Getting Started

ServTraq © is a web-based application designed to help California's Local Energy Service Providers streamline service processes, track utility programs, and document compliances.

This section provides recommendations to fully optimize the ServTraq web experience and offer additional resources to guide users through the application.

System Recommendations

To get the best web experience, we recommend the following:

- **Internet Browser**: Google Chrome, Mozilla Firefox, Microsoft Edge, or Internet Explorer 9 or newer.

- **Internet Speed**: Minimum of 4mbps

  ➔ Check your internet speed at *www.speedtest.net*

- **Internet Connection**: DSL or greater

- **Monitor Size**: 19 inches or wider

- **Operating System**: Windows XP (or newer) or macOS

NOTE
"Pop-up" windows must be enabled on the browser to access a majority of ServTraq features.

Recommendations for the User

Internet speed is a big factor in how fast or slow your ServTraq application will run. These are **our recommendations** to help you maximize your Internet Speed and your ServTraq experience:

- Access ServTraq on a desktop or laptop computer.
  - ➔ While ServTraq is compatible with most devices, anything smaller than a tablet may affect speed and functionality of features.
- Limit the usage of media streaming websites.
  - o E.g., Pandora, YouTube, Netflix, Spotify, Pinterest, etc.
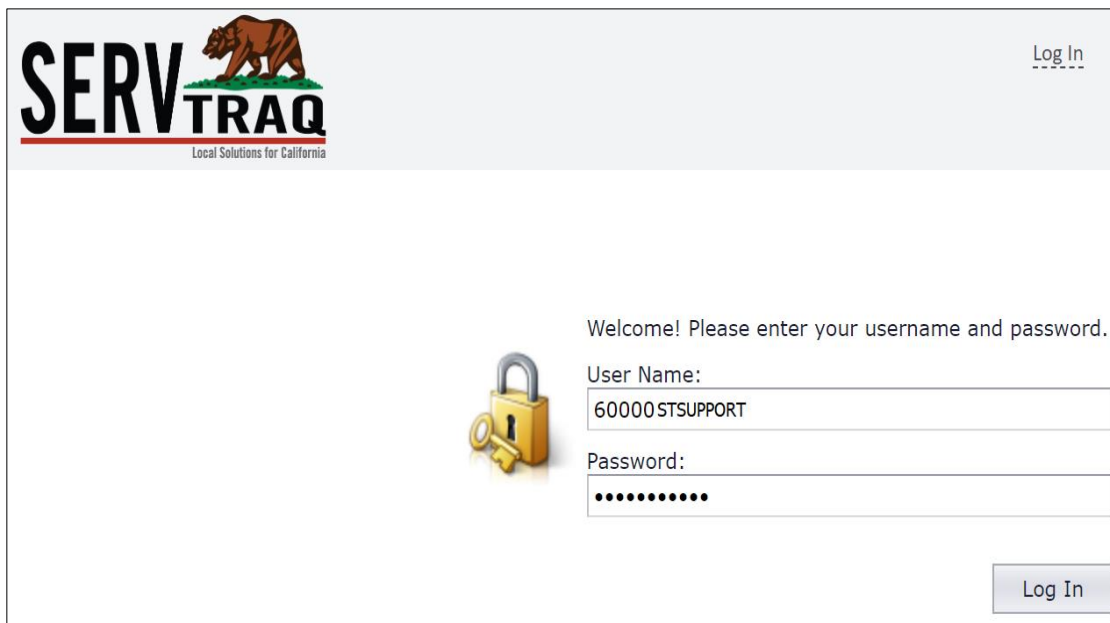- Limit the amount of windows and applications running simultaneously.
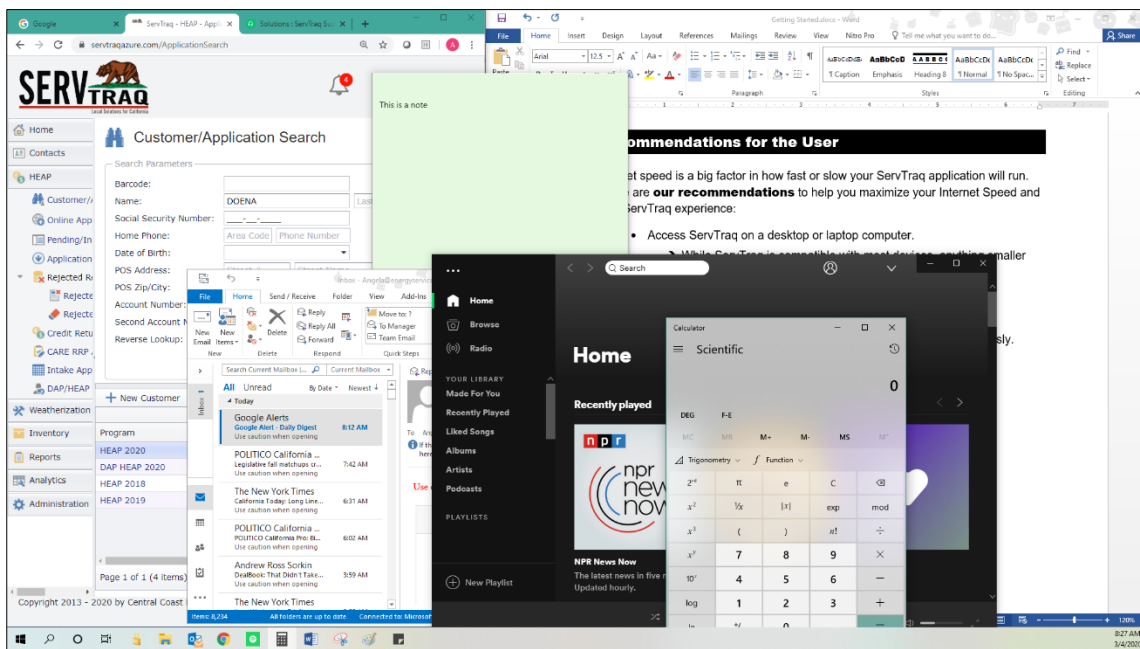
Above: Multiple running windows and applications can affect the speed and response time of ServTraq.

Logging in to ServTraq

Enter the following link into the browser: **https://www.ServTraqAzure.com**

A welcome screen will appear with the following prompt:

To log into your ServTraq database:

❶ Enter **User Name.**

❷ Enter **Password**.

❸ Click **Log In**.

NOTE

Usernames are uniquely generated by the ServTraq Support Team. Contact Support@ServTraq.com for yours.

ServTraq Resources

Want to learn more? Visit *www.Support.ServTraq.com*!

The ServTraq Support Team has curated a vast database of resources for ServTraq users to learn more about the application and its ever-growing list of features.

☞ **The Training Video Library** offers a wide selection of training videos to walk you through all the processes and features of ServTraq.

☞ **The Written Guides** are step-by-step written instructions on the application's most common processes and services. There are over 20 downloadable easy-to-read guides to choose from.

> **The Support Portal** has 40+ videos, guides, and material on ServTraq's most used features.

☞ **The Frequently Asked Questions (FAQs)** are created based on the questions heard daily from ServTraq's customers. This section is regularly updated so no one is out of the loop!

Contact ServTraq Support

Questions, comments, or concerns? Our Support Team is waiting to hear from you. We are available during the business week from 7:30 AM – 4:30 PM.

🖥	**ServTraq.com/Contact-Us**
✉	**Support@ServTraq.com**
☎	**(831) 761-1747**
📫	**P.O. Box 2707** **Watsonville, CA 95077**