



# Rush Residential HOMEOWNER PORTAL

"The HOP"



# Welcome to The HOP...

## HomeOwner Portal

Purchasing a new home is one of the largest investments you are likely to make and we are honored that you chose Rush Residential.

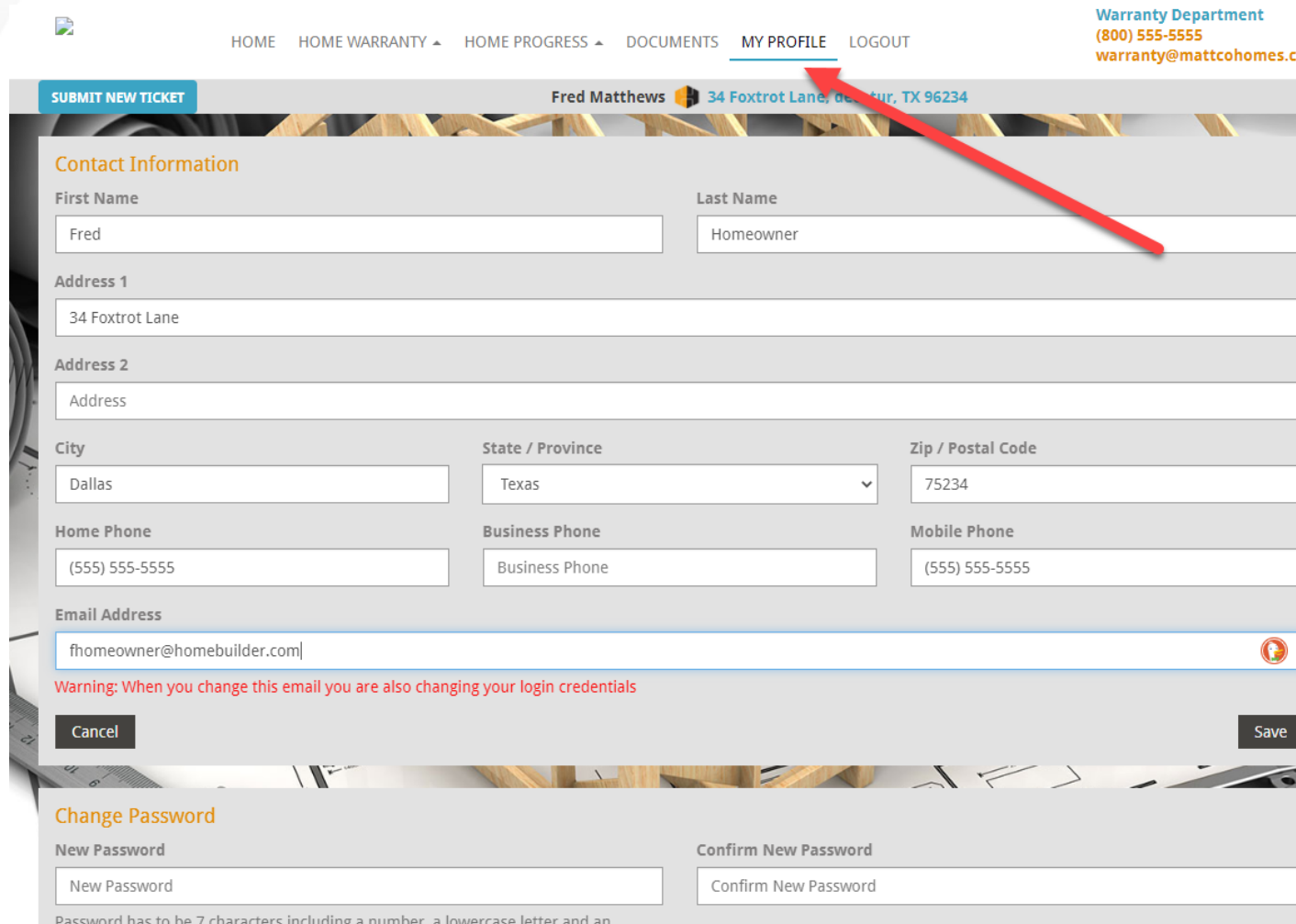
The HOP is a great tool, set up your homeowner access and start looking around today!

- Keep Track of your Home Progress while we build
- Important documents in one place
- Submit and track your warranty claims



**Building  
Exceptional  
Homes.**

# Your HOP Profile



Warranty Department  
(800) 555-5555  
warranty@mattcohomes.com

HOME HOME WARRANTY ▲ HOME PROGRESS ▲ DOCUMENTS **MY PROFILE** LOGOUT

Fred Matthews 34 Foxtrot Lane, Dallas, TX 96234

**Contact Information**

First Name: Fred Last Name: Homeowner

Address 1: 34 Foxtrot Lane

Address 2: Address

City: Dallas State / Province: Texas Zip / Postal Code: 75234

Home Phone: (555) 555-5555 Business Phone: Business Phone Mobile Phone: (555) 555-5555

Email Address: fhomeowner@homebuilder.com

Warning: When you change this email you are also changing your login credentials

Cancel Save

**Change Password**

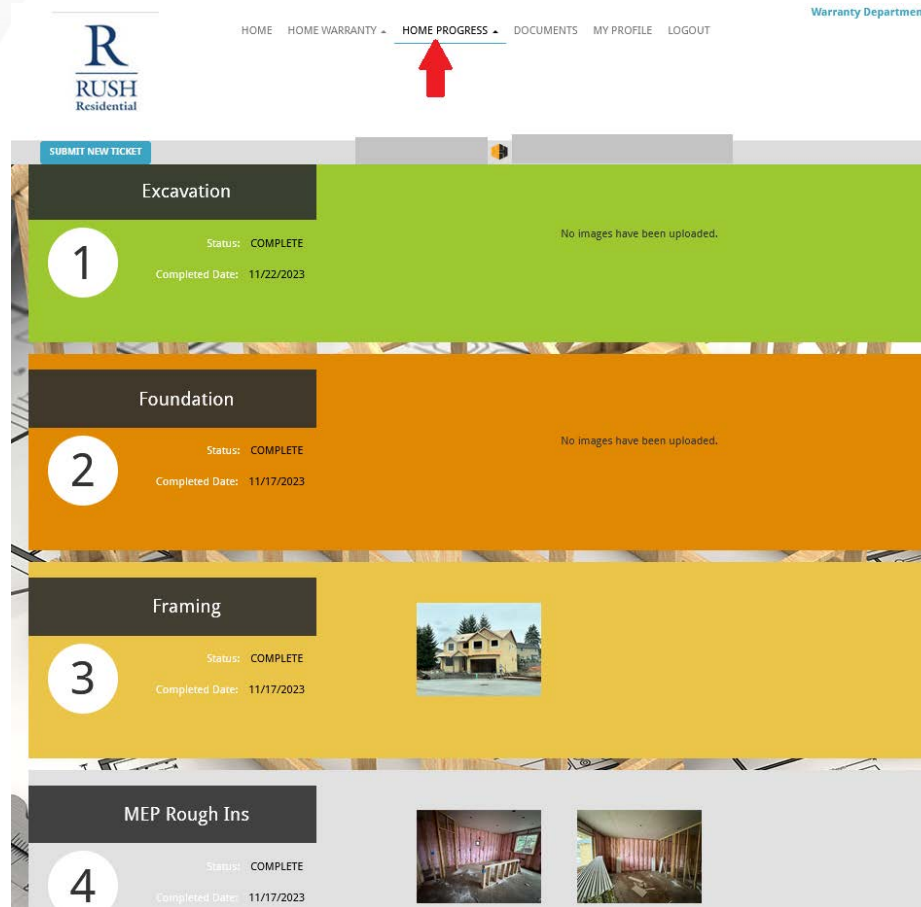
New Password: New Password Confirm New Password: Confirm New Password

Password has to be 7 characters including a number, a lowercase letter, and an...

- You can update your profile information and change your password here

# Home Progress

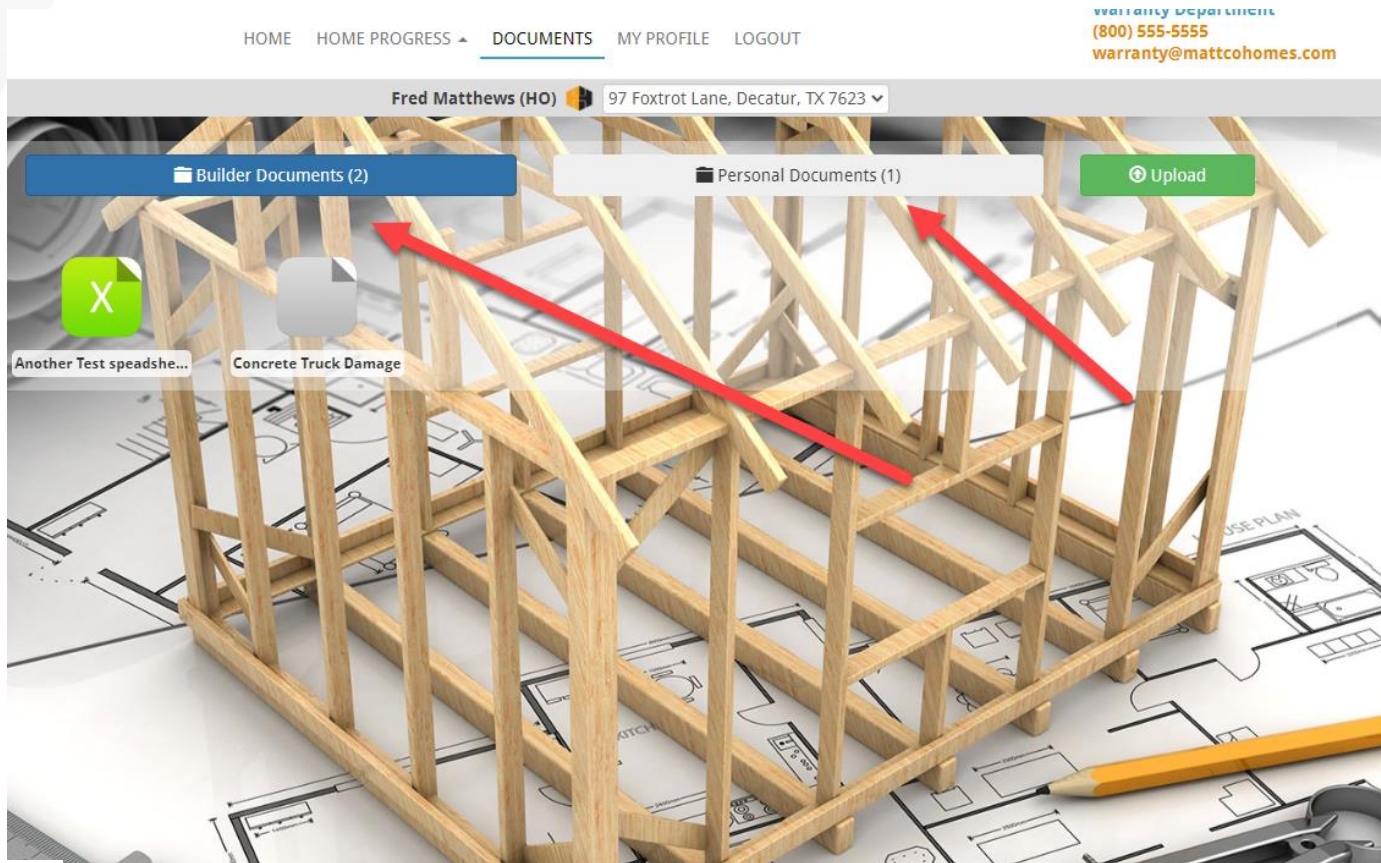
Shows the construction progress of your home by construction stage.



## Our 8 Construction Stages are

- 1. Excavation** - This is where we excavate the area where your foundation will rest.
- 2. Foundation** - Your foundation is complete when all of the stem walls are poured and ready to support the frame. Your garage floor is not included in this stage.
- 3. Framing** - Your framing is considered complete after the roof is sheeted.
- 4. Mechanical Rough Ins** - During this stage the mechanical components to your home are being installed. (everything behind the walls). Plumbing, HVAC, Electrical.
- 5. Drywall** - This stage is complete when your Sheetrock has been tape and textured.
- 6. Finishes** - This stage includes many tasks like paint, doors & mill-work, and hard surfaces.
- 7. Trims** - During this stage we are installing the lighting, trims for the electrical, plumbing and HVAC and carpet.
- 8. Final** - This is where the beauty of your new home begins to shine. Mirrors & shower doors, railings and a few good cleanings

# Builder and Personal Documents



- Builder documents pertaining to your home can be seen here
- You can also upload and store personal documents
- Click on the document icon to view

# Using Homeowner Portal (HOP)

Warranty Department  
(800) 555-5555

HOME HOME WARRANTY ▲ HOME PROGRESS ▲ DOCUMENTS MY PROFILE LOGOUT

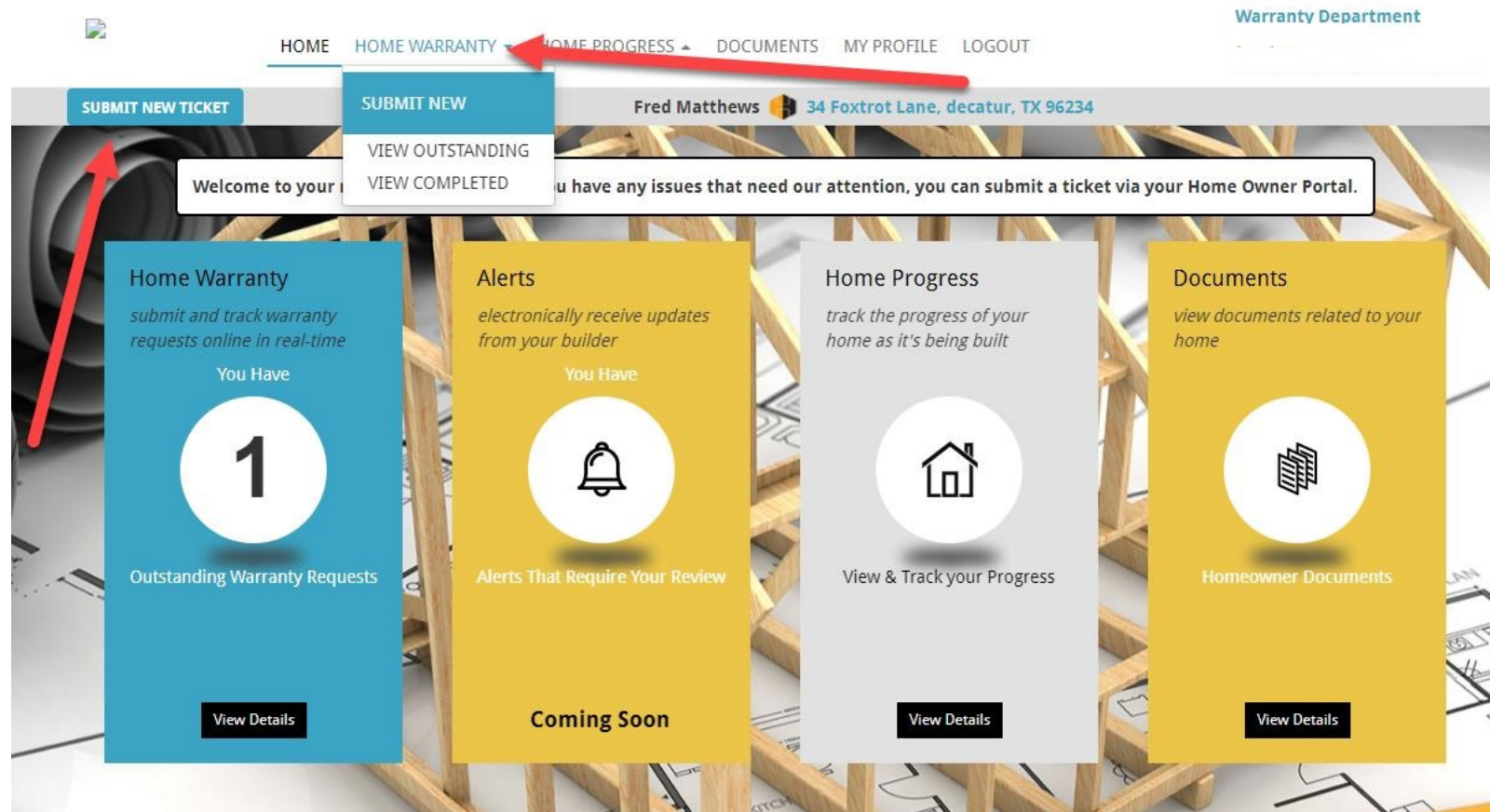
SUBMIT NEW TICKET Fred Matthews 34 Foxtrot Lane, decatur, TX 96234

Welcome to your new Rush Home! If you have any issues that need our attention, you can submit a ticket via your Home Owner Portal

- Home Warranty**  
*submit and track warranty requests online in real-time*  
You Have **1**  
Outstanding Warranty Requests  
[View Details](#)
- Alerts**  
*electronically receive updates from your builder*  
You Have   
Alerts That Require Your Review  
Coming Soon
- Home Progress**  
*track the progress of your home as it's being built*  
  
View & Track your Progress  
[View Details](#)
- Documents**  
*view documents related to your home*  
  
Homeowner Documents  
[View Details](#)

# Submitting a Warranty Ticket

- Click the **Submit New Ticket** link on the left side of the screen or under the Home Warranty Menu



# Enter Ticket Information

Emergency Issues? +

HVAC Emergency? +

Water Emergency? +

### Submit New Warranty Ticket

Please provide a description, location and image (if available) for each issue you would like to report.

If you are reporting multiple issues, please submit ALL issues on one ticket using the **Add Another Issue** button below to enter details for each issue separately. Once you have added ALL issues, submit your ticket using the **Submit** button below:

**Issue Description\***

Please provide a description of a single issue. Use Add Another Issue button below to enter additional issues.

**Location\***

Select Location ▼

**Upload**  
png, jpg, jpeg, gif, pdf

**Add Another Issue**



**Building  
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Homes.**

- Enter Item Description for 1 item in the description box
- Enter Location from the drop down
- Add additional items 1 at a time by clicking the Add Another Item button for each additional item you want to add.
- It is recommended that you upload photos before you submit the ticket with the Upload button
- Click the Submit button when you have added all items. This will send your request to the Warranty Department.



# New Ticket Shows on Home Warranty Ticket Summary Screen

Warranty Department

HOME HOME WARRANTY HOME PROGRESS DOCUMENTS MY PROFILE LOGOUT

SUBMIT NEW TICKET

**Ticket Number 24942**  
*Ticket Entered on 2/23/2023 from the Homeowner Portal*

You Have **1**

Item(s) on this Ticket

[View Items](#) [View Work Orders](#)  
[View Notes](#)

**Ticket Number 24944**  
*Ticket Entered on 2/23/2023 from the Homeowner Portal*

You Have **1**

Item(s) on this Ticket

[View Items](#) [View Work Orders](#)  
[View Notes](#)

A red arrow points to the number '1' in the 'You Have' section of the second ticket (24944).

# Viewing Items, Work Orders & Notes

Warranty Department

HOME HOME WARRANTY HOME PROGRESS DOCUMENTS MY PROFILE LOGOUT

SUBMIT NEW TICKET

**Ticket Number 24942**  
*Ticket Entered on 2/23/2023 from the Homeowner Portal*

You Have

**1**

Item(s) on this Ticket

View Items View Work Orders

View Notes

**Ticket Number 24944**  
*Ticket Entered on 2/23/2023 from the Homeowner Portal*

You Have

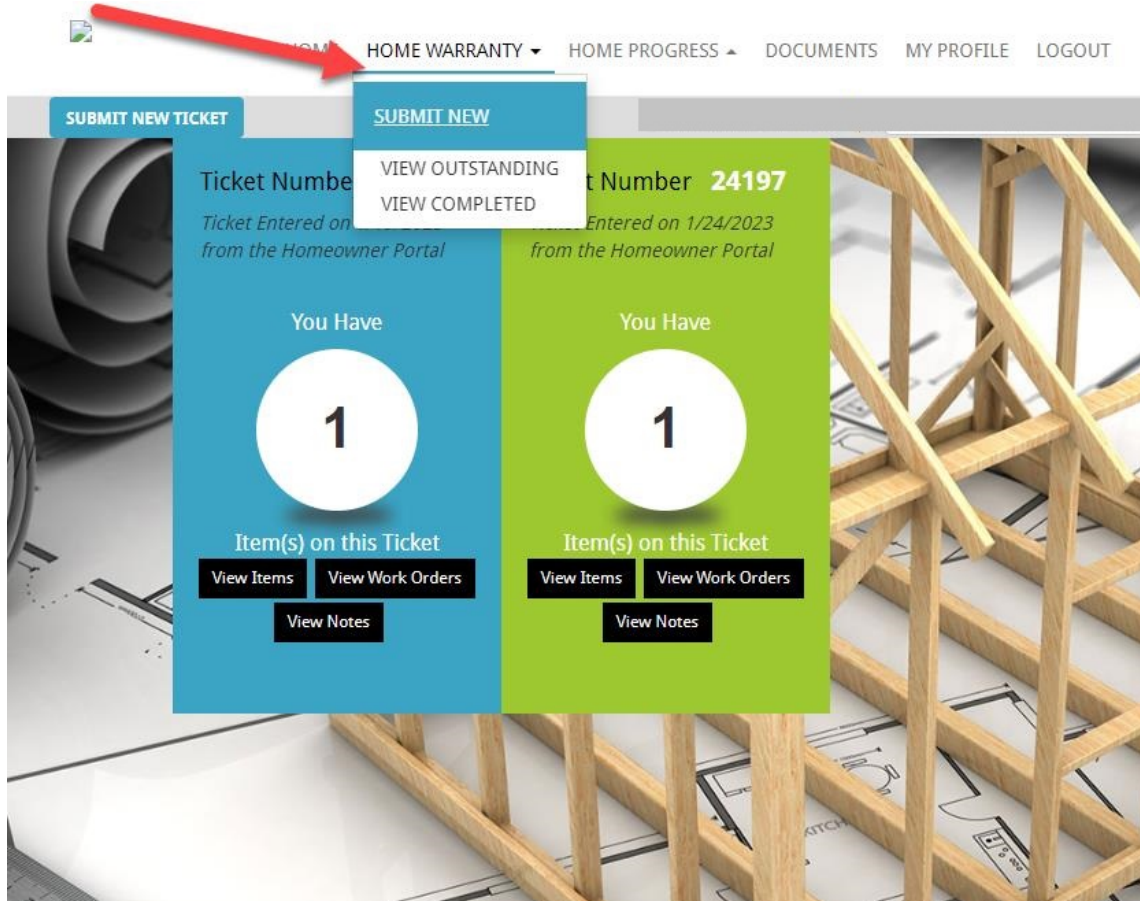
**1**

Item(s) on this Ticket

View Items View Work Orders

View Notes

# Home Warranty Drop Down Menu



The Home Warranty drop down menu allows you to View Completed tickets as well as Submit New tickets and View Outstanding tickets

# Viewing Notes

- When you click on the View Notes button a Pop Up screen comes up to show notes our Customer Service team has added to your warranty service ticket.

The screenshot displays a web application interface for a Warranty Department. At the top, there is a navigation menu with links for HOME, HOME WARRANTY, HOME PROGRESS, DOCUMENTS, MY PROFILE, and LOGOUT. The page title is "Warranty Department". Below the navigation, there is a "SUBMIT NEW TICKET" button. The main content area shows two ticket cards. The left card is blue and represents Ticket Number 24942, which was entered on 2/23/2023 from the Homeowner Portal. It indicates that the user has 1 item on this ticket and provides buttons for "View Items", "View Work Orders", and "View Notes". A red arrow points to the "View Notes" button. The right card is green and represents Ticket Number 24944, also entered on 2/23/2023 from the Homeowner Portal, with 1 item on this ticket and buttons for "View Items", "View Work Orders", and "View Notes". A "Note History" pop-up window is open in the foreground, showing a table with one entry: a note dated 2/23/23 3:14 PM CT stating "This item has been assigned to the original trade who did the work. They should contact you soon to make an appointment to repair the item." The pop-up also shows "Number of Days Open: 1" and a "Close" button.

# Viewing Item Status

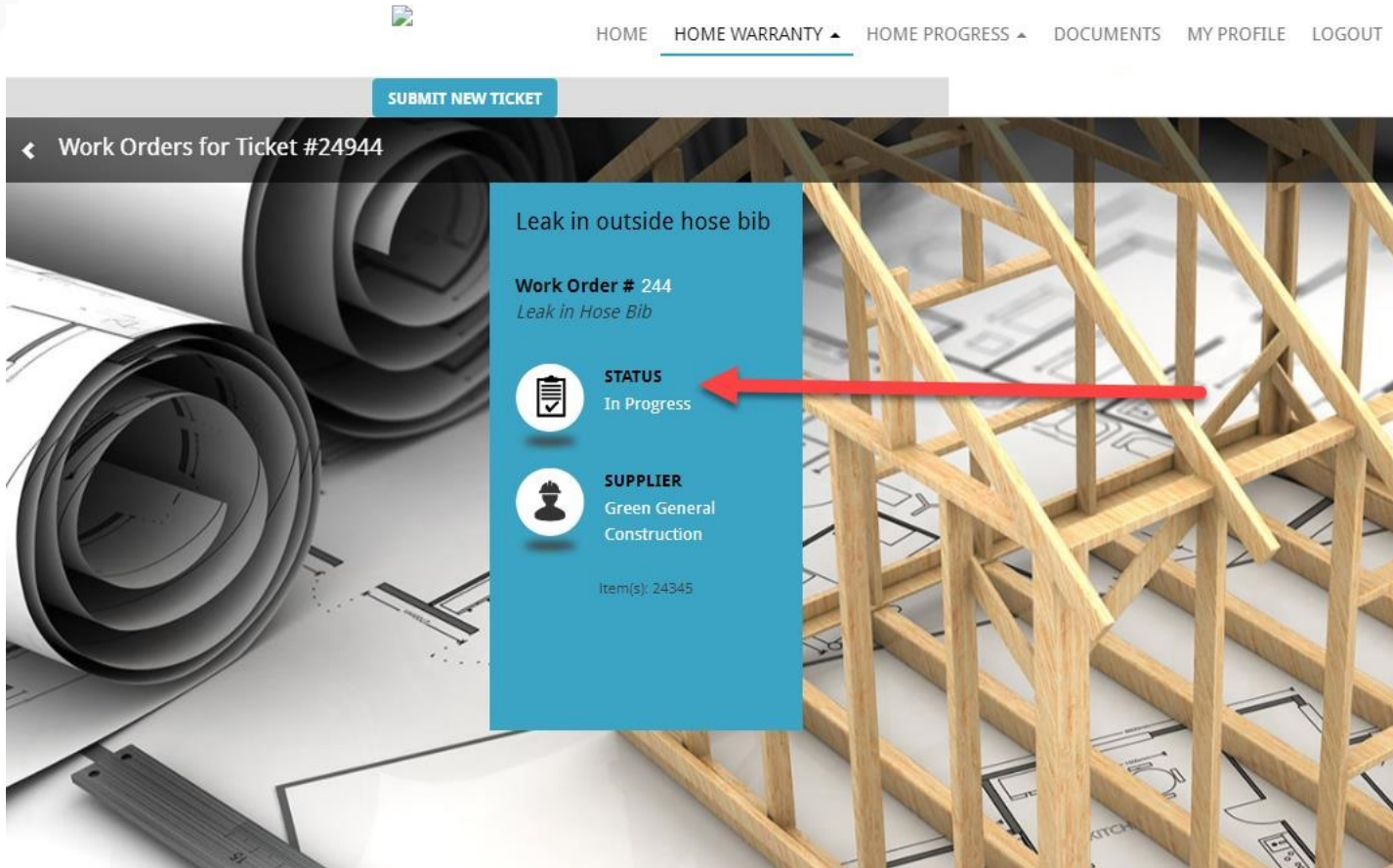
The screenshot shows a web application interface for a warranty department. At the top right, it says "Warranty Dep". The navigation menu includes "HOME", "HOME WARRANTY", "HOME PROGRESS", "DOCUMENTS", "MY PROFILE", and "LOGOUT". A "SUBMIT NEW TICKET" button is visible on the left. The main content area displays details for an item:

- Category: Exterior
- Item # 24345
- Description: Leak in outside hose bib
- Status: Open (indicated by a red arrow pointing to the status text)
- Action: View Work Orders (indicated by a red arrow pointing to the button)
- Work Order(s): 244

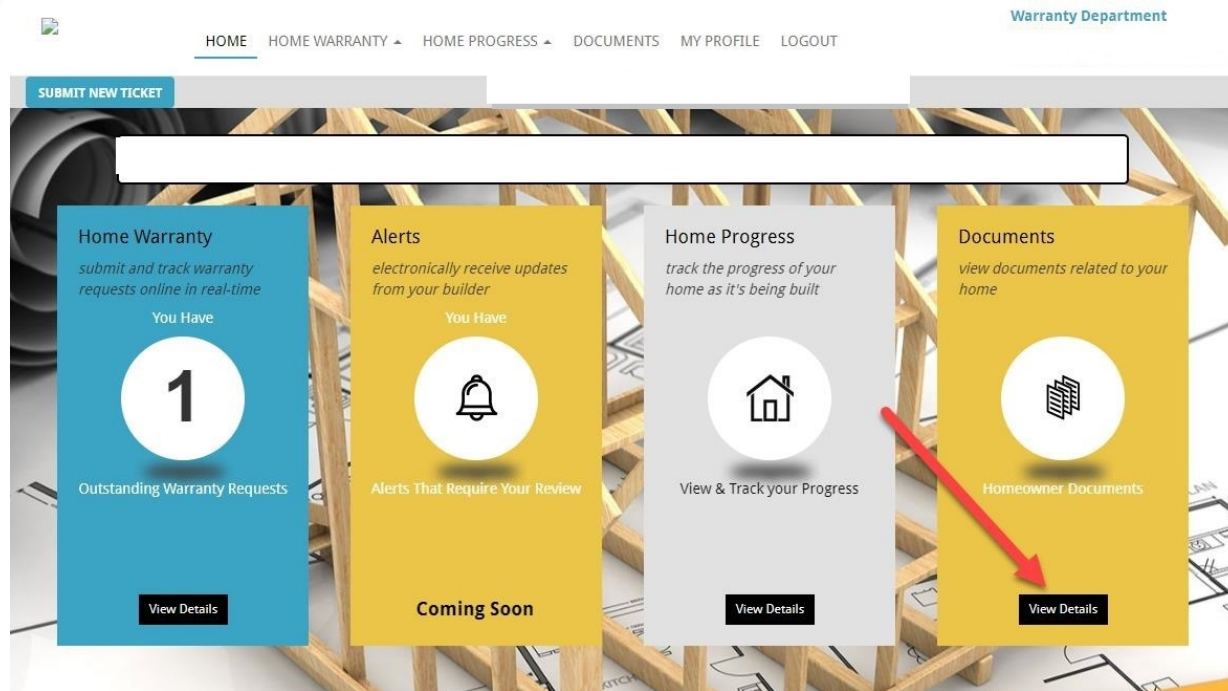
The background of the item card is a wooden model of a house frame on top of architectural blueprints.

- Clicking on the **View Items** button from the ticket summary screen will bring up the Item Screen where you can see the status of the Item and click to view any work orders that have been created.

# Viewing Work Order Status



# Viewing Documents



This area will store any documents uploaded to your portal by Rush or via direct upload initiated by you. No one other than you will access to documents you upload.