

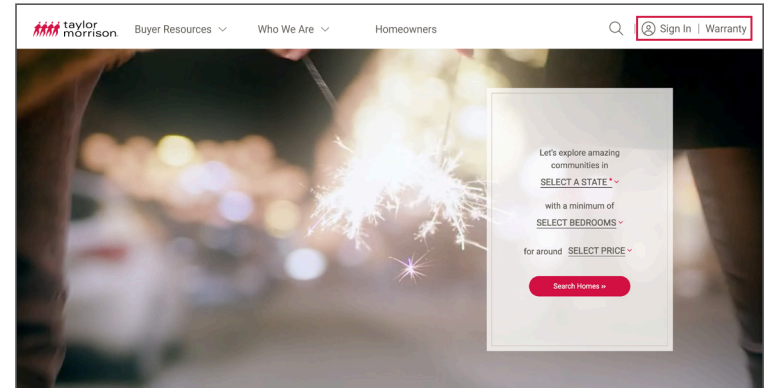
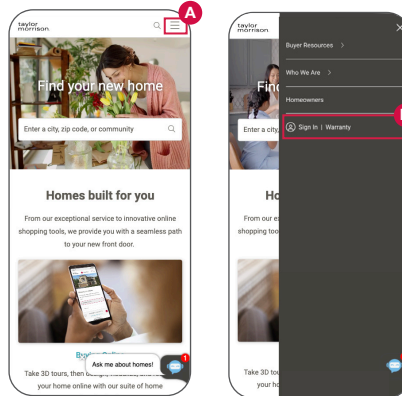
How to set up a Taylor Morrison account

1 On mobile,

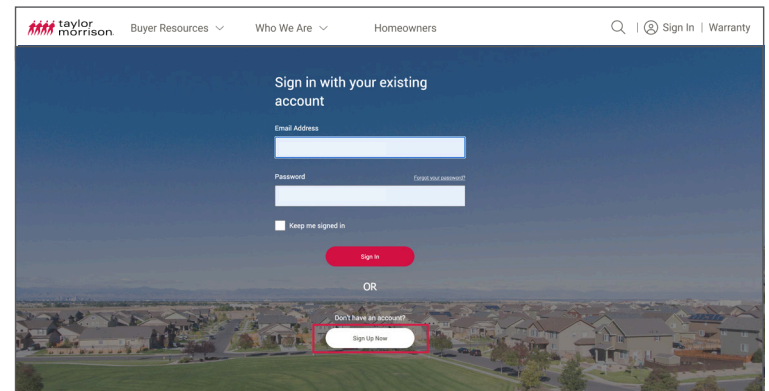
A) Select the menu icon.

B) When the menu navigation will slides out, select “Sign in | Warranty” in the upper right corner.

On desktop, click “Sign In | Warranty” in the upper right corner.



2 Select “Sign Up Now.”

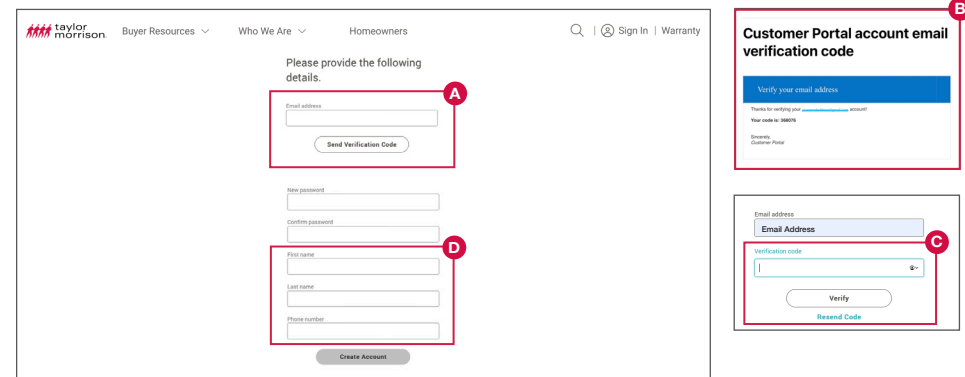


3 A) Provide your email and a unique password. Then, click “Send Verification Code.”

C) Enter this code into the box and click “Verify Code.”

B) Check your inbox for an email from the Customer Portal for your 6-digit code.

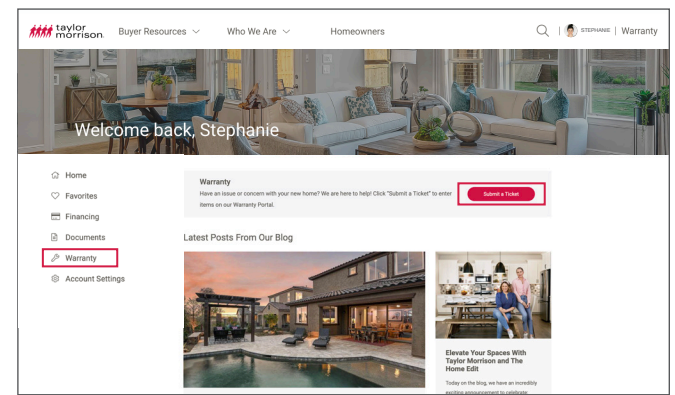
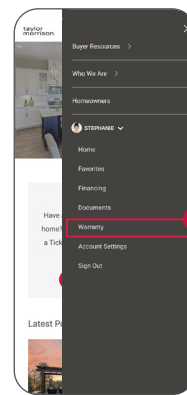
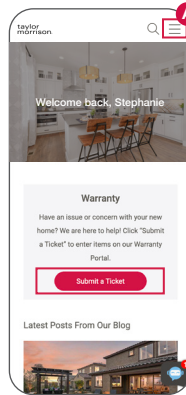
D) Add your name and phone number to create your account.



How to submit a warranty ticket

4 On mobile,

- A) Select the menu icon to access navigation.
Or click the “Submit a Ticket” button on the home page.
- B) If you select the menu icon, navigation will slide out, select your username, then select “Warranty.”



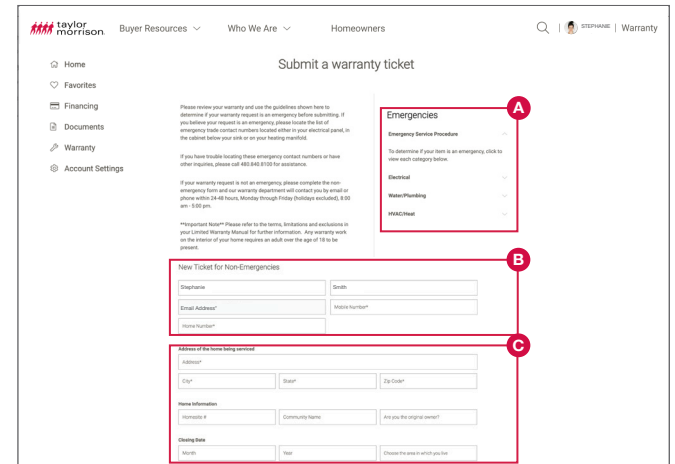
On desktop, click “Warranty” on the left menu.
Or the “Submit a Ticket” button on the home page

5 A) Please review your warranty.

Use the guidelines on the right to determine if your request is an emergency.

C) Fill out the “Home Information” and “Closing Date” sections for the home being serviced.

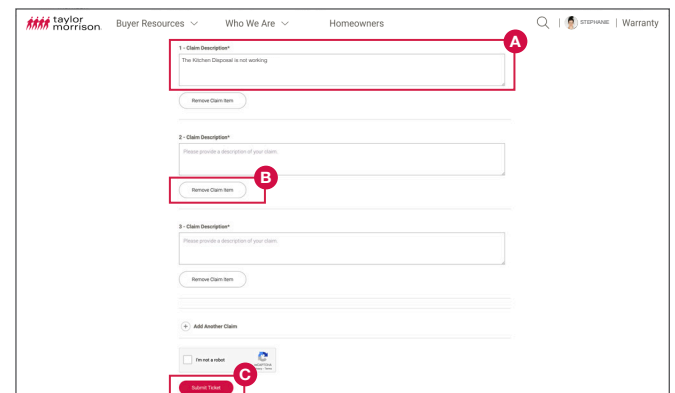
B) For new, non-emergencies tickets, please fill out your name, email address and phone number.



6 A) Describe the item in the “Claim Description” field.

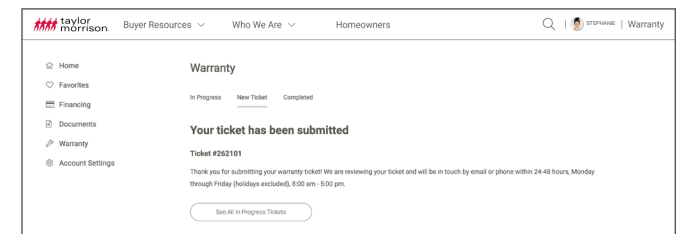
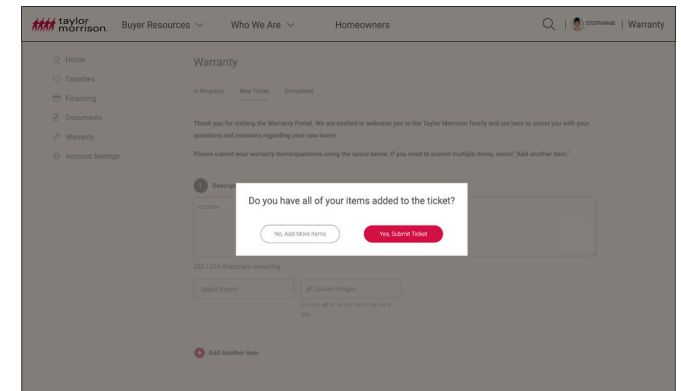
B) Add multiple claims at once or remove additional claims by clicking “Remove Claim Items.”

C) Click “Submit” once you have added all items to your ticket.



7 Confirm your ticket or go back to add additional items.

8 Your ticket has been submitted. Our Warranty Coordinator will reach out to discuss next steps.



How to access your documents

9 On mobile,

A) Select the menu icon to access navigation.

B) When the menu navigation slide out, select your username, then select “Documents.”

On desktop, click “Documents” on the left menu to access copies of your documents.

