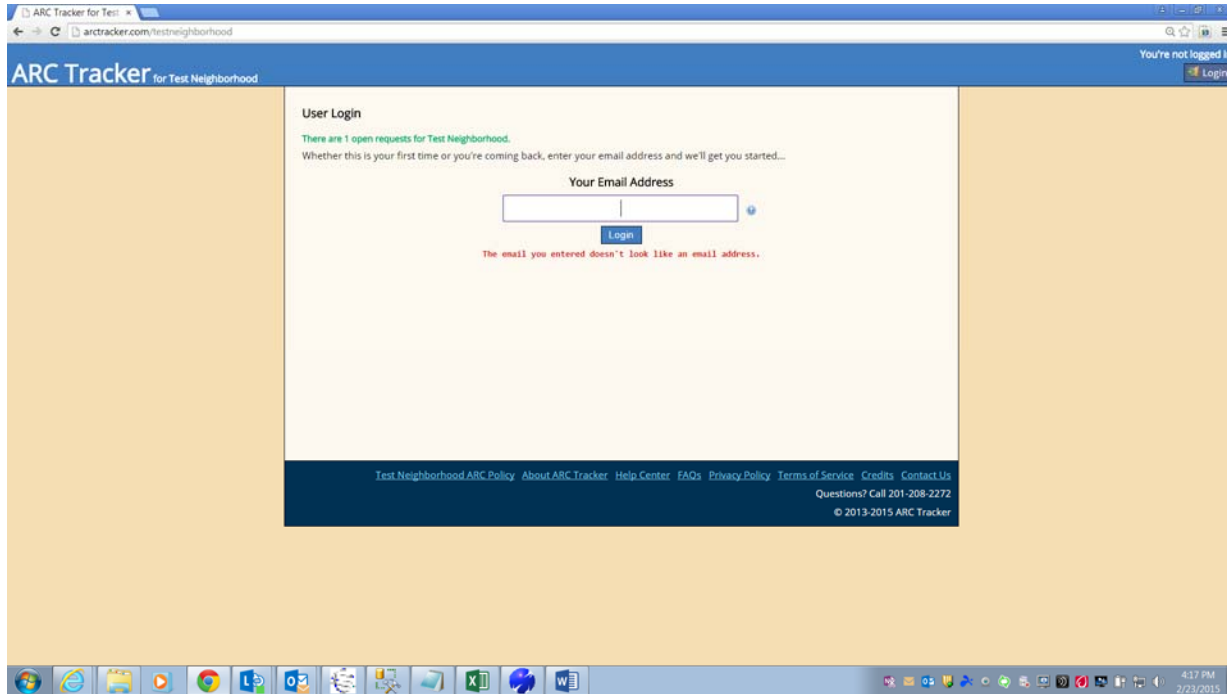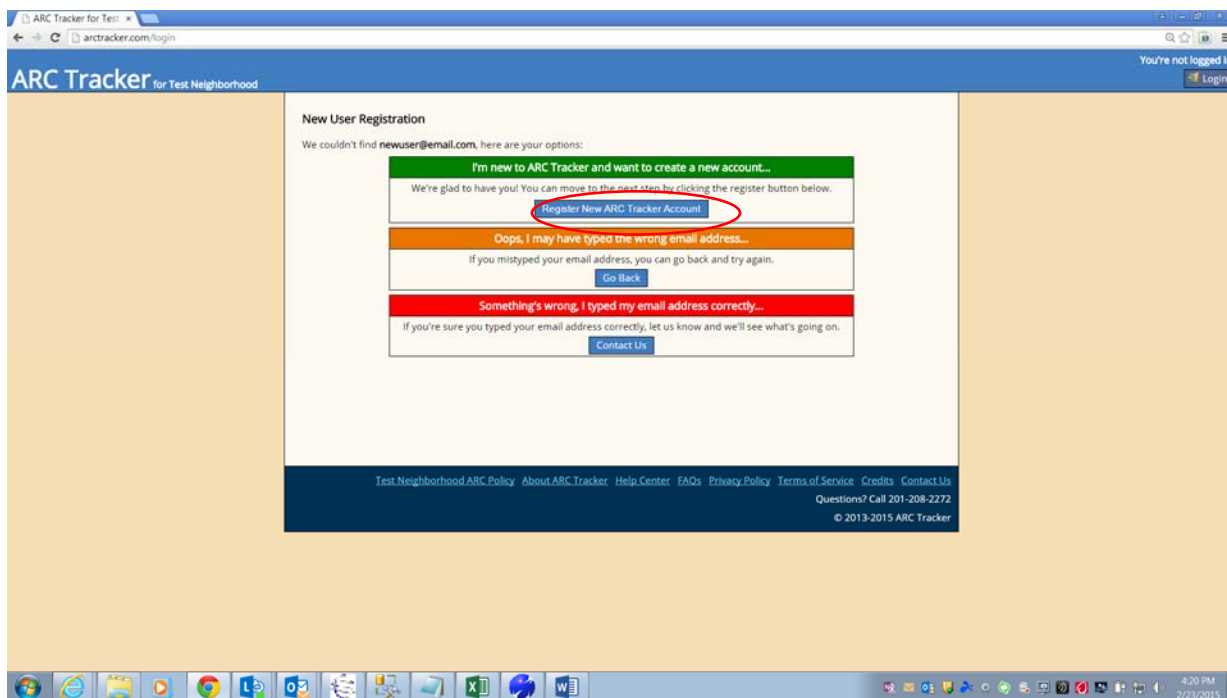# How to Use Arc Tracker

All Users

- Navigate to the ARC Track website by logging in to the Southwest Property Management website and clicking on the link for "ARC Requests". You should be taken to the ARC Tracker login page:
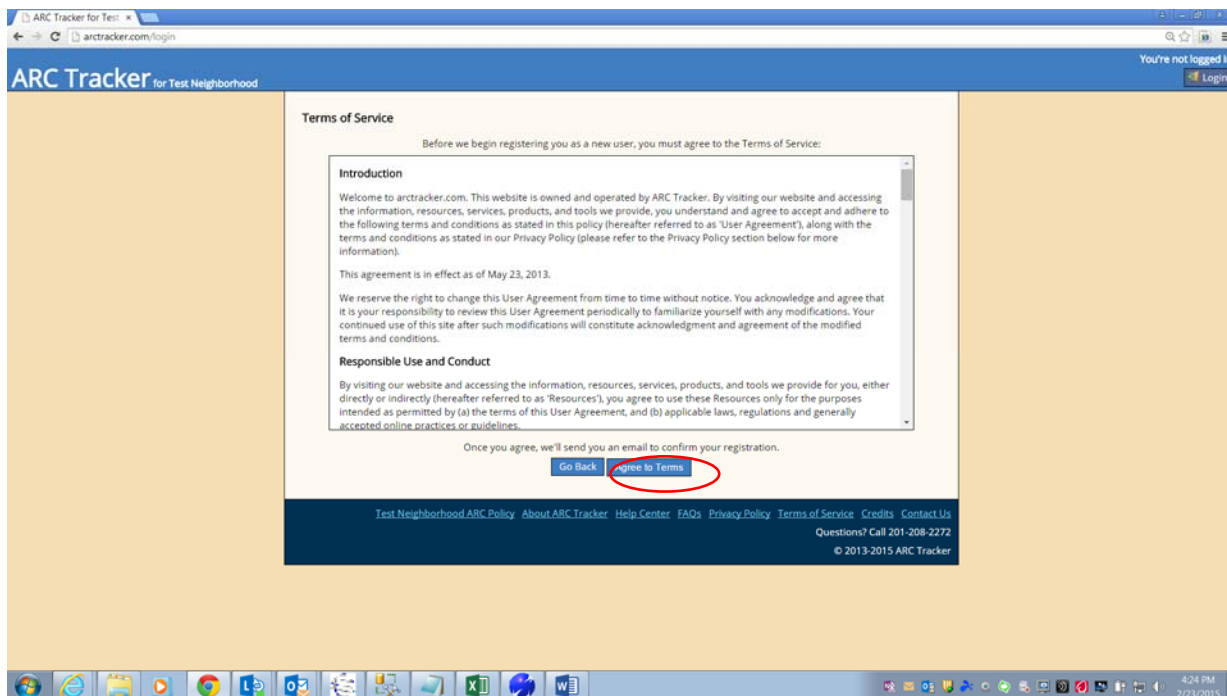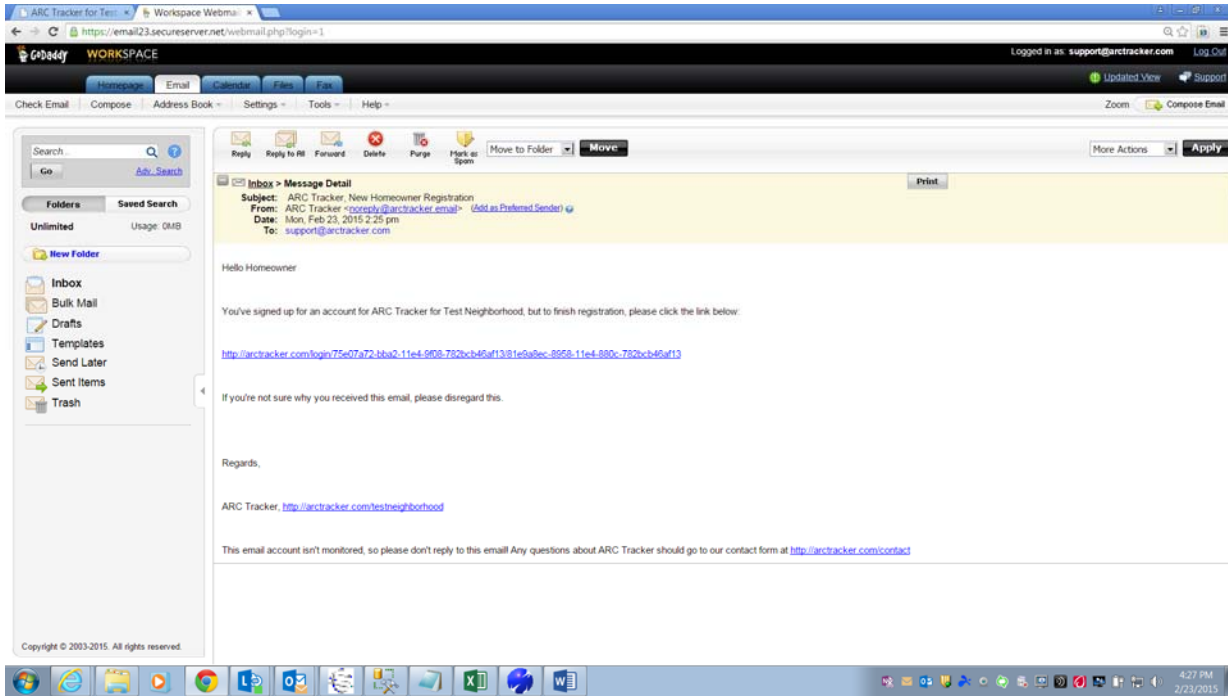
First-time users

- Enter your email address and click "Login". You should see a page that allows you to "Register New ARC Tracker Account"
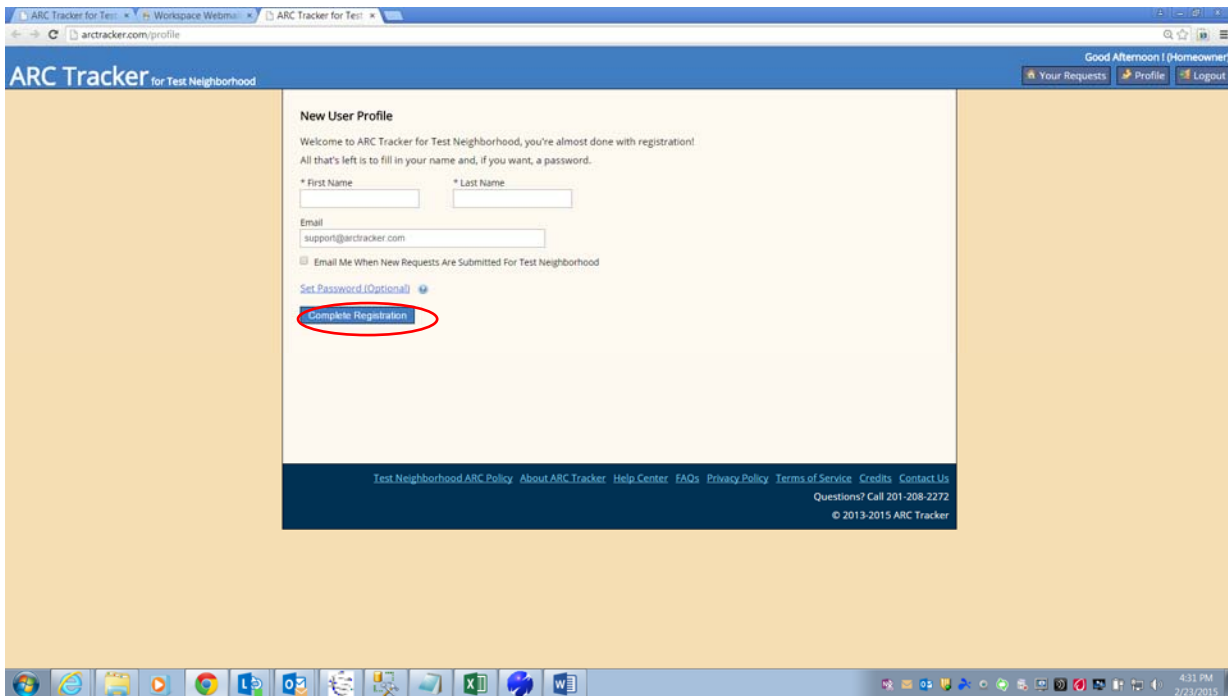

- Click "Register New ARC Tracker Account" and "Agree to Terms"

- Look for an email from ARC Tracker titled, "ARC Tracker, New Homeowner Registration".
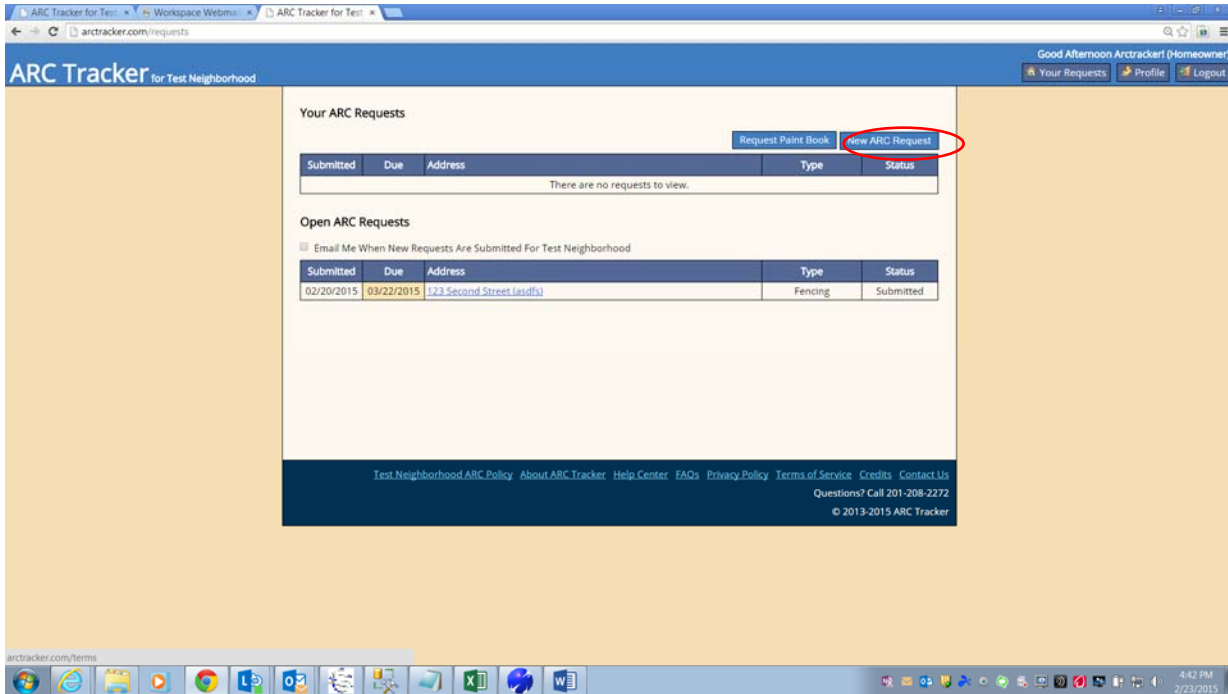

- Click the link to be taken to the "New User Profile" page in ARC Tracker to complete your registration.
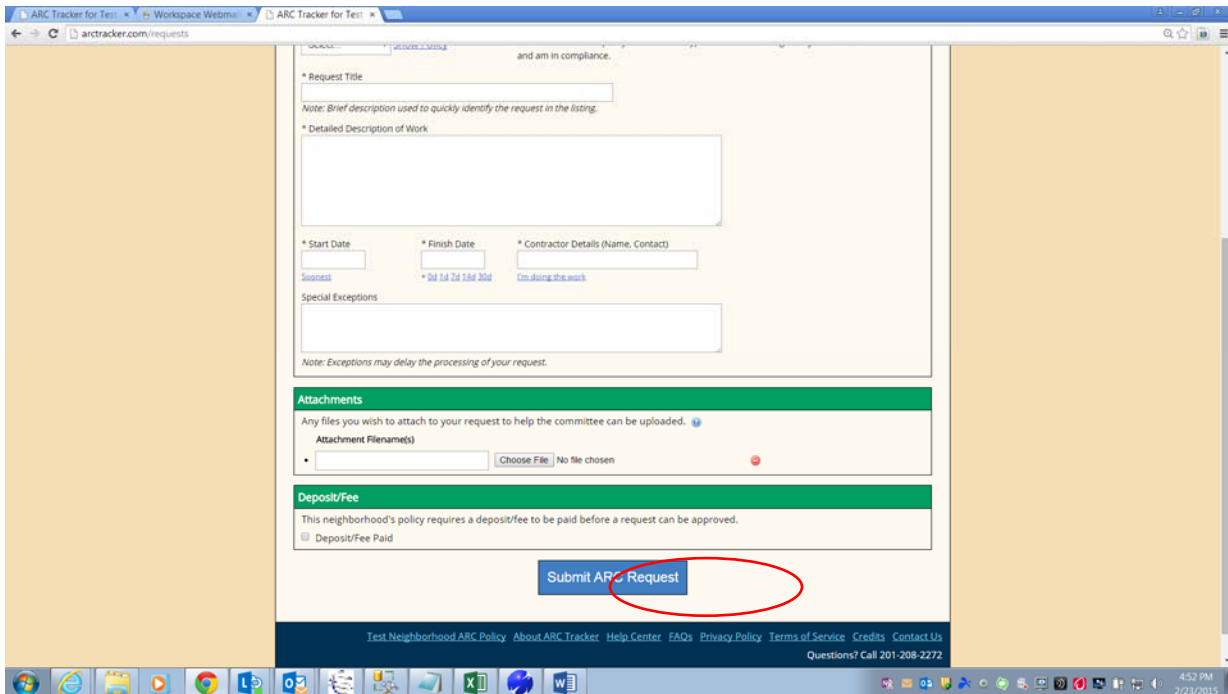

- Fill in your name and an optional password (some neighborhoods require homeowner passwords) and click, "Complete Registration"

Submitting an ARC request
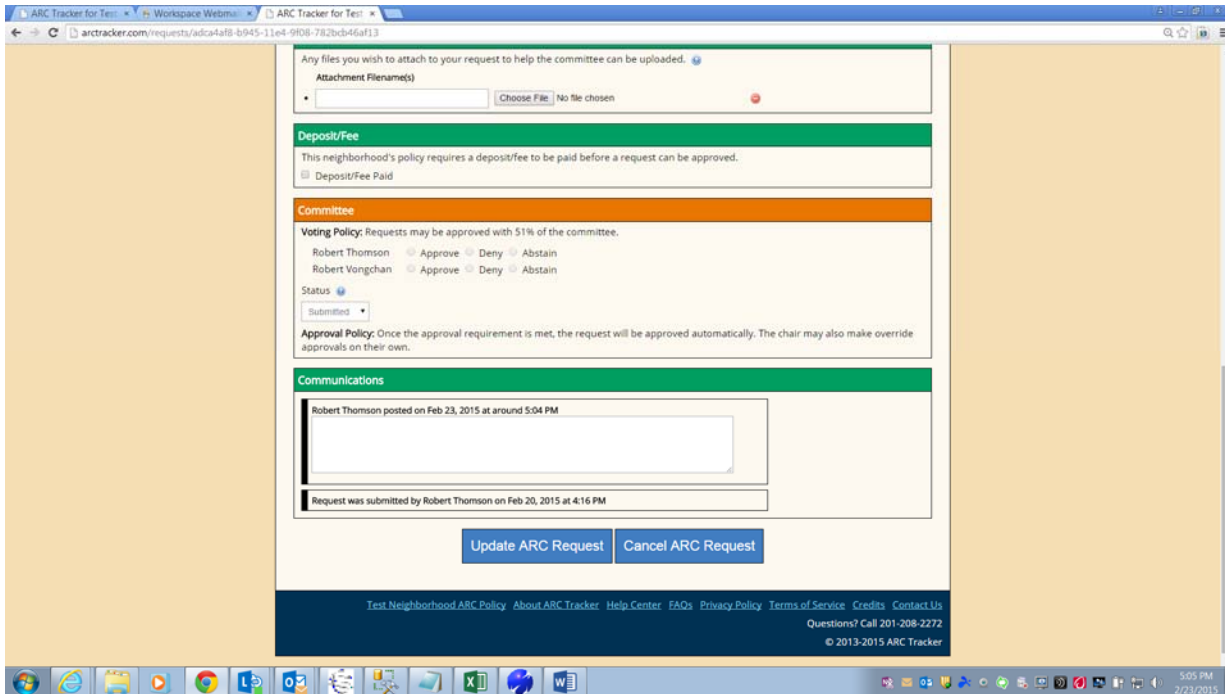
- Click on "New ARC Request"

- Complete the New ARC Request page, making sure to fill in all the required fields (identified with an asterisk (*)). You may add any required or desired supporting documents (drawings, photos, etc) under the "Attachments" section of the request page. When finished, click "Submit ARC Request" to save and notify the committee of your request.

Following up on your request

- Login to ARC Tracker and your request should be in the "Your ARC Requests" list. Click on the request to open and see the details. The Status of the request is shown at the top of the page and under the "Committee" section which also details the vote(s) of your ARC. You can send a message to, and read responses from, the ARC under the "Communications" section. You can also make changes to your request as long as it is in "Submitted" status and the committee has not locked your request in a status of "Under Review". You may also cancel the request if you need to.

Once your ARC has voted on your request, you will receive email notification of the committee's decision and the request will be closed. You can always see the request in the "Your ARC Requests" listing of ARC Tracker