



**Home Buyers Resale
Warranty CorporationSM**

Contractor Online Mobile
User Manual

Table of Contents

Registering a User.....	Page 3
Setting up COL Mobile.....	Page 4
Using COL Mobile.....	Page 5
Logging into Mobile	Page 5
Work Order Search	Page 5
Advanced Search	Page 6
Change Work Order Service Status (WOSS)...	Page 6
Add Non-Covered Costs	Page 7
View Warranty Terms and Conditions	Page 7

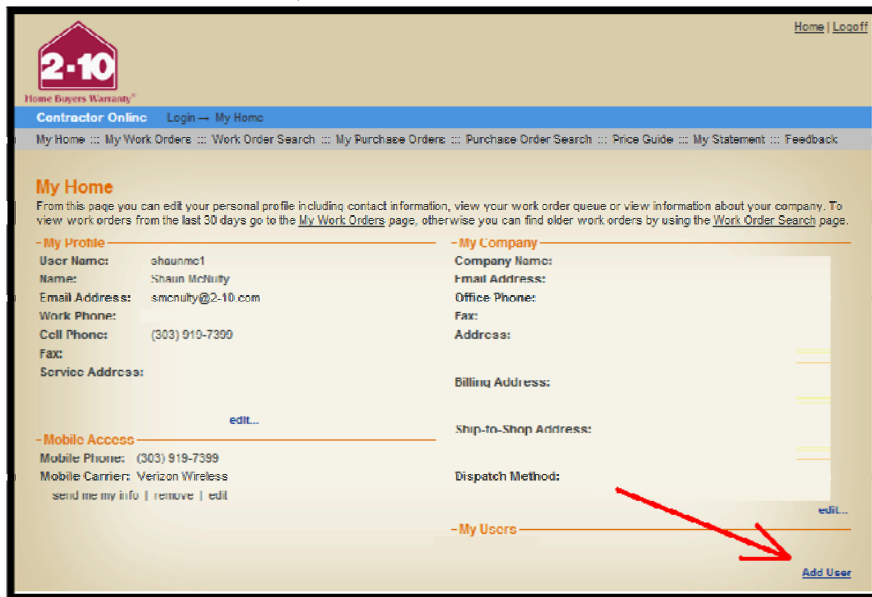
Contractor Online Mobile Application

In addition to the Contractor Online feature, 2-10 has now launched a *mobile version* of the current Contractor Online. Many of the same features and tools available on Contractor Online are now accessible on your cell phone via the Contractor Online Mobile Version such as (but not limited to):

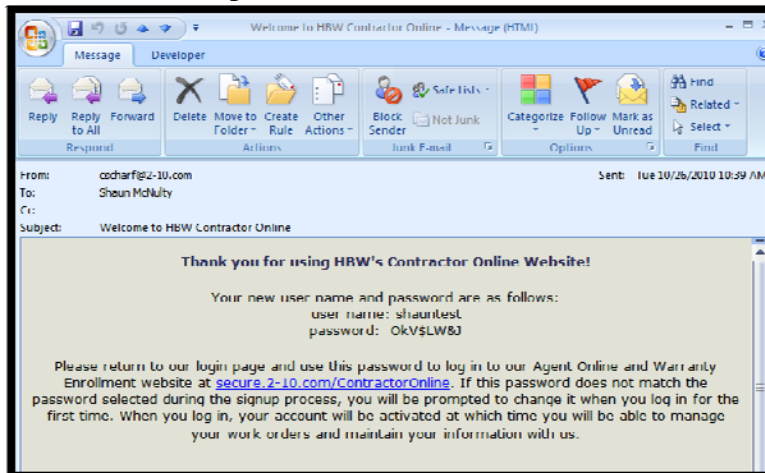
- Work Order Lists: shows work orders that have been dispatched to your company
- Customer Address Searches: allows users to search using customer address information
- View Contract Language
- WOSS Updates
 - The ability to add notes to WOSS
- Add Non-Covered Charges

Registering A User

The administrator will need to log into Contractor Online and click on the blue “add user” link on the bottom right (**IMPORTANT:** Each phone with COL Mobile will have to have its own user account created in order to add the mobile version):

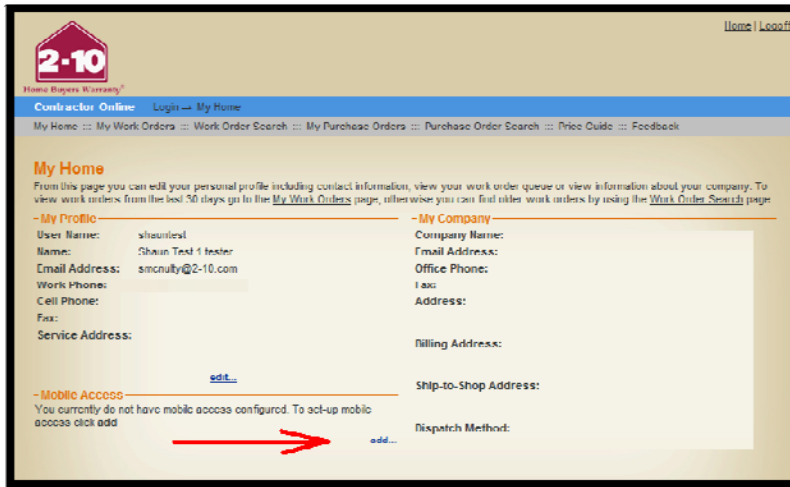


Fill out the new user info and user account then click “create user” at the bottom. You will automatically receive an email with the user name and password for that new user:

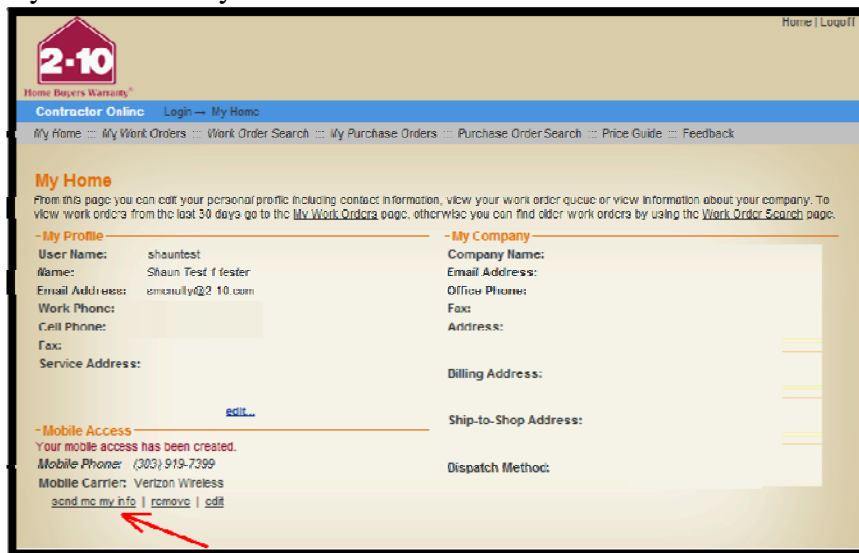


Setting Up COL Mobile

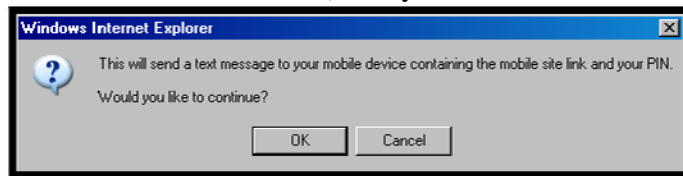
Go to the log in screen <https://secure.2-10.com/ContractorOnline/> and log in under **the new user's** account. Once logged in, click on the “add...” button on the bottom left under Mobile Access:



Type in that users cell phone number, a PIN # that will be easy for that user to remember, and select a cell phone provider from the drop down box. Once that has been completed, hit the create button. You will now see a link that says “send me my info”:



Click the link and it will bring up a pop up box that reads “this will send a text message to your mobile device containing the mobile site link and your PIN”. Click OK and you will receive a text message with the link (<http://mobile.2-10.com/ContractorMobile/>) and your PIN:



Using COL Mobile

Logging into Mobile

Once received on your mobile phone, click on the link provided in the text message and this will take you to the mobile log in screen. Type in your phone number and PIN and click the login button.

Note: there is a “remember me” box you may check so you don’t have to type in your phone number and PIN everytime you access the mobile site. Once logged in you may want to add this site to your bookmarks.



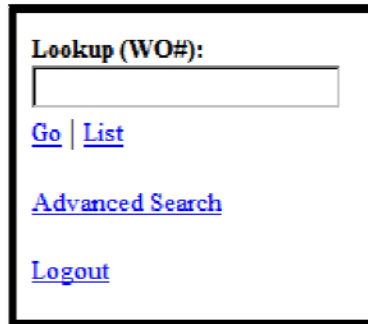
HBW Contractor Mobile
Mobile Phone #:

PIN:

 Remember Me
[Login](#)

Work Order Search

Once you log in it will take you to the main work order number “Look Up”:



Lookup (WO#):

[Go](#) | [List](#)
[Advanced Search](#)
[Logout](#)

If you know the w/o # you are looking for, type it in and click [Go](#). If you want to search by a different means, click on [Advanced Search](#) (described on next page):



Advanced Search:
Status:

Street Address:

City:

State:

Zipcode:

[Search](#) | [Back to Lookup](#)
[Logout](#)

Advanced Search

In advanced search you can search by work order status, address, city, state and zip code. Once you type in the search criteria, click on Search. Depending on your search criteria, it may pull up more than one option:

WO# (Address)
3436290 (367 Nansemond St SE)
2267137 (2636 Albion Ave)
Reset Search Back to Lookup

If the work order you are looking for is found, simply click on the link. It will then take you to that *claim info page*. This screen gives you vital data such as address, status, system, problem, dispatch type, if the homeowner has Supreme, R410A, or Enhanced coverage, and non-covered costs if any. Once you are in the *claim info page* you are able to update the work order status, add non-covered costs, and view the contract language. (Note: The **Check & Advise** work orders will show up in the claim info page in red, reminding that this is a check and advise and this needs to be called in to the Authorizations Dept before any work is completed):

WO# (Trade Fee): 3436290 (\$90)
Check & advise, must call for approval
Homeowner: test test
Address: 367 Nansemond St SE
Leesburg, VA (20175)
Status: Dispatched
System: Appliances - Dishwasher
Problem Desc:
Dispatch Type: Original
Supreme/R410A/Enhanced: N/N/N
Total Non-Covered: \$0.00
Change Status Add Non-Covered Cost
Back to Lookup Back to List View Terms
Logout

Change Work Order Service Status (WOSS)

To change a work order service status (WOSS), simply click on the dropdown box, highlight the status you want, and click on Continue. You will now have the option to add notes in the notes section should you chose. Once complete, click on Save:

CurrentStatus: Dispatched	CurrentStatus: Dispatched
New Status: <input type="text"/>	New Status: (Dispatch Accepted)
Continue Cancel	Notes: <input type="text"/>
Logout	Save Cancel Logout

Add Non-Covered Cost

If you need to update the claim with non-covered costs, click on [Add Non-Covered Cost](#) , select the non-covered item from the dropdown, add the price, and include a note (when applicable). Then click on [Add](#). If there is more than 1 non-covered item, continue through the previous steps as you can add more than 1 non-covered item (when applicable):

Item:
Permit

Cost:
45.00

Note:
City of Victorville

[Add](#)

Total Cost: \$0.00

[Change Status](#) | [Back to WO Detail](#)
[Back to Lookup](#) | [Back to List](#) | [View Terms](#)

[Logout](#)

View Warranty Terms and Conditions

If you are unsure of coverage, instead of calling Authorizations, you may click on [View Terms](#) and see the contract language of the homeowner's actual warranty.

[Back to WO Detail](#)

Standard: • Range • Oven • Cooktop • Garbage Disposal • Trash Compactor • Refrigerator • Built-in Microwave • Dishwasher • Inst

Excluded: Appliances not located in the primary kitchen. Range/Oven/Cooktop meat probe assemblies, sensi-heat burners will on
Refrigerator multi-media center, racks, shelves, interior thermal shells, food spoilage and freezers which are not an integral part of
counter top units, meat probe assemblies, rotisseries.

Limitations: Built-in or sealed refrigeration units are limited to \$2,500 per contract. Any failure due to rust is not covered for the h
for the homebuyer.

[Back to WO Detail](#)

[Logout](#)