



SERVICE ONLINE SOLUTION  
Preserve Time, Maximize Efficiency

Welcome to your new home! As a convenience to you, this house is supported by *SOS (Service Online Solution)*, a comprehensive, easy-to-use, warranty tool. **ALL** service & repair requests are to be reported using the SOS portal found on our website at [www.msrcommunities.com](http://www.msrcommunities.com)

In the event that you need to report a service or repair request please visit our website (**please do not call or email our office**) and follow these steps to get started: [www.msrcommunities.com](http://www.msrcommunities.com)

1. Click on the Warranty Information link at the top of the home page
2. Scroll down and click on the SOS Logo or the Submit A Warranty Request button/link
3. Click on "Start New List of Repairs"
4. Enter ALL Required Info: Address, Name, Email address, and Phone Number
5. Click the Start List button

To complete submitting a service or repair request please do the following:

1. Select "Add new repair item" and then select your answers for the 3 drop-down boxes.
2. Be sure to read the warranty coverage displayed to confirm that your issue is a warrantable item. If the item is out of warranty the system will not let the item be added to your list.
3. Once you read the specific coverage details, click Next and answer any clarifying questions that may be asked of you, these vary based on the repair item(s) chosen. Click next.
4. Certain repair items require a picture to assist in the warranty assessment. Please upload a picture of the impacted repair area. Click on Select Files to attach a picture or take one instantly on your mobile device. Photos are not required for all repair items but are highly recommended. Press next when done.
5. Note the room(s) in your house where the concern is located and provide any additional details that would be helpful in resolving the repair. Click Save.
6. You may add additional items to your list and save it to submit at a later time (select "Stop and Return Later") or choose "Submit Request." Once it has been submitted, you will not be able to modify the list.
7. You can access a previously submitted list by choosing "Access List of Repairs" and entering your property address and the PIN that was emailed to you. The Status section will show you where your repair item is in the process. If you've saved your list to submit later, you can access it the same way by clicking "Access List of Repairs" and entering your property address and PIN. New repair items may be added, or existing ones may be edited or deleted. You may also update your contact information.

In the event that you need to report a service or repair request and cannot access our website, please visit [Service Online Solution](#) and follow the steps above. Once you have submitted your repair request you will receive confirmation via email and the appropriate staff personnel will be notified immediately. Thank you for using SOS as it will help to expedite your service needs.

**\*ALL SERVICE & REPAIR REQUESTS ARE TO BE REPORTED USING THE SOS PORTAL\***