



TassieRepairCentre

Confirm details and access status, repair and quote information

LOG IN INSTRUCTIONS

Click on the link in the SMS or type the below address in to your internet browser address bar.

 tech.tassie.repair/wfc/igweb.ashx

Once the screen loads it should look like the below.

From this page we need to change the type of login from Technician to Client, then enter your job number and your unique password which will be in your SMS. Please keep these handy as you may check back at any time to see the status of your repair.

Intelogy Web Framework

Please sign in

Technician 

Enter Username

Enter Password

Sign in



To change the login option from Technician to Client you simply click on the drop down arrow circled below, a list will appear, please click on the Client option (see arrow below)



Please sign in

Technician	▼
Technician	
Manufacturer	
Client	
Administration	
Commerce	
Sign in	

Once done you can then enter your job number (arrow pointing to the number 1000, this is the box you enter your job number)

Then your password in the box below it (indicated by the arrow and *****).

Once done click on the sign in button

Please sign in

Client	▼
1000	

Sign in	



Once the sign in button is pressed the following screen will appear. You have access to 4 fields and we need you to confirm 2 of them.

Go Ahead - 1000

2 Customer Details
Tassie Repair Centre
31 Dry Street
INVERMAY, TAS. 7248
. 0363794269

3 Fault Reported:
DEMO FOR INSTRUCTION VIDEO - FAULT INFO REQUIRED PLEASE

4 Service Reported:
THIS SECTION IS FOR QUOTE REPORTS OR REPAIR INFO THAT HAS BEEN DONE
DC97-17678B SAMSUNG WM TOP COVER

1 - Shows the current status of your job with us and next to that is your job number

2 - Shows the details we have for you and the address where the item is that needs repair/service. We need you to confirm these details by either reply to our text with “Details Confirmed” or calling us if changes are required or you do not have a Text message to reply to.

3 - Shows the fault reported – please check this carefully and if any further information is required please call us to add. Alternatively if the fault description has all the relevant fault information in it as above please reply to the text message “Details Confirmed” or call us you do not have a Text message to reply to.

4 - Is used for multiple things like technician notes for parts required, Quotes and amounts payable and final service reports.

You may receive a text message asking you to check the web log in for the quote details.

If you want us to proceed with the work you can reply “Goahead” by text or “Reject” if you do not want the job repaired and wish to close the repair totally with no further action.