

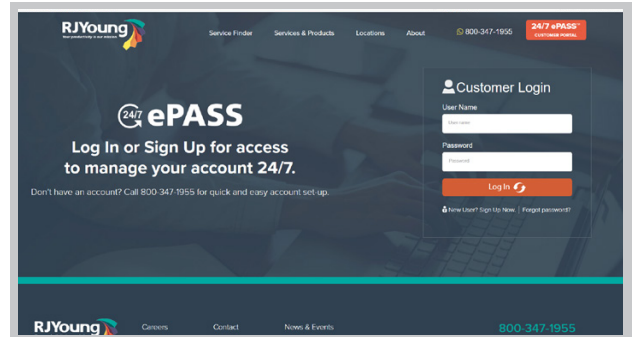
# 01

Login to your account

### Go to customers.rjyoung.com

- Enter your username and password
- click the "Log In" button

*\*If you need to request a login, click on "New User? Sign up now."*

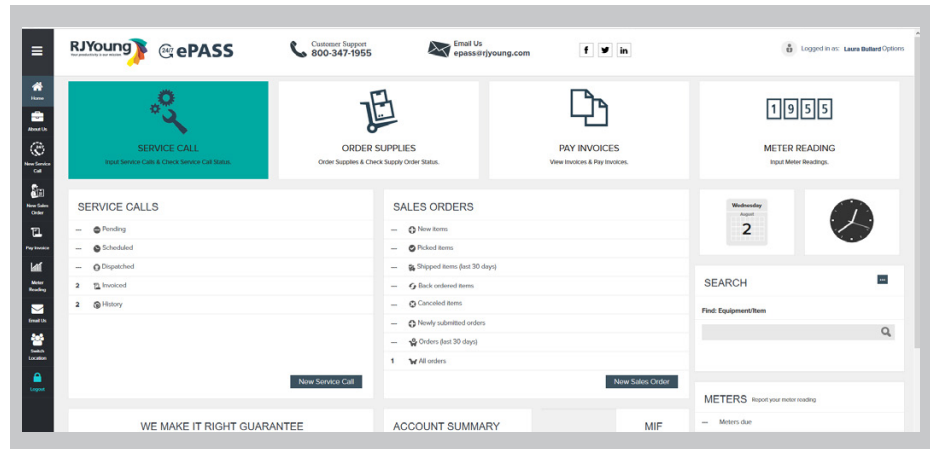


# 02

Initiate the Service Call

### From the Home screen:

- Click on the Service Call button

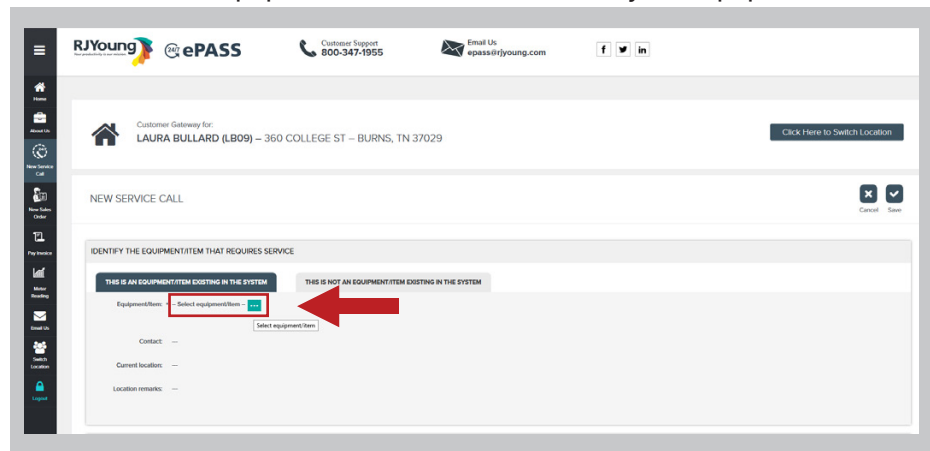


# 03

Identify the Equipment

### Find the Equipment:

- Click the "Select equipment" link to show a list of your equipment



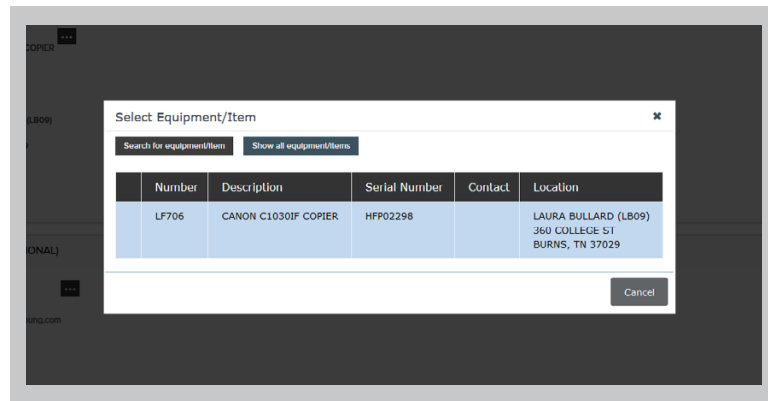
(continued)

# 03

Identify the Equipment (continued)

**Select the Machine:**

- Click on the equipment that needs a service or help request

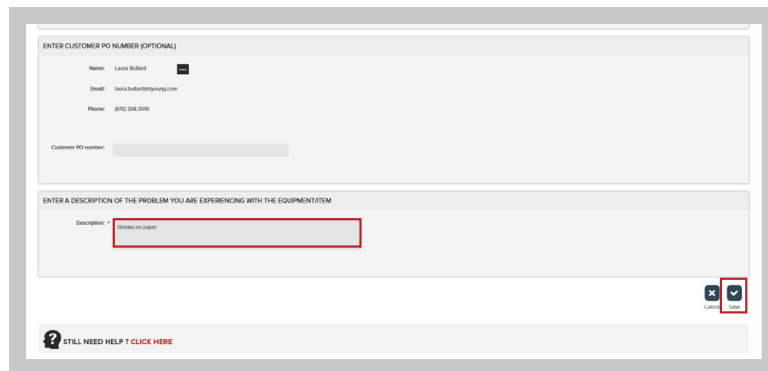


# 04

Enter Details & Submit

**Tell us what you need help with, then submit your request:**

- Scroll to bottom of page and enter a description of your issue
- Click 'Save' on the bottom-right of screen



# 05

View Status

**Check status of current service calls and review previous calls here:**

- The newest call/request will appear at the top of the list

