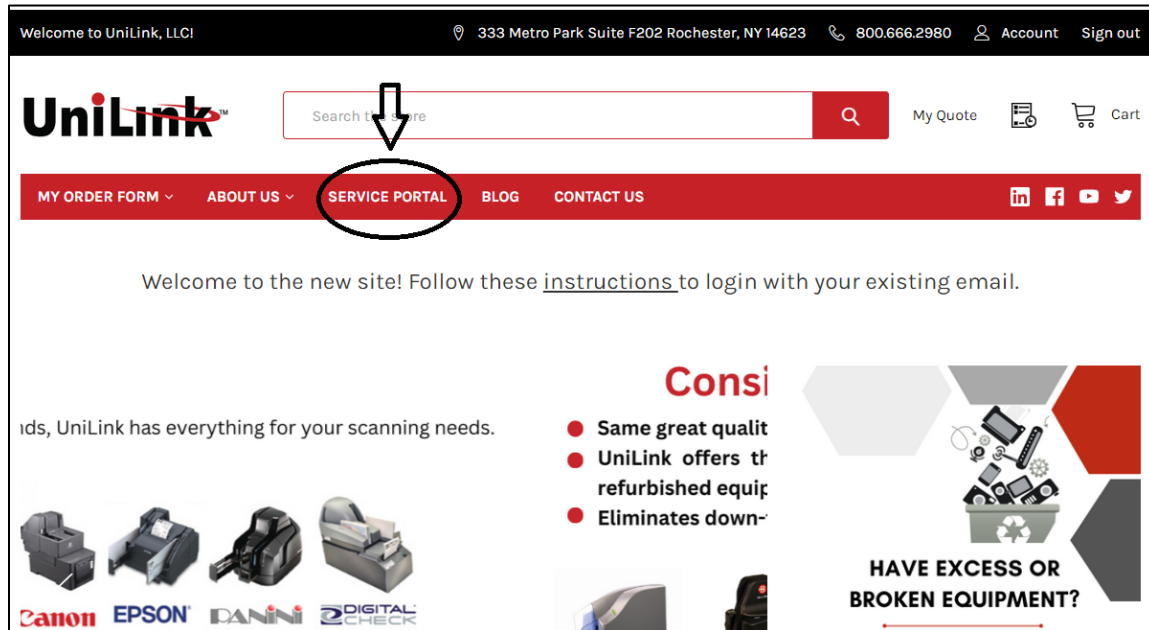


# UniLink SERVICE PORTAL INSTRUCTIONS

## How to Log and Open a Service Ticket

Select menu option from the UniLink website ([unilinkinc.com](http://unilinkinc.com)) or access directly with URL below.



To access the Service Portal directly go to: <https://serviceportal.unilinkinc.com>

**UniLink Service Portal**

In order to streamline service requests and better serve you, we utilize a service ticket system. Every service request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A service account and valid email address is required to submit a ticket.

**NOTE:** If you have an existing account for the Service Portal, you DO NOT need to reset your password. You can simply login with those credentials below.

If you are a first-time user, once you register for a new account, please call us at 1-800-666-2980 ext.198 or by emailing our Service Team at [suppliesrepair@unilinkinc.com](mailto:suppliesrepair@unilinkinc.com), mention the state you are calling from and that you just registered for an online account. A UniLink representative will then activate your access to your FREE service request form.

If you are a returning customer, and already have an account, please log in below.

For any other assistance with this site, contact our Service Team at 800.666.2980 x198.

[Return to UniLink Ordering Portal](#)

**Welcome, Please Sign In**

I am a new customer.  I am a returning customer.

By creating an account at UniLink Inc. you will be able to shop faster, be up to date on an orders status, and keep track of the orders you have previously made.

E-Mail Address:

Password:

[Password forgotten? Click here.](#)

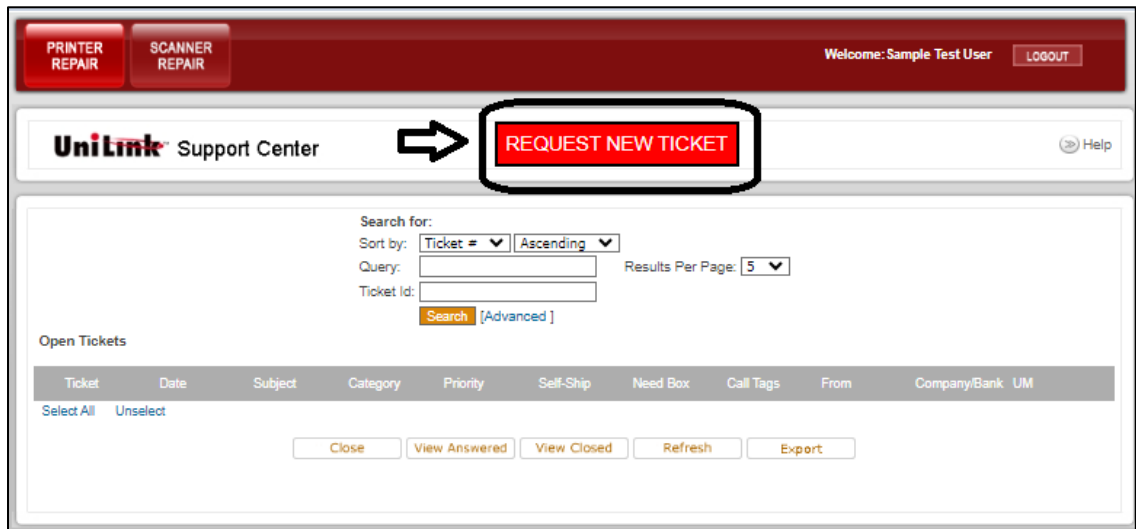
If you are a first-time user, once you register for a new account, please call us at 1-800-666-2980 ext.198 or by emailing our Service Team at [suppliesrepair@unilinkinc.com](mailto:suppliesrepair@unilinkinc.com), mention the state you are calling from and that you just registered for an online account. A UniLink representative will then activate your access to your FREE service request form.

If you are a returning customer, and already have an account, you can simply use the login using your email address and password.

**NOTE:** If you have an existing account for the Service Portal, you DO NOT need to reset your password. You can simply login with those credentials below.

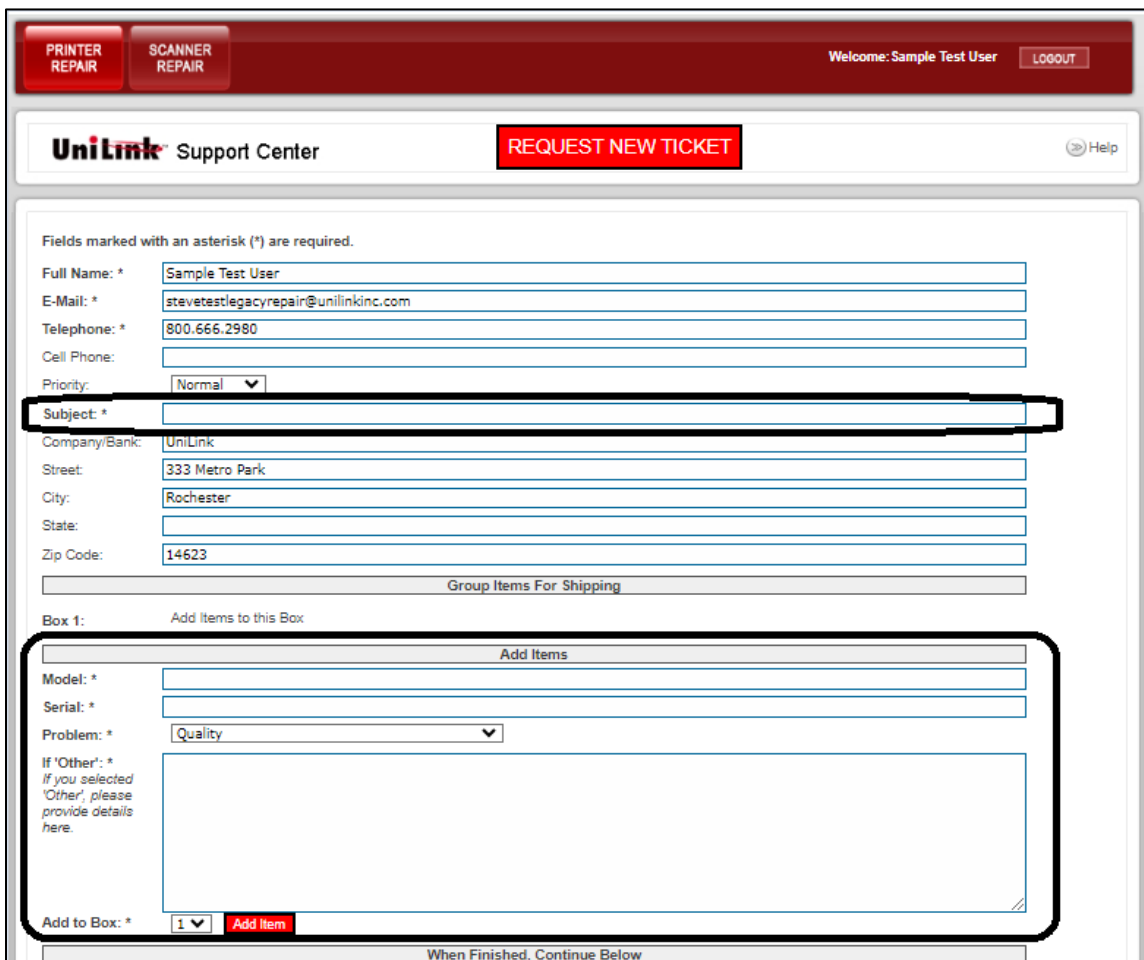
Once logged in, you will be redirected to your UniLink's Support Center page where you can open new service tickets and view the status and updates on existing tickets.

To open a new ticket, select **“Request New Ticket”**.



Fill out the ticket in its entirety and select **“Add Item”** when finished.

**\*Be sure to use a detailed Subject Line with Manufacturer of unit, Model Number, Serial Number and Problem**



Be sure to read and review all important shipping details. Click **“Open Ticket”** to proceed. You will then receive an e-mail confirmation with shipping information.

When Finished, Continue Below

Do You Need Pre-Fabricated Shipping Boxes? **(NOTE: Damage caused by poor packaging in transit is not the responsibility of UniLink)**  
(Please see [here](#) for UPS packaging guidelines)

Yes   
No

If you choose to receive pre-fabricated shipping boxes:  
UniLink will ship you boxes for your repair with pre-molded foam to fit and protect your equipment. Once shipping materials are received, please ship equipment to UniLink's repair facility within 10 business days.

*In the event that UniLink does not receive your equipment, you will be invoiced for the shipping materials and payment is due upon receipt of invoice.*

Do You Need Shipping Labels? (Call Tags)

If you select yes:  
**A UPS driver will arrive at your location within 48 hours, and will bring the shipping labels directly to you. Please have your boxes prepared for shipment.**

Yes   
No

**IMPORTANT - PLEASE READ**

Requests for Shipping Materials and Call Tags:  
Please make sure you choose yes if you would like to receive shipping materials and/or call tags. The system automatically generates requests for shipping materials/call tags and you will not receive them unless you choose yes as your answer.

Please **DO NOT** ship ink cartridge or cables with your equipment.  
An ink cartridge may cause damage to your equipment during shipment, please remove before sending to UniLink.

**90-Day Warranty on UniLink Repairs**  
All UniLink repairs include a 90-day warranty subject to terms and conditions. 90-day repair warranty is only applicable to those parts and labor that have been repaired and/or replaced at the time of the initial repair. All consumables are excluded from warranty coverage. Warranty terms are subject to change at any time. Please contact UniLink for further information.

**In the event a repair requires customer approval to complete, UniLink will notify the customer using the phone number and email address provided on the repair ticket to secure approval to complete the repair at the quoted rate or dispose of the equipment at no charge to the customer.**

**If you need to update or confirm the contact information used for this service ticket, click [HERE](#) use the **MY ACCOUNT** button on the top menu.**

**NOTE: After 90 days, if UniLink has not received a response to complete the repair or dispose of the equipment, UniLink will dispose of the equipment sent in for service and close the ticket.**

I understand and authorize UniLink to dispose of any equipment for this service ticket after 90 days, if there is no response to UniLink's request to complete the repair or dispose of the equipment.

**Agree and Authorize**

Once you submit this repair ticket, you will receive an email confirmation within two business hours.

If you do not receive confirmation, or if you need additional assistance, please contact us at 1-800-866-2980 or [SuppliesRepair@unilinkinc.com](mailto:SuppliesRepair@unilinkinc.com).

**By clicking **Open Ticket** you accept the above terms of the repair order being placed.**

RESET CANCEL Open Ticket

To track the status of your repair, log in to your service account, and click on your ticket ID number under the “Open Tickets” section to access the detailed ticket information page.

Search for:  
Sort by: Ticket # | Ascending  
Query:  Results Per Page: 5  
Ticket Id:   
[Search](#) [\[Advanced\]](#)

Open Tickets

Ticket	Date	Subject	Category	Priority	Self-Ship	Need Box	Call Tags	From	Company/Bank	UM
<input type="checkbox"/> 1024232	03/08/2017	TEST	Support	Normal	Yes	Yes	Yes	Colleen Donahue	UniLink Inc.	

Select All Unselect

[Close](#) [View Answered](#) [View Closed](#) [Refresh](#) [Export](#)

10. The next screen will allow you to view your ticket in detail. You will be able to see any updated information regarding your unit including what work has been performed.

Ticket ID: 1022770

Name:	Jane Doe	Email:		Priority:	Normal		
Company/Bank:	UniLink Bank	Subject:	Burroughs Scanner is broken	IP:	66.152.118.197	Status:	closed
Street:	333 Metro Park	City:	Rochester	State:	NY	Zip Code:	14623
Phone:	5852482980	Cell Phone:				Sales to Call:	No
Shipping:	On Own with 1 box	Last Technician in charge:		Need Box:	Yes	Call Tags:	No
Boxes:	Box: 1						

Model: SmartSource Elite  
Serial: 1234567  
Problem: Other  
Description: making funny noise

Model: SmartSource Elite  
Serial: 654321  
Problem: Passbook Printing Problems  
Description: See Problem

[Re-Send E-Mail](#)

To view any completed repair tickets, click the “View Closed” tab.

Search for:  
Sort by: Ticket # | Ascending  
Query:  Results Per Page: 5  
Ticket Id:   
[Search](#) [\[Advanced\]](#)

Open Tickets

Ticket	Date	Subject	Category	Priority	Self-Ship	Need Box	Call Tags	From	Company/Bank	UM
<input type="checkbox"/> 1024232	03/08/2017	TEST	Support	Normal	Yes	Yes	Yes	Colleen Donahue	UniLink Inc.	

Select All Unselect

[Close](#) [View Answered](#) [View Closed](#) [Refresh](#) [Export](#)

For any other assistance with this site, contact our Service Team at 800.666.2980 x198 or by email at [suppliesrepair@unilinkinc.com](mailto:suppliesrepair@unilinkinc.com).