Service Center Quick-Start Guide

✔ **To begin with, you will receive an email from Savvy:**

- The email will contain a link for you to use to "Reset" your password so that you will have access to our system.
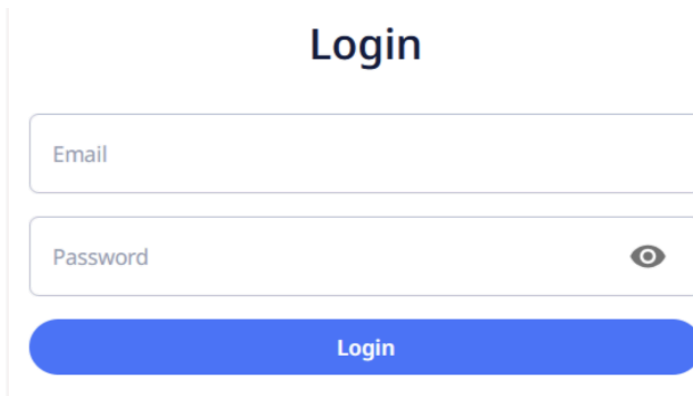
✔ **Once you have received the email:**

- Click on the "Reset Password" hyperlink button.
- On the resulting page, key in your shop tech email address, then click the "Reset" button to initiate the password Creation process.
- Look for a Password Reset email in your Inbox (or possibly your Junk folder).
- Click on the link in the new email you received.
- On the Set New Password screen, key in a new password in the top field, then retype it in the field below and click the Submit button.
- You should now be logged into the system, so make note of the password you just created.
- Look for a ticket labeled "Welcome SC Tech" and click on it to open it and read a quick introduction to the SavvyAviation system.
- You'll now be able to add new posts to tickets. Please type a short message so we know you've been successful in logging onto the system and are able to communicate with Savvy via the ticket system. Be sure to click on the "Send" button to save your post to the ticket.
- If you have problems, email or phone Savvy's manager of operations Melissa Plumer at (888) 465-8038 and she'll walk you through the process.

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✔ **Now that you're on the system:**

- Any time a new post is made to one of your tickets, you will receive an automatic email notifying you of the post.

- When you receive the notification email, simply click on the hyperlink at the bottom of the email to open the ticket in your browser. (You won't need to log in again unless it's been a long time since you last logged in.) Usually one click is all it takes to get to the ticket!

- In addition to posting text to the ticket, you may attach all kinds of documents (files) to your ticket posts: Discrepancy lists, work orders, estimates, digital photos, oil analysis reports, invoices, logbook entries, etc.

- Savvy will often post electronic documents to the ticket system for you, notably digitized aircraft maintenance records to facilitate your logbook research.

Below is a capture of the login fields you will see when logging into SavvyAviation.

Login

Email

Password 👁

Login

Here is a link to the login page: https://apps.savvyaviation.com/login

Here is a link to the password reset page: https://apps.savvyaviation.com/login/reset-password

Welcome aboard!