



SIGN IN & REGISTRATION

Homeowner Portal

Congratulations on your Home Service Plan from 2-10 Home Buyers Warranty (2-10)! You now have access to Homeowner Portal.



How to Set Up and Use Your Account

Create Your Account

Visit 2-10.com/sign-in to create your account or sign in.

Click [Sign Up Here](#) to get started. After verifying your email and creating a password, confirm your contact information and link any properties you have coverage for.

If you encounter an error, call Customer Support at 800.775.4736 for assistance.

Using Your 2-10 Account

After signing in, you'll land on the Homeowner Portal home page. From here you can:

- Renew your Home Service Plan
- Review the details of your coverage
- Request service
- View your service requests and status
- Edit your billing information

You can also access these options by clicking the gear icon in the bottom right corner of your property card.

Exclusive Offers for You!

With the 2-10 Happy Homeowner Program®, you get benefits just for being a 2-10 member.

Appliance Discount Program - Scroll to the bottom of the home page and click the *Home Appliance Discounts* button to access your codes.

2-10 Marketplace - View all your offers and discounts by clicking on *Marketplace* in the left-hand navigation menu.



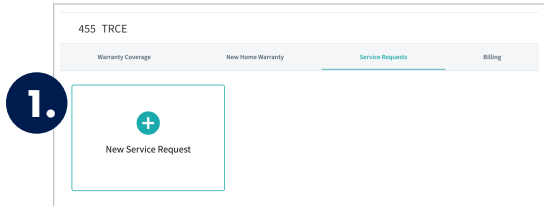
REQUESTING SERVICE

Homeowner Portal

When covered items break down, 2-10 Home Buyers Warranty (2-10) is here to help. Requesting service through Homeowner Portal is the quickest and most effective way to start your claim.

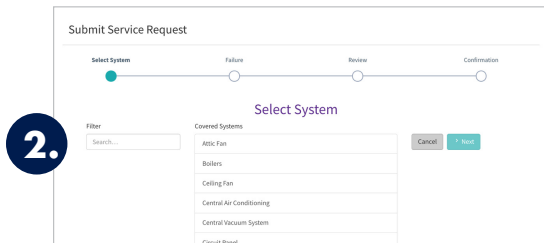


How to Request Service



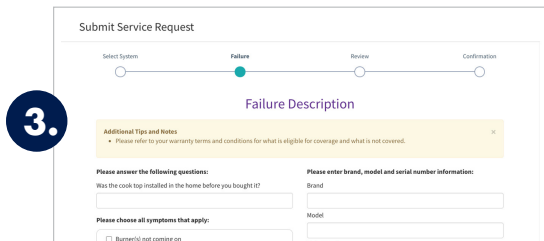
1. Create a Service Request

- Visit [2-10.com/sign-in](https://www.2-10.com/sign-in) to sign in.
- If you receive an error, call 720.531.6717 for help.
- In the menu options at the top of your screen, select *Service Requests*.
- You can also select the gear icon in the bottom right corner of your property card to request service.
- Click the *New Service Request* card.



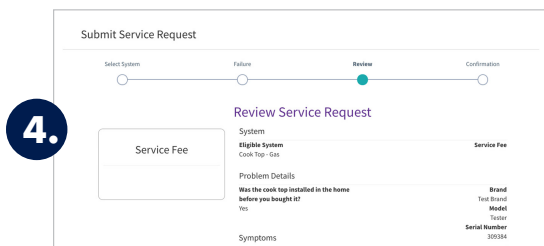
2. Select the Appliance or System

- Select the item you'd like to request service for, then select *Next*.
- NOTE: You may only request service for one item at a time. If you have multiple service requests, complete the first one, then repeat this process for the remaining requests.



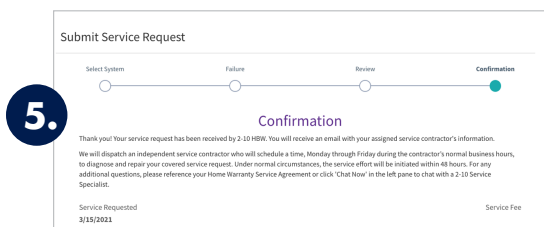
3. Fill Out the Failure Description Fields

- You must fill in all boxes on this page.
- If you aren't sure about what to put in a required field, insert *N/A* in the box.



4. Review Your Service Request

- Double-check that the information you entered is correct.
- The Service Fee you'll pay the contractor when they arrive will appear here.



5. Confirmation

- You'll receive your work order number, and the contractor's name and phone number.
- A contractor will reach out directly to confirm your appointment.

6. Check the Status of Your Request

- After completing your service request, you can check the status on your Homeowner Portal home page.
- Select the gear icon in the bottom right corner of your property card.
- Choose *View Service Requests*.



SERVICE REQUEST TOOLS

Homeowner Portal

With the 2-10 Home Buyers Warranty (2-10) Service Request Tools, you have the power to do more, while minimizing hold times.



Service Request Tools Let You Do More



CHECK STATUSES



UPLOAD DOCUMENTS



ESCALATE CLAIMS

Service Request Tools
Choose from the options below if you need additional assistance.

How does a service request work?	Download 'How It Works' >
Request different service contractor	Change Service Contractor >
I'd like to cancel my service request	Cancel Service Request >
Request reimbursement for work my contractor completed i	Upload Invoice for Reimbursement >
Request assistance on my open service claim from the 2-10 Leadership Team i	Claim Inquiry/ Claim Escalation >
Get my exclusive 2-10 discount codes for appliances i	Get Discount Codes >

Sign in or sign up at [2-10.com/sign-in](https://www.2-10.com/sign-in) to request service. These options will become available 24 hours after we send the initial request to the contractor.

Request Status Updates

When you file a claim and a contractor accepts it, you can request its status from the contractor. No more wondering or calling about where it's at!

Submit Documents

We've made it easier for you to submit documents for reimbursement. Whether for pre-approved Out-of-Network Contractor use or our Appliance Replacement Offer, submitting documents is much easier.

Change Service Contractor

Sometimes, you need to request a different Service Contractor, due to scheduling issues, contractor unavailability, or otherwise. The Service Request Tools makes it easier and more efficient to change the Service Contractor when necessary.

Escalate Claims

If your claim hasn't been addressed within seven days, you can now escalate it directly from Homeowner Portal instead of calling in.

Using Your Own Contractor?

If you elect to use an outside contractor, you will be responsible for the difference in cost between using your contractor and an authorized 2-10 Service Contractor. You will also need to follow the instructions we provide to ensure that the work remains eligible for coverage (e.g., that work is not performed without prior authorization). Learn more at [2-10.com/ONC](https://www.2-10.com/ONC)