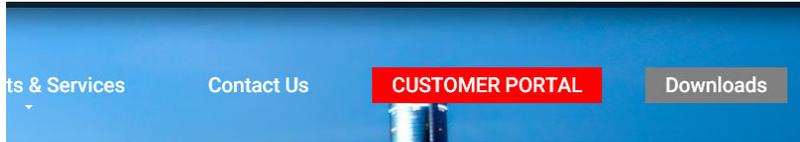


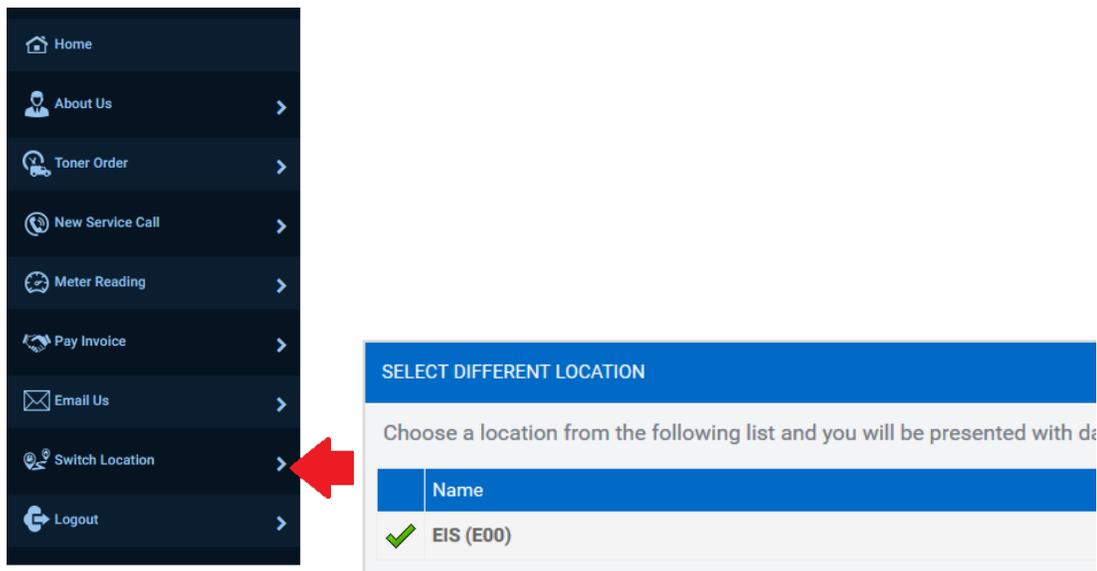
Online Portal Instructions

After bringing up our website at www.eliteimaging.com you will need to select **CUSTOMER PORTAL**. Then login with your credentials below:

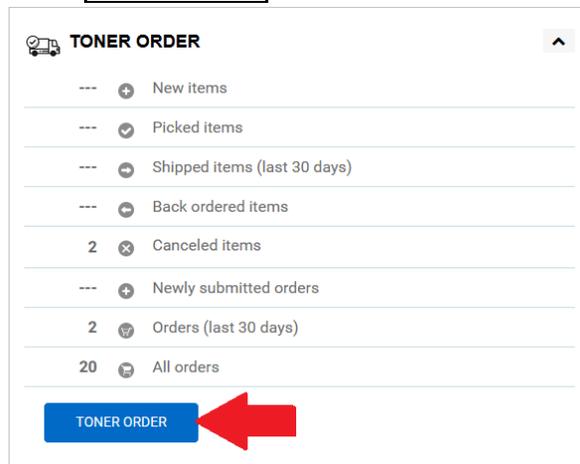


Note: to order supplies, you will need to:

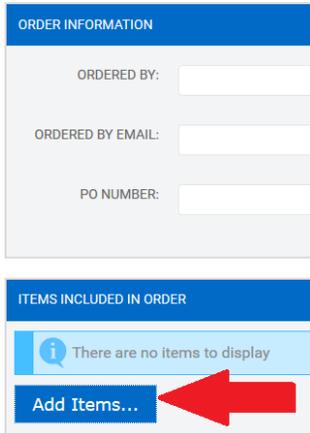
- **Multiple Locations Only**-Scroll down to bottom of page to select location (this applies only to accounts with multiple locations), double-click on the location that needs toner



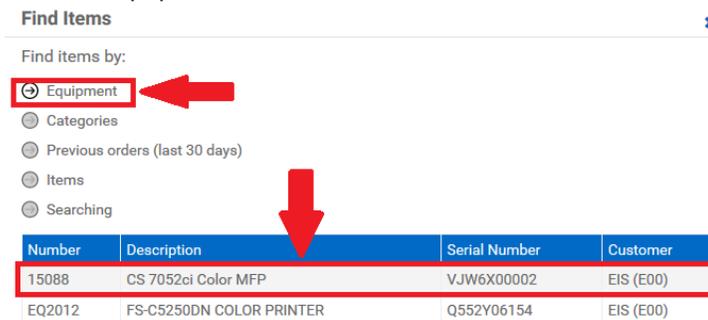
- Select **TONER ORDER** towards the bottom of the screen



- Verify that the “Ship To” address is correct (You may edit the ship to location, if needed, by clicking on the 3 dots located next to the ship to address)
- At the bottom left portion of screen, select **Add Items**



- Select **Equipment**, then double-click on the machine that needs supplies



Number	Description	Serial Number	Customer
15088	CS 7052ci Color MFP	VJW6X00002	EIS (E00)
EQ2012	FS-C5250DN COLOR PRINTER	Q552Y06154	EIS (E00)

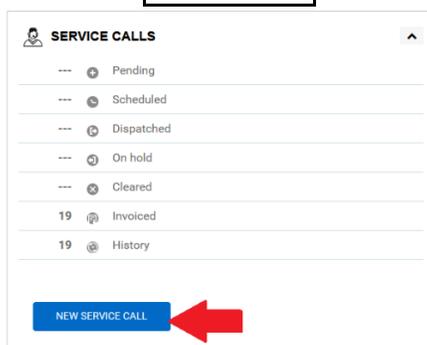
- When done adding necessary items to your cart, click “Confirm Order” towards bottom of the page.



You will receive an email confirmation that your order is being processed and also when it is being shipped along with a tracking number.

Note: to place a service call:

- Select New **SERVICE CALL**



- Select Equipment button **...**

IDENTIFY THE EQUIPMENT/ITEM THAT REQUIRES SERVICE

THIS IS AN EQUIPMENT/ITEM EXISTING IN THE SYSTEM

EQUIPMENT/ITEM: * -- Select equipment/item ...

CONTACT: --

CURRENT LOCATION: --

- Click on the machine that needs service and verify the location is accurate.

Select Equipment/Item

Search for equipment/item Show all equipment/items

Number	Description	Serial Number	Contact	Location
15088	CS 7052ci Color MFP	VJW6X00002	Tim Foran 2486474520	EIS (E00) 1000 Chicago Troy, MI 48083
EQ2012	FS-C5250DN COLOR PRINTER	Q552Y06154		EIS (E00) 1000 Chicago Troy, MI 48083

- Scroll slightly down to type in the description of the problem,

ENTER CUSTOMER PO NUMBER (OPTIONAL)

NAME: TIMOTHY

EMAIL:

PHONE: (248) 647.4520

CUSTOMER PO NUMBER:

ENTER A DESCRIPTION OF THE PROBLEM YOU ARE EXPERIENCING

DESCRIPTION: * Getting a line when printing.

- then click "Confirm Call"



You will receive an email confirmation when a technician is on his way to your location and when he arrives.

To Change your password go to the Option Box (Once Logged in) next to your name

- Click Change Password
- Enter the current password in the field provided.
- Enter your new password and confirm the password in fields provided.
- Once Finished make sure to Click Save in the upper left corner of the User Profile.