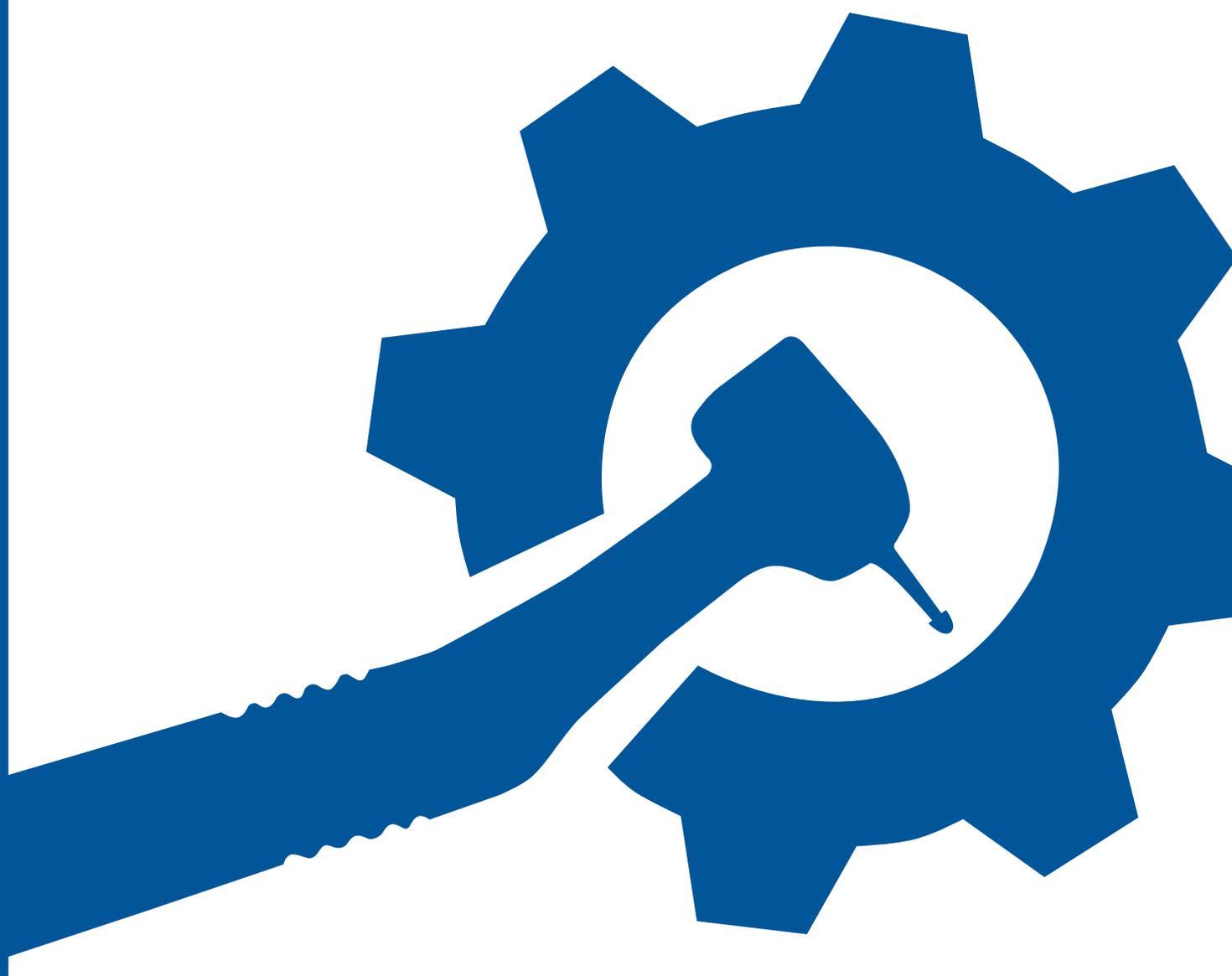


**HAYES**  
SMALL EQUIPMENT

# How to use Hayes online system



# How to log into your account

## Given you're an Active Hayes Customer with an enabled Hayes Portal Account:

1. Access the login page via the Hayes website [hayeshandpiece.com.au](http://hayeshandpiece.com.au)
2. Hover over '**ONLINE PORTAL**' and select '**LOGIN**'
3. Enter your Username and Password

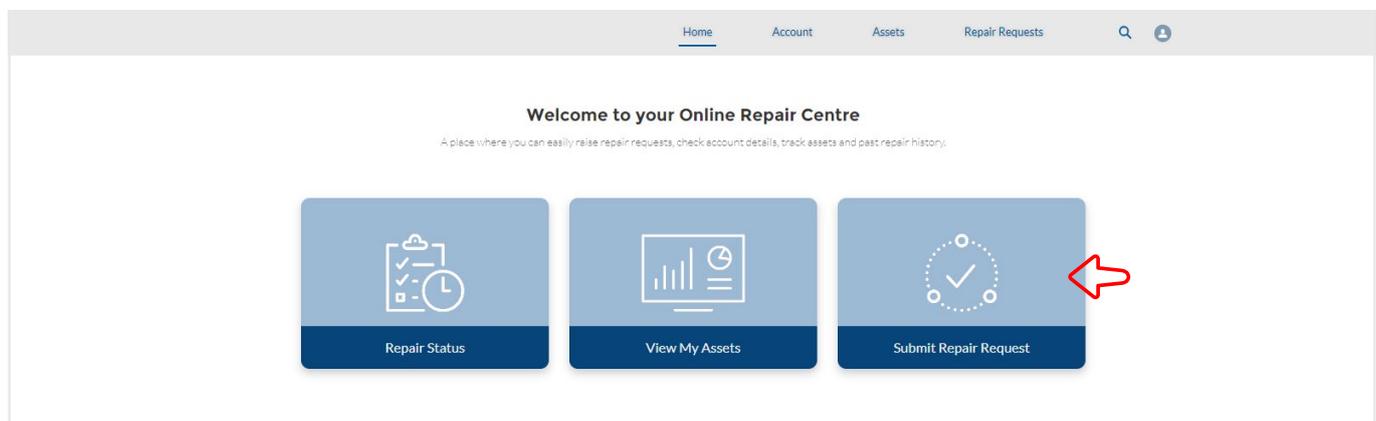
NOTE - username is your email address

The screenshot shows the Hayes Handpiece website's login page. At the top, there is a navigation menu with the following items: HOME, EQUIPMENT SERVICING », PRODUCTS », EDUCATION », ABOUT US, CONTACT US, and ONLINE PORTAL ». The 'ONLINE PORTAL' menu item is expanded, showing three options: LOGIN (with a red arrow pointing to it), HAYES PORTAL REGISTRATION, and HENRY SCHEIN ACCOUNT REGISTRATION. Below the navigation is a blue banner with the text 'WELCOME TO HAYES HANDPIECE'. To the left of the banner, there is a section titled 'Trust the experts with 30 years experience in repairing handpieces' with a sub-headline and a paragraph of text. To the right of the banner is a login form with the Henry Schein logo at the top. The form contains two input fields: 'Username' and 'Password'. Below the 'Password' field is a blue 'Log In' button. Underneath the button is a checkbox labeled 'Remember me'. At the bottom of the form is a link that says 'Forgot Your Password?'. The Hayes logo is also visible in the top left corner of the page.

# How to submit a repair request

## Given you are logged in and on the Home Page of your Hayes Online Portal Account

Click on the 'Submit Repair Request' tile, where you will be taken through a series of screens



### Screen 1: Form Expectations

Read through the form requirements before clicking 'Next' to proceed.

**Submit a new repair request**

Please follow this form to submit a repair request for your handpiece or small equipment. What to expect from this form:

1. Review your practice details
2. Select the relevant address for equipment pick up and delivery
3. Select handpiece or small equipment from your current Asset list
4. Report your experienced fault
5. Request a loaner EMS airflow one or master loan unit, and/or any other small equipment loan units (if available)

[Next](#)

### Screen 2: Practce Detail Confirmaton

Confirm the practice details by clicking 'Next'

**Your Name** = the name of the employee the Portal has been set up against

**Practice Name** = the Name of the Practice registered with Hayes and Henry Schein

**Account Number** = Henry Schein Account Number

**Review your practice details**

Your Name:

Practice Name:

Account Number:

[Next](#)



## Screen 5: Reason for Assessment / Repair

Upload any supporting images by using the 'Upload Files' or 'Drop Files' function.

In the textbox 'What is wrong with the equipment?' Detail the reason for the Assessment / Repair. Be as detailed as possible and explain exactly what you are experiencing.

Do you have more assets to include for assessment/repair? If yes, click yes and go through the same process for a new asset. If no, click next.

---

When finished you as the customer will receive an email with your case number to reference the job status online

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When technicians have quoted your equipment you will receive a repair estimate via email which you may reply to with any instructions.

## Screen 6: Loaner request

If you are requesting a loan unit select 'YES' and if not select 'NO'. note- loan units are limited and only available for certain brands etc. If you select YES, Hayes admin team will contact you to discuss this further.

---

NOTE - Loaner Charges may apply

**Selected Asset Details**

Asset Name: BRAND MODEL High Speed | S/N:123456789

Install Date: 6 November 2023

Warranty Date:

Last Service Date

Upload supporting photos

Or drop files

**Enter Asset Details**

\* What is wrong with the equipment?

\* Add another asset in this repair request? 

Yes

No



Loan units only available for EMS Airflow One & Master and some selected small equipment. If you answer 'Yes', one of our service team members will be in touch with you to discuss when/if a loan unit is available in your make and model.

Would you like to request a loaner (if available)?

Yes

No



## Screen 7: Submission Confirmation

Your Repair Request has now been successfully submitted. Click 'Finish' and close the window or navigate back to the home page by clicking on 'Home' in the top page ribbon.

**Submitted**

Your repair request has been successfully submitted.

One of our team members will be in touch once courier pickup for the item has been organised.

Finish



NOTE - You will receive an email directly from TNT to your login email, in the body of the email will be download consignment note to be printed and attached to TNT bag/ box

## Our friendly Hayes Team will be in contact regarding

- The availability of a Loaner if one was requested
- Courier booking to Pick up all your Repair Assets

You will also receive a confirmation email from us detailing the Repair Request number (Case No.) and the expected next steps.

Case No: 00681467

**\*\*\* Please do not reply to this auto-generated email \*\*\***

**If you require immediate assistance, please call our Small Equipment Repair team on (07) 5447 1078**

Dear Valued Customer,

Thank you for your submission of Repair Ticket 00681467.

This repair ticket has now been received by our friendly staff, who will proceed to arrange a courier for the collection of the assets listed in the Repair Ticket.

Please ensure all assets are appropriately packaged to ensure their safe arrival to our workshop facilities.

You will receive an email shortly from our courier partners containing the consignment label. Please affix to the parcel / satchel in which your assets are packaged and have ready for collection.

For live status updates on your active Repair Ticket, please login to your Hayes Repair Portal.

We thank you for trusting us with your business.

Kind Regards  
Hayes Australia  
07 5447 1078

*Henry Schein, as a company, is not responsible for the 3rd party freight companies. Sending in an item will fall under insurance the customer has sought out, and not Henry Schein. Therefore, please package your asset well. Our admin team will email photos of any damage (if any) on arrival, and this will allow you as the customer to claim warranty through your customer insurance. If you wish to source Freight Insurance through the Freight providers used by Henry Schein, please add this to your pickup notes and we will notify you of the extra freight charges.*