



MANUEL BUILDERS

YOUR GUIDE: HOW TO SUBMIT A WARRANTY CLAIM *on your computer*

To better serve our homeowners, we have transitioned from Punch List Manager to ThreadKore - JobCloser, our new Homeowner Warranty Portal. Please use this guide to access important documents, submit, and review your warranty claims within JobCloser.

You will be receiving an email from Manuel Builders with an invitation for JobCloser.



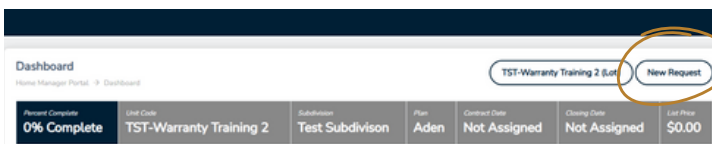
Click the "Setup My Account" button in the email.

You MUST first click this button when creating your account in order to be linked to your Manuel Builders Warranty Portal.

You can now sign up for your portal using the **Home Manager Portal Sign Up** form.

We suggest using your preferred email address. Make sure to store your email and password information where you can easily access in the future.

After clicking "Sign Up Now" you will be directed to your portal dashboard.



To make a warranty claim, select **New Request** from your dashboard by clicking the top right button.

Choose an option for your type of request and then click **"Add Request"** in the form.

Use the form to add your request, making sure to give as many details as you can in the description section. We recommend uploading images for the request.

Click "Save" when ready. You can also choose to "Save & Add Another" for multiple requests. We recommend batching similar requests into one claim.

This will only save a draft of your request.
You MUST click "Submit Request" in order to complete and notify the Warranty Team.

Make sure to double-check your contact information.

Your request will then be submitted to your warranty superintendent and they will be in touch with next steps.



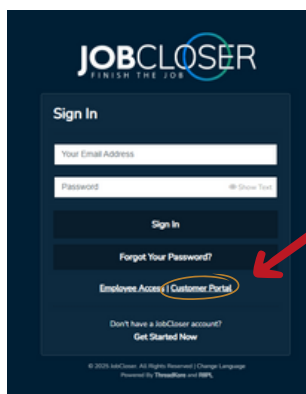
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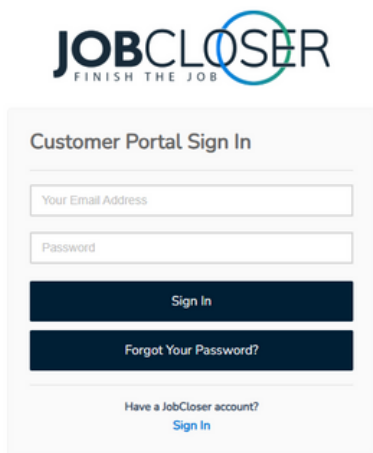
How to access your account once you've already signed up:



Go to JobCloser.com and select **sign in** in the top right corner.



First, you MUST select **Customer Portal**.



You then will be sent to the customer portal sign in page. (Make sure the sign in page is white and says "**Customer Portal Sign In**".

Next, enter your credentials that you previously signed up with.

Now you're logged in! Follow the steps on Page 1 to submit your warranty request.



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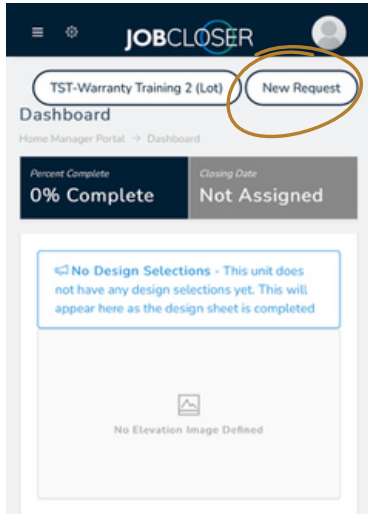
After signing up, we recommend downloading the JobCloser app in your App Store, Google Play, or Amazon Devices.



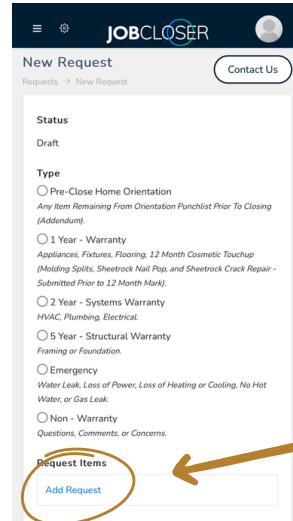
Once the app is downloaded, select Customer Portal before logging in. You will be redirected to the Customer Portal Sign In page (white background). Enter your credentials that you previously signed up with.



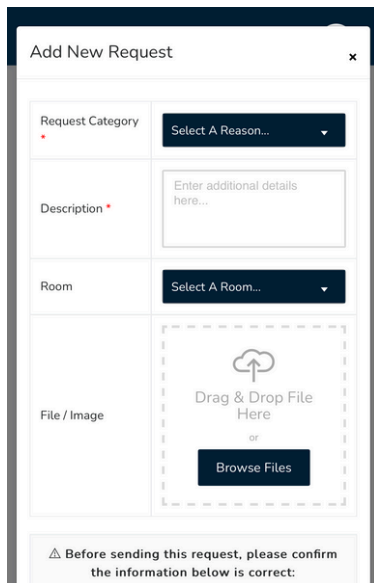
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You can create a **New Request** from your dashboard by clicking the top right button.



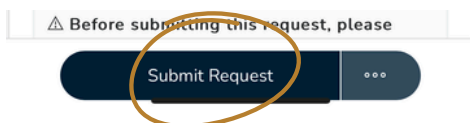
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