

## **DIRECTIONS TO ACCESS THE METAL-FAB CUSTOMER SERVICE PORTAL**

**Last Updated On August 1st, 2018**

**These instructions are for Metal-Fab sales representatives, wholesale distributors, and OEM customers. Contractors and homeowners will not be granted access to the password protected website.**

### **To Request Access:**

Go to the Metal-Fab Residential Product website at this address;

<http://www.mtlfab.com/residential.php>

### **Menu At Top Of Page:**

There is a menu across the top of the page. Click on the “Portal” option.

### **Left Side Menu:**

The menu on the left side of the page has an option to “Sign Up For Portal Access”; click on “Sign Up For Portal Access”

### **Complete the Application:**

Enter the required information into the application form and choose the options you would like to have.

Note: To provide security for Metal-Fab customers, some options are not available to all customer employees. Contact your Metal-Fab sales rep to report any issues with accessing specific options.

### **Submit Request:**

Click on the “Submit Request” button at the bottom of the page.

You will receive an email response from Metal-Fab pertaining to your request (usually within three business days).

After you have received a user name and password; we recommend that you bookmark, or save as a favorite, the following web address for easy access to the portal in the future.

<https://www.mtlfab.com/index.php?pid=804&aid=804&pg=portal>

### **Important Note;**

For information on how to use the Customer Service Portal to quickly, and painlessly increase productivity, contact your Metal-Fab sales rep, or your Regional Sales Manager directly.

### **Another Note;**

For information on the residential product lines (product brochures, installation instructions, warranty coverage, and more) go to this webpage address; <http://www.mtlfab.com/residential.php>

Then ‘Click’ on one of the industry options; HVAC, Hearth, or Plumbing.

The product categories will be in the menu on the left side of the webpage. You can navigate the product categories by clicking on different ‘Tabs’ that are available. Most of the product information is in .PDF format, it is easily emailed from the website, so you have the ability to provide detailed information to anyone with an email address.