

ProServeWeb Tools

Web Work Order Processing Services

Registration

- **Registration Process:** you (the owner) should register each user (technician) or (office) personal that will require access to this website service.
- **1st,** Make up the Usernames and Passwords for each technician and write them down.
- **Don't** use personalized usernames for technicians or employees.
- **Don't** use personalized email addresses for technicians or employees.
- **Password** must consist of at least 7 characters with at least 1 non-alpha numeric.
- **Use** your main office email address for all user accounts.
- **IF** you have a **private email address** other than the address used for registration, you should make sure we have that email address on file to use for the ID's email **(a)**.
- **Use** different **questions** and **answers** for each user account for extra security. (this is required when resetting passwords)
- **From** the main (home page) of ProServeWeb Tools website, select **Login**.
- **Link:** <https://proserve2012.net>
- **Follow** instructions on that page to register your 1st User Account.
- **After** completing the company verification, wait for email confirmation containing your Three (3) ID numbers. (we will send this to the email address that we have on file **(a)**)
- **From** that email confirmation, continue to complete registration for this user. (a link is provided within that email; Login as the User that you just registered)
- **Once** you're logged in; Select **My Work** link on that page.
- **You** will be redirected to the **Account Setup** page, follow instructions and answer **Yes** to the question. (this will take you to the ID's input page to complete registration for this user account)

(Repeat this process for each user required)

(no reason to wait for email confirmation with ID's, we will not send them out again)

Continue to next page for disclaimer notice...

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Please see Terms and Policy for this website service at:

<https://proserve2012.net/policy.aspx>

For more help – See User Guide and Security:

https://proserve2012.net/ClosedPDF/ProServeWebTools_UserGuide.pdf

For more Help - See How It Works Page:

<https://proserve2012.net/howitworks.htm>

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