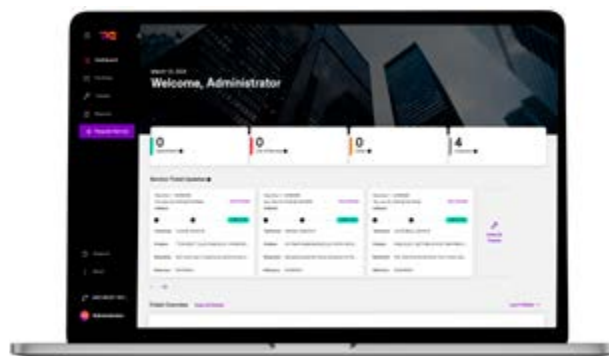# CUSTOMER SERVICE PORTAL AND APP

TKE

The service tools you need.

How do I benefit from these tools?

Included with your MAX Digital Services package, you'll have 24/7, on-demand access to the elevator information that matters, on your computer or mobile device.

To log in to the Customer Service Portal, visit:

https://na.myportal.tkelevator.com/

You can download our mobile app from the Apple App Store and Google Play Store. Open your app store on your phone, and search for "MAX Service."

View real-time status of all elevator units

View historical data on maintenance visits and service calls

Place service requests (no need to call us unless you want)

Contact Us

TK Elevator Corporation
788 Circle 75 Parkway SE, Suite 500
Atlanta, GA 30339
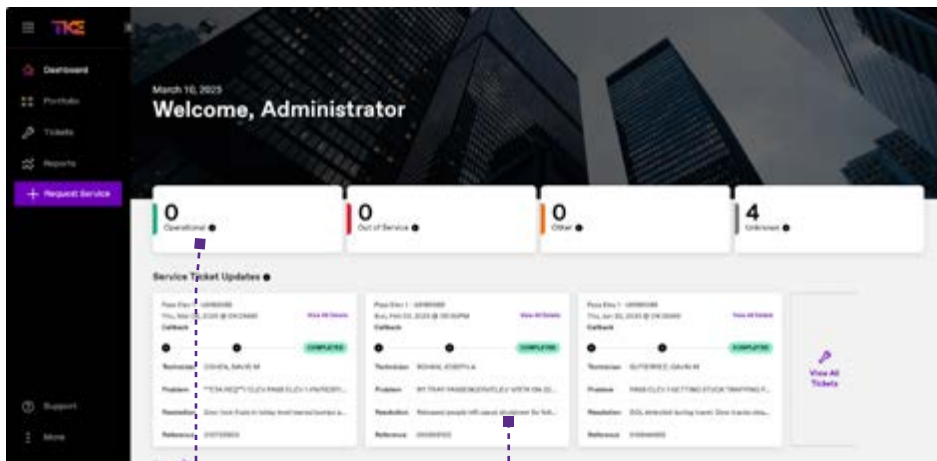P: +1 844 427 5461
www.tkelevator.com

TK Elevator (Canada) Limited
2075 Kennedy Rd., Suite 600,
Scarborough, ON M1T 3V3
P: 416 291 2000
www.tkelevator.com/ca-en

MOVE BEYOND

VIEW REAL TIME STATUS OF YOUR ELEVATOR UNITS

Get an instant overview of all your elevators and their key performance indicators (KPIs).
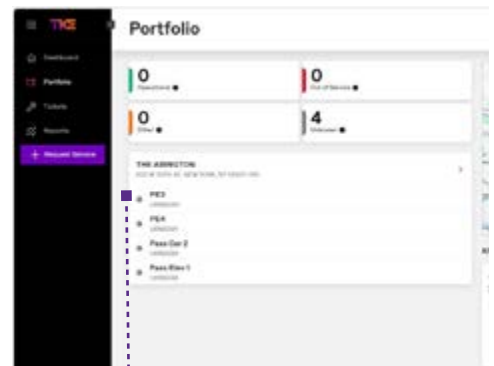
DASHBOARD*

Equipment status
Displays the overall status of all units in your portfolio.

Service Ticket Tracker
Track service requests from creation to completion quickly! See the current status of your tickets and as our technician finishes, you can see what they found on the 'Completed' tab and this list.

Asset list
Displays all elevator units in your portfolio, with their real-time status. You can switch between a map view and this list.

Trips per floor
Traffic flow in a multi-space building that assists in optimizing floor space versus a population distribution in the building.

Door movements
Helps you understand how your elevator is being used.

Uptime score
Valuable information to identify trends for efficient traffic flow.

Trip count
Load distribution in a multi-space building that helps optimize space based on changing building needs.

*Certain dashboard elements are only available with MAX Pro, Plus & Premium packages. This includes the near real time status features.
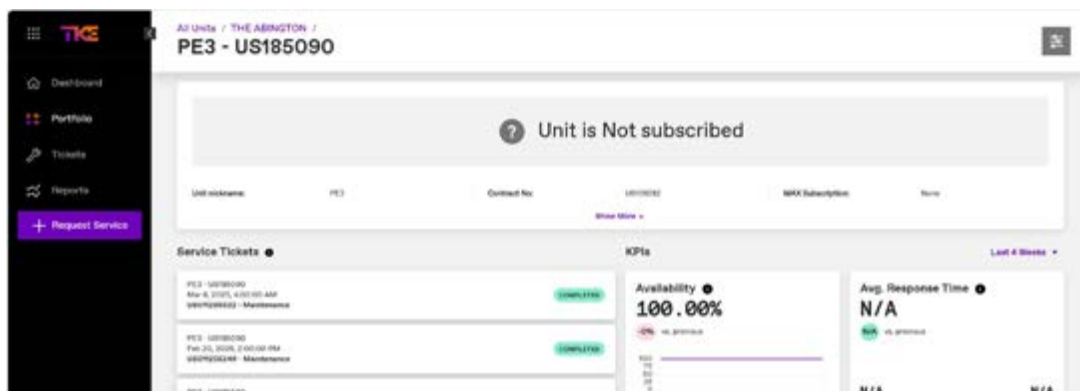
DETAILED UNIT INFORMATION

Provides more detailed views of all units, including real-time status, type of unit, related contract number, location, etc.
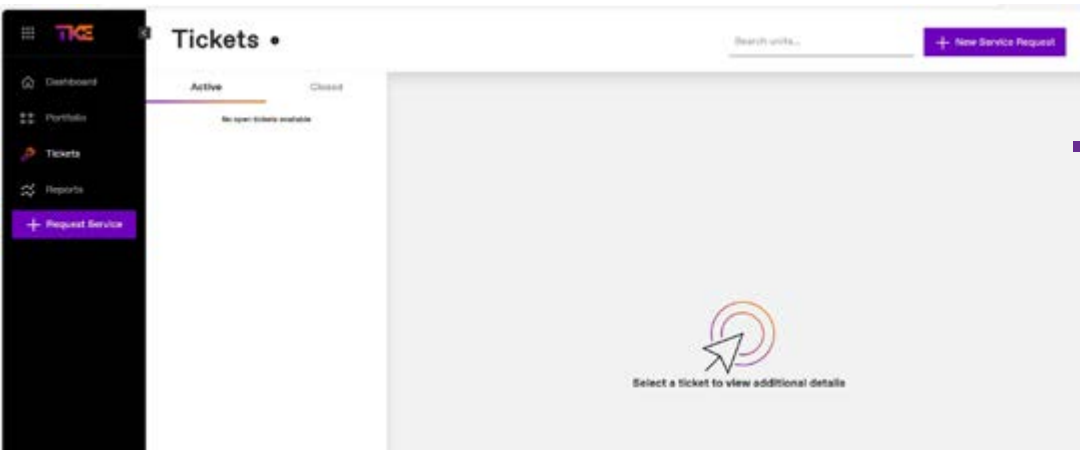
PORTFOLIO
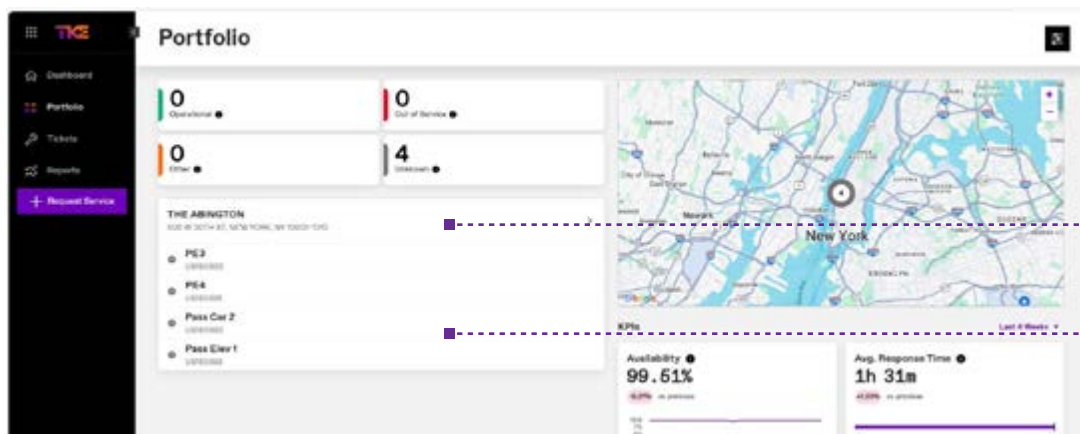
Details
Click on any desired unit to gain deeper details and insights.

Service records
View details on work conducted on the unit during the past three months. All other data is filed and available under the "Reports" tab.

SERVICE, EQUIPMENT PERFORMANCE USAGE REPORTS

**The "Reports" tab lets you run analytics to better understand your units' usage.
All analytics reports can be exported to PDF or Excel.**
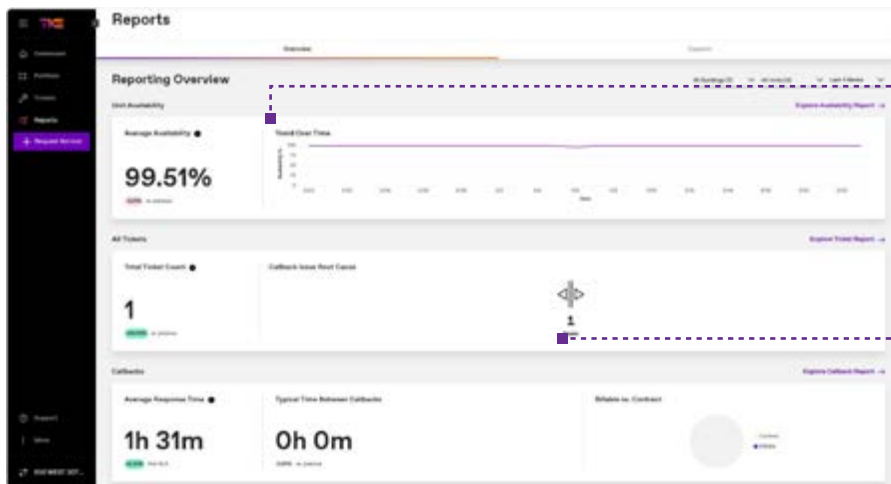
Ticket Reports tab

The "Ticket Reports" tab lets you analyze your building. It records activities such as callouts, inspections, repairs, maintenance, etc. The report provides insights into completed work, by whom and the time range.

You can select the desired units, time frame and the ticket type you want to analyze.

The report result will be displayed as an interactive graph.
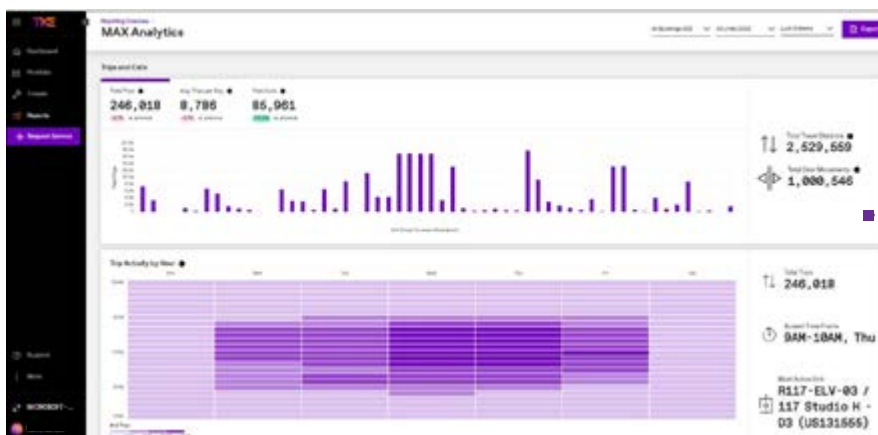
MAX reports tab

Displays your elevator and escalator usage data, including advanced traffic analysis on a unit or group of units over a given time range.

These reports provide valuable information to identify trends for efficient traffic flow.	This data may assist in understanding how traffic is distributed among groups of elevators in a common space.	This data provides a realistic picture of passenger behavior in a multi-space building and may assist in optimizing elevator performance based on changing building needs.

SERVICE REQUEST AND EMERGENCY REPORTS

It's easy to place service requests using our web portal or mobile app.

REQUEST SERVICE

Service requests
No need to call us anymore. With just a few clicks and a brief description, you'll place a service request and receive an email confirmation with your ticket number.

In an emergency, you must call our 24/7 Call Center at the number indicated in the contact pop-up.
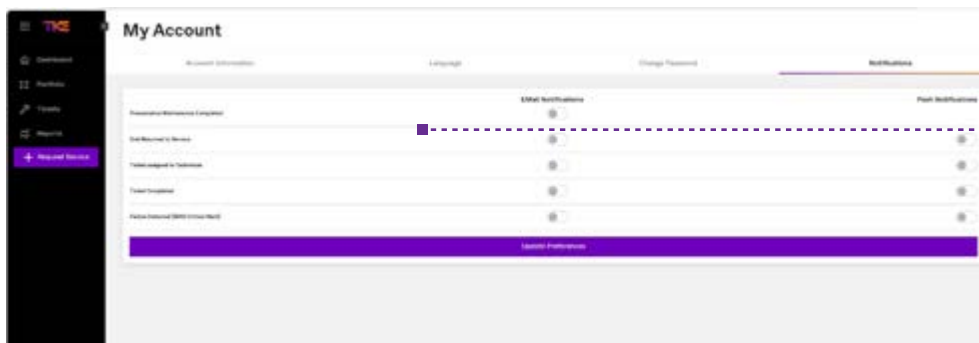
REAL-TIME NOTIFICATIONS

When an elevator event occurs, you'll receive a notification directly in the portal or via email.

NOTIFICATIONS
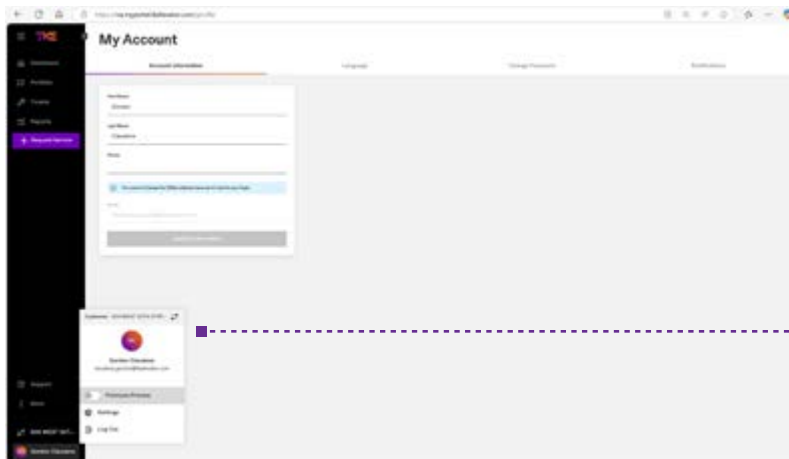
You can retrieve all of them by clicking on notifications. You can also dismiss notifications or prevent them from appearing for an hour (snooze).

You can also easily decide which type of notification to receive by visiting the notification settings screen.

Mobile App

You can download our mobile app from the Apple App Store and Google Play Store. Simply open your app store on your phone, and search for "MAX Service."

Once you've downloaded the app and enabled push notifications, you can receive immediate elevator notifications through your phone.

Download for Apple   **Download for Andriod**