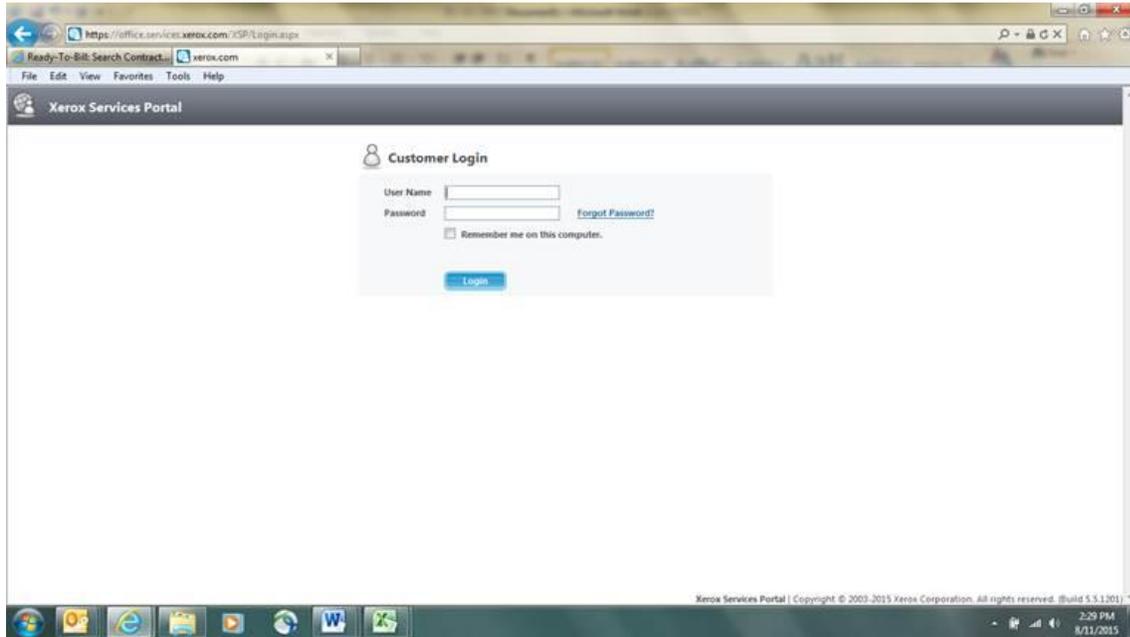
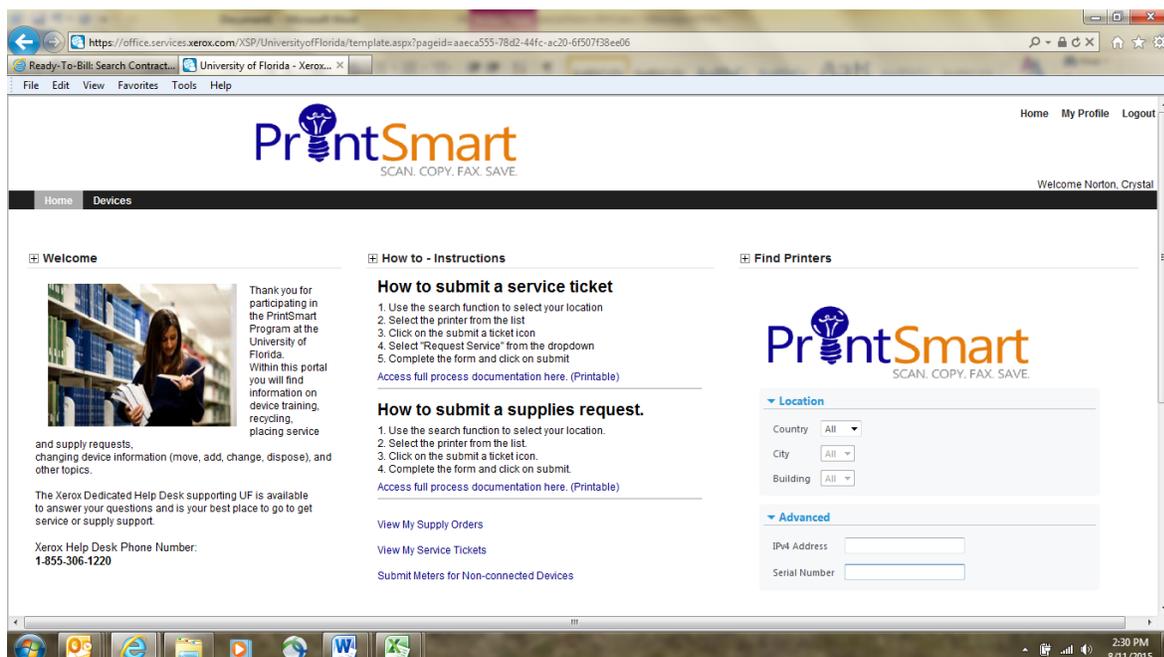


Xerox Web Portal Instructions

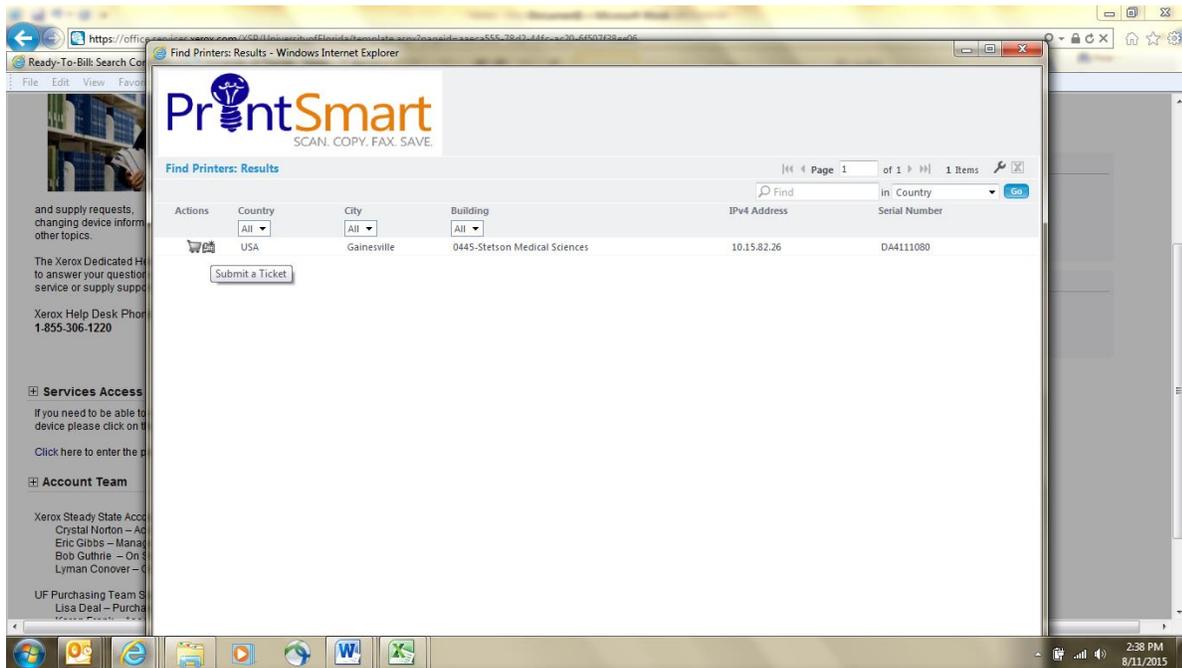
Please follow the screen shots below once you've logged into the Xerox web portal to submit a Break/fix request or place a Supply order for your device.



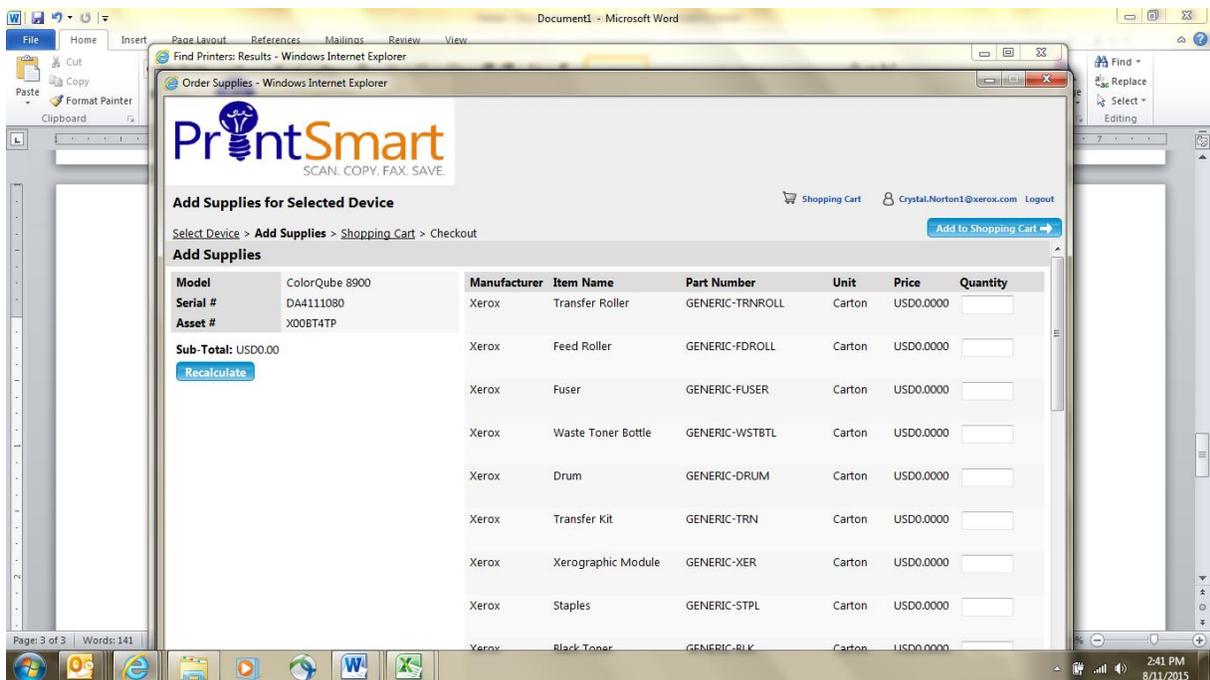
Once logged in you will be at the home screen. The second tab over (devices) will allow you to access user manuals, videos, support forum etc. specific to your model. To the right you can search for a specific device by building or under advanced tab by serial number. Click on "search" button twice before you'll be able to view your device. You can also view in process service and supply tickets OR submit a meter for a non-connected device.



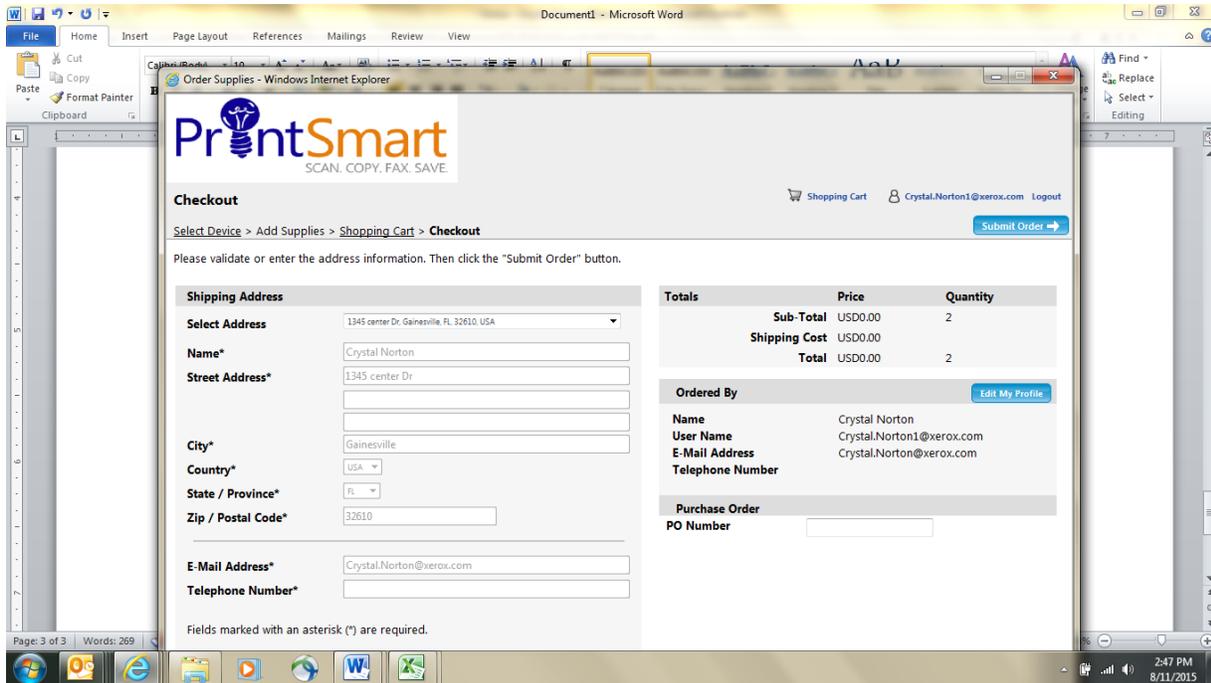
Once you have identified the specific device, a new window will open. The shopping cart icon will allow you to order supplies while the second icon allows you to submit a ticket for support.



By clicking on the shopping cart, you can see items to order for this device. Enter the quantity needed and then on checkout. NOTE: Devices online and reporting will alert when toner is low and ship, sending an automated email to the key device contact. **You should ONLY order if you have a special project, expect unusually high volume or you device does not report to the remote monitoring tool.** Clicking add to shopping cart will allow you to view your order and you can either add or delete items as needed.



You will then have the option to checkout where you will see your order and the address it will be shipped to. Please note that you will not have the ability to alter this information nor your profile. Next, simply submit your supply order.



The second icon allows you to enter a service ticket. Scrolling down past the device info, you will see any open tickets. Under "Ticket Details" disregard entering any information into the "Source System Priority" and "Source System Reference #". Next, enter your contact information and a problem description in the open field. Then click submit.

