CELEBRATING 25 YEARS

NAR

www.NORTH-AMERICAN-RECOVERY.com

PROFESSIONAL DEBT COLLECTION SERVICES

801-364-0777

1600 West 2200 South, Suite 410
West Valley City, Utah 84119

801.364.0777
www.NORTH-AMERICAN-RECOVERY.com

North American Recovery's Secure Online Portal

Upload accounts securely
Information at your fingertips
Information whenever you need it
Another option to help save time

Test Client

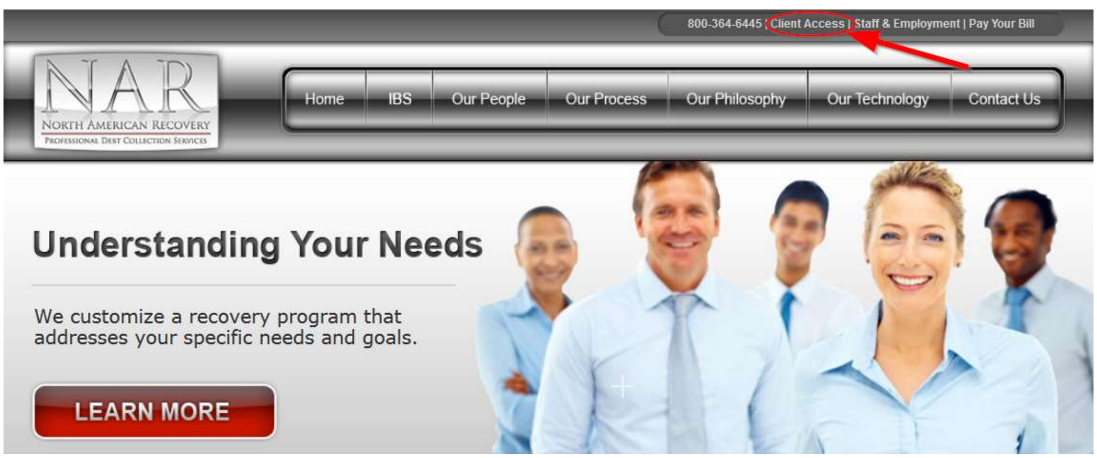
CLIENT ID: 100 **USER NAME:** Test **TEMPORARY PASSWORD:** Test **NEW PASSWORD:** ____________

NOTE: USER NAMES AND PASSWORDS ARE CASE SENSITIVE. THE SYSTEM WILL PROMPT YOU TO CHANGE YOUR PASSWORD. CREATE A UNIQUE PASSWORD TO ACCESS YOUR SECURE ACCOUNT IN THE FUTURE.

LOGGING IN

- Visit www.North-American-Recovery.com

- Select **Client Access** at the top right-hand portion of the screen.



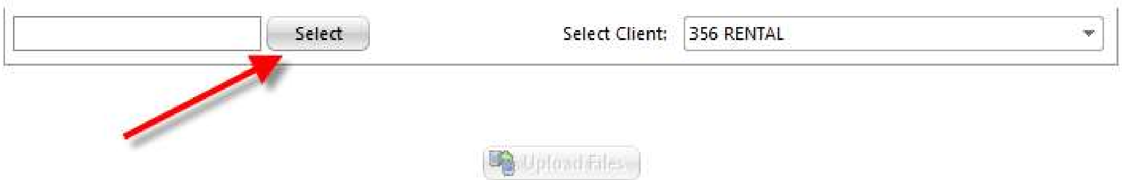
- A new window will open. Input the information requested (which has been provided above.) **Note: *User Names and Passwords are Case Sensitive.***

- The system will prompt you to change your password. Create a unique password to access your Secure Account in the future.

UPLOADING YOUR ACCOUNTS

- To upload new files, click on the **Uploads Tab**.

- From here click **select** and locate your file to be uploaded.



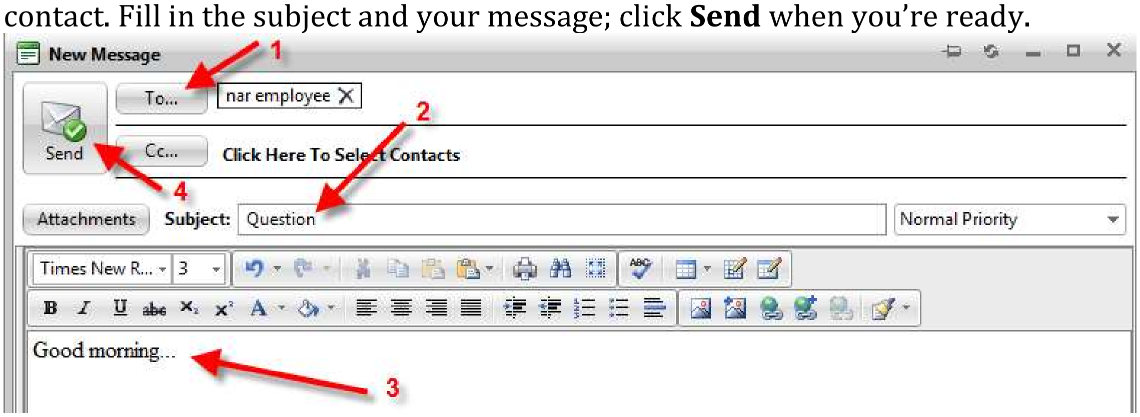
- Once located, click **Upload Files**. At this time, you will see the file added to the list below of 'Files Previously Uploaded.' An email has been automatically sent to our Client Service Team and the accounts will be entered into our system, or requested documents will be added to the account.

SENDING MESSAGES TO NAR

- To safely and securely contact a representative at NAR, click on the **Messages Tab**.

- Select 

; Use the 'To…' drop down menu and then select the person you would like to contact. Fill in the subject and your message; click **Send** when you're ready.



- When you are finished looking at your accounts, select 

in the top right hand portion of the screen and this will take you back to the log in screen.

Using the  **button at the top right of the screen (next to** 

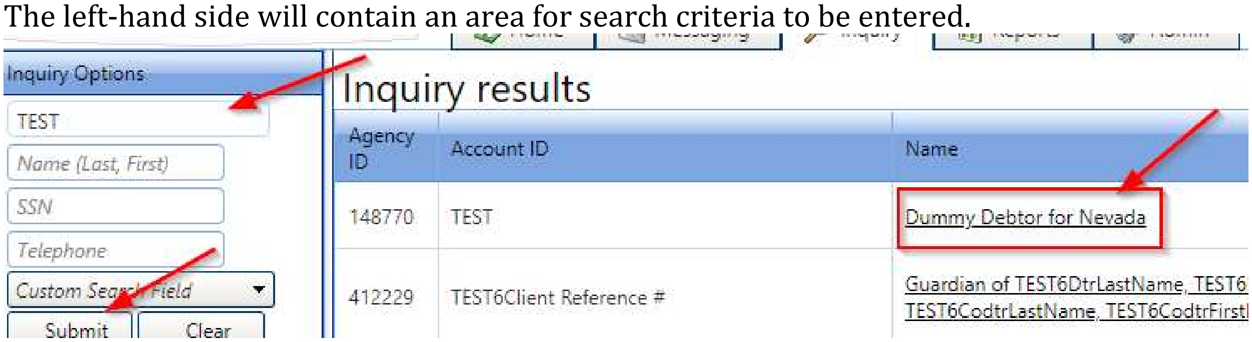
) should be able to answer any of your questions.

If you need further assistance in using Client Web Access or you need to change your user name and password, please call our Client Service Department at (801) 364-0777 Ext 101.

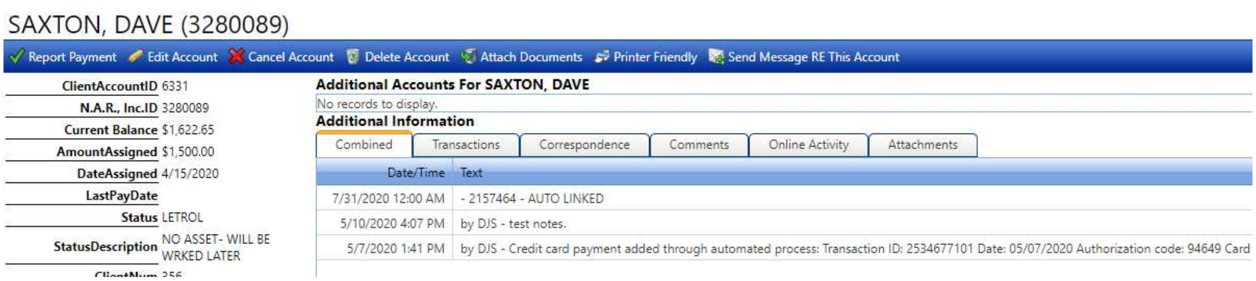
ACCESSING YOUR ACCOUNTS AND ACCOUNT NOTES

- To access and review your existing accounts, click on **Inquiry Tab.**

- The left-hand side will contain an area for search criteria to be entered.



- Select the desired account to view notes and status

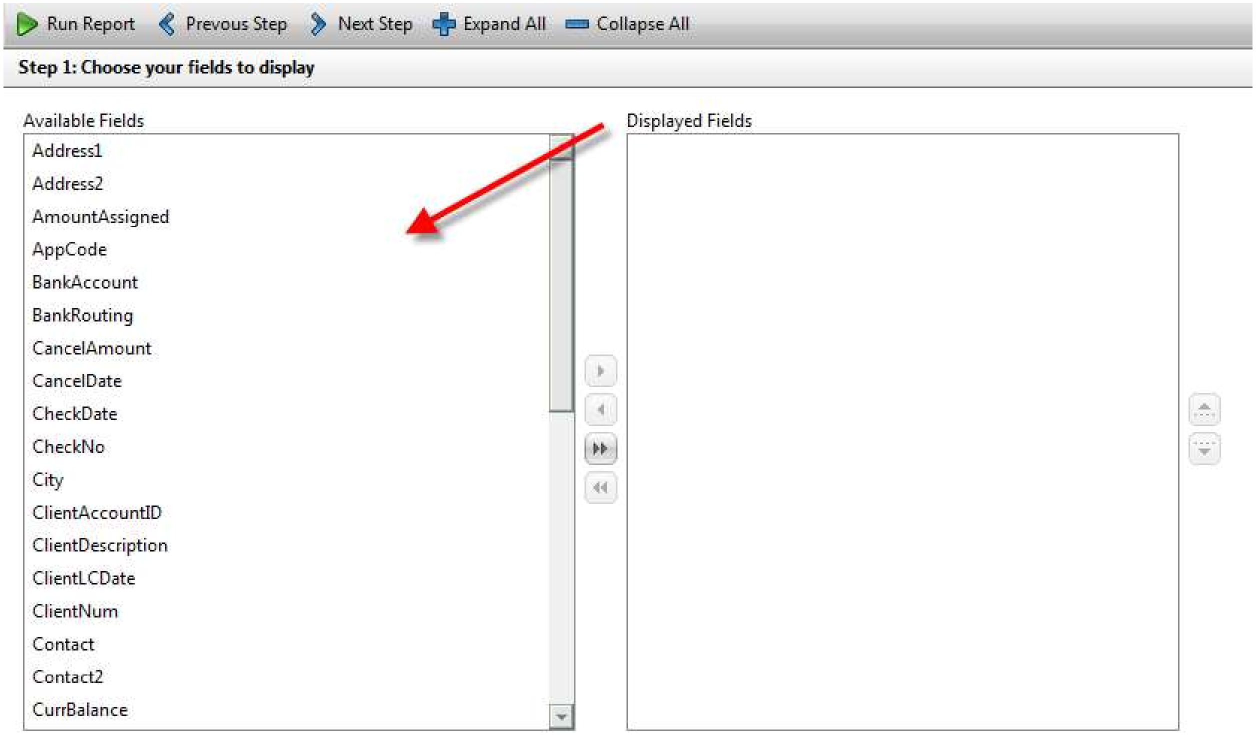


RUNNING REPORTS

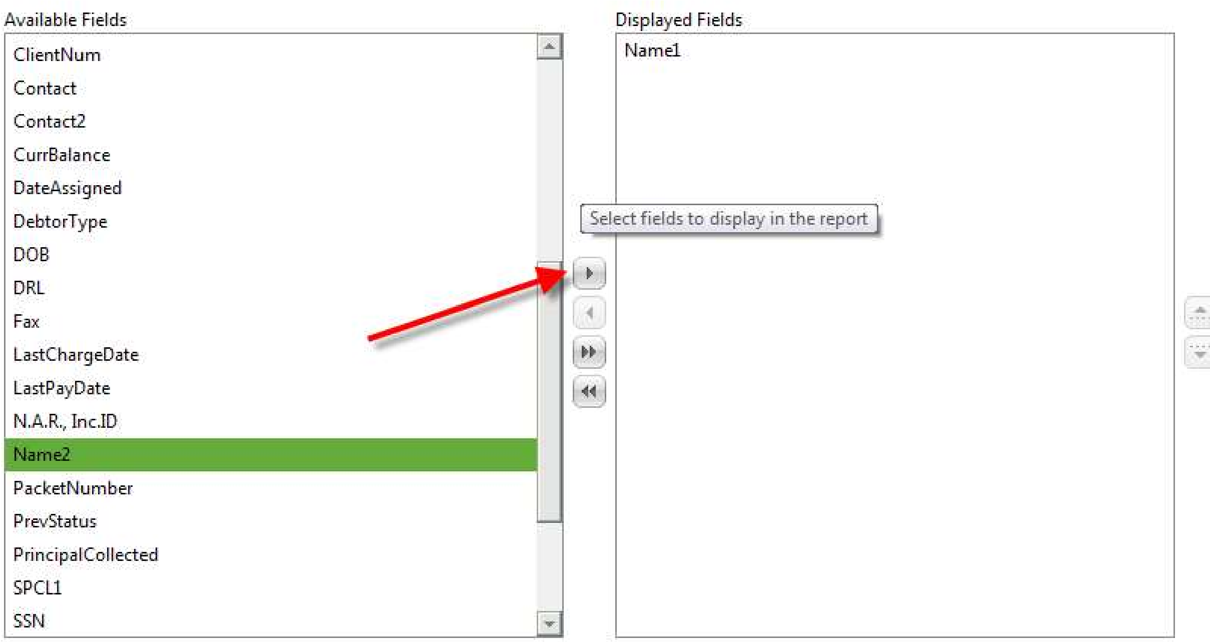
- You may also review specific reports under the **Reports Tab**. Select this tab and choose the report you would like to view.

- Create your own report – locate the "Create New Tabular Report" button

- Select the information you would like included in your report from the Available Fields



- Highlight the item you would like on the report and select the button. To add everything select the button.



- Filter the report even more by using the other steps below.

- When you have completed your filtering, choose 

at the top left.
- From here, you can export or "print" the report by selecting the 

drop down menu at the top of the report.

- You now have several different options to export ("print") the report.