

The five things you will do in the portal

Pin this by the workstation. Sign in at apexinstruments.example/portal.

1

Place an order

Orders > New order

- Pick Meridian Bench, Pro, or Field Kit and check the configuration chips.
- Choose the ship-to location, the need-by date, and Standard (5 days) or Priority (2 days).
- Tick calibration, Atlas Care, or training now, enter the PO, submit.

2

Track status

Orders > All orders

- Stages run Received, Released, Built, Shipped, Delivered.
- Open an order for the timeline and carrier tracking number.
- Press Notify me to get an email or text at every stage change.

3

Request service

Service > New request

- Enter the serial from the plate on the back of the unit.
- Set urgency: Low, Unit down, or Safety. Tick symptoms, describe the fault.
- Atlas Care Plus: request a loaner. Keep the SR ticket number.

4

Manage users and locations

Settings > Users, Locations

- Invite by work email; roles are Admin, Requester, Viewer.
- Every location needs an address, receiving hours, and a receiving contact.
- Assign each user to the locations they may order for.

5

Get help

Help > Support

- Greyed-out Submit means a required field is empty; look for the amber outline.
- Missing invitation or sign-in code: check spam, wait 60 seconds, then ask an Admin.
- Anything else: call the desk below with your AP or SR number ready.

ORDERS DESK

(555) 010-0100, option 1
orders@apexinstruments.example

SERVICE DESK

(555) 010-0100, option 2
service@apexinstruments.example

SUPPORT HOURS

Mon to Fri, 8am to 6pm ET
Portal available every day, all hours