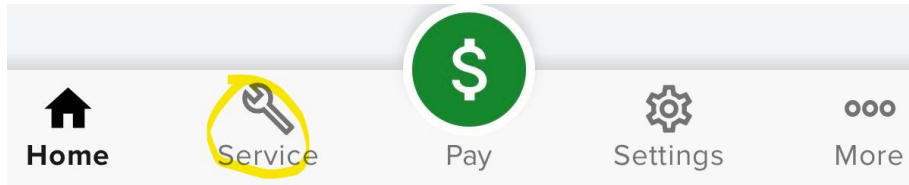


How to submit a Maintenance ticket

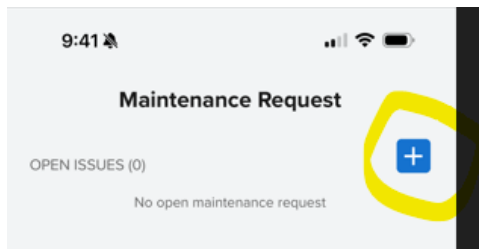
Tenant has 2 options to submit a maintenance ticket request. Tenant can log into RM through the app or online into the RM portal.

Tenant then needs to click the “SERVICE” button at the bottom of the app or top of the online portal.

APP version:



Then “CLICK + symbol to create a new ticket”



Once tenant is on the work ticket, they will be prompted to enter details:

Add Maintenance Request ×

Complete the form below to submit a maintenance request. If this is an AFTER HOURS emergency issue, please call 888-636-5468. Select the "Allowed to Enter" box to authorize entry into your apartment during normal business hours (M-F, 8 AM to 5 PM.) If you have a pet, please let us know!

DATE
04-29-2026

PHONE NUMBER

This phone number will be saved to your profile

ISSUE

DETAILS (OPTIONAL)

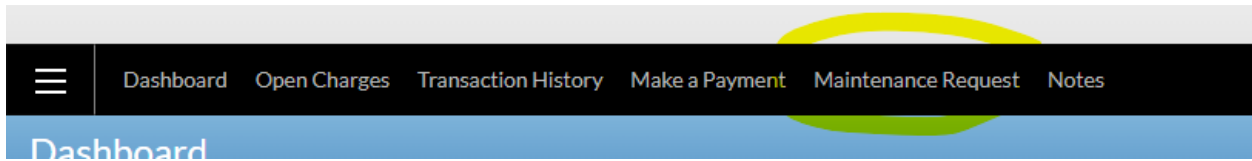
ADD IMAGES

WILL THERE BE PETS OR SERVICE ANIMALS ON THE PREMISES?
 Yes No

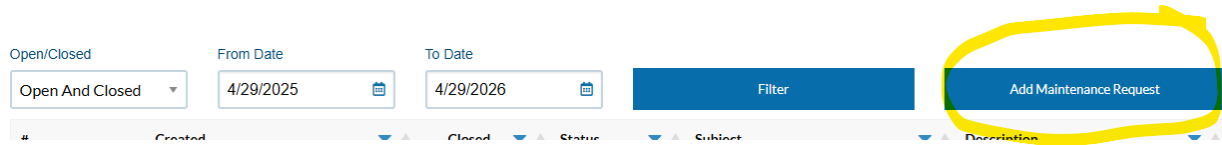
IS TECHNICIAN ALLOWED TO ENTER IF TENANT IS NOT PRESENT?
 Yes No

Submit Maintenance Request

Online version:



Then “ADD Maintenance Request”



Once tenant is on the work ticket, they will be prompted to enter details:

Please submit non-emergency issues only.
For emergencies please contact - 715-359-1500

Open Date
4/29/26 10:02 AM

Phone Number
(This phone number will be saved to your profile)

Issue

Description

Attachments

Will there be pets or service animals on the premises? Yes No
Is technician allowed to enter if tenant is not present? Yes No

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Then submit the work ticket for our maintenance team to be notified of an issue.

You can also see all the work tickets you have created within the app or online.