

PrinTology On-Line System Service Requests

Go to <http://service.printelogy.com>

Do not adjust your monitor, computer or refresh this screen!

You did not get to this page by mistake.



On August 1st, 2007 PrinTology implemented a new system which enhances your ability to order products, log service calls, and manage your fleet of output devices on-line.

Most of our customers have received their login information, and if you have that information available, please select the link below to be redirected immediately to the new site.

[Customer Login Portal](#)

For those of you that still require access or you have misplaced your login information, please email us at csteam@printelogy.com or call us at 303-757-1711 ext 0 for assistance.

PrinTology, Inc.

"Feel Like a Customer, again"

Select the **Customer Login Portal** link

Home
Back
Help
Logout

e-info Login

Log On

Please login to the system:

Company Number:

Password:

Logon

This site is designed for use with Microsoft Internet Explorer® version 5.0 and later.

e-info
DIGITAL GATEWAY
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Last Modified: Jun 2 2007 11:25:27

Enter your username and password and click on "login". Note: **Password's are case sensitive.**

Select the Login Button



Customer Home Page

Customer
Customer Number: SI01

Service Summary
 Pending Calls: 1
 Scheduled Calls: 0
 Dispatched Calls: 0
 Call History: 1
 Find Service Call:
 Enter Service Call

Equipment Summary
 Equipment on record: 1
 Equipment on contract: 1
 Equipment off contract: 0
 Find Equipment:
 View Equipment Mix by Model

There are two ways to find the piece of equipment that requires service.

Option 1: Select the View Equipment Mix and Model button.



Equipment Mix by Model

Customer
Customer Number: SI01
Sturman Industries
One Innovation Way
Woodland Park, CO 80863

[Graph Equipment Mix](#)

Item	Description	Count
POL00J	Oki Data C9300N Color Printer	1

You can then drill down to model specific information by select the corresponding number under Count



Customer

Customer Number: SI01

Equipment

Number / Item	Description / Serial Number	Contact/Phone/Email	Location
<u>04446</u> POL00J	Oki Data C9300N Color Printer 212A1001407		

Select the corresponding underlined equipment item number.



Equipment Details

[Print](#) [Request Service Call](#)

Equipment

Number / Item	Model	Serial Number	Location
04446 POL00J	Oki Data C9300N Color Printer		

Contact Name	Contact Phone	Contact Email	Contact Fax

Decision Maker Name	Decision Maker Phone	Decision Maker Email	Decision Maker Fax

Install Date	Warranty Date
Jan 01, 1900	

Select the Request Service Call button

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Customer Home Page

Customer

Customer Number: SI01

Service Summary

Pending Calls:	1	Find Service Call: <input type="text"/> GO
Scheduled Calls:	0	
Dispatched Calls:	0	
Call History:	1	

[Enter Service Call](#)

Equipment Summary

Equipment on record:	1	Find Equipment: <input type="text"/> Go
Equipment on contract:	1	
Equipment off contract:	0	

[View Equipment Mix by Model](#)

Option 2: If you know your equipment information To create a new service request, select the Enter Service Call button

Submit Service Call

Customer
Customer Number: SI01

Instructions
There are two simple steps to entering a service call:
1. Enter your name and phone number.
2. Enter a description of the problem you are experiencing with the equipment.

Equipment Detail			
Number / Item	Model	Serial Number	Location
04446	Oki Data C9300N Color Printer		
Contact Name	Contact Phone	Contact Email	Contact Fax
Decision Maker Name	Decision Maker Phone	Decision Maker Email	Decision Maker Fax
Install Date	Warranty Date		
Jan 01, 1900			

Step 1: Enter your name and phone number.	
Name: *	<input type="text"/>
Phone: *	<input type="text"/>

Upon select the Enter Service Call button, this screen will appear.

Enter your name and telephone number here.

Step 2: Enter a description of the problem you are experiencing with the equipment.	
Description: *	<input type="text"/>

Enter a description of the problem here and select Continue.

* Required Fields

[Continue](#)



Validate Service Call

[Submit Service Call](#) [Cancel](#)

Select the Submit Service Call button or Cancel.

Validate Service Call	
Caller	Problem Description
John Doe 303-222-2222	jamming

Your call has now been submitted to PrinTelogy and you will hear from a Field Engineer shortly.

Equipment Information			
Number / Item	Model	Serial Number	Location
04446	Oki Data C9300N		
POL00J			
Contact Name	Contact Phone	Contact Email	Contact Fax
Decision Maker Name	Decision Maker Phone	Decision Maker Email	Decision Maker Fax
Install Date	Warranty Date		
Jan 01, 1900			

Service History		
Date	Reported Problem	Call Type
Sep 12 2007 1:59PM	Fatal Error 141 Message	Machine Not Operating

[Submit Service Call](#) [Cancel](#)