

The ExpressTime Insider



February 2016

As you know, the <u>ExpressTime Communication Manager</u> completely changes the way you and your clients stay connected. Your clients even have their own, individual portal where they login and submit requests or issues. It's come to our attention that many of you have not yet allowed your clients to have their own portal. This is a valuable aspect of the CRM that will allow your clients to communicate with you and track progress on issues. For those of you who haven't set up a client portal, here's how:

Learn more about our Solutions:

- <u>ExpressTime</u>
- <u>ExpressInspections</u>
- <u>ExpressTime Com-</u> <u>munication Manag-</u> <u>er</u>
- <u>ExpressAccounting</u>

You can add other office personnel to our newsletter subscription by sending their email address to Scarlett at <u>sthart@expresstime.net</u>.

HAVE QUESTIONS? CONTACT US: 1-888-457-7978 <u>support@expresstime.net</u> <u>www.ExpressTime.net</u> To give your clients a portal, their name and email will need to be listed in the **Contacts** section of their building in ExpressTime. To login, your clients will go to <u>http://</u> <u>crm.expresstime.net</u>. Their **Username** is their email address, and their initial password is **B13579a**. They'll be able to change their password under the **My Profile** tab.

My Home My Communications My Inspections My Files My Profile Logout Welcome back, Your name here Your Company Name Here On behalf of ServiceMaster Cleaning Alternatives, we would like to thank you again for being a customer. We have provided the Customer Communication Manager (CCM) tool as a means of communications between you and our staff in

provided the Customer Communication Manager (CCM) tool as a means of communications between you and our staff in order to better serve you. We continually want to provide a personal relationship and don't intend for this to be a substitute, but rather to enhance it. Using this tool allows all parties to know what issues are open between us and the actions being taken to resolve them. With this you will have the ability to create issues and track the status of issues using any device with an Internet connection. The desire of us providing this is to enhance our relationship by allowing you a way of sending us a note or request anytime from anywhere.

My Communications – In this area of the site, you are able to create new issues and view existing ones. This will allow you the opportunity to look over your original communications with us and see the actions taken in order to provide you with 'real-time' updates on the issue. It is our desire to take corrective actions and let you know we value your continued business.

My Inspections – This will allow you the opportunity to view the results from inspections we do internally as a part of the quality control Process. These inspections are done periodically so we may better understand areas that can be improved upon and help to deliver outstanding customer service.

Once logged in, your clients will have a few actions they can take. They can submit an issue or request under the **My Communications** tab. The **My Communications** tab is also where they will go to check the progress on any open issues they have submitted to you.

Under the **My Inspections** tab, you clients can view any inspections that you have completed in their building and have given them access to see.

You can store your contract, task schedule, or any other documents under the My Files tab.

My Profile is where your clients can change their email address, password, and other basic information.

To learn more about the client portal, <u>click here.</u> Still need help? Give us a call at 1-888-457-7978.