





How to Request a Technical Support Case through My Esri

- 1. On your web browser, go to my.esri.com.
- 2. Sign in using your Esri Global Account credentials. Once logged in, you will be redirected to the My Esri Dashboard.

Esri Accounts	×							Θ	-	o ×
\leftarrow \rightarrow C \triangleq Secur	re https://a	ccounts.esri.com	n/en/login?re	edirect_uri=https%3	3A%2F%2Fmy.	esri.com%2F				☆ :
() esri	ArcGIS	Industries	About	Support					Q	
				Welcom	e to Esr					
			Don't	have an account? <u>Cr</u>	<u>reate a public a</u>	ccount.				
			Sign In			() esri				
			Username							
			Password							
			🗆 Keep m	e signed in						
			SIGN IN							
			Forgot pass	sword? Forgot username OF	e? R					
			Sign in with	h ENTERPRISE LOGI	N					
			Sign in with	h 🕇 G						

If you do not have an Esri Global Account yet, please send an email to

<u>customercare@geodata.com.ph</u> so that we can assist you in creating and validating your Esri Global Account.

3. To navigate to the Support page, click the **My Organizations** tab, then click **Support**.

esri	ArcGIS	Industries	About	Support				Q	۲	Sign Out
My Esri										
Dashboard	My Profile	My Organizatio	ons 🕜				CS-2			-
Organization List	Oven	view Transaction	is Licensir	ng Downloads	Support R	eports				
Support Support Overvi	ew	My Esri / I Supp	My Organizat	^{ions} verview				Yo	u are a	n authorized caller Call-in ID:
Recent Activity Request Case				ł		ž	彩		a	3
Manage System Profiles Bugs Hot Fixes						ixes				
Cases		3	3	233		11	32	0		0
Bugs		Op	en	Closed	C	pen	Closed	Open		Closed

4. Click the **Request Case** button located at the left side of the Support Overview page to open the My Esri Request Case web form.

Support	My Esri / My Organizations				
Support Overview	Support Overview				
Recent Activity	~	_			
Request Case					
Manage System Profiles	Ca	ses			
Cases	3	233			
Bugs	Open	Closed			

The Request Case web form is available in the Support page to those who are designated as authorized callers of their organization. If the Request Case button is not available, contact your organization's My Esri administrator to verify your permissions.

5. The web form has 4 steps. You can see your progress at the upper right side of the form. In Step 1, use the dropdown buttons to fill in the information about the product you have encountered an issue with. Click **Next** at the bottom of the page to proceed to Step 2.

esri ArcGIS Indu	ustries About Support	Q 🎯 Sign Out				
My Esri Dashboard My Profile My Orga Organization List Overview Tran	anizations nsactions Licensing Downloads Support Reports					
Support Support Overview	My Esri / My Organizations / Support Request Case					
Recent Activity Request Case	Step 1A: Product Submission	Step 1: Product Information Step 2: Issue Description				
Manage System Profiles Cases	By describing your product Guing a system profile	Step 3: Contact Information Step 4: Summary				
Bugs Hat Fixes	Step 1B: Product Description					
Visit support.esri.com	Select the product that you encountered an issue with. Product Category*					
Talk to the Community 🖻	Select Product Category Product Sub-Category Select Product Category					

- 6. In Step 2, describe the issue you encountered. Include the workflow you were using when you encountered the issue in the appropriate text box. You may also attach supporting files such as screen captures and PDFs to provide more details about the issue. Click **Next**.
- 7. In Step 3, which is optional, you may provide additional information about the case and the organization affected by the issue. Click **Next**.
- In Step 4, review the summary of the information you provided. If you wish to make any changes to the web form, click the **Modify** button in the upper right corner of each section. Make the needed modifications then keep clicking the **Next** button until you're back to Step 4.

Contact Information	Modify
Additional Contact Name	Additional Contact Email Address
——	——
Internal Case Number	End Customer Organization Name

- 9. After reviewing the information you have provided, click the **Send Request** button at the bottom of the page to submit the case. By requesting a case using the new preformatted web form, assigning your case to the appropriate Technical Support Analyst is streamlined.
- 10. Once your case has been submitted, you will receive an email confirming the creation of your requested case.

How to View Open Cases

From the Support Overview page, you can access the history of closed cases and their resolutions, view bugs associated with your cases, and track open cases.

- 1. From the Support Overview page, under *Cases*, click the **Open** option. Here, you can see the list of ongoing cases, as well as information about the cases such as the case number, who submitted it, assigned Technical Support Analyst, and when it was last updated.
- 2. Click the **Details** button of the case you want to view. In the Case Details page, you can see the activity log of the particular case e.g. emails, calls, and other interactions.