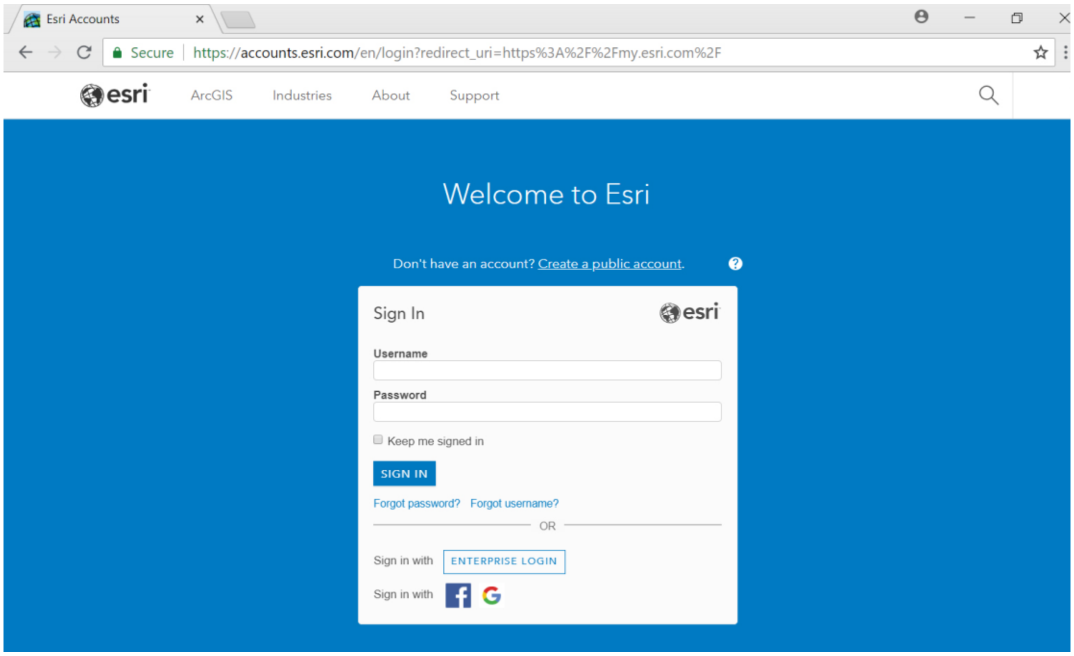
How to Request a Technical Support Case through My Esri

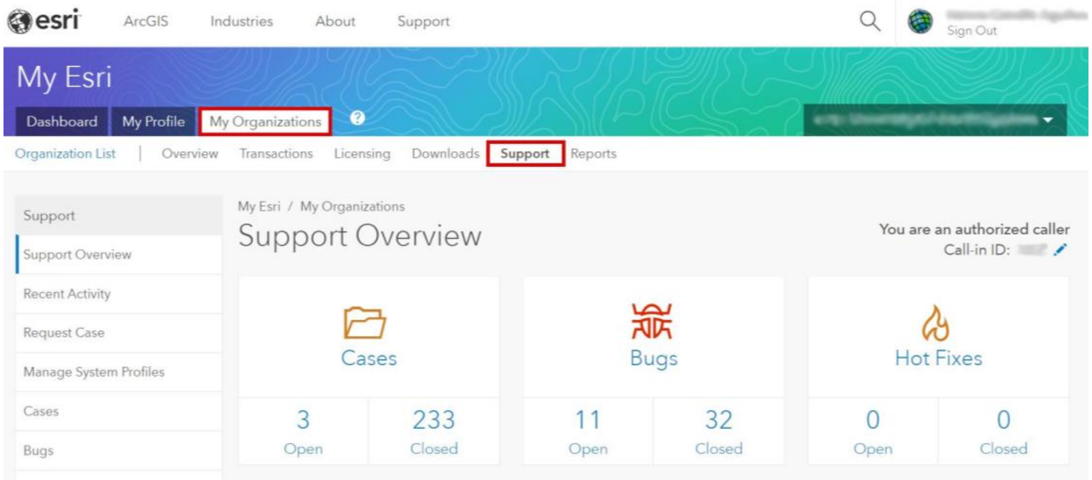
1. On your web browser, go to **my.esri.com**.

2. Sign in using your Esri Global Account credentials. Once logged in, you will be redirected to the My Esri Dashboard.

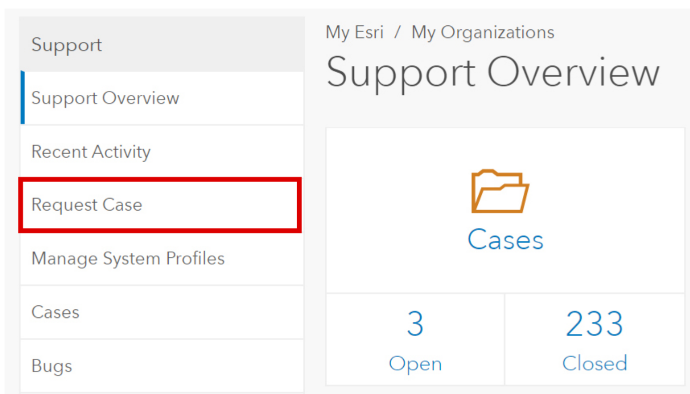


If you do not have an Esri Global Account yet, please send an email to customercare@geodata.com.ph so that we can assist you in creating and validating your Esri Global Account.

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

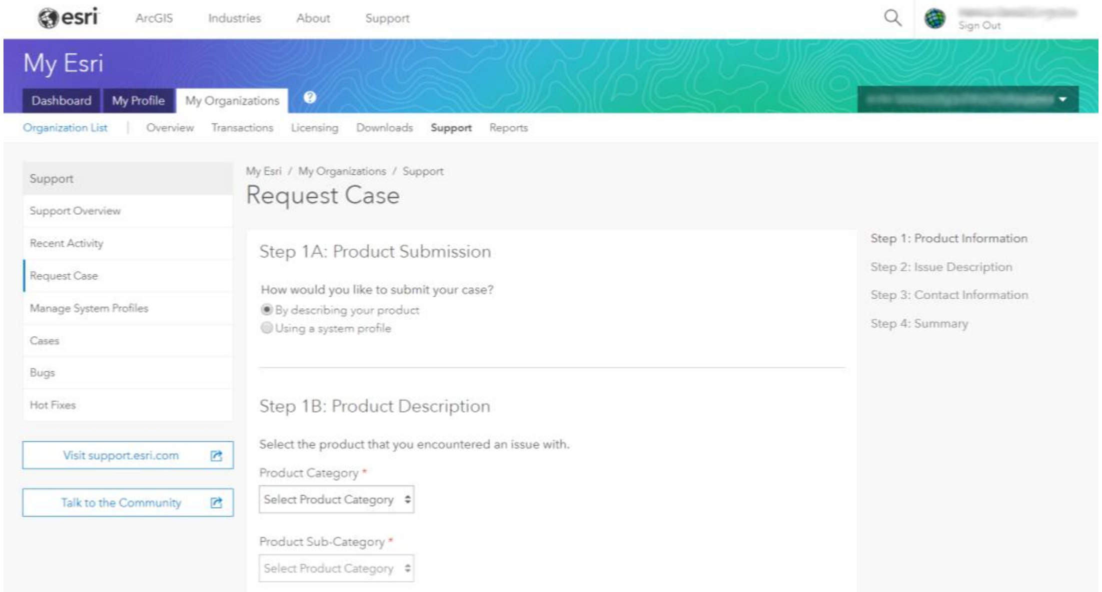


4. Click the **Request Case** button located at the left side of the Support Overview page to open the My Esri Request Case web form.



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.

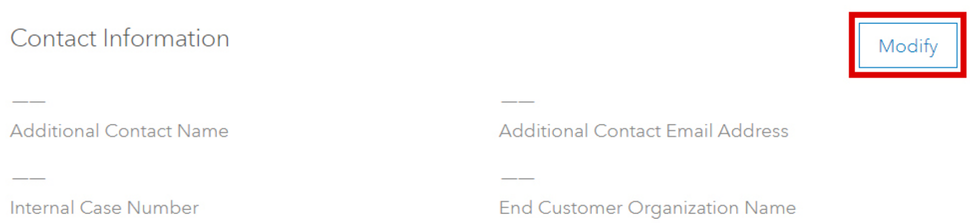
5. The web form has 4 steps. You can see your progress at the upper right side of the form. In Step 1, use the dropdown buttons to fill in the information about the product you have encountered an issue with. Click **Next** at the bottom of the page to proceed to Step 2.



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**.

8. 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.



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.