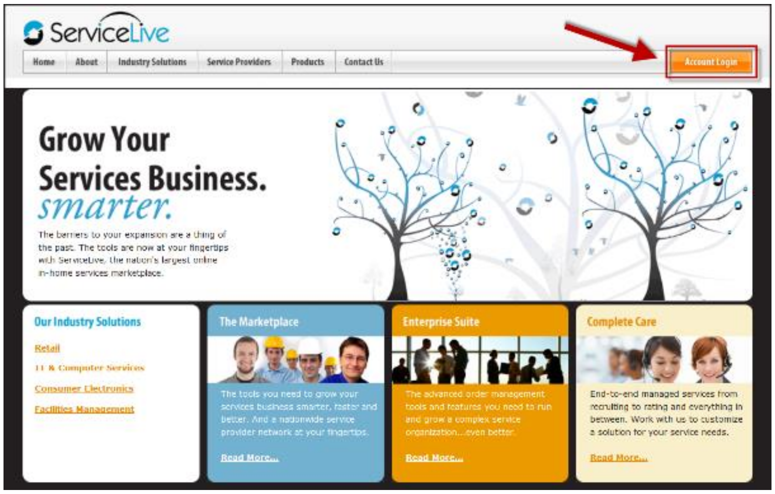
1. Open https://business.servicelive.com in *Mozilla Firefox* or *Google Chrome*, and click **Account Login**.

   Note: *ServiceLive* is optimized for these browsers. Do <u>not</u> use *Internet Explorer*.

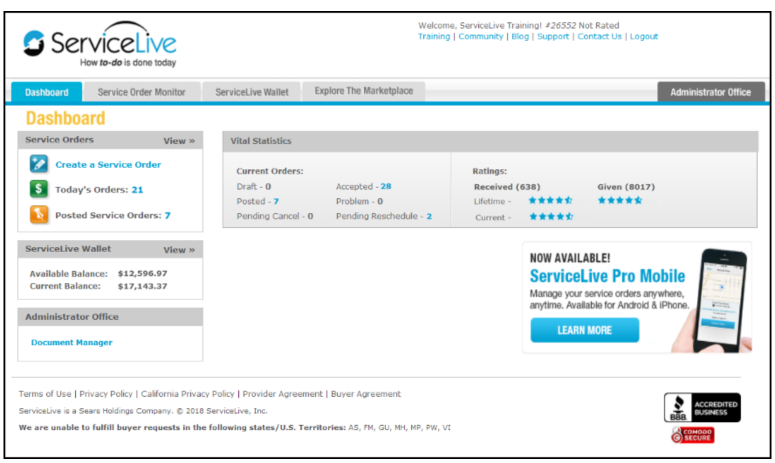


2. Enter your **user name** and password into the **Username** and **Password** fields, and then click **Login To ServiceLive**.

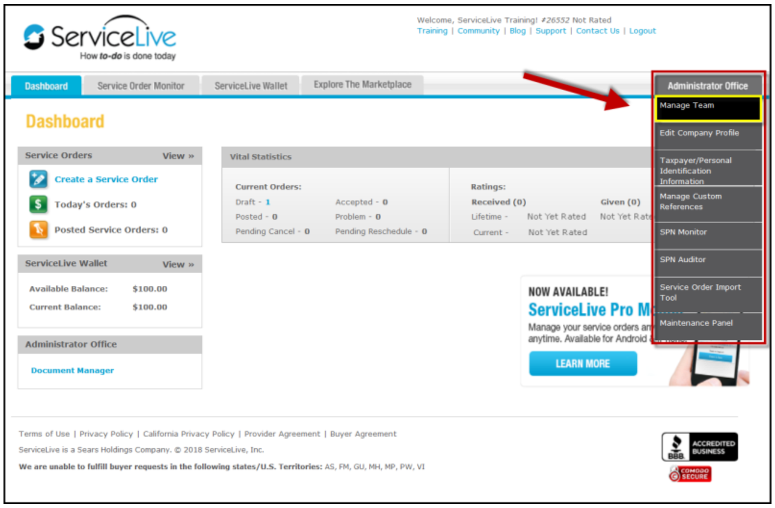
   Important: Passwords are <u>case sensitive</u>.

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

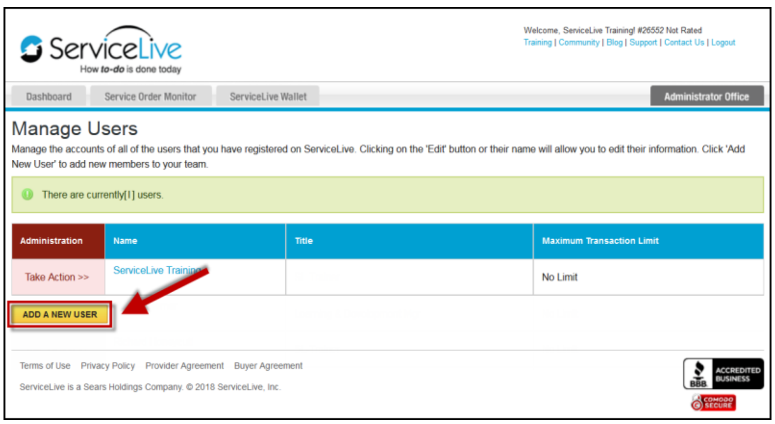
   Note: The information that displays on your Dashboard view is dependent on the permissions that were assigned to you when you were added to the account as a user.



4. Hover your mouse over the **Administrator Office** tab, and then click **Manage Team.**

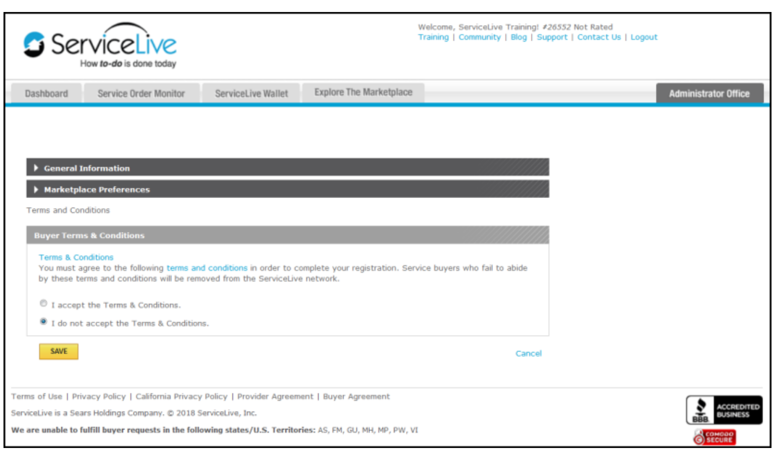


5. The Manage Users page will display – click **ADD A NEW USER**.

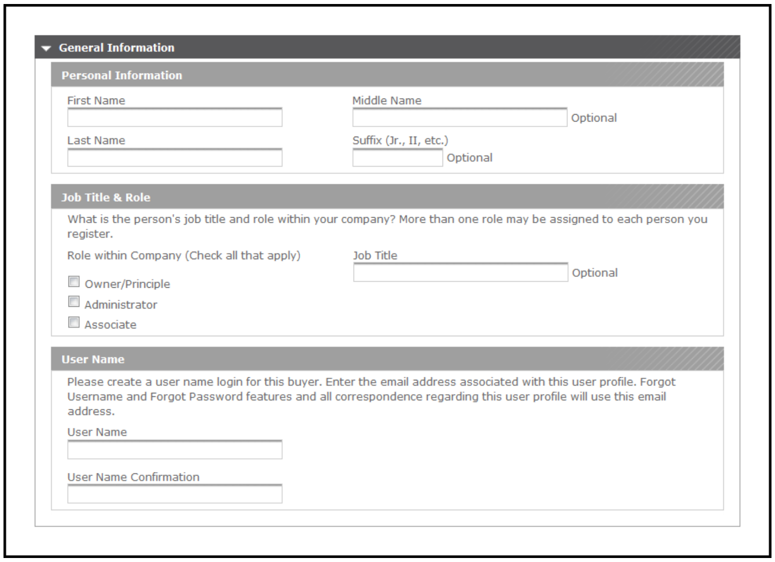


6. The page will display *General Information*, *Marketplace Preferences*, and *Buyer Terms & Conditions* sections.

Note: The *General Information* and *Marketplace Preferences* sections were collapsed for demonstration purposes.

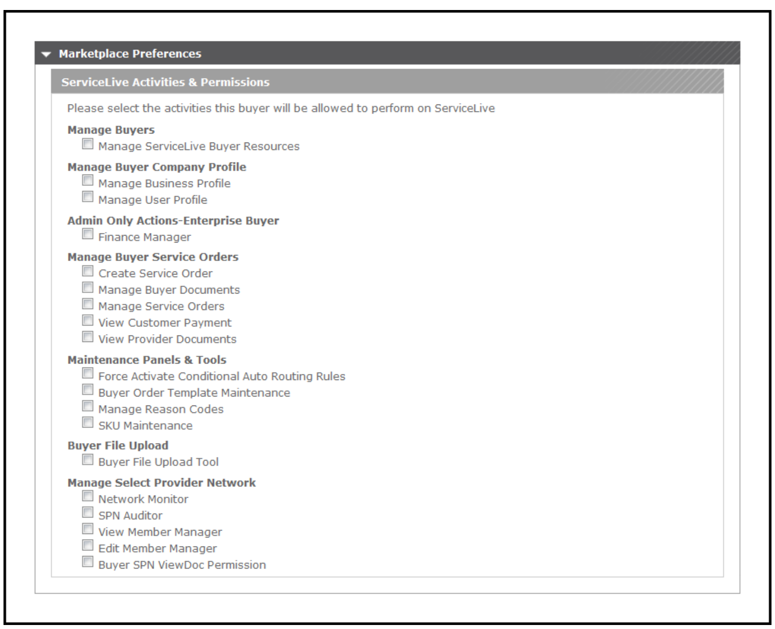


- Complete the **General Information** section fields with employee details (name, job title and role, and user name).



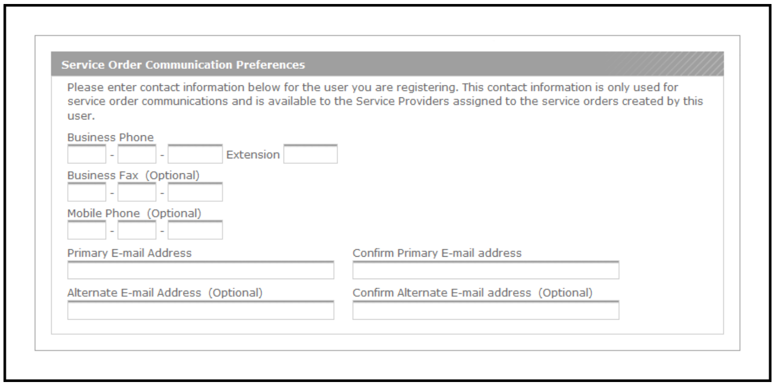
- Complete the **ServiceLive Activities & Permissions** section fields – check off each tool that the new user will have access too.
  - The *Manage Buyers* and *Manage Buyer Company Profile* permissions are for the account Administrator <u>only</u>.
  - The *Finance Manager* permission is for the account Administrator <u>only</u>, unless your company has a finance person or team that can help with keeping the *Wallet* funded.
  - The *Manage Buyer Service Orders* permissions are for everyone, except (maybe) the Finance person or team.
  - The *Maintenance Panels & Tools* permissions are more advanced permissions that should be discussed with our Business Development Team.
  - The *Manage Select Provider Network* permissions will only display if your company has created a Select Provider Network (SPN) – team members who will oversee the Providers in your network and manage their SPN membership will need these boxes checked off.

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



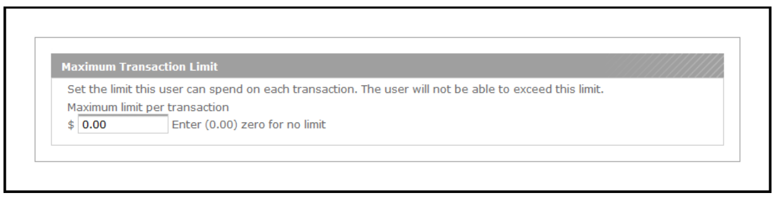
- Complete the **Service Order Communications Preferences** section fields – enter a business **phone number** (required), and the user's **primary email address** (required); all other information is optional.

  Important: If your company decides to display an alternate Buyer contact on a Service Order for the Provider to see, every user on your team will be visible in the alternate contact information drop-down while creating an order. When a user is selected as an alternate Buyer contact – the information entered here will display on the order.

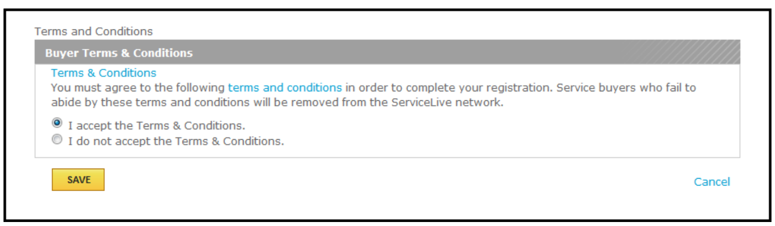


- Complete the **Maximum Transaction Limit** section fields – enter the maximum spending limit the user will be allowed to post an order for. For example, if the user is not allowed to post a Service Order for more than $50, then enter **50**.

  Important: This functionality applies best if your company has many agents handling Service Orders and you decide to designate some agents to create or increase payment, and some agents that only review orders.



- Read and accept the **Terms & Conditions**, and then click **SAVE**.



Note: Clicking *SAVE* without accepting the Terms & Conditions will display the following error prompt, and the *I accept the Terms & Conditions* button will be highlighted. The account cannot be created until the Terms & Conditions are accepted.