COMMSCOPE®

COMMSCOPE MY SUPPORT CUSTOMER PORTAL USER GUIDE

May 2022
Version 1.2

Table of Contents

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*

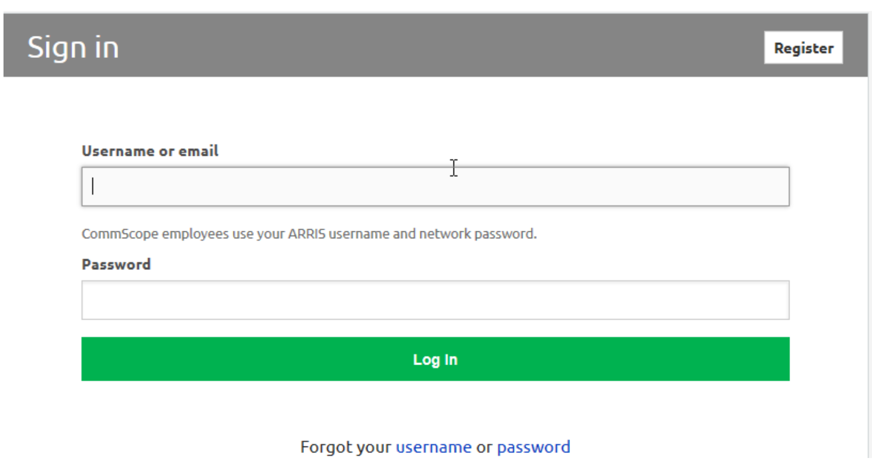
Access the Portal and Sign In

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.



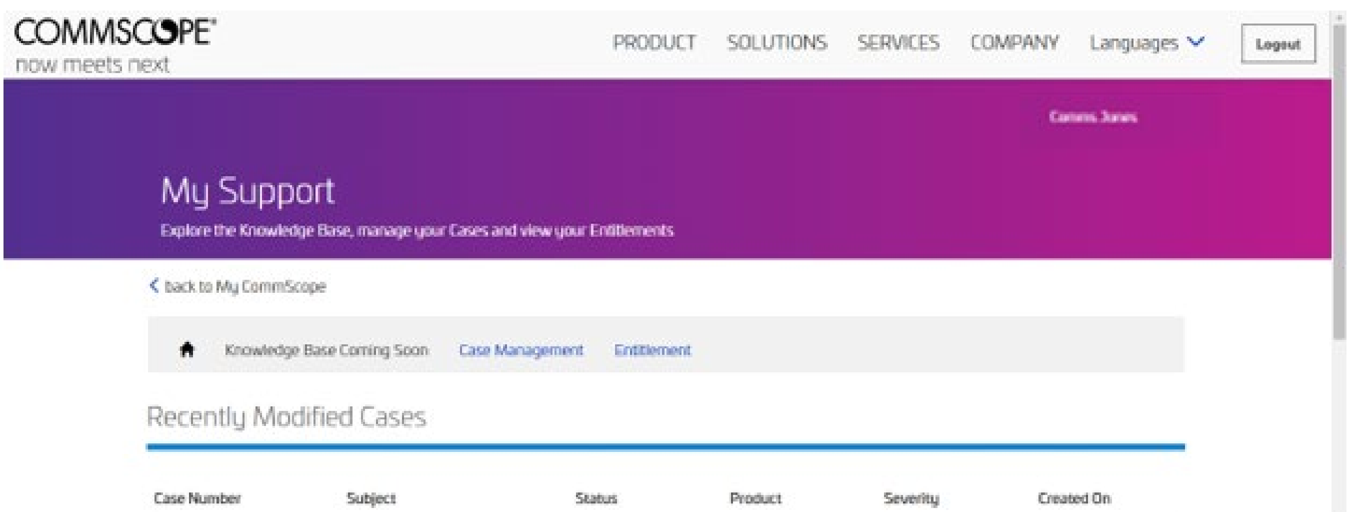
Sign In

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.

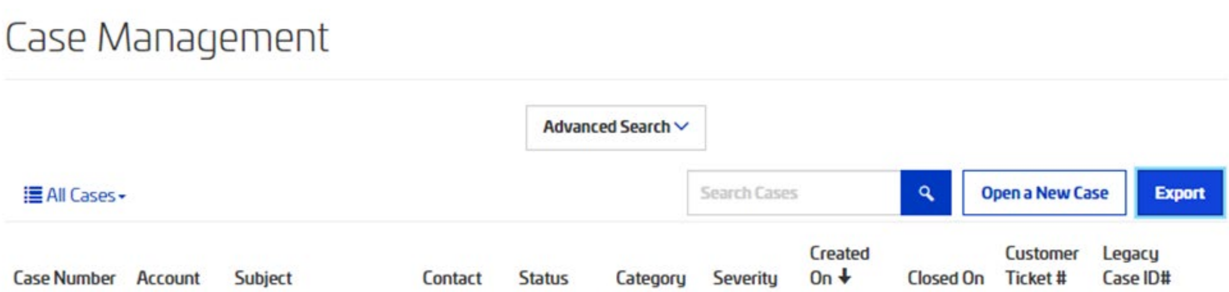
Advanced Search can help you locate cases.

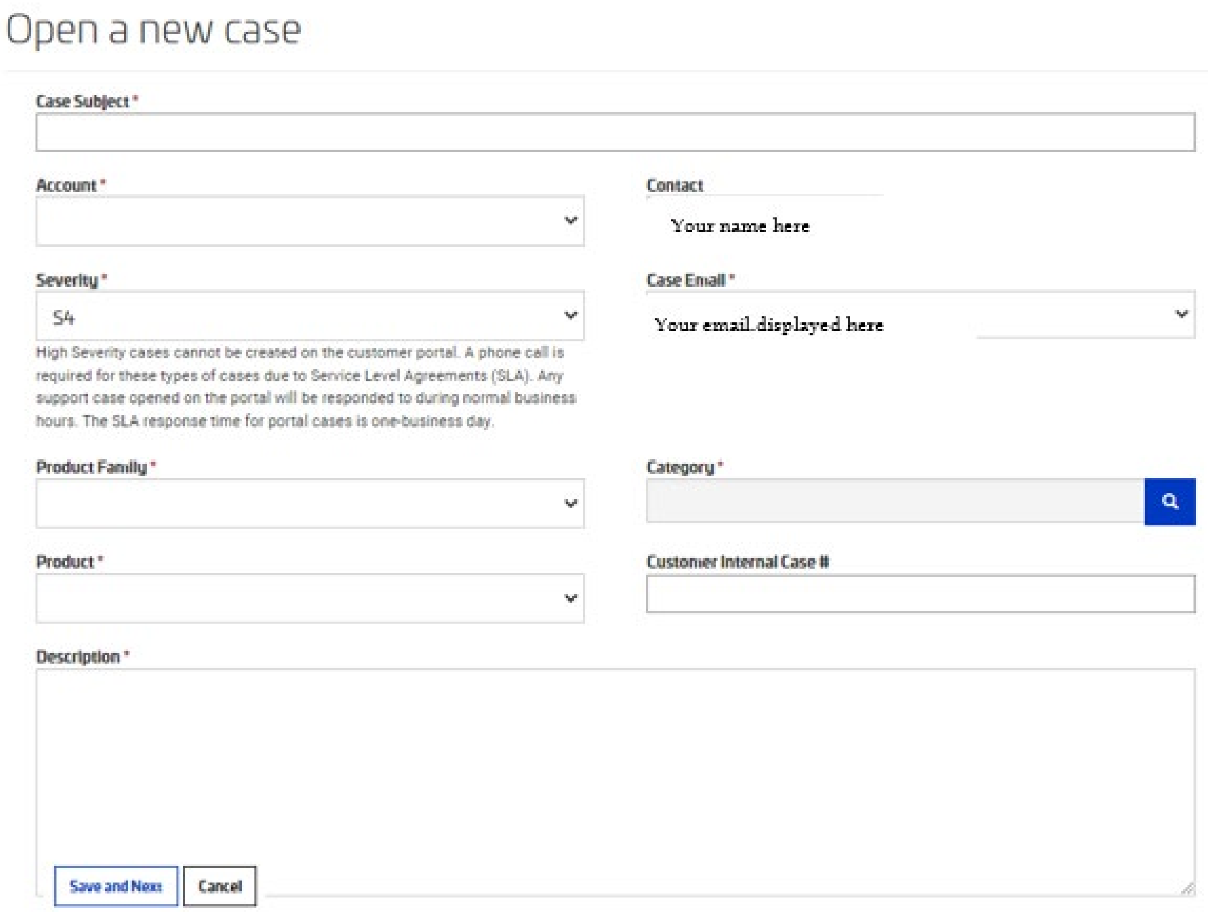
Default display for cases displayed is All Cases.   You can click on the All Cases and choose options: All Cases, Open Cases, Closed Cases, Not Submitted Cases.

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.





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.

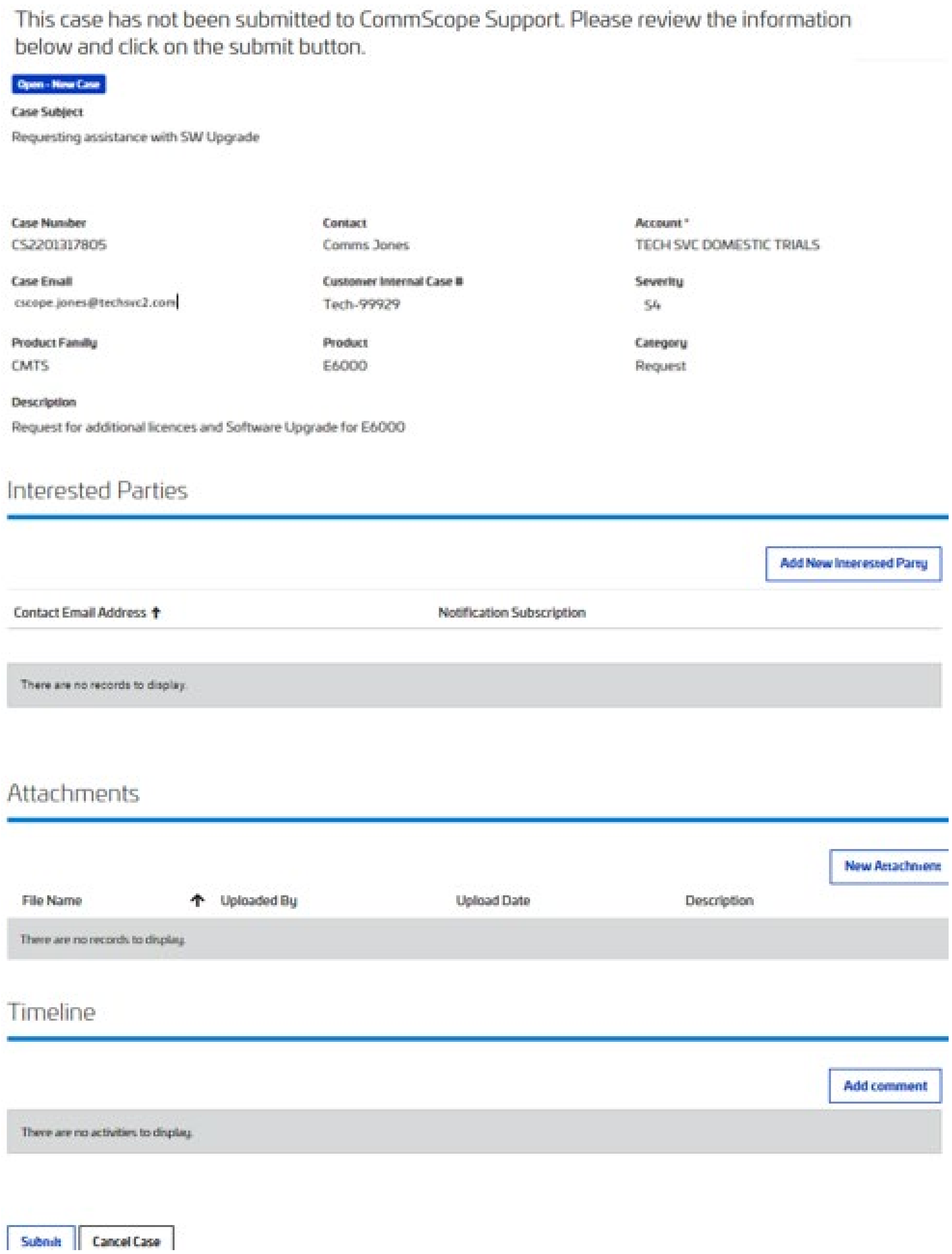
i) **Customer Internal Case #:** Enter your company internal case/ticket number.

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

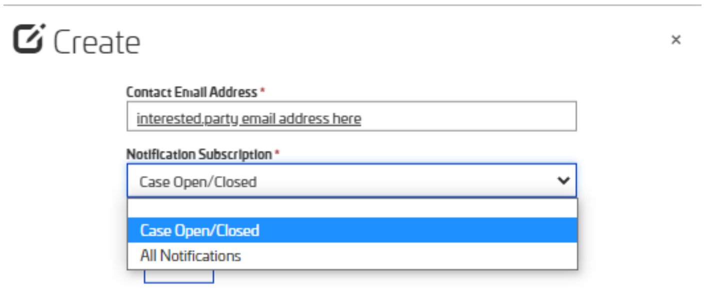
3. When finished completing information in the fields, click the **Save** and **Next** buttons. The *Case Summary* page appears with message "This case has not been submitted to CommScope Support. Please review the information below and click on the submit button."

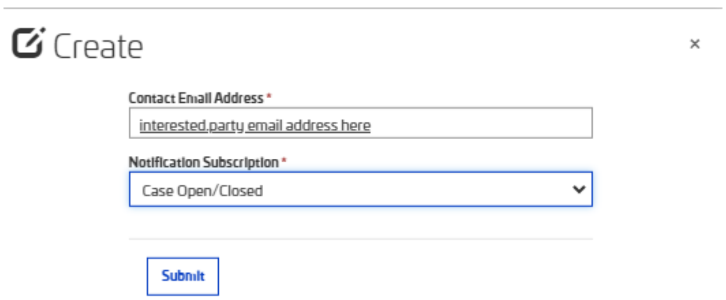
   To return to the *Case Management* page without saving your information, click **Cancel**.

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.



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:

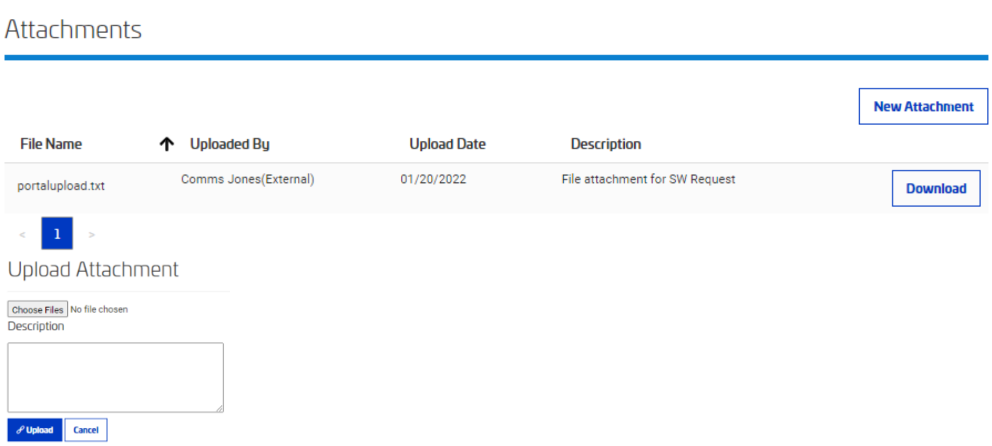
   a) Click **New Attachment**. The *Upload Attachment* box appears.

   b) Select **Choose File**.

      - 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.

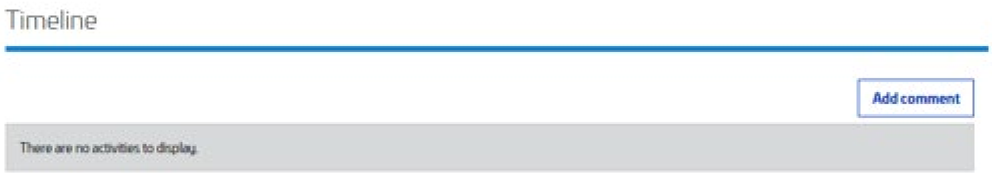
   d) Press **Upload**. A message displays *File is uploading*. When complete, you are returned to the *Attachments* section, which shows the attached file.



7. **Timeline** – To add comments:

   e) Click on **Add comment**. The *Add a Comment* box appears.

   f) Enter your comment into the comment box.

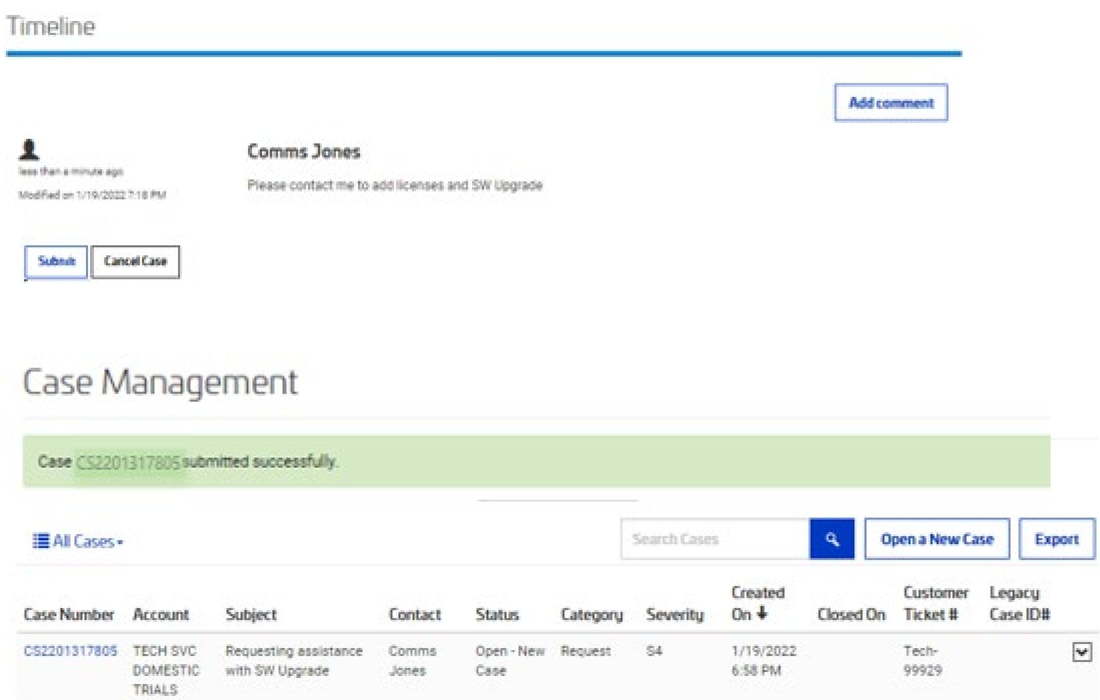


g) Press **Submit**. Your comment appears in the *Timeline*.

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**.

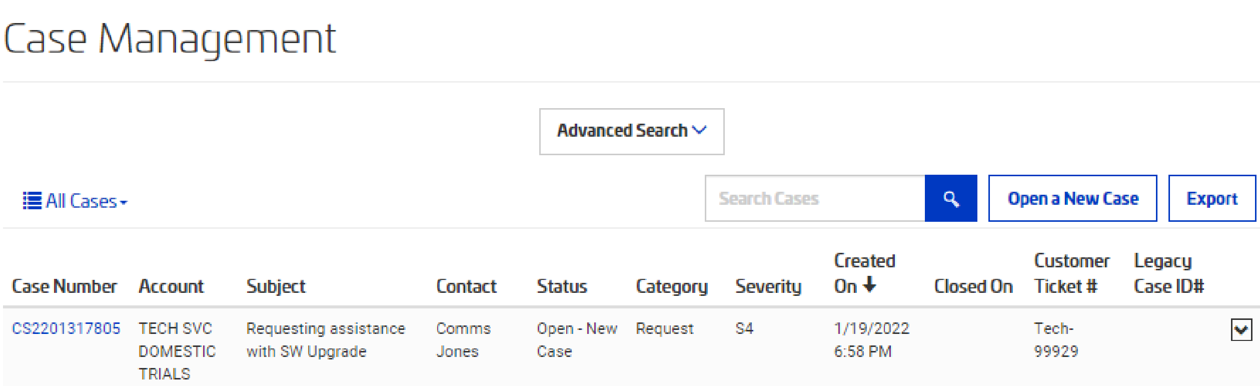
Once you submit your case, it is assigned to a member of the CommScope Technical Support Team for processing. You can track the case in the portal.



Case Management: View and Update

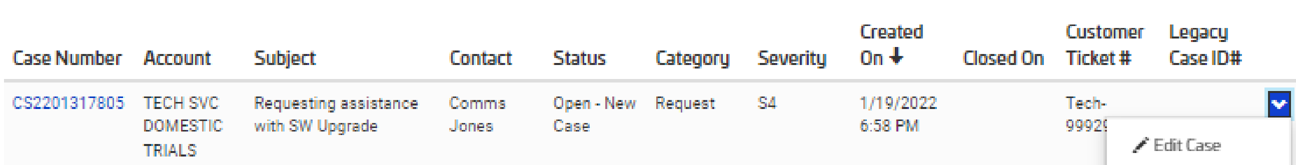
You can manage cases on the portal for which you are an entitled contact. The *Case Management* page has the following options:

- **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)

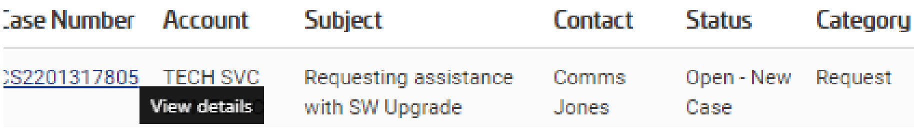


You can view case details and edit cases in one of two ways:

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

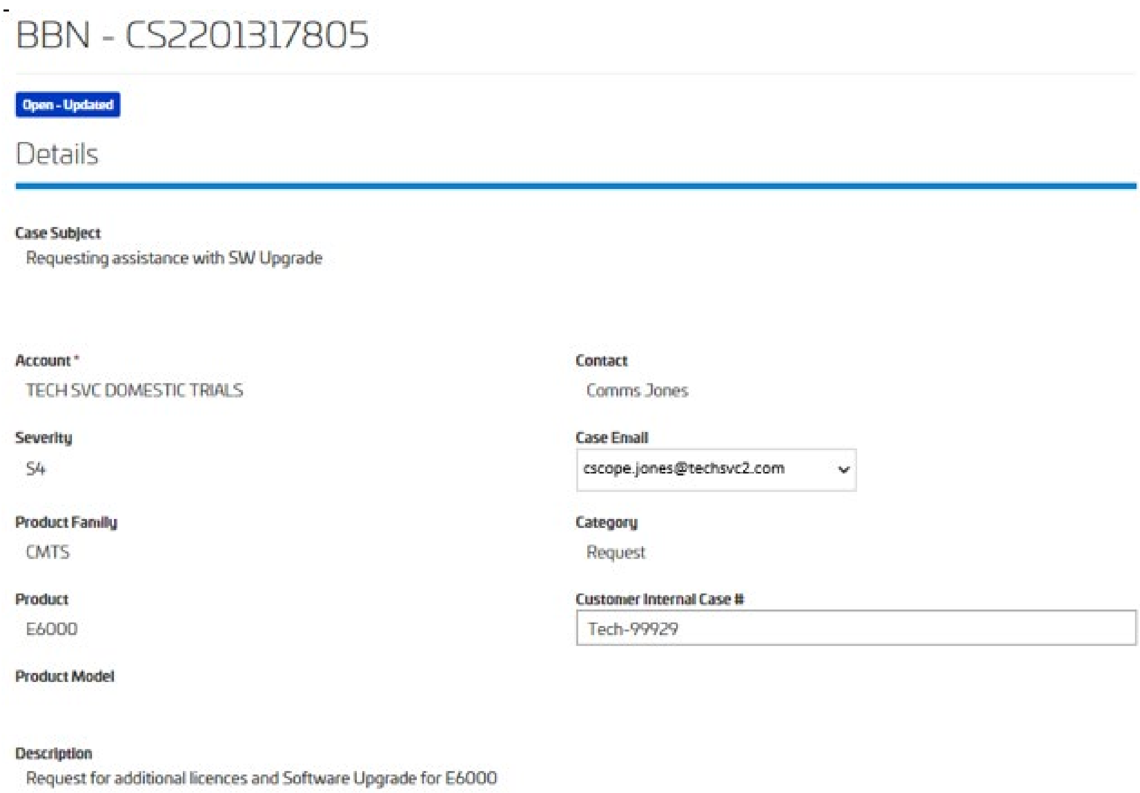


- **Option 2:** Click on the blue highlighted Case Number.

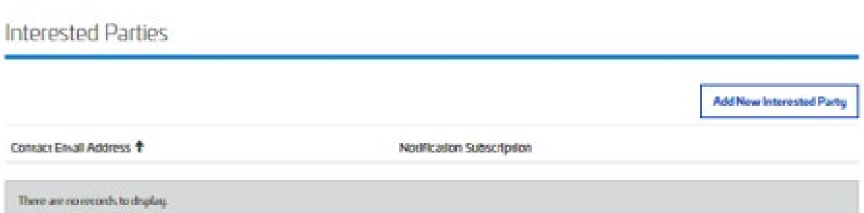


Either of these options will bring up the *Case* page. The *Case* page gives you the following options to view and update your case:

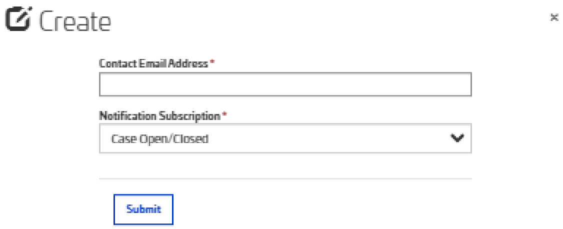
- **Details** – View case details. You may add or modify your *Customer Internal Case #* here.



- **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**.

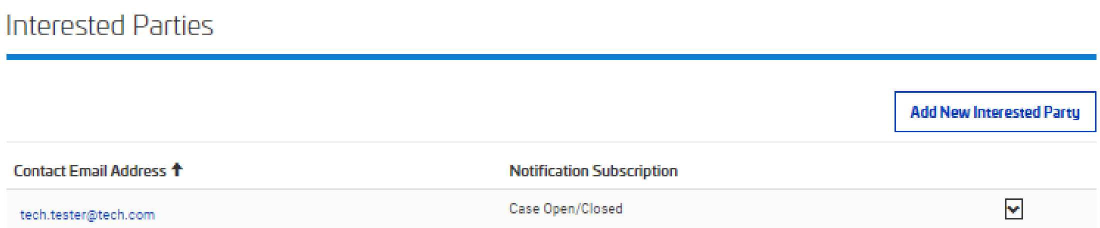


2. Enter the email address of another contact that you would like to have case updates sent to.

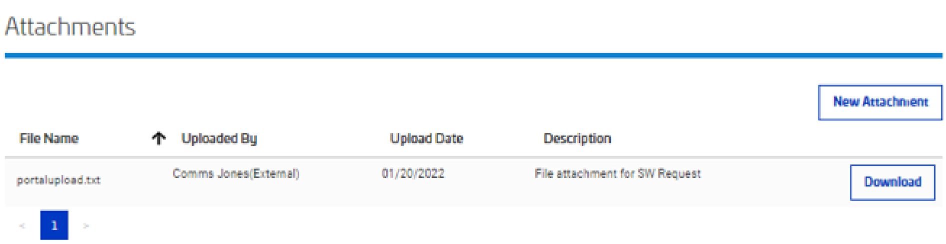


Note: Email addresses entered are not validated as contacts to your company entitlements. You cannot add emails with commscope.com to interested parties.

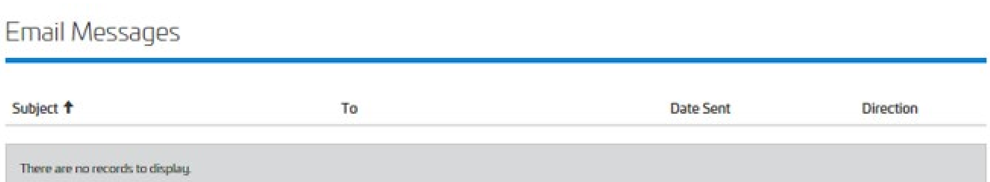
3. Press **Submit**. The *Interested Parties* section is updated with the new contact.



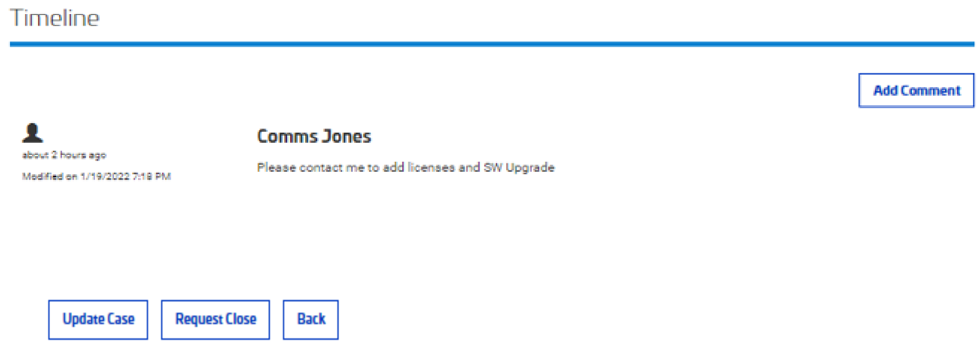
- **Attachments** – Use this section to upload or download files related to your case.
  1. Press **New Attachment** to upload a file
  2. To download a file, press the **Download** button to the right of the file name.



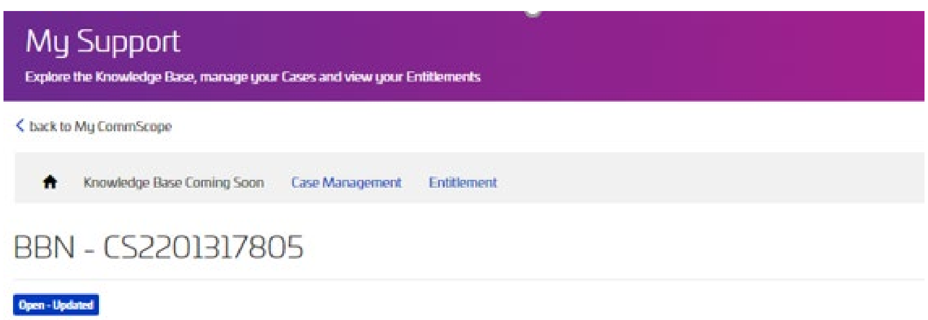
- **Email Messages** – Displays email communications for your case



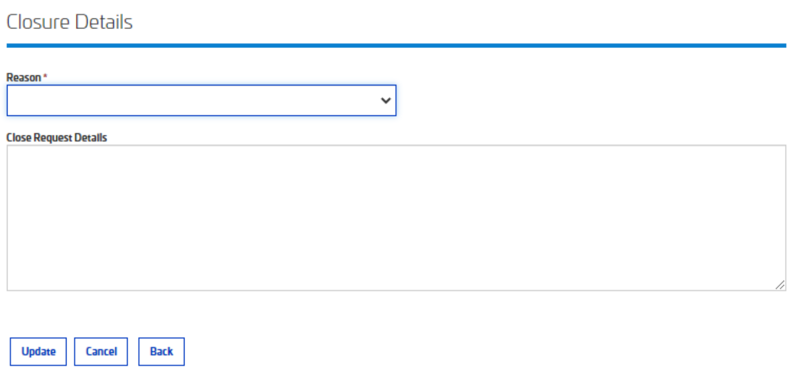
- **Timeline** – Displays portal comments, including comments added by CommScope Technical Support.

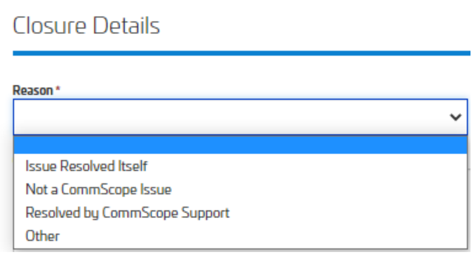


- **Add comment** – Allows you to enter a comment for your case.
- **Update Case** - The case is refreshed, and the status is changed to *Open – Updated*. CommScope Technical Support receives the case update.

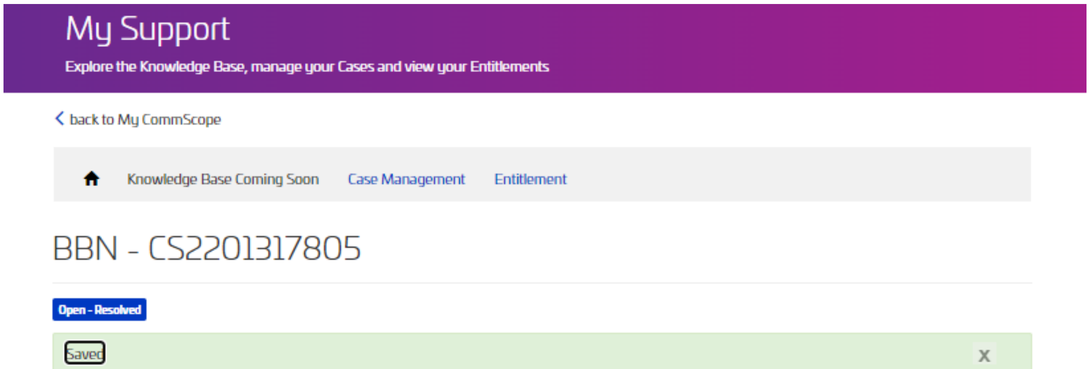


- **Back** – Pressing **Back** returns you to the main *Case Management* page.
- **Request Close** – Pressing **Request Close** opens the *Close Details* box. You are prompted to choose a reason from the drop down menu. If you choose *other*, then you must complete the *Closure Details* field. Press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

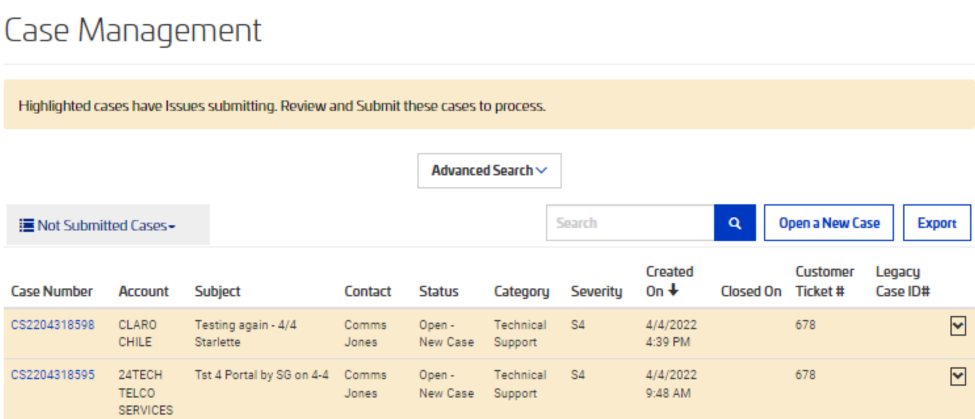




The case is saved, and the page is refreshed. Case status changes to *Open – Resolved*. The request for the case status change will be sent to CommScope Technical Support, who will review and officially set the case status to *Closed*. **Note**: Once CommScope Technical Support sets the case status to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



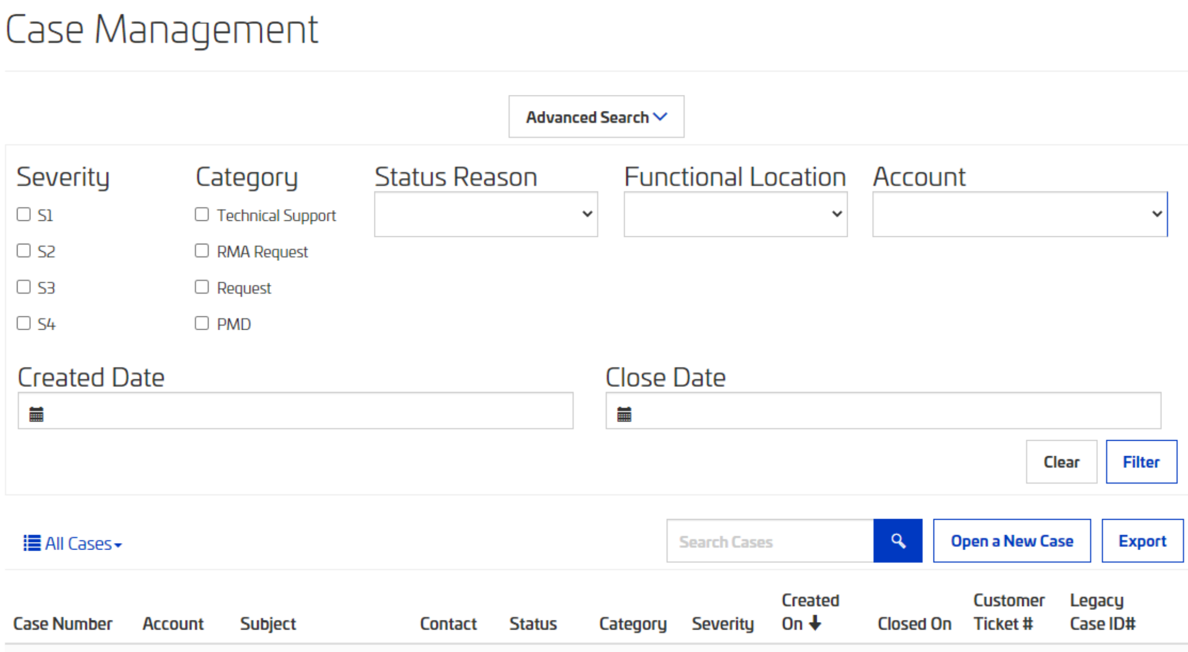
Note: If there was an issue with your case being submitted to the CommScope Technical Support Team, it may be found under the Not Submitted Cases drop down selection. By default the Case Management page shows All Cases. If when you were creating a New Case and after pressing Submit button there was processing 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.



Using Advanced Search

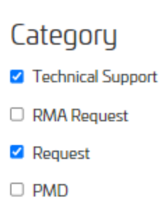
Advanced Search allows you to filter your cases by specific parameters.

- Click **Advanced Search**.

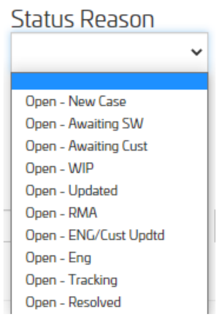


- **Filter by Severity:** Check the boxes with the severities you want included in your search.

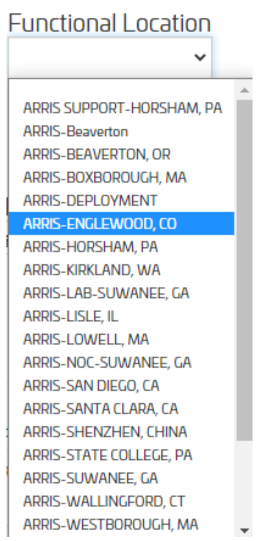
- **Filter by Category:** Check the boxes with the categories you want included in your search.



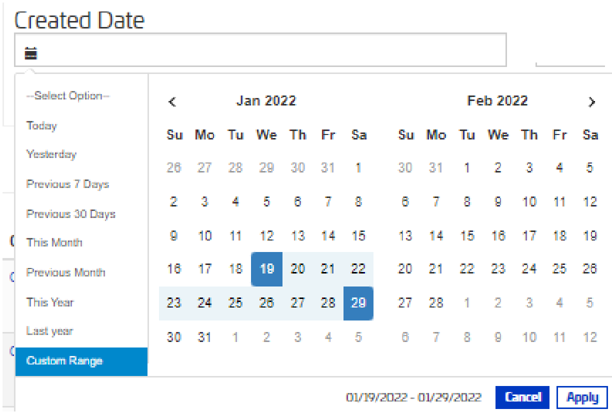
- **Filter by Status Reason:** Choose one reason from the drop-down menu. Only active/open status reasons are included in the drop down. If you want to view closed cases, use the *Close Date* field.



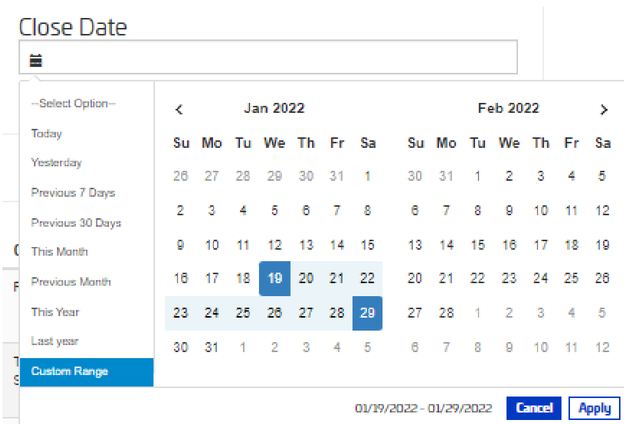
- **Filter by Functional Location:** Choose from the drop-down menu. You may choose one *Functional Location* from the values to filter cases for.



- **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.

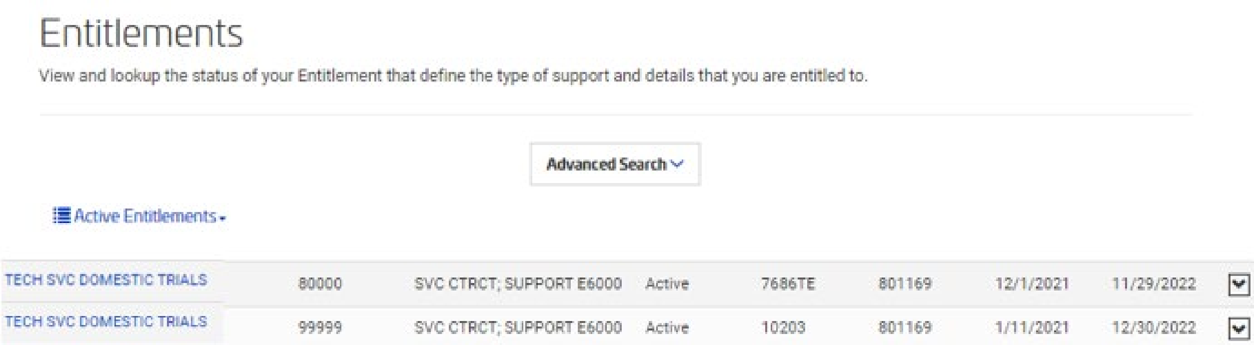


Entitlements

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.



To view active and expired entitlements:

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

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