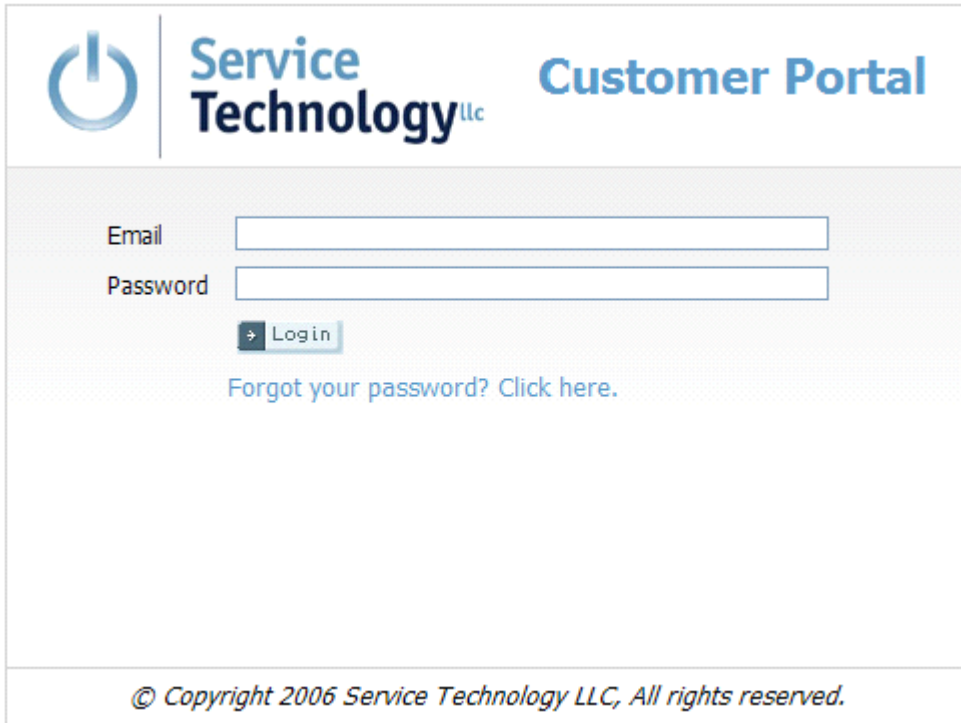


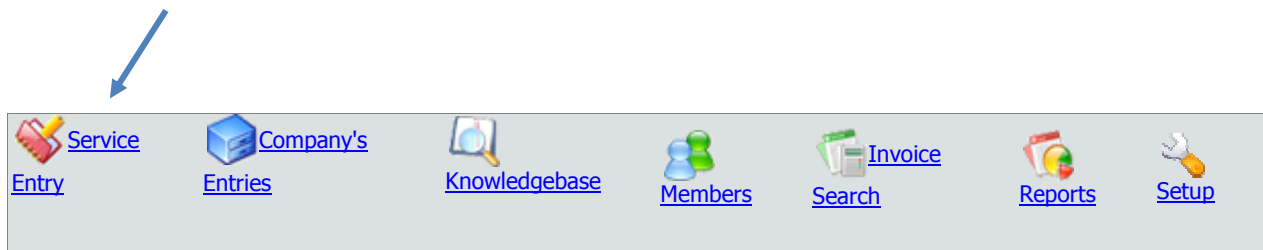
Login to the Portal using your username and password



The image shows the login page for the Service Technology LLC Customer Portal. At the top left is a power button icon. To its right is the text "Service Technology LLC" and "Customer Portal". Below this is a form with two input fields: "Email" and "Password". A "Login" button with a right-pointing arrow is positioned below the password field. A link "Forgot your password? Click here." is located below the login button. At the bottom of the page, there is a copyright notice: "© Copyright 2006 Service Technology LLC, All rights reserved."

Entering Service Tickets

Click on the Service Entry icon to enter service requests online.



Enter your information for the service request and then click the save changes button to send the ticket to Service Technology's support desk.

New service record for My Company

What type of support issue are you having?: (select below)

Support-Computer Problem

Contact:

Phone: Ext:

Email:

Address:

Reqd Date: Emergency:

PO Number:

Summary:

Description of Problem:

Detailed description of the issue you are having.

View Company Entries

Click on the Company's Entries icon to view the status of your company's service entries.



Here you can view detailed information about your company's service request history. By clicking on individual service requests you can view the technician's summary and resolution regarding the service request.

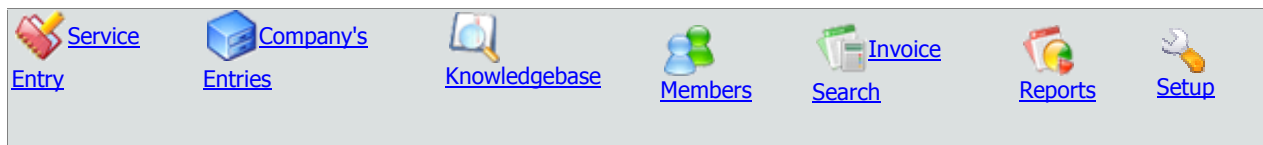
SR	Summary	Contact	Entered	Status	Updated	Assigned
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[100](#) [Computer Crashed](#) Company Owner 4/11/2007 New (po... 4/11/2007



Using Your Company Knowledgebase

Click on the knowledgebase icon to view your company's ticket resolutions.



The knowledgebase contains all the solutions that were taken in response to previous service entries. By using the knowledgebase you can avoid entering service requests by searching for your answer here.

Search the Knowledgebase

[Show/Hide Search Criteria](#)

Enter your search criteria in the boxes on the right.

Look for:

all of the words



Results per page:

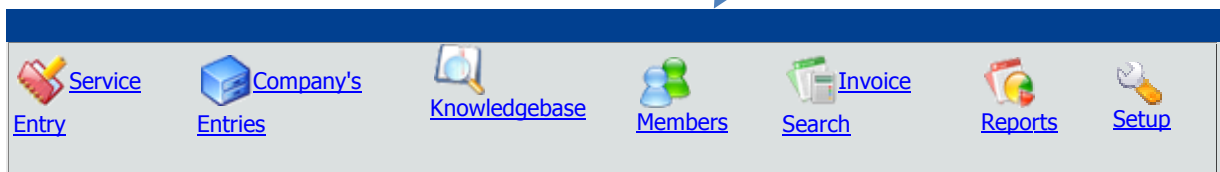
25

Search words:



Change Account Settings

Click on the members icon to add new users to your account or edit existing users.





Contact	Email	Security	Disabled
Company Owner	owner@service-technology.net	6	
Company Technician	technician@service-technology.net	2	

This chart lists the access rights given to the different levels of users.

Function Description	User	Level 2	Level 3	Level 4	Level 5	Admin
Access All Tickets (instead of just mine)	✗	✗	✗	✓	✓	✓
Change Contact on Tickets	✗	✗	✓	✓	✓	✓
View/Print Customer Signoff form	✗	✗	✗	✓	✓	✓
Enter New Tickets	✗	✓	✓	✓	✓	✓
View/Print Invoices	✗	✗	✗	✗	✓	✓
Maintain company preferences	✗	✗	✗	✗	✗	✓
Maintain Members (Contacts for Company)	✗	✗	✗	✗	✗	✓
Access Reports	✗	✗	✗	✗	✓	✓
Update Tickets	✓	✓	✓	✓	✓	✓

View Company Invoices

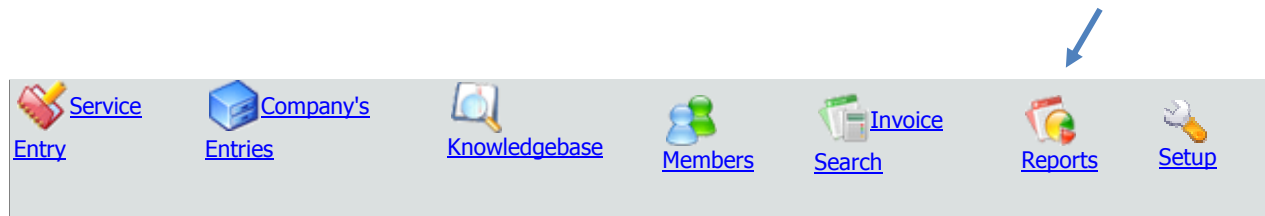
Click on the invoice search icon to view all of your company's paid and outstanding invoices.

The invoice list can be sorted by number, type, date, amount, and status by clicking on each heading.

Number	Type	Date	Amount	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

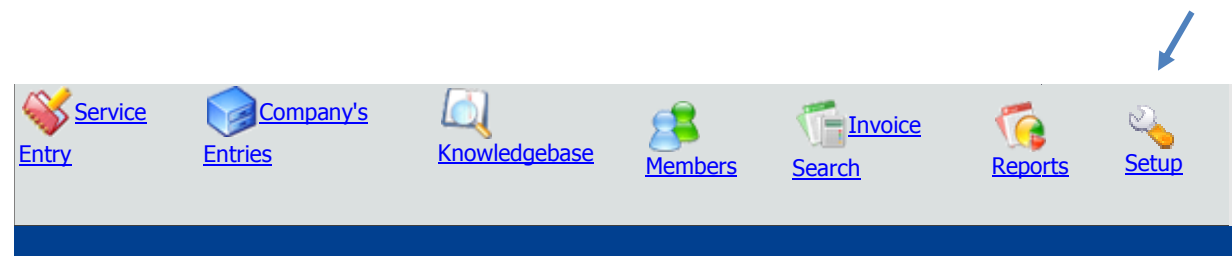
View Service Ticket Reports

Click on the reports icon to view a graphical overview of your service requests for the year.



Adjust User Settings

Click on the setup icon to adjust the type of email notifications you would like to receive.



Click on the dropdown bar to adjust the level of notifications. You have the option to receive no email alerts, alerts on all statuses, new requests only, closed requests only, or new and closed requests.

Select an option for service status notification

Notify on Service Status: