Juniper
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Resident Version

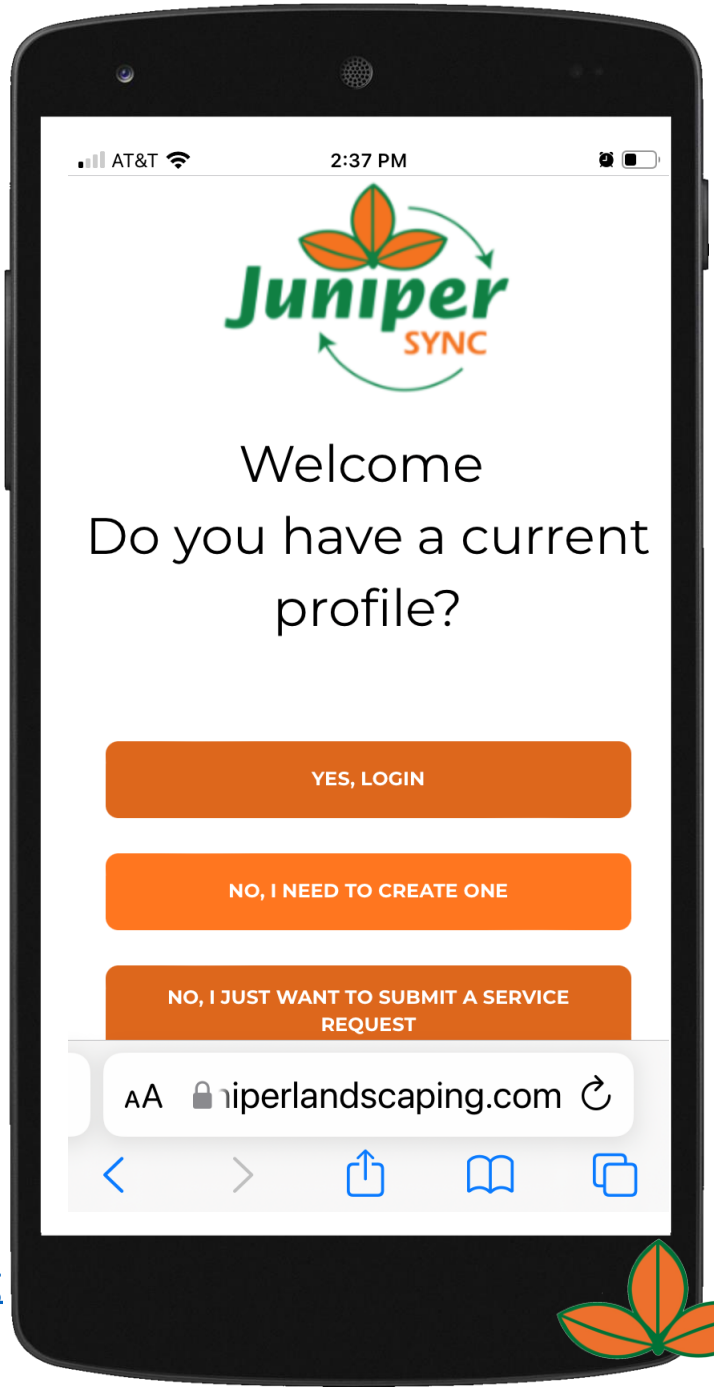
Juniper Community Sync

Walkthrough for

- ❑ Registration
- ❑ Login
- ❑ Submitting Tickets
- ❑ Notifications
- ❑ Add to Home Screen
- ❑ Knowledge Base

Website Address:

https://www.juniperlandscaping.com/crm/clients/landing



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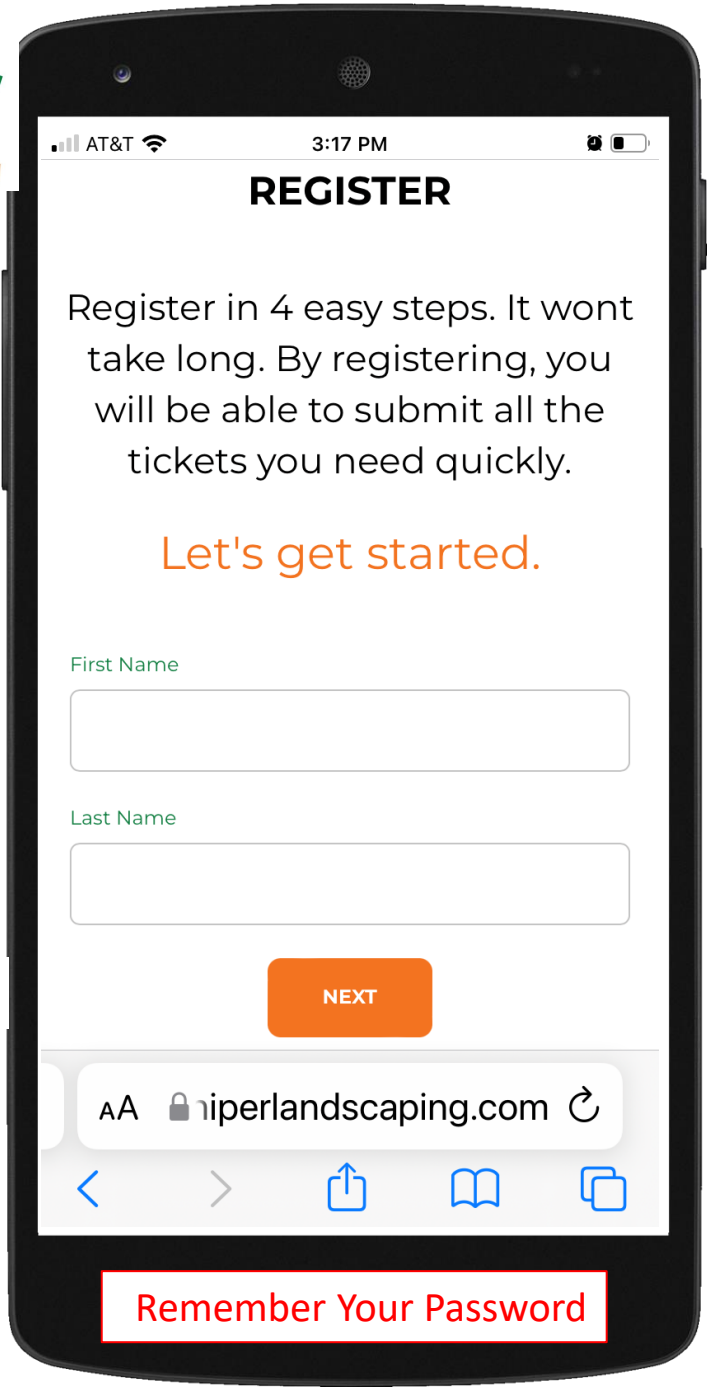
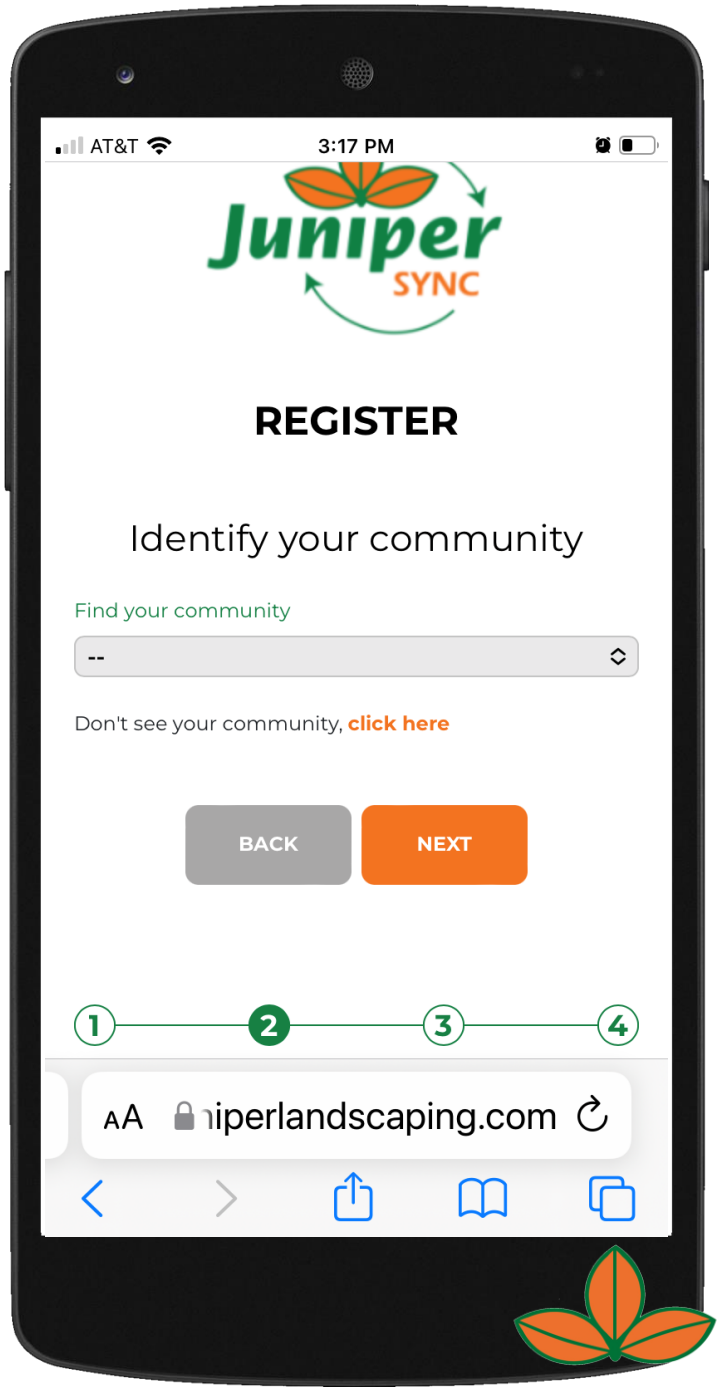
Fill out contact info & customer info



Remember Your Password



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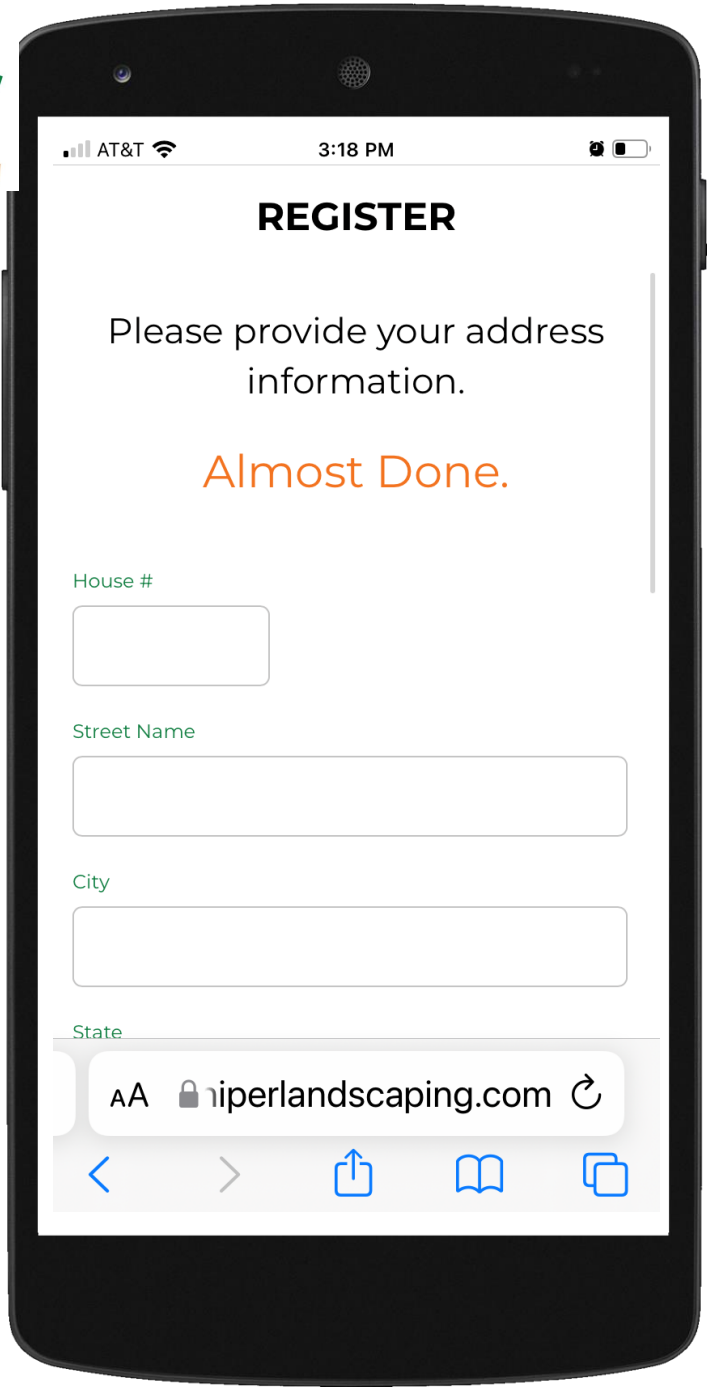

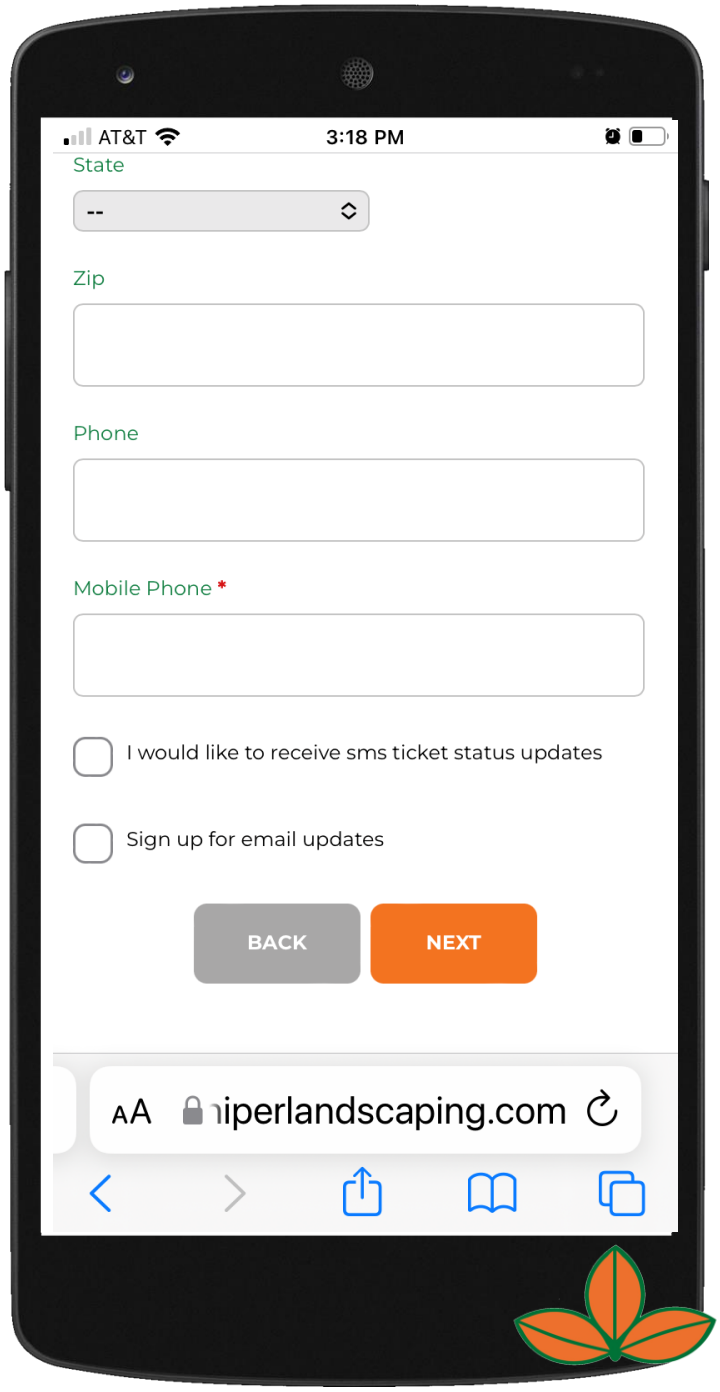

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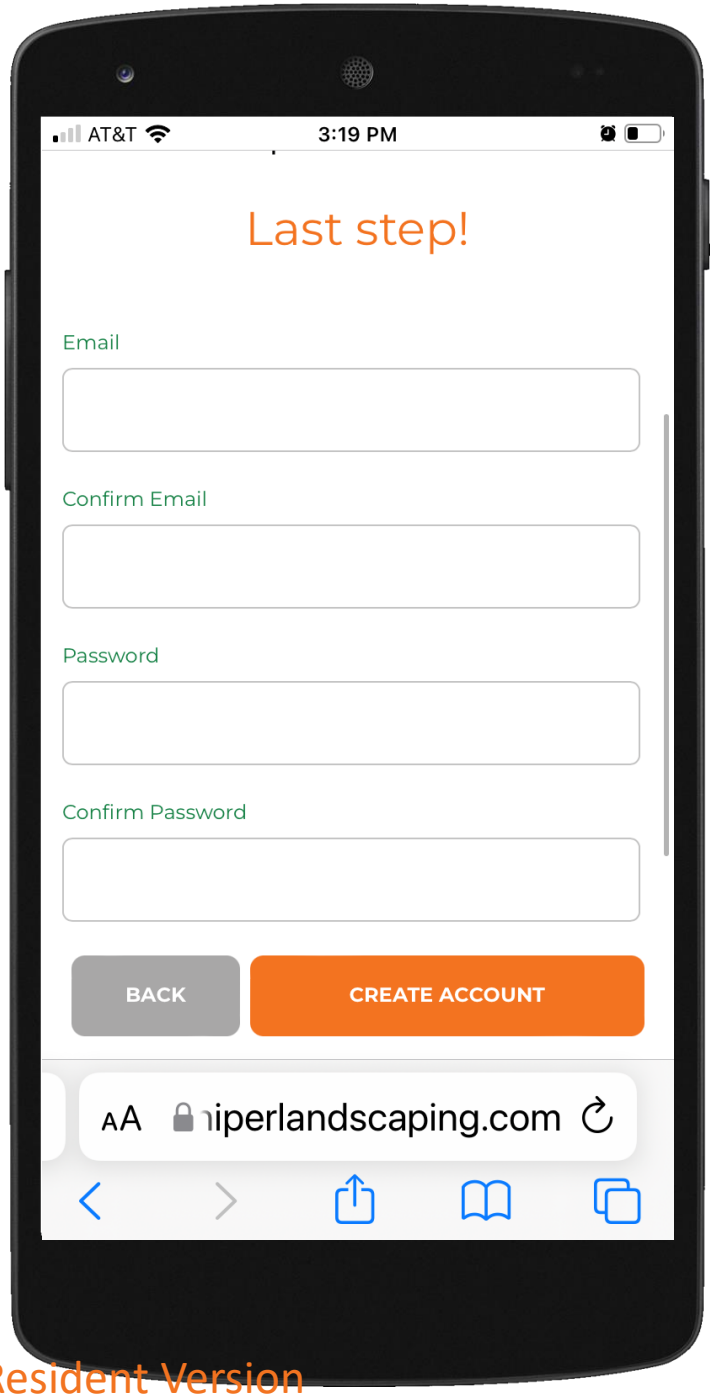

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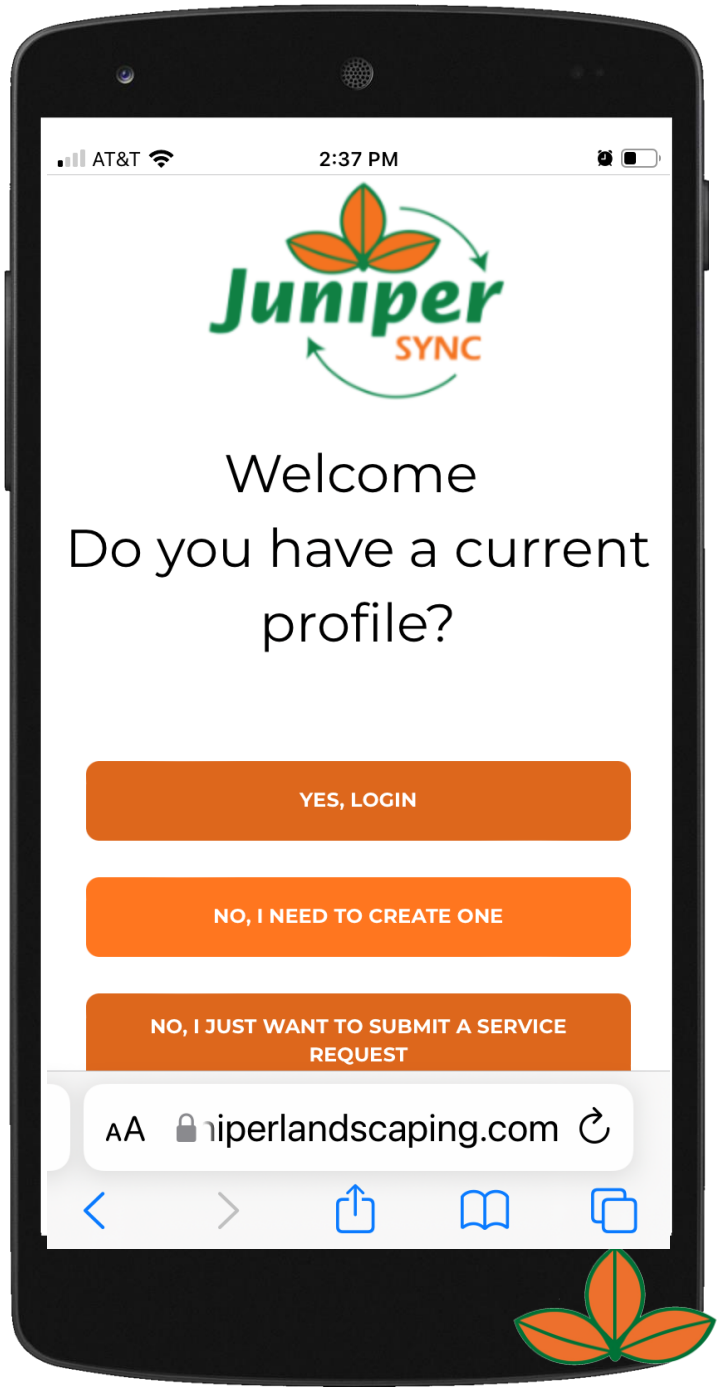
After clicking Create Account, you will receive a confirmation email. Click on the link in the email and you will be directed to the Juniper Sync log in page.



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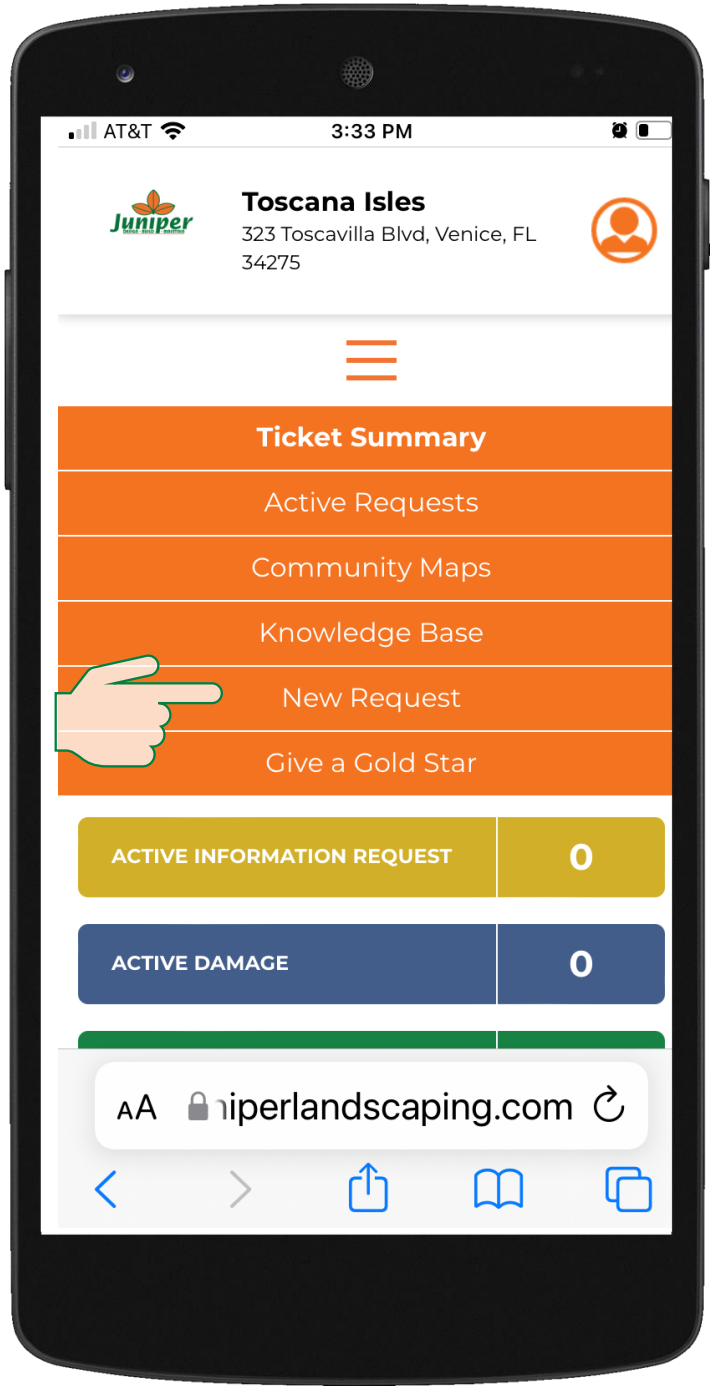

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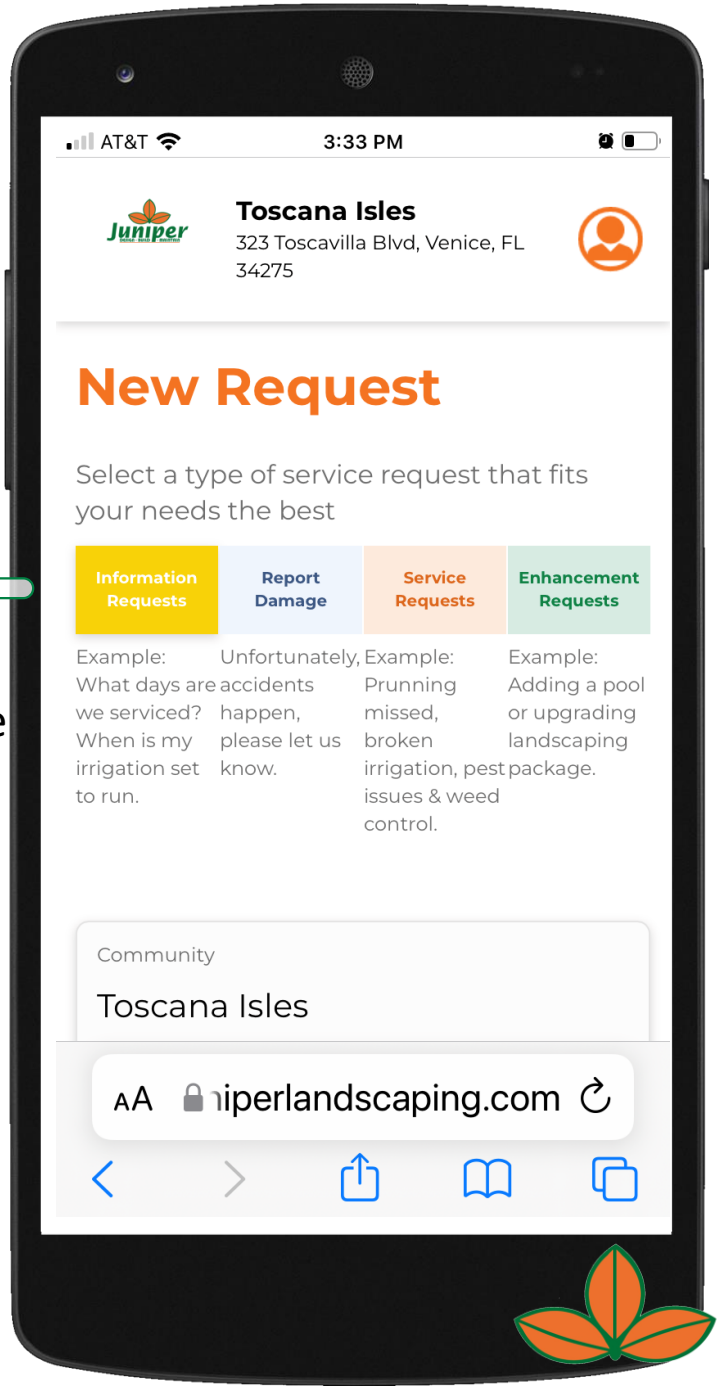
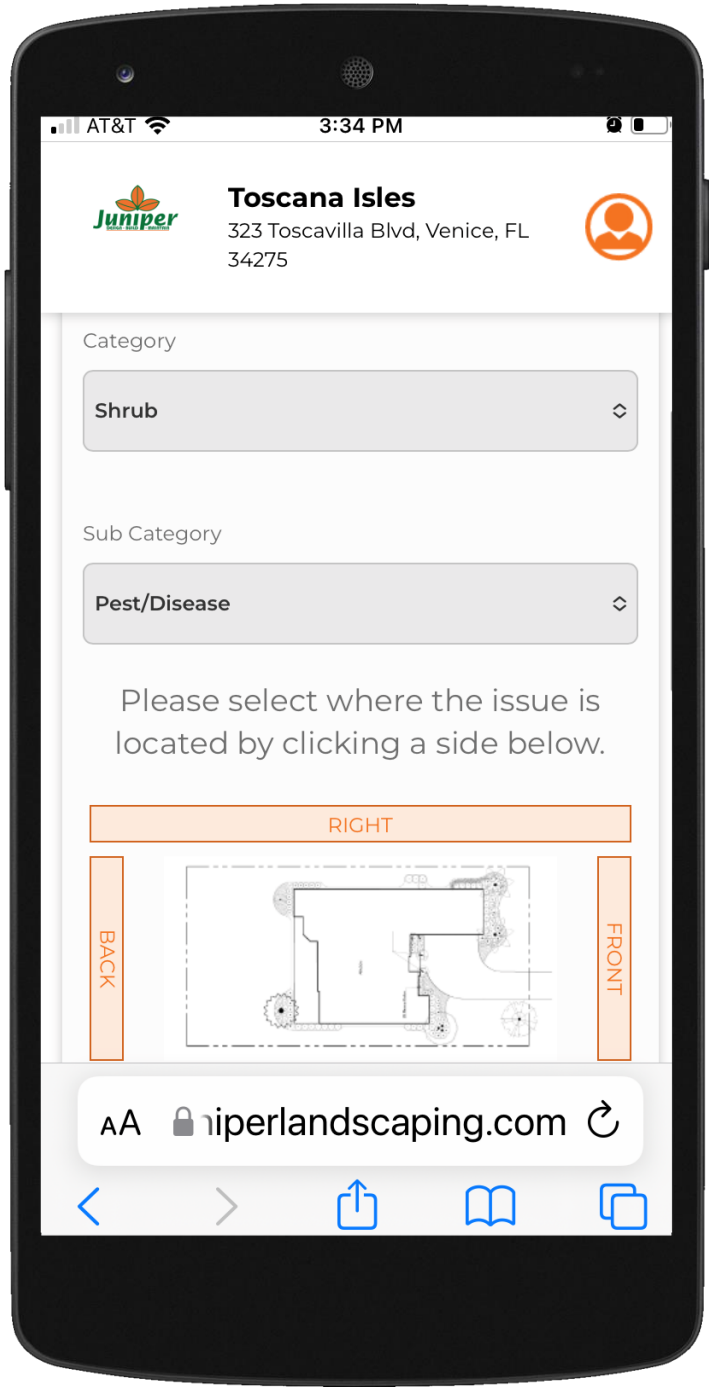
Choose Request Type





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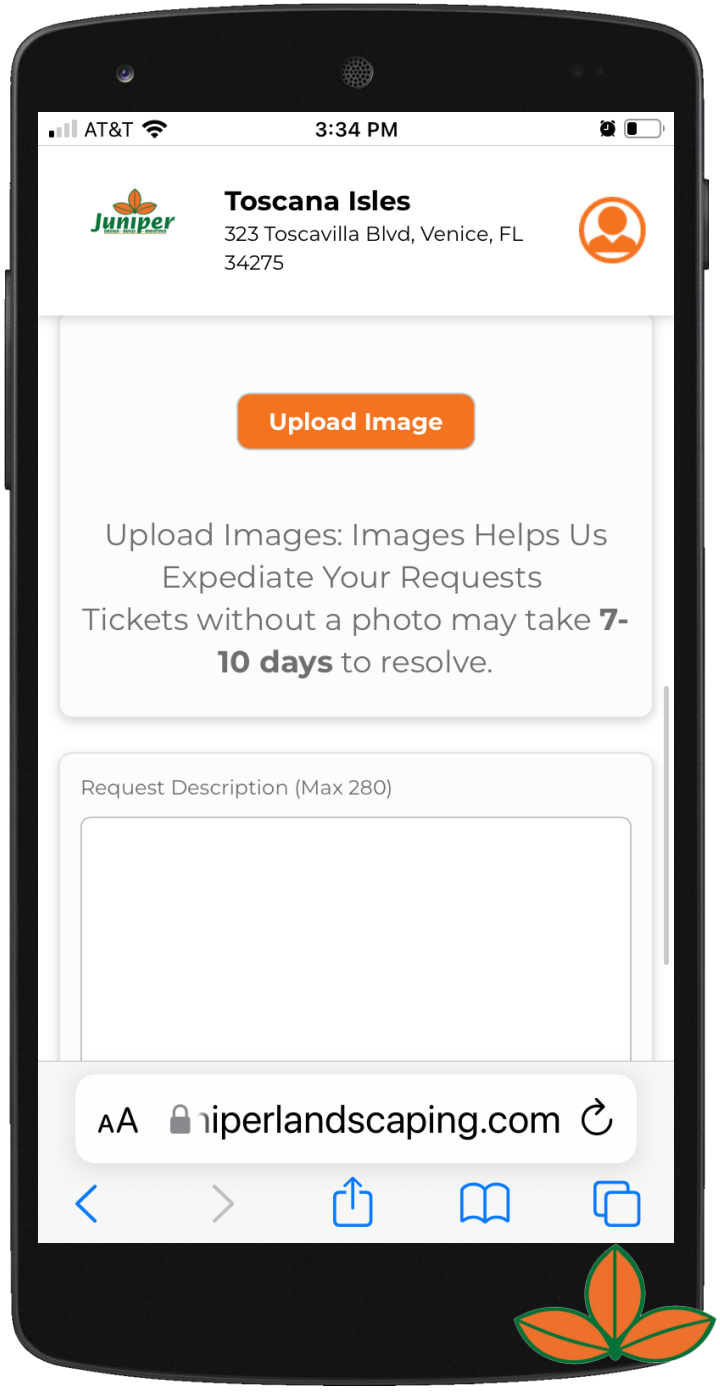
Choose Category and Sub Category

Choose what side of the house service is requested

Upload image (if applicable)

Enter Request Description



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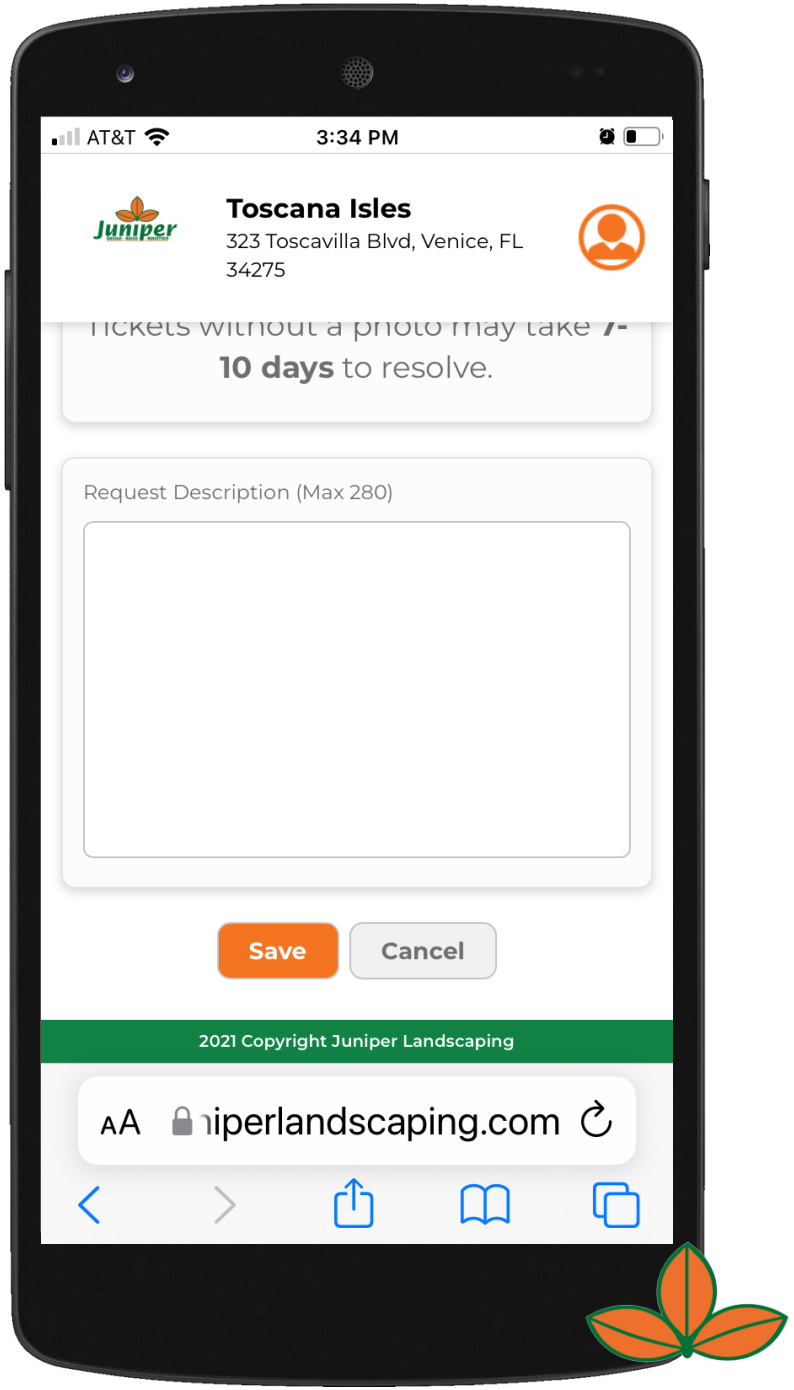
Be sure to click SAVE



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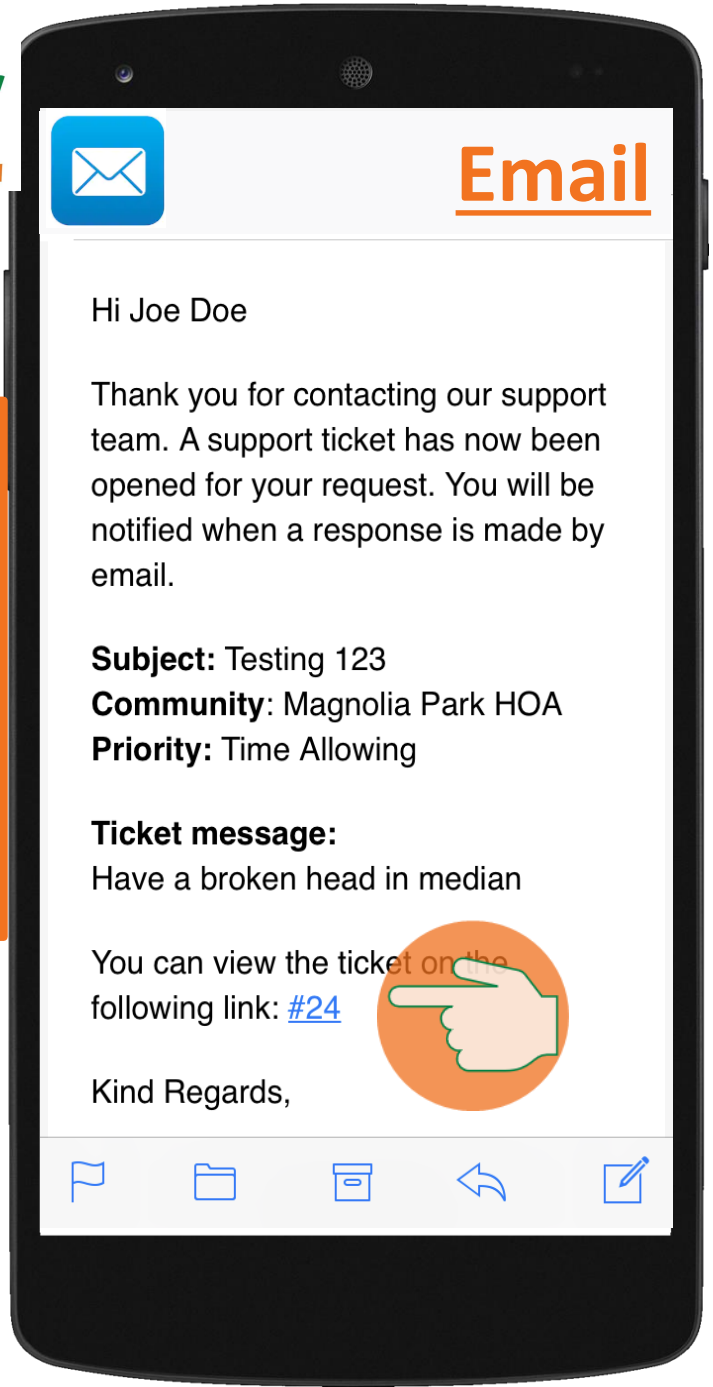
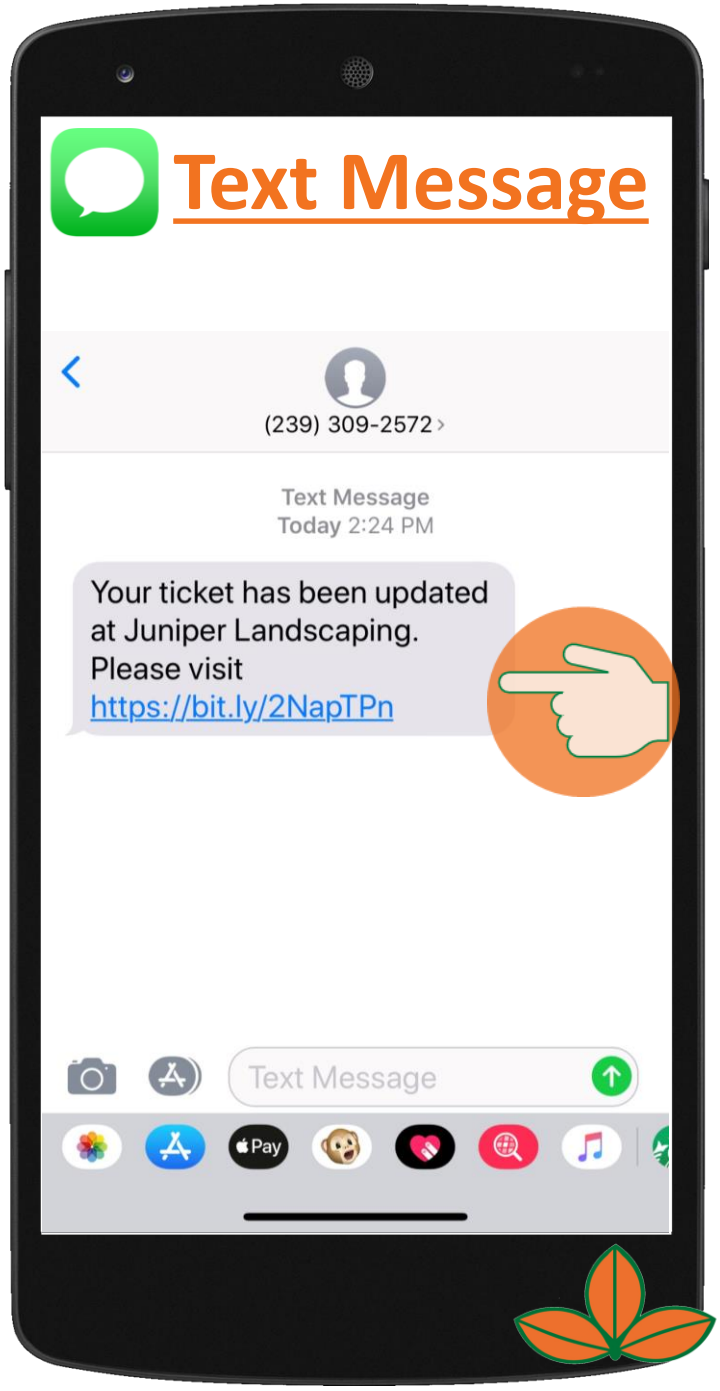
You will receive a text message and/or email with a link that brings residents to their ticket summary page where residents can track their ticket through to completion.





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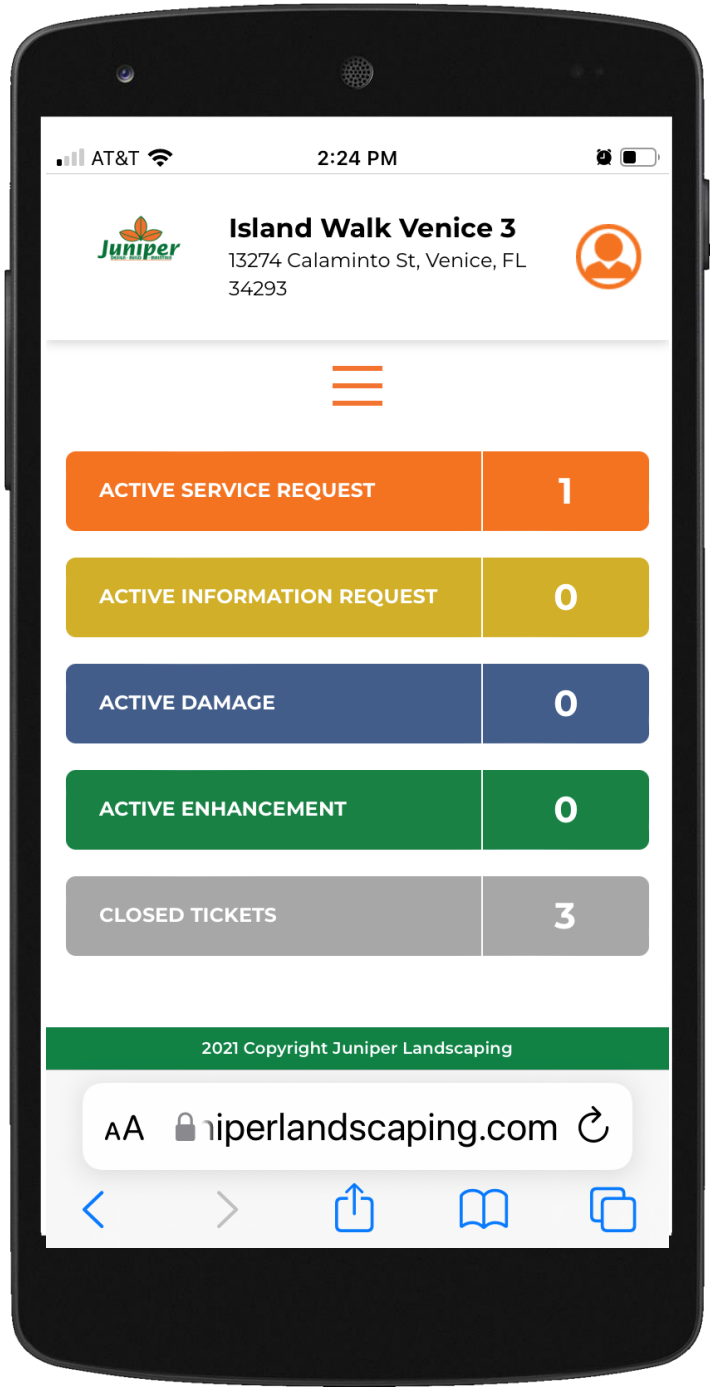
You will receive a text message and/or email with a link that brings residents to their ticket summary page where residents can track their ticket through to completion. *If you have not saved your log in information, you will be directed to log in again.



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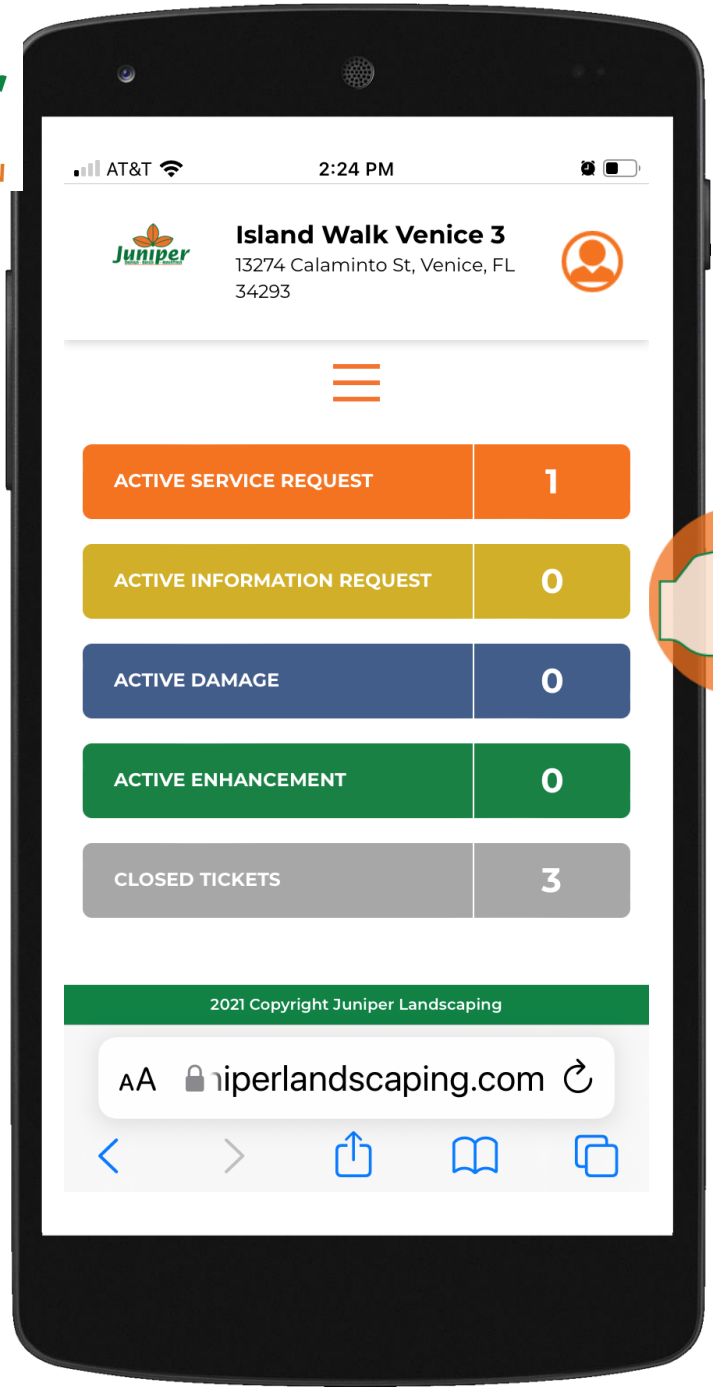
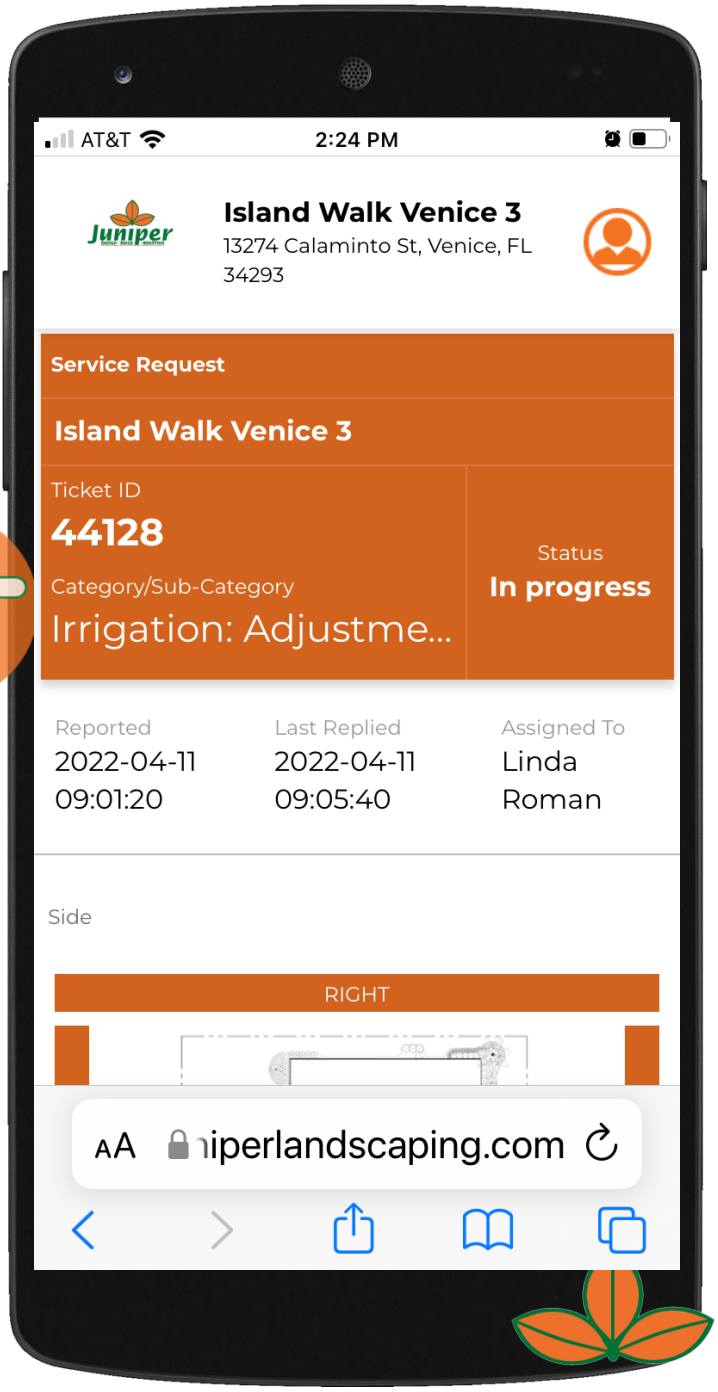
Track your ticket through to completion





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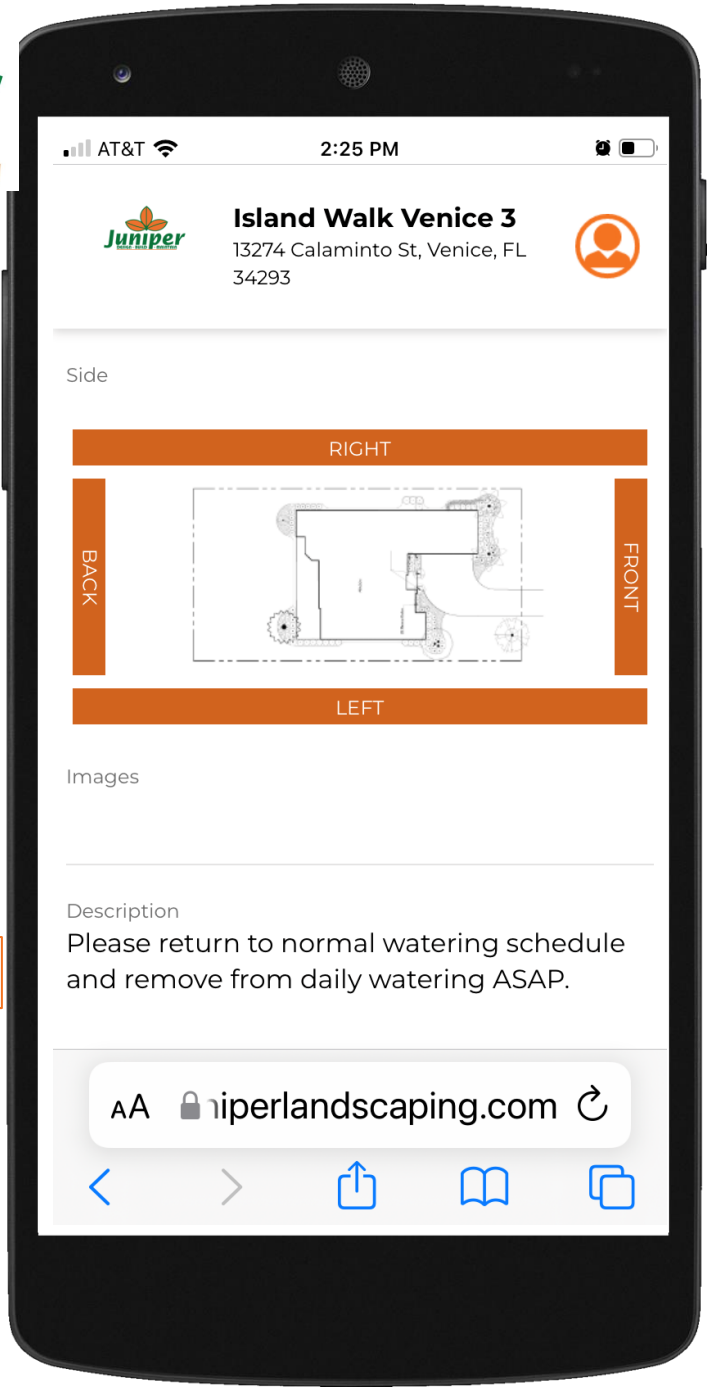
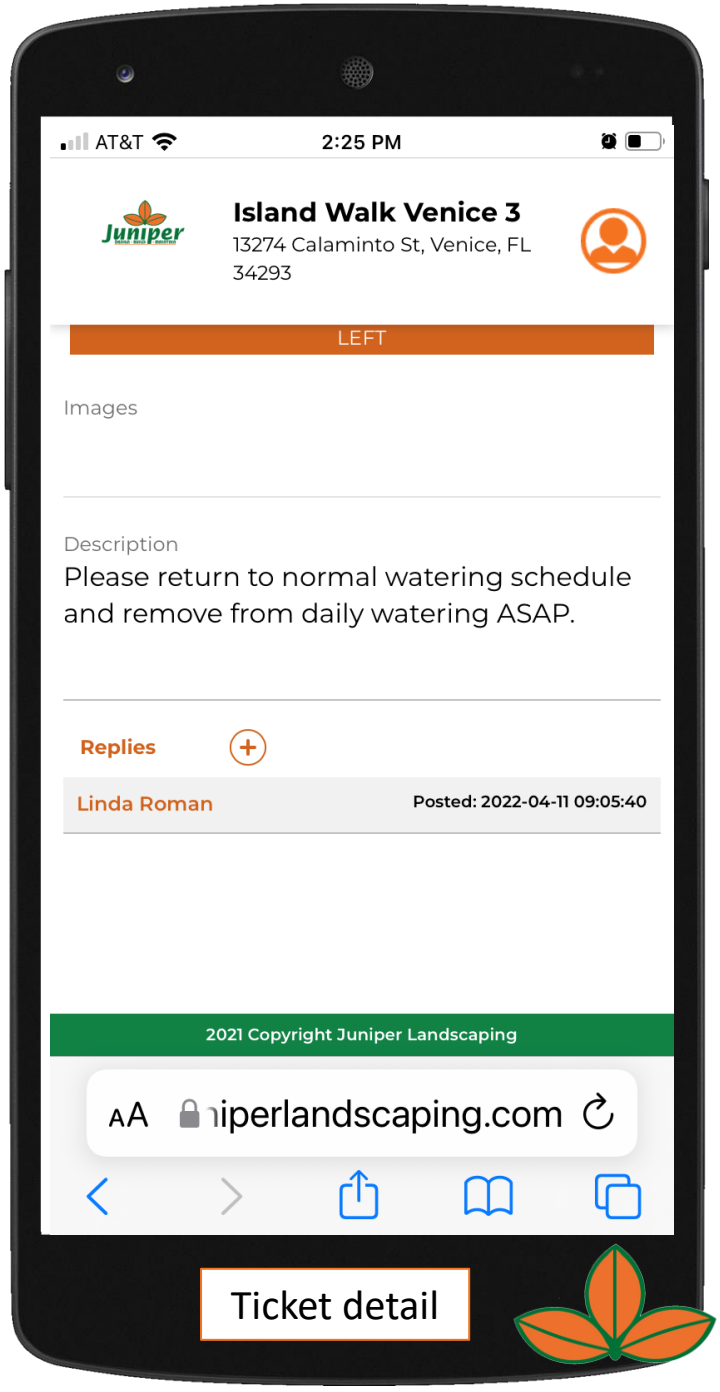
More ticket details





Ticket detail

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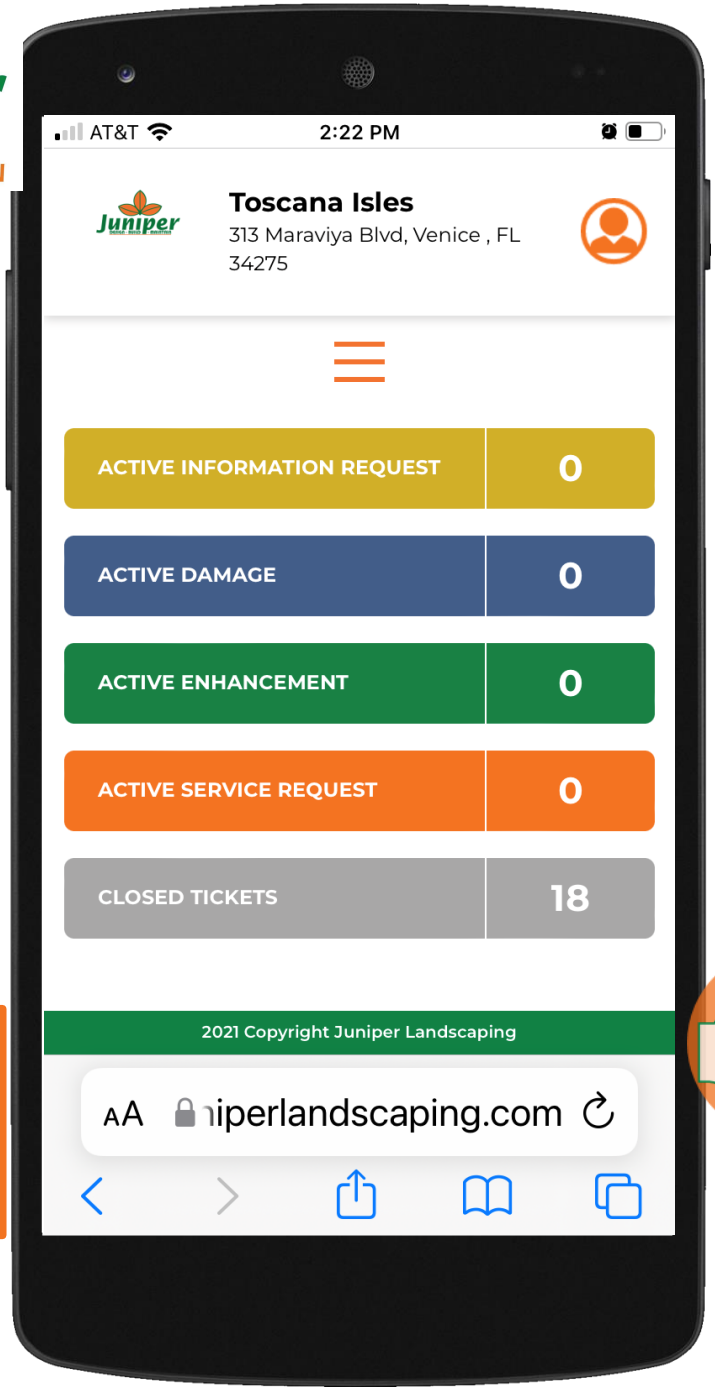

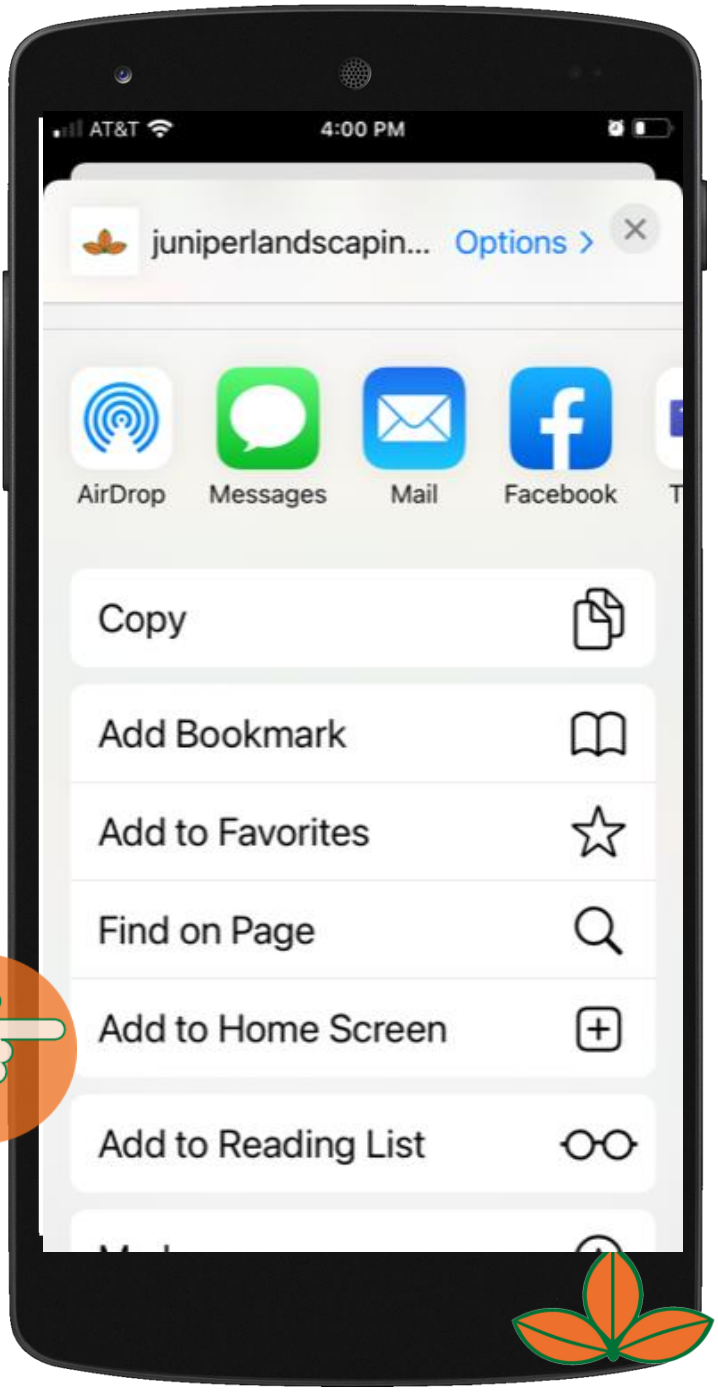

Easily add service tickets to your phone's home screen

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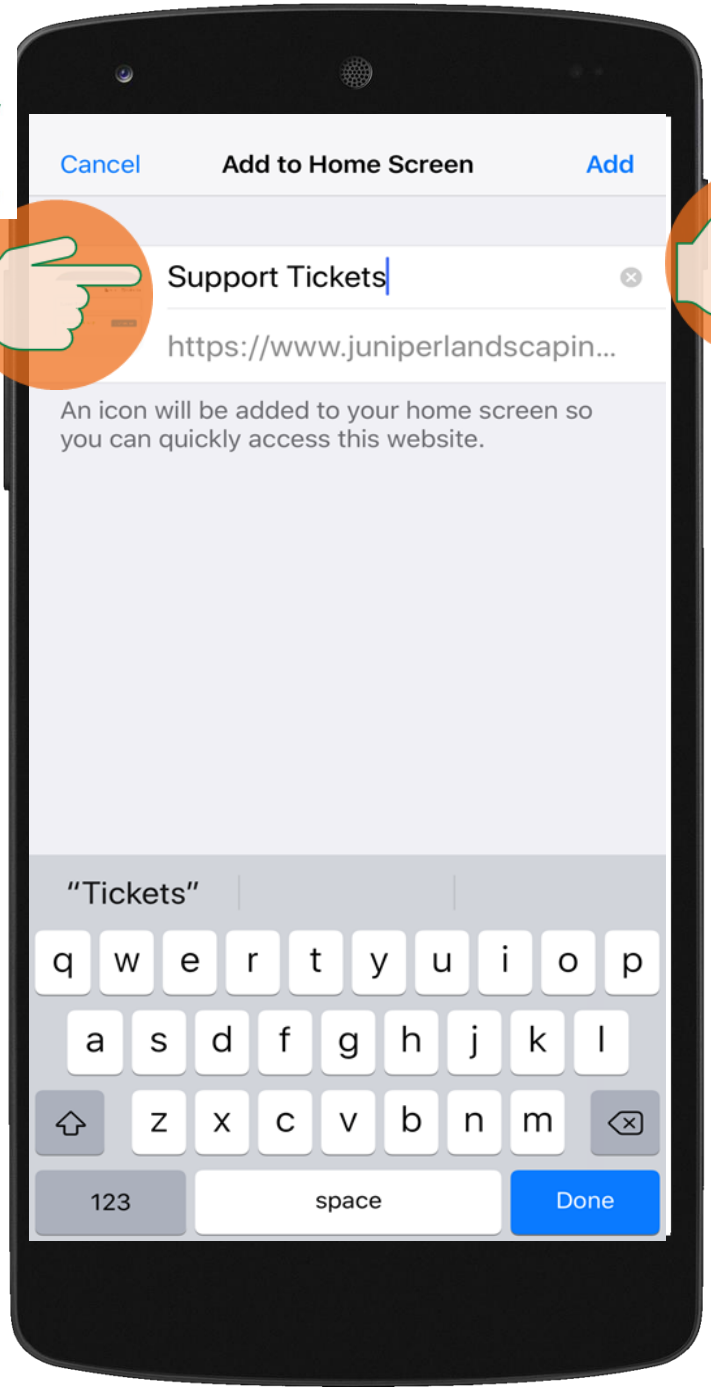
You can customize the icon name when saving to your home screen



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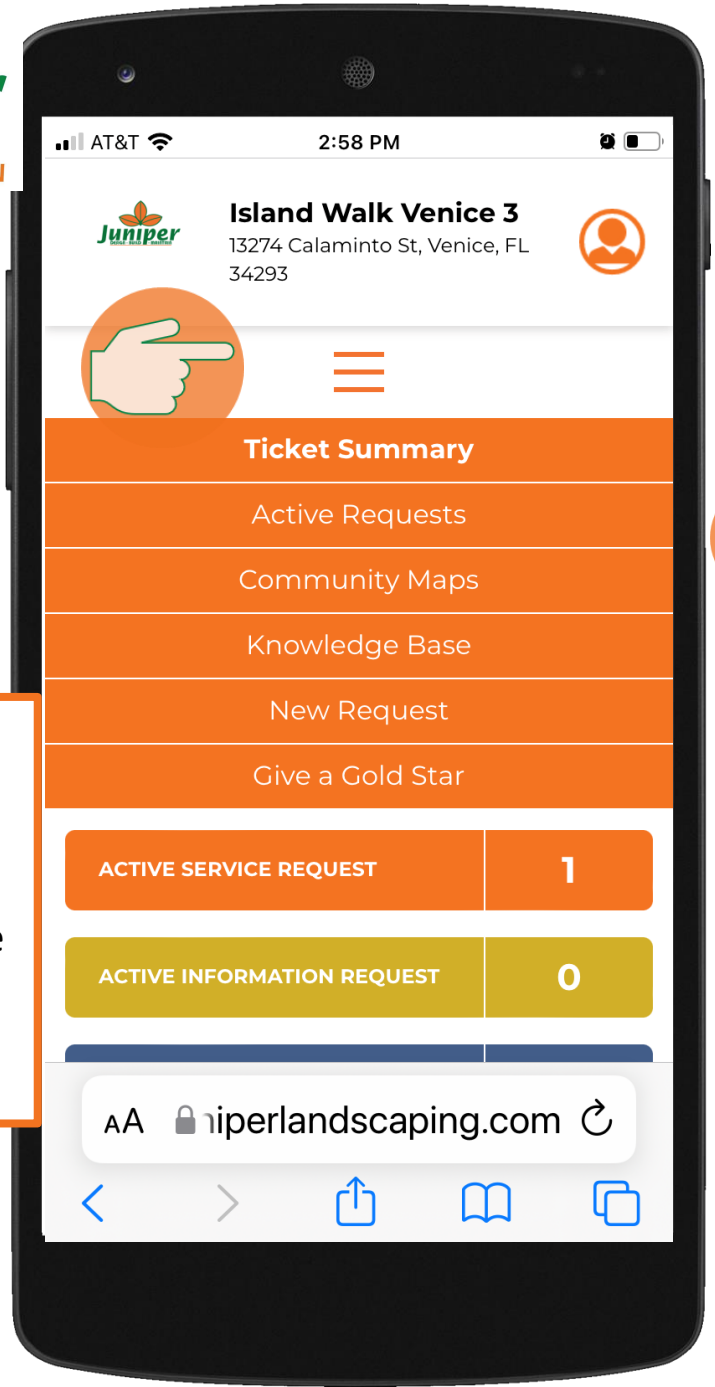
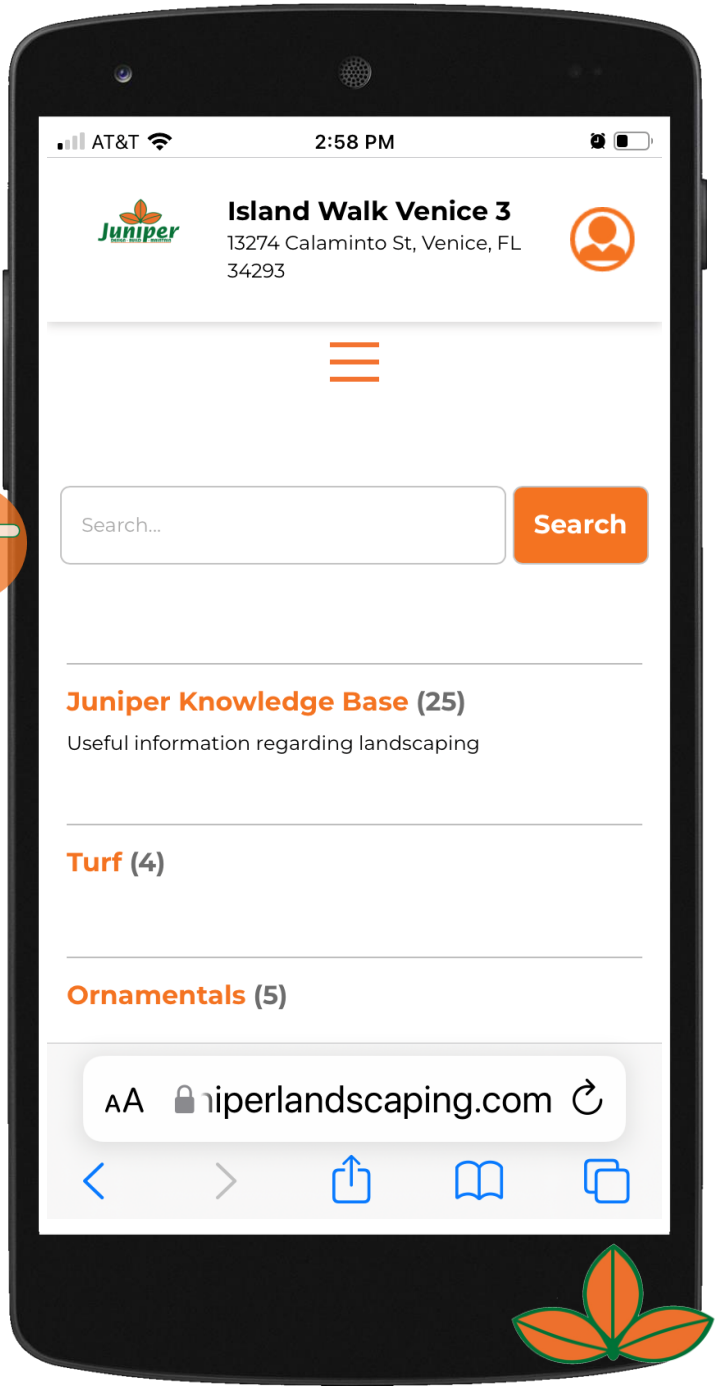
Click Here

Knowledge Base for residents and managers.

Articles and reference materials from:

- ❑ Juniper
- ❑ University of Florida





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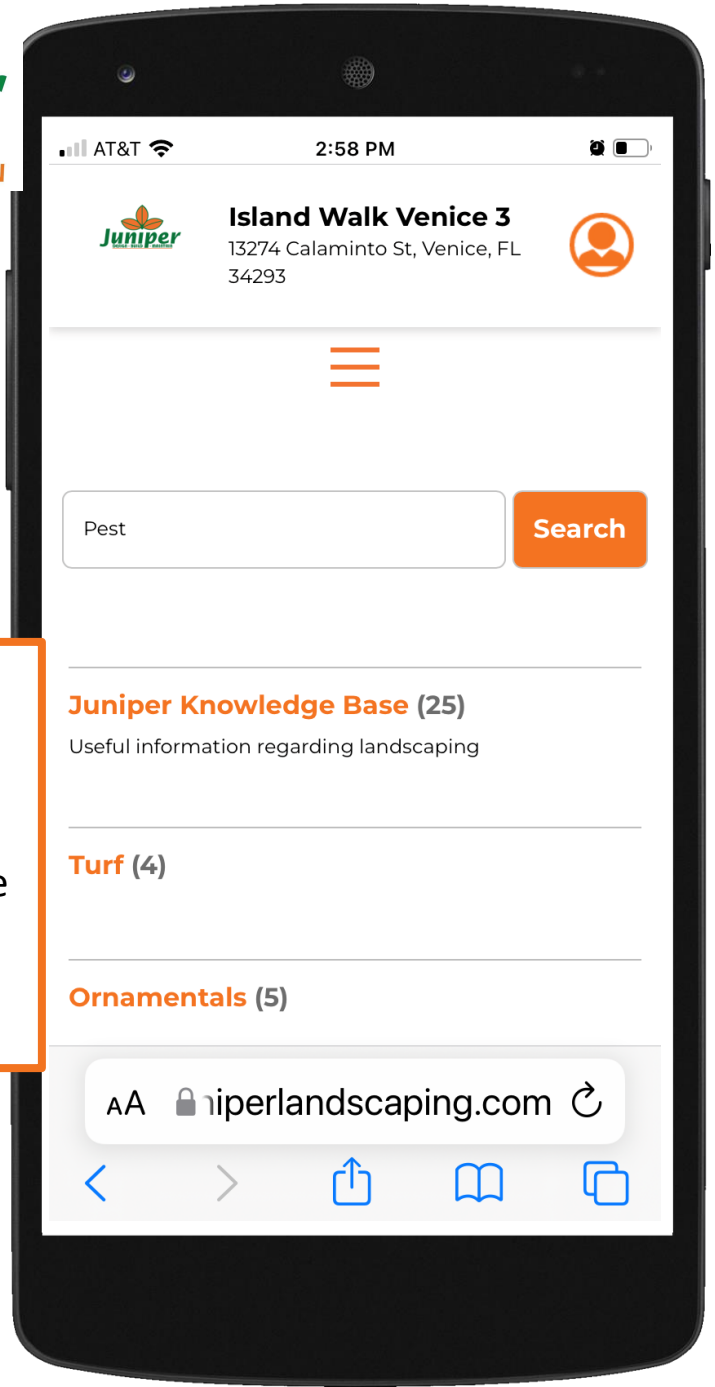

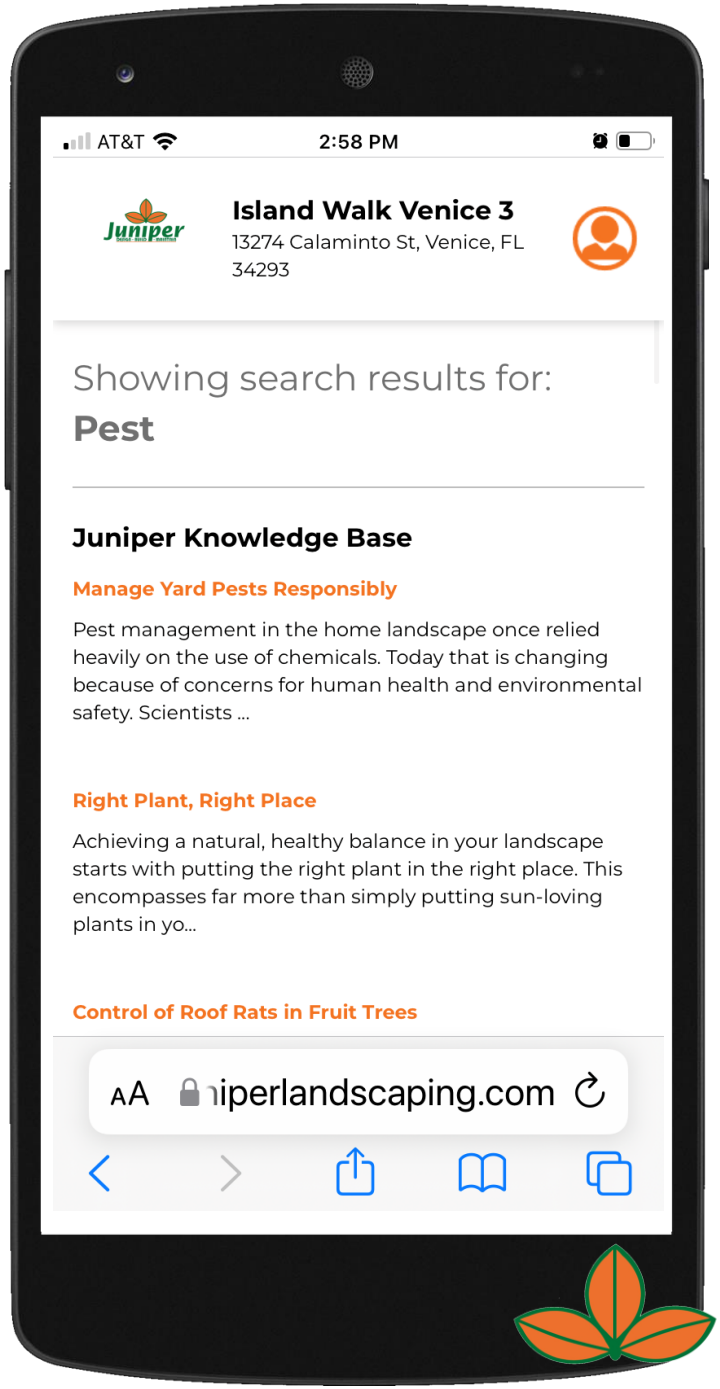

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Helpful Hints

- After logging in each time, Community announcements will pop up. Be sure to read them as they may answer your question without putting in a ticket. To remove the pop up, scroll up on your screen and hit the ‘X’ in the top right corner.
- To see any Replies from a Juniper Team Member, click on the word **REPLIES**.
- To reply to a comment, click on the ‘+’ next the Replies.
- Remember, Juniper Team Members communicate through the ticket system. Please be sure to watch for ticket updates via email or text messages.

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