

Introduction to My FOT Portal

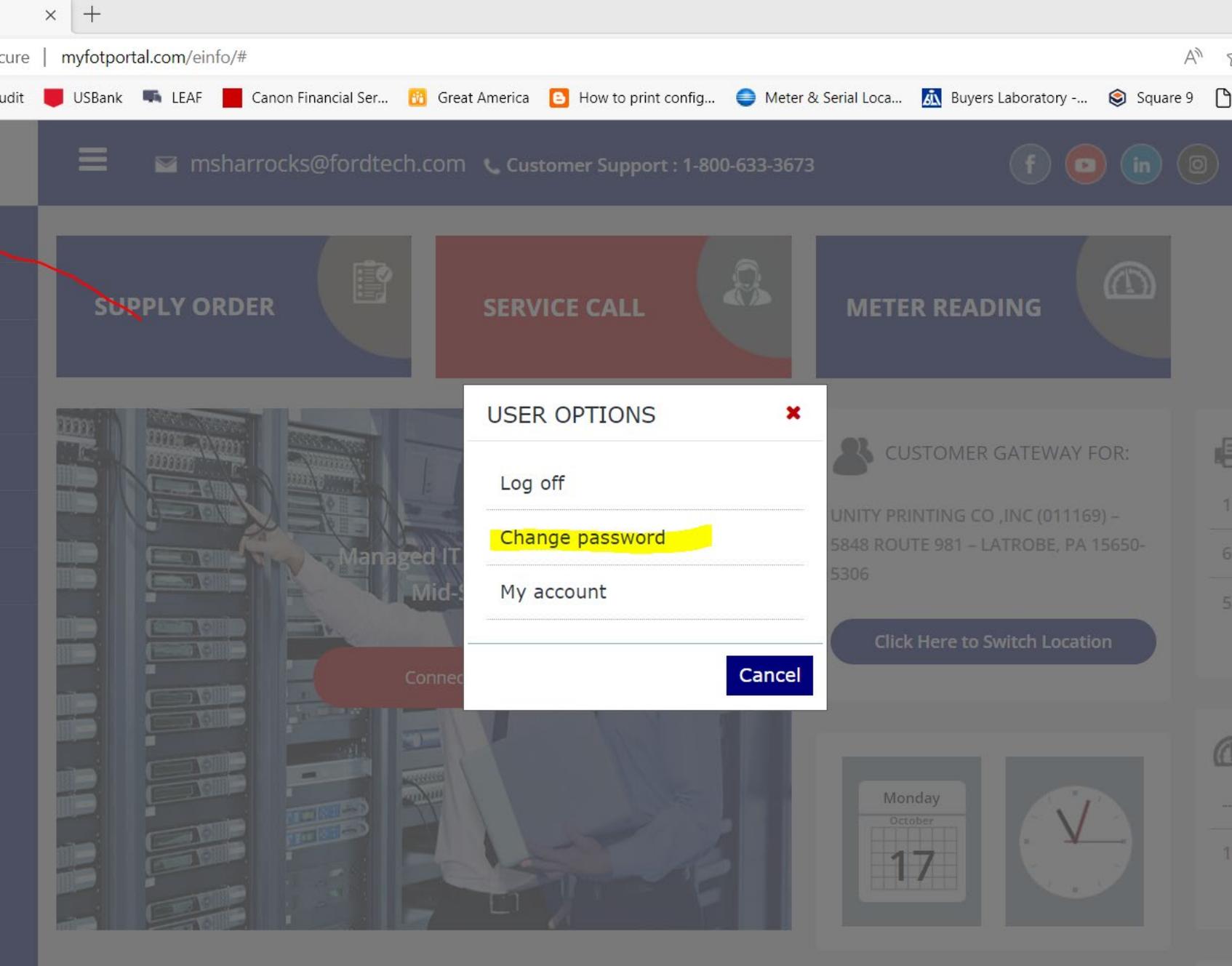
<https://myfotportal.com/einfo>





Login

- Username = Your Email Address
- Password = Welcome



Change Password

- Home Screen
- Right Side Your Name Options
- Change Password

Change Password Continued

- Enter Current Password = Welcome
- Enter New Password
- Confirm New Password
- Save

The screenshot shows a web browser window with the URL `myfotportal.com/einfo/UserManagement/UserProfile/119035?mc=false&password=*****`. The page title is "USER PROFILE". On the left is a dark blue sidebar with navigation options: "New Service Call", "Meter Reading", "Email Us", "Switch Location", and "Logout". The main content area is divided into two sections: "CONTACT INFORMATION" and "ADDRESS".

CONTACT INFORMATION	ADDRESS
FIRST NAME: * Melissa	ADDRESS: * 417 S PITTSBURGH ST
LAST NAME: * Sharrocks	CITY: * CONNELLSVILLE
EMAIL: * msharrocks@fordtech.com	STATE: * PA
PHONE NUMBER: * 724-628-7960	ZIP: * 15425

Below these sections is a "PASSWORD" section with a checkbox labeled "Change password". To the right of this checkbox are three input fields: "CURRENT PASSWORD: *", "NEW PASSWORD: * |", and "CONFIRM PASSWORD: *". Two large red arrows point from the "Change password" checkbox to the "NEW PASSWORD" and "CONFIRM PASSWORD" fields.

- Home
- About Us
- New Supply Order
- New Service Call
- Meter Reading
- Email Us
- Switch Location
- Logout

SUPPLY ORDER

SERVICE CALL

METER READING



CUSTOMER GATEWAY FOR:

[Redacted]

[Click Here to Switch Location](#)

EQUIPMENT/ITEM

- 5 On record
- 4 ON Contract
- 1 OFF Contract

Monday
October
17

METERS

Meters due

Enter Supply Order

- Select Supply Order

ORDER INFORMATION	ORDER TOTAL
ORDERED BY: Melissa Sharrocks	SUB TOTAL: ---
ORDERED BY EMAIL: msharrocks@fordtech.com	(Applicable freight and tax will be added)
PO NUMBER: <input type="text"/>	ORDER COMMENTS: <input type="text"/>

ITEMS INCLUDED IN ORDER
<p> There are no items to display</p> <p>Add Items... </p>

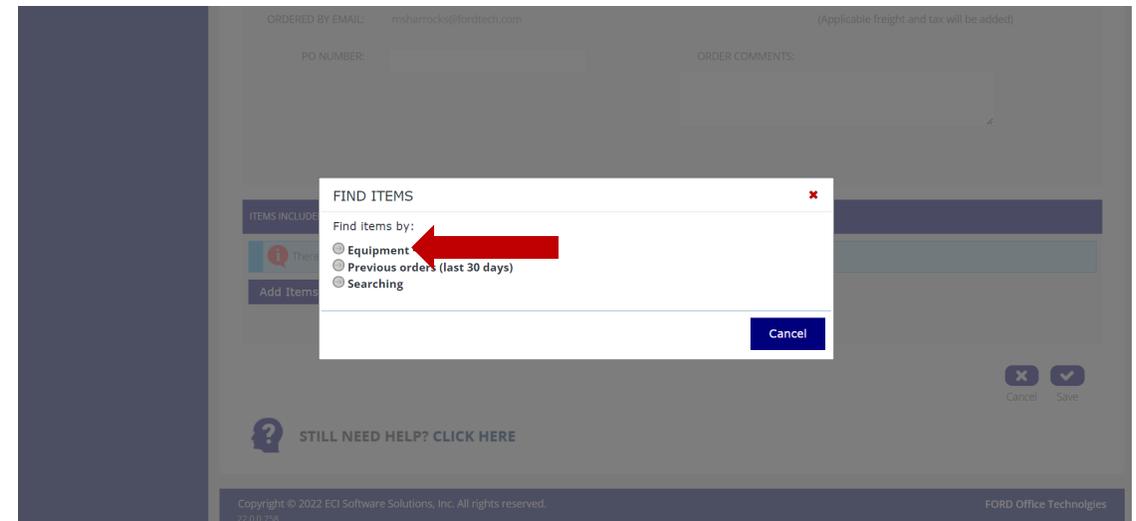
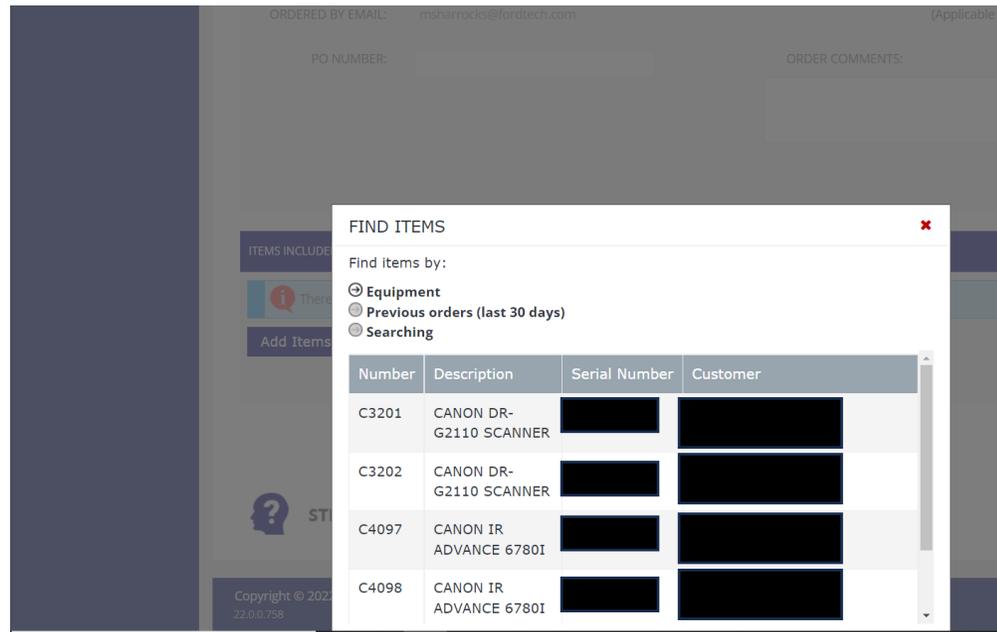
 

 [STILL NEED HELP? CLICK HERE](#)

- Scroll down to Add Items
- Select Add Items

Enter Supply Order Continued

Enter Supply Order Continued



- Select Equipment
- Select ID Number

Enter Supply Order Continued

- Enter the Qty needed
- Click OK

Number	Description	Qty	Unit	Unit Price
6B003AA	GPR-38 TONER BLACK IR ADV 6055, 6065, 6075	<input type="text"/>	EACH	0

OK

FORD
OFFICE TECHNOLOGIES

SUCCESS
Thank you. Your order has been submitted and will be processed as quickly as possible. Reference number: **QT1016**
New Service Order

- New Service Call
- Meter Reading
- Email Us
- Switch Location
- Logout

msharrocks@fordtech.com Customer Support : 1-800-633-3673

CUSTOMER GATEWAY FOR: [REDACTED] [Click Here to Switch Location](#)

SALES ORDERS

NEWLY SUBMITTED

Sales Order Number	Date	PO Number	Sales Order Total	Ship To
QT1016	10/17/2022	---	---	Customer number [REDACTED]

1 list item

STILL NEED HELP? CLICK HERE

Confirm Order

You will see a Success Box and a Sales Order Number

- Home
- About Us
- New Supply Order
- New Service Call
- Meter Reading
- Email Us
- Switch Location
- Logout

SUPPLY ORDER

SERVICE CALL

METER READING



CUSTOMER GATEWAY FOR:

[Click Here to Switch Location](#)

EQUIPMENT/ITEM

11	On record
6	ON Contract
5	OFF Contract

Entering a Service Call

- Select Service Call

NEW SERVICE CALL

Cancel Save

IDENTIFY THE EQUIPMENT/ITEM THAT REQUIRES SERVICE

THIS IS AN EQUIPMENT/ITEM EXISTING IN THE SYSTEM

THIS IS NOT AN EQUIPMENT/ITEM EXISTING IN THE SYSTEM

EQUIPMENT/ITEM: * -- Select equipment/item --



CONTACT: ---

Entering a Service Call Continued

- Select Equipment/ Item

FORD
OFFICE TECHNOLOGIES

SELECT EQUIPMENT/ITEM

Search for equipment/item Show all equipment/items

Number	Description	Serial Number	Contact	Location
C1858	IMAGE RUNNER ADV C9065	[REDACTED]	[REDACTED]	[REDACTED]
C2108	CANON IMAGEPRESS C850 SR SET	[REDACTED]	[REDACTED]	[REDACTED]
C2318	CANON IR ADV C9270 PRO	[REDACTED]	[REDACTED]	[REDACTED]
C4089	CANON IMAGEPRESS C9010VP	[REDACTED]	[REDACTED]	[REDACTED]

Cancel Save

Entering a Service Call Continued

- Select your Equipment ID

CUSTOMER PO
NUMBER:

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

DESCRIPTION: *



Entering a Service Call Continued

- Scroll Down To Description – Enter the issue with the device
- Select Save

Entering a Service Call Continued

- You will see the call listed under service calls

The screenshot displays the Ford Office Technologies Customer Gateway interface. The top navigation bar includes the Ford logo, a hamburger menu, the user email 'msharrocks@fordtech.com', and the customer support phone number '1-800-633-3673'. Social media icons for Facebook, YouTube, LinkedIn, and Instagram are also present. A left-hand navigation menu lists options: Home, About Us, New Supply Order, New Service Call, Meter Reading, Email Us, Switch Location, and Logout. The main content area shows the 'CUSTOMER GATEWAY FOR:' section with a redacted address and a 'Click Here to Switch Location' button. Below this is the 'SERVICE CALLS' section, which includes a 'SERVICE CALLS (HISTORY):' header and a table of call records. The table has columns for Service Call Number, Call status, Caller, Equipment/Item number, Call type, Description, Serial Number, Model Number, Open date, Estimated date, Close date, PO number, and Location. Two service calls are listed: SC182678 (On hold, Melissa Sharrocks) and SC182322 (Invoiced, Jim).

Service Call Number	Call status	Caller	Equipment/Item number	Call type	Description	Serial Number	Model Number	Open date	Estimated date	Close date	PO number	Location
SC182678	On hold	Melissa Sharrocks 7246287960 msharrocks@fordtech.com	C1858	CALL ENTERED VIA WEB	TEST CALL FOR MY FOT PORTAL - MELISSA	[REDACTED]	C9065C	10/17/2022	---	---	---	[REDACTED]
SC182322	Invoiced	Jim	F5019	Call entered via RemoteTech	Needs fuser rebuilt Pmd131450k - Marks on page	[REDACTED]	LMP7502	10/11/2022	---	10/13/2022	---	[REDACTED]