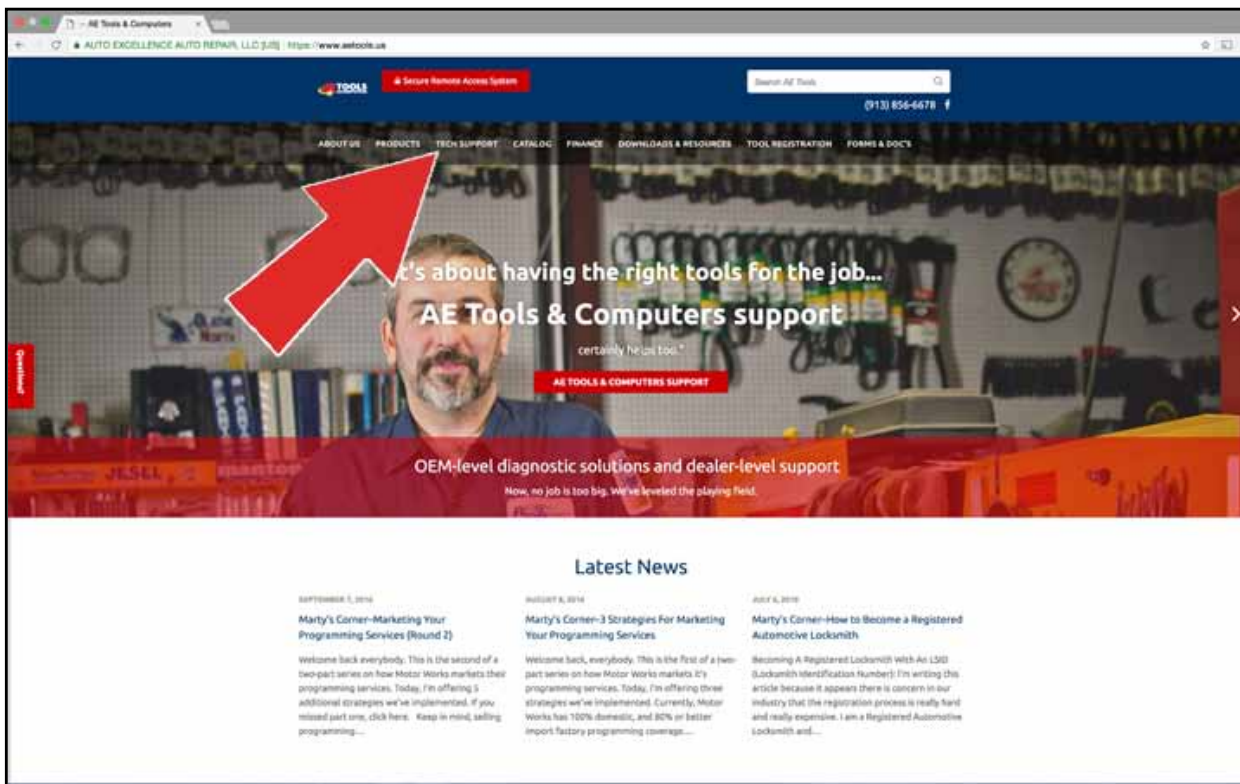


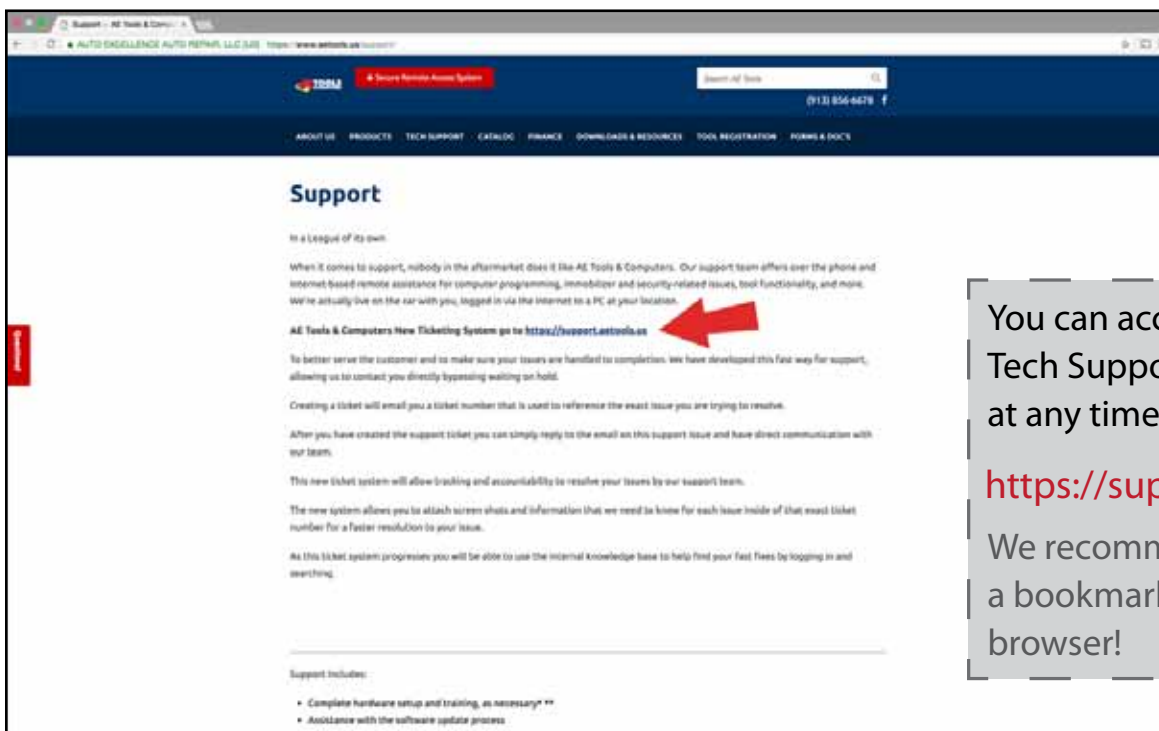
# HOW TO CREATE AN ACCOUNT FOR TECH SUPPORT:

We advise that each Technician create their own account.

1) Navigate to [www.aetools.us](http://www.aetools.us) and click on the **TECH SUPPORT** tab.



2) It will direct you to this SUPPORT page. [Click on the link](https://support.aetools.us/) in the blue.



You can access the Tech Support Ticket System at any time by navigating to: <https://support.aetools.us/> We recommend you add it as a bookmark in your web browser!

3) The link will direct you to a page that looks like the one below.  
Click on **SIGN IN**.



4) Next, click on **CREATE AN ACCOUNT**.



**REAL SUPPORT.**  
**REAL SOLUTIONS.**

## 5) Enter your contact and company information into the fields.

- \* We advise that each Technician create their own account.
- \* Register with an email that you have easy access to.
- \* Use your cell phone number, or the number where you can be reached.
- \* Your **AE Tools Customer Number** can be located on previous quotes or invoices. Call us at 913-856-6678 if you need assistance locating it.
- \* **CLICK ON AUTO DETECT** if you are unsure of your timezone.
- \* **WE RECOMMEND YOU WRITE DOWN YOUR PASSWORD OR CREATE A NOTEPAD FILE ON YOUR COMPUTERS DESKTOP FOR FUTURE USE.**
- \* **CLICK ON REGISTER** ONCE ALL FIELDS ARE COMPLETE.

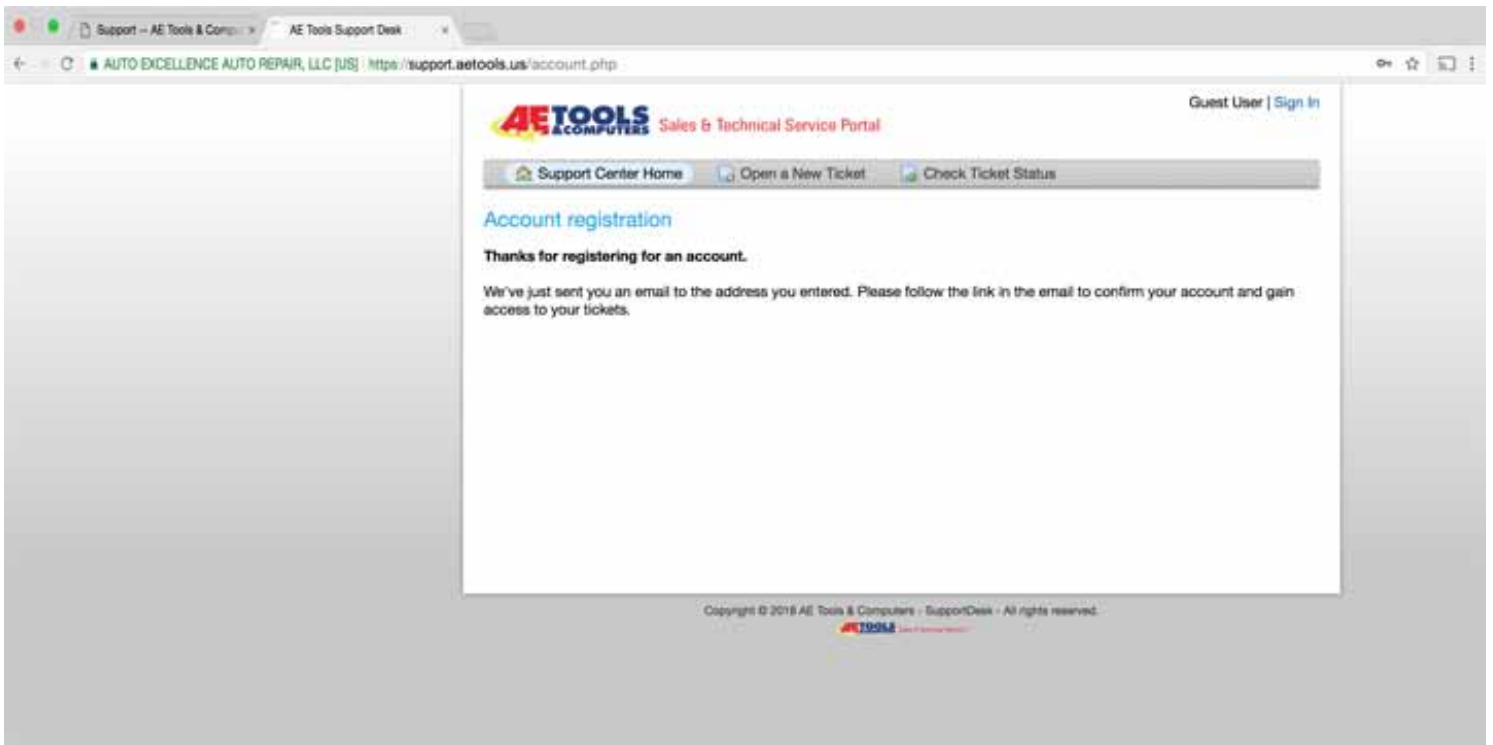
The screenshot shows the 'Account Registration' page on the AE Tools Support Desk. The page is titled 'AE TOOLS & COMPUTERS Sales & Technical Service Portal' and includes navigation links for 'Support Center Home', 'Open a New Ticket', and 'Check Ticket Status'. The registration form is divided into several sections:

- Contact Information:** Includes fields for 'Email Address \*', 'Full Name \*', 'Company Name', 'Contact Phone Number' (with a sub-field for 'Ext.'), and 'AE Tools Customer Number' (with a note: 'Account number is listed on quotes or invoices.').
- Preferences:** Includes a 'Time Zone' dropdown menu set to 'America / Chicago' and a button labeled 'Auto Detect'.
- Access Credentials:** Includes fields for 'Create a Password:' and 'Confirm New Password:'.

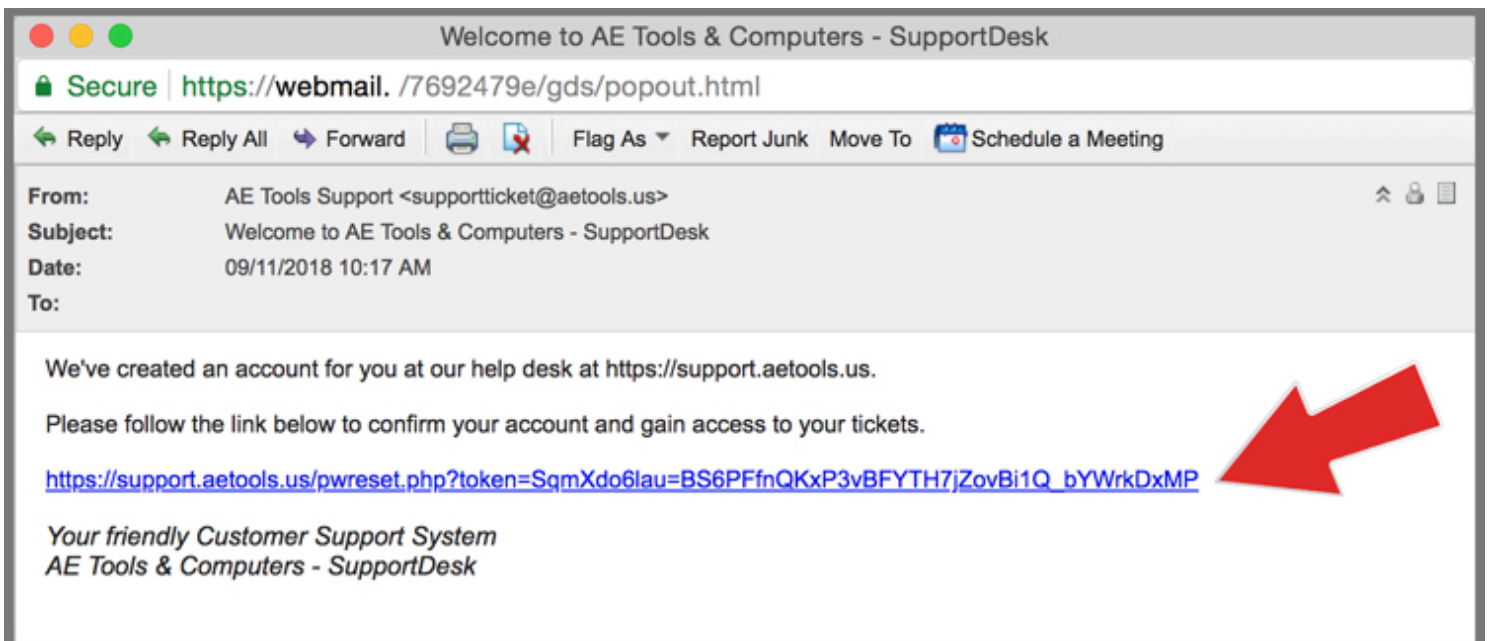
Red arrows point to the following fields and buttons: 'Email Address \*', 'Full Name \*', 'Company Name', 'Contact Phone Number', 'Ext.', 'AE Tools Customer Number', 'Auto Detect', 'Create a Password:', 'Confirm New Password:', and the 'Register' button.

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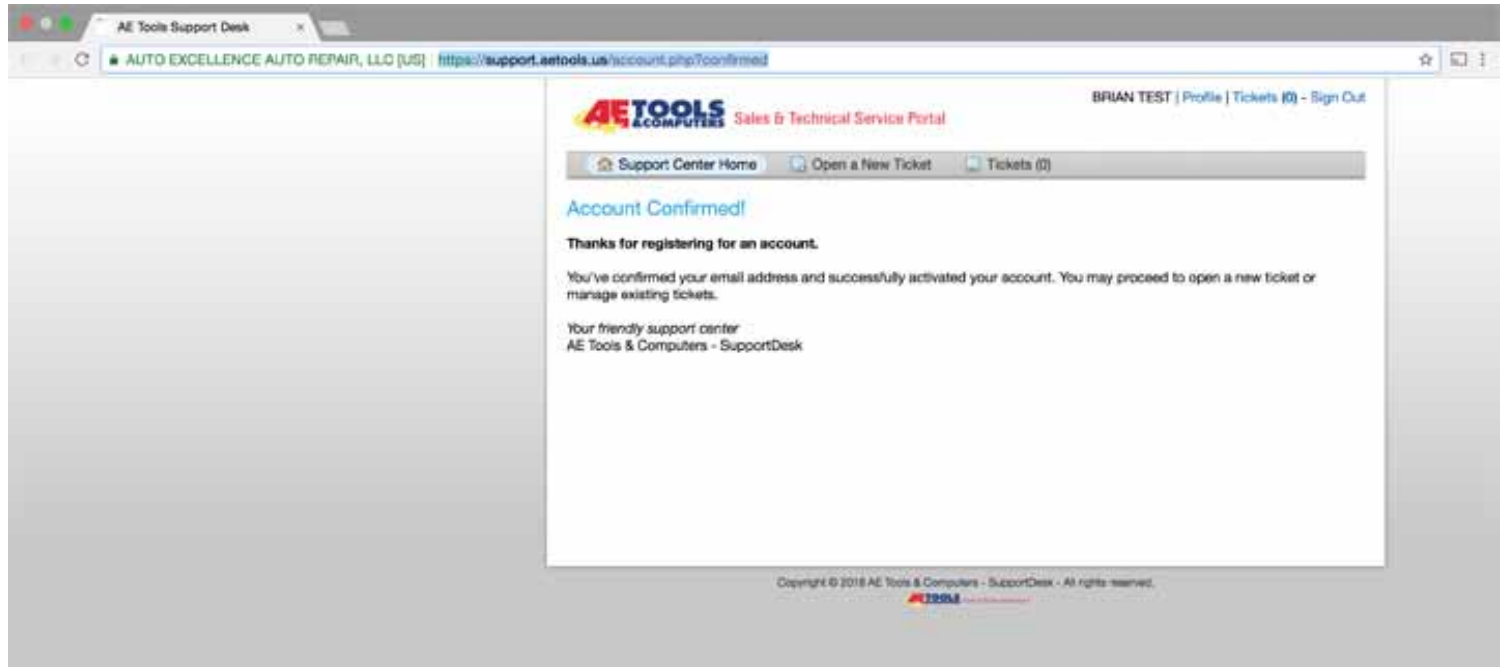
6) You will be directed to the screen below. It will instruct you to *open the email account you registered with*, and to **CONFIRM YOUR ACCOUNT**.



7) You will need to **CONFIRM YOUR ACCOUNT** by *opening the email account you registered with*, and **CLICK ON THE LINK IN THE EMAIL** to confirm and verify your account.



8) After clicking on the link in the email, you will be redirected to the screen below indicating that the account has been successfully confirmed and is now active.



That's it! You now have an account registered with the new AE TOOLS & COMPUTERS Tech Support Ticket System!



**REAL SUPPORT.  
REAL SOLUTIONS.**

**913.856.6678**

**WWW.AETOOLS.US**

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## YOU'VE GOT TECH SUPPORT

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This support is included with all tools purchased through AE Tools... for the life of the tool!

**LIVE SUPPORT HOURS:**

**MONDAY - FRIDAY  
8 AM- 6 PM CST\***

**\*(9AM - 6PM ON TUESDAYS)**