



Your Murray Franklyn
Homeowner Services
Online Account

User Guide

MURRAYFRANKLYN

A Family of Companies

User Guide

Homeowner Services Online Account

User ID: _____

Password: _____



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Introduction

As the Northwest's largest home builder, the members of The Murray Franklyn Family of Companies® have been creating award-winning homes and communities for more than 30 years. Our team of experienced and dedicated Professionals ensures our home buyers receive the highest level of service.

The members of The Murray Franklyn Family of Companies are very concerned with the quality of support that our home owners receive. We want you to continue to be pleased and happy with the home in which you live and the support you receive. In a continuing effort to enhance homeowner satisfaction, Murray Franklyn has developed a customer service Web site and provided every new homeowner with a personal Homeowner Services online account.

Your Murray Franklyn Homeowner Services online account allows you to report concerns with warrantied items in your home, to check the status of open investigations, and to schedule appointments with your customer service representative.

This user guide is designed to familiarize you with the features of your online account. We suggest that you take a few minutes to read through this user guide before using your Homeowner Services online account.

The following section is intended for new or less experienced Internet users. If you're an experienced Internet user, you may want to skip this section and start with the next section, "Using your Murray Franklyn Homeowner Services Account" beginning on page 5.

1. System Requirements

To access the Internet and use your Murray Franklyn Homeowner Services Account you must have:

- A Windows® PC or Macintosh® computer with access to the Internet via modem/phone line, cable, DSL, or satellite.
- Your computer must be equipped with a frames-capable browser such as Microsoft® Internet Explorer® or Netscape Navigator®.
- You must have an Internet account and an e-mail address.

2. Some Basics

A very brief introduction to the Internet and web browsers is provided here. For more in-depth information you will need to consult the documentation provided with your computer or ask a teenager.

Starting Your Browser

To go online look for the browser icon on your computer's desktop (the screen that appears when the computer is first powered on). It will probably be one of these:



Position your mouse's cursor over the browser icon and double click. A browser window will open and depending on your computer's settings, one of two things will happen:

- You will be prompted to provide your user name and password and click a Connect button. Or,
- The connection will happen automatically.

Your start page will open. You're now online.

Parts of the Browser Window

Depending on which browser you have your browser window. An Internet Explorer browser window is illustrated below. Netscape Navigator is very similar in look and basic features. The two essential

areas of the browser window to be familiar with are the address bar and the toolbar, shown below.



The following table describes the Internet Explorer toolbar buttons and how you can use them to navigate the Internet. Netscape Navigator toolbar buttons are similar.

Internet Explorer toolbar buttons

Button	Description
Back	Move the previously viewed Web page.
Forward	Move to the next Web page.
Stop	Stop a Web page from opening.
Refresh	Update the currently displayed page.
Home	Jump to your home or start page.
Search	Open a web page that lists available search engines.
Favorites	Display a list of Web sites that you've designated as favorites.
History	Displays a list of recently visited Web sites.
Mail	Opens your e-mail window.
Print	Print the currently viewed Web page.
Edit	Opens a text editor so you can edit the Web page.

Using your Murray Franklyn Homeowner Services Account

1. Getting Started

Explore the Murray Franklyn Web site or access your Homeowner Services Account

*Internet address:
www.murrayfranklyn.com*

To access the Murray Franklyn web site:

1. Open your Web browser (double click on the browser icon) and establish an Internet connection. (The procedure for establishing a connection will vary depending on what type of connection you have.)
2. In the browser's address bar type: **http://www.murrayfranklyn.com** and press **ENTER** on your keyboard. The Murray Franklin introduction screen will appear.

Starting here, you may access your Murray Franklyn Homeowner Services Account, or you may explore the Murray Franklyn web site.

The Murray Franklyn web site provides in-depth information about the Murray Franklyn communities in King and Snohomish counties. To explore the Murray Franklin web site, click on **New Communities**, **Land Acquisitions**, **Join Our Team**, or **Contact Us**.

2. Logging On to Your Homeowner Services Account

*Select **Home Services***

To access your Homeowner Services Account click on the **Home Services** tab (shown below).



After selecting the **Home Services** tab, the Homeowner Services page opens.

Select Homeowner Login

Click on **Homeowner Login** to go to your homeowner services account.



Your user ID and password:

After selecting **Homeowner Login** from the Homeowner Services page, the **Customer Login** page appears. To create or edit a warranty request, you will be required to log in by entering your User ID and Password.

Your User ID and Password are printed on the first page of this user guide. If you have misplaced or forgotten your user ID or password, click the **forgot your password** button (on the Customer Login screen) to receive your password by automatic e-mail.

If you do not receive an immediate reply, it means your e-mail address is not in the Murray Franklyn system. In this case, to receive your password, send an e-mail to: **customerservice@murrayfranklyn.com**.

- In the subject line, write: "e-mail address submittal."
- In the message please include your first and last name and phone number.

Enter your User ID and Password

To enter your User ID and Password:

Customer Login

- Position the cursor in the **User ID** field and click once. A text entry cursor (flashing vertical line) will appear.
- Type your User ID. Press the TAB key on your keyboard to move the text cursor to the **Password** field.
- Type your password and click on the **Log In** button. Your personal Homeowner Services page will open.

While you are viewing and using your Homeowner Services account you may use the following buttons and links at any time:

Navigate the Homeowner Services pages using buttons and links.

- Click the **Cancel** button (lower right corner) to cancel the current activity and return to the Home Services start page.
- Click the **Help** button (lower right corner) to view a brief description of how to use the features of the current page. (To close the Help window, click the small “x” in the upper right corner of the window.)
- Click your browser’s **Back** or **Forward** buttons (upper left corner of the browser window) to back or ahead one page.
- Two links are available on the left margin of the page. Click **Home** to return to the Murray Franklyn home page, or **Homeowner Services** to return to the Homeowner Services start page.

Your Personal Homeowner Services Page

The top half of your Homeowner Services page contains your name, address, and other personal data. If desired, you may revise data that is preceded by an asterisk.

The bottom half of the page allows you to view the status of all PA (possession agreement) and IO (investigation order) items. Each numbered tab below your email address corresponds to a PA or IO on record for your homeowner services account.

3. Creating a New Investigation Order

To create a new investigation order:

1. Go to the Murray Franklyn Web site and log on to your homeowner account.
2. When your Homeowner Services start page opens, click the **Request Investigation** button in the lower right corner. The Customer Warranty Request page will open.

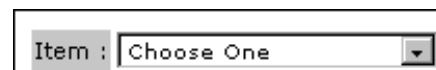


The Customer Warranty Request Page allows you to create an investigation order for an item under warranty in your home as well as schedule appointments for the investigations.



Choose Item, Description, and Location

3. To complete the form, you must choose an Item, Description and Location.:



- To choose an item: Position your cursor over the small “down” arrow to the right of **Choose One**. Click once. A list of all items in your home warranted by Murray Franklyn will “drop down.”

The list is too long for all the items to appear in the drop down box. To view more items, repeatedly click the “up” or “down” arrows on the right margin of the box to scroll the list up or down.

- To select an item from the list, move your cursor up or down the list until the desired item is highlighted, then click once. The drop down list will close and the selected item will appear in the **Item** field.
- If the desired item is not in the list, choose “miscellaneous.”

4. Repeat the procedure in step 3 to choose a description and location.

Enter comments and entry instructions

5. Position your cursor in the **Comments** field and click once to create a text cursor. Type any necessary comments.

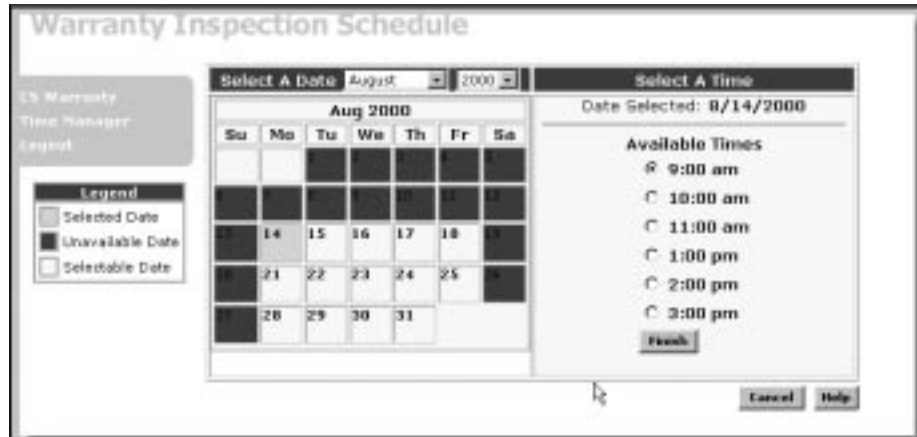
6. Press the TAB key (on your keyboard) to move the cursor to the **Entry Instructions** field. Type the required information.

7. After entering all required information, click on one of the following buttons:

- **Add Another Item** to add another item to the investigation order. Follow the steps above to enter further requests.
- **Schedule Time** to schedule a time for a Murray Franklyn representative to come to your home. The Warranty Inspection Schedule page will open

Scheduling a Warranty Inspection

The Warranty Inspection Schedule page allows you to schedule a date and time for a Customer Service Representative to inspect the items that you detailed on the Warranty Request page.



The calendar uses three colors:

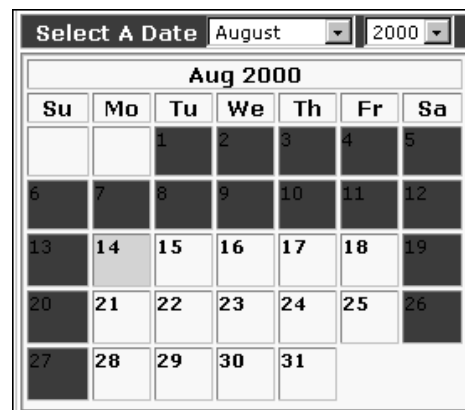
- Pale yellow: available customer service dates are pale yellow.
- Dark green: Unavailable days are dark green.
- Gray: When you select a day, it turns gray.

When the Warranty Schedule page opens the current date is displayed.

Selecting a date for the warranty investigation:

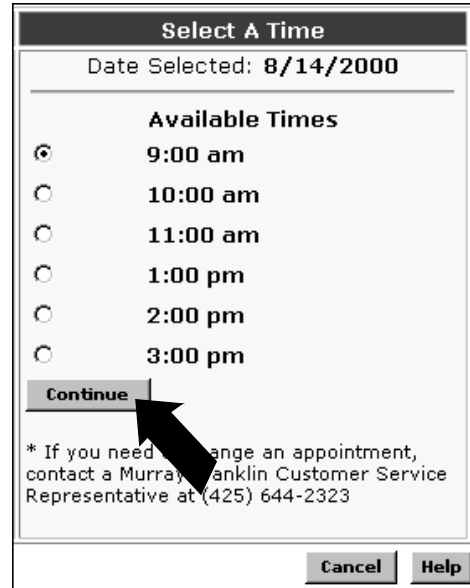
To select a date for a warranty investigation:

1. Select the desired month and year from the drop down lists that appear when you click the arrows to the right of the currently displayed month and year.
2. Click on the day of the month you wish to select.



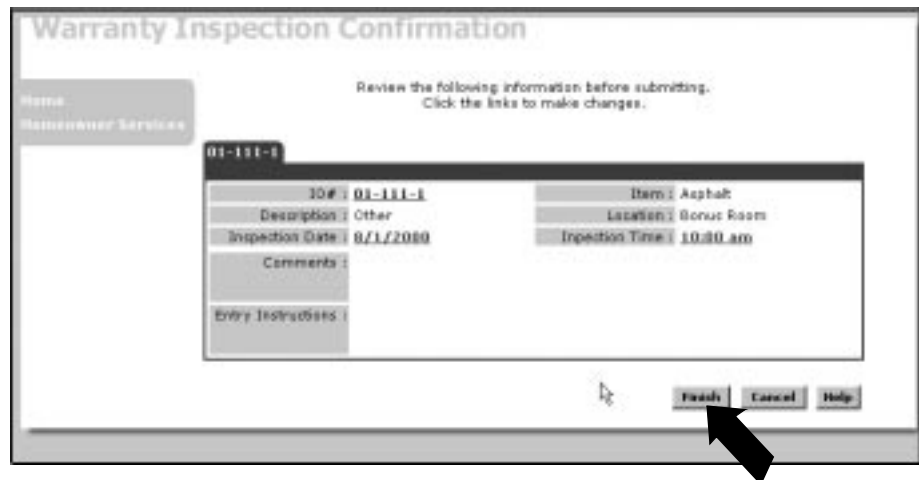
Selecting a time:

3. In the Select a Time area, 9:00am will be automatically selected. To select a different time, click the circle to the left of the desired time. A black dot will appear in the selected time.
4. Click the **Continue** button to go the Warranty Inspection Confirmation page.



Confirming Your Warranty Inspection Appointment

The Warranty Inspection Confirmation page allows you to view, edit, confirm, or cancel the information you entered on the Warranty Inspection Schedule page.



If all the information is correct:

- Review the information.
- Click on the **Finish** button to confirm your warranty inspection request. You will receive an automatic e-mail response and a Murray Franklyn Customer Service Representative will arrive at your home at the scheduled time.

If you need to change the date or time:

If you wish to change the **Inspection Date** or **Inspection Time**, click the date or time, as appropriate, and you will be returned to the Warranty Inspection Schedule page.

- Change the time and/or date as necessary and click the **Continue** button to return to the Warranty Inspection Confirmation page.
- If all information on the page is satisfactory, click on the **Finish** button to confirm your request.

If you need to edit the investigation order:

If necessary, you may edit the Investigation Order.

To edit the Investigation order:

- Click on the 6-digit number that appears to the right of **IO#**. The Edit Warranty Inspection Item window opens.
- Make the necessary edits using the **Item**, **Description** and **Location** drop down lists, or the **Comments** or **Entry Instructions** fields.
- After completing the changes click the **Update** button to return to the Warranty Inspection Confirmation page.

The screenshot shows a window titled '01-111-1'. It contains the following fields:

- IO# : 01-111-1
- Description : Other
- Inspection Date : 8/14/2000
- Comments :
- Entry Instructions :

The screenshot shows the 'Edit Warranty Inspection Item' window. It has a title bar and a header area. Below the header are three dropdown menus: 'Item' (set to 'Asphalt'), 'Description' (set to 'Other'), and 'Location' (set to 'Computer Room'). Below these are two text input fields: 'Comments' and 'Entry Instructions'. At the bottom right, there are three buttons: 'Update', 'Cancel', and 'Help'. A large black arrow points to the 'Update' button.

- If all information on the page is satisfactory, click on the **Finish** button to confirm your request.

*Click **Home** to return to the Murray Franklyn home page.*

After selecting **Finish**, the Thank You window opens. To exit your Homeowner Services account, click the **Back to Homeowner Services** button or the **Homeowner Services** link to return to the Homeowner Services start page. Click **Home** to return to the Murray Franklyn home page.

Click **Homeowner Services** to return to the Homeowner Services start page.



4. Checking the Status of an Investigation Order

To check the status of an investigation order:

1. Go to the Murray Franklyn Web site and log on to your homeowner account. Your Homeowner Services start page will open.
2. Your Investigation Order history is displayed in the lower section of the page.



Each numbered tab represents an investigation order initiated by your account. The most recent investigation order will be displayed.

18	17	16	15	14	13	12	11	10	9
IO # : 01-111-18		Item : Asphalt		Location : Bonus Room					
Description : Other		Status : New							
Comments :									
Request Investigation								Cancel	Help

- To view any investigation order, click the tab that corresponds to the number of the desired investigation order.

Only 10 tabs can be displayed on the screen at one time. If you have more than 10 investigation orders, a “right” arrow will appear to the right of the lowest tab number. Repeatedly clicking the arrow will bring the lower numbered tabs into view.

5. More Customer Service Features on the Murray Franklyn Web Site

When you first go the Murray Franklyn Web site and select **Home Services**, the Homeowner Services start page opens. A link to an emergency phone number is available on this page. To view the emergency phone number and other relevant information, click **Emergency Phone Number**.



Contact Information



Contact Murray Franklyn any time with questions, concerns, or comments:

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