



# TeamPortal Quick Start

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The MAAX Spas TeamPortal provides access to order spas, register spas, order parts, create warranty claims, search and download documents and files, retrieve and reproduce sales documents and communicate directly with MAAX Spas staff.

<https://maaxspasportal.com>

(www prefix is not required)

## Requirements

### Internet Connection

An active connection to the Internet is required.

### Internet Browser

- Google Chrome (preferred)
- Firefox
- Safari
- Internet Explorer

Keeping browsers up-to-date is important for security reasons. Google Chrome and Mozilla Firefox browsers do an excellent job of notifying users and auto-updating against new threats.

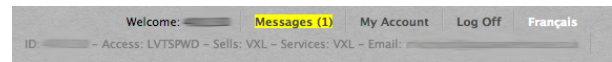
### Information Safeguard

All communications between your browser and the MAAX Spas servers are encrypted.

## Terminology

### Meta Options

Located in the upper, right corner of every page, the Meta options provide access to account-wide options and information.



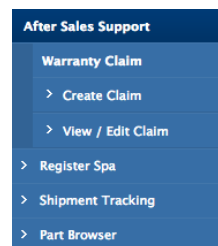
### Global Navigation

Located above the right-hand column (also known as the main content area), the global navigation provides access to all primary functions of the site.




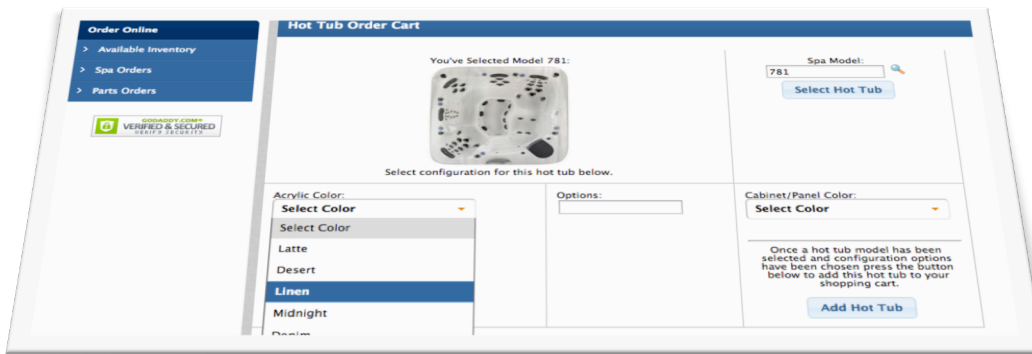
### Local Navigation

Located atop the left-hand column of inside pages, local navigation provides options specific to the page currently displayed. The options presented here are also available in sub-menus of the global navigation.



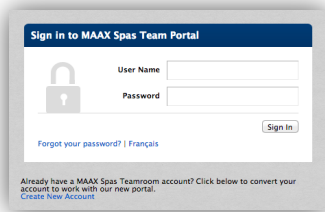
### TeamPortal Tips

 Hover the cursor over this icon to see more information for the given field or function.



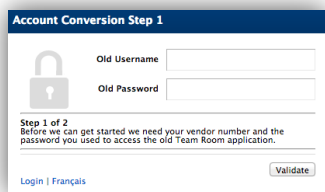
## 1 Log In or Convert Existing Teamroom Account

First-time users must convert their existing Teamroom account into a TeamPortal account.



## 2 Enter Valid Teamroom Dealer ID and Password

Enter your MAAx Spas Dealer ID and password.



## 3 Create A TeamPortal Account

- User Name cannot contain your dealer ID
- Email addresses defaults to the email on record
- Password may not contain dealer ID

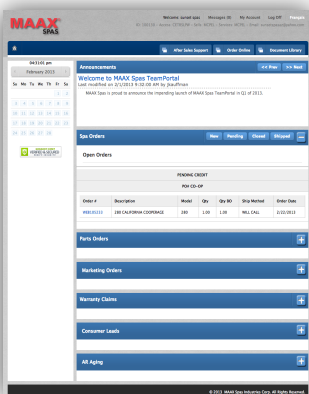


## 4 Browse The Portal Dashboard

In addition to displaying a calendar of events, the system time (local PC), and announcements, the dashboard page presents recent/active records for sales, warranty claims, consumer leads, marketing, and accounting activity.

Each section is collapsible (closed by default) and can be opened/closed by clicking the +/- icon on the right edge of the title bar. Most collapsible data views feature tabs within them to apply different filters on the data.

Document numbers (orders, invoices) are hyperlinked and can be viewed or printed simply by clicking on them (opens a new window/tab).



## After Sales Support

The functions currently available within the After Sales Support area are:

- Create/View/Edit Claim
  - Improved search
- Register Spa
- Package Tracking
- Part Browser
  - View thumbnails
  - Add to order

## Order Online

The functions currently available within the Order Online are:

- Order Spas
  - Options updated and linked to model/series
- Order From Inventory
  - Reserve units in cart for up to 72 hours
- Order Parts
  - Search by part number
  - Search by name

## Document Library

The document library contains all technical and marketing documents and is searchable by keyword or title.

Expanded features for the Document Library are already in development.

## My Account

My Account, available from the Meta menu at the top of the page, displays the roles assigned to the account and enables access to create sub-accounts, view detailed historical sales data and reset the account password.

## Getting Help

To report trouble or request help with the TeamPortal, contact After Sales Support by email [caremail@maaxspas.com](mailto:caremail@maaxspas.com) or by phone +1 800 223 4727.

### Warranty Claims

#### Warranty Claim Search Filters

Claim #:  Account #:

Date Service Requested  
StartDateServiceRequested:  EndDateServiceRequested:

Customer First Name:  Customer Last Name:

Postal Code:  Home Phone:

Serial Number:  BOM Name:

Part #:  Order #:


Date Purchased  
StartDatePurchased:  EndDatePurchased:

New Claims

Closed Claims

### Hot Tub Order Cart

You've Selected Model 471:



Select configuration for this hot tub below.

Spa Model:

Acrylic Color:

Options:  
 Blower  
 Ozone  
 Perimeter Lights  
 Remote  
 Stereo  
 Stainless Steel  
 UV Sanitizer  
 X-Option  
 Europe

Cabinet/Panel Color:

Once a hot tub model has been selected and configuration options have been chosen press the button below to add this hot tub to your shopping cart.

#### Hot Tub Shopping Cart

Order Notes:

### Document Search

Select a tag to search on:

Tag:

Search by title:

Name	CreatedDate	Size (KB)
471_BOM 10-2-09.pdf	2/22/2011	95552
471_BOM 04-21-2010.pdf	2/22/2011	26940
471_BOM 4-12-2011.pdf	5/27/2011	30367
471_BOM 10-2-09.pdf	2/22/2011	95552
471_EARLY BOM 6-8-2011.pdf	6/22/2011	23773
471_MID BOM 6-10-2011.pdf	6/22/2011	23256
471_BOM 6-28-2011.pdf	3/29/2012	27181
2003 Model 471 BASE Est. Location Map M4713904.pdf	6/6/2011	173763

### My Account

This is my account page. Here you can see your username and email address. You can also change the password using the "change password" link below.

Details:

User Name:

Email Address:

My Roles:

- Distributor
- Lifestyle
- Vita Spas
- XStream

Actions:

- Change Password

# TeamPortal

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MAAX Spas Industries Corp

25605 S Arizona Avenue  
Chandler, AZ 85248,

<http://maaxspas.com>