



# COMMSCOPE MY SUPPORT CUSTOMER PORTAL USER GUIDE

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## **Introduction**

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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

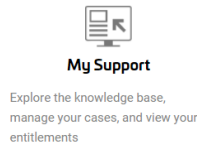
## Access the Portal and Sign In

### 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

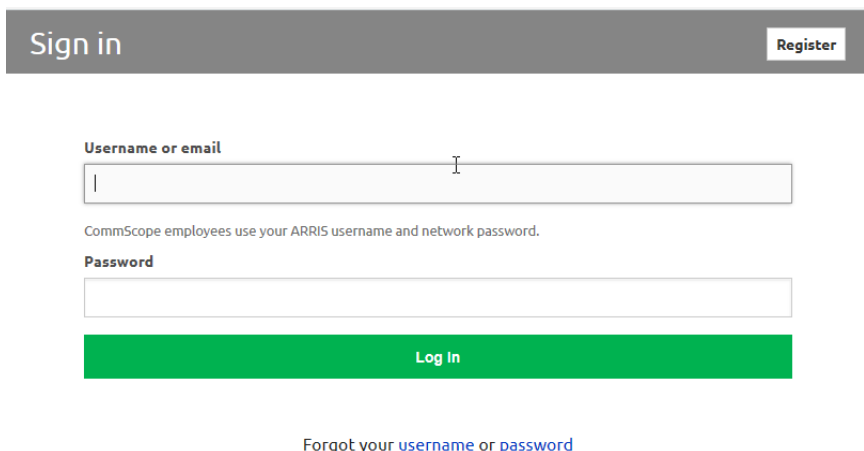
2. Go directly to <https://mysupport.commscope.com>

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

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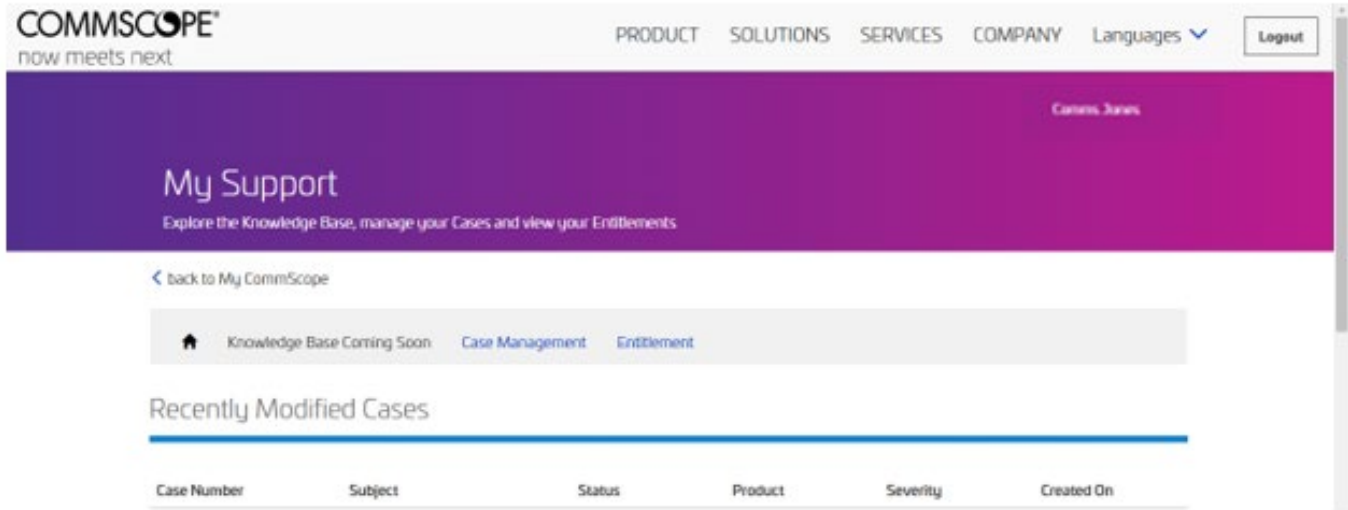
## Sign In

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/>

The image is a screenshot of a web page titled 'Sign in'. In the top right corner, there is a 'Register' button. Below the title, there are two input fields. The first is labeled 'Username or email' and contains a single vertical bar character. Below this field is a note: 'CommScope employees use your ARRIS username and network password.' The second input field is labeled 'Password'. Below the password field is a green button with the text 'Log in'. At the bottom of the page, there is a link that says 'Forgot your username or password'.

## 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*

### Case Management

The screenshot shows the 'Case Management' interface. At the top, there is an 'Advanced Search' dropdown menu. Below it, there is a navigation bar with 'All Cases' (indicated by a list icon), a 'Search Cases' input field with a magnifying glass icon, and two buttons: 'Open a New Case' and 'Export'. Below the navigation bar is a table header with the following columns: Case Number, Account, Subject, Contact, Status, Category, Severity, Created On (with a downward arrow), Closed On, Customer Ticket #, and Legacy Case ID#.

2. The Open a new case page opens up.

### Open a new case

The screenshot shows the 'Open a new case' form. It contains the following fields and elements:

- Case Subject \***: A text input field.
- Account \***: A dropdown menu.
- Severity \***: A dropdown menu with 'S4' selected. Below it is a note: "High Severity cases cannot be created on the customer portal. A phone call is required for these types of cases due to Service Level Agreements (SLA). Any support case opened on the portal will be responded to during normal business hours. The SLA response time for portal cases is one-business day."
- Product Family \***: A dropdown menu.
- Product \***: A dropdown menu.
- Description \***: A large text area.
- Contact**: A text input field with the placeholder text "Your name here".
- Case Email \***: A text input field with the placeholder text "Your email displayed here".
- Category \***: A search input field with a magnifying glass icon.
- Customer Internal Case #**: A text input field.
- At the bottom left, there are two buttons: "Cancel" and "Save and Next".

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.

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- **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.

### Case CS2201317805 Created!

[Open - New Case](#)

**Case Subject**  
Requesting assistance with SW Upgrade

<b>Case Number</b> CS2201317805	<b>Contact</b> Comms Jones	<b>Account *</b> TECH SVC DOMESTIC TRIALS
<b>Case Email</b> cscope.jones@techsvc2.com	<b>Customer Internal Case #</b> Tech-99929	<b>Severity</b> S4
<b>Product Family</b> CMTS	<b>Product</b> E6000	<b>Category</b> Request

**Description**  
Request for additional licences and Software Upgrade for E6000

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#### Attachments

[New Attachment](#)

File Name	↑ Uploaded By	Upload Date	Description
There are no records to display.			

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#### Timeline

[Add comment](#)

There are no activities to display.

[Submit](#)

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- 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.

## Attachments

The screenshot shows the Attachments section with a table of attachments and an upload form below it.

File Name	Uploaded By	Upload Date	Description
portalupload.txt	Comms Jones(External)	01/20/2022	File attachment for SW Request

Below the table is an "Upload Attachment" form with a "Choose Files" button, a "Description" text area, and "Upload" and "Cancel" buttons.

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

## Timeline

The screenshot shows the Timeline section with an "Add comment" button and a message: "There are no activities to display." Below this is an "Add a Comment" modal box with a "Comment" text area and "Submit" and "Cancel" buttons.

Your comment appears in the Timeline.

## Timeline

The screenshot shows the Timeline section with an "Add comment" button and a comment by "Comms Jones" that says "Please contact me to add licenses and SW Upgrade". The comment is timestamped "less than a minute ago" and "Modified on 1/19/2022 7:18 PM". There is a "Submit" button below the comment.

- 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.

## Case Management

The screenshot shows the Case Management interface. At the top, there is an 'Advanced Search' dropdown menu. Below it, on the left, is a menu for 'All Cases' with a dropdown arrow. In the center, there is a 'Search Cases' input field with a magnifying glass icon. To the right of the search field are two buttons: 'Open a New Case' and 'Export'. Below these elements is a table with the following columns: Case Number, Account, Subject, Contact, Status, Category, Severity, Created On (with a downward arrow), Closed On, Customer Ticket #, and Legacy Case ID# (with a dropdown arrow). A single row of data is visible in the table.

Case Number	Account	Subject	Contact	Status	Category	Severity	Created On ↓	Closed On	Customer Ticket #	Legacy Case ID#
CS2201317805	TECH SVC DOMESTIC TRIALS	Requesting assistance with SW Upgrade	Comms Jones	Open - New Case	Request	S4	1/19/2022 6:58 PM		Tech- 99929	▼

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.

## Case Management

This is a duplicate of the screenshot above, showing the Case Management interface with the same search controls and table of cases.

Case Number	Account	Subject	Contact	Status	Category	Severity	Created On ↓	Closed On	Customer Ticket #	Legacy Case ID#
CS2201317805	TECH SVC DOMESTIC TRIALS	Requesting assistance with SW Upgrade	Comms Jones	Open - New Case	Request	S4	1/19/2022 6:58 PM		Tech- 99929	▼

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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.

Case Number	Account	Subject	Contact	Status	Category	Severity	Created On ↓	Closed On	Customer Ticket #	Legacy Case ID#
CS2201317805	TECH SVC DOMESTIC TRIALS	Requesting assistance with SW Upgrade	Comms Jones	Open - New Case	Request	S4	1/19/2022 6:58 PM		Tech-99929	

▼  
Edit Case

Option 2: Click on the blue highlighted Case Number.

Case Number	Account	Subject	Contact	Status	Category
<a href="#">CS2201317805</a>	TECH SVC	Requesting assistance with SW Upgrade	Comms Jones	Open - New Case	Request

View details

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 #.

BBN - CS2201317805

Open - Updated

### Details

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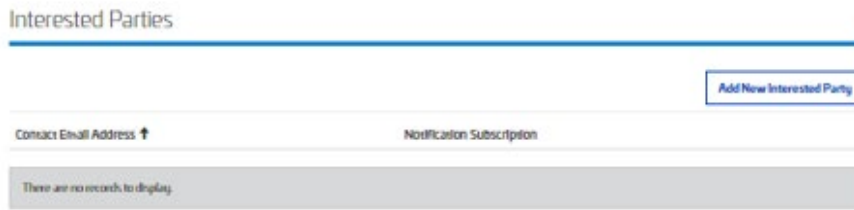
**Case Subject**  
Requesting assistance with SW Upgrade

<b>Account *</b> TECH SVC DOMESTIC TRIALS	<b>Contact</b> Comms Jones
<b>Severity</b> S4	<b>Case Email</b> cscope.jones@techsvc2.com ▼
<b>Product Family</b> CMTS	<b>Category</b> Request
<b>Product</b> E6000	<b>Customer Internal Case #</b> Tech-99929
<b>Product Model</b>	

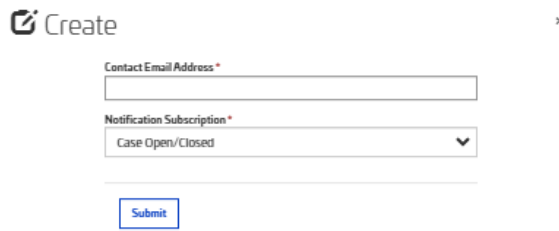
**Description**  
Request for additional licences and Software Upgrade for E6000

**Interested Parties** section – Add Interested Parties.

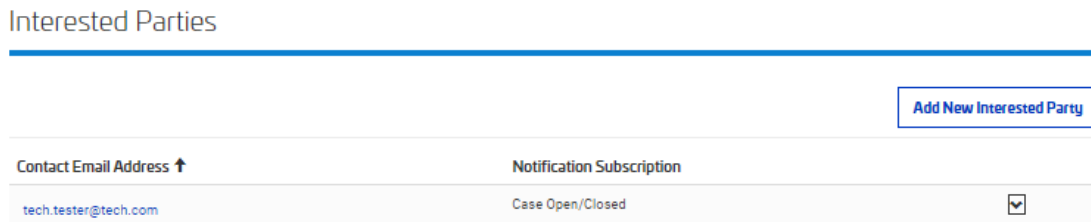
- Press Add New Interested Party button.



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.

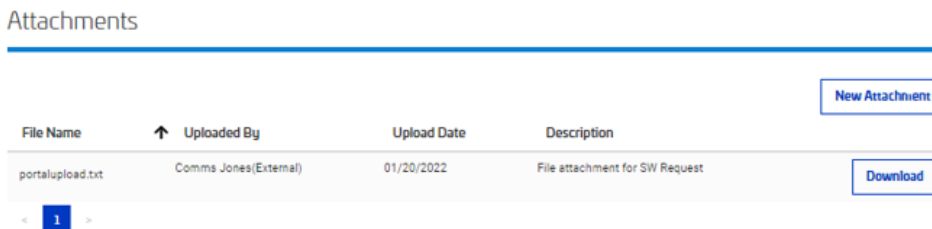


The Interested Parties section is updated.



**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

Email Messages

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Subject ↑	To	Date Sent	Direction
There are no records to display.			


**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.

Timeline

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[Add Comment](#)

 **Comms Jones**  
about 2 hours ago  
Modified on 1/19/2022 7:18 PM

Please contact me to add licenses and SW Upgrade

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.

**My Support**  
Explore the Knowledge Base, manage your Cases and view your Entitlements

[← back to My CommScope](#)

[Home](#) [Knowledge Base Coming Soon](#) [Case Management](#) [Entitlement](#)

BBN - CS2201317805

**Open - Updated**

**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 image shows two side-by-side screenshots of the 'Closure Details' form. The left screenshot shows the form with the 'Reason' dropdown menu closed. The right screenshot shows the 'Reason' dropdown menu open, displaying four options: 'Issue Resolved Itself', 'Not a CommScope Issue', 'Resolved by CommScope Support', and 'Other'. Below the form are 'Update', 'Cancel', and 'Back' buttons.

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.

The image shows a screenshot of the 'My Support' customer portal interface. It features a purple header with the text 'My Support' and a sub-header 'Explore the Knowledge Base, manage your Cases and view your Entitlements'. Below the header is a navigation bar with a back arrow and the text 'back to My CommScope', followed by 'Knowledge Base Coming Soon', 'Case Management', and 'Entitlement'. The main content area displays the case ID 'BBN - CS2201317805' and a status indicator 'Open - Resolved'. A green 'Saved' notification bar is visible at the bottom.

### 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.

## Case Management

[Advanced Search](#)

**Severity**

S1  
 S2  
 S3  
 S4

**Category**

Technical Support  
 RMA Request  
 Request  
 PMD

**Status Reason**

**Functional Location**

**Created Date**

**Close Date**

[Clear](#) [Filter](#)

[All Cases](#)  [Open a New Case](#) [Export](#)

Case Number	Account	Subject	Contact	Status	Category	Severity	Created On	Closed On	Customer Ticket #	Legacy Case ID#
CS2201317805	TECH SVC DOMESTIC TRIALS	Requesting assistance with SW Upgrade	Comms Jones	Open - New Case	Request	S4	1/19/2022 6:58 PM		Tech-99929	<input type="checkbox"/>

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

- Severity
- S1
  - S2
  - S3
  - S4



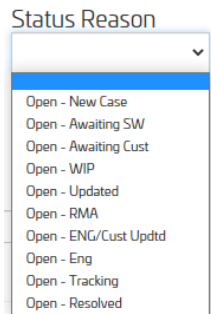
# COMMSCOPE MY SUPPORT CUSTOMER PORTAL USER GUIDE

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

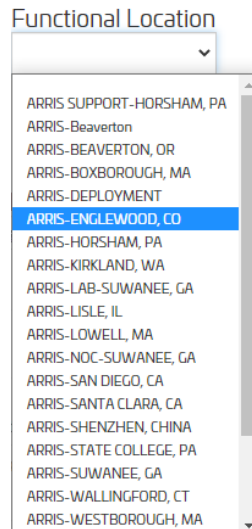
## Category

- Technical Support
- RMA Request
- Request
- PMD

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.



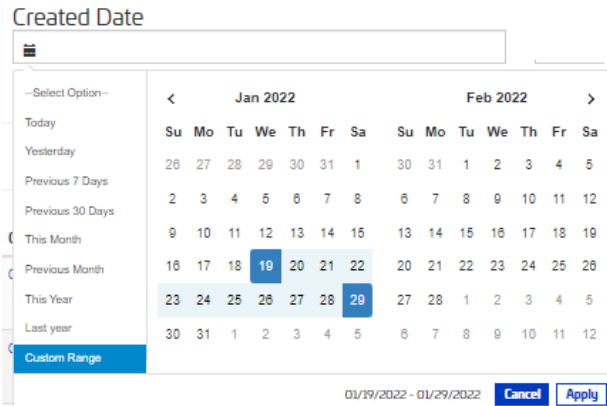
Filter by Functional Location: Drop down list shows the Functional Locations for the cases on the Accounts which you are entitled contact. You may choose one Functional Location from the values to have case view filtered for.



# COMMSCOPE MY SUPPORT CUSTOMER PORTAL USER GUIDE

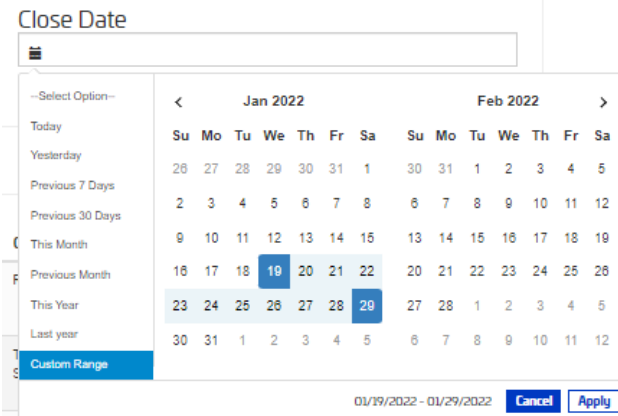
Filter by Created Date: Flexible filter options. You can select from Options in drop down including a custom range. For custom range – Click on first date you wish to filter as start date for cases created date, then click on second date in calendar for end date for cases created date.

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.

The screenshot shows the 'Entitlements' page with a sub-header 'Active Entitlements'. Below the sub-header is a table with two rows of data. Each row contains: Entitlement Name, ID, Description, Status, and two dates. A dropdown menu for 'Advanced Search' is visible at the top right of the table area.

TECH SVC DOMESTIC TRIALS	80000	SVC CTRCT; SUPPORT E6000	Active	7686TE	801169	12/1/2021	11/29/2022	▼
TECH SVC DOMESTIC TRIALS	99999	SVC CTRCT; SUPPORT E6000	Active	10203	801169	1/11/2021	12/30/2022	▼

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

The screenshot shows a dropdown menu with three options: 'Active Entitlements' (highlighted in blue), 'All Entitlements', and 'Inactive Entitlements'.

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

The screenshot shows the 'Entitlements' page with the 'Advanced Search' form expanded. The form includes two date input fields labeled 'Start Date' and 'End Date', each with a calendar icon. Below the input fields are 'Clear' and 'Filter' buttons. The 'Active Entitlements' filter is visible at the bottom left.