



## LDARtools Support System – Part 2

This is Part 2 of a multi part tour of the Customer Portal. We will cover how to: Get a login, List/Export assets purchased from LDARtools, Track assets, Check Activated Warranties, Check outstanding Orders that need action, See what Cores are Due, Check what pump warranties have not been activated, View Support Case Status, Track phx repairs in process, Edit User information, and more!

### Track Assets by Product Name

Head to LDARtools.com, Login, click on Assets. The search screen will appear. Click the dropdown arrow to choose Product Name, in the third dropdown choose a product to search for, Click Go. A grid will populate.

The screenshot shows the search interface with 'Product Name' selected in the dropdown. The search criteria are 'SpanBox3'. The resulting grid is as follows:

View	Product Name	Serial Number	Date-Last check in	Date-Sold	Owner	Site ID (Master)
<input type="checkbox"/>	SpanBox3	SB3-186		May 18 2017	Company	Site 1
<input type="checkbox"/>	SpanBox3	SB3-185		May 09 2017	Company	Site 2
<input type="checkbox"/>	SpanBox3	SB3-179		Feb 20 2017	Company	Site 3
<input type="checkbox"/>	SpanBox3	SB3-182		Mar 03 2017	Company	Site 4
<input type="checkbox"/>	SpanBox3	SB3-176		Feb 20 2017	Company	Site 5

### Track Assets by Site ID

Once on the Assets tab, Click the dropdown arrow and choose Site ID. In the third search space enter the Site ID Name/City/State, Click Go. A grid will populate.

The screenshot shows the search interface with 'Site ID (Master)' selected in the dropdown. The search criteria are 'TX'. The resulting grid is as follows:

View	Product Name	Serial Number	Date-Last check in	Date-Sold	Owner	Site ID (Master)
<input type="checkbox"/>	Archer 2 Geo Model C	197068	Jun 09 2017	Apr 03 2017	Company	Site 1
<input type="checkbox"/>	Archer 2 Geo Model C	196881	May 15 2017	Mar 14 2017	Company	Site 2
<input type="checkbox"/>	Archer 2 Geo Model C	196854	Mar 13 2017	Mar 14 2017	Company	Site 3
<input type="checkbox"/>	Archer 2 Geo Model C	196163	Mar 22 2017	Feb 21 2017	Company	Site 4
<input type="checkbox"/>	Archer 2 Geo Model C	196034	Mar 17 2017	Feb 21 2017	Company	Site 5

### Steps to Check Activated Warranties

Click Warranty tab on the main screen,  
Click the link  
Warranty Activations of current login,  
A grid will populate with  
current warranties.

The screenshot shows the main screen with the 'Warranty' tab selected. The 'Warranty Activations' grid is as follows:

View	Workflow State	SiteID (master)	Part Type	part serial number	Product Serial Number	Warranty-End Date	Notes to Customer
<input type="checkbox"/>	Warranty Updated	DPO	Pump #1164	S23234	phx21-1281	Jan 12 2017	
<input type="checkbox"/>	Warranty Updated	DPO	Pump #1164	S23250	phx21-1036	Jan 01 2017	