

The ExpressTime Insider

Communication Manager

February 2016

Learn more about our Solutions:

- [ExpressTime](#)
- [ExpressInspections](#)
- [ExpressTime Communication Manager](#)
- [ExpressAccounting](#)

You can add other office personnel to our newsletter subscription by sending their email address to Scarlett at sthart@expresstime.net.

HAVE QUESTIONS?

CONTACT US:

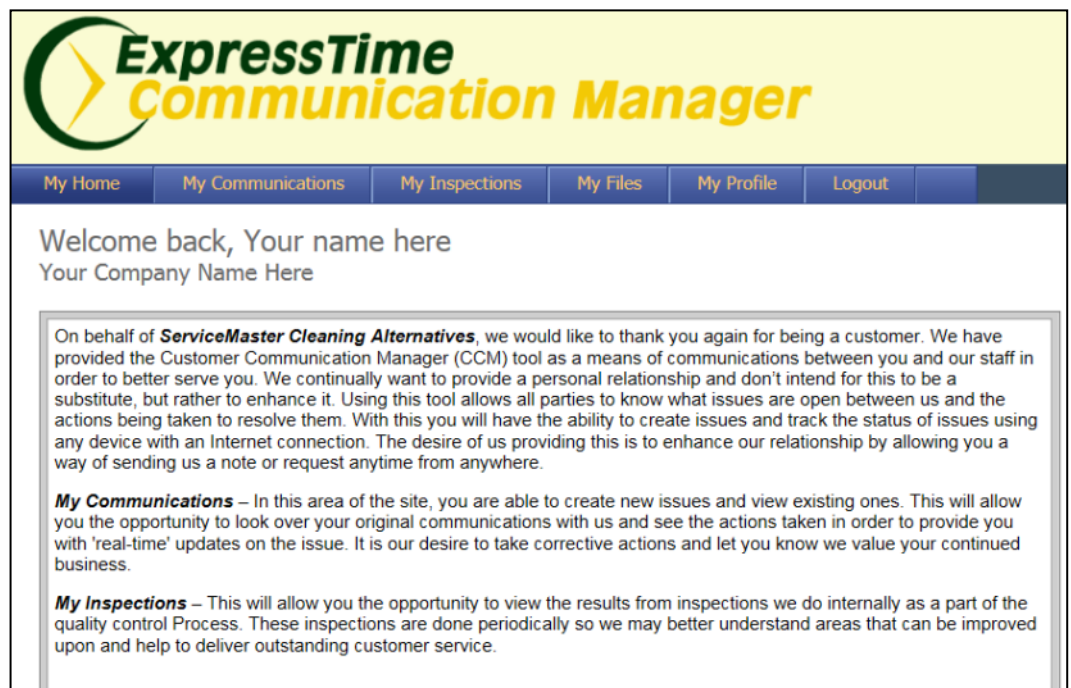
1-888-457-7978

support@expresstime.net

www.ExpressTime.net

As you know, the [ExpressTime Communication Manager](#) completely changes the way you and your clients stay connected. Your clients even have their own, individual portal where they login and submit requests or issues. It's come to our attention that many of you have not yet allowed your clients to have their own portal. This is a valuable aspect of the CRM that will allow your clients to communicate with you and track progress on issues. For those of you who haven't set up a client portal, here's how:

To give your clients a portal, their name and email will need to be listed in the **Contacts** section of their building in ExpressTime. To login, your clients will go to <http://crm.expresstime.net>. Their **Username** is their email address, and their initial password is **B13579a**. They'll be able to change their password under the **My Profile** tab.



Once logged in, your clients will have a few actions they can take. They can submit an issue or request under the **My Communications** tab. The **My Communications** tab is also where they will go to check the progress on any open issues they have submitted to you.

Under the **My Inspections** tab, you clients can view any inspections that you have completed in their building and have given them access to see.

You can store your contract, task schedule, or any other documents under the **My Files** tab.

My Profile is where your clients can change their email address, password, and other basic information.

To learn more about the client portal, [click here](#). Still need help? Give us a call at 1-888-457-7978.