

Log Service Calls from the web.

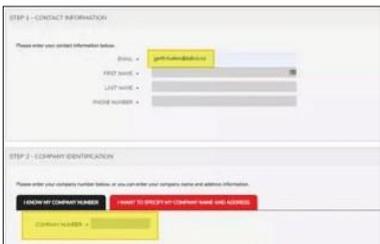


REGISTRATION INSTRUCTIONS (MULTIPLE LOCATION SITES)

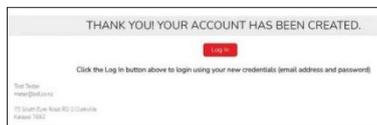
- To enter service calls via the BDL Customer Portal you will need to register on the portal.
- If you want to log calls for your location only, you will need your Location number (contact us). Signing up using your Location number means only the Equipment at your location will be presented which makes logging service calls easier.
- If you want to log or monitor calls for all locations use your Customer Account Number (on an invoice or contact us)
- Anyone in your organisation who makes service calls can register
- To register (or login if you have already registered) follow this link: <https://info.bdlcopiers.co.nz/Gate way/Login?ReturnUri=%2f>
- This Sign Up/Login in page will appear



- Select NEW USER? SIGN UP NOW (bottom left)
- This screen will be presented
- If you find your email address is already in use when you try to register as a new user, please contact us.



- Step 1 - Enter your email, first name, surname and contact phone number
- Step 2 - Select the 'I KNOW MY COMPANY NUMBER' tab.
- Enter your your Location number. (contact us to obtain)
- Step 3 - Enter and Confirm the Password you wish to use
- Now select Next (top or bottom right)
- Successful registration will present this page



HOW TO LOG A SERVICE CALL

- Log into the Portal using the email address and password you registered with
- The New Service call page will appear – the video at right changes from time to time



- Select New Service call
- Then select [red button] on the nextscreen
- This lists the Equipment at the Location address/or equipment at all locations.

Number	Description	Serial Number	Contact	Location
9237	HP Colour LaserJet Managed MFP E87650dn	CN8K3N0DY		Lang's Construction Limited (2412005) Whangape Whangape Level 2, 219 Mt St Helens Central Christchurch, 8011 Head Office - Project Management
9238	HP Colour LaserJet Managed MFP E87650dn	CN8K3N0FC		Lang's Construction Limited (2412005) Whangape Whangape Level 2, 219 Mt St Helens Central Christchurch, 8011 Head Office - Address
9307	HP DesignJet T2530 36m PS HP Printer	CN728540V		Lang's Construction Limited (2412005) Whangape Whangape Level 2, 219 Mt St Helens Central Christchurch, 8011 Head Office
9313	HP LaserJet Enterprise Managed M506dn	PHM5L3CW4		Lang's Construction Limited (2412005) Whangape Whangape Level 2, 219 Mt St Helens Central Christchurch, 8011 Head Office

- If you have multiple machines scroll through and select the one you are making the service call for
- OR select the Search for Equipment/Item button then enter the machine ID number (ID numbers are labelled on the Equipment's front cover)

NEXT STEP

- After selecting the Equipment (printer/copier)
- Scroll down to the Purchase order number field and enter your PO (optional)
- Then scroll down to the Description panel
- Enter the fault or describe the problem briefly



- Now select Save at top or bottom right



WHAT HAPPENS NOW?

- The Service Call is automatically entered into our Service Dispatch Console.
- Depending on the nature of the call the Service Controller will assign the next available Field or Helpdesk Technician to the call.
- A technician will attend to your call as soon as possible
- The system emails you advising when to expect them and the Technicians name.

Any issues please phone 0800 650224 or email customer care@BDL.co.nz



TOSHIBA