



Glass House Warranty Instructions

STEPS FOR LOGIN TO YOUR UNIT'S WARRANTY HOMEPAGE:

- Step 1** Login to www.landport.net/wood
- Step 2** Enter User ID
(your User ID is the building name, followed by a dash "-", then the tower location followed by the unit number, e.g. "glasshouse-n0011")
- Step 3** Enter Password
(initial password is "wood");
Press "Login"
- Step 4** Update your User Profile
Select -Alter Your User Profile
Select -Change Your Contact Information
Enter -First and Last Name, E-mail Address, and Phone Number
- Step 5** Follow the instructions in the web page to generate and submit your request

Warranty Website Helpful TIPS:

- Once your request has been submitted, the system will assign a 6-digit incident number to your request. This number will allow you to track the request until the work is complete.
- The system will generate instant e-mail notifications which are sent to your personal e-mail whenever any action is taken to resolve your request
- You may add comments or request feedback using the original incident number. DO NOT submit multiple requests to report the same problem or condition.
- You may reopen a closed incident if the problem reoccurs by selecting the link "View log of completed work requests."