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: <u>https://</u> <u>einfo.bdlcopiers.co.nz/Gate way/</u> <u>Login?ReturnUrl=%2f</u>
- This Sign Up/Log 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.

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- 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

	THANK YOU! YOUR ACCOUNT HAS BEEN CREATED.
	Log to
	Click the Log In button above to login using your new credentials (email address and passwor
Test Tester meter@bdlca.nz	
75 South Dyw. Road I	10 Marinta

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

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

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9238	HP Colour LaserJet Managed MFP E87660dn	CNBBICINGPC	Leight Canstructure Landed (5416005) Stranges Building Level 2, 219 Hags Street Central Christoflavro, 6013 Head Office - Admin
9307	HP Designlet T2530 36in PS MP Printer	CN7285H00V	Leight Calebracties Leined (3416905) Branges Baidaig Level 2, 219 High Bheet Central Christofiur01, 8011
9313	HP LaserJet Enterprise Managed M506dnm	PHM8L1BCW4	Leight Canstruction Landed (2416505) 803nges Building Level 2, 219 High 85rett Central Christofiur(9, 8011 mead 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

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 Now select Save at top or bottom right

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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 customercare@BDL.co.nz



