



Introduction to the Real Estate Portal

Start by going to:

[www.homeserve.com/realestate](http://www.homeserve.com/realestate)

# Creating an Account



[Sign In / Create Account](#)

[Order a Plan](#)

[Dashboard](#)

[Contact Us](#)

[About Us](#)

[FAQs](#)

## Real Estate Portal

We encourage professionals and agents to use the HomeServe Home Warranty Real Estate Portal to save time and easily access the following:

- Order home warranties for your client
- Manage your account, keep track of past and current orders
- Download and view PDFs of your invoices
- Update account information

[Sign In / Create Account](#)



Feedback

Chat with us



## Sign In

Sign in to HomeServe Home Warranty to continue

Email address

|

Password



[Forgot password?](#)

Continue

Don't have an account? [Sign up](#)





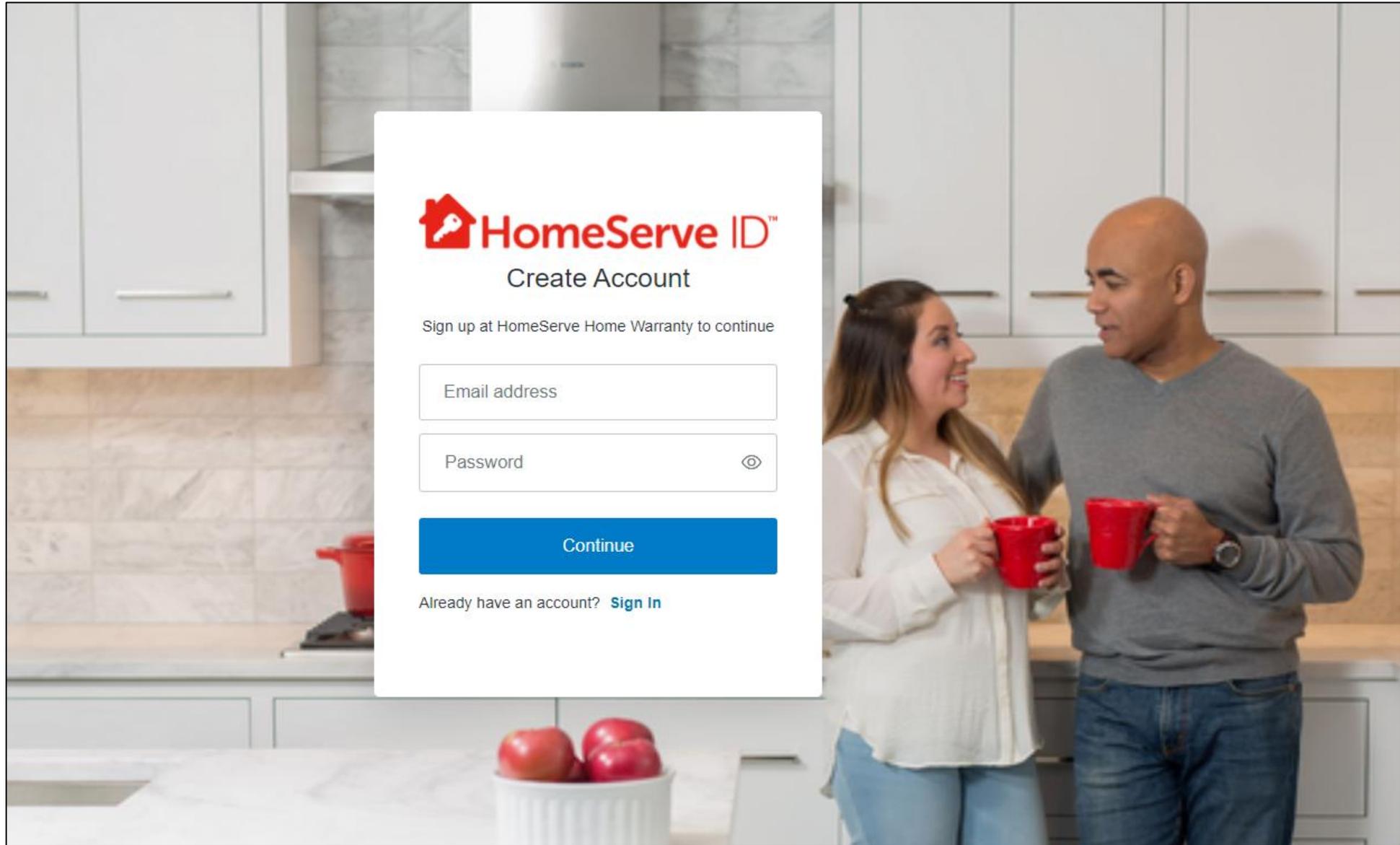
## Create Account

Sign up at HomeServe Home Warranty to continue



Continue

Already have an account? [Sign In](#)



# Confirmation Email



---

**Email Sent**

We've sent an email to: lisamazochi@gmail.com



Please click the link in the email to complete the registration  
If you do not receive an email in 48 hours, Please call customer service at 1-844-622-7063

Mon-Fri 8am-8pm ET  
Sat 8am-4pm ET

7134 Lee Highway Chattanooga, TN 37421  
866-710-3700

Please verify your email address.



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**Email Verification**

Hi lisamazochi@gmail.com,

You're almost there! One more thing before you can sign in to your account with your HomeServe ID. Simply click the button below to [confirm your email address](#) and activate your new account.

[Verify my account](#)

If you are having any issues, please don't hesitate to contact us at:  
[info@homeserveusa.com](mailto:info@homeserveusa.com)

Thank you!  
HomeServe Home Warranty

# Section One: Updating Contact Info

The screenshot shows the HomeServe Home Warranty dashboard. At the top left is the HomeServe logo. The top right contains 'Account Settings' and a 'Sign Out' button. A navigation bar includes 'Order a Plan', 'Dashboard', 'Contact Us', 'About Us', and 'FAQs'. A yellow notification banner at the top reads 'Please update your [contact information](#).' A red arrow points from the search bar to this notification. Below the notification is a 'Search Plans' section with a search input field containing 'Search Plans', a 'Go' button, and an 'Export Invoices (pdf)' button. A table with columns for 'Covered Property Address', 'Home Buyer Name', 'Estimated Closing Date', 'Plan Order Date', 'Status', 'Plan Name(s)', and 'Plan Number' is shown, with the message 'No data available in table' below it. A 'Show 10' dropdown menu is also present. At the bottom, there are status definitions: 'Presale Status - Plan is ordered, but the sale of the home has not yet closed.' and 'Active Status - The sale has closed, the buyer is now the owner of the covered property address and payment has been received\*.' A footnote states '\*A plan will revert to Presale status until payment is received by HomeServe.' The footer contains the address '7134 Lee Highway Chattanooga, TN 37421' and phone number '866-710-3700'.

HomeServe Home Warranty

Account Settings [Sign Out](#)

[Order a Plan](#) [Dashboard](#) [Contact Us](#) [About Us](#) [FAQs](#)

Please update your [contact information](#).

## Search Plans

Search Plans

| <input type="checkbox"/>   | # ▲ | Covered Property Address | Home Buyer Name | Estimated Closing Date | Plan Order Date | Status | Plan Name(s) | Plan Number |
|----------------------------|-----|--------------------------|-----------------|------------------------|-----------------|--------|--------------|-------------|
| No data available in table |     |                          |                 |                        |                 |        |              |             |

Show  < >

**Presale Status** - Plan is ordered, but the sale of the home has not yet closed.  
**Active Status** - The sale has closed, the buyer is now the owner of the covered property address and payment has been received\*.  
\*A plan will revert to Presale status until payment is received by HomeServe.

7134 Lee Highway Chattanooga, TN 37421  
866-710-3700

# My Account Information

First Name

Enter first name

Last Name

Enter last name

Email Address

Enter email address

Company Name

Enter company name

Home Phone

Enter phone number

Cell Phone (optional)

Enter phone number 2

Street Address

Suite or Apt. Number (optional)

Enter suite or apartment number

City

Enter city

State

Select a State ▼

ZIP code

Enter ZIP Code

Save

Cancel

# With Your Zip Code, Your Area Sales Manager Appears

|   |  |
|---|--|
| Street Address                              | Suite or Apt. Number (optional)  |
| <input type="text"/>                        | <input type="text" value="Enter suite or apartment number"/>             |
| City  | State  |
| <input type="text" value="Enter city"/>     | <input data-bbox="794 773 1347 853" type="text" value="Select a State"/> |
| ZIP code                                    |  |
| <input type="text" value="Enter ZIP Code"/> |  |
| <input type="button" value="Save"/>         | <input type="button" value="Cancel"/>                                    |



Your Area Sales Manager:  
**Thomas Westhora**  
✉ [thomas.westhora@homes.com](mailto:thomas.westhora@homes.com)  
☎ 888-888-8888

# Ordering a Plan

Welcome, Tom Westhora [Account Settings](#) [Sign Out](#)

[Order a Plan](#) [Dashboard](#) [Contact Us](#) [About Us](#) [FAQs](#)

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## Search Plans

[Go](#) [Export Invoices \(pdf\)](#)

| <input type="checkbox"/> | # ▲ | Covered Property Address                   | Home Buyer Name | Estimated Closing Date   | Plan Order Date | Status         | Plan Name(s)   |           |
|--------------------------|-----|--|-----------------|--|-----------------|----------------|--|-----------|
| <input type="checkbox"/> | 1   | 512 Gene Autry<br>Middleton, ID 83644-5731 | Westhora        | 08/31/21   | 08/25/21        | <b>Active</b>  | Premier Plan (1), Swimming Pool and/or Spa Systems (1), Exterior Water Service Line, Gas Line & Sewer Line (1) | 166002491 |
| <input type="checkbox"/> | 2   | 123 Main St<br>WYLIE, TX 75098             | Westhora        | 08/31/21  | 08/25/21        | <b>Presale</b> | Essential Plan (1), Refrigeration/Freezer Unit (Additional) (1), Water Softener (1)                            | 166002600 |



Your Area  
**Thomas**  
thoma  
888-8

Available plans in:

83644 [Edit](#)

## First, **choose** your main plan:

Not sure which is right for your client? [Compare Plans >](#)



### Essential Plan

This plan can help to prepare for the unexpected breakdown of essential appliances and systems in the home.

[Learn more](#)



This Plan Includes:

**\$475.00/yr.**

[Add To Cart](#)

[Terms & Conditions](#)



### Premier Plan

The Premier Plan gives the protection needed to deal with the costs of unexpected breakdowns of some of the most widely-used appliances and home systems.

[Learn more](#)



This Plan Includes:

**\$525.00/yr.**

[Add To Cart](#)

[Terms & Conditions](#)

## First, choose your main plan:

Not sure which is right for your client? [Compare Plans >](#)



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### Premier Plan

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[Learn more](#)



This Plan Includes:

**\$525.00/yr.**

**Proceed To Checkout**

[Terms & Conditions](#)

If you don't require any add-ons, proceed to checkout.

Next, select your add-ons:

## Next, select your add-ons:

If you're done with your selection, you can skip the section below



### Refrigeration/Freezer Unit

This plan gives a feeling of peace of mind to know that the home's additional refrigeration/freezer unit is protected, which is any of the following: refrigerator in the kitchen (including an integral freezer or ice maker), wet bar refrigerator, wine refrigerator up to 20 bottles, and standalone freezer.

[Learn more](#)



This Plan Includes:

**\$50.00/yr.**

[Add To Cart](#)



### Swimming Pool and/or Spa Systems

This plan will help to prepare for the unexpected breakdown of heating, pumping and filtration systems of a swimming pool or spa.

[Learn more](#)



This Plan Includes:

**\$160.00/yr.**

[Add To Cart](#)



### Exterior Water Service Line, Gas Line and Sewer Line

The water, sewer and gas lines in a home can be affected by a clog or interruption. Help keep what's underground covered by being prepared with a home warranty for these service lines.

[Learn more](#)



This Plan Includes:

**\$80.00/yr.**

[Add To Cart](#)

## My Cart



Premier Plan 

\$525.00/yr



Swimming Pool and/or   
Spa Systems

\$160.00/yr

Total 2 Plans      **\$685.00/yr**

Applicable taxes will be applied.

**Proceed To Checkout**

Once you've selected add-ons, click proceed to check out and you will see everything added to your cart

# Enter All Information on the Order Screens

## Checkout

Thank you for choosing HomeServe Home Warranty. Please review your order, then enter the information requested below and submit your order.

Checkout Progress 1 of 5

1 of 5

### Close of Escrow Date

Enter Date

MM/DD/YYYY 

### Who is enrolling this warranty?

I am a...

Title Company / Transaction Manager

Seller's agent

Buyer's agent

## Checkout

Thank you for choosing HomeServe Home Warranty. Please review your order, then enter the information requested below and submit your order.

Checkout Progress 2 of 5

2 of 5

### Home Buyer / Plan Holder's Information

|                         |                           |
|-------------------------|---------------------------|
| First Name              | Last Name                 |
| <input type="text"/>    | <input type="text"/>      |
| Email Address           |                           |
| <input type="text"/>    |                           |
| Phone Number            | Phone Number 2 (optional) |
| <input type="text"/>    | <input type="text"/>      |
| Address Covered by Plan | Address 2 (optional)      |
| <input type="text"/>    | <input type="text"/>      |
| City                    | State                     |
| <input type="text"/>    | <input type="text"/>      |

## Address not found!



Are you sure this is correct?

123 Main St

Delivery line 1

MIDDLETON

City

ID

State

83644

ZIP-code

-

+4 Code

[Yes, use this address](#)

or [enter a different address](#)

## Checkout

Thank you for choosing HomeServe Home Warranty. Please review your order, then enter the information requested below and submit your order.

Checkout Progress 3 of 5

3 of 5

### Buyer's Agent Information



First Name

Last Name

Company

Real Estate Team (optional)

Email Address

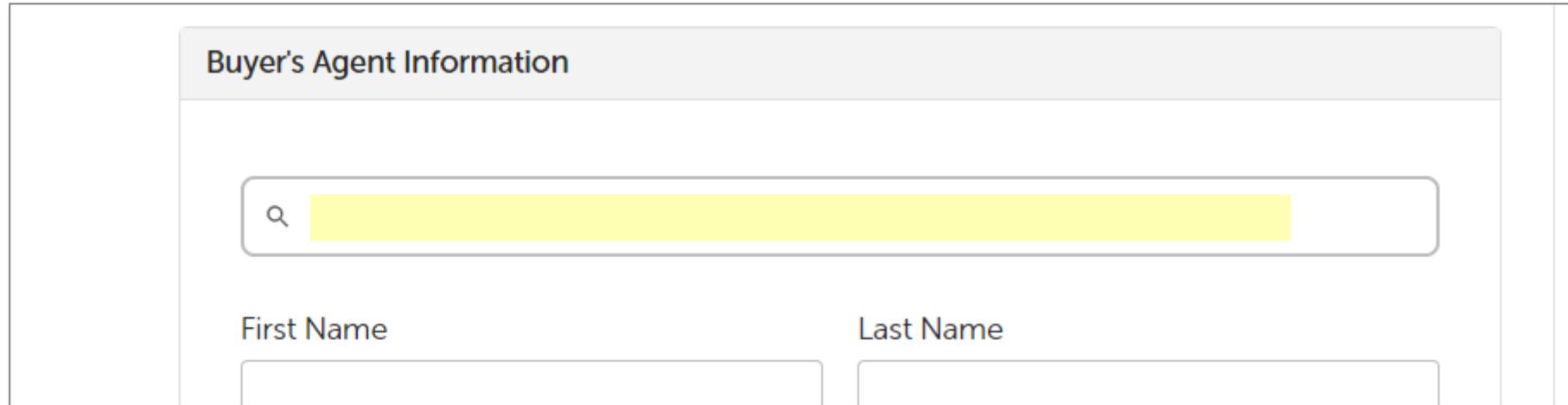
Phone Number

Address 1

Address 2 (optional)

# Search by Email Address

If you have entered a contact previously it will autofill for future orders



The image shows a screenshot of a web form titled "Buyer's Agent Information". At the top of the form is a search bar with a magnifying glass icon on the left and a yellow highlight on the input field. Below the search bar are two input fields: "First Name" on the left and "Last Name" on the right. The form is enclosed in a light gray border.

## Checkout

Thank you for choosing HomeServe Home Warranty. Please review your order, then enter the information requested below and submit your order.

Checkout Progress 4 of 5

 4 of 5

### Seller's Agent Information

First Name

Last Name

Company

Real Estate Team (optional)

Email Address

Phone Number

Address 1

Address 2 (optional)

## Checkout

Thank you for choosing HomeServe Home Warranty. Please review your order, then enter the information requested below and submit your order.

Checkout Progress 5 of 5

 5 of 5

### Title/Closing Company

First Name

Last Name

Company

Real Estate Team (optional)

Email Address

Phone Number

Address 1

Address 2 (optional)

## Finalize Order

Please select the payer of the order:

- Buyer's agent
- Seller's agent
- Title Company / Transaction Manager
- Homeowner / Plan Holder

[← Go Back](#)

**Place Order**

Total in cart due at closing.

# Congratulations!

## Order confirmation

Here's what you ordered

Order No. 166008193

| Coverage  | Quantity | Amount |
|---|----------|--------|
| Premier Plan<br>Billing Frequency: Annually                     | 1        | \$525  |
| Swimming Pool and/or Spa Systems<br>Billing Frequency: Annually | 1        | \$160  |
| Total amount  |          | \$685  |

Please print this page for your records.

Be on the lookout!

You will be receiving a confirmation email from [info@homeserveusa.com](mailto:info@homeserveusa.com) If you do not receive this email, please check your spam/junk folder.

When we receive payment, we will send the buyer of the property a copy of the Service

# If Payment is not Via Title, You Can Pay Via Card!



## Make a Payment

Is you plan starting today? Make a payment.

# Due \$685

Applicable taxes will be applied

**Make Payment**

Close of escrow date

09/07/2021 

 Credit or Debit Card

|                 |          |
|-----------------|----------|
| Frequency:      | One Time |
| Payment Amount: | \$685.00 |
| Tax             | \$0.00   |
| Total           | \$685.00 |

**This is a Secure Payment**

By clicking the "Pay" button I authorize HomeServe USA to charge the amount(s) I have specified above to my credit/debit card provided. I authorize this as a one time payment only. I have the option to cancel this contract at any time without additional cost to me by calling [1-888-752-6740](tel:1-888-752-6740).

**Payment Details** 

\* Required field

Card Type \*

 Visa   Mastercard

 Amex   Discover

Card Number \*

Expiration Month \* Expiration Year \*

Month  Year

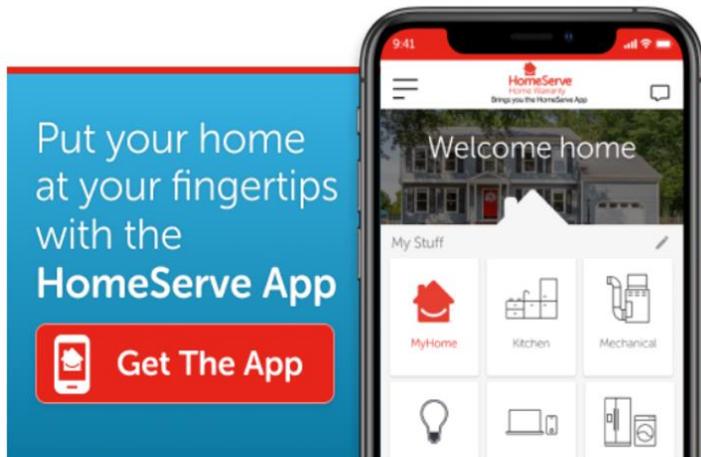
**Pay**

# Order Acknowledgement Email

Thank You! Here is your HomeServe Home Warranty Order Acknowledgement. 123 Main St Inbox x

HomeServe Home Warranty <info@homeserveusa.com>  
to trwesthora+2, trwesthora, me

12:28 PM (5 minutes ago)



Dear Tom Westhora,

We would like to take this opportunity to express our sincere gratitude by saying "thank you" for selecting us to be the home warranty service provider for the property at the location in the Plan Holder details section below. We appreciate the business and look forward to assisting with home warranty repair needs for all plans listed below.

The closing date is 09/07/2021. Payment is due at the close of the sale. Please remit

When we receive payment, we will send the buyer of the property a copy of the Service Agreement. If you have any questions please do not hesitate to call our toll-free customer service number at 866-710-3700.

Sincerely,

Melanie McConnell  
Customer Service  
HomeServe

*Your order is subject to any applicable taxes. For properties in Utah please call HomeServe Home Warranty at 866-710-3700 to confirm the price inclusive of Utah sales tax.*

## Here's what you ordered

**Order number:** 166008193

**Plan Start Date:** 09/07/2021

### Premier Plan

Bill Frequency: Annually

1\$525

### Swimming Pool and/or Spa Systems

Bill Frequency: Annually

1\$160

### CoverageQuantityAmount

Total Amount \$685



# Dashboard Features

Search by any of the column data

Sort by column heading

Export invoices

Update/edit pending orders

The screenshot shows the HomeServe Home Warranty dashboard. At the top, there is a navigation bar with the HomeServe logo, a welcome message for Tom Westhora, and links for Account Settings, Sign Out, Order a Plan, Dashboard, Contact Us, About Us, and FAQs. Below the navigation bar is a search bar labeled "Search Plans" with a search icon and a "Go" button. To the right of the search bar is a blue button labeled "Export Invoices (pdf)". Below the search bar is a table with the following columns: #, Covered Property Address, Home Buyer Name, Estimated Closing Date, Plan Order Date, Status, Plan Name(s), and Plan Number. The table contains four rows of data. The first row has a status of "Presale" and a pencil icon in the Estimated Closing Date column. The second row has a status of "Active". The third row has a status of "Presale". The fourth row has a status of "Active". At the bottom of the table, there is a "Show" dropdown menu set to "10" and a pagination link "< 1 >".

| #                          | Covered Property Address                   | Home Buyer Name | Estimated Closing Date | Plan Order Date | Status  | Plan Name(s)   | Plan Number |
|----------------------------|--|-----------------|------------------------|-----------------|---------|--|-------------|
| <input type="checkbox"/> 1 | 123 Main St<br>MIDDLETON, ID 83644         | Westhora        | 09/07/21               | 08/27/21        | Presale | Premier Plan (1), Swimming Pool and/or Spa Systems (1)   | 166008193   |
| <input type="checkbox"/> 2 | 512 Gene Autry<br>Middleton, ID 83644-5731 | Westhora        | 08/31/21               | 08/25/21        | Active  | Premier Plan (1), Swimming Pool and/or Spa Systems (1), Exterior Water Service Line, Gas Line & Sewer Line (1) | 166002491   |
| <input type="checkbox"/> 3 | 123 Main St<br>WYLIE, TX 75098             | Westhora        | 08/31/21               | 08/25/21        | Presale | Essential Plan (1), Refrigeration/Freezer Unit (Additional) (1), Water Softener (1)                            | 166002600   |
| <input type="checkbox"/> 4 | 510 Gene Autry Ln<br>Murphy, TX 75094-2623 | Westhora        | 08/27/21               | 08/25/21        | Active  | Premier Plan (1), Swimming Pool And/Or Spa Systems (1)   | 166002431   |