

MANAGE YOUR ACCOUNT ONLINE.

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

Accessing the portal

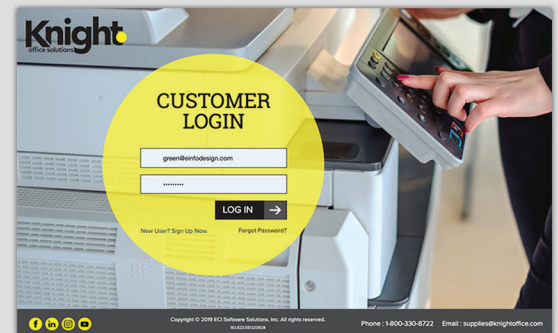
1. From any page on knightoffice.com, navigate to the top right of the screen.
2. Hover on 'Customer Support.'
3. Click 'Print/Copy Portal.'



Logging in

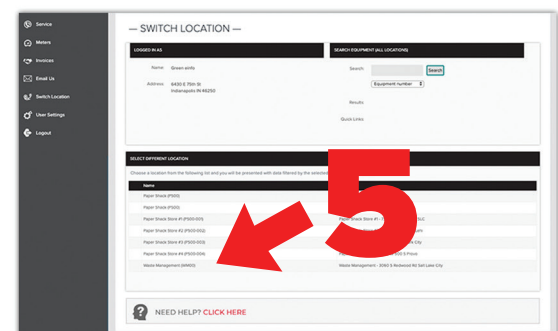
4. Enter your login credentials and click 'LOG IN.'

Setting up a new account? Skip to page two.



Selecting a location

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

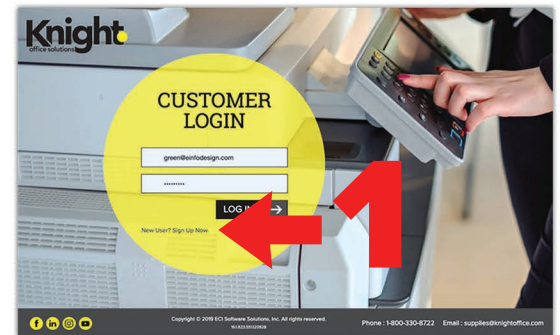


CREATING A NEW ACCOUNT

Click [here](#) to watch a video tutorial

From the login screen

1. Click 'New User? Sign Up Now.'



Create Your Account

2. Enter your first and last name, email address, and phone number.
3. Enter your Customer Number or Company Name and Address.
 - 3a. To find your Customer Number, reference the 'Account No.' field on your invoice.
 - 3b. Please note: If you wish to identify your company by name and address, you must enter the name and address exactly as they appear on your invoice.
4. Enter and confirm your desired password.
5. Click 'Next.'

STEP 1 - CONTACT INFORMATION

Please enter your contact information below:

EMAIL:

FIRST NAME:

LAST NAME:

PHONE NUMBER:

STEP 2 - COMPANY IDENTIFICATION

Please enter your company number below, or you can enter your company name and address information.

CONTRACT NUMBER:

STEP 3 - PASSWORD

Please enter a password that you would like to use to access this site.

NEW PASSWORD:

CONFIRM PASSWORD:

Knight
office solutions

12951 Park Central Ste. 1475 San Antonio, TX 78241
P: 361-687-7056 F: 361-687-7050

CONTRACT INVOICE
Invoice Number: 123456
Invoice Date: 11/06/2022

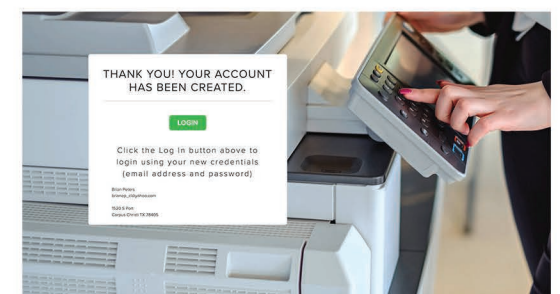
Bill To: Any Company, Inc.
Accounts Payable
123 Main St.
Anytown, TX 79123

Customer: Any Company, Inc.
123 Main St.
Anytown, TX 79123

Account No.	Contract	Due Date	Invoice Total	Balance Due	
7X12345	Ret 30	06/30/2022	\$344.51	\$344.51	
Contract Number	Contract	Contract Amount	P.O. Number	Start Date	Exp. Date
SA1124567-89		\$118.25		09/01/2018	
Remarks					

Accessing the Dashboard

6. On the following screen, click 'LOGIN.'
7. Enter your login credentials and click 'LOG IN.'
8. Scroll to the bottom of the screen and select the location you would like to access.

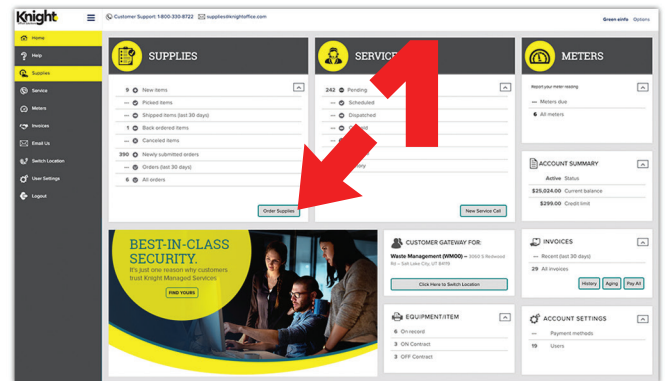


ORDERING SUPPLIES

Click [here](#) to watch a video tutorial

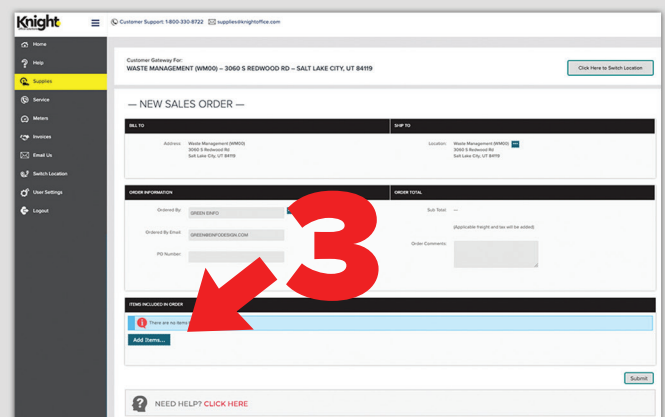
From the dashboard

1. Click 'Order Supplies.'



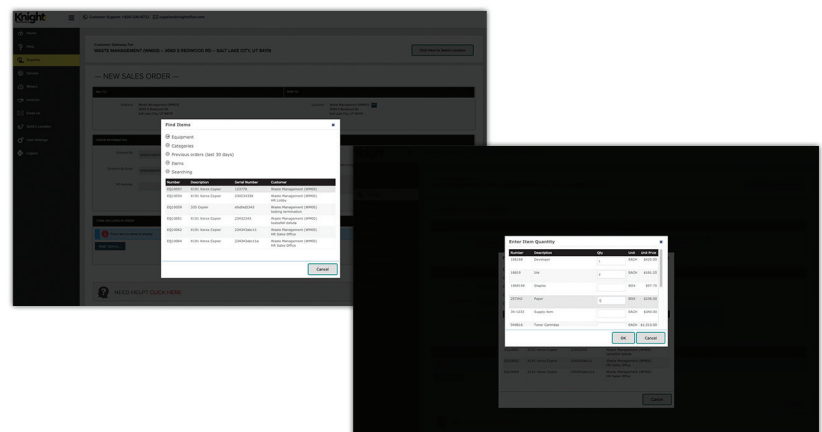
Initiating an order

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



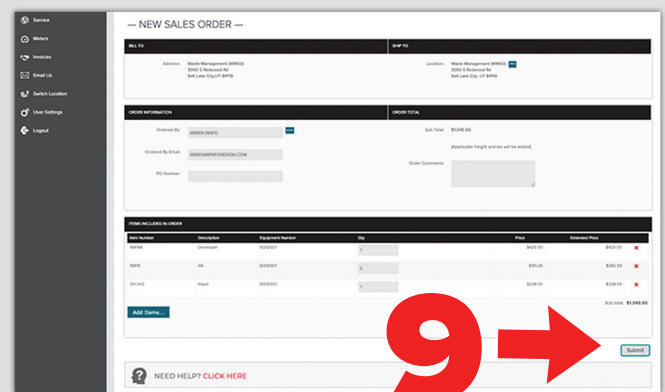
Selecting your supplies

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.'

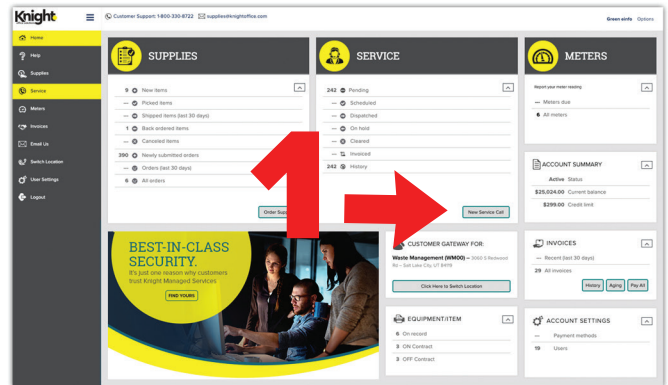


PLACING A SERVICE CALL


Click [here](#) to watch a video tutorial

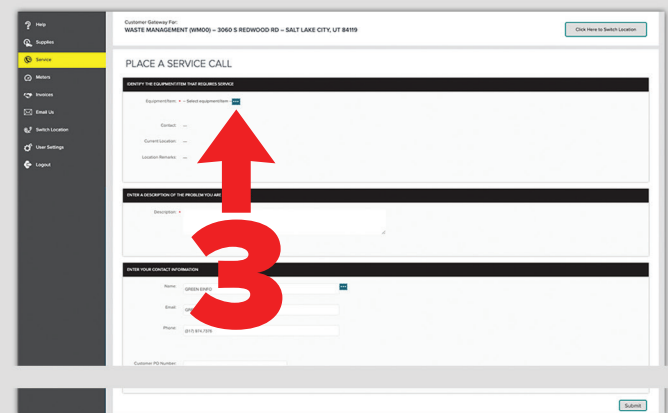
From the dashboard

1. Click 'New Service Call.'



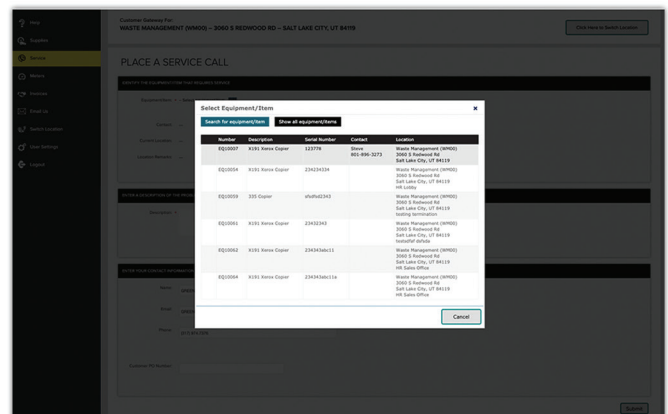
Initiating your service call

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



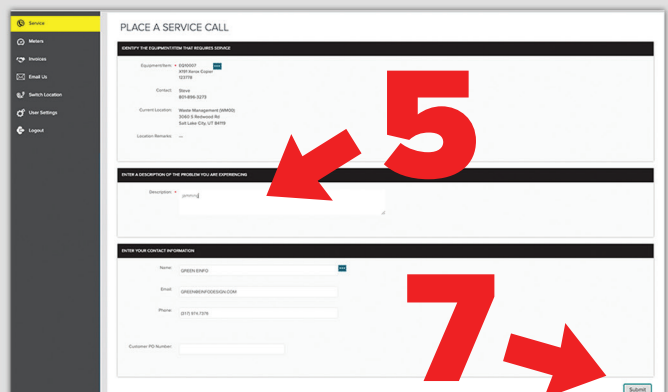
Selecting your equipment

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.'

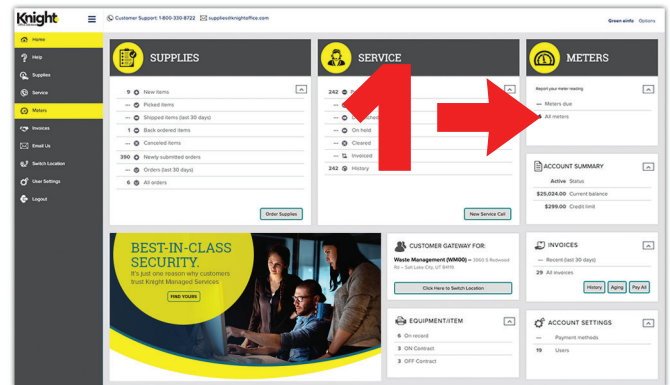


RECORDING METERS

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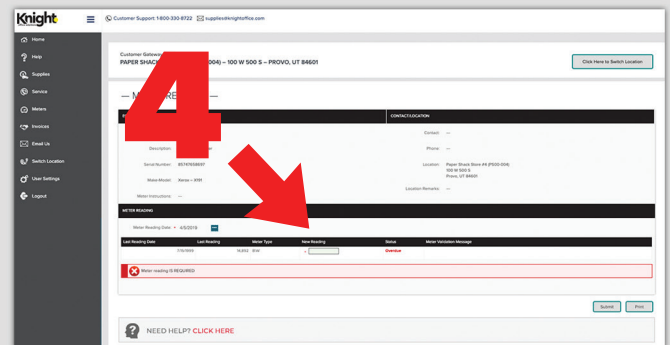
From the dashboard

1. Click 'All Meters.'



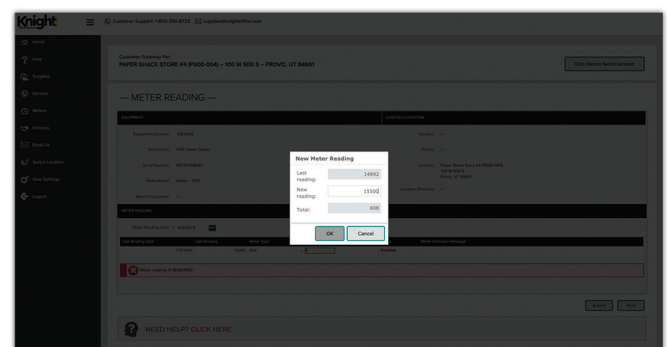
Identifying your overdue meters

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.'



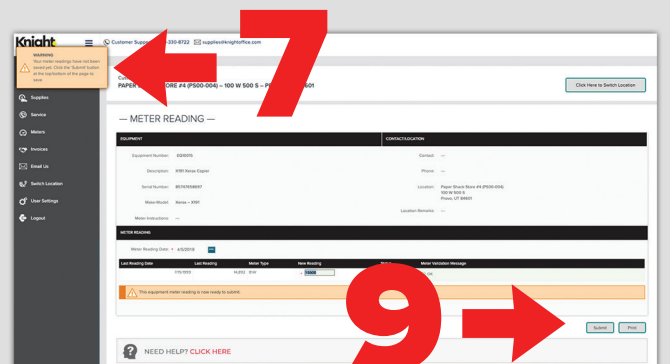
Entering your meter reading

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.'

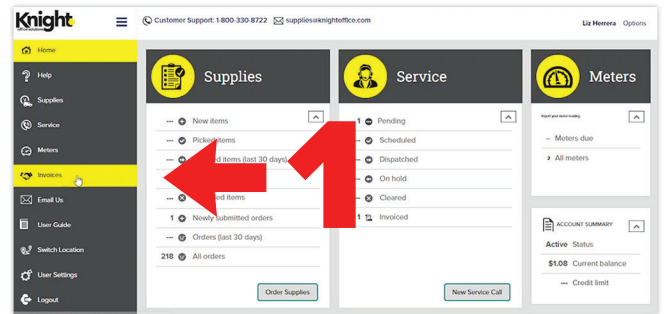


PAYING INVOICES

Click [here](#) to watch a video tutorial

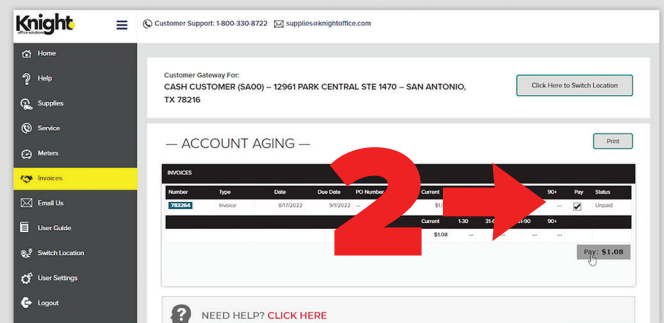
From the dashboard

1. Click 'Invoices.'



Invoice selection

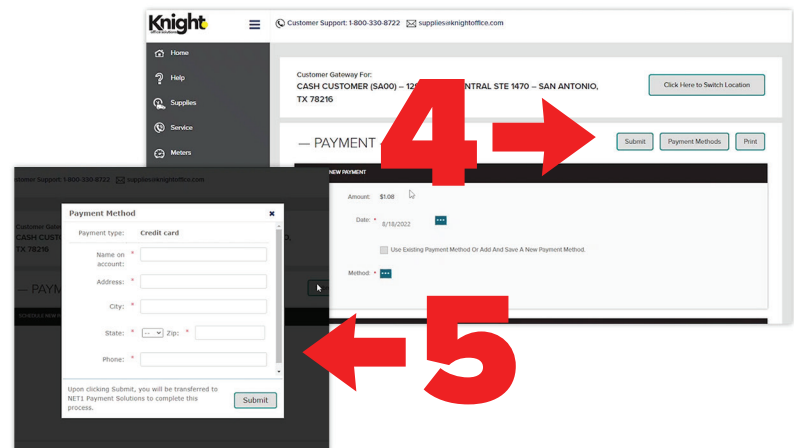
2. Choose the invoice(s) you wish to pay by checking the corresponding box in the Pay column.
3. Click the 'Pay' button at the bottom of the page.



Confirming your information

4. Confirm your payment amount and click 'Submit' at the top of the page
5. A pop-up will appear on the screen. Enter your name, address, and phone number and click 'Submit.'

Upon clicking 'Submit,' you will be transferred to our secure payment portal hosted by ECI/Net1.



Finalizing your payment

6. Enter your payment information and click 'Pay Now.'

