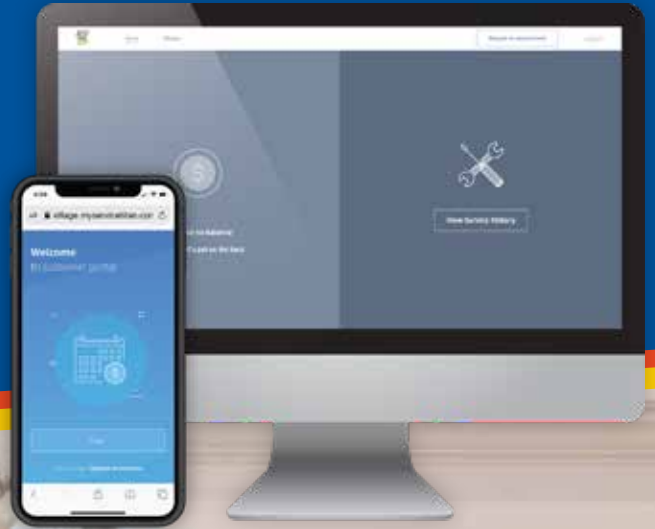


*Village Plumbing & Air*

# Customer Portal

INSTRUCTIONS & FAQ



# Why Use the Online Customer Portal?



**Easily** View and Pay  
your Balance Online



**Quickly** Request a  
New Appointment



**Efficiently** View  
Service History &  
Download Invoices

**Questions?**

Call: 832-919-7103

Email: [Service@VillagePlumbing.com](mailto:Service@VillagePlumbing.com)

<https://VillagePlumbing.com/Portal>



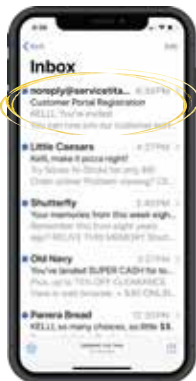
# Account Access

## INSTRUCTIONS & FAQ

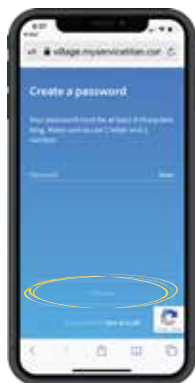
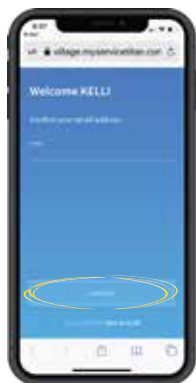


1. Visit [village.myservicetitan.com](https://village.myservicetitan.com)
2. See the bottom of the page and click “Request an Invitation”
3. The next screen will say “Verify your email”. Type your email in the space provided (use the email address already on file with us) and press “Submit”

3.1 If a message appears at the top of the page that says “Please contact the office at (832) 919-7103”, you will need to call to have your email address added to your account. Once this is confirmed done by our office, begin at step #1 again.



4. Within a few moments, you should receive a portal registration email
  - Email will be **From:** [noreply+518611@servicetitan.com](mailto:noreply+518611@servicetitan.com)
  - Email **Subject** will be: Customer Portal Registration
  - Check Junk Email Folder if you don't see the Email
5. Open the email and click the button that says “Click here to get started”
6. When the new window opens it will say “Welcome [your name]” and “Confirm your email address”, you will need to type your email in this space one last time and press “Continue”
7. Now you will create a password for your account. Once you have chosen one, press “Continue”. **Password Requirements:**
  - Must be at least 8 characters
  - Must include at least 1 letter
  - Must include at least 1 number
8. The next screen will ask you to confirm your password, so you will just need to type it in again and press “Submit”



**NOTE:** Visuals are of mobile experience. Desktop may look slightly different however most steps will be the same.



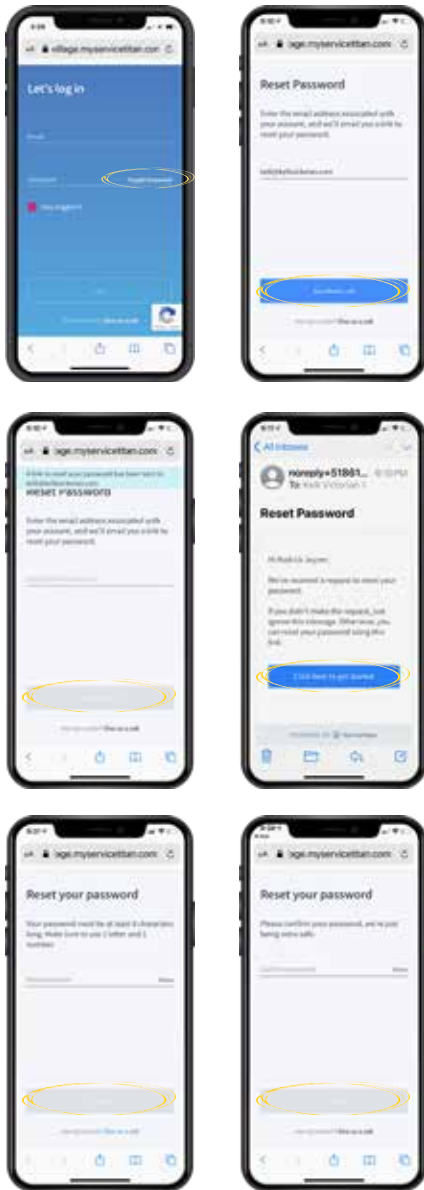
### FAQ:

**I tried to create my account but it's telling me to contact the office. Why isn't it working?**

This means the email you're trying to verify is not on file with us. Customer service just needs to add this email to your customer account, then you can register.

# Forgot Password

## INSTRUCTIONS & FAQ



1. Visit [village.myservicetitan.com/login](https://village.myservicetitan.com/login)
2. Click “Forgot Password”
3. The next screen will say “Reset Password”. Type the email address used for your account in the space provided and press “Send Reset Link”
  - There will be a message on the screen that says “A link to reset your password has been sent to [example@email.com]”
4. You will receive an email shortly to reset your password
  - Email will be **From:** noreply+5188611@servicetitan.com
  - Email **Subject** will be: Reset Password
  - Check Junk Email Folder if you don’t see the Email
5. Open the email and click the button that says “Click here to get started”
6. When the new window opens it will say “Reset your password”, here you will type the password of your choosing in the space provided, then press “Continue”. **Password Requirements:**
  - Must be at least 8 characters
  - Must include at least 1 letter
  - Must include at least 1 number
7. The next screen will ask you to confirm your password, so you will just need to type it in again and press “Submit”

**NOTE:** Visuals are of mobile experience. Desktop may look slightly different however most steps will be the same.

### FAQ:

**I forgot my password, why can't employees at the office just tell me what my password is?**

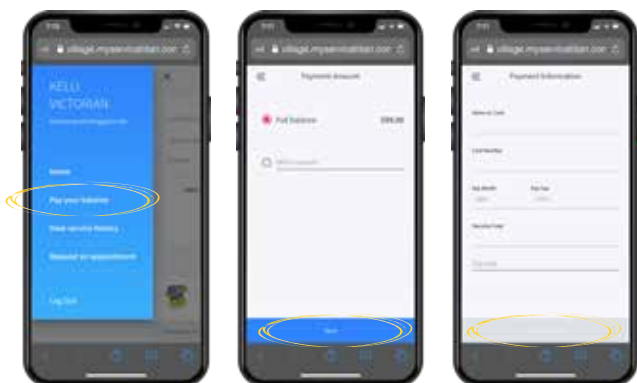
For your security, we don't have access to any of the passwords you use for your Village Plumbing & Air portal access. This way, you are always in control of access to your work history & invoices.






# View & Pay Balance

## INSTRUCTIONS



**NOTE:** Visuals are of mobile experience.  
Desktop may look slightly different.


1. Login to your Village Portal
2. Click the Menu  in top left corner (on mobile device, there is no menu on desktop)
3. Click "Pay your balance"
  - If you have no balance, this option won't be shown, yay for you!
4. Enter your payment information and press "Submit Payment"

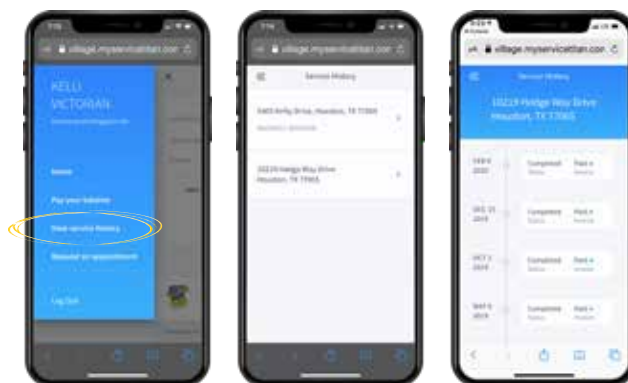
**ALL MAJOR CREDIT CARDS ACCEPTED:**



# View Service History

## INSTRUCTIONS & FAQ

1. Login to your Village Portal
2. Click the Menu  in top left corner (on mobile)
3. Click "View service history"
  - If you have more than 1 location you will be able to choose the location you would like to see history of on this screen
3. The next screen will show each service appointment in the history



### FAQ:

**I recently had an annual AC inspection performed and some repair estimates were given, where can I see the estimates?**

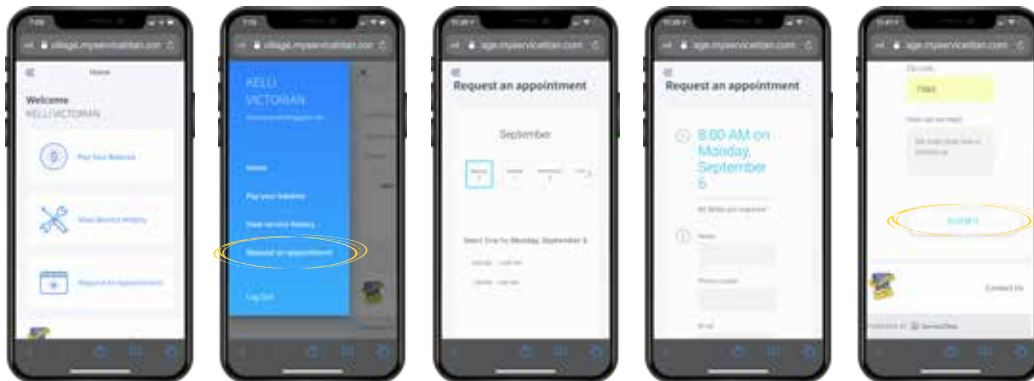
Estimates are currently not accessible via the online portal. To get copies of our estimates, call our office or email [service@villageplumbing.com](mailto:service@villageplumbing.com) and we will get them emailed to you right away.

**I've been a customer for many years, can I view my service history since I began using Village Plumbing & Air?**

No, the service history shown in your portal will only date back to 2017.

# Request Appointment

## INSTRUCTIONS



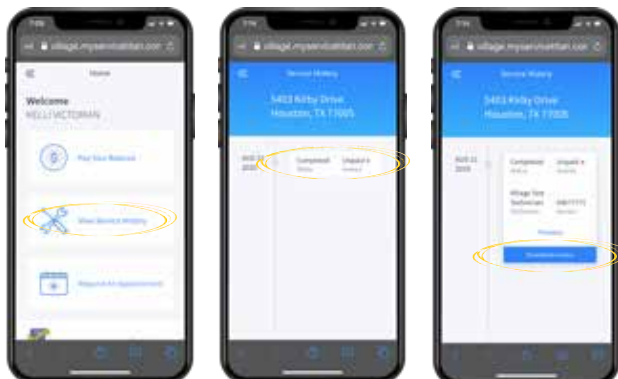
**NOTE:** Visuals are of mobile experience. Desktop may look slightly different however most steps will be the same.

1. Login to your Village Portal
2. Click the Menu ☰ in top left corner (on mobile device, there is no menu on desktop)
3. The next screen will say "Request an appointment". Choose the date you prefer as well as preferred time of day (morning or afternoon).
4. Enter your information including service address and the issue you are having
5. Click "Submit"
6. We will contact you shortly to confirm the details of your appointment and go over our appointment process.

**NOTE:** We use Open Scheduling, the date and time chosen cannot be guaranteed for arrival, this is just so we know your preference. That being said, we will always do our best to work around your schedule.

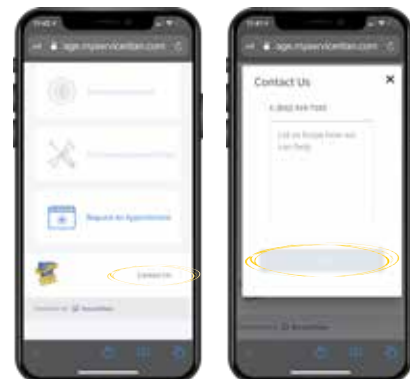
## Download Invoice

1. Click "View Service History"
2. Click on the Appointment you would like the invoice for
3. Click "Download Invoice"



## Contact Us

1. Scroll to the bottom of the page and Click "Contact Us"
2. Call the number provided or write a message and Click "Submit"



# VillagePlumbing.com/Portal

Or go directly to: <https://Village.MyServiceTitan.com>

**View & Pay Invoices • View Service History • Request Appointments**



## **QUESTIONS?**

Call: 832-919-7103

Email: [Service@VillagePlumbing.com](mailto:Service@VillagePlumbing.com)

**Plumbing • Drains • Air Conditioning • Heating**