



YOUR HOME. YOUR REPAIRS.

All together.

Meet your customer portal: a simple place for your appliance details, repair history, invoices and service reminders.

H YOUR CUSTOMER PORTAL

Hello, Alex.

A little less admin. A little more peace of mind.



2

Appliances



3

Past repairs



1

Reminders

ILLUSTRATIVE EXAMPLE - NOT A CUSTOMER RECORD



Know your appliances

Make, model and repair records.



Keep your paperwork

View invoices and download PDFs.



Stay on top of servicing

Choose optional email reminders.



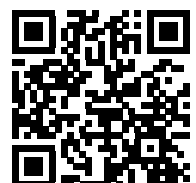
Keep details current

Update your contact and address details.

Open my customer portal

hersteldit.co.za/customer-portal/

SCAN TO OPEN





01 / YOUR ACCOUNT

Your first visit.

Create your account once. Then sign in with your email address and password.

 **SIGN IN**

Good to see you.

Email address

Password

Sign in to my portal

Forgot your password?

Create an account

Switch to registration here

1

Open the portal

Use the button or QR code on page 1.

2

Choose Create an account

Enter your name and email. Agree to the terms and read the privacy notice.

3

Check your inbox

Open the account setup email and follow the link to verify your email and choose a password. Check spam if needed.

4

Sign in

Return to the portal and enter your email address and password.

Already a customer? Use the email we have for you.

Our team must approve your invoice link before your invoices appear. If anything is missing, contact us. Forgotten your password? Choose Forgot your password? on the login screen.



02 / APPLIANCES, REPAIRS & INVOICES

Everything in its place.

Use Appliances for the work we have done, and Invoices for your paperwork.



WASHING MACHINE

Make	Example brand
Model	WM-100

Repair history

1

Open Appliances

Find your appliance by type, make and model. Our team adds and verifies these details.

2

Choose Repair history

See the repair date, work completed and the appliance involved.

ILLUSTRATIVE EXAMPLE - NOT A CUSTOMER RECORD

Your repair guarantee, clearly shown

Where recorded, repair history shows the guarantee period, end date and time remaining. Any separate parts warranty details appear with the repair.



INV-EXAMPLE

Example invoice | Paid

PDF

Download an invoice: open Invoices, find the invoice and select PDF. Save it to your phone or computer for your records.

No records yet? Your account may still need linking, or our team may still need to add the repair. Contact us and we will help.



03 / STAY UP TO DATE

A timely nudge.

Choose how you hear from us, keep your details current and request your next repair.

Account

Keep me in the loop



Email reminders

Send me service reminders for my appliances.



- 1 Turn on email reminders**
Open Account, tick Email reminders and choose Save preferences. You can switch them off at any time.
- 2 Check what is due**
Our team sets service reminders. Open upcoming reminders from Overview to see the details. If opted in, you will also receive an email when it is time.
- 3 Keep your details up to date**
In Account, update your contact and service address details and save. Confirm the service address when booking.

Need a hand or ready to book?

Choose Book a repair in the portal, or contact our team.
060 500 5964 | hello@hersteldit.co.za