Tellworks LOGISTICS

AIMSPlus+ SOFTWARE

Market Order App

Construction Manager

Full Returns User Guide

Tellworks Communications LLC Propriety and Confidential

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Tellworks Communications LLC Propriety and Confidential

Create an Account

You must create an account and get approval first
before you are able to use the app

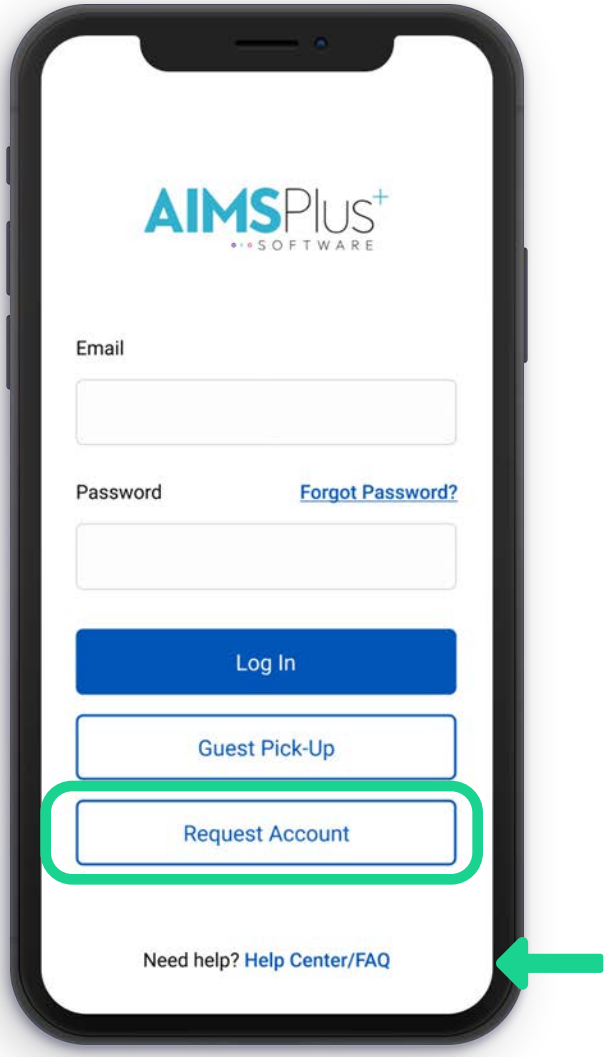
Create an Account

Request a New Account

Click on the Request an Account link below the log in button.

Need help?

Access the Help Center, without logging in, to find published answers, trainings, and training documents, as well as, submit a ticket directly to Tellworks for individual assistance.

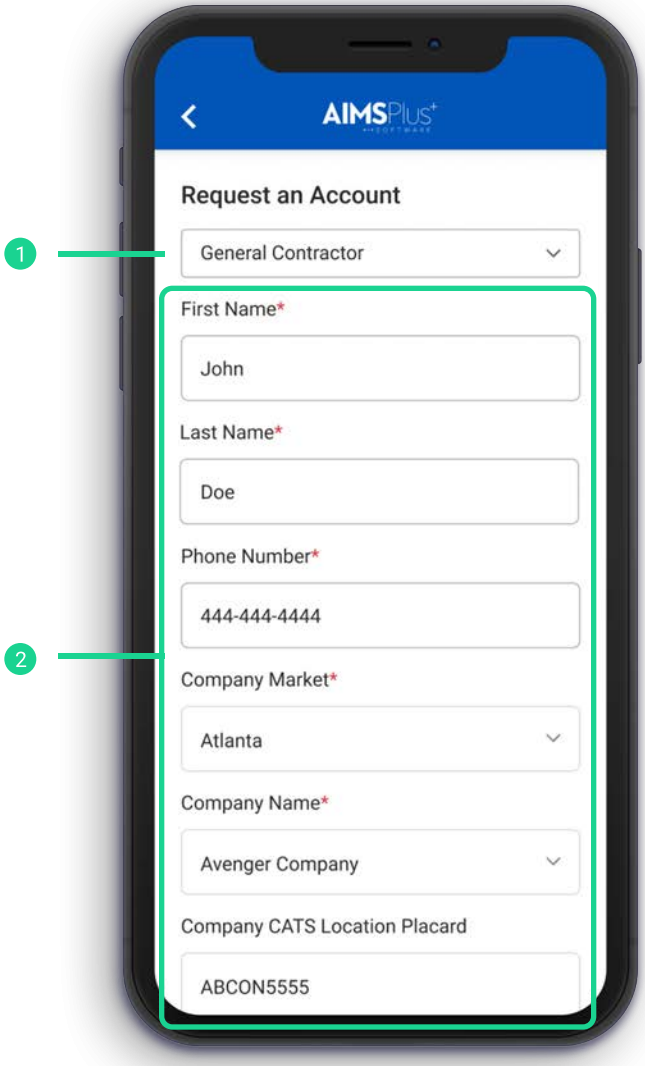


Create an Account

Fill in User Information

1. Select the role you would like to register an account for
2. Fill out your personal information:

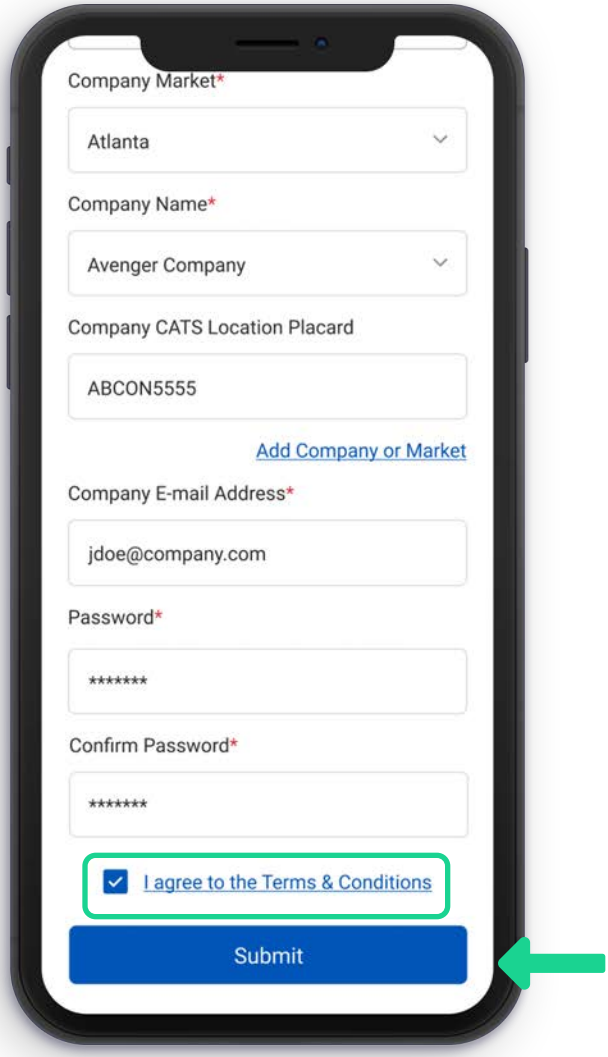
- First and last name
- Phone number
- Tellworks Employee ID
- Email Address
- MSL
- Create a password for your account



Create an Account

Accept Terms and Conditions then Submit!

Tellworks will email you when your account is approved. (Activation typically arrives within 48 hours).



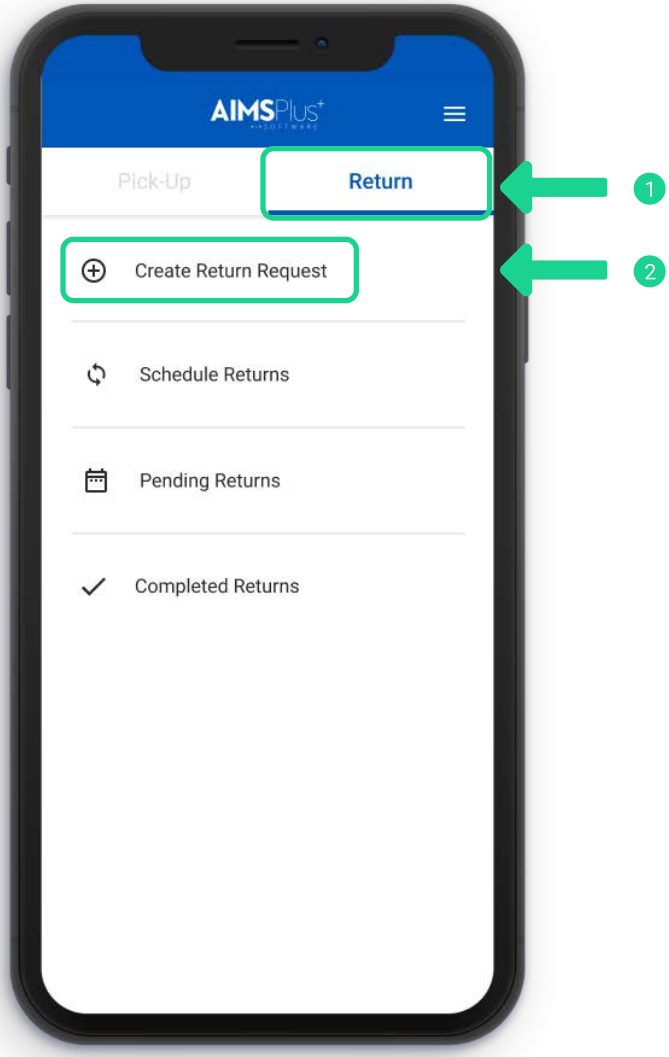
Create Return Request

As a CM, you have the ability to create and submit a return request for review by a TMO Return Manager.

Create Return Request

Navigate to Create Return Request

1. Select “Return” from the carousel at the top of the page.
2. Click on “Create Return Request” from the home menu.



Full Kit Return

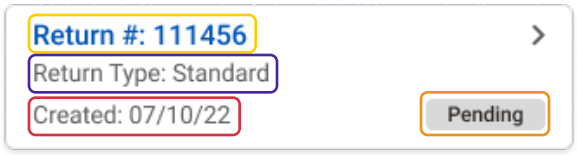
Create Return Request: Full Kit New in Box Return

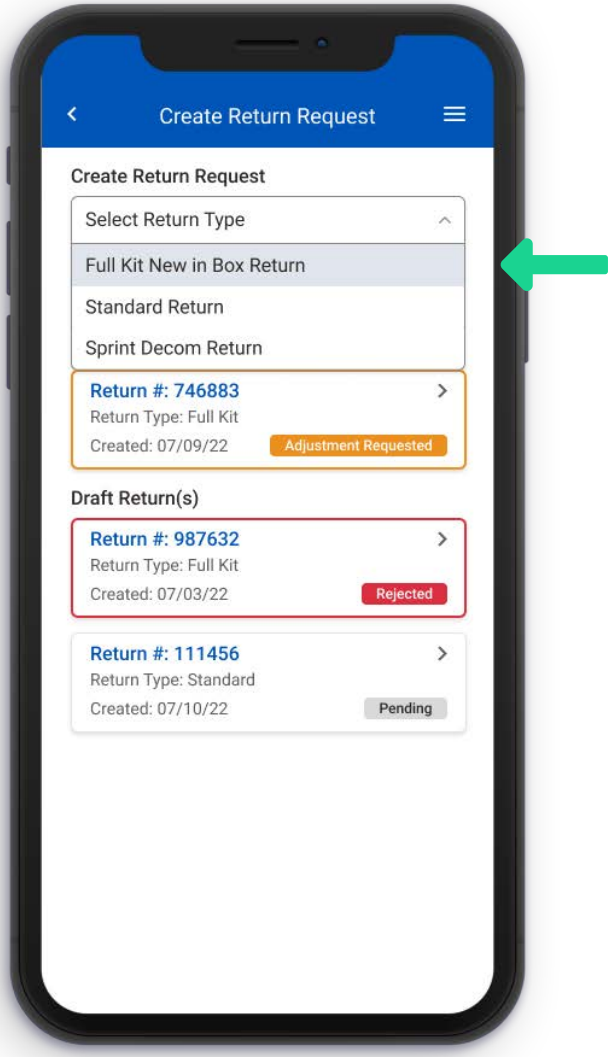
Select 'Full Kit New in Box Return' from the dropdown menu.

All returns are in order by date with the most current date at the top of the page.

Each card represents a return. All returns have:

- Return number
- Return Type
- Creation Date
- Return Status

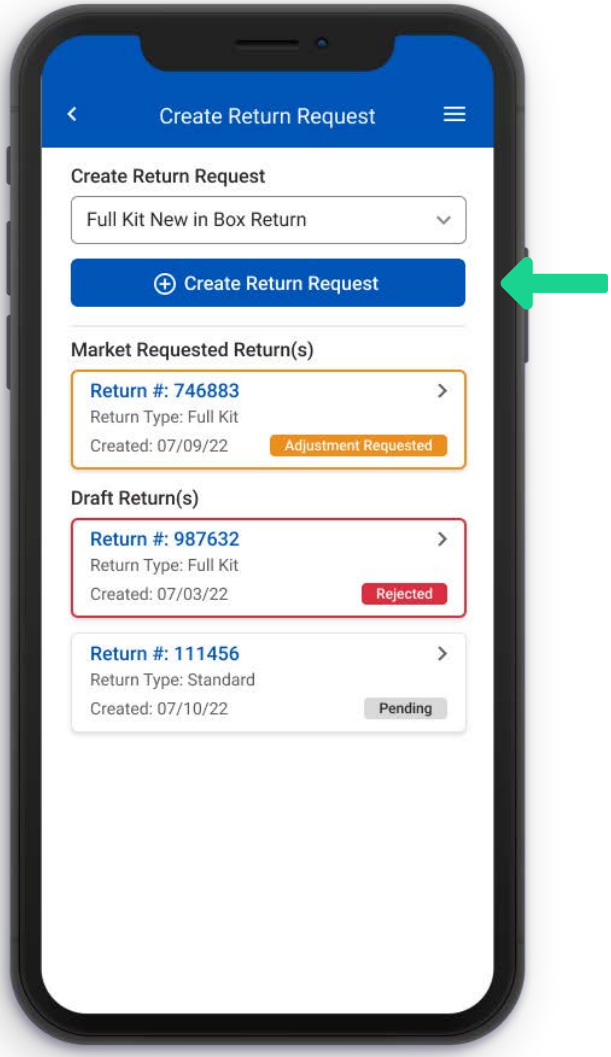




Full Kit Return

Create Return Request: Full Kit New in Box Return

After selecting 'Full Kit New in Box Return' from the dropdown menu, the 'Create Return Request' button will become active. Click to continue.



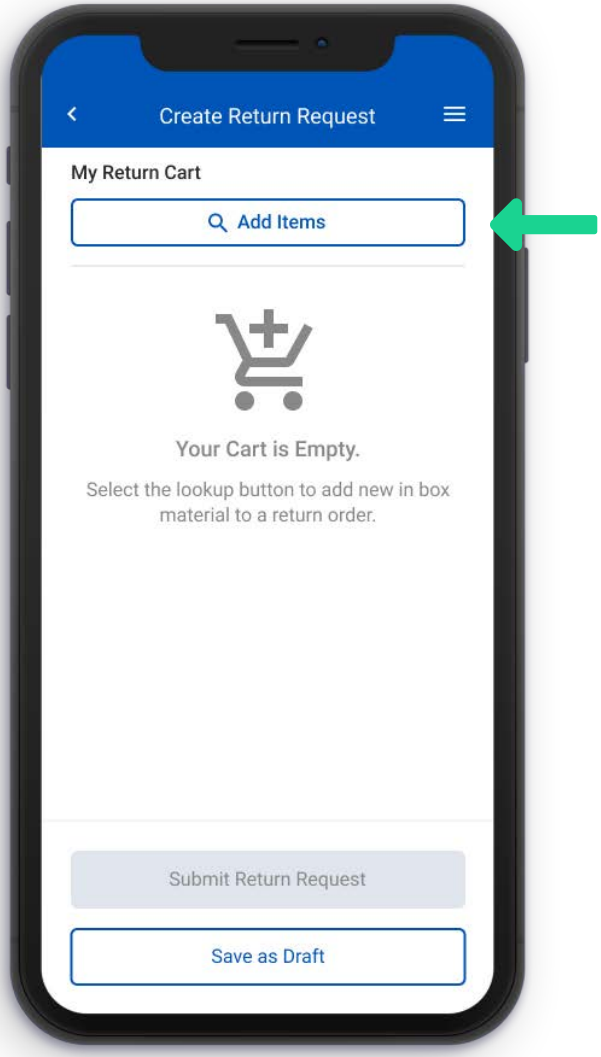
Create Return Request

Full Kit Return

Understanding My Return Cart

Select the ‘Add Items’ button to look up material to add to the return request. To save a return requeset as a draft, select the ‘Save as Draft’ button.

Saving as a draft will take you back to the ‘Create Return Request’ home page.



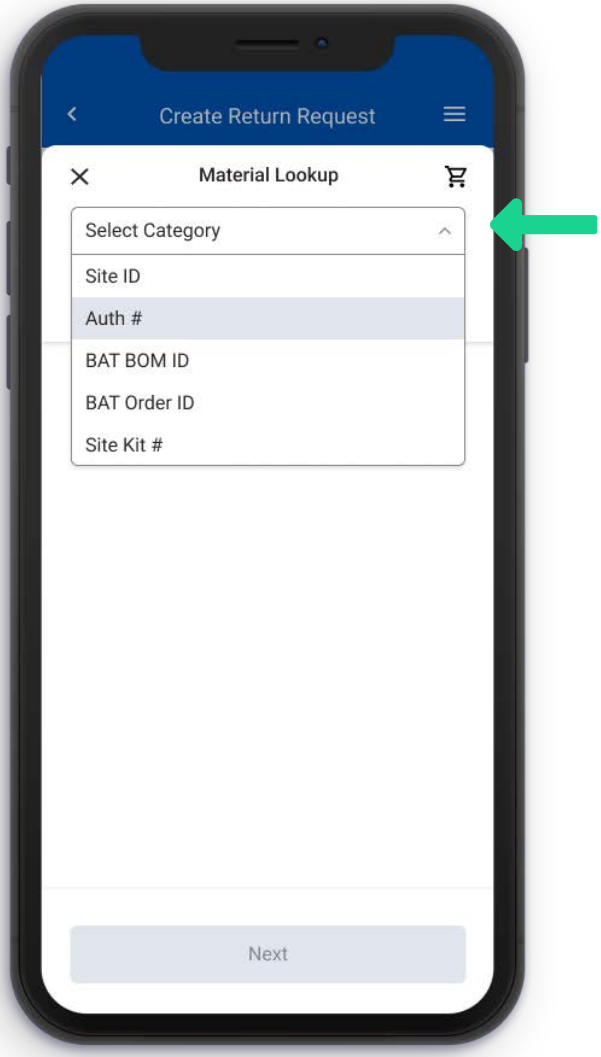
Full Kit Return

Understanding Material Lookup: Full Kit Return

Select a category to search by. Searchable categories include the following:

- Site ID (Please ensure you enter the 7 digit Site ID without the candidate letter. If the 7 digit Site ID does not exist, please contact Market Lead for assistance.)
- Authorization Number
- BAT BOM ID
- BAT Order ID
- Site Kit Number

*Full Returns must be tied to the original goods issue of the equipment. You cannot include multiple deployments on a Full Return RMA.



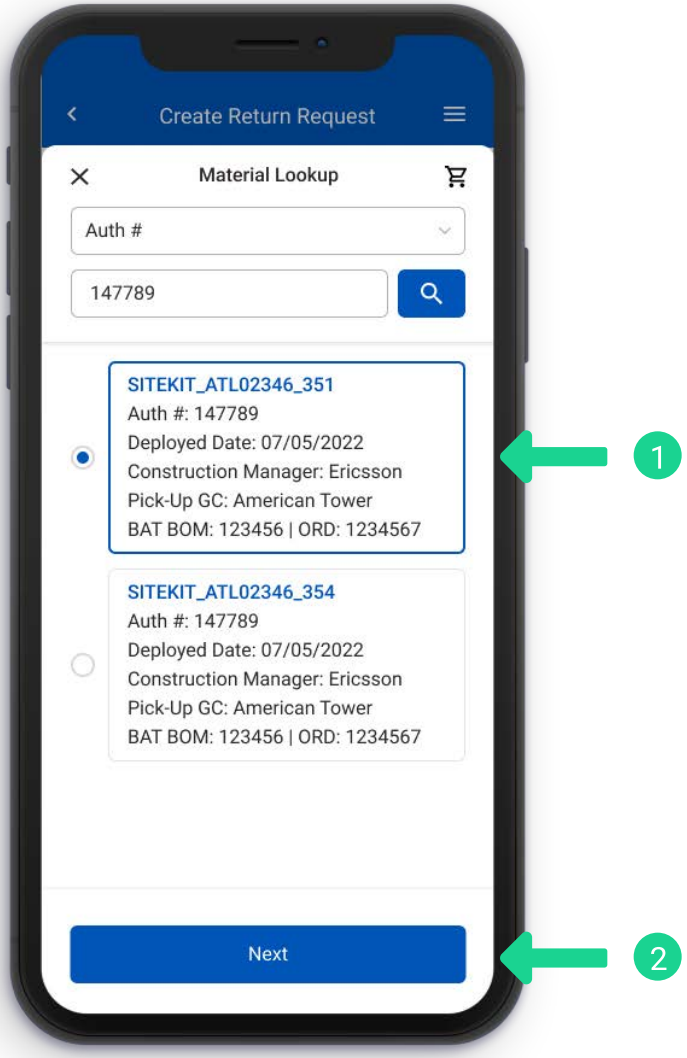
Full Kit Return

Understanding Material Lookup: Full Kit Return

After selecting a search category and inputing your preferred method of lookup, complete the following to continue:

1. Select a Site Kit
2. Select the ‘Next’ button to continue.

*You must select ONLY ONE to move forward.



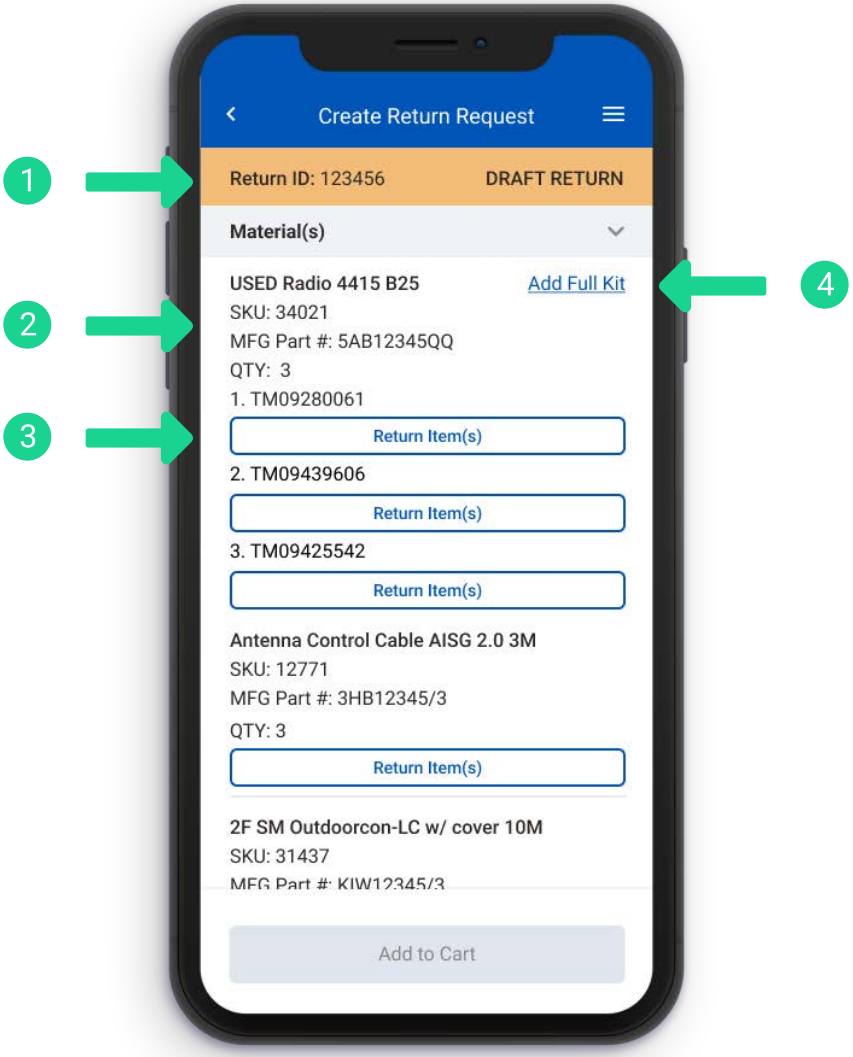
Create Return Request

Full Kit Return

Understanding Full Kit Returns

1. Return information
2. Item Description
3. Select the 'Return Item(s)' button to add item(s) to your cart.
4. Select the 'Add Full Kit' Button to add the entire kit to your cart.

*Non-assets can be returned in bulk but assets must be returned individually. Validate that the tag on the package match the tag provided in the app.



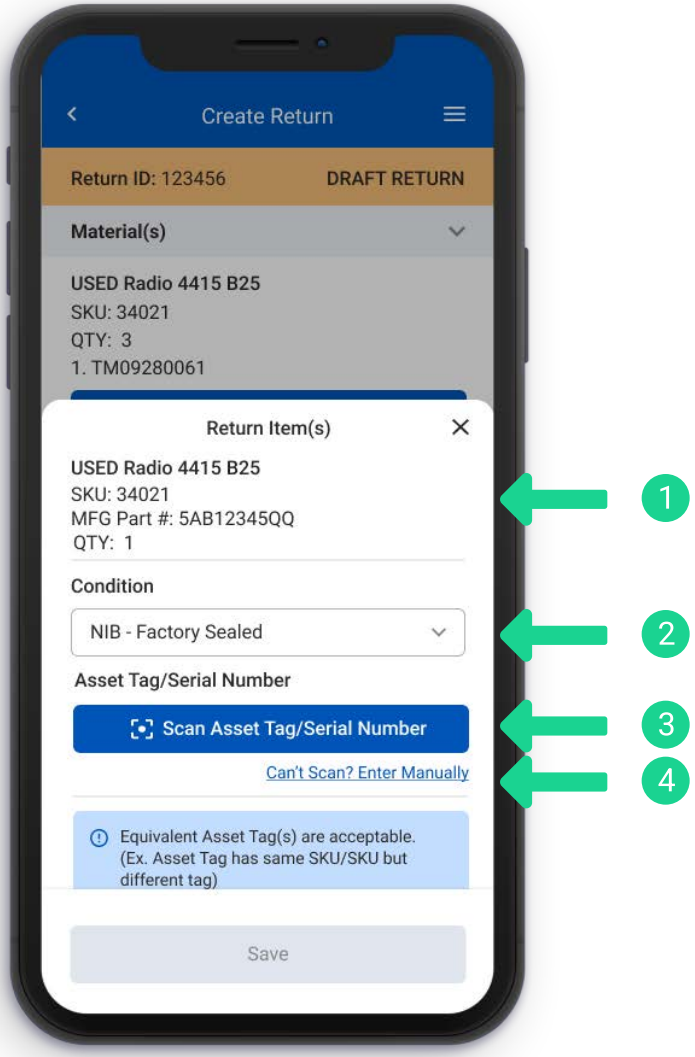
Create Return Request

Full Kit Return

Adding an Asset Tag Item to Your Cart

1. Item Information
2. Select the item condition
3. Scan the item Asset Tag or Serial Number
4. If you are not able to scan the Asset Tag or Serial Number, select the ‘Can’t Scan? Enter Manually’ button for manual entry.

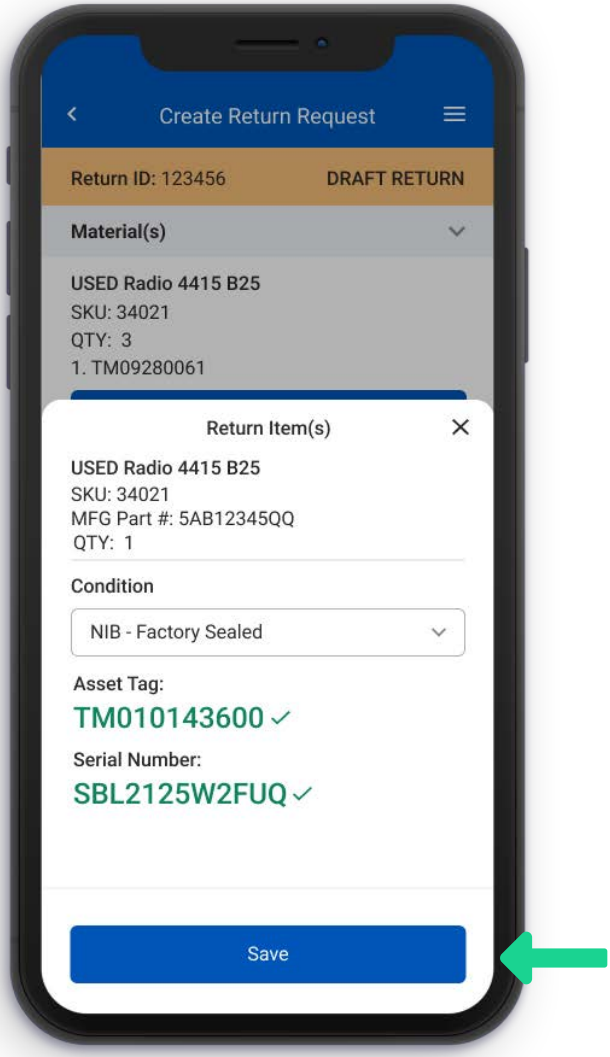
*Assets can be entered manually if you are not able to scan.



Full Kit Return

Adding an Asset Tag Item to Your Cart

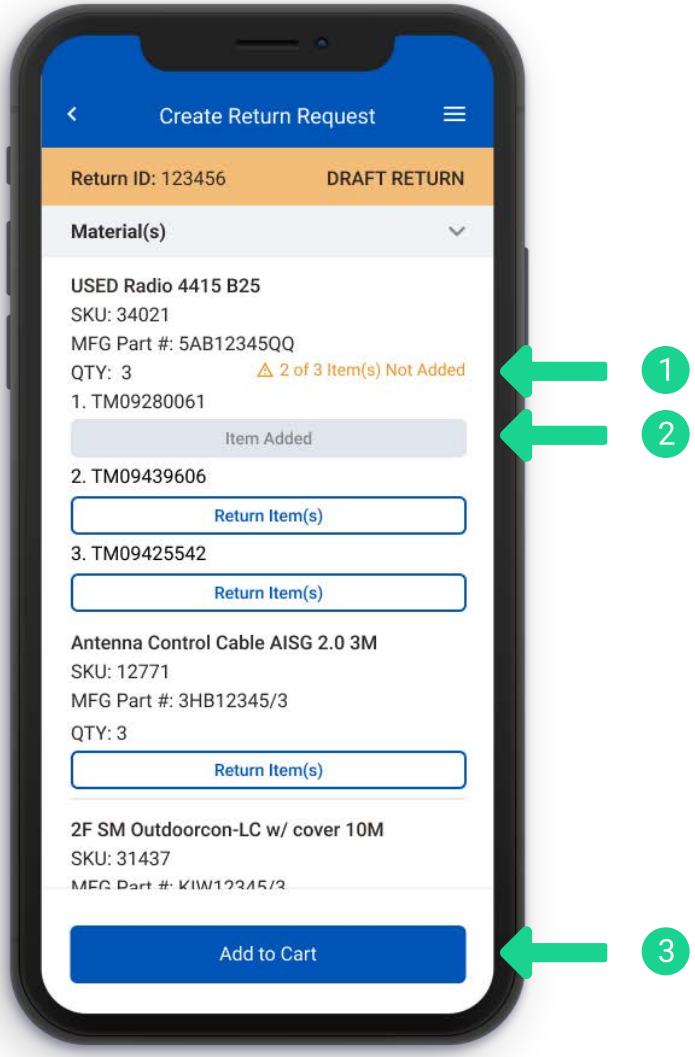
Once you have scanned the Asset Tag or Serial Number, the ‘Save’ button will activate and turn blue. Click to save the item to your cart view.



Full Kit Return

Understanding Full Kit Returns

1. A warning message will appear if all items from original goods issue are not added to be returned.
2. Item Added confirms the item has been processed.
3. When all items have been added to the kit view, select ‘Add to Cart’ to add the material to the return request.

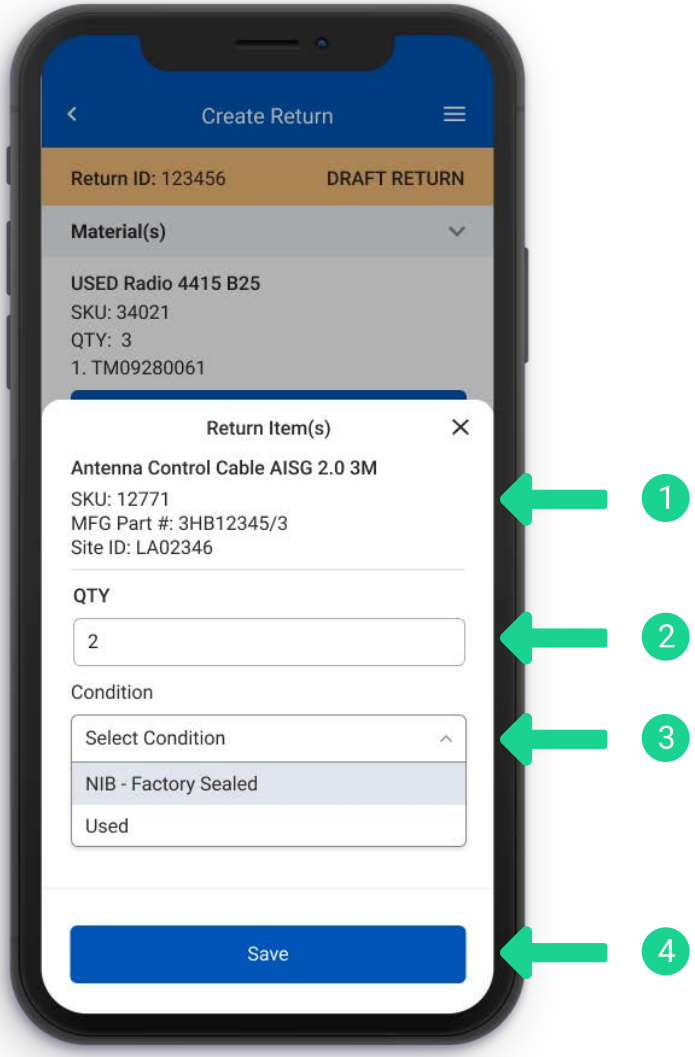


Create Return Request

Full Kit Return

Adding a Non-Asset Tag Item to Your Cart

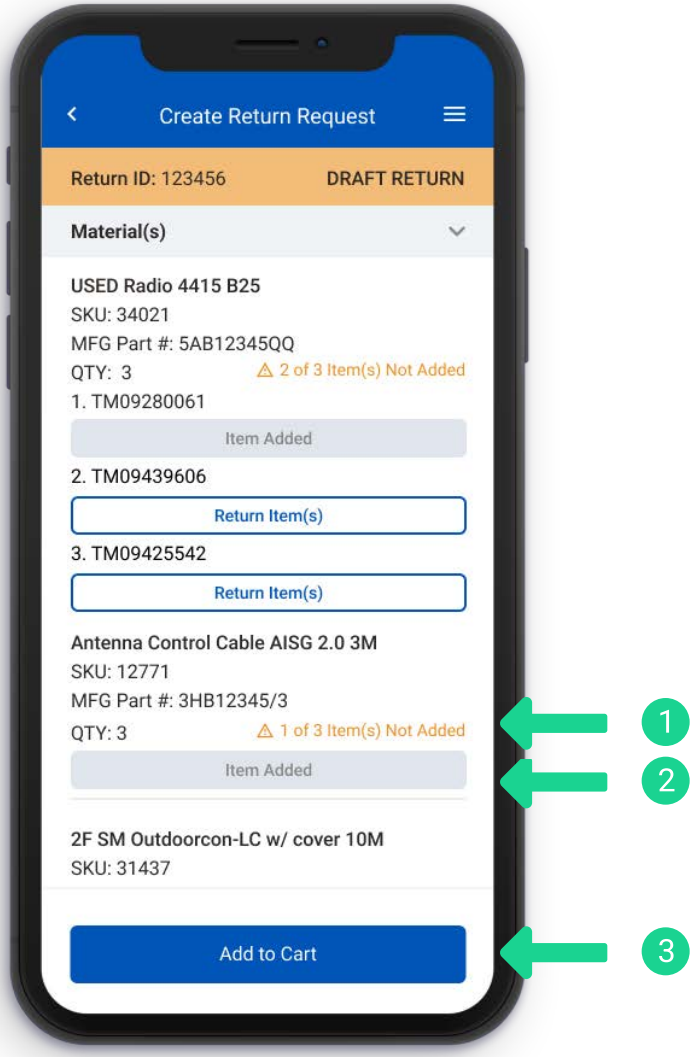
1. Item Information
2. Enter Item Quantity to be returned
3. Select the item condition
4. Select the ‘Save’ button to save the item to your kit view.



Full Kit Return

Understanding Full Kit Returns

1. A warning message will appear if all items from original goods issue are not added to be returned.
2. Item Added
3. When all items have been added to the kit view, select ‘Add to Cart’ to add the material to the return request.

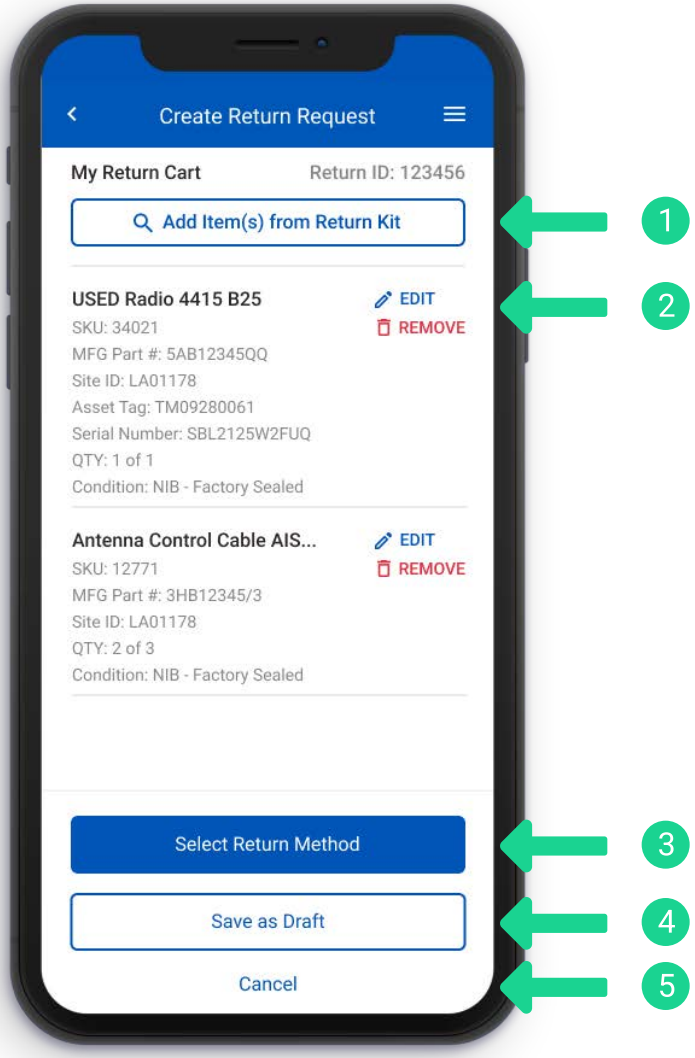


Create Return Request

Full Kit Return

Cart Overview

1. Select the ‘Add Item(s) from Return Kit’ button to add more items from the kit selected.
2. Return item details. Select the edit button to edit the item. Select the remove button to remove the item from cart.
3. Click the ‘Select Return Method’ button to continue.
4. To save the request as a draft, select the ‘Save as Draft’ button. Selecting this will take you back to the ‘Create Return Request’ home page.
5. To cancel a request, select the ‘Cancel’ button. Selecting this button will cancel the request and take you back to the ‘Create Return Request’ home page.

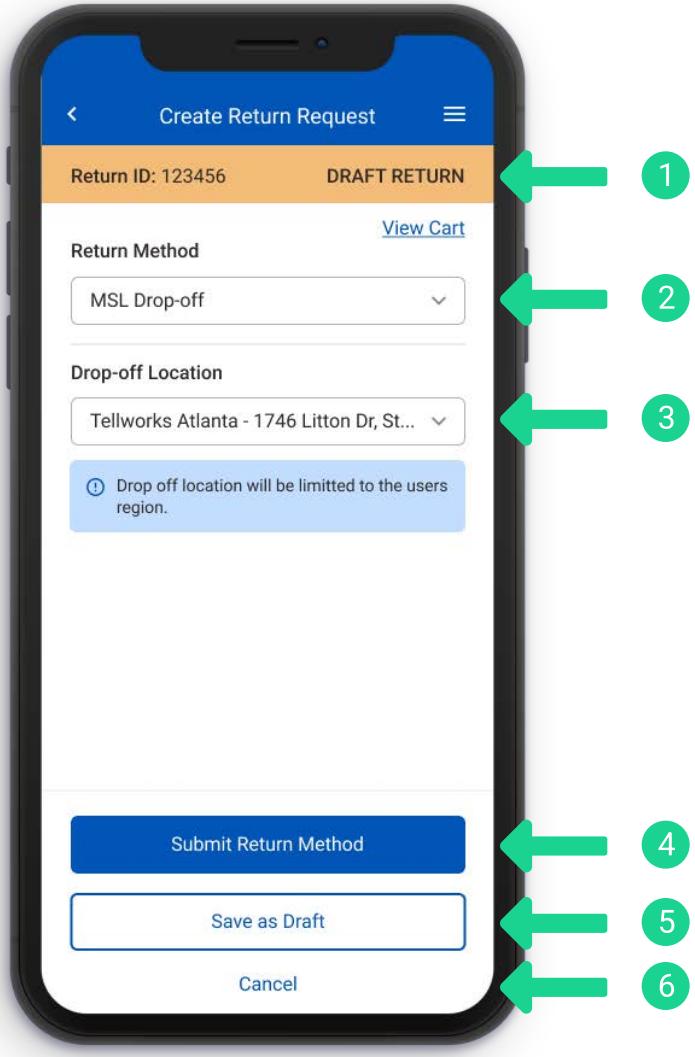


Create Return Request

Full Kit Return

MSL Drop-off

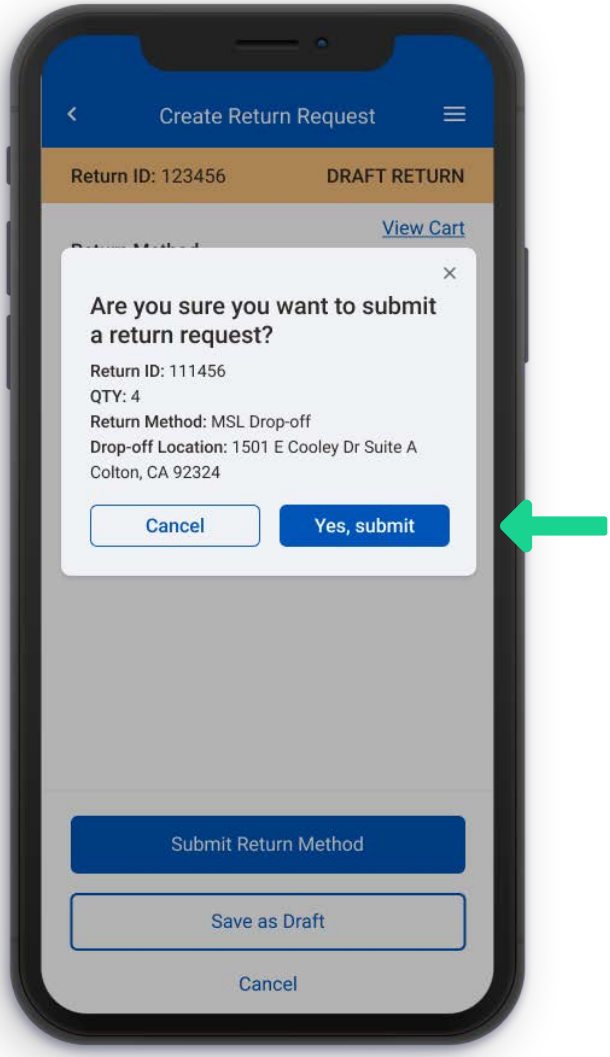
1. Return Information
2. Select a Return Method from the dropdown.
3. Select the MSL location the return will be dropped off to.
4. Select the ‘Submit Return Method’ button to submit the return request.
5. To save the request as a draft, select the ‘Save as Draft’ button. Selecting this will take you back to the ‘Create Return Request’ home page.
6. To cancel a request, select the ‘Cancel’ button. Selecting this button will cancel the request and take you back to the ‘Create Return Request’ home page.



Full Kit Return

Confirm Request Submission

After pressing the 'Submit Return Method' button, confirm the decision of submitting the return request. This will submit the request to T-Mobile for RMA approval.



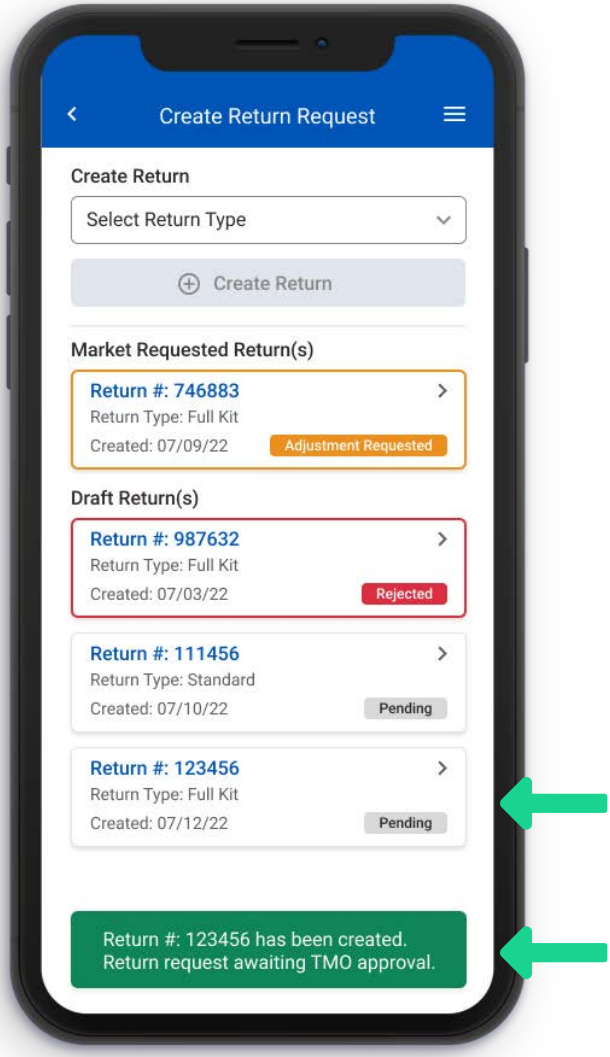
Create Return Request

Full Kit Return

Request Submitted

After submitting a return request, you will be taken back to the ‘Create Return Request’ home screen. Once a requeset has been submitted, the card will appear with a status pill ‘Pending’ as it awaits TMO Return Manager approval.

A message will appear on the home screen to show that a request is awaiting TMO approval.



Standard Return

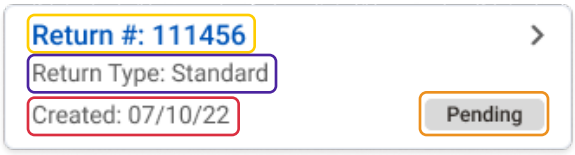
Create Return Request: Standard Return

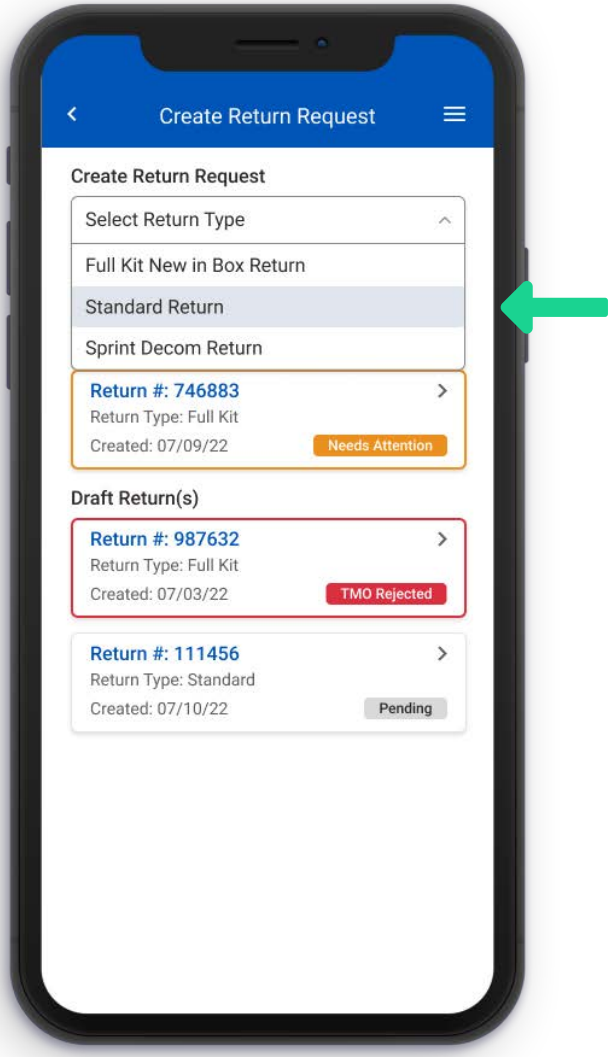
Select ‘Standard Return’ from the dropdown menu.

All returns are in order by date with the most current date at the top of the page.

Each card represents a return. All returns have:

- Return number
- Return Type
- Creation Date
- Return Status

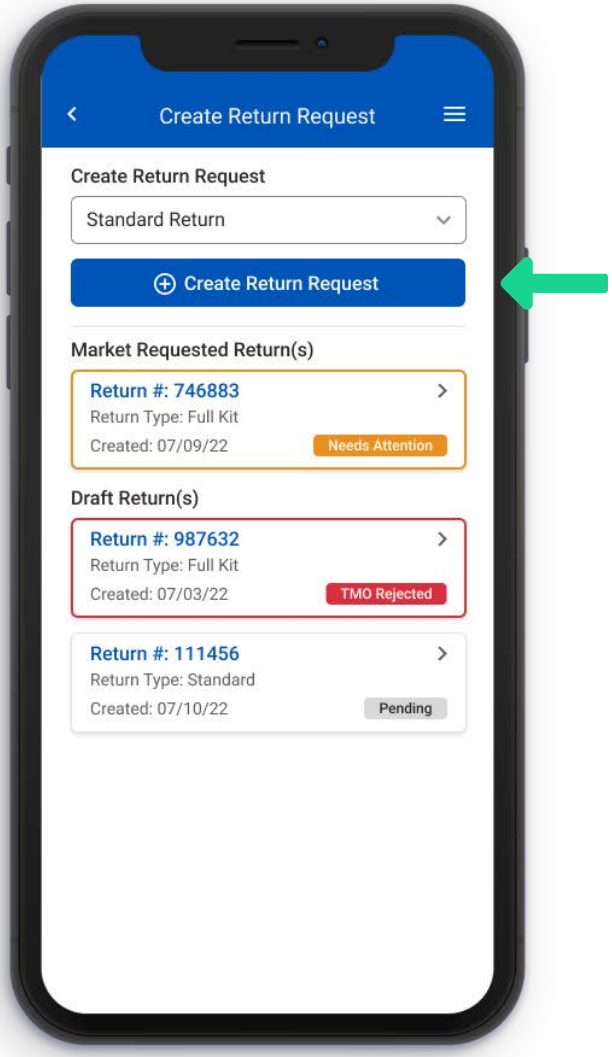




Standard Return

Create Return Request: Standard Return

After selecting ‘Standard Return’ from the dropdown menu, the ‘Create Return Request’ button will become active. Click to continue.



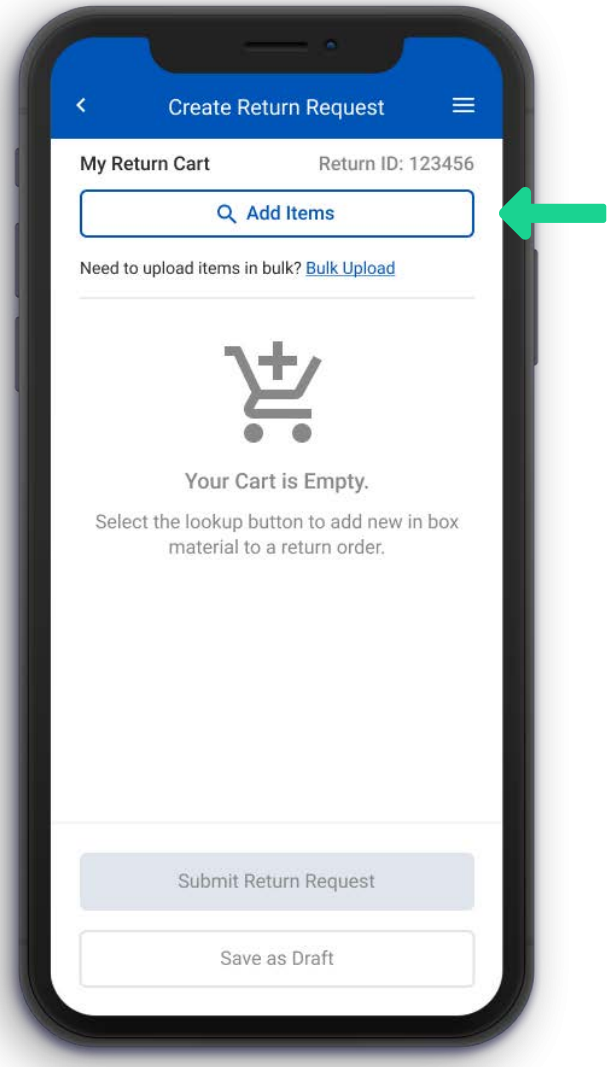
Create Return Request

Standard Return

Understanding My Return Cart

Select the ‘Add Items’ button to look up material to add to the return request. To save a return requeset as a draft, select the ‘Save as Draft’ button.

Saving as a draft will take you back to the ‘Create Return Request’ home page.



Standard Return

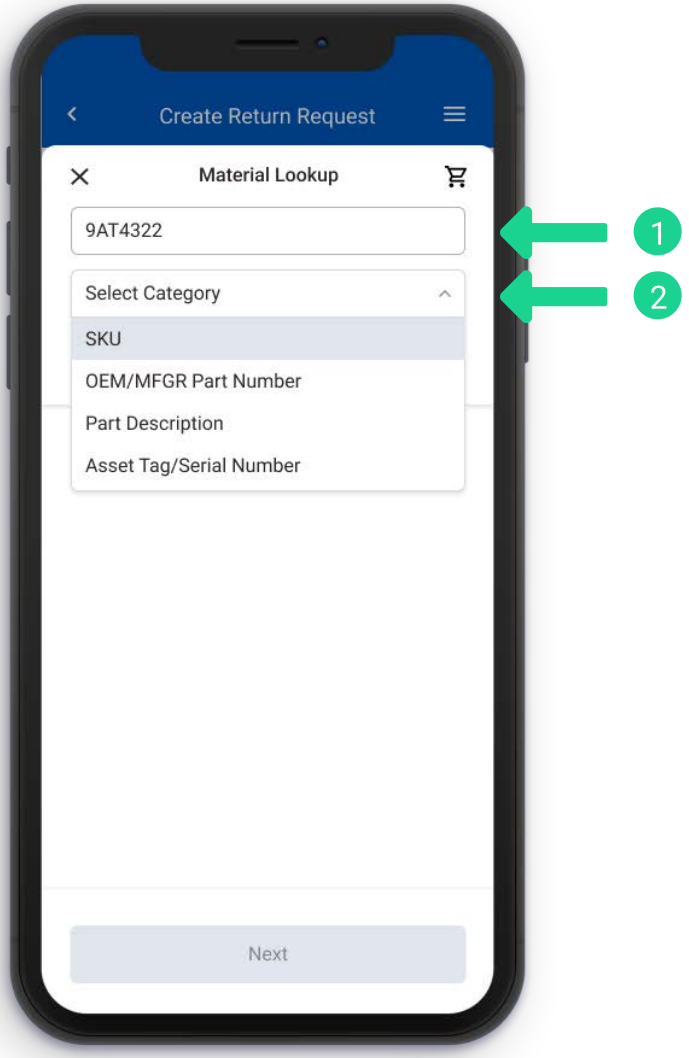
Understanding Material Lookup: Standard Return

1. Enter a Site ID (Please ensure you enter the 7 digit Site ID without the candidate letter. If the 7 digit Site ID does not exist, please contact Market Lead for assistance.)
2. Select a category to search by

Searchable categories include the following:

- SKU
- OEM/MFGR Part Number
- Part Description
- Asset Tag/Serial Number

*Search results return partial match results. Select the magnifier to see results.

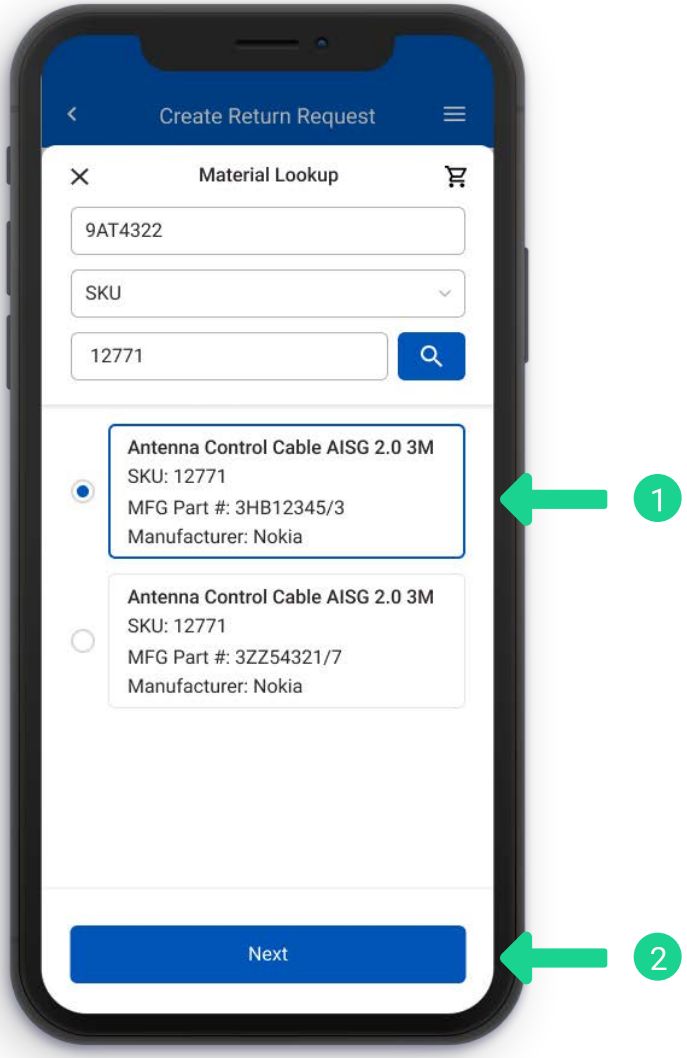


Standard Return

Understanding Material Lookup: Standard Return

After selecting a search category and inputing your preferred method of lookup, complete the following to continue:

1. Select an item
2. Select the ‘Next’ button to continue.

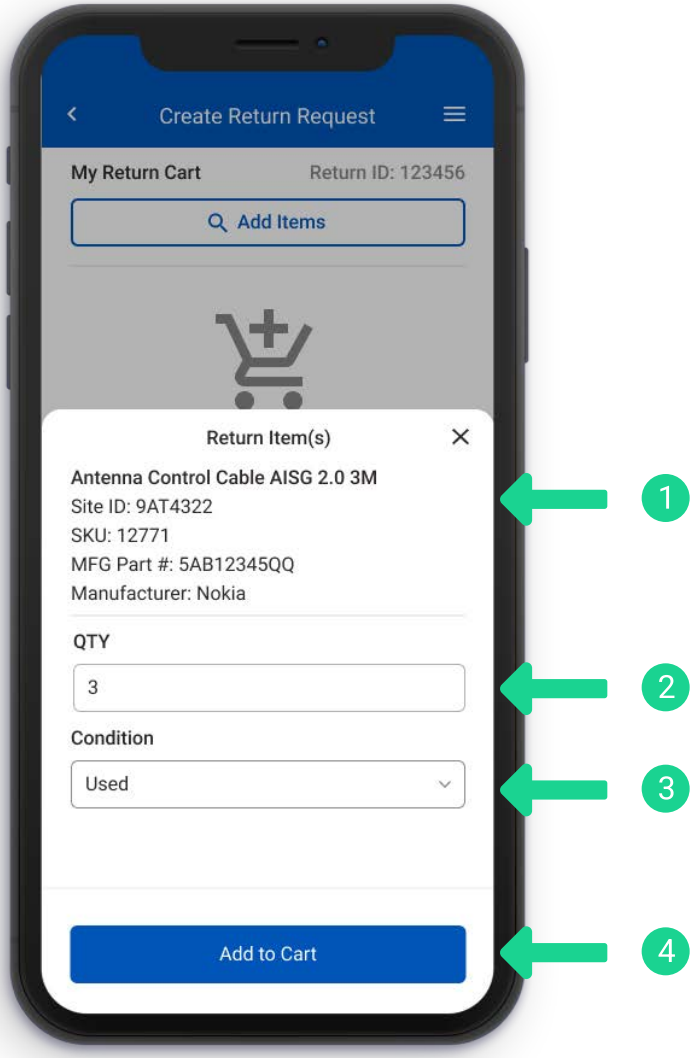


Create Return Request

Standard Return

Adding an Item to Your Cart

1. Item Information
2. Enter the Item Quantity.
3. Select the Item Condition.
4. When all required fields have been filled out, the 'Add to Cart' button will activate. Select this button to add the item to your cart.

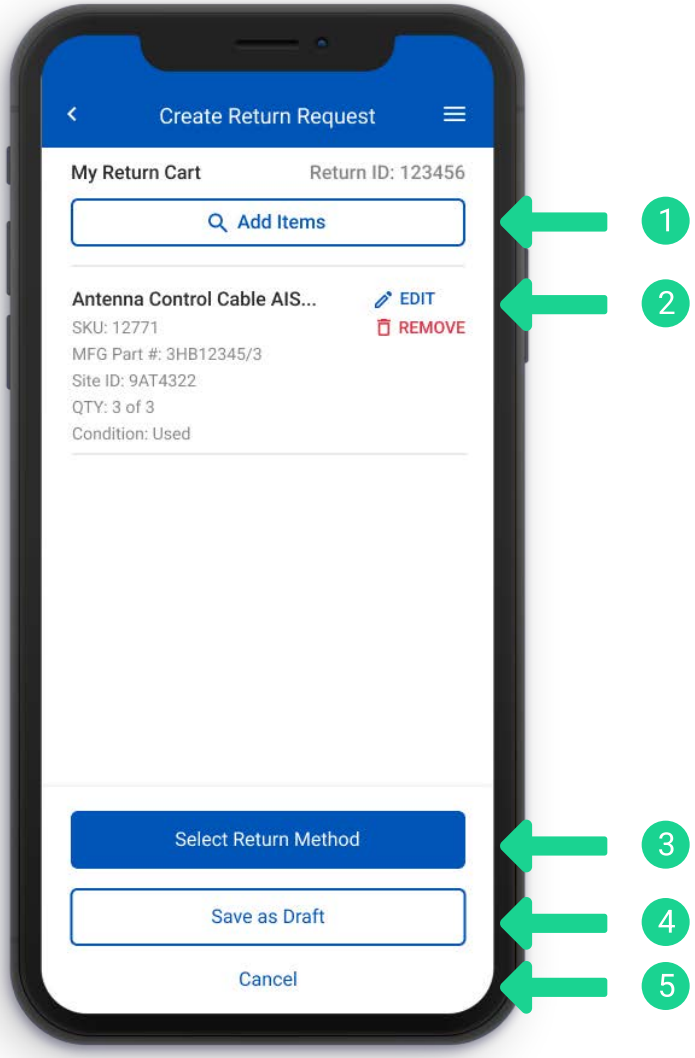


Create Return Request

Standard Return

Cart Overview

1. Select the ‘Add Item(s)’ button to add more items to your cart.
2. Return item details. Select the edit button to edit the item. Select the remove button to remove the item from cart.
3. Click the ‘Select Return Method’ button to continue.
4. To save the request as a draft, select the ‘Save as Draft’ button. Selecting this will take you back to the ‘Create Return Request’ home page.
5. To cancel a request, select the ‘Cancel’ button. Selecting this button will cancel the request and take you back to the ‘Create Return Request’ home page.



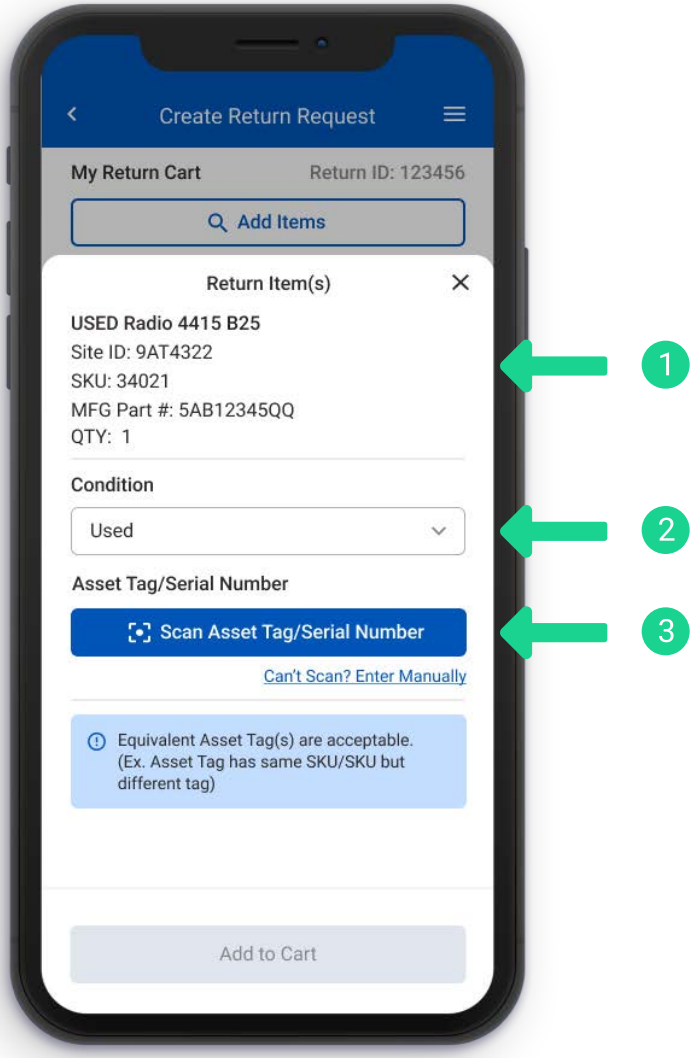
Create Return Request

Standard Return

Adding an Asset Tag Item to Your Cart

1. Item Information
2. Select the item condition.
3. Scan the item Asset Tag or Serial Number.

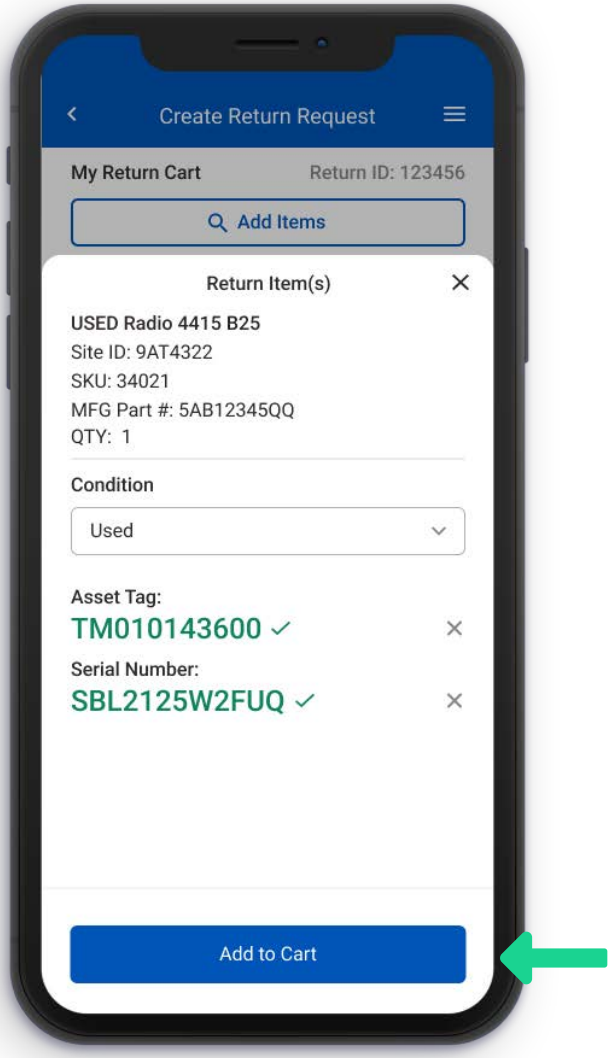
*Assets can be entered manually if you are not able to scan.



Standard Return

Adding an Asset Tag Item to Your Cart

Once you have filled in the required fields and scanned the Asset Tag or Serial Number, the ‘Add to Cart’ button will activate and turn blue. Click to add the item to your cart.

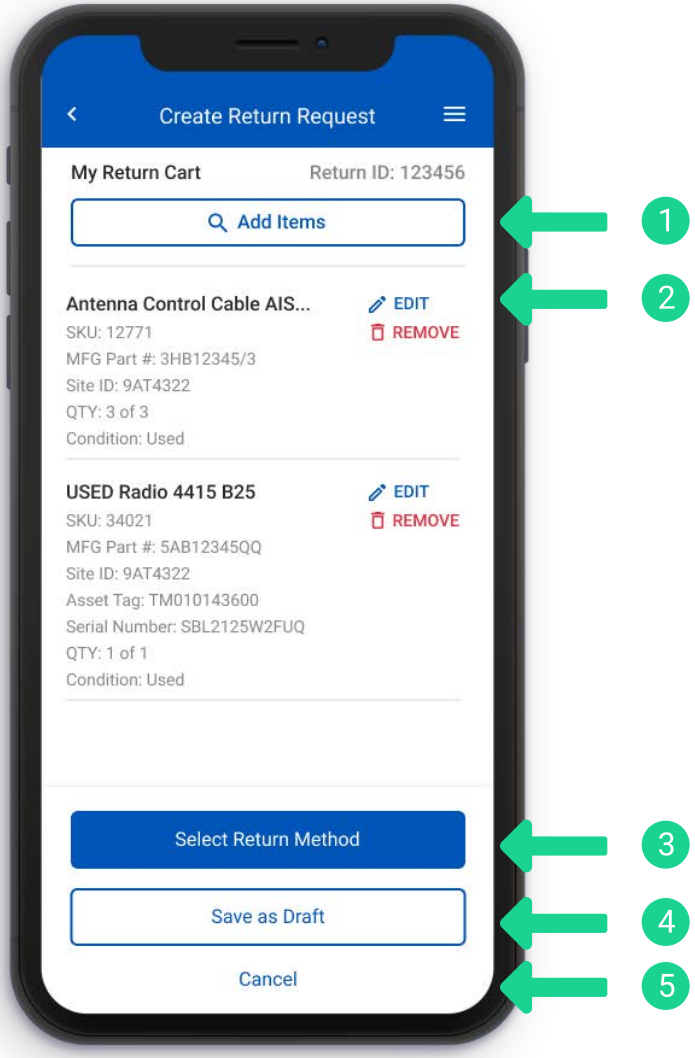


Create Return Request

Standard Return

Cart Overview

1. Select the ‘Add Item(s)’ button to add more items to your cart.
2. Return item details. Select the edit button to edit the item. Select the remove button to remove the item from cart.
3. Click the ‘Select Return Method’ button to continue.
4. To save the request as a draft, select the ‘Save as Draft’ button. Selecting this will take you back to the ‘Create Return Request’ home page.
5. To cancel a request, select the ‘Cancel’ button. Selecting this button will cancel the request and take you back to the ‘Create Return Request’ home page.

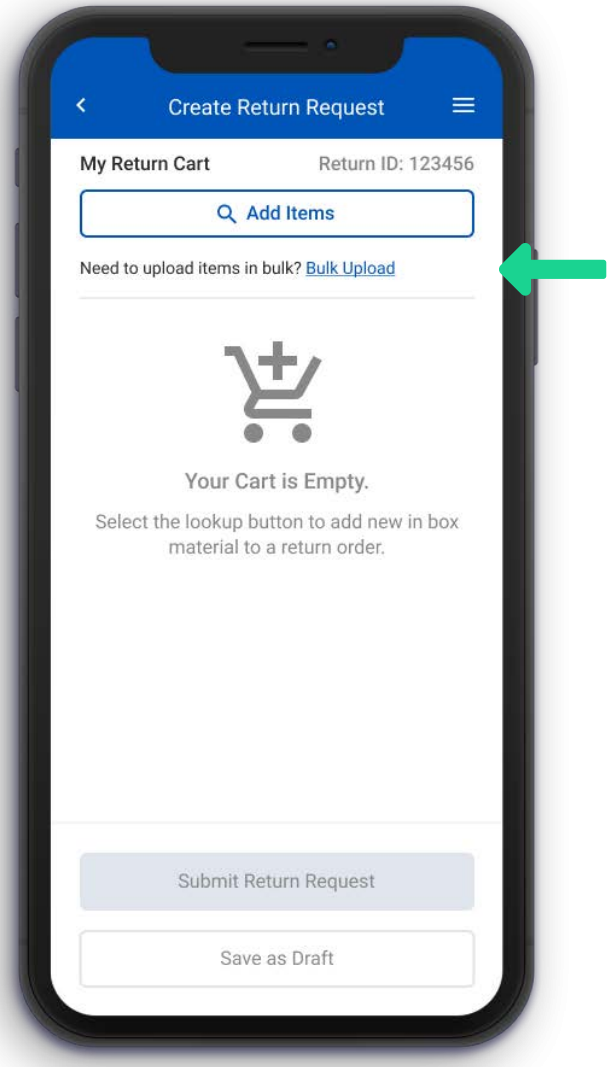


Create Return Request

Standard Return

Understanding Bulk Upload

Select the ‘Bulk Upload’ button to return items in bulk to add to the return request.

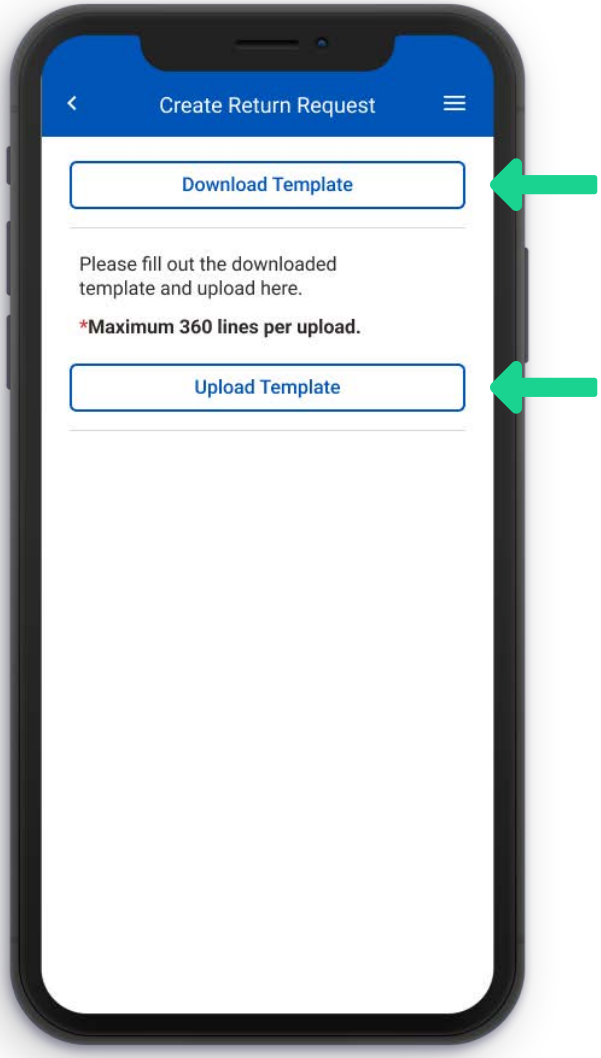


Create Return Request

Standard Return

Understanding Bulk Upload

Select the ‘Upload Template’ button to upload the return template. If you do not have a template, select the ‘Download Template’ button. Maximum 360 lines per upload.



The Bulk Upload requires

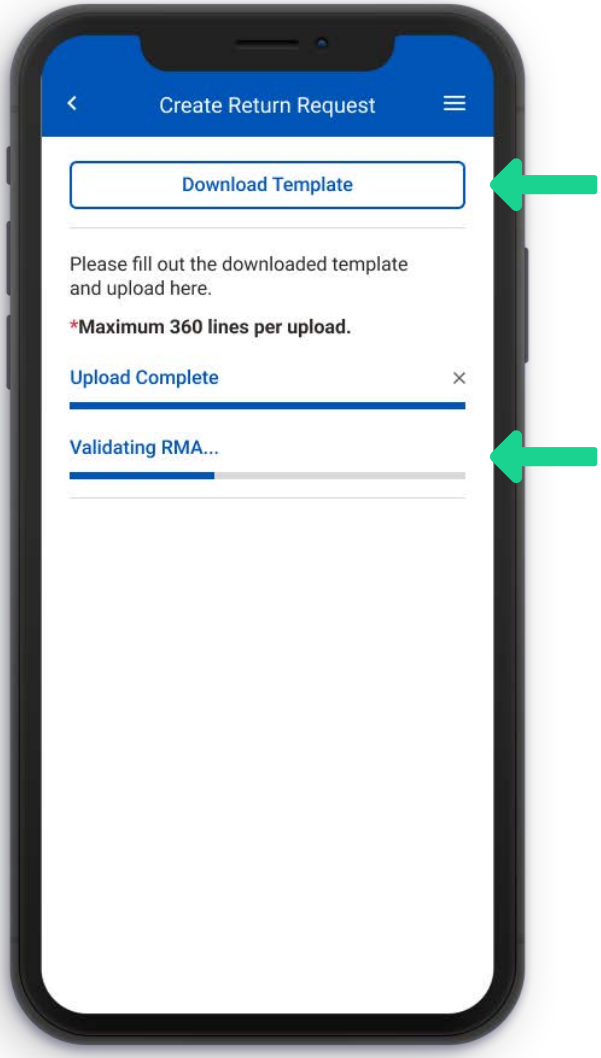
- ALL records have SKU, Condition, Quantity, and Site ID populated
- Records with Asset Tracked SKUs REQUIRE a Valid Asset Tag and Serial found in CATS
- Asset Tag/ Serial combination SKU must match SKU identified in CATS
- Asset Tag/Serial combination is not on another Open (unreturned) RMA
- Site IDs are valid Site IDs per the T-Mobile Site Master and must be contained in a single market (if you have products from multiple markets you will need multiple RMAs)

Create Return Request

Standard Return

Understanding Bulk Upload

After you have uploaded the template and validation is complete, the items will be added to your cart.



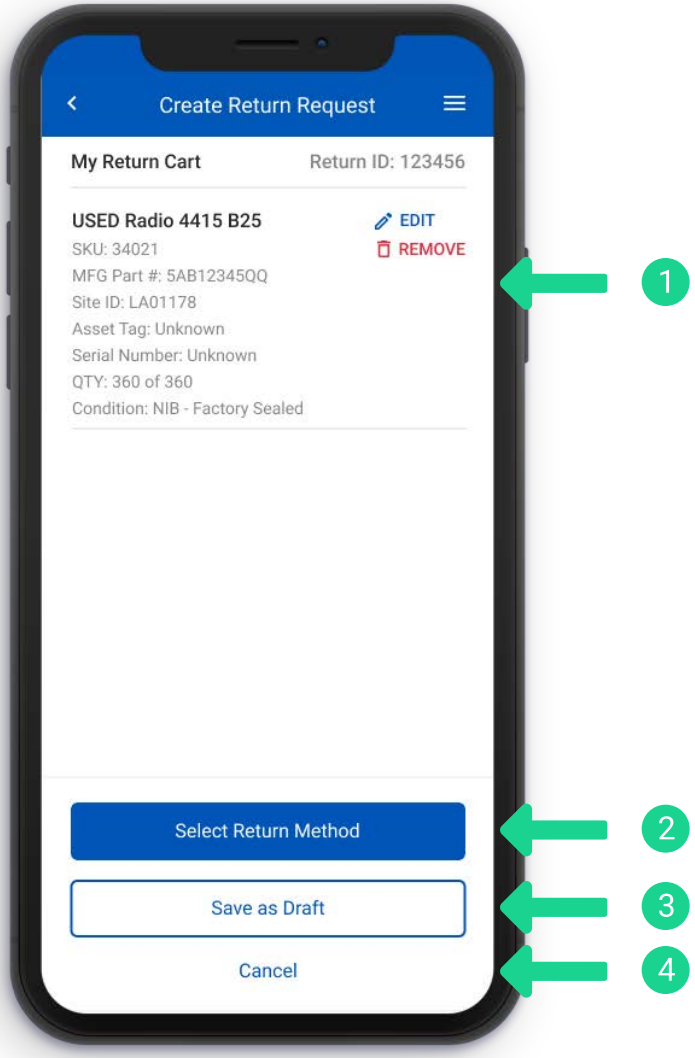
The Bulk Upload requires

- ALL records have SKU, Condition, Quantity, and Site ID populated
- Records with Asset Tracked SKUs REQUIRE a Valid Asset Tag and Serial found in CATS
- Asset Tag/ Serial combination SKU must match SKU identified in CATS
- Asset Tag/Serial combination is not on another Open (unreturned) RMA
- Site IDs are valid Site IDs per the T-Mobile Site Master and must be contained in a single market (if you have products from multiple markets you will need multiple RMAs)

Standard Return

Understanding Bulk Upload

1. Return item details. Select the edit button to edit the item. Select the remove button to remove the item from cart.
2. Click the ‘Select Return Method’ button to continue.
3. To save the request as a draft, select the ‘Save as Draft’ button. Selecting this will take you back to the ‘Create Return Request’ home page.
4. To cancel a request, select the ‘Cancel’ button. Selecting this button will cancel the request and take you back to the ‘Create Return Request’ home page.

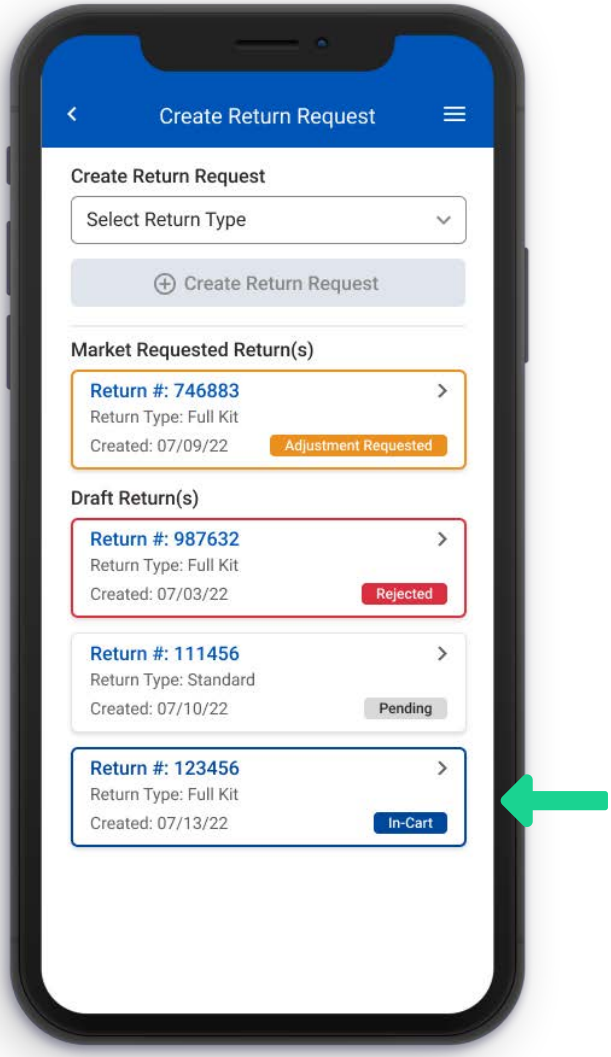


Create Return Request

Standard Return

Understanding Saved Drafts

After selecting the ‘Save as Draft’ button, you will be taken back to the ‘Create Return Request’ home page. A card will appear with a status pill stating ‘In-Cart’, this card represents a draft return request.

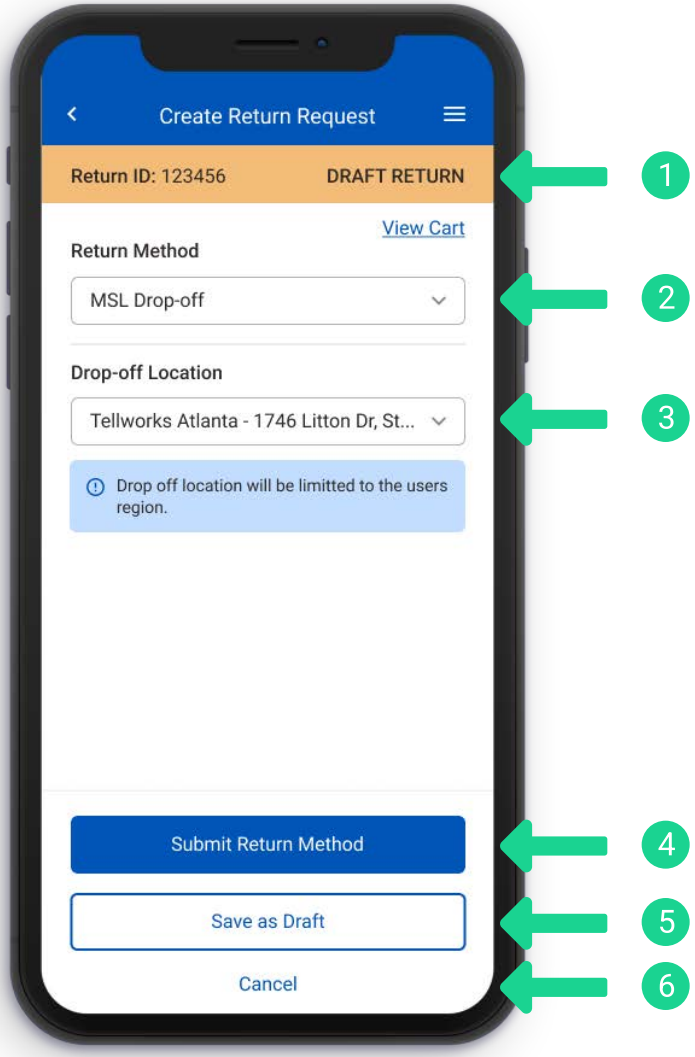


Create Return Request

Standard Return

MSL Drop-off

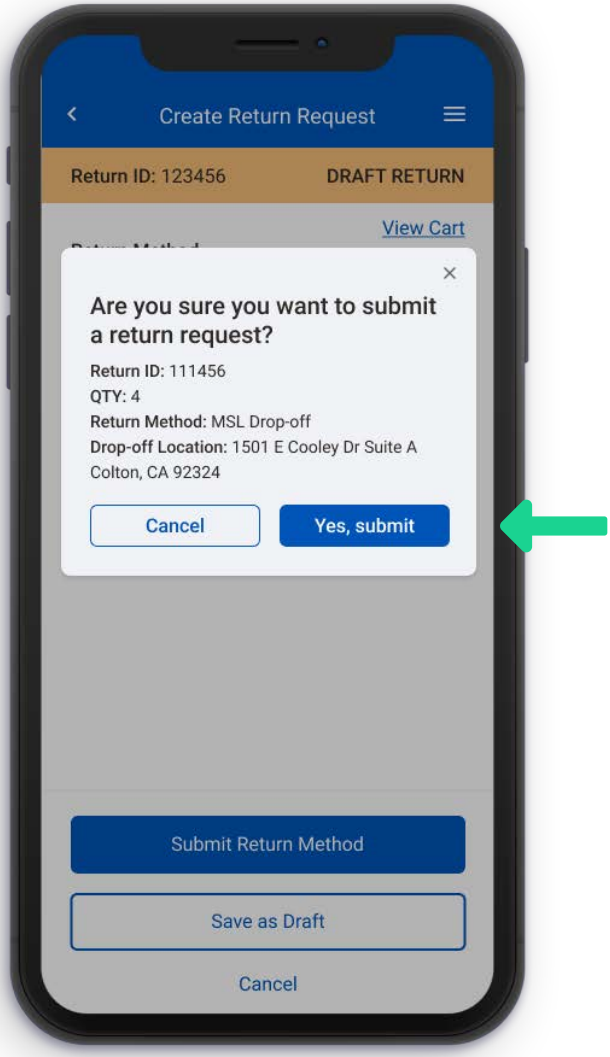
1. Return Information
2. Select a Return Method from the dropdown.
3. Select the MSL location the return will be dropped off to.
4. Select the ‘Submit Return Method’ button to submit the return request.
5. To save the request as a draft, select the ‘Save as Draft’ button. Selecting this will take you back to the ‘Create Return Request’ home page.
6. To cancel a request, select the ‘Cancel’ button. Selecting this button will cancel the request and take you back to the ‘Create Return Request’ home page.



Standard Return

Confirm Request Submission

After pressing the ‘Submit Return Method’ button, confirm the decision of submitting the return request.



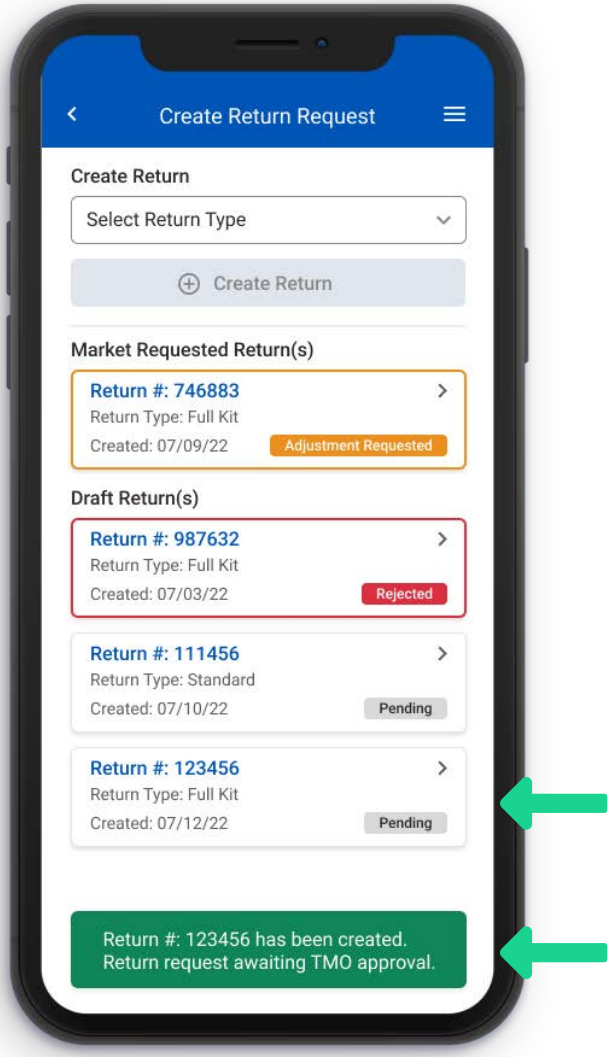
Create Return Request

Standard Return

Request Submitted

After submitting a return request, you will be taken back to the ‘Create Return Request’ home screen. Once a request has been submitted, the card will appear with a status pill ‘Pending’ as it awaits TMO Project Manager approval.

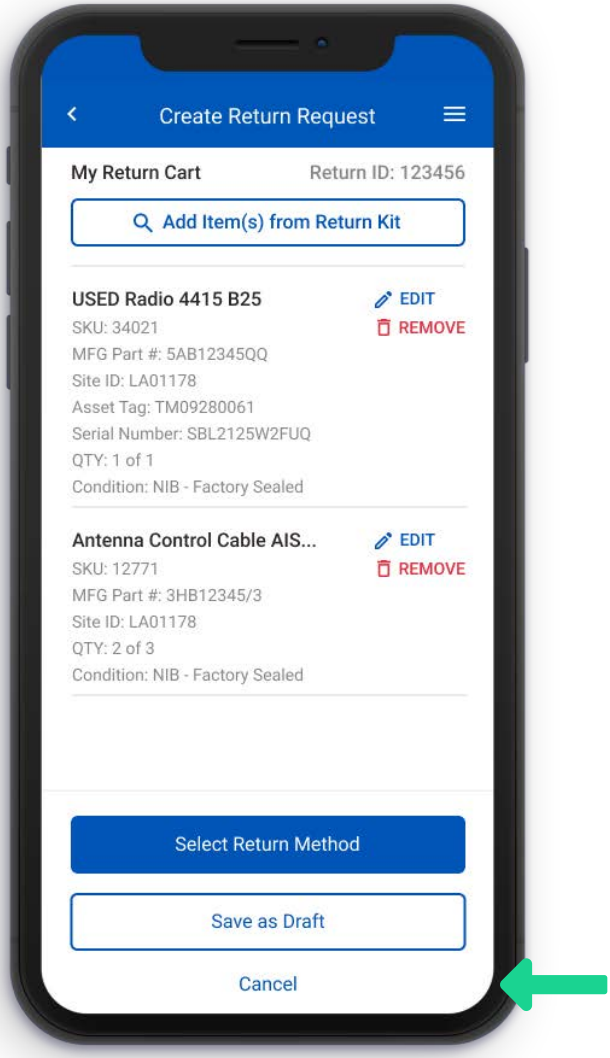
A message will appear on the home screen to show that a request is awaiting TMO approval.



Cancel a Return

Cancel a Request

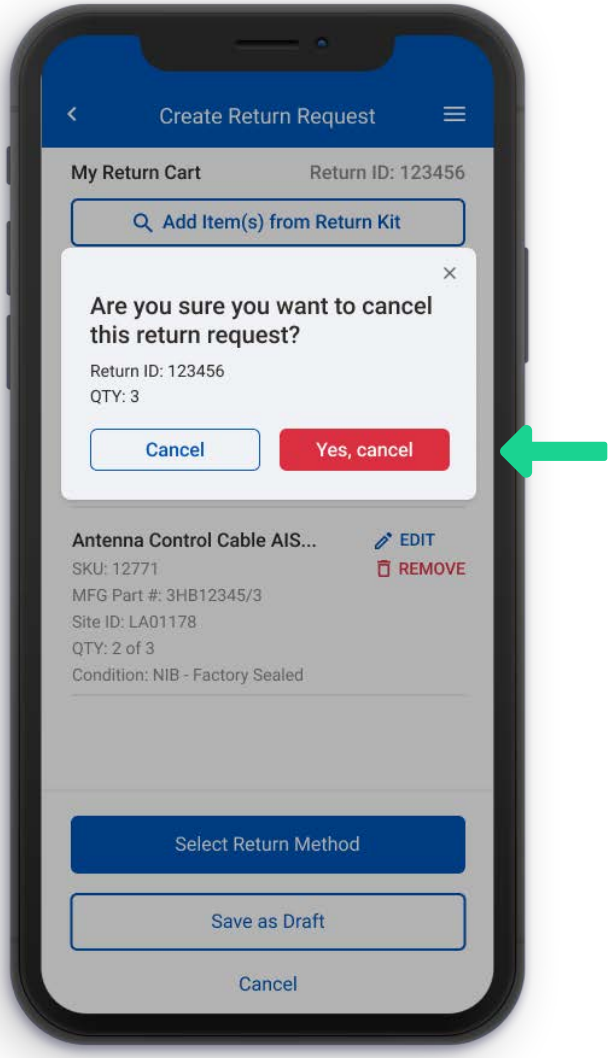
To cancel a return request, select the ‘Cancel’ button. Cancelling the request will result in deletion from the app and thus will not appear in ‘Create Return Request’ home page.



Cancel a Return

Confirm Request Cancellation

After pressing the ‘Cancel’ button, confirm the decision of cancelling the return request.

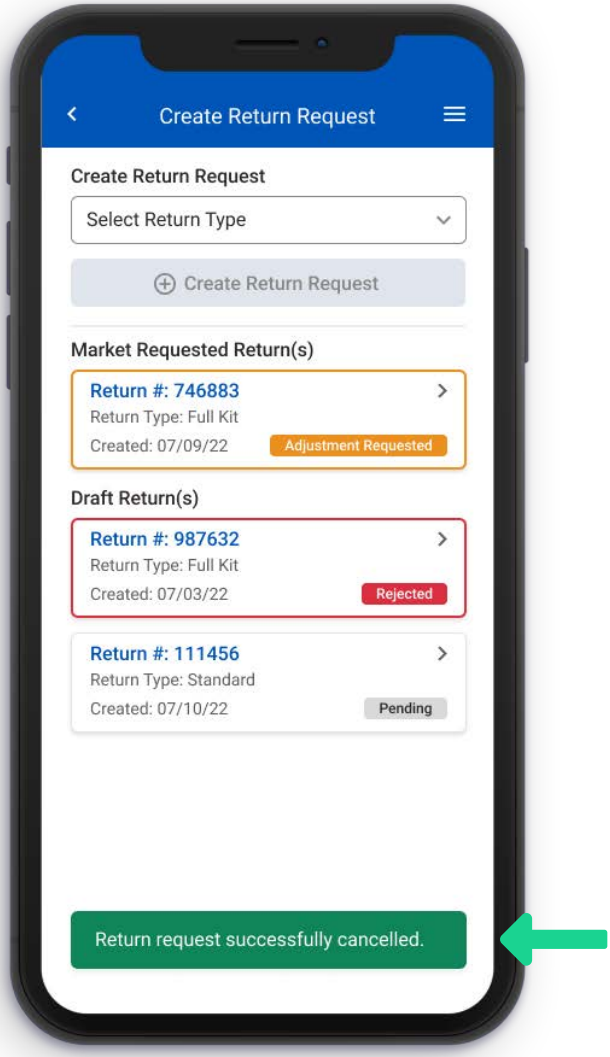


Cancel a Return

Request Cancelled

After cancelling a return request, you will be taken back to the 'Create Return Request' home screen.

A message will appear on the home screen to show that a request was successfully cancelled.



Sprint Decom Return

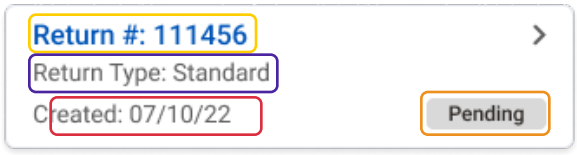
Create Return Request: Sprint Decom

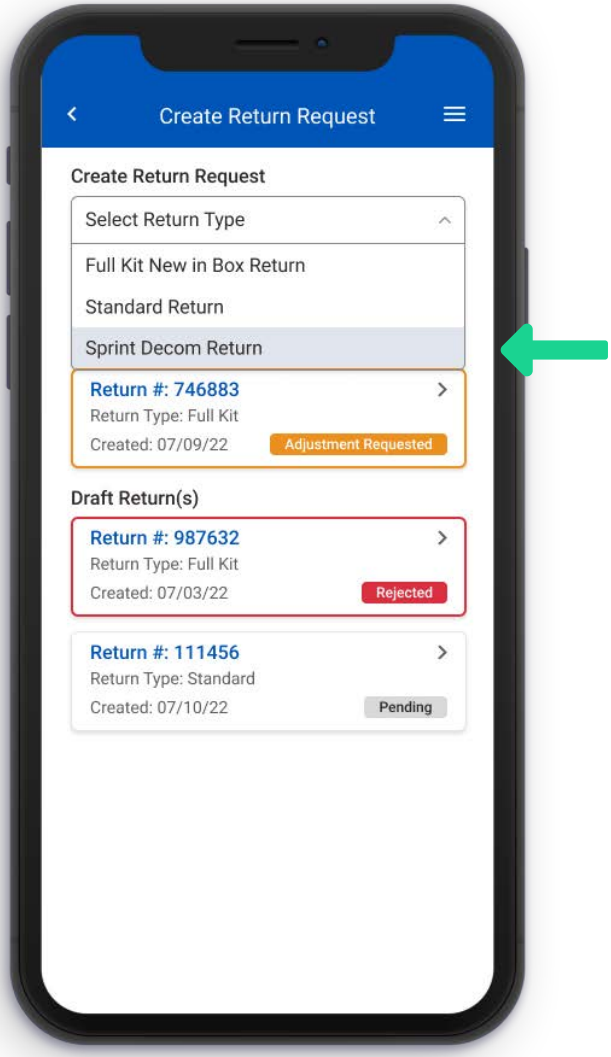
Select ‘Sprint Decom Return’ from the dropdown menu.

All returns are in order by date with the most current date at the top of the page.

Each card represents a return. All returns have:

- Return number
- Return Type
- Creation Date
- Return Status

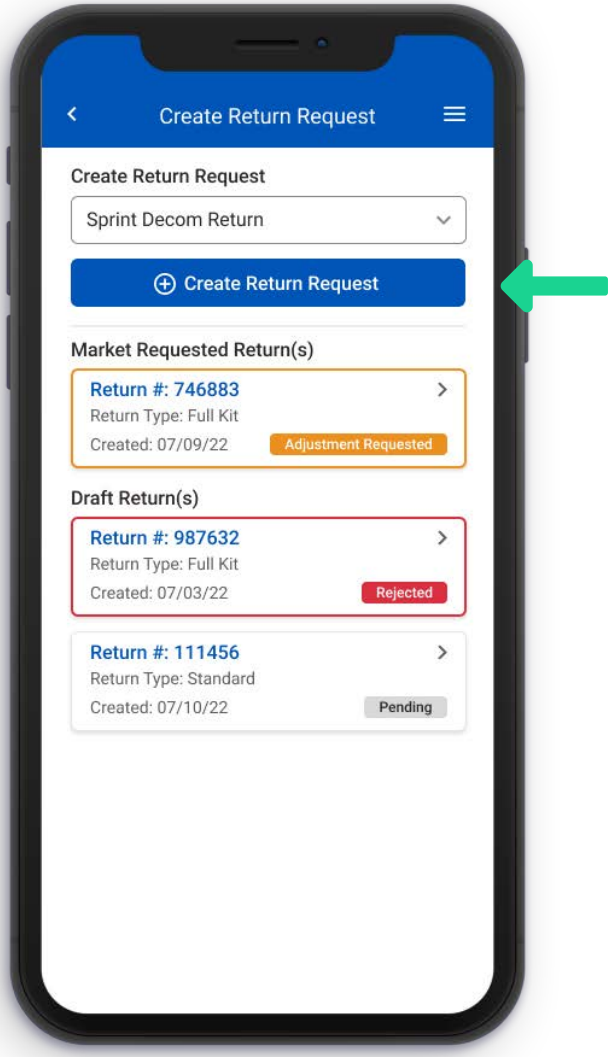




Sprint Decom Return

Create Return Request: Sprint Decom

After selecting ‘Sprint Decom Return’ from the dropdown menu, the ‘Create Return Request’ button will become active. Click to continue.

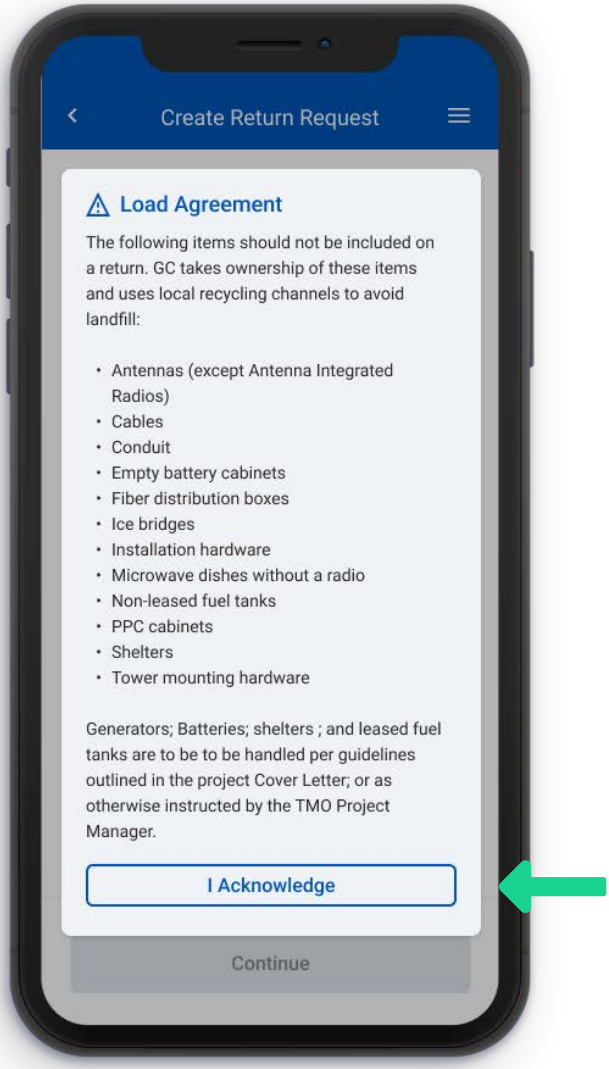


Create Return Request

Sprint Decom Return

Load Agreement

Please read the load agreement. After reading the agreement, select ‘I Agree’ to begin requesting a truck.

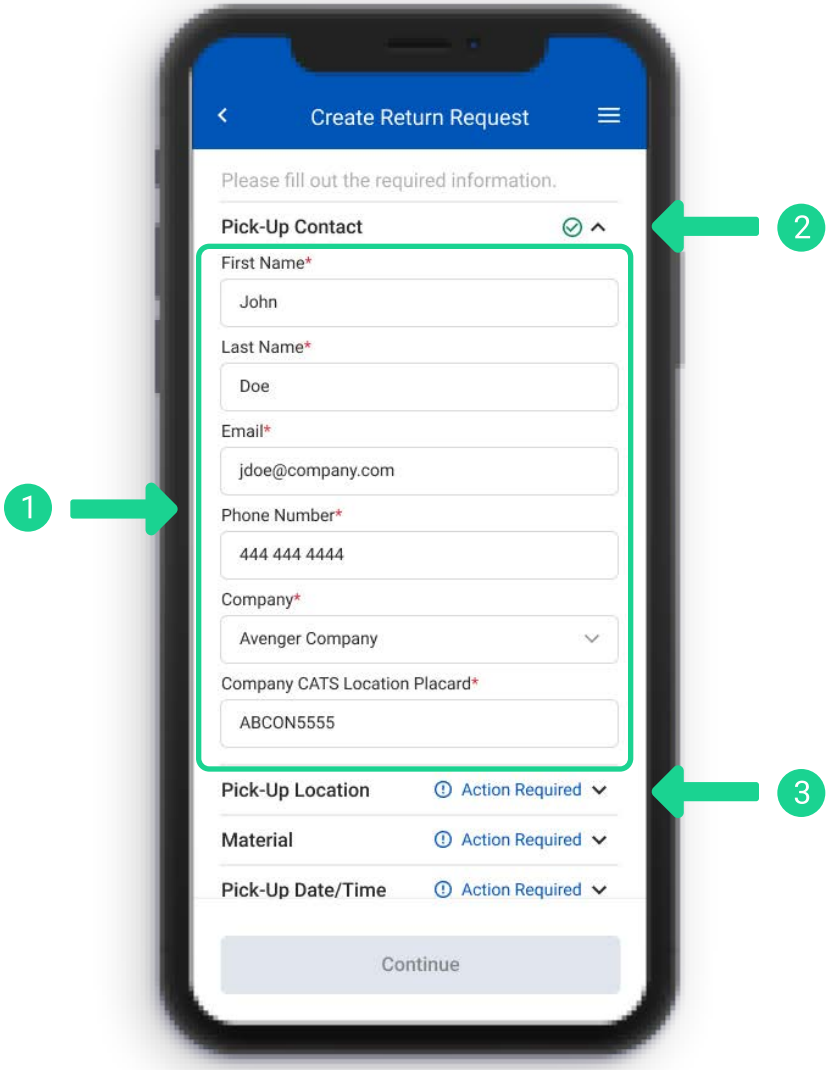


Create Return Request

Sprint Decom Return

Pick-Up Information

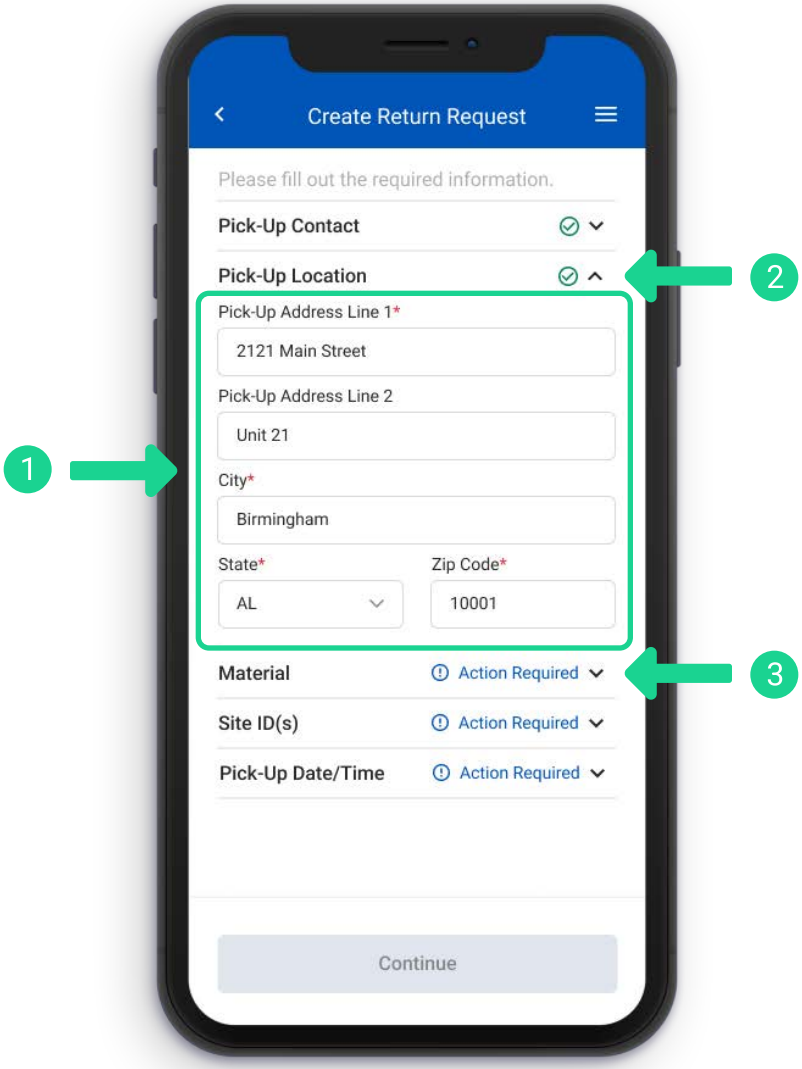
1. Identify On-Site Contact for Pick-Up (Requestor (your) information is auto-populated. If needed, this information can be changed)
2. After filling out the required fields, you will receive a green checkmark icon to indicate the section has been complete
3. 'Action Required' indicates that a section has **NOT** been complete



Sprint Decom Return

Pick-Up Location

1. Fill out the location material will be picked-up at:
   - Address Line 1
   - Address Line 2 (if applicable)
   - City
   - State
   - Zip Code
2. After filling out the required fields, you will receive a green checkmark icon to indicate the section has been complete
3. 'Action Required' indicates that a section has **NOT** been complete

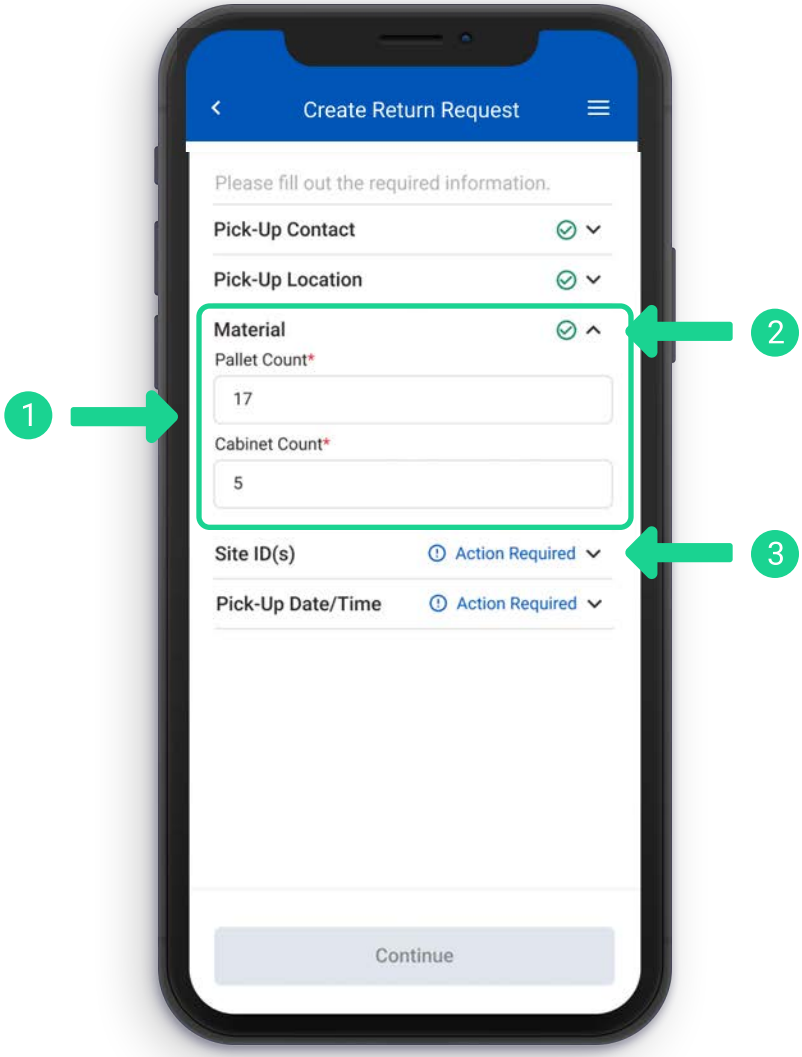


Create Return Request

Sprint Decom Return

Material

1. Fill out Material information:
   - Pallet Count
   - Cabinet Count
2. After filling out the required fields, you will receive a green checkmark icon to indicate the section has been complete
3. ‘Action Required’ indicates that a section has **NOT** been complete

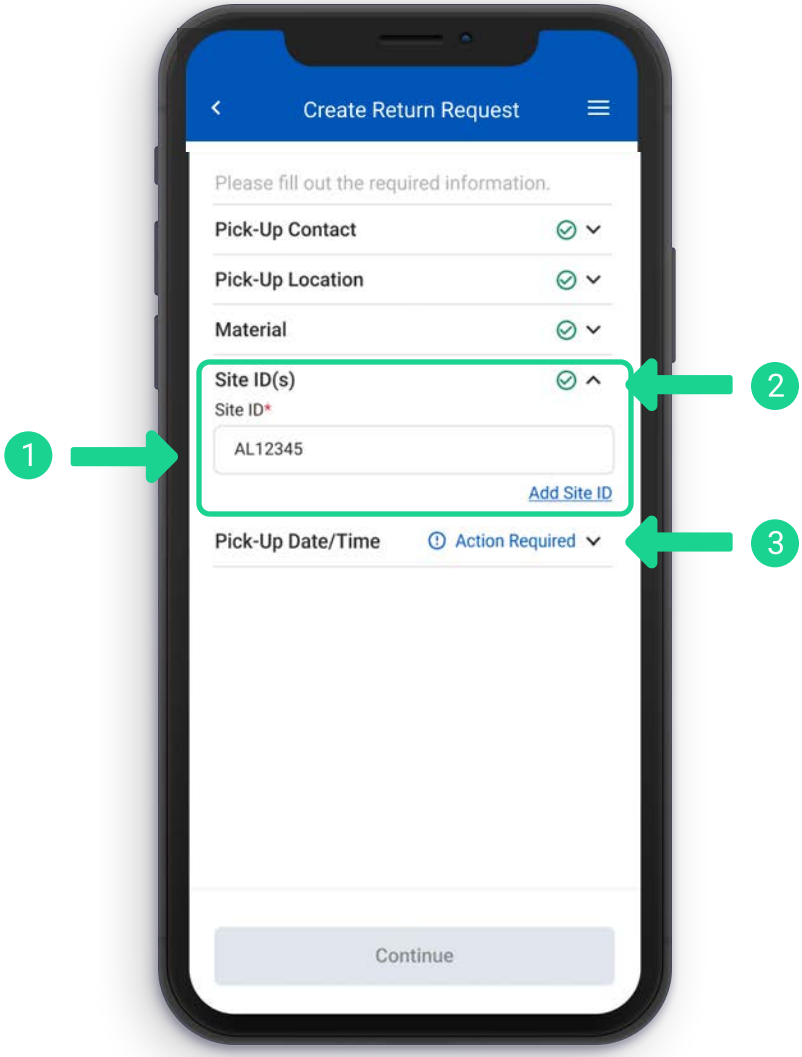


Create Return Request

Sprint Decom Return

Site ID(s)

1. Fill out Site ID information:
   - Site ID
   - Add another Site ID, if needed, by selecting the 'Add Site ID' button
2. After filling out the required fields, you will receive a green checkmark icon to indicate the section has been complete
3. 'Action Required' indicates that a section has **NOT** been complete

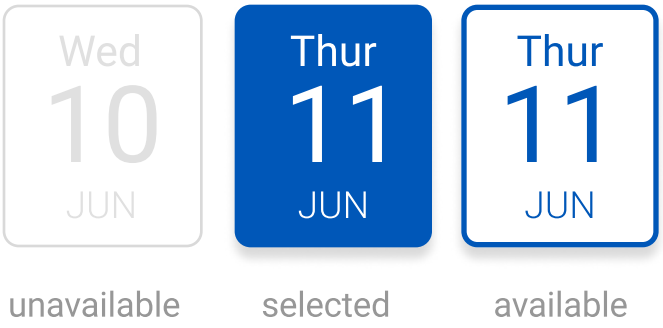


Create Return Request

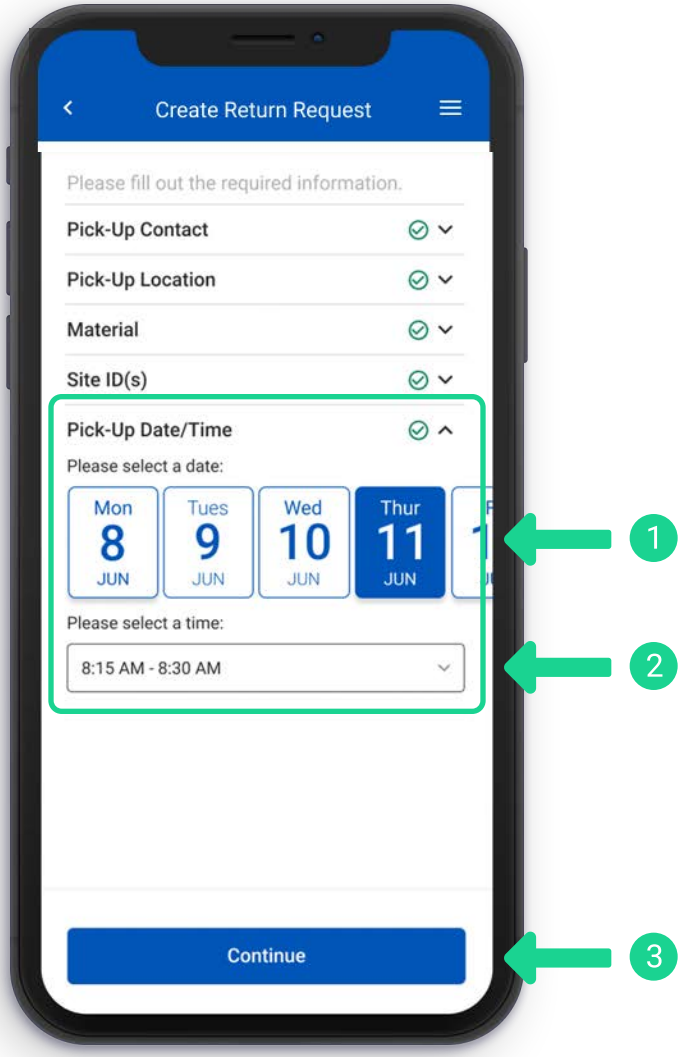
Sprint Decom Return

Pick-Up Date & Time

1. Choose an available date
2. Choose an available time slot
3. Select 'Continue' button



unavailable selected available



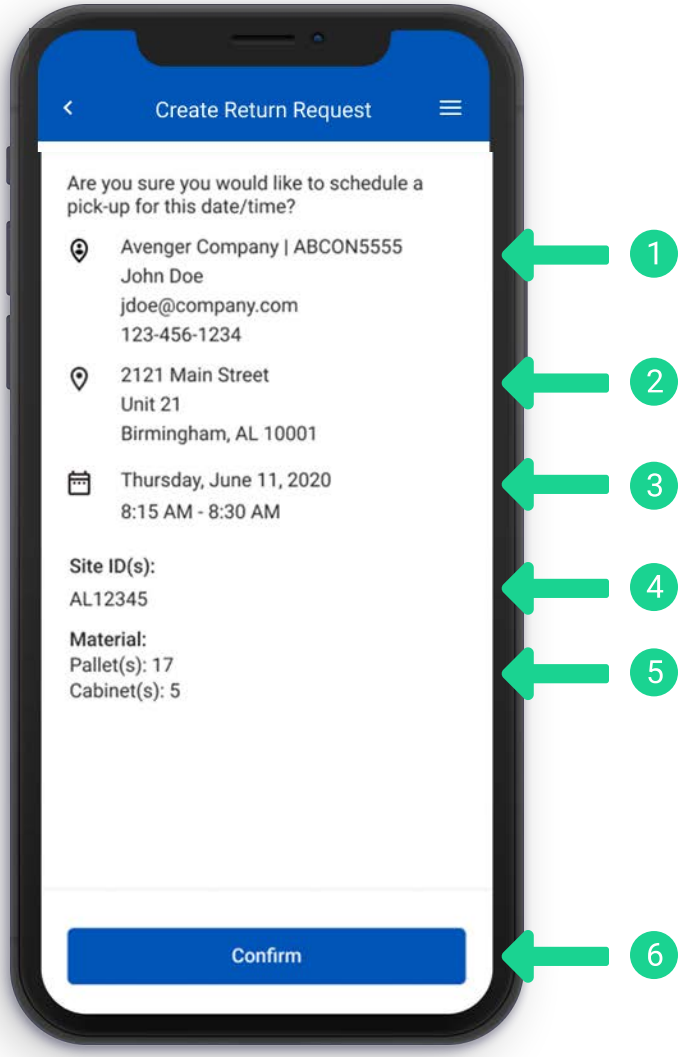
Create Return Request

Sprint Decom Return

Confirm Truck Request

The confirmation screen provides a summary of information on the return.

1. Pick-up contact information
2. Pick-up location
3. Pick-up appointment date/time
4. Site ID(s)
5. Material (Pallet/Cabinet count)
6. Select ‘Confirm’ to submit the request

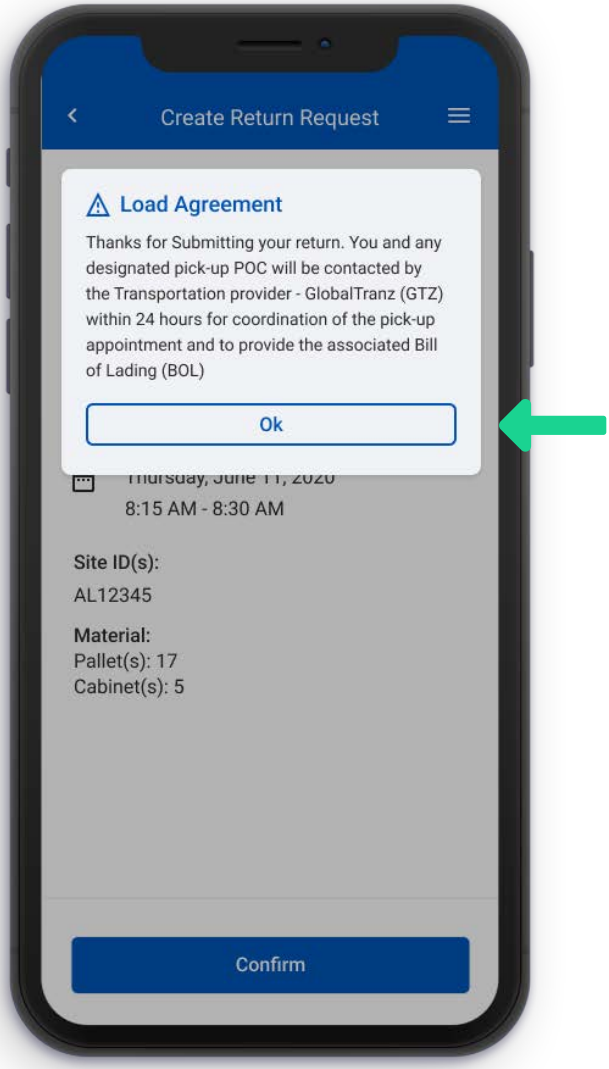


Create Return Request

Sprint Decom Return

Load Agreement

Please read the load agreement. After reading the agreement, select ‘I Agree’ to confirm the scheduled return.



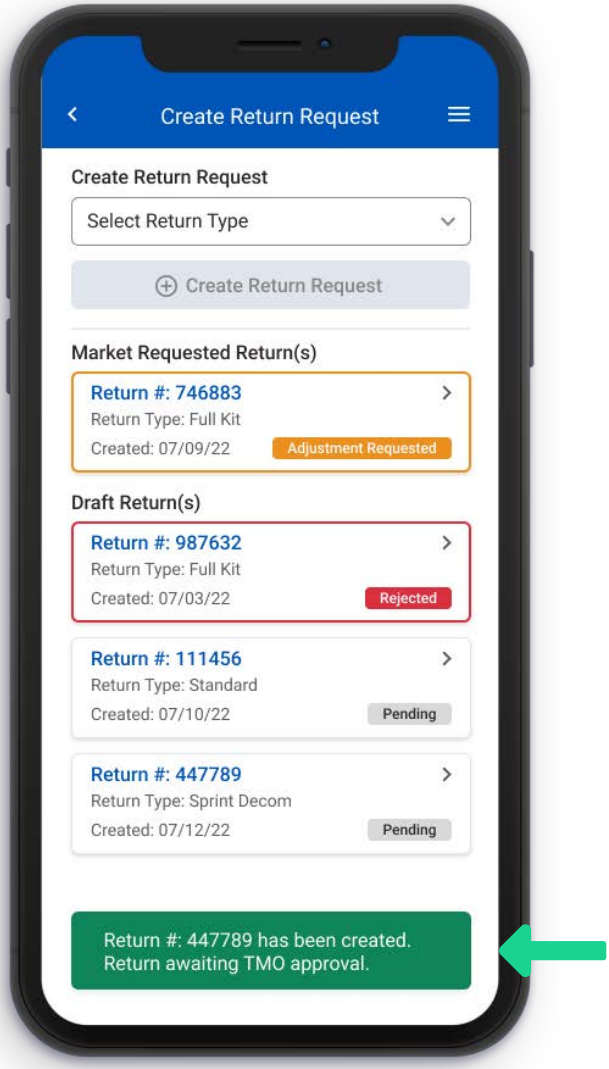
Create Return Request

Sprint Decom Return

Scheduled Return Confirmation

After confirming the pick-up information regarding a requested truck, you are taken back to the home page.

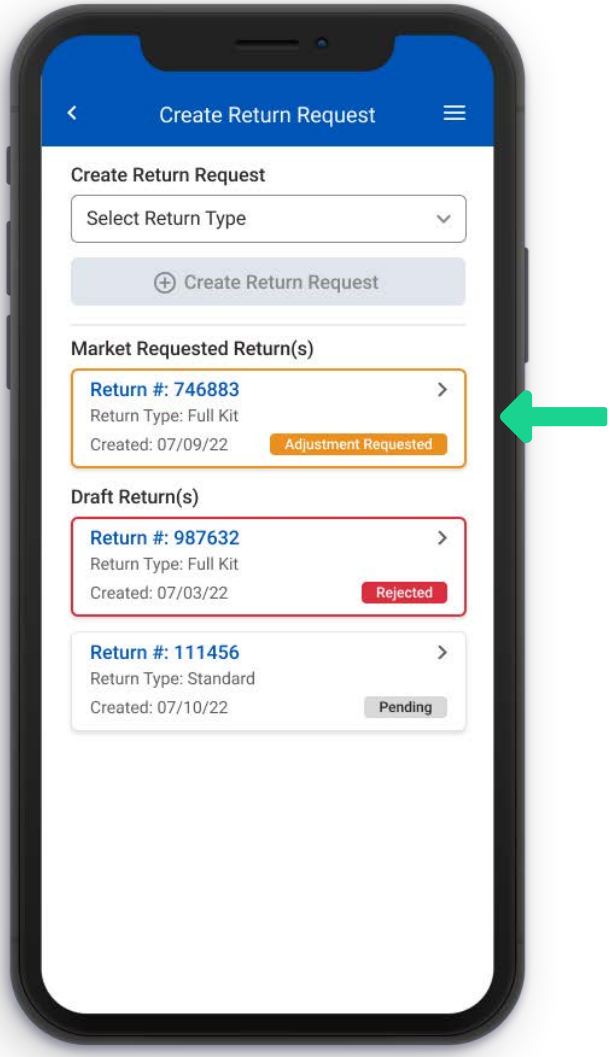
You will receive a confirmation toast at the bottom of the screen stating that ‘your return request has been scheduled’.



Adjustment Request

Understanding an Adjustment Request

If a TMO Project Manager requests an adjustment for a return request, the request will appear with a orange outline and status pill. Select the card to adjust the request.

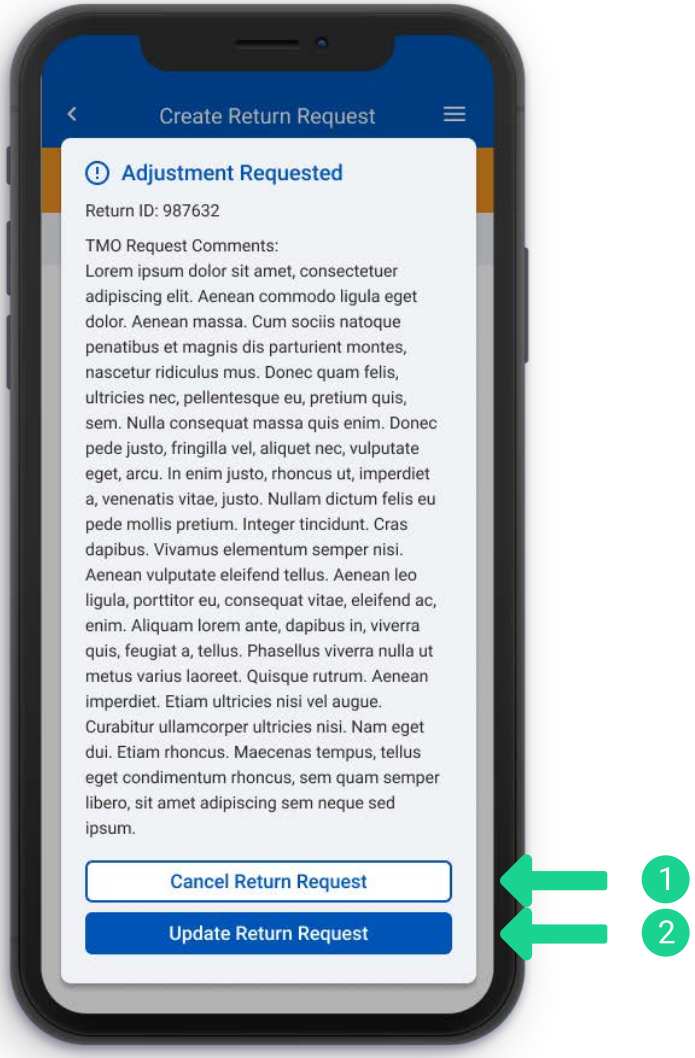


Adjustment Request

Understanding an Adjustment Request

After selecting an adjustment request card, you will be taken to the request details. A pop will appear showing comments left by the TMO Project Manager. After reviewing the comments, select one of the following:

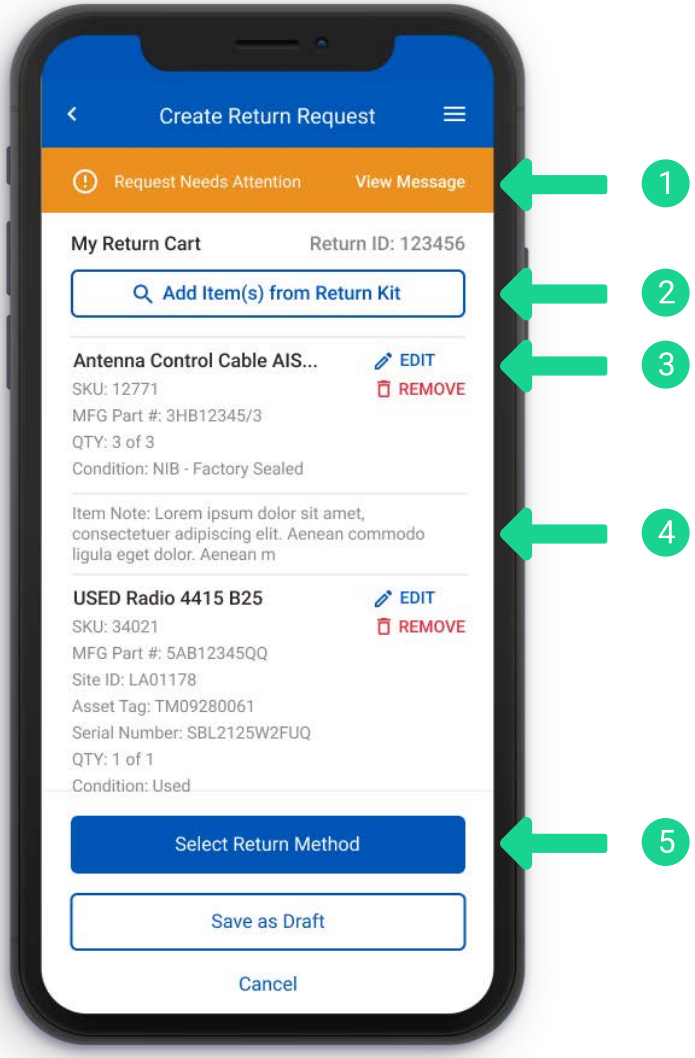
1. Cancel Return Request. This will take you to the return details and you will have the ability to remove it from the 'Create Return Request' home page.
2. Update Return Request. This will allow you to adjust the return order based on the TMO Project Manager's comments.



Adjustment Request

Adjusting a Rejected Return Request

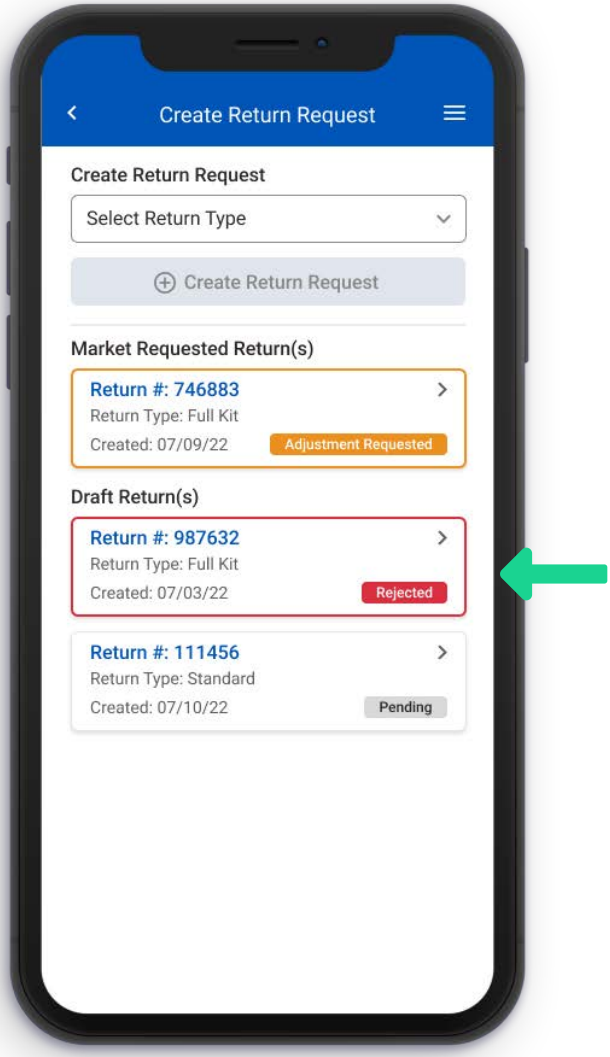
1. Select ‘View Message’ to see the rejection comments left by the TMO Project Manager.
2. Select the ‘Add Item(s)’ button to add more items to your cart.
3. Return item details. Select the edit button to edit the item. Select the remove button to remove the item from cart.
4. Item Notes left by the TMO Project Manager.
5. Select the ‘Submit Return Method’ button to resubmit the return request.



Rejected Request

Understanding Rejected Return Requests

If a TMO Project Manager rejects a return request, the rejected request will appear with a red outline and status pill. Select the card for more details about the rejection.

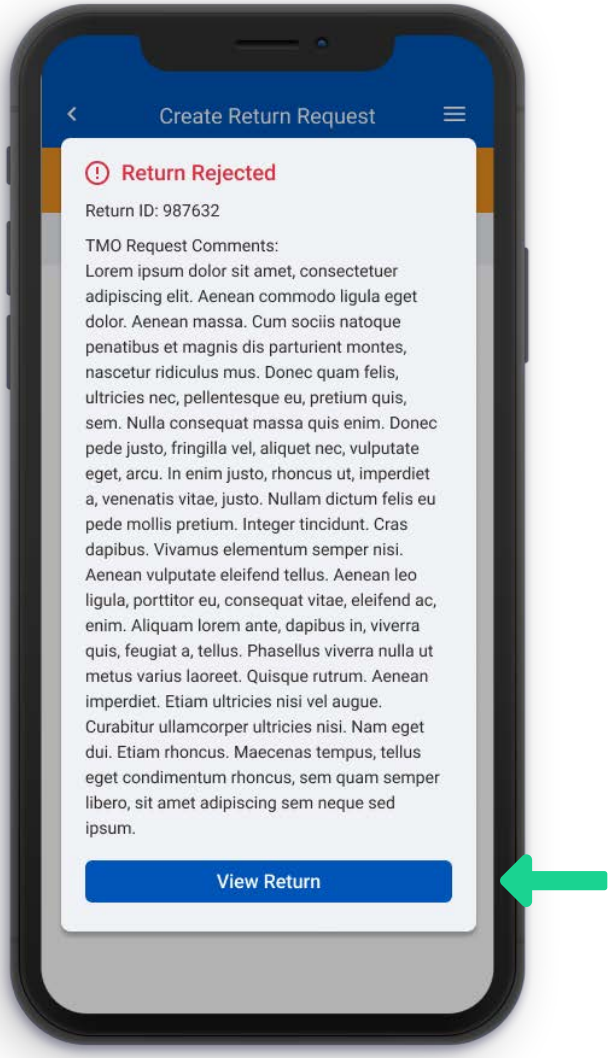


Rejected Request

Understanding Rejected Return Requests

After selecting a rejected return request card, you will be taken to the request details. A pop will appear showing comments left by the TMO Project Manager. After reviewing the comments, select one of the following:

1. View Return Request. This will take you to the return details and you will have the ability to remove it from the ‘Create Return Request’ home page.



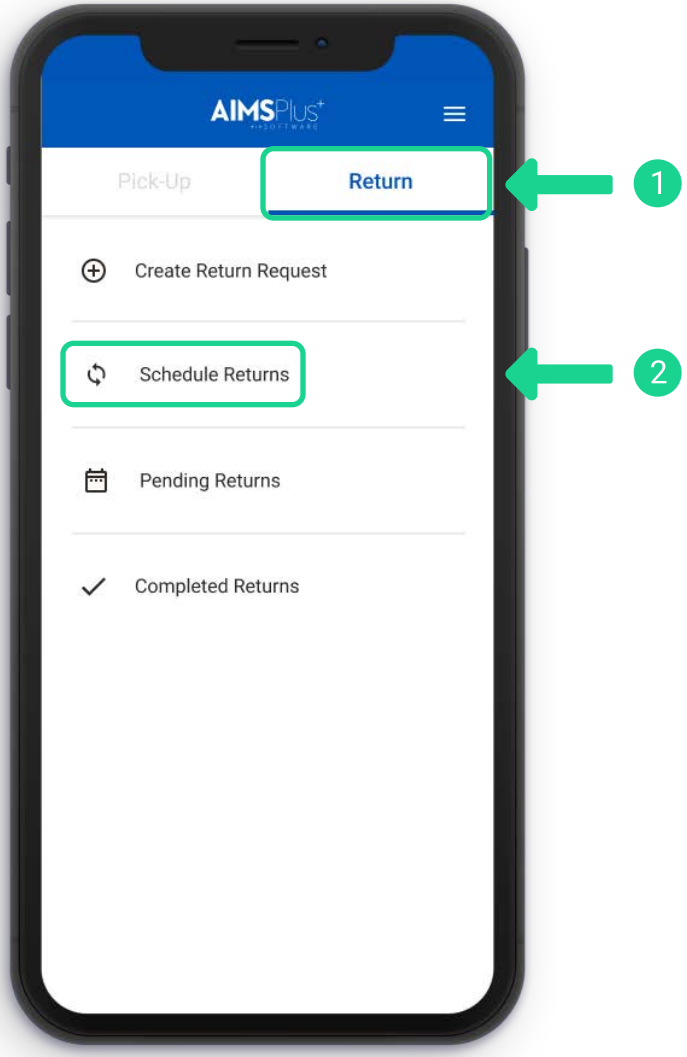
Schedule Returns

As a CM, you have the ability to schedule returns for dropoff or direct shipment, based on the date approved.

Schedule a Return

Navigate to Schedule Returns

1. Select “Return” from the carousel at the top of the page.
2. Click on “Schedule Returns” from the home menu.

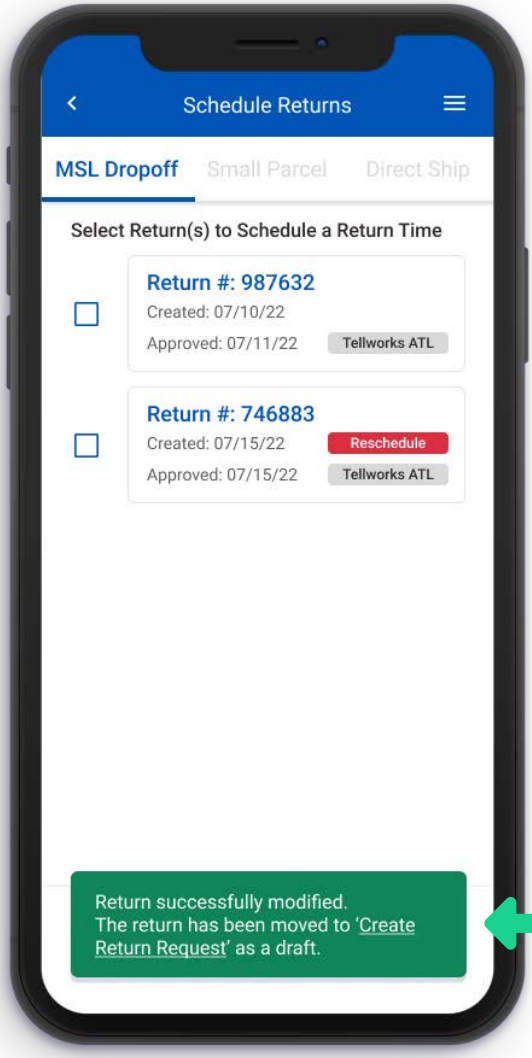


Modify/Cancel an Appointment

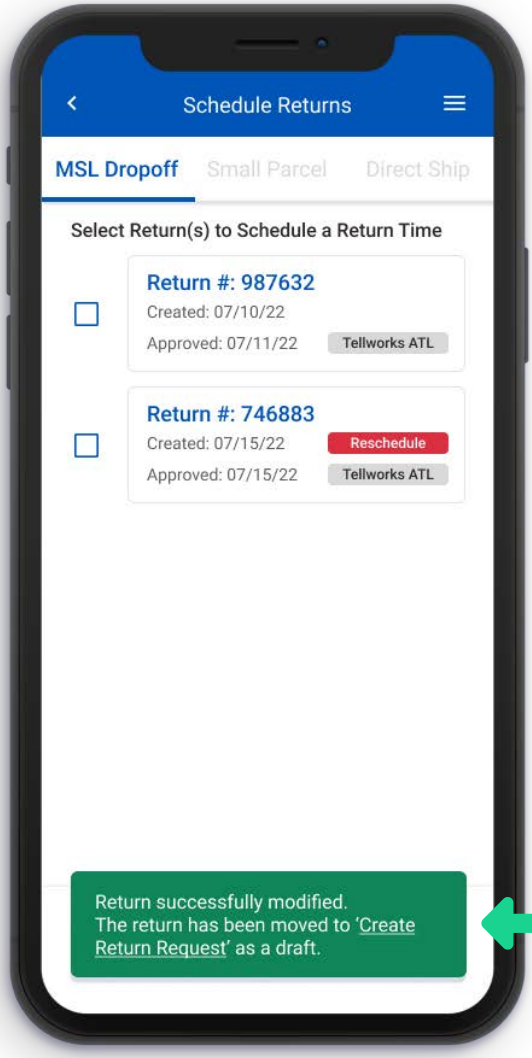
Confirm Modification/Cancellation

To modify an RMA select the 'Yes, Modify' button to confirm that you would like to modify your return. To cancel an RMA select the 'Yes, cancel' button to confirm cancellation.

RMA Modified



RMA Cancelled



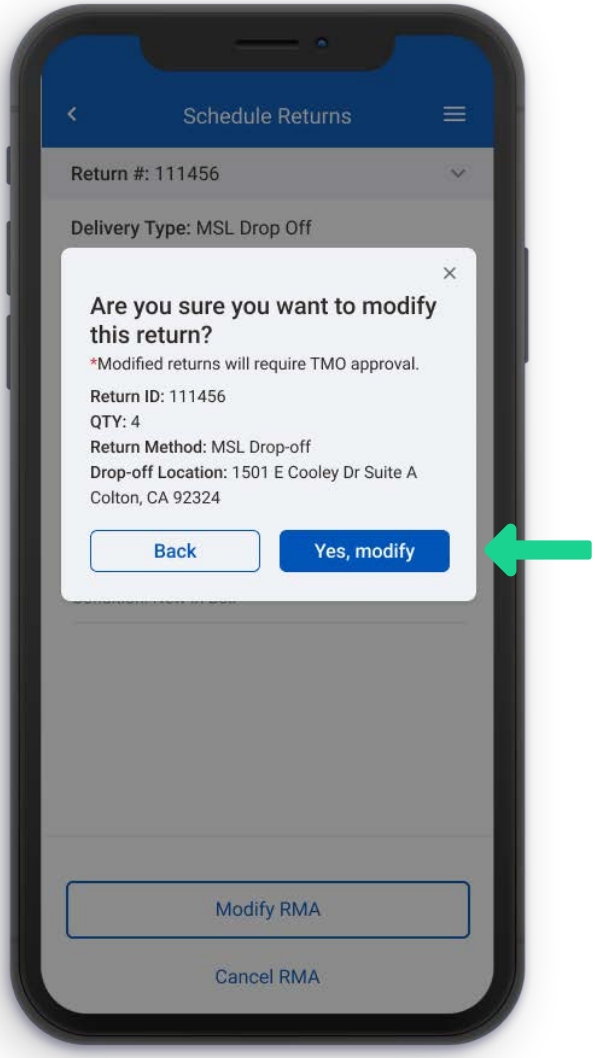
*All modifications to an RMA must be approved by TMO.

Modify/Cancel an Appointment

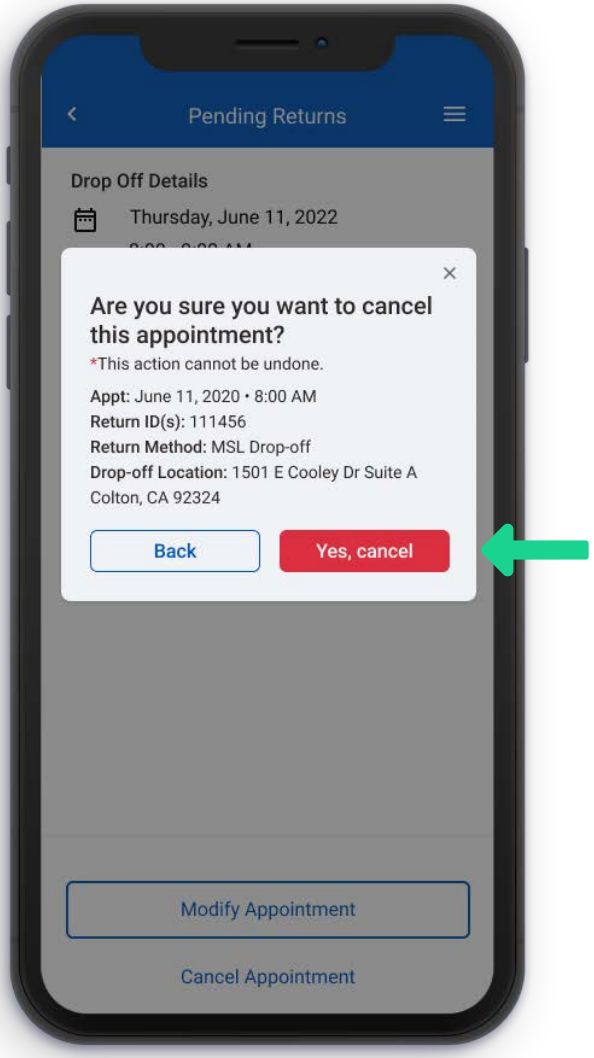
Confirm Modification/Cancellation

To modify an RMA select the ‘Yes, Modify’ button to confirm that you would like to modify your return. To cancel an RMA select the ‘Yes, cancel’ button to confirm cancellation.

RMA Modified



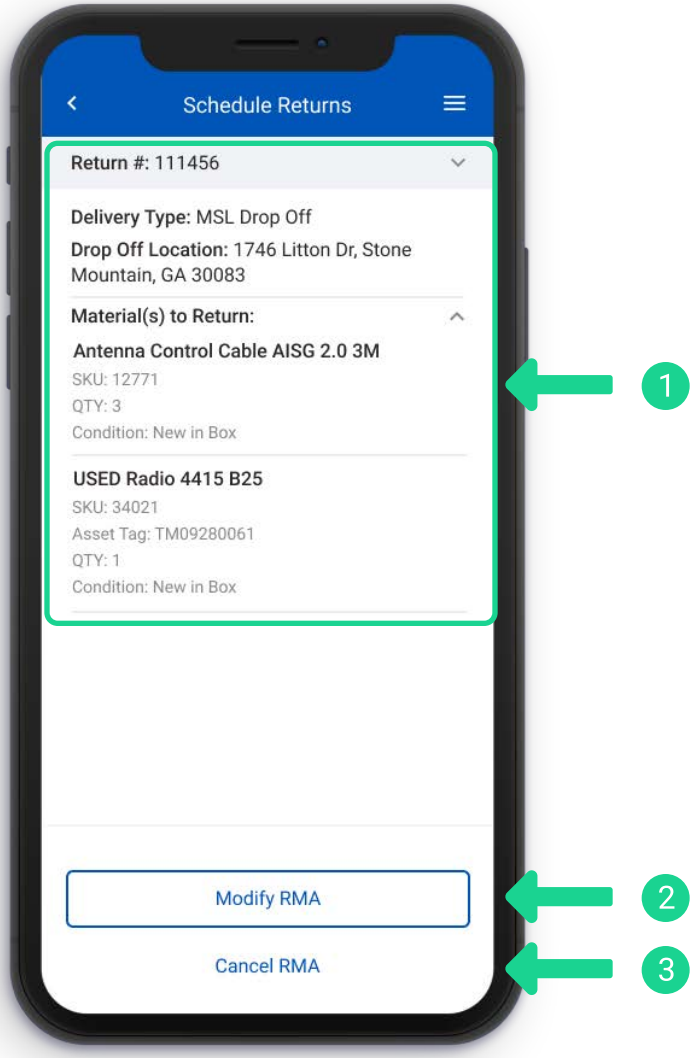
RMA Cancelled



Modify/Cancel an Appointment

Modify/Cancel a Return

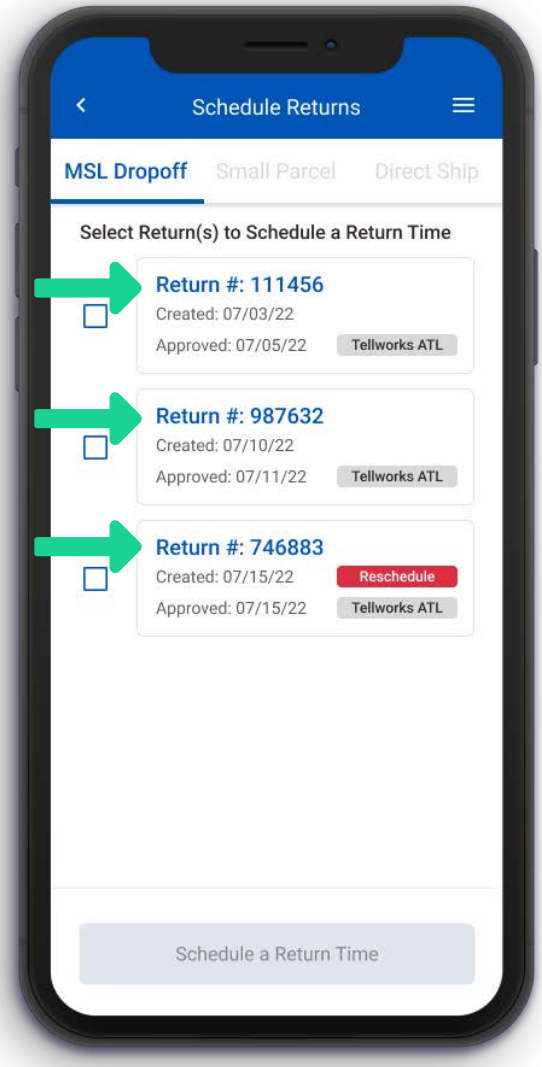
1. Return Details
2. Select the ‘Modify RMA’ button to modify an RMA
3. Select the ‘Cancel RMA’ button to cancel an RMA



Modify/Cancel an Appointment

Select a Return

Select the scheduled return to view the return details, modify, or cancel a return.



Schedule a Return

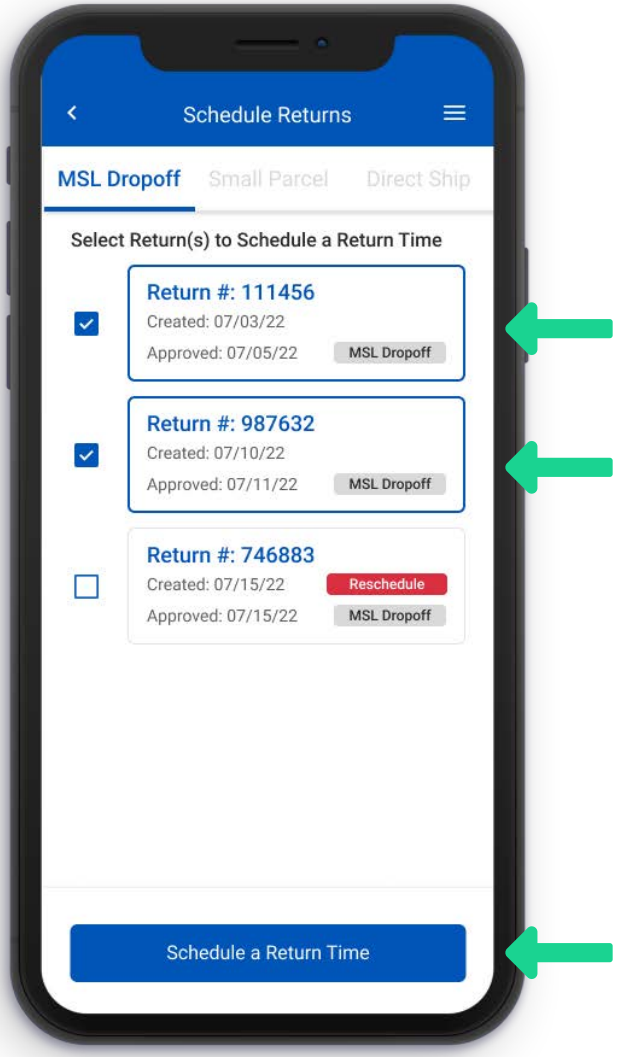
Select returns for dropoff

Select the return(s) you would like to schedule. All returns shown have received TMO approval. Each card has a return number, creation date, and approval date.

Select the 'Schedule a Return Time' button to continue.

*Approved returns must be scheduled within 7 days of being approved and the material must be physically returned within 14 days of being approved.

After TMO approves the return it will be available to schedule.

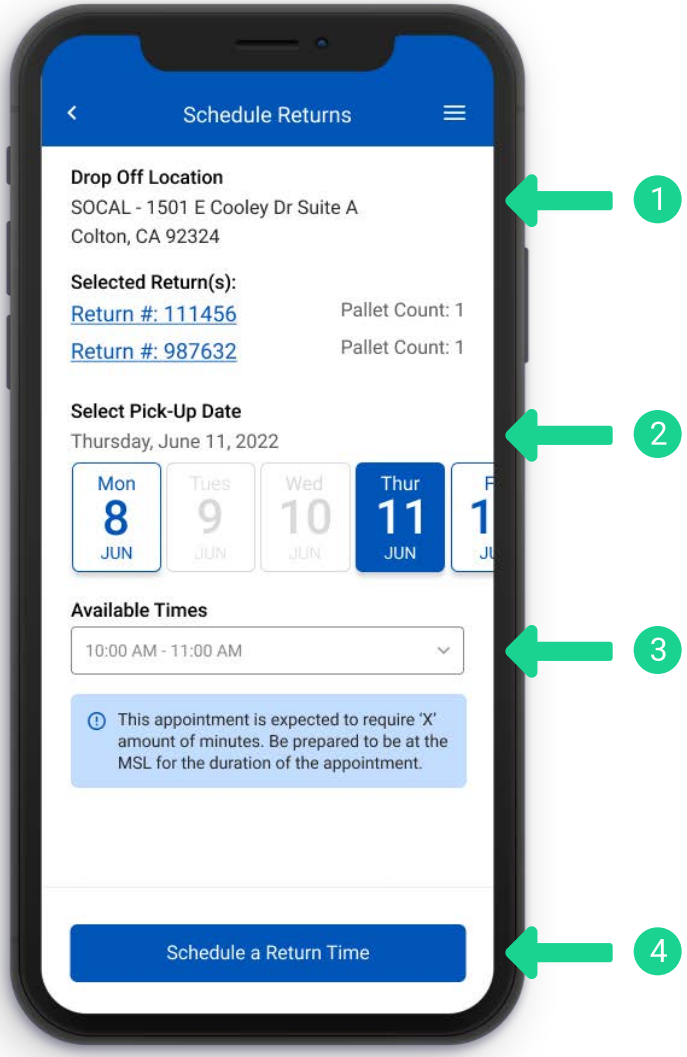


Schedule a Return

Schedule the Return

1. Dropoff location
2. Choose an available date
3. Choose an available time slot
4. Click ‘Select a Return Time’

unavailable selected available

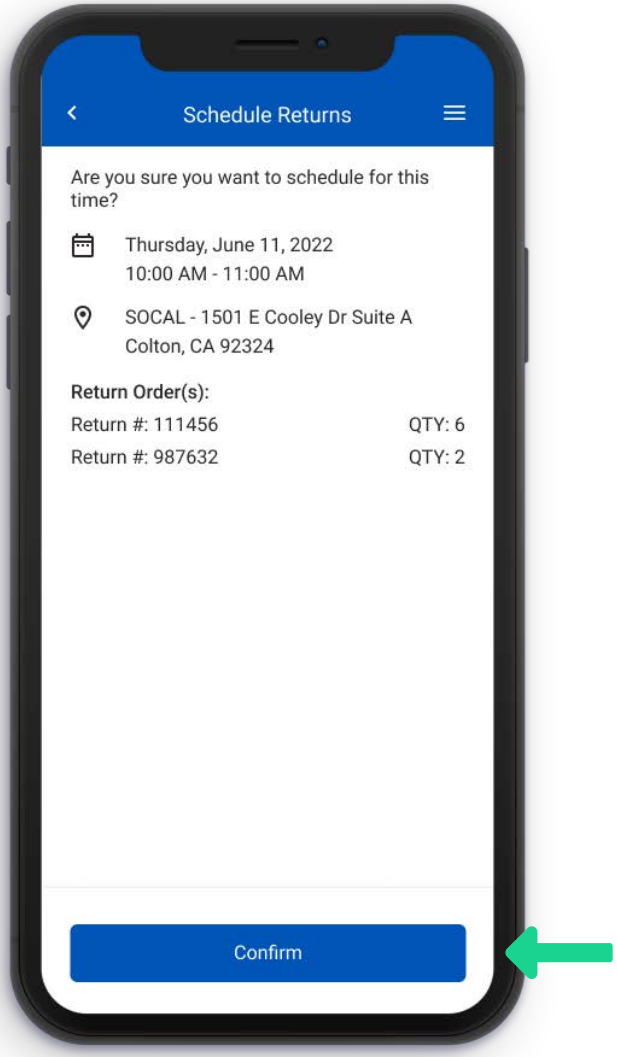


Schedule a Return

Confirm the Return

The confirmation screen provides a summary of information on the requested pick-up.

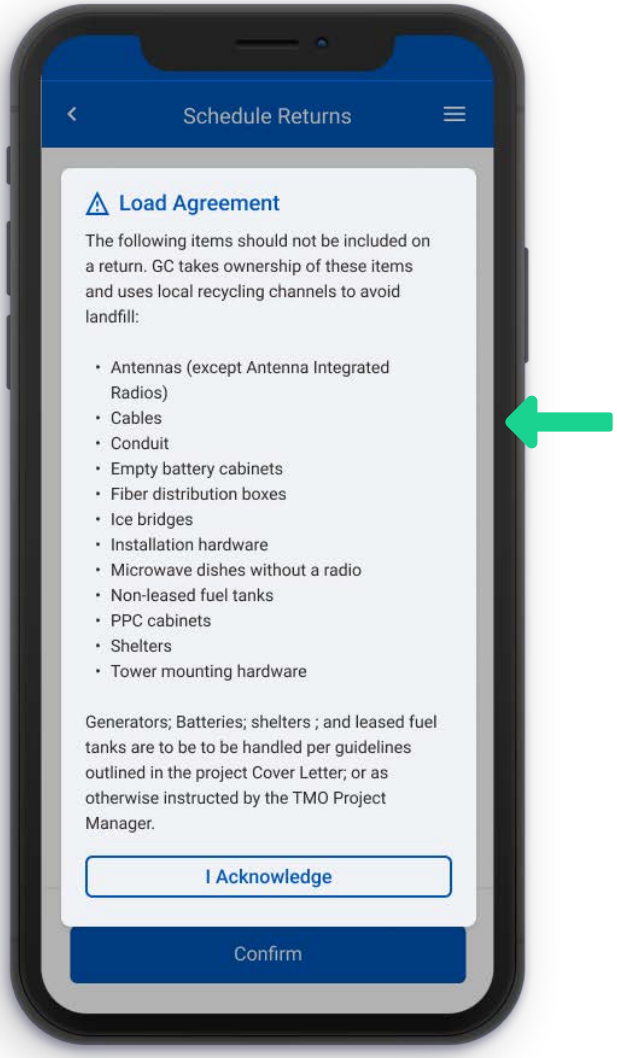
Confirming the return will take you back to the Returns home page.



Schedule a Return

Load Agreement

Please read the load agreement. After reading the agreement, select ‘I Agree’ to confirm the scheduled return.

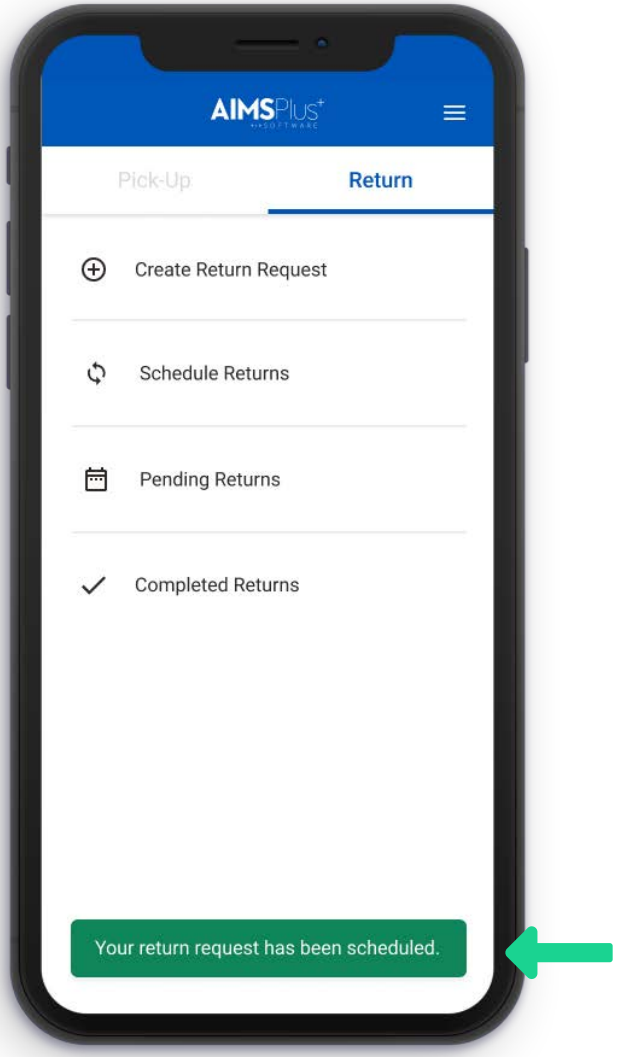


Schedule a Return

Scheduled Return Confirmation

After confirming the pick-up information regarding a scheduled pick-up, you are taken back to the home page.

You will receive a confirmation toast at the bottom of the screen stating that ‘your pick-up request has been scheduled’

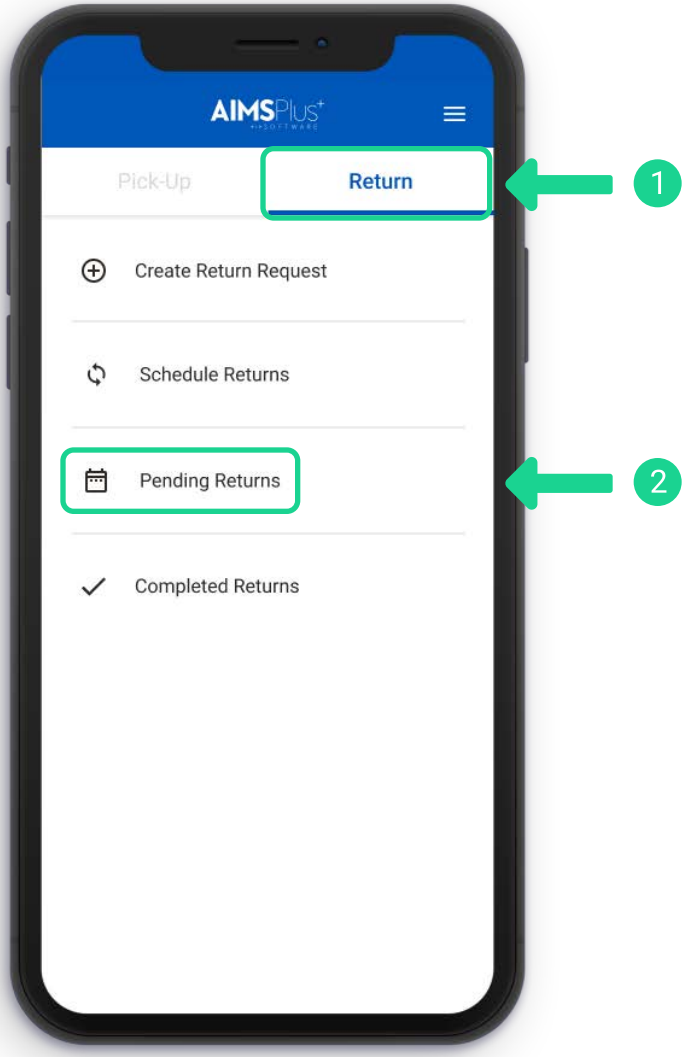


Pending Returns

As a CM, you have the ability to digitally sign for a pending return.

Navigate to Pending Returns

1. Select “Return” from the carousel at the top of the page.
2. Click on “Pending Returns” from the home menu.



Drop Off

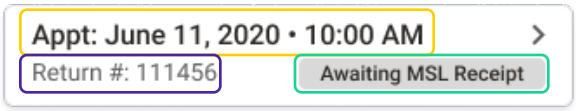
Understanding Pending Returns

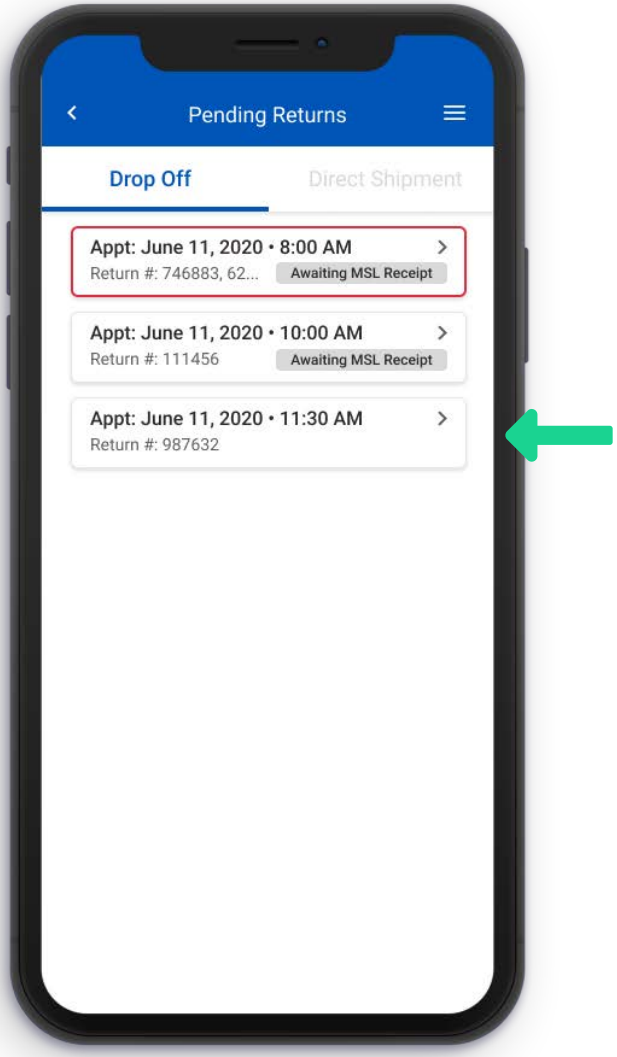
All drop-off returns are in order by date with the most current date at the top of the page.

Each card represents a return.

All returns have:

- Appointment date & time
- Return Number
- Return Status Pill



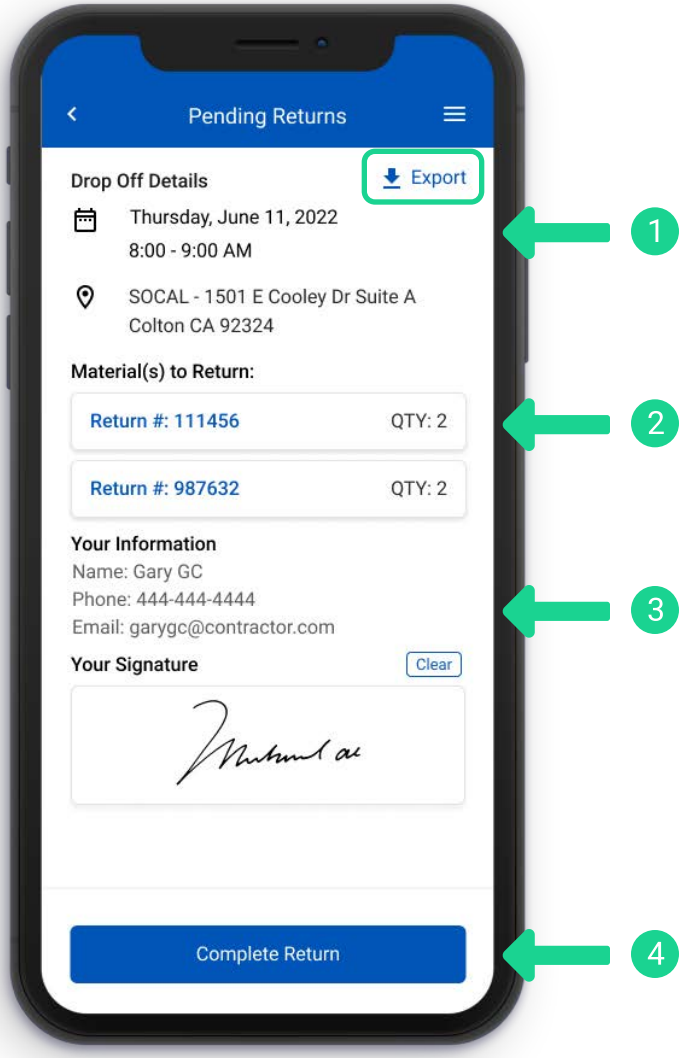


Drop Off

Understanding Pending Drop-off Returns

1. Drop Off Details
2. Material(s) you are returning.
3. You will digitally sign for the material, replacing the physical signature on the packing slip. This will be stored as half of the digital handshake acknowledging acceptance and initiating the exchange of custody.
4. After signing, you will select ‘Complete Return’ to complete the return order.

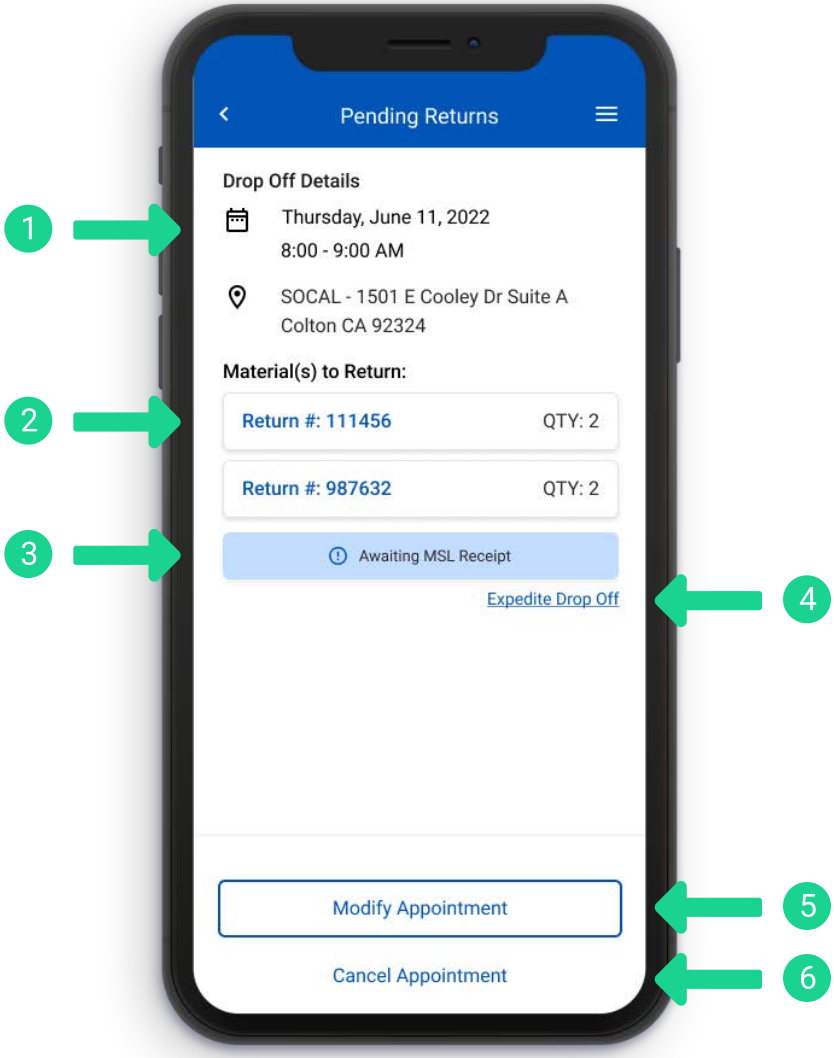
*Users have the ability to export the return details to the device in use.



Drop Off

Understanding Pending Drop-off Returns

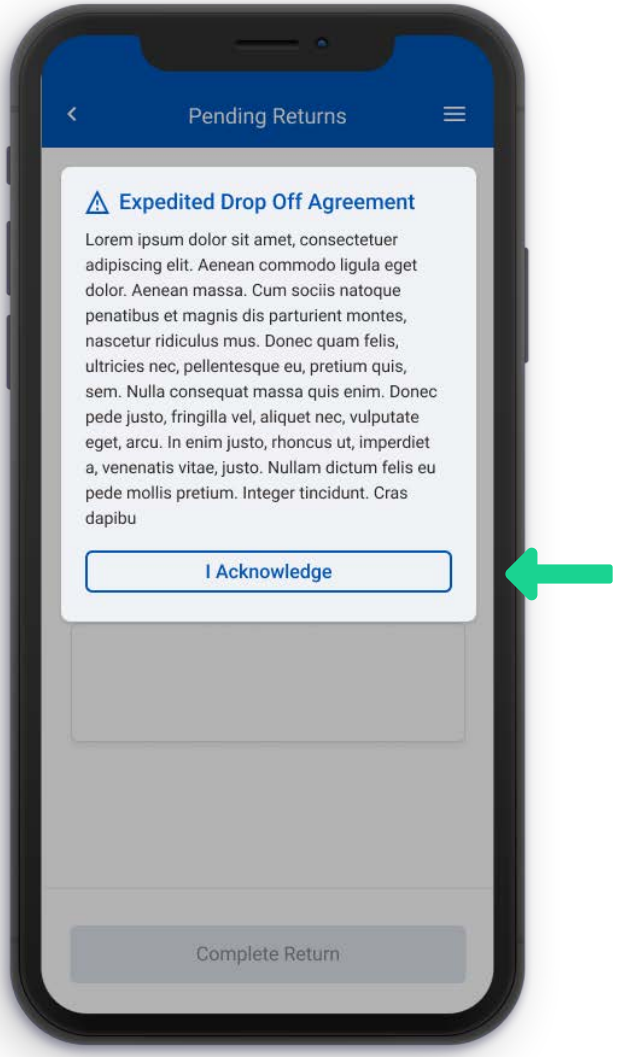
1. Drop Off Details
2. Material(s) you are returning.
3. A pending return will display ‘Awaiting MSL Receipt’ if the MSL agent has not signed off on the return.
4. Select the ‘Expedite Drop Off’ to bypass the MSL agent action and pre-sign your acceptance of their receipt.
5. Select the ‘Modify Appointment’ button to modify the order, this will place the return in a draft status.
6. Select the ‘Cancel Appointment’ button to cancel the request and take you back to the ‘Create Return Request’ home page.



Drop Off

Expedited Drop Off Agreement

Please read the drop off agreement. After reading the agreement, select 'I Acknowledge' to digitally sign and complete the return.

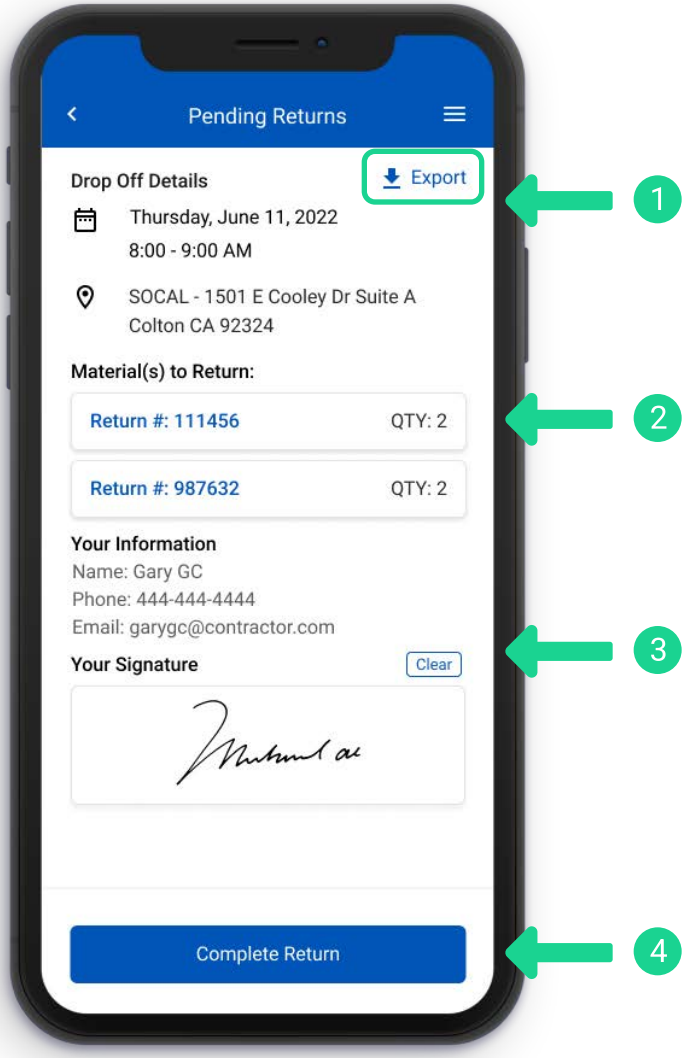


Drop Off

Understanding Pending Drop-off Returns

1. Drop Off Details
2. Material(s) you are returning.
3. You will digitally sign for the material, replacing the physical signature on the packing slip. This will be stored as half of the digital handshake acknowledging acceptance and initiating the exchange of custody.
4. After signing, you will select 'Complete Return' to complete the return order.

*Users have the ability to export the return details to the device in use.

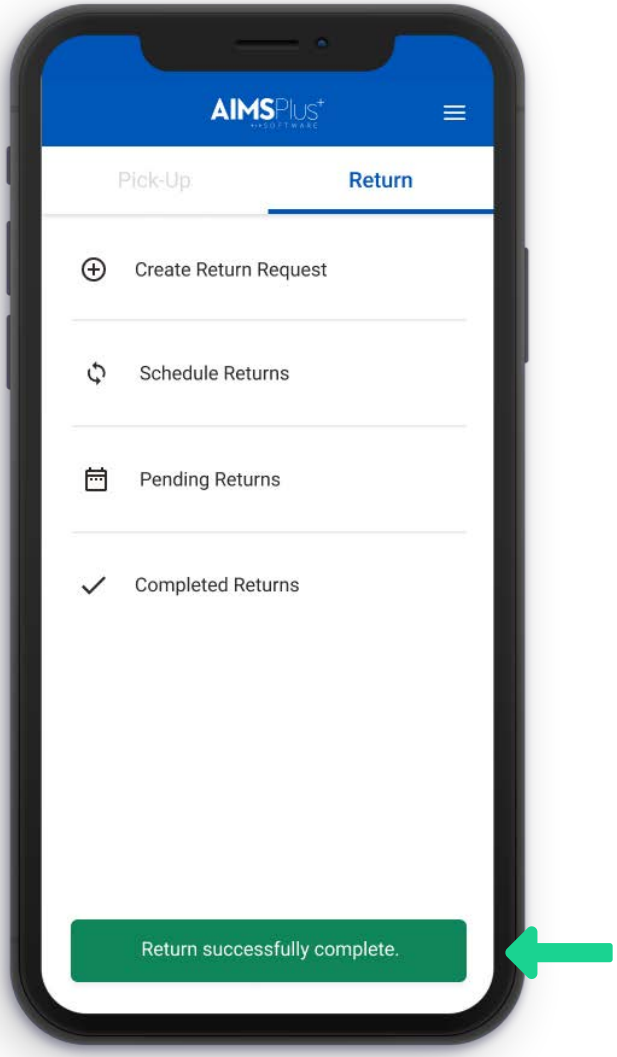


Drop Off

Return Complete

After completing a return, you will be taken back to the 'Home' screen.

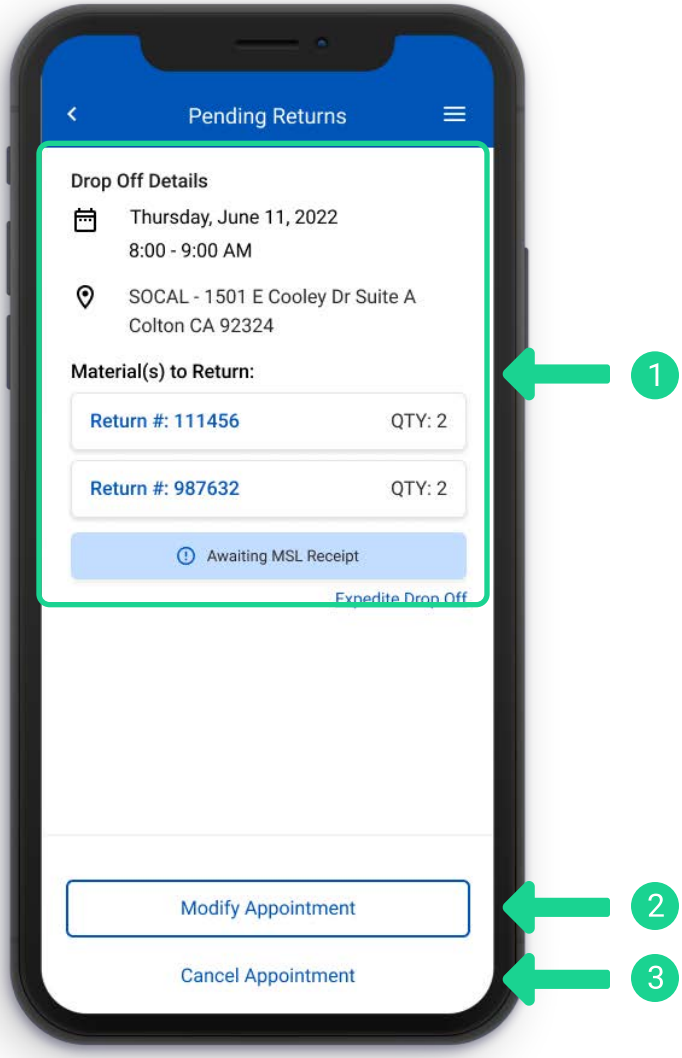
You will receive a confirmation toast at the bottom of the screen stating that the 'return successfully complete'.



Modify/Cancel an Appointment

Modify/Cancel an Appointment

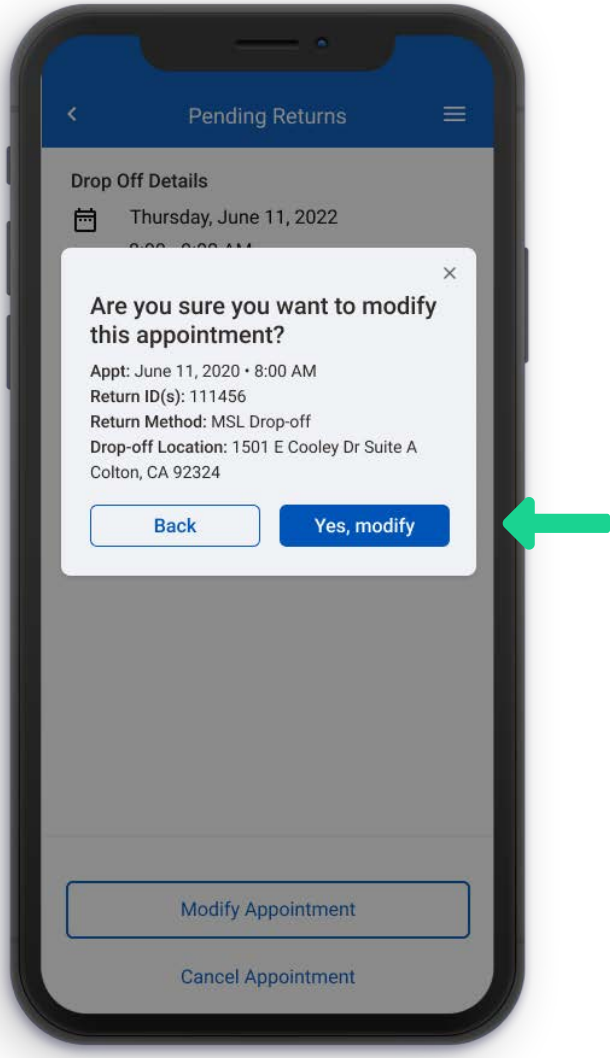
1. Return Details
2. Select the ‘Modify Appointment button to modify an appointment
3. Select the ‘Cancel Appointment button to cancel an appointment



Modify an Appointment

Confirm Modification

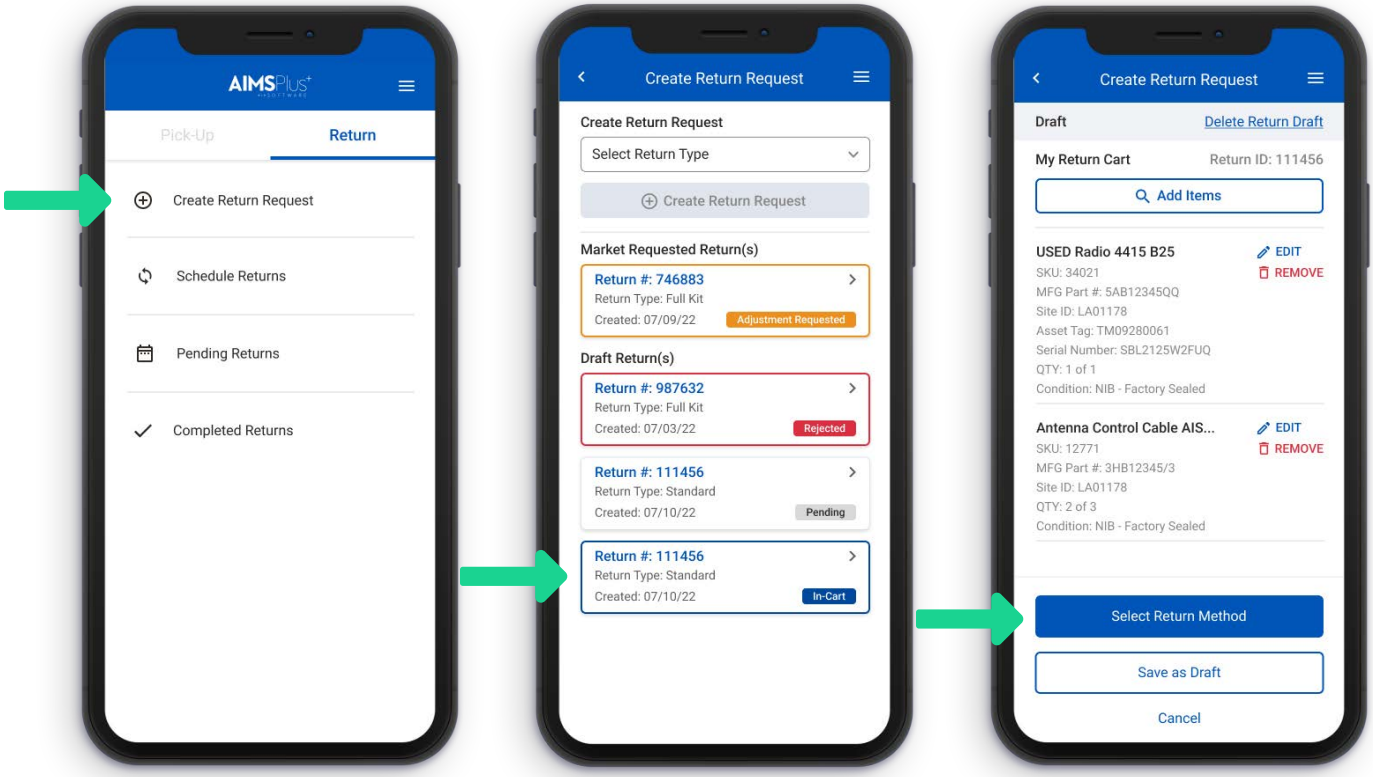
Select the 'Modify Appointment' button to modify your return appointment.



Modify an Appointment

Modifying a Draft Return

1. Select “Create Return Request” from the home menu. The return you would like to modify can be seen in your ‘Draft Returns’ with an ‘In-Cart’ status.
2. Select the draft and choose the ‘Select Return Method’ button to update the return method.

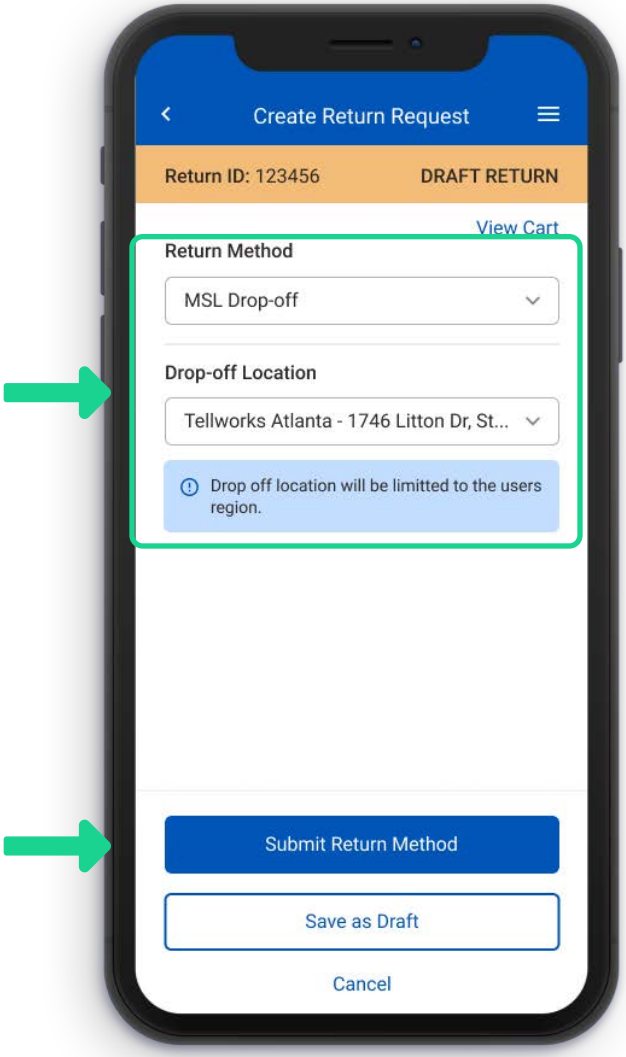


Modify an Appointment

Submit for TMO Approval

Modify the Return Method or MSL drop-off location for the return using the dropdown. Select the 'Submit Return Method' button to submit your request for TMO review.

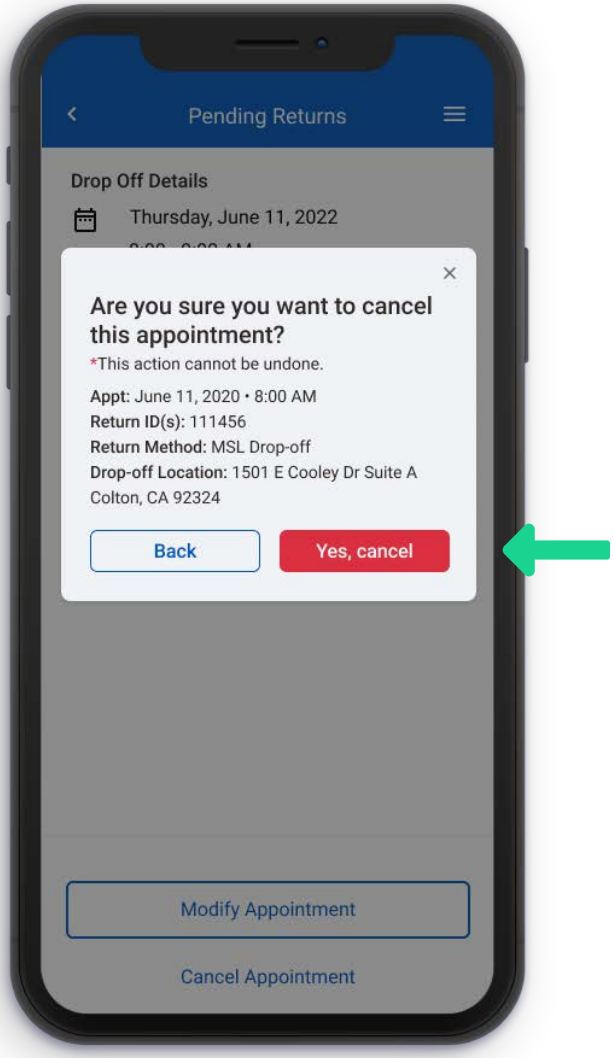
*All modifications to an RMA must be approved by TMO.



Cancel an Appointment

Confirm Modification

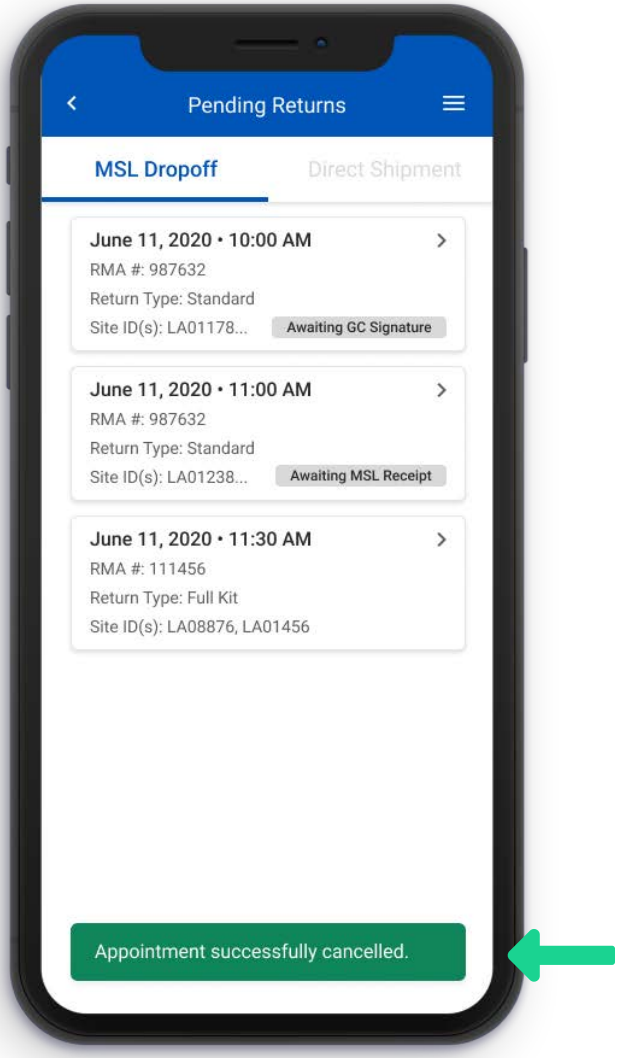
To cancel an RMA select the ‘Yes, cancel’ button to confirm cancellation.



Cancel an Appointment

Appointment Cancelled

After submitting a return request, you will be taken back to the 'Pending Returns' home screen. A message will appear on the home screen to show that the appointment was successfully cancelled.



Pending Returns

Tellworks LOGISTICS

Shipment

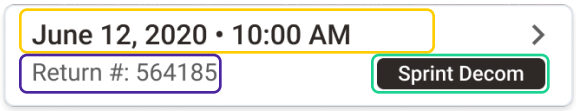
Understanding Pending Shipment Returns

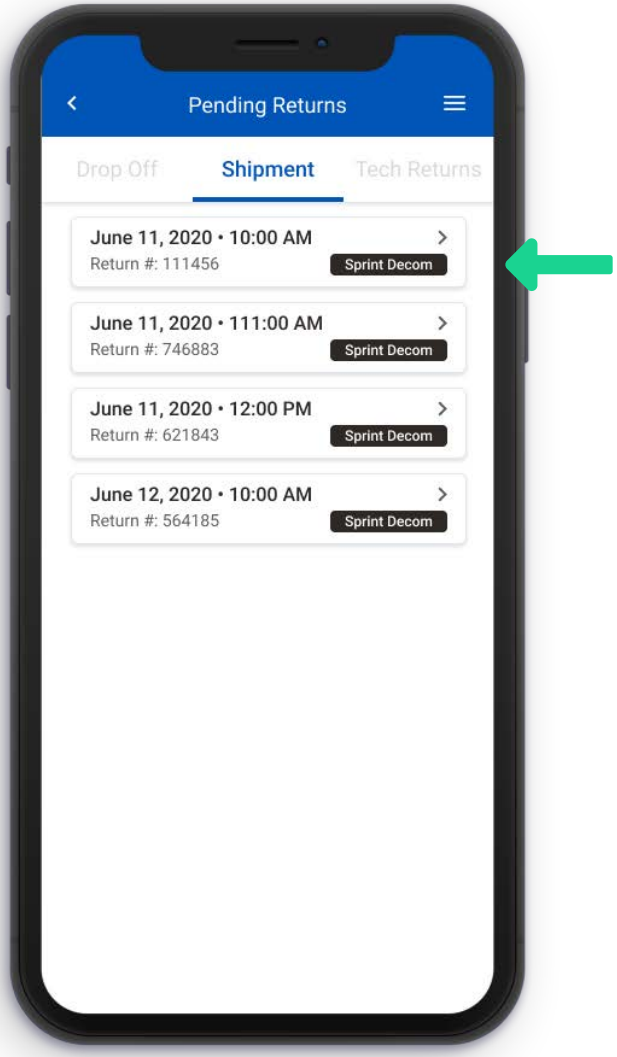
All shipment returns are in order by date with the most current date at the top of the page.

Each card represents a return.

All returns have:

- Appointment date & time
- Return Number
- Return Status Pill



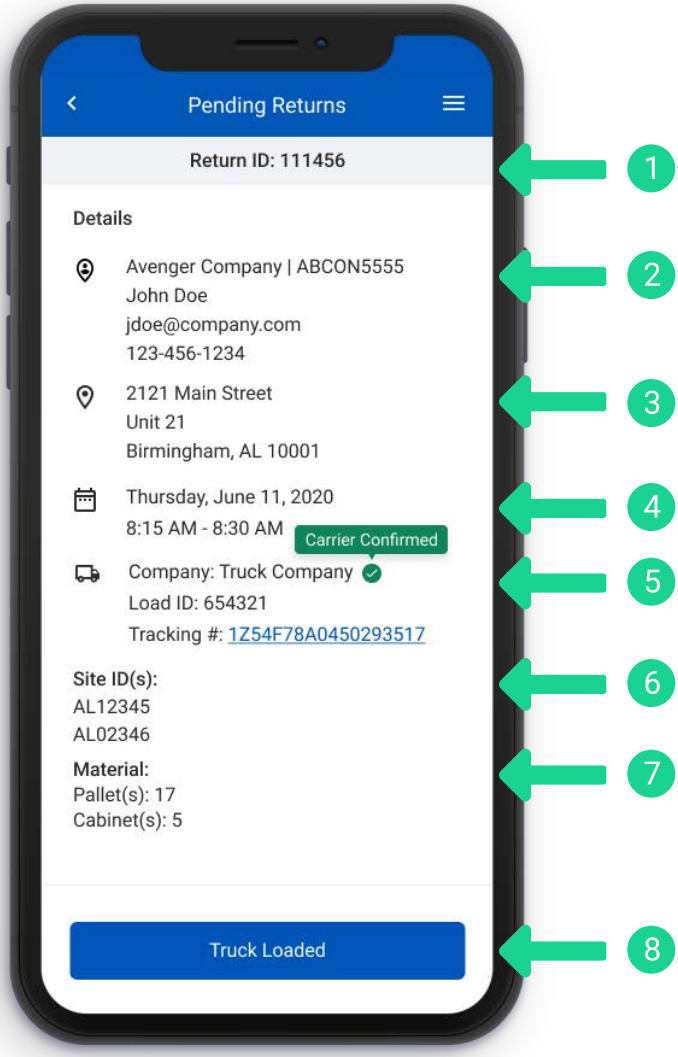


Shipment

Understanding Pending Shipment Returns

Within the selected Return Card you are able to view all information about this open return.

1. Return ID
2. Pick-up contact information
3. Pick-up location
4. Pick-up appointment date/time
5. Trucking Company (green check mark means the carrier has confirmed the pickup)
6. Site ID(s)
7. Material (Pallet/Cabinet count)
8. Select 'Truck Loaded' to complete return



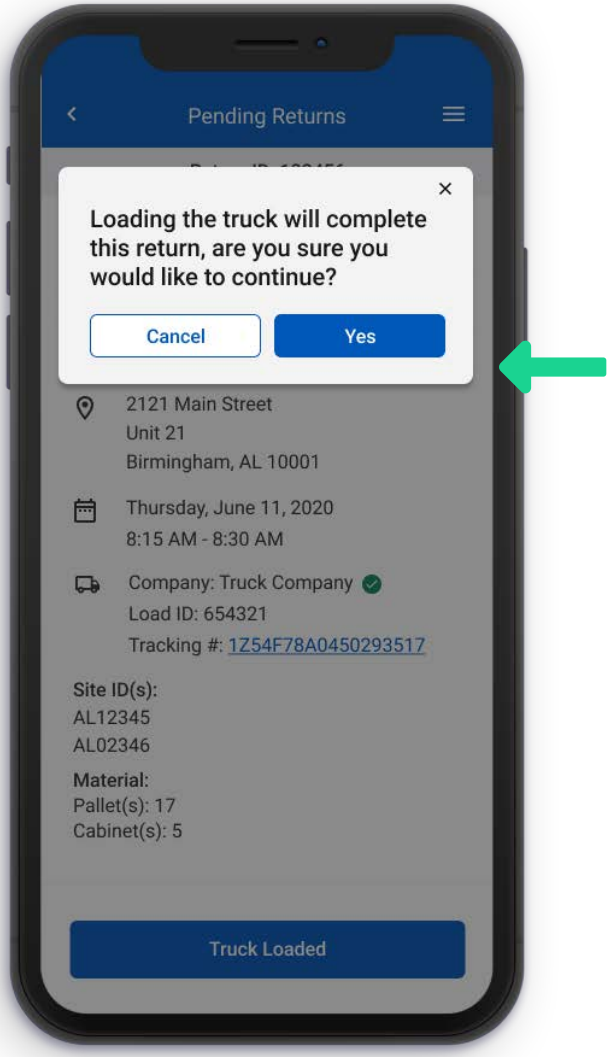
After a truck has been loaded, select the 'Truck Loaded' button to mark the return as completed.

*All returns will remain visible for at least 1 year. Archiving policy to be determined.

Shipment

Understanding Pending Shipment Returns

After pressing the 'Truck Loaded' button on the previous screen, confirm the decision to complete the return.



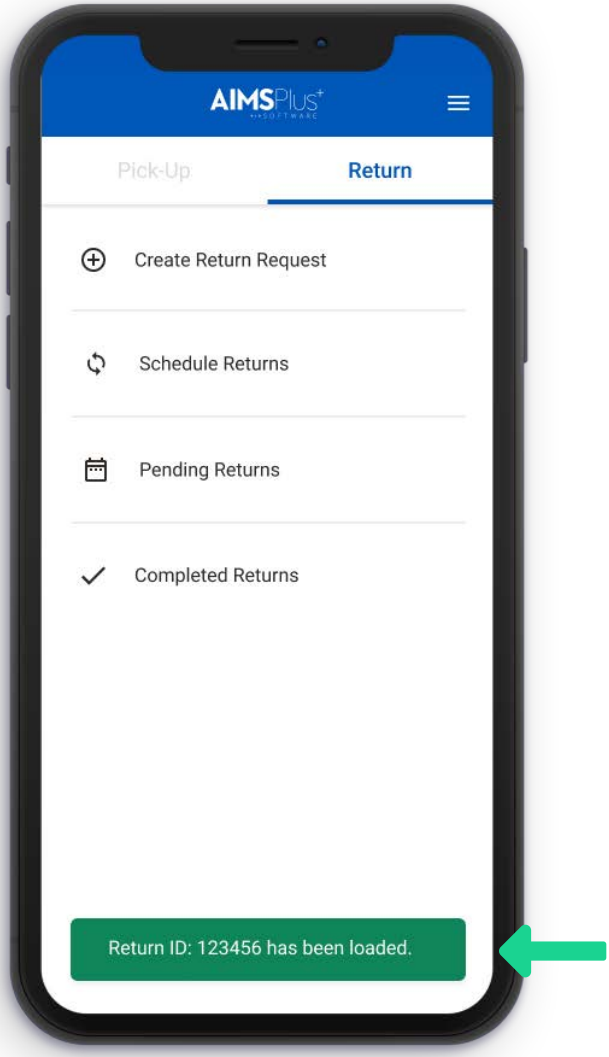
Tellworks LOGISTICS

Shipment

Understanding Pending Shipment Returns

After confirming ‘Truck Loaded’, you will be taken back to the ‘Home’ screen. The return will moved to ‘Completed Returns’.

You will receive a confirmation toast at the bottom of the screen stating that ‘Return ID has been loaded’



Tech Returns

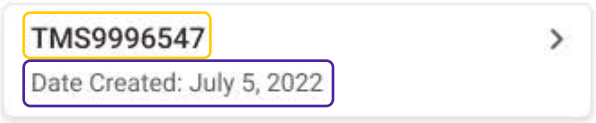
Understanding Pending Tech Returns

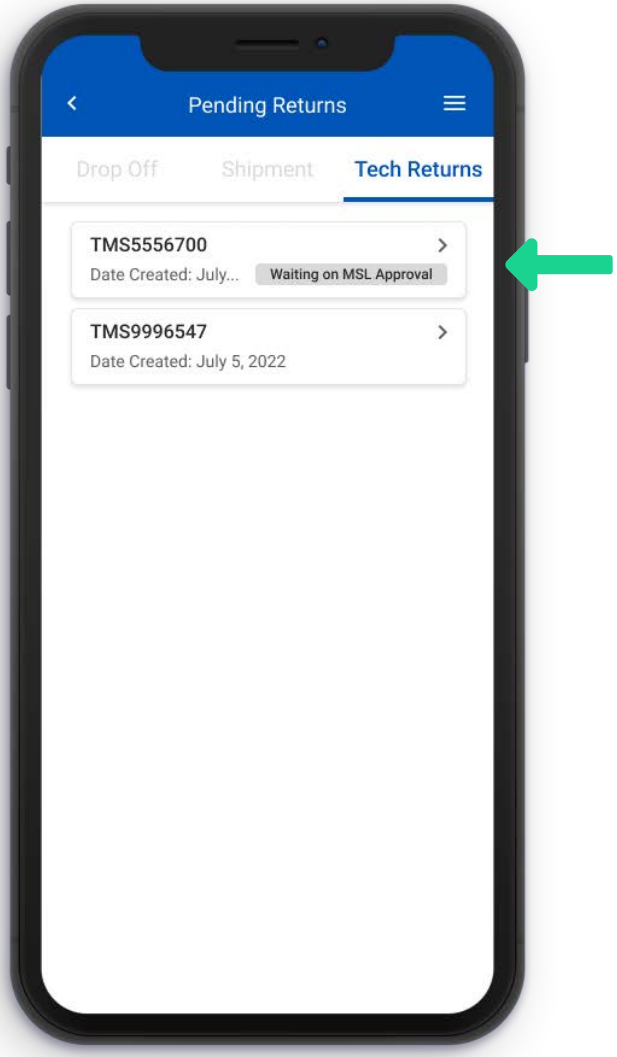
All returns are in order by date created with the most current date at the top of the page.

Each card represents a return.

All returns have:

- TMS/TMP number
- Date Created

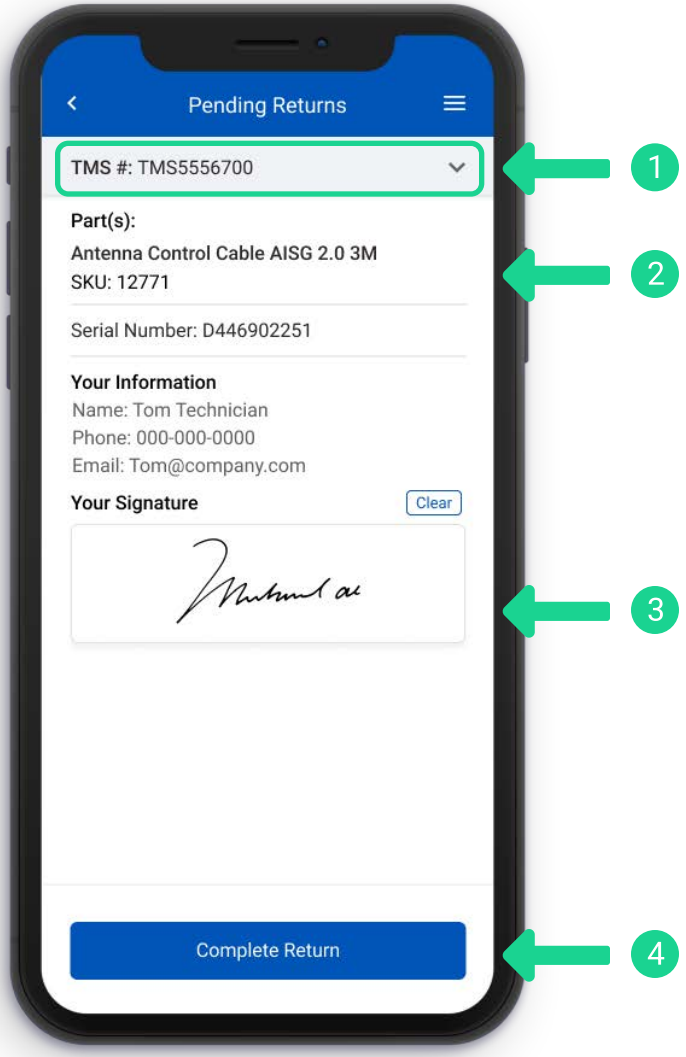




Tech Returns

Understanding Pending Returns

1. Return Details
2. Part(s) you are returning.
3. You will digitally sign for the material, replacing the physical signature on the packing slip. This will be stored as half of the digital handshake acknowledging acceptance and initiating the exchange of custody.
4. After signing, you will select ‘Complete Return’ to complete the return order.

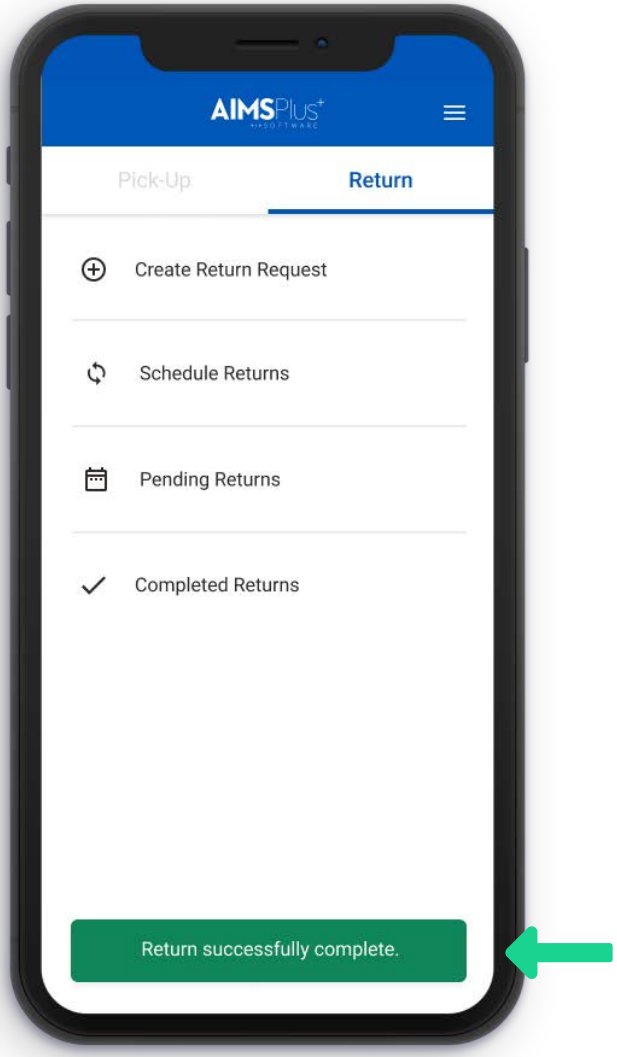


Tech Returns

Return Complete

After completing a return, you will be taken back to the ‘Home’ screen.

You will receive a confirmation toast at the bottom of the screen stating that the ‘return successfully complete’.



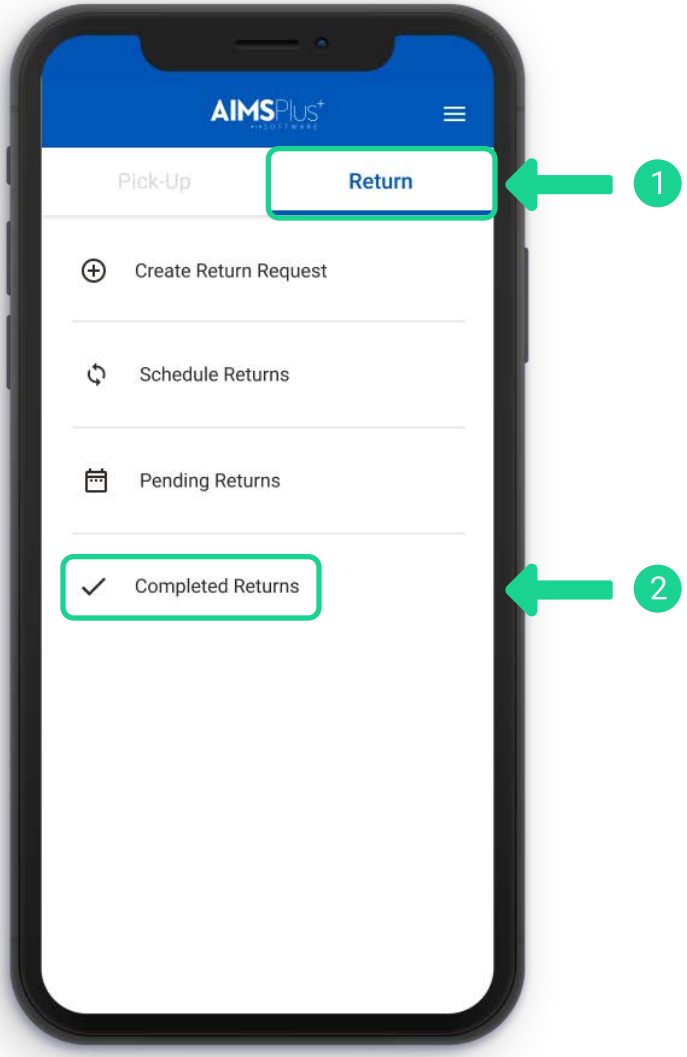
Completed Returns

As a CM, you have the ability to review completed returns based on the date and time.

Completed Returns

Navigate to Completed Returns

1. Select “Return” from the carousel at the top of the page.
2. Click on “Completed Returns” from the home menu.

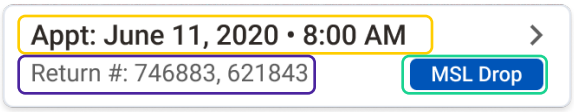


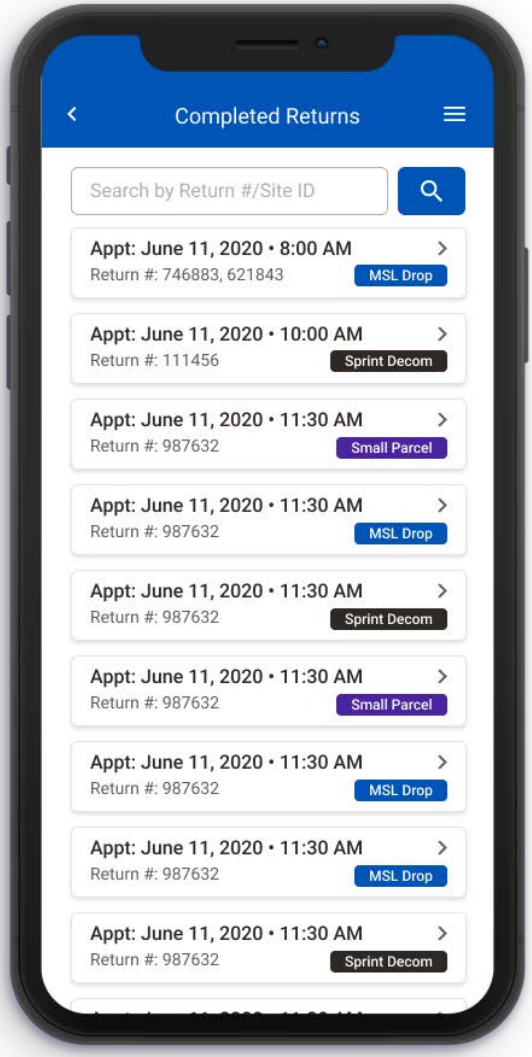
Understanding Completed Returns

All completed returns are in order by date with the most current date at the top of the page.

Each card represents a completed return. All returns have:

- Appointment date & time
- Return Number
- Return Method





Return Methods

MSL Drop

Small Parcel

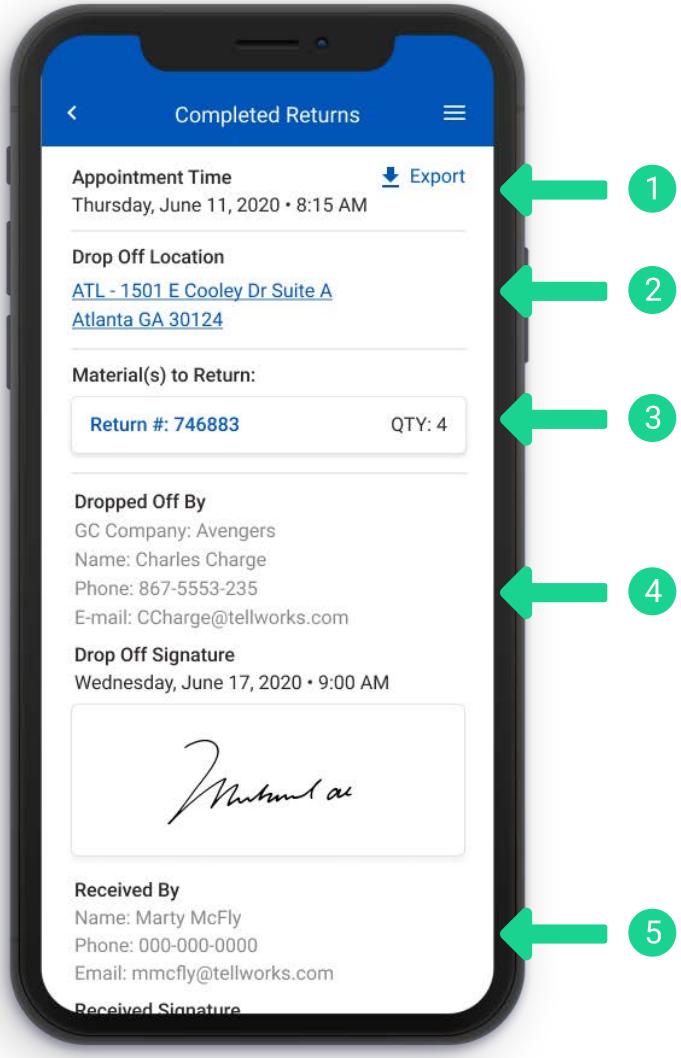
Sprint Decom

MSL Drop Off

Understanding Completed Returns: MSL Drop Off

1. Appointment Details
2. Drop Off Location
3. Material(s) you are returning.
4. Recorded siganture of the GC who dropped off the return.
5. Recorded signature of the MSL Agent who received the return.

*Users have the ability to export the return details to the device in use.



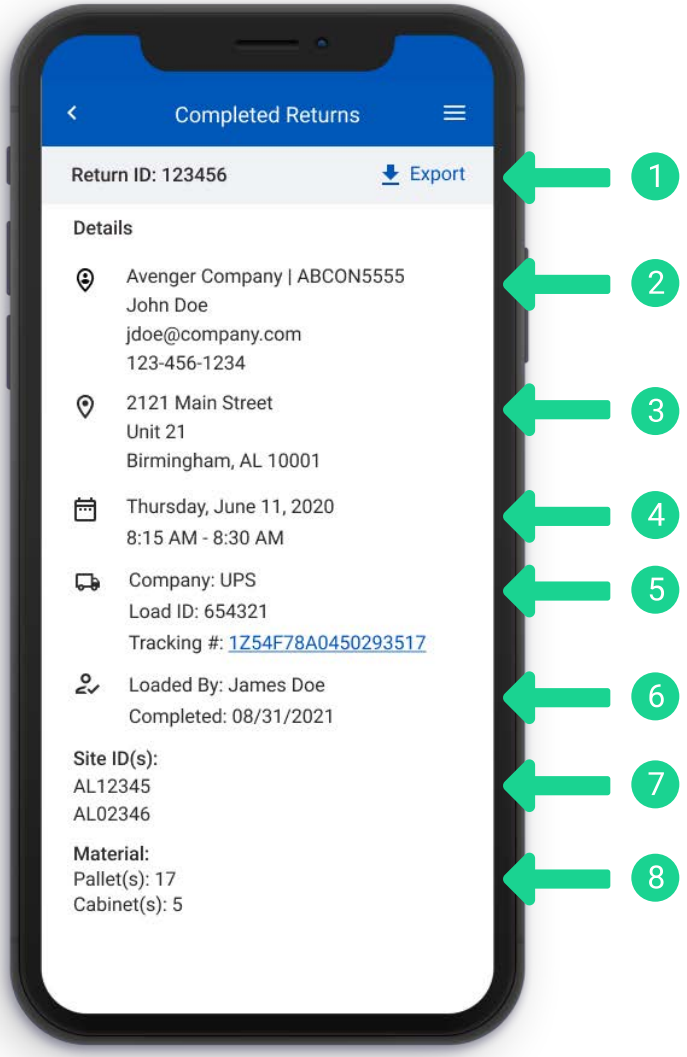
Completed Returns

Sprint Decom Return

Understanding Completed Returns: Sprint Decom

A completed return provides a summary of information on the return.

1. Return ID
2. Pick-up contact information
3. Pick-up location
4. Pick-up appointment date/time
5. Trucking Company, Load ID, & Tracking Number
6. Loaded by & Load completion date
7. Site ID(s)
8. Material (Pallet/Cabinet count)

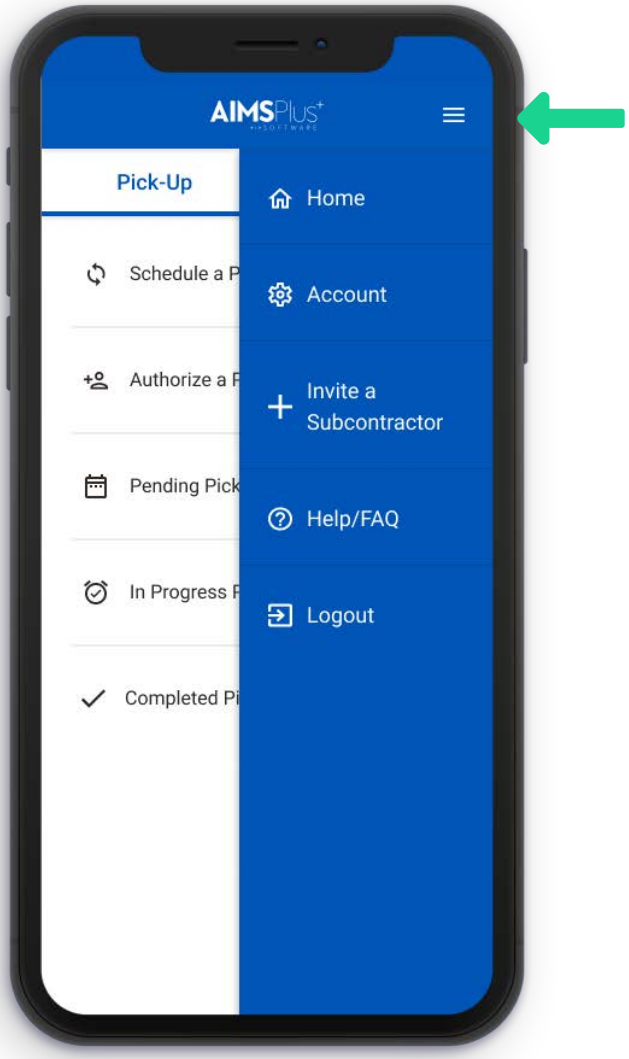


*Users have the ability to export the return details to the device in use.

Account Information

All users have access to their account where users can review profile information, markets, and change the current password.

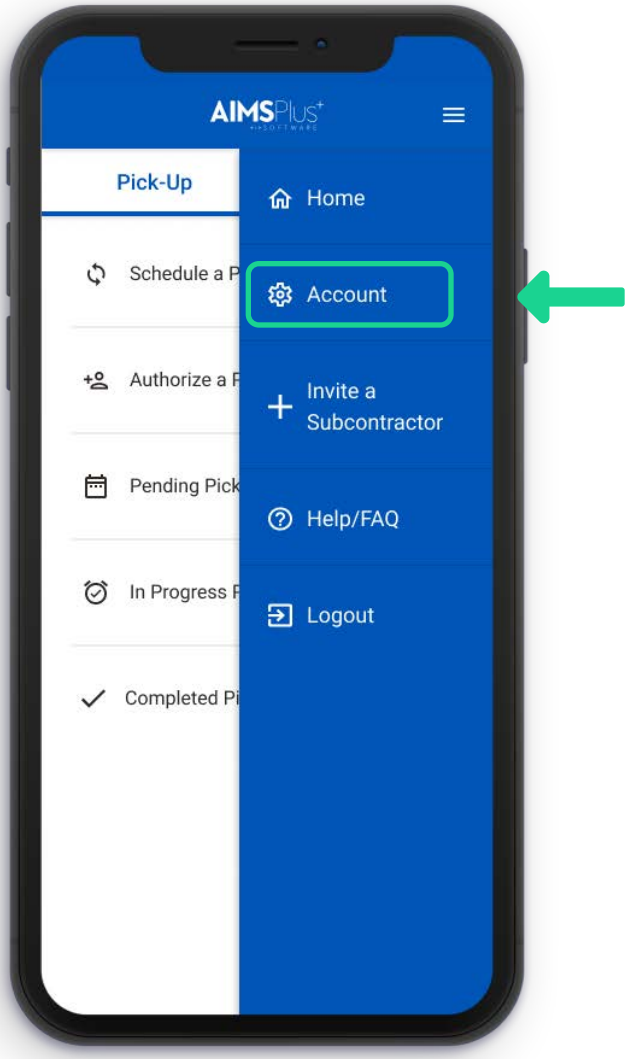
Account Information



Navigate to Account

Click the hamberger menu from any page to pull out quick access to Account and other features.

Account Information

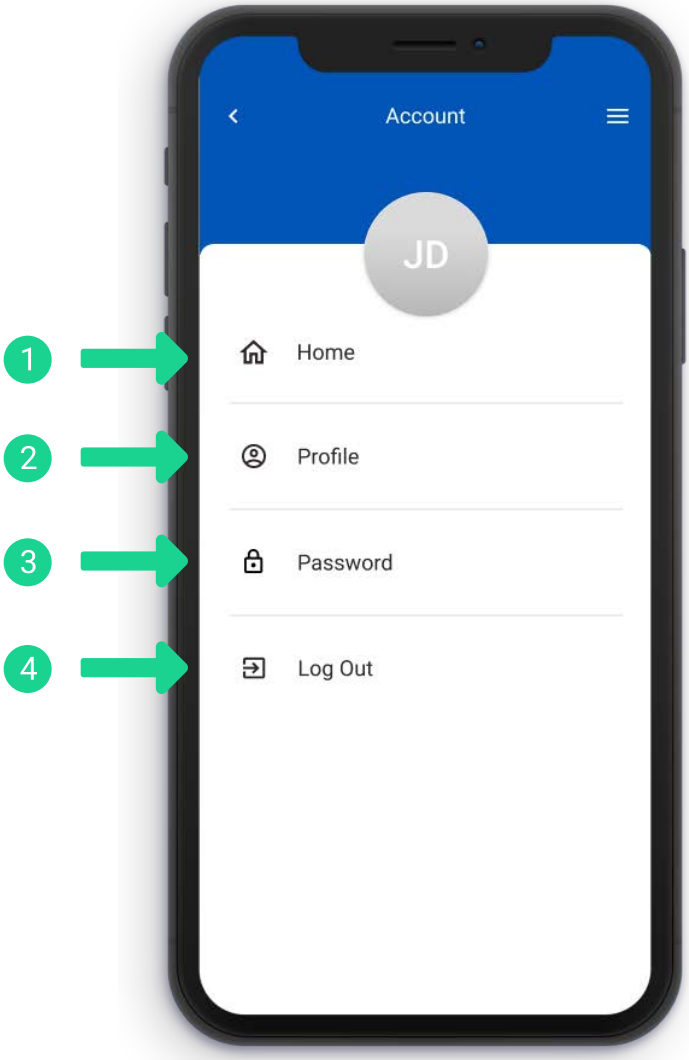


Navigate to Account

Menu will appear from the side giving direct acces to the Home page, Account, Invite a Subcontractor, Help Center, and Logging out.

Click on 'Account' to access the Account homepage.

Account Information

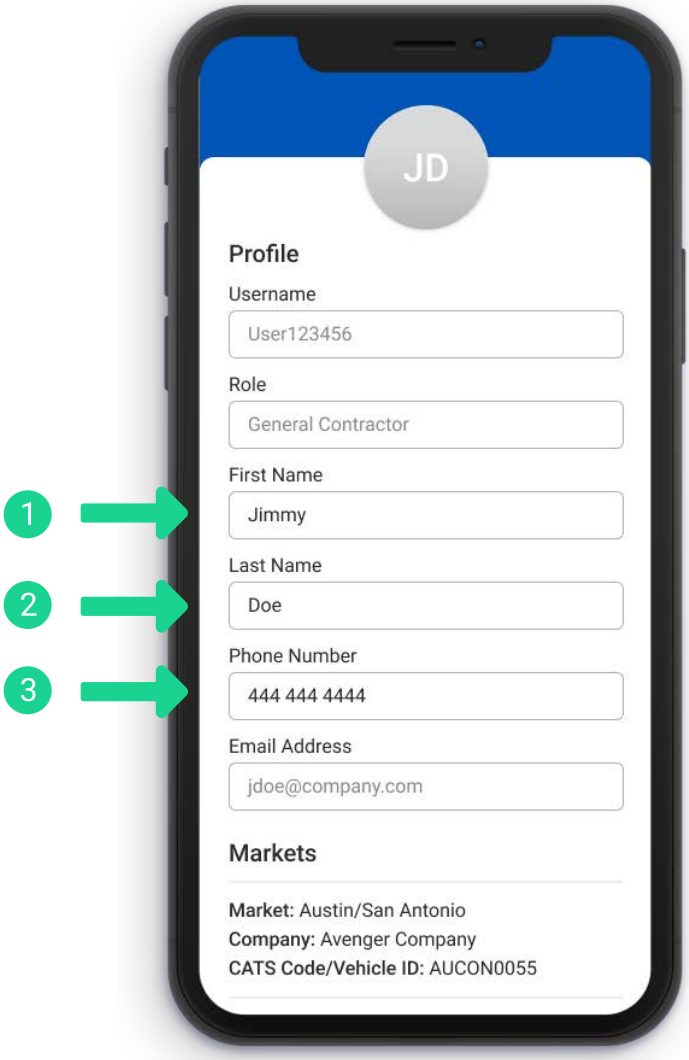


Understanding the Account Homepage

Our Account hompage includes access to the following:

1. Home menu
2. Profile
3. Password
4. Log Out

Account Information

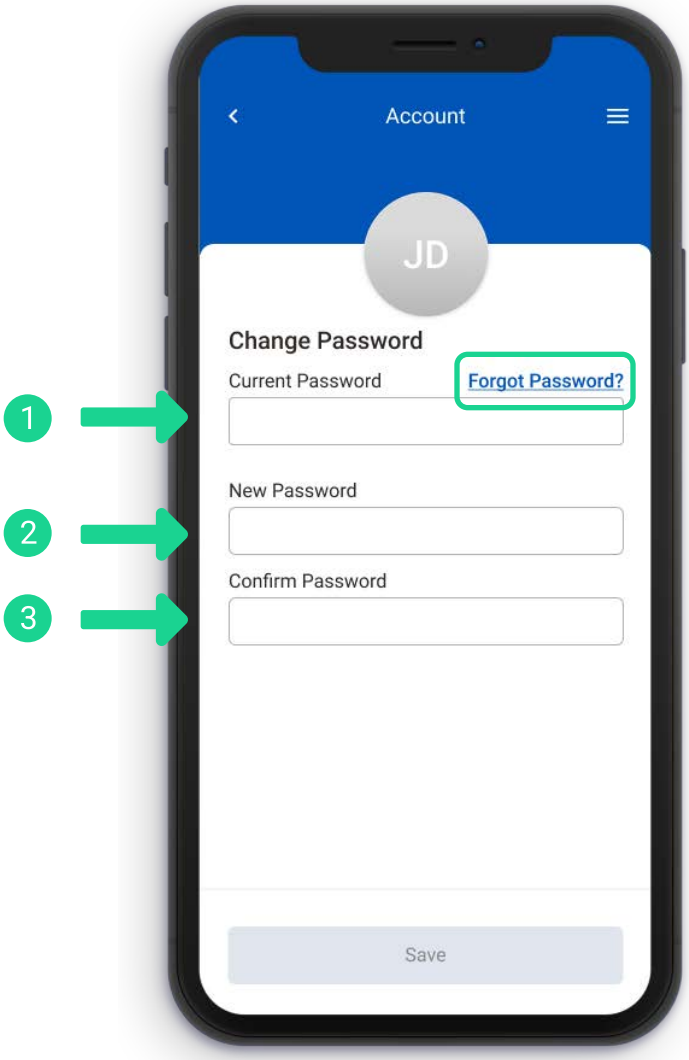


Understanding Your Profile

The profile page displays information regarding your username, role, name, phone number, email address, and markets. You have the ability to edit the following fields:

1. First Name
2. Last Name
3. Phone Number

Account Information



Changing Your Password

To change your current password edit the following fields:

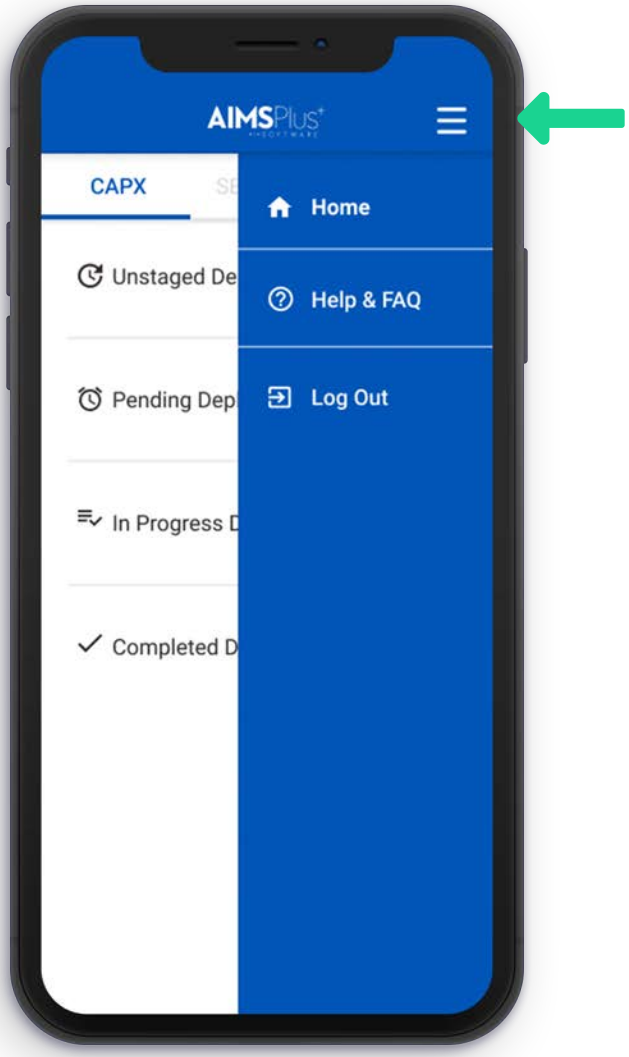
1. Enter your current password
2. Enter your new password
3. Re-enter your new password for confirmation

*If you have forgotten your password, select the link to reset your password and create a new one.

Help Center

All accounts have access to the Help Center where users can find published answers, trainings, and training documents, as well as, submit a ticket directly to Tellworks for individual assistance.

Help Center

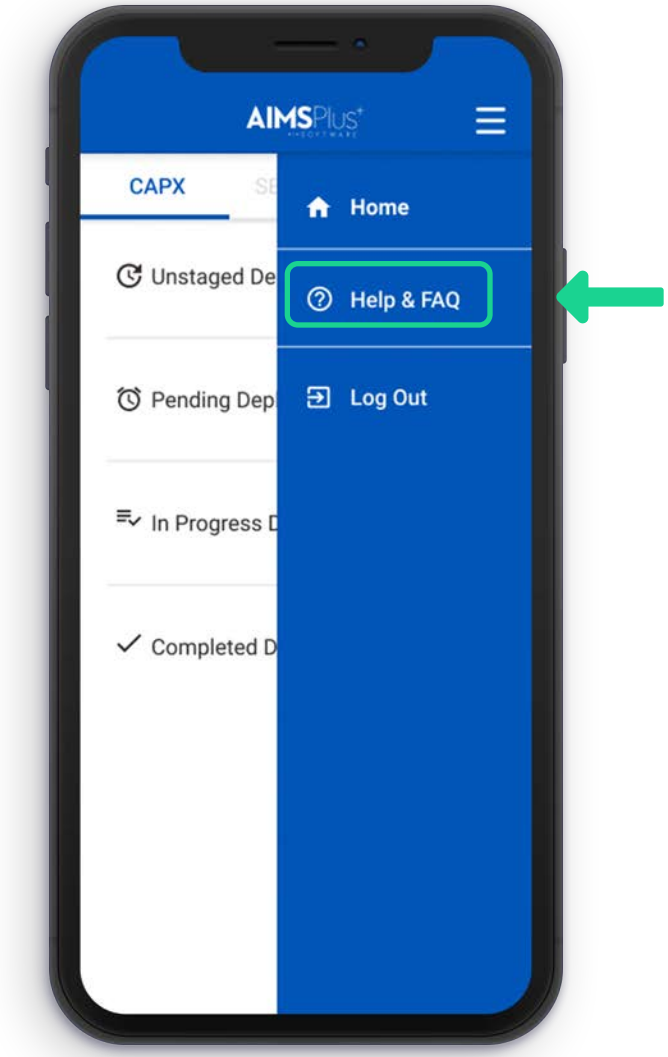


Navigate to the Help Center

Click the menu from any page to pull out quick access to the Help Center and other features.

*Users can access the Help Center from any page in the app.

Help Center



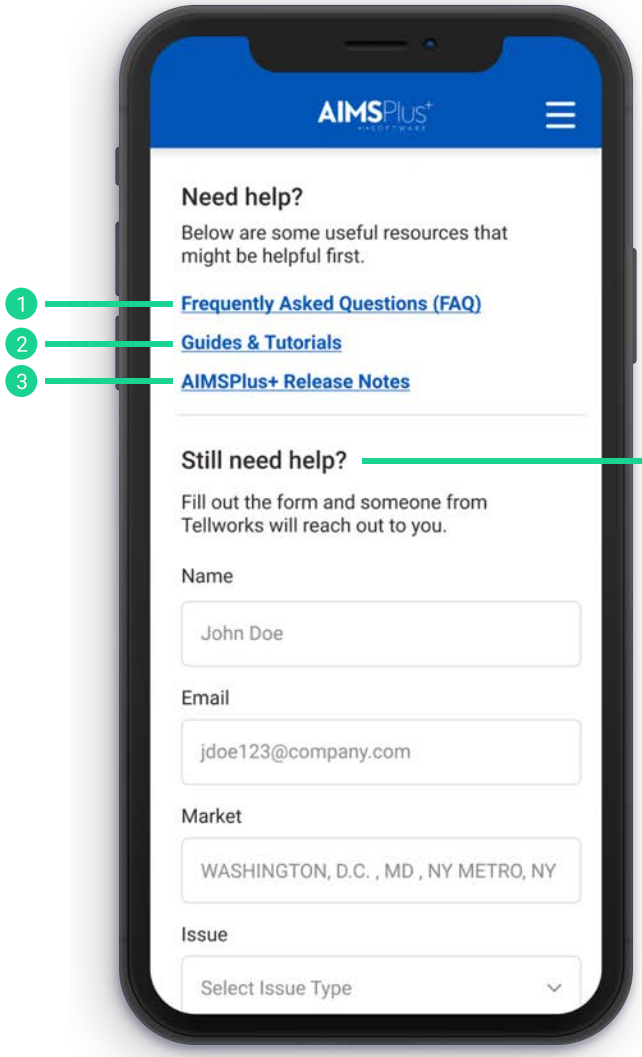
Navigate to the Help Center

Menu will appear from the side giving direct acces to the Home page, Help Center, and Logging out.

Click on 'Help & FAQ' to begin the process.

*Users can access the Help Center from any page in the app.

Help Center

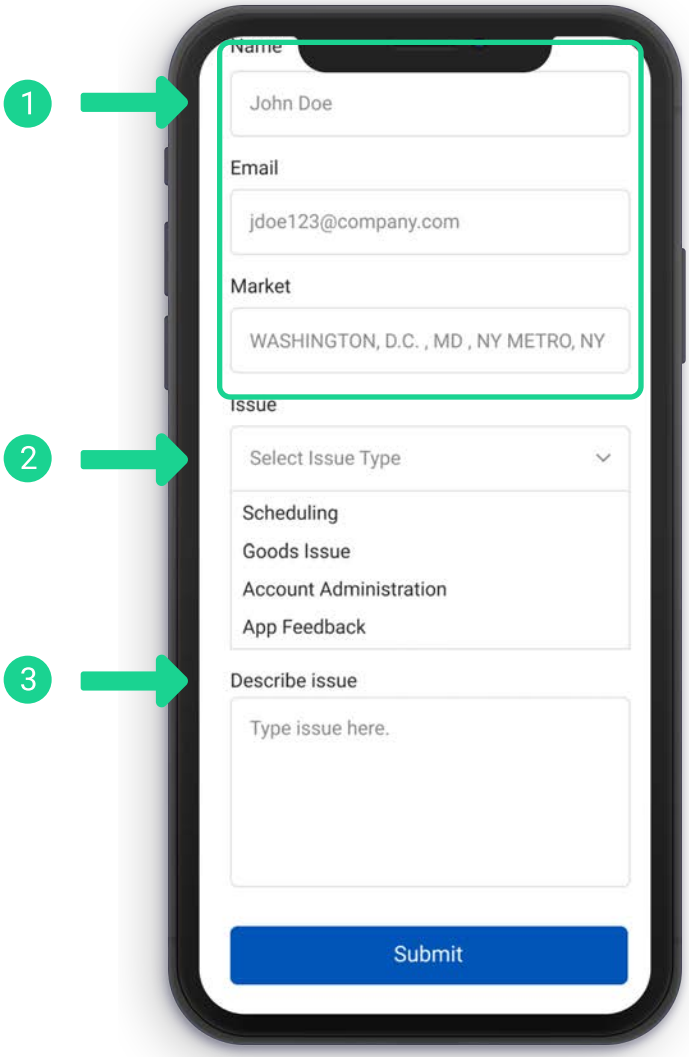


Help Center

Our Help Center includes links to:

1. Frequently Asked Questions (FAQ)
2. Guides & Tutorials
3. App release notes

*Additional help can be requested. See next page for details.



Submit a Help Ticket

Submitting an issue automatically generates a ticket in our ticketing system and is the fastest way to get in touch with Tellworks.

1. Account information (Name, Email, & Market) is pre-populated for convenience.
2. Choose an Issue Type
3. Enter issue, feedback, or questions here.