

Access Information About Your Home -Anytime, Anywhere.

View warranty information and submit service and repair requests online.

Download our Homeowner's Manual, access important documents, and more!

User Name:

Password:

- 1. Type the following link in your browser: https://nrr.ihmsweb.com/
- A. Click "Home Buyers/Owners"

B. Enter your User Name and Password provided to you by Northland



2. Once Logged in you will see 4 tabs: My Home, Change Password, My Selections and My Warranty List

HOW TO SUBMIT A SERVICE REQUEST

A: Under My Home choose "Click Here to Enter Service Requests"

| Peter | MyHome | Change Password | My Selections | My Warranty List | | | | | Logout |
|--------------------|------------------|------------------------------|---------------|------------------|-----------------|--------|----------------|------------|-------------|
| Logged In: | | | | | | | | | |
| My Profile | | | | | My Community | | | | |
| Buyer Name | House | Street Address Model | Elevation | | | | | | |
| | Number | | | | My Warranty Lis | it | | | |
| | | | | | Entry Date | Vendor | Scheduled Date | Covered | Description |
| Home Phone | Work F | Phone Cell Phone | Email | | | | | | |
| | | | | | | | | | |
| Edit | | | | | | | | | |
| Warranty Serv | ice Request | | | | | | | | |
| To enter a service | ce request, plea | ase click the link below and | | | | | | | |
| Click Here to E | nter Service Re | quests | | | | | | | |
| | | | | | | | | A | r |
| My Selections | | | | | | | | Activate W | |

B: Fill in a complete description of the problem.

For example "guest bath cold water line leaks under sink, rather than "plumbing problem".

Optional: Input date/time preferences for service and attach pictures C: Hit "Save"

80 Beharrell Street, Suite E Concord, MA 01742 P: 781-229-4700 www.NorthlandResidential.com

Our Warranty and Service Manager will contact you to outline next steps. Track the status of your requests under "My Warranty List".

| (Denner | MyHome | Change Password | My Selections | My Warranty List | | | | | | |
|----------------------------------|--------------------|-----------------|--------------------|------------------|--|--|--|--|--|--|
| Home Phone | Work Phon | e Cell Phone | Email | | | | | | | |
| Edit | | | | | | | | | | |
| G Warranty Service | ce Request | | | | | | | | | |
| | | | | | | | | | | |
| Click Here to En | ter Service Reques | sts | | | | | | | | |
| Hy Selections | | | | | | | | | | |
| Standard Color/Styles Selections | | | | | | | | | | |
| Item | | Color | | | | | | | | |
| Additional Infor | mation | | | | | | | | | |
| 04/25/17 | Your Ne | ew Home And How | To Take Care of It | | | | | | | |
| | | | | | | | | | | |

ADDITIONAL INFORMATION

Download important documents such as:

Homeowner's Manual: Your New Home and How To Take Care of It

QUESTIONS OR TROUBLE LOGGING IN? Contact Chelsey Ellis at 978-821-7615 or cellis@nrconstruct.com



Reference our Homeowner's Manual for tips on how to properly maintain your new home



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