

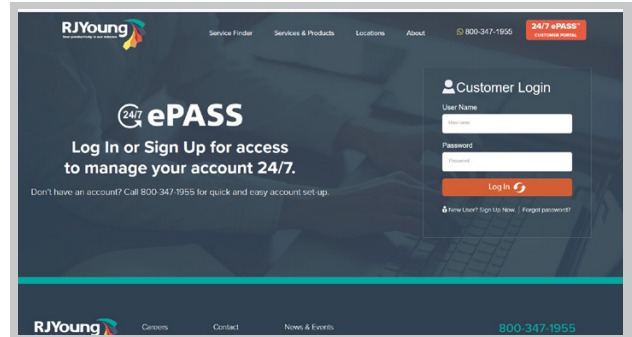
01

Login to your account

Go to customers.rjyoung.com

- Enter your username and password
- click the "Log In" button

**If you need to request a login, click on "New User? Sign up now."*

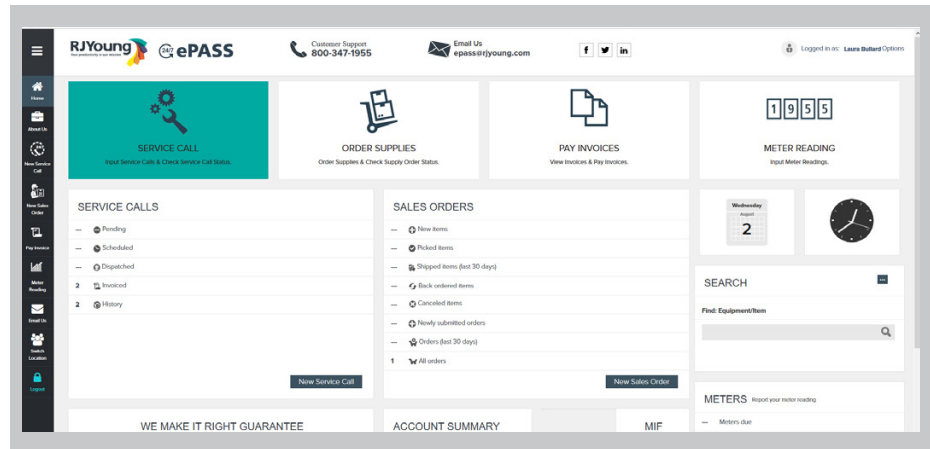


02

Initiate the Service Call

From the Home screen:

- Click on the Service Call button

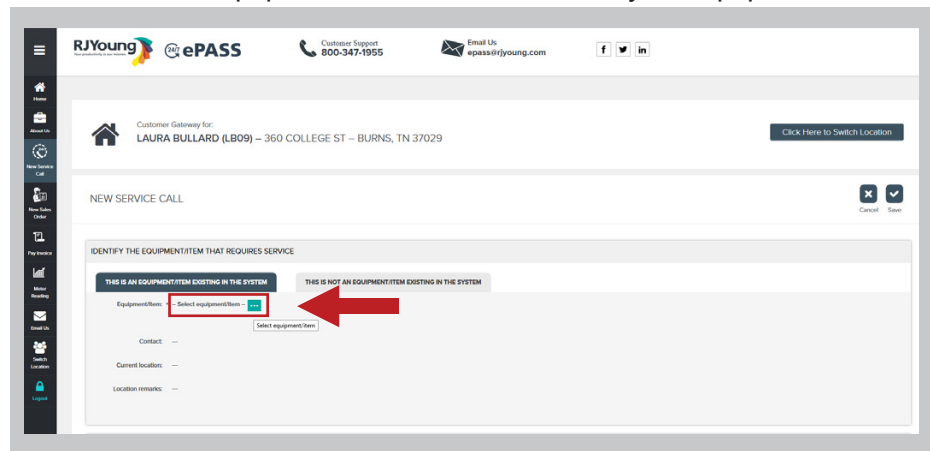


03

Identify the Equipment

Find the Equipment:

- Click the "Select equipment" link to show a list of your equipment



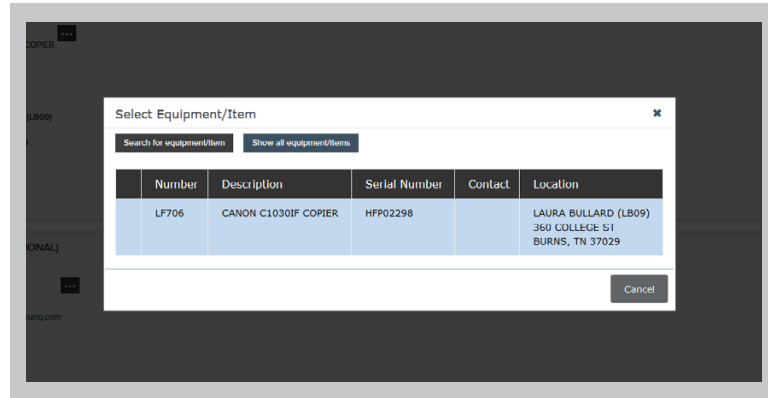
(continued)

03

Identify the Equipment (continued)

Select the Machine:

- Click on the equipment that needs a service or help request

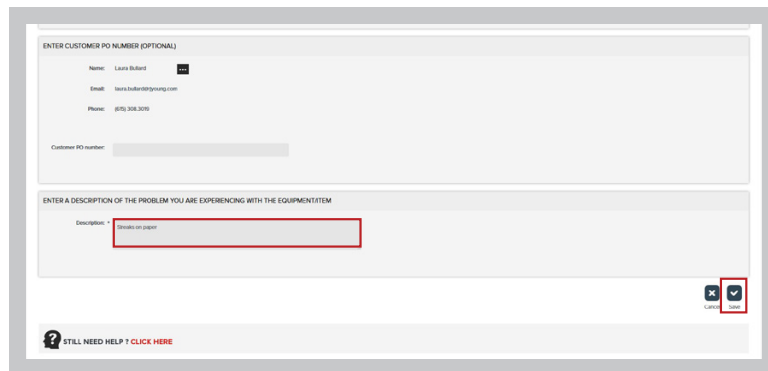


04

Enter Details & Submit

Tell us what you need help with, then submit your request:

- Scroll to bottom of page and enter a description of your issue
- Click 'Save' on the bottom-right of screen



05

View Status

Check status of current service calls and review previous calls here:

- The newest call/request will appear at the top of the list

