

Service Channel Portal Instructions

THE SERVICE CHANNEL CONTRACTOR APP MUST BE UTILIZED TO CHECK IN AND CHECK OUT OF THIS WORK ORDER. FAILURE TO COMPLY WITH THE FOLLOWING INSTRUCTIONS MAY LEAD TO DELAY IN PAYMENT OR REFUSED PAYMENT.

SERVICE CHANNEL APP INSTRUCTIONS:

- 1. Download service channel contractor app**
Apple Users: <https://apps.apple.com/app/servicechannel-provider/id1181414929>
Android Users: <https://play.google.com/store/apps/details?id=com.servicechannel.ift>
****Please ensure to enable location services on your device****
- 2. Login to the Service Channel Contractor App**
Username: hamiltonsafe
Password: callcenter1
- 3. Enter Work Order #, Pin #**
Work Order #: Found on task sheet
Pin #: 329763
- 4. Select "Check In"**
****Must be onsite to check in****
- 5. Upon Completion, return to the app and select "Check Out"**
Please check out in the correct status (i.e. – Parts on Order, Waiting for Quote, Work Completed)
Select number of technicians onsite

****BACKUP IVR SYSTEM****

IF THE SERVICE CHANNEL APP IS NOT WORKING, LOG INTO THE IVR SYSTEM AS A BACK UP PROCESS. FAILURE TO COMPLY WITH THE FOLLOWING INSTRUCTIONS MAY LEAD TO DELAY IN PAYMENT OR REFUSED PAYMENT.

How to Check In

1. Dial 844-335-4466
2. Enter IVR/ PIN #
3. Enter the Work Order #
4. Press the pound sign (#) to confirm number or zero (0) to re-enter
5. The IVR system will indicate your successful check-in and provide the date & time. Check-in will change the status to "In Progress/On Site". This will be the status until you check-out.

How to Check Out

1. Dial 844-335-4466
2. Enter IVR/PIN #
3. Enter Work Order #
4. Press pound sign (#) to confirm number or zero (0) to re-enter
5. You will be asked to **select job status:**
 - Press one (1) if job is complete
 - Press two (2) if job is not complete and requires authorization, for demand tickets
 - Press two (2) if job is completed but additional work found, for PM tickets
 - Press three (3) if job is not complete and requires parts
 - Press four (4) if job is not complete and requires a follow-up visit
6. Press pound (#) to confirm the job or zero (0) to re-enter the job
7. The IVR system will provide you with a check-out date, time and authorization number
8. The IVR system will ask you for the number of techs on site