

Waveland Property Management installed an interactive online Customer Support System. You can report a maintenance issue, inquire about association dues, or ask for more information any time of the day or night. The Customer Support System will allow us not just to respond, but to send email updates at each step of the resolution process. After initiating a ticket, you can check the status of the issue resolution at your convenience.

You will soon receive an email from [support@wavelandpm.supportsystem.com](mailto:support@wavelandpm.supportsystem.com) with the subject line "Welcome to Waveland Property Management, LLC". You will be instructed to click on a link to activate your account and set up your password. Review your household information and make any corrections necessary, or give us a call and we can update your account for you. It is important the information be as accurate and complete as possible. When you activate your account you will be taken to a screen "open a new ticket". You may review this screen for future requests.

After activating your account, you can then access the site in the future on the link below:

<https://wavelandpm.supportsystem.com>

For easy access in the future you may want to save it as a favorite in your web browser.

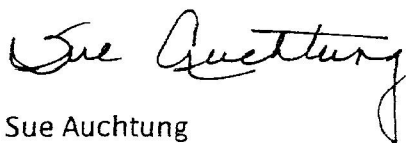
When accessing the web site, you will use your email address and password to sign in. Then you will be able "Open a New Ticket" (a lime green box), or "Check Ticket Status" (a bright blue box). Please be sure to include your association name and also a brief description in the "Issue Summary" field when opening a new ticket. You can also call us and we will enter the information into the Customer Support System.

For any tickets you open, you will receive an email confirming updated activity with the ticket number that you can use to view the progress of the ticket. Click "view this ticket's progress online" to review the ticket. If you wish to add any information to your ticket, please reply to the update email you receive from the support system. Your email will then automatically be added to the ticket by replying. Don't send a separate email as it won't be included in the ticket. If you call the office for information, please have your ticket number available.

We hope this makes it easier for you to contact Waveland Property Management and keep abreast of the progress to resolve issues that are important to you.

Please call our office if you have any questions or feedback regarding the Customer Support System.

Glad to serve you,



Sue Auchtung  
[sauchtung@wavelandpm.com](mailto:sauchtung@wavelandpm.com)