

## Take Control of Your Account

Manage your printer and account needs all in one place with RPG's eInfo Online Portal.

With the touch of a button you can order supplies and check your order status, input meter readings and view meter history, initiate service requests, monitor account information, and view your account summary, all within eInfo. It's mobile friendly too!

If you're already an RPG contract customer you can easily order supplies, request service, submit meter reads, and access your accounting information, all online! Taking control of your account is as easy as 1, 2, 3! Want to set up a new online account? Simply follow the instructions.

The screenshot displays the RPG Squarefoot Solutions website. At the top, there's a navigation bar with contact information (800-521-6319, 301-498-3225, info@rpg.com) and social media links. Below this is a header with the RPG logo and a menu including Professional Services, Technology Solutions, Support, Hot Topics, Government, Shop, Contact, and Cart. The main content area features a large banner for 'Technology Solutions for the Construction Industry' with a 'GET STARTED' button. To the right, a 'Service Request' dropdown menu is open, highlighting the 'Contract Customers' option. Below the banner, there's a 'CUSTOMER PORTAL' section with fields for Username and Password, a 'LOG IN' button, and links for 'New user? Sign up now.' and 'Forgot Password?'. At the bottom, the 'SIGNUP' process is shown, starting with 'STEP 1 - CONTACT INFORMATION' where users enter their email, first name, last name, and phone number. 'STEP 2 - COMPANY IDENTIFICATION' follows, where users can either enter their company number or provide company name and address. A red circle highlights the 'I KNOW MY COMPANY NUMBER' option and the 'Company Number' field.

1. Go to [www.rpg.com](http://www.rpg.com)

Click "Contract Customers" found under Support

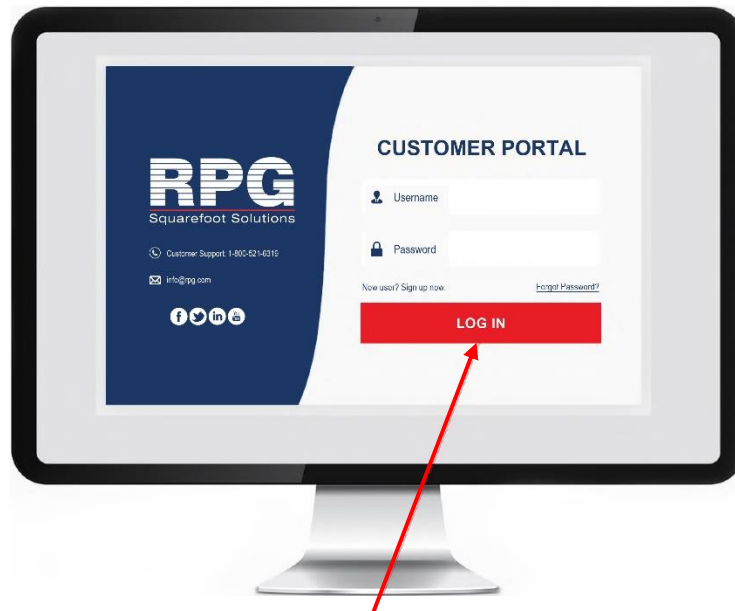
2. Select "Sign up now"

3. Create your account

Enter your information. You can find your RPG account # on your statement.

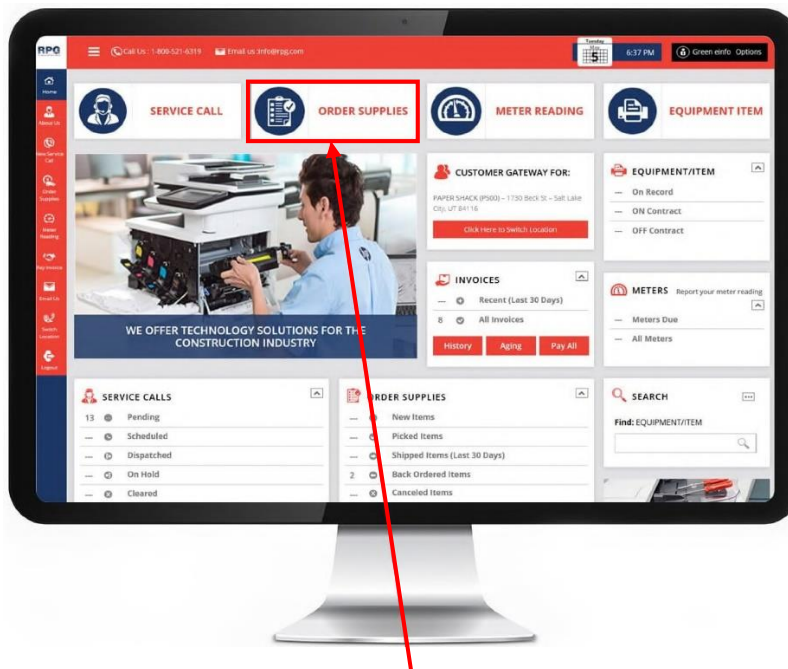
## How to Order Supplies

1. On the login screen, enter your Username and Password. Click the Login button.



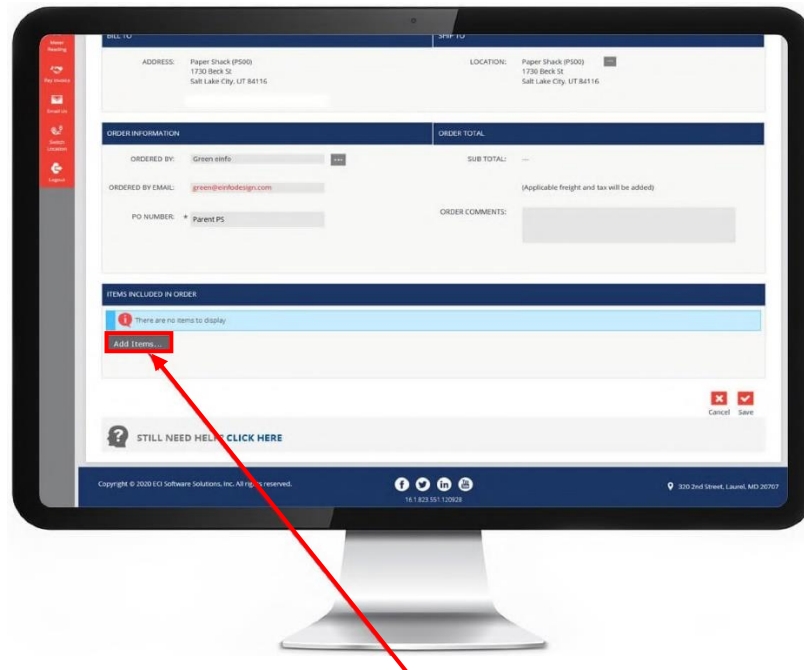
Login Button

2. On the dashboard screen select the Order Supplies button.



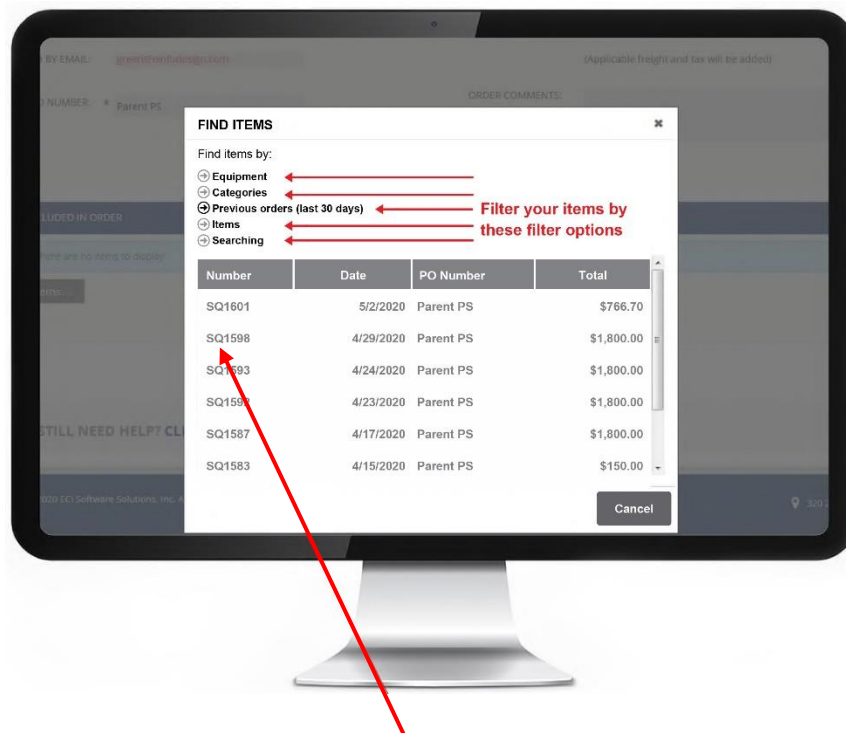
Order Supplies Button

3. On the Sales Order screen, click the Add Items button.



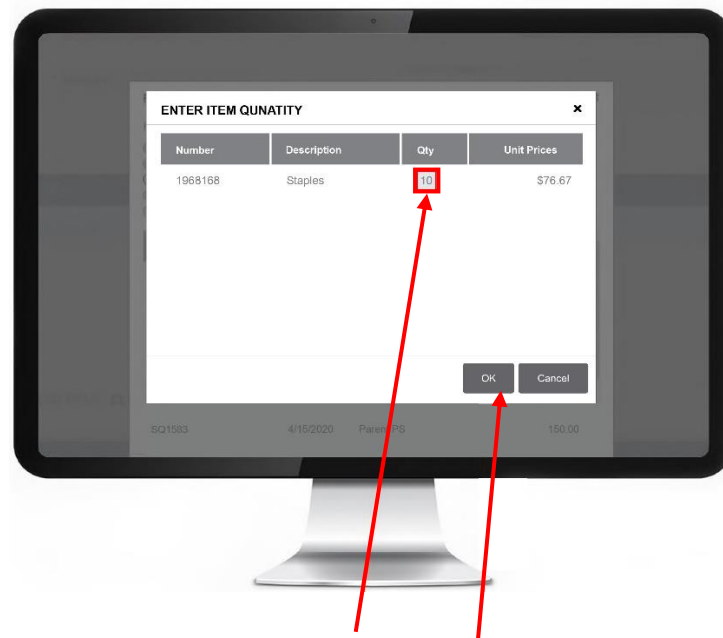
Add Item Button

4. On the popup, choose how you would like to find the items you are looking for.



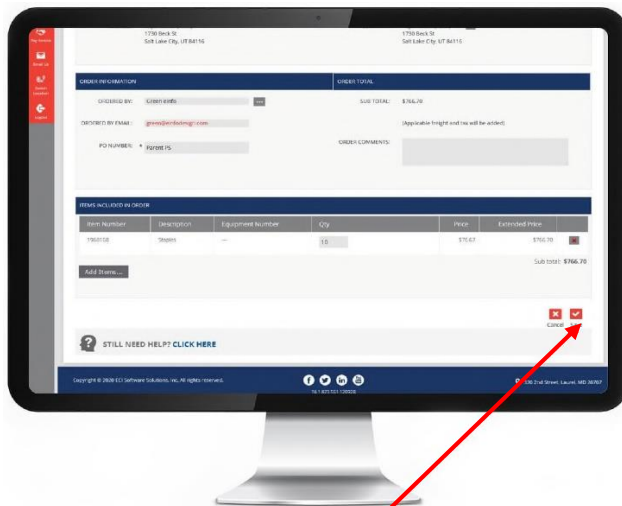
Choose the Equipment you need supplies for.

5. On the new popup, click the quantity you would like to order. Click OK.

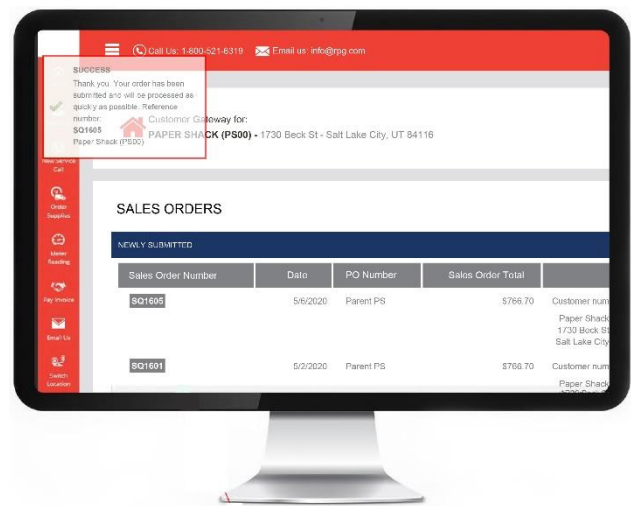


Enter the Quantity and click OK

6. Once you have added all the items you would like to order, click Save. You will receive a Thank You popup confirming your order was received.



Click Save

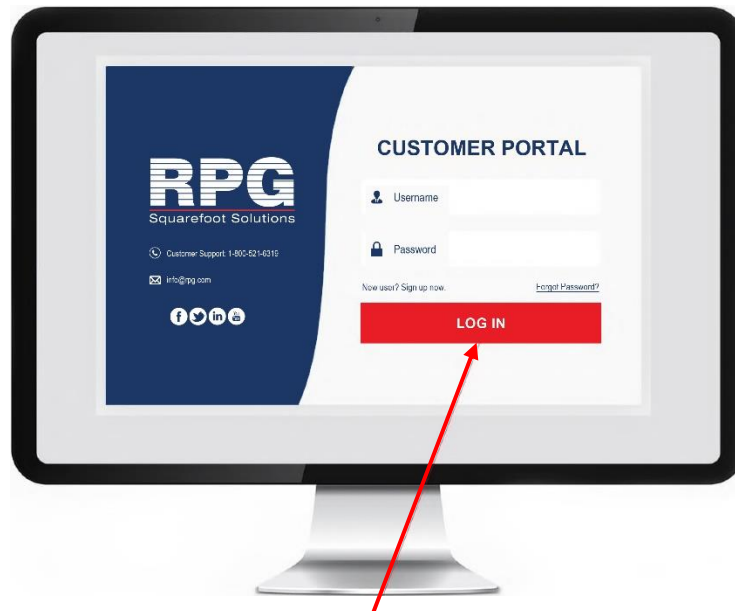


Success!

***Your Supply order is complete.***

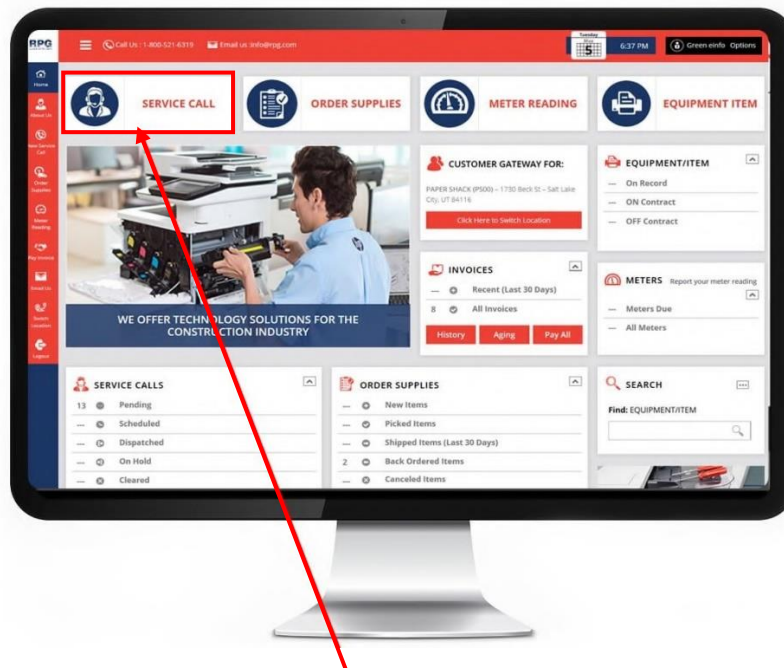
## How to Place a Service Call

1. On the login screen, enter your Username and Password. Click the Login button.



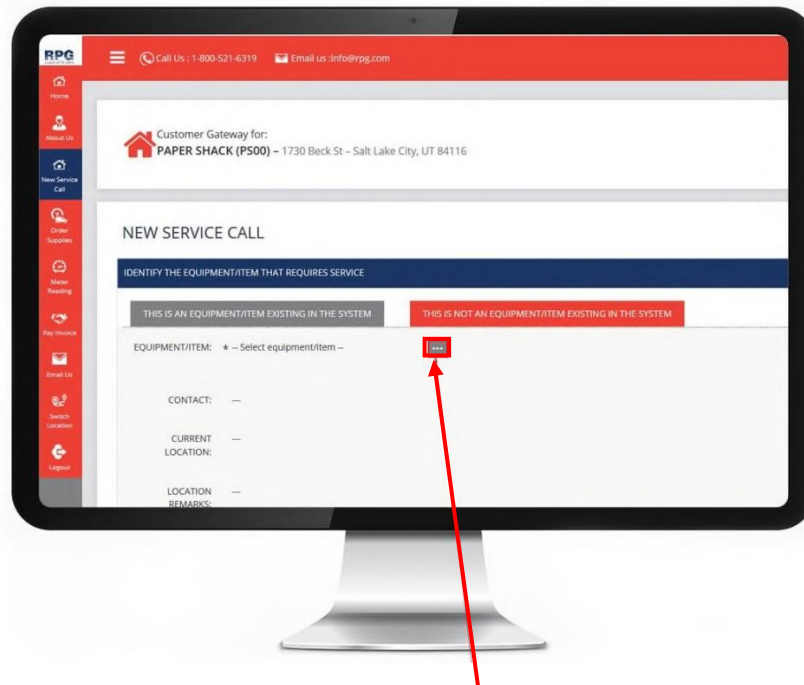
Login Button

2. On the dashboard screen select the Service Call button.

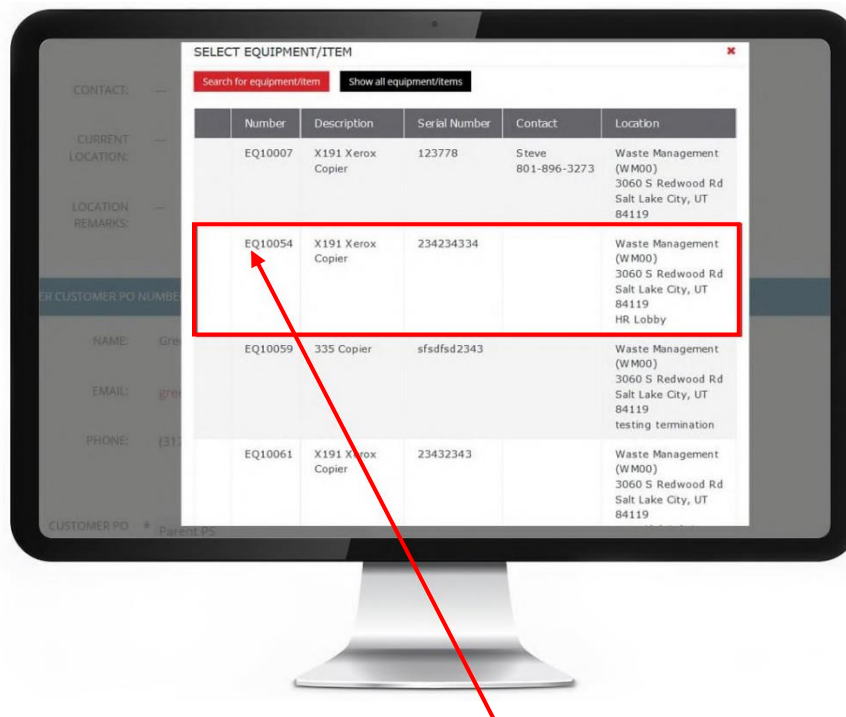


Service Call Button

3. On the Service Call screen, click Select Equipment/Item to choose the equipment that needs service.



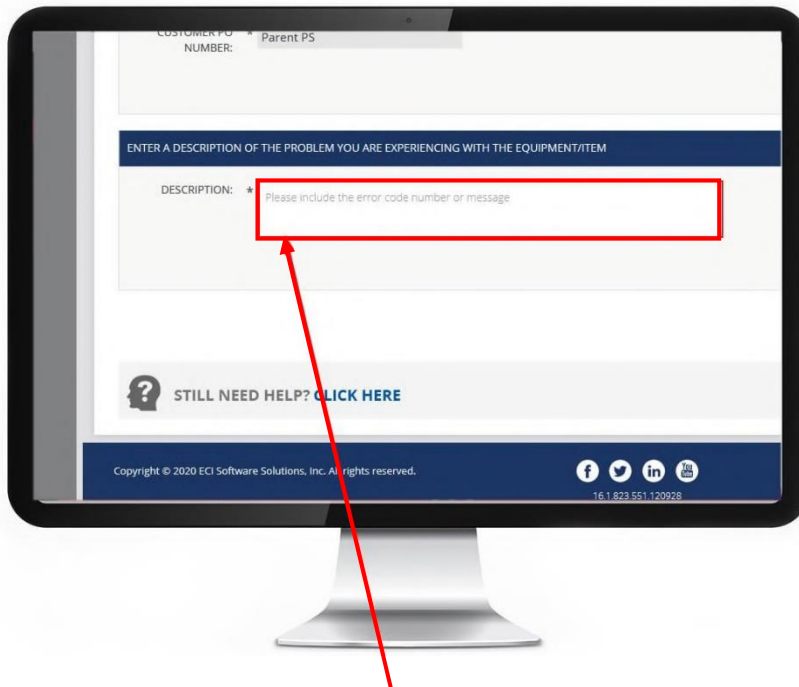
Click here to open the popup with your equipment listed.



Select the equipment that needs service.

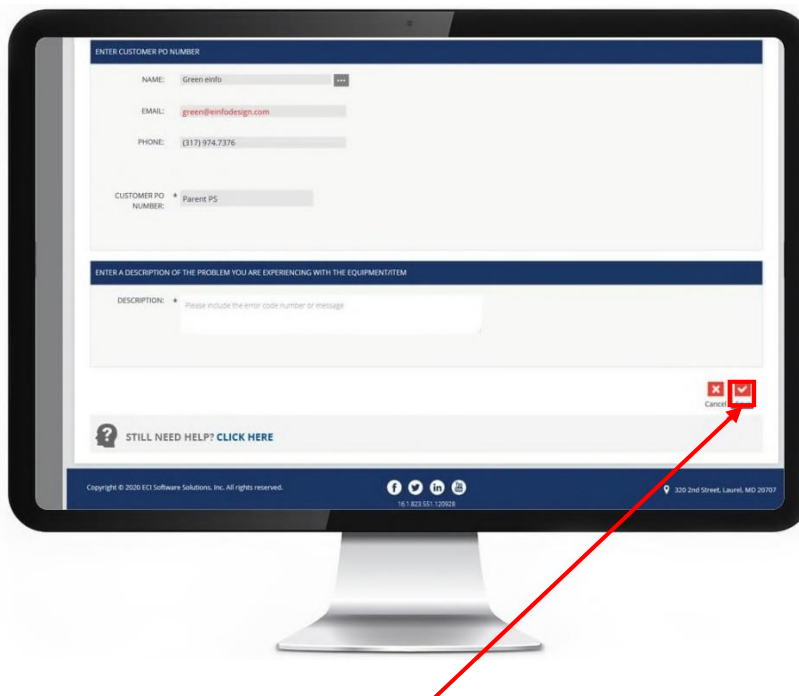


4. Enter the issues you are having in the Description box.



Type your issue here.

5. Click the Save button to submit your Service Call.

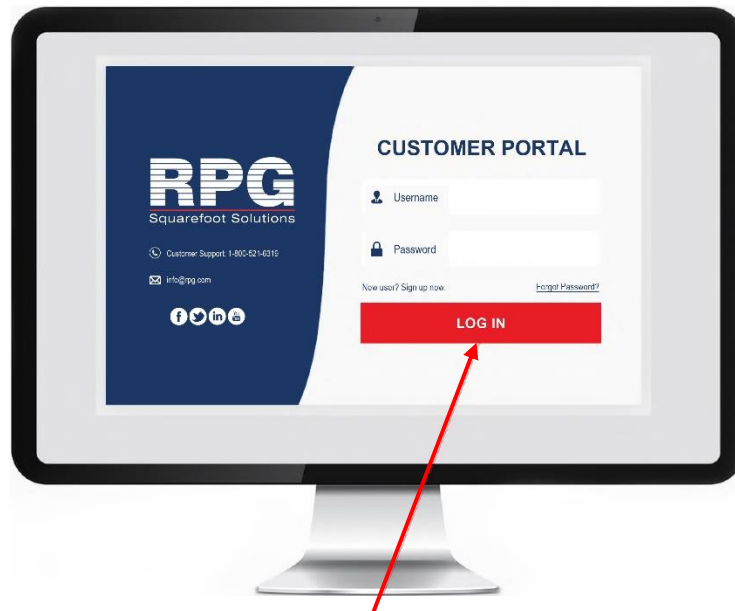


Click here to save your information.

***Your Service Call is submitted.***

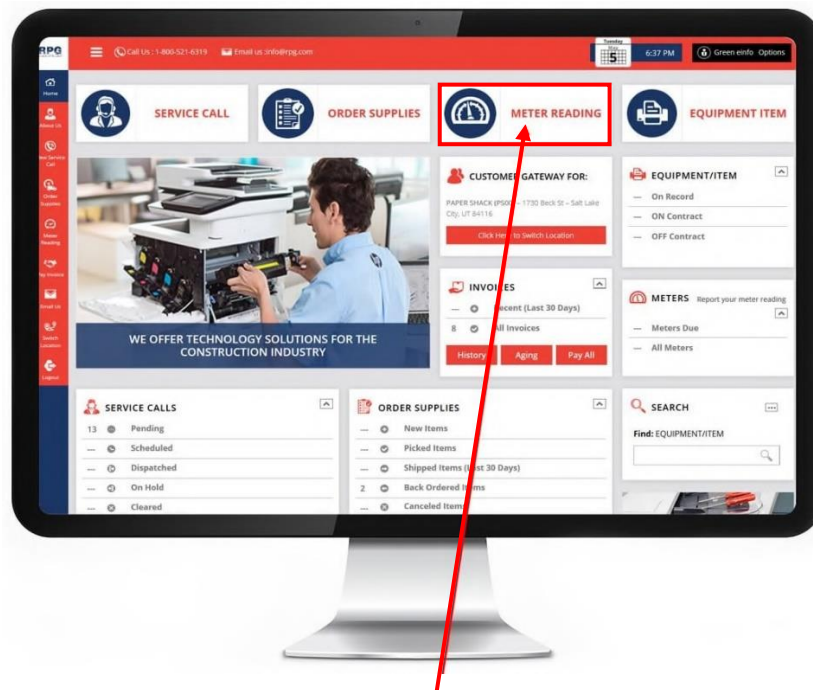
## How to Submit a Meter Reading

1. On the login screen, enter your Username and Password. Click the Login button.



Login Button

2. On the dashboard screen select the Meter Reading button.



Meter Reading Button



3. On the Meter Reading screen, scroll to the equipment you want to submit a meter for. Chose the date for the meter reading.

DESCRIPTION: X191 Xerox Copier

SERIAL NUMBER: 234234334

MAKE-MODEL: Xerox - X191

METER INSTRUCTIONS: ---

LOCATION: Waste Management (WM00)  
3060 S Redwood Rd  
Salt Lake City, UT 84119

LOCATION: HR Lobby

REMARKS:

**METER READING**

METER READING \* 4/23/2020

DATE:

Last Reading Date	Last Reading	Meter Type	New Reading	Status	Meter Validation Message
3/7/2020	502,001	BW	*	Overdue	

Meter reading IS REQUIRED

Select the date and meter reading text area.

4. Type the meter reading in the New Reading box. This will generate a new popup. Click OK to close the popup.

SERIAL NUMBER: 234234334

MAKE-MODEL: Xerox - X191

METER INSTRUCTIONS: ---

LOCATION: Waste Management (WM00)  
3060 S Redwood Rd  
Salt Lake City, UT 84119

LOCATION: HR Lobby

REMARKS:

**NEW METER READING**

Last reading: 502001

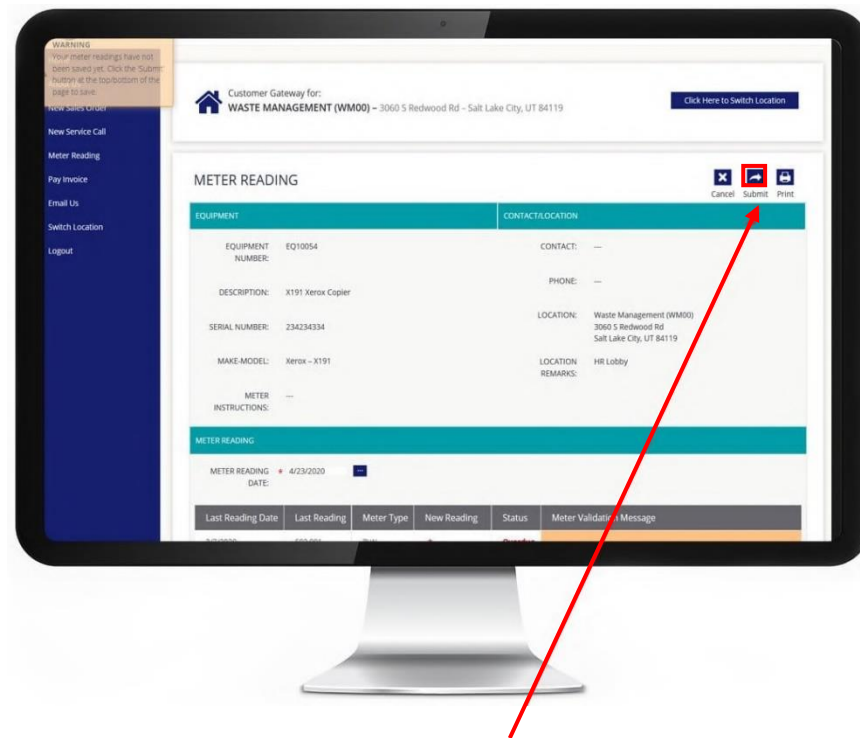
New reading: 2

Total: -501999

OK Cancel

Enter the reading and click OK.

5. Click the Submit button at the top or bottom of the page to save your meter reading.



Click the Submit Button

***Your Meter Reading is submitted.***