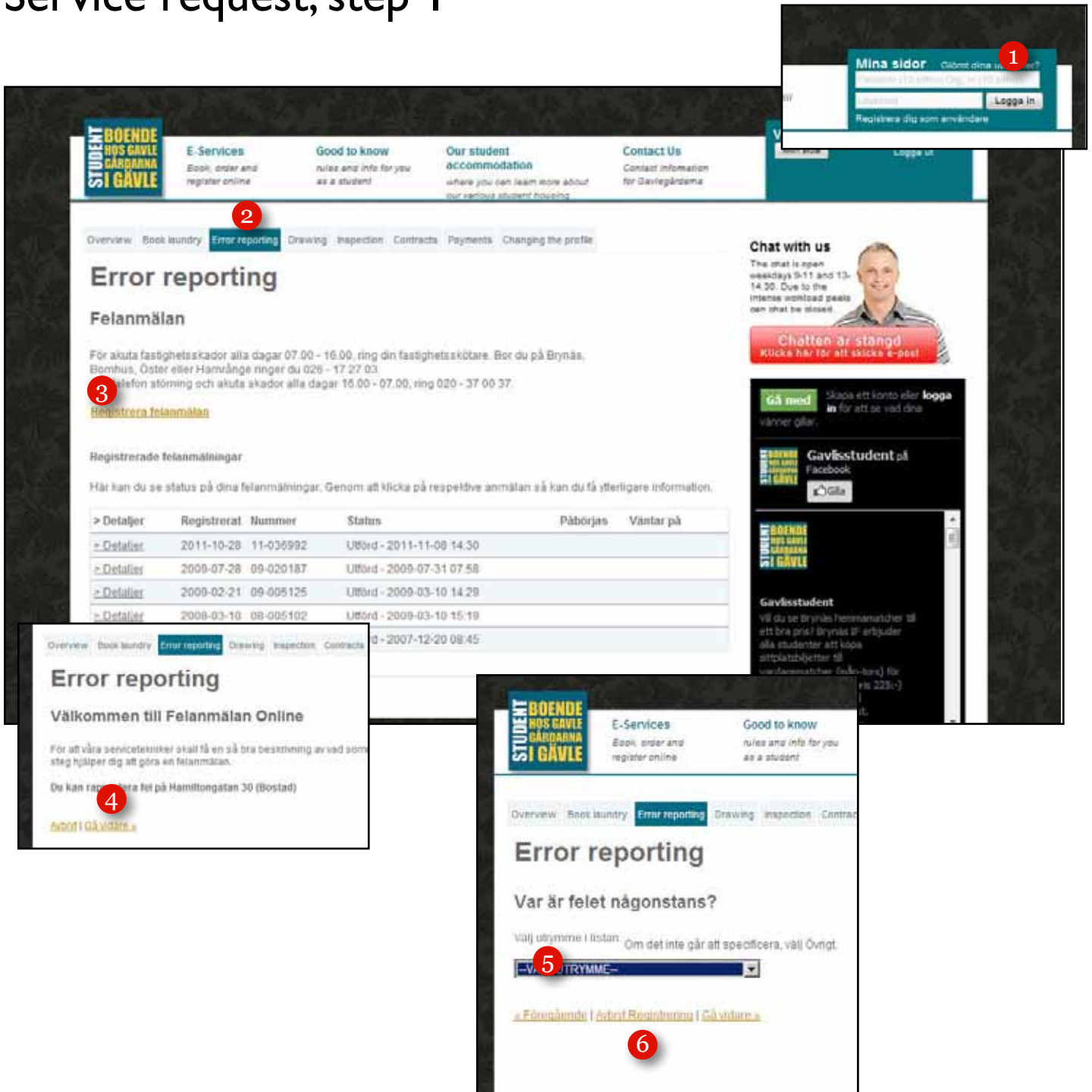


Service request, step 1



The screenshot shows the 'Error reporting' page on the Gavlegårdarna website. The page is titled 'Error reporting' and 'Felanmälan'. It contains a table of registered reports and a form to create a new one. The steps are numbered as follows:

- 1:** Click on 'Mina sidor' in the top right corner.
- 2:** Click on 'Error reporting' in the navigation menu.
- 3:** Click on 'Registrera felanmälan'.
- 4:** Click on 'Gå vidare' (or 'Avbryt') at the bottom of the welcome message.
- 5:** Select an area from the dropdown menu.
- 6:** Click on 'Gå vidare' at the bottom of the form.

If there is something wrong in your flat, your cellar, the laundry, etc. you can send us a service request through our website. Follow the instructions below.

1. Sign in with your username and password (you can find the password in your rent invoice)
2. Click on *Error reporting*
3. Click on *Registrera felanmälan*
4. Click on *Gå vidare* to continue or click on *Avbryt* to abort
5. Select the area. If you can't specify the area choose *Övrigt*
6. Click on *Gå vidare* to continue. To go back, click on *Föregående* and to cancel the request, click on *Avbryt Registrering*.



Service request, step 2

7. Select unit and click on *Gå vidare*. If you can't specify choose *Övrigt*
8. Select details and click on *Gå vidare*. If you can't specify choose *Övrigt*
9. Select the type of error, If you can't specify choose *Övrigt*
10. Describe the error in words in the text field. Click on *Gå vidare*

Service request, step 3



11

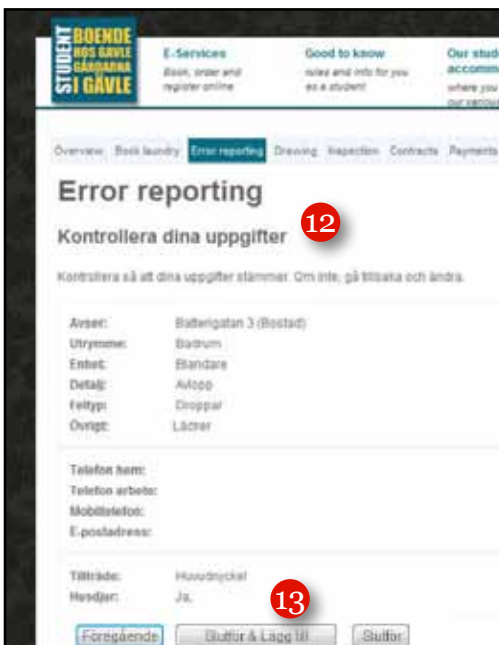
Ange kontaktuppgifter

Telefon namn:
Telefon arbete:
Mobiltelefon:
E-postadress:
Titelrad:
Husdjur: Nej Ja
Vilken typ av husdjur?

11. Confirm that your details are correct:

- Telephone number (residence)
- Telephone number (work)
- Mobile number
- Email address
- Access:
 - Master key
 - Call before
- Pets (no or yes):
 - Cat
 - Dog

Click on *Gå vidare*



12

Kontrollera dina uppgifter

Kontrollera så att dina uppgifter stämmer. Om inte, gå tillbaka och ändra.

Adress: Badningatan 3 (Bostad)
Utrymme: Badrum
Enhet: Blandare
Detalj: Avlopp
Feltyp: Droppar
Övrigt: Läcker

Telefon namn:
Telefon arbete:
Mobiltelefon:
E-postadress:

Titelrad: Huvudnyckel
Husdjur: Ja

13

Föregående Slutför & Lägg till Slutför

12. Confirm that your service request is correct

13. Click on *Slutför* to send the service request. Click on *Slutför och lägg till* if you want to add an error report