

CONNECTED is a secure and personalized web portal that enables our customers to help themselves 24x7. CONNECTED allows you to view order status for open and shipped orders, obtain tracking/waybill numbers and track shipments.

Symmetricom recognizes the unique challenges facing businesses today and is committed to meeting our customer's needs with tools that will help increase productivity, provide flexibility, and save time.

CONNECTED Administrator Contact Information:

If at anytime during this introductory process you need assistance, please email <u>CONNECTED@symmetricom.com</u> and you will receive a response no later than the next business day.

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<u>Login:</u>

After you have received your CONNECTED User ID and Password from our CONNECTED Administrator, please proceed to the following link:

http://connected.symmetricom.com

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(figure 1)

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After you login for the first time, you will be prompted to change your password. Once completed, you will be taken to your home page (figure 2). You will be able to:

- 1. Go to Orders see order details.
- 2. Go to Profiles
 - a. Personal Files you can update your name and change your password.
 - b. Contact Points you can create/update phone and email addresses.
- 3. Sign Out
- 4. Go to Help

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(figure 2)

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From the Track Orders page, you will be able to search on orders by several criteria.

- Purchase Order number
- Symmetricom Order number
- Orders within the last 7, 14, 30, 60 and 90 days
- Orders within a date range
- Order Status (Booked or Closed)

A list of orders meeting your search criteria will appear. To view the details for a particular order, click on the order number on the left hand side. This will take you to the Order Detail Page (figure 4). To go directly to the shipment details, click on the Shipment Detail link on the right hand side. (figure 5)

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*Quick Tip – Any text underlined in a Column Heading will let you sort in ascending or descending order. Any text underlined in the body will let you drill down to more detail.

The Order Detail page will provide a line item break down of your purchase order. Including:

- Part Number
- Quantity
- □ Price
- Ship method and date
- Order Total

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(figure 5)

Clicking on the Delivery Number will take you to the Delivery Details Page. This Page will provide you with information for that particular delivery.

- □ Ship to address
- □ Shipment Weight
- Number of Boxes
- Tracking Number

*Quick Tip – Currently you are only able to access tracking information for shipments sent via Fed Ex, UPS, or DHL.

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(figure 6)

Thank you for using CONNECTED. We hope you find this a useful and efficient tool that becomes an integral part of your business day.

We always welcome comments and suggestions. Please feel free to email us at <u>CONNECTED@symmetricom.com</u>.

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