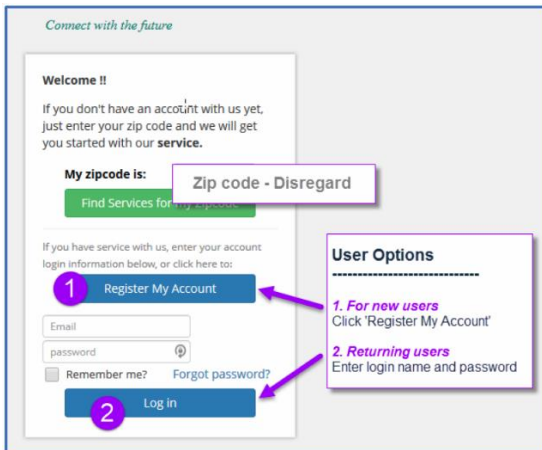
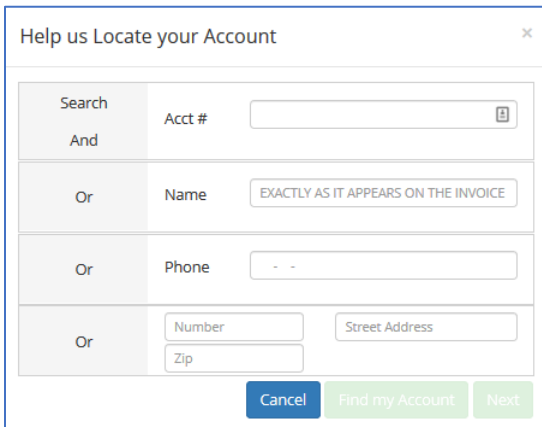


Product: WebManager 2.0
RouteManager Online // RouteManager

Overview

Web Manager 2.0 is a customer portal designed to: 1) Allow customers access their service information, open invoices as well as make payments online.

Landing Page

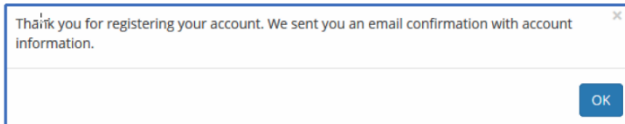
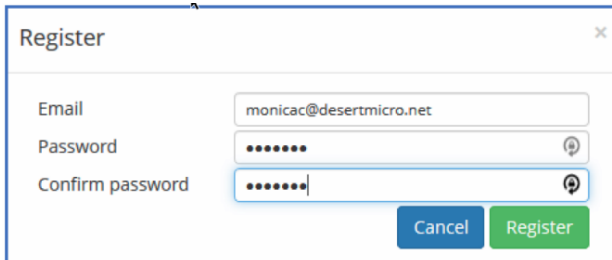
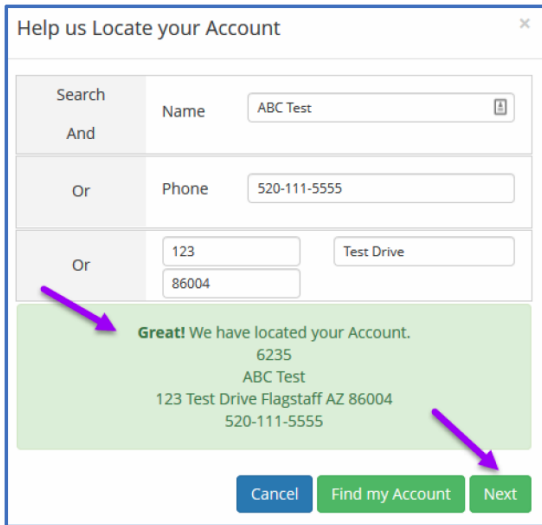
Two options to users: 1) New Users, and 2) Returning users

1. Option 1: New User

- a. Screen 1: Help us locate your Account (two items required)
 - i. Item 1 (REQUIRED): Account Number
 - ii. Item 2: Choose from the following
 1. Customer service name
 2. Service phone number, or
 3. Service address

b. HINT: All information is available on customer invoice

Product: WebManager 2.0
RouteManager Online // RouteManager



Landing Page (Screen 1: New User cont.)

- i. Once the data is entered, click 'Find my Account'
- ii. If the data is incorrect, simply re-enter data
- iii. Once the correct account appears at the bottom of the screen, click 'Next'

c. Screen 2: Register (enter login details)

- i. Email
- ii. Password
- iii. Confirm password
- iv. Once data is entered, click 'Register'

- v. Once the confirmation window pops up, click 'OK'.

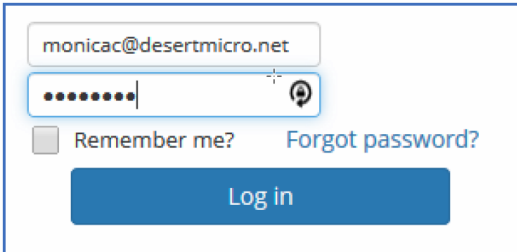
Product: WebManager 2.0
RouteManager Online // RouteManager

Dear new user,

Thank you for signing up for WebManager 2.0 and welcome!
Your email was associated with an existing account. Log in to your account to start using WebManager 2.0.

Account information
Account number: 6235
Service address: [123 Test Drive Flagstaff AZ 86004](#)
Sign up date: 10/13/2017 1:04:08 PM
Login email address: monicac@desertmicro.net

Sincerely,
- The DesertMicro Team

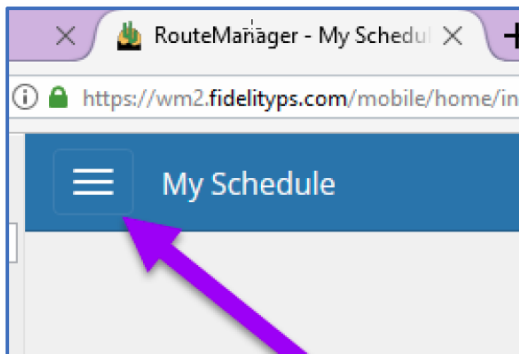


monicac@desertmicro.net

.....

Remember me? [Forgot password?](#)

Log in



- d. NOTE: A welcome letter will be delivered to the registered email address. If its not received, reach out to the business for more information

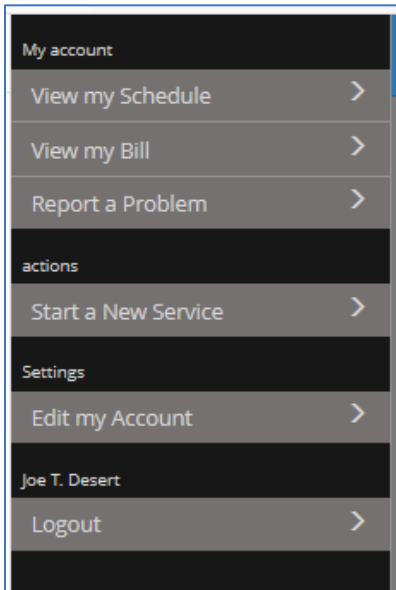
2. Option 2: Returning customer

- Enter the email and passwords for the specific customer
- Click 'Log in'

Welcome Page

To access the items available, click on the three-line menu button (a.k.a., hamburger) to present menu options

Product: WebManager 2.0
RouteManager Online // RouteManager

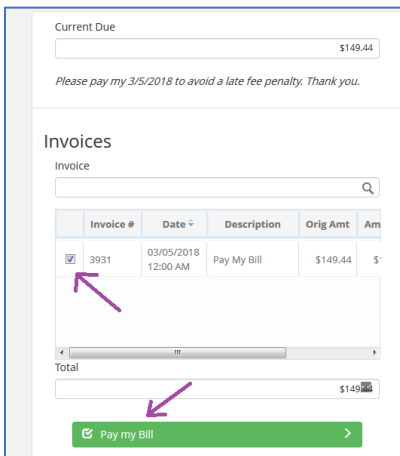


1. My Account options

- a. **View my Schedule:** Presents regularly scheduled services
- b. **View my Bill:** All open invoices will present. Includes option to pay bills via credit card
- c. **Report a Problem:** Submit issues. Gets submitted into customer's notes
- d. **Start a New Service:** Add scheduled services (Prepayment required)
- e. **Edit my Account:** Make updates to customer service information
- f. **Logout:** Exit the WebManager 2.0 system

2. View My Bill





- a. From main menu, select 'View My Bill'. Lists all the customer's open invoices
- b. Select the Invoice to be paid (click check box)
- c. Click the 'Pay my Bill' button



Product: WebManager 2.0
RouteManager Online // RouteManager

Enter your credit card information below:



Payment Details

CARD NUMBER

EXPIRATION DATE CV CODE
/ 19 ...

NAME

Save for Recurring

3. Pay my Bill

NOTE: To ensure a successful transaction, enter credit card information manually. Using autofill applications may cause errors

- a. Enter the following information
 - i. Card number
 - ii. Expiration date -- > **MMYY** (slash populates automatically)
 - iii. CV code
 - iv. Name on the credit card
 - v. Save for Recurring -- > Saves this card to auto-pay invoices

- b. Confirm all data has been entered correctly. Click the 'Submit Payment' button

