

Using Resident Portal/Submitting Work Orders

The Ridge tries to be as user-friendly as possible in all aspects of resident life. Part of this mission is to provide residents with the online Web Portal, on which residents can submit a work order or update their contact information. However, students need to register on the Portal before they can use its services. Instructions for these functions are as follows:

How to register on the Web Portal:

- Go to www.esuridge.com
- Click on the “Residents ” button at the top of the screen
- Click on the “Current Residents” button in the sub menu
- Click on the “Log In Here” button on the left hand side of the screen
- Click on “Register Now”
- Fill in all of your resident information
- Please remember to use your ESU e-mail address as it is the one we have on file, otherwise the system will not recognize you and you will not be able to register.
 - Unless you live in building 10, a “0” needs to be put in front of your apartment #
 - Place your main contact phone number in the space provided
- Once this is done, an e-mail will automatically be sent to the address you provided. From there, you would go back to the Portal and enter in your e-mail address and temp password.
- You will then be prompted to change your password. Change it to something you can remember. Keep in mind, University Ridge staff does not have access to your password or login information so to avoid any delays, please make sure to keep this information in a safe place.
- From here, once you log in, you will be able to submit work orders, pay your rent online, update your contact information, and view your statements online

To Submit a Work Order:

- Log onto the web portal. On the left hand side, select “enter a work order”
- Select the option that most specifically defines the maintenance issue you are having. In the description area, please be as specific as possible with reference to the location and problem you are experiencing
- Please note that unless there is an emergency requiring immediate attention, we will not take a work order over the phone, via e-mail, or in person. For your own protection and verification purposes, we require that all work orders are submitted online by each student
- Please do not give your user name and password to anyone. Only the student should be submitting work orders on their behalf. All work orders are logged in each student’s lease account so the status may be checked as needed.