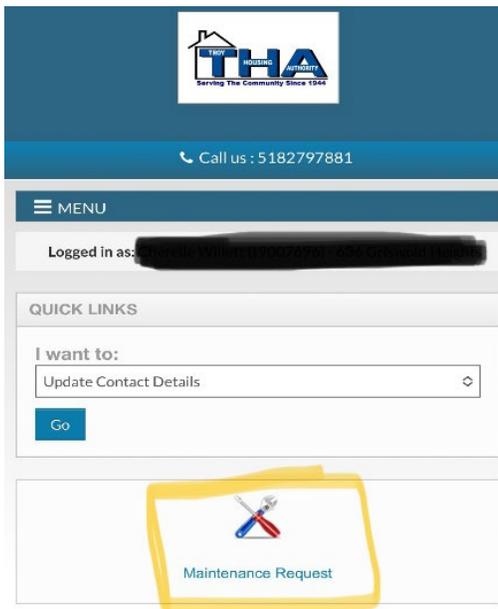


THA Work Order Process via Portal

<https://myportal.troyhousing.org/>



1. Once you log into the portal you will see many options for things you can do. The first option is "Maintenance request" You will choose this.

Maintenance Request

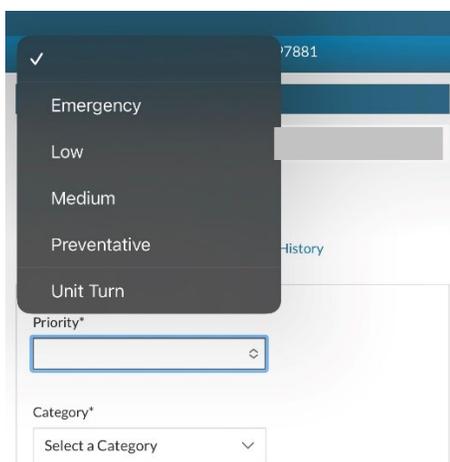
Request History

Priority*

Category*

Sub Category

2. Now you will be in the Request screen, you must complete all of the fields before submitting the work order



3. Make sure you choose the priority. Never choose "unit turn" If you are having an emergency work order outside of office hours please call the emergency maintenance number 518-274-7887 in order to ensure that your work order is relayed to an on-call maintenance staff member.

Emergencies are situations that would cause an immediate threat to people or property such as **Smoke Alarms, water leaks or electrical issues** (not light bulbs).

Category*

Select a Category ▾

Q

Appliance

Cleaning

Common Areas

Community Room

Electrical

4. Next you will choose the Category of your work order. There are many options that you are able to scroll through. If you feel like one of the options doesn't specifically fit your needs, you can choose "Maintenance" as your category.

Sub Category

None ▾

Full Description*

1499 characters remaining

Access Instructions

5. There are no subcategories to choose. You will want to enter a description for your work order. Please be detailed with what needs to be fixed so that maintenance can be sure to bring the necessary tools to complete the work order for you. For access instructions this is where you may note if you have a pet, if you may want them to call you before coming and enter your phone number etc.

Access Instructions

Okay to come in, no pets

✓ No

Yes

Permission to Enter*

No ▾

6. Make sure you change "Permission to enter" from No to Yes. If you do not change this, the work order will not get sent to maintenance phones so they will not be aware of it.

None ▾

Full Description*

My toilet is clogged

1478 characters remaining

Access Instructions

Okay to come in, no pets

Permission to Enter*

Yes ▾

Attachment ⓘ

Choose File

7. This is an example of what your screen may look like after entering the descriptions

Permission to Enter*

Yes

Attachment ⓘ

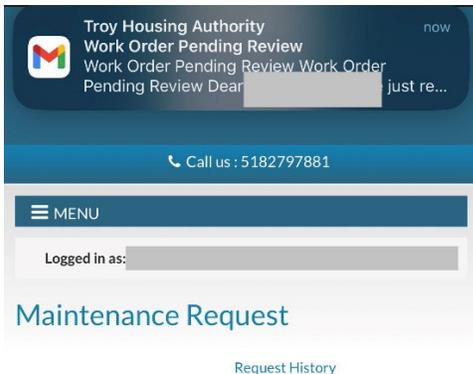
Choose File

Photo Library

Take Photo or Video

Choose File

8. If you wish to add a photo of the damage you may choose a file, choose a photo from your library or take a photo in that moment to upload for maintenance to see



9. Once you click "Submit" You will get an email confirming that you have submitted a work order for review

Maintenance Request

Submit Maintenance Request

My Requests already on file.

10 records per page

REQUEST #	4015
REQUESTED	4/11/2025
CATEGORY	Maintenance
DESCRIPTION	Test work order to show tenants how to use portal. Just close when received.
STATUS	Web
DATE COMPLETED	
ORIGINATOR	[redacted]
ATTACHMENTS	
REQUEST #	3741
REQUESTED	3/27/2025
CATEGORY	Maintenance
DESCRIPTION	[redacted]

STATUS Work Completed

10. After submitting you will be able to see the work order you just submitted with a work order number. You'll also be able to see previous work orders entered for or by you in this screen as well. At this point, the work order has been sent to maintenance.

**** Please only create 1 work order. ****

**** Please note that maintenance has 24 hours to address any emergency work orders and 5 business days for all other work orders. ****

**** If the work has not been completed in the designated timeframe, please reach out to your site manager for assistance.****