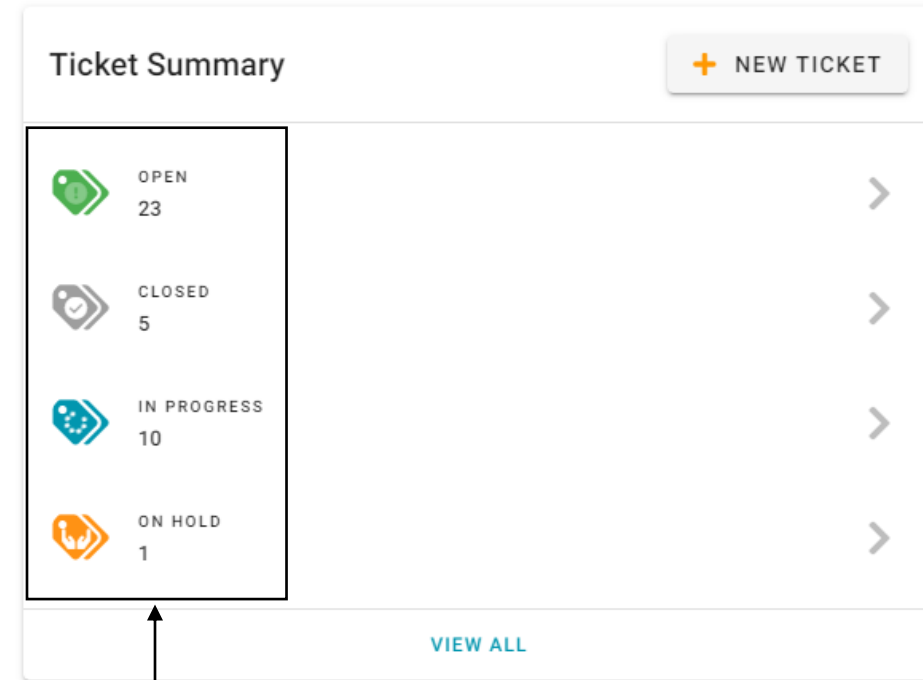
- Liaise with Erris Homes regarding appointments
- Request an update
- Inform Erris Homes of any changes to your defect (i.e. the problem has worsened)



TICKET STATUS

There are four possible status levels for tickets:

1. **Open** – Your ticket has been raised successfully and Erris Homes have been notified
2. **Closed** – The ticket has been resolved
3. **In progress** – Erris Homes are 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)



DISCUSSIONS

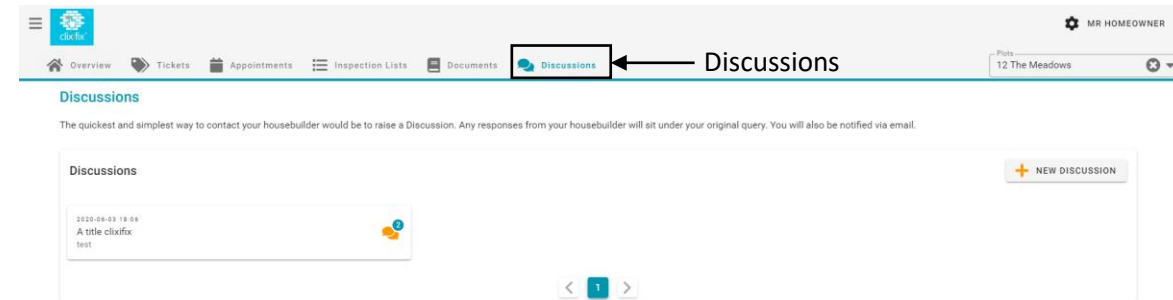
You may have a general enquiry about your new home.

The quickest and simplest way to contact Erris Homes would be to raise a discussion.

How to create a discussion:

1. Title (e.g. Paint Query)
2. Detail (e.g. what is the colour of my living room paint?)
3. Add file (if applicable)
4. Submit

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



The screenshot shows the 'Create Discussion' form. It has a title 'Create Discussion' and a dropdown menu for 'Plots' with '12 The Meadows' selected. Below the plot selection, there are fields for 'Title' and 'Body'. The 'Title' field has a character count of '0 / 255'. The 'Body' field is a large text area. A 'SUBMIT' button is located at the bottom right of the form.

APPOINTMENTS

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

The screenshot shows a user interface for the 'Appointments' section. At the top, there is a navigation bar with a hamburger menu icon, a user profile icon labeled 'MR HOMEOWNER', and a search bar. Below the navigation bar, there are tabs for 'Overview', 'Tickets', 'Appointments', 'Inspection Lists', 'Documents', and 'Discussions'. The 'Appointments' tab is selected. Below the tabs, there is a heading 'Appointments' and a sub-heading 'Any Appointments created will be shown in your Calendar Appointments link to a specific Ticket. If the Appointment is unsuitable, simply add a comment to the relevant Ticket proposing an alternative date/time.' Below this, there is a calendar view for July 2020. The calendar shows dates from 28 to 4, with a 'TODAY' button and a 'MONTH' dropdown. The calendar cells contain dates and some have orange bars indicating appointments, such as '12:07 Invoice Office' on July 22, '10:07 12 The Meadows' on July 25, and '10:07 12 The Meadows' on July 31. The date July 25 is highlighted with a blue circle.

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