



CLIENT LOGIN ON WEB

Debuting NOW

This edition is to walk you through what you can find.

If you have not received your login pass code, go to the OHM web site www.ohmworld.com and under the tab LOGIN request a pass code. Once you receive and login the first time you may change your pass code. Only valid client email addresses will be allowed access to the page.

HIGHLIGHTS OF THE CLIENT LOGIN PAGE

This is the first pass of login area. Note we need and request all feedback and input you can provide. Left side of first page you will see CLIENT FEEDBACK. Send as many and as often as you can. We will continue to update and improve based on this feedback.

FAQ's will be limited in search updates as we continue to build our database. When you select the FAQ area from the front page you may ask a question to see if in the database or you may click on the "client enter you FAQ's" link on the left side of the FAQ page. This will provide a way to ask a question, receive a response and we will (when applicable) add the question and answer to our standard database.

Keep in mind, internal to your database you will have two series of FAQ's. The standard OHM responses and an area to create your own questions and answers. You should first ask the question in the FAQ data base to see if a reply exist. If not we would like you to submit the question so we may reply and review to add to standard. Or you can always add to your own internal area. When your users do search on the FAQ inside your database they will receive responses from both areas of your Q&A and OHM's standard Q&A.

SUPPORT CALLS of NON URGENT or TIME SENSITIVE Needs.

Many of you currently send in emails in lieu of placing a call to OHM for low priority support questions or issues.

As we progress with the use of the web site for updating calls and work authorizations we are offering an online start to the process.

We have a place to enter NON URGENT support questions or issues. NOTE to receive a reply in this section you still must be an authorized caller to place or open a issue.

The on line process will walk you through a series of questions for information to assist us in you call issue. Including the ability to attach documents or examples or screen shots with your issue.

We urge you review this section and use as appropriate to your needs and time frame. Please further note that these type of questions and guidance we listed to assist in your details would be similar to what we would request when you email or call in a support issue. We will continue to send and list information and guidelines to assist in your entries to provide us a direction with detail to assist you in a more timely fashion.

NOTE ... Listing on the monthly calendars. Some are payment participation (those are in Black) and the ones listed in maroon are group

OHM will be posting and offering you to join in for group topics/discussion ranging from new designs, features, best methods, business practices, warranty or policy related items and more. These are no charge sessions of which prior to each a overview/agenda of the web cast will be posted on the website for your review. You simply click on the maroon calendar link and add your name to participate. A web cast invite with your pass code will be emailed to you. If on that date/session you are unable to attend, no problem. Post the web cast highlight notes will be posted on the website.

Class Payments Using Credit Cards
OHM will be accepting AmEXP Starting on line Soon
Currently you need to call in you CC.