Support Center Overview

Siemens Digital Industries Software New Support Portal

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What is Support Center?

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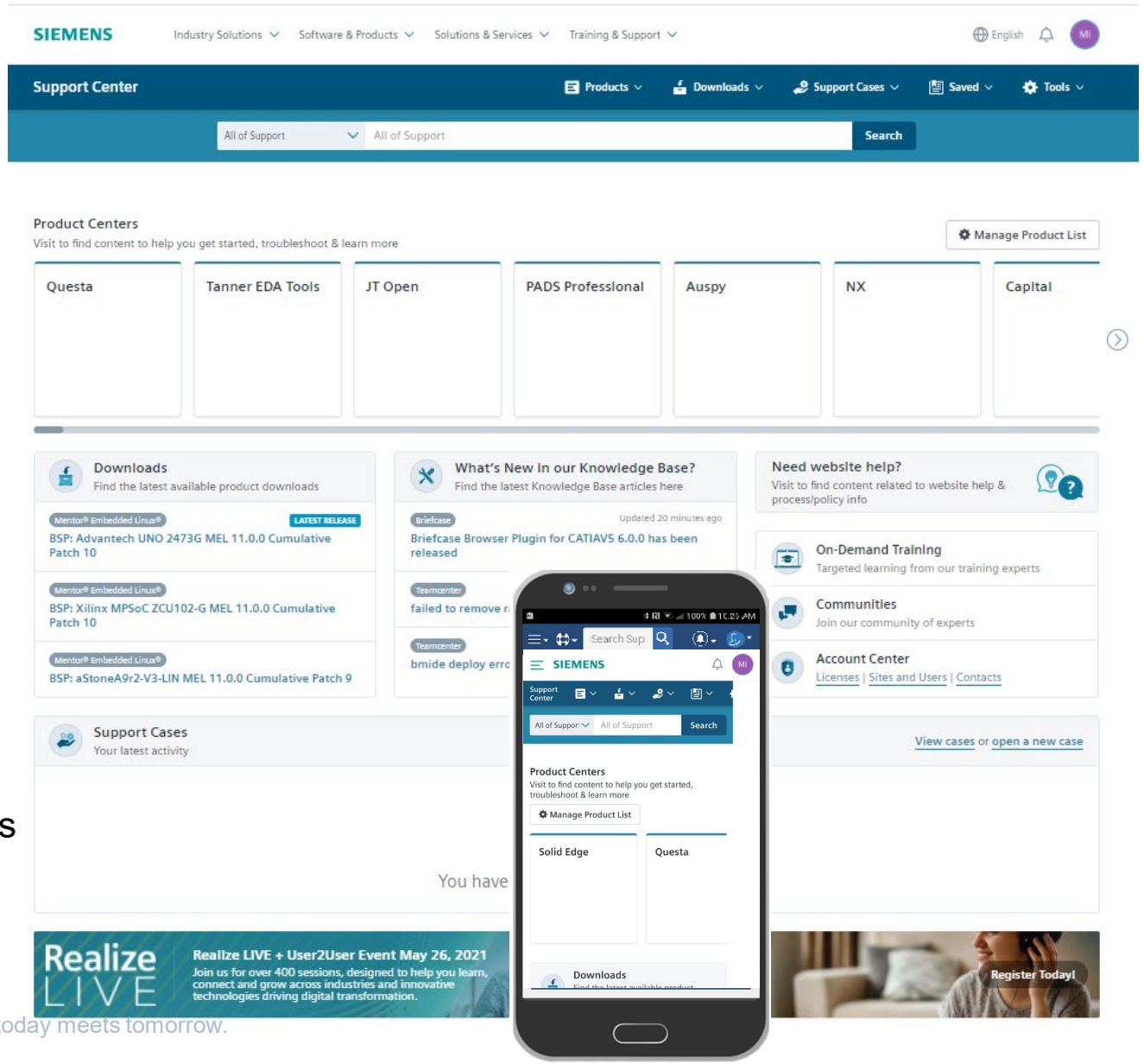
- Completely new and personalized support experience
- Provides a unified support experience for all Siemens Digital Industries Software (DISW) customers
- Powerful search capabilities, focused on relevancy, performance, organization
- Comprehensive self-service capabilities
- Consolidated content from across Siemens DISW
- Streamlined and persistent support case process
- An intuitive, mobile first design



Support Center Homepage

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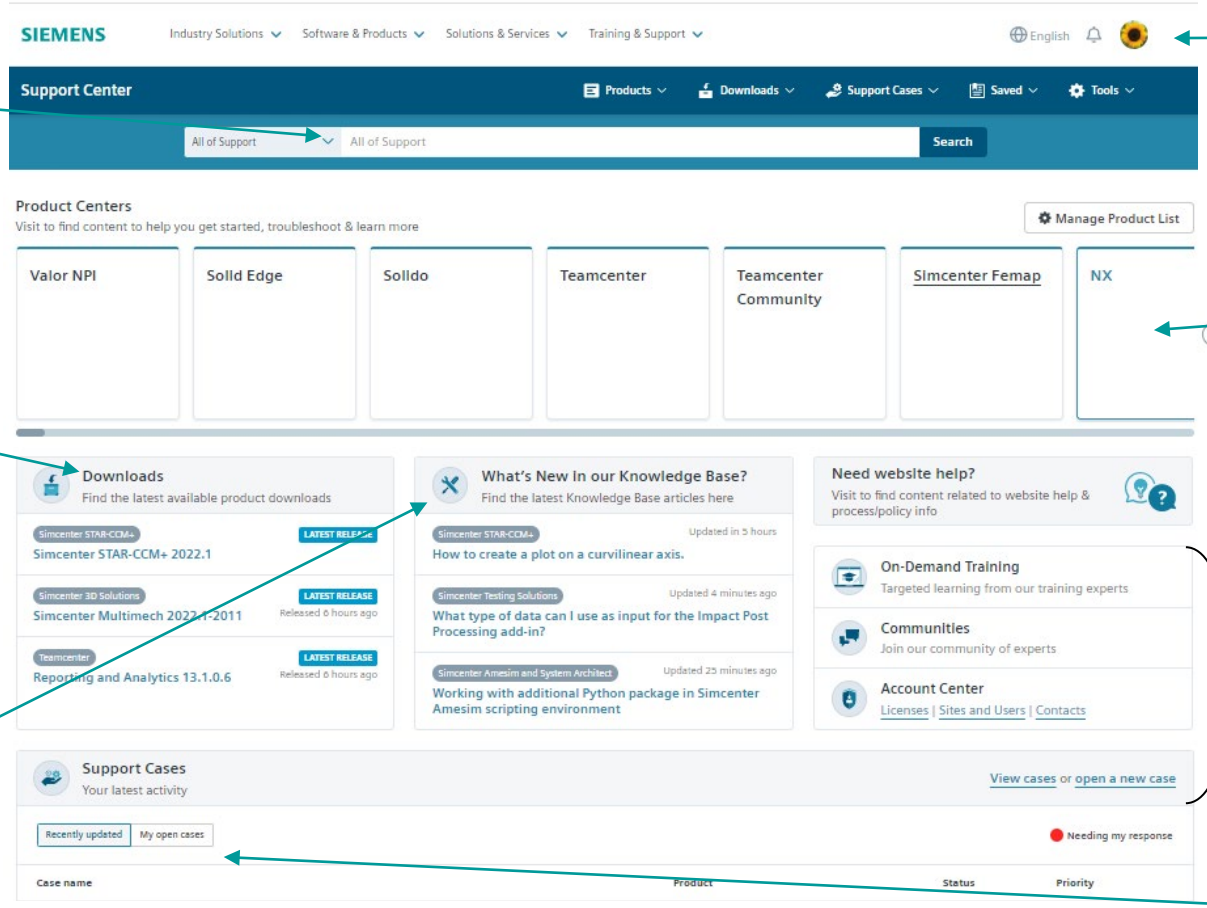
Support Center offers a personalized Support experience, providing quick access to all the product resources customers need to maximize their product investment.

New powerful search engine

Latest release and patch downloads

Recently published articles



Manage your profile

Manage Products easily

On-demand training, Communities and Account Center to access licensing system admin detail, notifications

Open and manage Support Cases

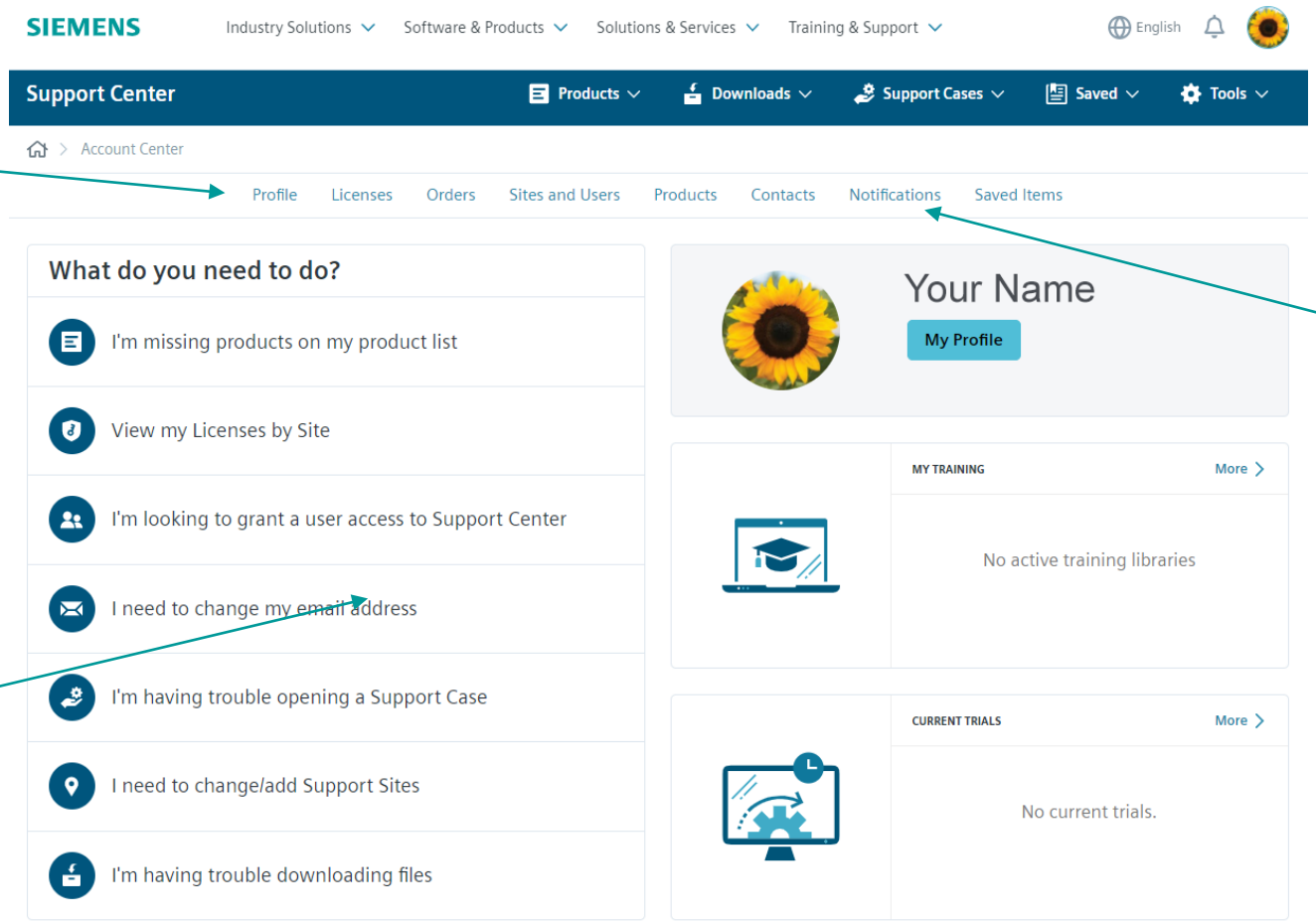
Account Center

A centralized location makes it easy to find important resources like license, order, contact, site and user information, and more.

Quick access to license, order, and site resources by convenient tabs

Common administrative “how-to’s” are clearly labeled for quick solutions

Personalized account and support contact detail



How to Register and First Steps

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Easy Registration and Sign In – Web Access Code

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What is a Web Access Code (WAC)?

System generated code that is used as a two-factor authentication (Site ID & WAC) to ensure that customers are being placed at the proper site.

Is a WAC required?

No – however, if a WAC is provided at the time of registration, the customer will be automatically registered. Without a WAC it will take up to one business day to process the registration.

Where can I find the WAC?

WAC is included in the Welcome Email provided to the Main Contact/Site Admin identified at the time of order. Please encourage these contacts to forward this email to anyone that would like access to Support Center

'Invite User' functionality has been added to Account Center for Site Admins. The invite will include the Site ID & WAC combination (details follow).

Easy Registration and Sign In: New User without Site ID & WAC

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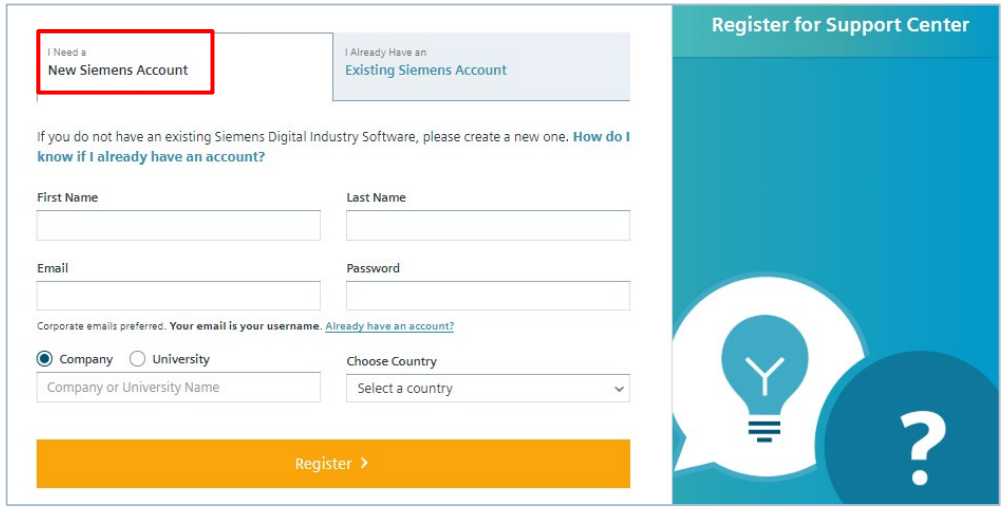
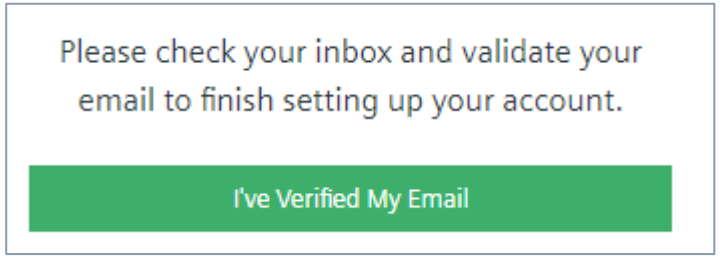
1 Select the new account tab



2 Confirm your account request has been verified



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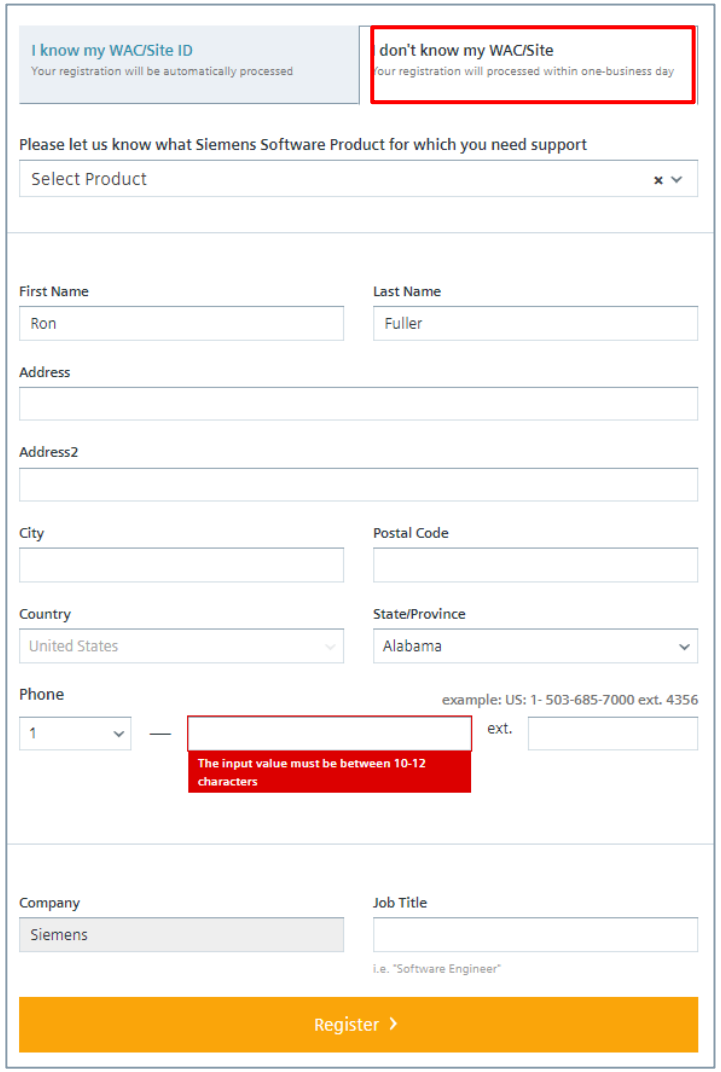

Registration process requires up to one day

Easy Registration and Sign In: New User with Site ID & WAC

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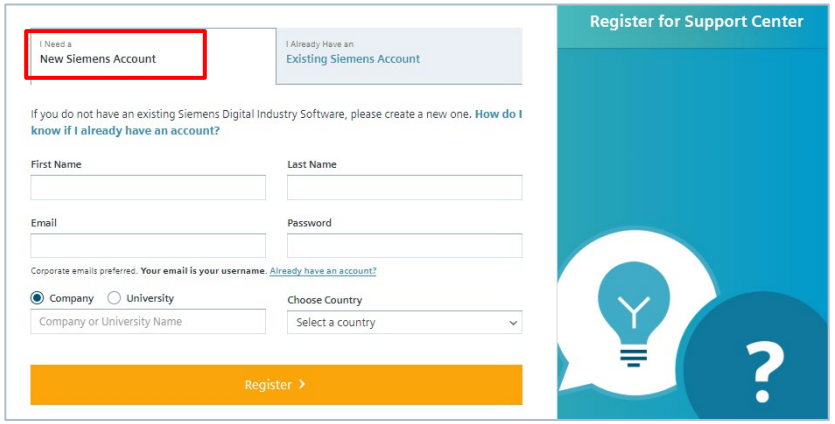
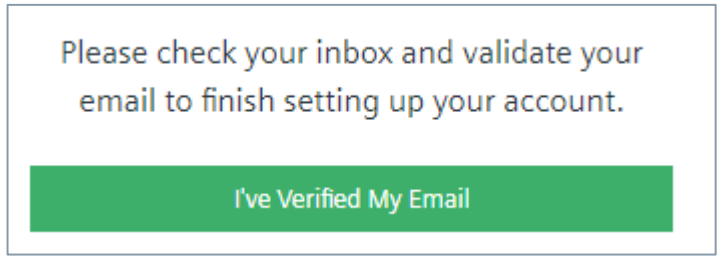
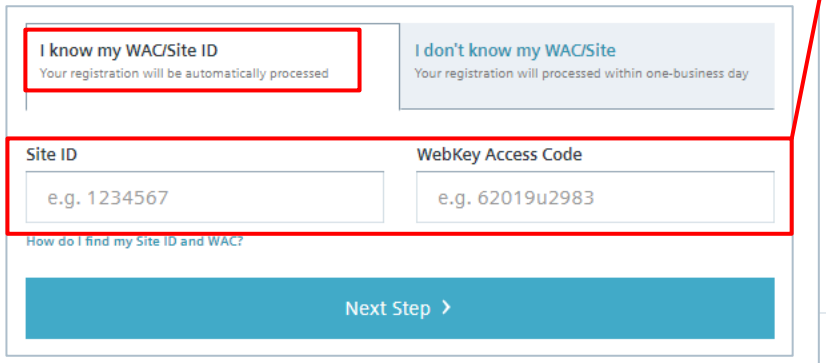
1 Select the new account tab



2 Confirm your account request has been verified



3 Complete the remainder of the registration process by providing the Site ID and WAC



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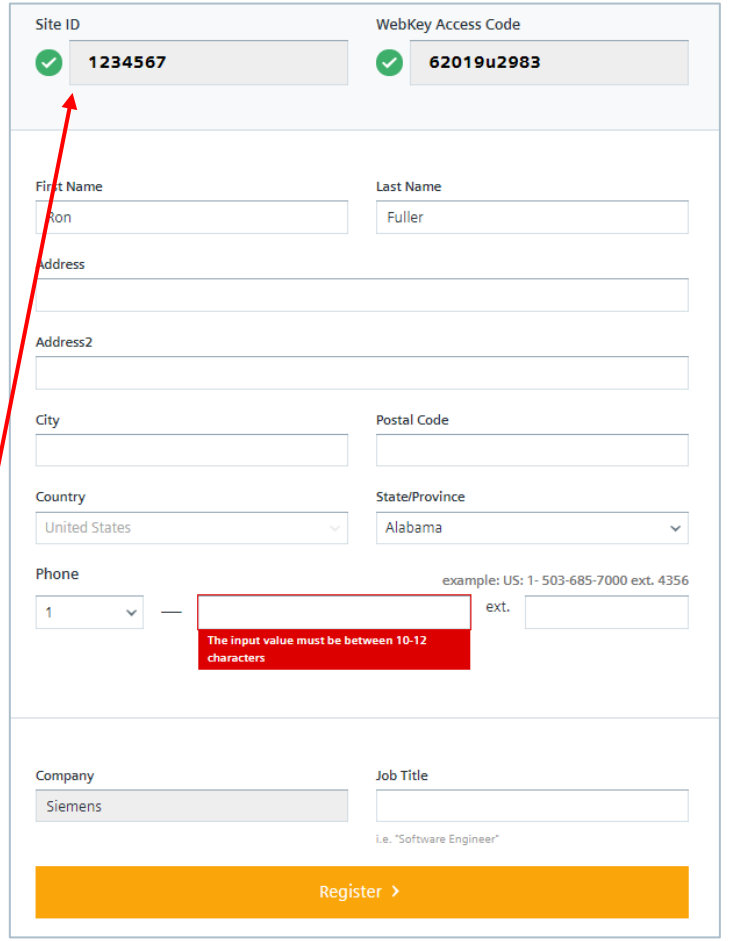
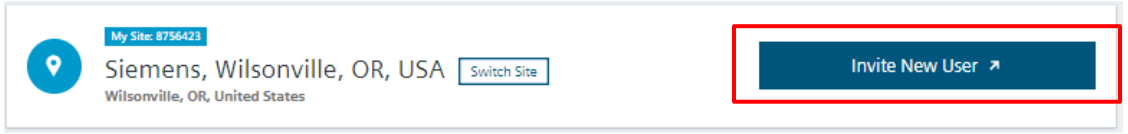


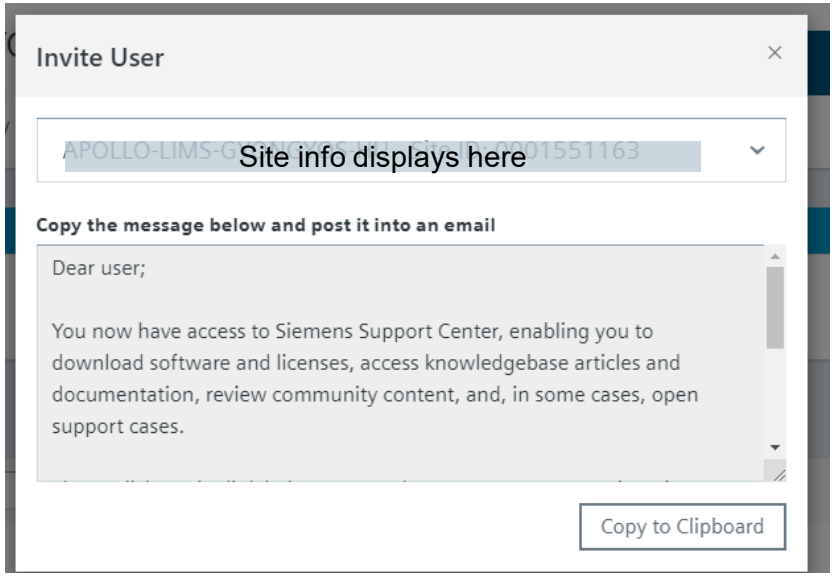
Email notification is sent when registration process is complete

Easy Registration and Sign In: Invited User

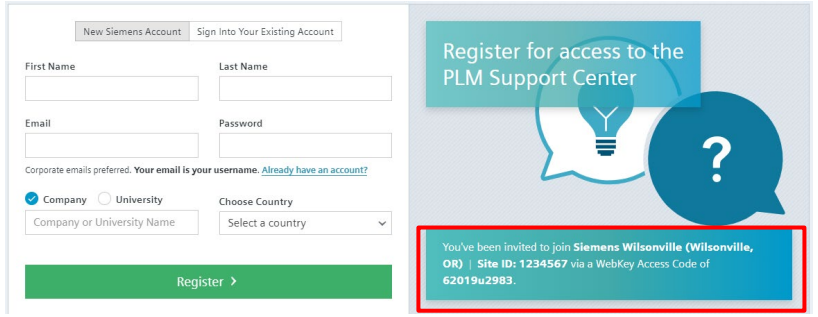
1 **New users at specific sites can be invited by those with Administration privileges**



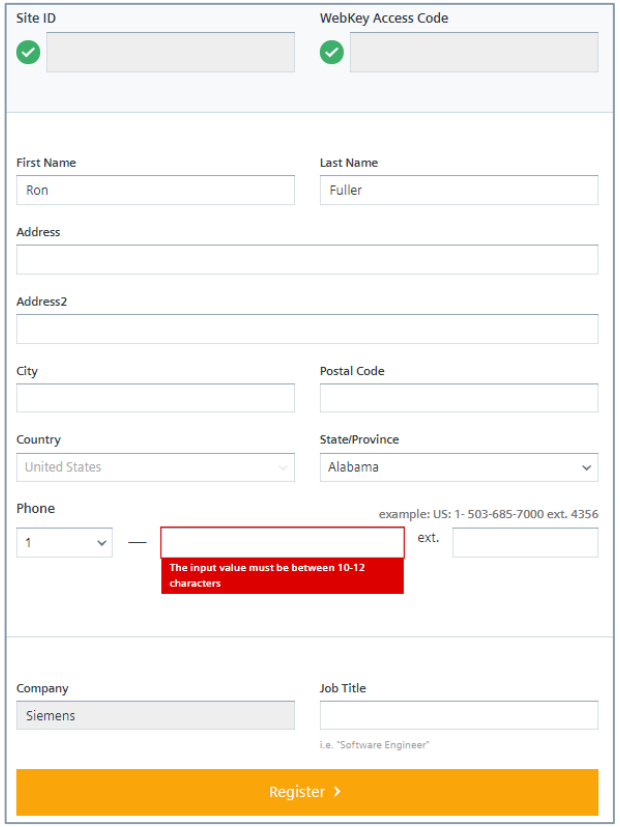
2 **An email is provided containing the Site number, WAC, and a registration link to Support Center**



3 **The invited user is brought to the registration page where they…**



4 **Complete their registration**



Easy Registration and Sign In: Existing User

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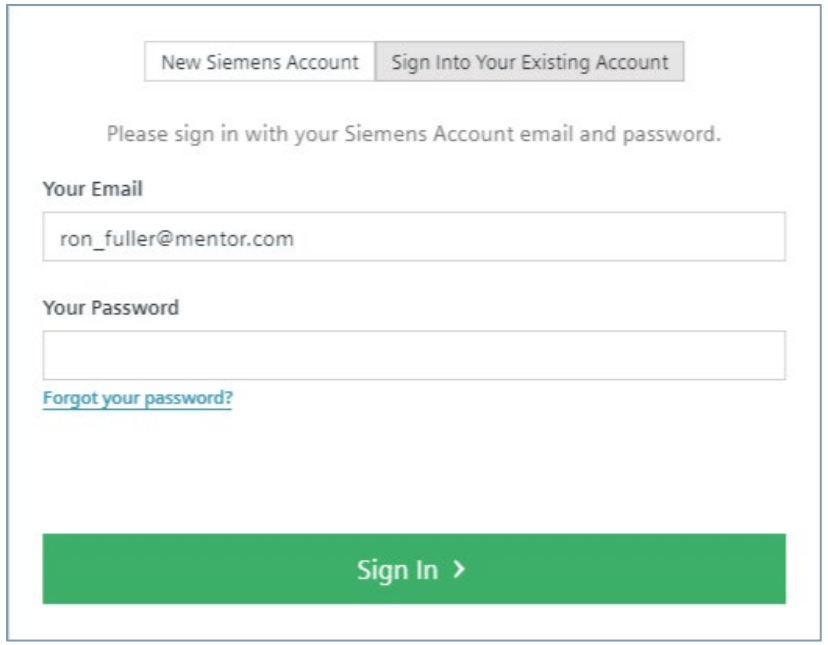
1 **Existing users are taken immediately to their personalized Support Center dashboard after logging in with their email and password**



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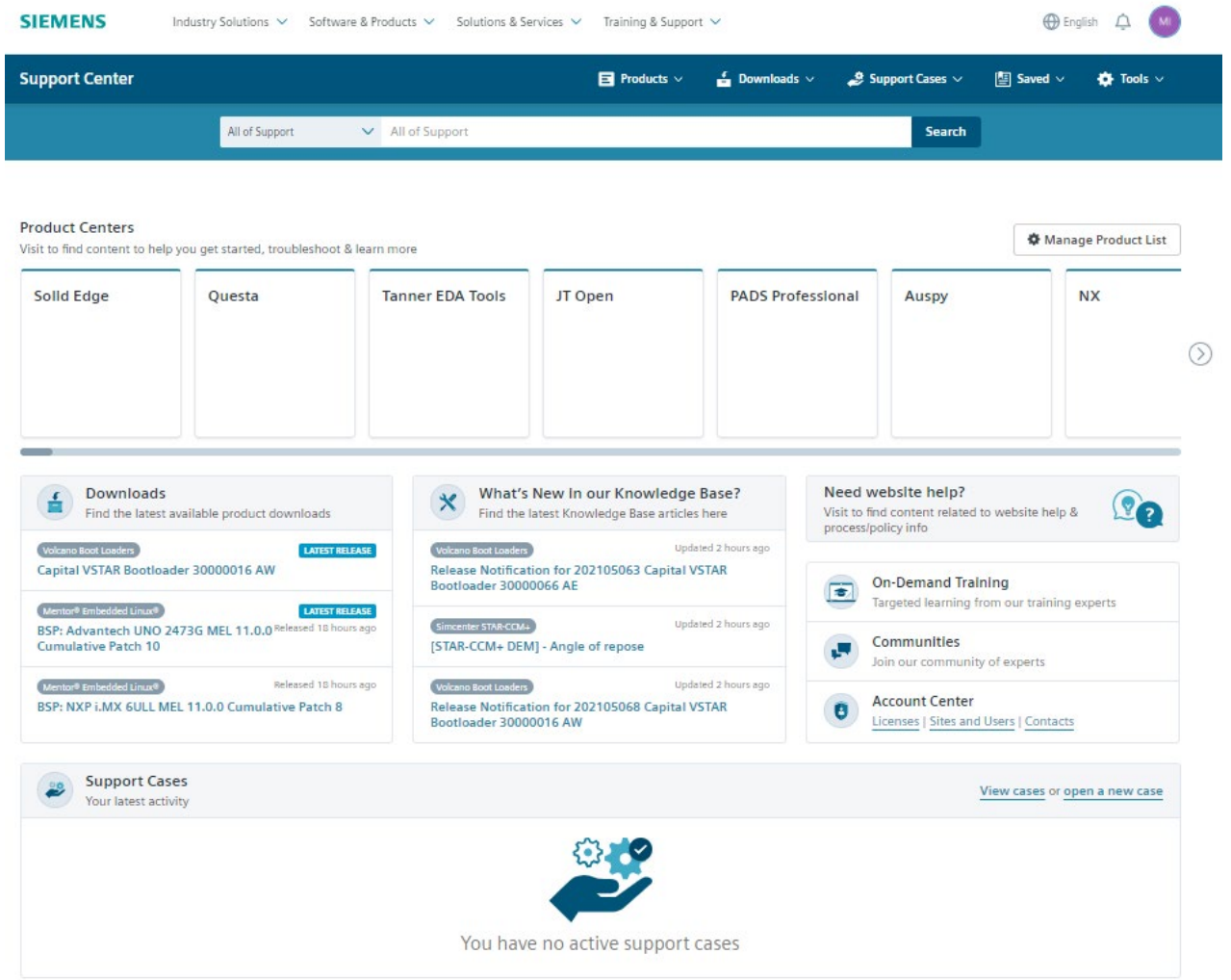
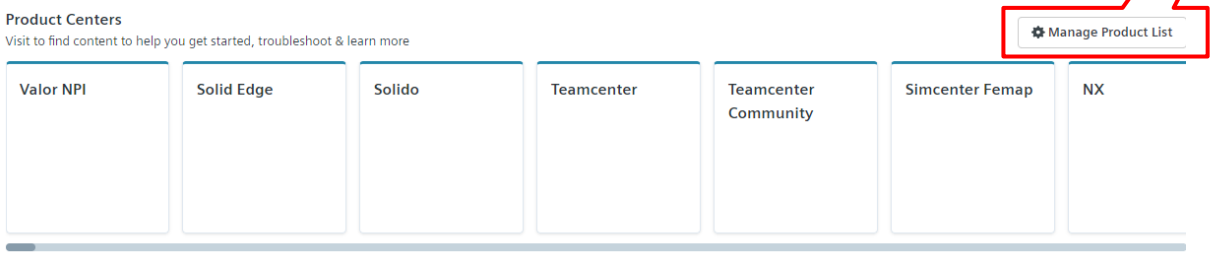
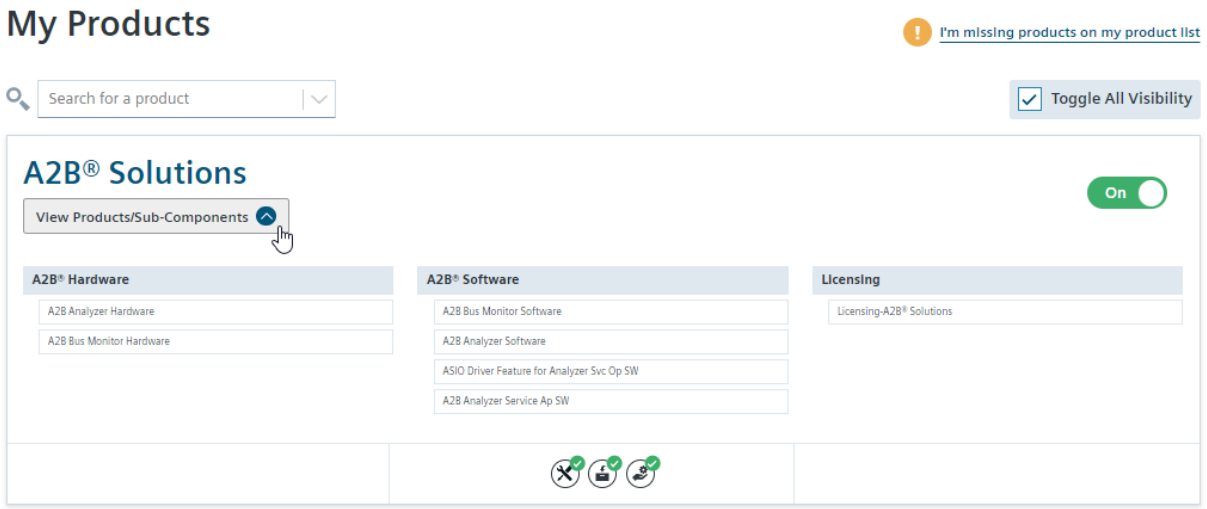


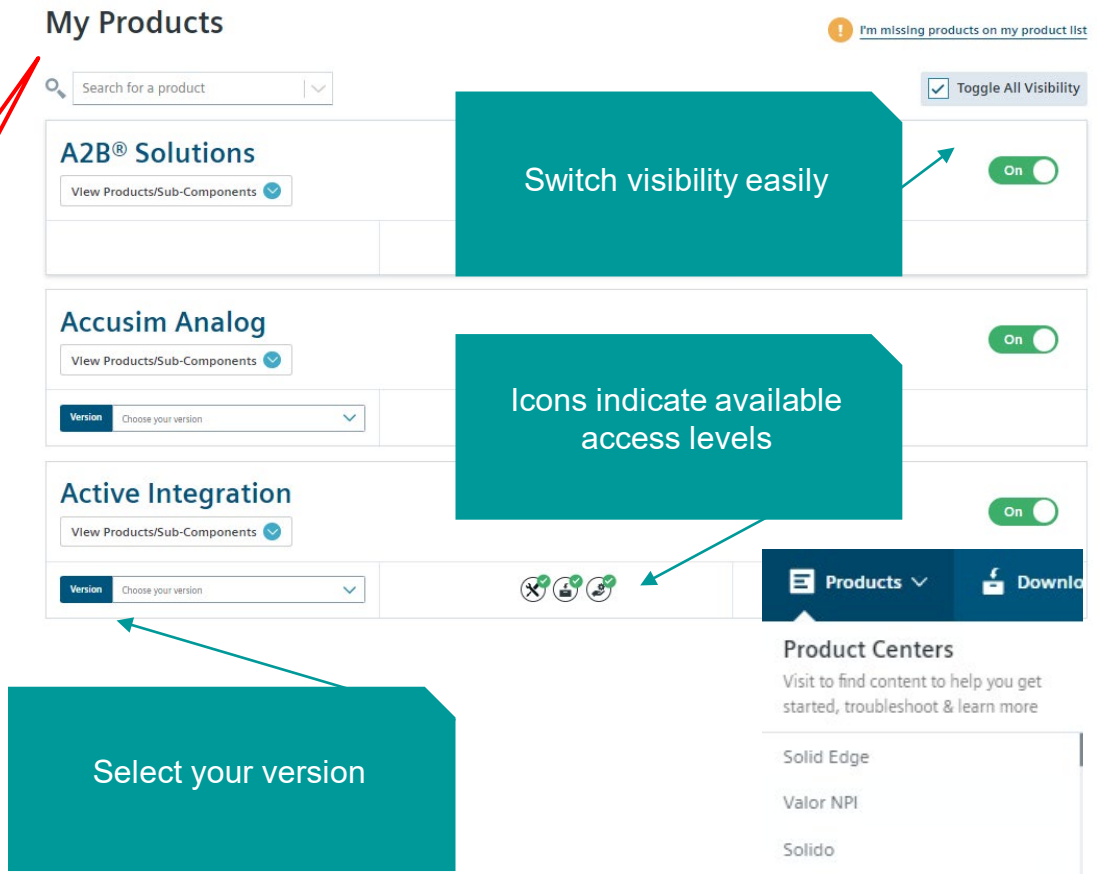
Manage Your Products – Important First Step

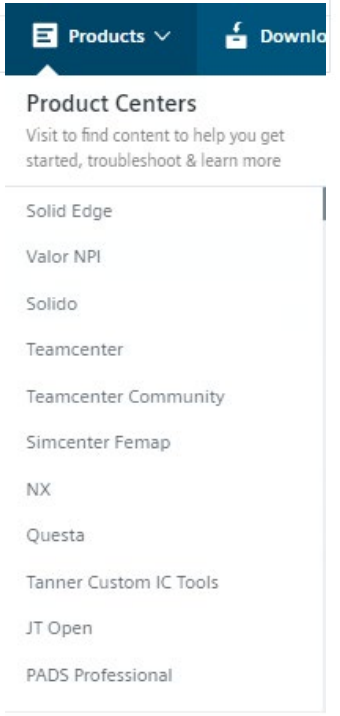
The Support Center Homepage only displays products that are covered by a maintenance contract, based on that customer's SiteID



There are multiple ways to easily personalize the dashboard to display only the products you are using







Easy access from any page

Product Center

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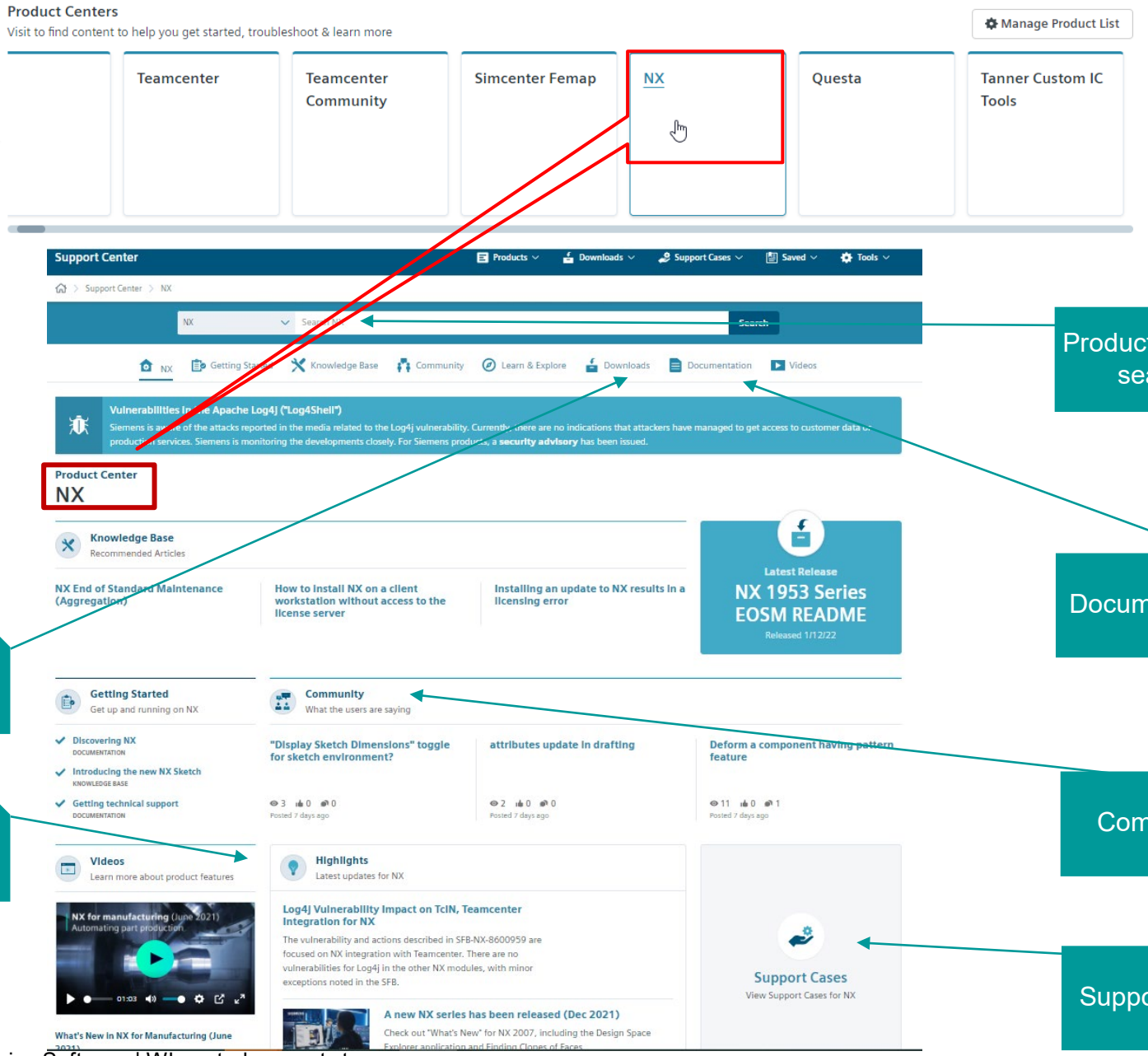
Product Center Overview

Helpful resources clearly categorized:

- **Getting Started**
- **Troubleshooting**
- **Learn & Explore**
- **Downloads**
- **Documentation**
- **Support Cases**

Search only on your product's content



Getting Started

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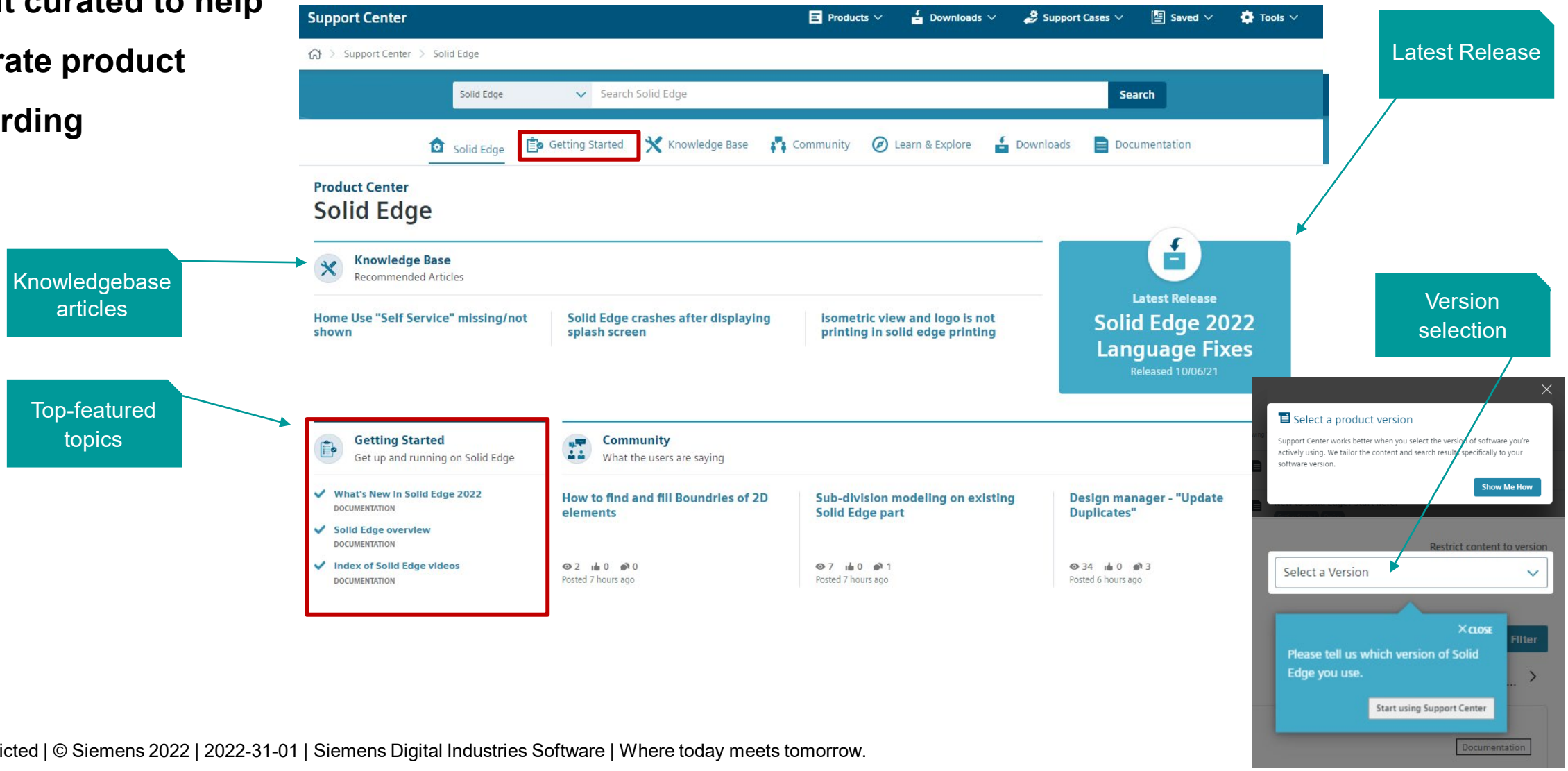
Content curated to help accelerate product on-boarding



Learn & Explore

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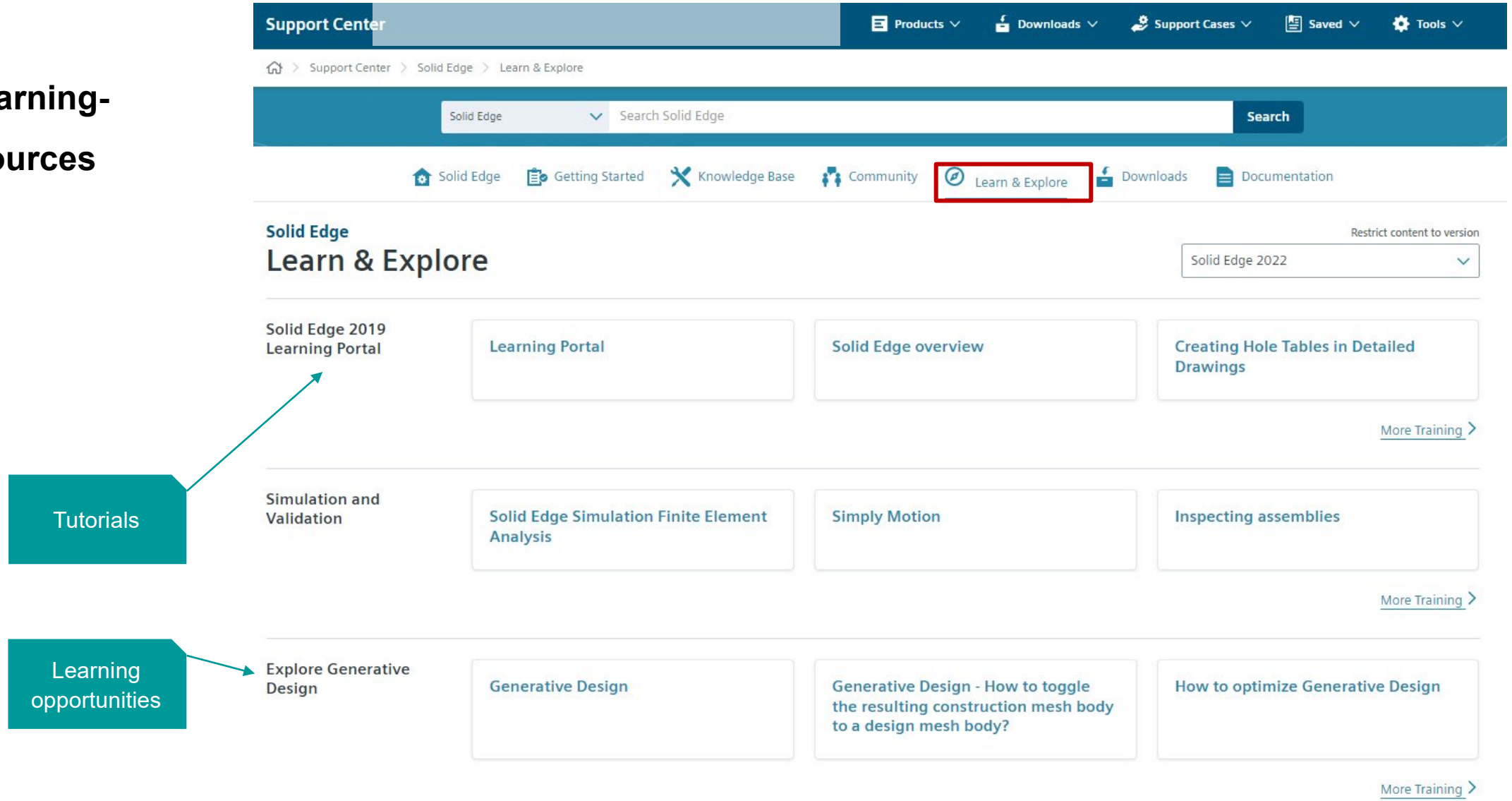
Featured learning-related resources for specific products



Tutorials

Learning opportunities

Community

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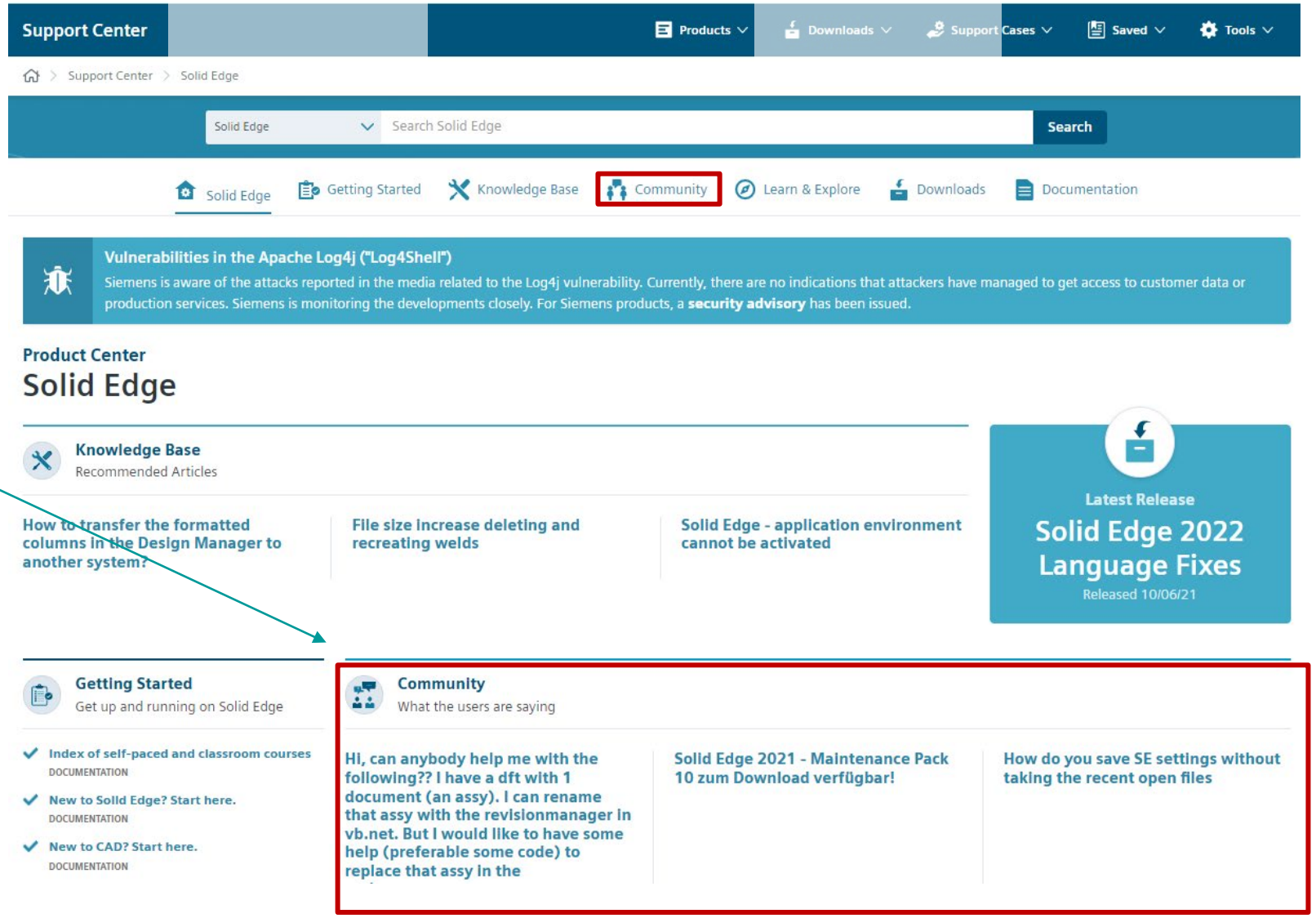
Features most recently posted discussion topics

Ask questions, get answers from your peers



KnowledgeBase

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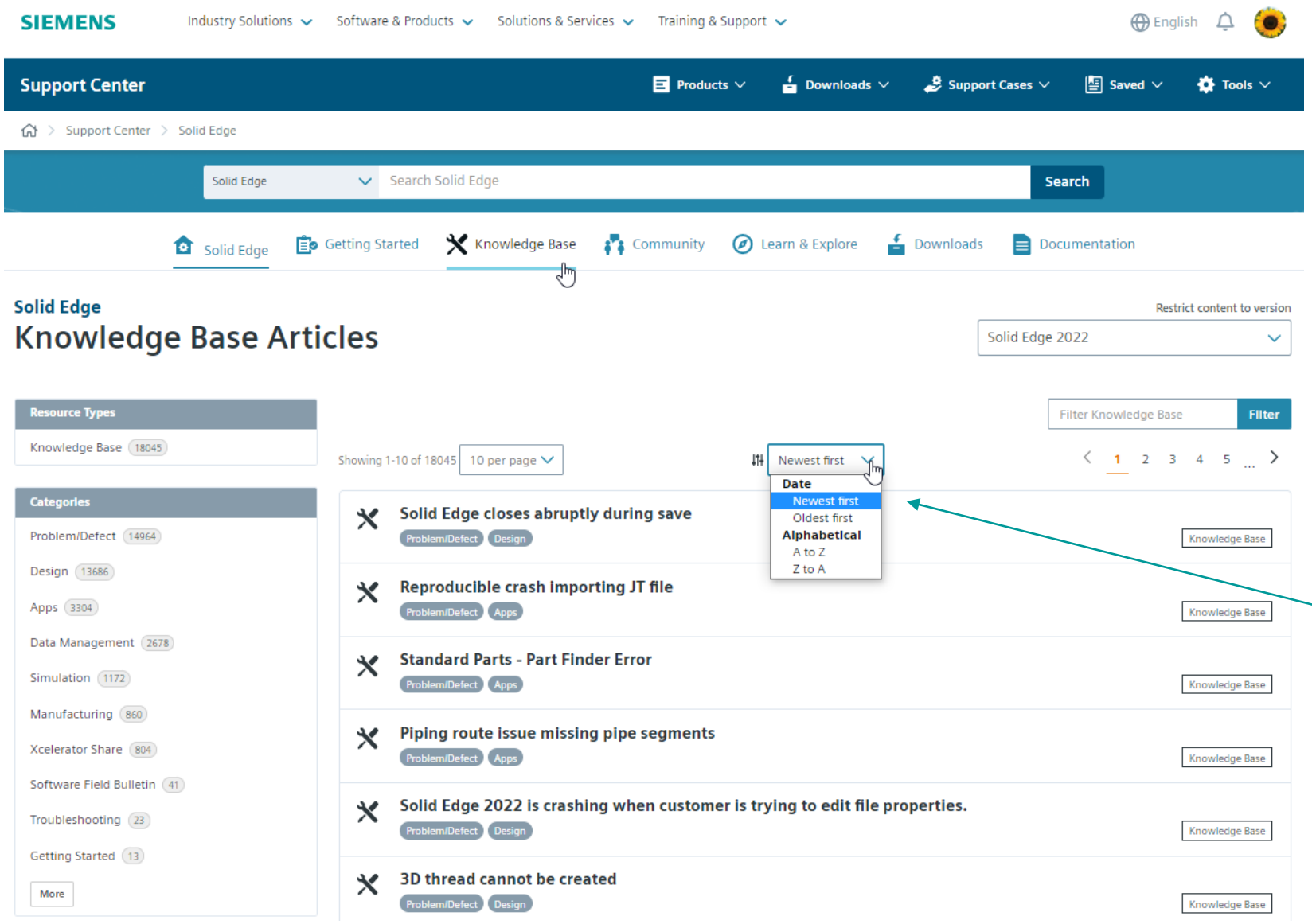
Search product-specific articles



Restrict search content to version

Sort by Resource Types, Categories and Components

Sort search results

Downloads

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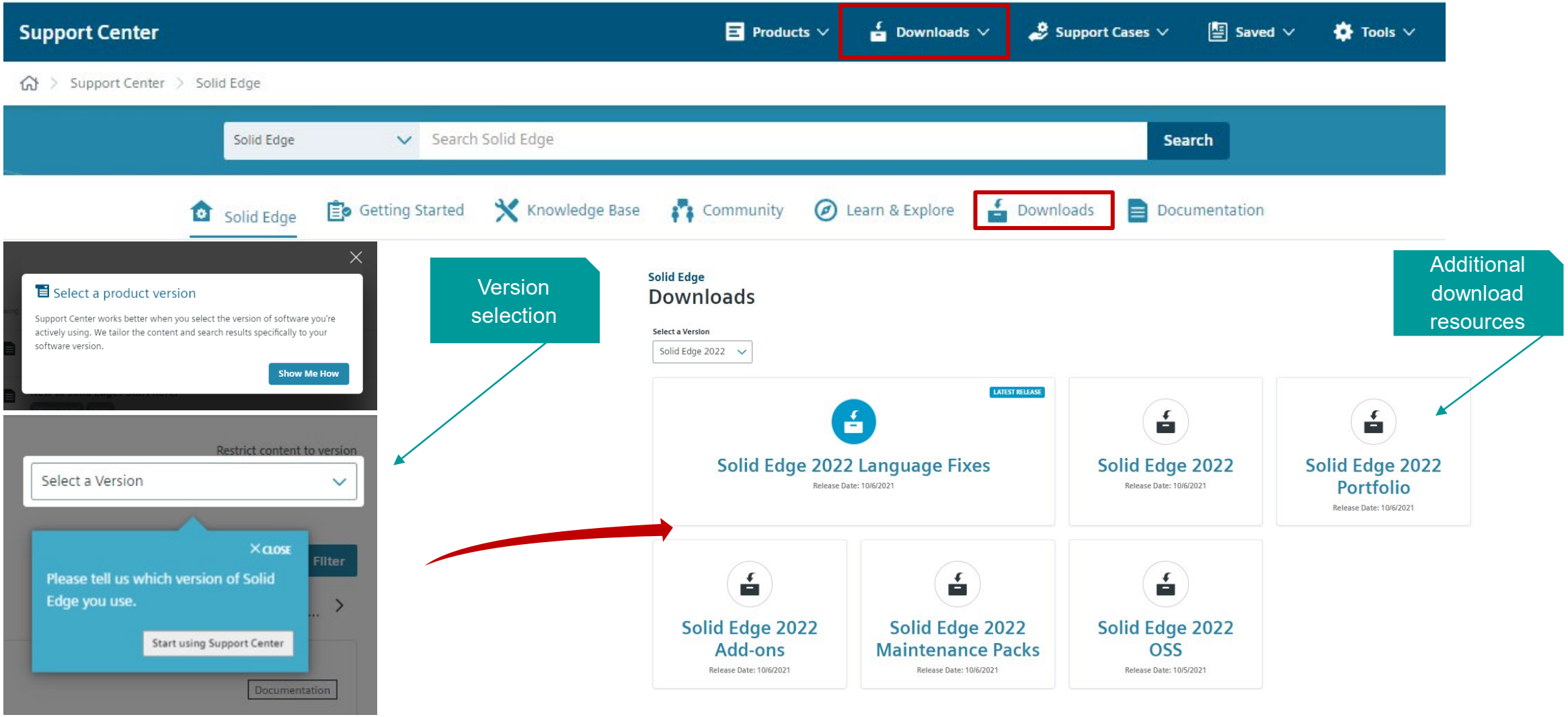
Quick access to the latest versions and updates



Documentation

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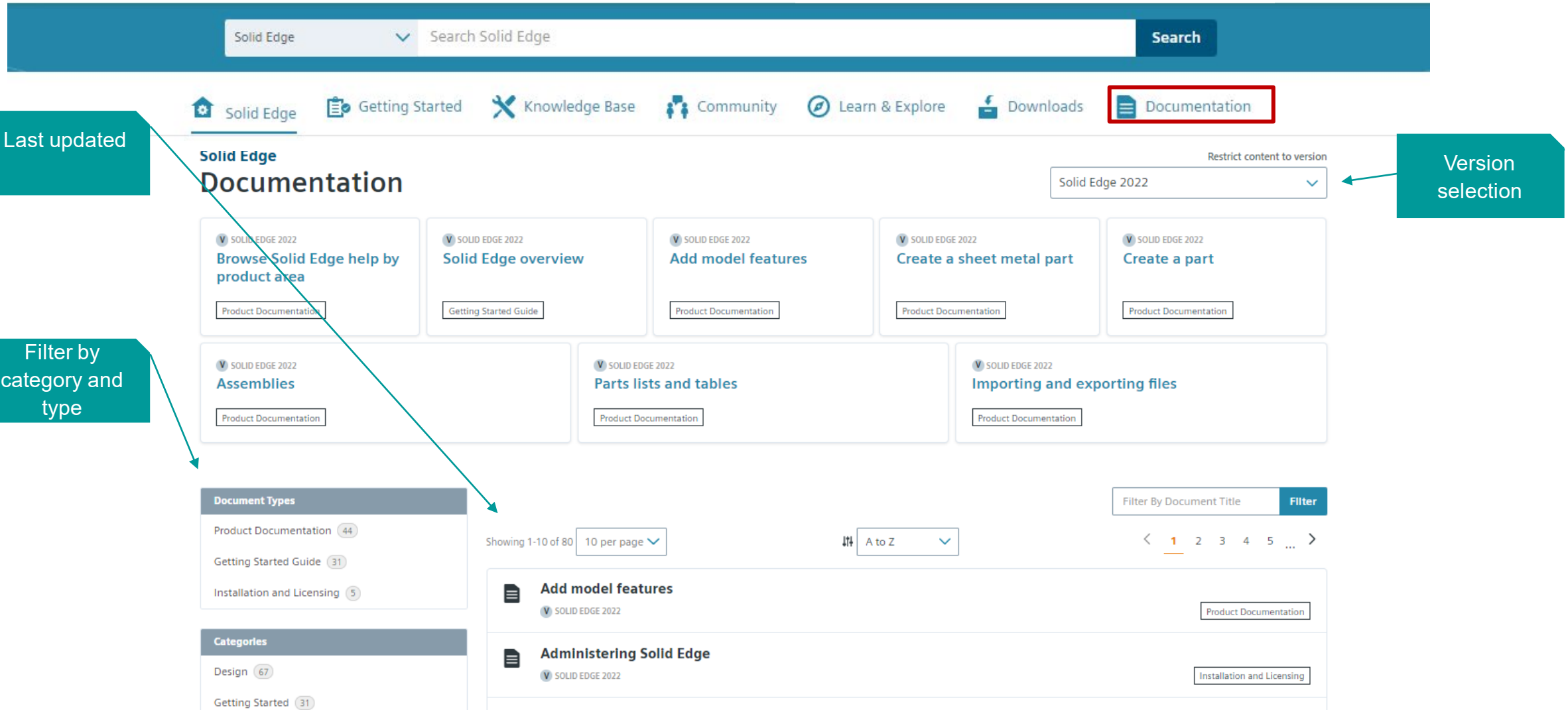
Quick access to the latest versions and updates



Powerful Search Engine

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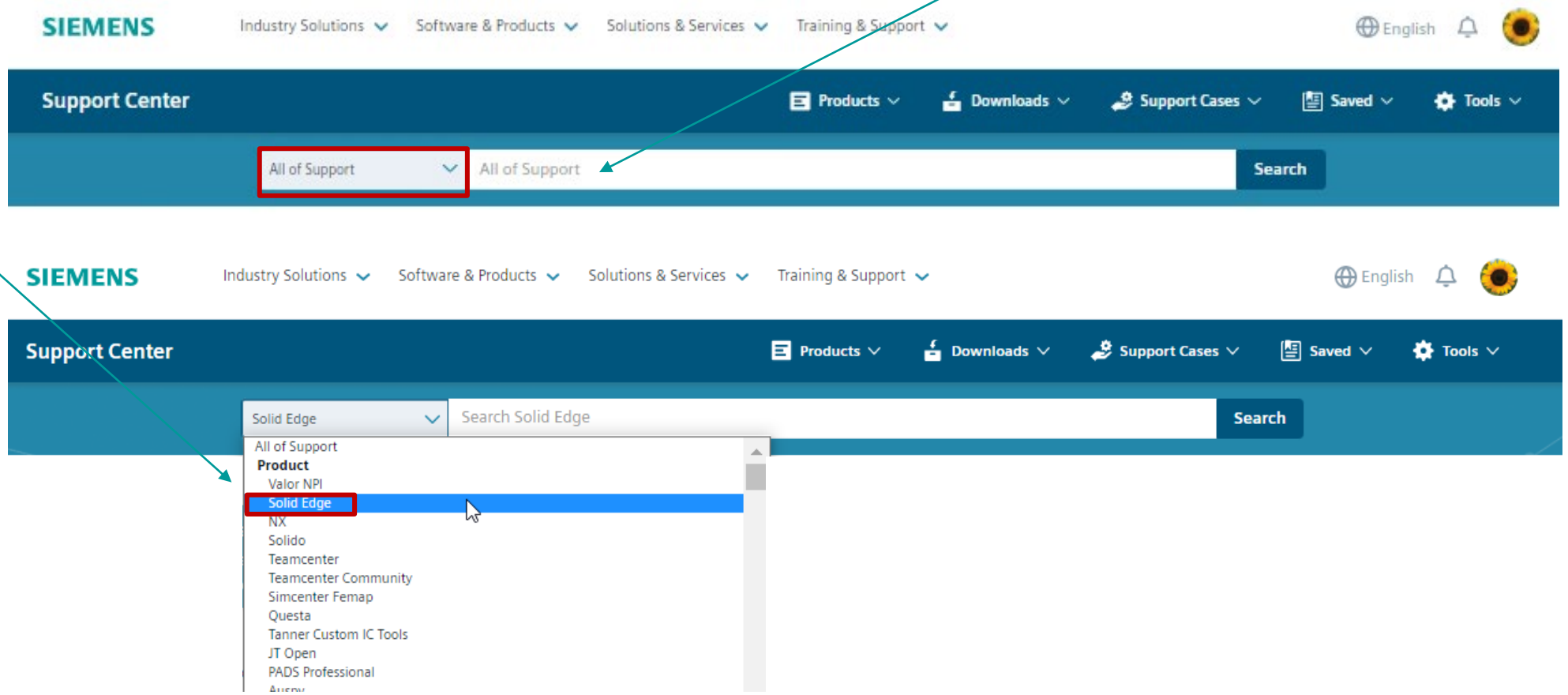
Global and product-specific search options

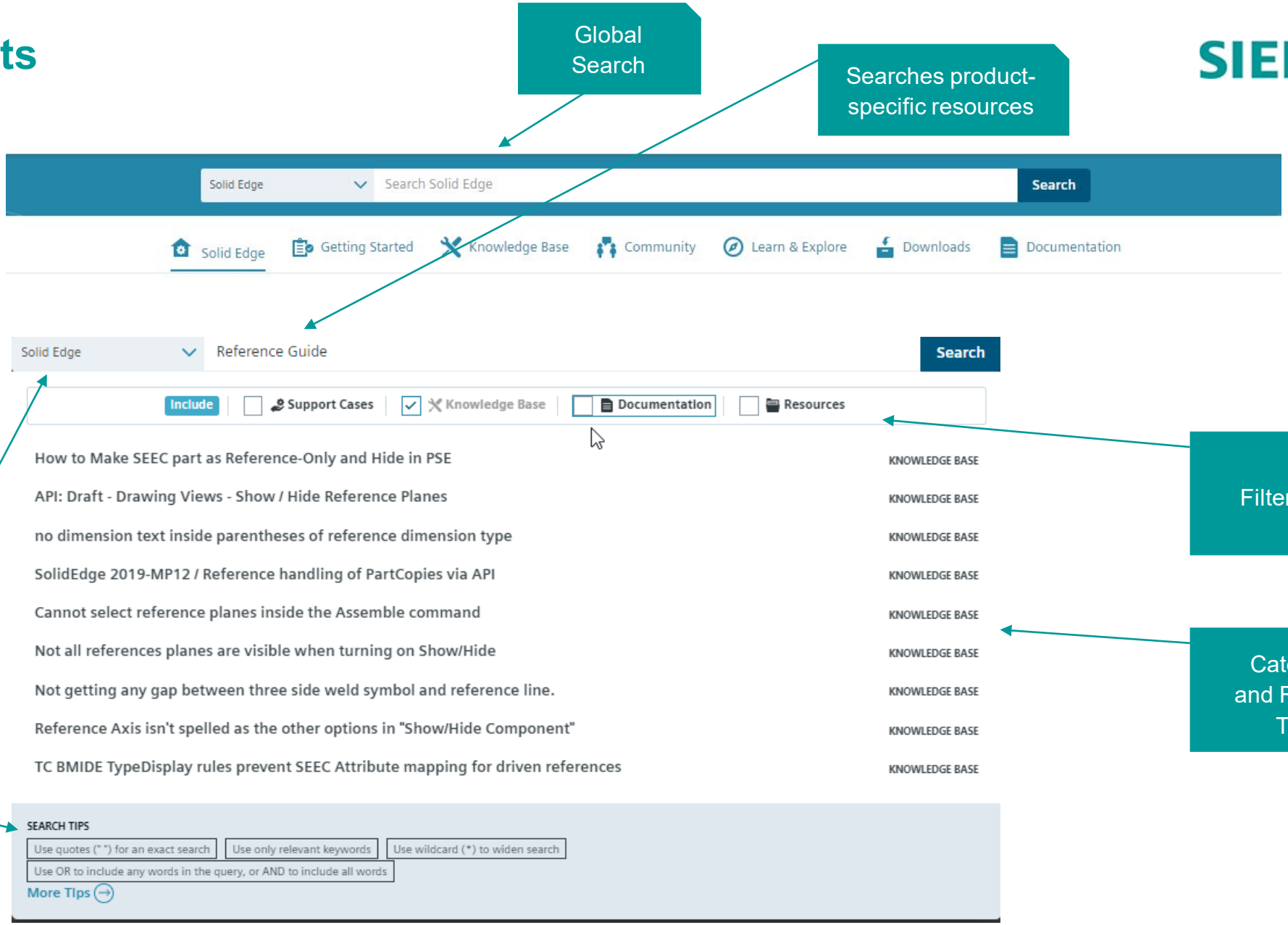
Search all of Support Center

Search only within product-specific pages



Focused Results

Search results focused on relevancy, performance and organization



Support Cases

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Support Cases for Challenging Issues

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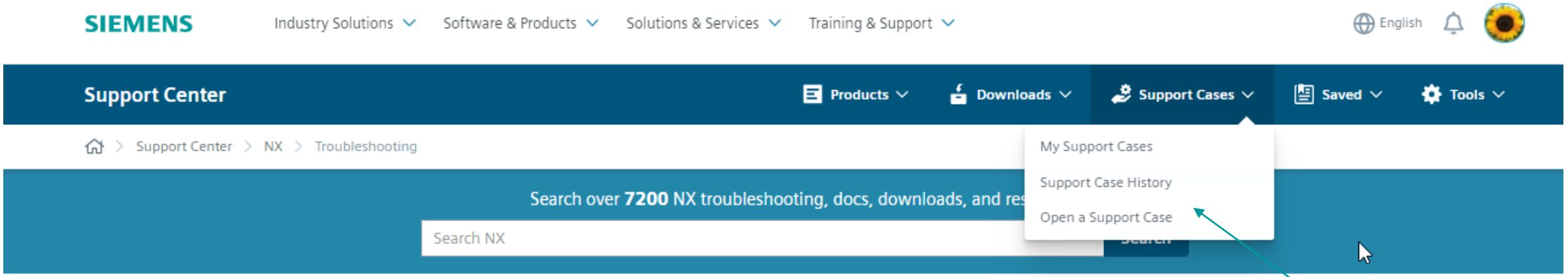
Support Cases can be conveniently opened from multiple locations on any Support Center page.



Access to support case management available at the top of each page

Opening a Support Case

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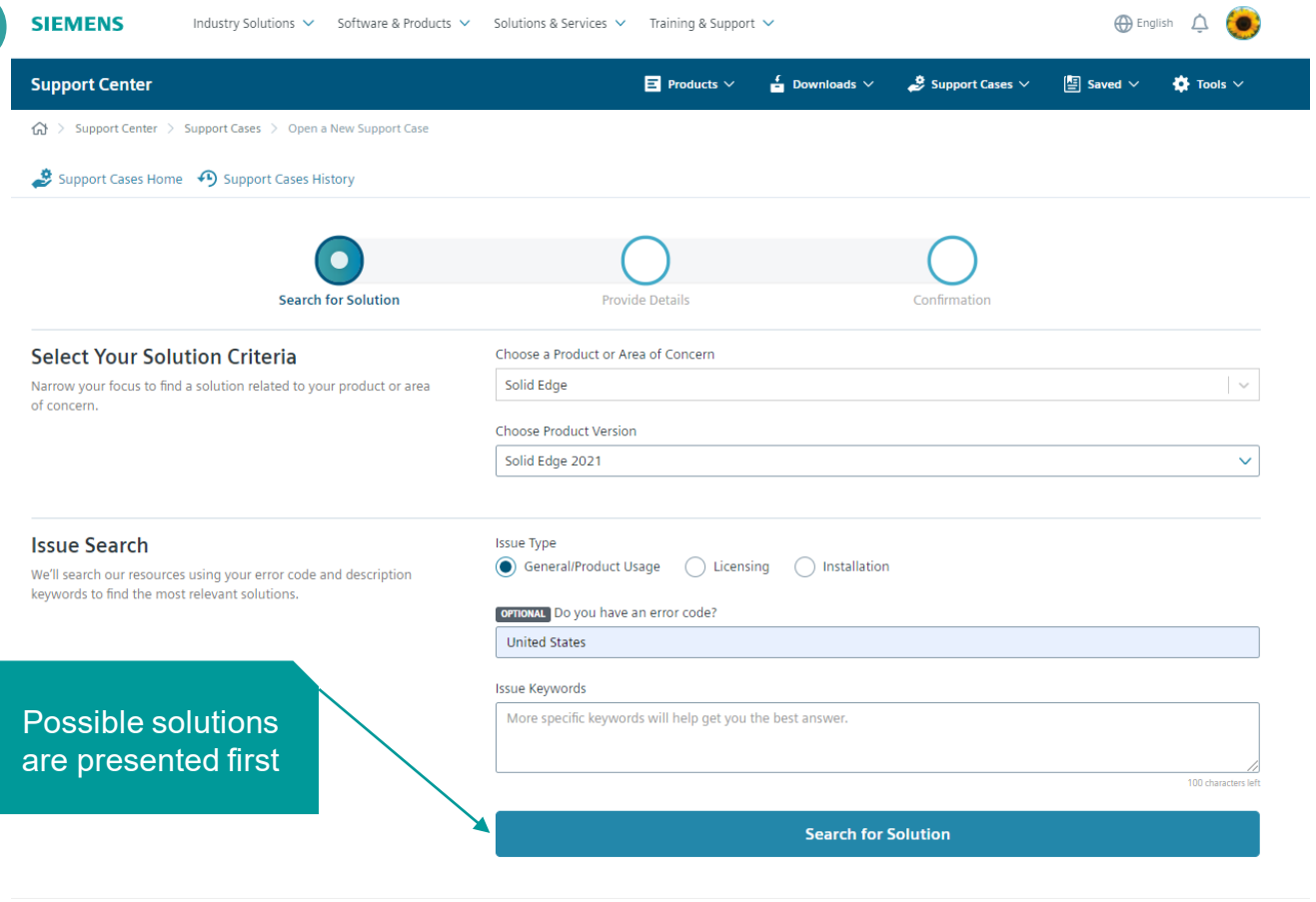
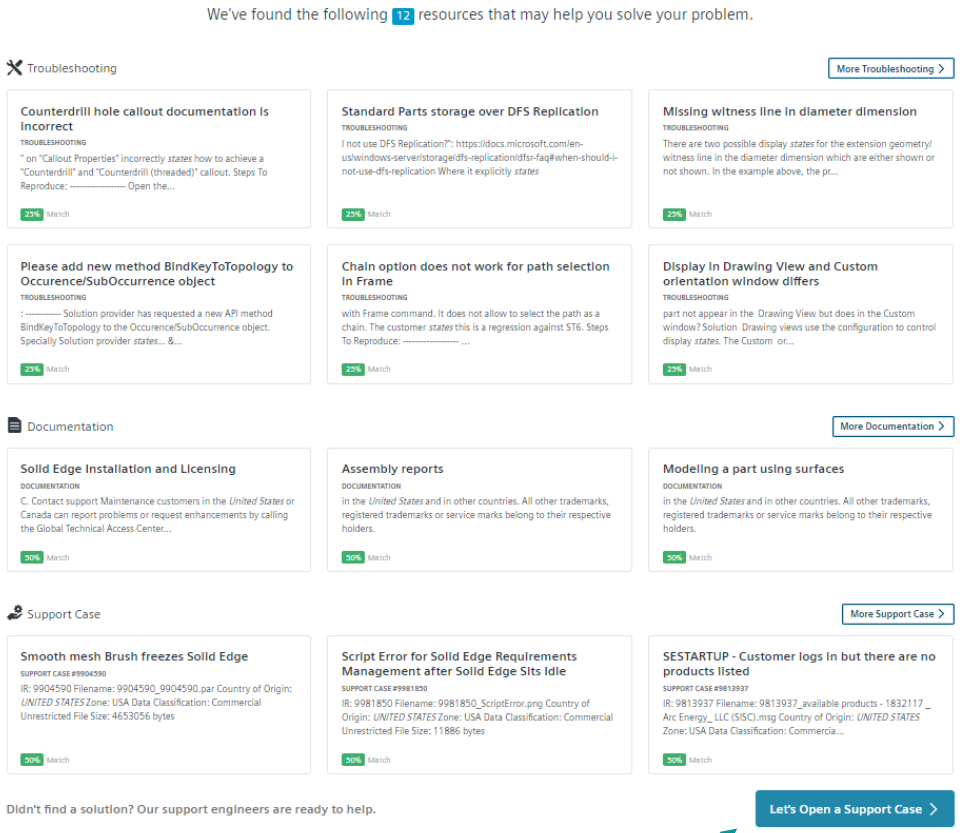
Solutions are often found in the first step of opening a Support Case, categorized by resource type

1



Possible solutions are presented first

2



To submit as Support Case

Completing the Support Case – Issue Details

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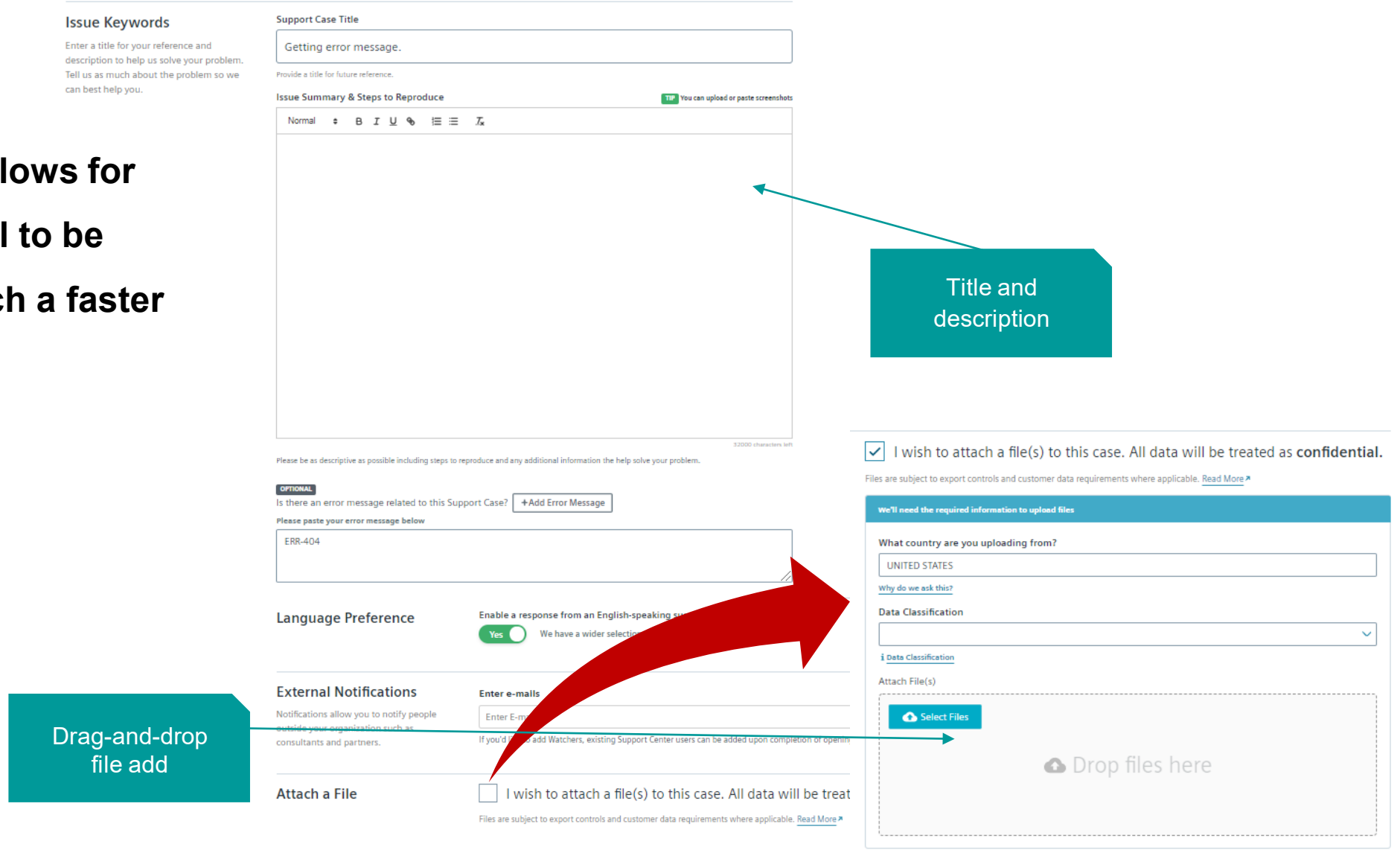
Support case form allows for comprehensive detail to be provided to help reach a faster resolution



Confirming the Support Case

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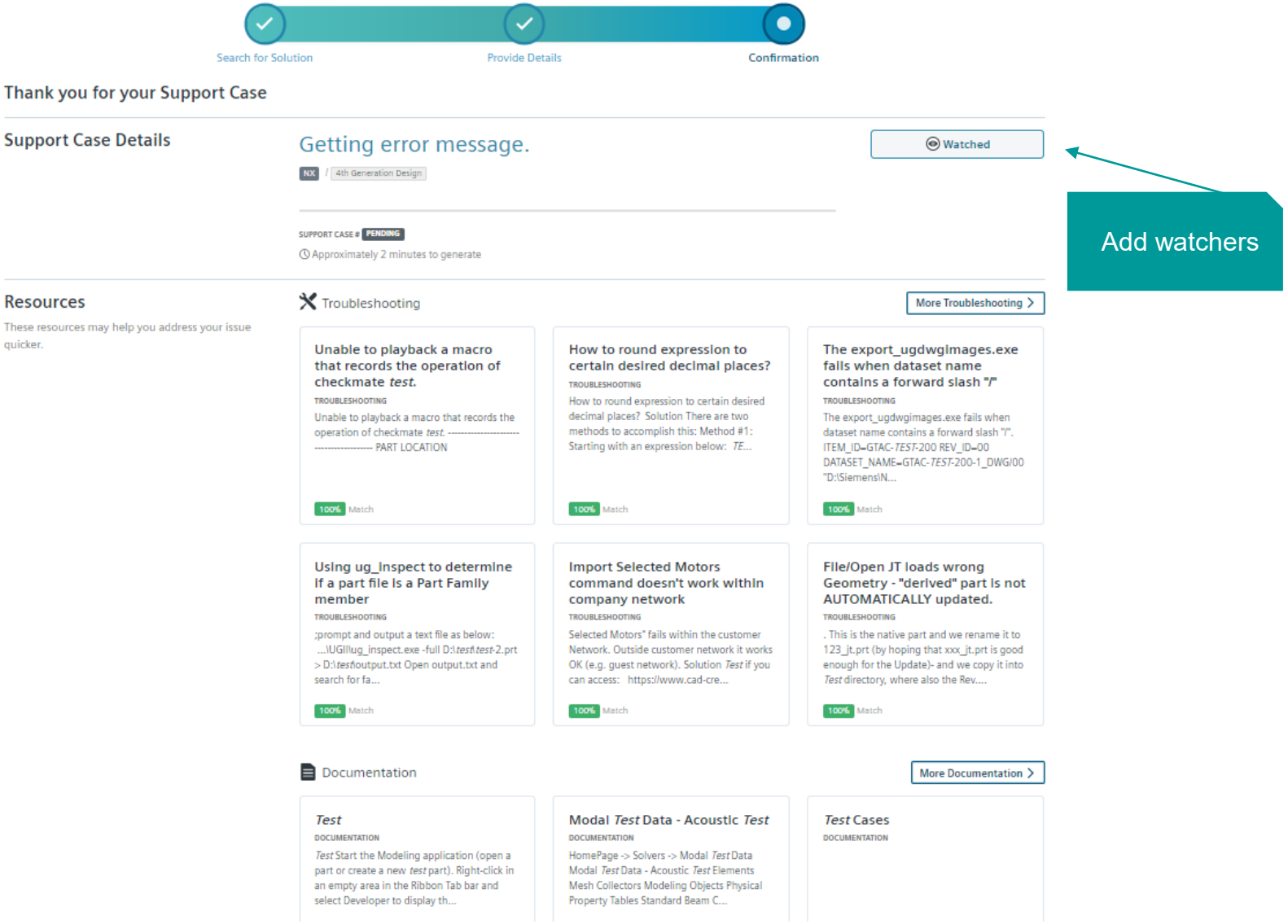
Once the support case is submitted, “watchers” can be manually added.

Watchers will receive an email notice each time there is activity on the case.

Individual users from your Customer can be added as a watcher.



Managing Support Cases

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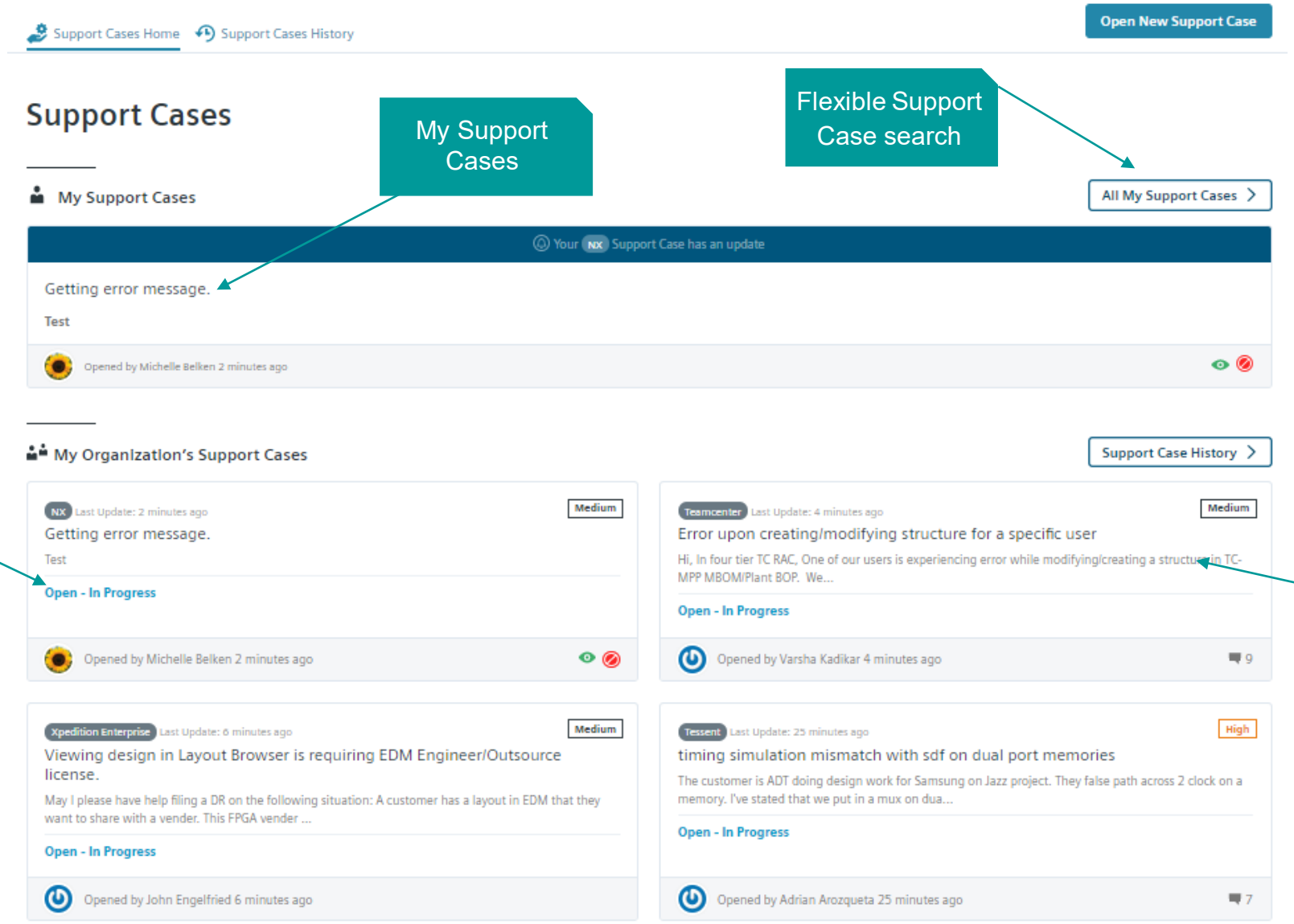
The support cases home page provides an overall view of your support cases



Support Case History

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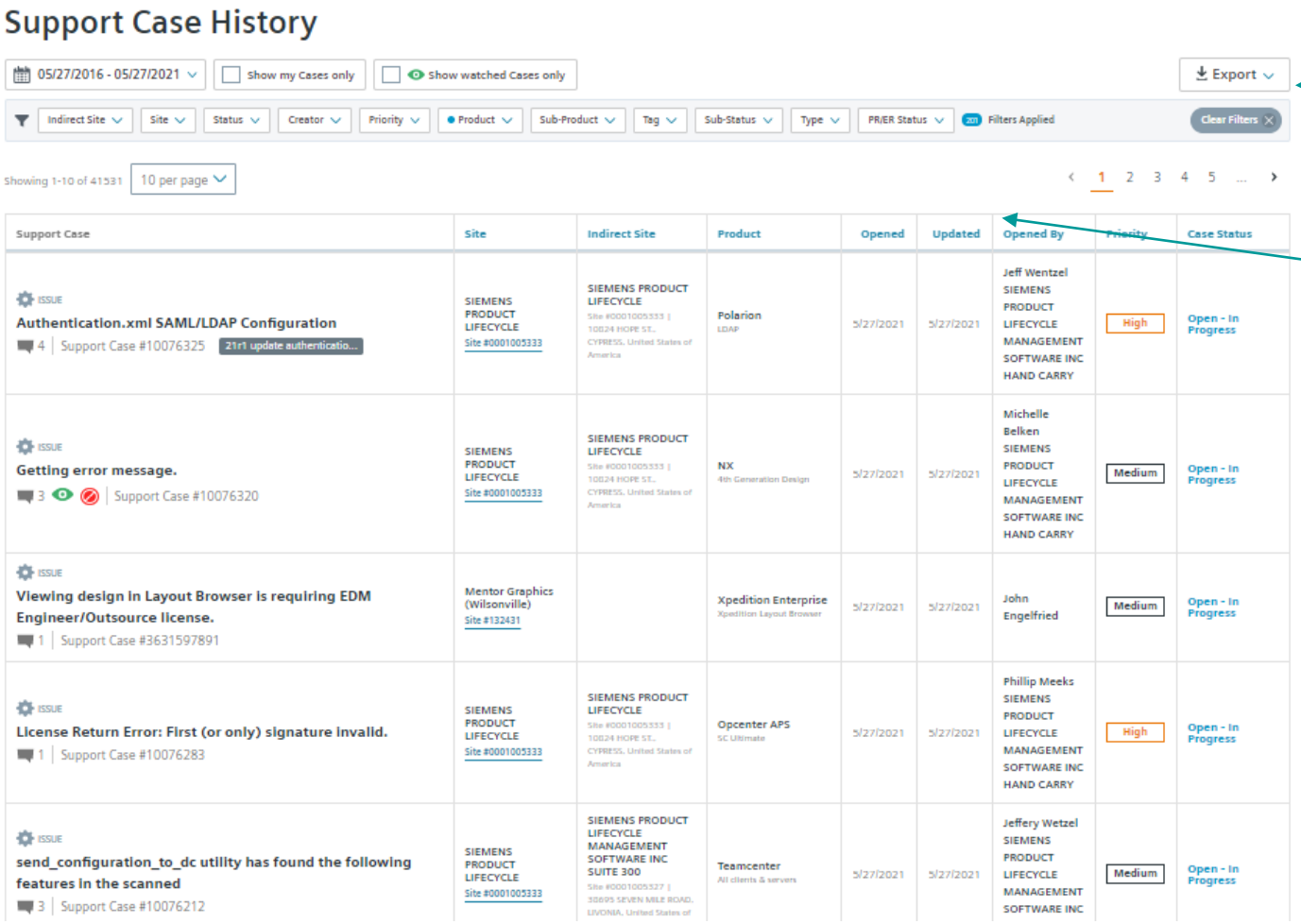
Thorough detail allows for immediate review or more detailed offline analysis



Adjustable look back timeframes and filtering options

Export in multiple formats

Important Case information clearly visible

Staying Informed About Support Cases

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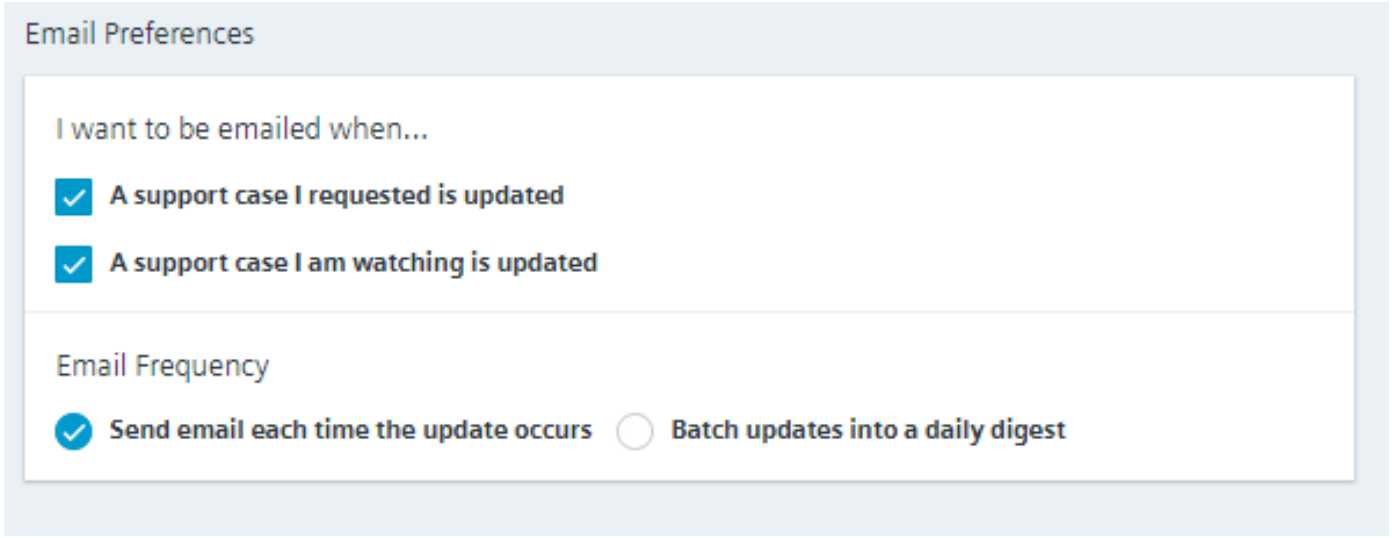
Multiple options provide flexibility for staying up-to-date on support cases



Account Center

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Account Center

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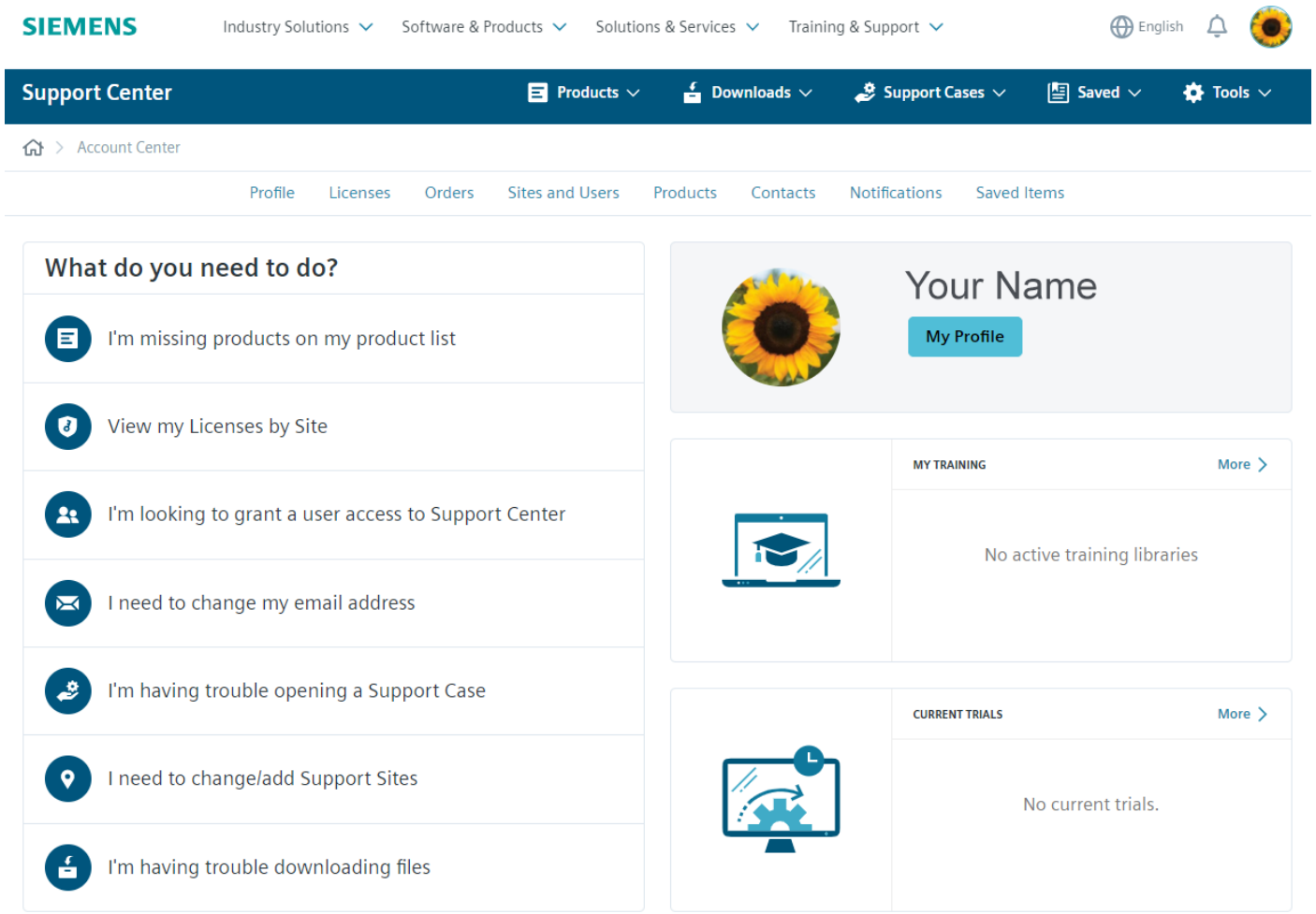
Centralized location for essential administrative resources to easily manage licenses, orders, sites, users, trials and more



Account Center

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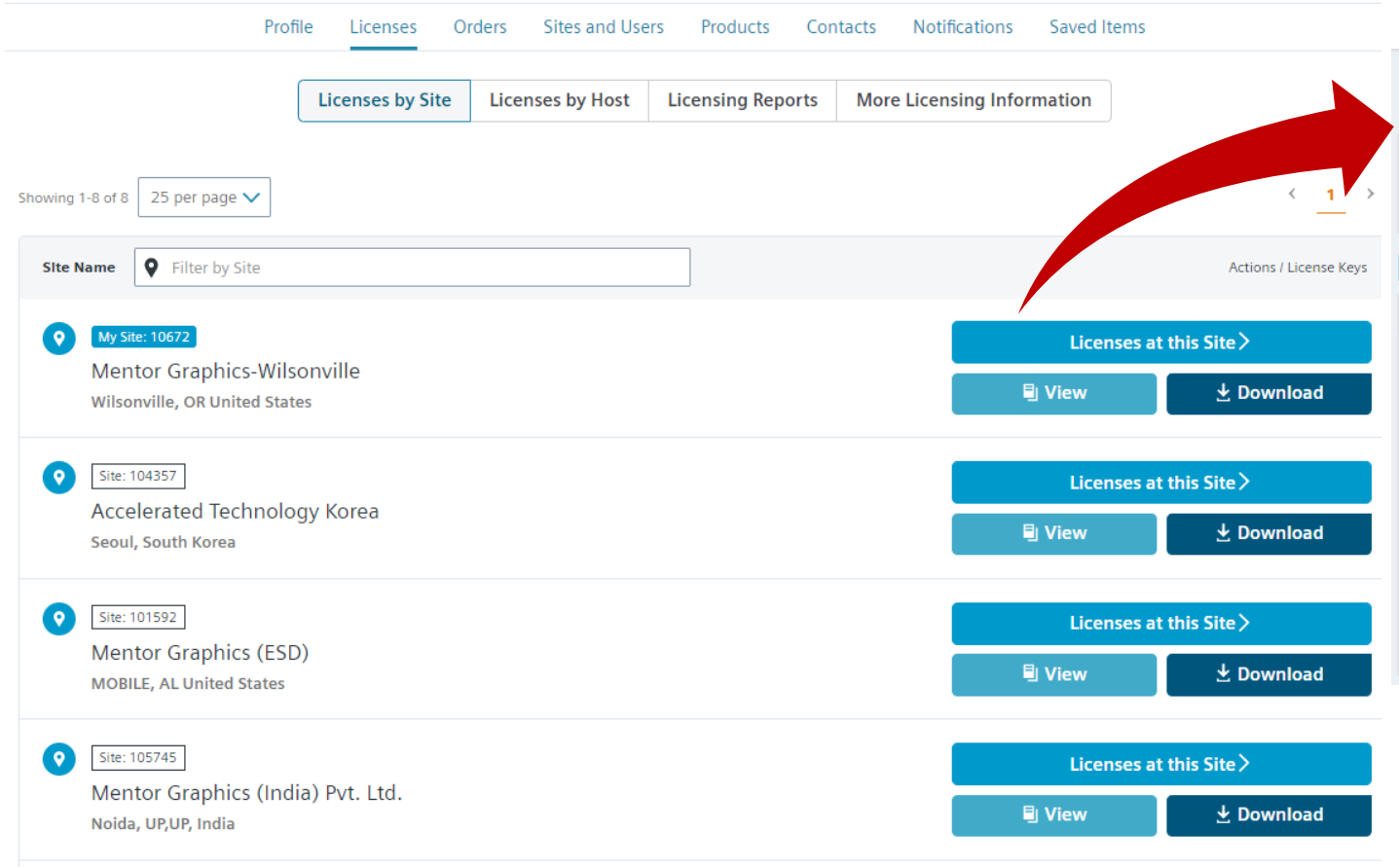
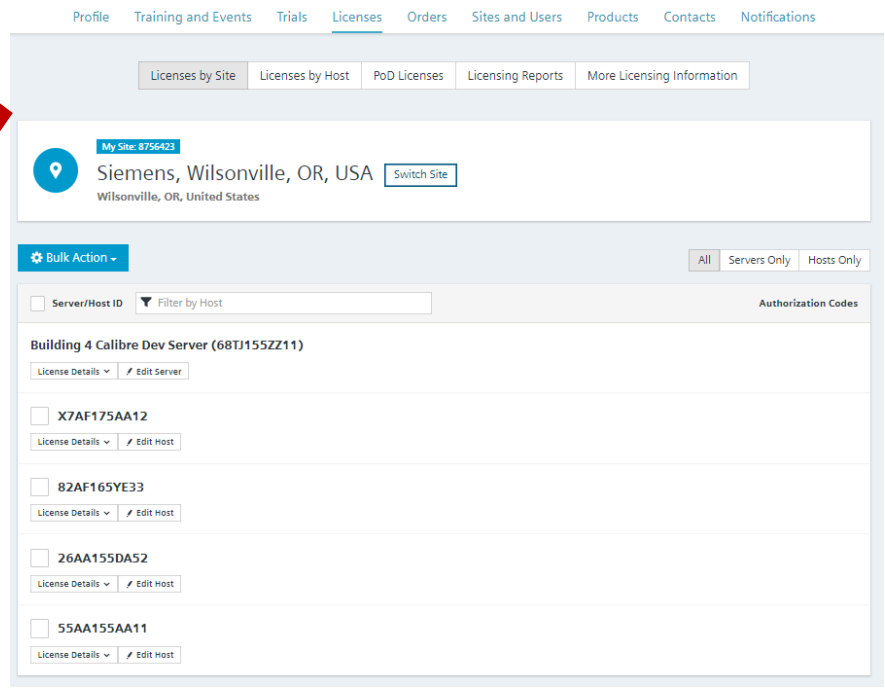
Comprehensive licensing information





Account Center

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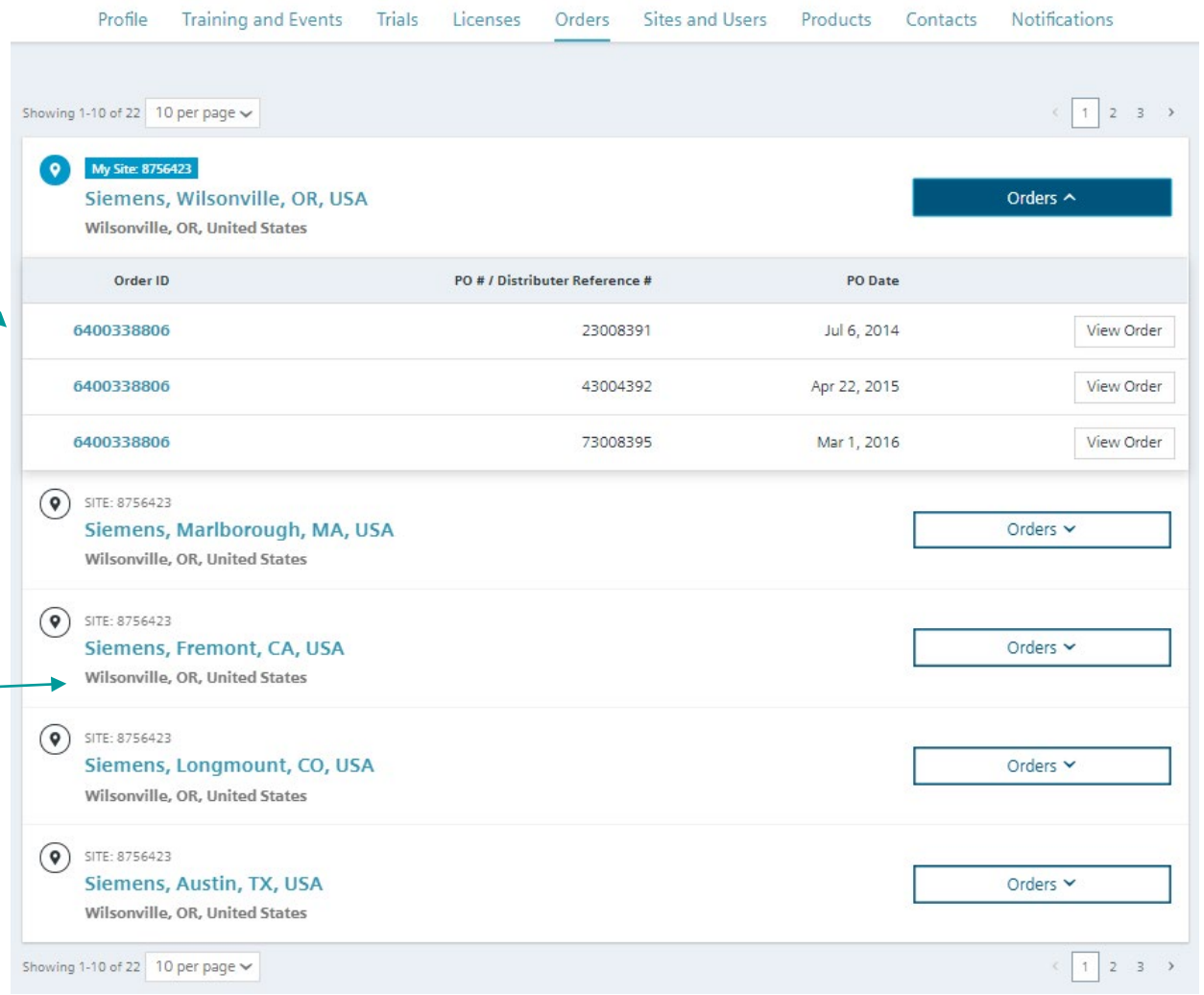
Complete order history

Expanded view to access detail of specific orders

Orders by site



Account Center

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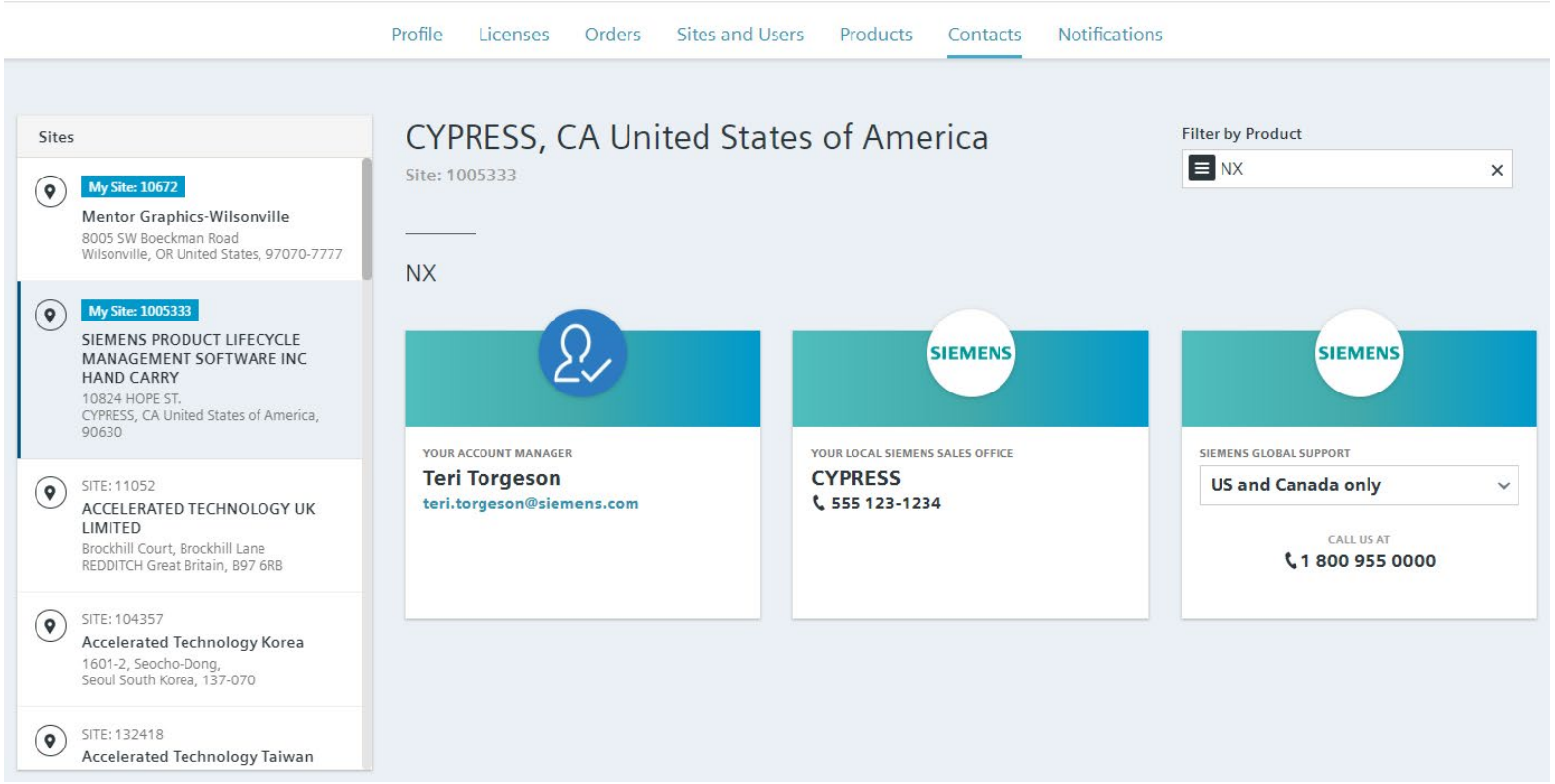
Account and Support contact information

Account and support contact details that are personalized to your product(s) preferences, site, and region



Account Center

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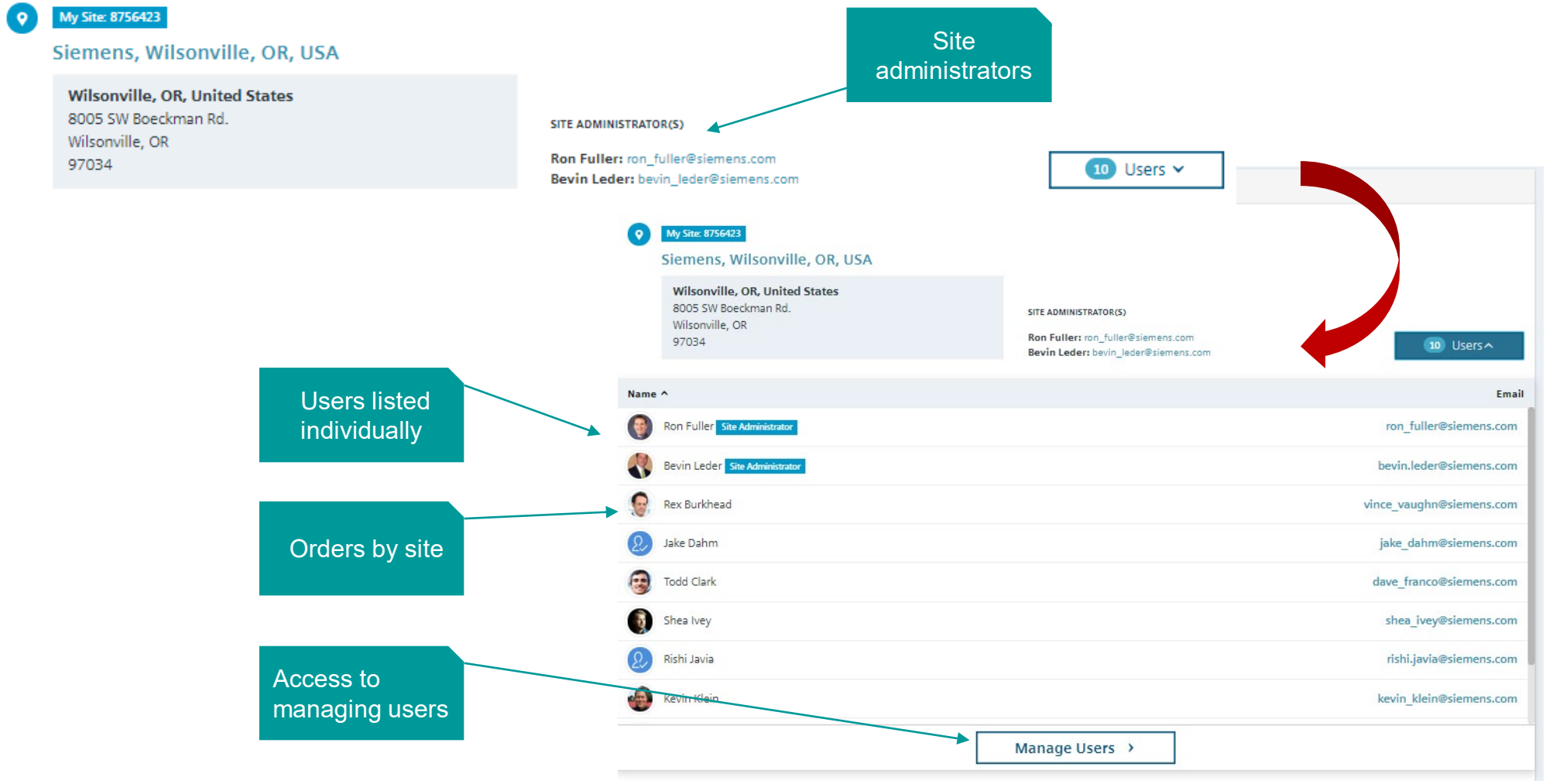
Flexible site and user management



Account Center

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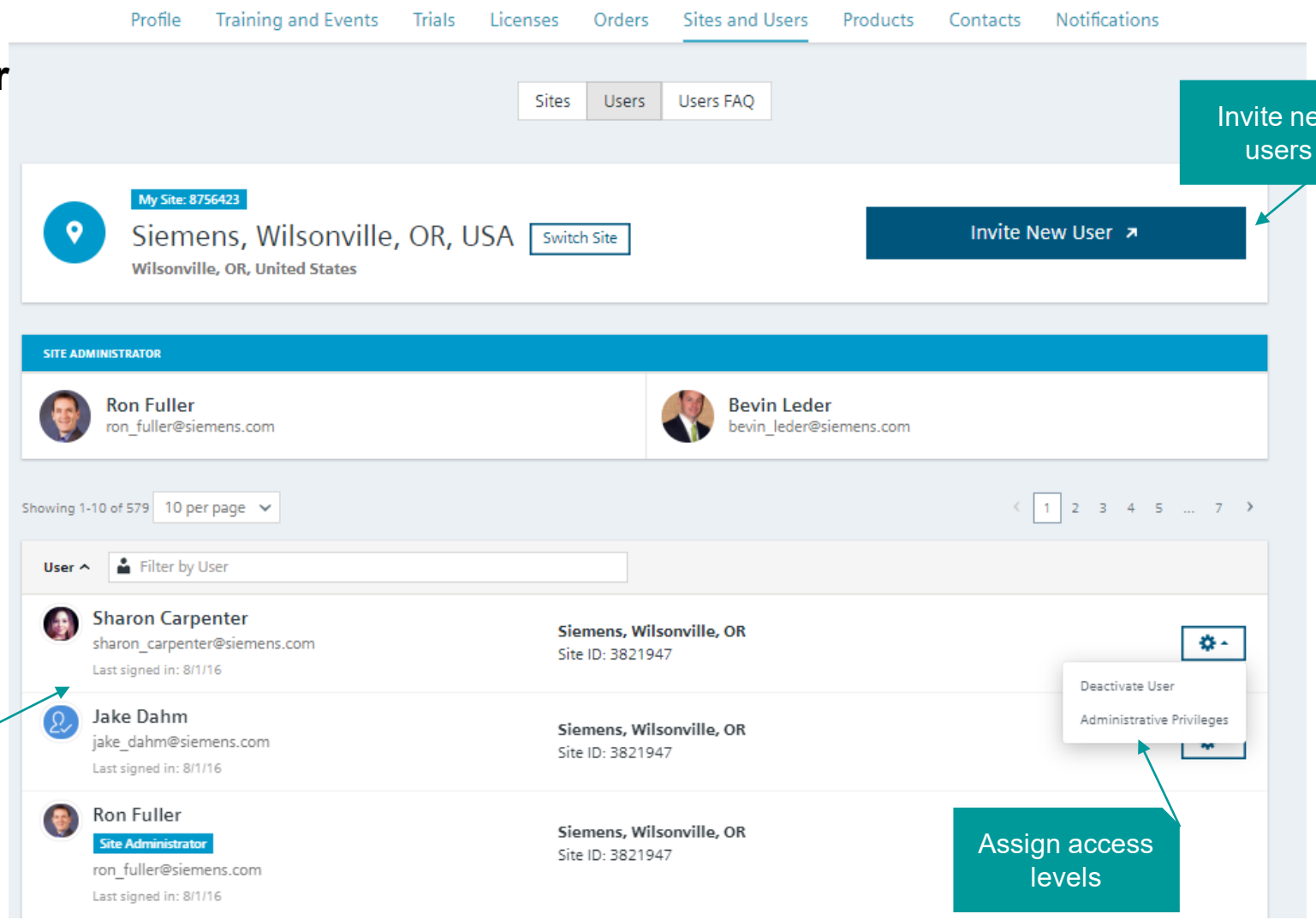
User management helps gather insight on Support Center use and extend invitations to others to register for Support Center



Summary

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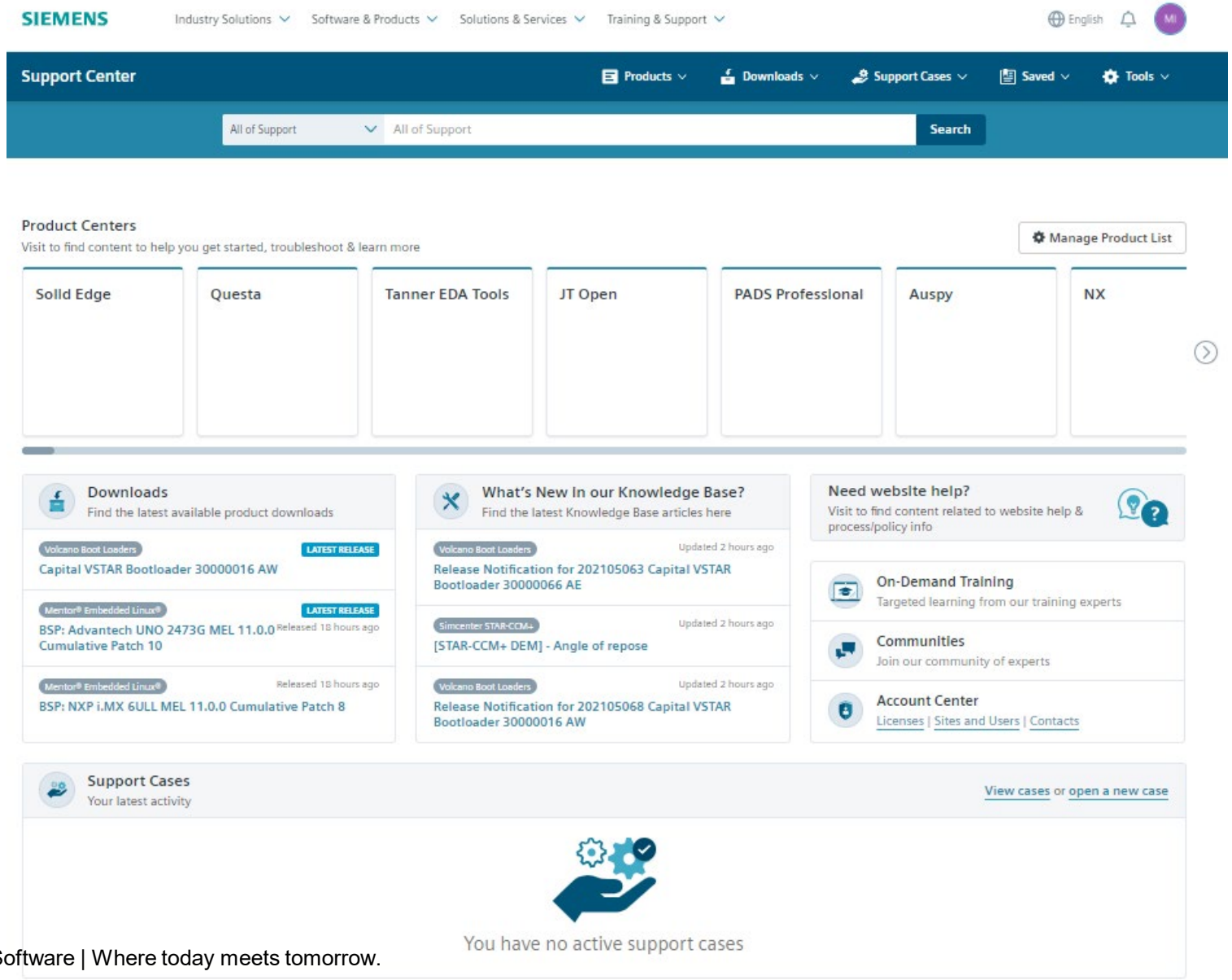
Customers have quick, personalized access to all the resources needed to maximize their product investment:

- **Troubleshoot technical issues**
- **Download latest releases**
- **Manage licensing**
- **Access comprehensive system administration resources**
- **Submit and manage support cases**