



BuilderTrend and Warranty Requests

Includes:

How to Submit a Warranty Request
and How to Find the Warranty Request File

**You're Invited to Join Buildertrend****From Alta Homes****To:** Test Owner

Welcome Home!

Thank you for choosing Alta Homes as your trusted home builder! Our team has been working diligently to complete your home, and we are excited to hand the keys over to you, so let us be the first to say, congratulations!

In order to make the home warranty process as easy as possible for our homeowners, we are inviting you to join and create an account with Buildertrend, a software that Alta Homes uses. Through your homeowner portal, you can view all the documents you may need as an Alta Homes homeowner, contact us, or submit a warranty request.

We've also provided you with the list of Utility Companies, or a Community Information Page, for your subdivision. We know moving into a new home is time full of new experiences, so we give our homeowners 3 business days to register with the community's utilities to help with their move.

Please feel free to contact us via your homeowner portal, or at support@myaltahomes.com if you need any assistance or have any questions. Once again, welcome to the neighborhood!

Activation is free, easy and takes less than a minute. Please click 'Accept' to get started.

* If the link below does not work, please cut and paste the following URL into your browser -
<https://buildertrend.net/ownerActivation.aspx?actCode2=YBXx26t1VEAWoSe>

Accept

** This email has been auto-generated on behalf of Alta Homes, please do not reply directly to this email **

Find this email, click 'Accept'.

After you close on your home,
we will send an email from
altahomes@buildertrend.com
(our BuilderTrend account),
please click 'Accept'.



Let's Get Started!



User Friendly
Log in to easily view your jobs and track progress.



Web Based
Log in from home, work, or using the mobile app to always stay connected.



Open Lines of Communication
Improve communication with real time messaging and automatic reminders.



Maximum Customer Satisfaction
Never miss an update with customized smart phone and email notifications.

Create a username and password.

Username:

Password:

Confirm Password:

8-15 characters
Cannot contain the word 'password'

By clicking "Continue", I agree to the Buildertrend [Terms of Use](#) and [Privacy Policy](#).

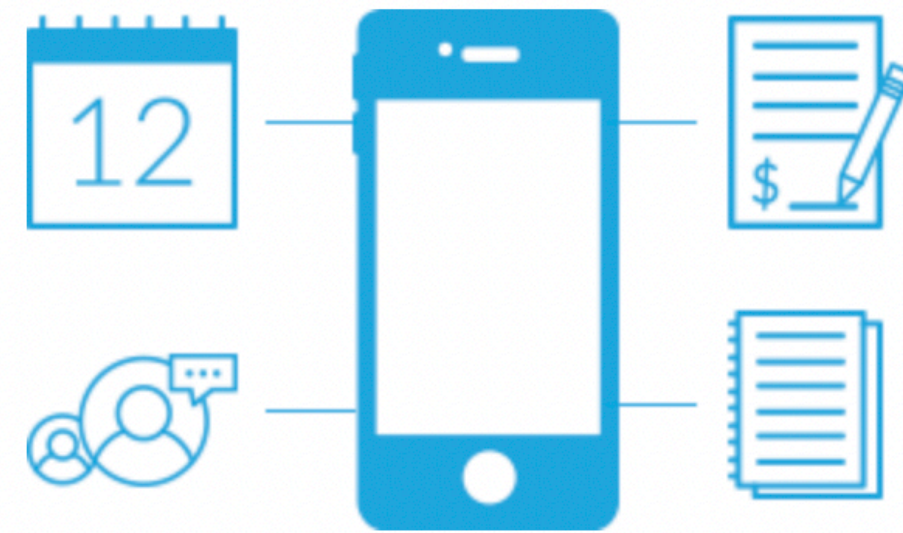
CONTINUE



Create your username and password and click 'continue'.



Let's Get Started!



Download our Mobile App

- Always on the go?
- Download the mobile app and never miss an update!
- Login and track your jobs from ANYWHERE!



Don't own a smart phone?

[Receive Text Notifications](#)

Congratulations!

Setup is complete! Enter your username and password to view your jobs.

LOGIN

Please click 'Login'.



Username

Password

Log in

Forgot your [username](#) or [password](#)?

[Log in with Intuit](#)



Login

Please type the username and password you set for your account and click 'Log in'.



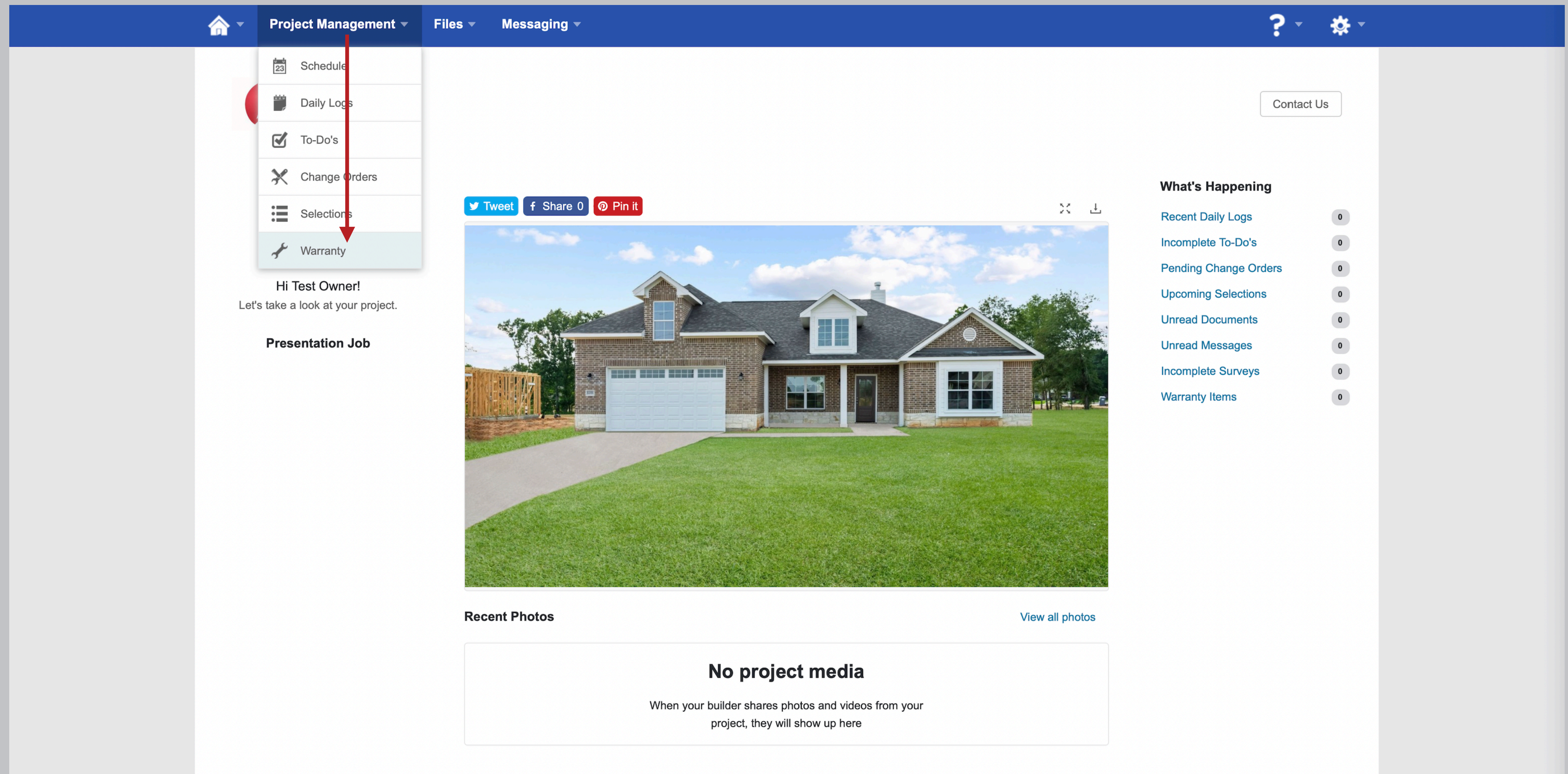
Presentation Job

[View all photos](#)

When your builder shares photos and videos from your project, they will show up here.

Warranty Items 0

You should see a page that looks like this with your name and a picture of your home.
(The information on this page is specific to your home.)



The screenshot shows a web application interface for project management. At the top is a dark blue navigation bar with a home icon, 'Project Management', 'Files', and 'Messaging' tabs, along with help and settings icons. The 'Project Management' dropdown menu is open, showing options like 'Schedule', 'Daily Logs', 'To-Do's', 'Change Orders', 'Selections', and 'Warranty'. A red arrow points to the 'Warranty' option. Below the navigation bar, the main content area is divided into three sections: a left sidebar with a greeting 'Hi Test Owner!', a central area with a large photo of a house and a 'Recent Photos' section stating 'No project media', and a right sidebar titled 'What's Happening' with a list of project-related items and their counts.

Project Management ▾

- Schedule
- Daily Logs
- To-Do's
- Change Orders
- Selections
- Warranty**

Hi Test Owner!
Let's take a look at your project.

Presentation Job

Recent Photos [View all photos](#)

No project media

When your builder shares photos and videos from your project, they will show up here

What's Happening

- Recent Daily Logs 0
- Incomplete To-Do's 0
- Pending Change Orders 0
- Upcoming Selections 0
- Unread Documents 0
- Unread Messages 0
- Incomplete Surveys 0
- Warranty Items 0

Click the 'Project Management' tab at the top of the page, and click on 'Warranty' from the drop down menu.

The screenshot displays the ALTA HOMES warranty management system. The top navigation bar includes a home icon, 'Project Management Warranty', 'Files', 'Messaging', a help icon, and a settings icon. The main header features the ALTA HOMES logo and a 'Contact Us' button. The left sidebar contains a weather widget for Conroe, TX, showing current conditions (Sunny, 62°F) and an extended forecast. The main content area is titled 'Warranties' and includes a 'New Claim' button, tabs for 'Claims' and 'Appointments', a 'FILTER YOUR RESULTS' bar, a shield icon with a checkmark, the text 'Track warranty claims', a description 'Manage claims from creation through completion with warranties.', and an 'Add a Warranty Claim' button. A red arrow points to the 'Add a Warranty Claim' button with the text '*Click*' below it.

Weather

Thu, Nov 18 2021
Conroe, TX 77304

Current Conditions:
Sunny

62° F | C
Feels like: 62°F • Humidity: 56%

Your Extended Forecast

Thu, Nov 18 66° 44°	Fri, Nov 19 65° 45°
Sat, Nov 20 72° 60°	Sun, Nov 21 77° 50° 4%
Mon, Nov 22 66° 42°	Tue, Nov 23 67° 50°

Warranties

New Claim

Claims Appointments

► FILTER YOUR RESULTS

Track warranty claims

Manage claims from creation through completion with warranties.

Add a Warranty Claim

Click

Here you can track warranty claims or create one!
Click on 'Add a Warranty Claim' to begin a warranty claim.

Save

Information

Title *

Category

Unassigned

Priority

Low

Description

Attachments

Add

Create New Doc

Messaging

Messaging available after save

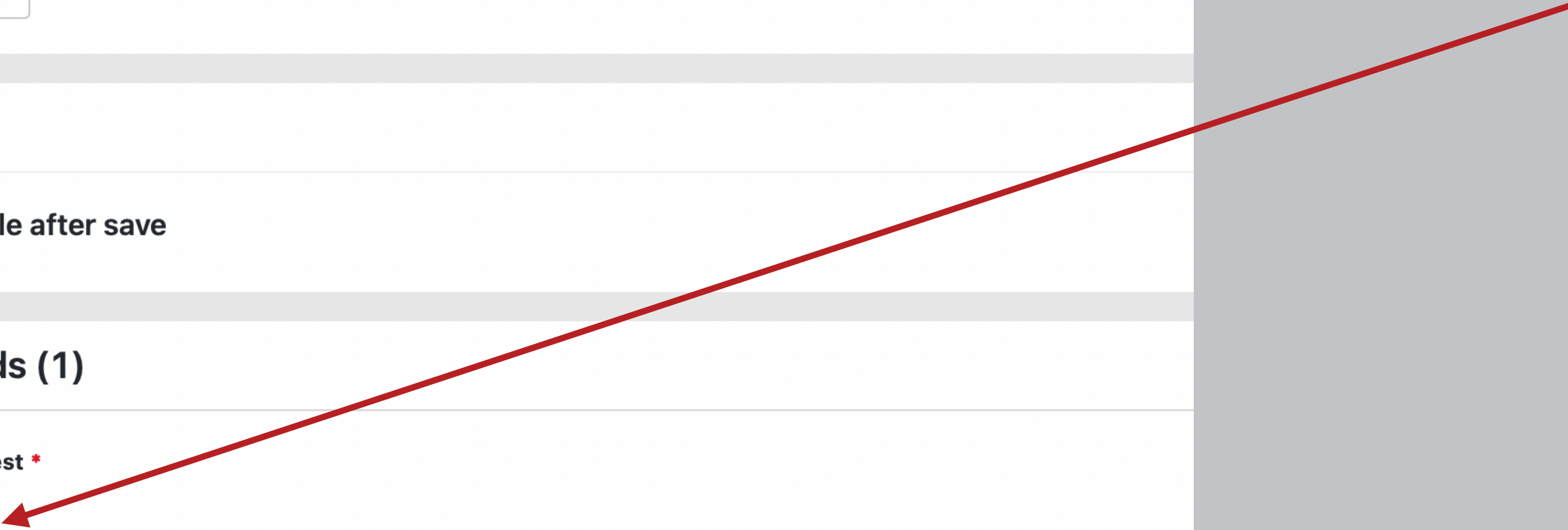
Custom Fields (1)

Signed Warranty Request *

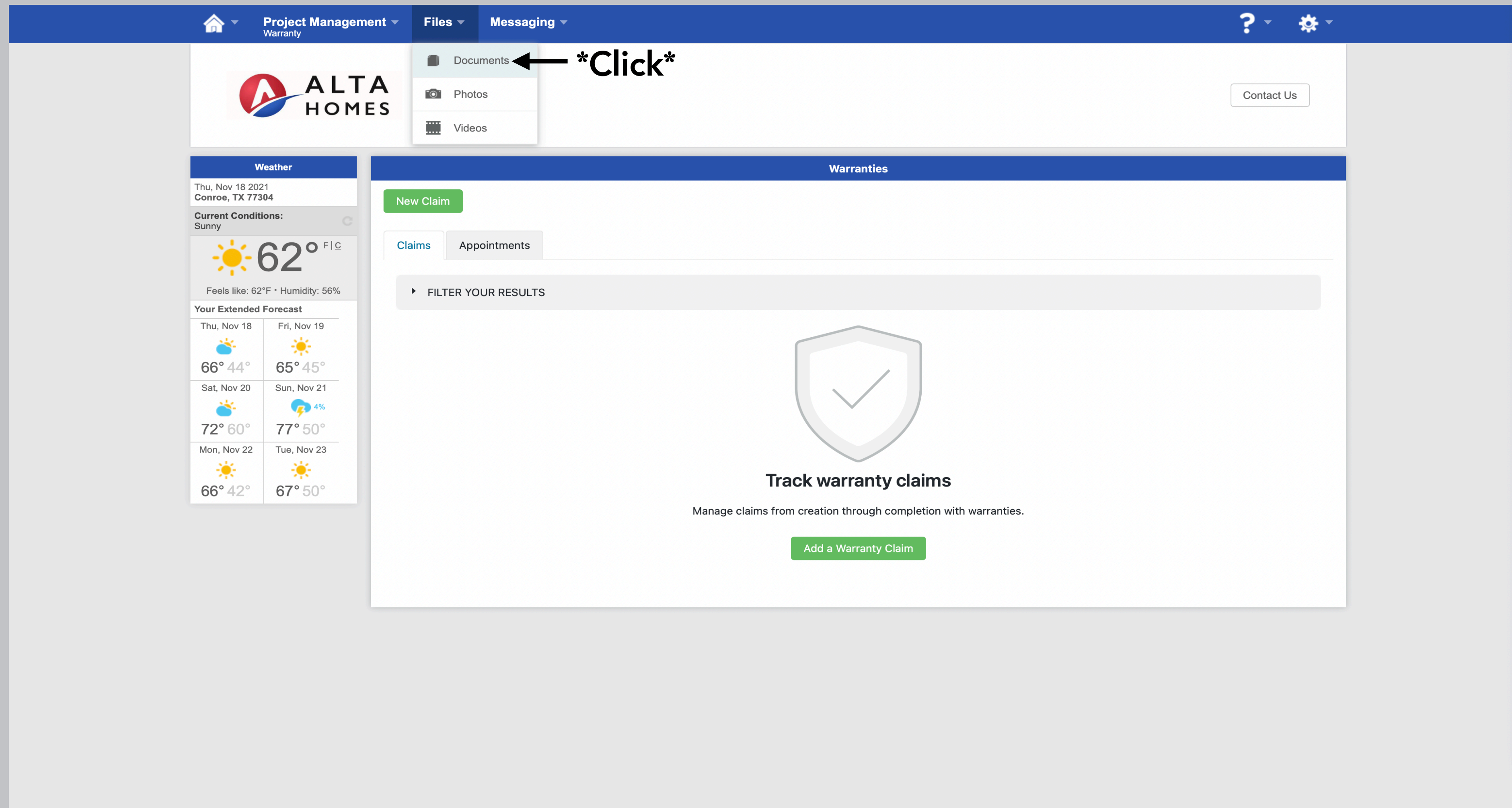
Choose File

Fill out form and attach the SIGNED warranty request

Please fill out the form, be as specific as possible, attach images/videos, and please don't forget to attach your signed warranty request.



How to find Warranty Request Files



Click 'Files' tab at the top of the page,
and **click on 'Documents'** from the drop down menu.

Project Management
Files
Docum...
Messaging
?
Settings

Contact Us

Weather

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Conroe, TX 77304

Current Conditions:
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62°
F | C

Feels like: 62°F • Humidity: 56%

Your Extended Forecast

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Document Folders

Main

Name	Contains	Total Size	Date Last Updated
Homeowner's Corner Documents (Global)	2 4	3 MB	11-15-2021 3:57 PM
Warranty Documents (Global)	0 5	8 MB	8-23-2021 3:08 PM

View folder contents

Click

Click 'Warranty Documents'.

Project Management

Files
Docum...

Messaging

Contact Us

Weather

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Mon, Nov 22 66° 42°	Tue, Nov 23 67° 50°

Document Folder Contents

Back To Folders

FILTER YOUR RESULTS

MAIN / WARRANTY DOCUMENTS

Name	Contains	Total Size	File Modified	Last Upload	Opened
Alta Homes Warranty 24 Months.pdf	-	397 KB	8-23-2021 3:08 PM	8-23-2021 3:08 PM	9-16-2021 11:33 AM
Alta Homes Warranty Request - General.pdf	-	404 KB	8-23-2021 3:08 PM	8-23-2021 3:08 PM	10-19-2021 4:50 PM
Alta Homes Warranty Request 6 Months.pdf	-	398 KB	8-23-2021 3:08 PM	8-23-2021 3:08 PM	8-27-2021 5:12 PM
Alta Homes Warranty Request 60 days.pdf	-	400 KB	8-23-2021 3:08 PM	8-23-2021 3:08 PM	11-17-2021 12:13 PM
TWO-YEAR LIMITED WARRANTY & TEN-YEAR MAJOR STRUCTURAL WARRANTY.pdf	-	6.4 MB	8-23-2021 3:08 PM	8-23-2021 3:08 PM	9-15-2021 7:38 PM

Having trouble opening documents?

There are 3 Warranty Request forms, please click on the Warranty Request that correlates with the time that you have owned the house for.