

NEED SOME HELP??



PEAK LIVING HELP DESK OPTIONS

Low Priority

Can be resolved within 48-hours

Something that does not require immediate attention. Typically these are requests, not incidents

Medium Priority

The issue is affecting your immediate work and should be addressed that same day

This is something that could cause our business to lose money

High Priority

This is a critical issue that needs immediate attention

This is something that will cause a significant financial impact on our business

AFTER HOURS - Tickets submitted outside of 8:00 am - 5:00 pm MST will be responded to during business hours the following business day. If the issue is urgent, please contact your Regional Manager.

Submitting Help Desk Tickets

Did you know that there is a more efficient way of submitting Help Desk tickets? When submitting Help Desk tickets, it's important to include as much relevant information as possible!

When submitting a Help Desk Ticket, ask yourself:

- Have I specified **what** the problem is?
- Have I reported **who** the resolution is needed for?
- Have I detailed **when** the error occurred?
- Have I specified **where** in the system the error was found?
- Can I detail **how** to recreate the problem for support?

Failure to submit complete Help Desk Tickets results in longer resolution time.

Do you need to provide...?

- Resident t-code
- Unit Number
- Post Month
- Charge / Credit Details
- Required approval from RM / VP
- Original screening approval
- Property code
- Screenshot(s)

It's better to include too much information than too little!

Submit a ticket
Real Living Screen Desk > Real Living Screen Desk > Submit a Ticket > Your - OR - Questions

Use this form to submit a support request. Required fields are marked with *

Name: * → Enter your name
Email: * → Enter community e-mail address

Priority: * → Select priority/urgency

Telephone Number: * → Enter community telephone number
Job Title: * → Enter your job title
Property Name: * → Enter community name
Property Code: * → Enter community Yardi code
Affordable Property Yes or No: * → Is your community affordable? Yes/No?
Batch Number: * → Is there a batch # associated with the error?
Tenant Code: * → If relating to resident, what is their t-code?

Subject: * → Enter general topic of ticket
Message: * → Enter **detailed** information regarding request/error. Provide all relevant information (resident name, t-code, batch #, receipt #, steps taken to generate error, etc.).

Attachments: No file chosen
 No file chosen → Attach any relevant documents
 No file chosen
[File upload limits](#)

SPAM Prevention: * Type the number you see in the picture below.
 → Type whatever numbers are shown in the box

Click **Submit ticket** when all details are completed

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All tickets should only be submitted internally. Please do **NOT** reach out to a vendor directly in hope of expediting response.