








To Enter a Service Call:

1. You will need to be registered to enter a service call, if you are not registered **Click New User? Sign up now** and follow steps to complete signup.
2. Login using your email address.
3. Click on "New Service Call"
4. Click "Select Equipment"  button.
5. Scroll to select your machine model or ID number.
6. Click on ID number.
7. Type a description of the machine issue
8. **Click on the SAVE button** to send the service request.
9. The request will not be received if the Save Button is not clicked.
10. Click back  to return to the home page. The Service Call Tile indicates the number of calls Pending, Scheduled, Dispatched or On Hold.

To Order Supplies

1. You will need to be registered to order supplies, if you are not registered **Click New User? Sign up now** and follow steps to complete signup.
2. Login using your email address.
3. Click on " New Sales Order"
4. Choose "Add Items"
5. Click on "Add Items" Button.
6. Click Find Items by: "Equipment"
7. Scroll to select your machine model or ID number and Click on ID number.
8. Enter quantity of items and Click OK
9. If you have more supplies to order for another machine, Click Cancel  and repeat the steps above.
10. When finished, **Click the SAVE Button** to send the order.
The request will not be received if the Save Button is not clicked.
11. Click back  to return to the Home Page

To Switch Locations for Service or Orders

- Click on the  box after your company name. Select the satellite location and follow the same steps listed above for Service calls or Sales orders.

To Log Off

- Click "Options" next to your name at top. Choose Log off