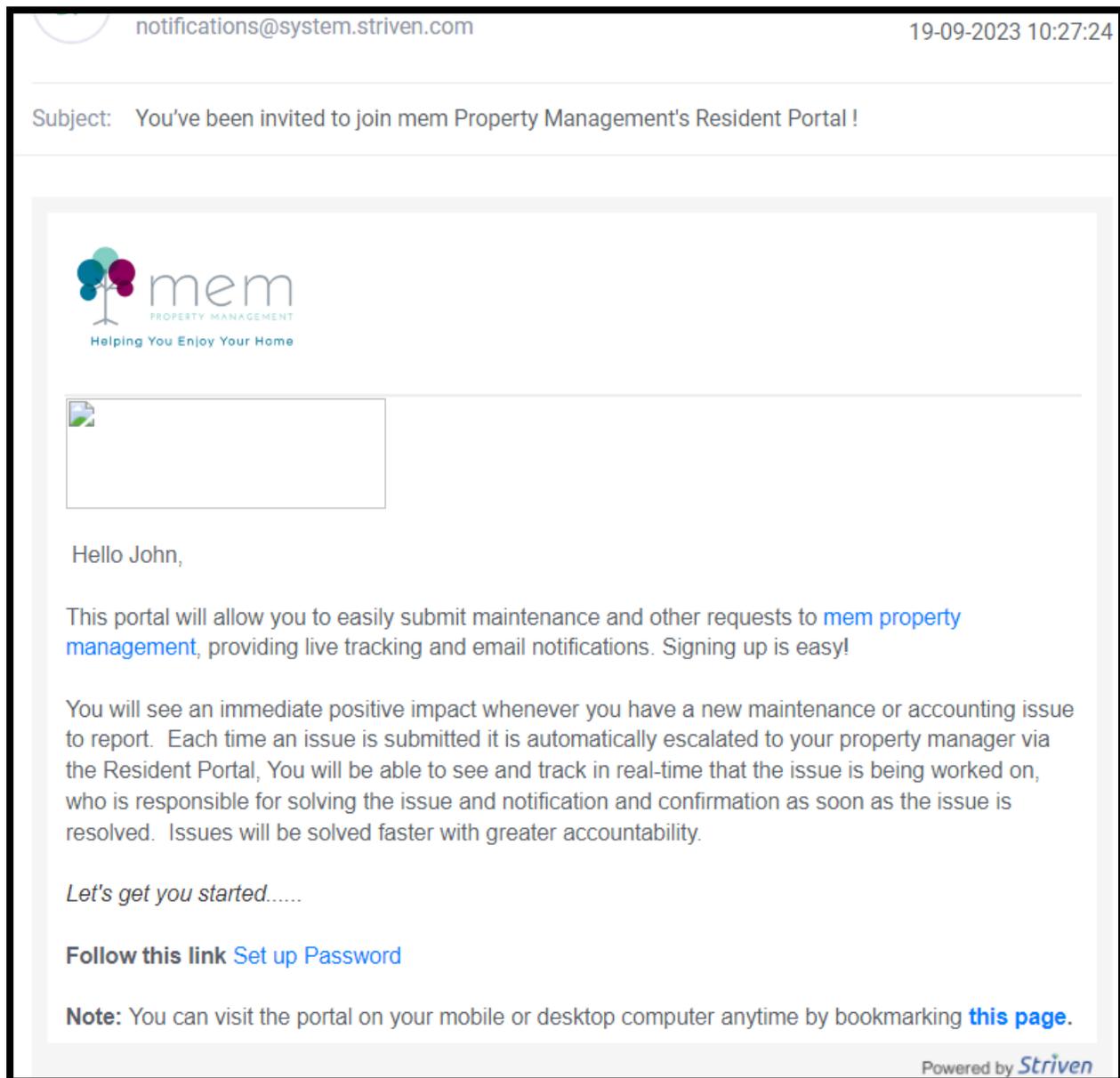


Striven Homeowner Guide

- You will receive an invitation email from Striven to join the Resident Portal.
- Upon receiving the invitation, scroll down to Follow this Link and select [Set Up Password](#).



notifications@system.striven.com 19-09-2023 10:27:24

Subject: You've been invited to join mem Property Management's Resident Portal !


Helping You Enjoy Your Home



Hello John,

This portal will allow you to easily submit maintenance and other requests to [mem property management](#), providing live tracking and email notifications. Signing up is easy!

You will see an immediate positive impact whenever you have a new maintenance or accounting issue to report. Each time an issue is submitted it is automatically escalated to your property manager via the Resident Portal, You will be able to see and track in real-time that the issue is being worked on, who is responsible for solving the issue and notification and confirmation as soon as the issue is resolved. Issues will be solved faster with greater accountability.

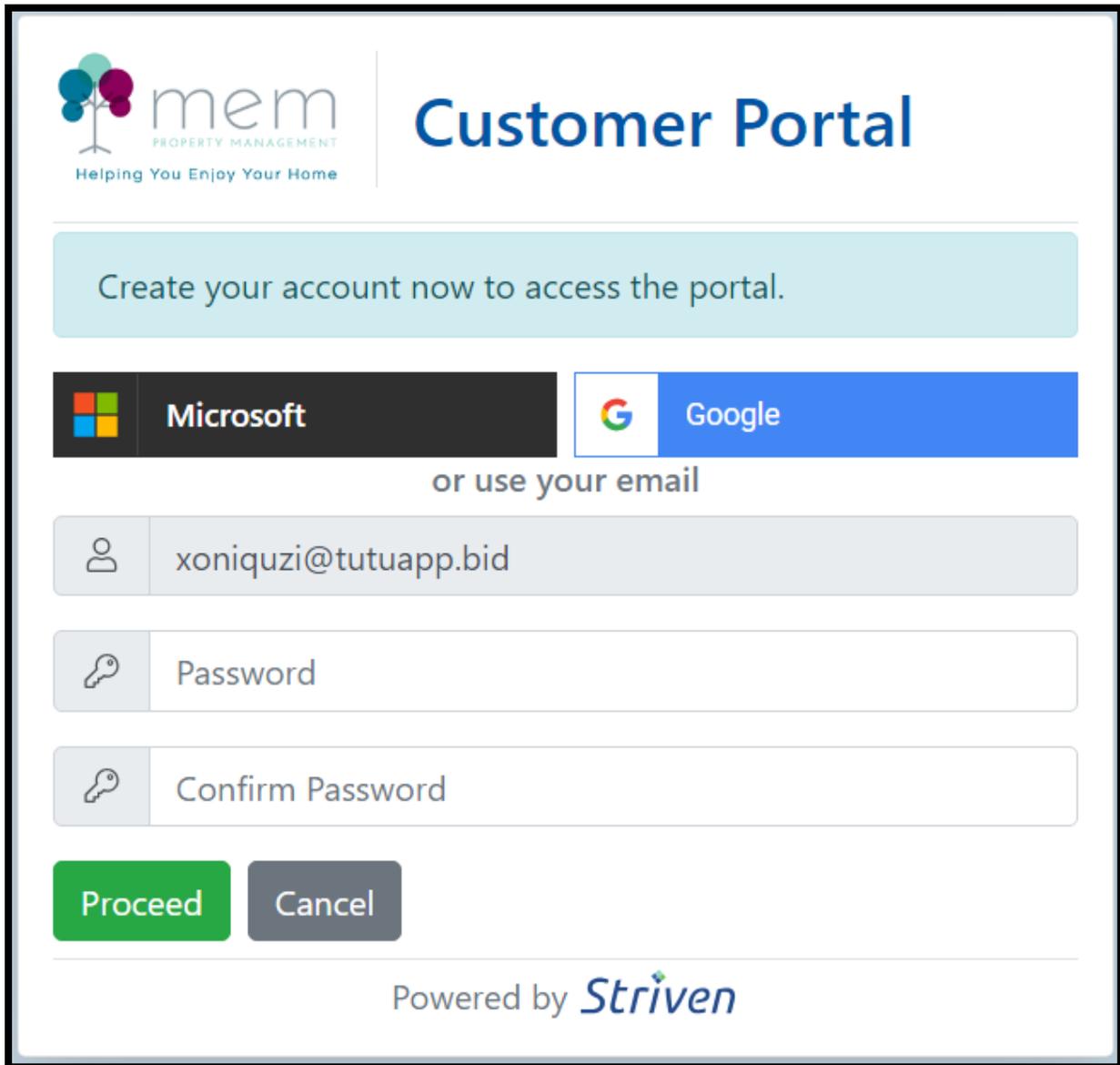
Let's get you started.....

Follow this link [Set up Password](#)

Note: You can visit the portal on your mobile or desktop computer anytime by bookmarking [this page](#).

Powered by *Striven*

- Next, you will be prompted to create a password, re-enter it then [Proceed](#)



The screenshot shows the 'mem Customer Portal' registration page. At the top left is the 'mem PROPERTY MANAGEMENT' logo with the tagline 'Helping You Enjoy Your Home'. To the right, the text 'Customer Portal' is displayed in a large blue font. Below the header, a light blue box contains the instruction: 'Create your account now to access the portal.' Underneath this are two social login buttons: a black 'Microsoft' button and a blue 'Google' button. Below these buttons, the text 'or use your email' is centered. There are three input fields: the first contains the email 'xoniquzi@tutuapp.bid', the second is labeled 'Password', and the third is labeled 'Confirm Password'. At the bottom left are two buttons: a green 'Proceed' button and a grey 'Cancel' button. At the bottom center, the text 'Powered by Striven' is displayed with the Striven logo.

- The Striven Portal will now send a temporary security code for access that expires within 10 minutes.

Your temporary Striven security code

Your one-time security code to access Striven is: 913248

Please note that this code will expire in 10 minutes.

Thank you for using Striven!

- Enter the temporary Striven security code in the Customer Portal then

Submit



Customer Portal

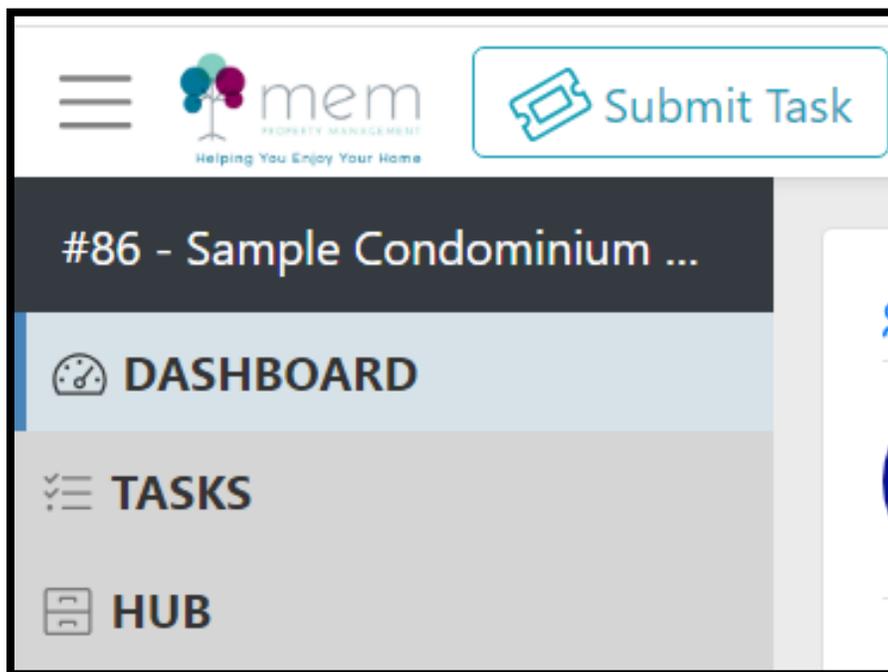
We have sent a code to your email address and text to your mobile. Please enter the code below. You will be granted 30 days of access for the particular browser on the specific computer once validated.

Remember this device for 30 days

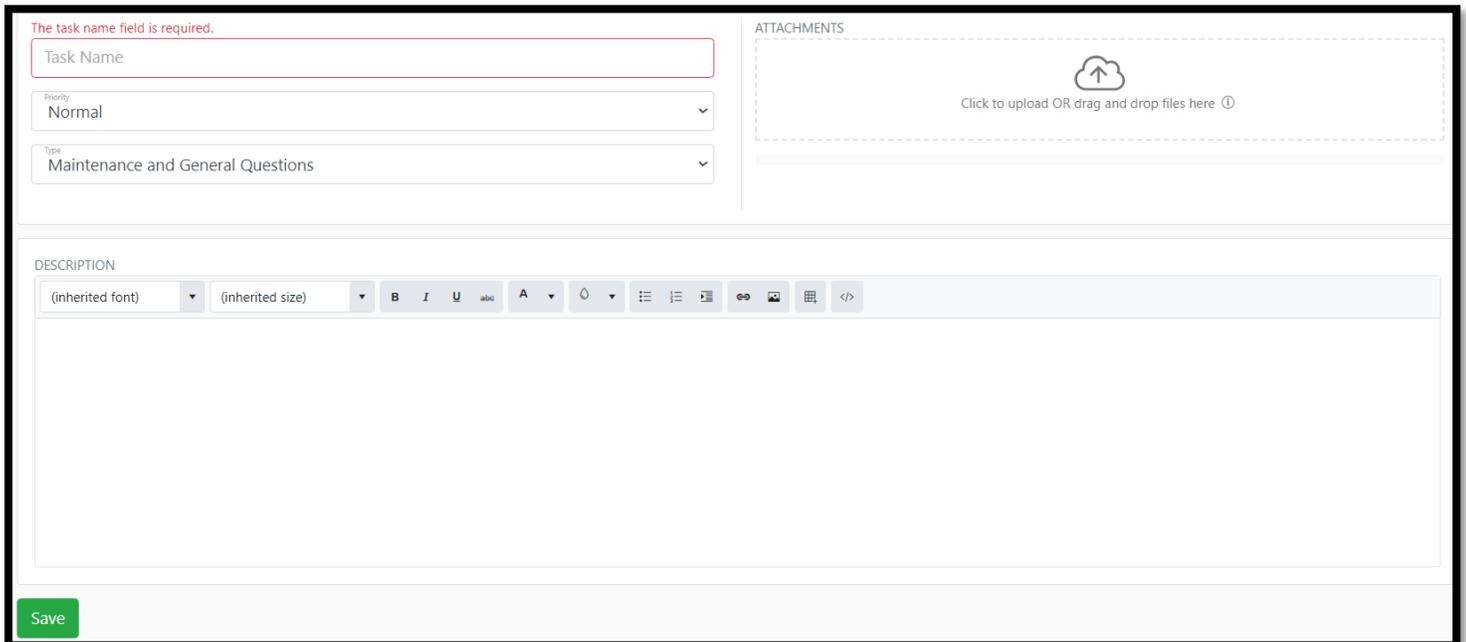
Submit **Cancel** [I didn't get my code, resend it.](#)

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- Once you have completed the steps above, you will now have access to submit a task.
- To enter a task, start by selecting 

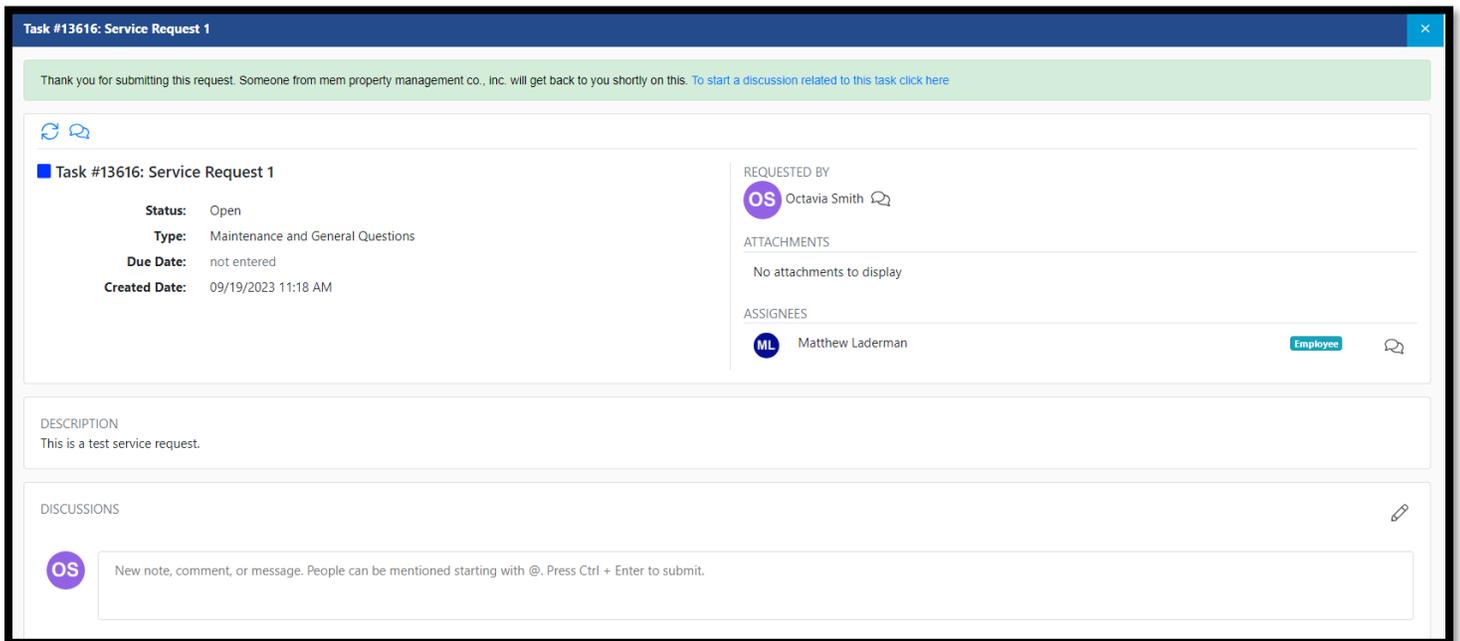


1. Enter a **Task Name** then select the **Type** by selecting from the drop-down menu.
2. Task Types are:
 - a. Accounting Questions (Billing Related)
 - b. Maintenance and General Questions (Non-Billing/Property Related)
3. Enter a detailed description of the service request in the **Description** area.
4. Optional, you may include attachments for the service request by clicking in the upload box in the top-right corner or drag and drop the files.
5. Lastly, to submit the request select 



The screenshot shows a web form for creating a service request. At the top left, there is a red error message: "The task name field is required." Below this is a text input field labeled "Task Name". To the right of the "Task Name" field is an "ATTACHMENTS" section with a dashed border, a cloud upload icon, and the text "Click to upload OR drag and drop files here ⓘ". Below the "Task Name" field are two dropdown menus: "Priority" set to "Normal" and "Type" set to "Maintenance and General Questions". Below these is a "DESCRIPTION" section with a rich text editor toolbar containing options for font, size, bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, table, and source code. At the bottom left of the form is a green "Save" button.

- Once your task is saved, you will receive a message the task has been submitted and a task number will be assigned.
- The assignee of the task will be reflected.
- You can also have a discussion with the assignee by entering a message within the **Discussions** box.

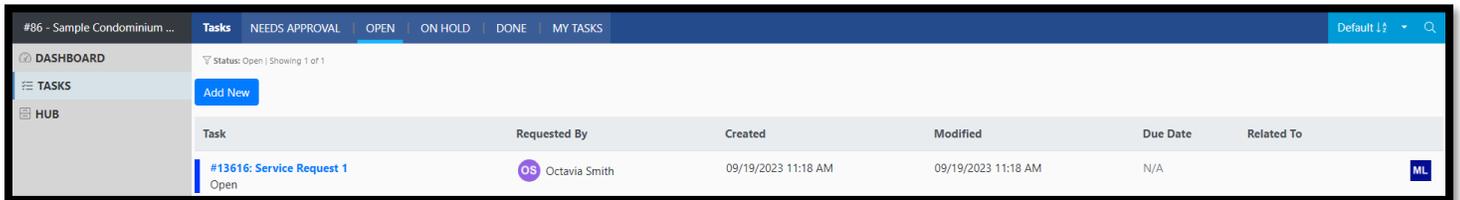


The screenshot shows a web interface for a service request task. At the top, a blue header bar reads "Task #13616: Service Request 1". Below this is a green notification bar with the text: "Thank you for submitting this request. Someone from mem property management co., inc. will get back to you shortly on this. To start a discussion related to this task click here".

The main content area is divided into two columns. The left column contains the task details: "Task #13616: Service Request 1", "Status: Open", "Type: Maintenance and General Questions", "Due Date: not entered", and "Created Date: 09/19/2023 11:18 AM". The right column contains: "REQUESTED BY: OS Octavia Smith", "ATTACHMENTS: No attachments to display", and "ASSIGNEES: ML Matthew Laderman" (with an "Employee" tag and a chat icon).

Below the task details is a "DESCRIPTION" section with the text: "This is a test service request." Below that is a "DISCUSSIONS" section with a text input field and a small edit icon. The input field contains the placeholder text: "New note, comment, or message. People can be mentioned starting with @. Press Ctrl + Enter to submit."

- If you would like to see an overview of this task or any other tasks submitted you can view them by selecting the Tasks tab on the left-hand side of the page.



The screenshot shows the MEM Tasks interface. The top navigation bar includes tabs for 'Tasks', 'NEEDS APPROVAL', 'OPEN', 'ON HOLD', 'DONE', and 'MY TASKS'. The left sidebar has 'DASHBOARD', 'TASKS', and 'HUB' options. The main content area displays a table with the following data:

Task	Requested By	Created	Modified	Due Date	Related To
#13616: Service Request 1 Open	OS Octavia Smith	09/19/2023 11:18 AM	09/19/2023 11:18 AM	N/A	

For more information or questions, please contact the management office at (201) 798-1080.