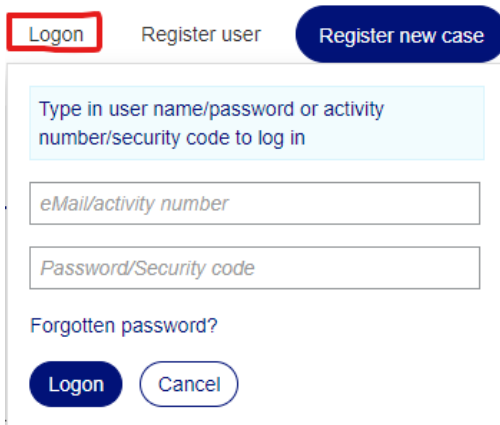


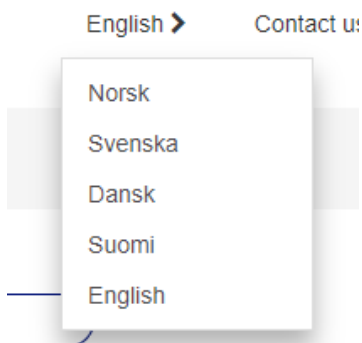
### Log in and get started

- Visit [onitio.com/serviceportal](https://onitio.com/serviceportal) and select the country you want to access.  
If you have contracts in several countries, you can choose any of the countries.
- Log in with your email address and password provided to you by Onitio/use the “forgotten password” function.  
It is important that you change your password at first log in.



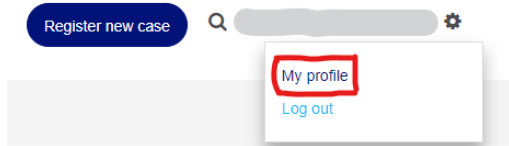
The screenshot shows the login interface. At the top, there are three buttons: 'Logon' (highlighted with a red box), 'Register user', and 'Register new case'. Below these is a light blue instruction box: 'Type in user name/password or activity number/security code to log in'. There are two input fields: 'eMail/activity number' and 'Password/Security code'. Below the fields is a link for 'Forgotten password?'. At the bottom are two buttons: 'Logon' and 'Cancel'.

- You can change the display language in top of the page.



## Your profile in eConnect

- You can update your user information in 'My profile', including changing your password.



## How to create a case/activity

- Click 'Register new case'. To find your available services press "Search".
- If you have several contracts, you can select which one under "Contract".

Search for equipment			
Contract	<input type="text"/>	Product	<input type="text"/>
Customer no.	<small>Type in customer number, digits only</small>	Product name	<input type="text"/>
Customer name	<input type="text"/>	Brand	<input type="text"/>
Additional info	<input type="text"/>	Serial number	<input type="text"/>
Customer address	<input type="text"/>	Serial number customer	<input type="text"/>
Zip code	<small>From</small> <input type="text"/> <small>To</small> <input type="text"/>	Customer city	<input type="text"/>

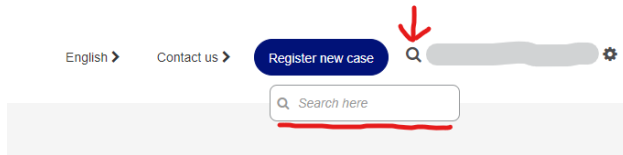
- Select the service you want to use by clicking on the name of the product description. You can view further details by expanding details.

Details	Product description	Serial number	Service code	Response code
^	NORGE Serviceavtale 4900-E85-1 - KASSE PC	123	MC1A all incl	RD049 NBD before 12, Swap over night 08-16
<b>Brand</b> div				
<b>Customer</b> 270613 BILSETT				
<b>Serial number customer</b> 2704KA01				
3ST SA				
TIEN 19				
170 OSLO				
∨	NORGE Serviceavtale 4900-E85-1 - KASSE PC	456	MC1A all incl	RD049 NBD before 12, Swap over night 08-16
∨	NORGE Serviceavtale 4900-E85-1 - KASSE PC	789	MC1A all incl	RD049 NBD before 12, Swap over night 08-16
∨	NORGE Serviceavtale 4900-E85-1 - KASSE PC	101112	MC1A all incl	RD049 NBD before 12, Swap over night 08-16

- In the next view fill in all the fields marked with \* before clicking Complete  
Problem description: enter as much information as you have on the case, the clearer description of the problem the better.
- You can add attachment by clicking 'Attachments' and 'Add attachment'.
- You can add new comments by clicking "Show/Add comments", these will be visible by Onitio dispatch as a "partner update".
- After clicking Complete you will receive a summary including our reference number for the registered activity on e-mail and on screen.  
If you are missing this and want to have it please contact customer service center (you find the contact information on the top of the page).

## Overview of all your cases/activities

- If searching for a specific case number or reference number, you can enter it in the quick search field:



You can also:

View your available cases from 'My existing cases', and from there you can click "Advanced search" to fill in criterias to search for specific cases.

Sort options    Export to Excel    Saved searches

Customer			
Company / Name			Customer phone
ZipCode	From	To	City
Address			

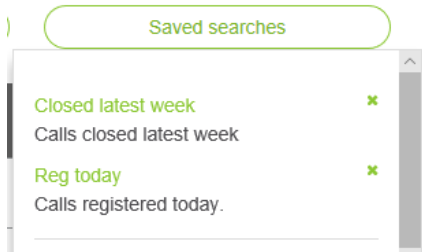
Product information			
Product			Brand
Serial number			Customer serial

References			
Customer reference			Warranty reference
Invoice reference			Special reference

Various			
Activity	Type in activity number, digits only	Status	Open ▼
Date	All ▼	Period	All
Contract	UH904511 - PayEx SE (se) ▼	Workflow step name	All ▼

Clear    Search

You can export your results to Excel, and also save searches, for future use.



## Stock inventory

If you are a stock inventory user, you will have access to "Stock inventory". Here you can monitor your consignment inventory with Onitio.

You can search for part number and part name to find a specific part, or you can view predefined lists.

Stock inventory					
Number		Brand	COOP		
Name		Stock	[3209J], Consigned Stock Diverse MAIN (SE)		

Details	Number	Name	Stock	Available	Total
▼	A30-0BF-A5-SB-CP	Pax A30	3209J - Consigned Stock Diverse MAIN (se)	32	32

You can also click to view details.

Details	Number	Name	Stock	Available	Total
↕	A30-0BF-A5-SB-CP	Pax A30	3209J - Consigned Stock Diverse MAIN (se)	32	32

Number	Substitute part	Name	Reworkable	Brand
A30-0BF-A5-SB-CP	A30-0BF-A5-SB-CP	Pax A30	Yes	COOP