

## THERMEX CUSTOMER CONNECTER OVERVIEW

The Thermex Customer Connector Portal is a tool for our customers to review work in house, access and print any paperwork generated by Thermex Metal Treating's production software. All information is available in real time, using excel style formatting.

### To Log In

URL: <https://portal.bluestreak-cloud.com/>

Username and password are setup by each user (you).

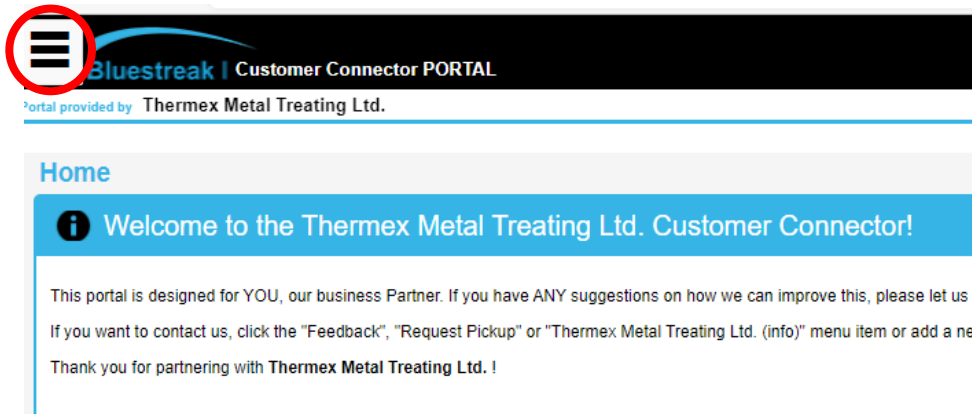
You must receive an email invite to access the customer portal, if you have not received one, please contact us at [admin@thermexmetal.com](mailto:admin@thermexmetal.com)

### Home Page

The home page will be used to display any important notices from Thermex to its customers. This will be used to communicate holiday hours/openings, any upcoming planned equipment maintenance (downtime), or other items as they arise.

### Accessing Your Data/Documents



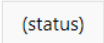

1. Select **Portlets** using the 'Hamburger Menu' on the top left side to navigate to the site.



2. Select the category applicable to the information required.

◀ Portlets
Certifications
Concerns
Credits
Invoices
Orders
Part Logistics (Last 50 Orders)
Payments
Quotes
Shipments

### **Additional Information/Tips**

- Information that is underlined is hyperlinked and when clicked on will open additional information in a new window.
- Click on the on the “  ” icon to export to Excel.
- Clicking on the “  ” icon will allow the user to add a filter to that specific column.
- To view a status of an order select ‘**Orders**’ from the Hamburger menu
- Locate the order and click on the “  ” icon.
- To re-order, or hide columns click on the “  ” icon located at the upper right-hand side of the page.
- The target ship date is listed as ‘Prom Date.’
- Five wrong password entries will lock the user out and require Thermex to unlock the user. Just give us a call and we can unlock or setup a new user in short order.

For any questions or concerns please feel free to reach out to our Customer Care Team at [admin@thermexmetal.com](mailto:admin@thermexmetal.com) or by phone 780-440-4373.