

Customer ID: \_\_\_\_\_

Password: \_\_\_\_\_



## SERVICE REPAIR ORDER (SRO)

*To enter an SRO into the system, follow the simple instructions listed below. Once you have completed the SRO, you get an immediate email confirmation of your service request. A copy of the SRO is emailed to the manager of our service department and another is printed in the Network Control Center (NCC). After the request is complete, an email will be sent to you notifying you of the completion.*

1. Begin by using your Internet browser and going to the URL/Address of [www.telcoautomation.com](http://www.telcoautomation.com).
2. Once at the homepage, select the item marked **Service Repair Order** from the menu on the left hand side of the screen. You can also click on **SRO** located on the top right corner of the screen. Both options will take you to the correct place.
3. You will then be presented with the Service Repair Order access screen.  
*NOTE: If you have forgotten your ID or password please contact Technical Support.*
  - a. Select the **Enter a Service Request Order** link
  - b. Enter your Customer ID
  - c. Enter your Password
  - d. Click on the **Proceed** button
4. The SRO system will retrieve your account information. Enter the following data:
  - a. Your email address
  - b. Enter a brief (1 line) overview of your request
  - c. Enter as much detailed information as you like in the work to be performed area. The more you give us, the quicker the problem can be resolved.
  - d. Click on the **Proceed** button
5. The system will pause briefly while your SRO is processed and added to our server's database. At which time, the system will inform you that your Service Repair Order (SRO) has been received and recorded. You will be notified of the SRO number, as well as the date and time of entry into the system.
6. To complete your request, click **Complete Request**. This will send email notices to the appropriate individuals.