### **Contact ServiceLive & Community - Provider**

This lesson explains steps to contact ServiceLive, access ServiceLive training, agendas for ServiceLive instructor-led Web Meeting training and access ServiceLive Community.

# **ServiceLive Operation Center**

ServiceLive is available for your comments and questions any time. Please use the following information to contact ServiceLive. Share your questions or comments with ServiceLive support. We strive to respond to all e-mails within one business day.

#### ServiceLive Inc.

7353 NW Loop 410 San Antonio, TX 78245 e-mail: support@servicelive.com

Toll Free Number: **1-888-549-0640** Fax: **1-210-523-3515** 

Hrs: M-F, 7:00 am – 7:00 pm central Sat, 8:00 am – 5:00 pm central Sun, 9:00 am – 5:00 pm central

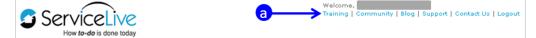
# Sears Facilities Administrative Team

7353 NW Loop 410
San Antonio, TX 78245
e-mail: <u>searsfacilities@servicelive.com</u>
Toll Free Number: **1-888-317-3259**Hrs: M-F, 8:00 am – 7:00 pm central Sat/Sun, Closed

### ServiceLive Training

You can find answers to most questions by visiting our ServiceLive Training Website.

- 1. Once you have logged into ServiceLive, you will see links located on the top right of all pages.
  - a. **Training** Within this training site, you will find several lessons designed to get you up to speed and keep you there. Each lesson covers very specific topics and is very easy to comprehend. Whether you are new to ServiceLive or you currently utilize us, our training road map will allow you to quickly get up to speed or find that particular topic for a quick review.



- 2. Training website is also located at <a href="http://training.servicelive.com">http://training.servicelive.com</a>
  - a. Click on Provider Training Y link.
  - b. Click on All Providers link to display lessons (step-by-step instructions) for using ServiceLive.
  - c. **OR** click on Event Calendar tab to display training schedule of upcoming instructor-led WebEx sessions.
  - d. See Step 3 & Step 4 in this lesson for agendas for instructor-led Webinar training.

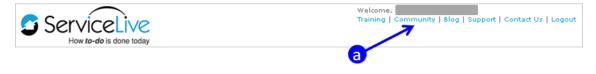


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# ServiceLive Community

The **Forum** is a great place to gather information and any developments about ServiceLive. You can also find answers to questions about using the Community by visiting **FAQ page** on **Community** page.

- 3. Community is available when you login to ServiceLive:
- 4. Training page is also available via the ServiceLive Community page.
  - a. Once you login to ServiceLive, click on Community link in top right corner.



b. Click on Training tab.

Note: You do not need to be registered or logged in to Community to access Training tab.



- 5. Register to join ServiceLive Community:
  - a. Once you login to ServiceLive, click on Community link in top right corner.



b. Click on Register tab OR Register link.

| 👕 ServiceLive Con | omunity           | <b>_</b>    |          | User Name User Nam<br>Password                                  | e Remember Me? |
|-------------------|-------------------|-------------|----------|---|----------------|
| Register 🧲        | FAQ               | Community * | Calendar | Today's Posts   | Search         |
| Welcome to the Se | rviceLive Com     | nunity      |          |   |                |
|                   | provider ID by po |             |          | the register link above. Once<br>n approved provider to get acc |                |

- c. Click on checkbox labeled "I have read, and agree to abide by the ServiceLive Community rules".
- d. Click on Register button, which will open a Registration form.

| Forum Rules   |   |
|---|---|
| If you agree to                                     | this forum is free! We do insist that you abide by the rules and policies detailed below<br>the terms, please check the 'I agree' checkbox and press the 'Register' button below<br>to cancel the registration, click here to return to the forums index.   |
| WEBSITE TEP   | MS OF USE   |
| connecting buy<br>together with t<br>ServiceLive is | rviceLive.com (the "Site" or "ServiceLive"). ServiceLive is a venue (the "Service"),<br>ers ("Buyers") with Provider Firms and/or Service Pros (each a "Provider Firm"<br>e Buyers, collectively, "Members") and by using this site you acknowledge that<br>not a participant in the transaction between the Buyers and the Services Providers and<br>not responsible for the content of Buyers offers or for the performance of Services b |
| I have rea  | l, and agree to abide by the ServiceLive Community rules.   |

e. Complete the **Registration** form, click on **Complete Registration** button.

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6. Login to Community:

Note: You will have restricted access to ServiceLive Community until your registration has been verified. This may take a few days.

- a. Until you login you will only be able to view ServiceLive Announcements & News Forum.
- b. Type your User Name to login.
- c. Type your Password.
- d. Click on Log in button.

| 👕 Si   | erviceLive Community  | User Name User Name<br>Password                            |                                |   |         |         |
|--------|---|--|--------------------------------|---|---------|---------|
|        | Register FAQ  | Community 🔽  | Calendar                       | Today's Posts   | Searc   | h       |
| Weld   | come to the ServiceLive Comn                                | nunity   |                                |   | ~       | 0       |
| pleas  |   |  |                                | ick the register link above. Once you<br>an approved provider to get access |         | stered, |
| Foru   | ım 💋  |  |                                | Last Post   | Threads | Posts   |
| 1      | ServiceLive Announcemer<br>Check out the latest announcemer | nts & News (3 Viewing)<br>ents and news here from Servicel | ive.                           | E ServiceLive R6.0 Communication<br>by SL-Frank<br>07-16-2013 08:06 AM D    | 99      | 1,080   |
|        |   | Mark Forums Re   | ead View Forum Leader          | 5   |         |         |
| egeno  | = Administrators : Provider Action Te                       | am : District Contract Managers :                          | ServiceLive Support : Winter F | Park Support  |         |         |
|        | t's Going On?   |  |                                |   |         |         |
| Wha    |   | 37 guests)   |                                |   |         | •       |
|        | ntly Active Users: 40 (3 members and 3                      |  |                                |   |         |         |
| Curre  |   | -02-2013 at 01:55 AM.                                      |                                |   |         |         |
| Currer |   |  |                                |   |         | •       |

7. ServiceLive Forum:

The Forum is great place to gather information and any developments about ServiceLive.

a. In Forum section, click on ServiceLive Announcements & News link or any appropriate forum.

Note: You must login and enter password see/use Forum section.

| 🝟 ServiceLive Community   |  |   |                          |  |  |  | <b>totheB.</b><br>ed: Today at 11:16 AM<br>ages: Unread 0, Total 0 |      |
|---|--|---|--------------------------|--|--|--|--|------|
| User  | CP FAQ   | Community 🔻   | Calendar                 | New Posts  | Search 🔻   | Quick Links 🔻  | Log  | Out  |
| Top 5 S   | tats (* - in last 30   | days) 🤝   |                          |  |  |  |  |      |
| Hottest Ti  | hreads*  |   | Latest Posts             |  |  |  |  |      |
| Thread Replies<br>a Survey 3<br>change in Contact 22<br>Searchand Inactive tabs 1 |  | Thread Survey Tk Problem Change in Contact                      |                          | Date, Time<br>22-10, 11:03<br>22-10, 11:02<br>08-10, 17:26<br>01-10, 10:39<br>30-09, 09:46 | Posted By<br><u>SL-Frank</u><br><u>SL-Frank</u><br>streamline<br>dorosin1<br><u>SL-Frank</u> | Forum<br>ServiceLive<br>ServiceLive<br>ServiceLive<br>ServiceLive<br>ServiceLive |  |      |
| _   | Forum  |   |                          |  | Las  | t Post   | Threads  | Post |
| X   | ServiceLive Announcements & News (3 Viewing)<br>Check out the latest announcements and news here from ServiceLive. |   |                          | e.   | E ServiceLive R6.0 Communication<br>by SL-Frank<br>07-16-2013 10:06 AM 🔁                     |  | 99   | 1,08 |
| Service   | Provider Forum   | s   |                          |  |  |  |  |      |
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| X   | Members Offers<br>Discussion about our new members offers program.   |   |                          |  | B Member offer<br>by SL-Barry<br>03  | s - Update<br>-11-2013 08:35 AM 🖸  | з  | 20   |



### **Contact ServiceLive & Community - Provider**

8. FAQ page:

You can find answers to most questions about the community by visiting our Community **FAQ** page or e-mail: contact@servicelive.com.

- a. Once you login to Community, click on appropriate link(s) in Board FAQ.
- b. **<u>OR</u>** use search function to locate information.

| ServiceLive | Community |                 |          |                    |                      | Welcome, Ctothe<br>You last visited: To<br>Private Messages: | day at 11:16 AM |
|-------------|-----------|-----------------|----------|--------------------|----------------------|--|-----------------|
| User CP     | FAQ       | Community 💎     | Calendar | New Posts          | Search 🔻             | Quick Links 🔻  | Log Out         |
| Search FAQ  |           |                 |          |                    |                      |  |                 |
|             | 6         | Search Word(s): |          | ching Options:     | Search in:           |  |                 |
|             |           |                 | Ma       | tch All Words      | Search Titles & Te   | xt   |                 |
|             |           |                 | Search F | AQ Reset Fields    |                      |  |                 |
| Board FAQ   |           |                 |          |                    |                      |  |                 |
|             |           |                 |          | e ties the links h | elow or the search b | an alarma ta Cadurana  |                 |

#### **Sales Contact**

For any potential sales opportunities on bringing in clients or prospects, please contact our Sales team. We offer monetary awards.

• To contact sales, send an e-mail to: <a href="mailto:sales@servicelive.com">sales@servicelive.com</a>