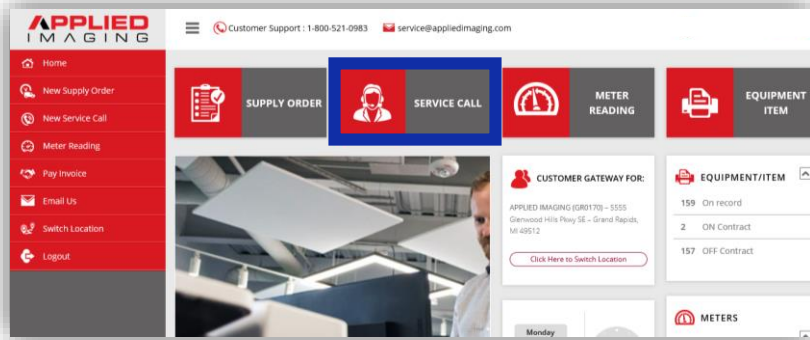


# How to Place a Service Request

## Step 1: Log in

- Navigate to: <https://einfo.appliedimaging.com>
- Enter your username & password and click "Log in"

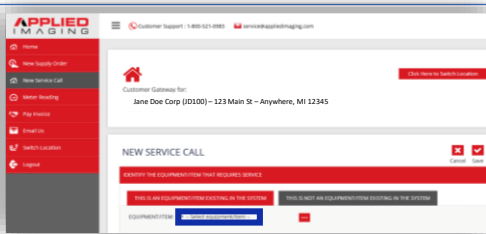
*For new users, click "Sign up now" or call our Customer Loyalty Center at 616-554-5200 or email [callcenter@appliedimaging.com](mailto:callcenter@appliedimaging.com)*



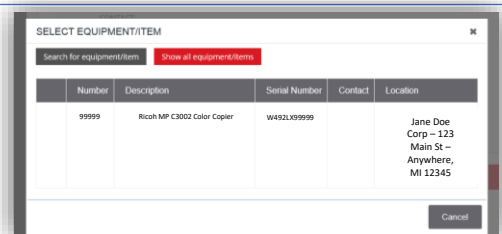
- When you are on the home screen, click on the service call option

## Step 2: Initiate

## Step 3: Identify Equipment



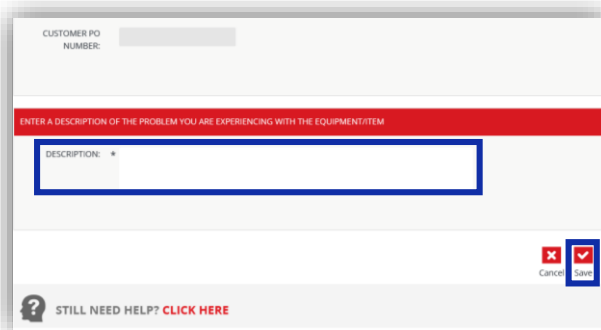
**Under EQUIPMENT/ITEM:** Click the "Select Equipment/Item" link to show a list of your equipment.



**Select your Equipment:** Click on the equipment that needs a service request.

Enter description of the challenges you are having with your equipment and when you are finished, click "Save"

If you are having trouble submitting your service request, please click "CLICK HERE" and send an email to our Customer Loyalty Center.



## Step 4: Enter Description & Submit