

So. Cal.  #979288

BOLT MECHANICAL

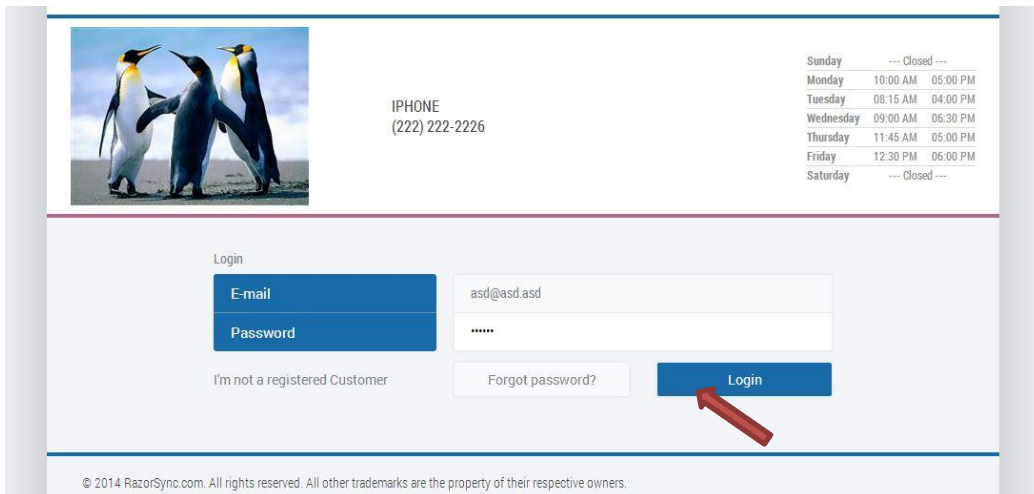
Inc.

FIRE PROTECTION DIVISION

Customer Portal User Guide

Log in

To log into our Customer portal go the link that you have received from BOLT MECHANICAL, INC. by email, input the credentials (Login and password) and click “Login” button. You will get to the Home page of our Customer portal.



Day	Open	Close
Sunday	--- Closed ---	---
Monday	10:00 AM	05:00 PM
Tuesday	08:15 AM	04:00 PM
Wednesday	09:00 AM	06:30 PM
Thursday	11:45 AM	05:00 PM
Friday	12:30 PM	06:00 PM
Saturday	--- Closed ---	---

IPHONE
(222) 222-2226

Login

E-mail: asd@asd.asd

Password:

[I'm not a registered Customer](#)


[Forgot password?](#)

[Login](#)

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Forgot password

If you forgot your password, click “Forgot password?”



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Sunday	--- Closed ---	
Monday	10:00 AM	05:00 PM
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Saturday	--- Closed ---	

Login

E-mail

asd@asd.asd

Password


I'm not a registered Customer

[Forgot password?](#)

Login

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You will be redirected to the page with the text field where you should type in your email address. After that click “Continue” – a new password will be sent automatically to the email you have typed in.



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Sunday	--- Closed ---	
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Friday	12:30 PM	06:00 PM
Saturday	--- Closed ---	

Please enter your e-mail address and we'll send you a link to reset your password

asd@asd.asd

Continue

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Unregistered customer

If you are not registered on our Customer Portal, but want to request Service, click “I’m not a registered Customer”. You will be redirected to the form that you need to fill in in case you want to create a service

request. Your account will be created and credentials sent to your indicated email address upon filling in the form. For further instructions on how to create an SR without being a registered customer, see p.4.

Day	Start Time	End Time
Sunday	--- Closed ---	
Monday	10:00 AM	05:00 PM
Tuesday	08:15 AM	04:00 PM
Wednesday	09:00 AM	06:30 PM
Thursday	11:45 AM	05:00 PM
Friday	12:30 PM	06:00 PM
Saturday	--- Closed ---	

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Create a Service request by unregistered customer

Click “I’m not a registered Customer” on the login page. You will be redirected to the form that you need to fill in case you want to create a service request. All the fields are required: First name, Last name, Street address, City/State/ZIP, Phone, Email address.

You should also provide a Summary and Description of your Service Request, as well as select the Start/End Date from the date picker and time block for the required period when you want your Service Request to be done. Please, note that if you require urgent service and are not able to wait until the closest date available in the date picker, just phone our company. 323.909.BOLT.

Submit your form by clicking the “Submit” button. If you want to cancel the Service Request creation, click “Cancel”.

Create Your Service Request

Field	Value
First Name	
Last Name	
Street address	
City/State/ZIP	
Phone	
Email address	
Summary	
Description	
Start Date	06/02/2014
End Date	06/02/2014
Start time	02:15 PM
End time	03:15 PM


Cancel Submit

Home page

You get to the home page after you have logged in. Home page contains your current Service Request (if you have any) and current Work Order (if you have any). The service address and the current location of the Field Worker assigned to your Work Order are displayed on the map. There is also a Service Request list containing all the Service Requests that you have ordered (if you have any).

By default all the Service Requests are sorted in the list starting from the latest to the earliest. Click right arrow in the end of the line of any Service Request to see its details.

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Thursday	11:45 AM 05:00 PM
Friday	12:30 PM 06:00 PM
Saturday	--- Closed ---

My Service Request

Summary

55545

Service Request ID

258

Start Date

06/02/2014

End Date

06/02/2014


Time

02:00 AM - 03:00 AM

Address

2319 W Highway 287 Business, Waxahachie, TX 75167-9439

Add Service Request



Map data ©2014 Google Terms of Use

Destination Address

Latest Service Requests

	Date requested	Service Request ID	Summary	Status	
▶	06/02/2014	258	55545	Unassigned	Open details >
	04/28/2014	254	ethrst	Unassigned	Open details >
	09/26/2013	204	Deda	Assigned	Open details >
	08/07/2013	197	Zzz	Assigned	Open details >
	08/07/2013	198	TRAAA	Unassigned	Open details >

Service Request details page


To get to the Service Request details page go to Home page and click “Open details” link or arrow in the line of the Service Request you need in the Service Request history list.

Time

02:00 AM - 03:00 AM

Address

2319 W Highway 287 Business, Waxahachie, TX 75167-9439



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Destination Address

Latest Service Requests

	Date requested	Service Request ID	Summary	Status	
▶	06/02/2014	258	55545	Unassigned	Open details >
	04/28/2014	254	ethrst	Unassigned	Open details >
	09/26/2013	204	Deda	Assigned	Open details >

Service Request details page contains the Service Request details – Summary, ID, Start and End date, Time and Address. Destination Address and the current location of the Field Worker assigned to current Work Order (if you have any) are displayed on the map. There is also a Work Order list containing all the Work Orders to this Service Request (if you have any). The list is sorted by the Work order start date from the latest to the earliest.

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Friday	12:30 PM 06:00 PM
Saturday	--- Closed ---

My Service Requests / Service Request Details

Summary	55545
Service Request ID	258
Start Date	06/02/2014
End Date	06/02/2014
Time	02:00 AM - 03:00 AM
Address	2319 W Highway 287 Business, Waxahachie, TX 75167-9439



Work Order History

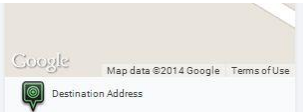
Start Date	End Date	Work Order ID	Field Worker	Status	
06/02/2014	06/02/2014	1201	Not Set	Unassigned	Open details >

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Work Order details page

To get to the Work Order details page, go to Service Request details page and click “Open details” link or arrow in the line of the Work Order you need in the Work Order history list.

Time	02:00 AM - 03:00 AM
Address	2319 W Highway 287 Business, Waxahachie, TX 75167-9439



Work Order History

Start Date	End Date	Work Order ID	Field Worker	Status	
06/02/2014	06/02/2014	1201	Not Set	Unassigned	Open details >

The details contain Summary, Work Order ID, Start/End Date, Time, Field Worker assigned to this Work Order and its current Status. There is also a map showing the location of our Field Worker and the Service Address.

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Sunday --- Closed ---
Monday 10:00 AM 05:00 PM
Tuesday 08:15 AM 04:00 PM
Wednesday 09:00 AM 06:30 PM
Thursday 11:45 AM 05:00 PM
Friday 12:30 PM 06:00 PM
Saturday --- Closed ---

My Service Requests / Service Request Details / Work Order

Description	55545
Work Order ID	1201
Start Date	06/02/2014
End Date	06/02/2014
Time	02:00 AM - 03:00 AM
Field Worker	Not Set
Status	Unassigned

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Add Service Request

To add new Service Request, click “Add Service Request” on the home page.

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Wednesday 09:00 AM 06:30 PM
Thursday 11:45 AM 05:00 PM
Friday 12:30 PM 06:00 PM
Saturday --- Closed ---

My Service Request

Summary	55545
Service Request ID	258
Start Date	06/02/2014

Add Service Request


You will be redirected to the page with an empty form to fill in. All the fields are required:

- Summary and Description are to be input manually;
- one of the Service Addresses is auto-populated, but still can be changed by selecting another one from the dropdown list;
- Start/End Date is to be selected from the available dates using the date picker;
- Start/End Time is to be selected from the dropdown list of the available time blocks.

Please, note that if you want an urgent service and are not able to wait till the closest date available in the date picker, just phone our company. 323.909.BOLT

On completing the form click “Submit” to send your Service Request or “Cancel” to quit the page without sending the request.

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Friday	12:30 PM	06:00 PM
Saturday	--- Closed ---	

My Service Requests / New Service Request

Summary

Address

Description

Start Date

End Date

Start Time

End Time

2319 W Highway 287 Business, Waxahachie, TX 75167-9439

06/02/2014

06/02/2014

02:15 PM

03:15 PM

Cancel


Submit

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Send Feedback

To send your feedback, click the “Send Us Feedback” link. You will be redirected to the Feedback page with a text field for your comments and suggestions, as well as with a (1-5) star rating you can give for our Service. When finished writing your feedback, click the “Send” button. Your message will be sent to our company.

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Saturday	--- Closed ---	

Feedback

Message

Please Rate Your Experience

★ ★ ★ ★ ★


Send

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My account page

You can get to the “My Account” page by clicking “My account” link. You will be redirected to the page with your contact details and service addresses. The contact details include first name, last name, phone, mobile number, email and company name. Addresses are those that you have ever used for the service.

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Friday	12:30 PM	06:00 PM
Saturday	--- Closed ---	

Contact Details

Change password

First Name	Allena
Last Name	Hamiltona
Phone	(682) 518-8022
Mobile Number	(214) 808-0838
E-mail	asd@asd.asd
Company Name	


Addresses

Street	City, State ZIP
2319 W Highway 287 Business	Waxahachie, TX 75167-9439
1906 Lone Star Rd. Suite Bsd	Mansfield, TX 76063sdd

Change password

You can change your password on the “My Account” page.

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Friday	12:30 PM	06:00 PM
Saturday	--- Closed ---	

Change password

Contact Details


First Name	Allena
Last Name	Hamiltona
Phone	(682) 518-8022
Mobile Number	(214) 808-0838
E-mail	asd@asd.asd
Company Name	

Addresses

Street	City, State ZIP
2319 W Highway 287 Business	Waxahachie, TX 75167-9439
1906 Lone Star Rd. Suite Bsd	Mansfield, TX 76063sdd

For this, click “Change password” button, you’ll be redirected to the page with the 3 text fields: input your old password in to the “Old password” field, your new password into “New password” field and repeat your new password in “Confirm password” field. All the text fields are required. Click “Submit” to confirm changing and “Cancel” if you don’t want to change the password for the moment.

SEND US FEEDBACK MY ACCOUNT LOG OUT



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Friday	12:30 PM	06:00 PM
Saturday	--- Closed ---	

Change password


Old password	<input type="password"/>
New password	<input type="password"/>
Confirm new password	<input type="password"/>

Cancel Submit

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Log out

If you want to finish the work with the Customer portal, please, click “Log out” link in the upper right corner.



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Thursday	11:45 AM	05:00 PM
Friday	12:30 PM	06:00 PM
Saturday	--- Closed ---	

Contact Details

First Name

Last Name

Phone

Mobile Number

E-mail

Company Name

Allena

Hamiltona

(682) 518-8022

(214) 808-0838


asd@asd.asd

Change password

Addresses

Street	City, State ZIP
2319 W Highway 287 Business	Waxahachie, TX 75167-9439
1906 Lone Star Rd. Suite Bsd	Mansfield, TX 76063sdd

You will get to the login page again.



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[SEND US FEEDBACK](#) [MY ACCOUNT](#) [LOG OUT](#)

Sunday	--- Closed ---	
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Wednesday	09:00 AM	06:30 PM
Thursday	11:45 AM	05:00 PM
Friday	12:30 PM	06:00 PM
Saturday	--- Closed ---	

Login

E-mail

Password

asd@asd.asd

I'm not a registered Customer

Forgot password?

Login

Thank you and we look forward to serving your needs!