

MANAGE YOUR ACCOUNT ONLINE.

Our 24/7 customer portal makes it easy to order supplies, request service, and more.

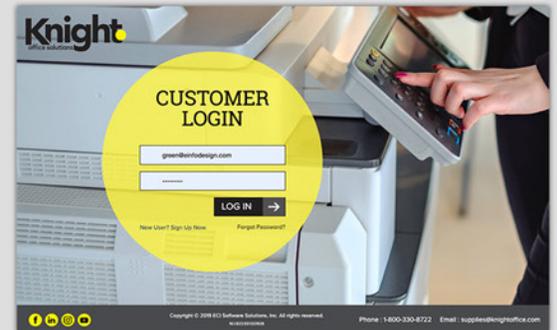
Accessing the portal

1. From any page on knightoffice.com, navigate to the top right of the screen.
2. Hover on 'Service and Supplies.'
3. From the dropdown menu, select the city where your account originated.



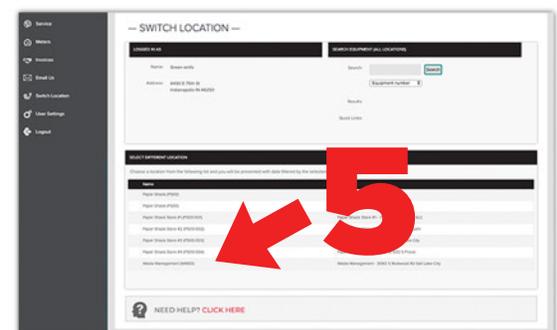
Logging in

4. Enter your login credentials and click 'LOG IN.'



Selecting a location

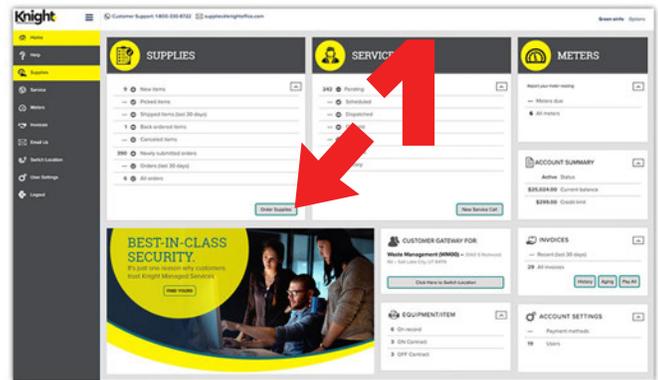
5. Scroll to the bottom of the screen and select the location you would like to access.



ORDERING SUPPLIES

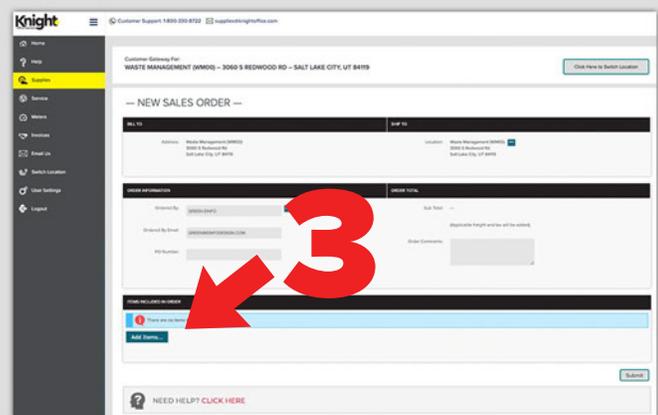
From the dashboard

1. Click 'Order Supplies.'



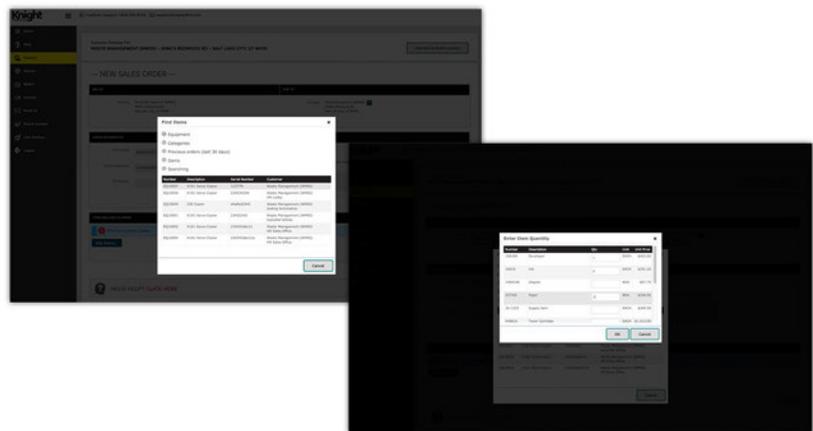
Initiating an order

2. Confirm that you are placing an order for the desired location.
3. Click 'Add Items.'



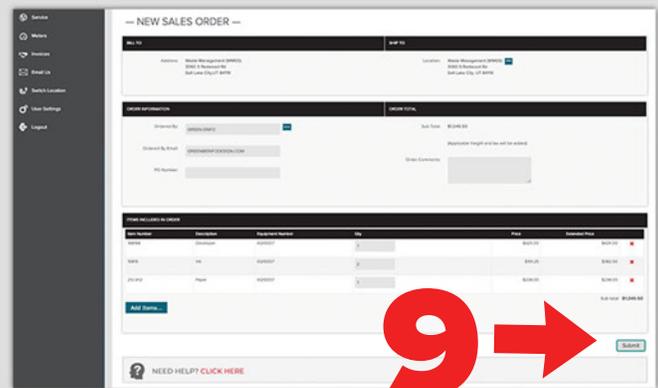
Selecting your supplies

4. Select 'Equipment.'
5. Select the machine for which you are ordering supplies.
6. From the list of available supplies, enter a desired quantity for each item you would like to order.
7. Click 'OK.'



Placing your order

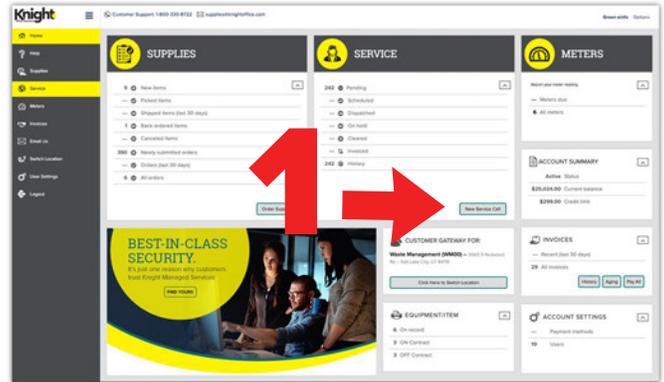
8. Confirm that you have ordered the correct items.
9. Click 'Submit.'



PLACING A SERVICE CALL

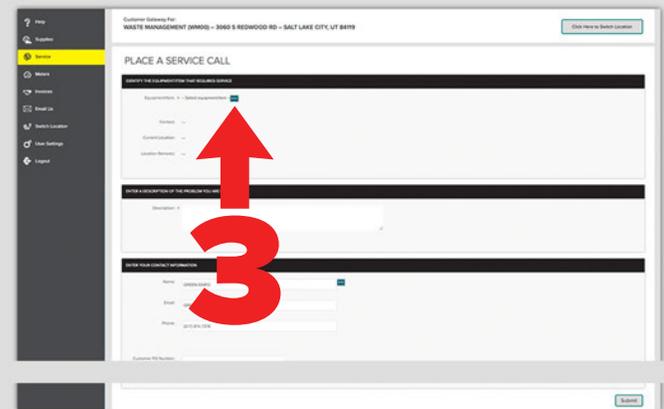
From the dashboard

1. Click 'New Service Call.'



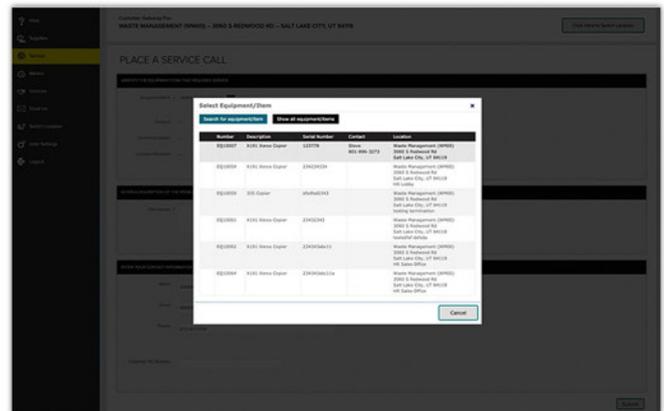
Initiating your service call

2. Confirm that you are placing a service call for the desired location.
3. Click the  button to the right of 'Select equipment/item.'



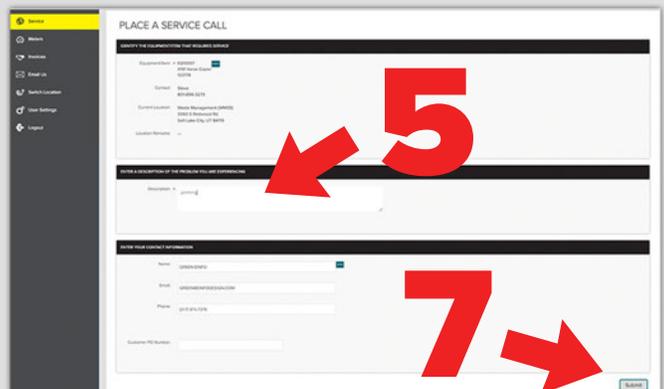
Selecting your equipment

4. Select the machine that requires service from the list of equipment.



Placing your service call

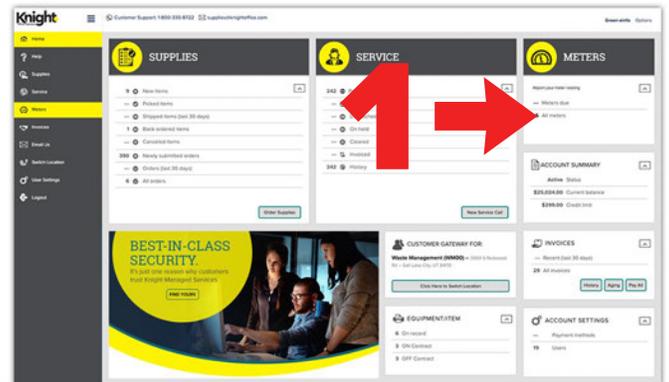
5. Write a brief description of your issue.
6. Confirm your contact information.
7. Click 'Submit.'



RECORDING METERS

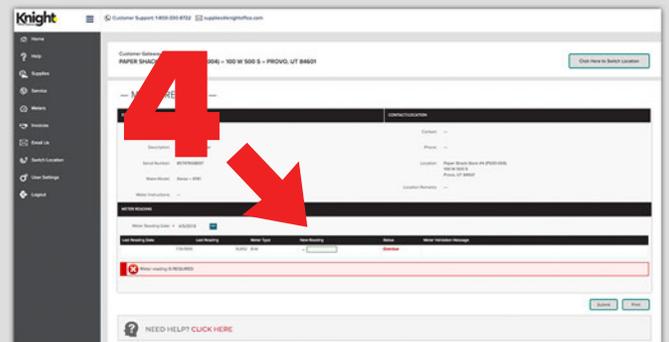
From the dashboard

1. Click 'All Meters.'



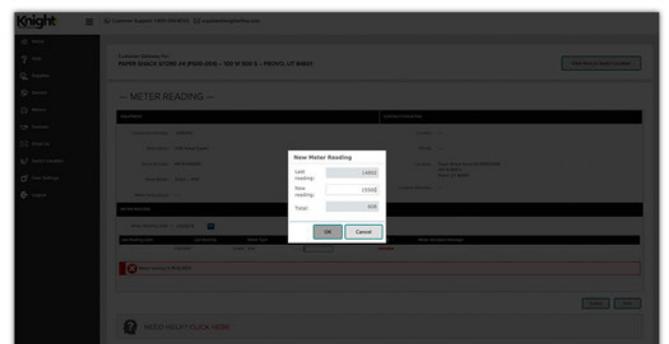
Identifying your overdue meters

2. Confirm that you are recording meters for the desired location.
3. Identify any meters that are labeled OVER DUE.
4. Click the blank field under the label 'Meter Reading.'



Entering your meter reading

5. Enter your current meter reading in the popup window.
6. Click 'OK.'



Submitting your meter reading

7. Note that your meters have not been recorded until you click 'Submit.'
8. Enter readings for any other overdue machines associated with your location.
9. Click 'Submit.'

