

Quick Start Guide

Creating an Account

1. Go to Login Page → <https://b2b.nscsp.com/>
2. Click **Submit Dealer Account** →
3. Enter account information
4. After submitting account information, it will be reviewed for approval.
5. Once approved you will receive a confirmation email with instructions to create your password.

Logging into the Portal

1. Go to Login Page → <https://b2b.nscsp.com/>
2. Enter email and password →
3. Verification code sent to email

Home Screen

Creating a Ticket (Service Request)

1. Click **Create New Ticket** on top navigation bar
2. Select **Customer Type: Store or Customer**
3. Select **Repair Type**
4. Select **Dealer Name** and **Store** from drop down
5. Search for customer information or create a new customer if they cannot be found
6. Input 15 digit serial number and click **Check**
7. Model and Warranty Status will display once serial number is accepted
 - If unit shows Out of Warranty, please input the Date of Purchase and upload Bill of Sale/Proof of Purchase
8. Select **Symptom Code** from list of options
 - If current symptoms are not found, select other and describe symptoms in Inquiry
9. Select **Servicer** and **Appointment Date**
 - Selected date may not be finalized as servicer may need to alter date to accommodate scheduling