Resource Center Getting Started Guide

Welcome to the Resource Center. The Resource Center is your source for exclusive business best practices assets. The Resource Center is where you will create an account, sign in and manage your account and team.

To access the Resource Center Home screen, open the following page in your web browser:

http://service-leadership.com

From the Service Leadership home page, select **Log In** on the upper right corner to get started.

Here is an overview of the Resource Center activities covered in this *Getting Started* guide. Use the gray menu bar at the top of the screen to navigate the Resource Center.

1. Sign In.
2. Create an account.
3. Register your company.
4. Update your company information.
5. Invite members.
6. Manage members.
7. Log out.
8. Retrieve a lost password.

*Note: For instructions on using SLIQ^{TM}, refer to the *SLIQ^{TM} Getting Started Guide*.

Signing In

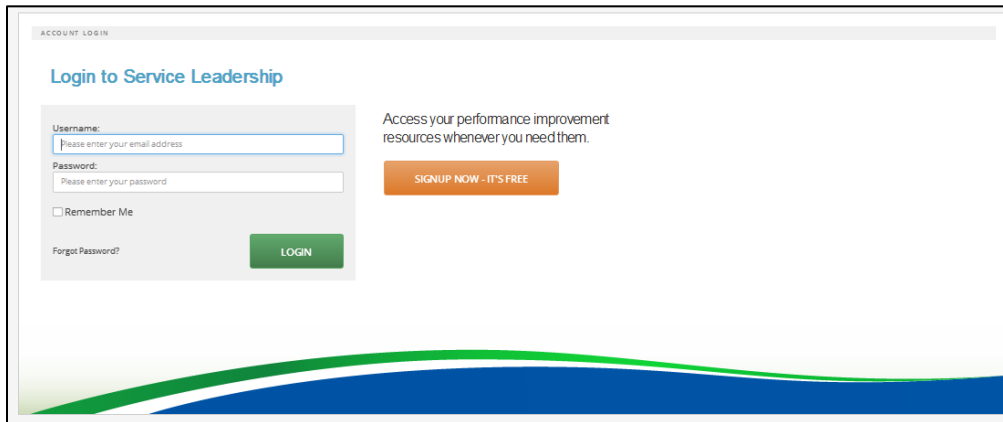You'll need to sign in to access exclusive business best practices assets.

To open the *Account Login* screen, select **Log In** from the Service-Leadership.com *Home* page.

You can also select **Sign In** from the *Resource Center Home* screen.

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The *Account Login* screen is illustrated below.

To sign in, complete the following steps.

1. Enter your **Username** (your email address).
2. Enter your **Password**.
3. Check the **Remember Me box** if you want your current computer to remember your log in information.
4. Select **Login**.

The *Resource Center Home* screen opens.

The navigation bar at the top of the screen includes the links for other Resource Center activities. Click on the word **Welcome** (and your user name) to access the navigation links.
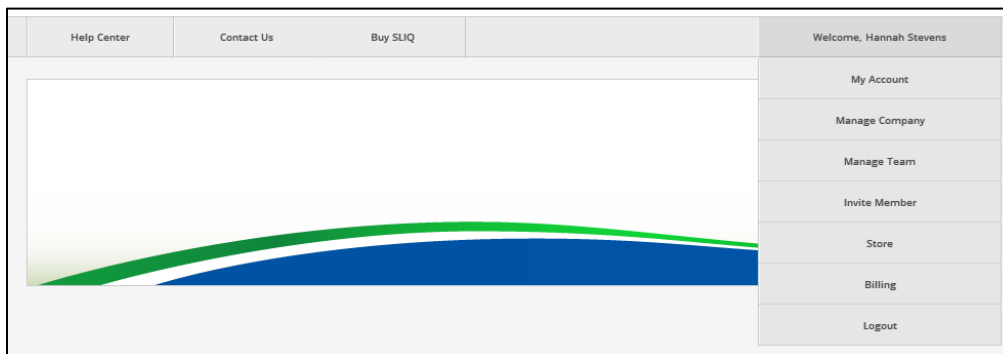
If you do not have a Username and Password for the Resource Center, select **Signup Now** on the *Account Login* screen to open the *Create Account* screen. Refer to the Creating an Account section for more information.

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Creating an Account

You will need an account to access exclusive business best practices assets.

To open the *Create Account* screen, select **Signup Now** on the *Account Login* screen or select **Create Account** from the *Resource Center Home* screen. You can also access the *Create Account* screen by clicking the link inside an email inviting a member to join a company account.

The *Create Account* screen is illustrated below.

To create an account, complete the following steps.

1. Enter your **First Name**.
2. Enter your **Last Name**.
3. Enter your **Email Address**.
4. Enter a **password**. The password must be at least eight characters long and include at least one non-alphanumeric symbol.
5. Retype your **password** to confirm it.
6. Select **Register**.

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Registering Your Company

Your user account must be associated with a company. Companies are uniquely identified by the company website.

The *Register Company* screen opens after you have created a new account.

The *Register Company* screen is illustrated below.

To register your company, complete the following steps.

1. Enter your **Company Name**.
2. Enter your **Company Website**. Note that this field is required.
3. Check the **Agree to** box to agree to the End User License Agreement. Click on the link to view the End User License Agreement. You cannot complete your registration without agreeing to the End User License Agreement.
4. Select **Register**.

If you enter a company website that has already been registered by another person from your company, the *Choose Company* screen opens.

The *Choose Company* screen is illustrated below.

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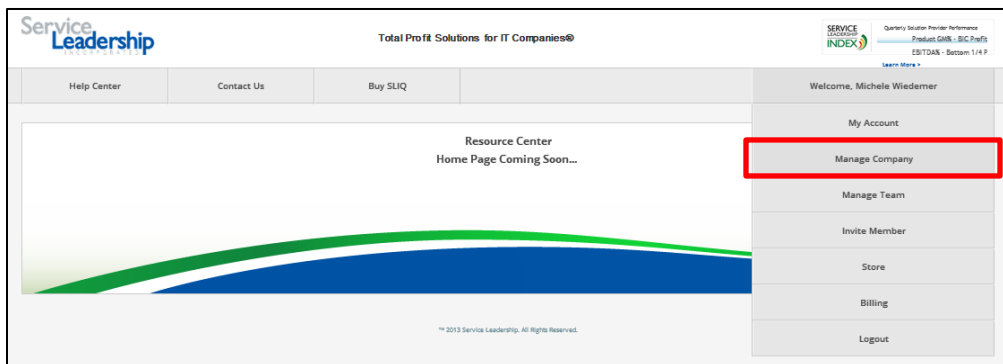If another person from your company has already registered, complete the following steps.

1. Verify the company name shown on the left.
2. Select **Request to Join**.

The Company Administrator (or the person from your company who initially registered) receives an email with notification to invite you to join the company. Refer to the Inviting a Member section for more information.

Updating Your Company's Information

The *Company Information* screen includes basic information about your company.

The *Company Information* screen opens after you have completed the *Register Your Company* screen. You can also open the *Company Information* screen by selecting **Manage Company** from the *Resource Center Home* page **Welcome** drop down list.

The *Company Information* screen is illustrated below.

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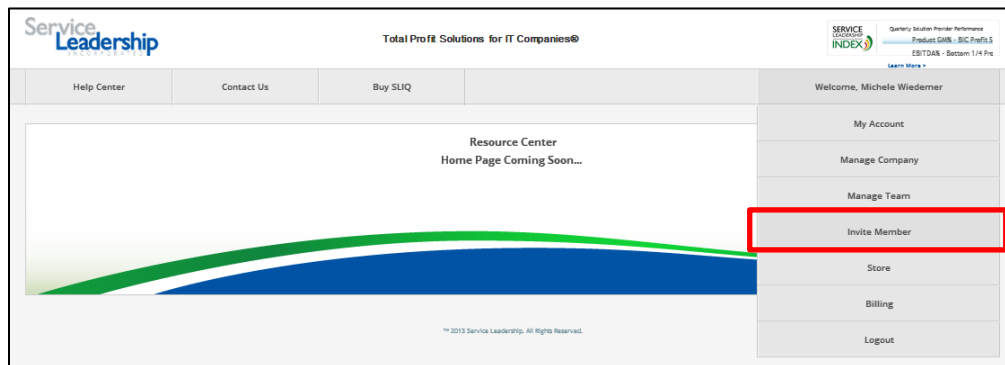
To update your company's information, complete the following steps.

1. Your **Company Name** should be shown from your entry on the *Register Your Company* screen.
2. Enter the first line of your company **Address**.
3. Enter the second line of your company **Address**.
4. Enter the **City** for the company.
5. Select the **State** for the company from the drop down list.
6. Enter the **Zip** or **Postal Code** for the company.
7. Select the **Country** for the company from the drop down list.
8. Select the **Company Type** from the drop down list.
9. Your **Company Website** should be shown from your entry on the *Register Your Company* screen.
10. Select **Save**.

Inviting a Member

Once you have registered your company, you can invite additional members to your account.

To open the *Invite Member* screen, select **Invite Member** from the *Resource Center Home* page **Welcome** drop down list

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The *Invite Member* screen is illustrated below.

INVITE MEMBER

Invite a Member of Your Company

First Name	
Last Name	
Email	
Title	
Account Admin	☑

INVITE

To invite a member, complete the following steps.

1. Enter the **First Name** of the person you want to invite.
2. Enter the **Last Name** of the person you want to invite.
3. Enter the **Email** address for the person you want to invite.
4. Enter the **Title** for the person you want to invite.
5. Check the **Account Admin** to provide administrative privileges to the person you want to invite.
6. Select **Invite**.

The person you invited will receive an email message with a link for joining the company.

The invitee should click on the link. The *Create Account* screen opens with the First Name, Last Name, and Email address already completed. Refer to [Creating an Account](#) for more information.

Once the invitee has created an account, the *Company Invitations* screen opens.

COMPANY INVITATIONS

Manage Invitations

MBW Guru   ACCEPT   REJECT

☐ Agree to Terms and Conditions (View)

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To accept an invitation, complete the following steps.

1. Check the **Agree to Terms and Condition**s box. You can select **View** to see the Terms and Conditions text.
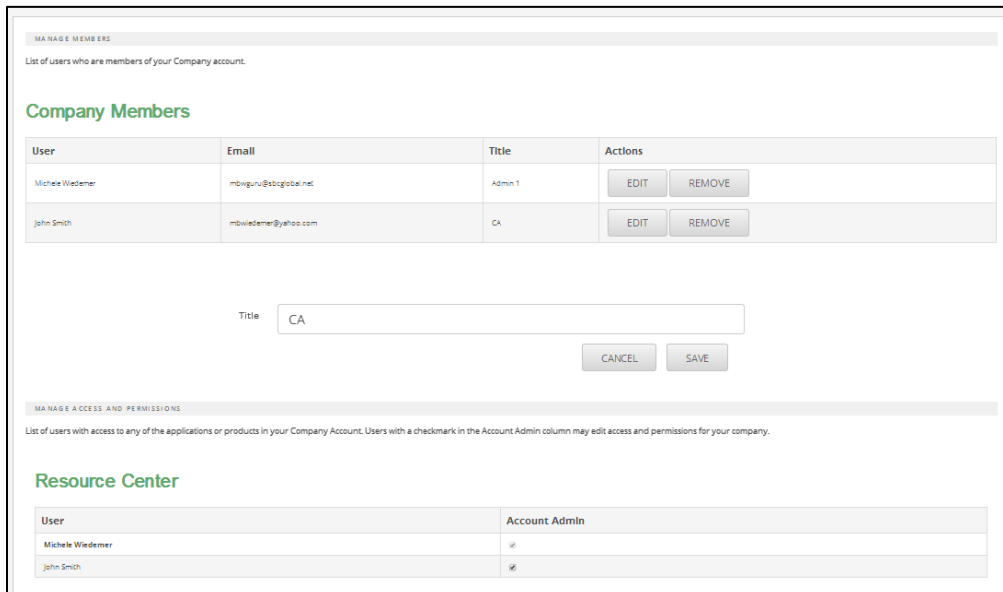2. Select **Accept** to accept the invitation.

Managing Members of Your Team

The *Manage Members* screen includes a list of members who have joined your company.

To open the *Manage Members* screen, select **Manage Team** from the *Resource Center Home* page **Welcome** drop down list.
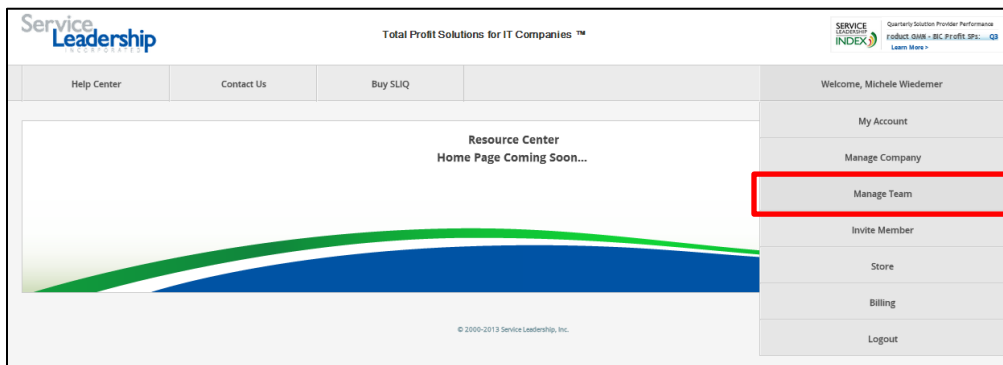
The *Manage Members* screen is illustrated below.

After you have purchased SLIQ, you will have an additional section that includes SLIQ Permissions.

To edit one of your Company Members, complete the following steps.

1. Select the **Edit** button next to the name of the team member you want to change.
2. Enter or change the **Title** for the selected team member.
3. Check or clear the Resource Center User **Account Admin** box to grant or remove privileges to edit access and permissions for your company.
4. Check or clear the SLIQ Permissions boxes to grant or remove privileges to perform the indicated actions in SLIQ for your company.
5. Select **Save**.

Using Help and Frequently Asked Questions

The Help and FAQ links provide additional information about the Resource center.

To access the Help and FAQ screens, select Help Center from the Resource Center navigation menu. Select **General Help** to see a page of all Help Topics. Select **FAQs** to see a list of frequently asked questions. To read additional information, select the appropriate link.

Logging Out

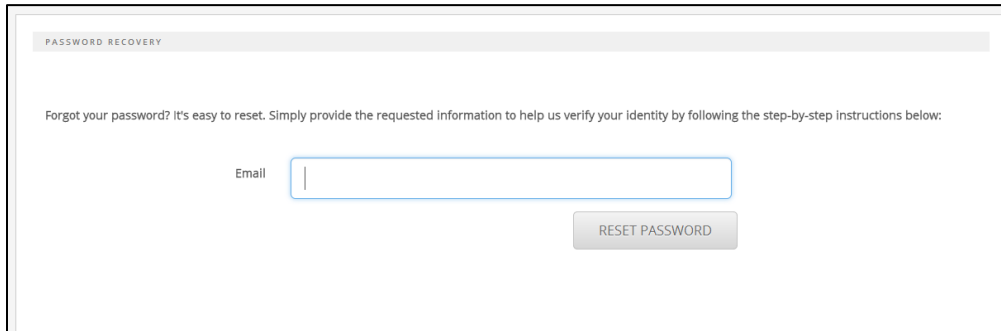When you have finished using the Resource Center, you should log out.

To log out screen, select **Logout** from the *Resource Center Home* page **Welcome** drop down list.

Retrieving a Lost Password

If you forget your Resource Center password, you can retrieve it.

To open the *Password Recovery* screen, select **Forgot Password** from the *Account Login* screen.

The *Password Recovery* screen is illustrated below.

PASSWORD RECOVERY

Forgot your password? It's easy to reset. Simply provide the requested information to help us verify your identity by following the step-by-step instructions below:
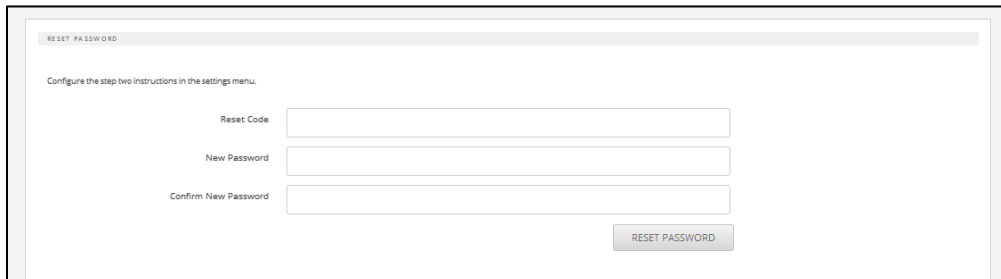
Email

RESET PASSWORD

To retrieve a lost password, complete the following steps.

1. Enter your **Email** address.
2. Select **Reset Password**.

You will receive an email with instructions for resetting your password.

3. Click on the link in the email or paste the address into your browser to open the *Reset Password* screen.

The *Reset Password* screen is illustrated below.

RESET PASSWORD

Configure the step two instructions in the settings menu.

Reset Code

New Password

Confirm New Password

RESET PASSWORD

4. Enter your **New Password**. The password must be at least eight characters long and include at least one non-alphanumeric symbol.
5. Retype your **New Password** to confirm it.
6. Select **Reset Password**.