How to Access and Use
www.mycycletime.com

Where is the www.mycycletime.com and do I set up my account?

1. Go to www.mycycletime.com
2. Click “Sign Up Now!” next to “Not a member yet?” below the user name and password fields
3. Fill out all the information under “Create Your myCycleTime ID”. It is mandatory to fill out the areas with a red asterisk.
4. At the bottom of the page, click the boxes next to the vendors you work with, and then click “Sign Up” at the bottom right corner.
5. The next page will say “Congratulations,” confirming your registration.
6. Click “Log In” at the bottom of the box and it will bring you back to the log in page.
7. Enter your username and password. You are now ready to enter data.

How do I use www.mycycletime.com?

1. Collect completed service tickets from your service department.
2. Log on to www.mycycletime.com
3. Under “Data Entry” enter service call information into the fields. Make sure to fill in all fields marked with a red asterisk.
4. Mandatory information is; Start Date, Date Completed, Vendor, Warranty, Functional, Appliance, Parts required. The other blanks are optional and each has a drop down menu.
5. Now click “Save” in the bottom right corner.
6. The Data you filled in will now be displayed under “Data Display” at the bottom of the page.
7. To fix errors, click the pencil icon at the far left. Drop down menus will open, allowing you to make changes.
8. If you want to delete a field, click the garbage can icon at the far left. When asked if you are sure you want to delete this record, click “Yes”.

Where are the Reports located in My Cycle Time Website?

1. Once logged in locate “Profile”, “Reports” and “Log Off” near the top right corner of the page, and click “Reports”.
2. Under “myCycleTime Report” will read “Report Options” and the three steps to follow.
3. Step 1 asks for how many days you want the report for. You can select “7 Days”, “30 Days”, “365 Days”, “Select All”, or “Specify the Start Date and End Date”.
4. Step 2 is to see how specific or detailed you want the report. The report will generate data to the decimal point you select.

5. Step three allows you to select if you want Exclusions included in your reports when you entered your Data.
6. Follow Steps 1-3, and then click “Generate Report”.

What type of Reports can I run?

Data Tables and Charts can be run for the date range you select. These reports are shown under “Report Details”.

Data Table

1. The Data table displays “# of Calls”, “% of Calls”, and “Average Cycle Time” across the top and “by Vendor”, “by Type of Appliance”, and “by Type of Parts Required” down the left side. The table will break down your data by various categories and their subsets.
2. “by Vendor” subsets include brands that you have serviced, warranty and C.O.D. calls within that brand, and functional and non-functional parts within that brand.
3. “by Type of Appliance” subsets include product categories.
4. “by Type of Parts required” subsets include whether a part was required, and if so, where the part was located.
5. HINT: Clicking on the “plus” sign next to the headers will open the subsets. Clicking on the “minus” sign will collapse the subsets. Click “Expand All” to see all available data subsets at once.

Charts

1. Charts show the same information as the Data table in pie chart format.
2. HINT: Clicking on the “plus” sign next to the headers will open the subsets. Clicking on the “minus” sign will collapse the subsets. Click “Expand All” to see all available data subsets at once.

Can I print My Cycle Time reports?

Yes. To do so, click the “Print” button near the top right corner of Charts.

Will there be an area I can order or look at Parts?

Yes. Click on the Parts Today banner across the middle of the Main Page. This will open a page that has a phone number to order parts and also has the latest accessories. NOTE: This is a retail website. For dealer pricing and sales please contact your parts distributor.