

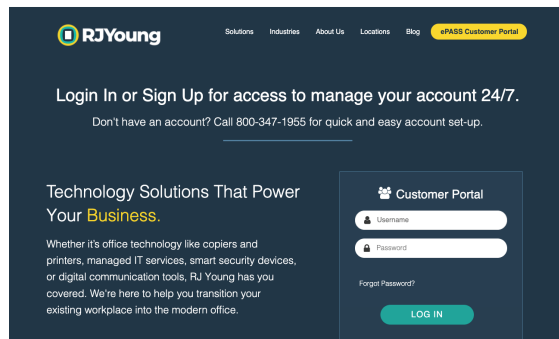
## 01

Login to your account

### Go to [customers.rjyoung.com](http://customers.rjyoung.com)

- Enter your username and password
- click the "Log In" button

*\*If you need to request a login, click on "New User? Sign up now."*

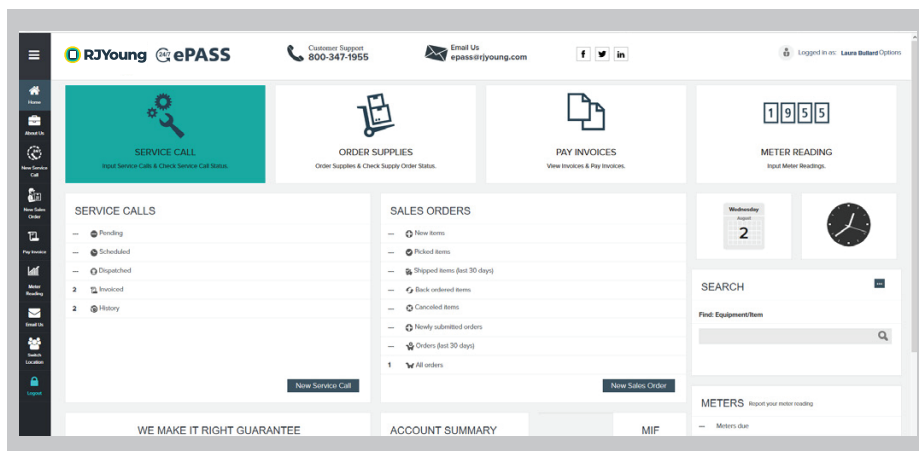


## 02

Initiate the Service Call

### From the Home screen:

- Click on the Service Call button

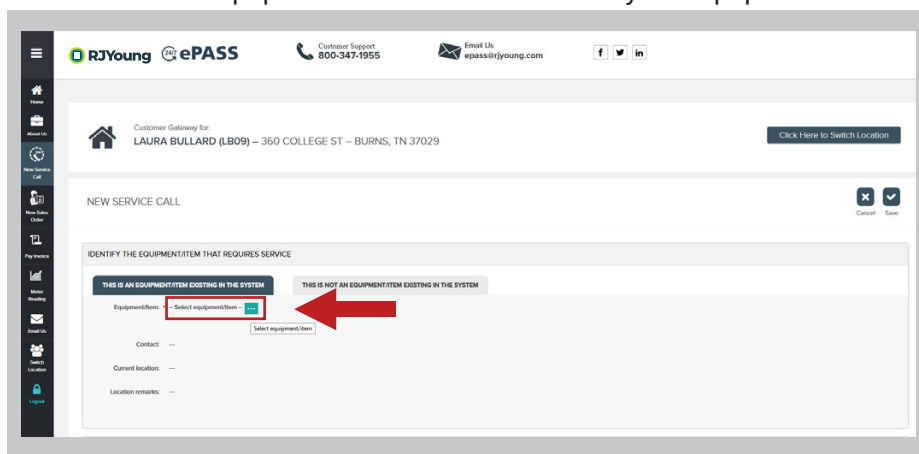


## 03

Identify the Equipment

### Find the Equipment:

- Click the "Select equipment" link to show a list of your equipment



(continued)

### 03

Identify the Equipment (continued)

#### Select the Machine:

- Click on the equipment that needs a service or help request

Number	Description	Serial Number	Contact	Location
LF706	CANON C1030IF COPIER	HFP02298	LAURA BULLARD (LB09)	360 COLLEGE ST BURNS, TN 37029

### 04

Enter Details & Submit

#### Tell us what you need help with, then submit your request:

- Scroll to bottom of page and enter a description of your issue
- Click 'Save' on the bottom-right of screen

ENTER CUSTOMER PO NUMBER (OPTIONAL)

Name: Laura Bullard  
Email: laura.bullard@rjyoung.com  
Phone: (615) 308-2070

Customer PO number:

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

Description:

[STILL NEED HELP? CLICK HERE](#)

### 05

View Status

#### Check status of current service calls and review previous calls here:

- The newest call/request will appear at the top of the list

Service Call Number	Call Status	Call Type	Description	Open Date	Estimated Date	Close Date	PO Number	Location
LB090001	Resolved	Call - Service Request	Stuck on paper	10/20/2019	10/20/2019	10/20/2019		Customer Location: LB09 LAURA BULLARD 360 COLLEGE ST BURNS, TN 37029
LB090002	Resolved	Call - Service Request	Stuck on paper	10/20/2019	10/20/2019	10/20/2019		Customer Location: LB09 LAURA BULLARD 360 COLLEGE ST BURNS, TN 37029
LB090003	Resolved	Call - Service Request	Stuck on paper	10/20/2019	10/20/2019	10/20/2019		Customer Location: LB09 LAURA BULLARD 360 COLLEGE ST BURNS, TN 37029

[STILL NEED HELP? CLICK HERE](#)