

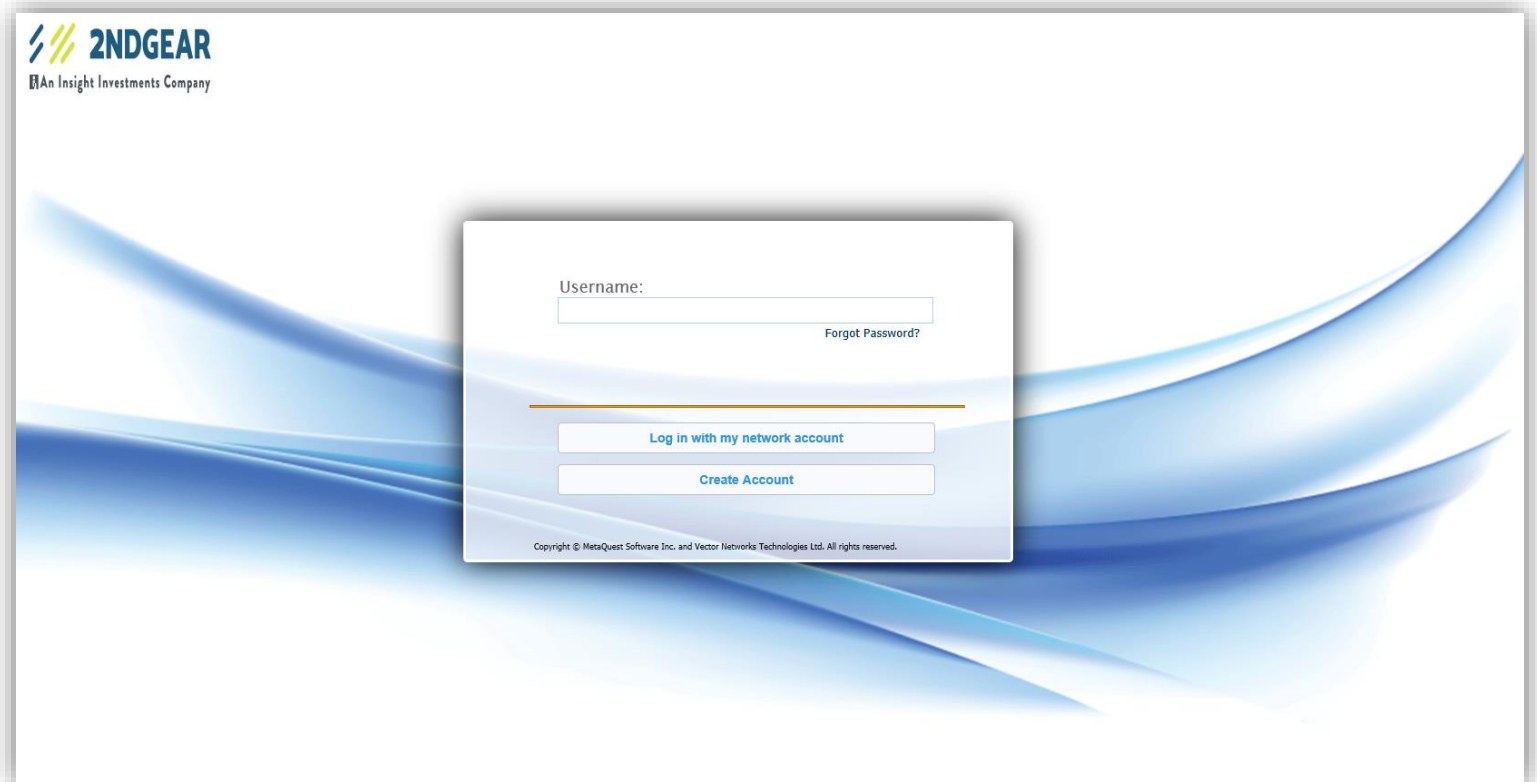


**How To Navigate through the
New Customer Service Portal**

WELCOME

The updated Customer Service Portal offers new ways of finding and adding required information for submitting:

- Requests for service
- Requests for support
- Requests for replacement of unit(s)



The screenshot displays the login interface for the 2NDGEAR Customer Service Portal. In the top left corner, the 2NDGEAR logo is shown, consisting of three slanted parallel lines followed by the text '2NDGEAR' and 'An Insight Investments Company' below it. The main content area features a white login box with a 'Username:' label and an input field. To the right of the input field is a 'Forgot Password?' link. Below the input field is a horizontal line, followed by two buttons: 'Log in with my network account' and 'Create Account'. At the bottom of the login box, there is a small copyright notice: 'Copyright © MetaQuest Software Inc. and Vector Networks Technologies Ltd. All rights reserved.'

INSTRUCTION SECTIONS

1. Logging In
2. Homepage
3. Creating a New Ticket
4. Adding Serial Numbers
5. Search Options
6. Submitting a Ticket



LOGGING IN

To access the portal go to <https://customerservice.2ndgear.com>

A. For customers with existing accounts:

- 1) Enter in your existing username.
- 2) Click on **“Forgot Password?”** to reset your password. (Your original password will not be valid for the new portal.)

B. For customers without an existing account, click on **“Create Account”** and follow prompts to setup your account and log in.

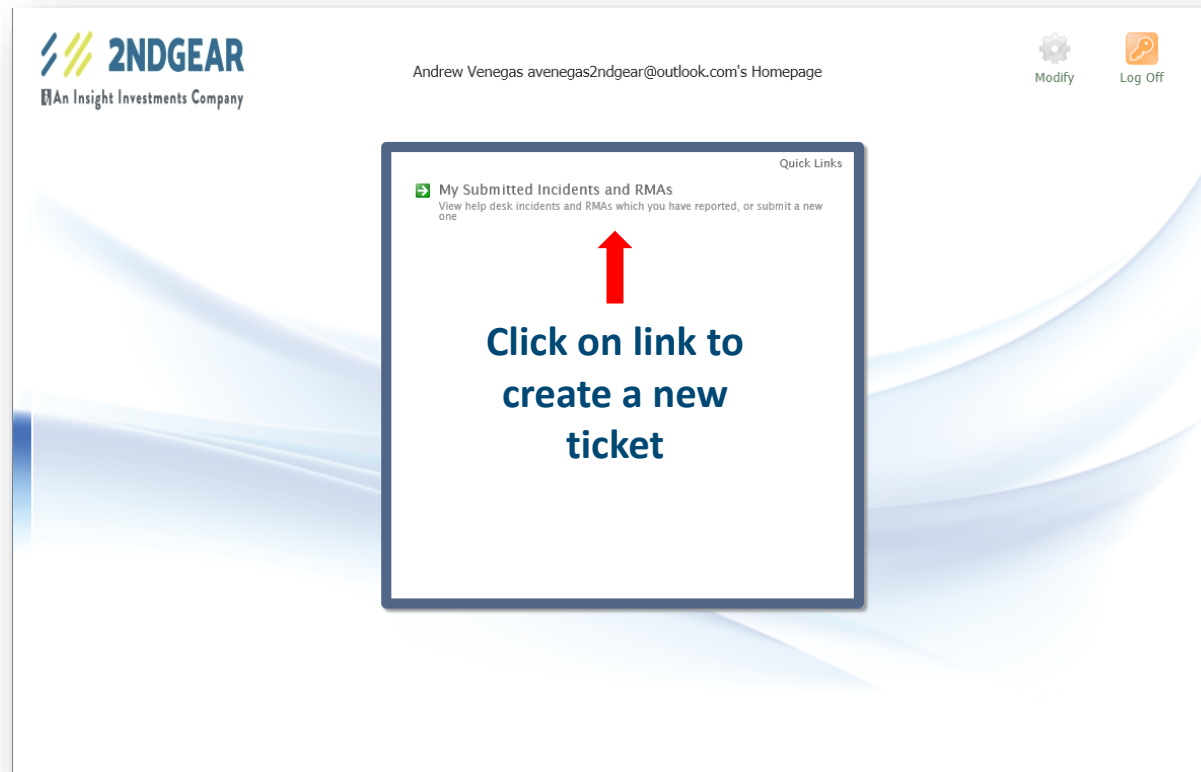
The screenshot shows the 2NDGEAR login interface. At the top left is the logo for 2NDGEAR, an Insight Investments Company. The main content area contains a login form with the following elements:

- Username:
- Password: [Forgot Password?](#)
-
-
-

At the bottom of the form, there is a small copyright notice: Copyright © MetaQuest Software Inc. and Vector Networks Technologies Ltd. All rights reserved.

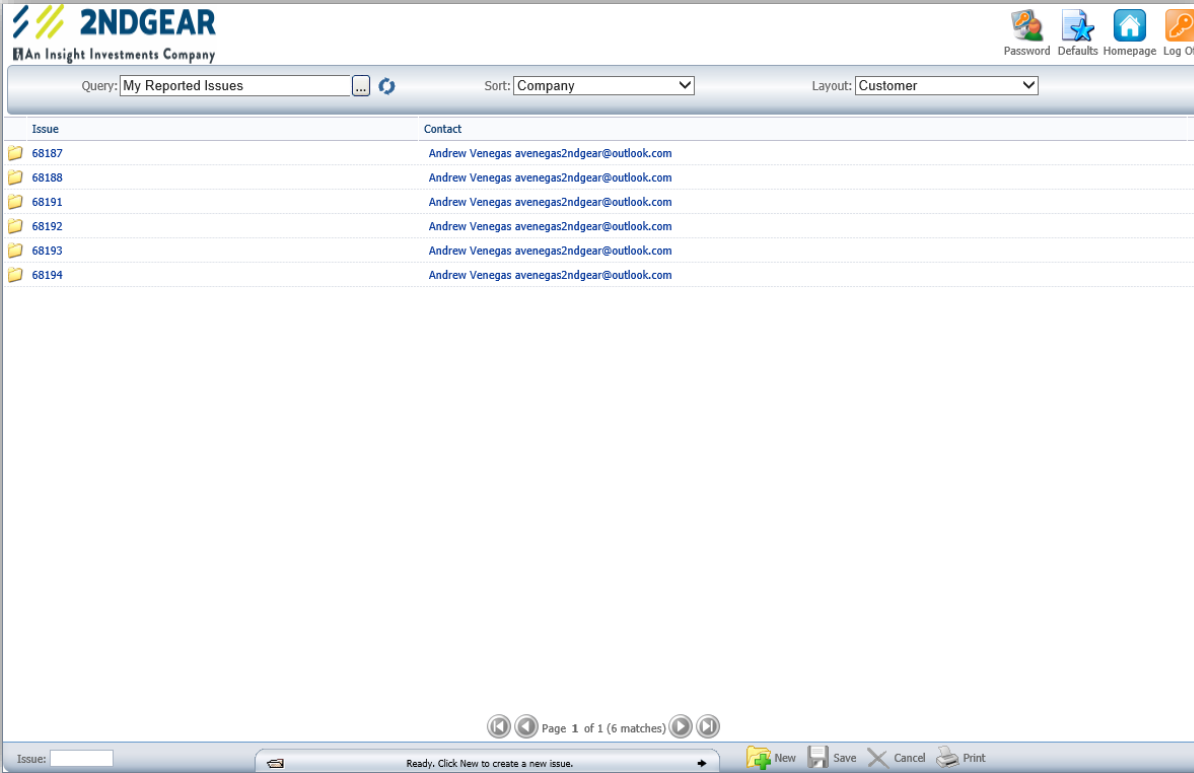
HOMEPAGE

Once logged in to the portal, you're taken directly to the Homepage. From the Homepage, you're able to access your "Submitted Incidents and RMAs" and create new ones.



CREATING A NEW TICKET

Once you click the link on the Homepage, you're taken to the list of previously created tickets. From here you can review your tickets and create a new one.



The screenshot displays the 2NDGEAR web application interface. At the top left is the 2NDGEAR logo with the tagline "An Insight Investments Company". On the top right, there are navigation links for "Password", "Defaults", "Homepage", and "Log Off". Below the header, there is a search bar with the text "Query: My Reported Issues", a "Sort:" dropdown menu set to "Company", and a "Layout:" dropdown menu set to "Customer". The main content area is a table with two columns: "Issue" and "Contact". The table contains six rows of data, all with the same contact information: "Andrew Venegas avenegas2ndgear@outlook.com". The "Issue" column contains ticket numbers 68187, 68188, 68191, 68192, 68193, and 68194. At the bottom of the interface, there is a status bar with a "Page 1 of 1 (6 matches)" indicator and a "Ready. Click New to create a new issue." message. To the right of the status bar are icons for "New", "Save", "Cancel", and "Print".

Issue	Contact
68187	Andrew Venegas avenegas2ndgear@outlook.com
68188	Andrew Venegas avenegas2ndgear@outlook.com
68191	Andrew Venegas avenegas2ndgear@outlook.com
68192	Andrew Venegas avenegas2ndgear@outlook.com
68193	Andrew Venegas avenegas2ndgear@outlook.com
68194	Andrew Venegas avenegas2ndgear@outlook.com

CREATING A NEW TICKET

To create your new ticket:

1. Go to the bottom of the page.
2. Click on the “**New**” icon (folder with **green plus sign**) to create a new ticket.

dgear@outlook.com
dgear@outlook.com
dgear@outlook.com
dgear@outlook.com
dgear@outlook.com
dgear@outlook.com

1 of 1 (6 matches) ▶ ◀



CREATING A NEW TICKET

3. After clicking on the “New” icon, three tabs will appear:
 1. Ticket
 2. RMA Ticket
 3. Issues

As you navigate through each of the tabs, you will be able to input your data to create your ticket.

The screenshot displays the 2NDGEAR web application interface. At the top, the logo for 2NDGEAR is visible, along with the text "An Insight Investments Company". Below the logo, there is a search bar with the query "My Reported Issues" and a "Sort: Company" dropdown menu. A table lists several issues with columns for "Issue" and "Contact". The "Issue" column contains folder icons and issue numbers (68187, 68188, 68189, 68191, 68192). The "Contact" column lists "Andrew Venegas" with email addresses. Below the table, there are three tabs: "Ticket", "RMA Ticket", and "Issues". The "Ticket" tab is highlighted with a red box. Below the tabs, there are input fields for "Company:" (Lake Dallas ISD) and "Contact:" (Andrew Venegas avenegas2ndgear@outlook.com). At the bottom, there is an "Issue:" input field with the value "68184" and a "New issue creation." button.

Issue	Contact
68187	Andrew Venegas avenegas2ndgear
68188	Andrew Venegas avenegas2ndgear
68189	Andrew Venegas avenegas2ndgear
68191	Andrew Venegas avenegas2ndgear
68192	Andrew Venegas avenegas2ndgear

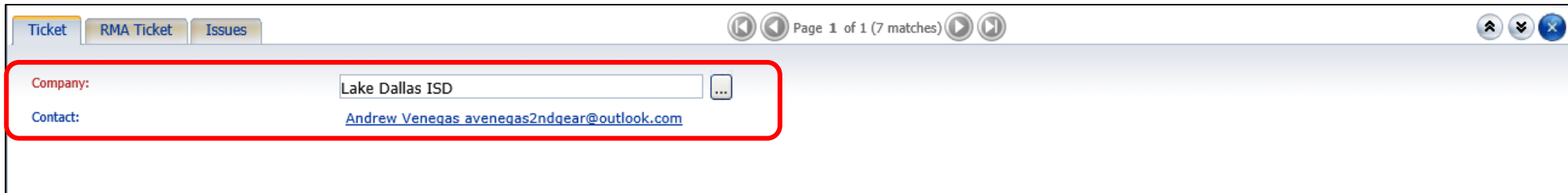
Company: Lake Dallas ISD
Contact: Andrew Venegas avenegas2ndgear@outlook.com

Issue: 68184

New issue creation.

ADDING SERIAL NUMBERS

1. On the Ticket tab (first tab), you will see the company name, your contact name, and email address.



2. On the RMA Ticket tab (second tab), you will select the shipping address by clicking on the "... " button.



ADDING SERIAL NUMBERS

3. After clicking on the “...” button on the RMA Ticket tab, a pop up window will appear, allowing you to choose from a list of addresses on your account.
4. Select the appropriate address.
5. Click **OK**.

Sort: Company Layout: Cust

Contact
Andrew.Venegas.avenegas2ndgear@outlook.com

Select the value for the Shipping Address field

Filter values where the Value Starts with...

Address 1	Address 2	City	Address ID
104 Swisher Rd		Lake Dallas	75065_AP2
Attn: Account Payable	315 E Hundley Dr	Lake Dallas	75065_AP
Attn: Receiving	3501 Cliff Oaks Dr	Corinth	76210_01
Attn: Vanessa Mayo	325 E Hundley Dr	Lake Dallas	75065_01
Mike Dabney	325 E Hundley	Lake Dallas	75065_02

Page 1 of 1 (5 matches)

Shipping Address:

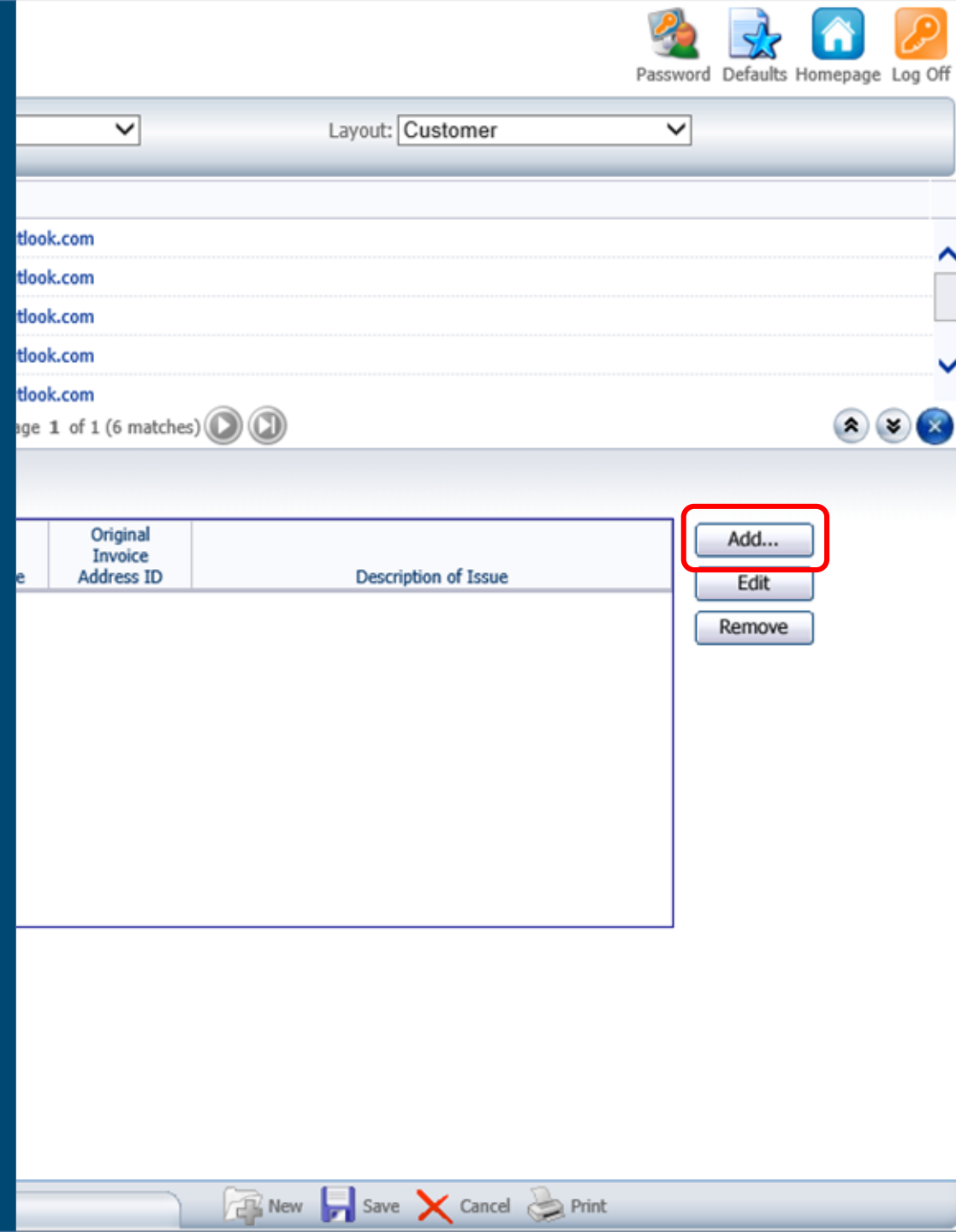
New issue creation.

ADDING SERIAL NUMBERS

6. On the Issues tab (last tab), you're able to add the defective item.
7. To add your serial number(s) or defective item, click on the "Add..." button.

TIP

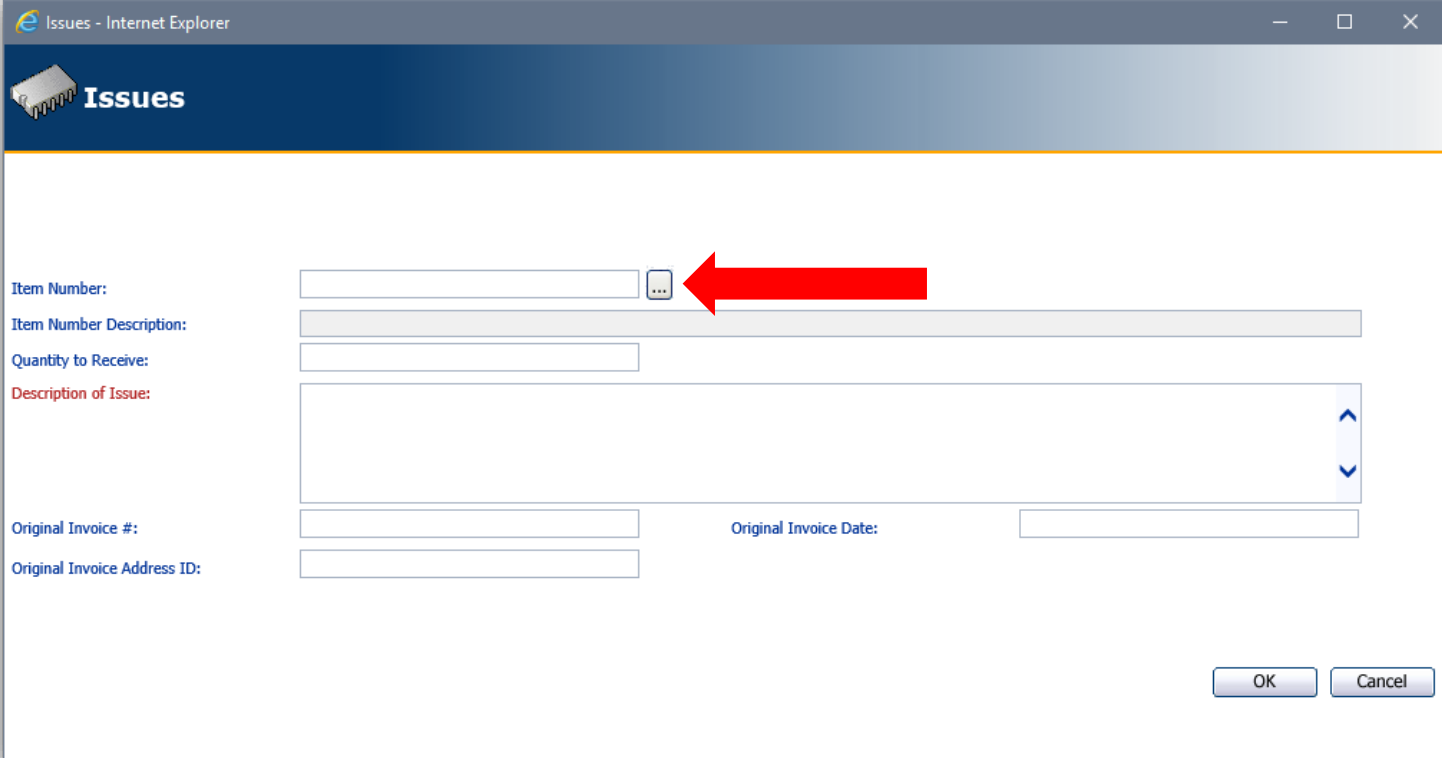
From the Issues tab, you're also able to "Edit" and "Remove" items before your ticket is saved.




SEARCH OPTIONS



After clicking “Add” from the Issues tab, the Issues window will appear. This is where you will be able to search for your defective item.

1. To begin the search for your defective item, click on the “...” button (located next to the Item Number field).



Issues - Internet Explorer

 **Issues**

Item Number:  

Item Number Description:

Quantity to Receive:

Description of Issue:

Original Invoice #: Original Invoice Date:

Original Invoice Address ID:

OK Cancel

SEARCH OPTIONS

2. After clicking on the “...” button, the Item Search window will appear. From here you can search by:

- PO # or Invoice #
 - To switch the search from PO # to Invoice #, click on the underlined “PO #”.
- Serial/Item #
- Item Description

TIP

You can also scroll through the list of available invoices in the Value field to find the item you’re looking for.

Item Number - Internet Explorer

Select the value for the Item Number field

Search by PO #
Invoice #
PO #

Search by Serial/Item #:

Search by Item Description:

Value
INV155559
INV165956
INV166227
INV166613
INV168327
INV169210
RMAINV24754

Page 1 of 1 (7 matches)

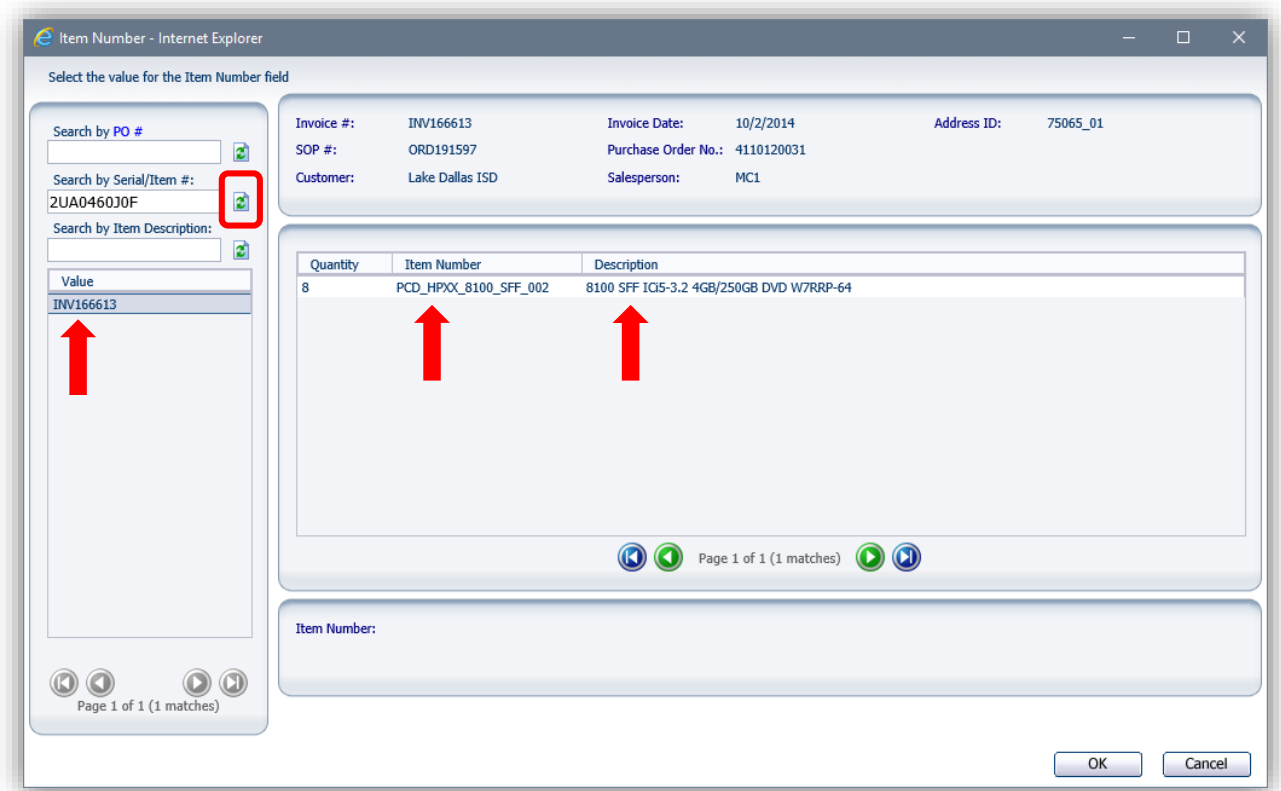
Invoice #: INV155559
SOP #: ORD173383
Customer: Lake Dallas ISD

Quantity	Item Number	Description
7	PCD_HPXX_8200_SFF_016	HP 82
11	PCD_HPXX_8200_SFF_013	HP 82
12	PCD_HPXX_8200_SFF_002	HP 82
30	PPCD_LOGT_COMBO-USB_01	++LO
30	ISE_LOAD_OS	Load
30	ISE_3-YEAR_WARRANTY_PCD	3-Yea
30	DSP_HPXX_LA1951G_LCD_001	19" S
30	ISE_3-YEAR_WARRANTY_LCD	3-Yea
1	FRT.	

Item Number:

SEARCH OPTIONS

3. Once you enter information into one of the search fields, click on the “Refresh” icon next to the filled search field.
4. The search return will identify the:
 - a) Invoice
 - b) Item Number
 - c) Description of Item



SEARCH OPTIONS

5. Double click on the **Item Number** to reveal the serial number of the unit(s).

Quantity	Item Number	Description
8	PCD_HPXX_8100_SFF_002	8100 SFF ICI5-3.2 4GB/250GB DVD W7RRP-64

6. Once you verify that the serial of the unit is correct and is the one you wish to submit the ticket for, click **OK**.

orer

Select the value for the Serial Number field

Filter values where the **Value Starts with...**

Value
2UA0460J0F
2UA0470149
2UA04701BD
2UA04704DF
2UA0470Z74
2UA04713HQ
2UA04713P3
2UA119004V

Page 1 of 1 (8 matches)

Serial Number:

SEARCH OPTIONS

7. Once the correct serial number has been selected, enter the problem of the unit into the Description of Issue field and click OK.

TIP

In the Issues window, once the “Original Invoice #” is showing, you can also go back into the search to verify the unit or if unit is still under warranty.

For warranty information, find the warranty line in the invoice and compare it to the invoice date.

Issues - Internet Explorer

Issues

Item Number: PCD_HPXX_8100_SFF_002 Serial Number: 2UA0460J0F

Item Number Description: 8100 SFF ICI5-3.2 4GB/250GB DVD W7RRP-64

Quantity to Receive: 1

Description of Issue: Unit will not power on.

Original Invoice #: INV166613 Original Invoice Date: 10/2/2014

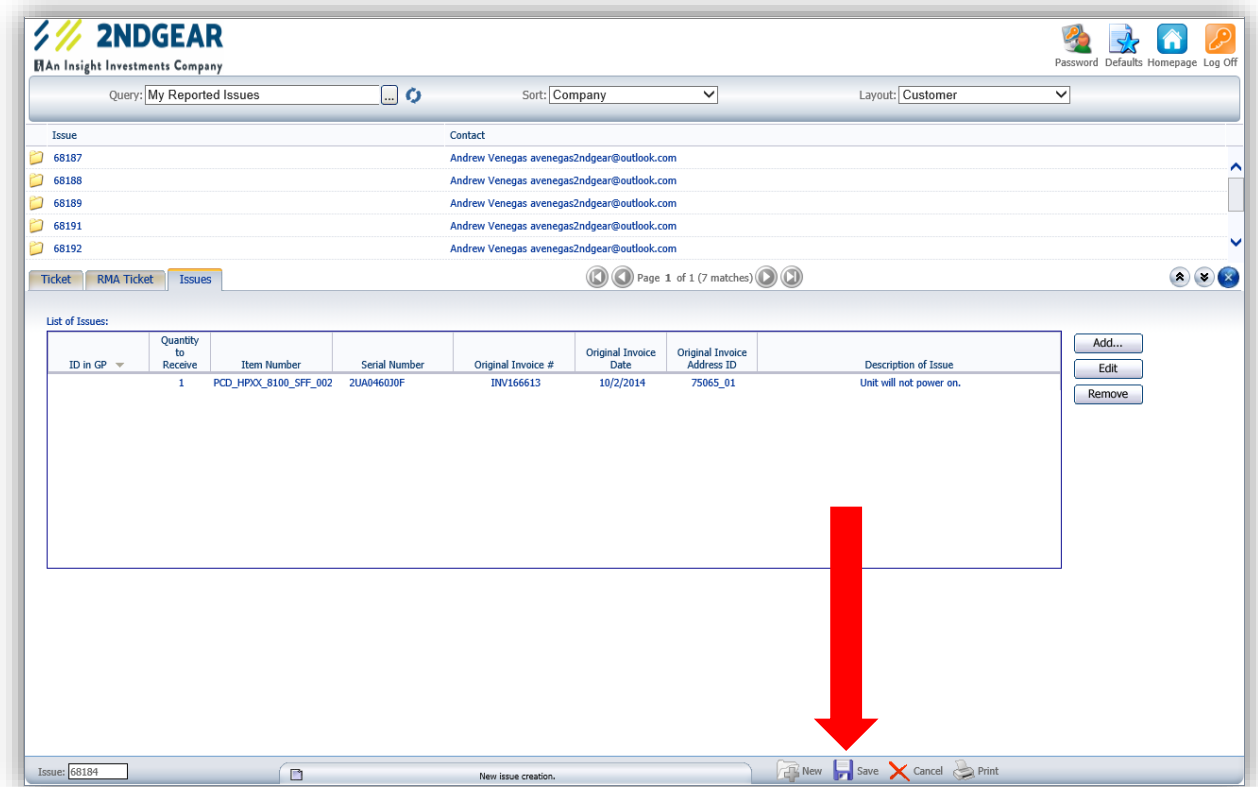
Original Invoice Address ID: 75065_01

OK Cancel

SUBMITTING A TICKET

Once all of the information has been entered about your unit, click “Save” at the bottom of the page to **submit** your ticket.

From here, you can **Cancel** the ticket if needed to as well.



The screenshot displays the 2NDGEAR web application interface. At the top, the logo and navigation links are visible. The main content area shows a list of issues with columns for ID, Quantity, Item Number, Serial Number, Original Invoice #, Original Invoice Date, Original Invoice Address ID, and Description of Issue. A single issue is listed with the description "Unit will not power on." Below the list, there are buttons for "Add...", "Edit", and "Remove". At the bottom of the page, there is a "New Issue creation" section with buttons for "New", "Save", "Cancel", and "Print". A large red arrow points to the "Save" button.

ID in GP	Quantity to Receive	Item Number	Serial Number	Original Invoice #	Original Invoice Date	Original Invoice Address ID	Description of Issue
	1	PCD_HPXX_8100_SFF_002	2UA0460J0F	INV166613	10/2/2014	75065_01	Unit will not power on.

SUBMITTING A TICKET

All submitted tickets can be reviewed at any time simply by clicking on the issue numbers available in your list.

Once you submit a ticket, we'll take it from there and do our best to take care of your request and take care of you.

The screenshot displays the 2NDGEAR ticket management interface. At the top, the 2NDGEAR logo is visible, along with the text "An Insight Investments Company". Below the logo, there is a search bar containing the text "Query: My Reported Issues" and a "Sort: Company" dropdown menu. The main content area is a table with two columns: "Issue" and "Contact". The table lists several tickets, each with a folder icon and a number in the "Issue" column, and the contact name and email address in the "Contact" column. The last row is highlighted in pink.

Issue	Contact
68187	Andrew Venegas avenegas2ndgear@ou
68188	Andrew Venegas avenegas2ndgear@ou
68189	Andrew Venegas avenegas2ndgear@ou
68191	Andrew Venegas avenegas2ndgear@ou
68192	Andrew Venegas avenegas2ndgear@ou
68193	Andrew Venegas avenegas2ndgear@ou
68194	Andrew Venegas avenegas2ndgear@ou

At the bottom of the interface, there is a footer area with a "Page 1 of 1" indicator and a "Ready. Click New to create a new issue." message. A search bar at the bottom left shows "Issue: 68194".



If you have any questions, contact our Customer Service Department at customerservice@2ndgear.com or call (800) 506-6704.