

Resource Center Getting Started Guide

Welcome to the Resource Center. The Resource Center is your source for exclusive business best practices assets. The Resource Center is where you will create an account, sign in and manage your account and team.

To access the Resource Center Home screen, open the following page in your web browser:

http://service-leadership.com

From the Service Leadership home page, select **Log In** on the upper right corner to get started.

Here is an overview of the Resource Center activities covered in this *Getting Started* guide. Use the gray menu bar at the top of the screen to navigate the Resource Center.

- 1. <u>Sign In</u>.
- 2. <u>Create an account</u>.
- 3. <u>Register your company</u>.
- 4. <u>Update your company information</u>.
- 5. <u>Invite members</u>.
- 6. Manage members.
- 7. Log out.
- 8. <u>Retrieve a lost password</u>.

*Note: For instructions on using SLIQTM, refer to the SLIQTM Getting Started Guide.

Signing In

You'll need to sign in to access exclusive business best practices assets.

To open the Account Login screen, select Log In from the Service-Leadership.com Home page.

Service Status Profit Solutions for IT Companies**	r Performance GM% - BIC F LOGIN >
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You can also select Sign In from the Resource Center Home screen.

Service Total Profit Solutions for IT Companies®		Quarterly Solution Revider Performance			
Help Center	Contact Us	Buy SLIQ		Create Account	Sign In



The Account Login screen is illustrated below.

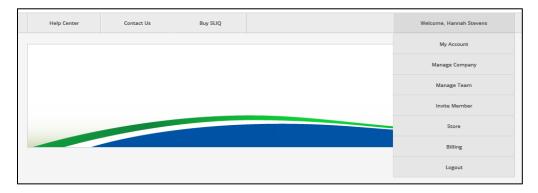
Login to Service Leadership	
Username: Please enter your email address	Access your performance improvement resources whenever you need them.
Password: Please enter your password	SIGNUP NOW - IT'S FREE
Remember Me	
Forgot Password? LOGIN	

To sign in, complete the following steps.

- 1. Enter your Username (your email address).
- 2. Enter your **Password**.
- 3. Check the **Remember Me box** if you want your current computer to remember your log in information.
- 4. Select Login.

The *Resource Center Home* screen opens.

The navigation bar at the top of the screen includes the links for other Resource Center activities. Click on the word **Welcome** (and your user name) to access the navigation links.



If you do not have a Username and Password for the Resource Center, select **Signup Now** on the *Account Login* screen to open the *Create Account* screen. Refer to the <u>Creating an Account</u> section for more information.



Creating an Account

You will need an account to access exclusive business best practices assets.

To open the *Create Account* screen, select **Signup Now** on the *Account Login* screen or select **Create Account** from the *Resource Center Home* screen. You can also access the *Create Account* screen by clicking the link inside an email inviting a member to join a company account.

The Create Account screen is illustrated below.

CREATE A CCO UNT		
Please Register to Access F		
A quick registration is required to access the Servi	te Leadership Resource Center.	
First Name		
Last Name		
Email Address		
Password		
Confirm Password		
	REGISTER	
 Your password must be at least eight ch even stronger) Your password must include at least on Your password may not be blank 	e non-alphanumeric symbol	
 One key way to protect your account is basis 	to change your password on a regular	

To create an account, complete the following steps.

- 1. Enter your **First Name**.
- 2. Enter your Last Name.
- 3. Enter your Email Address.
- 4. Enter a **password**. The password must be at least eight characters long and include at least one non-alphanumeric symbol.
- 5. Retype your **password** to confirm it.
- 6. Select Register.



Registering Your Company

Your user account must be associated with a company. Companies are uniquely identified by the company website.

The Register Company screen opens after you have created a new account.

The Register Company screen is illustrated below.

REGISTER CO MPA NY	
Please provide the name of your company or organization	. The company website field is mandatory.
Company Name	
Company Website	
	Agree to Terms and Conditions (View)
	REGISTER
	REGISTER
	C 2002 - 2013 Service Leadership, Inc.

To register your company, complete the following steps.

- 1. Enter your Company Name.
- 2. Enter your **Company Website**. Note that this field is required.
- 3. Check the **Agree to** box to agree to the End User License Agreement. Click on the link to view the End User License Agreement. You cannot complete your registration without agreeing to the End User License Agreement.
- 4. Select Register.

If you enter a company website that has already been registered by another person from your company, the *Choose Company* screen opens.

The Choose Company screen is illustrated below.

CHOOSE COMPANY	
Is this the company you would like to join?	
MBWGuru	
	REQUEST TO JOIN CANCEL



If another person from your company has already registered, complete the following steps.

- 1. Verify the company name shown on the left.
- 2. Select Request to Join.

The Company Administrator (or the person from your company who initially registered) receives an email with notification to invite you to join the company. Refer to the <u>Inviting a Member</u> section for more information.

Updating Your Company's Information

The Company Information screen includes basic information about your company.

The *Company Information* screen opens after you have completed the *Register Your Company* screen. You can also open the *Company Information* screen by selecting **Manage Company** from the *Resource Center Home* page **Welcome** drop down list.

Service Leadership		CANNEY Solidie Review Reference Product GMS - Bit C Parts Product GMS - Bit C Parts EstTASA - Bottom 1/4 P		
Help Center	Contact Us	Buy SLIQ		Welcome, Michele Wiedemer
				My Account
		Hom	Resource Center ne Page Coming Soon	Manage Company
				Manage Team
				Invite Member
				Store
				Billing
		⁷⁴ 201	8 Service Leadership. All Rights Reserved.	Logout

The Company Information screen is illustrated below.

CO MPA NY INFORMATION		
Update Your Company's Infor	mation	
Company Name		
Address Line 1		
Address Line 2		
City		
State	v	
Zip/Postal Code		
Country	United States	
Company Type	Not Set	
Website		
	SAVE	



To update your company's information, complete the following steps.

- 1. Your **Company Name** should be shown from your entry on the *Register Your Company* screen.
- 2. Enter the first line of your company Address.
- 3. Enter the second line of your company Address.
- 4. Enter the **City** for the company.
- 5. Select the **State** for the company from the drop down list.
- 6. Enter the **Zip** or **Postal Code** for the company.
- 7. Select the **Country** for the company from the drop down list.
- 8. Select the **Company Type** from the drop down list.
- 9. Your **Company Website** should be shown from your entry on the *Register Your Company* screen.
- 10. Select Save.

Inviting a Member

Once you have registered your company, you can invite additional members to your account.

To open the *Invite Member* screen, select **Invite Member** from the *Resource Center Home* page **Welcome** drop down list

Service Leadership	ership Total Profit Solutions for IT Companies®			CARDING Solution Payder Mediane MODEX Outring Solution Payder Mediane Product GM& - Bit Payline Elit TAAk - Section 1/4 Pre Leare Mars -	
Help Center	Contact Us	Buy SLIQ		Welcome, Michele Wiedemer	
				My Account	
	Resource Center Home Page Coming Soon			Manage Company	
				Billing	
	™ 2013 Sanina Laadurdig. Al Rights Reserved.				



The Invite Member screen is illustrated below.

INVITE MEMBER						
Invite a Member of Your Company						
First Name						
Last Name						
Email						
Title						
Account Admin	۵					
	INVITE					

To invite a member, complete the following steps.

- 1. Enter the **First Name** of the person you want to invite.
- 2. Enter the **Last Name** of the person you want to invite.
- 3. Enter the **Email** address for the person you want to invite.
- 4. Enter the **Title** for the person you want to invite.
- 5. Check the **Account Admin** to provide administrative privileges to the person you want to invite.
- 6. Select Invite.

The person you invited will receive an email message with a link for joining the company.

The invitee should click on the link. The *Create Account* screen opens with the First Name, Last Name, and Email address already completed. Refer to <u>Creating an Account</u> for more information.

Once the invitee has created an account, the *Company Invitations* screen opens.

Manage Invitati	MBW Guru ACCEPT	REJECT	
		Agree to Terms and Conditions (view)	



To accept an invitation, complete the following steps.

- 1. Check the Agree to Terms and Conditions box. You can select View to see the Terms and Conditions text.
- 2. Select Accept to accept the invitation.

Managing Members of Your Team

The *Manage Members* screen includes a list of members who have joined your company.

To open the *Manage Members* screen, select **Manage Team** from the *Resource Center Home* page **Welcome** drop down list.

Service Leadership		Total Profit Solut	SERVICE Licenses INDEX		
Help Center	Contact Us Buy SLIQ			Welcome, Michele Wiedemer	
				My Account	
	Resource Center Home Page Coming Soon			Manage Company	
				Manage Team	
	© 2000-2013 Service Lastership, Inc.			Billing	
				Logout	

The Manage Members screen is illustrated below.

MANAGE MEMBERS						
List of users who are members of your Company account.						
Company Members						
User	Emall	Title	Actions			
Michele Wiedemer	mbwguru@sbcglobal.net	Admin 1	EDIT REMOVE			
John Smith	mbwiedemer@yahoo.com	CA	EDIT REMOVE			
	Title CA		CANCEL SAVE			
MAINAGE A CCESS AND FERMI SSIONS List of Users with access to any of the applications or products in your Company Account. Users with a checkmark in the Account Admin column may edit access and permissions for your company.						
Resource Center	soons or products in your Company Account. Users with a checkmark i	n the Account Admin column may -	ear access and permissions for your company.			
User		Account Admin	Account Admin			
			*			
Michele Wiedemer		8				



After you have purchased SLIQ, you will have an additional section that includes SLIQ Permissions.

lser	Er	nall			т	tle	Actions				
Michele Wedemer	m	bwguru@sbcglobal.n/	e.				EDIT	REMOVE			
MANAGE ACCESS AND PERM	MISSIONS										
t of users with access to any o	of the applications or prod	ucts in your Compa	inv Account Use	ers with a checkn	nark in the Accou	nt Admin column r	nav edit access a	and permissions for your con	nany		
,			.,					,,,,			
Recourse (Ce	nter										
Resource Ce	nter										
User	nter			Accourt	nt Admin					SLIQ	
	nter			Accour	nt Admin					SLIQ ®	
User	nter				nt Admin						
User	nter				nt Admin						
User	nter				nt Admin						
User Michele Wademer					nt Admin						
User					nt Admin						
User Michae Wasemer SLIQ Permis		View PBM	Edit PBM		nt Admin View OML	Edit OML	Set OML	View Diagnostics	View Action 1	8	ge Action Plan
User Michele Wedemer SLIQ Permit User Fur	ssions	View PBM ®	Edit PBM	8		Edit OML	Set OML	View Diagnostics	View Action H	8	ge Action Plan
User Michele Wedemer SLIQ Permit User Fur	SSIONS nctional Area			8 Set PBM	View OML			-		Ø Plan Mana	ge Action Plan

To edit one of your Company Members, complete the following steps.

- 1. Select the **Edit** button next to the name of the team member you want to change.
- 2. Enter or change the **Title** for the selected team member.
- 3. Check or clear the Resource Center User **Account Admin** box to grant or remove privileges to edit access and permissions for your company.
- 4. Check or clear the SLIQ Permissions boxes to grant or remove privileges to perform the indicated actions in SLIQ for your company.
- 5. Select Save.

Using Help and Frequently Asked Questions

The Help and FAQ links provide additional information about the Resource center.

To access the Help and FAQ screens, select Help Center from the Resource Center navigation menu. Select **General Help** to see a page of all Help Topics. Select **FAQs** to see a list of frequently asked questions. To read additional information, select the appropriate link.

Help Center	Contact Us
General Help	
FAQs	

Logging Out

When you have finished using the Resource Center, you should log out.

To log out screen, select Logout from the Resource Center Home page Welcome drop down list.

Resource Center Getting Started

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Retrieving a Lost Password

If you forget your Resource Center password, you can retrieve it.

To open the Password Recovery screen, select Forgot Password from the Account Login screen.

The *Password Recovery* screen is illustrated below.

PASSWORD RECOVERY	
Forgot your password? It's easy to reset. Si	nply provide the requested information to help us verify your identity by following the step-by-step instructions below:
Email	
	RESET PASSWORD

To retrieve a lost password, complete the following steps.

- 1. Enter your Email address.
- 2. Select Reset Password.

You will receive an email with instructions for resetting your password.

3. Click on the link in the email or paste the address into your browser to open the *Reset Password* screen.

The Reset Password screen is illustrated below.

RESET PASSWORD		
Configure the step two instructions in the settings menu.		
Reset Code		
New Password		
Confirm New Password		
	RESET PASSWORD	

- 4. Enter your **New Password**. The password must be at least eight characters long and include at least one non-alphanumeric symbol.
- 5. Retype your **New Password** to confirm it.
- 6. Select Reset Password.