

Avery Weigh-Tronix



Avery Weigh-Tronix - Customer Service Portal
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Frequently asked questions

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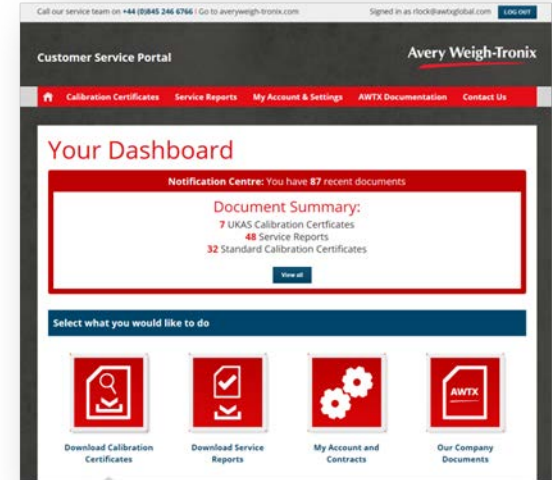
- [Where can I access AWTX health and safety documents, ISO certificates and other similar documents?](#)
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What is the Customer Service Portal?

Our customer service portal has been designed to provide you with instant access to your calibration and UKAS certificates, whenever and wherever you need them. The system is online, so can be accessed from anywhere with an internet connection. The system is fully searchable, allowing you to select criteria such as date range, equipment name, asset number, postcode location and more. Our aim is to make it as easy as possible for you to find what you need.



As well as certificates, the Customer Service portal will give you access to service reports such as weighbridge inspection reports, a full list of all equipment on contract and the ability to manage your account access by setting up sub-users.

Accessing your account

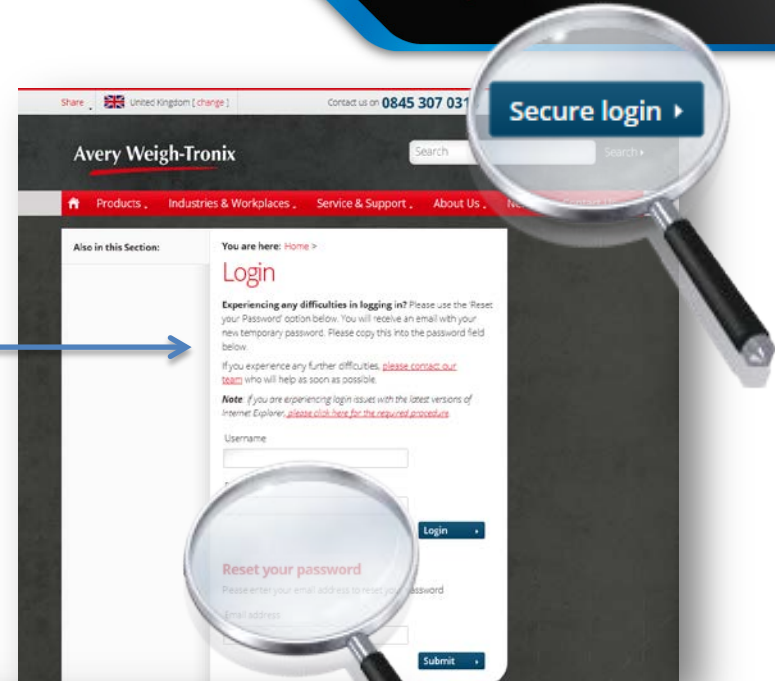
How do I log in?

Visit the Avery Weigh-Tronix website at www.averyweigh-tronix.com and click on the **Secure login** button on the top right of the home page. Fill in the form using your email address and password.

I've forgotten my password, how do I get a new one?

Just below the login area is a **Reset your Password** area. Enter your email address and you'll be sent a link.

If you are still having trouble, your account may not be activated. Please either call us on 0845 246 6766, or contact us by following the on screen instructions.



Reset your password

Please enter your email address to reset your password



Email address

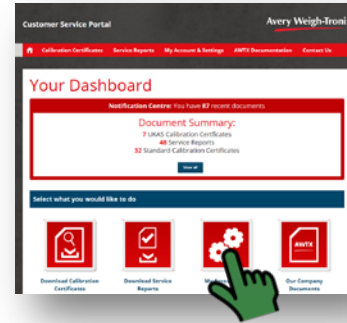
Submit

Accessing your account.

How can I change my password to something more memorable?



You will need to be logged in to the customer service portal to change your password. If you don't remember your log in details, refer to the section on forgetting your password.

Once logged in, go to the  **My Account and Settings** tab in the menu area. Next, select  **Change my Password** from the dropdown menu. Follow the on screen prompts.



Adding and removing other users

Can I set my colleagues up on the system, so that they have their own username and password?

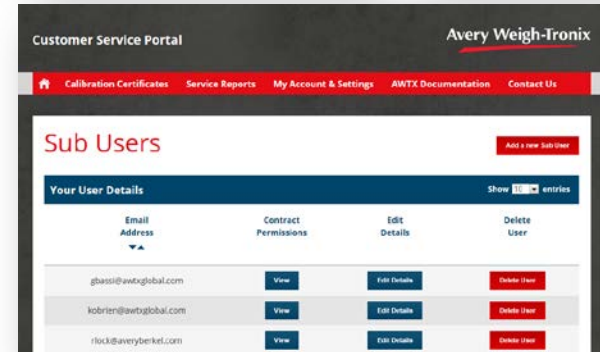
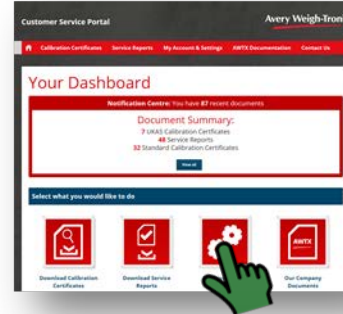
Log in to the system and go to the  **My Account and Settings** tab in the menu area. Next, select  **Manage Sub users** from the dropdown menu. Follow the on screen prompts.

Is there any limit to the number of sub-users I can add?

No. There's no limit.

Can I delete or edit a sub-user?

Follow the steps above to access the Sub Users page, where you can view, edit or click  to remove the account.




Finding your certificates

How do I know when my certificates are ready?

Following your service visit, we will manually verify the details on your certificate and upload it to the system. Once it is available for download, you will receive an email.

How do I find my calibration and UKAS certificates?

When you log in to the system, the Notification Centre will highlight any recent documents. Simply click on the view all button to view.

The system is fully searchable. Simply click on the icons according to your requirements. For example, to search for Calibration certificates, click on the  icon. A blue drop down menu will appear below, allowing you to refine your search.




Notification Centre: You have 87 recent documents

Document Summary:
7 UKAS Calibration Certificates
48 Service Reports
32 Standard Calibration Certificates

View all

A green hand icon is pointing to the 'View all' button.



Select what you would like to do

- Download Calibration Certificates
- Download Service Reports
- My Account and Contracts
- Our Company Documents

- Standard
- UKAS
- Standard & UKAS

Search & Download Standard Calibration Certificates
Search & Download UKAS Calibration Certificates
Search & Download Standard & UKAS Calibration Certificates

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Finding your certificates

How do I filter my results?

Once you've selected the option to find your certificates or service reports, you'll be presented with a list of questions which will help you to find what you need.

The top menu bar allows you to select whether to search by contract, equipment, location or date.

Simply follow the on screen prompts to narrow your results down, then click **Show selected certificates** to show the final results.

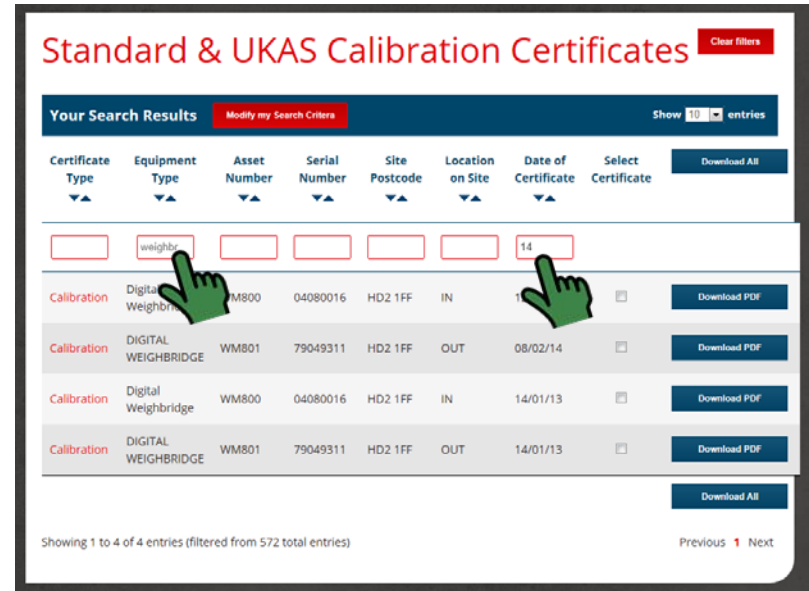
The screenshot shows a web interface for finding calibration certificates. At the top, it says "Standard & UKAS Calibration Certificates" with a "Clear filters" button. Below this is a section titled "Select how you would like to search:" with four buttons: "Search By Contract", "Search By Equipment", "Search By Location", and "Search By Date". A callout box highlights the "Search By Contract" button. Inside the callout, there's a question: "From which of the below contracts would you like to see your certificates?" with a "Refine my search" link. Below the question is a search input field and a "Show all" button. A list of contracts is displayed with checkboxes: 1020750101 (NHS Danny1), 1122560401 (Sellafield UKAS), 1139900201 (Ranj Test1), 1153750101 (Sygenta), 1154960101 (LUKAS2), 1192060101 (David Isherwood), 1234566666 (gfgfRus), 1234667891 (Testing New Add Contract Functionality), and 2870880001 (New Cw Test). A "Carry on filtering" button with a downward arrow and a "Show selected certificates" button are also present. Below the callout, there are four more filter questions, each with a "Refine my search" link: "What is the postcode(s) of the site where the equipment is held?", "What location(s) on the site is the equipment held?", "What type(s) of equipment are you searching for?", and "Between what dates did the calibration take place?".

Finding your certificates

How do I download my certificates/reports?

Once you've filtered your results, click the 'show selected certificates' button to view the results screen.

The bar at the top of the list will allow you to further refine your results. Simply type into the empty boxes and the results will filter accordingly.



Standard & UKAS Calibration Certificates [Clear filters](#)

Your Search Results [Modify my Search Criteria](#) Show 10 entries

Certificate Type	Equipment Type	Asset Number	Serial Number	Site Postcode	Location on Site	Date of Certificate	Select	Download All
	<input type="text" value="weighbr"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="14"/>		
Calibration	Digital Weighbridge	WM800	04080016	HD2 1FF	IN	14/01/13	<input type="checkbox"/>	Download PDF
Calibration	DIGITAL WEIGHBRIDGE	WM801	79049311	HD2 1FF	OUT	08/02/14	<input type="checkbox"/>	Download PDF
Calibration	Digital Weighbridge	WM800	04080016	HD2 1FF	IN	14/01/13	<input type="checkbox"/>	Download PDF
Calibration	DIGITAL WEIGHBRIDGE	WM801	79049311	HD2 1FF	OUT	14/01/13	<input type="checkbox"/>	Download PDF

[Download All](#)

Showing 1 to 4 of 4 entries (filtered from 572 total entries) [Previous](#) [Next](#)

Example: By typing 'weighbridge' into the equipment field and '14' into the date field, I am presented with results for all weighbridges that have reports or certificates stored for them during 2014.

Finding your certificates

How do I download my certificates/reports?

Once you've located the documents you require, simply click on the **Download PDF** button to download a single document, or click on **Download all** to access all of the documents in your results list. Alternatively, use the tick boxes to select the required files.

Can I have my files emailed to me, or do I have to wait?

If you download multiple files, a pop up box will appear on screen. You will be given the option to have your certificates emailed directly to the address you used to log in .

Standard & UKAS Calibration Certificates Clear filters

Your Search Results Modify my Search Criteria Show 10 entries

Certificate Type	Equipment Type	Asset Number	Serial Number	Site Postcode	Location on Site	Date of Certificate	Select Certificate	Download All
	weighbr					14		
Calibration	Digital Weighbridge	WM800	04080016	HD2 1FF	IN	12/02/14	<input type="checkbox"/>	Download PDF
Calibration	DIGITAL WEIGHBRIDGE	WM801	79049311	HD2 1FF	OUT	08/02/14	<input checked="" type="checkbox"/>	Download PDF
Calibration	Digital Weighbridge	WM800	04080016	HD2 1FF	IN	14/01/13	<input checked="" type="checkbox"/>	Download PDF
Calibration	DIGITAL WEIGHBRIDGE	WM801	79049311	HD2 1FF	OUT	14/01/13	<input type="checkbox"/>	Download PDF

Download All

Previous 1 Next

Download Certificates

You have chosen to download 32 certificates

As this may take a while, we can send the files to your account email address when they are ready.


EMAIL ME

DOWNLOAD NOW

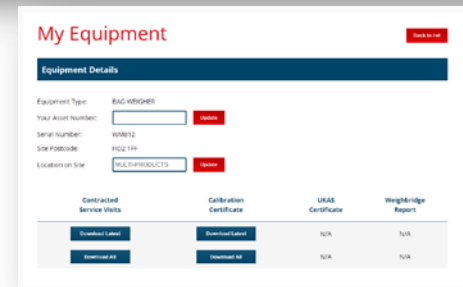
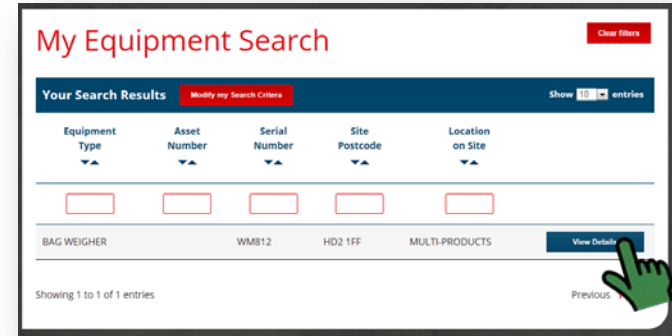
CANCEL

Managing your equipment/contract

I've moved my equipment to a different location in my factory/plant OR you call my equipment something different to the name we use here - can I change these on the system?

Yes. For both of these, simply go to the  **My Account** tab and locate the correct piece of equipment using the search criteria on screen.

Once you have browsed to the equipment, click on **View Details** and then edit your **asset number** or **location on site** in the pop-up window.



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Managing your equipment/contract

I have a weighbridge, how do I view my weighbridge inspection reports?

Under the My Account and settings tab, click on my equipment and use the search function to locate your weighbridge. Click **Show selected equipment** and, on the results screen, **click view details**.


Certificates and reports will show against the asset.

Can I view my contract online?

Not at the moment, no. If you'd like a copy of your contract, please get in touch with our contact centre on 0845 900 2244.

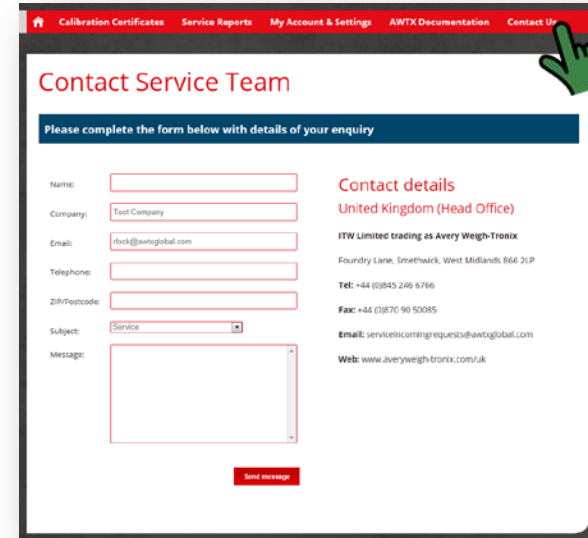
Miscellaneous questions

Where can I access AWTX health and safety info, ISO certificates and other similar documents?

Using the  **Our Company Documents** tab, use the drop down menu to locate the documents you require.

Can I log service requests on the system?

The fastest way to log a request is via our contact centre on 0845 900 2244, but you can also use the form on the **contact us** page of the portal.



Calibration Certificates Service Reports My Account & Settings AWTX Documentation Contact Us

Contact Service Team

Please complete the form below with details of your enquiry

Name:	<input type="text"/>	Contact details
Company:	<input type="text" value="Test Company"/>	United Kingdom (Head Office)
Email:	<input type="text" value="test@awtglobal.com"/>	ITW Limited trading as Avery Weigh-Tronix
Telephone:	<input type="text"/>	Foundry Lane, Smethwick, West Midlands B66 2LP
ZIP/Postcode:	<input type="text"/>	Tel: +44 (0)845 246 6766
Subject:	<input type="text" value="Service"/>	Fax: +44 (0)870 90 50085
Message:	<input type="text"/>	Email: servicetocomingrequest@awtglobal.com
		Web: www.averyweigh-tronix.com/uk

Troubleshooting

I clicked out of the customer service portal to look at the Avery Weigh-Tronix site. Do I need to log in again?

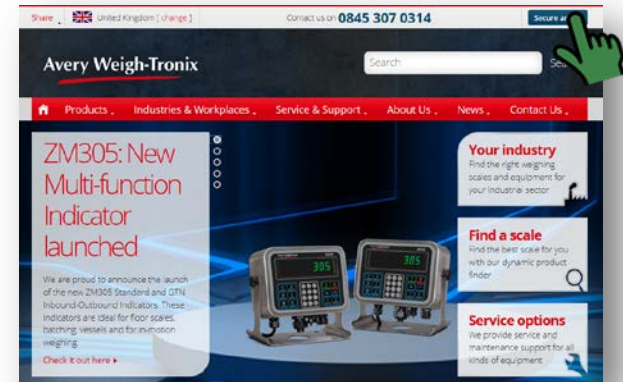
Very simply, click on the Secure area tab on the top right of the corporate website. You should still be logged in to the site.

The site is not viewing correctly, how can I fix it?

[Click here](#) for a guide on adding the site to compatibility mode.

I'm having problems, can you help?

If you're having problems using the site, our trained advisors will be happy to help. Call on **0845 246 6766**



Avery Weigh-Tronix



Thank You

For help, call on 0845 246 6766