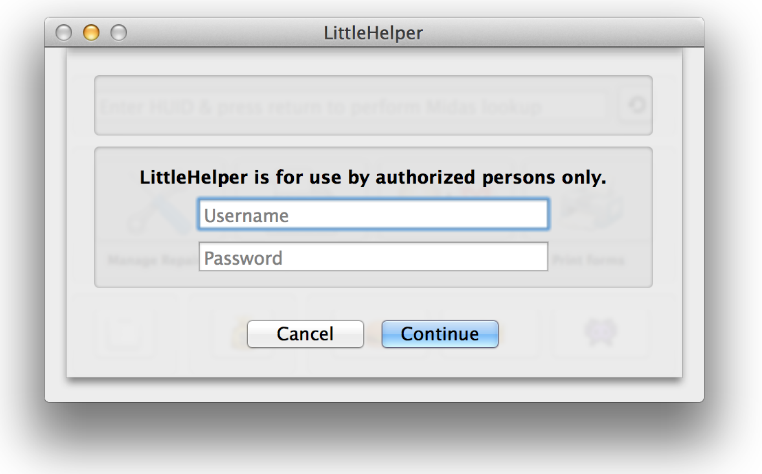
LittleHelper User Guide for v2.2

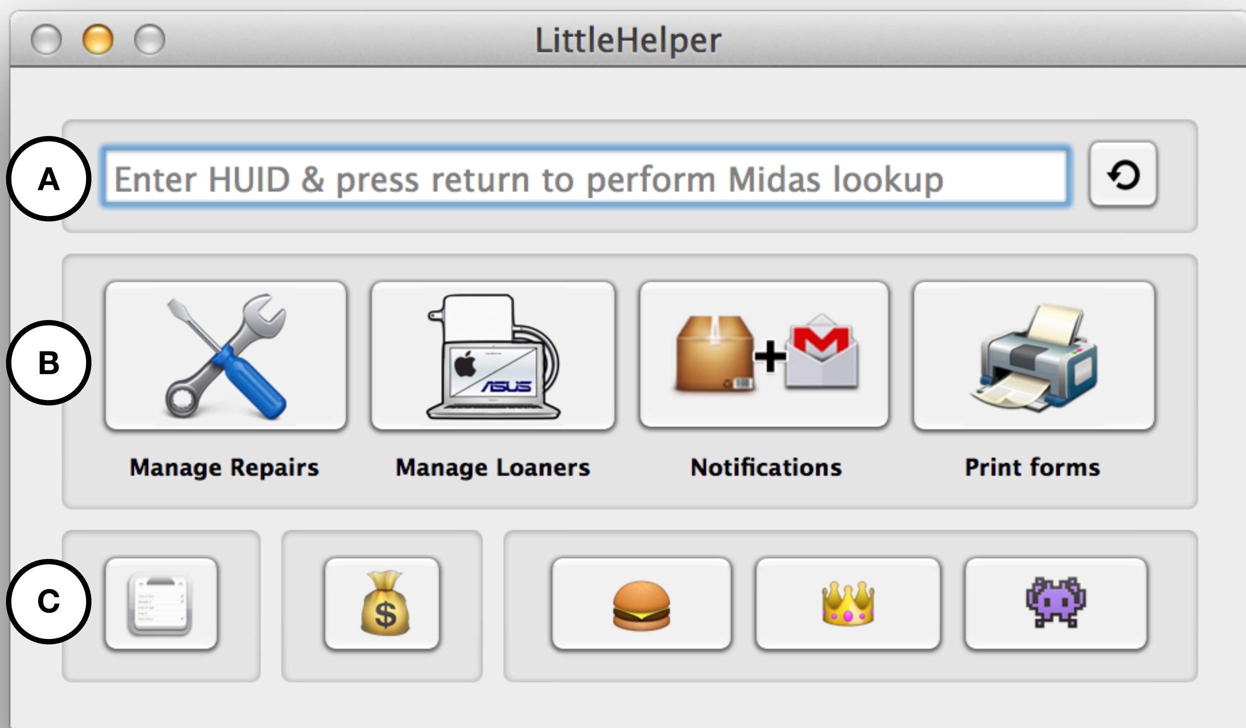
Authentication Window



Upon launching LittleHelper, you will be presented with a login window. Type in a username and password, then click Continue to initialize LittleHelper.

Note: The username and password are not your Windows login or HUID/PIN, but rather are specific to LittleHelper. Contact Jason Lydic or Will Gustafson if you do not have a username/password

Main Window



Row A: Entering a HUID here will perform a lookup on that HUID and return relevant information about the HUID holder. Use this to verify eligibility, and begin other services such as Repair Check-in or Loaner services.
Row B: These buttons will launch other functions of LittleHelper. Repairs are detailed on pg. 2 in this guide.
Row C: Like Row B, these buttons will launch other functions of LittleHelper. While they are detailed later on in this guide, because they do not have text labels, they will be given names as follows (from left to right):
New Product Wait List Record, Bill Code Validator, Burger of the Day, Crown button, Arcade button

Creating New Repair

1. Enter a HUID in section A of the Main Window. If the customer does not have an HUID (or PIN-based web services are down), click the Manage Repairs button in the Main Window, then click New Repair, and skip to step 3.

2. After looking up the customer using their HUID, click the Export Data button in the resulting window. Then choose New Repair.

3. Fill out all of the information in the resulting window. Be sure to physically inspect the customer's equipment for damage and document it as accurately as possible. Also document any accessories being checked in with the repair. Click Continue when you are done. ***Note: Do not check in accessories with the repair if they are not related to the issue. Have the customer remove the accessories (cases, dongles, SD cards etc.) from their equipment.***

4. Fill out all of the information in the resulting window. Things to pay special attention to are phone number & email address (verify these with the customer!), warranty status of equipment (use warranty lookup button to verify), and whether the customer needs loaner equipment (HTH only).

5. If the customer needs loaner equipment (HTH only), you will next need to select the Equipment Identifier of the loaner equipment you are providing to the customer. If the customer does not need loaner equipment, skip to step 6. Else, Fill select the loaner Equipment Identifier and click Continue. You will then be presented with the Loaner Terms and Conditions. Print 2 copies. Have the customer sign one copy (our copy) and give the customer the other unsigned copy to keep for their records. After you have successfully printed the Terms and Conditions and the customer has signed our copy, Click Continue.

6. You will be presented with the Repair Check-in Service Terms and Conditions. Print 2 copies. Have the customer sign one copy (our copy) and give the customer the other unsigned copy to keep for their records. After you have successfully printed the Terms and Conditions and the customer has signed our copy, Click Continue. ***Note: If any of the information fails to be injected into the Repair Service Terms and Conditions, use the Recover Notes button to show the notes you entered previously. Copy and paste the missing information into the Terms and Conditions***