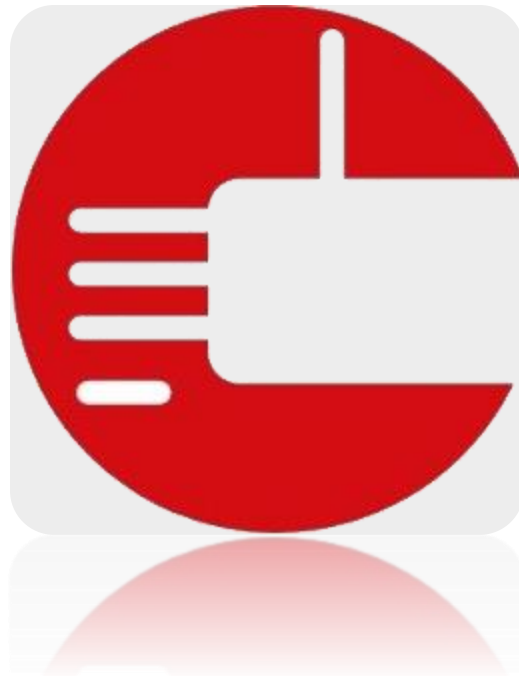


Claimizer Maintenance Portal

Tenant's User Guide

www.claimizer.com



Claimizer YouTube Channel contains videos in Arabic and English to explain how to use the Portal

https://www.youtube.com/channel/UC918PY_zyzcS8L0vboTyKxA/playlists

Claimizer Portal: a comprehensive portal for following up on maintenance claims/complaints between tenants and maintenance or real-estate companies.

The tenant must register on the Portal and link his account with his units / flats so that he can submit maintenance requests, the tenant can register on the Portal through one of the following methods

1- Through the building link or the QR code

If the maintenance company or the real estate company provides a link or QR Code at the entrance to the building, you can scan the code with your mobile phone and then register on the Portal, and the building link / QR Code makes it easier for the tenant to register and then choose his unit / flat at the same time.

2- Through a Private Link

if the Maintenance company or real estate company provides a link on the e-mail or through SMS or WhatsApp, this link can be used to register on the Portal, and then link the account to your unit / flat. This link is a private for you and should not be shared with anyone, as it contains the details of your contract such as Unit No, Contract No, contract start date, and contract end date.

3- Through the Portal website

An account can be easily opened through the Portal's website, but the maintenance company or the real estate company will have to send the building code or the unit code to submit a request to link your account to the unit and then start submitting maintenance requests.

Note: The Link Request status must be: **Approved** so that you can submit maintenance requests.

إشعار هام

Important Notice

أعزائي المستأجرين:

ابتداء من اليوم، سيتم قبول طلبات الصيانة فقط من بوابة الصيانة الخاصة بنا، ويمكنك التسجيل وإرسال طلبك من خلال زيارة الرابط أدناه

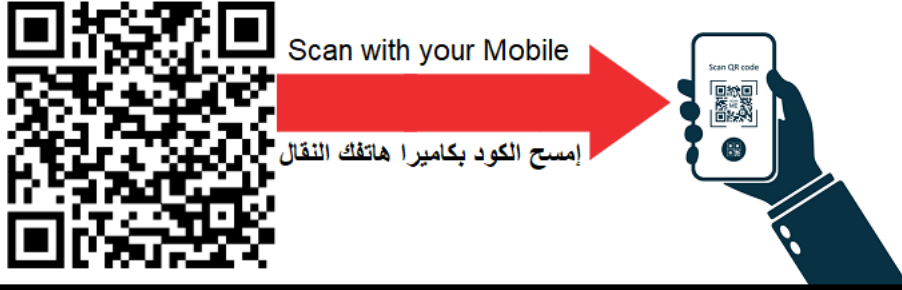
Dear Tenants,

Maintenance requests are only accepted from our Maintenance Portal, You can register and submit your request by visiting the link below.

https://claimizer.com/client/properties?qr_code=B10-24074-23

أو عن طريق مسح رمز الاستجابة السريعة أدناه

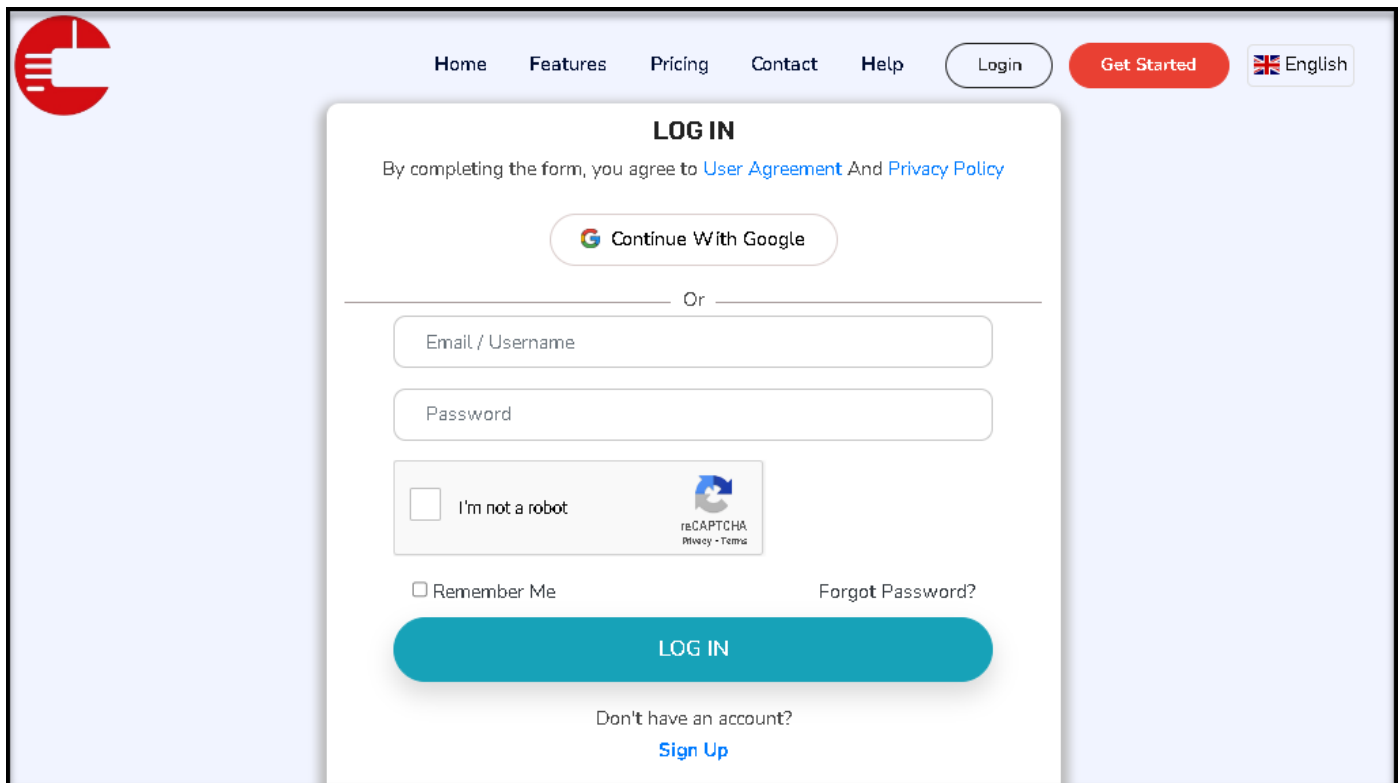
Or by scanning the QR code below.



Example of building link and QR code provided by maintenance companies and real estate companies

First: Registering on the Portal and linking your account to your units / flats

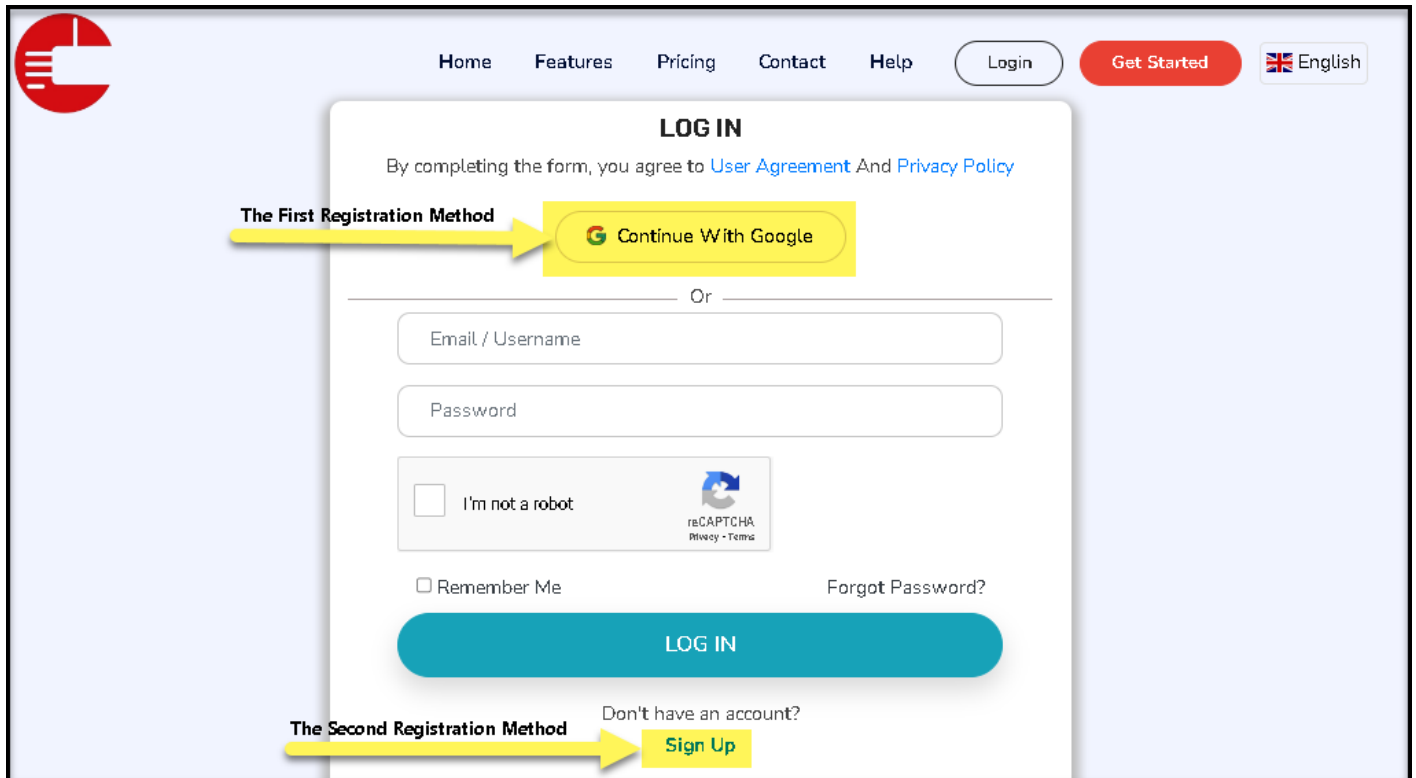
- When you scan the QR code on your mobile phone or click on the unit link sent to you by the maintenance company or the real estate company, the login screen will open on the Portal , The language can be changed from English to Arabic and vice versa by clicking the language button at the top right of the page
- If you have previously registered on the Portal you can enter your email , and password and press the **login button**



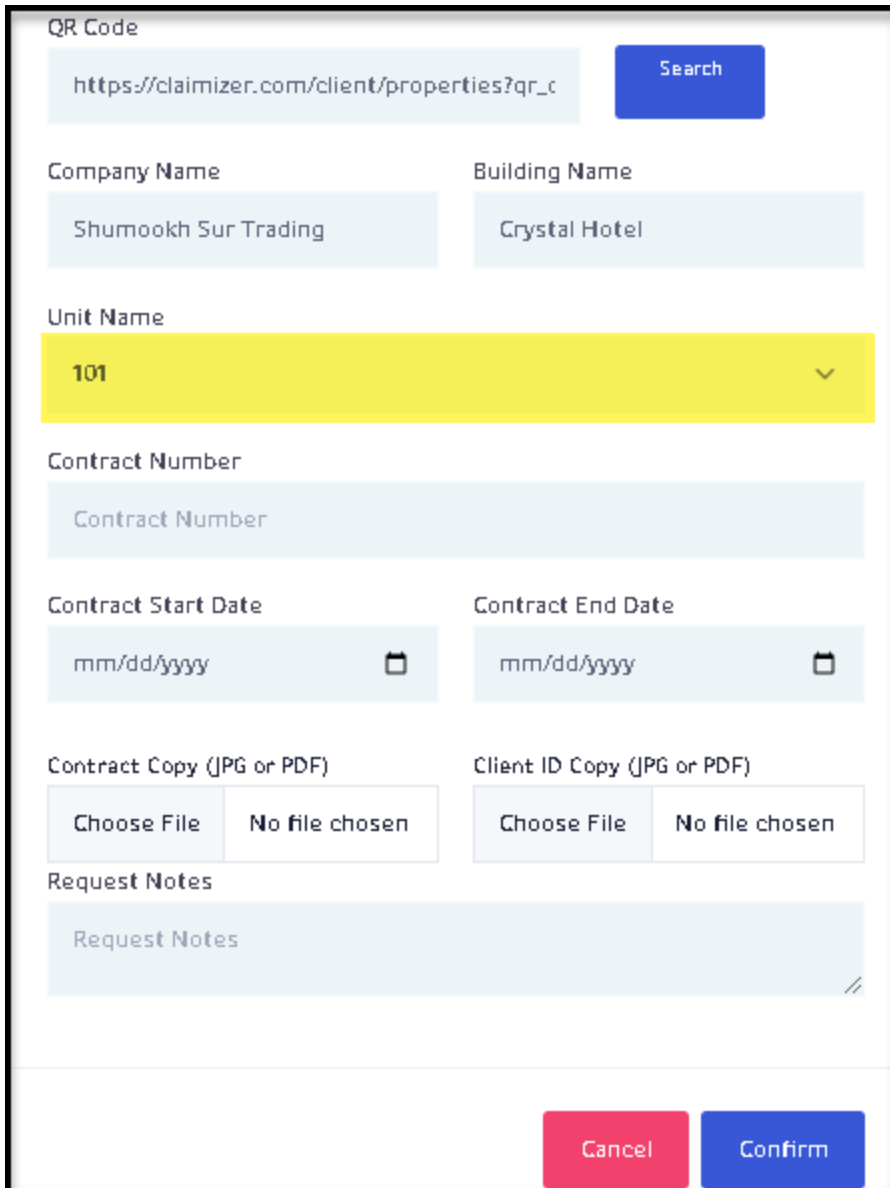
The screenshot shows the login interface of the Claimizer Maintenance Portal. At the top left is the Claimizer logo. The navigation menu includes Home, Features, Pricing, Contact, Help, a Login button, a Get Started button, and a language selector set to English. The main content area is titled "LOG IN" and contains the following elements:

- A disclaimer: "By completing the form, you agree to [User Agreement](#) And [Privacy Policy](#)"
- A "Continue With Google" button.
- An "Or" separator.
- Input fields for "Email / Username" and "Password".
- A reCAPTCHA widget with the text "I'm not a robot" and a checkbox.
- Checkboxes for "Remember Me" and a link for "Forgot Password?".
- A large teal "LOG IN" button.
- A link for "Don't have an account? [Sign Up](#)".

- If you do not have an account on the portal, you must create an account through one of the following methods: -
- **The First Method:** by clicking on **Continue with Google**, in order to create your account on the Portal through your Google Account
- **The second method:** by clicking on the **Sign Up** link below the login button and then filling in your data such as name, email, mobile phone and password, then clicking on the button **Sign Up** to create the account



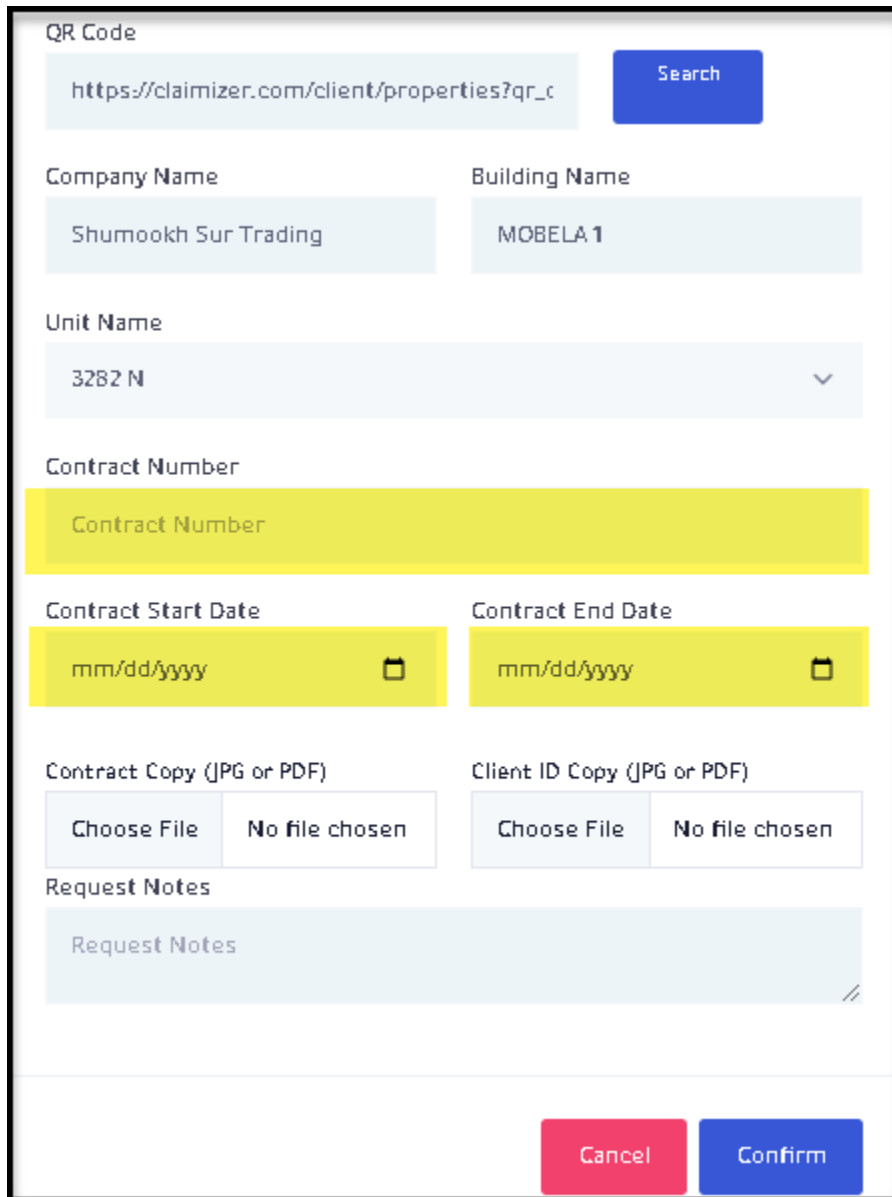
- After registering the account, the page of linking the account to your unit / flat will appear,
 - **In case the registration is through the building link**, you can choose your unit (mandatory) and then enter the optional fields data or leave them blank if you wish, such as the lease contract number, contract start date, contract end date and request remarks, if any. You can also attach a copy of the contract and your ID Then press the Confirm button



The screenshot shows a registration form with the following fields and controls:

- QR Code:** A text input field containing the URL `https://claimizer.com/client/properties?qr_c` and a blue **Search** button.
- Company Name:** A text input field containing "Shumookh Sur Trading".
- Building Name:** A text input field containing "Crystal Hotel".
- Unit Name:** A dropdown menu with "101" selected and a yellow highlight.
- Contract Number:** A text input field with the placeholder "Contract Number".
- Contract Start Date:** A date picker field with the placeholder "mm/dd/yyyy" and a calendar icon.
- Contract End Date:** A date picker field with the placeholder "mm/dd/yyyy" and a calendar icon.
- Contract Copy (JPG or PDF):** A file upload control with a "Choose File" button and "No file chosen" text.
- Client ID Copy (JPG or PDF):** A file upload control with a "Choose File" button and "No file chosen" text.
- Request Notes:** A text area with the placeholder "Request Notes" and a double-slash icon for text wrapping.
- Buttons:** A red **Cancel** button and a blue **Confirm** button at the bottom right.

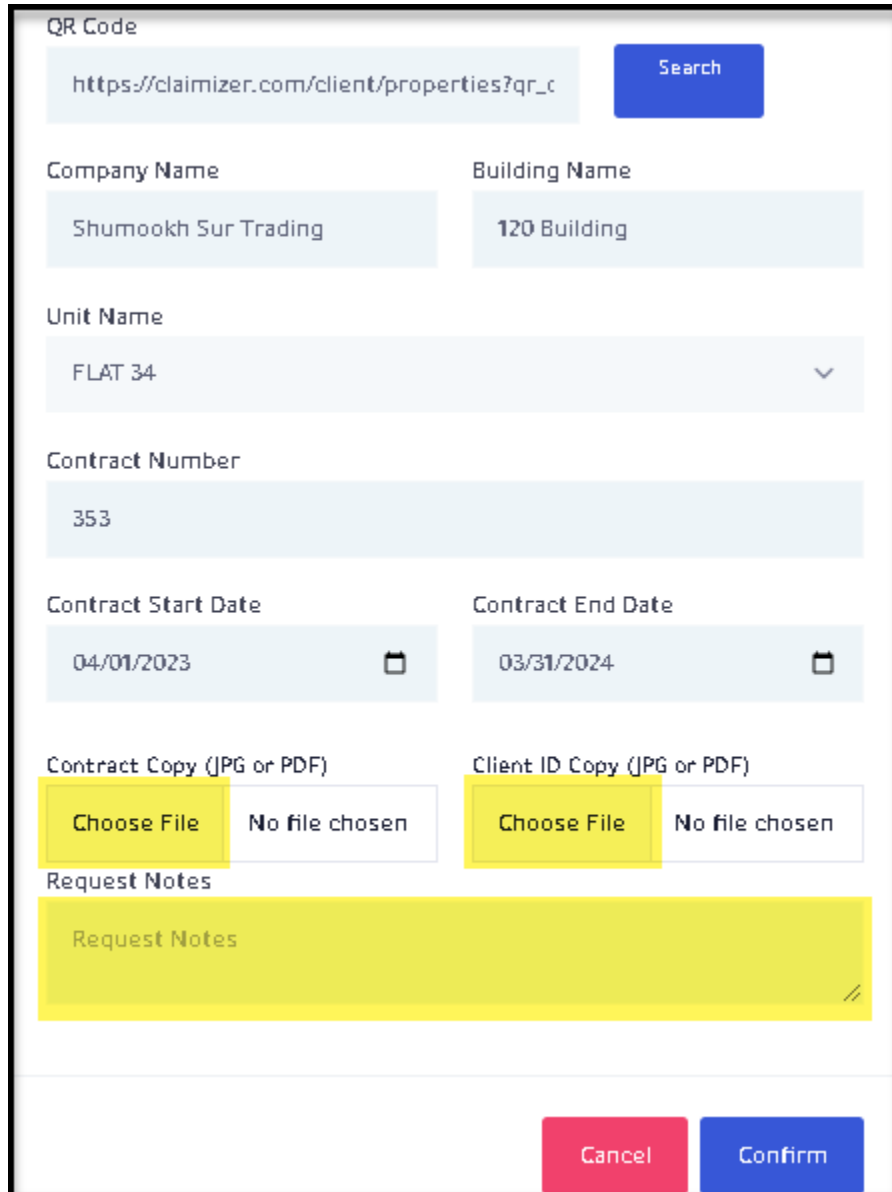
- **In case the registration is through Unit link**, you will notice that the form is coming with your unit Name, and It cannot be modified, and then enter the optional fields data or leave them blank if you wish, such as the lease contract number, contract start date, contract end date and request remarks, if any. You can also attach a copy of your contract and ID, then press the Confirm button



The screenshot shows a registration form with the following fields and controls:

- QR Code:** A text input field containing the URL `https://claimizer.com/client/properties?qr_c` and a blue **Search** button.
- Company Name:** A text input field containing "Shumookh Sur Trading".
- Building Name:** A text input field containing "MOBELA 1".
- Unit Name:** A dropdown menu showing "3282 N".
- Contract Number:** A highlighted yellow text input field containing the placeholder "Contract Number".
- Contract Start Date:** A highlighted yellow date picker field showing the format "mm/dd/yyyy".
- Contract End Date:** A highlighted yellow date picker field showing the format "mm/dd/yyyy".
- Contract Copy (JPG or PDF):** A file upload control with a "Choose File" button and "No file chosen" text.
- Client ID Copy (JPG or PDF):** A file upload control with a "Choose File" button and "No file chosen" text.
- Request Notes:** A large text area with the placeholder "Request Notes".
- Buttons:** A pink **Cancel** button and a blue **Confirm** button at the bottom right.

- **In case the registration is through Contract link, you will notice that the form is coming with your unit details, lease contract number, contract start date and contract end date, and they cannot be modified, and you can only Enter the request remarks, if any, and attach a copy of your contract and ID, then press the Confirm button**



QR Code
https://claimizer.com/client/properties?qr_c Search

Company Name: Shumookh Sur Trading Building Name: 120 Building

Unit Name: FLAT 34

Contract Number: 353

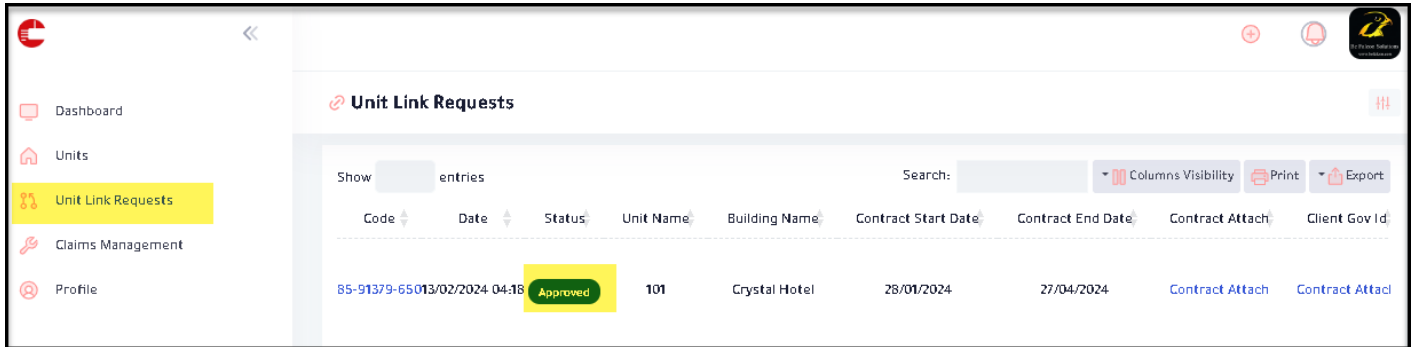
Contract Start Date: 04/01/2023 Contract End Date: 03/31/2024

Contract Copy (JPG or PDF): Choose File No file chosen Client ID Copy (JPG or PDF): Choose File No file chosen

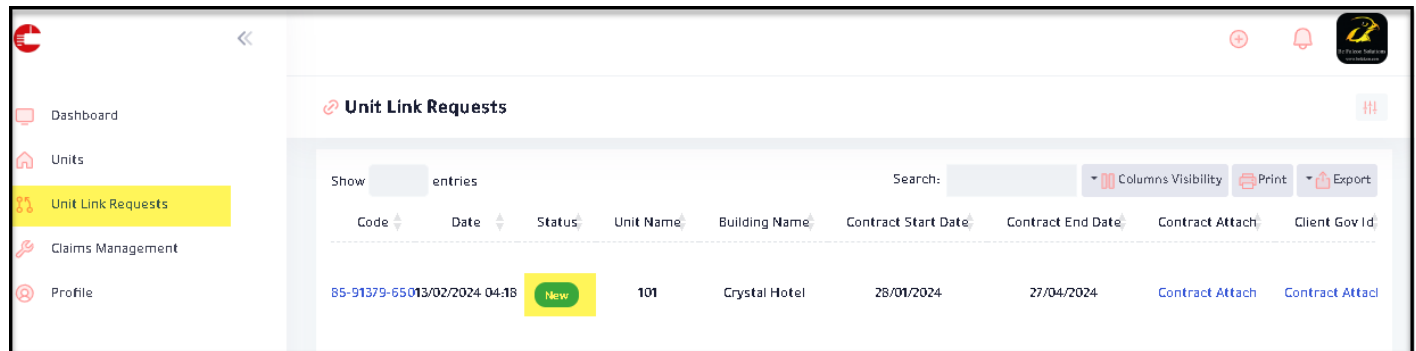
Request Notes: Request Notes

Cancel Confirm

- After completing the linking of the account to your unit, you can start adding maintenance requests if the status of the unit link request is **Approved** , but if the unit link request status is **New** , you must wait until the maintenance company or the real estate company reviews and approves your request.

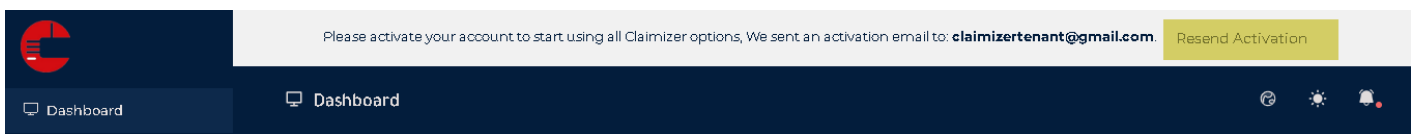


You can start adding maintenance requests if the unit link request status is **Approved**



If the unit link request status is **New**, you must wait until the maintenance company or the real estate company reviews and approves your application

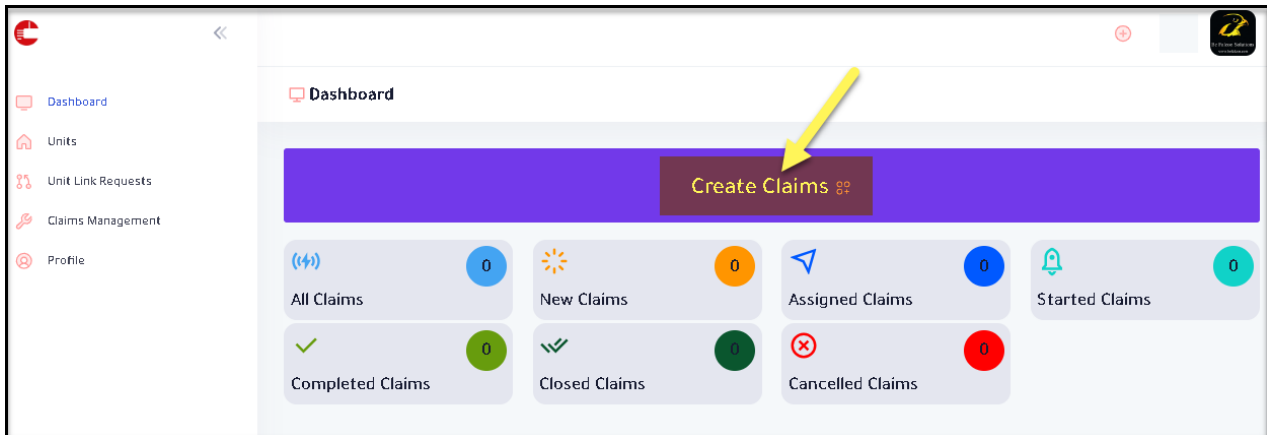
- After registering on the Portal, a message will be sent to your e-mail containing a link to activate your account on the Portal, please click on the link sent to complete the activation of your account and to avoid stopping the account in the future, if you do not receive the e-mail, you can click on **Resend Activation** link



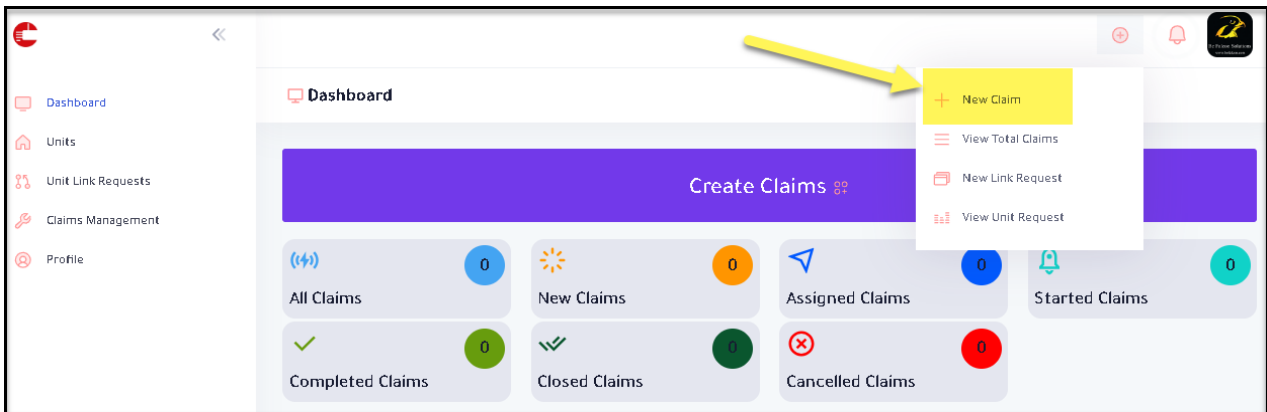
Second: Maintenance Requests

The maintenance request can be submitted in different ways through the Portal, after the approval of the unit link request from the maintenance company or the real estate company

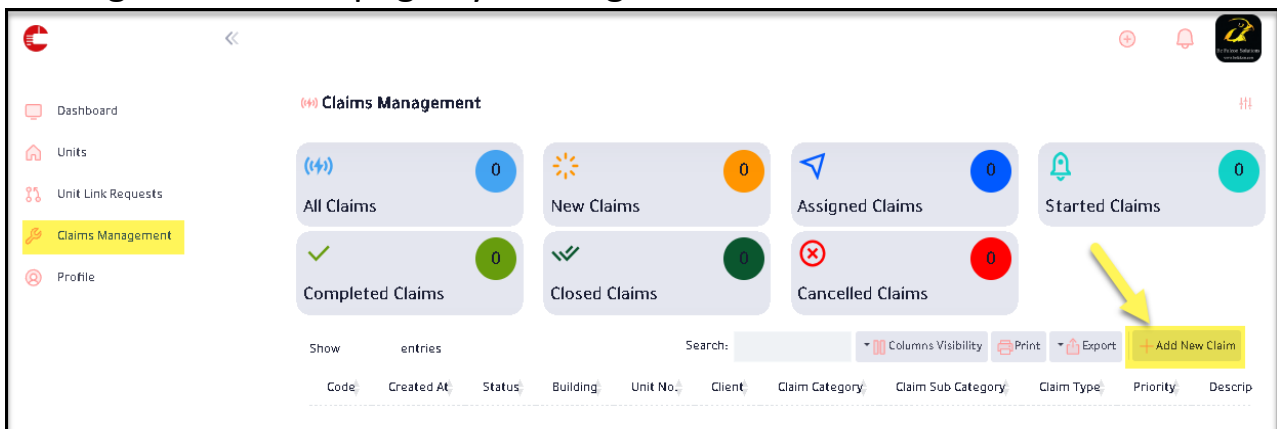
- Through the **Dashboard**, by clicking on **Create Claims** button



- Through any page by clicking on **+** button and then choosing **New Claim**



- Through the **Claims** page by clicking on **Add New Claim** button






After pressing the Create New Claim button, you will be taken to the maintenance request page, where the maintenance request is filled out


- Select the building in case the account is linked to units in more than one building
- Choose the unit, if there is more than unit
- Choose the maintenance request category, sub-category, and maintenance request type (general / electrical / plumbing / etc.)
- Choose the available date and time
- Attach the photos, if any, and then press save



New Claim

[Select Building](#) Select Unit Claim Categories Claim Sub Categories Claim Type Confirmation Step

 Bayt Elwatn 90E  Creek Tower  Crystal Hotel

New Claim

Crystal Hotel  [Select Unit](#) Claim Categories Claim Sub Categories Claim Type Confirmation Step

 Hotel  101

[Back](#)

New Claim

Crystal Hotel 101 Claim Categories Claim Sub Categories Claim Type Confirmation Step

General	Plumbing	Household	Electrical
Exterior House	Air Condition/Ventilation	Lifts/Cradle	Civil

New Claim

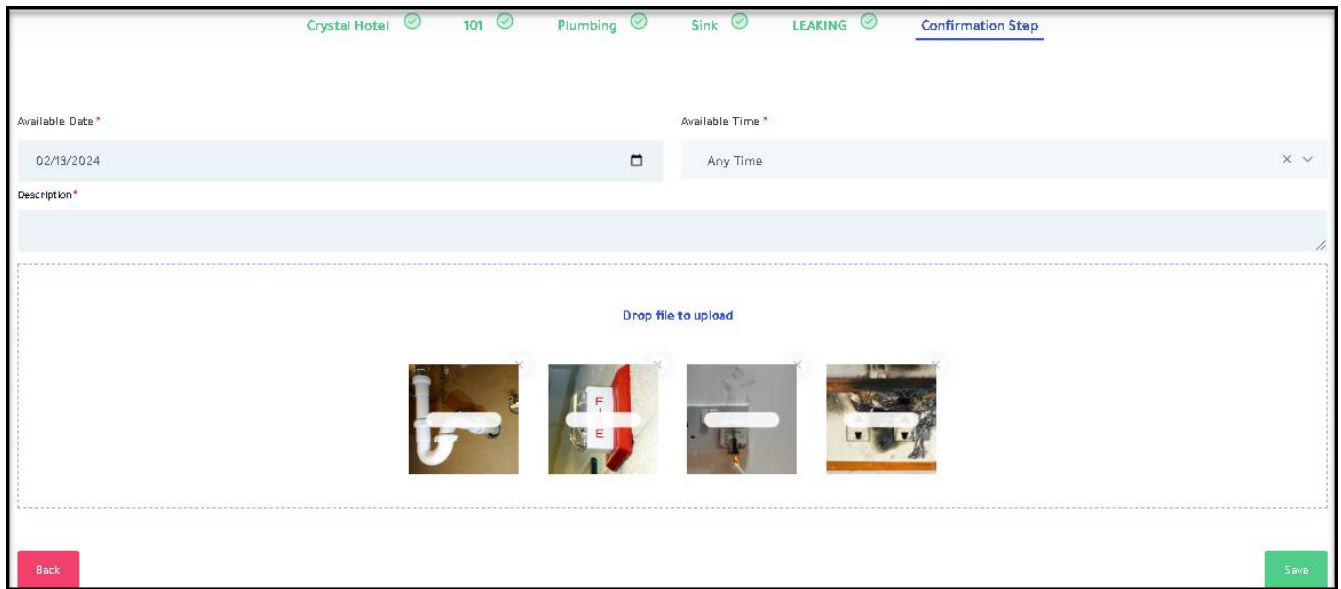
Crystal Hotel 101 Plumbing Claim Sub Categories Claim Type Confirmation Step

Toilet	Sink	Leak	Shower
Sprinklers	motors/Pumps	Blockage	others

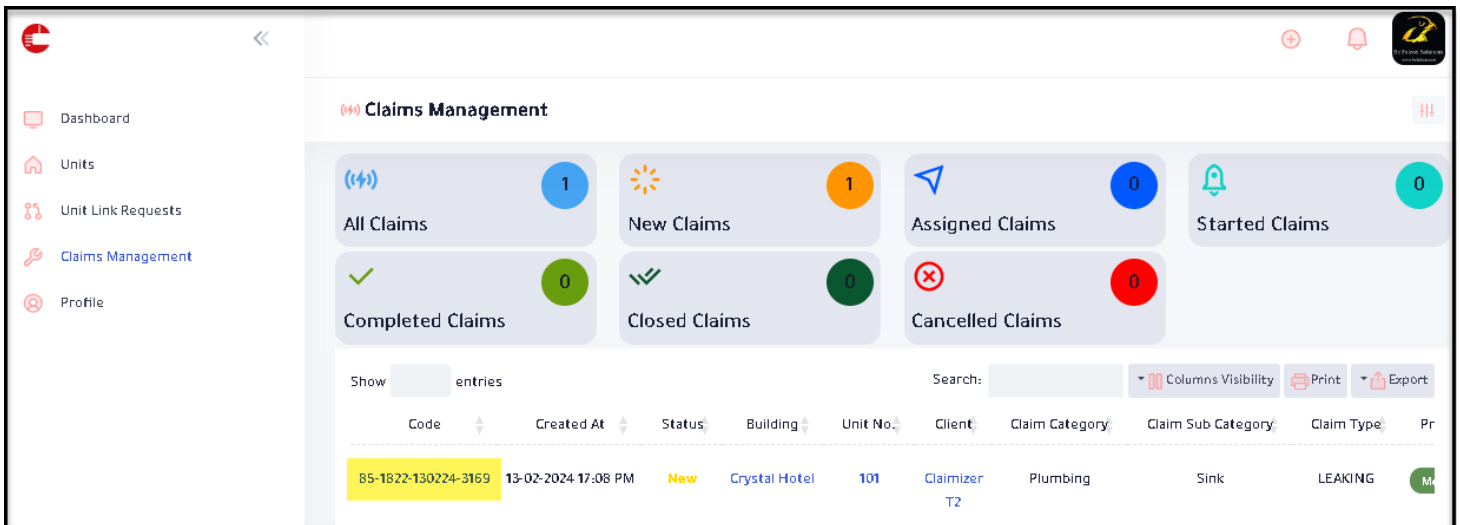
New Claim

Crystal Hotel 101 Plumbing Sink Claim Type Confirmation Step

LEAKING	GARBAGE DISPOSAL	SHUT OFF	WATER ISSUES
DRAIN PLUGGED			




- After pressing Save, you will be taken to the Claim / maintenance requests page, through which all submitted Claims / maintenance requests can be followed up and updated if necessary
- By clicking on the maintenance request code, it will go to the request details and then update the request by clicking on the **Update button**



Claims Management


85-1822-130224-3169

<p>Building Crystal Hotel</p> <p>Claim Category Plumbing</p> <p>Available Date 12-02-2024</p> <p>Description Please check issue</p> <p>Created By Name  Claimizer T2</p>	<p>Property Unit 101</p> <p>Claim Sub Category Sink</p> <p>Status New</p> <p>Phone 971568268334</p>	<p>Created At 13-02-2024 17:08 PM</p> <p>Claim Type LEAKING</p> <p>Priority Medium</p> <p>Email claimizer.t2@gmail.com</p>
---	---	--

Time Period (02:00)

Participated Users

Empty

13-02-2024 19:59  New Claimizer T2

Claimizer YouTube Channel contains videos in Arabic and English to explain how to use the Portal

https://www.youtube.com/channel/UC918PY_zyzcS8L0vboTyKxA/playlists