



Xerox Parts and Service Portal

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Instructions

Xerox is introducing a new platform for creating service requests and submitting orders for parts. Please use the instructions below as a guide to using the Xerox Gateway for future requests.

How to Log into the Xerox Portal

1. Open a browser and visit the following URL <https://eautoweb.dahill.com/einfo/Gateway/Login>
2. An email account and password has been provided for your campus. The username will be the 3 letter campus acronym and "Xerox"@tomballisd.net. The password will be the 3 letter campus acronym, X, and then 2021.
3. Username Example: THSXerox@Tomballisd.net

Password Example: THSX2021



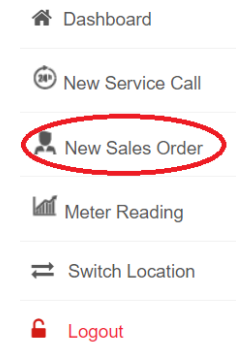
CUSTOMER LOGIN

Log In

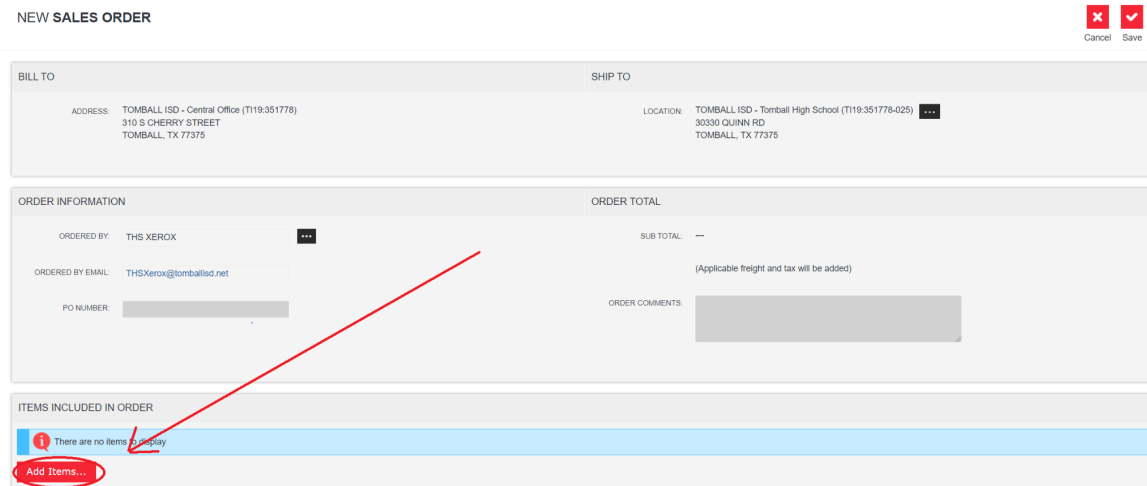
New user? [Sign up now.](#) | [Forgot password?](#)

How to Order Parts

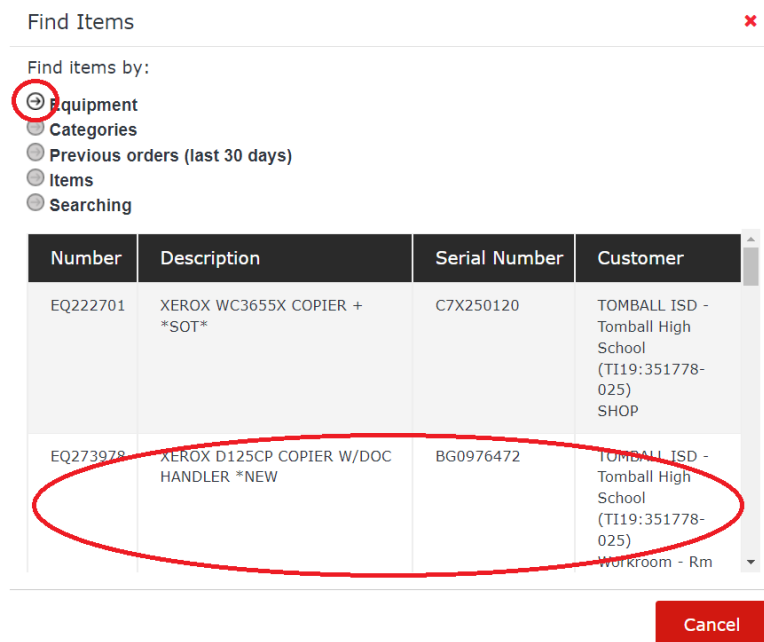
1. **Select New Sales Order** on the side menu



2. **Select Add Items** from the bottom of the Sales Order Page



3. **Select Equipment** and choose your printer from the list below. You can identify each printer by the EQ number typically located on the front of the Xerox machine.



4. From the following list **select the parts needed and enter the quantity**. **NOTE: You may select multiple parts. Select OK**

Enter Item Quantity ✖

Number	Description	Qty	Unit	Unit Price
005R00704	XEROX DEVELOPER - P4110/4590/4595, D95/110/125	<input type="text"/>	Each	\$0.00
006R01561	XEROX BLACK TONER, D95/D110/D125 (COMMON) (1/P120) PL120	<input type="text" value="1"/>	Each	\$0.00
008R12925	XEROX STAPLE CARTRIDGE FOR BOOKLET MAKER (EA/4/P264) 250/242/252	<input type="text"/>	Each	\$0.00
008R12941	XEROX STAPLE REFILLS FOR IX/INTEG/PRO FINISHER CONV	<input type="text"/>	Each	\$0.00

OK
Cancel

5. You will be brought back to the order screen. **Select Save** to confirm the parts order

ITEMS INCLUDED IN ORDER						
Item Number	Description	Equipment Number	Qty	Price	Extended Price	
006R01561	XEROX BLACK TONER, D95/D110/D125 (COMMON) (1/P120) PL120	EQ273978	<input type="text" value="1"/>	\$0.00	\$0.00	✖
Sub total: \$0.00						

Add Items...

✖
✔
Cancel Save



Visit the Dashboard from the menu on the left to verify your order. From this Dashboard you can also view past orders, status of new orders, and other supply and service information. You may also continue creating additional parts orders by selecting the New Supply Order button.

New Service Call

New Sales Order

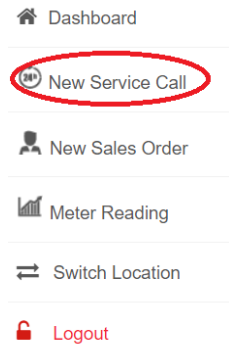
Meter Reading

Switch Location

Logout

How to Submit a Service Call

1. **Select New Sales Order on the side menu**



2. From the Service Call screen **click on the Equipment Selection button.**

IDENTIFY THE EQUIPMENT/ITEM THAT REQUIRES SERVICE

THIS IS AN EQUIPMENT/ITEM EXISTING IN THE SYSTEM

THIS IS NOT AN EQUIPMENT/ITEM EXISTING IN THE SYSTEM

EQUIPMENT/ITEM: * -- Select equipment/item -- ...

CONTACT: ---

CURRENT LOCATION: ---

LOCATION REMARKS: ---

Note: A red arrow points to the dropdown menu icon in the Equipment/Item field.

3. **Select your printer from the list.** You can identify each printer by the EQ number typically located on the front of the Xerox machine.

Select Equipment/Item ✖

Show all equipment/items

Number	Description	Serial Number	Contact	Location
EQ222701	XEROX WC3655X COPIER + *SOT*	C7X250120		TOMBALL ISD - Tomball High School (TI19:351778-025) 30330 QUINN RD TOMBALL, TX 77375 SHOP
EQ273978	XEROX D125CP COPIER W/DOC HANDLER *NEW	BG0976472		TOMBALL ISD - Tomball High School (TI19:351778-025) 30330 QUINN RD TOMBALL, TX 77375 Workroom - Rm 1125
EQ282013	XEROX ALTALINK B8055 MULTIFUNCTIONAL COPIER/PRINTER/SCANNER (3GX + Y4X)	Y4X858875		TOMBALL ISD - Tomball High School (TI19:351778-025) 30330 QUINN RD TOMBALL, TX 77375 Workroom - Rm 1125
EQ282034	XEROX ALTALINK B8055 MULTIFUNCTIONAL COPIER/PRINTER/SCANNER (3GX + Y4X)	Y4X862159		TOMBALL ISD - Tomball High School (TI19:351778-025)

Note: The row for EQ273978 is circled in red in the original image.

- Once a Xerox machine is selected. You will be brought back to the Service Call Screen. **Enter a detailed description** of the issue in the description box, and **select Save** to submit.

ENTER CUSTOMER PO NUMBER (OPTIONAL)

NAME: THS XEROX

EMAIL: thxerox@tomballisd.net

PHONE: 2813573100

CUSTOMER PO NUMBER:

ENTER A DESCRIPTION OF THE PROBLEM YOU ARE EXPERIENCING WITH THE EQUIPMENT/ITEM

DESCRIPTION: The machine is making a high pitch squeaking sound when processing a print job

Cancel Save

You will now be sent to the Service Calls History screen. Please verify the details of the service call just submitted.

Additional information:



Dashboard



New Service Call



New Sales Order



Meter Reading



Switch Location



Logout

Visit the Dashboard from the menu on the left to view other service information. From this Dashboard you can also view past service requests, status of new requests, and other supply and service information. You may also continue creating additional service requests by selecting the New Service Call button.

Support Contacts

General Support:

Create a Service Desk Ticket

[☰ Tomball ISD Service Desk - How to Guide](#)

Help with Account Login Issues:

Ext4031

General Immediate Support:

281-357-3052 Ext 4001