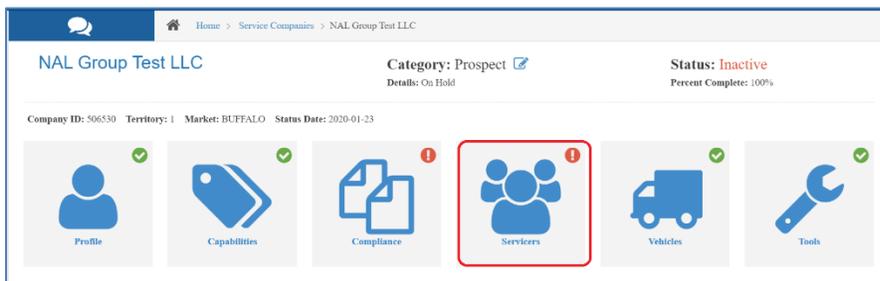


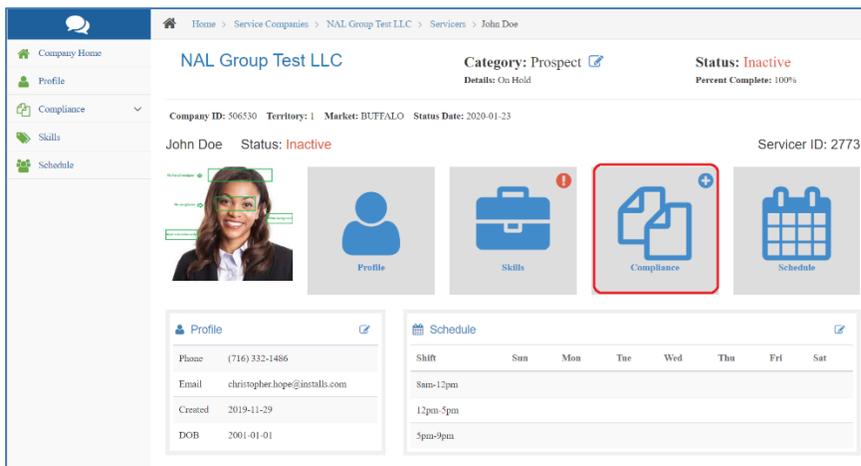
HOW TO ACTIVATE A NEW SERVICER

1. Complete the “Create New Technician” screen in your Service Company Admin DOLI (Go to My Tools > Technicians).

2. Navigate to <https://smt.installs.com> and click the “Servicers” button on your company homepage.



3. Use the “New Servicer” button to enter the servicer’s information into SMT.
4. Once the servicer is created in SMT, there will be a servicer specific “Compliance” page



5. There are four (4) options for types of compliance information:
 - All servicers will need to complete the “Criminal Background Check” and “Drug Background Check” sections.
 - All servicers who will be driving for **any** NAL Group jobs will need to complete the “MV Background Check” section.
 - If the areas the servicer will be working require licensing, complete the “Licenses” section.
6. Once all of this information has been completed, a Compliance Specialist will review the information.

- If everything is correct, the servicer's account will be activated in DOLI. Use your Service Company Admin DOLI to enter the new servicer's skills sets, to set travel parameters, and to update their DOLI username and password.
- If there are any issues with the submitted information, our Compliance Team will alert you to the issue and help you understand the next steps.