

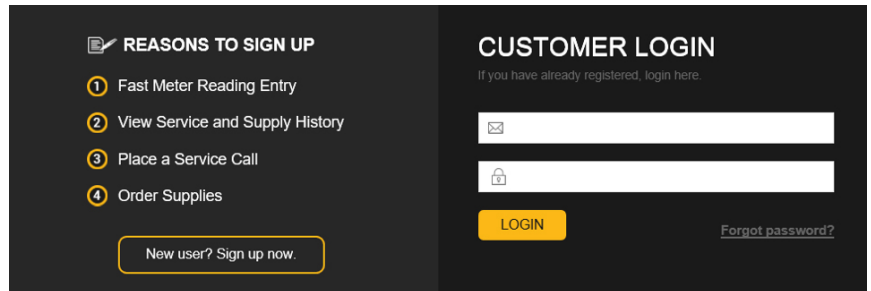
COPIER & PRINTER SERVICE REQUESTS

HOW TO PLACE AN ONLINE SERVICE CALL

1. LOGIN TO YOUR ACCOUNT

- Go to www.marconet.com/client-login
- Click “Copier & Printer Service and Supplies”
- Enter your Username, Password and click “Login”

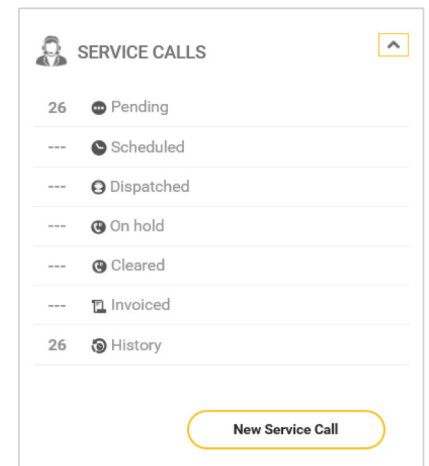
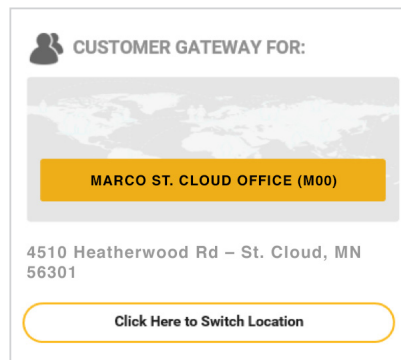
**If you need to request a login, click “New user? Sign up now.”*



2. SELECT A LOCATION

- To select a different location, click “Click Here to Switch Location”

**If you require access to other locations on your account, please email copierservice@marconet.com.*



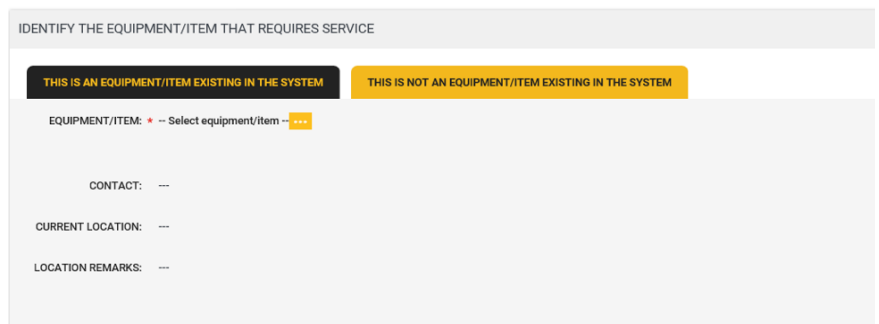
3. ENTER A SERVICE CALL AT THE CUSTOMER HOME PAGE SCREEN:

- Click “New Service Call” in the Service Calls tile

4. SELECT EQUIPMENT IN THE “IDENTIFY THE EQUIPMENT” TILE:

- Click “Select equipment” to show a list of your equipment

(Continued)



NEED HELP?

800.847.3098

copierservice@marconet.com



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COPIER & PRINTER SERVICE REQUESTS

- Click the equipment you need service for or click “Search for Equipment,” enter the equipment ID# and click “Go”

Search for equipment/item		Show all equipment/items			
	Number	Description	Serial Number	Contact	Location
	EQ10007	X191 Copier	123778	Steve 801-896-3273	Marco St. Cloud Office (M00) 4510 Heatherwood Rd St. Cloud, MN 56301
	EQ10054	X191 Copier	234234334		Marco St. Cloud Office (M00) 4510 Heatherwood Rd St. Cloud, MN 56301 HR Lobby
	EQ10059	335 Copier	sfsdfs2343		Marco St. Cloud Office (M00) 4510 Heatherwood Rd St. Cloud, MN 56301 testing termination

5. ENTER YOUR INFORMATION

IN THE “ENTER YOUR PHONE NUMBER” TILE:

- Enter your personal contact information

ENTER PHONE NUMBER AND CUSTOMER PO NUMBER (OPTIONAL)

NAME: RED EINFO ...

EMAIL: red@einfodesign.com

PHONE: *

CUSTOMER PO NUMBER:

6. ENTER YOUR DESCRIPTION

IN THE “ENTER A DESCRIPTION” TILE:

- Enter the problem you are experiencing with the equipment
- Click “Save”

ENTER A DESCRIPTION OF THE PROBLEM YOU ARE EXPERIENCING WITH THE EQUIPMENT/ITEM

DESCRIPTION: *

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