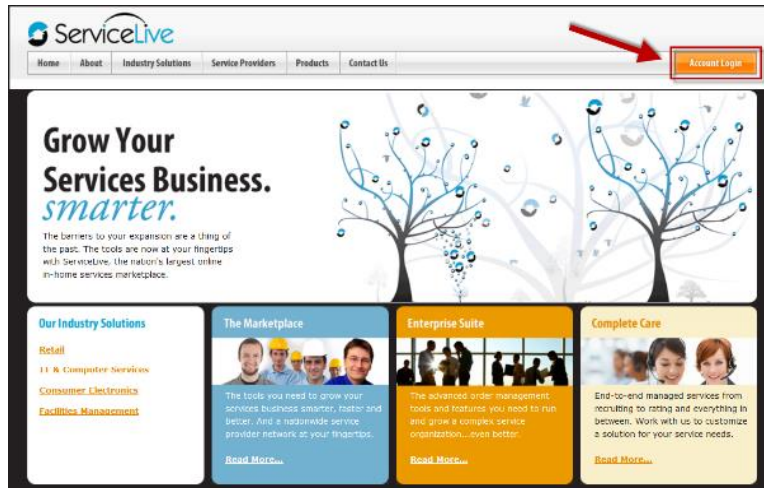


1. Open <https://business.servicelive.com> in Mozilla Firefox or Google Chrome, and click **Account Login**.

**Note:** ServiceLive is optimized for these browsers. Do not use Internet Explorer.



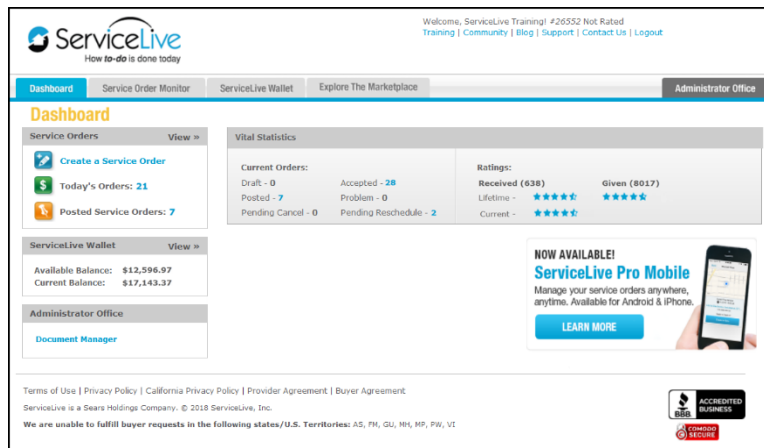
2. Enter your **user name** and password into the **Username** and **Password** fields, and then click **Login To ServiceLive**.

**Important:** Passwords are case sensitive.



3. You will be logged into your Buyer account and your account Dashboard will display.

**Note:** The information that displays on your Dashboard view is dependent on the permissions that were assigned to you when you were added to the account as a user.

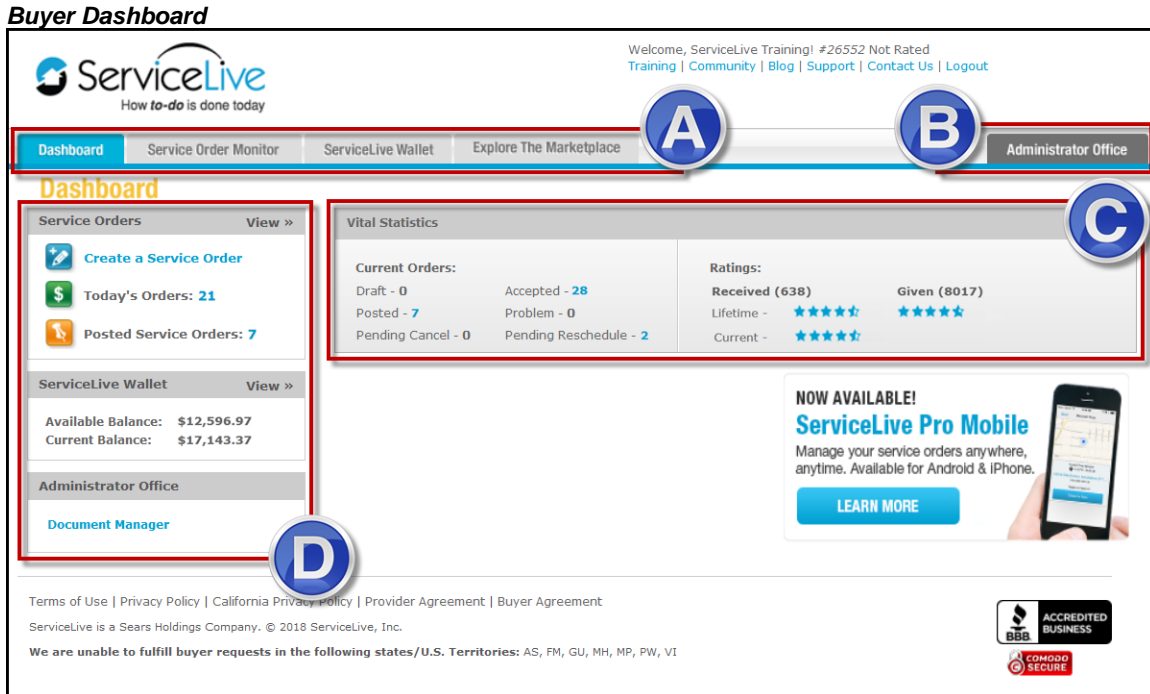


## Buyer Dashboard

The dashboard displays the following information and areas:

- Dashboard Tabs
- Administrator Office Menu
- Vital Statistics
- Service Order Related Windows

**Buyer Dashboard**



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**Dashboard** Service Order Monitor ServiceLive Wallet Explore The Marketplace Administrator Office

**Dashboard**

**Service Orders** View »

- Create a Service Order
- Today's Orders: **21**
- Posted Service Orders: **7**

**ServiceLive Wallet** View »

Available Balance: \$12,596.97  
 Current Balance: \$17,143.37

**Administrator Office**

[Document Manager](#)

**Vital Statistics**

**Current Orders:**

Draft - 0	Accepted - <b>28</b>
Posted - <b>7</b>	Problem - 0
Pending Cancel - 0	Pending Reschedule - <b>2</b>

**Ratings:**

Received (638)	Given (8017)
Lifetime - ★★★★★	★★★★★
Current - ★★★★★	

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 We are unable to fulfill buyer requests in the following states/U.S. Territories: AS, FM, GU, MH, MP, PW, VI

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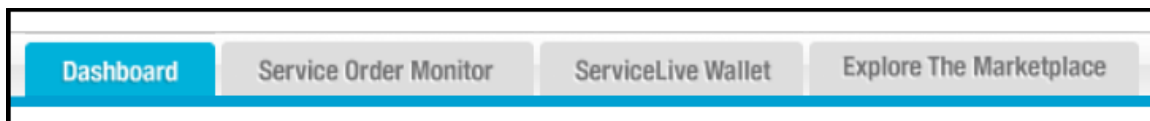
## Dashboard Tabs

**Dashboard** – clicking this tab will return you to the main dashboard from any screen within the account.

**Service Order Monitor** – clicking this tab will display all Service Orders in the Service Order Monitor. Refer to the *Buyer Dashboard – Service Order Monitor Tab* lesson.

**ServiceLive Wallet** – clicking this tab allows you to fund your Service Orders. Refer to the *Buyer Dashboard – ServiceLive Wallet Tab* lesson.

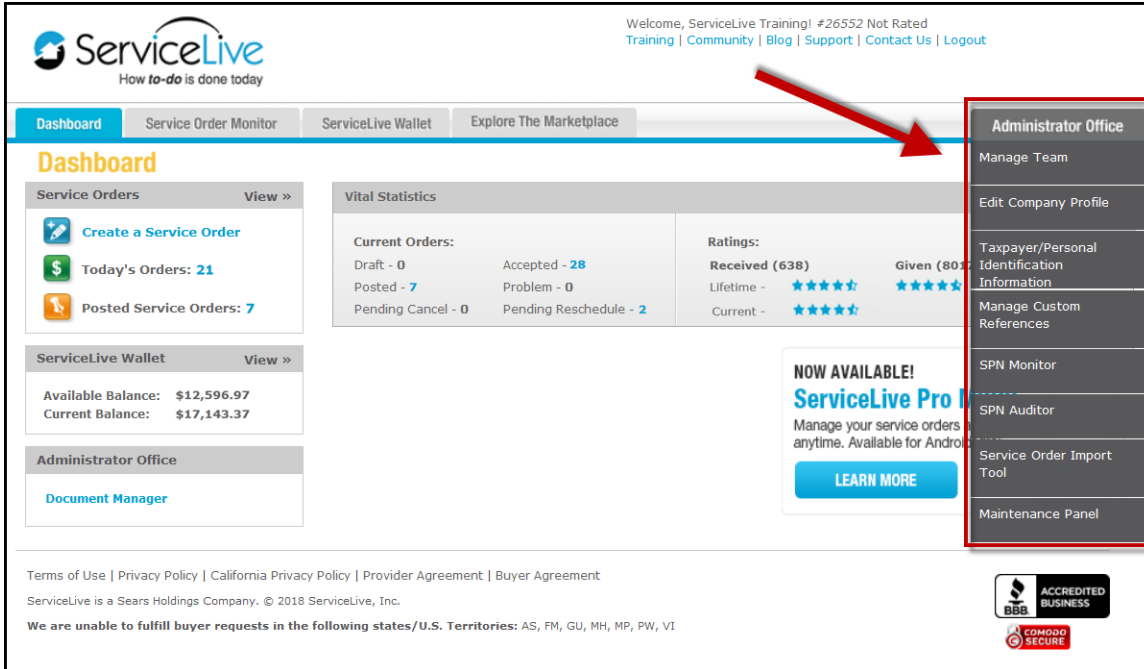
**Explore The Marketplace** – clicking this tab will allow you to search for, and filter through, all registered Providers in an area using defined search criteria. Refer to the *Buyer Dashboard – Explore the Marketplace Tab* lesson.



## Administrator Office Menu

This tab gives your account Administrator(s) the ability to manage your companies team member profile(s), edit and view company information, review Select Provider Network (SPN) information, and manage advanced Service Order tools. Refer to our *Buyer Tools – Administrator Office* lessons.

**Note:** SPN's are an advanced Buyer tool – speak to our Business Development Team to see if this tool is right for your company.



## Vital Statistics

This tool displays the amount of current Service Orders in a specific status, and ratings your company has given to, and received from, Providers.

Current Orders – clicking a hyperlink in this section will display the corresponding tab in the Service Order Monitor. For example, clicking the posted hyperlink will display all orders in the *Posted* tab.

Ratings – this section displays current and lifetime collective ratings. These star ratings are not active hyperlinks. Individual ratings are embedded within each Closed (paid) Service Order.

Vital Statistics			
<b>Current Orders:</b>		<b>Ratings:</b>	
Draft - <b>13</b>	Accepted - <b>12724</b>	Received (6999)	Given (976469)
Posted - <b>178</b>	Problem - <b>370</b>	Lifetime - ★★★★★☆	★★★★★
Pending Cancel - <b>8</b>	Pending Reschedule - <b>82</b>	Current - ★★★★★	

## Service Order Related Windows

### A. Service Orders

Click the appropriate **hyperlink** or click **View** to display the Service Order Monitor.

- *Create a Service Order* – clicking this hyperlink will allow you to create a new Service Order. Refer to *Create a Service Order* lesson.
- *Today's Orders* – clicking this hyperlink will display all Service Orders in the Service Order Monitor's *Today* tab. Refer to the *Buyer Dashboard – Service Order Monitor Tab* lesson.
- *Posted Service Orders* – clicking this hyperlink will display all Service Orders in the Service Order Monitor's *Posted* tab. Refer to the *Buyer Dashboard – Service Order Monitor Tab* lesson.

### B. ServiceLive Wallet

This section displays your company's available and current balances in your ServiceLive Wallet. Click **View** to display your ServiceLive Wallet. Refer to the *Buyer Dashboard – ServiceLive Wallet Tab* lesson.

### C. Administrator Office

This section displays the Document Manager tool to help you upload and store document attachments for Service Orders. Refer to the *Buyer Tools – Administrator Office* lesson.

