COMMSCOPE®

COMMSCOPE MY SUPPORT CUSTOMER PORTAL USER GUIDE

January 2022
Version 1.1

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Introduction

Welcome to the CommScope My Support Customer Portal User Guide. This document is a functional reference designed for new and existing users of the ***My Support Customer Portal*** who have a current support contract. This document describes the basic functionality of the tool including menu structure, and task-related procedures.

Features available on the Customer Portal include:

- Create and manage technical support cases based on your product line, level of support.
- Attach supporting documentation or files to Cases
- View updates on progress made on the case via portal comments
- Update and request closure of Cases
- View Entitlements

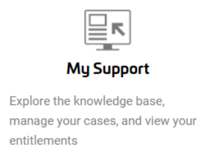
Access the Portal and Sign In

Access Portal

You can access the CommScope *My Support Customer Portal* in the following ways:

1. Go to https://www.commscope.com/contact-us/contact-arris/

   If you have access to the My Support Portal you will see under the Login In Required section, the My Support tile.

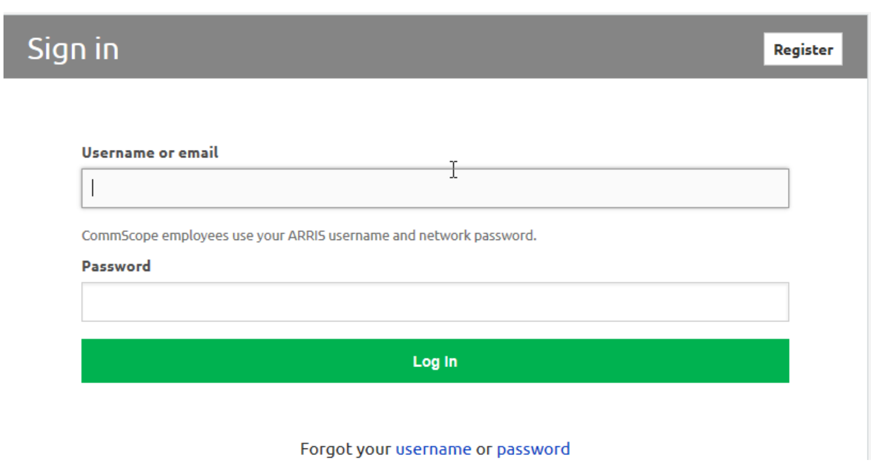
   Click on the tile 

2. Go directly to https://mysupport.commscope.com

   You will be asked to sign-on with your CommScope membership account.

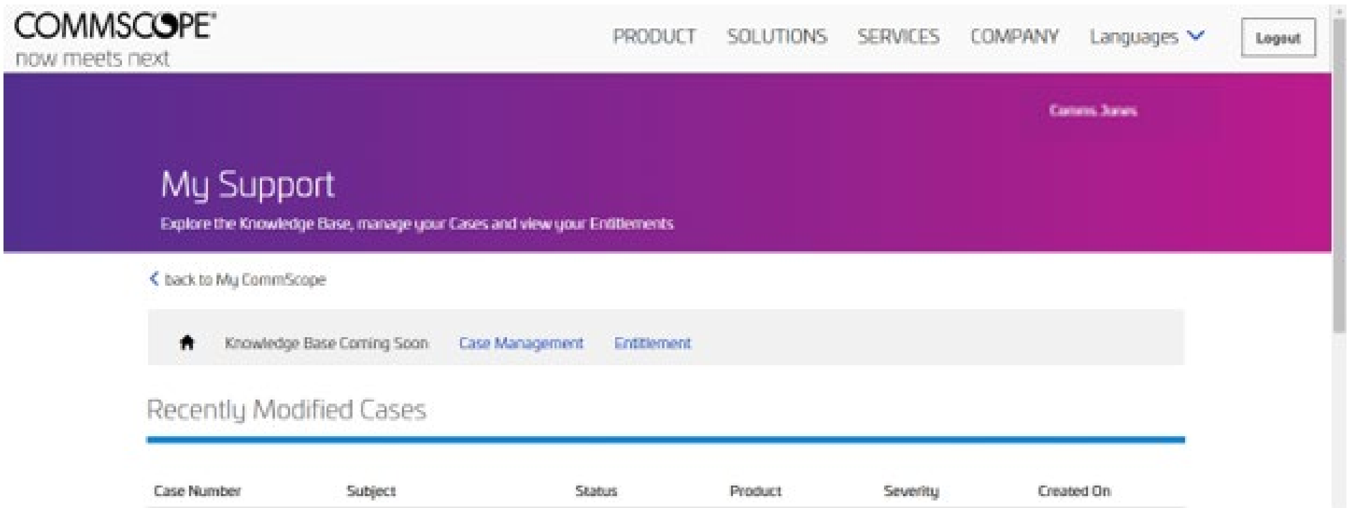
Sign In

With your CommScope Single-Sign On (SSO) Membership account, you may log in to the *My Support Customer Portal*, at the Sign In window. If you do not have an account, refer to the CommScope Membership Guide to create one. To access the CommScope Membership Guide, please go to https://www.commscope.com/contact-us/contact-arris/



Home Page

Immediately after you sign in, the Home Page appears.



Overview Header and Top Navigation Bar Section

- The Navigation bar has option for you to choose a language. My Support portal offers ten different languages (English, Spanish, German, French, Portuguese, Russian, Simplified Chinese, Traditional Chinese, Japanese, Korean) that will translate the portal column headings and field labels. Note: The data within the tables is not translated. If you entered from CommScope.com and selected a language, that language will follow you into the My Support portal.
- To log out of the Customer portal, simply click Logout at the top of the page.
- Your Customer Login In Name appears in the banner.

Overview Home Page

- Access to Case Management page and Entitlements page.
- The < back to MyCommScope will take you to the My CommScope page. On the My CommScope page, you can view the CommScope applications which you are entitled to, manage your CommScope membership profile, change your password, and request access to CommScope applications.
- The Home Page will display your recently modified cases.
- Knowledge Base Coming Soon. In the future, you will be able to view knowledge base articles that based type of support that you are entitled to.

Overview Case Management Page

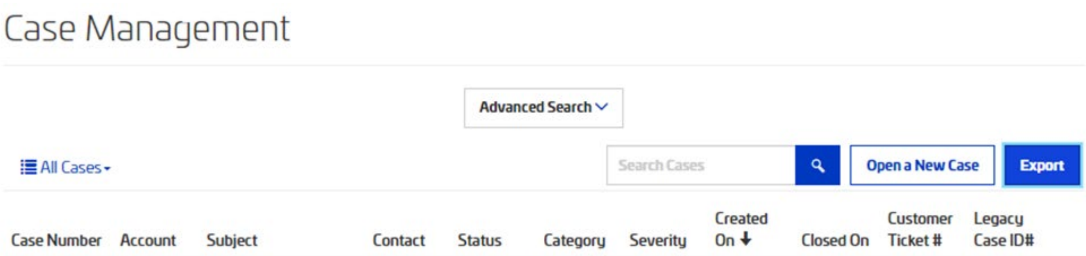
The Case Management page enables you to submit a new case and monitor present and past cases. Up to 10 cases are displayed in the view. If there are more than 10 cases, there is a next page feature. There is an Advanced Search to help you locate cases. To assist you with internal reporting needs, you can export the case list to a MS Excel (xlsx) file.

Overview Entitlements Page

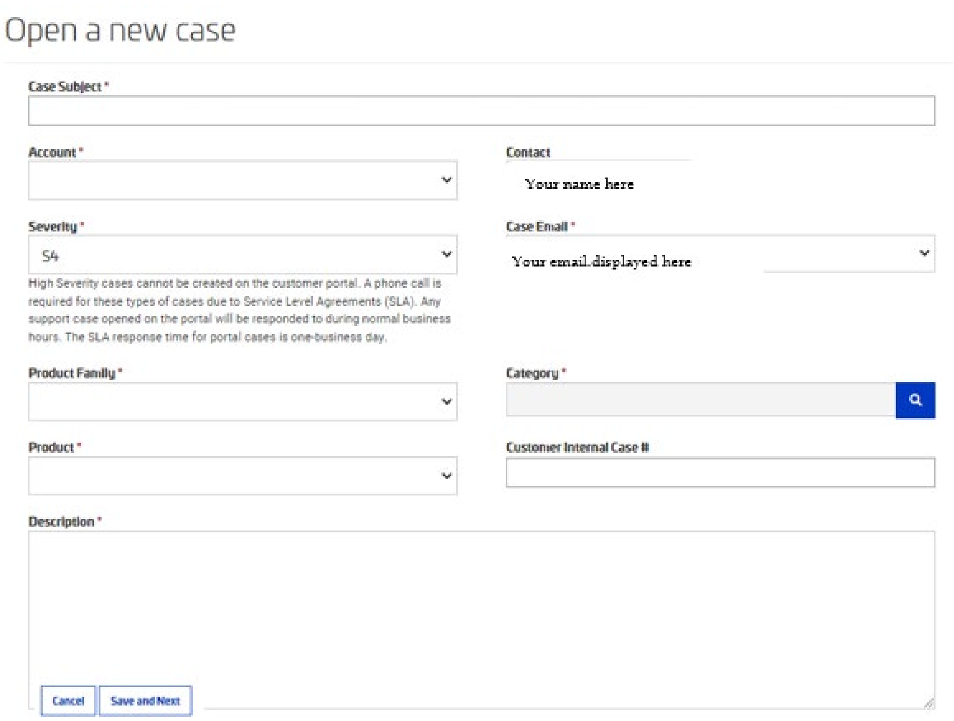
The Entitlements page allows you to view and lookup the status of your entitlement that define the type of support that you are entitled to.

Case Management: Create Case

1. Click *Open a New Case*



2. The Open a new case page opens up.



3. Complete the mandatory fields on the page.
   - **Case Subject**: Enter brief description of the issue or request
   - **Account:** Automatically populated. If you are a contact entitled to more than one account, the field drop down values will display accounts.
   - **Contact**: Field displays your name
   - **Severity:** Field defaults to S4, you may choose to select S3 from the drop down, if applicable. Only Severity 3 and Severity 4 cases may be created in the portal.

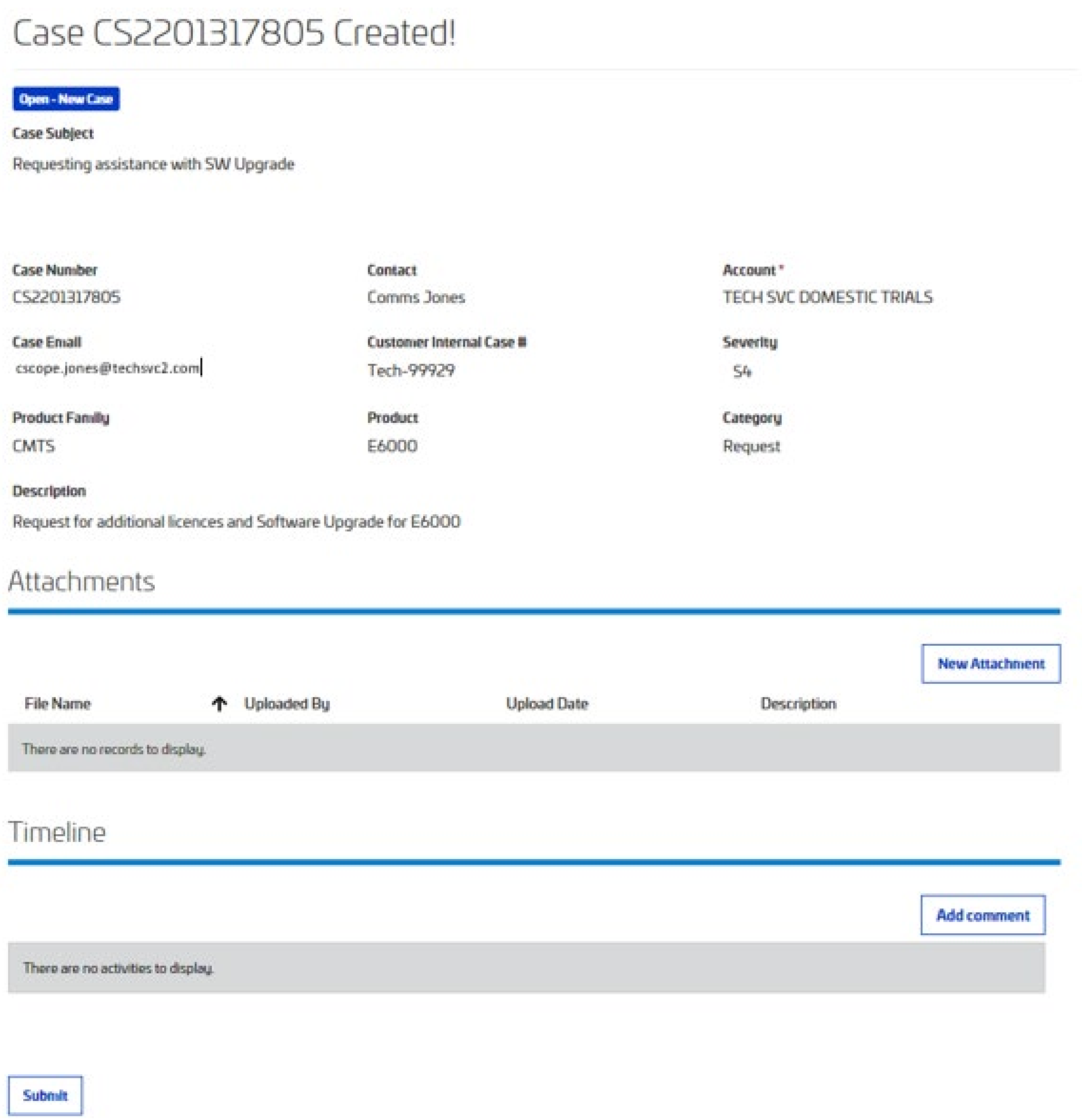
- **Case Email:** Your primary email defaults. If you have an alternate email, you may choose it from the drop down.
- **Product Family:** Drop down values field, displays the Product Family that is associated to the Products that your company has active support contract(s) for.
- **Product:** Drop down values displayed will be populated based on the Product Family or the service contract.
- **Category:** Lookup field.
    - Technical Support: To request assistance with product issue. (Default value)
    - RMA Request: Used to request a Return Material Authorization (RMA) for equipment return/replacement.
    - Request: Used to request documentation, feature request or training.
    - PMD (Post Mortem Dump): Used when requesting ARRIS Technical Support to determine why an ARRIS CMTS card, such as the E6000; reset occurred and the customer has PMD files that need to be analyzed. This case type should only be used when attaching PMD files to the case. In the My Support portal, you will attach your PMD files in the Attachments section of the case.

      As we transition to new My Support Portal, your PMD case type requests for CMTS products may take longer to process than normal. As we implement the My Support portal, our automated support procedures to process PMD case type requests for CommScope CMTS products will not initially be available and, our Technical Support team will be processing the PMD Requests manually. This may cause longer than normal response times. We will, however, send updates regarding your PMD Request within one to two business days. If you currently use Technical Support case type, and not PMD case type, to report PMD's there is no change expected.
- **Customer Internal Case #.** Enter your company internal case/ticket number.
- **Description:** Enter the appropriate information. Include as much detail as possible.

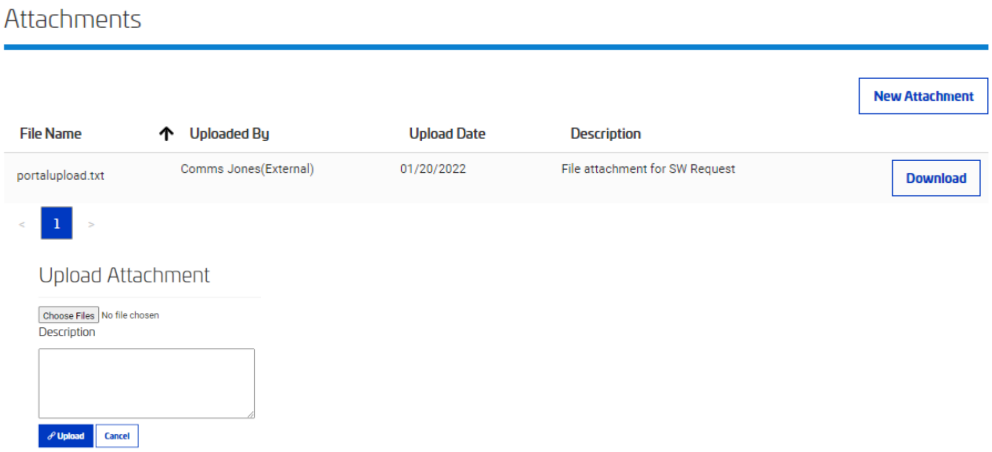
4. When finished completing information in the fields, click the Save and Next button.
    i. You may press Cancel and the information will not be saved, and you will be returned to the Case Management page.

5. The Case summary page appears with your Case Number displayed.

   You have the opportunity to review the information you entered for the case. You can upload attachments and add comments in the Timeline before submitting the case.

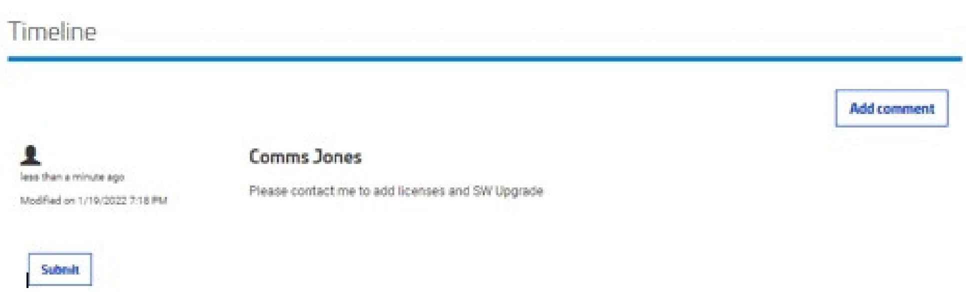


6. **Attachments** section – Click on New Attachment button. The Upload Attachment box appears, select Choose File. Key in Description. This is not required, but highly recommended that you add information. Press Upload. Message will display *File is uploading*. When complete, you are returned to the Attachments section which will display the attached file.



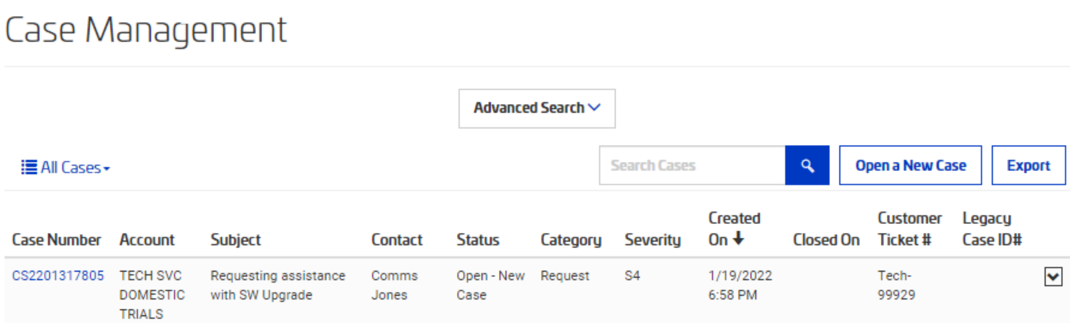
7. **Timeline** section– Click on Add comment button. The Add a Comment box appears. Enter your comment into the comment box and press Submit button.

Your comment appears in the Timeline.



8. **Submit** - When you have entered all of your Attachments and Comments. Press the Submit button.

9. Your case is displayed in the Case Management page.

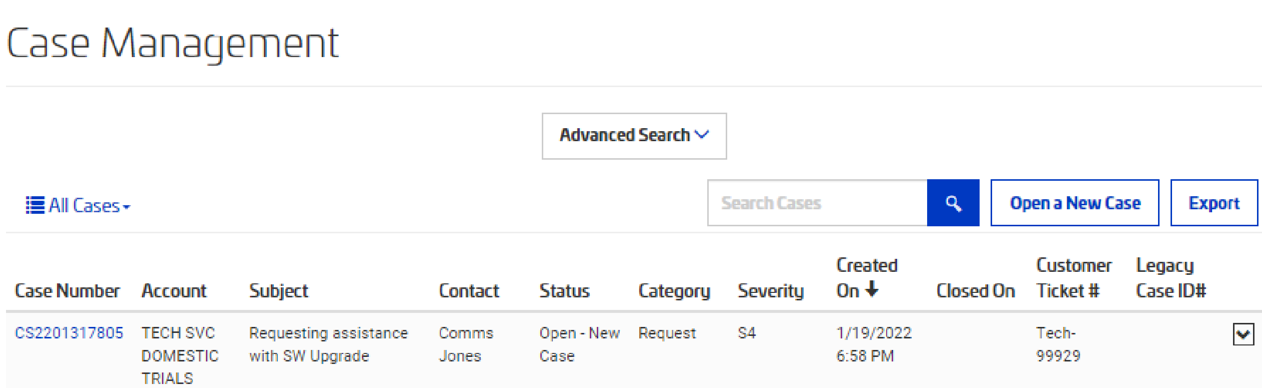


Once you submit the case, it is assigned to a member of the CommScope ARRIS Technical Support Team for processing. You can track the case updates and status in the portal.

Case Management: View and Update

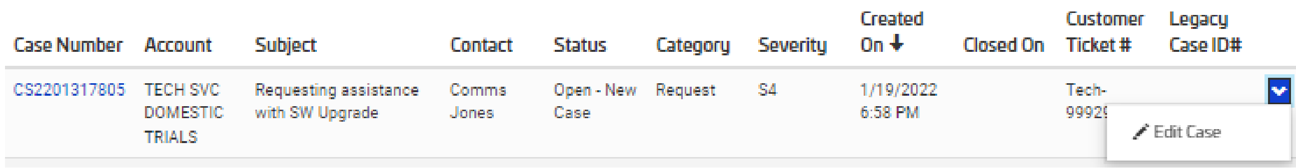
You can manage cases on the portal for which you are an entitled contact.

- Manage case
- Quick View
- Advanced Search is available for you to limit the search to particular areas of the Cases.
- Search Cases field will search for information within the Columns displayed in the cases table.
- Export Case List
- View Case Details including case communications and portal comments you submit on the case and portal comments from CommScope Technical Support.
- Case Number, Account, Subject, Contact, Status, Category, Severity, Created On, Closed On, Customer Ticket #, Legacy Case ID (legacy Ask ARRIS Case ID)
- The default view for the cases displayed is All Cases. You can click on the down arrow next to All Cases and choose to View Active Cases or Closed Cases.

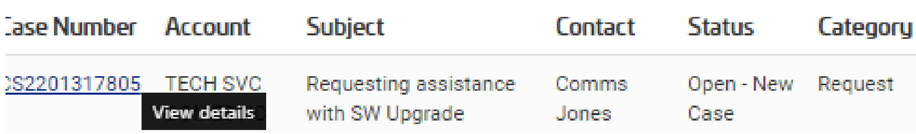


There are two ways to view case details and edit case.

Option 1: Click on the drop down arrow at the end of the row.

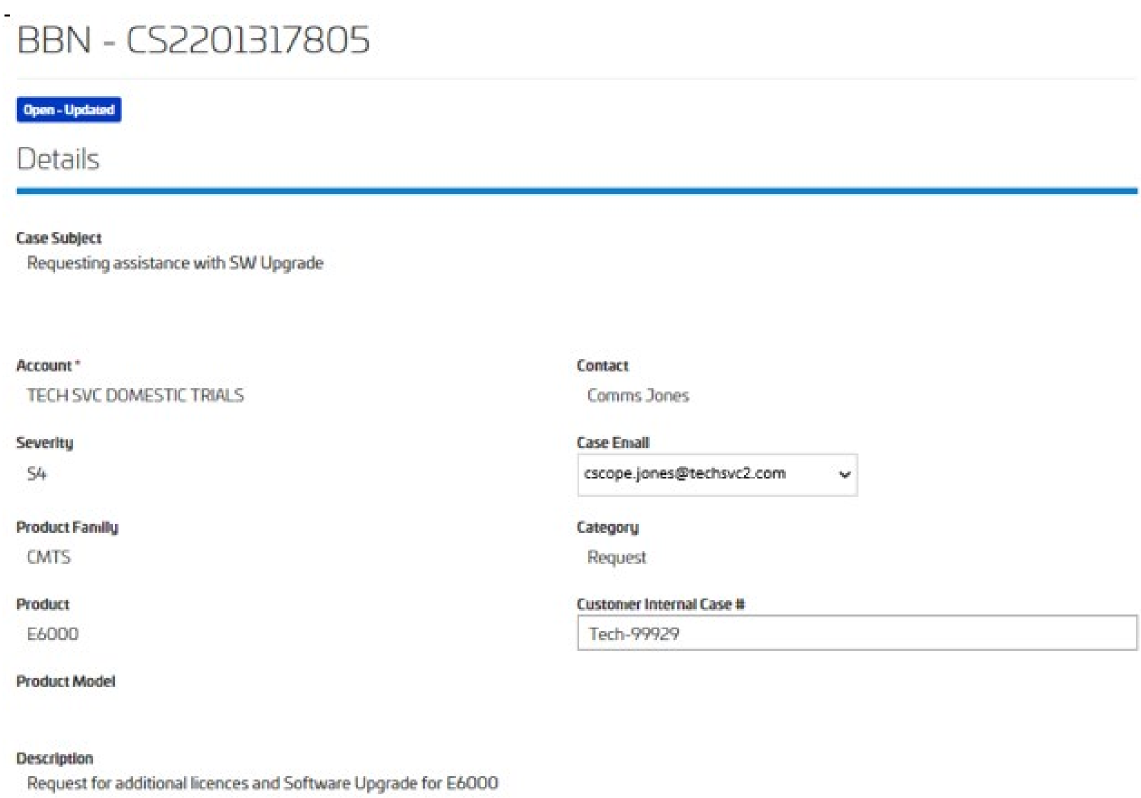


Option 2: Click on the blue highlighted Case Number.



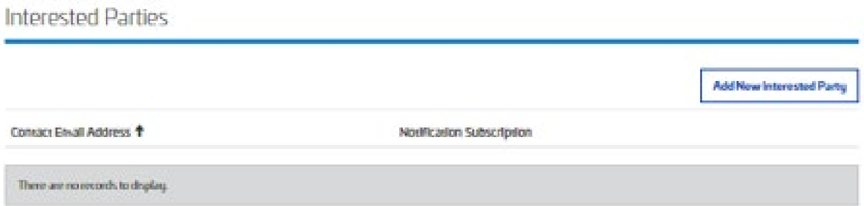
Either of these options will bring up Case page to allow you view and update your case under multiple sections – Details, Interested Parties, Email Messages, Comments.

Details section – View you case details. You may add or modify Customer Internal Case #.

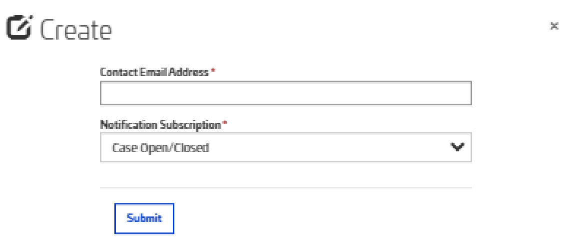


Interested Parties section – Add Interested Parties.

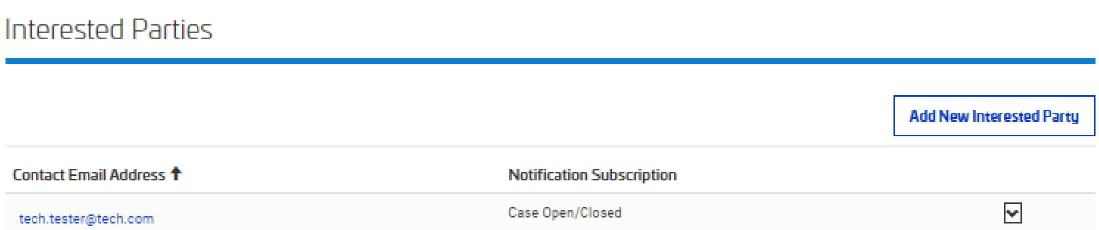
- Press Add New Interested Party button.



In Create box, enter email address of another contact that you would like to have case updates sent to. Email addresses entered are not validated as contacts to your company entitlements. (Note: You cannot add emails with commscope.com to interested parties) Press Submit button.

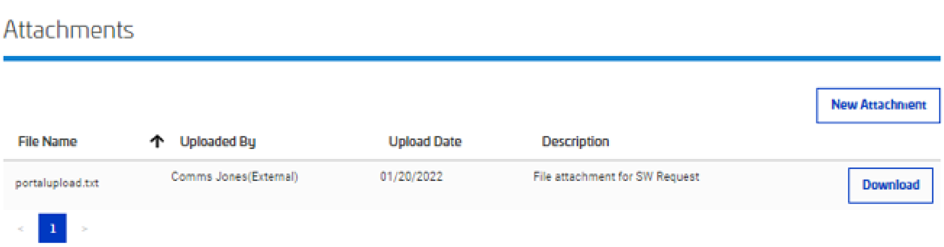


The Interested Parties section is updated.

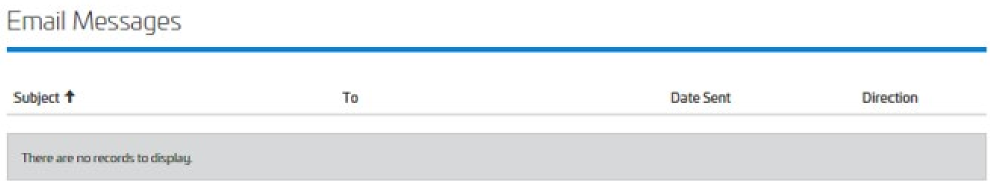


Attachments section – Upload files, download files.

- Press New Attachment to upload file
- Select File Name and press Download button

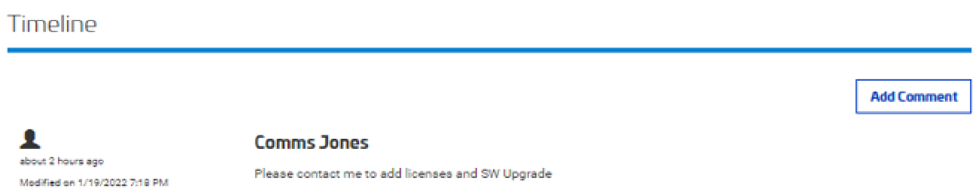


Email Messages section – Display email communications for your case



Timeline section – Displays portal comments.

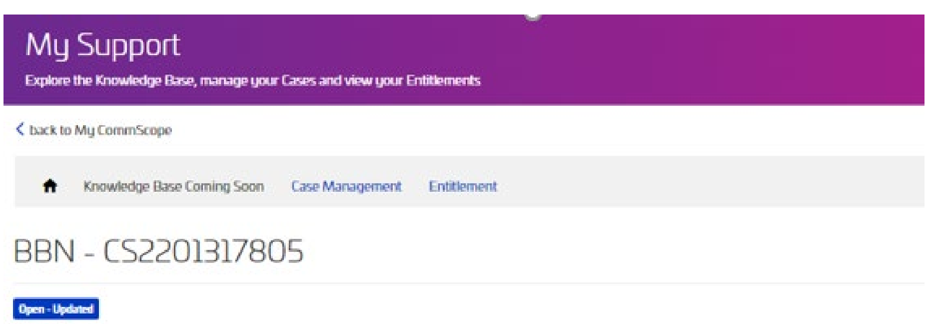
- Add Comment – Allows you to enter comment for your case.
- You will also view comments that CommScope Technical Support enters on your case.



When you are finished with updates to the case, the options to submit case updates to CommScope Technical Support are displayed.

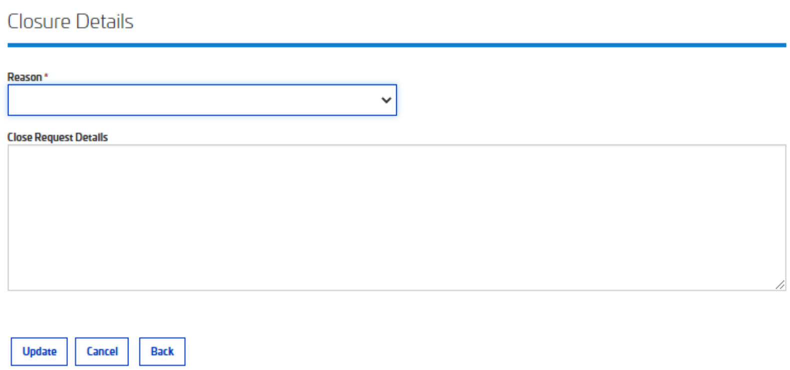
Update Case button -

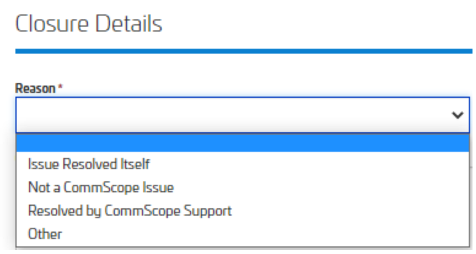
- Pressing Update Case button and your case is updated. The case is refreshed, and the status is changed to Open – Updated. CommScope Technical Support will receive case update.



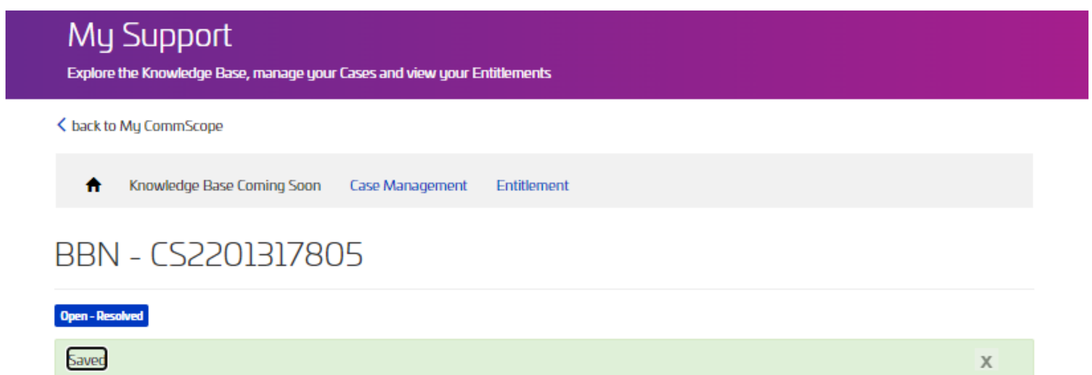
Back button **–** Pressing Back button returns you to the main Case Management page**.**

Request Close button– Pressing Request Close has the Close Details box appear. Reason field – drop down choices displayed. If Reason of "Other" is chosen," then the Close Request Details field must be completed. Press Update button.



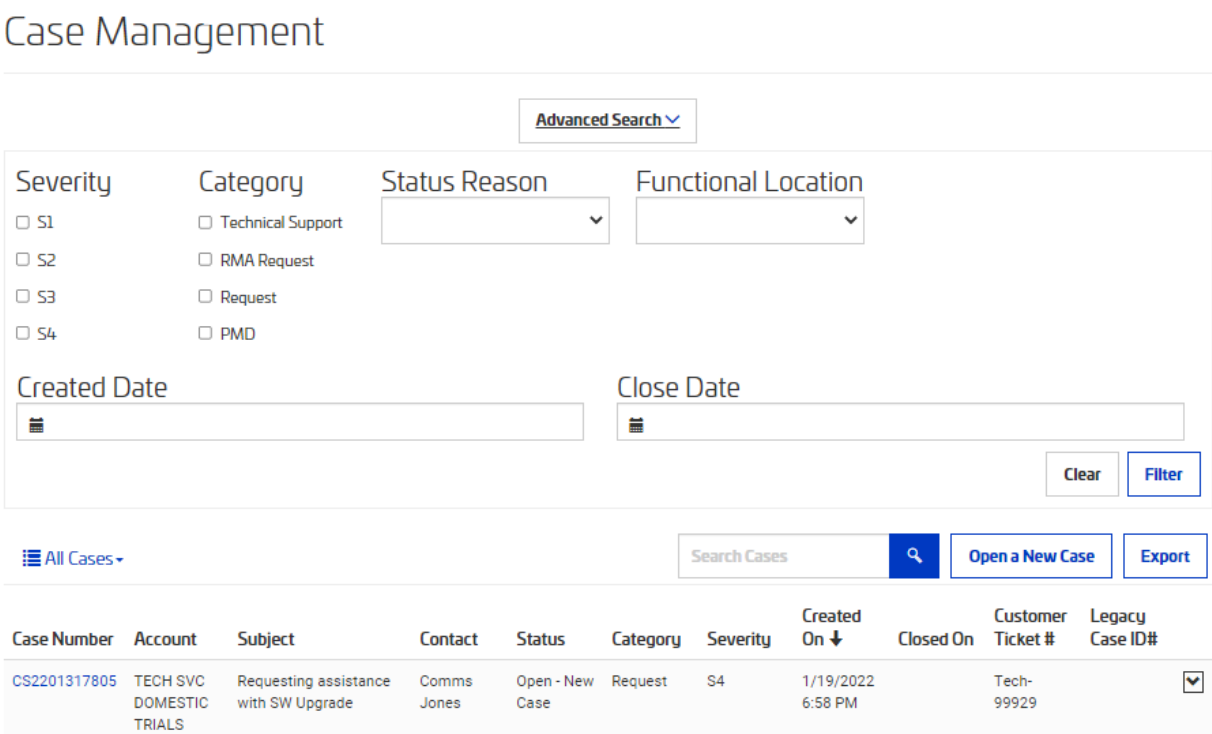


The case is saved, page is refreshed. Case status is changed to Open – Resolved.
The request for the case status change will be sent to CommScope Technical Support, who will review and officially set the case status to Closed status. Note: Once CommScope Technical Support sets the case Close status, you cannot request to re-open the case from the portal.



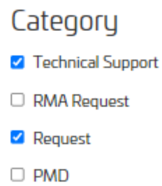
Using the Advanced Search

Click the Advanced Search and additional filters appear to help you navigate your search to the cases that you are allowed to view and manage on the portal.

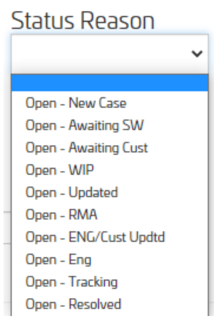


Filter by Severity: Check the applicable Severities you wish to filter case view.

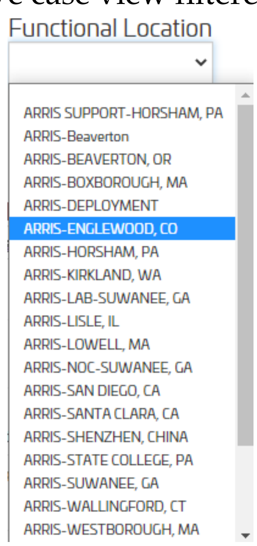
Filter by Category: Check boxes for applicable Categories you wish to filter case view.



Filter by Status Reason: (drop down allows you to choose one Status Reason to filter). The choices in the Status Reason are Active/Open Status. If you wish to view Closed status cases, use the Close Date field to filter.

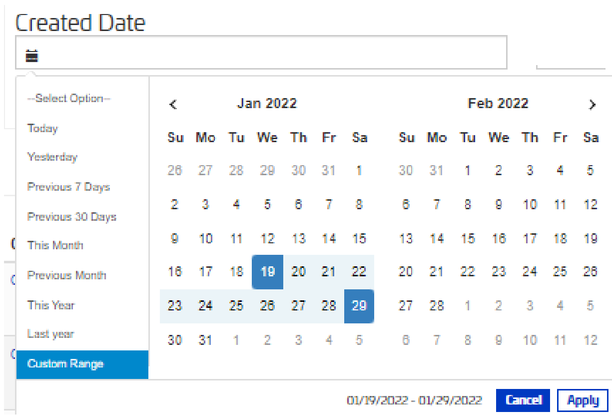


Filter by Functional Location**:** Drop down list shows the Functional Locations for the cases on the Accounts which you are entitled contact. You may choose one Functional Location from the values to have case view filtered for.



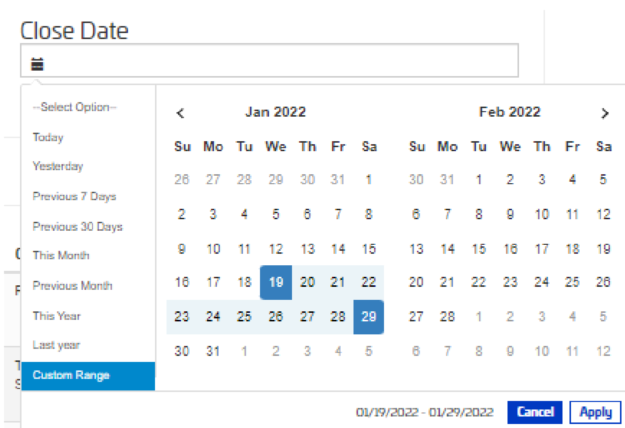
Filter by Created Date: Flexible filter options. You can select from Options in drop down including a custom range. For custom range – Click on first date you wish to filter as start date for cases created date, then click on second date in calendar for end date for cases created date.

Click Apply button to apply filter or Click Cancel to cancel out of Created Date filter.



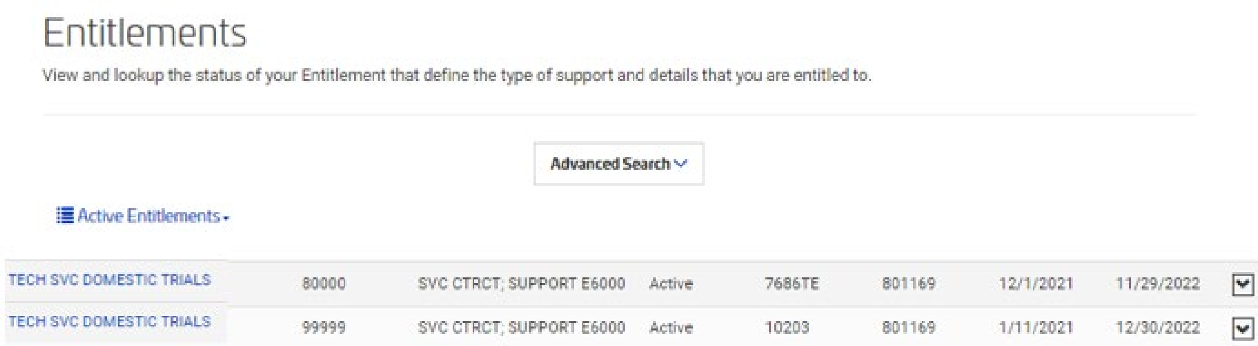
Filter by Closed Date: Flexible filter options. You can select from Options in drop down including a custom range. For custom range – Click on first date you wish to filter as start date for cases created date, then click on second date in calendar for end date for cases created date.

Click Apply button to apply filter or Click Cancel to cancel out of Created Date filter.



Entitlements: View

Default View is Active Entitlements.



You can view active and expired entitlements. Click the Active Entitlements. You can change filter to view All Entitlements or Inactive Entitlements.

Advanced Search. You can search by Start Date, End Date.