

## Simplify daily tasks to help manage your entire portfolio.

Our customer interface, redesigned with your needs in mind.

### Informed.

Get real-time notifications about and access to a complete history of activities of your equipment

### Organized.

Review contracts, manage proposals and neatly file invoices and other important service documents

### Convenient.

Pay bills online and access other personalized data through one simple performance dashboard

### Mobile.

Time-saving tools designed to keep you up-to-date on the status of your equipment wherever you are



\*Computer and Tablet compatible.



# Otis Online Management

## eService FAQs

### What is Otis eService?

eService is your Otis customer portal, accessible anytime from your computer, tablet or mobile device. Use it to manage your entire elevator, escalator and moving walkway portfolio. It has been designed to simplify your daily tasks.

### What can I do with Otis eService?

eService gives you quick and easy access to your recent elevator activity.

With Otis eService you can:

- Stay up-to-date with your elevator service history and performance data
- Place a service call
- Check and pay your invoices
- Preview the latest upgrades available
- Book an appointment or contact Otis

### Who can use Otis eService?

All Otis Service customers can access the eService website as part of their Otis maintenance contracts.

### How do I get access to Otis eService?

If you have not activated your account, go online to <http://eService.Otis.us> and click on "Sign Up." Fill out and submit the simple request form, and you will receive a confirmation email once your account is activated. You are now ready to discover the benefits of eService.

If you already have an Otis eService account, use your email address and password. If you forget your password, you can click the link to have a new one sent to your email address.

### How do I learn more or get help using Otis eService?

Use our demos to learn about the main interface functionalities, and if you have additional questions or need help, you can contact your Otis Sales Representative directly.

### What devices can I use eService on?

The eService web interface is compatible with computers and tablets. The Otis eService Mobile app is available for Apple®, Android™ and Windows® smartphone devices. eService is the most convenient way to manage your portfolio wherever you are, whenever you want.

www.otis.com

