



*COMMSCOPE MY SUPPORT CUSTOMER PORTAL USER GUIDE*

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# Table of Contents

<b>Introduction</b> .....	<b>3</b>
<b>Access the Portal and Sign In</b> .....	<b>3</b>
Access the Portal .....	3
Sign In .....	4
<b>Home Page</b> .....	<b>4</b>
Header and Navigation Bar .....	5
<b>Case Management</b> .....	<b>5</b>
Case Management: Create a Case.....	5
Case Management: View and Update.....	11
Using Advanced Search .....	16
<b>Entitlements</b> .....	<b>19</b>
Entitlements: View .....	19

# 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.

You can use the *Customer Portal* to:

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

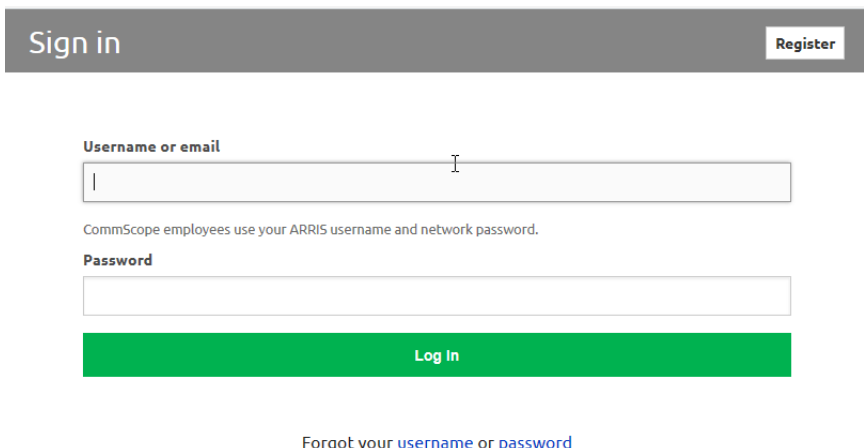
## Access the Portal and Sign In

After accessing the portal, you can use your membership account to sign in.

## Access the Portal

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

- Go to <https://www.commscope.com/contact-us/contact-arris/>. If you have access to the My Support Portal, the My Support tile is in the Login Required section.
  - Click on the tile to open the portal.
- Go to <https://mysupport.commscope.com>. You are asked to sign in with your CommScope membership account.



The screenshot shows the sign-in interface of the CommScope My Support Customer Portal. At the top left, the text "Sign in" is displayed in a dark grey header. To the right of this header is a "Register" button. Below the header, there is a form with two input fields. The first field is labeled "Username or email" and contains a single character. Below this field is a note: "CommScope employees use your ARRIS username and network password." The second field is labeled "Password" and is currently empty. Below the password field is a prominent green "Log In" button. At the bottom of the form area, there is a link that says "Forgot your username or password".

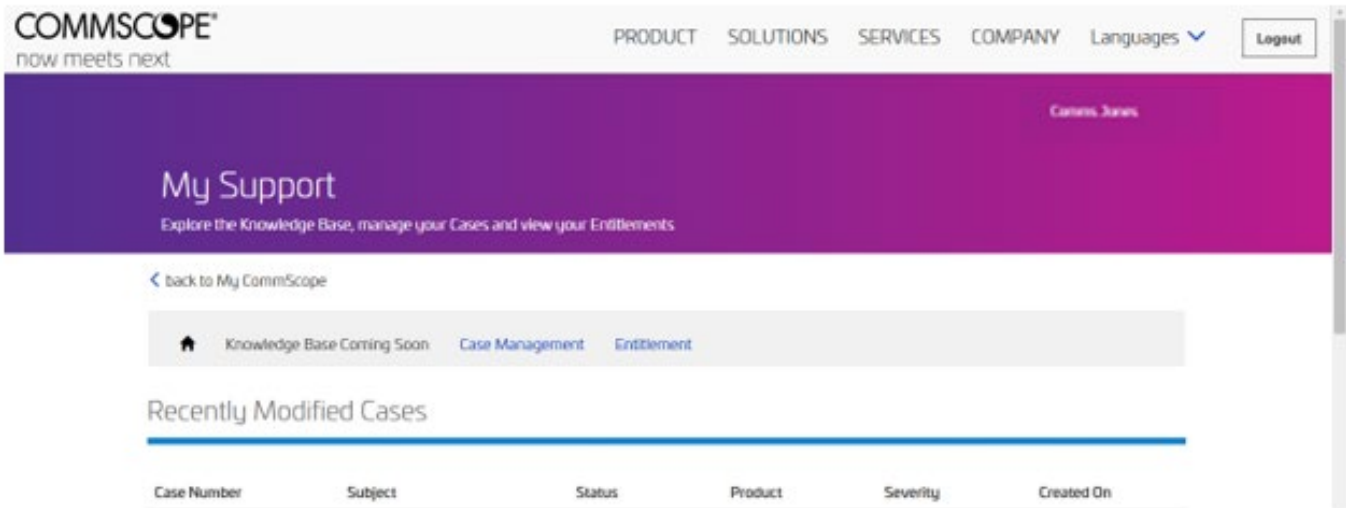
# Sign In

You can sign in to the My Support Customer Portal with your CommScope Single-Sign On (SSO) Membership account. 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

The home page appears after you sign in. From the home page, you can:

- Access the Case Management and Entitlements pages.
- View your recently modified cases.
- Return to the MyCommScope page with the < back button. On the My CommScope page, you can:
  - View the CommScope applications which you are entitled to
  - Manage your CommScope membership profile
  - Change your password
  - Request access to CommScope applications.
- *Coming Soon:* Knowledge Base. In the future, you will be able to view knowledge base articles that based type of support that you are entitled to.



# Header and Navigation Bar

The Navigation bar allows you to choose a language. *My Support Portal* offers ten different languages (English, Spanish, German, French, Portuguese, Russian, Simplified Chinese, Traditional Chinese, Japanese, Korean). Changing your language translates 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, the My Support portal uses that language.

To log out of the My Support portal, click *Logout* at the top of the page.

Your Customer Login Name appears in the banner.

# Case Management

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.

Advanced Search can help you locate cases.

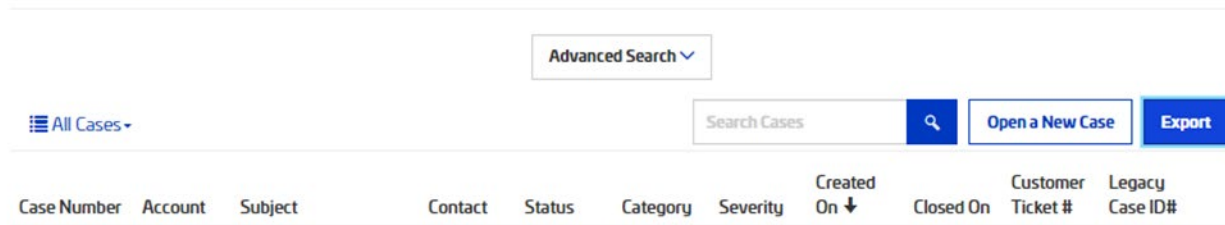
Default display for cases displayed is All Cases. You can click on the All Cases and choose options: All Cases, Open Cases, Closed Cases, Not Submitted Cases.

You can export the case list to an MS Excel (xlsx) file.

## Case Management: Create a Case

1. Click **Open a New Case**. The *Open a new case* page opens up.

### Case Management



## Open a new case

**Case Subject \***

**Account \***

**Severity \***

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 \***

**Product \***

**Description \***

**Save and Next** **Cancel**

**Contact**

Your name here

**Case Email \***

Your email displayed here

**Category \***

**Customer Internal Case #**

### 2. Complete the mandatory fields on the page:

- a) **Case Subject:** Enter a brief description of the issue or request
- b) **Account:** Automatically populated. If you are a contact entitled to more than one account, the field drop down values displays all of your entitled accounts.
- c) **Contact:** Shows your name
- d) **Severity:** Choose from the drop down, if applicable. The field defaults to S4. Only Severity 3 and Severity 4 cases may be created in the portal.
- e) **Case Email:** The field shows your primary email by default. You may choose an alternate email from the drop down, if applicable.
- f) **Product Family:** Choose from the drop down. This field shows the product families associated to the products that your company has active support contract for.
- g) **Product:** Choose from the drop down. The values are populated based on the Product Family or service contract.

h) **Category:**

- *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 submit a request for documentation, training, or feature request.
- *PMD (Post Mortem Dump)*: Used when requesting Commscope Technical Support to determine why a 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.

**Note:** As we transition to the 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.

i) **Customer Internal Case #:** Enter your company internal case/ticket number.

j) **Description:** Enter the appropriate information. Include as much detail as possible.

3. When finished completing information in the fields, click the **Save** and **Next** buttons. The *Case Summary* page appears with message "This case has not been submitted to CommScope Support. Please review the information below and click on the submit button."

To return to the *Case Management* page without saving your information, click **Cancel**.

4. Review your *Case Summary*. You can use the **Interested Parties** section to add contacts to receive email updates about your case. If you have attachments, you can add them in the **Attachments** section. If you have comments, you can add them in the **Timeline** before submitting the case.

This case has not been submitted to CommScope Support. Please review the information below and click on the submit button.

[Open - New Case](#)

Case Subject

Requesting assistance with SW Upgrade

Case Number  
CS2201317805

Contact  
Comms Jones

Account\*  
TECH SVC DOMESTIC TRIALS

Case Email  
cscope.jones@techsvc2.com

Customer Internal Case #  
Tech-99929

Severity  
54

Product Family  
CMTS

Product  
E6000

Category  
Request

Description

Request for additional licences and Software Upgrade for E6000

### Interested Parties

[Add New Interested Party](#)

Contact Email Address ↑

Notification Subscription

There are no records to display.

### Attachments

[New Attachment](#)

File Name

↑

Uploaded By

Upload Date

Description

There are no records to display.

### Timeline

[Add comment](#)

There are no activities to display.

[Submit](#)

[Cancel Case](#)

5. **Interested Parties** – To add Interested Parties:

- a) Click **Add Interested Party**. The *Create* box appears.
- b) In the *Contact Email address* field, type in email of the interested party. Type in only one email address.
- c) In the *Subscription Notification* field, select option of either *Case Opened/Closed* or *All Notifications*
- d) Press **Submit** to save the Interested Party to save the Interested Party to the case. You may press **x** button at top right of *Create* box to close without saving Interested Party to the case.



6. **Attachments** – To add attachments:

- a) Click **New Attachment**. The *Upload Attachment* box appears.
- b) Select **Choose File**.
  - o Please note that at this time, the My Support portal supports uploading one file at a time.
- c) Write a description of your issue in the *Description* box. This is not required, but highly recommended that you add information.
- d) Press **Upload**. A message displays *File is uploading*. When complete, you are returned to the *Attachments* section, which shows the attached file.

Attachments

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

7. **Timeline** – To add comments:

- e) Click on **Add comment**. The *Add a Comment* box appears.
- f) Enter your comment into the comment box.



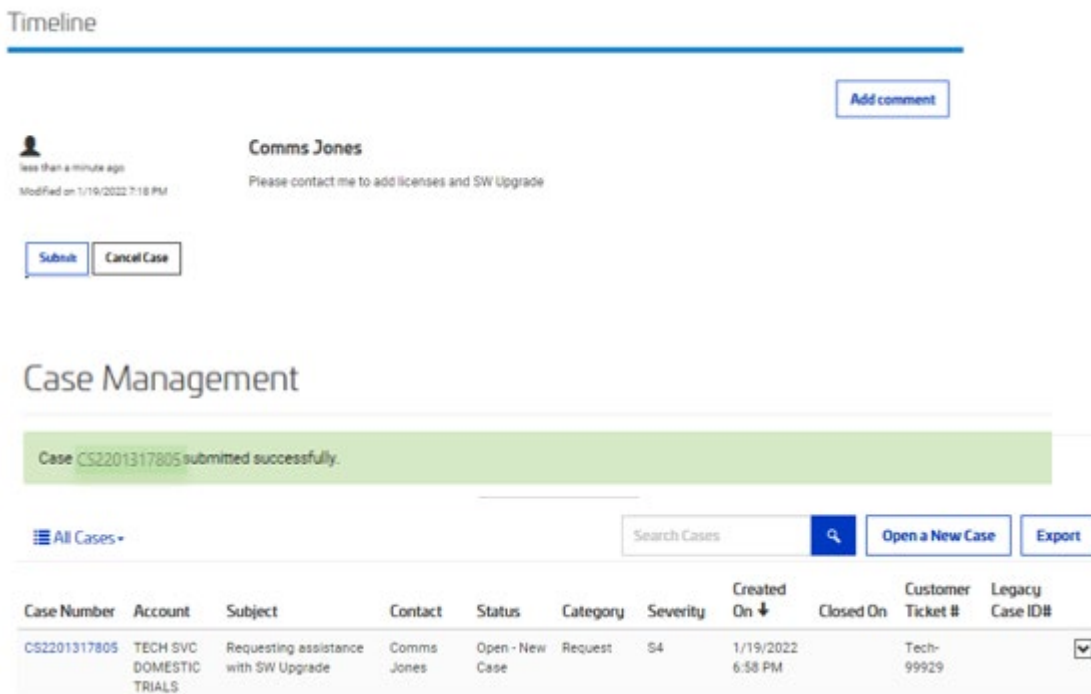
g) Press **Submit**. Your comment appears in the *Timeline*.



8. **Submit** - When you have entered all your interested parties, attachments and comments, press **Submit**. Your case is displayed on the *Case Management* page.

If you do not wish to submit the case, you may press the **Cancel Case**. The Cancel Case box appears with question “Are you sure you want to cancel ?” You may press OK to cancel the case or press Cancel which will not cancel case and allow you the option to **Submit**.

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



# Case Management: View and Update

You can manage cases on the portal for which you are an entitled contact. The *Case Management* page has the following options:

- **Manage case**
- **Quick View**
- **Advanced Search** allows you to filter Cases by specific parameters, such as the date the case was opened.
- **Search Cases** allows you to search field for information within the columns displayed in the cases table.
- **Export Case List** allows you to export your case list in MS Excel (xlsx) format.
- **View Case Details** allows you to see case communications and portal comments submitted by you or CommScope Technical Support.
- The default view for the cases displayed is *All Cases*.
  - The *All Cases* view will show you all Active cases and Cases Closed in Last 90 days.
- You can click on the down arrow next to *All Cases* and choose to *View Active Cases, Closed Cases, or Not Submitted Cases*.
  - The *Closed Case* view will display cases closed in last 90 days
- Case Number, Account, Subject, Contact, Status, Category, Severity, Created On, Closed On, Customer Ticket #, Legacy Case ID (legacy Ask ARRIS Case ID)

## Case Management

The screenshot shows the Case Management interface. At the top, there is an 'Advanced Search' button with a dropdown arrow. Below it, on the left, is a menu for 'All Cases' with a dropdown arrow. To the right of this menu is a search bar labeled 'Search Cases' with a magnifying glass icon, and 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 down arrow), Closed On, Customer Ticket #, and Legacy Case ID#. A single row is visible in the table with the following data: Case Number CS2201317805, Account TECH SVC DOMESTIC TRIALS, Subject Requesting assistance with SW Upgrade, Contact Comms Jones, Status Open - New Case, Category Request, Severity S4, Created On 1/19/2022 6:58 PM, Closed On, Customer Ticket # Tech-99929, and Legacy Case ID# with a dropdown arrow.

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	▼

You can view case details and edit cases in one of two ways:

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

This screenshot is similar to the previous one but shows the dropdown menu for the 'Legacy Case ID#' column of the first row. The dropdown menu is open and contains a single option: 'Edit Case' with a pencil icon.

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	▼

- **Option 2:** Click on the blue highlighted Case Number.

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

Either of these options will bring up the *Case* page. The *Case* page gives you the following options to view and update your case:

- **Details** – View case details. You may add or modify your *Customer Internal Case #* here.

BBN - CS2201317805

Open - Updated

### Details

---

**Case Subject**  
Requesting assistance with SW Upgrade

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

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

- **Interested Parties** – You can use this section to add contacts to receive email updates about your case. To add an interested party:


1. Press **Add New Interested Party**.

### Interested Parties

Add New Interested Party

Contact Email Address ↑	Notification Subscription
There are no records to display.	

2. Enter the email address of another contact that you would like to have case updates sent to.

 Create ×

Contact Email Address \*

Notification Subscription \*

Case Open/Closed ▼

Submit

**Note:** Email addresses entered are not validated as contacts to your company entitlements. You cannot add emails with commscope.com to interested parties.

3. Press **Submit**. The *Interested Parties* section is updated with the new contact.

### Interested Parties

[Add New Interested Party](#)

Contact Email Address ↑	Notification Subscription
tech.testster@tech.com	Case Open/Closed ▼

- **Attachments** – Use this section to upload or download files related to your case.

1. Press **New Attachment** to upload a file
2. To download a file, press the **Download** button to the right of the file name.

### Attachments

[New Attachment](#)

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

[Download](#)

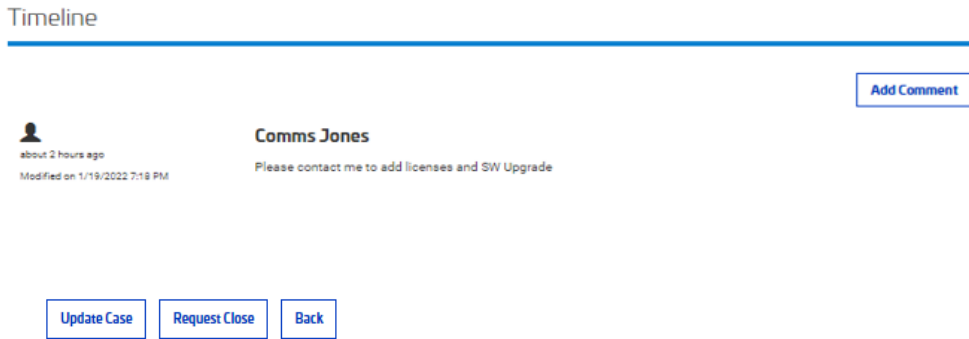
< 1 >

- **Email Messages** – Displays email communications for your case

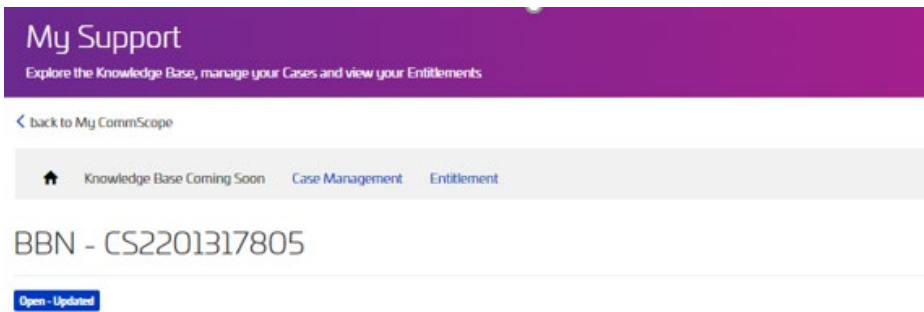
### Email Messages

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

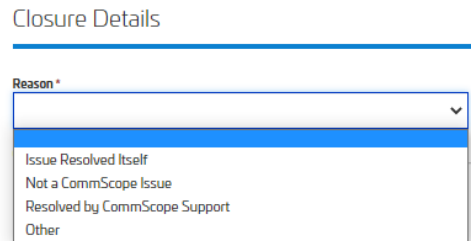
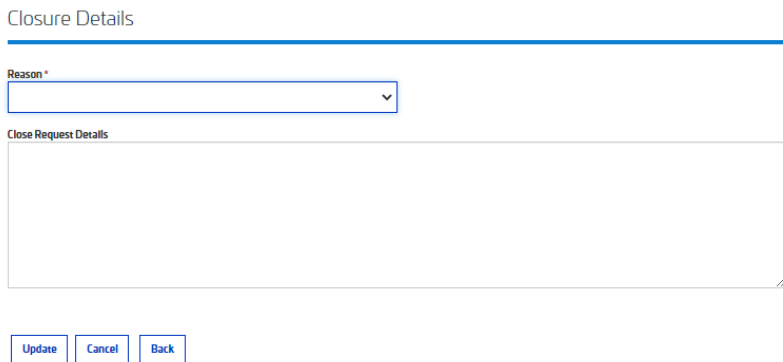
- **Timeline** – Displays portal comments, including comments added by CommScope Technical Support.



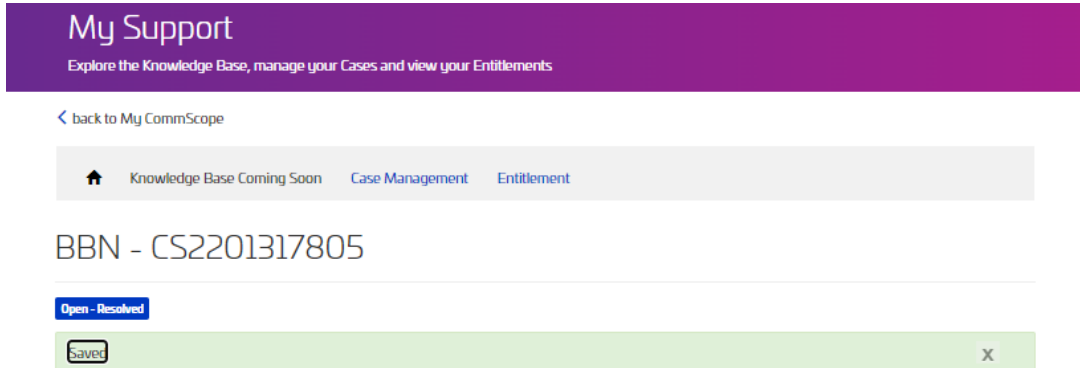
- **Add comment** – Allows you to enter a comment for your case.
- **Update Case** - The case is refreshed, and the status is changed to *Open – Updated*. CommScope Technical Support receives the case update.



- **Back** – Pressing **Back** returns you to the main *Case Management* page.
- **Request Close** – Pressing **Request Close** opens the *Close Details* box. You are prompted to choose a reason from the drop down menu. If you choose *other*, then you must complete the *Closure Details* field. Press **Update** to submit your changes.



The case is saved, and the page is refreshed. Case status changes 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*. **Note:** Once CommScope Technical Support sets the case status to *Closed*, you cannot request to re-open the case from the portal.



Note: If there was an issue with your case being submitted to the CommScope Technical Support Team, it may be found under the Not Submitted Cases drop down selection. By default the Case Management page shows All Cases. If when you were creating a New Case and after pressing Submit button there was processing error, you may be able to locate the case under the Not Submitted Cases. You can view any cases that were not submitted to CommScope Technical Support team by clicking on the All Cases, then in the drop down selecting the Not Submitted Cases.

## Case Management

Highlighted cases have Issues submitting. Review and Submit these cases to process.

Advanced Search ▾

Not Submitted Cases ▾ Search

Case Number	Account	Subject	Contact	Status	Category	Severity	Created On ↓	Closed On	Customer Ticket #	Legacy Case ID#
CS2204318598	CLARO CHILE	Testing again - 4/4 Starlette	Comms Jones	Open - New Case	Technical Support	S4	4/4/2022 4:39 PM		678	▾
CS2204318595	24TECH TELCO SERVICES	Tst 4 Portal by SG on 4-4	Comms Jones	Open - New Case	Technical Support	S4	4/4/2022 9:48 AM		678	▾

# Using Advanced Search

Advanced Search allows you to filter your cases by specific parameters.

- Click **Advanced Search**.

## Case Management

Advanced Search ▼

<b>Severity</b> <input type="checkbox"/> S1 <input type="checkbox"/> S2 <input type="checkbox"/> S3 <input type="checkbox"/> S4	<b>Category</b> <input type="checkbox"/> Technical Support <input type="checkbox"/> RMA Request <input type="checkbox"/> Request <input type="checkbox"/> PMD	<b>Status Reason</b> <input style="width: 100%;" type="text"/>	<b>Functional Location</b> <input style="width: 100%;" type="text"/>	<b>Account</b> <input style="width: 100%;" type="text"/>
---	---	---	---	---

**Created Date**

**Close Date**

Clear Filter

All Cases ▼

🔍

Open a New Case
Export

Case Number	Account	Subject	Contact	Status	Category	Severity	Created On <span style="font-size: 0.8em;">↓</span>	Closed On	Customer Ticket #	Legacy Case ID#
-------------	---------	---------	---------	--------	----------	----------	---	-----------	-------------------	-----------------

- **Filter by Severity:** Check the boxes with the severities you want included in your search.

Severity

S1

S2

S3

S4

- **Filter by Category:** Check the boxes with the categories you want included in your search.

Category

Technical Support

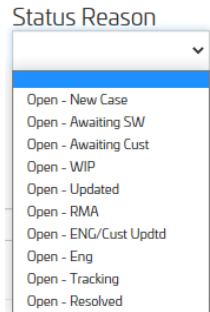
RMA Request

Request

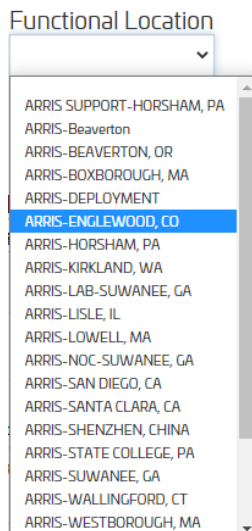
PMD



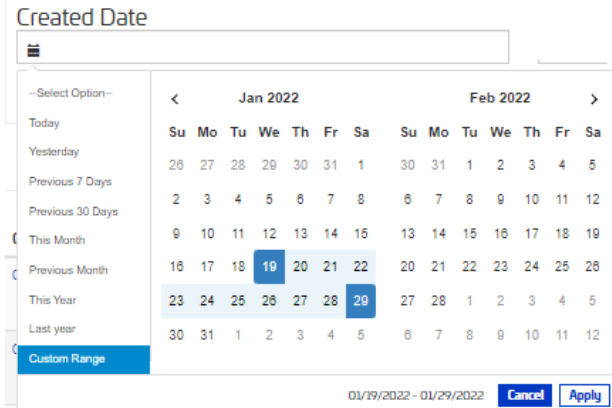
- **Filter by Status Reason:** Choose one reason from the drop-down menu. Only active/open status reasons are included in the drop down. If you want to view closed cases, use the *Close Date* field.



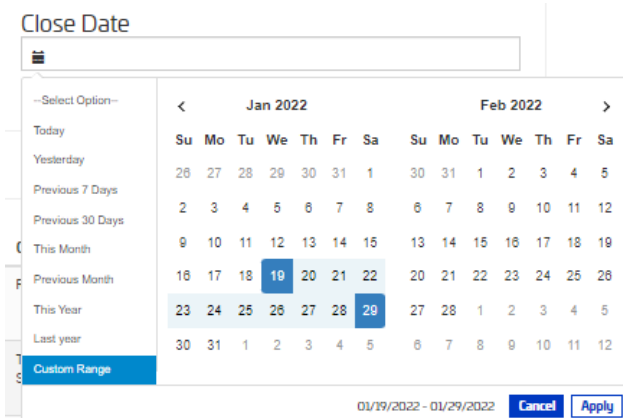
- **Filter by Functional Location:** Choose from the drop-down menu. You may choose one *Functional Location* from the values to filter cases for.



- **Filter by Created Date:** This filter allows you to include cases created on a certain day. You can also set a custom range. Choose from the drop-down menu. To set a custom range:
  1. Click on the first date to set the start of the range
  2. Click on the second date to set the end of the range
  3. Click **Apply** to apply the filter.



- Filter by Closed Date:** This filter allows you to include cases created on a certain day. You can also set a custom range. Choose from the drop-down menu. To set a custom range:
  1. Click on the first date to set the start of the range
  2. Click on the second date to set the end of the range
  3. Click **Apply** to apply the filter.



# Entitlements

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

## Entitlements: View

By default, *Entitlements* shows active entitlements. You can change your settings to view expired entitlements.

The screenshot shows the 'Entitlements' page with a sub-header 'View and lookup the status of your Entitlement that define the type of support and details that you are entitled to.' Below this is an 'Advanced Search' button and a filter dropdown set to 'Active Entitlements'. A table displays two rows of active entitlements:

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	▼

To view active and expired entitlements:

- Click **Active Entitlements**. You can change the filter to see *All Entitlements* or *Inactive Entitlements*.

The screenshot shows the filter dropdown menu with three options: 'Active Entitlements' (selected), 'All Entitlements', and 'Inactive Entitlements'.

- *Advanced Search* allows you to search by *Start Date* or *End Date*.

### Entitlements

View and lookup the status of your Entitlement that define the type of support and details that you are entitled to.

The screenshot shows the 'Entitlements' page with search filters. It includes an 'Advanced Search' button, 'Start Date' and 'End Date' input fields with calendar icons, and 'Clear' and 'Filter' buttons. Below the filters is a filter dropdown set to 'Active Entitlements'.