

CONNECT CUSTOMER GATEWAY

Overview - 2020

DUMAC 

Creating Commerce Solutions for a Connected World.

CONNECT – Customer Gateway



- › DUMAC's CONNECT Customer Gateway allows our valued customers access to create and view Service Calls online.
- › Once a Service Call is OPENED, DUMAC technicians receive notification and will contact you or your staff, freeing you to focus on important work.

Initial Login Instructions

- › 1. Go to: <https://connect.dumac.com/einfo>
 - › Click <Forgot Password>
- › 2. On Forgot Password screen
 - › Enter email address
 - › You will receive an email with a temporary password
- › 3. Open the “Temporary Password” email
 - › Copy the temporary password
- › 4. Go to: <https://connect.dumac.com/einfo>
 - › Enter your email address
 - › Enter or paste the temporary password
- › 5. On the User Profile screen
 - › Enter / copy the temporary password
 - › Enter a new password
 - › Confirm your password

DUMAC

LOGIN
Login to your Account below

Email

.....

LOG IN

Forgot password?

OR

FORGOT PASSWORD

If you have an email address on record enter it here to find your account

Email: *

OK Cancel

USER PROFILE

CONTACT INFORMATION

FIRST NAME: * Becky

LAST NAME: * Leblanc

EMAIL: * rleblanc@dumac.com

PHONE NUMBER: * 1111111111

ADDRESS

ADDRESS: * whatever drive

CITY: * Mountain View

STATE: * CA

ZIP: * 12345

PASSWORD

Change password

CURRENT PASSWORD: *

NEW PASSWORD: *

CONFIRM PASSWORD: *

Navigation Guide

The screenshot shows the DUMAC customer support portal interface. At the top, there is a red header with the DUMAC logo, a phone icon, and the text "Customer Support : 315.463.1010". On the right side of the header, there is a user profile for "Becky Leblanc" with an "Options" dropdown menu. Below the header, there is a navigation bar with two main buttons: "SERVICE CALLS" (with a headset icon) and "EQUIPMENT ITEM" (with a printer icon). A large central banner features a hand pointing at a digital interface with the word "SUPPORT" and various icons. To the right of the banner, there is a "CUSTOMER GATEWAY FOR:" section for "BECKY AND DEVIN'S CANDY STORE (BA07) - asdasdadadasdadad - Mountain View, CA 12345", with buttons for "Click Here to Switch Location" and "Support Services Survey". Below this, there is a "SEARCH" section with a search bar and a "Find: EQUIPMENT/ITEM" label. At the bottom left, there is a "SERVICE CALLS" section with a list of call statuses: Pending, Scheduled, Dispatched, On hold, and Invoiced. Numbered callouts (1-14) are placed throughout the interface to identify specific navigation points.

1	Home
2	About Us
3	New Service Calls
4	Email Us
5	Switch Locations
6	Logout
7	View Service Calls
8	View Equipment
9	Logout, Change Password
10	Switch Location
11	Support Services Survey
12	View Equipment
13	Search Equipment
14	View Service Calls

To Open a Service Call

CUSTOMER GATEWAY FOR:
BECKY AND DEVIN'S CANDY STORE (BA07) - asdasdadadadadad - Mountain View, CA 12345

[Click Here to Switch Location](#)

NEW SERVICE CALL

Cancel Save

IDENTIFY THE EQUIPMENT/ITEM THAT REQUIRES SERVICE

THIS IS AN EQUIPMENT/ITEM EXISTING IN THE SYSTEM | THIS IS NOT AN EQUIPMENT/ITEM EXISTING IN THE SYSTEM

EQUIPMENT/ITEM: * -- Select equipment/item --

CONTACT: --

Select Equipment

LOCATION INFORMATION

ADDRESS: --

REMARKS: --

ENTER CUSTOMER PO NUMBER (OPTIONAL)

NAME: Becky Leblanc

EMAIL: rleblanc@dumac.com

PHONE: 1111111111

CUSTOMER PO NUMBER:

Change Contact

ENTER A DESCRIPTION OF THE PROBLEM YOU ARE EXPERIENCING WITH THE EQUIPMENT/ITEM

[No Title]

DESCRIPTION: *

Enter Problem Description

Bookmark & CONNECT:

<https://connect.dumac.com/einfo>



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